

***Shetland Islands***  
***“Your Voice” Public Opinion Panel – Autumn 2005 Survey***  
***Summary Report***

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## 1.0 Introduction

This report details the main findings to emerge from the third questionnaire issued to the recently created “Your Voice” Public Opinion Panel. This panel contains 585 members who are representative of the population of Shetland.

### *Response Rates*

Overall, approximately 49% of panel members returned a questionnaire.

## 1.1 Sampling Accuracy

All sample surveys are subject to a degree of random error. It has become customary to provide an indication of the error margin by calculating the 95% confidence intervals for a simple random sample of the same size. These are provided in the table below. The magnitude of the error depends on the number of completed questionnaires and the results percentage.

### 95% Confidence Intervals

Number of Respondents	Margin of Error
1000	+/- 3%
400	+/-5%
250	+/-7%
100	+/-10%

Note: The table shows the 95% confidence interval, sometimes called a margin of error. The table has been calculated on the basis of simple random sampling.

The table below provides examples of actual responses and how the margins of error may affect the results.

	Number of respondents	Margin of error	Variance
Are you aware of crime stoppers	280 respondents, - 182 state yes (65%)	+/-7%	58% to 72%

## 1.2 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all 585 members of the “Your Voice” Public Opinion Panel. The questionnaire was designed to elicit people’s views and opinions with regard to various aspects of public services in Shetland. The headings within the questionnaire were as follows;

- Planning
- Housing
- Community Safety
- Transport
- Travel within Shetland Islands
- Transport to Health Care Services
- Public Transport in Shetland
- Roads Service
- Information Communication Technology

## 2.0 Survey Responses

### 2.1 Planning

Respondents were asked to consider a variety of statements concerning planning issues in the Shetland Islands. The top 6 planning issues which more than 70% of respondents agreed with were as follows;

- Shetland's older buildings should be valued as part of our heritage in the same way as music or dialect.
- More care needs to be taken in fitting new housing development into the Shetland landscape.
- Large wind farms should only be welcomed in Shetland if they are carefully located and don't damage our most beautiful landscapes.
- If I were buying a new house, I would be prepared to pay 10% more at the outset for energy-saving equipment and features.
- Scandinavian house designs are just as appropriate to Shetland as traditional Shetland designs.
- I would like to install small- scale renewable energy equipment to meet at least part of my home's needs (e.g. small aerogenerator, heat pump, solar panels).

In contrast to this, the three statements that the largest percentage of respondents disagree with are as follows;

- I have heard about the document called 'The Shetland House' that gives advice on how to go about building a new home.
- Too much money is spent on restoring older buildings.
- Over the last twenty years or so, the design and layout of housing in rural areas of Shetland has been very good.

**Please indicate how you feel about each of the statements below**

	Strongly agree	Somewhat agree	Neither agree/nor disagree	Somewhat disagree	Strongly disagree
Well-designed houses are more expensive	22%	38%	21%	13%	6%
Over the last twenty years or so, the design and layout of housing in rural areas of Shetland has been very good	8%	33%	24%	23%	12%
More care needs to be taken in fitting new housing development into the Shetland landscape	39%	38%	11%	9%	3%
Scandinavian house designs are just as appropriate to Shetland as traditional Shetland designs	36%	38%	14%	8%	4%
I would like to install small-scale renewable energy equipment to meet at least part of my home's needs (e.g. small aerogenerator, heat pump, solar panels)	42%	29%	20%	6%	3%
If I were buying a new house, I would be prepared to pay 10% more at the outset for energy-saving equipment and features	34%	41%	15%	9%	1%
Large wind farms should only be welcomed in Shetland if they are carefully located and don't damage our most beautiful landscapes	49%	28%	10%	8%	5%
Any development of large scale wind farms should be approved, wherever it is located	39%	24%	10%	11%	16%
Shetland's older buildings should be valued as part of our heritage in the same way as music or dialect	52%	34%	9%	4%	2%
Too much money is spent on restoring older buildings	9%	23%	27%	25%	16%
I have heard about the document called 'The Shetland House' that gives advice on how to go about building a new home	17%	12%	19%	10%	42%

## 2.2 Housing

Eighty nine percent of respondents indicated that they are able to live in the area of Shetland that they want to. Nine percent said that they were not able to live in the area that they want to. The main reason given was that the housing was unaffordable to buy (57%), followed by transport is difficult (36%) and rented housing is in high demand (18%). Only 7% stated that the need to be near other services was a reason they could not live in the area of Shetland they wanted to.

A variety of other housing issues were asked about. In general as the table below highlights a similar number of respondents agreed as disagreed with each of the statements. The issue of rented housing stands out. Only 16% of respondents said that they think there is enough homes to rent in Shetland, whilst 55% stated that there were not enough homes for rent.

	Yes	No	Don't know/No opinion
Are you able to live in the area of Shetland that you want to	89%	9%	2%
Do you think there are enough homes for sale in Shetland	46%	37%	18%
Are the homes that are for rent affordable to you	39%	21%	41%
Are the homes that are for sale affordable to you	37%	46%	17%
Do you think there are enough house sites to buy in Shetland	35%	40%	26%
Do you think homelessness is an issue in Shetland	34%	48%	18%
Are the house sites to buy in Shetland affordable to you	27%	38%	35%
Do you think there are enough homes to rent in Shetland	16%	55%	29%

Ninety five percent of all respondents stated that the area within a 15 minute walk of their home is either fairly or very safe. Only 2% of respondents (6 people) thought it rather or very unsafe.

### Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?

A very safe area	66%
A fairly safe area	29%
Neither safe nor unsafe	2%
Rather unsafe area	1%
A very unsafe area	1%
No opinion	1%

Fifty five percent of respondents living in Lerwick said that they are aware of the Neighbourhood Support Workers in Lerwick.

Only 19% of respondents believe that the Neighbourhood Support Workers have made their area a better place to live. A further 70% neither agree nor disagree with the statement. The remaining 11% disagree.

**Do you think that the Neighbourhood Support Workers have made your area a better Place to live?**

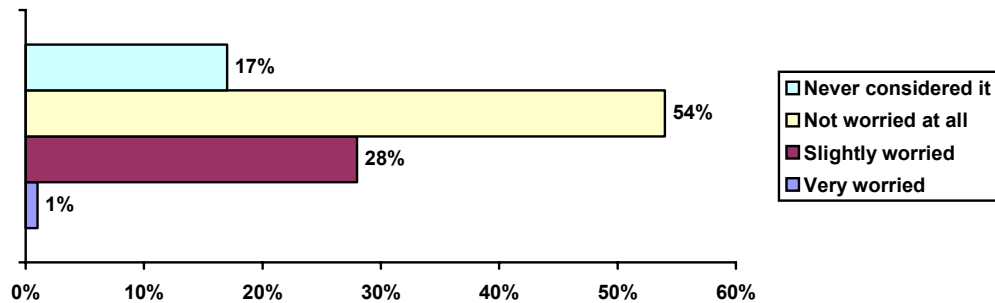
Strongly agree	7%
Somewhat agree	12%
Neither agree Nor disagree	70%
Somewhat disagree	3%
Strongly disagree	8%

### 2.3 Community Safety

Twenty nine percent of respondents indicated that they are either slightly or very worried about becoming a victim of crime. This rose to a high of 34% for female respondents and 45% for people aged 16-24 years.

#### How worried are you about becoming a victim of crime?

Very worried	1%
Slightly worried	28%
Not worried at all	54%
Never considered it	17%



For people who state that they are worried about becoming a victim of crime, the three most common crimes that they are worried about are as follows;

- Vandalism or deliberate damage to your home, property or car 89%
- Being attacked, assaulted or robbed in the street 81%
- Being insulted or threatened 72%

#### If you are worried about becoming a victim of crime, what crime(s) are you worried about?

Vandalism or deliberate damage to your home, property or car	89%
Being attacked, assaulted or robbed in the street	81%
Being insulted or threatened	72%
Having your car stolen or broken into	60%
Having your home broken into	49%
Being attacked, assaulted or robbed in your own home	23%
Being the victim of an attempted rape, rape or other serious sexual offence	7%
Being a victim of domestic abuse	2%

In general very few respondents said that they worried about suffering discrimination or abuse based on the grounds outlined in the table below (Q7).

The two issues which come out more strongly than the others are discrimination or abuse on the basis of gender. Twenty percent of female respondents indicated they were either very or slightly worried with regard to this compared to only 3% of male respondents.

With regard to age discrimination or abuse, it is interesting to note that it is people aged 45-54 years that are most likely to be worried about this. Thirty six percent of people aged between 45 and 54 years stating this.

**How worried are you about suffering discrimination or abuse on the grounds of any of the following?**

	Very worried	Slightly worried	Not worried at all	Never considered it
Race or ethnic origin	2%	8%	61%	30%
Gender	2%	9%	60%	29%
Sexuality	2%	2%	67%	30%
Mental Health	2%	4%	62%	32%
Learning Disability	1%	2%	64%	33%
Physical Disability	3%	5%	60%	32%
Religious beliefs	0%	5%	64%	30%
Political beliefs	1%	3%	66%	30%
Age	3%	18%	53%	26%

The main things people do because of possible worries about crime are to make sure their home or vehicle is adequately secured. It is interesting to note that 51% of people said that they only sometimes made sure their vehicle was adequately secured and a further 17% said they never did this.

Forty three percent of people said that they may avoid certain places and 35% said that they marked their property in case it is stolen.

**Do you do any of the following because of the possible worries about crime?**

	Always(yes)	Sometimes	Never (No)
Make sure your home is adequately secured	52%	28%	20%
Make sure your vehicle is adequately secured	32%	51%	17%
Avoid certain places	7%	36%	57%
Mark your property in case it is stolen	6%	29%	64%
Avoid going out when it is dark	2%	14%	84%
Avoid going out at certain times	2%	13%	85%
Avoid going out alone	1%	13%	85%
Take self-defence classes	1%	1%	98%
Carry a personal alarm	0%	1%	99%

The main issues that the largest number of respondents stated were a major or minor concern in the area where they live are as follows;

- |  | % of respondents stating the issue is a major or minor concern |
|--|--|
| • Rubbish or litter lying around             | 55%  |
| • Vandalism, graffiti                        | 36%  |
| • People using drugs                         | 35%  |
| • Young people hanging around on the streets | 31%  |
| • Rowdy or drunken behaviour                 | 30%  |
| • People dealing in drugs                    | 29%  |

**How much of a concern is each of the following in the area where you live?**

	A minor concern	Not a concern	A major concern	No opinion/Don't know
People dealing in drugs	13%	61%	16%	10%
Rubbish or litter lying around	41%	43%	14%	2%
People using drugs	21%	58%	14%	7%
Vandalism, graffiti and deliberate damage	26%	62%	10%	3%
Rowdy or drunken behaviour	22%	68%	8%	3%
Young people hanging around on the streets	25%	66%	6%	2%
Domestic abuse	6%	73%	5%	17%
Antisocial neighbours	21%	72%	4%	3%

Sixty nine percent of respondents said that they are aware of the Northern Constabulary confidential line, a further 65% said that they are aware of Crime Stoppers. Only 28% said they were aware of the Safer Shetland Line.

In total 6% of respondents said that they have used the Northern Constabulary confidential line and 3% have used Crime Stoppers.

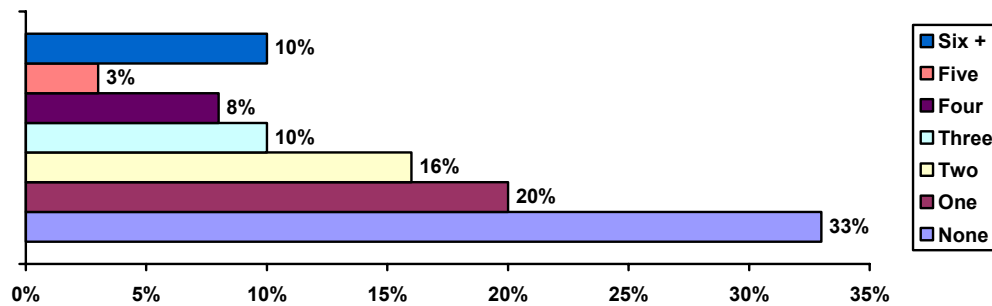
## 2.4 Transport

Approximately two thirds (67%) of all respondents stated that they had made a trip out of Shetland in the past year, a further 20% of respondents made one trip by plane, 16% made two trips and 10% made three trips. The remaining 21% made four or more trips out of Shetland in the last year by plane.

As may be expected it is older respondents who are least likely to have made a trip out of Shetland by plane. Only 42% of people aged 65+ years took a trip by plane compared to 91% of respondents aged 16-24 years.

### How many trips have you made out of Shetland in the last year by plane?

None	33%
One	20%
Two	16%
Three	10%
Four	8%
Five	3%
Six +	10%



For those people who have made a trip by plane, the three most popular reasons were as follows;

- Pleasure 44%
- Visiting family or friends 39%
- Business 34%

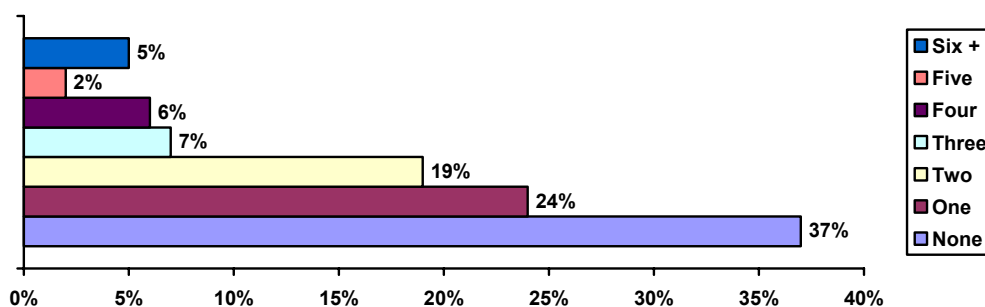
### Were the trip(s) you made (mostly) for?

Pleasure	44%
Visiting family or friends	39%
Business	34%
Reasons to do with your health	16%
Shopping	13%
Education	2%

A similar number of people made a trip out of Shetland by ferry as by plane. Sixty three percent of people made a trip by ferry. Once again it is younger respondents who are most likely to have made a trip out of Shetland by ferry. Seventy three percent of respondents aged between 16 and 54 years had made a trip out of Shetland by ferry in the last year, whilst only 46% of people aged 55+ years did so.

**How many trips have you made out of Shetland in the last year by ferry?**

None	37%
One	24%
Two	19%
Three	7%
Four	6%
Five	2%
Six +	5%



The main reasons for undertaking a trip off of Shetland by ferry was as follows;

- Pleasure 61%
- Visiting family or friends 37%
- Business 15%

**Were the trip(s) you made (mostly) for**

Pleasure	61%
Visiting family or friends	37%
Business	15%
Shopping	15%
Reasons to do with your health	4%
Education	3%

The table below summarises the month in which respondents made their most recent trip off Shetland. Sixty two percent of people indicated that they had made their most recent trip in the months of July, August and September 2005. This is the three months prior to the questionnaire being issued.

**Thinking about the last trip you made outside Shetland, whether by plane or ferry, in which month did you travel?**

September 2004	2%
October 2004	4%
November 2004	2%
December 2004	2%
January 2005	2%
February 2005	2%
March 2005	6%
April 2005	5%
May 2005	8%
June 2005	4%
July 2005	22%
August 2005	21%
September 2005	19%
Don't know/can't remember	1%

The main purpose of that trip was as follows;

- Pleasure 38%
- Visiting family or friends 25%
- Business 14%

**What was the main purpose of that trip?**

Pleasure	38%
Visiting family or friends	25%
Business	14%
Shopping	7%
Education	2%

When asked , “Did you leave Shetland for that trip by ferry or plane”, fifty one percent of respondents said ferry and 49% said plane.

As the table below highlights, the main reasons for travelling by air was that it was faster (67%) and more convenient times (25%). In contrast the main reason for using the ferry was that it was cheaper.

**Why did you choose that mode of transport?**

	Total	Plane	Ferry
Cheaper	28%	14%	50%
More convenient times	17%	25%	15%
Don't like sea crossing	7%	17%	0%
Faster	28%	67%	1%
Special offer	6%	10%	3%
Other	19%	6%	38%
More comfortable	7%	13%	4%
Don't like flying	1%	0%	3%
Don't know	1%	0%	2%

Almost two thirds (62%) of respondents said that they paid full fair on their last trip outside Shetland, a further 33% said that they received a reduction and 5% said they could not remember.

Seventy seven percent of respondents indicated that the cost of the fare was paid by themselves, a further 23% indicated that it was paid for by someone else.

**Did you pay for the fare yourself or was the cost of travel met by somebody else, for example an employer?**

	Total
Paid myself	77%
Paid by someone else	23%
Don't know/cant remember	1%

The destination of the trip was Aberdeen for 33% of respondents, this is followed by other UK (23%) and Outside (13%) the UK.

**What was your final destination on that trip?**

	Total
Aberdeen	33%
Other UK	23%
Outside the UK	13%
Other Scotland	10%
Glasgow	8%
Edinburgh	8%
London	3%
Inverness	2%
Don't know/can't remember	0%

The majority of respondents indicated that the mode of transport they used to travel to the airport or ferry terminal was by car (driver) 46% with a further 31% being a passenger. Similar numbers of respondents used these means of transport to leave the airport/ferry terminal once they had landed back in Shetland.

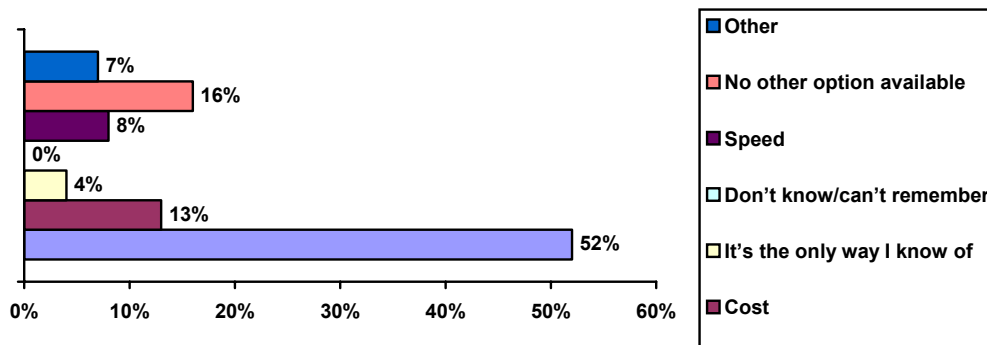
**What mode of transport did you use to get to the airport/ferry port in Shetland?**

	Travel to Airport/Ferry	Travel from Airport/Ferry
Car-driver	46%	43%
Car-passenger	31%	27%
Taxi	4%	9%
Ferry	3%	2%
Bus	2%	3%
Walked	1%	0%
Motorbike	1%	1%
Other	1%	1%
Can't remember	0%	0%
Bicycle	0%	0%

Respondents indicated that the reasons they chose a particular route and mode of transport was generally because it was convenient/easiest way of getting there (52%), this is followed by no other option (16%) and cost (13%).

**Why did you choose the route and the modes of transport that you used?**

	Total	Plane	Ferry
Convenient/easiest way of getting there	52%	66%	57%
Cost	13%	7%	22%
It's the only way I know of	4%	4%	6%
Don't know/can't remember	0%	0%	1%
Speed	8%	15%	3%
No other option available	16%	22%	15%
Other	7%	3%	14%



The majority of respondents (72%) indicated that they did not experience any difficulties on their journey. Four percent stated that there were delays/traffic jams and a further 2% said that there were cancellations.

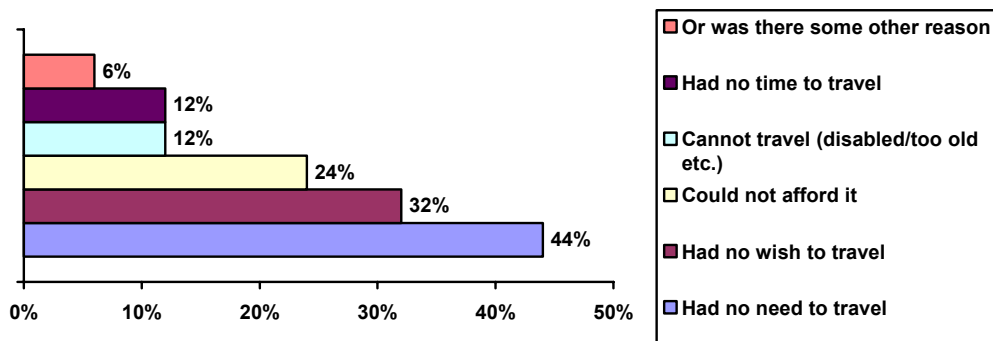
**And can you remember did you experience any difficulties in that journey and is so what were they?**

No difficulties	72%
Delays/traffic jams	4%
Cancellations	2%
Missed transport	1%
No connecting services	1%

Respondents who had not travelled out of Shetland in the last 12 months, were asked to state why this was so. The main reasons respondents gave were, had no need to travel (44%) and had no wish to travel (32%). This is followed by, could not afford it (24%).

**Was this because of**

Had no need to travel	44%
Had no wish to travel	32%
Could not afford it	24%
Cannot travel (disabled/too old etc.)	12%
Had no time to travel	12%
Or was there some other reason	6%



For those people who could not afford the cost of travel, 44% stated that the individual cost was too high, with a further 38% stating that the total cost was too high.

**If you could not afford it was this because the individual cost was too high, or was it that you would have liked to take people with you (your family for example) and the total cost was not affordable?**

Individual cost too high	44%
Total cost too high	38%
Other	13%
Don't know	6%

Of those people who have not travelled off Shetland in the last 12 months, 53% said that they planned to travel from Shetland in the next 12 months. A further 20% said no and the remaining 27% don't know.

The most common destination for people considering travelling from Shetland in the next 12 months is Aberdeen (33%), followed by other Scotland (17%), Outside the UK (11%) and London (11%).

**Do you know at this stage where you are likely to be travelling to? If you think you are likely to be travelling more than once please indicate where you think you will be going to most often?**

Aberdeen	33%
Other Scotland	17%
Outside the UK	11%
London	11%
Don't know	11%
Inverness	6%
Glasgow	6%
Other UK	6%

Almost half of these respondents (47%) stated that they would be likely to use the plane, with a further 37% stating they would use the ferry. The remaining 16% don't know what mode of transport they would use.

The main reasons why people would choose a particular mode of transport are it is faster (33%, with 78% of respondents who said they would fly stating this and cheaper (29%), with 85% of people who said they would go by ferry stating this.

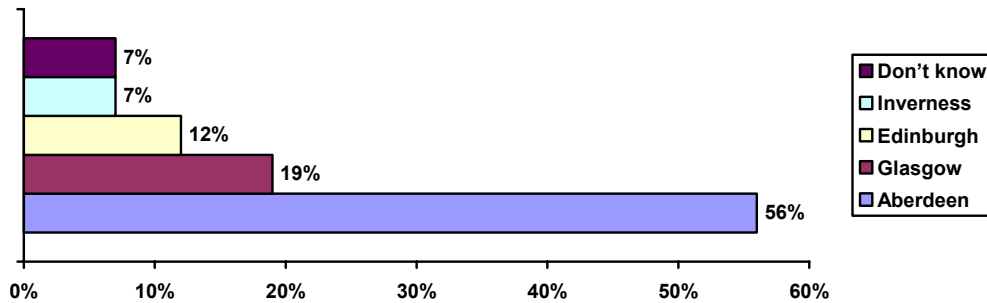
**Why are you likely to choose that mode of transport?**

	Total	Plane	Ferry
Cheaper	29%	11%	85%
More convenient times	8%	11%	14%
Other	8%	22%	0%
Faster	33%	78%	14%
Don't like flying	0%	0%	0%
Don't know	0%	0%	0%
More comfortable	8%	22%	0%
Don't like sea crossing	8%	22%	0%

Just over half of all respondents (56%) indicated that when flying from Shetland their preferred destination on the mainland would be Aberdeen. This is followed by Glasgow (19%) and Edinburgh (12%).

**When flying from Shetland what is, or would be, your preferred destination on the mainland?**

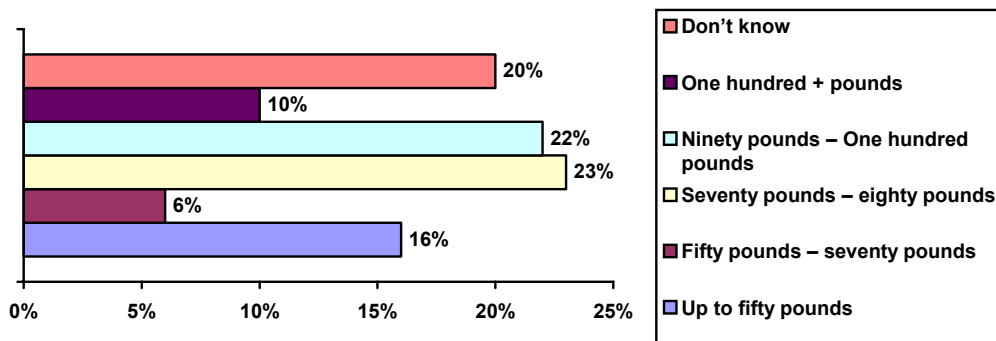
Aberdeen	56%
Glasgow	19%
Edinburgh	12%
Inverness	7%
Don't know	7%



Almost half of all respondents (45%) believed that a fair price for the cheapest flexible return ticket to Aberdeen or Inverness by air would be between £70 and £100.

**What would you consider to be a fair price for the cheapest flexible return ticket from Shetland to Aberdeen or Inverness by air?**

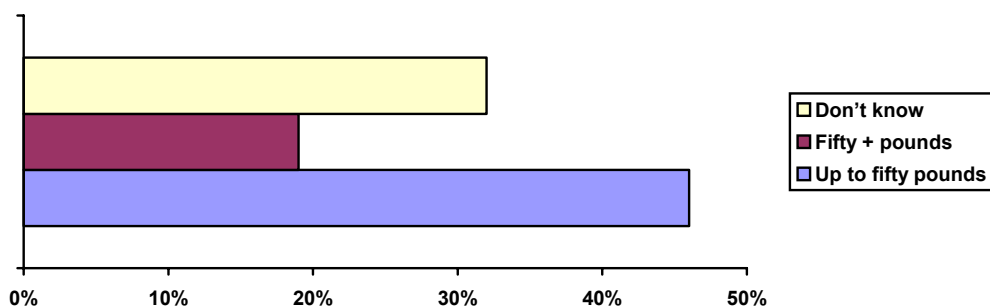
Up to fifty pounds	16%
Fifty pounds – seventy pounds	6%
Seventy pounds – eighty pounds	23%
Ninety pounds – One hundred pounds	22%
One hundred + pounds	10%
Don't know	20%



In contrast to the price of the air fare, forty six percent of respondents believed that a fair price for the cheapest return ticket to Aberdeen by sea would be up to £50, with a further 19% stating between £50- and £100. Thirty two percent of respondents said don't know.

**And what would you consider to be a fair price for the cheapest flexible return ticket to Aberdeen by sea?**

Up to fifty pounds	46%
Fifty to one hundred pounds	19%
Don't know	32%



Thirty one percent of respondents stated that they believed a fair price for the cheapest flexible return ticket to Edinburgh or Glasgow by air to be between £70 and £100, a further 25% thought that between £100 and £150 was a fair price.

**What would you consider to be a fair price for the cheapest flexible return ticket from Shetland to Edinburgh or Glasgow by air?**

Up to Seventy pounds	11%
Seventy pounds to One hundred pounds	31%
One hundred + pounds	25%
Don't know	29%

Similarly, for the cheapest flexible return ticket from Shetland to London by air, twenty percent of respondents thought that up to £100 was a fair price, with a further 28% stating that between £100 and £160 was a fair price.

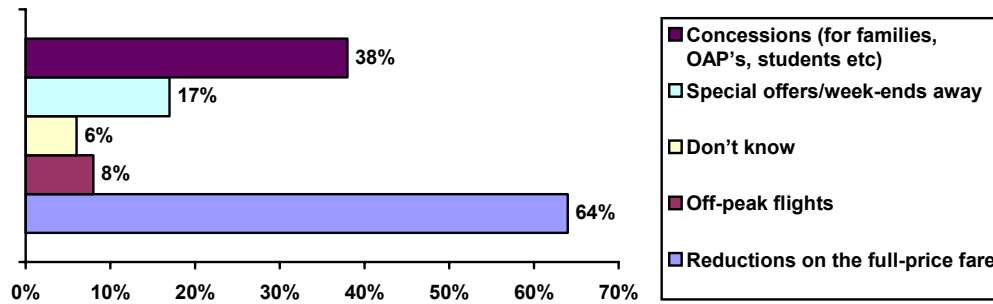
**And what would you consider to be a fair price for the cheapest flexible return ticket from Shetland to London by air?**

Up to One hundred pounds	20%
One hundred to one hundred and fifty pounds	28%
One hundred and sixty + pounds	16%
Don't know	33%

The two most important things for respondents when travelling to and from the mainland are reductions on the full price fare (64%) and concessions (for families, OAP's, students etc) 38%.

**With regard to travelling to and from the mainland, which of the following things is most important to you?**

Reductions on the full-price fare	64%
Off-peak flights	8%
Don't know	6%
Special offers/week-ends away	17%
Concessions (for families, OAP's, students etc)	38%



Respondents were asked "If the fares to and from the mainland were cheaper are there any particular facilities or events on the mainland that you would visit that you can't visit now", the top three events that people would travel to are as follows;

- Shopping trips 48%
- Other entertainment 43%
- Sports events 27%

**If the fares to and from the mainland were cheaper are there any particular facilities or events on the mainland that you would visit that you can't visit now?**

Shopping trips	48%
Other entertainment	43%
Sports events	27%
Theatre	27%
Other	26%
No	14%
Business meetings	9%
Specialist hospitals/health treatments	8%
Don't know	2%

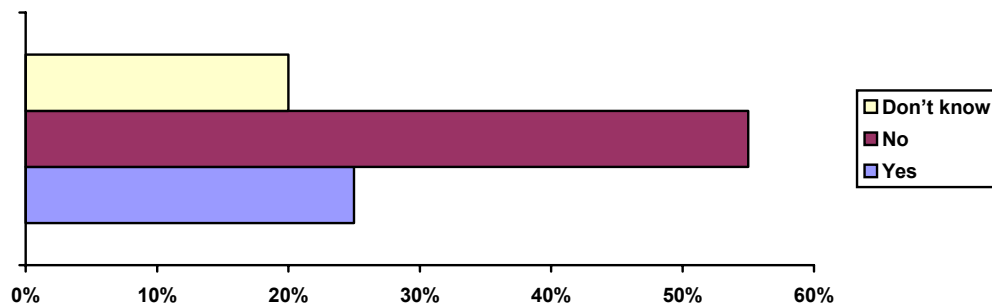
Respondents indicated that if air fares to the mainland were half their current level they would take in total an additional 674 trips. From question 13a it can be calculated that respondents took 653 trips out of Shetland in the last year by plane. Therefore if the price of the fares were to be halved the number of trips would effectively double. In addition to this 28% of respondents did not know how many additional trips they would take.

Similarly, if the fares to and from the mainland by ferry were to be halved, respondents indicated that they would take an additional 346 journeys. At present respondents stated they had taken 432 journeys by ferry in the last year.

Just over half of the respondents (55%), said that they would not prefer Rosyth as a final destination if the price and journey times were the same as those to Aberdeen.

**Assuming the price and journey times of the ferry to Aberdeen were similar would you prefer Rosyth as a final destination?**

Yes	25%
No	55%
Don't know	20%



## 2.5 Travel within Shetland Islands

The majority of respondents (66%) indicated that they travel to work by car, with a further 11% walking.

### If, you travel to work what mode(s) of transport do you use?

Car	66%
Walk	11%
Bus	6%
Ferry	4%
Other	3%
Motorcycle	1%
Taxi	1%
Bicycle	1%

Most people (55%) stated that there is no alternative method of travel which they would prefer. Five percent stated they would prefer the bus and 4% stated they would prefer to walk. Thirty percent of respondents did not answer the question

When asked how they travel to the place they do most of their shopping, 91% of respondents said that they used a car, 9% walked, 4% used a ferry and 4% went by bus. Once again the majority of people stated that there was no other method of transport that they preferred to go shopping.

For respondents with children of school age, the largest number (43%) use a school bus to travel to school. A further 23% travel by car and 20% walk.

### If you have children of school age how do they travel to and from school?

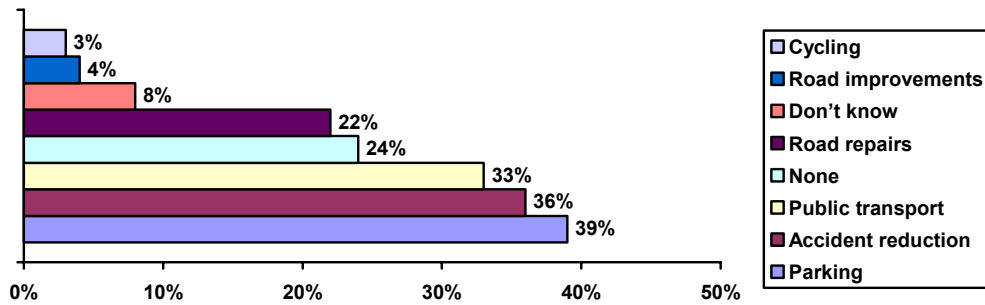
School bus	43%
Own car	23%
Walk	20%
Taxi	5%
Other bus	4%
Other	2%
Cycle	1%
Lift from friend	0%
Ferry	1%

The three transport issues that respondents consider to be the most important for the Council to consider are;

- Parking 39%
- Accident reduction 36%
- Public transport 33%

**Which two transport issues, do you consider to be the most important for the Council to tackle?**

Parking	39%
Accident reduction	36%
Public transport	33%
None	24%
Road repairs	22%
Don't know	8%
Road improvements	4%
Cycling	3%



Respondents stated that in 24% of households one person held a driving licence, in 58% of households, two driving licences were held, with the remaining 18% of households having 3 or more people with a driving licence.

Similarly, with regard to the number of cars or small vans which are available for use in each household, 37% of respondents indicated one car or small van to be available, 48% stated that there were two and 15% had three or more cars or small vans available

## 2.6 Transport to Health Care Services

In general, most people (84%) said that they would travel by car to healthcare appointments in Shetland, with a further 15% walking. Other forms of transport used included taxi (6%), Bus (6%), ferry (4%) and cycle (2%).

## 2.7 Public Transport in Shetland

For the most part public transport for local travel within Shetland is used very infrequently by panel respondents. The most regularly used service is the inter island ferry service which 32% of respondents indicated they used monthly or more frequently. This is followed by taxi hire (18%) and local bus services (14%). The inter island air service is never used by 84% of respondents and used less frequently than monthly by 15% of respondents.

### How often do you use public transport for local travel within Shetland?

	Daily	Weekly	Monthly	Less frequent	Never
Local bus services	3%	8%	3%	38%	47%
Inter Island ferry service	3%	13%	16%	57%	11%
Inter Island air service	0%	0%	0%	15%	84%
Taxi hire	1%	5%	12%	41%	40%

In excess of a third to a half of all respondents are unable to rate the local bus service on a variety of different aspects. The top three aspects that receive the highest level of “good” awards are, Safety (35%), Reliable service (35%) and Boarding point close to home (30%). In contrast the two aspects which receive the highest number of poor ratings are Frequency of evening services (41%) and frequency of weekend services (32%).

### How would you rate Local bus service in terms of:

	Good	Okay	Poor	Don't know/No opinion
Comfort	28%	29%	7%	36%
Safety	35%	28%	2%	35%
Provision for children/shopping	21%	29%	8%	42%
Provision for elderly/disabled	24%	28%	8%	42%
Boarding point close to home	30%	25%	14%	31%
Journey times	25%	35%	6%	34%
Links to other services	13%	25%	16%	48%
Return services	19%	29%	14%	39%
Reliable service	35%	28%	1%	36%
Frequency of evening services	4%	13%	41%	43%
Frequency of weekend services	7%	17%	32%	44%
Frequency of day time services	15%	28%	20%	37%
Route end destinations	15%	37%	6%	42%
Cost	24%	37%	1%	38%

Once again the number of people unable to rate the inter island ferry service can be quite high, rising to 45% of people with no opinion regarding the frequency of evening services.

The three aspects which receive the highest number of good awards are safety (65%), comfort (62%) and reliable service (45%). In contrast to this the aspect receiving the highest poor rating was costs (11%).

**How would you rate Inter-island ferry service in terms of:**

	Good	Okay	Poor	Don't know/No opinion
Comfort	62%	22%	2%	15%
Safety	65%	18%	2%	15%
Provision for children/shopping	35%	23%	5%	37%
Provision for elderly/disabled	31%	30%	8%	31%
Boarding point close to home	21%	35%	8%	36%
Journey times	44%	36%	2%	18%
Links to other services	21%	28%	7%	44%
Return service	39%	36%	2%	22%
Reliable service	45%	33%	3%	19%
Frequency of evening services	26%	23%	7%	45%
Frequency of weekend services	29%	24%	6%	41%
Frequency of day time services	41%	27%	2%	30%
Route end destinations	32%	32%	2%	34%
Cost	33%	38%	11%	19%

For the majority of respondents, comment on the inter island air service is not possible due to the fact that 84% of them stated that they have never used it. The two aspects that receive high levels of good ratings are safety (16%) and journey times (10%).

**How would you rate Inter-island air services in terms of:**

	Good	Okay	Poor	Don't know/No opinion
Comfort	7%	14%	2%	78%
Safety	16%	6%	1%	77%
Provision for children/shopping	4%	5%	4%	86%
Provision for elderly/disabled	5%	4%	7%	83%
Boarding point close to home	5%	10%	5%	80%
Journey times	10%	11%	1%	78%
Links to other services	6%	7%	5%	82%
Return service	9%	10%	2%	80%
Reliable service	8%	9%	5%	78%
Frequency of evening services	1%	3%	9%	88%
Frequency of weekend services	2%	3%	9%	86%
Frequency of day time services	3%	12%	2%	83%
Route end destinations	7%	9%	2%	83%
Cost	3%	9%	8%	80%

## 2.8 Roads Service

In general, approximately three quarters or more of all respondents stated that the Shetland Islands Council's Road maintenance operation was either satisfactory or better. Aspects with the highest levels of satisfaction were;

- Road signs 92% satisfied
- Road markings 87% satisfied
- General standard of road surface 85% satisfied

In contrast the two aspects with the highest number of people stating they are either poor or very poor are;

- Repair of pot-holes and road surface defects 30% stating poor or very poor
- Extent of verges cut throughout the summer 30% stating poor or very poor

**How would you rate Shetland Islands Council's Road Maintenance operation in each of the following areas of activity?**

	Very poor	Poor	Satisfactory	Good	Excellent
Repair of pot-holes and road surface defects	8%	22%	47%	16%	7%
General standard of road surface	2%	13%	42%	29%	15%
Road markings	3%	10%	44%	32%	10%
Roadside drainage, ditches and gullies	7%	13%	45%	29%	6%
Road signs	1%	7%	49%	33%	9%
General standard of footway maintenance	6%	15%	49%	23%	6%
Frequency of cutting of grass verges	7%	22%	42%	23%	5%
Extent of verges cut throughout the summer	11%	19%	44%	21%	6%

With regard to the Council's gritting/snow clearing operation, again the large majority of respondents are satisfied with this service. Levels of satisfaction reach a peak of 95% regarding the service provided on the main roads in Lerwick and 90% for rural main roads. In contrast the areas which exhibit the highest levels of dissatisfaction are along rural minor roads, 34% of respondents indicating that this is either poor or very poor and in residential areas/housing scheme roads, where 33% of respondents indicated that this was poor or very poor.

**How would you rate Shetland Islands Council's Gritting/Snow Clearing operation in each of the following areas of activity?**

	Very poor	Poor	Satisfactory	Good	Excellent
Rural main roads	4%	8%	40%	36%	13%
Rural minor roads	12%	22%	39%	21%	6%
Main Roads in Lerwick	1%	4%	32%	40%	23%
Minor roads in Lerwick	2%	13%	38%	33%	13%
Residential areas/housing scheme roads	4%	29%	45%	24%	6%
Main footways in Lerwick	5%	14%	39%	30%	12%
Footways in residential areas	13%	16%	44%	20%	8%
Provision of grit bins	5%	18%	44%	27%	7%

Street lighting provision is in general considered to be satisfactory or better. Between 93% and 94% of respondents indicating this.

**How would you rate Shetland Islands Council's Street Lighting provision and maintenance?**

	Very poor	Poor	Satisfactory	Good	Excellent
Speed of repairs of street lights	2%	5%	53%	30%	10%
Level of lighting provided	2%	4%	47%	37%	11%
Extent of street lighting provided	2%	5%	47%	37%	9%

Respondents were asked to prioritise a variety of roads services where 1 was their most desirable and 10 the least desirable. To facilitate a comparison of these issues each ranking was given a score. A category with a rank of 1 was given a score of 10, a rank of 2 was scored 9, rank of 3 was scored 8 and so on down to a rank of 10 which received a score of 1. In this way an average score can be calculated providing a ranking for each of the categories.

As the table below highlights the top 5 categories which respondents selected as a priority were as follows;

- Take more measures to reduce road accidents
- Improve winter service by continuing to grit roads later in the evening (present finish time 6pm)
- Increase car parking provision in Lerwick
- Improvement of minor roads, but keeping them single track
- Increase footway provision in rural areas

In contrast the category which was seen as the least important was the development of secure cycle storage or cycle racks in Lerwick.

**Please indicate from the list below, how you would rank each category, starting with priority 1 as the most desirable.**

Take more measures to reduce road accidents	7.70
Improve winter service by continuing to grit roads later in the evening (present finish time 6pm)	7.28
Increase car parking provision in Lerwick	6.57
Improvement of minor roads, but keeping them single track	6.51
Increase footway provision in rural areas	6.47
Upgrading of single track roads to double width	5.99
Improve winter service by gritting more footways	5.93
Increase provision of traffic calming measures	5.74
Provision of cycle paths	5.32
Secure cycle storage or cycle racks in Lerwick	4.09

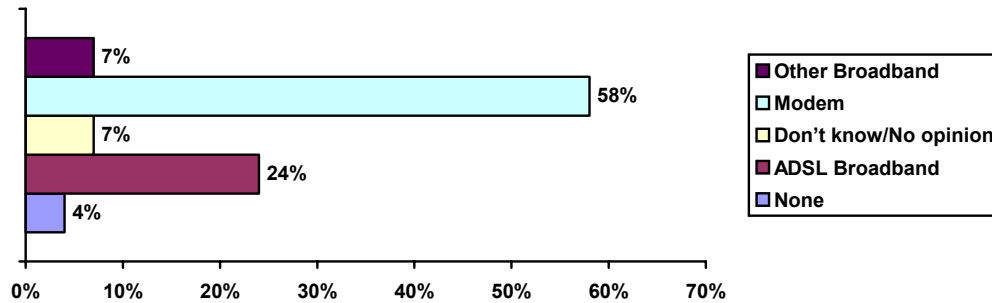
## 2.9 Information Communication Technology

Eighty one percent of respondents indicated that they have a personal computer at home. This peaked at 98% of people aged 25-34 years old and dropped to 30% for respondents aged 75+ years.

For those respondents that have a computer, 58% connect to the internet by a modem, with a further 24% stating that they use ADSL Broadband.

### What do you use for Internet connection

None	4%
ADSL Broadband	24%
Don't know/No opinion	7%
Modem	58%
Other Broadband	7%



Over two thirds of respondents said that they have no issue with their internet connection. Twenty one percent do have an issue, these predominantly being the cost of a dial up connection, speed of connection and lost internet connections.

Twenty one percent of respondents stated that they have plans to upgrade their current computer, 71% were not planning to upgrade their computer and 8% stated don't know. The majority of people indicated that they would be upgrading to a newer, faster computer.

Thirty nine percent of respondents stated that they were planning to upgrade their internet connection, a further 49% stated that they were not planning to connect or upgrade their internet connection and 12% did not know. The majority of people who were intending to upgrade their connection stated that it would be to upgrade to broadband.

Overall, the reliability of the internet connection is good. Eighty seven percent of respondents stating that it was either fairly or very reliable. This rises to 92% of people with a broadband connection. Reliability was at its poorest for people with a modem connection, 16% stating that it was either fairly or very unreliable.

**How reliable have you found your Internet connection?**

	Total	Modem	Broadband
Very reliable	26%	17%	45%
Fairly reliable	61%	67%	47%
Fairly unreliable	9%	12%	2%
Very unreliable	4%	4%	5%

Slightly less than half (48%) of all respondents indicated they have used the Council Website [www.shetland.gov.uk](http://www.shetland.gov.uk).

The top 5 uses people have made of the Council website are as follows;

- Getting general information and contact details about Council Services 78%
- Viewing Shetland photographs in the on-line Museum Photo-archive 65%
- Viewing on-line Planning applications 60%
- Viewing the Community Directory 54%
- Checking road conditions using the on-line access to the Roads Weather Stations 38%

**If yes, what features of the Council’s website have you used?**

	Yes	No	Don't know/No opinion
Getting general information and contact details about Council Services	78%	17%	5%
Viewing Shetland photographs in the on-line Museum Photo-archive	65%	30%	5%
Viewing on-line Planning applications	60%	36%	3%
Viewing the Community Directory	54%	44%	2%
Checking road conditions using the on-line access to the Roads Weather Stations	38%	58%	4%
Searching and Viewing Council agendas, minutes and reports through the on-line Council Information System	35%	60%	5%
Searching and reserving library books from the on-line library catalogue	19%	74%	7%
Please feel free to give any other opinions on this topic	5%	45%	50%
Using your credit card to make an on-line payment for Council Tax, Rents	2%	93%	5%
Non-Domestic Rates or Other Invoice	0%	95%	5%

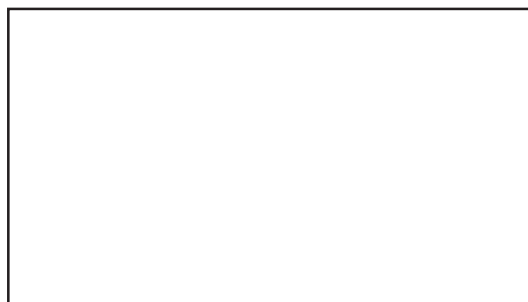
Appendix

Example Questionnaire



# **Shetland Islands** ***“Your Voice”*** **Questionnaire**

**Autumn 2005**



If any of the above details are incorrect  
please alter the label accordingly

# “Your Voice”

## Questionnaire

Welcome to the Your Voice, Autumn 2005 questionnaire!

This is the third of the initial questionnaires which we were using to test this approach. Once it has been collated we will be doing an overall evaluation of its effectiveness and will be back in touch with a number of panellists for further views on the process. After that decisions will be made on how to use “Your Voice” in the future. More details about this review will be sent to you along with the summary of this questionnaire results.

We would be grateful if you would complete this questionnaire: covering topics on Planning; Housing; Community Safety; Transport and ICT. It should only take a short time.

When you have completed the questionnaire, please send it back in the FREEPOST envelope provided: there is no need to put a stamp on the envelope. The more people who complete the questionnaire the better the results will be and it will ensure that the opinions of people from all over Shetland are heard by the public organisations working here.

If you have any queries about this questionnaire please do not hesitate to contact either **Shetland Islands Council (telephone 01595 744536)** or **Jeremy Quinn at Lowland Market Research (telephone 01360 319980)**.

We look forward to receiving your completed questionnaire soon. Thank you, once again, for being part of Shetland’s “Your Voice” panel.

### Planning

**I. Please indicate how you feel about each of the statements below by ticking the appropriate box:**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Well-designed houses are more expensive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over the last twenty years or so, the design and layout of housing in rural areas of Shetland has been very good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More care needs to be taken in fitting new housing development into the Shetland landscape	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scandinavian house designs are just as appropriate to Shetland as traditional Shetland designs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would like to install small-scale renewable energy equipment to meet at least part of my home’s needs (e.g. small aerogenerator, heat pump, solar panels)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please indicate how you feel about each of the statements below by ticking the appropriate box:**

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
If I were buying a new house, I would be prepared to pay 10% more at the outset for energy-saving equipment and features.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large wind farms should only be welcomed in Shetland if they are carefully located and don't damage our most beautiful landscapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any development of large scale wind farms should be approved, wherever it is located	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shetland's older buildings should be valued as part of our heritage in the same way as music or dialect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much money is spent on restoring older buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have heard about the document called 'The Shetland House' that gives advice on how to go about building a new home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1a Please feel free to give any further opinions on this topic:**

## Housing

	Yes	No	Don't know/ No opinion
<b>2a Do you think homelessness is an issue in Shetland?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2b Do you think there are enough homes for sale in Shetland?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2c Are the homes that are for sale affordable to you?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2d Do you think there are enough homes to rent in Shetland?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2e Are the homes that are for rent affordable to you?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2f Do you think there are enough house sites to buy in Shetland?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Yes      No      Don't know/  
No opinion

**2g Are the house sites to buy in Shetland affordable to you?**

**2h Are you able to live in the area of Shetland that you want to?**

\* If no, can you give us some indication of the reason why:

E.g. Housing is unaffordable to buy

Rented housing is in high demand

Transport is difficult

Need to be near other services.

Other reasons, please detail...

**3 Taking everything into account, how do you rate the area within 15 minutes walk of your home as a place to live?**

A very  
safe area

A fairly  
safe area

Neither safe  
nor unsafe

Rather  
unsafe area

A very  
unsafe area

No  
opinion

*For those respondents living in Lerwick only.*

**4 Are you aware of the Neighbourhood Support Workers in Lerwick?**

Yes       No

Strongly  
agree

Somewhat  
agree

Neither agree  
nor disagree

Somewhat  
disagree

Strongly  
disagree

**4a Do you think that the Neighbourhood Support Workers have made your area a better place to live?**

**4b Please feel free to give any other opinions on this topic:**

## Community Safety

**5 How worried are you about becoming a victim of crime?**

Very worried

Slightly worried

Not worried at all

Never considered it

Only answer this next question, if you ARE worried about becoming a victim of crime. Otherwise please move onto the next question.

**6 If you are worried about becoming a victim of crime, what crime(s) are you worried about?**

	Yes	No
Having your home broken into	<input type="checkbox"/>	<input type="checkbox"/>
Being a victim of domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>
Being attacked, assaulted or robbed in your own home	<input type="checkbox"/>	<input type="checkbox"/>
Being attacked, assaulted or robbed in the street	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism or deliberate damage to your home, property or car	<input type="checkbox"/>	<input type="checkbox"/>
Having your car stolen or broken into	<input type="checkbox"/>	<input type="checkbox"/>
Being the victim of an attempted rape, rape or other serious sexual offence	<input type="checkbox"/>	<input type="checkbox"/>
Being insulted or threatened	<input type="checkbox"/>	<input type="checkbox"/>
Being the victim of any other type of crime, please detail		

**7 How worried are you about suffering discrimination or abuse on the grounds of any of the following?**

	Very worried	Slightly worried	Not worried at all	Never considered it
Race or ethnic origin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religious beliefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Political beliefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please detail....

**8 Do you do any of the following because of the possible worries about crime?**

	Always (yes)	Sometimes	Never (no)
Avoid going out when it is dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid going out alone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid going out at certain times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoid certain places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carry a personal alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Take self-defence classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make sure your home is adequately secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make sure your vehicle is adequately secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mark your property in case it is stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please detail

**9 How much of a concern is each of the following in the area where you live?**

	A minor concern	Not a concern	A major concern	No opinion/ Don't know
Antisocial neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people hanging around on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rowdy or drunken behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and deliberate damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People dealing in drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10 Are you aware of either of the following?**

Crimestoppers	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Northern Constabulary confidential lines	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Safer Shetland	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**11 Have you ever used either of the following?**

Crimestoppers	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Northern Constabulary confidential lines	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**12 Please feel free to give any further opinions on Community Safety:**

## Transport

Answer questions 13 to 18 if you have travelled out of Shetland in the last 12 months, that is since September 2004.

**13a** How many trips have you made out of Shetland in the last year by plane?

**13b** Were the trip(s) you made (mostly) for ....

Business

Shopping

Visiting family or friends

Pleasure

Education

Reasons to do with your health

Or for some other reason?

**14a** How many trips have you made out of Shetland in the last year by ferry?

**14b** Were the trip(s) you made (mostly) for ....

Business

Shopping

Visiting family or friends

Pleasure

Education

Reasons to do with your health

Or for some other reason?

**15a** Thinking about the last trip you made outside Shetland, whether by plane or ferry, in which month did you travel?

Sep 2004

Oct

Nov

Dec

Jan 2005

Feb

Mar

Apr

May

June

July

Aug

Sep

Don't know/can't remember

**15b** What was the main purpose of that trip?

Business

Shopping

Visiting family or friends

Pleasure

Education

Or for some other reason?

**15c** Did you leave Shetland for that trip by ferry or plane?

Ferry

Plane

**15d Why did you choose that mode of transport?**

- |                         |                          |               |                          |                   |                          |
|-------------------------|--------------------------|---------------|--------------------------|-------------------|--------------------------|
| Cheaper                 | <input type="checkbox"/> | Faster        | <input type="checkbox"/> | More comfortable  | <input type="checkbox"/> |
| More convenient times   | <input type="checkbox"/> | Special offer | <input type="checkbox"/> | Don't like flying | <input type="checkbox"/> |
| Don't like sea crossing | <input type="checkbox"/> | Other         | <input type="checkbox"/> | Don't know        | <input type="checkbox"/> |

**15e Did you pay the full fare or did you get a reduction for any reason?**

- |           |                          |           |                          |                |                          |
|-----------|--------------------------|-----------|--------------------------|----------------|--------------------------|
| Full fare | <input type="checkbox"/> | Reduction | <input type="checkbox"/> | Can't remember | <input type="checkbox"/> |
|-----------|--------------------------|-----------|--------------------------|----------------|--------------------------|

**15f If you received a reduction how much did you pay (Enter in pounds)**

**15g Did you pay for the fare yourself or was the cost of travel met by somebody else, for example an employer?**

- |             |                          |                      |                          |                           |                          |
|-------------|--------------------------|----------------------|--------------------------|---------------------------|--------------------------|
| Paid myself | <input type="checkbox"/> | Paid by someone else | <input type="checkbox"/> | Don't know/can't remember | <input type="checkbox"/> |
|-------------|--------------------------|----------------------|--------------------------|---------------------------|--------------------------|

**15h What was your final destination on that trip?**

- |           |                          |                |                          |                                |                          |
|-----------|--------------------------|----------------|--------------------------|--------------------------------|--------------------------|
| Aberdeen  | <input type="checkbox"/> | Glasgow        | <input type="checkbox"/> | Edinburgh                      | <input type="checkbox"/> |
| Inverness | <input type="checkbox"/> | Other Scotland | <input type="checkbox"/> | London                         | <input type="checkbox"/> |
| Other UK  | <input type="checkbox"/> | Outside the UK | <input type="checkbox"/> | OtherDon't know/can't remember | <input type="checkbox"/> |

Thinking about the last trip you made outside Shetland, whether by plane or ferry

**16a What mode of transport did you use to get to the airport/ferry port on Shetland?**

*(Please tick against mode of transport used for each leg of your journey)*

- |                 |                          |           |                          |              |                          |
|-----------------|--------------------------|-----------|--------------------------|--------------|--------------------------|
| Bus             | <input type="checkbox"/> | Taxi      | <input type="checkbox"/> | Car - driver | <input type="checkbox"/> |
| Car - passenger | <input type="checkbox"/> | Motorbike | <input type="checkbox"/> | Bicycle      | <input type="checkbox"/> |
| Walked          | <input type="checkbox"/> | Ferry     | <input type="checkbox"/> | Other        | <input type="checkbox"/> |
| Can't remember  | <input type="checkbox"/> |           |                          |              |                          |

**16b And what mode of transport did you use to leave the airport/ferry port once you had landed back in Shetland?**

*(Please tick against mode of transport used for each leg of your journey)*

- |           |                          |              |                          |                 |                          |
|-----------|--------------------------|--------------|--------------------------|-----------------|--------------------------|
| Plane     | <input type="checkbox"/> | Bus          | <input type="checkbox"/> | Train           | <input type="checkbox"/> |
| Taxi      | <input type="checkbox"/> | Car - driver | <input type="checkbox"/> | Car - passenger | <input type="checkbox"/> |
| Motorbike | <input type="checkbox"/> | Bicycle      | <input type="checkbox"/> | Walked          | <input type="checkbox"/> |
| Ferry     | <input type="checkbox"/> | Other        | <input type="checkbox"/> | Can't remember  | <input type="checkbox"/> |

**17 Why did you choose the route and the modes of transport that you used?**

- |  |                          |                           |                          |
|--|--------------------------|---------------------------|--------------------------|
| Convenience/easiest way of getting there | <input type="checkbox"/> | Speed                     | <input type="checkbox"/> |
| Cost                                     | <input type="checkbox"/> | No other option available | <input type="checkbox"/> |
| It's the only way I know of              | <input type="checkbox"/> | Other                     | <input type="checkbox"/> |
| Don't know/can't remember                | <input type="checkbox"/> |                           |                          |

**18 And can you remember did you experience any difficulties in that journey and if so what were they?**

- |                  |                          |                     |                          |                        |                          |
|------------------|--------------------------|---------------------|--------------------------|------------------------|--------------------------|
| Cancellations    | <input type="checkbox"/> | Delays/traffic jams | <input type="checkbox"/> | No connecting services | <input type="checkbox"/> |
| Missed transport | <input type="checkbox"/> | Other               | <input type="checkbox"/> | No difficulties        | <input type="checkbox"/> |

Answer questions 19 to 21 if you have not traveled out of Shetland in the last 12 months, that is since September 2004.

**19 Was this because you**

- |                                      |                          |                                |                          |
|--------------------------------------|--------------------------|--------------------------------|--------------------------|
| Had no need travel                   | <input type="checkbox"/> | Had no wish to travel          | <input type="checkbox"/> |
| Could not afford it                  | <input type="checkbox"/> | Had no time to travel          | <input type="checkbox"/> |
| Cannot travel (disabled/too old etc) | <input type="checkbox"/> | Or was there some other reason | <input type="checkbox"/> |

**20 If you could not afford it was this because the individual cost was too high, or was it that you would have liked to take people with you (your family for example) and the total cost was not affordable?**

- |                          |                          |                     |                          |
|--------------------------|--------------------------|---------------------|--------------------------|
| Individual cost too high | <input type="checkbox"/> | Total cost too high | <input type="checkbox"/> |
| Other                    | <input type="checkbox"/> | Don't Know          | <input type="checkbox"/> |

**21a Do you plan to travel from Shetland in the next 12 months?**

- |     |                          |    |                          |            |                          |
|-----|--------------------------|----|--------------------------|------------|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Don't Know | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|------------|--------------------------|

**21b Do you know at this stage where you are likely to be travelling to? If you think you are likely to be travelling more than once please indicate where you think you will be going to most often.**

- |                |                          |          |                          |            |                          |           |                          |
|----------------|--------------------------|----------|--------------------------|------------|--------------------------|-----------|--------------------------|
| Aberdeen       | <input type="checkbox"/> | Glasgow  | <input type="checkbox"/> | Edinburgh  | <input type="checkbox"/> | Inverness | <input type="checkbox"/> |
| Other          | <input type="checkbox"/> | Scotland | <input type="checkbox"/> | London     | <input type="checkbox"/> | Other UK  | <input type="checkbox"/> |
| Outside the UK | <input type="checkbox"/> | Other    | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |           |                          |

**21c Are you likely to leave Shetland by plane or ferry?**

- |       |                          |       |                          |            |                          |
|-------|--------------------------|-------|--------------------------|------------|--------------------------|
| Ferry | <input type="checkbox"/> | Plane | <input type="checkbox"/> | Don't Know | <input type="checkbox"/> |
|-------|--------------------------|-------|--------------------------|------------|--------------------------|

**21d Why are you likely to choose that mode of transport?**

- |                       |                          |                    |                          |                         |                          |
|-----------------------|--------------------------|--------------------|--------------------------|-------------------------|--------------------------|
| Cheaper               | <input type="checkbox"/> | Faster             | <input type="checkbox"/> | More comfortable        | <input type="checkbox"/> |
| More convenient times | <input type="checkbox"/> | Don't like flying/ | <input type="checkbox"/> | Don't like sea crossing | <input type="checkbox"/> |
| Other                 | <input type="checkbox"/> | Don't know         | <input type="checkbox"/> |                         |                          |

**22 When flying from Shetland what is, or would be, your preferred destination on the mainland. Please feel free to mention somewhere other than existing landing points if you feel strongly that they would be more helpful.**

Inverness  Aberdeen  Edinburgh   
Glasgow  Other (Please specify)   
Don't know

**23a What would you consider to be a fair price for the cheapest flexible return ticket from Shetland to Aberdeen or Inverness by air?**

Enter in pounds  Don't know

**23b And what would you consider to be a fair price for the cheapest flexible return ticket to Aberdeen by sea?**

Enter in pounds  Don't know

**23c What would you consider to be a fair price for the cheapest flexible return ticket from Shetland to Edinburgh or Glasgow by air?**

Enter in pounds  Don't know

**23d And what would you consider to be a fair price for the cheapest flexible return ticket from Shetland to London by air?**

Enter in pounds  Don't know

**24 With regard to travelling to and from the mainland, which of the following things is most important to you?**

Reductions on the full-price fare  Special offers/week-ends away   
Off-peak flights  Concessions (for families, OAPs, students etc )  
Don't know

**25 If the fares to and from the mainland were cheaper are there any particular facilities or events on the mainland that you would visit that you can't visit now?**

Sports events  Shopping trips   
Theatre  Other entertainment   
Specialist hospitals/health treatments  Business meetings   
Other  No   
Don't know

**26** If fares to and from the mainland were half their current level how many (more) trips do you think you would have made to the mainland in the last 12 months by plane

Enter number

Don't know

**27** If fares to and from the mainland were half their current level how many (more) trips do you think you would have made to the mainland in the last 12 months by ferry?

Enter number

Don't know

**28a** Assuming the price and journey times of the ferry to Aberdeen were similar would you prefer Rosyth as a final destination?

Yes

No

Don't Know

**28b** Please state reason for answer

## Travel within Shetland Islands

**29a** If you travel to work what mode(s) of transport do you use

Car

Taxi

Bus

Bicycle

Motorcycle

Ferry

Walk

Other

**29b** Is there another method of travel to work that you would prefer from the method ticked in question 29a?

Car

Taxi

Bus

Bicycle

Motorcycle

Ferry

Walk

Other

No

Don't Know

**30a** How do you travel to the place you do most of your shopping?

Car

Taxi

Bus

Bicycle

Motorcycle

Ferry

Walk

Other

**30b** Is there another method of travelling to the shops that you would prefer from the method ticked in question 30a?

Car

Taxi

Bus

Bicycle

Motorcycle

Ferry

Walk

Other

No

Don't Know

**31 If you have children of school age how do they travel to and from school?**

School bus  Other bus  Taxi   
Own car  Lift from friend  Walk   
Cycle  Ferry  Other   
Do not have children/of school age

**32 Which two transport issues, do you consider to be the most important for the Council to tackle?**

Accident reduction  Parking  Road improvements   
Road repairs  Public transport  Cycling   
None  Don't know

**33 How many people in the household have a driving licence?**

**34 And how many cars or small vans are available for use by members of your household?**

Number of cars

## Transport to Health Care Services

**35 How do you travel to healthcare appointments in Shetland? Please tick all that apply**

Own Car  Taxi  Bus  Ferry   
Cycle  Walk  Other  Family Doctor (GP)   
Out-patients  In-patients  Visiting a relative in hospital

**36 If you have cancelled or missed a health or social care appointment because of transport difficulties, please explain the problems you faced...**

## Public Transport in Shetland

If you have used public transport in Shetland within the last 12 months

**37 How often do you use public transport for local travel within Shetland?**

	Daily	Weekly	Monthly	Less Frequent	Never
Local bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter Island ferry service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inter Island air service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi hire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**38a How would you rate Local bus service in terms of:**

	Good	Ok	Poor	Don't know/ No opinion
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for children/shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for elderly/disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarding point close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliable service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
frequency of evening services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of weekend services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of day time services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route end destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**38b How would you rate Inter-island ferry service in terms of:**

	Good	Ok	Poor	Don't know/ No opinion
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for children/shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for elderly/disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarding point close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliable service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of evening services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of weekend services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of day time services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route end destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**38c How would you rate Inter-island air services in terms of:**

	Good	Ok	Poor	Don't know/ No opinion
Comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for children/shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for elderly/disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boarding point close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to other services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliable service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of evening services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of weekend services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of day time services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route end destinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Roads Service

**39 How would you rate Shetland Islands Council's Road Maintenance operation in each of the following areas of activity?**

	Very poor	Poor	Satisfactory	Good	Excellent
Repair of pot-holes and road surface defects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General standard of road surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road markings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roadside drainage, ditches and gullies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General standard of footway maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of cutting of grass verges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extent of verges cut throughout the summer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**40 How would you rate Shetland Islands Council's Gritting/ Snow Clearing operation in each of the following areas of activity?**

	Very poor	Poor	Satisfactory	Good	Excellent
Rural main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rural minor roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main Roads in Lerwick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor roads in Lerwick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential areas/ housing scheme roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Main footways in Lerwick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Footways in residential areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of grit bins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**41 How would you rate Shetland Islands Council's Street Lighting provision and maintenance?**

	Very poor	Poor	Satisfactory	Good	Excellent
Speed of repairs of street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of lighting provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extent of street lighting provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**42 Please indicate from the list below, how you would rank each category, starting with priority 1 as the most desirable.**

**Area to be given a higher priority**

Rate priorities from 1 upwards

Upgrading of single track roads to double width	<input type="text"/>
Improvement of minor roads, but keeping them single track	<input type="text"/>
Increase footway provision in rural areas	<input type="text"/>
Provision of cycle paths	<input type="text"/>
Secure cycle storage or cycle racks in Lerwick	<input type="text"/>
Increase car parking provision in Lerwick	<input type="text"/>
Take more measures to reduce road accidents	<input type="text"/>
Increase provision of traffic calming measures	<input type="text"/>
Improve winter service by continuing to grit roads later in the evening ( <i>present finish time 6pm</i> )	<input type="text"/>
Improve winter service by gritting more footways	<input type="text"/>

## Information Communication Technology

**43a Do you have a personal computer at home?**

Yes

No

**43b What do you use for Internet connection**

None

Modem

ADSL Broadband

Other Broadband

Don't know/no opinion

**43c Do you have any issues with any of the above?**

Yes

No

Don't know/No opinion

If yes, please detail...

**43d Do you have any plans to upgrade your current computer?**

Yes  If yes, please detail...

No  Don't know/No opinion

**43e Do you have any plans to connect or upgrade your Internet connection?**

Yes  If yes, please detail...

No  Don't know/No opinion

**43f How reliable have you found your Internet connection?**

Very reliable  Fairly reliable  Fairly unreliable  Very unreliable

**43g Have you used the Council's Website [www.shetland.gov.uk](http://www.shetland.gov.uk)?**

Yes

No

**43h If Yes, what features of the Council's website have you used?**

	Yes	No	Don't know/ No opinion
Getting general information and contact details about Council Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Searching and reserving library books from the on-line library catalogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing Shetland photographs in the on-line Museum Photo-archive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing on-line Planning applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using your credit card to make an on-line payment for Council Tax, Rents, Non-Domestic Rates or Other Invoice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing the Community Directory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Searching and Viewing Council agenda's, minutes and reports through the on-line Council Information System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checking road conditions using the on-line access to the Roads Weather Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please feel free to give any other opinions on this topic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>