

KLB Community Company

Registered office: The Uphouse, Portlovorchie, Rhiconich, Lairg, IV27 4RB

Options Appraisal 2013

Community Questionnaire Results

Peter Dawson

4TH September 2013



Directors: Graham Wild, John Mann, Christine Mackenzie, Alun Owen, David Forbes, Jasmine Clarke, David Woodroffe

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AREA PROFILE

Kinlochbervie (KLB) is a small village located in the far north west of Scotland in the county of Sutherland. An extremely remote and isolated region, KLB has traditionally always been a crafting community before fishing became the dominant industry across the 20th century. At the previous census published in 2001 KLB and its surrounding settlement area incorporated an entire population of 480. Unfortunately data for the 2011 census has yet to be published although this is expected to be released imminently. KLB is no different to many other remote and vulnerable communities in facing such drawbacks such as a distinct lack of employment and employment opportunities, limited transport connections, scarce local services and high fuel costs.

Despite being one of Scotland's most prosperous fishing ports throughout the 1980s, recent years have seen a decline in west coast fishing which has resulted in the community becoming confronted by many challenges. A declining pupil roll in the village's secondary and primary schools has been seen as ample evidence as to the poor demographic outlook of the area. The community was hindered further with the closure of the local fishermen's mission (bought privately in 2008) which was once an integral social hub offering catering services for village residents and visitors to the area. Tourists looking to sample the area's natural beauty are accommodated in the form of various holiday homes, bed and breakfasts and two hotels that are situated at Rhiconich (4 miles outside the village itself), and one in the village itself. The village's excellent access to educational and health facilities gives the community potential for families to move or stay within the area but the declining influence of the fishing industry in the area has highlighted the need for KLB to diversify into other sectors that have the potential to be tapped into most notably that offered by the visitors to the area.

EXECUTIVE SUMMARY

With the harbour still as its central point, the decline experienced in this sector throughout the last decade has meant that there has been a need to focus greatly in establishing and reinvigorating local projects within the area.

Established in 2008, the KLB Community Company (KCC) was set up to manage development projects within the area on behalf of the community looking to enhance the lives of the community and the experience of visitors to the area.

A growth plan published in April 2011 recognised the need for KLB to 'diversify and look at innovative ways to address the challenges confronted by the community in the face of the declining influence of the fishing industry. The plan outlined a number of identified projects which would help address and invigorate a number of issues, including employment, tourism, heritage, maintenance of current services and local facilities.

Projects outlined in the plan have involved working alongside the local village hall committee in working towards funding for the future redevelopment of the facility. Further to this, the plan also identifies the need to repair the local playing field which fell into disuse as a result of collapsed drains. Doing so would provide the community with a facility for educational, fitness and recreational use. In order to resolve this problem a playing field committee was set up to in order to seek funding for this project alongside the Community Company.

The company's main project however is to see through the redevelopment of the village's old harbour at Loch Clash which ideally would provide an attractive and vibrant centre for which tourists and the local community could utilise as well as providing much needed employment within the area.

As highlighted in the 2011 growth plan, the ambition is to build a centre, on land which they are in the process of acquiring, which could incorporate the presence of a cafe, information and heritage centre in the village. Such a facility would look to bring in and consolidate long term and permanent employment to the area. With employment opportunities in the

village scarce, such a project would be seen to greatly enhance and contribute to the economic well being of the area. Such a project would also facilitate the needs of the vast amounts of tourists who travel to the area to sample the natural beauty of the area. With KLB situated just 4 miles out from Sandwood Bay carpark at Blairmore, the potential to accommodate and facilitate the interests of tourists would also be realised as a result of the project outlined.

The company have since been looking to receive funding from various funding groups in order to assist with this project. However such a project would have to correspond to the needs and wants of the KLB community which this report intends to clarify. The prime purpose of this report is to assess the existing options within KLB and identify the primary needs of the community.

METHODOLOGY

In the formation of this report a number of research approaches were applied.

Research was largely based around a survey asking for local residents and tourists opinions on the facilities and services within the area. Identifying the core needs within the community was also central to the development and results of the survey.

- The survey sought a range of opinions and perspectives regarding the services on offer in the KLB area for the interests of local residents and tourists.
- The survey included questions of a quantitative and qualitative nature. A number of questions were applied using a likert scale to determine individual opinions. This likert scale was applied using a scale from strongly agree to strongly disagree. Using this method enabled an effective and simple way of measuring respondents' attitudes.
- In total 170 surveys were sent out, hand delivered to the doors of the community accompanied by stamped return envelopes addressed to the Old School at Inshegra. A cover letter detailing the purpose of the survey and notifying respondents of the availability of the survey online was also included. The catchment area took in the area from Rhiconich through to the village of KLB itself and beyond to Blairmore.
- As well as receiving responses from local residents a sample of 30 tourists were interviewed to gain an outsiders perspective of KLB. In obtaining tourists opinions and suggestions, one on one interviews were conducted in tourist hotspots in the area, a popular destination being the car park for the trek to Sandwood Bay at Blairmore, 4 miles outside of the village. As the survey was largely catered to gauge the opinions of local residents, many of the questions were non-applicable to tourists so a qualitative section of the survey (detailed in the results section from page 20) was used.

A quantitative and a qualitative evaluation of the research conducted has been utilised in gaining the best possible perspective on the relevant facilities, services and needs of the community.

The quantitative data has been obtained largely through the results of the community survey handed out to local residents and tourists in the area. Tourists were consulted on one quantitative question asking for their opinion on the importance of a given set of needs identified in the survey.

Such surveys also included a qualitative element where participants were allowed to offer their own suggestions and perspective on the needs and future developments of the KLB community.

In determining the appropriate questions to be asked prior research was conducted. This was done through the consultation with local community groups by interview means or by obtaining relevant documents. Community groups such as the KLB Community Company, KLB Community Council and the KLB Community Day Care Centre were consulted upon for research purposes.

In assistance to this body of research, secondary sources were also sought via the means of local groups and organisations as well as data and information provided by other outlets such as Highland Council. Casual conversations with local residents in the area also enabled me to obtain a community perspective of the quality or lack of services in the region.

EXISTING FACILITIES IN KLB

Facilities that can be utilised by local residents and tourists are fairly scarce within KLB.

Retail is provided in the form of two stores, one located a couple of miles outside the village at Badcall and the other being the local SPAR store centred within the village. A Craft Store was set up next door to the SPAR under the name of Sutherland Crafts but which has recently gone up for sale by its owner. A small art gallery called the Container Gallery also operates within the village selling original works and paintings. Also operating within the village is a post office and garage and chandlery. From the garage a post bus service that runs from the village to Laird is one of a few transport services available.

The **Northwest Community Bus Association** (NWCBA) is available for use by the community and community groups. In addition to this it can also act as an additional school bus to transport children on sports and recreational trips. There are two regular routes which facilitates the use of a senior citizens' bus pass.

D&E Coaches operates a summer bus service to and from KLB and Inverness from the end of May until the end of September. The service also operates on Sundays in the months of July and August. The return journey takes in KLB on route to Durness from Inverness all in the same day. In the winter **The Durness Bus** arranges trips to and from the area to Inverness on Saturdays although this is only scheduled twice a month and only once a month in January, February and March. Transport connections between KLB and Inverness are therefore very limited in the winter months.

KLB High School and Primary School.

Educational facilities and services within KLB are generally of a good standard. The High School situated on Manse Road and completed in 1995, provides a focal point for the whole community. Aside from the Harbour, education provides the village with the largest employment sector. Along with KLB Primary School, the high school takes in pupils from nearby schools in Scourie, Achfary and Durness. Also stationed within the school is the North West Training Centre which offers and provides adult learning courses usually held throughout the school year usually on weekends. For the year 2012-2013 the school roll call

stood at 53 pupils, just 32% of the total capacity of the school which is at present 90. This follows a general decline in the number of pupils at the school which once stood at 68 pupils in 2006-2007. Based on the Highland Council's pupil census from September 2012 this general decline is expected to continue across the next decade and a half with predictions that the total capacity will dip below 20% from 2022 onwards based on current trends. Likewise the Primary School is also experiencing a decline in the numbers of pupils in attendance. In the year 2012-2013 just 19 pupils made up the total school roll, compared to 37 pupils in 2006-2007.

In spite of the educational facilities and services provided to KLB, neither the High school nor the Primary School act as potential centres for community involvement as neither are designated community facilities meaning that use of these facilities outside of school hours is limited at best.

KLB Village Hall at present remains the primary venue within the village to host community events. The Village Hall committee has sought funding to go ahead with what they perceive to be a much needed refurbishment project in order to prevent the facility falling into greater disrepair. Despite the original aspiration of a fully refurbished facility it was recently decided by the committee that due to the current lack of grant funding, it was deemed unrealistic to pursue the refurbishment of the village hall which was the initial aspiration. Unfortunately such issues with the hall have since been exacerbated as a result of flash floods in July 2013 with repair costs likely to exceed into the thousands meaning the site is at present unavailable for use.

The village hall is situated next to the football field but is ineligible for use due to a failed drainage system preventing regular use of the facility. Options are being looked at including repairing the drainage. However such costs for these repairs are likely to reach and exceed £100,000. A playing field association established has continued to seek funding with the assistance of the KCC in order to repair the damaged drains.

An Internet Youth Cafe is also placed next door on the grounds of the village hall which is utilised by school children as a social venue for pupils on Wednesday and Friday evenings.

KLB provides various services and facilities with which to accommodate for the needs of its elderly citizens.

The **KLB Day and Community Care Centre** (Ceilidh House) is a vital and crucial asset to the community and its elderly (of which there is many) population. The centre also caters for elderly folk outwith the community, with visitors arriving from Durness via a voluntary bus service every Wednesday afternoon to converse and socialise with the KLB residents. Elderly residents of Scourie also visit once every two weeks. Entertainment is also provided along with lunches, tea and cakes. Residents are also taken on day trips to areas such as Ullapool (over 60 miles away). The day centre is also located next to the medical centre where medical care is on hand should any of the KLB residents need it. At present the centre is owned by NHS Highland and is rented by the KLB Day and Community Care Group who are in the process of obtaining a service level agreement enabling funding for a period of three years.

In addition to the services on offer from the Care centre, KLB offers a home based care service through the North & West Sutherland Care Alliance with its offices based in the harbour portacabin. Also situated in the portacabin along from the pier is the **North & West Sutherland Citizens Advice Bureau**. A meeting room for hire can also be utilised within the facility.

KLB Harbour

The fishing industry in KLB has not been exempt from the general decline in employment opportunities by which this sector has suffered. A continued decline in the number of fishing fleet in Scotland has contributed to the general decline of job opportunities in this sector for the past 20 years now. Compared to 1992 when the fishing industry was regularly employing over 7,000 fishermen, this stood at just over 4000 in 2012 and has more or less fluctuated around this number for the past 10 years now. (Scot.gov.uk: 2012). Increased fishing restrictions and greater measures of regulation have also accounted for the downgrading of the industry. KLB has not been exempt from such declines. Developments to KLB harbour aside from the fishing industry have progressed in recent years. In 2008 a £120,000 redevelopment of the harbour was approved ensuring 4 additional visitor berths berthing spots for yachts and pleasure craft. Authorities such as Highland Council have

stressed the need for the harbour to be utilised for pleasure purposes due to the 'limited opportunities for economic development' within the area (George Jack, Highland.gov: 2008). The harbour then is a central focal point to encourage and engage greater tourist activity within the area. Inviting more sailing tourists is seen as something to be encouraged to expand in order to compensate for the more limited role the harbour now has to provide within the community.

Also based at the harbour was the **KLB Mission Centre**. In 2008 the Mission Centre was closed by the RNMDSF and sold off privately to a local businessman in the area. With this closure the community had lost a facility by which harbour workers, the local community and visitors to the area could use. With the closure a number of services were lost including that of the canteen which aside from the KLB hotel, could offer catering services to members of the community and visitors.

A local **chandlery** for use by fishermen coming ashore and for the public is also situated at KLB harbour, next door to the former Mission Centre.

Such a loss to the community has highlighted the need for a greater number of services in the area for both local residents and visitors to the area could utilise. As noted by the various community groups including the KCC an active focal point where tourists and locals can use as well as provide employment opportunities is noticeable in its absence.

A survey conducted in August 2013 for this report has looked to outline the presence and absence of facilities and services in the community. The next section of this appraisal analyses the responses received from local residents and tourists to this survey and looks to determine the most important needs and requirements as outlined by respondents.

RESULTS AND ANALYSIS

Respondent profile

As mentioned above a total of 170 surveys were hand delivered to the houses in and around the KLB community area. In total 81 surveys were returned from the community giving a total response rate of 47.6%. 74 were returned by post while the remaining 6 opted to complete the survey online via SurveyMonkey.com. Community residents were asked for their post code to identify locals from non locals. In addition to this 30 tourists were interviewed for adding greater qualitative data to the research. Respondents were asked of their employment status (part time, full time or self employed) of which 47 replied as being employed in some form or another. A sizeable minority listed their status as retired (29) while a very small minority responded stating that they were unemployed (5). The vast majority of respondents (67) stated that they were 45 years old or older. When broken down into separate figures 21 put themselves in the age bracket of 45-52, 14 in the age group 55-64. 21 respondents were aged from 65-74 while the number of those aged 75 and above stood at 11. Of the returned, only 13 surveys were answered by people aged below 45.

40 of these respondents had lived in the area for more than 20 years. A further 11 had stayed in the area between 11 and 20 years. 14 respondents have been residents of KLB between 5-10 years and another 14 residents for less than 5 years. Only two respondents listed themselves as a non resident/visitor.

Respondent opinions via multiple choice

1.1: First of all respondents were asked of their general happiness living in KLB. Nearly 40% (32 respondents) of people indicated that they were very happy with the KLB area whereas 49% stated they were quite happy (40). Only 11% of respondents said they were not very happy, which equates to 9 respondents.

1.3: Participants were then asked what they have perceived to have happened to the local facilities and services of KLB throughout the last 4 years. A high number and thus a majority of respondents (51) replied that standards had 'got worse' while 22 people believed that

things had stayed the same. Only 6 replied that they did not know and two believed that the quality of services and facilities in the community had improved in this period.

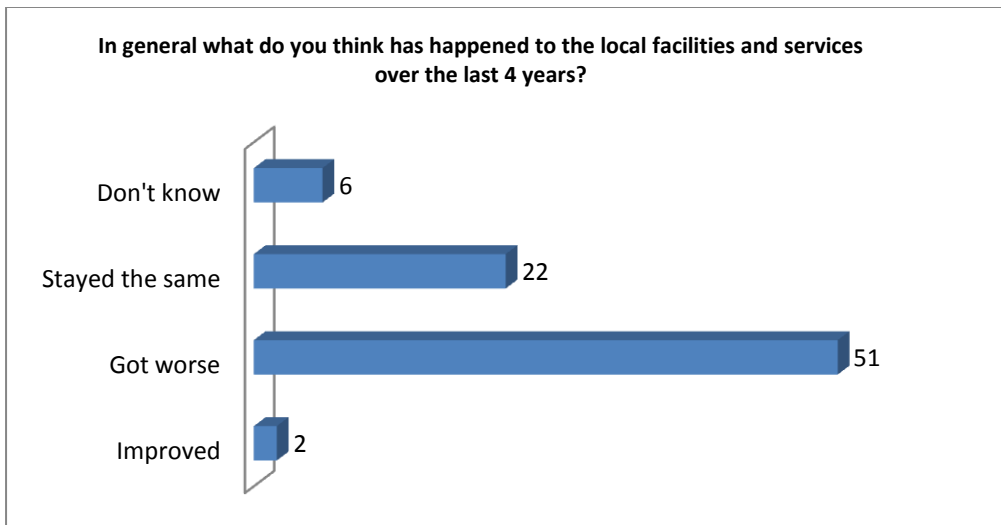


Table 1: In general what do you think has happened to the local facilities and services over the last 4 years? (1.3).

Participants were then asked to fill in 10 questions based on a likert scale measuring to what extent they agreed or disagreed to a series of statements.

1.3: Respondents were asked whether or not they agreed to the statement that KLB accommodates the needs of young children adequately. Of the 81 respondents a total of 35 (42%) either agreed or strongly agreed with the statement. 30 people indicated a neutral stance neither agreeing nor disagreeing with the statement whereas 13 disagreed with 3 strongly disagreeing.

1.4: When asked a similar question on whether KLB accommodates the needs of the elderly adequately, a sizeable majority (64%) of respondents generally agreed to an extent with this statement with 17% (14 people) of this figure strongly agreeing. Only 9% disagreed with 1% strongly disagreeing. 21 respondents neither agreed nor disagreed with the statement.

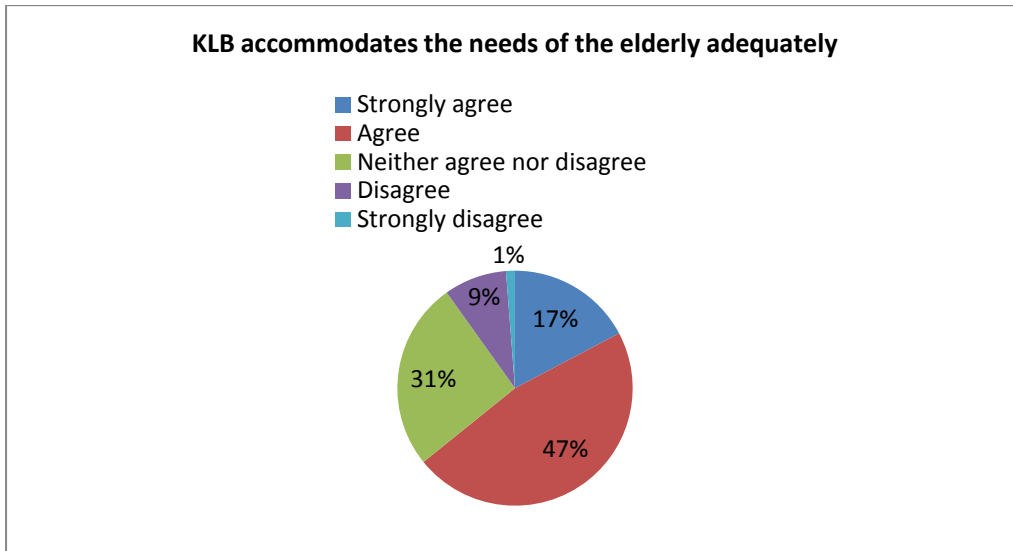


Figure 1: KLB accommodates the needs of the elderly adequately (1.4).

1.5: The survey asked respondents to what extent they agreed with the statement that health facilities to the area are easily accessible. 22 people strongly agreed with this statement with 47 agreeing. In total a vast majority of 71 out of the 81 respondents agreed in the statement. In total 5 respondents disagreed. The remaining 7 respondents chose not to agree or disagree with the statement.

1.6: Respondents were asked whether they agreed or disagreed as to whether there are enough activities and facilities in KLB for tourists to get involved in. It's clear from the responses that the majority of respondents do not believe that there is enough activities and facilities for tourists with 71% of replies either disagreeing (36 responses) or strongly disagreeing (22) with the people strongly disagreeing. Only 8 people agreed that there was enough for tourists to get involved with in the community while the remaining 19 of the 81 had no opinion.

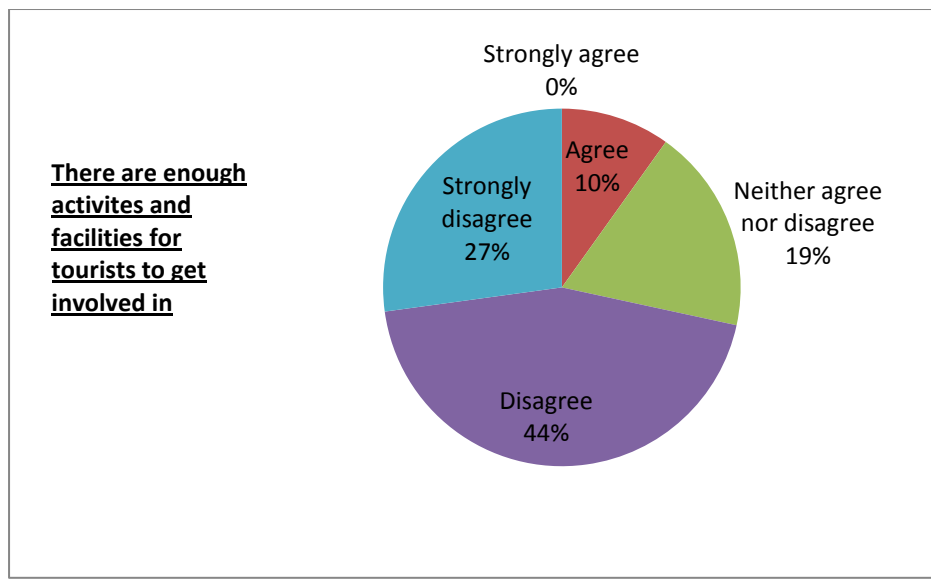


Figure 2: There are enough activities and facilities for tourists to get involved in (1.6)

1.7: When respondents were asked as to whether the availability of public transport and connecting services to and from the community is of an adequate level 65% disagreed or strongly disagreed with this statement with only 17 agreeing. 11 neither agreed nor disagreed.

1.8: Local residents believed that there is a greater need to make use of and promote the area’s natural resources and beaches that surround the area. 30 people (37%) strongly agreed that there was a greater need with 27 (33%) agreeing. 18 respondents neither agreed nor disagreed and only 6 (8%) disagreed with the statement. There was no strong disagreement to the statement. The respondents’ views strongly indicate that there is a greater need to promote the natural resources which KLB has to offer.

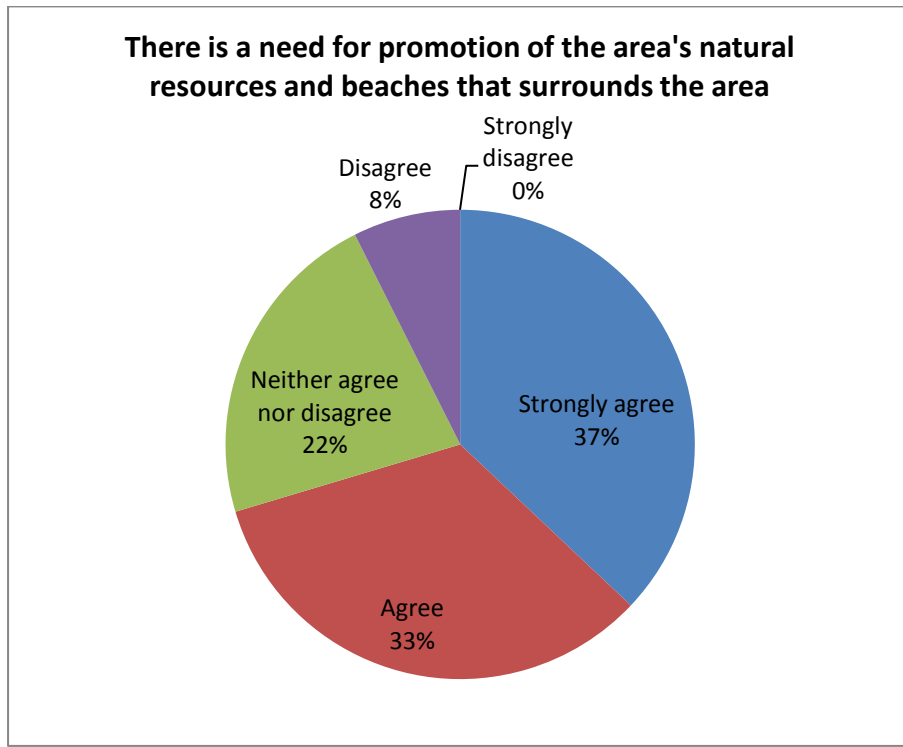


Figure 3: There is a need for promotion of the area’s natural resources and beaches that surrounds the area. (1.8)

1.9: To follow on from the previous question on the promotion of the area’s natural resources, respondents were then asked whether attractions to the area were well sign posted. 2 replies strongly agreed with this statement, whereas 8 merely agreed. However 51 of the 81 respondents expressed disagreement over this statement, 8 of which strongly disagreed. The extent to which respondents disagreed with the statement is no surprise given that the previous question strongly indicated a need for better promotion of natural attractions. 20 chose neither to agree nor disagree with the statement.

1.10: A sizeable minority of respondents expressed general agreement as to the usage of the local village hall to stage local and private events. A total of 35 respondents agreed or strongly agreed that it was well utilised whereas 23 either disagreed or strongly disagreed with the statement. 23 respondents neither agreed nor disagreed.

1.11: Respondents were asked whether there was enough involvement from the community to sustain local projects and facilities. A large minority, 38 people, either disagreed (31) or strongly disagreed (7) with this statement while only 13 agreed (0 strongly agreeing). 30 of the 81 neither agreed nor disagreed with the statement.

1.12: Survey participants were then asked whether there was a need for a family orientated/recreational centre in the area. 53 of the 81 respondents responded yes to this question, 13 said there was no need for such a facility. 15 replied that they did not know.

1.13: Respondents were then asked whether there was a need for a heritage/information centre detailing KLB's past and present. 74% of respondents believed there was a need for such a facility which equates to 61 of the 81 respondents. 19% (15 respondents) did not believe that such a facility was required and the remaining 6% (5 respondents) did not know.

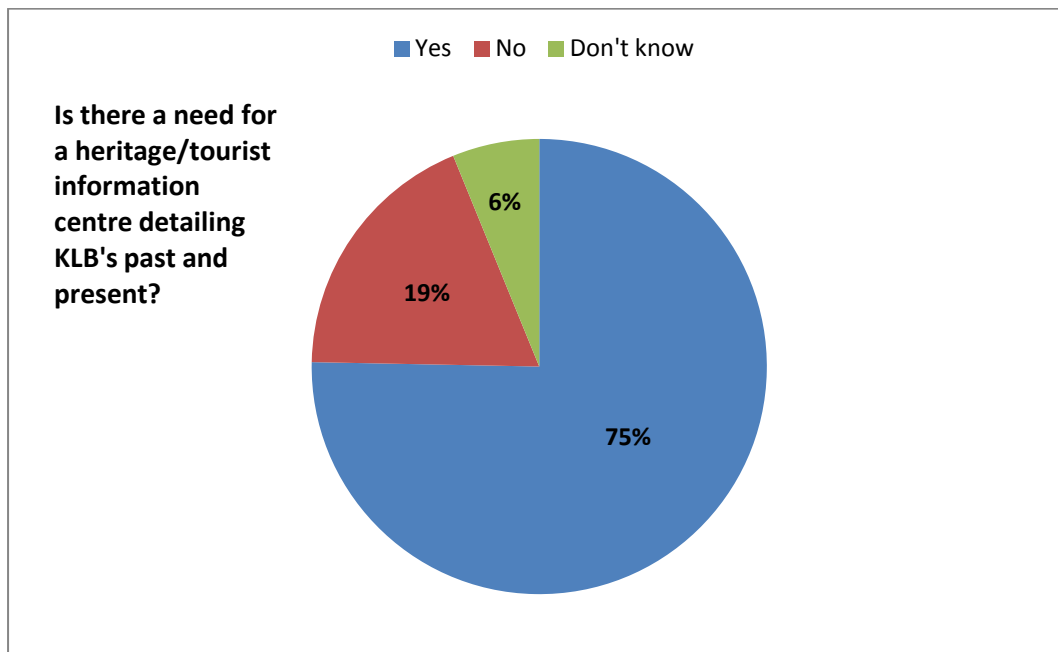


Figure 4: Is there a need for a heritage/tourist information centre detailing KLB's past and present? (1.13).

2.1: The survey then asked participants to rank a list of suggested needs from 1 to 8 with 1 indicating the most important need for the community and 8 illustrating what respondents believed to be the least important need listed. Of the 81 responses by local residents this section of the survey was filled out correctly by 70 participants. In addition to the 70 responses collected on this question, 30 tourists were also asked to participate in this question in order to gain whether such perspectives from tourists aligned to that of the local residents.

Need/ Preference	Wifi Hotspot	Cafe/Coffee shop	Improved signage	Recreational/sports field	Tourist information centre	Promotion of natural surroundings	Family orientated centre	Improved transport services
1	3 (4.3%)	34 (48.6%)	1 (1.4%)	3 (4.3%)	4 (5.7%)	6 (8.6%)	2 (2.8%)	17 (24.3%)
2	5 (7.1%)	12 (17.1%)	0	10 (14.3%)	9 (12.8%)	14 (20%)	8 (10.3%)	15 (21.4%)
3	2 (2.9%)	10 (14.3%)	10 (14.3%)	10 (14.3%)	15 (21.4%)	5 (7.1%)	10 (14.3%)	7 (10%)
4	4 (5.7%)	7 (10%)	11 (15.7%)	10 (14.3%)	5 (7.1%)	13 (18.6%)	12 (17.1%)	8 (11.4%)
5	8 (11.4%)	2 (2.9%)	14 (20%)	10 (14.3%)	15 (21.4%)	7 (10%)	11 (15.7%)	5 (7.1%)
6	11(15.7%)	3 (4.3%)	14 (20%)	9 (12.9%)	8 (11.4%)	11 (15.7%)	8 (11.8%)	4 (5.7%)
7	12(17.1%)	1 (1.4%)	12 (17.1%)	11 (15.7%)	7 (10%)	9 (12.9%)	9 (12.9%)	8 (11.4%)
8	25(35.7%)	1 (1.4%)	8 (11.4%)	7 (10%)	7 (10%)	5 (7.1%)	10 (14.3%)	6 (8.6%)

Table 2: Local residents preferred needs. (2.1)

The most telling statistic from the table above is that almost half of local respondents (34) listed the need for a cafe/coffee shop as the most important requirement for the community. A further 22 people saw the need for such a facility as one of their top three preferences – 80% of respondents in total. This very much corresponds to the qualitative suggestions given in questions 18 and 20 where the desire for more catering services for the community to utilise.

Respondents also indicated a strong preference to see improved transport services with 39 people identifying it as a top three preference, 17 of which believing it to be the most important need. Such a desire is understandable given the scarce transport services on offer to and from the community. However the regularity at which an improved transport service would be used would undoubtedly be raised as indicated by qualitative suggestions such as ‘A winter daily bus service to Inverness would be handy but would probably not be well used’.

A fairly strong preference was also given to the establishment of a tourist information centre with 40% of respondents indicating this to be one of their top three preferences in establishing the needs for the community

Wifi hotspots and improved signage however did not figure highly on local residents prioritised needs.

Need/ Preference	Wifi Hotspot	Cafe/Coffee shop	Improved signage	Recreational/sports field	Tourist information centre	Promotion of natural surroundings	Family orientated centre	Improved transport services
1	6 (20%)	10 (33.3%)	4 (13.3%)	0	9 (30%)	1 (3.3%)	0	0
2	4 (13.3%)	10 (33.3%)	7 (23.3%)	0	5 (16.7%)	3 (10%)	0	1 (3.3%)
3	3 (10%)	8 (26.7%)	2 (6.7%)	1 (3.3%)	11 (36.6%)	4 (13.3%)	0	1 (3.3%)
4	2 (6.6%)	1 (3.3%)	3 (10%)	4 (13.3%)	3 (10%)	10 (33.3%)	6 (20%)	1 (3.3%)
5	6 (20%)	1 (3.3%)	3 (10%)	3 (10%)	0 (0%)	6 (20%)	8 (26.6%)	4 (13.3%)
6	4 (13.3%)	0	2 (6.7%)	6 (20%)	1 (3.3%)	6 (20%)	5 (16.7%)	8 (26.7%)
7	3 (10%)	0	3 (10%)	7 (23.3%)	1 (3.3%)	0	9 (30%)	7 (23.3%)
8	2 (6.6%)	0	6 (20%)	9 (30%)	0	0	2 (6.7%)	8 (26.7%)

Table 3: Tourists preferred needs (2.2)

2.2 - From the 30 tourists who participated in this question, general alignments with the preferences outlined by the respondents received from local residents could be made. The most noticeable finding displayed that there was once again a strong preference shown for the desire of some form of cafe/coffee shop in and around KLB. 28 of the 30 interviewed stated that a cafe/coffee shop would fall into one of their top 3 preferences. Relative to the

local residents, tourists also indicated a stronger preference to see the establishment of a tourist information centre in the area with 30% seeing it as a prime preference and a further 5 and 11 respondents (16.7% and 36.6% respectively) noting it down as either a second or third preference. Perhaps the most striking difference between the tourists and local residents however was the preference to see the establishment of wifi hotspot around the KLB area with around 43% of tourist respondents believing it to be a top three preference. Another noticeable divergence between locals and tourists can be viewed when analysing the preference for improved transport services. In contrast to residents, tourists did not see this as a necessary need. This is not a great surprise when you consider that most tourists travel to the area using their own means of transport, or are on cycling or walking holidays.

Although the sample size for tourists was much smaller than the responses received from the local community, the suggestions are there to form a correlation with the needs expressed by the local residents particularly in the form of the presence of a cafe/coffee shop despite such distinctions between the two groups in their preferences for such services as increased wifi networks and improved transport services.

Qualitative responses

3.1: Respondents were asked to give their own personal suggestions on what developments and changes they would like to see in the KLB community. A large number of suggestions centred on the desire to have a meeting place for residents and tourists to utilise. Many local residents notified the failure to replace the services that had been lost following the closure of the fishermen's mission at KLB harbour. 'KLB used to be a thriving village with the mission at the heart of it' and 'I would like to see a cafe type place that could be used by locals and tourists once more' were two common opinions regularly cited by respondents. A desire to see a mission type centre is further reiterated as one suggestion notes stating that 'it was a wonderful place for eating and meeting friends and very well used'.

Other suggestions highlighted the need to 'recognise the importance of tourism and make the area more accessible and attractive'. In developing this idea further suggestions ranged from 'the redevelopment of Loch Clash' a 'picnic area' to 'nature pathways for walks that

are also accessible for push chairs and wheel chairs'. Attracting more tourists in the form of better and improved sites for campers was also amongst the many suggestions particularly from various tourists interviewed.

Other suggestions when asked on what changes and developments respondents would like to see noted a need to 'clean up the area' in the form of the scrap yards and abandoned vehicles that surround the area.

3.2: When asked the question 'In your opinion what is KLB's greatest asset?' the vast majority of respondents noted the area's natural beauty, geology and its beaches, in particular that of Sandwood Bay. Other suggestions noted the importance of the high school and Ceilidh House and references were also made to the 'friendly and welcoming' nature of the residents.

3.3: When asked what respondents' perceive to be the 'most important needs for KLB', that otherwise may not have been covered by the options detailed in 5.1 and 5.2, frequent references were made to the importance for the area to create new jobs. 'Jobs, youth prospects' and 'sustainable work options' was one of many comments cited. Similar to 6.1, many references were made to the provision of a central focal point to the village in the form of a cafe/restaurant/eating place that is available and open at frequent hours and which is also able to 'accommodate tourists'. A greater desire to see a facility established, educating people about the area's past and present, was also cited particularly amongst the tourists interviewed.

SUMMARY

In summary many needs have been identified and prioritised by the local residents and tourists surveyed. Prominent amongst these concerns was the need to see improved transport services to the area

Health services and services to young children and the elderly have been generally well received by local residents who responded to the survey but despite this it hasn't prevented locals from believing that the quality of services and facilities in the area have continued to decline in the community. Unsurprisingly the desire to see improved transport links to and from the community is prominent amongst the minds of the community. However as noted in the results section the regularity and the viability by which residents would utilise improved services would be at question.

Taking on board the survey analysis conducted for this report, it is clear to see that the greatest desire and need within the community is for the return of a focal centre point to the village that was otherwise lost following the closure of the Fishermen's Mission in 2008. It is no surprise then that the demand is high for a facility offering increased catering and information services as well as acting as a social centre by which the community and tourists can enjoy.

As shown from the above results, there is a widespread recognition that the community must do more to attract tourists into the area where they can socialise and spend money in the area. At present KLB would do well to produce more facilities and services with which tourists could engage with. A facility which could accommodate the needs of both the community and tourists is much desired and would assist the creation of more job opportunities in the area. Such a site would facilitate the need for a:

- Cafe/coffee shop for the community and tourists
- Information and heritage centre detailing KLB's past and natural beauty
- An attraction point for tourists passing through the village
- An attraction where tourists and locals can spend money
- Increased job opportunities particularly for those wishing to stay in the area.

A project that is in line with the concerns highlighted by the growth plan produced by the KCC would best enable these needs to be met. The KCC has sought funding to start up a pilot project on the redevelopment site at the old harbour in KLB. As the results of this report displays this funding would be highly desirable and beneficial in attempting to address the particular needs highlighted above in order to accommodate the interests of the local community and visitors to the area and assisting the KLB community with the opportunity to a more prosperous and vibrant environment.

REFERENCES

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