



Locality Consultations

ORKNEY NON LINKED ISLAND SUMMARY

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Non Linked Isles Consultation

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Introduction

In accordance with The Public Bodies (Joint Working) (Scotland) Act 2015 requirement to implement a localities approach to health and social care planning and delivery, the Integration Joint Board (IJB) established two localities: one covering the Mainland and connected isles (sub-divided into East and West) and the other the non-linked isles.

The IJB published their inaugural Strategic Commissioning Plan (SCP) in April 2016 and undertook to publish a revised and updated version within 12 months. The IJB is also required to develop and implement a locality planning approach so that the views of communities, patients, service users, and staff, can inform service planning.

Alongside, but separate to, the plans the IJB is developing, the Orkney Community Planning Partnership, now known as the Orkney Partnership, also has a requirement to develop a locality approach, and decided to adopt the isles as a locality for their own purposes.

Although the purpose and focus of the Orkney Partnership's plans differs from the IJB's, it was identified that there were opportunities for synergies and efficiencies in taking a joint-approach to the isles visits, therefore it was agreed that the isles visits would be brought together into one visit to each island, to serve both purposes. It was felt that in addition to being more efficient for staff, it would also be easier for people on the islands through being asked to participate in one visit, rather than two.

The Orkney Partnership is required by the Community Empowerment (Scotland) Act 2015 to undertake locality planning. The Orkney Partnership has chosen the non-linked isles as one of its localities. This aligns with the IJB's Isles Locality. On completion of the isles visits the process commenced on the Mainland, the second IJB Locality.

The Orkney Partnership agreed to use the 'Place Standard¹ Model' as a tool to facilitate community engagement to promote and develop an understanding of the circumstances on each isle, which will inform the ongoing work of the Partnership. The tool asks people questions about the physical and social aspects of the place where they live and summarises their responses into a simple pictorial representation.

In addition to consultation using the Place Standard Model, the Orkney Partnership agreed to pilot the 'Participatory Budgeting² Model'. This is an approach that enables local communities to decide which community projects receive funding from a budget specified for this purpose. Voluntary Action Orkney (VAO) made a bid to the Community Choices Fund and was awarded £25,000, plus funding to run the project. Additional contributions of £11,000 were made by partners of the Orkney Partnership. The visits were used to introduce the Participatory Budgeting Model to the isle

This summary presents the consultation findings in two sections; the first from the non-linked isles and, although the mainland is not an Orkney Partnership locality, the second section includes findings from East and West Mainland. A report on Participatory Budgeting activity will be submitted at the close of the programme in March 2017.

¹ <http://www.placestandard.scot/#/home>

² <https://pbscotland.scot/>

Island Consultations

1.1 Methodology

It was agreed by all partners that the Place Standard³ questionnaire should be modified to make the 14 questions more relevant to islands and to include two specific health and care questions (Appendix 6).

Three delivery teams including representatives from VAO, The Orkney Partnership and Orkney Health and Care, met to plan the programme and a timetable of activities was agreed.

Team leads telephoned the chairpersons of community associations, community councils and, where appropriate, development trusts, in their allocated islands to explain the programme and its purpose. The main points covered in the conversations were then emailed to each contact. Chairpersons' support was sought, and in most cases given, to promote the survey locally and to identify suitable dates and times for visits.

In addition to local island promotion the consultation was publicised widely and continuously through VAO and partner networks and on Radio Orkney.

The questionnaire was available on-line and in hard copy between 21st October and 18th November; however in response to requests the deadline was extended to allow island meeting participants who had not yet done so an opportunity to complete the questionnaire. Respondents were asked to give a score from 1 to 7 (1 = it needs a great deal of improvement to 7 = does not need a great deal of improvement) for each of the questions and to provide explanations for their scores, if they wished.

At the close of the extended period 376 responses had been received. Several of these were completed collectively eg by lunch club members and by groups of young people, therefore the number who contributed their views is higher than the number of responses.

Island visits were carried out between 21st November and 16th December on dates and at times that suited each island. At the meetings, participants were given a description of Orkney Health and Care locality planning, The Orkney Partnership's aims and of the Participatory Budgeting (PB) programme. They were given the survey results for their island in the form of a chart of the collective scores along with quotations taken directly from the survey that reflected the emergent themes for each question. The additional information provided by participants at the meetings was collated and added to the survey results. Participants also chose priority themes for PB funding.

In addition, 'drop in' sessions were held by Orkney Health and Care and by VAO respectively to provide additional information and to answer questions about locality planning and the PB programme.

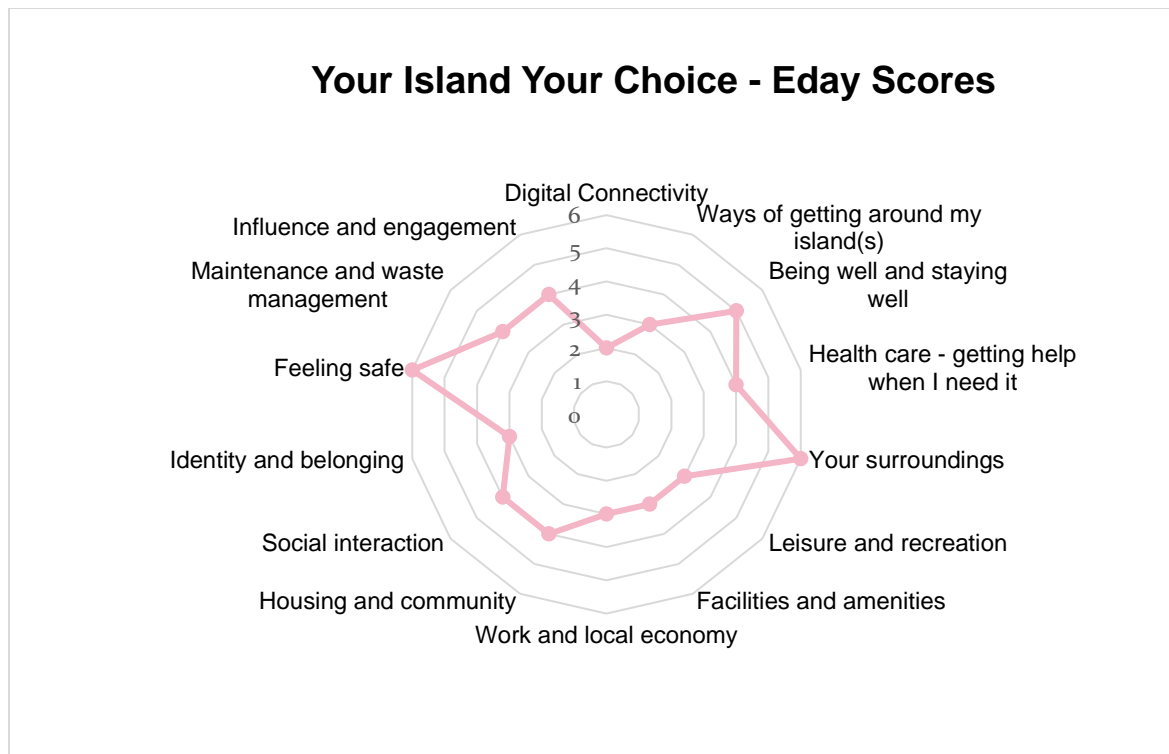
Feedback from participants on the consultation method was very positive. They particularly welcomed the choice between on-line and paper questionnaires followed by visits to discuss, clarify and augment the findings for their island. Communities also welcomed the joint approach taken by incorporating two consultations into one programme.

1.2 Findings

Information provided by respondents by means of the questionnaire and during discussions at the meetings is presented below in the form of a chart for each island followed by comments. The comments are in the main respondents' own words and reflect the priority issues identified. Not all respondents answered all questions.

A chart of aggregated island scores is given at appendix 1.

1.2.1 Eday



Comments:

Feeling safe (6)

- not having to lock up anything
- very safe
- fast driving
- when the police come out – it's not a positive experience
- no community policing - no special on the island, there is retained fire but no coastguard either.
- feel safe – but do feel VULNERABLE
- no back up if something really bad were to happen

Being well & staying well (5)

- Very good health care
- New surgery is excellent
- Costs coming to mainland for dental treatment and lack of support for mental health

- If you've got a physio appointment in town for 20 mins – you're away for 12 hours
- Transport affects access to services, especially mental health especially for Young people
- Need innovation in the way NHS recruits – example of the 2 people recruited for NP on the island and who do 2 weeks on and 2 weeks off.

Your surroundings (6)

- I live in a beautiful place
- Concerns about developments by some large organisations such as EMEC/hydrogen project – spoil the area
- Lots of space – no paths no benches
- No parking at bird hive
- lack of wheel chair access
- High costs of getting things/materials to the island

Housing and community (4)

- More affordable/social housing especially for young people
- Old stock
- Poor quality of housing
- Gateway house is great – but after the 12 months – there's no place for them to move onto
- 10% of community live in caravans

Social interaction (4)

- More visiting than social gatherings
- Island attract introverts – maybe people don't want that
- community organisations organise events – generally well attended
- no real facilities for social interaction
- café space under used

Maintenance and waste management (4)

- Council slow to respond to faults in rented property
- Lack of facilities especially recycling – so a lot of it gets burnt
- Very difficult to get trades people. If you need a plumber – then you need them to come out from Kirkwall – so you end up paying for someone for 12 hours – as they're travelling.
- Lack of maintenance for owned property too
- Need to tackle fuel poverty

Influence and engagement (4)

- Don't feel listened to – council and Trusts.
- Bureaucracy
- Too much talking/committees/red tape
- Lot of community groups – but people don't engage – so same people do them all – get burnout.

Health care – getting help when I need it (4)

- General health well catered for– but lack of support for people with mental health issues on the island
- Lack of home care staff on the island is a concern
- Older people having to leave the island once they need care
- Huge concern about mental health provision on the island especially for young people and the inability to access it in emergency
- Need innovation in the way NHS recruits – example of the 2 people recruited for NP on the island and who do 2 weeks on and 2 weeks off.

Identity and belonging (3)

- some local tensions causing problems in a small community

Leisure and recreation (3)

- Lack of facilities – Nothing for adult sport
- No playpark, no pool
- A healthy living space would be good
- Cost (and TIME) of getting to Kirkwall restrictive
- Lunch club once a fortnight
- No fitness equipment - although a rowing and walking machine in the community room
- Nothing for young people to do

Facilities and Amenities (3)

- Library needs to be relaunched – under used
- Lack of facilities for young people to meet and socialise
- If you don't drive it makes it difficult

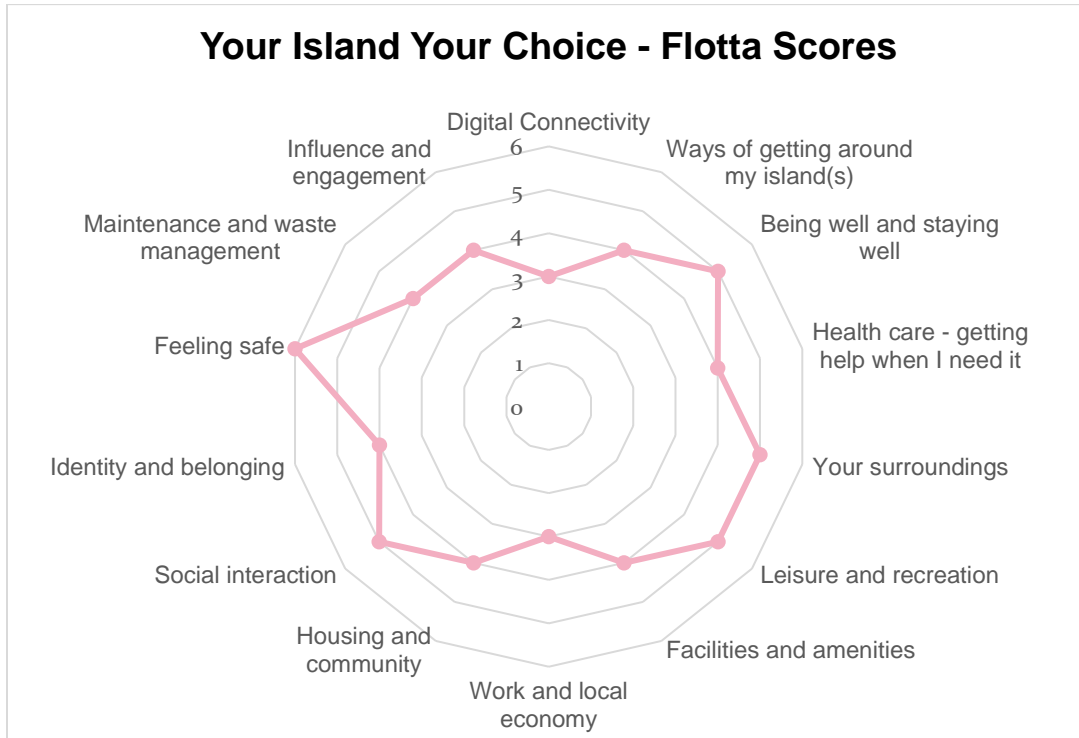
Work and local economy (3)

- Lack of FT and or permanent jobs – leads to multiple jobs
- Few opportunities to earn a living wage on the island.
- Difficult to start a sustainable small business on island and ferry costs + poor IT links hinder development
- Young people – lack of access to vocational training
- Low or poor housing for new people to come to the island
- Need Jobs ON the island – rather than bring in
- Number of people on Eday make it difficult to make jobs – especially trades -financially viable

Digital Connectivity (2)

- Broadband slow and unreliable
- Problems can take a long time to sort
- Mobile signal patchy
- Not enough opportunities to skype/VC with Aberdeen instead of having to fly south for medical appointments
- Businesses can't run – average speed is 3.2, but a real variety of speeds over the island. Satellite BB isn't good for everyone as the ping rates are too high.

1.2.2 Flotta



Comments

Feeling Safe (6)

- Because it is an island, other than the natural danger of cliffs, sea and quarries and a lot of derelict buildings, it is safe.

Being and Staying Well (5)

- Have a very friendly and helpful surgery; lack of gym equipment for the bad weather exercise.
- Cuts in the visiting schedule of the chiropodist.
- Problems getting fresh fruit and veg on island

Your Surroundings (5)

- Discarded household items at the quarry are dangerous, an eyesore and an environmental hazard.
- There are roads and pathways that are in need of major upgrade to increase accessibility.
- Playpark needs more resources and maintenance.

Leisure & Recreation (5)

- Some activities have stopped due to lack of support, there is also a lack of volunteers.
- The island has an elderly population
- An excellent community centre which could be used to a fuller extent, though there are things on most nights.

Social Interaction (5)

- We have good facilities, underused community centre.
- Can be a difficult community to engage with, newcomers don't always feel welcome, creates isolation.
- Folk should say what they want to do. Help there if you ask.

Ways of Getting Around (4)

- Footpaths do not get gritted in winter, ferries are past it, with the disabled facilities being woefully inadequate.
- No transport whatsoever if you do not have a car and are unable to drive.
- Not always a bus to meet the boat on the Mainland.

Health & Care – Getting Help When You Need It (4)

- The patient must always go to Kirkwall for further treatment, not always very easy or suitable for both able bodied or disabled/elderly.
- Health service is good for physical ailments but not enough support in Orkney for carers or people with mental health issues.

Facilities & Amenities (4)

- The island has a very good community centre.
- Its main downside is that the small population is unable to support some activities.
- Shops for fresh fruit and veg and a bigger variety and a café all year round would be good.
- Essential to keep up the library van visits and the chiropody.

Housing & Community (4)

- Poor housing stock (ex council houses), sale of same, division between those that want more houses and those that don't see the need.
- Fuel poverty an issue.

Identity & Belonging (4)

- History and heritage, culture and celebration are fantastic.
- There is some community spirit, but it doesn't really feel like everyone belongs.
- Island valued by its residents.
- People feel reasonably connected, especially if Orcadian or as residents of long standing.

Maintenance & Waste Management (4)

- Dog fouling and fly tipping is a problem as is getting rid of some refuse e.g. cooking oil, electronic and electric goods, bulky items. Recycling of cans and bottles is OK.
- The main roads/grass verges are not looked after. Roads decreasing as verges increase! Difficulty getting repairs.

Influence and Engagement (4)

- I don't think people generally feel they are listened to, a forgotten island.
- Difficulty raising concerns at community council meetings.
- It's not perfect but it's not too bad, but not everyone has a computer to get info.

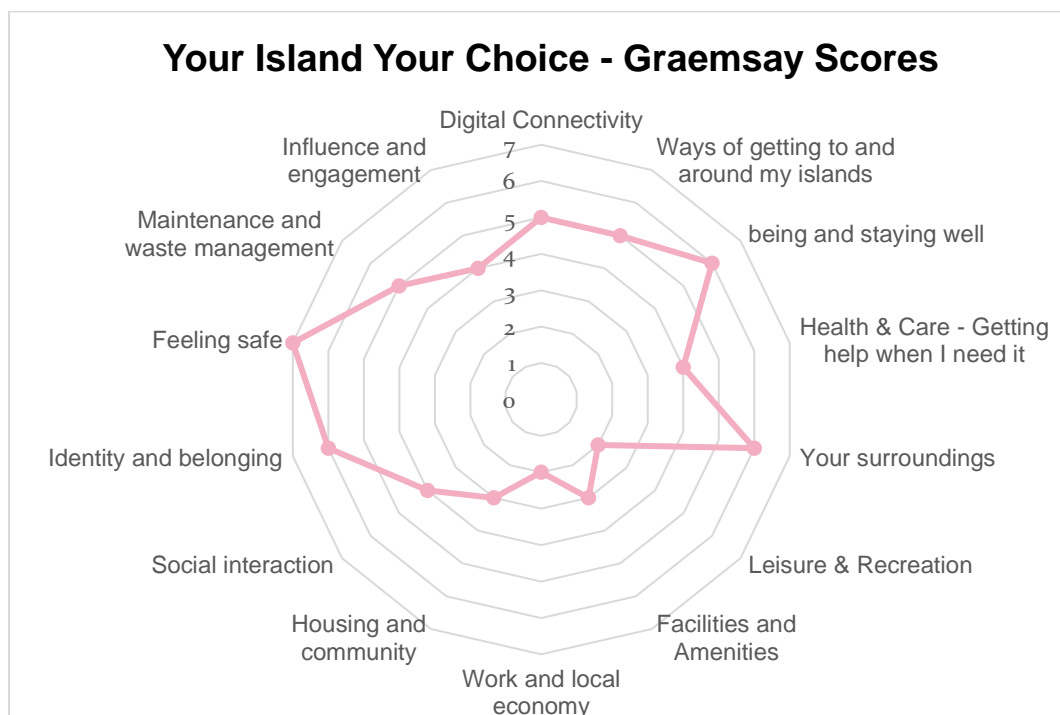
Work and Local Economy (3)

- Work opportunities on the island are quite limited.
- Lack of young families and housing stock.
- Some issues between newer residents and settled residents.

Digital Connectivity (3)

- The facilities for public computers are excellent when the community centre is open
- Mobile phone reception is very variable and thus unreliable.
- Broadband patchy and a battle to get connected, poor repair issues.

1.2.3 Graemsay



Comments:

Feeling Safe (7)

- I don't like it when the cows are loose
- I feel safe because I know everyone on the island

Identity and belonging (6)

- Very strong sense of community
- We are a very positive community but sometimes get overlooked by OIC

Being and staying well (6)

- There is no island shop so everything has to be bought on the mainland. In Stromness shops and one Kirkwall shop will deliver to the boat, - Tesco will only deliver if you go to the shop and put it in the basket and pay for it. Given the challenge with bus times etc and delivery that can cause problems for some folk who do not have a car.
- Have no problems with accessing health information and think NHS Scotland is very good at keeping me informed.
- Orkney Ferries usually require that anything more than a few shopping bags must go on a cargo run (Tues, Weds, Friday at 12 noon) which doesn't fit with Kirkwall deliveries

Your surroundings (6)

- Large items of rubbish build up on the island due to their being only 2 collections per year
- Disappointed at the maintenance (or lack of) of the footpaths. There is virtually nowhere that is accessible to anyone with poor mobility
- Cannot ask for more!

Digital connectivity (5)

- mobile phone coverage patchy and big problems with internet at the moment as BT keep switching people to a new system which our island link can't support, taking them about 2 months to switch people back on
- Our service is better than some places.

Ways of getting to and around my island(s) (5)

- ...depend on ferry for everything. Recent reliability issues with the service have brought this to the front of our minds
- The frequency of passenger ferry services is excellent, though accessibility is an issue due to the pier.
- The times our boats run DO NOT MATCH UP with Northlink Ferry times or the airlines early/late planes (especially the Aberdeen Hospital flights) No boat from island to neighbouring island for social events (which there used to be until recently)

Maintenance and waste management (5)

- The entrance to the Kirkyard is dangerous
- We don't have recycling facilities on the Island
- No storage for refuse/no removal of large items
- The Kirk and the Community Hall roofs need repaired
- Litter on the beaches is a perennial problem

Social interaction (4)

- we only have the community hall but the island community is strong and inclusive of everyone
- the challenge is to be able to find the money to maintain and improve the hall which is owned by the community
- We would like a play park to meet friends there.

Influence and engagement (4)

- We have a community association on the island so we can raise issues there, or via the community council. The main community group on the island is the community association to which all islanders belong.
- All agencies diligently carry out any requirements to come out to the island and "Consult". That's the last we ever hear about it. Any changes as a result suddenly appear and rarely reflect anything we have said
- We do seem to be consulted on a fairly regular basis by the council and everyone is able to have their say.
- Don't really see councilors (no surgeries)
- Once a year community council meets in Graemsay (others on Hoy) tend to feel more success via MSP

Health and care – getting help when I need it (4)

- Stromness surgery good but no care on island, only first responder group which was formed out of necessity – everyone on the island within the age limit is a first aid responder
- Out of hours and emergency responses a challenge – no backup for the first responders
- No standby (ferry) services – relies on lifeboat and (paramedics) can't leave ambulance in Stromness – so no one can come on the boat. Can we get a doctor out with the lifeboat?
- Local support (first resp) ambulance etc v. good but beyond not good
- Out of hours service is easy to access and quick to respond. Lifeboat and helicopter are readily available

Housing and community (3)

- We probably have enough housing to allow people to stay as their needs change. There is no rented property on Graemsay.
- Transport Fuel - Why do Orkney Ferries waive charges for those with oil heating but charge to transport coal/peat/logs?
- Lack of work and ability to commute to Kirkwall from the island is a bigger problem than housing. If there was work people would find or build places to live

Leisure and recreation (2)

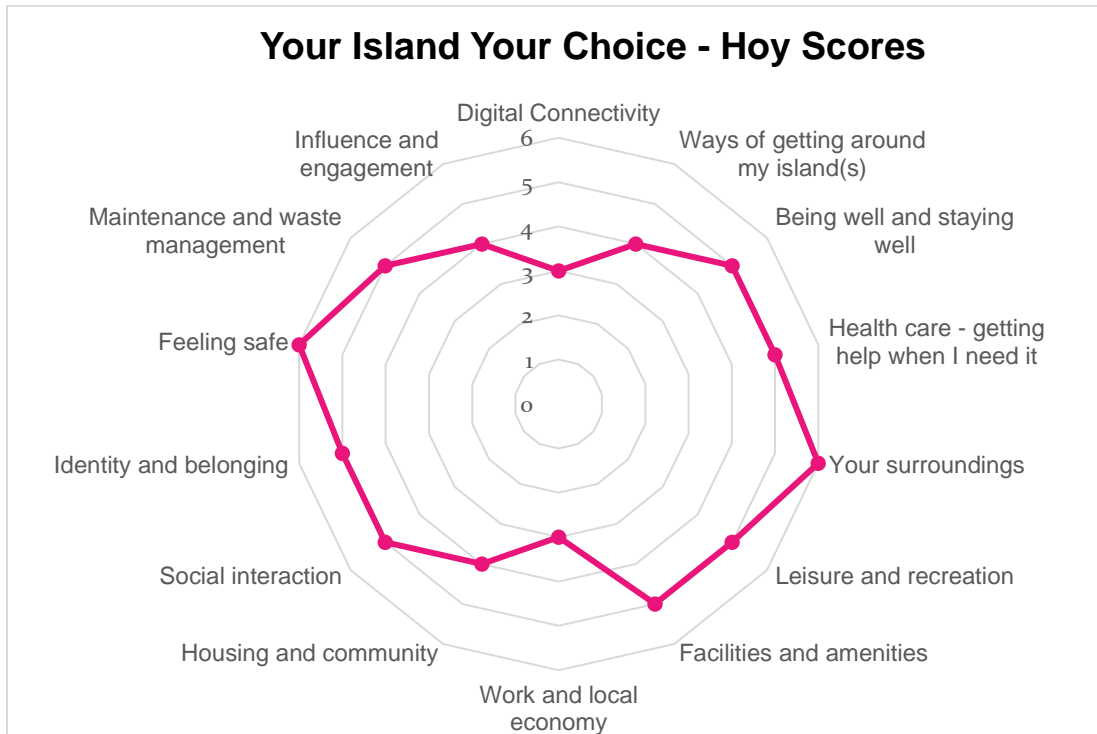
- Have to travel and stay overnight on the mainland for most leisure activities
- A play park with climbing equipment and swings and a trampoline suitable for older kids and a pool table/tennis table for inside
- We only have the community hall with no proper toilets or running water or internet.

Work and the local economy (2)

- Most folk are crofters, one or two rely on internet working and one or two commute but other than the post office and part time council work there are no on island jobs – ferry important here too
- The boat timetable is quite limiting for being able to work on Mainland and means that youngsters have to leave the island to work
- There are NO job opportunities on Graemsay, and no access to training or education. There is no advice available here and virtually no opportunities for business start-up

- Home working possible as long as BB is working
- Cargo service that has been ongoing for 30 years has stopped. Fuel, feed, livestock, cars (only 1 ton) so (cargo box+ cow = too heavy – no notice, no consultation, no information (about the change)

1.2.4 Hoy



Comments:

Your surroundings (6)

- Quality of natural space in Hoy is its principal attraction, some concerns over dilapidation of wartime buildings.
- Vehicle and scrap metal recycling would be a big asset, and some worries over turbine planning and siting.
- Lack of a Youth café an issue.

Feeling safe (6)

- Feel very safe here.
- Issue with asbestos on some of the older properties.

Being and staying well (5)

- Good health centre, swimming pool, healthy living centre - lots of activities happen if folk can get transport to them.
- Smaller population covering lots of volunteer roles and training for them does not correlate (Lifeboat/coastguard/fire/ambulance/swimming pool lifeguards all have differing requirements, thus increasing the training and time commitments).

Health and Care – Getting Help when I need it (5)

- General medical service is excellent and the care service good except that end of life care means leaving home.
- Need more carers.
- Poor mental health provision or for specific needs.

Leisure and recreation (5)

- Could do with a few more activities for teenagers at weekends and transport to events (for older folk too) also needed.
- Some intergenerational work would be positive.

Facilities and Amenities (5)

- Lots going on, but night time activities and distance from them, an issue.
- Mobile library now has been reduced to bi - monthly visits.
- Nobody offering healthy outdoor activities [e.g. Ranger Service].

Social Interaction (5)

- Several good community events throughout the year.
- A large island so distance prohibits moving about in some cases.
- Folk becoming more insular and not attending events?
- Lots of venues, community school has an all-weather court and playing field.

Identity and belonging (5)

- Too much centred at Longhope, more use could be made of the centre of the island.
- This is an island of 3 separate regions. Hoy, North and South Walls. This doesn't create separation but encourages a sense of identity, community and heritage.
- Welcoming and strong community feeling.
- Lots of vibrant community activities if people wish (or can get to or afford) to access them.

Maintenance and Waste Management (5)

- Plastic recycling needed, dog fouling an issue.
- Recycling is very often full to capacity so not enough space for the number of people using it.
- Old cars and rubbish left to rot.
- Positive comments about the OIC roads man.
- More local knowledge (and manpower) re gritting could be used – what is happening to the pilot project on Papa Westray and Stronsay?

Ways of getting around my island (4)

- The ferry service difficult for the elderly or infirm and no later returns from the mainland and no Sunday services in the winter.
- Older drivers often unable to drive at night in the dark and therefore isolated from events.
- Although they have a good community bus, the geography, logistics and usage prevent all being able to access it when and where they would like.

Influence and engagement (4)

- Island services always being cut eg. library service;
- Community charge is not compared to mainland residents it does seem life is easier in towns.
- Communication is better than it used to be, but could still do with improvement.

Housing and community (4)

- Could do with bigger family houses and sheltered housing for the elderly.
- Fuel poverty for some.
- There is no on island respite facility.
- Not enough housing for young people to start out in adult life.

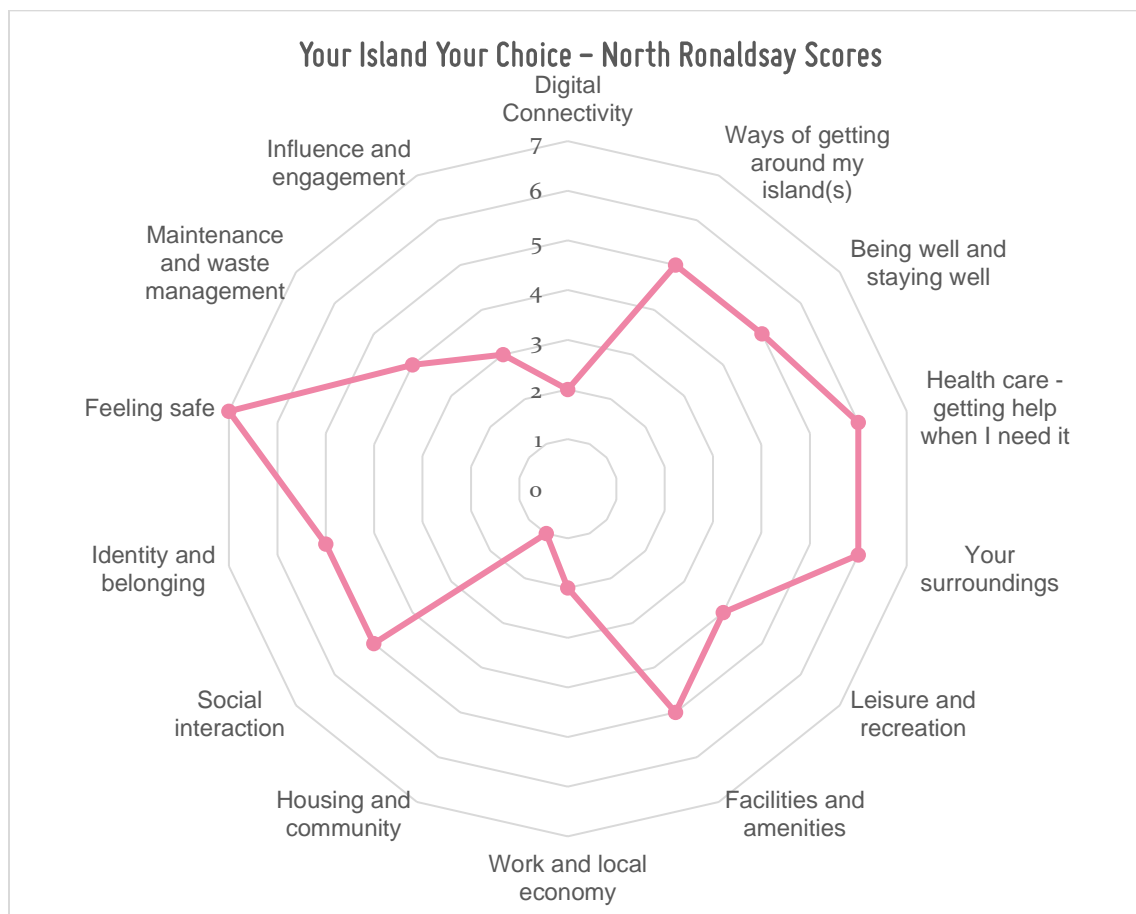
Digital Connectivity (3)

- Very slow speeds and long waiting lists for new connections and the unreliability makes working from home difficult or impossible.
- Care alarm responses and emergencies therefore difficult to maintain and attend to

Work and local economy (3)

- The main employer is the Council, otherwise it is farming.
- Very few job opportunities on the island, especially for young people, therefore lack of young folk with families and a knock on effect on the school.
- Depopulation and centralisation to Kirkwall, therefore need to encourage those working on Hoy to live on Hoy.

1.2.5 North Ronaldsay



Comments

Feeling safe (7)

- TOP of the shop
- Very safe

Health care – getting help when I need it (6)

- Issues around ambulance flight - Loganair ran a better service
- Good VC link
- Difficulty of getting physio on the island
- Clinic heart of island/well equipped/home care on the island
- The ambulance service is appalling – not the one on the island, the outside service is terrible.

Your surroundings (6)

- Scrap metal/rusty cars/unsightly
- Run down properties lying empty
- Need a yearly 'bag the bruk'
- Only one picnic table by the PO – no seating
- Pier head and airfield needing tidied up
- Residents have to pay to recycle, there is nowhere to put rubbish so therefore it starts to collect and pile up around the island.

Ways of getting around (5)

- Generally not bad
- Frustration at the amount of cancellations
- Flights busy in the summer months – makes getting seats difficult at short notice
- No RORO
- Flights booked up straight away for students and teachers and the community is left with the crumbs
- Flights – cannot be used to commute therefore families are slowly leaving the island as it is becoming more difficult to live their (sic).
Very difficult to get any fresh food for local businesses

Being well & staying well (5)

- Excellent nurse practitioner on the island.
- Better signage for doctors times coming out? Day changed.
- Challenges about travel to medical appointments
- No fitness classes/some sort of gym
- North Ron were the only Island not to get a healthy living centre
- big issues first like transport and in 6 months we will no longer have a school, they are the issues that need to be looked at first.

Facilities and Amenities (5)

- Better use of the community centre
- Setting up a small public library
- Limited equipment etc.
- If North Ron did get gym equipment, there is nowhere to house it

Social interaction (5)

- Community centre and Bird Observatory
- Would be good to have more opportunities for locals to meet up – rather than tourists
- Official opening times for community centre should be displayed
- Many social events
- There is no local centre meeting point for the community, there is no longer a pub which used to be used as a local meeting point

Identity and belonging (5)

- Strong feeling of community
- Great community
- the island needs to change and be ready for 21st century life, without destroying what is special about NR
- Worries about the island population, slowly decreasing as families leave and people getting older but struggling to attract families to the island.

Leisure and recreation (4)

- No gym equipment, no craft classes, no film club?
- There could be a weekly coffee morning with classes for craft work, kitting, wood work, badminton, drawing, painting or just for a yarn over a biscuits and a cup of tea with

some music on in the background. A fortnightly film night would be grand especially during the during the winter months. Dance lessons are another idea.

- There is issues with the key as very few people in the community can have access to the community hall as not everyone has keys and they aren't easily accessible.

Maintenance and waste management (4)

- No dog bins
- Old rusting vehicles
- Difficult to get wheelie bins as the council won't respond to the need.
- Results in rubbish bags bursting due to cats etc and rubbish going everywhere, even worse in high winds.

Influence and engagement (3)

- Don't feel council listen or understand problems of island life
- More support from councillors
- Things taken up and action taken
- Counsellors rarely come out to the island but yet vote on our transport system along with other islands, how is that fair???

Work and local economy (2)

- transport/infrastructure/digital connectivity /aging population/housing/ directly affect future sustainability of the island
- Multiple jobs effect
- Attracting young people to the island
- More people = more work but there is nothing on the island to attract people

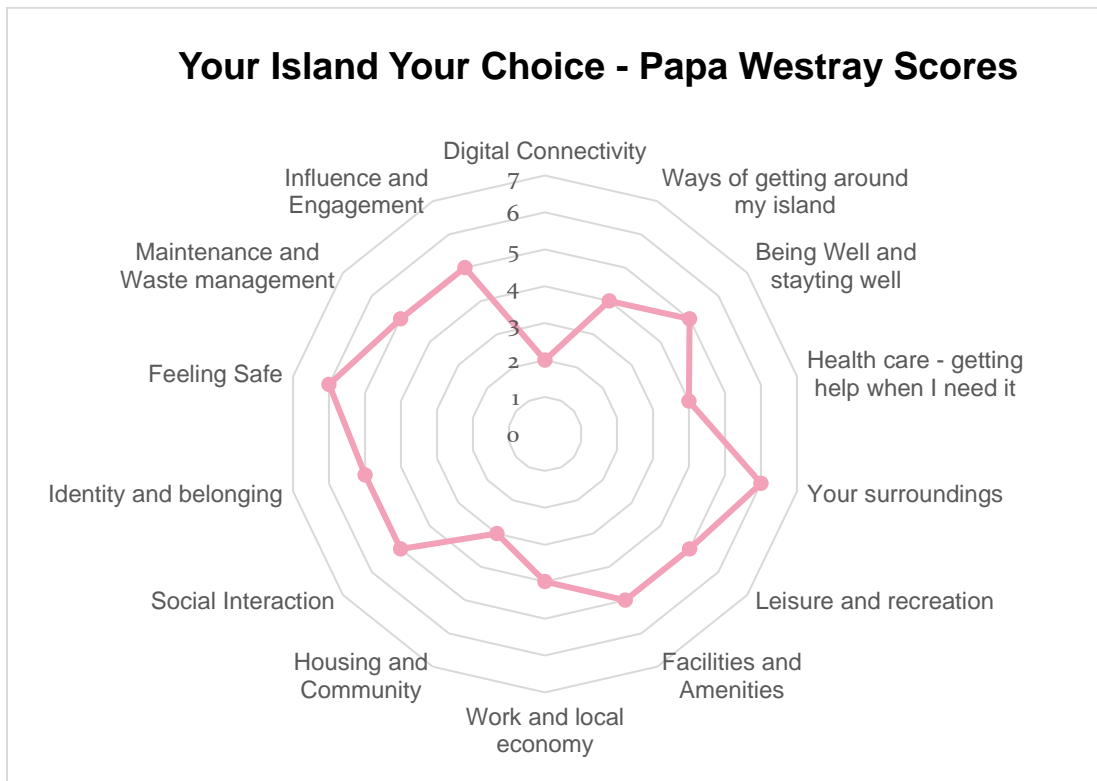
Digital connectivity (2)

- Broadband is slow and expensive, unreliable
- Mobile coverage – patchy at best and only really 2 main carriers
- Comes and goes
- Lightning strikes
- Needs to improve for the future of the island./Business etc...
- Difficult to attract young families to the Island due to limited internet and travel

Housing and community (1)

- Shortage of housing
- Empty houses/ruined
- Renovation of houses
- Only 2 housing association houses on the island
- North Ron were promised 4 houses however they only received 2 houses
- We have spoken to Craig Spence (OHAL) about a possible project to do up old houses to make the surroundings look better

1.2.6 Papa Westray



Comments

Your surroundings (6)

- Awesome
- The new boat service to the Holm is expensive for local residents, but opens up a further amazing place.
- There are difficulties over accessibility to the countryside for those with mobility issues - hard to see how that would be addressed without badly affecting the quality of the natural environment itself.
 - Our son has mobility issues and wouldn't change a thing
- There is a significant amount of marine litter on the shores, which is unsightly, and will be affecting the marine environment adversely.

Feeling safe (6)

- People feel very safe,
- fear of the future bringing inevitable change
- concern about the impact of rising sea levels in the future

Social interaction (5)

- good lunch club for older people
- Limited opportunities for casual/spontaneous interaction (lack of café/pub)
- Efforts of Community Association in creating dances, classes and opportunities for people to interact
- If you want to mix, you can, the infrastructure is good

Identity and belonging (5)

- The community is supportive and inclusive with community ownership and operation of the shop, market garden, hostel and tourism assets,
- Lack of 'rifts' perceived by other small communities
- Generally speaking the sense of community is strong, and people are supportive, and there is great pride about the island....

Maintenance and waste management (5)

- Difficult to get rid of scrap – no incentive to get rid of old vehicles as costs of removal are so high
- some buildings could do with repair, but community groups are very good at securing this
- marine litter is a big issue
- issues of maintenance and tidiness around the island, including public buildings and public space, but the situation is pretty good in the main

Influence and engagement (5)

- Your voice can be heard in Papaya but on the whole engagement with the Council isn't perceived as valuable
- I don't think the council listen to our needs or understand our problems, they certainly don't come back with any answers
- These questionnaires are better as they get people to put down on paper how they feel and are not judged
- In general there are good opportunities for participation

Being and staying well (5)

- Generally good. The surgery would benefit from a decent broadband service that would enable video conferencing with health providers and consultants who are off-island
- With respect to care, there is a huge issue over that, as there has been difficulty in appointing carers, which has led to people leaving the island. There is uncertainty as to what extent the current health provision (through nurses) is there to support people on a day to day basis with mental health issues or with "nursing" needs, to augment care services, or provide support for instance with the terminally ill.
- We have little service for mental health issues
- Cover from nurses is very good

Leisure and recreation (5)

- Being surrounded by water, swimming pool would be ideal but never likely to happen. Access to sport/leisure/Community Learning etc limited by the need to travel to Kirkwall and stay overnight, adding hugely to expense, if no relatives in town. Limited facilities on Island, gym, small library, football pitch
- Some facilities could do with a refresh and updating such as the gym equipment and the kiddies playing area
- Swimming pool would be the icing on the cake
- Many opportunities locally and in the summer the links to Westray are good
- There have been efforts to secure learning opportunities with a lot of local interest, but no follow up for a tutor to deliver
- Sometimes a bit of paid input would ease the burden on volunteers

Facilities and Amenities (5)

- Amenities are naturally limited on a small island but we have an excellent shop, community cinema and other facilities
- Due to the structural nature of the co-operative getting funding is a challenge
- No access to adult learning opportunities
- Updating of facilities for children also mentioned, but positively

Ways of getting to and around my island(s) (4)

- Summer timetable is far better
- Hard to increase visitor numbers when limited space/availability of travel
- Block bookings on planes make things very challenging
- There is no taxi service or public transport some elderly residences with mobility problems find it hard to get about as a consequence
- We need a boat to be able to take a car easily off the island, via Westray would work

Health care – getting help when I need it (4)

- Lack of mental health provision
- Difficult to discuss mental health issues in such a small community
- People can struggle as they get older in their homes due to limited care provision
- Difficulty in recruiting carers – not enough work involved, that there may be stigma around the role and providing personal care in a small community can be challenging
- Training required to deliver care is provided in town and taken up to a year for one person to complete – potential to deliver joint training to the isles.
- NHS provide appointments south that could be handled with a phone call

Work and local economy (4)

- Papay has a very active community and local economy but accessible, affordable broadband is one of the biggest inhibitors to starting a business
- Apprenticeships for young folk such as in electrics would be good but require support of mainland businesses for training, which has not been forthcoming to date
- Connectivity is holding back enterprise potential
- It would be difficult for folk to live here and attend work on mainland Orkney and there aren't many jobs available on the island

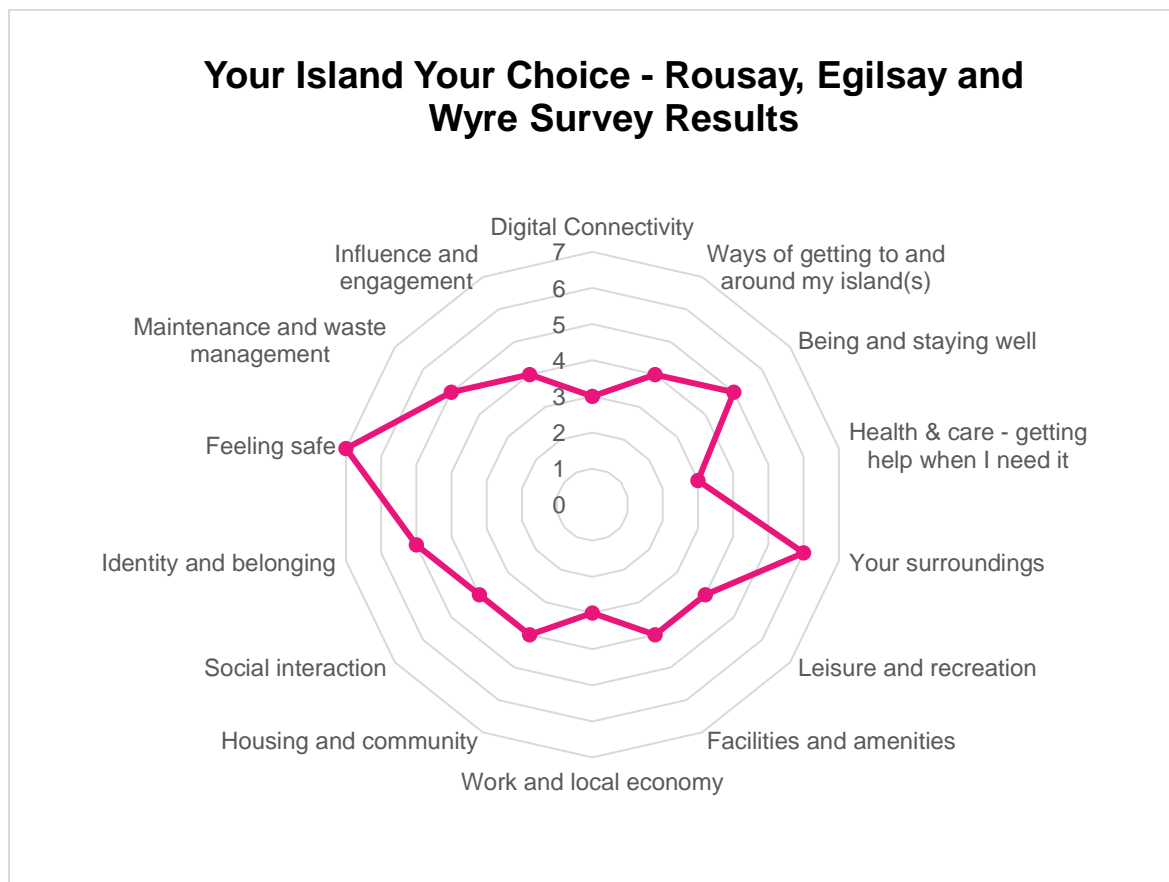
Housing and community (3)

- Sheltered housing would be good for older people as they struggle and low cost housing for youngsters
- No rental accommodation - no place to move onto after the Gateway House
- Fuel poverty is a universal issue
- A shortage in quality, rented accommodation for families
- The island has a Local Letting Policy
- Fuel extremely expensive, would use wind power but can't afford it

Digital Connectivity (2)

- Broadband is slow and expensive, unreliable
- Mobile coverage – patchy at best and only really 2 main carriers
- Affordable connectivity and equity of coverage speeds would really add to the possibilities to keep the island communities
- Impact of lightning strikes – takes weeks/months to get repairs done
- To get a decent connection many people are having to pay for satellite
- The back-up arrangement for when the phones/internet is out is to use a private householder's satellite phone. If the power were to be out there then there would be no way to contact emergency services

1.2.7 Rousay, Egilsay and Wyre



Comments

Feeling Safe (7)

- Very safe
- More traffic on roads – over the years – upper limit should be reduced to 40mph and from 40 mph to 20mph for the Rousay School in line with mainland practice
- Poor community lighting (school/church centre)

Your Surroundings (6)

- A number of walks but these would all be difficult for a disabled person.
- Great to have an area for all ages and ability maybe an art garden with plants, local art work and lots of benches plus an out of the weather area too.
- It's a lovely place to live
- Could be improved - for example: public toilets; better pathways; better promotion.
- Grass verges cut only once a year with single track road in Wyre and one and half track road in Rousay – tourists often end up in the ditch

Being and Staying Well (5)

- Our gym is an excellent resource.
- Shopping for fresh produce is either bit of a hit or miss
- GP surgery doesn't promote this (health promotion etc) information
- there is a monthly newsletter on the island, but they don't utilise this service to say anything or encourage people to do things towards a healthy lifestyle, e.g. "get fit this New Year", "if you need help to stop smoking as part of the campaign this month, come and see X", etc. - so many missed opportunities!
- Impact on HLCentre when school is closed, (during summer), can access be changed to enable greater access (eg: a separate entrance)? So not restricted by School/Council

Identity and Belonging (5)

- This is why Rousay is special!
- Sense of identity needs some reinforcement
- Less cohesion than in the past years and the community spirit is fractured, although many "care".

Maintenance and Waste Management (5)

- Communal bins at the pier – frequently blown over
- no recycling
- Wheelie bins – good BUT no way of emptying – manual only
- Generally fine but some spaces need tidying - plastic on barbed wire by roadsides, 2) dumps of used cars in several places real eyesores. 3) The front part of the visitors' centre in need of TLC. 4) The plants / shrubs above parking / marshalling area at pier in need of pruning, weeding etc
- We (Wyre) have to travel to Rousay with our rubbish.

Leisure and Recreation (4)

- Teenagers do not have options that are interesting to them- they should be polled for ideas.
- Improved access to community rooms and/or creation of drop in centre
- Swimming pool would be good
- Access limited by ferry timetables etc
- When oldest child begins to take part in eg sporting activities on the mainland, families tend to leave the island

Facilities and Amenities (4)

- Amenities are great compared to other islands but always room for more ideas.
- There is a lack of community spaces, and the island does not make full use of its potential.
- Egilsay – one community space
- Dependent on volunteers

Social Interaction (4)

- We have an excellent community with many opportunities to socialise- teenagers are the only group that don't have a formal socialisation area and activities.
- More flexibility in the key holder facility for the community school could be beneficial.
- A new space for community gatherings would be good.

Housing and Community (4)

- Rousay could do with more social housing, especially for our young couples and perhaps warden controlled properties for our older residents.
- Fuel poverty is an issue but there are multiple local organisations addressing this
- Council houses are poorly maintained – older people may have difficulty in maintaining their homes so quality will worsen
- a range of properties for sale here, and some have sold reasonably quickly. Some new properties have gone up fairly recently too
- Potential for REW CDT to consult on housing for older people and potential to build

Ways of getting to and around my Island(s) (4)

- Ferry service is excellent as long as the prices remain the same.
- ARI transfer and work off island for connects just a limited service would be fine on a Sunday including sporting opportunities for children
- Ferry needs more capacity and needs disabled access.
- Lack of a winter Sunday run is a problem.
- The new bus service which meets every ferry is incredibly valuable and should continue.

Influence and Engagement (4)

- There are opportunities to get involved in groups – especially the community council and development trust
- We can put complaints/ideas forward to our community council or development trust about things we would like to see done or changed

- General consensus of opinion the powers that be ask us what we want and then do exactly as they had decided prior to any consultations
- We have no say in anything. We are continually ignored by the Council and other bodies.

Digital Connectivity (3)

- There are many areas of Rousay which have poor internet access and mobile phone signal - and some where it is negligible.
- A major issue – very variable BB and phone signals
- Affects many aspects such as work, health services etc, high risk

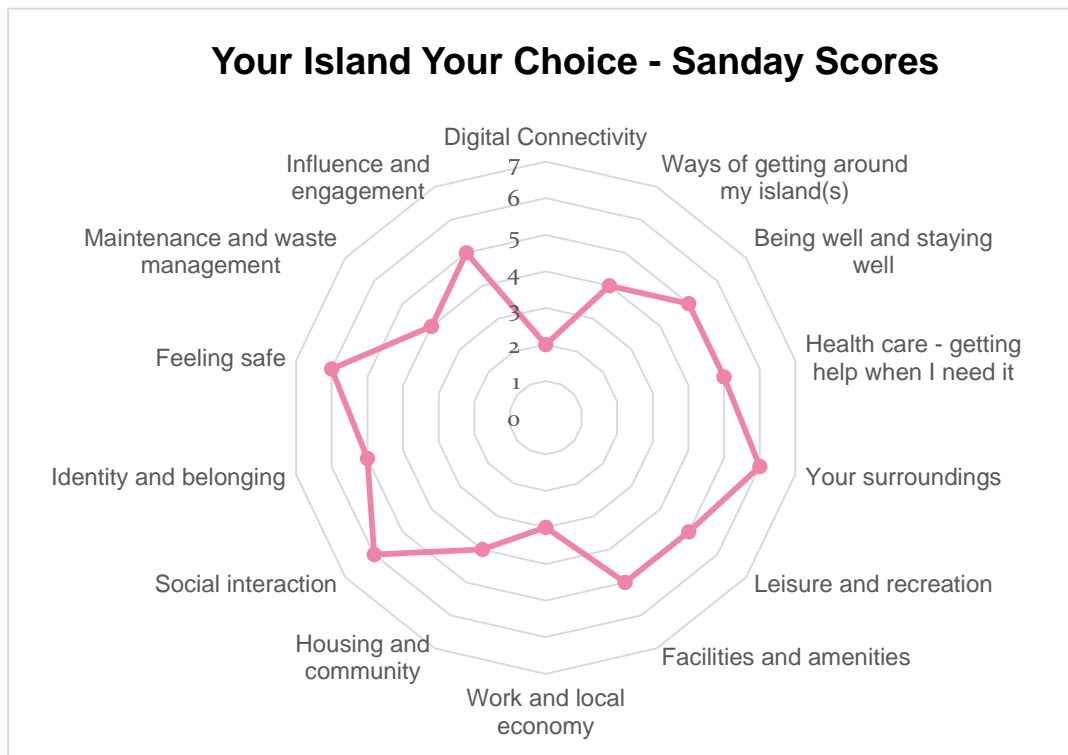
Work and the local economy (3)

- No childcare Little employment opportunities
- It is possible to make a success here. There are less young people here now though, so this may be at risk in the future.
- Virtually non-existent for Egilsay and Wyre – commuting vital for work and training
- Technology and new opportunities go together

Health and Care – getting help when I need it (3)

- No help for mental health issues specifically shortage of home/personal care.
- healthcare clinics to visit the island, instead of people with ongoing mobility or post-surgery therapy travelling all the way to Kirkwall
- AHPs on the island would be beneficial – lack of co-ordination to physio on mainland
- Removal of in island GP services has reduced safety.

1.2.8 Sanday



Comments

Feeling safe (6)

- Feel very safe
- a spate of theft of food from outdoor freezers and fuel
- levels of alcohol and drug use on the island which is concerning

Your surroundings (6)

- Beautiful and unspoilt
- Excellent air quality
- access to beaches difficult
- Better quality and maintenance of footpaths needed
- Parking areas unstable
- Need for wooden walkways and more benches
- Disposal of the rubbish needs to be looked at – it can blight the landscape

Social interaction (6)

- Places for people to meet and interact
- Lack of transport adds a real challenge for those who don't drive – can't access events/social events
- Sanday Sound – keeping people up to date with what's happening
- Lots of clubs and societies for people to get involved with
- Lots for those who want to engage.

Being well & staying well (5)

- Incredible NHS services on Sanday!
- Gym and pool good
- GP facilities with Aberdeen rarely used
- Lots of potential for walks and walking
- Would like visiting dentist
- Issues around accessing physio
- Lack of mental health provision and access to.

Health care – getting help when I need it (5)

- excellent health provision
- Dedicated NHS staff
- Concerns for elderly people – and access to home care and respite provision.
- Access to physio – away for the day for 10 mins apt.
- concerns about access to mental health provision -
- Lack of dental services – high cost to access services

Leisure and recreation (5)

- Community facilities in use all year round
- Lots of clubs and activities
- increase of safer outdoor space for adults and children to socialise
- Excellent facilities – not always used to their capacity
- Concerns about the funds to ‘keep going’ what we have already...

Identity and belonging (5)

- heritage centre is positive
- Sanday is changing
- People are proud of their island
- The community celebrates its history and culture
- Strong sense of community and volunteering

Influence and engagement (5)

- Lots of opportunities for people to voice concerns
- Not many vacancies on the island committees – don’t feel listened to
- Council doesn’t work in partnership with local organisations
- Better partnership working with OIC would make a huge difference

Facilities and Amenities (5)

- Library van visits reduced
- Good shops, hotels, heritage centre
- Heritage centre good
- Not always a place to eat
- Need for a care home

Ways of getting around (4)

- Bus service to and from pier good – but no other public transport apart from that
- ferry times doesn't give you long in Kirkwall
- Challenges about getting seats on planes
- Challenges of disabled access to ferries and planes
- Inability to be able to 'commute' – either by ferry or plane
- Lack of joined up transport
- Ferry times suit ferry workers and not the people in the isles

Housing and community (4)

- Lack of care home/sheltered housing for aging population
- Lack of housing for young people
- Expensive
- No council houses
- What comes first – the jobs or the housing?
- Lots of housing needing renovated or in poor condition
- Some people spending up to 30% of income on fuel

Maintenance and waste management (4)

- Better provision of recycling facilities for the island
- Lots of neglected properties on the island
- old dumped cars on the island and high costs of getting rid of them
- Animals getting into rubbish bags

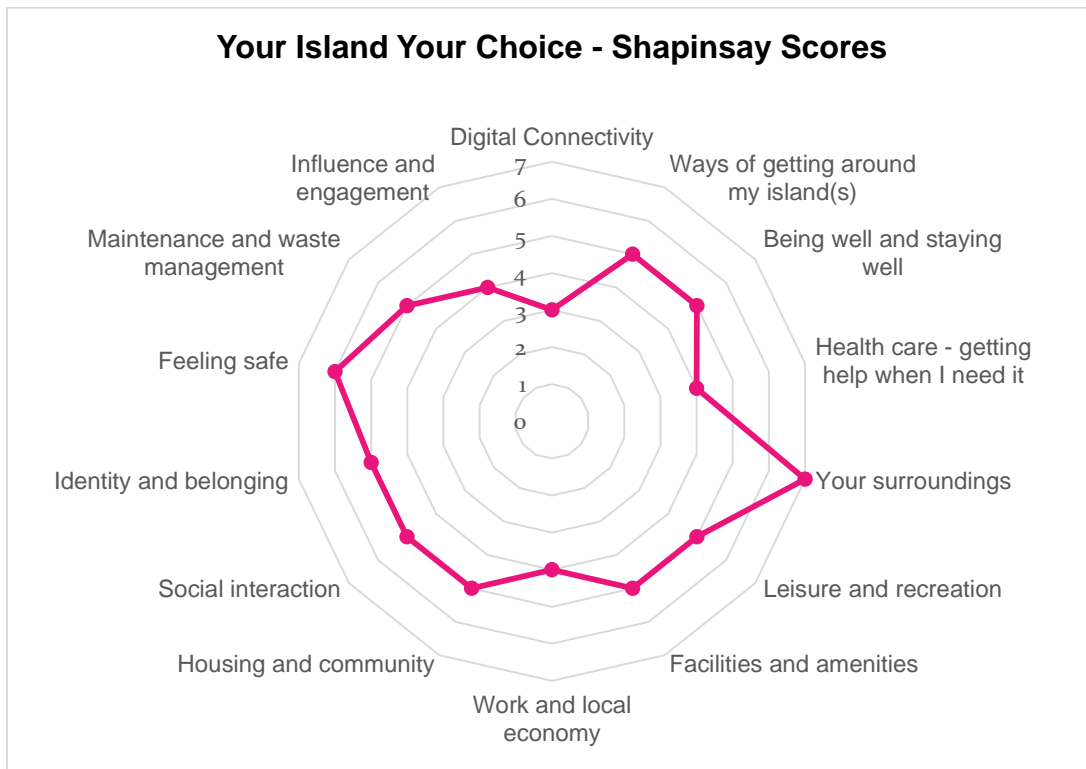
Work and local economy (3)

- One of the lowest scores
- Not many jobs on the island - many part time jobs and poor pay
- Challenges of attracting young people to the island to be economically active
- Lack of support for business start up
- Challenges around digital infrastructure
- Have to leave island for work – leaving family and friends
- Many people do 'several jobs'
- Aging population – so many older people don't need a job
- Lack of local trades on the island

Digital Connectivity (2)

- Broadband issues around speed and reliability – good one day – and then poor the next
- Pay the same as others – but get less.
- If neighbour is 'on' then mine is worse!
- Mobile signal can be patchy – have to travel 2 miles to get a good signal
- challenges of running a business with these issues
- Time to get lines connected etc... - 5 months.

1.2.9 Shapinsay



Comments

Your surroundings (7)

- The scenery in Shapinsay is lovely, but too many turbines have spoiled the landscape somewhat.
- Too much development might ruin the island.

Feeling safe (6)

- In general people feel very safe, but quite often some people can move in and have a huge impact on the overall feeling of the island.
- A small number of people can be very disruptive.

Ways of getting around my island (5)

- A later ferry would be most welcome
- Bus service and taxi available by special arrangement
- Out Of Hours boat very appreciated
- Not all accessible for those with limited mobility
- Ferries are expensive

Being and staying well (5)

- Overall the provision is very good, the physio was spoken of very favorably
- There isn't a lot of choice in local shops regarding fresh food.
- The healthy living centre is very good but it would be nice if it was open more.

Leisure and recreation (5)

- Lots of opportunities available due to links into Kirkwall.
- might be a lack of opportunities for young people and the middle aged

Facilities and Amenities (5)

- Some flexible enterprise space would be welcome, to facilitate some start-ups.
- There are also no accommodation providers on Shapinsay which can seriously inhibit tourism (and economic benefit from visitors) and no support from OIC or others for starting up.

Housing and community (5)

- Fuel poverty is a huge concern.
- There is a real need for sheltered accommodation on the island to allow people to stay in their communities for longer to stop them being shipped off into town

Social Interaction (5)

- a pub for general social interaction would be good
- The people on the fringes of community groups have nowhere to go

Identity and belonging (5)

- Pockets of people that are engaged and active
- A sense that many folk come and go
- Maybe a lack of real Shapinsay identity?

Maintenance and Waste Management (5)

- Dog fouling a bit of a concern
- Some seats at beauty spots would be appreciated
- Recycling provision needs to be increased

Health and Care – Getting Help when I need it (4)

- There isn't any mental health or counselling services available, confidentiality can be an issue on such a small island.
- There is also inadequate care provision on the island and recruiting is a challenge.

Work and local economy (4)

- Many commuters to Kirkwall, which is fine but limited by boat times
- Many of the people that do work on Shapinsay are self-employed.

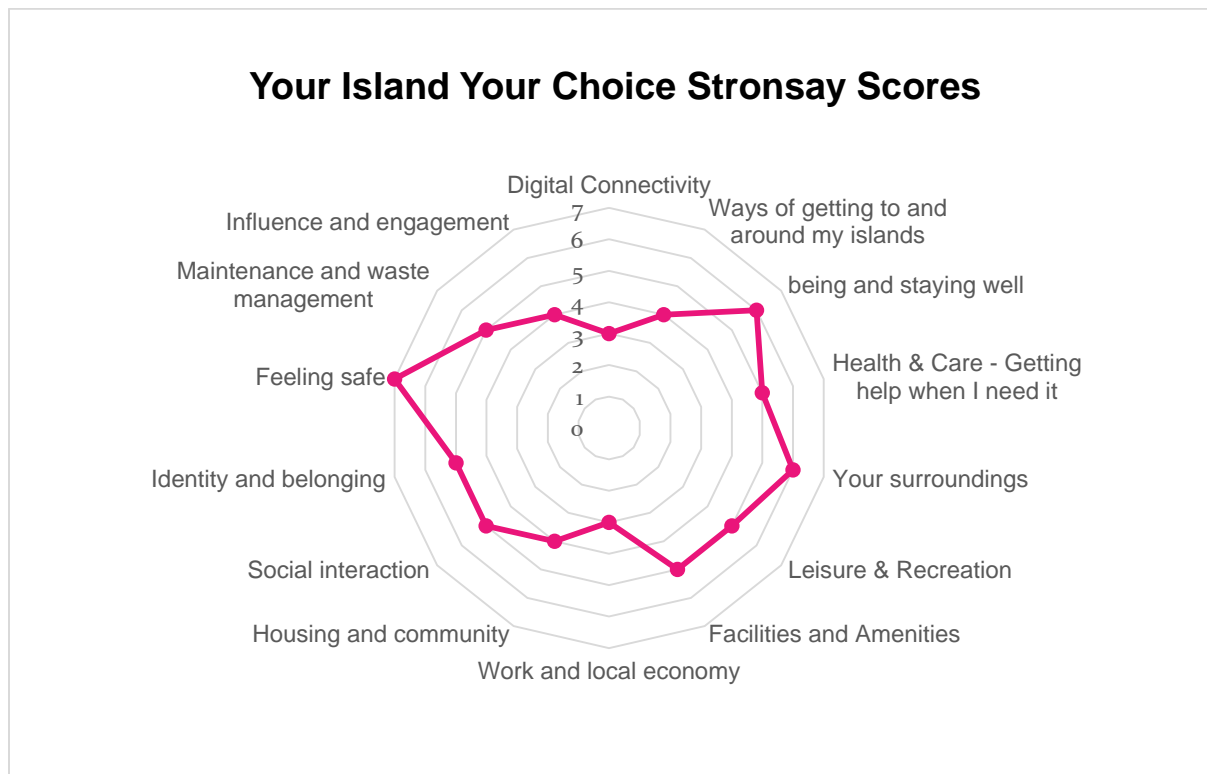
Influence and engagement (4)

- Locally some strong personalities can dominate which can be off-putting
- Local engagement happens, but the results are unclear. County-wide changes aren't consulted on.

Digital Connectivity (3)

- Dead patches for mobile coverage
- decent broadband speeds but very aware that others on the island are in a much worse situation
- It is possible to get a 4G signal from town, and overall things are improving.

1.2.10 Stronsay



Comments

Feeling Safe (7)

- Parents say no better place to bring children up
- Older people are cared for
- All feel safe and secure
- Drink driving is an issue

Being and Staying Well (6)

- Very satisfactory
- GP practice doesn't offer nutritional advice
- Very difficult to source variety of fruit and veg
- Prescriptions taking much longer under the new system, can be over 1 week
- Local medical team do a fairly good 'one stop shop' for health concerns

Your Surroundings (6)

- Stronsay is beautiful
- Some walks no longer accessible
- Many turbines becoming eyesore and are noisy
- Untended grass verges – walking on road dangerous
- Car parks would make visiting beaches safer and pleasanter
- Beaches not very accessible, used to have picnic benches, what happened to them?

Health and Care – getting help when I need it (5)

- Fortunate with health facilities on the island
- Homecare seems to be very good
- Excellent medical service but no local mental health support
- Mental health service is appalling – very isolated if you need help
- Local respite or day centre and support for carers would be of benefit
- If need to see several specialists, can appointments be coordinated?
- Takes five hours each time to get to Kirkwall let alone Aberdeen (three days). Can they use VC?
- Why can Graham Clark do retinopathy for the NHS? – he's got the best kit in Orkney

Leisure and Recreation (5)

- New playpark really well used
- Lots of opportunities – up to individuals to make use of them
- Swimming pool and healthy living centre underused – excessive pricing
- Not enough opportunities for teenagers
- Ferries often have technical problems
- Not enough flights in term time/
- Air service good but shortage of seats
- Can there be a daytime session for older fold? Staffed by volunteers

Facilities and Amenities (5)

- Fairly good but no public transport – own car essential
- All of a good standard
- Shops are good, fish mart huge benefit
- Pub/hotel opening times limited
- Most events are run by volunteers – future?

Social Interaction (5)

- We are well supplied
- Much of the spaces and opportunities dependent on volunteers
- A mini bus to take and return people would be nice

Identity and Belonging (5)

- Stronsay is a very caring community
- Most residents view the place positively
- Percentage of community don't get involved – their right but good to reach out to those people
- Spare plot in greenhouse – some ladies grew flowers to cut for people who are a bit isolated, eg coming out of hospital
- School gave hand written invitations to their event, pulled new people in

Maintenance and Waste Management (5)

- Better site needed for recycling – facilities for eg plastics
- Council houses well maintained
- Long walk to bin bag collection point if no transport
- Old graveyards not well maintained – can't find a contractor to the old Kirk yard, access too difficult
- Lots of dumped cars – not economic to send for scrap

Housing and Community (4)

- More council houses needed
- Plenty of houses
- Housing is old stock and fuel poverty a problem
- Need more smaller units- one or two bedroom
- Cheaper to build rather than to renovate old
- Housing linked to work – need both

Ways of getting to and around my Island(s) (4)

- Ferry and air services are good
- Ferries very unreliable lately
- No public transport
- Poor access for elderly etc on ferries
- Refit timetable a nightmare
- Very hard to get between islands ie nurses have to spend a day getting between them

Influence and Engagement (4)

- Plenty of chances to get involved
- Doctors and nurses always willing to listen and be helpful
- Sometimes decisions are imposed although they haven't been thought through properly
- Dialogue would help – little or no feedback

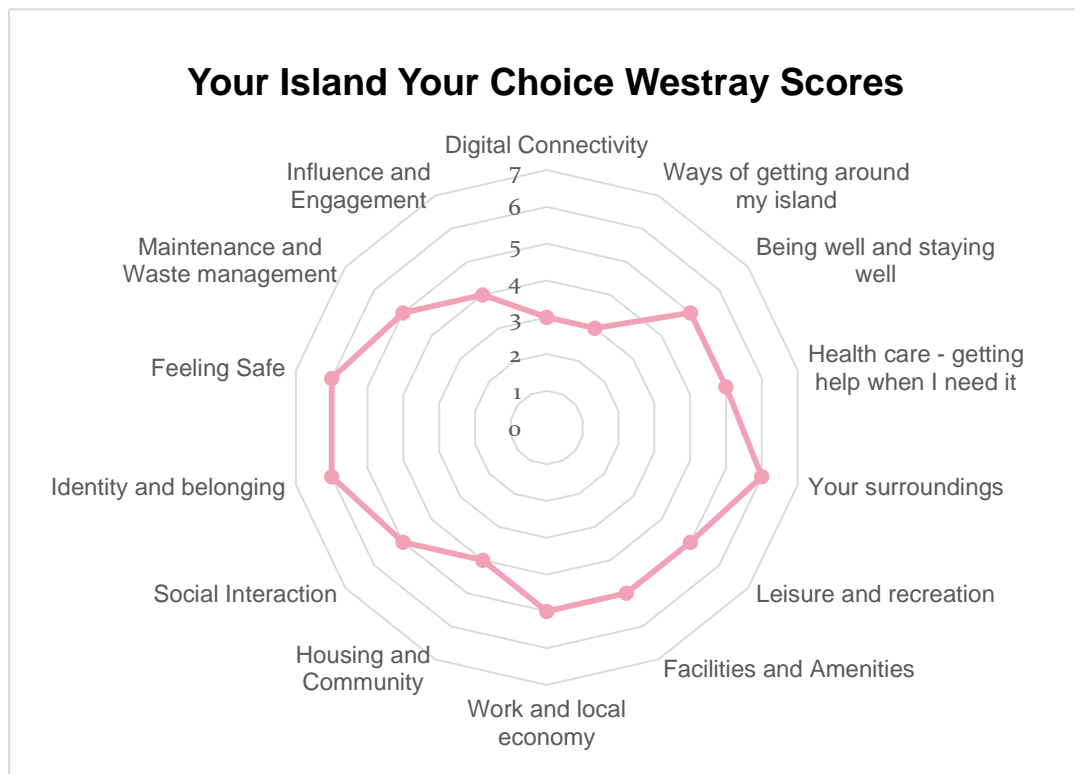
Digital Connectivity (3)

- Internet service unreliable
- Mobile phone service patchy
- Few places signal is good some where none at all
- Difficult to report faults in old people's homes with aid – call systems not being prioritised
- Can't contact hospital for advice – GP surgery access no better than anyone else - life or death issue

Work and the local economy (3)

- On a decline – limited job opportunities – ageing population
- Not enough help with business start-up or helping existing business to grow
- Desperately need work opportunities
- Digital connectivity impedes work opportunities – can make difference between viability or not of island living

1.2.11 Westray



Comments

Identity and belonging (6)

- Queen of the Isles - enough said
- Children set an example around acceptance and belonging

Feeling safe (6)

- Drink driving is a concern for all.
- Concern about the lack of police presence, no specials anymore

Your surroundings (6)

- Rubbish bins, and dog mess bins at beaches would be welcome
- Fly-tipping is a problem and can ruin otherwise perfect surroundings.
- Walks and paths in need of maintenance with no idea who to speak to.
- A local group with an environmental focus would be good, to look at these issues.

Leisure and recreation (5)

- A lack of engagement from county-wide clubs with young people in Westray
- Successful community events are only possible with the exceptional input of volunteers.
- There is too much to do, 'plenty on if you want to do it'.

Being and staying well (5)

- Great healthy living centre and swimming pool, although the hours aren't suitable for everyone
- Very high praise for doctors and nurses.
- There has been a noticeable improvement in the fresh fruit and veg available locally. All of these things are expensive though and some social prescribing for the gym was mentioned.
- A range of activities needed for older or less able people throughout the winter to not just exercise but also socialise and reduce isolation.

Health and Care – Getting Help when I need it (5)

- There is a lack of mental health provision, for young people specifically. Sometimes waiting times 'south' can let things down.
- Better access to physios and dieticians would be welcome.
- It would be great if the dentist could come back out to the isles.
- Care at Kalisgarth has been fantastic, someone wanted to champion the establishment of an award for carers, but this has been shot down.
- End of life care in Westray can stretch available resources, almost to breaking.

Facilities and Amenities (5)

- Cuts to mobile library were keenly felt, no more please
- The playpark upgrade was a success.
- The pool is a wonderful and well-used facility but is beginning to fall into disrepair.
- The Community Room is over-used and dated.
- Plenty of public toilets in Westray.
- The school building is not fit for purpose, including the community side of things.
- The doctor's surgery is also not fit for purpose, although this is beginning to be discussed.

Work and local economy (5)

- Westray has a vibrant and enterprising economy, although there is a sense that much of that employment is low-wage.
- The lack of broadband speed is holding back enterprise potential.
- Inability to commute to where the jobs are.
- Underlying vulnerability of employment.
- Lack of childcare provision becoming an issue
- No opportunities for supported employment

Social Interaction (5)

- Some perception of cliques around religion and location of birth
- Plenty for young people to do.
- Local transport preventing people taking full advantage of all that's on offer.
- A bit of disagreement on the feelings of exclusion- an understanding that that might be the perception but that's due to long standing relationships and a shared history

Maintenance and Waste Management (5)

- Pool and Healthy Living Centre are extremely well-used but in desperate need of repair.
- The paths are not safe for some people.
- It's difficult to get rid of scrap and recycling facilities are inadequate.
- Dog mess in public areas is also a concern
- Road maintenance is very good,
- large household items are a real problem to get rid of
- A new school building is required

Housing and community (4)

- A real sense of a shortage in quality, rented accommodation for families
- More support for self-build and single occupancy needed
- Challenge for first time buyers in pricing
- Lack of local control
- Shortage of housing for key workers preventing some development
- Fuel poverty is an issue

Influence and engagement (4)

- Lack of engagement for North Isles Landscape Partnership.
- Lip service is often paid to consultation but then nothing happens
- In some areas stronger voices can drown out weaker ones.
- No forum for children and young people to have their say
- There's a difference between being consulted and being heard

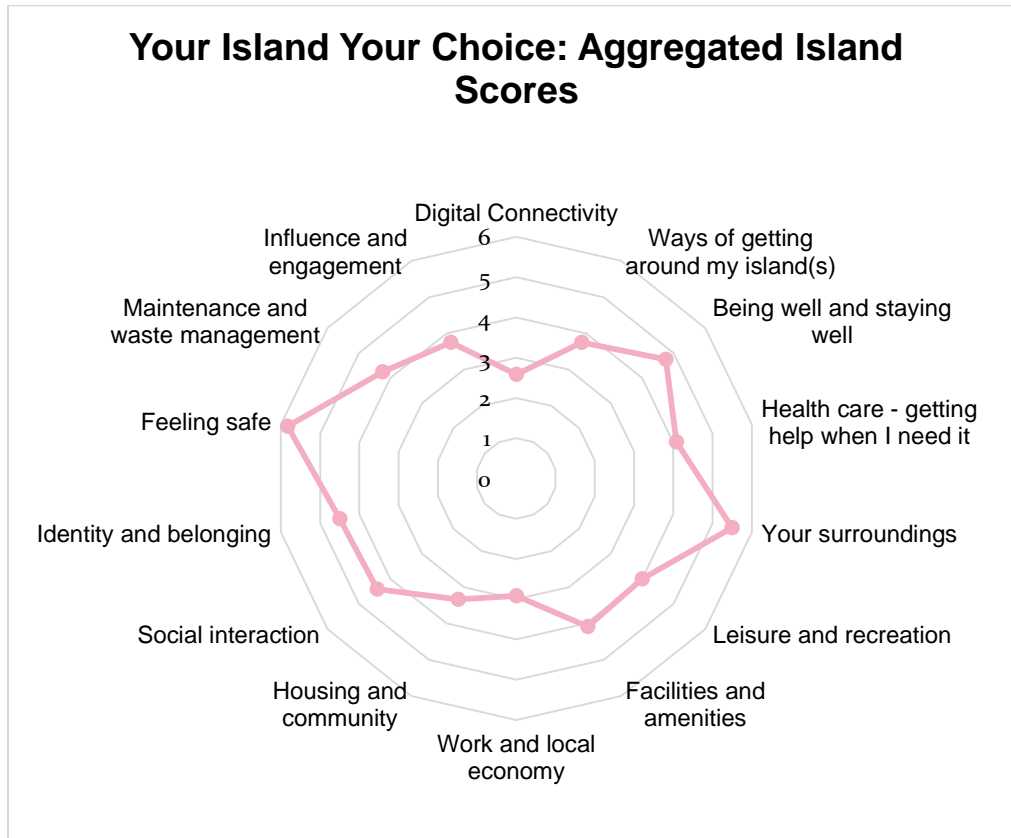
Digital Connectivity (3)

- Lack of internet speeds and mobile signal is inhibiting economic growth.
- Much has been promised but little delivered.
- There will be higher speed broadband installed in Westray, but over a very limited area. The main economic hub (Bakehouse, crab factory, and haulier as well as doctor's surgery) all being missed out.

Ways of getting around my island (3)

- There is little on-island public transport provision
- The boats are very inaccessible for people with children or mobility issues. Timetables are more suited for people coming out from town than people living in Westray
- Wi-Fi on the boats is appreciated.
- The boat service is just not good enough, the boats are older and tonnage has been reduced and very often they run late.
- Gratitude for the bus service that will take you right from your door to the boat, however it doesn't go to the shops or doctors' surgery for instance.

Appendix 1 – Chart of Aggregated Island Scores

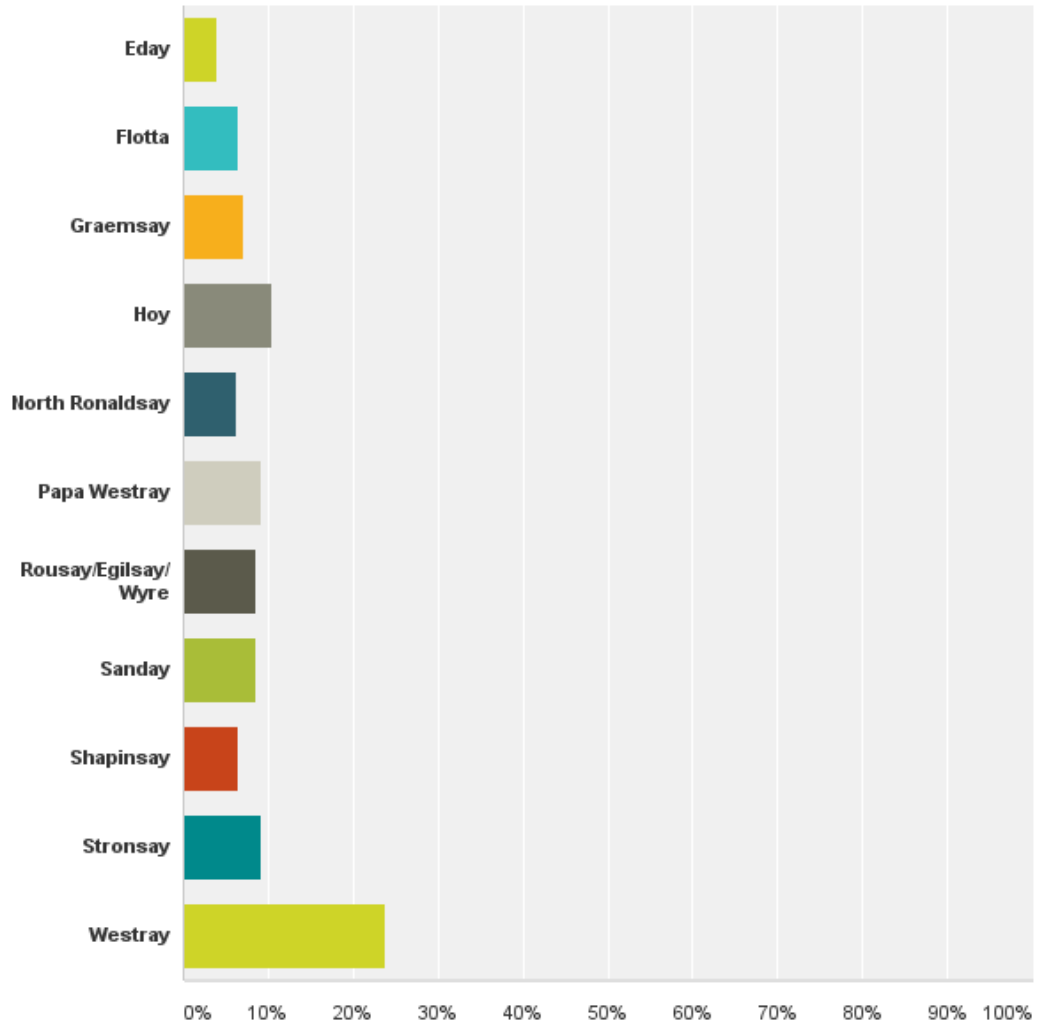


Note: the aggregated chart reflects quite accurately each of the individual island scores

Appendix 2 Respondents by Island

Q1 Which island community are you from?

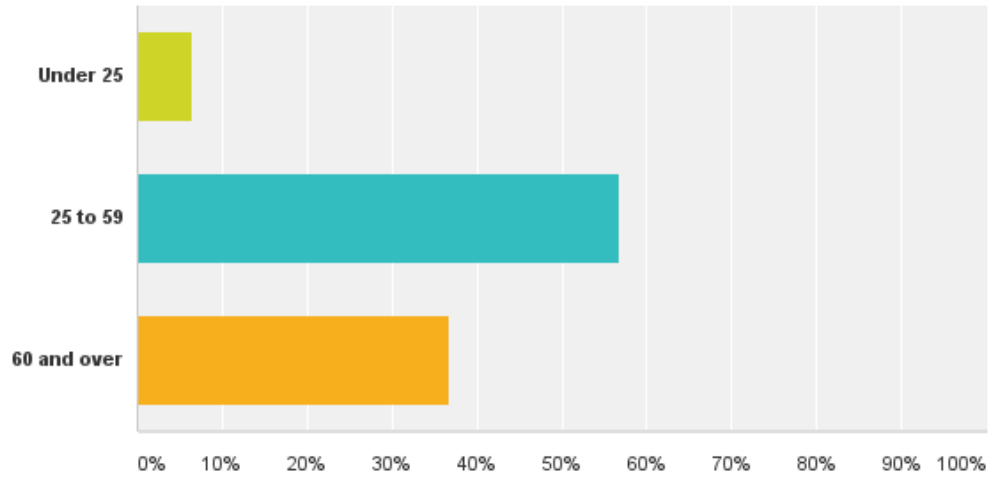
Answered: 371 Skipped: 7



Appendix 3 Island Respondents Age Profile

Q2 Which age category do you fall into?

Answered: 373 Skipped: 5



Appendix 6 Your Island Your Choice Questionnaire

Your Island Your Choice

Isles consultation and small grants programme

You are invited to complete this questionnaire in order to identify issues of importance to you and your community.

You will see that there are 14 categories and 14 questions. Each page contains an explanatory paragraph along with some prompt questions for you to consider, if you wish. You are then asked to score the main question, which is in blue text. You can complete as many of these questions as you wish and the information you provide is anonymous and confidential.

Your responses will enable us to find out what works well in your community and what might need to be improved. Once we have identified the main issues or themes we will visit your island to discuss them with you and to identify the priority areas, those which require action.

During that visit, we will also invite and support organisations and groups, constituted and unconstituted to submit applications to a small pot of funding awarded by the 'Community Choices Fund' as part of this consultation programme. At the end of the consultation and application process a public event will be held where island communities' votes will determine which project receives funding.

Thank you for taking the time to complete this questionnaire. Please return it to VAO using the attached pre-paid envelope.

If you have any questions please contact VAO on 01856 872897 or email enquiries@vaorkney.org.uk

This programme is supported by the The Orkney Partnership, Orkney Health and Care and led by Voluntary Action Orkney (VAO)

About you

Please say which island you are from: _____

Please say how old you are: under 25; 26-59; 60 or over

1 Digital Connectivity

The ability to connect to the internet and to access mobile telephone services has become increasingly important for social, education, family and business purposes.

Now consider the question:

Can I access reliable and suitable internet and mobile phone services?

You might want to think about the following:

- Can people access suitable internet services?
- Is the internet service reliable?
- Can people access the mobile phone services that they want?
- Are mobile phone services reliable around the island?

- Do the services people might want to communicate with, such as the Council or NHS Orkney, provide enough digital options for people to do so?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.



If you wish, please say why you rated your answer the way you did

2 Ways of getting to and around my island(s)

Access to an affordable, reliable and well-connect transport system is important for communities. It allows people to get around in a sustainable way which in turn is good for the environment.

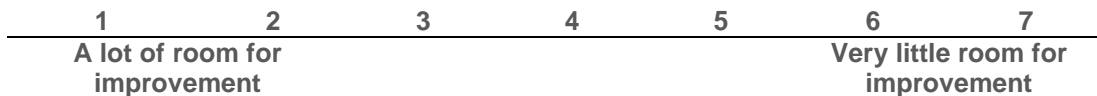
Now consider this question

Can I easily get to, from and around my island(s)

You might want to think about the following:

- Is the ferry service to and from the island(s) sufficient for people' needs?
- Is the air service to and from the island(s) sufficient for people's needs?
- Is the ferry service accessible for all regardless of age, mobility or disability?
- Is the air service accessible for everyone?
- Are public transport services affordable for all?
- Are facilities and vehicles of a good quality and are they well maintained?
- Do they encourage use and help people to feel safe?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.



If you wish, please say why you rated your answer the way you did

3 Being and staying well

Access to health information and advice is important to establish and maintain a healthy lifestyle.

Now consider this question

Can I access the type of health information that I need to be and stay well?

You might want to think about the following:

- Do I know where to get health promotion advice and information when I want it?
- Is the information I need is provided in a way that is useful to me and is it accessible?
- Do I know what the main factors would be that would lead to a healthy lifestyle?
- Does the community I live in enable me to do things that have a positive effect on my health, such as shop for and cook a healthy meal, take exercise and avoid things that are bad for my health, such as smoke or drink too much alcohol?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.



If you wish, please say why you rated your answer the way you did

4 Health and Care – Getting Help when I need it

Access to appropriate and timely health and care services is important to all communities.

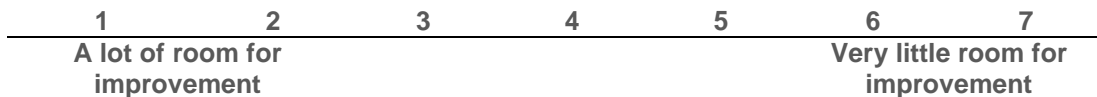
Now consider this question

Can I get the health or care services that I need when I need them?

You might want to think about the following:

- Do I know how to access medical and care services on my island?
- Are there adequate services available on the island to support people with health needs?
- Are there are adequate services available on the island to support people with care needs?
- If someone on this island needs support with a mental health issue would they be able to access that support?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.



If you wish, please say why you rated your answer the way you did

5 Your Surroundings

Natural space includes a wide variety of different environments which are good for wildlife, and benefit our health and wellbeing. Island spaces are increasingly being used to pilot new technologies eg wind turbines, wave and wind devices etc.

Now consider this question

Can I regularly experience good quality natural space?

You might want to think about the following:

- Is my surrounding natural space pleasant to live in?
- Is my space affected by the development of 'green' and other technologies?
- Is there an acceptable balance between these technological developments and preserving my natural space?
- Is natural space accessible and safe to all regardless of gender, age, religious belief, ethnicity, sexual orientation, mobility or disability? Eg seating available for those who need it?
- Is the available natural space attractive, well maintained and free from hazards?
- Is it affected by negative features such as excessive noise or poor air quality?
- Will the available natural space continue to meet people's needs in the future?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

Good places encourage children to play and adults to enjoy leisure, recreation and sporting activities. These provide opportunities to improve the quality of our lives and our health

Now consider this question

6 Leisure and recreation

Do I have access to a range of opportunities for leisure and recreation?

You might want to think about the following

- Are there opportunities and spaces for all to engage in leisure and recreation? You might want to think about some specific groups like teenagers, children with disabilities and older people.
- Are there appropriate spaces and facilities to support leisure and recreational activities?
- Are these used to their full potential?
- Are the available spaces and facilities of good quality and well maintained?
- Are the available spaces and facilities accessible for all?
- Are they affordable to use?
- Are children able to challenge themselves during play and build confidence through exposure to and experience of judging and managing risk? Is the presence of children playing outdoors welcomed by the community?
- Do the available spaces and facilities feel safe to get to, be in and use? Is this affected by the time of day or year?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

7 Facilities and Amenities

Facilities and amenities are the things we need to live and enjoy life; this can include local shops, nurseries, libraries, GPs and places to eat, drink and meet friends. Access to good quality facilities and amenities is important in supporting people to lead healthy and fulfilling lives.

Now consider the question:

Do facilities and amenities meet my needs?

. You might want to think about the following:

- Is there a range of facilities and amenities available to meet a variety of different needs?
- Are these accessible and used by all regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?
- Do the available facilities and amenities help to support a healthy lifestyle?
- Are they within a reasonable distance and easily accessible by walking, cycling or private, public transport?
- Are facilities and amenities good quality and well maintained?
- Are the available facilities and amenities being used to their full potential?
- Will they continue to meet people's needs in the future?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

8 Work and local economy

Good quality work can offer important benefits through the income, activity, social networks and sense of identity and satisfaction that it can bring. A thriving local economy can provide work opportunities and help create lively and attractive places where people want to spend time.

Now consider the question

Is there an active local economy and the opportunity to access good quality work?

You might want to think about the following:

- Is there an active local economy that helps to create a thriving place?
- Are there job opportunities that are available and accessible to local people regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?
- Are services that help people to find and keep work, such as the Jobcentre and affordable childcare as accessible as they can be?
- Are there opportunities for people to gain skills for work such as education, training and volunteering?
- Is there advice available on starting up a business?
- Are there opportunities and spaces for local businesses to start up and grow?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

The housing on offer can determine who lives in an area and how a place looks and feels. Good places have a well-integrated mix of quality homes that support a range of household sizes and people of different ages and incomes.

Now consider the question:

Does housing support the needs of the community and contribute to a positive environment?

You might want to think about the following:

- Is housing a positive feature of the area?
- Does the variety of housing allow people to stay in the area even as their needs change?
- Is there a range of house types, sizes and tenures (i.e. rented, privately owned, etc) to meet different needs and are these well-integrated with each other.
- Is there a range of good quality housing available for people, regardless of their income.
- Do you need to spend more than 10% of your household income on all fuel use to keep warm and comfortable?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

10	Social Interaction
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Feeling isolated can be damaging to our health and wellbeing. Good places provide a variety of spaces to meet and spend time with others.

Now consider the question

Is there a range of spaces and opportunities to meet people?

You might want to think about the following:

- Are there spaces that provide activities/opportunities for people to meet and interact?
- Is there a range of different spaces for interaction; these could be indoor, outdoor, purpose built and more informal?
- Can they be used at different times of the day and year or in different weathers?
- Are they accessible to everyone?
- Does the place encourage people from across the whole community to mix and get to know each other?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

11 Identity and Belonging

How people feel about a place can be influenced by many factors, including how the place looks, how other people view the place and the place's culture and history. Places with a positive identity and where people feel they belong can help to build strong communities.

Now consider the question

Does my community have a positive identity and do I feel I belong?

You might want to think about the following:

- Do people perceive the place positively?
- Are the history, heritage and culture of the place apparent and celebrated?
- Do people feel connected to their neighbours and the community?
- Do all people in the place feel like they belong regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?
- Are people positively engaged in their community? Are there groups and networks that help strengthen a sense of community?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement			Very little room for improvement			

If you wish, please say why you rated your answer the way you did

12 Feeling safe

How safe a place feels can affect people's wellbeing and how they spend time there. Good design and maintenance can help make places feel safer and minimise crime and antisocial behaviour.

Now consider the question

Do I Feel Safe?

You might want to think about the following:

- Is the area safe for all regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?
- Are routes and spaces overlooked by buildings and are these well used, adding to a feeling of safety?
- Are routes and spaces safe and well used at different times of the day and throughout the year?
- Do people feel safe both at home and when out and about?
- Is the area free of negative features, such as empty or derelict property, crime, or anti-social behaviour?
- Does substance misuse, which might be alcohol or drugs, cause a concern in the community or for individuals?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7	
A lot of room for improvement							Very little room for improvement

If you wish, please say why you rated your answer the way you did

13 Maintenance and Waste Management

Places that are well cared for can make us feel positive, while those that are not looked after properly can have the opposite effect. Having proper maintenance arrangements in place and ways in residents can get support when needed allows people to feel positive about their environment.

Now consider the question

Are buildings and spaces well cared for

You might want to think about the following:

- Are public areas, facilities and properties well maintained?
- Are there any specific problems in the area, such as litter, vandalism or dog fouling?
- Are there good facilities for refuse storage and collection?
- Are recycling facilities available and easily accessed?
- Do the Council, housing association, landlords and residents all know their roles and responsibilities? Is action taken when necessary?
- Is communication clear and effective? Are residents kept informed of any change to services and can they easily report problems if they arise?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
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If you wish, please say why you rated your answer the way you did

14

Influence and engagement

Having a voice in decision making and feeling empowered to make changes can help to build stronger communities and better places. Have a sense of influence and engagement can make people feel positive about their lives.

Now consider the question

Do I feel able to participate in decisions and help change things for the better?

You might want to think about the following:

- Are people able to contribute to decisions that affect them?
- Are all people able to contribute regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?
- Do organisations such as the Council, the health service and housing association actively work with the community to understand their needs?
- Do people feel listened to?
- Are there local community services or groups that allow people to get involved?

Now, rate your island on a scale from 1 to 7 where 1 means a lot of room for improvement and 7 means there is very little room for improvement.

1	2	3	4	5	6	7
A lot of room for improvement						Very little room for improvement

If you wish, please say why you rated your answer the way you did

Please add any other comments

Thank you very much for taking the time to complete this questionnaire. Please return to VAO using the attached pre-paid envelope.