

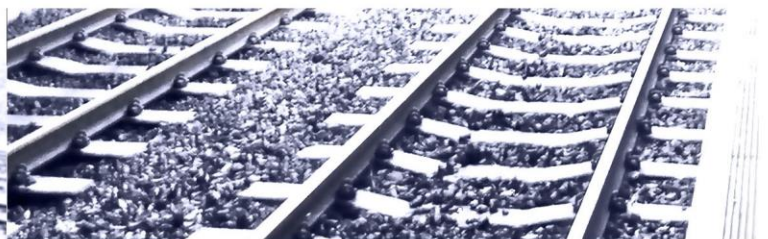
Outer Hebrides Community Transport Study

Task Note 2: Consultation & Engagement

Survey Results

CLLD LAG
10310C

March 2023
Final



The TAS Partnership Limited
Passenger Transport Specialists

Quality Assurance

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1.1 Introduction

- 1.1 This study has been commissioned by Comhairle nan Eilean Siar (the Comhairle) on behalf of the Outer Hebrides Community-Led Local Development Local Action Group (LAG). The LAG partnership body manages the delivery of the local development programme, bringing together a range of public, private and voluntary sector stakeholders to deliver innovative and sustainable community-led projects.
- 1.2 For the scope of this study TAS has agreed with LAG that 'community transport' be given a wide interpretation involving a diversity of modes, and is not restricted to specialist transport services for those of limited mobility.

1.2 Objectives

- 1.2.1 The objectives of the study are as follows:
- a) To undertake a wide-ranging consultation programme encompassing the eleven Comhairle Wards to ascertain
 - ◆ the extent of current public and community transport (CT) provision across all the wards – this process is mainly to enable gaps in provision to be identified, and
 - ◆ the transport and mobility needs of the communities, and
 - b) To identify accessible and sustainable transport and mobility solutions which would serve both residents and visitors, and main locations on each island.

1.3 Our Approach

- 1.3.1 The brief required an extensive programme of engagement and consultation, and needed to capture comment from a range of stakeholders across all eleven Comhairle Wards. This process was limited to some degree by the time and capacity resource of the brief, and a degree of 'consultation fatigue' that some stakeholders have expressed. TAS undertook the following:
- a) A dedicated website was established to form a conduit of information and to report progress of the project, and to ensure that anyone on the Outer Hebrides would be signposted to an appropriate means of contributing any comment in a format they preferred – including Gaelic language option.
<https://getabout-hebrides.co.uk/>



- b) TAS directly contacted a number of primary stakeholders that had been identified via email, telephone and video conferencing. These resulted in interview notes being compiled, a draft of which was sent to respondents to check and amend as required;
- c) An online survey facility (using Survey Monkey) was launched to enable structured feedback to be captured following a survey design approved by the LAG;
- d) A series of open consultation meetings throughout the islands were organised by CLLD LAG and facilitated by TAS during February and March 2023.

1.4 Report Structure

- 1.4.1 The purpose of this report is to present the findings of the consultation phase, organised as follows:
 - a) Online Survey findings
 - b) Stakeholder Interviews
 - c) Consultation Meetings
- 1.4.2 The material is largely presented in a verbatim form, edited by TAS to improve clarity and concision. Some commentary by TAS is also included where specific points have been raised that benefitted from a response. Inevitably, there is some overlap of responses between the three approaches: a) was anonymous

and may have been completed by individuals who also contributed to b) and c). Some named stakeholders contributed to both b) and c).

1.5 Acknowledgements

1.5.1 We would like to express our thanks to the following individuals who assisted with this report:

- Mira Byrne (CLLD Coordinator)
- Sarah MacLean (Outer Hebrides Tourism),
- Colin Gilmour (NHS Western Isles),
- Domhnall Macdonald (Comhairle nan Eilean Siar),
- Ranald Robertson (HITRANS)
- Eoin MacNeil (Voluntary Action Barra & Vatersay)
- Murdo MacNeil (Voluntary Action Barra & Vatersay)
- Peter Young (Voluntary Action Barra & Vatersay)
- Chris Maclullich (Tagsa Uibhist)
- Jordan Carberry (Education, Skills & Children's Services, Comhairle nan Eilean Siar)
- Jim Morrison (Passenger Transport, Comhairle nan Eilean Siar)
- Iain Smith (Taxi Licensing, Comhairle nan Eilean Siar)
- Erica Clark (Schools & Learning Development, Comhairle nan Eilean Siar)
- Bellann O'Brien (Volunteer Centre Western Isles)
- Marion Wilson (Volunteer Centre Western Isles)
- Donna MacLennan (Horshader Community Development Trust)
- Annabel Langhorne (Tolsta Community Development Ltd)
- Margaret Morrison (Scalpay Minibus Committee)
- Kevin Morrison (Cothrom)
- Anne Macleod (Comunn Eachdraidh Nis / Ness Historical Society)
- Sandra Macleod (Carloway Community Council)

- Jemma Macvicar (Galson Estate Trust / Urras Oighreachd Ghabhsainn)
- Christine Amos (Galson Estate Trust / Urras Oighreachd Ghabhsainn)
- Lois Darley (Uig Community Council)
- Murdo Macritchie (Hebridean Minibus, Ness)
- Iain MacKinnon (Eriskay Community Council)

and all those individuals who responded to the online survey and attended the consultation meetings.

2.1 Introduction

2.1.1 The online survey used Survey Monkey to enable respondents to work through a series of structured questions around their habits, preferences and perceptions of travel in the Outer Hebrides. The survey was aimed at individual residents rather than organisations. The survey was named 'Getting About the Outer Hebrides', and promoted via a link which was circulated to organisations and individuals using a range of networks and media. The survey was open for just under two months between 8th February and 3rd April 2023. There were 102 individual respondents, although some skipped some of the questions that were not relevant to them, as indicated below. Some questions permitted more than one response, also indicated below. TAS offers its thanks to all the individuals who contributed to this consultation.

2.2 Survey Responses

Table 1: Location of Respondents (102 responses)

Location	No.
Eriskay	9
Benera	8
South Uist	6
Stornoway	5
Aird	4
Back	4
Balivanich	3
Barra	4
North Uist	3
Askernish	2
Berneray	2
Cromore	2
Harris	2
Ness	2
North Lochs	2
Uig	2
Uigean	2
Other (single respondents)	40

Outer Hebrides Home Location of Survey Respondents

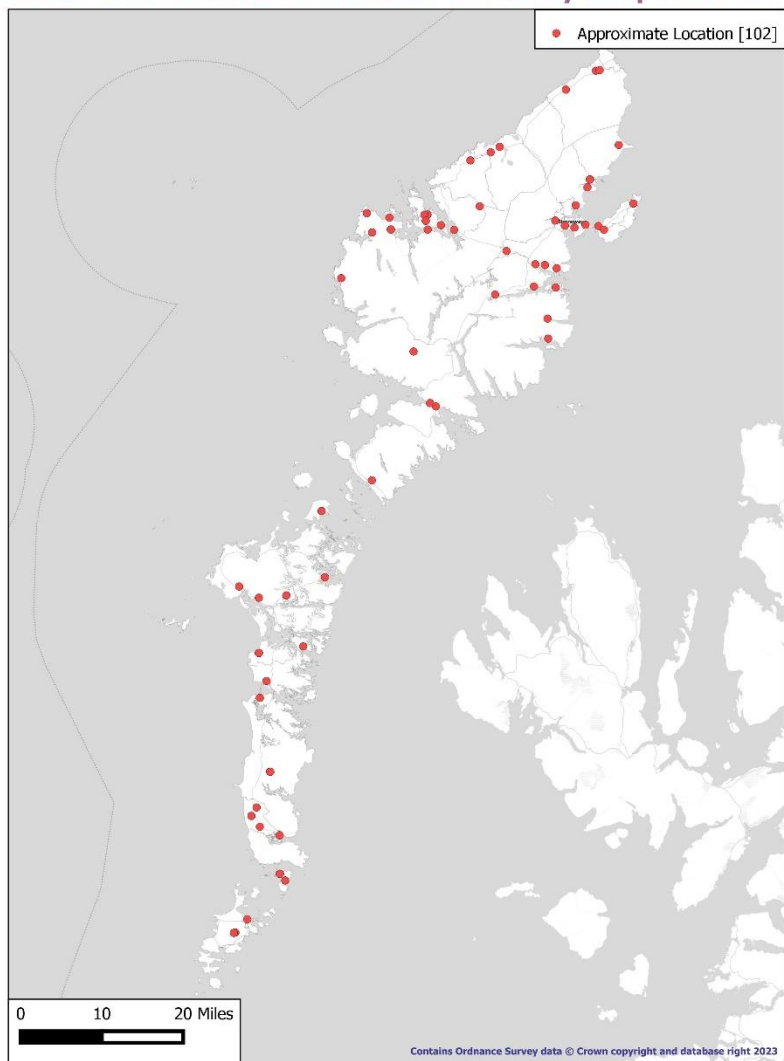


Figure A: How Old are You? (102 Responses)

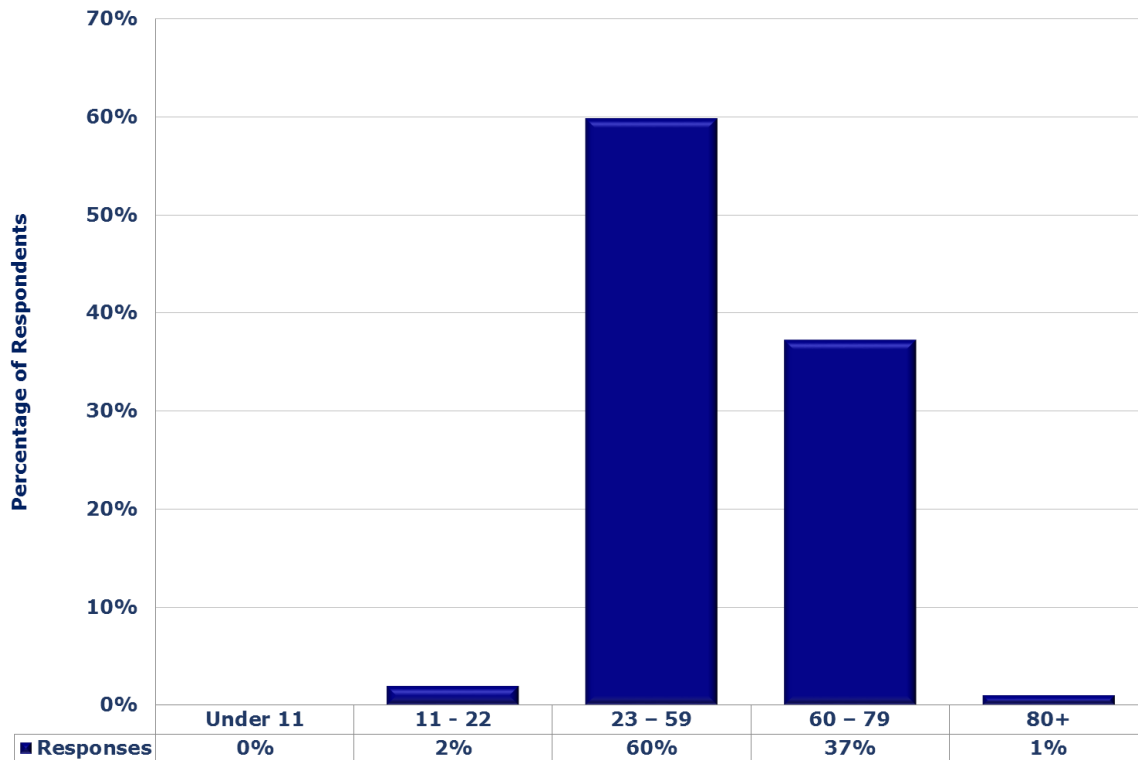


Figure B: Do you Have a Household Car or Van Available for Most Road Journeys you Need to Do? (102 responses)

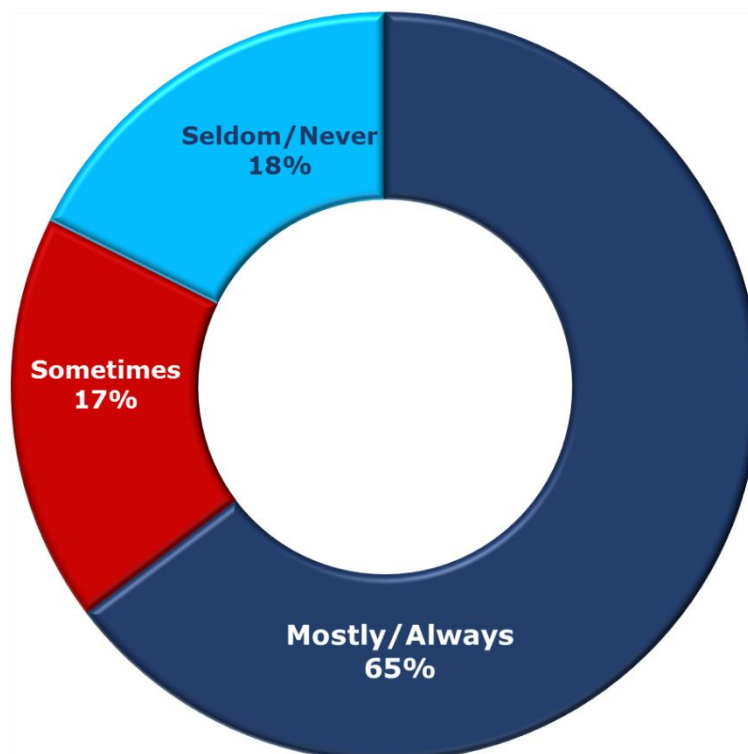


Figure C: How Often do you Use the Following Modes of Transport for Journeys Beyond your Immediate Neighbourhood? (102 responses – one answer for each mode)

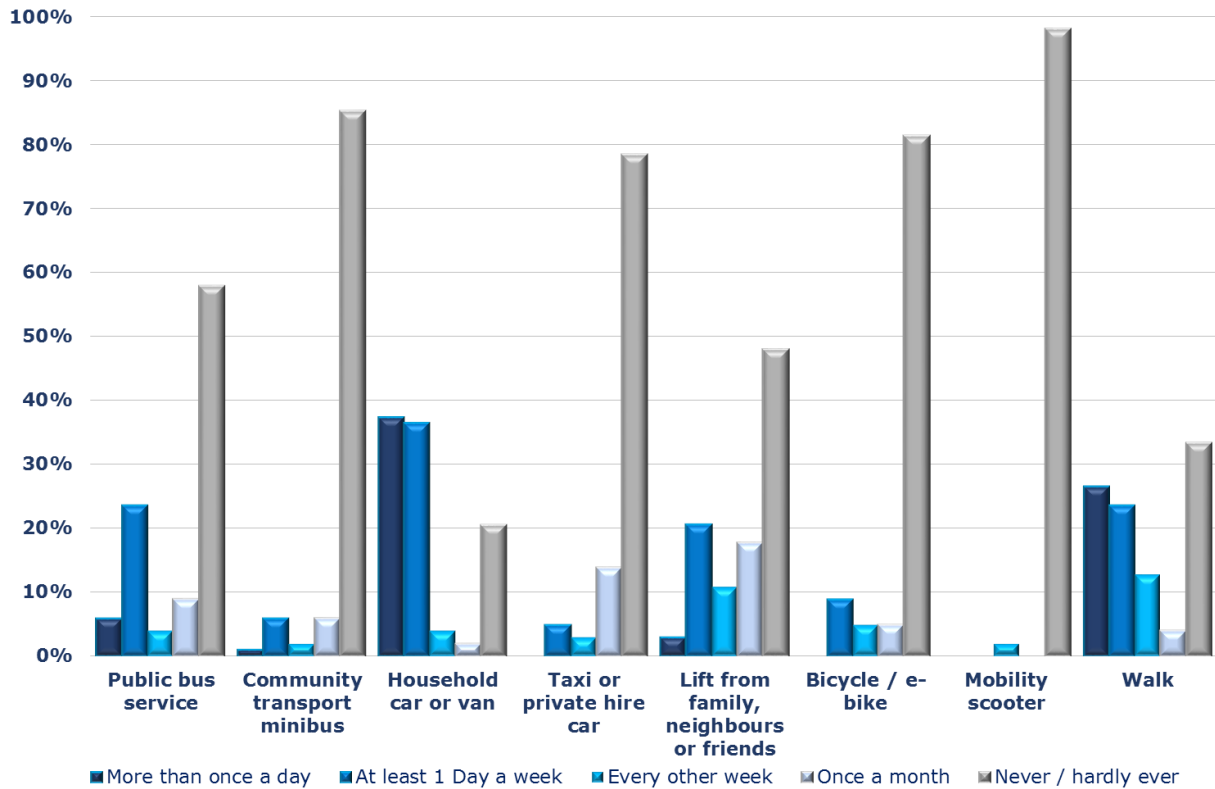


Figure D: Respondents' Use of Buses or Community Transport

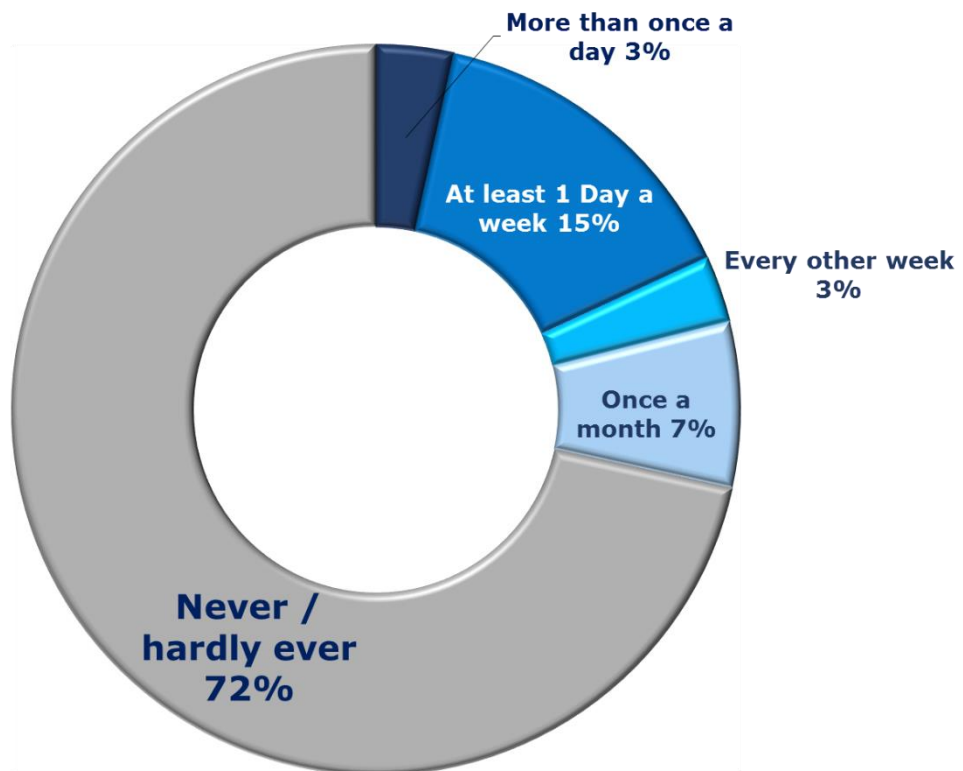


Figure E: Do you Have a Health Problem or Disability that Can Make it Difficult, Painful or Impossible to Use a Public Bus Service? (Including the Distance Walking to and from Bus Stops)? (102 responses)

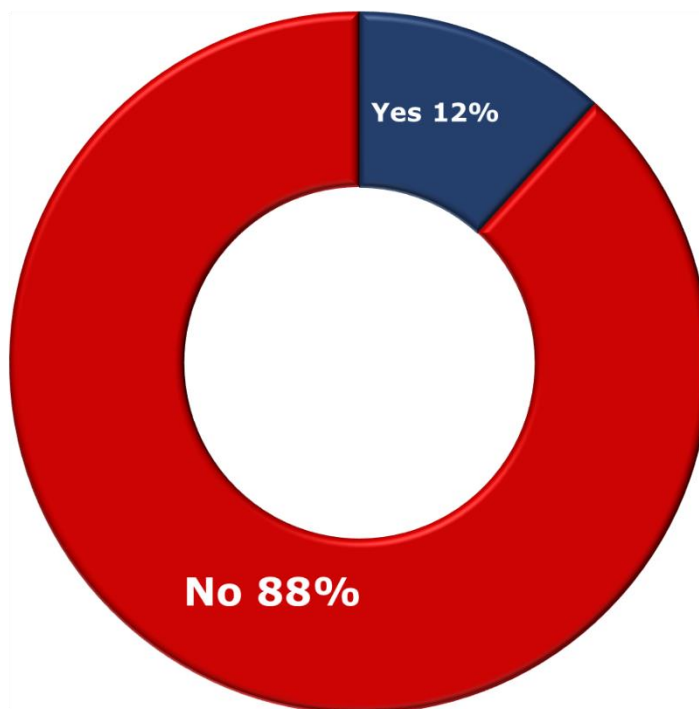


Figure F: Do You Find it Difficult to Travel to Undertake the Following Activities? (102 responses – all who answered per activity category)

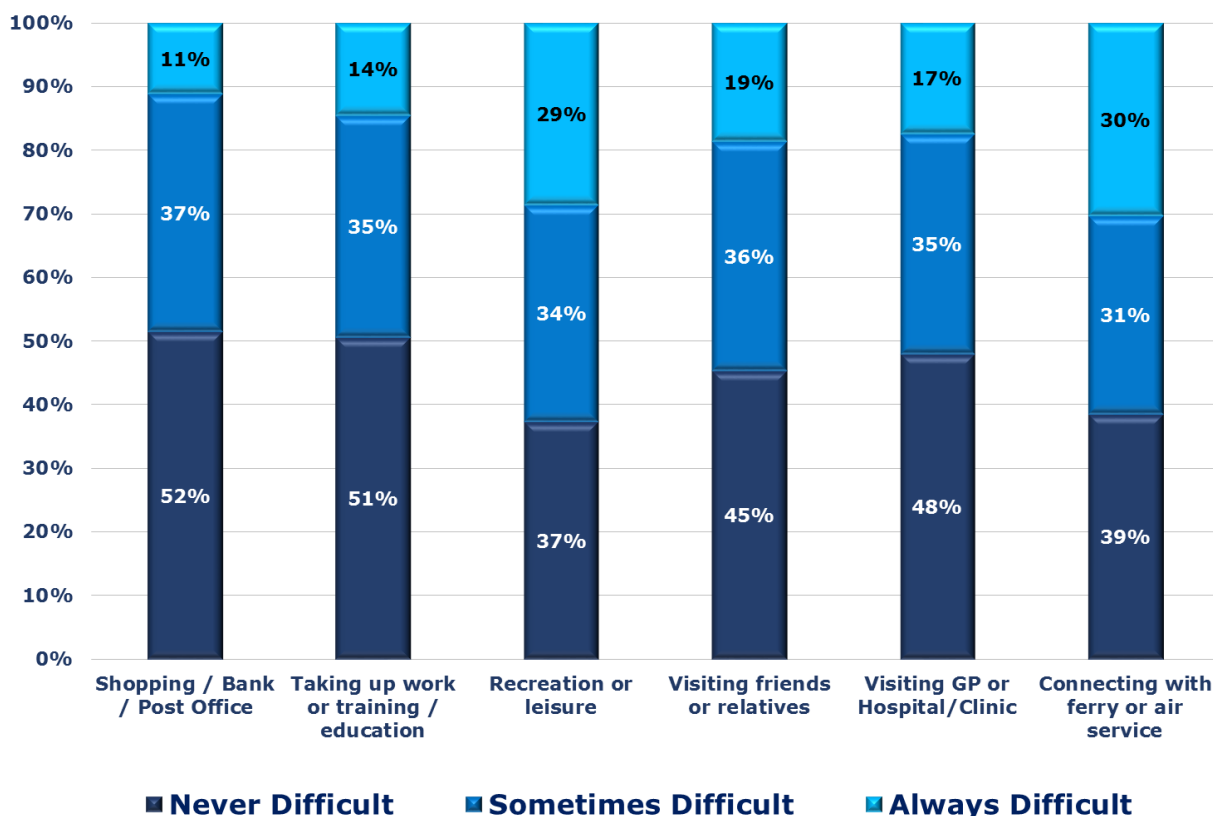


Figure G: Do You Feel that you Have Good and Up-to-date Information About Public Bus Services, Community Minibuses or Taxis & Private Hire (102 responses – one answer per category)

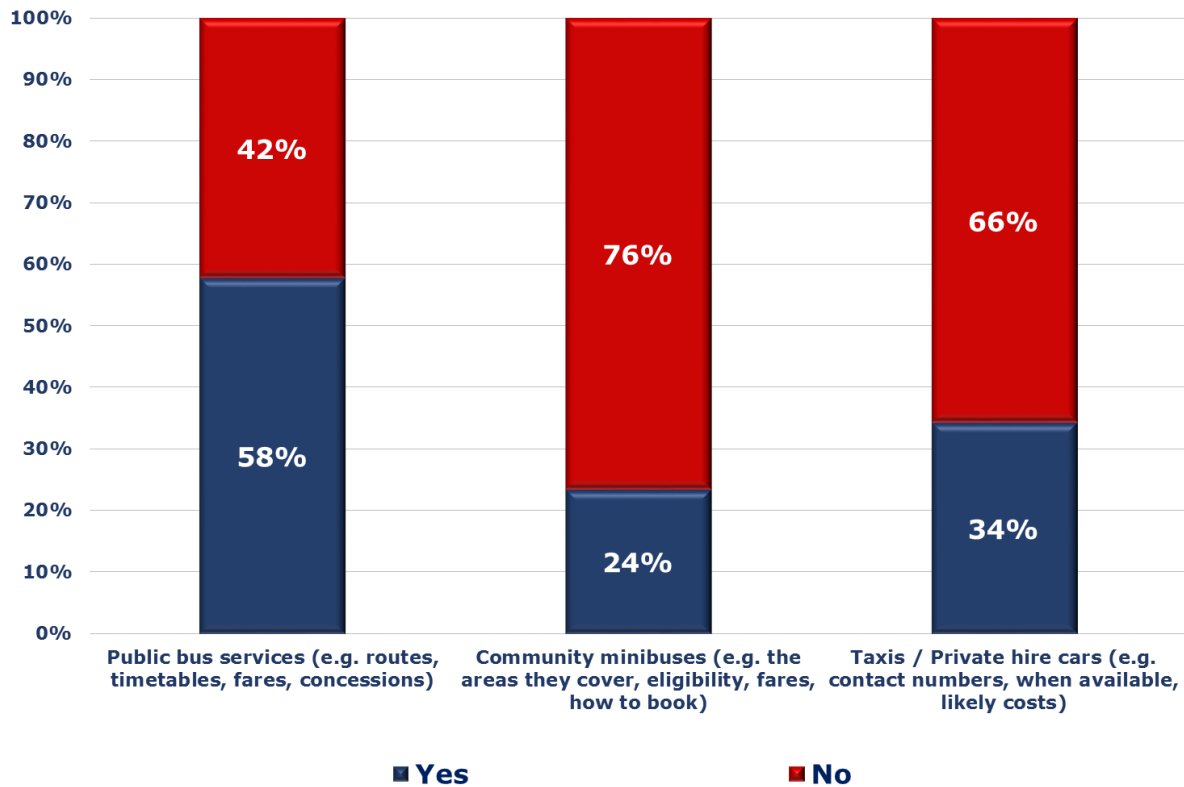


Figure H: Do you Use a Smartphone online to Find Information or Buy Things? (102 responses)

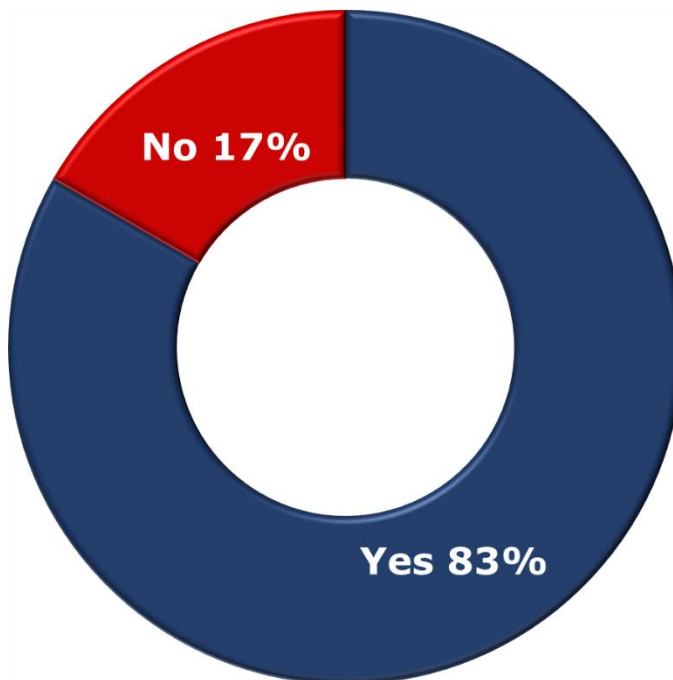


Figure I: Is the Mobile Signal Reasonably Reliable in the Area Where you Live? (102 responses)

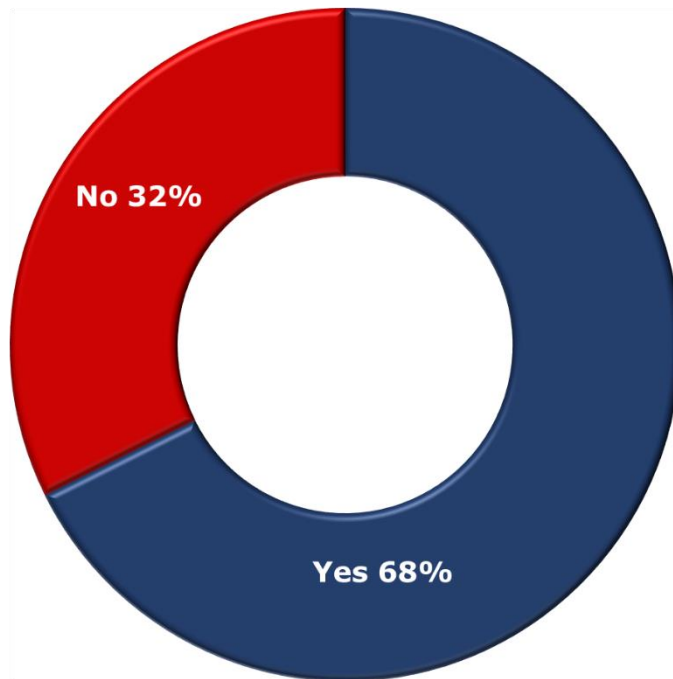


Figure J: Community Car Scheme – Would it be Useful in My Neighbourhood? and Would it Attract Enough Support to Work? (92 responses, one answer for each question)

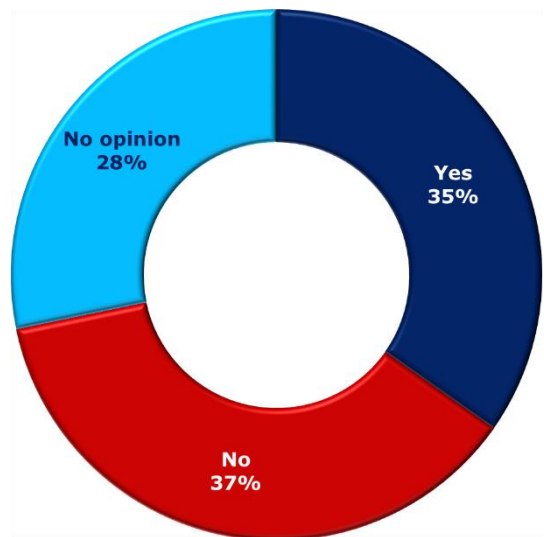
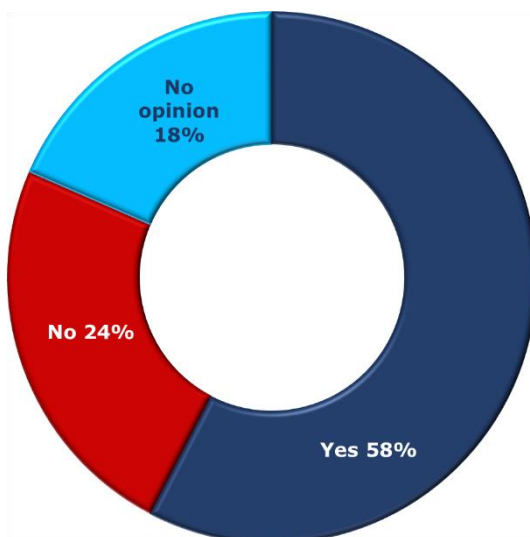


Figure K: Neighbourhood Minibus or People Carrier – Would it be Useful in My Neighbourhood? and Would it Attract Enough Support to Work? (92 responses, one answer for each question)

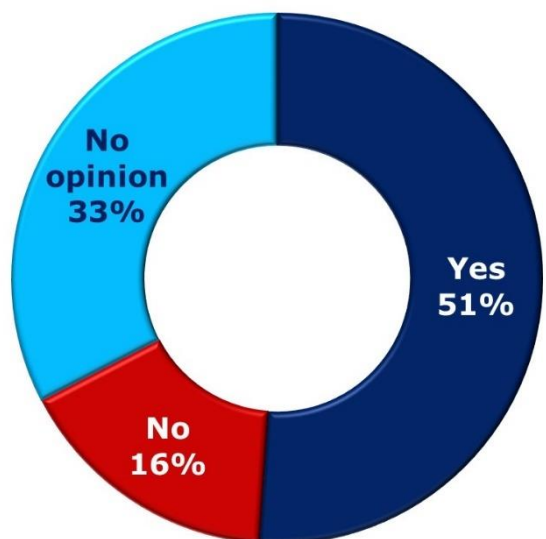
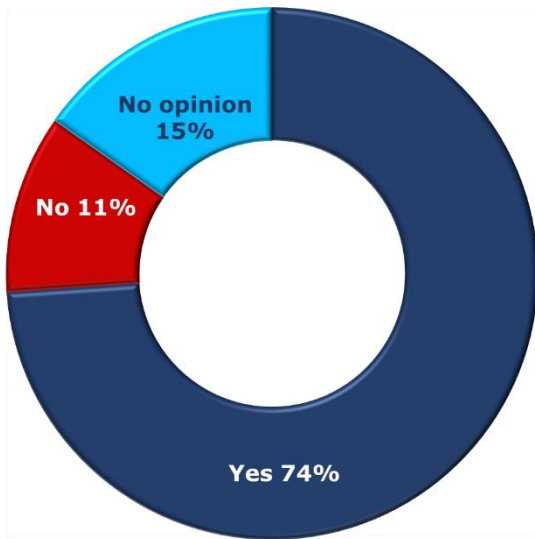


Figure L: Car Club – Would it be Useful in My Neighbourhood? and Would it Attract Enough Support to Work? (91 responses, one answer for each question)

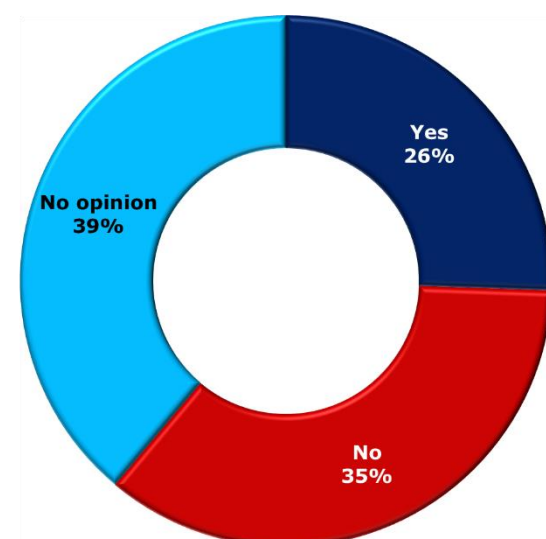
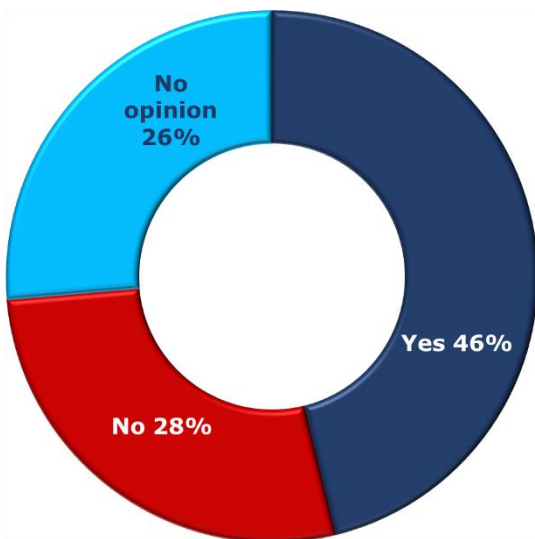
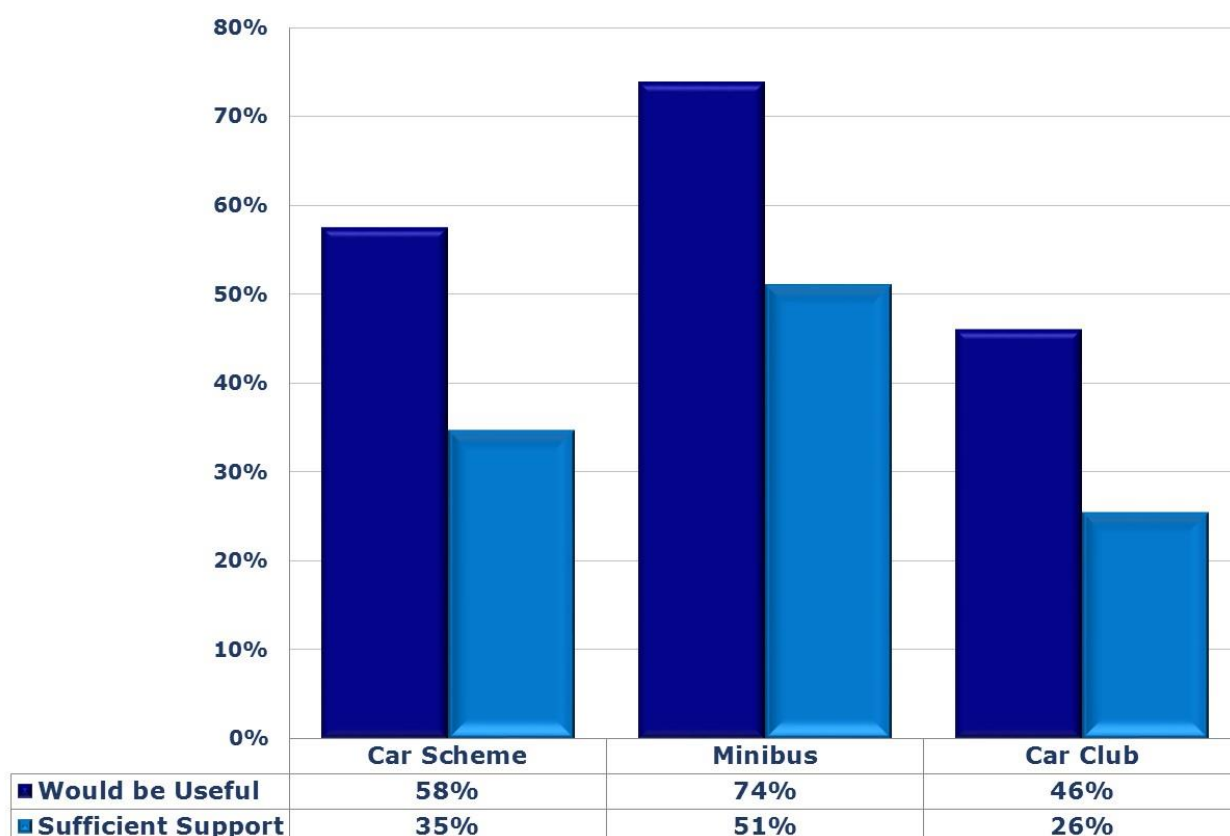


Figure M: Summary of Degree of Positive Attitudes to Community Transport Initiatives



2.2.1 The final section of the survey enabled open comments to be added: 'Please let us have any other comments or ideas, large or small, that would make it easier for you and others in the community to get about by road'. 44 responses were received covering a very wide range of issues.

2.3 Summary of Online Survey Findings

2.3.1 The following observations can be made:

- 102 responses represents around 0.4% of the whole Outer Hebrides population of 26,500 (2020 Comhairle estimate). This would generally be considered to be a low sample;
- It is difficult to judge how representative the responses are in terms of geographic location – locations were recorded sometimes in very general terms e.g. 'Isle of Harris' whilst others named specific settlements. Overall, most areas in the Outer Hebrides appear to be represented. The respondents were not restricted to one per household;
- 60% of respondents were of working age (and in relation to bus, fare-paying age) and just fewer than 40% in the retired age group. Younger people (aged 11-22) only saw 2 responses, and 1 person was aged over 80;

- 18% of respondents were not car users and 12% had some mobility difficulty;
- Usage by transport mode indicated that household car or van use was predominant (74% on a daily or weekly basis); public buses had some limited use on a weekly basis (over 24%), and CT services had a modest take up (around 12%) on a weekly or monthly basis; taxis were most likely to be used once a month (14%), and receiving a lift from someone on a weekly or monthly basis accounted for 38% of responses;
- The most difficult activities to undertake (under the 'sometimes' and 'always' difficult options) were:
 - ◆ ferry or air connections (58%)
 - ◆ recreation or leisure (56%)
 - ◆ visiting friends and relatives (52%)
 - ◆ health (50%)
 - ◆ shopping, banking or post office (47%), and
 - ◆ work or education (40%).
- Information was only felt to be adequate about bus services (58%), with much lower levels for community minibuses (24%) and taxis or private hire (34%);
- Smartphone usage for purchases and information was predominant amongst 83% of respondents. 17% said they did not use a smartphone for these purposes, though respondents in this category might possess a smartphone for conventional call purposes. Signals were felt to be reliable by just two thirds of respondents (68%);
- A car scheme was considered useful by 58% but only 35% felt there would be enough support for it to work. A neighbourhood minibus or people carrier was considered useful by 74%, and 51% felt there would be enough support for it to work. A car club was considered useful by 46%, and 26% felt there would be enough support for it to work;
- The open contributions cover a wide range of comments and topics. A number of comments on the state of the roads, footpaths, the need for cycle lanes and wider carriageways are outside the scope of this review. There was some feeling that school and public buses should be more integrated, and a few respondents requested that bus timetables and services should be restored to former times, with increased subsidies. There was some interest in community bus services and car-sharing/lift-giving as well as the need for better accessibility.

3.1 Introduction

3.1.1 A range of stakeholders was identified by both TAS and the LAG, and direct interviews were conducted between January and March 2023. The interviews were done by telephone or video conferencing, and interviewees were given a draft note of the discussion to make any corrections or amendments. The interviews did not follow any rigid structure, and stakeholders were invited to comment on any transport issues they felt to be important. Some aspects of the interviews were concerned with data-gathering, and where this material has been included in *TN1 Baseline Mapping*, it is omitted from the notes here, which are included below in date order. TAS offers its thanks to all the individuals and agencies that contributed to this consultation.

3.1.2 The following interviews were written up for the full report:

- Community-Led Local Development Local Action Group, 15 December 2022
- HITRANS (Ranald Robertson, Director), 21 December 2022
- Tagsa Uibhist (Chris Maclulich, Chief Exec), 30 January 2023
- Comhairle nan Eilean Siar, Transportation & Infrastructure (Jim Morrison, Public Transport Manager), 1 February 2023
- Voluntary Action Barra & Vatersay (Eoin MacNeil, Chief Exec), 8 February 2023
- Volunteer Centre Western Isles (Bellann O'Brien, Development Officer & Marion Wilson - Development Officer – both Lewis based), 16 February 2023
- Cothrom (Kevin Morrison, CEO), 17 February 2023
- Uist Council of Voluntary Organisations (Sheena Stewart, Chief Exec), 20 February 2023
- Comhaile nan Eilean Siar, Education, Skills & Children's Services (Jordan Carberry, Senior Resources Officer), 21 February 2023
- Horshader Community Development Trust (Donna Maclennan), 10 March 2023

The remaining content of this section has been removed to protect the identity and views of contributors. An overview of the findings can be found in the Baseline Mapping document. The full report was made available to the Outer Hebrides CLLD LAG and a redacted version may be obtained by contacting ohclld@cne-siar.gov.uk

4.1 Introduction

4.1.1 The on-site meetings were all facilitated by John Taylor (TAS director) and the locations and frequency of the events were planned and approved with the input of the LAG. Some meetings were targeted at key stakeholders, whilst others were open to the public. The itinerary was as follows:

- Voluntary Action Barra & Vatersay (Barra), 27 February 2023
- Bùth Bharraigh (Barra), 27 February 2023
- Eriskay Community Hall (Eriskay), 27 February 2023
- An Caladh, Balivanich (Benbecula), 28 February 2023
- Tagsa Uibhist (Benbecula), 28 February 2023
- Claddach –Kirkibost (North Uist), 28 February 2023
- Seallam! (Harris), 1 March 2023
- Uig Community Centre (Lewis), 1 March 2023
- Comunn Eachdraidh Nis, Ness (Lewis), 2 March 2023
- Galson Estate Trust / Urras Oighreachd Ghabhsainn (Lewis), 2 March 2023
- Clan MacQuarrie Community Centre, Borve (Lewis), 2 March 2023
- Breasclate Hall (part of Breasclate School) (Lewis), 2 March 2023
- Stornoway, Comhairle Council Offices (Lewis), 3 March 2023

4.1.2 Efforts were made to widely publicise the public meetings as there was limited time available within the project capacity for on-site engagement. TAS offers its thanks to all the individuals and agencies that contributed to these meetings.

The remaining content of this section has been removed to protect the identity and views of contributors. An overview of the findings can be found in the Baseline Mapping document. The full report was made available to the Outer Hebrides CLLD LAG and a redacted version may be obtained by contacting ohclld@cne-siar.gov.uk

Figure N: Meeting at Comunn Eachdraidh Nis



Figure O: Meeting at Uig Community Centre

