

# Kinlochbervie Learning Community Learning Needs Survey 2010

## Report on Survey Response



*Prepared by North West Training Centre  
for Highland Council  
November 2010*

## *Introduction*

This report summarises the results of a survey of training needs carried out by North West Training Centre and commissioned by Highland Council in the Learning Community of Kinlochbervie High School. This area comprises all the villages and townships between Kempie on the north coast to Kylestrome on the West Coast and inland to Achfary.

The purpose of the survey was to find out what training and learning is required for the area.

The survey was advertised by posters throughout the area.

The survey started in late August 2010 completing end of October 2010.

## *Methodology*

The survey was conducted for the most part by canvassing for responses on the doorstep. Where a resident was not in or willing to take part in the survey at that time Questionnaires were left for later completion. Some Questionnaires were sent to very remote villages such as Ardmore.

One Questionnaire was provided to every non-holiday home household with space for up to 4 people to reply on each form. A copy of the Questionnaire is appended. A reply paid envelope was enclosed with the Questionnaire where it was left with the respondent or posted.

Small businesses and voluntary groups were invited to be interviewed by telephone.

## *Response by Household*

At total of 395 Questionnaires were provided to households in the community. 62 (plus 5 blank) Questionnaire forms were received giving a response rate of 17%. Replies were received from 96 people. We do not have up to date statistics for the population so therefore cannot give a population response rate.

*Small Businesses & Voluntary Groups are dealt separately at the end of this document.*

Key:

Where results are highlighted the colour indicates the ranking indicated

	1 <sup>st</sup>
	2 <sup>nd</sup>
	3 <sup>rd</sup>
	4 <sup>th</sup>

### Response by Settlement

From the details provided by Respondents, the settlements of Kinlochbervie & Villages Sheigra to Portlovorchie had the highest response rates; Scourie & Villages had very low rates.

Note: not everyone completed their address so that the Settlement could be identified.

Settlement	No of Replies (85)	% of Total Replies
Kinlochbervie & Villages to Sheigra to Portlovorchie	40	47
Durness & Villages plus Gualin	35	41
Scourie & Villages including Achfary (Fiondle, Tarbet to Kylestrome)	10	12

### Response by Age

Response by Age Group was as detailed below. The majority of Respondents fell into the 45-64 Age group. The bulk of Respondents are over 45.

Note: not everyone completed the Age Group they fell into.

Age Group	No of Replies (90)	% of Total Replies
16-24	3	3
25-44	12	13
45-64	51	57
65-74	19	21
Over 75	5	6

### Response by Employment Status

Two roughly equal groups emerge as the main Status groups - Working and Retired with a small group of self-employed.

Note: not everyone completed the Employment Status they fell into.

Status	No of Replies (89)	% of Total Replies
Working	34	38
Self-Employed	16	18
Student	1	1
Retired	35	39
Unemployed	3	3
Carer	0	0
Other	0	0

### Training attended in last 12 months

40 Respondents indicated they had done some learning in the last 12 months. The main reasons for learning were for fun/social, then because of work and to get or improve work.

Note: not everyone completed the Prior Learning section:

Training	No of Replies
Prior learning in last year	40
Certificated	16
Learning was for Work	11
Learning was for fun/social	29
Learning was for Community Group	2
Learning was Skill for Life	5
Learning was to help my business	4
Learning was to get improve work	10
Learning was to get qualification	6

### Rate Existing Services & Suggestions for improvement

Respondents were asked to rate Existing Services and make suggestions for improvements. The ratings were 1 to 5 (1 lowest, 5 highest). The table below shows the ratings that respondents made. The 0 column shows respondents who made no rating at all, nearly half in all cases. Where ratings were made they fell for the most part in the 4-5 range.

Existing Services:	No of respondents who rated in each category					
	0 no rating given	1	2	3	4	5
Finding Out about Courses	40	1	6	9	20	14
Range of Courses	44	1	6	14	17	9
Quality of Courses	44	0	2	2	16	22
Cost of learning	50	1	0	8	7	25
Venue & Location	47	1	3	2	12	26
Access	53	0	2	3	9	24
	<b>278</b>	<b>4</b>	<b>19</b>	<b>38</b>	<b>81</b>	<b>120</b>

34 Respondents indicated they had used North West Training Centre.

Improvements suggested were varied and include:

- Request for Gaelic course
- Request for more weekend or evening courses
- Wider range of courses
- More Art or art related courses
- Better times for single mothers (crèche facilities)
- More French
- More activities in Durness
- Keep community better informed of courses, better publicity, e-mail newsletter on courses

- Cheaper and more local courses
- Courses for young people
- ICT & Portuguese courses
- Courses of education value to prepare for work
- Online courses

## Future Learning

147 pieces of future learning were requested. Some learners requested more than one learning subject. The most popular subjects were Arts & Crafts, ICT, Cookery & Languages.

Note: Not all respondents completed this section.

### Training Subject

### No of Requests for Learning

Food Hygiene	6
Cookery	12
Foreign Language	7
Gaelic	3
ICT Basic skills in applications & ECDL	12
Web Design	3
Photography	4
Video Editing	1
Peat Cutting	2
Stonedying & country skills	4
Willow work & basket making	4
Fly Fishing/casting	4
Fly tying	1
Boating, Sailing, Kayaking	5
Windsurfing	1
Fitness & Exercise classes	5
Tai Chi	3
Yoga	4
Pilates	1
Salsa Dancing, Line Dancing, Dancing, Dance, Belly Dancing	5
Child Protection	1
Business skills	2
Preparation for retirement	1
Badminton	1
Book-keeping	4
Basic Maths	1
Art History	1
Art & Crafts inc. Woodwork & Metalwork	31
Music Jam Sessions	1
Piano Playing	1
Music appreciation	1
Choir or orchestra	2
Mountain biking	1
SVQ Childcare	1
Making Cosmetics	1
Deportation processes	1
First Aid	1
Writing	2
Planning allotment/Vegetable & flower cultivation	2
Bicycle & car repair	1
Wildlife	1
Map reading	1
Geneology	1
<b>Total Requests</b>	<b>147</b>

## Reasons for Learning

The top four reasons given for learning were for fun or social reasons, to get healthier, get or improve work and get better at ICT.

Note: not all respondents completed this section, some Respondents put down more than 1 reason for future learning.

Reason for Learning	No of Replies (150)	% of Total Replies
Get or improve work	20	13
Have fun/socialize	49	33
Get better at ICT	18	12
Be Healthier	29	19
Deal with decision-makers	6	4
Contribute to community	9	6
Help my Family	1	1
Be more confident/assertive	4	3
Improve or start my business	10	7
Other	4	3

## How and When & Where Learning should be delivered

Note: Not all Respondents replied to these sections.

### When

The most popular time for learning indicated is Winter, weekday pm.

Time for Learning	No of Replies (112)	% of Total Replies
September to March (Winter)	49	43.75
April to August (Summer)	5	4.5
All year	17	15
Weekday am	8	7
Weekday pm	13	12
Weekday eve	7	6.25
Weekend	1	.9
All week	6	5.4
Other	6	5.4

### How

The most popular type of delivery indicated is tutor led in a group.

Type of Delivery	No of Replies (81)	% of Total Replies
Tutor Led	36	44
Distance or Online	2	2
In a Group	24	30
One to One	10	12
Any	7	9
Any save 1:1	2	2

## Where

The most popular venue for delivery is at the Training Centre.

Where	No of Replies (59)	% of Total Replies
At Work	0	0
At Home	4	7
Locally at Training Centre	41	69
Any	2	3
Home or NWTC	11	19
Work or NWTC	1	2

## *Barriers to Learning*

Where a response was made, childcare and work commitments were indicated as barriers to learning. Some asked for more evening classes outside working/meal times.

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## *Small Businesses & Voluntary Groups*

We attempted to contact 33 Small Businesses & Voluntary Groups by telephone to invite them to take part in the survey. 14 responded to the invitation (42%).

### Learning in past 12 months

8 SME/VG (57% of respondents) had undertaken some learning in the past 12 months and 7 (50%) SME/VG indicated this was accredited learning.

### Annual Training Plan & Annual Training Budget

13 SME/VG (93% of respondents) indicated that they did not have an Annual Training plan or Annual Training Budget.

### Funding to support Business Learning Needs

3 SME/VG (21% of respondents) indicated that they had sought funding to support their training needs.

### Trainers

There was no particular trainer used by SME/VG save for some First Aid & Food Hygiene Training supplied by North West Training Centre.



## Rating Existing Learning Services

Most SME/VGs were reasonably content with finding out about courses, the quality, cost etc but indicated concern about having to travel for training when it is not available locally/onsite.

Existing Services:	No of respondents who rated in each category					
	0 no rating given	1	2	3	4	5
Finding Out about Courses	4	1	0	1	3	5
Range of Courses	4	2	1	0	4	3
Quality of Courses	6	0	0	0	4	4
Cost of learning	6	0	1	1	3	3
Venue & Location	6	1	1	1	2	3
Access	8	0	0	0	2	4
	34	5	5	6	22	27

## Improvements to Learning Services

More local delivery and more information were requested.

## Future Learning

9 SME/VG (64% of respondents) indicated that they would be undertaking training in the next 12 months. Food Hygiene, First Aid and Licensing were popular request for the tourism related businesses and RYA courses for the local fish farm. All required that learning is delivered onsite.

5 required winter delivery, 2 required summer delivery and the rest did not have a preference save to fit in with work commitments e.g. not on a harvest day for the Fish Farm. Tutor led classes for a group was the most popular choice delivered at the workplace or locally.

## Barriers

The main barriers were cost especially where travelling distances were involved and coordinating staff cover while training was taking place. Keeping up with legislation and lack of information were also noted as a challenge

## Conclusions

This survey demonstrates

- there is a demand for locally delivered learning & training in the Kinlochbervie ILC particularly given the distances and cost of travel to learning services out of the area.
- there is a broad range of training required from ICT skills, leisure & recreational activities to healthy activities and vocational training for small businesses/voluntary groups, primarily to those aged 45+.
- there is a need for more information about learning and training.