

***Shetland Islands***  
***“Your Voice” Public Opinion Panel – Autumn 2006 Survey***  
**Summary Report**

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Open Ended Listings

Example Questionnaire

## 1.0 Introduction

This report details the main findings to emerge from the sixth questionnaire issued to the “Your Voice” Public Opinion Panel. This panel contains 600 members who are representative of the population of Shetland.

### *Response Rates*

Overall, approximately 50% 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
Do you use any library in Shetland	298 respondents, - 176 state yes (59%)	+/-6%	53% to 65%

## 1.2 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all 600 members of the “Your Voice” Public Opinion Panel. The questionnaire was designed to elicit peoples views and opinions with regard to various aspects of public services in Shetland. The headings within the questionnaire were as follows;

- Housing
- Library Provision
- Education and Learning
- Community
- Health
- Public Performance Report

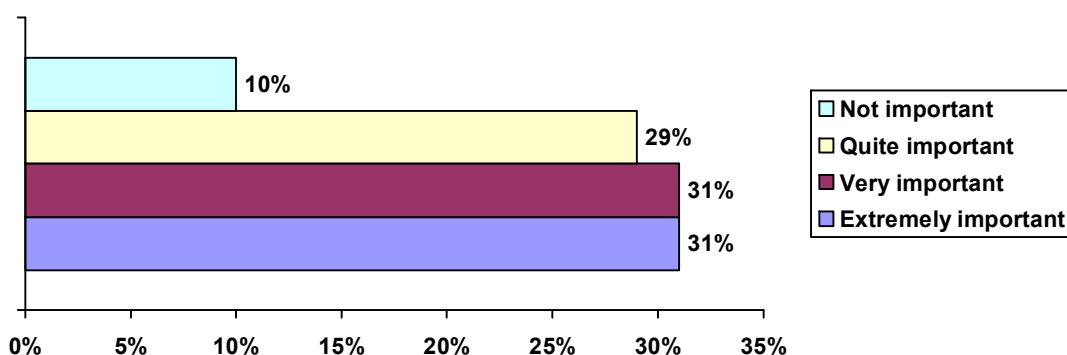
## 2.0 Survey Responses

### 2.1 Housing

Just under two thirds (62%) of respondents said that the provision of good local amenities was either very or extremely important in deciding where they live. A further 29% said that it was quite important and 10% said it was not important

#### Is the provision of good local amenities i.e. shop, post office and health centre a significant factor in deciding where you live?

Extremely important	31%
Very important	31%
Quite important	29%
Not important	10%



Just over half (56%) of respondents said that economic factors were either very or extremely important in deciding where they live. A further 30% said that it was quite important and 14% said it was not important

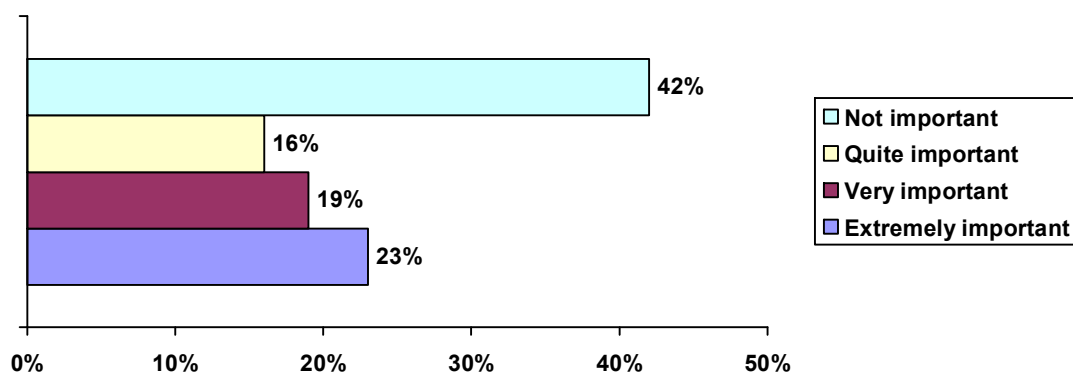
#### Are economic factors i.e. price of fuel, price of houses, price of rent and personal finances a significant factor in deciding where you live?

Extremely important	26%
Very important	30%
Quite important	30%
Not important	14%

Forty two percent of respondents said that the provision of a primary and/or secondary school within 5 miles of their home was either very or extremely important in deciding where they live. A further 16% said that it was quite important and 42% said it was not important

**Is the provision of a primary and/or secondary school within 5 miles of your home a significant factor in deciding where you live?**

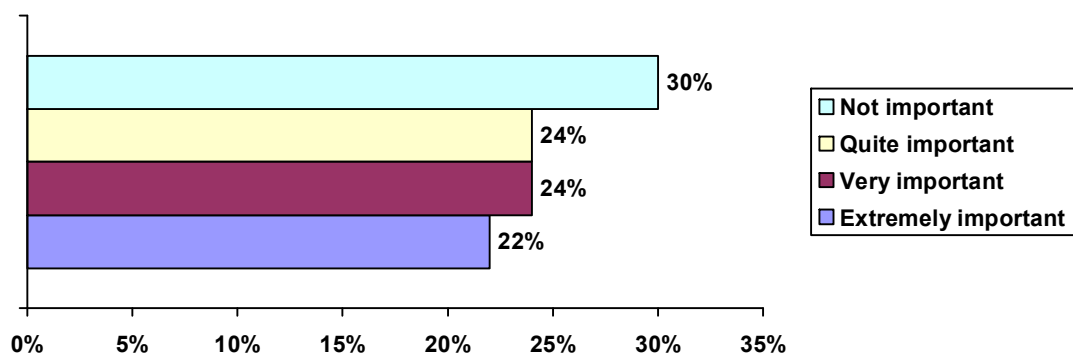
Extremely important	23%
Very important	19%
Quite important	16%
Not important	42%



Just under half (48%) of all respondents said that family ties was either very or extremely important in deciding where they live. A further 24% said that it was quite important and 30% said it was not important

**Are family ties a significant factor in deciding where you live (i.e. want to be near family, able to buy land to build house on from family)?**

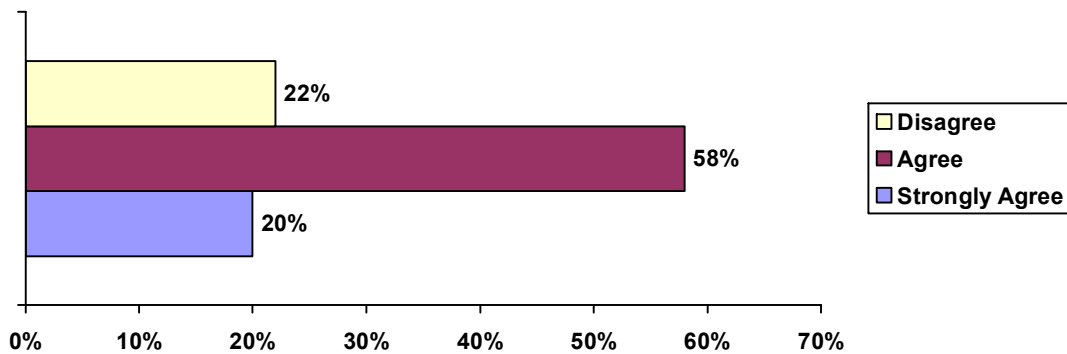
Extremely important	22%
Very important	24%
Quite important	24%
Not important	30%



Twenty percent of respondents strongly agreed that living near their employment was a significant factor in deciding where they live. A further 58% of respondents agreed with the statement and 22% disagreed. Only 15% of respondents said that they had to drive more than 20 miles from their home to reach their place of work.

**Is living near your employment a significant factor in deciding where you live?**

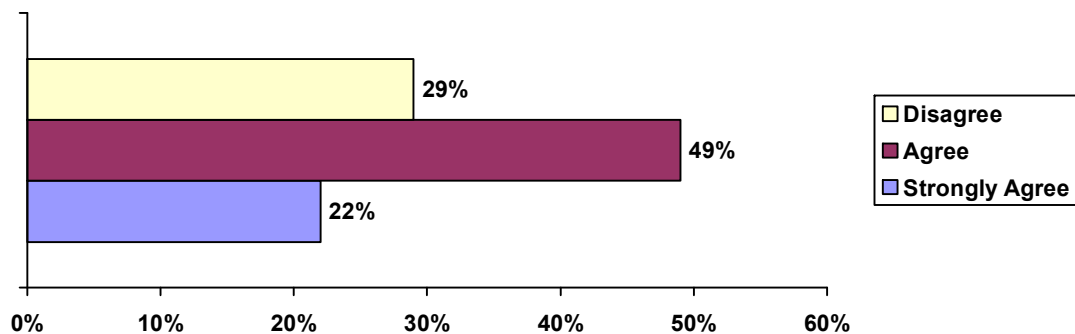
Strongly Agree	20%
Agree	58%
Disagree	22%



Twenty two percent of respondents strongly agreed that the provision of a good public transport system a significant factor in deciding where they live. A further 49% agreed with the statement and 29% disagreed.

**Is the provision of a good public transport system a significant factor in deciding where you live?**

Strongly Agree	22%
Agree	49%
Disagree	29%



Only 9% of respondents said that there is another household living within their home i.e. grown up family who may or may not have children. For those who said that this was the case, 63% indicated that they need to move out of their home within the next 5 years.

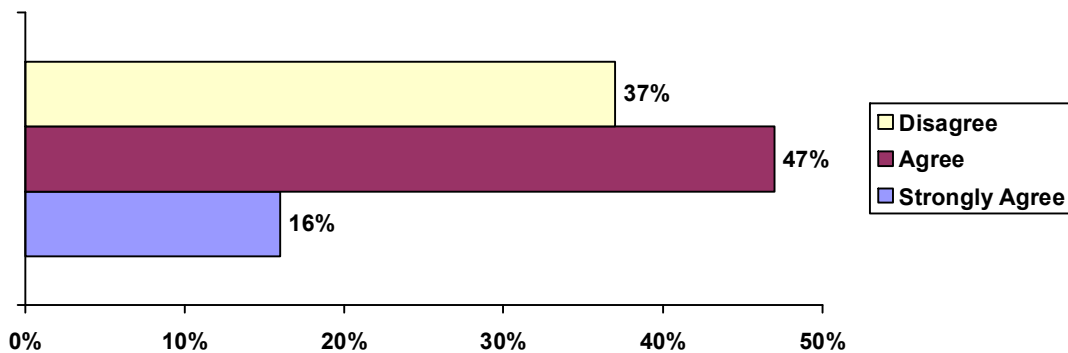
**Is there another household living within your home i.e. grown up family who may or may not have children?**

Yes	9%
No	91%

Sixteen percent of respondents strongly agreed that homelessness is an issue in Shetland, a further 47% agree that it is an issue and 37% disagree

**Do you think Homelessness is an issue in Shetland?**

Strongly Agree	16%
Agree	47%
Disagree	37%



Most people (91%) said that they think you will still be living in Shetland in the future. In general they believe that it will be in the same part of Shetland (95%).

Respondents who said that it would not be in the same part of Shetland gave the following reasons:

- Might go to the west-side for slightly better weather
- There is more to the world that I want to see
- Will stay for as long as possible but will eventually move with work
- Possibly have to move to mainland for work in the future
- Can't get a house in the town when I give up my job/in tied accommodation

## 2.2 Library Provision

Fifty nine percent of respondents said that they used a library in Shetland. The most commonly used library being the central library in Lerwick. This is followed by a mobile library (12%) and Hillhead Library.

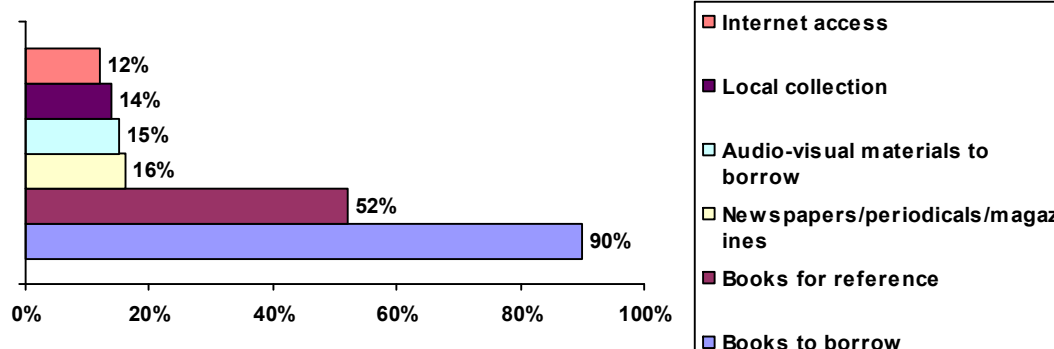
### Which library?

Lerwick	85%
Mobile	12%
Hillhead	3%
College	1%
Brae	1%
Sandwick School	1%
NAFL Marine Centre	1%
School	1%

The top service within the library that people use was books to borrow (90%), this is followed by books for reference (52%) and newspapers/periodicals/magazines (16%).

### What do you use?

Books to borrow	90%
Books for reference	52%
Newspapers/periodicals/magazines	16%
Audio-visual materials to borrow	15%
Local collection	14%
Internet access	12%



Just over half of all respondents (52%) said that the present library in Lerwick was adequate. For those respondents who stated that the library was inadequate, the top 5 aspects that require improvement were as follows;

- Selection of books to borrow 46%
- Children's section 34%
- Adequate car parking 31%
- Quiet areas 30%
- Space between bookcases 30%

**Which aspects require improvement?**

Selection of books to borrow	46%
Children's section	34%
Adequate car parking	31%
Quiet areas	30%
Space between bookcases	30%
Study areas	25%
Informal seating	25%
Opening days/hours	21%
Reference section – books	15%
Refreshment area	15%
Location of library	13%
Young people's section	12%
Accessibility from public transport	12%
Selection of music/films to borrow	11%
Storytelling/children's project areas	8%
Computer provision	8%
Selection of large print/talking books to borrow	6%
Newspapers/periodicals/magazines	6%
Events space	5%
Provision of colour photocopying/microfilm printouts	4%
Wifi (wireless) laptop hotspots	3%
Reference materials online	2%
Dedicated computer tutorial space	1%

Sixty one percent of respondents stated that if a new library was to be built in Lerwick it should be central in the town. The remaining 39% said that it should be on the waterfront (Hay's Dock/North Ness area)

**In terms of location, if a new library was to be built in Lerwick should it be:**

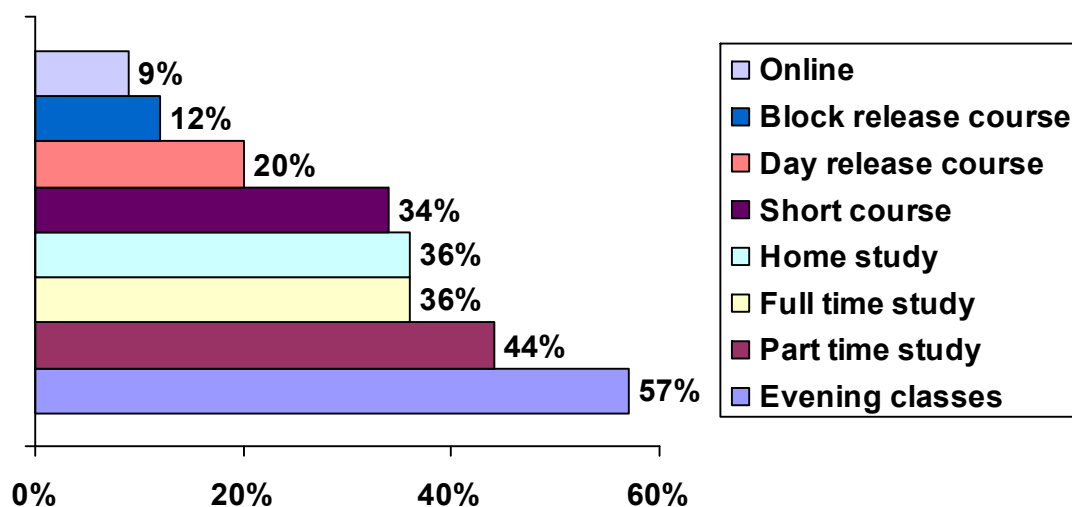
Central in the town	61%
On the waterfront (Hay's Dock/North Ness area)	39%

## 2.3 Education and Learning

Fifty seven percent of all respondents said that they have taken part in evening classes since leaving school. A further 44% have undertaken part time study and 36% have undertaken full time study.

### Have you taken part in any of the following since leaving school?

Evening classes	57%
Part time study	44%
Full time study	36%
Home study	36%
Short course	34%
Day release course	20%
Block release course	12%
Online	9%



The most common reasons for taking part in various types of study was job related (57%), this is followed by personal (55%) and educational progression (42%).

### Why did you take part in this?

Job related	57%
Personal	55%
Educational progression	42%
Social	15%

Most people (82%) said that they felt confident about learning new skills and developing their old ones. Only 8% of respondents said they disagreed with this. Nine percent of respondents did not answer the question.

**Do you feel confident about learning new skills and developing your old ones?**

Strongly agree	30%
Agree	52%
Disagree	8%

The main reasons people cited which may stop them or make it hard to take part in learning were as follows;

- Don't have the time 30%
- Can't afford to 23%
- Family commitments 22%
- Not enough time to find out 20%
- Not wanting to leave home/move south 16%

**What kind of things may stop you, or make it hard for you to take part in learning?**

Don't have the time	30%
Can't afford to	23%
Family commitments	22%
Not enough time to find out	20%
Not wanting to leave home/move south	16%
Need to work all the hours currently do, to have enough money	15%
Health	13%
Don't feel able to	12%
Don't know what is available	10%
Can't get time off work	10%
Shift work means that can't always access classes that take place at the same time each week	10%
Don't have opportunities at work	8%
Lack of childcare	6%
Lack of transport	6%
Don't think I have the amount of skills	3%
Don't have access to a computer	3%
Feel that people wouldn't accept you	1%

## 2.4 Community

Thirty six percent of respondents indicated that they were working as a volunteer in their community. Of those 73% stated that they are volunteering for a local group or organisation and 18% said that they are volunteering informally, such as helping out a neighbour.

Just under half of all respondents (46%) said that they were involved in a community group in their area. The main types of activities that the groups are involved in are as follows;

- Sport & Recreation 29%
- Community Development & Social Enterprise 25%
- Arts & Culture 24%
- Children & Families 22%
- Young People 20%

### What activities is the group involved in?

Sport & Recreation	29%
Community Development & Social Enterprise	25%
Arts & Culture	24%
Children & Families	22%
Young People	20%
Other	15%
Older People	12%
Disability	10%
Social Care	9%
Environment & Animals	7%
Health	5%
Equality & Human Rights	4%
Learning	4%
Housing	1%

## 2.5 Health

Ninety one percent of all respondents said that they would describe their health as either good or fairly good. Only 8% said that it was not good.

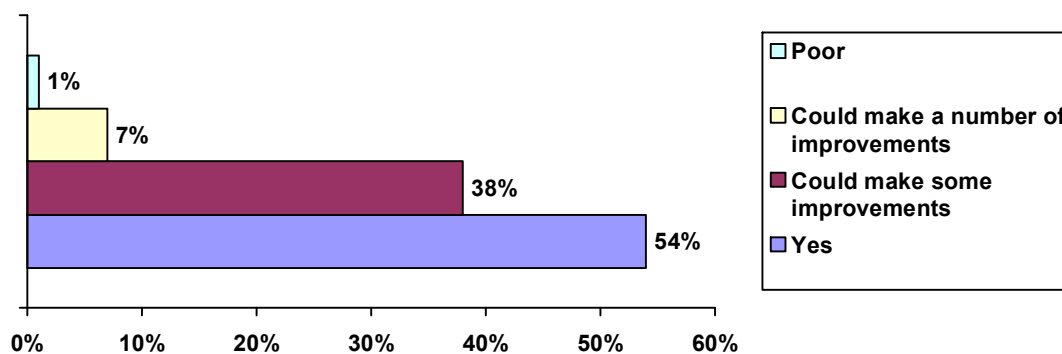
### How would you describe your general health?

Good	56%
Fairly Good	35%
Not Good	8%

With regards to peoples diet, 54% said that they eat a good diet, 38% said that they could make some improvements and 7% said they could make a number of improvements. Only 1% said that their diet was poor.

### Do you think you eat a good diet?

Yes	54%
Could make some improvements	38%
Could make a number of improvements	7%
Poor	1%



## 2.6 Public Performance Report

Just over three quarters of all respondents (78%) said that they received the Council's performance calendar that was sent out on January 2006. Of those people who said that they received the calendar, 27% said that they kept it. Just over half (53%) of all respondents said that they got at least one useful piece of information from it.

When asked what type of information on the Council's performance they would be most interested in receiving, the top 5 responses were as follows;

- |  |     |
|--|-----|
| 1. Financial/expenditure/budgets                       | 25% |
| 2. Cost effective management of Council                | 18% |
| 3. Whether savings have been achieved in the last year | 7%  |
| 4. Value for money                                     | 7%  |
| 5. Services provision                                  | 6%  |

### What type of information on the Council's performance would you be most interested in receiving?

Financial/expenditure/budgets	25%
Cost effective management of Council	18%
Whether savings have been achieved in the last year	7%
Value for money	7%
Services provision	6%
Everything generally	6%
Information of facilities for retired/disabled people	6%
Planning	5%
Travel/transport reports	5%
Environment	5%
None	4%
Health provision/social care provision	4%
Latest employee numbers	4%
How much money is wasted on salmon farms	3%
Report in style of NHS report in Shetland Times	2%
How it compares with other Island Authorities	2%
Not interested in paper exercise	2%
Details of grants given to sports organisations	2%
Details of restrictions on use of funds by Scottish Executive	2%
Why money is being spent on Bressay Bridge	2%
Educational information	2%
Honest disclosures	2%
Housing issues	2%
Community development	2%
Other	2%

**Appendices**  
**Verbatim Responses**  
**Example Questionnaire**

**Shetland Autumn 2006  
Verbatim Responses**

**Q10 If not, why not?**

Might go to the west-side for slightly better weather  
There is more to the world that I want to see  
Will stay for as long as possible but will eventually move with work  
Possibly have to move to mainland for work in the future  
Can't get a house in the town when I give up my job/in tied accommodation

**Q11 If No, is there any particular reason why not?**

Buy Books  
I stopped using the library in Lerwick after it moved into current premises because it is so poor it is impossible to use  
I don't read and any information I require I use the Internet  
No time  
Don't read many books  
Never had time  
Buy books myself, so no need for library  
During my years as a councillor I have not had the time  
Not really  
No particular reason/no need  
Internet provides me with information I need  
Personal commitments stop me from using it as often as I'd like  
Buy my own books  
We have been without local library for 3 years approx.  
Do not reach much  
I read a lot buying my own books  
Have personal Internet access  
Poor selection of books  
Read a great deal and do not need a library  
Not an avid reader  
If I get transport there  
No need  
Lost good habit of borrowing books when working because of lack of time – reading mainly paperbacks  
Never have the time when I am in Lerwick  
I don't read books much  
Lived out with Lerwick  
Blind  
Got out of the habit  
Swap books with friends and buy from Charity shops  
We got out of the habit – our new library is not very suitable for the purpose  
Too many other publications to read  
Borrow books from friends and family  
Tend to buy books/magazines, computer at home

Use the Internet for information  
No particular reason  
Don't read that much  
Use of the Internet at home/work  
Update Arts, Crafts, Knitting and provide more large general

**Q12 other**

Bad atmosphere – waste of money the old one was fine and very nice  
The layout makes it hard to search and browse  
Too cramped generally  
Not used – no opinion  
Previous library location much more spacious and modern – no stairs  
The size  
Library is far too small for amenities required  
Don't always see the library van  
No time  
Not interested  
Have lots of my own books  
I buy any books that I need  
I use the Internet at home for reference  
Room to hold all books available  
Buy and return books to Charity shops much less hassle as no return dates  
It is too small  
Much of the book collection is not on the shelves  
Don't use it so I cannot comment

**Q14 other**

First Aid Training  
SVQ  
Training via work  
Postal