

# North Harris Trust

## *Community Consultation*

October 2012



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## **Introduction**

North Harris Trust (The Trust) manages the North Harris Estate on behalf of the community and aims to increase employment opportunities, address local housing needs, and protect and enhance North Harris' cultural and natural heritage. The Trust wanted to refresh a community consultation carried out in 2006.

The objectives of the consultation were to:

- Ensure the Trust is representative of the community.
- Seek feedback on the Trust's development work to date.
- Prioritise issues currently affecting the North Harris community.

## **Methodology**

The Pool consultancy adopted the following methodology in delivering this contract:

- Familiarisation with earlier consultation and discussion with North Harris Trust about the objectives and targets for the new consultation.
- Preparation of a draft questionnaire and advice on distribution and collection methodology.
- Establishment of a framework for collating raw data.
- Analysis and presentation of the results.

It was agreed with the Trust that the questionnaire would contain 7 sections:

1. Completed projects
2. Current Projects
3. Future Projects
4. Culture and Heritage
5. Customer Services
6. Community Challenges
7. Demographics

A copy of the final questionnaire is provided in Appendix I

## **Collecting Responses**

In September 2012 questionnaires were distributed to 355 households in the North Harris Trust area. By the 5<sup>th</sup> October 2012 deadline, 84 responses had been received, a return of 24%. This is considered a good response for a consultation such as this. The experience of the Pool with similar consultations shows that an expected response rate of 10-15% is usual without an incentive. Including a stamped addressed envelope and/or prize draw increases this to 20-25%.

The distribution included an invitation to join the trust and this attracted 7 new membership applications 5 of which were eligible. Also included was a request for volunteers which received 16 positive responses.

NOTE: throughout the document, as some people selected more than one answer for a question or did not answer all the questions in a section, percentages do not add to 100% in every case.

## Section I - Completed Projects

People were asked their opinion on projects that have been completed by North Harris Trust since 2006. They rated projects according to how strongly they felt the project had brought benefit to the community. They were asked to rate from 1, no benefit at all, up to 6, significant benefit. They were also able to select an option if they were unaware of a project or if they wished more information.

84 people answered all the questions. The question was split into three areas; Housing, Land Management and Development.

**Chart I**

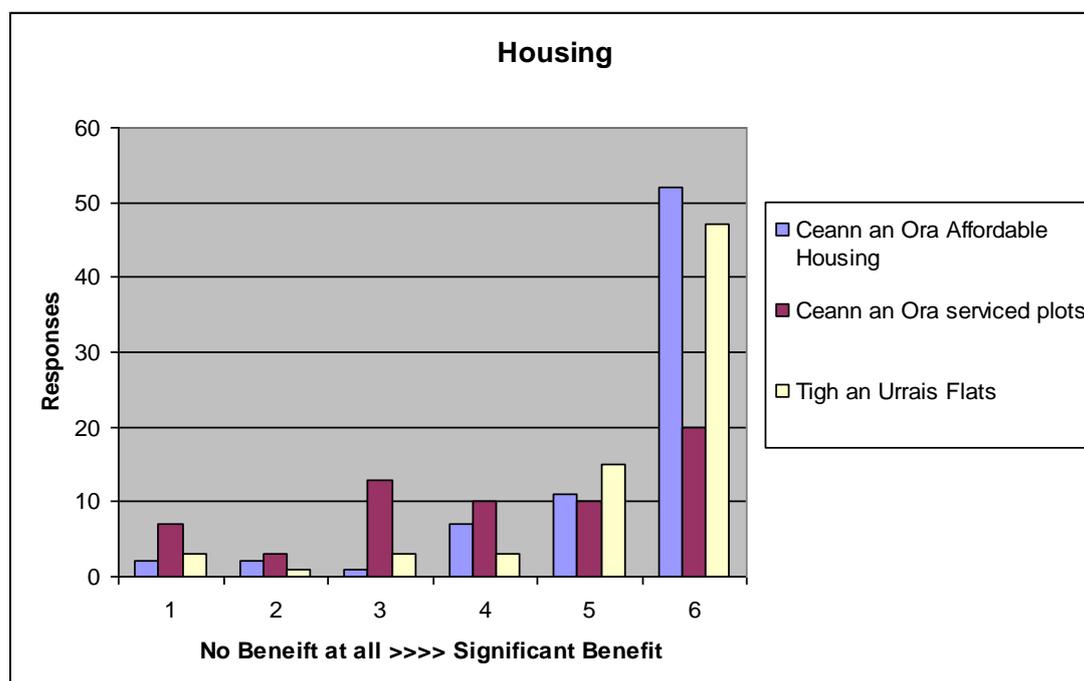


Chart I indicates that overall people felt that housing projects have been of benefit to the community.

Below is further analysis of the results, showing the percentage of responses against total returns.

| Project                         | Rated 6 | Rated 4-6 | Rated 1-3 | A - unaware | B - more info |
|---------------------------------|---------|-----------|-----------|-------------|---------------|
| Ceann an Ora Affordable Housing | 62%     | 83%       | 6%        | 7%          | 4%            |
| Ceann an Ora serviced plots     | 24%     | 48%       | 27%       | 18%         | 8%            |
| Tigh an Urrais Flats            | 57%     | 77%       | 8%        | 12%         | 1%            |

People were asked to comment, three people chose to do so relating directly to housing. These were:

- the house plots, who locally can afford them?
- serviced plots not in the best location
- Affordable housing site don't get much sunlight

The results indicate that people feel that providing affordable housing and flats for rent has brought benefit to the community particularly the Ceann an Ora Affordable Housing which received an overall supportive rating of 83%.

The result is less positive for the serviced plots and 18% were unaware of this project. However 48% of people were supportive of the plots as they rated this project 4 or above. The few comments received relating to housing gives an indication of the reasons why support is not as strong for the plots as demonstrated for the affordable housing and flats.

**Chart 2**

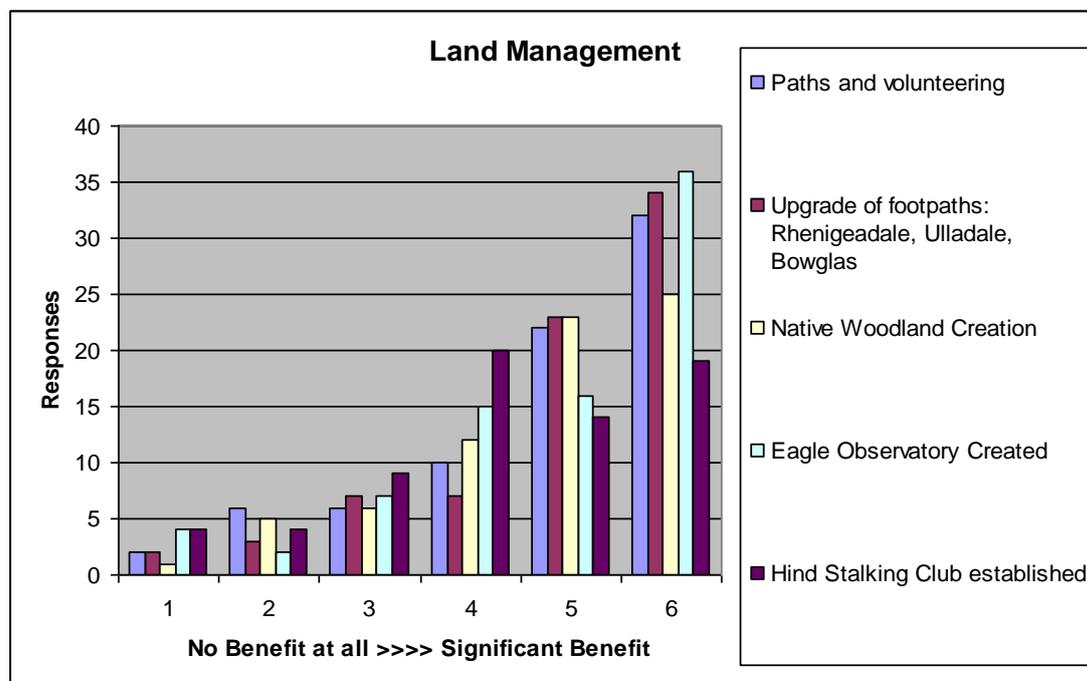


Chart 2 indicates that overall people felt that land management projects have been of benefit to the community.

Below is further analysis of the results, showing the percentage of responses against total returns.

| Project                  | Rated 6 | Rated 4-6 | Rated 1-3 | A - unaware | B – more info |
|--------------------------|---------|-----------|-----------|-------------|---------------|
| Paths and Volunteering   | 38%     | 76%       | 16%       | 4%          | 4%            |
| Upgrade of footpaths     | 40%     | 76%       | 14%       | 6%          | 6%            |
| Native Woodland Creation | 30%     | 71%       | 14%       | 11%         | 2%            |

|                    |     |     |     |     |    |
|--------------------|-----|-----|-----|-----|----|
| Eagle Observatory  | 43% | 80% | 15% | 4%  | 1% |
| Hind Stalking Club | 23% | 63% | 20% | 13% | 6% |

People were asked to comment, four people chose to do so relating directly to land management. These were:

- access to woodland and wildlife are of special importance
- volunteers are shipped in by John Muir Trust - few local volunteers
- I strongly object to the stalking club
- pay unemployed/youth £5 per hour and give food for work on path projects

The results show people feel land management has brought benefit to the community. The Eagle Observatory in particular was very well supported with 80% supporting this with a rating of 4 or above.

There was less support for native woodland creation as 13% were unaware of this project. However, a significant number of people were generally supportive of the project as 71% rated it 4 or above.

Fewer people were supportive of the Hind Stalking Club, as 13% were unaware of this project. However, 63% rated this project as 4 or above.

**Chart 3**

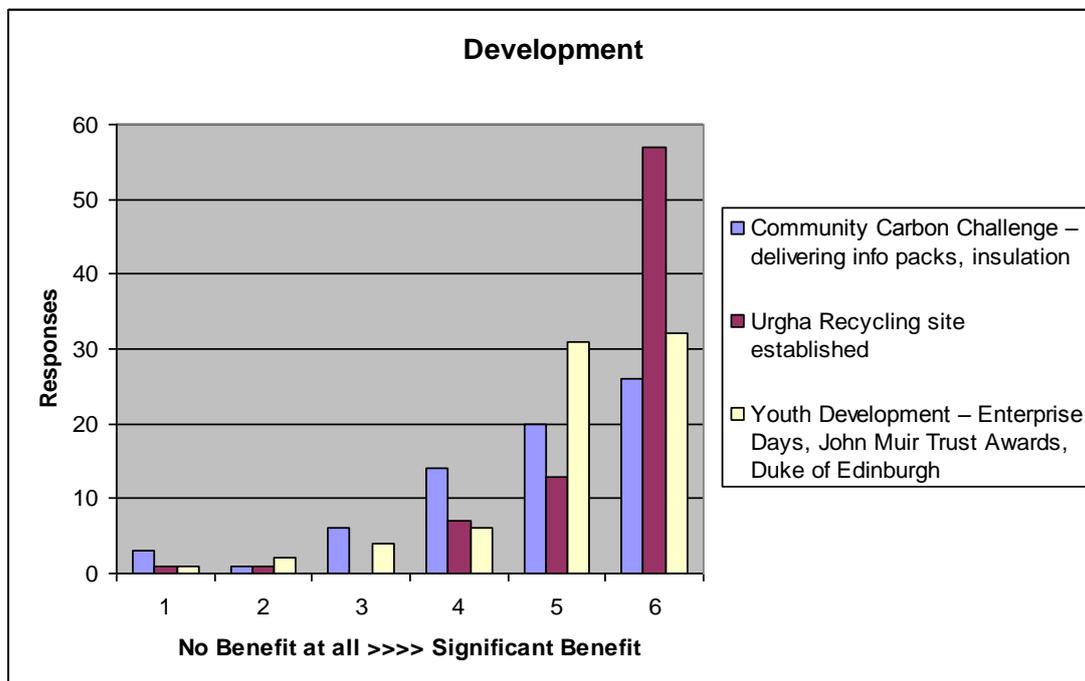


Chart 3 indicates that overall people felt that development projects have been of benefit to the community.

Below is further analysis of the results, showing the percentage of responses against total returns.

| <b>Project</b>             | <b>Rated 6</b> | <b>Rated 4-6</b> | <b>Rated 1-3</b> | <b>A - unaware</b> | <b>B – more info</b> |
|----------------------------|----------------|------------------|------------------|--------------------|----------------------|
| Community Carbon Challenge | 31%            | 71%              | 12%              | 12%                | 7%                   |
| Urgha recycling site       | 68%            | 92%              | 2%               | 4%                 | 0%                   |
| Youth Development          | 38%            | 69%              | 8%               | 14%                | 6%                   |

People were asked to comment; particularly if they had given a project a rating of 1 or 6. One person made comment relating directly to development.

- recycling project is fantastic

The results indicate people feel development projects have brought benefit to the community, particularly with regard to the Urgha Recycling site. Fewer people were aware of the Community Carbon Challenge and Youth Development projects although a significant number showed they were generally supportive of these as they rated them above 4.

### **Overview of Section I**

*Overall people felt that the projects implemented by North Harris Trust since 2006 have been of benefit to the community. Of particular note was the strong support for the Urgha Recycling site and the Eagle Observatory.*

*Where a higher proportion of people were unaware of a project it had the effect of reducing the ratings for that project. The projects which fewer people were aware of were; the Ceann an Ora serviced plots, native woodland creation and the Hind Stalking Club. However people still felt that these have been of benefit. When people were unaware of projects a higher number marked that they would need more information.*

*In addition to the direct comments on each section, several people made comments relating to their view of completed projects overall. These were:*

- *all projects have been of benefit*
- *all projects appear grant funded - need to be self funded*
- *I have not lived here long enough to know these projects and their impacts*
- *total waste of good money*

## Section 2 – Current Projects

People were asked what support they gave to current projects either underway or in the planning stage. People were asked to circle 1 if they didn't support a project and 6 if they strongly supported.

79 people answered this part of the questionnaire. The question was split into three areas; Economic Development, Renewable Energy and Land Management.

**Chart 4**

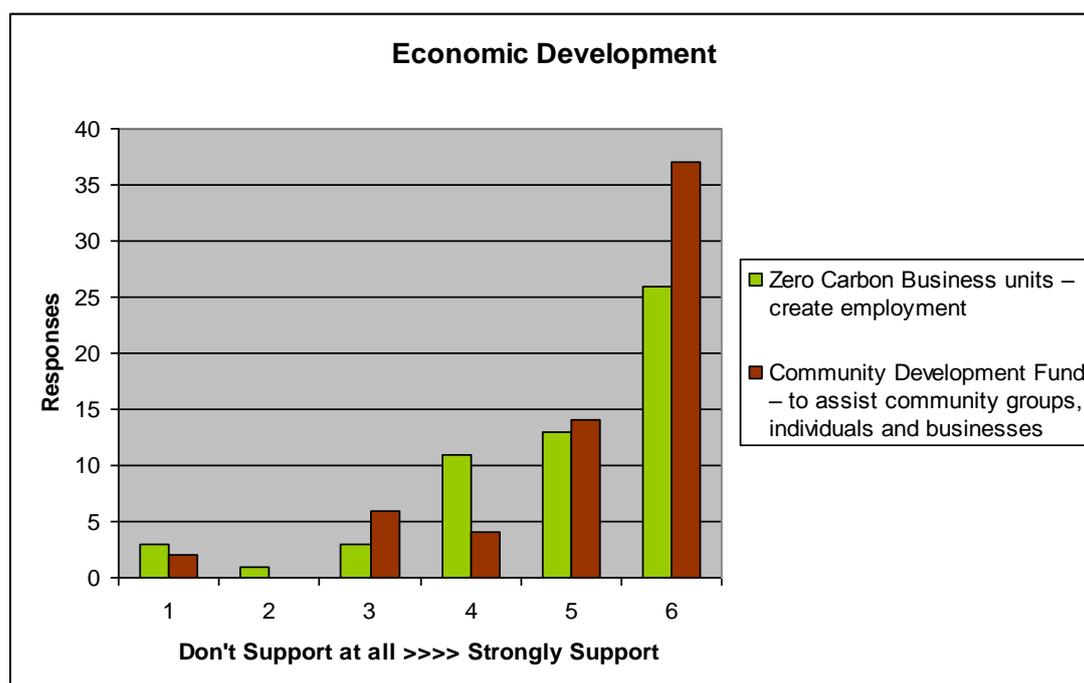


Chart 4 indicates that overall people support economic development projects.

Below is further analysis of the results, showing the percentage of responses against total returns.

| Project                    | Rated 6 | Rated 4-6 | Rated 1-3 | A - unaware | B – more info |
|----------------------------|---------|-----------|-----------|-------------|---------------|
| Zero Carbon Business Units | 33%     | 63%       | 9%        | 26%         | 5%            |
| Community Development Fund | 47%     | 69%       | 10%       | 15%         | 5%            |

People were asked to comment, four people chose to do so, relating directly to economic development.

- employment and help for small businesses are a must
- concern about demand for units
- zero carbon units are a risk - other units are sitting empty
- emphasis needs to be creating jobs and attracting businesses such as GSH

The results indicate that people are supportive of current economic development projects.

Some people did not know about the projects, particularly in the case of the zero carbon business units with 26% marking 'unaware' for this project. However, a significant number of those aware of the project indicated they were supportive as 63% rated this above 4.

**Chart 5**

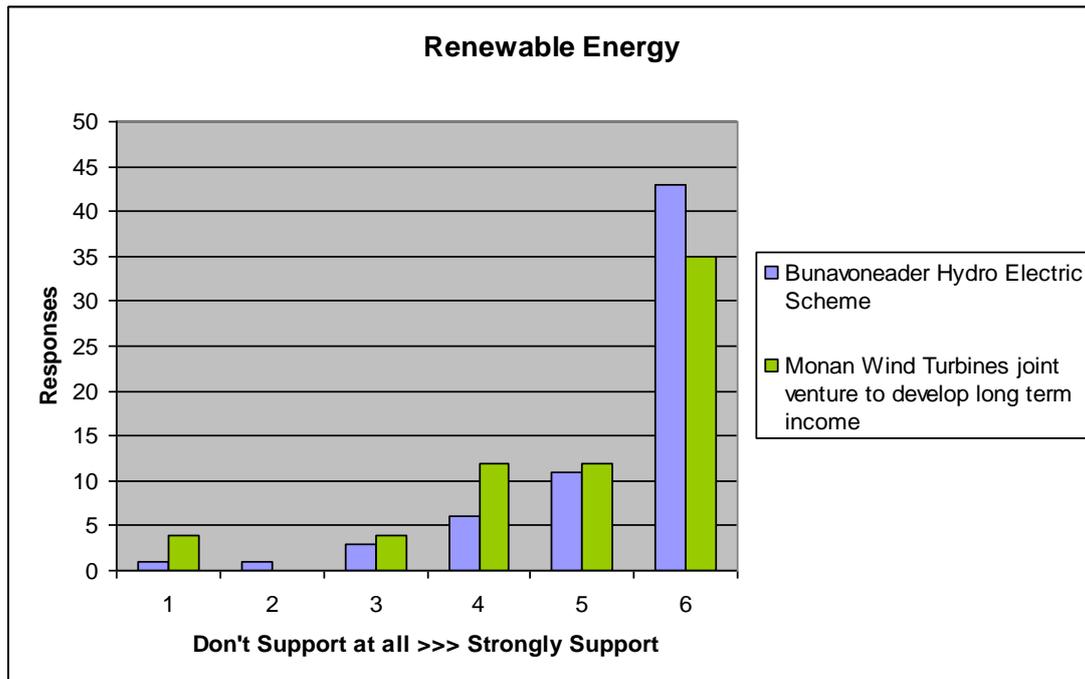


Chart 5 indicates that overall people strongly support renewable energy projects.

Below is further analysis of the results, showing the percentage of responses against total returns

| Project                            | Rated 6 | Rated 4-6 | Rated 1-3 | A - unaware | B – more info |
|------------------------------------|---------|-----------|-----------|-------------|---------------|
| Bunavoneader Hydro Electric Scheme | 54%     | 76%       | 6%        | 11%         | 8%            |
| Monan Wind Turbines joint venture  | 44%     | 75%       | 10%       | 10%         | 6%            |

People were asked to comment and two people made comment relating directly to renewable energy.

- Too many wind turbines already
- Turbines blight the landscape

The results indicate that people are generally supportive of current renewable energy projects. Some people were unaware of the projects. However, a significant number of those aware of the projects indicated they were supportive as they rated them above 4.

**Chart 6**

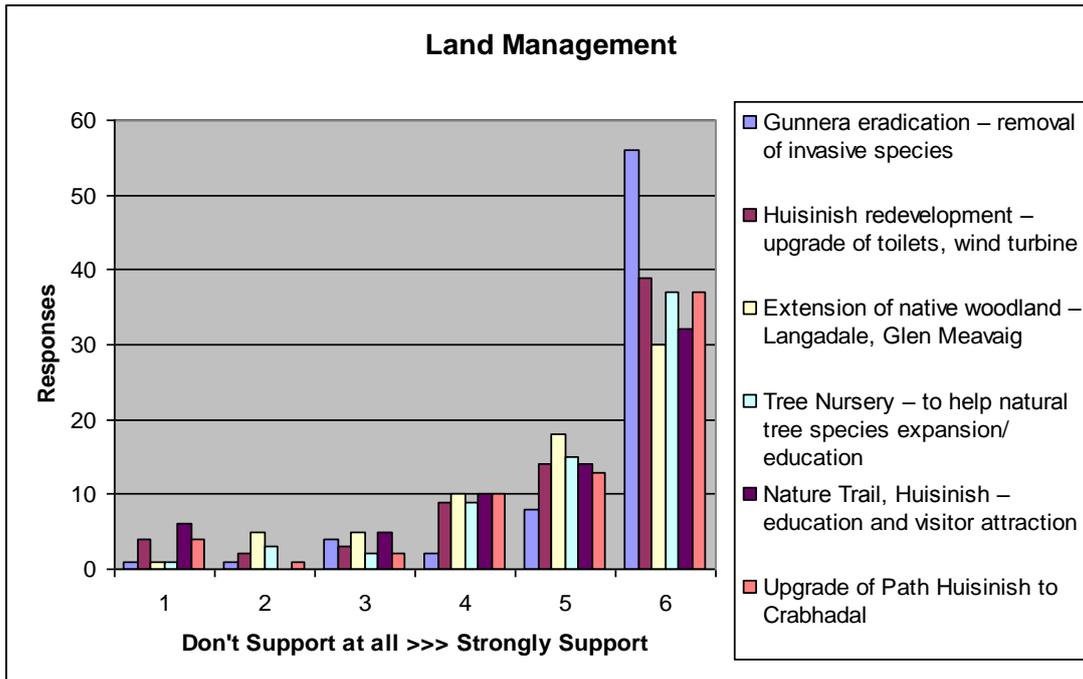


Chart 6 indicates that overall people strongly support land management projects.

Below is further analysis of the results, showing the percentage of responses against total returns.

| Project                                | Rated 6 | Rated 4-6 | Rated 1-3 | A - unaware | B – more info |
|--|---------|-----------|-----------|-------------|---------------|
| Gunnera eradication                    | 71%     | 84%       | 8%        | 11%         | 1%            |
| Huisinish redevelopment                | 49%     | 62%       | 11%       | 11%         | 3%            |
| Extension of native woodland           | 38%     | 73%       | 14%       | 11%         | 3%            |
| Tree nursery                           | 47%     | 77%       | 8%        | 15%         | 1%            |
| Nature Trail, Huisinish                | 40%     | 71%       | 14%       | 11%         | 1%            |
| Upgrade of path Huisinish to Crabhadal | 47%     | 78%       | 9%        | 11%         | 4%            |

People were asked to comment, eleven people chose to do so, relating directly to land management.

- Remove gunnera in Kyles
- More aggressive gunnera eradication
- Gunnera is spreading due to under-grazing
- Decreasing numbers of livestock are the reason for gunnera getting out of control
- Gunnera action needed around Macqueen St

- It will take years to eradicate gunnera -is it worth it? what about rhododendron and fuchsia
- Hushinish site being damaged. New facilities will make it worse
- Vandalism at Hushinish last year. Redevelopment is needed -requires careful consideration
- Trails/visitor centre will ruin the machair.
- Upgrade of Hushinish-Cravadale path most important
- Concerns of safety on some paths
- Land management helps the whole community
- I am very pleased to support any and all type of planting

The results indicate that people are supportive of current land management projects.

The gunnera eradication project was particularly well supported with 83% rating this over 4. Several people made suggestions about where the project might target next. The Hushinish projects also generated a number of comments.

15% of people were unaware of the tree nursery project. However, a significant number of those aware of the project indicated they were supportive as 73% rated this above 4.

## **Overview of Section 2**

*Overall people were supportive of current projects being carried out by North Harris Trust. The gunnera eradication project stood out as being particularly supported and many comments were made directing the Trust to areas where more eradication work could be carried out. Several people also volunteered to help with this project.*

*Where a higher proportion of people were unaware of a project this had the effect of reducing the ratings for that project.*

*A high proportion of people, 26%, were unaware of the zero carbon business units project but there was a good level of support as 63% of those who knew about it rated this 4 or above.*

*In addition to the direct comments on each section, several people made comments relating to their overall view of current projects. These were:*

- *Most projects very worthwhile*
- *Where is funding coming from?*
- *We consider all those that we have marked 6 to be excellent projects (note: economic development projects both marked 5 all others 6)*

### Section 3 – Future Projects

This section asked people to rate ideas that have been put forward by the Trust as potential projects for the future. They were asked to rate 1 if they didn't support a project up to 6 if they strongly supported it. It also asked people to give their own ideas for projects.

81 people answered a least part of this question. Responses to ideas put forward by the Trust are summarised in the table below.

**Chart 7**

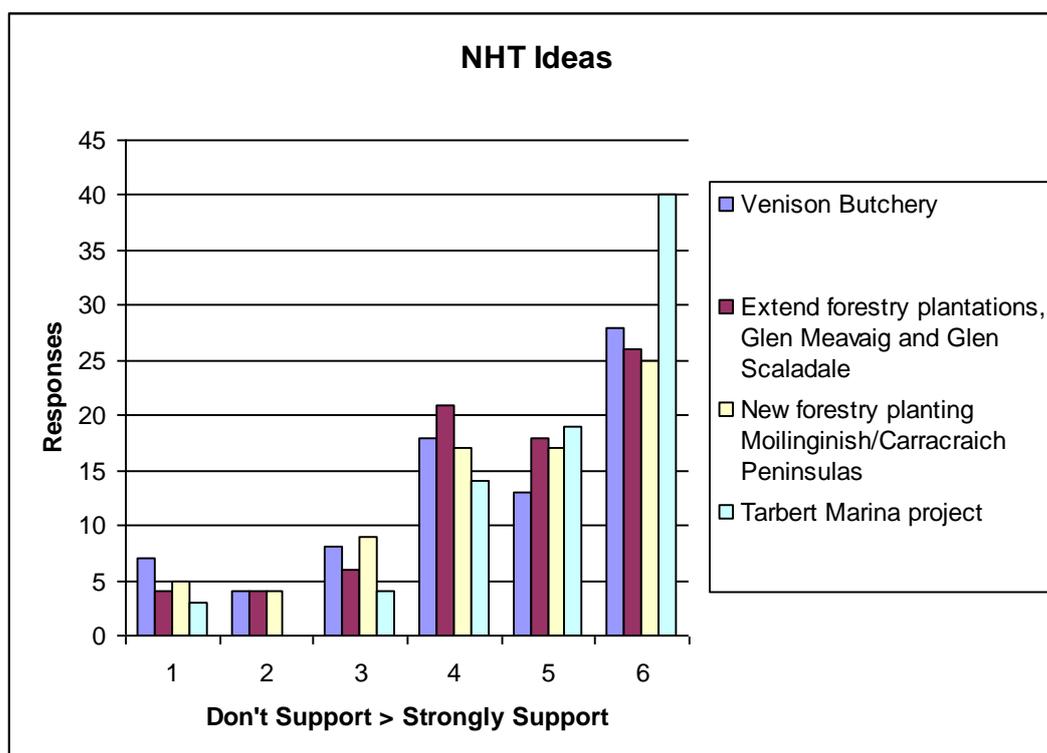


Chart 7 indicates that overall people support future project ideas.

Below is further analysis of the results, showing the percentage of responses against total returns.

| Project Idea  | Rated 6 | Rated 4-6 | Rated 1-3 |
|---|---------|-----------|-----------|
| Venison Butchery  | 35%     | 73%       | 24%       |
| Extend forest plantations, Glen Meavaig and Glen Scaladale  | 32%     | 80%       | 17%       |
| New forestry planting, Moilinginish/Carracraich penninsulas | 31%     | 73%       | 22%       |
| Tarbert Marina Project                                      | 49%     | 90%       | 9%        |

The Tarbert Marina Project and new forestry plantation were well supported with 90% and 80% respectively rating these above 4. All other ideas received a good level of support overall.

People were asked to put forward other ideas. These were categorised and collated. The results are listed below in descending order of number of responses.

- Economic 27
- Environmental 15
- Social 8
- Crofting 6
- Trust Administration 2

All ideas put forward are listed in Appendix 2

A wide diversity of ideas was put forward demonstrating that most people would like to see projects which contribute to the economic development of the area. The next most popular project category, environmental, received significantly less ideas demonstrating that economic development is the most important driver for respondents to the survey.

Some of the ideas can be attributed to more than one category but for simplicity the idea has been placed in the category where it is likely to have most impact.

### **Overview of Section 3**

*People were supportive of the future plans the Trust has in place. They were particularly supportive of the Tarbert Marina and extension to forestry plantations.*

*The many ideas put forward were strongly in favour of economic projects. A number of people gave ideas for future environmental projects.*



## **Ideas for additional events for the Harris Mountain Festival**

Several ideas were put forward for inclusion or changes to the festival:

- Move to July/August
- Food/cookery
- Link with other outdoor activity providers -fishing/golf
- Gala or open day
- Children's poetry competition
- Skiing
- Link with school "Walk on the Wild Side"
- Mountain bike events with a guide/ quad bike trips
- Moveable climbing wall event
- Peat cutting/dry-stone walling/Gaelic and its role in community
- Gaelic lessons for non speakers
- Taking part in sheep gathering off the hills
- Kite flying competition
- Mountain bike route
- Occasional concerts by local musicians could also be included in HMF

## **Ideas for other cultural events**

People put forward several ideas for additional events which would help to deliver the aims of the Trust.

- Unused crofts should be given to young people
- More about the history of Harris
- St Kilda museum
- Harris tweed woollen mill
- Like to know more about plants needed to make dyes for Harris tweed
- Eco-day. village wind turbines. Community lazy-beds
- Crofting courses and training for youth and open to older folk
- Upgrade or revamp community centre
- Gala week-cultural events, in summer
- NHT are already championing many great things
- Gaelic lessons
- Help crofters gather sheep from hill grazing

## **Gaelic Language - ideas for new ways to include Gaelic**

The Trust had provided two examples of what they are doing to include Gaelic in their work. People were asked to contribute other ideas they may have and to include the benefit that they felt their idea would bring.

| <b>New ideas</b>                                      | <b>Benefits</b> |
|---|-----------------|
| Staff should be Gaelic preferred                      |                 |
| Use Gaelic place names to describe the landscape more |                 |
| Bilingual leaflets                                    |                 |

|                                   |                                    |
|-----------------------------------|------------------------------------|
| Include Gaelic in the logo        |                                    |
| Gaelic classes                    | raise awareness                    |
| Intro classes throughout summer   | promote the language               |
| Gaelic lessons                    | to help incomers feel included     |
| Gaelic classes                    |                                    |
| Create a very simple Gaelic guide |                                    |
| Gaelic map of north Harris        | encourage visitors to learn Gaelic |

#### **Overview of Section 4**

*People were supportive of the Harris Mountain Festival and gave lots of ideas to include in future. In comparison to other projects within the questionnaire more were aware of the Festival with only 4% stating that they were unaware of the project. The event took place during September when the survey was taking place which may be the reason that more people knew about it.*

*Support for Crofting Connections for school children was not as strong and 12% were unaware of the project. However, overall people were supportive with 78% scoring this project 4 or more.*

*Several new ideas were put forward for promotion and inclusion of Gaelic in the work of the Trust.*

## Section 5 – Customer Services

The Trust wanted to determine how well they communicated with residents of North Harris. People were asked to mark whether they knew about the method of communication listed and indicate how often they used this method.

83 people answered this question. Some did not answer all parts of the question.

**Chart 9**

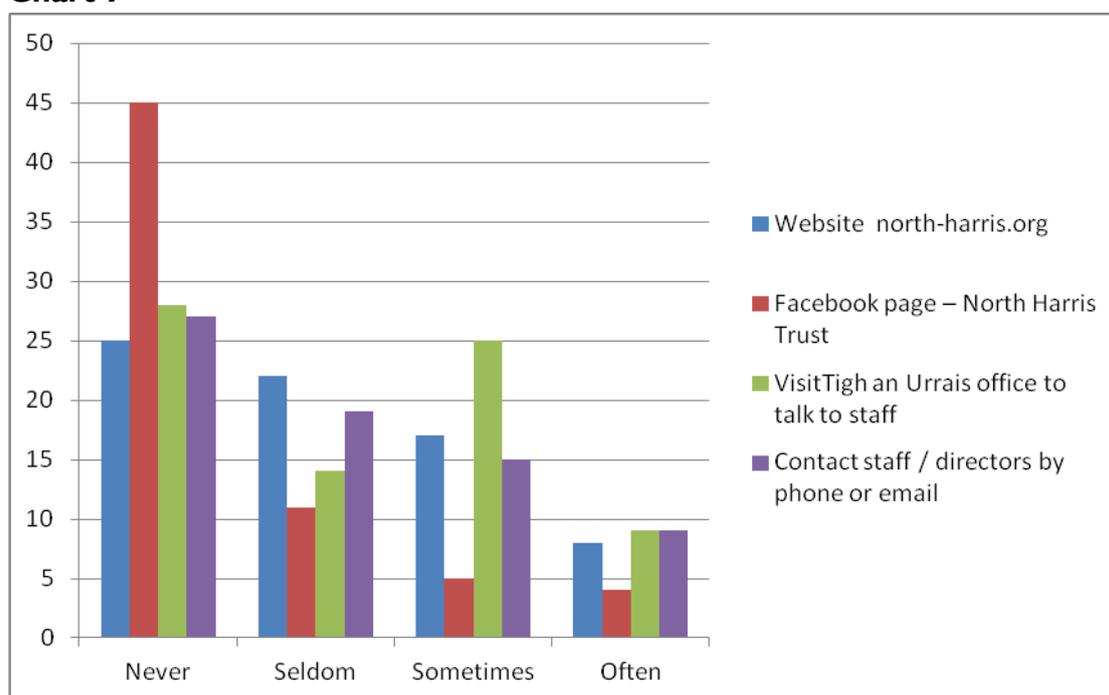


Chart 9 shows that many people seldom or never use the communication methods available, particularly in the case of Facebook.

The results are also listed below as percentage values against the total number of those answering all or part of this question.

| Method of Communication                     | Frequency of Use |           |        |       | Know about |
|---|------------------|-----------|--------|-------|------------|
|   | Often            | Sometimes | Seldom | Never |            |
| Website north-harris.org                    | 7%               | 20%       | 26%    | 30%   | 67%        |
| Facebook page – North Harris Trust          | 5%               | 6%        | 13%    | 54%   | 40%        |
| VisitTigh an Urrais office to talk to staff | 11%              | 30%       | 17%    | 34%   | 72%        |
| Contact staff /directors by phone /email    | 11%              | 18%       | 23%    | 32%   | 65%        |

Not everyone marked that they knew about a method, however if they had used a method seldom, sometimes or often it was assumed that they knew about it. A fairly high proportion knew about the website and ways to contact the staff and directors, however people were inclined to use these seldom or only sometimes. Only 40% knew about Facebook which is reflected in 54% of people who said they never use this method of communication.

People were also given the opportunity to give their own thoughts on ways the Trust could communicate with the community. Responses were categorised and summarised in the word cloud below. This has been created using an online Wordle cloud. The clouds produced give greater prominence to words that appear more frequently in the source text.



The above word cloud demonstrates that a newsletter was by far the most popular way people suggested the Trust could communicate. Using De Tha Dol to distribute this, and other information, was also popular. Other suggestions were to use Facebook or the website more often. Some people also suggested that the Trust post newsletters out rather than communicate electronically.

In the second part of Section 5 people were asked to respond to specific services the Trust delivers to the community. They were also asked their opinion on how well the Trust has delivered and how much they felt involved with the running of the estate.

**Chart 10**

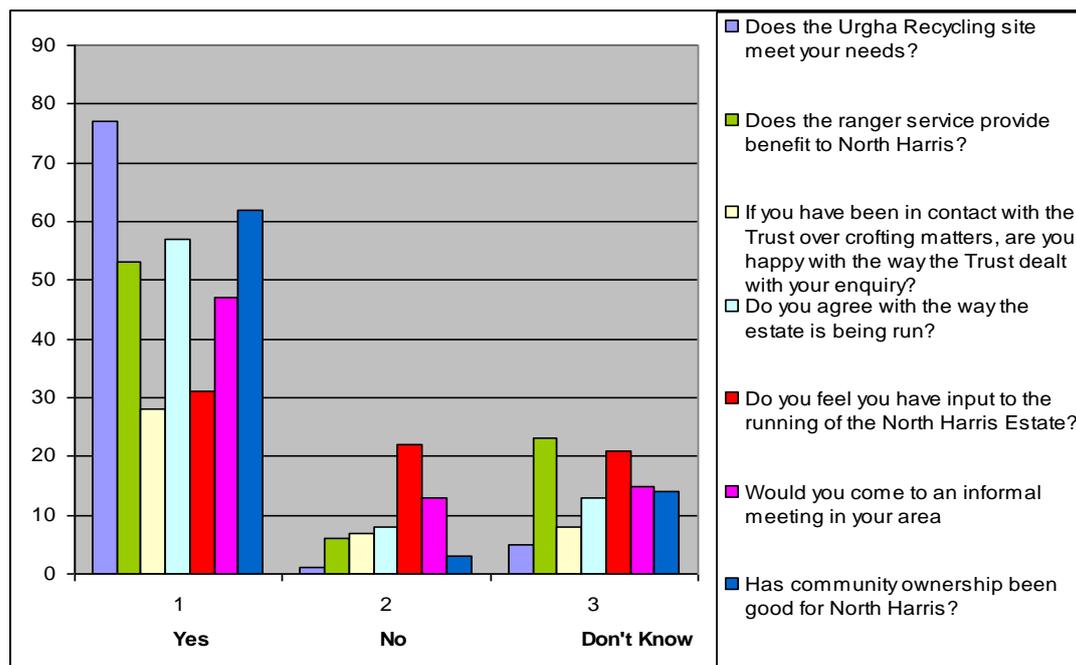


Chart 10 shows that most people answered positively. Detailed analysis of each question is listed below along with comments received.

### **Does the Urgha Recycling site meet your needs?**

83 people answered this question, 93% answered yes, 6% didn't know. This showed extremely strong support for this service as reflected in the responses in Section I. Comments received are listed below.

- Helpful staff
- High sided containers difficult to reach
- How did we manage without?
- Excellent service
- Location not ideal
- No car
- Rarely use but this may change
- Brilliant service first class
- Excellent

### **Does the ranger service provide benefit to North Harris?**

82 people answered this question, 65% answered yes. 28% didn't know. There is positive support for this service although there a lower percentage compared to recycling due to the higher number of people who did not know.

Comments received are listed below.

- Guided walks are excellent
- Never used him
- Kids know about him
- I suppose so
- Printed info very good
- Especially for the school kids
- Seems only interested in birds
- A waste of money
- New ranger Matt seems more people friendly
- Especially in terms of education and visitors
- Possibly an attraction for visitors

### **If you have been in touch with the Trust over crofting matters, are you happy with the way the Trust dealt with your enquiry?**

43 people answered this question, 65% answered yes. 18% didn't know. Many people did not answer this question or answered not applicable. It can be assumed that 43 people who responded to the questionnaire have engaged with the Trust with regard to crofting matter and 65% are satisfied with this service.

Comments received are listed below.

- Not willing to get involved with disputes
- Didn't feel supported at all

### **Do you agree with the way the estate is being run?**

78 people answered this question, 73% answered yes. 17% didn't know. This is a very positive response and the majority of people agreed with the way the estate is being run.

Comments received are listed below.

- Communication is important
- Seems to be doing well
- Too many chiefs, not enough Indians
- Unprofessional, insufficient consultation
- Would be better if there was support available for crofters
- It has its pros and cons

### **Do you feel you have input to the running of the North Harris Estate?**

74 people answered this question, 42% answered yes. 28% didn't know. The result of this question is inconclusive as a high proportion didn't know.

Comments received are listed below.

- Opportunity is there
- Would if possible
- Been working away from home
- Disconnected directors, lack of openness
- This survey is a good way of giving input
- Not yet but hope in the future

### **Would you come to an informal meeting in your area?**

75 people answered this question, 63% answered yes. 20% didn't know. Many more people would attend an informal meeting than said they would not. 20% didn't know and the comments below give an indication as to some reasons why.

Comments received are listed below.

- If issue relevant
- Depends on subject
- Don't think so
- Waste of time
- If possible
- Health not good
- Last meeting failed to disclose important planning application affecting the area
- Depends where and when

### **Has community ownership been good for North Harris?**

79 people answered this question, 74% answered yes. 18% didn't know. A high proportion of people feel that community ownership has been a good thing.

Comments received are listed below.

- Wasn't here beforehand
- For crofting matters better having local landlord

- No better than before -no impact on me
- Probably no better than before
- Feel more community involvement would be better
- Tribal warfare
- I think the community has more interest and enthusiasm now
- Haven't been here long enough
- The very opposite

## **Overview of Section 5**

*People are positive about the way that the Trust communicates with the community but would prefer information to be disseminated through a regular newsletter and the local press. Some people also mentioned online communication such as the website and Facebook page and direct mail was requested by a few.*

*The Urgha Recycling site received strong support with 98% saying that the site meets their needs. The ranger service also received positive support with 65% saying it was of benefit to the community. The way the Trust deals with crofting matters also received 65% positive returns although only 43 had been in touch about this.*

*When asked specific questions about whether they felt community ownership had been good for North Harris 74% felt it had and 73% of people were happy with the way the estate is run.*

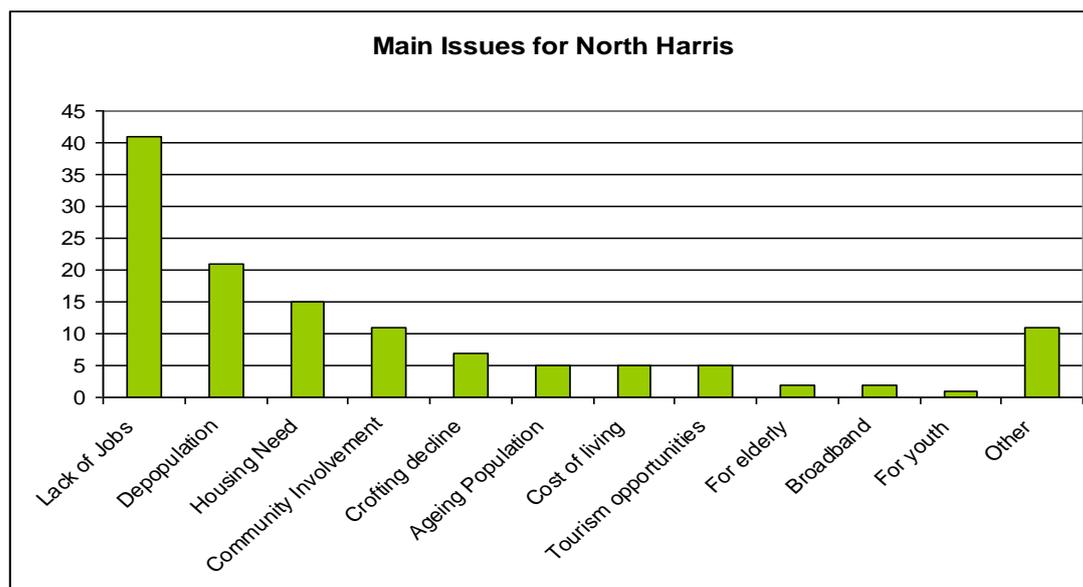
*How people felt about whether they had input to the running of the estate was inconclusive as 28% said that they didn't know and only 42% said yes. When asked if people would attend informal meetings in their area about the Trust, 63% were positive about doing so. Several said they would require good information on what a meeting was about before they would attend.*

## Section 6 – Community Challenges

People were asked to list what they thought were the 3 main issues facing the community of North Harris.

59 people answered this question giving a total of 127 responses relating to the issues people see as being important to North Harris. These were categorised and ranked in order of responses relating to a similar issue. The response categories are illustrated below in descending order of importance.

**Chart 11**



This chart shows that lack of jobs and depopulation is a concern for many. The lack of housing, community involvement and decline in crofting were also highlighted as main issues.

A full list of all responses can be found in Appendix 3.

### Overview of Section 6

*People were very concerned about the lack of employment opportunities which in turn led to depopulation as people, particularly younger people moved away. This is reflected in analysis of the responses in section 2 where people were supportive of economic development projects even if they did not know a lot about the detail of a project. People were also concerned about the availability of reasonably priced housing linking this to the issue of depopulation.*

*Several people commented on community involvement both positively and negatively. Comments were mainly concerned with the Trust maintaining or boosting community spirit.*

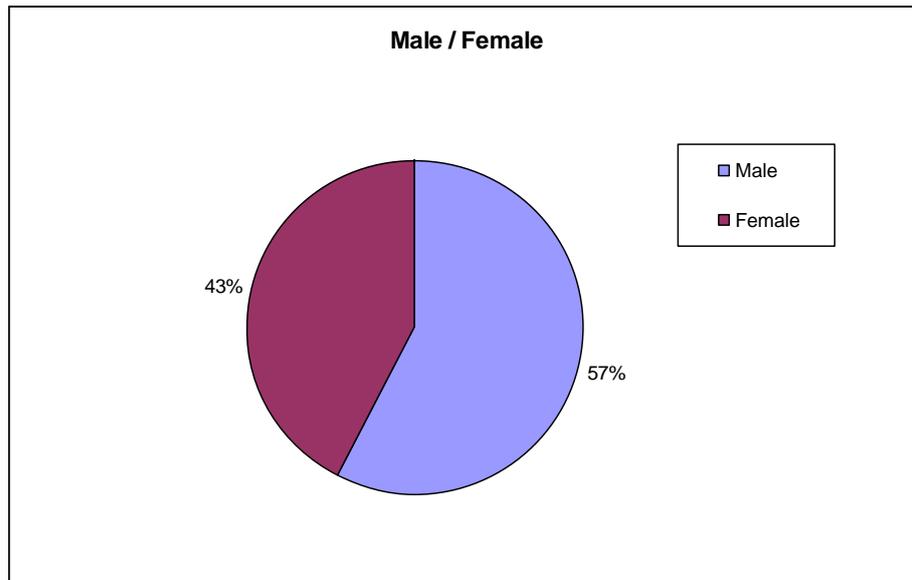
*There were fewer comments around other issues however some people were concerned about the decline in crofting, linking this to depopulation, and others concerned over the issue of an ageing population.*

## Section 7 – Demographics

The questionnaire gave people the option to complete a few questions about themselves so that a general overview could be formed about the respondents.

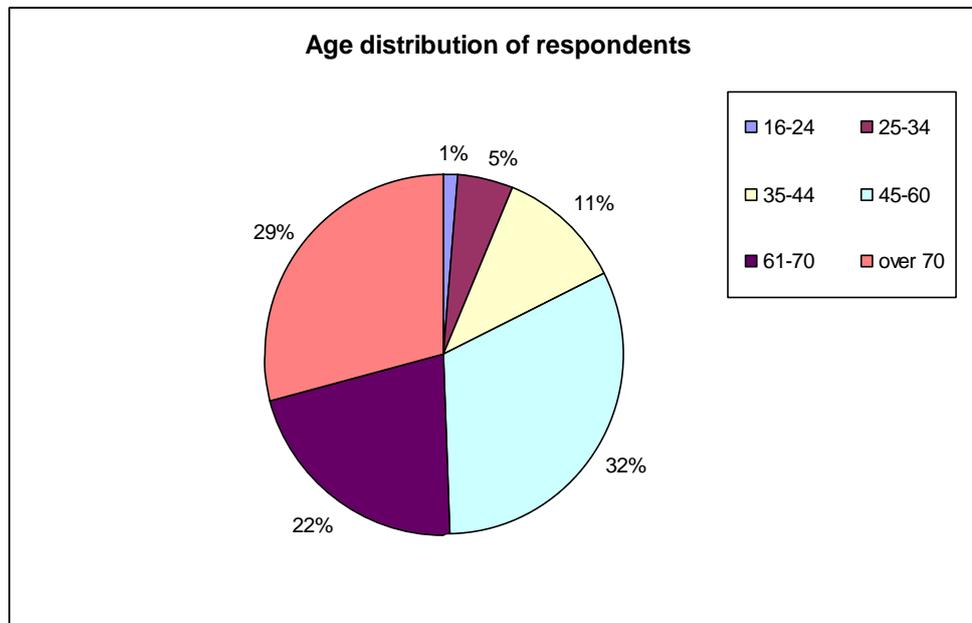
The pie charts below show the results of 78 people who completed at least part of this section. Not everyone completed every part of the section.

**Chart 12**



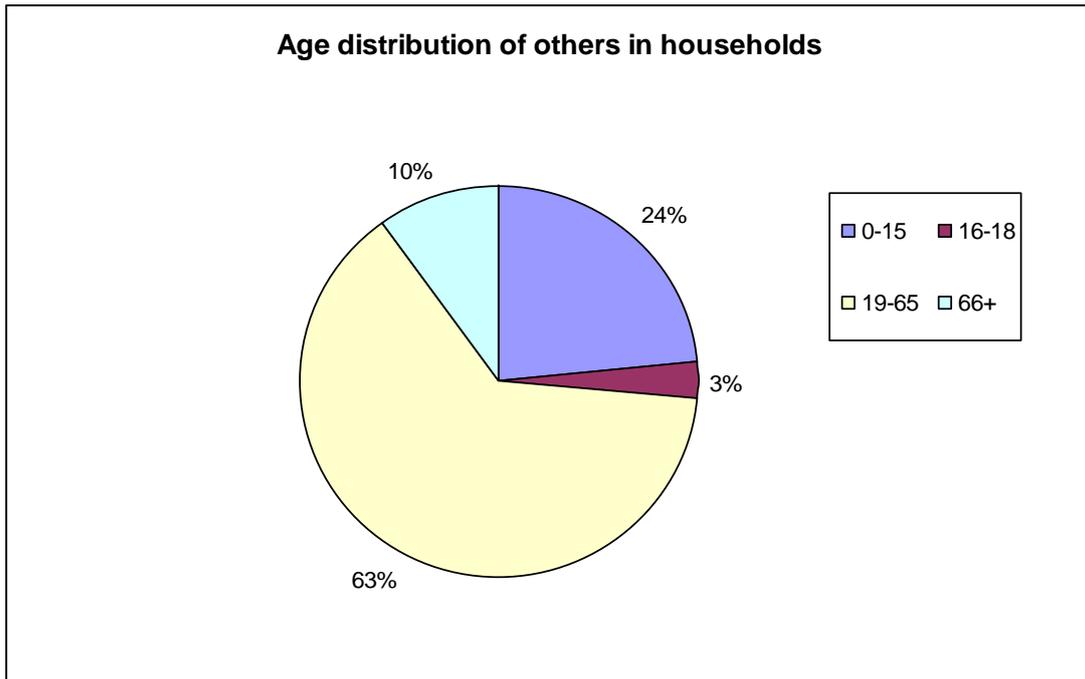
Slightly more men completed the questionnaire than women.

**Chart 13**



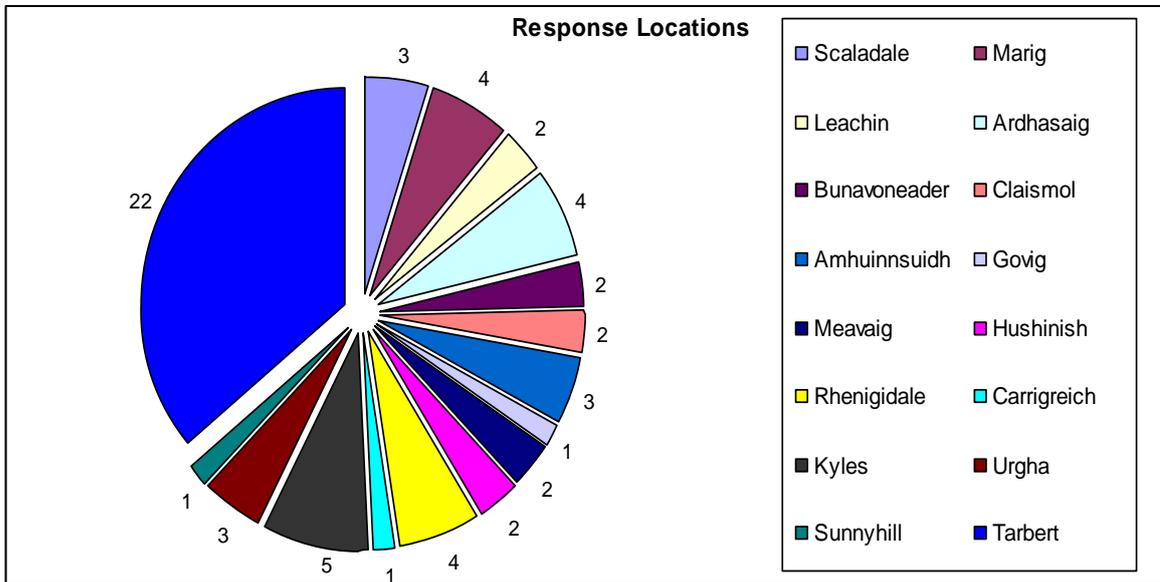
There was a relatively even split across age groups over 44. Younger members of the community were less likely to have completed the questionnaire.

**Chart 14**



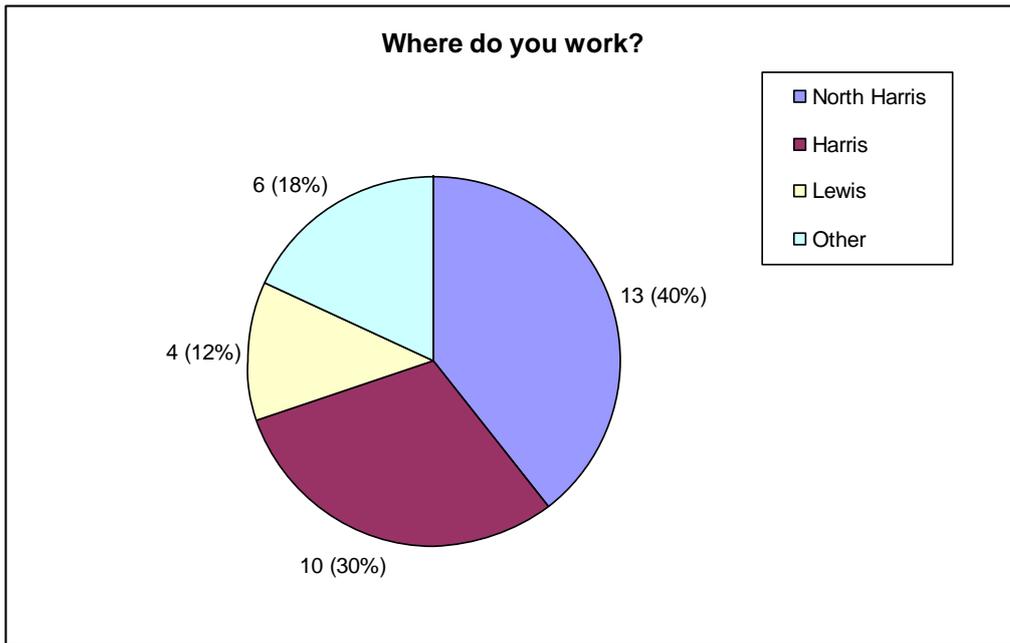
The adult age group, 19-65, is by far the biggest group of others living in the household. However there is also a significant number of children under 15.

**Chart 15**



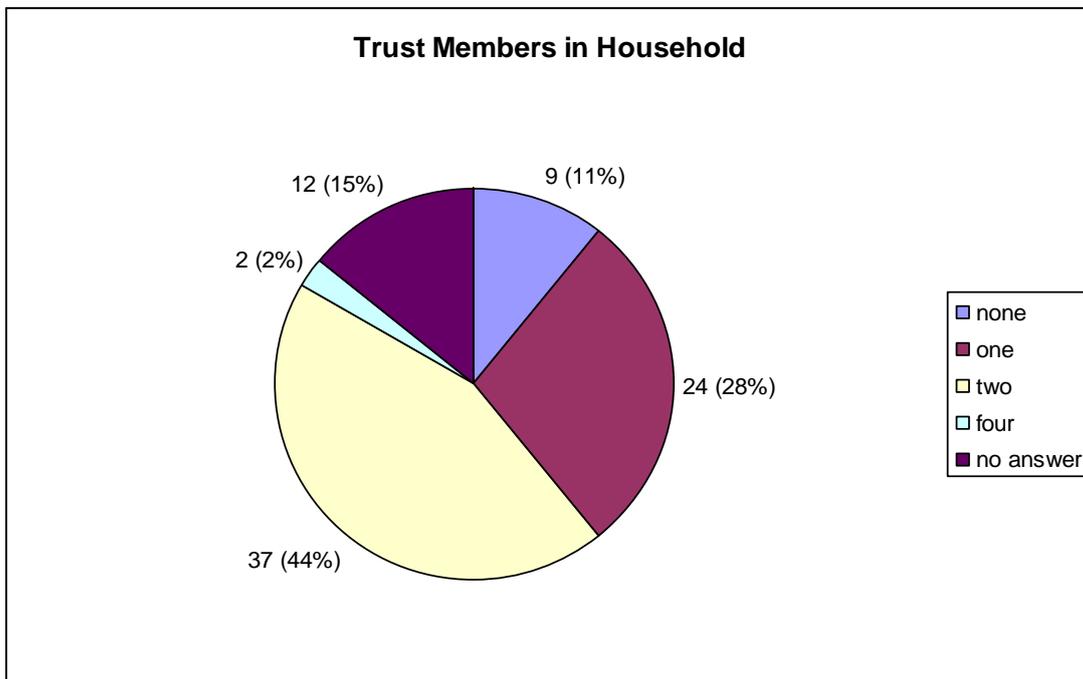
62 people entered post codes which were then linked to the names of settlement. All Tarbert postcodes were amalgamated and show the highest response rate overall with 22 people returning questionnaires. Tarbert is the main settlement in Harris and therefore has the highest concentration of households.

**Chart 16**



The highest proportion of people returning questionnaires worked outside of North Harris.

**Chart 17**



71 people answered this question. 9 non members chose to complete this question and 13 who returned the questionnaire did not answer at all. These are shown in the pie chart above. The combined number of members represented within households was 106 or 30% of the total membership at the time.

## **Overview of Section 7**

*More men than woman completed the survey with a difference of 14%. There was a fairly even split between the age groups over 45. Only 15% of respondents were aged between 16 and 45.*

*There was a fairly even spread across the post code areas with a significant response from Tarbert which is the largest settlement in North Harris.*

*60% of respondents who are employed work outside of North Harris.*

*From the electoral role 533 people are eligible for membership of the Trust. There are currently 348 members which represents 65% of the total eligible. It follows therefore that a higher proportion of respondents were members of the Trust compared to the population as a whole with 63 of the 84 responses, 75%, having one or more Trust members in the household.*

## Conclusions

The survey results show that residents of North Harris are supportive of the work of the Trust particularly in respect of **economic development and provision of jobs**.

Most of the projects have good support particularly the existing **Urgha Recycling** site and future plans for **Tarbert Marina** which generated positive support of 92% and 90% respectively. Other well supported projects, with 80% or more positive responses were; Ceann an Ora Affordable Housing, the Eagle Observatory, gunnera eradication and extension to existing forestry plantations.

Some people were unaware of some projects and it was not possible for them to comment on these. In particular 26% said that they did not know about the **zero carbon business units** although 63% of those who knew about the project were supportive. Other projects with over 13% of people unaware were: Ceann an Ora serviced plots, Hind Stalking Club, youth development, tree nursery and Community Development fund. However these projects were still well supported, particularly where they have the potential to **deliver jobs** and help to **stop depopulation**.

When asked what they felt were the main issues for North Harris; **jobs, depopulation and housing** were very high on the list of responses. People also mentioned **community engagement** and **crofting decline** as being of concern.

Where people are aware of the methods of communication used by the Trust unfortunately they tend to seldom or only sometimes use them with a small percentage saying that they communicate often.

People wanted easier access to more information about what the Trust does and how they can contribute. A strong message came through that a large proportion, of people would prefer **a regular newsletter**, either by post, in the local press or online as the best way to inform the community and keep people engaged.

Throughout the survey people were given the opportunity to submit their own comments and ideas and the survey exercise itself appears to have **informed and engaged the community**. Lots of good ideas have been put forward for inclusion in future projects and to help develop existing ones.

A high proportion of respondents were members of the Trust, with 63 of the 84 responses, 75%, having one or more Trust members in the household. This compares to 65% of eligible residents who have chosen to become members of the trust.

***The survey has provided a great deal of information which the Trust can use to develop its work further. It shows that there is support for the way the estate is being run and for economic projects that provide jobs. The report also highlights areas where the Trust could improve communication and engagement with the community.***

## APPENDIX I

### Section I – Completed Projects

North Harris Trust has delivered a number of projects since the 2006 community survey. The questions in this section relate to projects which have been completed and in operation for some time.

Please indicate below if you think the following completed projects have provided benefit for the local community by rating the project. Circle 1 if you think there has been 'No Benefit at all', rating up to a maximum of 6 for 'Significant Benefit'.

**Note:** Please check box A if you are unaware of the project or check box B if you feel you need more information to allow you to comment.

| Completed Projects   | No Benefit at all >>>> Significant Benefit |   |   |   |   |   | A<br>Unaware | B<br>More info |
|--|--|---|---|---|---|---|--------------|----------------|
| <b>Housing</b>   |  |   |   |   |   |   |              |                |
| Ceann an Ora Affordable Housing  | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Ceann an Ora serviced plots  | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Tigh an Urrais Flats   | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| <b>Land Management</b>   |  |   |   |   |   |   |              |                |
| Paths and volunteering   | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Upgrade of footpaths: Rhenigeadale, Ulladale, Bowglas                          | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Native Woodland Creation   | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Eagle Observatory Installed  | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Hind Stalking Club Established   | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| <b>Development</b>   |  |   |   |   |   |   |              |                |
| Community Carbon Challenge – delivering info packs, insulation                 | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Urgha Recycling Site established   | 1  | 2 | 3 | 4 | 5 | 6 |              |                |
| Youth Development – Enterprise Days, John Muir Trust Awards, Duke of Edinburgh | 1  | 2 | 3 | 4 | 5 | 6 |              |                |

**Please feel free to add comment in this box, particularly if you felt that any of the projects had 'Significant Benefit' or 'No benefit at all' to the community.**

## Section 2 - Current Projects

Please tell us if you support our plans for the following projects. All are either underway or in the planning stage. Circle 1 if you 'Don't Support' a project rating up to a maximum of 6 if you 'Strongly Support'.

**Note:** Please check box A if you are unaware of the project or check box B if you feel you need more information to allow you to comment.

| <b>Current Projects</b>   | <b>Don't Support at all &gt;&gt;&gt; Strongly Support</b> |   |   |   |   |   | <b>A</b><br>Unaware | <b>B</b><br>More info |
|---|---|---|---|---|---|---|---------------------|-----------------------|
| <b>Economic Development</b>   |   |   |   |   |   |   |                     |                       |
| Zero Carbon Business units – create employment                                      | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Community Development Fund – to assist community groups, individuals and businesses | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| <b>Renewable Energy</b>   |   |   |   |   |   |   |                     |                       |
| Bunavoneader Hydro Electric Scheme  | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Monan Wind Turbines joint venture to develop long term income                       | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| <b>Land Management</b>  |   |   |   |   |   |   |                     |                       |
| Gunnera eradication – removal of invasive species                                   | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Huisinish redevelopment – upgrade of toilets, wind turbine                          | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Extension of native woodland – Langadale, Glen Meavaig                              | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Tree Nursery – to help natural tree species expansion/ education                    | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Nature Trail, Huisinish – education and visitor attraction                          | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |
| Upgrade of Path Huisinish to Crabhadal  | 1   | 2 | 3 | 4 | 5 | 6 |                     |                       |

**Please feel free to use this box to give more comment, particularly if you marked 'Strongly Support' or 'Don't Support' to any of the projects.**

### Section 3 - Future Projects: we want YOUR ideas

In the first table below are examples of ideas we are looking at developing in the near future. Please let us know if you support these in the same way as the question in Section 2.

Please use the second table below to give us your ideas for future projects on North Harris. Please focus on the aims of North Harris Trust (see below) in answering this question.

*“The Trust aims to increase employment opportunities, address local housing needs and protect and enhance the cultural and natural heritage of North Harris.”*

| <b>What is the NHT Idea?</b>                                 | <b>How will this benefit the community of North Harris?</b> | <b>Don't Support at all &gt;&gt;&gt; Strongly Support</b> |   |   |   |   |   |
|--|---|---|---|---|---|---|---|
| Venison Butchery   | Economic benefit, herd management, tourism                  | 1   | 2 | 3 | 4 | 5 | 6 |
| Extend forestry plantations, Glen Meavaig and Glen Scaladale | Economic, wildlife biodiversity, recreational access        | 1   | 2 | 3 | 4 | 5 | 6 |
| New forestry planting Moilinginish/Carracraich Peninsulas    | Economic, wildlife biodiversity, recreational access        | 1   | 2 | 3 | 4 | 5 | 6 |
| Tarbert Marina project                                       | Economic benefit, tourism, local facility                   | 1   | 2 | 3 | 4 | 5 | 6 |

| <b>What is your idea?</b> | <b>How does it help North Harris?</b> |
|---------------------------|---------------------------------------|
|                           |                                       |
|                           |                                       |
|                           |                                       |
|                           |                                       |
|                           |                                       |
|                           |                                       |

## Section 4 – Culture and Heritage

“The Trust aims to generate awareness, understanding and appreciation of the cultural heritage of North Harris including the Gàidhlig language.” The following section asks you about projects we are developing which will help towards this aim.

Please rate the following projects with regards to their benefit to the community living in North Harris. Circle 1 for ‘No Benefit’ up to a maximum of 6 for ‘Huge Benefit’ **Note:** Please check box A if you are unaware of the project or check box B if you feel you need more information to allow you to comment.

|   | No Benefit >>>>>> Huge Benefit |   |   |   |   |   | A<br>Unaware | B<br>More info |
|---|--------------------------------|---|---|---|---|---|--------------|----------------|
| Crofting Connections – introducing SI pupils to Crofting              | 1                              | 2 | 3 | 4 | 5 | 6 |              |                |
| Harris Mountain Festival – encouraging more people to discover Harris | 1                              | 2 | 3 | 4 | 5 | 6 |              |                |

**Please list here any additional events you would like to see included in the Harris Mountain Festival.** [www.harrismountainfestival.com](http://www.harrismountainfestival.com)

**Please list here any other cultural events or projects that you think would be of benefit to the North Harris Community.**

**Gàidhlig Language** – Below is a list of services we have provided to ensure we include the Gàidhlig language in what we do. Please use the spaces provided to give us your ideas on what else we can include.

| Service provided                                   | Benefits   |
|--|--|
| A number of the staff and directors speak Gàidhlig | Helps to maintain Gàidhlig use in the community and raises awareness       |
| New pathways will have bilingual signage           | Raises awareness of Gàidhlig and educates people about Gaelic place names. |
|  |  |
|  |  |
|  |  |

|  |  |
|--|--|
|  |  |
|--|--|

**Section 5 - Communication**

The Trust tries hard to keep you informed and to encourage the community to contribute to our work.

Please tick the boxes in the table below to indicate the ways we communicate with the community that you know about, and then give an indication of how many times you use each one.

| Method of Communication  | Know about | Frequency of Use |           |        |       |
|--|------------|------------------|-----------|--------|-------|
|  |            | Often            | Sometimes | Seldom | Never |
| Website <a href="http://www.north-harris.org">www.north-harris.org</a> |            |                  |           |        |       |
| Facebook page – North Harris Trust                                     |            |                  |           |        |       |
| Visit/Tigh an Urrais office to talk to staff                           |            |                  |           |        |       |
| Contact staff/Directors by phone or email                              |            |                  |           |        |       |

|   |
|---|
| <p><b>What is the best way for North Harris Trust to inform you about what is going on?</b></p><br><br><br> |
|---|

**In the table below please tick the boxes to give your answer.**

|   | Yes | No | Don't Know | Please include any comments here |
|---|-----|----|------------|----------------------------------|
| Does the Urgha Recycling Site meet your needs?  |     |    |            |                                  |
| Does the ranger service provide benefit to North Harris?  |     |    |            |                                  |
| If you have been in contact with the Trust over crofting matters, are you happy with the way the Trust dealt with your enquiry? |     |    |            |                                  |
| Do you agree with the way the estate is being run?  |     |    |            |                                  |
| Do you feel you have input to the running of the North Harris Estate?   |     |    |            |                                  |
| Would you come to informal consultation meetings in your area?  |     |    |            |                                  |
| Has community ownership been good for   |     |    |            |                                  |

|               |  |  |  |  |
|---------------|--|--|--|--|
| North Harris? |  |  |  |  |
|---------------|--|--|--|--|

## Section 6 – Community Challenges

**What do you think are the main issues facing the community of North Harris?**

1

---

2

---

3

---

## Section 7 – And finally a wee bit about you

The survey is anonymous; however, it will help to interpret the responses we receive if we have an overview of respondents. We have therefore asked for some basic information about you here. It will not be possible for us to identify any particular respondent from this information and it is not compulsory that you complete this section.

Please tick the box against your answer from the selections below.

1. **Are you?**       Male       Female

2. **What age group do you fall into?**

16 – 24       25 – 34       35 – 44       45 – 60       61 – 70

over 70

3. **How many other people live in your household?** Enter the number against each category.

**Note:** If you are the only person in your household please leave this section blank.

\_\_\_\_\_ Children 0 – 15      \_\_\_\_\_ Young Adults 16 – 18      \_\_\_\_\_ Adults 19 – 65

\_\_\_\_\_ Older Adults 66 +

4. **What is your post code?** \_\_\_\_\_

5. **If you are in employment, where do you work?**

North Harris       Harris       Lewis     

Other \_\_\_\_\_

6. How many members of the Trust are in your household? \_\_\_\_\_

**PLEASE RETURN COMPLETED QUESTIONNAIRES USING THE ENCLOSED STAMPED ADDRESSED ENVELOPE BY 5<sup>TH</sup> OCTOBER 2012.**

**APPENDIX 2**  
**Ideas for future projects**

**Economic**

|  |  |
|--|--|
| deer stalking  | employ local gamekeepers   |
| High quality hotel   | increased tourism  |
| more wind turbines   | cheaper electricity  |
| move from a wholesale to retail economy  |  |
| campsite to tie in with Hebridean Way  | earns revenue/create employment  |
| visitor centre in tarbert  | focal point for visitors   |
| a bothy in the hills   | maximise on potential of ecotourism  |
| search for web-based job vacancies   | could keep residents on the island   |
| more outdoor sports  | bring people to Harris all year round                                      |
| shellfish sales outlet shop  | economic benefit and tourism   |
| cycle/running path   | recreational/ tourism use  |
| venison butchery   | to train young people  |
| laundry facility   | would help self-catering providers and tourists                            |
| promote high speed broadband   | provide infrastructure for home working                                    |
| concentrate on local produce meat, veg to be sold locally                            | training for young people  |
| serviced site for caravans   | some income for trust at the moment all parking for free                   |
| Create 2 full time posts for maintenance staff for fencing footpaths                 | creates employment and better value than contractors                       |
| help locals access funds to set up business  |  |
| water bottling plant   | jobs, raises profile, orb water  |
| caravan hook ups/showers/toilets/internet at infill                                  |  |
| serviced camping area  | encourage more tourists to stay in nh                                      |
| ban campervans and camping at Huisinish and find another site with less significance | would preserve machair and provides a service for campers                  |
| establish campervans parks away from sensitive areas and ban camping in Hushinish    | Preserves natural beauty/income for the trust/provide services for campers |
| keep contracted work local to Harris   | jobs to locals   |
| encourage employers to invest in Harris with maybe reduced rental rates for example  | employment and economic benefit  |
| Salmon & Trout Fishery   |  |
| building adventure playground for kids   | tourism  |

## Environmental

|   |   |
|---|---|
| Employ someone to upkeep Tarbert village                          | Looks good for tourists                                 |
| more litter bins  | tidier and cleaner                                      |
| upkeep the footpaths  | for tourists  |
| Tree Nursery  | encourage people to plant trees                         |
| switch from turbines to hydro electric power                      | less impact on the landscape                            |
| remove dangerous railway sleepers from Rhenigidale road           | would improve attractiveness of area                    |
| we are delighted to see so many good ideas for trees and wildlife | awareness of nature is an essential part of education   |
| grouse shooting   |   |
| Clean up campaign   | the rubbish looks bad for tourists                      |
| protect biodiversity  | its an important tourist attraction                     |
| facelift for Tarbert main street                                  | improve shopping experience and impression for tourists |
| round up feral cats   | would stop my cat getting attacked                      |
| another tourist attraction like observatory                       | longer stay increase our share of the wallet            |
| advising householders on native seeds                             | raising awareness/ foster growth                        |
| place emphasis on wave and tide power not wind turbines           | provides income without the environmental impact        |

## Social

|  |  |
|--|--|
| kite flying or surfing competitions              | make an annual event, perhaps as part of existing festival |
| a centre for youth 12-18 years olds              | makes NH more attractive to people moving here             |
| various remote path upgrades by local unemployed |  |
| whaling station interpretation centre            | teaches children about their heritage                      |
| Sunday toilet facilities                         | public service not currently available                     |
| Support voluntary/low-paid maintenance work      | Improves appearance of village                             |
| Huisinis-Breanish Ferry                          |  |
| community transport                              | better mobility  |

## Crofting

|                                       |  |
|---------------------------------------|--|
| encourage active crofting             | more active land use than passive forestry |
| crofting training                     | encourage young crofters                   |
| run crofting courses                  | keep crofts active                         |
| crofters co-op for local produce      | employment & revenue for crofter           |
| free up crofts                        | more active crofters and crofts            |
| run event on how to make crofting pay | how to diversify and make money            |

## Other

|                            |  |
|----------------------------|--|
| maximum term for directors | encourage more people to become involved |
|----------------------------|--|

|  |   |
|--|---|
| make it more known to locals what the trust do | people will feel more involved in the trusts projects |
| Community ownership is not the way forward     |   |

### **APPENDIX 3 - Main issues affecting North Harris**

#### **Lack of Employment Opportunities**

- employment
- lack of work, paid and voluntary
- lack of work
- lack of jobs
- jobs
- unemployment
- lack of employment
- lack of employment
- lack of employment
- lack of employment for young
- employment
- employment
- unemployment
- lack of full time employment
- lack of work
- lack of employment
- unemployment
- training for local youth
- local employment
- jobs
- unemployment
- employment
- unemployment
- lack of employment
- permanent jobs
- employment
- lack of employment opportunities
- lack of employment
- jobs
- employment
- employment
- employment
- lack of work
- providing adequate services to allow people make a living
- business opportunities

- unable to keep people here due to lack of jobs
- lack of employment
- unemployment
- employment
- few employment opportunities
- need more jobs

### **Concern about depopulation**

- depopulation
- depopulation
- population decline
- population decline
- depopulation
- keeping people here
- population decline
- depopulation
- depopulation
- declining number of young
- depopulation
- retention of young people
- falling population
- Dwindling/aging population
- population decline
- attracting young people/families to island
- encourage new people to settle here
- encouraging young people to stay
- attracting young people to the island
- young people leaving Harris
- keeping young people on the island

### **Housing concerns**

- housing
- need more sheltered houses
- lack of affordable housing
- housing
- affordable housing
- housing
- lack of affordable housing
- housing
- housing
- housing
- housing
- affordable housing
- too many holiday homes
- empty properties

- affordable housing

### **Community Involvement**

- maintain interest/involvement of community
- lack of community spirit in Tarbert
- publicity/communication and marketing of NHT projects
- NHT employ mostly incomers to Harris
- lack of locals being involved
- lack of community spirit
- not enough emphasis on outlying areas
- Apathy
- retaining the community spirit
- boosting community spirit
- development hindered by increasing trend of community objections by vocal minority

### **Crofting Concerns**

- negative perceptions of crofting
- decline in crofting
- unused crofts
- real crofting is a thing of the past
- lack of interest in traditional crofting
- lack of interest in crofting
- decline of crofting

### **Ageing Population**

- ageing population
- ageing population
- ageing population
- ageing population
- high population of elderly

### **Cost of Living**

- high travel costs
- Higher cost of living
- fuel poverty
- escalating energy prices
- cost of living fuel etc

### **Tourism**

- importance of accessibility to great natural beauty
- encourage ecotourism
- encouraging tourism, focusing on revenue generation
- balancing tourism with good quality of life for residents

### **Activities for the Elderly**

- nothing for the elderly /disabled

- bodach shelter for daily use

### **Better Broadband**

- quality of broadband
- lack of adequate broadband provision

### **Activities for Youth**

- activities for youth

### **Other**

- availability of funding
- sustainable fisheries
- constrained resources
- Sunday observance
- climate change
- bad and wet weather
- council cut backs
- sustainable development
- this appears to be in hand - well done
- long term sustainability
- amenities
- public transport