

Scottish Court Service Customer Satisfaction Survey 2006

Final Report

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Introduction

In 2006, as in the previous three years, a survey of satisfaction was carried out on behalf of the Scottish Court Service (SCS) to explore satisfaction with the services it provides.

This report presents the findings from the 2006 survey which was carried out between May and July 2006. This year, all courts within the SCS estate were surveyed, and data were collected at each location with the exception of Stonehaven (due to a shortage of business on the scheduled fieldwork day). Across the 48 Sheriff courts surveyed, the three High Court sites in Edinburgh, Glasgow and Aberdeen and the Court of Session, a total of 2435 people took part.

Respondents were classified according to their purpose for attending court, either as a non-professional or professional court user. This year, 72% of respondents regarded themselves as non-professional court users with the remaining 28% attending court as part of their professional/working role. These two user groups were further disaggregated according to their reasons for attending court and a detailed breakdown of responses by these lower level user group categories can be found in Appendix A.

This report presents data at the user group and Sheriffdom level. For the purposes of analysis, the Supreme Courts were grouped together as if they were a seventh Sheriffdom and are frequently referred to as such in this report. The distribution of responses across the estate was, Glasgow and Strathkelvin (10%), Grampian, Highland and Islands (16%), Lothian and Borders (13%), North Strathclyde (15%), South Strathclyde, Dumfries and Galloway (15%), Tayside, Central and Fife (19%) and the Supreme Courts (12%).

Respondent Demographics

The majority of respondents were male (63%) and most were aged between 25 and 54 (68%). Most respondents described themselves as White-Scottish (90%) with a further 7% being White-Other British. No other ethnic group accounted for more than 1% of respondents. Only 2% of respondents reported that English was not their first language.

Across the sample, 4% of respondents said that they had a longstanding illness, disability or infirmity which meant that they required special facilities when using public buildings. Just over half of these respondents said that their special needs had been catered for by the court. Where dissatisfaction was noted, this related to lack of lifts in the court building, or that lifts were unsuitable for wheelchairs. The lack of disabled parking bays close to some of the court buildings was also cited.



This year, for the first time, respondents were asked if they had any communication and/or reading needs. Instances of this were minimal with 1% saying that they had special needs (including dyslexia and the need for assistance with reading and/or using induction loops).

Survey Results

As in previous years, the survey revealed generally high levels of satisfaction with most aspects of the Service's delivery.

Overall Satisfaction

The majority of respondents (77%) reported that they were either fairly or very satisfied overall with the service provided by SCS. When overall satisfaction was analysed by core user group, professional court users were more satisfied overall with the service provided (84%) than non-professional court users (74%).

Although the majority of users were fairly or very satisfied overall in each Sheriffdom, the proportions who were satisfied ranged from 63% in Lothian and Borders to 87% in South Strathclyde, Dumfries and Galloway. Differences in satisfaction between Sheriffdoms may be due, in part, to variations in the proportions of professional and non-professional user groups across regions.

Familiarity with Attending Court

The majority of respondents (72%) said that they had previously visited the court at which they were interviewed in some capacity.

Jurors, victims in a criminal case and supporters of victims were the least likely to have visited the court building previously whilst almost all professional users had previously visited the building.

Many of the non-professionals reported that they had not been sent any information or directions helping them to find their way to court. That said, it appears that buildings were easy to find, even for first time visitors. Almost all (94%) respondents said that it was also easy to find their way around the court building.

Around 40% of all respondents said that they had used the SCS website to obtain court addresses/telephone numbers/directions to court. The most common reason for using the website, however, was to obtain information about daily business – 80% of all uses reported by respondents were for this purpose.

Satisfaction with Court Staff

Almost three quarters of respondents (73%, n=1770) reported that they had had some contact with the court staff on the day that they were surveyed.



Ratings of satisfaction for staff interaction were high for helpfulness (79% of respondents found SCS staff to be very helpful) and politeness (83% of respondents reported that SCS staff were very polite). These ratings were consistently high across different user groups and Sheriffdoms.

Ratings were less favourable regarding information provided to visitors about what would happen during their visit and what they should do when they arrived.

The results show that court staff had explained proceedings to 43% of respondents, while 23% said that staff had not explained proceedings. Similarly, 47% of respondents said that they had been kept informed of proceedings whilst at the court, compared to 25% who had not.

Most respondents felt that, when information was provided, it was very or fairly accurate (94%). In most cases, information given to visitors on the day was also considered to be helpful (95%).

For all court staff contact questions, results were notably poorer for Glasgow and Strathkelvin compared to other Sheriffdoms, however, direct comparisons between Sheriffdoms are not possible due to differences in sample size and constitution.

Across all Sheriffdoms, the element with which respondents appeared to be particularly dissatisfied was where they were required to wait, either at the public counter or for other reasons. A total of 39% of respondents had been required to wait as part of their visit to the court. In most cases, this was due to other cases being prioritised before their own.

The main information that respondents would have liked across all Sheriffdoms, and which was not provided, was more information on the timings of cases, information on court procedures and what to expect, notification of cancellations, information regarding waiting times and clearer and more accurate information within the court showing what business was going on and where.

Over 70% of respondents in each Sheriffdom, ranging from 71% in North Strathclyde to 89% in Lothian and Borders, reported that they had not seen any notices or leaflets anywhere in the court building during their visit which told them who they should speak to if they wished to make a complaint.

Previous Contact with the Court

Across the seven Sheriffdoms, the main reason for respondents' most recent contact with the court was regarding a case. In all Sheriffdoms, (with the exception of the Supreme Courts), over 70% of respondents (ranging from 73% in North Strathclyde to 83% in Lothian and Borders) said this was the reason for their most recent contact. In the Supreme Courts, 70% of respondents reported that the reason for their most recent contact was regarding a case, while 19% of respondents were contacting the court for other reasons and 11% were contacting the court regarding jury duty.



Overall, the majority of respondents across all Sheriffdoms were either fairly or very satisfied with both the speed and the way in which their previous contact was dealt with. It is worth noting, however, that a higher percentage of respondents in Glasgow and Strathkelvin were either very or fairly dissatisfied with both these elements compared to the other Sheriffdoms.

All respondents who were unhappy with the way in which the previous contact was dealt with were given the opportunity to express their reasons. The main reasons given were that the process took too long, a lot of time was wasted, and people were being made to attend court even though they were never called.

Catering and Other Facilities

Use of catering facilities in court buildings was low with only 35% of all respondents saying that they had used one of the facilities offered.

Where facilities were used, this was most likely to be the cafeteria (59%) or tea/coffee dispenser (23%). Among those who used the cafeteria, 85% were either very or fairly satisfied with the service offered.

Despite low levels of use, 62% of respondents said that they were very or fairly satisfied with the facilities offered, 57% were either very or fairly satisfied with the range of food and drink available and 64% were either very or fairly satisfied with the quality of food and drink purchased.

Most visitors to court reported that they had used a court room (71%) as part of their visit and, for the most part, respondents were positive about the comfort and cleanliness of facilities.

The main reasons cited for dissatisfaction with court facilities were the poor quality and lack of seating, the court building and/or rooms/offices being too small or in need of more windows, the temperature in the building, a lack of interview rooms or other private areas where legal representatives and witness services can brief clients, lack of/poor quality of toilets and unclean cells.

Service Developments

All 2435 respondents were given the opportunity to detail any aspect of the service provided by the Scottish Court Service that they would like to change.

Encouragingly, 33% of those who answered said that there was nothing they would change. The main issues raised by respondents who would change something included better communication, accurate and regular updates from the court staff (15% of respondents) and improved time management, including not being made to wait at court when they are not needed (15% of respondents).



Main Predictors of Overall Satisfaction

The survey suggests that the main predictor of overall satisfaction with the Scottish Court Service is keeping users informed about how much longer they may have to wait when they are delayed in court and improvements here may act as a driver for future increases in satisfaction. This apart, the results of the 2006 survey are very positive with most respondents indicating that they were very or fairly satisfied both overall and with individual elements of their visit.



1 Introduction

1.1 Background

- 1.1.1 As an Executive Agency, the Scottish Court Service (SCS) is responsible for the speedy, efficient and cost effective administration of all Sheriff and Supreme Courts (i.e. the Court of Session and the High Court of Justiciary) throughout Scotland.
- 1.1.2 One of the key objectives for the SCS is to provide quality at all points of interaction with the court user, including court buildings, reception and waiting areas and public offices. To do this effectively requires an understanding of what court users expect. Court users include witnesses, jurors and members of the general public who visit the courts, including several specific diverse and vulnerable groups. SCS also recognises the need for the court environment to be one of accessibility, security and comfort.
- 1.1.3 In order to achieve these goals, it is essential that performance is systematically and consistently measured on a rolling basis, and includes feedback on service delivery. Guidelines for court services are set out in the SCS Court Users Charter and the SCS/Crown Office and Procurator Fiscal Service's 'Joint Statement on Crown Witnesses'.
- 1.1.4 The SCS is constantly striving to improve the range and thoroughness of its assessment. The use of customer satisfaction surveys provides one way in which the SCS aims to take forward user-led development and delivery of quality services.

1.2 The 2006 Customer Satisfaction Survey

- 1.2.1 In April 2006, MVA was commissioned by the Scottish Court Service to carry out a survey of customer satisfaction with professional and non-professional court users across Scotland.
- 1.2.2 The 2006 survey builds upon a 2003 Pilot survey, and similar exercises carried out in 2004 and 2005.
- 1.2.3 The principal aim of the research was to derive a measure of customer satisfaction with the services provided by the SCS in the Court of Session, the High Court of Justiciary, and the Sheriff Courts in Scotland for a key Ministerial target.

1.3 Methodological Approach

- 1.3.1 Essentially, the survey is an exit survey of users of all courts within the SCS estate, to canvass views on the experiences of using the court building and other court services. As in previous years, the survey combines interviewer administered questionnaires with self-completion questionnaires. The survey



is driven by broad quotas for different user groups but is essentially administered on a 'next-to-pass' basis.

User Profiles

- 1.3.2 Previous customer satisfaction surveys carried out in 2003 and 2004 focussed solely on the experiences and views of non-professional users of court services. In 2005, however, SCS decided that those using the court for work purposes are often regular visitors to the court and can, therefore, provide valuable feedback to the SCS in terms of their ongoing service provision. Consequently, in 2005 the scope of the survey was extended to include professional users, and again in 2006.
- 1.3.3 Essentially, therefore, the survey required canvassing the views of the full range of professional and non-professional users of Scottish Courts. Table 1.1 shows the main user groups that fell within the scope of the study, identified from previous sweeps of the survey and from other SCS intelligence.

Table 1.1 Court User Typologies

Non-Professional Court Users (12)	
Accused in a criminal case	Supporter of victim
Civil litigant	Victim in a criminal case
Juror (selected)	Visiting public counter/fines office
Juror (not selected)	Witness in a civil case
Spectator	Witness in a criminal case
Supporter of accused	Other
Professional Court Users (21)	
Advocate (senior or junior)	Reliance staff
Advocate depute	Safeguarder
Appropriate adult	Sheriff officer/messenger at arms
Children's reporter	Shorthand writer
Crown junior	Social worker
Expert witness	Solicitor
Interpreter	Solicitor advocate
Police witness	Victim Support worker
Press reporter	Witness Service worker
Prison service staff	Other
Procurator fiscal/depute	

- 1.3.4 Sheriff Clerks were contacted at an early stage of the project to identify suitable fieldwork days within a seven week period, taking into account planned business and anticipated peak periods to ensure efficient use of resources in the time available for the study. This facilitated, as far as possible, fieldwork to be undertaken on days when the most productive



types of business were planned, for example, jury trials, and ensured that opportunities for engaging with a broad mix of court users were maximised throughout the survey.

Survey Coverage

- 1.3.5 In keeping with the 2005 sweep of the survey, a decision was made to carry out interviews at **all** SCS courts for at least one interviewer day.
- 1.3.6 In the interests of achieving representative coverage, surveys were required in each of the six Sheriffdoms in Scotland, and at the Supreme Courts. A total of 49 Sheriff Courts operate within the court estate, with four additional Supreme Court locations. For the purposes of analysis, the Supreme Courts were grouped together as if they were a seventh Sheriffdom and are frequently referred to as such within this report. A summary of all courts (Sheriff and Supreme Courts) by Sheriffdom is presented in Table 1.2 below.

Table 1.2 Six Sheriffdoms and Supreme Courts

Sheriffdoms
Tayside, Central and Fife (10 courts)
South Strathclyde, Dumfries and Galloway (7 courts)
North Strathclyde (8 courts)
Lothian and Borders (7 courts)
Glasgow and Strathkelvin (1 court)
Grampian, Highland and Islands (15 courts, excluding Stonehaven)
Supreme Courts (4 courts)

- 1.3.7 Although Stonehaven was included in the fieldwork, no interviews were achieved in this location due to the shortage of business on the scheduled survey day. Therefore, the total number of Sheriff Courts surveyed was 48. The three dedicated High Court sites in Glasgow, Edinburgh and Aberdeen and the Court of Session in Edinburgh brought the total number of surveyed sites to 52.

Fieldwork Programming

- 1.3.8 The target number of interviews was 1450 with non-professionals and 450 with professional users.
- 1.3.9 In order to achieve this target, a total of 100 interviewer days were scheduled. Interviews were carried out at a mix of high, medium and low workload courts. Table 1.3 summarises the number of courts surveyed which fell into each category.



Table 1.3 Workload of Courts Surveyed

High Workload (>1000 sitting days per annum)	Medium Workload (300-1000 sitting days per annum)	Low Workload (<300 sitting days per annum)
10	17	25

- 1.3.10 At each high workload court, four interviewer days were scheduled with two days in each medium workload court and one day at each low workload court.
- 1.3.11 Monitoring of the survey returns early in the fieldwork programme suggested that additional interviewer days would be required at some of the high and medium workload courts in order to meet interview targets. An additional 15 days of fieldwork were scheduled, resulting in a total of 115 fieldwork days.

Data Collection Instruments

- 1.3.12 Two separate data collection tools were developed (interviewer administered and self-completion questionnaires) containing the same questions and response options. These were piloted in advance of the survey and revisions were made.
- 1.3.13 Both questionnaires were designed to be used with both professional and non-professional users, with appropriate routing where necessary.



1.3.14 The questionnaire covered:

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

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

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

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



1.3.18 In addition to the interviewer distributed self-completion questionnaires, a number of self-completion questionnaires were sent to 42 locations that had scheduled jury trials during the fieldwork period. These were distributed to samples of jurors by court staff.

1.4 Analysis and Reporting

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

1.4.2 The remainder of this report presents the findings from the 2006 survey as follows:

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

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

1.5 Research Caveats

1.5.1 Despite interviewing at all courts, the sample should not be assumed to be representative of court users throughout Scotland. The true distribution of user types is unknown, preventing data weighting. Further, although similar, the sample profile differs slightly to that of the 2005 survey and this should be borne in mind if comparing findings. Indeed, we would advise against such comparisons. Although the data could have been weighted to adjust for sample differences between the survey years, an initial view of the data suggests that changes in the findings observed between years were minimal and not worthy of a full data weighting exercise.



- 1.5.2 Small numbers of responses achieved in some user groups, and low numbers of responses to some questions, also prevent statistically rigorous analysis and reporting. These instances are noted in the text.
- 1.5.3 Finally, the combination of self-completion and interviewer administered questionnaire responses for analysis purposes may have affected data purity.
- 1.5.4 These issues are noted here as a caveat to the following presentation of results.



2 Response Rates and Sample Profile

2.1 Response Rates

2.1.1 Overall, 2893 individuals were invited to participate in the 2006 survey. Of these, 381 individuals declined, and a further 77 were not eligible to take part. Table 2.1 details the reasons for non-participation.

Table 2.1 Reasons for Non-Participation

		Number	%
Declined	Too busy/not enough time	308	67
	Already taken part at this court	27	6
	Already taken part elsewhere	20	4
	Did not wish to use the Language Line	0	0
	Other	26	6
Ineligible	Member of the Judiciary/SCS Staff	48	10
	Housekeeping/cleaning staff	3	1
	Catering service staff	8	2
	Security staff	5	1
	Maintenance worker	5	1
	Delivering goods	7	2
	Aged under 16	1	<1
Total		458	100

2.1.2 In total, 2435 useable interviews were achieved. The number of responses for each survey method were as follows:

- 1949 (80%) interviewer administered face-to-face questionnaires;
- 316 (13%) self-completion questionnaires issued by interviewers; and
- 170 (7%) self-completion questionnaires issued by clerks.

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

Table 2.2 Number of Interviews Achieved by Sheriffdom

	Number	%
Glasgow and Strathkelvin	236	10
Grampian, Highland and Islands	396	16
Lothian and Borders	304	13
North Strathclyde	372	15
South Strathclyde, Dumfries and Galloway	366	15
Tayside, Central and Fife	463	19
Supreme Courts	298	12
Total	2435	100

2.1.4 The total numbers of interviews achieved in each of the 48 surveyed Sheriff Courts and the four Supreme Court locations are detailed in Table A.2.1 (Appendix A).



2.2 User Groups

2.2.1 Around three quarters (72%, n=1743) of all respondents regarded themselves as non-professional court users. Table 2.3 details the reasons non-professional court users were attending court on the survey days.

Table 2.3 Reasons Non-Professionals were Attending Court

	Number	%
Accused in a criminal case	431	25
Civil litigant	59	3
Juror (selected)	196	11
Juror (not selected)	77	4
Spectator	104	6
Supporter of accused	367	21
Supporter of victim	85	5
Victim in a criminal case	33	2
Visiting public counter/Fines office	175	10
Witness in a civil case	37	2
Witness in a criminal case	150	9
Other	29	2
Total	1743	100

2.2.2 The remaining 692 (28%) respondents were attending court as part of their professional/working role, and were classified in the professional court user group. Table 2.4 provides a breakdown of the capacity in which professionals were attending court.



Table 2.4 Capacity of Professionals Attending Court

	Number	%
Advocate (senior or junior)	24	4
Appropriate adult	4	1
Children's reporter	2	<1
Crown junior	1	<1
Expert witness	9	1
Interpreter	4	1
Police witness	105	15
Press reporter	30	4
Prison Service staff	5	1
Procurator Fiscal/depute	31	5
Reliance staff	44	6
Safeguarder	3	<1
Sheriff Officer/Messenger at Arms	1	<1
Shorthand writer	1	<1
Social worker	48	7
Solicitor (or trainee solicitor)	259	37
Solicitor Advocate (or trainee solicitor)	13	2
Victim support worker	4	1
Witness service worker	34	5
Other	70	10
Total	692	100

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

2.2.4 Professional court users were also asked to detail the reasons they were attending court on the survey days, 639 professionals provided at least one reason. Table 2.5 shows that the most popular reason for attending was to 'attend a criminal court' (65%).



Table 2.5 Reasons for Attending Court

	Number of Responses	% of Cases
Attend Criminal Court	418	65
Attend Civil Court	88	14
Visit Criminal Office	9	1
Visit Civil Office	15	2
Visit Cashier's Office	1	<1
Visit Commissary	1	<1
Visit Fiscal's Office	13	2
Visit In-Court Advisor/Mediation Services	5	1
Visit Public Counter/Fines Office	4	1
Visit Social Work Office	8	1
Visit Victim Information and Advice Office	13	2
Permanent Place of Work	39	6
Other	66	10
Total	680	105

Note: Totals equal more than 100% due to multiple responses.

- 2.2.5 A full breakdown of the capacity in which professionals were attending court and 'other' reasons for attending court can be found in Tables A.2.3 to A.2.4 (Appendix A).
- 2.2.6 For analysis purposes, the 33 separate user typologies were collapsed into eight clustered user groups (six non-professional and two professional user groups). These groups are consistent with those used for analysis purposes in 2005. Table 2.6 shows the number and percentage of respondents in each clustered group.

Table 2.6 Number of Respondents in each Clustered User Group

	Number	%
1 Accused in a criminal case & supporters of accused	798	33
2 Civil litigants & witnesses in a civil case	97	4
3 Jurors (selected & not selected)	272	11
4 Victims in a criminal case & supporters of victims	119	5
5 People visiting the public counter/fines office	180	8
6 Spectators, witnesses in a criminal case & other non-professionals	277	11
7 Advocate, solicitor & solicitor advocate	296	12
8 All other professionals	396	16
Total	2435	100

- 2.2.7 Non-professional user groups two, three and five are core Scottish Court Service user groups, representing those whose experiences in court are most likely to reflect interaction with SCS staff and services. The experiences of non-core users are more likely to reflect factors (such as waiting times) that are heavily influenced by other justice system agencies.



2.2.8 Advocates, Solicitors, and Solicitor Advocates were merged to create a separate professional user group based on similarities in court contact patterns.

2.2.9 For the most part, responses to individual questions were analysed at the Sheriffdom level and for professional/non-professional user groups. Analysis within these two typologies (i.e. individual court level and/or the eight user groups) was generally not carried out as the numbers were too small. Tables A.2.5.1 and A.2.5.2 (Appendix A) provide a breakdown of User Group by Sheriffdom.

2.3 Respondent Demographics

2.3.1 Where gender data were recorded (n=2355), 63% (n=1472) of respondents were male and 37% (n=883) were female.

2.3.2 A breakdown of respondents' age groups is given in Table 2.7. The majority of respondents were between the ages of 25 and 54.

Table 2.7 Age of Respondents

	Number	%
16 - 24	447	18
25 - 34	503	21
35 - 44	646	27
45 - 54	497	20
55 - 64	239	10
65 +	90	4
Not Disclosed	13	<1
Total	2435	100

2.3.3 Almost all respondents disclosed their ethnicity with only 4% (n=95) declining to respond. Table 2.8 provides a breakdown of respondents' ethnicity.



Table 2.8 Respondents' Ethnicity

	Number	%
White – Scottish	2098	90
White – Other British	158	7
White – Irish	12	1
White – Other	27	1
Mixed – White/Caribbean	2	<1
Mixed – White/Asian	1	<1
Asian – Indian	9	<1
Asian – Pakistani	16	1
Asian – Bangladeshi	1	<1
Asian – Chinese	3	<1
Asian – Other	6	<1
Black – African	2	<1
Black – Other	3	<1
Any Other	2	<1
Total	2340	100

2.4 Special Facilities

2.4.1 This year, additional questions were added to the survey to be more inclusive and to gain a fuller understanding of the needs and requirements of all court users.

2.4.2 A total of 89 respondents (4%) considered themselves to have a longstanding illness, disability or infirmity which meant that they required special facilities when using public buildings. All were asked what special facilities they required when attending court. The main facilities cited were:

- lift access to upper levels; and
- wheelchair access.

2.4.3 Other special facilities required included disabled parking, someone to accompany them, hand rails, ramps, loop systems, access to seating and access to a toilet.

2.4.4 All respondents who considered themselves to have a longstanding illness, disability or infirmity were also asked if they felt that their special needs requirements had been met in the court that day. Of the 67 respondents who provided an answer, 55% (37 respondents) felt that their needs had been fully met. The remaining 30 respondents (45%) were split evenly between those who said that their needs had been partially met and those who said that their needs had not been met at all.

2.4.5 Those respondents who felt that their needs had not been fully met were asked to provide the reasons for this. The main issue was the lack of lifts in the court building, or that the lifts were unsuitable for wheelchairs. Also, the



lack of disabled parking bays close to the court building was a cause of dissatisfaction for some.

Communication and/or Reading Needs

2.4.6 To establish if the courts were meeting the needs of any users who had additional communication and/or reading needs, all respondents were asked:

- if English was their first language;
- if they had any special communication and/or reading needs, and, if so, to provide details of these needs; and
- how satisfied they were with any of the services/facilities they had used.

2.4.7 Of the 2379 individuals who indicated whether or not English was their first language, the majority (98%, n=2334) reported that English was their first language. Of the 2346 respondents who provided a response as to whether they had any special communication and/or reading needs, 99% (n=2324) indicated that they did not.

2.4.8 In total, 2% (n=45) of respondents stated that English was not their first language, while 1% (n=22) said that they did have special communication and/or reading needs. The main needs given by these respondents included being dyslexic, or needing help with reading and writing.

2.4.9 Respondents who stated that they had a communication and/or reading need were also asked what services/facilities they used that day. Only three respondents reported that they had used any services or facilities. One respondent had used the induction loops, one was accompanied by a health worker, and one had assistance with reading.

2.4.10 The respondent who had used the induction loop stated that they were fairly satisfied with this service/facility, and the respondent who had assistance with reading stated that they were neither satisfied nor dissatisfied with this. The respondent who was accompanied by a health worker did not provide a satisfaction rating.



3 Overall Satisfaction

3.1 Overall Satisfaction with the Scottish Court Service

- 3.1.1 All respondents were asked to rate their overall satisfaction with the service provided by the Scottish Court Service on the survey day.
- 3.1.2 Overall, 77% of respondents were either fairly or very satisfied with the service provided. Table 3.1 provides a breakdown of all responses to this question.

Table 3.1 Overall Satisfaction with SCS

	Number	%
Very Dissatisfied	50	2
Fairly Dissatisfied	74	3
Neither Satisfied nor Dissatisfied	419	18
Fairly Satisfied	865	36
Very Satisfied	973	41
Total	2381	100

Note: 54 people provided no rating.

- 3.1.3 When overall satisfaction was analysed by core user group, professional court users were more satisfied overall with the service provided than non-professional court users. Table 3.2 shows that 84% of professionals were either fairly or very satisfied, compared to 74% of non-professional court users.

Table 3.2 Overall Satisfaction by Core User Group

	Professionals		Non-Professionals	
	N	%	N	%
Very Dissatisfied	6	1	44	3
Fairly Dissatisfied	16	2	58	4
Neither Satisfied nor Dissatisfied	89	13	330	19
Fairly Satisfied	259	39	606	35
Very Satisfied	300	45	673	39
Total	670	100	1711	100

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

3.2 Overall Satisfaction by Sheriffdom

- 3.2.1 Table 3.3 provides a breakdown of overall satisfaction in each of the seven Sheriffdoms. Although the majority of users were fairly or very satisfied overall in each Sheriffdom, the proportions who were satisfied ranged from 63% in Lothian and Borders to 87% in South Strathclyde, Dumfries and Galloway.



Table 3.3 Overall Satisfaction by Sheriffdom

	Very or Fairly Dissatisfied (%)	Neither Satisfied nor Dissatisfied (%)	Very or Fairly Satisfied (%)	N
Glasgow and Strathkelvin	12	23	65	233
Grampian, Highland and Islands	4	12	84	375
Lothian and Borders	2	35	63	301
North Strathclyde	4	11	85	367
South Strathclyde, Dumfries and Galloway	5	8	87	359
Tayside, Central and Fife	8	19	73	458
Supreme Courts	2	20	78	288
All Scotland	5	18	77	2381

3.2.2 Differences in satisfaction between Sheriffdoms may be due, in part, to variations in the proportions of professional and non-professional user groups comprising the samples in each Sheriffdom.



4 Familiarity with Attending Court

4.1 First Visit to Survey Court

4.1.1 All respondents were asked if they had previously visited the court building where they were interviewed. The majority of respondents (72%) had previously visited in some capacity. Table 4.1 shows the breakdown of responses by Sheriffdom.

Table 4.1 Previous Visitors to the Court by Sheriffdom

	Never Visited Before (%)	Previously Visited (%)	N
Glasgow and Strathkelvin	17	83	236
Grampian, Highland and Islands	31	69	389
Lothian and Borders	25	75	303
North Strathclyde	23	77	372
South Strathclyde, Dumfries and Galloway	26	74	364
Tayside, Central and Fife	23	77	461
Supreme Courts	50	50	297
All Scotland	28	72	2422

Note: 13 people provided no response.

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

Table 4.2 Previous Visitors to the Court by User Group

	Never Visited Before (%)	Previously Visited (%)	N
1 Accused in a criminal case & supporters of accused	27	73	793
2 Civil litigants & witnesses in a civil case	39	61	95
3 Jurors (selected & not selected)	65	35	270
4 Victim in a criminal case & supporters of victims	50	50	119
5 People visiting the public counter	24	76	180
6 Spectators, witnesses in a criminal case and Others	40	60	277
7 Advocate, solicitor and solicitor advocate	2	98	295
8 All other professionals	8	92	393
All User Groups	28	72	2422

4.1.3 The data show that Jurors (35%) were the least likely to have visited the court building previously. These users were closely followed by victims in a



criminal case and supporters of victims, half of whom (50%) had previously visited the court at which they were surveyed.

- 4.1.4 Almost all (98%) Advocates, Solicitors and Solicitor Advocates had previously visited the court building at which they were interviewed.

4.2 Ease of Finding the Building

- 4.2.1 Respondents were asked to rate on a scale of one to five (where one indicated that it was very difficult and five indicated that it was very easy) how difficult or easy it had been to find the court building on the day that they were interviewed.
- 4.2.2 Of the 2412 respondents who answered this question, fewer than 2% (n=39) reported that it had been either very or fairly difficult to find the building. The majority of respondents (83%) reported that finding the building had been very easy. This did not vary significantly between user group or Sheriffdom. (Tables A.4.1.1 and A.4.1.2 in Appendix A provide a breakdown of these results by user group and Sheriffdom respectively).

First Time Visitors

- 4.2.3 Of the 667 respondents who reported that this was their first visit to the court, and provided a response to how easy or difficult it had been to find the building, the majority (92%) reported that it had been either fairly or very easy.
- 4.2.4 Although the number of first time visitors at each Sheriffdom was relatively small, ranging from 39 to 150 respondents across the seven Sheriffdoms, responses showed similar levels of ease in finding the building, ranging from 85% to 98% of respondents reporting that it had been either fairly or very easy to locate.

4.3 Information/Directions to Court

- 4.3.1 While it is recognised that for certain categories of user (e.g. accused, victims and witnesses in criminal cases) it is the responsibility of agencies other than SCS to provide information and/or directions prior to attendance at court, all respondents were asked where they had received any information or directions on how to get to the court that day.
- 4.3.2 For analysis of responses to this question, two sub-groups were created, namely, those attending on High Court business and those attending on Sheriff Court business. This was necessary in order to ascertain discrete levels of satisfaction between the two groups since the differential nature of their business meant that different information would have been provided by SCS to each set of respondents.



- 4.3.3 High Court respondents included those who were attending the High Court in Edinburgh and Glasgow. In addition, 64 individuals were surveyed over the fieldwork period who were attending other Sheriff Courts accommodating High Court business on circuit, or High Court Business in Aberdeen. All other respondents were analysed as part of the Sheriff Court business sub-group, apart from those attending the Court of Session (n=48), who were excluded from this analysis due to low numbers.
- 4.3.4 In total, 260 respondents reported visiting the courts for High Court business on the day they were surveyed, while the remaining 2127 respondents were attending for Sheriff Court Business.
- 4.3.5 In total, 250 respondents on High Court business, and 2055 respondents on Sheriff Court business, indicated whether they had received any information or directions. Table 4.3 provides a breakdown of the number and percentage of responses by business sub-group.

Table 4.3 Source of Information/Directions to Court

	High Court Business		Sheriff Court Business	
	N	%	N	%
Did not receive information or directions	102	41	718	35
Not required – regular visitor	59	23	757	37
Not required – accompanied by someone who knew the way	19	8	163	8
From the Police or Fiscal	9	4	78	4
From Sheriff Clerk	36	14	146	7
SCS Website	0	0	8	<1
Other	19	8	177	8
Can't remember	6	2	18	1
Total	250	100	2065	100

Note: Total Sheriff Court Business Responses are greater than the number of Respondents due to Multiple Responses.

- 4.3.6 The majority of respondents, regardless of whether they were attending for High Court (72%) or Sheriff Court (80%) business, either did not receive, or felt they did not require, any information or directions. Where information was received, this was most likely to be from Sheriff Clerks.

4.4 Use of the Scottish Court Service Website

- 4.4.1 The use of the SCS website was explored in more detail this year.
- 4.4.2 All 2435 respondents were asked if they had used the Scottish Court Service website in the previous twelve months. Overall, a total of 2041 respondents (84%) had not used the website, compared to only 394 respondents (16%) who had. Perhaps not surprisingly, most of those respondents who had used the website were professionals - 72% of Advocates, Solicitors and Solicitor



Advocates reported that they had used the website, and 28% of all other professionals also reported using the website in the last twelve months. Non-professional court users' responses varied from only 3% of accused in a criminal case and supporters of accused to 8% of civil litigants and witnesses in a civil case who stated that they had used the website. Table 4.4 provides a breakdown of responses by user group.

Table 4.4 Use of the SCS website by User Group

	Used (%)	Not Used (%)	N
1 Accused in a criminal case & supporters of accused	3	97	798
2 Civil litigants & witnesses in a civil case	8	92	97
3 Jurors (selected & not selected)	5	95	272
4 Victims in a criminal case & supporters of victims	5	95	119
5 People visiting the public counter/fines office	4	96	180
6 Spectators, witnesses in a criminal case & other non-professionals	6	94	277
7 Advocate, solicitor & solicitor advocate	72	28	296
8 All other professionals	28	72	396
All User Groups	16	84	2435

4.4.3 The 394 respondents who reported using the website were asked to detail the reasons they had visited the site. Table 4.5 details the various reasons that respondents gave for having used the website. The main reason respondents used the website was to obtain information on daily court business.

Table 4.5 Reasons for Using the Website

	Number of Responses	% of Cases
To obtain information on daily court business	316	80
To obtain information about SCS and/or its role	64	16
To obtain information about the Scottish Justice System	84	21
To obtain information leaflets and/or forms used in court	100	25
To obtain court addresses/phone numbers/directions to court	161	41
Other reasons	50	13
Total	775	196

Note: Totals do not equal 100% due to multiple responses.



- 4.4.4 Respondents who detailed their reasons for using the website were also asked to indicate both their level of satisfaction with the accuracy of the information, and the ease with which they had found the information that they were looking for.
- 4.4.5 For all reasons listed above, over three quarters of the respondents stated that they had been either fairly or very satisfied with the accuracy of the information. This ranged from 79% of respondents who had used the website to obtain information about the Scottish Court Service and its role, to 94% of respondents who had used the website to obtain court addresses/phone numbers/directions to court.
- 4.4.6 In all cases, over 70% of respondents reported that they found it either fairly or very easy to find the information they required on the SCS website. This ranged from 71% of respondents who were using the website to obtain 'other' elements, to 88% of respondents who had used the website to obtain court addresses/phone numbers/directions to court.
- 4.4.7 Tables A.4.2.1.1 to A.4.2.2.6 (Appendix A) provide a breakdown of satisfaction and ease for each of the reasons the website was used. Due to the small number of respondents involved, it is not possible to analyse this data by either user group or Sheriffdom.

4.5 Directions upon Arrival

- 4.5.1 All respondents were asked how they found out where they needed to go when they arrived at court that day.
- 4.5.2 Of the 2394 respondents that provided a response to this question, almost half of all respondents (45%) asked for directions at the front reception upon arrival (see Table 4.6).

Table 4.6 Source of Directions upon Arrival

	Number of Responses	% of Cases
Asked at front reception	1084	45
Previously visited/familiar with the building	927	39
Followed signs	210	9
Looked at notice board	159	7
Asked security guard	48	2
From correspondence sent to me	31	1
Asked someone else	89	4
Other	69	3
Total	2617	110

Note: Totals do not equal 100% due to multiple responses.

- 4.5.3 A total of 158 respondents stated that they had either asked someone else for directions upon arrival (n=89), or had obtained these from some other



source (n=69). Where people said that they asked someone else, this was most likely to be lawyers and solicitors (35 respondents), while the most common 'other' sources were 'being with someone who knew' (14 respondents), 'work/used to work in the building' (12 respondents), and being 'in custody' (11 respondents).

4.6 Ease of Finding Way Around the Court Building

- 4.6.1 The majority of respondents (94%) reported that they had found it either fairly or very easy to find their way around the court building. Across all Sheriffdoms, except Glasgow and Strathkelvin, over 90% of respondents said that it had been easy to find their way around. In Glasgow and Strathkelvin this figure was 86%.
- 4.6.2 Similarly, across all user groups, over 90% of respondents said that it had been either fairly or very easy to find their way around.
- 4.6.3 Tables A.4.3.1 and A.4.3.2 in Appendix A detail the difficulty/ease with which respondents found their way around the court building by user group and Sheriffdom respectively.



5 Satisfaction with Court Staff

5.1 Contact with Court Staff

- 5.1.1 Almost three quarters of respondents (73%, n=1770) reported that they had had some contact with the court staff on the day they were surveyed.
- 5.1.2 Table 5.1 details the level of contact with court staff by user group. Jurors reported the highest level of contact, with 90% of jurors reporting that they had had some form of contact with court staff on the day of the survey. However, over one third of accused in a criminal case and supporters of accused (38%), and victims in a criminal case and supporters of victims (38%) reported that they had had no contact with court staff.

Table 5.1 Contact with Court Staff by User Group

		Contact (%)	No Contact (%)	N
1	Accused in a criminal case & supporters of accused	62	38	792
2	Civil litigants & witnesses in a civil case	75	25	97
3	Jurors (selected & not selected)	90	10	269
4	Victim in a criminal case & supporters of victims	62	38	118
5	People visiting the public counter	70	30	180
6	Spectators, witnesses in a criminal case and Others	67	33	276
7	Advocate, solicitor and solicitor advocate	86	14	293
8	All other professionals	84	16	390
	All User Groups	73	27	2415

Note: Nine people said that they could not remember if they had had any contact with court staff and a further 11 failed to provide an answer to this question (<1%)

- 5.1.3 Table 5.2 provides a breakdown of responses at the Sheriffdom level. Again, the majority of respondents in each Sheriffdom reported having had contact with the court staff. However, over one third of respondents in Lothian and Borders, and in the Supreme Courts reported having had no contact with court staff on the survey day.



Table 5.2 Contact with Court Staff by Sheriffdom

	Contact (%)	No Contact (%)	N
Glasgow and Strathkelvin	82	18	236
Grampian, Highland and Islands	73	27	386
Lothian and Borders	64	36	301
North Strathclyde	78	22	370
South Strathclyde, Dumfries and Galloway	82	18	365
Tayside, Central and Fife	70	30	461
Supreme Courts	66	34	296
All Scotland	73	27	2415

5.2 Helpfulness of Court Staff

- 5.2.1 Of the 1770 respondents who reported that they had had some form of contact with court staff, 1765 provided an indication of how helpful the staff had been (on a scale of one to five where one was very unhelpful and five was very helpful). The results show that 79% of respondents had found the staff to be very helpful, with a further 14% reporting that they had been fairly helpful. Only 3% (n=52) of respondents had found court staff to be either very or fairly unhelpful. The remaining 4% said that they were neither helpful nor unhelpful.
- 5.2.2 Table 5.3 provides a breakdown by user group. This shows that at least 88% of respondents in each user group reported that the court staff had been either very or fairly helpful.



Table 5.3 Helpfulness of Court Staff by User Group

		Very or Fairly Unhelpful (%)	Neither Helpful nor Unhelpful (%)	Very or Fairly Helpful (%)	N
1	Accused in a criminal case & supporters of accused	5	7	88	493
2	Civil litigants & witnesses in a civil case	3	5	92	73
3	Jurors (selected & not selected)	2	3	95	239
4	Victim in a criminal case & supporters of victims	3	7	90	73
5	People visiting the public counter	2	2	96	126
6	Spectators, witnesses in a criminal case and Others	2	4	94	184
7	Advocate, solicitor and solicitor advocate	1	1	98	250
8	All other professionals	3	4	93	327
	All User Groups	3	4	93	1765

5.2.3 Table 5.4 provides a breakdown of the responses by Sheriffdom. The results show little variation in the perceived helpfulness of staff across Sheriffdoms.

Table 5.4 Helpfulness of Court Staff by Sheriffdom

	Very or Fairly Unhelpful (%)	Neither Helpful nor Unhelpful (%)	Very or Fairly Helpful (%)	N
Glasgow and Strathkelvin	5	10	85	192
Grampian, Highland and Islands	1	5	94	281
Lothian and Borders	3	4	93	193
North Strathclyde	4	3	93	287
South Strathclyde, Dumfries and Galloway	2	4	94	297
Tayside, Central and Fife	4	4	92	320
Supreme Courts	4	2	94	195
All Scotland	3	4	93	1765

5.3 Politeness of Court Staff

5.3.1 A total of 1765 respondents who had had contact with the court staff also provided an indication of how polite court staff had been, (on a scale of one to five, where one was very impolite and five was very polite). Again, views



were largely favourable, with the majority of respondents (83%) finding the court staff very polite, with a further 13% reporting that they were fairly polite.

5.3.2 At least 93% of respondents who had had contact with the court staff found them to be either very or fairly polite, irrespective of user group or Sheriffdom.

5.3.3 Table 5.5 shows the breakdown of responses by user group.

Table 5.5 Politeness of Staff by User Group

		Very or Fairly Impolite (%)	Neither Polite nor Impolite (%)	Very or Fairly Polite (%)	N
1	Accused in a criminal case & supporters of accused	3	4	93	493
2	Civil litigants & witnesses in a civil case	0	3	97	73
3	Jurors (selected & not selected)	2	3	95	238
4	Victim in a criminal case & supporters of victims	3	0	97	73
5	People visiting the public counter	1	2	97	126
6	Spectators, witnesses in a criminal case and Others	1	2	97	184
7	Advocate, solicitor and solicitor advocate	<1	2	98	251
8	All other professionals	2	3	95	327
	All User Groups	1	3	96	1765

5.3.4 While the court staff received favourable ratings for perceived politeness, it is worth noting that 18% of respondents who were the accused in a criminal case or supporters of accused reported that court staff were fairly polite, and three quarters (75%) of respondents in this user group had found them to be very polite. This compared less favourably to the other user groups where the proportion of respondents saying that court staff were very polite was 83% and above.

5.3.5 Table 5.6 shows a breakdown of responses by Sheriffdom.



Table 5.6 Politeness of Court Staff by Sheriffdom

	Very or Fairly Impolite (%)	Neither Polite nor Impolite (%)	Very or Fairly Polite (%)	N
Glasgow and Strathkelvin	1	7	92	192
Grampian, Highland and Islands	1	2	97	281
Lothian and Borders	2	3	95	193
North Strathclyde	3	2	95	288
South Strathclyde, Dumfries and Galloway	2	3	95	297
Tayside, Central and Fife	2	2	96	320
Supreme Courts	1	3	96	194
All Scotland	1	3	96	1765

5.3.6 All Sheriffdoms received favourable ratings for politeness of staff. Grampian, Highland and Islands received particularly favourable results, being the only Sheriffdom to achieve 90% of respondents reporting that court staff had been very polite. It is also worth noting the differences between Tayside, Central and Fife, and Glasgow and Strathkelvin, and the rest of the Sheriffdoms. Almost one quarter (23%) of respondents in Tayside, Central and Fife reported that the staff were fairly polite, with 73% reporting that they were very polite; while 7% of respondents in Glasgow and Strathkelvin stated that staff were neither polite nor impolite, compared to only two or three percent in the other Sheriffdoms.



6 Information Provided by Court Staff

6.1.1 Respondents who reported that they had had some form of contact with the court staff during their visit, were asked:

- if court staff had explained to them what was going to happen and what they should do; and
- if the court staff had kept them informed about what was happening during their visit.

6.2 Information Upon Arrival

6.2.1 A total of 1773 respondents provided information on whether court staff had explained what was going to happen and what they should do when they arrived. The results show that court staff had explained proceedings to 43% of the respondents, while 23% reported that the staff had not explained the proceedings. The remaining 34% reported that it was not applicable for them to have been given an explanation.

6.2.2 The main reasons given for 'not applicable' answers were that the respondents were either legal representatives or they worked in the building (136 respondents), others claimed that they 'already knew', or that they 'did not need to know' (84 respondents), and some were there simply to visit the public counter or an office within the building (81 respondents).

6.2.3 Table 6.1 details respondents who were/were not provided with information upon arrival by Sheriffdom. It is worth noting that only 25% of respondents were provided with information upon arrival in Glasgow and Strathkelvin, while 35% of respondents were not given any information upon arrival.

Table 6.1 Information Provided Upon Arrival by Sheriffdom

	Provided with Information (%)	Not Provided with Information (%)	N/A (%)	N
Glasgow and Strathkelvin	25	35	40	192
Grampian, Highland and Islands	43	27	30	280
Lothian and Borders	45	30	25	196
North Strathclyde	38	17	45	289
South Strathclyde, Dumfries and Galloway	47	15	38	295
Tayside, Central and Fife	40	27	33	323
Supreme Courts	61	16	23	198
All Scotland	42	24	34	1773

Accuracy of Information

6.2.4 Of the 754 respondents who had received an explanation of the procedures upon arrival, a total of 739 respondents provided an indication as to the



accuracy of this information (on a scale of one to five where one was very inaccurate and five was very accurate). The majority of respondents (94%) reported that they had found this information to be either very or fairly accurate.

- 6.2.5 Table 6.2 shows that all Sheriffdoms had at least 86% of respondents reporting that the information provided had been either very or fairly accurate. Five per cent of respondents in Tayside, Central and Fife, however, considered that the information provided had been either fairly or very inaccurate.

Table 6.2 Accuracy of Information upon Arrival by Sheriffdom

	Very or Fairly Inaccurate (%)	Neither Accurate or Inaccurate (%)	Very or Fairly Accurate (%)	N
Glasgow and Strathkelvin	2	12	86	48
Grampian, Highland and Islands	1	1	98	117
Lothian and Borders	2	7	91	88
North Strathclyde	0	3	97	108
South Strathclyde, Dumfries and Galloway	0	3	97	135
Tayside, Central and Fife	5	6	89	123
Supreme Courts	0	3	97	120
All Scotland	2	4	94	739

6.3 Update Information

- 6.3.1 Respondents were asked if the court staff had kept them informed about what was happening during the time they were in the court building. A total of 1758 respondents provided a response to this question. Almost half (47%) of the respondents said that the court staff had kept them informed, while one quarter (25%) reported that the staff had not kept them informed. The remaining 28% said that it was not applicable for the court staff to keep them informed.
- 6.3.2 The reasons given for 'not applicable' answers were similar to those stated above. The main reasons given were that the respondents were legal representatives or worked in the building (97 respondents). Others had simply been visiting the public counter or an office (72 respondents), while some stated that it was not applicable because they either 'already knew', 'did not need it', or 'were told by their lawyer/solicitor' (51 respondents).
- 6.3.3 Table 6.3 details respondents who were/were not provided with any update information during their visit by Sheriffdom. The provision of update information was lowest in the Glasgow and Strathkelvin Sheriffdom and highest at the Supreme Courts.



Table 6.3 Update Information Provided by Sheriffdom

	Provided with Updates (%)	Not Provided with Updates (%)	N/A (%)	N
Glasgow and Strathkelvin	35	41	24	190
Grampian, Highland and Islands	51	23	26	280
Lothian and Borders	43	32	25	195
North Strathclyde	43	18	39	289
South Strathclyde, Dumfries and Galloway	54	15	31	293
Tayside, Central and Fife	42	30	28	313
Supreme Courts	63	19	18	198
All Scotland	47	25	28	1758

Helpfulness of Update Information

- 6.3.4 Of the 831 respondents who had been provided with update information from the court staff during their visit, 822 respondents provided an indication as to how helpful this information had been. Again, the majority (95%) of respondents said that they had found this information to be either very or fairly helpful.
- 6.3.5 Table 6.4 shows that across all Sheriffdoms the majority of respondents had found the update information either very or fairly helpful.

Table 6.4 Helpfulness of Update Information by Sheriffdom

	Very or Fairly Unhelpful (%)	Neither Helpful nor Unhelpful (%)	Very or Fairly Helpful (%)	N
Glasgow and Strathkelvin	3	9	88	66
Grampian, Highland and Islands	1	3	96	141
Lothian and Borders	1	2	97	83
North Strathclyde	1	2	97	121
South Strathclyde, Dumfries and Galloway	1	5	94	159
Tayside, Central and Fife	1	6	93	128
Supreme Courts	0	3	97	124
All Scotland	1	4	95	822

6.4 Information Provided by SCS

- 6.4.1 All 2435 respondents were asked if they had received any information from the Scottish Court Service about what would happen at court before they arrived. As noted above in paragraph 4.3.1, certain types of court users are



likely to be given information and/or directions prior to attending by other agencies.

- 6.4.2 As the information distributed by the SCS differs depending whether a person is attending for High Court or Sheriff Court business, the analysis reflects this and considers respondents attending for High Court business separately from those attending for Sheriff Court Business. The Court of Session visitors who had received such information were excluded from this analysis due to low numbers.

Helpfulness of Information Provided by SCS - High Court Business

- 6.4.3 All of the 260 respondents who were attending on High Court business (excluding Court of Session visitors) provided details on whether they had received information from SCS prior to attending. Only 75 respondents (28%) stated that they had received information from SCS, compared to 110 (42%) who had not. A further 69 respondents (27%) stated that it was 'not applicable' for them to have received any information from SCS prior to arriving, while the final six respondents (3%) said they could not remember.

- 6.4.4 The 75 respondents who had received information from SCS prior to attending were also asked how helpful they had found this information. The majority of respondents stated that they had found the information either very helpful (69%) or fairly helpful (19%).

Helpfulness of Information Provided by SCS – Sheriff Court Business

- 6.4.5 Of the 2127 respondents attending court for Sheriff Court business, a total of 2096 provided details on whether they had received information from the SCS prior to attending court that day. Only 21% of respondents (n=432) stated that they had received such information, compared to almost half of the respondents (48%, n=1011) who reported that they had not received such information. A further 30% (n=630) of respondents felt that it was not applicable for them to have received such information from SCS, and only 1% (n=23) of respondents could not remember if they had received anything from SCS prior to attending.

- 6.4.6 The majority of those who said that they had not received any information prior to attending the court were accused in a criminal case or supporters of accused (n=536; 53%) who, in the main, will receive information in advance of court appearances from other agencies.

- 6.4.7 Again, the 432 respondents attending on Sheriff Court business who reported that they had received information from SCS prior to attending were asked to provide an indication of how helpful they had found it. A total of 423 respondents provided an answer to this question. Nearly two thirds (65%) of respondents found the information very helpful, and 25% found it fairly helpful.



Not Applicable Responses

6.4.8 As with the previous 'not applicable' answers, the main reasons given by both those attending for High and Sheriff Court business included:

- that the respondents were either legal representatives or they worked in the building (126 respondents);
- that they were just there to visit the public counter or an office (77 respondents); and
- that they 'already knew', or their legal representative had already provided information (67 respondents).

6.5 Further Information Respondents Would Have Liked

6.5.1 All 2435 respondents were asked if there was any additional information that they would have liked to have been provided with. Only 13% of respondents stated that there was additional information they would have liked. The main types of information included:

- more information on the timing of cases (46 respondents);
- information on court procedures, and what to expect (39 respondents);
- earlier notification of cancellations, whether the case is going ahead, whether they will be required and, if so, when (27 respondents);
- clearer and accurate information/notice boards/information screens with information and location of court rooms and numbers (23 respondents); and
- more, and more accurate, information on waiting times (21 respondents).

6.5.2 Other information, requested by fewer respondents, included more information for supporters regarding their family members; information on case progress and court procedures; and information on where to find their legal representative.

6.6 Waiting in Court

6.6.1 Of the 2418 respondents who had indicated whether they had had to wait to be served at a counter or to take part in court proceedings during their visit, 39% reported that they had waited, compared to 61% who had not. Table 6.5 details the proportion of respondents who had had to wait by user group. (Table A.6.4.1 in Appendix A details the proportion of respondents who had to wait, by Sheriffdom.)



Table 6.5 Waiting to be Served at a Counter or to Take Part in Court Proceedings by User Group

		Had to Wait (%)	Did Not Have to Wait (%)	N
1	Accused in a criminal case & supporters of accused	50	50	797
2	Civil litigants & witnesses in a civil case	42	58	96
3	Jurors (selected & not selected)	40	60	270
4	Victim in a criminal case & supporters of victims	38	62	119
5	People visiting the public counter	10	90	180
6	Spectators, witnesses in a criminal case and Others	32	68	274
7	Advocate, solicitor and solicitor advocate	47	53	296
8	All other professionals	28	72	386
	All User Groups	39	61	2418

6.6.2 Table 6.6 details the reasons respondents had to wait, with 'other cases before mine' being the most common reason for waiting.

Table 6.6 Reasons for Waiting

	Number of Respondents	% of Cases
Queue at the public counter	125	13
Someone vital engaged	25	3
Someone vital absent	55	6
Other cases before mine	568	60
Was not told	100	11
Other reasons	133	14
Total	1006	107

Note: Totals do not equal 100% due to multiple responses.

6.6.3 Table 6.7 shows the reasons for waiting by Sheriffdom. This shows that Glasgow and Strathkelvin respondents were more likely than those from other courts to say they had waited at the public counter. (However, all but one had had to wait no longer than 30 minutes, and all but two were satisfied with the time they had had to wait – see tables 6.5.2 and 6.5.4 in Appendix A.) Other cases taking precedence was the most common reason for having to wait at the national level, and there was a more even distribution of reasons for respondents waiting at the Supreme Courts.



Table 6.7 Reasons for Waiting by Sheriffdom

	%						N
	Queue at the public counter	Someone vital engaged	Someone vital absent	Other cases before mine	Was not told	Other reasons	
Glasgow and Strathkelvin	47	2	5	23	11	12	107
Grampian, Highland and Islands	22	1	1	67	3	6	188
Lothian and Borders	4	1	10	69	7	9	166
North Strathclyde	0	7	6	52	15	20	123
South Strathclyde, Dumfries and Galloway	4	3	8	66	8	11	162
Tayside, Central and Fife	6	1	4	58	14	17	177
Supreme Courts	11	3	6	34	18	28	83
All Scotland	12	3	6	56	10	13	1006

6.7 Waiting Time and Satisfaction

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

Waiting at the Public Counter

- 6.7.3 Of the 125 respondents who reported having to wait at the public counter, 121 detailed the length of time that they had had to wait. The majority of respondents (96% in total) had waited less than 30 minutes. Of the 99 who indicated their level of satisfaction with this wait, 83% were either fairly or very satisfied with this.

Someone Vital Engaged

- 6.7.4 A total of 25 respondents stated that they had had to wait due to someone vital being engaged. Of these respondents, 24 detailed the time they had waited, and 16 reported on how satisfied they were with the length of time



they had to wait. At the national level, the highest percentage of respondents (42%) had waited between 31 minutes and one hour. A further 25% of respondents had waited over 1 hour and up to 2 hours, 21% had waited less than 30 minutes, and 12% had waited over two hours. The number of respondents is too low to provide a breakdown at the Sheriffdom level.

- 6.7.5 Over half (56%) of the respondents who provided a satisfaction rating were neither satisfied nor dissatisfied with the length of time they had to wait. However, it should be noted that only 16 respondents provided an indication of their level of satisfaction in this category, so it is not possible to report these results with confidence.

Someone Vital Absent

- 6.7.6 Of the 55 respondents who reported having to wait because someone vital was absent, 52 respondents provided a response to the length of time they had to wait and 47 indicated how satisfied they had been. A total of 19 respondents (37%) stated that they waited between 31 minutes and one hour. A further 12 respondents (23%) had waited for up to 30 minutes, 12 respondents (23%) had waited over 2 hours, and 9 respondents (17%) had waited between 31 minutes and one hour. Again, the numbers are too small to provide a breakdown at the Sheriffdom level.
- 6.7.7 The respondents who provided an indication as to their level of satisfaction were mainly grouped in the lower three categories, between very dissatisfied and neither satisfied nor dissatisfied. A total of 15 respondents (32%) were neither satisfied nor dissatisfied, 12 respondents (26%) were fairly dissatisfied, and 10 respondents (21%) were very dissatisfied with the length of time they had to wait. The remaining 21% expressed some level of satisfaction.

Other Cases Before Mine

- 6.7.8 'Other cases before mine' was the main reason respondents gave for having to wait, with 568 respondents stating they had waited for this reason. Of these respondents, 552 stated the length of time they had to wait, and 519 indicated how satisfied they had been with this. Overall, responses were fairly evenly distributed between the four time categories, with 19% of respondents (n=104) waiting up to 30 minutes, compared to 28% of respondents (n=157) waiting between 30 minutes and one hour, 27% of respondents (n=148) waiting over one hour, and 26% of respondents (n=143) waiting over two hours. Table A.6.6.2 (Appendix A) details the distribution by Sheriffdom.
- 6.7.9 A total of 40% of respondents (n=210) were either fairly or very satisfied with the time they had to wait, while 35% (n=180) were neither satisfied nor dissatisfied, and 25% (n=129) were either fairly or very dissatisfied. At



the Sheriffdom level, satisfaction ranged from 32% (n=31) in Tayside, Central and Fife, to 62% (n=34) in North Strathclyde. Table A.6.6.4 (Appendix A) provides the breakdown by Sheriffdom.

Was not Told

- 6.7.10 Of the 100 respondents who were not told the reasons they were having to wait, a total of 93 respondents stated how long they had waited, and 91 provided an indication of their level of satisfaction. There was a fairly even spread of responses regarding the length of time respondents had had to wait, ranging from 19 respondents (20%) waiting between 30 minutes and one hour, to 27 respondents (29%) who waited over two hours. Responses to the level of satisfaction with this wait were mainly grouped in the lower three categories, between very dissatisfied and neither satisfied nor dissatisfied. A total of 24 respondents (26%) were neither satisfied nor dissatisfied, 20 respondents (22%) were fairly dissatisfied, and 23 respondents (25%) were very dissatisfied with the length of time they had to wait. The remaining 27% expressed some level of satisfaction.

Other Reasons for Waiting

- 6.7.11 In total, 133 respondents stated that they had to wait for 'other' reasons during their visit. Of these respondents, 127 specified the length of time they had to wait, and 116 respondents indicated how satisfied they had been with this. Again, the responses were fairly evenly distributed across the time categories, with 25 respondents (20%) waiting between 31 minutes and one hour, and 37 respondents (29%) waiting over two hours. Likewise, there was fairly even dispersal of respondents' satisfaction levels. A total of 44 respondents (38%) were neither satisfied nor dissatisfied, 38 respondents (33%) were either fairly or very satisfied, and 34 respondents (29%) were either fairly or very dissatisfied with the length of time they had to wait.
- 6.7.12 Other reasons for waiting included waiting for the jury to be selected, cases being called late with no explanation as to why, legal debates, and preparing cases.

6.8 Updates from Court Staff

- 6.8.1 The 947 respondents who reported that they had had to wait at the Public Counter or to take part in court proceedings were also asked if the court staff had provided any updates about how much longer they would have to wait. A total of 946 respondents provided a response, with 35% of respondents (n=333) stating that court staff had provided them with updates, while 55% of respondents (n=523) reported that the court staff did not update them. A further 90 respondents (10%) stated that it was not applicable for court staff to update them, or that they could not remember.



- 6.8.2 Of the 856 respondents who said that staff had/had not provided them with updates, a total of 764 respondents provided an indication of their satisfaction regarding the attempts by court staff to keep them informed about **how much longer** they would have to wait. Overall, half (52%) of all respondents were either very or fairly satisfied. However, this result varied somewhat at the Sheriffdom level. Only 26% of respondents reported being either fairly or very satisfied in Glasgow and Strathkelvin, and 31% were either fairly or very satisfied in the Lothian and Borders. South Strathclyde, Dumfries and Galloway compared better than the average of 52% with 70% of respondents stating that they were either fairly or very satisfied, as did Grampian, Highland and Islands with 73% of respondents indicating they were either fairly or very satisfied.
- 6.8.3 A total of 755 respondents provided an indication of their level of satisfaction with attempts by court staff to inform them as to **why** they had to wait. In total, over half (52%) of the respondents were either fairly or very satisfied as to why they were having to wait. Again, however, the results were different at the Sheriffdom level. Only 26% of respondents reported being either fairly or very satisfied in Glasgow and Strathkelvin, and 28% of respondents were either fairly or very satisfied in the Lothian and Borders. Grampian, Highland and Islands compared better than the average of 52% with 75% of respondents indicating they were satisfied, and 71% of respondents in the Supreme Courts were satisfied with attempts by court staff to keep them informed as to why they were waiting.

6.9 Complaints

- 6.9.1 All 2435 respondents were asked if they remembered seeing any notices or leaflets anywhere in the court building during their visit that told them who they should speak to if they wished to make a complaint. Of the 2392 respondents who provided a response, the majority of respondents (79%, n=1880) reported that they had not seen such a notice or leaflet. Only 409 respondents (17%) stated that they had seen this, and a further 103 respondents (4%) said they could not remember.
- 6.9.2 Over 70% of respondents in each Sheriffdom, ranging from 71% in North Strathclyde to 89% in Lothian and Borders, reported that they had not seen any notices or leaflets anywhere in the court building during their visit which told them who they should speak to if they wished to make a complaint (see Table A.6.11 in Appendix A).



7 Previous Contact with the Court

7.1 Type of Contact

7.1.1 All respondents were asked if they had had any previous contact with the court they were surveyed in. Table 7.1 details the responses given by 2397 respondents. The results show that the most popular method of contact with the courts was in person.

Table 7.1 Method of Previous Contact

	Number of Responses	% of Cases
Made no prior contact	715	30
Work on premises	155	7
By letter or email	240	10
By phone or text message	417	17
In person	1342	56
Other	40	2
Can't remember	16	1
Total	2925	123

Note: Totals do not equal 100% due to multiple responses.

7.1.2 Of the 2039 respondents who could remember that they had made some form of prior contact with the court, and who did not work in the building, 1506 detailed the reason for their most recent contact. Table 7.2 details the responses and shows that the majority of respondents' previous contact was regarding a case.

Table 7.2 Reasons for Most Recent Contact

	Number of Respondents	% of Cases
Regarding a case	1167	77
Regarding an appointment	15	1
Regarding a complaint	2	<1
Regarding jury duty	83	6
Regarding a payment	109	7
Other	123	8
Can't remember	7	1
Total	1506	100

7.1.3 Within the seven Sheriffdoms, the main reason for respondents' most recent contact with the court was regarding a case. In all Sheriffdoms, (with the exception of the Supreme Courts), over 70% of respondents (ranging from 73% in North Strathclyde to 83% in Lothian and Borders) said this was the reason for their most recent contact. In the Supreme Courts, 70% of respondents reported that the reason for their most recent contact was regarding a case, while 19% of respondents were contacting the court for other reasons and 11% were contacting the court regarding jury duty.



7.2 Satisfaction with Speed and Outcome of Most Recent Contact

7.2.1 Respondents were also asked how satisfied they had been with the speed and the way in which their most recent contact was dealt with.

7.2.2 Table 7.3 provides a breakdown of the respondents' satisfaction with the speed of which their most recent contact was dealt with by Sheriffdom, while Table 7.4 provides a breakdown of respondents' satisfaction with the way that the most recent contact was dealt with by Sheriffdom.

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

	%					N
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	14	12	17	17	40	188
Grampian, Highland and Islands	4	3	9	24	60	231
Lothian and Borders	5	5	24	45	21	209
North Strathclyde	6	5	9	25	55	225
South Strathclyde, Dumfries and Galloway	6	5	9	31	49	221
Tayside, Central and Fife	8	10	14	36	32	259
Supreme Courts	1	2	21	29	47	111
All Scotland	7	6	14	30	43	1444



Table 7.4 Satisfaction with the Way the with Most Recent Contact was Dealt With by Sheriffdom

	%					N
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	13	10	13	21	43	187
Grampian, Highland and Islands	3	4	10	20	63	230
Lothian and Borders	3	8	20	42	27	209
North Strathclyde	6	5	8	24	57	225
South Strathclyde, Dumfries and Galloway	5	5	9	30	51	220
Tayside, Central and Fife	6	7	14	39	34	258
Supreme Courts	2	0	20	28	50	110
Total	5	6	13	30	46	1439

- 7.2.3 Overall, the majority of respondents across all Sheriffdoms were either fairly or very satisfied with both the speed and the way in which their previous contact was dealt with. It is worth noting, however, that a higher percentage of respondents in Glasgow and Strathkelvin were either very or fairly dissatisfied with both these elements compared to the other Sheriffdoms.
- 7.2.4 All respondents who were unhappy with the way in which the previous contact was dealt with were given the opportunity to express their reasons. The main reason given was that the process took too long, a lot of time was wasted, and people were being made to attend court even though they were never called.



8 Catering and Other Court Facilities

8.1 Use of Catering Facilities

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

8.1.2 Table 8.1 shows that fewer than 35% of respondents in each Sheriffdom had used any of the catering facilities. Grampian, Highland and Islands had the lowest percentage (22%) of respondents who had used any of the catering facilities, while Tayside, Central and Fife had the highest percentage of 33%.

Table 8.1 Use of Catering Facilities

	Used (%)	Not Used (%)	N
Glasgow and Strathkelvin	29	71	236
Grampian, Highland and Islands	22	78	395
Lothian and Borders	24	76	304
North Strathclyde	24	76	372
South Strathclyde, Dumfries and Galloway	26	74	366
Tayside, Central and Fife	33	67	463
Supreme Courts	31	69	298
All Scotland	27	73	2434

Note: One person provided no response.

8.1.3 A total of 658 respondents reported that they had used at least one of the catering facilities during their visit. However, only 623 respondents provided details of the facilities they had used. Over half (59%) of the respondents who provided details of the facilities used reported that they had used a cafeteria, while a further 23% said they had used a tea/coffee dispenser. Table 8.2 shows the types of catering facility used by respondents.

Table 8.2 Type of Catering Facility Used

	Number of Responses	% of Cases
Cafeteria (public or staff)	370	59
Tea/coffee dispenser	146	23
Trolley	72	12
Soft drink dispensers	19	3
Snack dispensers	13	2
Other	47	8
Can't remember	1	<1
Total	668	107

Note: Totals do not equal 100% due to multiple responses.

8.1.4 The main 'other' catering facilities used included the jurors' restaurant, the agent/common room, and the volunteer service.



8.2 Satisfaction with Catering Facilities

8.2.1 Those respondents who had used any catering facility during their visit were asked to indicate how satisfied they had been with a number of elements, namely:

- the range of catering facilities offered;
- the range of food and drink available;
- the quality of the food and drink that respondents purchased; and
- if relevant, the service in the cafeteria.

8.2.2 The cross-tabulations of the respondents' satisfaction with these elements can be found in Tables A.8.1.1 to A.8.4.2 in Appendix A.

Range of Catering Facilities Offered

8.2.3 A total of 626 respondents provided an indication of their satisfaction with the range of catering facilities offered. At the national level, 62% of respondents were either very or fairly satisfied with the range of catering facilities on offer. A further 27% were neither satisfied nor dissatisfied, while 11% were either fairly or very dissatisfied with the range of catering facilities.

8.2.4 At the Sheriffdom level, over 70% of respondents were either fairly or very satisfied with the range of catering facilities in North Strathclyde, South Strathclyde, Dumfries and Galloway, and in Tayside, Central and Fife. In Grampian, Highland and Islands, however, only 40% of respondents were satisfied with the range of catering facilities, with a higher percentage (48%) reporting that they were neither satisfied nor dissatisfied. The Sheriffdom of Glasgow and Strathkelvin also had more distribution of responses throughout all response options, with 50% of respondents either very or fairly satisfied, 30% neither satisfied nor dissatisfied, and 20% of respondents either fairly or very dissatisfied.

Range of Food and Drink Available

8.2.5 A total of 624 respondents provided an indication of their satisfaction with the range of food and drink available. Across all of Scotland, respondents were fairly evenly distributed between neither satisfied nor dissatisfied (29%), fairly satisfied (29%), and very satisfied (28%) with the range of food and drink that was available to them during their visit. The remaining 14% were dissatisfied.

8.2.6 North Strathclyde had the highest proportion of respondents (73%) who were either fairly or very satisfied with the food and drink available. Grampian, Highland and Islands had the highest percentage of respondents



who were neither satisfied nor dissatisfied (52%). Both the Supreme Courts and Glasgow and Strathkelvin had over 20% of their respondents stating that they were either fairly or very dissatisfied. The Supreme Courts had the highest proportion of respondents who were either fairly or very dissatisfied (26%), while 23% of respondents in Glasgow and Strathkelvin were either fairly or very dissatisfied.

Quality of the Food and Drink Purchased

8.2.7 A total of 601 respondents provided an indication of their satisfaction with the quality of the food and drink purchased. Almost two thirds (64%) of respondents were either fairly or very satisfied with the quality of the food and drink they had purchased during their visit. A further 24% were neither satisfied nor dissatisfied, while 12% reported being either fairly or very dissatisfied.

8.2.8 As with the range of food and drink available, the responses at Sheriffdom level varied. North Strathclyde and Tayside, Central and Fife had the highest percentage of respondents (80% in North Strathclyde, and 79% in Tayside, Central and Fife) stating that they were either fairly or very satisfied with the quality of the food and drink. Glasgow and Strathkelvin had the highest percentage (28%) of fairly or very dissatisfied respondents, while 19% of respondents in the Supreme Courts were fairly or very dissatisfied.

Service in the Cafeteria

8.2.9 Those respondents who had used the cafeteria during their visit were asked to rate their level of satisfaction with the service they received there. A total of 356 respondents provided a response. It should be noted that the numbers of respondents in each Sheriffdom were relatively small, ranging from 18 respondents in Grampian, Highland and Islands, to 79 respondents in North Strathclyde. Therefore, results at this level should not be regarded as reliable.

8.2.10 At the national level, 62% (n=221) of respondents were very satisfied with the service they had received in the cafeteria, and a further 23% (n=82) reported that they were fairly satisfied. Only 10% (n=37) of respondents reported that they were neither satisfied nor dissatisfied with the service, while 5% (n=16) stated that they were either fairly or very dissatisfied. Of those respondents that were dissatisfied, four were surveyed in the Supreme Courts, and seven were surveyed in Glasgow and Strathkelvin.

Reasons for Dissatisfaction with the Catering Facilities

8.2.11 Respondents who were dissatisfied with the catering facilities were given the opportunity to explain. The main complaints included:



- a lack of variety in the food available;
- issues regarding the quality of the food and drink;
- the lack of choice in facilities; and
- the food and drink was too expensive.

8.3 Other Court Facilities Used

8.3.1 Respondents were asked which other facilities they had used during their visit to the court building that day. A total of 2379 respondents reported using at least one facility during their visit.

8.3.2 Table 8.3 details respondents' use of the other facilities in the court building at the national level. It shows that 71% of all respondents used a court room, and 51% of all respondents had used a waiting area during their visit. The majority of 'other' facilities used consisted of other offices, for example, witness services, social work office, press office, etc.

Table 8.3 Use of Other Court Facilities

	Number of Responses	% of Cases
Court room	1691	71
Waiting area	1207	51
Witness room	322	14
Jury room	205	9
Agents/solicitors room	272	11
Cells	140	6
Fines office/public counter/ Sheriff Clerk's Office	324	14
Toilets	868	37
Other	124	5
Total	5153	218

Note: Does not equal 100% due to multiple responses.

8.3.3 A breakdown of the satisfaction with the comfort and cleanliness of these court facilities by Sheriffdom can be found in Tables A.8.6.1 to A.8.13.4 in Appendix A. It should be noted that 10 respondents who reported using the jury room were not jurors. However, as unused jury rooms are often used to facilitate interviews between legal representatives and clients due to the lack of alternative rooms, these individuals were included in the analysis.

8.3.4 As with the catering facilities, any respondent who was dissatisfied with any of the court facilities was provided with the opportunity to explain. The main reasons cited for dissatisfaction included:



- the poor quality and lack of seating;
- the court building and/or rooms/offices were too small, and that some offices needed one or more windows;
- the temperature;
- the lack of interview rooms or private areas where legal representatives and witness services can brief clients;
- the lack of toilets, and the toilets were unclean and vandalised; and
- the cells were unclean.

8.4 Service Developments

8.4.1 All 2435 respondents were given the opportunity to detail any aspect of the service provided by the Scottish Court Service that they would like to change. A total of 1057 respondents provided details of at least one aspect that they would change.

8.4.2 Encouragingly, 344 respondents (33% of those who answered) said that there was nothing they would change. The main issues raised by respondents who would change something included:

- better communication, accurate and regular updates from the court staff (163 respondents, 15% of respondents); and
- improved time management, including not being made to wait at court when they are not needed (156 respondents, 15% of respondents).

8.4.3 Other things that were mentioned by fewer respondents included:

- improved waiting rooms, and separating those involved with the prosecution and defence;
- increase availability of, and more comfortable seating;
- improved choice and quality of catering;
- improved attitude of some staff members, and improved customer service;
- increased availability of private interview rooms;
- improved toilet facilities;
- better directions within the court building; and
- better information regarding parking/increased parking facilities.



9 Answer Tree® Analysis

9.1 Introduction

9.1.1 In order to more fully explore the reasons for respondents' expressed levels of satisfaction, Answer Tree® Analysis was carried out. This allows us to study the relationship between a dependent variable and a series of predictors. In this case, it was used to determine significant differences in overall satisfaction among sub-groups of the sample, and to predict which elements had the greatest impact on court users' overall satisfaction.

Creation of New Variables

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

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

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

Variables used

9.1.5 The following variables were entered into the analysis:

- **Target variable: Overall satisfaction**
- Satisfaction with court staff
 - Helpfulness of court staff
 - Accuracy of the information provided by court staff
 - Helpfulness of the information provided by court staff
 - Helpfulness of the information provided by the SCS
- Waiting in court (levels of satisfaction only):
 - Queuing at the public counter
 - Someone vital engaged
 - Someone vital absent
 - Other cases before mine
 - Was not told



- The attempts by court staff to keep respondents informed about how much longer they had to wait
- The attempts by court staff to keep respondents informed about why they had to wait
- Recent court contact
 - Speed of response
 - Satisfaction with the way the contact had been dealt with
- Catering
 - Range of catering facilities
 - Range of food and drink
 - Quality of food and drink
 - Service in cafeteria
- Comfort
 - Court room
 - Waiting area
 - Witness room
 - Jury room
- Cleanliness
 - All of the above and toilets

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

9.2 Results: Satisfaction

Court Staff

9.2.1 Using overall satisfaction as the target variable, all the aspects of **court staff** experience (for example, helpfulness and politeness) were entered as predictors.

9.2.2 The most important factor relating to court staff was helpfulness of staff. Of those who said court staff were unhelpful, 64% were dissatisfied overall. For



those who said staff were helpful (or couldn't remember, which was only one respondent), overall dissatisfaction was 13%. Of those who did not have an opinion on how helpful staff were, 25% were dissatisfied.

- 9.2.3 The next 'branch' of the tree ***for those who thought staff were helpful*** was whether staff were polite: 13% of people who thought staff were helpful and that they were polite were dissatisfied generally, whereas 43% of people who thought staff were helpful but reported that staff were impolite (or couldn't remember) were dissatisfied overall.

Waiting in Court

- 9.2.4 Again looking at overall satisfaction as the target variable, all the aspects related to **waiting in court** were used as predictor variables.
- 9.2.5 The most important aspect of waiting in court which affected overall satisfaction with the court was being informed of their waiting time.
- 9.2.6 56% of those who were dissatisfied with the information they received about how long they could expect to wait were dissatisfied overall. Those who were satisfied with the information about waiting times were more likely to be satisfied overall (only 9% in this category were dissatisfied overall).
- 9.2.7 ***For those who were dissatisfied with the information about waiting times***, being informed of the reason why they were waiting was the next most important factor in predicting overall satisfaction. 58% of respondents who were dissatisfied with information about how long they would wait AND dissatisfied with information (or couldn't remember, or did not respond) about the reason for the wait were dissatisfied overall. However, this figure fell to 17% for respondents who were dissatisfied with information about the length of wait but were satisfied with the information they received regarding the reason for the delay.

Last Contact with Court

- 9.2.8 The speed of the last contact with the court was more related to overall satisfaction than the way the contact had been dealt with. Of those who were satisfied with the speed of the last contact they had with the court, only 13% were dissatisfied overall – for those who were dissatisfied with the speed of last contact, this figure was 61%.
- 9.2.9 The way the contact had been dealt with also seems to affect overall satisfaction, however. For those who were satisfied with the speed of contact and were also satisfied with (or couldn't remember) the way the contact had been dealt with, 88% were satisfied overall. If they were satisfied with the speed but dissatisfied with the way it had been dealt with (or did not respond), this figure dropped to 70%. For those who were dissatisfied with the speed of the last contact, but were satisfied with the



way it had been dealt with, 64% were satisfied overall. Those who were dissatisfied with both the speed of the contact and the way it had been dealt with were the least satisfied overall – only 32% were satisfied overall with the court.

Catering

- 9.2.10 The only aspect of catering at courts that affected overall satisfaction was the range of food and drink available. Those who were dissatisfied with the range of foods available were more likely to be dissatisfied overall (29% of these respondents were dissatisfied overall) whereas those who were satisfied with the range (or couldn't remember, or did not respond) were more satisfied overall (only 16% were dissatisfied overall).

Comfort

- 9.2.11 Comfort of the court room had the greatest impact on overall satisfaction out of all the 'comfort' questions. 87% of those who were satisfied with the comfort of the court room were satisfied overall, while only 57% of those who were dissatisfied with the comfort of the court room were generally satisfied.

Cleanliness

- 9.2.12 In terms of cleanliness, the waiting area environment was the most important predictor of overall satisfaction: 79% of those who were satisfied that the waiting area was clean were satisfied overall. However, only 44% of those who were dissatisfied with the cleanliness of the waiting room were satisfied overall.

All Satisfaction Data

- 9.2.13 Again using overall satisfaction as the target variable, all the other satisfaction variables were entered as predictors. The most important predictor was the speed of response to the respondent's last contact with the court, so the analysis was re-run using only variables relating to that day's visit to the court.
- 9.2.14 When only variables relating to that day's visit were entered as predictor variables, the most important factor was **satisfaction with the information about how long they would have to wait.**
- 9.2.15 Of those who were dissatisfied with the information they were given about the time they would wait, only 44% were generally satisfied, whereas 91% of those who were satisfied with this information were generally satisfied.
- 9.2.16 **For those who were dissatisfied with the information they were given about how long they would wait,** the next most important factor



determining overall satisfaction was the helpfulness of court staff. Of respondents who were dissatisfied with the information given about the length of their wait, and who also perceived the staff to be unhelpful (or whose data were missing), 73% were generally dissatisfied. However, those who were dissatisfied with the information they received about how long they would wait but who perceived the staff to be helpful were less likely to be dissatisfied overall (the figure for this group was 43%).

- 9.2.17 ***For those who were satisfied with the information they were given about how long they would wait***, the next most important factor was their satisfaction with waiting times due to 'other cases before mine'.
- 9.2.18 100% of those who were satisfied with the information they received about how long they had to wait, and who were satisfied with their waiting time due to other cases taking place before theirs, were satisfied overall.
- 9.2.19 General satisfaction levels dropped to 87% if respondents were satisfied with the information about the length of the delay but they were dissatisfied (or did not comment) because of waiting times due to 'other cases before mine'.

9.3 Results: User Profiles

Court Size

- 9.3.1 Overall satisfaction levels varied by court size. For high and low workload courts, 75% of respondents were generally satisfied. This figure was 81% for medium workload courts.

Age

- 9.3.2 AnswerTree® analysis broke respondents into three age groups: those aged 16-24 were generally the least satisfied group (71% were satisfied), compared to 76% for over 65s and 79% for the remaining age groups.

Ethnicity

- 9.3.3 No difference was found for ethnic group.

Capacity in which visiting court – Clustered User Group

- 9.3.4 No difference was found by the clustered user groups.

9.4 All demographics

- 9.4.1 When age, gender, ethnicity, court size and clustered user group were all entered as predictors, clustered user group came out as the most important. The most interesting results include that for and people visiting the public counter/fines office, **court size** is the next most important variable. A total



of 79% of respondents at high workload courts were satisfied overall, compared to 94% of these people at low/medium workload courts.

9.5 Key Driver Analysis

- 9.5.1 To complement the descriptive statistical analyses and Answer Tree® interrogation, a Key Driver Analysis (KDA) was carried out.
- 9.5.2 This analysis supported the Answer Tree® results, with the main predictor of overall satisfaction being satisfaction with the attempts by court staff to keep users informed about how much longer they would have to wait. This accounted for 10% of the variance in overall satisfaction.
- 9.5.3 The second factor influencing overall satisfaction from the KDA was how easy it was to find where to go in the building. This accounted for a further 12% of the variance in overall satisfaction.



10 Summary

- 10.1.1 Overall the results of the 2006 Scottish Court Service Customer Satisfaction Survey are very positive. Overall satisfaction and satisfaction with individual elements of respondents' court experience were high, with most respondents indicating that they were very or fairly satisfied.
- 10.1.2 Glasgow and Strathkelvin was the Sheriffdom which consistently demonstrated slightly lower levels of satisfaction – however, this should be interpreted with caution due to a smaller number of interviews in this Sheriffdom, and also differing user profiles across Sheriffdoms should be borne in mind.
- 10.1.3 Despite respondents being generally satisfied, waiting in court appears to be an important issue of concern. Answer Tree® and Key Driver Analysis revealed that staff keeping respondents informed about how much longer they would have to wait was one of the key determinants of overall satisfaction. While most factors relating to the court experience showed high levels of satisfaction, only half of respondents were satisfied with attempts by court staff to keep them informed about how long they would have to wait. Indeed, when asked what respondents would like to change, the two factors most commonly suggested were related to waiting. These were suggestions of better communication, accurate and regular updates from court staff, and improved time management including not being obligated to wait at the court when not needed.



Appendix A

Cross-tabulations for Core Satisfaction Questions

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

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

Table A.2.1 Responses by Court

Courts	Number	Percent
Supreme Courts		
Court of Session	48	2.0
Aberdeen High Court	54	2.2
Edinburgh High Court	79	3.2
Glasgow High Court	117	4.8
Sheriff Courts		
Aberdeen Sheriff Court	137	5.6
Airdrie	57	2.3
Alloa	19	0.8
Arbroath	42	1.7
Ayr	55	2.3
Banff	9	0.4
Campbeltown	29	1.2
Cupar	15	0.6
Dingwall	17	0.7
Dornoch	17	0.7
Dumbarton	52	2.1
Dumfries	41	1.7
Dundee	151	6.2
Dunfermline	54	2.2
Dunoon	34	1.4
Duns	7	0.3
Edinburgh Sheriff Court	183	7.5
Elgin	27	1.1
Falkirk	39	1.6
Forfar	6	0.2
Fort William	9	0.4
Glasgow Sheriff Court	236	9.7
Greenock	56	2.3
Haddington	29	1.2
Hamilton	142	5.8
Inverness	44	1.8
Jedburgh	20	0.8
Kilmarnock	40	1.6
Kirkcaldy	57	2.3
Kirkcudbright	7	0.3
Kirkwall	12	0.5
Lanark	44	1.8
Lerwick	17	0.7
Linlithgow/Livingston Annex	46	1.9
Lochmaddy	13	0.5
Oban	13	0.5
Paisley	132	5.4
Peebles	10	0.4
Perth	46	1.9
Peterhead	14	0.6
Portree	20	0.8
Rothsay	16	0.7
Selkirk	9	0.4
Stirling	34	1.4
Stornoway	24	1.0
Stranrear	20	0.8
Tain	17	0.7
Wick	19	0.8
Total	2435	100

Table A.2.2 'Other' Non-Professionals

	Number
Appeal court	1
Enquiry and to take son home	1
For my step son	1
Giving evidence for the crown	1
Information about pending criminal case	1
Looking at courts	1
Making application for job	1
Needing form for small claims	1
No Response	1
Supporter (not specified)	1
Supporting Witness	9
To see Parliament Hall	4
To see the criminal court advisor	1
Use canteen	1
Visit fiscals office	1
Waiting for brother	1
Waiting for brother across the road at high court	1
Work Experience	1
Total	29

Table A.2.3 'Other' Professionals

	Number
Advocacy worker for accused	1
Analyst	1
Apex Scotland	1
Army witness	1
Associate bar benevolent fund	1
Bail Information Officer	1
CCTV operator	1
Child welfare hearing	1
Clerical Officer	1
Council Employee	1
Council official attempting to trace individual due to attend court	1
Court Runner	2
Criminal Justice Office	2
Criminal Justice Worker	1
Drug Support Worker	1
Drugs and alcohol arrest referral worker (SIGNPOST)	1
Financial Welfare Guardian	1
Housing aid worker	1
In Court Advisor	1
Interpreter	1
IT	1
Life Coach	1
Looking after witness	1
Mental Health Support Worker	1
No Response	5
Other Police	1
Paralegal - Persuer	1
Paralegal	1
Police Other	29
Security witness	1
Senior member of health board under scrutiny in the FAI case	1
Student - Work Experience	1
Student Social Worker	1
Studying Law	1
Support Worker	2
Total	70

Table A.2.4 'Other' Reasons Professionals were attending court

	Number
Bringing people to court	2
Children's Referral	1
Computing	1
Consultation	1
Council official attempting to trace individual due to attend court	1
Court social worker	1
Cover bail/courtwork	1
DTTO Review	1
Experience of Court	1
Interpreter for solicitor	1
Interview prisoner	1
Obtain Sheriff Warrant	1
Office upgrades	1
Part of job role	1
Police Court Officer	11
Police Force Training	2
Police officer checking on case on day off	1
Police Officer in charge	1
Police on Public Order	1
Precognose Witness	1
Referrals court	1
Remand Court	1
Reporting	8
Return suspect	1
Safety Issues - Sister arrested for own safety - mental health issues	1
Social Work Reports	1
Supervising police	1
Support accused	1
Support victims	1
Support Witness	10
Taking information	1
Talk to lawyer	1
To assess clients	1
To cover social work	1
To give court report	1
Training	1
Visit Police on duty	1
Visit Sheriff in Chambers	2
Visited cells	1
Work	1
Work Experience	2
Work in cells	2
Total	73

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

	Sheriffdom							Total
	Glasgow and Strathkelvin	Grampian Highland and Islands	Lothian and Borders	North Strathclyde	South Strathclyde, Dumfries and Galloway	Tayside, Central and Fife	Supreme Courts	
1 Accused in a criminal case & Supporters of accused	64 8.0%	155 19.4%	133 16.7%	121 15.2%	113 14.2%	172 21.6%	40 5.0%	798 100.0%
2 Civil litigants & Witnesses in a civil case	11 11.3%	16 16.5%	11 11.3%	27 27.8%	8 8.2%	15 15.5%	9 9.3%	97 100.0%
3 Jurors (Selected & Not Selected)	19 7.0%	20 7.4%	31 11.4%	23 8.5%	52 19.1%	63 23.2%	64 23.5%	272 100.0%
4 Victim in a criminal case & Supporters of victims	10 8.4%	24 20.2%	9 7.6%	9 7.6%	20 16.8%	25 21.0%	22 18.5%	119 100.0%
5 People visiting the public counter	15 8.3%	46 25.6%	21 11.7%	37 20.6%	28 15.6%	20 11.1%	13 7.2%	180 100.0%
6 Spectators, Witnesses in a criminal case & Others	28 10.1%	46 16.6%	30 10.8%	31 11.2%	33 11.9%	46 16.6%	63 22.7%	277 100.0%
7 Advocate, Solicitor and Solicitor Advocate	32 10.8%	34 11.5%	31 10.5%	55 18.6%	53 17.9%	58 19.6%	33 11.1%	296 100.0%
8 All Other Professionals	57 14.4%	55 13.9%	38 9.6%	69 17.4%	59 14.9%	64 16.2%	54 13.6%	396 100.0%
Total	236 9.7%	396 16.3%	304 12.5%	372 15.3%	366 15.0%	463 19.0%	298 12.2%	2435 100.0%

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

	User Group								Total
	1 - Accused in a criminal case & Supporters of accused	2 - Civil litigants & Witnesses in a civil case	3 - Jurors (Selected & Not Selected)	4 - Victim in a criminal case & Supporters of victims	5 - People visiting the public counter	6 - Spectators, Witnesses in a criminal case & Others	7 - Advocate, Solicitor and Solicitor Advocate	8 - All Other Professionals	
Glasgow and Strathkelvin	64 27.1%	11 4.7%	19 8.1%	10 4.2%	15 6.4%	28 11.9%	32 13.6%	57 24.2%	236 100.0%
Grampian Highland and Islands	155 39.1%	16 4.0%	20 5.1%	24 6.1%	46 11.6%	46 11.6%	34 8.6%	55 13.9%	396 100.0%
Lothian and Borders	133 43.8%	11 3.6%	31 10.2%	9 3.0%	21 6.9%	30 9.9%	31 10.2%	38 12.5%	304 100.0%
North Strathclyde	121 32.5%	27 7.3%	23 6.2%	9 2.4%	37 9.9%	31 8.3%	55 14.8%	69 18.5%	372 100.0%
South Strathclyde, Dumfries and Galloway	113 30.9%	8 2.2%	52 14.2%	20 5.5%	28 7.7%	33 9.0%	53 14.5%	59 16.1%	366 100.0%
Tayside, Central and Fife	172 37.1%	15 3.2%	63 13.6%	25 5.4%	20 4.3%	46 9.9%	58 12.5%	64 13.8%	463 100.0%
Supreme Courts	40 13.4%	9 3.0%	64 21.5%	22 7.4%	13 4.4%	63 21.1%	33 11.1%	54 18.1%	298 100.0%
Total	798 32.8%	97 4.0%	272 11.2%	119 4.9%	180 7.4%	277 11.4%	296 12.2%	396 16.3%	2435 100.0%

Table A.3.1 Overall Satisfaction by User Group

	OVERALL satisfaction					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	29 3.7%	31 3.9%	210 26.8%	298 38.0%	217 27.6%	785 100.0%
2 Civil litigants & Witnesses in a civil case	4 4.1%	4 4.1%	11 11.3%	26 26.8%	52 53.6%	97 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	4 1.5%	18 6.8%	115 43.2%	129 48.5%	266 100.0%
4 Victim in a criminal case & Supporters of victims	6 5.1%	5 4.2%	16 13.6%	40 33.9%	51 43.2%	118 100.0%
5 People visiting the public counter	2 1.1%	0 0.0%	22 12.3%	38 21.2%	117 65.4%	179 100.0%
6 Spectators, Witnesses in a criminal case & Others	3 1.1%	14 5.3%	53 19.9%	89 33.5%	107 40.2%	266 100.0%
7 Advocate, Solicitor and Solicitor Advocate	3 1.0%	4 1.4%	29 10.0%	121 41.9%	132 45.7%	289 100.0%
8 All Other Professionals	3 0.8%	12 3.1%	60 15.7%	138 36.2%	168 44.1%	381 100.0%
Total	50 2.1%	74 3.1%	419 17.6%	865 36.3%	973 40.9%	2381 100.0%

Table A.3.2 Overall Satisfaction by Sheriffdom

	OVERALL satisfaction					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	14 6.0%	13 5.6%	54 23.2%	81 34.8%	71 30.5%	233 100.0%
Grampian Highland and Islands	8 2.1%	8 2.1%	46 12.3%	119 31.7%	194 51.7%	375 100.0%
Lothian and Borders	1 0.3%	6 2.0%	106 35.2%	113 37.5%	75 24.9%	301 100.0%
North Strathclyde	6 1.6%	8 2.2%	40 10.9%	112 30.5%	201 54.8%	367 100.0%
South Strathclyde, Dumfries and Galloway	8 2.2%	9 2.5%	28 7.8%	119 33.1%	195 54.3%	359 100.0%
Tayside, Central and Fife	11 2.4%	27 5.9%	88 19.2%	217 47.4%	115 25.1%	458 100.0%
Supreme Courts	2 0.7%	3 1.0%	57 19.8%	104 36.1%	122 42.4%	288 100.0%
Total	50 2.1%	74 3.1%	419 17.6%	865 36.3%	973 40.9%	2381 100.0%

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

	Ease of finding building					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
1 Accused in a criminal case & Supporters of accused	4 0.5%	11 1.4%	24 3.0%	110 13.9%	643 81.2%	792 100.0%
2 Civil litigants & Witnesses in a civil case	1 1.0%	2 2.1%	5 5.2%	13 13.5%	75 78.1%	96 100.0%
3 Jurors (Selected & Not Selected)	3 1.1%	1 0.4%	9 3.4%	34 12.7%	221 82.5%	268 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	4 3.4%	5 4.2%	33 28.0%	76 64.4%	118 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	6 3.3%	21 11.7%	153 85.0%	180 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.4%	5 1.8%	6 2.2%	37 13.4%	227 82.2%	276 100.0%
7 Advocate, Solicitor and Solicitor Advocate	3 1.0%	2 0.7%	8 2.7%	26 8.8%	255 86.7%	294 100.0%
8 All Other Professionals	1 0.3%	1 0.3%	12 3.1%	20 5.2%	354 91.2%	388 100.0%
Total	13 0.5%	26 1.1%	75 3.1%	294 12.2%	2004 83.1%	2412 100.0%

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

	Ease of finding building					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
Glasgow and Strathkelvin	3 1.3%	3 1.3%	5 2.1%	10 4.3%	213 91.0%	234 100.0%
Grampian Highland and Islands	3 0.8%	4 1.0%	7 1.8%	64 16.6%	307 79.7%	385 100.0%
Lothian and Borders	2 0.7%	3 1.0%	13 4.3%	53 17.5%	232 76.6%	303 100.0%
North Strathclyde	0 0.0%	0 0.0%	9 2.4%	43 11.6%	320 86.0%	372 100.0%
South Strathclyde, Dumfries and Galloway	4 1.1%	6 1.6%	12 3.3%	39 10.7%	303 83.2%	364 100.0%
Tayside, Central and Fife	0 0.0%	2 0.4%	8 1.7%	38 8.3%	412 89.6%	460 100.0%
Supreme Courts	1 0.3%	8 2.7%	21 7.1%	47 16.0%	217 73.8%	294 100.0%
Total	13 0.5%	26 1.1%	75 3.1%	294 12.2%	2004 83.1%	2412 100.0%

Table A.4.2.1.1 Satisfaction with Accuracy of Daily Court Business

	Number	Percent
Very Dissatisfied	7	2.2
Fairly Dissatisfied	10	3.2
Neither Satisfied nor Dissatisfied	33	10.5
Fairly Satisfied	76	24.3
Very Satisfied	182	58.1
Can't remember	5	1.6
Total	313	100.0

Table A.4.2.1.2 Satisfaction with Obtaining Information about SCS and its Role

	Number	Percent
Very Dissatisfied	1	1.6
Fairly Dissatisfied	1	1.6
Neither Satisfied nor Dissatisfied	9	14.5
Fairly Satisfied	15	24.2
Very Satisfied	34	54.8
Can't remember	2	3.2
Total	62	100.0

Table A.4.2.1.3 Satisfaction with Obtaining Information about the Scottish Justice System

	Number	Percent
Very Dissatisfied	2	2.5
Neither Satisfied nor Dissatisfied	5	6.3
Fairly Satisfied	28	35.4
Very Satisfied	42	53.2
Can't remember	2	2.5
Total	79	100

Table A.4.2.1.4 Satisfaction with Obtaining Information Leaflets/Forms Used in Court

	Number	Percent
Very Dissatisfied	3	3.1
Fairly Dissatisfied	1	1.0
Neither Satisfied nor Dissatisfied	7	7.3
Fairly Satisfied	27	28.1
Very Satisfied	57	59.4
Can't remember	1	1.0
Total	96	100.0

Table A.4.2.1.5 Satisfaction with Obtaining Court Addresses/Phone Numbers Etc

	Number	Percent
Very Dissatisfied	2	1.3
Neither Satisfied nor Dissatisfied	8	5.2
Fairly Satisfied	38	24.5
Very Satisfied	107	69.0
Total	155	100.0

Table A.4.2.1.6 Satisfaction with Other Elements of the Website

	Number	Percent
Very Dissatisfied	1	2.0
Fairly Dissatisfied	2	4.1
Neither Satisfied nor Dissatisfied	4	8.2
Fairly Satisfied	11	22.4
Very Satisfied	31	63.3
Total	49	100.0

Table A.4.2.2.1 Ease of Finding Information on Daily Court Business

	Number	Percent
Very Difficult	5	1.7
Fairly Difficult	12	4.0
Neither Easy nor Difficult	27	9.1
Fairly Easy	72	24.2
Very Easy	180	60.4
Can't remember	2	0.7
Total	298	100.0

Table A.4.2.2.2 Ease of Obtaining Information about SCS and its Role

	Number	Percent
Very Difficult	1	1.8
Fairly Difficult	2	3.6
Neither Easy nor Difficult	5	8.9
Fairly Easy	17	30.4
Very Easy	29	51.8
Can't remember	2	3.6
Total	56	100.0

Table A.4.2.2.3 Ease of Obtaining Information about the Scottish Justice System

	Number	Percent
Very Difficult	1	1.3
Fairly Difficult	3	4.0
Neither Easy nor Difficult	6	8.0
Fairly Easy	19	25.3
Very Easy	43	57.3
Can't remember	3	4.0
Total	75	100.0

Table A.4.2.2.4 Ease of Obtaining Information Leaflets and Forms Used in Court

	Number	Percent
Very Difficult	4	4.2
Fairly Difficult	2	2.1
Neither Easy nor Difficult	11	11.6
Fairly Easy	26	27.4
Very Easy	52	54.7
Total	95	100.0

Table A.4.2.2.5 Ease of Obtaining Court Addresses/Phone Numbers Etc

	Number	Percent
Very Difficult	1	0.7
Fairly Difficult	7	4.8
Neither Easy nor Difficult	10	6.9
Fairly Easy	36	24.8
Very Easy	91	62.8
Total	145	100.0

Table A.4.2.2.6 Ease of Obtaining Other Elements of the Website

	Number	Percent
Fairly Difficult	7	14.3
Neither Easy nor Difficult	7	14.3
Fairly Easy	11	22.4
Very Easy	24	49.0
Total	49	100.0

Table A.4.3.1 Ease of Finding Way around Court Building by User Group

	How easy to find where to go in building?					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
1 Accused in a criminal case & Supporters of accused	8 1.0%	12 1.5%	26 3.3%	96 12.4%	635 81.7%	777 100.0%
2 Civil litigants & Witnesses in a civil case	3 3.2%	3 3.2%	2 2.1%	16 16.8%	71 74.7%	95 100.0%
3 Jurors (Selected & Not Selected)	5 1.9%	3 1.1%	15 5.6%	54 20.2%	190 71.2%	267 100.0%
4 Victim in a criminal case & Supporters of victims	1 0.8%	1 0.8%	6 5.1%	27 22.9%	83 70.3%	118 100.0%
5 People visiting the public counter	0 0.0%	2 1.1%	2 1.1%	14 7.9%	160 89.9%	178 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.4%	7 2.6%	12 4.4%	39 14.3%	214 78.4%	273 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 0.7%	1 0.4%	8 2.8%	29 10.2%	243 85.9%	283 100.0%
8 All Other Professionals	4 1.0%	4 1.0%	11 2.9%	20 5.2%	344 89.8%	383 100.0%
Total	24 1.0%	33 1.4%	82 3.5%	295 12.4%	1940 81.7%	2374 100.0%

Table A.4.3.2 Ease of Finding Way around Court Building by Sheriffdom

	How easy to find where to go in building?					Total
	Very Difficult	Fairly Difficult	Neither Easy nor Difficult	Fairly Easy	Very Easy	
Glasgow and Strathkelvin	7 3.0%	6 2.6%	19 8.2%	12 5.2%	188 81.0%	232 100.0%
Grampian Highland and Islands	4 1.1%	4 1.1%	4 1.1%	46 12.1%	321 84.7%	379 100.0%
Lothian and Borders	3 1.0%	6 2.0%	9 3.0%	53 17.6%	230 76.4%	301 100.0%
North Strathclyde	4 1.1%	2 0.5%	3 0.8%	26 7.1%	329 90.4%	364 100.0%
South Strathclyde, Dumfries and Galloway	5 1.4%	6 1.7%	12 3.3%	32 8.9%	305 84.7%	360 100.0%
Tayside, Central and Fife	1 0.2%	3 0.7%	24 5.3%	73 16.2%	350 77.6%	451 100.0%
Supreme Courts	0 0.0%	6 2.1%	11 3.8%	53 18.5%	217 75.6%	287 100.0%
Total	24 1.0%	33 1.4%	82 3.5%	295 12.4%	1940 81.7%	2374 100.0%

Table A.5.1.1 Helpfulness of Court Staff by User Group

	How helpful were court staff?					Total
	Very Unhelpful	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Unhelpful	
1 Accused in a criminal case & Supporters of accused	13 2.6%	11 2.2%	37 7.5%	90 18.3%	342 69.4%	493 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	2 2.7%	4 5.5%	6 8.2%	61 83.6%	73 100.0%
3 Jurors (Selected & Not Selected)	5 2.1%	1 0.4%	6 2.5%	32 13.4%	195 81.6%	239 100.0%
4 Victim in a criminal case & Supporters of victims	2 2.7%	0 0.0%	5 6.8%	6 8.2%	60 82.2%	73 100.0%
5 People visiting the public counter	0 0.0%	3 2.4%	3 2.4%	6 4.8%	114 90.5%	126 100.0%
6 Spectators, Witnesses in a criminal case & Others	2 1.1%	1 0.5%	8 4.3%	29 15.8%	144 78.3%	184 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 0.4%	2 0.8%	3 1.2%	40 16.0%	204 81.6%	250 100.0%
8 All Other Professionals	4 1.2%	4 1.2%	14 4.3%	39 11.9%	266 81.3%	327 100.0%
Total	27 1.5%	24 1.4%	80 4.5%	248 14.1%	1386 78.5%	1765 100.0%

Table A.5.1.2 Helpfulness of Court Staff by Sheriffdom

	How helpful were court staff?					Total
	Very Unhelpful	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Unhelpful	
Glasgow and Strathkelvin	4 2.1%	5 2.6%	19 9.9%	25 13.0%	139 72.4%	192 100.0%
Grampian Highland and Islands	3 1.1%	0 0.0%	15 5.3%	22 7.8%	241 85.8%	281 100.0%
Lothian and Borders	3 1.6%	2 1.0%	8 4.1%	34 17.6%	146 75.6%	193 100.0%
North Strathclyde	2 0.7%	8 2.8%	9 3.1%	26 9.1%	242 84.3%	287 100.0%
South Strathclyde, Dumfries and Galloway	3 1.0%	3 1.0%	12 4.0%	33 11.1%	246 82.8%	297 100.0%
Tayside, Central and Fife	7 2.2%	5 1.6%	13 4.1%	69 21.6%	226 70.6%	320 100.0%
Supreme Courts	5 2.6%	1 0.5%	4 2.1%	39 20.0%	146 74.9%	195 100.0%
Total	27 1.5%	24 1.4%	80 4.5%	248 14.1%	1386 78.5%	1765 100.0%

Table A.5.2.1 Politeness of Court Staff by User Group

	How polite were court staff?					Total
	Very Impolite	Fairly Impolite	Neither Polite nor Impolite	Fairly Polite	Very Polite	
1 Accused in a criminal case & Supporters of accused	5 1.0%	8 1.6%	22 4.5%	89 18.1%	369 74.8%	493 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	2 2.7%	8 11.0%	63 86.3%	73 100.0%
3 Jurors (Selected & Not Selected)	1 0.4%	3 1.3%	7 2.9%	23 9.7%	204 85.7%	238 100.0%
4 Victim in a criminal case & Supporters of victims	2 2.7%	0 0.0%	0 0.0%	10 13.7%	61 83.6%	73 100.0%
5 People visiting the public counter	0 0.0%	1 0.8%	2 1.6%	7 5.6%	116 92.1%	126 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	2 1.1%	3 1.6%	22 12.0%	157 85.3%	184 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 0.4%	4 1.6%	35 13.9%	211 84.1%	251 100.0%
8 All Other Professionals	1 0.3%	4 1.2%	11 3.4%	33 10.1%	278 85.0%	327 100.0%
Total	9 0.5%	19 1.1%	51 2.9%	227 12.9%	1459 82.7%	1765 100.0%

Table A.5.2.2 Politeness of Court Staff by Sheriffdom

	How polite were court staff?					Total
	Very Polite	Fairly Impolite	Neither Polite nor Impolite	Fairly Polite	Very Polite	
Glasgow and Strathkelvin	0 0.0%	2 1.0%	13 6.8%	29 15.1%	148 77.1%	192 100.0%
Grampian Highland and Islands	0 0.0%	2 0.7%	7 2.5%	19 6.8%	253 90.0%	281 100.0%
Lothian and Borders	0 0.0%	3 1.6%	6 3.1%	28 14.5%	156 80.8%	193 100.0%
North Strathclyde	2 0.7%	6 2.1%	5 1.7%	29 10.1%	246 85.4%	288 100.0%
South Strathclyde, Dumfries and Galloway	2 0.7%	4 1.3%	8 2.7%	22 7.4%	261 87.9%	297 100.0%
Tayside, Central and Fife	4 1.3%	1 0.3%	7 2.2%	73 22.8%	235 73.4%	320 100.0%
Supreme Courts	1 0.5%	1 0.5%	5 2.6%	27 13.9%	160 82.5%	194 100.0%
Total	9 0.5%	19 1.1%	51 2.9%	227 12.9%	1459 82.7%	1765 100.0%

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

	Accuracy of the Information Provided by Court Staff					Total
	Very Inaccurate	Fairly Inaccurate	Neither Accurate nor Inaccurate	Fairly Accurate	Very Accurate	
1 Accused in a criminal case & Supporters of accused	1 0.5%	3 1.4%	11 5.2%	37 17.5%	160 75.5%	212 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 2.9%	2 5.9%	31 91.2%	34 100.0%
3 Jurors (Selected & Not Selected)	1 0.5%	0 0.0%	10 4.6%	42 19.2%	166 75.8%	219 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 2.0%	3 6.0%	5 10.0%	41 82.0%	50 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	0 0.0%	5 100.0%	5 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.9%	2 1.9%	3 2.8%	27 25.2%	74 69.2%	107 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	1 3.8%	10 38.5%	15 57.7%	26 100.0%
8 All Other Professionals	1 1.2%	0 0.0%	2 2.3%	17 19.8%	66 76.7%	86 100.0%
Total	4 0.5%	6 0.8%	31 4.2%	140 18.9%	558 75.5%	739 100.0%

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

	Accuracy of the Information Provided by Court Staff					Total
	Very Inaccurate	Fairly Inaccurate	Neither Accurate nor Inaccurate	Fairly Accurate	Very Accurate	
Glasgow and Strathkelvin	0 0.0%	1 2.1%	6 12.5%	8 16.7%	33 68.8%	48 100.0%
Grampian Highland and Islands	1 0.9%	0 0.0%	1 0.9%	37 31.6%	78 66.7%	117 100.0%
Lothian and Borders	1 1.1%	1 1.1%	6 6.8%	13 14.8%	67 76.1%	88 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 2.8%	13 12.0%	92 85.2%	108 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	0 0.0%	4 3.0%	13 9.6%	118 87.4%	135 100.0%
Tayside, Central and Fife	2 1.6%	4 3.3%	7 5.7%	35 28.5%	75 61.0%	123 100.0%
Supreme Courts	0 0.0%	0 0.0%	4 3.3%	21 17.5%	95 79.2%	120 100.0%
Total	4 0.5%	6 0.8%	31 4.2%	140 18.9%	558 75.5%	739 100.0%

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

	Helpfulness of Updates Provided by Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Helpful	
1 Accused in a criminal case & Supporters of accused	0 0.0%	5 2.2%	16 7.2%	46 20.6%	156 70.0%	223 100.0%
2 Civil litigants & Witnesses in a civil case	2 5.3%	0 0.0%	1 2.6%	3 7.9%	32 84.2%	38 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 0.5%	5 2.3%	62 28.1%	153 69.2%	221 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	4 8.5%	7 14.9%	36 76.6%	47 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	5 5.7%	17 19.3%	66 75.0%	88 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	0 0.0%	15 21.4%	55 78.6%	70 100.0%
8 All Other Professionals	1 0.8%	0 0.0%	3 2.3%	18 13.5%	111 83.5%	133 100.0%
Total	3 0.4%	6 0.7%	34 4.1%	168 20.4%	611 74.3%	822 100.0%

Table A.6.2.2 Helpfulness of Updates Provided by Sheriffdom

	Helpfulness of Updates Provided by Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Helpful	
Glasgow and Strathkelvin	1 1.5%	1 1.5%	6 9.1%	11 16.7%	47 71.2%	66 100.0%
Grampian Highland and Islands	0 0.0%	1 0.7%	4 2.8%	19 13.5%	117 83.0%	141 100.0%
Lothian and Borders	1 1.2%	0 0.0%	2 2.4%	20 24.1%	60 72.3%	83 100.0%
North Strathclyde	1 0.8%	1 0.8%	2 1.7%	24 19.8%	93 76.9%	121 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	2 1.3%	8 5.0%	20 12.6%	129 81.1%	159 100.0%
Tayside, Central and Fife	0 0.0%	1 0.8%	8 6.3%	42 32.8%	77 60.2%	128 100.0%
Supreme Courts	0 0.0%	0 0.0%	4 3.2%	32 25.8%	88 71.0%	124 100.0%
Total	3 0.4%	6 0.7%	34 4.1%	168 20.4%	611 74.3%	822 100.0%

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

	Helpfulness of Information from SCS				Total
	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Helpful	
1 Accused in a criminal case & Supporters of accused	2 1.7%	13 11.3%	33 28.7%	67 58.3%	115 100.0%
2 Civil litigants & Witnesses in a civil case	1 3.8%	1 3.8%	4 15.4%	20 76.9%	26 100.0%
3 Jurors (Selected & Not Selected)	2 0.9%	19 8.9%	60 28.0%	133 62.1%	214 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	2 6.9%	7 24.1%	20 69.0%	29 100.0%
5 People visiting the public counter	0 0.0%	1 16.7%	0 0.0%	5 83.3%	6 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 1.8%	7 12.7%	14 25.5%	33 60.0%	55 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 4.2%	4 16.7%	19 79.2%	24 100.0%
8 All Other Professionals	0 0.0%	2 6.1%	2 6.1%	29 87.9%	33 100.0%
Total	6 1.2%	46 9.2%	124 24.7%	326 64.9%	502 100.0%

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

	Helpfulness of Information from SCS				Total
	Fairly Unhelpful	Neither Helpful nor Unhelpful	Fairly Helpful	Very Helpful	
Glasgow and Strathkelvin	1 2.6%	5 13.2%	7 18.4%	25 65.8%	38 100.0%
Grampian Highland and Islands	1 1.1%	7 7.4%	20 21.3%	66 70.2%	94 100.0%
Lothian and Borders	1 1.8%	7 12.3%	10 17.5%	39 68.4%	57 100.0%
North Strathclyde	0 0.0%	4 6.1%	18 27.3%	44 66.7%	66 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	6 6.8%	26 29.5%	56 63.6%	88 100.0%
Tayside, Central and Fife	3 3.7%	7 8.5%	26 31.7%	46 56.1%	82 100.0%
Supreme Courts	0 0.0%	10 13.0%	17 22.1%	50 64.9%	77 100.0%
Total	6 1.2%	46 9.2%	124 24.7%	326 64.9%	502 100.0%

Table A.6.4.1 Had to Wait by Sheriffdom

	Had to Wait	Did Not Have to Wait	Total
Glasgow and Strathkelvin	100 42.9%	133 57.1%	233 100.0%
Grampian Highland and Islands	165 42.0%	228 58.0%	393 100.0%
Lothian and Borders	155 51.2%	148 48.8%	303 100.0%
North Strathclyde	121 32.7%	249 67.3%	370 100.0%
South Strathclyde, Dumfries and Galloway	154 42.3%	210 57.7%	364 100.0%
Tayside, Central and Fife	173 37.4%	289 62.6%	462 100.0%
Supreme Courts	79 27.0%	214 73.0%	293 100.0%
Total	947 39.2%	1471 60.8%	2418 100.0%

Table A.6.4.2 'Other' Reasons Respondents Had to Wait

	Number
Waiting to hear if picked for jury	16
Legal debates	6
Preparing case	6
Case called late	5
In custody	4
Computer broken	4
Court closed	4
Was early	3
Waiting for lawyer	3
Waiting to be called	3
Lack of info	3
Other business	3
Waiting to hear outcome	3
Clerks busy	2
Custodies	2
Jury was late	2
Lost papers	2
Still to be called	2
Procurator Fiscal not quick enough/problems at office	2
Waiting on Sheriff	2
Family/friend	2
Witness before me/problems	2
Case suspended	1
Accused drunk	1
Adjourned till tomorrow	1
Procurator Fiscal running late	1
Wrong court	1
Case being discussed	1
Cells	1
Court administration	1
Court commencing	1
Court proceedings slow	1
Discussing case	1
Fiscal no papers	1
Busy Court	1
Judge Out	1
No facilities downstairs	1
Someone was late	1
Security	1
Going for cigarette	1
Duty Officer	1
On release forms	1
Given wrong info	1
Eleventh hour plea bargaining	1
For a 3-day trial jurors	1
Hitches	1
Just ten minutes	1
Late trial start	1
Let go today	1
Not paid for waiting time	1
Other cases adjourned	1
Other cases before best friends	1
Other cases to call	1
Other custodies	1
Pleading guilty and wait	1
Point of law	1
Running late	1
Things they sorted out	1
To be called	1
To see if it would go away	1
Usual length of time 40 mins	1
Wait until court began	1
Waiting on somebody important	1
Inefficiency	1
Waiting in Jury Room	1
Don't Know	4
Not specified	4
Total	132

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

	Time Waited at Public Counter			Total
	Up to 30 mins	Over 1 hr and up to 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	36 90.0%	1 2.5%	3 7.5%	40 100.0%
2 Civil litigants & Witnesses in a civil case	9 100.0%	0 0.0%	0 0.0%	9 100.0%
3 Jurors (Selected & Not Selected)	7 100.0%	0 0.0%	0 0.0%	7 100.0%
4 Victim in a criminal case & Supporters of victims	12 100.0%	0 0.0%	0 0.0%	12 100.0%
5 People visiting the public counter	15 100.0%	0 0.0%	0 0.0%	15 100.0%
6 Spectators, Witnesses in a criminal case & Others	16 94.1%	1 5.9%	0 0.0%	17 100.0%
7 Advocate, Solicitor and Solicitor Advocate	10 100.0%	0 0.0%	0 0.0%	10 100.0%
8 All Other Professionals	11 100.0%	0 0.0%	0 0.0%	11 100.0%
Total	116 95.9%	2 1.7%	3 2.5%	121 100.0%

Table A.6.5.2 Time Waited at Public Counter by Sheriffdom

	Time Waited at Public Counter			Total
	Up to 30 mins	Over 1 hr and up to 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	48 98.0%	0 0.0%	1 2.0%	49 100.0%
Grampian Highland and Islands	41 97.6%	0 0.0%	1 2.4%	42 100.0%
Lothian and Borders	4 66.7%	1 16.7%	1 16.7%	6 100.0%
South Strathclyde, Dumfries and Galloway	6 85.7%	1 14.3%	0 0.0%	7 100.0%
Tayside, Central and Fife	9 100.0%	0 0.0%	0 0.0%	9 100.0%
Supreme Courts	8 100.0%	0 0.0%	0 0.0%	8 100.0%
Total	116 95.9%	2 1.7%	3 2.5%	121 100.0%

Note: The absence of North Strathclyde from this table is due to zero responses to this question from courts in North Strathclyde.

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

	Satisfaction with Queue at Public Counter					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	3 10.0%	2 6.7%	2 6.7%	1 3.3%	22 73.3%	30 100.0%
2 Civil litigants & Witnesses in a civil case	3 37.5%	0 0.0%	0 0.0%	0 0.0%	5 62.5%	8 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 20.0%	0 0.0%	2 40.0%	2 40.0%	5 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	2 20.0%	0 0.0%	8 80.0%	10 100.0%
5 People visiting the public counter	0 0.0%	1 6.7%	0 0.0%	3 20.0%	11 73.3%	15 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	1 6.3%	1 6.3%	14 87.5%	16 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	2 28.6%	2 28.6%	3 42.9%	7 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 100.0%	8 100.0%
Total	6 6.1%	4 4.0%	7 7.1%	9 9.1%	73 73.7%	99 100.0%

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

	Satisfaction with Queue at Public Counter					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 3.1%	1 3.1%	0 0.0%	30 93.8%	32 100.0%
Grampian Highland and Islands	4 10.8%	0 0.0%	1 2.7%	2 5.4%	30 81.1%	37 100.0%
Lothian and Borders	0 0.0%	1 16.7%	2 33.3%	1 16.7%	2 33.3%	6 100.0%
South Strathclyde, Dumfries and Galloway	1 14.3%	1 14.3%	1 14.3%	1 14.3%	3 42.9%	7 100.0%
Tayside, Central and Fife	1 11.1%	1 11.1%	2 22.2%	2 22.2%	3 33.3%	9 100.0%
Supreme Courts	0 0.0%	0 0.0%	0 0.0%	3 37.5%	5 62.5%	8 100.0%
Total	6 6.1%	4 4.0%	7 7.1%	9 9.1%	73 73.7%	99 100.0%

Note: The absence of North Strathclyde from this table is due to zero responses to this question from courts in North Strathclyde.

Table A.6.6.1 Time Waited due to Other Cases Before Mine by User Group

	Time Waited – Other cases Before Mine				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	41 15.1%	56 20.7%	73 26.9%	101 37.3%	271 100.0%
2 Civil litigants & Witnesses in a civil case	4 18.2%	9 40.9%	8 36.4%	1 4.5%	22 100.0%
3 Jurors (Selected & Not Selected)	8 38.1%	5 23.8%	6 28.6%	2 9.5%	21 100.0%
4 Victim in a criminal case & Supporters of victims	7 26.9%	14 53.8%	2 7.7%	3 11.5%	26 100.0%
5 People visiting the public counter	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	3 7.1%	11 26.2%	15 35.7%	13 31.0%	42 100.0%
7 Advocate, Solicitor and Solicitor Advocate	29 28.2%	44 42.7%	20 19.4%	10 9.7%	103 100.0%
8 All Other Professionals	11 16.7%	18 27.3%	24 36.4%	13 19.7%	66 100.0%
Total	104 18.8%	157 28.4%	148 26.8%	143 25.9%	552 100.0%

Table A.6.6.2 Time Waited due to Other Cases Before Mine by Sheriffdom

	Time Waited – Other cases Before Mine				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	4 17.4%	6 26.1%	8 34.8%	5 21.7%	23 100.0%
Grampian Highland and Islands	10 8.0%	49 39.2%	36 28.8%	30 24.0%	125 100.0%
Lothian and Borders	16 14.0%	28 24.6%	27 23.7%	43 37.7%	114 100.0%
North Strathclyde	7 12.5%	14 25.0%	21 37.5%	14 25.0%	56 100.0%
South Strathclyde, Dumfries and Galloway	35 33.3%	25 23.8%	24 22.9%	21 20.0%	105 100.0%
Tayside, Central and Fife	26 25.5%	23 22.5%	25 24.5%	28 27.5%	102 100.0%
Supreme Courts	6 22.2%	12 44.4%	7 25.9%	2 7.4%	27 100.0%
Total	104 18.8%	157 28.4%	148 26.8%	143 25.9%	552 100.0%

Table A.6.6.3 Satisfaction with Waiting Time Due to Other Cases Before Mine by User Group

	Satisfaction with Waiting Time – Other Cases Before Mine					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	46 17.2%	50 18.7%	79 29.6%	60 22.5%	32 12.0%	267 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	1 4.8%	6 28.6%	9 42.9%	5 23.8%	21 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	1 7.1%	6 42.9%	5 35.7%	2 14.3%	14 100.0%
4 Victim in a criminal case & Supporters of victims	3 12.0%	0 0.0%	7 28.0%	11 44.0%	4 16.0%	25 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	5 12.5%	7 17.5%	18 45.0%	5 12.5%	5 12.5%	40 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	7 7.9%	34 38.2%	34 38.2%	14 15.7%	89 100.0%
8 All Other Professionals	3 4.8%	6 9.7%	29 46.8%	17 27.4%	7 11.3%	62 100.0%
Total	57 11.0%	72 13.9%	180 34.7%	141 27.2%	69 13.3%	519 100.0%

Table A.6.6.4 Satisfaction with Waiting Time Due to Other Cases Before Mine by Sheriffdom

	Satisfaction with Waiting Time – Other Cases Before Mine					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	2 10.5%	3 15.8%	7 36.8%	5 26.3%	2 10.5%	19 100.0%
Grampian Highland and Islands	14 11.9%	10 8.5%	44 37.3%	36 30.5%	14 11.9%	118 100.0%
Lothian and Borders	7 6.7%	32 30.8%	43 41.3%	20 19.2%	2 1.9%	104 100.0%
North Strathclyde	5 9.1%	3 5.5%	13 23.6%	13 23.6%	21 38.2%	55 100.0%
South Strathclyde, Dumfries and Galloway	9 9.0%	10 10.0%	26 26.0%	38 38.0%	17 17.0%	100 100.0%
Tayside, Central and Fife	20 20.6%	14 14.4%	32 33.0%	22 22.7%	9 9.3%	97 100.0%
Supreme Courts	0 0.0%	0 0.0%	15 57.7%	7 26.9%	4 15.4%	26 100.0%
Total	57 11.0%	72 13.9%	180 34.7%	141 27.2%	69 13.3%	519 100.0%

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

	Time Waited – Was Not Told Reason				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	10 24.4%	8 19.5%	9 22.0%	14 34.1%	41 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	2 66.7%	0 0.0%	1 33.3%	3 100.0%
3 Jurors (Selected & Not Selected)	9 39.1%	6 26.1%	7 30.4%	1 4.3%	23 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 11.1%	1 11.1%	2 22.2%	5 55.6%	9 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 100.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%
8 All Other Professionals	2 14.3%	2 14.3%	5 35.7%	5 35.7%	14 100.0%
Total	24 25.8%	19 20.4%	23 24.7%	27 29.0%	93 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.6.7.2 Time Waited and Not Told Reason by Sheriffdom

	Time Waited – Was Not Told Reason				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	3 27.3%	1 9.1%	3 27.3%	4 36.4%	11 100.0%
Grampian Highland and Islands	1 20.0%	3 60.0%	0 0.0%	1 20.0%	5 100.0%
Lothian and Borders	1 8.3%	1 8.3%	1 8.3%	9 75.0%	12 100.0%
North Strathclyde	5 27.8%	3 16.7%	3 16.7%	7 38.9%	18 100.0%
South Strathclyde, Dumfries and Galloway	7 58.3%	1 8.3%	2 16.7%	2 16.7%	12 100.0%
Tayside, Central and Fife	4 19.0%	6 28.6%	9 42.9%	2 9.5%	21 100.0%
Supreme Courts	3 21.4%	4 28.6%	5 35.7%	2 14.3%	14 100.0%
Total	24 25.8%	19 20.4%	23 24.7%	27 29.0%	93 100.0%

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

	Satisfaction with Waiting Time – Was Not Told					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	10 25.6%	8 20.5%	8 20.5%	9 23.1%	4 10.3%	39 100.0%
2 Civil litigants & Witnesses in a civil case	1 33.3%	1 33.3%	0 0.0%	1 33.3%	0 0.0%	3 100.0%
3 Jurors (Selected & Not Selected)	1 4.2%	7 29.2%	12 50.0%	3 12.5%	1 4.2%	24 100.0%
4 Victim in a criminal case & Supporters of victims	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
6 Spectators, Witnesses in a criminal case & Others	4 40.0%	2 20.0%	2 20.0%	1 10.0%	1 10.0%	10 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 50.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
8 All Other Professionals	6 50.0%	1 8.3%	2 16.7%	2 16.7%	1 8.3%	12 100.0%
Total	23 25.3%	20 22.0%	24 26.4%	16 17.6%	8 8.8%	91 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

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

	Satisfaction with Waiting Time – Was Not Told					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 40.0%	1 10.0%	1 10.0%	1 10.0%	3 30.0%	10 100.0%
Grampian Highland and Islands	0 0.0%	1 20.0%	2 40.0%	2 40.0%	0 0.0%	5 100.0%
Lothian and Borders	5 41.7%	3 25.0%	1 8.3%	2 16.7%	1 8.3%	12 100.0%
North Strathclyde	4 23.5%	4 23.5%	6 35.3%	2 11.8%	1 5.9%	17 100.0%
South Strathclyde, Dumfries and Galloway	1 8.3%	3 25.0%	5 41.7%	1 8.3%	2 16.7%	12 100.0%
Tayside, Central and Fife	7 31.8%	6 27.3%	3 13.6%	6 27.3%	0 0.0%	22 100.0%
Supreme Courts	2 15.4%	2 15.4%	6 46.2%	2 15.4%	1 7.7%	13 100.0%
Total	23 25.3%	20 22.0%	24 26.4%	16 17.6%	8 8.8%	91 100.0%

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

	Time Waited – Other Reasons				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
1 Accused in a criminal case & Supporters of accused	9 27.3%	3 9.1%	4 12.1%	17 51.5%	33 100.0%
2 Civil litigants & Witnesses in a civil case	2 40.0%	2 40.0%	1 20.0%	0 0.0%	5 100.0%
3 Jurors (Selected & Not Selected)	6 16.6%	12 33.3%	12 33.3%	6 16.6%	36 100.0%
4 Victim in a criminal case & Supporters of victims	1 20.0%	1 20.0%	2 40.0%	1 20.0%	5 100.0%
6 Spectators, Witnesses in a criminal case & Others	4 18.2%	3 13.6%	7 31.8%	8 36.4%	22 100.0%
7 Advocate, Solicitor and Solicitor Advocate	6 40.0%	3 20.0%	3 20.0%	3 20.0%	15 100.0%
8 All Other Professionals	6 54.5%	1 9.1%	2 18.2%	2 18.2%	11 100.0%
Total	34 26.8%	25 19.7%	31 24.4%	37 29.1%	127 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

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

	Time Waited – Other Reasons				Total
	Up to 30 mins	Over 30 mins and up to 1 hr	Over 1 hr and up to 2 hrs	Over 2hrs	
Glasgow and Strathkelvin	5 38.5%	3 23.1%	3 23.1%	2 15.4%	13 100.0%
Grampian Highland and Islands	5 45.5%	0 0.0%	2 18.2%	4 36.4%	11 100.0%
Lothian and Borders	4 28.6%	2 14.3%	2 14.3%	6 42.9%	14 100.0%
North Strathclyde	4 17.4%	5 21.7%	5 21.7%	9 39.1%	23 100.0%
South Strathclyde, Dumfries and Galloway	3 21.4%	6 42.9%	2 14.3%	3 21.4%	14 100.0%
Tayside, Central and Fife	9 31.0%	5 17.2%	8 27.6%	7 24.1%	29 100.0%
Supreme Courts	4 17.4%	4 17.4%	9 39.1%	6 26.1%	23 100.0%
Total	34 26.8%	25 19.7%	31 24.4%	37 29.1%	127 100.0%

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

	Satisfaction with Waiting Time – Other Reasons					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	11 33.3%	4 12.1%	12 36.4%	4 12.1%	2 6.1%	33 100.0%
2 Civil litigants & Witnesses in a civil case	2 40.0%	0 0.0%	1 20.0%	1 20.0%	1 20.0%	5 100.0%
3 Jurors (Selected & Not Selected)	2 6.5%	4 12.9%	11 35.5%	7 22.6%	7 22.6%	31 100.0%
4 Victim in a criminal case & Supporters of victims	1 20.0%	1 20.0%	1 20.0%	2 40.0%	0 0.0%	5 100.0%
6 Spectators, Witnesses in a criminal case & Others	3 16.7%	1 5.6%	9 50.0%	4 22.2%	1 5.6%	18 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 12.5%	2 12.5%	6 37.5%	2 12.5%	4 25.0%	16 100.0%
8 All Other Professionals	1 12.5%	0 0.0%	4 50.0%	1 12.5%	2 25.0%	8 100.0%
Total	22 19.0%	12 10.3%	44 37.9%	21 18.1%	17 14.7%	116 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.6.8.4 Satisfaction with Waiting Time for 'Other' Reasons by Sheriffdom

	Satisfaction with Waiting Time – Other Reasons					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 36.4%	0 0.0%	5 45.5%	1 9.1%	1 9.1%	11 100.0%
Grampian Highland and Islands	3 27.3%	1 9.1%	4 36.4%	1 9.1%	2 18.2%	11 100.0%
Lothian and Borders	3 21.4%	2 14.3%	7 50.0%	0 0.0%	2 14.3%	14 100.0%
North Strathclyde	4 20.0%	2 10.0%	8 40.0%	4 20.0%	2 10.0%	20 100.0%
South Strathclyde, Dumfries and Galloway	4 26.7%	1 6.6%	3 20.0%	4 26.7%	3 20.0%	15 100.0%
Tayside, Central and Fife	3 12.0%	4 16.0%	10 40.0%	7 28.0%	1 4.0%	25 100.0%
Supreme Courts	1 5.0%	2 10.0%	7 35.0%	4 20.0%	6 30.0%	20 100.0%
Total	22 19.0%	12 10.3%	44 37.9%	21 18.1%	17 14.7%	116 100.0%

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

	Satisfaction with being Informed about Waiting Times					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	48 14.3%	63 18.8%	107 31.8%	71 21.1%	47 14.0%	336 100.0%
2 Civil litigants & Witnesses in a civil case	4 12.9%	3 9.7%	5 16.1%	6 19.4%	13 41.9%	31 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	6 5.7%	25 23.8%	33 31.4%	41 39.0%	105 100.0%
4 Victim in a criminal case & Supporters of victims	6 15.8%	4 10.5%	7 18.4%	10 26.3%	11 28.9%	38 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	2 22.2%	7 77.8%	9 100.0%
6 Spectators, Witnesses in a criminal case & Others	10 13.2%	15 19.7%	16 21.1%	15 19.7%	20 26.3%	76 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 1.3%	3 3.9%	15 19.5%	23 29.9%	35 45.5%	77 100.0%
8 All Other Professionals	14 15.2%	7 7.6%	8 8.7%	35 38.0%	28 30.4%	92 100.0%
Total	83 10.9%	101 13.2%	183 24.0%	195 25.5%	202 26.4%	764 100.0%

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

	Satisfaction with being Informed about Waiting Times					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	22 26.8%	28 34.1%	11 13.4%	12 14.6%	9 11.0%	82 100.0%
Grampian Highland and Islands	7 4.7%	19 12.8%	14 9.5%	54 36.5%	54 36.5%	148 100.0%
Lothian and Borders	12 9.4%	16 12.6%	60 47.2%	30 23.6%	9 7.1%	127 100.0%
North Strathclyde	10 11.4%	10 11.4%	23 26.1%	18 20.5%	27 30.7%	88 100.0%
South Strathclyde, Dumfries and Galloway	11 9.1%	9 7.4%	16 13.2%	31 25.6%	54 44.6%	121 100.0%
Tayside, Central and Fife	19 15.2%	16 12.8%	35 28.0%	29 23.2%	26 20.8%	125 100.0%
Supreme Courts	2 2.7%	3 4.1%	24 32.9%	21 28.8%	23 31.5%	73 100.0%
Total	83 10.9%	101 13.2%	183 24.0%	195 25.5%	202 26.4%	764 100.0%

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

	Satisfaction with being kept informed WHY waiting					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	52 15.5%	52 15.5%	117 34.9%	73 21.8%	41 12.2%	335 100.0%
2 Civil litigants & Witnesses in a civil case	4 12.9%	3 9.7%	6 19.4%	5 16.1%	13 41.9%	31 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	10 9.8%	17 16.7%	34 33.3%	41 40.2%	102 100.0%
4 Victim in a criminal case & Supporters of victims	6 15.8%	7 18.4%	3 7.9%	11 28.9%	11 28.9%	38 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	1 11.1%	8 88.9%	9 100.0%
6 Spectators, Witnesses in a criminal case & Others	10 13.2%	16 21.1%	15 19.7%	14 18.4%	21 27.6%	76 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 1.4%	0 0.0%	16 21.9%	19 26.0%	37 50.7%	73 100.0%
8 All Other Professionals	10 11.0%	5 5.5%	11 12.1%	34 37.4%	31 34.1%	91 100.0%
Total	83 11.0%	93 12.3%	185 24.5%	191 25.3%	203 26.9%	755 100.0%

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

	Satisfaction with being kept informed WHY waiting					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	20 25.0%	22 27.5%	17 21.3%	10 12.5%	11 13.8%	80 100.0%
Grampian Highland and Islands	8 5.4%	17 11.5%	12 8.1%	51 34.5%	60 40.5%	148 100.0%
Lothian and Borders	10 7.9%	16 12.7%	65 51.6%	26 20.6%	9 7.1%	126 100.0%
North Strathclyde	10 11.8%	9 10.6%	23 27.1%	19 22.4%	24 28.2%	85 100.0%
South Strathclyde, Dumfries and Galloway	13 10.7%	8 6.6%	19 15.6%	33 27.0%	49 40.2%	122 100.0%
Tayside, Central and Fife	20 16.1%	17 13.7%	35 28.2%	24 19.4%	28 22.6%	124 100.0%
Supreme Courts	2 2.9%	4 5.7%	14 20.0%	28 40.0%	22 31.4%	70 100.0%
Total	83 11.0%	93 12.3%	185 24.5%	191 25.3%	203 26.9%	755 100.0%

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

	See Notice/Leaflet Regarding Complaints			Total
	Yes	No	Can't Remember	
Glasgow and Strathkelvin	28 12.0%	198 85.0%	7 3.0%	233 100.0%
Grampian Highland and Islands	72 18.9%	280 73.5%	29 7.6%	381 100.0%
Lothian and Borders	22 7.3%	266 88.7%	12 4.0%	300 100.0%
North Strathclyde	88 24.0%	259 70.8%	19 5.2%	366 100.0%
South Strathclyde, Dumfries and Galloway	60 16.7%	287 79.9%	12 3.3%	359 100.0%
Tayside, Central and Fife	97 21.1%	354 77.1%	8 1.7%	459 100.0%
Supreme Courts	42 14.3%	236 80.3%	16 5.4%	294 100.0%
Total	409 17.1%	1880 78.6%	103 4.3%	2392 100.0%

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

	Reason for Most Recent Contact							Total
	Regarding a case	Regarding an appointment	Regarding a complaint	Regarding jury duty	Regarding a payment	Can't remember	Other	
1 Accused in a criminal case & Supporters of accused	500 91.1%	4 0.7%	2 0.4%	9 1.6%	13 2.4%	3 0.5%	18 3.3%	549 100.0%
2 Civil litigants & Witnesses in a civil case	47 88.7%	2 3.8%	0 0.0%	0 0.0%	1 1.9%	0 0.0%	3 5.7%	53 100.0%
3 Jurors (Selected & Not Selected)	18 20.0%	1 1.1%	0 0.0%	62 68.9%	1 1.1%	2 2.2%	6 6.7%	90 100.0%
4 Victim in a criminal case & Supporters of victims	39 84.8%	1 2.2%	0 0.0%	1 2.2%	1 2.2%	0 0.0%	4 8.7%	46 100.0%
5 People visiting the public counter	45 31.9%	0 0.0%	0 0.0%	3 2.1%	86 61.0%	0 0.0%	7 5.0%	141 100.0%
6 Spectators, Witnesses in a criminal case & Others	112 69.6%	1 0.6%	0 0.0%	7 4.3%	4 2.5%	2 1.2%	35 21.7%	161 100.0%
7 Advocate, Solicitor and Solicitor Advocate	225 97.4%	3 1.3%	0 0.0%	0 0.0%	1 0.4%	0 0.0%	2 0.9%	231 100.0%
8 All Other Professionals	181 77.0%	3 1.3%	0 0.0%	1 0.4%	2 0.9%	0 0.0%	48 20.4%	235 100.0%
Total	1167 77.5%	15 1.0%	2 0.1%	83 5.5%	109 7.2%	7 0.5%	123 8.2%	1506 100.0%

Table A.7.1.2 Reason for Most Recent Contact with Court by Sheriffdom

	Reason for Most Recent Contact							Total
	Regarding a case	Regarding an appointment	Regarding a complaint	Regarding jury duty	Regarding a payment	Can't remember	Other	
Glasgow and Strathkelvin	151 78.6%	1 0.5%	0 0.0%	13 6.8%	9 4.7%	0 0.0%	18 9.4%	192 100.0%
Grampian Highland and Islands	182 76.8%	2 0.8%	1 0.4%	5 2.1%	29 12.2%	2 0.8%	16 6.8%	237 100.0%
Lothian and Borders	178 83.2%	2 0.9%	0 0.0%	9 4.2%	12 5.6%	0 0.0%	13 6.1%	214 100.0%
North Strathclyde	176 72.7%	3 1.2%	1 0.4%	5 2.1%	24 9.9%	4 1.7%	29 12.0%	242 100.0%
South Strathclyde, Dumfries and Galloway	173 75.5%	5 2.2%	0 0.0%	14 6.1%	23 10.0%	0 0.0%	14 6.1%	229 100.0%
Tayside, Central and Fife	222 82.2%	0 0.0%	0 0.0%	24 8.9%	10 3.7%	0 0.0%	14 5.2%	270 100.0%
Supreme Courts	85 69.7%	2 1.6%	0 0.0%	13 10.7%	2 1.6%	1 0.8%	19 15.6%	122 100.0%
Total	1167 77.5%	15 1.0%	2 0.1%	83 5.5%	109 7.2%	7 0.5%	123 8.2%	1506 100.0%

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

	Satisfaction with SPEED of Most Recent Contact					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	57 10.6%	54 10.0%	78 14.5%	199 36.9%	151 28.0%	539 100.0%
2 Civil litigants & Witnesses in a civil case	8 15.4%	5 9.6%	3 5.8%	9 17.3%	27 51.9%	52 100.0%
3 Jurors (Selected & Not Selected)	2 2.3%	6 6.8%	13 14.8%	19 21.6%	48 54.5%	88 100.0%
4 Victim in a criminal case & Supporters of victims	5 10.6%	5 10.6%	9 19.1%	13 27.7%	15 31.9%	47 100.0%
5 People visiting the public counter	4 2.9%	2 1.4%	10 7.1%	26 18.6%	98 70.0%	140 100.0%
6 Spectators, Witnesses in a criminal case & Others	14 9.7%	13 9.0%	35 24.3%	38 26.4%	44 30.6%	144 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 0.9%	3 1.4%	23 10.4%	60 27.1%	133 60.2%	221 100.0%
8 All Other Professionals	3 1.4%	5 2.3%	31 14.6%	64 30.0%	110 51.6%	213 100.0%
Total	95 6.6%	93 6.4%	202 14.0%	428 29.6%	626 43.4%	1444 100.0%

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

	Satisfaction with SPEED of Most Recent Contact					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	27 14.4%	22 11.7%	31 16.5%	32 17.0%	76 40.4%	188 100.0%
Grampian Highland and Islands	10 4.3%	7 3.0%	21 9.1%	54 23.4%	139 60.2%	231 100.0%
Lothian and Borders	10 4.8%	11 5.3%	51 24.4%	93 44.5%	44 21.1%	209 100.0%
North Strathclyde	14 6.2%	12 5.3%	20 8.9%	56 24.9%	123 54.7%	225 100.0%
South Strathclyde, Dumfries and Galloway	13 5.9%	11 5.0%	19 8.6%	69 31.2%	109 49.3%	221 100.0%
Tayside, Central and Fife	20 7.7%	27 10.4%	37 14.3%	92 35.5%	83 32.0%	259 100.0%
Supreme Courts	1 0.9%	3 2.7%	23 20.7%	32 28.8%	52 46.8%	111 100.0%
Total	95 6.6%	93 6.4%	202 14.0%	428 29.6%	626 43.4%	1444 100.0%

Table A.7.3.1 Satisfaction with the **Way** the Most Recent Contact was dealt with by User Group

	Satisfaction with WAY Most Recent Contact Dealt With					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	40 7.4%	55 10.2%	85 15.7%	192 35.6%	168 31.1%	540 100.0%
2 Civil litigants & Witnesses in a civil case	5 9.6%	4 7.7%	3 5.8%	13 25.0%	27 51.9%	52 100.0%
3 Jurors (Selected & Not Selected)	4 4.7%	5 5.8%	8 9.3%	22 25.6%	47 54.7%	86 100.0%
4 Victim in a criminal case & Supporters of victims	7 15.2%	4 8.7%	4 8.7%	15 32.6%	16 34.8%	46 100.0%
5 People visiting the public counter	6 4.3%	3 2.1%	7 5.0%	24 17.1%	100 71.4%	140 100.0%
6 Spectators, Witnesses in a criminal case & Others	11 7.6%	8 5.6%	31 21.5%	45 31.3%	49 34.0%	144 100.0%
7 Advocate, Solicitor and Solicitor Advocate	3 1.4%	0 0.0%	19 8.6%	55 24.9%	144 65.2%	221 100.0%
8 All Other Professionals	2 1.0%	7 3.3%	25 11.9%	59 28.1%	117 55.7%	210 100.0%
Total	78 5.4%	86 6.0%	182 12.6%	425 29.5%	668 46.4%	1439 100.0%

Table A.7.3.2 Satisfaction with the **Way** the Most Recent Contact was dealt with by Sheriffdom

	Satisfaction with WAY Most Recent Contact Dealt With					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	25 13.4%	19 10.2%	24 12.8%	39 20.9%	80 42.8%	187 100.0%
Grampian Highland and Islands	6 2.6%	10 4.3%	22 9.6%	46 20.0%	146 63.5%	230 100.0%
Lothian and Borders	6 2.9%	16 7.7%	41 19.6%	89 42.6%	57 27.3%	209 100.0%
North Strathclyde	13 5.8%	12 5.3%	18 8.0%	53 23.6%	129 57.3%	225 100.0%
South Strathclyde, Dumfries and Galloway	11 5.0%	11 5.0%	20 9.1%	66 30.0%	112 50.9%	220 100.0%
Tayside, Central and Fife	15 5.8%	18 7.0%	35 13.6%	101 39.1%	89 34.5%	258 100.0%
Supreme Courts	2 1.8%	0 0.0%	22 20.0%	31 28.2%	55 50.0%	110 100.0%
Total	78 5.4%	86 6.0%	182 12.6%	425 29.5%	668 46.4%	1439 100.0%

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

	Satisfaction with Range of Catering Facilities					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	7 4.2%	8 4.8%	33 19.9%	59 35.5%	59 35.5%	166 100.0%
2 Civil litigants & Witnesses in a civil case	1 8.3%	0 0.0%	2 16.7%	4 33.3%	5 41.7%	12 100.0%
3 Jurors (Selected & Not Selected)	5 4.6%	7 6.4%	30 27.5%	31 28.4%	36 33.0%	109 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	3 8.1%	11 29.7%	16 43.2%	7 18.9%	37 100.0%
5 People visiting the public counter	1 25.0%	0 0.0%	0 0.0%	1 25.0%	2 50.0%	4 100.0%
6 Spectators, Witnesses in a criminal case & Others	5 6.8%	2 2.7%	19 25.7%	26 35.1%	22 29.7%	74 100.0%
7 Advocate, Solicitor and Solicitor Advocate	6 5.5%	13 11.9%	41 37.6%	22 20.2%	27 24.8%	109 100.0%
8 All Other Professionals	3 2.6%	6 5.2%	35 30.4%	35 30.4%	36 31.3%	115 100.0%
Total	28 4.5%	39 6.2%	171 27.3%	194 31.0%	194 31.0%	626 100.0%

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

	Satisfaction with Range of Catering Facilities					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	6 9.4%	7 10.9%	19 29.7%	22 34.4%	10 15.6%	64 100.0%
Grampian Highland and Islands	6 7.3%	4 4.9%	39 47.6%	18 22.0%	15 18.3%	82 100.0%
Lothian and Borders	2 2.7%	5 6.8%	27 37.0%	16 21.9%	23 31.5%	73 100.0%
North Strathclyde	1 1.1%	2 2.2%	18 20.2%	29 32.6%	39 43.8%	89 100.0%
South Strathclyde, Dumfries and Galloway	2 2.3%	1 1.2%	21 24.4%	23 26.7%	39 45.3%	86 100.0%
Tayside, Central and Fife	5 3.4%	13 8.8%	24 16.3%	58 39.5%	47 32.0%	147 100.0%
Supreme Courts	6 7.1%	7 8.2%	23 27.1%	28 32.9%	21 24.7%	85 100.0%
Total	28 4.5%	39 6.2%	171 27.3%	194 31.0%	194 31.0%	626 100.0%

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

	Satisfaction with Range of Food and Drink Available					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	8 4.9%	12 7.3%	37 22.6%	54 32.9%	53 32.3%	164 100.0%
2 Civil litigants & Witnesses in a civil case	1 9.1%	0 0.0%	2 18.2%	5 45.5%	3 27.3%	11 100.0%
3 Jurors (Selected & Not Selected)	2 1.8%	10 9.2%	30 27.5%	33 30.3%	34 31.2%	109 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	2 5.4%	12 32.4%	17 45.9%	6 16.2%	37 100.0%
5 People visiting the public counter	1 25.0%	0 0.0%	0 0.0%	2 50.0%	1 25.0%	4 100.0%
6 Spectators, Witnesses in a criminal case & Others	6 8.0%	5 6.7%	23 30.7%	23 30.7%	18 24.0%	75 100.0%
7 Advocate, Solicitor and Solicitor Advocate	6 5.5%	17 15.6%	40 36.7%	20 18.3%	26 23.9%	109 100.0%
8 All Other Professionals	2 1.7%	14 12.2%	37 32.2%	31 27.0%	31 27.0%	115 100.0%
Total	26 4.2%	60 9.6%	181 29.0%	185 29.6%	172 27.6%	624 100.0%

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

	Satisfaction with Range of Food and Drink Available					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	5 7.6%	10 15.2%	21 31.8%	19 28.8%	11 16.7%	66 100.0%
Grampian Highland and Islands	7 8.5%	4 4.9%	43 52.4%	15 18.3%	13 15.9%	82 100.0%
Lothian and Borders	2 2.9%	8 11.6%	27 39.1%	16 23.2%	16 23.2%	69 100.0%
North Strathclyde	1 1.2%	3 3.5%	19 22.1%	23 26.7%	40 46.5%	86 100.0%
South Strathclyde, Dumfries and Galloway	2 2.3%	2 2.3%	25 28.7%	25 28.7%	33 37.9%	87 100.0%
Tayside, Central and Fife	2 1.4%	17 11.7%	21 14.5%	64 44.1%	41 28.3%	145 100.0%
Supreme Courts	7 7.9%	16 18.0%	25 28.1%	23 25.8%	18 20.2%	89 100.0%
Total	26 4.2%	60 9.6%	181 29.0%	185 29.6%	172 27.6%	624 100.0%

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

	Satisfaction with Quality of Food and Drink					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	11 6.7%	4 2.5%	33 20.2%	59 36.2%	56 34.4%	163 100.0%
2 Civil litigants & Witnesses in a civil case	1 9.1%	0 0.0%	2 18.2%	4 36.4%	4 36.4%	11 100.0%
3 Jurors (Selected & Not Selected)	3 3.7%	6 7.3%	14 17.1%	27 32.9%	32 39.0%	82 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	2 5.3%	11 28.9%	17 44.7%	8 21.1%	38 100.0%
5 People visiting the public counter	1 25.0%	0 0.0%	1 25.0%	1 25.0%	1 25.0%	4 100.0%
6 Spectators, Witnesses in a criminal case & Others	5 6.5%	2 2.6%	17 22.1%	28 36.4%	25 32.5%	77 100.0%
7 Advocate, Solicitor and Solicitor Advocate	8 7.2%	13 11.7%	32 28.8%	25 22.5%	33 29.7%	111 100.0%
8 All Other Professionals	3 2.6%	12 10.4%	35 30.4%	30 26.1%	35 30.4%	115 100.0%
Total	32 5.3%	39 6.5%	145 24.1%	191 31.8%	194 32.3%	601 100.0%

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

	Satisfaction with Quality of Food and Drink					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	9 13.8%	9 13.8%	15 23.1%	21 32.3%	11 16.9%	65 100.0%
Grampian Highland and Islands	7 8.8%	2 2.5%	32 40.0%	23 28.8%	16 20.0%	80 100.0%
Lothian and Borders	3 4.8%	6 9.5%	17 27.0%	19 30.2%	18 28.6%	63 100.0%
North Strathclyde	1 1.1%	2 2.3%	15 17.2%	25 28.7%	44 50.6%	87 100.0%
South Strathclyde, Dumfries and Galloway	3 3.6%	2 2.4%	21 25.0%	23 27.4%	35 41.7%	84 100.0%
Tayside, Central and Fife	4 2.9%	7 5.1%	18 13.0%	60 43.5%	49 35.5%	138 100.0%
Supreme Courts	5 6.0%	11 13.1%	27 32.1%	20 23.8%	21 25.0%	84 100.0%
Total	32 5.3%	39 6.5%	145 24.1%	191 31.8%	194 32.3%	601 100.0%

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

	Satisfaction with Service in the Cafeteria					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	4 4.3%	0 0.0%	2 2.2%	24 26.1%	62 67.4%	92 100.0%
2 Civil litigants & Witnesses in a civil case	1 9.1%	0 0.0%	2 18.2%	3 27.3%	5 45.5%	11 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	3 9.1%	5 15.2%	25 75.8%	33 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	1 4.3%	6 26.1%	16 69.6%	23 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
6 Spectators, Witnesses in a criminal case & Others	2 5.6%	1 2.8%	3 8.3%	9 25.0%	21 58.3%	36 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 2.6%	3 3.8%	15 19.2%	18 23.1%	40 51.3%	78 100.0%
8 All Other Professionals	0 0.0%	3 3.8%	11 13.8%	17 21.3%	49 61.3%	80 100.0%
Total	9 2.5%	7 2.0%	37 10.4%	82 23.0%	221 62.1%	356 100.0%

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

	Satisfaction with Service in the Cafeteria					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 8.7%	3 6.5%	4 8.7%	13 28.3%	22 47.8%	46 100.0%
Grampian Highland and Islands	1 5.6%	0 0.0%	2 11.1%	2 11.1%	13 72.2%	18 100.0%
Lothian and Borders	2 5.1%	0 0.0%	4 10.3%	12 30.8%	21 53.8%	39 100.0%
North Strathclyde	1 1.3%	0 0.0%	5 6.3%	13 16.5%	60 75.9%	79 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 1.5%	7 10.3%	12 17.6%	48 70.6%	68 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	4 8.0%	14 28.0%	32 64.0%	50 100.0%
Supreme Courts	1 1.8%	3 5.4%	11 19.6%	16 28.6%	25 44.6%	56 100.0%
Total	9 2.5%	7 2.0%	37 10.4%	82 23.0%	221 62.1%	356 100.0%

Table A.8.5 Facilities Used by Sheriffdom

	Facilities Used										Total
	Court Room	Waiting Area	Witness Room	Jury Room	Agents room/ Solicitors room	Cells	Fines Office/ Public Counter/ Sheriff Clerks Office	Toilets	Other Facilities (1)	Other Facilities (2)	
Glasgow and Strathkelvin	111 48.1%	131 56.7%	61 26.4%	10 4.3%	21 9.1%	12 5.2%	23 10.0%	96 41.6%	6 2.6%	2 0.9%	231
Grampian Highland and Islands	279 75.6%	182 49.3%	31 8.4%	19 5.1%	44 11.9%	25 6.8%	85 23.0%	136 36.9%	26 7.0%	1 0.3%	369
Lothian and Borders	235 77.3%	174 57.2%	22 7.2%	28 9.2%	26 8.6%	8 2.6%	32 10.5%	101 33.2%	10 3.3%	0 0.0%	304
North Strathclyde	267 72.2%	157 42.4%	49 13.2%	19 5.1%	46 12.4%	25 6.8%	64 17.3%	117 31.6%	28 7.6%	0 0.0%	370
South Strathclyde, Dumfries and Galloway	292 80.4%	162 44.6%	51 14.0%	42 11.6%	46 12.7%	24 6.6%	51 14.0%	137 37.7%	8 2.2%	0 0.0%	363
Tayside, Central and Fife	287 63.5%	248 54.9%	54 11.9%	52 11.5%	57 12.6%	38 8.4%	51 11.3%	149 33.0%	24 5.3%	2 0.4%	452
Supreme Courts	220 75.9%	153 52.8%	54 18.6%	35 12.1%	32 11.0%	8 2.8%	18 6.2%	132 45.5%	17 5.9%	0 0.0%	290
Total	1691	1207	322	205	272	140	324	868	119	5	2379

Note: Percentages and Totals are based on respondents.

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

	Satisfaction with Comfort of Court Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	19 3.0%	60 9.4%	138 21.6%	203 31.8%	219 34.3%	639 100.0%
2 Civil litigants & Witnesses in a civil case	1 1.5%	1 1.5%	6 9.0%	17 25.4%	42 62.7%	67 100.0%
3 Jurors (Selected & Not Selected)	5 2.5%	9 4.4%	33 16.3%	84 41.4%	72 35.5%	203 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	3 3.4%	22 24.7%	24 27.0%	40 44.9%	89 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	2 18.2%	2 18.2%	7 63.6%	11 100.0%
6 Spectators, Witnesses in a criminal case & Others	4 2.6%	7 4.6%	18 11.8%	62 40.5%	62 40.5%	153 100.0%
7 Advocate, Solicitor and Solicitor Advocate	9 3.4%	13 5.0%	41 15.6%	83 31.7%	116 44.3%	262 100.0%
8 All Other Professionals	4 1.8%	8 3.6%	50 22.3%	72 32.1%	90 40.2%	224 100.0%
Total	42 2.5%	101 6.1%	310 18.8%	547 33.2%	648 39.3%	1648 100.0%

Table A.8.6.2 Satisfaction with the Comfort of Court Rooms by Sheriffdom

	Satisfaction with Comfort of Court Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.9%	5 4.6%	21 19.3%	41 37.6%	41 37.6%	109 100.0%
Grampian Highland and Islands	14 5.1%	17 6.2%	54 19.6%	70 25.4%	121 43.8%	276 100.0%
Lothian and Borders	4 1.8%	20 8.8%	67 29.4%	94 41.2%	43 18.9%	228 100.0%
North Strathclyde	10 3.8%	17 6.5%	33 12.6%	59 22.6%	142 54.4%	261 100.0%
South Strathclyde, Dumfries and Galloway	1 0.3%	7 2.4%	31 10.8%	78 27.3%	169 59.1%	286 100.0%
Tayside, Central and Fife	9 3.2%	25 9.0%	69 24.9%	110 39.7%	64 23.1%	277 100.0%
Supreme Courts	3 1.4%	10 4.7%	35 16.6%	95 45.0%	68 32.2%	211 100.0%
Total	42 2.5%	101 6.1%	310 18.8%	547 33.2%	648 39.3%	1648 100.0%

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

	Satisfaction with Cleanliness of Court Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	9 1.4%	12 1.9%	57 9.0%	217 34.1%	341 53.6%	636 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 1.5%	13 19.7%	52 78.8%	66 100.0%
3 Jurors (Selected & Not Selected)	1 0.6%	1 0.6%	5 2.8%	47 26.4%	124 69.7%	178 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 1.1%	6 6.7%	21 23.6%	61 68.5%	89 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	3 30.0%	7 70.0%	10 100.0%
6 Spectators, Witnesses in a criminal case & Others	1 0.7%	0 0.0%	6 4.0%	58 38.4%	86 57.0%	151 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 0.8%	4 1.7%	17 7.1%	71 29.8%	144 60.5%	238 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	18 8.4%	61 28.5%	135 63.1%	214 100.0%
Total	13 0.8%	18 1.1%	110 7.0%	491 31.0%	950 60.1%	1582 100.0%

Table A.8.6.4 Satisfaction with the Cleanliness of the Court Rooms by Sheriffdom

	Satisfaction with Cleanliness of Court Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 1.0%	3 2.9%	32 30.8%	68 65.4%	104 100.0%
Grampian Highland and Islands	6 2.2%	3 1.1%	28 10.5%	35 13.1%	195 73.0%	267 100.0%
Lothian and Borders	0 0.0%	5 2.3%	22 10.1%	111 50.9%	80 36.7%	218 100.0%
North Strathclyde	4 1.6%	2 0.8%	14 5.7%	52 21.3%	172 70.5%	244 100.0%
South Strathclyde, Dumfries and Galloway	1 0.4%	3 1.1%	10 3.6%	45 16.4%	216 78.5%	275 100.0%
Tayside, Central and Fife	2 0.7%	3 1.1%	22 8.2%	129 48.0%	113 42.0%	269 100.0%
Supreme Courts	0 0.0%	1 0.5%	11 5.4%	87 42.4%	106 51.7%	205 100.0%
Total	13 0.8%	18 1.1%	110 7.0%	491 31.0%	950 60.1%	1582 100.0%

Table A.8.7.1 Comfort of Waiting Areas by User Group

	Satisfaction with Comfort of Waiting Area					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	34 6.6%	72 14.0%	100 19.5%	174 33.9%	133 25.9%	513 100.0%
2 Civil litigants & Witnesses in a civil case	2 4.3%	4 8.7%	10 21.7%	8 17.4%	22 47.8%	46 100.0%
3 Jurors (Selected & Not Selected)	6 6.1%	8 8.2%	24 24.5%	34 34.7%	26 26.5%	98 100.0%
4 Victim in a criminal case & Supporters of victims	2 2.2%	9 10.1%	20 22.5%	22 24.7%	36 40.4%	89 100.0%
5 People visiting the public counter	1 9.1%	2 18.2%	4 36.4%	2 18.2%	2 18.2%	11 100.0%
6 Spectators, Witnesses in a criminal case & Others	10 6.9%	14 9.7%	26 17.9%	42 29.0%	53 36.6%	145 100.0%
7 Advocate, Solicitor and Solicitor Advocate	10 9.2%	18 16.5%	15 13.8%	22 20.2%	44 40.4%	109 100.0%
8 All Other Professionals	5 2.9%	11 6.4%	32 18.7%	57 33.3%	66 38.6%	171 100.0%
Total	70 5.9%	138 11.7%	231 19.5%	361 30.5%	382 32.3%	1182 100.0%

Table A.8.7.2 Comfort of Waiting Areas by Sheriffdom

	Satisfaction with Comfort of Waiting Area					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	15 11.7%	23 18.0%	26 20.3%	37 28.9%	27 21.1%	128 100.0%
Grampian Highland and Islands	11 6.2%	24 13.6%	29 16.4%	49 27.7%	64 36.2%	177 100.0%
Lothian and Borders	7 4.2%	22 13.1%	52 31.0%	65 38.7%	22 13.1%	168 100.0%
North Strathclyde	8 5.2%	16 10.3%	22 14.2%	26 16.8%	83 53.5%	155 100.0%
South Strathclyde, Dumfries and Galloway	6 3.8%	8 5.0%	12 7.5%	29 18.2%	104 65.4%	159 100.0%
Tayside, Central and Fife	21 8.5%	41 16.7%	60 24.4%	90 36.6%	34 13.8%	246 100.0%
Supreme Courts	2 1.3%	4 2.7%	30 20.1%	65 43.6%	48 32.2%	149 100.0%
Total	70 5.9%	138 11.7%	231 19.5%	361 30.5%	382 32.3%	1182 100.0%

Table A.8.7.3 Cleanliness of Waiting Areas by User Group

	Satisfaction with Cleanliness of Waiting Area					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	6 1.2%	14 2.7%	64 12.5%	206 40.3%	221 43.2%	511 100.0%
2 Civil litigants & Witnesses in a civil case	1 2.2%	0 0.0%	2 4.4%	12 26.7%	30 66.7%	45 100.0%
3 Jurors (Selected & Not Selected)	1 1.2%	0 0.0%	5 5.9%	30 35.3%	49 57.6%	85 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 1.1%	6 6.7%	31 34.8%	51 57.3%	89 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	4 36.4%	3 27.3%	4 36.4%	11 100.0%
6 Spectators, Witnesses in a criminal case & Others	2 1.4%	0 0.0%	9 6.3%	48 33.8%	83 58.5%	142 100.0%
7 Advocate, Solicitor and Solicitor Advocate	2 2.1%	3 3.1%	6 6.2%	29 29.9%	57 58.8%	97 100.0%
8 All Other Professionals	3 1.8%	4 2.4%	17 10.4%	45 27.4%	95 57.9%	164 100.0%
Total	15 1.3%	22 1.9%	113 9.9%	404 35.3%	590 51.6%	1144 100.0%

Table A.8.7.4 Cleanliness of Waiting Areas by Sheriffdom

	Satisfaction with Cleanliness of Waiting Area					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 0.8%	3 2.4%	14 11.4%	36 29.3%	69 56.1%	123 100.0%
Grampian Highland and Islands	4 2.3%	3 1.7%	15 8.7%	34 19.8%	116 67.4%	172 100.0%
Lothian and Borders	0 0.0%	4 2.5%	19 11.7%	89 54.9%	50 30.9%	162 100.0%
North Strathclyde	2 1.3%	4 2.7%	14 9.4%	32 21.5%	97 65.1%	149 100.0%
South Strathclyde, Dumfries and Galloway	3 1.9%	2 1.3%	9 5.7%	24 15.2%	120 75.9%	158 100.0%
Tayside, Central and Fife	5 2.1%	5 2.1%	34 14.1%	130 53.9%	67 27.8%	241 100.0%
Supreme Courts	0 0.0%	1 0.7%	8 5.8%	59 42.4%	71 51.1%	139 100.0%
Total	15 1.3%	22 1.9%	113 9.9%	404 35.3%	590 51.6%	1144 100.0%

Table A.8.8.1 Comfort of Witness Room by User Group

	Satisfaction with Comfort of Witness Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	2 20.0%	4 40.0%	1 10.0%	3 30.0%	10 100.0%
2 Civil litigants & Witnesses in a civil case	1 5.3%	2 10.5%	2 10.5%	7 36.8%	7 36.8%	19 100.0%
3 Jurors (Selected & Not Selected)	1 8.3%	0 0.0%	3 25.0%	3 25.0%	5 41.7%	12 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	1 5.9%	4 23.5%	4 23.5%	8 47.1%	17 100.0%
6 Spectators, Witnesses in a criminal case & Others	5 5.1%	10 10.1%	26 26.3%	34 34.3%	24 24.2%	99 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	3 15.8%	1 5.3%	4 21.1%	11 57.9%	19 100.0%
8 All Other Professionals	8 5.7%	15 10.7%	26 18.6%	48 34.3%	43 30.7%	140 100.0%
Total	15 4.7%	33 10.4%	66 20.9%	101 32.0%	101 32.0%	316 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.8.8.2 Comfort of Witness Room by Sheriffdom

	Satisfaction with Comfort of Witness Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	5 8.8%	8 14.0%	17 29.8%	19 33.3%	8 14.0%	57 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	2 6.7%	13 43.3%	15 50.0%	30 100.0%
Lothian and Borders	0 0.0%	1 4.5%	9 40.9%	7 31.8%	5 22.7%	22 100.0%
North Strathclyde	5 10.2%	6 12.2%	5 10.2%	10 20.4%	23 46.9%	49 100.0%
South Strathclyde, Dumfries and Galloway	2 4.0%	3 6.0%	9 18.0%	9 18.0%	27 54.0%	50 100.0%
Tayside, Central and Fife	2 3.7%	11 20.4%	10 18.5%	24 44.4%	7 13.0%	54 100.0%
Supreme Courts	1 1.9%	4 7.4%	14 25.9%	19 35.2%	16 29.6%	54 100.0%
Total	15 4.7%	33 10.4%	66 20.9%	101 32.0%	101 32.0%	316 100.0%

Table A.8.8.3 Cleanliness of Witness Room by User Group

	Satisfaction with Cleanliness of Witness Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	1 10.0%	0 0.0%	1 10.0%	4 40.0%	4 40.0%	10 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 5.3%	7 36.8%	11 57.9%	19 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	0 0.0%	5 55.6%	4 44.4%	9 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	2 11.8%	5 29.4%	10 58.8%	17 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	1 1.0%	10 10.3%	38 39.2%	48 49.5%	97 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	1 6.3%	1 6.3%	1 6.3%	13 81.3%	16 100.0%
8 All Other Professionals	2 1.5%	4 3.0%	20 15.2%	38 28.8%	68 51.5%	132 100.0%
Total	3 1.0%	6 2.0%	35 11.7%	98 32.7%	158 52.7%	300 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.8.8.4 Cleanliness of Witness Room by Sheriffdom

	Satisfaction with Cleanliness of Witness Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	4 7.5%	8 15.1%	20 37.7%	21 39.6%	53 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	3 10.7%	0 0.0%	25 89.3%	28 100.0%
Lothian and Borders	0 0.0%	0 0.0%	5 23.8%	9 42.9%	7 33.3%	21 100.0%
North Strathclyde	0 0.0%	2 4.9%	4 9.8%	10 24.4%	25 61.0%	41 100.0%
South Strathclyde, Dumfries and Galloway	2 3.9%	0 0.0%	3 5.9%	12 23.5%	34 66.7%	51 100.0%
Tayside, Central and Fife	1 1.9%	0 0.0%	6 11.5%	28 53.8%	17 32.7%	52 100.0%
Supreme Courts	0 0.0%	0 0.0%	6 11.1%	19 35.2%	29 53.7%	54 100.0%
Total	3 1.0%	6 2.0%	35 11.7%	98 32.7%	158 52.7%	300 100.0%

Table A.8.9.1 Comfort of Jury Room by User Group

	Satisfaction with Comfort of Jury Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
3 Jurors (Selected & Not Selected)	4 2.3%	13 7.6%	42 24.6%	53 31.0%	59 34.5%	171 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	0 0.0%	4 66.7%	2 33.3%	6 100.0%
Total	4 2.2%	13 7.2%	43 23.8%	58 32.0%	63 34.8%	181 100.0%

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

Note 2: 10 of the 181 respondents were not jurors, but they had used the jury room for other purposes when courts had no jury trials arranged.

Table A.8.9.2 Comfort of Jury Room by Sheriffdom

	Satisfaction with Comfort of Jury Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	2 22.2%	0 0.0%	2 22.2%	3 33.3%	2 22.2%	9 100.0%
Grampian Highland and Islands	0 0.0%	3 16.7%	2 11.1%	5 27.8%	8 44.4%	18 100.0%
Lothian and Borders	1 3.8%	1 3.8%	9 34.6%	8 30.8%	7 26.9%	26 100.0%
North Strathclyde	0 0.0%	3 16.7%	6 33.3%	3 16.7%	6 33.3%	18 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	1 2.6%	4 10.5%	10 26.3%	23 60.5%	38 100.0%
Tayside, Central and Fife	1 2.4%	3 7.3%	11 26.8%	19 46.3%	7 17.1%	41 100.0%
Supreme Courts	0 0.0%	2 6.5%	9 29.0%	10 32.3%	10 32.3%	31 100.0%
Total	4 2.2%	13 7.2%	43 23.8%	58 32.0%	63 34.8%	181 100.0%

Table A.8.9.3 Cleanliness of Jury Room by User Group

	Satisfaction with Cleanliness of Jury Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
3 Jurors (Selected & Not Selected)	1 0.7%	2 1.4%	7 4.8%	38 26.0%	98 67.1%	146 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	0 0.0%	3 60.0%	2 40.0%	5 100.0%
Total	1 0.7%	2 1.3%	7 4.6%	41 26.8%	102 66.7%	153 100.0%

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

Note 2: 10 of the 181 respondents were not jurors, but they had used the jury room for other purposes when courts had no jury trials arranged.

Table A.8.9.4 Cleanliness of Jury Room by Sheriffdom

	Satisfaction with Cleanliness of Jury Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	0 0.0%	0 0.0%	1 16.7%	5 83.3%	6 100.0%
Grampian Highland and Islands	0 0.0%	0 0.0%	0 0.0%	5 35.7%	9 64.3%	14 100.0%
Lothian and Borders	0 0.0%	0 0.0%	0 0.0%	4 20.0%	16 80.0%	20 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 20.0%	3 20.0%	9 60.0%	15 100.0%
South Strathclyde, Dumfries and Galloway	1 2.9%	0 0.0%	0 0.0%	6 17.6%	27 79.4%	34 100.0%
Tayside, Central and Fife	0 0.0%	0 0.0%	4 10.8%	14 37.8%	19 51.4%	37 100.0%
Supreme Courts	0 0.0%	2 7.4%	0 0.0%	8 29.6%	17 63.0%	27 100.0%
Total	1 0.7%	2 1.3%	7 4.6%	41 26.8%	102 66.7%	153 100.0%

Table A.8.10.1 Comfort of Agents/Solicitors Room by User Group

	Satisfaction with Comfort of Agents/Solicitors Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	3 25.0%	4 33.3%	0 0.0%	5 41.7%	12 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 16.7%	0 0.0%	5 83.3%	6 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	2 66.7%	1 33.3%	0 0.0%	3 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
7 Advocate, Solicitor and Solicitor Advocate	13 6.2%	19 9.1%	40 19.1%	78 37.3%	59 28.2%	209 100.0%
8 All Other Professionals	1 3.1%	0 0.0%	7 21.9%	11 34.4%	13 40.6%	32 100.0%
Total	14 5.3%	22 8.3%	54 20.5%	92 34.8%	82 31.1%	264 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.8.10.2 Comfort of Agents/Solicitors Room by Sheriffdom

	Satisfaction with Comfort of Agents/Solicitors Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	2 9.5%	9 42.9%	9 42.9%	1 4.8%	21 100.0%
Grampian Highland and Islands	1 2.3%	7 16.3%	4 9.3%	12 27.9%	19 44.2%	43 100.0%
Lothian and Borders	1 4.0%	1 4.0%	9 36.0%	11 44.0%	3 12.0%	25 100.0%
North Strathclyde	4 9.1%	3 6.8%	7 15.9%	10 22.7%	20 45.5%	44 100.0%
South Strathclyde, Dumfries and Galloway	3 6.7%	1 2.2%	4 8.9%	17 37.8%	20 44.4%	45 100.0%
Tayside, Central and Fife	3 5.4%	5 8.9%	10 17.9%	24 42.9%	14 25.0%	56 100.0%
Supreme Courts	2 6.7%	3 10.0%	11 36.7%	9 30.0%	5 16.7%	30 100.0%
Total	14 5.3%	22 8.3%	54 20.5%	92 34.8%	82 31.1%	264 100.0%

Table A.8.10.3 Cleanliness of Agents/Solicitors Room by User Group

	Satisfaction with Cleanliness of Agents/Solicitors Room					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	1 8.3%	1 8.3%	3 25.0%	7 58.3%	12 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 100.0%	6 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
7 Advocate, Solicitor and Solicitor Advocate	4 2.0%	6 3.0%	29 14.6%	71 35.9%	88 44.4%	198 100.0%
8 All Other Professionals	0 0.0%	0 0.0%	2 6.7%	10 33.3%	18 60.0%	30 100.0%
Total	4 1.6%	7 2.8%	34 13.5%	85 33.9%	121 48.2%	251 100.0%

Note: The absence of user group 5 (People visiting the public counter) from this table is due to zero responses to this question from this User Group.

Table A.8.10.4 Cleanliness of Agents/Solicitors Room by Sheriffdom

	Satisfaction with Cleanliness of Agents/Solicitors Group					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 5.0%	7 35.0%	7 35.0%	5 25.0%	20 100.0%
Grampian Highland and Islands	0 0.0%	1 2.3%	2 4.7%	5 11.6%	35 81.4%	43 100.0%
Lothian and Borders	0 0.0%	0 0.0%	3 13.6%	12 54.5%	7 31.8%	22 100.0%
North Strathclyde	2 5.1%	0 0.0%	7 17.9%	8 20.5%	22 56.4%	39 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	3 7.1%	2 4.8%	11 26.2%	26 61.9%	42 100.0%
Tayside, Central and Fife	1 1.8%	0 0.0%	6 10.9%	29 52.7%	19 34.5%	55 100.0%
Supreme Courts	1 3.3%	2 6.7%	7 23.3%	13 43.3%	7 23.3%	30 100.0%
Total	4 1.6%	7 2.8%	34 13.5%	85 33.9%	121 48.2%	251 100.0%

Table A.8.11.1 Comfort of Cells by User Group

	Satisfaction with Comfort of Cells					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	16 66.7%	2 8.3%	1 4.2%	2 8.3%	3 12.5%	24 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
4 Victim in a criminal case & Supporters of victims	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
7 Advocate, Solicitor and Solicitor Advocate	9 16.4%	7 12.7%	17 30.9%	14 25.5%	8 14.5%	55 100.0%
8 All Other Professionals	7 14.3%	4 8.2%	19 38.8%	10 20.4%	9 18.4%	49 100.0%
Total	33 25.0%	13 9.8%	38 28.8%	26 19.7%	22 16.7%	132 100.0%

Note: The absence of user group 6 (Spectators, Witnesses in a criminal case & Others) from this table is due to zero responses to this question from this User Group.

Table A.8.11.2 Comfort of Cells by Sheriffdom

	Satisfaction with Comfort of Cells					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	4 36.4%	2 18.2%	2 18.2%	2 18.2%	1 9.1%	11 100.0%
Grampian Highland and Islands	3 12.5%	5 20.8%	9 37.5%	5 20.8%	2 8.3%	24 100.0%
Lothian and Borders	1 12.5%	1 12.5%	4 50.0%	1 12.5%	1 12.5%	8 100.0%
North Strathclyde	4 18.2%	1 4.5%	5 22.7%	4 18.2%	8 36.4%	22 100.0%
South Strathclyde, Dumfries and Galloway	7 29.2%	1 4.2%	9 37.5%	4 16.7%	3 12.5%	24 100.0%
Tayside, Central and Fife	13 36.1%	3 8.3%	7 19.4%	8 22.2%	5 13.9%	36 100.0%
Supreme Courts	1 14.3%	0 0.0%	2 28.6%	2 28.6%	2 28.6%	7 100.0%
Total	33 25.0%	13 9.8%	38 28.8%	26 19.7%	22 16.7%	132 100.0%

Table A.8.11.3 Cleanliness of Cells by User Group

	Satisfaction with Cleanliness of Cells					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	12 54.5%	3 13.6%	1 4.5%	2 9.1%	4 18.2%	22 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
4 Victim in a criminal case & Supporters of victims	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
5 People visiting the public counter	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
7 Advocate, Solicitor and Solicitor Advocate	3 6.0%	2 4.0%	10 20.0%	17 34.0%	18 36.0%	50 100.0%
8 All Other Professionals	6 12.5%	2 4.2%	7 14.6%	15 31.3%	18 37.5%	48 100.0%
Total	22 17.7%	7 5.6%	19 15.3%	34 27.4%	42 33.9%	124 100.0%

Note: The absence of user group 6 (Spectators, Witnesses in a criminal case & Others) from this table is due to zero responses to this question from this User Group.

Table A.8.11.4 Cleanliness of Cells by Sheriffdom

	Satisfaction with Cleanliness of Cells					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	1 10.0%	1 10.0%	5 50.0%	1 10.0%	2 20.0%	10 100.0%
Grampian Highland and Islands	2 8.7%	1 4.3%	1 4.3%	7 30.4%	12 52.2%	23 100.0%
Lothian and Borders	1 14.3%	0 0.0%	1 14.3%	4 57.1%	1 14.3%	7 100.0%
North Strathclyde	4 20.0%	1 5.0%	3 15.0%	4 20.0%	8 40.0%	20 100.0%
South Strathclyde, Dumfries and Galloway	2 9.1%	1 4.5%	3 13.6%	6 27.3%	10 45.5%	22 100.0%
Tayside, Central and Fife	11 32.4%	3 8.8%	6 17.6%	10 29.4%	4 11.8%	34 100.0%
Supreme Courts	1 12.5%	0 0.0%	0 0.0%	2 25.0%	5 62.5%	8 100.0%
Total	22 17.7%	7 5.6%	19 15.3%	34 27.4%	42 33.9%	124 100.0%

Table A.8.12.1 Comfort of Fines Office/Public Counter/Sheriff Clerks Office by User Group

	Satisfaction with Comfort of Fines Office/Public Counter/Sheriff Clerks Office				Total
	Very Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	0 0.0%	3 11.5%	6 23.1%	17 65.4%	26 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	8 100.0%	8 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	3 20.0%	0 0.0%	12 80.0%	15 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	1 25.0%	3 75.0%	4 100.0%
5 People visiting the public counter	1 0.6%	25 15.8%	39 24.7%	93 58.9%	158 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	1 5.9%	6 35.3%	10 58.8%	17 100.0%
7 Advocate, Solicitor and Solicitor Advocate	1 2.4%	8 19.5%	16 39.0%	16 39.0%	41 100.0%
8 All Other Professionals	1 2.0%	9 18.0%	18 36.0%	22 44.0%	50 100.0%
Total	3 0.9%	49 15.4%	86 27.0%	181 56.7%	319 100.0%

Table A.8.12.2 Comfort of Fines Office/Public Counter/Sheriff Clerks Office by Sheriffdom

	Satisfaction with Comfort of Fines Office/Public Counter/Sheriff Clerks Office				Total
	Very Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	2 8.3%	0 0.0%	5 20.8%	17 70.8%	24 100.0%
Grampian Highland and Islands	0 0.0%	6 7.2%	22 26.5%	55 66.3%	83 100.0%
Lothian and Borders	0 0.0%	8 26.7%	12 40.0%	10 33.3%	30 100.0%
North Strathclyde	0 0.0%	7 11.1%	14 22.2%	42 66.7%	63 100.0%
South Strathclyde, Dumfries and Galloway	1 2.0%	6 11.8%	11 21.6%	33 64.7%	51 100.0%
Tayside, Central and Fife	0 0.0%	17 34.0%	15 30.0%	18 36.0%	50 100.0%
Supreme Courts	0 0.0%	5 27.8%	7 38.9%	6 33.3%	18 100.0%
Total	3 0.9%	49 15.4%	86 27.0%	181 56.7%	319 100.0%

Table A.8.12.3 Cleanliness of Fines Office/Public Counter/Sheriff Clerks Office by User Group

	Satisfaction with Cleanliness of Fines Office/Public Counter/Sheriff Clerks Office				Total
	Very Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	1 3.8%	1 3.8%	6 23.1%	18 69.2%	26 100.0%
2 Civil litigants & Witnesses in a civil case	0 0.0%	0 0.0%	0 0.0%	7 100.0%	7 100.0%
3 Jurors (Selected & Not Selected)	0 0.0%	0 0.0%	5 38.5%	8 61.5%	13 100.0%
4 Victim in a criminal case & Supporters of victims	0 0.0%	0 0.0%	1 33.3%	2 66.7%	3 100.0%
5 People visiting the public counter	0 0.0%	14 8.9%	27 17.1%	117 74.1%	158 100.0%
6 Spectators, Witnesses in a criminal case & Others	0 0.0%	1 5.6%	2 11.1%	15 83.3%	18 100.0%
7 Advocate, Solicitor and Solicitor Advocate	0 0.0%	7 18.4%	11 28.9%	20 52.6%	38 100.0%
8 All Other Professionals	0 0.0%	1 2.2%	15 33.3%	29 64.4%	45 100.0%
Total	1 0.3%	24 7.8%	67 21.8%	216 70.1%	308 100.0%

Table A.8.12.4 Cleanliness of Fines Office/Public Counter/Sheriff Clerks Office by Sheriffdom

	Satisfaction with Cleanliness of Fines Office/Public Counter/Sheriff Clerks Office				Total
	Very Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	0 0.0%	1 4.3%	6 26.1%	16 69.6%	23 100.0%
Grampian Highland and Islands	1 1.2%	3 3.6%	2 2.4%	78 92.9%	84 100.0%
Lothian and Borders	0 0.0%	0 0.0%	14 48.3%	15 51.7%	29 100.0%
North Strathclyde	0 0.0%	7 11.7%	7 11.7%	46 76.7%	60 100.0%
South Strathclyde, Dumfries and Galloway	0 0.0%	3 6.3%	10 20.8%	35 72.9%	48 100.0%
Tayside, Central and Fife	0 0.0%	8 17.4%	16 34.8%	22 47.8%	46 100.0%
Supreme Courts	0 0.0%	2 11.1%	12 66.7%	4 22.2%	18 100.0%
Total	1 0.3%	24 7.8%	67 21.8%	216 70.1%	308 100.0%

Table A.8.13.1 Comfort of the Toilets by User Group

	Satisfaction with Comfort of Toilets					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	25 10.2%	23 9.3%	42 17.1%	73 29.7%	83 33.7%	246 100.0%
2 Civil litigants & Witnesses in a civil case	4 11.4%	0 0.0%	7 20.0%	8 22.9%	16 45.7%	35 100.0%
3 Jurors (Selected & Not Selected)	6 4.4%	8 5.8%	29 21.2%	38 27.7%	56 40.9%	137 100.0%
4 Victim in a criminal case & Supporters of victims	4 7.5%	1 1.9%	7 13.2%	18 34.0%	23 43.4%	53 100.0%
5 People visiting the public counter	1 11.1%	1 11.1%	3 33.3%	3 33.3%	1 11.1%	9 100.0%
6 Spectators, Witnesses in a criminal case & Others	6 6.1%	6 6.1%	17 17.3%	25 25.5%	44 44.9%	98 100.0%
7 Advocate, Solicitor and Solicitor Advocate	8 7.0%	11 9.6%	23 20.0%	42 36.5%	31 27.0%	115 100.0%
8 All Other Professionals	7 4.7%	10 6.8%	33 22.3%	41 27.7%	57 38.5%	148 100.0%
Total	61 7.3%	60 7.1%	161 19.1%	248 29.5%	311 37.0%	841 100.0%

Table A.8.13.2 Comfort of the Toilets by Sheriffdom

	Satisfaction with Comfort of Toilets					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	22 23.7%	16 17.2%	25 26.9%	19 20.4%	11 11.8%	93 100.0%
Grampian Highland and Islands	6 4.5%	5 3.7%	10 7.5%	58 43.3%	55 41.0%	134 100.0%
Lothian and Borders	2 2.0%	2 2.0%	24 24.2%	31 31.3%	40 40.4%	99 100.0%
North Strathclyde	8 7.1%	10 8.8%	12 10.6%	26 23.0%	57 50.4%	113 100.0%
South Strathclyde, Dumfries and Galloway	9 6.8%	14 10.5%	30 22.6%	29 21.8%	51 38.3%	133 100.0%
Tayside, Central and Fife	13 9.2%	11 7.7%	42 29.6%	48 33.8%	28 19.7%	142 100.0%
Supreme Courts	1 0.8%	2 1.6%	18 14.2%	37 29.1%	69 54.3%	127 100.0%
Total	61 7.3%	60 7.1%	161 19.1%	248 29.5%	311 37.0%	841 100.0%

Table A.8.13.3 Cleanliness of the Toilets by User Group

	Satisfaction with Cleanliness of Toilets					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
1 Accused in a criminal case & Supporters of accused	23 9.4%	24 9.8%	32 13.1%	56 22.9%	110 44.9%	245 100.0%
2 Civil litigants & Witnesses in a civil case	6 17.6%	0 0.0%	6 17.6%	7 20.6%	15 44.1%	34 100.0%
3 Jurors (Selected & Not Selected)	5 4.1%	7 5.8%	17 14.0%	31 25.6%	61 50.4%	121 100.0%
4 Victim in a criminal case & Supporters of victims	3 5.6%	1 1.9%	5 9.3%	15 27.8%	30 55.6%	54 100.0%
5 People visiting the public counter	1 11.1%	2 22.2%	3 33.3%	0 0.0%	3 33.3%	9 100.0%
6 Spectators, Witnesses in a criminal case & Others	8 8.2%	9 9.3%	7 7.2%	23 23.7%	50 51.5%	97 100.0%
7 Advocate, Solicitor and Solicitor Advocate	6 5.8%	7 6.8%	14 13.6%	30 29.1%	46 44.7%	103 100.0%
8 All Other Professionals	5 3.6%	6 4.3%	19 13.7%	38 27.3%	71 51.1%	139 100.0%
Total	57 7.1%	56 7.0%	103 12.8%	200 24.9%	386 48.1%	802 100.0%

Table A.8.13.4 Cleanliness of the Toilets by Sheriffdom

	Satisfaction with Cleanliness of Toilets					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Very Satisfied	
Glasgow and Strathkelvin	24 27.0%	16 18.0%	17 19.1%	16 18.0%	16 18.0%	89 100.0%
Grampian Highland and Islands	6 4.6%	5 3.8%	2 1.5%	22 16.9%	95 73.1%	130 100.0%
Lothian and Borders	1 1.1%	2 2.1%	13 13.8%	26 27.7%	52 55.3%	94 100.0%
North Strathclyde	6 5.8%	9 8.7%	9 8.7%	19 18.3%	61 58.7%	104 100.0%
South Strathclyde, Dumfries and Galloway	8 6.4%	13 10.4%	23 18.4%	24 19.2%	57 45.6%	125 100.0%
Tayside, Central and Fife	10 7.2%	10 7.2%	28 20.3%	53 38.4%	37 26.8%	138 100.0%
Supreme Courts	2 1.6%	1 0.8%	11 9.0%	40 32.8%	68 55.7%	122 100.0%
Total	57 7.1%	56 7.0%	103 12.8%	200 24.9%	386 48.1%	802 100.0%

Appendix B
Answer Tree[®] Results

OVERALL SATISFACTION BY ALL SATISFACTION SCALES

Overall Satisfaction

Category	%	n
Satisfied	77.19	1824
Dissatisfied	22.64	535
Can't Remember	0.17	4
Total	100.00	2363

Informed re Waiting Times
Adj. P-value=0.0000, Chi-square=333.2653, df=6

Dissatisfied

Category	%	n
Satisfied	44.26	162
Dissatisfied	55.74	204
Can't Remember	0.00	0
Total	15.49	366

Satisfied

Category	%	n
Satisfied	91.35	359
Dissatisfied	8.65	34
Can't Remember	0.00	0
Total	16.63	393

Can't Remember

Category	%	n
Satisfied	69.23	9
Dissatisfied	23.08	3
Can't Remember	7.69	1
Total	0.55	13

Did Not Wait

Category	%	n
Satisfied	81.33	1294
Dissatisfied	18.48	294
Can't Remember	0.19	3
Total	67.33	1591

Helpfulness of Court Staff

Adj. P-value=0.0000, Chi-square=31.7304, df=1

Helpful

Category	%	n
Satisfied	56.94	119
Dissatisfied	43.06	90
Can't Remember	0.00	0
Total	8.84	209

Comfort of Waiting Area

Adj. P-value=0.0003, Chi-square=15.9186, df=2

Satisfied

Category	%	n
Satisfied	78.00	39
Dissatisfied	22.00	11
Can't Remember	0.00	0
Total	2.12	50

Dissatisfied

Category	%	n
Satisfied	41.43	29
Dissatisfied	58.57	41
Can't Remember	0.00	0
Total	2.96	70

Not Used

Category	%	n
Satisfied	57.30	51
Dissatisfied	42.70	38
Can't Remember	0.00	0
Total	3.77	89

Satisfaction - other cases before mine

Adj. P-value=0.0001, Chi-square=18.1977, df=1

Satisfied

Category	%	n
Satisfied	100.00	130
Dissatisfied	0.00	0
Can't Remember	0.00	0
Total	5.50	130

Dissatisfied; Did not Wait

Category	%	n
Satisfied	87.07	229
Dissatisfied	12.93	34
Can't Remember	0.00	0
Total	11.13	263

Politeness of Court Staff

Adj. P-value=0.0058, Chi-square=10.1265, df=1

Polite

Category	%	n
Satisfied	89.78	202
Dissatisfied	10.22	23
Can't Remember	0.00	0
Total	9.52	225

Impolite; No Contact

Category	%	n
Satisfied	71.05	27
Dissatisfied	28.95	11
Can't Remember	0.00	0
Total	1.61	38

Helpfulness of Court Staff

Adj. P-value=0.0000, Chi-square=230.7772, df=4

Unhelpful

Category	%	n
Satisfied	37.21	32
Dissatisfied	62.79	54
Can't Remember	0.00	0
Total	3.64	86

Cleanliness of Court Room

Adj. P-value=0.0000, Chi-square=19.8874, df=1

Satisfied

Category	%	n
Satisfied	66.67	22
Dissatisfied	33.33	11
Can't Remember	0.00	0
Total	1.40	33

Dissatisfied; Not Used

Category	%	n
Satisfied	18.87	10
Dissatisfied	81.13	43
Can't Remember	0.00	0
Total	2.24	53

Unhelpful; No Contact

Category	%	n
Satisfied	27.39	43
Dissatisfied	72.61	114
Can't Remember	0.00	0
Total	6.64	157

Comfort of Court Room

Adj. P-value=0.0213, Chi-square=7.7667, df=1

Dissatisfied; Not Used

Category	%	n
Satisfied	19.59	19
Dissatisfied	80.41	78
Can't Remember	0.00	0
Total	4.10	97

Satisfied

Category	%	n
Satisfied	40.00	24
Dissatisfied	60.00	36
Can't Remember	0.00	0
Total	2.54	60

Helpful

Category	%	n
Satisfied	90.60	964
Dissatisfied	9.40	100
Can't Remember	0.00	0
Total	45.03	1064

Comfort of Court Room

Adj. P-value=0.0000, Chi-square=67.9670, df=2

Dissatisfied

Category	%	n
Satisfied	74.19	115
Dissatisfied	25.81	40
Can't Remember	0.00	0
Total	6.56	156

Satisfied

Category	%	n
Satisfied	96.05	511
Dissatisfied	3.95	21
Can't Remember	0.00	0
Total	22.51	532

Not Used

Category	%	n
Satisfied	89.66	338
Dissatisfied	10.34	39
Can't Remember	0.00	0
Total	15.95	377

No Contact

Category	%	n
Satisfied	67.57	298
Dissatisfied	31.75	140
Can't Remember	0.68	3
Total	18.66	441

Comfort of Court Room

Adj. P-value=0.0010, Chi-square=16.5280, df=2

Dissatisfied

Category	%	n
Satisfied	50.56	45
Dissatisfied	49.44	44
Can't Remember	0.00	0
Total	3.77	89

Satisfied; Not Used

Category	%	n
Satisfied	71.88	253
Dissatisfied	27.27	96
Can't Remember	0.85	3
Total	14.90	352

BY SATISFACTION WITH COURT STAFF

Overall Satisfaction

Category	%	n
Satisfied	82.65	1506
Dissatisfied	17.29	315
Can't	0.05	1
Total	100.00	1822

Helpfulness of Court Staff
Adj. P-value=0.0000, Chi-square=217.4132, df=4

Helpful; Can't Remember

Category	%	n
Satisfied	86.70	1402
Dissatisfied	13.23	214
Can't	0.06	1
Total	88.8	1617

No Contact

Category	%	n
Satisfied	75.32	58
Dissatisfied	24.68	19
Can't	0.00	0
Total	4.23	77

Politeness of Court Staff
Adj. P-value=0.0000, Chi-square=88.6386, df=2

Polite

Category	%	n
Satisfied	87.20	1390
Dissatisfied	12.8	204
Can't	0.00	0
Remember	0.00	0
Total	87.49	1594

Impolite, Can't Remember, No Contact

Category	%	n
Satisfied	52.17	12
Dissatisfied	43.48	10
Can't	4.35	1
Remember	0.00	0
Total	1.26	23

Helpfulness of SCS
Adj. P-value=0.0219, Chi-square=7.7156, df=1

Helpful, No Contact

Category	%	n
Satisfied	80.60	54
Dissatisfied	19.40	13
Can't	0.00	0
Remember	0.00	0
Total	3.68	67

Unhelpful

Category	%	n
Satisfied	40.00	4
Dissatisfied	60.00	6
Can't	0.00	0
Remember	0.00	0
Total	0.55	10

Helpfulness of Information
Adj. P-value=0.0000, Chi-square=56.3498, df=2

Helpful

Category	%	n
Satisfied	93.32	685
Dissatisfied	6.68	49
Can't	0	0
Remember	0.00	0
Total	40.29	734

Unhelpful

Category	%	n
Satisfied	62.07	18
Dissatisfied	37.93	11
Can't	0.00	0
Remember	0.00	0
Total	1.59	29

No Contact

Category	%	n
Satisfied	82.75	687
Dissatisfied	17.33	144
Can't	0.00	0
Remember	0.00	0
Total	45.61	831

Unhelpful

Category	%	n
Satisfied	35.94	46
Dissatisfied	64.06	82
Can't Remember	0	0
Total	7.03	128

Helpfulness of the Information
Adj. P-value=0.0001, Chi-square=17.5632, df=1

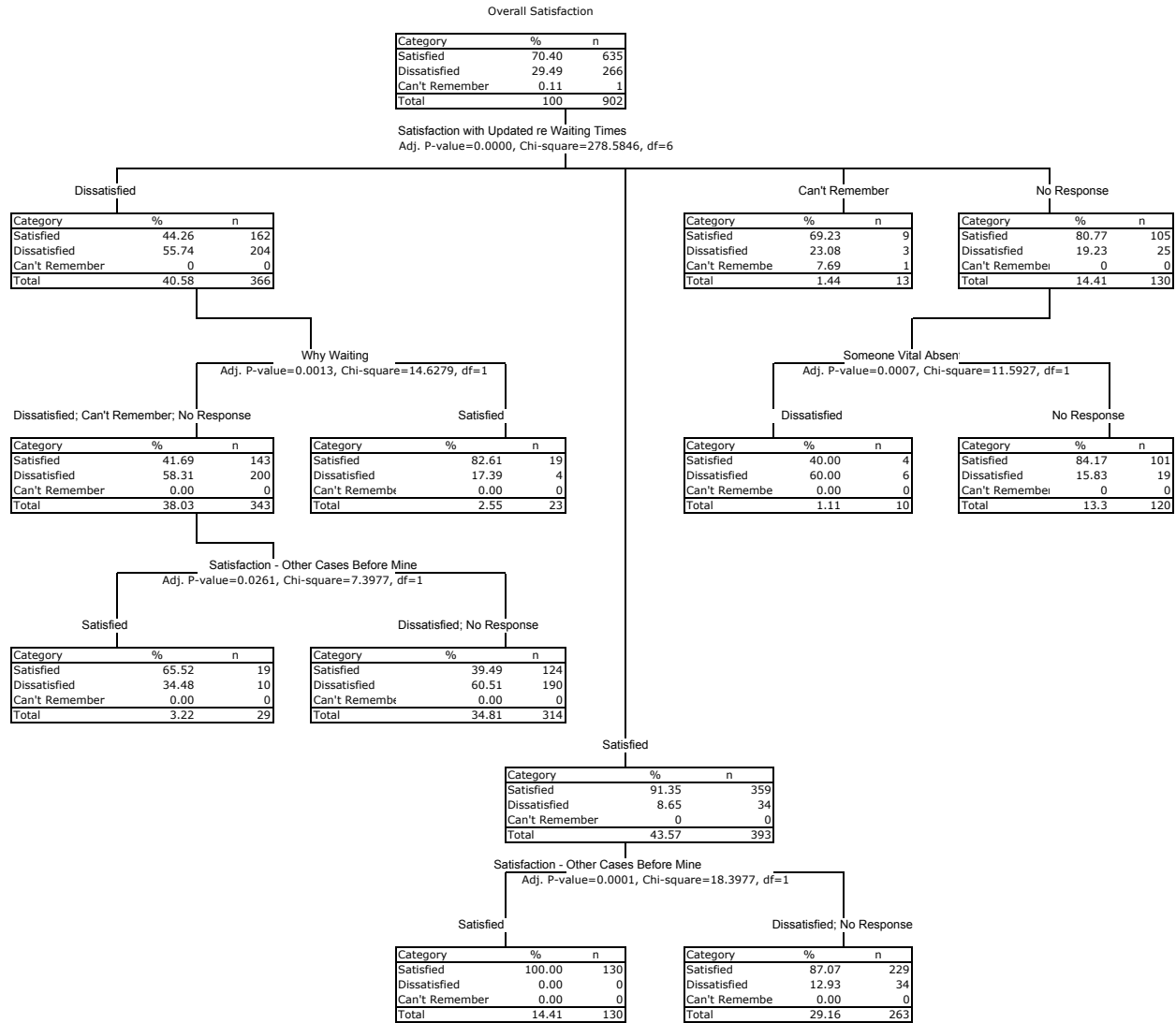
Helpful

Category	%	n
Satisfied	73.91	17
Dissatisfied	26.09	6
Can't Remember	0.00	0
Total	1.26	23

Unhelpful, No Contact

Category	%	n
Satisfied	27.62	29
Dissatisfied	72.38	76
Can't Remember	0.00	0
Total	5.76	105

OVERALL SATISFACTION BY SATISFACTION WITH WAITING



OVERALL SATISFACTION BY SATISFACTION WITH LAST CONTACT

Overall Satisfaction

Category	%	n
Satisfied	74.38	1086
Dissatisfied	25.41	371
Can't Remember	0.21	3
Total	100	1460

Speed of Last Contact

Adj. P-value=0.0000, Chi-square=424.8908, df=4

Satisfied

Category	%	n
Satisfied	87.38	914
Dissatisfied	12.52	131
Can't Remember	0.10	1
Total	71.64	1046

Dissatisfied

Category	%	n
Satisfied	38.60	149
Dissatisfied	61.40	237
Can't Remember	0.00	0
Total	26.44	386

Can't Remember

Category	%	n
Satisfied	82.14	23
Dissatisfied	10.71	3
Can't Remember	7.14	2
Total	1.92	28

WAY Most Recent Contact was Handled
Adj. P-value=0.0161, Chi-square=12.8636, df=2

Satisfied; Can't Remember

Category	%	n
Satisfied	88.14	884
Dissatisfied	11.76	118
Can't Remember	0.10	1
Total	68.7	1003

Dissatisfied; No Reponse

Category	%	n
Satisfied	69.77	30
Dissatisfied	30.23	13
Can't Remember	0.00	0
Total	2.95	43

WAY Most Recent Contact was Handled
Adj. P-value=0.0000, Chi-square=28.3383, df=1

Satisfied

Category	%	n
Satisfied	64.20	52
Dissatisfied	35.80	29
Can't Remember	0.00	0
Total	5.55	81

Dissatisfied; Can't Remember

Category	%	n
Satisfied	31.80	97
Dissatisfied	68.20	208
Can't Remember	0.00	0
Total	20.89	305

OVERALL SATISFACTION BY SATISFACTION WITH CATERING FACILITIES

Overall Satisfaction

Category	%	n
Satisfied	78.35	503
Dissatisfied	21.34	137
Can't Remember	0.31	2
Total	100.00	642

Range of Food and Drink Available

Adj. P-value=0.0044, Chi-square=15.4419, df=2

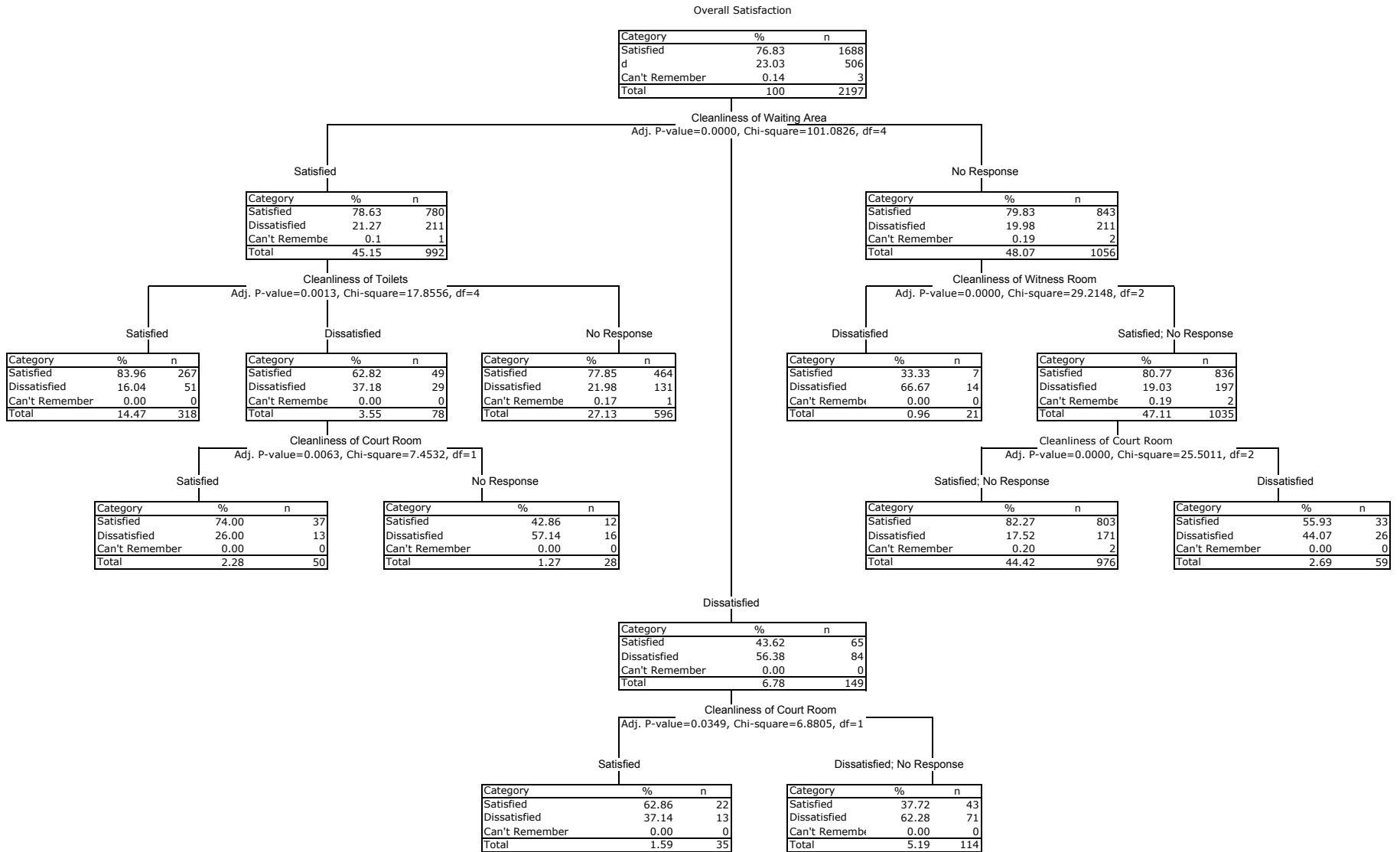
Satisfied; Can't Remember; No Response

Category	%	n
Satisfied	83.73	314
Dissatisfied	16.00	60
Can't Remember	0.27	1
Total	58.41	375

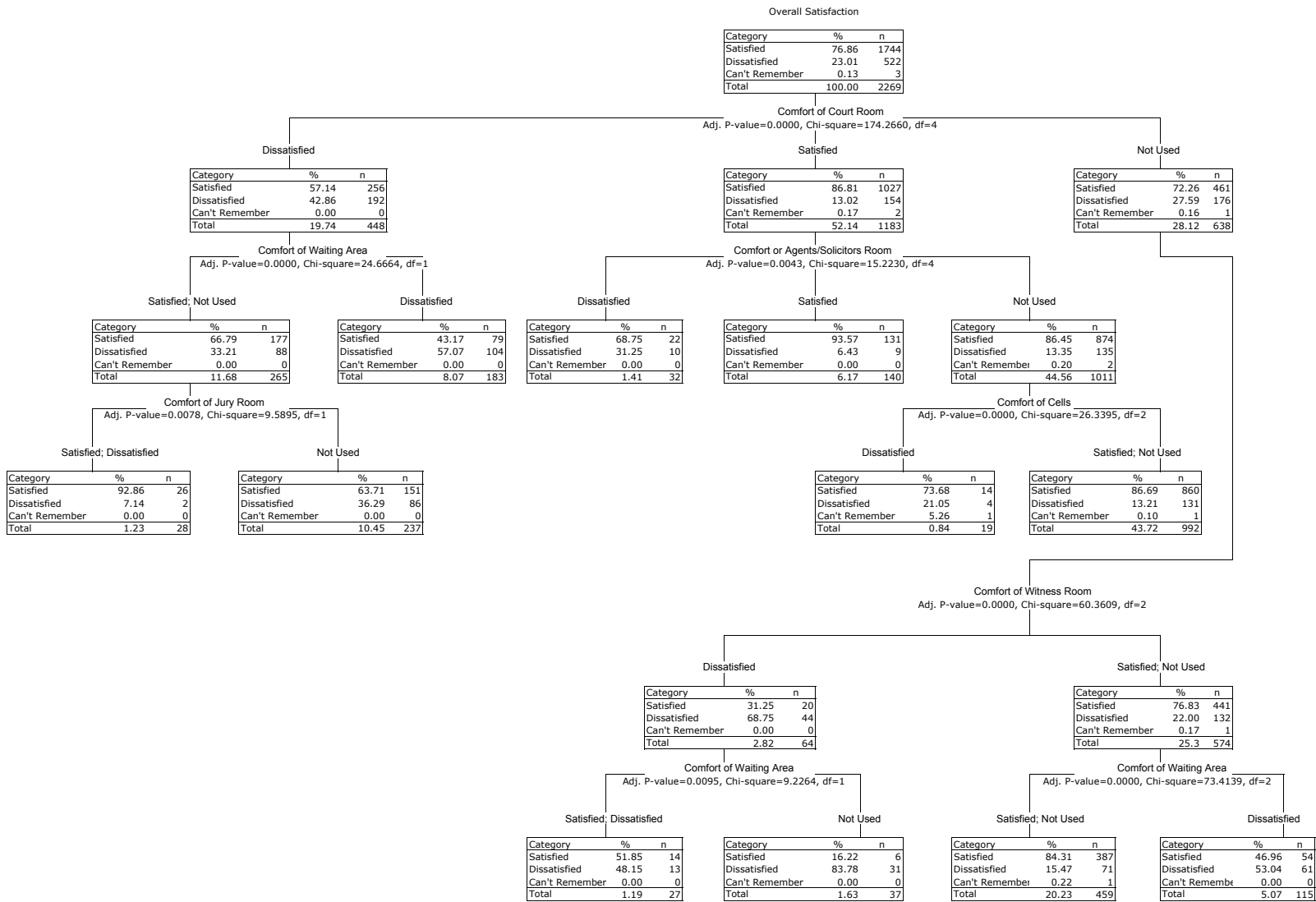
Dissatisfied

Category	%	n
Satisfied	70.79	189
Dissatisfied	28.84	77
Can't Remember	0.37	1
Total	41.59	267

OVERALL SATISFACTION BY SATISFACTION WITH CLEANLINESS OF COURT FACILITIES



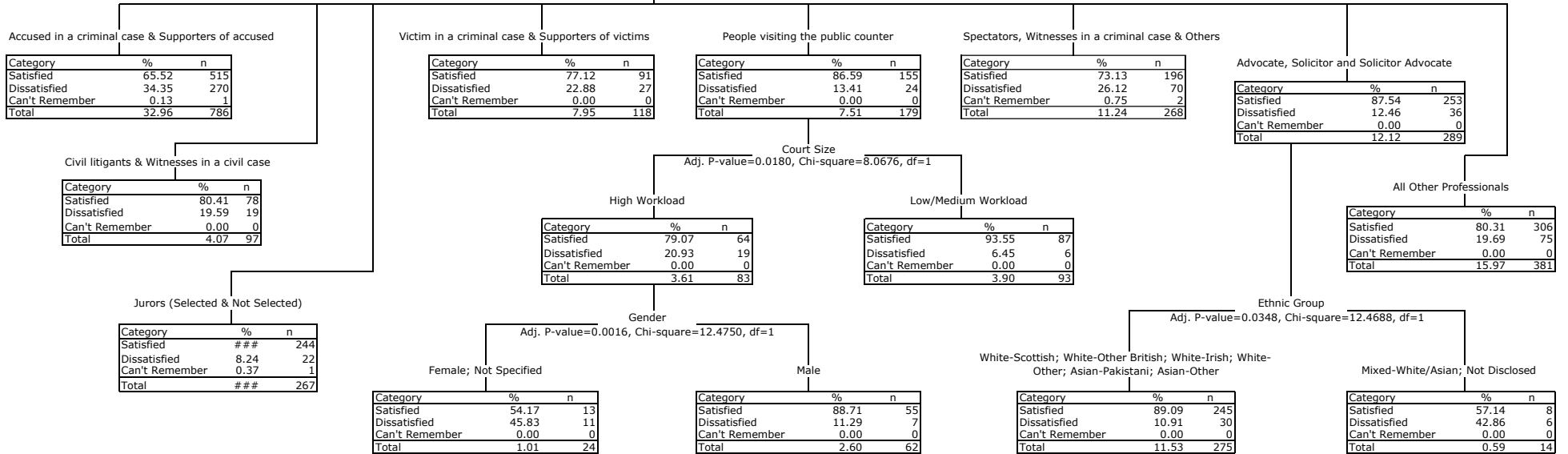
OVERALL SATISFACTION BY SATISFACTION WITH COMFORT OF THE COURT FACILITIES



OVERALL SATISFACTION BY ALL DEMOGRAPHICS

Overall Satisfaction		
Category	%	n
Satisfied	77.06	1838
Dissatisfied	22.76	543
Can't Remember	0.17	4
Total	100	2385

User Groups
Adj. P-value=0.0000, Chi-square=130.8142, df=14



OVERALL SATISFACTION BY USER GROUP

Overall Satisfaction

Category	%	n
Satisfied	77.06	1838
Dissatisfied	22.77	543
Can't Rememb	0.17	4
Total	100	2385

User Groups
 Adj. P-value=0.0000, Chi-square=130.8142, df=14

Accused in a criminal case & supporters of accused

Category	%	n
Satisfied	65.52	515
Dissatisfied	34.35	270
Can't Remember	0.13	1
Total	32.96	786

Civil litigants & witnesses in a civil case

Category	%	n
Satisfied	80.41	78
Dissatisfied	19.59	19
Can't Remember	0.00	0
Total	4.07	97

Jurors (selected & not selected)

Category	%	n
Satisfied	91.39	244
Dissatisfied	8.24	22
Can't Remember	0.37	1
Total	11.19	267

Victim in a criminal case & supporters of victims

Category	%	n
Satisfied	77.12	91
Dissatisfied	22.88	27
Can't Remember	0.00	0
Total	4.95	118

People visiting the public counter

Category	%	n
Satisfied	86.59	155
Dissatisfied	13.41	24
Can't Remember	0.00	0
Total	7.51	179

Spectators, witnesses in a criminal case & others

Category	%	n
Satisfied	73.13	196
Dissatisfied	26.12	70
Can't Remember	0.75	2
Total	11.24	268

Advocate, Solicitor & Solicitor Advocate

Category	%	n
Satisfied	87.54	253
Dissatisfied	12.46	36
Can't Remember	0.00	0
Total	12.12	289

All other professionals

Category	%	n
Satisfied	80.13	306
Dissatisfied	19.69	75
Can't Remember	0.00	0
Total	15.97	381

OVERALL SATISFACTION BY SIZE OF COURT

Overall Satisfaction

Category	%	n
Satisfied	77.06	1838
Dissatisfied	22.77	543
Can't Remember	0.17	4
Total	100.00	2385

Court Size

Adj. P-value=0.0348, Chi-square=9.4871, df=2

High/Low Workload

Medium Workload

Category	%	n
Satisfied	75.38	1225
Dissatisfied	24.37	396
Can't Remember	0.25	4
Total	68.13	1625

Category	%	n
Satisfied	80.66	613
Dissatisfied	19.34	147
Can't Remember	0.09	0
Total	31.87	760

OVERALL SATISFACTION BY AGE GROUP

Overall Satisfaction

Category	%	n
Satisfied	77.13	1835
Dissatisfied	22.70	540
Can't Remember	0.17	4
Total	100.00	2379

Age Group

Adj. P-value=0.0304, Chi-square=18.7797, df=4

16 - 24

25 - 34; 35 - 44; 45 - 54; 55 - 64

65 +

Category	%	n
Satisfied	70.55	309
Dissatisfied	29.22	128
Can't Remember	0.23	1
Total	18.41	438

Category	%	n
Satisfied	78.75	1460
Dissatisfied	21.14	392
Can't Remember	0.11	2
Total	77.93	1854

Category	%	n
Satisfied	75.86	66
Dissatisfied	22.99	20
Can't Remember	1.15	1
Total	3.66	87

Appendix C

Survey Questionnaire



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

<p>Declaration: This interview was conducted by the interviewer named opposite at the specified court: Signature: _____</p>	<p>Interviewer Name: _____ Interview Date/Time: _____ Court: _____ Interview Number: _____</p>
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Scottish Court Service Customer Satisfaction Survey 2006

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

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

Status

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

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

GO TO Q5

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

- | | | | | | |
|-----------------------------|--------------------------|---------------|---|--------------------------|---------------|
| Advocate (Senior or Junior) | <input type="checkbox"/> | ₁ | Reliance Staff | <input type="checkbox"/> | ₁₂ |
| Advocate Depute | <input type="checkbox"/> | ₂ | Safeguarder | <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 | <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 (or Trainee Solicitor) | <input type="checkbox"/> | ₁₈ |
| Police Witness | <input type="checkbox"/> | ₈ | Victim Support Worker | <input type="checkbox"/> | ₁₉ |
| Press Reporter | <input type="checkbox"/> | ₉ | Witness Service Worker | <input type="checkbox"/> | ₂₀ |
| Prison Service Staff | <input type="checkbox"/> | ₁₀ | Other (tick and write in) | <input type="checkbox"/> | ₂₁ |
| Procurator Fiscal/Depute | <input type="checkbox"/> | ₁₁ | | | |

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

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

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

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

Use of Scottish Court Service Website

6a. Have you used the Scottish Court Service website for any of the following reasons in the last twelve months? **SHOW CARD A4. Tick all that apply.**

₀ Did not use **GO TO Q7**

6b. **IF USED WEBSITE ASK:** On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the **accuracy** of the information provided on the SCS website? **SHOW CARD B1 (CIRCLE NUMBER)**

6c. **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 SCS website? **SHOW CARD A5 (CIRCLE NUMBER)**

Reason for Using Website	Q6a	Q6b Accuracy of the information on the SCS website						Q6c Ease of finding the information you needed on the SCS website					
		Used	Very dissatisfied				Very satisfied	Can't Remember	Very difficult				Very easy
To obtain information on daily court business	<input type="checkbox"/> ₁	1	2	3	4	5	6	1	2	3	4	5	6
To obtain information about SCS and/or its role	<input type="checkbox"/> ₂	1	2	3	4	5	6	1	2	3	4	5	6
To obtain information about the Scottish justice system	<input type="checkbox"/> ₃	1	2	3	4	5	6	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	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	1	2	3	4	5	6
Other (tick and write in)	<input type="checkbox"/> ₆	1	2	3	4	5	6	1	2	3	4	5	6

Familiarity with Attending Court

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

Yes ₁ No ₂ Can't Remember ₃

8. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the building? **SHOW CARD A5. (CIRCLE NUMBER)**

Very
Difficult

1 2 3 4 5

Very
Easy

OR TICK Can't Remember ₆

OR TICK Can't Remember ₆

9. If you received information/directions on how to get to court **today**, where/from whom did you get the information/directions? **SHOW CARD A6. Tick all that apply.**

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

Finding your way Around the Court Building

10. When you arrived at court today, how did you find out where you needed to go? **SHOW CARD A7. Tick all that apply.**

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

11. On a scale of 1 to 5 where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find out where in the building you had to go today? **SHOW CARD A8. (CIRCLE NUMBER).**

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

Satisfaction with Court Staff

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

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

13. 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 had contact with today? **SHOW CARD A9. (CIRCLE NUMBER)**

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

14. 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 had contact with today? **SHOW CARD A10. (CIRCLE NUMBER)**

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

Information Provided by Court Staff

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

- Yes ₁ **GO TO Q16**
- No ₂ **GO TO Q17**
- Can't Remember ₃ **GO TO Q17**
- Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q17**

16. On a scale of 1 to 5, where 1 is 'very inaccurate' and 5 is 'very accurate' how inaccurate or accurate was the information provided to you by the court staff? **SHOW CARD A11. (CIRCLE NUMBER)**

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

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

- Yes ₁ **GO TO Q18**
- No ₂ **GO TO Q19**
- Can't Remember ₃ **GO TO Q19**
- Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q19**

18. 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 A12. (CIRCLE NUMBER)**

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

19. **Before you arrived**, did you receive information from the **Scottish Court Service** on what would happen at court today?

- Yes ₁ **GO TO Q20**
- No ₂ **GO TO Q21**
- Can't Remember ₃ **GO TO Q21**
- Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q21**

20. 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 by the Scottish Court Service? **SHOW CARD A12. (CIRCLE NUMBER)**

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

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

Yes ₁ **GO TO Q22**

No

₂ **GO TO Q23**

Can't Remember

₃ **GO TO Q23**

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

.....

Waiting in Court

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

Yes ₁ **GO TO Q24**

No

₂ **GO TO Q30**

Can't Remember

₃ **GO TO Q30**

24. Why did you have to wait today? **SHOW CARD A13. TICK ALL THAT APPLY.**

25. Approximately how long did you have to wait today? **SHOW CARD A14. CIRCLE ONE NUMBER FOR EACH REASON THAT RESPONDENT WAITED AT Q24.**

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

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

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

Yes ₁ **GO TO Q28**

No ₂ **GO TO Q28**

Can't Remember ₃ **GO TO Q30**

Not Applicable ₄ **Ask: Why do you say that? _____ GO TO Q30**

Other court facilities

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

41. 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 B1. CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

42. 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 B1. CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

	Q40	Q41 Comfort					Q42 Cleanliness				
	Used	Very dissatisfied				Very satisfied	Very dissatisfied				Very satisfied
Court Room	<input type="checkbox"/> ₁	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
Witness Room	<input type="checkbox"/> ₁	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
Agents' Room/Solicitors' Room	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Cells	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Fines Office/Public Counter/Sheriff Clerk's Office	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Toilets	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5
Other (please specify)	<input type="checkbox"/> ₁	1	2	3	4	5	1	2	3	4	5

43. If you were dissatisfied with any of the other court facilities today, please say why.

.....

.....

Overall satisfaction

44. 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 Scottish Court Service today? **SHOW CARD B1. (CIRCLE NUMBER)**

Very
Dissatisfied
1 2 3

Very
Satisfied
4 5

OR TICK Can't Remember ₆

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

Fully met ₁ Partially met ₂ Not met at all ₃

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

.....

54. Is your first language English?

Yes ₁ No ₂ Don't Know ₃

55. Do you have any special communication and/or reading needs?

Yes ₁ **CONTINUE** No ₂ **THANK & CLOSE** Don't Know ₃ **THANK & CLOSE**

56. Can you tell us what your needs are?

.....

57. Did you use any of the following services/facilities? **SHOW CARD A22.**

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

58. **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 B1. (TICK ALL THAT APPLY)**

	Very Dissatisfied				Very Satisfied	Can't Remember	N/A
Induction 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

59. If dissatisfied, please say why.

.....

THANK RESPONDENT AND CLOSE