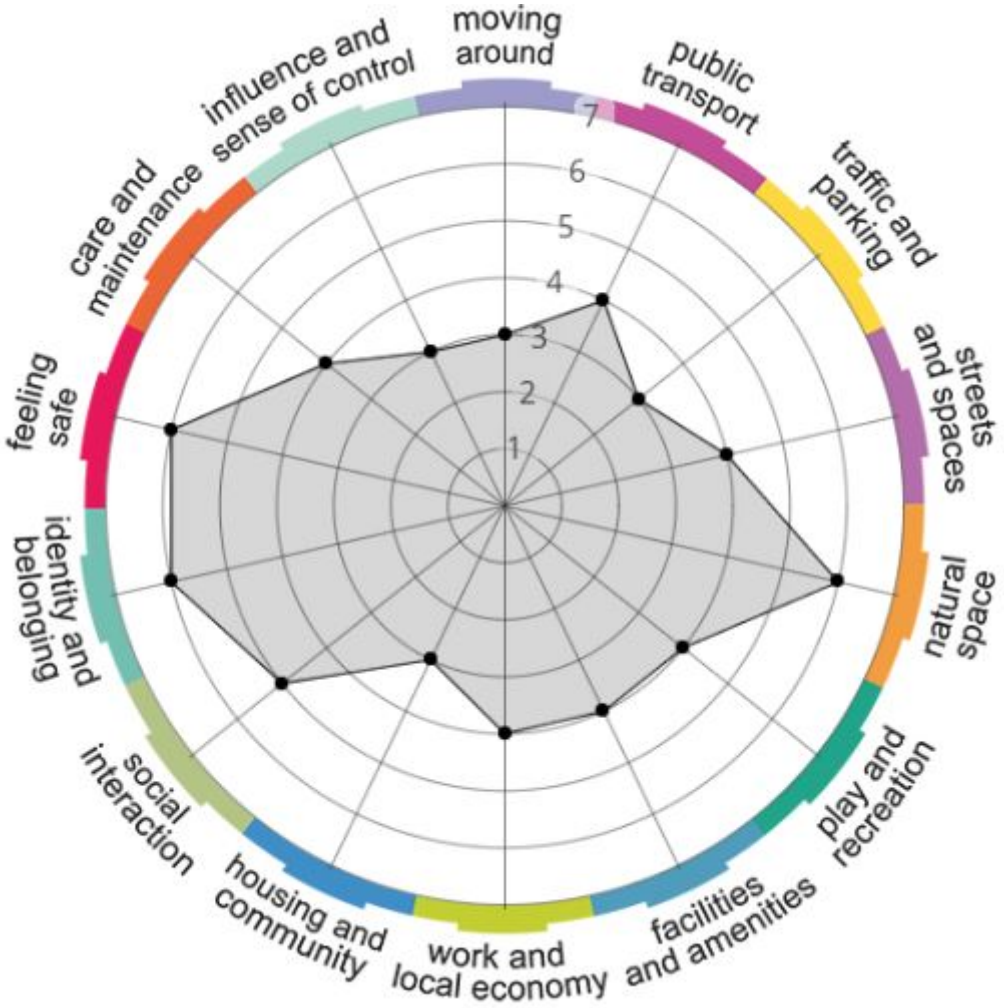
Isle of Mull (incorporating Bunessan, Craignure, Isle of Mull Lochdon, Salen and Tobermory) Responses 2019



Priority Areas for Improvement:

Traffic and Parking | Housing and Community | Moving Around

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How good is your place? Area wide engagement results using the Place Standard Tool

Between May and October 2019, the Community Planning Partnership (CPP) used the Place Standard tool to engage residents in Argyll and Bute on how they feel about the place(s) that they live and work in Argyll and Bute.

We are very grateful to all the responses that we received. We hope you find the information easy to understand and of interest to you and your community.

We are pleased to see that the thematic areas of Natural Space, Feeling Safe, Identity and Sense of Belonging and Social Contact came out with the highest scores, needing the least improvement, when considering Argyll and Bute as a whole.

The engagement has been undertaken at a place-based level and respondents provided their postcode, groupings of postcodes have created the settlement/community level detail.

The results are available for community groups and partner agencies to use, for example, to assist with service planning or for community-led action plans.

Please note: The information is the views of individuals who responded to the engagement. We trust that the information provided will be viewed within the context of which it is provided. We are grateful to all those who have taken part in the consultation and believe in sharing information for openness and transparency.

We appreciate that the documents can be lengthy due to the amount of information and we hope that the format is user-friendly.

If you have any questions, please see our Frequently Asked Questions Guide or contact Community Planning by e-mail: cppadmin@argyll-bute.gov.uk , phone: 01546 604 464.

Next steps

This information is helping to shape plans for the area. Other information such as information from partners' data and statistics is also used to consider priorities for improvement. The CPP will analyse the information to identify priority themes for improvement within each of the four administrative areas and shape actions to address these where this is possible with resources.

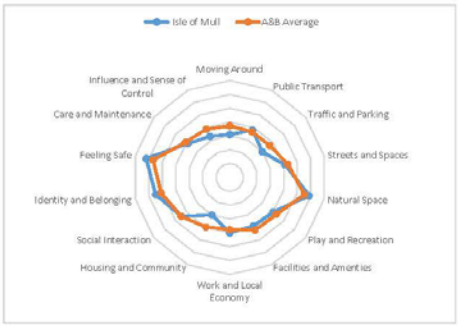
We are currently mapping out what activity is already happening, what is planned within the next 3-4 years and where the gaps are. This information will be considered by both the CPP Management Committee and the Area Community Planning Groups to shape the actions.

The final agreed actions will become part of our four Area Community Planning Action Plans, due to be refreshed in 2021. To get involved, contact your local Area Community Planning Group.

Isle of Mull Responses

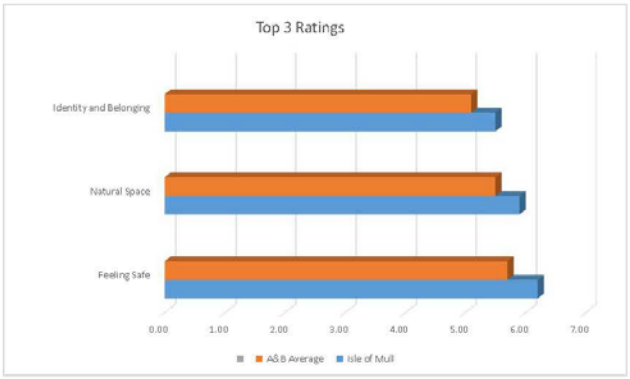
Our Top Rated Areas are:

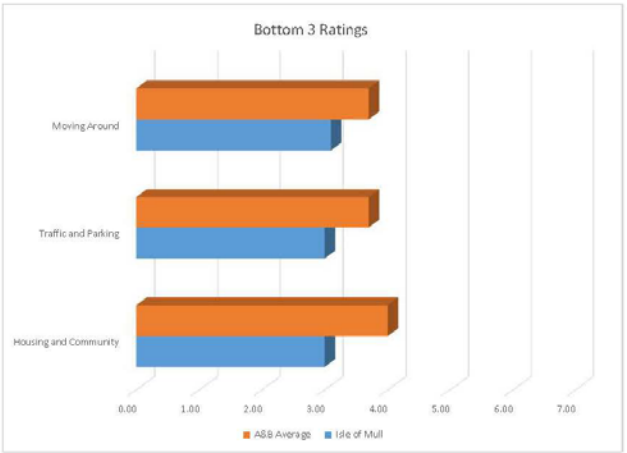
Feeling Safe	Respondents rated this area 6.2 out of 7 compared to Argyll & Bute Average of 5.7 out of 7.
Natural Space	Respondents rated this area 5.9 out of 7 compared to Argyll & Bute Average of 5.5 out of 7.
Identity and Belonging	Respondents rated this area 5.5 out of 7 compared to Argyll & Bute Average of 5.1 out of 7.

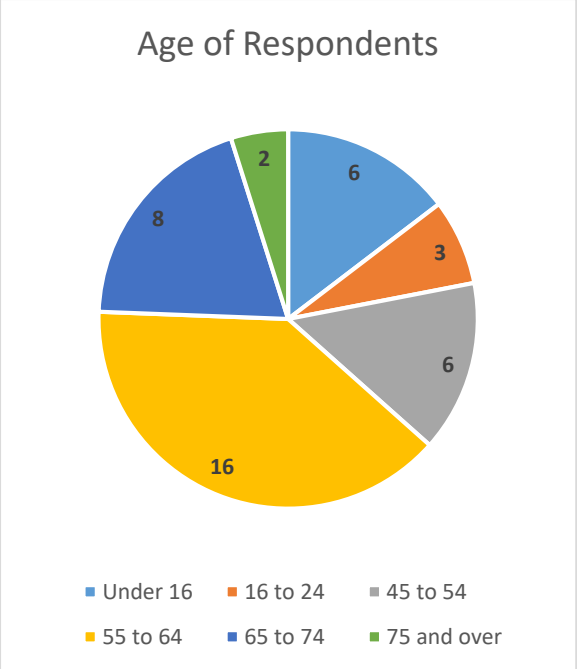


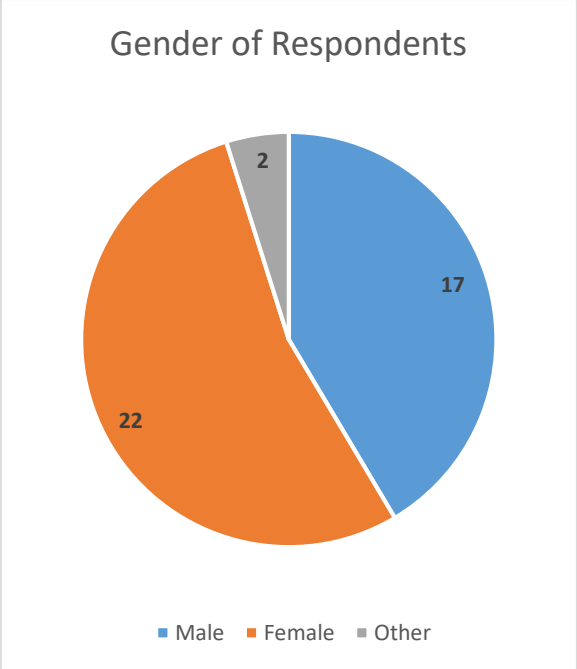
Areas of desired improvement are:

Housing and Community	Respondents rated this area 3 out of 7 compared to Argyll & Bute Average of 4 out of 7.
Traffic and Parking	Respondents rated this area 3 out of 7 compared to Argyll & Bute Average of 3.7 out of 7.
Moving Around	Respondents rated this area 3.1 out of 7 compared to Argyll &Bute Average of 3.7 out of 7.









Thematic areas by lowest score to highest score

Thematic Area	Average Score
Traffic and Parking	3
Housing and Community	3
Moving Around	3.1
Influence and Sense of Control	3.3
Public Transport	3.8
Care and Maintenance	3.9
Facilities and Amenities	3.9
Work and Local Economy	4
Play and Recreation	4
Streets and Spaces	4.1
Social Contact	4.5
Identity and Belonging	5.5
Natural Space	5.9
Feeling Safe	6.2

Q1. Moving Around: Can I easily walk and cycle around using good-quality routes?

42 responses in total – Average Score of 3.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
10 responses	9 responses	7 responses	7 responses	1 responses	4 responses	3 responses	0 responses

Comments

As an island with many single track roads cycle and walking routes will always be a challenge.
Branches of trees are right out onto the road at points so can't step off the road onto the verge when cars come e.g. Fishnish - Tobermory. There are more and more bikes now but it's totally family unfriendly on bikes.
Little to no cycle paths causing obstructions on the road. There are great Forestry routes for walking. The routes are mostly stunning apart from the amount of rubbish discarded by visitors. There are very few bins. I feel totally safe walking them any time of day or night.
Live in Fionnphort and it’s a long way to anywhere so cycling and walking are not a significant option.
Most of the roads are single track with no clear path ways. Many drivers drive too quickly which makes it dangerous for walkers or cyclists.
Narrow pavements or none - don't necessarily need pavements but need verges cut. General walking and cycling are really tricky
No cycle routes, very limited pavements.
No pavement or separate cycling path
On the whole the road and pedestrian management systems on Mull are quiet, safe and appropriate to general use. It would score 7 if there were a few more footpaths in the busiest scenic road areas (e.g. Salen Bay),
Only one decent length cycle track (just being built). Very unsafe to cycle on one track roads. There is also a short cycle track from Bunessan to The school.
Pavements poorly maintained. No pavement in many areas, even in village. Cycling dangerous with increased traffic on narrow roads. No pavement to walk my grandchildren to school in Salen.
Poor pavements where they even exist. Potholes everywhere making cycling unsafe. Only cycle track on the Tobermory/Salen road is overgrown and the road itself is a racetrack. Walking along the latter half of Breadalbane St (from council offices to roundabout) is extremely unsafe especially with the seemingly permanent barriers where the road's fallen away. Likewise Back Brae is very unsafe for pedestrians due to narrowness and high wall leaning in towards road.
Poor road surfaces especially road edges and at passing places makes cycling difficult, especially with increased traffic (campervans). It is not easy to quickly and safely leave the main surface if vehicles do not give way
public roads only
Single track roads, no path, unsafe verges, next to no buses
The roads in my place are single track with passing places. At busy times of year, this is less than ideal for cycling and walking. There is a plan for a cycle track / footpath across the island and the

first phase of this is under construction (Fionnphort to Pottie). This is going to be a great asset - let's hope it can be rolled out further.
The single-track roads are dangerous for pedestrians and cyclists - you only have to be aware of the recent death of a cyclist near Ulva Ferry to realise that! I don't walk or cycle from my house at all - I use my car or the bus. The cycle path from Fionnphort to Creich is fabulous and needs to be extended at least along the Ross, if not all the way to Craignure. Using the bits of old road would be perfect.
There are two short routes safe to cycle or walk from home but the road through Lochdon is busy. People drive very fast. Lochdon has nearly doubled in size recently traffic has probably nearly doubled in the last two or three years (RET and more ferries). The maximum speed through Lochdon is still 60 mph making it unpleasant and unsafe to walk sometimes. You feel you can be clipped by a mirror of a passing car. You also feel people often brake suddenly and could lose control of their car and mount the pavement. There are not pavements everywhere in Lochdon, not even on the route schoolkids take to the Primary School.
Tobermory is dangerous - no pavements at parts. No safe walking route to school.
Until very recently, we have not had any safe cycling/walking routes to shops, etc. However, we now have a new path from Fionnphort to Creich Hall. Please note that this was NOT provided by the council but was community led. All roads in the Ross of Mull are single track and, although this means that traffic is mostly travelling at a safe speed, I would NOT like to cycle on these roads. Walking alongside them is only possible in some places. The new path is the only reason I've rated as highly as a 4 - if the path didn't exist, I would have rated a 1.
Very few pavements and poor cycle routes
Walking: Good forestry walks but there are stretches of road without pavements
While Mull is often believed to be a remote quiet traffic free island, fact is different. Narrow roads are not very cycle friendly, especially when visiting traffic tries to push past on a single track road. The main road (dual track) Salen to Craignure is quite a risky ride by cycle, with both fast and heavy traffic. Here a separate cycle path running parallel to the main road would be of advantage. Walking has the same problems, in that there are almost NO dedicated foot paths following the roads on Mull. How many do you know of?
Whilst walking or cycling is relatively easy the infrastructure was never designed for the current traffic or their volumes I appreciate that in many routes in the town there is no ability to include pavements or cycle paths, where such enhancements can be incorporated in improvements to the existing road network would be beneficial

Q2. Public Transport: Does public transport meet my needs?

42 responses in total – Average Score of 3.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
5 responses	10 responses	6 responses	4 responses	5 responses	5 responses	6 responses	0 responses

Comments

Bus services are good as far as they go - certain buses are timed to link with ferry services to the mainland. However, not all ferry services are linked to scheduled buses so this does severely limit options if you are trying to make a journey off the island by public transport.
Bus services do not meet every ferry.
Buses are expensive, infrequent and finish early.
Buses are insufficient and as a result we all have to use our own cars, so not good for the environment. Hopeless
Buses could be more frequent.
Buses used to stop at Victoria Street in Tobermory but now unless one pays extra for the infrequent 'flit' bus, it's necessary to walk (or take a car) to Ledaig car park. Proposed parking charges here mean that when people like me go for hospital treatment in Oban, it's going to be very expensive to leave the car and walking back up the hill from the bus isn't an option when unwell … but not unwell/disabled enough to qualify for a blue badge and free parking. The alternative of taking the car to Craignure when catching the ferry is going to be equally expensive and will result in a huge fine if (as sometimes happens) one is detained in hospital unexpectedly. Buses don't always meet relevant ferries so again use of car to Craignure essential for some appointments.
Could do with a couple more services on a Sunday but weekday and Saturday services, even in Winter meet my needs.
I am recently arrived and feel that the bus service does not offer enough options for me to actually travel by bus. Also the Ferries - which not directly affecting me at present - I cannot understand why the timetables benefit those living in Oban rather than locals who may wish to commute for work. The winter timetables are not adequate and more should be done to put pressure on Calmac to provide for the Islanders rather than those that already have many amenities close by.
Limited public transport, especially in the winter and for those needing to keep appointments at the Mull and Iona Community Hospital.
Much of the Island is without public transport. There isn't a Bus service available for many of the scheduled ferries forcing Islanders to be dependent on driving themselves. (we are now told we will have to pay car parking charges and yet there isn't an alternative to using a car) The ferry time table is poor so that people attending hospital appointments in Glasgow have to stay on the mainland overnight. The link-up between Craignure to Oban ferry and train to Glasgow is poor, giving people very little time to run for trains. The Oban to Glasgow train service is poor because there aren’t enough carriages for the numbers of passengers in the summer months. Poor public transport stops people living here and working on the mainland and deters people from moving to the island
My main use of public transport is to go from Tobermory to Craignure and I find it excellent.

None
Only a basic service is provided which often does not meet local needs. There is NO bus service to meet each ferry on and off the island. It is not possible to get the last ferry onto the island and then travel by bus to Tobermory or Fionnphort. Conversely it is not possible to get a bus to connect with the first ferry of the day! Fancy a meal and a drink in Tobermory leaving for home at 10pm - NOT possible - no bus services!!!
Only subsidised runs in the Winter - all the commercials runs go off. No disabled access buses regularly. Is there no requirement from the council that the runs they subsidise should be accessible? Sometimes see disabled islander stuck at Craignure and having to phone for a taxi because the bus isn't accessible.
Public transport (bus) services are infrequent but reliable. When they do run, they meet a ferry to Oban (which is usually my only reason for using them). But there is virtually no choice as to when travel can occur. I would never take the bus to Fionnphort as timings for getting there and back are so limited. Any thoughts of a bus running back and forth from Pennyghael to Fionnphort frequently? We are fortunate in having the over 60's bus pass which makes travelling on a service bus affordable for locals. At present Community Transport is busy supporting locals who want to travel locally. Buses (vehicles) are of good quality and comfortable with excellent drivers. Ferries to the mainland and Iona are of a good frequency (improved recently) and the customer experience on board is good. However, the pier at Craignure is in dire need, with bits falling off it this year and ferries unable to berth at certain times (such as nights) due to facilities not being good enough. The fleet of vessels is ageing with inevitable consequences.
Public transport is good if you live in Tobermory, easy to get to mainland and little bus to take you up the hill at lunchtime. Out with Tobermory not so good
Quite a good bus service although quite limiting timetables. Some buses are quite rickety.
Smaller buses, run more frequently would be kinder on infrastructure - one bus fills a whole passing place. Lots of places only get the school run e.g. Dervaig
The buses don't always meet up with the ferry times leaving people stranded and looking for lifts. I have known of people with wheelchairs or mobility issues not being able to use the buses because of a lack of disabled facilities. The ferry service is mostly great but there are a lot more cancellations these days due to a combination of an aging fleet and a pier that has not been properly maintained by the owner.
Tobermory - small entrance into car park. People come out of the post office straight onto the road - no pavement - needs traffic management.
Very limited but generally efficient bus service. Limited tie in with Ferry timetables
Very little public transport. Going anywhere by public transport requires lots of planning and an awful lot of time.
Very poor in winter
We only have West Coast Motor buses here for public transport. They meet my needs for getting to and from Craignure, etc. The drivers are EXCELLENT - very friendly and helpful. Some of the buses are past their best - one of them rattles so much, you think it's going to fall apart around you!

Q3. Traffic and Parking: Do traffic and parking arrangements allow people to move around safely?

42 responses in total – Average Score of 3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
11 responses	9 responses	6 responses	7 responses	2 responses	3 responses	3 responses	0 responses

Comments

After the Mull TRO debacle you need to start to get to grips with the unique needs of an island community. You'd never ever put a plan together for a parking scheme on Mull and then try to undertake a blanket implementation across the rest of Argyll including Oban....so why try and do that in reverse?
At the moment, traffic and parking are acceptable BUT if the council's plans for two things go through, it will be totally UNACCEPTABLE ... 1) The proposed new parking charges at Craignure, Tobermory and Fionnphort will cause massive harm, not only to our vital tourist industry but also to the affordability of living on this island for locals. 2) The proposed changes to the size of ferries on the Oban to Craignure route (larger vessels to replace MV Isle of Mull), takes no account of the island's road infrastructure and the Craignure pier and facilities.
Cars generally have priority over people. Parking is not normally too problematic although peak tourist season can cause problems in main population centres. Marking the sided of the roads would be incredibly helpful for night driving.
Charges being introduced will cause severe problems
Cost of lifeline parking under new arrangements - if travelling to Oban to go to the Opticians, dentist, hospital etc., we have to park at Craignure. There's now an additional charge plus parking ticket is limited to one car and to one car park. Surely there's a way a permit could be shared between two cars registered at the one house? What happens if boat is cancelled/late and parking ticket runs out?
Given the recent successful action to prevent parking charges being introduced I would say that parking is pretty good for residents but obviously the tourist season creates real pressure points. Perhaps a free islander pass and a charge for tourists?
Heavy tourism in our area adds to the already difficult circumstances on Mull. I feel the council has not taken the trouble to acquaint themselves with the topographical arrangements for parking and driving conditions prevalent in winter and much more so in summer.
I have never had a problem finding a parking space going on the ferry. Some businesses do not have enough parking space and this causes a nuisance sometimes. Parking for the ferry should remain free as this is an island lifeline. Something should be done to stop businesses leaving cars and vans parked for several days in the free carpark in Craignure. There is in my opinion too much traffic for the roads we have. It would be a shame, though, to lose the island feel by making bigger roads. It would be better if people were discouraged to come by car and visit Iona for one day only. I personally think tourism should not be encouraged beyond what the island can cope with. Not only is the traffic situation becoming more and more dangerous and frustrating, it also means houses are becoming more scarce, hence more expensive, hence more houses have to be built to the detriment of nature and living circumstances for people who value the traditional island characteristics like peace and quiet and seclusion.

I have no problems with traffic and parking except for a few too many campervans, some so called inappropriate 'Wild Camping', and a few busy weeks of traffic in Tobermory which tend only to be for a few hours a day. I don't support more twin-tracking of Mull's roads as I think it would make only the slightest difference to traffic times, which are already better than most mainland travel times. I also feel that proposed charging of islanders as a means to control parking would be an enormous imposition upon individual residents and the ambience of island living.
Improvements to parking and to maintain the safe passage of through traffic in the Main Street are urgently required. ABCs recent climb down on parking charges should show that the community has ideas which could benefit the situation without causing issues for both the local population and tourist alike.
In winter it's ok. In the tourist season, there is no provision for park and ride for the monster motor homes that now inundate the island and block the villages. The council has not listened to the local residents for a workable solution. Consider restricting the number of motor homes permitted on the island, because when push comes to shove, it's the locals who find the passing places blocked by motor homes and the main village streets obstructed.
Infrastructure cannot cope with the number and type of vehicles used by summer visitors. Parking for local people near shops in Tobermory can be particularly difficult in summer especially for those who perhaps cannot walk far but do not qualify for a disability badge.
Large recent increase in holiday traffic, especially campervans etc. means limited facilities are overstretches at times
Mostly but difficult to park in the tourist season in Tobermory. If parking charges happen will be a nightmare, as even going shopping by public transport to Oban one would need a car left in carpark to get you up hill so would be expensive
Mull is extremely popular with visitors since RET was introduced. RET should just be allowed for year round residents of Mull. Due to a lack of maintenance of painted white lines there is a bit of a free for all with parking now. People seem to feel they can abandon their cars anywhere, creating narrowed roads and poor visibility in parts of the town. The Council's solution to this appears to be to start charging for parking which is ridiculous and yet another tax on the people of Mull who are the main ones that use the car parks at ferry ports. There are far too many cars and campervans being allowed onto Mull now. Smaller ferries on a shuttle service would be better than disembarking hundreds of vehicles at the same time. It is only a matter of time before someone gets injured as pedestrians seem to have a penchant for walking down the middle of the road in Tobermory Main Street. Prohibiting campervans from travelling into the main Town and villages would be preferable as some of them are just too large for the areas. During the annual Music Festival the parking in Ledaig car park is dangerous as it is full of campervans parking badly, taking up several spaces each, no safety gaps between vehicles etc. It is an accident waiting to happen.
No - the TRO for Isle of Mull and Iona will be decided on the 12th of June. It's a disgrace that the same parking regulations for urban areas have been suggested for the Islands of Mull and Iona where ferries provide life-line services and free parking for residents could be withdrawn.
Not enough spaces and introduction of charges will make it worse
Parking in Bunessan is reasonable. There are issues about people parking on the main street outside people's houses and leaving their engines running while they pop to the shops - not good for the residents.
People have to use cars to get to shopping areas and ferry terminals the council wants to charge for parking yet there aren't alternative parking areas, park and ride or adequate bus services. Nor are there enough parking spaces at the Craignure ferry terminal. Camper vans should be prevented from travelling or parking on Tobermory main Street as there just isn't enough room for safely passing and not enough spaces for parking.
Proposed parking charges for Tobermory and Craignure will make it impossible for me to carry on my business/get shopping on occasions. They will also stop volunteers at for example the

museum, the charity shop, the whale & dolphin shop, etc. coming in as the costs will outweigh goodwill. I can't see how the popular weekly producers' market will continue either as small producers don't often sell enough to outweigh parking charges. How, in this risk assessment day and age, anyone thought it was OK for all the tightly packed campers, awnings, barbecues, etc. to be allowed in the Tobermory car park (along with large numbers of drunks) .. Right next to a petrol station and distillery??? Beats me. The police could do nothing. The council didn't enforce the 'no overnight parking ...' rules. Wouldn't mind betting the same happens for the Rally, as usual but that the problem will be used to justify charging locals for parking all year round.
Proposed TRO will be catastrophic for a fragile community. Mull car parks are part of the lifeline ferry services.
Roads are not adequate for summer traffic with most of them being single track. This could be hugely improved by having more, better placed, passing places and by surfacing existing places to give smooth entrance and exit to them. At present most passing places have abrupt access and exit points which slow down vehicles and can even damage them, punctures etc. Plans to impose excessive charges on local car parks threatens the local economy.
There are two very good car parks in Craignure, for people who work there and for ferry traffic. If the ludicrous proposed parking charges are implemented I would have to mark this as 1. People will refuse to pay the costs and will park on the road and grassland, seriously impeding people who live and pass through this area. Also, camper vans should be paying a higher price on the ferry and should only be allowed on the island if they have proof they are staying at an approved campsite, as Tiree are already doing. More communication to tourists on how to drive on single track roads. Locals are constantly being held up by tourists.
There is a considerable volume of traffic here when one takes account of the nature of the roads and the size of the settlement - this is because Fionnphort is the ferry crossing point for people visiting the very popular destination of Iona. At the height of the season, the amount of traffic does impact on the local community. Whilst it is appreciated that visitors are very important to the local economy, the amount of traffic - and the behaviour of some drivers - can make life difficult for locals going about their business. Parking is provided in the village but there are controversial proposals to introduce charges. The possible effects of these charges on our community has not been properly thought through.
Tobermory - needs traffic management. Ledaig car park - potential displacement issues when TRO is put through. It will stop camper vans etc. parking in the car park, but where will they go then? Main street? Camper vans staying throughout the island e.g. campers staying on site at Craignure, want to drive to Tobermory to spend money - where will they park?
Traffic management needed at Craignure. Can't stop the mix of pedestrians and cars so need to look at models of what works elsewhere and look at what the best solution would be for here. Needs to involve the community in working up the solutions. Would like to see public sector accepting what lifeline services are.

Q4. Streets and Spaces: Do the streets and public spaces create an attractive place that is easy to navigate?

42 responses in total – Average Score of 4.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
4 responses	6 responses	7 responses	7 responses	7 responses	3 responses	7 responses	0 responses

Comments

I believe that planning officials and elected representatives hold Craignure in little regard due to comments made to myself or at meetings. Presumably with these statements we have to deduce that Argyll Council are not remotely interested in our fragile island economy or helping us say 'welcome to Mull' and supporting our economy. Perhaps your officials and elected reps need to reread your stated policy re investment in rural economies.....or is the policy itself null and void?
Craignure is not an attractive place - doesn't look like a destination. Nothing in the planters, the picnic table's falling apart etc.
Fionnphort is messy. There is distinct lack of coherence in the design of the civic landscape and amenities. Lots of parking (needed, granted) but street furniture could be more sympathetic. The ferry terminal design harks back to some of the worst bit urban design in the 1970s/1980s and could be much improved by demolition or upgrading.
General improvement over the last few years have made great improvements in this area
Generally it's fine. But, please take the advice of local residents and act on it, for improvements. Improvements can be made on the island.
It's Mull! It's stunning!
Mull is stunning, it is the most beautiful place in the world to live but there has been a severe neglect of funding on basics such as the railings in Tobermory which had got to the stage of being downright dangerous with the amount of rust on them. After considerable pressure a team were sent to do some repairs and the community got together to paint them and make the Main Street look loved again. Tobermory is a lovely town but it is extremely busy now so difficult to get to the shops as there is often nowhere to park. There are several empty houses which have been left to rot around the island which is a waste of potential homes. There are far too many holiday homes meaning people have difficulty locating accommodation to live and work on Mull.
On the whole this is an attractive place with a nice beach and lovely views over to Iona. There are elements which are quite untidy and scruffy but these are evidence that this is a real, working place where the economy is fragile. The ferry waiting room / cafe is in a prime location but it is a drab building that could do with painting and improved signage.
Our living space is spoilt by the building of a new development next door. Trees and shrubs were felled, a hill was "mutilated" to make the level higher. All the promises that were made (The hill would be "fully" restored, the septic treatment plant and outflow would not produce any smells and the water that came out of it would be "clean as a nut" and of almost drinking quality) were all broken. We have had two months of smells from the septic tank outflow and the Council washes its hands and just passes the buck. We also hear quite a bit of noise now and where we saw nature before there are now bins, houses, coloured plastic kids' toys, etc. So there is a lot that could be improved: something should be done straightaway about the smell and they (the

developers) should make better screening (currently a pitiful number of very small trees that will not screen anything even if they make it into maturity).
Public transport timetables make accessing evening entertainment nigh impossible.
Settlements aren't looked after - tourist areas get the most attention.
Surrounding area - perfect! Bunessan itself has a lovely stone pub with an ugly flat-roofed extension. There are now two empty business properties in the village with just one grocery store and one gift shop. Otherwise, it's a lovely little village with no chance of getting lost! The only place to go in the evenings or during bad weather is the pub - we used to have a lovely little restaurant, now closed. We are fortunate that Screen Machine visits us a few times a year.
The council seems not to listen to the public. There is a derelict house in my area which has been unoccupied for over 30 years. Not only is this building an eyesore but it at times been rat infested leading to infestation in neighbouring houses. There have been complaints but the council attitude is that unless it is a positive danger to the public there is nothing g they can do. This strikes me as negative. I find that it shows to the public that most problems are regarded in this negative manner with the answer 'There is no money '.
The local car park is poorly surfaced and very unattractive, doesn't encourage people to stop and visit, we are mainly a place for driving through.
The reason a low mark is that most of the improvements have been done by the community not the council, is play park, painting of town railings.
The reason I have scored 5 instead of 7 is that there is too much encroachment of unnecessary house building in attractive areas outside of the main town and villages. Mull's scenery and wildlife are its greatest assets and they are being slowly but steadily eroded. Please keep new housing to the places where it is needed and avoid new housing which is too expensive for most young families, despoils scenic areas and often ends as holiday homes,
This doesn't really apply to the Ross of Mull. This is an incredibly beautiful place to live.
Tobermory has one of the most iconic frontages in the UK and whilst open public spaces are limited they are in general attractive although some greater degree of landscape maintenance at Ledaig Car Park would improve the look of the area.
While the Tobermory main street is picture-postcard and attracts visitors and cruise liners, you only have to walk up to the upper town to find a dangerous derelict building on the corner of Victoria St/Breadalbane St and another on Erray Road right next to the school. The sea wall railings are dangerous and dilapidated and the roads and pavements in need of attention. Decaying boats litter one of the beaches.

Q5. Natural Space: Can I experience good quality green spaces?

42 responses in total – Average Score of 5.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
3 responses	1 responses	1 responses	2 responses	2 responses	10 responses	22 responses	0 responses

Comments

Apparently, according to your officers in roads and infrastructure we are 'the jewel in your crown', so best not mess with nature.
Aros park is very close, The Lighthouse path also is easy to access and there are many forestry trails and beaches within easy reach.
I am fortunate to live somewhere where good quality natural space is readily available. There is some seating available in the village, but I'm sure more would be very welcome. I would say accessibility to the beach and other areas is fairly limited for those with restricted mobility.
Our nearest natural space has been destroyed and spoilt. We cannot work in my vegetable plot or maintain the river bank without nearly getting sick with the smell now. Further away there are good opportunities. However I do not like the current tendency of putting signs and benches everywhere. There are also people selling produce and people advertising camping / glamping spaces and there are little stalls and signs sprouting up everywhere.
lots of garden sheds and temp buildings on green areas
Lovely natural spaces
Most areas are still fairly wild
Most of the improvements to natural spaces and surroundings are led by the general public's responses to the need for improvement and betterment. The public quite often 'get things done' because we have a core of residents who help with local initiatives to improve the towns and villages on the island. This however does not absolve the council of its duties to the community.
Mull has plenty of open space.
There are few pathways through natural spaces to encourage people to use the spaces. Not much good for those of us who are getting less able. I walk a lot but mostly on public roads, not safe or very enjoyable. Little seating at all.
There are stunning walks with the freshest of air to enjoy. There is so much nature on Mull and the surrounding islands you are spoilt for choice. There is very little seating and the common areas are no longer maintained by the Council so look unkempt but the scenery more than makes up for that. It is a place everyone can enjoy, it really is wonderful.
This is Mull's greatest asset.
This is why people come here to visit or to live! Air quality is excellent. People with mobility problems and disability can have problems accessing the walking paths around here, and a cycle/pedestrian path as mentioned previously would help.
very rural
We have oodles of beautiful natural space.
Yes but by going out into the countryside and getting away from the villages.

Q6. Play and Recreation: Can I access a range of places for play and recreation?

42 responses in total – Average Score of 4							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
8 responses	3 responses	6 responses	5 responses	10 responses	3 responses	6 responses	0 responses

Comments

All our playparks are limping along through community investment, you don't appear to be doing anything. Our new school needs to be built in the middle of the island so that those pupils from the Ross and the South don't have to be sent away to Oban. The bigger problem is that because children from the Ross have to go away, parents are not choosing to live there and THAT strategy of yours is destroying the community and it's potent for growth. You really need to start thinking more strategically about this and actually ask us who live here, more than this one survey.
As I don't have children I'm unable to comment.
As this is (or was until very recently) a rural, remote, area we do not expect anything on our doorstep. Anybody who chooses to live here should accept that in my view and should not try to change the place. There are plenty of opportunities to enjoy the great outdoors for young and old.
Good!
Lots of natural opportunities
no facilities within 15 miles
No sports field in Salen.
None
Only facilities for children are at the school and there is nothing for the rest of us!
Only one small facility for children which could do with an upgrade. Saving grace for them is that there are loads of safe, natural spaces such as the beach to play on.
Organised play and recreation in Bunessan is available - mostly inside because of the weather. But many people have to travel because the population is small and the whole island (60 miles top to bottom) has to join together as one to make a big enough pool of people to make teams (for instance). It means that people in Bunessan tend to have to travel a lot to other areas where there are more people - rugby for instance - a good 40 mile drive to get to there (buses not suitable, no other public transport). Yes, children play outdoors. I believe this is an excellent area for children to grow up in, except for the lack of safety when they have to walk along the single-track roads (see previously)
The High School has many activities, both indoor and outdoor and the local tennis court is good. There are a good number of community organisations within the area which provide access to play and recreational opportunities
The swimming pool at Craignure is lovely as is the gym but it's an expensive bus ride away and then you have to pay to use it. Shame really, as its good gentle exercise suitable for everyone but only those with bus passes can make good use of it unless they happen to live in Craignure. Nice walks in Tobermory but further afield requires a car.
There are not many places for teenagers to go. A skate park with ramps would be ideal.

There is an abundance of wild space here, but formal play and recreation facilities (either indoor or outdoor) are very limited indeed. In many respects it is a safe place for children, but I think the amount of traffic during the day may deter parents from letting their children play out.
There is inadequate provision for teenagers, they have nowhere to go in the evenings
There is woefully little aimed at children. A wonderful play park in Tobermory but what about the rest of the island? It is a disgrace that there isn't more proper play space for children.
Virtually nothing available for specific groups mentioned.

Q7. Facilities and Amenities: Does my place have the things I need to live and enjoy life? This could include shops, schools, libraries, health services or places to eat and drink.

42 responses in total – Average Score of 3.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
4 responses	8 responses	4 responses	8 responses	9 responses	7 responses	1 responses	0 responses

Comments

Again, we chose to live here knowing it is rural and remote. We accept what is here. If we wanted more, we would not have moved here.
Although we have a library in the High School Building in Tobermory which is essential to a good society, the way the council dealt with the mobile library was appalling. The mobile library was a wonderful lifeline for the elderly, inform and remote members of the community. When it was taken away the manner in which it was done was dreadful. The mobile vehicle was parked in the council carpark for some considerable time with the books left inside to rot! This is a disgraceful way to terminate the valued service and show a callas attitude by the council.
Two closed business premises (restaurant and shop) in Bunessan. One grocery shop, one gift shop, one pub and one charity shop exist. Yes, we can survive adequately with what we've got, but it would be nice to have a coffee shop/restaurant to go out to sometimes.
Closing the resource centre, losing Dunaros/lack of any sheltered housing and potentially (almost certainly) moving the GP surgery, will all adversely affect those living in the Salen area.
Could do with improvements to the hospitals X-ray facilities, given the number of hillwalkers visiting the island the inability to provide 7 day cover means additional costs to the NHS to get patients to Oban or beyond. Have yet to require to visit the GP so can't comment. The shops/dining facilities are good.
Facilities are poor but we accept that because we live on an island. There's a good range of activities e.g. scouts, brownies etc. Smaller settlements struggle with kids clubs because of low numbers of families there. An Tobar is brilliant. Good range of village halls. Screen machine comes over
For the size of population I think facilities are generally good, apart from the fact that our village - Salen - lost its community centre some years ago and it means that there is no real community focus in the village any more.
Generally I will give Mull a much higher score. But you get the lowest score for the lack of childcare and wrap around care. It is an absolute shocking derogation of duty that A&B council have not done more and more quickly to offer decent childcare options to working mothers. This is a matter of sexual inequality where it is assumed mothers can afford to stay at home with their children or that they have a network of willing relatives. This is simply unacceptable and way out of step with the rest of the UK. I am a professional working single mother, my move to Mull has been far too stressful due to a lack of decent childcare options. Far more should be done to think creatively about this. It is inconceivable to me that in this day and age people just sit back and give in because one round of adverts failed to recruit! So much more could be done to create incentives and to encourage people to take up these necessary roles.

Good range of activities and clubs but transport limits what people can take part in. Important to have good pubs in villages.
Lots of good cafes but how long they'll be able to keep going after parking charges are introduced is debateable. Paying to park in Tobermory means it might work out cheaper to go over and shop in Oban where the cheaper prices and greater choice already outweigh the cost of the ferry. You took away the library (there's some sort of provision in the school, poorly advertised so no idea when it's open) and the library van which went to the remote areas. The Screen Machine (a great social event) will probably suffer from parking charges, both in itself and because folk from outlying areas will have to add parking costs to the ticket costs for a night out with friends. GP surgery has suffered from all the faffing about and incompetence of the HSCP and our elected councillor (MJD) so we've had endless locums - not much good for the many here with long-term chronic illnesses as continuity is essential. Aros Hall is a brilliant community venue run by volunteers and much in our affections. It even provides public loos at its own expense right in the middle of town. I gather the council plan to close others around the island.
Marked at 5 because our medical and dentistry provision has been poor the last few years. Mainly because of difficult in obtaining permanent doctors and dentists.
Mull is quite poor for facilities. The main shop is the Co-operative in Tobermory. A larger supermarket placed out with the Main Street would be more beneficial for parking options and selection of goods. There are a couple of Spars in other areas on the island but many locals choose to order in or go to Oban for their shopping. There are many facilities which are not disabled friendly and the street and kerbs in Tobermory Main Street are in an appalling condition. The Co-operative store was completely revamped over a year ago and they apparently offered to do the kerbs outside but this was allegedly declined by the Council as it wouldn't be to their standard?!!!! It is lethal as the dropped kerbs tend to be where cars are parked so disabled people are unable to use them. The benefits of living on Mull far outweigh the lack of facilities.
No GP for, is it 2 years now? No dentist. You took our library away. You're going against what the community have asked for re childcare. Planning to get affordable homes built is treacherous.....which facilities were you thinking of on Mull when you put this questionnaire together? One size does not fit all, sorry.
Only one unwelcoming Hotel, no cafe or bistro. We older people make our own entertainment, but there should be more for children. No to most of the questions below! I own a car so drive 32 miles to swim and go to Iona or the other end of Mull for cafes and other things to do.
Poor Doctors service. No library service.
Rubbish and recycling are not particularly good
Some facilities exist and are generally good to very good. Local community facilities in South of island need greater support to develop facilities. Accessing facilities usually requires personal transport.
Summer is better when everything is open. Winter it can be very difficult to even get a cup of tea when travelling around the Island and we always take a flask!
The local airfield on Mull, although leased and very well managed by the current lease holder from the council, would benefit from council funding to provide community facilities. For example a shelter or solid hut for use during medical evacuations by air ambulance. The airfield is a community and island asset and needs to be treated as such. Summer air service, as used to be provided in the past by Loganair, would also benefit the island if it was reintroduced. The GP surgery in Salen (which essential) provides a very good service, but it really needs a resident GP who is part of the community. What incentive is the council providing for a Doctor to move here and take up residence? The HM Coastguard from Craignure, provide a good community service, but some support from the council would be welcome, because they support the community and police in many non-coastguard roles.
There's not much choice of facilities and amenities in the Ross of Mull. We only have a community library staffed by volunteers. There are only 2 grocery shops within reasonable distance, neither

of which are disability-friendly. The biggest disgrace here is the lack of a proper GP (there have only been locums for over a year now) and an ambulance (only 1) which can be more than an hour away. Again, we have to rely on community First Responders for many accidents and emergencies.
We access a lot of health services on the mainland. Taking part in mainland activities is a challenge e.g. the Reindeer Parade in Oban. The library van is a loss.
We are fortunate to have access to a local shop/PO and a pub at the centre of the village, which cater for locals and visitors. GP services are in the next village - access without a car is difficult, but again we are fortunate to have a community transport scheme. There are major issues with GP recruitment, but that is a universal issue. Primary school provision is also in the next village but there is transport. As with many small communities, school rolls fluctuate considerably.

Q8. Work and Local Economy: Is there an active local economy with good-quality work opportunities?

42 responses in total – Average Score of 4							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
3 responses	8 responses	5 responses	7 responses	9 responses	7 responses	2 responses	0 responses

Comments

From my own perspective I have been able to find an excellent job here and love the islands. There does seem to be a wide variety of work but a shortage of affordable housing.
Having retired I can say there is adequate opportunity for part time seasonal employment, but also the local tradesmen are pretty busy and there are openings for additional tradesmen to open or expand businesses. Because of the seasonal nature of the tourist economy much of the tourist demand leads to lower paid, limited contractual periods and therefore doesn't encourage people looking for full time permanent employment
IMPORTANT that super-fast broadband is rolled out to whole island, particularly Brolas and Ross. Modern business practice requires this and a number of internet based business opportunities could be created this way.
Job opportunities are limited, I would say. Local industries are farming, fishing and forestry but opportunities are limited. Tourism is important but many jobs are seasonal. Local organisations are seeking to diversify the economy and create better job opportunities. Lack of affordable housing and childcare are also a constraint.
Lots of go-ahead employers. However, see my comments re parking charges which could take a large chunk of the wages of café workers, etc. and make some of these businesses difficult to run, not to mention the fact that some are run by folk who don't live 'above the shop' so have to come in by car!
Mainly jobs cleaning second homes nearby.
Many local businesses linked to tourism which does not provide year round full time jobs.
More work than there are people to fill jobs. 6 month season is now a 9 month season. Eco-tourism has turned the island around.
Most likely Average for an island like this. Although it always disappointing when you hear that a local, with a very good managerial skill set, has been refused a job, that is then given to someone who is less able and not native to the UK. Look after the locals first! Where is the incentive? Not enough skilled craftsmen on the island and getting a craftsman onto the island is difficult if not impossible. How about introducing a special ferry Tariff for tradesmen coming over for work.
New jobs are scare here. It is mostly seasonal tourism-led work.
no childcare facilities
No, most jobs are seasonal and low paid, often tourism related.
Seasonal work is prevalent. More difficult in the winter. Housing is the critical issue in providing stability.
Some all year round hospitality jobs don't pay well. People benefitted from the funding available from the council to help them settle on the island but some are now struggling with cost of living.

There are often jobs advertised but employers find it difficult getting staff as there isn't enough accommodation. The main employment tends to be tourism, fishing and the Council.
There are quite a lot of jobs, but they tend to be seasonal and relatively low paid.
There are real jobs but housing is an issue. People can't get accommodation
There is plenty of work to be done here, mainly seasonal, but there is very little accommodation for them and this is a major limiting factor. People are desperate to live and work here - our new cleaners/maintenance managers for our self-catering cottages so wanted to live and work here (and were unable to find accommodation) that they lived in a caravan for a year and a half and now live in accommodation 30 miles away from Bunessan as noting nearer was available.
Very little good quality, all round employment available. I am a volunteer director for a local develop organisations which gets tens of applications for every job we advertise, often from desperate people with non-transferable skills. No recruitment agencies, childcare or job centres.
Without affordable housing we can’t recruit workers. Without a safe, fit for purpose pier, we can’t attract Oban workers and families as they can’t commute. We have a timetable which CalMac and Transport Scotland are ready to run, but can’t because the pier is not safe in winter. So no transport, no housing, means businesses are moving off island....how does that fir with your strategy?

Q9. Housing and Community: Do the homes in my area support the needs of the community?

42 responses in total – Average Score of 3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	15 responses	5 responses	6 responses	2 responses	3 responses	3 responses	0 responses

Comments

14 new houses have just been built here. The population was only about 70. There were mainly more mature people here but now half the population is very young. Not all the houses have been taken and not all the houses were given to locals as far as we can see so we think there are enough houses for now.
A lack of year round rental accommodation.
All very limited.
Cost of housing is an issue. To move from an ex-council house to a new build is about double the cost. Lots of homes are locked up - holiday homes.
Could do with more affordable housing
Generally yes.
Housing on Mull doesn't allow people to stay on the island, never mind in the area they grew up in, as they grow older. No sheltered accommodation in Salen area for those needing more support as their needs increase due to age or infirmity.
I think overall the balance is quite good, with the exception mentioned earlier of too much housing in scenic, low populated areas. There is a current push for more affordable housing, which I think is good providing it is kept within the current centres of population.
Need for 4 bedroom low cost or social housing.
Need more single properties. Need development on the Ross of Mull.
No - lots of self-catering holiday lets and a big need for social housing to provide homes for young families and workers. Many people retire here and the population would appear to be an ageing one which also brings challenges in that many can end up over-housed.
No affordable homes. House prices forced up by second home owners. Very little rental properties. Situation now critical.
Pockets of development are needed to prop up the settlements but needs a balance of development being big enough to attract a range of people. The Lochdon housing development shored up the school and made a real difference to the island. People allocated homes were able to move from private to social rent and feel a big difference in their lives. Much more housing is needed, though
Risk of too many new developments being holiday homes
Some affordable housing. Can't comment on tenancy availability.
Some neighbours are making Java a slum
The lack of affordable housing in the area is an issue, especially for young people. People come to the area to take up the seasonal job opportunities, but then often cannot find suitable accommodation.

There is a massive variety of housing on Mull. However much of it now appears to be holiday homes. There are several houses which are only used a couple of weeks a year by the owners any lay empty the rest of the time. In my own street there are 3 houses permanently occupied and 7 that are holiday homes. It is not sustainable and needs to be limited. I have no problem with people who live on the island benefitting from property to rent out but a lot is owned by people who do not live on Mull and rarely visit.
There is a severe lack of social housing. Most houses are sold on as holiday homes.
There is always room for improvement in council funded housing. The young people working in the area should have the opportunity to rent council housing as many are not able to afford house purchase.
There is such high demand for holiday lets that there is insufficient affordable housing available for people. In the summer housing workers in the tourist industries is problematic
Too many holiday homes. If a house comes onto the market 99% of the time they are bought to be turned into self-catering accommodation. This has a detrimental effect on the schools and keeping young families on the island.
Too many holiday lets. The new affordable housing are great...more of the same please. A limit on buy to lets??
Too many houses are sold to be holiday homes - this reduces the sustainability of the remaining population and does nothing to help people wanting to live and work here, particularly seasonal workers. There is a huge tourist influx in the summer being supported by fewer older people as time goes on.
We needs LOTS more affordable housing. Simple.
Yes. Plenty of housing but council needs to encourage more re-use of older buildings rather than new-build everywhere (where the trick is to put in planning applications for low cost housing for locals then build something bigger or sell it as a holiday home or use it for a self-catering business)

Q10. Social Contact: Is there a range of spaces and opportunities to meet people?

42 responses in total – Average Score of 4.5							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
1 responses	7 responses	4 responses	7 responses	7 responses	9 responses	6 responses	0 responses

Comments

15 miles to any social place.
All the halls are well used. Great range of clubs and groups.
Community self-help is working, but with no GP they are not getting the support they need. Basic.
Fibre optic internet has made a difference
Good range of clubs and groups, although transport to get to them can be a challenge
Good size village hall, better for badminton than small meetings or interest groups. We have a monthly community cafe that brings people together, otherwise it is very easy to move just within your existing friendship group.
I cannot speak for people in other places, but Salen needs a community centre. There is also a need for old people to be able to socialise beyond their own homes. Some are very isolated.
In the winter no. Summer, when many tourist things are open, then yes. Need to think about winter provision however.
Plenty of places to meet (e.g. Aros Hall) and lots of social events where volunteers take folk in their own cars. Can you see where I'm going on the parking charges thing again? Would I run a couple of folk to the lunch club if I knew it was going to cost me a lot to park for the time it took before I took them home? Would the carers who shop for the old folk they look after (for very low wages) still be able to pop to the Co for the messages for them?
Plenty of properties which enable the communities to come together across the island.
The Resource Centre in Salen is sorely missed by both those with special needs and their carers.
There are plenty of events and organisations to which people can connect
There is a Community Hall and other meeting take place in the church. However, the Baptist church has just closed due to it not being cost-effective to repair the building, meaning the choir has had to find alternative accommodation. Otherwise, there is only the pub - we really need a coffee shop/restaurant. People tend to meet in their own homes as there is no-where else to go.
There is an active community - there are lunch clubs, a community cafe, church coffee mornings etc. There are community halls. There is an active branch of U3A.
This does seem pretty good but I am yet to fully access all.
Yes
Yes, they exist and are reasonably well used. Although some community facilities need to be helped to develop better facilities (e.g. disabled access). Community facilities are often run on a shoestring basis purely by volunteers (e.g. Pennyghael Community Hall)
Yes, this community works hard to come together often.
You would have to travel a few miles. However, like before, this comes with living in a remote, rural, area.

Q11. Identity and Belonging: Does this place have a positive identity and do I feel I belong?

42 responses in total – Average Score of 5.5							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
2 responses	2 responses	1 responses	6 responses	4 responses	11 responses	15 responses	0 responses

Comments

Absolutely!
Antisocial neighbours
great history
Having only moved to Tobermory in the last few years I feel I have been welcomed by locals and that there is a clear sense of place and a culture of care and concern both for the town and its population. There are some in the community who express a feeling that anything which is negative is down to tourists, but the majority of people I have met are prepared to accept that the tourists are the lifeblood of the economy and whilst they create a short term inconvenience in some ways, the overall benefit is worth it and they accept that no community is perfect whether large or small there are always people who don't act appropriately in all situations.
Huge feeing of "community" here - much greater than where we lived previously in the suburbs of a city. History and culture is well known and preserved in the Historical Centre.
I believe that Bunessan is generally quite an inclusive society, and local/incomer integration is pretty good but I have been here a long time and may be overly positive.
I feel connected to the older people in the community but I feel that the new, young, people do not mix with the rest so far. Most of them seem to know each other and they all have kids. They socialise together and sometimes play loud music, something no older person would ever do. In general I do not feel I belong (anymore) since people have made an issue of the fact we are not native Mullachs and the population has changed vastly.
I feel very connected to my community and love where I live. There are a lot of people who complain about the state of the roads, lack of facilities, lack of regular GP services etc. but in my opinion there is no better place to live. The communities pull together to fund raise to improve their town or villages and what they can achieve is incredible.
It's a brilliant community and we get on and do/organise things for ourselves in the absence of any help from the Council.
Perhaps there is a bit of a divide between long-term residents and newcomers but generally Mull has a very positive identity.
Very positive image of the area but that comes from Visit Scotland, Visit Mull and Iona etc. There are a great many groups and societies you can join if you want to. Many run by new people like me, as oppose to indigenous community. People are very accepting of each other and after two years, do increasingly feel like a local.
We are fortunate in having good facilities for local use but the council should always ‘have an eye’ on the social aspects of life in the communities.
Yes it is a lovely place to be and the locals are very friendly. I love my new job and I love my son's school.

Yes, but that it despite the council's effort, not because of anything you are doing.
Yes, on the whole. I am relatively new to the area but feel part of the community. There are issues to contend with but on the whole these tend to unite the community.

Q12. Feeling Safe: Do I feel safe here?

42 responses in total – Average Score of 6.2							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
2 responses	0 responses	0 responses	3 responses	4 responses	5 responses	27 responses	0 responses

Comments

All good.
Compared to many places Mull is very safe.
Generally speaking Mull's a safe place and I'm happy going about at any time … except during the Music Festival and the Rally where I feel there is a lot of antisocial behaviour mostly due to drink. In the case of the Rally, drivers practice and do pace notes on the roads outside the Rally week because they know that's carefully policed. Roads are generally not that safe due to potholes, narrowness and speed of some drivers.
I have always felt safe on islands in Scotland. The crime rate is always very low. Getting lots of people moving into the area that I do not know, not all from Mull, makes me feel slightly less safe.
I have never feel unsafe
Living on an island gives one a secure feeling so much so that crime, although relatively low, is not totally absent. Recently thefts of gardening equipment have occurred. This damages the secure feeling of older people in particular and it's not a bad idea if the council should perhaps notify communities in the manner of adverts. Our police have a difficult job because of the remoteness of some communities.
Mostly safe - very little crime or violence. We just need the roads and paths to be improved as discussed previously. The roads are not well kept and develop potholes frequently - these can be filled quite quickly, but this temporary fix rarely lasts for very long. Empty properties (businesses) in the village as previously stated, and many houses are empty much of the year because they are holiday homes. But mostly, I feel safe.
Safe due to rural island rather than designed places.
The area is safe and mostly free of crime but as more people visit during the year there can be problems with alcohol, theft, violence and drugs but nowhere near as bad as areas of the mainland. The islanders are not equipped to cope with problems arising from violence or mental health and it can cause a lot of uneasiness. There are derelict properties which are being used by underage drinkers. These houses should be brought back into use and made into homes.
This is one of the great attractions of this area.
Violent neighbours
Yes.
Yes.
Yes.

Q13. Care and Maintenance: Are buildings and spaces well cared for?

42 responses in total – Average Score of 3.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
6 responses	4 responses	5 responses	8 responses	12 responses	4 responses	2 responses	0 responses

Comments

30mph signs lying on the ground. Toilets at Craignure are a disgrace
A&B council ignore the buildings on Mull and provides big cash injections money into mainland buildings. The school is woefully in need of up grading.
Bins spilling over into the streets
Buildings and spaces are. However, septic tanks are not. There are slight smells when you walk around particular areas. Our own neighbour does not empty their septic tank often enough and so far it has been very difficult to find a solution. Sepa has no powers and I feel the Council does not want to know and passes the buck. People who do this also pollute the environment/ watercourses, and for that reason and the nuisance they cause, we feel the Council / environmental Health should come down hard on them.
Council properties are neglected
Generally places are well cared for
Generally yes although there is an unkempt quality which is part of its appeal.
lack of funding for road verge cutting, graveyards maintenance etc.
Litter becoming more of a problem, large bin liners being left around as well as general littering.
lots of temp buildings and mess behind houses
Most people care for their own properties but there is no care of the common areas previously looked after by the Council. It is over 3 years since the strip of land near my house was last mowed by Council workers. I bought a strimmer and do it myself or it becomes a dog waste area. There is very little vandalism but there is a problem with litter and dog mess. However there are so few bins around for people to dispose of their rubbish appropriately and no-one seems capable of carrying it around with them anymore.
Most places and spaces are well maintained, apart from some (e.g. harbour side railings in Tobermory) which need better care from the local authority.
No - there is a lack of access to investment and grant support for community buildings which are viable. Public buildings appear neglected.
No, the council record on maintains the Pier says it all. Water and smoke pouring through a light fitting on the pier not fixed for 4 months. That invalidated your insurance, you put CalMac staff, our relatives and friends at significant risk.....what on Earth are you thinking of? Who is managing these assets? No words....
Not really. The bin lorry makes separate trips on our road for one commercial property (both recycling and general waste) then comes up again for the residential properties, turning at the top of the road each time. Not only does this waste fuel and drivers' time but the heavy wheels are destroying the road surface, despite the expensive tarmac exercise the council did in Tobermory a couple of years ago. If it's doing the same on other streets, that's a huge amount of wasted money and time. Not sure what the Council buildings do these days apart from weddings - you can no

longer pay council tax there and the library went years ago. Maybe that would be better turned into flats … low cost housing for local workers.
On the whole properties and spaces on the Island of Mull are well kept but as I mentioned earlier one derelict building which has been left to rot for over 30 years has made our area seemed shabby. The house in question is at the bottom of Victoria Street on a corner. I would imagine that it is now becoming a danger to the public and the council has a responsibility to look into this.
Our recycling area was taken away from us, despite offers of locals to care for it. Litter is always an issue and locals spend a lot of time cleaning beaches and roadsides.
Recycling residential collections good. Facilities outside of this very limited and often filled to overflowing.
Sheep droppings from free roaming animals is dreadful. Awful for visiting Bunessan and getting out of the bus to find it impossible to find a shit free place for their feet. Good charity shop but limited litter facilities. Only one over used recycling facility at Fionnphort, five miles away. Nowhere for tourists to leave litter.
The drainage ditches are generally overgrown and would not function as required in the event of heavy or prolonged rainfall. Work required here.
There are a number of areas where the local authority could be more pro-active - for example members of the local community have repainted railings around the park and the seafront, the playpark was improved by local community efforts the Lighthouse Path was improved through similar efforts. Maintenance of the council's car park is not great, the park could do with some improved grass cutting and footpath maintenance. Local buildings are generally well cared for however there are a few where decay is setting in and ABC could benefit from taking these over and utilising them for local housing needs, if they had the powers
There are very few public bins. Those that remain are over-flowing in summer. People misuse the recycling bins and the council just remove them altogether!
Neighbours have several dogs in a residential house with noise (barking and howling) and smell (from uplifted dog excrement in gardens).

Q14. Influence and Sense of Control: Do I feel able to take part in decisions and help change things for the better?

42 responses in total – Average Score of 3.3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	8 responses	5 responses	13 responses	4 responses	2 responses	2 responses	0 responses

Comments

Apart from this online exercise, I don't think the council listen. There are various 'public consultation meetings' from time to time where we're told what's going to happen but the public input doesn't usually have any effect. The health partnership has been an exercise in futility.
As a holiday home owner I don't feel I should have too much influence although we have always worked closely with and supported the local community
Community groups are great and encourage everyone to take part to improve their local area. We have no GP's and have been provided with locum GP's for far too long now. Local people do not feel listened to or able to contribute to decisions as no-one ever seems to listen. The planned car park charges for example, that will cost locals more to park that it does for people in London who have access to lots of public transport. It's just a scheme to make more money quickly and should be scrapped immediately as it will have a very negative effect on the island. The lack of repairs by the Council on the pier they own has caused significant issues for people relying on the ferry as there are increased cancellations due to concerns the pier will collapse if bumped; especially as bits fell off it recently. It feels like the islanders are stuck between the Council and the ferry operator with no-one taking responsibility to keep services running.
Council never listen
Despite massive public outcry about parking TRO council have still pushed ahead.
Even as a pensioner I feel a responsibility to be involved in my community and help to improve and change things all the time.
Even identifying who owns what and who's responsible for what can be a challenge.
Events on the Island of Mull (RTO parking etc.) have proved the A&B council do not listed to the residents. The council serves the residents, not the other way round.
I found in the past that you are not allowed to give your opinion if you are not a native Mullach unless you agree with the "locals". The housing association and the Council were also not prepared to listen to our concerns. Now the very thing we were afraid of (the septic tank smells) has materialised and they are not in a hurry to solve the situation. I feel that you are only listened to if you say something that is agreeable to them, again.
Local community groups are very open to involvement. And hold regular public consultations. I don't feel at all listened to by outside organisations. Things just go ahead regardless of local feeling. I feel that this is particularly true of Argyll and Bute Council and health services. Even our local housing association holds open afternoon holds open consultations for tenants in Oban at inaccessible times.
Local people do not feel listened to, many consultation groups appear to be merely tick box exercises with a pre-set agenda.
Still to find this out...I have a lot to say about childcare!

There is a perceived view that 'power' is centred either off-island (Argyle and Bute) or in the north of the island (Tobermory). Recent 'consultations' with Argyll and Bute have revealed in my opinion an unwillingness to appreciate the issues which are specific to island life.
There seem to be lots of meetings about all sorts of things, but whether anyone actually listens when they come is unclear. I feel that some do not come/listen at all - the recent issue regarding parking/parking charges on Mull being a case in point.
This may be the weakest area. There is no island-wide land use planning, no overarching Mull future visioning, and no strategic process of sustainable development for the island which residents can participate in.
We try but we don't feel listened to. We listen to the community but no one listens to us - council, transport Scotland, health etc.
Well why don't we take the Mull TRO as an example? We tried to get our views listened to, we tried to get you to think about reviewing your flawed process , and indeed you did undertake 2 internal reviews, which found all was well. So we had to go to formal threat of legal action for you to say....no, actually our process was flawed. That doesn't feel like we can get heard, does it? What would your advice be?
Whilst there is a lot of joint meetings of community groups and authorities I am not convinced that such meetings are not much more than window dressing. ABCs recent car park climb down shows the contempt with which some in authority treated the people of Mull and Iona. Serious consultation should take place and cognisance taken of the views of local people
Yes, there is often consultation by public bodies, such as this one. Inevitably, especially in the age of austerity, decisions are made about services which often don't seem to reflect the wishes of the community. Library services have gone. GP services are unlikely to be as good as they have been in the past.
Yes, we all feel able to contribute and be involved ... HOWEVER I feel the Council don't listen!
Yes. But I don't want to get that involved as I'm already volunteering for two local groups. The emphasis on community here allows the public sector to withdraw to all intents and purposes and I think, particularly in such a remote area as Fionnphort, but where approximately 250,000 people visit each year to go back and forward to Iona and Staffa, the public sector should engage in a more dynamic and pragmatic way. Policies need to be adapted to local circumstances and applied across the whole of Argyll and Bute without thought and consideration for differing local circumstance.

What are the main issues and priorities for change that you have identified?

*maintain free car parks at ferry ports and near supermarkets and other things that are important for the community. *better public transport and discourage tourists to bring cars onto the island *stricter rules regarding septic tanks *don't encourage tourism endlessly. Set a maximum proportion of houses in a place that can be used as holiday accommodation. Let people who have holiday houses and second homes pay full Council Tax to raise money to build houses where they are needed, improve roads, etc. * don't spoil small rural places by building lots of new houses. We have seen so many times that places like that were spoilt. Please have a care for neighbours who have maybe (like us) rented all their adult lives and who have finally settled and bought a house only to see their privacy and peace and quiet taken away. People who choose to live in rural places choose these places because they choose peace and quiet over convenience. When you build lots of new houses there is neither. We are going to leave because of this. * don't change too much in a short time
1) Argyll & Bute Council MUST listen to our concerns over the ferries and the car parking charges. 2) The provision of a GP and quicker access to ambulance services is a MUST. 3) More litter bins and recycling points should be provided and emptied more regularly.
Affordable housing. Free ferry port parking.
Better medical care and council input into sprucing up the place. Appreciate that council can only do what they can with the money that comes from Westminster.
Cheap available parking Improvements to roads, particularly with regard to more and better passing places. More housing to keep young people here and bring more skilled people in. More jobs. More buses. More facilities for young and old More road and natural space pathways.
Childcare and decent wraparound care options for kids that are affordable to parents. Improvements to the fabric of the building at Tobermory High School.
Culture change in the council from defensive and reactive to proactive and can do. Culture change from process first to community first. Culture change re consultations from dumping centralised policy to no surprises. All of the above is the A, B, C of community engagement.....why not take away day to Highland Council and see how they do it?
Cycle path Facilities in Bunessan - restaurant/coffee shop in particular Bus service along the Ross (to reduce isolation and reduce local car use)
Ditch parking charges but enforce notices that forbid overnight residential parking in car parks. Parking of cars overnight/for several days is ESSENTIAL for various workers including those in the health service who have to work in Oban from time to time and for whom the buses don't run at suitable times. Sort out the derelict buildings by using enforcement powers, thus bringing land/buildings into use for housing and enhancing safety. The two I mentioned are very dangerous to passers-by and children who might explore. Stop wasting fuel and time (and destroying the roads) with rubbish collection by using some smart technology (or even old-fashioned pencil and paper!) to log/record commercial waste collected so it can be done alongside the domestic collections.
Do not implement any parking charges Put some kind of block on property being sold as self-catering accommodation. (How much more does the Isle of Mull really need? There is already ample accommodation) Not on the questionnaire, but children should only be allowed to go to the primary school in their catchment area.
Facilities for those with additional needs and their carers. Local sheltered accommodation. Improved local transport if Salen surgery moved to Craignure
Get increased funding from central government
If you have read what I've written, why ask! The points raised are all important.

Improved infrastructure to meet the increase in tourist numbers. Meaningful consultation with locals Improved access to affordable housing
Improved public landscape and buildings Improved housing to support local job opportunities Not apply policies across the area without thought and consideration to meet local circumstances
More affordable housing to reflect local needs. A greater variety of job opportunities, especially at a higher skill level (facilitated by investment in superfast broadband). Investment in cycle paths and footpaths More facilities and infrastructure to cater for visitors
Nuisance neighbours that the council do nothing about
old garages and temp buildings mess behind houses
Parking - our community has drawn up ideas and plans to help the council to see how necessary it is for our community to have our own control and not have ideas foisted on us without negotiating with the very good community leaders which we have. If you allow our own community to have a say you will be helping to give the community confidence in our council and subsequently cooperation when it is needed. You need to give us confidence in you!
Poor public transport Unfair proposed parking charges as we have no alternative to using them No childcare provision
Potholes on roads. Overflowing rubbish bins means they are not emptied as required. More public bins required. Lack of resident doctor and nurse.
RET for islanders only Parking, white lining and enforcement Funding to make required improvements including regular maintenance of common areas by the Council.
Road surfaces, particularly edges and passing places on single track roads. Too many campervans (partly as they are now so much cheaper on the ferries) I think holiday makers should subsidise the locals and facilities
Superfast Broadband to WHOLE of the isle of Mull ASAP. Increased knowledge and understanding with mainland authorities of the particular issues relating to islands (not just Mull). Increased coordination and communication between public transport providers. Additional funding to develop and improve community facilities in the south of the island.
To adapt for the future, and heavy influx of tourism in particular, that affects current and future generations, without further eroding Mull's greatest economic, social and environmental assets - it's landscape, wild places and biodiversity.

What actions could be taken to deal with these?

*maintain free car parks * give Sepa powers to enforce rules and regulations * Sepa and the Council should also be accountable when they give bad advice or false promises *More public transport should be encouraged for the benefit of the environment and to keep rural roads quiet * discourage day trippers who use their own car *Make maximum speed 30 mph automatically for any village of a certain size without the need for costly procedures first, delaying action * charge holiday accommodation and second homes full Council Tax to help pay for costs and / or charge a tourist tax on top of ferry charges for everybody except islanders
As with most things it all comes down to funding. RET for islanders only would increase revenue from the ferries. Additional funding for much needed repairs to roads and structures and to maintain areas to keep it beautiful.
Culture change needs to come from the top. Best practice comes from peer councils who are exemplars. Openness comes from confidence and no fear.
Environmental health visit, dog warren visit
Establish plans and timetable to provide Superfast Broadband to WHOLE of the isle of Mull by early 2021. Ensure robs consultation practice that actually consult and listen to the particular issues relating to islands (not just Mull). Ensure that island (not just Mull) transport coordination and timetables are a regular agenda item requiring regular progress reporting. Provide significant grant funding to develop and improve community facilities in the south of the island.
Happy to join any think tank on childcare. Get over and look at the THS building and actually spend some money.
Have responsible whole-island strategic development and land use plans and a strategic visioning mechanism which recognise the need to be brave, informed and ambitious enough to make Mull a strong but unique community that continues to stand out as being among the most desirable of places.
Increase ferry fares but have discounts for local residents. Repair and strengthen road edges
It all comes down to money in the end. However, community effort can make a big difference. Agencies such as Rural Housing Scotland are looking for opportunities to improve the availability of housing. A local development trust is working hard on a range of initiatives to boost employment. Funding is available for cycle path schemes but obtaining match funding is a major barrier.
Just get on with it?
Meet the locals. Actively Listen to them. Then act on what they say. Simple.
More and free parking space at ferry terminal More ferries allowing a journey to Glasgow and back in a day more buses in the winter months
Plan for improving existing road network on the island and dealing with parking issues in Tobermory, but importantly take on board the wishes and aspirations of the local community. Listen to locals. Build more affordable homes
removal
Staff departments correctly
Start negotiating with our town worthies. These people are the local business owners who want their town to flourish (which will ultimately benefit the council) and have sensible solutions because they live with the consequences of bad and good planning. Please take the advice of the locals after all they pay you and they deserve your respect. Thank you.
Stop plans to make exorbitant, economy throttling parking charges. Build more houses Improve ferry berthing facilities and jetties so that ferries are less liable to cancellation.

Support locals to extend the cycle path from Fionnphort/Creich Hall. More affordable housing to accommodate people who desperately want to live and work here, particularly seasonal workers. Improve upkeep of the roads.
Take measures to discourage under use of second homes. Charge more council tax for second homes. Insist on empty houses being rented out or sold.
The council should listen to the people of Mull and abandon plans to charge for parking. RET shouldn't apply to camper vans Deny children bus transport to schools outside their catchment area.
The new large ferries being built currently should be put onto the outer isle routes. The Oban to Craignure route should use several smaller, more frequent ferries (as in Norway, etc.). Investment should be made to the Craignure pier. The Council should LISTEN to the locals and not just sweep us under the carpet!
Very little I realise

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Please contact cppadmin@argyll-bute.gov.uk for further information.

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