



AROS AN RUBHA

**Community Consultation
May 2018**

Report

**Urras Storras An Rubha
August 2018**

Scottish Charity Number: SC046922

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SECTION 1: INTRODUCTION

1.1 Process

The Community Consultation took the following format:

- Two consultation days on successive Saturdays in May 2018, with plans on display and 'What do you think?' questionnaires to be filled in on the day, or submitted later. Members of USAR were on hand to answer questions.
- A survey monkey online questionnaire.
- Consultations, with plans and questionnaires, with two senior citizens' groups, representing the geographical spread of Point - **Cairdean Og Allt an Gall** and **Young at Heart**. A member of USAR was present to answer questions.
- Consultation, with the **Point Parent and Toddler Group**. This took the form of a group discussion with one group response submitted. This response was recorded at the time. The discussion was based on the plans and the questionnaire, and was led by a member of USAR.

1.2 Responses

A total of 138 returns were received – 102 written questionnaires and 36 online surveys. These responses are recorded in detail in **Section 3** of this report.

In terms of the group response from Point Parent and Toddler group, there were 13 parents present on the day the consultation took place. The response is recorded in **Section 4** of this report.

SECTION 2: SUMMARY OF KEY POINTS

2.1 Design and proposed use

Questions 1-3

There was overwhelming approval for the design of the building (95%) and its proposed use (98%). Respondents had the opportunity to make further comment on the design. The key points emerging from these comments are:

- The complimentary comments from 71 respondents ranged over the following: excellent, very impressive, very good design, good, realistic, good use of space; appealing design, a practical solution and similar remarks. A number preferred this latest draft to the previous design. A number gave detailed comment, similar to the views expressed below:
 - I think the design has made good use of the more attractive parts of the old building and has added elements that, although modern, are sympathetic to the age and situation of the building. The fact that the design also maximises the view from the café very much meets with my approval.
- A number commented on the continuing and additional benefits to the community of the proposed development, describing it variously as: an asset; meeting the needs of the community; a mix of uses, beneficial to the community; and adding to the community as a hub.
- There was approval of the enlarged shop and café and of the flexible space for community use.

- The only significant issue in the consultation related to the lack of space for the Comann Eachdraidh, as articulated in this comment:
 - I like the external appearance of the building, and the internal design appears to make good use of the available space. However, I don't understand why there is no designated exhibition space for the Comann Eachdraidh. The public need to have access to a dedicated space where we can view themed exhibitions and some of the artefacts donated by the public over many years.
- One respondent, who visits the shop occasionally, made a pitch for 7-Day opening.

Question 4

This question gave the opportunity to comment on aspects of the design that they did not like. Of those who responded, 81% indicated that there was nothing of which they disapproved. Of the other 19%, their comments referred to queries about sufficient storage, parking, disabled access, electric vehicle charging point, function/evening use, as well as the previously expressed reservations about Comann Eachdraidh space.

Questions 5-8

These questions sought views on the proposed occupants of the building. There was overwhelming approval: as follows:

Shop and café: 99%

Comann Eachdraidh and Urras Eaglais na h-Aoidhe: 95%

Rudhach newspaper: 95%

Point and Sandwick Trust: 98%

2.2 Usage of current facilities: questions 9-12

These questions sought to find out what views were on the facilities currently available on site. The responses again showed a positive experience of what is on offer.

Shop and Café:

There were 98 responses to question 9, about frequency of visits to the shop and 73 to the similar question on the café. Of these, 63% visit the shop at least 2-3 times per week, with 25% of those visiting daily. In terms of the café, while 19% visit daily or 2-3 times per week, the bulk of respondents (70%) visit occasionally.

Question 10 sought information on respondents' current experience of the shop and café. The results were:

	Number	%
The shop and cafe have become the social hub of the community.	96	71
I go to Stornoway less often for shopping.	56	41
I like the range of items available in the shop.	116	86
I like the fact that local fresh produce is available. (Omitted from Survey Monkey analysis)	81	60
I regularly buy newspapers here	56	41
I have ordered items from Stornoway suppliers through the shop (e.g. meat, bread)	21	16
I like the fact that local craft producers have an outlet here.	106	79
I like the fact that books of local interest are available here.	92	68
I find the ATM (cash machine) very useful.	92	68
I would be very disappointed if the shop and café were to close.	111	82
The shop and cafe are of no interest to me.	1	1
Number of respondents	135	

Among the elements of note are the high number who regard the shop and café as the social hub of the community and the higher number who would be very disappointed if the facility were lost. All the statements indicate individual and community benefit, and environmental benefit in the fact that 41% go to Stornoway less often. In terms of this statement, it is worth noting that a significant number of respondents are employed in Stornoway and, even when these visit the shop on their way home, as many do, they would not be able to give a positive answer to this statement.

The responses from the Parents' Group should be considered in this context, as well as the numerical information above. They found being able to order the Christmas turkey through the shop very convenient, rather than have to try to find parking near the butcher's shop in Stornoway. There was discussion of the convenience of being able to order rolls/bread for group catering, such as funeral catering in the church hall and in Ionad Stoodie, and being able to buy everything else required for these events and at a discount. They also appreciated donations of foodstuffs by the shop for group parties.

Bookstall

The focus of Question 11 was the bookstall, which is organised by USAR as a fund-raising venture. There were 111 respondents, 54% of whom buy books from the stall, and 51% of whom have donated books. Only 9% were uninterested in buying books. The way in which the stall is organised was liked by 58%.

Comann Eachdraidh

Experience of the Comann Eachdraidh featured in Question 12, to which 125 responded. Approval ratings for the exhibitions was high (66%) as was the number who liked being able to combine a visit to the shop/café with a visit to exhibitions (67%). The responses also showed that some

respondents (19%) have donated items to the CE, and that there is potential for more volunteering in the work of the society. A high percentage (82%) thought the presence of a museum and exhibition area would be of interest to locals, to visitors and to schools.

2.3 Possible Additional Facilities

Post Office

Inclusion of a Post Office the subject of question 13. Post office opening hours in Point at present are inadequate, and USAR is actively considering its inclusion in the redevelopment, following an approach from the current operator of the Post Office. The responses to the question on this proposal gave very strong approval, with 62% welcoming longer opening hours and 71% thinking it would be an ideal base for a Post Office. There were no dissenting voices, although one respondent, raised a concern in Question 15 regarding the effect on the current Post Office.

Other Desirable facilities

The opportunity was taken in Question 14 to seek views on facilities, other than those featured in the draft design, that the community would welcome. Three specific facilities were given and support for them from 107 respondents was:

Petrol Pumps: 55% (An additional 4 respondents suggested Electric vehicle charging points.

Hairdresser: 21%

Laundrette: 21%

Other suggestions are included in Section 3, among which are:

Self-operated health-screening facilities; tourist information stand; outside seating area, printing, photocopying shop; polycrub selling local flowers, veg and fruit and teaching new skills; and small storage units for community groups to use for equipment, postering, etc.

A number of suggestions would be suitable for incorporation in the use of the flexible space area, some of which have already been considered in discussions, although not specifically designated in the plans:

- Access to high speed broadband.
- Meeting space
- Table top sales; antique sales
- Perhaps a monthly or bi-monthly craft demonstration
- Lecture theatre.

One respondent wished to see the facility open on Sundays.

Additional comments

Sixty -two respondents took the opportunity to add comments in their responses to Question 15.

Most of these reiterated things that had been said before, including statements of approval, praise and encouragement, as well as suggestions and reservations included in responses to questions 3,4 and 14 above.

Statements not previously put forward included: longer opening hours; a landscaped area to encourage volunteering; some internal and external design considerations; renewables/eco-friendly provision; car valeting; better provision for bookstall. One respondent would prefer a new build on another site. One respondent took issue with the name, but this arose from an incomplete appreciation of the meaning of “Aros”.

3. Conclusion

The consultation exercise has been very useful in demonstrating the community support for the continuation and improvement of the facilities at Knock. It has shown that all the groups currently operating in the building have the backing of the community, and that the additional groups to be included meet with strong approval. In addition, it has given very useful suggestions for consideration in refining the design, and in projecting future use and extension of the facilities available.

SECTION 4

WHAT DO YOU THINK? RESPONSES TO CONSULTATION: 138 returns

These returns are from

- the consultation days,
- from discussions with the two senior citizens groups – Cairdean Og Allt an Gall and Young at Heart.
- Online Survey Monkey returns

The format of the “What do you think?” questionnaire is used for recording responses.

A further consultation, with the Point Parent and Toddler Group, is added. As this took the form of a group discussion and response, it is given separately as Section 4.

1. Which of the following best describes your opinion of the design of Aros An Rubha and of how it will be used?

	Number	%
Strongly approve	95	70
Approve	34	25
Neither approve or disapprove	3	2
Disapprove	4	3
Strongly disapprove	0	0
Number of respondents	136	

2. It is planned that Aros An Rubha will house a shop, cafe, office accommodation for Point and Sandwich Power, museum and exhibition space for Comann Eachdraidh An Rubha, exhibition space for Urras Eaglais na h-Aoidhe, storage space for the Rudhach, a meeting room and multi-use space for the community. What is your opinion of these uses?

	Number	%
Strongly approve	110	80
Approve	24	18
Neither approve or disapprove	1	1
Disapprove	2	1
Strongly disapprove	0	0
Number of respondents	137	

3. What is your overall impression of the proposed design?

- Excellent: 12
- Very good design/Very impressive: 30
- It's good/similar complimentary comments :20
- Realistic – good plan/practical solution/good use of space:4
- Very modern upgrade/Like the glazings:2
- Satisfactory and appealing design for the purpose.
- Attractive design which seems fit for purpose.
- Seems to be well-designed and thought out.
- Very sympathetic to the existing campus, and will provide users with outstanding view of the Braighe/Minch and the Harris hills.
- I think it looks very appropriate and I love the window in the coffee shop/shop.
- A lot of work has gone into the development plans.
- Practical and functional without over-elaboration.
- I think the design is innovative and will function well.
- OK, given the restrictions of the site:3
- Improvement on first iteration: 2
- Scale seems an improvement on previous.
- A lot of building but very much in keeping with the traditional look.
- It looks like a well-thought out and multi-purpose area. 2
- Looks a great improvement adding valued space to both shop and café.
- I like the concept of basing it on the original footprint of the building. Additionally it will bring a number of groups together.
- A big improvement on an already good site. We own a holiday cottage near the site and our guests are regular visitors. The added/improved facilities would be a great benefit to them.
- Excellent use of current buildings. The additions add to the look. Good to see the portacabin will be demolished.
- Looks very compact. Lots of facilities in a smallish building.
- The next logical step. Great to see innovative use of the spaces. Upstairs café will make a positive impact.
- It can be a lovely flexible and creative building.
- An asset to the area.
- Will add to the community as a hub.
- Meets the needs of the community.
- Good layout accommodating a mix of uses beneficial to the community.
- Glad to see it used for various things. Since opening it has been a busy wee place and it is good to see activity around it.
- Not qualified to give a strong opinion, but appears to encompass all that is required.
- A good and compact design that will serve all different aspects of the community's needs.
- I think the design has made good use of the more attractive parts of the old building and has added elements that, although modern, are sympathetic to the age and situation of the building. The fact that the design also maximises the view from the café very much meets with my approval.
- Practical space-creating while maintaining the integrity of the original design of the school.
- More room for storage. Easy to keep it tidy. Hoping a larger rose wine selection.

- Big, open shop, like the multi-layered café, though limited storage for shop/café. Larger shop space (This person visits the shop daily, and was very impressed with the design)
- Looks a great improvement adding valued space to both shop and café.
- I like the concept of basing it on the original footprint of the building. Additionally it will bring a number of groups together.
- Excellent use of current buildings. The additions add to the look. Good to see the portacabin will be demolished.
- Absolutely lovely and café additions are very innovative. Love the contrasting colours on the outside of the building.
- Looks great and good use of natural light. Brilliant to be able to see the excellent view.
- It will be an excellent facility for the Point district: 2
- There is a lot incorporated in a practical way. I think it is very useful and I would certainly use the facilities. Very well thought out and serves the community with all the demands that the community needs.
- I like the way the space is used – the multi space use will be good for community groups to use for informal meetings.
- Point as a community would benefit from this proposed development. The location is excellent.
- Extended shop and café will be of benefit to the community, especially if also extended hours and 7 day opening. *(This person visits the shop and café occasionally)*
- Proposed design looks to be sympathetic to the existing style of the buildings externally. The interior looks like it reflects the varied purposes of the community – especially increased retail footage.
- A good and compact design that will serve all different aspects of the community's needs.
- Will create a fit for purpose facility to enable the community to do more.
- More input from local groups would have led to a better design.
- Looks great and fantastic for the community: 2
- Will be highly beneficial to the Point and Sandwich community.
- Will be an attraction for tourists as well as locals.
- Ambitious and far-sighted. Good to capitalise on what seems to be hugely successful.
- A big improvement on an already good site. We own a holiday cottage near the site and our guests are regular visitors. The added/improved facilities would be a great benefit to them.
- Looking forward to it.
- Hope it goes ahead. Much needed.
- As a member of the local community and An Comann Eachdraidh I am opposed to the proposed design of Aros An Rubha. As it stands the plans do not offer nearly enough space for the requirements of the Comann Eachdraidh. There are two definite problems, the first being that the actual space specifically allocated is considerably smaller than the current space in the hall. The second issue is that, how can the Comann Eachdraidh be expected to host exhibitions when they are dotted around different parts of the building, or in some multi-use part where the materials and exhibits incur a substantially increased risk of damage. It is just not feasible to host exhibitions in a ridiculously small space and across different areas. Ultimately, an Comann Eachdraidh requires an exclusive exhibition space no smaller than the hall, as well as an office and storage space.

- The exhibition space is woefully inadequate for the Comann Eachdraidh. The main hall needs to be specifically designated for CE use. You can't just move an exhibition around to where there is a space. - I like the external appearance of the building, and the internal design appears to make good use of the available space. However, I don't understand why there is no designated exhibition space for the Comann Eachdraidh. The public need to have access to a dedicated space where we can view themed exhibitions and some of the artefacts donated by the public over many years.	
Number of respondents	110

4. Are there aspects of the design that you do not like?

- No/not really/ Very happy with the way the plans have been drawn up : 66 (81%) - In a project such as this nothing is ever going to be perfect, but given the circumstances I think it is very good. - Not seen the design: 2 - Maybe shop storage too small. Could be outside building adjacent to shop for ease of deliveries. Maybe kitchen too small. - More room for storage. - Not so much the design but the fact that the Comann Eachdraidh has lost its most valuable asset – the exhibition space. It needs a dedicated public space, and not just office and storage, in order to raise funds through donations by visitors to museum/exhibitions, but also to have space to increase its work in intergenerational activity, to allow it to work effectively in bringing all generations together, with schools, community education and senior citizen groups, including Alzheimers Scotland. - Two respondents from the Survey Monkey consultation referred back to their reservations regarding Comann Eachdraidh space. - Didn't see a ramp down to the lower part of the café (where tables and chairs are) for those in wheelchairs. Even though storage room is larger there will be more products coming in to fill the shop and may run out of space once again. - Maybe more possibility for evening/function use would be beneficial. - Query parking for persons using the centre when enlarged facilities are available. - Store 1 doors – should be a sliding door (exterior side); Upper café – Is it open at front looking to and from shop floor same at lower café (between stairs) - There are always little bits which don't work perfectly in any building. No real problems. - Needs electric charging point for vehicles added to services.	
Number of respondents	81

5. What is your view of having an enlarged shop and cafe area?

	Number	%
Strongly approve	110	83
Approve	21	16
Neither approve or disapprove	2	1

Disapprove	0	0
Strongly disapprove	0	0
Number of respondents	133	

6. What is your view of having facilities for culture and heritage (the Comann Eachdraidh, Urras Eaglais na h-Aoidhe) within the building?

	Number	%
Strongly approve	100	75
Approve	27	20
Neither approve or disapprove	6	4
Disapprove	0	0
Strongly disapprove	1	1
Number of respondents	134	

7. The Rudhach community newspaper currently has no facilities for storage or distribution and relies on committee members to allocate space for these activities in their own homes. What is your view of giving space for storage and distribution within the redeveloped building?

	Number	%
Strongly approve	93	69
Approve	35	26
Neither approve or disapprove	5	4
Disapprove	1	1
Strongly disapprove	0	0
Number of respondents	134	

8. The uses of this site have already brought employment opportunities, in the shop and café and in the Point and Sandwick Trust operation, and will bring more when fully developed. What is your view of this?

	Number	%
Strongly approve	112	82
Approve	21	16
Neither approve or disapprove	3	2
Disapprove	0	0
Strongly disapprove	0	0
Number of respondents	136	

9. How often do you visit the shop and cafe?

How often do you visit	Shop		Cafe	
	Number	%	Number	%
Daily	25	25	4	5
2/3 times per week	37	38	8	11

Weekly	14	15	10	14
Occasionally	22	22	51	70
Number of respondents	98		73	

10. Tick as many of these boxes as you wish, to describe your current experience of the shop and cafe.

	Number	%
The shop and cafe have become the social hub of the community.	96	71
I go to Stornoway less often for shopping.	56	41
I like the range of items available in the shop.	116	86
I like the fact that local fresh produce is available. (This statement was omitted from Survey Monkey analysis)	81	60
I regularly buy newspapers here	56	41
I have ordered items from Stornoway suppliers through the shop (e.g. meat, bread)	21	16
I like the fact that local craft producers have an outlet here.	106	79
I like the fact that books of local interest are available here.	92	68
I find the ATM (cash machine) very useful.	92	68
I would be very disappointed if the shop and café were to close.	111	82
The shop and cafe are of no interest to me.	1	1
Number of respondents	135	

11. What are your views of the bookstall? Tick as many boxes as you wish.

	Number	Percentage
I buy books from the bookstall regularly.	19	17
I buy books from the bookstall occasionally.	41	37
I have donated books for the stall.	46	41
I am not interested in buying books.	10	9
I like the way in which the stall is organised.	64	58
Number of respondents	111	

12. Tick as many of these boxes as you wish, to describe your view of having the Comann Eachdraidh(Historical Society) on the site.

	Number	%
I found the exhibitions interesting and informative.	82	66
The fact that I could combine my visit to the exhibition with a visit to the shop/cafe was useful.	84	67
I have been encouraged to donate items to the Comann Eachdraidh since it located to this site.	24	19

I would consider volunteering to help with the work of the society.	24	19
The presence of a museum and exhibition area will be of interest to locals, to visitors and to schools.	103	82
I am not interested in the work of the Comann Eachdraidh.	4	3
Number of respondents	125	

13. A post office area, within the shop area, is included in the draft plans. It would be open for longer than current provision in Point. What is your view of such a facility?

	Number	%
I would welcome access to longer opening hours	80	62
I think this would be the ideal base for a post office	92	71
It would not be of interest to me.	0	0
Number of respondents	130	

14. Are there other facilities (e.g laundrette, petrol pumps, hairdresser etc) that you would wish to see on the site, in addition to the current provision?

No/None/Related comments: 11 - 10%

Petrol pumps: 59 – 55%

Additional comments:

- Providing prices are competitive with town.
- A petrol pump would be ideal. I think I would then do the bulk of my shopping there.
- Would be fantastic for the Point community and would cement the whole fixture as a hub.
- Fuel pumps would be a welcome/useful addition.
- I would love to see petrol pumps on site.
- Would be useful to have on site.
- Selling petrol at 3 or 4 pence less than town stations, like Back, and with Point being a lot nearer than Back I think half the town would come to get there petrol here.

Hairdresser : 23 -21%

Additional comments:

- Would be very popular, especially with the older citizens.
- Would be useful
- Would be useful to have on site.
- Hairdresser would give employment.

Laundrette : 23 – 21%

Additional comment:

- Would be useful.
- More commercial clothes washing for holiday lets is needed.

Combined comments regarding above facilities:

- All three facilities would be welcome and I believe would be successful and add greatly to the community.
- Would be very welcome.
- Petrol pumps would be a useful addition. I would not make use of either a laundrette or hairdresser but these may be useful as a later development. I would not like to see

- any of the current plans ditched for either of these
- Where would the laundrette and hairdresser be housed? The only available areas appear to be the multi-use space and the meeting room. I'd be happy to see the change of original use.
- The parental group they would welcome petrol pumps, but would not use hairdressers, as they are loyal to their current stylist, and thought the site was too close to facilities in Stornoway to make housing a laundrette worthwhile.

Other suggestions

- Electric Vehicle charging: 4
- Health screening facilities(e.g. self-operated blood pressure, weight, BMI maching)
- Beautician.
- Local crafts to have a focal site within the shop – more impact
- Post office is a must.
- Post Office and chemist
- Availability of fresh fish might be difficult but would be welcome.
- Outside seating area would be great.
- Lotto
- Printing, photocopying and stationery shop.
- More staff working in café.
- A takeaway outlet would be good for light snacks (even if only seasonal or a few times per week).
- A tourist information stand and What's On noticeboard.
- Polycrub selling local flowers, veg and fruit and teaching new skills as over in Shawbost.
- Access to high speed broadband.
- Meeting space
- Table top sales; antique sales
- Perhaps a monthly or bi-monthly craft demonstration
- Lecture theatre.
- Dog kennels for short use by walkers – link to coastal path in future/enable walkers to visit shop and spend time in café as well as other facilities like shower facilities for walkers and other users of coastal route.
- Bike parking/shelter.
- It would be useful if some small storage units were available for community groups to use for equipment, postering, etc.
- More storage space for Eaglais na h-Aoidhe and the Comann Eachdraidh would be better and could be designed to suit the Comann Eachdraidh.
- Parking facilities for increased use of centre, also facilities for disabled.
- It all seems to be in good taste and just what the community needs.
- Lots of potential, not sure how to progress. I'm sure there are plenty avenues to look at.
- Would be nice for it to be open on Sundays.
- Great to have the opportunity to give community feedback. Perhaps the venue should be reviewed on a regular basis and again include local suggestions. Thanks for the opportunity.

Number of respondents

107

15. Any other comments you would like to make on the proposed plans, and any suggestions for improvement, would be welcome.

- No/None/Related comments: 17

Additional positive comments

- The proposals are interesting and would enhance the district generally.
- An excellent example of having a multi-use community hub in what was a former primary school
- The plans would be a hugely positive benefit to the community.
- Best of luck with the project.
- It is great to see such a development in the area and we certainly welcome and look forward to the upgrade.
- I think plans are good as they are.
- Get on with it!
- Looking forward to the aims being realised and having more amenities near to hand and not having to go to Stornoway so much.
- Excellent facility, organised by people with vision for this community.
- Fully supportive of the proposals. Good luck.
- I think it is really important that the community of Point has a hub where people can meet informally and get to know each other better. It is good that we don't have to drive to town for everything.
- The plan looks great and I think would hugely benefit the local community. I really hope funds become available and everything planned will happen. I really like the prospect of having the post office located here as existing PO arrangements are poor, especially opening hours.
- The changing of the post office to within the shop/café is a good idea. I'm sure some people who now go all the way to Stornoway because they need to use the bus, would stop here instead – because they can visit the shop and café while waiting for the next bus home – and see and chat to their friends and neighbours while here – a good move. Are there ramps – even though most of the building is on one level.
- The shop and café form an essential community hub and attract visitors to the area. I am impressed by the range and quality of goods on sale in the limited space available currently. The extension of the café would attract more customers and evening meals would add to this.
- I hope you get the go-ahead for this. It is desperately needed.
- All looking good, but I am sure with the hard work that has continued to grow, will succeed. I wish all the very best on the latest project.
- Hopefully it can be a hub for social development.
- I hope you get the go-ahead for this. It is desperately needed.
- Bring it on. The sooner the better.
- I approve of the plans very much and I wish the project every success.

Suggestions for consideration

- Shop and café should be open for longer.
- Longer opening hours for the café to enable meeting friends in the evening.
- I believe that a landscaped area would be a useful impetus to volunteering, as members of the community would be willing to maintain and develop it. If there was space, a polycrub would be welcome.
- Lift to upper café. Access to No 2 store from outside rather than having to carry stores through two doors.
- The building could act as an information/registration point for walkers and other users

of the proposed coastal route going forwards. Extended opening hours for shop and café (currently Sunday trading benefits are enjoyed by 2 operators = extra business. The more facilities that open on Sunday, the wider the spread of existing profit. Therefore important to be in on this prior to market saturation.)

- Thank you to everyone who is working towards this. What a fantastic addition the shop has been to Point.
- Carry on the good work.
- The shop and café have become a very important hub for the community, a lot of hard work has gone on behind the scenes, so fingers crossed, all goes well and I will support any way I can.
- Better provision for bookstall area: maybe shelving in the café and multi-use area.
- As green a building as possible – let's make Point and Sandwick a beacon for green energy.
- I would like to see the building heated by renewables to be as grid-free as possible. Involve tourist facilities charging point cars.
- There is an opportunity to vastly improve road approaches and get rid of council clutter but that would need to be negotiated with them.
- New road layout.
- New road structure on the ground of safety.
- Some attention to the entrance to the old playground would be good. Currently cars turning left towards the shop are hidden.
- Lower the wall in way of bus shelter in order to see traffic coming from Point and turning left onto Knock road when exiting car park.
- Maybe car valeting while you do your shopping or coffee break. Kids play area so that families can sit down and relax on a bench or in the café and be able to watch their kids.

Reservations/Questions

- The amount of storage space for the Comann Eachdraidh is too limited. There are large artefacts etc. I'd like to see the area between the archive and Heritage store and the Heritage office walled off and given to the Comann Eachdraidh. The multi-use space, though reduced, wouldn't suffer.
- My only quibble with the current plans is the inadequacy of the provision for the Comann Eachdraidh. I am surprised that the Comann Eachdraidh has agreed to this.
- You need to reconsider the question of exhibition space.
- My strong preference would be for a new build on another site e.g. adjacent to the football/sports club site. This is more likely to deliver a facility best meeting community needs.
- Sliding door to Shop Store 1 (corridor side)?; upper café – is it to have balustrade to front so you can see to and from shop floor?; Office for shop not indicated on plan;
- A lot of doors to go through between café and toilets. No direct access from shop stores to shop.
- Will ATM still be available in shop (not indicated on plan).
- A bhuth would sound better. Aros means homestead, not so appropriate for a community facility.
- A bit worrying that having another PO would put the other one out of business. Solid fuel is more expensive so I do not tend to buy it there. I have neither agreed nor disagreed to a larger shop and café as I don't feel either are overly busy, this though could be due to the times I am in the shop. Please keep the bookstall.
- More transparency in the Point and Sandwick Trust.

Number of respondents

62

SECTION 5

Discussion with Point Parent and Toddler Group.

The plans and proposals were discussed with the Parents who attend Point Parent and Toddler Group during their weekly session on 11th May. There were 13 parents present on the day. Because of the demands of children aged from 7 months to 4 years, it was considered best to formulate a group response, as it could have been difficult to get the time to complete individual forms.

The responses to questions 1 and 2 indicated unanimous strong approval for the design and the proposed uses of Aros An Rubha. The café in particular found favour as it was thought that a café with a good view was a particular attraction.

There was unanimous strong approval for having an enlarged shop and café and facilities for culture and heritage within the building. They thought this would be an attraction for tourists as well as for locals, and that it was very convenient to have everything housed under one roof. There was unanimous strong approval for both the Rudhach and PST being housed in the building. They thought it made sense for the Rudhach to be in this community hub, and they were conscious and appreciative of the support of PST to the community and community groups.

In terms of visits to the shop, most of them visited 2/3 times a week, with two visiting weekly and one occasionally. During school holidays, some of them visited more often, as their school-age children liked to visit the shop. One visited the café 2/3 times a week, and the rest visited it occasionally. One made the comment that she would visit the café more often if she could sit and enjoy a view at the same time.

In question 10, describing the current experience of using the shop, they gave positive answers to the first 10 questions (the eleventh didn't apply), and expanded on the answers in some cases. They gave high praise to the home baking available in the shop, and found the availability of greeting cards and the ATM particularly convenient. Being able to find such a range of items, without having to go into Stornoway, was a real help to them. In terms of newspapers, none of them bought a daily newspaper, preferring to read them online, but they bought the Rudhach in the shop. They found being able to order the Christmas turkey through the shop very convenient, rather than have to try to find parking near the butcher's shop in Stornoway. In this context, there was discussion of the convenience of being able to order rolls/bread for group catering, such as funeral catering in the church hall and in Ionad Stoodie, and being able to buy everything else required for these events and at a discount. They also appreciated donations of foodstuffs by the shop for group parties.

The bookstall was popular among them, purchasing and donating books, and praising the way it was organised. The exhibitions had also been popular, and they felt the fact that they could combine a visit with a visit to the shop/café meant that more people would visit exhibitions. They thought it was important that it be there, for locals, visitors and schools.

They particularly welcomed the proposal to house the Post Office alongside the shop, as they had given up using the current post offices because of the restricted opening hours and uncertainty as to whether they would be open or not.

As to additional facilities, they would welcome petrol pumps, but would not use hairdressers, as they are loyal to their current stylist, and thought the site was too close to facilities in Stornoway to make housing a laundrette worthwhile.