

COASTWISE CAFÉS

Phase one report

April 2024



COASTWISE

Executive Summary

In January and February, 2024, the Coastwise project team held five ‘Coastwise Cafes’ in North Norfolk – drop-in sessions to meet local people, share information and knowledge and start a process of developing next steps. This report summarises the aims, methodology, findings and learning from this first phase of public engagement.

Overview The Coastwise Café approach was developed and delivered to meet local communities, raise awareness of the Coastwise project and start having local conversations about coastal change to guide the project going forward. They were set-up to be focussed, community listening events - the first steps in a bottom-up process geared towards the co-creation of place and issue-based transition plans in locations where the Shoreline Management Plan demonstrates that holding the line is not technically, environmentally, or economically feasible. The opportunity to have these initial conversations with local people was crucial for Coastwise to gain an understanding of local concerns regarding coastal transition, people’s sense of place, perceptions and coastal literacy, and ideas about how to engage going forward. The events also provided a chance to gather data about wellbeing in relation to coastal change.

Method Five of these engagement events were held in coastal communities in the Coastwise area of North Norfolk, from Weybourne to Cart Gap over a three-week period from 26th January to 12th February: Trimmingham, Walcott, Happisburgh, Sheringham and Overstrand. A drop-in format between 2 and 7pm was used to maximise engagement with a range of different people throughout the day. The layout was designed to be multi-functional, enabling people to browse information, contribute answers to specific questions (as a means to capture data required to plan the next steps), contribute local knowledge through a map-based activity, and have discussions with the project team about specific questions, what they’d like the project to accomplish and other aspects.

Findings A total of 238 local people attended the events. Housing, cliff-top water management, infrastructure and access (roads, local connectivity and beach access) were identified as key issues for communities across the five locations. Visitors contributed ideas about ways to engage in future (e.g. drop-in events to provide updates and further input, newsletters) and wanted more information on risk, policy and coastal processes, and what potential adaptation options could include (financial mechanisms as part of this). The data captured has enabled Coastwise to identify key community concerns and focus priorities for future project activities. The findings will be used to inform the planning of future engagement events and ways of working. The Coastwise cafes attracted little engagement outside the older generations (children to working age adults) so this will be looked at in future.

Learning and next steps Coastwise cafes were effective at getting the initial conversations started towards adaptation and have generated a good source of data to plan project next steps. Future cafes will run alongside tailored events of different types to meet community needs. Overall, these will evolve to maintain interest and momentum and to inform subsequent engagement and actions. The Coastwise Café drop-in format worked well and provided a space to have interesting, sometimes challenging, constructive conversations about the issues being faced in some of North Norfolk’s coastal places and start looking toward options for the future. The approach will continue throughout the project at regular intervals in order to maintain positive relationships with coastal communities. These will run alongside topic and sector-based workshops and place-based actions. We hope that the Coastwise Cafes raised awareness of the project and its aims to co-design adaptive solutions for coastal transition, and promoted the idea that adaptation can be a positive way forward.

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Introduction and aims of the Coastwise Cafés

This report describes:

- The purpose and aims of the Coastwise café events
- The methods, materials, and resources
- The findings, presented by location alongside key demographic and attendance information
- Event evaluation data
- Team reflections and learning
- Highlights
- An appendix includes an event preparation plan, coding for analysis, a generic café layout plan and the evaluation form used at the events.

This report is a baseline reference point and contains all the data collated across the five Coastwise Café events held in January and February 2024. It is intended for team use but is also available for anybody interested in the Coastwise Cafés, be they professional colleagues, community members, our funders – Environment Agency (EA) and DEFRA, internal NNDC Cabinet members and officers, as well as for dissemination to a wider audience of the outcomes to share learning with other projects which may wish to run similar events.

Please note that this report includes raw data and some basic thematic coding – it does not include a thorough analysis – this is a next step for Coastwise which is using the data in a range of ways as a reference point. Light touch analysis has identified indicative themes to enable immediate prioritisation and short-term actions and progress to be made.

The evaluation and learning components will serve to allow the Coastwise Team to build on the learning to more effectively plan and prioritise future engagement events as work progresses.

What the Coastwise Cafés aimed to do

The Coastwise team developed and delivered a series of five Phase One engagement events in coastal communities in the Coastwise area of North Norfolk, from Weybourne to Cart Gap over a three-week period from 26th January to 12th February. The aims of the events were to:

- a) Meet local people in key coastal communities.
- b) Raise awareness of the Coastwise project and what it is seeking to achieve.
- c) Prompt initial conversations with local people to gain an understanding of their sense of place, understanding of coastal change, concerns regarding coastal erosion, and ideas around options for the future.
- d) Gather data to create a wellbeing baseline.
- e) To inform the development of next steps (what to engage about and how).

The Coastwise Cafés were designed and set-up to be focussed, community listening events - the first steps in a bottom-up process geared towards the co-creation of place and issue-based transition plans in locations where the Shoreline Management Plan demonstrates that holding the line is not technically, environmentally, or economically feasible. The opportunity to have these initial conversations with local people was crucial for Coastwise to gain an understanding of local concerns regarding coastal erosion and transition, people's sense of place, perceptions and coastal literacy, and ideas about how to engage going forward. The events also provided a chance to gather data about wellbeing in relation to coastal change. At the heart of the events was the ambition to meet with local communities and to listen to them, to get to know them and to start conversations around coastal erosion and its impact on the

people living the experience. This community listening approach was adopted as a crucial first step towards assessing local needs. We wanted people to feel listened to, supported, positive, and hopeful. That they trusted Coastwise staff and that they are keen to get involved and to reap the rewards of the project.

Methodology

This first phase of broad community engagement was set up to enable the Coastwise team to meet local communities, raise awareness of the Coastwise project and start having local conversations about coastal change to guide the project going forward. The focus of this phase was to enable focussed, community listening – a first step in a bottom-up process geared towards the co-creation of place and issue-based transition plans. The opportunity to have initial conversations with local people was crucial for Coastwise to gain an understanding of local concerns regarding coastal transition, people's sense of place, perceptions and coastal literacy, and ideas about how to engage going forward.



Café model As a team, we decided to take an informal, café-style drop-in event, with an approach that would maximise the opportunity for community listening as well as information sharing. The café element was important for:

- Attracting people to the event.
- Catalysing opportunities for conversation – in offering drinks, whilst waiting for drinks, sitting at tables together with drinks and biscuits.
- Lengthening the potential engagement opportunity – likely to stay longer given that refreshments are available.

At the events, tables and chairs were laid out as a small café area with refreshments – tea coffee, biscuits and fruit. Allergy information was provided and a five-star event hygiene accreditation was attained in advance.

Locations, venues and timings were selected based on priority in terms of levels of erosion risk, as well as availability of local venue spaces, which was a challenge in rural Norfolk with limited and often fully booked community spaces, especially with an event running through the afternoon and into the evening. Locations selected were Happisburgh, Overstrand, Trimingham, Walcott (incorporating Bacton), Sheringham (incorporating East and West Runton, Beeston Regis and Weybourne).

Venues were community centres and village halls and other available buildings that had heating and a kitchen with facilities for providing drinks and biscuits. Events were run between 2pm and 7pm to capture the widest audience according to the range of different circumstances, for example, being at home, retired, school run, people after work to enable opportunities for maximum engagement.

Promotion Events were promoted via a number of routes – as flyers and videos directly via NNDC’s social media – Facebook, Instagram, TikTok, X, LinkedIn and Nextdoor. Information about the events was shared with Council Members and Parish Councils as well as via Community Connector activities in communities, such as PositiviTea events, community lunches, supermarket stands, knitting groups and so on. Libraries and schools were emailed, and some schools were happy to distribute the event flyer through their digital apps that reach every parent and carer in the school, as well as staff. We placed posters in all known coastal shops, pubs, and cafes that were happy to support us. We also distributed flyers through doors in three locations to ensure that those in the most at-risk zones were communicated directly with, to reach those without access to digital media.

Materials and equipment: A full list of the materials and equipment is provided in Appendix 2. Key materials are listed below:

- Project information boards from previous events to provide the project overview – presented on folding display boards.
- Coastal literacy handouts were provided such as ‘Introduction to Coastal Management’ and ‘Introduction to Coastal Erosion’.
- Coastwise Initial Support Package funding prospectuses for those at immediate risk.
- Coastwise photo books were taken to show risk zones as well as A3 laminated versions of each stretch of coastline, so that people could see if their property, or which community assets are in the risk zone in each epoch – 2055 or 2105.
- A1 posters of recent drone photos of the coastline for different perspectives and OS maps of each area.
- Postcards and bookmarks with Coastwise contact details and QR code for the website.
- Questionnaires for completion in situ or by return post with a prepaid envelope. There were café feedback forms and project sign-up sheets to join our mailing list, with post boxes to post and store information safely with GDPR in mind.

Content and layout There was a strong focus on raising project awareness and providing opportunities to stimulate discussions around coastal change. We therefore designed a range of information spaces with different types of information and opportunities for interaction. The team engaged in face-to-face conversations where possible to start to build trust and form positive relationships with Coastwise communities.

The Coastwise Team had designed 6 key questions inviting input from the attendees:

- 1 What do you see as the key issues facing this area with regards to coastal erosion?
- 2 How can we work together?
- 3 Is there anything you would like to know about coastal change?
- 4 Can you tell us any special stories or memories about this part of the coast?
- 5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form?
- 6 Do you have any ideas of initiatives that could help in preparing communities for coastal change now and in the future?

These questions were developed by the team to capture the thoughts and ideas of the community in a way that could feed into the Coastwise project ambitions. They were placed on the display boards with post-it notes and pens provided to allow people to add their thoughts. The team also tried to record elements of their discussions with local people and stick these up on their behalf, with their consent. Question 4 sought narratives from stories or memories from the areas to find out what is special about our coastal places - to feed into the sense of place future action planning and into the Coastal literacy work stream. Question 5 was an interactive map activity, where people added stickers to a map of anything of interest in the area that we need to know about – for instance key points of erosion, worry over access, or for example, favourite bench, important graves and so on. Then they provide the detail of what is of interest on a corresponding recording form.

The layout was designed to be multi-functional, enabling people to browse information, seek answers to specific questions as well as contributing local knowledge and discussing what they'd like the project to accomplish. A sketch layout is provided in Appendix 4. A children's coastal activity station was provided with a mini coastal erosion model, a mini fossil and shell dig, puzzles, books, Duplo, marine colouring in and stickers. At one event an interactive smart board was provided that enabled the screening of our Coastwise project overview film. We could have used a laptop otherwise, if required.

The outputs of the event were to identify community concerns and needs and to gather data for future project engagement and action planning. Wellbeing baseline data was also collected from attendees as well as sign up information. We also provided simple evaluation form so that we could understand what worked, what didn't and obtain any other feedback to improve future events.

Team preparation and cover: The core Coastwise team were all involved in the design, planning and preparation of the Coastwise Cafes, as well as attending most of the events on a rota. The team were asked to provide 10 key words or short phrases that they associated with Coastwise in preparation for the events, and the accompanying word cloud was created.

At least five Coastwise team members were present at all times to facilitate conversations supported by visiting wider Coast team members and the portfolio holder for coasts Cllr Harry Blathwayt.



Team members present: Rob Goodliffe, Sophie Day, Chris Smith, Sue Grime, Chloe Suttle, Alastair Zangs, Guy Cooper.

Other NNDC: Tom Walker, Brian Farrow (Coastal Management); Felix Bruggemann, Anny Woolridge (Comms). Cllr. Harry Blathwayt (Coastal Portfolio holder) attended most events. Rob Young (Assistant Director), Martyn Fulcher (Director), Cllr Tim Adams (Leader) and Steve Blatch (CEO) also visited.

Mairi Macarthur from the EA's national coastal team attended and supported one event. Susannah Bleakley from Our Future Coast (an FCRIP project) attended and supported one event.

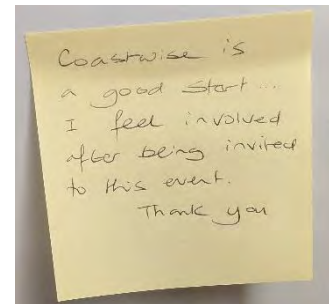
Two members of the Community Connectors Team from NNDC supported each of our events as they are already known to the communities and provide a valuable signposting service, offering additional services and support, particularly around mental health and wellbeing. Two events were attended by representatives from Norfolk and Waveney MIND as well, with a view to potentially forming a future collaboration working with communities at risk of coastal erosion and supporting their wellbeing needs.

Broadland Housing (a local social housing provider) attended the Happisburgh event to be available to discuss latest housing development plans for Happisburgh which might be significant for those individuals wishing to relocate locally.

Analysis of findings The post-it notes and map references were collated for each of the 5 locations. This raw data is presented in bulleted lists, by question for each location in the relevant sections of this report.

The data were later colour coded in a spreadsheet by question, for all locations in order that key themes could be identified to understand community interests and at question level. Key themes were drawn from this coding, and a team review was carried out to examine the data set as a whole to ensure familiarity with the data, to consolidate themes and identify practical next steps. Appendices 2 and 3 demonstrate this working.

Metrics and Evaluation We collected numbers of attendees using hand held number counters/clickers and anonymous session evaluation forms with a sealed 'postbox'. We ran a team reflection exercise at the end of each event to collate immediate learning and observational demographic information. At the end of the phase of engagement, once all the café's were complete, we ran a team reflections and learning exercise to identify improvements for future practice. The outcomes of all of these elements are included throughout this report.

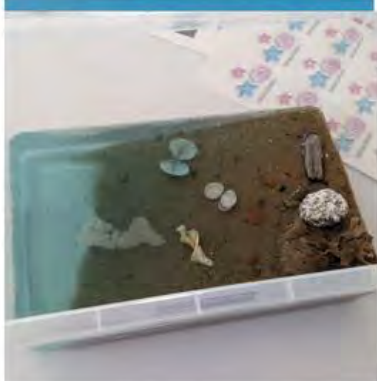
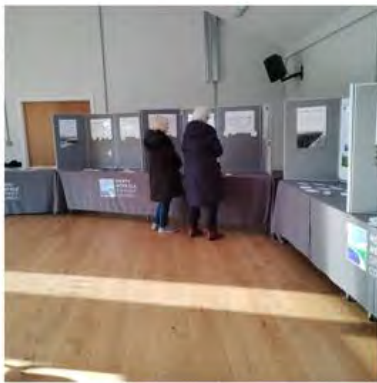
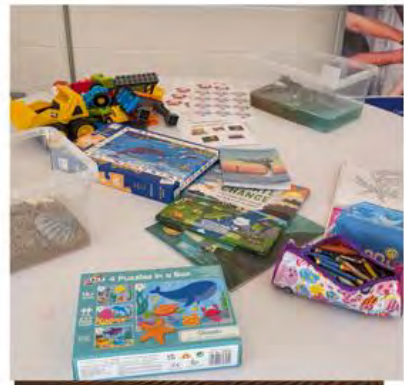
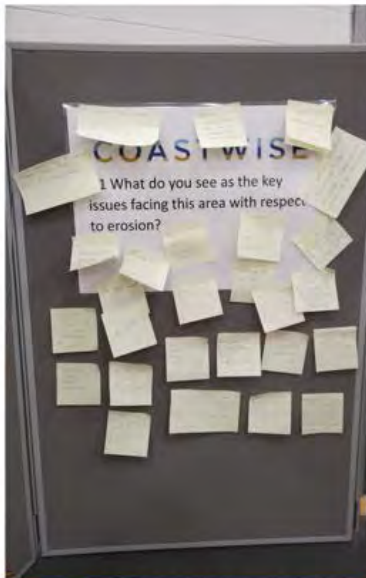


This document now provides a working reference point and part of the baseline for the Coastwise project going forward.

Findings

The following five sections lay out the information collated in each of the five Coastwise Café's by location. They include some photographs, key details about each event (e.g. number of people who attended), all of the question response data including information from the mapping activities, and a short section for each on emerging themes, immediate next steps and reflections on the event.

Trimingham



Trimingham Summary

Observations	Details
Number of attendees	50
Average length of stay	30-60 mins
Time of event and busiest time	2-7pm – Busiest 2-4.30pm
Age	Mostly over 60's
M/F split	Roughly 50/50
Retired / Working	Mostly retired
Weather on day of event	Cold, sun and showers
Method of advertising	All digital media, 200 letterbox flyer drop in whole village by local volunteers.

Question responses from attendees:

Q1 What do you see as the key issues facing this area with regards to coastal erosion?

- Could the land above the cliffs be rewilded so water does not erode the cliffs?
- Slowing erosion at beacon farm is urgent. Cost of losing the road is dire.
- Lack of pavements - access all the way to the beach.
- We are doing this for the next generation.
- Losing Trimingham to safeguard other places isn't fair.
- Rising sea levels.
- Sea defences not maintaining.
- Surface water?
- Coast road x 3
- Pavements.
- Farmers rewilding more prevent water erosion etc.
- Property devaluation once a property is removed because of erosion.
- Cliff edge only 30-40m from coast road. Cost of moving road.
- Church - what happens?
- What happens to the bus service if the road is closed. Shuttle service to Cromer?
- In the 90's the water company replaced the infrastructure and included routing gutters and house runoff into the sewer system to avoid ground water/surface water exacerbating erosion and water tank for overflow, but this has never been used.
- Maintaining the coast path.
- Don't wasn't meetings that are so vague - talk and no action.
- Got to have hope and something to pass to the children.
- Wind farm cables - where and what effects?
- Networks of surface water drainage and ponds not there anymore. More flooding.
- We want a positive outcome.
- Coast road near the old Crown and Anchor pub site.

Q2 How can we best work together?

- Can we please not use jargon e.g. what does "rolling back" properties mean?
- Could the issues of surface water be examined?
- Soak aways on new builds need to be diverted into sewers.

- Local farms are irrigating cliff top fields.
- Surface water is the most obvious cause of the cliff-slumps here. Something which was understood 200 years ago hence the existence of the ponds linked by pipes ultimately disgorging water over the cliff. Water disposed of in this way thought a better option than wholesale penetration of the soil leading to collapse in geologically vulnerable areas.
- Talk to the landowners. They are an important point of ongoing action.
- Loss of the highway is a major problem. Little lanes will become rat runs if the road goes. Most feasible alternative is 6 miles away.
- Showing some options - more substantial information.
- Village hall drop ins.
- Accurate information please – map is out of date.
- Secretarial role for coastwise for groups.
- Letting things go might seem cheaper in the short run but very expensive in the long run.
- Trimingham action group.
- Regular updates in the newsletter.
- Parish council meetings on agenda and advertised.
- Trimingham newsletter.
- Newsletter.
- Would share ideas even though they are not realistic to stimulate ideas.
- Always some people who turn up. Must be interested in their property. Do drop ins like this.
- Land side of coastal are a bit complacent.
- Website updates.
- Talking about a Trimingham group (possibly with Overstrand) to think about the coast.
- Letters.
- Gain some time against erosion by doing some kind of work to the existing defences.
- West to east tide sweep causes undermining of concrete toe wall.
- Drainage required off land.

Q3 Is there anything you would like to know about coastal change?

- What will happen with climate change?
- How are we working with national government to actually make a change?
- How long have we got?
- What happens at the end of the project? Who will fund adaptation into the future?
- Water run off from the land side creates much of the slippage. How do we address this?
- Estimated time left - how are villages supported if properties are taken?
- What impact do modern agricultural practices have? Used to be hedgerows and ditches. Also, they irrigate a lot!
- Can you deposit building waste to bolster the cliffs?
- Can we have some of the drone footage photos / videos on Youtube / website?
- Water drainage creates much of the erosion.

Q4 Can you tell us any special stories or memories about this part of the coast?

- Dot has history about Trimingham.
- The old village pump was opposite side of the road from the Anchor.
- Ultimately the most realistic thing is a financial package.

- Old borehole on allotment that district council put in. Why were these put in?
- Book about Trimingham by ? KIRK. Bomb disposal removal of groynes, practice for d-day landings - never replaced.
- Invest in NNDC coastal archives and photos - public available.
- At the end of middle street there was a pond. water off the land collected here. Where does it go now? Does this cause the Crown and Anchor site problems?
- The pump was removed in the 1970's given to Cromer museum? Presumably there is a water course under the ground near old Crown and Anchor site.
- The former pit at the end of middle street no longer works it used to drain under the road into a pond in beacon farm then into another pond on Taylors lane and then over the cliff

Q5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:



Black

1. This bit of road doesn't exist any more. Rapid erosion in the last two weeks
2. Worst area here by the little carpark- rapid erosion here – most noticeable.
3. Son is geologist and finds fossils in the cliffs.
4. What's going to happen with the radar station?
5. Worried about the road. What's going to happen to the bus service?
6. Interested to see what's going to happen with the UEA fibre optic cable? Could it warn where is at risk?
7. Very historic church – precious – what will happen to it?

8. What happens when the road goes? County won't replace it. Nearest main road is 6 miles away – small lanes will become rat-runs. Dire consequences – most strategic part of the village.
9. Used to be a pond here – held run-off
10. Networks of ponds and drainage aren't there anymore. Lots of flooding. Land use change. Farming practice. Potato farmers using more water. X 2 stickers.

Orange

1. Village pump and ponds were here. Now gone.
2. 200 foot contour. All houses had wells. Now not needed so now causing slippage. OS maps from 1800 show this.
3. Need a strategic drain here.
4. (Cliff) Hasn't moved here for years. Interesting that it hasn't.
5. One field – used to 18 with hedges and ditches that don't exist now – would have absorbed water.
6. Cast iron pipe. There used to be a water course here. Used to be called Water tower farm. Used to pump water out of here. The water has to go somewhere.

Q6 Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

- Create a beach access ramp at Trimingham. Must be seen to be doing something!
- Govt has pushed the Flood RE why not an erosion RE. A property lost to erosion happens once. Property on a flood plain can happen multiple times.
- A central hub about coastal initiatives updated and clearly signposted.
- Better access to the beach at Trimingham X2
- What is different about this from pathfinder? (We've done this before).
- Why aren't we working with insurers and mortgage providers? They don't seem to have risk data.
- Surface water from roofs etc need to go to the sewers x 2
- There could be an insurance policy to cover loss of housing due to erosion. Flooding in areas inland can get cover and insurance companies can reclaim some funds from govt. Why not have this for owners on the coast.
- Factual options we can choose.
- Land management to the west. Could plant cliff edges up with trees rather than ploughing up to the edge.
- Would like to explore rollback options - share ideas.
- Would like to know where to start with rollback options.
- A central place with clear information in issues and options.
- It's the rainwater that washes off the cliff into the sea.
- Interested in biosedimentation.
- Build an ark.
- A rolled back road away from the cliff.
- A fund everyone on the coast pays into to pay for defences or to help people affected by erosion.
- Coast road needs to be moved - tourism is important.
- Save access from the cliffs to the beach at Trimingham.
- Buy some time with repairs to existing defences.

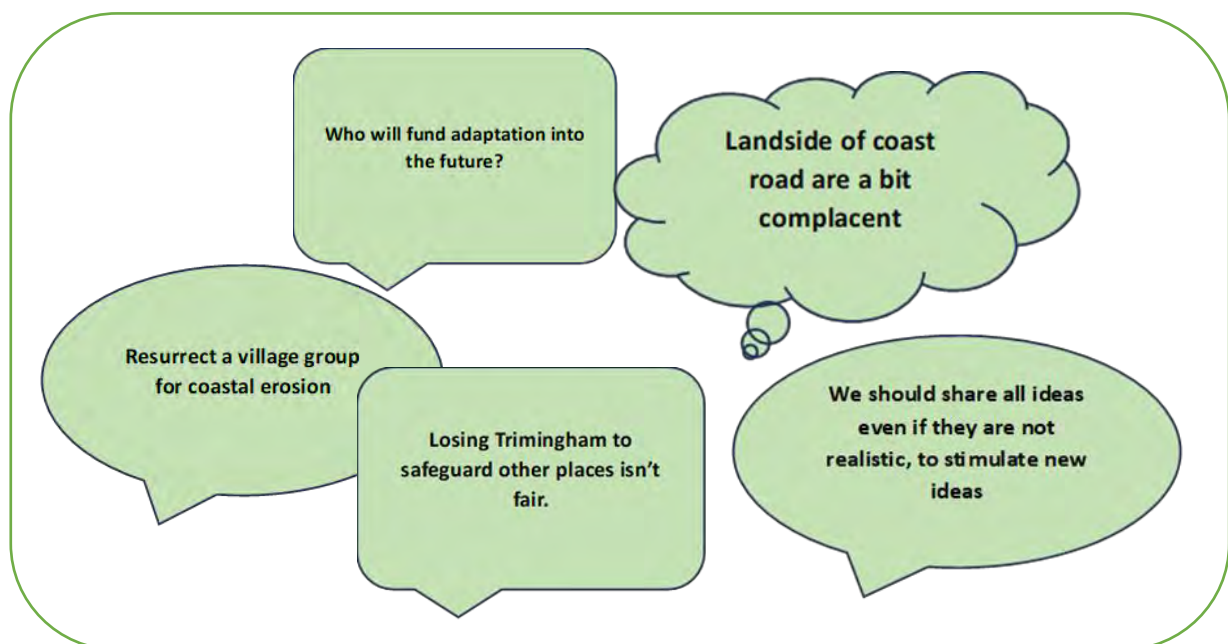
- More planting of trees and bushes on cliffs.

Emerging themes, immediate next steps, and reflections on this event

The key themes identified at Trimingham were ground / surface water and worry over the eventual loss of the main coast road through the village. There was also a clear need and enthusiasm identified for more engagement with the community. There was a keenness from a few attendees to form a coastal group to work together to take actions forward.

Next steps – to liaise, form and meet with a new community coastal group and to arrange the next round of Coastwise cafes for July.

There was a friendly atmosphere conducive to effective engagement and the formation of positive relationships. The format generally assisted with managing difficult conversations. The event was well attended owing to a resident who volunteered to deliver 200 flyers through letterboxes for us.



Example comments from Trimingham 26th January 2024.

Walcott



Walcott Summary

Observations	Details
Number of attendees	20
Average length of stay	60 mins
Time of event and busiest time	2-7pm – Busiest 2.30- 4pm
Age	Mostly over 60's
M/F split	Roughly 50/50
Retired / Working	Mostly retired; 2 business owners.
Weather on day of event	Cold, overcast, raining.
Method of advertising	Letter box leaflet drop in at-risk areas of Walcott and Bacton approx. 200 households; digital media, posters in shops and cafes.

Question responses from attendees:

Q1 What do you see as the key issues facing this area with regards to coastal erosion?

- Slope on the sea wall has bits of damage in between the sections freeze damage - please fix - for the longevity of the defence.
- Decided with investment in the gas terminal at Bacton we will be OK.
- Happy to live here for as long as I've got but not everyone has the financial means to be OK.
- Some people not able to get a mortgage owing to proximity to the sea.
- Property owners not able to release equity owing to proximity to the sea.
- Existing infrastructure and properties.
- Doing it for the children / community.
- Good sense of community here and fears about rolling back and not being with the same neighbours and friends.
- New housing in village.
- BACTON - part of the sea wall is badly damaged - need to be more proactive about maintaining the wall UPSETTING.
- WALCOTT - Overtopping is a concern.

Q2 How can we best work together?

- Wasn't advertised - only on FB didn't see any publicity.
- Communication.
- leaflets through letter boxes.
- Coastwise team attending parish meetings (not everyone).
- Holiday businesses, Support local shops etc.
- 3-4 drop in events per year please.
- Responding services - lifeboat, first responders, different though as to what community looks like coastguard.

Q3 Is there anything you would like to know about coastal change?

- Coastwise info boards about issues.
- Update sandscaping info boards.
- There is denial - that it won't happen.

- 3D model of slumping cliff - water - help to explain.

Q4 Can you tell us any special stories or memories about this part of the coast?

- None

Q5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:



1. Beach access unusable because of sand cliff drop off
2. Path is not there anymore. No access for coastal path – people have to walk all the way around the gas site.
3. County land but can't release this to move back.
4. Main beach access for many residents. Occasionally difficult to walk down slope.
5. Get down to the beach this way.
6. Another important slipway.
7. Used to get on the beach.
8. Used to get on beach.
9. Concerns about prom and steps – need to call BF.
10. Trucks / tankers parking up temporarily. Weakening the path – mainly in the Winter.

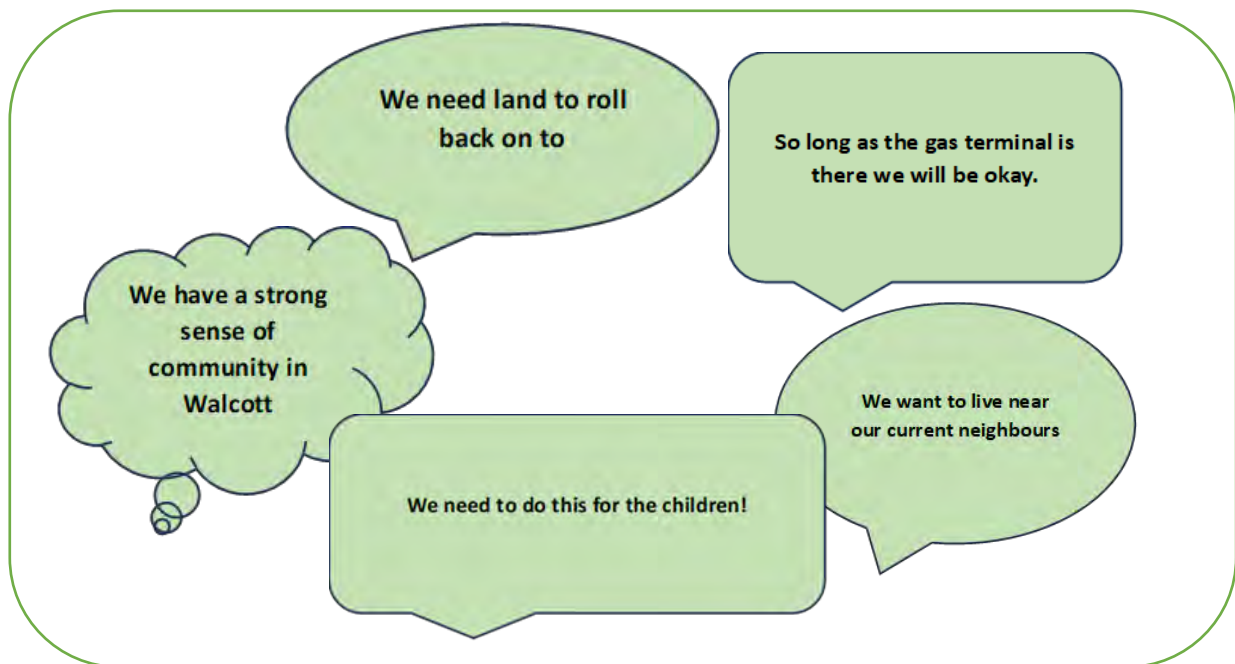
Q6 Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

- Coastal businesses paying into a community fund to adapt with govt levy / contribution.
- The council can support accountability and spend.
- Relocation - has to be local for some people otherwise it is a complete loss of belonging, identity and homelessness.
- Log cabins as replacement properties.
- Perilous state of sea wall at Bacton.
- New Walcott - rollback parts of village to between the lighthouse inn and the church.
- Priorities - sandscaping; maintaining and improving defences; relocation and adequate recompense.
- Govt land to buy and relocate business on to = purchase freehold.
- Govt needs to buy land (compulsory purchase) to help the village and community adapt for the future.
- Access to land to move back on to is essential. It's very hard to find.
- If council had land we could move back our business.
- My solicitor gave me loads of information about coastal issues - not my estate agent.

Emerging themes, immediate next steps, and reflections on this event

The Walcott event was attended by 20 attendees in spite of heavy leafleting to at risk properties in both Walcott and Bacton the day before. Partially this is possibly owing to the possible view that the 2019 sandscaping scheme will protect them and that so long as the gas terminal is there, they will be protected because of the investment from infrastructure. However, whilst this may be true for the short term, it may not be in the longer term and a key objective of the sandscaping was to buy time to plan for adaptation.

The main priorities identified were housing and the need for more engagement around options – especially land and roll back options and financial options regarding insurance and releasing equity in homes for care.



Example comments from Walcott 30th January 2024

Happisburgh



Happisburgh Summary

Observations	Details
Number of attendees	65
Average length of stay	40-60 mins
Time of event and busiest time	2-6.30pm – Busiest 2-4pm
Age	Mixed ages and one family with two children
M/F split	More females
Retired / Working	Many retired, farmers and some working people. Approx 50% newcomers to the area
Weather on day of event	sunny and dry
Method of advertising	Doorstep leaflet drop, poster, parish council boards, digital media.

Question responses from attendees

Q1 What do you see as the key issues facing this area with regards to coastal erosion?

- All the land we are supposed to roll back onto is lower.
- We are rapidly losing important archaeology.
- Someone got cut off by the tide below caravan park lifeboat rescued them.
- Nobody has had time to think outside the box as it has been about crisis until now.
- The carpark is for everybody.
- Planning hurdles.
- Good thing that cars won't drive in front of my house on beach road anymore with new access at the back.
- Amazing that people still move into the area without knowing about the erosion - estate agents don't tell them, but they should.
- Too many dog walkers and their waste attracted to Happisburgh.
- Affordable houses are not affordable for local people.
- Can Coastwise find out the facts about Broadland housing scheme re affordability.
- The fact that we have no industry so not deemed to be worth saving.
- The high ground where the lighthouse sits, which forms the cliffs, should be protected, in their own right to save the Broads and Norwich etc.
- Need something positive on the TV and media about Happisburgh.
- Loss of homes facilities and beach access.
- Need something positive on the TV and media about Happisburgh.
- Need to keep the community going.
- Getting very close to the edge with the church and the pub. How can any of these roll back so save us.
- Residents very worried about graves falling into the sea what will happen to them?
- Very short-sighted approach to long term risk. What happens after Happisburgh?
- Why no investment to slow erosion to save homes church lighthouse.
- What will happen to the church?
- Graves up to 100 years old must not fall onto the beach and be washed about on the shore.
- Told misinformation regarding protection of church and thinking house would be safe.
- Loss of homes, beach access - constant worry.

- What about three listed buildings? Church, lighthouse, St Mary's House?
- Why doesn't the government invest in sea defences in Happisburgh? 2) What is the decision on access? How can they evaluate and differentiate? What are the future plans?

Q2 How can we best work together?

- Put dates on the aerial photos.
- Be kept informed.
- Workshops.
- Be kept informed of meeting and workshops.
- Government need to decide if in the next 50 years they really want to lose valuable acreage of farming land.
- Can we do a crowd fund for defences?
- Keep local community informed.
- Wednesday 11.30 to 1.30 - if coastwise could attend Happisburgh Hub sometimes to update people who don't go online that would be great.
- Talk to those of us soon to lose their homes - talk to us SOON!
- Get your finger out and start doing something instead of talking about it.
- By the community voting on changes and not left to be decided by others.

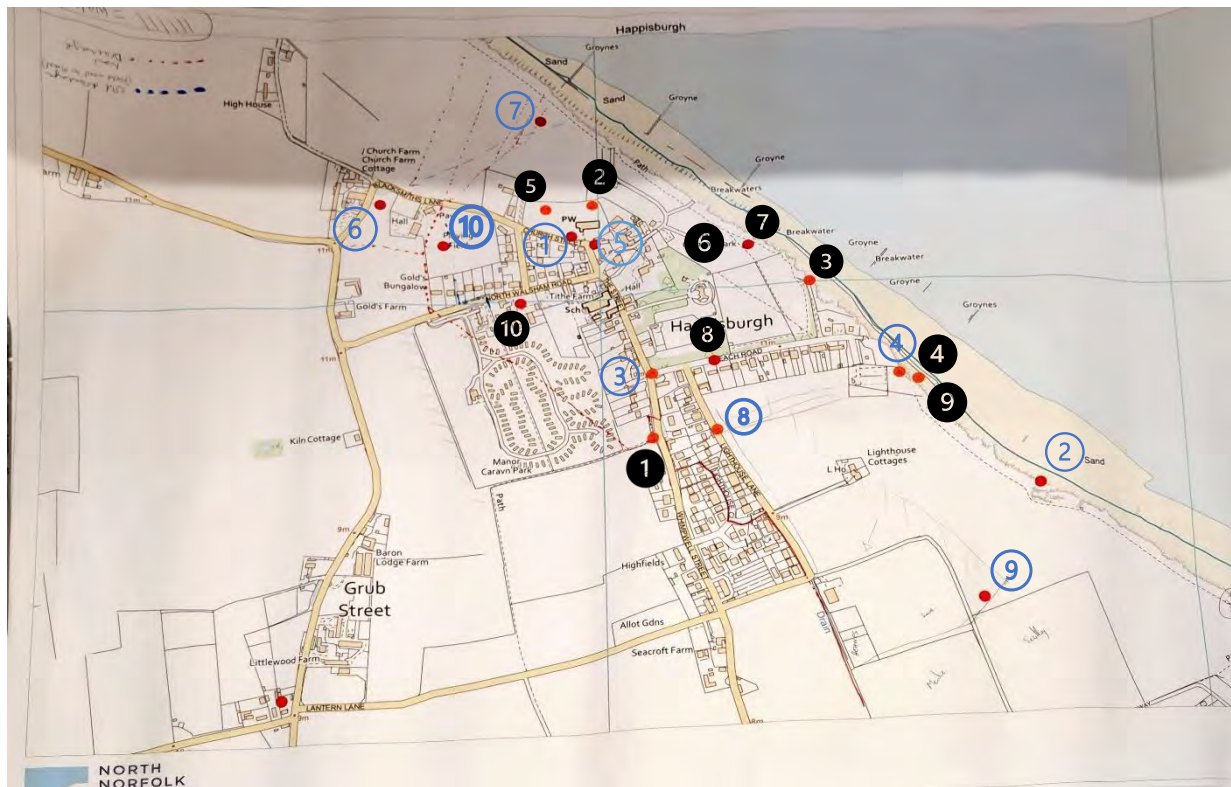
Q3 Is there anything you would like to know about coastal change?

- Why is Happisburgh surrounded by coastal villages that have defences, yet it is to be surrendered?
- Rocks are doing nothing - rocks need moving again.
- Is there any way we can challenge the SSSI?
- Keep updated on timelines expected on erosion.
- How long have we got?
- Media use the erosion to sell papers / news.
- What is the geology under the ground? How deep is the clay layer and does it undulate and tip towards the sea?
- Bought property when the policy was to defend - then it changed.
- When will the government wake up and realise that Gt Britain is losing valuable arable land all the way down the east coast. We are an island with rocky hilly land to the west and north.

Q4 Can you tell us any special stories or memories about this part of the coast?

- Blake Cottage, built by Mr Fretts workers (and my dad) will be demolished soon. The Hardcastle family owned it and spend all the summer and holidays here for many years and dad created the tiled fireplaces.
- The sad memory of Scotty Folly getting nearer and nearer to the edge because of all the water eroding the cliffs beneath them.
- When will the government wake up and realize this is England we are losing - they aren't making land anymore.
- Enjoyment spent with the singing group at Cliff House Tea rooms and the sadness of the demolition.
- I volunteer at the lighthouse - many tales to be told and remembered when its washed away - share them now and do something.

Q5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:



Black

1. Drainage issues have prevented development previously – Broadland Housing
2. Concern over (beach access) ramp design x 3
3. We'll have to move graves – very carefully. Or move as they get near the edge? We have thought about moving the graveyard before – Grub Street?
4. With the new carpark access Beach Road will become really quiet and pleasant.
5. Open access land is special, valued and quite rare. Very important. A wild space.
6. The ex-caravan site has become an important amenity for the area – would be sad if it was developed.
7. Rapid erosion here ATM.
8. Affordable housing.
9. Could we redesign the ramp.
10. Rollback housing. Need to be prevented from being second homes.

Blue

1. Concern about lack of children at school.
2. Concern Grade 1 church being lost. Big cultural loss.
3. Prioritise access to the beach. Walking along the coast, swimming at the beach – access is required for this.
4. Malcolm and Elsa – font of knowledge about coastal adaptation.

5. More carparking restrictions to encourage use of the carpark. Double yellows / traffic lights at the lighthouse lane / beach road junction. Beach road parking concerns – maintain access but stop road parking.
6. Strong desire for perpendicular ramp to coast. Buy land / use carpark.
7. Awareness of risks when property for sale. Very little say in valuation when you are retiring. Need up to date mapping. What is fair value?
8. Drainage farmland – could we fund drainage? Landowner support to improve pond drainage.
9. Existing drainage very successful.
10. Springs – Very wet at the moment.
11. One way system on lighthouse lane. Safer and better access. Pedestrianised access to the beach important. Access brings people into the village.[no sticker]

Q6 Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

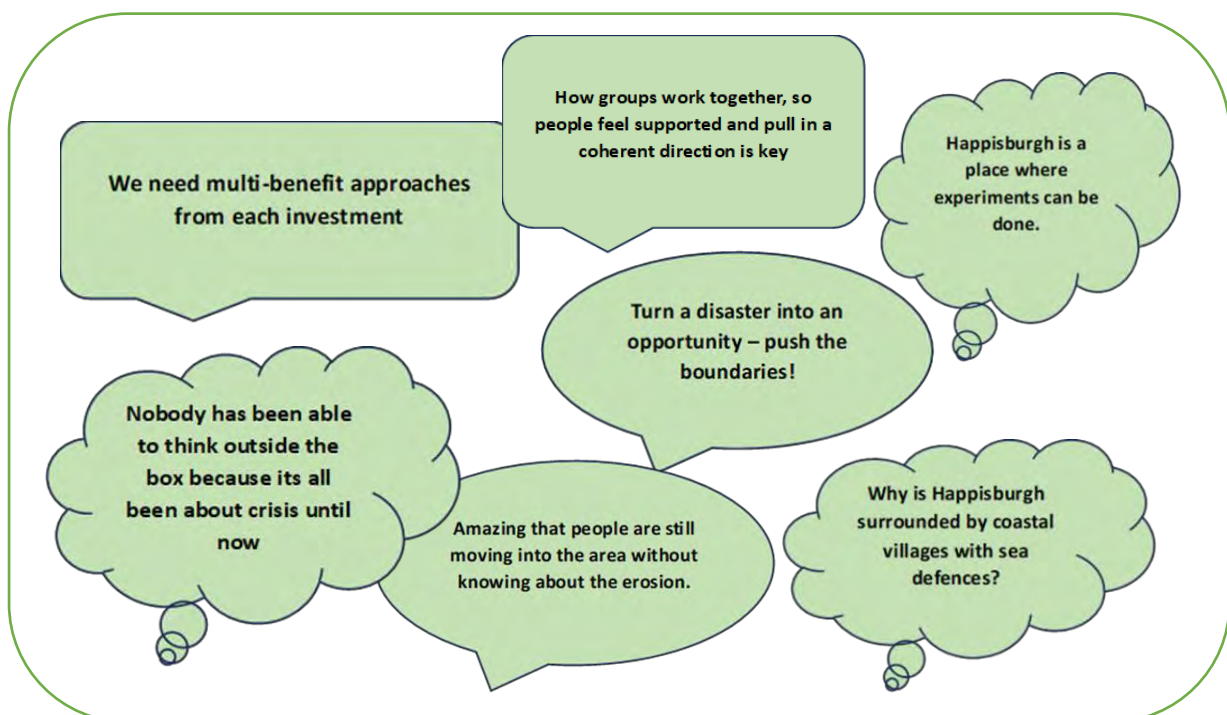
- Cutting the ramp the way we do doesn't help.
- Access via the low point towards cart gap?
- Compensation for homes lost.
- On beach road can we put gates for foot access in the back gardens onto the new carpark
- Multi-benefit approaches from each investment.
- More tourism - raise economic profile to secure future.
- Stop damaging hedgerows.
- Nothing came up in surveys about erosion in the village when we bought the house.
- Don't help cutting the ramps. When tide is in its like a river at the bottom of the ramp
- Even if we can't fund everything our endorsement and funding partners are KEY and commercial input / interest.
- Bishop of Thetford for Happisburgh (not Norwich) Local vicar is new - coastal group of parishes.
- Cliff drainage a drain system would keep the cliff dry and might slow down erosion.
- Tying together benefits to make a more effective arguments for options eligibility.
- Turning a disaster into an opportunity. All sorts of beneficial solutions as there is nothing to lose Push the boundaries.
- People are important - WE need to prepare to be prepared first.
- How groups work together so people feel supported and pull in coherent direction is key.
- More sandscaping - increase tourism. Treat housing and land as an asset that we will lose for every future generation.
- Gully on cliff is being used as beach access - use this as natural beach access.
- Concerns about the churchyard. Family members, also those who live away.
- Don't replace with houses that become second homes - need houses for local people.
- Happisburgh is a place where experiments can be done to work out how to live with erosion.
- Stop cutting the ramp.
- The ramp what do we do?
- Should be social housing for those who lose their home to erosion.
- Could the gully be utilised as beach access - wooden steps? Move and reuse?
- Can we have flood re for erosion.
- A ramp that is fit for purpose.

- Creating beach access where is naturally forming not trying so hard to control it.
- Lack of schemes that use wave and tidal power (not problematic in future where nuclear is)
- Drainage - at the moment is not effective - more can be done but fall through gaps in IDB coverage. Using wells that exist to get heat exchange also for water storage, e.g. community boreholes for energy generation. Using offshore infrastructure to store drained water, pump in and out as needed, benefits marine habitat creation.
- Windproof refuse bins and more of them.
- If we have 20 ideas what is the selection process for investing? Multi-benefits and co-investment is key.
- With drained water creating some areas of habitat to benefit amenity, conservation wildlife. Though managing surface water effectively for multi benefits.
- If you build properties to replace those lost, why are they not accessible to us? This should be first priority.
- Such heavy agricultural land - any land that can benefit wildlife would be a good thing.
- Rolling back must be on to drained land. Required repair, renovation and upgrades. Links into flood management. Also storing / using drained surface water for summer use (irrigation?)

Emerging themes, immediate next steps, and reflections on this event

The Happisburgh event was well attended and some interesting conversations around three core themes – housing, beach access and drainage – surface water flooding / and underground water. Prominent location specific themes were that of sea defences and why this village cant have them and discussions around heritage in particular the church and the graveyard which poses some interesting questions around ongoing burials in the village and how to manage the war grave from 1802. In depth sense of place discussions, especially around key topics for example, the church and graveyard, will be required.

Some example quotes from Happisburgh 1st February 2024



Sheringham



Sheringham Summary

Observations	Details
Number of attendees	25
Average length of stay	40 - 60mins
Time of event and busiest time	2-6.45pm – Busiest – wasn't busy
Age	Mostly over 60's
M/F split	Roughly 50/50
Retired / Working	Mixed – some working people
Weather on day of event	Gloomy and dry
Method of advertising	Digital media.

Question responses from attendees:**Q1 What do you see as the key issues facing this area with regards to coastal erosion?**

- Funding for prevention or limitation projects
- Avoid short termism
- How do you sell at risk houses to pay for dementia care?
- What can we keep and what are we prepared to lose
- Housing need (costs to wider community) Lack of understanding. Financing change
- Graveyards. Housing.
- Loss of beaches, loss of homes.
- Continuous funding and long term planning.
- Awareness of issues.

Q2 How can we best work together?

- Community workshops.
- Spread information via parish councils.
- Geological maps to show where higher risk.
- Partnership working. Advisory board and various interested parties plus good eggs with ideas.
- Work in partnership with all stakeholders including volunteer groups such as coastguards and coast watch.
- Expand networking. Innovative solutions but flexible as one solution doesn't fit all.

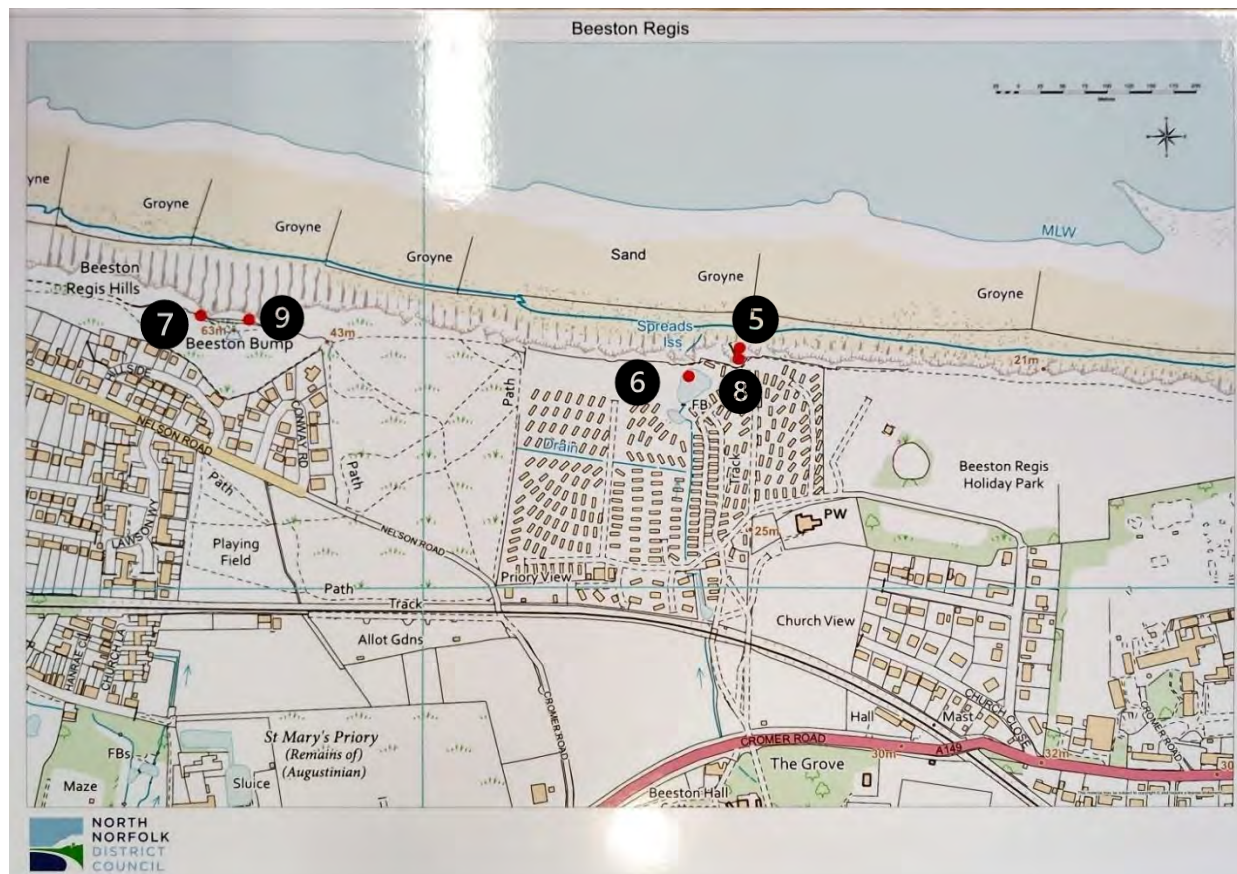
Q3 Is there anything you would like to know about coastal change?

- Need to have information not in government speak.
- Sheringham sustainability group may be interested in a talk.

Q4 Can you tell us any special stories or memories about this part of the coast?

- Building a giant lobster out of pebbles on the beach.
- Beeston hill is a lot smaller.
- When I was 7 I went wild swimming in Sheringham. Search party when I went missing from the arcade. I was grounded for weeks.
- Used to be two bumps old crown. Steps near caravan site x 2 times repaired.

Q5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:



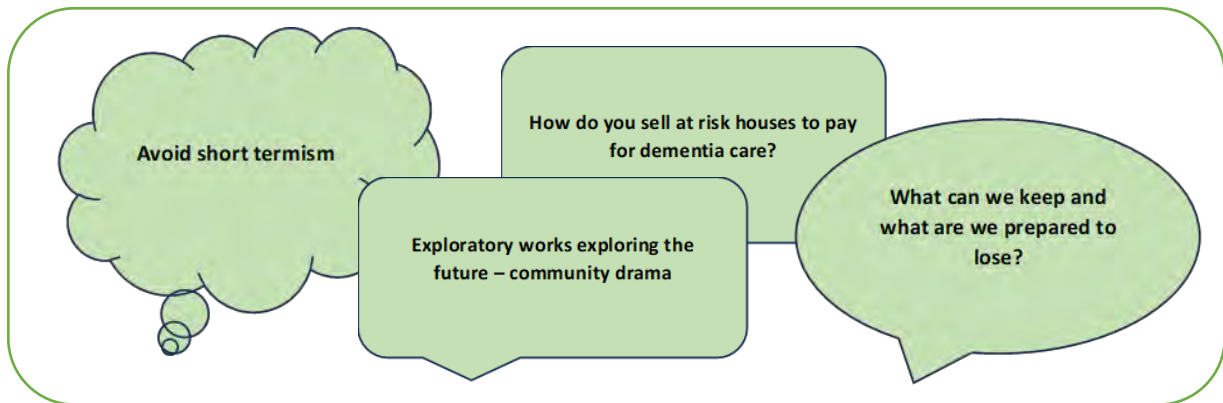
1. Cliff fall – Weybourne.
2. Flooding beach road – Weybourne.
3. Timber retaining wall – Weybourne.
4. Sewage station low level – Weybourne.
5. Steps at West Runton – closed and failed. Important as otherwise have to go via Water Lane
6. Concerns about water level at times of great rainfall. Questions about water coming from.
7. A149 road. Beeston Regis.
8. Concerns over quality of footpaths. Hand rails rotting. – Beeston Regis.
9. There used to be a pipe sticking out of cliff near steps with water coming out (3 years ago). Beeston Regis
10. Washing away sand – not sure if its still there. Beeston Regis. [Sticker missing]
11. Steps eroded.[Sticker missing]

Q6 Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

- Peabody Trust - have lots of properties. not for profit. Like housing that lots of experience.
- Payments into a pot that goes - essentially a tax on at risk house.
- Are graveyards a poor use of land?
- Graveyards ??
- Buy up the long term lets or temporary accommodation.
- Use at risk homes for at risk housing – challenging.
- Bigger better wilder wetter - ELMS Holkham - east NE leading at it. Natural England.
- Clear words and pictures.
- Community Drama - exploratory works imagining the future.
- Need to reverse the Govts continuing cutting of real term funding.
- Prefabricated buildings - like with non-erosion areas. Part ownership options.
- Threatened housing - need for local need housing in planned inland and protected settlements. Lots of social and private housing (i.e. now u/c on inland edge of Happisburgh, I think!)
- Need to ensure safe access to beach for walkers and boating community.

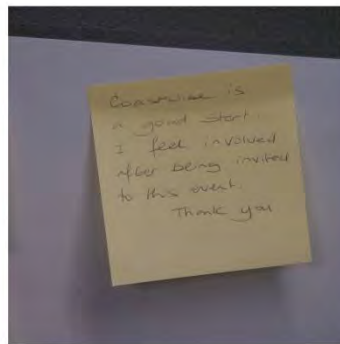
Emerging themes, reflections, and immediate next steps on this event

At the Sheringham event most attendees, as expected were not from Sheringham itself, with attendees hailing from Weybourne, the Runtons and Beeston Regis. The event was poorly attended compared to other events, possibly as Sheringham itself has effective risk management structures and no doorstep flyers were delivered owing to the event covering a wide geographic area – to incorporate Weybourne, the Runtons and Beeston Regis as well as Sheringham itself. The main issues identified were housing and the need for financial options. This venue was a little smaller than the others, so we were not able to put out the whole range of project information.



Some example quotes from Sheringham, 7th February 2024

Overstrand



Overstrand Summary

Observations	Details
Number of attendees	78
Average length of stay	30 mins
Time of event and busiest time	2-7pm – Busiest 2.30 – 3.30 (no-one after 6.30)
Age	Mostly over 60's
M/F split	Roughly 50/50
Retired / Working	Mostly retired, one high school age child
Weather on day of event	Cold, sunny
Method of advertising	Door leafleting, parish magazine, parish councillor, digital media.

Question responses from attendees:

Q1 What do you see as the key issues facing this area with regards to coastal erosion?

- Overstrand is s dormitory village for Cromer - mainly business owners live. If Overstrand is lost, Cromer businesses will be relocated potentially beyond Norfolk.
- Climate change spring tides and increasing rainfall are what I see as the main problems. The first being the biggest and most urgent challenge we've ever faced and needs prioritising. Unfortunate for coastal landowners but inevitable.
- For Overstrand real value of heritage not acknowledged in the economics.
- We need to be prepared for rapid erosion in places.
- Wondering what studies are being undertaken in the cliff by Kingswood centre.
- Access to the beach may be lost or restricted.
- Drainage points need more regular cleaning so that the fresh water doesn't cause so much erosion.
- Loss of homes due to slumping.
- Concern over cyclists using and eroding coast path.
- Pumping station by car park - water infrastructure at risk? Tank beneath?
- Making sure we have a succession plan for the village. Drainage in a controlled manner that prevents sudden build up whilst preventing continuous erosion.
- The predominant issues for Overstrand in the drainage, subsidence and slippage and not erosion from the cliff toe necessarily. The defences are fairly effective at the base.
- My home is near a cliff edge what plans are there to hold the line preventing loss of homes in this idyllic village.
- I'd like to see the surface water directed away from the cliffs. The surface water is the cause of erosion not the sea.
- How long will present sea defences last - including the prom? What is planned for the future?
- Consider the effects of the cliff slumping attributable to the surface water passing through avoiding ground to loosen cliff face.
- Concern of falling debris to beach walkers. How safe are cliffside walks? Signage to warn walkers.
- The simple wooden defences are effective at buying time.
- Overstrand problems are very different to the likes of Hemsby. Landslip and drainage are major issues here and need attention.

Q2 How can we best work together?

- Rekindle the Overstrand shoreline management committee to talk all about Overstrand.
- Coast snap points to observe change e.g. located at holiday park.
- Trimingham house caravan park has a FB group - good for sharing information.
- COASTWISE IS A GOOD START. I feel involved after being invited to this event thank you.
- By listening and taking on board residents concerns.
- Do something to prevent the mud slides.
- This is an island why allow it to get smaller? How is losing housing helpful?
- Engage with the community more whilst it is strong and focussed. Don't wait for people to move away. Coastwise is a good start but it mustn't just be a talking shop.
- By working together obviously the big news ATM is the £35million fund but on coming here today were told oh that's not us - why not? - all NNDC aren't you?

Q3 Is there anything you would like to know about coastal change?

- 60 or more houses at risk but how many will lose water. Sewage etc..
- Cliff slips - who monitors these and are they being recorded and/or picked up by the UEA study (Johnson).
- SMP - approx on houses for losses.
- Everything don't keep secrets.
- Coastwise needs to show what is really at stake - indirect costs of what will be lost e.g. alternative houses, loss of beach access, impact on economy.
- Interested in historic info about the coast.
- A better explanation of the different processes at play - coastal erosion when the bigger problem in Overstrand is landslip.
- For Overstrand it would be useful to understand the impact of the loss of utilities.
- Strand means underground river. Overstrand - is village over water –[no evidence found to support this].
- Mapping of coastal change.

Q4 Can you tell us any special stories or memories about this part of the coast?

- We live about 10 mins from the beach in Cromer. Weve seen lovely properties for sale in Overstrand and all along the coast that we initially thought to buy but just do not want to take the risk if they are cliff side of the coast road. It's a great shame and a worry. We enjoy our beach walks and conversations now about the cliff which is scary.
- What happened to the boreholes in the village. I have lived here 90 years and they did work. Brian Farrow knows where they are.
- We moved here 10 years ago and was told the slippage on the west end of the prom wasn't moving. It has moved considerably in 10 years.
- Strand means underground river (it doesn't)
- Overstrand has maintained its community. Keep the school, cricket club etc.. Its a coherent community which people don't want to lose. A very viable community.

Q5 Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:



Black

1. Drains often blocked. Very bad this year. Surface water problems, frequent flooding. Needed to complain to get them unblocked.
2. Path is dangerous – nothing under the concrete. Need a safe access here. The treacherous steps – need a bridge? Issue for people that are infirm.
Fences up against the beach but these will fail. Today bin couldn't be emptied because of slippage. Mud needs managing. Many people drive down ramp to the beach huts – this should be prohibited.
3. Caravan park uses the unsafe path for access. Needs improving. People keep using it but is very dangerous.
4. Need safety signage for walkers as the edge is very close to the path all along this section.
5. Safety signage at access ramps (base) to warn people away from cliff toe / base.
6. Example of using green waste as a natural solution to stabilise the cliff – reducing erosion and benefiting wildlife.
7. Coast road footpath stops and the road is dangerous.
8. Vulnerable property
9. Floods here after heavy rain. New drains dug but don't seem to be working. Worse since new drains were dug -something to do with the kerb covering the drain? New kerb is preventing the water from draining so the water geos over the other side of the road.

Orange

1. Sea comes over the prom most high tides – dangerous.
2. Drainage works well here but some bits of lining? Appearing below. People are also scrambling over the drains and not using the slipway – very dangerous.
3. Not a site – ploughed fields. Now a site for housing. Need to ensure that this doesn't exacerbate run-off.
4. Green strips of land – waste land? Access for area behind.
5. Sewage station – what will happen to this?
6. No proper access so people are more likely to use treacherous path. Not suitable for buggies or wheelchairs.
7. Boreholes are not maintained. After overflowing. Nobody seems to be doing anything about it. (the one on Harbord road does work)
8. Why no tree planting along here?
9. Soakaways in this area. No drains for groundwater drainage. Is this making things worse? Do AW need to put drains in?
10. Favourite bench - has been here for a long time and no changes with erosion. [no sticker]

Blue

1. Bore holes – why are they not in use?
2. Possible water pumping station – is there a tank underneath? Water infrastructure at risk?

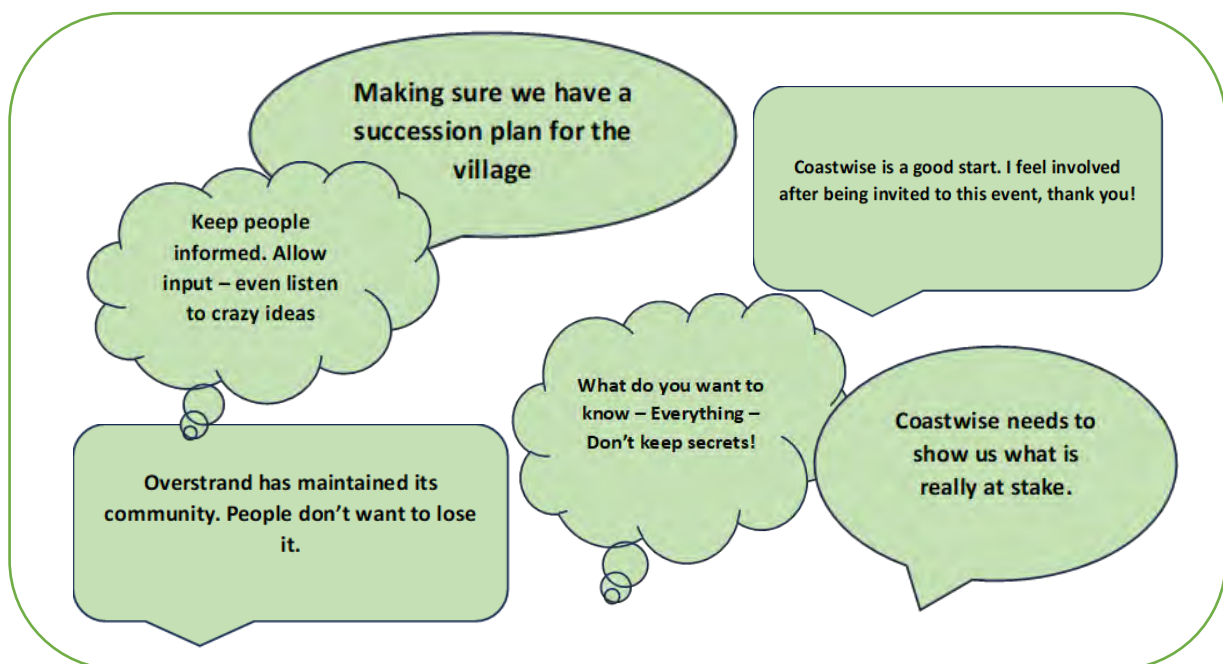
Q6 Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

- Citizen input - records change - plus historic records.
- Would be useful if erosion in NAI situation is shown in sales search.
- Interest in coast re concept (erosion insurance).
- Should stamp duty be paid on erosion risk properties.
- Kingswood is an opportunity for wider education - school visits from around the country.
- Cliff top tree planting.
- Surface water management save the water in a reservoir.
- National regulation to stop public turning front gardens into tarmac -local planners to check. People doing it against planning permission.
- Gabions to stop the cliff falling into the slip.
- Keep people informed allow input even listen to crazy ideas.
- What's now happening with Overstrand bore holes can they function again? Plant more trees - discontinue arable farming close to the cliffs can stop rain water runoff.
- Green solutions -planting to stabilise the cliff and reduce erosion. Green waste from garden - recolonise cliff. Shelter.
- Private defences or help from NNDC on defences.
- Social housing erosion opportunity mix.

Emerging themes, immediate next steps, and reflections on this event

This event had the highest number of attendees and the main concerns identified from conversations were housing and surface / ground water & use of historic boreholes as a way to increase cliff stability, although this has not worked in historic trials. Loss of roads, interest in future coastwise events and collaborations were specifically identified in this area with a number of innovative ideas arising from local residents, including the potential for nature-based solutions, such as seeding the clifftops or slopes, which will require further investigation. Questions relating to SMP (Shoreline Management Policy) downgrades were also raised. Residents were keen to know how and why the policy had changed.

Attendance was very good here in this location with a strong sense of community spirit and willingness to get involved and take action. This village was leafleted through letterboxes to all at risk homes as well as promoted by the Parish Council.



Some example comments from Overstrand, 12th February 2024

Event evaluations

Coastwise Cafes Key statistics

- 238 attendees across 5 events.
 - Approximate average stay of 45-50 minutes (based on team observation).
 - 57 evaluation feedback forms received – 24% of attendees completed an evaluation form.
 - Average of 4.61/5 on feedback averaged across three measures of how useful the sessions were, how helpful the information was and the likelihood of them attending more events.
 - 57 email addresses added to project mailing list.
 - 41 wellbeing surveys received.
-

Quantitative data

The Coastwise Cafes had 238 attendees across 5 events. From this, 57 evaluation forms were received, 2 being posted after the event and 55 received at the events.
24% of attendees completed an evaluation form.

Data across all locations

Overall, how useful did you find this Coastwise Café?

66.67% of respondents said the Coastwise Cafes were very useful.
24.56% of respondents said the Coastwise Cafes were quite useful.
3.51% of respondents said they were undecided on how useful the Coastwise Cafes were.
3.51% of respondents said the Coastwise Cafes were not very useful.
1.75% of respondents said the Coastwise Cafes were not at all useful.
Overall, 4.51 out of 5 for usefulness.

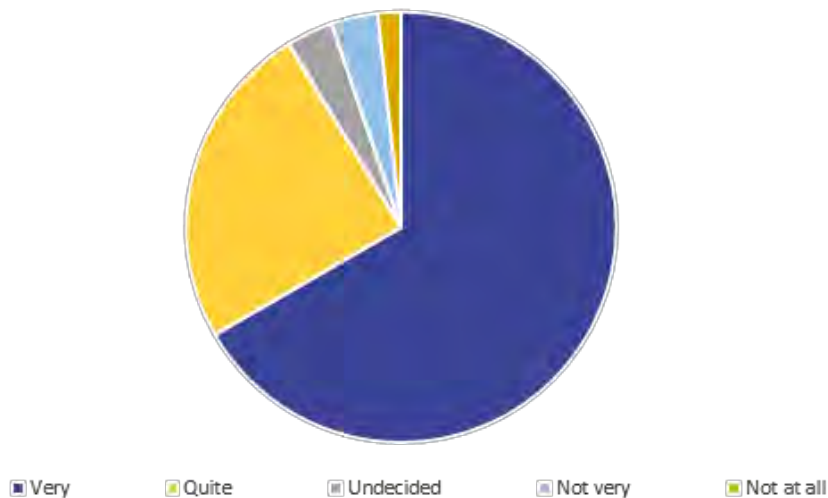
How interesting and relevant were the activities and information to you?

64.91% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.
21.05% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.
10.53% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.
1.75% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.
1.75% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.
Overall, 4.46 out of 5 for interest and relevance.

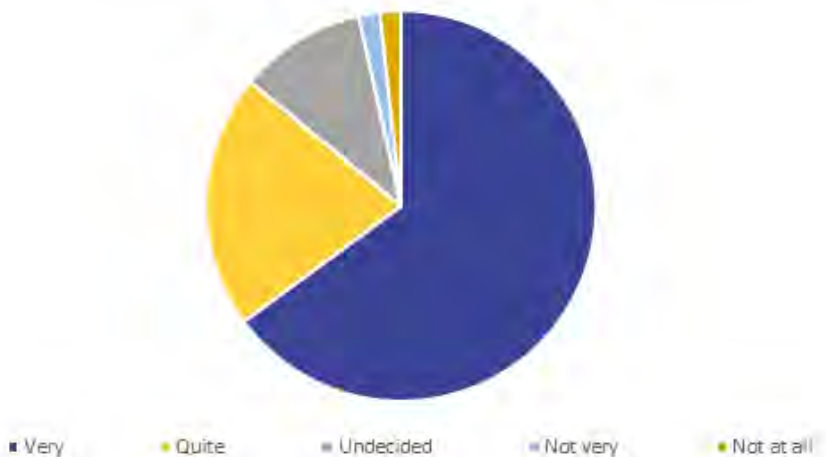
How likely would you be to attend future Coastwise events?

70.18% of respondents said they were very likely to attend future Coastwise events.
21.05% of respondents said they were quite likely to attend future Coastwise events.
5.26% of respondents said they were undecided if they were likely to attend future Coastwise events.
1.75% of respondents said they were not very likely to attend future Coastwise events.
1.75% of respondents said they were not at all likely to attend future Coastwise events.
Overall, 4.56 out of 5 would be likely to attend future Coastwise events.

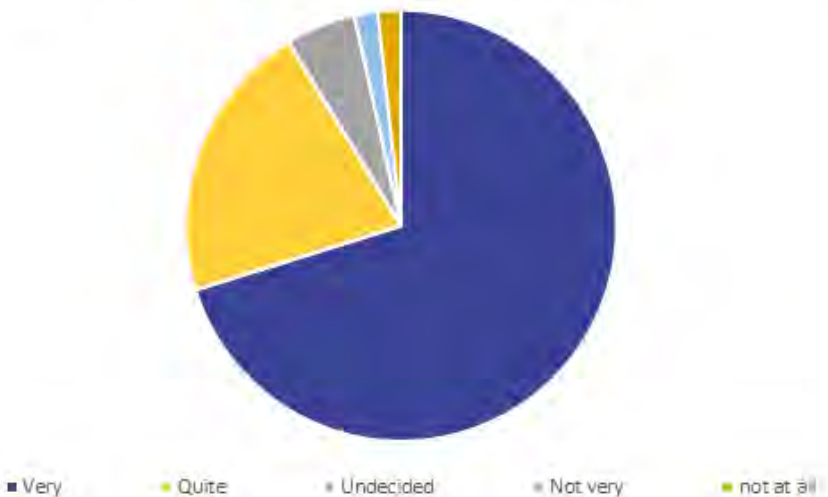
Overall, how useful did you find this Coastwise Café?



How interesting and relevant were the activities and information to you?



How likely would you be to attend future Coastwise events?



Data from individual locations

Trimingham

8 responses

4.88 out of 5 across all questions in Walcott

Overall, how useful did you find this Coastwise Café?

87.5% of respondents said the Coastwise Cafes were very useful.

12.5% of respondents said the Coastwise Cafes were quite useful.

0% of respondents said they were undecided on how useful the Coastwise Cafes were.

0% of respondents said the Coastwise Cafes were not very useful.

0% of respondents said the Coastwise Cafes were not at all useful.

Overall, 4.88 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

87.5% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.

12.5% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.

0% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.

0% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.

0% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.

Overall, 4.88 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

87.5% of respondents said they were very likely to attend future Coastwise events.

12.5% of respondents said they were quite likely to attend future Coastwise events

0% of respondents said they were undecided if they were likely to attend future Coastwise events.

0% of respondents said they were not very likely to attend future Coastwise events.

0% of respondents said they were not at all likely to attend future Coastwise events.

Overall, 4.88 out of 5 would be likely to attend future Coastwise events.

Walcott

3 responses

5 out of 5 across all questions in Walcott

Overall, how useful did you find this Coastwise Café?

100% of respondents said the Coastwise Cafes were very useful.

0% of respondents said the Coastwise Cafes were quite useful.

0% of respondents said they were undecided on how useful the Coastwise Cafes were.

0% of respondents said the Coastwise Cafes were not very useful.

0% of respondents said the Coastwise Cafes were not at all useful.

Overall, 5 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

100% of respondents said the Coastwise Cafes were very useful.

0% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.

0% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.

0% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.

0% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.

Overall, 5 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

100% of respondents said the Coastwise Cafes were very useful.

0% of respondents said they were quite likely to attend future Coastwise events

0% of respondents said they were undecided if they were likely to attend future Coastwise events.

0% of respondents said they were not very likely to attend future Coastwise events.

0% of respondents said they were not at all likely to attend future Coastwise events.

Overall, 5 out of 5 would be likely to attend future Coastwise events.

Happisburgh

12 responses

4.26 out of 5 across all questions in Happisburgh

Overall, how useful did you find this Coastwise Café?

58.33% of respondents said the Coastwise Cafes were very useful.

25% of respondents said the Coastwise Cafes were quite useful.

8.33% of respondents said they were undecided on how useful the Coastwise Cafes were.

0% of respondents said the Coastwise Cafes were not very useful.

8.33% of respondents said the Coastwise Cafes were not at all useful.

Overall, 4.24 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

66.66% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.

8.33% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.

8.33% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.

8.33% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.

8.33% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.

Overall, 4.17 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

75% of respondents said they were very likely to attend future Coastwise events.

8.33% of respondents said they were quite likely to attend future Coastwise events.

8.33% of respondents said they were undecided if they were likely to attend future Coastwise events.

0% of respondents said they were not very likely to attend future Coastwise events.

8.33% of respondents said they were not at all likely to attend future Coastwise events.

Overall, 4.42 out of 5 would be likely to attend future Coastwise events.

Sheringham

10 responses

4.38 out of 5 across all questions in Sheringham

Overall, how useful did you find this Coastwise Café?

60% of respondents said the Coastwise Cafes were very useful.

30% of respondents said the Coastwise Cafes were quite useful.

0% of respondents said they were undecided on how useful the Coastwise Cafes were.

10% of respondents said the Coastwise Cafes were not very useful.

0% of respondents said the Coastwise Cafes were not at all useful.

Overall, 4.4 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

70% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.

20% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.

0% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.

10% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.

0% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.

Overall, 4.5 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

50% of respondents said they were very likely to attend future Coastwise events.

40% of respondents said they were quite likely to attend future Coastwise events.

0% of respondents said they were undecided if they were likely to attend future Coastwise events.

10% of respondents said they were not very likely to attend future Coastwise events.

0% of respondents said they were not at all likely to attend future Coastwise events.

Overall, 4.3 out of 5 would be likely to attend future Coastwise events.

Overstrand

23 responses

4.53 out of 5 across all questions in Overstrand

Overall, how useful did you find this Coastwise Café?

65.22% of respondents said the Coastwise Cafes were very useful.

30.43% of respondents said the Coastwise Cafes were quite useful.

0% of respondents said they were undecided on how useful the Coastwise Cafes were.

4.35% of respondents said the Coastwise Cafes were not very useful.

0% of respondents said the Coastwise Cafes were not at all useful.

Overall, 4.57 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

60.87% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.

26.09% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.
 13.04% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.
 0% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.
 0% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.
 Overall, 4.48 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

69.57% of respondents said they were very likely to attend future Coastwise events.
 21.74% of respondents said they were quite likely to attend future Coastwise events.
 8.70% of respondents said they were undecided if they were likely to attend future Coastwise events.
 0% of respondents said they were not very likely to attend future Coastwise events.
 0% of respondents said they were not at all likely to attend future Coastwise events.
 Overall, 4.61 out of 5 would be likely to attend future Coastwise events.

Mailed – unknown location

1 response

3.6 out of 5 across all questions in unknown location

Overall, how useful did you find this Coastwise Café?

0% of respondents said the Coastwise Cafes were very useful.
 0% of respondents said the Coastwise Cafes were quite useful.
 100% of respondents said they were undecided on how useful the Coastwise Cafes were.
 0% of respondents said the Coastwise Cafes were not very useful.
 0% of respondents said the Coastwise Cafes were not at all useful.
 Overall, 3 out of 5 for usefulness.

How interesting and relevant were the activities and information to you?

0% of respondents said the activities and information at the Coastwise Cafes were very interested and relevant.
 0% of respondents said the activities and information at the Coastwise Cafes were quite interested and relevant.
 100% of respondents were undecided on if the activities and information at the Coastwise Cafes were interested and relevant.
 0% of respondents said the activities and information at the Coastwise Cafes were not very interested and relevant.
 0% of respondents said the activities and information at the Coastwise Cafes were not at all interested and relevant.
 Overall, 3 out of 5 for interest and relevance.

How likely would you be to attend future Coastwise events?

0% of respondents said they were very likely to attend future Coastwise events.
 100% of respondents said they were quite likely to attend future Coastwise events.
 0% of respondents said they were undecided if they were likely to attend future Coastwise events.
 0% of respondents said they were not very likely to attend future Coastwise events.
 0% of respondents said they were not at all likely to attend future Coastwise events.
 Overall, 4 out of 5 would be likely to attend future Coastwise events.

Qualitative data

Trimingham
Thank you for the information
Very informative
Involved in what's happening, happy things are being discussed, knowing your options
Thank you to lovely staff
It was very important to get as much interaction as possible with Coastwise team members. This discussion has been going on for some time and we now need to see some activity! Also good to see UEA in attendance major organisations who can influence what is going to happen need to talk to each other.

Walcott
Online preference forms and weekend workshops
Great to have visions people working together
More of these meetings

Happisburgh
Good pics and plans. Also good written stuff.
It was nice to have face to face contact with the council and discuss concerns. We would like to be kept updated either in more events like this, local mail drops, Facebook groups, etc. Many thanks.
Very informative. Excellent presentation. Professional.
Pure lip service. Money better spent on sea defences. Where is the residue of the Pathfinder grant of £3 million. This has not been spent on buying houses and businesses.
Wonderful opportunity to innovate.
I was made welcome.
NNDC team very helpful

Sheringham
Real coffee. More community involvement, more activities involving thought experiments.
Poorly promoted event
I didn't learn anything new. I'm doubtful that this project will make any difference. Has anyone come up with any ideas so far?
Excellent initiative but needs wider publicity - only heard from a friends was rang this PM.
Perfect pitch. Great location. Brilliant use of drone shots. Thanks for refreshments.

Overstrand
My goal was to find accurate and current information about erosion in this area (we live on the coast approx 100 yards from the sea). It was great to be able to talk to someone a bit to provide this, describe the intended way forward and potential prospective. Thank you.
I would have enjoyed a presentation and overview, perhaps at specified points in the day.
Helpful people to answer questions and take note of our views and opinions - listened and take notice - very helpful and friendly.
The information given was very well laid out and clearly explained the causes and problems involved in managing coastal erosion.
Clearer maps
Better pre-publicity helping people understand what the event will cover.
- Leaflet more of the village
- Use Parish Council further in advance for publicity

Gave good understanding, purpose of project and improved my understanding of coastal erosion and the challenges.
Alastair was so helpful in explaining the project.
A good start - important to keep the communication going - two ways!
Nice welcome. Lots of 'staff' available to chat to and very knowledgeable. Thank you for putting on this event. It was very informative.
Great displays and conversations. Would like to see history and geology elements shared with the museum service/UEA.
Please carry this on very relevant to today we need people who have knowledge to fight for our coast.
Found everyone very helpful and interesting - especially as I am looking for a property in Overstrand and where the cliff is predicted to recede.
Very worthwhile event and hopeful a lot of information has been gained from the locals by the agencies.
Consider all factors concerning cliff erosion. There was one small mention of surface water run off drainage, the main and most important concern for the village of Overstrand.
Community Connectors table, and 2 women, most helpful in supporting me with my mum's recent Alzheimer's diagnosis. Didn't know they'd be here but very welcome. Thank you!

Team reflections and learning

The team carried out a reflection session to capture learning following the Coastwise Cafe events, to inform the design, planning and delivery of future events of this kind.

The Coastwise Café Concept appeared to work well based upon the team reflections and event evaluation form feedback. The Cafes were mostly well attended and enabled some really useful conversations. Targeted leaflet drops through letterboxes and digital flyers via Happisburgh Primary School were effective approaches to publicity. Where there was enthusiasm for involvement from a few key individuals on the Parish Councils, and via community champions, this proved to be very successful at increasing levels of attendance.

Attendees appeared relaxed and comfortable in the space, which included multiple engagement points and a range of resources. Having multiple options for accessing resources in a self-led way, on their own or with family or friends, or other attendees, as well as Coastwise team staff. Chats could be 1:1 basis or small groups. This was particularly evident around the map tables. Attendees appeared to enjoy the opportunity to sit with refreshments alone, or with their friends or neighbours, or Coastwise team members. The format allowed quiet voices to be heard. There were a few suggestions made for more resources – such as a geological map of Norfolk to aid understanding of the complex geology and hydrology (coastal literacy); and a project leaflet to take away – particularly as some of the attendees told us that they do not have ready access to online resources.

The map task was a very effective tool for engagement – Attendees were mostly keen to sit down and show us where they live and see how they related to erosion risk and talked about points of interest in their village and community. Conversations were long and often drew in other people or staff members. It seemed to draw out a depth of local detail and was indicative of levels of coastal literacy and concern for certain aspects that gave clues to that sense of place and sense of community. This was especially effective with the inclusion of the indicative risk zones maps to support discussions of key features identified through the map work. This will help to identify first practical actions for the project.

It helped that we had several team members at each event (at least 5 plus 2 community connectors) to mingle, chat with participants and facilitate. The team listened to conversations and captured comments onto the post-it notes – to support those provided by attendees. Participants were very engaged in thinking and discussing so staff team members we also able to record the key points and put them up on behalf of attendees with their agreement. Generally, it was observed that the more people talked with team members, the more ideas were stimulated, and these interactions proved very valuable compared to people just adding their comments without a conversation.

The most effective component of the sessions was the opportunity to have multiple face-to-face conversations with communities. The Coastwise Team have different skills, knowledge and expertise and this proved to be a strength in responding to various questions that attendees posed. The materials selected for the first round of drop-in events were very effective tools for engagement and enabled the Coastwise team to meet the aims of the sessions. The Did You Know Posters and Questions asked stimulated ideas and prompted the discussions and vital data capture that we were hoping for to inform the project next steps and identify local needs. Some attendees arrived with a negative outlook formed from preconceived ideas about what the project could offer. These people were welcomed and their views and concerns were heard and in most cases these individuals left with hope that the project could help the community and feeling glad that they had attended, (from verbal and evaluation comments).

Flexibility is key for future Coastwise Cafes so that they can continue to be responsive to meet community needs. No single activity or interactivity captures everything. A variety/diversity of ways of engaging enables a wide scope of ideas to be captured. Therefore, future Cafes will involve use of a variety of approaches in method and resources. We need to be dynamic and to ensure that momentum is maintained, and that people continue to be engaged and work together with us. It is proposed therefore, that Coastwise Cafés will be delivered regularly to maintain momentum and to reassure communities that we are listening and responsive. Face to face contact enables communities and team members to put real people behind the challenges and fosters a connection towards developing mutual respect and trust. The sessions will evolve over time with the inclusion of different ideas and methods of engagement.

The next round will potentially involve discussion and workshops arounds key points raised in this first round of cafes. An online virtual Cafe will be created and updated as required going forward to reflect these changes over time. We anticipate that we will hold Coastwise Cafes approximately every three months in coastal locations, and that these will run alongside identified stakeholder engagement that is either place, topic or sector based as part of the wider engagement plan. For example, Graveyards are an identified topic that will be prioritised for discussion towards co-developing adaptation plans. Ultimately, tailoring the elements of the café to the range of interests to optimise levels of engagement by gradually upgrading content via means of dynamic planning and content is fundamental to the future success of Coastwise Cafes as an engagement tool for adaptation / transition purposes.

Key features for future events

Based upon the learning from the Coastwise Café's carried out in January and February 2024, the team defined some key features of future events:

- **Openness and honesty.**
- **Courage to have brave conversations.**
- **Respectful and caring attitude.**
- **Listening and learning from one another.**
- **Understanding there will be differences.**
- **Mutual support not confrontation.**
- **Variety in stimulus materials.**
- **Coastwise team learning from each other.**
- **Refreshments.**

Organisation – advance planning

- A mail drop to key locations is a worthwhile investment (scoped and possible for approx. £0.80p per address including printing and postage).
- Utilising parish or village magazines and newsletters to promote future events.
- Ensure team lead for all community and other events with team support/input on a regular basis.
- Liaise pro-actively with relevant internal teams (particularly Comms and Community Connectors) in the planning of future events.
- Depending on the circumstances, branding and recognisability can be useful, but may not always be necessary.
- Plan and book venues very well in advance (many months) in order to maximise choice of days and times, and availability of preferable venues or appropriate.
- Promote events as early as possible.

Running of the workshops

- Have a checklist of equipment and resources to ensure that everything is taken to events.
- Linking with the Community Connectors team in the delivery (as well as the planning) of future community events should be routine where these are general drop-in opportunities (non-focussed).
- Run shorter events, possibly with scheduled breaks for the team members present.
- Depending on the aims, allowing an open format enables lengthy and deep discussions as well as more light touch engagement.
- A team de-brief was a useful part of the workshop/café planning and process so should be incorporated as an important component in future.
- It was and is important to be grateful to both fellow team members and the visitors for their time in attending and contributions made during these kinds of events.
- Plan team capacity generously, there is unlikely to be a shortage of jobs to do and people to talk to.
- Work with coastal management team to enable them to be further represented at future drop-in events.
- Cover key roles to ensure that somebody is on the door to welcome and say goodbye to visitors (to prompt evaluation forms, etc.), and one person minimum always available to provide refreshments.
- Attend in planning to ensure that team wellbeing considerations are prioritised as part of scheduling – e.g. arrange breaks for those who need it.

On the day observations

- The café set up is effective to both enable and diffuse conversations, add nuance around issues, identify emerging options, prompt thinking and further engagement.
- The café set up is effective in creating a relaxed atmosphere, encouraging both opportunities for interaction and solo reflection.
- A range of materials and interactive elements, plus a good number of team members to prompt conversations are both effective strategies to lengthen people's stay.
- In future, for general community drop-in events run more of them, for a shorter duration. Consider a weekend slot.
- Ensure in the advertising that if the events are general in nature, that people can attend any one of them if they cannot make their local café.
- Consider duplicate/repeated and perhaps more regular events in key at-risk locations where engagement appears to be higher, to cover interest/need adequately.
- It is important to be compassionate, honest and genuine. To listen, acknowledge and ensure as best we can that visitors feel heard.
- At all events, ensure that a next steps plan is in place – even if dates have not been set yet. To reassure people of what to expect in future.
- There is a need for timely communications to highlight deliverables, particularly on the ground so that people see momentum and progress.

Materials / content

- When preparing materials, have multi-use / multi-event purpose in mind.
- Incorporating a variety of engagement materials was effective in stimulating interest/engagement and a substantial visit time (c. 45-60 mins).

- A set of key questions with laminated posters for post-it note responses works well. Encourages thought and discussion at an individual level and amongst people.
- Ensure that the project has a simple, written explanation in a nutshell which is not too generic and gets to the heart of what the project will do (avoid jargon).
- Keep an updated copy of the Coastwise slide pack and have a current A4 bound copy at all future events.
- Using a large print-out of a local map with the ability to add markers for points of interest is a good way to prompt and develop conversations.
- Both maps and aerial/drone images will be useful as reference points for discussion at all future events.
- Be ready to tweak materials or produce additional resources (within reason) in between events.
- Ensure that an event evaluation form is prepared and available to people to fill in upon departure.

Future materials

- Produce a multi-purpose A5 paper flyer, plain English, explaining what the project is about, what it is doing and where to go for more information.
- A short, pre-recorded five-minute presentation would be useful to have running at future events (multi-use also for other comms opportunities and for the web page, can be refreshed as needed).
- A parallel virtual engagement opportunity is under development.

Tables including more detail about the learning identified, including team observations and notes on each point are included below. Also, some content/topic learning and broader ideas to inform future events.

Organisation – advance planning		
Observation	Notes	Learning
Door drops and flyers were effective in attracting people to attend	Informally asked people how they found out about the event – facebook, leaflets through the door, parish council network, school comms/mailout at Happisburgh (other schools didn't respond). Leaflets through the door were the most notable/consistent answer.	A mail drop to key locations is a worthwhile investment (scoped and possible for approx. £0.80p per address including printing and postage) or use parish newsletters.
Having a lead team member and resources available is crucial	Having the resources and somebody who can lead and spend the time organising events like this is important and beneficial as it is very time consuming and needs to be done well. This person co-ordinating whilst drawing on team experiences and knowledge on a regular basis worked well.	Ensure team lead for all community and other events with team support/input on a regular basis.
Drawing input in the planning from other NNDC teams, particularly Comms and Community Connectors added value	Drawing input/insights/expertise from NNDC comms team and community connectors added value in planning the events (e.g. quality and accessibility of locations, set-up, timings, advertising).	Liaise pro-actively with relevant internal teams (particularly Comms and Community Connectors) in the planning of future events.
Coastwise (café) branding	• The team had branded NNDC/Coastwise t-shirts and fleeces which made them identifiable • Branding does not appeal to everyone • Even before the event block began, the Coastwise Café idea had become a shared concept beyond the team.	Depending on the circumstances, branding and recognisability can be useful, but may not always be necessary or appropriate.
Dates were driven by availability, there was not a lot of choice on the days and timings	• Some of the events were close together in one week which was tiring for the team. • Dates were driven by availability of venues, so not a lot of choice.	Plan and book venues very well in advance (many months) in order to maximise choice of days and times, and availability of preferable venues.

Running of the workshops		
Observation	Notes	Learning
Including NNDC community connectors at the events was effective	• Familiarity with the area and established relationships with communities enabled natural conversations with visitors about place. • Catalysts in drawing people to the events and in interacting at the cafes. • Active signposting to other Council services. • Learning opportunity for the Community Connectors team around Coastwise to bolster their input and advice to the project. • Assistance in identifying community champions for Coastwise.	Linking with the Community Connectors team in the delivery (as well as the planning) of future community events should be routine where these are general drop-in opportunities (non-focussed).
The event duration was too long for the team	The events generally ran from 2-7 (plus set up and take down outside these times). This was too long and very exhausting given multiple events over three weeks.	Run shorter events, possibly with scheduled breaks for the team members present.
The drop-in format and generous slot enabled time to be taken to have deep conversations	The un-structured drop-in format and generous time available enabled some very long conversations to take place, which delved deeply into some of the local issues. This was valuable.	Depending on the aims, allowing an open format enables lengthy and deep discussions as well as more light touch engagement.
Team de-brief after each event was useful	• At each event the team de-briefed before take-down. • This covered notation of numbers, observed demographics, average visitor stay, any changes needed to materials or extra copies for the next session, any difficult conversations, what worked well, what did not work so well.	A team de-brief with a checklist was a useful part of the workshop/café planning and process so should be incorporated as an important component in future.
Both parties (team, visitors) were active in the café format	Both the team and the visitors gave their time and energy to the Coastwise cafes	It was and is important to be grateful to both fellow team members and the visitors for their time in attending and contributions made during these kinds of events.
Most team members attended each event, all were needed	It happened that at least five team members were able to attend each event. In every case, all were needed and busy during the sessions.	Plan team capacity generously, there is unlikely to be a shortage of jobs to do and people to talk to.
Having coastal engineer attending was useful.	There was an interest in many locations in the defence works locally/nearby and having an engineer present was very helpful in answering some of the questions on this topic.	Work with coastal management team to enable them to be represented at future drop-in events.
Having team 'roles' loosely assigned worked well	The team ensured that at all times there would be somebody providing refreshments, somebody welcoming visitors and saying goodbye, and team mingling in the space (e.g. on the map table, offering drinks, chatting by the question posters, etc.) These were not firmly assigned but the general roles seemed to be needed and the team took it in turns to cover.	Cover key roles to ensure that somebody is on the door to welcome and say goodbye to visitors (to prompt evaluation forms, etc.), and one person minimum always available to provide refreshments.
Team wellbeing - tiredness	• It was good to complete a set of events in a block but this was tiring for the team and intensive on capacity. • Risk of overwhelm. • Exhaustion due to events close together in one week in addition to other scheduled work. • Demands on personal time.	Attend in planning to ensure that team wellbeing considerations are prioritised as part of scheduling.

On-the-day observations		
Observation	Notes	Learning
The café format worked well for lots of reasons	- The café format worked very well in diffusing conversations where they were difficult or 'prickly' (e.g. by being able to focus on a map and talk around it) - The café format enabled nuanced conversations around issues, potential local changes and the connectivity between issues – materials at hand for reference. - The café format prompted engagement because there were different ways of interacting. This drew a lot of things out, prompted people to think of things that they didn't have in mind to start with and prompted shared conversations between officers and multiple people with different views.	The café set up is effective to both enable and diffuse conversations, add nuance around issues, identify emerging options, prompt thinking and further engagement.
The cafes appeared to provide a social function as well as opportunities for quiet reflection	- The café approach made for a relaxed atmosphere and enabled space for visitors to mingle and chat to one another, about coastal issues or whatever they liked. - Some people appeared to really enjoy coming along and chatting to one another (whether they knew each other beforehand or not). - Also for people to spend time alone but alongside, in a more reflective capacity if they wished. - Some people who visited clearly enjoyed the opportunity for some social interaction, one or two explicitly said that they were lonely so it was a nice thing to come to.	The café set up is effective in creating a relaxed atmosphere, encouraging both opportunities for interaction and solo reflection.
45-50 minutes appeared to be the average stay.	- Was this because people who came were genuinely interested? - Refreshments were available and some people stayed for second cups of tea. - Lots of things to look at and plenty of team members to talk to.	A range of materials and interactive elements, plus a good number of team members to prompt conversations are both effective strategies to lengthen people's stay.
Cafes were very quiet after 5pm	- This was surprising. - Those who attended generally represented a non-working demographic. - Café's could have been shorter, very few people visited after work. - Did we miss anyone? Who else do we need to engage with at these general community drop-in events?	In future, for general community drop-in events run more of them, for a shorter duration. Consider a weekend slot.
People came to different events when they couldn't attend a local one on that day	The Coastwise Cafes were advertised as a 'package' and the information made it clear that people could attend any of the events, even if they were outside their local area. People from other villages did attend the cafes.	Ensure in the advertising that if the events are general in nature, that people can attend any one of them if they cannot make their local café.
Having an engaged community seemed key to attendance	It appeared that attendance correlated with degree of risk for the locations. Was attendance linked directly to higher levels of awareness of risks/perceived need for support? If so, is there call for more regular or duplicate events in these areas?	Consider duplicate/repeated and perhaps more regular events in key at-risk locations where engagement appears to be higher, to cover interest/need adequately
Most people seemed grateful that Coastwise exists and felt listened to.	- The feeling during de-briefs was that visitors felt grateful that Coastwise had turned up and that the idea exists. - Some were 'scared of being fobbed off by government' but left feeling that they had been listened to and heard. This came from spoken	It is important to be compassionate, honest and genuine. To listen, acknowledge and ensure as best we can that visitors feel heard.

	feedback and post-it notes, not from the evaluation forms, these were analysed later. • This was very encouraging for the team.	
Clear interest in future events to keep the community updated	• Some participants expressed an interest at the events in knowing what would happen next and when, wanting to be kept updated. • Need a balance between regularity of updates and having content/progress to report on in a timely way. • Will plan ahead for next set of drop-ins for summer 2024.	At all events, ensure that a next steps plan is in place – even if dates have not been set yet. To reassure people of what to expect in future.
Risk of being perceived to be doing nothing / not achieving	• The scale of the problem is challenging – meeting national policy requirements as well as on-the-ground • Need to be intelligent with comms to reflect this and highlight deliverables in a timely way, particularly to the communities.	There is a need for timely communications to highlight deliverables, particularly on the ground so that people see momentum and progress.

Materials / content		
Observation	Notes	Learning
Re-useable materials that had been prepared previously were used and useful	e.g. for the Norfolk show in 2023 – the thought put into these was worthwhile as the information boards were still relevant and they had been well produced. Useful and will be in future.	When preparing materials, have multi-use / multi-event purpose in mind.
The mix of materials was effective	• Stand material • Interactive elements (map, question posters with sticky notes, café hatch) • Team members to talk to • Other visitors to talk with We observed lots of movement around the rooms and revisiting to different parts, overall people stayed for a long time and seemed to look/engage with most components.	Incorporating a variety of engagement materials was effective in stimulating interest/engagement and a substantial visit time (c. 45-60 mins)
The questions were well pitched and useful	• The questions seemed to be pitched well, broad enough but distinct. • They seemed to be the right questions • The questions appeared to prompt conversation between people. • Some people were looking at them alone and writing responses. • Visitors at all events provided answers to them all. They also enabled team members to capture aspects of conversations and stick them somewhere so they were not lost.	A set of key questions with laminated posters for post-it note responses works well. Encourages thought and discussion at an individual level and amongst people.
Jargon was noted as an issue by some people	• Some participants pointed out that there was quite a lot of government language. • Some people didn't feel fully informed about what Coastwise in a nutshell is and what it will do – explanation possibly too generic. Writing Coastwise outline again in a more simplified way. 'Types of options' poster was made half way through to assist in giving a better sense of what Coastwise will do.	Ensure that the project has a simple, written explanation in a nutshell which is not too generic and gets to the heart of what the project will do (avoid jargon).
A4 Coastwise photo booklet was really useful for reference	An A4 copy of the Coastwise slide pack / booklet was available and very well used for reference in all of the Coastwise Cafes. As a support to the team during conversations as well as for the public to browse. This booklet shows maps of risk zones in different epochs and expected losses based on latest models.	Keep an updated copy of the Coastwise slide pack and have a current A4 bound copy at all future events.
Shared materials, particularly the local map with sticky dots and a	The map was a really effective way to engage and prompt conversation, and to develop discussion of issues	Using a large print-out of a local map with the ability to add markers for points of

reference sheet were useful for prompting and developing conversations	in more depth. Once people had located one or two locational issues, more tended to follow.	interest is a good way to prompt and develop conversations.
Some people found the map hard to read, having aerial and drone imagery as well was effective	- A variety of imagery was useful, including a map of the local area, aerial and drone photographs (enlarged and on display) - Not everybody could read the map so the photographs were a useful reference point - The photographs looked nice and were good talking points, something to refer to.	Both maps and aerial/drone images will be useful as reference points for discussion at all future events.
Readiness to alter materials in between cafes was important	- Readiness to alter materials based on event de-briefs and in-the-moment learning was important. - One particular issue was identified as missing but would-be useful at the first event and an additional information poster on 'types of options' was made in time for the second to assist in giving a better sense of what Coastwise will do.	Be ready to tweak materials or produce additional resources (within reason) in between events
Evaluation forms were filled in by 24% of visitors and gave constructive feedback	- Evaluation forms were prepared and made available on the welcome/goodbye table. - People were encouraged to fill them in there and then (the feedback has already been useful and provides some metrics of satisfaction as well as qualitative feedback) - Some people took them away with a return envelope but hardly any were returned – avoid this option and try to get them completed in situ.	Ensure that an event evaluation form is prepared and available to people to fill in upon departure.
Future ideas for materials		
An A5 plain English flyer would be useful	An A5 plain English flyer would have been useful – something to take away, to say this is what Coastwise is about and where to go for more information. Small leaflet. We realised that we had bookmarks, photobooks and other products but not this! A leaflet was proposed pre-event but did not come to fruition.	Produce a multi-purpose A5 paper flyer, plain English, explaining what the project is about, what it is doing and where to go for more information.
Having a presentation running about what Coastwise is might have been well placed	In some venues, acoustics and space would allow for a presentation to run (also with subtitles) so that people could watch a short presentation to complement the other materials.	A short, pre-recorded five-minute presentation would be useful to have running at future events (multi-use also for other comms opportunities and for the web page, can be refreshed as needed).
Virtual opportunities could be an interesting addition	A virtual opportunity to engage with the workshop content could add capacity for those perhaps who cannot attend on the days/times. We will enable this, with some short video content, images of the resources, forms for feedback. Virtual village hall idea but not in a costly way. Different people might engage this way. Also consider online / zoom call - more public meeting style (e.g. BFI).	There could be a place for a parallel virtual engagement opportunity – to be investigated.

Content learning

The team learning session highlighted some thoughts on the content covered in the Coastwise Cafes – about specific place-based issues and things that were discussed at the events. Some of the insights are listed below. The full report covers what was captured in writing at each of the events. These are cross-cutting team reflections, which are do not reflect a comprehensive analysis.

- It is important to keep talking about transition not sea defences. This is a constant and always will be, so having a clear narrative is important. Accept that some people will never (be able to) accept.
- The CoastRe (insurance for erosion) concept has traction in the communities – seems to chime with people.
- Drainage – came up in every location; not fully in scope but if we don't talk about it and try to advance change then we can't have other conversations.
- Graveyards are really important to people.
- Not many people were really talking about houses at risk. We don't know why – there was more mention of Hemsby – perhaps because of the recent nature of homes falling over the dunes or being demolished, and the immediacy of the risk in that location.
- Footpaths, connectivity and beach access were very important in all of the locations.
- Homeowners who were in the risk zone and attended; all seemed very interested in some kind of adaptation suite of options and engaging with these. They did seem to understand the benefit of Coastwise in the absence of anything else.
- It was starkly clear how much people like the naturalness of this coast – open land, wild space, green space was seen as a community asset.

Ideas to inform future events

- Clear desire for future drop-in/catch-up events to keep the community updated. Need a balance between regularity of updates and having content/progress to report on in a timely way. NCERM2 (latest erosion models due later in 2024) could provide an opportunity for engagement.
- Obvious next steps over time will be some focussed sessions in particular locations on niche topics (different events in different places depending on need). These may be more structured workshop-type sessions with foci on options, storyboarding, transition planning, future visioning, etc and summer pop-up events to engage with tourists to broaden the engagement demographic.
- Some local groups are emerging in some of the locations to liaise with directly.
- Online spaces will be made available to look back at future events and what they covered/captured.
- A newsletter in-between events would be of interest and a good idea. Quarterly or when we have enough to go out. Need enough background as well as new content in each newsletter.
- Events need a, 'you said, we have been doing, this is what's next' type of follow-up.

Highlights and insights

A total of 238 local people attended the events in January and February 2024. The Coastwise cafes attracted attendees reflective of the local demographic, predominantly in the approximately over 60's age bracket.

Key themes identified

Housing, cliff-top water management and drainage, infrastructure and access (roads, local connectivity and beach access) were identified as key issues for communities across the five locations. Visitors contributed ideas about ways to engage in future (e.g. drop-in events to provide updates and further input, newsletters) and wanted more information on risk, policy and coastal processes, and what potential adaptation options could include (financial mechanisms as part of this).

- The key themes identified at **Trimingham** were ground / surface water and worry over the eventual loss of the main coast road through the village. There was also a clear need and enthusiasm identified for more engagement with the community. There was a keenness from a few attendees to form a coastal group to work together to take actions forward.
- The main priorities identified in **Walcott** were housing and the need for more engagement around options – especially land and roll back options and financial options regarding insurance and releasing equity in homes for care. There appears to be a local view that the 2019 sandscaping scheme will provide protection as long as the gas terminal is there. However, whilst this may be true for the short term, it may not be in the longer term and a key objective of the sandscaping was to buy time to plan for adaptation.
- The **Happisburgh** event was well attended and some interesting conversations around three core themes – housing, beach access and drainage – surface water flooding / and underground water. Prominent location specific themes were that of sea defences and why this village cannot have them, and discussions around heritage – particularly the church and the graveyard which poses some interesting questions around ongoing burials in the village and how to manage the war grave from 1802.
- At the **Sheringham** event most attendees, as expected, were not from Sheringham itself, with attendees hailing from Weybourne, the Runtons and Beeston Regis. The main issues identified were housing and the need for financial options.
- The main concerns identified in **Overstrand** were housing and surface / ground water & use of historic boreholes as a way to increase cliff stability, although this has not worked in historic trials. Loss of roads, interest in future Coastwise events and collaborations were specifically identified in this area with a number of innovative ideas arising from local residents, including the potential for nature-based solutions, such as seeding the clifftops or slopes, which will require further investigation. Questions relating to SMP (Shoreline Management Policy) downgrades were also raised. Residents were keen to know how and why the policy had changed.

Reflections on the Coastwise Café approach

The drop in café event format provided a space to have interesting, sometimes challenging, constructive conversations about the issues being faced in some of North Norfolk's coastal places and start looking toward options for the future.

- Coastwise cafes generated a good source of data to get a feel for sense of place and what is important to local coastal communities.

- The team were able to gauge a sense of current levels of coastal literacy (understanding about coastal processes and the erosion context), as well as being provided an opportunity to promote coastal literacy.
- Coastwise Cafes enabled the team to identify key indicative areas of concern that will support the project to plan future events, activities and actions. These were surface groundwater management, housing, roads, beach access and options (incl. financial).
- The evaluation for the events indicated a high level of satisfaction and identified a need and enthusiasm for ongoing face to face engagement and involvement opportunities.
- The Coastwise Café format attracted interest from national EA engagement team, with attendance of a representative from National EA to the Sheringham Café and attendance from a representative from an FCRIP project - Our Future Coasts in the North West who supported our Overstrand event.
- The cafes were also of interest to Norfolk and Waveney MIND who are hoping to form a collaboration with us towards supporting people with mental health issues associated with coastal change in our coastal communities.

Strengths of the method

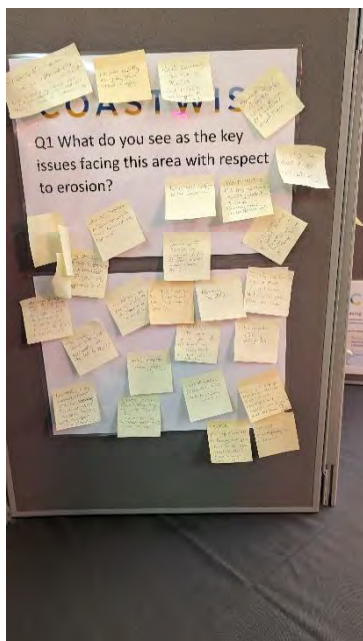
- Café drop-in format worked well in enabling a constructive space to have challenging conversations around a sensitive and emotive subject.
- A variety of activities was important for engaging attendees. The range of resources enabled attendees to access the content in different ways, e.g. by interacting with questions and contributing ideas on post-it-notes, talking to staff, reading, taking away literature, undertaking the map activity, viewing drone photos and posters. Map activity worked well with some people engaging with it for long periods of time, however, some attendees were less able to understand the map content.
- There was a good flow of people arriving at different times, thus mostly avoiding crowding at the stations or with staff.
- Events were well planned and resourced effectively.
- Planning was effective for the first engagement events. Future events will be a part of a broader “living” engagement plan that will need to be dynamic and flexible to meet the needs of communities, stakeholders and the project activities.

Early outcomes and next steps

The data captured has enabled Coastwise to identify key community concerns and focus priorities for future project activities. The findings will be used to inform the planning of future engagement events and ways of working. We hope that the Coastwise Cafes raised awareness of the project and its aims to co-design adaptive solutions for coastal transition, and promoted the idea that adaptation can be a way forward.

- The findings have prompted some focussed project priority work streams, for example on graveyards, housing options, drainage/water management.
- Events were very effective in directing the engagement next steps, tailored to each community as well as generically towards an adaptation framework.
- Coastwise has directly led to the formation / reformation of two coastal community groups towards adaptation actions. Other types of engagement, e.g. topic workshops will be planned as work progresses.

- Coastwise cafes were effective events for getting initial conversations started around coastal transition for communities, aims of the project and aspirations to co-design adaptive solutions for coastal transition. The next phase of Coastwise Cafes have been set for July, 2024 to build upon these findings.
- Coastwise generated an overall positive response from attendees who completed the short evaluation form and anecdotally seems to have inspired some optimism within communities for positive actions towards adaptation where risk management structures are not an option.
- Future events could be shorter and tailored to target audiences, e.g. two-hour sessions in a pub of an evening. Or a Saturday morning event to attract families or more working people.
- There was limited input and engagement with younger generations (children to working age adults) indicating the need to develop methods to reach young people for example running a café in college / schools.



Appendices

A1. Coastwise café plan

Event Lead: Sue Grime – Community Facilitator

Expected number of participants: approx.. 40

Room layout required: space for mingling, café area with table and chairs, wall space for displaying posters, tables for z-frames for poster and questions, table space for map work with chairs, some table space for leaflets, table space for worksheets, post it notes and any other materials needed by participants, table space for questionnaires and feedback forms and post boxes.

Event Equipment list

MARKETING	ELECTRICAL	HEALTH AND SAFETY
Comms – Posters A4	Monitor / projector	Risk assessment for event, venue and kids activities
Comms – Flyers A5	Power cable	First Aid Kit
Comms – videos	Laptop loaded with Coastwise website and Coastwise presentation and Film & memory stick	Food Allergy Chart and list of allergens to display
Comms - Stickers	HDMI cable	Toilet notice (safeguarding)
Comms – Business cards	KIDS CORNER	STATIONARY
Comms - Postcards	Duplo – and duplo coastal challenge instructions laminated	Clickers x 6
Coastwise Z-Boards & Frame	Ocean puzzle box and toddler puzzle	First Aid kit
Coastwise banners x 2	3 books – magic dolphin, climate change and rhythm of the rain	Post it notes
Coastwise event A frame	Plastic rectangular box laminated instructions for beach dynamics activity	Pens
NNDC tablecloths	Plastic rectangular box for fossil and shell dig and ID with laminated instructions	Velcro strips
Social media and web promotion	Bucket	Blue tac
REFERENCE DOCS	Blue food colouring	Clip boards
Demographics reports etc.. see ss (Rob)	Sand, pebbles and shells	Coloured stickers for map work
SMP for the area (6)	Old towels for wiping the floor.	Generic stationary box
Coastal trends report CS	Stickers	Reference only stickers
OBC for project	POSTERS & LEAFLETS	Flipchart paper and pens
Coastwise photo book of Risk Zones	Coastwise FAQ posters	A4 envelopes
A3 laminated risk zones	Coastwise FAQ one page handout	CLEANING
Team FAQ reference doc	Did you know posters	Washing up liquid
Coastwise Wordcloud	5 Questions A3 laminated posters	Hand sanitiser
FORMS	Potential options poster	Antibacterial soap
Boxes to post details to sign up to project mailing list and for wellbeing survey submission plus GDPR statement AND Evaluation forms	Positive impacts of coastal erosion Poster (can coastal erosion be beneficial?)	Disposable cloths

Wellbeing survey and consent form	Geological map of Norfolk poster	Sanitiser
Sign up sheets	Causes of coastal erosion infographic	Blue roll / kitchen roll
Event evaluation forms	Recording form for sticker activities	Black sacks
Postage paid envelopes for return of survey and sign up sheets (optional)	A1 paper aerial photos for each location	Loo roll
Photo consent form - comms	Giant time line - Happisburgh	Ziplock bags or plastic tubs
REFRESHMENTS	Giant maps A1 size paper	Apron
Tea	Drone photos A1 foamex for each location	OTHER
Coffee	Poster for venue door A 3 laminated	List of staff names attending
Decaf tea	Coastwise A5 info	Venue Access
Decaf coffee	Coastal literacy leaflets – What are sea defences etc..	
Green tea	Cromer & Mundesley scheme info	
Herbal tea	Funding prospectuses info – x 3 Community, Professional and Environmental	
Milk	Photo consent notice	
Oat milk		
Sugar		
Sweeteners		
Biscuits – GF and Ve as well		
Fruit		

A2. Colour coding for response analysis

Thematic coding was carried out across the qualitative data collated in association with each question for each location. The codes were coloured to support the team to review the data, reflect upon the content and start to plan next steps.

KEY	
Nature based solutions - ELMS - Cliff planting	Loss of roads, paths, utilities
Beach Access	Beach safety
Housing	Heritage / archaeology
Citizen science - monitoring - coast snap?	Time scale
Drainage / bore holes / surface water / flooding	Future, Community, Children, Next Gen.
Impact of Climate Change and coastal processes on Coasts. Coastal literacy	Options, collaboration, partnerships
Avoid jargon	Sea defences - Coastal Risk Management Structures
More drop ins / workshops / groups / updates	Attitudes / Point of view
Financial	Infrastructure

A3. Colour coded community responses to questions

Question 1 colour coded responses: What do you see as the key issues facing this area with regards to coastal erosion?

QUESTION 1	What do you see as the key issues facing this area with regards to coastal erosion?	Thirskham	Welton	Happisburgh	Sheringham	Overstrand
Could the land above the cliffs be rewilded as water does not erode the cliffs?				Why is Happisburgh surrounded by coastal villages that have defence, yet it is to be rewilded?	Flooding for prevention or restoration projects	Overstrand is a dormitory village for Cromer - mainly business owners live. If Overstrand is lost Cromer businesses will be relocated potentially beyond Norfolk
Slowing erosion at beach farm is urgent. Cost of losing the road is dire			Decided with investment in the gas terminal at Barton we will be ok	Areas are doing nothing - roads need staying again	Avoid short termism	Climate change spring tides and increasing rainfall are what I see as the main problems. The first being the biggest and most urgent challenge was ever faced and needs prioritising. Unfortunately for coastal land owners but inevitable
Lack of pavements - access all the way to the beach			Access to the beach for animals as we get lost and owners have to take them to the beach	Is there any way we can challenge the GAA?	How do you want the town to pay for the sea wall?	For overstrand real value of heritage not acknowledged in the economy
We are doing this for the next generation			How much money is going to be spent on the sea wall?	Keep updated on timelines expected on erosion	What can we help and what are we prepared to lose	We need to be prepared for rapid erosion in places
Using Thirskham to safeguard other places not fair			It's pretty obvious and it's to be expected. It's a coastal village and it's to be expected	How long have we got?	Housing need (costs to wider community) lack of waterfront in leaving change	Wondering what studies are being undertaken in the cliff by kingwood centre
Rising sea levels			Building infrastructure and properties	Need a use the erosion to sell papers / news	Gravestones	Access to the beach may be lost or restricted
Sea defences not maintaining			Doing it for the children / community	What is the geology under the ground? How deep is the clay layer and does it undulate and tip towards the sea?	Loss of beaches, loss of homes	Drainage points need more regular clearing so that the fresh water doesn't cause so much erosion
Surface water?			Good sense of community here and fears about rolling back and not being with the same neighbours and friends	Bought property when the policy was to defend - times it changed	Loss of homes due to slumping	Loss of homes due to slumping
Coast road			New housing in village	When will the govt wake up and realise that it's taking in losing valuable estate land all the way down the west coast. We are an island with rocky hills land to the west and north	Acceleration of issues	Concern over cyclists taking and eroding coast path
Pavements			Perpetual state of not well laid down		Flooding	Pumping station by car park - water infrastructure at risk? Tack benches?
Farmers rewilding more prevent water erosion etc.			Dog runs everywhere at Barton			Making sure we have a succession plan for the village. Drainage in a controlled manner that prevents sudden build up whilst preventing continuous erosion
Property developments once a property is removed because of erosion						The predominant issue for overstrand is the drainage, subsidence and slippage and not erosion from the cliff face necessarily. The defences are fairly effective at the base
Cliff edge only 30-40m from coast road. Cost of rewilding road						My home is near a cliff edge what plans are there to hold the line preventing loss of homes in this idyllic village
Church - what happens?						Id like to see the surface water directed away from the cliffs. The surface water is the cause of erosion not the sea
What happens to the bus when the road is closed. Shuttle service to Cromer?						How long will prevent sea defences last - including the prom? What is planned for the future
In the 90's the water company replaced the infrastructure and included routing gutters and house runoff into the sewer system to avoid ground water/surface water exacerbating erosion and water tank for overflow but this has never been used						Consider the effects of the cliff slumping attributable to the surface water passing through eroding it and to lower cliff face
Maintaining the coast path						Concern of filling debris to beach walkers. How safe are cliffside walks? Signage to warn walkers
Drainage required off land						The simple wooden defences are effective at low tide
Got to have hope and something to pass to the children						Overstrand problems are very different to the likes of Bournemouth, Josselyn and drainage are faster (more here and need attention)
Wind farm cables - where and what effects?						
Networks of surface water drainage and ponds and there any more. More flooding direct to sea tide sweep, closer undermining of concrete toe wall						
Coast road near the old crown and anchor site						
Coast road						
Coast road						
Could the issue of surface water be rewilded?						
Look away on new builds need to be diverted into bays						
Local farms are irrigating cliff top fields						
Surface water is the most obvious cause of the cliff-slump back. Something which was modernised 200 years ago hence the existence of the ponds linked by pipes ultimately discharging water over the cliff. Water disposed of in this way thought a better option than wholesale penetration of the soil leading to collapse in geologically vulnerable areas.						
Talk to the land owners. They are an important point of ongoing action						
Loss of the highway is a major problem. Little lane will become no pass if the road goes. Most feasible alternative is 5 miles away						
Letting things go might seem cheaper in the short run but very expensive in the long run						
Land use of coast road are a bit complicated						
Get some of the signs moved by doing some kind of work to the existing defences						

Question 2 – Colour coded responses: How can we best work together?

Trimingham	Walcott	Happisburgh	Sheringham	Overstrand
Can we please not use jargon e.g. what does "rolling back" properties mean?	Wasn't advertised - only on FB didn't see any publicity	Put dates on the aerial photos	Community workshops	Rekindle the overstrand shoreline management committee to talk all about overstrand
Showing some options - more substantial information	Communication	Be kept informed	Spread information via parish councils	Coastwise points to policy changes focused at holiday park
Village hall drop ins	leaflets through letter boxes	Workshops	Geological maps to show where higher risk	Trimingham house caravan park has a FB group - good for sharing information
Accurate information please - maps out of date	Coastwise team attending parish meetings (not everyone)	Be kept informed of meeting and workshops	Partnership working. Advisory board and various interested parties plus good eggs with ideas	COASTWISE IS A GOOD START. I feel involved after being invited to this event thank you
Secretarial role for coastwise for groups	Holiday businesses, Support local shops etc	Govt need to decide if in the next 50 years they really want to lose valuable acreage of farming land	Work in partnership with all stakeholders including volunteer groups such as coastguards and coast watch	By listening and taking on board residents concerns
Talk to the land owners. They are an important point of ongoing action	3-4 drop in events per year please	Can we do a crowd fund for defences?	Expand networking. Innovative solutions but flexible as one solution doesn't fit all.	Do something to prevent the mudslides
Showing some options - more substantial information	involve responding services - lifeboat, first responders, different though as to what community looks like coastguard	Keep local community informed		This is an island why allow it to get smaller? How is losing housing helpful?
Village hall drop ins		Wednesday 11.30 to 1.30 - if coastwise could attend Happisburgh Hub sometimes to update people who don't go online that would be great.		Engage with the community more whilst it is strong and focussed. Don't wait for people to move away. Coastwise is a good start but it mustn't just be a talking shop.
Don't want meetings that are so vague - talk and no action		Talk to those of us soon to lose their homes - talk to us SOON!		By working together obviously the big news ATM is the £35million fund but on coming here today were told oh that's not us - why not? - all NNDC aren't you?
We want a positive outcome.		Get your finger out and start doing something instead of talking about it		
Trimingham action group		By the community voting on changes and not left to be decided by others		
Website updates				
Parish council meetings on agenda and advertised				
Regular updates in the newsletter				
Parish council meetings on agenda and advertised				
Trimingham newsletter				
newsletter				
Would share ideas even though they are not realistic to stimulate ideas				
Always some people who turn up. Must be interested in their property. Do drops ins like this.				
Talking about a Trimingham group (possibly with overstrand) to think about the coast				
Letters				

Question 3 Colour coded Responses: Is there anything you would like to know about coastal change?

Trimingham	Walcott	Happisburgh	Sheringham	Overstrand
What will happen with climate change?	Coastwise info boards about issues	Why is happisburgh surrounded by coastal villages that have defences, yet it is to be surrendered?	need to have information not in government speak	60 or more houses at risk but how many will loose water. Sewage etc.
How are we working with national government to actually make a change?	Update sandscaping info boards	Rocks are doing nothing - rocks need moving again	Sheringham sustainability group may be interested in a talk.	Cliff slips - who monitors these and are they being recorded and/or picked up by the UEA study (johnson)
How long have we got?	there is denial - that it wont happen	Is there any way we can challenge the SSSI?		£MP - approval on houses for losses
What happens at the end of the project? Who will fund adaptation into the future?	3D model of slumping cliff - water - help to explain	Keep updated on timelines expected on erosion		Everything don't keep secrets
Water run off from the land side creates much of the slippage. How do we address this?		How long have we got?		Coastwise needs to show what is really at stake - indirect costs of what will be lost e.g. alternative houses, loss of beach access, impact on economy
Estimated time left - how are villages supported if properties are taken?		Media use the erosion to sell papers / news		Interested in historic info about the coast
What impact do modern agricultural practices have? Used to be hedgerows and ditches. Also they irrigate a lot!		What is the geology under the ground? How deep is the clay layer and does it undulate and tip towards the sea?		A better explanation of the different processes at play - coastal erosion when the bigger problem in overstrand is landslip
Can you deposit building waste to bolster the cliffs?		bought property when the policy was to defend - then it changed		For overstrand it would be useful to understand the impact of the loss of utilities
Can we have some of the drone footage photos / videos on you tube / website?		When will the govt wake up and realise that Gt Britain is losing valuable arable land all the way down the east coast. We are an island with rocky hilly land to the west and north.		Strand means underground river. Overstrand - is village over water - (no evidence found to support this).
Water drainage creates much of the erosion				Mapping of coastal change.

Question 4 Colour coded responses: Can you tell us any special stories or memories about this part of the coast?

Trimingham	Walcott	Happisburgh	Sheringham	Overstrand
Dot has history about Trimingham	none	Blake Cottage, built by Mr Fretts workers (and my dad) will be demolished soon. The Hardcastle family owned it and spend all the summer and holidays here for many years and dad created the tiled fireplaces	Building a giant lobster out of pebbles on the beach	We live about 10 mins from the beach in cromer. Weve seen lovely properties for sale in Overstrand and all along the coast that we initially thought to buy but just do not want to take the risk if they are cliff side of the coast road. It's a great shame and a worry. We enjoy our beach walks and conversations now about the cliff which is scary.
The old village pump was opposite side of the road from the Anchor		The sad memory of Scotty Folly getting nearer and nearer to the edge because of all the water eroding the cliffs beneath them	Beeston hill is a lot smaller	What happened to the boreholes in the village. I have lived here 90 years and they did work. Brian Farrow knows where they are.
Ultimately the most realistic thing is a financial package		When will the got wake up and realize this is England we are losing - they arent making land anymore	When I was 7 I went wild swimming in sheringham Search party when I went missing from the arcade. I was grounded for weeks.	We moved here 10 years ago and was told the slippage on the west end of the prom wasn't moving. It has moved considerably in 10 years.
Old borehole on allotment that district council put in. why were these put in?		Enjoyment spent with the singing group at Cliff House Tea rooms and the sadness of the demolition;	Used to be two bumps old crown. Steps near caravan site x 2 times repaired.	Overstrand has maintained its community. Keep the school, cricket club etc.. Its a coherent community which people don't want to lose. A very viable community.
Book about Trimingham by ? KIRK. Bomb disposal removal of groynes, practice for d-day landings - never replaced		I volunteer at the lighthouse - many tales to be told and remembered when its washed away - share them now and do something.		
Invest in NNDC coastal archives and photos - public available				
At the end of middle street there was a pond. water off the land collected here. Where does it go now? Does this cause the crown and anchor site problems?				
The pump was removed in the 1970's given to cromer museum? Presumably there is a water course under the ground near old crown and anchor site.				
The former pit at the end of middle street no longer works it used to drain under the road into a pond in beacon farm then into another pond on taylor's lane and then over the cliff				

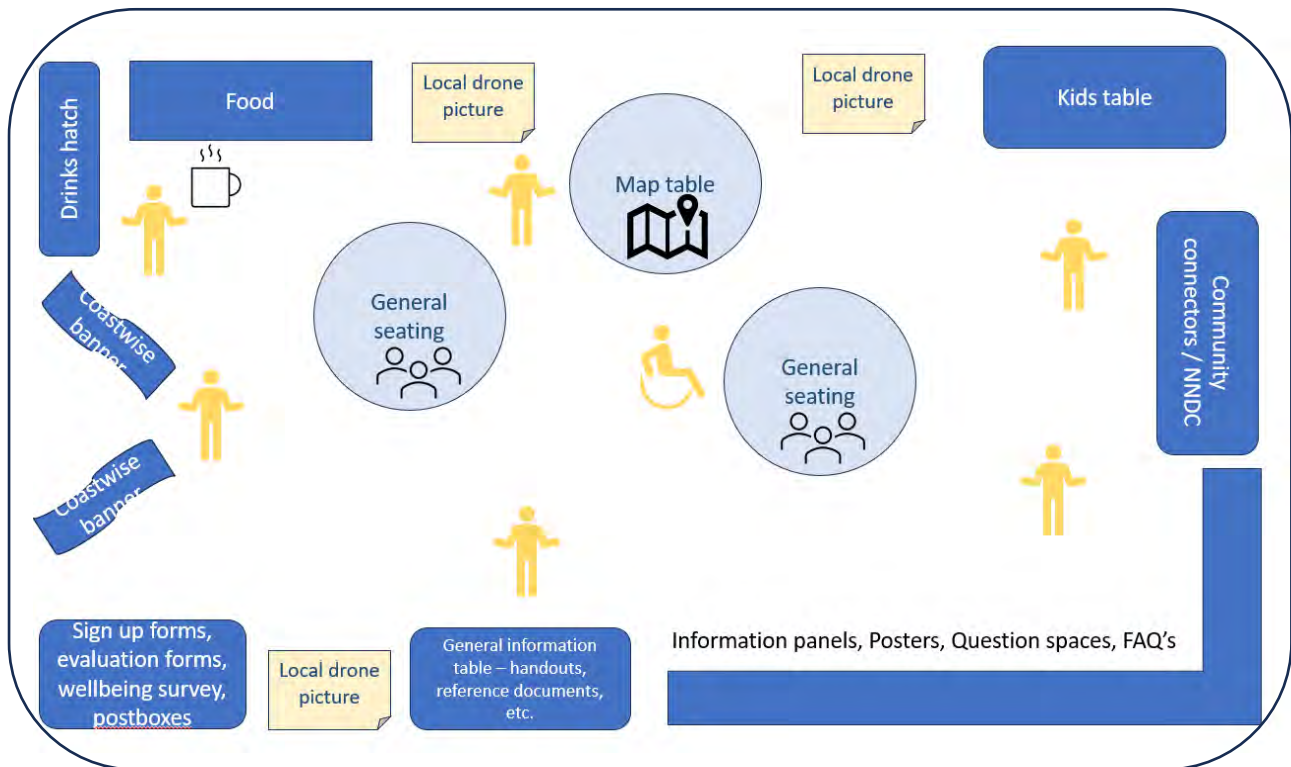
Question 5 colour coded responses: Can you provide any useful information by placing a numbered sticker on the map and completing the details on the form:

Trimingham	Walcott	Happisburgh	Sheringham	Overstrand
- This bit of road doesn't end anywhere. Rapid erosion in the last two weeks.	beach access is unusable because of beach sand cliff drop off	- Drainage issues have prevented development previously - Broadland Housing	- Cliff fall - Weybourne.	- Drains often blocked. Very sad this year. Surface water problems. Frequent flooding. Needed to complain to get them unblocked.
- Worst area here by the little carpark - rapid erosion here - most noticeable.	Path is not there anymore. No access for coastal path - people have to walk all the way around the gas site.	- Concern over (beach access) ramp design x 3	- Flooding beach road - Weybourne.	- Path is dangerous - nothing under the concrete. Had a safe access here. The treacherous steps - need a bridge? Issue for people that are infirm.
- Son is geologist and finds fossils in the cliffs.	- County land but can't release this to move back.	- We'll have to move graves - very carefully. Or move as they get near the edge? We have thought about moving the graveyard before - Grub Street?	- Timber retaining wall - Weybourne.	- Fences up against the beach but these will fall. Today bin couldn't be emptied because of slippage. Mud needs managing.
- What's going to happen with the radar station?	- Main beach access for many residents. Occasionally difficult to walk down slope.	- With the new carpark access Beach Road will become really quiet and pleasant.	- Sewage station low level - Weybourne.	- Caravan park uses the unsafe path for access. Needs improving. People keep using it but is very dangerous.
- Worried about the road. What's going to happen to the bus service?	- Get down to the beach this way.	- Open access land is special, valued and quite rare. Very important. A wild space.	- Steps at West Runton - closed and failed. Important as otherwise have to go via Water Lane or Sheringham - Beeston Regis.	- Need safety signage for walkers as the edge is very close to the path all along this section.
- Interested to see what's going to happen with the USA fibre optic cable? Could it warn where is at risk?	- Another important slipway.	- The ex-caravan site has become an important amenity for the area - would be sad if it was developed.	- Concerns about water level at times of great rainfall. Questions about water coming from A149 Beeston Regis.	- Safety signage at access ramps (base) to warn people away from cliff toe / base.
- Very historic church - precious - what will happen to it?	- Used to get on the beach.	- Rapid erosion here ATM.	- Washing away sand - not sure if it's still there. Beeston Regis.	- Example of using green waste as a natural solution to stabilise the cliff - reducing erosion and benefiting wildlife.
- What happens when the road goes? County won't replace it. Nearest main road is 6 miles away - small.	- Used to get on beach.	- Affordable housing.	- Steps eroded.	- Coast road footpath steps and the road is dangerous.
- Lanes will become rat-runs. Dire consequences - most strategic part of the village.	- Concerns about prom and steps - need to call Bf.	- Could we redesign the ramp.	- Concerns over quality of footpaths. Hand rails rotting - Beeston Regis.	- Potentially vulnerable here after heavy rain. New drains dug but don't seem to be working. Worse since new drains were dug - something to do with the kerb covering the drain? New kerb is preventing the water from draining so the water goes over the other side of the road.
- Used to be a pond here - held run-off	- Trucks / tankers parking up temporarily. Weakening the path - mainly in the winter.	- Railback housing. Need to be prevented from being second homes.	- There used to be a pipe sticking out of cliff near steps with water coming out (3 years ago).	- Many people drive down ramp to the beach huts - this should be prohibited.
- Networks of ponds and drainage aren't there anymore. Lots of flooding. Land use change. Farming practice. Potato farmers using more water.		- Concern about lack of children at school.		- Many beach huts aren't used.
- Village pump and ponds were here. Gone now.		- Concern Grade 1 church being lost. Big cultural loss.		- Sea comes over the prom most high tides - dangerous.
- 200 foot contour. All houses had wells. Now not needed so now causing slippage. OS maps from 1800		- Prioritise access to the beach. Walking along the coast, swimming at the beach - access is required for this.		- Drainage works well here but some bits of lining? Appearing below. People are also scrambling over the drains and not using the slipway - very dangerous.
- One field - used to 10 with hedges and ditches that don't exist now - would have absorbed water.		- Malcolm and Elise - font of knowledge about coastal adaptation.		- Not a site - ploughed fields. Now a site for housing. Need to ensure that this doesn't exacerbate run-off.
- Cast iron pipe. These used to be a water course here. Used to be called Water tower farm. Used to pump water out of here. The water has to go somewhere		- More carparking restrictions to encourage use of the carpark. Double yellow / traffic lights at the lighthouse lane / beach road junction. Beach road parking concerns - maintain access but stop road parking.		- Green strips of land - waste land? Access for area behind.
- Need a strategic drain here.		- Strong desire for perpendicular ramp to coast. Buy land / use carpark.		- Sewage station - what will happen to this?
- (Cliff) Haven't moved here for years. Interesting that it hasn't.		- Awareness of risks when property is sold. Use a title say this station when you are selling. Need up to date mapping. What is the value?		- No proper access so people are more likely to use treacherous path. Not suitable for buggies or wheelchairs.
		- Drainage farmland - could we fund drainage? Landowner support to improve pond drainage.		- Boreholes are not maintained. After overflowing. Nobody seems to be doing anything about it. (the one on harbor Road does work).
		- Existing drainage very successful.		- Possible water pumping station - is there a tank underneath? Water infrastructure at risk?
		- Springs - Very wet at the moment.		- Water bubbling up. Causing subsidence? Water running over.
		- One way system on lighthouse lane. Safer and better access. Pedestrianised access to the beach important. Access brings people into the village.		- Why no tree planting along here?
				- Soakaways in this area. No drains for groundwater drainage. Is this making things worse? Do AW need to put drains in?
				- Favourite bench - has been here for a long time and no changes with erosion.
				- Bore holes - why are they not in use?

Question 6 Colour coded responses: Do you have any ideas of initiatives that could help in preparing our communities for coastal change now and in the future?

Trimingham	Welcott	Happisburgh	Sheringham	Overstrand
Create a beach access ramp at Trimingham. Must be seen to be doing something! We'll have a ramp at the beach for people to access. It's a priority for the council. In some cases, having a beach access is a priority for the council.	Don't want to put a ramp at the beach. It's a priority for the council. It's a priority for the council. It's a priority for the council.	Cutting the ramp the way we do doesn't help.	Feasible? (ramp) - have lots of properties for profits, like housing that into or experience.	Overstrand - it's a priority for the council. It's a priority for the council. It's a priority for the council.
A central hub about coastal initiatives updated and clearly signposted	Education - but to be local for some reason otherwise it is a complex top of something, identify and know someone.	Access via the low point towards car park?	Need to ensure safe access to beach for walkers and boating community.	Would be useful if erosion is not situation is shown in lake search.
Easier access to the beach at Trimingham HQ	Big tables as replacement properties.	On beach road can we put gates for that access in the back gardens onto the new carpark.	Gravestones? A good idea - need to be a good idea for the council.	Gravestones? A good idea - need to be a good idea for the council.
What is different about this from other things? (we've done this before)	New Welcott - off-back of the village to the beach. The right house on the beach. Priorities - landscaping, maintaining and improving, defences, relocation and planning, defences, relocation and planning.	Multi-benefit approaches from each investment.	Are graveyards a poor use of land?	Gravewood is an opportunity for wider education - school visits from around the country.
Surface water from roofs etc used to go to the sea via a 2	Govt needs to buy land compulsorily purchase, to help the village and community adapt for the future.	Stop damaging hedgerows.	Use a risk forum for a risk housing - challenging.	Cliff top tree planting. Surface water management, save the water in a reservoir.
Land management to the west. Could plant cliff edge up with trees rather than ploughing up to the edge.	It's not a bad idea we could have back the beach.	Nothing came up in surveys about erosion in the village when we bought the house.	Clear words and pictures.	National regulation to stop public turning front gardens into terraces - local planning to check. People doing it against planning permission.
Would like to restore cliffback options - think back.	My solicitor gave me loads of information about coastal issues - not my estate agent.	Rolling back must be on a drained land. Required repair, restoration and upgrade. Links into flood management. Also planting / using drained surface water for summer use (irrigation)?	Community drama - exploratory work, laughing the future.	Keep people informed allow input even before to copy ideas.
Would like to know where to start with cliffback options.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
A central place with clear information in issues and options	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
It's the rainwater that washes off the cliff into the sea	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
Interested in flood prevention	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
Build an ark	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
A rolled back road away from the cliff	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
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Build an ark	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.	Cliff drainage is a drain system would keep the cliff dry and might slow down erosion.
A rolled back road away from the cliff	Cliff drainage is a drain system would			

A4. Coastwise Café generic event layout



A5. Coastwise Café evaluation form

Coastwise Café's – what worked and what didn't?

Please circle the relevant answer to each of the questions and add any comments if you wish.

Overall, how useful did you find this Coastwise Cafe?				
Very	Quite	Undecided	Not very	Not at all
How interesting and relevant were the activities and information to you?				
Very	Quite	Undecided	Not very	Not at all
How likely would you be to attend future Coastwise events?				
Very	Quite	Undecided	Not very	Not at all
Do you have any other comments? e.g. things you enjoyed, ideas about how we could improve on this event?				

Please email the Coastwise team any time if you think of further questions or comments coastwise@north-norfolk.gov.uk