

***Research Report - Needs of the Elderly and Vulnerable,
Including Young People in Glen Urquhart & Strathglass***



Needs of the Elderly and Vulnerable, Including Young People

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Needs of the Elderly and Vulnerable, Including Young People

Summary of Key Findings

Soirbheas is a community charity for Glen Urquhart and Strathglass committed to creating *a more vibrant, growing and greener community*.

Soirbheas undertook this research to establish the key needs of the elderly and Vulnerable, including young people in our communities.

The research took place over a six month period (December 2014 – May 2015) and identified key issues for each target group. The research identified that between the groups there were a number of commonalities particularly around these issues:

- Transport & Independence
- Money Worries
- Health and Diet
- Communication (including poor Broadband and Mobile provision)

It is proposed that next stage will be for a series of short, medium and long term projects be developed to address the key issues. The aim is that projects will be led by one or more of the key partners.

Background

Soirbheas is a community charity which was formed in 2009 to secure community benefits from local renewable projects in Glen Urquhart and Strathglass for the benefit of the community. The income generated is then available to be invested, through the Soirbheas grant programmes and by direct delivery, to generate a more vibrant, growing and greener community.

The Soirbheas catchment area is defined as the Community Council areas of Glen Urquhart and Strathglass which have a combined population of 2706. Children (0-15 years) account for 18.3% population, 62.4% are working age and 19.3% are pensionable age. As with many rural areas future predictions show a significant rise in the pensionable age although there has been a 2% growth in the working population (since the last Census in 2011).

Percentage change in population in Highland and Scotland, 2012-2037 (2012-based projections)



Glen Urquhart and Strathglass cover a combined area of 912sq km, Strathglass covers an area of 681sq km while Glen Urquhart covers 231sq km. There are disparities between the two communities and Soirbheas aims to creating long term cohesion and equality in quality of life in both areas. The majority of population are found in the two main

settlements of Drumnadrochit (15 miles from Inverness) and Cannich (27 miles from Inverness) with several smaller village settlements including: Balnain, Tomich and Struy which are found predominantly along the main public highway of the A831 (although Tomich is 5 miles from the A road). The remaining population of Glen Urquhart and Strathglass is located in rural remote properties situated along the several glens found in the area. The general terrain is one of rural landscape, with mountain ranges, lochs and far ranging glens.

*(*Note - figures above are based on Community Council 2011 census data)*

Scottish Neighbourhood Statistics show that three of the four data zones (population areas) that cover this charity's scope are classified as remote rural settlements.

The communities have one secondary school; Glenurquhart High School, located in Drumnadrochit which is serviced by the primary schools of Glenurquhart, Balnain and Cannich Bridge Primary and there are a number of public/community buildings including the Craigmonie Centre and the Glenurquhart Public Hall in Drumnadrochit, Balnain Hall in Glenurquhart and Cannich Village Hall in Cannich.

Sub Post Offices are located in Drumnadrochit, Cannich and Tomich. The bus services in Drumnadrochit and Cannich are available 5-6 days per week at limited times. Tomich bus service are available for 3 mornings a week and during term time there is limited availability to Drumnadrochit.

GP Services can be found in Drumnadrochit and a part time GP treatment surgery is held twice weekly in Cannich. There are no hospital services in the area and the nearest railway stations are in Beaulieu or Inverness.

The area has several churches and chapels located in the main settlements of Drumnadrochit and Cannich and the smaller settlements of Milton, Balnain and Struy.

There are a number of key businesses located within the area, a large number of which are connected to tourism. There are also a high number of Small to Medium Enterprises (SME's) providing a range of holiday accommodation from B&Bs to 5 star self-catering accommodation.

Other business types include several builders, working farms and numerous small and varied businesses including artisan producers. A large proportion of businesses in the glens are home based.

What is special about this area, apart from the scenery and wildlife, is the communities and individuals tenacity and determination to make the communities prosper. The desire to achieve Soirbheas' vision - to see a more vibrant, growing and greener community.

In March 2013 Soirbheas engaged its first Community Development Officer (CDO) for 2 days a week and in February 2014 the post was extended to 4 days a week. The role of the CDO includes raising awareness throughout the community of Soirbheas' projects via newsletters, website, working with the local schools, increasing membership, attending meetings of other established groups and organising events that promote the aims of Soirbheas. The CDO is also providing support to the board of Soirbheas and also acts as a facilitator to develop and deliver activities to achieve the above objectives. The Soirbheas grant programme was launched in April 2014 and £24,534 of funding was distributed to the communities in the first grant giving year.

Soirbheas grant giving needs to meet with the requirements of Social Investment Scotland (SIS) who provided the funding for Soirbheas to invest in the Corrimony wind farm project.

There are a number of objectives that Soirbheas is committed to delivering, and the business plan states the SIS objectives as being:

1. **Reduce fuel poverty** - Improving the energy efficiency of the housing within our communities to improve the quality of life of low income households, increasing their available income. We will also focus on housing stock of more than 50 years old, which accounts for a large percentage of housing within our area, as over 53% of houses in the area fail the SHQS Energy Efficiency Test (Scottish Gov.).

2. **Make the region greener** - Protecting our environment for future generations; as we live in an area of renowned natural beauty. Increasing the number of people aware of the effects of climate change and actively engaged in activities to limit this. Developing green tourism within the area.
3. **Enhance the attractiveness of the area for economic growth and investment** - Strengthening the local economy by encouraging new businesses to set up e.g. by improving broadband availability and reliability, encouraging people to support local businesses and creating employment/training opportunities for our young people reducing the need for them to leave the area to find all year round employment.
4. **Improve the quality of life for existing residents** - The quality of life of the elderly and vulnerable, including young people, within our community has improved. Enabling people to stay in their own homes for longer and for people to have equal opportunities in life.

To assist Soirbheas and its partners to meet objective 4 Soirbheas undertook an extensive consultation process across its communities to identify the needs of the elderly and vulnerable, including young people. Though an option was considered to utilise consultants to conduct the research process it was felt important, particularly to Soirbheas at this stage in the community development process, that it would be more beneficial that they take the lead in conducting the research. The skills and experience of CDO as well as the direct engagement with the wider community cannot be underestimated and would assist with identifying and developing partnerships. The research was conducted over a six month period from Dec 2014 – May 2015.

Purpose of the research

The aim of the research was to identify the needs of the elderly and vulnerable, including young people within the communities of Glen Urquhart and Strathglass and develop a partnership approach to address the key issues and needs of the groups over the next 5 years. People are key to creating a vibrant society and at whatever stage of life people have a valuable role to play within their community. It is also important to recognise that providing services for the elderly and vulnerable, including young people is not necessarily provided by one single organisation so partnership working is key to successful and improved delivery. One of the aims of this research was to increase partnership working which is aimed to result in development of a 5 year partnership delivery plan (see Partners and Partnership Working).

Consultation and Research Process

Soirbheas recognised that it was best placed to lead on the research, though partnership working was key to the approach taken. The starting point was to develop a series of questionnaires to use to undertake the research. The questionnaires shared common questions which help to determine the key issues in the communities and to address the needs and services of the elderly and vulnerable and young people within the communities of Glen Urquhart and Strathglass. It is acknowledged that this research involves a diverse range of the population, therefore the approach and methodology was tailored to suit and maximise the opportunity for engaging with the key groups.

This report is based on primary consultation carried out over a 6 month period as well as drawing on secondary research and data. The consultation was led by Carol Masheter, CDO for Soirbheas with assistance from Jo Ellen and valued support from all the partners (listed on page 4). The partners played an important role in helping to identify individuals/groups to engage with as well as playing an active role in the consultation/research process.

The consultation/research utilised a number of tools to gather information including 1:1 interview, working groups, focus groups and questionnaires (largely paper based with an option to complete them electronically). Despite the general view that people feel like they are over consulted we found that the majority of people were happy to take part in the consultation process. For data protection reasons the names of individuals who completed questionnaires has not been identified.

Number of Interviews/Questionnaires conducted

292 people took part in the research process:

23 Community/group/organisation questionnaires conducted – the majority of groups questionnaires were collected as electronic and paper copies with a few taking place as interviews.

51 Individual Elderly (55+ year olds) - interviews/questionnaires conducted through a range of visits to groups and circulating the questionnaire as a paper copy and electronic version. The majority of questionnaires were completed in one to one interviews.

172 Young people (11 – 18 years old) questionnaires – these were conducted at Glen Urquhart High School, with the pupils completing a paper copy similar to a census day. This questionnaire was adapted in consultation with the young people and tested out at the Young People's focus group.

46 Families of children (under 12) - this questionnaire was circulated via the primary schools and nurseries, the questionnaire was tested out at the Glen Urquhart Childcare Centre as part of an open day prior to circulation. The majority of responses were gathered electronically.

The sample questionnaires used for the research can be found in Appendix 3.

Focus Groups

Three focus groups were also conducted as part of the research, details of the discussion from the focus groups can be found in appendix 2. Two focus groups for elderly (in Cannich and in Drumnadrochit involving 15 each) and one for young people (at Glen Urquhart High School involving 16 young people 2 from each year group) took place as part of the research.



The first focus group took place in Cannich and was used as an opportunity to test out and develop the questionnaire as well as an opportunity to map services that are currently available in the community. It was decided at this point due to the complex issues around providing services for elderly people that 2 questionnaires would be required; one for individuals and another for those involved in providing services for elderly people within the communities.

Partners and Partnership Working

To address the many issues and/or provide all the services that are required to improve the quality of life of the elderly and vulnerable, including young people, within our community is complex and is the responsibility of a number of organisations/agencies. Soirbheas recognised the importance of partnership working to encourage community cohesion and sustainability. In terms of partnership development Soirbheas' role is to encourage partnership working, develop partnership projects and where appropriate to lead on partnership and projects should the need arise. The key partners listed below were involved in assisting with the research however it is envisaged that additional partnerships will be developed to assist in developing and delivering the 5 Year Delivery Plan. The role of the partners has been vital in the consultation process including developing the questionnaires, participating in working/focus groups to assist with dissemination and gathering of the questionnaires/surveys and interviews.

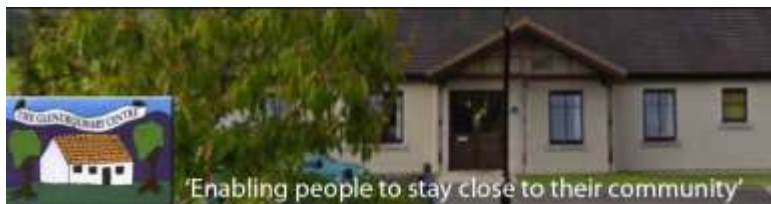
- Glen Urquhart Care Project & Care Centre
- Highlife Highland - Youth Service, Active Schools and Craigmonie Centre
- Glen Urquhart High School
- Glen Urquhart Childcare Centre
- Pastoral Care Group (Combined Churches Group)
- Primary Schools (Cannich, Balnain and Glen Urquhart)
- Community Councils (Glen Urquhart and Strathglass)
- Beaully Care project

Results - Key findings

Needs of the Elderly - Community Results

The top six issues or concerns in order of priority that representatives from groups (experienced or perceived to be) for the elderly scored as **worried - major concern** were:

- Feeling isolated or lonely
- Living with a long term illness or disability
- Transport or getting to places
- Having Independence
- Keeping physically active
- Keeping (a home) warm



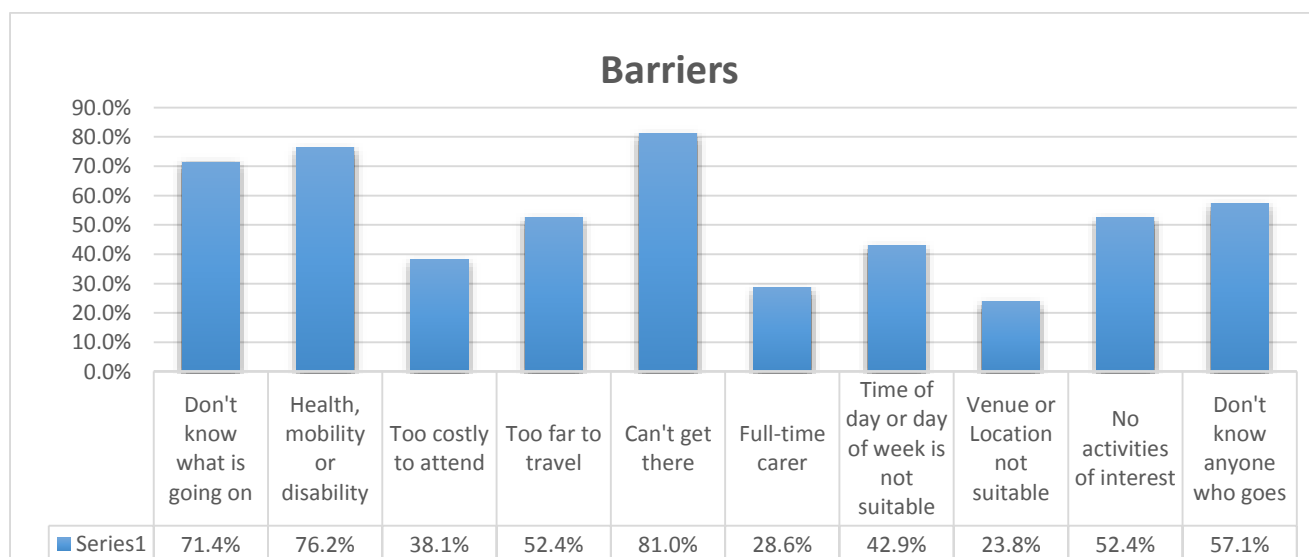
Issues and Concerns Summary (for full results see appendix 2)

Answer Options	3 - worried	4 - very worried	5 – major concern	Total Response	%
Feeling isolated or lonely	6	6	8	20	39%
Living with a long term illness or disability	6	7	5	18	35%
Transport or getting to places	5	2	11	18	35%
Having Independence	4	6	7	17	33%
Keeping physically active	9	6	1	16	31%
Keeping (a home) warm	3	10	2	15	29%
Eating a healthy diet or access to fresh food	7	5	2	14	27%
General Health	8	4	1	13	25%
A suitable place to live (house or location)	5	6	2	13	25%
Money worries	9	2	0	11	21%
How to maintain contact with family and friends	6	3	1	11	21%
Caring for a home or garden	6	2	1	9	18%
Caring for a partners or family member	1	5	0	6	12%
Caring for pets	2	3	0	5	10%

Barriers

The top 5 barriers for participation in activities are:

Can't get there	81.0%
Health, mobility or disability	76.2%
Don't know what is going on	71.4%
Don't know anyone who goes	57.1%
Too far to travel	52.4%
No activities of interest	52.4%



Needs of the Elderly - Individual Results

Five of the 51 people interviewed did not have any issues or concerns. The top six issues or concerns in order of priority that individuals scored between **worried - major concern** were:

- Living with a long term illness or disability
- Keeping physically active
- Keeping (a home) warm
- Transport or getting to places
- Having Independence
- Caring for a home or garden

Issues and Concerns of the Elderly Summary (for full results see appendix 2)

Answer Options	3 - worried	4 - very worried	5 - major worry	Total Response	%
Living with a long term illness or disability	3	11	4	18	35%
Keeping physically active	5	4	7	16	31%
Keeping (a home) warm	6	4	4	14	27%
Transport or getting to places	4	5	5	14	27%
Having Independence	3	4	5	12	23%
Caring for a home or garden	4	5	5	12	23%
General Health	6	2	3	11	21%
Feeling isolated or lonely	5	1	4	10	20%
Money worries	3	2	1	6	12%
Caring for pets	2	1	2	5	10%
Caring for a partners or family member	0	2	2	4	8%
Eating a healthy diet or access to fresh food	4	0	0	4	8%
A suitable place to live (house or location)	2	0	0	2	4%
How to maintain contact with family and friends	1	0	0	1	2%

Barriers

The barriers to participating in activities in the community:

Health, mobility or disability	53.3%
Too far to travel	46.7%
Can't get there	40.0%
Don't know what is going on	30.0%
Too costly to attend	26.7%
Venue or location not suitable	26.7%
Time of day or day of week is not suitable	26.7%
Don't know anyone who goes	20.0%
Full-time carer	10.0%
No activities of interest	6.7%

Travel and online services.			
Answer Options	Yes	No	Response Count
Do You drive or have access to a car?	36	15	51
Do you rely on public transport?	17	33	50
Do you live alone?	27	23	50
Do you ever use online/internet services?	24	25	49

Comparison of the top 6 concerns/issues (listed in order of priority)

Individuals	Community Group
1. Living with a long term illness or disability	1. <i>Feeling isolated or lonely</i>
2. Keeping physically active	2. Living with a long term illness or disability
3. Keeping (a home) warm	3. Transport or getting to places
4. Transport or getting to places	4. Having Independence
5. Having Independence	5. Keeping physically active
6. <i>Caring for a home or garden</i>	6. Keeping a home warm

Living with a long term illness or disability - for those that were worried about this, it was managing the illness as it progressed or worsened and for those that were well it was the fear of developing an illness that would impact on their own life, their partner's or their families. A number of people who currently drive are very concerned about suffering from an illness or disability that could prevent them from driving in the future. Over 53% of people felt their health, mobility or disability prevented them in taking part in activities.

Keeping physically active – for most people being physically active was very important to them, and for those with limited mobility preventing further decline was of equal importance to them. It was felt by a number of people that the range of physical group activities on offer for older people in the area was limited. A walking group and a fitness class were both options suggested. When you look at the barriers to participation 20% of the individuals felt that not knowing anyone else attending an activity was a barrier while the community scored that at 57%.

Keeping (a home) warm – This is likely to be related to the rising cost of keeping a home warm. As there is no option of mains gas the rising cost for oil, LPG and electricity costs, combined with a number of harsh winters over recent years are likely to see this as a growing concern for people in the future. The 'Minimum Income Standard for Remote Rural Scotland' report calculates how much it costs for people to live at a minimum acceptable standard in remote rural Scotland. It builds on research elsewhere in the UK on the Minimum Income Standard (MIS), which is based on the minimum budgets required by various types of household. The cost of living in rural Highland is 25% higher than compared to England. This is partly due to the costs of additional travel, but mainly caused by the higher cost of buying the same things as elsewhere, and the extra cost of keeping warm as the average temperatures are colder. Equally there are high numbers of hard to treat properties (traditional stone buildings) in the community which by their nature are difficult to insulate effectively and costly to heat.

Transport or getting to places – of those individuals surveyed 71% drive or have access to a car. However a number of concerns were raised about driving at night (in the dark) and driving in bad weather/road conditions which prevented them from taking part in evening activities and getting around safely in winter months. 33.3% relied on public transport, and most of those felt that the public transport was very limited in terms of frequency and limited destinations. A key need identified was getting to appointments including the hospital/doctors. 40% said that at a barrier to participating in activities was that they couldn't get there. Transport has also been identified as a key issue/need for young people in the area.

Having independence – the fear of loss of independence was a significant concern, though 53% of people indicated that this was not a concern for them and only 14% of the 27 that lived alone scored this as an issue. The research showed that a number of people, particularly those living alone had already prepared or made a choice in terms of

relocating to a suitable home, location or had moved in with family in preparation. As an issue or concern *having a suitable place to live* did not score highly as a concern.

Caring for a home or garden - a number of comments and concerns were made in relation to locating or sourcing reliable tradesmen and gardeners. The issues included reliability, confidence that the quote provided was accurate and quality of the work. A number of individuals couldn't find tradesmen that were prepared to take on small jobs. Also the worry of the home becoming neglected and falling into disrepair was raised. A number of people were struggling to maintain their gardens, which they were no longer able to, but still felt the responsibility/pressure to maintain an outside space.

Feeling isolated or lonely – Individuals did not score this as highly as the group/organisations in fact, only 27% score this as a concern which is much lower than the perception or experience of the groups and despite 52% of the participants living alone, only 14% of those individuals expressed *Feeling isolated or lonely* as a concern and only one of which scored this as a major concern. However this might be explained by the fact that those individuals consulted were able to get out an about and therefore isolation and loneliness was not of a concern to them. When you compare the barriers to participation again there is a variance in the scoring while 20% of the individuals felt that not knowing anyone else attending an activity was a barrier the community scored this at 57%. National figures show that in 2013, the suicide rate for males was more than three times that for females. Suicide rates generally increase with increasing deprivation, with rates in the most deprived areas of Scotland significantly higher than the Scottish average. Suicide rates in the most deprived decile were double the Scottish average.

Needs of Young People

Of the 172 young people that participated in the survey 155 stated they had concerns or issues. The top six issues or concerns are listed in order (scored as *quite worried* – *very worried*):

- **Slow internet access or poor mobile phone signal**
- **Getting a good education/grades**
- **Worried about health or wellbeing including keeping physically fit**
- **Money Worries**
- **Transport or getting to places**
- **Lack of opportunities to learn new skills e.g driving, coaching/leadership qualifications**



Issues and Concerns Summary (for full results see appendix 2)

Answer Options	2 - quite worried	3 - very worried	Response Count	%
Do you have slow internet access or poor mobile phone signal in your area?	19	41	60	67%
Do you worry about getting a good education or grades?	28	25	53	63%
Do you worry about your health or wellbeing including keeping physically fit?	25	7	32	55%
Do you worry about money?	24	6	30	43%
Do you have a problem with transport or getting to places?	14	15	29	39%
Do you feel there is a lack of opportunities to learn new skills? e.g driving, coaching/leadership qualifications	19	10	29	37%
Do you ever feel lonely?	11	10	21	35%
Do you worry about your diet or access to healthy food?	14	6	20	26%
Do you struggle to make friends?	8	7	15	25%
Do you feel pressured to do things you don't want to do?	10	3	13	21%
Do you have a family member with a long term illness or disability that you care for?	4	5	9	15%

What are the barriers that stop you from taking part in activities in the community?

Answer Options	Response Percent	Response Count
No activities of interest	47.7%	61
Time of day or day of week not suitable	32.8%	42
Don't know what is going on	31.3%	40
Don't know anyone who goes	30.5%	39
Too far to travel	24.2%	31
Can't get there or no public transport	19.5%	25
Too costly to attend	14.1%	18
Venue or location not suitable	10.2%	13
I have a health condition or disability that stops them from taking part	3.9%	5
Other (please specify)		14
answered question		128
skipped question		44

Slow internet access or poor mobile phone signal

Unlike past generations, young people of today are heavily reliant on internet and mobile connectivity to communicate with friends and family. 82% of the 172 stated that they had social media accounts (e.g. Facebook, Twitter & Snapchat). Present education systems depend highly on e-learning, therefore in an area that is known to have very patchy internet connection at best and many pockets of poor mobile phone coverage it is not surprising to find this as the highest issue of concern for young people.

Getting a good education/grades

There is ever increasing pressure on young people to achieve at a high level of education and the rising cost of leaving home to attend university is prohibitive for some families. The Curriculum for Excellence states “That every child and young person is entitled to personal support to enable them to gain as much as possible from the opportunities which Curriculum for Excellence can provide.” It states that – “All children and young people should have frequent and regular opportunities to discuss their learning with an adult who knows them well and can act as a mentor, helping them to set appropriate goals for the next stages in learning”. This provides opportunities to challenge young people's choices, which may be based on stereotypes. Young people themselves should be at the centre of this planning, as active participants in their learning and development.

Worried about health or wellbeing (including keeping physically fit)

Despite 67% of the 172 young people that completed the questionnaire stating that they took part in activities including a high level of sporting activities, young people today are concerned about their health. During the focus group sessions access to healthy eating options was also raised as a concern particularly during their leisure. Young people can experience a wide range of cognitive, biological and emotional changes as well as unique social transitions. All of these factors can impact significantly upon their health and wellbeing. In addition, many health behaviours are adopted during this time which continue into adulthood. Health improvement programmes targeted towards young people can play an effective role with regard to improving the health of the wider population. An increasing national awareness about the links to diet with preventing long term illness is much more prevalent and accessible than it was 10 years ago which may account for the increased awareness and concern that young people have about their long term health and wellbeing.

Money Worries

It is not clear from the research whether this is a pressure from home or money worries for the future in terms of student loans, securing employment, the National rising cost of living combined with the added costs associated with rural living. The ‘Minimum Income Standard for Remote Rural Scotland’ report calculates how much it costs for people to live at a minimum acceptable standard in remote rural Scotland. It builds on research elsewhere in the UK on the Minimum Income Standard (MIS), which is based on the minimum budgets required by various types of household. The cost of living in rural Highland is 25% higher than compared to England. This is partly due to the costs of additional travel, but mainly caused by the higher cost of buying the same things as elsewhere, and the extra cost of keeping warm.

34% of the 172 young people that took part in the survey had a part-time job of which 64% were aged over 12 years old.

Transport or getting to places

Of the 172 young people interviewed 93% had access to a car (including getting lifts from a family member). 73% used public transport though 29% said lack of transport was a barrier for taking part in activities in their community. Reasons for not using public transport included: their own or parents concern about safety, not pleasant to use and an infrequency or lack of service. Of the 172 that participated 27.3% never walked or cycled, which could largely be accounted for by the location of their home and the distance to travel was too far to make walking or cycling a viable option.

Do you use a bicycle or walk to: school, activities or to visit friends?		
Answer Options	Response Percent	Response Count
Never	27.3%	44
Occasional	20.5%	33
Regularly	19.9%	32
Daily	32.3%	52
<i>answered question</i>		161

Lack of opportunities to learn new skills

Whether informal or formal learning, it is widely recognised that lifelong learning can have a positive impact on life and mental health no matter what our age. Often having particular skills or experience can make us a more rounded individual as well as helping an individual stand out from others when seeking employment or help to choose a career path particularly for less academic young people.

Of the 172 young people surveyed only 14% indicated that they had a volunteer role and 77% indicated that they would be interested in a volunteer role. This is a potential opportunity to provide some of the new skills that young people might be interested in gaining as well as supporting the community to extend and develop new activities. The role of young people within our community needs to be recognised and opportunities for engaging with them improved. More intergenerational opportunities would help address this along with more formal and structured volunteer opportunities for young people that have a learning or accreditation opportunity linked to them.

30% of young people indicated that they don't know what is going on in their community and 30.5% felt not knowing anyone else at an activity would be a barrier for them to participate.

Needs of Children

Forty six parents/guardians took part in the on-line survey (86 children were represented by these results).

The top 5 issues or concerns in order of priority that families of children scored between *worried* - *major concern* were:

- Keeping your child safe online
- Access to childcare or wrap around care
- The financial cost of providing for your child
- Access to suitable facilities or family friendly activities locally
- Ensuring your child eats a healthy and balanced diet



Issues and Concerns Summary (for full results see appendix 2)

Answer Options	3 - worried	4 - very worried	5 - major concern	Response Count	%
Keeping your child safe online or on the phone	10	1	3	14	30%
Access to childcare or wrap around care	3	4	4	11	24%
The financial cost of providing for your child	3	1	4	8	17%
Access to suitable facilities or family friendly activities locally	3	1	3	7	15%
Ensuring your child eats a healthy and balanced diet	2	1	4	7	15%
Access to suitable or quality education or schooling	1	1	2	4	9%
Concern that your child is being bullied or excluded	0	3	1	4	9%
Your child's behaviour or ability to socialise	2	1	0	3	7%
Your child's general health and development	0	0	3	3	7%
Access to the outdoors and play areas	1	0	1	2	4%
Keeping your child physically active	2	0	0	2	4%
Opportunities for your child to meet other children	2	0	0	2	4%
Support and advice for you as a parent or carer	1	0	1	2	4%
Coping with a child with a long term illness or disability	1	1	0	2	4%

Barriers that stop your child/children from taking part in activities in the community?		
Answer Options	%	Response
Time of day or day of week is not suitable	44.1%	15
Too far to travel	41.2%	14
Don't know what is going on	32.4%	11
Too costly to attend	23.5%	8
Venue or location not suitable	20.6%	7
No activities of Interest (if this applies please answer question 7 below)	17.6%	6
Can't get there or no public transport	17.6%	6
I have a health condition or disability that stops them from taking part	2.9%	1
Don't know anyone who goes	2.9%	1
Are there other issues that prevent your children from taking part? Please specify		8
answered question		34

Keeping your child safe online or on the phone

96% of the 46 parents selected this as a concern of which 14 scored this as worried to very concerned. Young and younger children now have access to tablets and smart phone and have increased opportunities to use the internet which makes it increasingly challenging for parents to keep a watchful eye. It is recognised by partners that there is a role to play in schools, nurseries and youth clubs to educate children and young people about online safety and also to provision support and information to staff and families too.

Access to childcare or wrap around care

With the Glen Urquhart Childcare Centre, the largest area of population in the communities is well served, however Cannich in particular has a need for childcare. There is no formal provision outside the school nursery which is currently for 3 - 4 years olds only. Though the numbers of children are still relatively low they have risen over recent years and the school role is continuing to grow. Of the parents that completed the survey (for those that provided their names 29 were female and 1 male) 83% worked - 16 full-time, 14 part-time and 1 seasonal. It is also recognised that with ongoing new housing development in Drumnadrochit it is likely put increasing demand on the Childcare Centre, which is fast reaching the point of outgrowing its current venue.

The financial cost of providing for your child

The survey did not ask if families were single parents or if both partners worked nor did it ask about if they received any benefits. However 83% of the 46 indicated that they worked either full or part-time. Again this concern reflects the issues raised the Minimum Income Standards report; an issue of lower wages in the Highlands compared to other areas of Scotland, a greater dependence on part-time and seasonal employment combined with rising cost of living. This is also reflected and could account for the Young People's concerns around money worries. A number of families have indicated the cost of childcare is an issue as well as the lack of provision which is likely to be impacting on jobs and the hours parents are able to work. Also 17% people indicated that cost was a barrier to their children taking place in activities.

Access to suitable facilities or family friendly activities locally

Though Drumnadrochit is well fairly well served in comparison to similar sized Highland villages and Cannich has an excellent hall, there is still a view that the facilities could be improved which would prevent people having to travel out of the area. However 11 people said they didn't know what was going on which is also reflected in the Young People and Elderly Research. This highlights the need to increase opportunities for promoting activities locally and developing a directory of clubs/facilities.

Ensuring your child eats a healthy and balanced diet

Again linked to increased awareness of the importance of our diet, the impact on our long term development and encouraging children to make healthy choices and rising rates of childhood obesity. This is clearly an area of worry for parents with 83% of them selecting this as a concern while 7 scored it as *worried to very concerned*. The recent introduction of a new NHS Smart Start programme which has been adopted by the Glen Urquhart Childcare Centre will address many of these issues. The programme has been developed to equip Early Learning and Childcare practitioners with the tools and confidence to deliver healthy eating, physical activity, and the self-awareness to begin making the best choices for ourselves are core components of every child's development. It also addresses many key experiences and outcomes outlined in Curriculum for Excellence.



Appendices Index

1. Focus groups

Strathglass - Elderly

- Mapping of services – Strathglass
- Needs in the community

Glen Urquhart - Elderly

- Mapping of services – Glen Urquhart
- Needs in the community
- Potential projects

Young People

- Working Group
- Focus Group Results

2. Detailed findings -

- Individuals – Elderly 55+
- Community – Needs of the Elderly
- Individual Young People (12 – 18 year olds)
- Children (parents of children under 12yrs)

3. Sample questionnaires

Strathglass Mapping of Activities, Services and Facilities

What is currently available – formal/public service and information for people to gather, socialise and learn?

Activity/Facility	Detail (frequency and where)	Who provides it
Whist Drives	Cannich Hall – monthly Bog Cotton Cafe – fortnightly	Volunteers
Library Bus	2 weekly	Council
Coal Delivery	2 weekly (Both suppliers come same week)	Business
Oil Delivery	Ad hoc/As required (may be amongst friends)	Business
TRA	Social Events – 4 regular activities	Volunteers
Chimney Sweep	Ad hoc/As required (may be amongst friends)	Business
Post Offices	Cannich x 6 mornings per week Tomich x 3 mornings per week	Post Office
Postal Delivery	X 6 days per week	Post Office
Shop	X 7 days per week (impacted by shop & drop/internet)	Business
Day Care GCP	X 2 weekly	NHS
Pharmacy	Delivery – ad hoc	Business/Voluntary
Shop/Nursery	Community events	Highland Council
Social/Activities	Hall – Bowling, Keep fit	Volunteers
Scottish Country Dancing	Balnain – weekly Cannich x 2 per year	Volunteers
Noticeboards	One at shop – very good	
Worship	Churches – variable Pastoral visits	Churches
Social Eating	Campsite - summer only Pub – Daily, seasonal Hotel - Seasonal	Business
Horse Riding		Business
Cycle Hire		Business
Mountain Biking		Volunteer
Children's play area	Play park	Maintained by volunteers
Computer Course	4 weeks	Charity
Swimming Pool	Seasonal	Business
Fire & Rescue		Volunteers
Forest Walks & River Walks		
Playing Fields	For Shinty	
GP Surgery		NHS
District Nurses, etc	Ad hoc	NHS
Bird Watching		
Deer Stalking		
Fishing		
Hanging Baskets/Planters		Charity, Supporting volunteers

What we would like to see available?

Activity/Service	Details (frequency and where)	Who could provide it
Community Events via School	Advertise events better. Better use of notice board	School
Radio Reception/Broadband/Phone line	Improved Services	Businesses
Experienced garden service!!		Perhaps Voluntary/Community
Transport Services along Struy Road		
Transport for medical appointments and professions allied to medicine		

TRANSPORT & SERVICES

What is currently available?

Service	Details- frequency and where	Who delivers it
Mobile Library	3 rd weekly visit when possible	Highlife Highland
Buses	Daily – 3 services (via Glenurquhart) Tues/Fri/Sat (via Beauly to Dingwall) Sat (via Glen Urquhart to Inverness)	Bill's Bus
Fish Van	Tuesday (Cannich, Struy, Tomich) Thursday (Cannich)	
Doctor	Tuesday/Thursday - Cannich	
Taxi	Some service	Via Bill/Glenurquhart Taxi
Postal Service	Local Shop Cannich/Tomich	
School	Week days	Highland Council
Community Hall	Available	Community

What would you like to see available?

Service	Details- frequency and where	Who could provide it
Dial a Ride	Door to door transport type service	Transport Company
Taxi	Local taxi service 'subsidised'	Local Resident
Buddy Shopping Service OR	As required	Residents
Subsidised delivery from local shop		Local Shop
More use of existing community buses/transport		
Petrol Pump	Available all times. Concerns over viability	Community
Road Winter Maintenance	Cannich, Beauly & Tomich	

OUR IDEAL COMMUNITY/VILLAGE

Group 1

- Place of Worship
- Green Open Space
- Leisure Activities
 - Sport
 - Music
- Coffee Shop
- Restaurant
- Hall/Social Hub
- Employment Opportunities
- Grocery Shopping Facility & Other Essential Goods
- Transport & Access to Fuel
- Residents of All Ages & Variety of Experiences
- Creative Opportunities
- School
- Access to Medical & Support
- Pub



Group 2

- Primary School
- Balance of age groups/families
- Hall
- Community Centre
- Sports Facilities
- Post Office/shop
- Medical Facilities
- Broadband/Radio/TV
- Transport links
- Police links
- Activity Centred Groups – young and old
- Library
- Access
- Defib stations
- Churches
- Heritage
- Public information boards
- Pub
- Employment
- Balance of ages & social groups – families
- All types of housing



Group 3

- Working forest
- Native forest
- Play Shinty
- School/Primary
- Shop
- Café
- Water on sea
- Open ground
- Housing
- Farm
- Wood fuel in village
- Mobile signal
- Good phone line
- Broadband
- Wrinkly bus
- Nurse – First Aid (with transport)



Glen Urquhart Mapping of Activities, Facilities & Services

What is currently available – formal/public service and information for people to gather, socialise and learn?

Activity/Facility	Detail (frequency and where)	Who provides it
Glen Urquhart Centre	Social Centre as well as lunch club, Day care, poetry group	Management Group & Volunteers
Glenurquhart Library	Daily – learning activities Mobile Library (weekly)	High Life Highland
Craigmonie Centre	Social Groups & Public meetings, shows, film/singing	Education?
Balnain Hotel	Meetings, polls, school use, weddings	Management Group & Volunteers
Schools	Political Hustings, film, older people invited to social activities	Highland Council
Post Office	Information hub	Royal Mail/Private leases
Shinty Hall	Club house used for various activities	Volunteers
Bowling	Indoor and Outdoor	Volunteers
Glenurquhart Hall	Heritage group, Rural Association, Fundraising dances, ARTS programme	Management Group & Volunteers
Benleva Hotel	Pub quiz, poker nights	Private business
Tai Chi & Wellness	Weekly	Glenurquhart Hall
Scottish Country Dancing	Balnain Hall	Volunteers
Hairdressing		Helen H (via Care Centre)
Glenurquhart Games	Seasonal. Meets ahead of yearly event	Games committee
Pipe Band		
Pilates	Glenurquhart Hall	
Urquhart Castle (fashion show)	2 x year community group access (out of season)	
Online shopping	Tesco, Asda when needed	Tesco & Asda
Fish Van	2 x once a week	Private business
Shop mobility	Once a fortnight	
Choir		
Scrabble		
Disabled Ramblers	Monthly	Volunteers
Help call		

Transport/Services	Details- frequency and where	Who delivers it
Bus		Public Service
Taxi		Private
Fish Van	Tuesdays/Thursdays	
Pharmacy Delivery	As & When (Fridays via Care Centre)	Pharmacy/Care Centre
Care Centre Bus/Cars	Week days to and from Centre. Limited for non-commissioned usage	Care Centre

Glen Urquhart - Gaps in Activities, Facilities & Services

What would you like to see available?

Activity/Service	Details (frequency and where)	Who could provide it
Walking Groups	In development?	Christine Matteson
Community Transport	Via Glen Care Centre – shopping in development	Beaully Care Project and Glen Urquhart Care Project
Car Sharing Scheme	G&P	
Prescription Delivery	To OP groups/lunch clubs	
Yoga	Tai Chi at Glen Centre Yoga at Abriachan	
Expand local produce	Small current provision outlet. Prices increase at tourist time!	
All terrain Mobility Scooters		
Handyman Service	When needed	
I.C.E Mobile Phones	General awareness building	Everyone
Fridge Details	Place where details can be kept	
Dog walkers/Cat sitters		
Befriender service		Pastoral Care Group

Transport Services	Details- frequency and where	Who could provide it
Volunteer Transport Scheme	Everyday, evenings and weekends (Beaully scheme working well for pre-arranged events) Would be good for Doctors Appointments, Post Office also. Hospital transport – not suitable for many currently as waiting around at both ends	Volunteers (may need coordination)

Glen Urquhart – Our Ideal Community

GROUP 1

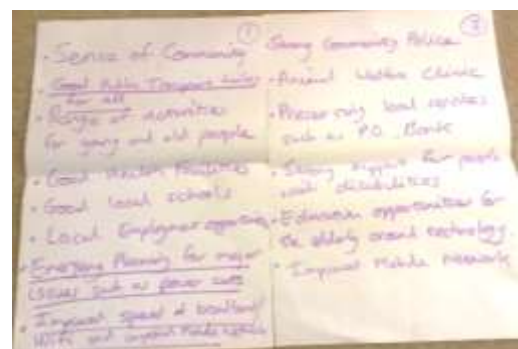
COMMUNICATION! COMMUNICATION! COMMUNICATION!

- Web page / Community phone number
- GP Surgery, Dentist, Nurse, Optician, etc
- Good Home Support
- Care Centre
- Outings (Social)
- Local handyman
- Transport Links
- Good Shops
- Local Amenities
- Further Education
- Somewhere locally to get financial/social advice, ie ?
- Classes – hobbies, etc
- Social Facilities
- Sports Groups/facilities
- Employment
- Young Peoples resources
- Academy
- Babies & Nursery



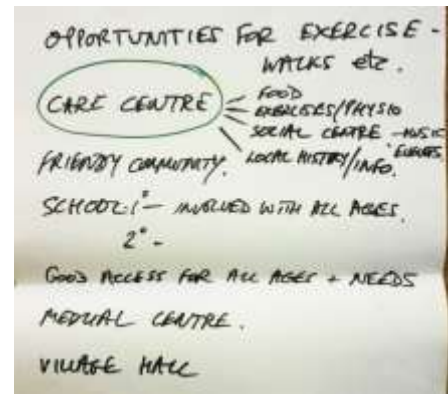
GROUP 2

- Sense of Community
- Good Public Transport Links for all
- Range of activities for young and old people
- Good health facilities
- Good local schools
- Local employment opportunities
- Emergency planning for major issues such as power cuts
- Improved speed for Broadband/wifi and improved Mobile network
- Strong Community Police
- Animal welfare clinic
- Preserving of local services such as Post Office and Bank
- Strong support for people with disabilities
- Education opportunities for the elderly around technology
- Improved Mobile Network



GROUP 3

- Opportunities for exercise, walks, etc
- Care Centre
 - Food
 - Exercises/Physio
 - Social Centre – Music, events
 - Local History/Information
 - Friendly Community
- School – Involved with all ages
- Good access for all ages and needs
- Medical Centre
- Village Hall



Potential Projects

Befriending Service

Pastoral Care

- Team – U&G Church
- within Church working really well but only within church attenders at Church of Scotland at present

Funding

- Co-ordinator (raising awareness of service)
- Volunteers
- Recruitment
- Vetting (PVG, references, etc)
- Matching
- Reviewing

Referrals

- Social Work
- GP
- CRUSE
- Health Visitor
- Personal
- Family/Neighbours
- Hospitals
- Care Centre
- Any agency involved with older people

COULD MAKE A BIG DIFFERENCE
FOR MINIMAL FUNDING



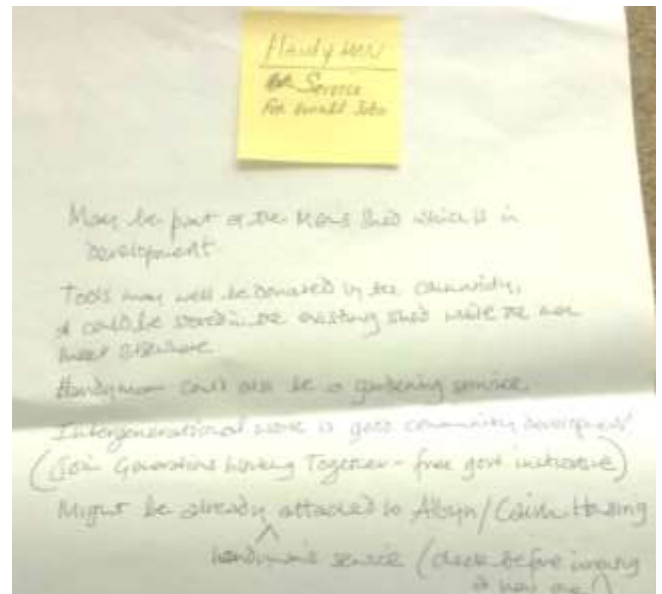
Additional Information

- Mens Sheds!
- Womens Sheds!!

GREAT IDEA

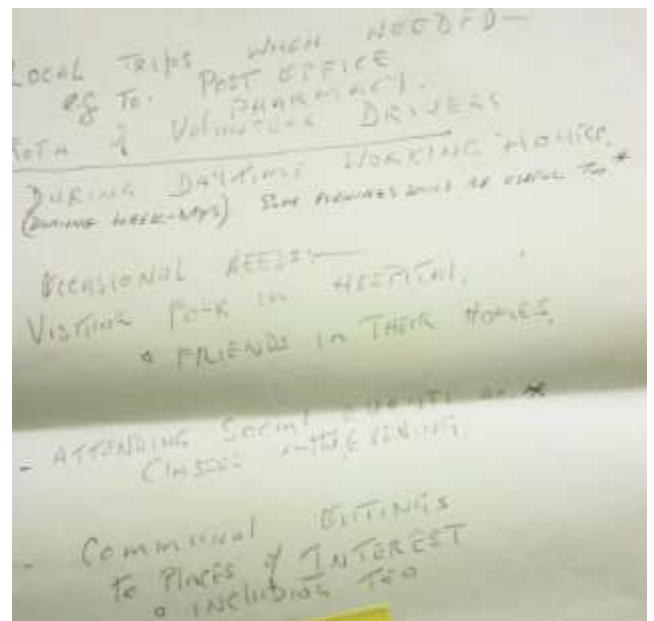
Handy Man & Gardening Service

- Maybe part of the Men's Shed which is in development
- Tools may well be donated by the community and could be stored in the existing shed while the men meet elsewhere.
- Handyman could also be a gardening service.
- Intergenerational work is good community development (joins Generations Working Together – free government initiative).
- A handyman service might be already attached to Albyn or Cairn Housing (check before inventing a new one!)



Volunteer Transport

- Local trips when needed – e.g to Post Office, Pharmacy.
- Rota of Volunteer Drivers
 - During daytime working hours (week days)
 - Some evenings would be useful too
- Occasional Needs
 - Visiting folk in hospital
 - Friends in their homes
- Attending Social Events or classes in the evening
- Communal visitings to places of interest including Tea
- Car Sharing and car club too



Young People's Working Group

The general perception of the community was very positive the young people generally felt safe, had pride in their community and recognised that there was a good range of sports other activities within their school and community. Issues that came out of discussions were:

Transport

- Ideas vote or Dial a bus
- Bus availability or lack of service - limited services to Fort Augustus and no Friday night service
- Cost of some services buses to Inverness
- Young Scot reductions

Employment, volunteering and work experience

- Lack of part-time job opportunities also not sure how to find out about job opportunities
- Opportunities for community volunteering
- Youth Achievement Awards

Places to meet up

- Youth café - possible social enterprise
- After school activities or youth club sessions or different nights
- Wider range of activities to attract the non-sporting young people

Health Care

- Access to GP - limited provision in Cannich
- How to address under aged drinking and smoking

Childcare

- Lack of provision in Cannich

Community

- Intergenerational project - skills exchanges and volunteering

Next steps:

- Speak to head teacher to seek approval to discuss the consultation at an assembly.
- Have another meeting to discuss:
 - ❖ How to involve more young people in the process
 - ❖ Agree dates and timetable
 - ❖ Decide on the range of activities/tools to carry out the consultation
- Identify some keep short and long term targets or projects for Strathglass and Glen Urquhart

Young Peoples Focus Group

OUR PERFECT PLACE TO LIVE

Group 1

- Better Transport
- 5-a side Football Pitch
- Sports Centre
- Open Football/Basketball Pitch
- Cinema (regular films at centre)
- More walks
- Reliable Transport
- More open Spaces
- Swimming Pool
- Bigger Shops
- More Job Opportunities
- More restaurants/takeaways
- Water Sports
- Bins
- More Opportunities for young people to go
- Wi-Fi
- More Activities



Group 2

- Opportunities to do something different
- Public bins
- Big open spaces
- Swimming pool
- Reliable transport (Buses)
- Pavements
- Friendly
- Enough space for everyone
- Places to walk
- Marked walks
- Clean
- Enough sports clubs
- Shops
- School
- Places for young children to play and be safe



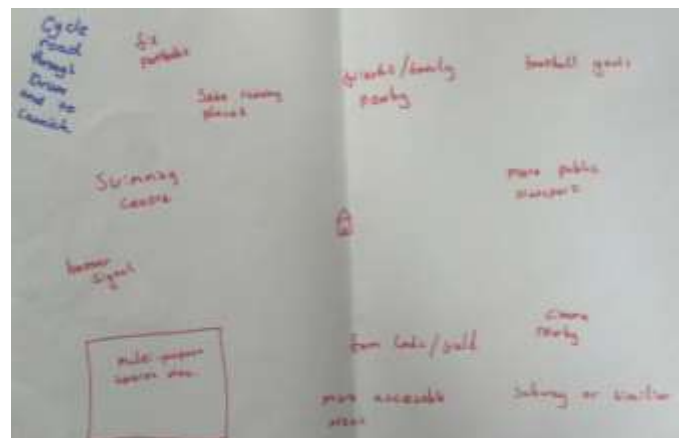
Group 3

- Better shops (more variety)
- Good transport
 - Affordable
 - Good times (frequently)
 - More late buses
- Better advertisement about what's on in the area
- Places for young people to go (hang out)
- More variety of activities
 - Cheap
 - More musical & art
 - Use equipment we have
- Use Theatre to show films
- Sports Centre
 - Swimming pool
 - Or bus that takes to Inverness regularly



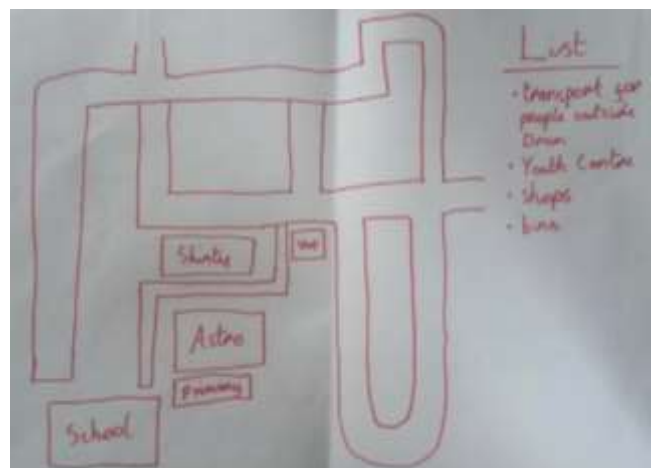
Group 4

- Friends/Family nearby
- Football goals
- More public transport
- Cinema nearby
- Subway or similar
- More accessible areas
- Farm lands/field
- Multi-purpose sports area
- Better signal
- Swimming centre
- Cycle road through Drum and Cannich
- Fix potholes
- Safe running places



Group 5

- Transport for people outside Drum
- Youth Centre
- Shops
- Bins
- On map
 - Shinty
 - Shop
 - Astro
 - Primary
 - School



Key Thing/Issues That You Feel are Important to Young People

- I feel like we should focus on the points we currently have as these seem like the immediate issues
- Multi-purpose areas (e.g Sports & Festivals)
- More opportunities for careers
- More advertisement of what is happening in the community
- Youth Centre for 12-17 year olds. Teens can work there
- Youth Café – possibly used by older folk during the day
- Extend childcare to all areas – including respite care for families with health/development difficulties
- Easy to access social areas
- More safe places to meet friends
- More places to play football/goals
- More awareness of the events that happen in the community
- More buses to Inverness at reasonable times
- All weather bike tracks
- More jobs for younger people 14-15 years old
- More jobs for younger people
- More frequent bus services – not being too over priced
- They should put more bins around
- Better advertisement of what's going on in the community
- Use facilities we already have such as theatre for showing films, sports equipment (gymnastics & trampolining).
- Buses – more frequent buses. More convenient times. Cheaper. More destinations. More late buses.
- Use what we already have – the theatre could be used as a cinema/film night more often
- Late night bus to and back from Inverness at a time like 7:00 or 7:30
- Community centre – the fact that it's at school can be off putting because we don't want to come back to school
- Job Opportunities – not enough, never looking for more staff, not knowing if their wanting staff
- More places for young people to go.
- Job Opportunities – Part time Job, Easier to get part time job. Create website with all local business's emails/contact details

Appendix 2 – Detailed Results from Questionnaires

Detailed findings - please click on PDF links below or request an electronic or hard copy (Links will not work in a PDF versions of this report)

- **Individuals – Elderly 55+**

Individual Elderly Results



Adobe Acrobat
Document

- **Community – Needs of the Elderly**

Community - Needs of Elderly



Adobe Acrobat
Document

- **Individual Young People (12 – 18 year olds)**

Young People's Results



Adobe Acrobat
Document

- **Children (parents of children under 12yrs)**

Children's Results



Adobe Acrobat
Document

Individual - Needs of Elderly and Vulnerable People Questionnaire

Information gathered will be used by Soirbheas and its partners Beaully Care Project and Glen Urquhart Care Project to inform future services in Glen Urquhart and Strathglass.

No individual's details will be revealed without prior consent.

Section 1

Full name (optional):											
Please tick which age group you are in											
Under 55		55 - 65		66 – 75		76 – 80		81 – 85		Over 85	
Please give your postcode or area you live in?											
Signature:						Date:					

Section 2

<p>Please select the main issues or concerns you have as an individual or come across in your group/community. Then score 1-5 on how concerned/worried you are about that issue (1 - slight concern, 2 - quite worried, 3 - worried, 4 - very worried or 5 - major worry/concern).</p> <p>However, if you have no worries or concerns please tick this box <input type="checkbox"/> and leave the section below blank.</p>		
Issue or concern	Tick all those that apply	Score 1,2,3,4 or 5 (1 low - 5 major)
General Health		
Having independence		
Living with a long term illness or disability		
Feeling isolated or lonely		
Money worries		
Keeping (a home) warm		
Transport or getting to places		
Caring for a home or garden		
Caring for partner, family or pets		
How to maintain contact with family or friends		
Keeping physically active		
Eating a healthy diet or access to fresh food		
A suitable place to live (the house or the location)		
Other – please specify		

Section 3

What are the barriers that stop you from taking part in activities in the community? Please tick as many as apply.			
Don't know what is going on		Time of day or day of week is not suitable	
Health, Mobility or disability		Venue or location not suitable	
Too costly to attend		No activities of interest	
Too far to travel		Don't know anyone who goes	
Can't get there		Other – please specify	
Full-time carer			

Section 4

Where do you go for your provisions/shopping or leisure. Please tick all that are relevant						
Village or Town	Daily	2- 3 times a week	Weekly	2 – 3 times a month	Monthly	Occasionally
Cannich						
Beauly						
Drumnadrochit						
Inverness						
Dingwall						
Other – Specify where						
Other – Specify where						
Other – Specify where						

Travel and online services						Yes	No
Do you drive or have access to a car?							
Do you rely on public transport?							
Do you live alone?							
Do you ever use online/internet services? E.g. shopping, prescriptions, skype etc.							
How far are you prepared to travel to activities or services?	Under 5 miles		5 – 15 miles		15 – 25 miles	Over 25 miles	

If you could name three things that would make a difference to your life what would they be?
1.
2.
3.

Community Scoping Questionnaire - Needs of Elderly and Vulnerable People

Section 1

Full name					
Please tick which category/ies apply to you.					
Occupation		Volunteer /Group Representative		Community Representative	
Name of organisation or group					
Please tell us which area your role or group covers					

Section 2

<p>Please select the main issues or concerns you come across from elderly or vulnerable people in your role or community. Then score 1-5 on how concerned/worried you think they or you are about that issue (1 - slight concern, 2 - quite worried, 3 - worried, 4 - very worried or 5 - major worry/concern).</p> <p>However, if you are not aware of any worries or concerns please tick this box <input type="checkbox"/> and leave the section below blank.</p>		
Issue or concern	Tick all those that apply	Score 1,2,3,4 or 5 (1 low - 5 major)
General Health		
Having independence		
Living with a long term illness or disability		
Feeling isolated or lonely		
Money worries		
Keeping (a home) warm		
Transport or getting to places		
Caring for a home or garden		
Caring for pets		
How to maintain contact with family or friends		
Keeping physically active		
Eating a healthy diet or access to fresh food		
A suitable place to live (the house or the location)		
Other – please specify		

Section 3

In your experience what are the barriers that stop individuals from taking part in activities in the community? Please tick as many as apply.			
Don't know what is going on		Time of day or day of week is not suitable	
Health, Mobility or disability		Venue or location not suitable	
Too costly to attend		No activities of interest	
Too far to travel		Don't know anyone who goes	
Can't get there		Other – please specify	
Full-time carer			

If you could name three things that would make a difference to the lives of elderly people, what would they be?
1.
2.
3.

Please provide any other information you wish to share about the support needs for the elderly or vulnerable in Strathglass and Glen Urquhart:

If you would like to be kept informed of the results of this research please provide contact details.

Email:

Address:

Information gathered will be used by Soirbheas and its partners Beauty Care Project and Glen Urquhart Care Project to inform future services in Glen Urquhart and Strathglass.

No individual's details will be revealed without prior consent.

Needs of infants and young children (u12 completed by Parent/Guardian)

Information gathered will be used by Soirbheas and its partners including Highlife Highland to help plan and provide services and activities in Glen Urquhart and Strathglass.

No individual's details will be revealed. Thank you for taking part!

Section 1

Full name (optional):	
Please tick which age group your children or the children in your care are in:	
Under 1 year <input type="checkbox"/> 1 – 3 <input type="checkbox"/> 3 – 5 pre school <input type="checkbox"/> 5 – 8 <input type="checkbox"/> 9 - 12 <input type="checkbox"/> 12+ <input type="checkbox"/>	
Please give your postcode or the area you live in (or work if you are a child care provider)?	
Are you the parent <input type="checkbox"/>, family member <input type="checkbox"/>, guardian <input type="checkbox"/> or carer <input type="checkbox"/>	
Are you male <input type="checkbox"/> or female <input type="checkbox"/>	

Section 2

Please select the main issues or concerns you have about support, care or the development needs of your child(ren). (1 - slight concern, 2 - quite worried, 3 - worried, 4 - very worried or 5 - major worry/concern). However, if you have no worries or concerns please tick this box <input type="checkbox"/> and leave the section below blank.		
Issue or concern	Tick all that apply	Score 1,2,3,4 or 5 (1 low - 5 major)
Your child's general health and development	<input type="checkbox"/>	
Coping with a child with a long term illness or disability	<input type="checkbox"/>	
Access to childcare or wrap around care	<input type="checkbox"/>	
Access to suitable facilities or family activities locally	<input type="checkbox"/>	
Ensuring your child eats a healthy and balanced diet	<input type="checkbox"/>	
Access to the outdoors and play areas	<input type="checkbox"/>	
Keeping your child physically active	<input type="checkbox"/>	
Keeping your child safe online or on the phone	<input type="checkbox"/>	
Opportunities for your child to meet other children	<input type="checkbox"/>	
Your child's behaviour or ability to socialise	<input type="checkbox"/>	
The financial cost of providing for your child	<input type="checkbox"/>	
Access to suitable or quality education or schooling	<input type="checkbox"/>	
Support and advice for you as a parent or carer	<input type="checkbox"/>	
Concern that your child is being bullied or excluded	<input type="checkbox"/>	
Other – please specify	<input type="checkbox"/>	

Section 3

What are the barriers that stop your child/children from taking part in activities in the community? Please tick as many as apply.			
Don't know what's going on	<input type="checkbox"/>	Time of day or day of week not suitable	<input type="checkbox"/>
I have health condition or disability that stops them from taking part	<input type="checkbox"/>	Venue or location not suitable	<input type="checkbox"/>
Too costly to attend	<input type="checkbox"/>	Can't get there or no public transport	<input type="checkbox"/>
Too far to travel	<input type="checkbox"/>	Don't know anyone else who goes	<input type="checkbox"/>
No activities of interest. If this applies please tell us what sort of activities are of interest?	<input type="checkbox"/>	Are there other issues that prevent you from taking part – please specify	<input type="checkbox"/>

Section 4

Where do you go for work, social or leisure activities. Please tick all that are relevant						
Village or Town	Daily	2- 3 times a week	Weekly	2 – 3 times a month	Monthly	Occasionally
Cannich	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beaulay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drumnadrochit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inverness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fort Augustus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – specify where	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work, travel and online services							Yes	No
If you are the parent, do you work?							<input type="checkbox"/>	<input type="checkbox"/>
If yes, Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/>								
Do you drive or have access to a car? (includes getting lifts from family members)							<input type="checkbox"/>	<input type="checkbox"/>
Do you use public transport? If no, please tell us why?							<input type="checkbox"/>	<input type="checkbox"/>
Do you ever use online/internet services? E.g. shopping, prescriptions, skype etc.							<input type="checkbox"/>	<input type="checkbox"/>
How far are you prepared to travel to activities or services?	Under 5 miles	<input type="checkbox"/>	5 – 15 miles	<input type="checkbox"/>	15 – 25 miles	<input type="checkbox"/>	Over 25 miles	<input type="checkbox"/>
Tell us what would make a difference to your child/children's life?								

Needs of Young People Questionnaire (12 +)

Information gathered will be used by Soirbheas and its partners including Highlife Highland to help plan and provide services and activities in Glen Urquhart and Strathglass.

No individual's details will be revealed. Thank you for taking part!

Section 1

Full name (optional):	
Please tick which age group you are in	
Under 10 <input type="checkbox"/> 10 - 12 <input type="checkbox"/> 12 - 14 <input type="checkbox"/> 15 – 17 <input type="checkbox"/> 18 - 21 <input type="checkbox"/> 22 - 25 <input type="checkbox"/>	
Please give your postcode or area you live in?	
Do you have a part-time job? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do you volunteer? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, would you be interested in a voluntary role? Yes <input type="checkbox"/> No <input type="checkbox"/>	

Section 2

Please tick only the issues or concerns below that apply to you. Then tell us how you feel about them by circling either 😊 = slight worry, 😞 = quite worried or 😡 = very worried. However, if you have no worries or concerns please tick this box <input type="checkbox"/> then go to section 3.		
Issue or concern about:	Tick only the <u>ones</u> that apply to you	If ticked - circle the face which applies to you
Do you worry about your health or wellbeing including keeping physically fit?	<input type="checkbox"/>	😊 😞 😡
Do you have family member with a long term illness/ disability that you care for?	<input type="checkbox"/>	😊 😞 😡
Do you ever feel lonely?	<input type="checkbox"/>	😊 😞 😡
Do you struggle to make friends?	<input type="checkbox"/>	😊 😞 😡
Do you feel pressured to do things you don't want to do?	<input type="checkbox"/>	😊 😞 😡
Do you have a problem with transport or getting to places?	<input type="checkbox"/>	😊 😞 😡
Do you worry about money?	<input type="checkbox"/>	😊 😞 😡
Do you worry about your diet or access to healthy food?	<input type="checkbox"/>	😊 😞 😡
Do you worry about getting a good education or grades?	<input type="checkbox"/>	😊 😞 😡
Do you have slow internet access or poor mobile phone signal in your area?	<input type="checkbox"/>	😊 😞 😡
Do you feel there is a lack of opportunities to learn new skills? e.g. driving, coaching/leadership qualifications	<input type="checkbox"/>	😊 😞 😡
Other – please specify	<input type="checkbox"/>	😊 😞 😡

Section 3

Do you attend any clubs or activities? In school <input type="checkbox"/> Outside school <input type="checkbox"/> None <input type="checkbox"/> Please tell us which ones:									
What are the barriers that stop you from taking part in activities in the community? Please tick all that apply.									
Don't know what's going on	<input type="checkbox"/>	Time of day or day of week not suitable	<input type="checkbox"/>						
I have health condition or disability that stops me from taking part	<input type="checkbox"/>	Venue or location not suitable	<input type="checkbox"/>						
Too costly to attend	<input type="checkbox"/>	Can't get there or no public transport	<input type="checkbox"/>						
Too far to travel	<input type="checkbox"/>	Don't know anyone else who goes	<input type="checkbox"/>						
No activities of interest.	<input type="checkbox"/>	Other issues– Please specify	<input type="checkbox"/>						
Tell us what activities, services or facilities you would like to see in the area? 									
Where do you go for social or leisure activities (e.g. attending a club or visiting friends). Please tick all that are relevant									
Village or Town	Daily	2- 3 times a week	Weekly	2 – 3 times a month	Monthly	Occasionally			
Cannich	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Beauly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Drumnadrochit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Inverness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Fort Augustus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Other – specify where	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Travel and online services							Yes	No	
Do you drive or have access to a car? (includes getting lifts from family members)							<input type="checkbox"/>	<input type="checkbox"/>	
Do you use public transport? If no, please tell us why?							<input type="checkbox"/>	<input type="checkbox"/>	
Do you use a bicycle or walk to: school, activities or to visit friends? (please tick one only) Never <input type="checkbox"/> Occasional <input type="checkbox"/> Regularly <input type="checkbox"/> Daily <input type="checkbox"/>									
Do you have a social media/messaging account? (please tick) Facebook <input type="checkbox"/> Twitter <input type="checkbox"/> Instagram <input type="checkbox"/> WhatsApp <input type="checkbox"/> Other <input type="checkbox"/> please specify									
How far are you prepared to travel to activities/services?	Under 5 miles	<input type="checkbox"/>	5 – 15 miles	<input type="checkbox"/>	15 – 25 miles	<input type="checkbox"/>	25+ miles	<input type="checkbox"/>	
Tell us what would make a difference to your life? 									