



Scottish Court Service Customer Satisfaction Survey 2005

Final Report

Prepared by MVA for
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Introduction

This report presents the findings of the 2005 Scottish Court Service Customer Satisfaction Survey, conducted during May and June 2005. A total of 46 Sheriff Courts and the three Supreme Courts were surveyed, and, for the first time, professional court users were incorporated in the survey.

In total, 2063 individuals participated in the survey across the six Sheriffdoms, consisting of Glasgow and Strathkelvin (8% of respondents), Grampian, Highland and Islands (18% of respondents), Lothian and Borders (10% of respondents), North Strathclyde (13% of respondents), South Strathclyde, Dumfries and Galloway (15% of respondents), and Tayside, Central and Fife (21% of respondents); and the Supreme Courts (15% of respondents), which were analysed together as if they were a seventh Sheriffdom.

A third of respondents were attending court in their professional capacity, compared to 70% of non-professional court users. To manage the analysis respondents were categorised into eight user groups, six non-professional and two professional, determined by the nature of contact they were likely to have had with the Scottish Court Service (SCS).

Sample Demographics

The majority of respondents were male (61%), with most respondents aged between 16 and 44 (70%). Most respondents (88%) described their ethnic origin as Scottish. Provision was made via the Language Line service for non-English speaking individuals to take part in the survey. However, this facility was not used by any of those who took part.

Only 4% of respondents considered themselves to have a long standing illness, disability or infirmity, the majority of whom (65%, n=46) felt that the court had fully met their needs in terms of special facilities required. The courts had not met the needs of the remaining 35% (n=24) due to steps/stairs being unmanageable, the lack of lifts, the lack of or unsuitable disabled toilets, and inappropriate seating.

Survey Results

The results of the 2005 survey are encouraging. The majority of participants responded favourably towards all elements of SCS service provision.

Overall Satisfaction

The majority of respondents (79%) reported that they were either fairly or very satisfied overall with the service provided by SCS. Slightly more professional court users were satisfied overall compared to non-professionals



- 85% compared to 76% respectively. Within the non-professional user groups, jurors and people visiting the public counter had the greatest proportion of satisfied respondents - 83% and 93% respectively.

Across the seven Sheriffdoms, overall satisfaction was consistently high. North Strathclyde produced the greatest proportion of satisfied respondents with 86% stating they were fairly or very satisfied. In the Supreme Courts, 81% of respondents were satisfied, and in all other Sheriffdoms around three quarters of respondents were satisfied. Differences between Sheriffdoms may be partly due to variations in the size of user groups within the sample.

Familiarity with Attending Court

The majority of respondents (74%) in the 2005 survey had previously visited the court. Jurors (35%) were the least likely to have previously visited, while 96% of Advocates, Solicitors and Solicitor Advocates had previously visited the court. Around 95% of respondents had found it fairly or very easy to find the court building on the day of the survey, with less than 2% stating that it had been fairly or very difficult. Most first time visitors (88%) reported that it had been fairly or very easy to find the building. Upon arriving at the court, the majority of respondents, irrespective of user group, said that they had found it fairly or very easy to find their way around the court building.

Respondents also provided details as to the source of information/directions received before arriving at court and upon arrival. The vast majority of respondents (88% regardless of whether they were attending for High Court or Sheriff Court business) stated that they did not have any information/directions before arrival. Upon arriving at court, almost half of respondents (46%) reported that they had 'asked at the front reception', and a further 39% said that they had 'previously visited or were familiar with the building'.

Court Staff

Information was collected regarding interaction with court staff. This included the helpfulness and politeness of staff, the accuracy and helpfulness of information they provided, the helpfulness of any information respondents received from SCS staff before arriving at the court, and how satisfied respondents had been with the court staff's attempts to keep them informed regarding waiting times and reasons for waiting.

Almost three quarters (72%) of respondents said they had had contact with court staff on the day that they were surveyed.

Those respondents who had had contact with the court staff consistently reported that they had found them both helpful (93%) and polite (95%), regardless of user group or Sheriffdom. Almost half of these respondents



(42%) had received information from court staff regarding procedures when they arrived at court, and had been updated about what was happening during their visit (43%). Respondents who had received information regarding procedures had largely found it helpful (94%), and those who had received updates had generally found these helpful (95%), irrespective of Sheriffdom.

Only 30% of respondents attending on High Court business, and 22% attending on Sheriff Court business, reported that they had received any information from the SCS prior to attending court. Respondents who were attending on High Court business, and had received information, largely found it very helpful (78%), whilst respondents attending for Sheriff Court business who had received information were divided between those who found it very helpful (58%) or fairly helpful (26%). The main types of additional information respondents would have liked to have received included more/accurate information on timing, more information regarding court/case procedures, more directions/signage and a notice board with information and locations of cases.

The main reasons stated for respondents having to wait were other cases before their own, and queues at the public counter. Of the 764 respondents who reported waiting, only a third reported that staff had kept them updated. Overall, half of the respondents were satisfied with court staff's attempts to update them as to **how long** (49%) they would have to wait. Around two-thirds of respondents in Glasgow and Strathkelvin (61%) and the Supreme Courts (66%) were satisfied with the court staff's attempts to update them. In comparison, only a third of respondents in Lothian and Borders were satisfied with this. There were similar results nationally and by Sheriffdom for satisfaction with court staff's attempts to update respondents as to **why** they were having to wait.

Previous Contact with the Court

Almost half of respondents (49%) had made prior contact with the court at which they were interviewed in person, whilst 34% had made no prior contact. Of those respondents who had made some form of prior contact, 83% stated that this contact had been regarding a case. The majority of respondents in each Sheriffdom (except Lothian and Borders) were very satisfied with both the speed with which their previous contact had been dealt with and the outcome of the contact. Respondents in Lothian and Borders were more likely to report that they were fairly satisfied with the speed and outcome of their previous contact.

Catering and Other Facilities

Only 40% of respondents had used any of the catering facilities within the court buildings, most of whom (66%) had used the cafeteria. The majority of



respondents who had used a catering facility were fairly or very satisfied with the quality of food and drink purchased (66%). Less than half were fairly or very satisfied with the range of facilities offered (46%). Over half (59%) were fairly or very satisfied with the range of food and drink available. Respondents in Lothian and Borders and the Supreme Courts were generally less satisfied than those in the other Sheriffdoms regarding catering facilities.

Respondents who had used the cafeteria also provided information regarding the service they had received with 55% of respondents reporting that they had been very satisfied with the service.

The main facilities used, other than the catering facilities, included the court rooms, waiting areas and toilets. In general, respondents were more satisfied with the cleanliness of these facilities than with their comfort. The main reasons provided for the dissatisfaction with the comfort of such facilities included difficulty in hearing in the court rooms; the temperature of the court; uncomfortable, vandalised or a lack of seating; and a lack of private areas. Reasons given for dissatisfaction with the cleanliness of facilities included graffiti found in court buildings, and various problems with toilet facilities.

Service Development

The main suggestions provided for future development of the Scottish Court Service included better communication, accurate and regular updates from court staff, improved time management, improved choice of catering facilities and better acoustics in the court rooms.

Main Predictors of Overall Satisfaction

Answer Tree® analysis was used to determine which aspects of service provision provided the best predictor of respondents' overall satisfaction. The most important predictor was the speed with which SCS staff had dealt with respondents' last contact with the court.

Excluding previous contact as an explanatory variable, the most important predictor of overall satisfaction was respondents' satisfaction with the court staffs' attempts to keep them informed about the reasons for having to wait on the day that they were surveyed. The second most important predictor for those who were dissatisfied with the reasons for waiting, was helpfulness of the court staff. For those who were satisfied with the reasons for waiting, the second most important predictor was the politeness of the court staff.

Key Driver analysis further supported the Answer Tree® findings. Satisfaction with court staffs' attempts to keep respondents informed about the reasons for having to wait was the main factor driving overall satisfaction.



1 Introduction

1.1 Background

- 1.1.1 The Scottish Court Service (SCS) is an Executive Agency responsible for providing the administrative, organisational and technical services required to support the judiciary in the Supreme Courts and Sheriff Courts throughout Scotland.
- 1.1.2 One of the key objectives for the SCS is to provide quality at all points of interaction with the court user, including court buildings, reception and waiting areas and public offices. To do this effectively requires an understanding of what court users expect. Court users include witnesses, jurors and members of the general public who visit the courts, including several specific diverse and vulnerable groups. SCS also recognises the need for the court environment to be one of accessibility, security and comfort.
- 1.1.3 In order to achieve these goals, it is essential that performance is systematically and consistently measured on a rolling basis, and includes feedback on service delivery. Currently SCS measures service provision against the 'coming to court standards' which includes factors such as: opening times, signage, public facilities (e.g. toilets, refreshments and other public accommodation), access, information points, information provision, the helpfulness of court staff, accommodation for witnesses and the complaints procedure.
- 1.1.4 The SCS is constantly striving to improve the range and thoroughness of its assessment and the use of customer satisfaction surveys provides one way in which the SCS aims to take forward user-led development and delivery of quality services.

1.2 The 2005 Customer Satisfaction Survey

- 1.2.1 In May 2005, MVA was commissioned by the Scottish Court Service to carry out a survey of customer satisfaction with professional and non-professional court users across Scotland.
- 1.2.2 The 2005 survey builds upon a 2003 Pilot survey, and a similar exercise carried out in 2004.
- 1.2.3 The principal aim of the research was to derive a measure of customer satisfaction with the services provided by the SCS in the Supreme Courts and the Sheriff Courts across Scotland for a key Ministerial target.

1.3 Methodological Approach

- 1.3.1 Essentially, the survey is an exit survey of users of all courts within the SCS estate, to canvass views on the experiences of using the court building and other court services.



User Profiles

- 1.3.2 Previous customer satisfaction surveys carried out in 2003 and 2004 focussed solely on the experiences and views of non-professional users of court services. In 2005, SCS decided to extend the scope of the survey to include professional users. Those using the court for work purposes are often regular visitors to the court and can, therefore, provide valuable feedback to the SCS in terms of their ongoing service provision.
- 1.3.3 Essentially, therefore, the survey required canvassing the views of the full range of professional and non-professional users of Scottish Courts. Table 1.1 shows the main user groups that fell within the scope of the study, identified from previous sweeps of the survey and from other SCS intelligence.

Table 1.1 Court User Typologies

Non-Professional Court Users (12)	Professional Court Users (19)
Accused in a criminal case	Advocate
Civil litigant	Advocate depute
Juror (selected)	Appropriate adult
Juror (not selected)	Children's reporter
Spectator	Expert witness
Supporter of accused	Interpreter
Supporter of victim	Police witness
Victim in a criminal case	Press reporter
Visiting public counter	Prison service staff
Witness in a civil case	Procurator fiscal
Witness in a criminal case	Reliance staff
Other	Safeguarder
	Shorthand writer
	Social worker
	Solicitor
	Solicitor advocate
	Victim Support worker
	Witness Service worker
	Other

- 1.3.4 The survey was administered on a next-to-pass basis with minimum quotas set for professional and non-professional user groups.
- 1.3.5 As far as possible, fieldwork was undertaken on days when the most productive types of business were planned, e.g. jury trials. This ensured that opportunities for engaging with a broad mix of court users were maximised throughout the survey. Sheriff Clerks were contacted at an early stage of the project to identify suitable fieldwork days within a five week



period, taking into account planned business and anticipated peak periods to ensure efficient use of resources in the time available for the study.

Survey Coverage

- 1.3.6 Unlike previous sweeps of the survey, a decision was made to carry out interviews at **all** SCS courts for at least one interviewer day.
- 1.3.7 In the interests of achieving representative coverage, surveys were required in each of the six Sheriffdoms in Scotland, and at the Supreme Courts. A total of 49 Sheriff Courts operate within the court estate, with three additional Supreme Court locations.
- 1.3.8 For administrative reasons, Peebles and Rothesay Sheriff Courts were not included in the survey as they were occupying District Court premises at the time that the fieldwork was carried out. In addition, Livingston Annex and Dunoon Annex were not surveyed, and although Campbeltown was included in the fieldwork, no interviews were achieved in this location due to the late cancellation of business. For the purposes of analysis, the Supreme Courts were grouped together as if they were a seventh Sheriffdom. A summary of all courts (Sheriff and Supreme Courts) by Sheriffdom is presented in Table 1.2 below.

Table 1.2 Six Sheriffdoms and Supreme Courts

Sheriffdoms
Tayside, Central and Fife (10 courts)
South Strathclyde, Dumfries and Galloway (7 courts)
North Strathclyde (6 courts, excluding Rothesay, Dunoon Annex and Campbeltown)
Lothian and Borders (6 courts, excluding Peebles and Livingston Annex)
Glasgow and Strathkelvin (1 court)
Grampian, Highlands and Islands (16 courts)
Supreme Courts (3 courts)

- 1.3.9 The total number of Sheriff Courts surveyed was 46. The two dedicated High Court sites in Glasgow and Edinburgh and the Court of Session in Edinburgh brought the total number of surveyed sites to 49.

Fieldwork Programming

- 1.3.10 The target number of interviews was 1410 with non-professionals and 500 with professional users.



1.3.11 In order to achieve this target, a total of 95 interviewer days were scheduled. Interviews were carried out at a mix of high, medium and low workload courts. Table 1.3 summarises the number of courts surveyed which fell into each category.

Table 1.3 Workload of Courts Surveyed

High Workload (>1000 sitting days per annum)	Medium Workload (300-1000 sitting days per annum)	Low Workload (<300 sitting days per annum)
9	17	23

1.3.12 At all high workload courts, a total of four interviewer days were scheduled with two days in medium workload courts and one day at all low workload courts.

1.3.13 Monitoring of the survey returns early in the fieldwork programme suggested that additional interviewer days would be required at some of the high workload courts in order to meet interview targets. An additional ten days of fieldwork were scheduled, resulting in a total of 105 fieldwork days.

1.3.14 Table 1.4 shows the total number of interviewer days in each Sheriffdom.

Table 1.4 Interviewer Days in Each Sheriffdom

Sheriffdom	Total Interviewer Days
Tayside, Central and Fife (10 courts)	19 days
South Strathclyde, Dumfries and Galloway (7 courts)	16 days
North Strathclyde (6 courts)	13 days
Lothian and Borders (6 courts)	11 days
Glasgow and Strathkelvin (1 court)	5 days
Grampian, Highlands and Islands (16 courts)	23 days
Supreme Courts (3 courts)	18 days

Data Collection Instruments

1.3.15 A mixed methods approach was used, combining interviewer administered face-to-face surveys with interviewer administered self-completion questionnaires at all venues.

1.3.16 Two separate data collection tools were developed (interviewer administered and self-completion questionnaires) containing the same questions and response options. These were piloted in advance of the survey and revisions were made.



1.3.17 Both questionnaires were designed to be used with both professional and non-professional users, with appropriate routing where necessary.

1.3.18 The questionnaire covered:

- familiarity with attending court;
- finding way around the court building;
- satisfaction with court staff;
- information provided by court staff;
- waiting times;
- previous contact with the court;
- satisfaction with catering facilities;
- satisfaction with other court facilities;
- service development; and
- user profile information.

1.3.19 For all agreement questions (for example, satisfaction, enjoyment, helpfulness, etc.), respondents were asked to express their feelings on a scale of 1-5 (with 1 being the least favourable response and 5 being the optimal response). For data collection purposes, semantics were attached only to the lowest and highest items of the scale (for example, 1 being very dissatisfied and 5 being very satisfied) with intermediate ratings being unlabelled. For ease of comprehension in the report, we have attached labels to intermediate ratings that might be inferred from this scale.

1.3.20 Interviewer administered self-completion questionnaires were given to respondents in an equivalent to the exit survey, i.e. on departure, and with such screening as was necessary. This ensured that the exit survey was interviewer administered wherever possible, with use of self-completion questionnaires to boost the sample when appropriate, for example, when large groups exited simultaneously. When more than one person was exiting it was neither practicable nor desirable to interview more than one, as group interviews would have introduced a bias in responses. In group situations, one individual completed an interviewer administered questionnaire, whilst the other individuals in the group were offered self-completion questionnaires.

1.3.21 The self-completion survey was also used for professional users who were unable to take part on site (i.e. too busy) but who wished to contribute by taking away a survey for self-completion.



1.3.22 In addition to the interviewer distributed self-completion questionnaires, a number of self-completion questionnaires were distributed to jurors by court staff during the second half of the fieldwork period in response to a low incidence of questionnaires completed by jurors during the first half.

1.4 Analysis and Reporting

1.4.1 All data were entered and analysed using SPSS. Analysis included descriptive data analysis (frequency tables and cross tabulations at the Sheriffdom and user group level) and Answer Tree® Analysis (use of CHAID analysis to determine significant differences in overall satisfaction levels among user groups of the court user sample). Key Driver Analysis was also carried out.

1.4.2 The remainder of this report presents the findings from the 2005 survey as follows:

- Response rates and sample profile (chapter two);
- Overall satisfaction (chapter three);
- Familiarity with attending the court (chapter four);
- Satisfaction with court staff (chapter five);
- Information provided by court staff (chapter six);
- Previous contact with the court (chapter seven);
- Catering and other facilities used (chapter eight); and
- Answer Tree® Analysis (chapter nine).

1.4.3 The findings from the survey are summarised in Chapter ten. Appendix A contains cross-tabulations for core satisfaction questions. Appendix B contains the Answer Tree® results.

1.5 Research Caveats

1.5.1 Despite interviewing at all courts, the sample should not be assumed to be representative of court users throughout Scotland. The true distribution of user types is unknown, preventing data weighting.

1.5.2 Small numbers of responses achieved in some user groups, and low numbers of responses to some questions, also prevent statistically rigorous analysis and reporting. These instances are noted in the text.



1.5.3 Finally, the combination of self-completion and interviewer administered questionnaire responses for analysis purposes may have affected data purity.

1.5.4 These issues are noted here as a caveat to the following presentation of results.



2 Response Rates and Sample Profile

2.1 Response Rates

2.1.1 A total of 2369 individuals were invited to participate in the survey. Overall, 270 individuals declined, with the majority of non respondents giving the reason that they were 'too busy/did not have enough time' to take part. A further 36 individuals were not eligible to take part. Table 2.1 details the reasons for non-participation.

Table 2.1 Reasons for Non Participation

		Number	%
Declined	Too busy/not enough time	211	69
	Already taken part at this court	12	4
	Already taken part elsewhere	5	2
	Did not wish to use the Language Line	0	0
	Other	42	14
Ineligible	Member of the Judiciary	20	7
	Housekeeping/cleaning staff	1	<1
	Catering service staff	2	<1
	Security staff	3	1
	Aged under 16	10	3
Total		306	100

2.1.2 Of the 2063 interviews achieved, 1857 were interviewer administered face-to-face questionnaires and 206 were interviewer and clerk administered self-completion questionnaires.

2.1.3 The total numbers of interviews achieved at the three Supreme Courts and the 46 surveyed Sheriff Courts in Scotland are detailed in Table A.2.1 (Appendix A).

2.1.4 Table 2.2 shows the number of interviews achieved in each Sheriffdom.

Table 2.2 Number of Interviews Achieved in each Sheriffdom

	Number	%
Glasgow and Strathkelvin	174	8
Grampian, Highland and Islands	381	18
Lothian and Borders	201	10
North Strathclyde	280	13
South Strathclyde, Dumfries and Galloway	299	15
Tayside, Central and Fife	427	21
Supreme Courts	301	15
Total	2063	100

2.2 User Groups

2.2.1 Approximately one third (30%) of respondents were attending court as part of their professional/working role, and were classified in the professional



court user group. The remaining 1445 (70%) regarded themselves as non-professional court users.

2.2.2 Table 2.3 details the reasons given by non-professional court users for attending court on the survey days.

Table 2.3 Reasons Non-Professionals were Attending Court

	Number	%
Accused in a criminal case	346	24
Civil litigant	42	3
Juror (selected)	63	4
Juror (not selected)	65	5
Spectator	163	11
Supporter of accused	280	19
Supporter of victim	89	6
Victim in a criminal case	27	2
Visiting public counter	166	12
Witness in a civil case	51	4
Witness in a criminal case	104	7
Other	49	3
Total	1445	100

2.2.3 Table 2.4 provides a breakdown of the capacity in which professional respondents were attending court.

Table 2.4 Capacity of Professionals Attending Court

	Number	%
Advocate	22	4
Advocate Depute	2	<1
Appropriate adult	5	1
Children's reporter	3	<1
Expert witness	5	1
Interpreter	5	1
Police witness	60	10
Press reporter	33	5
Prison Service staff	5	1
Procurator Fiscal	31	5
Reliance staff	24	4
Safeguarder	6	1
Shorthand writer	3	<1
Social worker	45	7
Solicitor	256	41
Solicitor Advocate	6	1
Victim Support worker	8	1
Witness Service worker	24	4
Other	75	12
Total	618	100



2.2.4 Professional court users were also asked to detail the reasons they were attending court on the survey days. Table 2.5 shows that the most popular reason for attending court was 'attending a criminal court' (63%).

Table 2.5 Reasons Professional Court Users Were Attending Court

	Number of Responses	Percentage of Cases
Attend Criminal Court	365	63
Attend Civil Court	75	13
Visit Criminal Office	15	3
Visit Civil Office	16	3
Visit Fiscal's Office	10	2
Visit In-Court Advisor/Mediation Service	11	2
Visit Public Counter	9	2
Visit Social Work Office	10	2
Visit Victim Information and Advice Office	2	<1
Permanent Place of Work	51	9
Other	68	12
Total	632	111

Note: Totals equal more than 100% due to multiple response

2.2.5 A full breakdown of the 'other' reasons for attending court and the capacity in which professionals were attending court can be found in Tables A.2.2.1 to A.2.4 (Appendix A).

2.2.6 For analysis purposes, the 31 non-professional and professional typologies were collapsed into eight user groups (six non-professional user groups and two professional user groups). Table 2.6 shows the composition of user groups and the total number of respondents in each.

Table 2.6 Number of Respondents in Non-Professional User Groups

	N	%
1 Accused in a criminal case & supporters of accused	626	30
2 Civil litigants & witnesses in a civil case	93	5
3 Jurors (selected & not selected)	128	6
4 Victim in a criminal case & supporters of victims	116	6
5 People visiting the public counter	166	8
6 Spectators, witnesses in a criminal case and Others	316	15
7 Advocate, solicitor and solicitor advocate	284	14
8 All other professionals	334	16
Total	2063	100

2.2.7 Non-professional user groups two, three and five are core Scottish Court Service user groups, representing those whose experiences in court are most likely to reflect interaction with SCS staff and services. The experiences of



non-core users are more likely to reflect factors (e.g. waiting times) heavily influenced by other justice system agencies.

- 2.2.8 Solicitors, Solicitor Advocates and Advocates were merged to create a separate professional user group based on similarities in court contact patterns and due to the high number of respondents in these three categories combined.
- 2.2.9 For the most part, responses to individual questions were analysed at the Sheriffdom level and for professional/non-professional user groups. Analysis within these two typologies (i.e. individual court level and/or the eight user groups) was generally not carried out as the numbers were too small. Tables A.2.5.1 and A.2.5.2 (Appendix A) provide a breakdown of User Group by Sheriffdom.

2.3 Respondent Demographics

- 2.3.1 Overall, 1262 respondents (61%) were male, 755 respondents (37%) were female, and 46 individuals (2%) who returned self-completion questionnaires gave no response to the question regarding their gender.
- 2.3.2 A breakdown of respondents' age groups is given in Table 2.7. The majority of respondents were located in the youngest age categories, aged between 16 and 44.

Table 2.7 Age of Respondents

	Number	%
16 – 24	403	20
25 – 34	458	22
35 – 44	578	28
45 – 54	378	18
55 – 64	169	8
65+	66	3
Not Disclosed	11	1
Total	2063	100

- 2.3.3 Almost all respondents were willing to disclose their ethnicity with only 36 individuals (2%) declining to respond. Table 2.8 provides a detailed breakdown of ethnicity responses, the majority of respondents being Scottish (88%).



Table 2.8 Ethnicity of Respondents

Ethnicity	Number	%
White – Scottish	1820	88
White - Other	162	8
Mixed - White/Caribbean	1	<1
Mixed - White/Black African	2	<1
Mixed – Other	2	<1
Asian – Indian	10	<1
Asian – Pakistani	13	1
Asian - Bangladeshi	1	<1
Asian – Chinese	1	<1
Asian – Other	8	<1
Black – Caribbean	1	<1
Black – African	3	<1
Any other	3	<1
Not Disclosed	36	2
Total	2063	100

2.3.4 For the first time, court users for whom English was not their first language were offered an opportunity to take part in the survey using the Language Line Facility. A question was added to the interviewer administered questionnaire for users of this service in order to assess satisfaction with the service. This question was not added to the self-completion questionnaire as it was assumed that anyone completing the self-completion questionnaire would not require to use the Language Line facility. Despite this provision being in place, none of the survey respondents took part using the Language Line service.



2.4 Disability

2.4.1 A total of 77 respondents (4%) considered themselves to have a longstanding illness, disability or infirmity which meant that they required special facilities when using public buildings. All were asked if there were any special facilities that they required when attending court. Table 2.9 shows the facilities required.

Table 2.9 Special Facilities Required by Disabled Respondents

	Number	%
Listed Individual Disability/Medical Problem	11	14
Easy Access and/or Disabled Access	11	14
Easy/Wheelchair Access and Lifts	10	13
Lifts	5	7
Seating	4	5
Hearing Facilities	3	4
Disabled Toilets	2	3
Other	4	5
None	4	5
Not disclosed	23	30
Total	77	100

2.4.2 All 77 respondents who indicated that they considered themselves to have a longstanding illness, disability or infirmity were also asked if they felt that their needs had been met by the facilities offered at court. Five respondents did not answer this question. Of those who did respond (n=72), 65% (47 respondents) felt that their needs had been fully met by the courts they had visited. The remaining 35% (25 respondents) felt that their needs had not been fully met due to steps/stairs being unmanageable, the lack of a lift, a lack of or unsuitable disabled toilets, or a lack of seating.



3 Overall Satisfaction

3.1 Overall Satisfaction with the Scottish Court Service

3.1.1 Respondents were asked to rate their overall satisfaction with the service provided by the Scottish Court Service.

3.1.2 The results to this question were encouraging. Overall, 79% of all respondents reported that they were either fairly satisfied or very satisfied with the service provided. Table 3.1 details the breakdown of all responses.

Table 3.1 Overall Satisfaction with the Service Provided by SCS

	Number	Percentage
Very Dissatisfied	35	2
Fairly Dissatisfied	75	4
Neither Satisfied nor Dissatisfied	307	15
Fairly Satisfied	764	39
Very Satisfied	793	40
Total	1974	100

Note: 87 people did not answer the question and 2 said they could not remember.

3.1.3 Professional court users were slightly more satisfied overall with the service provided than non-professional court users. Table 3.2 shows that 85% of professionals said that they were very or fairly satisfied with the Scottish Court Service compared to 76% of non-professionals.

Table 3.2 Overall Satisfaction by Core User Group

	Professionals		Non-Professionals	
	N	%	N	%
Very Dissatisfied	1	<1	34	3
Fairly Dissatisfied	14	2	61	4
Neither Satisfied nor Dissatisfied	74	13	233	17
Fairly Satisfied	209	36	555	40
Very Satisfied	289	49	504	36
Total	587	100	1387	100

3.1.4 Table A.3.1 (Appendix A) shows the breakdown of overall satisfaction for each of the eight user groups.



3.2 Overall Satisfaction by Sheriffdom

3.2.1 An analysis of responses by Sheriffdom showed little variation by area. Table 3.3 provides a breakdown of overall satisfaction in each of the seven Sheriffdoms.

Table 3.3 Overall Satisfaction by Sheriffdom

	Very or Fairly Dissatisfied (%)	Neither Satisfied nor Dissatisfied (%)	Very or Fairly Satisfied (%)	N
Glasgow and Strathkelvin	5	19	76	167
Grampian, Highland and Islands	4	15	81	362
Lothian and Borders	4	21	75	188
North Strathclyde	4	10	86	266
South Strathclyde, Dumfries and Galloway	5	17	78	287
Tayside, Central and Fife	10	16	74	423
Supreme Courts	4	15	81	281
Total	5	16	79	1974

3.2.2 Respondents were most satisfied with the services in courts across the Sheriffdom of North Strathclyde, where 86% of respondents reported being either fairly or very satisfied. Over 80% of respondents were either fairly or very satisfied in the Supreme Courts and in Grampian, Highlands and Islands, with all other Sheriffdoms recording satisfied ratings from around three quarters of respondents. Differences in satisfaction between Sheriffdoms may be due, in part, to variations in the size of user groups comprising the sample (see Table A.2.5.2 in Appendix A).



4 Familiarity with Attending Court

4.1 First Visit to Survey Court

4.1.1 Table 4.1 shows the number of respondents who said that they had previously visited the court building at which they were interviewed, by Sheriffdom. In all Sheriffdoms, the majority of respondents had previously visited the court in some capacity. Only 26% of all respondents had never before visited the court where they took part in the survey.

Table 4.1 Previous Visitors to the Court by Sheriffdom

	Never Visited Before (%)	Previously Visited (%)	N
Glasgow and Strathkelvin	33	67	174
Grampian, Highland and Islands	24	76	381
Lothian and Borders	25	75	201
North Strathclyde	21	79	280
South Strathclyde, Dumfries and Galloway	25	75	299
Tayside, Central and Fife	23	77	427
Supreme Courts	37	64	299
Total (All of Scotland)	26	74	2061

4.1.2 Table 4.2 shows the breakdown of respondents within user groups who had previously visited the court at which they were surveyed.

Table 4.2 Previous Visitors to the Court by User Group

	Never Visited Before (%)	Previously Visited (%)	N
1 Accused in a criminal case & supporters of accused	27	73	626
2 Civil litigants & witnesses in a civil case	45	55	93
3 Jurors (selected & not selected)	65	35	127
4 Victim in a criminal case & supporters of victims	40	60	116
5 People visiting the public counter	23	77	166
6 Spectators, witnesses in a criminal case and Others	39	61	316
7 Advocate, solicitor and solicitor advocate	4	96	283
8 All other professionals	8	92	334
Total	26	74	2061

4.1.3 The data show that jurors (35%) were least likely to have previously visited the court before. Almost all (96%) Advocates, Solicitors and Solicitor Advocates said that they had previously visited the court at which they were interviewed.



4.2 Ease of Finding the Building

- 4.2.1 Respondents were asked to rate on a scale of one to five (where one indicated very difficult and five indicated very easy) how difficult or easy it had been to find the building on the day that they were interviewed.
- 4.2.2 Of the 2012 respondents who answered this question, less than 2% (27 respondents) reported that it had been very or fairly difficult to find the building. The majority of respondents (81%) reported that finding the court building had been very easy.
- 4.2.3 Table 4.3 shows the breakdown of responses in each of the user groups who said that it had been either difficult or easy to find the building.

Table 4.3 Ease of Finding the Building by User Group

		Very or Fairly Difficult (%)	Neither Difficult nor Easy (%)	Very or Fairly Easy (%)	N
1	Accused in a criminal case & supporters of accused	3	4	93	614
2	Civil litigants & witnesses in a civil case	5	8	87	92
3	Jurors (selected & not selected)	3	6	91	128
4	Victim in a criminal case & supporters of victims	-	5	95	115
5	People visiting the public counter	-	<1	99	163
6	Spectators, witnesses in a criminal case and Others	1	5	93	306
7	Advocate, solicitor and solicitor advocate	<1	3	97	275
8	All other professionals	<1	2	97	319
	Total	1	4	95	2012

- 4.2.4 Analysis of all responses at the Sheriffdom and individual court level showed similar distribution of responses across response categories. Table 4.1.2 (Appendix A) shows the breakdown by Sheriffdom of responses to this question.

First Time Visitors

- 4.2.5 Of the 535 respondents who said that it was their first visit to the court, and provided a response to how easy or difficult it had been to find the building, the majority (88%) reported that it had been either fairly or very easy.



4.2.6 Although the number of first time visitors at the Sheriffdom level was relatively small, ranging from 47 to 109 respondents across the 7 Sheriffdoms, responses showed similar levels of ease in finding the building for first time visitors, ranging from 80% to 94% of respondents saying that the building had been either fairly or very easy to find.

4.3 Information/Directions to Court

4.3.1 Respondents were asked where they had received/obtained information/directions on how to get to court. It is recognised that for certain categories of user (e.g. accused, victims and witnesses in criminal cases) it is the responsibility of agencies other than SCS to provide information and/or directions prior to attendance at court.

4.3.2 For analysis of responses to this question, two sub-groups were created, namely, those attending on High Court business and those attending on Sheriff Court business. This was necessary in order to ascertain discrete levels of satisfaction between the two groups since the differential nature of their business meant that different information would have been provided by SCS to each set of respondents.

4.3.3 High Court respondents included those who were attending Edinburgh and Glasgow High Courts (184 respondents), in addition to individuals attending on High Court business who were surveyed at a Sheriff Court accommodating High Court business on circuit (15 respondents). This sub-group also comprised respondents attending the Court of Session for High Court appeals (18 respondents). All other respondents were analysed as part of the Sheriff Court business sub-group.

4.3.4 In total, 217 respondents reported visiting the courts for High Court business on the day they were surveyed; the remaining 1846 respondents were attending for Sheriff Court business.



4.3.5 All respondents were asked if they received information/directions on how to get to court and, if so, from where or from whom they received the information/directions. In total, 205 High Court visitors and 1764 Sheriff Court visitors provided a response to this question. Table 4.4 shows the breakdown of responses regarding provision of information/directions for each of the two business sub-groups.

Table 4.4 Source of Information/Directions

	High Court Business		Sheriff Court Business	
	N	%	N	%
Not required - regular visitor	86	42	612	35
Did not receive information or directions	54	26	722	41
Not required - accompanied by someone who knew the way	41	20	219	12
From the Police or Fiscal	14	7	62	4
From the Sheriff Clerk	11	5	75	4
SCS website	1	<1	15	1
Other	11	5	125	7
Can't remember	3	1	9	<1
Base	n = 221		n = 1839	

Note: Percentages equal more than 100% due to multiple response.

Respondents Attending for High Court Business

4.3.6 The majority of respondents (88%) attending court on survey days for High Court business either did not receive, or felt that they did not require any information/directions. Only 17% of respondents stated that they had received any form of information/directions on how to get to the court. One percent of respondents attending court on High Court business said they had sourced information from the Scottish Court Service website.

Respondents Attending for Sheriff Court Business

4.3.7 Respondents attending courts for Sheriff Court business on survey days reported a similar pattern of receiving information/directions to High Court business respondents. The majority (88%) reported either not having received or not requiring any information/directions, while only 16% reported that they had received or obtained any information/directions.

4.4 Satisfaction with the Scottish Court Service Website

4.4.1 Altogether, only 16 respondents reported using the Scottish Court Service website to obtain information/directions on how to get to the court building. Five respondents were very satisfied with the website, 7 respondents were satisfied, and 3 respondents reported that they were neither satisfied nor



dissatisfied. The other respondent did not indicate their level of satisfaction. Although few people used the SCS website, those who did were, for the most part, satisfied with the facility.

4.5 Directions upon Arrival

- 4.5.1 Respondents were asked how they had found out where they needed to go when they arrived at court that day.
- 4.5.2 Table 4.5 shows that almost half of respondents (46%) asked for directions at the front reception on arrival at court.

Table 4.5 Source of Directions

	Number	% of cases
Asked at front reception	936	46
Previously visited/familiar with building	790	39
Followed signs	164	8
Looked at notice board	136	7
Asked security guard	67	3
From correspondence sent to me	33	2
Asked someone else	67	3
Other	55	3
Total	2248	111

Note: Totals equal more than 100% due to multiple response

- 4.5.3 A total of 122 respondents stated that they had asked someone else (n=67) or cited some other source (n=55). In the latter category, the most commonly cited sources were court staff (23 respondents), and personal legal representatives (21 respondents). Others said that they already knew where to go (11 respondents).



4.6 Ease of Finding Way Around the Court Building

4.6.1 The majority (82%) of respondents reported that they had found it very easy to find their way around the court building. Table 4.6 shows the responses to this question by user group.

Table 4.6 Ease of Finding Way Around Building by User Group

		Very or Fairly Difficult (%)	Neither Difficult nor Easy (%)	Very or Fairly Easy (%)	N
1	Accused in a criminal case & supporters of accused	3	3	94	607
2	Civil litigants & witnesses in a civil case	-	6	94	90
3	Jurors (selected & not selected)	6	5	89	123
4	Victim in a criminal case & supporters of victims	4	4	92	114
5	People visiting the public counter	1	<1	98	160
6	Spectators, witnesses in a criminal case and Others	-	3	97	303
7	Advocate, solicitor and solicitor advocate	-	3	97	269
8	All other professionals	<1	<1	99	307
	Total	2	3	95	1973

4.6.2 The table shows that most respondents, irrespective of user group, found it very or fairly easy to find their way around the court building.

4.6.3 Table A.4.2.2 (Appendix A) shows the difficulty/ease with which respondents found their way around court buildings by Sheriffdom. Again, the table shows that this was non-problematic for most respondents.



5 Satisfaction with Court Staff

5.1 Contact with Court Staff

5.1.1 Table 5.1 provides a breakdown of respondents who said that they had had contact with Court Staff on the day of the interview. The table shows that almost three quarters of respondents (72%) had had contact with the court staff on the day that they were surveyed.

Table 5.1 Contact with Court Staff by User Group

		Contact (%)	No Contact (%)	N
1	Accused in a criminal case & supporters of accused	61	39	625
2	Civil litigants & witnesses in a civil case	74	26	93
3	Jurors (selected & not selected)	88	12	128
4	Victim in a criminal case & supporters of victims	63	37	115
5	People visiting the public counter	84	16	166
6	Spectators, witnesses in a criminal case and Others	58	42	315
7	Advocate, solicitor and solicitor advocate	90	10	283
8	All other professionals	81	19	331
	Total	72	28	2056

5.1.2 Over a third of respondents in user groups one, four and six reported that they had not had any contact with court staff during their visit.

5.1.3 At the Sheriffdom level, the majority of respondents in each Sheriffdom reported that they had had some contact with court staff. Table 5.2 provides a breakdown of responses by Sheriffdom. Over a third of respondents in Lothian and Borders, Tayside, Central and Fife, and in the Supreme Courts had not had any contact with the court staff.

Table 5.2 Contact with Court Staff by Sheriffdom

	Contact (%)	No Contact (%)	N
Glasgow and Strathkelvin	78	22	174
Grampian, Highland and Islands	74	26	379
Lothian and Borders	56	44	201
North Strathclyde	80	20	280
South Strathclyde, Dumfries and Galloway	83	17	299
Tayside, Central and Fife	65	35	424
Supreme Courts	67	33	299
Total (All of Scotland)	72	28	2056



5.2 Helpfulness of Court Staff

5.2.1 Of the 1481 respondents who had had contact with court staff during their visit, 1475 went on to indicate how helpful they had found the staff (on a scale of one to five where one was very unhelpful and five was very helpful). The results show that 78% of all respondents reported that they had found the court staff very helpful and a further 15% said that they were fairly helpful.

5.2.2 Table 5.3 provides a breakdown of responses by user group. The data shows that at least 87% of respondents in each user group rated the court staff as being helpful.

Table 5.3 Helpfulness of Court Staff by User Group

		Very or Fairly Unhelpful (%)	Neither Helpful nor Unhelpful (%)	Very or Fairly Helpful (%)	N
1	Accused in a criminal case & supporters of accused	5	7	87	380
2	Civil litigants & witnesses in a civil case	4	3	93	69
3	Jurors (selected & not selected)	3	3	94	113
4	Victim in a criminal case & supporters of victims	3	3	94	72
5	People visiting the public counter	3	4	93	140
6	Spectators, witnesses in a criminal case and Others	4	4	92	183
7	Advocate, solicitor and solicitor advocate	<1	2	98	252
8	All other professionals	1	5	94	266
	Total	3	4	93	1475

5.2.3 Table 5.4 provides a breakdown of the responses by Sheriffdom. The data again shows that the large majority of respondents found the court staff helpful, with no less than 90% of respondents saying that they were either very or fairly helpful in any of the Sheriffdoms.



Table 5.4 Helpfulness of Court Staff by Sheriffdom

	Very or Fairly Unhelpful (%)	Neither Helpful nor Unhelpful (%)	Very or Fairly Helpful (%)	N
Glasgow and Strathkelvin	4	4	92	136
Grampian, Highland and Islands	2	7	91	279
Lothian and Borders	4	1	95	113
North Strathclyde	3	4	93	225
South Strathclyde, Dumfries and Galloway	3	3	94	247
Tayside, Central and Fife	3	5	92	276
Supreme Courts	1	6	93	199
Total	3	4	93	1475

5.3 Politeness of Court Staff

5.3.1 A total of 1477 respondents who had had contact with the court staff provided an indication of how polite the court staff had been, (on a scale of one to five, where one was very impolite and five was very polite). Again, a large proportion (82%) of all respondents indicated that they had found the staff to be very polite and a further 13% said that they were fairly polite.

Table 5.5 Politeness of Court Staff by User Group

	Very or Fairly Impolite (%)	Neither Polite nor Impolite (%)	Very or Fairly Polite (%)	N
1 Accused in a criminal case & supporters of accused	3	6	91	380
2 Civil litigants & witnesses in a civil case	3	-	97	69
3 Jurors (selected & not selected)	2	4	94	113
4 Victim in a criminal case & supporters of victims	1	-	99	71
5 People visiting the public counter	3	3	94	140
6 Spectators, witnesses in a criminal case and Others	4	2	94	184
7 Advocate, solicitor and solicitor advocate	-	1	99	253
8 All other professionals	-	2	98	267
Total	2	3	95	1477



5.3.2 Table 5.6 shows a breakdown of perceived politeness of court staff by Sheriffdom.

Table 5.6 Politeness of Court Staff by Sheriffdom

	Very or Fairly Impolite (%)	Neither Polite nor Impolite (%)	Very or Fairly Polite (%)	N
Glasgow and Strathkelvin	4	1	95	136
Grampian, Highland and Islands	1	4	95	280
Lothian and Borders	2	2	96	113
North Strathclyde	1	3	96	224
South Strathclyde, Dumfries and Galloway	1	4	95	248
Tayside, Central and Fife	3	3	94	276
Supreme Courts	1	3	96	200
Total	2	3	95	1477

5.3.3 Whilst all Sheriffdoms received favourable ratings for perceived politeness of staff, it is worth noting that 25% of respondents attending courts in the Lothian and Borders Sheriffdom said that they were 'fairly polite' with 71% saying that they were 'very' polite. This compared less favourably to all other Sheriffdoms where the proportion of respondents saying that they were 'very' polite was greater than 82% in all cases.



6 Information Provided by Court Staff

6.1 Upon Arrival

6.1.1 Respondents who reported that they had had contact with court staff were asked:

- if court staff had explained to them what was going to happen and what they should do upon arrival;
- if they had been provided with updates on cases; and
- if they had been kept informed during their visit.

6.1.2 A total of 1485 respondents provided information on whether the court staff had explained to them what was going to happen and what they should do upon arrival. Almost half (42%) reported that the staff had explained proceedings to them, 23% reported that staff had not explained proceedings and the rest either could not remember or said that it was not appropriate/not necessary for staff to have provided explanations.

6.1.3 The main explanations for 'not applicable' answers were that the respondent already knew, was a regular user, or simply that it was not necessary (79 respondents). Other responses included that they were only visiting the public counter or an office (73 respondents) or that they were legal representatives or worked in the building (49 respondents).

6.2 Accuracy of Information

6.2.1 Of the 626 respondents who had received an explanation of the procedures, a total of 612 provided an indication as to the accuracy of the information they had been given (on a scale of one to five where one was very inaccurate and five was very accurate). A large proportion (94%) had found this information to be either fairly or very accurate.

6.2.2 Responses were similar across all Sheriffdoms (see Table A.6.1.2, Appendix A). The majority of respondents, (ranging from 93% in Glasgow and Strathkelvin, and South Strathclyde, Dumfries and Galloway, to 96% in Lothian and Borders), consistently reported that the information they had been given upon arrival regarding procedures was either fairly or very accurate.

6.3 Update Information

6.3.1 Respondents were also asked if the court staff had kept them informed about what was happening during their visit. Of those who responded, 43% reported that they were kept informed during their visit, 27% said they were not kept informed and the rest either could not remember or felt that it was not applicable for them to have been kept informed.



6.3.2 The majority of reasons given for 'not applicable' responses fell within three categories, these being:

- respondents already knew or had been informed by their legal representatives already;
- respondents had only been to the public counter or to an office; and
- respondents worked in the court building, were legal representatives, or were only delivering to the building.

6.4 Helpfulness of Information Provided by Court Staff

6.4.1 Of the 633 respondents who had been kept informed by court staff during their visit, 625 provided an indication as to the helpfulness of this information. Again, the majority of respondents (95%) stated that the information they had been given was either fairly or very helpful.

6.4.2 Feedback regarding update information provided was also encouraging (see Table A.6.2.2, Appendix A). Consistently, over 90% of respondents in each of the seven Sheriffdoms (ranging from 92% in Glasgow and Strathkelvin, and Grampian, Highland and Islands to 98% in North Strathclyde, and Tayside, Central and Fife) reported that the update information they had received had been either fairly or very helpful.

6.4.3 All 2063 respondents were asked if they had received any information from the Scottish Court Service about what would happen at court before they arrived. As noted above in paragraph 4.3.1, certain categories of user are more likely to be given information and/or directions prior to attendance at court by other agencies. As information from SCS differs depending upon whether a person is attending court for High Court or Sheriff Court business, analysis of responses considered the information provided by persons attending for High Court business separately from those attending for Sheriff Court business.

Helpfulness of Information Provided by SCS: High Court Business

6.4.4 Of the 217 respondents attending courts for High Court business, 213 provided details on whether they had received information from the Scottish Court Service prior to attending. Only 64 respondents (30%) reported that they had received any information, the majority (49%) stated that they had not received information prior to attending court that day. A further 45 respondents (21%) stated that it was not appropriate/necessary for them to have received information from the SCS prior to attending court, and these were mostly professional staff.

6.4.5 The 64 respondents who had received information from the SCS prior to attending court were also asked to indicate how helpful they had found this



information. The majority of respondents reported that they had found the information very helpful (78%) or fairly helpful (19%).

Helpfulness of Information Provided by SCS: Sheriff Court Business

- 6.4.6 Of the 1846 respondents attending courts for Sheriff Court business, 1808 provided details on whether they had received any information from the SCS prior to arriving at court. Again, almost half of respondents (46%) claimed not to have received any information, compared to 22% who reported that they had received information. A further 32% felt that it was not appropriate/necessary for them to have received any information from the SCS prior to arriving. The majority of respondents who stated that it was not applicable/said this was because they were only a spectator, supporter or visitor (83 respondents), they were solicitors or worked in the court building (67 respondents) or they were only visiting the public counter or an office (58 respondents).
- 6.4.7 Again, those respondents who had received information were asked to rate on a scale of one to five how helpful they had found this information. The majority of respondents attending for Sheriff Court business also found the information they had received very helpful (58%) or fairly helpful (26%).
- 6.4.8 The same pattern of responses occurred in each Sheriffdom (see Table A.6.3.2, Appendix A). The majority of respondents found the information either fairly or very helpful, ranging from 73% either fairly or very helpful in Lothian and Borders to 93% in North Strathclyde.

6.5 Further Information Respondents Would Have Liked

- 6.5.1 Of all respondents, 11% stated that they would have liked additional information to have been provided by SCS. The main types of information respondents wanted included:

- more information on timing (65 respondents);
- more information regarding the court/case procedures (36 respondents); and
- more directions/signage, and a notice board with information and locations of cases (25 respondents).

- 6.5.2 Other information, requested by fewer respondents, included more information on parking, whether they would be required or not (witnesses and jurors), and a place to meet solicitors before cases.



6.6 Waiting in Court

6.6.1 Of the 2029 respondents who provided a response to whether they had to wait to be served at the public counter or to take part in court proceedings on the day of interview, 38% said they had waited compared to 62% who said that they had not. Table 6.1 details the proportion of respondents who had to wait by user group.

Table 6.1 Number and Proportion of Respondents Having to Wait at the Public Counter by User Group

		Had to Wait (%)	Did Not Have to Wait (%)	N
1	Accused in a criminal case & supporters of accused	50	50	620
2	Civil litigants & witnesses in a civil case	43	57	93
3	Jurors (selected & not selected)	52	48	123
4	Victim in a criminal case & supporters of victims	49	51	114
5	People visiting the public counter	9	91	166
6	Spectators, witnesses in a criminal case and Others	28	72	314
7	Advocate, solicitor and solicitor advocate	42	58	280
8	All other professionals	22	78	319
	Total	38	62	2029

6.6.2 Of those respondents who had been required to wait:

- 64% waited because there were other cases before their own;
- 15% had queued at the public counter;
- 10% reported that they were not told why they were having to wait;
- 7% waited because someone vital was absent;
- 3% reported that they had to wait because someone vital was engaged; and
- 7% gave other reasons.

6.6.3 A list of 'other reasons' can be found in Table A.6.4 (Appendix A).

6.6.4 Table 6.2 details the reasons respondents had to wait in each Sheriffdom. The results per Sheriffdom generally followed the same pattern as the



aggregate data, with the majority of respondents waiting because of other cases taking place before their own. The only exceptions were Glasgow and Strathkelvin, where slightly more respondents were waiting because of the queue at the public counter, and the Supreme Courts, where there was a much more even spread of reasons for waiting.

Table 6.2 Reasons for Waiting by Sheriffdom

	%						N
	Queue at Public Counter	Someone Vital Engaged	Someone Vital Absent	Other Cases Before Mine	Was Not Told	Other	
Glasgow and Strathkelvin	40	2	9	35	9	5	82
Grampian, Highland and Islands	9	3	5	75	5	3	134
Lothian and Borders	-	2	8	77	8	5	105
North Strathclyde	2	6	4	69	12	7	114
South Strathclyde, Dumfries and Galloway	13	1	4	67	8	7	147
Tayside, Central and Fife	24	2	7	51	9	7	151
Supreme Courts	19	5	15	27	15	19	80
Total	14	3	7	60	9	7	813

6.7 Waiting Time and Satisfaction

- 6.7.1 Respondents were also asked to indicate how long they had to wait for each of the reasons given, and how satisfied they were with the length of waiting time.
- 6.7.2 The time respondents had to wait was grouped into 4 categories of 'up to 30 minutes', '31 minutes to 1 hour', 'over 1 hour and up to 2 hours', and 'over 2 hours'. Respondents' levels of satisfaction were again measured on a one to five scale, where one was very dissatisfied and five was very satisfied. Full crosstabulations of the time respondents waited and their satisfaction with the time they had to wait by Sheriffdom can be found in Tables A.6.5.1 to A.6.8.4 (Appendix A).

Waiting at the Public Counter

- 6.7.3 Of the 117 respondents who reported having to wait in a queue at the public counter, 108 respondents gave a response to how long they had waited, and 109 respondents provided an indication as to their satisfaction with how long they had been waiting. The majority of respondents (97% in total) had



waited less than thirty minutes, and were either fairly or very satisfied with this (75% in total). A full breakdown of responses by Sheriffdom can be found in Tables A.6.5.1 to A.6.5.4 (Appendix A).

Someone Vital Engaged

- 6.7.4 Of the 25 respondents who reported having to wait because someone vital was engaged, 19 respondents reported how long they had waited and gave an indication as to how satisfied they were with how long they had to wait. The majority (13 respondents) reported that they had waited up to 30 minutes, 2 respondents had waited between 31 minutes and one hour, and 4 respondents had waited between one and two hours, with no respondents reporting that they had to wait more than two hours. Only one respondent was very dissatisfied, one respondent was fairly dissatisfied, nine respondents were neither dissatisfied nor satisfied, five respondents were fairly satisfied, and three respondents were very satisfied with the length of time they had to wait because someone vital had been engaged. With such small numbers a reliable crosstabulation for the seven Sheriffdoms is not possible. However, both respondents who reported being very or fairly dissatisfied came from the Grampian, Highland and Islands Sheriffdom.

Someone Vital Absent

- 6.7.5 Of the 55 respondents who reported that they had to wait because someone vital had been absent, 53 provided information on how long they had to wait, and 48 provided an indication on how satisfied they were with how long they had to wait. The majority of respondents had to wait between 31 minutes and two hours. Twelve respondents had waited up to 30 minutes, 16 respondents had waited between 31 minutes and one hour, 18 respondents had waited between one and two hours, and seven respondents had waited over two hours. Eleven respondents said they were very dissatisfied, 6 respondents said they were fairly dissatisfied, 21 reported that they were neither dissatisfied nor satisfied, 8 reported they were satisfied, while only two said they had been very satisfied with the length of time they had to wait. Again, due to small numbers, analysis cannot be carried out at the Sheriffdom level.

Other Cases Before Mine

- 6.7.6 Of the 486 respondents who reported that they had to wait because there had been cases before their own, 474 provided information on the length of time they had to wait, and 467 indicated how satisfied they had been with the length of time they had to wait. A third of respondents had waited for between one and two hours. A total of 92 respondents (19%) had waited for up to 30 minutes, 124 respondents (26%) had waited between 31 minutes and one hour, 148 respondents (31%) had waited between one and two hours, whilst 110 respondents (23%) had waited over two hours. Overall, 58 respondents (12%) had been very dissatisfied, 69 respondents (15%)



had been fairly dissatisfied, 182 respondents (39%) were neither dissatisfied nor satisfied, 102 respondents (22%) were fairly satisfied, and 56 respondents (12%) were very satisfied with the length of time they had to wait because of other cases being before their own.

Was Not Told

6.7.7 Of the 74 respondents who reported that they were not told why they were having to wait, 71 provided information of how long they had to wait, and 70 indicated how satisfied they had been with the length of time they had waited. A third of respondents had to wait over two hours. Eighteen respondents (25%) had waited up to 30 minutes, 11 respondents (16%) had waited between 31 minutes and one hour, 18 respondents (25%) had waited between one and two hours, whilst 24 respondents (34%) had waited over two hours. A third of respondents were very dissatisfied with the length of time they had to wait. Overall, 24 respondents (34%) were very dissatisfied, 8 respondents (11%) were fairly dissatisfied, 19 respondents (27%) were neither dissatisfied nor satisfied, 14 respondents (20%) were fairly satisfied, and 5 respondents (7%) were very satisfied with the length of time they had to wait when they were given no explanation.

Other Reasons

6.7.8 Of the 56 respondents who reported 'other reasons' as to why they had to wait, 52 respondents provided information as to how long they had to wait, and 55 indicated how satisfied they were with how long they had to wait. Fourteen respondents (27%) had waited up to 30 minutes, 14 respondents (27%) had waited between 31 minutes and one hour, 10 respondents (19%) had waited between one and two hours, whilst 14 respondents (27%) had waited over two hours. Eight respondents (15%) were very dissatisfied, 13 respondents (24%) were fairly dissatisfied, 16 respondents (29%) were neither dissatisfied nor satisfied, 11 respondents (20%) were fairly satisfied, and only seven respondents (13%) had been very satisfied.

6.8 Updates from Court Staff

6.8.1 The 764 respondents who had reported they had to wait either at the Public Counter or to take part in court proceedings were also asked if the court staff had provided any updates about how much longer they would have to wait. Around a third (245 respondents, 33%) reported that staff had provided updates, 455 respondents (60%) reported that staff had not kept them updated, and 55 respondents (7%) said that it was not necessary for staff to have provided updates.

6.8.2 Of the 700 respondents who said that staff had either provided updates, or not provided updates, 688 provided an indication of how satisfied they had been with court staff's attempts to keep them informed about **how long** they had to wait. Overall, half of respondents (337 respondents, 49%) were



satisfied. However, this result is somewhat different at the Sheriffdom level. Around two thirds of respondents in Glasgow and Strathkelvin (61%) and the Supreme Courts (66%) reported that they were satisfied, compared with only a third (32%) in Lothian and Borders. Appendix A, Table A.6.9.2 provides a breakdown of responses at the Sheriffdom level.

- 6.8.3 A total of 667 respondents also provided an indication of how satisfied they had been with court staff's attempts to keep them informed about **why** they had to wait. Overall, half of respondents (334 respondents, 50%) had been satisfied. Again, this result masks differences at the Sheriffdom level. Two-thirds of respondents in Glasgow and Strathkelvin (68%) and the Supreme Courts (69%) reported that they were satisfied, again compared with only a third (39%) in Lothian and Borders. Table A.6.10.2 (Appendix A) provides a breakdown of responses at the Sheriffdom level.

6.9 Complaints

- 6.9.1 All respondents were asked if they remembered seeing any notices or leaflets anywhere in the court building during their visit that told them who they should speak to if they wished to make a complaint. The majority of respondents (1576 respondents, 78%) said they had not seen such a notice or leaflet. Only 344 respondents (17%) said they had seen this, and a further 108 respondents (5%) said they could not remember if they had seen this.
- 6.9.2 Over 70% of respondents in each Sheriffdom reported that they had not seen any notices or leaflets anywhere in the court building during their visit which told them who they should speak to if they wished to make a complaint (see Table A.6.11 Appendix A).



7 Previous Contact with the Court

7.1.1 All respondents were asked if they had any previous contact with the court. Table 7.1 details the responses given with the most popular method of contacting the court being in person.

Table 7.1 Method of Previous Contact

	Number of Responses	% of Respondents
Made no prior contact	695	34
Work on premises	171	8
By letter or email	269	13
By phone or text message	356	17
In person	1000	49
Other	22	1
Can't remember	11	<1
Base	n = 2524	

Note: Totals equal more than 100% due to multiple response

7.1.2 Of the 1647 respondents who could remember that they had made some prior contact with court, and who did not work in the building, 1165 detailed the reason for the most recent contact. The main reasons for contact are listed in Table 7.2.

Table 7.2 Reason for Most Recent Contact

	Number of Responses	% of Responses
Regarding a case	967	83
Regarding an appointment	11	1
Regarding a complaint	11	1
Regarding jury duty	43	4
Regarding a payment	78	7
Other	47	4
Can't Remember	8	<1
Total	1165	100

7.1.3 Within the seven Sheriffdoms, the main reason for respondents' most recent contact with the court was regarding a case. In all Sheriffdoms, over 75% of respondents (ranging from 77% in Grampian, Highland and Islands, to 90% in Lothian and Borders, and North Strathclyde) said this was the reason for their most recent contact. Table A.7.1.2 (Appendix A) provides a breakdown of reasons by Sheriffdom and court user group.

7.2 Satisfaction with Speed and Outcome of Most Recent Contact

7.2.1 Respondents were also asked how satisfied they had been with the speed with which their most recent contact had been dealt with, and with the outcome of their most recent contact.



7.2.2 Table 7.3 provides a breakdown of the respondents' satisfaction with the speed of their most recent contact and Table 7.4 provides a breakdown of respondent's satisfaction with the outcome of that contact.

Table 7.3 Respondents' Satisfaction with the Speed of Dealing with Most Recent Contact by Sheriffdom

	%					N
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	8	4	12	24	52	101
Grampian, Highland and Islands	7	4	11	27	51	249
Lothian and Borders	-	8	20	53	19	108
North Strathclyde	4	6	9	32	49	175
South Strathclyde, Dumfries and Galloway	3	7	12	30	48	174
Tayside, Central and Fife	8	6	10	33	43	241
Supreme Courts	2	2	6	15	75	103
Total	5	5	11	31	48	1151

Table 7.4 Respondents' Satisfaction with the Outcome of Most Recent Contact by Sheriffdom

	%					N
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	8	5	11	17	59	99
Grampian, Highland and Islands	6	3	15	28	48	247
Lothian and Borders	1	3	17	61	18	103
North Strathclyde	4	6	10	31	49	164
South Strathclyde, Dumfries and Galloway	4	2	17	32	45	169
Tayside, Central and Fife	7	9	12	31	41	234
Supreme Courts	1	3	5	22	69	101
Total	5	5	13	31	46	1117



- 7.2.3 Around half of respondents in most of the Sheriffdoms were very satisfied with both the speed with which their most recent contact was dealt with and the outcome of this contact. Supreme Court respondents were the most satisfied.
- 7.2.4 In Lothian and Borders, however, the proportion of respondents who said that they were 'fairly' satisfied with both the speed and outcome of contacts was greater than in each of the other Sheriffdoms.
- 7.2.5 All respondents who said that they were not satisfied with the outcome of their most recent contact were given the opportunity to express their reasons for feeling dissatisfied. The main explanations given were that they did not like/agree with the verdict/sentence, and that they thought the process had taken too long.



8 Catering and Other Court Facilities

8.1 Use of Catering Facilities

8.1.1 All respondents were asked if they had used any of the catering facilities in the court building during their visit.

8.1.2 Table 8.1 shows that fewer than 40% of respondents in each Sheriffdom reported that they had used any of the catering facilities. The percentage of respondents per Sheriffdom who had used some form of catering facility within the court building ranged from 38% in Tayside, Central and Fife, to only 15% in Lothian and Borders.

Table 8.1 Respondents' Use of Catering Facilities

	Used (%)	Did Not Use (%)	N
Glasgow and Strathkelvin	33	67	174
Grampian, Highland and Islands	16	84	361
Lothian and Borders	15	85	188
North Strathclyde	37	63	270
South Strathclyde, Dumfries and Galloway	30	70	299
Tayside, Central and Fife	38	62	396
Supreme Courts	23	77	300
Total	28	72	1988

8.1.3 Table 8.2 shows the types of catering facility used by respondents, the majority of whom had used a cafeteria.

Table 8.2 Type of Catering Facilities Used

	Number of Responses	% of Respondents
Cafeteria	332	66
Tea/coffee dispensers	39	8
Trolley	71	14
Soft drink dispensers	28	6
Snack dispensers	2	<1
Other	50	10
Base	n = 522	

Note: Totals equal more than 100% due to multiple response

8.1.4 The main 'other' catering facilities used included the WRVS snack-bar service, kiosks and the jurors' dining room.

8.2 Satisfaction with Catering Facilities

8.2.1 Respondents were also asked to indicate how satisfied they had been with the range of catering facilities available, the range of food and drink available, and the quality of the food and drink purchased. The crosstabulations of respondents' satisfaction by Sheriffdom can be found in Tables A.8.1.1 to A.8.3.2 (Appendix A).



Range of Catering Facilities

- 8.2.2 Two thirds of all respondents (64%) reported that they were either fairly or very satisfied with the range of catering facilities on offer. This ranged from 50% satisfied in Lothian and Borders, and the Supreme Courts, to 81% satisfied in Tayside, Central and Fife.
- 8.2.3 Respondents in Lothian and Borders and in the Supreme Courts were not as satisfied as respondents from the other Sheriffdoms. The majority of respondents in Lothian and Borders were split between those who were 'neither dissatisfied nor satisfied' (35%) and those who were 'fairly satisfied' (50%), with no respondents reporting that they were 'very satisfied'. It is important to note, however, that the numbers of respondents using catering facilities in Lothian and Borders was low (N=26) and this finding cannot, therefore, be reported with confidence. Likewise, respondents' satisfaction in the Supreme Courts covered a wider spectrum; 50% were 'fairly' or 'very satisfied' and 38% were 'neither dissatisfied nor satisfied'.

Range of Food and Drink Available

- 8.2.4 Respondents were divided fairly evenly between those who were 'neither dissatisfied nor satisfied' (27%), those who were 'fairly satisfied' (30%), and those who were 'very satisfied' (29%) with the range of food and drink available.
- 8.2.5 Again, respondents in Lothian and Borders were generally less satisfied than the national average with the majority of respondents attending courts in this Sheriffdom reporting that they were 'neither dissatisfied nor satisfied' (32%) or fairly satisfied (48%). Only one individual reported that they were very satisfied with the range of food and drink available in this Sheriffdom.
- 8.2.6 Further, nearly half of the respondents in the Supreme Courts reported that they were 'neither dissatisfied nor satisfied' (43%) with the range of food and drink available.

Quality of Food and Drink Purchased

- 8.2.7 At the national level, the majority of respondents were either fairly satisfied or very satisfied (66%) with the quality of food and drink purchased. However, the responses at the Sheriffdom level are more varied. The majority of respondents in Grampian, Highland and Islands (65%); North Strathclyde (67%); and Tayside, Central and Fife (81%) were divided between those who were 'fairly satisfied' and those who were 'very satisfied'. The majority of respondents in Glasgow and Strathkelvin (64%); Lothian and Borders (80%); and South Strathclyde, Dumfries and Galloway (67%) were slightly less satisfied with respondents divided between those who were 'neither dissatisfied nor satisfied' and those who were 'fairly satisfied'. The



greatest proportion of respondents in the Supreme Courts were 'neither dissatisfied nor satisfied' (41%) with the quality of food and drink purchased.

Service in the Cafeteria

- 8.2.8 Respondents who had used the cafeteria were also asked to rate their satisfaction with the service they had received there. A total of 309 respondents provided a response. It should be noted that the numbers of respondents in each Sheriffdom were small, ranging from 12 individuals in Lothian and Borders to 87 individuals in North Strathclyde. Therefore, results at this level should not be regarded as reliable.
- 8.2.9 At the national level, however, the majority of respondents (171 respondents, or 55%) stated that they were very satisfied with the service they had received in the cafeteria. Eighty-five respondents (28%) reported that they were fairly satisfied; 40 respondents (13%) reported that they were neither dissatisfied nor satisfied; 12 respondents (4%) reported that they were dissatisfied, with half of these individuals coming from Glasgow and Strathkelvin; and only one individual in North Strathclyde stating that they had been very dissatisfied with the service.

Reasons why respondents were dissatisfied with catering facilities

- 8.2.10 The main complaints regarding the catering facilities in the court buildings included issues with the quality of the food and drink, the lack of choice in facilities and in the food available. The price of food and the restricted opening times of certain facilities also caused dissatisfaction.

8.3 Other Facilities Used

- 8.3.1 Respondents were asked which other facilities they had used during their visit to the court building.
- 8.3.2 Table A.8.5 (Appendix A) provides a breakdown of other services used. Both across Scotland, and within each Sheriffdom, the facilities used the most by survey respondents were the court rooms, the waiting areas and the toilets.
- 8.3.3 A breakdown of satisfaction responses for the comfort and cleanliness of the court room, waiting area, witness room, and the jury room facilities, and satisfaction with the cleanliness of the toilet facilities by Sheriffdom, can be found in Tables A.8.6.1 to A.8.10.2 (appendix A). It should be noted that 21 respondents who reported using the jury room were not jurors. These respondents did, however, provide legitimate reasons for using the room, for example, interviews between legal representatives and clients due to lack of alternative rooms, and were, therefore, included in the analysis.
- 8.3.4 The main reasons respondents cited for their dissatisfaction with the comfort of facilities included difficulty in hearing in the court rooms; the temperature



of the court rooms/building; uncomfortable, vandalised or a lack of seating; and a lack of private areas.

8.3.5 The main reasons respondents cited for their dissatisfaction with the cleanliness included the level of graffiti found in court buildings, and various problems with the toilet facilities.

8.4 Service Development

8.4.1 All respondents were given the opportunity to detail any aspect of the service provided by the Scottish Court Service which they would change. The main issues raised by respondents were:

- better communication, accurate and regular updates from court staff;
- improved time management;
- improved choice and quality of catering facilities;
- better acoustics in the court rooms;
- better information about, and increased parking facilities;
- improved waiting rooms, and separating those involved with the prosecution and defence in different waiting rooms;
- to update décor of the court buildings;
- improved toilet facilities;
- more availability of and more comfortable seating;
- increased availability of interview rooms;
- improved/increased security;
- increased smoking facilities; and
- provision of a press room.



9 Answer Tree® Analysis

9.1 Introduction

9.1.1 In order to more fully explore the reasons for respondents' expressed levels of satisfaction, Answer Tree® Analysis was carried out. Answer Tree® uses CHAID (Chi-square Automatic Interaction Detector) analysis, which is an exploratory method used to study the relationship between a dependent variable and a series of predictor variables. CHAID modeling selects a set of predictors and their interactions that optimally predict the dependent measure. It was used in this case to determine significant differences in overall satisfaction among sub-groups of the sample, and to predict which elements had the greatest impact on court users' overall satisfaction.

Creation of New Variables

9.1.2 CHAID works best with only a few categories so the satisfaction variables were recoded from the one to five scales into 'satisfied' or 'dissatisfied' (code 3 was included in the 'dissatisfied' category, so that the 'satisfied' category only included those people who actually gave a positive response.

9.1.3 Variables regarding the court staff were recoded into polite/helpful or impolite/unhelpful in the same way.

9.1.4 Individual courts were coded into court size based on their workload, i.e. high/medium/low workload courts.

Variables used

9.1.5 The following variables were entered into the analysis:

- **Target variable: Overall satisfaction**
- Satisfaction with court staff
 - Helpfulness of court staff
 - Accuracy of the information provided by court staff
 - Helpfulness of the information provided by court staff
 - Helpfulness of the information provided by the SCS
- Waiting in court (levels of satisfaction only):
 - Queuing at the public counter
 - Someone vital engaged
 - Someone vital absent
 - Other cases before mine



- Was not told
- Staff's attempts to keep respondents informed about how much longer they had to wait
- Staff's attempts to keep respondents informed about why they had to wait
- Recent court contact
 - Speed of response
 - Satisfaction with outcome
- Catering
 - Range of catering facilities
 - Range of food and drinks
 - Quality of food and drink
 - Service in cafeteria
- Comfort
 - Court room
 - Waiting area
 - Witness room
 - Jury room
- Cleanliness
 - All of the above and toilets

9.1.6 A pictorial presentation of the Answer Tree® Results can be found in Appendix B.

9.2 Results: Satisfaction

Court Staff

9.2.1 Using overall satisfaction as the target variable, all the aspects of **court staff** as predictors were analysed.



- 9.2.2 The most important factor relating to court staff was helpfulness of staff. Of those who said that court staff were unhelpful, 66% were dissatisfied overall. For those who said staff were helpful (or could not remember – only 1 respondent), overall dissatisfaction was 15%. Of those who had no contact with court staff, 27% were dissatisfied.
- 9.2.3 The next 'branch' of the tree for those who thought staff were helpful was whether staff were polite: only 15% of people who thought staff were helpful and that they were polite were dissatisfied generally, whereas 46%* of people who thought staff were helpful but were impolite were dissatisfied overall (*Note small base size N=13).
- 9.2.4 For respondents who had no contact with court staff during their visit, the next most important factor was the helpfulness of information they had received from SCS prior to arriving at court. Of those who had found this information helpful, 85% were satisfied overall, whereas 71% of respondents who had found this information unhelpful, or who did not receive any information from the SCS, were dissatisfied overall.

Waiting in Court

- 9.2.5 Again looking at overall satisfaction as the target variable, all the aspects related to waiting in court were used as predictor variables.
- 9.2.6 The most important aspect of waiting in court which affected overall satisfaction with the court was the reasons given for waiting. Nearly half (49%) of people who were dissatisfied with the information they had received about why they were waiting were dissatisfied overall. However, those who were satisfied with the information they received about why they were waiting and those who did not answer (i.e. those who did not have to wait) were much more satisfied overall (only 13% were dissatisfied).

Last Contact with Court

- 9.2.7 The speed of the last contact with the court was more closely related to overall satisfaction than the actual outcome. Of those who were satisfied with the speed of the last contact they had with the court, only 15% were dissatisfied overall – for those who were dissatisfied with the speed of last contact, 55% were dissatisfied overall.
- 9.2.8 The outcome of the previous contact also seems to affect overall satisfaction. For those who were satisfied with the speed of contact and were also satisfied with the outcome, 88% were satisfied overall. For respondents who were satisfied with the speed but dissatisfied with the outcome, overall satisfaction dropped to 60%. For those who were dissatisfied with the speed of the last contact, but were satisfied with the outcome, 56% were satisfied overall. Those who were dissatisfied with both the speed of the contact and the outcome were the least satisfied overall (39%) with the court.



Catering

9.2.9 The only aspect of catering at court buildings that affected overall satisfaction was the range of food and drink available. Those who were satisfied with the range of foods available were more likely to be satisfied overall (79%) whereas those who were dissatisfied with the range of foods were less satisfied overall (64%). A similar percentage (64%) of those who did not comment on the range of foods were generally satisfied. Therefore, satisfaction with the range of foods increases overall satisfaction, but dissatisfaction with the range of food does not appear to lower overall satisfaction to any degree.

Comfort

9.2.10 Of all other facilities, comfort of the waiting room had the greatest impact on overall satisfaction. A large proportion (87%) of those who were satisfied with the comfort of the waiting room were satisfied overall, while only 55% of those who were dissatisfied with the comfort of the waiting room were generally satisfied.

9.2.11 Of those who were dissatisfied with the comfort of the waiting room, court room comfort was the next factor predicting overall satisfaction. Those who were dissatisfied with both the waiting room and the court room were more likely to be dissatisfied overall (49% of these people were generally dissatisfied), while those who were dissatisfied with the waiting room but satisfied with the court room were generally more satisfied (only 28% were dissatisfied).

9.2.12 For those who made no comment on the comfort of the waiting room, court room comfort was also the next most important factor – 90% of those who did not comment on the waiting room but were satisfied with the court room were satisfied overall. This dropped to 66% if they were dissatisfied with the court room.

Cleanliness

9.2.13 In terms of cleanliness, the waiting room environment was again the most important predictor of overall satisfaction: 80% of those who were satisfied that the waiting room was clean were satisfied overall. However, only 53% of those who were dissatisfied with the cleanliness of the waiting room were satisfied overall.

9.2.14 For those who were satisfied with the waiting room or who did not comment on it, the next most important factor was the cleanliness of the toilets – 82% who were satisfied with both of these aspects were satisfied overall, but of those who were satisfied with the waiting room but dissatisfied with the toilets, 62% were generally satisfied.



All Satisfaction Data

- 9.2.15 Again, using overall satisfaction as the target variable, all the other satisfaction variables were entered. The most important predictor was the speed of response to the respondent's last contact with the court, so the analysis was re-run using only variables relating to the day of the respondent's interview.
- 9.2.16 When only variables relating to that day were entered as predictor variables, the most important factor was **satisfaction with the reasons given for having to wait**. Of those who were dissatisfied with the reasons they were given for having to wait, only 51% were generally satisfied, whereas 84% of those who were satisfied (or did not comment) about reasons given for waiting were generally satisfied.
- 9.2.17 For those who were dissatisfied with the information they were given about why they had to wait, the next most important factor determining overall satisfaction was the **helpfulness of court staff**. Of respondents who were dissatisfied with the reasons given for waiting, and who also perceived the staff to be unhelpful, 81% were generally dissatisfied. However, those who were dissatisfied with the reasons why they had to wait but who perceived the staff to be helpful (or who answered 'can't remember') were less likely to be dissatisfied overall (the figure for this group was 39%).
- 9.2.18 For those who were satisfied with the information they were given about why they had to wait, the next most important factor was the politeness of staff. A large proportion (88%) of those who were satisfied with reasons for having to wait and with the politeness of staff were satisfied overall. General satisfaction levels dropped to 31% if respondents were satisfied with the information about why they had to wait but they perceived the staff to be impolite.

9.3 Results: User Profiles

Court Size

- 9.3.1 Overall satisfaction levels varied by court size. For larger (high workload) courts, 76% of respondents were generally satisfied. This figure was 82% for small or medium (low/medium workload) courts.

Age

- 9.3.2 CHAID analysis broke respondents into three age groups: those in the 16-24, 25-34 and 35-44 age groups were generally less satisfied than those in older age groups. Overall, 77% of respondents in the three younger age groups were satisfied, whereas this rose to 83% for the 45-54/55-64 group, and 84% for those aged 65+.



Ethnicity

9.3.3 CHAID distinguished between two groups in terms of ethnicity.

9.3.4 For those in the following groups (see below), 79% were satisfied, 21% were dissatisfied, and <1% could not remember.

- White – Scottish
- White – Other British
- White – Other
- White – Irish
- Black – African
- Asian – Chinese
- Mixed – White/Black African
- Asian – Indian
- Asian - Bangladesh

9.3.5 For the remaining groups (see below), overall satisfaction was lower with 57% satisfied, 38% dissatisfied and 5% could not remember:

- Asian – Other
- Asian – Pakistani
- Mixed – Other
- Black – Caribbean

9.3.6 It is important to note that the dissatisfied groups comprised only 21 people.

9.3.7 The ethnicity variable was then recoded into White/Mixed/Asian/Black/other which produced the following groups and results:

- White/Mixed: 79% satisfied, 21% dissatisfied, <1% can't remember.
- Asian/Black/Other: 68% satisfied, 30% dissatisfied, 3% can't remember.

User Group

9.3.8 CHAID distinguished between the following four sub-groups:



- User groups 2 (civil litigants and witnesses in a civil case), 4 (victims in a criminal case and supporter of victims), and 6 (spectators, witnesses in a criminal case, and others): 76.9% satisfied;
- User group 1 (accused in a criminal case and supporters of accused): 69.9% satisfied;
- User group 3 (jurors), 7 (Advocate, Solicitor, and Solicitor Advocate), and 8 (all other professionals): 84.5% satisfied; and
- User group 5 (people visiting the public counter): 93.3% satisfied.

9.3.9 Respondents who were visiting the public counter were most satisfied overall.

All demographics

9.3.10 Age, gender, ethnicity, court size and user group were all entered as predictors. User group was the most important determinant of respondents' overall satisfaction. Gender was the next most important predictor followed by court size.

9.4 Key Driver Analysis

9.4.1 To complement the descriptive statistical analyses and Answer Tree® interrogation, a Key Driver Analysis (KDA) was carried out.

9.4.2 This analysis supported the Answer Tree® results with the main predictor of overall satisfaction being satisfaction with court staff's attempts to keep respondents informed about why they had to wait. This accounted for 39% of the variance in overall satisfaction.

9.4.3 The second factor influencing overall satisfaction from the KDA was helpfulness of information provided to respondents by the Scottish Court Service before they arrived at court. This accounted for a further 9% of the variance in overall satisfaction. This also supports findings from the Answer Tree® Analysis that indicated that this variable was an important predictor of overall satisfaction for respondents who had *not* had contact with SCS staff on the day.

9.4.4 Collectively, these two variables accounted for around 49% of the variance in the overall satisfaction score.

9.4.5 The next most significant driver was the ease with which respondents had found where to go in the building, but the relationship between this and the overall satisfaction score was too weak for it (or any other of the remaining variables) to be included in the statistical relationship.



10 Summary

- 10.1.1 Overall, the results of the 2005 Scottish Court Service Customer Satisfaction Survey are very positive and compare favourably with previous sweeps of the survey.
- 10.1.2 Both overall satisfaction and satisfaction with the various elements of the service offered by the SCS was high, with respondents consistently reporting they were either 'fairly' or 'very satisfied'.
- 10.1.3 Lothian and Borders Sheriffdom was the only exception to this. Although the majority of respondents were satisfied with the services, they consistently had a smaller proportion of responses in the 'very satisfied' category in comparison with the other six Sheriffdoms.
- 10.1.4 It would appear from the Answer Tree® Analysis that the main determinant of respondents' overall satisfaction is their satisfaction with the reasons they were given for having to wait. This was also supported by the Key Driver Analysis.
- 10.1.5 Despite respondents being generally satisfied, a number of suggested changes or improvements were made. These included improved time management so that cases started and ended on time; improved communication of information and more regular updates from court staff; improved catering facilities, both in terms of the variety of facilities and the variety and quality of the food and drink provided; and improved acoustics in court rooms, as a number of respondents had found it difficult to hear the proceedings.





Appendix A

Crosstabulations for Core Satisfaction Questions

When using the tables in this appendix it should be noted that:

- not all percentages add to 100% due to rounding; and
- missing User Groups and Sheriffdoms are due to zero responses (0%) within that User Group or Sheriffdom

Table A.2.1 Responses by Court

Courts	Number	Percent
Supreme Courts		
Court of Session	117	5.7
High Court Edinburgh	53	2.6
High Court Glasgow	131	6.3
Sheriff Courts		
Aberdeen	140	6.8
Airdrie	64	3.1
Alloa	15	0.7
Arbroath	29	1.4
Ayr	43	2.1
Banff	8	0.4
Campbeltown	0	0.0
Cupar	3	0.1
Dingwall	13	0.6
Dornoch	13	0.6
Dumbarton	42	2.0
Dumfries	29	1.4
Dundee	133	6.5
Dunfermline	47	2.3
Dunoon	24	1.2
Duns	7	0.3
Edinburgh Sheriff Court	108	5.2
Elgin	17	0.8
Falkirk	43	2.1
Forfar	16	0.8
Fort William	22	1.1
Glasgow Sheriff Court	174	8.4
Greenock	33	1.6
Haddington	29	1.4
Hamilton	119	5.8
Inverness	40	1.9
Jedburgh	9	0.4
Kilmarnock	42	2.0
Kirkcaldy	42	2.0
Kirkcudbright	12	0.6
Kirkwall	14	0.7
Lanark	16	0.8
Lerwick	11	0.5
Linlithgow	26	1.3
Lochmaddy	17	0.8
Oban	11	0.5
Paisley	128	6.2
Perth	59	2.9
Peterhead	11	0.5
Portree	17	0.8
Selkirk	22	1.1
Stirling	40	1.9
Stonehaven	12	0.6
Stornoway	20	1.0
Stranraer	16	0.8
Tain	13	0.6
Wick	13	0.6
Total	2063	100

Table A.2.2.1 Other Groups of Non-Professional Court Users

	Number	Percent
To See Legal Representative	9	27.3
Visitor/Tourist	15	45.5
Support Witness	3	9.1
Delivery Driver	4	12.1
Supporter (not specified)	2	6.1
Total	33	100

Table A.2.2.2 Other Non-Professional Individuals

	Number
Alcohol Related Offender Visiting In-Court Advisor/Mediation Services	1
Assisting Blind Person	1
Carer	1
Collecting Son	1
For Joining The Police	1
Handing In Papers	1
J.P. Visit	1
Looking for a Person	1
Not Specified	2
Painter	1
Paperwork To Procurator Fiscal	1
Procurator Fiscals Office	1
School Party	1
Seeing About Rent	1
Waiting For Witness	1
Total	16

Table A.2.3.1 Other Groups of Professional Court Users

	Number	Percent
Police	27	65.9
Delivering Court Documents	3	7.3
Procurator Fiscal Staff	5	12.2
Solicitor's Staff	3	7.3
Court Runners	3	7.3
Total	41	100.0

Table A.2.3.2 Other Professional Individuals

	Number
Admin Clerk	1
Adjudicators Clerk	1
Advocate Clerk	1
Advocate Clerkess	1
Child Welfare	1
Citizens Advice	1
Council Administrator	1
Document Destruction	1
Faculty Of Advocates Staff	1
Fiscal Officer	1
Inspector Of Health & Safety	1
IT Consultant	1
Justice Of Peace	1
Justice Officer	1
Library	1
No Answer	2
Noter At Fiscal's Office	1
Noter Of The Court	1
Observer	1
Office Manager - P.F. Office	1
On Training	1
Probation Officer	1
Probation Visitor	1
Professional	1
School Teacher	1
Social Work Administrator	1
Support Worker	1
Trainee Solicitor	1
Victim Information And Advice	2
Work Experience	2
Working	1
Total	34

Table A.2.4 Other Reasons Professionals were attending court

	Number
Assisting Witness	1
Children's Reporter	1
Children's Hearing	2
Citizens Advice	1
Civil Office	1
Control Screens	1
Court Duties	1
Cover Court	1
Covering Advocates Room	1
Delivering Documents	4
Document Destruction	1
DTTO Review	1
Enquire About Case Pending	1
Enquiry	2
Justice Officer	1
Meet All	1
Meeting With Council	1
Monitoring N&S Area	1
Not Specified	1
Observing The Court	1
Obtain Warrant	2
Office Business	1
Police Officer	1
Press	7
Proof Hearing	1
Provide Witness Advice	1
Record Criminal Proceedings	1
Reliance Staff	2
Representing Client	1
Security	2
Sheriff And Jury Case	2
Small Claims	1
Socializing	1
Support	5
Temporary Place Of Work	2
To See A Colleague	1
To See Someone	1
Training Visit	2
Various Reasons	1
Viewing Productions	1
Visit General Department	1
Visit Sheriff Clerks Office	1
Volunteer With Witness Services	4
Total	67

Table A.2.5.1 User Group by Sheriffdom (% within User Group)

	Sheriffdom								Total
	Glasgow and Strathkelvin	Grampian Highland and Islands	Lothian and Borders	North Strathclyde	South Strathclyde, Dumfries and Galloway	Tayside, Central and Fife	Supreme Courts		
1 Accused in a criminal case & Supporters of accused	40 6.4%	119 19.0%	93 14.9%	79 12.6%	98 15.7%	158 25.2%	39 6.2%	626 100.0%	
2 Civil litigants & Witnesses in a civil case	11 11.8%	19 20.4%	8 8.6%	12 12.9%	7 7.5%	14 15.1%	22 23.7%	93 100.0%	
3 Jurors (Selected & Not Selected)	43 33.6%	1 0.8%	4 3.1%	8 6.3%	24 18.8%	18 14.1%	30 23.4%	128 100.0%	
4 Victim in a criminal case & Supporters of victims	14 12.1%	19 16.4%	18 15.5%	8 6.9%	9 7.8%	32 27.6%	16 13.8%	116 100.0%	
5 People visiting the public counter	11 6.6%	56 33.7%	14 8.4%	21 12.7%	21 12.7%	32 19.3%	11 6.6%	166 100.0%	
6 Spectators, Witnesses in a criminal case & Others	14 4.4%	60 19.0%	32 10.1%	35 11.1%	34 10.8%	48 15.2%	93 29.4%	316 100.0%	
7 Advocate, Solicitor and Solicitor Advocate	27 9.5%	43 15.1%	20 7.0%	51 18.0%	47 16.5%	59 20.8%	37 13.0%	284 100.0%	
8 All Other Professionals	14 4.2%	64 19.2%	12 3.6%	66 19.8%	59 17.7%	66 19.8%	53 15.9%	334 100.0%	
Total	174 8.4%	381 18.5%	201 9.7%	280 13.6%	299 14.5%	427 20.7%	301 14.6%	2063 100.0%	

Table A.2.5.2 User Group in each Sheriffdom (% within Sheriffdom)

	User Group								Total
	1 - Accused in a criminal case & Supporters of accused	2 - Civil litigants & Witnesses in a civil case	3 - Jurors (Selected & Not Selected)	4 - Victim in a criminal case & Supporters of victims	5 - People visiting the public counter	6 - Spectators, Witnesses in a criminal case & Others	7 - Advocate, Solicitor and Solicitor Advocate	8 - All Other Professionals	
Glasgow and Strathkelvin	40 23.0%	11 6.3%	43 24.7%	14 8.0%	11 6.3%	14 8.0%	27 15.5%	14 8.0%	174 100.0%
Grampian Highland and Islands	119 31.2%	19 5.0%	1 0.3%	19 5.0%	56 14.7%	60 15.7%	43 11.3%	64 16.8%	381 100.0%
Lothian and Borders	93 46.3%	8 4.0%	4 2.0%	18 9.0%	14 7.0%	32 15.9%	20 10.0%	12 6.0%	201 100.0%
North Strathclyde	79 28.2%	12 4.3%	8 2.9%	8 2.9%	21 7.5%	35 12.5%	51 18.2%	66 23.6%	280 100.0%
South Strathclyde, Dumfries and Galloway	98 32.8%	7 2.3%	24 8.0%	9 3.0%	21 7.0%	34 11.4%	47 15.7%	59 19.7%	299 100.0%
Tayside, Central and Fife	158 37.0%	14 3.3%	18 4.2%	32 7.5%	32 7.5%	48 11.2%	59 13.8%	66 15.5%	427 100.0%
Supreme Courts	39 13.0%	22 7.3%	30 10.0%	16 5.3%	11 3.7%	93 30.9%	37 12.3%	53 17.6%	301 100.0%
Total	626 30.3%	93 4.5%	128 6.2%	116 5.6%	166 8.0%	316 15.3%	284 13.8%	334 16.2%	2063 100.0%

Table A.3.1 Overall Satisfaction by User Group

	Q44. OVERALL satisfaction provided by SCS					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	12 2.0%	32 5.3%	138 22.8%	261 43.2%	161 26.7%	604 100.0%
2 Civil litigants & Witnesses in a civil case	2 2.2%	4 4.5%	13 14.6%	37 41.6%	33 37.1%	89 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	4 3.3%	17 14.0%	49 40.5%	51 42.1%	121 100.0%
4 Victim in a criminal case & Supporters of victims	5 4.5%	3 2.7%	19 17.0%	48 42.9%	37 33.0%	112 100.0%
5 People visiting the public counter	3 1.8%	2 1.2%	6 3.7%	47 28.8%	105 64.4%	163 100.0%
6 Spectators, Witnesses in a criminal case & Others	12 4.0%	16 5.4%	40 13.4%	113 37.9%	117 39.3%	298 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 0.4%	3 1.1%	36 13.2%	101 37.0%	132 48.4%	273 100.0%
8 All Other Professionals	0 0.0%	11 3.5%	38 12.1%	108 34.4%	157 50.0%	314 100.0%
Total	35 1.8%	75 3.8%	307 15.6%	764 38.7%	793 40.2%	1974 100.0%

Table A.3.2 Overall Satisfaction by Sheriffdom

	Q44. OVERALL satisfaction provided by SCS					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	3 1.8%	5 3.0%	32 19.2%	57 34.1%	70 41.9%	167 100.0%
Grampian Highland and Islands	5 1.4%	8 2.2%	55 15.2%	125 34.5%	169 46.7%	362 100.0%
Lothian and Borders	1 0.5%	7 3.7%	39 20.7%	106 56.4%	35 18.6%	188 100.0%
North Strathclyde	3 1.1%	8 3.0%	25 9.4%	103 38.7%	127 47.7%	266 100.0%
South Strathclyde, Dumfries and Galloway	3 1.0%	12 4.2%	48 16.7%	109 38.0%	115 40.1%	287 100.0%
Tayside, Central and Fife	17 4.0%	26 6.1%	67 15.8%	186 44.0%	127 30.0%	423 100.0%
Supreme Courts	3 1.1%	9 3.2%	41 14.6%	78 27.8%	150 53.4%	281 100.0%
Total	35 1.8%	75 3.8%	307 15.6%	764 38.7%	793 40.2%	1974 100.0%

Table A.4.1.1 Ease of Finding the Court Building by User Group

	Q7. Ease of finding building					Total
	Very difficult	2	3	4	Very easy	
1 Accused in a criminal case & Supporters of accused	9 1.5%	10 1.6%	25 4.1%	96 15.6%	474 77.2%	614 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	5 5.4%	7 7.6%	21 22.8%	59 64.1%	92 100.0%
3 Jurors (Selected & Not Selected)	1 0.8%	3 2.3%	7 5.5%	31 24.2%	86 67.2%	128 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	6 5.2%	20 17.4%	89 77.4%	115 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 0.6%	15 9.2%	147 90.2%	163 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.3%	4 1.3%	16 5.2%	66 21.6%	219 71.6%	306 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 0.4%	8 2.9%	9 3.3%	257 93.5%	275 100.0%
8 All Other Professionals	1 0.3%	2 0.6%	6 1.9%	15 4.7%	295 92.5%	319 100.0%
Total	12 0.6%	25 1.2%	76 3.8%	273 13.6%	1626 80.8%	2012 100.0%

Table A.4.1.2 Ease of Finding the Court Building by Sheriffdom

	Q7. Ease of finding building					Total
	Very difficult	2	3	4	Very easy	
Glasgow and Strathkelvin	0 0.0%	2 1.2%	9 5.2%	33 19.1%	129 74.6%	173 100.0%
Grampian Highland and Islands	4 1.1%	6 1.7%	10 2.8%	35 9.8%	303 84.6%	358 100.0%
Lothian and Borders	0 0.0%	2 1.0%	5 2.6%	44 22.7%	143 73.7%	194 100.0%
North Strathclyde	2 0.7%	0 0.0%	10 3.6%	29 10.4%	238 85.3%	279 100.0%
South Strathclyde, Dumfries and Galloway	2 0.7%	6 2.1%	13 4.5%	47 16.3%	221 76.5%	289 100.0%
Tayside, Central and Fife	2 0.5%	2 0.5%	7 1.7%	15 3.5%	397 93.9%	423 100.0%
Supreme Courts	2 0.7%	7 2.4%	22 7.4%	70 23.6%	195 65.9%	296 100.0%
Total	12 0.6%	25 1.2%	76 3.8%	273 13.6%	1626 80.8%	2012 100.0%

Table A.4.2.1 Ease of Finding Way Around Court Buildings by User Group

	Q11. How easy to find where to go in building?					Total
	Very difficult	2	3	4	Very easy	
1 Accused in a criminal case & Supporters of accused	7 1.2%	11 1.8%	20 3.3%	101 16.6%	468 77.1%	607 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	5 5.6%	26 28.9%	59 65.6%	90 100.0%
3 Jurors (Selected & Not Selected)	5 4.1%	2 1.6%	6 4.9%	20 16.3%	90 73.2%	123 100.0%
4 Victim in a criminal case & Supporters of victims	2 1.8%	2 1.8%	5 4.4%	14 12.3%	91 79.8%	114 100.0%
5 People visiting the public counter	2 1.3%	0 0.0%	1 .6%	15 9.4%	142 88.8%	160 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	9 3.0%	60 19.8%	234 77.2%	303 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 0.4%	0 0.0%	7 2.6%	17 6.3%	244 90.7%	269 100.0%
8 All Other Professionals	0 0.0%	1 0.3%	2 0.7%	20 6.5%	284 92.5%	307 100.0%
Total	17 0.9%	16 0.8%	55 2.8%	273 13.8%	1612 81.7%	1973 100.0%

Table A.4.2.2 Ease of Finding Way Around Court Buildings by Sheriffdom

	Q11. How easy to find where to go in building?					Total
	Very difficult	2	3	4	Very easy	
Glasgow and Strathkelvin	6 3.5%	1 0.6%	9 5.2%	33 19.2%	123 71.5%	172 100.0%
Grampian Highland and Islands	1 0.3%	2 0.6%	8 2.2%	38 10.6%	309 86.3%	358 100.0%
Lothian and Borders	1 0.5%	1 0.5%	6 3.1%	44 22.9%	140 72.9%	192 100.0%
North Strathclyde	1 0.4%	2 0.7%	2 .7%	31 11.6%	231 86.5%	267 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	4 1.4%	10 3.5%	37 13.1%	231 81.9%	282 100.0%
Tayside, Central and Fife	4 1.0%	5 1.2%	11 2.6%	31 7.4%	366 87.8%	417 100.0%
Supreme Courts	4 1.4%	1 0.4%	9 3.2%	59 20.7%	212 74.4%	285 100.0%
Total	17 0.9%	16 0.8%	55 2.8%	273 13.8%	1612 81.7%	1973 100.0%

Table A.5.1.1 Helpfulness of Court Staff by User Group

		Q13. How helpful were court staff?					Total
		Very unhelpful	2	3	4	Very helpful	
1	Accused in a criminal case & Supporters of accused	7 1.8%	13 3.4%	28 7.4%	90 23.7%	242 63.7%	380 100.0%
2	Civil litigants & Witnesses in a civil case	2 2.9%	1 1.4%	2 2.9%	12 17.4%	52 75.4%	69 100.0%
3	Jurors (Selected & Not Selected)	3 2.7%	0 0.0%	4 3.5%	16 14.2%	90 79.6%	113 100.0%
4	Victim in a criminal case & Supporters of victims	1 1.4%	1 1.4%	2 2.8%	9 12.5%	59 81.9%	72 100.0%
5	People visiting the public counter	2 1.4%	2 1.4%	6 4.3%	13 9.3%	117 83.6%	140 100.0%
6	Spectators, Witnesses in a criminal case & Others	3 1.6%	4 2.2%	7 3.8%	25 13.7%	144 78.7%	183 100.0%
7	Advocate, Solicitor and Solicitor Advocate	1 0.4%	0 0.0%	4 1.6%	29 11.5%	218 86.5%	252 100.0%
8	All Other Professionals	2 0.8%	1 0.4%	12 4.5%	29 10.9%	222 83.5%	266 100.0%
Total		21 1.4%	22 1.5%	65 4.4%	223 15.1%	1144 77.6%	1475 100.0%

Table A.5.1.2 Helpfulness of Court Staff by Sheriffdom

	Q13. How helpful were court staff?					Total
	Very unhelpful	2	3	4	Very helpful	
Glasgow and Strathkelvin	3 2.2%	3 2.2%	5 3.7%	18 13.2%	107 78.7%	136 100.0%
Grampian Highland and Islands	4 1.4%	2 0.7%	18 6.5%	31 11.1%	224 80.3%	279 100.0%
Lothian and Borders	1 0.9%	3 2.7%	1 0.9%	36 31.9%	72 63.7%	113 100.0%
North Strathclyde	2 0.9%	5 2.2%	9 4.0%	29 12.9%	180 80.0%	225 100.0%
South Strathclyde, Dumfries and Galloway	4 1.6%	4 1.6%	8 3.2%	41 16.6%	190 76.9%	247 100.0%
Tayside, Central and Fife	6 2.2%	4 1.4%	13 4.7%	41 14.9%	212 76.8%	276 100.0%
Supreme Courts	1 0.5%	1 0.5%	11 5.5%	27 13.6%	159 79.9%	199 100.0%
Total	21 1.4%	22 1.5%	65 4.4%	223 15.1%	1144 77.6%	1475 100.0%

Table A.5.2.1 Politeness of Court Staff by User Group

	Q14. How polite were court staff?					Total
	Very impolite	2	3	4	Very polite	
1 Accused in a criminal case & Supporters of accused	3 0.8%	7 1.8%	23 6.1%	76 20.0%	271 71.3%	380 100.0%
2 Civil litigants & Witnesses in a civil case	1 1.4%	1 1.4%	0 0.0%	10 14.5%	57 82.6%	69 100.0%
3 Jurors (Selected & Not Selected)	2 1.8%	0 .0%	4 3.5%	13 11.5%	94 83.2%	113 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 1.4%	0 0.0%	9 12.7%	61 85.9%	71 100.0%
5 People visiting the public counter	2 1.4%	2 1.4%	4 2.9%	9 6.4%	123 87.9%	140 100.0%
6 Spectators, Witnesses in a criminal case & Others	4 2.2%	3 1.6%	3 1.6%	22 12.0%	152 82.6%	184 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	2 0.8%	26 10.3%	225 88.9%	253 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	5 1.9%	30 11.2%	232 86.9%	267 100.0%
Total	12 0.8%	14 0.9%	41 2.8%	195 13.2%	1215 82.3%	1477 100.0%

Table A.5.2.2 Politeness of Court Staff by Sheriffdom

	Q14. How polite were court staff?					Total
	Very impolite	2	3	4	Very polite	
Glasgow and Strathkelvin	4 2.9%	2 1.5%	1 0.7%	16 11.8%	113 83.1%	136 100.0%
Grampian Highland and Islands	0 0.0%	3 1.1%	10 3.6%	32 11.4%	235 83.9%	280 100.0%
Lothian and Borders	0 0.0%	2 1.8%	2 1.8%	28 24.8%	81 71.7%	113 100.0%
North Strathclyde	1 0.4%	2 0.9%	6 2.7%	28 12.5%	187 83.5%	224 100.0%
South Strathclyde, Dumfries and Galloway	1 0.4%	1 0.4%	10 4.0%	30 12.1%	206 83.1%	248 100.0%
Tayside, Central and Fife	6 2.2%	2 0.7%	7 2.5%	35 12.7%	226 81.9%	276 100.0%
Supreme Courts	0 0.0%	2 1.0%	5 2.5%	26 13.0%	167 83.5%	200 100.0%
Total	12 0.8%	14 0.9%	41 2.8%	195 13.2%	1215 82.3%	1477 100.0%

Table A.6.1.1 Accuracy of the Information Provided by Court Staff by User Group

		Q16. How accurate was information provided?					Total
		Very inaccurate	2	3	4	Very accurate	
1	Accused in a criminal case & Supporters of accused	1 0.5%	4 2.0%	8 4.0%	58 29.0%	129 64.5%	200 100.0%
2	Civil litigants & Witnesses in a civil case	1 2.4%	0 0.0%	1 2.4%	10 24.4%	29 70.7%	41 100.0%
3	Jurors (Selected & Not Selected)	0 0.0%	3 3.1%	4 4.1%	22 22.7%	68 70.1%	97 100.0%
4	Victim in a criminal case & Supporters of victims	0 0.0%	1 2.3%	2 4.5%	9 20.5%	32 72.7%	44 100.0%
5	People visiting the public counter	0 0.0%	1 10.0%	1 10.0%	1 10.0%	7 70.0%	10 100.0%
6	Spectators, Witnesses in a criminal case & Others	0 0.0%	2 2.1%	5 5.2%	21 21.9%	68 70.8%	96 100.0%
7	Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	0 0.0%	8 14.8%	46 85.2%	54 100.0%
8	All Other Professionals	1 1.4%	1 1.4%	2 2.9%	8 11.4%	58 82.9%	70 100.0%
Total		3 0.5%	12 2.0%	23 3.8%	137 22.4%	437 71.4%	612 100.0%

Table A.6.1.2 Accuracy of the Information Provided by Court Staff by Sheriffdom

		Q16. How accurate was information provided?					Total
		Very inaccurate	2	3	4	Very accurate	
Glasgow and Strathkelvin		0 0.0%	2 2.5%	4 5.1%	16 20.3%	57 72.2%	79 100.0%
Grampian Highland and Islands		0 0.0%	2 2.1%	3 3.1%	21 21.9%	70 72.9%	96 100.0%
Lothian and Borders		1 1.8%	0 .0%	1 1.8%	14 25.0%	40 71.4%	56 100.0%
North Strathclyde		0 0.0%	1 1.0%	5 5.2%	21 21.9%	69 71.9%	96 100.0%
South Strathclyde, Dumfries and Galloway		1 1.1%	5 5.4%	1 1.1%	26 28.0%	60 64.5%	93 100.0%
Tayside, Central and Fife		1 1.1%	0 0.0%	5 5.4%	18 19.6%	68 73.9%	92 100.0%
Supreme Courts		0 0.0%	2 2.0%	4 4.0%	21 21.0%	73 73.0%	100 100.0%
Total		3 0.5%	12 2.0%	23 3.8%	137 22.4%	437 71.4%	612 100.0%

Table A.6.2.1 Helpfulness of the Updates Provided by Court Staff by User Group

	Q18. How helpful was the information?					Total
	Very unhelpful	2	3	4	Very helpful	
1 Accused in a criminal case & Supporters of accused	0 0.0%	3 1.9%	7 4.4%	48 30.2%	101 63.5%	159 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	2 5.7%	9 25.7%	24 68.6%	35 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 1.0%	5 5.1%	22 22.4%	70 71.4%	98 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 2.5%	2 5.0%	10 25.0%	27 67.5%	40 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 11.1%	3 33.3%	5 55.6%	9 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 1.2%	2 2.4%	3 3.7%	16 19.5%	60 73.2%	82 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	3 3.0%	10 10.0%	87 87.0%	100 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	2 2.0%	16 15.7%	84 82.4%	102 100.0%
Total	1 0.2%	7 1.1%	25 4.0%	134 21.4%	458 73.3%	625 100.0%

Table A.6.2.2 Helpfulness of the Updates Provided by Court Staff by Sheriffdom

	Q18. How helpful was the information?					Total
	Very unhelpful	2	3	4	Very helpful	
Glasgow and Strathkelvin	0 0.0%	2 3.0%	3 4.5%	12 18.2%	49 74.2%	66 100.0%
Grampian Highland and Islands	0 0.0%	1 0.9%	8 7.4%	24 22.2%	75 69.4%	108 100.0%
Lothian and Borders	0 0.0%	0 0.0%	2 4.5%	9 20.5%	33 75.0%	44 100.0%
North Strathclyde	0 0.0%	0 0.0%	2 1.8%	25 22.5%	84 75.7%	111 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 2.0%	5 4.9%	21 20.6%	74 72.5%	102 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	2 2.0%	17 17.3%	79 80.6%	98 100.0%
Supreme Courts	1 1.0%	2 2.1%	3 3.1%	26 27.1%	64 66.7%	96 100.0%
Total	1 0.2%	7 1.1%	25 4.0%	134 21.4%	458 73.3%	625 100.0%

Table A.6.3.1 Helpfulness of the Information Provided by SCS Prior to Visit by User Group

		Q20. How helpful was information from SCS?					Total
		Very unhelpful	2	3	4	Very helpful	
1	Accused in a criminal case & Supporters of accused	1 0.7%	5 3.7%	23 17.2%	42 31.3%	63 47.0%	134 100.0%
2	Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	2 6.5%	9 29.0%	20 64.5%	31 100.0%
3	Jurors (Selected & Not Selected)	1 1.0%	2 2.1%	12 12.5%	22 22.9%	59 61.5%	96 100.0%
4	Victim in a criminal case & Supporters of victims	0 0.0%	1 3.3%	2 6.7%	9 30.0%	18 60.0%	30 100.0%
5	People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	2 25.0%	6 75.0%	8 100.0%
6	Spectators, Witnesses in a criminal case & Others	3 5.0%	2 3.3%	3 5.0%	15 25.0%	37 61.7%	60 100.0%
7	Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	1 2.2%	8 17.4%	37 80.4%	46 100.0%
8	All Other Professionals	0 0.0%	1 2.0%	0 0.0%	9 18.0%	40 80.0%	50 100.0%
	Total	5 1.1%	11 2.4%	43 9.5%	116 25.5%	280 61.5%	455 100.0%

Table A.6.3.2 Helpfulness of the Information Provided by SCS Prior to Visit by Sheriffdom

	Q20. How helpful was information from SCS?					Total
	Very unhelpful	2	3	4	Very helpful	
Glasgow and Strathkelvin	1 1.3%	0 0.0%	6 7.9%	16 21.1%	53 69.7%	76 100.0%
Grampian Highland and Islands	2 2.6%	3 3.9%	9 11.7%	14 18.2%	49 63.6%	77 100.0%
Lothian and Borders	0 0.0%	1 2.4%	10 24.4%	11 26.8%	19 46.3%	41 100.0%
North Strathclyde	0 0.0%	0 0.0%	4 7.3%	17 30.9%	34 61.8%	55 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 2.2%	6 13.0%	18 39.1%	21 45.7%	46 100.0%
Tayside, Central and Fife	2 2.4%	5 5.9%	7 8.2%	23 27.1%	48 56.5%	85 100.0%
Supreme Courts	0 0.0%	1 1.3%	1 1.3%	17 22.7%	56 74.7%	75 100.0%
	5 1.1%	11 2.4%	43 9.5%	116 25.5%	280 61.5%	455 100.0%

Table A.6.4 Other Reasons Respondents Had to Wait

	Number
Accused Pled Guilty	1
Adjourned For Lunch	1
Arrived Early For Duty	1
Bail Papers	1
Bomb Scare	3
Canteen	1
Case Did Not Go Ahead	1
Cashiers Office	1
Chaos Outside	1
Cock Up	1
Court Room	1
Court Started Late	1
Didn't Have Lawyer	1
Equipment Faulty	1
Escorting Prisoner	1
For Next Case	1
Hearing	1
Hitch Between Lawyers	1
I Was Late	1
In Discussion	1
Incorrect Documents	1
Jury Selection	7
Late Start	2
No Answer	4
No Time On Citation	1
Not First Witness	1
Not Ready	1
Outer Waiting Room	1
People Here From Custody	1
Place In Witness Box	1
Prelim Hearing	1
Private Hearing	2
Procedures In Court	1
Seating In Foyer	1
Sheriff Clerks Office	1
Still In Discussion	1
To See Lawyer	1
Wait For Other Jurors	1
Waiting For Accused	1
Waiting For Jury Duty	1
Waiting For Papers Arrive	1
Waiting For Sheriff	1
Was Invited Too Early	1
Was Sent Home	1
Witness	1
Total	58

Table A.6.5.1 Time Waited at the Public Counter by User Group

	Q25.1. Time at public counter		Total
	Up to 30 mins	31 mins - 1 hr	
1 Accused in a criminal case & Supporters of accused	32 94.1%	2 5.9%	34 100.0%
2 Civil litigants & Witnesses in a civil case	10 100.0%	0 0.0%	10 100.0%
3 Jurors (Selected & Not Selected)	10 100.0%	0 0.0%	10 100.0%
4 Victim in a criminal case & Supporters of victims	14 100.0%	0 0.0%	14 100.0%
5 People visiting the public counter	11 100.0%	0 0.0%	11 100.0%
6 Spectators, Witnesses in a criminal case & Others	16 94.1%	1 5.9%	17 100.0%
7 Advocate, Solicitor and Solicitor Advocate	4 100.0%	0 0.0%	4 100.0%
8 All Other Professionals	8 100.0%	0 0.0%	8 100.0%
Total	105 97.2%	3 2.8%	108 100.0%

Table A.6.5.2 Time Waited at the Public Counter by Sheriffdom

	Q25.1. Time at public counter		Total
	Up to 30 mins	31 mins - 1 hr	
Glasgow and Strathkelvin	32 100.0%	0 0.0%	32 100.0%
Grampian Highland and Islands	7 77.8%	2 22.2%	9 100.0%
North Strathclyde	2 100.0%	0 0.0%	2 100.0%
South Strathclyde, Dumfries and Galloway	17 100.0%	0 0.0%	17 100.0%
Tayside, Central and Fife	33 97.1%	1 2.9%	34 100.0%
Supreme Courts	14 100.0%	0 0.0%	14 100.0%
Total	105 97.2%	3 2.8%	108 100.0%

Note: The absence of Lothian and Borders from this table is due to zero responses to this question from courts in Lothian and Borders.

Table A.6.5.3 Satisfaction with the Waiting Time at the Public Counter by User Group

		Q26.1. Satisfaction with queue at counter					Total
		Very dissatisfied	2	3	4	Very satisfied	
1	Accused in a criminal case & Supporters of accused	0 0.0%	2 5.9%	6 17.6%	8 23.5%	18 52.9%	34 100.0%
2	Civil litigants & Witnesses in a civil case	1 10.0%	2 20.0%	1 10.0%	3 30.0%	3 30.0%	10 100.0%
3	Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	3 30.0%	5 50.0%	2 20.0%	10 100.0%
4	Victim in a criminal case & Supporters of victims	1 6.7%	0 0.0%	2 13.3%	5 33.3%	7 46.7%	15 100.0%
5	People visiting the public counter	1 9.1%	1 9.1%	0 0.0%	2 18.2%	7 63.6%	11 100.0%
6	Spectators, Witnesses in a criminal case & Others	1 5.9%	0 0.0%	3 17.6%	6 35.3%	7 41.2%	17 100.0%
7	Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	1 25.0%	2 50.0%	1 25.0%	4 100.0%
8	All Other Professionals	0 0.0%	1 12.5%	1 12.5%	2 25.0%	4 50.0%	8 100.0%
Total		4 3.7%	6 5.5%	17 15.6%	33 30.3%	49 45.0%	109 100.0%

Table A.6.5.4 Satisfaction with the Waiting Time at the Public Counter by Sheriffdom

		Q26.1. Satisfaction with queue at counter					Total
		Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin		0 0.0%	3 9.4%	8 25.0%	8 25.0%	13 40.6%	32 100.0%
Grampian Highland and Islands		1 9.1%	1 9.1%	1 9.1%	2 18.2%	6 54.5%	11 100.0%
North Strathclyde		0 0.0%	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 100.0%
South Strathclyde, Dumfries and Galloway		0 0.0%	1 5.9%	2 11.8%	3 17.6%	11 64.7%	17 100.0%
Tayside, Central and Fife		3 8.8%	1 2.9%	4 11.8%	15 44.1%	11 32.4%	34 100.0%
Supreme Courts		0 0.0%	0 0.0%	2 15.4%	4 30.8%	7 53.8%	13 100.0%
Total		4 3.7%	6 5.5%	17 15.6%	33 30.3%	49 45.0%	109 100.0%

Note: The absence of Lothian and Borders from this table is due to zero responses to this question from courts in Lothian and Borders.

Table A.6.6.1 Time Waited Because of 'Other Cases Before Mine' by User Group

	Q25.4. Time - other cases before mine				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	39 17.2%	50 22.0%	74 32.6%	64 28.2%	227 100.0%
2 Civil litigants & Witnesses in a civil case	6 28.6%	4 19.0%	5 23.8%	6 28.6%	21 100.0%
3 Jurors (Selected & Not Selected)	3 21.4%	6 42.9%	4 28.6%	1 7.1%	14 100.0%
4 Victim in a criminal case & Supporters of victims	2 8.0%	10 40.0%	10 40.0%	3 12.0%	25 100.0%
5 People visiting the public counter	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	3 6.4%	9 19.1%	21 44.7%	14 29.8%	47 100.0%
7 Advocate, Solicitor and Solicitor Advocate	31 31.3%	31 31.3%	26 26.3%	11 11.1%	99 100.0%
8 All Other Professionals	7 17.5%	14 35.0%	8 20.0%	11 27.5%	40 100.0%
Total	92 19.4%	124 26.2%	148 31.2%	110 23.2%	474 100.0%

Table A.6.6.2 Time Waited Because of 'Other Cases Before Mine' by Sheriffdom

	Q25.4. Time - other cases before mine				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	8 28.6%	8 28.6%	3 10.7%	9 32.1%	28 100.0%
Grampian Highland and Islands	17 17.5%	24 24.7%	33 34.0%	23 23.7%	97 100.0%
Lothian and Borders	5 6.2%	13 16.0%	37 45.7%	26 32.1%	81 100.0%
North Strathclyde	24 31.2%	25 32.5%	15 19.5%	13 16.9%	77 100.0%
South Strathclyde, Dumfries and Galloway	20 21.1%	29 30.5%	32 33.7%	14 14.7%	95 100.0%
Tayside, Central and Fife	15 20.3%	15 20.3%	23 31.1%	21 28.4%	74 100.0%
Supreme Courts	3 13.6%	10 45.5%	5 22.7%	4 18.2%	22 100.0%
Total	92 19.4%	124 26.2%	148 31.2%	110 23.2%	474 100.0%

Table A.6.6.3 Satisfaction with Waiting Time because of 'Other Cases Before Mine' by User Group

	Q26.4. Satisfaction - other cases before mine					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	37 16.4%	35 15.6%	89 39.6%	44 19.6%	20 8.9%	225 100.0%
2 Civil litigants & Witnesses in a civil case	3 13.6%	3 13.6%	8 36.4%	6 27.3%	2 9.1%	22 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	10 71.4%	2 14.3%	2 14.3%	14 100.0%
4 Victim in a criminal case & Supporters of victims	1 4.0%	3 12.0%	12 48.0%	6 24.0%	3 12.0%	25 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	10 22.2%	8 17.8%	14 31.1%	10 22.2%	3 6.7%	45 100.0%
7 Advocate, Solicitor and Solicitor Advocate	5 5.1%	12 12.2%	34 34.7%	28 28.6%	19 19.4%	98 100.0%
8 All Other Professionals	2 5.4%	8 21.6%	14 37.8%	6 16.2%	7 18.9%	37 100.0%
Total	58 12.4%	69 14.8%	182 39.0%	102 21.8%	56 12.0%	467 100.0%

Table A.6.6.4 Satisfaction with Waiting Time because of 'Other Cases Before Mine' by Sheriffdom

	Q26.4. Satisfaction - other cases before mine					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	8 28.6%	3 10.7%	8 28.6%	7 25.0%	2 7.1%	28 100.0%
Grampian Highland and Islands	19 20.2%	13 13.8%	33 35.1%	15 16.0%	14 14.9%	94 100.0%
Lothian and Borders	3 3.8%	17 21.5%	43 54.4%	13 16.5%	3 3.8%	79 100.0%
North Strathclyde	8 10.5%	7 9.2%	27 35.5%	22 28.9%	12 15.8%	76 100.0%
South Strathclyde, Dumfries and Galloway	9 9.5%	11 11.6%	39 41.1%	24 25.3%	12 12.6%	95 100.0%
Tayside, Central and Fife	11 14.9%	14 18.9%	23 31.1%	15 20.3%	11 14.9%	74 100.0%
Supreme Courts	0 0.0%	4 19.0%	9 42.9%	6 28.6%	2 9.5%	21 100.0%
Total	58 12.4%	69 14.8%	182 39.0%	102 21.8%	56 12.0%	467 100.0%

Table A.6.7.1 Time Waiting and 'Not Told' Reason by User Group

	Q25.5. Time - was not told				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
1 Quota 1 - Accused in a criminal case & Supporters of accused	7 25.0%	6 21.4%	8 28.6%	7 25.0%	28 100.0%
2 Quota 2 - Civil litigants & Witnesses in a civil case	2 50.0%	0 0.0%	0 0.0%	2 50.0%	4 100.0%
3 Quota 3 - Jurors (Selected & Not Selected)	5 50.0%	3 30.0%	1 10.0%	1 10.0%	10 100.0%
4 Quota 4 - Victim in a criminal case & Supporters of victims	2 20.0%	1 10.0%	4 40.0%	3 30.0%	10 100.0%
6 Quota 6 - Spectators, Witnesses in a criminal case & Others	1 6.7%	0 0.0%	5 33.3%	9 60.0%	15 100.0%
8 Quota 8 - All Other Professionals	1 25.0%	1 25.0%	0 0.0%	2 50.0%	4 100.0%
Total	18 25.4%	11 15.5%	18 25.4%	24 33.8%	71 100.0%

Note: Missing User Groups due to zero responses (0%) within groups.

Table A.6.7.2 Time Waiting and 'Not Told' Reason by Sherifffdom

	Q25.5. Time - was not told				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	3 50.0%	1 16.7%	1 16.7%	1 16.7%	6 100.0%
Grampian Highland and Islands	1 16.7%	1 16.7%	3 50.0%	1 16.7%	6 100.0%
Lothian and Borders	3 33.3%	1 11.1%	3 33.3%	2 22.2%	9 100.0%
North Strathclyde	5 41.7%	2 16.7%	0 0.0%	5 41.7%	12 100.0%
South Strathclyde, Dumfries and Galloway	1 8.3%	2 16.7%	4 33.3%	5 41.7%	12 100.0%
Tayside, Central and Fife	1 7.1%	2 14.3%	5 35.7%	6 42.9%	14 100.0%
Supreme Courts	4 33.3%	2 16.7%	2 16.7%	4 33.3%	12 100.0%
Total	18 25.4%	11 15.5%	18 25.4%	24 33.8%	71 100.0%

Table A.6.7.3 Satisfaction with Waiting Time when 'Not Told' the Reason by User Group

	Q26.5. Satisfaction - was not told					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	11 39.3%	4 14.3%	9 32.1%	3 10.7%	1 3.6%	28 100.0%
2 Civil litigants & Witnesses in a civil case	2 50.0%	0 0.0%	0 0.0%	0 0.0%	2 50.0%	4 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 11.1%	4 44.4%	4 44.4%	0 0.0%	9 100.0%
4 Victim in a criminal case & Supporters of victims	2 18.2%	2 18.2%	4 36.4%	2 18.2%	1 9.1%	11 100.0%
6 Spectators, Witnesses in a criminal case & Others	8 53.3%	1 6.7%	1 6.7%	4 26.7%	1 6.7%	15 100.0%
8 All Other Professionals	1 33.3%	0 0.0%	1 33.3%	1 33.3%	0 0.0%	3 100.0%
Total	24 34.3%	8 11.4%	19 27.1%	14 20.0%	5 7.1%	70 100.0%

Note: Missing User Groups due to zero responses (0%) within groups.

Table A.6.7.4 Satisfaction with Waiting Time when 'Not Told' the Reason by Sheriffdom

	Q26.5. Satisfaction - was not told					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	2 33.3%	1 16.7%	0 0.0%	3 50.0%	0 0.0%	6 100.0%
Grampian Highland and Islands	2 28.6%	2 28.6%	0 0.0%	1 14.3%	2 28.6%	7 100.0%
Lothian and Borders	0 0.0%	2 28.6%	4 57.1%	1 14.3%	0 0.0%	7 100.0%
North Strathclyde	5 41.7%	0 0.0%	3 25.0%	3 25.0%	1 8.3%	12 100.0%
South Strathclyde, Dumfries and Galloway	2 16.7%	2 16.7%	5 41.7%	3 25.0%	0 0.0%	12 100.0%
Tayside, Central and Fife	9 64.3%	0 0.0%	3 21.4%	2 14.3%	0 0.0%	14 100.0%
Supreme Courts	4 33.3%	1 8.3%	4 33.3%	1 8.3%	2 16.7%	12 100.0%
Total	24 34.3%	8 11.4%	19 27.1%	14 20.0%	5 7.1%	70 100.0%

Table A.6.8.1 Time Waited for 'Other' Reasons by User Group

	Q25.6. Time - other reason 1				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	3 30.0%	2 20.0%	3 30.0%	2 20.0%	10 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	2 100.0%	0 0.0%	0 0.0%	2 100.0%
3 Jurors (Selected & Not Selected)	4 20.0%	7 35.0%	6 30.0%	3 15.0%	20 100.0%
4 Victim in a criminal case & Supporters of victims	1 50.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
5 People visiting the public counter	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 14.3%	1 14.3%	1 14.3%	4 57.1%	7 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 33.3%	1 33.3%	0 0.0%	1 33.3%	3 100.0%
8 All Other Professionals	3 42.9%	1 14.3%	0 0.0%	3 42.9%	7 100.0%
Total	14 26.9%	14 26.9%	10 19.2%	14 26.9%	52 100.0%

Table A.6.8.2 Time Waited for 'Other' Reasons by Sheriffdom

	Q25.6. Time - other reason 1				Total
	Up to 30 mins	31 mins - 1 hr	Over 1 hr - 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	0 0.0%	1 33.3%	0 0.0%	2 66.7%	3 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Lothian and Borders	1 20.0%	2 40.0%	0 0.0%	2 40.0%	5 100.0%
North Strathclyde	3 37.5%	1 12.5%	2 25.0%	2 25.0%	8 100.0%
South Strathclyde, Dumfries and Galloway	3 30.0%	3 30.0%	2 20.0%	2 20.0%	10 100.0%
Tayside, Central and Fife	4 36.4%	1 9.1%	3 27.3%	3 27.3%	11 100.0%
Supreme Courts	3 21.4%	6 42.9%	2 14.3%	3 21.4%	14 100.0%
Total	14 26.9%	14 26.9%	10 19.2%	14 26.9%	52 100.0%

Table A.6.8.3 Satisfaction with Waiting Times for 'Other' Reasons by User Group

	Q26.6. Satisfaction - other 1					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	2 20.0%	0 0.0%	3 30.0%	4 40.0%	1 10.0%	10 100.0%
2 Civil litigants & Witnesses in a civil case	1 50.0%	1 50.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%
3 Jurors (Selected & Not Selected)	2 9.5%	7 33.3%	6 28.6%	4 19.0%	2 9.5%	21 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	1 50.0%	1 50.0%	0 0.0%	2 100.0%
5 People visiting the public counter	0 .0%	0 .0%	0 .0%	1 50.0%	1 50.0%	2 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 14.3%	4 57.1%	2 28.6%	0 0.0%	0 0.0%	7 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 33.3%	0 0.0%	1 33.3%	1 33.3%	3 100.0%
8 All Other Professionals	2 25.0%	0 0.0%	4 50.0%	0 0.0%	2 25.0%	8 100.0%
Total	8 14.5%	13 23.6%	16 29.1%	11 20.0%	7 12.7%	55 100.0%

Table A.6.8.4 Satisfaction with Waiting Times for 'Other' Reasons by Sherifdom

	Q26.6. Satisfaction - other 1					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	3 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%
Grampian Highland and Islands	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Lothian and Borders	0 0.0%	0 0.0%	3 60.0%	1 20.0%	1 20.0%	5 100.0%
North Strathclyde	0 0.0%	4 50.0%	3 37.5%	1 12.5%	0 .0%	8 100.0%
South Strathclyde, Dumfries and Galloway	1 9.1%	2 18.2%	3 27.3%	4 36.4%	1 9.1%	11 100.0%
Tayside, Central and Fife	1 9.1%	3 27.3%	4 36.4%	1 9.1%	2 18.2%	11 100.0%
Supreme Courts	2 13.3%	4 26.7%	3 20.0%	4 26.7%	2 13.3%	15 100.0%
Total	8 14.5%	13 23.6%	16 29.1%	11 20.0%	7 12.7%	55 100.0%

Table A.6.9.1 Satisfaction with court staff's attempts to inform respondents about **how much longer** they would have to wait by User Group

	Q28. How satisfied being informed of waiting time?					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	35 12.0%	48 16.4%	109 37.3%	55 18.8%	45 15.4%	292 100.0%
2 Civil litigants & Witnesses in a civil case	4 10.8%	5 13.5%	9 24.3%	7 18.9%	12 32.4%	37 100.0%
3 Jurors (Selected & Not Selected)	3 4.9%	2 3.3%	10 16.4%	16 26.2%	30 49.2%	61 100.0%
4 Victim in a criminal case & Supporters of victims	5 9.8%	5 9.8%	13 25.5%	16 31.4%	12 23.5%	51 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 12.5%	1 12.5%	6 75.0%	8 100.0%
6 Spectators, Witnesses in a criminal case & Others	11 12.8%	13 15.1%	26 30.2%	21 24.4%	15 17.4%	86 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 1.1%	2 2.2%	29 31.5%	22 23.9%	38 41.3%	92 100.0%
8 All Other Professionals	6 9.8%	3 4.9%	11 18.0%	19 31.1%	22 36.1%	61 100.0%
Total	65 9.4%	78 11.3%	208 30.2%	157 22.8%	180 26.2%	688 100.0%

Table A.6.9.2 Satisfaction with court staff's attempts to inform respondents about **how much longer** they would have to wait by Sheriffdom

	Q28. How satisfied being informed of waiting time?					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	10 14.9%	9 13.4%	7 10.4%	19 28.4%	22 32.8%	67 100.0%
Grampian Highland and Islands	14 13.3%	12 11.4%	24 22.9%	20 19.0%	35 33.3%	105 100.0%
Lothian and Borders	1 1.1%	11 11.7%	52 55.3%	19 20.2%	11 11.7%	94 100.0%
North Strathclyde	7 7.1%	15 15.2%	31 31.3%	19 19.2%	27 27.3%	99 100.0%
South Strathclyde, Dumfries and Galloway	12 10.1%	8 6.7%	47 39.5%	22 18.5%	30 25.2%	119 100.0%
Tayside, Central and Fife	15 10.9%	22 16.1%	31 22.6%	37 27.0%	32 23.4%	137 100.0%
Supreme Courts	6 9.0%	1 1.5%	16 23.9%	21 31.3%	23 34.3%	67 100.0%
Total	65 9.4%	78 11.3%	208 30.2%	157 22.8%	180 26.2%	688 100.0%

Table A.6.10.1 Satisfaction with court staff's attempts to inform respondents about **why** they were having to wait by User Group

	Q29. How satisfied being kept informed WHY waiting?					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	28 9.8%	48 16.8%	113 39.6%	53 18.6%	43 15.1%	285 100.0%
2 Civil litigants & Witnesses in a civil case	2 5.9%	6 17.6%	6 17.6%	11 32.4%	9 26.5%	34 100.0%
3 Jurors (Selected & Not Selected)	3 5.3%	2 3.5%	7 12.3%	18 31.6%	27 47.4%	57 100.0%
4 Victim in a criminal case & Supporters of victims	4 8.0%	6 12.0%	9 18.0%	18 36.0%	13 26.0%	50 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 14.3%	3 42.9%	3 42.9%	7 100.0%
6 Spectators, Witnesses in a criminal case & Others	12 14.1%	13 15.3%	24 28.2%	22 25.9%	14 16.5%	85 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 1.1%	3 3.3%	29 32.2%	17 18.9%	40 44.4%	90 100.0%
8 All Other Professionals	2 3.4%	5 8.5%	9 15.3%	23 39.0%	20 33.9%	59 100.0%
Total	52 7.8%	83 12.4%	198 29.7%	165 24.7%	169 25.3%	667 100.0%

Table A.6.10.2 Satisfaction with court staff's attempts to inform respondents about **why** they were having to wait by Sherifffdom

	Q29. How satisfied being kept informed WHY waiting?					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	5 7.7%	9 13.8%	7 10.8%	21 32.3%	23 35.4%	65 100.0%
Grampian Highland and Islands	14 14.0%	14 14.0%	24 24.0%	19 19.0%	29 29.0%	100 100.0%
Lothian and Borders	0 0.0%	11 11.7%	46 48.9%	27 28.7%	10 10.6%	94 100.0%
North Strathclyde	3 3.2%	18 19.1%	24 25.5%	21 22.3%	28 29.8%	94 100.0%
South Strathclyde, Dumfries and Galloway	8 7.0%	7 6.1%	52 45.2%	21 18.3%	27 23.5%	115 100.0%
Tayside, Central and Fife	15 11.2%	23 17.2%	33 24.6%	37 27.6%	26 19.4%	134 100.0%
Supreme Courts	7 10.8%	1 1.5%	12 18.5%	19 29.2%	26 40.0%	65 100.0%
Total	52 7.8%	83 12.4%	198 29.7%	165 24.7%	169 25.3%	667 100.0%

Table A.6.11 Prevalence of Seeing Notice/Leaflet Regarding Complaints by Sheriffdom

	Q35. Did you see leaflet on how to make a complaint?			Total
	Yes	No	Can't remember	
Glasgow and Strathkelvin	32 18.8%	133 78.2%	5 2.9%	170 100.0%
Grampian Highland and Islands	74 19.8%	279 74.6%	21 5.6%	374 100.0%
Lothian and Borders	26 13.1%	152 76.4%	21 10.6%	199 100.0%
North Strathclyde	54 19.6%	211 76.4%	11 4.0%	276 100.0%
South Strathclyde, Dumfries and Galloway	50 17.0%	234 79.6%	10 3.4%	294 100.0%
Tayside, Central and Fife	83 19.9%	321 76.8%	14 3.3%	418 100.0%
Supreme Courts	25 8.4%	246 82.8%	26 8.8%	297 100.0%
Total	344 17.0%	1576 77.7%	108 5.3%	2028 100.0%

Table A.7.1.1 Reason for Most Recent Contact with Court by User Group

	Q31. What was the reason for most recent contact?										Total
	Regarding a case	Regarding an appointment	Regarding a complaint	Regarding jury duty	Regarding a payment	Other	Can't remember				
1 Accused in a criminal case & Supporters of accused	335 91.8%	3 0.8%	6 1.6%	4 1.1%	11 3.0%	3 0.8%	3 0.8%	365 100.0%			
2 Civil litigants & Witnesses in a civil case	44 86.3%	0 0.0%	1 2.0%	2 3.9%	3 5.9%	1 2.0%	0 0.0%	51 100.0%			
3 Jurors (Selected & Not Selected)	19 42.2%	0 0.0%	0 0.0%	24 53.3%	1 2.2%	1 2.2%	0 0.0%	45 100.0%			
4 Victim in a criminal case & Supporters of victims	40 90.9%	0 0.0%	1 2.3%	0 0.0%	2 4.5%	0 0.0%	1 2.3%	44 100.0%			
5 People visiting the public counter	50 38.2%	5 3.8%	2 1.5%	4 3.1%	60 45.8%	10 7.6%	0 0.0%	131 100.0%			
6 Spectators, Witnesses in a criminal case & Others	101 85.6%	0 0.0%	1 0.8%	4 3.4%	1 0.8%	10 8.5%	1 0.8%	118 100.0%			
7 Advocate, Solicitor and Solicitor Advocate	217 97.7%	0 0.0%	0 0.0%	2 0.9%	0 0.0%	2 0.9%	1 0.5%	222 100.0%			
8 All Other Professionals	161 85.2%	3 1.6%	0 0.0%	3 1.6%	0 0.0%	20 10.6%	2 1.1%	189 100.0%			
Total	967 83.0%	11 0.9%	11 0.9%	43 3.7%	78 6.7%	47 4.0%	8 0.7%	1165 100.0%			

Table A.7.1.1.2 Reason for Most Recent Contact with Court by Sheriffdom

	Q31. What was the reason for most recent contact?									Total
	Regarding a case	Regarding an appointment	Regarding a complaint	Regarding jury duty	Regarding a payment	Other	Can't remember			
Glasgow and Strathkelvin	80 77.7%	1 1.0%	1 1.0%	12 11.7%	6 5.8%	3 2.9%	0 0.0%			103 100.0%
Grampian Highland and Islands	194 77.3%	6 2.4%	5 2.0%	6 2.4%	23 9.2%	15 6.0%	2 0.8%			251 100.0%
Lothian and Borders	98 89.9%	2 1.8%	0 0.0%	1 0.9%	5 4.6%	3 2.8%	0 0.0%			109 100.0%
North Strathclyde	161 90.4%	1 0.6%	2 1.1%	2 1.1%	7 3.9%	4 2.2%	1 0.6%			178 100.0%
South Strathclyde, Dumfries and Galloway	152 84.4%	0 0.0%	1 0.6%	6 3.3%	11 6.1%	7 3.9%	3 1.7%			180 100.0%
Tayside, Central and Fife	194 80.5%	1 0.4%	2 0.8%	12 5.0%	25 10.4%	5 2.1%	2 0.8%			241 100.0%
Supreme Courts	88 85.4%	0 0.0%	0 0.0%	4 3.9%	1 1.0%	10 9.7%	0 0.0%			103 100.0%
Total	967 83.0%	11 0.9%	11 0.9%	43 3.7%	78 6.7%	47 4.0%	8 0.7%			1165 100.0%

Table A.7.2.1 Satisfaction with **Speed** with which the Most Recent Contact was dealt with by User Group

	Q32. How satisfied with speed contact was dealt with?					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	29 8.0%	36 9.9%	62 17.1%	134 37.0%	101 27.9%	362 100.0%
2 Civil litigants & Witnesses in a civil case	8 15.4%	3 5.8%	2 3.8%	21 40.4%	18 34.6%	52 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 2.3%	2 4.7%	12 27.9%	28 65.1%	43 100.0%
4 Victim in a criminal case & Supporters of victims	4 9.3%	2 4.7%	7 16.3%	17 39.5%	13 30.2%	43 100.0%
5 People visiting the public counter	2 1.5%	2 1.5%	6 4.6%	26 20.0%	94 72.3%	130 100.0%
6 Spectators, Witnesses in a criminal case & Others	14 12.1%	8 6.9%	13 11.2%	41 35.3%	40 34.5%	116 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 0.5%	4 1.8%	16 7.2%	57 25.7%	144 64.9%	222 100.0%
8 All Other Professionals	2 1.1%	8 4.4%	19 10.4%	44 24.0%	110 60.1%	183 100.0%
Total	60 5.2%	64 5.6%	127 11.0%	352 30.6%	548 47.6%	1151 100.0%

Table A.7.2.2 Satisfaction with **Speed** with which the Most Recent Contact was dealt with by Sheriffdom

	Q32. How satisfied with speed contact was dealt with?					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	8 7.9%	4 4.0%	12 11.9%	24 23.8%	53 52.5%	101 100.0%
Grampian Highland and Islands	18 7.2%	10 4.0%	27 10.8%	68 27.3%	126 50.6%	249 100.0%
Lothian and Borders	0 0.0%	9 8.3%	22 20.4%	57 52.8%	20 18.5%	108 100.0%
North Strathclyde	7 4.0%	11 6.3%	16 9.1%	56 32.0%	85 48.6%	175 100.0%
South Strathclyde, Dumfries and Galloway	5 2.9%	13 7.5%	20 11.5%	52 29.9%	84 48.3%	174 100.0%
Tayside, Central and Fife	20 8.3%	15 6.2%	24 10.0%	79 32.8%	103 42.7%	241 100.0%
Supreme Courts	2 1.9%	2 1.9%	6 5.8%	16 15.5%	77 74.8%	103 100.0%
Total	60 5.2%	64 5.6%	127 11.0%	352 30.6%	548 47.6%	1151 100.0%

Table A.7.3.1 Satisfaction with **Outcome** of Most Recent Contact by User Group

	Q33. How satisfied with the OUTCOME of most recent contact?					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	22 6.2%	26 7.3%	75 21.1%	134 37.7%	98 27.6%	355 100.0%
2 Civil litigants & Witnesses in a civil case	6 12.0%	3 6.0%	5 10.0%	18 36.0%	18 36.0%	50 100.0%
3 Jurors (Selected & Not Selected)	1 2.4%	0 0.0%	2 4.9%	10 24.4%	28 68.3%	41 100.0%
4 Victim in a criminal case & Supporters of victims	2 4.7%	0 0.0%	9 20.9%	16 37.2%	16 37.2%	43 100.0%
5 People visiting the public counter	6 4.8%	5 4.0%	7 5.6%	25 20.2%	81 65.3%	124 100.0%
6 Spectators, Witnesses in a criminal case & Others	12 10.4%	10 8.7%	12 10.4%	37 32.2%	44 38.3%	115 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 0.9%	3 1.4%	14 6.5%	63 29.2%	134 62.0%	216 100.0%
8 All Other Professionals	2 1.2%	6 3.5%	19 11.0%	46 26.6%	100 57.8%	173 100.0%
Total	53 4.7%	53 4.7%	143 12.8%	349 31.2%	519 46.5%	1117 100.0%

Table A.7.3.2 Satisfaction with **Outcome** of Most Recent Contact by Sheriffdom

	Q33. How satisfied with the OUTCOME of most recent contact?					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	8 8.1%	5 5.1%	11 11.1%	17 17.2%	58 58.6%	99 100.0%
Grampian Highland and Islands	14 5.7%	7 2.8%	38 15.4%	70 28.3%	118 47.8%	247 100.0%
Lothian and Borders	1 1.0%	3 2.9%	17 16.5%	63 61.2%	19 18.4%	103 100.0%
North Strathclyde	6 3.7%	10 6.1%	17 10.4%	50 30.5%	81 49.4%	164 100.0%
South Strathclyde, Dumfries and Galloway	6 3.6%	3 1.8%	28 16.6%	55 32.5%	77 45.6%	169 100.0%
Tayside, Central and Fife	17 7.3%	22 9.4%	27 11.5%	72 30.8%	96 41.0%	234 100.0%
Supreme Courts	1 1.0%	3 3.0%	5 5.0%	22 21.8%	70 69.3%	101 100.0%
Total	53 4.7%	53 4.7%	143 12.8%	349 31.2%	519 46.5%	1117 100.0%

Table A.8.1.1 Satisfaction with Range of Catering Facilities Offered by User Group

	Q38.1. Range of catering facilities offered					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	11 7.5%	10 6.8%	32 21.9%	46 31.5%	47 32.2%	146 100.0%
2 Civil litigants & Witnesses in a civil case	3 16.7%	0 0.0%	3 16.7%	7 38.9%	5 27.8%	18 100.0%
3 Jurors (Selected & Not Selected)	3 5.6%	2 3.7%	13 24.1%	19 35.2%	17 31.5%	54 100.0%
4 Victim in a criminal case & Supporters of victims	1 2.8%	1 2.8%	11 30.6%	11 30.6%	12 33.3%	36 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	4 66.7%	2 33.3%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	7 9.1%	3 3.9%	17 22.1%	27 35.1%	23 29.9%	77 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	9 8.7%	29 27.9%	35 33.7%	31 29.8%	104 100.0%
8 All Other Professionals	2 2.1%	6 6.2%	30 30.9%	25 25.8%	34 35.1%	97 100.0%
Total	27 5.0%	31 5.8%	135 25.1%	174 32.3%	171 31.8%	538 100.0%

Table A.8.1.2 Satisfaction with Range of Catering Facilities Offered by Sheriffdom

	Q38.1. Range of catering facilities offered					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	7 13.5%	3 5.8%	10 19.2%	20 38.5%	12 23.1%	52 100.0%
Grampian Highland and Islands	7 12.7%	2 3.6%	13 23.6%	14 25.5%	19 34.5%	55 100.0%
Lothian and Borders	1 3.8%	3 11.5%	9 34.6%	13 50.0%	0 0.0%	26 100.0%
North Strathclyde	2 2.0%	6 6.0%	29 29.0%	34 34.0%	29 29.0%	100 100.0%
South Strathclyde, Dumfries and Galloway	2 2.2%	5 5.6%	32 36.0%	31 34.8%	19 21.3%	89 100.0%
Tayside, Central and Fife	5 3.4%	7 4.7%	16 10.8%	47 31.8%	73 49.3%	148 100.0%
Supreme Courts	3 4.4%	5 7.4%	26 38.2%	15 22.1%	19 27.9%	68 100.0%
Total	27 5.0%	31 5.8%	135 25.1%	174 32.3%	171 31.8%	538 100.0%

Table A.8.2.1 Satisfaction with Range of Food and Drink Available by User Group

	Q38.2. Range of food & drink available					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	14 9.7%	11 7.6%	33 22.9%	42 29.2%	44 30.6%	144 100.0%
2 Civil litigants & Witnesses in a civil case	3 20.0%	1 6.7%	2 13.3%	7 46.7%	2 13.3%	15 100.0%
3 Jurors (Selected & Not Selected)	3 5.8%	2 3.8%	16 30.8%	18 34.6%	13 25.0%	52 100.0%
4 Victim in a criminal case & Supporters of victims	1 3.0%	1 3.0%	11 33.3%	8 24.2%	12 36.4%	33 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	4 100.0%	0 0.0%	4 100.0%
6 Spectators, Witnesses in a criminal case & Others	7 8.8%	2 2.5%	20 25.0%	26 32.5%	25 31.3%	80 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 1.0%	13 13.5%	28 29.2%	30 31.3%	24 25.0%	96 100.0%
8 All Other Professionals	2 2.1%	7 7.2%	30 30.9%	28 28.9%	30 30.9%	97 100.0%
Total	31 6.0%	37 7.1%	140 26.9%	163 31.3%	150 28.8%	521 100.0%

Table A.8.2.2 Satisfaction with Range of Food and Drink Available by Sheriffdom

	Q38.2. Range of food & drink available					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	7 14.0%	2 4.0%	14 28.0%	15 30.0%	12 24.0%	50 100.0%
Grampian Highland and Islands	8 14.3%	4 7.1%	14 25.0%	13 23.2%	17 30.4%	56 100.0%
Lothian and Borders	2 8.0%	2 8.0%	8 32.0%	12 48.0%	1 4.0%	25 100.0%
North Strathclyde	2 2.0%	6 5.9%	29 28.7%	35 34.7%	29 28.7%	101 100.0%
South Strathclyde, Dumfries and Galloway	5 5.6%	5 5.6%	29 32.6%	32 36.0%	18 20.2%	89 100.0%
Tayside, Central and Fife	4 3.0%	11 8.3%	17 12.9%	45 34.1%	55 41.7%	132 100.0%
Supreme Courts	3 4.4%	7 10.3%	29 42.6%	11 16.2%	18 26.5%	68 100.0%
Total	31 6.0%	37 7.1%	140 26.9%	163 31.3%	150 28.8%	521 100.0%

Table A.8.3.1 Satisfaction with Quality of Food and Drink Purchased by User Group

	Q38.3. Quality of food & drink					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	8 5.7%	9 6.4%	26 18.4%	49 34.8%	49 34.8%	141 100.0%
2 Civil litigants & Witnesses in a civil case	1 7.1%	3 21.4%	1 7.1%	8 57.1%	1 7.1%	14 100.0%
3 Jurors (Selected & Not Selected)	3 6.5%	3 6.5%	13 28.3%	14 30.4%	13 28.3%	46 100.0%
4 Victim in a criminal case & Supporters of victims	2 6.5%	0 0.0%	11 35.5%	8 25.8%	10 32.3%	31 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	5 100.0%	0 0.0%	5 100.0%
6 Spectators, Witnesses in a criminal case & Others	6 7.8%	4 5.2%	17 22.1%	26 33.8%	24 31.2%	77 100.0%
7 Advocate, Solicitor and Solicitor Advocate	3 3.1%	5 5.2%	26 27.1%	33 34.4%	29 30.2%	96 100.0%
8 All Other Professionals	2 2.1%	5 5.2%	26 27.1%	31 32.3%	32 33.3%	96 100.0%
Total	25 4.9%	29 5.7%	120 23.7%	174 34.4%	158 31.2%	506 100.0%

Table A.8.3.2 Satisfaction with Quality of Food and Drink Purchased by Sheriffdom

	Q38.3. Quality of food & drink					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	4 8.5%	4 8.5%	12 25.5%	18 38.3%	9 19.1%	47 100.0%
Grampian Highland and Islands	6 11.5%	3 5.8%	9 17.3%	17 32.7%	17 32.7%	52 100.0%
Lothian and Borders	1 4.0%	3 12.0%	8 32.0%	12 48.0%	1 4.0%	25 100.0%
North Strathclyde	3 3.0%	5 5.0%	25 25.0%	37 37.0%	30 30.0%	100 100.0%
South Strathclyde, Dumfries and Galloway	4 4.5%	2 2.2%	27 30.3%	33 37.1%	23 25.8%	89 100.0%
Tayside, Central and Fife	4 3.1%	7 5.4%	13 10.1%	45 34.9%	60 46.5%	129 100.0%
Supreme Courts	3 4.7%	5 7.8%	26 40.6%	12 18.8%	18 28.1%	64 100.0%
Total	25 4.9%	29 5.7%	120 23.7%	174 34.4%	158 31.2%	506 100.0%

Table A.8.4.1 Satisfaction with the Service in the Cafeteria by User Group

	Q38.4. The service in the cafeteria					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	2 2.7%	11 14.9%	13 17.6%	48 64.9%	74 100.0%
2 Civil litigants & Witnesses in a civil case	1 14.3%	1 14.3%	1 14.3%	4 57.1%	0 0.0%	7 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 3.6%	4 14.3%	13 46.4%	10 35.7%	28 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	0 0.0%	6 35.3%	11 64.7%	17 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	3 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	2 4.3%	7 15.2%	18 39.1%	19 41.3%	46 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	3 4.8%	7 11.1%	15 23.8%	38 60.3%	63 100.0%
8 All Other Professionals	0 0.0%	3 4.2%	10 14.1%	13 18.3%	45 63.4%	71 100.0%
Total	1 0.3%	12 3.9%	40 12.9%	85 27.5%	171 55.3%	309 100.0%

Table A.8.4.2 Satisfaction with the Service in the Cafeteria by Sheriffdom

	Q38.4. The service in the cafeteria					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	0 0.0%	6 18.2%	4 12.1%	6 18.2%	17 51.5%	33 100.0%
Grampian Highland and Islands	0 0.0%	1 4.5%	0 0.0%	7 31.8%	14 63.6%	22 100.0%
Lothian and Borders	0 0.0%	0 0.0%	1 8.3%	9 75.0%	2 16.7%	12 100.0%
North Strathclyde	1 1.1%	1 1.1%	10 11.5%	17 19.5%	58 66.7%	87 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 2.9%	10 14.3%	25 35.7%	33 47.1%	70 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	4 13.8%	5 17.2%	20 69.0%	29 100.0%
Supreme Courts	0 0.0%	2 3.6%	11 19.6%	16 28.6%	27 48.2%	56 100.0%
Total	1 0.3%	12 3.9%	40 12.9%	85 27.5%	171 55.3%	309 100.0%

Table A.8.5. Other Facilities Used by Sheriffdom

	Court Room	Waiting Area	Witness Room	Jury Room	Toilets	N
Glasgow and Strathkelvin	114 34%	94 28%	26 78%	33 10%	70 21%	337
Grampian Highland and Islands	231 42%	150 27%	26 5%	9 2%	133 24%	549
Lothian and Borders	146 40%	139 39%	10 3%	1 <1%	65 18%	361
North Strathclyde	186 38%	122 25%	52 11%	6 1%	121 25%	487
South Strathclyde, Dumfries and Galloway	210 40%	148 28%	44 8%	10 2%	119 22%	531
Tayside, Central and Fife	281 40%	186 26%	63 9%	19 3%	161 23%	710
Supreme Courts	170 34%	110 22%	38 8%	18 4%	161 32%	497
Total	1338 39%	949 27%	259 7%	96 3%	830 24%	3472

Table A.8.6.1 Comfort of the Court Rooms by User Group

	Q41.1. Comfort - Court Room					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	24 5.0%	46 9.6%	127 26.4%	138 28.7%	146 30.4%	481 100.0%
2 Civil litigants & Witnesses in a civil case	1 1.9%	3 5.8%	8 15.4%	24 46.2%	16 30.8%	52 100.0%
3 Jurors (Selected & Not Selected)	3 3.4%	4 4.5%	18 20.5%	22 25.0%	41 46.6%	88 100.0%
4 Victim in a criminal case & Supporters of victims	3 3.7%	4 4.9%	12 14.6%	31 37.8%	32 39.0%	82 100.0%
5 People visiting the public counter	0 0.0%	1 16.7%	0 0.0%	3 50.0%	2 33.3%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	3 2.0%	12 8.1%	21 14.2%	45 30.4%	67 45.3%	148 100.0%
7 Advocate, Solicitor and Solicitor Advocate	6 2.4%	9 3.6%	44 17.5%	70 27.9%	122 48.6%	251 100.0%
8 All Other Professionals	5 2.6%	14 7.4%	26 13.8%	58 30.7%	86 45.5%	189 100.0%
Total	45 3.5%	93 7.2%	256 19.7%	391 30.1%	512 39.5%	1297 100.0%

Table A.8.6.2 Comfort of the Court Rooms by Sheriffdom

	Q41.1. Comfort - Court room					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	7 6.4%	3 2.8%	17 15.6%	28 25.7%	54 49.5%	109 100.0%
Grampian Highland and Islands	9 3.9%	25 11.0%	53 23.2%	55 24.1%	86 37.7%	228 100.0%
Lothian and Borders	6 4.2%	20 14.1%	52 36.6%	56 39.4%	8 5.6%	142 100.0%
North Strathclyde	6 3.3%	6 3.3%	25 13.8%	58 32.0%	86 47.5%	181 100.0%
South Strathclyde, Dumfries and Galloway	3 1.5%	12 6.2%	34 17.4%	59 30.3%	87 44.6%	195 100.0%
Tayside, Central and Fife	10 3.6%	21 7.6%	50 18.0%	94 33.8%	103 37.1%	278 100.0%
Supreme Courts	4 2.4%	6 3.7%	25 15.2%	41 25.0%	88 53.7%	164 100.0%
Total	45 3.5%	93 7.2%	256 19.7%	391 30.1%	512 39.5%	1297 100.0%

Table A.8.6.3 Cleanliness of the Court Rooms by User Group

	Q42.1. Cleanliness - Court Room					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	1 0.2%	11 2.3%	65 13.6%	158 33.1%	242 50.7%	477 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	2 3.9%	28 54.9%	21 41.2%	51 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	3 3.4%	21 24.1%	63 72.4%	87 100.0%
4 Victim in a criminal case & Supporters of victims	1 1.2%	2 2.4%	8 9.4%	22 25.9%	52 61.2%	85 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	4 66.7%	2 33.3%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	4 2.6%	9 6.0%	41 27.2%	97 64.2%	151 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 0.4%	15 6.3%	68 28.5%	155 64.9%	239 100.0%
8 All Other Professionals	0 0.0%	3 1.6%	16 8.4%	44 23.2%	127 66.8%	190 100.0%
Total	2 0.2%	21 1.6%	118 9.2%	386 30.0%	759 59.0%	1286 100.0%

Table A.8.6.4 Cleanliness of the Court Rooms by Sheriffdom

	Q42.1. Cleanliness - court room					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	0 0.0%	1 1.0%	5 4.8%	21 20.2%	77 74.0%	104 100.0%
Grampian Highland and Islands	0 0.0%	6 2.7%	19 8.6%	45 20.3%	152 68.5%	222 100.0%
Lothian and Borders	0 0.0%	5 3.5%	39 27.1%	82 56.9%	18 12.5%	144 100.0%
North Strathclyde	0 0.0%	0 0.0%	5 2.8%	39 22.2%	132 75.0%	176 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 0.5%	22 10.7%	56 27.3%	126 61.5%	205 100.0%
Tayside, Central and Fife	2 0.7%	6 2.2%	20 7.4%	99 36.5%	144 53.1%	271 100.0%
Supreme Courts	0 0.0%	2 1.2%	8 4.9%	44 26.8%	110 67.1%	164 100.0%
Total	2 0.2%	21 1.6%	118 9.2%	386 30.0%	759 59.0%	1286 100.0%

Table A.8.7.1 Comfort of the Waiting Areas by User Group

	Q41.2. Comfort - Waiting Area					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	36 9.8%	48 13.0%	122 33.2%	87 23.6%	75 20.4%	368 100.0%
2 Civil litigants & Witnesses in a civil case	1 2.2%	6 13.0%	9 19.6%	19 41.3%	11 23.9%	46 100.0%
3 Jurors (Selected & Not Selected)	6 10.2%	12 20.3%	13 22.0%	12 20.3%	16 27.1%	59 100.0%
4 Victim in a criminal case & Supporters of victims	5 6.8%	4 5.4%	13 17.6%	35 47.3%	17 23.0%	74 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	3 50.0%	3 50.0%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	6 4.9%	9 7.4%	31 25.4%	43 35.2%	33 27.0%	122 100.0%
7 Advocate, Solicitor and Solicitor Advocate	8 6.8%	8 6.8%	27 23.1%	36 30.8%	38 32.5%	117 100.0%
8 All Other Professionals	5 4.1%	14 11.5%	27 22.1%	26 21.3%	50 41.0%	122 100.0%
Total	67 7.3%	101 11.1%	242 26.5%	261 28.6%	243 26.6%	914 100.0%

Table A.8.7.2 Comfort of the Waiting Areas by Sheriffdom

	Q41.2. Comfort - Waiting area					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	13 14.1%	9 9.8%	20 21.7%	21 22.8%	29 31.5%	92 100.0%
Grampian Highland and Islands	15 10.2%	22 15.0%	45 30.6%	29 19.7%	36 24.5%	147 100.0%
Lothian and Borders	3 2.2%	18 13.0%	49 35.5%	57 41.3%	11 8.0%	138 100.0%
North Strathclyde	4 3.4%	8 6.7%	21 17.6%	36 30.3%	50 42.0%	119 100.0%
South Strathclyde, Dumfries and Galloway	10 7.5%	11 8.3%	42 31.6%	34 25.6%	36 27.1%	133 100.0%
Tayside, Central and Fife	19 10.8%	22 12.5%	45 25.6%	52 29.5%	38 21.6%	176 100.0%
Supreme Courts	3 2.8%	11 10.1%	20 18.3%	32 29.4%	43 39.4%	109 100.0%
Total	67 7.3%	101 11.1%	242 26.5%	261 28.6%	243 26.6%	914 100.0%

Table A.8.7.3 Cleanliness of the Waiting Areas by User Group

	Q42.2. Cleanliness - Waiting Area					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	5 1.4%	13 3.5%	71 19.3%	133 36.2%	145 39.5%	367 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	1 2.2%	2 4.4%	22 48.9%	20 44.4%	45 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	2 3.6%	3 5.5%	16 29.1%	34 61.8%	55 100.0%
4 Victim in a criminal case & Supporters of victims	4 5.3%	1 1.3%	9 12.0%	26 34.7%	35 46.7%	75 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	3 50.0%	3 50.0%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.8%	2 1.6%	13 10.4%	42 33.6%	67 53.6%	125 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 1.8%	3 2.7%	15 13.3%	28 24.8%	65 57.5%	113 100.0%
8 All Other Professionals	0 0.0%	7 5.9%	16 13.4%	36 30.3%	60 50.4%	119 100.0%
Total	12 1.3%	29 3.2%	129 14.3%	306 33.8%	429 47.4%	905 100.0%

Table A.8.7.4 Cleanliness of the Waiting Areas by Sheriffdom

	Q42.2. Cleanliness - Waiting area					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	2 2.3%	4 4.7%	10 11.6%	21 24.4%	49 57.0%	86 100.0%
Grampian Highland and Islands	1 0.7%	7 5.0%	20 14.4%	30 21.6%	81 58.3%	139 100.0%
Lothian and Borders	0 0.0%	5 3.7%	37 27.2%	77 56.6%	17 12.5%	136 100.0%
North Strathclyde	0 0.0%	0 0.0%	8 7.0%	24 20.9%	83 72.2%	115 100.0%
South Strathclyde, Dumfries and Galloway	2 1.4%	5 3.4%	23 15.6%	47 32.0%	70 47.6%	147 100.0%
Tayside, Central and Fife	7 4.0%	8 4.6%	24 13.8%	73 42.0%	62 35.6%	174 100.0%
Supreme Courts	0 0.0%	0 0.0%	7 6.5%	34 31.5%	67 62.0%	108 100.0%
Total	12 1.3%	29 3.2%	129 14.3%	306 33.8%	429 47.4%	905 100.0%

Table A.8.8.1 Comfort of the Witness Room by User Group

	Q41.3. Comfort - Witness Room					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	1 9.1%	2 18.2%	5 45.5%	3 27.3%	11 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	2 7.7%	6 23.1%	12 46.2%	6 23.1%	26 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	1 25.0%	1 25.0%	2 50.0%	4 100.0%
4 Victim in a criminal case & Supporters of victims	1 9.1%	0 0.0%	2 18.2%	4 36.4%	4 36.4%	11 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 50.0%	0 0.0%	1 50.0%	2 100.0%
6 Spectators, Witnesses in a criminal case & Others	4 5.3%	8 10.7%	18 24.0%	25 33.3%	20 26.7%	75 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 2.9%	2 5.7%	3 8.6%	7 20.0%	22 62.9%	35 100.0%
8 All Other Professionals	3 3.5%	8 9.4%	20 23.5%	22 25.9%	32 37.6%	85 100.0%
Total	9 3.6%	21 8.4%	53 21.3%	76 30.5%	90 36.1%	249 100.0%

Table A.8.8.2 Comfort of the Witness Room by Sheriffdom

	Q41.3. Comfort - Witness room					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	1 3.8%	5 19.2%	20 76.9%	26 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	10 41.7%	9 37.5%	5 20.8%	24 100.0%
Lothian and Borders	0 0.0%	1 10.0%	3 30.0%	4 40.0%	2 20.0%	10 100.0%
North Strathclyde	0 0.0%	5 9.8%	12 23.5%	15 29.4%	19 37.3%	51 100.0%
South Strathclyde, Dumfries and Galloway	3 7.3%	4 9.8%	9 22.0%	12 29.3%	13 31.7%	41 100.0%
Tayside, Central and Fife	5 8.1%	8 12.9%	12 19.4%	24 38.7%	13 21.0%	62 100.0%
Supreme Courts	1 2.9%	3 8.6%	6 17.1%	7 20.0%	18 51.4%	35 100.0%
Total	9 3.6%	21 8.4%	53 21.3%	76 30.5%	90 36.1%	249 100.0%

Table A.8.8.3 Cleanliness of the Witness Room by User Group

	Q42.3. Cleanliness - Witness Room				Total
	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	0 0.0%	6 60.0%	4 40.0%	10 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	17 68.0%	8 32.0%	25 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 9.1%	3 27.3%	7 63.6%	11 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 .0%	2 100.0%	2 100.0%
6 Spectators, Witnesses in a criminal case & Others	2 2.7%	7 9.6%	31 42.5%	33 45.2%	73 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 2.9%	4 11.8%	29 85.3%	34 100.0%
8 All Other Professionals	3 3.5%	9 10.6%	25 29.4%	48 56.5%	85 100.0%
Total	5 2.1%	19 7.8%	87 35.8%	132 54.3%	243 100.0%

Table A.8.8.4 Cleanliness of the Witness Room by Sheriffdom

	Q42.3. Cleanliness - Witness room				Total
	2	3	4	Very satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	5 20.8%	19 79.2%	24 100.0%
Grampian Highland and Islands	1 4.5%	1 4.5%	6 27.3%	14 63.6%	22 100.0%
Lothian and Borders	0 0.0%	2 20.0%	6 60.0%	2 20.0%	10 100.0%
North Strathclyde	0 0.0%	3 6.1%	13 26.5%	33 67.3%	49 100.0%
South Strathclyde, Dumfries and Galloway	1 2.3%	6 14.0%	12 27.9%	24 55.8%	43 100.0%
Tayside, Central and Fife	3 5.1%	5 8.5%	32 54.2%	19 32.2%	59 100.0%
Supreme Courts	0 0.0%	2 5.6%	13 36.1%	21 58.3%	36 100.0%
Total	5 2.1%	19 7.8%	87 35.8%	132 54.3%	243 100.0%

Table A.8.9.1 Comfort of the Jury Room by User Group

	Q41.4. Comfort - Jury Room					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
3 Jurors (Selected & Not Selected)	3 4.3%	3 4.3%	14 20.0%	21 30.0%	29 41.4%	70 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	1 50.0%	0 0.0%	1 50.0%	2 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 14.3%	0 0.0%	0 0.0%	4 57.1%	2 28.6%	7 100.0%
8 All Other Professionals	2 50.0%	0 0.0%	0 0.0%	1 25.0%	1 25.0%	4 100.0%
Total	6 6.9%	3 3.4%	16 18.4%	28 32.2%	34 39.1%	87 100.0%

Note 1: Missing User Groups due to zero responses (0%) within groups.

Note 2: 21 of the 87 respondents were not jurors, but they had used jury rooms for other purposes when courts had no jury trials arranged.

Table A.8.9.2 Comfort of the Jury Room by Sheriffdom

	Q41.4. Comfort - Jury room					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	2 6.9%	1 3.4%	7 24.1%	11 37.9%	8 27.6%	29 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	2 25.0%	3 37.5%	3 37.5%	8 100.0%
Lothian and Borders	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	1 16.7%	1 16.7%	1 16.7%	0 0.0%	3 50.0%	6 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 28.6%	3 42.9%	2 28.6%	7 100.0%
Tayside, Central and Fife	2 11.1%	1 5.6%	1 5.6%	8 44.4%	6 33.3%	18 100.0%
Supreme Courts	1 5.6%	0 0.0%	2 11.1%	3 16.7%	12 66.7%	18 100.0%
Total	6 6.9%	3 3.4%	16 18.4%	28 32.2%	34 39.1%	87 100.0%

Note: 21 of the 87 respondents were not jurors, but they had used jury rooms for other purposes when courts had no jury trials arranged.

Table A.8.9.3 Cleanliness of the Jury Room by User Group

	Q42.4. Cleanliness - Jury Room					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
3 Jurors (Selected & Not Selected)	1 1.4%	1 1.4%	2 2.9%	18 26.1%	47 68.1%	69 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	0 0.0%	2 33.3%	4 66.7%	6 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	1 16.7%	2 33.3%	3 50.0%	6 100.0%
Total	1 1.2%	1 1.2%	3 3.5%	23 27.1%	57 67.1%	85 100.0%

Note 1: Missing User Groups due to zero responses (0%) within groups.

Note 2: 21 of the 85 respondents were not jurors, but they had used jury rooms for other purposes when courts had no jury trials arranged.

Table A.8.9.4 Cleanliness of the Jury Room by Sheriffdom

	Q42.4. Cleanliness - Jury room					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	0 0.0%	1 3.4%	0 0.0%	9 31.0%	19 65.5%	29 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	1 16.7%	1 16.7%	4 66.7%	6 100.0%
Lothian and Borders	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 100.0%	6 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	1 12.5%	3 37.5%	4 50.0%	8 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	0 0.0%	6 35.3%	11 64.7%	17 100.0%
Supreme Courts	0 0.0%	0 0.0%	1 5.6%	4 22.2%	13 72.2%	18 100.0%
Total	1 1.2%	1 1.2%	3 3.5%	23 27.1%	57 67.1%	85 100.0%

Note: 21 of the 85 respondents were not jurors, but they had used jury rooms for other purposes when courts had no jury trials arranged.

Table A.8.10.1 Cleanliness of the Toilets by User Group

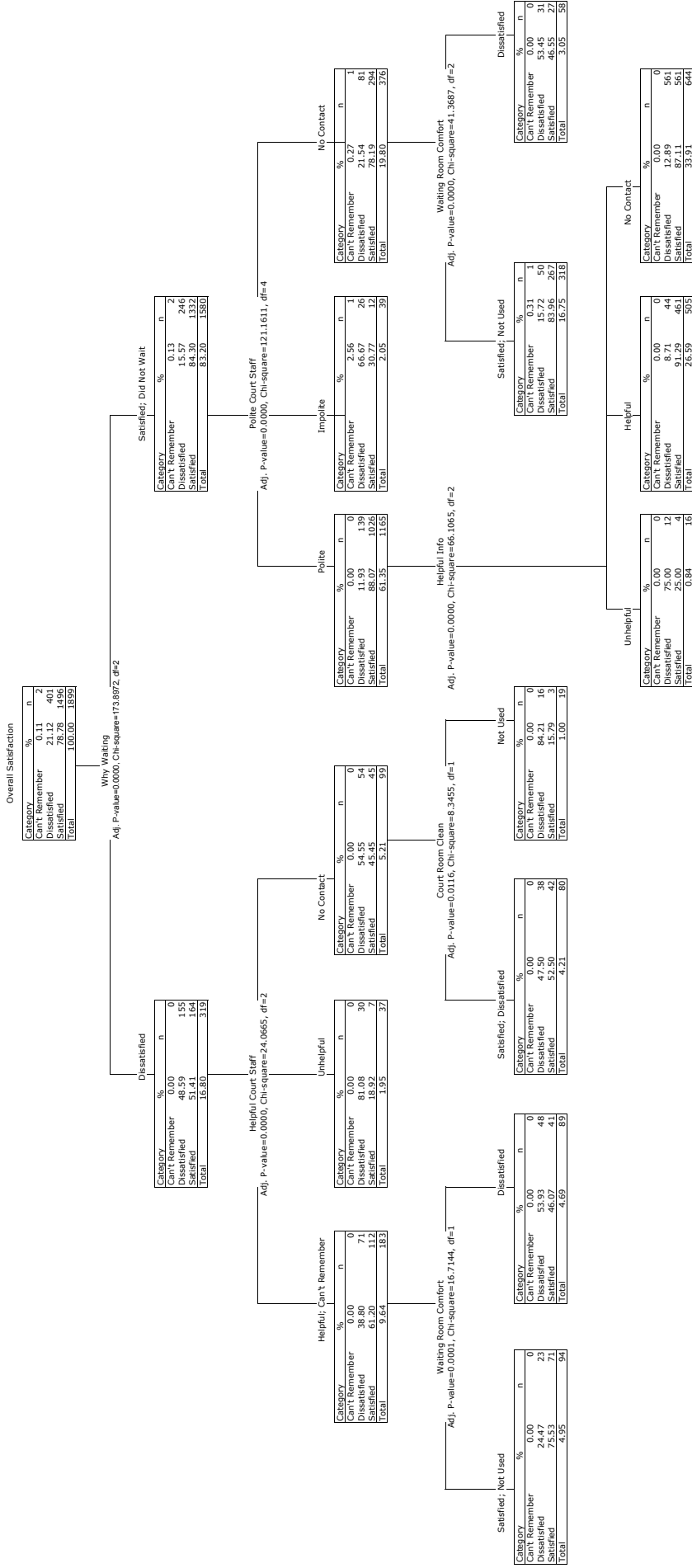
	Q42.5. Cleanliness - Toilets					Total
	Very dissatisfied	2	3	4	Very satisfied	
1 Accused in a criminal case & Supporters of accused	28 11.1%	15 5.9%	46 18.2%	67 26.5%	97 38.3%	253 100.0%
2 Civil litigants & Witnesses in a civil case	4 12.5%	0 .0%	2 6.3%	12 37.5%	14 43.8%	32 100.0%
3 Jurors (Selected & Not Selected)	2 3.4%	6 10.2%	7 11.9%	19 32.2%	25 42.4%	59 100.0%
4 Victim in a criminal case & Supporters of victims	4 7.3%	4 7.3%	6 10.9%	23 41.8%	18 32.7%	55 100.0%
5 People visiting the public counter	1 5.6%	2 11.1%	2 11.1%	10 55.6%	3 16.7%	18 100.0%
6 Spectators, Witnesses in a criminal case & Others	17 11.9%	11 7.7%	18 12.6%	47 32.9%	50 35.0%	143 100.0%
7 Advocate, Solicitor and Solicitor Advocate	7 6.4%	7 6.4%	11 10.0%	34 30.9%	51 46.4%	110 100.0%
8 All Other Professionals	9 6.8%	11 8.3%	20 15.2%	28 21.2%	64 48.5%	132 100.0%
Total	72 9.0%	56 7.0%	112 14.0%	240 29.9%	322 40.1%	802 100.0%

Table A.8.10.2 Cleanliness of the Toilets by Sheriffdom

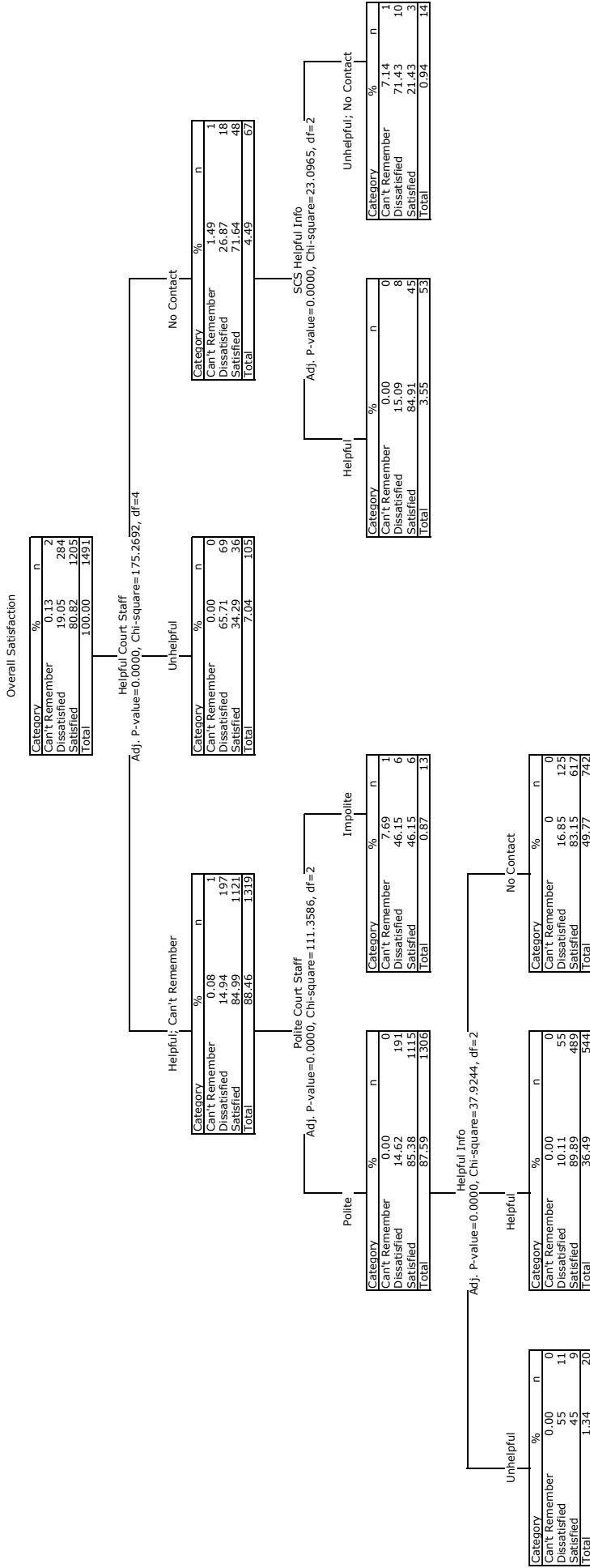
	Q42.5. Cleanliness - Toilets					Total
	Very dissatisfied	2	3	4	Very satisfied	
Glasgow and Strathkelvin	7 10.4%	6 9.0%	9 13.4%	23 34.3%	22 32.8%	67 100.0%
Grampian Highland and Islands	18 14.2%	9 7.1%	11 8.7%	35 27.6%	54 42.5%	127 100.0%
Lothian and Borders	0 .0%	3 4.8%	21 33.9%	29 46.8%	9 14.5%	62 100.0%
North Strathclyde	8 7.0%	13 11.3%	16 13.9%	17 14.8%	61 53.0%	115 100.0%
South Strathclyde, Dumfries and Galloway	12 10.3%	9 7.8%	18 15.5%	25 21.6%	52 44.8%	116 100.0%
Tayside, Central and Fife	24 15.6%	16 10.4%	26 16.9%	38 24.7%	50 32.5%	154 100.0%
Supreme Courts	3 1.9%	0 .0%	11 6.8%	73 45.3%	74 46.0%	161 100.0%
Total	72 9.0%	56 7.0%	112 14.0%	240 29.9%	322 40.1%	802 100.0%

Appendix B
Answer Tree® Results

OVERALL SATISFACTION BY ALL SATISFACTION SCALES



OVERALL SATISFACTION BY SATISFACTION WITH COURT STAFF



OVERALL SATISFACTION BY SATISFACTION WITH WAITING TIMES

Overall Satisfaction

Category	%	n
Can't Remember	0.14	1
Dissatisfied	28.69	210
Satisfied	71.17	521
Total	100.00	732

Why Waiting
Adj. P-value=0.0000, Chi-square=109.8548, df=2

Dissatisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	48.59	155
Satisfied	51.41	164
Total	43.58	319

Other Cases Before Mine
Adj. P-value=0.0012, Chi-square=12.4617, df=1

Dissatisfied; Not Relevant

Category	%	n
Can't Remember	0.00	0
Dissatisfied	52.33	146
Satisfied	47.67	133
Total	38.11	279

How Much Longer
Adj. P-value=0.0168, Chi-square=7.6723, df=1

Dissatisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	54.37	143
Satisfied	45.63	120
Total	35.93	263

Satisfied; Not Relevant

Category	%	n
Can't Remember	0.00	0
Dissatisfied	18.75	3
Satisfied	81.25	13
Total	2.19	16

Satisfied; Did Not Wait

Category	%	n
Can't Remember	0.24	1
Dissatisfied	13.32	55
Satisfied	86.44	357
Total	56.42	413

How Much Longer
Adj. P-value=0.0190, Chi-square=10.1194, df=2

Dissatisfied

Category	%	n
Can't Remember	2.50	1
Dissatisfied	17.50	7
Satisfied	80.00	22
Total	5.46	40

Other Cases Before Mine
Adj. P-value=0.0457, Chi-square=5.8875, df=1

Dissatisfied; Not Relevant

Category	%	n
Can't Remember	0.00	0
Dissatisfied	15.59	41
Satisfied	84.41	222
Total	35.93	263

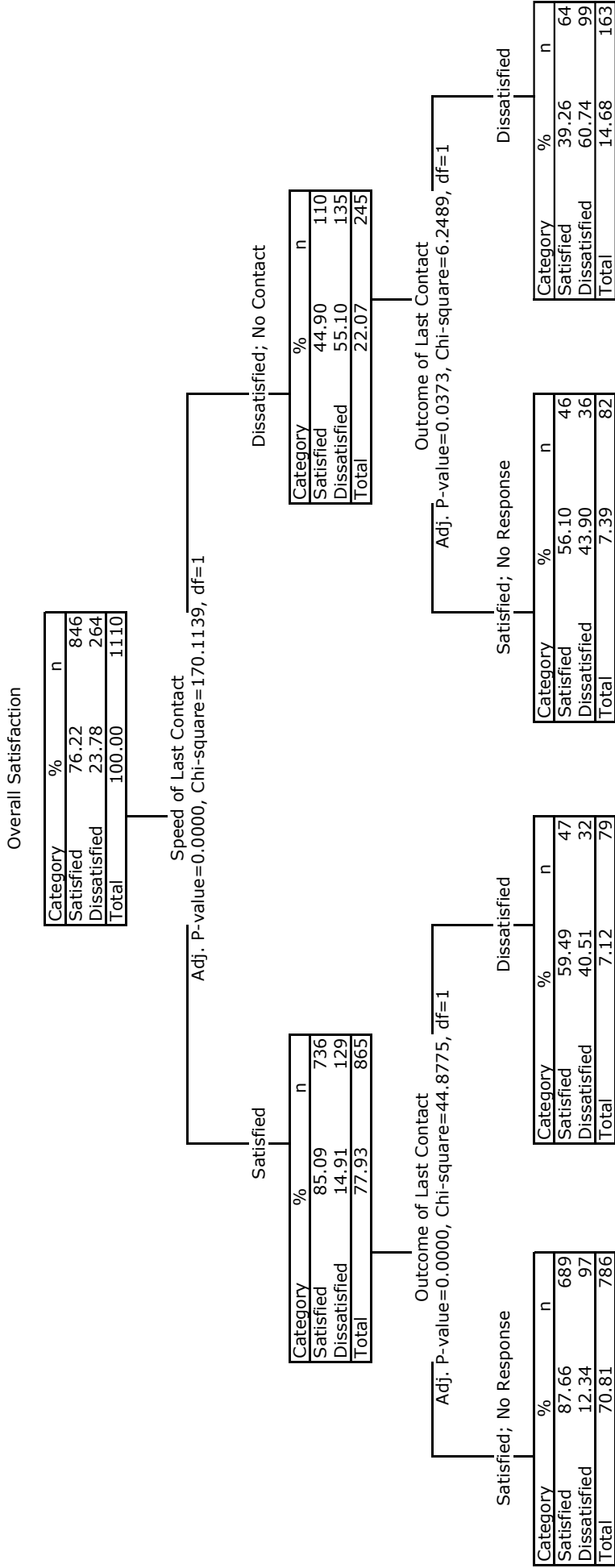
Satisfied; Not Relevant

Category	%	n
Can't Remember	0.00	0
Dissatisfied	12.87	48
Satisfied	87.13	325
Total	50.96	373

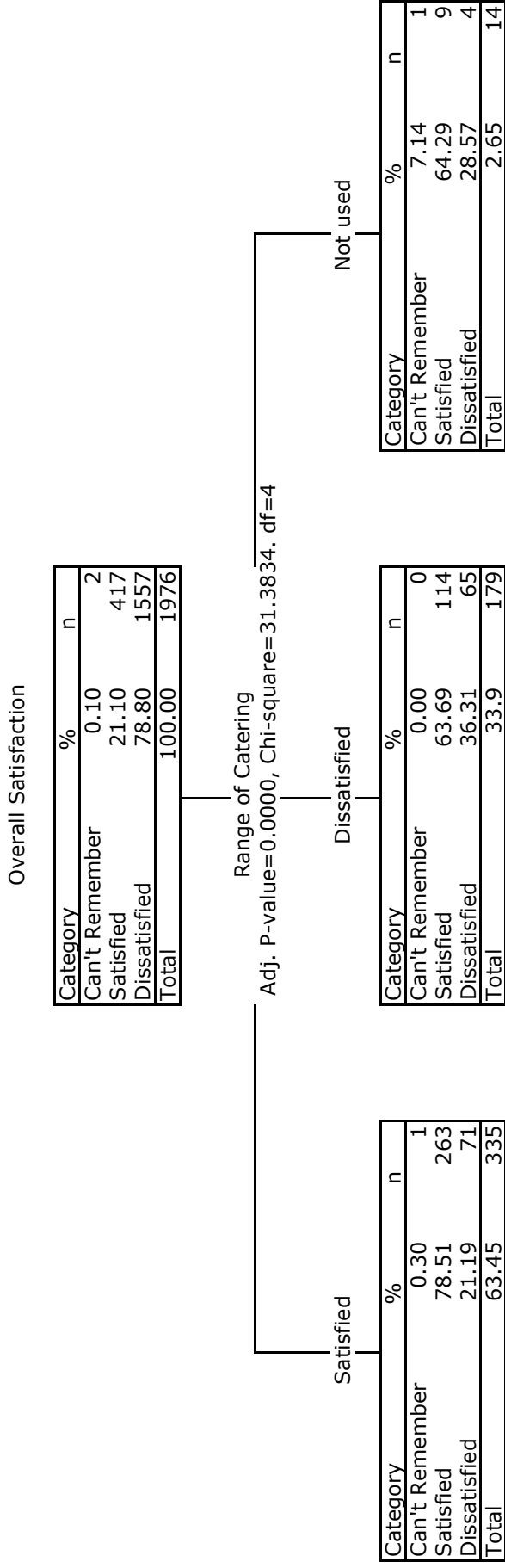
Satisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	6.36	7
Satisfied	93.64	103
Total	15.03	110

OVERALL SATISFACTION BY SATISFACTION WITH LAST CONTACT



OVERALL SATISFACTION BY SATISFACTION WITH CATERING FACILITIES



OVERALL SATISFACTION BY SATISFACTION WITH CLEANLINESS OF COURT FACILITIES

Overall Satisfaction

Category	%	n
Can't Remember	0.06	1
Dissatisfied	22.57	371
Satisfied	77.37	1272
Total	100.00	1644

Waiting Room Clean

Adj. P-value=0.0000, Chi-square=64.1412, df=2

Satisfied; Not Used

Category	%	n
Can't Remember	0.07	1
Dissatisfied	19.84	294
Satisfied	80.09	1187
Total	90.15	1482

Toilets Clean

Adj. P-value=0.0000, Chi-square=44.2589, df=2

Satisfied; Not Used

Category	%	n
Can't Remember	0.00	0
Dissatisfied	17.57	230
Satisfied	82.43	1079
Total	79.62	1309

Court Room Clean

Adj. P-value=0.0017, Chi-square=11.8789, df=1

Satisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	15.48	152
Satisfied	84.52	830
Total	59.73	982

Dissatisfied; Not Used

Category	%	n
Can't Remember	0.00	0
Dissatisfied	23.85	78
Satisfied	76.15	249
Total	19.89	327

Dissatisfied

Category	%	n
Can't Remember	0.58	1
Dissatisfied	36.99	64
Satisfied	62.43	108
Total	10.52	173

Satisfied; Dissatisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	40.65	50
Satisfied	59.35	73
Total	7.48	123

Court Room Clean

Adj. P-value=0.0055, Chi-square=9.6986, df=1

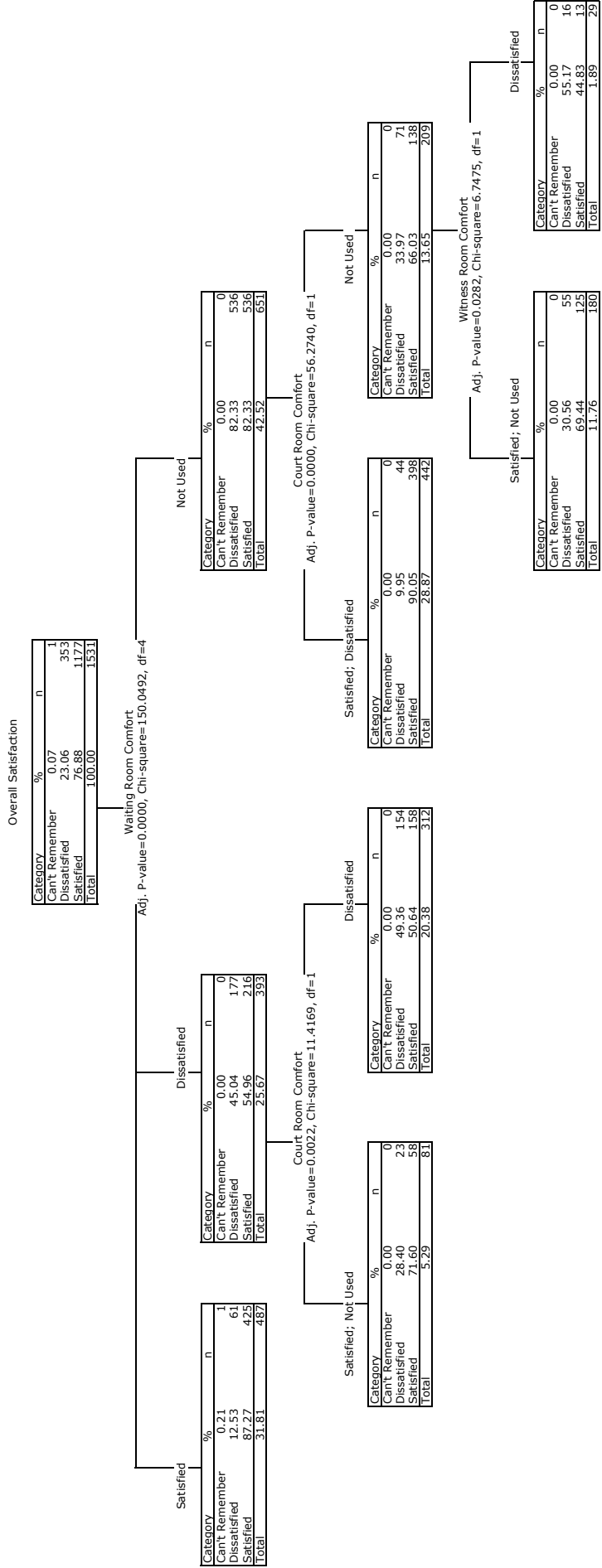
Dissatisfied

Category	%	n
Can't Remember	0.00	0
Dissatisfied	47.53	77
Satisfied	52.47	85
Total	9.85	162

Not Used

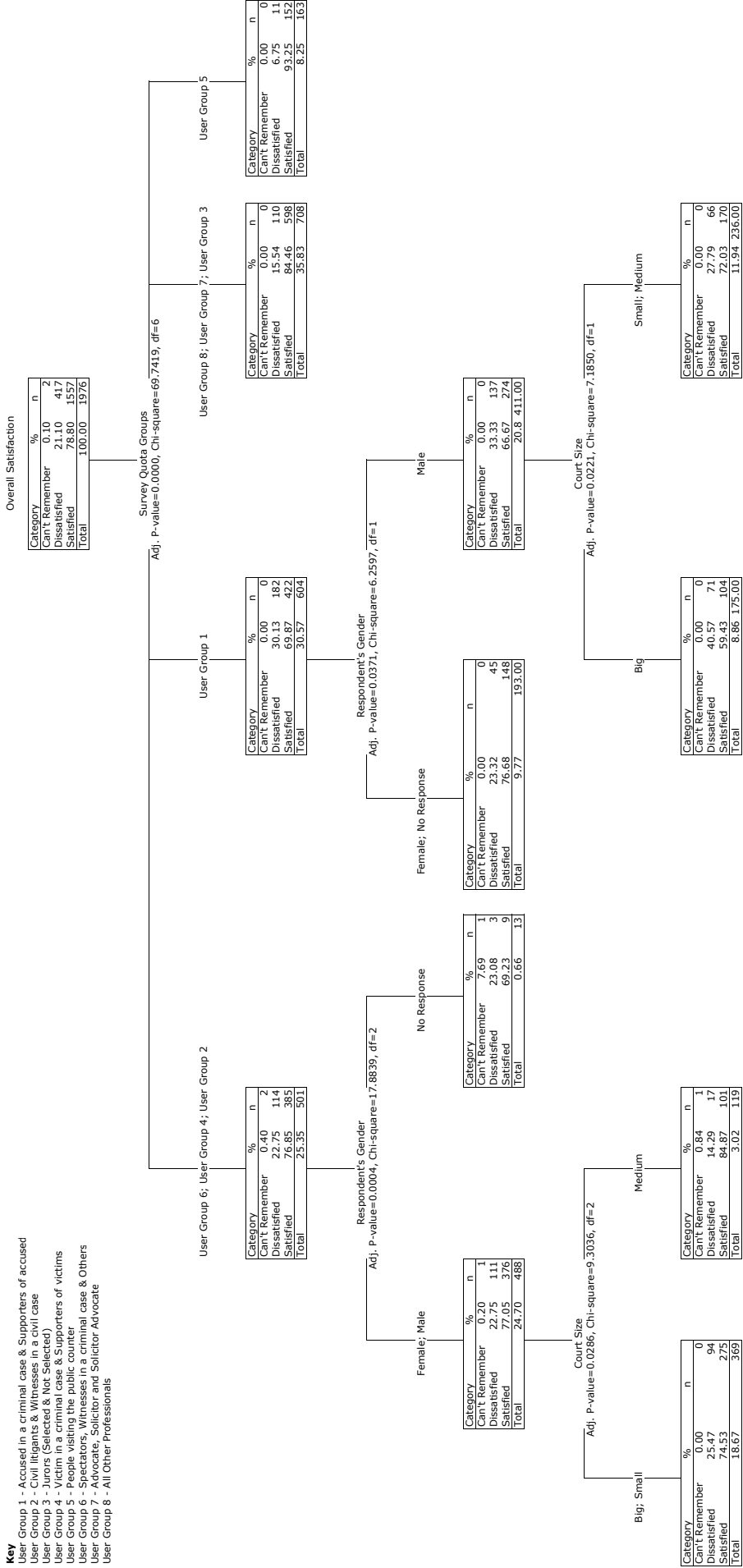
Category	%	n
Can't Remember	0.00	0
Dissatisfied	69.23	27
Satisfied	30.77	12
Total	2.37	39

OVERALL SATISFACTION BY SATISFACTION WITH COMFORT OF THE COURT FACILITIES

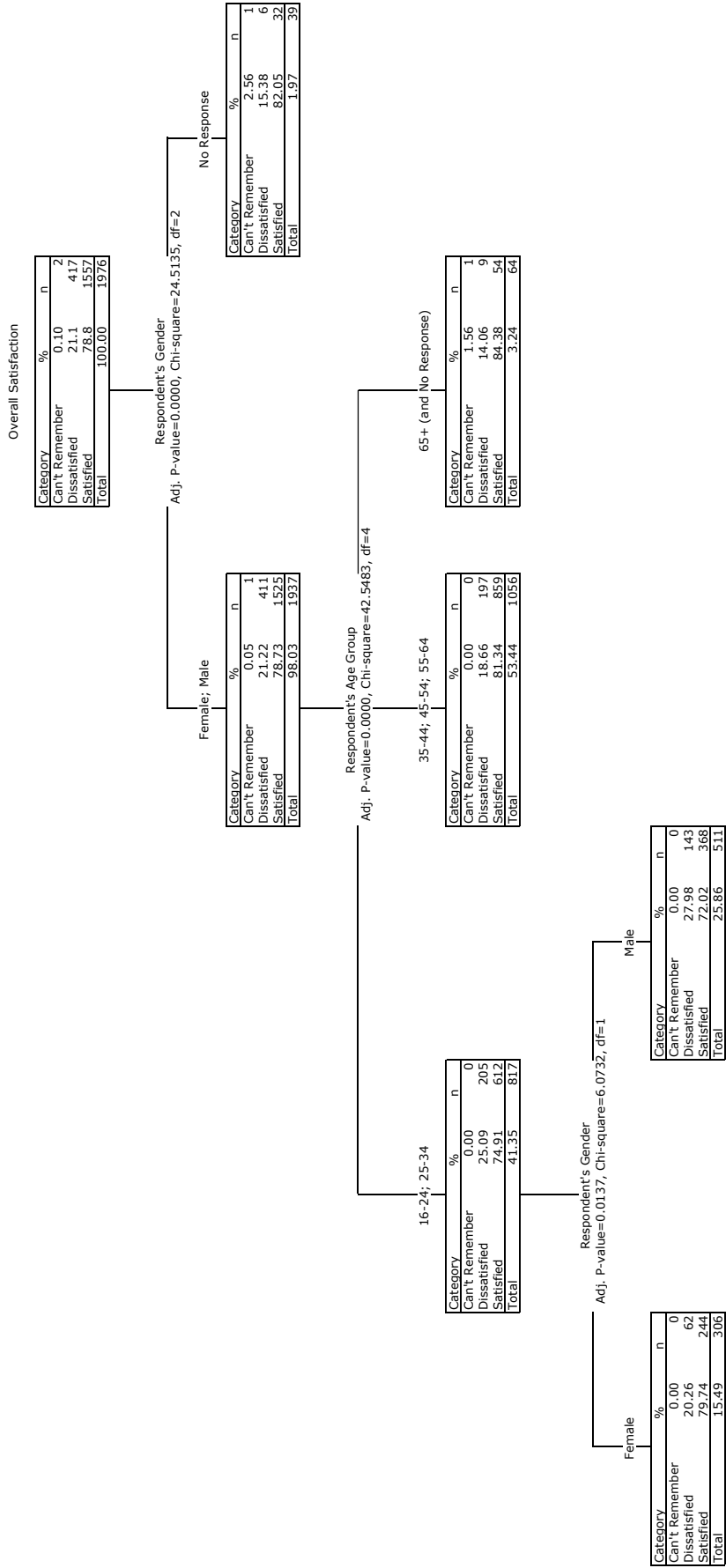


OVERALL SATISFACTION BY ALL DEMOGRAPHICS

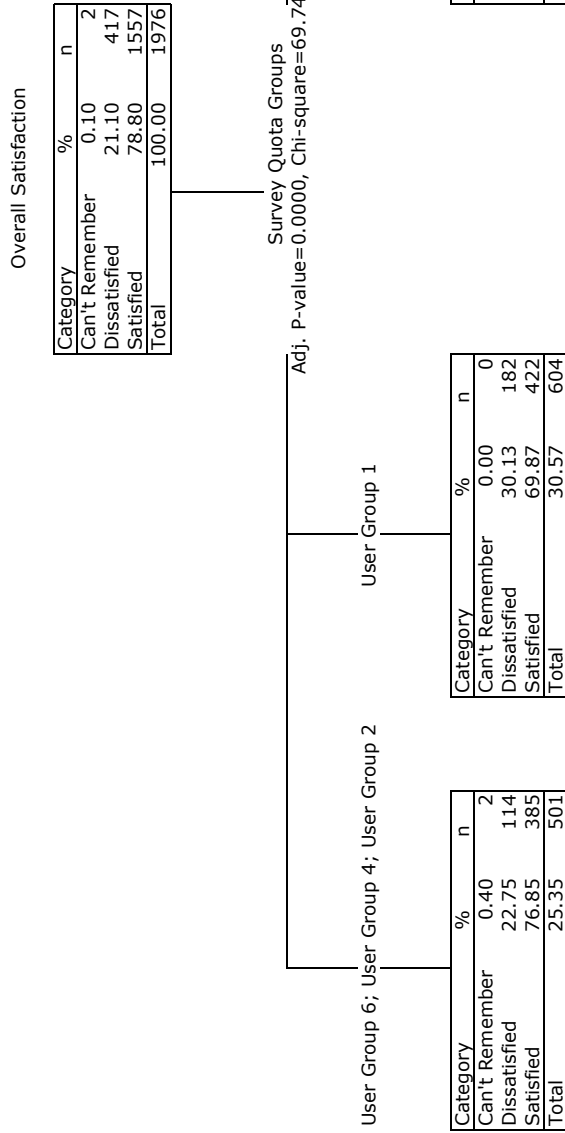
- Key**
- User Group 1 - Accused in a criminal case & Supporters of accused
 - User Group 2 - Civil litigants & Witnesses in a civil case
 - User Group 3 - Jurors (Selected & Not Selected)
 - User Group 4 - Victim in a criminal case & Supporters of victims
 - User Group 5 - People visiting the public counter
 - User Group 6 - Speculators, Presses in a criminal case & Others
 - User Group 7 - Attorneys, Solicitors and Solicitor Advocate
 - User Group 8 - All Other Professionals



OVERALL SATISFACTION BY ALL DEMOGRAPHICS EXCEPT USER GROUP



OVERALL SATISFACTION BY USER GROUP



- Key**
- User Group 1 - Accused in a criminal case & Supporters of accused
 - User Group 2 - Civil litigants & Witnesses in a civil case
 - User Group 3 - Jurors (Selected & Not Selected)
 - User Group 4 - Victim in a criminal case & Supporters of victims
 - User Group 5 - People visiting the public counter
 - User Group 6 - Spectators, Witnesses in a criminal case & Others
 - User Group 7 - Advocate, Solicitor and Solicitor Advocate
 - User Group 8 - All Other Professionals

OVERALL SATISFACTION BY SIZE OF COURT

Overall Satisfaction

Category	%	n
Can't Remember	0.10	2
Dissatisfied	21.10	417
Satisfied	78.80	1557
Total	100.00	1976

Court Size

.dj. P-value=0.0054, Chi-square=12.6280, df=

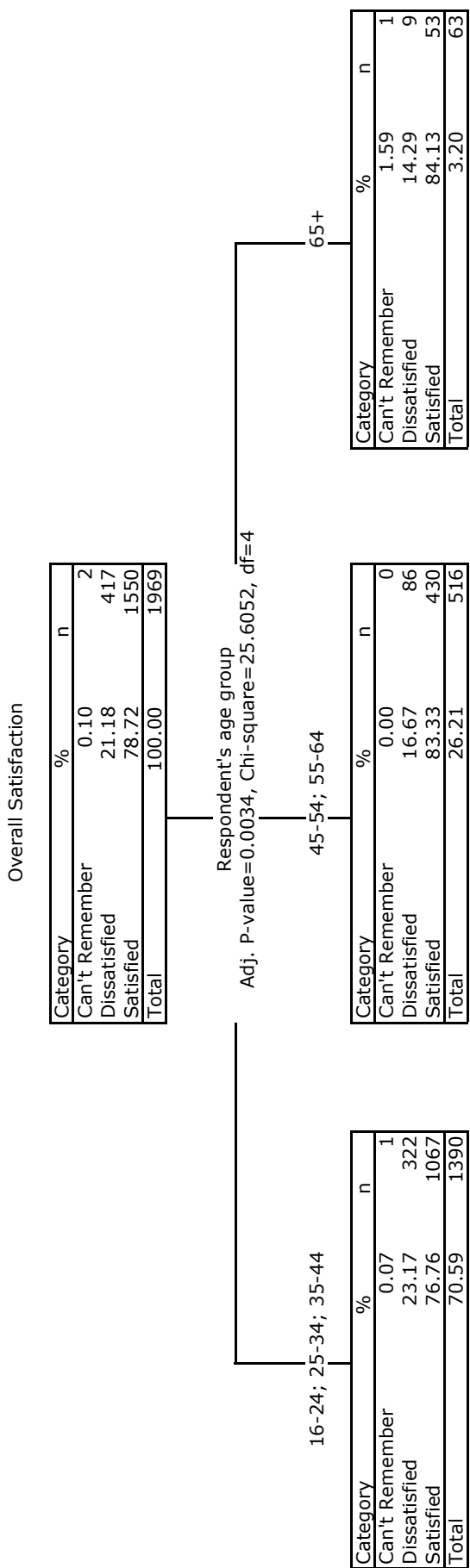
Big

Category	%	n
Can't Remember	0.09	1
Dissatisfied	24.15	255
Satisfied	75.76	800
Total	53.44	1056

Small; Medium

Category	%	n
Can't Remember	0.11	1
Dissatisfied	17.61	162
Satisfied	82.28	757
Total	46.56	920

OVERALL SATISFACTION BY AGE GROUP



OVERALL SATISFACTION BY ETHNICITY

Overall Satisfaction

Category	%	n
Can't Remember	0.10	2
Dissatisfied	20.89	407
Satisfied	79.00	1539
Total	100.00	1948

Respondent's Ethnic Group

.dj. P-value=0.0000, Chi-square=49.1772, df=

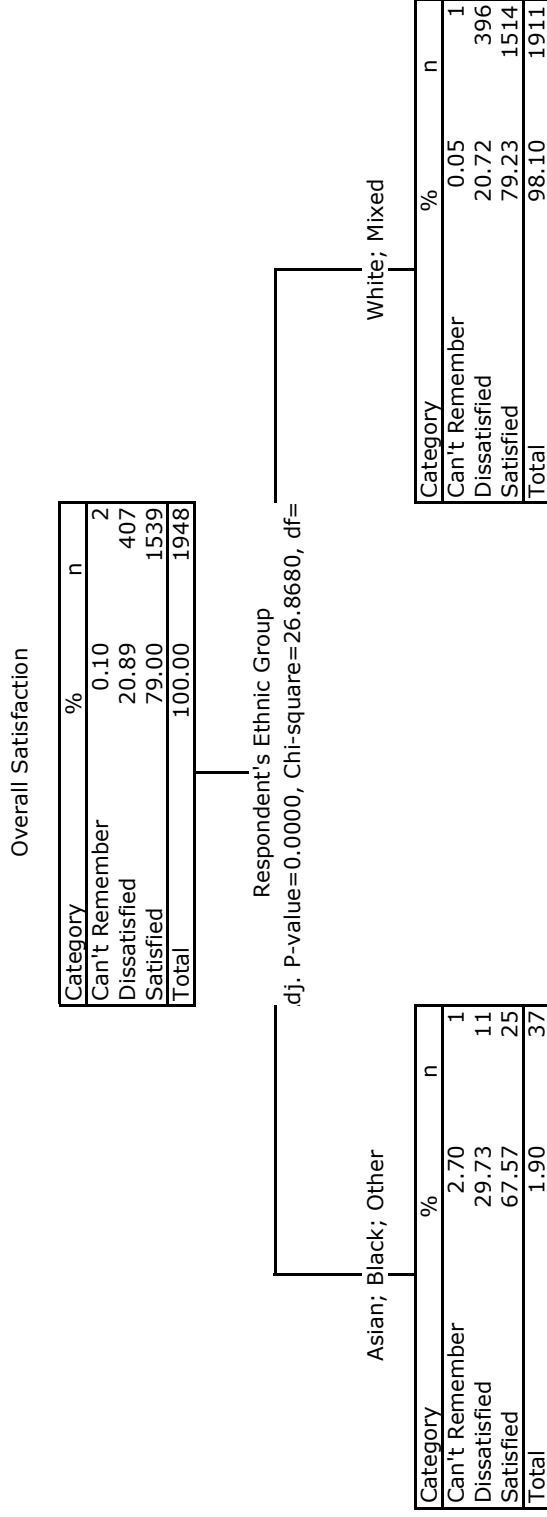
Asian - Other Asian; Asian - Pakistani; Mixed - Other; Black - Caribbean

Category	%	n
Can't Remember	4.76	1
Dissatisfied	38.10	8
Satisfied	57.14	12
Total	1.08	21

White - Scottish; White - Other; White - Other British; White - Irish; Black - African; Asian - Chinese; Mixed - White/Black African; Asian - Indian; Asian - Bangladeshi; Mixed - White/Caribbean; Any Other

Category	%	n
Can't Remember	0.05	1
Dissatisfied	20.71	399
Satisfied	79.24	1527
Total	98.92	1927

OVERALL SATISFACTION BY ETHNICITY USING ANSWER TREE GROUPINGS



Appendix C

Survey Questionnaire



MVA Limited
Seventh Floor
78 St Vincent Street
Glasgow
G2 5UB
Tel: 0141 225 4400

<p>Declaration: This interview was conducted by the interviewer named opposite at the specified court: Signature: _____</p>	<p>Interviewer Name: _____ Interview Date/Time: _____ Court: _____ Interview Number: _____</p>
--	---

Scottish Court Service Customer Satisfaction Survey 2005

1. Are you attending court today as part of your professional/working role?

Yes ₁ **ASK Q3 AND Q4** No ₂ **ASK Q2**

Status

2. In what capacity are you attending court today? **SHOW CARD A1. Tick one only.**

- | | | | | | |
|--------------------------|--------------------------|--------------|------------------------------------|--------------------------|---------------|
| Accused in Criminal Case | <input type="checkbox"/> | ₁ | Supporter of Victim | <input type="checkbox"/> | ₇ |
| Civil Litigant | <input type="checkbox"/> | ₂ | Victim in Criminal Case | <input type="checkbox"/> | ₈ |
| Juror (selected) | <input type="checkbox"/> | ₃ | Visiting Public Counter | <input type="checkbox"/> | ₉ |
| Juror (not selected) | <input type="checkbox"/> | ₄ | Witness in Civil Case | <input type="checkbox"/> | ₁₀ |
| Spectator | <input type="checkbox"/> | ₅ | Witness in Criminal Case | <input type="checkbox"/> | ₁₁ |
| Supporter of accused | <input type="checkbox"/> | ₆ | Other (tick and write in) | <input type="checkbox"/> | ₁₂ |

GO TO Q5

3. In what capacity are you attending court today? **SHOW CARD A2. Tick one only.**

- | | | | | | |
|----------------------|--------------------------|---------------|------------------------------------|--------------------------|---------------|
| Advocate | <input type="checkbox"/> | ₁ | Reliance Staff | <input type="checkbox"/> | ₁₁ |
| Advocate Depute | <input type="checkbox"/> | ₂ | Safeguarder | <input type="checkbox"/> | ₁₂ |
| Appropriate Adult | <input type="checkbox"/> | ₃ | Sheriff Officer | <input type="checkbox"/> | ₁₃ |
| Children's Reporter | <input type="checkbox"/> | ₄ | Shorthand writer | <input type="checkbox"/> | ₁₄ |
| Expert witness | <input type="checkbox"/> | ₅ | Social Worker | <input type="checkbox"/> | ₁₅ |
| Interpreter | <input type="checkbox"/> | ₆ | Solicitor | <input type="checkbox"/> | ₁₆ |
| Police witness | <input type="checkbox"/> | ₇ | Solicitor Advocate | <input type="checkbox"/> | ₁₇ |
| Press reporter | <input type="checkbox"/> | ₈ | Victim Support Worker | <input type="checkbox"/> | ₁₈ |
| Prison Service Staff | <input type="checkbox"/> | ₉ | Witness Service Worker | <input type="checkbox"/> | ₁₉ |
| Procurator Fiscal | <input type="checkbox"/> | ₁₀ | Other (tick and write in) | <input type="checkbox"/> | ₂₀ |

4. For what reason are you attending court today? **SHOW CARD A3. Tick all that apply.**

- | | | | | | |
|------------------------|--------------------------|--------------|--|--------------------------|---------------|
| Attend Criminal Court | <input type="checkbox"/> | ₁ | Visit in-court advisor/mediation services | <input type="checkbox"/> | ₈ |
| Attend Civil Court | <input type="checkbox"/> | ₂ | Visit Public counter | <input type="checkbox"/> | ₉ |
| Visit Criminal office | <input type="checkbox"/> | ₃ | Visit Social Work office | <input type="checkbox"/> | ₁₀ |
| Visit Civil office | <input type="checkbox"/> | ₄ | Visit Victim Information and Advice office | <input type="checkbox"/> | ₁₁ |
| Visit Cashier's office | <input type="checkbox"/> | ₅ | This is my permanent place of work | <input type="checkbox"/> | ₁₂ |
| Visit Commissary | <input type="checkbox"/> | ₆ | Other (tick and write in) | <input type="checkbox"/> | ₁₃ |
| Visit Fiscal's office | <input type="checkbox"/> | ₇ | | | |

5. Are you here today for High Court or Sheriff Court Business?

- | | | | | | |
|---------------|--------------------------|--------------|------------|--------------------------|--------------|
| High Court | <input type="checkbox"/> | ₁ | N/A | <input type="checkbox"/> | ₃ |
| Sheriff Court | <input type="checkbox"/> | ₂ | Don't Know | <input type="checkbox"/> | ₄ |

Familiarity with Attending Court

6. Is this the first time that you have ever visited **this** court **in any capacity**?

Yes ₁ No ₂ Can't Remember ₃

7. 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 building? **SHOW CARD A4. (CIRCLE NUMBER)**

Very Difficult 1 2 3 4 5 Very Easy **OR TICK Can't Remember** ₆

8. If you received information/directions on how to get to court **today**, where/from whom did you get the information/directions? **SHOW CARD A5. Tick all that apply.**

- Did not receive information or directions ₁
- Not required – regular visitor ₂
- Not required – accompanied by someone who knew the way ₃
- From the Police or Fiscal ₄
- From the Sheriff Clerk ₅
- Scottish Court Service Website ₆
- Can't Remember ₇
- Other (**tick and write in**) ₈ _____

9. **IF USED WEBSITE ASK:** 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 information you got from the Scottish Court Service website? **SHOW CARD B1 (CIRCLE NUMBER)**

Very Dissatisfied 1 2 3 4 5 Very Satisfied **OR TICK Can't Remember** ₆

Finding your way Around the Court Building

10. When you arrived at court today, how did you find out where you needed to go? **SHOW CARD A6. Tick all that apply.**

- Asked at Front Reception ₁
- Asked Security Guard ₂
- Looked at Notice Board ₃
- Followed Signs ₄
- Previously Visited/Familiar with Building ₅
- From Correspondence Sent to me ₆
- Asked Someone Else (**tick and specify**) ₇ _____
- Other (**tick and write in**) ₈ _____
- Can't Remember ₉

11. 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 out where in the building you had to go today? **SHOW CARD A7. (CIRCLE NUMBER).**

Very Difficult 1 2 3 4 5 Very Easy **OR TICK Can't Remember** ₆

Satisfaction with Court Staff

12. Did you have any contact with court staff during your visit today?

Yes ₁ **GO TO Q13** No ₂ **GO TO Q19**
Can't Remember ₃ **GO TO Q15**

20. On a scale of 1 to 5, where 1 is 'very unhelpful' and 5 is 'very helpful', how unhelpful or helpful was that information provided by the Scottish Court Service? **SHOW CARD A11. (CIRCLE NUMBER)**

Very Unhelpful 1 2 3 4 5 Very Helpful **OR TICK Can't Remember** ₆

21. Was there anything that you would like to have been told by court staff or any information you would have liked that was not provided?

Yes ₁ **GO TO Q22** No ₂ **GO TO Q23**
 Can't Remember ₃ **GO TO Q23**

22. What sort of information would have been helpful for you to have received from court staff?

.....

Waiting in Court

23. Did you have to wait to be served at a counter or to take part in court proceedings today?

Yes ₁ **GO TO Q24** No ₂ **GO TO Q30**
 Can't Remember ₃ **GO TO Q30**

24. Why did you have to wait today? **SHOW CARD A12. TICK ALL THAT APPLY.**

25. Approximately how long did you have to wait today? **SHOW CARD A13. CIRCLE ONE NUMBER FOR EACH REASON THAT RESPONDENT WAITED AT Q24.**

26. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied you were with the time you had to wait today? **SHOW CARD B1. CIRCLE ONE NUMBER FOR EACH REASON RESPONDENT HAD TO WAIT**

Reason for Waiting	Q24	Q25 Time					Q26 Satisfaction				
		Had to wait	Up to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	Can't Remember	Very dissatisfied			
Queue at public counter	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Someone vital engaged	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Someone vital absent	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other cases before mine	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Was not told	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5

27. Did **court staff** give you any updates **about how much longer** you were likely to have to wait today?

- Yes ₁ **GO TO Q28**
- No ₂ **GO TO Q28**
- Can't Remember ₃ **GO TO Q30**
- Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q30**

28. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with court staff's attempts to keep you informed about **how much longer** you were likely to have to wait today? **SHOW CARD B1 (CIRCLE NUMBER)**

- | | | | | | | |
|----------------------|---|---|---|---|-------------------|--|
| Very
Dissatisfied | | | | | Very
Satisfied | |
| 1 | 2 | 3 | 4 | 5 | | |
- OR TICK Can't Remember ₆**

29. And on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **courts staff's** attempts to keep you informed about **why** you had to wait today? **SHOW CARD B1. (CIRCLE NUMBER)**

- | | | | | | | |
|----------------------|---|---|---|---|-------------------|--|
| Very
Dissatisfied | | | | | Very
Satisfied | |
| 1 | 2 | 3 | 4 | 5 | | |
- OR TICK Can't Remember ₆**

Contacts with this court before today

30. Before today, have you ever had occasion to make contact with **this** court in any of the following ways? **SHOW CARD A14. READ OUT AND TICK ALL THAT APPLY**

- Made no prior contact ₁ **GO TO Q35**
- Work on premises ₂ **GO TO Q35**
- Can't Remember ₃ **GO TO Q35**
- By letter or e-mail ₄ **GO TO Q31**
- By phone or text message ₅ **GO TO Q31**
- In person ₆ **GO TO Q31**
- Other (**tick and write in**) ₇ _____ **GO TO Q31**

31. What was the reason for the **most recent** of these contacts? **Tick one box only. SHOW CARD A15.**

- | | |
|--|--|
| Regarding a case <input type="checkbox"/> ₁ | Regarding Jury Duty <input type="checkbox"/> ₅ |
| Regarding an appointment <input type="checkbox"/> ₂ | Regarding a payment <input type="checkbox"/> ₆ |
| Regarding a complaint <input type="checkbox"/> ₃ | Other (tick and write in) <input type="checkbox"/> ₇ |
| Can't Remember <input type="checkbox"/> ₄ | _____ |

32. 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 speed with which the **most recent** contact was dealt with? **SHOW CARD B1. (CIRCLE NUMBER)**

- | | | | | | | |
|----------------------|---|---|---|---|-------------------|--|
| Very
Dissatisfied | | | | | Very
Satisfied | |
| 1 | 2 | 3 | 4 | 5 | | |
- OR TICK Can't Remember ₆**

Demographic information

To help us meet the needs of different customers it would be helpful if you could provide some information about yourself.

46. Tick without asking and GO TO Q47 Male ₁
Female ₂

47. To which age group do you belong? **SHOW CARD A18.**

16-24 ₁ 35-44 ₃ 55-64 ₅
25-34 ₂ 45-54 ₄ 65 or over ₆

48. Would you be prepared to answer a question about which ethnic group you belong to?

Yes ₁ **GO TO Q49** No ₂ **GO TO Q50**

49. Using the Scottish Census classifications, which of these best describes your ethnic group? **SHOW CARD A19. Tick one only.**

White		Asian, Asian Scottish or Asian British	
Scottish	<input type="checkbox"/> ₁	Indian	<input type="checkbox"/> ₉
Other British	<input type="checkbox"/> ₂	Pakistani	<input type="checkbox"/> ₁₀
Irish	<input type="checkbox"/> ₃	Bangladeshi	<input type="checkbox"/> ₁₁
		Chinese	<input type="checkbox"/> ₁₂
Other (tick and write in):	<input type="checkbox"/> ₄	Other (tick and write in):	<input type="checkbox"/> ₁₃

Mixed		Black, Black Scottish or Black British	
White/Black Caribbean	<input type="checkbox"/> ₅	Caribbean	<input type="checkbox"/> ₁₄
White/Black African	<input type="checkbox"/> ₆	African	<input type="checkbox"/> ₁₅
White/Asian	<input type="checkbox"/> ₇	Other (tick and write in):	<input type="checkbox"/> ₁₆
Other (tick and write in):	<input type="checkbox"/> ₈		

Any Other (tick and write in): ₁₇

50. Do you consider yourself to have a longstanding illness, disability or infirmity which means that you require special facilities when using public buildings?

Yes ₁ **CONTINUE** No ₂ **GO TO Q54/END** Don't Know ₃ **GO TO Q54/END**

51. Can you tell us what special facilities you require?

.....

52. To what extent were your special requirements met by the facilities offered at this court today? **SHOWCARD A20.**

Fully met ₁ Partially met ₂ Not met at all ₃

53. If your needs were not fully met, please can you tell us why?

.....

54. **IF RESPONDENT USED THE LANGUAGE LINE SERVICE ASK:** 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 language line service? **SHOW CARD B1. (CIRCLE NUMBER)**

Very Dissatisfied 1 2 3 4 5 Very Satisfied **OR TICK Can't Remember** ₆

THANK RESPONDENT AND CLOSE