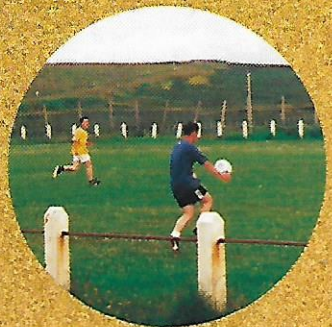


# Point Community Appraisal



*Report Summary*



# **POINT COMMUNITY APPRAISAL**

**1999**

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## INTRODUCTION

In November 1998 Point Community Council initiated a Community Appraisal to establish the needs and aspirations of the people of Point and to give some indication on how the people of Point saw their way forward as a Community. A Community Appraisal Sub-Committee was set up by the Community Council to co-ordinate the Community Appraisal. Members of the Sub Committee include representatives from the Community Council as well as co-opted representatives from different organisations who live in Point.

The project is part financed by the European Union under the Western Isles, Skye and Lochalsh Leader II programme, and by Western Isles Enterprise, Comhairle nan Eilean Siar, Western Isles Health Board and Point Community Council.

The Community Appraisal is believed to be the most comprehensive survey of this nature ever conducted in Point. All occupied households in the area were asked to complete a questionnaire, and 97% of the questionnaires were completed and returned.

This document sets out the main findings of the Community Appraisal and reports on the main priorities for Point as identified by the community. Point Community Council will use the results of this survey to work with other agencies and organisations to target the areas of prime concern and prioritise according to the wishes of the Community.

### Survey Method

The Point Community Appraisal Sub-Committee designed the questionnaire, drawing on the experience of previous community appraisals, local knowledge and feedback from public meetings. The questionnaire was designed so that it could be analysed by Community Association area (i.e. Bayble/ Garrabost, Tiumpan Head, and Aignish/ Swordale/ Knock) if so required.

Before the Community Appraisal was carried out, public meetings were held in Point to brief residents on the aims of the Community Appraisal and the questions that would be asked. The questionnaires were delivered by hand by five field workers who had been fully briefed beforehand on how to complete the questionnaire and how to assist householders in completing it. A questionnaire was delivered to every household in Point and each person over 11 years old within the household was asked to complete the relevant sections of the questionnaire. The field workers then collected the completed questionnaires for collation and analysis.



The questionnaire was in two parts:

**Part 1: Household Information**

This part of the Survey was completed by a representative from each household and asked for the age and gender of each household member, information on their type of accommodation, the state of repair of the property, whether members of the household had moved away from the area, and the number of people within the household who were receiving education or training.

**Part 2: Personal Information**

This part of the questionnaire was completed by every household member aged 11 and over who was resident in Point at the time of the Survey. The questionnaire was subdivided into the following sections:

- Section 1: People
- Section 2: Gaelic
- Section 3: Housing
- Section 4: Transport and Roads
- Section 5: Employment
- Section 6: Environment
- Section 7: Crofting and Fishing
- Section 8: Church
- Section 9: Health and Social Services
- Section 10: Local Government, Emergency and Local Services
- Section 11: Sport, Entertainment and Social
- Section 12: Tourism
- Section 13: Education
- Section 14: Quality of Life in the Area
- Section 15: General

The main results of the Survey are given below. The detailed results of the Survey are available as a separate report, together with all comments made by respondents.

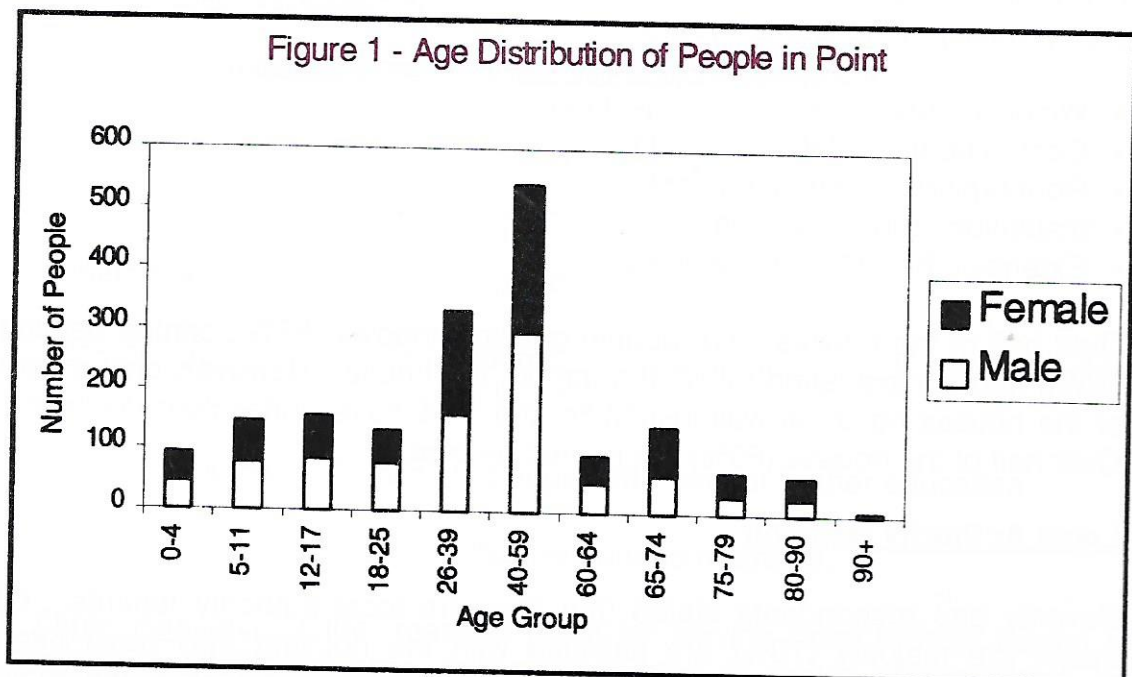


## MAIN FINDINGS

### Part 1 - Household Questions

Seven hundred and thirty five households took part in the Survey. There is a total of one thousand seven hundred and eighty people in these households with an average of 2.7 people per household.

Based on the Survey results, over half of the people living in Point are aged between 18 and 64 (62%), with 22% aged 0 to 17 and 16% aged 65 and over. There are slightly more men (906) than women (874). Figure 1 shows the age distribution of people in Point.



### Housing

The majority of householders own their own house, with 32% having a house on a croft, 38% having a house on a feu, and 8% having a croft house on a feu. Only 13% of respondents rent their accommodation, 3% from a private landlord and 10% from the local authority. Tiumpan Head has the highest proportion of respondents renting from the local authority (15%), while Bayble/ Garrabost has the highest proportion of houses on a croft (43%).

The majority of householders (82%) stated that their accommodation suited their needs. Fifty-five respondents felt that their accommodation had too much room, and fifty-seven respondents felt that it was too small. Of those who felt their accommodation was not suitable, 21% are looking for alternative accommodation.



More than half of the houses in Point (60%) were built prior to 1971. Bayble/ Garrabost has the highest proportion of houses built prior to 1971 (67%) compared to Tiumpán Head (58%) and Aignish/ Swordale/ Knock (55%).

Two hundred and ninety three respondents stated that the following repairs or improvements need to be made to their house:

- Window replacement (164 households)
- Roof repairs (125 households)
- Central heating (114 households)
- Extension built (48 households)
- Disabled facilities (8 households)

In addition, householders have made the following improvements or repairs to their property in the last ten years:

- Window replacement (407 households)
- Central heating (298 households)
- Roof repairs (219 households)
- Insulation (190 households)
- Extension built (105 households)

Over half of the houses have double glazed windows (68%), central heating (65%) and loft insulation (55%) throughout the house. However, only a third of the houses have full wall insulation and 14% have under floor insulation. Over half of the houses (60%) are heated by coal.

### **Local Authority Housing**

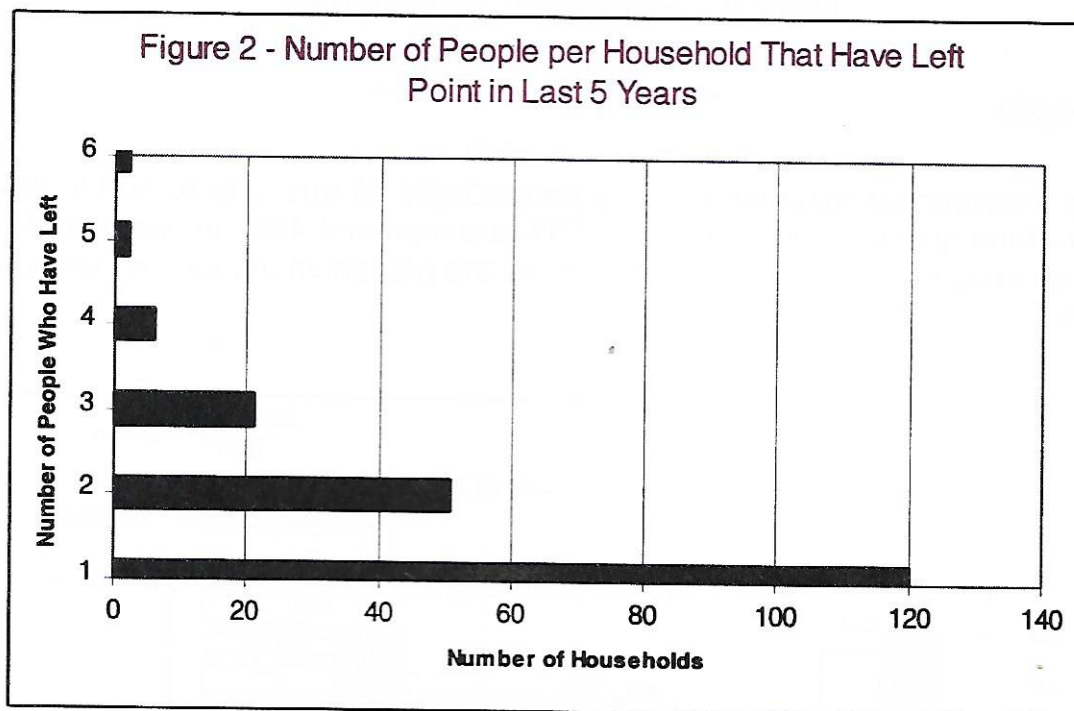
Seventy one respondents stated that they are local authority tenants. Of these, the majority (79%) are satisfied with the housing they have been allocated. Twelve people are not satisfied with their housing, the main reasons being that the houses are too small (5 households), too draughty (3 households), damp (2 households) or have no heating upstairs (2 households).

For the majority of Council tenants (77%), Point had been their first choice for local authority housing.

### **People**

Over a third of respondents (36%) stated that members of their household have moved to live away from Point in the last five years. Figure 2 shows that between one to seven members of these households have left, with a total of three hundred and thirty-two people moving away from Point in the last five years. Tiumpán Head has a higher proportion of respondents who stated that members of their household have moved away from Point (42%) compared to respondents from Aignish/ Swordale/ Knock (37%) and Bayble/ Garrabost (28%).





The main reasons given for leaving the area are:

- Lack of employment: One hundred and twenty nine people left Point due to lack of employment over the last 5 years.
- Further Education: Forty eight people left Point for further education.
- Marriage: Twenty people left the area due to marriage.
- Other Reasons: Other reasons given for leaving Point include buying a house in a different area, personal reasons, to live in the mainland, to broaden life experiences and lack of leisure provision.

Out of the three hundred and thirty-two people who moved away from Point in the last five years, there is the possibility that one hundred and twelve people would return, given the opportunity. Respondents feel that the following opportunities would encourage people to return to Point:

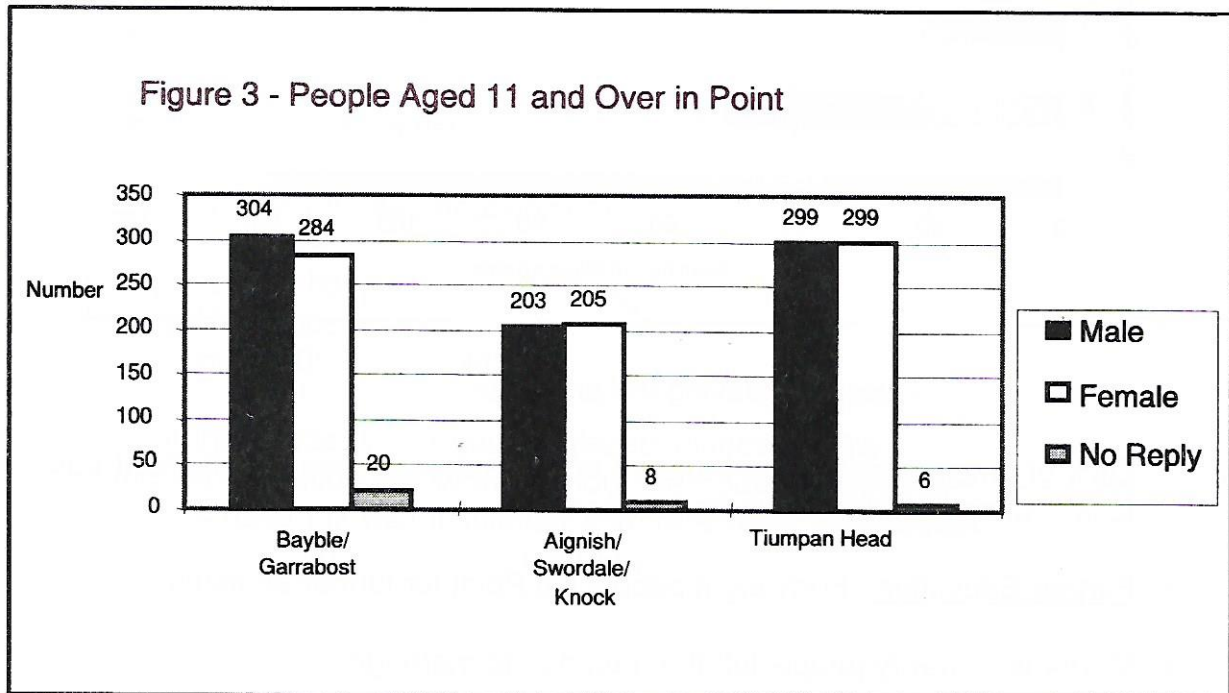
- Employment opportunities (127 respondents)
- Social and leisure facilities (33)
- More/ affordable housing (30)
- More activities for young people (15)
- Local shop/ grocery shop (15)
- A pub (serving food and drink) (13)
- Community hall/ centre (8)
- Availability of crofts for young people (8)
- New community school (8)



## Part 2 - Personal Questions

### People

One thousand six hundred and forty people aged 11 and over replied to this part of the questionnaire. Of these, 50% are men and 48% are women (2% do not state their gender). Figure 3 shows the proportion of men and women in Point by Community Association area.



Over half of the respondents (57%) stated that their family home for the first ten years of their lives was in Point, and 19% stated that it was in other parts of the Western Isles. A quarter of the respondents stated that their family home had been outwith the Western Isles. Figure 4 shows that all three Community Association areas have approximately the same proportion of respondents whose family home for the first ten years of their life was Point. Figure 4 also shows that the Tiumpnan Head area has the highest percentage of people whose family home for the first ten years of their life was outwith the Western Isles.

Over half of the people surveyed (58%) have lived in the area for over 15 years. Of these, the largest proportion live in the Bayble/ Garrabost Community Association area (see Figure 5). The main reasons given for living in Point are having been brought up in the area (48%) and being married to someone from the area (14%).



Figure 4 - Family Home of Respondents for First 10 Years of Their Lives - By Community Association Area

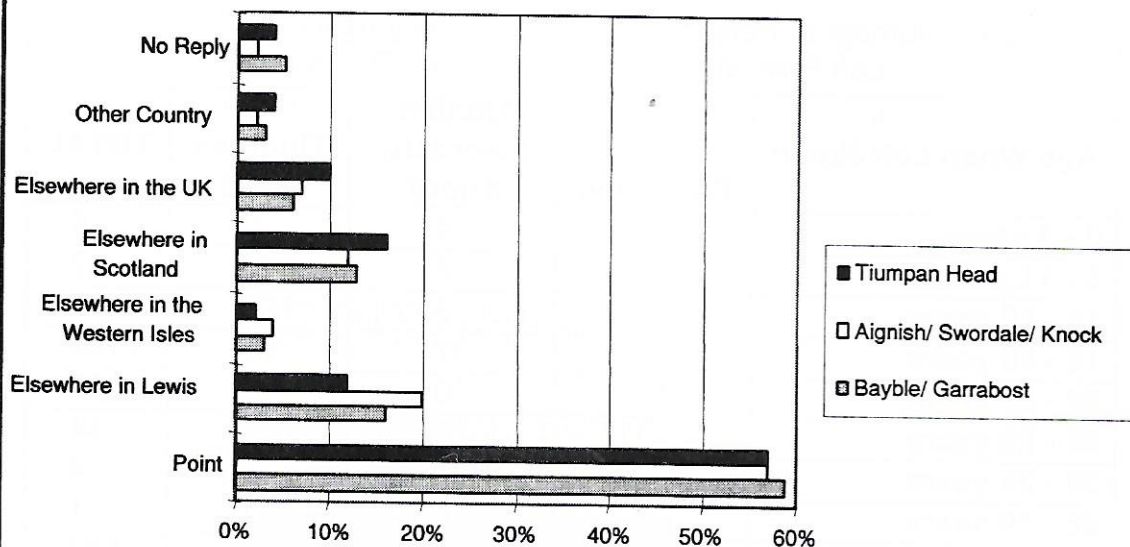
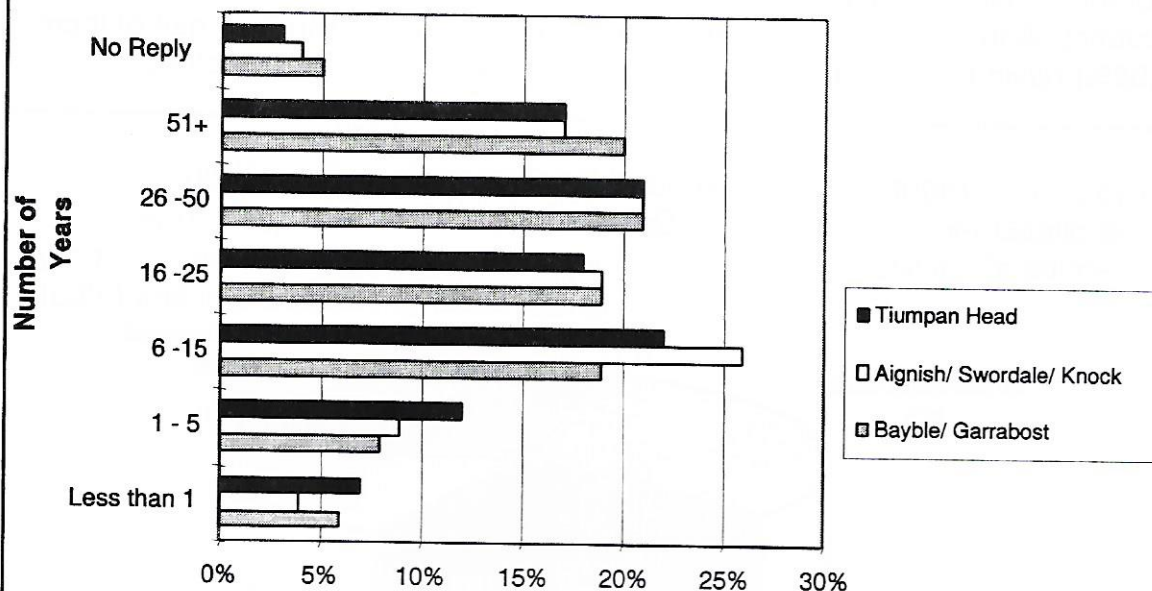


Figure 5 - Proportion of Respondents Who Have Lived in Each Community Association Area Between 0 - 51+ Years



Two hundred and twenty four respondents native to Point left the area when young and lived elsewhere for a number of years before returning. The majority (64%) left the area between the ages of 16 and 19 (see Figure 6), and lived away from home for an average of 15 years.

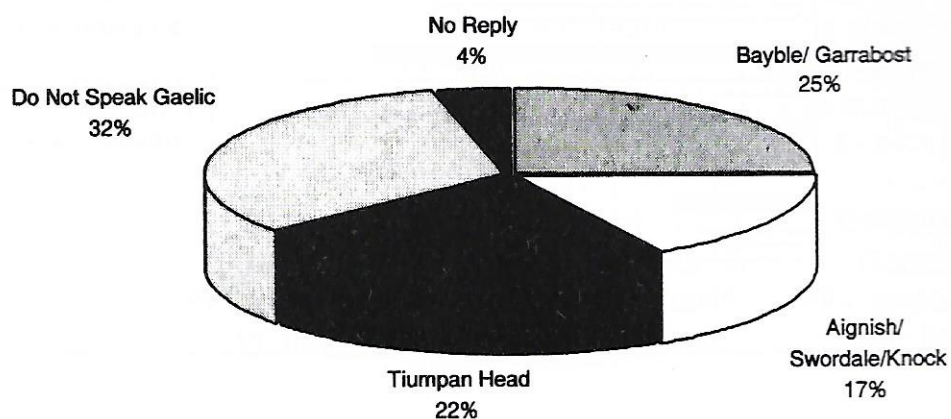
Figure 6 - Number of People in Each Community Association Area Who Left Point When Young and Then Returned

Age When Left Home	Bayble/ Garrabost	Aignish/ Swordale/ Knock	Tiumpan Head	TOTAL
0 - 4 years	0	4	2	6
5 - 11 years	1	2	4	7
12 - 15 years	7	3	6	16
16 - 19 years	56	37	51	144
20 - 23 years	12	10	10	32
24 - 29 years	6	6	2	14
30 - 35 years	1	2	1	4
36 - 39 years	0	0	1	1
<b>TOTAL</b>	<b>83</b>	<b>64</b>	<b>77</b>	<b>224</b>

## Gaelic

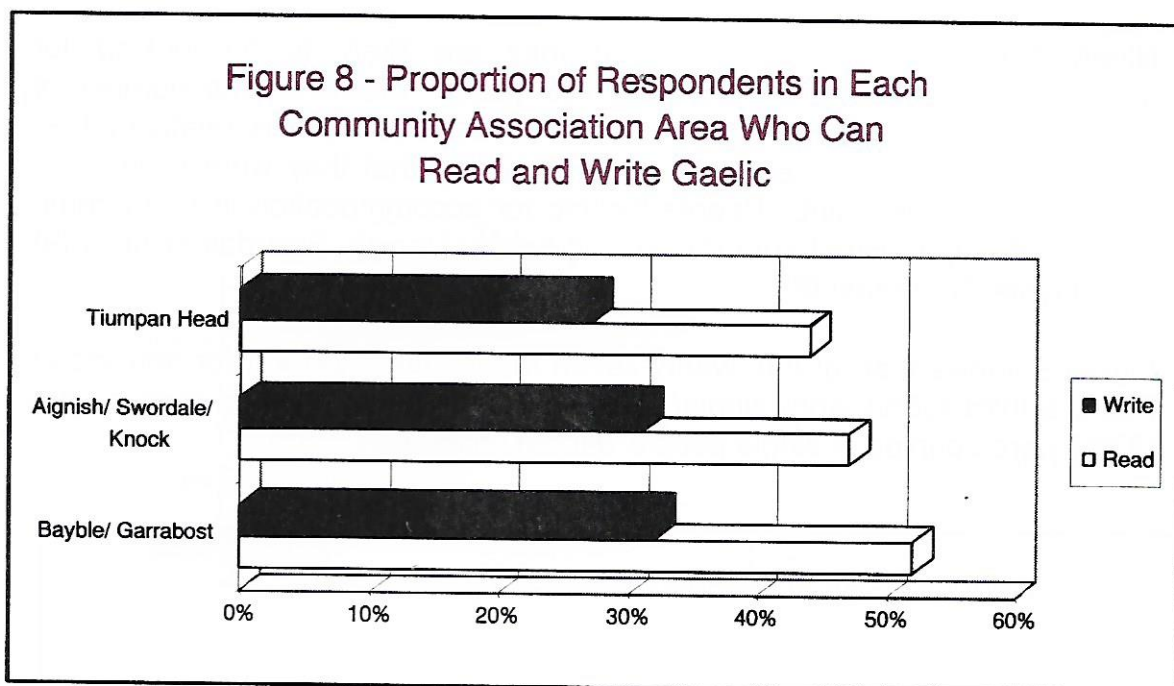
Figure 7 shows that over half of the respondents in Point speak Gaelic (64%). Of these, 70% are highly fluent, 18% have medium fluency and 11% have low fluency. A third of the respondents do not speak Gaelic, with over half of them (58%) having grown up outwith the Western isles.

Figure 7 - Proportion of Respondents in Point Who Speak Gaelic





Almost half (48%) of the respondents can read Gaelic, while just under a third (30%) can write it. Figure 8 shows that the proportion of people who can read and write Gaelic is higher in the Community Association area of Bayble/ Garrabost, followed by Aignish/ Swordale/ Knock and then Tiumpán Head.



There appears to be a real desire by a good proportion of the respondents to improve their ability to speak, read and write Gaelic. Just under a third of respondents (an average of 521) expressed an interest in improving their Gaelic.

According to the results of the Survey, Gaelic has an important part to play in the lives of people in Point. Over half of the respondents feel Gaelic is of great or medium importance in the community (62%), in children's education (60%) and in broadcasting (58%).

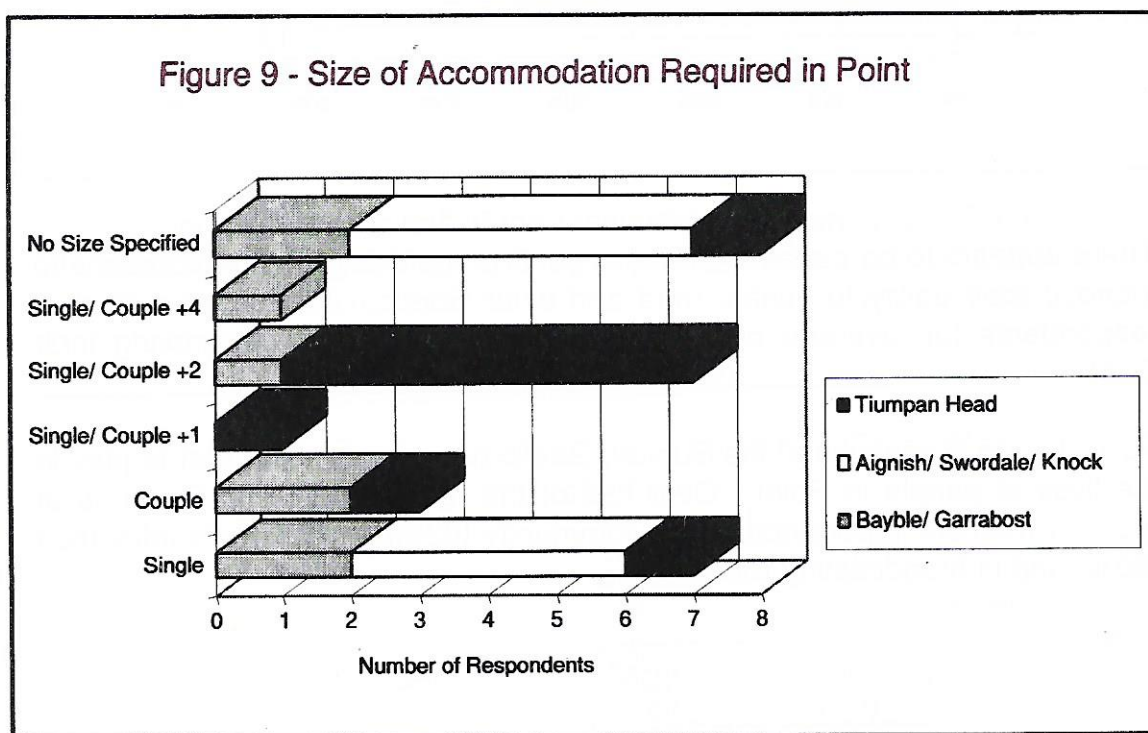
## Housing

### Demand for Housing

Around half of all respondents feel that there is a need for more owner occupied housing (51%) and rented housing (49%).

Ninety five respondents stated that they are likely to be looking for accommodation in Point in the next five years. However, the number of respondents currently looking for accommodation in Point is relatively low, with only twenty-seven respondents (2%) stating that they were looking for accommodation in Point. People looking for accommodation in Point come from the Tiumpán Head area (10 respondents), Aignish/ Swordale/ Knock (9) and Bayble/ Garrabost (8).

Figure 9 shows that, of the twenty-seven respondents looking for housing in Point, a third (33%) were single/ couples with children and just over a third (37%) were couples or single people without children.



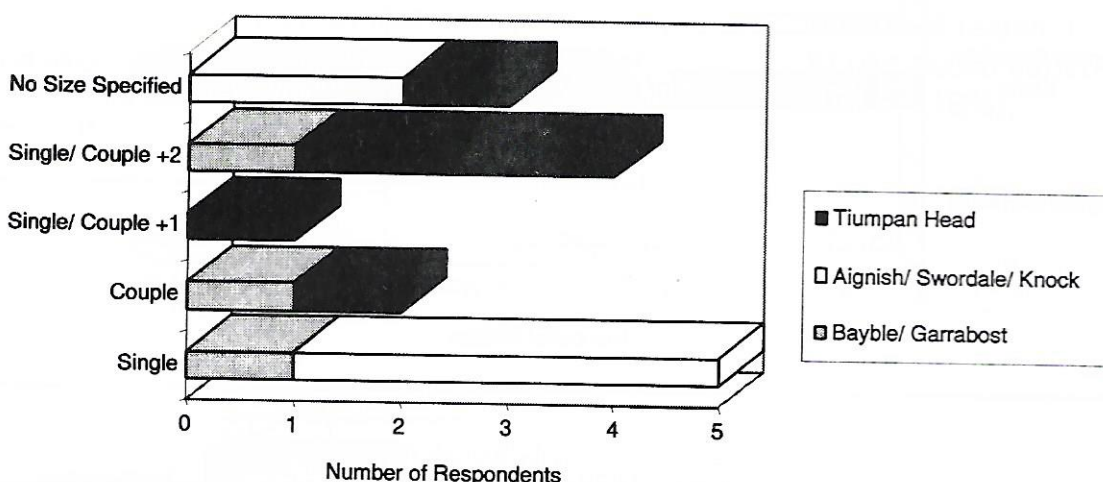
Of the twenty-seven people looking for accommodation in Point, fifteen (56%) require a low cost starter home. Of these, seven are singles or couples, five are single/ couples with children, and three do not specify the size of household (see figure 10).

Eleven of the respondents (73%) requiring low cost starter homes would consider shared equity housing (part purchase/ part rent).



Three of the respondents looking for accommodation have applied to be put in the Council housing list for Point. All three respondents live in the Tiumpán Head area and one of them has been on the waiting list for over two years.

**Figure 10 - Types of Households Requiring Low Cost Starter Homes**



### Empty Homes

Fifty respondents own a house in Point which is currently unoccupied. Of these, 48% are in Tiumpán Head, 32% are in Bayble/ Garrabost, and 20% are in Aignish/ Swordale/ Knock. Figure 11 shows that only six out of the fifty empty houses are available for rent or sale.

### Allocation of Crofter Land

One hundred and seventy crofters who think there is a need for more housing in Point state that they would agree to the allocation of crofter land to provide housing sites. Almost half of these respondents (48%) come from the Bayble/ Garrabost area (see figure 12).

Figure 11 - Empty Homes Available for Rent or Sale in Point

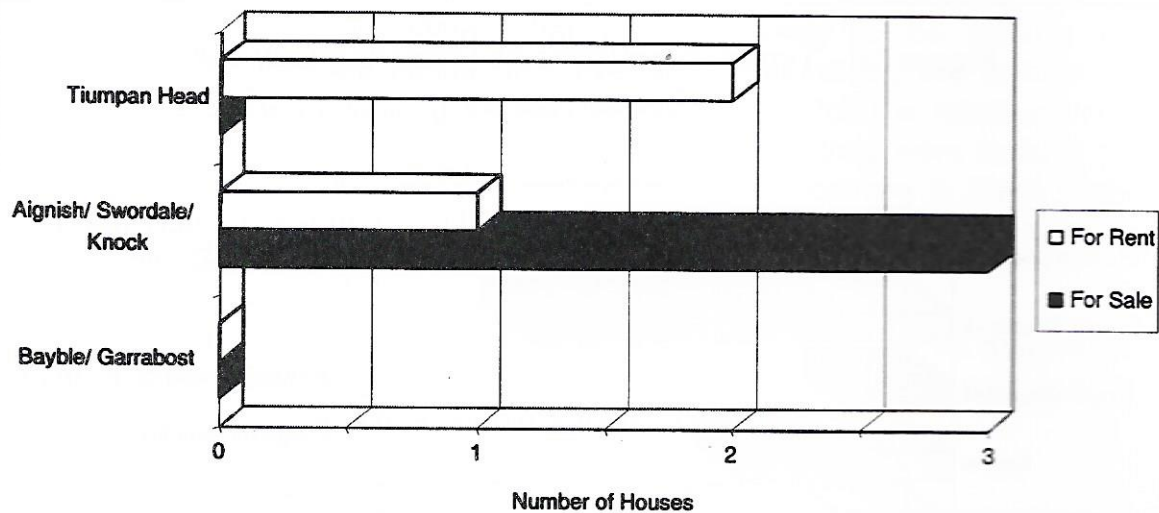
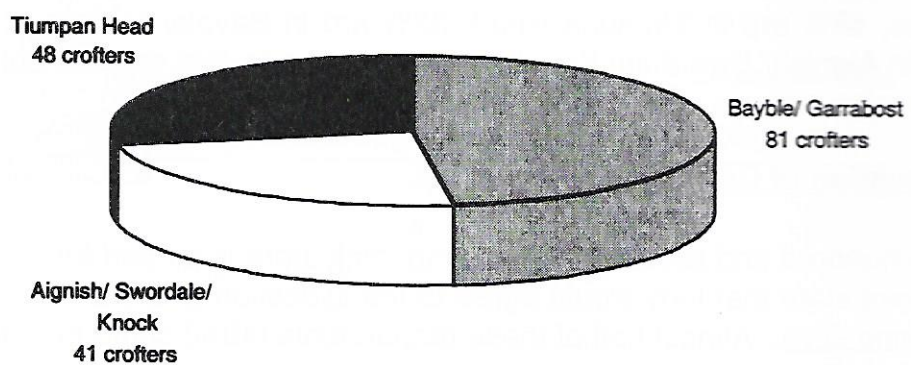


Figure 12 - Crofters Who Agree to the Allocation of Crofter Land for Housing Sites

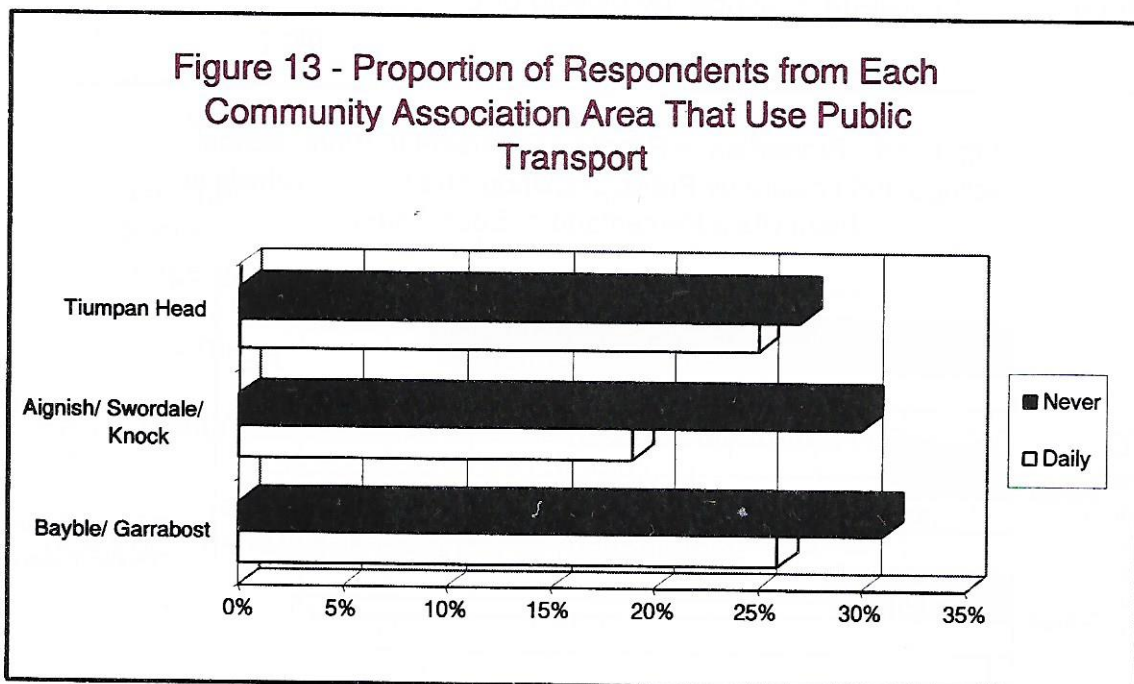




## Transport and Roads

### Public Transport

Almost a quarter of respondents (23%) use public transport daily, with 11% using it weekly and 30% using it occasionally. Over a quarter of respondents (29%), however, never use public transport. Figure 13 shows the proportion of respondents in each Community Association area who use public transport daily compared to those that never use it. A higher proportion of respondents from Bayble/ Garrabost (26%) and Tiumpman Head (25%) use public transport daily compared to respondents from Aignish/ Swordale/ Knock (19%).



One hundred and fifty-eight respondents (10%) stated that they usually travel to work by public transport. Of these, 73% travel to work daily by bus, 15% travel weekly by bus and 13% travel monthly or occasionally.

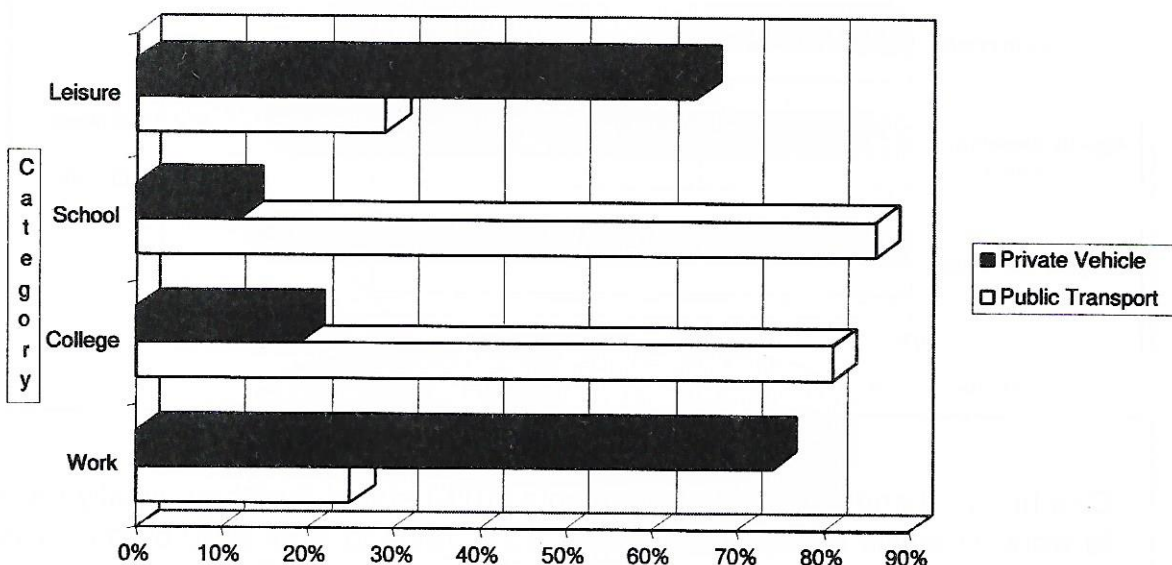
Two hundred and one respondents (12%) suggested ways in which the public transport serving Point could be improved. Of these, seventy-four feel that better/ newer buses are needed. Another seventeen respondents feel that buses should run on time, fourteen respondents feel that buses should service all villages and side roads, and fourteen respondents feel that there should be a more frequent service. Some other suggestions include the need for smaller buses/ feeder services, a quicker route to Stornoway, better late night services and easier access for the elderly and disabled.

### Usual Mode of Transport to Work, College, School and Leisure

The main form of transport for people going to work and to leisure activities is by private vehicle. Six hundred and thirty-eight respondents stated that they travel to work. Of these, 74% travel to work by car. Of the four hundred and ninety-three respondents who travel to leisure activities, 65% travel by private vehicle (see Figure 14). Very few respondents (six) travel to work by bicycle or on foot, while only twenty-eight respondents travel to leisure activities by bicycle or on foot.

In contrast to those travelling to work or leisure, the majority of respondents who travel to school or college do so by public transport (see figure 14). Thirty-one respondents stated that they travel to college. Of these, 81% travel by public transport. Of the one hundred and twenty-eight respondents who travel to school, 86% travel by public transport. Very few respondents (three) travel to college or school by bicycle or on foot.

Figure 14 - Proportion of People That Travel to Work, School, College and Leisure by Public Transport and Private Vehicle in Point (As a Percentage of Each Category)



### Public Roads

Two hundred and fifty-four respondents (16%) identified roads in Point which are most in need of upgrading. Of these respondents, 45% come from Bayble/ Garrabost, 35% come from Tiumpán Head and 19% come from Aignish/ Swordale/ Knock.



A wide variety of suggestions were given for roads that are most in need of upgrading. The main suggestions are as follows:

- All roads (31 respondents)
- Side roads (27 respondents)
- Bayble School to Garrabost junction (25 respondents)
- Garrabost (25 respondents)
- Swordale/ Knock (25 respondents)
- Lower Bayble (22 respondents)
- Bayble (21 respondents)
- Sheshader (16 respondents)

The level of upgrading identified by respondents includes:

- Resurfacing
- Widening of side roads
- Improving drainage
- More passing places
- Pavements
- Street lighting

Particular mention was made for the need to improve the Bayble School to Garrabost junction road by making it to a double track road and by sorting out its drainage problem.

### **Roadside Signs**

Respondents were asked to rate the need for different types of roadside signs in Point. A high percentage of respondents feel that there is a need for safety signs such as speed restrictions and "children crossing" signs. The following road signs are rated as essential by respondents:

- |                              |       |
|------------------------------|-------|
| 1. Speed restriction signs   | (62%) |
| 2. "Children crossing" signs | (60%) |
| 3. Village names             | (53%) |
| 4. "School" signs            | (51%) |
| 5. Bilingual signs           | (30%) |

Other signs which give the name of places or services, such as lochs or post offices, are considered useful by between a quarter and a third of respondents. The following roadside signs are rated as useful by respondents:

- |                            |       |
|----------------------------|-------|
| 1. Shore signs             | (35%) |
| 2. Post Office signs       | (35%) |
| 3. Loch names              | (28%) |
| 4. Cemetery signs          | (28%) |
| 5. "Narrow road" signs     | (26%) |
| 6. "Welcome to Point" sign | (26%) |

Some of the signs that are considered useful by many respondents are not considered necessary by others. The following signs are not considered necessary:

- |                            |       |
|----------------------------|-------|
| 1. Gaelic only signs       | (48%) |
| 2. River name signs        | (31%) |
| 3. Loch name signs         | (26%) |
| 4. "Welcome to Point" sign | (24%) |
| 5. Cemetery signs          | (23%) |

### **British Regional Airways**

Respondents were asked if they were satisfied with the services provided by British Regional Airways (BRA). Over half of all households (59%) rate the service provided by BRA as poor, a third (34%) rate it as adequate, and only 5% as good.

Respondents gave many suggestions as to how the services provided by BRA could be improved. The main suggestions include:

- |                                 |                   |
|---------------------------------|-------------------|
| • Cheaper fares                 | (138 respondents) |
| • Better time keeping           | ( 88 respondents) |
| • More reliable service         | ( 63 respondents) |
| • More flights                  | ( 36 respondents) |
| • Better timetable              | ( 34 respondents) |
| • New airline/ more competition | ( 28 respondents) |

### **Ferry Services to Lewis**

Respondents were asked if they were satisfied with the ferry service to Lewis. The majority of households (73%) are satisfied with the ferry service, while 26% are not. Respondents gave the following suggestions for improving the service:

- |                    |                  |
|--------------------|------------------|
| • Sunday service   | (73 respondents) |
| • Cheaper fares    | (35 respondents) |
| • More crossings   | (34 respondents) |
| • Improved timings | (34 respondents) |

### **Car Parking in Stornoway**

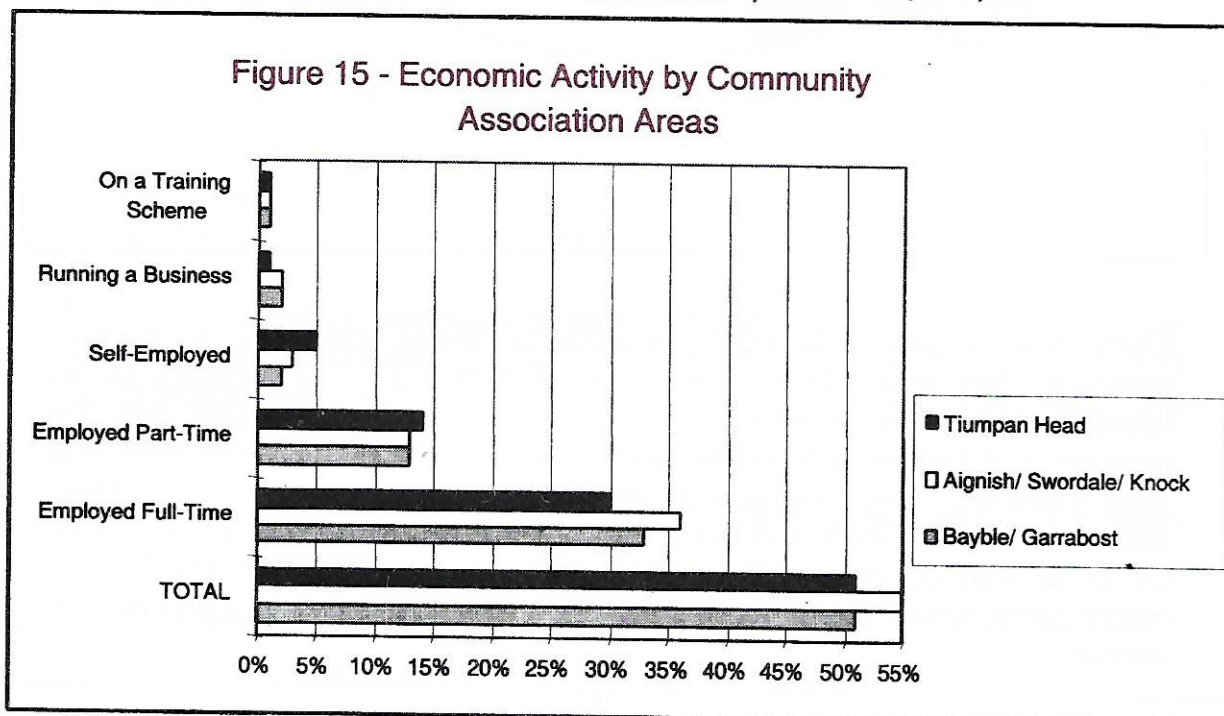
The majority of respondents (73%) do not agree with car parking charges being introduced in Stornoway car parks. The majority of respondents (86%) also feel that there are not enough car parking spaces in Stornoway.



## Employment

### Economic Activity

At the time of the Survey (November 1998), 52% of respondents were economically active (e.g. employed, self employed, registered unemployed or on a training scheme). Figure 15 shows that the highest proportion of economically active respondents live in Aignish/ Swordale/ Knock (55%) compared to Bayble/ Garrabost (51%) and Tiumpun Head (51%).



*Percentages based on number of respondents aged 11 and over.*

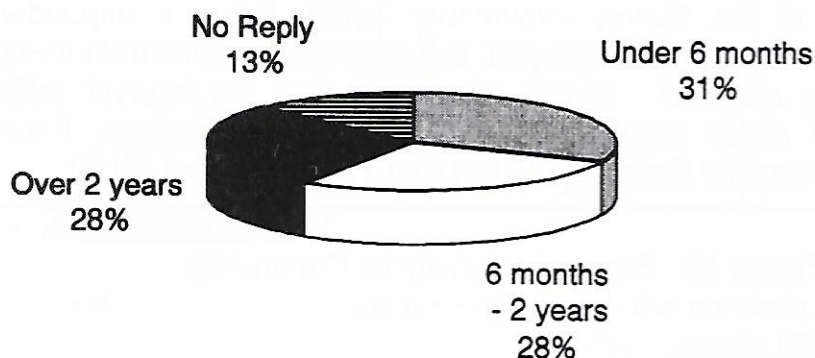
The proportion of respondents who were unemployed during November 1998 was 5% (as a percentage of the respondents aged 11 and over). Unemployment was higher in Tiumpun Head (6%) than in Bayble/ Garrabost (4%) and Aignish/ Swordale/ Knock (4%). Figure 16 shows that of the seventy-eight unemployed respondents, around half (52%) had been unemployed for over six months.

The proportion of retired people in Point was relatively low, with 17% of respondents stating that they were retired. The highest proportion of retired people is found in Bayble/ Garrabost (19%) compared to Aignish/ Swordale/ Knock (17%) and Tiumpun Head (14%).

The main occupations in the area are given as:

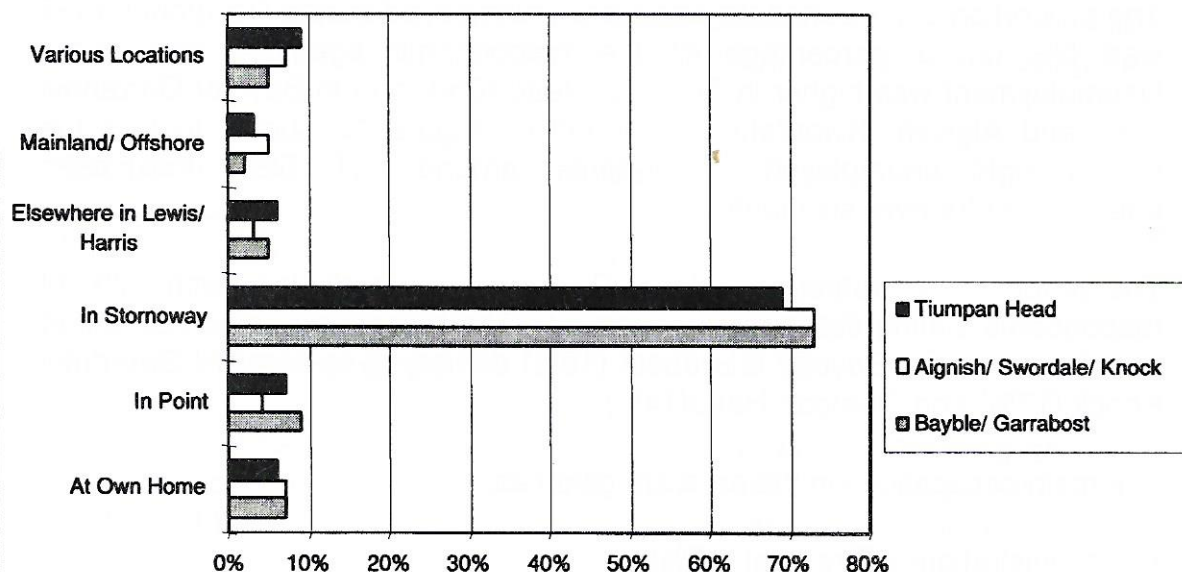
- Administration/ Secretarial (15%)
- Health/ Medical (11%)
- Retail Trade (10%)
- Education (8%)
- Skilled Tradesman (8%)

Figure 16 - Unemployed Respondents - Length of Time Unemployed



Eight hundred and sixty-eight respondents (53%) answered a question regarding their main place of work (see Figure 17). The majority, or six hundred and twenty-three respondents (72%), work in Stornoway, and one hundred and twenty-eight (15%) work elsewhere in the Western Isles and other locations. One hundred and seventeen respondents (12%) stated that their main place of work is in Point, with fifty-five of them working from home. Of those that do not work in Point, 34%, or two hundred and fifty-six respondents, would like to do so if the opportunity existed (142 men and 108 women).

Figure 17 - Respondents' Main Place of Work



Base: 860 (8 respondents did not give their location)



## **Experience and Qualifications**

One thousand and twenty respondents aged 18 and over (74%) stated that they have experience in a wide variety of work sectors. Figure 18 shows that a large number of respondents have experience in more than one area of the service sector, with a total of one thousand four hundred and sixty-five responses given.

Of the respondents who stated that they have work experience, the main areas of experience include: (Note that many respondents listed more than one area of experience)

- Agriculture/ Crofting (24%)
- Computing (22%)
- Administrative/ Secretarial (20%)
- Retail Trade (17%)
- Care Worker (16%)

Around one third of respondents aged 18 and over stated that they have qualifications. The highest number of qualified people are those engaged in the service industry, with five hundred and seven qualifications between them (see Figure 19).

Of the respondents who stated that they have qualifications, the main qualifications include:

- Administrative/ Secretarial (21%)
- Skilled Tradesman (18%)
- Education (16%)
- Health/ Medical (15%)
- Computing (14%)

Of the two hundred and fifty-six respondents who stated that they would work in Point if the opportunity existed, 88% have work experience and 40% have qualifications. Their main areas of work experience include:

- Agriculture/ crofting (24%)
- Computing (22%)
- Administration/ Secretarial (20%)
- Retail trade (17%)
- Hotel/ Catering (15%)

The main qualifications held by those who would like to work in Point include:

- Administration/ Secretarial (8%)
- Computing (7%)
- Skilled Tradesman (7%)
- Health/ Medical (7%)
- Hotel/ Catering (6%)

**Figure 18 - Work Experience of Respondents Aged 18 and Over**

<b>Economic Sector</b>	<b>Number</b>
<b>PRIMARY SECTOR</b>	<b>420</b>
Agriculture/Crofting,	242
Fishing/ Fish farming	90
Forestry	13
Oil Industry	75
<b>SERVICE SECTOR</b>	<b>1465</b>
Administration/Secretarial	201
Care Worker	161
Computing	223
Education	98
Finance	65
Health/ Medical	95
Hotel/Catering, Leisure/ Tourism	191
Law	15
Local Authority Work	92
Retail Trade	179
Transport, Telecommunications	130
Other Services	15
<b>CONSTRUCTION</b>	<b>314</b>
Construction	146
Skilled Tradesman	109
Electrical	59
<b>MANUFACTURING</b>	<b>202</b>
Engineering	65
Manufacturing	36
Textiles	62
Weaving	39
<b>OTHER</b>	<b>62</b>
Crafts	62
<b>TOTAL</b>	<b>2464</b>

**Note:** 1020 respondents answered this question, many had experience in more than one area.

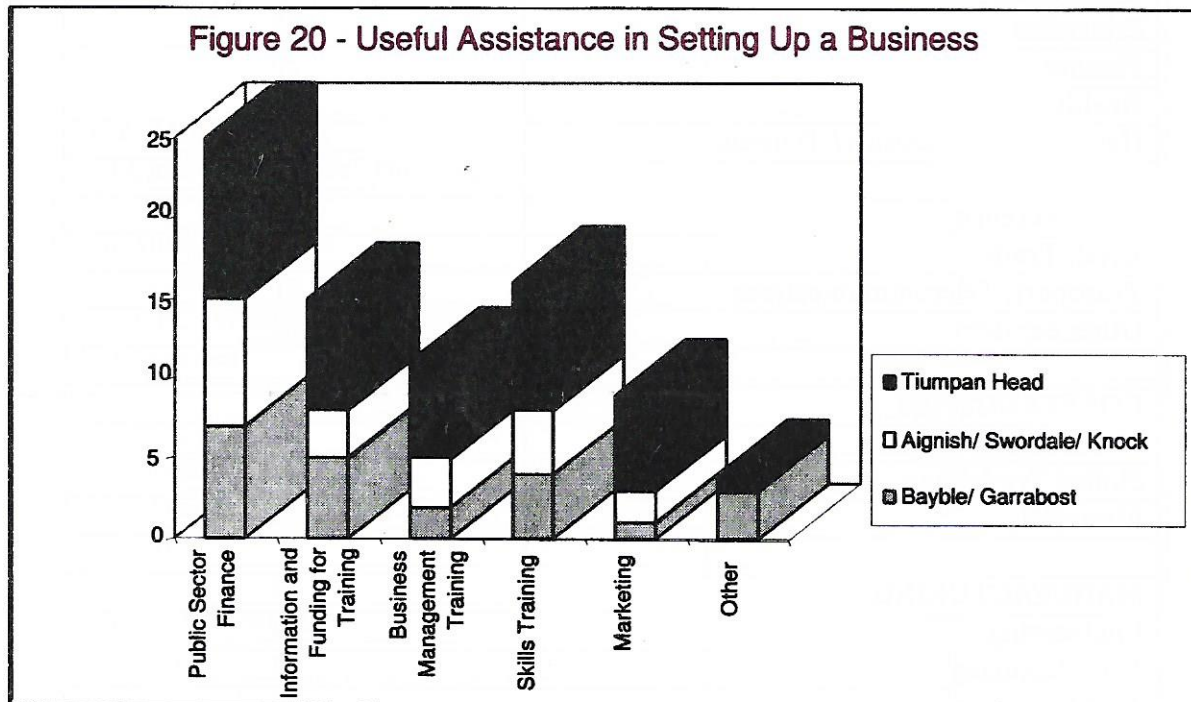


## Setting Up A Business

Eighty-five respondents (5%) stated that they had set up or tried setting up their own business in Point. Of these, thirty-five (41%) come from Tiumpun Head, thirty-one (36%) from Bayble/ Garrabost, and nineteen (22%) from Aignish/ Swordale/ Knock.

Forty-two of the respondents (49%) that had set up or tried to set up a business had found the following assistance useful (see Figure 20):

- Public sector finance (60%)
- Skills training (38%)
- Information and funding for training (36%)
- Business management training (26%)
- Marketing (21%)
- Other (9%) - Information, financial aid for equipment, Western Isles Enterprise.

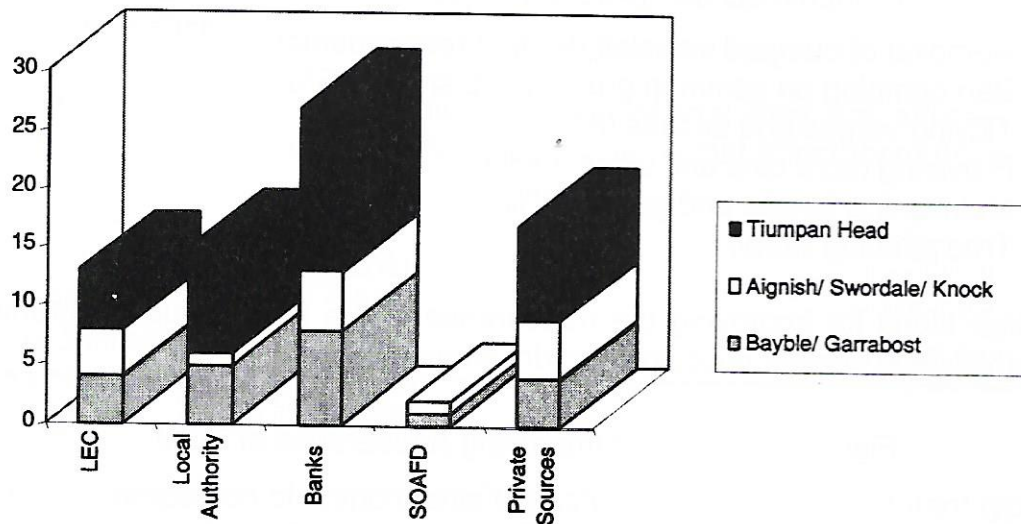


*Base: 42 respondents. Respondents gave more than one answer.*

Fifty-three out of the eighty-five respondents (62%) that had set up or tried to set up a business had the following financial assistance available to them (see Figure 21):

- Banks (51%)
- Private sources (32%)
- Local Authority (28%)
- Local Enterprise Company (25%)
- SOAFD (4%)

**Figure 21 - Financial Assistance Available to Respondents Setting Up New Businesses in Point**



*Base: 53 respondents. Most respondents gave more than one answer.*

One hundred and one respondents (6%) stated that they would find the following business facilities useful in Point:

- Business Units - 41 respondents
- Telecottage (with office equipment) 31
- Teleworking 24
- Business advice 5
- Filling station 5
- Local secretarial service 4
- Pub/ restaurant 3
- Training 3
- Workshops 2
- More finance for small businesses 2

Other useful facilities include a skills register, on-shore shellfish cages, agricultural initiatives, plant hire for gardens/ agriculture, craft outlet, local resource base, knitting machines, high speed datalink, nursery facilities, etc.