
2021 Ullapool Community Trust Community Priorities Survey

Overview of Results

August 2021

Background and Response Patterns

- Survey was 'live' from 8th to 29th June 2021
- 304 respondents
 - 72% from Ullapool, 25% from Outlying UCT area, 3% 'Other'
 - 52% aged 45-64
 - 69% female
- >80% self-employed, employed full/part-time, or retired

Headline Results

Headline Results (1)

- **Affordable housing (or lack of)** is by far the #1 issue for local residents.
- This is often flagged in the open comments as a particular issue for young people.
- Many people make the link between the lack of housing, access to secure well-paid jobs, and the dependence of the local economy on tourism.
- **Employment & Training** is the #2 issue - specifically the seasonal nature and the quality of available work, and the dependence on the tourism sector. Some however highlight a shortage of workers to fill currently available jobs.
- **Sustainability, Environment & Climate Change** is #3
 - The top 3 areas for action are: single use plastics, facilities for sustainable tourism, and fuel poverty/energy efficiency.

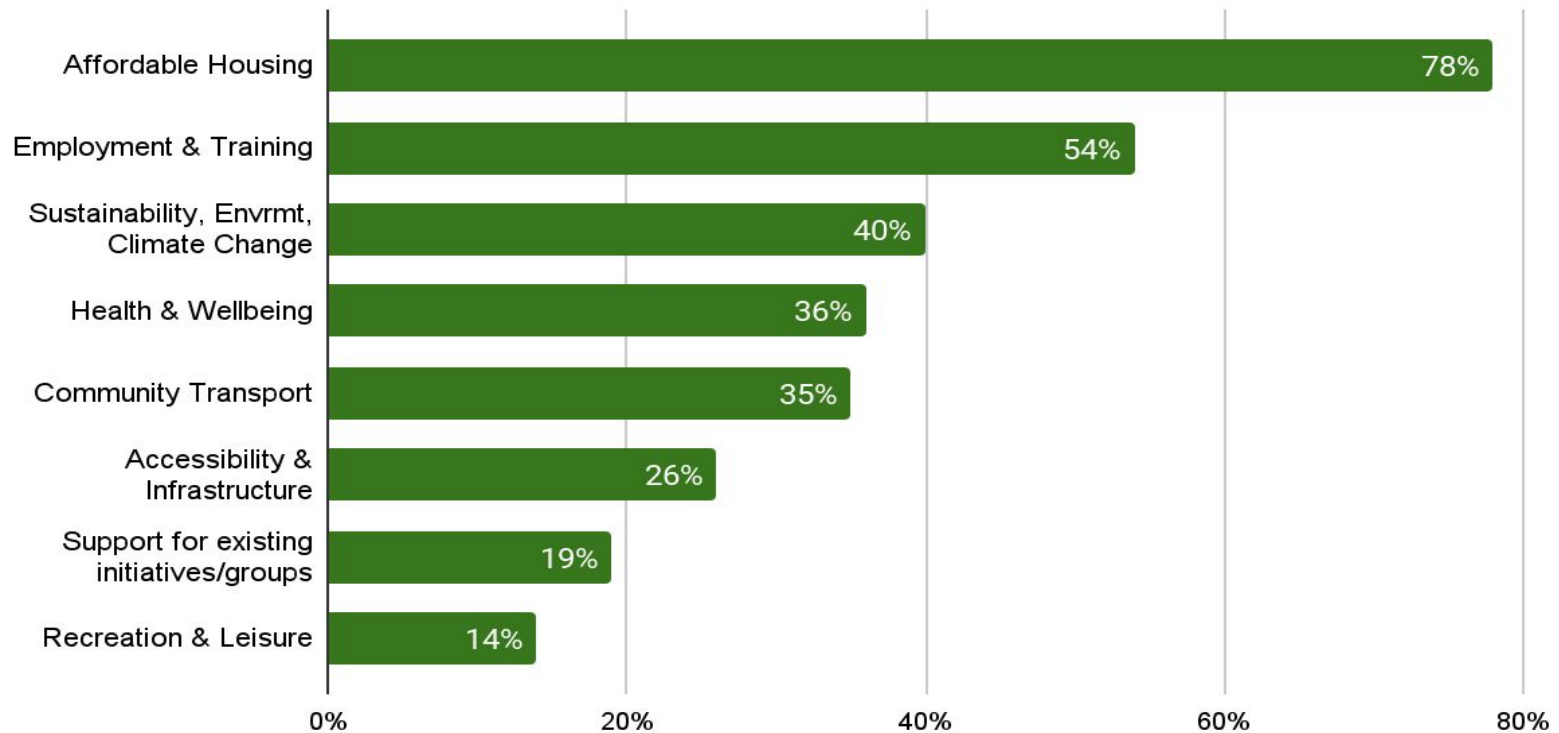
Headline Results (2)

- The greatest **room for improvement** is in the provision of good quality housing: 89% currently rate this as '1' to '3' on a 7 point satisfaction scale ('7' being the highest)
- 71% rate transport services as '1' to '3'
- 54% rate work and training opportunities as '1' - '3'
- 44% rate health and wellbeing services as '1' - '3'
- The impact of tourism (especially poor tourist behaviour) is respondents' primary concern resulting from Covid-19. Mental wellbeing is also frequently mentioned.

What are the most important issues in our community?

Ranking of current UCT priorities by importance

Percentage of respondents ranking 1st or 2nd priority:



- Affordable Housing ranked 1 or 2 by nearly 8 in 10 respondents (68% ranked it #1)
- Employment & Training ranked 1 or 2 by over half
- Sustainability, Environment & Climate Change is third most frequently ranked 1 or 2
- Health & Wellbeing and Community Transport are equal fourth
- Accessibility and Infrastructure is sixth, but is a 'mid priority' for more than 50%

Environmental/climate change resilience actions: Where do we need to focus resources?

Rank by 'High priority':

1. Single use plastic
2. Facilities for sustainable tourism
3. Fuel poverty and energy efficiency
4. Safe access for walkers and cyclists (Lochside - Ullapool)
5. Small scale renewable energy

Rank by 'High priority' + 'Needed':

1. Single use plastic
2. Facilities for sustainable tourism
3. Fuel poverty and energy efficiency
4. Small scale renewable energy
5. Safe access for walkers and cyclists (Lochside - Ullapool)

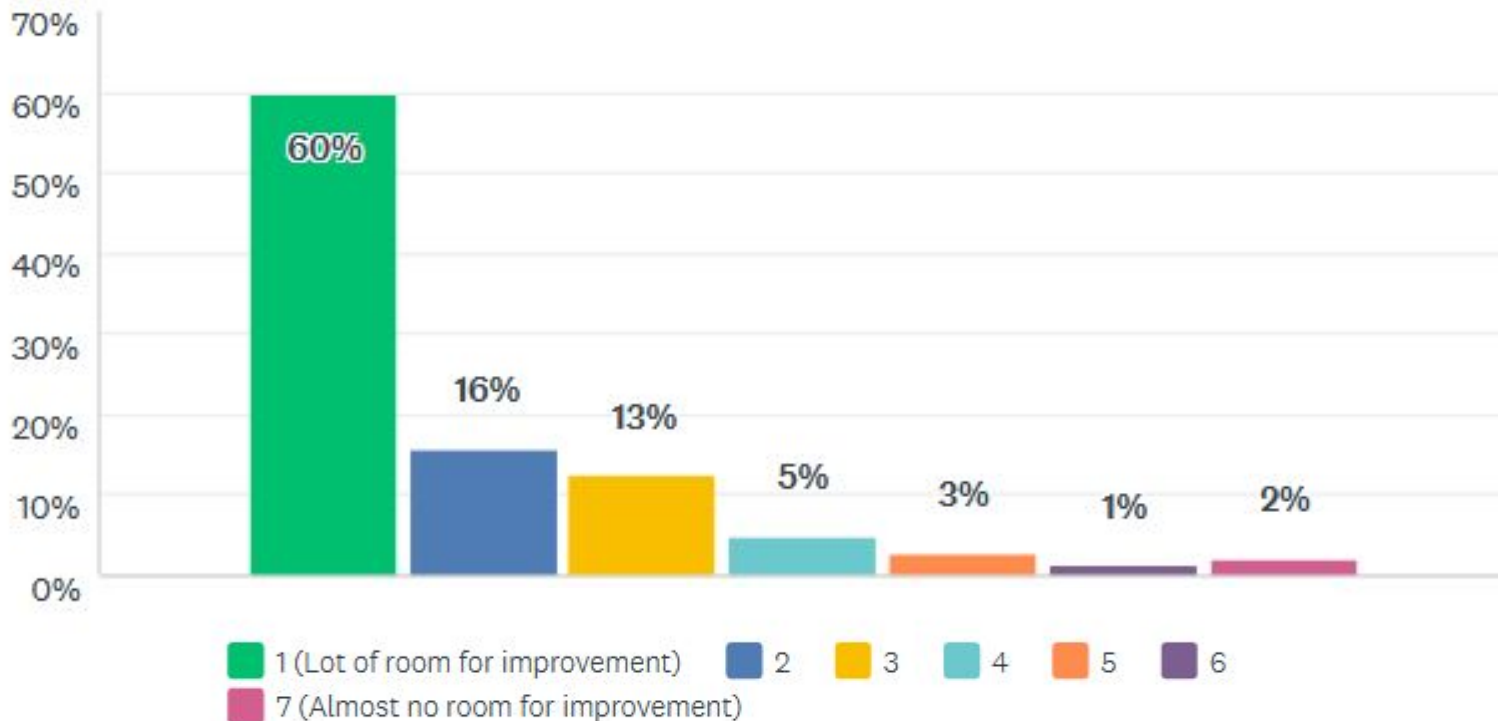
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6. Action on climate change resilience
 7. Reducing local food waste
 8. Sustainable transport - support for electric vehicles
 9. Reuse and repair hub

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Where is there most room for improvement?

Satisfaction with access to sufficient and affordable good quality housing



89% rate provision of good quality housing as '1' to '3' on a 7 point satisfaction scale ('7' being the highest)

Comments on access to housing:

Genuinely affordable housing available only to people living and working locally (mostly on the livable wage). Not being sold off as 2nd, 3rd or more homes to be used for short letting as per the recent Glenfield development.

Too many holiday lets/second homes

Is it possible that run down, empty properties could be purchased and converted by locals for locals. Compulsory purchase??

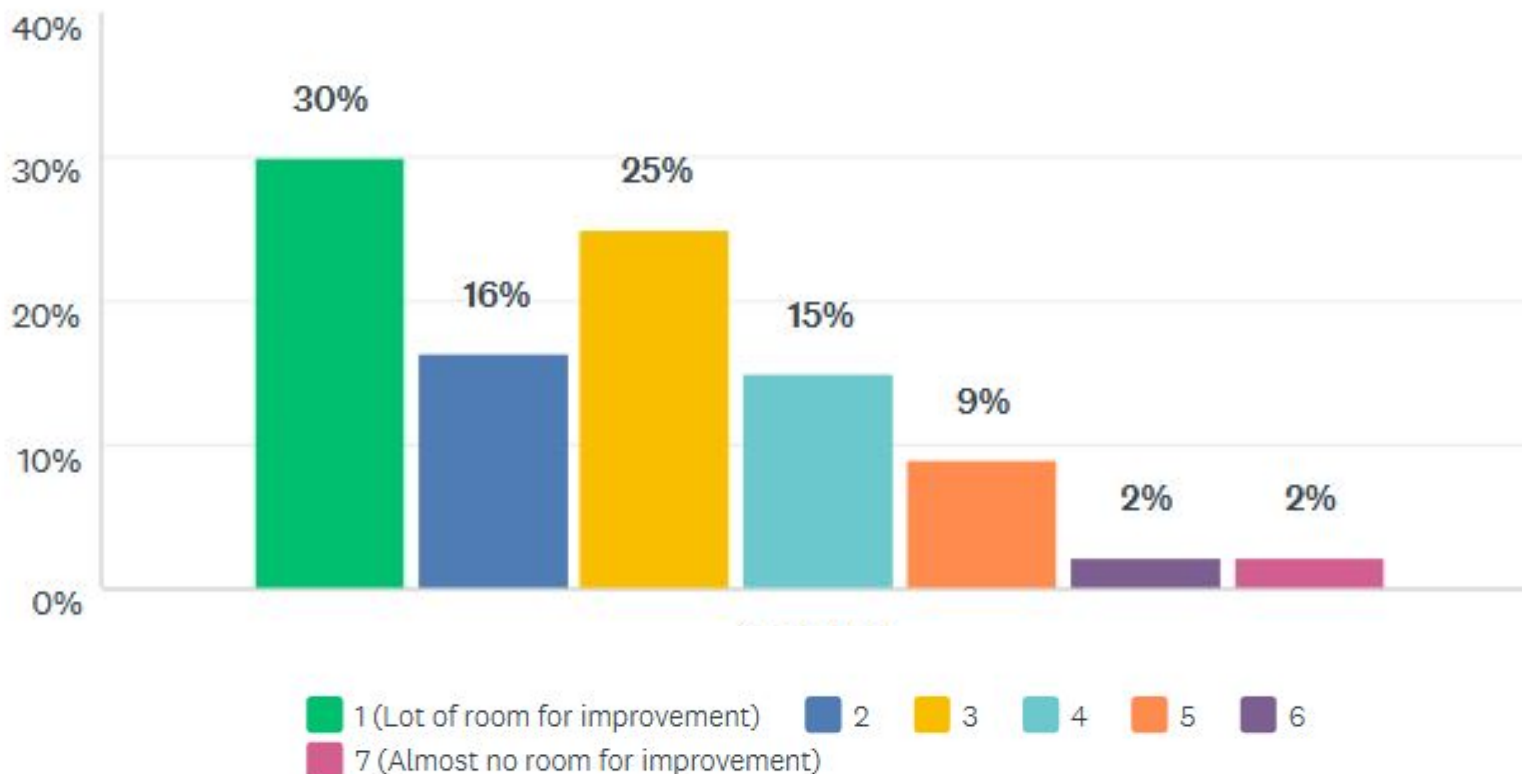
Address Council's approach to allocation. Register right to buy on suitable properties (derelict and which may come to market and land. Look to build and use community buy back burden, encourage and enable community crofts. Lobby for legislation to bring in housing use which needs a planning application for change of use to and from residential, holiday or second home and commercial.

I would love to see a set of new eco houses on Scoraig for rent esp useful to support school workers etc. We could really use more folk living here in order to sustain our infrastructures.

In Cornwall it is not possible to re sell ex-Local authority houses as 2nd homes or holiday homes and need to be living in the area for a number of years, we need to do the same

Housing needs to be built that is suitable for people needs and with a BURDEN attached so that they are not bought by speculators and made into short term let's or lying empty awaiting... Also the definition of affordable housing might be reviewed, is in excess of 200,000 for a semi detached 2.5 bedroom house in any way aligned with a local wage expectancy? Much much more needs to be done to build affordable housing within the parish but outside of Ullapool city.

Satisfaction with transport services



71% rate transport services as '1' to '3' on a 7 point satisfaction scale ('7' being the highest)

Comments on access to transport:

Public transport on a daily basis getting folk to Inverness before 9am and leaving Inverness after 6pm.

We need to look 5-10 years' down the line - how about a regular, very cheap electric bus link with Garve Station with equivalent leaning on ScotRail to enhance their offer? We could do with an efficient, practical way of getting to Inverness that doesn't take 3 hours.

Wonky and dangerous [pavements] especially in winter months for those steady on their feet never mind those where walking is a challenge. Not suitable for prams and wheelchairs on many roads

Bus services to/from Dingwall restored (as per Westerbus). Hospital car service not to be dependent on being able to find a volunteer driver.

Pool of electric/ hybrid vehicles for hire. Drivers might also be supplied if wanted. This subsidised service might interest local taxi companies or garages but the charges must be kept low for local residents

Urgent cycle/pedestrian paths to Lochside southwards and Ardmair northwards. Local bus eg to meet up with Westerbus which goes to/from Inverness, enabling another option for travelling east on public transport. Subsidised or affordable transport in electric minibuses to local shops, daily, door to door to cut down on car use.

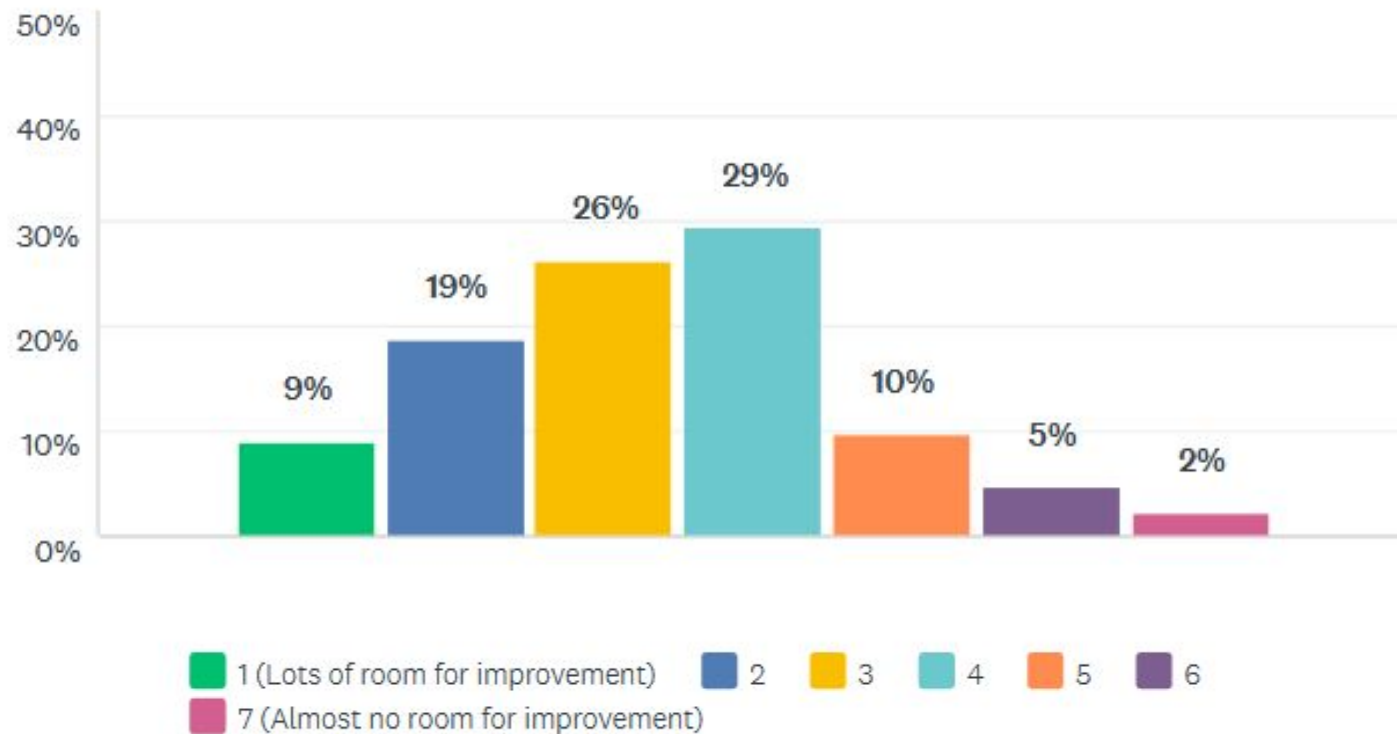
Buses to and from Ullapool to areas such as lochside/leckmelm/Ardmair/Achiltibuie more regularly per day A dial a bus service for these areas.

No easy answers for remote areas - promote car sharing (after covid) and perhaps a subsidised community bus with stops booked on-line in advance?

Need proper walking and cycling routes as the volume of traffic is scary in the summer season.

It's not great, but then we live in a rural village. It would be good if the bus to Inverness was cheaper and quicker, but I'm not sure this is the best use of subsidies because people will still rather go by car

Satisfaction with opportunities for work and training



54% rate work and training opportunities as '1' - '3' on a 7 point satisfaction scale ('7' being the highest)

Comments on work and training:

There are heaps of jobs going atm. what we need is to be improving the quality of the jobs and the prospects for young people to stay in the area with fulfilling employment. i don't believe this will happen through tourism/hospitality, instead we need some industry or service jobs to be created.

Plenty of seasonal/part-time work, not enough jobs with prospects and decent pay. Very few jobs with pay scales to match house prices.

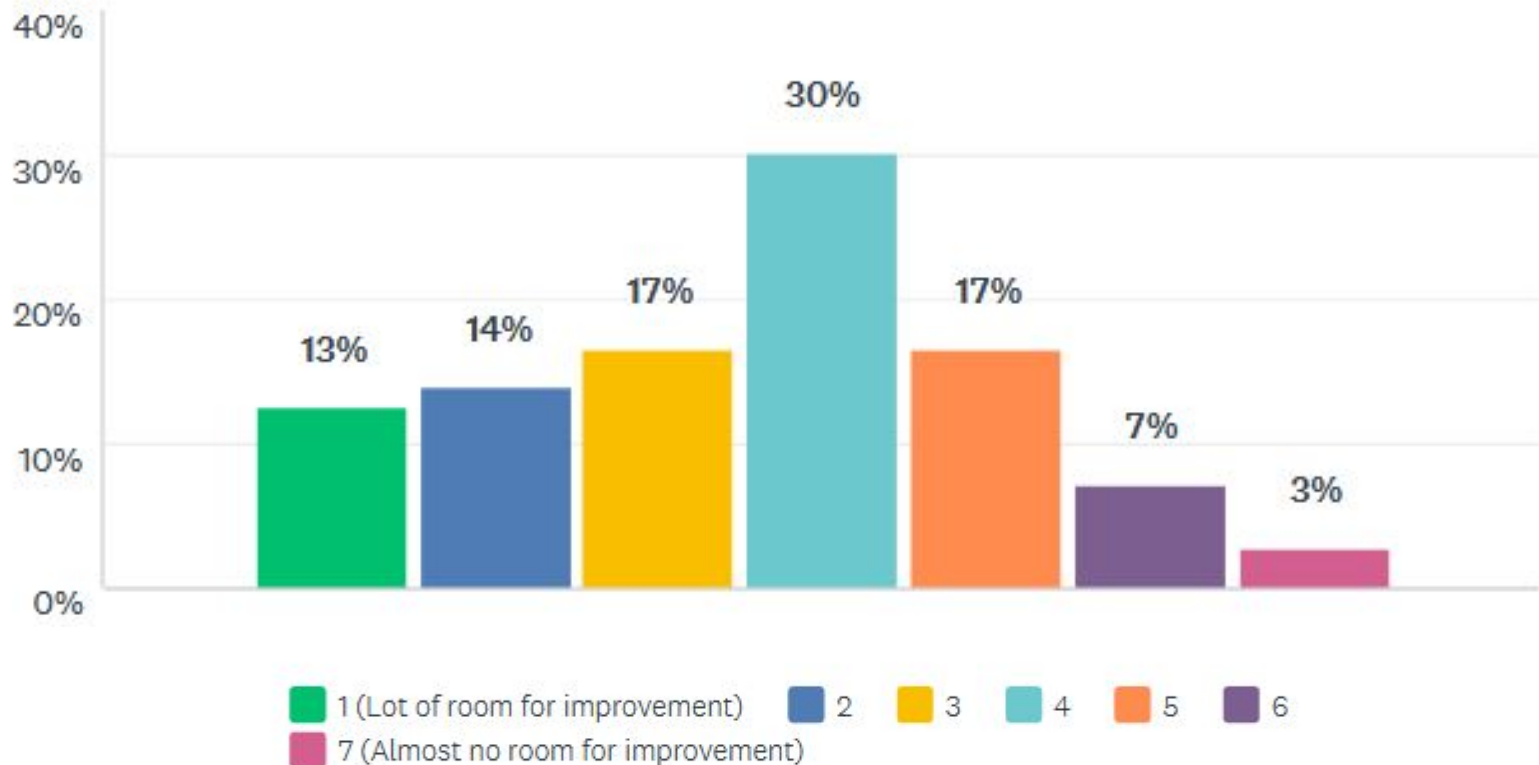
Hospitality is a big employer here. People should not regard it as a low grade type of job but one where, if proper training was given, is a skilled job where pride can be taken. Maybe then it would help the industry and there wouldn't be the reliance on people having to be brought in.

Work and training opportunities are not as diverse as they could be.. Though digital makes alot more jobs possible anywhere now. UHI has also opened up tertiary education to the Highlands. Maybe more scope for apprenticeship opportunities ?

Training in rural skills directed to developing community future needs e.g. Infrastructure/housing; eco-friendly skills; youth outdoor skills; sustainable energy production development

Many people have to work multiple jobs to make up a monthly income. The only way to secure a full time career is to move away to study which means a lot of young people leave. There are training opportunities available regarding rural skills but these are mostly useful for croft owning families and not necessarily for individuals seeking employment

Health & Wellbeing: Access to support services to meet mental health and physical needs



44% rate health and wellbeing services as '1' - '3, while the majority see some or no room for improvement.

Comments on health and wellbeing:

The wait to access services for mental health is distressing & needs addressing . Plus education & investment in health & wellbeing hubs for awareness & prevention support.

We are lucky to have the Ullapool Medical Practise which does so much for our community but some services are restricted and more mental health services are needed.

There are existing services, but isolated rural communities have their own nature of problems. So ... have an accurate assessment of need, and use improve existing services and resources to meet those needs

Funding needs to come into the communities to help support outreach services and skill up local people to take on low level mental well-being support

The health service in Ullapool is excellent but I'm led to believe more investment is needed in mental health!

We have abundant source of one of the best treatments for mental and physical health: nature. much more ought be made of this

It would be nice if there was more variety of community projects to encourage people to join and tackle isolation.

More social care support needed . To make care jobs more appealing to local people.

I know there is the Leisure Centre and other fitness/wellness providers but maybe those who are really in need slip through the het.

Mental health and dental services have tended to be oversubscribed locally for a long time. There is a real need for more locally based, qualified practitioners, especially therapists.

**What has been the impact of Covid-19 on
our community?**

As a result of Covid19, I have been/am concerned about...

