

COURT USER SATISFACTION SURVEY 2021/2022 – PHASE 2: CIVIL CASES



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EXECUTIVE SUMMARY

Introduction

The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the Scottish Courts and Tribunals Service (SCTS) in courts across Scotland. The survey has been conducted by SCTS, formerly the Scottish Court Service (SCS), on an annual to two yearly basis since 2005.

Due to COVID-19 restrictions and associated changes to business practices, this report details the results from a survey dedicated to the experiences of those involved in civil cases only. At the time of the survey, civil case hearings were being conducted through a mix of in court/in-person and virtual methods. The survey methodology adopted a fully online approach.

The survey questionnaire sought feedback across the following topics:

- Public Health Regulations and Safety;
- Court Facilities;
- Use of the Scottish Courts and Tribunals Service Website;
- Electronic Submission of Documents;
- Virtual Hearings;
- Waiting for the Hearing to Start; and
- Information Provided by Court Staff.

Sample Profile

In total, 61 respondents completed the survey. Due to the low numbers involved and similarities in the questions asked of particular user groups, all legal professionals were collated and analysed as one user group, while all non-professionals were grouped as another. Survey responses were received from:

- 34 Professional Users; and
- 27 Non-Professional Users.

Responses were received from across the Court of Session, Sheriff Courts, Sheriff Appeal Court and Scottish Land Court. Due to the small number of respondents, they were grouped as below:

- Court of Session, Sheriff Appeal Court and Scottish Land Court = 21 (34%) respondents;
- Sheriff Courts = 38 (62%) respondents; and
- Don't know/Not sure = 2 (3%) respondents.

Of all respondents, around three quarters (n=45, 74%) said that they did not have any longstanding illness, disability or infirmity which required particular facilities when using public buildings, 16% (n=10) stated they had, and 10% (n=6) did not wish to reply to the question. The first language of most respondents (n=56, 92%) was English and 88% (n=54) stated they did not have any particular communication and/or reading requirements.

Court/Remote Site Facilities

Only six out of 61 respondents indicated that they had used one or more facilities. As the sample is small it cannot be considered as representative. The most frequently used facilities were:

- the court room - used by four respondents (67%);
- toilets in the court/remote site building - used by two respondents (33%); and
- the public entrance/area outside the court/remote site building - used by two respondents (33%).

All six respondents indicated that they were either 'fairly' or 'very' satisfied with each measure across each facility.

Public Health Regulations and Safety

Of the seven respondents who had physically attended a court, five indicated they were 'very satisfied' and another one was 'fairly satisfied' with the public health regulations and safety measures put in place. The final respondent, a professional who had attended a Sheriff Court, stated that they were 'neither satisfied nor dissatisfied' in this respect.

Use of the SCTS Website

Only 3% (n=2) of all respondents had not used the SCTS website in the last six months. The most popular reasons given for visiting the website were to obtain information on daily court business (57%, n=35), to obtain information leaflets and/or forms used in courts (49%, n=30), and to obtain court addresses/phone numbers/directions to courts (44%, n=27). Half (50%, n=28) of those who provided information on how easy or difficult it was to find the required information, stated it was either 'fairly' or 'very' easy and just over a third 36% (n=20) said it was either 'fairly' or 'very' difficult.

Electronic Submission of Documents

Participants who had business in Sheriff Courts were asked whether they had registered for Civil Online, with 35 responses received in total. When disaggregated by user group, more than half of the respondents across each group (68% (n=15) of professionals and 62% (n=8) of non-professionals) had registered for Civil Online.

All respondents were asked whether they had submitted documents to the court by email, with 55 respondents providing an answer. More than three quarters (n=46, 84%) said that they had submitted documents by email, only six (11%) said they had not, and three (5%) selected the 'Don't know/Not sure' option.

Virtual Hearings

In total, 28 respondents attended a virtual hearing. Most of these (n=27) had attended virtually themselves, while one (a non-professional who had attended either the Court of Session, Sheriff Appeal Court or Scottish Land Court) had been in the court room while others attended virtually. Overall, 26 participants identified the type of device they had used to participate in the hearing with nearly two thirds (n=17, 65%) stating that they had used a laptop, five (19%) had used a mobile phone

or an apple device, and four (15%) had used a desktop computer. Almost all virtual hearings captured by the survey had been conducted using Webex (n=26, 93%).

A total of 26 respondents provided an answer when they were asked whether they had been provided with joining instructions with sufficient notice in relation to the virtual hearing with most (n=22, 85%) stating that they had, compared to four (15%) who had not. Around three quarters of respondents (n=20, 74%) had found it either ‘fairly’ or ‘very’ easy to join the virtual hearing, while three (11%) respondents had found it either ‘fairly’ or ‘very’ difficult.

Around three quarters (n=20, 74%) of the participants stated there had not been any technical difficulties, compared to six (22%) who said there had. One respondent did not know. The technical difficulties had been experienced equally over the Sheriff Courts and Court of Session, Sheriff Appeal Court and Scottish Land Court, with three respondents in each indicating they had experienced difficulties.

All respondents who attended a virtual hearing rated the experience compared with a hearing in a courtroom. Just over a third would prefer a hearing in a courtroom, just under a quarter felt there was no significant difference, and one in five felt the virtual hearing was better. Respondents were also asked if they felt they were sufficiently informed/prepared for dealing with the arrangements for a remote hearing and over three quarters (n=21, 78%) said they were, four (15%) said they were not, and two (7%) did not know. Nearly two thirds (n=17, 63%) indicated that they had found it either ‘fairly’ or ‘very’ easy to contribute during the virtual hearing, compared to around a quarter (n=6, 22%) who felt it had been either ‘fairly’ or ‘very’ difficult. Respondents also outlined any advantages and disadvantages there were to the virtual hearings. The most highlighted advantage was to save on travel/commute time and expenses (n=21) and the most popular referred disadvantage was the difficulty to interact with other participants and technical issues (n=9).

Waiting for Business to Start

Of the 60 respondents who provided an answer of whether they had had to wait for the court hearing to start today beyond the anticipated start time, a quarter (n=15, 25%) said they had to wait, a further 18 (30%) said they did not wait, two (3%) respondents did not know and 25 (42%) said this was not applicable. Six had waited up to 15 minutes, six had waited 16-30 minutes, and three had waited 31 minutes to an hour. Responses in relation to satisfaction with waiting times were mixed. Around 40% (n=6) of the participants were dissatisfied, and a third (n=5, 33%) stated that they were satisfied.

Updates from SCTS Staff

Those who had waited for the court hearing to start were also asked if court staff had provided them with any updates about how much longer they were likely to have to wait. Four respondents (27%) indicated that they had been provided with such updates from SCTS staff. Respondents who had waited were also asked if SCTS staff had told them **why** they had to wait, with eight (53%) indicating that they had been told. Of these, six had been satisfied in this respect, one was ‘very dissatisfied’ and another was ‘neither’ satisfied nor dissatisfied.

Information from Court Staff

All respondents were asked whether they were directed where to go within the building when they arrived at the court building or remote site, with three respondents indicating that they were. Two said they had not been told, and another two said this was not applicable. All participants had found it 'very' easy to find where they had to go.

Satisfaction with Court Staff

All respondents were asked to rate how helpful and polite they had found SCTS staff to be. Most respondents reported that staff were generally both friendly and polite, with 71% (n=32) indicating they were helpful and 75% (n=33) indicating they were polite. A higher proportion of those attending Sheriff Courts had found staff to be unhelpful compared to those attending the Court of Session, Sheriff Appeal Court or Scottish Land Court (13% versus 20% respectively).

Overall Satisfaction

All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. More than half (n=32, 53%) stated they were either 'fairly' or 'very' satisfied. Another 19 users (31%) stated that they were either 'fairly' or 'very' dissatisfied, and a further 11% (n=7) were 'neither' satisfied nor dissatisfied. Nearly three quarters (n=24, 71%) of professional users said they were either 'fairly' or 'very' satisfied overall compared to 30% (n=8) of non-professional users. Around 62% (n=13) of Court of Session, Sheriff Appeal Court and Scottish Land Court users, and 50% (n=19) of Sheriff Court users stated that the overall satisfaction was either 'fairly' or 'very' satisfied.

Service Development and Feedback

A total of 31 participants provided an answer when they were asked whether there are any aspects of the service provided by the SCTS that they would like to change with the common issues being; the SCTS service needs a complete overhaul, lack of communication to be improved and staff to be more helpful and informative. A total of 18 (30%) of the respondents knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building and 24 (40%) said they did not.

Conclusion

The above results need to be considered in the context of the low response rate achieved, with the disaggregated results by user group and court type being particularly limited. Due to difficulties in accessing particular user groups, the data also does not capture the experiences of several potential civil business users (such as supporters, social workers, etc.), and so represents a gap in the findings. Despite these limitations, however, the results do provide an indication of users' experiences of civil services during the adjustments required for COVID-19. The results show general satisfaction with individual service elements and adjustments to services, and identifies areas for potential improvement - in particular, delays/waiting times and communication issues were discussed across the survey and therefore represent areas for future improvement.

1. INTRODUCTION

1.1 Background to the Research

- 1.1.1 The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the Scottish Courts and Tribunals Service (SCTS) in courts across Scotland. The survey has been conducted by SCTS, formerly the Scottish Court Service (SCS), on an annual to two yearly basis since 2005¹.
- 1.1.2 In previous years, the survey has involved an exit interview with all types of court users. Face-to-face interviewer led surveys were conducted with court users as they exited the buildings at the end of their business. However, due to COVID-19 and the associated restrictions it was not possible to provide dedicated interviewer support for the survey this year. Rather, a fully remote method needed to be developed.
- 1.1.3 Due to the change in how business is currently being conducted by the Scottish courts, the alternative methodology employed for the survey, and difficulties accessing certain court user groups, it was not possible to capture all court user typologies in one survey as has been done previously. This report details the findings from a survey dedicated to the experiences of those involved in civil cases only. A previous survey and report deals with jury trials, while forthcoming research will focus on those attending for summary criminal business.

1.2 Methodology

- 1.2.1 The survey focused on civil cases and adopted a fully online approach. At the time of the survey, civil case hearings were being conducted through a mix of in court/in-person and virtual methods. SCTS advertised the survey and invited professionals and non-professionals to participate. Justice partner organisations were asked to circulate the survey link to their members, and the survey was also advertised directly by SCTS via the SCTS website, in email automatic responses, in invitation links to virtual hearings and in email signatures.
- 1.2.2 The questionnaire attempted to maintain many of the questions used in previous sweeps of the SCTS Court User Satisfaction Survey, as well as the previous Jury Trial survey conducted as part of the 2021 survey sweep. Sections were also included to account for the COVID-19 measures, as well as the use of Civil Online, the SCTS portal to make, respond to, or track the progress of a Simple Procedure claim, and to submit documents in connection to the case.
- 1.2.3 The survey questionnaire sought feedback across the following topics:
- Public Health Regulations and Safety;
 - Court Facilities;
 - Use of the Scottish Courts and Tribunals Service Website;
 - Electronic Submission of Documents;
 - Virtual Hearings;
 - Waiting for the Hearing to Start;
 - Information Provided by Court Staff;
 - Satisfaction with SCTS Staff;
 - Overall Satisfaction; and

¹ A pilot study was also conducted in 2003.

○ Particular Facilities and Requirements.

1.2.4 The timescales this year were quite different compared to previous years. The survey was ongoing for longer due to the COVID-19 restrictions and changes to the methodology.

1.2.5 The pilot survey started on Monday 25th April 2022 and ran for two weeks. The main fieldwork started on Monday 9th May 2022 with the questionnaire remaining live for a period of 16 weeks, until 26th August 2022.

1.3 Response Rate and Sample Profile

1.3.1 In total, 61 respondents completed the survey. The capacity in which respondents were attending/conducting business is outlined in Table 1 below. The ‘other’ respondents included those connected with simple procedures, small claims, an interdict and property registration.

1.3.2 Due to the low numbers involved and similarities in the questions asked of particular user groups, all legal professionals were grouped together as one user group, while all non-professionals were grouped as another. Those who identified their respondent category as ‘other’ were assessed and allocated to either the professional or non-professional user groups as appropriate. The table below details how each respondent capacity was allocated to the user groups.

Table 1. Responses by User Groups

RESPONDENT CAPACITY	PROFESSIONAL USER GROUP	NON-PROFESSIONAL USER GROUP
Advocate (Senior or Junior)	2	-
Solicitor Advocate	2	-
Solicitor (or Trainee Solicitor)	29	-
Pursuer/Applicant/Appellant	-	14
Defender/Respondent	-	8
Supporter of party in an action	-	1
Other	1	4
Total	34 (56%)	27 (44%)

1.3.3 Respondents were also asked to identify which court they had business in, with most stating they had used the Sheriff Court.

Table 2. Responses by Court

COURT	NUMBER	%
Court of Session	8	13%
Sheriff Court	38	62%
Sheriff Appeal Court	10	17%
Scottish Land Court	3	5%
Don't know/Not sure	2	3%
Total	61	100%

1.3.4 Those who had used either the Sheriff Court or Scottish Land Court (n=41) were asked to identify the location of the court, with the following distribution by Sheriffdom:

- 9 (22%) had used court locations in Grampian, Highland and Islands;
- 6 (15%) had used courts in Tayside, Central and Fife;
- 12 (29%) had used courts in Lothian and Borders;
- 1 (3%) had used a court in North Strathclyde;
- 3 (7%) had used courts in South Strathclyde, Dumfries and Galloway;
- 3 (7%) had attended courts in Glasgow and Strathkelvin; and
- 7 (17%) either did not specify a location or did not know.

1.3.5 Again, due to the small number of respondents per court type and Sheriffdom, it was decided that respondents would be grouped as follows:

- Court of Session, Sheriff Appeal Court and Scottish Land Court = 21 (34%) respondents;
- Sheriff Courts = 38 (62%) respondents; and
- Don't know/Not sure = 2 (3%) respondents.

1.3.6 Most respondents (n=47, 87%) indicated they had not been physically present in a court compared to just seven (13%) respondents who had. Of those who had attended a court location, four had attended at a Sheriff Court and three had attended at either the Court of Session, Sheriff Appeal Court or Scottish Land Court.

1.4 Research Conventions and Caveats

1.4.1 As noted above, two respondents either did not know or failed to answer the question regarding which type of court they were attending, meaning they could not be included in the 'court type' level analysis. Responses from these two respondents are therefore missing from the Court Type breakdowns provided, however their responses have been included in the 'user group' analysis. This means that the totals throughout the report for court type and user group breakdowns may differ for the same questions for this reason.

1.4.2 When reading the report it should be noted that, as the true distribution of user types across the court estate is unknown, the sample cannot be considered as representative. Instead it represents the range of users who engaged with SCTS services and the surveys during the fieldwork period.

- 1.4.3 It should also be noted that several user groups involved in civil cases are missing from the data due to the difficulties in recruiting such users under the COVID-19 restrictions at the time of the fieldwork. This includes witnesses, social workers, spectators and journalists, none of whom completed a survey, and only one supporter took part.
- 1.4.4 Further, the differences in the court business available/targeted, the methodology used and the sample profile between this survey and the previous sweeps of the SCTS Court User Satisfaction Survey mean that it is not possible to provide any comparisons of the data over time. Any such comparisons drawn would not be reliable.
- 1.4.5 Where no response was given, the symbol '-' has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.4.6 Percentages in the tables have generally been rounded to ensure a total of 100%. Where summing the individual percentage values meant a total of 99% would be reported, the percentage with the highest decimal place value has been rounded up. Where summing the individual percentage values meant a total of 101% would be reported, the percentage with the lowest decimal place value has been rounded down. Where more than one response option shows a value of <1%, however, these have been taken into consideration when calculating the total overall percentage. In these cases the total may not always equal 100%.
- 1.4.7 Please also note that shading in tables represents the data being discussed in the surrounding paragraphs.

2. COURT/REMOTE SITE FACILITIES

2.1 Facilities Used

- 2.1.1 All respondents were asked to identify which court facilities they had used during their visit on the day of the survey. Only six out of 61 respondents indicated that they had used one or more facilities. The sample is quite small and cannot be considered as representative.
- 2.1.2 Table 3 details use of each of the facilities. This shows that the most frequently used facility was the court room used by four respondents (67%), followed by toilets in court/remote site building used by two respondents (33%), and the public entrance/area outside the court/remote site building used by two respondents (33%). It should be noted however, that the total number of respondents is low and therefore the results are less reliable.

Table 3. Use of Court Building/Remote Site Facilities

USE OF FACILITIES	NUMBER	%
None	1	17%
Public Entrance/Area Outside the Court/Remote site Building	2	33%
Waiting Area/Area Outside Court Room	1	17%
Court Room	4	67%
Witness Room	-	-
Agents' Room/Solicitors' Room	1	17%
TV Link Room	1	17%
Toilets in Court / Remote Site Building	2	33%
Other	-	-
Total Respondents*	6	-

* Note: Multiple responses were provided at this question

- 2.1.3 Due to the low numbers, the disaggregation by user group and court type at these levels is also less reliable and response rates are occasionally too low to allow differences to be identified. Full results by court type and user group are included in Appendix B.
- 2.1.4 Where respondents had used a facility, they were also asked to rate their satisfaction with the comfort, cleanliness, and safety and security of that facility. All six respondents indicated that they were either 'fairly' or 'very' satisfied with each measure across each facility, as shown in Table 4. A full breakdown of satisfaction with comfort, cleanliness, and safety and security of facilities by court type and user group can also be found in Appendix B.

Table 4. Satisfaction with Comfort, Cleanliness, and Safety and Security

SATISFACTION WITH COMFORT, CLEANLINESS AND SAFETY	FAIRLY OR VERY SATISFIED ²		
	COMFORT (%)	CLEANLINESS (%)	SAFETY AND SECURITY (%)
Public Entrance/Area Outside the Court/Remote Site Building	100%	100%	100%
Waiting Area/Area Outside Court Room	100%	100%	100%
Court Room	100%	100%	100%
Witness Room	-	-	-
Agents' Room/Solicitors' Room	100%	100%	100%
TV Link Room	100%	100%	100%
Toilets in Court / Remote Site Building	100%	100%	100%
Other	-	-	-

2.2 Public Health Regulations and Safety

- 2.2.1 Due to the safety measures in place as a result of COVID-19, including, signage, availability of hand sanitisers/handwashing facilities, etc., respondents who had attended a physical court location were asked to detail how satisfied or dissatisfied they had been with these.
- 2.2.2 Of the seven respondents who had physically attended a court, most were generally satisfied with the public health regulations and safety measures put in place. Five indicated they were 'very satisfied' and another one was 'fairly satisfied'. The final respondent, a professional who had attended a Sheriff Court, stated that they were neither satisfied nor dissatisfied in this respect.

2.3 Particular Facilities

- 2.3.1 Participants were asked whether they had a longstanding illness, disability or infirmity which required particular facilities when using public buildings. Around three quarters (n=45, 74%) said that they did not have any such issues, 16% (n=10) stated they had, and 10% (n=6) did not wish to reply to the question.
- 2.3.2 Facilities which were noted to be required by more than one respondent included:
- Reasonable adjustments to be made for the disabled (n=2); and
 - Toilet facilities to be improved (n=2).
- 2.3.3 Of the respondents who stated that they required particular facilities, nine commented on the extent to which their needs were met. Of those, 22% (n=2) stated their requirements were fully met, and seven (78%) stated they were either partially or not met at all.

² No column total is provided as each row represents a different question.

2.3.4 Respondents who stated that their requirements were not fully met were asked to explain their reasons, with four providing a substantive answer as outlined below (although it should be noted that only two provided reasons linked to the actual facilities or SCTS provision):

- Lack of toilet facilities (n=1);
- Staff were inexperienced (n=1);
- Unaware of the appeal outcome (n=1); and
- It was a virtual hearing; not present at court (n=1).

2.4 Communication and/or Reading Needs

2.4.1 The first language of most respondents was English (92%, n=56), with just 5% (n=3) indicating that English was not their first language. Only two (3%) respondents did not wish to say or did not answer the question.

2.4.2 Most respondents (n=54, 88%) stated they did not have any particular communication and/or reading requirements, while 7% (n=4) stated that they did. A further 5% (n=3) either did not want to say or did not answer the question. Of the respondents who did have a requirement, all provided information about this, with the main requirements being cognitive impairment, speech issues and no interpreter provision.

2.4.3 All respondents were asked if they used any communication aids provided by the court. Most (n=57, 94%) stated that they had not, and two (3%) did not specify what they had used. The rest (n=2, 3%) selected 'other' as an option, with one indicating that they had a hidden disability, but that staff had not been very helpful, while the other preferred not to say what aids they had used.

2.4.4 Both respondents who indicated they had used a communication aid stated that they were 'very dissatisfied' with this, with one specifying that staff (including the judiciary) need training in the provision of reasonable adjustments.

3. ONLINE BUSINESS

3.1 Use of the Scottish Courts and Tribunals Service Website

3.1.1 All respondents, across all user groups and types of court attended, were asked if they had used the SCTS website in the last six months. All 61 participants provided an answer.

3.1.2 Table 5 shows that just two (3%) respondents had not used the SCTS website and details the reasons that the rest had used it.

Table 5. Reasons for Using the Website

REASONS	NUMBER	%
I have not used the SCTS Website	2	3%
To obtain information on daily court business	35	57%
To obtain information about SCTS/SLC and/or its role	16	26%
To obtain information about the Scottish justice system	14	23%
To obtain information leaflets and/or forms used in courts	30	49%
To obtain information about SCTS/SLC guidance on COVID-19	24	39%
To obtain court addresses/phone numbers/directions to courts	27	44%
To gain access to Civil Online	22	36%
To obtain information about how to raise a civil case	7	11%
To obtain information about how to defend a civil case	5	8%
To obtain information about coming to court as a witness	3	5%
Other	18	30%
Total Respondents*	61	-

* Note: Multiple responses were provided at this question

3.1.3 The most popular reasons given for visiting the website were to obtain information on daily court business (57%, n=35), to obtain information leaflets and/or forms used in courts (49%, n=30), and to obtain court addresses/phone numbers/directions to courts (44%, n=27). All responses have been disaggregated by user group and court type and can be found in Appendix B.

3.1.4 'Other' reasons participants used the website included:

- To obtain information about courts rules, fees and practice notes (n=6); and
- For information on adjustments, claim cases and judgements (n=4).

3.1.5 Of the 59 respondents who had used the SCTS website in the last six months, 56 provided information on how easy or difficult it was to find the required information. Half (50%, n=28) stated it was either 'fairly' or 'very' easy and just over a third 36% (n=20) said it was either 'fairly' or 'very' difficult.

3.1.6 When disaggregated by user group, it appears that professionals found it easier to find the necessary information than non-professionals. Table 6 shows that more than two thirds of the professionals' sample (n=22, 69%) found it either 'fairly' or 'very' easy, whereas more than half of the non-professionals' sample (n=13, 54%) found it was 'fairly' or 'very' difficult.

Table 6. Ease of Finding the Information Needed on the SCTS Website by User Group

USER GROUP	FAIRLY OR VERY DIFFICULT (%)	NEITHER DIFFICULT NOR EASY (%)	FAIRLY OR VERY EASY (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Professional Users	22%	6%	69%	3%	32
Non-Professional Users	54%	21%	25%	-	24
Total	36%	12%	50%	2%	56

3.1.7 Those who had used the website were also asked if there was any other information or service they would like to see provided online. Only 11 respondents provided an answer, with the most common options outlined below:

- Website needs to be more user friendly (n=3);
- Website is old fashioned/out of date (n=2); and
- Major improvements are needed to the legal system (n=2).

3.2 Electronic Submission of Documents

3.2.1 Participants who had business in Sheriff Courts were asked whether they had registered for Civil Online, with 35 responses received in total. Of those, 23 (66%) said that they had, another 10 (29%) stated they did not, and two (5%) preferred not to say.

3.2.2 When disaggregated by user group, more than half of the respondents across each group (68% (n=15) of professionals and 62% (n=8) of non-professionals) had registered for Civil Online, as shown in Table 7.

Table 7. Electronic Submission of Documents by User Group

USER GROUP	YES (%)	NO (%)	PREFER NOT TO SAY (%)	TOTAL (N)
Professional Users	68%	27%	5%	22
Non-Professional Users	62%	31%	8%	13
Total	66%	29%	6%	35

3.2.3 Users who stated that they had not registered for Civil Online were asked to explain their reasons. A total of 10 respondents provided an answer, with four (40%) stating that they were not aware of Civil Online, and four (40%) said that they could not use Civil Online for the action type they were involved with. The other two participants selected 'any other reason' and were asked to specify those - the reasons given were:

- The user no longer lived in Scotland (n=1); and

- There is additional work that users do not get paid for (n=1).

3.2.4 All 23 users who had registered for Civil Online were also asked whether they had used it to raise a civil case. Less than half (n=10, 44%) said they had, another 11 (48%) had not, and a further two (9%) did not wish to answer the question. More than half of the professionals (n=8, 53%) stated that they had used Civil Online to raise a civil case whereas half of non-professional users (n=4, 50%) said they had not. Full results by user group are outlined in Appendix B.

3.2.5 Of the 10 users who had used the online service to raise a civil case, almost all (n=9, 90%) had continued to progress the case using Civil Online, while just one (10%) had not. Table 8 summarises the results by user group.

Table 8. Continue to Progress the Case Using Civil Online by User Group

USER GROUP	YES (%)	NO (%)	TOTAL (N)
Professional Users	83%	17%	6
Non-Professional Users	100%	-	4
Total	90%	10%	10

3.2.6 The user who had not continued to progress the case using Civil Online indicated that it was far less cumbersome to email the Sheriff Clerk directly.

3.2.7 Those who had registered for Civil Online were asked to rate how difficult or easy it had been to do so. More than half (n=13, 57%) said it was either 'fairly' or 'very' easy, while around a quarter (n=6, 26%) stated that it was either 'fairly' or 'very' difficult. Table 9 details the breakdown of responses by user group.

Table 9. Ease of Registering for Civil Online by User Group

USER GROUP	FAIRLY OR VERY DIFFICULT (%)	NEITHER DIFFICULT NOR EASY (%)	FAIRLY OR VERY EASY (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Professional Users	13%	13%	60%	13%	15
Non-Professional Users	50%	-	50%	-	8
Total	26%	9%	57%	9%	23

3.2.8 The above users were also asked to rate how difficult or easy it had been to use Civil Online for different reasons. Around a third (n=6, 33%) rated it as either 'fairly' or 'very' difficult to commence a new action, 35% (n=8) to upload documents in an existing case, and 39% (n=7) to view documents in an existing case. Table 10 details the level of difficulty for each of the reasons it was used.

Table 10. Ease of Use Civil Online for Different Reasons

USE CIVIL ONLINE	FAIRLY OR VERY DIFFICULT (%)	NEITHER DIFFICULT NOR EASY (%)	FAIRLY OR VERY EASY (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
To commence a new action	33%	11%	33%	22%	18
To upload documents in an existing case	35%	4%	43%	17%	23
To view documents in an existing case	39%	0%	50%	11%	18

3.2.9 A full breakdown of these responses by user group can be found in Appendix B.

3.2.10 All respondents were asked whether they had submitted documents to the court by email, with 55 respondents providing an answer. More than three quarters (n=46, 84%) said that they had submitted documents by email, only six (11%) said they had not, and three (5%) selected the 'Don't know/Not sure' option. Table 11 and 12 provide a breakdown of the results by user group and court type respectively.

Table 11. Documents Submitted by Email at Court by User Group

USER GROUP	YES (%)	NO (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Professional Users	94%	6%	-	33
Non-Professional Users	68%	18%	14%	22
Total	84%	11%	5%	55

Table 12. Documents Submitted by Email at Court by Court Type

COURT TYPE	YES (%)	NO (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Court of Session, Sheriff Appeal Court and Scottish Land Court	89%	11%	-	18
Sheriff Courts	86%	9%	6%	35
Don't know / Not sure	-	50%	50%	2
Total	84%	11%	5%	55

3.2.11 Of those who submitted documents to the court by email, a total of 46 respondents rated how easy or difficult it had been to do this. Three quarters (n=34, 74%) indicated that it had been 'fairly' or 'very' easy. A full breakdown of these responses by user group and court type can be found in Appendix B.

Table 13. Ease of Submitting Documents by Email at Court

EASE OF SUBMITTING DOCUMENTS	NUMBER	%
Very Difficult	5	11%
Fairly Difficult	4	9%
Neither	2	4%
Fairly Easy	16	35%
Very Easy	18	39%
Don't know / Not sure	1	2%
Total	46	100%

3.2.12 The nine users who rated the difficulty of submitting documents by email with either 'fairly' or 'very' difficult were asked to provide reasons for their dissatisfaction, with the most popular being:

- It is time consuming having to send all documents separately in PDF format (n=2); and
- Staff never check/respond to the emails (n=2).

4. HEARINGS

4.1 Virtual Hearings

Nature of Attendance

- 4.1.1 In total, 28 respondents attended a virtual hearing. Most of these (n=27) had attended virtually themselves, while one (a non-professional who had attended either the Court of Session, Sheriff Appeal Court or Scottish Land Court) had been in the court room while others attended virtually. Of those who had attended virtually, 19 had attended a Sheriff Court and eight had attended the Court of Session, Sheriff Appeal Court or Scottish Land Court. Further, 21 of those attending virtually were professionals and six were non-professionals.
- 4.1.2 Respondents were asked to identify the type of device they had used to participate in the hearing, and whether this was their own personal device, a shared device, a work device or publicly available device. Of the 26 who provided a response in relation to the type of device they used, nearly two thirds (n=17, 65%) had used a laptop, five (19%) had used a mobile phone or an apple device, and four (15%) had used a desktop computer. Nearly three quarters of those who identified the ownership nature of the device indicated they had used a work machine (n=17, 71%), while the remaining seven (29%) respondents stated they had used their own personal device. No respondents had used either shared or publicly available devices in order to conduct their court business.
- 4.1.3 Professionals were more likely to use a laptop compared to the other device types, while non-professionals were more evenly split in their use of the three device types. However, professionals were more likely to use a work-based device (n=17, 94%), while non-professionals exclusively used their own personal devices to attend the virtual hearings (n=6, 100%). Those linking in with Sheriff Courts were more likely to be using a laptop and a work-based device, while those linking to the Court of Session, Sheriff Appeal Court or Scottish Land Court were more evenly split across the device and ownership types. A full breakdown of device use by user group and court type can be found in Appendix B.
- 4.1.4 Almost all virtual hearings captured by the survey had been conducted using Webex (n=26, 93%). Only one respondent indicated that another method had been used, with them stating this had been 'Scene and subsequent Appeals were done by Webex'. One respondent did not know what had been used to conduct the hearing. Disaggregation by user group and court type is included in Appendix B.

Joining Instructions

- 4.1.5 Respondents were asked if they had been provided with joining instructions with sufficient notice in relation to the virtual hearing, with 26 providing a response. Most (n=22, 85%) stated that they had, compared to four (15%) who had not. All four who had not received joining instructions were professional users, three of whom had attended the Sheriff Courts and one who had attended the Court of Session, Sheriff Appeal Court and Scottish Land Court.
- 4.1.6 Around three quarters of respondents (n=20, 74%) had found it either 'fairly' or 'very' easy to join the virtual hearing, while three (11%) respondents had found it either 'fairly' or 'very' difficult. The remaining four (15%) respondents indicated that it had been neither difficult nor

easy to join. All those respondents who had found it difficult to join were professionals, no non-professionals had indicated that they found it difficult.

- 4.1.7 Only one respondent who had found it difficult to join the virtual hearing provided an explanation for this. They noted that there had been a lack of instructions and a long waiting time.

Technical Difficulties

- 4.1.8 Respondents were asked if there had been any technical difficulties during the virtual hearing. Around three quarters (n=20, 74%) stated there had not been any difficulties, compared to six (22%) who said there had. One respondent did not know.
- 4.1.9 The technical difficulties had been experienced equally over the Sheriff Courts and Court of Session, Sheriff Appeal Court and Scottish Land Court, with three respondents in each indicating they had experienced difficulties. However, a greater proportion of professional users (n=5) had experienced difficulties compared to non-professional users (n=1).
- 4.1.10 The six respondents who had experienced difficulties during the virtual hearing were asked to identify the source/nature of the difficulties. Table 14 outlines the responses, with the most common issue being related to sound. All responses by user group and court type can be found in Appendix B.

Table 14. Technical Difficulties Experienced in Virtual Hearings

TECHNICAL DIFFICULTIES EXPERIENCED IN VIRTUAL HEARINGS	NUMBER	%
Sound	5	83%
Vision	2	33%
Connectivity	3	50%
Other	1	17%
Total Respondents*	6	-

* Note: Multiple responses were provided at this question

- 4.1.11 The respondent who indicated another problem stated this was because:

“Other agent could not log on as had not been sent link. Nor was client accepted on as host in time and missed some of what was said.”

- 4.1.12 Two respondents noted it took up to 15 minutes for technical difficulties to be resolved, three did not know how long it took, and one indicated that the difficulties had not been resolved.
- 4.1.13 Respondents were asked whether a member of SCTS staff offered help or assistance with the technical difficulties they encountered. Only one respondent indicated that SCTS staff had done so, two said SCTS staff had not, two respondents didn't know, and one respondents said that such help from SCTS staff was not required.

Satisfaction with Virtual Hearing Arrangements

4.1.14 All respondents who attended a virtual hearing were asked how the experience today compared with a hearing in a courtroom. Table 15 details the results and shows that just over a third would prefer a hearing in a courtroom, just under a quarter felt there was no significant difference, and one in five felt the virtual hearing was better.

Table 15. Virtual Hearing Experience Compared to a Hearing in a Court Room

VIRTUAL HEARING EXPERIENCE COMPARED TO A HEARING IN A COURT ROOM	NUMBER	%
Better today	5	19%
No significant difference	6	22%
Better with hearing in courtroom	10	37%
Don't know / Not sure	2	7%
Not Applicable / Only experienced virtual hearings	4	15%
Total	27	100%

4.1.15 Responses by court type and for professional respondents were similar to those above, while only three non-professionals selected options between there being no significant difference and the experience being better in a court room. All responses by user group and court type are summarised in Appendix B.

4.1.16 Respondents were also asked if they felt they were sufficiently informed/prepared for dealing with the arrangements for a remote hearing. Over three quarters (n=21, 78%) said they were, four (15%) said they were not, and two (7%) did not know. Those who did not feel prepared were split evenly between professionals (n=2) and non-professionals (n=2), but were concentrated more in the Sheriff Courts (three respondents in the Sheriff Courts did not feel prepared compared to just one in the Court of Session, Sheriff Appeal Court and Scottish Land Court).

4.1.17 Nearly two thirds (n=17, 63%) indicated that they had found it either 'fairly' or 'very' easy to contribute during the virtual hearing, compared to around a quarter (n=6, 22%) who felt it had been either 'fairly' or 'very' difficult.

Table 16. Difficulty of Contributing During the Virtual Hearing

DIFFICULTY OF CONTRIBUTING DURING THE VIRTUAL HEARING	NUMBER	%
Very Difficult	4	15%
Fairly Difficult	2	7%
Neither	4	15%
Fairly Easy	9	33%
Very Easy	8	30%
Total	27	100%

4.1.18 Professionals appear to have been more likely to find contributing to the online hearing easy compared to non-professionals, with 76% (n=16) of professionals indicating it had been ‘fairly’ or ‘very’ easy compared to just 17% (or just one respondent) of non-professionals who had found it ‘fairly easy’.

4.1.19 The six respondents who had indicated that they found it difficult to contribute were asked to explain why. The responses are detailed below, but issues largely focused on the lack of opportunity provided to communicate:

- “Communication issues e.g. speak in turns, impossible to argue”;
- “Communication not very straightforward”;
- “Impossible to engage with instructed Counsel during the hearing”;
- “You have no chance to state your case”;
- “No access to links”; and
- “There were delays”.

4.1.20 Respondents were also asked to outline any advantages and disadvantages there were to the virtual hearings. For advantages, 25 respondents provided a response and a total of 23 participants provided a response for disadvantages, although in both cases, several respondents identified more than one issue. The different issues raised are outlined below:

- Advantages:
 - Save on travel/commute time and expenses (n=21);
 - Procedure matters can be dealt quite easily (n=2);
 - No advantage for non-professional users, only for the solicitors (n=2);
 - Can attend other work commitments (n=1); and
 - Useful for short procedural hearings (n=1).
- Disadvantages:
 - Difficult interactions with other participants (n=9);
 - There were technical issues (n=9);
 - Long waiting times (n=3);
 - Greater credibility for in-person courtroom based hearings (n=3);
 - Difficult to show evidence virtually (n=2);
 - Lack of communication and body language (n=1);
 - No chance to state your case (n=1);
 - There should be more flexibility with clerks and courts (n=1);
 - Poor public areas (n=1); and
 - I like attending the Court (n=1).

4.2 Waiting for Business to Start

4.2.1 All respondents, regardless of whether they were attending virtually or in person, were asked if they had had to wait for the court hearing to start today beyond the anticipated start time. Of the 60 respondents who provided an answer, a quarter (n=15, 25%) said they had to wait, a further 18 (30%) said they did not wait, two (3%) respondents did not know and 25 (42%) said this was not applicable. While the numbers of respondents attending each court type and within each user group were low, there was little real difference between categories in

terms of those who waited and did not wait, particularly once the ‘not applicable’ responses were excluded.

- 4.2.2 Of the 15 respondents who indicated they had had to wait, six had waited up to 15 minutes, six had waited 16-30 minutes, and three had waited 31 minutes to an hour. All the above responses have been disaggregated by user group and court type in Appendix B.
- 4.2.3 Responses in relation to satisfaction with waiting times were mixed. Table 17 shows the breakdown of responses, with 40% (n=6) being dissatisfied, and a third (n=5, 33%) being satisfied. Responses by court type and user group were too low to provide meaningful comparisons.

Table 17. Satisfaction with Waiting Times

SATISFACTION WITH WAITING TIMES	NUMBER	%
Very Dissatisfied	1	7%
Fairly Dissatisfied	5	33%
Neither	4	27%
Fairly Satisfied	5	33%
Very Satisfied	-	-
Total	15	100%

Updates from SCTS Staff

- 4.2.4 Those who had waited for the court hearing to start were also asked if court staff had provided them with any updates about **how much longer** they were likely to have to wait. Four respondents (27%) indicated that they had been provided with such updates from SCTS staff.
- 4.2.5 Those who had received updates were asked how satisfied they were with these. Three respondents were either ‘fairly’ or ‘very’ satisfied, and the other was ‘neither’ satisfied nor dissatisfied. No respondents were dissatisfied in this respect.
- 4.2.6 Respondents who had waited were also asked if SCTS staff had told them **why** they had to wait, with eight (53%) indicating that they had been told. Of these, six had been ‘fairly’ or ‘very’ satisfied in this respect, one was ‘very dissatisfied’ and another was ‘neither’ satisfied nor dissatisfied (see Table 18).

Table 18. Satisfaction with Being Told Reasons for Wait

SATISFACTION WITH BEING TOLD REASONS FOR WAIT	NUMBER	%
Very Dissatisfied	1	13%
Fairly Dissatisfied	-	-
Neither	1	13%
Fairly Satisfied	5	63%
Very Satisfied	1	13%
Total	8	100%

Other Comments

- 4.2.7 Respondents were offered the opportunity to provide any other comments in relation to their experience during the court hearing, with 17 providing a response.
- 4.2.8 Two respondents indicated that they found the virtual hearing a positive experience, one again was positive about virtual hearings saving time and travel expenses, and another commented that the court staff had been very polite.
- 4.2.9 Another two respondents indicated that there were both benefits and challenges with virtual hearings, one of whom had concerns over fairness, and that claims were difficult despite the procedure being simple.
- 4.2.10 Other comments were more negative, but mentioned by one respondent each, as follows:
- There was a lack of communication and lots of delays;
 - There were technical issues;
 - There was no opportunity to ask questions;
 - There was a lack of information on court practice;
 - The staff have no control over timescales;
 - Make waiting time more productive;
 - The court does not consider the welfare of the children in family matters;
 - The Sheriff was not properly prepared;
 - The process was difficult to follow;
 - It was very disorganised; and
 - A solicitor was attending on the victim's behalf and he did not feel safe.

5. CONTACT WITH COURT STAFF

5.1 Information from Court Staff

- 5.1.1 All respondents who attended in person were asked whether they were directed where to go within the building when they arrived at the court building or remote site, with three respondents indicating that they were. Two said they had not been told, and another two said this was not applicable. Disaggregation by user group and court is included in Appendix B.
- 5.1.2 Respondents were also asked how easy or difficult it had been to find their way to where they had to go. Five respondents provided a rating, all of whom had found it 'very' easy to find where they had to go.
- 5.1.3 Respondents were also asked if there was any other information which they would have liked but was not provided, with 12 (20%) indicating that there was.
- 5.1.4 Two respondents indicated that staff did not know how to deal with adjustments, with all other suggestions being made by just one respondent each, as follows:
- A better and more simple procedure needed;
 - Long timescales need to be reviewed;
 - Lots of things;
 - Missing information to be improved;
 - More up to date Practise Notes needed;
 - They do not reply to the emails (the respondent did not however, indicate who 'they' were);
 - Information on the type of cases called; and
 - Unaware that the case would be dealt with as an administrative exercise.

5.2 Satisfaction with Court Staff

- 5.2.1 All respondents were asked to rate how helpful and polite they had found SCTS staff to be.
- 5.2.2 Table 19 details responses in relation to helpfulness, while 0 details those in relation to politeness. These show that most respondents reported that staff were generally both friendly and polite, with 71% (n=32) indicating they were helpful and 75% (n=33) indicating they were polite.

Table 19. Helpfulness of Court Staff

HELPLEFULNESS OF COURT STAFF	NUMBER	%
Very Unhelpful	7	16%
Fairly Unhelpful	1	2%
Neither	5	11%
Fairly Helpful	6	13%
Very Helpful	26	58%
Total	45	100%

Table 20. Politeness of Court Staff

POLITENESS OF COURT STAFF	NUMBER	%
Very Impolite	2	5%
Fairly Impolite	2	5%
Neither	7	16%
Fairly Polite	3	7%
Very Polite	30	68%
Total	44	100%

- 5.2.3 A higher proportion of those attending Sheriff Courts had found staff to be unhelpful compared to those attending the Court of Session, Sheriff Appeal Court or Scottish Land Court (20% versus 13% respectively). There was very little difference in terms of politeness by court type however.
- 5.2.4 Similarly, non-professional court users were more likely to indicate that court staff had been unhelpful compared to professionals (30% versus 8% respectively). They were also more likely to indicate they had been impolite, 21% of non-professionals rated staff as either ‘fairly’ or ‘very’ impolite while no professionals rated SCTS staff as impolite.
- 5.2.5 Those who rated court staff as unhelpful and/or impolite were asked to outline why, with six respondents providing substantive responses. This included three respondents who simply stated that staff had not been helpful or polite, one who indicated that the court had been disorganised, one felt there had been excessive time delays, and one who stated that the “law doesn’t work”.

6. OVERALL SATISFACTION

6.1 Overall Satisfaction

6.1.1 All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. Just over half (n=32, 53%) stated they were either ‘fairly’ or ‘very’ satisfied. Another 19 users (31%) stated that they were either ‘fairly’ or ‘very’ dissatisfied, and a further 11% (n=7) were ‘neither’ satisfied nor dissatisfied. Full details are provided in Table 21 below.

Table 21. Overall Satisfaction with the SCTS

OVERALL SATISFACTION WITH THE SCTS	NUMBER	%
Very Dissatisfied	14	23%
Fairly Dissatisfied	5	8%
Neither	7	11%
Fairly Satisfied	8	13%
Very Satisfied	24	39%
Don't know / Not sure	3	5%
Total	61	100%

6.1.2 Respondents who were dissatisfied in any way with the overall service provided by the SCTS on the day of the survey were asked to state their reasons. The main reasons given were:

- Long delays (n=5);
- Better communication to be established (n=4); and
- Procedures to be more simple (n=2).

6.1.3 The remaining reasons included restrictive virtual hearings, lack of information, SCTS is very disorganised, and that the court “does not consider the welfare of the children in family matters”.

6.2 Overall Satisfaction by User Group

6.2.1 Satisfaction levels varied for professional and non-professional users, as shown in Table 22. Nearly three quarters (n=24, 71%) of professional users said they were either ‘fairly’ or ‘very’ satisfied overall compared to 30% (n=8) of non-professional users.

Table 22. Overall Satisfaction with the SCTS by User Group

USER GROUPS	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Professional Users	21%	6%	71%	3%	34
Non-Professional Users	44%	19%	30%	7%	27
Total	31%	11%	52%	5%	61

6.3 Overall Satisfaction by Court Type

6.3.1 When disaggregated by court type, 62% (n=13) of Court of Session, Sheriff Appeal Court and Scottish Land Court users, and 50% (n=19) of Sheriff Court users stated that the overall satisfaction was either 'fairly' or 'very' satisfied. Table 23 details the results by court type.

Table 23. Overall Satisfaction with the SCTS by Court Type

COURT TYPE	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	DON'T KNOW / NOT SURE (%)	TOTAL (N)
Court of Session, Sheriff Appeal Court and Scottish Land Court	14%	19%	62%	5%	21
Sheriff Courts	42%	5%	50%	3%	38
Don't know / Not sure	-	50%	0%	50%	2
Total	31%	11%	52%	5%	61

6.4 Service Development and Feedback

6.4.1 All participants were also asked whether there were any aspects of the service provided by the SCTS that they would like to change. A total of 31 respondents provided an answer, with the most common issues being:

- The SCTS service needs a complete overhaul (n=5);
- Lack of communication (n=4); and
- Staff to be more helpful and informative (n=3).

6.4.2 A table with all the full range of responses provided is included in Appendix B.

6.4.3 Respondents were asked if they knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building. A total of 60 respondents provided an answer, with 30% (n=18) stating that they did and 40% (n=24) stating they did not. A full breakdown of these responses by user group and court type can be found in Appendix B.

- 6.4.4 Respondents from the professional user group were asked whether there was any other feedback they wanted to provide on their experience of working in civil hearings over the last six months. In total, 15 participants provided an answer, with the common issues being:
- That staff were very helpful (n=2); and
 - Virtual hearings were more user friendly and efficient (n=2).
- 6.4.5 Similarly, non-professional respondents were asked if there was any other feedback they wanted to provide on their experience of participating in a hearing on the day of the survey, or of how civil hearings had operated/been managed over the last six month. In total, 17 people provided an answer, with the most popular being that:
- Staff could be more helpful (n=2); and
 - Staff were very helpful (n=2).
- 6.4.6 A full breakdown of all the responses given for the above questions can be found in Appendix B.

7. CONCLUSION

7.1 Key Findings

7.1.1 While the sample sizes involved were small, both overall and at individual questions, a range of key findings emerged, as follows:

- There were high levels of satisfaction with the court facilities used by respondents, as well as high satisfaction with the COVID-19 safety measures which were in place;
- There were lower levels of satisfaction with finding information on the SCTS website;
- Two thirds of respondents had used Civil Online, with over half of these respondents finding it easy to register;
- Fewer respondents had used Civil Online to raise a case, although those who did mostly continued to use this to progress the case;
- Most respondents had submitted documents by email, with three quarters of those who did finding it easy to do;
- Of those attending a virtual hearing:
 - Most used Webex and a laptop;
 - Most had received joining instructions, found it easy to join, felt they were sufficiently informed/prepared for dealing with arrangements for a remote hearing, and had found it easy to contribute to the hearing;
 - Most did not experience any technical difficulties, although sound problems were the most common issue for those who had experienced problems;
- There were mixed views about whether virtual hearings or attending in-person in a courtroom was better;
- A quarter of respondents had to wait beyond the expected start time for their business to begin, with 40% being dissatisfied with waiting times;
- Those who received updates in relation to waiting were generally satisfied with being told how much longer they would have to wait and why they were waiting;
- All of those attending in person (and who gave a rating) found it easy to find their way to where they needed to go;
- Most respondents found the court staff both helpful and polite; and
- Just over half of all respondents were satisfied overall with the civil services they had used, with dissatisfaction being largely driven by long delays and a need for better communication.

7.2 Conclusion

Given the low sample sizes involved, the above results are less robust and reliable compared to previous survey sweeps, with the disaggregated results by user group and court type being particularly limited. The data also does not capture the experiences of several potential civil business user groups (such as supporters, social workers, etc.). Despite these limitations, however, the results do provide an indication of users experiences of civil services during the adjustments required for COVID-19, and highlight general satisfaction with individual service elements and adjustments to services, as well as areas for potential improvement - in particular, delays/waiting times and communication issues were discussed across the survey and therefore represent areas for future improvement.

Appendix A – Civil Questionnaire

SCOTTISH COURTS AND TRIBUNALS SERVICE

COURT USER SATISFACTION SURVEYS 2021-2022

The Scottish Courts and Tribunals Service (SCTS) is committed to improving its services and how they are provided to meet the changing needs and demands of the environment in which it needs to operate.

We are seeking feedback from people involved in Civil cases and we would be grateful if you would take some time to complete a survey.

You will not be asked for any personal details from which you could be identified, and none of the questions in this questionnaire ask you for any details about the case in which you were involved. **Please do not mention any details of the parties, witnesses, nature of case, etc., in your answers.** The questionnaire should take around 15-20 minutes to complete.

Most of the questions either require a YES / NO response or ask for a rating on a scale from 1 to 5. Where you have given lower ratings, you may then be asked to give reasons for this.

Please **only complete one survey per court/visit**. Should you wish to provide feedback on more than one court/visit you can complete the survey more than once. If completing the survey more than once, you can skip past some of the more general questions (e.g. website use) as your answers are unlikely to be different between questionnaires.

SCTS have commissioned SYSTRA Ltd, an independent research consultancy, to conduct the survey, as well as all analysis and reporting. All data will be held in accordance with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR). The survey is anonymous and data will be reported in such a way to ensure anonymity for respondents.

Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 In which court did you have business today? *Please select one option only.*

- | | |
|-----------------------|--|
| Court of Session | <input type="checkbox"/> ₁ (GO TO Q3) |
| Sheriff Court | <input type="checkbox"/> ₂ (CONTINUE) |
| Sheriff Appeal Court | <input type="checkbox"/> ₃ (GO TO Q3) |
| Scottish Land Court | <input type="checkbox"/> ₄ (CONTINUE) |
| Don't know / Not sure | <input type="checkbox"/> ₅ (GO TO Q3) |

Q2 Please select from the list below the court which was dealing with your case today. *Please select one option only.*

Sheriff Court

- | | | | |
|--------------|--|----------------------------|--|
| Aberdeen | <input type="checkbox"/> ₁ | Livingston | <input type="checkbox"/> ₂₇ |
| Airdrie | <input type="checkbox"/> ₂ | Lochmaddy | <input type="checkbox"/> ₂₈ |
| Alloa | <input type="checkbox"/> ₃ | Oban | <input type="checkbox"/> ₂₉ |
| Ayr | <input type="checkbox"/> ₄ | Paisley | <input type="checkbox"/> ₃₀ |
| Banff | <input type="checkbox"/> ₅ | Perth | <input type="checkbox"/> ₃₁ |
| Campbeltown | <input type="checkbox"/> ₆ | Peterhead | <input type="checkbox"/> ₃₂ |
| Dumbarton | <input type="checkbox"/> ₇ | Portree | <input type="checkbox"/> ₃₃ |
| Dumfries | <input type="checkbox"/> ₈ | Selkirk | <input type="checkbox"/> ₃₄ |
| Dundee | <input type="checkbox"/> ₉ | Stirling | <input type="checkbox"/> ₃₅ |
| Dunfermline | <input type="checkbox"/> ₁₀ | Stornoway | <input type="checkbox"/> ₃₆ |
| Dunoon | <input type="checkbox"/> ₁₁ | Stranraer | <input type="checkbox"/> ₃₇ |
| Edinburgh | <input type="checkbox"/> ₁₂ | Tain | <input type="checkbox"/> ₃₈ |
| Elgin | <input type="checkbox"/> ₁₃ | Wick | <input type="checkbox"/> ₃₉ |
| Falkirk | <input type="checkbox"/> ₁₄ | Other (please specify) | <input type="checkbox"/> ₄₀ |
| Forfar | <input type="checkbox"/> ₁₅ | | |
| Fort William | <input type="checkbox"/> ₁₆ | Do not know / Not sure | <input type="checkbox"/> ₄₁ |
| Glasgow | <input type="checkbox"/> ₁₇ | | |
| Greenock | <input type="checkbox"/> ₁₈ | Scottish Land Court | |
| Hamilton | <input type="checkbox"/> ₁₉ | Scottish Land Court – | <input type="checkbox"/> ₁ |
| Inverness | <input type="checkbox"/> ₂₀ | Known Location (please | |
| Jedburgh | <input type="checkbox"/> ₂₁ | Specify) | |
| Kilmarnock | <input type="checkbox"/> ₂₂ | | |
| Kirkcaldy | <input type="checkbox"/> ₂₃ | Scottish Land Court - | <input type="checkbox"/> ₂ |
| Kirkwall | <input type="checkbox"/> ₂₄ | Unknown Location | |
| Lanark | <input type="checkbox"/> ₂₅ | | |
| Lerwick | <input type="checkbox"/> ₂₆ | | |

Q3 In what capacity are you acting in the case today? *Please select one option only.*

- | | |
|----------------------------------|--|
| Advocate (Senior or Junior) | <input type="checkbox"/> ₁ |
| Solicitor Advocate | <input type="checkbox"/> ₂ |
| Solicitor (or Trainee Solicitor) | <input type="checkbox"/> ₃ |
| Pursuer/Applicant/Appellant | <input type="checkbox"/> ₄ |
| Defender/Respondent | <input type="checkbox"/> ₅ |
| Witness | <input type="checkbox"/> ₆ |
| Supporter of party in an action | <input type="checkbox"/> ₇ |
| Social Worker | <input type="checkbox"/> ₈ |
| Spectator | <input type="checkbox"/> ₉ |
| Journalist | <input type="checkbox"/> ₁₀ |
| Other | <input type="checkbox"/> ₁₁ (please specify)_____ |

Waiting Area/Area Outside Court Room	<input type="checkbox"/> ₂	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
Court Room	<input type="checkbox"/> ₃	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
Witness Room	<input type="checkbox"/> ₄	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
Agents' Room/Solicitors' Room	<input type="checkbox"/> ₅	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
TV Link Room	<input type="checkbox"/> ₆	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
Toilets in Court/Remote Site Building	<input type="checkbox"/> ₇	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6
Other (please specify): _____	<input type="checkbox"/> ₈	1 2 3 4 5 6	1 2 3 4 5 6	1 2 3 4 5 6

Q11 [ASK IF ANY ELEMENT AT Q8, Q9 OR Q10=1 OR 2] If your rating for comfort, cleanliness or safety and security for any of the facilities used was 2 or less, please explain the reasons for your dissatisfaction.

.....
.....

Section 4 – Use of the Scottish Courts and Tribunals Service Website

Q12 In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) or the Scottish Land Court (SLC) website for any of the following reasons? *Please select all that apply.*

- | | |
|--|---|
| I have not used the SCTS or SLC Website | <input type="checkbox"/> ₁ (GO TO Q15) |
| To obtain information on daily court business | <input type="checkbox"/> ₂ (CONTINUE) |
| To obtain information about SCTS/SLC and/or its role | <input type="checkbox"/> ₃ (CONTINUE) |
| To obtain information about the Scottish justice system | <input type="checkbox"/> ₄ (CONTINUE) |
| To obtain information leaflets and/or forms used in courts | <input type="checkbox"/> ₅ (CONTINUE) |
| To obtain information about SCTS/SLC guidance on COVID-19 | <input type="checkbox"/> ₆ (CONTINUE) |
| To obtain court addresses/phone numbers/directions to courts | <input type="checkbox"/> ₇ (CONTINUE) |
| To gain access to Civil Online | <input type="checkbox"/> ₈ (CONTINUE) |
| To obtain information about how to raise a civil case | <input type="checkbox"/> ₉ (CONTINUE) |
| To obtain information about how to defend a civil case | <input type="checkbox"/> ₁₀ (CONTINUE) |
| To obtain information about coming to court as a witness | <input type="checkbox"/> ₁₁ (CONTINUE) |
| Other | <input type="checkbox"/> ₁₂ (CONTINUE) |
- (please specify) _____

Q13 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the information that you needed on the SCTS website? *Please select one option only.*

	Very Difficult				Very Easy	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q14 Having visited the website, is there any other information or service you would like to see provided online?

.....

.....

Section 5 – Electronic Submission of Documents [ASK SECTION IF Q3=1-5]

Q15 [ASK IF Q3=1-5 AND Q1=2] Have you used or registered for Civil Online?

- Yes ₁ (GO TO Q17)
No ₂ (CONTINUE)
Prefer not to say ₃ (GO TO Q22)

Q16 If you have not use Civil Online, was this because (please select all that apply):

I was not aware of Civil Online	<input type="checkbox"/> ₁
I was not confident using online services	<input type="checkbox"/> ₂
I found Civil Online too difficult to use	<input type="checkbox"/> ₃
I could not find the information I needed on Civil Online	<input type="checkbox"/> ₄
I found Civil Online too difficult to navigate	<input type="checkbox"/> ₅
I could not understand the Civil Online guidance	<input type="checkbox"/> ₆
I could not use Civil Online for the action type I was involved with	<input type="checkbox"/> ₇
I prefer not to say	<input type="checkbox"/> ₈
Any other reason (please specify): _____	<input type="checkbox"/> ₉
GO TO Q22 ON ANSWER	

Q17 Did you use Civil Online to raise a civil case? *Please select one option only.*

- Yes ₁ (CONTINUE)
No ₂ (GO TO Q20)
Prefer not to say ₃ (GO TO Q20)

Q18 If you used Civil Online to raise a civil case did you continue to progress your case using Civil Online? *Please select one option only.*

- Yes ₁ (GO TO Q20)
No ₂ (CONTINUE)
Prefer not to say ₃ (GO TO Q20)

Q19 If you did not continue to use Civil Online, was it because (please select all that apply):

- I was not confident using online services ₁
I found Civil Online too difficult to use ₂
I could not find the information I needed on Civil Online ₃
I found Civil Online too difficult to navigate ₄
I could not understand the Civil Online guidance ₅
I prefer not to say ₆
Any other reason (please specify): _____ ₇

Q20 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to use or register for Civil Online overall? *Please select one option only.*

	Very Difficult				Very Easy	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q21 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to use Civil Online for each of the following reasons? *Please select one option only per row.*

	Very Difficult				Very Easy	Don't know/ Not Sure	Not Used for this Reason
1) To commence a new action	1	2	3	4	5	6	7
2) To upload documents in an existing case	1	2	3	4	5	6	7
3) To view documents in an existing case	1	2	3	4	5	6	7

Q22 [ASK IF Q3=1-5] Have you submitted documents to the court by email? *Please select one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q25)
- Don't know / Not sure ₃ (GO TO Q25)
- Not Applicable ₄ (GO TO Q25)

Q23 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to submit documents to the court by email? *Please select one option only.*

Scale:	Very Difficult				Very Easy	Don't know/ Not Sure
	1	2	3	4	5	6

Q24 [ASK IF Q23=1 OR 2] If your difficulty rating for any aspects of Civil Online or submitting documents by email was 2 or less, please explain the reasons for your dissatisfaction.

.....

.....

Section 6 – Virtual Hearings

Q25 [WITNESSES ONLY - ASK IF Q3=6] How did you provide your evidence to the court today? *Please select one option only.*

- In person in court ₁ (GO TO Q44)
- In person in court with assistance of screens ₂ (GO TO Q44)
- In person in court with assistance of screens and supporter ₃ (GO TO Q44)
- In person in court via live television link ₄ (GO TO Q44)
- Remotely from another court building via a live television link ₅ (GO TO Q44)
- Remotely from another site (remote site) via a television link ₆ (GO TO Q44)
- Remotely via video conference ₇ (GO TO Q27)
- Don't know/Not sure ₈ (GO TO Q44)
- Not Applicable ₉ (GO TO Q44)

Q26 Did you attend a virtual hearing today? Note: you may have participated in a virtual hearing either by being someone who has participated in a fully virtual hearing (everyone appearing virtually) or a hybrid hearing where some participants were present in the court building and some participants were appearing virtually. *Please select one option only.*

- Yes, I attended virtually 1 (CONTINUE)
- Yes, I was in the court room during a virtual hearing 2 (GO TO Q29)
- No 3 (GO TO Q44)

Q27 What type of device did you use to participate in the hearing? *Please select one option only.*

- Laptop 1
- Desktop Computer 2
- Mobile Phone – Apple Device 3
- Mobile Phone – Android Device 4
- Mobile Phone – Other (please specify) _____ 5
- Landline Telephone 6
- Other (please specify) _____ 7

Q28 Was the device you used to participate in the hearing your own personal device, a shared device, a work device or publicly available device? *Please select one option only.*

- Personal Device 1
- Shared Device 2
- Work Device 3
- Publicly Available Device 4
- Other (please specify) _____ 5

Q29 [ASK IF Q26=1 or 2] How was the virtual hearing conducted? *Please select one option only.*

- Webex 1
- Telephone 2
- Other (please specify) 3 _____
- Don't know/Not Sure 4

Q30 [ASK IF Q25=7 OR Q26=1] Were you provided with joining instructions with sufficient notice in relation to the virtual hearing? *Please select one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3
- Not Applicable 4

Q31 [ASK IF Q25=7 OR Q26=1] On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to join the virtual hearing? *Please select one option only.*

- | | | | | | | | |
|--------|-------------------|---|---|---|---|--------------|-------------------------|
| Scale: | Very
Difficult | | | | | Very
Easy | Don't know/
Not Sure |
| | 1 | 2 | 3 | 4 | 5 | | 6 |

Q32 [ASK IF Q31=1 OR 2] If your rating at Q31 was 2 or less, please explain the reasons for your dissatisfaction.

.....
.....

Q33 Were there any technical difficulties during the virtual hearing? *Please select one option only.*

Yes ₁ (CONTINUE) Don't know / Not sure ₃ (GO TO Q38)
No ₂ (GO TO Q38) Not Applicable ₄ (GO TO Q38)

Q34 What were the technical difficulties you encountered? (Please select all that apply)

Sound ₁ Connectivity ₃
Vision ₂ Other (please specify) ₄ _____

Q35 How long did it take for the technical difficulties to be resolved? *Please select one option only.*

Up to 15 minutes ₁ Don't know / Not sure ₄
16-30 minutes ₂ Not resolved ₅
Over 30 minutes ₃

Q36 Did a member of SCTS staff offer help or assistance with the technical difficulties you encountered? NOTE: If it was not a matter a member of SCTS staff could assist with please select "Not Required" e.g. loss of internet connection/power at home address. Please select one option only.

Yes ₁ Don't know / Not sure ₃
No ₂ Not Required ₄

Q37 Please use this space to provide more details in relation to any technical difficulties that you experienced during the hearing.

.....
.....

Q38 Overall, how did your experience today compare with a hearing in a courtroom? *Please select one option only.*

Better today ₁ Don't know / Not sure ₄
No significant difference ₂ Not Applicable/Only experienced
Better with hearing in courtroom ₃ virtual hearings ₅

Q46 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the time you had to wait for the court hearing to start today beyond the anticipated start time? *Please select one option only.*

Scale: Very Dissatisfied 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6

Q47 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait for the court hearing to start today beyond the anticipated start time? *Please select one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q49)
- Don't know / Not sure ₃ (GO TO Q49)
- Not Applicable ₄ (GO TO Q49)

Q48 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **how much longer** you were likely to have to wait for the court hearing to start today beyond the anticipated start time? *Please select one option only.*

Scale: Very Dissatisfied 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6

Q49 Did **SCTS staff** tell you **why** you had to wait for the court hearing to start today beyond the anticipated start time? *Please select one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q51)
- Don't know / Not sure ₃ (GO TO Q51)
- Not Applicable ₄ (GO TO Q51)

Q50 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **why** you had to wait for the court hearing to start today beyond the anticipated start time? *Please select one option only.*

Scale: Very Dissatisfied 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6

Q51 Please use the space below if you wish to make any other comments about your experience during the court hearing today.

.....

.....

.....

Section 10 – Overall Satisfaction

Q59 Thinking about all the questions you have answered so far, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the overall service provided by the SCTS today? *Please select one option only.*

	Very Dissatisfied					Very Satisfied	Don't know/ Not Sure
Scale:	1	2	3	4		5	6

Q60 If your rating at Q59 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

.....
.....

Q61 Are there any aspects of the service provided by the SCTS that you would change? If so, what are they?

.....
.....

Q62 Do you know how to make a complaint or provide feedback, good or bad, about the services you used today? *Please select one option only.*

Yes	<input type="checkbox"/> 1	Don't know / Not sure	<input type="checkbox"/> 3
No	<input type="checkbox"/> 2	Not Applicable	<input type="checkbox"/> 4

Q63 [ASK IF Q3=1-3] Is there any other feedback you wish to provide on your experiences of working in civil hearings **over the last six months?**

.....
.....
.....

Q64 [ASK IF Q3=4-11] Is there any other feedback you wish to provide on your experiences of participating in a hearing today, or of how civil hearings have operated/been managed **over the last six months?**

.....
.....
.....

Section 11 – Particular Facilities and Requirements

Q65 Please tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings? *Please select one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q69)
- Do not wish to say ₃ (GO TO Q69)

Q66 Please tell us what particular facilities you require?

.....

Q67 To what extent were your particular requirements met by the facilities offered at the court building/remote site today? *Please select one option only.*

- Fully met ₁ (GO TO Q69)
- Partially met ₂ (CONTINUE)
- Not met at all ₃ (CONTINUE)

Q68 If your requirements were not fully met, please tell us why?

.....

Q69 Please tell us if your first language is English? *Please select one option only.*

- Yes ₁
- No ₂
- Do not wish to say ₀

Q70 Please tell us if you have any particular communication and/or reading requirements? *Please select one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q72)
- Do not wish to say ₃ (GO TO Q72)

Q71 Please tell us what these requirements are?

.....
.....
.....
.....

Q72 Did you use any of the following services/facilities today? *Please select all that apply.*

- Induction/Hearing Loops ₁
- Braille ₂
- Interpreter for party in the action ₃
- BSL/English Interpreter ₄
- Telephone Interpreting Service ₅
- Other (*please specify*) ₆ _____
- None ₇

Q73 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please select only one number per row against each services/facilities you used.*

	Very Dissatisfied				Very Satisfied	Don't know / Not sure	Not Applicable
Induction/Hearing Loops	1	2	3	4	5	6	7
Braille	1	2	3	4	5	6	7
Interpreter for party in the action	1	2	3	4	5	6	7
BSL/English Interpreter	1	2	3	4	5	6	7
Telephone Interpreting Service	1	2	3	4	5	6	7
Other (<i>please specify</i>): _____	1	2	3	4	5	6	7

Q74 If you were dissatisfied with any of the communication services/facilities used, please say why.

.....

Thank you very much for taking the time to complete this questionnaire.

Appendix B – Civil Survey Frequencies and Crosstabulations

Table 1.1 Responses by User Group

	Frequency	Valid Percent
Professional Users	34	55.7
Non-Professional Users	27	44.3
Total	61	100.0

Table 1.2 Responses by Capacity

	Frequency	Valid Percent
Advocate (Senior or Junior)	2	3.3
Solicitor Advocate	2	3.3
Solicitor (or Trainee Solicitor)	29	47.5
Pursuer/Applicant/Appellant	14	23.0
Defender/Respondent	8	13.1
Supporter of party in an action	1	1.6
Other	5	8.2
Total	61	100.0

Table 1.3 Responses by Court

	Frequency	Valid Percent
Court of Session	8	13.1
Sheriff Court	38	62.3
Sheriff Appeal Court	10	16.4
Scottish Land Court	3	4.9
Don't know / Not sure	2	3.3
Total	61	100.0

Table 1.4 Responses by Sheriff Court

	Frequency	Valid Percent
Aberdeen	6	15.8
Airdrie	2	5.3
Dunfermline	2	5.3
Edinburgh	9	23.7
Falkirk	1	2.6
Forfar	1	2.6
Glasgow	3	7.9
Hamilton	1	2.6
Inverness	1	2.6
Kirkcaldy	1	2.6
Livingston	3	7.9
Paisley	1	2.6
Peterhead	1	2.6
Stirling	1	2.6
Wick	1	2.6
Not specified	4	10.5
Total	38	100.0

Table 1.5 Responses by Sheriffdoms

	Frequency	Valid Percent
Glasgow and Strathkelvin	3	7.9
Grampian, Highlands and Islands	9	23.7
Lothian and Borders	12	31.6
North Strathclyde	1	2.6
South Strathclyde, Dumfries and Galloway	3	7.9
Tayside, Central and Fife	6	15.8
Not specified	4	10.5
Total	38	100.0

Table 1.6 Responses by Sheriff Courts and Scottish Land Court

	Frequency	Valid Percent
Glasgow and Strathkelvin	3	7.3
Grampian, Highlands and Islands	9	22.0
Lothian and Borders	12	29.3
North Strathclyde	1	2.4
South Strathclyde, Dumfries and	3	7.3
Tayside, Central and Fife	6	14.6
Not specified	4	9.8
Don't know/Not sure	3	7.3
Total	41	100.0

Table 1.7 Responses by Court Type

	Frequency	Valid Percent
Court of Session, Sheriff Appeal Court and Scottish Land Court	21	34.4
Sheriff Courts	38	62.3
Don't know/Not sure	2	3.3
Total	61	100.0

Table 1.8 Responses by Scottish Land Court

	Frequency	Valid Percent
Scottish Land Court - Known	1	33.3
Scottish Land Court - Unknown	2	66.7
Total	3	100.0

Table 1.9 Physical Attendance in a Court Building/Remote Site

	Frequency	Valid Percent
Yes	7	13.0
No	47	87.0
Total	54	100.0

Table 1.10 Physical Attendance in a Court Building/Remote Site by Court Type

	Physically Attendance in a Court Building/Remote Site		Total
	Yes	No	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 18.8%	13 81.3%	16 100.0%
Sheriff Courts	4 11.1%	32 88.9%	36 100.0%
Don't know/Not sure	0 0.0%	2 100.0%	2 100.0%
Total	7 13.0%	47 87.0%	54 100.0%

Table 1.11 Physical Attendance in a Court Building/Remote Site by User Group

	Physically Attendance in a Court Building/Remote Site		Total
	Yes	No	
Professional Users	4 14.3%	24 85.7%	28 100.0%
Non-Professional Users	3 11.5%	23 88.5%	26 100.0%
Total	7 13.0%	47 87.0%	54 100.0%

Table 2.1 Use of Court Building/Remote Site Facilities

	Frequency	Valid Percent
None	1	16.7
Public Entrance/Area Outside the Court/Remote site Building	2	33.3
Waiting Area/Area Outside Court Room	1	16.7
Court Room	4	66.7
Witness Room	0	0.0
Agents' Room/Solicitors' Room	1	16.7
TV Link Room	1	16.7
Toilets in Court / Remote Site Building	2	33.3
Other	0	0.0
Total	6	-

*Note: Multiple responses were provided at this question.

Table 2.2 Use of Court Building/Remote Site Facilities by User Group

Use of Court Building/Remote Site Facilities by User Group									
	None	Entrance/ Area Outside the Court/ Remote site Building	Waiting Area/ Area Outside Court Room	Court Room	Witness Room	Agents' Room/ Solicitors' Room	TV Link Room	Toilets in Court / Remote Site Building	Other
Professional Users	0 0.0%	1 50.0%	1 100.0%	3 75.0%	0 0.0%	1 100.0%	0 0.0%	1 50.0%	0 0.0%
Non-Professional Users	1 100.0%	1 50.0%	0 0.0%	1 25.0%	0 0.0%	0 0.0%	1 100.0%	1 50.0%	0 0.0%
Total	1 100.0%	2 100.0%	1 100.0%	4 100.0%	0 0.0%	1 100.0%	1 100.0%	2 100.0%	0 0.0%

Table 2.3 Use of Court Building/Remote Site Facilities by Court Type

Use of Court Building/Remote Site Facilities by User Group									
	None	Public Entrance/ Area Outside the Court/ Remote site Building	Waiting Area/Area Outside Court Room	Court Room	Witness Room	Agents' Room/ Solicitors' Room	TV Link Room	Toilets in Court / Remote Site Building	Other
Court of Session, Sheriff Appeal Court and Scottish Land Court	0 0.0%	1 50.0%	1 10.0%	1 25.0%	0 0.0%	0 0.0%	1 100.0%	1 50.0%	0 0.0%
Sheriff Courts	1 100.0%	1 50.0%	0 0.0%	3 75.0%	0 0.0%	1 100.0%	0 0.0%	1 50.0%	0 0.0%
Don't know/Not sure	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	1 100.0%	2 100.0%	1 100.0%	4 100.0%	0 0.0%	1 100.0%	1 100.0%	2 100.0%	0 0.0%

Table 2.4 Satisfaction with Comfort, Cleanliness, and Safety and Security

	Fairly or Very Satisfied		
	Comfort (%)	Cleanliness (%)	Safety and Security (%)
Public Entrance/Area Outside the Court/Remote Site Building	100.0%	100.0%	100.0%
Waiting Area/Area Outside Court Room	100.0%	100.0%	100.0%
Court Room	100.0%	100.0%	100.0%
Witness Room	-	-	-
Agents' Room/Solicitors' Room	100.0%	100.0%	100.0%
TV Link Room	100.0%	100.0%	100.0%
Toilets in Court / Remote Site Building	100.0%	100.0%	100.0%
Other	-	-	-

Table 2.5 Comfort, Cleanliness and Safety and Security of Public Entrance/Area Outside the Court/Remote Site Building

	Public Entrance/Area Outside the Court/Remote Site Building						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Comfort	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
Cleanliness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
Safety and Security	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%

Table 2.6 Comfort, Cleanliness and Safety and Security of Waiting Area/Area Outside Court Room

	Waiting Area/Area Outside Court Room						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Comfort	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Cleanliness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Safety and Security	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%

Table 2.9 Comfort, Cleanliness and Safety and Security of Agents' Room/Solicitors' Room

	Agents' Room/Solicitors' Room						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Comfort	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Cleanliness	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Safety and Security	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%

Table 2.10 Comfort, Cleanliness and Safety and Security of TV Link Room

	TV Link Room						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Comfort	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Cleanliness	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Safety and Security	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%

Table 2.13 Level of Satisfaction with the Public Health Measures

	Frequency	Percent
Neither	1	14.3
Fairly Satisfied	1	14.3
Very Satisfied	5	71.4
Total	7	100.0

Table 2.14 Level of Satisfaction with the Public Health Measures by Court Type

	Level of Satisfaction with the Public Health Measures			Total
	Neither	Fairly Satisfied	Very Satisfied	
Court of Session, Sheriff Appeal Court and Scottish Land Court	0 0.0%	1 33.3%	2 66.7%	3 100.0%
Sheriff Courts	1 25.0%	0 0.0%	3 75.0%	4 100.0%
Total	1 14.3%	1 14.3%	5 71.4%	7 100.0%

Table 2.15 Level of Satisfaction with the Public Health Measures by User Group

	Level of Satisfaction with the Public Health Measures			Total
	Neither	Fairly Satisfied	Very Satisfied	
Professional Users	1 25.0%	0 0.0%	3 75.0%	4 100.0%
Non-Professional Users	0 0.0%	1 33.3%	2 66.7%	3 100.0%
Total	1 14.3%	1 14.3%	5 71.4%	7 100.0%

Table 2.16 Longstanding Illness, Disability or Infirmity When Using Public Buildings

	Frequency	Valid Percent
Yes	10	16.4
No	45	73.8
Do not wish to say	6	9.8
Total	61	100.0

Table 2.17 Specific Particular Facilities and Requirements Respondents Required

	Frequency
Cannot tell	1
Court is not open for discussions	1
Easy access to seating and toilet facilities	1
Immune system suppressed	1
Not specified	2
Reasonable adjustments to be made for the disabled	2
Toilet facilities to be improved	2
Total	10

Table 2.18 To What Extent Particular Facilities Were Met

	Frequency	Valid Percent
Fully met	2	22.2
Partially met	3	33.3
Not met at all	4	44.4
Total	9	100.0

Table 2.19 Reasons Why Respondents' Requirements Were Not Met

	Frequency
It was a virtual hearing; not present at court	1
Lack of toilet facilities	1
SCTS is a criminal organisation	1
Staff was inexperienced	1
Unaware of the appeal outcome	1
Not specified	2
Total	7

Table 2.20 English is the First Language of Respondents

	Frequency	Valid Percent
Yes	56	91.8
No	3	4.9
Do not wish to say	2	3.3
Total	61	100.0

Table 2.21 Any Particular Communication and/or Reading Requirements of Respondents

	Frequency	Valid Percent
Yes	4	6.6
No	54	88.5
Do not wish to say	3	4.9
Total	61	100.0

Table 2.22 Particular Communication and/or Reading Requirements of Respondents

	Frequency
Cognitive impairment affects speech and conversation memory	1
Court staff unaware of how serious my disability was	1
Interpreter was never provided	1
Speech is an issue when under stress	1
Total	4

Table 2.23 Did you use any of the Following Services/Facilities at the Jury Centre today

	Frequency	Valid Percent
Induction/Hearing Loops	0	0.0
Braille	0	0.0
Interpreter for the accused	0	0.0
BSL/English Interpreter	0	0.0
Telephone Interpreting Service	0	0.0
Other	2	3.3
None	57	93.4
Not specified	2	3.3
Total	61	100.0

Table 2.24 Reasons Why Respondents Were Dissatisfied With Facilities Used

	Frequency
Staff needs training in reasonable adjustments this includes the judiciary	1
SCTS is a criminal organisation	1
Total	2

Table 3.1 Reasons For Using The STCS Webiste In The Last Six Months

	Frequency	Valid Percent
I have not used the SCTS Website	2	3.3
To obtain information on daily court business	35	57.4
To obtain information about SCTS/SLC and/or its role	16	26.2
To obtain information about the Scottish justice system	14	23.0
To obtain information leaflets and/or forms used in courts	30	49.2
To obtain information about SCTS/SLC guidance on COVID-19	24	39.3
To obtain court addresses/phone numbers/directions to courts	27	44.3
To gain access to Civil Online	22	36.1
To obtain information about how to raise a civil case	7	11.5
To obtain information about how to defend a civil case	5	8.2
To obtain information about coming to court as a witness	3	4.9
Other	18	29.5
Total	61	-

* Note: Multiple responses were provided at this question.

Table 3.2 Other Reasons For Using The STCS Webiste In The Last Six Months

	Frequency
Appeal information	1
Complaints about the SCTS system. Judges control the SCTS system. They are not independent	1
Confirmation about timelines and procedures	1
Email addresses don't work	1
Information on adjustments, claim cases and judgements	4
Obtain information about courts rules, fees and practice notes	6
Procedure information	1
There was no other choice	1
To access recent decisions	1
To request a search for land resumptions	1
Total	18

Table 3.3 Reasons For Using The STCS Webiste In The Last Six Months by User Group

	Reasons For Using The STCS Webiste In The Last Six Months							
	I have not used the SCTS Website	To obtain information on daily court business	To obtain information about SCTS/ SLC and/ or its role	To obtain information about the Scottish justice system	To obtain information leaflets and/ or forms used in courts	To obtain information about SCTS/ SLC guidance on COVID-19	To obtain court addresses/ phone numbers/ directions to courts	To gain access to Civil Online
Professional Users	0 0.0%	28 22.2%	9 7.1%	5 4.0%	18 14.3%	20 15.9%	21 16.7%	14 11.1%
Non-Professional Users	2 2.6%	7 9.1%	7 9.1%	9 11.7%	12 15.6%	4 5.2%	6 7.8%	8 10.4%
Total	2 1.0%	35 17.2%	16 7.9%	14 6.9%	30 14.8%	24 11.8%	27 13.3%	22 10.8%

	Reasons For Using The STCS Webiste In The Last Six Months				Total
	To obtain information about how to raise a civil case	To obtain information about how to defend a civil case	To obtain information about coming to court as a witness	Other	
Professional Users	1 0.8%	1 0.8%	1 0.8%	8 6.3%	126 100.0%
Non-Professional Users	6 7.8%	4 5.2%	2 2.6%	10 13.0%	77 100.0%
Total	7 3.4%	5 2.5%	3 1.5%	18 8.9%	203 100.0%

* Note: Multiple responses were provided at this question.

Table 3.4 Reasons For Using The STCS Webiste In The Last Six Months by Court Type

	Reasons For Using The STCS Webiste In The Last Six Months							
	I have not used the SCTS Website	To obtain information on daily court business	To obtain information about SCTS/ SLC and/ or its role	To obtain information about the Scottish justice system	To obtain information leaflets and/ or forms used in courts	To obtain information about SCTS/ SLC guidance on COVID-19	To obtain court addresses/ phone numbers/ directions to courts	To gain access to Civil Online
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 2.8%	12 16.7%	6 8.3%	6 8.3%	10 13.9%	8 11.1%	10 13.9%	5 6.9%
Sheriff Courts	0 0.0%	21 17.1%	9 7.3%	7 5.7%	20 16.3%	15 12.2%	16 13.0%	16 13.0%
Don't know/Not sure	0 0.0%	2 25.0%	1 12.5%	1 12.5%	0 0.0%	1 12.5%	1 12.5%	1 12.5%
Total	2 1.0%	35 17.2%	16 7.9%	14 6.9%	30 14.8%	24 11.8%	27 13.3%	22 10.8%

	Reasons For Using The STCS Webiste In The Last Six Months				Total
	To obtain information about how to raise a civil case	To obtain information about how to defend a civil case	To obtain information about coming to court as a witness	Other	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 4.2%	2 2.8%	2 2.8%	6 8.3%	72 100.0%
Sheriff Courts	400.0% 3.3%	300.0% 2.4%	100.0% 0.8%	1100.0% 8.9%	123 100.0%
Don't know/Not sure	0 0.0%	0 0.0%	0 0.0%	1 12.5%	8 100.0%
Total	7 3.4%	5 2.5%	3 1.5%	18 8.9%	203 100.0%

* Note: Multiple responses were provided at this question.

Table 3.5 Ease of Finding the Information Needed on the SCTS Website

	Frequency	Valid Percent
Very Difficult	8	14.3
Fairly Difficult	12	21.4
Neither	7	12.5
Fairly Easy	16	28.6
Very Easy	12	21.4
Don't know / Not sure	1	1.8
Total	56	100.0

Table 3.6 Ease of Finding the Information Needed on the SCTS Website by User Group

	Ease of Finding the Information Needed on the SCTS Website						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	1 3.1%	6 18.8%	2 6.3%	12 37.5%	10 31.3%	1 3.1%	32 100.0%
Non-Professional Users	7 29.2%	6 25.0%	5 20.8%	4 16.7%	2 8.3%	0 0.0%	24 100.0%
Total	8 14.3%	12 21.4%	7 12.5%	16 28.6%	12 21.4%	1 1.8%	56 100.0%

Table 3.6 Ease of Finding the Information Needed on the SCTS Website by Court Type

	Ease of Finding the Information Needed on the SCTS Website						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 11.1%	5 27.8%	1 5.6%	7 38.9%	2 11.1%	1 5.6%	18 100.0%
Sheriff Courts	6 16.7%	6 16.7%	5 13.9%	9 25.0%	10 27.8%	0 0.0%	36 100.0%
Don't know/Not sure	0 0.0%	1 50.0%	1 50.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%
Total	8 14.3%	12 21.4%	7 12.5%	16 28.6%	12 21.4%	1 1.8%	56 100.0%

Table 3.7 Other Online Information or Services to Provide

	Frequency
Clear information on raising cases	1
Explanation of the rules	1
Major improvements to the legal Practices are being adopted without	2
Timescales on cases progress	1
Website is old fashioned / out of date	2
Website needs to be more user friendly	3
Not specified	9
Total	20

Table 3.8 Registered for Civil Online

	Frequency	Valid Percent
Yes	23	65.7
No	10	28.6
Prefer not to say	2	5.7
Total	35	100.0

Table 3.9 Registered for Civil Online by User Group

	Registered for Civil Online			Total
	Yes	No	Prefer not to say	
Professional Users	15 68.2%	6 27.3%	1 4.5%	22 100.0%
Non-Professional Users	8 61.5%	4 30.8%	1 7.7%	13 100.0%
Total	23 65.7%	10 28.6%	2 5.7%	35 100.0%

Table 3.10 Reasons for Not Using Civil Online

	Frequency	Valid Percent
I was not aware of Civil Online	4	40.0
I could not use Civil Online for the action type I was involved with	4	40.0
Any other reason	2	20.0
Total	10	100.0

Table 3.11 Reasons for Not Using Civil Online by User Group

	Reasons for Not Using Civil Online			Total
	I was not aware of Civil Online	I could not use Civil Online for the action type I was involved with	Any other reason	
Professional Users	2 33.3%	3 50.0%	1 16.7%	6 100.0%
Non-Professional Users	2 50.0%	1 25.0%	1 25.0%	4 100.0%
Total	4 40.0%	4 40.0%	2 20.0%	10 100.0%

Table 3.12 Used Civil Online to Raise a Civil Case

	Frequency	Valid Percent
Yes	10	43.5
No	11	47.8
Prefer not to say	2	8.7
Total	23	100.0

Table 3.13 Used Civil Online to Raise a Civil Case by User Group

	Used Civil Online to Raise a Civil Case			Total
	Yes	No	Prefer not to say	
Professional Users	6 40.0%	8 53.3%	1 6.7%	15 100.0%
Non-Professional Users	4 50.0%	3 37.5%	1 12.5%	8 100.0%
Total	10 43.5%	11 47.8%	2 8.7%	23 100.0%

Table 3.14 Continue to Progress the Case Using Civil Online

	Frequency	Valid Percent
Yes	9	90.0
No	1	10.0
Total	10	100.0

Table 3.15 Continue to Progress the Case Using Civil Online by User Group

	Continue to Progress the Case Using Civil Online		Total
	Yes	No	
Professional Users	5 83.3%	1 16.7%	6 100.0%
Non-Professional Users	4 100.0%	0 0.0%	4 100.0%
Total	9 90.0%	1 10.0%	10 100.0%

Table 3.16 Ease of Registering for Civil Online

	Frequency	Valid Percent
Very Difficult	5	21.7
Fairly Difficult	1	4.3
Neither	2	8.7
Fairly Easy	8	34.8
Very Easy	5	21.7
Don't know / Not sure	2	8.7
Total	23	100.0

Table 3.17 Ease of Registering for Civil Online by User Group

	Ease of Registering for Civil Online						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	2 13.3%	0 0.0%	2 13.3%	5 33.3%	4 26.7%	2 13.3%	15 100.0%
Non-Professional Users	3 37.5%	1 12.5%	0 0.0%	3 37.5%	1 12.5%	0 0.0%	8 100.0%
Total	5 21.7%	1 4.3%	2 8.7%	8 34.8%	5 21.7%	2 8.7%	23 100.0%

Table 3.18 Ease of Commencing a New Action

	Frequency	Valid Percent
Very Difficult	5	27.8
Fairly Difficult	1	5.6
Neither	2	11.1
Fairly Easy	5	27.8
Very Easy	1	5.6
Don't know / Not sure	4	22.2
Total	18	100.0

Table 3.19 Ease of Uploading Documents in an Existing Case

	Frequency	Valid Percent
Very Difficult	4	17.4
Fairly Difficult	4	17.4
Neither	1	4.3
Fairly Easy	7	30.4
Very Easy	3	13.0
Don't know / Not sure	4	17.4
Total	23	100.0

Table 3.20 Ease of Viewing Documents in an Existing Case

	Frequency	Valid Percent
Very Difficult	3	16.7
Fairly Difficult	4	22.2
Neither	0	0.0
Fairly Easy	7	38.9
Very Easy	2	11.1
Don't know / Not sure	2	11.1
Total	18	100.0

Table 3.21 Ease of Commencing a New Action by User Group

	Ease of Commencing a New Action						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	2 16.7%	1 8.3%	1 8.3%	4 33.3%	0 0.0%	4 33.3%	12 100.0%
Non-Professional Users	3 50.0%	0 0.0%	1 16.7%	1 16.7%	1 16.7%	0 0.0%	6 100.0%
Total	5 27.8%	1 5.6%	2 11.1%	5 27.8%	1 5.6%	4 22.2%	18 100.0%

Table 3.22 Ease of Uploading Documents in an Existing Case by User Group

	Ease of Uploading Documents in an Existing Case						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	1 6.7%	2 13.3%	1 6.7%	5 33.3%	2 13.3%	4 26.7%	15 100.0%
Non-Professional Users	3 37.5%	2 25.0%	0 0.0%	2 25.0%	1 12.5%	0 0.0%	8 100.0%
Total	4 17.4%	4 17.4%	1 4.3%	7 30.4%	3 13.0%	4 17.4%	23 100.0%

Table 3.23 Ease of Viewing Documents in an Existing Case by User Group

	Ease of Viewing Documents in an Existing Case						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	1 9.1%	1 9.1%	0 0.0%	6 54.5%	1 9.1%	2 18.2%	11 100.0%
Non-Professional Users	2 28.6%	3 42.9%	0 0.0%	1 14.3%	1 14.3%	0 0.0%	7 100.0%
Total	3 16.7%	4 22.2%	0 0.0%	7 38.9%	2 11.1%	2 11.1%	18 100.0%

Table 3.24 Documents Submitted by Email at Court

	Frequency	Valid Percent
Yes	46	83.6
No	6	10.9
Don't know / Not sure	3	5.5
Total	55	100.0

Table 3.25 Documents Submitted by Email at Court by User Group

	Documents Submitted by Email at Court			Total
	Yes	No	Don't know / Not sure	
Professional Users	31 93.9%	2 6.1%	0 0.0%	33 100.0%
Non-Professional Users	15 68.2%	4 18.2%	3 13.6%	22 100.0%
Total	46 83.6%	6 10.9%	3 5.5%	55 100.0%

Table 3.26 Documents Submitted by Email at Court by Court Type

	Documents Submitted by Email at Court			Total
	Yes	No	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	16 88.9%	2 11.1%	0 0.0%	18 100.0%
Sheriff Courts	30 85.7%	3 8.6%	2 5.7%	35 100.0%
Don't know / Not sure	0 0.0%	1 50.0%	1 50.0%	2 100.0%
Total	46 83.6%	6 10.9%	3 5.5%	55 100.0%

Table 3.27 Ease of Submitting Documents by Email at Court

	Frequency	Valid Percent
Very Difficult	5	10.9
Fairly Difficult	4	8.7
Neither	2	4.3
Fairly Easy	16	34.8
Very Easy	18	39.1
Don't know / Not sure	1	2.2
Total	46	100.0

Table 3.28 Ease of Submitting Documents by Email at Court by User Group

	Ease of Submitting Documents by Email at Court						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Professional Users	1 3.2%	3 9.7%	2 6.5%	10 32.3%	15 48.4%	0 0.0%	31 100.0%
Non-Professional Users	4 26.7%	1 6.7%	0 0.0%	6 40.0%	3 20.0%	1 6.7%	15 100.0%
Total	5 10.9%	4 8.7%	2 4.3%	16 34.8%	18 39.1%	1 2.2%	46 100.0%

Table 3.29 Ease of Submitting Documents by Email at Court by Court Type

	Ease of Submitting Documents by Email at Court						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 12.5%	1 6.3%	2 12.5%	6 37.5%	4 25.0%	1 6.3%	16 100.0%
Sheriff Courts	3 10.0%	3 10.0%	0 0.0%	10 33.3%	14 46.7%	0 0.0%	30 100.0%
Don't know/Not sure	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Total	5 10.9%	4 8.7%	2 4.3%	16 34.8%	18 39.1%	1 2.2%	46 100.0%

Table 3.30 Reasons for Disatisfaction When Submitting Documents by Email at Court

	Frequency
During the Covid restrictions the Court could not accept paper copies or digital information and the portal could only be used by the legal Professional	1
It is time consuming having to send all documents separately in PDF format	2
Most documents submitted to civil court appeared blank	1
Online civil is slow and not secure	1
The size of document limitation causes issues	1
Staff never check/respond to the emails	2
Not specified	1
Total	9

Table 4.1 Attendance at a Virtual Hearing

	Frequency	Valid Percent
Yes, I attended virtually	27	44.3
Yes, I was in the court room during a virtual hearing	1	1.6
No	33	54.1
Total	61	100.0

Table 4.2 Attendance at a Virtual Hearing by Court Type

	Attendance at a Virtual Hearing			Total
	Yes, I attended virtually	Yes, I was in the court room during a virtual hearing	No	
Court of Session, Sheriff Appeal Court and Scottish Land Court	8 38.1%	1 4.8%	12 57.1%	21 100.0%
Sheriff Courts	19 50.0%	0 0.0%	19 50.0%	38 100.0%
Don't know/Not sure	0 0.0%	0 0.0%	2 100.0%	2 100.0%
Total	27 44.3%	1 1.6%	33 54.1%	61 100.0%

Table 4.3 Attendance at a Virtual Hearing by User Group

	Attendance at a Virtual Hearing			Total
	Yes, I attended virtually	Yes, I was in the court room during a virtual hearing	No	
Professional Users	21 61.8%	0 0.0%	13 38.2%	34 100.0%
Non-Professional Users	6 22.2%	1 3.7%	20 74.1%	27 100.0%
Total	27 44.3%	1 1.6%	33 54.1%	61 100.0%

Table 4.4 Type of Device Used to Participate in the Hearing

	Frequency	Valid Percent
Laptop	17	65.4
Desktop Computer	4	15.4
Mobile Phone – Apple Device	5	19.2
Total	26	100.0

Table 4.5 Type of Device Used to Participate in the Hearing by Court Type

	Type of Device Used to Participate in the Hearing			Total
	Laptop	Desktop Computer	Mobile Phone – Apple Device	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 37.5%	3 37.5%	2 25.0%	8 100.0%
Sheriff Courts	14 77.8%	1 5.6%	3 16.7%	18 100.0%
Total	17 65.4%	4 15.4%	5 19.2%	26 100.0%

Table 4.6 Type of Device Used to Participate in the Hearing by User Group

	Type of Device Used to Participate in the Hearing			Total
	Laptop	Desktop Computer	Mobile Phone – Apple Device	
Professional Users	15 75.0%	3 15.0%	2 10.0%	20 100.0%
Non-Professional Users	2 33.3%	1 16.7%	3 50.0%	6 100.0%
Total	17 65.4%	4 15.4%	5 19.2%	26 100.0%

Table 4.7 Type of Device Available

	Frequency	Valid Percent
Personal Device	7	29.2
Work Device	17	70.8
Total	24	100.0

Table 4.8 Type of Device Available by Court Type

	Type of Device Available		Total
	Personal Device	Work Device	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 42.9%	4 57.1%	7 100.0%
Sheriff Courts	4 23.5%	13 76.5%	17 100.0%
Total	7 29.2%	17 70.8%	24 100.0%

Table 4.9 Type of Device Available by User Group

	Type of Device Available		Total
	Personal Device	Work Device	
Professional Users	1 5.6%	17 94.4%	18 100.0%
Non-Professional Users	6 100.0%	0 0.0%	6 100.0%
Total	7 29.2%	17 70.8%	24 100.0%

Table 4.10 How was the Virtual Hearing Conducted

	Frequency	Valid Percent
Webex	26	92.9
Other	1	3.6
Don't know/Not Sure	1	3.6
Total	28	100.0

Table 4.11 How was the Virtual Hearing Conducted by Court Type

	How was the Virtual Hearing Conducted			Total
	Webex	Other	Don't know/Not Sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	8 88.9%	1 11.1%	0 0.0%	9 100.0%
Sheriff Courts	18 94.7%	0 0.0%	1 5.3%	19 100.0%
Total	26 92.9%	1 3.6%	1 3.6%	28 100.0%

Table 4.12 Virtual Hearing Conducted by User Group

	How was the Virtual Hearing Conducted			Total
	Webex	Other	Don't know/Not Sure	
Professional Users	21 100.0%	0 0.0%	0 0.0%	21 100.0%
Non-Professional Users	5 71.4%	1 14.3%	1 14.3%	7 100.0%
Total	26 92.9%	1 3.6%	1 3.6%	28 100.0%

Table 4.13 Provision of Joining Instructions for Virtual Hearing

	Frequency	Valid Percent
Yes	22	84.6
No	4	15.4
Total	26	100.0

Table 4.14 Provision of Joining Instructions for Virtual Hearing by Court Type

	Provision of Joining Instructions for Virtual Hearing		Total
	Yes	No	
Court of Session, Sheriff Appeal Court and Scottish Land Court	7 87.5%	1 12.5%	8 100.0%
Sheriff Courts	15 83.3%	3 16.7%	18 100.0%
Total	22 84.6%	4 15.4%	26 100.0%

Table 4.15 Provision of Joining Instructions for Virtual Hearing by User Group

	Provision of Joining Instructions for Virtual Hearing		Total
	Yes	No	
Professional Users	16 80.0%	4 20.0%	20 100.0%
Non-Professional Users	6 100.0%	0 0.0%	6 100.0%
Total	22 84.6%	4 15.4%	26 100.0%

Table 4.16 Level of Difficulty in Joining the Virtual Hearing

	Frequency	Valid Percent
Very Difficult	1	3.7
Fairly Difficult	2	7.4
Neither	4	14.8
Fairly Easy	8	29.6
Very Easy	12	44.4
Total	27	100.0

Table 4.17 Level of Difficulty in Joining the Virtual Hearing by Court Type

	Level of Difficulty in Joining the Virtual Hearing					Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	
Court of Session, Sheriff Appeal Court and Scottish Land Court	0 0.0%	1 12.5%	2 25.0%	3 37.5%	2 25.0%	8 100.0%
Sheriff Courts	1 5.3%	1 5.3%	2 10.5%	5 26.3%	10 52.6%	19 100.0%
Total	1 3.7%	2 7.4%	4 14.8%	8 29.6%	12 44.4%	27 100.0%

Table 4.18 Level of Difficulty in Joining the Virtual Hearing by User Group

	Level of Difficulty in Joining the Virtual Hearing					Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	
Professional Users	1 4.8%	2 9.5%	2 9.5%	5 23.8%	11 52.4%	21 100.0%
Non-Professional Users	0 0.0%	0 0.0%	2 33.3%	3 50.0%	1 16.7%	6 100.0%
Total	1 3.7%	2 7.4%	4 14.8%	8 29.6%	12 44.4%	27 100.0%

Table 4.19 Reasons for Difficulty in Joining the Virtual Hearing

	Frequency
Lack of instructions. Long waiting time	1
No answer	2
Total	3

Table 4.20 Technical Difficulties during the Virtual Hearing

	Frequency	Valid Percent
Yes	6	22.2
No	20	74.1
Don't know / Not sure	1	3.7
Total	27	100.0

Table 4.21 Technical Difficulties during the Virtual Hearing by Court Type

	Technical Difficulties during the Virtual Hearing			Total
	Yes	No	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 37.5%	5 62.5%	0 0.0%	8 100.0%
Sheriff Courts	3 15.8%	15 78.9%	1 5.3%	19 100.0%
Total	6 22.2%	20 74.1%	1 3.7%	27 100.0%

Table 4.22 Technical Difficulties during the Virtual Hearing by User Group

	Technical Difficulties during the Virtual Hearing			Total
	Yes	No	Don't know / Not sure	
Professional Users	5 23.8%	15 71.4%	1 4.8%	21 100.0%
Non-Professional Users	1 16.7%	5 83.3%	0 0.0%	6 100.0%
Total	6 22.2%	20 74.1%	1 3.7%	27 100.0%

Table 4.23 Technical Difficulties Experienced in Virtual Hearings

	Frequency	Valid Percent
Sound	5	83.3
Vision	2	33.3
Connectivity	3	50.0
Other	1	16.7
Total	6	-

*Note: Multiple responses were provided at this question.

Table 4.24 Technical Difficulties Experienced in Virtual Hearings by Court Type

	Technical Difficulties Experienced in Virtual Hearings				Total
	Sound	Vision	Connectivity	Other	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 40.0%	1 20.0%	1 20.0%	1 20.0%	5 100.0%
Sheriff Courts	3 50.0%	1 16.7%	2 33.3%	0 0.0%	6 100.0%
Total	5 45.5%	2 18.2%	3 27.3%	1 9.1%	11 100.0%

Table 4.25 Technical Difficulties Experienced in Virtual Hearings by User Group

	Technical Difficulties Experienced in Virtual Hearings				Total
	Sound	Vision	Connectivity	Other	
Professional Users	4 44.4%	2 22.2%	2 22.2%	1 11.1%	9 100.0%
Non-Professional Users	1 25.0%	2 50.0%	1 25.0%	0 0.0%	4 100.0%
Total	5 38.5%	4 30.8%	3 23.1%	1 7.7%	13 100.0%

Table 4.26 Time Taken to Resolve Technical Difficulties

	Frequency	Valid Percent
Up to 15 minutes	2	33.3
Don't know / Not sure	3	50.0
Not Resolved	1	16.7
Total	6	100.0

Table 4.27 Time Taken to Resolve Technical Difficulties by Court Type

	Time Taken to Resolve Technical Difficulties			Total
	Up to 15 minutes	Don't know / Not sure	Not Resolved	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 33.3%	2 66.7%	0 0.0%	3 100.0%
Sheriff Courts	1 33.3%	1 33.3%	1 33.3%	3 100.0%
Total	2 33.3%	3 50.0%	1 16.7%	6 100.0%

Table 4.28 Time Taken to Resolve Technical Difficulties by User Type

	Time Taken to Resolve Technical Difficulties			Total
	Up to 15 minutes	Don't know / Not sure	Not Resolved	
Professional Users	1 20.0%	3 60.0%	1 20.0%	5 100.0%
Non-Professional Users	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Total	2 33.3%	3 50.0%	1 16.7%	6 100.0%

Table 4.29 Assistance of STCS Staff with the Technical Difficulties

	Frequency	Valid Percent
Yes	1	16.7
No	2	33.3
Don't know / Not sure	2	33.3
Not Required	1	16.7
Total	6	100.0

Table 4.30 Assistance of STCS Staff with the Technical Difficulties by Court Type

	Assistance of STCS Staff with the Technical Difficulties				Total
	Yes	No	Don't know / Not sure	Not Required	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 33.3%	0 0.0%	2 66.7%	0 0.0%	3 100.0%
Sheriff Courts	0 0.0%	2 66.7%	0 0.0%	1 33.3%	3 100.0%
Total	1 16.7%	2 33.3%	2 33.3%	1 16.7%	6 100.0%

Table 4.31 Assistance of STCS Staff with the Technical Difficulties by User Group

	Assistance of STCS Staff with the Technical Difficulties				Total
	Yes	No	Don't know / Not sure	Not Required	
Professional Users	1 20.0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
Non-Professional Users	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Total	1 16.7%	2 33.3%	2 33.3%	1 16.7%	6 100.0%

Table 4.32 Virtual Hearing Experience Compared to a Hearing in a Court Room

	Frequency	Valid Percent
Better today	5	18.5
No significant difference	6	22.2
Better with hearing in courtroom	10	37.0
Don't know / Not sure	2	7.4
Not Applicable/ Only experienced virtual hearings	4	14.8
Total	27	100.0

Table 4.33 Virtual Hearing Experience Compared to a Hearing in a Court Room by Court Type

	Virtual Hearing Experience Compared to a Hearing in a Court Room					Total
	Better today	No significant difference	Better with hearing in courtroom	Don't know / Not sure	Not Applicable/ Only experienced virtual hearings	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 12.5%	3 37.5%	4 50.0%	0 0.0%	0 0.0%	8 100.0%
Sheriff Courts	4 21.1%	3 15.8%	6 31.6%	2 10.5%	4 21.1%	19 100.0%
Total	5 18.5%	6 22.2%	10 37.0%	2 7.4%	4 14.8%	27 100.0%

Table 4.34 Virtual Hearing Experience Compared to a Hearing in a Court Room by User Group

	Virtual Hearing Experience Compared to a Hearing in a Court Room					Total
	Better today	No significant difference	Better with hearing in courtroom	Don't know / Not sure	Not Applicable/ Only experienced virtual hearings	
Professional Users	5 23.8%	5 23.8%	8 38.1%	1 4.8%	2 9.5%	21 100.0%
Non-Professional Users	0 0.0%	1 16.7%	2 33.3%	1 16.7%	2 33.3%	6 100.0%
Total	5 18.5%	6 22.2%	10 37.0%	2 7.4%	4 14.8%	27 100.0%

Table 4.35 Respondents Properly Informed for Dealing with the Remote Hearing Arrangements

	Frequency	Valid Percent
Yes	21	77.8
No	4	14.8
Don't know / Not sure	2	7.4
Total	27	100.0

Table 4.36 Respondents Informed for Dealing with Remote Hearing Arrangements by Court Type

	Respondents Informed for Dealing with the Remote Hearing Arrangements			Total
	Yes	No	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	7 87.5%	1 12.5%	0 0.0%	8 100.0%
Sheriff Courts	14 73.7%	3 15.8%	2 10.5%	19 100.0%
Total	21 77.8%	4 14.8%	2 7.4%	27 100.0%

Table 4.37 Respondents Informed for Dealing with Remote Hearing Arrangements by User Group

	Respondents Informed for Dealing with the Remote Hearing Arrangements			Total
	Yes	No	Don't know / Not sure	
Professional Users	18 85.7%	2 9.5%	1 4.8%	21 100.0%
Non-Professional Users	3 50.0%	2 33.3%	1 16.7%	6 100.0%
Total	21 77.8%	4 14.8%	2 7.4%	27 100.0%

Table 4.38 Difficulty of Contributing During the Virtual Hearing

	Frequency	Valid Percent
Very Difficult	4	14.8
Fairly Difficult	2	7.4
Neither	4	14.8
Fairly Easy	9	33.3
Very Easy	8	29.6
Total	27	100.0

Table 4.39 Difficulty of Contributing During the Virtual Hearing by Court Type

	Difficulty of Contributing During the Virtual Hearing					Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 25.0%	1 12.5%	1 12.5%	3 37.5%	1 12.5%	8 100.0%
Sheriff Courts	2 10.5%	1 5.3%	3 15.8%	6 31.6%	7 36.8%	19 100.0%
Total	4 14.8%	2 7.4%	4 14.8%	9 33.3%	8 29.6%	27 100.0%

Table 4.40 Difficulty of Contributing During the Virtual Hearing by User Group

	Difficulty of Contributing During the Virtual Hearing					Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	
Professional Users	2 9.5%	2 9.5%	1 4.8%	8 38.1%	8 38.1%	21 100.0%
Non-Professional Users	2 33.3%	0 0.0%	3 50.0%	1 16.7%	0 0.0%	6 100.0%
Total	4 14.8%	2 7.4%	4 14.8%	9 33.3%	8 29.6%	27 100.0%

Table 4.41 Reasons for Difficulty in Contributing During the Virtual Hearing

	Frequency
Communication issues e.g. speak in turns, impossible to argue	1
Communication not very straightforward	1
Impossible to engage with instructed Counsel during the hearing	1
No access to links	1
There were delays	1
You have no chance to state your case	1
Total	6

Table 4.42 Advantages of the Virtual Hearings

	Frequency
I can attend other work commitments	1
No advantage for users only for the solicitors	2
Save travel/commute expenses and time	21
Procedure matters can be dealt quite easily	2
Useful for short procedural hearings	1
Total	27

Table 4.43 Disadvantages of the Virtual Hearings

	Frequency
Difficult interactions with other participants	9
Difficulty to show evidence virtually	2
Greater credibility for in-person courtroom based hearings	3
There were technical issues	9
I like attending the Court	1
Lack of communication and body language	1
Long waiting times	3
No chance to state your case	1
Poor public areas	1
There should be more flexibility with clerks and courts	1
Total	31

Table 4.44 Did you have to wait for the hearing to start

	Frequency	Valid Percent
Yes	15	25.0
No	18	30.0
Don't know / Not sure	2	3.3
Not Applicable	25	41.7
Total	60	100.0

Table 4.45 Had to Wait for the Court Hearing to Start by Court Type

	Had to Wait for the Court Hearing to Start				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Court of Session, Sheriff Appeal Court and Scottish Land Court	4 19.0%	6 28.6%	1 4.8%	10 47.6%	21 100.0%
Sheriff Courts	11 29.7%	12 32.4%	1 2.7%	13 35.1%	37 100.0%
Don't know/Not sure	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 100.0%
Total	15 25.0%	18 30.0%	2 3.3%	25 41.7%	60 100.0%

Table 4.46 Had to Wait for the Court Hearing to Start by User Group

	Had to Wait for the Court Hearing to Start				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Professional Users	11 32.4%	14 41.2%	0 0.0%	9 26.5%	34 100.0%
Non-Professional Users	4 15.4%	4 15.4%	2 7.7%	16 61.5%	26 100.0%
Total	15 25.0%	18 30.0%	2 3.3%	25 41.7%	60 100.0%

Table 4.47 Length of Time Respondents Had to Wait for the Court Hearing to Start

	Frequency	Valid Percent
Up to 15 minutes	6	40.0
16 to 30 minutes	6	40.0
31 minutes to 1 hour	3	20.0
Total	15	100.0

Table 4.48 Length of Time Respondents Had to Wait for the Court Hearing to Start by Court Type

	Length of Time Respondents Had to Wait for the Court Hearing to Start			Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 25.0%	2 50.0%	1 25.0%	4 100.0%
Sheriff Courts	5 45.5%	4 36.4%	2 18.2%	11 100.0%
Total	6 40.0%	6 40.0%	3 20.0%	15 100.0%

Table 4.49 Length of Time Respondents Had to Wait for the Court Hearing to Start by User Group

	Length of Time Respondents Had to Wait for the Court Hearing to Start			Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	
Professional Users	5 45.5%	5 45.5%	1 9.1%	11 100.0%
Non-Professional Users	1 25.0%	1 25.0%	2 50.0%	4 100.0%
Total	6 40.0%	6 40.0%	3 20.0%	15 100.0%

Table 4.50 Satisfaction with Waiting Times

	Frequency	Valid Percent
Very Dissatisfied	1	6.7
Fairly Dissatisfied	5	33.3
Neither	4	26.7
Fairly Satisfied	5	33.3
Total	15	100.0

Table 4.51 Satisfaction with Waiting Times by Court Type

	Satisfaction with Waiting Times				Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	
Court of Session, Sheriff Appeal Court and Scottish Land Court	0 0.0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
Sheriff Courts	1 9.1%	4 36.4%	2 18.2%	4 36.4%	11 100.0%
Total	1 6.7%	5 33.3%	4 26.7%	5 33.3%	15 100.0%

Table 4.52 Satisfaction with Waiting Times by User Group

	Satisfaction with Waiting Times				Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	
Professional Users	1 9.1%	3 27.3%	3 27.3%	4 36.4%	11 100.0%
Non-Professional Users	0 0.0%	2 50.0%	1 25.0%	1 25.0%	4 100.0%
Total	1 6.7%	5 33.3%	4 26.7%	5 33.3%	15 100.0%

Table 4.53 Staff Updates about Waiting Times

	Frequency	Valid Percent
Yes	4	26.7
No	11	73.3
Total	15	100.0

Table 4.54 Staff Updates about Waiting Times by Court Type

	Staff Updates about Waiting Times		Total
	Yes	No	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 50.0%	2 50.0%	4 100.0%
Sheriff Courts	2 18.2%	9 81.8%	11 100.0%
Total	4 26.7%	11 73.3%	15 100.0%

Table 4.55 Staff Updates about Waiting Times by User Group

	Staff Updates about Waiting Times		Total
	Yes	No	
Professional Users	2 18.2%	9 81.8%	11 100.0%
Non-Professional Users	2 50.0%	2 50.0%	4 100.0%
Total	4 26.7%	11 73.3%	15 100.0%

Table 4.56 Satisfaction with SCTS Staff Updates

	Frequency	Valid Percent
Neither	1	25.0
Fairly Satisfied	2	50.0
Very Satisfied	1	25.0
Total	4	100.0

Table 4.57 Satisfaction with SCTS Staff Updates by Court Type

	Satisfaction with SCTS Staff Updates			Total
	Neither	Fairly Satisfied	Very Satisfied	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 50.0%	1 50.0%	0 0.0%	2 100.0%
Sheriff Courts	0 0.0%	1 50.0%	1 50.0%	2 100.0%
Total	1 25.0%	2 50.0%	1 25.0%	4 100.0%

Table 4.58 Satisfaction with SCTS Staff Updates by User Group

	Satisfaction with SCTS Staff Updates			Total
	Neither	Fairly Satisfied	Very Satisfied	
Professional Users	1 50.0%	0 0.0%	1 50.0%	2 100.0%
Non-Professional Users	0 0.0%	2 100.0%	0 0.0%	2 100.0%
Total	1 25.0%	2 50.0%	1 25.0%	4 100.0%

Table 4.59 Updates about Why Respondents Had to Wait

	Frequency	Valid Percent
Yes	8	53.3
No	6	40.0
Not Applicable	1	6.7
Total	15	100.0

Table 4.60 Updates about Why Respondents Had to Wait by Court Type

	Updates about Why Respondents Had to Wait			Total
	Yes	No	Not Applicable	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 75.0%	1 25.0%	0 0.0%	4 100.0%
Sheriff Courts	5 45.5%	5 45.5%	1 9.1%	11 100.0%
Total	8 53.3%	6 40.0%	1 6.7%	15 100.0%

Table 4.61 Updates about Why Respondents Had to Wait by User Group

	Updates about Why Respondents Had to Wait			Total
	Yes	No	Not Applicable	
Professional Users	7 63.6%	4 36.4%	0 0.0%	11 100.0%
Non-Professional Users	1 25.0%	2 50.0%	1 25.0%	4 100.0%
Total	8 53.3%	6 40.0%	1 6.7%	15 100.0%

Table 4.62 Satisfaction with Being Told Reasons for Wait

	Frequency	Valid Percent
Very Dissatisfied	1	12.5
Neither	1	12.5
Fairly Satisfied	5	62.5
Very Satisfied	1	12.5
Total	8	100.0

Table 4.63 Satisfaction with Being Told Reasons for Wait by Court Type

	Satisfaction with Being Told Reasons for Wait				Total
	Very Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Court of Session, Sheriff Appeal Court and Scottish Land Court	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
Sheriff Courts	1 20.0%	0 0.0%	4 80.0%	0 0.0%	5 100.0%
Total	1 12.5%	1 12.5%	5 62.5%	1 12.5%	8 100.0%

Table 4.64 Satisfaction with Being Told Reasons for Wait by User Group

	Satisfaction with Being Told Reasons for Wait				Total
	Very Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Professional Users	1 14.3%	1 14.3%	4 57.1%	1 14.3%	7 100.0%
Non-Professional Users	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Total	1 12.5%	1 12.5%	5 62.5%	1 12.5%	8 100.0%

Table 4.65 Other Comments About The Experience During The Court Hearing

	Frequency
Claims were difficult even though the procedure was simple	1
Lack of communications and lots of delays	1
Lack of information on court practice	1
Make waiting time more productive would be beneficial	1
No opportunity provided to ask questions	1
Sheriff was not properly prepared	1
Solicitor was attending on victim's behalf and he did not feel safe.	1
Staff were very polite	1
The court does not consider the welfare of the children in family matters	1
The process was difficult to follow	1
The staff have no control over timescales	1
There were technical issues	1
Very disorganised	1
Virtual hearings have benefits but fair hearings should be ensured	1
Virtual hearings are excellent	2
Virtual hearings save time and travel expenses	1
Total	17

Table 5.1 Participants Directed Where To Go Within The Building

	Frequency	Valid Percent
Yes	3	42.9
No	2	28.6
Not Applicable	2	28.6
Total	7	100.0

Table 5.2 Participants Directed Where To Go Within The Building by Court Type

	Participants Directed Where To Go Within The Building			Total
	Yes	No	Not Applicable	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 33.3%	1 33.3%	1 33.3%	3 100.0%
Sheriff Courts	2 50.0%	1 25.0%	1 25.0%	4 100.0%
Total	3 42.9%	2 28.6%	2 28.6%	7 100.0%

Table 5.3 Participants Directed Where To Go Within The Building by User Group

	Participants Directed Where To Go Within The Building			Total
	Yes	No	Not Applicable	
Professional Users	0 0.0%	2 50.0%	2 50.0%	4 100.0%
Non-Professional Users	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total	3 42.9%	2 28.6%	2 28.6%	7 100.0%

Table 5.4 Any Other Information Not Provided

	Frequency	Valid Percent
Yes	12	19.7
No	19	31.1
Don't know / Not sure	7	11.5
Not Applicable	23	37.7
Total	61	100.0

Table 5.5 Any Other Information Not Provided by Court Type

	Any Other Information Not Provided				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Court of Session, Sheriff Appeal Court and Scottish Land Court	3 14.3%	6 28.6%	3 14.3%	9 42.9%	21 100.0%
Sheriff Courts	9 23.7%	13 34.2%	4 10.5%	12 31.6%	38 100.0%
Don't know/Not sure	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 100.0%
Total	12 19.7%	19 31.1%	7 11.5%	23 37.7%	61 100.0%

Table 5.6 Any Other Information Not Provided by User Group

	Any Other Information Not Provided				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Professional Users	3 8.8%	13 38.2%	3 8.8%	15 44.1%	34 100.0%
Non-Professional Users	9 33.3%	6 22.2%	4 14.8%	8 29.6%	27 100.0%
Total	12 19.7%	19 31.1%	7 11.5%	23 37.7%	61 100.0%

Table 5.7 Suggestions of Information Provision Improvements

	Frequency
A better and more simple procedure	1
Long timescales to be reviewed	1
Lots of things	1
Missing information to be improved	1
More up to date Practise Note	1
SCTS should inform everyone that it is a criminal organisation	1
Staff did not know how to deal with adjustments	2
They do not reply to the emails	1
Type of cases called	1
Unaware that the case would be dealt with as an administrative exercise	1
Total	11

Table 5.8 Helpfulness of Court Staff

	Frequency	Valid Percent
Very Unhelpful	7	15.6
Fairly Unhelpful	1	2.2
Neither	5	11.1
Fairly Helpful	6	13.3
Very Helpful	26	57.8
Total	45	100.0

Table 5.9 Politeness of Court Staff

	Frequency	Valid Percent
Very Impolite	2	4.5
Fairly Impolite	2	4.5
Neither	7	15.9
Fairly Polite	3	6.8
Very Polite	30	68.2
Total	44	100.0

Table 5.10 Helpfulness of Court Staff by Court Type

	Helpfulness of Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither	Fairly Helpful	Very Helpful	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 13.3%	0 0.0%	1 6.7%	2 13.3%	10 66.7%	15 100.0%
Sheriff Courts	5 16.7%	1 3.3%	4 13.3%	4 13.3%	16 53.3%	30 100.0%
Total	7 15.6%	1 2.2%	5 11.1%	6 13.3%	26 57.8%	45 100.0%

Table 5.11 Politeness of Court Staff by Court Type

	Politeness of Court Staff					Total
	Very Impolite	Fairly Impolite	Neither	Fairly Polite	Very Polite	
Court of Session, Sheriff Appeal Court and Scottish Land Court	1 6.7%	0 0.0%	1 6.7%	2 13.3%	11 73.3%	15 100.0%
Sheriff Courts	1 3.4%	2 6.9%	6 20.7%	1 3.4%	19 65.5%	29 100.0%
Total	2 4.5%	2 4.5%	7 15.9%	3 6.8%	30 68.2%	44 100.0%

Table 5.12 Helpfulness of Court Staff by User Group

	Helpfulness of Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither	Fairly Helpful	Very Helpful	
Professional Users	2 8.0%	0 0.0%	2 8.0%	5 20.0%	16 64.0%	25 100.0%
Non-Professional Users	5 25.0%	1 5.0%	3 15.0%	1 5.0%	10 50.0%	20 100.0%
Total	7 15.6%	1 2.2%	5 11.1%	6 13.3%	26 57.8%	45 100.0%

Table 5.13 Politeness of Court Staff by User Group

	Politeness of Court Staff					Total
	Very Impolite	Fairly Impolite	Neither	Fairly Polite	Very Polite	
Professional Users	0 0.0%	0 0.0%	3 12.0%	2 8.0%	20 80.0%	25 100.0%
Non-Professional Users	2 10.5%	2 10.5%	4 21.1%	1 5.3%	10 52.6%	19 100.0%
Total	2 4.5%	2 4.5%	7 15.9%	3 6.8%	30 68.2%	44 100.0%

Table 5.14 Reasons for Diastisfaction with Helpfulness and Politeness of Court Staff

	Frequency
Court was disorganised	1
Excessive time delays	1
Law doesn't work	1
Staff were not helpful and polite	3
Total	6

Table 6.1 Overall Satisfaction with the SCTS

	Frequency	Valid Percent
Very Dissatisfied	14	23.0
Fairly Dissatisfied	5	8.2
Neither	7	11.5
Fairly Satisfied	8	13.1
Very Satisfied	24	39.3
Don't know / Not sure	3	4.9
Total	61	100.0

Table 6.2 Overall Satisfaction with the SCTS by User Group

	Overall Satisfaction with the SCTS						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Professional Users	4 11.8%	3 8.8%	2 5.9%	7 20.6%	17 50.0%	1 2.9%	34 100.0%
Non-Professional Users	10 37.0%	2 7.4%	5 18.5%	1 3.7%	7 25.9%	2 7.4%	27 100.0%
Total	14 23.0%	5 8.2%	7 11.5%	8 13.1%	24 39.3%	3 4.9%	61 100.0%

Table 6.3 Overall Satisfaction with the SCTS by Court Type

	Overall Satisfaction with the SCTS						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Court of Session, Sheriff Appeal Court and Scottish Land Court	2 9.5%	1 4.8%	4 19.0%	3 14.3%	10 47.6%	1 4.8%	21 100.0%
Sheriff Courts	12 31.6%	4 10.5%	2 5.3%	5 13.2%	14 36.8%	1 2.6%	38 100.0%
Don't know / Not sure	0 0.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Total	14 23.0%	5 8.2%	7 11.5%	8 13.1%	24 39.3%	3 4.9%	61 100.0%

Table 6.4 Reasons for being either 'Fairly' or 'Very' Dissatisfied with Overall Service Provided by the Scottish Court and Tribunal Service

	Frequency
Lack of information	1
Long delays	5
Better communication to be established	4
No consideration in civil court for NHO applied in criminal court	1
Procedures should be more simple	2
SCTS is a criminal organisation	1
SCTS is a failing service	1
SCTS is very disorganised	1
The court does not consider the welfare of the children in family matters	1
Unaware that the case would be dealt with as an administrative exercise	1
Virtual hearings are too restrictive	1
No answer	2
Total	21

Table 6.5 Further Comments on the Services Provided by SCTS

	Frequency
A running order of cases to be produced the day before	1
Be more open and honest	1
Clarification on whether Civil Online should be mandatory or not	1
Create a searchable online database of resumptions	1
Disable people are not dealt properly	1
Further information to be provided in advance	1
It needs a complete overhaul	5
Lack of communication	4
Long delays	1
There were technical issues	1
Lots of things	1
Procedures should be more simple	1
Provision of a better service	1
Reassurance/comfort in knowing that if the virtual system fails, the Court will be sympathetic	1
Sheriffs should be more organised and prepared	1
Staff to be more helpful and informative	3
Staff were very helpful	1
Staff were very helpful in some courts but not in others	1
There has to be a better way of protecting children	1
Uniformity across courts	1
Nothing	3
Total	32

Table 6.6 Knowledge about Making a Complaint or Providing Feedback

	Frequency	Valid Percent
Yes	18	30.0
No	24	40.0
Don't know / Not sure	10	16.7
Not Applicable	8	13.3
Total	60	100.0

Table 6.7 Knowledge about Making a Complaint or Providing Feedback by User Group

	Knowledge about Making a Complaint or Providing Feedback				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Professional Users	11 33.3%	10 30.3%	7 21.2%	5 15.2%	33 100.0%
Non-Professional Users	7 25.9%	14 51.9%	3 11.1%	3 11.1%	27 100.0%
Total	18 30.0%	24 40.0%	10 16.7%	8 13.3%	60 100.0%

Table 6.8 Knowledge about Making a Complaint or Providing Feedback by Court Type

	Knowledge about Making a Complaint or Providing Feedback				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Court of Session, Sheriff Appeal Court and Scottish Land Court	7 33.3%	5 23.8%	5 23.8%	4 19.0%	21 100.0%
Sheriff Courts	11 29.7%	17 45.9%	5 13.5%	4 10.8%	37 100.0%
Don't know/Not sure	0 0.0%	2 100.0%	0 0.0%	0 0.0%	2 100.0%
Total	18 30.0%	24 40.0%	10 16.7%	8 13.3%	60 100.0%

Table 6.9 Other Feedback to provide on their experience of working in civil hearings over the last 6 months

	Frequency
Better organisation at courts	1
It is difficult to keep up with different procedures	1
Service quality continues to decline	1
STCS staff is very helpful	2
The last 6 months were difficult and stressful	1
The management of virtual hearings and communication are quite difficult	1
There is great variation in the preparation and delivery of Webex details prior to a hearing	1
There should be one uniform approach to dealing with covid/submissions of docs etc.	1
They receive prompt answer from the Sheriff Court; this appears to be an exception, rather than the rule	1
Virtual hearings are more user friendly and efficient	2
Virtual hearings should stay as default position	1
Nothing	2
Total	15

Table 6.10 Other Feedback on Participating in Civil Hearings

	Frequency
Complaints were not dealt properly	1
Court staff behaviour should be improved	1
Covid-19 restrictions caused issues; they were handled very well	1
Experience was very mixed from average to very bad	1
Experience was very stressful	1
It is difficult to deal with criminals	1
Lack of communication	1
Long delays	1
There were technical issues	1
Procedures should be more simple	1
Staff could be more helpful	2
Staff was very helpful	2
The present legal system needs improvement	1
Unaware that the case would be dealt with as an administrative exercise	1
Nothing	2
Total	18

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Birmingham – Newhall Street

Lancaster House, Newhall St,
Birmingham, B3 1NQ
T: +44 (0)121 393 4841

Birmingham – Suffolk Street

8th Floor, Alpha Tower, Crowne Plaza, Suffolk Street
Birmingham, B1 1TT
T: +44 (0)121 393 4841

Bristol

One Temple Quay, Temple Back East
Bristol, BS1 6DZ
T: +44 118 208 0111

Dublin

2nd Floor, Riverview House, 21-23 City Quay
Dublin 2, Ireland
T: +353 (0) 1 566 2028

Edinburgh

Prospect House, 5 Thistle Street, Edinburgh EH2 1DF
T: +44 (0)131 460 1847

Glasgow

The Centrum Business Centre Limited, 38 Queen Street, Glasgow,
G1 3DX
T: +44 (0)141 468 4205

Leeds

100 Wellington Street, Leeds, LS1 1BA
T: +44 (0)113 360 4842

London

One Carey Lane, London, England EC2V 8AE
T: +44 (0)20 3855 0079

Manchester –City Tower

16th Floor, City Tower, Piccadilly Plaza
Manchester M1 4BT
T: +44 (0)161 504 5026

Newcastle

Floor E, South Corridor, Milburn House, Dean Street,
Newcastle, NE1 1LE
T: +44 (0)191 249 3816

Reading

Davidson House, Forbury Square,
Reading, RG1 3EU
T: +44 118 208 0111

Woking

Dukes Court, Duke Street
Woking, Surrey GU21 5BH
T: +44 (0)1483 357705

York

Meridian House, The Crescent
York, YO24 1AW
Tel: +44 1904 454 600

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