

# Isle of Mull (incorporating Buinessan, Craignure, Isle of Mull Lochdon, Salen and Tobermory) Responses 2019

Priority Areas for Improvement :



Traffic and  
Parking

Housing and  
Community

Moving  
Around



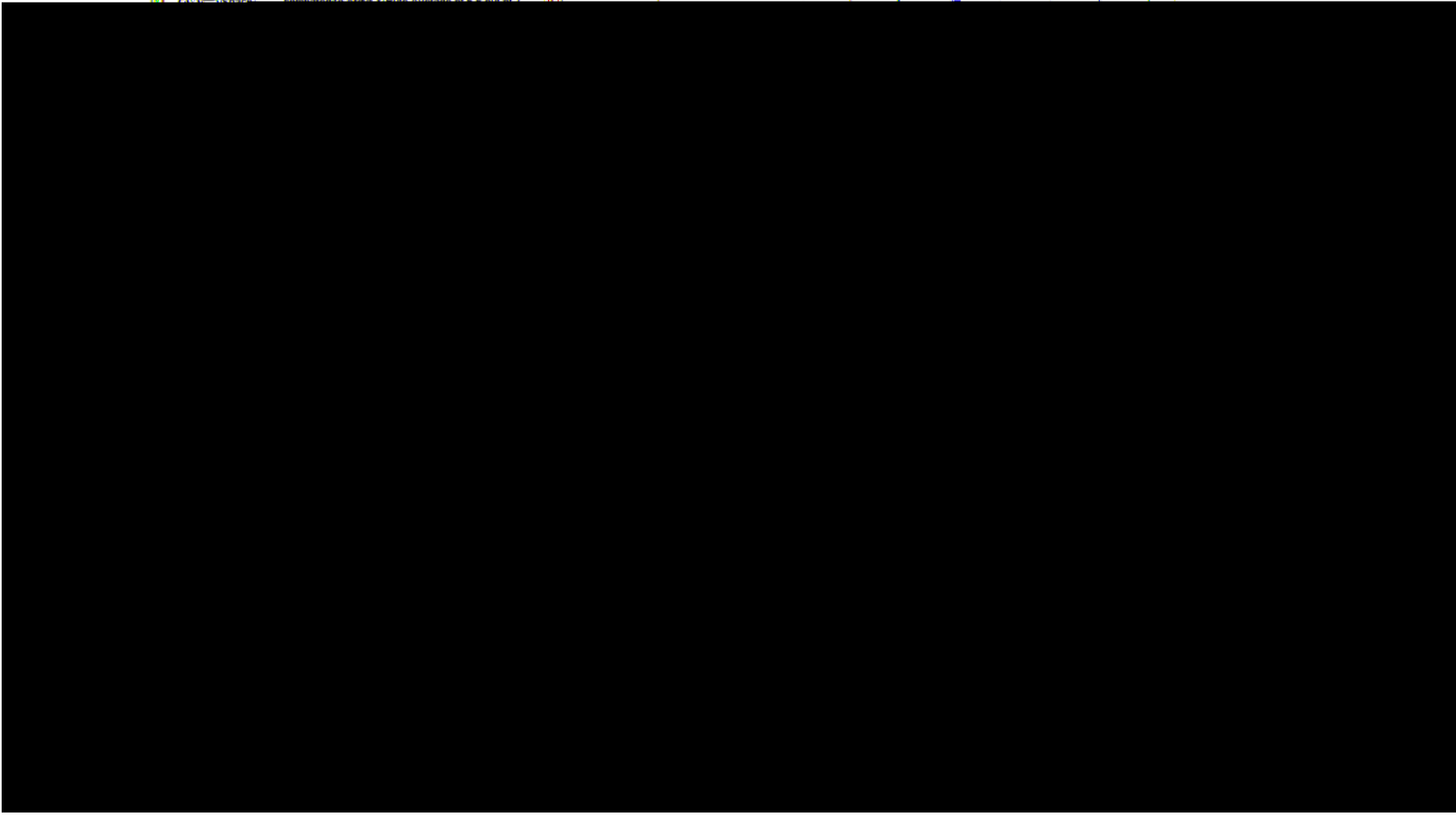
How good is your place? Area wide engagement results using the Place Standard Tool

Between May and October 2019, the Community Planning Partnership (CPP) used



Our Top Rated Areas are:

Top 3 Ratings: Feedback: Demand gets rated this area 6.2 out of 7. Compared to Average of 6.2 out of 7.



Thematic areas by lowest score to highest score

Thematic Area	Average Score
<a href="#">Traffic and Parking</a>	3
<a href="#">Housing and Community</a>	3
<a href="#">Moving Around</a>	3.1
<a href="#">Influence and Sense of Control</a>	3.3
<a href="#">Public Transport</a>	3.8
<a href="#">Care and Maintenance</a>	3.9
<a href="#">Facilities and Amenities</a>	3.9
<a href="#">Work and Local Economy</a>	4
<a href="#">Play and Recreation</a>	4
<a href="#">Streets and Spaces</a>	4.1
<a href="#">Social Contact</a>	4.5
<a href="#">Identity and Belonging</a>	5.5
<a href="#">Natural Space</a>	5.9
<a href="#">Feeling Safe</a>	

Q1.Moving Around: Can I easily walk and cycle around using good quality routes?

42 responses in total - Average Score of 3.1							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
10	9	7	7	1	4	3	0
responses	responses						

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first phase of this is under construction (Fionnphort to Pottie). This is going to be a great asset let's hope it can be rolled out further.

## Q2. Public Transport Does public transport meet my needs?

42 responses in total - Average Score of 3.8							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
5 responses	10 responses	6 responses	4 responses	5 responses	5 responses	6 responses	0 responses

### Comments

Bus services are good as far as they go, certain buses are timed to link with ferry services to the mainland. However, not all ferry services are linked to scheduled buses so this does severely limit options if you are trying to make a journey off the island by public transport.

Bus services do not meet every ferry.

Buses are expensive, infrequent and finish early.

Buses are insufficient and as a result we all have to use our own cars, so not good for the environment. Hopeless

Buses could be more frequent.

Buses used to stop at Victoria Street in Tobermory but now unless one pays extra for the infrequent 'flit' bus, it's necessary to walk (or take a car) to Ledaig car park. Proposed parking charges here mean that when people like me go for hospital treatment in Oban, it's going to be

None

Only a basic service is provided which often does not meet local needs. There is NO bus service to meet each ferry on and off the island. It is not possible to get a bus to meet the last ferry onto the island and then travel by bus to Tobermory or Fionnphort. Conversely it is not possible to get a bus to connect with the first ferry of the day! Fancy a meal and a drink in Tobermory leaving for home at 10pm- NOT possible no bus services!!!

Only subsidised runs in the Winter



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museum, the charity shop, the whale & dolphin shop, coming in as the costs will outweigh goodwill. I can't see how the popular weekly producers' market will continue either as small producers don't often sell enough to outweigh parking charges. How, in this risk assessment day and age, anyone thought it was OK for all the tightly packed campers, awnings, barbeques, be allowed in the Tobermory car park (at with large numbers of drunks) .. Right next to a petrol station and distillery??? Beats. The police could do nothing. The council didn't enforce the 'no overnight parking ...' rules. Wouldn't mind betting the same happens for the Rally, as usual but that the problem will be used to justify charging locals for parking all year round.

Proposed TRO will be catastrophic for a fragile community. Mull car parks are part of the life ferry services.

Roads are not adequate for summer traffic W n BT 4p31 is so re W n 7 (d)-0.7 ( b)-0(n)-Or thr(l)-3.3 (d)-0.84.6 .5 (m.8 (g t)-6 (h)-0.d [(t)-6)-3.2 (gh)-0.8 (t.3 (ark)m)-0.

Q4. Streets and Space Do the streets and public spaces create an attractive place that is easy to navigate?

42 responses in total - Average Score of 4.1

Score of 1 Score of 2 Score of 3 Score of 4

developers) should make better screening (currently a pitiful number of very small trees that do not screen anything even if they make it into maturity).

Public transport timetables make accessing evening entertainment night impossible.

Settlements aren't looked after tourist areas get the most attention.

Surrounding area perfect! Bussan itself has a lovely stone pub with an ugly dated extension. There are now two empty business properties in the village with just one grocery store and one gift shop. Otherwise, it's a lovely little village with no chance of getting lost! The only place to go in the evenings or during bad weather is the pub used to have a lovely little restaurant, now closed. We are fortunate that Screen Machine visits us a few times a

The council seems not to listen to the public. There is a derelict house in my area which has been unoccupied for over 30 years. Not only is this building an eyesore but it at times has been rat infested leading to infestation in neighbouring houses. There have been complaints but the council attitude is that unless it is a positive danger to the public there is nothing they can do. This strikes me as negative. I find that it shows to the public that most problems are regarded in this negative manner with the answer 'There is no money'.

The local car park is poorly surfaced and very unattractive, doesn't encourage people to stop visit, we are mainly a place for driving through.

Q5. Natural Space Can I experience good quality green spaces?

42 responses in total - Average Score of 5.9

Q6. Play and Recreation Can I access a range of places for play and recreation?

There is an abundance of wild space here, but formal play and recreation facilities (either in or outdoor) are very limited indeed. In many respects it is a safe place for children, but I think the amount of traffic during the day may det̄parents from letting their children play out.



Q7. Facilities and Amenities: Does my place have the things I need to live and enjoy life? This could include shops, libraries, health services or places to eat and drink.

42

Good range of activities and clubs but transport limits what people can take part in. Important to have good pubs in villages.

Lots of good cafes but how long they'll be able to keep going after parking charges are introduced is debateable. Paying to park in Tobermory means it might work out cheaper to go over and shop in Oban where the cheaper prices and greater choice already outweigh the cost of the ferry. You took away the library (there's some sort of provision in the school, poorly advertised so no idea when it's open) and the library van which went to the remote areas. The S Machine (a great social event) will probably suffer from parking charges, both in itself and because folk from outlying areas will have to add parking costs to the ticket costs for a night out with friends. GP surgery has suffered from all the fuss about and incompetence of the HSCP and our elected councillor (MJD) so we've had endless locums - not much good for the many here with long term chronic illnesses as continuity is essential. Aros Hall is a brilliant community venue run by volunteers and much in our affections. It even provides public loos at its own expense right in the middle of town. I gather the council plan to close others around the island.

Marked at 5 because our medical and dentistry provision has been poor the last few years because of difficulty in obtaining permanent doctors and dentists.

Mull is quite poor for facilities. The main shop is the Co-operative in Tobermory. A larger supermarket placed out with the Main Street would be more beneficial for parking options and selection of goods. There are a couple of Spars in other areas on the island but many locals choose to order in or go to Oban for their shopping. There are many facilities which are not disabled friendly and the street and kerbs in Tobermory Main Street are in an appalling condition. The Co-operative store was completely revamped over a year ago and they apparently offered to do the kerbs outside but this was allegedly declined by the Council - wouldn't be to their standard?!!!! use them. The benefits of living on Mull far outweigh the lack of facilities.

No GP for, is it 2 years now as -1.3 Pep-0.7 (t)4.9 (t) 5 is 72 432.2Y (d)-0. (t)7.9 (w1

of which are disability friendly. The biggest disgrace here is the lack of a proper GP (there has only been locums for over a year now) and an ambulance (only 1) which can be more than an hour away. Again, we have to rely on community First Responders for many accidents and emergencies.

We access a lot of health services on the mainland. Taking part in mainland activities is a challenge e.g. the Reindeer Parade in Oban. The library van is a loss

We are fortunate to have access to a local shop/PO and a pub at the centre of the village, which cater for locals and visitors. GP services are in the next village, but access without a car is difficult, but again we are fortunate to have a community transport scheme. There are major issues with GP recruitment, but that is a universal issue. Primary school provision is also in the next village but there is transport. As with many small communities, school rolls fluctuate considerably.

Q8. Work and Local Economy: there an active local economy with good quality work opportunities?

42 responses in total - Average Score of 4							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
3 responses	8 responses	5 responses	7 responses	9 responses	7 responses	2 responses	0 responses

Comments

From my own perspective I have been able to find an excellent job here and love the island. There does seem to be a wide variety of work but a shortage of affordable housing.
Having retired I can say there is adequate opportunity for part time seasonal employment, but also the local tradesmen are pretty busy and there are openings for additional tradesmen to open or expand businesses. Because of the seasonal nature of the tourist economy much of the tourist demand leads to lower paid, limited contractual periods and therefore doesn't encourage people looking for full time permanent employment
IMPORTANT that superfast broadband is rolled out to whole island particularly Brolas and Ross. Modern business practice requires this and a number of internet based business opportunities could be created this way.
Job opportunities are limited, I would say. Local industries are farming, fishing and forestry but opportunities are limited. Tourism is important but many jobs are seasonal. Local organisations are seeking to diversify the economy and create better job opportunities. Lack of affordable housing and childcare are also a constraint.
Lots of geahead employees. However, see my comments re parking charges which could take large chunk of the wages of café workers, and make some of these businesses difficult to run, not to mention the fact that some are run by folk who don't live 'above the shop' so have to come in by car!
Mainly jobs cleaning second homes nearby.
Many local businesses linked to tourism which does provide year round full time jobs.
More work than there are people to fill jobs. 6 month season is now a 9 month season. Eco tourism has turned the island around.

There are often jobs advertised but employers find it difficult getting staff as there isn't enough accommodation. The main employment tends to be tourism, fishing and the Council.

There are quite a lot of jobs, but they tend to be seasonal and relatively low paid.

Q9. Housing and Community: Do the homes in my area support the needs of the community?

42 responses in total – Average Score of 3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	15 responses	5 responses	6 responses	2 responses	3 responses	3 responses	0 responses

Comments

14 new houses have just been built here. The population was only about 70. There were more mature people here but now half the population is very young. Not all the houses have been taken and not all the houses were given to locals as far as we can see so we think there are enough houses for now.
A lack of year round rental accommodation.
All very limited.
Cost of housing is an issue. To mention an ex

There is a massive variety of housing on Mull. However much of it now appears to be holiday homes. There are several houses which are only used a couple of weeks a year by the owners and lay empty the rest of the time. In my own street there are 3 houses permanently occupied and 7 that are holiday homes. It is not sustainable and needs to be limited. I have no problem with people who live on the island benefitting from property to rent out but a lot is owned by people who do not live on Mull and rarely visit.

There is a severe lack of social housing. Most houses are sold on as holiday homes.

There is always room for improvement in council funded housing. The young people working in the area should have the opportunity to rent council housing as many are not able to afford to purchase.

There is such high demand for holiday lets that there is insufficient affordable housing available for people. In the summer housing workers in the tourist industries is problematic

Too many holiday homes. If a house comes onto the market most of the time they are bought to be turned into self-catering accommodation. This has a detrimental effect on the schools and keeping young families on the island.

Too many holiday lets. The new affordable housing are great...more of the same please on buy to lets??

Too many houses are sold to be holiday homes reduces the sustainability of the remaining population and does nothing to help people wanting to live and work here, particularly seasonal workers. There is a huge tourist influx in the summer being supported by fewer older people as time goes on.

We need LOTS more affordable housing. Simple.

Yes. Plenty of housing but council needs to encourage reuse of older buildings rather than new-build everywhere (where the trick is to put in planning applications for low cost housing for locals then build something bigger or sell it as a holiday home or use it for catering business

Q10. Social Contacts there a range of spaces and opportunities to meet people?

42 responses in total - Average Score of 4.5							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
1 responses	7 responses	4 responses	7 responses	7 responses	9 responses	6 responses	0 responses

Comments

15 miles to any social place.
All the halls are well used. Great range of clubs and groups.
Community self-help is working, but with no GP they are not getting the support they need. B&
Fibre optic internet has made a difference



Q11.Identity and Belonging Does this place have a positive identity and do I feel I belong?

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42 responses in total - Average Score of 5.5							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
2	2	1	6	4	11	15	0
responses	responses	responses	responses		responses		

Yes, but that it despite the council's effort, not because of anything you are doing.

Yes, on the whole. I am relatively new to the area but feel part of the community. There are issues to contend with but on the whole these tend to unite the community.

## Q12. Feeling Safe Do I feel safe here?

42 responses in total – Average Score of 6.2							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
2 responses	0 responses	0 responses	3 responses	4 responses	5 responses	27 responses	0 responses

### Comments

All good.
Compared to many places Mull is very safe.
Generally speaking Mull's a safe place and I'm happy going <del>about</del> time ... except during the Music Festival and the Rally where I feel there is a lot of antisocial behaviour mostly due to drink. In the case of the Rally, drivers practice and do pace notes on the roads outside the Rally week because they know that's carefully policed. Roads are generally not that safe due to potholes, narrowness and speed of some drivers.
I have always felt safe on islands in Scotland. The crime rate is always very low. Getting lots of people moving into the area that I do not know all from Mull, makes me feel slightly less safe.
I have never feel unsafe
Living on an island gives one a secure feeling so much so that crime, although relatively low totally absent. Recently thefts of gardening equipment have occurred.

### Q13. Care and Maintenance Are buildings and spaces well cared for?

42 responses in total - Average Score of 3.9							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
6 responses	4 responses	5 responses	8 responses	12 responses	4 responses	2 responses	0 responses

#### Comments

30mph signs lying on the ground. Toilets at Craignure are a disgrace  
 A&B council ignore the buildings on Mull and provides big cash injections money into mainle buildings. The



Q14. Influence and Sense of Control Do I feel able to take part in decisions and help change things for the better?

42 responses in total - Average Score of 3.3							
Score of 1	Score of 2	Score of 3	Score of 4	Score of 5	Score of 6	Score of 7	No response
7 responses	8 responses	5 responses	13 responses	4 responses	2 responses	2 responses	0 responses

Comments

Apart from this online exercise, I don't think the council listen. There are various 'public consultation meetings' from time to time where we're told what's going to happen but the public input doesn't usually have any effect. The health partnership has been a case in futility.

As a holiday home owner I don't feel I should have too much influence although we have always worked closely with and supported the local community

Community groups are great and encourage everyone to take part to improve their team. We have no GP's and have been provided with locum GP's for far too long now. Local people do not feel listened to or able to contribute to decisions as ~~one~~ never seems to listen. The planned car park charges for example, that will cost locals more than it does for people in London who have access to lots of public transport. It's just a scheme to make more money quickly and should be scrapped immediately as it will have a very negative effect on the island. The lack of repairs by the Council on the pier they own has caused significant issues for people relying on the ferry as there are increased cancellations due to concerns the pier will collapse if bumped; especially as



What are the main issues and priorities for change that you've identified?

\*maintain free car parks at ferry ports and near supermarkets and other things that are important for the community.

\*better public transport and discourage tourists to bring cars onto the island

\*stricter rules regarding septic tanks

\*don't encourage tourism endlessly. Set a maximum proportion of houses in a place that can be



Improved infrastructure to meet the increase in tourist numbers. Meaningful consultation with locals Improved access to affordable housing	
Improved public landscape and buildings Improved housing to support local opportunities Not apply policies across the area without thought and consideration to meet local circumstances	
More affordable housing to reflect local needs. A greater variety of job opportunities, especially a higher skill level (facilitated by investment in superfast broadband). Investment in cycle paths and footpaths More facilities and infrastructure to cater for visitors	
Nuisance neighbours that the council do nothing about	
old garages and temp buildings mess behind houses	
Parking- our community has drawn up ideas and plans to help the council to see how necessary is for our community to have our own control and not have ideas foisted on us without negotiating with the very good community leaders which we have. If you allow our own community to have a say you will be helping to give the community confidence in our council and subsequently cooperation when it is needed. You need to give us confidence in you!	
Poor public transport Unfair proposed parking charges as we have no alternatives to them No childcare provision	
Potholes on roads. Overflowing rubbish bins means they are not emptied as required. More bins required. Lack of resident doctor and nurse.	
RET for islanders only Parking, white lining and enforcement Funding is required improvements including regular maintenance of common areas by the Council.	
Road surfaces, particularly edges and passing places on single track roads. Too many cameras (partly as they are now so much cheaper on the ferries) I think holidaymakers should subsidise the locals and facilities	
Superfast Broadband to WHOLE of the isle of Mull ASAP. Increased knowledge and understanding with mainland authorities of the particular issues relating to islands (not just Mull). Increased coordination and communication between public transport providers. Additional funding to develop and improve community facilities in the south of the island.	



Support locals to extend the cycle path from Fionnphort/Creich Hall. More affordable housing to accommodate people who desperately want to live and work here, particularly seasonal workers. Improve upkeep of the roads.
Take measures to discourage under use of second homes. Charge more council tax for second homes. Insist on empty houses being rented out or sold.
The council should listen to the people of Mull and abandon plans to charge for parking. RET shouldn't apply to camper vans Deny children bus transport to schools outside their catchment area.
The new large ferries being built currently should be put onto the outer isle routes. The Craignure route should use several smaller, more frequent ferries (as in Norway). Investment should be made to the Craignure pier. The Council should LISTEN to the locals and not just sweep us under the carpet!
Very little I realise

Produced by the Argyll and Bute Community Planning Partnership, January 2020 – based upon the Place Standard Consultation Engagement which took place between May and October 2019.

Please contact [cppadmin@argyll-bute.gov.uk](mailto:cppadmin@argyll-bute.gov.uk) for further information.

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