

SCOTTISH COURTS AND TRIBUNALS SERVICE COURT USER SATISFACTION SURVEY 2015



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SYSTRA

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EXECUTIVE SUMMARY

Introduction

The Court User Satisfaction Survey has been conducted by The Scottish Courts and Tribunals Service (SCTS), (formerly The Scottish Court Service, SCS), on an annual to two yearly basis since 2005.

The survey is designed to derive a measure of court users' overall satisfaction with the services provided, and to collect data on satisfaction with individual service elements, including: waiting times; comfort and cleanliness of the court building and facilities; information provided; and interaction with court staff.

As in previous years, an exit survey of all users of all courts across the SCTS estate was designed to canvass views on court facilities and the various services provided. Broad quotas were applied to ensure coverage of all user groups, however interviewers based at the courts invited people to take part as they left the court building on the basis that the next available person was approached. Data were collected by combining interviewer-administered questionnaires and self-completion questionnaires.

The survey period covered seven weeks between May and July 2015 and a total of 50 courts were surveyed. This included Aberdeen Civil Annex, which has not been surveyed previously. Interviews were carried out at all 42 Sheriff Court locations across the six sheriffdoms, the Court of Session, the three permanent locations of the High Court of Justiciary, and four standalone Justice of the Peace Courts.

Sample Profile

In total, 2841 people took part in the 2015 survey. Just over three quarters (77%) were classified as non-professional users, with the most prevalent user type being an 'accused in a criminal case'. Just under one quarter (23%) of users were attending court in a professional capacity or for work purposes, with the most common indicated role being 'Solicitor (or Trainee Solicitor)'. Judicial office holders, SCTS staff and contractors and anyone aged under 16 were screened out.

Interviews were carried out in each of the six sheriffdoms and, for analysis purposes, the High Court and Court of Session were grouped together and treated as a seventh sheriffdom. The sample achieved was distributed as follows:

○ Glasgow and Strathkelvin	-	13%
○ Grampian, Highland and Islands	-	16%
○ Lothian and Borders	-	10%
○ North Strathclyde	-	15%
○ South Strathclyde, Dumfries and Galloway	-	13%
○ Tayside, Central and Fife	-	19%
○ High Court and Court of Session	-	14%

Just over half (59%) of all respondents were male, with just under two thirds (64%) being between the ages of 16-44. The majority of respondents described themselves as White Scottish (85%) and

only 2% of respondents stated that they had a long standing illness, disability or infirmity which would require particular facilities when using public buildings.

The first language of most respondents was English (94%) and fewer than 1% of respondents indicated that they had any particular communication or reading needs.

Survey Results

As with previous surveys, high levels of satisfaction were reported this year with nearly all aspects of the services delivered by the SCTS.

Attending Court

Just over two thirds (69%) stated that they had previously visited the court in which they were surveyed. Respondents were less likely to have visited the High Court and Court of Session (45%) compared to Sheriff Courts and Justice of the Peace Courts. Similarly to previous years, almost all Advocates, Solicitors and Solicitor Advocates (97%) and other professionals (96%) had previously visited the court in which they were surveyed, while three quarters (75%) of accused in a criminal case and supporters of accused had previously visited the court where they were surveyed.

Getting to Court

Nearly half (49%) of respondents used a car as the main mode of transport to travel to the court on the day of the survey, including 17% who stated that they had travelled to court as a car passenger. A further 17% indicated that they had walked to court, while 23% stated they travelled to court by bus on the day of the survey.

Just under three quarters of respondents (70%) travelled for up to 30 minutes to get to court and visitors to Tayside, Central and Fife courts reported having the quickest journeys (of less than 15 minutes) compared to other sheriffdoms.

Satisfaction with Court Staff

The majority of respondents (96%) indicated that the court staff were either 'very' or 'fairly' helpful and only 1% of respondents believed that staff were either 'very' or 'fairly' unhelpful on the days the surveys took place. Most sheriffdoms, plus the High Court and Court of Session, had satisfaction levels of 90% or above, with the exception of Tayside, Central and Fife, where satisfaction levels were 84%.

Again, the majority of all respondents (97%) indicated that staff were either 'very' or 'fairly' polite, with only 1% stating that court staff had been either 'very' or 'fairly' impolite. Satisfaction with politeness ranged from 87% in Tayside, Central and Fife to 100% in the High Court and Court of Session.

Information Provided

All jurors (selected and not selected) were asked if they received information about jury service from the SCTS before they arrived at the court, and how helpful they had found this information. Most respondents (84%) indicated that they had received information prior to attending for jury service, with only 5% stating they had not.

All respondents were asked whether court staff explained what was going to happen in the court when they arrived at court that day. More than half of the respondents (58%) stated that court staff did, whereas 14% reported that court staff had not explained what was going to happen, and 28% said it was 'not applicable' for them to have been given information.

Respondents were also asked if they were kept informed about what was happening during the time they were in the court building. Of those who provided an answer, 76% stated that they had been kept informed, while 24% said they had not been kept informed on the day of the survey. Where information had been provided, almost all of the respondents (96%) stated that it was either 'very' or 'fairly' helpful, with the remaining 4% stating it was 'neither unhelpful nor helpful'.

As in previous years, all respondents were asked whether they would have liked more information on the day of the survey. Only 7% indicated they would have liked further information and the majority of these answers related to information about why they were kept waiting at court.

Satisfaction with the SCTS Website

All respondents were asked whether or not they had used the SCTS website in the last 6 months, with only 29% stating that they had. A high proportion of Advocates, Solicitors and Solicitor Advocates had used the website (93%), as had other professionals (67%). People visiting the Sheriff Clerk's Office/Offices of Court, accused in a criminal case and supporters of accused were among the respondents who had used the website least in the past 6 months.

Respondents were also asked to identify why they had used the SCTS website and whether it was difficult or easy to find the information that they needed. The main reason given for visiting the website was to obtain information on daily court business (81%). As in previous years, most respondents had found it either 'very' or 'fairly' easy to obtain information from the website.

Waiting in Court

Overall, 10% of the whole sample said that they had had to wait to be served at a counter during their visit.

The largest proportion of users who had had to wait to be served was observed in Glasgow and Strathkelvin (20%) and the area with the fewest users who had had to wait was South Strathclyde, Dumfries and Galloway, where only 2% of users reported that they had had to wait to be served during their visit.

The majority of respondents (90%) stated that they had waited up to 15 minutes, with just four respondents waiting more than one hour.

More than half (54%) of respondents stated that they had had to wait to take part in court proceedings on the day of the survey, including almost two thirds in Grampian, Highland and Islands (62%) and over half of respondents in both North Strathclyde (58%) and in the High Court and Court of Session (58%). Just over half of respondents had had to wait in Glasgow and Strathkelvin (54%), as did just under half of respondents in South Strathclyde, Dumfries and Galloway (49%). Respondents were least likely to have waited to take part in court proceedings in Lothian and Borders (40%) and Tayside, Central and Fife (44%).

The majority (65%) of those who had had to wait to take part in court proceedings stated that they were 'very' or 'fairly' satisfied with the time they had had to wait. Respondents in Lothian and Borders and Tayside, Central and Fife were the least satisfied with their length of wait.

Those respondents who had had to wait to take part in court proceedings were asked whether they received updates from court staff about how much longer they would have to wait. Just over half of respondents (53%) stated they were given updates and just under two fifths (37%) stated they were not. A further 10% of respondents said that it was 'not applicable' for them to be given updates from court staff. Three quarters of respondents (75%) stated they were either 'very' or 'fairly' satisfied with being told how much longer they were likely to wait, and 7% said that they were either 'very' or 'fairly' dissatisfied.

All respondents who had had to wait were also asked whether they were told the reason for their wait. Just over half (54%) of respondents stated they had been told why they had had to wait, another 35% had not been told why they had had to wait, and 11% reported it was not applicable to be told why they were waiting. The majority (75%) of respondents indicated that they were either 'very' or 'fairly' satisfied with being told about the reason why they had to wait, while just 7% said that they were either 'very' or 'fairly' dissatisfied.

Catering Facilities

Just over one quarter (27%) of respondents indicated that they had used some of the catering facilities provided on the day. The highest usage of these facilities was in the High Court and Court of Session, where just under half (46%) of respondents indicated that they had used the facilities on the day of the survey. The lowest use of catering facilities was in Grampian, Highland and Islands, where 13% indicated that they had used the catering services on the day.

Of the respondents who indicated that they had used the catering/vending services, the most frequently used facility was a cafeteria, which was used by nearly three quarters (74%) of respondents. A further 20% used tea/coffee dispensers, with snack dispensers (1%) being the least used facility.

Respondents who had used the catering facilities were asked to rate how satisfied they were with the range of food and drink available. Just over two thirds (69%) indicated that they were either 'very' or 'fairly' satisfied with the range of catering facilities, with only 6% indicating they were dissatisfied to any extent. The highest levels of satisfaction with the range of food and drink

provided on the day of the survey were recorded in Tayside, Central and Fife, where 80% of respondents indicated they were either 'very' or 'fairly' satisfied. In South Strathclyde, Dumfries and Galloway 76% indicated they were 'very' or 'fairly' satisfied.

Respondents also rated how satisfied they were with the quality of food and drink they had purchased on the day. Just under three quarters of respondents (72%) were 'very' or 'fairly' satisfied with the quality of food and drink purchased, with only 5% indicating that they were dissatisfied to some degree. Satisfaction with the quality of food and drink purchased on the day was highest in Tayside, Central and Fife, where 87% of respondents indicated that they were 'very' or 'fairly' satisfied. In South Strathclyde, Dumfries and Galloway 81% indicated that they were 'very' or 'fairly' satisfied.

Results were very positive in relation to the service received in cafeterias on the day of the survey, with 93% of respondents indicating they were either 'very' or 'fairly' satisfied overall. Only 1% indicated they were dissatisfied to some degree.

Other Court Facilities Used

The most commonly used facilities were the court room, with 70% of respondents indicating that they had used it, and the public entrance/area outside the court building (67%). The least used facility was the cells in the court building, with only 3% indicating that they had used them.

Satisfaction levels were generally high in relation to the comfort, cleanliness, and safety and security of court facilities. The percentage of 'very' or 'fairly' satisfied users generally ranged between 68% and 98% for all facilities. The main exception to this was the cells in the court buildings where only 31% of respondents were either 'very' or 'fairly' satisfied with comfort and 70% were either 'very' or 'fairly' satisfied with cleanliness.

Overall Satisfaction

All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. Most respondents (89%) stated that they were either 'very' or 'fairly' satisfied, with only 2% stating that they were either 'very' or 'fairly' dissatisfied.

Results were also positive when looking at the responses by sheriffdom. Satisfaction ranged from 74% of respondents who were either 'very' or 'fairly' satisfied in Tayside, Central and Fife, to 97% in Glasgow and Strathkelvin. The differences in sample profiles between sheriffdoms may have some bearing on the variation in results at sheriffdom level.

Overall levels of satisfaction for both professionals and non-professionals were high, with 93% of professionals being either 'very' or 'fairly' satisfied and 89% of non-professionals being either 'very' or 'fairly' satisfied.

Service Development and Feedback

All respondents were asked if there were any aspects of the service provided by the SCTS that they wished to change. The majority (59%) of respondents stated that there was nothing they would change. However, other answers included:

- better communication/information - updates on what was going on, what to do, where to go, etc.;
- the process was slow - long waiting times;
- better facilities including jurors' room, waiting areas, etc.;
- set better timescales;
- separate entrances and waiting areas for witnesses and accused; and
- better seating provision.

Respondents were asked if they knew how to make a complaint or provide feedback about the services they had used within the court building. Just under half of respondents (48%) said that they did, whereas 52% reported that they did not know how to make a complaint.

As in previous years, all respondents were asked if there was any general information that they would like the court to publish about the services it provides and/or its performance. Approximately half of the respondents (51%) who answered the question reported that there was nothing they wanted to change, and relatively few suggested additional information should be provided.

Key Drivers of Overall Satisfaction

As in previous years, Key Driver Analysis was conducted to complement the descriptive analysis detailed above.

The main predictors of court users' overall satisfaction this year were:

- being kept informed about how much longer they were likely to have to wait; and
- the helpfulness of the information provided by court staff.

Comparisons Over Time

The survey mostly shows improvements in satisfaction over the last three sweeps of the survey.

Satisfaction scores over time indicate largely positive changes, with 15 of the 25 key variables included in the analysis showing a statistically significant increase in the mean levels of satisfaction at the aggregate level.

Importantly, the improvement in overall satisfaction is shown to be statistically significant between 2011 and 2013, and between 2011 and 2015, although the increase between 2013 and 2015 was not large enough to be considered statistically significant.

Conclusion

As in previous years, the 2015 survey has proved largely positive and has provided a number of helpful comments from users which can assist the SCTS in making further improvements.

1. INTRODUCTION

1.1 Introduction

1.1.1 The Court User Satisfaction Survey has been conducted by The Scottish Courts and Tribunals Service (SCTS), (formerly The Scottish Court Service, SCS), on an annual to two yearly basis since 2005¹.

1.1.2 The survey is designed to derive a measure of court users' overall satisfaction with the services provided, and to collect data on satisfaction with individual service elements, including: waiting times; comfort and cleanliness of the court building and facilities; information provided; and interaction with court staff.

1.1.3 The SCTS commissioned SYSTRA Limited (formerly MVA Consultancy) to run its Court User Satisfaction Survey for three sweeps starting in May 2011. The first two sweeps of the survey in 2011 and 2013 have previously been reported. This report details the findings from the 2015 survey, i.e. the third and final survey to be conducted within the contract.

1.2 Methodology

1.2.1 The 2015 survey was administered as an exit survey, as in previous years. Interviewers approached users as they were leaving the court building, having concluded their business for the day.

1.2.2 Professional and non-professional court users were eligible to take part in the survey. Broad quotas were applied to ensure coverage of all user groups, however interviews were largely administered on a 'next-to-pass' basis (i.e. interviewers based at the courts invited people to take part as they left the court building on the basis that the next available person was approached).

1.2.3 A number of people were not eligible to take part and were screened out of the survey, these being:

- Judicial office holders;
- SCTS staff and contractors; and
- anyone under 16 years of age.

Self-completion Booster

1.2.4 As in previous years, in addition to the interviewer-administered questionnaire, two self-completion questionnaires were also developed; one for distribution by court staff to a sample of serving jurors, and one for all other users. The former was used to boost the number of serving jurors in the sample, as in a number of courts these users commonly leave the court building by a different exit. The latter was only distributed to boost the

¹ A pilot study was also conducted in 2003.

sample where appropriate, for example, when there was more than one person in the same party exiting the building at the same time and they were unable to complete the survey on the spot. Professional users were also able to take away self-completion questionnaires to be returned at a later date, if they were too busy to take part on the spot. The same screening process applied as with the interviewer-administered questionnaire and self-completion questionnaires contained the same questions as the main interviewer-administered questionnaire to allow data to be merged for analysis.

User Typologies

1.2.5 A list of users who were eligible to take part in the survey is provided below:

Non-professional Court Users

- | | |
|---|--|
| <input type="radio"/> Accused in a Criminal Case | <input type="radio"/> Victim in a Criminal Case |
| <input type="radio"/> Supporter of Accused | <input type="radio"/> Supporter of a Victim |
| <input type="radio"/> Civil Litigant | <input type="radio"/> Fine Payer |
| <input type="radio"/> Supporter of Civil Litigant | <input type="radio"/> Visiting Sheriff Clerk's Office/Offices of Court |
| <input type="radio"/> Witness in Civil Case | <input type="radio"/> Witness in Criminal Case |
| <input type="radio"/> Supporter of Civil Case Witness | <input type="radio"/> Supporter of Criminal Case Witness |
| <input type="radio"/> Juror (selected) | <input type="radio"/> Spectator/Tourist |
| <input type="radio"/> Juror (not selected) | <input type="radio"/> Other |

Professional Court Users

- | | |
|---|--|
| <input type="radio"/> Advocate (Senior or Junior) | <input type="radio"/> Police Witness |
| <input type="radio"/> Advocate Depute | <input type="radio"/> Police Officer (not cited as witness) |
| <input type="radio"/> Appropriate Adult | <input type="radio"/> Sheriff Officer/Messenger at Arms |
| <input type="radio"/> Children's Reporter | <input type="radio"/> Shorthand Writer |
| <input type="radio"/> Crown Junior | <input type="radio"/> Social Worker (or Trainee Social Worker) |
| <input type="radio"/> Expert Witness | <input type="radio"/> Solicitor (or Trainee Solicitor) |
| <input type="radio"/> Interpreter | <input type="radio"/> Solicitor Advocate |
| <input type="radio"/> Press Reporter | <input type="radio"/> Victim Support Worker |
| <input type="radio"/> Procurator Fiscal/Depute | <input type="radio"/> Witness Service Worker |
| <input type="radio"/> G4S staff | <input type="radio"/> Other |
| <input type="radio"/> Safeguarder | |

1.2.6 User groups were mostly consistent with previous sweeps of the survey with the following exception:

- The option of 'Fine Payer' was added to the non-professional options. This meant that a question asked in previous years could be removed, i.e. "Were you here today to pay a fine or other penalty?" This was previously only asked of those who answered 'Don't Know' to the question "Are you here today for High Court, Sheriff Court or Justice of the Peace Court business?" and, therefore, the routing previously required was also removed. This simplified the questionnaire overall.

Survey Coverage

- 1.2.7 A total of 14 court closures/changes have taken effect since the 2013 survey, these being:
- **Grampian, Highland and Islands:**
 - Dingwall Sheriff Court
 - Dornoch Sheriff Court
 - Stonehaven Sheriff Court
 - **South Strathclyde, Dumfries and Galloway:**
 - Kirkcudbright Sheriff Court
 - Annan Justice of the Peace Court
 - Cumbernauld Justice of the Peace Court
 - Motherwell Justice of the Peace Court
 - **Tayside, Central and Fife:**
 - Arbroath Sheriff Court
 - Cupar Sheriff Court
 - **Lothian and Borders:**
 - Haddington Sheriff Court
 - Duns Sheriff Court
 - Peebles Sheriff Court
 - **North Strathclyde:**
 - Rothesay Sheriff Court
 - Irvine Justice of the Peace Court
- 1.2.8 As the survey's primary aim is to consider users' satisfaction with their experience in the court building on the day of their visit, and is not designed as a survey to consider the impact of court closures, it was not deemed necessary to amend the methodology for the allocation of days to courts, which has previously been based on likely footfall patterns.
- 1.2.9 As in previous years, the only court to be excluded from the fieldwork was Lochgilphead Justice of the Peace Court, due to anticipated low footfall. In the Court of Session one fieldwork day was completed (see 1.2.13 below). A minimum of one interviewer day was allocated to all other court buildings to ensure that the survey was representative. A few Justice of the Peace Courts and Civil Annexes were housed in separate buildings, and all of these were visited by an interviewer.
- 1.2.10 Interviews were carried out at 42 Sheriff Court locations (including Civil Annexes) across the six sheriffdoms, the Court of Session, the three permanent locations of the High Court of Justiciary², and four Justice of the Peace Courts.

² The permanent current locations of the High Court of Justiciary are Edinburgh, Glasgow and Aberdeen.

Fieldwork Planning

1.2.11 The survey period covered seven weeks between May and July 2015. Sheriff Clerks and other court staff were contacted for each site to identify the most suitable fieldwork days within the allotted fieldwork period. As far as possible, this enabled fieldwork to be scheduled for days when the greatest footfall was anticipated, ensuring that opportunities for engaging with a broad mix of users were maximised throughout the survey.

1.2.12 A total of 100 interviewer days were completed, with a further 7 fieldwork days allocated to achieve sheriffdom targets, making a final total of 107 completed interviewer days. Interviews were carried out in a mixture of high, medium and low workload courts. Table 1 below summarises the number of courts surveyed in each workload category.

Table 1. Workload of Court Surveyed

WORKLOAD	DEFINITION	NUMBER OF SURVEYED COURTS
High	>1000 sitting days per annum	11
Medium	300-1000 sitting days per annum	16
Low	<300 sitting days per annum	23

1.2.13 In each of the sheriffdoms, the high workload sheriff courts were allocated five interviewer days, with the exception of Glasgow and Strathkelvin. As Glasgow Sheriff Court is now the only court within this sheriffdom it was allocated eight interviewer days in order to meet the required target number of interviews. The High Court locations were allocated four interviewer days each, and the Court of Session two interviewer days, in line with previous years' allocations. However, this year only one interviewer day was completed at the Court of Session due to interviewer illness on the second day, with no further days available for interviewing at the court due to the approaching summer vacation period.

1.2.14 Two interviewer days were scheduled at medium workload courts and one day was scheduled at all low workload courts.

1.2.15 The additional seven fieldwork days that were allocated to achieve sheriffdom targets were distributed as follows:

- Glasgow and Strathkelvin - 3 additional interviewer days
- Grampian, Highland and Islands - 2 additional interviewer days
- Lothian and Borders - 2 additional interviewer days

Survey Instruments

- 1.2.16 A pilot exercise was conducted at Glasgow Sheriff Court at the start of May 2015 to test the methodology and survey materials. Two interviewers attended and conducted the survey under normal survey conditions, with the only difference being that self-completion questionnaires were handed back to the interviewer on the day and not posted back. Interviewers provided feedback on how the questionnaire worked and, this year, no changes were required to the survey materials. As no changes were made to the questionnaire it was agreed that the completed pilot responses would be included in the main survey analysis for Glasgow and Strathkelvin.
- 1.2.17 The questionnaire covered the following:
- Use of SCTS website;
 - Getting to court;
 - Finding your way around the court building;
 - Satisfaction with court staff;
 - Information provided by court staff;
 - Waiting in court;
 - Catering facilities;
 - Other court facilities;
 - Overall satisfaction;
 - Service development;
 - Feedback and complaints;
 - Demographic information; and
 - Particular facilities and requirements.
- 1.2.18 The final questionnaire can be found in Appendix A.

1.3 Research Conventions and Caveats

- 1.3.1 For analysis purposes, the permanently sitting High Court locations (i.e. Edinburgh, Glasgow, and Aberdeen) and the Court of Session were clustered together and treated as if they were a seventh sheriffdom. They are referred to throughout this report as the 'High Court and Court of Session'.
- 1.3.2 The responses received from those interviewed at the High Court when sitting on circuit were grouped with the geographic sheriffdom of the Sheriff Court at which respondents took part. As most facilities used by these respondents would have been relevant to the Sheriff Court building, it was considered more appropriate to classify their responses as such, rather than within the High Court and Court of Session group. However, where services/facilities differed, for example, the information provided to jurors, analysis has been conducted based on the nature of the business they were attending for, i.e. disaggregated by jurisdiction rather than sheriffdom.

- 1.3.3 When reading the report it should be noted that, as the true distribution of user types across the court estate is unknown, the sample cannot be considered as representative. It instead represents the range of users who engaged with SCTS services on the days that the surveys took place.
- 1.3.4 The combination of self-completion and interviewer-administered questionnaire responses for analysis purposes may affect data purity. A decision to combine the two data sources was made in the interests of ensuring overall robust samples following segmentation of the data at the user group level. Any instances where questions received a low number of responses, which prevents statistically rigorous analysis and reporting, are identified in the text. This approach was consistent with earlier sweeps of the survey.
- 1.3.5 Percentages in the tables have been rounded to ensure a total of 100%. Where a total of 99% was observed, the percentage with the highest value has been rounded up. Where a total of 101% was observed, the percentage with the lowest value has been rounded down.
- 1.3.6 Where no response was given, the symbol '-' has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.3.7 Please also note that shading in tables represents the data being discussed in the surrounding paragraphs.

2. RESPONSE RATE AND SAMPLE PROFILE

2.1 Response Rate

2.1.1 A total of 4463 people were invited to participate in the 2015 survey. Of these, 13 (<1%) responses were removed as they were incomplete and could not be analysed, 33% (n=1481) declined, and a further 3% (n=128) were ineligible for the reasons outlined in Table 2 below.

Table 2. Reasons for Non-Participation

REASONS FOR NON-PARTICIPATION		NUMBER	%
Declined	Too busy/not enough time	1100	68
	Already taken part at this court	179	11
	Already taken part elsewhere	109	7
	Do not wish to use Language Line ³	27	2
	Other	66	4
Ineligible	Judicial office holder/SCTS staff	31	2
	Housekeeping/cleaning staff	30	2
	Catering service staff	12	1
	SCTS security staff	19	1
	Maintenance staff	19	1
	Delivering goods	17	1
	Aged under 16	-	-
Total		1609	100

³ Language Line is a facility for individuals whose first language is not English; it allows access to an interpreter via the telephone. A total of 27 non-English speaking individuals were invited to take part in the survey using the Language Line to facilitate their participation, but this was refused in each case.

2.1.2 For the 2015 survey, 2841 useable interviews were achieved, with a response rate of 64%. A breakdown of responses by survey method can be seen below.



Figure 1. Breakdown of responses by Survey Method (%)

- Interviewer Administered Questionnaire – n=2337
- Self-completion Questionnaire – n=214
- Self-completion Juror Questionnaire – n=290

2.2 Sherifffdoms

2.2.1 Table 3 provides a breakdown of the number of interviews achieved by sherifffdom. The number of interviews achieved was fairly evenly split between each of the sherifffdoms, with Lothian and Borders achieving slightly fewer than the other areas.

Table 3. Interviews Achieved by Sherifffdom

SHERIFFDOM	NUMBER	%
Glasgow and Strathkelvin	360	13
Grampian, Highland and Islands	457	16
Lothian and Borders	273	10
North Strathclyde	430	15
South Strathclyde, Dumfries and Galloway	374	13
Tayside, Central and Fife	554	19
High Court and Court of Session	393	14
Total	2841	100

2.2.2 The total number of interviews achieved at each court can be found in more detail in Table 2.1 within Appendix B.

2.3 User Groups

2.3.1 Just over three quarters (77%, n=2198) of respondents classified themselves as non-professional court users. Table 4 details the reasons for non-professionals attending court on the day that the survey took place. Highlighted in the table are some of the main reasons for attending court, with the most common reason being that participants were an accused in a criminal case (19% of non-professionals, n=414).

Table 4. Reasons Non-Professionals were Attending Court

REASON FOR ATTENDING	NUMBER	%
Accused in Criminal Case	414	19
Supporter of Accused	349	16
Civil Litigant	93	4
Supporter of Civil Litigant	23	1
Witness in Civil Case	27	1
Supporter of Civil Case Witness	5	<1
Juror (selected)	330	15
Juror (not selected)	106	5
Victim in Criminal Case	39	2
Supporter of Victim	79	4
Fine Payer	339	15
Visiting Sheriff Clerk's Office/Offices of Court	72	3
Witness in a Criminal Case	162	7
Supporter of Criminal Case Witness	38	2
Spectator/Tourist	80	4
Other ⁴	42	2
Total	2198	100

2.3.2 A total of 643 respondents (23%) indicated that they were attending court as part of their professional/working role. Just over a third (37%, n=240) of professional respondents were Solicitors (or Trainee Solicitors), with just under a quarter indicating they were attending as a Police Witness (24%, n=157).

⁴ Table 2.2 (Appendix B) provides a breakdown of 'other' reasons that non-professionals were attending court.

Table 5. Type of Professionals Attending Court

TYPE OF PROFESSIONAL ⁵	NUMBER	%
Advocate (Senior or Junior)	17	3
Advocate Depute	6	1
Children's Reporter	2	<1
Crown Juror	2	<1
Expert Witness	2	<1
Interpreter	31	5
Press Reporter	32	5
Procurator Fiscal/Depute	4	1
G4S staff	9	1
Safeguarder	4	1
Police Witness	157	24
Police Officer (not cited as a witness)	39	6
Sheriff Officer/Messenger at Arms	3	<1
Social Worker (or Trainee Social Worker)	37	6
Solicitor (or Trainee Solicitor)	240	37
Solicitor Advocate	12	2
Victim Support Worker	4	1
Witness Service Worker	32	5
Other ⁶	10	2
Total	643	100

2.3.3 Those attending in a professional/working capacity were also asked to indicate their reason for attending court. A total of 547 respondents provided at least one reason for attending court, with some indicating more than one reason (a total of 573 reasons were given). Of these, 72% (n=395) of respondents indicated they were attending a criminal court. Table 6 provides full details of the reasons given by professionals attending court on the day of the survey.

⁵ There were no respondents attending as an Appropriate Adult or Shorthand Writer.

⁶ Table 2.3 (Appendix B) provides a breakdown of the 'other' type of professionals attending court.

Table 6. Reasons Professional Court Users were Attending Court

PROFESSIONAL COURT USERS	NUMBER	%
Attend criminal court	395	72
Attend civil court	78	14
Visit Sheriff Clerk's Office/Offices of Court	27	5
Visit criminal office	5	1
Visit civil office	3	1
Visit Social Work Office	3	1
Visit Fiscal's Office/VIA Office	4	1
This is my permanent place of work	34	6
Other ⁷	24	4

2.3.4 As in previous years, user typologies were converted into eight clustered user groups for ease of analysis. These clustered user groups can be seen in Table 7, which details the number and percentage of respondents in each group.

Table 7. Number of Respondents in Clustered User Groups

CLUSTERED USER GROUP	NUMBER	%
1 Accused in a criminal case and supporters of accused	763	27
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	148	5
3 Jurors (selected and not selected)	436	15
4 Victims in a criminal case and supporters of victims	118	4
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	411	15
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	322	11
7 Advocates, Solicitors and Solicitor Advocates	275	10
8 All other professionals	368	13
Total	2841	100

2.3.5 It should be noted that the core non-professional SCTS user groups are clustered groups two, three and five above. These groups represent those whose experiences are most likely to reflect interaction with SCTS staff and services. The experiences of non-core users are more likely to reflect factors that are more directly influenced by the SCTS's justice system partners.

⁷ Table 2.4 (Appendix B) provides a breakdown of 'other' reasons for professionals attending court.

2.3.6 Sample profiles of sheriffdoms and user groups can be seen in detail in Tables 2.5 and 2.6 in Appendix B.

2.4 Respondent Demographics

2.4.1 Of the respondents who disclosed their sex, just over half, 59% (n=1664), were male and 40% (n=1145) were female, with only 1% (n=32) not providing details or not wishing to say.

2.4.2 Table 8 below shows the number and proportion of respondents by age group. A total of 64% (n=1789) of respondents were between the ages of 16–44, compared to 35% (n=1021) of respondents being over the age of 45.

Table 8. Age of Respondents

AGE	NUMBER	%
16-24	386	14
25-34	769	27
35-44	634	23
45-54	577	20
55-64	317	11
65 or over	127	4
Not disclosed	31	1
Total	2841	100

2.4.3 Respondents were asked which ethnic group they considered they belonged to. Most respondents (85%, n=2401) described themselves as 'White Scottish'. Table 9 provides a full breakdown of respondents' ethnicity. Only 2% (n=44) of respondents did not provide details of their ethnicity or did not wish to say.

Table 9. Ethnicity of Respondents

ETHNICITY OF RESPONDENTS	NUMBER	%
White		
- Scottish	2401	85
- Other British	259	9
- Irish	14	<1
- Gypsy/Traveller	-	-
- Polish	46	2
- Other	26	1
Mixed or Multiple Ethnic Groups		
- Any mixed or multiple ethnic groups	2	<1
Asian, Asian Scottish or Asian British		
- Pakistani, Pakistani Scottish or Pakistani British	26	1
- Indian, Indian Scottish or Indian British	4	<1
- Bangladeshi, Bangladeshi Scottish or Bangladeshi British	3	<1
- Chinese, Chinese Scottish or Chinese British	4	<1
- Other	3	<1
African		
- African, African Scottish or African British	4	<1
- Other	-	
Caribbean or Black		
- Caribbean, Caribbean Scottish or Caribbean British	1	<1
- Black, Black Scottish or Black British	1	<1
Other Ethnic Group		
- Arab, Arab Scottish or Arab British	1	<1
- Other	2	<1
Not Disclosed	44	2
Total	2841	100

2.5 Particular Facilities

2.5.1 Only 2% (n=45) of respondents stated that they had a long standing illness, disability or infirmity which meant that they would require particular facilities when using public buildings.

2.5.2 Facilities required included:

- a lift;
- a wheelchair; and
- additional leg room.

2.5.3 Particular problems mentioned included hearing impairments and mobility difficulties.

2.5.4 Of the respondents who indicated that they required particular facilities, nearly all of them commented on the extent to which their needs were met. Just under half (44%, n=20) indicated that their needs were fully met, 27% (n=12) said they were partially met and 20% (n=9) indicated their needs were not met at all. Only four respondents (9%) did not supply an answer to the question.

2.6 Communication and/or Reading Needs

2.6.1 The first language of most respondents was English (94%, n=2662), with 4% (n=102) indicating that English was not their first language. A further 77 people (2%) did not answer the question or did not wish to say.

2.6.2 A total of 98% (n=2775) of respondents indicated that they did not have any particular communication or reading requirements. Fourteen respondents (<1%) stated that they had a particular requirement and 52 (2%) did not answer the question or did not wish to say. Of the respondents who did have a requirement, seven respondents provided an answer, with the main requirements being induction/hearing loops and interpreter services.

2.6.3 Those respondents who indicated that they had a particular communication or reading requirement were then asked if they used any of the additional facilities provided by the court. Six stated that they had used some form of court service or facility, with five respondents using the induction/hearing loop system and one respondent making use of the interpreter service for the accused. Of the respondents that used the induction/hearing loop, three out of the five were either 'very' or 'fairly' dissatisfied, stating that the system was not working. The remaining two respondents were neither dissatisfied nor satisfied. The one respondent who had used the interpreter service for the accused was 'very satisfied' with the service.

3. GETTING TO COURT

3.1 Previous visits to court

3.1.1 Respondents were asked whether they had previously visited the court at which they were surveyed. A total of 2821 valid responses were received and the majority (n=1942, 69%) stated that they had previously visited the court before, whereas less than one third (n=879, 31%) indicated that they had not. A further 20 respondents did not give any response to the question, including 15 from Tayside, Central and Fife.

3.1.2 Respondents were more likely to have previously visited courts in Tayside, Central and Fife and Grampian, Highland and Islands compared to the other sheriffdoms. The High Court and the Court of Session were less likely to have been visited before.

Table 10. Previous Visits to the Court by Sheriffdom

SHERIFFDOM	NEVER VISITED (%)	PREVIOUSLY VISITED (%)	N
Glasgow and Strathkelvin	34	66	360
Grampian, Highland and Islands	24	76	457
Lothian and Borders	37	63	272
North Strathclyde	29	71	428
South Strathclyde, Dumfries and Galloway	38	62	373
Tayside, Central and Fife	19	81	539
High Court and Court of Session	45	55	392
All Scotland	31	69	2821

- 3.1.3 Table 11 provides a breakdown of responses by user group. Nearly all Advocates, Solicitors and Solicitor Advocates (n=266, 97%) and most other professionals (n=353, 96%) had previously visited the court where they were surveyed. Among the user groups who were less likely to have visited the court before were jurors, both selected and not selected (n=156, 36%).
- 3.1.4 A full breakdown of all the responses by sheriffdom and user groups is included in Tables 3.1 and 3.2 in Appendix B.

Table 11. Previous Visits to the Court by User Group

USER GROUP	NEVER VISITED (%)	PREVIOUSLY VISITED (%)	N
Accused in a criminal case and supporters of accused	25	75	755
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	38	62	147
Jurors (selected and not selected)	64	36	436
Victims in a criminal case and supporters of victims	34	66	117
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	40	60	406
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	40	60	319
Advocates, Solicitors and Solicitor Advocates	3	97	275
All other professionals	4	96	366
All Scotland	31	69	2821

3.2 Getting to Court

3.2.1 Respondents were asked to provide information about the main mode of transport they used to get to the court on the day they were surveyed. Table 12 shows that 49% (n=1414) of respondents used a car as the main mode of transport to get to the court, 32% (n=925) used a car as a driver and a further 17% (n=489) used a car as a passenger.

Table 12. Mode of Getting to Court

MODE	NUMBER	%
Walked	505	18
Bicycle	17	1
Motorbike	2	<1
Car (driver)	925	32
Car (passenger)	489	17
Bus	642	23
Train	102	4
Taxi	116	4
Other	36	1
Total	2834	100

3.2.2 There were a further 36 respondents who stated 'other' as transport modes and the most common were:

- G4S/from custody (n=12);
- subway (n=9);
- police vehicle (n=5);
- ferry (n=4); and
- plane (n=3).

3.2.3 Analysing the data by sheriffdom, the most common mode used by the respondents in Glasgow and Strathkelvin (n=101, 28%), Grampian, Highland and Islands (n=145, 32%), North Strathclyde (n=154, 36%), South Strathclyde, Dumfries and Galloway (n=152, 41%) and Tayside, Central and Fife (n=198, 36%) was car driver. However, bus was the most common mode used by respondents in Lothian and Borders (n=94, 35%) and the High Court and Court of Session (n=140, 36%).

3.2.4 By user group, the most common travel mode for civil litigants (n=71, 48%), jurors (n=162, 37%), fine payers and people visiting the Sheriff Clerk's Office/Offices of Court (n=148, 36%), Advocates, Solicitors and Solicitor Advocates (n=168, 61%), and other professionals (n=153, 42%) was car driver. Bus was the most popular mode for accused in a criminal case and supporter of accused (n=242, 32%) and witnesses in a criminal case (n=106, 33%). Over two thirds of victims arrived by car, as a passenger (n=41, 35%) or as a driver (n=40, 34%).

- 3.2.5 A full breakdown of responses by sheriffdom and user group can be found in Tables 3.3 and 3.4 in Appendix B.
- 3.2.6 When users were asked about the total journey time to get to the court, a total of 2829 respondents provided information. Of those, 70% (n=1981) said that they travelled for up to 30 minutes to get to the court and only 2% (n=58) travelled for more than two hours. A further nine respondents did not answer that question and three could not remember the exact journey time. Table 13 below provides a detailed breakdown of all journey times provided by respondents.

Table 13. Length of Time the Journey to Court Took

TIME	NUMBER	%
Up to 15 minutes	789	28
16 to 30 minutes	1192	42
31 minutes to 1 hour	686	24
Over 1 hour and up to 2 hours	104	4
Over 2 hours	58	2
Total	2829	100

- 3.2.7 When considering the information by sheriffdom, the quickest journeys were made to courts in Tayside, Central and Fife, where half of the respondents (50%, n=276) travelled for up to 15 minutes to get to court. For the rest of the sheriffdoms, respondents who travelled between 16 and 30 minutes to arrive at the court were most prevalent. Further information regarding sheriffdoms and journey times can be seen in Table 3.5 in Appendix B.
- 3.2.8 By user group, the most prevalent travel time was between 16 and 30 minutes. This answer was valid for all user groups apart from Advocates, Solicitors and Solicitor Advocates, a third of whom travelled for up to 15 minutes. A detailed breakdown of journey time by user group can be found in Table 3.6 in Appendix B.
- 3.2.9 When respondents were asked how far they had to travel to get to the court, of the 2782 who provided an answer, nearly 60% stated that they had travelled up to five miles. Table 14 summarises different distance classifications and the overall number and percentages of the respondents who replied to each. A total of 59 respondents either did not answer the question or were unsure about their total journey length.

Table 14. Distance Travelled to Get to Court

DISTANCE	NUMBER	%
Up to 1 mile	431	16
Over 1 and up to 2 miles	470	17
Over 2 and up to 5 miles	705	25
Over 5 and up to 10 miles	607	22
Over 10 and up to 20 miles	342	12
Over 20 miles	227	8
Total	2782	100

3.2.10 Approximately one third of respondents travelled up to two miles in the following sheriffdoms: Grampian, Highland and Islands; North Strathclyde; and South Strathclyde, Dumfries and Galloway. In Tayside, Central and Fife this proportion rose to 48%. Exceptions were found in Glasgow and Strathkelvin, and in the Court of Session and High Court where, respectively, 43% of respondents (n=155) and 31% of respondents (n=113) mentioned that they had travelled between two and five miles to get to court. In Lothian and Borders, nearly a third of respondents travelled between five and ten miles (n=83).

3.2.11 Further analysis of the different journey distances by sheriffdoms is shown in Table 3.7 in Appendix B.

3.2.12 Analysis by user group shows that nearly half of respondents travelled between two and ten miles on the day of the survey, apart from fine payers and people visiting the Sheriff Clerk's Office/Offices of Court, where nearly 47% (n=185) had travelled less than two miles, and Advocates, Solicitors and Solicitor Advocates, 40% of whom (n=148) had travelled over ten miles. A full breakdown by user group is presented in Table 3.8 in Appendix B.

3.3 Finding your way Around the Court Building

3.3.1 Respondents were asked to specify how they found out where they needed to go when they arrived at court. A total of 2830 responses were received.

3.3.2 Table 15 shows that almost half of respondents stated that they either asked at front reception (48%, n=1361) or had previously visited/were familiar with the building (49%, n=1385).

Table 15. Source of Directions Upon Arrival

SOURCE	NUMBER OF RESPONSES ⁸	% OF RESPONSES ⁷
Asked at front reception	1361	48
Asked security guard	216	8
Looked at notice board	205	7
Followed signs	518	18
Previously visited/familiar with building	1390	49
From correspondence sent to me	281	10
Asked someone else	98	4
Other	55	2

3.3.3 Of those who asked someone else (n=98, 4%), the most frequently asked people included:

- Solicitor/Lawyer (n=32);
- court officer (n=28);
- friends (n=7);
- family member (n=6);
- interviewer (n=5);
- sergeant on duty (n=5);
- accused (n=5); and
- Sheriff Clerk (n=2).

3.3.4 Of those who stated 'other', the most frequent responses were:

- was with someone who knew (n=5);
- G4S/in custody (n=5);
- work here (n=4);
- had to guess (n=2); and
- used jurors' entrance (n=2).

3.3.5 When respondents were asked whether it was easy or not to find out where in the building they had to go, of the 2831 responses received, the majority (n=2365, 84%) indicated that it was 'very easy'. Fewer than 1% stated that it was either 'very difficult' or 'fairly difficult' (n=18).

3.3.6 Similar results were found when looking at the responses by sheriffdom and user group. A full breakdown of all the responses by the above categories can be found in Tables 3.9 and 3.10 in Appendix B.

⁸ No column total is provided as each row represents a different option in a question where multiple responses are allowed.

4. SATISFACTION WITH COURT STAFF

4.1 Helpfulness of Court Staff

4.1.1 Respondents were asked for their views on how helpful they had found the court staff to be, including security, public counter staff, court clerks and court officers. A total of 2625 responses were received and another 208 respondents classified the question as not applicable. Only eight respondents did not give a response to the question.

4.1.2 Nearly all respondents (96%, n=2509) indicated that the court staff were either 'very' or 'fairly' helpful. Only 1% of respondents (n=37) stated that staff were either 'very' or 'fairly' unhelpful. Just 3% (n=79) considered the staff to be 'neither unhelpful nor helpful'.

4.1.3 Views on the helpfulness of court staff were also disaggregated by sheriffdom and user group. Tables 16 and 17 show the breakdown of responses. The general observation was that the court staff were either 'very' or 'fairly' helpful.

Table 16. Helpfulness of Court Staff by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Glasgow and Strathkelvin	-	3	97	352
Grampian, Highland and Islands	1	1	98	430
Lothian and Borders	<1	2	97	254
North Strathclyde	<1	1	99	384
South Strathclyde, Dumfries and Galloway	-	2	98	356
Tayside, Central and Fife	6	10	84	467
High Court and Court of Session	<1	<1	99	382
All Scotland	1	3	96	2625

Table 17. Helpfulness of Court Staff by User Group

USER GROUP	VERY OR FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Accused in a criminal case and supporters of accused	5	6	89	646
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	-	4	96	128
Jurors (selected and not selected)	1	2	97	435
Victims in a criminal case and supporters of victims	-	1	99	115
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	1	2	97	397
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	<1	3	97	294
Advocates, Solicitors and Solicitor Advocates	-	1	99	261
All other professionals	-	2	98	349
All Scotland	1	3	96	2625

4.1.4 A full breakdown of responses by sheriffdom and user group can be viewed in Tables 4.1 and 4.2 in Appendix B.

4.2 Politeness of Court Staff

4.2.1 Respondents were asked how polite they found court staff on the day of the survey. A total of 2631 responses were received. In general, respondents reported very positively on staff politeness with 97% stating that staff were either 'very' or 'fairly' polite. Another 2% found court staff 'neither impolite nor polite' and the remaining 1% found the court staff either 'very' or 'fairly' impolite.

4.2.2 When looking at the responses by user group and sheriffdom, results were quite similar to those above. Tables 18 and 19 summarise responses by sheriffdom and user group respectively.

Table 18. Politeness of Court Staff by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY IMPOLITE (%)	NEITHER IMPOLITE NOR POLITE (%)	VERY OR FAIRLY POLITE (%)	N
Glasgow and Strathkelvin	<1	3	97	353
Grampian, Highland and Islands	1	1	98	430
Lothian and Borders	<1	1	99	254
North Strathclyde	1	1	98	384
South Strathclyde, Dumfries and Galloway	<1	1	98	356
Tayside, Central and Fife	5	8	87	472
High Court and Court of Session	-	-	100	382
All Scotland	1	2	97	2631

Table 19. Politeness of Court Staff by User Group

USER GROUP	VERY OR FAIRLY IMPOLITE (%)	NEITHER POLITE NOR IMPOLITE (%)	VERY OR FAIRLY POLITE (%)	N
Accused in a criminal case and supporters of accused	4	6	90	646
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	-	4	96	128
Jurors (selected and not selected)	1	1	98	435
Victims in a criminal case and supporters of victims	-	-	100	114
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0.5	0.5	99	402
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	<1	2	98	294
Advocates, Solicitors and Solicitor Advocates	-	1	99	262
All other professionals	-	2	98	350
All Scotland	1	2	97	2631

4.2.3 A full breakdown of responses by sheriffdom and user group can be found in Tables 4.3 and 4.4 in Appendix B.

4.2.4 Respondents who rated helpfulness and/or politeness as less than satisfactory were then asked to provide specific reasons for their response. A total of 43 responses were received and, of these, around 20 responses were linked with the general attitude of court staff. Some of the comments made by respondents who had provided an answer included:

- staff were unhelpful/impolite (n=5);
- I was thrown out for no reason (n=3);
- staff were unpleasant (n=2); and
- staff do not give information on what is happening (n=2).

5. INFORMATION PROVIDED

5.1 Information Provided to Jurors by the SCTS

5.1.1 All jurors (selected and not selected) were asked if they had received information about jury service from the SCTS before they arrived at the court and how helpful they had found this information.

5.1.2 A total of 436 jurors participated in the survey and, of those, 367 (84%) stated they had received information prior to attending the court. Only 23 (5%) stated that they did not, 11 (3%) reported that they could not remember and 35 (8%) did not answer the question.

5.1.3 Respondents who had received information about jury service were asked to rate the scale of helpfulness of information provided. Almost all (n=361, 98%) gave a rating in this question whereas six respondents (2%) gave no answer. Positive views were recorded; 344 (95%) of respondents rated the information either 'very' or 'fairly' helpful and less than 1% (n=4) believed that the information provided was either 'very' or 'fairly' unhelpful, the remaining 4% (n=13) stated it was 'neither unhelpful nor helpful'.

5.1.4 The information jurors receive on the day may differ depending on whether they attend court for High Court or Sheriff Court business. Responses, however, showed that both groups were satisfied with the information provided, with 96% (n=130) of jurors attending for High Court business, and 95% (n=214) attending for Sheriff Court business, stating that the information provided was either 'fairly' or 'very' helpful.

5.2 Information Upon Arrival

5.2.1 All respondents were asked whether court staff explained what was going to happen in the court and what they should do when they arrived on the day of the survey. A total of 2818 respondents answered the question. Nearly 58% (n=1630) stated that court staff did explain what was going to happen, whereas 14% (n=401) reported that they did not.

5.2.2 A further 786 (28%) respondents (mostly professional court users) stated it was 'not applicable' for them to have been given an explanation and only one stated that they could not remember. Finally, 23 respondents (1%) did not provide an answer to the question.

5.2.3 Respondents who selected 'not applicable' were then also asked why they responded that way. Some of the most frequent responses given were:

- already knew/was familiar with process (n=123);
- was paying a fine (n=122);
- was not involved in the court process (n=70);
- was a supporter only (n=64);
- was a Lawyer/Solicitor, police or other professional (n=54);
- office visit only (n=43);
- it was not required (n=61);

- work here (n=23);
- have been here before (n=16);
- was a visitor (n=16);
- Sheriff Court Office (n=15);
- was told by my Lawyer/Solicitor (n=14);
- came to see my Lawyer/Solicitor (n=7);
- did not need any help (n=7); and
- handed over paperwork (n=6).

5.2.4 Table 20 shows that the majority of respondents in each sheriffdom stated that they had been informed about what was going to happen when they arrived at court on the day of the survey. There was, however, a substantial number of people in Grampian, Highland and Islands (n=98, 21%) and Tayside, Central and Fife (n=110, 20%) who said that this was not the case.

Table 20. Information Provided Upon Arrival by Sheriffdom

SHERIFFDOM	INFORMATION PROVIDED (%)	INFORMATION NOT PROVIDED (%)	N/A (%)	N
Glasgow and Strathkelvin	77	11	12	355
Grampian, Highland and Islands	57	21	22	455
Lothian and Borders	43	11	46	272
North Strathclyde	56	11	33	423
South Strathclyde, Dumfries and Galloway	70	9	21	370
Tayside, Central and Fife	40	20	40	550
High Court and Court of Session	67	11	22	392
All Scotland	58	14	28	2817

5.2.5 Table 21 shows that almost all jurors, both selected and not selected, stated that they had received information upon arrival about what was going to happen at court on the day of the survey (n=424, 98%), as did most victims in a criminal case and supporters of victims (n=104, 88%).

5.2.6 One fifth (20%, n=149) of accused in a criminal case and supporters of the accused had received no information from the SCTS on arrival at the court. For those arriving from custody, this would not normally be feasible. More than half (n=230, 56%) of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court and 42% (n=114) of Advocates, Solicitors and Solicitor Advocates stated that it was not applicable for them to have been given information by court staff.

Table 21. Information Provided Upon Arrival by User Group

USER GROUP	INFORMATION PROVIDED (%)	INFORMATION NOT PROVIDED (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	56	20	24	760
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	60	18	22	147
Jurors (selected and not selected)	98	1	1	435
Victims in a criminal case and supporters of victims	88	6	6	118
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	29	15	56	409
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	56	19	25	322
Advocates, Solicitors and Solicitor Advocates	42	16	42	271
All other professionals	50	13	37	355
All User Groups	58	14	28	2817

5.3 Accuracy of Information

- 5.3.1 Of the respondents who said that they had received information from court staff when they arrived at court (n=1630), a total of 1619 provided a view on the accuracy of the information received. Just one reported that they could not remember and nine did not give a response to the question.
- 5.3.2 Overall, 96% (n=1551) stated that the information was either 'very' or 'fairly' accurate. Only 5 respondents (less than 1%) stated that it was either 'very' or 'fairly' inaccurate and 4% (n=63) indicated the information was 'neither inaccurate nor accurate'.
- 5.3.3 Table 22 details the perceived accuracy of information by sheriffdom. Almost all respondents in Glasgow and Strathkelvin, Grampian, Highland and Islands, and South Strathclyde, Dumfries and Galloway, and all respondents in the High Court and Court of Session, indicated that the information was either 'very' or 'fairly' accurate.
- 5.3.4 A full breakdown of responses by sheriffdom and user group can be found in Tables 5.1 and 5.2 in Appendix B.

Table 22. Accuracy of Information Upon Arrival by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY INACCURATE (%)	NEITHER ACCURATE NOR INACCURATE (%)	VERY OR FAIRLY ACCURATE (%)	N
Glasgow and Strathkelvin	-	1	99	271
Grampian, Highland and Islands	<1	<1	99	257
Lothian and Borders	1	7	92	116
North Strathclyde	<1	4	96	234
South Strathclyde, Dumfries and Galloway	-	1	99	259
Tayside, Central and Fife	1	18	81	220
High Court and Court of Session	-	-	100	262
All Scotland	<1	4	96	1619

5.4 Update Information

5.4.1 Respondents were asked whether they received information about what was happening during the time they were in the court building. A total of 2809 responses were received. Of those, 57% (n=1593) had been provided with an update and only 18% (n=513) stated that they had not been provided with any updates. Just two stated that they could not remember and one quarter (n=701, 25%) said that the question was not applicable for them, of which the most common reasons were:

- visited Offices of Court (n=86);
- already knew (n=40);
- not necessary (n=27);
- not required (n=26);
- work here (n=17);
- sheriff court office (n=16);
- visiting office only (n=9)
- was aware of the ongoing procedure (n=8);
- did not need help (n=8);
- supporter only (n=7);
- was not there for a court case (n=7); and
- spectator/visitor (n=6).

5.4.2 For analysis by sheriffdom and user group, those who said that it was not applicable for them to have received information about what was happening during the time they were in the court building were removed from the analysis. Table 23 shows that most respondents in South Strathclyde, Dumfries and Galloway (n=280, 92) said they had received information from court staff during their visit. More than one third of respondents in Lothian and Borders (n=59, 39%), Grampian, Highland and Islands (n=135, 37%) and Tayside, Central and Fife (n=122, 36%) said that they had not received any information during their visit.

Table 23. Update Information Provided by Sheriffdom

SHERIFFDOM	UPDATES PROVIDED (%)	UPDATES NOT PROVIDED (%)	N
Glasgow and Strathkelvin	82	18	327
Grampian, Highland and Islands	63	37	366
Lothian and Borders	61	39	153
North Strathclyde	81	19	295
South Strathclyde, Dumfries and Galloway	92	8	306
Tayside, Central and Fife	64	36	340
High Court and Court of Session	83	17	319
All Scotland	76	24	2106

5.4.3 A breakdown of responses by user group is shown in Table 24. The user groups who reported that they were most likely to have received information about what was happening during the time they were in the court building were jurors (both selected and not selected) (n=416, 96%), victims in a criminal case and supporters of victims (n=93, 82%) and all other professionals (n=212, 82%). Half of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court (n=91, 50%) stated that they did not receive any information about what was happening during their time in the court building.

Table 24. Update Information Provided by User Group

USER GROUP	UPDATES PROVIDED (%)	UPDATES NOT PROVIDED (%)	N
Accused in a criminal case and supporters of accused	66	34	572
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	75	25	116
Jurors (selected and not selected)	96	4	432
Victims in a criminal case and supporters of victims	82	18	113
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	50	50	182
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	68	32	245
Advocates, Solicitors and Solicitor Advocates	80	20	188
All other professionals	82	18	258
All User Groups	76	24	2106

5.5 Helpfulness of Update Information

- 5.5.1 Respondents who indicated that they had received update information from court staff were asked to rate how helpful this information had been. A total of 1581 valid responses was received. The majority who answered the question (n=1517, 96%) stated that the information received was either 'very' or 'fairly' helpful. Only 8 (<1%) stated that it was 'very' or 'fairly' unhelpful and 56 respondents (4%) believed that it was 'neither unhelpful nor helpful'.
- 5.5.2 A breakdown of responses by sheriffdom is presented in Table 25. In all sheriffdoms between 82% and 99% of respondents said that the update information provided to them was either 'very' or 'fairly' helpful.
- 5.5.3 Detailed responses by both sheriffdom and user group can be found in Tables 5.3 and 5.4 in Appendix B.

Table 25. Helpfulness of Update Information by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Glasgow and Strathkelvin	-	<1	99	267
Grampian, Highland and Islands	-	1	99	229
Lothian and Borders	-	7	93	92
North Strathclyde	1	3	96	233
South Strathclyde, Dumfries and Galloway	1	1	98	280
Tayside, Central and Fife	1	17	82	218
High Court and Court of Session	-	<1	99	262
All Scotland	0.5	3.5	96	1581

5.6 Further Information Respondents Would Have Liked

5.6.1 All respondents (n=2841) were asked whether they would have liked more information on the day of the survey and only 7% (n=200) said that they would. The majority of responses were related to long waiting times and that respondents had had to wait without being given any further information, updates about cases and delays and further explanation regarding the overall procedure. Specifically, respondents felt that:

- they need regular and accurate information about delays and cases (n=105);
- the SCTS needs to set better timescales (n=12);
- they require more information about the overall procedure (n=9);
- they need better directions/signage/maps (n=7);
- there are long waiting times without any updates (n=8); and
- they need more information on how to pay a fine (n=3).

5.6.2 There were also other responses regarding information about citation, witnesses, victim support and charges clarification, though not all of these are matters for which the SCTS has responsibility.

5.7 The SCTS Website

5.7.1 All respondents (n=2841) were asked whether or not they had used the SCTS website in the last six months and 29% (n=832) responded that they had. Three respondents did not answer.

- 5.7.2 Table 26 details responses by user group. The most frequent users of the website were Advocates, Solicitors and Solicitor Advocates (n=255, 93%) and other professionals (n=246, 67%). Fine payers and people visiting the Sheriff Clerk's Office/Offices of the Court and accused in a criminal case and supporters of accused were among the respondents who were least likely to have used the website in the past six months.
- 5.7.3 A full breakdown of responses by sheriffdom and user group can be found in Table 5.5 and 5.6 in Appendix B.

Table 26. Use of the SCTS Website by User Group

USER GROUP	USED (%)	NOT USED (%)	N
Accused in a criminal case and supporters of accused	14	86	762
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	28	72	148
Jurors (selected and not selected)	16	84	436
Victims in a criminal case and supporters of victims	25	75	118
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	8	92	410
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	15	85	322
Advocates, Solicitors and Solicitor Advocates	93	7	275
All other professionals	67	33	367
All User Groups	29	71	2838

- 5.7.4 All respondents who said that they had used the website in the last six months (n=832) were asked to identify any particular reasons why they had used the SCTS website. The main reasons for visiting the website were to obtain information on daily court business (n=676, 81%) and to obtain court addresses/phone numbers and directions to the court (n=360, 43%), as shown in Table 27.

Table 27. Reasons for Using the Website

REASONS	NUMBER OF RESPONSES ⁹	% OF RESPONDENTS ⁸
Obtain information on daily court business	676	81
Obtain information about SCTS and/or role	176	21
Obtain information about the Scottish Justice System	276	33
Obtain information leaflets and/or forms used in courts	221	27
Obtain court addresses/phone no/direction to court	360	43
To pay a fine or other financial penalty online	44	5
Other	34	4

- 5.7.5 There were 34 people who answered 'other' to the above question and, most commonly, these people were looking for information on court judgments (n=14) and court results (n=2). Other reasons highlighted were to check opening hours, find forms, get the list of fees, etc. Due to the small number of respondents involved, it was not possible to disaggregate this information by either sheriffdom or user group.
- 5.7.6 Respondents were also asked to provide information on how easy or difficult it was to find the required information on the SCTS website. Most of the respondents had found it either 'very' or 'fairly' easy to find information, as detailed in Table 28.

⁹ No column total is provided as each row represents a different option in a question where multiple responses are allowed.

Table 28. Ease of Finding the Information Needed on the SCTS Website

EASE OF FINDING INFORMATION	VERY OR FAIRLY DIFFICULT (%)	NEITHER EASY NOR DIFFICULT (%)	VERY OR FAIRLY EASY (%)	N
How easy to obtain information on daily court business?	1	6	93	665
How easy to obtain information about the SCTS and/or role?	3	8	89	172
How easy to obtain information about the Scottish Justice System?	2	6	92	274
How easy to obtain information leaflets and/or forms used in courts?	3	3	94	218
How easy to obtain court addresses/phone no/direction to court?	3	3	94	354
How easy to pay a fine or other financial penalty online?	2	12	86	42
Other	13	32	55	31

6. WAITING IN COURT

6.1 Waiting in Court

6.1.1 Only 10% (n=292) of the whole sample said that they had had to wait to be served at a counter during their visit.

6.1.2 Table 29 shows the number and percentage of respondents who had had to wait at a counter by sheriffdom. It can be seen that the area with the largest proportion of users who had had to wait to be served was observed in Glasgow and Strathkelvin (n=70, 20%). The area with the least users who had had to wait was South Strathclyde, Dumfries and Galloway where only eight users (2%) said that they needed to wait to be served during their visit.

Table 29. Waiting to be Served at a Counter by Sheriffdom

SHERIFFDOM	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Glasgow and Strathkelvin	20	80	357
Grampian, Highland and Islands	7	93	453
Lothian and Borders	16	84	271
North Strathclyde	13	87	420
South Strathclyde, Dumfries and Galloway	2	98	370
Tayside, Central and Fife	4	96	552
High Court and Court of Session	16	84	389
All Scotland	10	90	2812

6.1.3 Victims in a criminal case and supporters of victims, and fine payers and people visiting the Sheriff Clerk's Office/Offices of Court, were most likely to have to wait with 25% (n=30) and 19% (n=76) respectively, as shown in Table 30.

Table 30. Waiting to be Served at a Counter by User Group

USER GROUP	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Accused in a criminal case and supporters of accused	6	94	759
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	11	89	148
Jurors (selected and not selected)	6	94	430
Victims in a criminal case and supporters of victims	25	75	118
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	19	81	409
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	7	93	322
Advocates, Solicitors and Solicitor Advocates	13	87	271
All other professionals	11	89	355
All User Groups	10	90	2812

6.1.4 Among those who reported that they had had to wait to be served at a counter, almost all (n=290, 99%) indicated the total length of time they needed to wait and only two said that they could not remember. Table 31 shows the breakdown of the responses received. The majority of respondents (n=261, 90%) stated that they had waited up to 15 minutes and just four (1%) mentioned that their total waiting time was more than one hour.

Table 31. Length of Time Respondents Had to Wait at a Counter

TIME	NUMBER	%
Up to 15 minutes	261	90
16 to 30 minutes	21	7
31 minutes to 1 hour	4	1
Over 1 hour and up to 2 hours	1	<1
Over 2 hours	3	1
Total	290	100

6.1.5 Respondents who waited at a counter were asked whether they were satisfied with the overall waiting time. Nearly all (89%, n=258) said that they were either 'very' or 'fairly' satisfied with the overall waiting time, 2% (n=7) said they were either 'very' or 'fairly' dissatisfied with the time they had to wait and the remaining 24 respondents (8%) reported that they were 'neither dissatisfied nor satisfied' with the length of waiting time.

6.1.6 Responses were broken down by sheriffdom and user group, but sample sizes were generally too small for any noticeable differences to be observed. Responses on length of time waited at counters can be found in Tables 6.1 and 6.2 in Appendix B. Responses on satisfaction with waiting times at counters are in Tables 6.3 and 6.4 in Appendix B.

6.2 Waiting to Take Part in Court Proceedings

6.2.1 Overall, 1474 respondents (52%) of the whole sample stated that they had had to wait to take part in court proceedings on the day of the survey.

6.2.2 Tables 32 and 33 summarise the breakdown of responses by sheriffdom and user group.

6.2.3 More than half of respondents indicated that they had to wait to take part in court proceedings in the following sheriffdoms: Grampian, Highland and Islands (n=282, 62%), North Strathclyde (n=239, 58%), the High Court and Court of Session (n=229, 58%), and Glasgow and Strathkelvin (n=194, 54%). A majority of respondents, however, did not have to wait for court proceedings in Lothian and Borders (n=163, 60%) and Tayside, Central and Fife (n=310, 56%).

Table 32. Waiting to Take Part in Court Proceedings by Sheriffdom

SHERIFFDOM	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Glasgow and Strathkelvin	54	46	357
Grampian, Highland and Islands	62	38	454
Lothian and Borders	40	60	273
North Strathclyde	58	42	412
South Strathclyde, Dumfries and Galloway	49	51	369
Tayside, Central and Fife	44	56	551
High Court and Court of Session	58	42	393
All Scotland	53	47	2809

6.2.4 Looking at responses by user group, Table 33 shows that the groups that were most likely to wait for court proceedings were victims in a criminal case and supporters of victims (n=98, 83%) and jurors (both selected and not selected) (n=314, 73%).

Table 33. Waiting to Take Part in Court Proceedings by User Group

USER GROUP	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Accused in a criminal case and supporters of accused	57	43	759
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	68	32	147
Jurors (selected and not selected)	73	27	433
Victims in a criminal case and supporters of victims	83	17	118
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	3	97	404
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	50	50	322
Advocates, Solicitors and Solicitor Advocates	70	30	274
All other professionals	47	53	352
All User Groups	53	47	2809

6.2.5 People who had had to wait to take part in court proceedings were asked approximately how long they had had to wait. A total of 1453 responses were received. Of these, 47% (n=686) explained that they had to wait between 31 minutes and two hours and 20% (n=289) said that the total waiting time was more than two hours.

6.2.6 The very low proportion of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court who said they had had to wait for court proceedings can be explained by the majority of this group not taking part in court proceedings on the day they were surveyed.

Table 34. Length of Time Respondents Had to Wait to Take Part in Court Proceedings

TIME	NUMBER	%
Up to 15 minutes	186	13
16 to 30 minutes	292	20
31 minutes to 1 hour	333	23
Over 1 hour and up to 2 hours	353	24
Over 2 hours	289	20
Total	1453	100

- 6.2.7 The majority of respondents in South Strathclyde, Dumfries and Galloway stated that they had waited for up to 30 minutes. However, the majority of respondents in Grampian, Highland and Islands said that they had waited for over an hour. A full breakdown of responses by sheriffdom can be viewed in Table 6.5 in Appendix B.
- 6.2.8 By user group, 64% (n=102) of witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others and 57% (n=92) of all other professionals reported that they had had to wait for more than one hour to take part in court proceedings. A full breakdown of responses by user group can be found in Table 6.6 in Appendix B.
- 6.2.9 In total, 1459 people rated how satisfied they were with the total length of waiting time to take part in court proceedings. Slightly less than two thirds (n=948, 65%) said that they were either 'very' or 'fairly' satisfied and a further 23% (n=337) said that they were 'neither dissatisfied nor satisfied' with the total waiting time. A total of 174 respondents (12%) reported that they were either 'very' or 'fairly' dissatisfied with the overall time they were required to wait.

6.2.10 At least two thirds of respondents in all sheriffdoms except Lothian and Borders and Tayside, Central and Fife said that they were either 'very' or 'fairly' satisfied with the waiting times, as shown in Table 35.

Table 35. Satisfaction with Waiting Time by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	6	24	70	193
Grampian, Highland and Islands	14	18	68	281
Lothian and Borders	18	34	48	107
North Strathclyde	10	24	66	234
South Strathclyde, Dumfries and Galloway	8	17	75	176
Tayside, Central and Fife	25	30	45	240
High Court and Court of Session	4	21	75	228
All Scotland	12	23	65	1459

6.2.11 Table 36 shows that 80% of civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses and 79% of Advocates, Solicitors and Solicitor Advocates were either 'very' or 'fairly' satisfied with the waiting times. Relatively low numbers of respondents reported that they were either 'very' or 'fairly' dissatisfied across all user groups.

6.2.12 A full breakdown of responses by sheriffdom and user group can be found in Tables 6.7 and 6.8 in Appendix B.

Table 36. Satisfaction with Waiting Time by User Group

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	18	22	60	431
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	5	15	80	99
Jurors (selected and not selected)	11	32	57	308
Victims in a criminal case and supporters of victims	5	17	78	98
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	-	30	70	10
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	12	24	64	161
Advocates, Solicitors and Solicitor Advocates	5	16	79	189
All other professionals	15	25	60	163
All User Groups	12	23	65	1459

6.3 Updates from Court Staff

6.3.1 Of the above respondents who waited to take part in court proceedings, 1445 provided information on whether they had received updates from court staff and 14 said that they could not remember. Just over half of those who responded about updates (n=760, 53%) stated that they were given updates, and two fifths stated they were not (n=539, 37%). A further 146 (10%) respondents said that it was 'not applicable' for them to be given updates from court staff.

6.3.2 Looking at responses by sheriffdom, most respondents in the High Court and Court of Session (n=164, 72%) and South Strathclyde, Dumfries and Galloway (n=106, 61%) received updates from staff about how much longer they were likely to have to wait. However, 62% (n=64) of respondents in Lothian and Borders said that staff did not provide updates. All responses by sheriffdom can be seen in Table 37.

Table 37. Respondents Who Received Court Staff Updates by Sheriffdom

SHERIFFDOM	YES (%)	NO (%)	N/A (%)	N
Glasgow and Strathkelvin	54	43	3	192
Grampian, Highland and Islands	47	43	10	280
Lothian and Borders	33	62	5	104
North Strathclyde	48	35	17	228
South Strathclyde, Dumfries and Galloway	61	23	16	175
Tayside, Central and Fife	48	43	9	238
High Court and Court of Session	72	22	6	228
All Scotland	53	37	10	1445

6.3.3 Table 38 details the results by user group and it shows that over three quarters (n=250, 81%) of jurors (selected and not selected) reported that they had received updates from court staff, whereas 73% (n=8) of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court said that they did not. It is important to note, however, the small sample of office visitors overall.

Table 38. Respondents Who Received Court Staff Updates by User Group

USER GROUP	YES (%)	NO (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	30	55	15	429
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	46	40	14	99
Jurors (selected and not selected)	81	16	3	308
Victims in a criminal case and supporters of victims	61	36	3	95
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	27	73	-	11
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	65	32	3	152
Advocates, Solicitors and Solicitor Advocates	45	29	26	191
All other professionals	57	41	2	160
All User Groups	53	37	10	1445

6.3.4 All respondents who answered either 'yes' or 'no' to the above question were also asked to rate their level of satisfaction with court staff's attempts to keep them informed about how much longer they were likely to have to wait during their visit. Of the 1244 people who answered the question, 75% (n=933) said that they were either 'very' or 'fairly' satisfied and only 7% (n=92) said that they were either 'very' or 'fairly' dissatisfied. The remaining 18% (n=219) stated that they were 'neither satisfied nor dissatisfied'.

6.3.5 Responses were split by sheriffdom and user group as shown in Tables 39 and 40. In general terms, there were high levels of satisfaction in almost all sheriffdoms with the High Court and Court of Session having the highest levels of satisfaction (n=194, 93%) with South Strathclyde, Dumfries and Galloway (n=120, 86%) and Glasgow and Strathkelvin (n=150, 83%) also receiving high satisfaction ratings. Over 10% of respondents were either 'very' or 'fairly' dissatisfied in both Lothian and Borders and Tayside, Central and Fife.

Table 39. Satisfaction with Being Told about Likely Duration of Wait by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	3	14	83	181
Grampian, Highland and Islands	7	15	78	239
Lothian and Borders	16	29	55	96
North Strathclyde	7	18	75	179
South Strathclyde, Dumfries and Galloway	4	10	86	139
Tayside, Central and Fife	15	36	49	201
High Court and Court of Session	1	6	93	209
All Scotland	7	18	75	1244

6.3.6 The level of satisfaction with being kept informed was relatively high across almost all user groups. Table 40 shows that more than 75% of respondents in six out of eight user groups said that they were either 'very' or 'fairly' satisfied. Satisfaction levels were lowest for accused in a criminal case and supporters of accused with 15% (n=51) stating that they were 'very' or 'fairly' dissatisfied.

Table 40. Satisfaction with Being Told about Likely Duration of Wait by User Group

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	15	25	60	346
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	6	15	79	82
Jurors (selected and not selected)	4	12	84	295
Victims in a criminal case and supporters of victims	6	14	80	87
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	-	36	64	11
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	4	19	77	138
Advocates, Solicitors and Solicitor Advocates	1	14	85	134
All other professionals	8	15	77	151
All User Groups	7	18	75	1244

6.3.7 A total of 146 respondents indicated that it was not applicable to them to be given updates from court staff about how much longer they were likely to have to wait on the day of their visit. The most common reasons were:

- the respondent already knew (n=34);
- the information was provided to the respondent by their Solicitor/Lawyer (n=29);
- the respondent did not wait for a long time to be seen (n=9);
- the respondent was a supporter only (n=9); and
- the respondent was a Lawyer/Solicitor (n=7).

6.3.8 A full breakdown of responses for satisfaction with court staff attempts to tell people how much longer they were likely to have to wait, by both sheriffdom and user group, can be found in Tables 6.9 and 6.10 in Appendix B.

6.4 Updates Regarding Reasons for Waiting

6.4.1 All respondents who had had to wait were also asked whether they were told the reason for their wait. Overall, 784 (54%) of respondents stated they had been told why they had had to wait, another 502 (35%) had not been told why they had had to wait, and 156 (11%) reported it was not applicable for them to be told why they were waiting.

6.4.2 By sheriffdom, the majority of people (n=179, 79%) in the High Court and Court of Session and over half of respondents in South Strathclyde, Dumfries and Galloway (n=98, 57%), Glasgow and Strathkelvin (n=107, 55%) and Tayside, Central and Fife (n=132, 55%) said they had been given reasons for their wait. Two-thirds of respondents (n=69, 66%) in Lothian and Borders stated that they were not told why they needed to wait on the day of their visit. Responses by sheriffdom are shown in Table 41.

Table 41. Respondents Told Why they Had To Wait by Sheriffdom

SHERIFFDOM	YES (%)	NO (%)	N/A (%)	N
Glasgow and Strathkelvin	55	42	3	193
Grampian, Highland and Islands	49	40	11	281
Lothian and Borders	28	66	6	104
North Strathclyde	45	34	21	225
South Strathclyde, Dumfries and Galloway	57	26	17	173
Tayside, Central and Fife	55	35	10	239
High Court and Court of Session	79	15	6	227
All Scotland	54	35	11	1442

6.4.3 Table 42 details responses by user group. Most jurors (n=252, 82%) and witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (n=102, 67%) were told why they had had to wait by the court staff. Half of accused in a criminal case and supporters of accused (n=214, 50%) and 64% (n=7) of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court said that they were not told the reasons for the wait. Again, it is important to note the small sample size for office visitors overall.

Table 42. Respondents Told Why they Had To Wait by User Group

USER GROUP	YES (%)	NO (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	35	50	15	429
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	49	39	12	99
Jurors (selected and not selected)	82	17	1	309
Victims in a criminal case and supporters of victims	56	41	3	96
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	27	64	9	11
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	67	28	5	152
Advocates, Solicitors and Solicitor advocates	45	27	28	187
All other professionals	57	37	6	159
All User Groups	54	35	11	1442

6.4.4 Overall, 156 respondents said it was 'not applicable' for them to be told by court staff why they had had to wait at court, most commonly stating that:

- they already knew (n=12);
- they were aware/familiar with the overall procedure (n=11);
- they were a Solicitor/Lawyer (n=10); and
- their Solicitor/Lawyer explained to them (n=3).

6.4.5 Respondents were also asked how satisfied they were with court staff's attempts to keep them informed about why they had had to wait at court. A total of 1259 answered the question.

6.4.6 Overall, 942 out of 1259 (75%) indicated they were either 'very' or 'fairly' satisfied while just 7% (n=94) said that they were either 'very' or 'fairly' dissatisfied.

6.4.7 Looking at responses by sheriffdom (Table 43), five out of seven sheriffdoms received high scores for satisfaction, ranging between 73% and 93%. The High Court and Court of Session received the highest rating with 93% (n=200) of users saying that they were 'very' or 'fairly' satisfied with the explanation of why they had had to wait. Lothian and Borders received the least favourable ratings overall.

Table 43. Satisfaction with Explanation of Wait by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	3	16	81	187
Grampian, Highland and Islands	7	15	78	246
Lothian and Borders	19	28	53	97
North Strathclyde	6	21	73	172
South Strathclyde, Dumfries and Galloway	6	9	85	138
Tayside, Central and Fife	16	34	50	205
High Court and Court of Session	1	6	93	214
All Scotland	7	18	75	1259

6.4.8 Table 44 shows that a considerable majority of all user groups apart from accused in a criminal case and supporters of accused (n=205, 58%) said that they were either 'very' or 'fairly' satisfied with court staff's attempts to keep them informed about why they had had to wait, with percentages ranging between 70% and 85%.

Table 44. Satisfaction with Explanation of Wait by User Group

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	15	27	58	351
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	7	13	80	87
Jurors (selected and not selected)	5	13	82	301
Victims in a criminal case and supporters of victims	5	13	82	91
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	-	30	70	10
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	3	15	82	141
Advocates, Solicitors and Solicitor Advocates	2	13	85	131
All other professionals	6	17	77	147
All User Groups	7	18	75	1259

6.4.9 A full breakdown of responses for satisfaction regarding court staff's attempts to keep people informed about why they were required to wait is located in Tables 6.11 and 6.12 in Appendix B.

7. CATERING AND OTHER COURT FACILITIES

7.1 Use of Catering Facilities

7.1.1 All respondents were asked if they had used the catering/vending facilities within the court building on the day of the survey. 2651 respondents answered this question and, of these, just over one quarter (27%, n=719) indicated that they had used some of the catering facilities provided on the day.

7.1.2 Table 45 below provides a breakdown of the use of catering/vending facilities by sheriffdom. The highest use of these facilities was in the High Court and Court of Session, where just under half of respondents (46%, n=178) indicated that they had used the facilities on the day of the survey. The lowest use of these facilities was in Grampian, Highland and Islands, where 13% (n=44) indicated that they had used the catering services on the day.

Table 45. Use of Catering Facilities by Sheriffdom

SHERIFFDOM	USED (%)	NOT USED (%)	N
Glasgow and Strathkelvin	37	63	356
Grampian, Highland and Islands	13	87	345
Lothian and Borders	15	85	273
North Strathclyde	25	75	416
South Strathclyde, Dumfries and Galloway	27	73	331
Tayside, Central and Fife	24	76	542
High Court and Court of Session	46	54	388
All Scotland	27	73	2651

7.1.3 Of the 719 respondents who indicated that they had used the catering/vending services, the most frequently used facility identified was the cafeteria, which was used by nearly three quarters (74%, n=529) of respondents. A further 20% (n=144) used the tea/coffee dispensers, with snack dispensers (1%, n=7) being the least used facility on the day.

Table 46. Type of Catering Facilities Used

FACILITIES	NUMBER OF RESPONSES	% OF RESPONDENTS ¹⁰
Cafeteria (public or staff)	529	74
Tea/coffee dispensers	144	20
Trolley	39	5
Soft drink dispenser	27	4
Snack dispenser	7	1
Other	44	6

7.1.4 The majority of 'other' catering facilities used were specified as a 'juror's lunch' or 'lunch provided'.

7.2 Satisfaction with Catering Facilities

7.2.1 Respondents who had used catering facilities were asked to rate their satisfaction with the following elements:

- the range of food and drink available;
- the quality of the food and drink that they purchased; and
- where appropriate, the service provided in the cafeteria.

7.2.2 Cross-tabulations of respondents' satisfaction with these elements can be found in Tables 7.1 to 7.6 in Appendix B.

Range of Food and Drink Available

7.2.3 Respondents who had used the catering facilities were asked to rate how satisfied they were with the range of food and drink available. Of the 693 who answered, 69% (n=477) indicated that they were either 'very' or 'fairly' satisfied, with only 6% (n=42) indicating they were dissatisfied to any extent. One quarter (25%, n=174) indicated they were 'neither satisfied nor dissatisfied' with the range of food and drink available on the day of the survey.

7.2.4 Respondents in Grampian, Highland and Islands expressed the lowest levels of satisfaction with the range of food and drink available at the court. However, the levels of satisfaction in Grampian, Highland and Islands were still over 50%, with 59% (n=24) of respondents indicating that they were either 'very' or 'fairly' satisfied, and 19% (n=8) indicating that they were dissatisfied to some degree. The remaining 22% (n=9) were 'neither satisfied nor dissatisfied'.

¹⁰ No column total is provided as each row represents a different option in a question where multiple responses are allowed.

- 7.2.5 The highest levels of satisfaction with the range of food and drink provided on the day at court were recorded in Tayside, Central and Fife, where 80% of respondents (n=102) indicated that they were 'very' or 'fairly' satisfied. In South Strathclyde, Dumfries and Galloway, 76% (n=65) indicated that they were 'very' or 'fairly' satisfied with the range of food and drink available.

Quality of Food and Drink Purchased

- 7.2.6 In total, 640 respondents rated how satisfied they were with the quality of food and drink they had purchased on the day. Of these, 72% (n=462) were either 'very' or 'fairly' satisfied with the quality of food and drink purchased, with only 5% (n=32) indicating that they were dissatisfied to some degree. The remaining 23% (n=146) were 'neither satisfied nor dissatisfied'.
- 7.2.7 By sheriffdom, again respondents in Grampian, Highland and Islands expressed the lowest levels of satisfaction with the quality of food and drink purchased on the day, with 66% (n=23) of respondents indicating they were either 'very' or 'fairly' satisfied. The remaining 34% (n=12) were split evenly between 'neither satisfied nor dissatisfied' (17%, n=6) and 'very' or 'fairly' dissatisfied (17%, n=6).
- 7.2.8 Satisfaction with the quality of food and drink purchased on the day was highest in Tayside, Central and Fife, where 87% (n=108) of respondents indicated that they were 'very' or 'fairly' satisfied. In South Strathclyde, Dumfries and Galloway, 81% (n=65) indicated that they were 'very' or 'fairly' satisfied with the quality of food and drink purchased on the day.

Service Provided in the Cafeteria

- 7.2.9 Of the 503 respondents who used the cafeteria and rated their level of satisfaction, results were very positive, with 93% (n=468) of respondents indicating that they were either 'very' or 'fairly' satisfied, and only 1% (n=5) indicating they were dissatisfied to some degree. The remaining 6% (n=30) indicated they were 'neither satisfied nor dissatisfied'.
- 7.2.10 It should be noted that the number of respondents in each sheriffdom was fairly small, ranging from 21 in Grampian, Highland and Islands to 111 in the High Court and Court of Session. Therefore, disaggregated results for this question should not be regarded as completely reliable. That being said, over four fifths of the respondents in each sheriffdom were either 'very' or 'fairly' satisfied with the service provided in the cafeteria. Levels of satisfaction ranged between 100% (n=21) of respondents in Grampian, Highland and Islands to 85% (n=94) of respondents in the High Court and Court of Session.

Reasons for Dissatisfaction with the Catering Facilities

7.2.11 Respondents who indicated that they were dissatisfied with the catering services were asked to explain their reason for this. The most common reasons were:

- poor quality of food and drink (n=16);
- poor range of food and drink (n=7);
- self-service facilities not working properly (n=4);
- no gluten free options available (n=3); and
- limited catering options, for example, tea, coffee & water (n=3).

7.3 Other Court Facilities Used

7.3.1 In total, 2819 respondents indicated that they had used one or more of the 'other' court facilities on the day of the survey. Table 47 details the number and percentage of respondents who used each facility. The most commonly used facilities were the court room, with 70% (n=1970) of respondents indicating that they had used it, and the public entrance/area outside the court building, with 67% (n=1889) of respondents using it. The least used facility was the cells in the court building, with only 3% (n=83) indicating that they had used them. Tables 7.7 and 7.8 (Appendix B) show use of court facilities broken down by sheriffdom and user group.

Table 47. Use of Other Court Facilities

FACILITIES	NUMBER OF RESPONSES	% OF RESPONDENTS ¹¹
Public Entrance/Area Outside Court Building	1889	67
Waiting Areas/Area Outside Court Room	1436	51
Court Room	1970	70
Jury Room	374	13
Witness Room	454	16
Agent's Room/Solicitors' Room	222	8
Cells in Court Building	83	3
Sheriff Clerk's Office/Offices of Court	516	18
Toilets in Court Building	1218	43
Cafeteria (public or staff)	465	16
Other	97	3

7.3.2 Satisfaction levels were generally high in relation to the comfort, cleanliness and safety and security of all facilities. The main exception to this was the cells in the court buildings, where only 31% of users (n=25) were satisfied with comfort. Cleanliness was

¹¹ No column total is provided as each row represents a different option in a question where multiple responses are allowed.

also rated less favourably in the cells (70%, n=56) than in any of the other areas of the court buildings. Also rated less favourably was the safety and security of the public entrance/area outside the court building (79%, n=1470).

7.3.3 Table 48 details the levels of satisfaction with each facility used in the court on the day of the survey.

7.3.4 A full breakdown of satisfaction with comfort, cleanliness and safety and security by sheriffdom and user group can be found in Tables 7.9 to 7.68 in Appendix B.

Table 48. Satisfaction with Comfort, Cleanliness, and Safety and Security

FACILITIES	VERY OR FAIRLY SATISFIED ¹²		
	COMFORT (%)	CLEANLINESS (%)	SAFETY AND SECURITY (%)
Public Entrance/Area Outside Court Building	68	91	79
Waiting Areas/Area Outside Court Room	78	95	96
Court Room	85	98	96
Jury Room	81	96	96
Witness Room	82	95	93
Agent's Room/Solicitors' Room	82	88	90
Cells in Court Building	31	70	84
Sheriff Clerk's Office/Offices of Court	86	98	97
Toilets in Court Building	70	90	89
Cafeteria (public or staff)	90	96	93
Other	71	84	79

7.3.5 Respondents who indicated that they were dissatisfied with any of the court facilities they used were asked to explain the reasons why. The main reasons included:

- uncomfortable seating in most areas (n=63);
- lack of seating in most areas (n=35);
- dirty public toilets (n=22);
- crowded public toilets (n=11);
- waiting areas too small (n=12);
- lack of privacy (n=10); and
- witnesses and accused being held in same area (n=10).

¹² No column total is provided as each row represents a different question.

8. OVERALL SATISFACTION

8.1 Overall Satisfaction with the Scottish Courts and Tribunals Service

8.1.1 All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. Of the 2809 who provided a rating, 89%¹³ (n=2512) stated that they were either 'fairly' or 'very' satisfied, with only 2% (n=63) stating that they were either 'fairly' or 'very' dissatisfied. Table 49 provides a breakdown of responses.

Table 49. Overall Satisfaction with SCTS

SATISFACTION	NUMBER	%
Very dissatisfied	26	1
Fairly dissatisfied	37	1
Neither dissatisfied nor satisfied	234	8
Fairly satisfied	720	26
Very satisfied	1792	64
Total	2809	100

8.1.2 Figure 2 shows a year-on-year increase in overall satisfaction with the services provided by the SCS and SCTS since 2005. It should be noted, however, that the sample profiles have varied across each survey year which may account for some of the variation in satisfaction scores¹⁴.

¹³ The actual percentage of respondents who said that they were 'fairly satisfied' was 25.63% and the percentage of those who said that they were 'very satisfied' was 63.79%. Following the convention (see paragraph 1.3.5) that percentage values in tables may be rounded up or down, these figures have been rounded to 26% and 64% in Table 49 for presentational purposes, but the overall satisfaction figure is correctly stated as 89%, i.e. 89.42% who were either 'very' or 'fairly' satisfied.

¹⁴ Response rates were significantly lower in 2008 as a smaller scale survey was undertaken due to the unification changes that were being implemented across the then SCS estate at that time (i.e. integration of the Justice of the Peace Courts within the SCS estate).

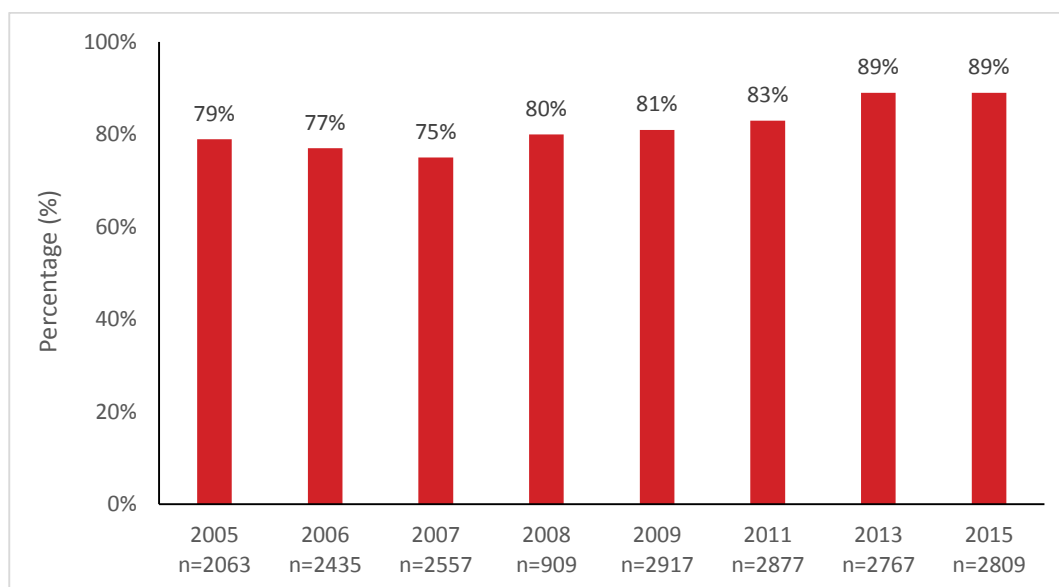


Figure 2. Overall Satisfaction (2005-2015)

8.2 Overall Satisfaction by Sheriffdom

8.2.1 Positive results can be seen when looking at responses by sheriffdom, as Table 50 illustrates. Satisfaction ranged from 75% (n=412) of respondents who were either 'very' or 'fairly' satisfied in Tayside, Central and Fife to 97% (n=348) in Glasgow and Strathkelvin.

Table 50. Overall Satisfaction by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	1	2	97	359
Grampian, Highland and Islands	2	7	91	454
Lothian and Borders	3	12	85	264
North Strathclyde	1	4	95	423
South Strathclyde, Dumfries and Galloway	1	5	94	369
Tayside, Central and Fife	6	19	75	551
High Court and Court of Session	1	5	94	389
All Scotland	2	8	89	2809

8.2.2 Table 8.1 in Appendix B provides a full breakdown of overall satisfaction by sheriffdom.

8.3 Overall Satisfaction by Core User Group

8.3.1 Overall levels of satisfaction for professionals and non-professionals were high, with 93% (n=582) of professionals being either 'very' or 'fairly' satisfied and 89% (n=1930) of non-professionals being either 'very' or 'fairly' satisfied. Table 51 provides a breakdown of responses by professional and non-professional groups, while Table 8.2 in Appendix B provides a breakdown by all eight clustered user groups.

Table 51. Overall Satisfaction by Core User Group

SATISFACTION	PROFESSIONALS		NON-PROFESSIONALS	
	N	%	N	%
Very dissatisfied	4	<1	22	1
Fairly dissatisfied	7	1	30	1
Neither satisfied nor dissatisfied	36	6	198	9
Fairly satisfied	151	24	569	26
Very satisfied	431	69	1361	63
Total	629	100	2180	100

8.3.2 Respondents who were dissatisfied to any extent with the overall service provided by the SCTS on the day of the survey were asked to identify any specific reasons for this dissatisfaction. The most common reasons for their dissatisfaction were:

- lack of information about what was going on (n=13);
- long waiting times (n=10);
- inefficient court system (n=8); and
- unhelpful/impolite court staff (n=3).

8.4 Service Development and Feedback

8.4.1 All respondents were asked if there were any aspects of the service provided by the SCTS that they would wish to change and a total of 1999 responses were received. Of those, the majority (n=1175, 59%) stated that there was nothing they would change. However, other answers given by at least five or more respondents included:

- better communication/information - updates on what was going on, what to do, where to go, etc. (n=82);
- the process was slow - long waiting times (n=81);
- better facilities including jurors' room, waiting areas, etc. (n=34);
- set better timescales (n=31);
- separate entrances and waiting areas for witnesses and accused (n=24);
- better seating provision (n=18);
- food/drinks to be provided to spectators (n=11);
- they need to be more efficient and effective when they deal with different issues (n=9);

- improved security/safety (n=8);
- more privacy (n=8);
- better facilities for witnesses e.g. food, drink, magazines, etc. (n=7);
- better public toilet facilities (n=7);
- Wi-Fi to be recommended (n=7);
- better catering facilities (n=6);
- better explanation of the whole system (n=6);
- staff were impolite/unhelpful (n=6);
- better acoustics in the court (n=5); and
- improved cells (n=5).

8.4.2 All respondents were asked if they knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building. Of the 2787 respondents who provided an answer, 48% (n=1341) said that they did whereas 52% (n=1446) reported that they did not. A breakdown of responses by sheriffdom and user group can be found in Tables 8.3 and 8.4 in Appendix B.

8.4.3 Respondents were also asked if there was any general information that they would like the courts to publish about the services they provide and/or their performance. Of the 1224 who answered the question (43% of the whole sample), 494 users stated that they neither knew nor had enough time to think about it. Approximately half of the respondents who answered the question (n=630, 51%) reported that there was nothing they wanted to change. Some of the comments made by the remaining users who provided an answer included:

- more information on opening hours (n=3);
- make notices clearer/larger (n=3);
- how many people get called into a jury/cited for jury service (n=2);
- highlight there is an interpreter's service (n=1);
- any changes made by the courts (n=1);
- information on verdicts and sentences (n=1); and
- provision of maps and signage (n=1).

9. KEY DRIVER ANALYSIS

9.1 Key Drivers of Overall Satisfaction

- 9.1.1 As in previous years, Key Driver Analysis was conducted on the data to complement the descriptive analysis detailed above.
- 9.1.2 When all satisfaction variables were entered into the calculation (excluding those relating to satisfaction with the cleanliness, comfort and safety of facilities, e.g. of the court room, waiting areas, toilets, etc.¹⁵), two variables were highlighted as key drivers of overall satisfaction this year.
- 9.1.3 The main predictor of overall satisfaction this year was respondents' satisfaction with being kept informed about how much longer they were likely to have to wait. This accounted for 60% of the variance in overall satisfaction.
- 9.1.4 The second factor influencing overall satisfaction was the helpfulness of the information provided by court staff, which accounted for a further 12% of variance.
- 9.1.5 Together, these elements accounted for a total of 72% of variance in overall satisfaction.
- 9.1.6 The statistical relationships between any other of the remaining variables and the overall satisfaction score were too weak for them to be included in the statistical relationship.

¹⁵ These variables were excluded from the Key Driver Analysis due to small sample sizes for some of the options. When included, these variables skewed the results/did not allow the analysis to run.

10. CHANGES OVER TIME

10.1 Introduction

10.1.1 This chapter compares data from the main user satisfaction variables between the 2011, 2013 and 2015 surveys. Due to the staged unification process to introduce Justice of the Peace Courts throughout the former SCS estate, which took place throughout 2008 and 2009, it has not been possible to include pre-2011 survey data here. The unification process was completed prior to the 2011 survey, therefore data from 2011 onwards contain results for the Court of Session and High Court, Sheriff Courts and Justice of the Peace Courts.

10.1.2 Although there has been a series of court closures between the 2013 and 2015 surveys, data from all courts in the former SCS and current SCTS estate at the time of each survey has been included in the analysis. As such, the results represent the satisfaction levels found at the aggregate and sheriffdom level, based on the profile of the courts available within each year.

10.1.3 All key satisfaction and service delivery questions were analysed, including:

- overall satisfaction;
- ease of finding out where in the building respondents had to go;
- helpfulness and politeness of court staff;
- accuracy and helpfulness of information provided;
- satisfaction with waiting times to be served at a counter and to take part in court proceedings;
- satisfaction with attempts by court staff to keep respondents informed about how much longer, and why, they had to wait (although it should be noted that results in 2011 relate to waiting both at a counter and/or to take part in court proceedings, while the 2013 and 2015 data in this section relate to those who waited to take part in court proceedings only);
- satisfaction with various elements of any catering facilities available; and
- satisfaction with the comfort and cleanliness of the public entrance/area outside the court building, waiting areas, court rooms, and the toilet facilities.

10.1.4 The user profiles were weighted to the average within each sheriffdom to ensure the sample populations were comparable in each survey year. All of the five-point satisfaction scales were converted to an average satisfaction score (using a score of '1' for least satisfied, up to '5' for most satisfied). The resulting average satisfaction level can therefore be used to detect changes anywhere across the satisfaction range. Only differences which were significant at the 95% confidence interval level are reported here in detail.

10.2 Weighting

10.2.1 There is no way to know the true population (i.e. the actual number) of court users using the SCTS services in any given year, since this is not recorded by the SCTS and is also, inevitably, dependent on the type of business that is transacted, the composition of which varies on a daily basis in response to external demand. Therefore, it is impossible

to weight the sample of court users each year to any known population so as to ensure that the sample is completely representative.

- 10.2.2 It is possible, however, to generate a pseudo-population based on the average sample characteristics from across the various sweeps of the survey (i.e. 2011, 2013 and 2015). The resulting profile can then be used to weight data from each year to negate sample variations between sweeps. This makes comparison more reliable than it would be if raw data from the three years were used, since the variation in sample profiles may bias the ratings achieved for the main performance variables. Ensuring that the sample in each year is weighted so that all user groups are equally represented across the years makes comparative analysis more robust.
- 10.2.3 Although the 2011 and 2013 reports included satisfaction scores, these are not necessarily the same as those calculated here due to the new weighting factor applied this year. Further, it would not be accurate to append the results of any pre-2011 surveys to these results, due to the different years involved in creating the weighting factors, the differences in the sample structures created by the introduction of Justice of the Peace Courts, and variations in wording of some of the questions in pre-2011 surveys.
- 10.2.4 Comparisons within sheriffdom between years, which will illustrate any changes in individual sheriffdoms over time, require a 'user group within sheriffdom weight' to be generated. When disaggregated by sheriffdom, the number of respondents in some user groups was too small in individual years to permit weighting. Therefore, to generate this weighting factor, further clustering of the user groups was required. The resulting combinations of user groups are shown in Table 52.

Table 52. Clustered Typologies for 'User Group within Sheriffdom' Weighting

CLUSTERED USER GROUPS	
1	Accused in a criminal case and supporters of accused
2 & 3	Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses, and Jurors (selected and not selected)
4 & 6	Victims in a criminal case and supporters of victims, and Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists, and others
5	Fine payers and people visiting the Sheriff Clerk's Office/public counter/Offices of Court
7	Advocates, Solicitors and Solicitor Advocates
8	All other professionals

10.2.5 User groups 2, 3 and 5 are considered as core users, however these were not grouped into one category as it was considered that those attending for civil business or jury service would, for example, have different experiences to fine payers and people visiting the Sheriff Clerk's Office/public counter/Offices of Court. The experiences of those in user groups 1, 4 and 6 are also impacted upon by people external to the SCTS, such as Solicitors, Victim Support and the Witness Service, etc. Again, however, these could not be grouped into one category as victims' and witnesses' experiences in court would be very different to that of the accused.

10.3 Aggregate Analysis

10.3.1 Table 53 shows the (weighted) mean satisfaction scores for each of the key service provision variables for the total sample in each year. Only those that are highlighted show statistically significant changes between the years; all others show no statistically significant change.

Table 53. Total Sample: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.29	4.46	4.50
Ease of finding out where in the building to go	4.78	4.83	4.80
Helpfulness of court staff	4.75	4.75	4.77
Politeness of court staff	4.82	4.80	4.81
Accuracy of information provided by court staff	4.67	4.74	4.74
Helpfulness of information provided by court staff	4.71	4.75	4.78
Satisfaction with time waited to be served at a counter	4.41	4.43	4.27
Satisfaction with time waited to take part in court proceedings	3.48	3.68	3.77
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.74	3.97	4.09
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.82	4.04	4.10
Range of food and drink available	3.86	3.89	3.98
Quality of food and drink purchased	3.95	3.95	4.11
Service in the cafeteria	4.31	4.46	4.59
Comfort of the public entrance/area outside the court building	3.65	4.07	4.14
Cleanliness of the public entrance/area outside the court building	4.22	4.46	4.53
Safety and security of the public entrance/area outside the court building	4.48	4.45	4.35
Comfort of waiting areas	3.58	3.83	4.12
Cleanliness of waiting areas	4.47	4.65	4.68
Safety and security of waiting areas	4.47	4.57	4.54
Comfort of court room	4.04	4.32	4.38
Cleanliness of court room	4.62	4.76	4.78
Safety and security of court room	4.69	4.75	4.74
Comfort of the toilets	3.84	4.01	4.04
Cleanliness of the toilets	4.13	4.35	4.42
Safety and security of the toilets	4.45	4.55	4.41

10.3.2 The results show a largely positive picture, with 15 of the 25 key variables included in the analysis showing a statistically significant increase in the mean levels of satisfaction since 2011.

- 10.3.3 Importantly, the improvement in overall satisfaction is shown to be statistically significant between 2011 and 2013, and between 2011 and 2015, although the increase between 2013 and 2015 was not large enough to be considered statistically significant.
- 10.3.4 Similarly, a number of other variables follow the same pattern as overall satisfaction, with statistically significant differences noted between 2011 and 2013 and between 2011 and 2015, but with no significant differences between 2013 and 2015. These included:
- the accuracy of information provided by court staff;
 - satisfaction with the time waited to take part in court proceedings;
 - satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait;
 - satisfaction with attempts by court staff to keep respondents informed about why they had to wait;
 - satisfaction with the comfort of the public entrance/area outside the court building;
 - satisfaction with the cleanliness of the public entrance/area outside the court building;
 - satisfaction with the cleanliness of the waiting areas;
 - satisfaction with the comfort of the court room;
 - satisfaction with the cleanliness of the court room;
 - satisfaction with the comfort of the toilets; and
 - satisfaction with the cleanliness of the toilets.
- 10.3.5 Whilst the year on year increases in mean scores for helpfulness of the information provided by court staff and satisfaction with the service in the cafeteria are not statistically significant, the improvements between 2011 and 2015 are significant showing overall improvements over the longer term.
- 10.3.6 Satisfaction with the comfort of the waiting areas shows a year on year increase which is statistically significant between each year.
- 10.3.7 There are also, however, a few variables which show a decline in levels of satisfaction. For both satisfaction with waiting time to be served at a public counter, and satisfaction with the safety and security of the toilets, the decline in satisfaction between 2013 and 2015 is statistically significant, however, the change over the longer period is not. The decline in satisfaction with the safety and security of the public entrance, however, between 2011 and 2015 and from 2013 to 2015 is significant (although the decline between 2011 and 2013 is not) indicating a true reduction in satisfaction with that element over the longer period.

10.4 Within Sherifffdom Analysis

10.4.1 The following sections provide the (weighted) mean satisfaction scores for each of the key service provision variables by sherifffdom. Only those variables highlighted in each of the tables below show statistically significant changes (at the 95% confidence level) in the mean scores between the years.

10.4.2 Within sherifffdom sample sizes for the following variables, however, were too small in one or more years across all sherifffdoms, and so have not been included in the following analysis. These included:

- satisfaction with length of time waited to be served at a counter; and
- all variables related to satisfaction with the cafeteria (i.e. satisfaction with the range of food and drink available, quality of food and drink purchased, and the service in the cafeteria).

10.4.3 Further, only those variables with a sample size of n=100 or greater in each year have been included in the following analysis. Those variables with small sample sizes (i.e. n=<100) in one or more years in any individual sherifffdom have not been included, as the response rates were not considered large enough to be reliable. As such, the variables included vary between sherifffdoms.

Glasgow and Strathkelvin

10.4.4 Table 54 provides the (weighted) mean satisfaction scores for the sherifffdom of Glasgow and Strathkelvin.

10.4.5 Statistically significant increases are apparent year on year for overall satisfaction, the comfort and cleanliness of the waiting areas, and the cleanliness of the court room.

10.4.6 For ease of finding where to go in the building, the satisfaction level appeared to peak in 2013 and is significantly higher than both 2011 and 2015 levels, which are comparable to each other.

10.4.7 Despite static levels of satisfaction with the helpfulness of the court staff between 2011 and 2013, the increase in 2015 is statistically significant compared to both previous years. The politeness of court staff also shows a statistically significant increase from 2013 to 2015 (the differences between 2011 and 2013, and between 2011 and 2015, are not significant).

10.4.8 The accuracy of the information provided by court staff shows a significant increase from 2011 to 2013. The drop in 2015 is not, however, significant compared to 2013, but still represents a significant increase on the 2011 level. Meanwhile, the helpfulness of the information provided by court staff does not represent statistically significant year on year increases, but does provide a significant difference between 2011 and 2015.

10.4.9 Whilst there is an increase in satisfaction with time waited to take part in court proceedings and with attempts by court staff to keep respondents informed about how much longer they had to wait, between 2011 and 2013, this is not statistically significant. The increase in 2015, however, is significant compared to both 2011 and 2013. Meanwhile, the year on year increases in satisfaction with attempts by court staff to keep respondents informed about why they had to wait were not statistically significant, however, the increase between 2011 and 2015 is significant and represents a real increase over the longer period.

Table 54. Glasgow and Strathkelvin: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.12	4.40	4.71
Ease of finding out where in the building to go	4.62	4.80	4.65
Helpfulness of court staff	4.64	4.63	4.80
Politeness of court staff	4.71	4.66	4.83
Accuracy of information provided by court staff	4.61	4.91	4.83
Helpfulness of information provided by court staff	4.67	4.80	4.89
Satisfaction with time waited to take part in court proceedings	3.18	3.54	3.92
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.61	3.86	4.29
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.76	4.04	4.28
Comfort of waiting areas	3.13	3.73	4.53
Cleanliness of waiting areas	4.12	4.62	4.88
Safety and security of waiting areas	4.28	4.53	4.74
Comfort of court room	3.96	4.23	4.69
Cleanliness of court room	4.54	4.73	4.94
Safety and security of court room	4.58	4.76	4.90
Comfort of the toilets	3.20	4.03	3.86
Cleanliness of the toilets	3.52	4.02	4.23
Safety and security of the toilets	4.05	4.33	4.31

10.4.10 In relation to the safety and security of the waiting areas, the increase between 2011 and 2013 is not statistically significant, however, the increase in 2015 does represent a significant increase on both 2013 and 2011 levels. The same pattern is also found for satisfaction with the comfort and safety and security of the court room.

10.4.11 Finally, the increases in satisfaction with both the comfort and cleanliness of the toilets in the court building between 2011 and both 2013 and 2015 are statistically significant. The changes in mean satisfaction scores in these variables between 2013 and 2015 are not significant.

Grampian, Highland and Islands

10.4.12 Table 55 provides the (weighted) mean satisfaction scores for the sheriffdom of Grampian, Highland and Islands.

Table 55. Grampian, Highland and Islands: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.40	4.52	4.59
Ease of finding out where in the building to go	4.76	4.83	4.90
Helpfulness of court staff	4.82	4.81	4.88
Politeness of court staff	4.87	4.85	4.88
Accuracy of information provided by court staff	4.67	4.72	4.87
Helpfulness of information provided by court staff	4.79	4.75	4.90
Satisfaction with time waited to take part in court proceedings	3.76	3.77	3.83
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.01	4.09	4.24
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.14	4.21	4.24
Comfort of the public entrance/area outside the court building	3.83	3.88	4.08
Cleanliness of the public entrance/area outside the court building	4.41	4.53	4.70
Safety and security of the public entrance/area outside the court building	4.55	4.57	4.34
Comfort of waiting areas	3.78	3.46	3.95
Cleanliness of waiting areas	4.74	4.72	4.78
Safety and security of waiting areas	4.68	4.64	4.49
Comfort of court room	4.18	4.23	4.51
Cleanliness of court room	4.80	4.81	4.86
Safety and security of court room	4.79	4.80	4.83
Comfort of the toilets	4.06	3.84	4.21
Cleanliness of the toilets	4.49	4.56	4.65
Safety and security of the toilets	4.68	4.70	4.50

- 10.4.13 Although the slight increases in overall satisfaction year on year are not statistically significant, the overall increase between 2011 and 2015 is significant, and represents a true increase over the longer period. The same pattern is also evident for ease of finding out where in the building to go, and satisfaction with the cleanliness of the public entrance/area outside the court building.
- 10.4.14 In relation to the accuracy of the information provided by court staff, the slight increase in mean satisfaction score from 2011 to 2013 is not statistically significant, however, the increase in 2015 is a significant change compared to both previous years. Meanwhile, the increase in mean score for the helpfulness of information provided by court staff is statistically significant from 2013 to 2015 only.
- 10.4.15 The mean satisfaction score for the comfort of the waiting areas dropped significantly between 2011 and 2013, but then increased again in 2015. The differences year on year are statistically significant, however, the difference between 2011 and 2015 is not.
- 10.4.16 Satisfaction with the comfort of the court room rose significantly in 2015 compared to the two previous years (the increase between satisfaction levels in 2011 and 2013 is not significant).
- 10.4.17 Finally, satisfaction with comfort of the toilets in the court building increased significantly between 2013 and 2015.

Lothian and Borders

- 10.4.18 Table 56 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Lothian and Borders sheriffdom.
- 10.4.19 The decline in ease of finding out where to go in the building between 2013 and 2015 represents a statistically significant difference.
- 10.4.20 Both the helpfulness and politeness of court staff, and the accuracy of the information provided by court staff, show statistically significant decreases in mean satisfaction scores from 2011 to both 2013 and 2015 (the differences between 2013 and 2015 are not significant). The same pattern is prevalent for satisfaction with the safety and security of the public entrance/area outside the court building and the safety and security of the court room.
- 10.4.21 In relation to the increases in satisfaction with the comfort and cleanliness of the public entrance/area outside the court building, and the comfort of the waiting areas, the increases between 2011 and 2013, and between 2011 and 2015, are statistically significant. However, the slight changes more recently (i.e. between 2013 and 2015) are not significant.
- 10.4.22 The reduction in the mean score for satisfaction with the safety and security of waiting areas is statistically significant between 2011 and 2013. The increase again in 2015 does not provide a statistically significant difference to either the levels in 2011 or 2013.

- 10.4.23 The peak in satisfaction with the comfort of the court room in 2013 provides a statistically significant increase compared to both 2011 and 2015 levels (the difference between 2011 and 2015 levels is not significant).

Table 56. Lothian and Borders: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.15	4.30	4.16
Ease of finding out where in the building to go	4.75	4.78	4.62
Helpfulness of court staff	4.85	4.69	4.71
Politeness of court staff	4.49	4.78	4.84
Accuracy of information provided by court staff	4.85	4.66	4.57
Satisfaction with time waited to take part in court proceedings	3.27	3.42	3.36
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.35	3.67	3.49
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.38	3.56	3.45
Comfort of the public entrance/area outside the court building	3.37	4.23	3.97
Cleanliness of the public entrance/area outside the court building	4.17	4.55	4.53
Safety and security of the public entrance/area outside the court building	4.77	4.44	4.31
Comfort of waiting areas	3.15	3.55	3.73
Cleanliness of waiting areas	4.42	4.45	4.50
Safety and security of waiting areas	4.56	4.18	4.41
Comfort of court room	3.51	4.17	3.79
Cleanliness of court room	4.40	4.62	4.62
Safety and security of court room	4.80	4.50	4.52

North Strathclyde

- 10.4.24 Table 57 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the North Strathclyde sheriffdom.
- 10.4.25 Although the year on year increase in mean satisfaction scores for comfort of the public entrance/area outside the court building is not statistically significant, the overall increase between 2011 and 2015 is significant and represents a real increase over this period.

- 10.4.26 The slight decline in satisfaction with the cleanliness of the public entrance/area outside the court building between 2011 and 2013 is not significant, however the increase in 2015 is significant when compared to both previous years.
- 10.4.27 The increase in satisfaction with the comfort of the court room in 2015 represents a statistically significant improvement compared to the two previous years.

Table 57. North Strathclyde: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.50	4.52	4.62
Ease of finding out where in the building to go	4.85	4.83	4.83
Helpfulness of court staff	4.82	4.79	4.87
Politeness of court staff	4.88	4.81	4.89
Accuracy of information provided by court staff	4.72	4.72	4.75
Helpfulness of information provided by court staff	4.81	4.75	4.85
Satisfaction with time waited to take part in court proceedings	3.91	3.70	3.84
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.03	4.01	4.07
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.06	4.02	4.01
Comfort of the public entrance/area outside the court building	3.78	3.91	4.17
Cleanliness of the public entrance/area outside the court building	4.15	4.09	4.46
Safety and security of the public entrance/area outside the court building	4.40	4.19	4.30
Comfort of waiting areas	4.05	4.01	4.22
Cleanliness of waiting areas	4.71	4.62	4.66
Safety and security of waiting areas	4.66	4.61	4.47
Comfort of court room	4.37	4.37	4.62
Cleanliness of court room	4.79	4.81	4.87
Safety and security of court room	4.81	4.80	4.79
Comfort of the toilets	4.05	4.02	4.11
Cleanliness of the toilets	4.21	4.21	4.48
Safety and security of the toilets	4.57	4.59	4.36

South Strathclyde, Dumfries and Galloway

10.4.28 Table 58 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the South Strathclyde, Dumfries and Galloway sheriffdom.

Table 58. South Strathclyde, Dumfries and Galloway: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.45	4.60	4.75
Ease of finding out where in the building to go	4.77	4.87	4.93
Helpfulness of court staff	4.75	4.86	4.94
Politeness of court staff	4.82	4.90	4.94
Accuracy of information provided by court staff	4.79	4.85	4.95
Helpfulness of information provided by court staff	4.78	4.82	4.92
Satisfaction with time waited to take part in court proceedings	3.61	3.78	4.18
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.89	4.00	4.51
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.98	4.01	4.45
Comfort of the public entrance/area outside the court building	3.94	4.23	4.72
Cleanliness of the public entrance/area outside the court building	4.41	4.58	4.80
Safety and security of the public entrance/area outside the court building	4.39	4.63	4.74
Comfort of waiting areas	4.12	4.37	4.62
Cleanliness of waiting areas	4.71	4.80	4.79
Safety and security of waiting areas	4.57	4.76	4.71
Comfort of court room	4.34	4.63	4.76
Cleanliness of court room	4.79	4.86	4.88
Safety and security of court room	4.76	4.84	4.85
Comfort of the toilets	3.81	4.00	4.46
Cleanliness of the toilets	4.09	4.34	4.59
Safety and security of the toilets	4.52	4.60	4.71

10.4.29 The increase in overall satisfaction in 2015 is statistically significant when compared to both previous years (although the increase between 2011 and 2013 is not significant).

- 10.4.30 Although the year on year increases of the mean score for ease of finding out where in the building respondents had to go are not statistically significant, the overall increase from 2011 to 2015 is significant and represents a true increase over the longer period. This is the same pattern as helpfulness and politeness of the court staff, the accuracy and helpfulness of the information provided by court staff, safety and security of the public entrance/area outside the court building, and the cleanliness of the toilets in the court building.
- 10.4.31 The increase in satisfaction with time waited to take part in court proceedings in 2015 is statistically significant when compared to both previous years (the difference between 2011 and 2013 is not significant). Again, this pattern is repeated for satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait, satisfaction with attempts by court staff to keep respondents informed about why they had to wait, comfort and cleanliness of the public entrance/area outside the court building, comfort of the waiting areas, and the comfort of the toilets in the court building.
- 10.4.32 Similarly, the increases in the mean satisfaction score in relation to comfort of the court room following 2011 are statistically significant (i.e. between 2011 and 2013, and between 2011 and 2015, but the change between 2013 and 2015 is not significant).

Tayside, Central and Fife

- 10.4.33 Table 59 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Tayside, Central and Fife sheriffdom.
- 10.4.34 The peak in overall satisfaction in 2013 represents a significant increase on both the levels recorded in 2011 and 2015 (the difference between scores in 2011 and 2015 is not significant).
- 10.4.35 Whilst the satisfaction scores for the helpfulness and politeness of court staff remained static between 2011 and 2013, the reductions in satisfaction for these variables in 2015 represent statistically significant differences. The accuracy and helpfulness of information provided by court staff also show statistically significant decreases between 2013 and 2015.
- 10.4.36 Satisfaction with the time waited to take part in court proceedings peaked in 2013, reducing again in 2015 (the differences between all years at this variable are statistically significant). Similarly, satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait, and with attempts by court staff to keep respondents informed about why they had to wait also peaked in 2013, however, satisfaction levels dropped again in 2015 to be comparable to the 2011 score (i.e. there were no significant differences between 2011 and 2015). Cleanliness, and safety and security of the waiting areas; comfort, cleanliness, and safety and security of the court room; and comfort of the toilets in the court building also followed this pattern.
- 10.4.37 The increase in satisfaction with the safety and security of the toilets is significant between 2011 and 2013. The mean satisfaction score in 2015 is not, however, significantly different to those in 2011 and 2013.

Table 59. Tayside, Central and Fife: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	3.97	4.30	4.10
Ease of finding out where in the building to go	4.90	4.91	4.89
Helpfulness of court staff	4.57	4.58	4.38
Politeness of court staff	4.72	4.70	4.48
Accuracy of information provided by court staff	4.40	4.57	4.29
Helpfulness of information provided by court staff	4.42	4.57	4.35
Satisfaction with time waited to take part in court proceedings	2.96	3.72	3.28
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.37	3.86	3.39
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.37	4.01	3.44
Comfort of waiting areas	3.13	3.49	3.28
Cleanliness of waiting areas	4.07	4.53	4.17
Safety and security of waiting areas	4.06	4.51	4.16
Comfort of court room	3.65	4.21	3.59
Cleanliness of court room	4.31	4.67	4.38
Safety and security of court room	4.38	4.69	4.39
Comfort of the toilets	3.72	4.11	3.75
Cleanliness of the toilets	4.02	4.33	4.03
Safety and security of the toilets	4.18	4.53	4.25

High Court and Court of Session

- 10.4.38 Table 60 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the High Court and Court of Session.
- 10.4.39 The helpfulness of the information provided by court staff has increased from 2011 in comparison to the levels reported in both 2013 and 2015, however, the slight change in the mean score between 2013 and 2015 is not statistically significant. The same pattern is exhibited for satisfaction with the comfort of the waiting areas, the cleanliness of the waiting areas, and the cleanliness of the toilets.
- 10.4.40 The comfort of the public entrance/area outside the court building shows a statistically significant increase in mean satisfaction from 2011 to 2013. However, the safety and security of the public entrance/area outside the court building shows a static satisfaction score between 2011 and 2013, but then a statistically significant decrease in 2015.

Table 60. High Court and Court of Session: Mean Scores 2011, 2013 and 2015

SATISFACTION VARIABLE	MEAN SCORE		
	2011	2013	2015
Overall Satisfaction	4.51	4.64	4.65
Ease of finding out where in the building to go	4.69	4.75	4.64
Helpfulness of court staff	4.80	4.87	4.87
Politeness of court staff	4.82	4.89	4.91
Accuracy of information provided by court staff	4.64	4.73	4.78
Helpfulness of information provided by court staff	4.61	4.85	4.82
Comfort of the public entrance/area outside the court building	3.84	4.19	4.01
Cleanliness of the public entrance/area outside the court building	4.40	4.52	4.47
Safety and security of the public entrance/area outside the court building	4.63	4.64	4.22
Comfort of waiting areas	3.93	4.45	4.30
Cleanliness of waiting areas	4.46	4.85	4.86
Safety and security of waiting areas	4.40	4.83	4.67
Comfort of court room	4.09	4.34	4.57
Cleanliness of court room	4.59	4.82	4.89
Safety and security of court room	4.73	4.81	4.87
Comfort of the toilets	4.11	4.15	4.02
Cleanliness of the toilets	4.29	4.70	4.61
Safety and security of the toilets	4.44	4.75	4.45

- 10.4.41 After a statistically significant peak in the mean satisfaction score in 2013 for safety and security of the waiting areas, the slight decline again in 2015 is also significant but still represents a significant increase on the 2011 score. There was also a similar peak in the 2013 satisfaction scores for the safety and security of the toilets, however, the 2015 scores returned to the 2011 level on this occasion.
- 10.4.42 Whilst the increase in mean satisfaction scores for comfort of the court room was not statistically significant between 2011 and 2013, the increase in 2015 is indeed significant compared to both earlier years.
- 10.4.43 Whilst the increase in the mean scores between 2013 and 2015 for cleanliness of the court room was not statistically significant, both these scores show a significant increase on the 2011 level.
- 10.4.44 Finally, for the safety and security of the court room, the year on year increases are not statistically significant, however, the resulting difference in mean scores between 2011

and 2015 are significant, suggesting that satisfaction with that element has risen over the longer period.

10.5 Conclusion

- 10.5.1 Overall, the mean satisfaction scores over time indicate largely positive changes, with 15 of the 25 key variables included in the analysis showing a statistically significant increase in the mean levels of satisfaction at the aggregate level. However, a few elements appear to have suffered from a decline in satisfaction levels at the aggregate level in recent years, including satisfaction with waiting time to be served at a public counter, satisfaction with the safety and security of the toilets, and satisfaction with the safety and security of the public entrance/area outside the court building. Similar results are noted within sheriffdoms, with most changes representing improvements, but with some isolated instances of negative changes over time.
- 10.5.2 Notably, levels of overall satisfaction have increased at the aggregate level, and within the sheriffdoms of Glasgow and Strathkelvin; Grampian, Highland and Islands; and South Strathclyde, Dumfries and Galloway. Typically, individual service measures also showed a general increase/improvement over time within these sheriffdoms.
- 10.5.3 In those sheriffdoms where there were no significant changes in the levels of overall satisfaction, the picture for individual service measures was more mixed. In North Strathclyde, there were very few statistically significant changes noted, but those that were, were generally positive. For the High Court and Court of Session, the picture was more mixed, however the changes were typically more positive than negative overall. In Tayside, Central and Fife, levels of satisfaction typically peaked in 2013 but have declined again this year. Lothian and Borders, however, presents a picture where more measures have seen a decline in satisfaction scores than show increases overall.
- 10.5.4 It should be noted when interpreting these results that most sheriffdoms have been affected by court closures over recent years which may have had some impact upon the changes shown. Most of these changes have taken place between the 2013 and 2015 surveys, with 14 courts closed in Grampian, Highland and Islands; Lothian and Borders; North Strathclyde; South Strathclyde, Dumfries and Galloway; and Tayside Central and Fife. Although Glasgow and Strathkelvin was not affected by these closures, Glasgow Justice of the Peace Court was closed between the 2011 and 2013 surveys and therefore, this may still have affected results in this sheriffdom. As this survey aims to measure satisfaction with the service received that day, however, it is not possible to track respondents between years to establish the extent and/or nature of any such impact.
- 10.5.5 Also, whilst weighting the data by user group profile facilitates reliable comparisons over time within sheriffdoms, it does not necessarily represent accurate/fair variations between sheriffdoms. The differences in sample profiles between sheriffdoms may have a bearing on some of the 2015 results. For example, in Glasgow and Strathkelvin, only 22% of the sample comprised accused in a criminal case and their supporters, whereas in Tayside, Central and Fife 39% of the sample comprised accused and their supporters. As such, any apparent differences in satisfaction between sheriffdoms should not be considered reliable.

11. SUMMARY / CONCLUSIONS

- 11.1.1 As with the previous two sweeps of the survey, this year's survey has provided mostly positive results. The majority of respondents (89%) stated they were either 'very' or 'fairly' satisfied with the services the SCTS provides overall. Time series analysis shows that the mean overall satisfaction score has greatly improved over the three sweeps of the survey from 4.29 in 2011, to 4.46 in 2013 and to 4.50 in 2015.
- 11.1.2 At sheriffdom level the results for overall satisfaction are also positive, ranging from 74% of respondents who were either 'very' or 'fairly' satisfied in Tayside, Central and Fife to 97% in Glasgow and Strathkelvin. The mean satisfaction score for Glasgow and Strathkelvin has continued to make great improvements from 4.12 to 4.71 over the last three surveys.
- 11.1.3 Overall levels of satisfaction for professionals and non-professionals were also high, with 93% of professionals being either 'very' or 'fairly' satisfied and 89% of non-professionals being either 'very' or 'fairly' satisfied.
- 11.1.4 This year's key driver analysis highlighted that two main service elements provided the main drivers of overall satisfaction, these being satisfaction with being kept informed about how much longer respondents were likely to have to wait and the helpfulness of the information provided by court staff. Together these accounted for 72% of the variance in overall satisfaction.
- 11.1.5 The comparisons of mean satisfaction scores over time indicate largely positive changes, with 15 of the 25 key variables included in the analysis showing a statistically significant increase in the mean levels of satisfaction at the aggregate level. However, a few elements appear to have suffered from a decline in satisfaction levels at the aggregate level in recent years, including satisfaction with waiting time to be served at a public counter, satisfaction with the safety and security of the toilets and satisfaction with the safety and security of the public entrance/area outside the court building. Similar results are noted within sheriffdoms, with most changes representing improvements, but with some isolated instances of negative changes over time.
- 11.1.6 As with previous sweeps of the survey, this year's survey has provided a number of helpful comments from users which can assist the SCTS in making further improvements to its service.

Report Appendix A – 2015 Survey Questionnaire



SYSTRA Ltd
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 Courts and Tribunals Service Court User Satisfaction Survey 2015

Q1. Are you attending court today as part of your professional/working role?

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

Status

Q2. From the list that follows, how would you describe yourself? **SHOW CARD A1. Tick one only.**

- | | | | |
|---------------------------------|----------------------------|--|-----------------------------|
| Accused in Criminal Case | <input type="checkbox"/> 1 | Victim in Criminal Case | <input type="checkbox"/> 9 |
| Supporter of Accused | <input type="checkbox"/> 2 | Supporter of Victim | <input type="checkbox"/> 10 |
| Civil Litigant | <input type="checkbox"/> 3 | Fine Payer | <input type="checkbox"/> 11 |
| Supporter of Civil Litigant | <input type="checkbox"/> 4 | Visiting Sheriff Clerk's Office/Offices of Court | <input type="checkbox"/> 12 |
| Witness in Civil Case | <input type="checkbox"/> 5 | Witness in Criminal Case | <input type="checkbox"/> 13 |
| Supporter of Civil Case Witness | <input type="checkbox"/> 6 | Supporter of Criminal Case Witness | <input type="checkbox"/> 14 |
| Juror (selected) | <input type="checkbox"/> 7 | Spectator/Tourist | <input type="checkbox"/> 15 |
| Juror (not selected) | <input type="checkbox"/> 8 | Other (tick and write in) | <input type="checkbox"/> 16 |

GO TO Q5

Q3. In what capacity are you attending court today? **SHOW CARD A2. Tick one only.**

- | | | | |
|-----------------------------|-----------------------------|--|-----------------------------|
| Advocate (Senior or Junior) | <input type="checkbox"/> 1 | Police Witness | <input type="checkbox"/> 12 |
| Advocate Depute | <input type="checkbox"/> 2 | Police Officer (not cited as witness) | <input type="checkbox"/> 13 |
| Appropriate Adult | <input type="checkbox"/> 3 | Sheriff Officer/Messenger at Arms | <input type="checkbox"/> 14 |
| Children's Reporter | <input type="checkbox"/> 4 | Shorthand Writer | <input type="checkbox"/> 15 |
| Crown Junior | <input type="checkbox"/> 5 | Social Worker (or Trainee Social Worker) | <input type="checkbox"/> 16 |
| Expert Witness | <input type="checkbox"/> 6 | Solicitor (or Trainee Solicitor) | <input type="checkbox"/> 17 |
| Interpreter | <input type="checkbox"/> 7 | Solicitor Advocate | <input type="checkbox"/> 18 |
| Press Reporter | <input type="checkbox"/> 8 | Victim Support Worker | <input type="checkbox"/> 19 |
| Procurator Fiscal/Depute | <input type="checkbox"/> 9 | Witness Service Worker | <input type="checkbox"/> 20 |
| G4S staff | <input type="checkbox"/> 10 | Other (tick and write in) | <input type="checkbox"/> 21 |
| Safeguarder | <input type="checkbox"/> 11 | | |

Q4. 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"/> 7 |
| Attend Civil Court | <input type="checkbox"/> 2 | Visit Social Work Office | <input type="checkbox"/> 8 |
| Visit Sheriff Clerk's Office/Offices of Court | <input type="checkbox"/> 3 | Visit Fiscal's Office/VIA Office | <input type="checkbox"/> 9 |
| Visit Criminal Office | <input type="checkbox"/> 4 | This is my permanent place of work | <input type="checkbox"/> 10 |
| Visit Civil Office | <input type="checkbox"/> 5 | Other (tick and write in) | <input type="checkbox"/> 11 |
| Visit Commissary Office | <input type="checkbox"/> 6 | | |

Q5. Are you here today for High Court, Sheriff Court or Justice of the Peace Court business?

- | | | | |
|----------------------------|----------------------------|-------------------------------------|----------------------------|
| High Court | <input type="checkbox"/> 1 | Other, (tick and write in) | <input type="checkbox"/> 4 |
| Sheriff Court | <input type="checkbox"/> 2 | | |
| Justice of the Peace Court | <input type="checkbox"/> 3 | Don't Know | <input type="checkbox"/> 5 |

Use of Scottish Courts and Tribunals Service Website

Q6. In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) website for any of the following reasons? **SHOW CARD A4. Tick all that apply.**

Yes ₁ **CONTINUE**

No ₂ **GO TO Q9**

Q7. **IF USED WEBSITE ASK:** On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the information that you needed on the SCTS website? **SHOW CARD A5 (CIRCLE NUMBER)**

Reason for Using Website	Q6	Q7 Ease of finding the information you needed on the SCTS website					
		Very difficult				Very easy	Can't Remember
To obtain information on daily court business	<input type="checkbox"/> ₁	1	2	3	4	5	6
To obtain information about SCTS and/or its role	<input type="checkbox"/> ₂	1	2	3	4	5	6
To obtain information about the Scottish justice system	<input type="checkbox"/> ₃	1	2	3	4	5	6
To obtain information leaflets and/or forms used in courts	<input type="checkbox"/> ₄	1	2	3	4	5	6
To obtain court addresses/phone numbers/directions to courts	<input type="checkbox"/> ₅	1	2	3	4	5	6
To pay a fine or other financial penalty online	<input type="checkbox"/> ₆	1	2	3	4	5	6
Other (tick and write in)	<input type="checkbox"/> ₇	1	2	3	4	5	6

Q8. Having visited the website, is there any other information or service you would like to see provided online?

.....

.....

Getting to Court

Q9. Is this the first time that you have ever visited **this court for any reason?**

Yes ₁

No ₂

Can't Remember ₃

Q10. How did you travel to court today? Please select your **main** mode only. **SHOW CARD A6. Tick one option only.**

Walked ₁

Bus ₆

Bicycle ₂

Train ₇

Motorbike ₃

Taxi ₈

Car (driver) ₄

Other (**tick and write in**) ₉ _____

Car (passenger) ₅

Q11. Roughly how long did the journey take? **SHOW CARD A7. Tick one option only.**

- | | | | |
|----------------------|---------------------------------------|-------------------------------|---------------------------------------|
| Up to 15 minutes | <input type="checkbox"/> ₁ | Over 1 hour and up to 2 hours | <input type="checkbox"/> ₄ |
| 16 to 30 minutes | <input type="checkbox"/> ₂ | Over 2 hours | <input type="checkbox"/> ₅ |
| 31 minutes to 1 hour | <input type="checkbox"/> ₃ | Can't Remember | <input type="checkbox"/> ₆ |

Q12. How far did you travel to get to court today? **SHOW CARD A8. Tick one option only.**

- | | | | |
|---------------------------|---------------------------------------|----------------------------|---------------------------------------|
| Up to 1 mile | <input type="checkbox"/> ₁ | Over 10 and up to 20 miles | <input type="checkbox"/> ₅ |
| Over 1 and up to 2 miles | <input type="checkbox"/> ₂ | Over 20 miles | <input type="checkbox"/> ₆ |
| Over 2 and up to 5 miles | <input type="checkbox"/> ₃ | Don't know / Not sure | <input type="checkbox"/> ₇ |
| Over 5 and up to 10 miles | <input type="checkbox"/> ₄ | | |

Finding your way Around the Court Building

Q13. When you arrived at court today, how did you find out where you needed to go? **SHOW CARD A9. Tick all that apply.**

- | | | |
|---|---------------------------------------|-------|
| Asked at Front Reception | <input type="checkbox"/> ₁ | |
| Asked Security Guard | <input type="checkbox"/> ₂ | |
| Looked at Notice Board | <input type="checkbox"/> ₃ | |
| Followed Signs | <input type="checkbox"/> ₄ | |
| Previously Visited/Familiar with Building | <input type="checkbox"/> ₅ | |
| From Correspondence sent to me | <input type="checkbox"/> ₆ | |
| Asked Someone Else (tick and write in) | <input type="checkbox"/> ₇ | _____ |
| Other (tick and write in) | <input type="checkbox"/> ₈ | _____ |
| Can't Remember | <input type="checkbox"/> ₉ | |

Q14. 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 A10. (CIRCLE NUMBER)**

- | | | | | | | |
|-------------------|---|---|---|---|--------------|---|
| Very
Difficult | | | | | Very
Easy | |
| 1 | 2 | 3 | 4 | 5 | | OR TICK Can't Remember <input type="checkbox"/> ₆ |

Satisfaction with Court Staff

The next few questions ask about your contact with court staff. The staff we mean are listed on **SHOW CARD B1.**

Q15. On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the court staff you spoke with today? **SHOW CARD A11. (CIRCLE NUMBER)**

- | | | | | | | |
|-------------------|---|---|---|---|-------------------------------|---|
| Very
Unhelpful | | | | | Very
Helpful | OR TICK Can't Remember <input type="checkbox"/> ₆ |
| 1 | 2 | 3 | 4 | 5 | OR TICK Not Applicable | <input type="checkbox"/> ₇ |

Q16. Overall, on a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', how impolite or polite were the court staff you spoke with today? **SHOW CARD A12. (CIRCLE NUMBER)**

- | | | | | | | |
|------------------|---|---|---|---|-------------------------------|---|
| Very
Impolite | | | | | Very
Polite | OR TICK Can't Remember <input type="checkbox"/> ₆ |
| 1 | 2 | 3 | 4 | 5 | OR TICK Not Applicable | <input type="checkbox"/> ₇ |

Q17. **IF RATING AT Q15 AND/OR Q16 IS 2 OR LESS ASK:** Please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

.....

.....

Information Provided by Court Staff

IF RESPONDENT IS NOT A JUROR (SELECTED OR NOT SELECTED), GO TO Q20

Q18. **Before you attended for jury service,** did you receive information about jury service from the **SCTS?**

- Yes ₁ **CONTINUE**
No ₂ **GO TO Q20**
Can't Remember ₃ **GO TO Q20**
Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q20**

Q19. On a scale of 1 to 5, where 1 is 'very unhelpful' and 5 is 'very helpful', how unhelpful or helpful was the information for jurors provided by the SCTS? **SHOW CARD A13. (CIRCLE NUMBER)**

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

Q20. **When you arrived today,** did **court staff** explain what was going to happen and what you should do?

- Yes ₁ **CONTINUE**
No ₂ **GO TO Q22**
Can't Remember ₃ **GO TO Q22**
Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q22**

Q21. On a scale of 1 to 5, where 1 is 'very inaccurate' and 5 is 'very accurate' how inaccurate or accurate was the explanation provided to you by the court staff? **SHOW CARD A14. (CIRCLE NUMBER)**

- Very Inaccurate 1 2 3 4 5 Very Accurate **OR TICK Can't Remember ₆**

Q22. **During the time you were in the court building,** did **court staff** keep you informed about what was happening?

- Yes ₁ **CONTINUE**
No ₂ **GO TO Q24**
Can't Remember ₃ **GO TO Q24**
Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q24**

Q23. On a scale of 1 to 5, where 1 is 'very unhelpful' and 5 is 'very helpful', how unhelpful or helpful was the information provided to you by the court staff? **SHOW CARD A15. (CIRCLE NUMBER)**

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

Q24. Was there any information you would have liked that was not provided today?

Yes ₁ **CONTINUE**

No ₂ **GO TO Q26**

Can't Remember ₃ **GO TO Q26**

Q25. In what way could information provision have been improved today?

.....
.....

Waiting in Court

Q26. Did you have to wait to be **served at a counter** today? (Note: this does not include reception desk, security checks or a café/restaurant counter).

Yes ₁ **CONTINUE**

No ₂ **GO TO Q29**

Can't Remember ₃ **GO TO Q29**

Q27. Approximately how long, in total, did you have to wait to be served at a counter today?
SHOW CARD A16.

Up to 15 minutes ₁ Over 1 hour and up to 2 hours ₄

16 to 30 minutes ₂ Over 2 hours ₅

31 minutes to 1 hour ₃ Can't Remember ₆

Q28. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the time you had to wait to be served at a counter?
SHOW CARD B2.

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

Q29. Did you have to wait to **take part in court proceedings** today?

Yes ₁ **CONTINUE**

No ₂ **GO TO Q36**

Can't Remember ₃ **GO TO Q36**

Q30. Approximately how long did you have to wait to take part in court proceedings today?
SHOW CARD A16.

Up to 15 minutes ₁ Over 1 hour and up to 2 hours ₄

16 to 30 minutes ₂ Over 2 hours ₅

31 minutes to 1 hour ₃ Can't Remember ₆

Q31. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the time you had to wait today? **SHOW CARD B2.**

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

Q32. Did **court staff** give you any updates about **how much longer** you were likely to have to wait today?

- Yes ₁ **CONTINUE**
 No ₂ **CONTINUE**
 Can't Remember ₃ **GO TO Q34**
 Not Applicable ₄ **Ask: Why do you say that?** _____ **GO TO Q34**

Q33. 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 B2. (CIRCLE NUMBER)**

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

Q34. Did **court staff** tell you **why** you had to wait today?

- Yes ₁ **CONTINUE**
 No ₂ **CONTINUE**
 Can't Remember ₃ **GO TO Q36**
 Not Applicable ₄ **Ask: Why do you say that?** _____ **GO TO Q36**

Q35. 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 **why** you had to wait today? **SHOW CARD B2. (CIRCLE NUMBER)**

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

Catering Facilities

Q36. Did you use any of the catering/vending facilities in the court building today?

- Yes ₁ **CONTINUE** Can't Remember ₃ **GO TO Q40**
 No ₂ **GO TO Q40** Not Applicable ₄ **GO TO Q40**

Q37. Which of the catering/vending facilities did you use today? **SHOW CARD A17. Tick all that apply.**

- Cafeteria (public or staff) ₁ Snack Dispensers ₅
 Tea or Coffee Dispensers ₂ Other (**tick and write in**): ₆
 Trolley ₃ _____
 Soft Drink Dispensers ₄ Can't Remember ₇

Q38. 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 following: **SHOW CARD B2. (CIRCLE NUMBER)**

	Very Dissatisfied				Very Satisfied	Can't Remember	N/A
Range of food and drink available?	1	2	3	4	5	6	7
Quality of food and drink purchased?	1	2	3	4	5	6	7
IF USED EITHER PUBLIC OR STAFF CAFETERIA ASK: The service in the cafeteria?	1	2	3	4	5	6	

Q39. If you were dissatisfied with any of the catering facilities today, please say why.

.....

.....

Other Court Facilities

Q40. Did you use any of the following facilities while you were in the court building today? **SHOW CARD A18. TICK ALL FACILITIES USED.**

Q41. 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 **comfort** of those facilities? **SHOW CARD B2. CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

Q42. 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 **cleanliness** of those facilities? **SHOW CARD B2. CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

Q43. 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 **safety and security** of those facilities? **SHOW CARD B2. CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

	Q40	Q41 Comfort					Q42 Cleanliness					Q43 Safety & Security				
	Used	Very dissatisfied				Very satisfied	Very dissatisfied				Very satisfied	Very dissatisfied				Very satisfied
Public Entrance/Area Outside the Court Building	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Waiting Area/Area Outside Court Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Court Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Jury Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Witness Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Agents' Room/Solicitors' Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Cells in Court Building	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Sheriff Clerk's Office/ Offices of Court	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Toilets in Court Building	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Cafeteria (public or staff)	<input type="checkbox"/> ₁	1	2	3	4	5	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	1	2	3	4	5

PLEASE MAKE SURE THAT THE INTERVIEWEE HAS PROVIDED A SATISFACTION RATING FOR EACH OF COMFORT (Q41), CLEANLINESS (Q42) AND SAFETY & SECURITY (Q43) FOR ALL ROWS WHERE Q40 WAS TICKED

Q44. IF RATING AT ANY OPTION IN Q41-43 IS 2 OR LESS ASK: Please explain the reasons you have not scored satisfaction with these facilities higher.

.....

.....

Overall Satisfaction

Q45. Thinking about all the questions you have answered so far, on a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the overall service provided by the SCTS today? **SHOW CARD B2. (CIRCLE NUMBER)**

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

Q46. **IF RATING AT Q45 IS 2 OR LESS ASK:** Please explain the reasons you have not scored overall satisfaction higher.

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

Service Development

Q47. Are there any aspects of the service provided by the SCTS that you would change? If so, what are they?

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

Your Feedback

Q48. Do you know how to make a complaint or provide feedback, good or bad, about the services you used today?

Yes 1 No 2

SCTS Feedback

Q49. The SCTS publishes some high-level quarterly performance information about fines recovery on its website and about average waiting periods on notice boards in courts. What other information would you like this court to publish about the services it provides and/or its performance?

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

Demographic Information

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

Q50. If you do not mind, please can you tell us what sex you are?

Do not wish to say 0 Male 1 Female 2

Q51. If you do not mind, please can you tell us the age group to which you belong? **SHOW CARD A19.**

Do not wish to say 0
16-24 1 35-44 3 55-64 5
25-34 2 45-54 4 65 or over 6

Q52. If you do not mind, please can you tell us what is your ethnic group? **SHOW CARD A20. Choose ONE section from A to F, then tick ONE box which best describes your ethnic group or background.**

Do not wish to say _0

A White

- Scottish _1
- Other British _2
- Irish _3
- Gypsy/Traveller _4
- Polish _5
- Any other white ethnic group **(tick and write in):** _6

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups **(tick and write in)** _7

C Asian, Asian Scottish or Asian British

- Pakistani, Pakistani Scottish or Pakistani British _8
- Indian, Indian Scottish or Indian British _9
- Bangladeshi, Bangladeshi Scottish or Bangladeshi British _10
- Chinese, Chinese Scottish or Chinese British _11
- Other (tick and write in) _12

D African

- African, African Scottish or African British _13
- Other (tick and write in) _14

E Caribbean or Black

- Caribbean, Caribbean Scottish or Caribbean British _15
- Black, Black Scottish or Black British _16
- Other (tick and write in) _17

F Other ethnic group

- Arab, Arab Scottish or Arab British _18
- Other (tick and write in) _19

Particular Facilities and Requirements

Q53. If you do not mind, please can you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?

- Yes _1 **CONTINUE** No _2 **GO TO Q57** Don't Know _3 **GO TO Q57**
 Do not wish to say _0 **GO TO Q57**

Q54. Can you tell us what particular facilities you require?

.....

Q55. To what extent were your particular requirements met by the facilities offered at this court today? **SHOWCARD A21.**

- Fully met _1 Partially met _2 Not met at all _3

Q56. If your requirements were not fully met, please can you tell us why?

.....

Q57. If you do not mind, please can you tell us if your first language is English?

- Yes _1 No _2 Don't Know _3
 Do not wish to say _0

Q58. If you do not mind, please can you tell us if you have any particular communication and/or reading requirements?

- Yes **1 CONTINUE** Don't Know **3 THANK & CLOSE**
 No **2 THANK & CLOSE** Do not wish to say **0 THANK & CLOSE**

Q59. Can you tell us what these requirements are?

.....

Q60. Did you use any of the following services/facilities at this court today? **SHOW CARD A22.**

- None **0**
 Induction/Hearing Loops **1**
 Braille **2**
 Interpreter for the Accused **3**
 Language Line **4**
 Other (**tick and write in**) **5** _____

Q61. **IF RESPONDENT USED ANY OF THE ABOVE SERVICES 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 this service/facility? **SHOW CARD B2. (TICK ALL THAT APPLY)**

	Very Dissatisfied				Very Satisfied	Can't Remember	N/A
Induction/Hearing Loops	1	2	3	4	5	6	7
Braille	1	2	3	4	5	6	7
Interpreter for the Accused	1	2	3	4	5	6	7
Language Line	1	2	3	4	5	6	7
Other (write in):	1	2	3	4	5	6	7

Q62. If dissatisfied, please say why.

.....

THANK RESPONDENT AND CLOSE

Please use this box if you require additional space for any question (please clearly mark the question number responses relate to), or to write any additional comments.

Report Appendix B – 2015 Crosstabulations for Core Satisfaction Scores

Table 2.1 Interviews at each court

	Frequency	Percent		Frequency	Percent
Aberdeen HC	102	3.6	Jedburgh SC & JP	15	0.5
Aberdeen JP Civil Annex	14	0.5	Kirkcaldy JP	28	1.0
Aberdeen SC	169	5.9	Kirkcaldy SC	55	1.9
Airdrie SC & JP	45	1.6	Lanark SC & JP	40	1.4
Alloa SC & JP	18	0.6	Lerwick SC & JP	17	0.6
Banff SC & JP	16	0.6	Livingston SC & JP	58	2.0
Campbelltown SC & JP	22	0.8	Lochmaddy SC	17	0.6
Coatbridge JP	11	0.4	Oban SC & JP	14	0.5
Dumbarton SC & JP	82	2.9	Paisley SC & JP	164	5.8
Dumfries SC & JP	41	1.4	Perth SC & JP	69	2.4
Dundee JP	20	0.7	Peterhead SC & JP	14	0.5
Dundee SC	148	5.2	Portree SC & JP	21	0.7
Dundee Civil Annex	6	0.2	Selkirk SC & JP	16	0.6
Dunfermline SC & JP	62	2.2	Stirling SC & JP	48	1.7
Dunoon SC & JP	25	0.9	Stornaway SC & JP	29	1.0
Edinburgh CoS	28	1.0	Stranraer SC & JP	28	1.0
Edinburgh HC	132	4.6	Kilmarnock SC & JP	63	2.2
Edinburgh SC & JP	184	6.5	Inverness SC & JP	48	1.7
Elgin SC & JP	36	1.3	Kirkwall SC & JP	24	0.8
Falkirk SC & JP	63	2.2	Wick SC & JP	19	0.7
Forfar SC & JP	37	1.3	Tain SC	22	0.8
Fort William SC & JP	11	0.4	Ayr SC & JP	65	2.3
Glasgow SC & JP	360	12.7			
Glasgow HC	131	4.6			
Greenock SC & JP	60	2.1			
Hamilton Civil Annex	8	0.3			
Hamilton JP	16	0.6			
Hamilton SC	120	4.2	Total	2841	100.0

Table 2.2 'Other' Non-Professionals

	Frequency
Advice on housing office	1
Came to pick up someone	2
Came to support someone but I have come in the wrong day	1
Checking re jury duty	1
Handing licence over to solicitor	1
Handing over letter to solicitor	1
Intermediate diet	1
Lay Representative	3
Looking for court of session	1
Looking for the sheriff court	1
Meeting son for lunch in café	1
Not specified	9
Procurator fiscal office	1
Solicitor paperwork	1
Supporting a friend	1
To get copy of papers	1
To see solicitor/lawyer	11
Verifying duty for jury service	2
Work experience	2
Total	42

Table 2.3 'Other' Professionals

	Frequency
Accused support worker	1
American Lawyer	1
Fiscal officer	2
In court advisor	1
Not specified	1
Precognition officer	1
Support worker	2
Womens aid	1
Total	10

Table 2.4 'Other' Reasons Professionals were Attending Court

	Frequency
Assist chief	1
Cited as witness to sheriff court	1
Court officer duties (Police Officer)	3
Not specified	2
Prisoner escort	3
Security duties (Police Officer)	2
Victim & Witness Support	2
Volunteer	2
Witness service volunteer	3
Witness support worker	4
Total	23

Table 2.5 User Group within each Sheriffdom (% within Sheriffdom)

	User Group								Total
	1-Accused in a criminal case and supporters of accused	2-Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	3-Jurors (selected and not selected)	4-Victims in a criminal case and supporters of victims	5-Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	6-Witnesses in a criminal case, supporters of criminal case witnesses, spectators/ tourists and others	7-Advocates, Solicitors and Solicitor Advocates	8-All other professionals	
Glasgow and Strathkelvin	78 21.7%	14 3.9%	41 11.4%	21 5.8%	46 12.8%	32 8.9%	47 13.1%	81 22.5%	360 100.0%
Grampian, Highland and Islands	131 28.7%	23 5.0%	41 9.0%	25 5.5%	66 14.4%	60 13.1%	38 8.3%	73 16.0%	457 100.0%
Lothian and Borders	71 26.0%	11 4.0%	37 13.6%	10 3.7%	90 33.0%	32 11.7%	9 3.3%	13 4.8%	273 100.0%
North Strathclyde	111 25.8%	29 6.7%	64 14.9%	23 5.3%	57 13.3%	38 8.8%	44 10.2%	64 14.9%	430 100.0%
South Strathclyde, Dumfries and Galloway	122 32.6%	19 5.1%	51 13.6%	11 2.9%	55 14.7%	31 8.3%	37 9.9%	48 12.8%	374 100.0%
Tayside, Central and Fife	217 39.2%	42 7.6%	40 7.2%	9 1.6%	78 14.1%	66 11.9%	53 9.6%	49 8.8%	554 100.0%
Court of Session and High Court	33 8.4%	10 2.5%	162 41.2%	19 4.8%	19 4.8%	63 16.0%	47 12.0%	40 10.2%	393 100.0%
Total	763 26.9%	148 5.2%	436 15.3%	118 4.2%	411 14.5%	322 11.3%	275 9.7%	368 13.0%	2841 100.0%

Table 2.6 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	Court of Session and High Court	
1 Accused in a criminal case and supporters of accused	78 10.2%	131 17.2%	71 9.3%	111 14.5%	122 16.0%	217 28.4%	33 4.3%	763 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	14 9.5%	23 15.5%	11 7.4%	29 19.6%	19 12.8%	42 28.4%	10 6.8%	148 100.0%
3 Jurors (selected and not selected)	41 9.4%	41 9.4%	37 8.5%	64 14.7%	51 11.7%	40 9.2%	162 37.2%	436 100.0%
4 Victims in a criminal case and supporters of victims	21 17.8%	25 21.2%	10 8.5%	23 19.5%	11 9.3%	9 7.6%	19 16.1%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	46 11.2%	66 16.1%	90 21.9%	57 13.9%	55 13.4%	78 19.0%	19 4.6%	411 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	32 9.9%	60 18.6%	32 9.9%	38 11.8%	31 9.6%	66 20.5%	63 19.6%	322 100.0%
7 Advocates, Solicitors and Solicitor Advocates	47 17.1%	38 13.8%	9 3.3%	44 16.0%	37 13.5%	53 19.3%	47 17.1%	275 100.0%
8 All other professionals	81 22.0%	73 19.8%	13 3.5%	64 17.4%	48 13.0%	49 13.3%	40 10.9%	368 100.0%
Total	360 12.7%	457 16.1%	273 9.6%	430 15.1%	374 13.2%	554 19.5%	393 13.8%	2841 100.0%

Table 3.1 First Visit to Court by Sheriffdom

	First Visit		Total
	Yes	No	
Glasgow and Strathkelvin	121 33.6%	239 66.4%	360 100.0%
Grampian, Highland and Islands	111 24.3%	346 75.7%	457 100.0%
Lothian and Borders	101 37.1%	171 62.9%	272 100.0%
North Strathclyde	124 29.0%	304 71.0%	428 100.0%
South Strathclyde, Dumfries and Galloway	140 37.5%	233 62.5%	373 100.0%
Tayside, Central and Fife	104 19.3%	435 80.7%	539 100.0%
Court of Session and High Court	178 45.4%	214 54.6%	392 100.0%
Total	879 31.2%	1942 68.8%	2821 100.0%

Table 3.2 First Visit to Court by User Group

	First Visit		Total
	Yes	No	
1 Accused in a criminal case and supporters of accused	188 24.9%	567 75.1%	755 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	56 38.1%	91 61.9%	147 100.0%
3 Jurors (selected and not selected)	280 64.2%	156 35.8%	436 100.0%
4 Victims in a criminal case and supporters of victims	40 34.2%	77 65.8%	117 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	164 40.4%	242 59.6%	406 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	129 40.4%	190 59.6%	319 100.0%
7 Advocates, Solicitors and Solicitor Advocates	9 3.3%	266 96.7%	275 100.0%
8 All other professionals	13 3.6%	353 96.4%	366 100.0%
Total	879 31.2%	1942 68.8%	2821 100.0%

Table 3.3 Mode of Travel to Court by Sheriffdom

	Mode of Travel									Total
	Walked	Bicycle	Motorbike	Car (driver)	Car (passenger)	Bus	Train	Taxi	Other	
Glasgow and Strathkelvin	40 11.1%	4 1.1%	1 0.3%	101 28.1%	73 20.3%	78 21.7%	14 3.9%	36 10.0%	13 3.6%	360 100.0%
Grampian, Highland and Islands	107 23.4%	3 0.7%	0 0.0%	145 31.7%	84 18.4%	98 21.4%	10 2.2%	5 1.1%	5 1.1%	457 100.0%
Lothian and Borders	42 15.4%	1 0.4%	0 0.0%	84 30.9%	39 14.3%	94 34.6%	6 2.2%	5 1.8%	1 0.4%	272 100.0%
North Strathclyde	86 20.1%	2 0.5%	0 0.0%	154 36.1%	74 17.3%	67 15.7%	22 5.2%	17 4.0%	5 1.2%	427 100.0%
South Strathclyde, Dumfries and Galloway	66 17.7%	3 0.8%	0 0.0%	152 40.8%	72 19.3%	38 10.2%	7 1.9%	33 8.8%	2 0.5%	373 100.0%
Tayside, Central and Fife	107 19.3%	2 0.4%	0 0.0%	198 35.8%	89 16.1%	127 23.0%	10 1.8%	13 2.4%	7 1.3%	553 100.0%
Court of Session and High Court	57 14.5%	2 0.5%	1 0.3%	91 23.2%	58 14.8%	140 35.7%	33 8.4%	7 1.8%	3 0.8%	392 100.0%
Total	505 17.8%	17 0.6%	2 0.1%	925 32.6%	489 17.3%	642 22.7%	102 3.6%	116 4.1%	36 1.3%	2834 100.0%

Table 3.4 Mode of Travel to Court by User Group

	Mode of Travel									Total
	Walked	Bicycle	Motorbike	Car (driver)	Car (passenger)	Bus	Train	Taxi	Other	
1 Accused in a criminal case and supporters of accused	142 18.7%	3 0.4%	0 0.0%	116 15.2%	150 19.7%	242 31.8%	28 3.7%	64 8.4%	16 2.1%	761 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	9 6.1%	1 0.7%	0 0.0%	71 48.0%	49 33.1%	11 7.4%	2 1.4%	5 3.4%	0 0.0%	148 100.0%
3 Jurors (selected and not selected)	49 11.3%	3 0.7%	1 0.2%	162 37.2%	51 11.7%	120 27.6%	34 7.8%	12 2.8%	3 0.7%	435 100.0%
4 Victims in a criminal case and supporters of victims	10 8.5%	0 0.0%	0 0.0%	40 33.9%	41 34.7%	22 18.6%	1 0.8%	4 3.4%	0 0.0%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	101 24.7%	8 2.0%	1 0.2%	148 36.2%	35 8.6%	109 26.7%	3 0.7%	3 0.7%	1 0.2%	409 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	53 16.5%	1 0.3%	0 0.0%	67 20.9%	62 19.3%	106 33.0%	11 3.4%	19 5.9%	2 0.6%	321 100.0%
7 Advocates, Solicitors and Solicitor Advocates	73 26.5%	0 0.0%	0 0.0%	168 61.1%	6 2.2%	4 1.5%	10 3.6%	8 2.9%	6 2.2%	275 100.0%
8 All other professionals	68 18.5%	1 0.3%	0 0.0%	153 41.7%	95 25.9%	28 7.6%	13 3.5%	1 0.3%	8 2.2%	367 100.0%
Total	505 17.8%	17 0.6%	2 0.1%	925 32.6%	489 17.3%	642 22.7%	102 3.6%	116 4.1%	36 1.3%	2834 100.0%

Table 3.5 Journey Time to Court by Sheriffdom

	Journey Time					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
Glasgow and Strathkelvin	35 9.7%	209 58.2%	108 30.1%	6 1.7%	1 0.3%	359 100.0%
Grampian, Highland and Islands	137 30.0%	177 38.7%	105 23.0%	14 3.1%	24 5.3%	457 100.0%
Lothian and Borders	50 18.5%	113 41.7%	89 32.8%	15 5.5%	4 1.5%	271 100.0%
North Strathclyde	155 36.3%	170 39.8%	73 17.1%	17 4.0%	12 2.8%	427 100.0%
South Strathclyde, Dumfries and Galloway	91 24.4%	182 48.8%	87 23.3%	9 2.4%	4 1.1%	373 100.0%
Tayside, Central and Fife	276 50.3%	174 31.7%	71 12.9%	19 3.5%	9 1.6%	549 100.0%
Court of Session and High Court	45 11.5%	167 42.5%	153 38.9%	24 6.1%	4 1.0%	393 100.0%
Total	789 27.9%	1192 42.1%	686 24.2%	104 3.7%	58 2.1%	2829 100.0%

Table 3.6 Journey Time to Court by User Group

	Journey Time					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
1 Accused in a criminal case and supporters of accused	217 28.7%	324 42.9%	163 21.6%	29 3.8%	23 3.0%	756 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	44 29.7%	48 32.4%	48 32.4%	6 4.1%	2 1.4%	148 100.0%
3 Jurors (selected and not selected)	94 21.6%	186 42.7%	135 31.0%	19 4.4%	2 0.5%	436 100.0%
4 Victims in a criminal case and supporters of victims	14 11.9%	54 45.8%	47 39.8%	2 1.7%	1 0.8%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	143 35.0%	201 49.1%	58 14.2%	5 1.2%	2 0.5%	409 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	69 21.4%	152 47.2%	81 25.2%	13 4.0%	7 2.2%	322 100.0%
7 Advocates, Solicitors and Solicitor Advocates	90 33.0%	73 26.7%	82 30.0%	18 6.6%	10 3.7%	273 100.0%
8 All other professionals	118 32.2%	154 42.0%	72 19.6%	12 3.3%	11 3.0%	367 100.0%
Total	789 27.9%	1192 42.1%	686 24.2%	104 3.7%	58 2.1%	2829 100.0%

Table 3.7 Distance Travelled to Court by Sheriffdom

	Distance Travelled						Total
	Up to 1 mile	Over 1 and up to 2 miles	Over 2 and up to 5 miles	Over 5 miles and up to 10 miles	Over 10 and up to 20 miles	Over 20 miles	
Glasgow and Strathkelvin	25 7.0%	50 14.0%	155 43.4%	90 25.2%	25 7.0%	12 3.4%	357 100.0%
Grampian, Highland and Islands	93 20.4%	69 15.1%	102 22.4%	70 15.4%	63 13.8%	59 12.9%	456 100.0%
Lothian and Borders	26 10.1%	53 20.5%	57 22.1%	83 32.2%	26 10.1%	13 5.0%	258 100.0%
North Strathclyde	67 15.7%	69 16.2%	90 21.1%	115 27.0%	49 11.5%	36 8.5%	426 100.0%
South Strathclyde, Dumfries and Galloway	58 15.6%	59 15.9%	101 27.2%	69 18.5%	54 14.5%	31 8.3%	372 100.0%
Tayside, Central and Fife	123 22.7%	138 25.4%	87 16.0%	76 14.0%	78 14.4%	41 7.6%	543 100.0%
Court of Session and High Court	39 10.5%	32 8.6%	113 30.5%	104 28.1%	47 12.7%	35 9.5%	370 100.0%
Total	431 15.5%	470 16.9%	705 25.3%	607 21.8%	342 12.3%	227 8.2%	2782 100.0%

Table 3.8 Distance Travelled to Court by User Group

	Distance Travelled						Total
	Up to 1 mile	Over 1 and up to 2 miles	Over 2 and up to 5 miles	Over 5 miles and up to 10 miles	Over 10 and up to 20 miles	Over 20 miles	
1 Accused in a criminal case and supporters of accused	101 13.5%	147 19.7%	210 28.1%	153 20.5%	82 11.0%	54 7.2%	747 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	12 8.2%	24 16.3%	27 18.4%	42 28.6%	31 21.1%	11 7.5%	147 100.0%
3 Jurors (selected and not selected)	32 7.5%	58 13.6%	115 27.1%	108 25.4%	70 16.5%	42 9.9%	425 100.0%
4 Victims in a criminal case and supporters of victims	6 5.1%	9 7.6%	32 27.1%	52 44.1%	14 11.9%	5 4.2%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	85 21.5%	100 25.3%	126 31.9%	67 17.0%	12 3.0%	5 1.3%	395 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	53 16.9%	50 15.9%	77 24.5%	79 25.2%	37 11.8%	18 5.7%	314 100.0%
7 Advocates, Solicitors and Solicitor Advocates	74 27.1%	22 8.1%	30 11.0%	39 14.3%	52 19.0%	56 20.5%	273 100.0%
8 All other professionals	68 18.7%	60 16.5%	88 24.2%	67 18.5%	44 12.1%	36 9.9%	363 100.0%
Total	431 15.5%	470 16.9%	705 25.3%	607 21.8%	342 12.3%	227 8.2%	2782 100.0%

Table 3.9 Ease of Finding Way Around the Court Building by Sheriffdom

	Ease of Finding Way Around Building					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
Glasgow and Strathkelvin	1 0.3%	0 0.0%	14 3.9%	91 25.3%	253 70.5%	359 100.0%
Grampian, Highland and Islands	1 0.2%	1 0.2%	5 1.1%	33 7.2%	417 91.2%	457 100.0%
Lothian and Borders	0 0.0%	5 1.8%	13 4.8%	58 21.2%	197 72.2%	273 100.0%
North Strathclyde	1 0.2%	1 0.2%	7 1.6%	54 12.7%	363 85.2%	426 100.0%
South Strathclyde, Dumfries and Galloway	1 0.3%	1 0.3%	5 1.3%	10 2.7%	355 95.4%	372 100.0%
Tayside, Central and Fife	0 0.0%	1 0.2%	10 1.8%	37 6.7%	504 91.3%	552 100.0%
Court of Session and High Court	0 0.0%	5 1.3%	7 1.8%	104 26.5%	276 70.4%	392 100.0%
Total	4 0.1%	14 0.5%	61 2.2%	387 13.7%	2365 83.5%	2831 100.0%

Table 3.10 Ease of Finding Way Around the Court Building by User Group

	Ease of Finding Way Around Building					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
1 Accused in a criminal case and supporters of accused	2 0.3%	2 0.3%	13 1.7%	89 11.7%	653 86.0%	759 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	7 4.7%	30 20.3%	111 75.0%	148 100.0%
3 Jurors (selected and not selected)	2 0.5%	7 1.6%	19 4.4%	77 17.7%	330 75.9%	435 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	2 1.7%	38 32.2%	78 66.1%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	4 1.0%	37 9.0%	369 90.0%	410 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	4 1.2%	4 1.2%	54 16.8%	260 80.7%	322 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	1 0.4%	4 1.5%	27 9.8%	243 88.4%	275 100.0%
8 All other professionals	0 0.0%	0 0.0%	8 2.2%	35 9.6%	321 88.2%	364 100.0%
Total	4 0.1%	14 0.5%	61 2.2%	387 13.7%	2365 83.5%	2831 100.0%

Table 4.1 Helpfulness of Court Staff by Sheriffdom

	Helpfulness of Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither Unhelpful nor helpful	Fairly Helpful	Very Helpful	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	11 3.1%	46 13.1%	295 83.8%	352 100.0%
Grampian, Highland and Islands	2 0.5%	2 0.5%	5 1.2%	23 5.3%	398 92.6%	430 100.0%
Lothian and Borders	1 0.4%	0 0.0%	6 2.4%	58 22.8%	189 74.4%	254 100.0%
North Strathclyde	1 0.3%	0 0.0%	5 1.3%	34 8.9%	344 89.6%	384 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	6 1.7%	9 2.5%	341 95.8%	356 100.0%
Tayside, Central and Fife	13 2.8%	17 3.6%	45 9.6%	97 20.8%	295 63.2%	467 100.0%
Court of Session and High Court	1 0.3%	0 0.0%	1 0.3%	43 11.3%	337 88.2%	382 100.0%
Total	18 0.7%	19 0.7%	79 3.0%	310 11.8%	2199 83.8%	2625 100.0%

Table 4.2 Helpfulness of Court Staff by User Group

	Helpfulness of Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither Unhelpful nor helpful	Fairly Helpful	Very Helpful	
1 Accused in a criminal case and supporters of accused	14 2.2%	16 2.5%	39 6.0%	116 18.0%	461 71.4%	646 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	5 3.9%	9 7.0%	114 89.1%	128 100.0%
3 Jurors (selected and not selected)	3 0.7%	0 0.0%	8 1.8%	44 10.1%	380 87.4%	435 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	1 0.9%	14 12.2%	100 87.0%	115 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	3 0.8%	7 1.8%	33 8.3%	354 89.2%	397 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.3%	0 0.0%	8 2.7%	37 12.6%	248 84.4%	294 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	4 1.5%	27 10.3%	230 88.1%	261 100.0%
8 All other professionals	0 0.0%	0 0.0%	7 2.0%	30 8.6%	312 89.4%	349 100.0%
Total	18 0.7%	19 0.7%	79 3.0%	310 11.8%	2199 83.8%	2625 100.0%

Table 4.3 Politeness of Court Staff by Sheriffdom

	Politeness of Court Staff					Total
	Very Impolite	Fairly Impolite	Neither impolite nor polite	Fairly Polite	Very Polite	
Glasgow and Strathkelvin	0 0.0%	1 0.3%	9 2.5%	40 11.3%	303 85.8%	353 100.0%
Grampian, Highland and Islands	2 0.5%	2 0.5%	5 1.2%	23 5.3%	398 92.6%	430 100.0%
Lothian and Borders	1 0.4%	0 0.0%	2 0.8%	33 13.0%	218 85.8%	254 100.0%
North Strathclyde	1 0.3%	1 0.3%	4 1.0%	25 6.5%	353 91.9%	384 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 0.3%	5 1.4%	9 2.5%	341 95.8%	356 100.0%
Tayside, Central and Fife	10 2.1%	13 2.8%	37 7.8%	93 19.7%	319 67.6%	472 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	0 0.0%	33 8.6%	349 91.4%	382 100.0%
Total	14 0.5%	18 0.7%	62 2.4%	256 9.7%	2281 86.7%	2631 100.0%

Table 4.4 Politeness of Court Staff by User Group

	Politeness of Court Staff					Total
	Very Impolite	Fairly Impolite	Neither impolite nor polite	Fairly Polite	Very Polite	
1 Accused in a criminal case and supporters of accused	12 1.9%	14 2.2%	37 5.7%	101 15.6%	482 74.6%	646 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	5 3.9%	8 6.3%	115 89.8%	128 100.0%
3 Jurors (selected and not selected)	1 0.2%	2 0.5%	5 1.1%	32 7.4%	395 90.8%	435 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	0 0.0%	13 11.4%	101 88.6%	114 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	2 0.5%	2 0.5%	27 6.7%	371 92.3%	402 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.3%	0 0.0%	5 1.7%	27 9.2%	261 88.8%	294 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	2 0.8%	19 7.3%	241 92.0%	262 100.0%
8 All other professionals	0 0.0%	0 0.0%	6 1.7%	29 8.3%	315 90.0%	350 100.0%
Total	14 0.5%	18 0.7%	62 2.4%	256 9.7%	2281 86.7%	2631 100.0%

Table 5.1 Accuracy of the Information Provided by Court Staff by Sheriffdom

	Accuracy of Information Provided					Total
	Very Inaccurate	Fairly Inaccurate	Neither Inaccurate nor Accurate	Fairly Accurate	Very Accurate	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	3 1.1%	40 14.8%	228 84.1%	271 100.0%
Grampian, Highland and Islands	0 0.0%	1 0.4%	1 0.4%	30 11.7%	225 87.5%	257 100.0%
Lothian and Borders	0 0.0%	1 0.9%	8 6.9%	32 27.6%	75 64.7%	116 100.0%
North Strathclyde	1 0.4%	0 0.0%	9 3.8%	37 15.8%	187 79.9%	234 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 0.8%	12 4.6%	245 94.6%	259 100.0%
Tayside, Central and Fife	1 0.5%	1 0.5%	40 18.2%	69 31.4%	109 49.5%	220 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	0 0.0%	52 19.8%	210 80.2%	262 100.0%
Total	2 0.1%	3 0.2%	63 3.9%	272 16.8%	1279 79.0%	1619 100.0%

Table 5.2 Accuracy of the Information Provided by Court Staff by User Group

	Accuracy of Information Provided					Total
	Very Inaccurate	Fairly Inaccurate	Neither Inaccurate nor Accurate	Fairly Accurate	Very Accurate	
1 Accused in a criminal case and supporters of accused	1 0.2%	0 0.0%	32 7.6%	75 17.8%	314 74.4%	422 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 1.1%	4 4.5%	15 17.0%	68 77.3%	88 100.0%
3 Jurors (selected and not selected)	0 0.0%	2 0.5%	10 2.4%	71 17.0%	335 80.1%	418 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	3 2.9%	35 34.0%	65 63.1%	103 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	2 1.7%	4 3.4%	111 94.9%	117 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	10 5.6%	27 15.1%	142 79.3%	179 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	0 0.0%	13 11.4%	101 88.6%	114 100.0%
8 All other professionals	1 0.6%	0 0.0%	2 1.1%	32 18.0%	143 80.3%	178 100.0%
Total	2 0.1%	3 0.2%	63 3.9%	272 16.8%	1279 79.0%	1619 100.0%

Table 5.3 Helpfulness of the Update Information Provided by Court Staff by Sheriffdom

	Helpfulness of Update Information				Total
	Fairly Unhelpful	Neither Unhelpful nor Helpful	Fairly Helpful	Very Helpful	
Glasgow and Strathkelvin	0 0.0%	1 0.4%	28 10.5%	238 89.1%	267 100.0%
Grampian, Highland and Islands	0 0.0%	3 1.3%	17 7.4%	209 91.3%	229 100.0%
Lothian and Borders	0 0.0%	6 6.5%	34 37.0%	52 56.5%	92 100.0%
North Strathclyde	3 1.3%	6 2.6%	17 7.3%	207 88.8%	233 100.0%
South Strathclyde, Dumfries and Galloway	2 0.7%	3 1.1%	13 4.6%	262 93.6%	280 100.0%
Tayside, Central and Fife	3 1.4%	36 16.5%	62 28.4%	117 53.7%	218 100.0%
Court of Session and High Court	0 0.0%	1 0.4%	42 16.0%	219 83.6%	262 100.0%
Total	8 0.5%	56 3.5%	213 13.5%	1304 82.5%	1581 100.0%

Table 5.4 Helpfulness of the Update Information Provided by Court Staff by User Group

	Helpfulness of Update Information				Total
	Fairly Unhelpful	Neither Unhelpful nor Helpful	Fairly Helpful	Very Helpful	
1 Accused in a criminal case and supporters of accused	2 0.5%	23 6.1%	70 18.6%	281 74.7%	376 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	3 3.4%	9 10.3%	75 86.2%	87 100.0%
3 Jurors (selected and not selected)	5 1.2%	9 2.2%	63 15.4%	332 81.2%	409 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	4 4.3%	11 11.8%	78 83.9%	93 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	4 4.4%	86 95.6%	90 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	11 6.7%	22 13.3%	132 80.0%	165 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	11 7.3%	139 92.7%	150 100.0%
8 All other professionals	1 0.5%	6 2.8%	23 10.9%	181 85.8%	211 100.0%
Total	8 0.5%	56 3.5%	213 13.5%	1304 82.5%	1581 100.0%

Table 5.5 Use of SCTS Website by Sheriffdom

	In the last 6 months, have you used the SCTS website?		Total
	Yes	No	
Glasgow and Strathkelvin	145 40.3%	215 59.7%	360 100.0%
Grampian, Highland and Islands	141 30.9%	316 69.1%	457 100.0%
Lothian and Borders	44 16.1%	229 83.9%	273 100.0%
North Strathclyde	149 34.7%	280 65.3%	429 100.0%
South Strathclyde, Dumfries and Galloway	107 28.7%	266 71.3%	373 100.0%
Tayside, Central and Fife	158 28.6%	395 71.4%	553 100.0%
Court of Session and High Court	88 22.4%	305 77.6%	393 100.0%
Total	832 29.3%	2006 70.7%	2838 100.0%

Table 5.6 Use of SCTS Website by User Group

	SCTS website?		Total
	Yes	No	
1 Accused in a criminal case and supporters of accused	106 13.9%	656 86.1%	762 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	42 28.4%	106 71.6%	148 100.0%
3 Jurors (selected and not selected)	71 16.3%	365 83.7%	436 100.0%
4 Victims in a criminal case and supporters of victims	30 25.4%	88 74.6%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	34 8.3%	376 91.7%	410 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	48 14.9%	274 85.1%	322 100.0%
7 Advocates, Solicitors and Solicitor Advocates	255 92.7%	20 7.3%	275 100.0%
8 All other professionals	246 67.0%	121 33.0%	367 100.0%
Total	832 29.3%	2006 70.7%	2838 100.0%

Table 6.1 Length of Time Had to Wait to be Served at Counter by Sheriffdom

	Wait to be served at counter					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
Glasgow and Strathkelvin	68 97.1%	2 2.9%	0 0.0%	0 0.0%	0 0.0%	70 100.0%
Grampian, Highland and Islands	33 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	33 100.0%
Lothian and Borders	24 54.5%	14 31.8%	3 6.8%	0 0.0%	3 6.8%	44 100.0%
North Strathclyde	56 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	56 100.0%
South Strathclyde, Dumfries and Galloway	5 71.4%	2 28.6%	0 0.0%	0 0.0%	0 0.0%	7 100.0%
Tayside, Central and Fife	19 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	19 100.0%
Court of Session and High Court	56 91.8%	3 4.9%	1 1.6%	1 1.6%	0 0.0%	61 100.0%
Total	261 90.0%	21 7.2%	4 1.4%	1 0.3%	3 1.0%	290 100.0%

Table 6.2 Length of Time Had to Wait to be Served at Counter by User Group

	Wait to be served at counter					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
1 Accused in a criminal case and supporters of accused	28 65.1%	11 25.6%	2 4.7%	1 2.3%	1 2.3%	43 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	16 94.1%	1 5.9%	0 0.0%	0 0.0%	0 0.0%	17 100.0%
3 Jurors (selected and not selected)	24 88.9%	2 7.4%	1 3.7%	0 0.0%	0 0.0%	27 100.0%
4 Victims in a criminal case and supporters of victims	30 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	30 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	72 94.7%	3 3.9%	1 1.3%	0 0.0%	0 0.0%	76 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	19 82.6%	2 8.7%	0 0.0%	0 0.0%	2 8.7%	23 100.0%
7 Advocates, Solicitors and Solicitor Advocates	35 97.2%	1 2.8%	0 0.0%	0 0.0%	0 0.0%	36 100.0%
8 All other professionals	37 97.4%	1 2.6%	0 0.0%	0 0.0%	0 0.0%	38 100.0%
Total	261 90.0%	21 7.2%	4 1.4%	1 0.3%	3 1.0%	290 100.0%

Table 6.3 Satisfaction with Wait to be Served at Counter by Sheriffdom

	Satisfaction with wait at counter					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	7 10.0%	47 67.1%	16 22.9%	70 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	1 3.0%	8 24.2%	24 72.7%	33 100.0%
Lothian and Borders	2 4.7%	1 2.3%	13 30.2%	16 37.2%	11 25.6%	43 100.0%
North Strathclyde	0 0.0%	1 1.8%	0 0.0%	28 50.0%	27 48.2%	56 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 14.3%	1 14.3%	0 0.0%	5 71.4%	7 100.0%
Tayside, Central and Fife	1 5.0%	1 5.0%	0 0.0%	4 20.0%	14 70.0%	20 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	2 3.3%	35 58.3%	23 38.3%	60 100.0%
Total	3 1.0%	4 1.4%	24 8.3%	138 47.8%	120 41.5%	289 100.0%

Table 6.4 Satisfaction with Wait to be Served at Counter by User Group

	Satisfaction with wait at counter					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 2.3%	0 0.0%	6 14.0%	29 67.4%	7 16.3%	43 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	3 17.6%	7 41.2%	7 41.2%	17 100.0%
3 Jurors (selected and not selected)	0 0.0%	1 3.8%	2 7.7%	13 50.0%	10 38.5%	26 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	2 6.7%	16 53.3%	12 40.0%	30 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	1 1.3%	6 7.9%	31 40.8%	38 50.0%	76 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 8.7%	1 4.3%	2 8.7%	9 39.1%	9 39.1%	23 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	1 2.8%	18 50.0%	17 47.2%	36 100.0%
8 All other professionals	0 0.0%	1 2.6%	2 5.3%	15 39.5%	20 52.6%	38 100.0%
Total	3 1.0%	4 1.4%	24 8.3%	138 47.8%	120 41.5%	289 100.0%

Table 6.5 Time Waited to Take Part in Court Proceedings by Sheriffdom

	Time waited to take part in court proceedings					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
Glasgow and Strathkelvin	37 19.2%	44 22.8%	48 24.9%	56 29.0%	8 4.1%	193 100.0%
Grampian, Highland and Islands	16 5.7%	37 13.2%	54 19.2%	68 24.2%	106 37.7%	281 100.0%
Lothian and Borders	19 17.3%	28 25.5%	19 17.3%	29 26.4%	15 13.6%	110 100.0%
North Strathclyde	23 9.8%	41 17.4%	72 30.6%	57 24.3%	42 17.9%	235 100.0%
South Strathclyde, Dumfries and Galloway	32 18.7%	56 32.7%	33 19.3%	25 14.6%	25 14.6%	171 100.0%
Tayside, Central and Fife	20 8.4%	54 22.7%	57 23.9%	52 21.8%	55 23.1%	238 100.0%
Court of Session and High Court	39 17.3%	32 14.2%	50 22.2%	66 29.3%	38 16.9%	225 100.0%
Total	186 12.8%	292 20.1%	333 22.9%	353 24.3%	289 19.9%	1453 100.0%

Table 6.6 Time Waited to Take Part in Court Proceedings by User Group

	Time waited to take part in court proceedings					Total
	Up to 15 minutes	16 to 30 minutes	31 minutes to 1 hour	Over 1 hour and up to 2 hours	Over 2 hours	
1 Accused in a criminal case and supporters of accused	51 11.9%	85 19.8%	78 18.1%	114 26.5%	102 23.7%	430 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	10 10.0%	15 15.0%	32 32.0%	27 27.0%	16 16.0%	100 100.0%
3 Jurors (selected and not selected)	62 20.4%	93 30.6%	77 25.3%	43 14.1%	29 9.5%	304 100.0%
4 Victims in a criminal case and supporters of victims	5 5.1%	12 12.2%	27 27.6%	35 35.7%	19 19.4%	98 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	3 27.3%	4 36.4%	3 27.3%	0 0.0%	1 9.1%	11 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	16 10.0%	18 11.3%	24 15.0%	38 23.8%	64 40.0%	160 100.0%
7 Advocates, Solicitors and Solicitor Advocates	32 16.9%	48 25.4%	47 24.9%	46 24.3%	16 8.5%	189 100.0%
8 All other professionals	7 4.3%	17 10.6%	45 28.0%	50 31.1%	42 26.1%	161 100.0%
Total	186 12.8%	292 20.1%	333 22.9%	353 24.3%	289 19.9%	1453 100.0%

Table 6.7 Satisfaction with Wait to Take Part in Court Proceedings by Sheriffdom

	Satisfaction with wait to take part in court proceedings					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	3 1.6%	8 4.1%	46 23.8%	85 44.0%	51 26.4%	193 100.0%
Grampian, Highland and Islands	12 4.3%	26 9.3%	52 18.5%	103 36.7%	88 31.3%	281 100.0%
Lothian and Borders	5 4.7%	14 13.1%	36 33.6%	39 36.4%	13 12.1%	107 100.0%
North Strathclyde	13 5.6%	10 4.3%	55 23.5%	87 37.2%	69 29.5%	234 100.0%
South Strathclyde, Dumfries and Galloway	5 2.8%	10 5.7%	30 17.0%	38 21.6%	93 52.8%	176 100.0%
Tayside, Central and Fife	27 11.3%	32 13.3%	71 29.6%	70 29.2%	40 16.7%	240 100.0%
Court of Session and High Court	2 0.9%	7 3.1%	47 20.6%	124 54.4%	48 21.1%	228 100.0%
Total	67 4.6%	107 7.3%	337 23.1%	546 37.4%	402 27.6%	1459 100.0%

Table 6.8 Satisfaction with Wait to Take Part in Court Proceedings by User Group

	Satisfaction with wait to take part in court proceedings					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	33 7.7%	43 10.0%	95 22.0%	113 26.2%	147 34.1%	431 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	4 4.0%	1 1.0%	15 15.2%	47 47.5%	32 32.3%	99 100.0%
3 Jurors (selected and not selected)	12 3.9%	23 7.5%	97 31.5%	113 36.7%	63 20.5%	308 100.0%
4 Victims in a criminal case and supporters of victims	2 2.0%	3 3.1%	17 17.3%	55 56.1%	21 21.4%	98 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	3 30.0%	4 40.0%	3 30.0%	10 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	4 2.5%	15 9.3%	39 24.2%	54 33.5%	49 30.4%	161 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 1.1%	8 4.2%	31 16.4%	86 45.5%	62 32.8%	189 100.0%
8 All other professionals	10 6.1%	14 8.6%	40 24.5%	74 45.4%	25 15.3%	163 100.0%
Total	67 4.6%	107 7.3%	337 23.1%	546 37.4%	402 27.6%	1459 100.0%

Table 6.9 Satisfaction with court staff's attempts to inform respondents about how much longer they would have to wait by Sheriffdom

	Satisfaction with being informed of waiting times					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	3 1.7%	3 1.7%	25 13.8%	63 34.8%	87 48.1%	181 100.0%
Grampian, Highland and Islands	7 2.9%	10 4.2%	36 15.1%	51 21.3%	135 56.5%	239 100.0%
Lothian and Borders	6 6.3%	9 9.4%	28 29.2%	35 36.5%	18 18.8%	96 100.0%
North Strathclyde	6 3.4%	6 3.4%	32 17.9%	58 32.4%	77 43.0%	179 100.0%
South Strathclyde, Dumfries and Galloway	1 0.7%	5 3.6%	13 9.4%	24 17.3%	96 69.1%	139 100.0%
Tayside, Central and Fife	9 4.5%	24 11.9%	73 36.3%	68 33.8%	27 13.4%	201 100.0%
Court of Session and High Court	0 0.0%	3 1.4%	12 5.7%	67 32.1%	127 60.8%	209 100.0%
Total	32 2.6%	60 4.8%	219 17.6%	366 29.4%	567 45.6%	1244 100.0%

Table 6.10 Satisfaction with court staff's attempts to inform respondents about how much longer they would have to wait by User Group

	Satisfaction with being informed of waiting times					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	19 5.5%	32 9.2%	88 25.4%	103 29.8%	104 30.1%	346 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	3 3.7%	2 2.4%	12 14.6%	33 40.2%	32 39.0%	82 100.0%
3 Jurors (selected and not selected)	2 0.7%	11 3.7%	35 11.9%	64 21.7%	183 62.0%	295 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	5 5.7%	12 13.8%	30 34.5%	40 46.0%	87 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	4 36.4%	3 27.3%	4 36.4%	11 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.7%	4 2.9%	26 18.8%	34 24.6%	73 52.9%	138 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	1 0.7%	19 14.2%	45 33.6%	69 51.5%	134 100.0%
8 All other professionals	7 4.6%	5 3.3%	23 15.2%	54 35.8%	62 41.1%	151 100.0%
Total	32 2.6%	60 4.8%	219 17.6%	366 29.4%	567 45.6%	1244 100.0%

Table 6.11 Satisfaction with court staff's attempts to inform respondents about why they had to wait by Sheriffdom

	Satisfaction with being kept informed about why waiting					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 2.1%	2 1.1%	29 15.5%	60 32.1%	92 49.2%	187 100.0%
Grampian, Highland and Islands	8 3.3%	8 3.3%	38 15.4%	52 21.1%	140 56.9%	246 100.0%
Lothian and Borders	6 6.2%	12 12.4%	27 27.8%	33 34.0%	19 19.6%	97 100.0%
North Strathclyde	7 4.1%	4 2.3%	36 20.9%	55 32.0%	70 40.7%	172 100.0%
South Strathclyde, Dumfries and Galloway	1 0.7%	7 5.1%	12 8.7%	28 20.3%	90 65.2%	138 100.0%
Tayside, Central and Fife	11 5.4%	22 10.7%	69 33.7%	71 34.6%	32 15.6%	205 100.0%
Court of Session and High Court	0 0.0%	2 0.9%	12 5.6%	57 26.6%	143 66.8%	214 100.0%
Total	37 2.9%	57 4.5%	223 17.7%	356 28.3%	586 46.5%	1259 100.0%

Table 6.12 Satisfaction with court staff's attempts to inform respondents about why they had to wait by User Group

	Satisfaction with being kept informed about why waiting					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	22 6.3%	30 8.5%	94 26.8%	102 29.1%	103 29.3%	351 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	3 3.4%	3 3.4%	11 12.6%	32 36.8%	38 43.7%	87 100.0%
3 Jurors (selected and not selected)	1 0.3%	14 4.7%	40 13.3%	67 22.3%	179 59.5%	301 100.0%
4 Victims in a criminal case and supporters of victims	2 2.2%	3 3.3%	12 13.2%	28 30.8%	46 50.5%	91 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	3 30.0%	5 50.0%	2 20.0%	10 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 1.4%	3 2.1%	21 14.9%	33 23.4%	82 58.2%	141 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.8%	1 0.8%	17 13.0%	40 30.5%	72 55.0%	131 100.0%
8 All other professionals	6 4.1%	3 2.0%	25 17.0%	49 33.3%	64 43.5%	147 100.0%
Total	37 2.9%	57 4.5%	223 17.7%	356 28.3%	586 46.5%	1259 100.0%

Table 7.1 Satisfaction with the Range of Food and Drink Available by Sherifffdom

	Range of food & drink available					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 0.8%	39 30.0%	56 43.1%	34 26.2%	130 100.0%
Grampian, Highland and Islands	3 7.3%	5 12.2%	9 22.0%	6 14.6%	18 43.9%	41 100.0%
Lothian and Borders	1 2.9%	3 8.6%	8 22.9%	8 22.9%	15 42.9%	35 100.0%
North Strathclyde	1 1.0%	8 7.7%	27 26.0%	28 26.9%	40 38.5%	104 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	4 4.7%	16 18.8%	17 20.0%	48 56.5%	85 100.0%
Tayside, Central and Fife	1 0.8%	4 3.1%	20 15.7%	40 31.5%	62 48.8%	127 100.0%
Court of Session and High Court	2 1.2%	9 5.3%	55 32.2%	70 40.9%	35 20.5%	171 100.0%
Total	8 1.2%	34 4.9%	174 25.1%	225 32.5%	252 36.4%	693 100.0%

Table 7.2 Satisfaction with the Range of Food and Drink Available by User Group

	Range of food & drink available					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 0.9%	6 5.2%	20 17.2%	27 23.3%	62 53.4%	116 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 3.8%	8 30.8%	6 23.1%	11 42.3%	26 100.0%
3 Jurors (selected and not selected)	3 1.4%	16 7.5%	55 25.9%	61 28.8%	77 36.3%	212 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	1 2.3%	19 44.2%	16 37.2%	7 16.3%	43 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 2.6%	3 3.9%	17 22.1%	25 32.5%	30 39.0%	77 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 1.6%	5 3.9%	31 24.4%	57 44.9%	32 25.2%	127 100.0%
8 All other professionals	0 0.0%	2 2.2%	23 25.3%	33 36.3%	33 36.3%	91 100.0%
Total	8 1.2%	34 4.9%	174 25.1%	225 32.5%	252 36.4%	693 100.0%

Table 7.3 Satisfaction with the Quality of Food and Drink by Sheriffdom

	Quality of food & drink					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	2 1.6%	36 27.9%	50 38.8%	41 31.8%	129 100.0%
Grampian, Highland and Islands	3 8.6%	3 8.6%	6 17.1%	5 14.3%	18 51.4%	35 100.0%
Lothian and Borders	0 0.0%	3 9.1%	6 18.2%	10 30.3%	14 42.4%	33 100.0%
North Strathclyde	1 1.1%	4 4.3%	24 25.8%	23 24.7%	41 44.1%	93 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 2.5%	13 16.3%	8 10.0%	57 71.3%	80 100.0%
Tayside, Central and Fife	0 0.0%	3 2.4%	13 10.5%	25 20.2%	83 66.9%	124 100.0%
Court of Session and High Court	1 0.7%	10 6.8%	48 32.9%	64 43.8%	23 15.8%	146 100.0%
Total	5 0.8%	27 4.2%	146 22.8%	185 28.9%	277 43.3%	640 100.0%

Table 7.4 Satisfaction with the Quality of Food and Drink by User Group

	Quality of food & drink					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 0.9%	1 0.9%	17 15.0%	20 17.7%	74 65.5%	113 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	7 25.9%	6 22.2%	14 51.9%	27 100.0%
3 Jurors (selected and not selected)	2 1.2%	16 9.8%	41 25.0%	54 32.9%	51 31.1%	164 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	18 42.9%	13 31.0%	11 26.2%	42 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 2.6%	4 5.2%	18 23.4%	15 19.5%	38 49.4%	77 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	3 2.4%	27 21.6%	48 38.4%	47 37.6%	125 100.0%
8 All other professionals	0 0.0%	3 3.3%	18 19.8%	29 31.9%	41 45.1%	91 100.0%
Total	5 0.8%	27 4.2%	146 22.8%	185 28.9%	277 43.3%	640 100.0%

Table 7.5 Satisfaction with the Service in the Cafeteria by Sheriffdom

	The service in the cafeteria				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 1.0%	1 1.0%	38 36.2%	65 61.9%	105 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	3 14.3%	18 85.7%	21 100.0%
Lothian and Borders	0 0.0%	2 8.7%	1 4.3%	20 87.0%	23 100.0%
North Strathclyde	2 2.5%	5 6.3%	17 21.5%	55 69.6%	79 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.7%	3 5.2%	54 93.1%	58 100.0%
Tayside, Central and Fife	2 1.9%	4 3.8%	18 17.0%	82 77.4%	106 100.0%
Court of Session and High Court	0 0.0%	17 15.3%	48 43.2%	46 41.4%	111 100.0%
Total	5 1.0%	30 6.0%	128 25.4%	340 67.6%	503 100.0%

Table 7.6 Satisfaction with the Service in the Cafeteria by User Group

	The service in the cafeteria				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	2 2.1%	1 1.0%	11 11.3%	83 85.6%	97 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	4 16.7%	7 29.2%	13 54.2%	24 100.0%
3 Jurors (selected and not selected)	2 2.8%	9 12.5%	17 23.6%	44 61.1%	72 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	2 5.3%	18 47.4%	18 47.4%	38 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	5 7.2%	17 24.6%	47 68.1%	69 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.8%	6 5.1%	31 26.3%	80 67.8%	118 100.0%
8 All other professionals	0 0.0%	3 3.5%	27 31.8%	55 64.7%	85 100.0%
Total	5 1.0%	30 6.0%	128 25.4%	340 67.6%	503 100.0%

Table 7.7 Facilities Used by Sheriffdom

	Facilities Used											Total
	Public Entrance/Area Outside Court Building	Waiting Area/Area Outside Court Room	Court Room	Jury Room	Witness Room	Agent's Room/Solicitors' Room	Cells in Court Building	Sheriff Clerk's Office/Offices of Court	Toilets in Court Building	Cafeteria (public or staff)	Other	
Glasgow and Strathkelvin	326 90.6%	264 73.3%	269 74.7%	24 6.7%	98 27.2%	41 11.4%	16 4.4%	75 20.8%	234 65.0%	104 28.9%	4 1.1%	360
Grampian, Highland and Islands	226 49.7%	193 42.4%	343 75.4%	39 8.6%	73 16.0%	34 7.5%	13 2.9%	101 22.2%	155 34.1%	22 4.8%	7 1.5%	455
Lothian and Borders	250 92.6%	141 52.2%	131 48.5%	26 9.6%	13 4.8%	5 1.9%	1 0.4%	24 8.9%	60 22.2%	20 7.4%	54 20.0%	270
North Strathclyde	316 74.7%	191 45.2%	318 75.2%	61 14.4%	92 21.7%	43 10.2%	16 3.8%	98 23.2%	198 46.8%	78 18.4%	7 1.7%	423
South Strathclyde, Dumfries and Galloway	283 76.5%	189 51.1%	278 75.1%	42 11.4%	73 19.7%	32 8.6%	15 4.1%	79 21.4%	152 41.1%	61 16.5%	2 0.5%	370
Tayside, Central and Fife	185 33.5%	221 40.0%	334 60.4%	40 7.2%	62 11.2%	45 8.1%	13 2.4%	94 17.0%	177 32.0%	64 11.6%	12 2.2%	553
Court of Session and High Court	303 78.1%	237 61.1%	297 76.5%	142 36.6%	43 11.1%	22 5.7%	9 2.3%	45 11.6%	242 62.4%	116 29.9%	11 2.8%	388
Total	1889	1436	1970	374	454	222	83	516	1218	465	97	2819

Percentages and totals are based on respondents.

Table 7.8 Facilities Used by User Group

	Facilities Used											Total
	Public Entrance/Area Outside Court Building	Waiting Area/Area Outside Court Room	Court Room	Jury Room	Witness Room	Agent's Room/Solicitors' Room	Cells in Court Building	Sheriff Clerk's Office/Offices of Court	Toilets in Court Building	Cafeteria (public or staff)	Other	
1 Accused in a criminal case and supporters of accused	462 60.7%	449 59.0%	663 87.1%	2 0.3%	7 0.9%	5 0.7%	14 1.8%	18 2.4%	283 37.2%	65 8.5%	5 0.7%	761
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	88 59.5%	89 60.1%	117 79.1%	1 0.7%	29 19.6%	4 2.7%	0 0.0%	14 9.5%	63 42.6%	23 15.5%	2 1.4%	148
3 Jurors (selected and not selected)	330 76.9%	255 59.4%	365 85.1%	366 85.3%	31 7.2%	2 0.5%	2 0.5%	14 3.3%	295 68.8%	87 20.3%	7 1.6%	429
4 Victims in a criminal case and supporters of victims	101 85.6%	85 72.0%	108 91.5%	0 0.0%	23 19.5%	0 0.0%	0 0.0%	20 16.9%	80 67.8%	34 28.8%	0 0.0%	118
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	250 61.0%	57 13.9%	11 2.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	312 76.1%	43 10.5%	0 0.0%	56 13.7%	410
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	205 63.9%	139 43.3%	209 65.1%	0 0.0%	145 45.2%	1 0.3%	1 0.3%	13 4.0%	133 41.4%	59 18.4%	9 2.8%	321
7 Advocates, Solicitors and Solicitor Advocates	195 72.5%	171 63.6%	246 91.4%	3 1.1%	63 23.4%	200 74.3%	39 14.5%	65 24.2%	154 57.2%	115 42.8%	2 0.7%	269
8 All other professionals	258 71.1%	191 52.6%	251 69.1%	2 0.6%	156 43.0%	10 2.8%	27 7.4%	60 16.5%	167 46.0%	82 22.6%	16 4.4%	363
Total	1889	1436	1970	374	454	222	83	516	1218	465	97	2819

Percentages and totals are based on respondents.

Table 7.9 Comfort of Court Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 0.4%	8 3.0%	71 26.6%	187 70.0%	267 100.0%
Grampian, Highland and Islands	5 1.5%	8 2.3%	18 5.3%	82 24.0%	228 66.9%	341 100.0%
Lothian and Borders	6 4.6%	11 8.4%	22 16.8%	51 38.9%	41 31.3%	131 100.0%
North Strathclyde	1 0.3%	4 1.3%	20 6.3%	71 22.4%	221 69.7%	317 100.0%
South Strathclyde, Dumfries and Galloway	1 0.4%	3 1.1%	12 4.3%	31 11.2%	229 83.0%	276 100.0%
Tayside, Central and Fife	16 4.8%	45 13.5%	83 24.9%	114 34.1%	76 22.8%	334 100.0%
Court of Session and High Court	1 0.3%	4 1.4%	18 6.1%	85 28.8%	187 63.4%	295 100.0%
Total	30 1.5%	76 3.9%	181 9.2%	505 25.8%	1169 59.6%	1961 100.0%

Table 7.10 Comfort of Court Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	17 2.6%	32 4.8%	78 11.8%	121 18.3%	414 62.5%	662 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	2 1.7%	3 2.6%	4 3.4%	32 27.4%	76 65.0%	117 100.0%
3 Jurors (selected and not selected)	5 1.4%	15 4.1%	40 11.0%	107 29.5%	196 54.0%	363 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	3 2.8%	5 4.7%	40 37.7%	58 54.7%	106 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	0 0.0%	7 63.6%	4 36.4%	11 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	3 1.4%	7 3.4%	16 7.7%	45 21.6%	137 65.9%	208 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.4%	10 4.1%	23 9.4%	66 27.0%	144 59.0%	244 100.0%
8 All other professionals	2 0.8%	6 2.4%	15 6.0%	87 34.8%	140 56.0%	250 100.0%
Total	30 1.5%	76 3.9%	181 9.2%	505 25.8%	1169 59.6%	1961 100.0%

Table 7.11 Cleanliness of Court Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	4 1.5%	10 3.7%	254 94.8%	268 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	5 1.5%	34 10.0%	302 88.6%	341 100.0%
Lothian and Borders	0 0.0%	0 0.0%	8 6.2%	32 24.8%	89 69.0%	129 100.0%
North Strathclyde	0 0.0%	1 0.3%	3 1.0%	31 10.0%	276 88.7%	311 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 0.7%	28 10.3%	242 89.0%	272 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	16 4.8%	177 53.2%	140 42.0%	333 100.0%
Court of Session and High Court	1 0.3%	0 0.0%	5 1.7%	24 8.2%	261 89.7%	291 100.0%
Total	1 0.1%	1 0.1%	43 2.2%	336 17.3%	1564 80.4%	1945 100.0%

Table 7.12 Cleanliness of Court Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	13 2.0%	148 22.4%	500 75.6%	661 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	1 0.9%	18 15.4%	98 83.8%	117 100.0%
3 Jurors (selected and not selected)	1 0.3%	0 0.0%	5 1.4%	56 16.0%	289 82.3%	351 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	1 0.9%	11 10.2%	96 88.9%	108 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	0 0.0%	3 27.3%	8 72.7%	11 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	4 1.9%	27 13.0%	177 85.1%	208 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	13 5.4%	39 16.1%	190 78.5%	242 100.0%
8 All other professionals	0 0.0%	1 0.4%	6 2.4%	34 13.8%	206 83.4%	247 100.0%
Total	1 0.1%	1 0.1%	43 2.2%	336 17.3%	1564 80.4%	1945 100.0%

Table 7.13 Safety & Security of Court Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	3 1.1%	22 8.2%	243 90.7%	268 100.0%
Grampian, Highland and Islands	1 0.3%	0 0.0%	5 1.5%	40 11.8%	293 86.4%	339 100.0%
Lothian and Borders	1 0.8%	0 0.0%	12 9.3%	32 24.8%	84 65.1%	129 100.0%
North Strathclyde	1 0.3%	3 1.0%	6 1.9%	41 13.2%	259 83.5%	310 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 0.7%	6 2.2%	24 8.9%	239 88.2%	271 100.0%
Tayside, Central and Fife	0 0.0%	3 0.9%	17 5.1%	160 48.0%	153 45.9%	333 100.0%
Court of Session and High Court	1 0.4%	0 0.0%	8 2.8%	22 7.7%	253 89.1%	284 100.0%
Total	4 0.2%	8 0.4%	57 2.9%	341 17.6%	1524 78.8%	1934 100.0%

Table 7.14 Safety & Security of Court Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	1 0.2%	12 1.8%	135 20.5%	509 77.5%	657 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	1 0.9%	19 16.2%	97 82.9%	117 100.0%
3 Jurors (selected and not selected)	1 0.3%	1 0.3%	15 4.3%	55 15.7%	279 79.5%	351 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	6 5.6%	15 14.0%	86 80.4%	107 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	0 0.0%	4 36.4%	7 63.6%	11 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.5%	1 0.5%	2 1.0%	28 13.7%	172 84.3%	204 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 0.8%	4 1.7%	13 5.4%	42 17.5%	179 74.6%	240 100.0%
8 All other professionals	0 0.0%	1 0.4%	8 3.2%	43 17.4%	195 78.9%	247 100.0%
Total	4 0.2%	8 0.4%	57 2.9%	341 17.6%	1524 78.8%	1934 100.0%

Table 7.15 Comfort of Jury Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	2 8.3%	12 50.0%	10 41.7%	24 100.0%
Grampian, Highland and Islands	0 0.0%	2 5.1%	6 15.4%	14 35.9%	17 43.6%	39 100.0%
Lothian and Borders	0 0.0%	0 0.0%	4 15.4%	12 46.2%	10 38.5%	26 100.0%
North Strathclyde	0 0.0%	1 1.6%	5 8.2%	19 31.1%	36 59.0%	61 100.0%
South Strathclyde, Dumfries and Galloway	1 2.5%	2 5.0%	7 17.5%	10 25.0%	20 50.0%	40 100.0%
Tayside, Central and Fife	3 7.9%	5 13.2%	9 23.7%	11 28.9%	10 26.3%	38 100.0%
Court of Session and High Court	2 1.4%	5 3.5%	15 10.6%	37 26.1%	83 58.5%	142 100.0%
Total	6 1.6%	15 4.1%	48 13.0%	115 31.1%	186 50.3%	370 100.0%

Table 7.16 Comfort of Jury Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	1 50.0%	1 50.0%	0 0.0%	2 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
3 Jurors (selected and not selected)	6 1.7%	15 4.1%	46 12.7%	112 30.9%	183 50.6%	362 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
8 All other professionals	0 0.0%	0 0.0%	1 50.0%	1 50.0%	0 0.0%	2 100.0%
Total	6 1.6%	15 4.1%	48 13.0%	115 31.1%	186 50.3%	370 100.0%

Table 7.17 Cleanliness of Jury Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	0 0.0%	2 9.1%	20 90.9%	22 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	0 0.0%	3 8.1%	34 91.9%	37 100.0%
Lothian and Borders	1 4.2%	0 0.0%	2 8.3%	5 20.8%	16 66.7%	24 100.0%
North Strathclyde	0 0.0%	0 0.0%	1 1.8%	12 21.1%	44 77.2%	57 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 5.3%	12 31.6%	24 63.2%	38 100.0%
Tayside, Central and Fife	0 0.0%	1 2.6%	2 5.3%	9 23.7%	26 68.4%	38 100.0%
Court of Session and High Court	1 0.7%	0 0.0%	4 2.9%	21 15.1%	113 81.3%	139 100.0%
Total	2 0.6%	1 0.3%	11 3.1%	64 18.0%	277 78.0%	355 100.0%

Table 7.18 Cleanliness of Jury Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
3 Jurors (selected and not selected)	2 0.6%	1 0.3%	11 3.2%	61 17.5%	273 78.4%	348 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
8 All other professionals	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Total	2 0.6%	1 0.3%	11 3.1%	64 18.0%	277 78.0%	355 100.0%

Table 7.19 Safety & Security of Jury Room by Sheriffdom

	Safety & Security				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	1 4.5%	21 95.5%	22 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	7 18.9%	30 81.1%	37 100.0%
Lothian and Borders	0 0.0%	1 4.3%	4 17.4%	18 78.3%	23 100.0%
North Strathclyde	0 0.0%	0 0.0%	10 17.5%	47 82.5%	57 100.0%
South Strathclyde, Dumfries and Galloway	1 2.5%	5 12.5%	7 17.5%	27 67.5%	40 100.0%
Tayside, Central and Fife	0 0.0%	2 5.3%	6 15.8%	30 78.9%	38 100.0%
Court of Session and High Court	1 0.7%	5 3.6%	18 13.0%	114 82.6%	138 100.0%
Total	2 0.6%	13 3.7%	53 14.9%	287 80.8%	355 100.0%

Table 7.20 Safety & Security of Jury Room by User Group

	Safety & Security				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
3 Jurors (selected and not selected)	2 0.6%	13 3.7%	49 14.1%	284 81.6%	348 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
8 All other professionals	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Total	2 0.6%	13 3.7%	53 14.9%	287 80.8%	355 100.0%

Table 7.21 Comfort of Waiting Area/Area Outside Court Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.4%	4 1.5%	4 1.5%	110 42.3%	141 54.2%	260 100.0%
Grampian, Highland and Islands	4 2.1%	20 10.4%	26 13.5%	73 37.8%	70 36.3%	193 100.0%
Lothian and Borders	5 3.5%	13 9.2%	32 22.7%	47 33.3%	44 31.2%	141 100.0%
North Strathclyde	3 1.6%	9 4.7%	21 11.1%	72 37.9%	85 44.7%	190 100.0%
South Strathclyde, Dumfries and Galloway	2 1.1%	5 2.6%	15 7.9%	20 10.6%	147 77.8%	189 100.0%
Tayside, Central and Fife	9 4.1%	43 19.5%	78 35.3%	60 27.1%	31 14.0%	221 100.0%
Court of Session and High Court	2 0.8%	4 1.7%	12 5.1%	130 54.9%	89 37.6%	237 100.0%
Total	26 1.8%	98 6.8%	188 13.1%	512 35.8%	607 42.4%	1431 100.0%

Table 7.22 Comfort of Waiting Area/Area Outside Court Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	12 2.7%	37 8.2%	80 17.8%	95 21.2%	225 50.1%	449 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 1.1%	6 6.7%	18 20.2%	24 27.0%	40 44.9%	89 100.0%
3 Jurors (selected and not selected)	3 1.2%	22 8.7%	31 12.2%	91 35.8%	107 42.1%	254 100.0%
4 Victims in a criminal case and supporters of victims	2 2.4%	2 2.4%	6 7.1%	51 60.7%	23 27.4%	84 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	1 1.8%	5 8.8%	45 78.9%	6 10.5%	57 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	8 5.8%	15 10.9%	59 42.8%	56 40.6%	138 100.0%
7 Advocates, Solicitors and Solicitor Advocates	5 2.9%	9 5.3%	15 8.8%	58 33.9%	84 49.1%	171 100.0%
8 All other professionals	3 1.6%	13 6.9%	18 9.5%	89 47.1%	66 34.9%	189 100.0%
Total	26 1.8%	98 6.8%	188 13.1%	512 35.8%	607 42.4%	1431 100.0%

Table 7.23 Cleanliness of Waiting Area/Area Outside Court Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 0.4%	3 1.2%	23 8.9%	232 89.6%	259 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	7 3.7%	27 14.1%	157 82.2%	191 100.0%
Lothian and Borders	0 0.0%	2 1.4%	12 8.6%	38 27.3%	87 62.6%	139 100.0%
North Strathclyde	0 0.0%	3 1.6%	6 3.2%	45 23.9%	134 71.3%	188 100.0%
South Strathclyde, Dumfries and Galloway	1 0.5%	0 0.0%	8 4.3%	21 11.2%	157 84.0%	187 100.0%
Tayside, Central and Fife	0 0.0%	1 0.5%	29 13.2%	124 56.4%	66 30.0%	220 100.0%
Court of Session and High Court	1 0.4%	0 0.0%	4 1.7%	27 11.5%	202 86.3%	234 100.0%
Total	2 0.1%	7 0.5%	69 4.9%	305 21.5%	1035 73.0%	1418 100.0%

Table 7.24 Cleanliness of Waiting Area/Area Outside Court Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	1 0.2%	22 4.9%	123 27.5%	301 67.3%	447 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	4 4.5%	23 25.8%	62 69.7%	89 100.0%
3 Jurors (selected and not selected)	2 0.8%	2 0.8%	13 5.3%	54 22.2%	172 70.8%	243 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	5 5.9%	12 14.1%	68 80.0%	85 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	1 1.8%	1 1.8%	8 14.0%	47 82.5%	57 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	5 3.6%	31 22.5%	102 73.9%	138 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	11 6.5%	19 11.2%	140 82.4%	170 100.0%
8 All other professionals	0 0.0%	3 1.6%	8 4.2%	35 18.5%	143 75.7%	189 100.0%
Total	2 0.1%	7 0.5%	69 4.9%	305 21.5%	1035 73.0%	1418 100.0%

Table 7.25 Safety & Security of Waiting Area/Area Outside Court Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 0.4%	4 1.5%	63 24.0%	194 74.0%	262 100.0%
Grampian, Highland and Islands	3 1.6%	1 0.5%	9 4.7%	62 32.6%	115 60.5%	190 100.0%
Lothian and Borders	1 0.7%	2 1.4%	15 10.8%	39 28.1%	82 59.0%	139 100.0%
North Strathclyde	1 0.5%	2 1.1%	14 7.4%	63 33.5%	108 57.4%	188 100.0%
South Strathclyde, Dumfries and Galloway	3 1.6%	4 2.1%	8 4.2%	16 8.5%	158 83.6%	189 100.0%
Tayside, Central and Fife	1 0.5%	7 3.2%	16 7.3%	130 59.1%	66 30.0%	220 100.0%
Court of Session and High Court	1 0.4%	0 0.0%	6 2.6%	64 27.2%	164 69.8%	235 100.0%
Total	10 0.7%	17 1.2%	72 5.1%	437 30.7%	887 62.3%	1423 100.0%

Table 7.26 Safety & Security of Waiting Area/Area Outside Court Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	3 0.7%	4 0.9%	14 3.1%	139 31.1%	287 64.2%	447 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 1.1%	4 4.5%	30 33.7%	54 60.7%	89 100.0%
3 Jurors (selected and not selected)	4 1.6%	2 0.8%	16 6.5%	62 25.2%	162 65.9%	246 100.0%
4 Victims in a criminal case and supporters of victims	2 2.4%	0 0.0%	8 9.4%	34 40.0%	41 48.2%	85 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	1 1.8%	2 3.5%	20 35.1%	34 59.6%	57 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	3 2.2%	49 35.5%	86 62.3%	138 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.6%	5 2.9%	14 8.2%	38 22.2%	113 66.1%	171 100.0%
8 All other professionals	0 0.0%	4 2.1%	11 5.8%	65 34.2%	110 57.9%	190 100.0%
Total	10 0.7%	17 1.2%	72 5.1%	437 30.7%	887 62.3%	1423 100.0%

Table 7.27 Comfort of Witness Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 1.0%	1 1.0%	9 9.2%	30 30.6%	57 58.2%	98 100.0%
Grampian, Highland and Islands	0 0.0%	2 2.7%	8 11.0%	10 13.7%	53 72.6%	73 100.0%
Lothian and Borders	0 0.0%	0 0.0%	3 23.1%	9 69.2%	1 7.7%	13 100.0%
North Strathclyde	0 0.0%	2 2.2%	13 14.1%	23 25.0%	54 58.7%	92 100.0%
South Strathclyde, Dumfries and Galloway	1 1.4%	2 2.7%	7 9.6%	12 16.4%	51 69.9%	73 100.0%
Tayside, Central and Fife	3 4.9%	10 16.4%	15 24.6%	21 34.4%	12 19.7%	61 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	3 7.5%	5 12.5%	32 80.0%	40 100.0%
Total	5 1.1%	17 3.8%	58 12.9%	110 24.4%	260 57.8%	450 100.0%

Table 7.28 Comfort of Witness Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	1 16.7%	2 33.3%	3 50.0%	6 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	2 7.1%	8 28.6%	18 64.3%	28 100.0%
3 Jurors (selected and not selected)	0 0.0%	1 3.3%	7 23.3%	9 30.0%	13 43.3%	30 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	1 4.3%	3 13.0%	19 82.6%	23 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 1.4%	7 4.9%	20 13.9%	30 20.8%	85 59.0%	144 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 1.6%	0 0.0%	0 0.0%	17 27.0%	45 71.4%	63 100.0%
8 All other professionals	2 1.3%	9 5.8%	27 17.3%	41 26.3%	77 49.4%	156 100.0%
Total	5 1.1%	17 3.8%	58 12.9%	110 24.4%	260 57.8%	450 100.0%

Table 7.29 Comfort of Witness Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 1.0%	0 0.0%	3 3.1%	15 15.5%	78 80.4%	97 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	2 2.8%	5 6.9%	65 90.3%	72 100.0%
Lothian and Borders	0 0.0%	0 0.0%	1 8.3%	1 8.3%	10 83.3%	12 100.0%
North Strathclyde	0 0.0%	1 1.1%	4 4.4%	12 13.3%	73 81.1%	90 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	5 6.9%	12 16.7%	55 76.4%	72 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	3 5.0%	38 63.3%	19 31.7%	60 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	1 2.4%	0 0.0%	41 97.6%	42 100.0%
Total	1 0.2%	1 0.2%	19 4.3%	83 18.7%	341 76.6%	445 100.0%

Table 7.30 Cleanliness of Witness Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	1 14.3%	2 28.6%	4 57.1%	7 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	0 0.0%	27 100.0%	27 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	4 16.0%	4 16.0%	17 68.0%	25 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	1 4.3%	1 4.3%	21 91.3%	23 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	1 0.7%	34 23.6%	109 75.7%	144 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	1 1.6%	7 11.1%	55 87.3%	63 100.0%
8 All other professionals	1 0.6%	1 0.6%	11 7.1%	35 22.4%	108 69.2%	156 100.0%
Total	1 0.2%	1 0.2%	19 4.3%	83 18.7%	341 76.6%	445 100.0%

Table 7.31 Safety & Security of Witness Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 1.0%	0 0.0%	6 6.2%	9 9.3%	81 83.5%	97 100.0%
Grampian, Highland and Islands	1 1.4%	0 0.0%	1 1.4%	3 4.2%	66 93.0%	71 100.0%
Lothian and Borders	1 9.1%	0 0.0%	0 0.0%	4 36.4%	6 54.5%	11 100.0%
North Strathclyde	0 0.0%	2 2.3%	4 4.5%	7 8.0%	75 85.2%	88 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	7 9.6%	6 8.2%	60 82.2%	73 100.0%
Tayside, Central and Fife	0 0.0%	1 1.7%	4 6.7%	32 53.3%	23 38.3%	60 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	2 4.9%	0 0.0%	39 95.1%	41 100.0%
Total	3 0.7%	3 0.7%	24 5.4%	61 13.8%	350 79.4%	441 100.0%

Table 7.32 Safety & Security of Witness Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	0 0.0%	2 33.3%	4 66.7%	6 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	2 7.4%	25 92.6%	27 100.0%
3 Jurors (selected and not selected)	0 0.0%	1 4.0%	4 16.0%	4 16.0%	16 64.0%	25 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	1 4.3%	1 4.3%	21 91.3%	23 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.7%	0 0.0%	2 1.4%	27 18.9%	113 79.0%	143 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	1 1.6%	1 1.6%	2 3.2%	59 93.7%	63 100.0%
8 All other professionals	2 1.3%	1 0.6%	16 10.4%	23 14.9%	112 72.7%	154 100.0%
Total	3 0.7%	3 0.7%	24 5.4%	61 13.8%	350 79.4%	441 100.0%

Table 7.33 Comfort of Public Entrance/Area Outside the Court Building by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.3%	9 2.8%	111 34.4%	26 8.0%	176 54.5%	323 100.0%
Grampian, Highland and Islands	0 0.0%	7 3.1%	76 33.8%	34 15.1%	108 48.0%	225 100.0%
Lothian and Borders	5 2.0%	18 7.2%	62 24.9%	54 21.7%	110 44.2%	249 100.0%
North Strathclyde	3 0.9%	5 1.6%	79 25.0%	80 25.3%	149 47.2%	316 100.0%
South Strathclyde, Dumfries and Galloway	2 0.7%	2 0.7%	24 8.5%	23 8.2%	231 81.9%	282 100.0%
Tayside, Central and Fife	4 2.2%	15 8.2%	74 40.7%	32 17.6%	57 31.3%	182 100.0%
Court of Session and High Court	2 0.7%	10 3.3%	99 32.9%	66 21.9%	124 41.2%	301 100.0%
Total	17 0.9%	66 3.5%	525 28.0%	315 16.8%	955 50.9%	1878 100.0%

Table 7.34 Comfort of Public Entrance/Area Outside the Court Building by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	5 1.1%	21 4.6%	107 23.2%	42 9.1%	286 62.0%	461 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 1.1%	2 2.3%	26 29.9%	13 14.9%	45 51.7%	87 100.0%
3 Jurors (selected and not selected)	6 1.8%	11 3.4%	71 21.8%	91 27.9%	147 45.1%	326 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	2 2.0%	46 46.0%	22 22.0%	30 30.0%	100 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	1 0.4%	7 2.8%	60 24.1%	41 16.5%	140 56.2%	249 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.5%	6 2.9%	60 29.4%	24 11.8%	113 55.4%	204 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.5%	9 4.6%	67 34.5%	28 14.4%	89 45.9%	194 100.0%
8 All other professionals	2 0.8%	8 3.1%	88 34.2%	54 21.0%	105 40.9%	257 100.0%
Total	17 0.9%	66 3.5%	525 28.0%	315 16.8%	955 50.9%	1878 100.0%

Table 7.35 Cleanliness of Public Entrance/Area Outside the Court Building by Sherifffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	29 9.0%	111 34.3%	184 56.8%	324 100.0%
Grampian, Highland and Islands	0 0.0%	1 0.4%	5 2.2%	55 24.6%	163 72.8%	224 100.0%
Lothian and Borders	0 0.0%	3 1.2%	19 7.8%	68 27.8%	155 63.3%	245 100.0%
North Strathclyde	2 0.6%	1 0.3%	50 16.2%	59 19.1%	197 63.8%	309 100.0%
South Strathclyde, Dumfries and Galloway	1 0.4%	2 0.7%	10 3.6%	30 10.7%	237 84.6%	280 100.0%
Tayside, Central and Fife	1 0.5%	6 3.3%	31 17.0%	68 37.4%	76 41.8%	182 100.0%
Court of Session and High Court	2 0.7%	1 0.3%	12 4.0%	129 43.3%	154 51.7%	298 100.0%
Total	6 0.3%	14 0.8%	156 8.4%	520 27.9%	1166 62.6%	1862 100.0%

Table 7.36 Cleanliness of Public Entrance/Area Outside the Court Building by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 0.2%	3 0.7%	32 7.0%	90 19.6%	334 72.6%	460 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 1.1%	7 8.0%	20 23.0%	59 67.8%	87 100.0%
3 Jurors (selected and not selected)	3 0.9%	4 1.3%	27 8.5%	94 29.6%	190 59.7%	318 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	10 9.9%	42 41.6%	49 48.5%	101 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	1 0.4%	19 7.7%	60 24.2%	168 67.7%	248 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	2 1.0%	15 7.5%	57 28.4%	127 63.2%	201 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	0 0.0%	18 9.4%	70 36.5%	104 54.2%	192 100.0%
8 All other professionals	2 0.8%	3 1.2%	28 11.0%	87 34.1%	135 52.9%	255 100.0%
Total	6 0.3%	14 0.8%	156 8.4%	520 27.9%	1166 62.6%	1862 100.0%

Table 7.37 Safety & Security of Public Entrance/Area Outside the Court Building by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	6 1.9%	85 26.2%	42 13.0%	191 59.0%	324 100.0%
Grampian, Highland and Islands	1 0.4%	0 0.0%	51 22.8%	41 18.3%	131 58.5%	224 100.0%
Lothian and Borders	3 1.2%	5 2.0%	38 15.4%	66 26.8%	134 54.5%	246 100.0%
North Strathclyde	1 0.3%	6 1.9%	65 21.0%	68 21.9%	170 54.8%	310 100.0%
South Strathclyde, Dumfries and Galloway	5 1.8%	3 1.1%	14 5.0%	21 7.5%	238 84.7%	281 100.0%
Tayside, Central and Fife	2 1.1%	8 4.4%	30 16.6%	67 37.0%	74 40.9%	181 100.0%
Court of Session and High Court	1 0.3%	4 1.3%	67 22.4%	84 28.1%	143 47.8%	299 100.0%
Total	13 0.7%	32 1.7%	350 18.8%	389 20.9%	1081 58.0%	1865 100.0%

Table 7.38 Safety & Security of Public Entrance/Area Outside the Court Building by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	5 1.1%	43 9.3%	83 18.0%	329 71.5%	460 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	14 16.1%	20 23.0%	53 60.9%	87 100.0%
3 Jurors (selected and not selected)	9 2.8%	8 2.5%	53 16.6%	77 24.1%	172 53.9%	319 100.0%
4 Victims in a criminal case and supporters of victims	1 1.0%	2 2.0%	38 37.6%	28 27.7%	32 31.7%	101 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	2 0.8%	34 13.7%	48 19.4%	164 66.1%	248 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.5%	2 1.0%	40 19.7%	46 22.7%	114 56.2%	203 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.5%	6 3.1%	52 27.2%	33 17.3%	99 51.8%	191 100.0%
8 All other professionals	1 0.4%	7 2.7%	76 29.7%	54 21.1%	118 46.1%	256 100.0%
Total	13 0.7%	32 1.7%	350 18.8%	389 20.9%	1081 58.0%	1865 100.0%

Table 7.39 Comfort of Agents' Room/Solicitors' Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	3 7.5%	3 7.5%	16 40.0%	18 45.0%	40 100.0%
Grampian, Highland and Islands	0 0.0%	3 8.8%	2 5.9%	8 23.5%	21 61.8%	34 100.0%
Lothian and Borders	0 0.0%	0 0.0%	4 80.0%	0 0.0%	1 20.0%	5 100.0%
North Strathclyde	1 2.3%	3 7.0%	3 7.0%	8 18.6%	28 65.1%	43 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 6.3%	12 37.5%	18 56.3%	32 100.0%
Tayside, Central and Fife	4 9.1%	5 11.4%	5 11.4%	12 27.3%	18 40.9%	44 100.0%
Court of Session and High Court	0 0.0%	1 4.8%	1 4.8%	3 14.3%	16 76.2%	21 100.0%
Total	5 2.3%	15 6.8%	20 9.1%	59 26.9%	120 54.8%	219 100.0%

Table 7.40 Comfort of Agents' Room/Solicitors' Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	1 20.0%	0 0.0%	3 60.0%	1 20.0%	5 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	1 33.3%	2 66.7%	3 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
7 Advocates, Solicitors and Solicitor Advocates	5 2.5%	13 6.5%	19 9.5%	49 24.6%	113 56.8%	199 100.0%
8 All other professionals	0 0.0%	1 11.1%	0 0.0%	4 44.4%	4 44.4%	9 100.0%
Total	5 2.3%	15 6.8%	20 9.1%	59 26.9%	120 54.8%	219 100.0%

Table 7.41 Cleanliness of Agents' Room/Solicitors' Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 2.4%	4 9.8%	9 22.0%	27 65.9%	41 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	3 8.8%	6 17.6%	25 73.5%	34 100.0%
Lothian and Borders	0 0.0%	0 0.0%	3 60.0%	0 0.0%	2 40.0%	5 100.0%
North Strathclyde	2 4.7%	0 0.0%	3 7.0%	5 11.6%	33 76.7%	43 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	0 0.0%	9 30.0%	21 70.0%	30 100.0%
Tayside, Central and Fife	0 0.0%	1 2.3%	8 18.2%	8 18.2%	27 61.4%	44 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	1 4.8%	1 4.8%	19 90.5%	21 100.0%
Total	2 0.9%	2 0.9%	22 10.1%	38 17.4%	154 70.6%	218 100.0%

Table 7.42 Cleanliness of Agents' Room/Solicitors' Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	1 20.0%	2 40.0%	2 40.0%	5 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 1.0%	2 1.0%	19 9.6%	32 16.2%	143 72.2%	198 100.0%
8 All other professionals	0 0.0%	0 0.0%	1 10.0%	3 30.0%	6 60.0%	10 100.0%
Total	2 0.9%	2 0.9%	22 10.1%	38 17.4%	154 70.6%	218 100.0%

Table 7.43 Safety & Security of Agents' Room/Solicitors' Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	1 2.4%	5 12.2%	35 85.4%	41 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	4 11.8%	5 14.7%	25 73.5%	34 100.0%
Lothian and Borders	0 0.0%	0 0.0%	2 40.0%	0 0.0%	3 60.0%	5 100.0%
North Strathclyde	3 7.0%	1 2.3%	3 7.0%	4 9.3%	32 74.4%	43 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 6.7%	3 10.0%	25 83.3%	30 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	5 11.4%	14 31.8%	25 56.8%	44 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	0 0.0%	2 10.0%	18 90.0%	20 100.0%
Total	3 1.4%	1 0.5%	17 7.8%	33 15.2%	163 75.1%	217 100.0%

Table 7.44 Safety & Security of Agents' Room/Solicitors' Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	0 0.0%	3 60.0%	2 40.0%	5 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 1.0%	1 0.5%	16 8.1%	26 13.2%	152 77.2%	197 100.0%
8 All other professionals	1 10.0%	0 0.0%	0 0.0%	3 30.0%	6 60.0%	10 100.0%
Total	3 1.4%	1 0.5%	17 7.8%	33 15.2%	163 75.1%	217 100.0%

Table 7.45 Comfort of Cells in Court Building by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 28.6%	1 7.1%	7 50.0%	0 0.0%	2 14.3%	14 100.0%
Grampian, Highland and Islands	1 7.7%	3 23.1%	5 38.5%	1 7.7%	3 23.1%	13 100.0%
Lothian and Borders	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
North Strathclyde	4 26.7%	1 6.7%	6 40.0%	0 0.0%	4 26.7%	15 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	4 33.3%	4 33.3%	2 16.7%	2 16.7%	12 100.0%
Tayside, Central and Fife	6 46.2%	1 7.7%	3 23.1%	0 0.0%	3 23.1%	13 100.0%
Court of Session and High Court	0 0.0%	1 11.1%	4 44.4%	3 33.3%	1 11.1%	9 100.0%
Total	15 19.5%	11 14.3%	29 37.7%	7 9.1%	15 19.5%	77 100.0%

Table 7.46 Comfort of Cells in Court Building by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	6 46.2%	1 7.7%	5 38.5%	1 7.7%	0 0.0%	13 100.0%
7 Advocates, solicitors and solicitor advocates	5 13.2%	6 15.8%	15 39.5%	2 5.3%	10 26.3%	38 100.0%
8 All other professionals	4 15.4%	4 15.4%	9 34.6%	4 15.4%	5 19.2%	26 100.0%
Total	15 19.5%	11 14.3%	29 37.7%	7 9.1%	15 19.5%	77 100.0%

Table 7.47 Cleanliness of Cells in Court Building by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 6.7%	3 20.0%	2 13.3%	3 20.0%	6 40.0%	15 100.0%
Grampian, Highland and Islands	1 7.7%	1 7.7%	2 15.4%	3 23.1%	6 46.2%	13 100.0%
Lothian and Borders	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	2 13.3%	1 6.7%	2 13.3%	3 20.0%	7 46.7%	15 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	1 8.3%	2 16.7%	9 75.0%	12 100.0%
Tayside, Central and Fife	0 0.0%	2 15.4%	3 23.1%	3 23.1%	5 38.5%	13 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	2 22.2%	5 55.6%	2 22.2%	9 100.0%
Total	4 5.1%	7 9.0%	13 16.7%	19 24.4%	35 44.9%	78 100.0%

Table 7.48 Cleanliness of Cells in Court Building by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 7.7%	2 15.4%	2 15.4%	4 30.8%	4 30.8%	13 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 5.3%	1 2.6%	8 21.1%	7 18.4%	20 52.6%	38 100.0%
8 All other professionals	1 3.7%	4 14.8%	3 11.1%	8 29.6%	11 40.7%	27 100.0%
Total	4 5.1%	7 9.0%	13 16.7%	19 24.4%	35 44.9%	78 100.0%

Table 7.49 Safety & Security of Cells in Court Building by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	1 6.7%	1 6.7%	13 86.7%	15 100.0%
Grampian, Highland and Islands	0 0.0%	1 7.7%	1 7.7%	1 7.7%	10 76.9%	13 100.0%
Lothian and Borders	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
North Strathclyde	1 6.7%	2 13.3%	1 6.7%	2 13.3%	9 60.0%	15 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	2 15.4%	2 15.4%	9 69.2%	13 100.0%
Tayside, Central and Fife	1 7.7%	1 7.7%	1 7.7%	4 30.8%	6 46.2%	13 100.0%
Court of Session and High Court	0 0.0%	1 11.1%	0 0.0%	2 22.2%	6 66.7%	9 100.0%
Total	2 2.5%	5 6.3%	6 7.6%	13 16.5%	53 67.1%	79 100.0%

Table 7.50 Safety & Security of Cells in Court Building by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	1 7.1%	1 7.1%	1 7.1%	4 28.6%	7 50.0%	14 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 2.6%	3 7.9%	4 10.5%	2 5.3%	28 73.7%	38 100.0%
8 All other professionals	0 0.0%	1 3.7%	1 3.7%	7 25.9%	18 66.7%	27 100.0%
Total	2 2.5%	5 6.3%	6 7.6%	13 16.5%	53 67.1%	79 100.0%

Table 7.51 Comfort of Sheriff Clerk's Office/Offices of Court by Sherifffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	16 21.9%	20 27.4%	37 50.7%	73 100.0%
Grampian, Highland and Islands	1 1.0%	1 1.0%	8 7.9%	25 24.8%	66 65.3%	101 100.0%
Lothian and Borders	1 4.3%	0 0.0%	3 13.0%	2 8.7%	17 73.9%	23 100.0%
North Strathclyde	0 0.0%	0 0.0%	11 11.2%	21 21.4%	66 67.3%	98 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	1 1.3%	5 6.3%	73 92.4%	79 100.0%
Tayside, Central and Fife	0 0.0%	2 2.1%	20 21.3%	45 47.9%	27 28.7%	94 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	9 20.0%	34 75.6%	2 4.4%	45 100.0%
Total	2 0.4%	3 0.6%	68 13.3%	152 29.6%	288 56.1%	513 100.0%

Table 7.52 Comfort of Sheriff Clerk's Office/Offices of Court by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	5 27.8%	7 38.9%	6 33.3%	18 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	1 7.1%	5 35.7%	8 57.1%	14 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	0 0.0%	7 50.0%	7 50.0%	14 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	3 15.8%	11 57.9%	5 26.3%	19 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	1 0.3%	1 0.3%	32 10.3%	67 21.5%	210 67.5%	311 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	5 38.5%	5 38.5%	3 23.1%	13 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 1.5%	1 1.5%	15 23.1%	24 36.9%	24 36.9%	65 100.0%
8 All other professionals	0 0.0%	1 1.7%	7 11.9%	26 44.1%	25 42.4%	59 100.0%
Total	2 0.4%	3 0.6%	68 13.3%	152 29.6%	288 56.1%	513 100.0%

Table 7.53 Cleanliness of Sheriff Clerk's Office/Offices of Court by Sheriffdom

	Cleanliness			Total
	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	2 2.7%	4 5.3%	69 92.0%	75 100.0%
Grampian, Highland and Islands	0 0.0%	8 8.0%	92 92.0%	100 100.0%
Lothian and Borders	1 4.2%	2 8.3%	21 87.5%	24 100.0%
North Strathclyde	2 2.1%	6 6.3%	88 91.7%	96 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	3 3.8%	75 96.2%	78 100.0%
Tayside, Central and Fife	6 6.5%	40 43.0%	47 50.5%	93 100.0%
Court of Session and High Court	0 0.0%	1 2.2%	44 97.8%	45 100.0%
Total	11 2.2%	64 12.5%	436 85.3%	511 100.0%

Table 7.54 Cleanliness of Sheriff Clerk's Office/Offices of Court by User Group

	Cleanliness			Total
	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	4 22.2%	14 77.8%	18 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	2 14.3%	12 85.7%	14 100.0%
3 Jurors (selected and not selected)	0 0.0%	1 8.3%	11 91.7%	12 100.0%
4 Victims in a criminal case and supporters of victims	1 5.0%	0 0.0%	19 95.0%	20 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	4 1.3%	37 11.9%	271 86.9%	312 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	2 16.7%	10 83.3%	12 100.0%
7 Advocates, Solicitors and Solicitor Advocates	6 9.4%	9 14.1%	49 76.6%	64 100.0%
8 All other professionals	0 0.0%	9 15.3%	50 84.7%	59 100.0%
Total	11 2.2%	64 12.5%	436 85.3%	511 100.0%

Table 7.55 Safety & Security of Sheriff Clerk's Office/Offices of Court by Sheriffdom

	Safety & Security				Total
	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 1.3%	7 9.3%	67 89.3%	75 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	9 9.0%	91 91.0%	100 100.0%
Lothian and Borders	0 0.0%	0 0.0%	2 8.3%	22 91.7%	24 100.0%
North Strathclyde	0 0.0%	3 3.1%	8 8.2%	86 88.7%	97 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.3%	1 1.3%	76 97.4%	78 100.0%
Tayside, Central and Fife	1 1.1%	10 10.8%	34 36.6%	48 51.6%	93 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	6 13.3%	39 86.7%	45 100.0%
Total	1 0.2%	15 2.9%	67 13.1%	429 83.8%	512 100.0%

Table 7.56 Safety & Security of Sheriff Clerk's Office/Offices of Court by User Group

	Safety & Security				Total
	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	6 33.3%	12 66.7%	18 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 7.1%	0 0.0%	1 7.1%	12 85.7%	14 100.0%
3 Jurors (selected and not selected)	0 0.0%	0 0.0%	1 8.3%	11 91.7%	12 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	2 10.0%	18 90.0%	20 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	7 2.2%	33 10.6%	272 87.2%	312 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	3 25.0%	9 75.0%	12 100.0%
7 Advocates, Solicitors and Solicitor Advocates	0 0.0%	7 10.8%	9 13.8%	49 75.4%	65 100.0%
8 All other professionals	0 0.0%	1 1.7%	12 20.3%	46 78.0%	59 100.0%
Total	1 0.2%	15 2.9%	67 13.1%	429 83.8%	512 100.0%

Table 7.57 Comfort of Toilets in Court Building by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.4%	9 3.9%	93 40.4%	55 23.9%	72 31.3%	230 100.0%
Grampian, Highland and Islands	1 0.6%	3 1.9%	29 18.8%	53 34.4%	68 44.2%	154 100.0%
Lothian and Borders	2 3.3%	2 3.3%	16 26.7%	18 30.0%	22 36.7%	60 100.0%
North Strathclyde	1 0.5%	5 2.5%	62 31.5%	36 18.3%	93 47.2%	197 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 1.3%	18 11.8%	40 26.3%	92 60.5%	152 100.0%
Tayside, Central and Fife	5 2.8%	14 7.9%	34 19.2%	89 50.3%	35 19.8%	177 100.0%
Court of Session and High Court	1 0.4%	2 0.8%	63 26.1%	90 37.3%	85 35.3%	241 100.0%
Total	11 0.9%	37 3.1%	315 26.0%	381 31.5%	467 38.6%	1211 100.0%

Table 7.58 Comfort of Toilets in Court Building by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	3 1.1%	11 3.9%	61 21.6%	76 26.9%	132 46.6%	283 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 1.6%	1 1.6%	18 28.6%	17 27.0%	26 41.3%	63 100.0%
3 Jurors (selected and not selected)	3 1.0%	9 3.1%	52 17.8%	98 33.6%	130 44.5%	292 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	4 5.1%	32 40.5%	28 35.4%	15 19.0%	79 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	21 48.8%	18 41.9%	4 9.3%	43 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	4 3.0%	39 29.5%	42 31.8%	47 35.6%	132 100.0%
7 Advocates, Solicitors and Solicitor Advocates	2 1.3%	1 0.6%	44 28.6%	44 28.6%	63 40.9%	154 100.0%
8 All other professionals	2 1.2%	7 4.2%	48 29.1%	58 35.2%	50 30.3%	165 100.0%
Total	11 0.9%	37 3.1%	315 26.0%	381 31.5%	467 38.6%	1211 100.0%

Table 7.59 Cleanliness of Toilets in Court Building by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	2 0.9%	4 1.7%	30 13.0%	105 45.5%	90 39.0%	231 100.0%
Grampian, Highland and Islands	2 1.3%	1 0.7%	6 3.9%	34 22.2%	110 71.9%	153 100.0%
Lothian and Borders	1 1.7%	4 6.9%	3 5.2%	17 29.3%	33 56.9%	58 100.0%
North Strathclyde	0 0.0%	5 2.6%	19 9.8%	50 25.9%	119 61.7%	193 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	12 7.9%	39 25.8%	100 66.2%	151 100.0%
Tayside, Central and Fife	4 2.3%	12 6.8%	18 10.2%	83 47.2%	59 33.5%	176 100.0%
Court of Session and High Court	1 0.4%	2 0.8%	7 3.0%	71 30.0%	156 65.8%	237 100.0%
Total	10 0.8%	28 2.3%	95 7.9%	399 33.3%	667 55.6%	1199 100.0%

Table 7.60 Cleanliness of Toilets in Court Building by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	4 1.4%	8 2.8%	20 7.1%	97 34.3%	154 54.4%	283 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 1.6%	2 3.2%	5 7.9%	24 38.1%	31 49.2%	63 100.0%
3 Jurors (selected and not selected)	1 0.4%	5 1.8%	19 6.8%	76 27.1%	179 63.9%	280 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	1 1.3%	7 8.8%	32 40.0%	40 50.0%	80 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	4 9.3%	25 58.1%	14 32.6%	43 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	1 0.8%	3 2.3%	10 7.6%	47 35.6%	71 53.8%	132 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.6%	0 0.0%	14 9.1%	42 27.3%	97 63.0%	154 100.0%
8 All other professionals	2 1.2%	9 5.5%	16 9.8%	56 34.1%	81 49.4%	164 100.0%
Total	10 0.8%	28 2.3%	95 7.9%	399 33.3%	667 55.6%	1199 100.0%

Table 7.61 Safety & Security of Toilets in Court Building by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.4%	1 0.4%	30 12.9%	101 43.5%	99 42.7%	232 100.0%
Grampian, Highland and Islands	0 0.0%	2 1.3%	9 5.9%	54 35.5%	87 57.2%	152 100.0%
Lothian and Borders	1 1.7%	2 3.4%	9 15.5%	14 24.1%	32 55.2%	58 100.0%
North Strathclyde	1 0.5%	4 2.1%	29 15.3%	48 25.3%	108 56.8%	190 100.0%
South Strathclyde, Dumfries and Galloway	1 0.7%	2 1.3%	6 4.0%	22 14.7%	119 79.3%	150 100.0%
Tayside, Central and Fife	2 1.1%	1 0.6%	16 9.2%	87 50.0%	68 39.1%	174 100.0%
Court of Session and High Court	1 0.4%	1 0.4%	9 3.8%	101 42.6%	125 52.7%	237 100.0%
Total	7 0.6%	13 1.1%	108 9.1%	427 35.8%	638 53.5%	1193 100.0%

Table 7.62 Safety & Security of Toilets in Court Building by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	3 1.1%	21 7.4%	93 33.0%	165 58.5%	282 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	3 4.8%	26 41.3%	34 54.0%	63 100.0%
3 Jurors (selected and not selected)	3 1.1%	2 0.7%	19 6.9%	72 26.0%	181 65.3%	277 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	13 16.3%	39 48.8%	28 35.0%	80 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	0 0.0%	3 7.0%	31 72.1%	9 20.9%	43 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	2 1.5%	13 9.8%	53 40.2%	64 48.5%	132 100.0%
7 Advocates, Solicitors and Solicitor Advocates	3 1.9%	3 1.9%	17 11.0%	38 24.7%	93 60.4%	154 100.0%
8 All other professionals	1 0.6%	3 1.9%	19 11.7%	75 46.3%	64 39.5%	162 100.0%
Total	7 0.6%	13 1.1%	108 9.1%	427 35.8%	638 53.5%	1193 100.0%

Table 7.63 Comfort of Cafeteria (public or staff) by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	3 2.9%	4 3.8%	54 51.9%	43 41.3%	104 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	1 4.5%	2 9.1%	19 86.4%	22 100.0%
Lothian and Borders	0 0.0%	2 10.0%	2 10.0%	6 30.0%	10 50.0%	20 100.0%
North Strathclyde	2 2.6%	0 0.0%	6 7.8%	26 33.8%	43 55.8%	77 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.7%	3 5.0%	7 11.7%	49 81.7%	60 100.0%
Tayside, Central and Fife	1 1.6%	2 3.1%	12 18.8%	28 43.8%	21 32.8%	64 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	7 6.0%	50 43.1%	59 50.9%	116 100.0%
Total	3 0.6%	8 1.7%	35 7.6%	173 37.4%	244 52.7%	463 100.0%

Table 7.64 Comfort of Cafeteria (public or staff) by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	1 1.5%	5 7.7%	21 32.3%	38 58.5%	65 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 4.3%	1 4.3%	7 30.4%	14 60.9%	23 100.0%
3 Jurors (selected and not selected)	1 1.2%	3 3.5%	14 16.5%	33 38.8%	34 40.0%	85 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	0 0.0%	20 58.8%	14 41.2%	34 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	2 3.4%	22 37.3%	35 59.3%	59 100.0%
7 Advocates, solicitors and solicitor advocates	2 1.7%	1 0.9%	8 7.0%	43 37.4%	61 53.0%	115 100.0%
8 All other professionals	0 0.0%	2 2.4%	5 6.1%	27 32.9%	48 58.5%	82 100.0%
Total	3 0.6%	8 1.7%	35 7.6%	173 37.4%	244 52.7%	463 100.0%

Table 7.65 Cleanliness of Cafeteria (public or staff) by Sheriffdom

	Cleanliness				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	5 4.9%	11 10.7%	87 84.5%	103 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	0 0.0%	22 100.0%	22 100.0%
Lothian and Borders	0 0.0%	0 0.0%	3 15.8%	16 84.2%	19 100.0%
North Strathclyde	1 1.4%	4 5.4%	17 23.0%	52 70.3%	74 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.7%	4 6.7%	55 91.7%	60 100.0%
Tayside, Central and Fife	0 0.0%	6 9.4%	23 35.9%	35 54.7%	64 100.0%
Court of Session and High Court	0 0.0%	2 1.8%	13 11.6%	97 86.6%	112 100.0%
Total	1 0.2%	18 4.0%	71 15.6%	364 80.2%	454 100.0%

Table 7.66 Cleanliness of Cafeteria (public or staff) by User Group

	Cleanliness				Total
	Very Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	16 24.6%	49 75.4%	65 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	1 4.3%	3 13.0%	19 82.6%	23 100.0%
3 Jurors (selected and not selected)	0 0.0%	5 6.4%	22 28.2%	51 65.4%	78 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	2 5.9%	32 94.1%	34 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	1 1.7%	4 6.8%	54 91.5%	59 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.9%	4 3.5%	14 12.3%	95 83.3%	114 100.0%
8 All other professionals	0 0.0%	7 8.6%	10 12.3%	64 79.0%	81 100.0%
Total	1 0.2%	18 4.0%	71 15.6%	364 80.2%	454 100.0%

Table 7.67 Safety & Security of Cafeteria (public or staff) by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	4 3.9%	50 49.0%	48 47.1%	102 100.0%
Grampian, Highland and Islands	0 0.0%	0 0.0%	0 0.0%	0 0.0%	22 100.0%	22 100.0%
Lothian and Borders	0 0.0%	1 5.3%	1 5.3%	6 31.6%	11 57.9%	19 100.0%
North Strathclyde	1 1.4%	0 0.0%	10 13.7%	17 23.3%	45 61.6%	73 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.6%	3 4.9%	5 8.2%	52 85.2%	61 100.0%
Tayside, Central and Fife	1 1.6%	1 1.6%	4 6.3%	24 37.5%	34 53.1%	64 100.0%
Court of Session and High Court	0 0.0%	0 0.0%	3 2.7%	50 44.6%	59 52.7%	112 100.0%
Total	2 0.4%	3 0.7%	25 5.5%	152 33.6%	271 59.8%	453 100.0%

Table 7.68 Safety & Security of Cafeteria (public or staff) by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	0 0.0%	0 0.0%	2 3.1%	18 27.7%	45 69.2%	65 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	0 0.0%	0 0.0%	1 4.3%	10 43.5%	12 52.2%	23 100.0%
3 Jurors (selected and not selected)	1 1.3%	1 1.3%	6 7.7%	17 21.8%	53 67.9%	78 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	0 0.0%	0 0.0%	18 52.9%	16 47.1%	34 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	0 0.0%	0 0.0%	3 5.1%	19 32.2%	37 62.7%	59 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.9%	2 1.8%	8 7.0%	35 30.7%	68 59.6%	114 100.0%
8 All other professionals	0 0.0%	0 0.0%	5 6.3%	35 43.8%	40 50.0%	80 100.0%
Total	2 0.4%	3 0.7%	25 5.5%	152 33.6%	271 59.8%	453 100.0%

Table 8.1 Satisfaction with Overall Service Provided by the Scottish Court Service by Sheriffdom

	Overall Satisfaction					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.3%	2 0.6%	8 2.2%	80 22.3%	268 74.7%	359 100.0%
Grampian, Highland and Islands	3 0.7%	7 1.5%	30 6.6%	92 20.3%	322 70.9%	454 100.0%
Lothian and Borders	3 1.1%	6 2.3%	30 11.4%	124 47.0%	101 38.3%	264 100.0%
North Strathclyde	1 0.2%	2 0.5%	19 4.5%	121 28.6%	280 66.2%	423 100.0%
South Strathclyde, Dumfries and Galloway	1 0.3%	3 0.8%	18 4.9%	47 12.7%	300 81.3%	369 100.0%
Tayside, Central and Fife	17 3.1%	14 2.5%	108 19.6%	167 30.3%	245 44.5%	551 100.0%
Court of Session and High Court	0 0.0%	3 0.8%	21 5.4%	89 22.9%	276 71.0%	389 100.0%
Total	26 0.9%	37 1.3%	234 8.3%	720 25.6%	1792 63.8%	2809 100.0%

Table 8.2 Satisfaction with Overall Service Provided by the Scottish Court Service by User Group

	Overall Satisfaction					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Dissatisfied nor Satisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case and supporters of accused	18 2.4%	16 2.1%	101 13.3%	214 28.2%	410 54.0%	759 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	1 0.7%	1 0.7%	17 11.5%	35 23.6%	94 63.5%	148 100.0%
3 Jurors (selected and not selected)	1 0.2%	7 1.6%	36 8.3%	138 31.8%	252 58.1%	434 100.0%
4 Victims in a criminal case and supporters of victims	0 0.0%	1 0.8%	8 6.8%	38 32.2%	71 60.2%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0 0.0%	2 0.5%	11 2.7%	67 16.5%	325 80.2%	405 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	2 0.6%	3 0.9%	25 7.9%	77 24.4%	209 66.1%	316 100.0%
7 Advocates, Solicitors and Solicitor Advocates	1 0.4%	3 1.1%	17 6.2%	66 24.1%	187 68.2%	274 100.0%
8 All other professionals	3 0.8%	4 1.1%	19 5.4%	85 23.9%	244 68.7%	355 100.0%
Total	26 0.9%	37 1.3%	234 8.3%	720 25.6%	1792 63.8%	2809 100.0%

Table 8.3 Knowledge about Providing Feedback by Sheriffdom

	Do you know how to make a complaint or provide feedback		Total
	Yes	No	
Glasgow and Strathkelvin	205 57.3%	153 42.7%	358 100.0%
Grampian, Highland and Islands	218 48.1%	235 51.9%	453 100.0%
Lothian and Borders	100 37.3%	168 62.7%	268 100.0%
North Strathclyde	211 50.6%	206 49.4%	417 100.0%
South Strathclyde, Dumfries and Galloway	209 57.3%	156 42.7%	365 100.0%
Tayside, Central and Fife	222 40.7%	323 59.3%	545 100.0%
Court of Session and High Court	176 46.2%	205 53.8%	381 100.0%
Total	1341 48.1%	1446 51.9%	2787 100.0%

Table 8.4 Knowledge about Providing Feedback by User Group

	Do you know how to make a complaint or provide feedback		Total
	Yes	No	
1 Accused in a criminal case and supporters of accused	277 36.6%	480 63.4%	757 100.0%
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	47 32.2%	99 67.8%	146 100.0%
3 Jurors (selected and not selected)	217 51.5%	204 48.5%	421 100.0%
4 Victims in a criminal case and supporters of victims	35 29.7%	83 70.3%	118 100.0%
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	134 33.0%	272 67.0%	406 100.0%
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	104 32.8%	213 67.2%	317 100.0%
7 Advocates, Solicitors and Solicitor Advocates	237 88.1%	32 11.9%	269 100.0%
8 All other professionals	290 82.2%	63 17.8%	353 100.0%
Total	1341 48.1%	1446 51.9%	2787 100.0%

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