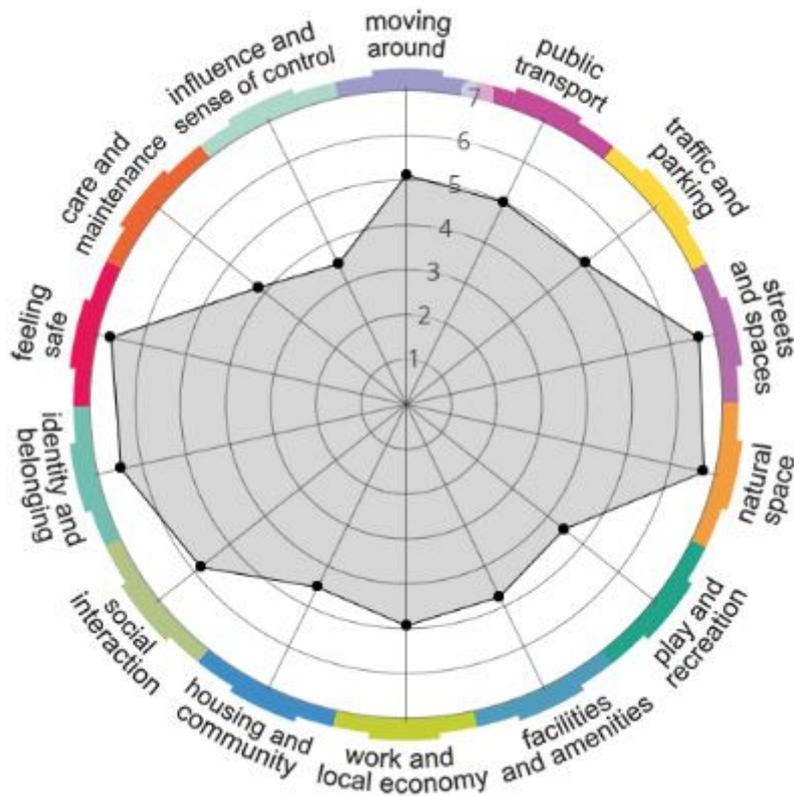


Isle of Iona Responses 2019



Priority Areas for Improvement:



Influence and Sense of Control



Care and Maintenance



Play and Recreation



Housing and Community

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 Iona Responses

Our Top Rated Areas are:

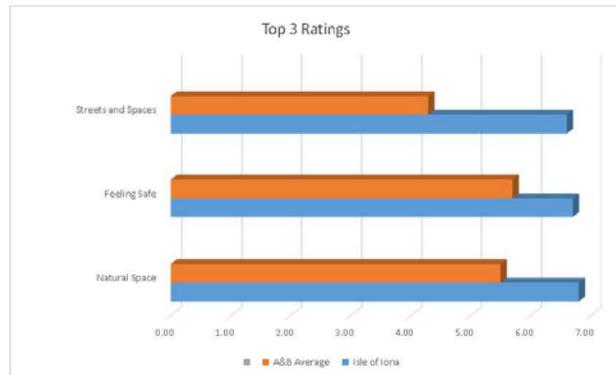
	Natural Space	Respondents rated this area 6.8 out of 7 compared to Argyll & Bute Average of 5.5 out of 7.
	Feeling Safe	Respondents rated this area 6.7 out of 7 compared to Argyll & Bute Average of 5.7 out of 7.
	Streets and Spaces	Respondents rated this area 6.6 out of 7 compared to Argyll & Bute Average of 4.3 out of 7.



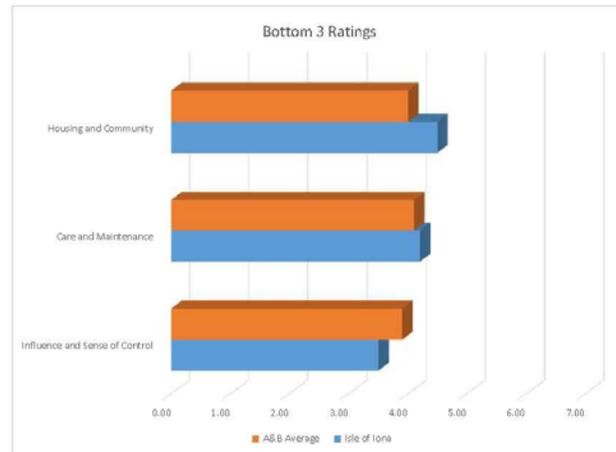
Areas of desired improvement are:

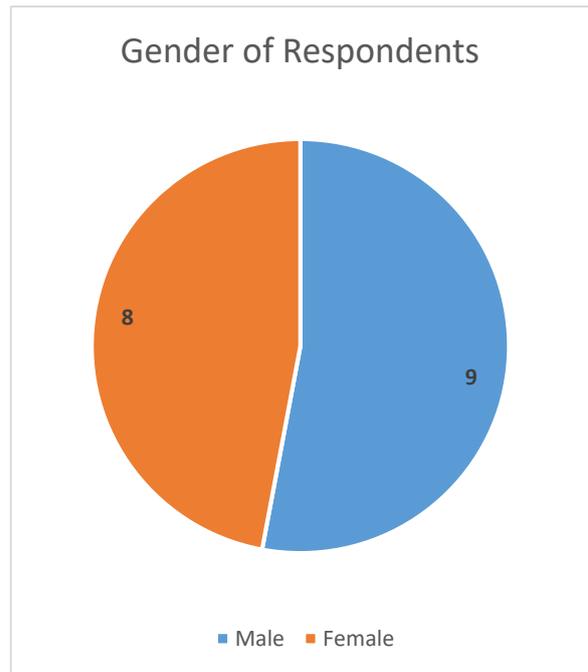
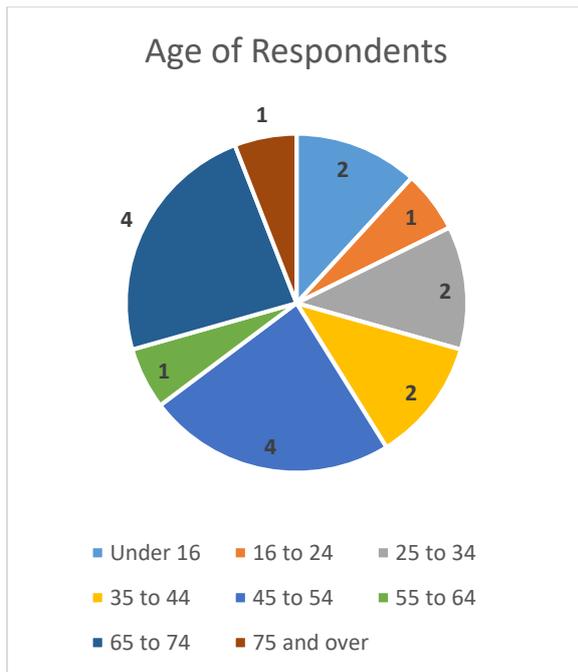
	Influence and Sense of Control	Respondents rated this area 3.5 out of 7 compared to Argyll & Bute Average of 3.9 out of 7.
	Care and Maintenance	Respondents rated this area 4.2 out of 7 compared to Argyll & Bute Average of 4.1 out of 7.
	Housing and Community	Respondents rated this area 4.5 out of 7 compared to Argyll & Bute Average of 4.0 out of 7.

Top 3 Ratings



Bottom 3 Ratings





Thematic areas by lowest score to highest score

Thematic Area	Average Score
Q14. Influence and Sense of Control	3.5
Q13. Care and Maintenance	4.2
Q6. Play and Recreation	4.5
Q9. Housing and Community	4.5
Q7. Facilities and Amenities	4.8
Q8. Work and Local Economy	4.9
Q2. Public Transport	5.0
Q1. Moving Around	5.1
Q3. Traffic and Parking	5.1
Q10. Social Contact	5.8
Q11. Identity and Belonging	6.5
Q4. Streets and Spaces	6.6
Q12. Feeling Safe	6.7
Q5. Natural Space	6.8

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

17 responses in total – Average Score of 5.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	1 responses	2 responses	3 responses	3 responses	4 responses	4 responses	0 responses

Comments

Feel safe moving around myself. Issues are speed of traffic e.g. delivery drivers, also spaces for infirm to get out of the way of traffic especially given tourist nature of Iona
Fine on Iona - challenging on Ross of Mull main road
Given that Iona is a small island with no automatic non-resident vehicle access, walking is the norm. One occasionally has to stand on the verge to allow passing of local traffic, but this is no real hardship. I imagine that some of the "younger generation" might disagree and would prefer a few "passing places".
No school lunch provision. Lunch break is 40mins so parents have to drive. This creates a log jam even though parents car share. Could be solved by lunches at school or kids taking a packed lunch. Okay for adults - children cycling to school can be an issue.
Some parts are a challenge to get out of the way of cars if you have mobility problems, a pram or are on bike. Verges vary - they're important for people to get out of the way. Verge cutting is an issue when there are no pavements.
Speed of traffic can be an issue. All single track roads (Mull). Pedestrians standing in the middle of the road (Iona). Ferry traffic can coincide with the school run.
Traffic is increasing. There are more residents moving around and more construction. Permits are a good thing - been working with the council on this. Roads are now narrower.

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

17 responses in total – Average Score of 5.0							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	1 responses	5 responses	6 responses	3 responses	2 responses	0 responses

Comments

A more regular bus service to Craignure would be beneficial - smaller buses would achieve improved economy and make for easier use of the single-track road - fitting into passing places made easier and reducing frustration of smaller vehicle drivers.
Access to the mainland requires two ferry crossings and a bus ride (unless you have access to a car). Buses through Mull are infrequent and limit the times that one may travel to and from Oban. Otherwise, both relevant ferry routes (Oban/Craignure and Fionnphort/Iona) are regular through the summer season, but if one is reliant on the bus for travelling to Fionnphort then one is limited to useful Oban/Craignure ferries. The Oban/Craignure winter timetable and the corresponding Craignure/Fionnphort bus service severely restricts travel to and from Oban and beyond during the winter.
Buses between ferry terminals are not very frequent.
Ferry is good - breakwater will improve reliability. Infrastructure at Craignure Pier could be improved.
Ferry service is good. BUs service is very good - get an audio tour.
Lochaline works will cause temporary challenges. Independent bus tours - drivers/coaches can be a challenge. If those people used public transport, it would support a more frequent service.
No buses across Mull on Sundays in winter.

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

17 responses in total – Average Score of 5.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	5 responses	8 responses	2 responses	2 responses	0 responses

Comments

<p>Efforts to reduce vehicles on Iona have been successful - introducing parking charges at Fionnphort would threaten the use of space, cause visual impact and increase road use, with risks to pedestrian and cyclist traffic. The previous point about public transport is also relevant in terms of getting to and from ferries- introducing car park charges at Craignure is so counter-productive to Council and Government strategies and will have such a major impact on use of car parks on Mull.</p>
<p>If there are potholes at passing places, people wait to avoid them - it's dangerous because they're not using the spaces properly. The rain also covers/hides them. In the Western Isles, there are arrows on the road that indicate which way to use passing places. Calmac don't always promote the leaflet designed to promote safe driving - the leaflet holders are often empty.</p>
<p>Need free parking at lifeline ferry car parks. Need long stay parking provision in Oban too (tourism).</p>
<p>Not enough parking in the village at times. Traffic on Mull has increased. Travelling through single track road is difficult - not enough passing places. Poles marking passing places - it's not always obvious to tourists that that's what the poles are - some think they're snow poles.</p>
<p>Not enough parking in the village. Area beside the fire station that has been prepared for emergency planning sits unused most of the time.</p>
<p>Not enough parking spaces at Fionnphort for visitors. Not enough parking spaces at jetty on Iona for locals. Parking is an issue - needs resolved.</p>
<p>Vehicle access to Iona is limited. Nonetheless, there is now a considerable number of vehicles belonging to residents. There has also been, and still is, quite a lot of construction taking place on the island, which, together with commercial delivery vehicles, has led to a general overall increase in traffic. This has led to a perception by some that too many "holiday-makers" have been allowed to bring vehicles onto the island, resulting, at the request of the Iona Community Council, in a more rigorous scrutiny of relevant Car Permit Applications by Argyll & Bute Council. Despite the continued presence of increased traffic as a result of Residents, Building Works, and Delivery Vehicles, I do not consider there to be any real traffic problem. Parking facilities on Iona, as far as they exist, are few but adequate, although I imagine that some of the younger generation, who are perhaps loathe to walk too far, would disagree. Car parking at both Fionnphort and Craignure is relevant to Iona residents and to people who live on Mull but work on Iona. The Fionnphort "Columba Centre" car park is often full during the summer months and would benefit from extension. I would score that car park a "2" from the above scale. The matter of Car Park charges has been the subject of recent legal challenge and parking should remain free at both of these car parks. Removal of the fee from the Upper and Lower Fionnphort car parks might form a short term solution as it would effectively free up a few more spaces.</p>

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

17 responses in total – Average Score of 6.6							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	0 responses	1 responses	4 responses	12 responses	0 responses

Comments

I think that Iona speaks for itself.
In spite of considerable investment on roads, there are still repairs required - it would have been more cost-effective to have re-surfaced the whole road system on Iona.
One derelict building - National Trust owned but they don't have the money to maintain it.

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

17 responses in total – Average Score of 6.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	0 responses	0 responses	4 responses	13 responses	0 responses

Comments

Again - Iona speaks for itself.
Good access to natural environment on island

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

17 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
2 responses	0 responses	0 responses	4 responses	9 responses	1 responses	1 responses	0 responses

Comments

Great outdoor play but need parents if near the water.
lona children do not have access to "playground" facilities, climbing centres, organised field sports, etc. On the other hand, they have free access to all the outdoor activities that one might associate with a small island. This does not, of course, mean that this is fully taken advantage of and it is noticeable that relatively few children take an active part in boating activities or "roam the island", in stark contrast with preceding generations. I believe that all of the resident adults on lona choose to live here. Consequently, I believe that although they might not have access to the full range of activities that might be relatively easily available on the mainland, there are more than sufficient opportunities for sport and leisure activities on the island.
Might wish to consider provision of public spaces for play, to assess if there is any need.
Piping - it's hard to get a child up to the right level.
Swimming lessons are an issue.
Very few skills based activities.

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.

17 responses in total – Average Score of 4.8							
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	0 responses	0 responses	4 responses	8 responses	4 responses	0 responses	0 responses

Comments

Internet shopping - exorbitant delivery charges to islands, or no delivery at all. Lots of big companies don't use Royal Mail but use couriers which then presents problems.
Internet terrible as a rule. EE provide 4G but that's only one network (BT works through EE). There are different masts/providers for different parts of the island. Impacts on lots of areas.
Iona is currently reliant upon a locum GP service with a consultation by appointment service on the island once each week. Otherwise a GP visit requires a journey to Bunessan (A ferry crossing and a bus ride [if there is a bus!], unless one has a car or can cadge a lift in one). There is a Spar shop on the island which stocks a good range of edible goods but which is reliant on ferry crossings for resupply. Otherwise Oban is the nearest shopping centre, requiring a day's round trip to visit and subject to ferry and bus timings. Shopping on line is obviously available but many suppliers charge exorbitant delivery charges for Scottish Islands, often making this, at best non-cost effective or, simply not a realistic option. Perhaps Argyll & Bute might consider setting up an Oban Accommodation Address for Mull & Iona to which Internet purchases could be sent and from which they might then be delivered by a single "Council Delivery Agent"? Such a strategy might also help to reduce the number of delivery vehicles travelling through Mull? Once upon a time there was the Post Office!!!!
Need to ensure existing public infrastructure is kept in a fit state - investment required to protect buildings (e.g. surgery needs painted, windows may need replaced, etc.). New hall will be well-received and used.
Pretty good shops unless need something "bigger". Tesco's come twice a week.

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

17 responses in total – Average Score of 4.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	5 responses	10 responses	0 responses	2 responses	0 responses

Comments

A lot of work is seasonal. Hotels etc. will have core staff supplemented by seasonal. Some seasonal staff are island residents and need to sign on during the winter. Accommodation for workers is a challenge, particularly in the summer.
Good but seasonal visitor economy; farming and fishing. The robustness of the local economy is dependent on outside decisions, including transport costs, threats to introducing parking charges and relative location - ongoing engaged dialogue would be beneficial to prevent decisions which do not take particular geography, economy and community needs into consideration PRIOR to their being made.
If running a business, internet is a real issue. Long term problems with landlines too. School lunch issue limits one parent to having to be at home at lunchtime.
Iona is totally reliant upon Tourists. Consequently, whereas the current economy is arguably good, with an increasing population of young people and children, it is also fragile. Many of the employment opportunities are seasonal and most businesses close for the winter. The "Season" has gradually extended over the years and it could be that it could be extended further although it would be affected by winter weather and less reliable ferry crossings. That said, the change of the ferries to a winter timetable is a fairly obvious "end of season" marker. Would the tourists continue to come if the ferries continued to run? As most employment is tourist related there is little opportunity for "professional" employment. However, as most residents are here by choice I think that one might say that there is high job satisfaction. There is, perhaps as always, insufficient housing for those that would like it (but not, as some would have you believe, as a result of absentee holiday home owners).
Most Historic Scotland staff live on Mull due to lack of accommodation on Iona - If the ferries don't run, they don't get to work. The breakwater should help this.
Wages don't match with prices of houses. Don't necessarily want more houses.

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

17 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	0 responses	1 responses	9 responses	1 responses	3 responses	2 responses	0 responses

Comments

Careful consideration and dialogue would be beneficial to assess how best to ensure there is an appropriate housing stock to sustain a vibrant and encourage a growing population
If you have a house you tend to hang on to it and if you have to give it up, you have to leave the island.
No community plan re development
Older people make adaptations to be able to stay. House prices high compared to the mainland.
Random development - there's an area of rural opportunity.
There is arguably a lack of housing as not all those that would like a home on Iona have one. However, there has also been a continuous process of house building on Iona over the years and there are now more houses outside of the village than inside it. Some would say that there are too many houses now on Iona and that the "magic" of the island is slowly being destroyed. There are certainly fewer houses available to let over the summer period than there once was and "return visitors" are having to book residential accommodation at least a year ahead. On balance, I think that the housing mix and availability is about right, having reached its current state by a natural process as opposed to some possibly misguided planning process.
Unless houses are handed down through the family, opportunities to buy are difficult.

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

17 responses in total – Average Score of 5.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	1 responses	5 responses	7 responses	4 responses	0 responses

Comments

Community does this really well - people look in on their neighbours.
Iona is a small community and we all look out for one another.
New hall coming! lunch club for older people in a local hotel
The new hall is really important. The hall is where we hold birthday parties, dances, social events, cinema nights etc. The library does music gigs (small space).

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

17 responses in total – Average Score of 6.5							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	0 responses	0 responses	9 responses	8 responses	0 responses

Comments

Generally, yes - good - people want to visit - keen to ensure that the heritage continues to be celebrated, while demonstrating the vibrancy of the place.
Most people who live on Iona have some form of history of here. Some are from "Old Iona Families", others have "Old Family Connections". Some have been long term repeat visitors from early childhood. Others are more recent. Some worked here during past summers. Others have "married in". Irrespective of how they came to be here, everyone is here because they want to be here and all work together to keep it a place of beauty, peace and contentment.

Q12. Feeling Safe: Do I feel safe here?

17 responses in total – Average Score of 6.7							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	0 responses	0 responses	0 responses	0 responses	5 responses	12 responses	0 responses

Comments

Emergency medical is covered by Scottish Ambulance Service, but out of hours is needed. Needs a local solution. Community helped with solution re vet.
I suppose that I must concede that being on an island and spending time on the sea in small boats must carry some small element of risk. Nonetheless, I think that Iona is a safe place for people of all ages and walks of life.
Little traffic; Can walk about safely; don't need more external street lights. Place generally very well-maintained - place people wish to be welcoming
Yes - unless you need a doctor. Out of hours is a real issue. Can't have out of hours based in Craignure.

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

17 responses in total – Average Score of 4.2							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
0 responses	2 responses	6 responses	4 responses	0 responses	2 responses	3 responses	0 responses

Comments

Maintenance of ditches which cause flooding - National Trust. Doctors' surgery is not well cared for. Overflowing bins - a reliable collection is needed. Bin lorries are better at coming but needs to keep improving, especially in the Summer.
Public toilets - community and visitors feel they are very basic. Under pressure at times too. Any developments, however, should involve the community at the ideas stage. 3 weekly bin collections is a real issue due to the increase in numbers on the island, especially in the summer. The commercial lorry comes across once or twice a week.
Recycling community collection point for more interesting items that can't go into the general recycling.
Residential bins are used by tourists - the counter side of that is that the public bins have been replaced by wheelie bins and people think they can't use them. Packaging is an issue - no dump so people have to put it in private bins.
Would be keen to disguise the public amenity bins and consider how the public toilets might be disguised/or blend in better given their prominent locations beside the pier.

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

17 responses in total – Average Score of 3.5							
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	6 responses	1 responses	4 responses	1 responses	0 responses	3 responses	0 responses

Comments

<p>Consulted all the time but often takes a lot of campaigning to get voice actually listened to. Feel Iona has a history of not being listened to by people off the island - the council in particular. Community often have ideas as to pragmatic solutions that can save money.</p>
<p>Feel well listened to within the community - low score is down to not being listened to by Public Sector.</p>
<p>Hard to get similar services to larger populations. Costs so much more to undertake community projects like the renewables project due to being an island off of an island. Policy Makers and funders like HIE don't always appreciate that.</p>
<p>HSCP - GP consultation. Felt as if we put massive amounts of time into meetings that didn't even go further up.</p>
<p>Strong community council - very active in protecting and promoting the community's issues. However, the understanding and responsiveness of public bodies 'off-island' needs to be greatly improved. This includes, but not exclusively, taking communities into a dialogue long before a proposal is progressing to making a decision - it is not acceptable for a public body to decide its course of action (whether seen as a service improvement or a cost-saving) and then consult, or worse, promote a formal course of action and then engage with the community. Listening needs to be much earlier - voices heard and understood, then a proposal's impact assessed.</p>
<p>The recent controversy with Argyll & Bute Council over the TRO for Mull has left many knowing that they have not been listened to. Indeed, it has taken legal action by local community groups to get Argyll & Bute Council to finally pay attention to the people that they are there to support. This has left a deep feeling of distrust of the Argyll & Bute Council with many. I also think that Argyll & Bute Council needs to rethink its strategy for consulting with local communities. I only became aware of this survey by virtue of receiving an email from one of my local community representatives on the day of an evening workshop about the survey on the island. At this workshop it transpired that only three residents of Mull had attended the workshop on Mull and here on Iona there was not much more than a dozen. This tells me that either there is effectively no interest by residents (unlikely) or that residents are unaware that the survey is taking place (more likely). I very much doubt that people spend time browsing the Argyll & Bute website and that consequently posting the existence of current community consultation processes there is not an effective means of communication. Nor, in this day of the internet, is publishing it in the newspapers (which we on Iona don't get anyway). If the Council is really serious about consulting with residents then they need to send a mail shot to each and every postal address in the county. That is the only way that you can justifiably argue that you have properly communicated with the county's residents. Note that although I was made aware of the existence of this on-line survey, it took me a while to find it on the Argyll & Bute Website. Not something that the casual browser is going to find easily.</p>

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

Co-ordinate place-making with the up-coming National Islands Plan - create an action plan which is co-ordinated and achievable - and demonstrates how it delivers local needs; sustain local communities -investment - social and economic; integrated transport plan for area.

1. A pertinent GP practice that provides what Iona needs. 2. Proper consultation by Argyll & Bute with local residents on local issues. 3. Better transport links.

Increase the affordability of housing. Devolve more power to local organisations and people to get small jobs done.

What actions could be taken to deal with these?

1. The GP business is hopefully in hand. 2. Hopefully, Argyll & Bute now appreciate the need for proper consultation and a better working relationship with local populaces. 3. Difficult to see how one would cost effectively increase the frequency of the bus service between Fionnphort and Craignure. An hourly service would be great but how would one make it pay. Random thoughts: 3a. Smaller buses would be adequate but you would need more of them and more drivers. 3b. Stop the tour buses crossing to Craignure and make them use local buses. The tour operators would not like it and all the local buses would be leaving/arriving at the same time to accommodate the tourists. 3c. Some form of mini-cab service? 4c. No idea - hold a survey!!!!

A bottom-up approach to creating integrated plans; Engage meaningfully with local communities BUT recognise the timescales and priorities of public bodies will not necessarily be the same as communities - and the timescales for progressing anything needs to be as far as possible at the community's pace.

Produced by the Argyll and Bute Community Planning Partnership, January 2020 – based upon the Place Standard Consultation Engagement which took place between May and October 2019.

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

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