

Argyll and Bute – Citizens Panel
Seventh Questionnaire
Community Planning, Housing and Community Safety

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1.0 Introduction

The Argyll and Bute Community Planning Partnership is committed to creating a vigorous local democracy in Argyll and Bute by working in close consultation with the local community and ensuring that the interests and views of local people are taken account an extensive process of consultation with customers and citizens in its local communities.

This report details the main findings to emerge from the seventh questionnaire sent to members of the Argyll and Bute Citizens Panel. The panel consists of a representative cross section of 1,000 local residents.

The information in this report should be viewed in conjunction with the detailed data tables which are available separately. These tables provide detailed information on the responses given by geographic area, gender, age employment status and house tenure.

1.1 Community Planning

The Community Planning Partnership within Argyll and Bute is presently developing a Community Plan. The key partners in this process, at the time of the research were;

Argyll and Bute Council	Housing Associations
Argyll and the Islands Enterprise	Islay and Jura Council for Voluntary Service
Argyll and Clyde Health Board	Lomond and Argyll Primary Care Trust
Argyll Council for Voluntary Service	Scottish Enterprise Dumbartonshire
Bute Community Links	Scottish Environment Protection Agency
Caledonian MacBrayne	Scottish Homes
Careers Partnership	Scottish Natural Heritage
Community Councils	Strathclyde Police
Employment Service (Jobcentres)	Tourist Board
Forestry Commission	West of Scotland Water
Forest Enterprise	

The partners involved in the Community Planning Core Group are committed to close consultation with the local community to ensure that the interests and views of local people are taken account in the development of policies and services which affect their daily lives.

Community Planning is not just about producing another plan which will sit in a drawer or on a shelf. It is an ongoing and dynamic process, which identifies new ways of working. All public sector agencies are striving to deliver quality services for their customers. It is this focus on quality and the customer which has pushed forward the community planning process in Argyll and Bute.

1.2 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all 1,000 members of the citizens panel. The majority of the questionnaire was designed to elicit peoples views and opinions with regard to various aspects of the community planning process and priorities. In addition to this more specific questions were asked with regard to the development of a local housing strategy for Argyll and Bute.

1.3 Panel Profile and Response Rates

Overall, the response rate to the third questionnaire was very strong with 68% of the panel returning a questionnaire. The panel was recruited to provide a representative cross section of the population of Argyll and Bute. Profiling variables included geographic area, age and gender. Each of the Councils administrative areas area accounts for approximately one quarter of the panel members. A similar percentage response was received from each area, albeit Bute and Cowal being the lowest of the four areas.

Administrative Areas	Actual Panel Members	Percentage Response
Mid Argyll, Kintyre and Islay	259	61%
Bute and Cowal	252	53%
Oban, Lorn and the Isles	209	69%
Helensburgh and Lomond	291	67%

Council Area	Number of Panel Members	Percentage Response
Bute	80	49%
Cowal	172	58%
Helensburgh and Lomond	291	67%
Islay, Jura, Colonsay and Gigha	39	72%
Lorn	170	69%
Mid Argyll and Kintyre	200	57%
Mull, Coll, Tiree and Lismore	59	76%

Age	Actual Panel Members	Percentage Response
18-24	110	39%
25-34	155	49%
35-44	186	60%
45-54	188	68%
55-64	179	74%
65-74	123	81%
75+	68	65%

2.0 Research Outputs

2.1 Satisfaction with Public Services in Argyll and Bute

Community Planning is a process to help organisations providing public services in Argyll and Bute (such as Education, Health, Police, etc.) to work together to tackle the issues that people think are important and to provide the services people want, in the way they want them and when they want them. If the Community Planning Partnership is to provide better services, we need to know how satisfied you are and what you think of the public services that are currently being provided in Argyll and Bute.

The majority of respondents (88%) stated that their present method of receiving information about services that are provided in Argyll and Bute was through local newspapers. This peaked at 92% for respondents who lived in Mid Argyll and Kintyre and reached a low of 82% with people from Islay, Jura, Colonsay and Gigha. The second and third most common means of receiving information were word of mouth and newsletters. In contrast to the means by which people presently receive information, when asked how they would prefer to receive information, their preferred choices differed somewhat. The top three preferred methods being;

- Local Newspapers
- Newsletters
- Information Leaflets

This however masks a dramatic change in the dominance of the local newspapers which declines from 88% of people stating they receive information in this way at present to 40% stating that it would be their preferred method. The one communication method which does increase considerably is the internet where 14% presently used it for information but 22% state that it would be their preferred method of receiving information.

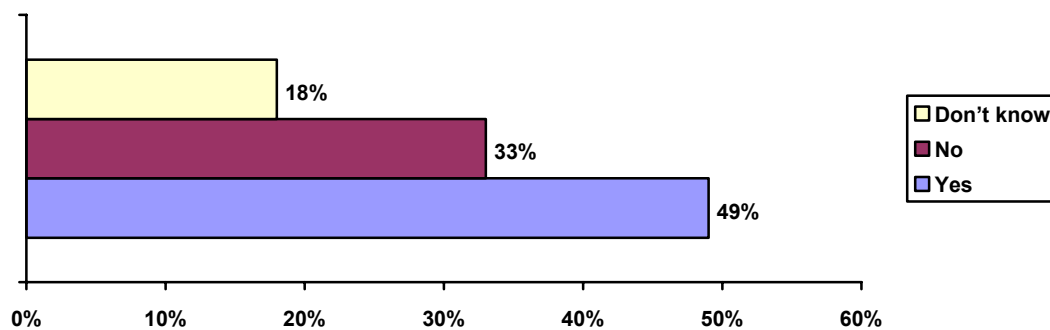
How do you presently receive information about services that are provided in Argyll & Bute and how would you prefer to receive information?

	Present Method	Preferred Method
Local newspapers	88%	40%
Word of mouth	54%	7%
Newsletters	41%	38%
Information Leaflets	38%	32%
Community Councils	26%	14%
Councillors	19%	12%
Local radio stations	16%	11%
Websites (Internet)	14%	22%
Voluntary Organisations	11%	4%
Tenant's Association/Public Forums/User Groups	9%	5%
Local Area Committees	9%	6%
Don't know	1%	5%

Overall, 49% of respondents stated that they would like to be more involved in the planning and delivery of public services within Argyll and Bute. Fifty nine percent of respondents aged 35-44 years would like to become more involved.

As a member of the Citizens' Panel you have the opportunity to become more actively involved in the planning and delivery of public services (such as Education, Health, Police, etc.) Would you like to be more involved in the decision-making process regarding these services?

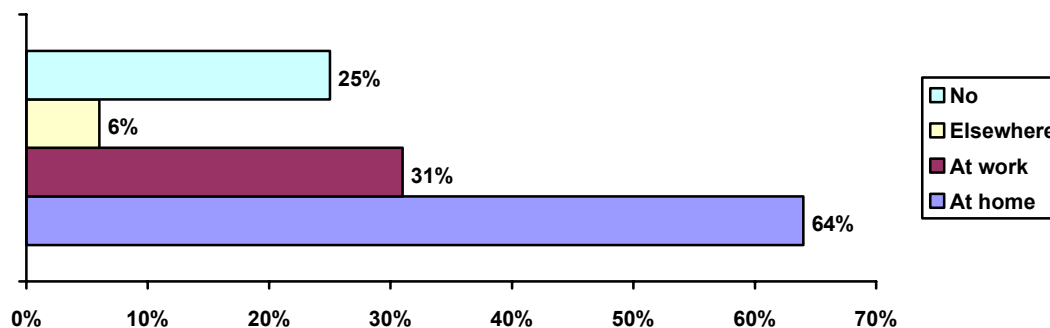
Yes	49%
No	33%
Don't know	18%



Access to the internet is in general quite high, with 64% of respondents stating that they have access at home, at work or through another location. Respondents aged 45-54 years are most likely to have access, 77% stating they had access at home. Older people are least likely to have access to the internet, this peaked at 55% of respondents aged 75+ years stating they do not have access.

Do you have access to the Internet?

At home	64%
At work	31%
Elsewhere	6%
No	25%



Respondents were asked to look at a variety of organisations that plan and deliver public services in Argyll and Bute. The following tables highlight the responses received. The top 10 services with which people show the highest levels of satisfaction are as follows;

	% of respondents satisfied with service
▪ Refuse collection	85%
▪ Local doctor (GP)	83%
▪ Fire service	81%
▪ Post offices	81%
▪ Access to woodlands and forests	76%
▪ Quality of drinking water	69%
▪ Ambulance service	66%
▪ Libraries	66%
▪ Street Lighting	65%
▪ Local Primary School	62%

The levels of satisfaction remain fairly high and drop by only a few percentage points from one service to the next. Overall, in our experience a satisfaction rating in excess of 60% for any service is good.

In contrast the ten services which respondents indicate they are most dissatisfied with are as follows;

	% of respondents dissatisfied with service
▪ Repairs to roads, footpaths and cycle paths	79%
▪ Recreation and sports facilities	45%
▪ Street cleaning/removal of litter	41%
▪ Road safety	33%
▪ Hospitals	33%
▪ Protection of the environment	32%
▪ Tourist facilities	32%
▪ Support to local businesses	30%
▪ Recycling (glass, paper etc)	27%
▪ Housing (Council or Housing Association)	26%

As the above information highlights, the one service which stands out with regard to dissatisfaction is repairs to roads, footpaths and cycle paths, with 79% of respondents stating they are dissatisfied with that service. The next service which people are most dissatisfied with is recreation and sports facilities at 45%, this is however thirty four percentage points less than the repairs to roads and footpaths service.

Other services tend to have a more mixed response with many being fairly balanced in terms of the percentage of people who are satisfied and dissatisfied.

Please indicate how satisfied you are with each listed service?

	Very satisfied	Fairly satisfied	Neither /Nor	Fairly Dis-satisfied	Very Dis-satisfied	Don't use service	Don't know
Fire Service	52%	29%	11%	0%	1%	6%	8%
Local doctor(GP)	47%	36%	8%	5%	4%	1%	1%
Refuse Collection	36%	49%	5%	6%	3%	1%	0%
Ambulance service	34%	32%	12%	10%	5%	11%	8%
Local Primary school	34%	28%	13%	3%	5%	39%	16%
Post Offices	29%	52%	10%	5%	3%	0%	0%
Access to woodlands and forests	25%	51%	13%	5%	3%	6%	3%
Quality of drinking water	24%	45%	11%	11%	8%	4%	1%
Libraries	22%	44%	11%	14%	9%	6%	1%
Hospitals	21%	34%	9%	17%	16%	4%	2%
Local secondary school	18%	33%	16%	9%	8%	42%	17%
Policing	17%	42%	13%	17%	9%	1%	1%
Public transport (bus/train)	16%	45%	14%	13%	10%	13%	2%
Street lighting	16%	49%	13%	15%	6%	5%	2%
Recycling (glass, Paper, etc.)	15%	47%	10%	17%	10%	2%	2%
Sewerage	15%	42%	16%	12%	14%	8%	2%
Ferry service	14%	46%	14%	11%	11%	17%	5%
Access to Nature reserves	13%	46%	22%	6%	2%	11%	11%
Home Helps	10%	27%	23%	12%	6%	49%	23%
Adult education	10%	37%	25%	10%	5%	26%	13%
Education and care for people with disabilities	8%	35%	18%	12%	7%	33%	19%
Care for the elderly	8%	38%	18%	17%	8%	28%	11%
Housing (Council or Housing Association)	8%	22%	22%	16%	10%	45%	21%
Tourist facilities	8%	39%	18%	23%	9%	10%	3%
Street cleaning/removal of litter	7%	35%	14%	22%	19%	1%	2%
Protection of the environment	5%	36%	24%	17%	15%	1%	4%
Recreation & Sports facilities	4%	27%	21%	24%	21%	13%	3%
After School child care	4%	8%	33%	9%	12%	51%	34%
Road safety	4%	38%	21%	22%	11%	0%	4%
Support to local businesses	3%	18%	26%	17%	13%	28%	24%
Training and employment initiatives	3%	22%	27%	12%	12%	36%	24%
Repair to roads, footpaths and cycle paths	2%	12%	7%	28%	51%	2%	1%
Youth Consultation	1%	13%	27%	14%	8%	46%	37%

Respondents were asked to state how informed or uninformed they were with regard to the organisations that make up the Community Planning Partnership. The organisations which people feel most informed about are as follows;

- Argyll and Bute Council
- Strathclyde Police
- NHS Argyll and Clyde
- Tourist Board
- Caledonian MacBrayne

The Council was the organisation which the largest percentage of respondents felt informed about, followed by the Police and NHS Argyll and Clyde. In contrast the organisations which respondents felt least informed about are as follows;

- Communities Scotland
- Argyll Council for Voluntary Service
- Scottish Enterprise Dunbartonshire
- Scottish Environment Protection Agency
- Argyll and the Islands Enterprise

The above organisations all have an Argyll and Bute wide remit. Two organisations which a high number of people state they are uninformed are Bute Community Links and Islay and Jura Council for Voluntary Service. It must be remembered that these organisations are geographically limited and if we are to look at the responses by the people who live in these areas the results do change significantly.

For example the percentage of respondents living in Bute who say they are informed about Bute Community Links is 42% compared to only 7% for the panel as a whole. A similar pattern can be seen for the responses for the Islay and Jura Council for Voluntary Service, where overall, only 5% of respondents state that they are informed compared to 36% of those people living on Islay, Jura and Colonsay.

The organisations listed below make up the Community Planning Partnership. How well informed do you feel about the type of service each organisation provides?

	Very informed	Fairly Informed	Neither/ Nor	Fairly uninformed	Very Uninformed	Don't know
Argyll & Bute Council	7%	60%	10%	16%	6%	0%
Argyll and the Islands Enterprise	2%	27%	21%	27%	18%	6%
Argyll CVS	2%	10%	16%	24%	28%	20%
Bute Community Links	2%	5%	14%	17%	34%	28%
Caledonian MacBrayne	10%	42%	15%	18%	9%	6%
Careers Scotland	3%	15%	20%	21%	21%	19%
Community Councils	12%	39%	17%	19%	9%	5%
Communities Scotland	1%	6%	18%	24%	29%	22%
Jobcentre Plus	3%	23%	19%	17%	14%	23%
Forestry Commission Scotland	4%	29%	20%	21%	16%	11%
Housing Association	3%	15%	24%	22%	17%	19%
Islay & Jura CVS	1%	4%	12%	15%	33%	35%
Loch Lomond and the Trossachs National Park	4%	31%	18%	25%	11%	11%
NHS Argyll & Clyde	9%	45%	17%	16%	9%	3%
Scottish Enterprise Dunbartonshire	1%	9%	16%	21%	26%	27%
Scottish Environment Protection Agency	2%	24%	16%	23%	22%	13%
Scottish Natural Heritage	4%	31%	22%	22%	15%	7%
Scottish Water	5%	34%	25%	17%	13%	5%
Strathclyde Fire Brigade	11%	40%	22%	12%	9%	5%
Strathclyde Police	12%	46%	17%	12%	11%	2%
Tourist Board	9%	44%	19%	14%	9%	3%

2.2 Important Issues for Argyll and Bute

Respondents were asked to consider a variety of words and statements and to indicate which ones they would use to describe Argyll and Bute. The top descriptive word for the area was “Attractive” , which 64% of respondents chose, second to this was remote at 49%.

Respondents in general perceived Argyll and Bute as a whole to be remote, even if they did not think the area in which they lived to be remote.

Statements describing Argyll and Bute.

	Argyll & Bute
Attractive	64%
Remote	49%
Safe	47%
Stuck in the past	30%
Accessible	26%
Rundown	25%
Prosperous	17%
Enterprising	14%
Dull	11%
Caring	10%
Unfriendly	5%
Dangerous	2%

When asked to undertake a similar exercise but for the area in which they live, a slightly different pattern emerges depending on the geographic area of Argyll and Bute that the respondents lives in. Once again attractive and safe are in general the two most commonly selected descriptors for the areas in which people live.

Sixty eight percent of the respondents who live on Islay, Jura, Clonsay and Gigha said that it was safe. In contrast only 34% of respondents who lived in Helensburgh thought that the area in which they lived was safe.

Respondents who lived on the islands tended to believe that where they lived was remote, compared to people either on the mainland or on Bute.

Many people stated that the area in which they lived was caring although it was not a word they would use to describe Argyll and Bute as a whole. It was the island communities once again that were most likely to believe that the area in which they lived was caring.

Enterprising was not a word that many people would use to describe the area in which they live, neither in general was prosperous, except for those people who lived in Helensburgh where 47% said that it was prosperous.

Statements describing the area in which people live.

	Bute	Cowal	Helensburgh	Islay, Jura	Lorn	Mid Argyll	Mull, Coll
Prosperous	15%	16%	47%	4%	21%	18%	16%
Remote	10%	27%	10%	43%	23%	32%	42%
Safe	64%	57%	34%	68%	63%	56%	56%
Unfriendly	5%	4%	8%	4%	4%	8%	4%
Enterprising	15%	8%	10%	18%	8%	6%	11%
Rundown	41%	20%	41%	36%	19%	29%	18%
Accessible	33%	29%	52%	25%	33%	25%	20%
Dull	5%	21%	19%	21%	6%	16%	13%
Dangerous	0%	4%	8%	0%	3%	6%	0%
Caring	18%	23%	16%	54%	29%	33%	36%
Stuck in the past	28%	25%	30%	21%	30%	20%	29%
Attractive	51%	57%	42%	46%	55%	61%	62%

Overall, 53% of respondents stated that the area in which they lived has either stayed the same or improved. Forty six percent of respondents thought that it had got worse. The two areas in which people were most likely to say it had improved were Islay, Jura, Colonsay and Gigha and Mull, Coll Tiree and Lismore. Helensburgh is the area in which the largest percentage of respondents thought that their area had got worse, 57% stating this.

Over the past few years, would you say the area where you live (neighbourhood, village, town) has stayed the same, improved or got worse?

	Total Responses	Bute	Cowal	Helensburgh	Islay, Jura	Lorn	Mid Argyll	Mull, Coll
Stayed the same	29%	37%	29%	28%	18%	35%	26%	23%
Improved	24%	26%	26%	14%	32%	28%	27%	30%
Got worse	46%	34%	42%	57%	50%	33%	45%	48%

Respondents were asked to look at a variety of different issues and to select the five issues that they believed to be the most important for the whole of Argyll and Bute. The top five issues were as follows;

- Health 51%
- Jobs 48%
- Roads-Infrastructure/safety 40%
- Education 36%
- Crime 32%

Issues of importance for the whole of Argyll and Bute

Health	51%
Jobs	48%
Roads-Infrastructure/safety	40%
Education	36%
Crime	32%
Tourism	30%
New business	28%
The environment	28%
Elderly care	27%
Public transport (bus/train) – costs	25%
Housing (affordable)	25%
Ferry service	20%
Alcohol & Drugs Misuse	18%
Youth targeted activities	15%
Retail facilities	13%
Training opportunities	10%
Poverty	9%
Leisure & cultural services	9%
Home safety	8%
Fisheries and fish farming	8%
Agriculture	7%
Forestry	6%

Respondents were also asked to look at each issue in turn and indicate on a scale of very important to very unimportant, how important it was for the whole of Argyll and Bute. As the table below summarises, every issue was deemed to be either fairly or very important for Argyll and Bute. If we are to look at the issues which have high very important scores the top 5 issues are as follows;

- Health
- Jobs
- Roads
- Education
- New business

It is interesting to note that the top four issues are the same as the table before, however, in this case the issue new business moves into the top 5 issues.

Please say how important you feel each of the following issues are for the whole of Argyll and Bute?

	Very Important	Quite Important	Neither/ Nor	Not very important	Not important at all	Don't know
Health	88%	10%	1%	0%	0%	0%
Jobs	82%	15%	1%	0%	0%	0%
Roads	80%	17%	2%	1%	0%	0%
Education	75%	22%	2%	0%	0%	1%
New business	69%	24%	4%	0%	0%	2%
Public transport (bus/train)	69%	27%	2%	0%	0%	1%
Elderly care	68%	28%	3%	1%	0%	1%
Ferry service	68%	26%	5%	1%	0%	1%
Crime	65%	23%	7%	3%	1%	1%
The environment	65%	30%	5%	0%	0%	0%
Tourism	65%	27%	7%	1%	1%	0%
Housing	62%	28%	6%	1%	1%	1%
Alcohol and drug misuse	60%	28%	7%	2%	1%	1%
Retail facilities	57%	36%	5%	1%	0%	1%
Youth targeted activities	52%	39%	6%	1%	0%	1%
Poverty	51%	28%	14%	4%	1%	3%
Agriculture	46%	40%	10%	2%	0%	2%
Training opportunities	44%	45%	8%	2%	0%	1%
Home safety	43%	37%	14%	4%	0%	1%
Fisheries and fish farming	31%	42%	17%	6%	1%	2%
Forestry	30%	50%	15%	3%	0%	2%
Leisure and cultural activities	48%	44%	5%	2%	0%	1%

2.3 Priorities for Argyll and Bute

Respondents were asked to indicate whether they agreed or disagreed with the three areas which have been identified as priorities to be addressed in the community plan. As the table below highlights there is an overwhelming agreement that the three areas should remain the priorities for Argyll and Bute.

Looking once again at these three main areas, please indicate whether you agree or disagree that these should remain our priorities for Argyll & Bute?

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
Promoting Health and Well Being	64%	29%	5%	2%	0%
Improving Opportunities for Learning, Employment and Skills Development	58%	36%	6%	0%	0%
Sustaining and Developing Argyll & Bute's Communities, Culture and Environment	58%	33%	7%	1%	0%

Respondents were also given the opportunity to indicate if there were any other priorities which they thought should be included. The responses to these can be found in the appendices. The responses are many and varied and in many cases are not broad priorities to be addressed for Argyll and Bute as a whole but very specific actions people would like to be taken in their local area. The responses have been taken into consideration along with those from a further question about important issues. The outputs from these two questions have helped to indicate the additional issues that the community plan should consider.

Within each priority there are several issues that the Community Planning Partnership consider to be important for Argyll and Bute and would like to focus on. As the following tables highlight there is a resounding agreement that the issues are correct, the majority of people either agreeing or strongly agreeing with each issue.

Levels of agreement with regard to the types of issues that are important for the Community Planning Partnership to focus on within Argyll and Bute.

PROMOTING HEALTH AND WELL BEING	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly Disagree
Develop a social care and health care service for older people and vulnerable groups	60%	34%	5%	1%	0%
Reduce coronary heart disease, stroke and cancer	60%	32%	7%	1%	0%
Improve mental health and well-being	45%	46%	8%	1%	0%
Create safer communities	54%	35%	10%	1%	0%
Develop the health and well-being of children and young people	63%	32%	5%	0%	0%
IMPROVING OPPORTUNITIES FOR LEARNING, EMPLOYMENT AND SKILLS DEVELOPMENT	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree
Improve the transport infrastructure of Argyll and Bute	57%	35%	7%	0%	0%
Create employment opportunities and on-going local business support	64%	33%	3%	0%	0%
Improve the skills base of young people in Argyll and Bute	64%	33%	3%	0%	0%
More people choosing to live and work in Argyll and Bute	42%	37%	16%	5%	1%
SUSTAINING AND DEVELOPING ARGYLL AND BUTE'S COMMUNITIIES, CULTURE AND ENVIRONMENT	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree
Provide adequate and affordable housing	59%	35%	4%	1%	0%
Address transportation and accessibility needs	62%	31%	7%	0%	0%
Improve the accessibility and availability of services and facilities in rural and fragile areas	60%	33%	7%	1%	0%
Enhance the sense of community participation and community identity	41%	44%	13%	2%	0%
Protect and enhance Argyll and Bute's rich environmental assets and diverse habitats and species	57%	35%	7%	1%	0%
Address waste management, renewable energy and energy conservation issues	62%	31%	6%	1%	0%
Enhance Argyll and Bute's rich cultural heritage	41%	42%	15%	2%	0%

Additional Priorities and Issues

In terms of additional issues to be addressed the following were suggested;

Promoting Health and Well-being

- More Police officers
- Drug and alcohol education
- Public transport to and from hospitals
- Good local hospital provision

Improving Opportunities for learning, employment and skills development

- Improved road transport
- Promotion of rural business areas
- Encourage tourism all year round

Sustaining Argyll and Bute's communities, culture and environment

- Improved facilities for recycling
- Affordable housing for local people
- Facilities for young people
- Adding to forestry
- Repair roads and pavements
- Encourage older people to move to smaller houses

A full list of additional priorities and issues can be found in the appendices.

2.4 Local Housing Strategy for Argyll and Bute

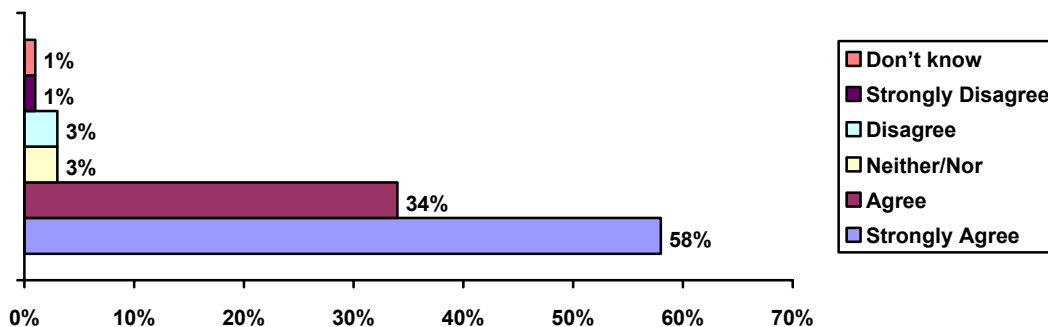
Strategic Goals and Objectives for Housing

“To secure an adequate supply of good quality, affordable housing to help sustain the development of all the communities that we serve”.

Ninety two percent of all respondents stated that they agree with this ultimate goal for housing in Argyll and Bute.

Do you agree or disagree with this ultimate goal for housing in Argyll and Bute?

Strongly Agree	58%
Agree	34%
Neither/Nor	3%
Disagree	3%
Strongly Disagree	1%
Don't know	1%



Respondents were asked, to give an alternative or to describe how they would like it to change if they disagreed with the goal. A wide variety of comments were received several of which are outlined below. A full list of responses can be found in the appendices.

- The above draft is too ambiguous and inconclusive, too vague, it appears to make changes from the local plan that will be detrimental to the ethos of the town: the ethos that brings people to the town in the first place
- With the promise that “good quality, affordable accommodation does not imply the development of unimaginative properties built in the styles of traditional Scottish architecture of the last century – much favoured by “planners”. Everything moves on – even locally sponsored housing!
- I am afraid that, due to people’s greed, affordable housing is more likely to be bought as an investment and soon sold on at a profit. It seems to me that housing for lesser mortals can only be retained for their use by renting. The working wage for a lot of the of the lower paid is only £200 to £300 and buying a house, especially if there is a family would be nearly impossible
- In the local plan you indicate a provision of 260,000 new houses over 10 years, how do you equate this with nearly 50% of houses going for holiday accommodation in rural areas

When considering the 4 key themes that the housing goal addresses, the majority of people agree that these should be the key themes for housing in Argyll and Bute. The key themes being;

- Securing access to an adequate supply of affordable housing to meet current and future needs
- Addressing issues of quality and condition in all housing tenures
- Promoting community development, regeneration and sustainability
- Addressing the housing and support needs of vulnerable people and people with special needs

The housing goal addresses 4 key themes. For each of the stated key themes, please indicate if you agree or disagree that these should be the key themes for housing in Argyll & Bute?

	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree	Don't know
Securing access to an adequate supply of affordable housing to meet current and future needs	58%	36%	4%	1%	0%	1%
Addressing issues of quality and condition in all housing tenures	47%	47%	5%	0%	0%	1%
Promoting community development, regeneration and sustainability	43%	45%	9%	1%	0%	1%
Addressing the housing and support needs of vulnerable people and people with special needs	44%	46%	7%	2%	0%	1%

Respondents were then asked to prioritise these 13 strategic objectives by selecting their top five. The Argyll and Bute citizens panel believe the top 5 strategic objectives to be as follows;

1. Building strong, safe and attractive communities.
2. Increasing housing choice by promoting and enabling a mix of housing tenures, types and sizes.
3. Addressing issues of condition, quality and sustainability in the social rented housing sector .
4. Supporting economic development.
5. Addressing issues of fuel poverty and energy efficiency.

Strategic objectives respondents think are the most important for Argyll and Bute?

	Selected as a priority
Building strong, safe and attractive communities	43%
Increasing housing choice by promoting and enabling a mix of housing tenures, types and sizes	38%
Addressing issues of condition, quality and sustainability in the social rented housing sector	35%
Supporting economic development	34%
Addressing issues of fuel poverty and energy efficiency	32%
Enabling independent living for vulnerable people and those with special needs	26%
Addressing issues of condition, quality and sustainability in the private housing sector	25%
Empowering communities and increasing community participation	23%
Improving the management of social rented housing by developing flexible and innovative services	21%
Addressing issues of homelessness through the implementation of the Argyll & Bute Homelessness Strategy	19%
Increasing the understanding of vulnerable people and special needs groups	16%
Improving information and advice services	14%
Increasing the understanding of the operation of housing systems	6%

The types of big issues or problems that respondents think have been missed out include the following. A full list of responses can be found in the appendices.

- There is a huge problem of houses being sold as holiday homes. This should be discouraged, perhaps on higher council tax or charges so local people can find homes at an affordable price.
- Creating 'areas' for the like-minded people to live, families/kids together, not sticking single, disabled folk into noisy housing schemes. Smaller dwelling communities, more personal and friendly – similar types – careful selection.
- Resources and advice to owners/tenants in existing housing that falls well short of energy efficiency targets
- Grants should not be means tested for people who pay Council Tax – more attention to repairing older houses – more attention to repairing older houses – no grants for tourism to build houses to let. Think of people who live and work in the area
- Policing of misuse of disabled parking facilities /theft of blue badges or misuse thereof
- Providing good communal living accommodation for these vulnerable people who cannot live independently
- Run down private sector housing and buildings
- Unsociable neighbours
- There should be a movement away from scattered housing developments in rural Argyll because the pre-fab mentality has already done great damage to Mulls visual appearance. And this is VITAL to the economy
- I think you need to be more specific in your aims. They all sound good, but are like political manifestos instead of solid, achievable "Smart" targets.
- Proper resources needed at all times to help vulnerable – not just to pay lip service
- Planning considerations – Argyll is a beautiful country and there is far too much poorly, designed housing allowed. Your goals will require new housing to be built. It will be good for everyone if it is well designed and fits into the landscape and existing housing of the area
- Encouraging the redevelopment of brown-field sites/Ensuring housing projects do not infringe on the quality of our environment i.e. density, water's edge, green-belt, height
- I think there is a need for investment in the social rented housing sector. Where out-of-date poor quality buildings cause problems for the tenants and discourage pride and enterprise. There has evolved a 'ghetto' problem of social deprivation, substance abuse, poor maintenance and anti social behaviour
- Enabling Independent living for the vulnerable

Levels of agreement on the 13 strategic objectives that have been identified within the 4 key themes.

	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree	Don't know
Increasing housing choice by promoting and enabling a mix of housing tenures, types and sizes	39%	49%	8%	2%	0%	2%
Improving the management of social rented housing by developing flexible and innovative services	25%	50%	18%	2%	0%	5%
Improving information and advice services	23%	49%	21%	2%	1%	4%
Addressing issues of condition, quality and sustainability in the private housing sector	32%	48%	13%	5%	1%	2%
Addressing issues of condition, quality and sustainability in the social rented housing sector	38%	49%	10%	2%	0%	1%
Addressing issues of fuel poverty and energy efficiency	43%	44%	9%	2%	0%	1%
Building strong, safe and attractive communities	54%	36%	7%	0%	0%	2%
Empowering communities and increasing community participation	36%	47%	12%	2%	0%	2%
Supporting economic development	46%	42%	9%	1%	0%	1%
Increasing the understanding of the operation of housing systems	18%	50%	25%	2%	0%	4%
Increasing the understanding of vulnerable people and special needs groups	34%	43%	20%	1%	0%	2%
Enabling independent living for vulnerable people and those with special needs	36%	43%	15%	3%	0%	1%
Addressing issues of homelessness through the implementation of the Argyll & Bute Homelessness Strategy	28%	44%	19%	4%	1%	4%

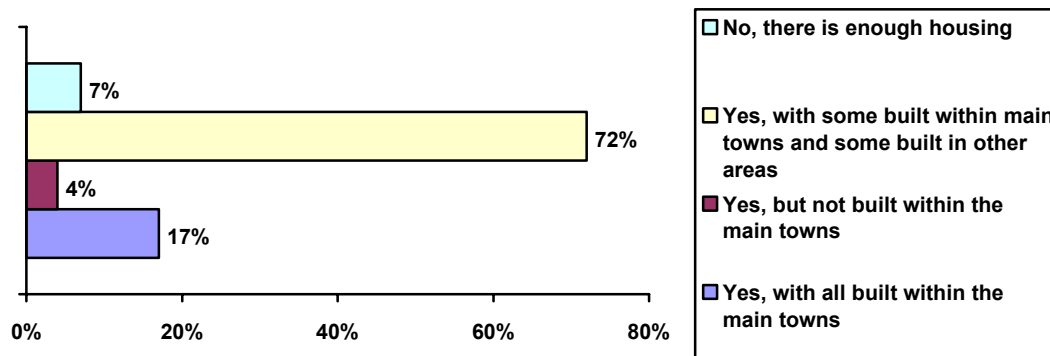
Supply of Housing in Argyll and Bute

It is estimated that by 2012 there will be between 1,800 and 3,600 additional households in Argyll and Bute with an increasing number of single person households.

Almost three quarters (72%) of all respondents believe that more housing should be built to satisfy the needs of these households with some built in the main towns and some built in other areas. A further 17% of respondents believe all of this provision should be built within the main towns.

Do you think more housing should be built to satisfy the housing needs of these households?

Yes, with all built within the main towns	17%
Yes, but not built within the main towns	4%
Yes, with some built within main towns and some built in other areas	72%
No, there is enough housing	7%



Affordable Housing in Argyll and Bute

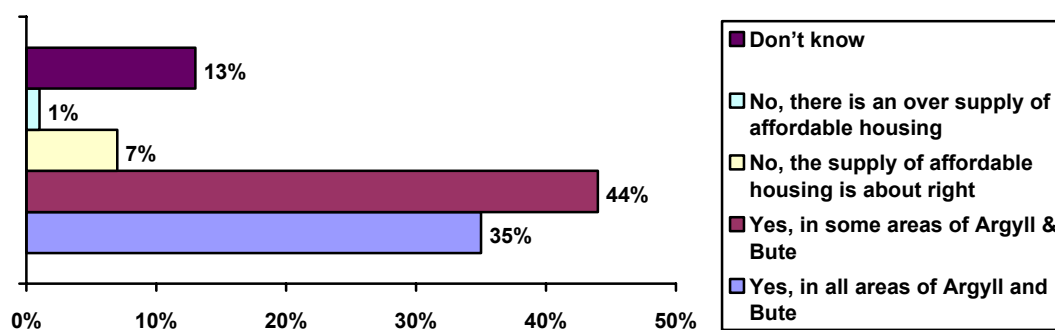
Affordable housing is housing provided for people who cannot afford to buy or rent a house at normal market prices. Homes rented from the Council, homes rented from a Housing Association or low cost home ownership options are all considered to be “affordable housing”.

House prices and rents in certain areas of Argyll and Bute have rise to such an extent that it is very difficult for many households with low incomes to afford housing at the normal market price.

When asked the question “Do you think there is a shortage of affordable housing in Argyll and Bute”, 35% of respondents said yes, in all areas of Argyll and Bute, with a further 44% saying yes but only in some areas of Argyll and Bute.

Do you think there is a shortage of affordable housing in Argyll & Bute?

Yes, in all areas of Argyll and Bute	35%
Yes, in some areas of Argyll & Bute	44%
No, the supply of affordable housing is about right	7%
No, there is an over supply of affordable housing	1%
Don't know	13%

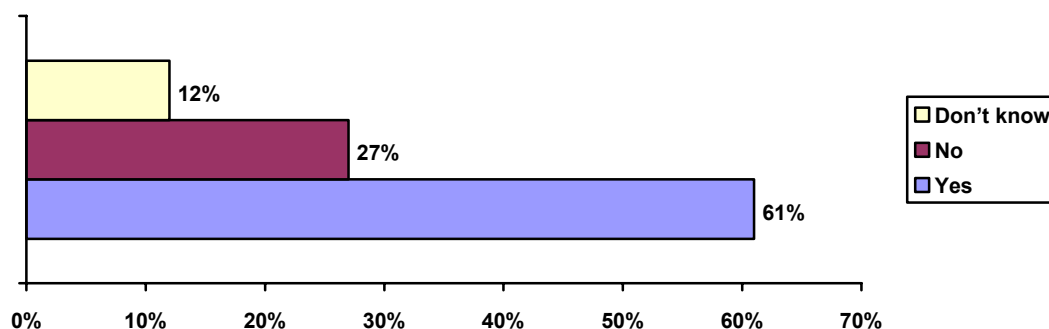


One way of increasing the supply of affordable housing in Argyll and Bute is to introduce an “Affordable Housing Planning Policy”. This means that where a need for affordable housing is identified, private developers will be required to make a proportion of houses and flats “affordable” as a condition of getting planning consent from the planning department. The affordable housing can either be for rent (through a Housing Association) or for sale. The proportion of new housing required to be affordable will depend on the location and capacity of the development, but will normally be around 25%.

Sixty one percent of respondents believe that private developers should have the responsibility for providing more affordable housing. A further 27% do not believe this should be the case and 12% don't know.

Do you think that private developers should have the responsibility for providing more affordable housing?

Yes	61%
No	27%
Don't know	12%



A variety of additional comments were made regarding affordable housing in Argyll and Bute, some of which are outlined below. A full list of comments can be found in the appendices.

- Do the Council and private developers share a level playing field?
- While there is a shortage of rented accommodation allow large grants to individual landlords in that way more will come into the market place and that will increase the amount of rented accommodation
- Affordable housing is all very well in the ideal world, but we really need Council rented premises that are well kept, in an area where the people feel safe. Many are looking for a respectable lifestyle to bring up their children but, still cannot afford to buy – why should we pack them into third rate housing, in run down scheme where trouble is a part of life.
- With the knowledge I have, I limit myself to commenting only on Rothesay. I welcome much of the new-build (except the always going to be problematic retail units) but think it is time to focus on the existing buildings in the town centre. Some are in a very bad state and require either compulsory repair orders to be served or monies to be found for demolition. The problem will not go away.
- The council also has responsibility for ensuring adequate supply of low-cost land for building. I would like to see this done using the Norwegian public sector approach of inviting bids to supply building land – this tends to reduce cost/hectare

Care and Support

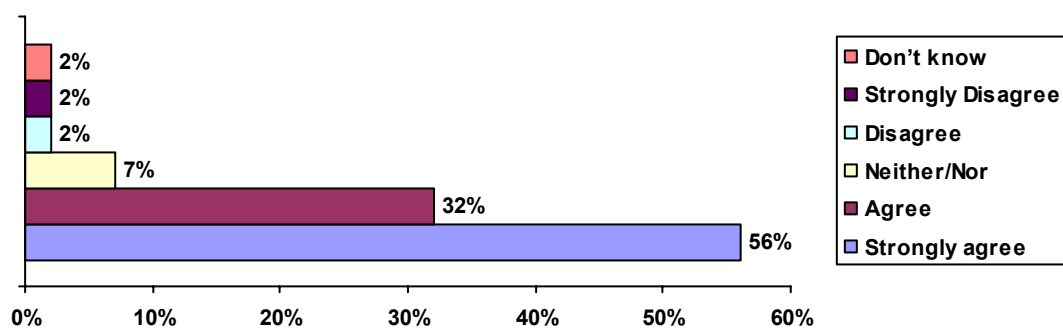
Helping people stay in their own homes or live in the community rather than in a hospital or other institutional setting depends not only on the design of their home but also on the care and support that they can receive at home. There are three types of care and support, namely housing care and support (help with how to pay bills or understand tenant responsibilities, etc.) personal care and support (help with shopping or cleaning, etc) and medical care and support (visits by trained nurses, etc).

Although care and support is particularly important for older people, there may also be other vulnerable people (such as people with a learning disability or a mental health problem) that may require some support to enable them to live independently. For many people who are homeless, the need for support is just as important as the need for somewhere to live. There is a recognition that we need to be better at assessing the overall needs of people who are seeking housing and that the provision of care and support packages should be improved.

Eighty eight percent of respondents agree that there is a need to increase the support available to enable people to stay in their own homes.

Do you agree that there is a need to increase the support available to enable people to stay in their own homes?

Strongly agree	56%
Agree	32%
Neither/Nor	7%
Disagree	2%
Strongly Disagree	2%
Don't know	2%



A variety of other comments were made by respondents regarding the issue of care and support. We have outlined some of these comments below, with a full list available in the appendices.

- Alongside the development of care and support there should be public education and awareness raising to involve all members of a community in supporting vulnerable people and reduce ostracising and discrimination
- Care and support can only work if you have staff, equipment supplies to fill the needs, medical back up on a regular basis and communication with relatives, giving them some responsibilities. There should be strong liaison between the various departments involved. Care in the home may be excellent or of a poor standard. Some independent relative or friend must be involved to prevent loneliness and isolation – the greater need of all.
- I do not think that it is fair that some people with Learning Difficulties are prioritised over normal people. I have a friend who has been on the housing list for four years and has no house, as there is none available. I have seen many drug abusers housed in this time.
- Assessment of need of support could be improved – the support is there but would be better targeted
- I think that at present services have greatly improved in this area, especially in Kintyre.
- The caring competence of all agencies should have a definite acceptable standard (i.e. not “training will be given on the job!”) The quality and quantity of care is often appalling due to lack of ability of carer (where it should be carers) time apportioned to each dependent person and cost to client. Motivation of local authority departments and those they employ should be re-assessed at all levels, also in the private sector.
- The whole ‘system’ is far too complicated
- Much appreciated having our house checked and made safer for two pensioners
- Could we have help for gardens and odd jobs – maybe voluntary - for OAP’s?

Finally, respondents were provided the opportunity to make any further comments on the Draft Local Housing Strategy. These comments included the following, with a full list available in the appendices.

- Why is soundproofing continually overlooked? Flats are dreadful prisons for people with disabilities...
- There should be a strategy to provide suitable houses for workers who spend all their working life in tied houses and need to be re-housed when they retire. Provision of more Sheltered Housing complexes
- I think that if more housing and care and help initiatives are to be introduced it must be done in conjunction with increased policing in the denser housing estates
- I'd like to see you being more specific in your aims. The wording is too loose.
- Worth considering how far housing shortage is caused by young people leaving home to set up house on their own?
- Here in Mull we have some of the most wonderful scenery in the world but we also have some diabolical looking housing. This is why other people do not want to live here! In short they feel their lives could be very spartan and they are right because the anti-environment crowd dominate decision making here. Builders and tradesmen just want to make money and care nothing about what they build. A & B do nothing about that 'ambience' here.
- Most development should be within existing settlements filling gap or brown field spaces. Close to amenities and services. It should not be built on existing green field sites and not enclose any recreational green spaces or parks
- I also think that landlords should either force tenants to keep houses and gardens in good and pleasant conditions. Looking round some rented homes there is strong evidence of neglect.
- The aims for Helensburgh are not clear in the plan that has been published so far. Places like Cardross have/having their population increasing out of size of the existing community
- An ideal way of holding Councils to ransom. Housing should always be in the remit of local Council and with an independent body made up of un-elected persons on the lines of Community Councils
- We can't complain about housing at all
- It was difficult to get the information without access to Internet. The documents are huge – should be split into areas (available separately)
- Strategy shows gross over provision of housing and development, destruction of green field areas and will cause planning blight over a wide area

2.5 Community Safety Issues for Argyll and Bute

Every year Strathclyde Police hold a public consultation exercise to discuss their priorities and to determine if the public have any areas of concerns or issues that they would like the Police to address.

The top 5 issues that respondents think are the most important and should be addressed first are as follows;

- | | |
|-----------------------|-----|
| 1. Community Policing | 57% |
| 2. Vandalism | 52% |
| 3. Youth disorder | 47% |
| 4. Road safety | 47% |
| 5. Underage drinking | 39% |

Issues that respondents think are the most important and should be addressed first?

Community Policing	57%
Vandalism	52%
Youth disorder	47%
Road safety	47%
Underage drinking	39%
Violent crime	39%
Substance misuse	38%
Alcohol misuse	35%
Housebreaking	31%
Litter	25%
Domestic violence	25%
Car Crime	23%
Dog fouling	21%
Victim needs	14%

Respondents were asked to state how relevant a variety of issues are within Argyll and Bute. All of the issues asked about were identified by in excess of 70% of all respondents as being either fairly or very relevant.

Issues that 90% or more respondents thought of as being relevant were as follows;

- Community Policing
- Youth disorder
- Vandalism
- Road Safety

In order to ensure that Strathclyde Police continues to address issues that cause the most concern for residents, please indicate how relevant, if at all, you feel these previously identified issues still are for Argyll & Bute?

	Very Relevant	Fairly Relevant	Neither/ Nor	Not very Relevant	Not Relevant at all	Don't know
Community Policing	70%	23%	3%	2%	1%	1%
Youth disorder	65%	25%	6%	2%	0%	1%
Vandalism	65%	28%	3%	2%	0%	1%
Road Safety	62%	31%	5%	2%	0%	0%
Violent Crime	55%	28%	10%	5%	1%	2%
Substance misuse	54%	30%	8%	3%	0%	4%
Underage drinking	53%	36%	6%	3%	0%	1%
Alcohol Misuse	52%	37%	7%	3%	0%	1%
Housebreaking	47%	36%	11%	4%	0%	2%
Litter	46%	37%	10%	6%	1%	0%
Victim Needs	42%	36%	16%	3%	0%	3%
Domestic violence	41%	35%	11%	4%	1%	8%
Dog fouling	36%	39%	14%	6%	4%	1%
Car Crime	34%	44%	12%	6%	2%	2%

Issues that respondents feel have been missed include the following comments. A full list of comments can be found in the appendices.

- By community policing I do not mean police personnel driving round the town in a van. I accept that my priorities would be quite different if I lived in other parts of Strathclyde
- Breaking into business premises
- Scottish Parliament policies call on local authorities to be 'responsive to local needs' to have a wider sense of ownership and promote involvement rather than 'just consultation.' These questionnaires are an admirable start – but they are consultation – more involvement is needed
- It would appear that the upgrading and maintaining of Helensburgh front and promenade is given less importance than in other coastal towns in Argyll & Bute e.g. Dunoon and Rothesay. I consider this to be unfair discrimination

- Protection of Ambulance Crews and Health professionals – privatisation of Rapid Accessibility + Response
- Fairer sentencing between men and women/less people sent to prison more community service and helping the “criminal” to resolve other problems
- The inadequacy of planning people to get things right. At this moment in time – “The cart is before the horse and we will all suffer.
- With the demolition of a local poorly managed and rundown Hotel and self-catering units catering for low-cost accommodation seekers. We no longer suffer from drunken/noisy visitors to this establishment
- Punishment too light/needs further study
- More Police – so that everything becomes a priority
- In hamlets where there is no witness – one word against the other – violence/break-ins-damage/something should be done to help here. I know about it?
- Roads – Using speed cameras on all approach roads into Helensburgh
- Most crime in rural areas involves the over indulgence of alcohol. Perhaps preventative measures are needed – Upping the license fees to pubs etc.
- Clean the beach and don’t let dog owners use it as a dog Loo

Appendices

Open Ended Comments

Example Questionnaire

Open Ended Comments

Q1 Other

Questions 1 – 11 and 13 being substantially a repeat of the same numbers in the very first questionnaire of June 2001. I have only ticked the few boxes where there is any real difference in my response.

More needed from Community Council

Direct Mail from the Council

I have tried to understand what you require above, but to no avail. I have lived here 11 years and no organisation above has ever got in touch with me about anything. If the Council wants to tell me about a change in a service – or something new that's going on – they must not presume I buy a local paper every week – I don't. They would need to find a more direct method

I have a box that was given out a couple of years ago containing information on who to contact in the appropriate department. This is now a couple of years old but to make this book more widely available would be good

E-mail, when every person on Mull is online now

I would think that most services are not very well advertised and require a phone call to Kilmory to find out about – if I have ever had to do this I usually find them very helpful and I suggest a really great well advertised help line is as useful as anything. Community Councils are not a good way to impart information.

Libraries – not enough new books/Ambulance service stretched to maintain service to RAH hospital plans in a shambles

More Public Toilet facilities needed around the island

TV/Radio/Posters/Church Intimations

Newsletters

More frequent A & B council newsletters sent to every household

Q4 any other services that you want to mention. Please specify

Parking facilities for town residents – very dissatisfied

Care of the built environment: unsatisfactory

I have observed my own dwelling Waverley Court has not changed

Postal services should not be spending time in houses when among neighbours, and in charge of mail – dissatisfied with this. Free time or not (exclusive to this area) no wonder postage is so high

Libraries – provision for outlying areas is unsatisfactory

Recycling – could be improved by kerbside collections along with other refuse

Excessive increases in Council Tax

Our natural environment is hugely important yet it is littered with old cars, caravans and general untidiness

I note strange inconsistencies in planning department decisions and lack of use of powers, which the department has in Outstanding Conservation Area

Very concerned about the future for getting a GP after hours – our own GP is most concerned.

Postal deliveries – very satisfied

Sewerage in Iona village where septic tanks don't always exist. Raw sewerage is a problem round the jetty area

The need for elderly care home – so relatives can get to them 24 hours a day – especially in their last hours.

Street signs not satisfactory

Beach cleaning particularly west of pier

Sewage pong between Colquhoun lower street and aged sewage outlets on beach. This follows rain or very hot weather – disgusting!

Child cares provision for under 5s very dissatisfied

Public conveniences: unsatisfactory

Sewage – tanker does not have a long enough hose to reach our septic tank!

Very difficult to answer in the categories above. Life here for many has improved in material terms but there are more problems than before. On the other hand community spirit and social cohesion have, happily “stayed the same”

Important proposals for all major services particularly all areas surrounding provision of Health Care from birth until elderly care (i.e. changes of boundaries) should surely be discussed and debated with both client groups and all involved with dispensing of the actual service – why is communication so sparse?

Make it easier for recycling – bags for the bins

Newsletters

Beach maintenance – poor

Community Nurses – very satisfied/wonderful service/people

Q7 why do you say this?

New housing and more people moving in

Nothing done to improve appearances – roads badly in need of repair

Infrastructure and amenities have got worse overall. Some services (bus) and some areas (Elhenabeich) have improved

Despite improvements in some areas (local clean ups) other negative aspects have appeared (More vandalism more litter on streets etc.)

There is no affordable housing for young couples and families. The place is becoming a retreat for retired/elderly people

Only moved to Toward in Dec., 2003, however previous address – Johnston Terrace is a dump with drugs and non-caring elements moving in

No forward planning – too many short term fixes

Recycling facilities better, transport links improved and adult education

Council taxes continue to rise with no improvement in local services e.g. sports facilities. The improvement in change from Dumbarton to Argyll & Bute councils

Although some things have improved (e.g. recycling) the overall feeling in the town is that many problems are not being tackled

Escalating problems of nuisance/vandalism by youth section of community

Many people fear change

There has been business and housing expansion

I don't really see things any better since we have moved into Argyll & Bute. We still stay at Council Tax Providers for the old originally Argyll and the Islands

A few more shops have opened!

Nothing maintained i.e. road, schools and no future planning

Roads a disgrace/not enough attention paid to grassy areas, roadside verges, toilets, graffiti, lighting – the Council seems to have given up

Cars (including my own) are regularly vandalised. Teenage hooligans wander the streets during the night.

Housing has improved especially for young single people/amenities stayed the same
 Helensburgh has deteriorated in the 10 years I have lived here. Has a rundown look about it now. Youth crime has increased as has other crime
 Ardbeg Distillery opening
 Many empty shops and more litter
 No external influence
 Fish farms are out of control – F.E. land is like Armagedden. Despite the importance of our visual appearance we pay no attention whatsoever to visual pollution
 Roads are deteriorating; large influx of not catered for tourists, large influx of retired people who do not try to improve the area and don't really try to support it. "NIMBYS"
 Some shops have closed so we have to travel to get the same things or they are not available. Bowmore Hall might close so another amenity would be lost
 Derelict and redundant buildings left standing instead of being demolished
 Too many holiday homes and no affordable housing for the community
 Helensburgh area used as 'milch cow' for Argyll
 Lack of employment has led to families moving out of the village. Inward movement is for retirement only leading to an unbalanced population structure
 Houses and flats built in all our green patches along our Main Street
 Intrusive development and failure of the Council to insist on planning requirements being met.
 A number of businesses have closed and only Vestas are the new business in the area
 Better childcare – community policing is better
 Increased anti-social behaviour and absence of Police on the beat. Poorer GP and hospital provision
 No changes to the area, no new buildings, services etc.
 Apart from National Park status – potential still to be seen
 Lack of dynamic economic activity too much reliance on public sector, stifling of economic activity by environmental organisations SNH, SEPA and too many subsidies to agriculture.
 Have not lived here for long enough to tell you!
 More vandalism, more youths hanging around and more attacks on people
 Improved slightly, mainly elderly couples, lacks young couples with Children to help village economy
 Road repairs
 It has improved in a few respects and got worse in others e.g. the state of the Park and roads and pavements and the increase in vandalism
 More houses but no facilities
 People are generally more prosperous. The roads and trains I use regularly have greatly improved
 There is nothing to do for the teenagers
 New building
 Roads get worse. General environment worse/ crime on the increase and less policing
 Very few leisure facilities
 Roads, pavements, schools, public buildings, seafront at Helensburgh all require attention
 Nothing gets done – too many enquiries
 Bus service very poor, only good if you live on main road, beautiful Horse Chestnut tree cut so far back it is an eyesore.
 Conditions of the roads
 Higher standard of maintenance of buildings. Most though not yet all of the properties which were in a bad way in the village have been renovated
 Roads and pavements in a dreadful condition

Access to countryside, some elements improved – e.g. look of areas of town centre others become rundown – swimming pool, empty shops, trouble in town
 Some improvement but more trouble in town at night - drunkenness
 Not much financial support given to Helensburgh compared to other areas
 Retailers are not adventurous and complacent
 Helensburgh frontage is underdeveloped and an eyesore
 No one has grasped the concept of development, but retention of character
 There has not been any improvement in the town
 No changes in roads, schooling, rail etc. over the last few years – still no pavements or lights
 Hotel/Village Shop and Golf Course/Clubhouse are all much better than five years ago
 Lack of investment in the area
 Just an overall feeling – everyone is always talking of re-development and big plans, but nothing ever happens
 I'm not sure that 'improved' is the right word, but population increasing dramatically with new skills, etc. coming to Island. Also more older people needing more care – good for employment
 It has changed but too early to say if it is better or worse
 More empty shops, more litter and vandalism, more loutish behaviour, expansion of housing, invasion of green areas/ health care harder to access
 We do have new shops but need more
 No great improvements/no more leisure/educational facilities/no library/mobile cinema and poor transport
 New building works
 Time to get to ferries quicker/businesses more variety/visitor attractions
 Sewage system, amenities, general planning services
 I say this because of the fact that the children in the area are very undisciplined and are causing problems and their parents do not seem to care.
 Bad planning and unheeding in respect of character and natural assets of area. Permission given without thought of layout or affect on residents and businesses. Forethought for future development under needs and individual areas not taken into account.
 Poor input to business incentives via A/E etc.
 The boating pond was repaired at great expense but no water – why?
 Influx of people from other areas where they are not wanted causing damage and disruption to what used to be a very safe town
 Grouping houses together – in the country houses should be far apart – should be farming only. Post Office shop has gone because holiday homes
 There are ongoing developments in housing and business in the town
 The area is spoiled by the number of people coming to live and taking employment from locals and making housing impossible to buy
 Worse in some areas (e.g. closed community centre) better in others (e.g. beach cleaning, library services)
 People with cash have bought all the houses
 Badly thought out Housing Development
 Work carried out by residents under the control of local residents association
 Main shop shut
 More recreational facilities, better fire service
 More facilities and attempts to provide facilities
 Static caravans, stables and paddocks, illegal driveways are all appearing in private gardens and nobody appears to be able to do anything about it.

The town is dirty. It is also subject to vandalism. The seafront has been neglected. For example, the pier that was the centre of attraction is in disrepair. The beach is dirty it is no longer cleaned. The town does not get its fair share of funds from A & B
 Too many holiday cottages and not enough full time residencies used
 Gradual improvement in buildings – not sure about wall construction – mess just now, hopefully public gardens get better year by year. Five stars to gardeners
 No obvious physical change, unlike Inverness or Fort William
 For a while we had a bad problem with drugs but everything is okay now
 Vandalism increased/roads badly kept/pavements unclean/roads unsalted in bad weather
 Crime has increased
 Socially more problem – people are less disciplined
 Environment has deteriorated
 Crime has got worse
 Service providers (except the bin men) have become remote
 General services appear more rundown, streets appear dirtier, and roads a patchwork of mending, increased street crime and traffic congestion, less healthy care available locally
 Better services for elderly/disabled – more supported housing – local bus service improved
 Thanks to the efforts of voluntary group – Environkirk, for the most part New Street Lighting has also improved the village
 Better ferry services – transport and delivery services
 In spite of minor changes it seems much the same
 Lack of facilities e.g. Toilets, Parking
 The swimming pool area in Helensburgh has still not been updated. The sea front is cleaner, the beach is cleaner but it is not attractive enough for tourists
 Very little has been done to tidy up the area
 There is little or no special provision for youth, elderly, sick residents or those with disabilities!
 Loss of Ireland ferry is a minus, Vestas is a plus
 Little and Large in overall situation, because though it has improved in some respects (notably employment) it has worsened in others (medical services, road maintenance, chance of ferry)
 Things could not have got much worse when Jaeger closed in our area. Vesta's opened at Machrihanish and created much-needed "jobs". The initiative of Wind farms helped the local economy
 Post Offices closed/increased traffic on badly maintained roads that are still unlit with no pavements, no speed limits and constant flooding. Restricted Bus Service
 Road surface/lighting on Main Road lots better. No other major improvements though.
 New houses including association housing, Community Council active/flower tubs/car park/bus shelter/new sewage scheme planned and essential pavement repair.
Generation after generation of children repeat the behaviour of their parents – socially destructive imprinting of biased opinions
 It seems to take a very long time to take action and authorities seem only to agree when presented with no alternative e.g. Templeton House, Hermitage School
 Nothing has been done to improve the area. The old jetty that was used by the family is breaking up and is a danger to tourists. The road drainage ditches are overgrown
 The release of Toxic materials into the atmosphere. Councillors unable to do the job they are paid for, hence my opening remarks.
 Provision of pavements and footpaths/attempt to improve seafood
 I think vandalism has increased

Place has become more run down. New people who move in don't understand the place and try and impose their values. Less community activity. Much less village atmosphere.
As a tourist area, we cannot compete with Spain, Cyprus etc. Value for money and weather.
Also no new industry
Unfortunately many of the new people who have moved to my area do not give the place the respect it deserves. Also the quality of local councillors is now very poor.
Because we still do not have pavements outside our home
Thanks to Environkirk the village has improved. However the eyesores still remain The Queens Hotel and empty/rundown shops
Better facilities for sport (pool etc.) greater variety of shops, local bus service, development of forestry walks; picnic areas

Q8 other issues

I have ticked a lot of neither/nor as I don't see these specific to A & B what is important is to promote quality in essential areas (services) and I don't see it
Transport by Air
Provision of crematorium on West Coast as graveyards rapidly fill up
Anti-vandalism protection required action to prevent e.g. more for youth to do
The islands need more recreational facilities for the children
Farming – food should be produced at home – fresher and save traffic. Better scenery instead of unusual land
A greater respect and awareness of people with physical disabilities and their needs
Public owned buildings should be properly maintained. Some are an eyesore. Council would soon step in if privately owned buildings were left to rot.
It would benefit all of us and the economy, if Argyll and Bute Council were to use the following terms under all its public images. 'Britain Eco Friendly Council.'
Visit Scotland "Should not dictate to area Tourist Boards or Associate Organisations e.g. Holiday Mull
All these issues are equally important – lack of any one of them would cause damage to the balance of the whole
Where possible older people should be encouraged to pay their own care – they should not expect it as a right – and yet they can do so, even when they can afford it – I have seen this.
This general right takes valuable funds away from the poor and needy
Integration of policy across departments – recycling, waste management
Under the wording of "environment" the development of alternative renewal energy resources (wind, tide, and water) are surely of the greatest importance for the future.
Holiday homes – too many houses lying empty. Planning – building goes on but without enough concern for environment and infrastructure.
Affordable housing for young local families
The cost of living in remote/island communities
High cost of transport, fuel and ferries. Tourism does not provide year round economic activity
The use of the river for transport. Pedestrianisation of town centres. Frontage of Helensburgh to be pedestrianised. New road to be built. How wonderful to have a traffic free promenade from Sinclair Street/William Street
Careful sympathetic housing development. Get rid of brown field eyesores. Embrace the IT/technological advances. Promote home working. Enlarge and enhance beach facilities
New technologies – IT primary resources/wind/wave/marine

Q11 is there any other priorities that you think should be included

As our population becomes increasingly elderly I feel we need not only to care for that part of our make-up with issues such as health, security etc. However, we also need to encourage families and young people, as providers of wealth to fund the care package increasingly needed. Particularly families' interests tie in greatly with the elderly, health, security, and a pleasant safe attractive environment. effective anti-social behaviour policies etc. My area appears to cost more for less, with issues such as safety and health not being addressed. No one wants to live, work or invests in rundown unsafe areas

Because Argyll & Bute is so remote and rural – transport issues are essential in being prioritised and otherwise other 3 areas above are more difficult to achieve

Facilities for teenagers

Housing for young native people who want to work and live in area. At present young men with no children and married couples with no children never have a chance of a house. Keeping and even adding to the forestry of Argyll as this is a sustainable resource and provides jobs.

Maintaining Argyll's natural beauty/coastline/lochs/woodland and forests/mountains all add to the natural beauty

Mis-use of the blue badge scheme needs much addressing

Car parks/disabled bays/street layouts are not designed by disabled people (It's us who know)

Recycling is not adequate – households should all have bins for paper, plastic, glass and metal

Access – roads and ferries

Developments to Tourism which, will lead in turn to new business and more jobs and prosperity to the area. Standards of service need to improve to match those in other countries e.g. Canada and New Zealand

Continued effort to combat vandalism litter and anti-social behaviour: all of these being detrimental to local residents and to attracting visitors

I think the Council should move very carefully about overrunning the Green areas around the bigger population areas and offer better less expensive living and housing in country districts. Attention to road and transport to support the above activities

More police officers stationed in Helensburgh. More car owners fined for parking illegally

Better policing and more importantly the cracking down on Alcohol and drug misuse!

Promotion of rural areas as bases for e-commerce/home working via the Internet (including access to Broadband technology.)

The whole Argyll & Bute machinery should get behind educating young and old regarding the value of our world renowned - natural environment. I think that the Council needs an Eco Tourism Group because Eco Tourism means business and it has a big future!

Promoting fishing industry for Scotland

Total rethink of our Tourism facilities. The town promotes itself as a holiday area, but is sadly lacking in amenities. This could also lose opportunities in Hotel & Retail Industry.

We are very concerned that the NHS Argyll & Bute are developing the health care partnership from Cardross & Helensburgh to become part of the Argyll & Bute Community Partnership.

This will only lead to a deterioration of services and an increasing remoteness for the local community from the provision of healthcare.

Housing is becoming a serious issue particularly here in Mull. We have an extremely unbalanced population and the island is becoming a combination of geriatric ward and rich-man's hideaway. The popular "Balamory" programme has brought renewed interest and there are many visitors not catered for.

Drink and drugs-related issues – seems to be increasing
 Underage drinking leading to vandalism – on the increase (both are police issues as well as local community/education issues.)
 Crime/vocational training
 Leisure facilities
 Affordable housing
 Transport - affordable and appropriate
 Tourism to be encouraged year round – would help job situation
 Health/crime/environment and transport
 Leisure and cultural activities are very patchy throughout Argyll and Bute. Some areas have been neglected – particularly Lomond and Helensburgh. The latter has the highest density of A & B's population, yet is particularly poorly served for leisure and recreational activities – especially for young people.
 The tourist industry needs more of a financial and training boost – e.g. better quality B & B's and Hotels and restaurants opening in the evening
 Improving the transport infrastructure and reducing the cost of ferry transport that is crippling the economy of the islands.
 An enabling and pro-active policy towards agriculture and fish farming development, by 2015 + 65% of our fish will be farmed and Argyll is ideally placed to take advantage of this long term growth and derive the economic and social benefits of them
 Improving Police presence in Cardross/building sports facilities
 These are very worthy objectives but I am concerned that the schools are unloading so many young people who are not sufficiently literate or numerate to be employable. It is clearly very expensive to have to continue to provide basic skills for employment.
 The Council should be providing more affordable housing, many young people simply cannot get onto the housing ladder because house prices are too high
 There are not enough three and four bedroom houses in our area for people to buy
 Many Council houses, are occupied by one person living in two or three bedroom houses.
 The Council should provide an incentive for people in this situation to move to a smaller house to free up the bigger houses
 Improving ferry links and timetables. More attention for recreational facilities for the children.
 More affordable housing to encourage young families to stay on the islands
 Ferry service between Campbeltown and Ballycastle`
 More help given to small business on their way or less Red Tape, Rate Rebate and stupid courses from (Mid-Argyll & Kintyre- Islay Div. Licensing Board (Fit & Proper Licensees.) It is highway robbery to charge £80.00 to someone who is third generation license trade over 30 year's experience in Argyll to sit an examination
 Much more help and places for alcohol and drug misuse. Also a place, such as a home for dementia patients which is very widespread in Argyll. Campbeltown could do with a home purposely for these people
 Improving road quality and safety
 Drug education/community care
 Tourism/Road Improvement
 Roads are appalling – repair a must
 There is too much emphasis in A & B on health, caring etc. and not enough on serious job creation and building in existing industries. At the end of the day if there were more well paid jobs and it was easier to make decent money in the place, there would be plenty left over to do the other things
 Access – ferry services etc.

Oban hospital to stay open as it is now! With good maternity care too – (not going to Glasgow!)

Promoting a strong, robust sustainable economy – good jobs good wages!

The dangerous levels of Toxic materials deposited in Argyll – Oban in particular/that is either hidden or lies in tips. Materials that is not being taken up by specialists. I include in this sewage pipe crossing drinking water pipes, which are deteriorating rapidly

Transport to/from hospitals/general transport/libraries/mobile cinema

All weather sports facilities/Tourism/a proper yachting Marina facility in Campbeltown and Oban

Crime and anti-social behaviour

Saving Argyll's hospital services

Public transport to and from hospital

Maintaining and improving roads. Keeping available all community halls and maintaining same

Promoting tourism, business and employment prospects for school leavers who are not going on to Higher Education.

Encouraging tourism and providing facilities for this

Health concerns over raw sewage disposal/chlorine in the drinking water/possible sight for Toxic Store (Nuclear dump)

Ferry service to Ireland

Prompt completion of the new Swimming Pool etc.

Enabling the local doctors to provide services that will promote wellbeing and good health by obtaining bigger and better premises without having to underwrite the costs themselves.

Get rid of Argyll & Bute Council – a complete waste of space, make Bute independent Council – lower water, sewage, Council Rates

Business will follow along with jobs

Numbers 14-18 – Development Plan

Farming – cultivate land most important - too many trees – better to import timber – do not give planning permission for holiday homes – help rural Post Offices – shops – schools.

Do something about Calmac (lack of information – phones not answered)

I feel that support agencies such as social work and voluntary support agencies for various health problems etc. (e.g. carers centre) should also be high priorities for Argyll & Bute

Improved affordable housing for young people. Not only authority housing, but shared tenancy, rent to buy, subsidised to encourage people to stay in the area

Tighter control on planning within the National Park area

Tourism – not just “bus parties” and encouraging people to live and remain in the area

The tourist Board should ensure that tourists are informed that Mull is a working community of farmers and fishermen and forestry and not just a playground

Emphasis: affordable homes to enable native villagers to remain, if they wish, in their own village

Youth Crime and petty vandalism

Good health services kept in all areas

More Police are needed to combat crime and anti-social behaviour.

More funds should be available for Helensburgh, for example ring-fence money when assets belong to the town, to enable a Community Centre to be built: a sports' facility for all ages and other benefits such as Oban, Dunoon and Rothesay enjoy.

Preservation of our Architectural Heritage, Clyde Street School an excellent example of A. Paterson's work should be preserved instead of being left to deteriorate further. Stop asset stripping.

Tourism is important to the town, but funds are needed to improve facilities for visitors. Under cover facilities for wet weather are necessary for the further deterioration in weather which is prophesised

Brown-site housing should be upgraded. Second property owners should have rents capped and they should pay full community tax on second homes.

Ferry fares are prohibitive for family trips especially by car

Lack of pursers on ferries would I think, cause chaos on busy weekends or jazz motorsport
Tourism

Reducing deprivation and disadvantage/greater community participation/consultation

Much clearer view of how A & B works politically as the leadership is anonymous and local politics is dismal

Promoting health should include tackling drug and alcohol misuse.

Health in Helensburgh area requires the Vale of Leven hospital to be our hospital to meet local needs effectively

There is little or no sense of A & B operating confidentially and well

Argyll & Bute accommodation is poor and staff does not engender confidence

Therefore it is not surprising services are poor and that there is little that can be done to improve them more the loss of confidence in the Council is huge

Promoting and developing opportunities of local employment seems to be the most important task for government, local and national. Jobs, which simply accelerate the drift to towns, will probably exacerbate all the other problems. What we need is the means to work and earn a decent living wage, where we live - a scattered but not necessarily fragmented population.

How to reduce it is another matter

Crime/Alcohol and drug misuse/re cycling paper/plastics/glass etc.

Marketing the benefits of living and working in the area through – promotion of new business (including IT) – better transport links (including water links) – A 10 year plan to improve waterfronts

Q13 Are there any other important issues that you think should be included in these priorities?

The targets for recycling are lower than Kirklees (West Yorks.) were 5 years ago when I lived there. And far below the targets achieved in the Netherlands ten years ago where I also lived. My bin should not be full each week as most could be recycled. However there is no comprehensive recycling in my area Rhu despite it being available in Helensburgh. Recycling creates jobs, wealth, improves environment and gives a sense of refuse awareness and ownership of community to individuals.

I think that the council should take strong measures to police and prevent private cars and small vans from constantly breaking speed limits through out the Council's area especially in Helensburgh and its environs.

As I live in Cardross I feel we are going to lose our village identity with the building projects which are forecast for the coming months. We have been landed with a Cala estate that is an eyesore and another Brookside. If affordable housing is required let them build in Old Argyll not Lomond

Second home owners are damaging Argyll. My village has 50% - second homes

Provide both support for children with disability who don't have access to facilities and children with some problems have in urban areas.

Provide support to adult disabled people and help them achieve employment and independence.

Definition of adequate housing? – Cheap flats are being thrown up ten a penny, and they are not adequate – dreadful sound proofing, irresponsible allocation of tenants and no authoritative role by housing association landlords to ensure neighbour respect and consideration etc.

More thought going into projects, i.e. the waste/refuse facility at the top of Sinclair Street could have been vastly improved due to it being the first thing as one approaches Helensburgh. The railings should have been setback several feet and trees planted in front to eventually "hide" the waste facility.

Supporting and promoting community based cultural clubs and societies (e.g. drama, music etc.)

Community policing – possible community police wardens in housing schemes

Growth and development in Argyll and Bute needs to be reasonable and appropriate for each area e.g. green fields should not be developed when there are derelict brown field sites near bye

Tourism is our most important industry and brings benefit to everyone. Scotland/Argyll & Bute needs a dedicated Eco Tourism Brochure to enable visitors to enjoy their experience here even more than they do. We need this document to 'spin' the whole tourism experience in our region. This will hold for more people in the area. Mull should also be at the centre of a Land and Marine National Park.

Again tourism could lead to more people choosing to live and work in Argyll

Hospitals – enhance them to satisfy local needs. Stop the fragmentation and provide care where it is needed. Argyll & Bute is huge geographically. We do not want to travel miles to get to hospital at different times of the day

Promote links with other countries

Fairer ferry timetables

None of the above issues can be addressed without the necessary finance, there already exists an enormous problem with Council Tax, which seems to be beyond the skills of our politicians to manage successfully. We need radical changes at a national level in order to succeed, otherwise this is just so much pie in the sky. Let us add another "issue" to the list above i.e. Action, not words

Provide hospitals to address health/well-being issues

It is difficult to disagree with these fine statements but they are very airy fairy. It is the "how" that matters. It should be accepted that if one chooses to live in a remote area it is always going to be more difficult to access all services. In the meantime could we have potholes and pavements seen to.

The Council is not doing enough to encourage recycling there should be separate collection from houses of glass, cans, paper, garden waste etc.

Dog fouling is a major problem in our area. More needs to be done about this. Possibly more dog wardens

Not necessarily but the above should be throughout A & B not just certain areas

I don't think that the current system of conveying information to small communities and getting feedback from the works very well. Usually, at least in our Village, bodies such as Argyll & Bute, police etc. work through the Community Council. However nobody goes to CC meetings and information never gets passed on. I feel bodies should make more of an effort to get through to people – even forming small local groups of interested people, to make better contact on specific issues.

Accessibility will deteriorate if the local hospital services move to Paisley

Environmental issues regarding farming practices.

Cultural issues – accessibility to the “arts”/adequate funding for the arts/better support for our key economic activities e.g. farming, forestry, tourism, fisheries – all of the above must be sustainable.

Once again – Roads!

Discipline in the schools and control of pupils over lunchtimes

I have not answered first question I don't think the council should provide more houses I think the council should consider helping young locals to purchase houses that come on the market. With the influx of people moving in these areas are not going to have enough employment. A few families already are on benefits!

Provide more rented houses – not ownership as they only get sold for holiday homes

Recognise Helensburgh's unique urban and different position in A & B, Helensburgh contributes most and receives least of the funds from A & B

If the quality of local politician does not improve on the quality of paid servants i.e. Council officers etc. does not improve them. I believe, within 10 years there will be no Argyll, as we know it.

More decisions should be taken by local councillors A & B headquarters and too few officials live in Helensburgh, therefore they are not aware of the town's needs

More could be done, perhaps, to encourage and inform local interest in archaeological sites. There are very numerous and only some are under official care – there probably is not funding available to look after more than a fraction of sites. But possibly with encouragement, local communication could at long last, do something – fencing, provision of notices, information sheets and so forth – to increase knowledge of and care for what is often almost literally on our doorstep.

The problems of a kind of “ownership” of public provision particularly in housing would hopefully promote more careful tenanting and less vandalism. There are many respectable people overwhelmed by the mere possibility of their public sector housing neighbours.

Regarding services to rural areas – the state of roads in these areas, and especially the islands, are not conducive to improved transport or services. This is an area that needs to be addressed and improved to make the above issues viable, and to, make life less difficult for those in fragile rural areas.

Much rubbish included in these Consultations. Renewable energy is too expensive, an eyesore, noisy and a blot on the Landscape, electricity generated by it. Cost more than nuclear power. Present tidal solutions a costly joke – my disbelief at calling an impeller a turbine sums up the level of ignorance regarding so called “wind turbines” most waste management solutions are costly and waste more energy than they save

Improving the skills base of young people and older unemployed in that they believe they can learn in their remote areas and improve self-belief so they can become contributing members of locality: Belief + skills acquisition – leading to local jobs (need plumbers, electricians, builders, joiners etc)

Ensure all communities have a functioning community centre for all ages, day and evening

Decline in services for maternity patients

Marketing what we have got and the rest of Scotland/UK

Q15 if you disagree with this goal, please give an alternative or describe how you would like it to change?

The above draft is too ambiguous and inconclusive, too vague, it appears to make changes from the local plan that will be detrimental to the ethos of the town: the ethos that brings people to the town in the first place

With the promise that “good quality, affordable accommodation does not imply the development of unimaginative properties built in the styles of traditional Scottish architecture of the last century – much favoured by “planners”. Everything moves on – even locally sponsored housing!

In our village six houses are being built. Several young village people wished to buy but now only one is sold and the builder “McLeod” is going to let 5 similar homes to holiday homes. I am afraid that, due to people’s greed, affordable housing is more likely to be bought as an investment and soon sold on at a profit. It seems to me that housing for lesser mortals can only be retained for their use by renting. The working wage for a lot of the of the lower paid is only £200 to £300 and buying a house, especially if there is a family would be nearly impossible

In the local plan you indicate a provision of 260,000 new houses over 10 years, how do you equate this with nearly 50% of houses going for holiday accommodation in rural areas
Come to Cardross and have a look at the Cala estate. The houses are so close you can nearly shake hands with your neighbour standing at your back door. There are 3 huge blocks of flats at the side of the Main Road. I believe planning permission was given for 3 storeys, how come they get away with it – something far wrong with local government and planning departments

We need tourism accommodation more than general housing at present because without the fuel for the economy we will not need more houses.

We have the worst housing in Britain here on the West Coast and all visitors comment on that. If, we need more housing then this should be in pockets and in places that are currently eyesores like Craignure on Mull. I would like to see a top architect create mini colourful Tobermory type terraced developments for all. These would improve the visual appearance rather than damage if further

To ensure controlled symbiotic growth in affordable housing through – extensive use of brown field areas/removal of old Grade 2 listed buildings that are too costly to maintain/improve
Protecting water’s edge and the green belt

The statement is too vague and infers that all areas require more and more housing. This is not the case and statistics have been shown to support that.

The ultimate goal is admirable but the ways of moving forward towards this goal need to be carefully planned and controlled

People need good quality affordable housing, communities need to develop but densification of towns and communities/use of brown field sites/upward development should happen before green fields are built over

The ultimate goal is admirable but the ways of moving forward towards this goal need to be carefully planned and controlled

Amount of housing provided by Council etc. should be limited to urban in-fill and small controlled developments with use of green field areas kept to a minimum

People need good quality affordable housing. Communities need to develop but densification of towns and communities/use of brown field sites/upward development should happen before green fields are built over

But at what cost?

The area on the front, the best size for a Heritage Centre/Museum and Visitor Centre: the site necessary for Pier improvement is marked for Retail, this is unacceptable. There is already a Centre for commercial and retail on the North side of the river; there are already empty shops available. The treat of a supermarket on the pier site does not encourage Retailers to come to the town. Tourist to the town, mostly day-trippers come from areas where they have a choice of supermarkets, swimming, skating, and games areas etc.

If the solution to housing rests upon either a. – the Council and b – the Housing Association they both seem to operate together even having Councillors on Housing Association Board – a conflict of interest. Giving good public housing stock to Housing Association, which has Councillors on board. Situation stinks to me – more private development is needed and less land grabbing by Council and Fyne Homes

Rented houses – to people who work in Argyll Houses should not be used for holiday lets, villages and towns are the only places for expansion – never hamlets – houses only on good roads.

How do they propose doing this?

If planning had been done correctly there would be adequate sewage for all time but, owing to local 'Maffias' this will not happen. Probably there will be 100 new houses and no sewage apart from local urns and septic tanks, in this day and age – No!

Q18 Are there any big issues or problems that you think we have missed out? If so, please specify

Council Tax

There is a huge problem of houses being sold as holiday homes. This should be discouraged, perhaps on higher council tax or charges so local people can find homes at an affordable price.

Creating 'areas' for the like-minded people to live, families/kids together, not sticking single, disabled folk into noisy housing schemes. Smaller dwelling communities, more personal and friendly – similar types – careful selection.

Resources and advice to owners/tenants in existing housing that falls well short of energy efficiency targets

Grants should not be means tested for people who pay Council Tax – more attention to repairing older houses – more attention to repairing older houses – no grants for tourism to build houses to let. Think of people who live and work in the area

Policing of misuse of disabled parking facilities /theft of blue badges or misuse thereof

Providing good communal living accommodation for these vulnerable people who cannot live independently

Run down private sector housing and buildings

Unsociable neighbours

There should be a movement away from scattered housing developments in rural Argyll because the pre-fab mentality has already done great damage to Mulls visual appearance. And this is VITAL to the economy

I think you need to be more specific in your aims. They all sound good, but are like political manifestos instead of solid, achievable "Smart" targets.

Proper resources needed at all times to help vulnerable – not just to pay lip service

Planning considerations – Argyll is a beautiful country and there is far too much poorly, designed housing allowed. Your goals will require new housing to be built. It will be good for everyone if it is well designed and fits into the landscape and existing housing of the area

Encouraging the redevelopment of brown-field sites/Ensuring housing projects do not infringe on the quality of our environment i.e. density, water's edge, green-belt, height

I think there is a need for investment in the social rented housing sector. Where out-of-date poor quality buildings cause problems for the tenants and discourage pride and enterprise.

There has evolved a 'ghetto' problem of social deprivation, substance abuse, poor maintenance and anti social behaviour

Increase Housing choice

All the above are vital but only with the conditions expressed in (15) above – careful planning and controlled planning. Argyll & Bute continues to need the Citizens Advice Bureaux as a totally independent source of up to date advice/information

Enabling Independent living for the vulnerable

Addressing the homelessness in Argyll & Bute

Empowering communities

Building strong safe communities

Concerns over care in the community being used not to enable but to cut costs (vulnerable people)

Purchase of holiday homes at inflated prices/business rates very high for salary levels/average salary well below national level

There should always be some affordable housing for rent for those unable or unwilling to buy

Increasing Council Tax on second homes and encouraging the subdivision of good houses too large for contemporary needs

All listed buildings should be given grants or financial assistance if they enhance the area and owners or residents are finding difficulty in sustaining. Certain legislation should be enforced if obvious neglect by residents/owners is causing deterioration. Certain buildings that have become beyond repair through age should be pulled down and new housing built. There are many houses of that category. This would leave room for affordable flats/maisonettes and encourage young people to come into the communities

You cannot achieve many of the objectives unless planning also supports them

Individual officers have stated that they are against socially rented houses being provided and opposed these developments

Allowing derelict properties to continue to deteriorate – especially in “Conservation Areas” pay less attention to “Planning Permission” for windows, driveways etc. and enforce repairs or sale of the eyesores

Provision for singles accommodation

Making sure local people feel they don't have to leave the area. We want to preserve our heritage not see it completely ruined by the ever growing number of houses being built by incomers.

The Council has done nothing to improve the area other than to drive out business with too high rates. Suggest you save a third of Admin. Jobs in Council

Q22 Do you have any additional comments to make on affordable housing in Argyll & Bute?

There is a great lack of standard housing in this area. Lots of small houses and flats. Lots of large houses and flats. We need more medium size accommodation both for families who are growing and for older people who would like to downsize without having to use all their savings as house prices go up

Community housing projects should be encouraged

Only that there does not seem to be a way of stopping cheaper houses being soon sold on..

My personal experience is as follows:- affordable, cheaply built = Riff Raff element moving to area = area down grades rapidly = decent people have to move out = vicious circle of nice places becoming Hell-holes! This was my reality!

I think that more responsibility should be taken by Housing Associations & Council in collection of rents and Council Tax and more funds would be available

My problem with this is that we struggle to move forward here because people do not want real work. The work ethic is very bad. If this were improved people would be able to afford their own home. I think there is too much charity here.

The government should support Councils to provide affordable housing. Developers want profit, naturally, and prices on rents go beyond the purpose of building them. There could be a tendency to have small ghettos of “singles.” This should not be encouraged. A mixture of house sizes, flats etc, should not be encouraged. A mixture of house sizes, flats etc. should ensure mixed communities – families too need affordable housing

As long as holiday homes are freely available there will be little affordable housing. If second homes were heavily taxed there might not be such demand. The other advantage of heavily taxing holiday homes would be to generate much more money for other services

Affordable housing in the correct locations with easy access to services, shops, Hotels, ferries not miles down single-track roads via development plan for Colintrave, right idea but wrong location

Adopt a “Channel Islands” type solution for holiday areas with insider and outsider designated properties.

To encourage young people to stay in the area they were brought up in, if they wish, ratio rather than richer incomes

Policies of private developers will be taken care of by market forces. Planning permission should demand details of prior surveys in justification of development.

What a pity the affordable housing stock has, been reduced by ‘selling on’ of ex-council houses!

Do the Council and private developers share a level playing field?

Sanitation

While there is a shortage of rented accommodation allow large grants to individual landlords in that way more will come into the market place and that will increase the amount of rented accommodation

Affordable housing is all very well in the ideal world, but we really need Council rented premises that are well kept, in an area where the people feel safe. Many are looking for a respectable lifestyle to bring up their children but, still cannot afford to buy – why should we pack them into third rate housing, in run down scheme where trouble is a part of life.

With the knowledge I have, I limit myself to commenting only on Rothesay. I welcome much of the new-build (except the always going to be problematic retail units) but think it is time to focus on the existing buildings in the town centre. Some are in a very bad state and require either compulsory repair orders to be served or monies to be found for demolition. The problem will not go away.

In relation to Q21, the council also has responsibility for ensuring adequate supply of low-cost land for building. I would like to see this done using the Norwegian public sector approach of inviting bids to supply building land – this tends to reduce cost/hectare

In the Helensburgh/Comona area, the MOD will most probably release more housing for use by the general public in the near future. Argyll & Bute should wait – and take this into consideration when planning future housing supply

Make it more expensive and difficult to own a holiday home. This, artificially inflates the cost of buying a home in Argyll & Bute

If more employment available with same salaries as the mainland, then housing and property values would equalise with the mainland. Thus giving the whole community a new lease of life. Better standards for everyone.

On Mull land not used for agriculture could be used to build affordable homes thus helping farmers and crofters, the forestry commission could also release some of their land at reasonable prices also in some areas of Argyll the M.O.D has a lot of land

Carradale needs more houses for Elderly on ground level especially 2 Bedrooms, so as a relative could sleep if needed

Release more land for private and Council/public development

At the moment housing in Argyll & Bute, or parts of A & B, is far cheaper than other parts of Scotland. Therefore this is a useful means of bringing in new people to these areas where money is cheaper – don't upset this balance.

Will the statement alone mean they will get automatic planning permission? Or will all other avenues be explored as usual? I.e. Green belt, access etc.

Regulations must be enforced to ensure that affordable housing should always remain classified as such and should not be allowed to be sold on at inflated prices

Private developers seem to think that the poorer people should live in little boxes and also charge too much

Should also have single detached housing, not everyone wants to live in or part of a "scheme" – would want an isolated rural location – better wages more in line with national wages would make more housing affordable i.e. need a stronger rural economy

Affordable housing should be built to attract lower income young families and to bring new employment opportunities to Argyll

Yes in partnership with Argyll & Bute – the community served

Innovative Community self build projects creating low cost, high quality homes with small ecological footprint (starting by using Argyll's timber resource!)

Brown field sites should be used in preference to green field – Re 21 Council should also make more and better quality affordable homes available

My experience is that the Councils own stock is poor, requires investment and a radical change in management, not simply converting to a new RSC which is A & B in everything but name

Unsure of present system, but land-sale to locals looking to stay and work in their communities (no information)

Charitable Trusts should be encouraged to provide housing for rent only

I think I have answered this elsewhere.

I think the community through its representations in Argyll & Bute Council should have most if not all of the responsibility for affordable housing as building it then abandoning responsibility is not enough.

Developers must provide affordable housing within new developments so that housing is mixed and affordable housing is good quality and in good areas

Has work in a very difficult context with insufficient support from A & B

Long term sustainability of communities, particularly Island communities will decline without affordable housing

Why should private developers shoulder the burden when the Council gives own housing stock up? Demolition when it has been renovated – see Balloghoy, Rothesay.

Another fiddle with government grants?

I agree with the above as long as it means what it says – real care and support!

Renovation of some old buildings rather than new ones being built might help to solve problem without having to destroy general appearance of towns or taking up more countryside, though new ones can be built "in keeping" with present ones

Q24 Do you have any further comments to make on the issue of care and support?

Care and Support in the community must also be backed up by an increase in the number of professional's employed within the Social Work department, the hospitals and related services

I think there are a lot of people 'playing the system' and making a mockery out of the above mentioned "care and support." Ticking boxes on forms has lost the reality of a situation and that is why there are people raking in benefits, claiming disability (badges) and taking little responsibility for their lives and actions. I feel passionate about this as a disabled person! While I support the ethos of maintaining people in their own homes. I have, from experience, witnessed large sums of money being, in my opinion, used inappropriately. My feeling is that in many cases, home is not the best place for some individuals or the safest and despite support. These people would be better cared for in a more sheltered environment

Argyll & Bute could do with a greater number of Home Helps and District Nurses – both are over worked at present but do a wonderful job of work never the less

There should be the element of choice. People should not be forced to remain in their own home or go into nursing homes. The needs and wishes of the individual should remain important

Quality of supervision of some "carers" and "Home Helps" is dubious. Service provided by some of these people is barely adequate

I genuinely believe that local people are happy to donate their own time to help the needy in their area even if this just means collecting their shopping etc. This can be encouraged and cultivated but in all truth many English people still feel resented here and are therefore reluctant to be seen as 'goody two shoes' by some local people

I don't know enough to comment, but I do feel that it's important to set up good support for the elderly, particularly those who have lived in an area all their life.

I agree with all the sentiments expressed above under 'Care and Support'

Having spent my working life as a nurse and working in the Health field, I agree only to certain extent regarding care in the community. It is all too easy to house vulnerable people with the promise of regular support etc. We will never have enough supporters and I've seen the results of this all too often. We need more secure care units for many of the mental/physical disabled.

More integrated approach combining social – health to improve quality of service provided.

Not enough carers at present, not enough housing

Not enough social support for all groups in the community – too many chiefs and not enough Indians' doing the caring

More sheltered housing in the areas people originally lived – to enable them to remain in familiar surroundings

Regarding the elderly – where is the money to place the neglected, infirm into decent care homes. I spent a great deal of my time as a care home manager, visiting/collecting frail elderly, who were on a timeless waiting list to enter a residential home. They all had very little or no home care. We have to examine this situation very carefully.

We have had recent experience of the Community Nursing Service as my partner needed medical care at home after a major operation carried out in the Glasgow Western Infirmary. The Community Nursing service level and quality of care has been excellent. The closure of parts of the Vale of Leven Hospital is very worrying

Trying to maintain people in their own houses is often done for too long leading to neglect and detrimental to health. Provision of more suitable care homes is essential

If elderly don't retire to a rural area and put excess demands on small hospitals and limited health care – very brutal but honest

Bute should be a thriving area in the 21st century and not a retirement home for the U.K.

Living in their own home "Independently" is not always the best option for every individual, especially those with special needs

Certainly in our village people receive all the care and support they possibly could. Don't see a need for any increase.

Is there a registry of rented accommodation that is suitable for disabled persons?

Council/Social Work should work closer together to meet both their aims and objectives

Many people who have lived in an institution or been in hospital are so used to having care and support 24 hours, 7 days a week. If, they are to stay in their own homes they must be given plenty of support every day of the week, depending on their needs. People with Mental Health problems are very vulnerable and we must ensure they are looked after in the Community. Mental Health professionals must be given the help they need by support workers.

This is really needed for people living with problems

I feel it is needed for people to stay in their own homes – but also just as important for a place for them to go for respite care or full-time care.

I think more qualified people should be doing this job because many older people would be better in Hospital care and there are not enough places

Sorry, but I don't go for "care in the community." Some people just don't want to live in the community on their own. And the money needed to provide care for say four people in a house is phenomenal

Needs to be provision in every community not just the towns and larger villages i.e. elderly people who have lived all their independent lives in one community should not be forced to move away in order to get "sheltered" housing. That community then loses that local person and all that they still have to contribute to the community

More respite accommodation required

It was normal 60 years ago for older souls to be part of the community and use made of their knowledge. The lack of this has made more remote and less law abiding

As stated overleaf – I feel a cost cutting initiative/there are not enough workers with the skills/not enough workers and pay does not reflect labour

Fine to stay in own home if care is always available and if the person concerned really wants it, but there is a need, too, for residential accommodation which is attractive with facilities for privacy and communal living for those who do not want to remain at home

The running down of institutional care has cast more people in "vulnerable" categories on community care than, in many instances what communities can cope with. Perhaps more attention and resource should go into preserving various existing care institutions and/or providing some, such as "very sheltered housing"; which offer a compromise.

Alongside the development of care and support there should be public education and awareness raising to involve all members of a community in supporting vulnerable people and reduce ostracising and discrimination

Care and support can only work if you have staff, equipment supplies to fill the needs, medical back up on a regular basis and communication with relatives, giving them some responsibilities. There should be strong liaison between the various departments involved. Care in the home may be excellent or of a poor standard. Some independent relative or friend must be involved to prevent loneliness and isolation – the greater need of all.

I do not think that it is fair that some people with Learning Difficulties are prioritised over normal people. I have a friend who has been on the housing list for four years and has no house, as there is none available. I have seen many drug abusers housed in this time.

Assessment of need of support could be improved – the support is there but would be better targeted

I think that at present services have greatly improved in this area, especially in Kintyre.

The caring competence of all agencies should have a definite acceptable standard (i.e. not “training will be given on the job!”) The quality and quantity of care is often appalling due to lack of ability of carer (where it should be carers) time apportioned to each dependent person and cost to client. Motivation of local authority departments and those they employ should be re-assessed at all levels, also in the private sector.

The whole ‘system’ is far too complicated

Much appreciated having our house checked and made safer for two pensioners

Could we have help for gardens and odd jobs – maybe voluntary - for OAP’s?

Q25 – further comments

Holiday homes should pay full Council Tax with a view to make this kind of housing less attractive – thus providing a chance for young local people to buy houses at a reasonable price.

I would like to add my support to the A & B Council in their intention to add only to local Communities and therefore prevent any idea of ribbon development

Why is soundproofing continually overlooked? Flats are dreadful prisons for people with disabilities...

There should be a strategy to provide suitable houses for workers who spend all their working life in tied houses and need to be re-housed when they retire. Provision of more Sheltered Housing complexes

I think that if more housing and care and help initiatives are to be introduced it must be done in conjunction with increased policing in the denser housing estates

I’d like to see you being more specific in your aims. The wording is too loose.

Worth considering how far housing shortage is caused by young people leaving home to set up house on their own?

Here in Mull we have some of the most wonderful scenery in the world but we also have some diabolical looking housing. This is why other people do not want to live here! In short they feel their lives could be very spartan and they are right because the anti-environment crowd dominate decision making here. Builders and tradesmen just want to make money and care nothing about what they build. A & B do nothing about that ‘ambience’ here.

Most development should be within existing settlements filling gap or brown field spaces.

Close to amenities and services. It should not be built on existing green field sites and not enclose any recreational green spaces or parks

I also think that landlords should either force tenants to keep houses and gardens in good and pleasant conditions. Looking round some rented homes there is strong evidence of neglect.

The aims for Helensburgh are not clear in the plan that has been published so far. Places like Cardross have/having their population increasing out of size of the existing community

An ideal way of holding Councils to ransom. Housing should always be in the remit of local Council and with an independent body made up of un-elected persons on the lines of Community Councils

We can’t complain about housing at all

It was difficult to get the information without access to Internet. The documents are huge – should be split into areas (available separately)

Strategy shows gross over provision of housing and development, destruction of green field areas and will cause planning blight over a wide area

You have not covered the Council responsibility to provide houses to people in certain tied housing. The Council has sold most of its housing and terrible suffering is expected when no choice of area is possible or loss of long term ‘home.’

Eco-friendly designs/energy efficient designs in order to keep running costs to a minimum.
Local renewable energy projects so that communities can be self-sufficient
More resources to Ali-energy so that they in turn can help and advise more households on energy efficiency

Apart from the concerns re the use of green field sites for development expressed above, their use is likely to attract private developers. These are likely to care most about their own profits and are not likely to care about the local people's opinions or about the land they are building over

Wherever possible new housing should be built on brown field sites and not allowed to encroach on green belt areas

Argyll & Bute need to be sensitive to the satellite/dormitory nature of the Helensburgh area. From Shandon to Cardross, the population is looking inwards to the Glasgow contribution, not outwards to Argyll. This requires a different approach to places such as Inveraray or Bute Keep Council and Housing Association out, Housing Association makes pokey second-rate small flats – I know I have seen many!

Can we require householders to care for the exterior and shared areas of their environment? If everyone cleaned just a little of their public area around their homes, the whole environment would be improved – how can this be positively encouraged – highlighting pleasant areas in local newspaper stressing community spirit. Not West End high price property – but less obvious examples of good care/happy environment

Housing needs to be made a home for client and not a warehouse

Most housing built in Argyll does not live up to the high landscape, cultural and environmental standards of the place. Concerted effort is required to raise standards

Q 28 any other issues that you feel has been missed?

Sorry to be so crabby but I am very pessimistic about A & B

Dumping of untreated raw sewage into the lochs and seas/chemicals in and on our foods

The public needs to be able to contact the police with observations. How can we do this most effectively? We all want to help to improve safety – Many of us would contact by mobile phones.

Lack of car parking areas

All of us want to see more police on foot in this area

The towns and A & L should be managed by a local Town Council

Living on Mull – it is very difficult to make some answers. We are a reasonable “good” island Strathclyde Police is hugely under staffed. There are simply not enough Police officers to deal with crime.

Better education in schools, nowadays children have no respect for other people or their property

Drug Dealing

Police officers should be out and about especially at times when most crimes are committed. There should be a strong visible presence.

There is a clear disparity between the ‘relevance’ and the importance of the issues listed above – so those classified as very relevant do not always figure in the most important list Under health issues we really have to look at the under use of Dunoon General Hospital. It is a disgrace how patients have to be shipped across the water when we have a very good hospital on our doorstep. I know the financial arrangements – but sometimes we have to group together and fight.

These questionnaires are getting more and more sloppy, vague and slanted. The results can be predicted from the questions

By community policing I do not mean police personnel driving round the town in a van. I accept that my priorities would be quite different if I lived in other parts of Strathclyde

Breaking into business premises

Scottish Parliament policies call on local authorities to be 'responsive to local needs' to have a wider sense of ownership and promote involvement rather than 'just consultation.' These questionnaires are an admirable start – but they are consultation – more involvement is needed

It would appear that the upgrading and maintaining of Helensburgh front and promenade is given less importance than in other coastal towns in Argyll & Bute e.g. Dunoon and Rothesay. I consider this to be unfair discrimination

Protection of Ambulance Crews and Health professionals – privatisation of Rapid Accessibility + Response

Fairer sentencing between men and women/less people sent to prison more community service and helping the "criminal" to resolve other problems

The inadequacy of planning people to get things right. At this moment in time – "The cart is before the horse and we will all suffer.

With the demolition of a local poorly managed and rundown Hotel and self-catering units catering for low-cost accommodation seekers. We no longer suffer from drunken/noisy visitors to this establishment

Punishment too light/needs further study

More Police – so that everything becomes a priority

In hamlets where there is no witness – one word against the other – violence/break-ins-damage/something should be done to help here. I know about it?

Roads – Using speed cameras on all approach roads into Helensburgh

Most crime in rural areas involves the over indulgence of alcohol. Perhaps preventative measures are needed – Upping the license fees to pubs etc.

Clean the beach and don't let dog owners use it as a dog Loo

To make parents more aware and responsible for there teenagers

If Tourism and hospitality employment maintains its high importance here economically then training and qualifications should be obtained here e.g. Dunstaffnage: catering schools: Management Course etc.

Rehabilitation projects both for the mind of the offender and his physical activities.

What do all of these Policemen do? Issue should be to reduce force by 50%!

Bad neighbours/noisy anti-social behaviour etc.

Comes under road safety – real need to curb 'boy racers' before they kill themselves or some poor soul who gets in their way

Underage drinking – I was brought up to take beer and wine and started drinking alcohol like most normal people do at around 6 – 7 years of age, alcohol with ones dinner. Thus I do not go "Mental" when able to get it for myself!

While road safety is of the utmost importance, constantly checking for speeding motorists seems excessive of time spent on this. Police presence visible on streets helps reduce many crimes.

Drug dealing

More Police manpower in rural areas?

Why do we not refer to adult "disorder"?