

Outer Hebrides Community Appraisal Survey – Main report

Research report for Comhairle nan Eilean Siar



Ipsos MORI

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Introduction

This report contains the findings of the Outer Hebrides Community Surveys 2007, conducted by Ipsos MORI Scotland on behalf of the Outer Hebrides Community Planning Partnership

Background

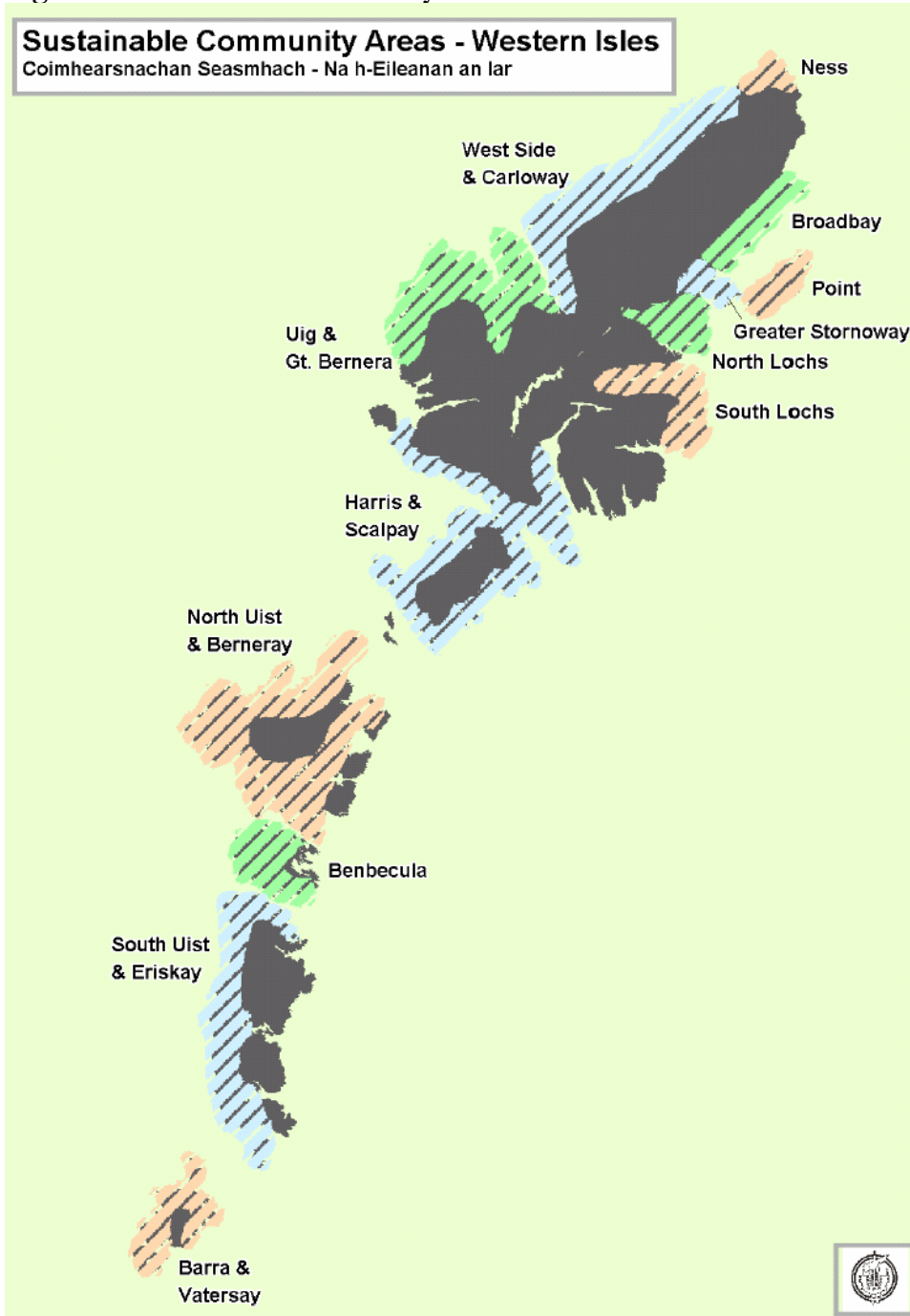
The surveys were designed to gather information from residents to inform the future development of the islands and local communities. They represent a key consultation device for the Partnership in their commitment to actively engaging with local residents towards improving community vitality throughout the Outer Hebrides.

They cover a range of island-wide and local issues relating to life in the islands and the local services. Residents were asked for their views on the following topics: perceptions of the Outer Hebrides as a place to live; satisfaction with public services; attitudes towards bus and ferry services; perceptions of crime in the local area; local school provision; and participation in learning and volunteering.

Methodology

All households across the 13 Sustainable Community Areas in the Outer Hebrides were invited to participate in the exercise (see Figure 1 for the boundaries of each Sustainable Community Partnership). Paper questionnaires were sent out to every household. Thirteen different versions of the questionnaire were designed. They comprised of a core section of questions asked of all households in the Outer Hebrides and an additional section specifically designed to inform the unique local issues and challenges of each sustainable community area.

Figure 1: Sustainable Community Area Boundaries



The questionnaires were designed by Ipsos MORI in collaboration with the Outer Hebrides Community Planning Partnerships. Draft questions were provided by local communities. Ipsos MORI provided advice on questionnaire design. In the final design stage, particular attention was given to ensuring that the questions were not leading or biased, to remove potential question order biases and to ensure the clarity of question wording.

The survey was conducted in September 2007. All completed questionnaires were returned to designated local collection points and forwarded on to Ipsos MORI for data processing.

Structure of the report

This core report details the findings from questions contained in the core section of questionnaires. It provides analysis of the views of residents across the whole of the Outer Hebrides. Where relevant, it examines differences in attitudes and behaviours by a number of characteristics, such as area, age, gender, employment status and car ownership.

In addition to the core report, there are 13 supplementary reports for the individual Sustainable Community Areas. These provide analysis of the non-core questions, unique to each area.

In order to protect anonymity, no subgroup of fewer than ten residents has been detailed separately in any of the reports.

Presentation and interpretation of the data

As the survey findings represent the views of a sample of residents, and not the entire population of Outer Hebrides, they are subject to sampling tolerances. This means that not all differences will be statistically significant. Throughout the report, differences between sub-groups are commented upon only where these are statistically significant i.e. where we can be 95% certain that they have not occurred by chance. A guide to statistical reliability is provided in the appendices (see Appendix 1).

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. Throughout the report, an asterisk (*) denotes any value of less than half a percent.

Reference in this report is made to "net figures". This represents the balance of opinion on attitudinal questions and provides a particularly useful means of comparing the results for a number of variables. In the case of a "net agree" figure, this represents the percentage who agree with a particular statement less the percentage who disagree. For example, if a statement records 40% agree (i.e. strongly/tend to agree) and 25% disagree (strongly/tend to disagree), then the net figure is +15 points.

Publication of data

As with all our studies, there should be no publication of the data without the prior approval of Ipsos MORI. This would only be refused on the basis of inaccuracy and misinterpretation of the results.

The profile of respondents

A total of 2,995 households returned a paper questionnaire. This represents a response of 25% (based on all 11,731 households). This response rate compares

favourable with that of a typical resident survey¹. Table 1.1 highlights varying response to the survey across the various local areas. Response was highest in Uig and Bernera (41%) and lowest in Stornoway and Benbecula (both 19%).

Table 1.1: Survey Response by Sustainable Community Area

Sustainable Community Area	Total returns	No. of households	Response rate
Barra and Watersay	111	542	20%
South Uist and Eriskay	216	831	26%
Benbecula	105	549	19%
North Uist and Berneray	180	755	24%
Harris and Scalpay	264	855	31%
Pairc and Kinloch	110	411	27%
North Lochs	97	369	26%
Stornoway	666	3462	19%
Point	217	865	25%
Broadbay	309	1012	31%
Uig and Bernera	132	322	41%
Westside	377	1136	33%
Ness	211	622	34%
Total	2,995	11,731	25%

Table 1.2 (overleaf) shows the profile of residents that completed a questionnaire. Comparing the achieved sample profile with characteristics from the 2001 Census data, it is clear that some group were more likely than others to have completed the questionnaire. Overall, women were more likely than men to complete the questionnaire, and owner-occupiers were more likely than those in social rented accommodation to complete the questionnaire. Additionally, older residents were more likely than younger residents to complete the survey.

¹ By comparison, the average response rate for other self completion public consultation exercises carried out in recent years is 18%

Table 1.2: Sample profile

Sample Profile	Outer Hebrides Community Survey 2007	2001 census data
<i>Base: All respondents</i>	(2,995)	<i>All residents in the Outer Hebrides 18 years and over</i> (20,841)
	%	%
Male	44	49
Female	54	51
16 to 24	*	8
25 to 34	6	15
35 to 44	15	18
45 to 54	18	19
55 to 64	22	16
65 and over	34	25
		All households in the Outer Hebrides (11,275) ²
Owned Outright	61	41
Buying on a mortgage	21	30
Social renter	9	17
Private renter	4	5
Other	3	5

Source: Ipsos MORI, 2001 Census Data

Of those who completed the survey, just over a third (34%) say they have lived in the Outer Hebrides their whole life. A similar proportion (32%) were born outside the Outer Hebrides but moved here. Fewer people were born in the Outer Hebrides but have lived elsewhere for more than 6 months (28%).

Most residents (73%) have lived in the Outer Hebrides for more than 10 years. Around one in ten residents (10%) have lived in the Outer Hebrides for between 1 to 5 years, while a similar proportion (9%) have lived here for between 5 to 10 years. Only 3% of residents have been resident for less than 1 year.

² The census data for tenure is based on households and not individuals.

Summary of Findings

Life in the Outer Hebrides

- Almost all (94%) residents are satisfied with living in the Outer Hebrides.
- The most common reasons given for living in their area of the Outer Hebrides were, “Peace and quiet”, “A safe environment”, “To be near family”, and “a good place to raise a family”.
- Car wrecks, a lack of employment opportunities, fast speeding traffic, and litter and rubbish were the most commonly mentioned aspects when residents were asked what they particularly disliked about their local area.
- There is support for a number of measures to encourage the use of Gaelic in the islands. Of seven potential initiatives to encourage the use of Gaelic asked about, the provision of more Gaelic lessons for learners had the highest level of support.

Public Services

- Residents are most satisfied with Primary schools, Doctor’s/GP services, Secondary schools and Electricity supplies. In contrast, less than half of residents are satisfied with road repairs and activities for teenagers.
- Around two-thirds of residents are satisfied with Comhairle services, while around 1 in 8 are dissatisfied with these services.
- The majority of residents found GPs, Primary and Secondary Schools, Convenience Stores and Community Halls convenient to access although there is considerable variation by area. Job Centres and the Citizen’s Advice Bureau were the least convenient services for residents to access, although fewer residents said they use these services.

Transport

- Over a third of residents use buses at least once a month. Satisfaction with the bus services overall among users is generally high. Residents who use the bus service are most critical of the bus connections with ferries (where 14% are dissatisfied, including 6% very dissatisfied.)
- Compared with satisfaction with the bus service, levels of satisfaction with the ferry service are lower. Nevertheless, the results are still positive, with two thirds of residents satisfied with the ferry service. Overall 8 in 10 residents are satisfied with travel and timetable information and the ferry routes operated. Dissatisfaction is most common with the reliability of the service in all weather conditions.

- The majority of residents say they feel safe walking after dark given the amount and speed of traffic. However, a third say they feel unsafe.
- Asked about their satisfaction with 8 specific aspects of the roads repair service, the majority of residents are satisfied with only one - gritting during winter months. For four of the aspects - state of repair of side roads, condition of footpaths, drainage of roads and the speed of road repairs being done - residents are more likely to say they are dissatisfied than satisfied.

Perceptions of crime

- The majority of residents do not think that the level of crime has change over the past two years, although a substantial minority says that there is now more crime in there area.
- Residents are considerably more likely to say they are not worried than they are to say they are worried about becoming a victim of any crime Crimes that residents are most likely to be worried about are having their home broken into, having something stolen, having their car stolen, and having their house damaged by vandals.

Schools and learning

- The majority of residents have not taken part in any classes, clubs or other learning activities in the last 12 months. Only small proportions have attended education and learning classes, computer skills classes, distance learning and arts and craft classes.
- Asked what things would encourage them to take part in classes, clubs or any other learning activities, a third of residents say if they were interesting and fun, if they provided them with new skills, if they were at a convenient time and if they were at a convenient place. Around a third of residents, however, say they are not interested in taking part in any classes, clubs or other learning activities.
- Most residents say their household members never use school facilities outside of school hours. For those who do, the main reasons are to access sports facilities and library facilities. However, users do not tend to do so on a regular basis.
- When considering where secondary schools should be sited, most residents with children view quality of teaching and the quality of the education the most important factors to be taken into consideration. Compared with the importance given to other factors, residents with children perceive an emphasis on Gaelic as less important than other factors when determining the location of schools.

Volunteering

- More than half (55%) of Outer Hebrides residents say they have undertaken any work or activities on a voluntary basis in the past 12 months. Around a quarter of residents say they have undertaken voluntary work with a voluntary organisation, charity or community group, while a similar proportion have undertake such work with a church, religious or faith based group.
- Asked what would encourage them to undertake work or activities on a voluntary basis in the future, just under a third say if the work fitted in with their interests and skill and if it fitted in with their other work commitment. Other things would encourage residents to volunteer are if they had more time and if they could volunteer when they felt like it. However, nearly a third of residents say they are not interested in volunteering.

The Environment

- Asked about their attitudes to recycling, most residents feel that it is important to protect the environment and believe they are recycling as much as they can. However, residents' attitudes towards the recycling services currently available and their awareness of how to recycle suggest more can be done. In particular, around a quarter of residents say they would like to recycle but do not know how to. In addition, residents are more likely to agree than disagree that services are currently not in place to make recycling easy

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Chapter 2: Life in the Outer Hebrides

This chapter explores residents' perceptions of the Outer Hebrides as a place to live, and their overall satisfaction with living in the area. It considers both their main reasons for living in the area and the things they dislike the most about it. Lastly, it considers the extent to which residents support various measures to encourage the use of Gaelic in the Outer Hebrides.

Summary

Almost all (94%) residents are satisfied with living in the Outer Hebrides.

The most common reasons given for living in their area of the Outer Hebrides were, "Peace and quiet", "A safe environment", "To be near family", and "a good place to raise a family".

Car wrecks, a lack of employment opportunities, fast speeding traffic, and litter and rubbish were the most commonly mentioned when residents were asked what they particularly disliked.

There is support for a number of measures to encourage the use of Gaelic in the islands. Of seven potential initiatives to encourage the use of Gaelic asked about, the provision of more Gaelic lessons for learners had the highest level of support.

Satisfaction with living in the Outer Hebrides

At the start of the questionnaire, residents were asked if they were satisfied with living on the islands. Almost all residents (94%) are satisfied with the islands as a place to live. Over half (54%) say they are very satisfied, while 40% say they are fairly satisfied with the islands as a place to live. Only 3% of residents who returned a questionnaire say that they are dissatisfied.

This form of question has been used by Ipsos MORI in a variety of surveys around Scotland and the rest of the UK. Table 2.1 displays how the overall satisfaction in the Outer Hebrides compared with a selection of these areas. Only one survey – carried out in East Lothian – found a higher level of satisfaction with the area.

Within the Outer Hebrides, there is little difference in satisfaction levels between areas. Residents in West Side were the most likely to say they were satisfied (96%), while residents in Barra and Vatersay and South Uist and Eriskay were the least likely to say they were satisfied (both 90%) with the islands as a place to live.

Additionally, there was very little difference by age, sex and other demographic characteristics with regards to satisfaction levels. Retired residents are slightly more likely than employed or unemployed residents to be very satisfied. Young people were less likely than older people to say they were very satisfied. However, there was no significant difference by age, sex or other demographic characteristics as to level of dissatisfaction. These results suggest that those who say they are not satisfied with the islands as a place to live tend to be spread across the islands and are neither concentrated into a particular geographical area, nor belong to a particular sub-grouping.

Table 2.1: Satisfaction with the islands as a place to live - Normative Comparisons

<i>Q How satisfied are you with the islands as a place to live?</i>				
	Year	Satisfied	Dissatisfied	Net
<i>Base: All</i>		%	%	%
<i>East Lothian</i>	2005	98	2	96
Outer Hebrides	2007	94	3	91
Isle of Man	2002	94	4	90
<i>Edinburgh</i>	2007	93	3	90
Cumbria	2004	93	4	89
Surrey	2003	89	5	84
Greater London Authority	2004	83	10	73
<i>Glasgow</i>	2003	79	15	64
Sunderland	2006	79	14	65
<i>East Ayrshire</i>	2000	77	15	62
<i>Clackmannanshire</i>	2000	73	21	52
Portsmouth	2002	62	26	36

Source: Ipsos MORI

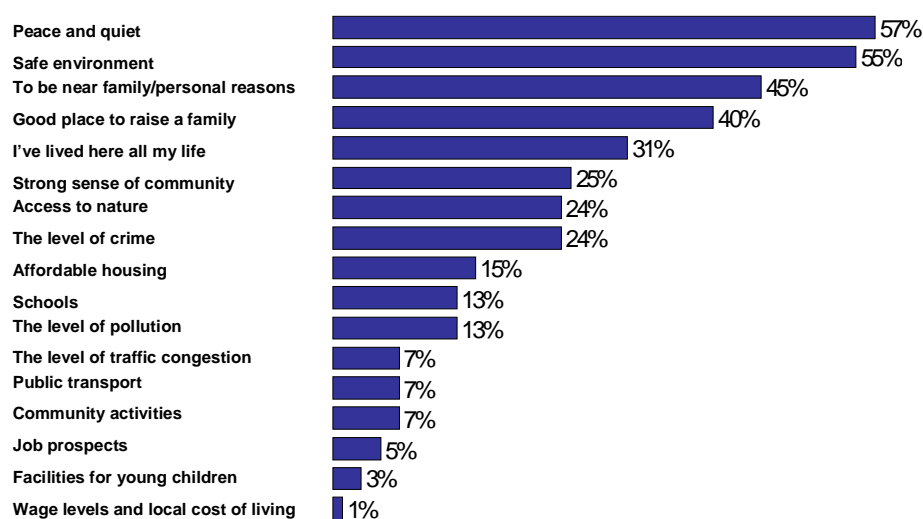
Views on their area

The main reason residents give for living in the Outer Hebrides is the peace and quiet (57%), safe environment (55%), to be near family or for personal reasons (45%) and good place to raise a family (40%) (see Figure 2.1 overleaf).

These issues vary across age groups, largely reflecting the different priorities that the groups are likely to have. Older residents (aged 55 and over) are more likely than younger residents to say they live in the Outer Hebrides for the peace and quiet. Conversely, those aged 54 and below, are more likely than older residents to say they live in the Outer Hebrides because it is a good place to raise a family and for the schools. Those aged 16 to 34 years are less likely than all other residents to say they live in the Outer Hebrides because of the strong sense of community.

Figure 2.1: Reasons for living in the Outer Hebrides

Q What are your main reasons for living in this area?



Base: All respondents (2,995)

Source: Ipsos MORI

Reasons for living in the Outer Hebrides also differ according to whether or not residents have lived outside of the area for a time or not (see table 2.2). Residents who were born outside of the Outer Hebrides are more likely than those who were born in the Outer Hebrides to say their main reasons for living in the area are the peace and quiet (63%), safe environment (62%), access to nature (38%), the level of crime (35%), affordable housing (19%) and the level of pollution (24%) – a summary perhaps of what attracts incomers.

Residents who had returned to the Outer Hebrides are more likely than life residents and in-migrants to say they live in the area to be near family or for personal reasons (65%) – again, a summary of why people return to live on the islands.

Table 2.2: Main reasons for living in the area by type of resident

<i>Q What are your main reasons for living in this area?</i>				
Top Mentions	All	'Life Residents'	'Returners'	'In-migrants'
<i>Base: All respondents (2,995)</i>				
	%	%	%	%
Peace and quiet	57	52	57	63
Safe Environment	55	50	57	62
To be near family/personal reasons	45	43	65	33
Good place to raise a family	40	47	43	34
I've lived here all my life	31	73	14	-
Strong sense of community	25	22	29	26
Access to nature	24	13	23	38
The level of crime	24	15	24	35
Affordable housing	15	10	14	19
Schools	13	17	12	11
The level of pollution	13	5	9	24

Source: Ipsos MORI

Residents were also asked what aspects of their local area they particularly dislike. The most commonly given responses are car wrecks (33%) a lack of employment opportunities (32%), fast speeding traffic (29%), litter and rubbish (26%) and poor public transport (21%). Overall, 14% of residents say there are no aspects of their area that they dislike.

Younger residents aged 16 to 34 are more likely than older residents to say they dislike the lack of employment opportunities (44%), the lack of housing (25%) and young people hanging around their area with nothing to do (27%). Residents aged 65 years and over are more content with life in the Outer Hebrides: they are more likely than the younger age groups to say that there is no aspect of their local area they dislike (18%).

Attitudes also vary according to tenure. People living in social rented accommodation are more likely than owner occupiers and private renters to mention problems with dogs (30% compared with 17% and 11%) and lack of housing (31% compared with 13% and 19%).

As Table 2.3 shows, there is also a significant variation by local area. Most notably:

- Residents living in Ness, West Side and Point are more likely to mention car wrecks

- Residents in Harris are more likely than those in all other areas to say that the lack of employment opportunities is an aspect of their local area that they do not like
- People living in Harris, Pairc and Kinloch, Ness, Point, Stornoway and North Lochs are more likely than residents in all other areas to say that they dislike fast/speeding traffic in their local area; and
- Residents in Benbecula, South Uist and Eriskay, West Side and Broadbay are more likely than those in all other areas to mention poor public transport.

Table 2.3: Main dislikes of the area, by local area

<i>What aspects of your local area, if any, do you particularly dislike?</i>														
	All	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Pairc and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Berneray	West Side	Ness
<i>Base: All</i>	2,995	111	216	105	180	264	110	97	666	217	309	132	377	211
<i>Top mentions</i>	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Car wrecks	33	36	31	26	27	31	20	42	24	44	32	38	45	46
Lack of employment opportunities	32	32	39	27	35	56	43	29	27	11	17	40	33	40
Fast/speeding traffic	29	18	18	16	23	35	40	47	47	48	*	23	5	45
Litter and rubbish	26	38	31	41	20	25	21	23	33	30	20	18	18	15
Poor public transport	21	11	38	34	17	7	13	11	3	2	57	5	54	3
Problems with dogs	18	13	14	19	7	11	11	15	32	18	15	10	18	13
Area poorly maintained/run down	15	23	22	21	10	17	16	24	15	15	13	11	13	13
Lack of housing	15	19	20	12	18	23	15	15	17	6	9	27	13	9
Number of holiday homes	14	26	18	5	26	27	14	8	8	5	7	38	12	5
Young people hanging around/nothing for them to do	13	17	1	1	6	20	15	12	34	12	1	5	1	10
<i>None</i>	14	20	16	12	18	9	17	11	13	18	16	17	11	13

Source: Ipsos MORI

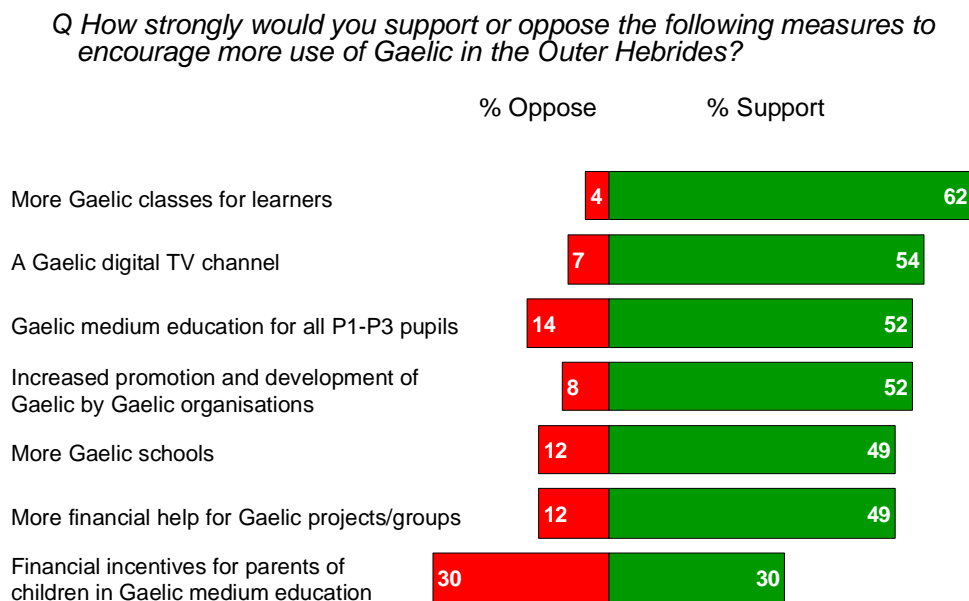
Gaelic in the Outer Hebrides

Residents were asked if they supported or opposed various measures to encourage the use of Gaelic in the Outer Hebrides (See Figure 2.2). On six of the seven measures asked about, more residents supported than opposed. In addition, four are supported by the majority of residents:

- More Gaelic classes for learners are supported by 62% (and opposed by 4%).
- A Gaelic digital TV channel is support by 54% (and opposed by 7%).
- Gaelic medium education for all P1-P3 pupils is supported by 52% and opposed by 14%.
- Increased promotion and development of Gaelic by Gaelic organisations is supported by 52% and opposed by 8%.

Additionally, more people supported than opposed two further measures, providing more Gaelic schools, and more financial help for Gaelic projects/groups (both with 49% support, 12% oppose). Opinion on providing financial incentives for parents of children in Gaelic medium education was split, with 30% opposing and 30% supporting this proposal.

Figure 2.2: Support for measures to encourage the use of Gaelic



Base: All respondents (2,995)

Source: Ipsos MORI

Residents with children in their household are more likely than those without to oppose the propositions to provide more Gaelic schools (18% with children of primary school age and 19% of residents with children of secondary school age oppose them against 11% and 11% respectively), Gaelic medium education for all P1-P3 pupils (25% of residents with children of primary school age and 27% of residents with children of secondary school age against 13% and 13% respectively) and offer financial incentives for parents of children in Gaelic Medium education (18% of residents with children of primary school age and 16% of residents with children of secondary school age against 11% and 11% respectively).

In addition, levels of support for measures to encourage the use of Gaelic differ according to whether residents were born in the Outer Hebrides. As Table 2.4 indicates, 'Life residents' and 'returners' are more likely than 'In-migrants' to support nearly all of the measures asked about.

Table 2.4: Support for measures to encourage the use of Gaelic by Type of resident

<i>How strongly would you support or oppose the following measures to encourage more use of Gaelic in the Outer Hebrides?</i>				
	All	'Life Residents'	'Returners'	'In-Migrants'
<i>All Residents</i>				
<i>Percentage Support</i>	%	%	%	%
More Gaelic Schools	49	55	56	38
Gaelic Medium Education for all P1-P3 pupils	52	55	58	45
A Gaelic digital TV channel	54	60	59	44
More financial help for Gaelic projects/groups	49	54	56	40
More Gaelic classes for learners	62	60	68	60
Financial incentives for parents of children in Gaelic medium education	30	36	33	21
Increased promotion and development of Gaelic by Gaelic organisations	52	55	61	43

Source: Ipsos MORI

Support for the various measures to encourage Gaelic also differs by area. Residents of Uig and Bernera, Point and Stornoway are least likely to support measures to encourage the use of Gaelic (see Table 2.5). Conversely, people living in Barra and Vatersay, South Uist and Eriskay, and West Side are most likely to support measures encouraging the use of Gaelic.

Table 2.5 Support for measures to encourage the use of Gaelic by area

How strongly would you support or oppose the following measures to encourage more use of Gaelic in the Outer Hebrides?

	All	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Paicr and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Bernera	West Side	Ness
	2,995	111	216	105	180	264	110	97	666	217	309	132	377	211
<i>Percentage Support</i>	%	%	%	%	%	%	%	%	%	%	%	%	%	%
More Gaelic Schools	49	56	59	32	51	53	50	43	40	41	55	45	58	59
Gaelic Medium Education for all P1-P3 pupils	52	58	57	43	58	54	58	51	44	41	58	48	59	54
A Gaelic digital TV channel	54	57	61	52	62	53	61	45	44	49	57	53	64	55
More financial help for Gaelic projects/groups	49	59	60	49	53	51	50	40	38	41	52	43	59	55
More Gaelic classes for learners	62	63	64	61	71	64	65	60	58	54	64	55	66	59
Financial incentives for parents of children in Gaelic medium education	30	37	40	33	34	33	33	22	21	22	33	27	36	32
Increased promotion and development of Gaelic by Gaelic organisations	52	59	56	46	53	54	60	44	45	49	54	45	61	55

Source: Ipsos MORI

Chapter 3: Public services

This section considers residents' attitudes towards public services. Specifically, it outlines their levels of satisfaction with a number of public services and the perceived convenience of these services. In addition, this section considers where residents obtain most of their information about the Council and changes to the Citizens Advice Bureau and Credit Union service that would encourage increased usage.

Summary

Residents are most satisfied with Primary schools, Doctor's/GP services, Secondary schools and Electricity supplies. In contrast, less than half of residents are satisfied with road repairs and activities for teenagers.

Around two-thirds of residents are satisfied with Comhairle services, while around 1 in 8 are dissatisfied with these services.

The majority of residents found GPs, Primary and Secondary Schools, Convenience Stores and Community Halls convenient to access along there is considerable variation by area. Job Centres and the Citizen's Advice Bureau were the least convenient services for residents to access, although fewer residents said they use these services.

Satisfaction with public services

Residents were asked whether they were satisfied or dissatisfied with the quality of 14 different services that they use. Figure 3.1 shows the responses. For ease of interpretation, it excludes those who said they had no opinion on a service, or did not use a particular service.

Levels of satisfaction are highest with Primary Education (91% saying they were very or fairly satisfied), Doctor's/GP Services (89%) Secondary Education (88%) and Electricity supplies (86%). For each of these four services, less than 7% are either very or fairly dissatisfied with them.

For four further services, over 80% of residents are satisfied, and no more than 10% are dissatisfied, namely, the water supply (83% satisfied), convenience/general stores (81%) the telephone service (81%), and the village hall/community centre (80%).

Overall, 70% of residents are satisfied with the police service, and 12% dissatisfied with this service. The remaining 18% of residents are neither satisfied nor dissatisfied with the police.

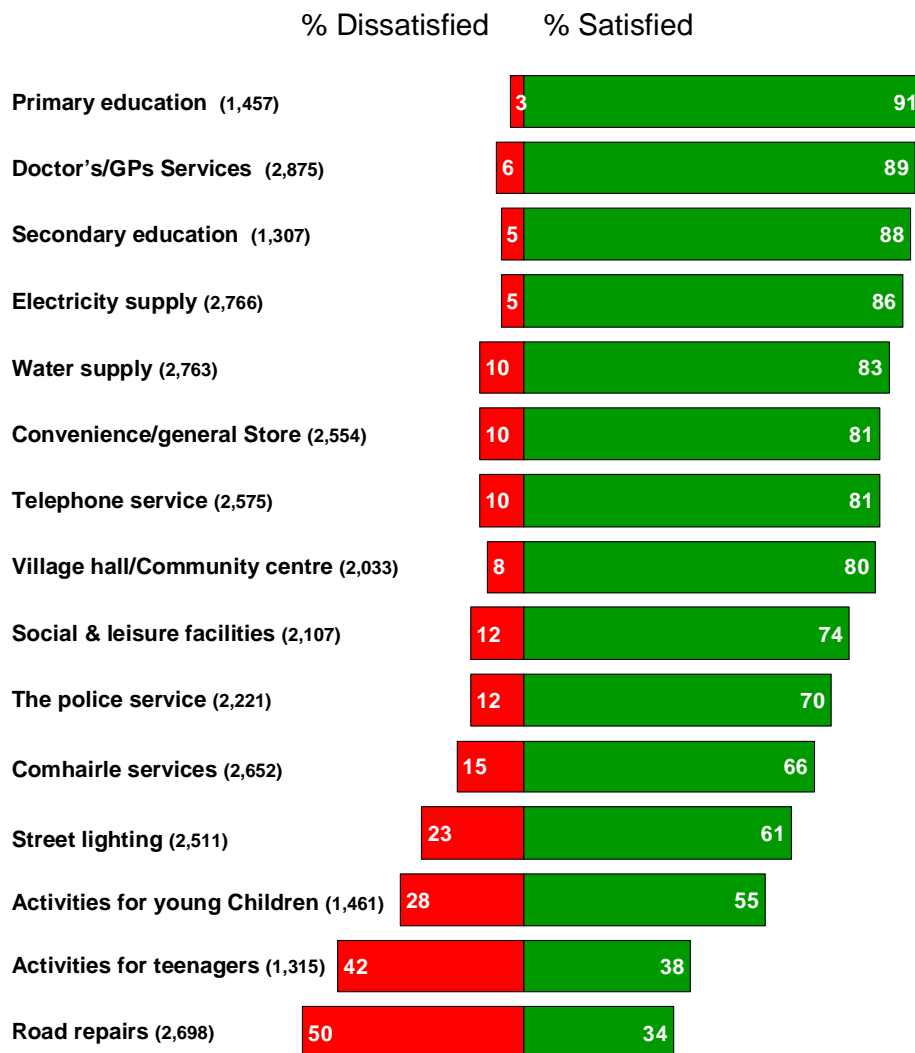
Around two-thirds (66%) of residents are satisfied with Comhairle services, with around 1 in 8 residents dissatisfied with these services (15%).

While 61% of residents are satisfied with the street lighting, just under a quarter are dissatisfied (23%). Similarly, while the majority of residents are satisfied with services for young children (55%), over a quarter (28%) are dissatisfied.

Less than half of respondents are satisfied with two services asked about: road repairs (34%), and activities for teenagers (38%). Around half (50%) of all residents were dissatisfied with road repairs.

Figure 3.1: Satisfaction with Public Services

Q How satisfied or dissatisfied are you with the quality of the following services, that you and the members of your household use?



Base: All respondents who have used this service

Source: Ipsos MORI

Satisfaction with public services also differs by age. Table 3.1 shows ‘net’ satisfaction with the different services by age group. It uses what is called “net figures”. This represents the balance of opinion and provides a particularly useful means of comparing the results for a number of variables. The “net satisfaction” figure represents the percentage who are satisfied with a particular service less the percentage who are dissatisfied. For example, if a statement records 40% are satisfied (i.e. very/fairly) and 25% are dissatisfied (very/fairly), then the net figure is +15 points.

In general, older residents (aged 65 years and older) are more likely to be satisfied with each service than younger age groups, and younger residents are more likely to be dissatisfied with services.

Table 3.1: Net Satisfaction with public services, by age

How satisfied or dissatisfied are you with the quality of the following services, that you and the members of your household use?						
	All	16-34	35-44	45-54	55-64	65+
<i>Base: Users of public service</i>						
	%	%	%	%	%	%
Primary Education (1,457)	89	91	86	86	89	93
Doctor’s/GP services (2,875)	83	75	79	76	83	90
Secondary Education (1,307)	83	83	81	76	86	89
Electricity supply (2,766)	81	82	74	76	78	89
Village hall/community Centre (2,033)	73	62	65	67	77	80
Water supply (2,763)	73	74	69	63	70	81
Convenience/general store (2,554)	72	61	64	69	70	81
Telephone Services (2,575)	71	63	61	61	66	85
Social and leisure facilities (2,107)	62	50	55	59	61	73
The police services (2,221)	58	45	48	47	59	71
Comhairle services (2,652)	51	44	30	41	53	67
Street lighting (2,521)	39	34	31	33	32	51
Activities for young children (1,461)	28	1	9	27	29	55
Activities for teenagers (1,315)	-3	-40	-24	-11	-6	38
Road repairs (2,698)	-16	-31	-25	-25	-17	0

Source: Ipsos MORI

Households containing children of primary school age or secondary school age are more likely than those without to say they are *dissatisfied* with the provision for activities for young children (36% and 36% compared with 26% and 25%) and activities for teenagers (52% and 55% compared with 38% and 38%).

Residents' satisfaction with public services varies widely across the 13 different local areas. Table 3.2 details the net satisfaction with public services by area.

Table 3.2 Net Satisfaction with Public Services by area

How satisfied or dissatisfied are you with the quality of the following services, that you and the members of your household use?														
	All	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Paic and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Bernera	West Side	Ness
<i>Base: Uses of services (base size differs. Figures for bases < 50 not shown)</i>														
Primary Education	89	63	81	-	81	79	90	-	91	90	94	94	94	91
Doctor's/GP services	83	93	93	83	90	85	89	96	72	65	75	96	91	89
Secondary Education	83	-	84	-	75	71	-	-	80	91	86	-	89	88
Electricity supply	81	80	87	77	72	90	75	87	88	82	82	71	80	56
Village hall/community Centre	73	84	72	55	75	73	17	62	69	71	85	94	80	64
Water supply	73	78	63	72	53	81	68	94	85	78	78	62	62	51
Convenience/general store	72	37	55	84	73	66	26	89	86	50	87	66	62	91
Telephone Services	71	74	63	53	56	76	51	63	83	75	77	56	67	73
Social and leisure facilities	62	59	37	66	50	57	9	43	80	59	72	71	57	62
The police services	58	76	58	56	67	25	51	48	64	64	58	49	54	67
Comhairle services	51	58	48	44	49	44	38	40	62	59	52	42	43	48
Street lighting	39	39	7	36	27	48	24	-2	64	42	31	17	37	27
Activities for young children	28	39	10	-6	27	3	-19	-	36	22	43	34	30	56
Activities for teenagers	-3	-	-20	-	1	-17	-	-	6	-15	5	7	6	0
Road repairs	-16	-50	-50	-29	-1	-18	-24	-31	3	-9	-10	-34	-10	-33

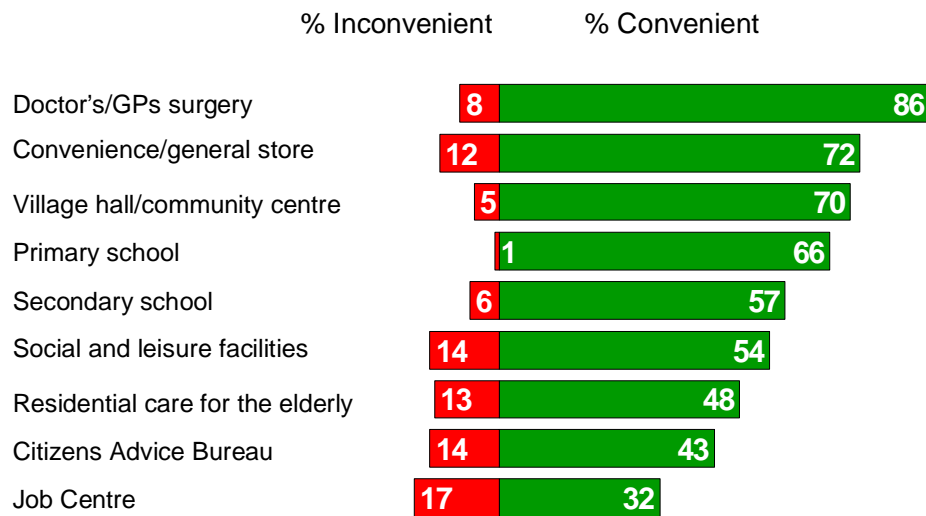
Source: Ipsos MORI

Convenience of public services

Residents were asked how convenient they found it to access different services when they needed to, and long it takes to travel to these services. Perceived convenience of public services are displayed in Figure 3.2.

Figure 3.2: Perceived Convenience of Public Services

Q *How convenient or inconvenient do you find it to access the following services when you need to?*



Base: All respondents (2,995)

Source: Ipsos MORI

For 5 of the 8 services asked about, the majority of residents found them either very or fairly convenient to access, although views on convenience do differ markedly by area.

Overall, 86% of residents said that they found it convenient to access a Doctor's/GPs surgery, while 8% said that this was inconvenient. Residents in Benbecula and Point are the most likely to find it inconvenient to access this service (See Table 3.3).

Around 7 in 10 residents find it convenient to access a general store (72%). Residents in Pairc and Kinloch and in Point areas, are the most likely to find it inconvenient to access a general store.

Around 7 in 10 residents find it convenient to access a village hall/community centre (70%). Residents in Pairc and Kinloch are the most likely to find this inconvenient.

Two-thirds of residents (66%) find it convenient to access a primary school. Only 1% said that this was inconvenient.

Overall, 57% find accessing secondary school convenient while 6% said that this was inconvenient. Residents in Uig and Bernera are the most likely to find accessing the secondary school inconvenient.

Services that residents are most likely to perceive as being inconvenient are the services that residents may use least. Overall, only 48% find residential care for the elderly is convenient to access, 43% said likewise for the job centre, and 32% for Citizens Advice Bureau.

Table 3.3: Net convenience by area.

Q How convenient or inconvenient do you find it to access the services listed below when you need to?														
	All	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Paic and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Bernera	West Side	Ness
<i>Base: All</i>	2,995	111	216	105	180	264	110	97	666	217	309	132	377	211
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Doctors/GP Services	77	86	83	65	80	80	75	94	77	63	70	86	74	91
Village hall/community centre	65	80	79	31	63	72	33	66	51	58	77	85	82	61
Primary school	64	61	64	61	41	55	65	62	65	67	71	63	75	68
Convenience/general store	60	56	71	83	66	45	10	63	75	12	65	73	50	82
Secondary school	52	60	36	66	28	44	28	55	65	62	65	6	54	53
Social and leisure facilities	40	58	19	47	7	28	-18	32	67	40	53	38	32	42
Residential care for the elderly	35	50	57	2	27	60	0	9	61	28	39	20	8	-2
Citizens Advice Bureau	29	50	-13	42	-8	45	3	35	60	32	43	-17	19	*
Job centre	15	-4	-24	-15	-11	-23	1	26	56	33	41	-17	10	-8

Source: Ipsos MORI

Perceptions of convenience of access of services are largely reflected in the time it takes residents to travel to each. Those services that residents are more likely to deem the most convenient are also those services that people are most likely to say take less than 30 minutes to travel to. Conversely, those services that residents are most likely to perceive as being inconvenient - the job centre, Citizens Advice Bureau and residential care for the elderly - are also the services that residents are most likely to say take more than 30 minutes to travel to (see Table 3.4 below).

Table 3.4: Travelling to local services- convenience and travel time

On average, how long does it take you to travel to the following services, using your normal means of transport to each?

	Travel Time					
	Convenient	Less than 30 mins	Less than one hour	1-2 hours	More than 2 hours	Never visited
	%	%	%	%	%	%
Doctor's/GP Surgery	86	87	10	1	*	*
Convenience/general store	72	81	8	1	*	2
Village hall/community centre	70	78	4	*	0	7
Primary school	66	71	3	0	0	14
Secondary school	57	54	17	2	*	14
Social and leisure facilities	54	59	18	3	*	7
Residential care for the elderly	48	51	19	3	*	15
Citizens Advice Bureau	43	42	24	4	1	18
Job centre	32	33	21	7	3	22

Source: Ipsos MORI

Predictably, those people without access to transport in their household are more likely than those without to say that travel to all services takes longer than 30 minutes.

Furthermore, travel times to public services vary widely across different sustainable community areas. In particular:

- Residents in North Uist and Berneray, and Point are most likely to say it takes longer than 30 minutes to travel to doctors and GP services;
- Residents in North Uist and Berneray, South Uist and Eriskay, Pairc and Kinloch and Uig and Bernera are most likely to say it takes more than 30 minutes to access a secondary school;
- Residents in North Uist and Berneray and Pairc and Kinloch are most likely to say that it takes more than 30 minutes to travel to social and leisure facilities;
- Residents in Harris, Pairc and Kinloch, Ness, West Side, and Uig and Bernera are most likely to say it takes longer than 30 minutes to travel to the job centre.

Information about public services

Asked where they get most of their information about public services, residents mention a number of different sources (Table 3.5). The most common sources, are local newspapers (81%) and informal channels such as word of mouth (54%) and experiences of friends and family (32%). By contrast, information disseminated from local public services is less frequently mentioned, with less than a third of residents saying they receive information about public services from leaflets (30%). Only 15% of all *residents with internet access at home* received most of their information about public services from the council website. Community notice boards were mentioned by (19%) as a source of information.

Around a third of residents (30%) say they receive most of their information about local public services on the Television and Radio, while a fifth (20%) mention personal experience.

Table 3.5: Sources of information, by age

From which, if any, of the following sources would you say you receive most of your information about public services?						
<i>Base: All respondents (2,995)</i>	%	%	%	%	%	%
	Overall	16-34	35-44	45-54	55-64	65+
Local newspapers	81	78	82	85	84	79
Word of mouth	54	65	63	57	53	50
Experiences of friends/family	32	43	40	35	26	31
Council leaflets	30	24	27	30	34	31
Television and Radio	30	15	24	26	30	35
Personal experience	20	19	23	24	19	19
Community notice boards	19	18	19	16	19	20
Council website	10	17	17	13	13	3
None of these	3	3	*	1	2	4

Source: Ipsos MORI

The channels through which residents say they receive most of their information about public services also vary by areas. In particular, residents in Stornoway are most to say they receive most of their information about public services from council leaflets (36%). Residents in Paic and Kinloch, and Uig and Bernera are most likely to say they get information from Community Notice Boards (39% and 36%). Residents in North Uist and Berneray, South Uist and Eriskay, Ness, West Side, Point and Broadbay are the most likely to say they receive most of their information about public services on the television and radio (31%, 32%, 32%, 36%, 35%, and 32% respectively)

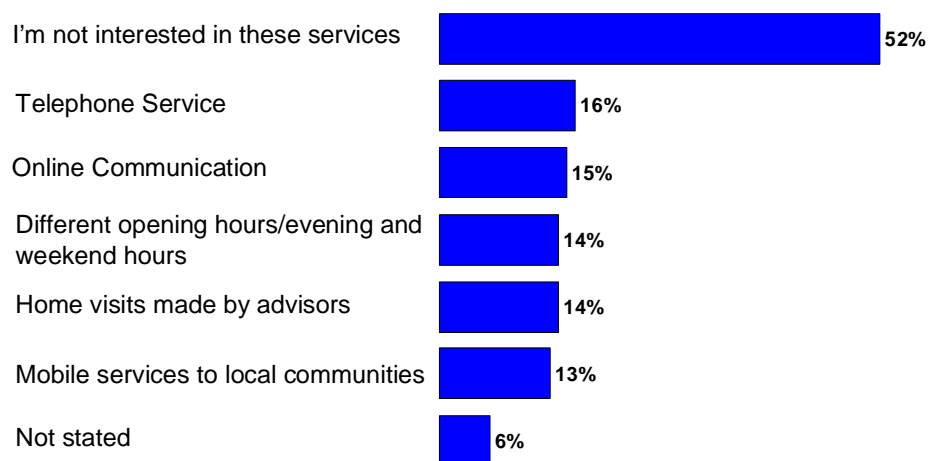
Older residents (aged 55 years and older) are more likely than younger groups (16-44) to receive information about public services from television and radio. Similarly, they are more likely to receive information from council leaflets (see Table 3.5). Conversely, younger residents are more likely than older residents to say they receive most of their information from the experiences of friends and family.

Citizens Advice Bureau and Credit Union

Residents were asked what changes to the delivery of the Citizens Advice Bureau and Credit Union would encourage them to use these services. The majority of residents (52%) said that there are not interesting in these services. None of the five changes asked about would encourage significantly more residents to use these services than any other change (see Figure 3.3). Residents with a long-standing disability or illness are more likely than those without to say they would be encouraged by home visits made by advisers (23% compared with 12%).

Figure 3.3: Changes to the provision of the Citizens Advice Bureau and Credit Union

Q *The Citizens Advice Bureau and Credit Union provide financial advice. Which of the following, if any, would encourage you to use these?*



Base: All respondents (2,995)

Source: Ipsos MORI

Chapter 4: Transport

This section looks at residents' perceptions of bus and ferry services. It also considers household boat and car ownership and residents' attitudes towards road and pavement maintenance services.

Summary

Over a third of residents use buses at least once a month. Satisfaction with the bus services overall among users is generally high. The most criticised aspect of the bus service is connections with ferries on which 14% are dissatisfied, including 6% who are very dissatisfied.

Compared with satisfaction with the bus service, levels of satisfaction with the ferry service are lower. Nevertheless, the results are still positive, with two thirds of residents satisfied with the ferry service. Overall, 8 out of 10 residents are satisfied with travel and timetable information and the ferry routes operated. Dissatisfaction is most common with the reliability of the service in all weather conditions.

The majority of residents say they feel safe walking after dark given the amount and speed of traffic. A third say they feel unsafe.

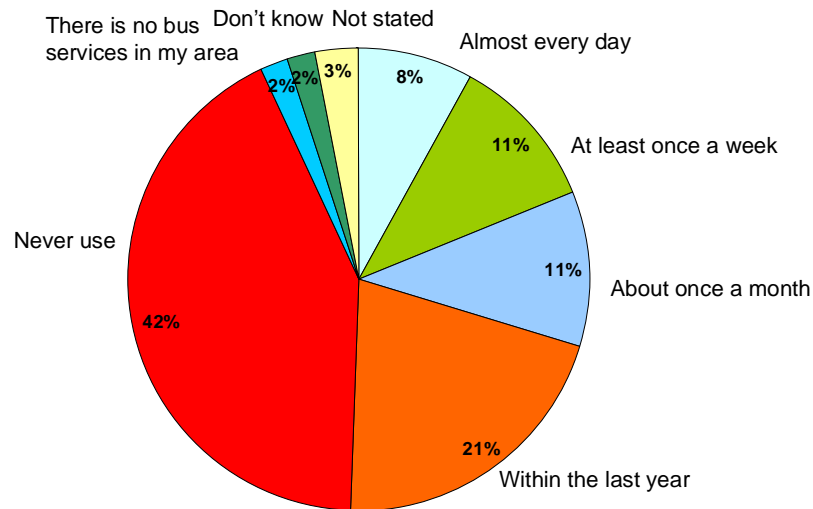
Asked about their satisfaction with 8 aspects of the roads repair service, the majority of residents are satisfied with only one, gritting during winter months. For four of the aspects - state of repair of side roads, condition of footpaths, drainage of roads and the speed of road repairs being done - residents are more likely to say they are dissatisfied than satisfied.

Views on bus services

Overall, three in ten residents (30%) use buses at least once a month, although just 8% say they use the buses on a daily basis, while 43% of residents say they never use them. Only 2% of residents responding to the survey say they do not have a bus service in their area (see Figure 4.1 overleaf).

Figure 4.1: Frequency of Bus use

Q How frequently, if at all, do you use buses?



Base: All respondents (2,995)

Source: Ipsos MORI

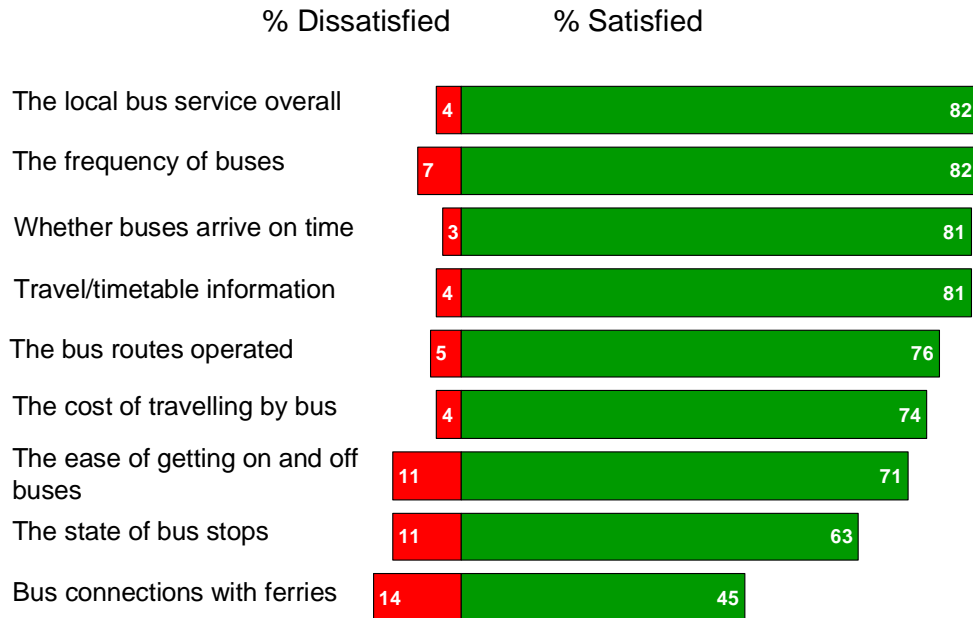
The extent to which households use buses increases with age, with older people most likely to say they use the bus service at least once a week. Unsurprisingly, residents living in households with access to a car are more likely to say they never use the bus service (49% compared with 20% of those in households with no car).

Residents in Barra and Vatersay, Benbecula, North Uist and Berneray, South Uist and Eriskay and Stornoway are most likely to say they never use the bus service. By comparison, people living in Point and Broadbay are most likely to say they use buses at least once a week.

Among those who have used the bus service at least once in the past year or so, satisfaction levels with the local bus service overall is high (82%). Around in twenty bus users (4%) is dissatisfied with the service overall.

Figure 4.2: Satisfaction with elements of the bus service

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the bus service.



Base: All respondents who are users (1,513)

Source: Ipsos MORI

However, there is some variation in attitudes towards specific aspects of the bus service. Bus users are more likely to be satisfied with the frequency of buses (82%), their punctuality (81%), and with travel and timetable information (81%).

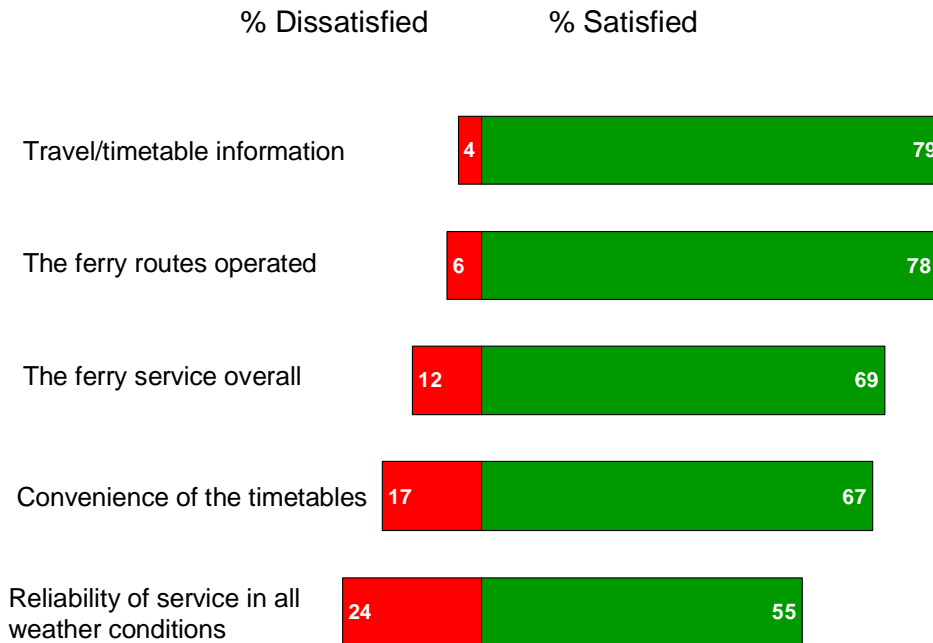
Levels of dissatisfaction is highest for the state of bus stops (11%), the ease of getting on and off buses (11%) and bus connections with ferries (14%).

Views on ferry services

Over two-thirds (69%) of residents are satisfied with the ferry service overall (see Figure 4.3). Residents are more likely to be satisfied with travel and timetable information provision (79%) and the ferry routes operated (78%). On the other hand, dissatisfaction is more common with respect to the reliability of the service in all weather (24% dissatisfied compared with 55% satisfied) and the convenience of the timetables (18% dissatisfied and 68% satisfied).

Figure 4.3: Satisfaction with elements of the ferry service

Q Please indicate whether you are satisfied or dissatisfied with each of the following elements of the ferry service.



Base: All respondents(2,995)

Source: Ipsos MORI

These positive results notwithstanding, perceptions of the ferry service vary by area. Most markedly:

- Residents in Barra and Watersay (30%), South Uist and Eriskay (20%) and North Lochs (25%) are most likely to say they are *dissatisfied* with the ferry service overall.
- Residents in Barra and Watersay (49%) and South Uist and Eriskay (30%) are most likely to say that are *dissatisfied* with the convenience of timetables
- Residents of Barra and Watersay (18%) and South Uist and Eriskay (31%) are most likely to say they are *dissatisfied* with the ferry routes operated and the convenience of timetables (49% and 30% respectively).
- People living in Benbecula (67%), Harris (68%), North Uist and Berneray (77%) and South Uist and Eriskay (66%) are most likely say they are satisfied with the reliability of the ferry service in adverse weather conditions.

Road and pavement maintenance and road safety measures

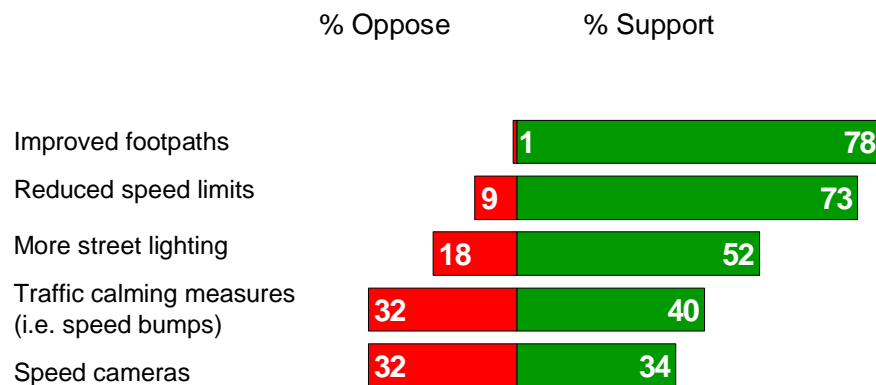
The majority of residents (61%) say they feel safe walking after dark given the amount and speed of traffic, including around a fifth (21%) who say they feel very safe. However, a third (33%) of residents say they do not feel safe from traffic walking at night.

Residents living in Benbecula (42%), Pairc and Kinloch (42%), West Side (38%), Point (38%), North Lochs (51%) and Broadbay (45%) are most likely to say they feel unsafe when walking in their local area after dark from traffic.

Residents were asked if they supported the introduction of a range of road safety measures in their local areas (Figure 4.4). Around three-quarters of residents support the introduction of improved footpaths (78%) and reduced speed limits (73%). A small majority of residents (52%) also support the provision of more street lighting. Opinion is divided on the introduction of traffic calming measures such as speed bumps and the introduction of speed cameras, with the latter having almost as many opponents as supporters.

Figure 4.4: Support for road safety measures

Q *To what extent would you support or oppose the following road safety measures in your local area?*



Base: All respondents (2,995)

Source: Ipsos MORI

Support for road safety measures differs by area:

- Residents in West Side are most likely to say they support reduced speed limits 83%.

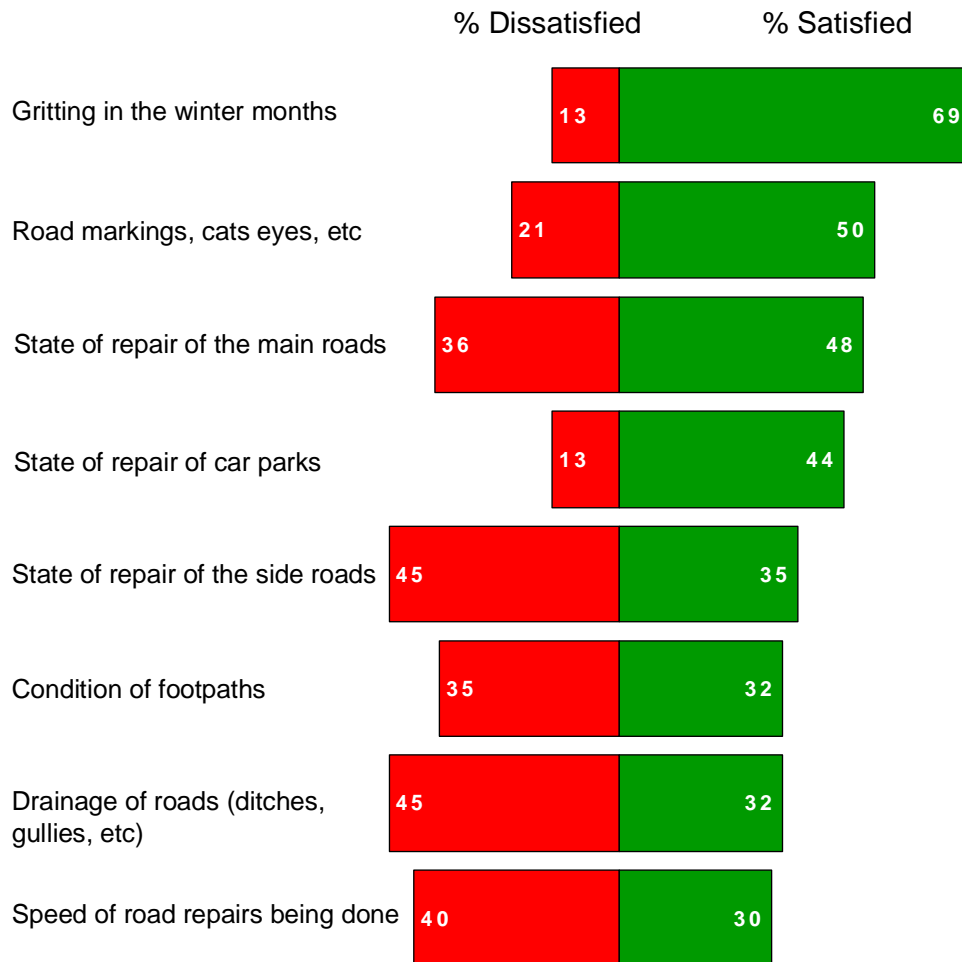
- Residents in North Lochs (69%) and Broadbay (63%) are most likely to support the provision of more street lighting in the area.
- Residents in Stornoway (46%), North lochs (46%) and Broadbay (47%) are most likely to support the introduction of traffic calming measures.
- Residents in Stornoway are most likely to support the provision of speed cameras (46%).

Perhaps as one might anticipate, residents with children are more likely than those without to say they support the introduction of traffic calming measures and improved footpaths.

In Chapter 3, we noted that among 14 services asked about, levels of satisfaction were lowest for road repairs. Residents were also asked about their satisfaction with a number of specific aspects of the road repair service. Of the eight asked about, the majority of residents are satisfied with only one - gritting during winter months (69%). Half say they are satisfied with road markings and cats' eyes (50%). For four of the factors, residents are more likely to be dissatisfied than satisfied. In particular, they are most likely to be *dissatisfied* with road drainage (45%) and the state of repair of side roads (45%) (see Figure 4.5 below).

Figure 4.5: Satisfaction with elements of the road repairs service

Q Turning to road and path maintenance, to what extent are you satisfied or dissatisfied with each of the following?



Base: All respondents(2,995)

Source: Ipsos MORI

Boat ownership

Residents were asked about boat ownership in nine of the 13 sustainable community areas only. This question was **not** asked in Benbecula, North Uist and Berneray, South Uist and Eriskay and Stornoway.

Overall, 20% of residents in these nine areas own a boat. Most residents use it for leisure (15%), and a very small proportion of households use their boat for commercial fishing (2%) or business (1%). Additionally, 2% of households own a boat but do not use it.

Residents are most likely to own a boat in Barra and Watersay (33%), Harris (29%), Pairc and Kinloch (27%), Uig and Bernera (28%) and North Lochs (26%).

Chapter 5: Perceptions of Crime

This chapter considers residents' perceptions of crime levels in their local area. Specifically, it examines how they feel levels have changed over the past two years and the extent to which they are worried about becoming a victim of crime.

Summary

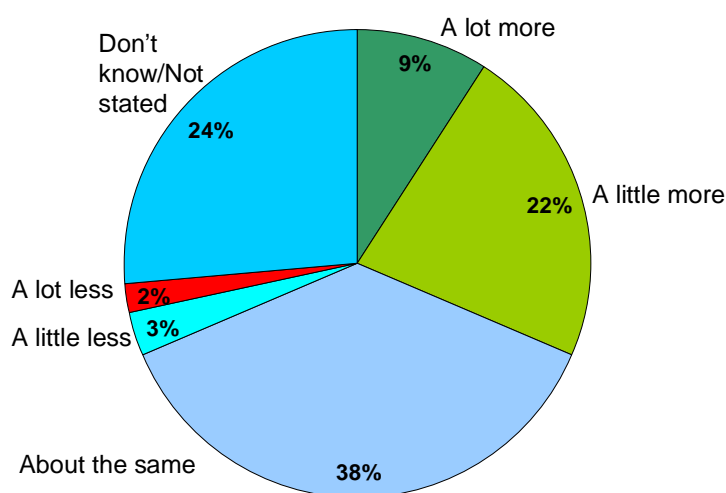
It is most common for people to say that levels of crime remain unchanged over the past two years, although a substantial minority says that there is now more crime in their area.

The crimes that residents are most likely to be worried about are having their home broken into and having something stolen, having their car stolen, and having their house damaged by vandals.

Although it is most common for people to say that levels of crime remain unchanged over the past two years (38%), a substantial minority says that there is more crime (31%) including one in ten who says that there is a lot more. (See figure 5.1). Only a small proportion of people think that there is less crime in their area than there was two years ago.

Figure 5.1: Perceptions of Crime

Q In this area, would you say there is more or less crime here compared with two years ago?



Base: All respondents (2,995)

Source: Ipsos MORI

Variation in perceptions across age groups are largely because older people are more inclined to say they are unsure whether crime levels have changed, while

younger people are more likely to feel there has been a change, and that levels have risen.

As Table 5.1 indicates, perceptions differ quite markedly across the some of the areas. Most notably, residents living in Stornoway (48%), Broadbay (34%), Point (33%) and Ness (33%) are most likely to say that there is more crime in their area now compared with two years ago.

Table 5.1: Perceptions of Crime by area

<i>In this area, would you say there is more or less crime here compared with two years ago?</i>													
	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Paic and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Berneray	West Side	Ness
<i>Base: All</i>	111	216	105	180	264	110	97	666	217	309	132	377	211
	%	%	%	%	%	%	%	%	%	%	%	%	%
A lot more	3	3	6	1	6	6	8	19	13	12	2	8	3
A little more	19	14	25	10	22	21	16	29	20	22	17	20	30
About the same	42	39	32	47	35	47	45	27	37	32	46	43	40
A little less	8	2	4	4	2	2	1	2	2	2	3	4	3
A lot less	5	5	2	6	2	2	2	1	2	2	4	2	2

Source: Ipsos MORI

In spite of a fairly widespread perception that crime has risen, residents are considerably more likely to say they are not worried than they are to say they are worried about becoming a victim of any crime (see Figure 5.2). Crimes that residents are most likely to be worried about, are having their home broken into and having something stolen (20%), having their car stolen (18%, rising to 21% of those with a car in the household) and having their house damaged by vandals (16%).

Figure 5.2: Fear of Crime

Q *Most of us worry at some time or other about being the victim of crime. To what extent are you worried or not worried about.....?*



Base: All respondents (2,995)

Source: Ipsos MORI

Table 5.2: Fear of Crime by area

Most of us worry at some time or other about being the victim of crime. To what extent are you worried or not about ...?

	Barra and Vatersay	South Uist and Eriskay	Benbecula	North Uist and Berneray	Harris	Paic and Kinloch	North Lochs	Stornoway	Point	Broadbay	Uig and Berneray	West Side	Ness
<i>Base: All</i>	111	216	105	180	264	110	97	666	217	309	132	377	211
<i>Percentage Worried</i>	%	%	%	%	%	%	%	%	%	%	%	%	%
...having your home broken into and something stolen	9	16	18	9	10	13	24	30	25	18	14	22	16
...having your car/vehicle stolen	9	13	10	9	8	20	21	28	22	18	14	23	15
...having your house damaged by vandals	8	10	12	8	6	14	18	27	19	19	8	15	10
...being physically attacked by strangers	5	8	11	7	6	5	19	21	14	13	7	12	6
...being insulted or pestered by anybody, while in the street or any other public place	3	9	14	6	7	9	13	19	14	15	9	11	7
...being mugged and robbed	2	8	10	4	4	5	22	17	12	11	7	11	6
...being subject to physical attack because of you skin colour, ethnic origin, or religion	1	4	5	2	2	2	5	7	3	4	2	4	4

Source: Ipsos MORI

Fear of crime differs by area. Residents living in Stornoway are more likely than those most other areas to say they are worried about becoming a victim of most crimes (see Table 5.2 above), although people in North Lochs are particularly worried about being mugged and robbed. By contrast people living in Harris, Barra and Vatersay and North Uist and Berneray are least likely to worry about becoming a victim of crime.

Fear of crime also varies by housing area. Residents in social rented accommodation are more likely than those in owner occupied and private rented accommodation to say they are worried about having their home broken into (28% compared with 19% and 18%), being mugged and robbed (20% compared with 10% and 11%) and being physically attacked by strangers (23% compared with 11% and 13%). Furthermore, both social and private renters are more likely than owner occupiers to say they are worried about being insulted or pestered by anybody, while in the street or any other public area (20% and 19% compared with 11%).

Fear of crime also varies by age. Younger residents aged 16 to 34 years are more likely than people aged 35 to 64 years to worry about having their home broken into (see Table 5.3). Similarly, younger residents are most likely say they are worried about being physically attacked by strangers, being insulted or pestered in the public places.

Table 5.3: Fear of Crime by age

Most of us worry at some time or other about being the victim of crime. To what extent are you worried or not worried about....?					
	16-34	35-44	45-54	55-64	65+
<i>Base: All</i>					
<i>Percentage Worried</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
...having your home broken into and something stolen	25	16	17	18	22
...being mugged and robbed	13	7	9	10	12
...being physically attacked by strangers	18	10	11	11	11
...being subject to physical attack because of you skin colour, ethnic origin, or religion	6	3	5	5	3
...being insulted or pestered by anybody, while in the street or any other public place	25	14	13	11	8
...having your car/vehicle stolen	26	18	17	17	19
...having your house damaged by vandals	24	12	14	15	17

Source: Ipsos MORI

Chapter 6: Schools and learning

This chapter looks at residents' levels of participation in education and attitudes to the provision of educational facilities. In particular, it considers the extent to which residents take part in learning and extra-curricular activities and the changes that would encourage increased participation. This chapter also examines the use of school facilities outside of school hours and the factors residents think should be prioritised when deciding on the location of secondary schools.

Summary

The majority of residents have not taken part in any classes, clubs or other learning activities in the last 12 months. Only small proportions have attended education and learning classes, computer skills classes, distance learning and arts and craft classes.

Asked what things would encourage them to take part in classes, clubs or any other learning activities, a third of residents say if they were interesting and fun, if they provided them with new skills, if they were at a convenient time and if they were at a convenient place. Around a third of residents, however, say they are not interested in taking part in any classes, clubs or other learning activities.

Most residents say they and their household never use school facilities outside of school hours. For those who do, the main reasons are to access sports facilities and library facilities. However, users do not tend to do so on a frequent basis.

When considering where secondary schools should be sited, most residents with children view quality of teaching and the quality of the education as very important. Compared with the importance given to other factors, residents with children are less likely to say Gaelic is important than those without children in their household with regard to school location.

Participation in learning activities

The majority (74%) of residents have not taken part in any classes or other learning activities in the last twelve months. Only small proportions have attended education and local learning classes (9%), computer skills classes (7%), distance learning (6%) and arts and craft classes (6%).

Subgroup analysis shows that participation differs by age. Younger residents aged 16 to 34 years are most likely to say they attend distance learning or Open University courses (16%). By contrast, older residents (aged 65+) are more likely than younger residents to say they have not taken part in any classes in the last twelve months (82%).

Residents with children of primary school age or secondary school age in their household are more likely than those without to say they have attended education/local learning classes (13% and 14% compared with 9% and 9% respectively) and distance learning/open university courses (10% and 10% compared with 5% and 5% respectively).

Participation also varies by where people live. Residents living in Barra and Watersay are most likely to have taken part in Education and local learning classes (18%), while those in Benbecula are most likely to have been involved in distance learning (13%). Residents in Uig and Bernera are most likely to have taken part in arts and craft classes in the last 12 months (14%).

Asked what things would encourage them to take part in classes, clubs or any other learning activities, around a third of respondents would be encouraged if they were interesting or fun (37%), if they provided new skills (34%), if they were at a convenient time (32%) and if they were at a convenient place (32%). At the same time, however, around a third of residents (35%) say they are not interested in taking part in any classes, clubs or other learning activities.

Figure 6.1: Encouraging participation in classes, clubs and learning activities

Q Which of the following, if any, would encourage you to take part in any classes, clubs or any other learning activity?



Base: All respondents (2,995)

Source: Ipsos MORI

Older residents are less likely to have participated in learning opportunities, and they are also most likely to say they are not interested in doing so (60%). Similarly, men are more likely than women to say they are not interested in undertaking continuing education (40% compared with 31%).

The factors that residents say would encourage them to participate in learning also differ by local area:

- Residents living in Benbecula (38%) and South Uist and Eriskay (32%) are most likely to say they would be encouraged if they had more information on the opportunities available;
- People living in North Uist and Berneray (44%) and Pairc and Kinloch (45%) are most likely say they would be encouraged if classes were at a convenient place.

Use of school facilities

Most residents say they and their household never use school facilities outside of schools hours (see Table 6.1 below). For those that do, the most common uses are to access sports facilities (34%), library facilities (29%) and for other reasons (29%). However, the majority of people that use school facilities do not do so on a frequent basis. Indeed, with the exception of youth clubs, the majority of users of school facilities do so once a month or less.

Table 6.1: Using schools facilities outside of school hours

	3-5 times a week	1-2 times a week	At least once a month	Very occasionally	Never
<i>Base: All respondents (2,995)</i>	%	%	%	%	%
To access sports facilities	4	11	5	14	56
To access library facilities	1	5	8	15	57
To attend a youth club	1	6	1	4	72
To attend another type of club	1	8	4	10	61
To attend an evening class	*	3	2	17	63
For any other reason	1	2	4	22	51

Source: Ipsos MORI

Residents living in households containing children of either secondary or primary school age are more likely to say household members use school facilities outside of school hours (see Table 6.2).

Table 6.2: Using schools facilities, by children in the household

Q How often, if at all, do you or members of your household, use school facilities outside of school hours for the following reasons?

Percentage who use the facilities (very occasionally or more often)	All	Any children of sec' school age	No children of sec' school age	Any children of primary school age	No children of primary school age
<i>Base: All respondents</i>	(2,995) %	(352) %	(2566) %	(375) %	(2528) %
To access sports facilities	34	73	28	68	29
To access library facilities	29	50	27	48	27
To attend a youth club	12	50	8	45	8
To attend another type of club	23	53	19	54	18
To attend an evening class	22	32	21	29	21
For any other reason	29	44	27	41	28

Source: Ipsos MORI

Levels of use of schools facilities out of school hours also vary by area:

- Residents in Barra and Watersay and Benbecula are most likely to use schools to access sports facilities (61% and 57% respectively) and library facilities (71% and 68% respectively);
- In addition residents in Barra and Watersay are most likely to use schools facilities to youth clubs (27%), another type of club (42%) or attend an evening class (40%)

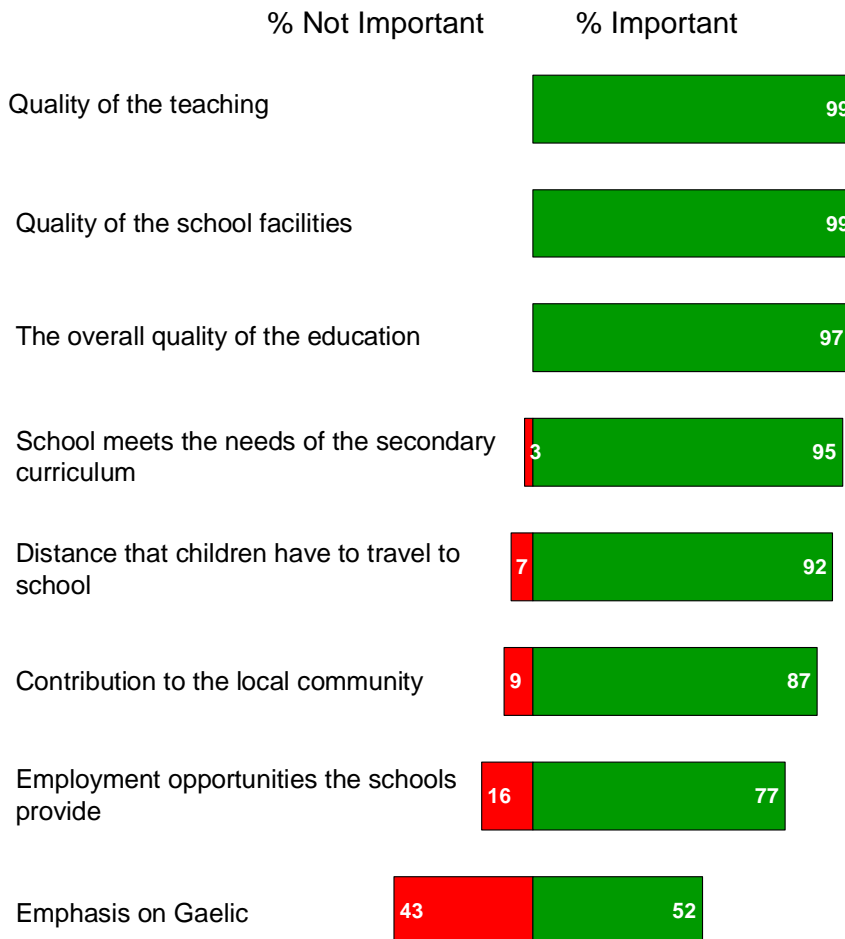
Location of schools

As Figure 6.2 illustrates, when considering where secondary schools should be sited, most residents with children in their household feel that a number of factors are important. They are most likely to view quality of teaching and the overall quality of the education as *very* important (96% and 92% respectively)

By comparison, the same group of residents are less likely to perceive an emphasis on Gaelic as important, with this group only slightly more likely to perceive this factor as important than not important (52% compared with 43%).

Figure 6.2 Provision of Secondary School Education

Q *When considering where secondary education should be provided, how important, if at all, are the following?*



Base: All respondents with children in their household (657)

Source: Ipsos MORI

Attitudes of what factors are important when deciding where secondary education should be provided are largely consistent across all parents in the Outer Hebrides. However, opinion does differ in relation to the employment opportunities the schools provide and the emphasis on Gaelic. In households with children, men are more likely than women to say that the employment opportunities that schools provide are *not* an important consideration when deciding where secondary education is provided.

Chapter 7: Volunteering

This chapter focuses on the extent to which residents have engaged in voluntary work and activities in the past 12 months. In addition, it considers any changes that residents say would encourage them to undertake work or activities on a voluntary basis in the future.

Summary

Just over half (55%) of Outer Hebrides residents say they have undertaken work or activities on a voluntary basis in the past 12 months. Around a quarter of residents say they have undertaken voluntary work with a voluntary organisation, charity or community group, while a similar proportion have undertaken voluntary work with a church, religious or faith based group.

Asked what would encourage them to undertake work or activities on a voluntary basis in the future, just under a third say if the work fitted in with their interests and skill and if it fitted in with their other work commitment. Other things that residents say would encourage them are if they had more time and if they could volunteer when they felt like it. However, nearly a third of residents say they are not interested in volunteering.

Current patterns of volunteering

Just over half (55%) of residents say they have undertaken any work or activities on a voluntary basis in the past 12 months. Around a quarter (24%) say they have undertaken voluntary work with a voluntary organisation, charity or community group, while a similar proportion (22%) say church, religious or faith based group. Other organisations residents say they have undertaken voluntary work for in the past twelve months include youth groups (10%), caring organisations (9%) and Historical Societies (8%).

Older residents aged 65 and older are more likely than younger residents to say that they have not undertaken any work or activities on a voluntary basis in the past twelve months, as are households without access to cars.

People who have lived on the islands for over 10 years are more likely to volunteer for a church or faith group than are newer arrivals. Residents living in North Lochs are least likely to have undertaken work on a voluntary basis (11%). Similarly, those living in Uig and Bernera are least likely to have undertaken voluntary work on behalf of a church, religious or faith based group (11%).

Encouraging volunteering

Asked what would encourage them to undertake work or activities on a voluntary basis in the future, just under a third say if the work fitted in with their interests and skills (30%) and if it fitted in with their other work commitments (30%). Other things that residents say would encourage them are if they had more time (26%) and if they could volunteer when they felt like it (23%). However, nearly a third of residents (29%) say they are not interested in volunteering.

Of the people who say they have not volunteered in the past year, half (51%) say they are not interested in volunteering (see Table 7.1 below). Nevertheless, this group say they would be encouraged to volunteer in the future if it fitted in with their other work commitments (18%) and if they had more time (18%). By contrast, of the residents who say they have volunteered in the past year, a small proportion (12%) say they are not interested in volunteering in the future.

Table 7.1: Factors to encourage residents to undertake voluntary work in the future, by participation in voluntary activities in the past 12 months

Which of these things would encourage you to undertake work of activities on a voluntary basis in the future?			
	All	Volunteered in past year	Not volunteered in past year
	%	%	%
<i>Base: All residents</i>			
If it fitted in with my interests and skills	30	41	17
If it fitted in with my other work commitments	30	41	18
I am not interested in volunteering	29	12	51
If I had more time	26	34	18
If I could volunteer when I felt like it	23	29	16
If I knew more about the opportunities available	16	18	14
If it was good fun	13	17	8
If I sure I wouldn't be out of pocket	10	12	9
If someone I knew volunteered with me	8	8	8
If it would help improve my skills	8	9	7
If I had more confidence	7	6	8
If I could find someone to take care of my children	5	6	4

Source:: Ipsos MORI

Men are more likely than women to say they are not interested in volunteering in the future (33% compared with 25%). Additionally, as Table 7.2 indicates, attitudes to volunteering differs by age. Older residents (aged 65 and over) are most likely to say they are not interested in volunteering. Conversely, younger residents (aged 44 and younger) are more likely to say they would be encouraged to volunteer if the work: fitted in with their other commitments; if they had more time; if it was good fun; if it would help improve their skills; and if they had more confidence. In addition, younger residents (aged under 35) are more likely than all other age groups to say they would be encouraged if they knew more about the opportunities available.

Table 7.2: Things that would encourage residents to undertake voluntary work in the future, by age.

Which of these things would encourage you to undertake work of activities on a voluntary basis in the future?						
	All	16-34	35-44	45-54	55-64	65+
<i>Base: All (2,995)</i>	%	%	%	%	%	%
If it fitted in with my interests and skills	30	43	43	37	38	17
If it fitted in with my other work commitments	30	55	54	46	31	8
I am not interested in volunteering	29	8	7	14	21	55
If I had more time	26	51	52	40	26	6
If I could volunteer when I felt like it	23	26	30	27	30	14
If I knew more about the opportunities available	16	29	20	20	18	9
If it was good fun	13	31	20	16	13	5
If I sure I wouldn't be out of pocket	10	17	14	13	12	5
If someone I knew volunteered with me	8	16	8	7	8	7
If it would help improve my skills	8	19	15	8	9	2
If I had more confidence	7	16	11	8	7	4
If I could find someone to take care of my children	5	19	19	3	*	*

Source: Ipsos MORI

Residents who have been living in the Outer Hebrides for less than one year are more likely than other groups to say they would be encouraged to volunteer in the future if they knew more about the opportunities available (48%).

Chapter 8: The environment

This chapter examines residents' attitudes to recycling, including their perception of current recycling facilities and whether they recycle at present.

Summary

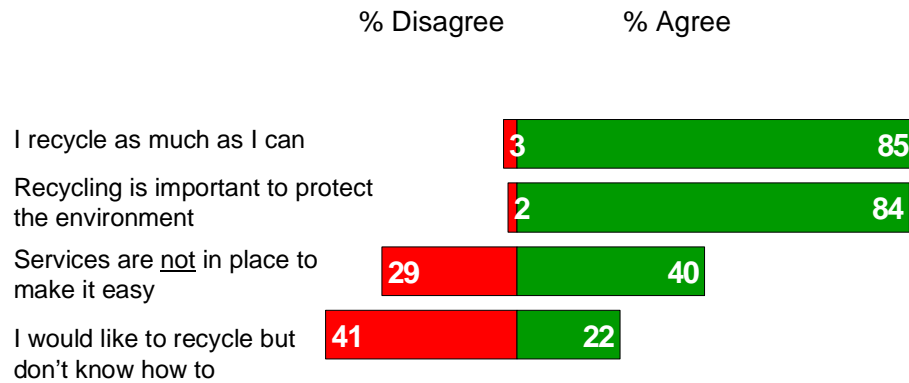
Asked about their attitudes to recycling, most residents feel that it is important to protect the environment and believe that they are recycling as much as they can. However, residents' attitudes towards the recycling services currently available and their awareness of how to recycle suggest more can be done. In particular, around a quarter of residents say they would like to recycle but do not know how to. In addition, residents are more likely to agree than disagree that services are currently not in place to make recycling easy.

In recent years, Comhairle nan Eilean Siar has been engaged in a Waste Aware campaign across the islands with the intention to inform residents of the 3Rs: "Reduce, Reuse, Recycle". As part of this, Comhairle nan Eilean Siar has introduced an Organic Waste Collection throughout the Outer Hebrides and placed over 50 recycling points across the islands where residents can deposit cans, glass & paper. In addition, in the Stornoway area, a kerbside recycling scheme is available.

When asked about their attitudes to recycling, most residents (84%) feel that it is important to protect the environment and believe they are recycling as much as they can. However, residents' attitudes towards the recycling services currently available and their awareness of how to recycle suggest more can be done. In particular, around a quarter of residents (22%) say they would like to recycle but do not know how to. Moreover, residents are more likely to agree than disagree that services are currently *not* in place to make recycling easy (40% compared with 29%) (see Figure 8.1).

Figure 8.1: Attitudes regarding recycling

Q Please indicate how strongly you agree or disagree with the following statements about recycling?



Base: All respondents (2,995)

Source: Ipsos MORI

Older people (aged 55 years and over) are more likely than younger residents to say that would like to recycle but do not know how to (see Table 8.1). At the same time residents older than 65 years are less likely than all other age groups to say that recycling is important to protect the environment. By contrast, younger people aged 16 to 34 years are least likely to say that they recycle as much as they can.

Table 8.1: Attitudes to recycling by age

Please indicate how strongly you agree or disagree with the following statements about recycling?						
	All	16-34	35-44	45-54	55-64	65+
<i>Base: All (2,995)</i>						
	%	%	%	%	%	%
Percentage who agree						
I would like to recycle but don't know how to	22	14	14	16	22	29
Recycling is important to protect the environment	84	91	91	86	85	80
Services are not in place to make it easy	40	38	42	38	43	38
I recycle as much as I can	85	77	87	88	89	84

Source: Ipsos MORI

Analysis by area also reveals differences in attitudes about recycling:

- Residents living in Pairc and Kinloch, Westside and North Lochs are more likely than those living in other areas to think that services are *not* in place to make recycling easy. (55%, 52%, and 59%)
- As one might expect given the kerbside collection service available in their area, residents living in Stornoway are more likely than those in all other areas to think that services are in place to make recycling easy. (42%)

As one might expect, attitudes to recycling also vary according to whether or not residents have access to a car in their household, with residents without access less likely to say that services are in place to make it easy (17% compared with 32%).

Appendix A: Guide to Statistical Reliability

The statistical reliability calculations outlined below are based on a pure random sample. As most survey research, particularly postal survey research, is affected by non-response bias, the sampling tolerances specified should be interpreted with caution and are for indicative purposes only.

The respondents to the questionnaire are only a sample of the total ‘population’. We cannot therefore be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the ‘true’ values). However, we can predict the variation between the sample results and the ‘true’ values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given.

The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 19 in 20 that the ‘true’ value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentages results at the ‘95% confidence interval’, based on a random sample.

Size of sample on which survey result is based	Approximate sampling tolerances applicable to percentages at or near these levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
300 interviews	3	5	6
500 interviews	3	4	4
1,000 interviews	2	3	3
2,995 interviews	1.	2	2

Source: Ipsos MORI

For example, on a question where 50% of the people in a sample of 2,995 respond with a particular answer, the chances are 95 in 100 that this result would not vary by more than two percentage points, plus or minus from a complete coverage of the entire population using the same procedures. However, while it is true to conclude that the “actual” result (95 times out of 100) lies anywhere between 48% and 52%, it is proportionately more likely to be closer to the centre of this band (i.e. at 50%).

Tolerances are also involved in the comparison of results from different parts of a sample. A difference, in other words, must be of at least a certain size to be considered statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons.

Size of samples compared	Differences required for significance at or near percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	8	13	14
200 and 200	6	9	10
200 and 400	5	8	9
200 and 500	5	8	8
500 and 500	4	6	6
700 and 300	4	6	7
700 and 400	4	6	6
2995 and 97 (comparison between the area with the lowest base size, North Lochs, and the overall results)	6	9	10

Source: Ipsos MORI

Appendix B: Example Questionnaire (Barra and Watersay version)



Ipsos MORI Scotland

Listening to your Views – The Outer Hebrides' Community Survey Barra and Vatersay

Dear resident,

I am writing to you to ask for your views on our area and the services which the public and voluntary agencies in the islands provide.

We would like to hear your views about life in the Outer Hebrides and issues such as transport, recycling and leisure facilities.

The results of this survey will help to shape the future investment and service delivery decisions made by the Comhairle, Health Board, College and other organisations in the Outer Hebrides. As well as action, there will be a lot of publicity around the results. **Please contribute to the process.**

It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views so that we can put our resources where they really matter.

All of your answers will be treated in the strictest confidence and will only be used to monitor public services. Anonymised responses may be passed on to the community planning partners so that your views can influence service provision.

I very much hope you will be able to take part and feel sure that you will find it interesting. Thank you very much for your help in advance.

Please return the completed questionnaire to one of the collection points in your community or at your local council office **as soon as possible** or by 14 September 2007. No stamp is required.

Yours sincerely,

Alex A Macdonald

Cllr Alex Macdonald
Chairman
Outer Hebrides Community Planning Partnership

01

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- The questionnaire should be completed by any resident aged 18 or over, living at this address.
- Please read each question carefully and tick a box to indicate your answer.
- There are instructions under each question as to how to complete the questions:
 - Please tick ✓ **one box only**
 - Please tick ✓ **up to five boxes**
 - Please tick ✓ **one box per row**
 - Please tick ✓ **all boxes that apply**
- Please read the instructions carefully.
- Once you have finished please check that you have answered all the questions.
- The survey consists of 12 pages and should take no longer than 15 minutes to complete.
- If you have any queries about the questionnaire please contact Helen Mackenzie 01851-709433
hmackenzie@cne-siar.gov.uk or your local community coordinator Fiona Macdonald 01871-810302
fiona.macdonald@cne-siar.gov.uk
- Once you have completed the questionnaire please place in the box at any of the designated collections points. Your local collection points are listed below. You do not need a stamp.
 - Post Office, Northbay
 - Post Office, Castlebay
 - Council Offices, Castlebay

SECTION 1: LIVING IN THE OUTER HEBRIDES

Which of these best describes you....?

Q1 PLEASE TICK ✓ ONE BOX ONLY

- I have lived in the Outer Hebrides my whole life
- I was born in the Outer Hebrides but have lived elsewhere for more than 6 months
- I was born outside the Outer Hebrides but moved here

Q2 How long have you lived in this area?

PLEASE TICK ✓ ONE BOX ONLY

- Less than 1 year
- Up to 5 years
- 5 to 10 years
- More than 10 years

What are your main reasons for living in this area?

Q3 PLEASE TICK ✓ UP TO FIVE BOXES

- | | |
|---|---|
| <input type="checkbox"/> Access to nature | <input type="checkbox"/> The level of traffic congestion |
| <input type="checkbox"/> Affordable housing | <input type="checkbox"/> Public transport |
| <input type="checkbox"/> Peace and quiet | <input type="checkbox"/> Wage levels & local cost of living |
| <input type="checkbox"/> Community activities | <input type="checkbox"/> Job prospects |
| <input type="checkbox"/> Safe environment | <input type="checkbox"/> The level of crime |
| <input type="checkbox"/> Schools | <input type="checkbox"/> The level of pollution |
| <input type="checkbox"/> Facilities for young children | <input type="checkbox"/> I've lived here all my life |
| <input type="checkbox"/> To be near family/personal reasons | |
| <input type="checkbox"/> Strong sense of community | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Good place to raise a family | |

Overall, how satisfied are you with the islands as a place to live?

Q4 PLEASE TICK ✓ ONE BOX ONLY

- Very satisfied
- Fairly satisfied
- No opinion
- Fairly dissatisfied
- Very dissatisfied
- Don't know

SECTION 2: GAELIC

How strongly would you support or oppose the following measures to encourage more use of Gaelic in the Outer Hebrides?

Q5 PLEASE TICK ✓ ONE BOX PER ROW

	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know
More Gaelic schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaelic medium education for all P1-P3 pupils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Gaelic digital TV channel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More financial help for Gaelic projects/groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More Gaelic classes for learners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial incentives for parents of children in Gaelic medium education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased promotion and development of Gaelic by Gaelic organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: SERVICE PROVISION

Q6

How convenient or inconvenient do you find it to access the services listed below when you need to? Bear in mind where they are and your own circumstances - you may use some of these services nearer work rather than home.

PLEASE TICK ✓ ONE BOX PER ROW

	Very convenient	Fairly convenient	Neither confident nor inconvenient	Fairly inconvenient	Very inconvenient	Never visited/ no opinion
Doctor's /GPs surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Village hall/community centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience/general store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential care for the elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7

On average, how long does it take you to travel to the following services, using your normal means of transport to each? Again, please bear in mind where they are and your own circumstances

PLEASE TICK ✓ ONE BOX PER ROW

	Less than 30 mins	30-60 mins	1-2 hours	More than 2 hours	Don't know	Never visited/ no opinion
Doctor's /GPs surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Village hall/community centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience/general store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential care for the elderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizens Advice Bureau	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8

How satisfied or dissatisfied are you with the quality of the following services, that you and the members of your household use? If you haven't used any of the following services, please indicate this by ticking the box in the right hand column.

PLEASE TICK ✓ ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion	Not used
Doctor's/GP services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Village hall/community centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience/general store	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The police service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comhairle services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9

The Citizens Advice Bureau and Credit Union provide financial advice. Which of the following, if any, would encourage you to use these?

PLEASE TICK ✓ ALL BOXES THAT APPLY

- Different opening hours/evening and weekend hours
- Home visits made by advisers
- Mobile services to local communities
- Online communication
- Telephone service
- I'm not interested in these services

SECTION 4: TRANSPORT

Q10

Turning to road and path maintenance, to what extent are you satisfied or dissatisfied with each of the following?

PLEASE TICK ✓ ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
State of repair of the main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State of repair of the side roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State of repair of car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gritting in the winter months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drainage of roads (ditches, gullies etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road markings, cats eyes etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of road repairs being done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11

How frequently, if at all, do you use buses?

PLEASE TICK ✓ ONE BOX ONLY

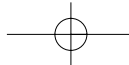
- Almost every day
- At least once a week
- About once a month
- Within the last year
- Never use
- There is no bus service in my area
- Don't know

Q12

Please indicate whether you are satisfied or dissatisfied with each of the following elements of the bus service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE BUS OR NOT.

PLEASE TICK ✓ ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
The frequency of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of the bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bus routes operated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel/timetable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus connections with ferries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of getting on and off buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of travelling by bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q13 Thinking about the amount and speed of traffic, how safe, or unsafe do you feel walking in your local area after dark?

PLEASE TICK ✓ ONE BOX ONLY

- Very safe
- Fairly safe
- Not very safe
- Not at all safe
- Don't know

Q14 To what extent would you support or oppose the following road safety measures in your local area?

PLEASE TICK ✓ ONE BOX PER ROW

	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know
Reduced speed limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic calming measures (i.e. speed bumps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed cameras	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved footpaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: USE OF SCHOOL FACILITIES

Q15 How often, if at all, do you or members of your household, use school facilities outside of school hours for the following reasons?

PLEASE TICK ✓ ONE BOX PER ROW

	3-5 times a week	1-2 times a week	At least once a month	Very occasionally	Never
To access sports facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To access library facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To attend a youth club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To attend another type of club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To attend an evening class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For any other reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6: LEARNING ACTIVITIES

Q16 Have you taken part in any of these classes, clubs or other learning activities in the last twelve months?

PLEASE TICK ✓ ALL BOXES THAT APPLY

- Education/ local learning
- FE college course
- Distance learning/ open university
- Arts/crafts classes
- Gaelic classes
- Help with computer skills
- Help with reading, writing or use of numbers
- No, none of these

Q17 Which of the following, if any, would encourage you to take part in any classes, clubs or any other learning activity? PLEASE TICK ✓ ALL BOXES THAT APPLY

- If they were at a convenient place
- If they were free
- If they provided me with new skills
- If they provided me with a degree
- If they provided me with other qualifications
- If they were at a convenient time
- If they help to improve my career prospects
- If they were interesting/fun
- If they enabled me to meet new people
- If I had more information on what was available
- I am not interested in taking part in any classes, clubs or other learning activities

SECTION 7: SCHOOL PROVISION

Q18 When considering where secondary education should be provided, how important, if at all, are the following?

PLEASE TICK ✓ ONE BOX PER ROW

	Very important	Fairly important	Not very important	Not at all important	Don't know/ no opinion
Quality of the school facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the teaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment opportunities the schools provide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance that children have to travel to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emphasis on Gaelic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribution to the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School meets the needs of the secondary curriculum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 8: VOLUNTEERING

Q19 Have you undertaken any work or activities on a voluntary basis for any of these groups or organisations at any time in the past 12 months? PLEASE TICK ✓ AS MANY BOXES AS APPLY

- Arts or Cultural Groups
- Trade Union
- Tenant's group, housing association or resident's association
- Community Council
- Church, religious or faith based group
- Youth Group (e.g. scouts, guides, clubs etc)
- Caring Organisations e.g. helping older people, people with disabilities
- Historical society (e.g. Comunn Eachdraidh)
- Sports club
- Social Club
- Voluntary organisation, charity or community group
- Environmental Groups
- Children's Groups (e.g. playgroup, mothers and toddlers group)
- Professional Society or Organisation
- Public service (e.g. school, hospital, police or local government service)
- No, none of these

Q20 Which of these things would encourage you to undertake work or activities on a voluntary basis in the future?

PLEASE TICK ✓ AS MANY BOXES AS APPLY

- If I was sure I wouldn't be out of pocket
- If I knew more about the opportunities available
- If I had more confidence
- If it was good fun
- If it would help improve my skills
- If it fitted in with my other work commitments
- If it fitted in with my interests and skills
- If I could find someone to take care of my children
- If I had more time
- If I could volunteer when I felt like it
- If someone I knew volunteered with me
- I am not interested in volunteering

SECTION 9: RECYCLING

Please indicate how strongly you agree or disagree with the following statements about recycling.

Q21 PLEASE TICK ✓ ONE BOX PER ROW

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
I would like to recycle but don't know how to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling is important to protect the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services are not in place to make it easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I recycle as much as I can	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 10: INFORMATION ABOUT PUBLIC SERVICES

Q22 From which, if any, of the following sources would you say you receive most of your information about public services?

PLEASE TICK ✓ AS MANY BOXES AS APPLY

- Council website
- Council leaflets
- Local Newspapers
- Word of mouth
- Television and radio
- Personal experience
- Experiences of friends/family
- Community notice boards
- None of these

SECTION 11: CRIME

In this area, would you say there is more or less crime here compared with two years ago?

Q23 PLEASE TICK ✓ ONE BOX ONLY

- A lot more
- A little more
- About the same
- A little less
- A lot less
- Don't know

Most of us worry at some time or other about being the victim of crime. To what extent are you worried or not worried about....

Q24

PLEASE TICK ✓ ONE BOX PER ROW

	Very worried	Fairly worried	Not very worried	Not at all worried	Don't know
...having your home broken into and something stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...being mugged and robbed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...being physically attacked by strangers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...being subject to physical attack because of your skin colour, ethnic origin, or religion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...being insulted or pestered by anybody, while in the street or any other public place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...having your car/vehicle stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...having your house damaged by vandals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 12: YOUR COMMUNITY

In principle, how strongly would you support or oppose the following....?

Q25 PLEASE TICK ✓ ONE BOX PER ROW

	Strongly support	Tend to support	Neither support nor oppose	Tend to oppose	Strongly oppose	Don't know
Community land ownership in this area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building new affordable housing on common grazing land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of new social rented housing on common grazing land	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 A number of developments have been suggested for Barra and Vatersay. How much of a priority, if any, should be given to the following in the area

PLEASE TICK ✓ ONE BOX PER ROW

	High priority	Medium priority	Low priority	Do not support	Don't know
Developing the harbour in or around Castlebay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A scheme to provide berthing facilities and shore access for yachts in Castlebay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berthing facilities in the north of Barra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Re-opening the quarry at Caolis, Vatersay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring the old primary in Castlebay for community use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing a campsite and caravan area in Vatersay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing an all-weather pitch playing field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Re-instating the Barra Ranger Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointing a Gaelic and Cultural Co-ordinator for the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 If the broadcast range of the community radio station Isles FM was extended to include Barra and Vatersay, how likely, if at all, would you, or anyone in your household be to.....?

PLEASE TICK ✓ ONE BOX PER ROW

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know
Listen to broadcasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help to make programmes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the ferry service. PLEASE ANSWER THIS QUESTION WHETHER YOU USE THE FERRY OR NOT.

PLEASE TICK ✓ ONE BOX PER ROW

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
Convenience of the timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ferry routes operated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel/timetable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of service in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ferry service overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 Do you or anyone in your household own a boat? If so, please indicate the ways in which you use it.

PLEASE TICK ✓ AS MANY BOXES AS APPLY

- Yes- use for commercial fishing
- Yes- use for leisure
- Yes- use for business (e.g. diving, boat trips)
- Yes- but do not use
- No

What aspects of your local area, if any, do you particularly dislike?

Q30 PLEASE TICK ✓ ALL BOXES THAT APPLY

- Area poorly maintained/run down
- Problems with dogs
- Lack of employment opportunities
- Lack of housing
- Too much traffic
- Litter and rubbish
- Number of holiday homes
- Poor public transport
- Unsafe area/crime
- Young people hanging around/nothing for them to do
- Environmental noise
- Problems with vermin
- Fast/speeding traffic
- Car wrecks
- None

SECTION 13: ABOUT YOU AND YOUR HOUSEHOLD

Are you male or female?

Q31 PLEASE TICK ✓ ONE BOX ONLY

- Male Female

What was your age on your last birthday?

Q32 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|--------------------------------|--|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 45-54 | |

How many adults aged 18 or over are living in your household?

Q33 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|--------------------------------|---|
| <input type="checkbox"/> One | <input type="checkbox"/> Four |
| <input type="checkbox"/> Two | <input type="checkbox"/> Five |
| <input type="checkbox"/> Three | <input type="checkbox"/> More than five |

How many children of secondary school age are living in your household?

Q34 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|--------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Four |
| <input type="checkbox"/> One | <input type="checkbox"/> Five |
| <input type="checkbox"/> Two | <input type="checkbox"/> More than five |
| <input type="checkbox"/> Three | |

How many children of primary school age are living in your household?

Q35 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|--------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Four |
| <input type="checkbox"/> One | <input type="checkbox"/> Five |
| <input type="checkbox"/> Two | <input type="checkbox"/> More than five |
| <input type="checkbox"/> Three | |

How many children of pre-school age are living in your household?

Q36 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|--------------------------------|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Four |
| <input type="checkbox"/> One | <input type="checkbox"/> Five |
| <input type="checkbox"/> Two | <input type="checkbox"/> More than five |
| <input type="checkbox"/> Three | |

How long have you/your household been living in your current accommodation?

Q37 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|---------------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 1 year | <input type="checkbox"/> 11-20 years |
| <input type="checkbox"/> 1-2 years | <input type="checkbox"/> 21+ years |
| <input type="checkbox"/> 3-5 years | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> 6-10 years | |

In which of these ways does your household occupy your current accommodation?

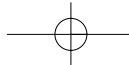
Q38 PLEASE TICK ✓ ONE BOX ONLY

- | | |
|---|---|
| <input type="checkbox"/> Owned outright | <input type="checkbox"/> Rent from Housing Association/ Trust |
| <input type="checkbox"/> Buying on mortgage | <input type="checkbox"/> Rented from private landlord |
| <input type="checkbox"/> Rent from council | <input type="checkbox"/> Other |

Which of these activities best describes what you are doing at present?

Q39 PLEASE TICK ✓ ONE BOX ONLY

- Employed in full-time job (30 hours plus per week)
- Employed in part-time job (under 30 hours per week)
- Self employed full or part-time
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work)
- Full-time education at school, college or university
- Unemployed and available for work
- Permanently sick/disabled
- Wholly retired from work
- Looking after the home
- Doing something else



Q40 Do you have any long-standing illness, disability or infirmity, that limits your activities in any way?

PLEASE TICK ✓ ONE BOX ONLY

- Yes
- No

Q41 Does anyone else in your household have any long-standing illness, disability or infirmity, that limits their activities in any way?

PLEASE TICK ✓ ONE BOX ONLY

- Yes
- No

Q42 How many cars or light vans does your household have available for immediate use?

PLEASE TICK ✓ ONE BOX ONLY

- None
- 1 car/light van
- 2 cars/light vans
- 3+ cars/light vans
- Don't know

Q43 In which ways do you and members of your household access the internet, if at all?

PLEASE TICK ✓ AS MANY BOXES AS APPLY

- Internet access at home via dial up
- Broadband internet access at home
- Internet access at work
- Internet access somewhere else
- Do not use the internet
- Don't know

Q44 Which of these accounts, if any, do you or your partner have?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH OF THE FOLLOWING

	Yes	No	Don't know
Bank account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Society account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credit Union account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post office card account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 Finally, what is the postcode of where you live? (This is so we can see how views differ across different areas)

PLEASE COMPLETE FULLY

