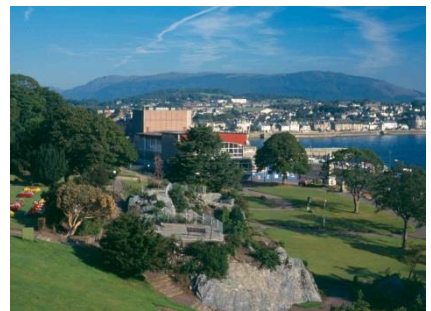


Argyll and Bute: A good place to live, work and play?



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ARGYLL AND BUTE: A GOOD PLACE TO LIVE WORK AND PLAY?

SUMMARY

As part of the preparation of Argyll and Bute CPP SOA 2013-23 the Community Planning Partnership undertook a wide ranging consultation with communities across the area to inform the Single Outcome Agreement Delivery Plans to be submitted to the Scottish Government in June 2014. This also forms part of the community engagement duties of Argyll and Bute CPP as outlined by the Scottish Government. Recent census data demonstrated that the population of Argyll and Bute had declined by 3.4%. This coupled with the recognition that a successful economy is critical to a thriving Argyll and Bute has led to the overarching outcome for the SOA: 'Argyll and Bute's economic success is built on a growing population'.

The consultation was entitled: **Argyll and Bute - A Good Place to Live, Work, and Play?** and comprised an online survey and 14 events across Argyll and Bute including five island locations. In addition a two-day residential event was held to consult and gather the views of young people

The information gathered from the online survey has been analysed and broken down into the 6 long term outcomes. The information gathered at workshops has been analysed across Argyll and Bute, and has also been broken down into each area to enable comparisons to be drawn.

The data contained in this report will feed into the strategic Population Summit to be held in May 2014 to consider ways of addressing the population decline in Argyll and Bute.



BACKGROUND

In August 2012 Argyll and Bute Community Planning Partnership agreed to annual consultations on the Single Outcome Agreement (SOA) to ensure communities had a say in how the Partnership can achieve its outcomes.

The figures from the census of 2011 were published and highlighted Argyll and Bute as the highest area in terms of percentage population decline, and this was seen as the greatest challenge for all community planning partners.

In August 2013, the first stage of Argyll and Bute's Single Outcome Agreement was approved by the Scottish Government. This included:

Overarching outcome:

“Argyll and Bute's economy is based on a growing population”

Long-term outcomes:

- 1. The economy is diverse and thriving**
- 2. We have an infrastructure that supports sustainable growth**
- 3. Education, skills and training maximises opportunities for all**
- 4. Children and young people have the best possible start**
- 5. People live active, healthier and independent lives**
- 6. People live in safer and stronger communities**

In order to achieve these outcomes, a delivery plan is required for each of the six outcomes. The community consultation was designed to enable local communities to inform these high level plans, as well as to contribute to achieving the outcomes at a local level. It was also intended to embed good practice in terms of community engagement.

An online survey was created, and 14 events were held across Argyll and Bute.

Argyll and Bute Community Planning Partnership is grateful to Education Scotland for its support in part-funding this consultation process, which in turn will feed into the strategic guidance on Community Learning and Development.

SECTION 1 - PLANNING AND DELIVERING OF EVENTS

PLANNING

The planning of the engagement events was taken forward by the Third Sector and Communities CPP Strategic Group, and was led by the Council's Community Development team. In addition, each of the four area Community Planning Groups were encouraged to participate in the planning process and each elected a steering group to make arrangements to suit each area.

In total 14 events were planned including five in island locations. Area Community Planning Groups had the opportunity to decide on the most appropriate locations, venues, dates, and times. They also recommended appropriate people to take on the roles of chair, facilitator, scribe, etc at each event.

Engagement methods took the form of:

- Workshops, with 6 discussion tables focussing on each of the SOA long-term outcomes;
- Four Question Time debate-style events;
- Online survey;
- PowerPoint voting asking the same questions as the online survey, held at 8 of the workshop events.

All the events were promoted on websites of the Council and other CPP Partners.

The online survey opened on 24 December 2013, and closed on 21 February 2014.

Posters were distributed to partners for circulation and display.

**Argyll & Bute –
A Good Place to Live, Work and Play?**

Our local population is declining
How would you reverse this trend?
Future prosperity can be built on a growing population

Helensburgh & Lomond - ■■■■
A good place to live, work and play?
Please come along to either or both of the sessions below:

Place: Pillar Hall, Victoria Halls, Sinclair Street, Helensburgh ■■■■
Date: Thursday 6 February 2014
Time: 2pm - 4.30pm

Your chance to share views and ideas! An afternoon of interactive workshops and discussions on the population issues affecting Helensburgh & Lomond.

Public Question Time ■■■■
A lively evening of questions on the population issues affecting Helensburgh & Lomond with a specially selected panel.

Place: Pillar Hall, Victoria Halls, Sinclair Street, Helensburgh
Date: Thursday 6 February 2014
Time: 7.30pm-9.45pm

To book a place, submit a question to the panel, or for further information, contact 01436 658740 or email communitydevelopment@argyll-bute.gov.uk

Supported with funding from Education Scotland

Events were planned and held as follows:

Table 1: Event dates, times and locations

Event	Dates 2014	Time	Venue
Rothesay Workshop	Fri 17 January	2.00pm - 4.30pm	Rothesay Pavilion
Dunoon Workshop	Mon 20 January	2.00pm - 4.30pm	Queen's Hall
Bute and Cowal Debate	Mon 3 February	7.00pm - 9.00pm	Dunoon Grammar School (VC to Rothesay Academy)
Helensburgh Workshop	Thur 6 February	2.00pm – 4.30pm	Pillar Hall, Victoria Halls
Helensburgh and Lomond Debate	Thur 6 February	7.30pm – 9.45pm	Pillar Hall, Victoria Halls
Islay and Jura Workshop in partnership with IJCVS	Wed 29 January	7.00pm - 9.00pm	Gaelic Centre, Bowmore
Kintyre Workshop in partnership with KIWG	Fri 14 February	3.00pm - 5.30pm	Campbeltown Town Hall
Mid-Argyll Workshop	Tues 18 February	3.00pm - 5.30pm	Tarbert Academy
Mid-Argyll, Kintyre & Isles Debate	Tues 18 February	7.00pm - 9.00pm	Tarbert Academy (VC to Islay)
Mull Workshop in partnership with Mull and Iona Community Trust	Mon 10 February	1.30pm - 4.30pm	Craignure Village Hall
Tiree Workshop in partnership with Tiree Development Trust	Sat 1 February	2.00pm – 5.00pm	An Talla
Oban Workshop	Tues 4 February	2.00pm – 5.00pm	Corran Halls
Oban, Lorn & Isles Debate	Tues 4 February	6.30pm – 8.30pm	Corran Halls
Colonsay Focus Group in partnership with Colonsay Community Development Company	Tues 25 February	6.00pm – 8.00pm	Service Point, Colonsay

In addition, a youth residential organised by Argyll and Bute Youth Forum, was held at Loch Lomond Outdoor Centre on 24 and 25 November 2013. This event was used to gather the views of young people on similar questions.

DELIVERY

Online Survey

The online survey was approved in draft by the Third Sector and Communities CPP Strategic Group, and further endorsed by the Outcome Leads and by the CPP Management Committee. This method provided an opportunity for those unable to attend events to participate in the process.

The online survey focussed on the over-arching outcome of the SOA: “**Argyll and Bute’s economy is based on a growing population**”. The questions are detailed in Appendix 1. In total 515 responses were submitted, broken down into areas as below:

Table 2: Number of responses by area

Area	No of responses
Bute and Cowal	148
• <i>Cowal</i>	81
• <i>Isle of Bute</i>	54
• <i>Other/not completed</i>	13
Helensburgh and Lomond	79
Mid Argyll, Kintyre and the Islands	186
• <i>Mainland</i>	168
• <i>Islands</i>	18
Oban, Lorn and the Isles	95
• <i>Mainland</i>	75
• <i>Islands</i>	20

NOTE: 7 online participants did not indicate which area they are from.

Workshop events

The workshops were held using ‘World Café’ format, which allowed participants to move from one discussion table to another. At most events, participants had the opportunity to choose 4 out of the 6 outcome topics.

Each workshop table had a Facilitator, and a Scribe to record the discussion. In addition, paper tablecloths and post-it notes enabled participants to write down their views and ideas, thus avoiding mis-interpretation. Facilitators received briefing notes, and in most cases had a briefing meeting. In addition, census figures for the area, and a list of ‘Frequently Asked Questions’ to ensure they were clear on terminology and procedures relating to the SOA and community planning processes, were provided for facilitators.

Following the outcome-focussed discussions, PowerPoint voting (PPV) was used to pose the questions from the online survey, which focussed on addressing the issue of depopulation facing Argyll and Bute. This method is valuable in terms of enabling a sharing of views, without losing the confidentiality, and in addition, it enabled participants to compare their views with the total views of the audience. It did not,

however, allow for additional comments to be made, as was possible with the online survey.

Table 3: Attendance at workshops

Area	Dates	Attendance			
		CPP	Third Sector/ Community	Other	Total
Rothesay	17 January 2014	13	21	4	38
Dunoon	20 January 2014	21	25		46
Islay and Jura	29 January 2014	9	21		30
Tiree	01 February 2014	6	35		41
Oban	04 February 2014	24	32		56
Helensburgh	06 February 2014	26	30	19	75
Mull	10 February 2014	16	27		43
Campbeltown	14 February 2014	17	11		28
Tarbert	18 February 2014	16	26		42
Colonsay	25 February 2014	1	7		8
TOTAL		149	235	23	407

Question Time Events

The Question Time events attracted onto the panels a number of policy makers, strategic partners, and, in Helensburgh, an expert on demographics from the University of Strathclyde. Questions were submitted prior to the event by email, from workshop discussions, and also at the debate itself.

In Dunoon and Tarbert video-conferencing enabled questions to be submitted from Bute and Islay.

In Helensburgh, the event was televised by the local television new channel, URTV. This can be viewed by using this link: <http://helensburgh.tv/stories/4323-part-1-population-debate>

The debates were designed to enable the public to meet with and question key partners, and this worked well. Panel members and chairs for each of the events are detailed in Appendix 2.

Numbers attending events are detailed below.

Table 4: Attendance at Question Time events

Area	Dates 2014	Attendance			
		CPP	Third Sector/Community	Other	Total
Bute and Cowal	03 February	12	22	6	34
Oban, Lorn & Isles	04 February	19	9	7	35
Helensburgh and Lomond	06 February	19	20	35	74
Mid-Argyll, Kintyre & Islands	18 February	17	20		37
TOTAL		67	71	48	180

Youth Forum Residential

The views of young people were gathered at an event organised by Argyll and Bute Youth Forum. A total of 50 young people participated, with representation as follows:

Islay and Jura's Youth Connections	12
North Argyll Youth Forum	5
Mull	3
Mid Argyll	7
Bute	9
Cowal	10
Helensburgh and Lomond Youth Forum	4
TOTAL	50

84% were aged under 16 years, with the rest aged over 16 and under 24 years. 62% were female and 38% male.

Questions, some of which were similar to those asked in the online survey, were posed by PowerPoint, and the results of these are included within the analysis section.

In addition, some questions were posed under the heading of:

- Transport
- Employment
- Health
- Services
- Community Safety

Argyll and Bute Youth Forum has produced a full report which can be accessed by this link <http://www.youngscot.org/local/argyll-bute/2955-argyll-and-bute-youth-forum-newbies-residential>.

EVALUATION OF EVENTS

In order to assess how participants felt about the events, and how the consultation processes might be improved in future, evaluation of events were carried out. At 8 of 9 workshop events, PowerPoint voting was used, and results are as follows:

Table 5: Results of PowerPoint voting evaluation at workshops

	Important	Quite important	Not really important	Not important at all
How important do you think it is that we hold events to discuss issues like this with the community?	74%	18%	6%	2%
	Comprehensive	Adequate	I would have liked more information	I didn't receive any information
How would you rate the information you received prior to the event?	6%	39%	32%	23%
	Very good	Good	Poor	Very poor
How would you rate the opportunities to discuss issues in the workshops?	36%	52%	10%	2%
	Better than I expected		As I expected	Less than I expected
Did the event meet your expectations?	39%		52%	9%
	Excellent	Good	Not very good	Poor
How would you rate the event overall?	18%	72%	9%	2%
	Important	Quite important	Not really important	Not important at all
How important is it that we provide you with a summary of the points raised at the event?	80%	14%	5%	1%

Evaluation forms were available at the Question Time events and some of the comments received are as follows:

- Time too short to discuss BIG issues
- Dwelt more on the negative rather than solutions
- Communications of event – if you want more people to attend need to advertise more and provide more information on your website
- Need to hear from local business
- Consultations – do these more often
- Panel took defensive rather than investigative approach
- Need for questionnaires to be sent out to households and businesses to consider their views – not everyone has time to come to meetings

Further evaluation was carried out by the area Community Planning Steering Groups, and by the Council's Community Development team. They considered what went well and areas for improvement:

Table 6: Evaluation comments

What went well	Areas for improvement
<p>Fourteen events held across Argyll and Bute, including islands, in a relatively short space of time.</p> <p>Community Planning Partners at a strategic and local level supported and participated in the events through workshops, members of Question Time Panel and information stands.</p> <p>Workshops, worked well with a steady flow of questions and information sharing.</p> <p>Ppvoting – effective audience participation tool that provided immediate results for the audience and for analysis.</p> <p>Raised awareness of Single Outcome Agreement and stimulated debate on the issue of population decline</p>	<p>Adhere to dates set – change of dates is disempowering and may have impacted on attendance.</p> <p>The need to improve communication mechanisms and use social media more effectively</p> <p>Avoid winter ferry timetables</p> <p>Panel size needs to be looked if holding future debates</p> <p>Questions submitted prior to the event may have stemmed the flow of the debate.</p>

Evaluation of Youth Residential

An evaluation of the Youth Residential, of which only a part was attributed to the consultation on the SOA, was carried out. This forms part of the full Youth Forum report available through this link <http://www.youngscot.org/local/argyll-bute/2955-argyll-and-bute-youth-forum-newbies-residential>

SECTION 2 – CONSULTATION FINDINGS

SURVEY RESULTS

Survey approach

Surveys are designed to collect a breadth of information, rather than information in depth. The questions in the online survey, and the Ppvoting, relate to broad categories, such as ‘transport’ or ‘improved / affordable housing’. Unless respondents made specific comments to expand on their choices of factors they considered important, there was no way to know what aspects of transport or housing they considered important. However, information gathered in the workshop events complements the results of the survey, and allows us to tease out the detail of issues that were raised.

It should be noted that four of the five main questions in the survey asked respondents about reasons for the behaviour of other people, rather than about their own choices. Therefore, the survey results deal more with perceptions than about experience (see Table 7).

Table 7: Types of responses sought by survey questions

Question	Response sought
Why do you live here?	Response based on personal experience / choice
Why do you think people leave here?	Response based on opinion / perception of other people’s behaviour
What do you think are the key factors that would encourage other people to stay or move here?	Response based on opinion / perception of other people’s behaviour
What (apart from employment opportunities) needs to change to attract and keep working age people here?	Response based on opinion / perception of other people’s behaviour
What needs to change to attract and keep families here?	Response based on opinion / perception of other people’s behaviour

Who responded to the survey?

515 responses to the online survey were received. Of these:

- 65% of respondents who answered the question were female and 35% were male
- No respondents were aged below 16. (Note, however, that there was some information gathered as part of a separate exercise from a Youth Forum event, held in November 2013. (See Section 2, page 49)
- 87.8% of respondents were aged between 25 and 64, with 53.3% of respondents being aged between 45 and 64.
- 10.7% of respondents were aged 65 and over.
- 2.6% of respondents self-identified as having a disability.

- 72.2% of respondents had lived in Argyll and Bute for over ten years. Conversely, 13% of respondents indicated that they had lived in the area for less than five years.
- Respondents came from all parts of Argyll and Bute (see Tables 8 and 9, below), with responses being received from both island and mainland residents.

Table 8: Percentage of Argyll and Bute's population and survey responses by area

Area	Population (2012 Mid Year Estimate)	% total population	Number of responses	% of responses where location was identified
Bute and Cowal	21,218	24.4%	148	29.1%
Helensburgh and Lomond	24,941	28.7%	79	15.6%
Mid Argyll, Kintyre and the Islands	20,648	23.8%	186	36.6%
Oban, Lorn and the Isles	20,093	23.1%	95	18.7%
Argyll and Bute	86,900	100.0%	508	100.0%

NOTE: number of responses is less than 515 as some respondents did not provide information about the area they lived in.

A larger number of responses than expected came from Mid Argyll, Kintyre and the Islands, specifically from Mid Argyll. A lower proportion than expected came from Helensburgh and Lomond.

Table 9: Argyll and Bute's population and survey responses by mainland or island residence

Area	Population (2011 Census)	% total population	Number of responses	% of responses where location was identified
Islands	15,105	17.1%	92	19.5%
Mainland	73,061	82.9%	380	80.5%
Argyll and Bute	88,166	100.0%	472	100.0%

NOTE: number of responses is less than 515 as some respondents provided incomplete information about the area they lived in.

The number of responses from island residents is broadly in line with the proportion of Argyll and Bute's total population who live on islands.

Results of the online survey

Overall results

Half (49.5%) of respondents identified 'family connections' as being an important factor in their decision to live in Argyll and Bute. 207 respondents (40.1% identified this as being the most important factor in their choice of location.)

Also important was 'lifestyle', with 58.6% of respondents identifying this as a factor in their choice of location. However, although more respondents ranked this as either '1' or '2', fewer respondents ranked this as most important than 'family connections'.

Many of the 'other' comments for the 'why do you live in Argyll and Bute' question duplicated or expanded on the response options that were given in the question. Twenty-two comments related to respondents' ties to the area, making it apparent that ties can be about more than family. Ties included emotional attachment to the area, or having come for work and stayed, for example.

Despite the importance of respondents identifying family connections and lifestyle as important factors in their own choices to live in the area, when asked about what might prompt people to leave, stay or come to the area, employment came out as the most important consideration.

The importance 'job opportunities / employment' goes beyond absolute numbers of jobs, also including the quality of those jobs, salary levels, job security, seasonality, and career prospects. (These concerns also were raised in workshop discussions.)

Even where a question did not relate directly to employment, respondents found ways to raise it as an issue. For example, the question, 'What do you think are the key factors that would encourage other people to stay or move here?' did not include 'jobs / employment opportunities' as a response option. However, this question resulted in respondents leaving 163 comments, of which 80 were related to employment. Comments included:

"I think employment /job opportunities is the number one reason for living in a particular area. Following on from this if you do have to commute then it is essential that appropriate affordable transport links are in place. You can have the best schools and best environment around however if your job is 100 miles away then you are going to move..."

"Job opportunities that pay more than minimum wage ...We need high quality jobs paying decent wages - working for minimum wage provides no more social/community benefit than welfare does."

"Opportunities for employment in career-building jobs (i.e. not tourism or low-paid retail or public services)"

"Secure full-time employment with reasonable pay. To take on mortgages, move family, etc people are looking for more than seasonal work opportunities and more than minimum wage."

"Quality employment that will attract young graduates to the area."

Results by different segments of respondents

As well as looking at the results of the survey across Argyll and Bute, responses were cross-tabulated according to:

- Age of respondents
- Length of residence in Argyll and Bute
- Gender
- Disability
- Where the respondents lived within the area.

Age and length of residence of respondents

Age of respondent and length of residence influenced some of the answers to the survey questions. Thus:

- The likelihood that respondents would identify 'family connections' as a being important in their decisions to live in Argyll and Bute increased with length of residence in the area. Conversely, people who have been in the area for shorter periods of time are likely to attach greater importance to 'lifestyle'.
- Younger working-age groups were more likely to be in the area for 'family connections' than are older-working age groups or people aged 65 and over.
- 'Improved / more affordable housing' increased in importance as a factor in encouraging people to move to / stay in the area as respondents' length of residence increases.
- There is some indication that the identification of 'social and / or physical isolation' and a 'lack of activities' as factors in deciding to leave the area decreases with age. Older age groups were also less likely to suggest that 'access to learning and training opportunities' would attract people to the area.
- Although, comparatively speaking, access to health services is not ranked as being important in attracting / retaining population, this increased as length of residence and age of respondents increased.

It is worth noting that age of respondent and length of residence are correlated, so the similarity in certain of the responses is not surprising.

Disabilities

Because of the small numbers of respondents self-identifying as having disabilities, no conclusions could be drawn regarding how disability affected respondents' responses.

Gender

It was important to check whether or not the responses of males and females varied, in part because of the gender split of respondents. As approximately two-thirds of respondents were female, any differences between genders could be hidden where results were combined. While some differences in responses can be identified between males and females, overall responses were not markedly different.

- Females were more likely to attach importance to a 'safe place to live' and to 'access to learning and training' than males.
- Males attached more importance to 'improved / more affordable housing'.
- Additionally, there were weak indications that females attached more importance to 'infrastructure', 'transport', 'childcare' and 'more facilities / activities for children' than males.

Areas

Some variations in answers were identifiable between the four administrative areas and between island and mainland, and it is these variations that are discussed in more detail in this report. These variations manifested themselves more in terms of nuances than in terms of contradictory sets of priorities.

Diagrams highlighting factors that were identified as being important by respondents have been produced for each of the council's four Administrative Areas. In these diagrams, Argyll and Bute is divided into five categories:

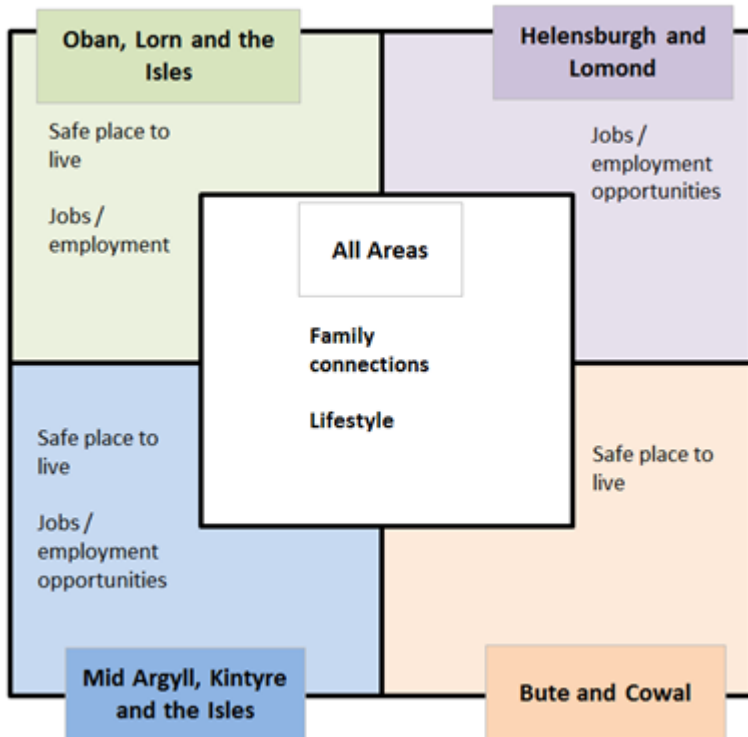
- All areas
- Bute and Cowal
- Helensburgh and Lomond
- Mid Argyll, Kintyre and the Islands
- Oban, Lorn and the Isles.

For a factor to have been included in the diagram, 33% or more respondents had to have identified it as being important. Where this threshold was met in all areas, the factor was included in the 'All Areas' section of the diagram. Where the factor reached the 33% threshold in some, but not all, of the Administrative Areas, it was included in the sections relating to the specific areas where the threshold was met.

In addition, factors that came out of the analysis as being the most important are shown in bold.

Why do you live here?

Figure 1



What you said (example quotes)

"I came to the Isle of Mull because of family connections and have lived on the Ross of Mull for over 35 years, but I live here because I see never-ending opportunities. I am self-employed and involved in crofting, construction and tourism."

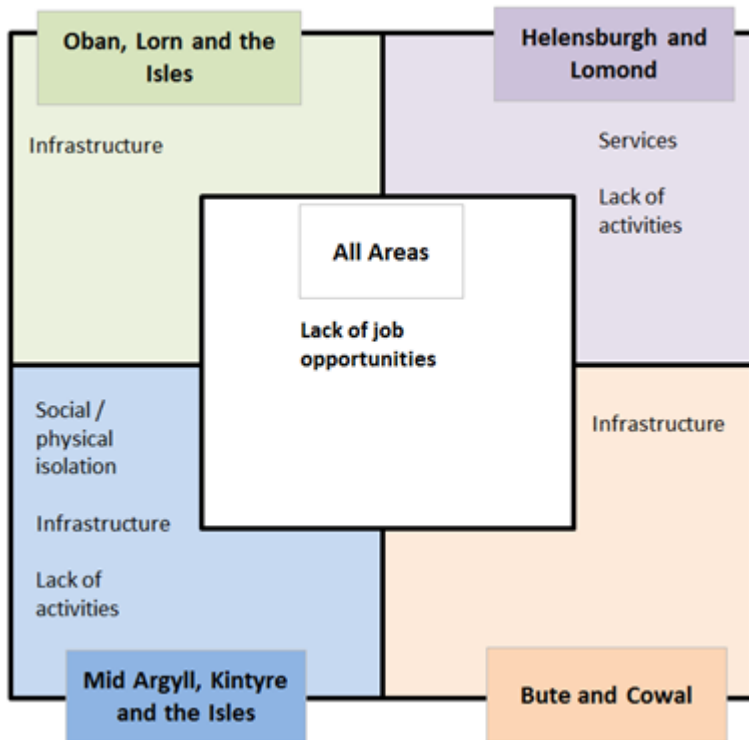
"I choose to live in Dunoon because of my health, the people being so welcoming and friendly and the opportunity to get involved in the community."

"Was born and brought up here. Couldn't think of a nicer place in the world to live. Beautiful walks along the seafront and Loch Lomond on our doorstep."

'Family connections' and 'lifestyle' were identified as being the most important factors in influencing respondents' decision to live in the area. However, 'jobs / employment opportunities' was also highlighted as being important in three of the Administrative Areas, as was 'a safe place to live'.

Why do think people leave here?

Figure 2



What you said (example quotes)

“Cost of living is higher on the islands - ferries, fuel, food, broadband are all more expensive than the mainland.”

“Helensburgh has had a dire lack of facilities to keep young people here once they leave school and venture either to further education or work, there is no local cinema, fares are expensive to Glasgow to access leisure activities.”

“Many people leave when they are young, like I did, because it is difficult to start a career and go all the way through a career in Argyll and Bute.”

“There is a real lack of quality employment across the work spectrum.”

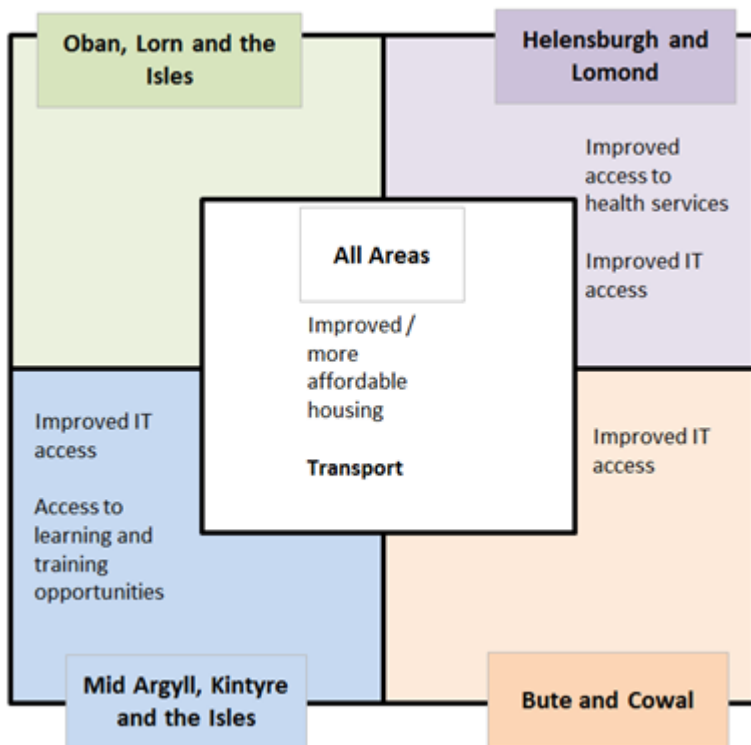
“Well paid, secure, long term employment opportunities.”

‘Lack of job opportunities’ was identified by 87.7% of all respondents as being an important factor in people’s decision to leave the area. 73.9% of respondents ranked it as being the most important reason for leaving. Percentages were high across all four Administrative Areas.

As the diagram indicates, there was some variation between areas in the importance attached to other factors.

What do you think are the key factors that would encourage other people to stay or move here?

Figure 3



What you said (example quotes)

“More employment opportunities and a wider selection of courses offered at the local College to suit the industries.”

“More employment opportunities and a wider selection of courses offered at the local College to suit the industries.”

“IT links are even more important in a rural location than an urban area. Lack of high speed broadband can have a considerable effect on business.”

“House prices in A & B are outwith the price range of many people, especially those that are not on the property ladder and don’t have big deposits and high paying jobs.”

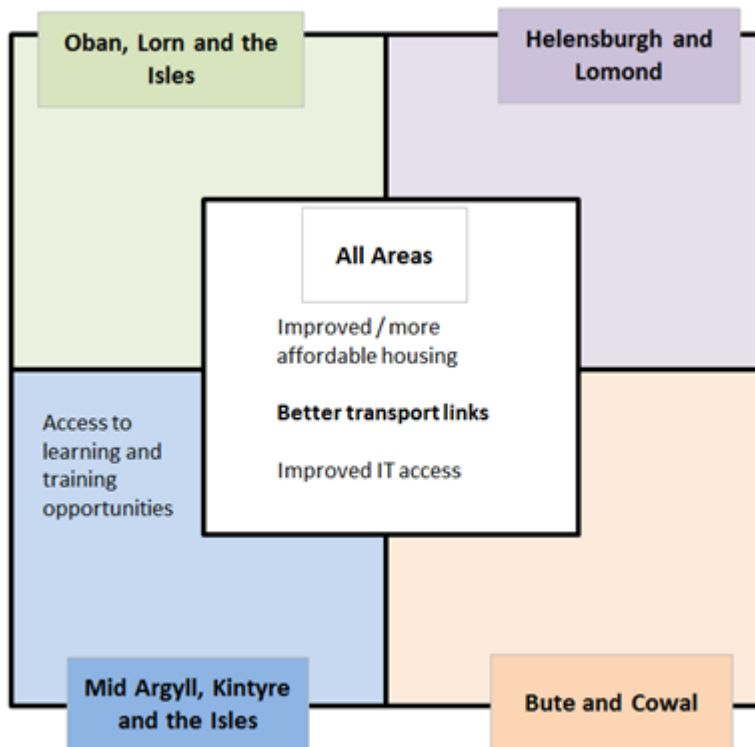
On the basis of the question responses, the most important factor in attracting people to the area, or encouraging them to stay, appears to be transport. Housing was also identified as being an important factor in all four areas.

However, as discussed above, this question did not include ‘jobs / employment opportunities’ as a pre-set response option. As a result, the importance of jobs is not reflected in this diagram. Nonetheless, the number of comments left indicate that it was of importance, and its omission from this diagram is more a reflection of the question design and the analysis methods used than of the relative importance of ‘jobs’ as a factor.

Although ‘improved access to health services’ did not come out as being as important as other factors overall, it is worth noting the importance that was attached to this factor in Helensburgh and Lomond.

What (apart from employment opportunities) needs to change to attract and keep working-age people here?

Figure 4



What you said (example quotes)

“The town needs to offer a reason to stay, low cost activities/facilities for all ages, also improved transport links, or cheaper more reliable ferry service would enable more people to commute to work.”

“Education at college or university level means a lot of younger people leave, they then make lives on mainland and don't come back or can't because of lack of housing or jobs.”

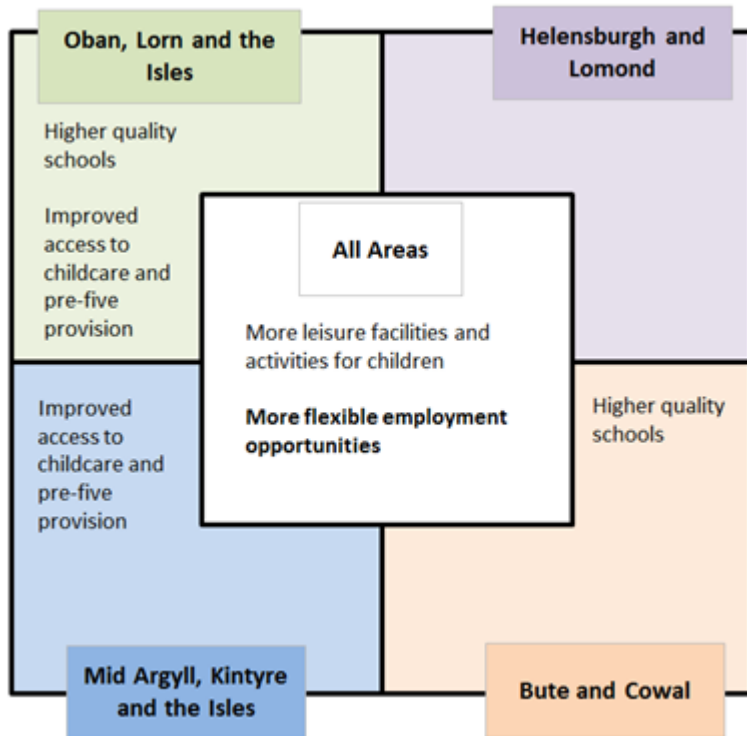
“Without decent broadband no one could start up a business or employ professionals, no use having housing without decent infrastructure and jobs.”

“To keep people in the area, there has to be affordable housing built that people can BUY!”

This question assumed that jobs would of major im| people of working age. Therefore it was not included in the pre-set response options for the question. As a result, other factors are highlighted as being of importance, most notably 'better transport links'.

What needs to change to attract and keep families here?

Figure 5



What you said (example quotes)

“A greater diversity of jobs and better salaries.”

“Better transport links to central belt - this will help clubs and groups compete and access better resources.”

“More flexible employment opportunities would be good Difficult to find work between the hours of 10am and 3pm which most mothers would need.....I do not think there are many places as safe as Argyll to bring children up.”

“There has to be improved services for children and adolescents to provide them with things to do.”

“Better access and affordability to childcare in rural areas.”

The two factors that emerged as being most important in attracting and keeping families were ‘more flexible employment opportunities’ and ‘more leisure facilities for children’.

As was apparent from the Outcome workshops, as well as from the comments survey respondents left, activities and facilities covers a very wide range of things. Comments mentioned the need for activities to be ‘affordable’, and included suggestions that better shops and more restaurants were needed, as well as more sports facilities. Several comments made the very general comment that there was a need for ‘things to do’.

It may be worth noting that four respondents commented on the need for facilities that catered for adults in addition to facilities and activities targeted towards children and adolescents.

Islands and Mainland Compared

A comparison of the survey responses from respondents from the islands compared to the mainland suggests that, broadly speaking, the concerns of the two groups are not dissimilar. Differences are a matter of emphasis rather than of disagreement.

- Island respondents were more likely to identify 'lifestyle' and 'safe place to live' as factors in their decision to live in their area.
- Island residents were slightly more likely to cite 'services' as a reason for people to leave the area, while mainland residents were more likely to identify 'infrastructure' as a factor.
- Islands identified 'transport' as being a more important factor in persuading people to stay than did mainland residents. Mainland residents were more likely to suggest that 'improve access to health services' as being important. Overall, however, health services were of lesser importance relative to other factors. This greater importance attached to health services by mainland residents reflects the particular importance that respondents from Helensburgh and Lomond attached to this factor.
- Mainland respondents were more likely to indicate that housing was of importance in attracting / retaining working aged people. However, it is worth noting that housing related issues specific to island communities emerged from the Outcome workshops. (See below.)
- Island respondents attached greater importance to 'higher quality schools' as a factor for attracting families.



WORKSHOP FINDINGS

The same questions were asked in both the online survey and during the Ppvoting exercise at the workshop events. However, because the data was collated slightly differently, the results are not directly comparable. Nonetheless, the two sets of results show that the priorities identified by online survey respondents and attendees at the workshops were similar.

The workshop events and the Question Time events focussed on each of the 6 long-term outcomes of the SOA. The following is the analysis of data gathered at the workshop events.



Relation of issues to outcomes

Where more than one cell is shaded in green in a single row, this indicates that the issue cuts across a number of outcomes, in some as many as 5 out of the 6 outcomes. The main point to note is therefore how all six outcomes are interconnected.

It should also be noted that, under the list of the main areas of comment (left-hand column), this list is not detailed, or exhaustive. For example, 'housing' includes comments relating to affordability, availability, suitability, etc.

Table 10: Issues raised in Outcome workshops

	Outcome 1 The Economy is Diverse and Thriving	Outcome 2 We have an Infrastructure that Supports Sustainable Growth	Outcome 3 Education, Skills and Training Maximises Opportunities for All	Outcome 4 Children and Young People Get the Best Possible Start	Outcome 5 People Live Active, Healthy and Independent Lives	Outcome 6 People Live in Stronger and Safer Communities
Enabling (small) businesses / start-ups						
Promoting Argyll and Bute						
Housing						
Land ownership						
Transport						
Broadband and internet						
Mobile coverage						
Electricity / grid						
Access to education, skills and training						
Secondary education; where this leads; careers						
Skills gaps between workforce and jobs						
Apprenticeships; work experience; career progression						
Childcare						
Activities						
Facilities						
Health						
Volunteering						
Communications / engagement						
Roles of Community Planning partners						
Health prevention						
Access to health services						
Safety: prevention activities						
Strengthening communities						

Outcome 1: The economy is diverse and thriving

1.1 Introduction

Four main issues were raised in the Outcome 1 workshops:

- **Enabling (small) businesses / start-ups**
- **Promoting Argyll and Bute**
- **Housing**
- **Land ownership**

Additional comments were made relating to:

- Transport, broadband and mobile phone coverage. (Included under Outcome 2 workshops.)
- The lack of childcare as a barrier to employment. (Included under the results of Outcome 4.)
- Comments about the physical fabric of some of our towns and the need for more facilities to attract people into the area. (This was also raised under Outcome 2 and was a major theme in discussions relating to Outcome 4.)

1.2 Enabling (small) businesses / start-ups

This was mentioned in most workshops, but notably not in Oban.

Key issues:

- High rates and rents
- Lack of suitable business premises
- Regulations as barriers to business development (particularly in regard to Tiree and Mull, where the perception is that planning does not take account of local circumstances)

Solutions / actions proposed:

Provision of suitable premises

- Some specific buildings / opportunities were mentioned.
- Argyll and Bute Council could provide premises with good facilities
- Provision of financial incentives
 - Cap rents
 - Rates relief
 - Grants

1.3 Promoting Argyll and Bute

This was mentioned in most workshops, but less so in Bute and Cowal than in other areas.

- However, the dereliction of buildings on Bute and in Campbeltown was mentioned. This is a related theme in that these buildings give a bad impression of the area.

Key issues:

- Need to attract people to the area.
- Marketing has two strands:
 - Getting the 'message' out to people to come to the area
 - Improving attractions and the physical fabric of area to make Argyll and Bute more appealing
- Who are we seeking to attract?
 - Our target groups should not just include potential residents, but should also include businesses.

Solutions / actions proposed:

- Communications to get out positive messages
- Need to develop attractions / facilities
- Need to promote the area to:
 - Visitors to encourage tourism all year round
 - Businesses / private sector. (Manufacturing enterprises were specifically mentioned in Helensburgh.)
 - Families
 - Commuters (Helensburgh)
- Need to promote the area according to its strengths:
 - As a place to stay
 - For its lifestyle
 - For its scenery
 - Good education
 - Good place to bring up children
 - Safe place
- Some specific, local suggestions for key messages were provided.

1.4 Housing

Housing did not arise as an issue in all areas. It was mentioned in:

- Oban
- Helensburgh
- On the islands of Mull, Tiree and Islay.

Key issues

- Affordability
- Conflict between permanent residences and holiday homes
- Shortage of housing

- Range of house types available (numbers of bedrooms)
- Lack of tenure choice, particularly with reference to Tiree (because of the number of holiday homes)

Solutions / actions proposed:

- Change the Council Tax regime
- Initiatives to encourage new housing
- Grants
- Different ranges of size options
- Tied housing (e.g. for teachers on Tiree); key worker housing.

Housing also came up under other outcomes. For example, special needs housing and adaptations were raised as an issue in Helensburgh under Outcome 5.

1.5 Land ownership / estate ownership

This was raised as an issue at workshops on:

- Bute
- Islay
- Mull
- Tiree

Key issues:

- Estates control what can be done. The local authority can plan, but the owners of the estates can prevent implementation of the plans.

Solutions:

- Island / community buy-outs
- Argyll and Bute Council should lobby Scottish Government about land reform review.

Outcome 2: We have an infrastructure that supports sustainable growth

2.1 Introduction

Four main issues were raised in the Outcome 2 workshops:

- **Transport**, which can be further divided into:
 - Ferries,
 - Roads
 - Public transport, principally buses
 - Integrated transport
 - Air
- **Broadband and internet**
- **Mobile coverage**
- **Electricity / grid**

Transport issues were seen as having knock-on effects with regard to:

- Tourism
- Accessing health care (see integrated transport, below)
- Costs to businesses, both in terms of direct costs and in terms of their failure to recruit people.

Additional comments were made relating to:

- Housing. Comments have been included under Outcome 1.
- Good health care provision and access to health services. Comments have been included under Outcome 5.
- The need to improve the range of attractions in the area in order to attract people. As with Outcome 1, these comments related to the physical fabric of some of our towns and the need for more facilities / activities to attract people into the area. (This was also a major theme under Outcome 4.)
- The need for more workshop accommodation, and issues relating to enabling businesses (see under Outcome 1)
- Difficult for industry and services to move away from the central belt because of the poor communications networks in the area.
- There was a comment made that there is a need to look further ahead and ensure that we are prepared for technological change.
- Implicit in many of the comments relating to broadband and mobile coverage is a fear that Argyll and Bute is falling behind other areas in terms of connectivity.

2.2 Transport: ferries

Ferries were mentioned in most workshops, but less so in Oban and Tarbert than in other areas. More issues / comments were made with regard to ferries than to another other kind of transport.

Key issues:

- Cost of fares
- Reliability of the ferries
- Timetabling
 - The need for advance notice of the timetable to allow for business and events planning. (Tiree particularly wanted timetables to be published a year in advance)
 - Reliability of the timetable: sailings do not stick to schedule
 - Scheduling of ferries (the lack of late ferries in evenings and the lack of ferries at Christmas and New Year was a theme on Bute; the inability to commute from Craignure to Oban was mentioned on Mull)
- Road Equivalent Tariff
 - Which islands are covered by RET; not all islands are covered, which disadvantages those that are not
 - What is covered by RET? (Freight does not appear to be)

2.3 Transport: roads

This was mentioned in all areas, and was second only to ferries in terms of the number of comments made.

Key issues:

- State of roads
- Rest and be Thankful
- Vulnerability if roads are closed. (This did not only relate to the Rest, but also to the A82, heading from Helensburgh into Glasgow.)
- Lack of education about cycling and driving on single-track roads (on Tiree and Mull)

Solutions

- Improve the quality of repairs. (On Mull and Tiree there seemed to be agreement that patching was not adequate. Comments were made that roads did not need to be widened / upgraded, but that the quality of repairs could be improved.)
- Calmac could have some kind of awareness / education programme for drivers and cyclists visiting the islands.

2.4 Transport: rail

This was mentioned in Helensburgh and Oban.

Key issues:

- The train service from Oban to Glasgow is too slow, taking three and a half hours
- The trains to Helensburgh stop too early

2.5 Transport: buses

Key issues:

- Timetabling
 - particularly with regard to services only running during school terms, and the lack of services during school holidays
 - Lack of evening services
- Capacity
 - Some buses will not stop to pick up passengers if the vehicles are full to capacity, which can leave travellers stranded.

2.6 Transport: air

The lack of comments relating to air transport probably reflects the fact that air services do not widely serve the area.

Key issues:

- Air services from Oban do not link to Glasgow or Edinburgh
- Cost of air travel
- Oban airport and the services out of it do not carry freight
- There is a fear on Tiree that the needs of the island will be neglected in favour of those of Barra. (This relates to the type of aircraft.)

2.7 Transport: integrated transport

Integrated transport was mentioned in all areas, although it was a particular issue in areas served by ferries.

Key issues

- Transport services do not link up.
- There is a lack of integration / awareness of how transport services affect access to other services, for example access to health services.
 - This affects both patients with regard to their appointment times and visitors.

2.8 Transport: policy and other transport-related comments

Key issues:

- Community transport networks are sporadic and individually run, so services vary between areas in term of both availability and extent.
- Transport provision is poor for car-free households
- HiTrans have produced a document that includes a lot of detail about Barra but very little on Tiree. Respondents from Tiree therefore fear that their needs, which are not the same as those for Barra, will not be adequately accounted for.

- Cost of fuel
- Need for park and ride facility at Craigendoran

Solutions:

- Argyll and Bute Council should look at the whole transport infrastructure
- Bridge from Colintraive to Rhubodach

2.9 Electricity / grid

This did not come up as an issue in many areas, but was a particular concern on Mull and Tiree, where some very specific concerns were raised.

Key issues:

- A resistance to more turbines on Islay, where it was suggested that renewable energy devalues the beauty of the island. (There is no way to gauge how representative this view was.)
- Need for sustainable, renewable energy (Helensburgh)
- The potential of Mull to develop and export energy is inhibited by the grid connections.
 - Grid restrictions are restraining turbine development on Mull
 - Community organisations find it difficult to engage with the council
 - At present, each request to SSE is treated separately. The cost of increasing grid capacity is weighed against each individual request. The council could lead on coordinating demand.
- Limitations to the capacity and reliability of electricity cabling on Tiree:
 - Electricity connections are unreliable on Tiree
 - SSE needs to look into protecting the undersea cable. (Respondents suggested that initial high costs would be easily covered by fewer repairs over time)
 - The cable does not have enough capacity to enable exporting of power from Tiree. The power generated by the wind turbine cannot be stored on the island is therefore wasted. The lack of capacity on the cable is also preventing the development of additional turbines.
 - Power surges damage equipment (including washing machines; freezers etc)

Solutions:

- Better multi-level governance (Mull)
- Need for newer, bigger, underwater electricity cable to / from Tiree

2.10 Broadband coverage

Broadband was raised as an issue in all areas in terms of:

- Needed infrastructure
- Enabler for developing businesses / the economy
- Barrier to education and development of young people.

There was more discussion about the need for good broadband coverage than there was for good mobile coverage.

Key issues:

- Broadband coverage is patchy across the area.
 - Localised, very poor, internet connections are detrimental to the local economy
 - Coverage is not up-to-date; lack of high-speed broadband; uncertainty as to when high-speed broadband will reach the area.
 - Concern that improvements to broadband may not reach the whole area
 - Various 'black spots' were identified (Rosneath peninsular; Tiree; Mull; west side of Bute; outlying areas of Cowal)
- People rely on broadband to work from home (especially where ferries may be unreliable)
- Increasingly, services are accessed via the internet. Broadband needs to be available in order to access these services.

2.11 Mobile coverage

Key issues:

- Need for more mobile broadband coverage / 4G (Helensburgh; Oban)
- Mobile phone coverage is very poor (Tiree; Ross of Mull; some areas of Bute)
- Mobile coverage varies with provider.
- Need improved mobile phone signals. Increasingly, services are being accessed via the internet (e.g. Health).
 - This was an issue raised in Oban. Similarly, in Campbeltown, it was reported that the NHS has issues relating to service delivery in the Campbeltown / Kintyre area because of the poor mobile phone coverage in the area. (There is a 'telehouse' system 'available' in the area, but it is not usable because of the mobile phone network)
- Mobile connections are seen as being 'vital' for young people
- Mobile services are important to business, visitors, and tourism.

Solutions:

- Coll is getting a new mobile phone mast, which the Development Trust will maintain.

Outcome 3: Education, skills and training maximises opportunities for all

3.1 Introduction

Main issues raised in the Outcome 3 workshops related to:

- Barriers to accessing education, skills and training opportunities
- Secondary education, particularly with regard to where this leads and how it relates to future careers
- Access to, and availability of, further and higher education
- Skills gaps between the workforce and job opportunities
- Need for apprenticeships, career progression and work experience opportunities

Additional comments were made relating to:

- Lack of adult education opportunities
- General enablers to improve access to education, skills and training.

Primary education was not a focus of discussion.

3.2 General barriers to education, skills and training

Key issues:

- Lack of funds to support people in education, skills and training
- Difficulties in accessing education, skills and training opportunities:
 - Transport constraints
 - Lack of disabled transport
 - Timetables: no evening transport, so cannot access evening classes
 - Courses run during the day, so working people cannot access them
 - Cost of courses
 - Limited broadband
- Lack of, and poor, advertising of courses / training opportunities

3.3 Education: secondary education

Key issues:

- Particular issues relating to islands (Bute, Tiree, Islay)
 - Difficult to recruit teachers
 - Limited range of subjects available to students
 - Lack of accommodation / housing for teachers. (This was raised in both Islay and Tiree. On Tiree, the conflict between holiday lets and private rental accommodation was raised as a barrier to attracting teachers to the island)
- Secondary education is geared to getting pupils into university, and not to preparing them for trade / employment.
- Lack of choice with regard to secondary school education might encourage families to leave the area.

There were a few comments made about the quality of secondary education, some positive and some negative.

Solutions:

- With regard to the islands:
 - Provision of tied accommodation
 - Children from Coll to go to Tiree for secondary education, rather than to Oban.

3.4 Education: further and higher education

Key issues:

- Limited, or no, opportunities within Argyll and Bute. Therefore people move away to access education.
- Predominance of part time contracts within the sector.
- Unqualified staff teaching.
- Courses only run if there are enough people enrolled on them.
- Need for better access / provision of courses.

3.5 Adult Education

Key issues:

- Provision of adult education has been reduced in the area.
- University of the Third Age not operating in all areas. (Donald, Not true, but was stated, therefore is perceived as such.)

3.6 Skills and training

Key issues:

- There is a skills gap between the workforce and available jobs
 - Training must be tailored to need. (The number of people training as hairdressers was mentioned.)
 - Secondary schools do not teach skills required in the workplace.
 - Better links between schools and business are needed.
- There is a need for apprenticeships.
- There need to be opportunities for career progression.
- Schools are doing less work experience than they used to (although comments suggest that this varies across Argyll and Bute).

3.7 Solutions / enablers for education, skills and training

These were general suggestions that could be applied to all aspects of education, skills and training provision.

- Wider user of video conferencing
- Increased use of distance learning, with mentor support being provided.

Outcome 4: Children and Young People Get the Best Possible Start

4.1 Introduction

The discussions in the workshops appear to have concentrated on childcare issues and the lack of activities and facilities for children and young people. There was less discussion relating to the activities of CPP partners.

Concerns were raised in some of the workshops that the consultation had not engaged with the most appropriate groups, and that communications needed to be improved with young people.

There was some discussion (notably in Campbeltown) about health-related issues, which tie in to the wider prevention agenda. However, these discussions were not mirrored in other areas.

Issues surrounding volunteering, particularly with regard to the difficulties of recruiting volunteers and barriers to volunteering, were raised, most notably in the Rothesay workshops.

There were few comments made in relation to school education.

4.2 Childcare

Key issues:

- Lack of childcare
 - Generally
 - Lack of wraparound care
 - Lack of after school care.
 - The lack of childcare is a barrier to employment.
- Lack of age appropriate resources for after school care.
- Lack of facilities for after school care
- Cost of childcare
- Regulations discourage people from setting up childcare or child-minding services.
- Childcare is low paid and undervalued.
- Nursery places have replaced playgroups. The latter benefitted from parental involvement.
- Mothers should have the choice to stay at home with their children.

4.3 Facilities and activities

Key issues:

- There is a need for things for children / youth to do.
- Facilities wanted by participants:

- Things wanted in multiple areas:
 - Somewhere for youth to 'hang out'
 - Sports facilities
 - Play parks
- Location-specific 'wants':
 - Somewhere for 16-20 year olds to go (Islay)
 - Leisure centre (Helensburgh)
 - Beach (Helensburgh)
 - Cinema (Helensburgh)
 - Skate park (Helensburgh)
 - Better cinema (Rothesay)
 - Family centre (Helensburgh)
 - Premises for soft play (Tiree, where it appears that equipment has already been bought, but there is nowhere to use it.)
 - Family-friendly places to eat (not pubs) (Campbeltown)
- Activities wanted by participants:
 - Youth clubs / groups (this was a need identified across all areas)
 - The council should run youth clubs (Oban)
 - Uniformed organisations (scouts, guides) (Rothesay)
 - Activities for children who are not 'sporty'
- There is a gap in provision. Five to eight year olds cannot attend groups (Rothesay)
- Barriers to taking up activities:
 - Cost of renting premises
 - Lack of funding; short term funding for voluntary organisations
 - Organisers of activities spend more time searching for funding than offering the activities, themselves.
 - Lack of support to help obtain funding.
 - Insurance costs
 - Accessing facilities; transport issues.

4.4 Volunteering

Key issues:

- Problems relating to recruiting volunteers / volunteering. (This was a particular point of discussion on Bute.)
 - Problems getting volunteers
 - Problems getting qualified / suitable volunteers
 - Potential volunteers fear getting involved, either because they will be 'put upon' or because they fear litigation.

Solutions:

- It was noted that AVA can help with volunteer procedures and recruitment, and help overcome reluctance / fear with regard to child protection fears and disclosure.
- Make disclosure easier.
 - Pay for volunteers' disclosure to encourage them.

4.5 Communications / engagement with young people

Key issues:

- Events did not engage with the most appropriate people.
 - There is a need to engage directly with, for example, mother and toddler groups.
 - There is a need to engage with young people.
- There needs to be a formal link between the Youth Forum and the council.
- Need to have young people involved in the Public Patient Partnership (Helensburgh)
- Need to engage with young people about the integration between the council and health.
- There needs to be better community engagement.
 - The police used to be involved with local groups.

4.6 The activities and roles of community planning partners

Comments about the work of community planning partners can be divided into two broad categories: (1) comments relating to specific services and activities, and (2) comments relating to how organisations work together.

Key issues:

Comments relating to specific services and activities:

- Lack of family services (Bute)
- More health visitors are required, as the existing ones are under pressure supporting vulnerable families (Campbeltown)
- There is a lack of support for vulnerable young people. Services are not equitable across the area because of a lack of transport limiting access to more remote island locations (Islay)
- There should be outreach workers for harder to reach groups.
- The council should be providing group work and / or discretionary activities for young people who do not engage (Mull)
- The council should provide more youth clubs.
- New style youth services are not adequate (Bute)
- Poor provision at schools for Additional Support Needs (Dunoon)
- Planning of the schools estate needs to be tied in very closely with the Local Development Plan. (School provision should be planned at the same time as new housing developments, e.g. at Dunbeg)
- The council should learn from proposed school closures

Issues relating to how organisations work together:

- Need for more joined-up working
- There is a lack of joined up thinking between the local authority and partners
- Individual organisations are too precious about their own work to be able to work effectively in partnership

Some **positive comments** were made about services offered:

- Secondary school is very good at recognising vulnerability and putting supports in place (Campbeltown)
- Services are good at picking up on vulnerable people having children (Campbeltown)
- Referrals to Homestart (Campbeltown)

4.7 Health

Campbeltown was unusual in the range of health-related activities that were mentioned. For example:

- Aqualibrium should not sell sweets
- There should be no alcohol in social spaces
- Need for healthy vending
- More health visitors are required
- Support for vulnerable children is good
- Young carers and the ChildSmile team also got a mention, although the context of the comment was not clear.

4.8 Suggestions not covered elsewhere

- Employers should provide bonuses to staff working with community groups. (For example, volunteers in activities for young people should get paid time off to attend Guide Camp in summer.)
- Facilities in schools should be made available for after school activities.

4.9 Other comments, not covered elsewhere

- Lack of a PE teacher on Tiree; issues relating more generally to housing for teachers (covered under Outcome 1)
- Children on the Ross of Mull should have the choice to go to Tobermory for secondary education

Outcome 5: People live active, healthy and independent lives

5.1 Introduction

The majority of comments from the area workshops fall into two broad categories:

- Comments relating to how to enable people to stay healthy
- Comments relating to how health services can be accessed.

Other comments related to:

- The needs of specific population groups
- The value of social interaction.
- Volunteering (see also Outcome 4)
- The importance of health services in attracting / retaining people in the area.

Although some particular population / client groups were specifically mentioned, the more general discussions appear to have focussed mainly on issues relating to older people and teenagers and young adults. Very few comments were made relating to younger children or to people of working age.

The focus of the discussion was on activity and health. Very few comments were made about independence. Implicit in the discussions, however, was that if you were healthy, you were also independent.

5.2 Prevention: behaviours

Key issues:

- Modern lifestyles were raised as being a barrier to keeping active in all areas.
 - Physical activity
 - The increased use of computers and other devices is widely seen as a negative influence on behaviours, particularly those of younger people.
 - There is a need for more exercise activities for older active adults (Rothesay)
 - Need to promote walking and cycling (Oban)
 - Diet
 - The diets of school children, particularly with regard to what they eat at lunchtime
 - The availability of fast food in or near schools was raised as an issue, along with peer pressure among pupils not to eat in canteens or to take packed lunches.
 - The capacity of cafeterias compared to school rolls was raised as an issue (Helensburgh)
 - The attractiveness of cafeterias as somewhere that children would want to eat lunches was questioned (Oban)
 - Fizzy / energy drinks should not be sold to under 16s, even if they do provide a revenue stream.

- Issues relating to the affordability of having a good diet
 - The cost of eating well is higher than the cost of eating poorly.
 - Education about food
 - There appears to be a wide perception that young people are poorly educated about diet.
 - There is a role for older generations to educate younger ones
 - There is a roll for schools to education children
 - Need to know about good nutrition and the impact this has on people.
 - Growing your own / allotments need to be encouraged
 - Obesity was frequently commented on. (This was clearly and widely seen as being a consequence of behavioural choices.)
- How to divert people into healthier lifestyles
 - 19 to 20 year olds should be a target group for advice as they:
 - Are away from their parents
 - Have no guidance on how to live / cook etc
 - Have lousy diets
 - Take no exercise
 - Need educated to achieve health for live
 - Teenage to early 20s: how can they be motivated towards a healthy lifestyle (encouraging them to get fitter, stop smoking...)
 - Need to educate young people about:
 - Diet
 - Exercise
 - Schools should be responsible for ensuring that children are active in school
 - It is the parents responsibility to education children about nutrition and healthy living
 - If the pre-fives are reached, then interventions will influence the rest of their lives.
- Encourage younger people to interact with older people and to volunteer.

Solutions:

- Allotments / grow your own
 - Council could support allotments
 - More education about growing food in schools. (There is some education in primary schools, but this is not carried through into secondary education)
 - Advertising campaign to encourage growing your own
 - Lack of, and cost of, land for small scale farming; lack of crofts for rent (Mull)
 - Community Education has a role to play in educating people to grow their own food as well as cooking.
- Could lunch clubs deliver food freshly cooked to people? (This was a suggestion made following a discussion about the quality of Meals on Wheels.)
- Create footpaths around Oban to make it quicker to walk than to drive around town.

5.3 Prevention: activities and facilities

Key issues:

Lots of examples were given of opportunities to be active. These related both to activities themselves, as to the facilities that were available for people to be active in. (There is some overlap here with Outcome 4.)

- Comments about activities do not only relate to physical activity.
 - There is a need for activities other than sports.
 - A directory / directories of activities available would be helpful; while there are a lot of activities available for people, it can be hard to know what is 'out there'.
 - There is a need for more transport to enable people to access activities.
 - The cost of both the activities themselves and of transport to access them can deter people from being active
 - More activities for youngsters are needed. For example:
 - motorbike activity: repairs and somewhere to ride (Dunoon)
 - Have to be 14 in order to use leisure centres and under 16s have to be out by 6pm. Would it be possible to widen these times?
 - There are good facilities for younger groups, but all are Dunoon-based (Dunoon)
 - Only children from the hostel can use the school fitness suite (Dunoon)
 - Pubs are the only form of entertainment in Helensburgh area
- How do people find out about activities available to them?
- Health and safety is restrictive in activities for children (Dunoon)
- Swimming pool is not geared towards individuals who have needs. Changing table and hoist required (Helensburgh)

Solutions

- Use facilities with active schools coordinators in the evenings
- Integrate teenagers with older people, rather than segregating them (Dunoon; Oban)

5.4 Accessing services

Issues relating to the ability to access health services were raised in all areas. The lack of **local** health care was raised in several workshops as a barrier to attracting people to, and retaining them in, Argyll and Bute.

Key issues:

- Accessing health services
 - Transport was raised as a major issue. (More general issues relating to transport are dealt with under feedback from Outcome 2.) Issues specific to health were:
 - Transport to access hospital services:
 - Transport issues affect both patients and visitors.
 - There is a lack of awareness on the part of NHS staff with regard to the impact of transport constraints

- Reaching hospital services can be very difficult if you do not have access to a car
 - Patient transport
 - Public transport vehicles need to be accessible (Campbeltown)
 - There are not enough volunteer drivers to support people who need to travel to hospitals (Helensburgh; Rothesay); volunteer car scheme might help (Oban)
 - Travel to the mainland / central belt for hospital appointments is a major problem
 - Having to travel across the water to get to hospital services prompted a lot of comment in Helensburgh, Dunoon and on Bute.
 - This would not be such a problem if there were designated transport available.
 - Timetables, journey times and scheduling appointments
 - Timetables and public transport availability can make travelling to and from hospitals time consuming and difficult
 - The NHS does not appear to take account of the location of patients when scheduling appointments. This is a particular problem with early in-patient appointments.
 - Too much time is spent travelling by people providing care versus spending time with the people who are being cared for
 - Clinics and consultations
 - More consultants and clinics should come to the area, rather than having patients having to travel to the central belt
 - As well as being more convenient for patients, this might be more cost effective as less travel overall would be required.
 - One comment suggested that the numbers of consultants visiting the area had declined over time (Bute)
 - Need to retain services, consultants and outpatients at the Vale. (There seemed to be recognition that specialist services should be centralised, but not at the cost of all services) (Helensburgh)
 - Communications
 - Participants in Helensburgh asked, where were the health messages to the community?
- Gaps in provision. Note: these gaps may exist in areas other than those mentioned below. (The locations given indicate where the issue was raised in the workshops.)
 - Lack of dentistry services (Mull; Tiree)
 - Lack of podiatry (Tiree)
 - Day-care for vulnerable adults (Tiree)
 - Healthy living centre, a facility focussed on health and wellbeing (Rothesay)
 - No specialist central point of support for independent living skills for people who need them (Helensburgh)
 - More local care (e.g. kidney dialysis) (Rothesay)
 - Well health services to prevent people becoming ill (Dunoon)

- There is a need to have enhanced levels of community services to compensate for the centralisation of acute services (Helensburgh)
- Lack of local A&E; Paisley is too far away (Helensburgh)
- No homeless accommodation in Helensburgh
- No adapted accommodation for people with specific health needs. (Any adapted housing is for older people or sheltered accommodation.) (Helensburgh)
- GPs do not do anything about people who are not looking after themselves / not able to look after themselves. There can be no intervention unless GPs are told of a need.
- Health bus (Mull)
- Midwife scanning of babies in Campbeltown. (Why send mothers to Glasgow, when midwives can provide the service locally?)

Solutions

- NHS could coordinate Helensburgh / Rhu appointments so that transport could be provided collectively, rather than individuals being responsible for having to make their own arrangements
- Could GPs do more things as hospital services are moved further away?
- Out of hours GPs would help make the area more attractive to working age people.

5.5 Agency / partnership working and models of care

Key issues:

- While there is much talk about coproduction of services, coproduction does not seem to be delivering (Helensburgh)
- At the moment, social care is only about personal support (e.g. eating; medication). It does not include enabling people to do hobbies (Oban)
- Models of care
 - Generally
 - There is conflict between progressive care versus the contracting out of services.
 - Care in the community must be part of the provision of health care, but it needs coordination.
 - It is easier to prevent hospitalisation in islands and villages due to the better community links in these areas (Oban)
 - RCOP
 - Conflicting information is circulating (Dunoon)
 - Lack of consultation about RCOP (Campbeltown)
 - SDS (Self-directed support)
 - This can be positive for isolated people who will be able to take control of their own care, providing that the system is not abused

5.6 Population groups

Groups identified in the workshops as having specific issues or needs to be addressed were:

- Youth (particularly with reference to dietary behaviours)
- Old
- 18-64 year old disabled people
- Dementia sufferers
 - The need to educate the wider population and to provide communities aware and supportive of dementia sufferers was raised.
 - Need to have a better resource of support workers to give dementia sufferers the confidence to socialise.
- People with mental health issues
- Carers and their support groups

5.7 Other comments

Key issues:

- Welfare reform will have a detrimental effect on health
- Social interaction is important to mental health and to keep people independent. Examples of friendship groups (Mull) and buddy dining (Dunoon / Cowal) were given.
- Lack of career structure in the care sector. Split between different providers, with no link between these providers (Oban)
- Big divide on wages between providers
- Caring professions and workers in the care sector are undervalued.

Come concerns were raised, more as queries than as issues or needs. These related to:

- The distances that ambulances have to travel (Helensburgh)
 - Reliance on the A82, which is easily blocked
 - Issues relating to the Erskine bridge
 - If people are sent to Glasgow by ambulance, then the town is left without ambulance cover

Positive comments included:

- AVA: preparing for winter for over 60s was applauded with regard to its health messages (Helensburgh)

Outcome 6: People live in stronger and safer communities

6.1 Introduction

The general perception appears to be that Argyll and Bute is a safe place to live. Perhaps this is why this outcome generated few additional topics or issues to be examined. Many of the comments duplicated issues that have been noted under other outcomes.

Comments relating to **safer communities** covered:

- Prevention activities currently being carried out
- Actions related to prevention that respondents would like to see undertaken
- Current issues / problems that relate to community safety. (These included road safety; health; people's perceptions)
- Solutions / improvements that can be made. As these do not map directly to the problems identified, they are discussed under a separate heading.

Respondents see **stronger communities** as ones that are vibrant and supportive. There appears to be a perception, at least in some areas, that communities are becoming weaker over time, as they are undermined by other issues (e.g. wider population change; decline of the economy). There is a high degree of overlap between the comments raised here with comments made under other outcomes. These areas of overlap are noted below.

Additionally, there were some comments made relating to the activities of community planning partners.

Some area specific issues were raised.

6.2 Safer communities: prevention

Key issues:

- People do not know where to go for information
- Respondents would like to see a visible police presence, as this makes them feel safer. (Helensburgh; Oban, with particular reference to Oban town and to Dalmally)
 - This relates not only to patrols, but also to having a 'front desk'

Several initiatives were mentioned in the workshops (Fire safety checks carried out by Scottish Fire; Drive Safe), but the comments were neutral in nature, raising no areas of issues or concern.

6.3 Safer communities: current issues / problems

Key issues:

- Problems arise during the tourist season:
 - Tensions (and increased crime) in the summer, when there are more visitors around (Bute)
 - Visitors cause road accidents
- Road traffic accidents:
 - Bikers, both motor and pedal cyclists, are an issue
- Crime, while generally perceived to be low and therefore not a major issue across the area, was mentioned as a problem in the context of:
 - Vandalism and theft (Helensburgh)
 - Car theft. (Although this was raised, it was not seen as being a major concern)
- Cyberbullying (Rothesay). Although raised as a concern, the comment was also made that the problem was 'contained'.
- Whether or not people feel safe was raised:
 - How much of the problem is a question of perception?
 - Young people may not feel safe (Dunoon)
 - Young people may make other groups feel unsafe (Oban)
- Older young people may be bad influences on younger ones (Dunoon)

6.4 Safer communities: solutions

Key points:

- Community ownership of fire stations may be a way to protect services in rural areas, where budgets are being reduced
- Need to encourage reporting of crime
- Education: open days

6.5 Stronger communities

One comment from the Oban workshop suggested that 'thriving communities make safer and stronger communities'. This comment is reflected in the range of comments made in the Outcome 6 workshops that overlap with comments that were made elsewhere.

Key issues:

- Issues raised that overlap with other outcomes
 - Link made to economic and population decline (Outcome 1)
 - Jobs / employment (Outcome 1)
 - The need for business start-ups and better infrastructure (Outcomes 1 and 2)
 - Ferry issues and transport issues more generally (Outcome 2)
 - Mobile phone and other communications issues (including broadband) (Outcome 2)
 - Facilities for children (Outcome 4)

- Facilities (Outcome 4)
- Diversionary activities for young people (Outcome 4)
- Volunteering (Outcome 4 and 5)
- Regulations are seen as being a barrier to working with young people
 - Disclosure Scotland (Outcome 4)
 - Health and Safety concerns (Outcome 5)
- The need for good health services; where health services are limited, this will encourage older people to move away (Outcome 5)
- Intergenerational work (Outcome 5)
- Attraction of the area and quality of life
- Strength of communities has been decreasing over time.
 - Communities are undermined by wider changes, including population decline and weaknesses in the economy.
- Need a mix of age groups to have stronger communities
- Communities may not be aware of all possible sources of support (e.g. Colonsay were not aware of the role the council's Community Development team)

Solutions:

- Communities can be strengthened by:
 - Having more community activities
 - Reducing isolation
 - Use of social media
 - But this requires better infrastructure
 - Encouraging / enabling older people to use social media
- Could the council look at enabling procurement of affordable public liability insurance? This would enable community events and activities)

6.6 Agency / partnership working

Key issues:

- The third sector is fragmented
- Policing is now done from Glasgow; there are no local 'bobbies'
- Local authority activities are being pushed towards the third sector
- Centralised services disadvantage rural areas

Solutions:

- The council should support non-statutory services

6.7 Location specific points

Key issues / points raised:

- Colonsay:
 - The last time there was a fire on the island, there were plenty of volunteers to tackle it, but there was a lack of water in the right place to do so.
 - There are no police on Colonsay. It would be good to have a volunteer community police officer, but nobody seems to have the capacity to volunteer for this role
- Oban and Islay:
 - Alcohol and drugs were raised as an issue and promoted discussion. Curiously, in neither Oban nor Islay were drugs or alcohol raised as health concerns, but in both places they have been raised as issues under Outcome 6. (Conversely, alcohol was raised as a health concern in Dunoon, but not as a community safety issue.)
- Oban:
 - Specific locations in the town where people feel unsafe are: Soroba; across the road from O'Donnell's.
- Islay:
 - The limited number of firefighters on the island is putting communities at risk.
 - Bowmore has a retained fire crew, but other areas are reliant on volunteers, who are difficult to recruit.
 - Why are police officers paid, but not fire fighters? Both provide an emergency service.
- Mull:
 - The Mull Outcome 6 workshop was notably in that no 'safety' issues were raised at all. The discussion focussed entirely on issues relating to making the communities 'stronger'.



YOUTH FORUM EVENT

An event held over the weekend of 23rd and 24th November attracted fifty young people from across Argyll and Bute to find out more about the area and about its local youth forums.



As part of the wider activities of this residential weekend, participants took part in an electronic voting exercise and discussions relating to the developing priorities of the SOA, complementing other activities planned as part of the wider consultation programme.

Electronic voting

When asked 'What do you most like about living in Argyll and Bute?' over a quarter of the young people present said 'nothing' (figure 1). Although the range of choices in this question was restricted, and there was no 'other' category or opportunity to comment, this, allied with the 40% of respondents who indicated that, when old enough, they wanted to leave Argyll and Bute, suggests that this is a challenge to change young people's perceptions of the area and their aspirations (figure 2).

It is worth noting, however, that 30% of the young people indicated that, although they would move away for education, they would return to live in Argyll and Bute when they could.

Figure 6

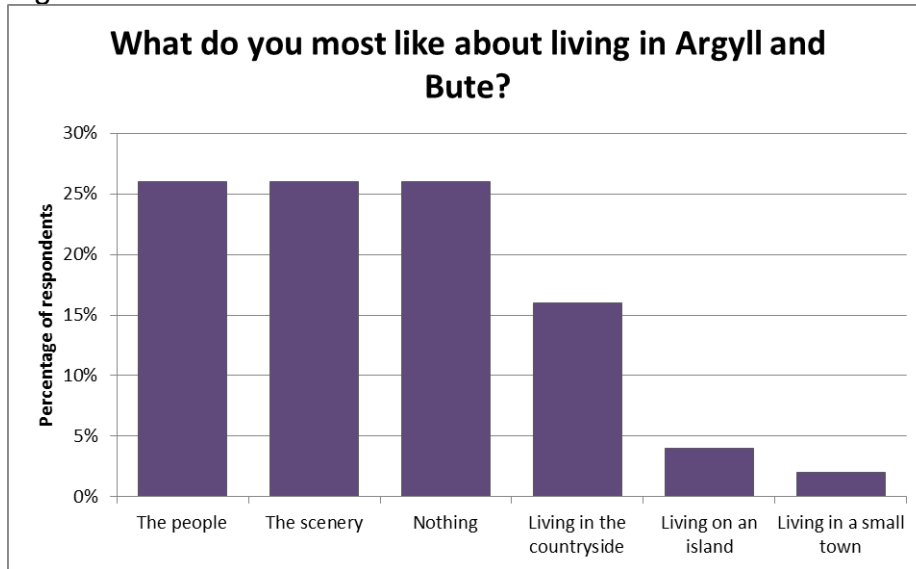
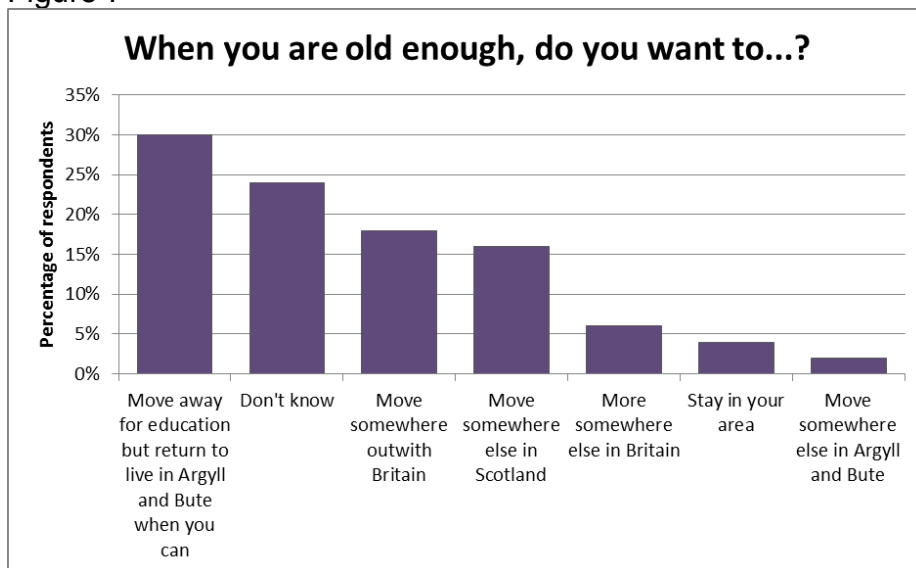


Figure 7



Overall, there was a notable similarity between the aspirations and concerns discussed by the participants of the Youth Forum event and those raised elsewhere in the consultation. Where differences were identifiable, these were more matters of emphasis than difference.

Transport

A similar range of transport issues were raised as were identified in the Outcome workshops, with additional emphasis being placed on issues relating to the Young Scot card. Discount policies are inconsistent across Argyll and Bute. This was also raised at some the Outcome workshops.

Employment

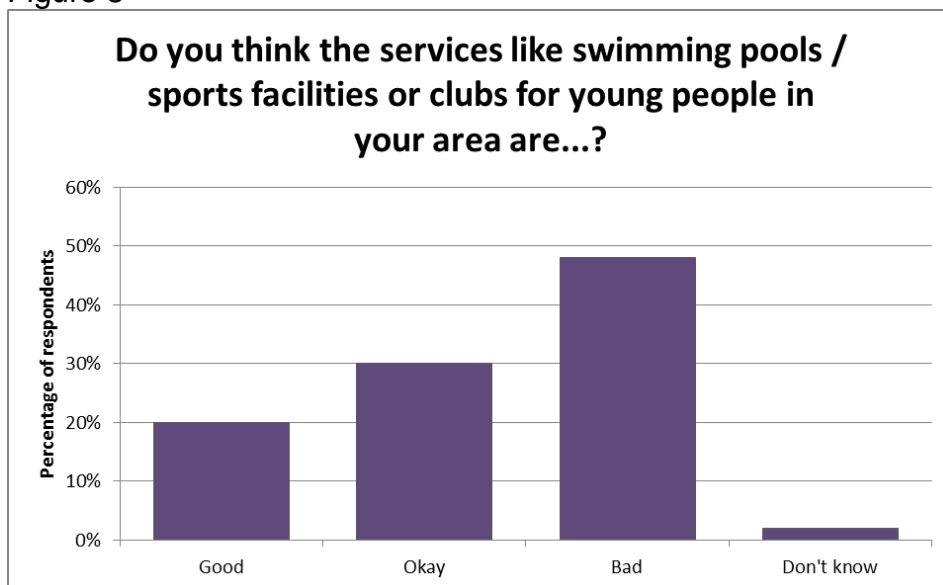
Similar concerns around employment were raised here as elsewhere in the consultation. These related to both the quantity and the quality of jobs available in the area, and the perception that people leave the area for employment and training. One additional point that was raised related to the lack of part-time jobs that are available to teenagers.

Facilities / activities

As did the participants in the Outcome workshops, Youth Forum respondents came up with a wide range of 'wishes' for what facilities and / or activities they would like to see. While identifying an overall perception that more facilities and activities are wanted, the suggestions are sufficiently diverse to prevent any specific conclusions about what is wanted being made.

Figure 8 shows how respondents voted when asked what they thought about services / facilities in their areas.

Figure 8



Community safety

The discussion at the Youth Forum related specifically to 'safer' communities rather than 'stronger' communities, as had also been covered in the Outcome workshops. Young people clearly have similar concerns regarding community safety issues as do other population groups. Concerns raised included: fears of dark places, drug users, traffic, and the need for better street lighting.

CONCLUSION

The main conclusion that can be drawn from all the information gathered is that the key factor to grow the economy and increase the population of Argyll and Bute rests in the area of jobs and employment.

The online survey also highlighted the importance of jobs and employment opportunities. While jobs / employment did come up in workshop events, the emphasis of the discussion was less on the need for jobs as about ways to facilitate their creation. Thus, enabling (small) businesses emerged as one of the main issues.

The online survey highlighted the importance of family connections and lifestyle as reasons for people to live here. Obviously, we cannot create family connections where none already exist, so we need to find other ways to make the area 'compelling'. We must acknowledge that increasing the relative importance of other factors is a challenge.

Different areas and different population segments share similar aspirations/concerns. Differences in responses are more matters of emphasis than widely divergent opinion.

Outcome 1 "The economy is diverse and thriving" and Outcome 2 "We have an infrastructure that supports sustainable growth" are clearly the top priorities that Community Planning partners should focus on to achieve its goals over the next ten years.

The consultation exercise demonstrates Argyll and Bute Community Planning Partnership's commitment to meaningful engagement with its communities and highlights how communities can identify issues and challenges in their areas and contribute towards finding solutions.

ACKNOWLEDGEMENTS

Argyll and Bute Community Planning Partnership is grateful for the funding received from Education Scotland that enabled these consultation events to take place, as well as to enable the partnership to consider ways of implementing the CLD Strategic Guidance for CPPs.

Thanks are due to the following people for their help and support in organising the events and in analysing the data.

Area Community Planning Steering Groups for Helensburgh and Lomond; Bute and Cowal; Mid-Argyll, Kintyre and the Islands; and Oban, Lorn and the Isles.

Islay and Jura CVS, Kintyre Initiative Working Group, and island development trusts for Mull and Iona, Tiree, Coll, Colonsay who supported these events.

Chris Carr, Improvement and Organisational Development Project Officer, Argyll and Bute Council

APPENDIX 1

Online survey – sample for Bute and Cowal

Survey – Bute and Cowal

Argyll and Bute's population has dropped by more than 3,000 in ten years. A reducing population could have consequences for public services including health, education and employment in the area, and may also impact on government funding allocated to Argyll and Bute in future.

Argyll and Bute Community Planning Partnership (CPP) wants your views on why there's no place like Bute and Cowal to make your home, to visit or to work, and wants you to share ideas on how to reverse this declining population trend.

If you'd prefer to complete this survey online, please visit
<http://www.argyll-bute.gov.uk/forms/cpp-questionnaire>

About you

Please
tick

A. What is your gender?

1. Male
2. Female

B. Which age group do you belong to?

1. Under 16
2. 16-24
3. 25-44
4. 45-64
5. 65+

C. Do you consider yourself to be disabled?

1. No
2. Yes

D. How long have you lived in Argyll and Bute?

1. A year or less
2. Over one year to 5 years
3. More than 5 years to 10 years
4. More than 10 years to 25 years
5. More than 25 years

Where you live

E. Which part of Bute and Cowal do you live?

1. Rothesay
2. Rural Bute
3. Dunoon
4. Rural Cowal
5. Other

F. Why do you live here?

Please write '1' next to your first choice and '2' next to your second choice

1. Family connections
2. Lifestyle
3. Safe place to live
4. Jobs/employment opportunities
5. A strong sense of community
6. Other (please detail)

G. Why do you think people leave here?

Please write '1' next to your first choice and '2' next to your second choice

1. Lack of access to services (e.g. health, elderly care, education, childcare)
2. Lack of job opportunities
3. Social and/or physical isolation
4. Lack of infrastructure (e.g. transport, telecommunications)
5. Lack of activities (e.g. sports, arts, cultural, and child/family activities)
6. Other (please detail)

H. What do you think are the key factors that would encourage people to stay or move here?

Please write '1' next to your first choice and '2' next to your second choice

1. Improved access to health services
2. Improved/more affordable housing
3. Better transport/links
4. Improved IT access (e.g. broadband, mobile phone)
5. Access to learning & training opportunities
6. Other (please detail)

I. What (apart from jobs and employment opportunities) needs to change to attract and keep working-age people here?

Please write '1' next to your first choice and '2' next to your second choice

1. Improved access to health services
2. Improved/more affordable housing
3. Better transport/links
4. Improved IT access (e.g. broadband, mobile phone)
5. Access to learning & training opportunities
6. Other (please detail)

J. What needs to change to attract and keep families here?

Please write '1' next to your first choice and '2' next to your second choice

1. Higher quality schools
2. Improved access to childcare and pre-5 provision

3. More leisure facilities and activities for children
4. More flexible employment opportunities
5. Safer place to bring up children
6. Other (please detail)

K. How often do you visit your nearest town centre to access shops, services and facilities?

(There are 10 town centres designated in Argyll and Bute's Local Development Plan. These are: Bowmore, Campbeltown, Dunoon, Helensburgh, Inveraray, Lochgilphead, Oban, Rothesay, Tarbert, and Tobermory)

Please write '1' next to your first choice and '2' next to your second choice

1. Daily
2. Several times a week
3. Once per week
4. Less than once a week but more than once a month
5. Less than once a month
6. Never (please detail why)

L. Any other comments?

If you have any comments you would like to make in addition to the questions above, please let us know

M. What can you or your organisation do to help Argyll and Bute achieve its vision?

N. What can the community planning partners do to support you to do this?

Thank you.

Completed surveys can be posted to: Rebecca Stokes, Community Services,
Library Headquarters, Sandbank, Dunoon, PA23 8QZ. Deadline: 21st February 2014.

APPENDIX 2

AREA	DATE	CHAIR	PANEL MEMBERS
B&C	3th February Question Time 7pm-9pm Dunoon Grammar School (VC to Rothesay Joint Campus)	Ann Campbell, Project Officer, Dunoon Burgh Hall	Cllr Dick Walsh, Leader, Argyll & Bute Council Sam Coley, Samteq, Sandbank Viv Hamilton, Locality Manager, Argyll & Bute CHP Sue Gledhill, Head of Operations, HIE Barry McEwan, Police Scotland David MacKenzie, Board Member, LLTNP
H&L	6 th February Question time 7.30pm-9.45pm Pillar Hall, Victoria Halls	Finlay Craig, retired consultant, Facts International	Cllr Gary Mulvaney, Argyll & Bute Council Prof Wright, Strathclyde University (expert on demographics) Cllr James Robb, LLTNP Katie Burke, H & L Youth Forum Cptn Alistair Willis, Commander of HM Royal Navy Base, Faslane Barry McEwan, Police Scotland Viv Hamilton, Argyll & Bute CHP Brian Keating, URTV
MAKI	18 th February Question time 7pm-9pm Tarbert Academy	Jane MacLeod, Chamber of Commerce	Cllr Dick Walsh, Leader, Argyll & Bute Council John Semple, NFU Stuart Ellis, Southworth Developments John Dreghorn, Locality Manager, Argyll & Bute CHP Barry McEwan, Police Scotland David Roberts, Head of Operations, HIE
OLI	4 th February Question time 6.30pm-8.30pm Corran Halls	David Sloss, Taynuilt Community Council	Cllr Ellen Morton, Depute Leader, Argyll & Bute Council Veronica Kennedy, Locality Manager, Lorn and the Isles, Argyll & Bute CHP Barry McEwan, , Police Scotland Eddie Renfrew, Scottish Fire & Rescue Sue Gledhill, Head of Operations, HIE Professor Laurence Mee, Director Scottish Association for Marine Science