

COURT USER SATISFACTION SURVEY **2021/2022** – **PHASE 1: JURY TRIALS**



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EXECUTIVE SUMMARY

Introduction

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

Due to COVID-19 restrictions and associated changes to business practices, this report details the results from a survey of jury trial cases only.

While most jury trial participant groups were present in court buildings themselves, the jury sat in remote Jury Centres (utilising cinemas) and participated in the trial via video link. However, in-person interviewing was not permitted by the COVID-19 guidelines at the time of the survey and so a fully remote survey methodology was required. This consisted of bespoke online questionnaires for each of the following user groups:

- Module 1: Selected Jurors
- Module 2: Professionals
- Module 3: Victims and Witnesses
- Module 4: Others

It was not possible to survey unselected jurors (as has been done in the past) due to the difficulty in contacting them for research purposes after they had been dismissed.

Selected jurors were invited to participate in the survey by SCTS staff on-site, and both online and paper versions were available. Online questionnaires only were used for all other user groups, with partner agencies often being required to circulate the survey link and reminders to particular cohorts due to a lack of direct contact from SCTS staff during or after cases.

Sample Profile

In total, 1,117 respondents completed the survey. This consisted of:

- 1,027 selected jurors (including 311 online and 716 paper responses);
- 79 practitioners (including 29 Crown and 42 defence respondents, plus eight practitioners did not specify their specific role); and
- 11 others (consisting of witnesses, supporters of victims/witnesses and staff from victim support organisations).

Responses were received from across all 10 jury centres and sheriffdoms, although some achieved a higher number of respondents than others. Respondents also represented a mix of gender and age, and the majority described themselves as "White Scottish". Only 2% of respondents had a longstanding illness, disability or infirmity which required particular facilities when using public buildings. The first language of most respondents was English, and most stated they did not have any particular communication and/or reading requirements.

Survey Results

Due to the sample profile, the aggregate survey results tend to reflect the views and experiences of the jurors. However, results were generally positive across all groups, albeit that jurors were perhaps most satisfied, followed by crown professionals, and then defence professionals.

Travel to the Jury Centre

Most jurors either drove a car or were a car passenger (73%) in order to attend the required jury centre. This was consistent for all jury centres, with the exception of Odeon Lothian Road Edinburgh where bus (57%) was the most commonly used mode. Nearly two thirds (64%) had travelled up to 30 minutes to access the jury centre, with two thirds (66%) travelling between two and 20 miles. Respondents were fairly similarly split between whether this had taken longer (36%), the same time (30%), or less time (34%) to reach the jury centre compared to the relevant court building.

Citation

Most jurors (94%) stated they had received enough notice to make the required domestic arrangements, that the citation had been clear enough about where they should go for their jury service (96%), and that it had provided sufficient information describing the process of being a juror (92%). Almost all jurors (99%) agreed that they had enough assurance that the appropriate health and safety measures had been considered and put in place by SCTS, and most respondents (90%) were either "fairly" or "very" satisfied that the citation had provided enough information about serving as a potential juror.

Use of the SCTS Website

Around a quarter (26%) of all respondents had used the STCS website in the last six months, most commonly to obtain information about jury service (55%), to obtain information on daily court business (28%), and to obtain information about SCTS guidance on COVID-19 (22%). Just over three quarters (77%) found it was either "fairly" or "very" easy to find the required information.

Public Health Regulations and Safety (COVID-19 Measures)

A range of questions were asked in relation to public health regulations and users' safety when respondents arrived at the relevant jury centres or courts. In most cases, the majority of respondents said that the various measures had been available and that signage was clear. Most (91%) were also either "fairly" or "very" satisfied with the wearing a face coverings, although levels of satisfaction was much lower in terms of physical distancing being demonstrated within court buildings with 38% either "fairly" or "very" satisfied in this regard.

Facilities Used

The most frequently used facilities in the jury centre/court were the toilets (95%), the area outside the jury centre/court building or remote site building (88%), and the auditorium (71%). Respondents were generally also either "fairly" or "very" satisfied with the comfort, cleanliness and safety and security of most of the facilities they used, with the exception of the comfort and cleanliness of the cells, and the safety and security of the witness room and the agents'/solicitors' room.

Jurors were also generally either "fairly" or "very" satisfied with the range (82%) and the quality (83%) of food and drink they were offered during their visit.

Waiting for Business to Start

Just over three quarters (76%) of all respondents indicated that they had to wait for business to start on the day of the survey. Around half (52%) waiting up to 30 minutes, while just under half (47%) were either “fairly” or “very” satisfied with the wait. Most respondents (92%) had been provided with updates most about how much longer they would have to wait, with most (96%) also either “fairly” or “very” satisfied with these updates. Many respondents (84%) had also been provided with updates about why they had to wait, with most (95%) again being either “fairly” or “very” satisfied with this.

Information from Court Staff

Almost all jurors (99%) indicated that SCTS staff had explained what was going to happen, what they should do and where they should go when they arrived at the jury centre, whereas around a quarter (26%) of professionals and others indicated that they were advised by a member of SCTS staff which areas of the building would be available for them to use, and 37% were directed where to go within the building and any one-way systems which were in operation, when they arrived at the court/remote site. Just under three quarters (73.5%) of professionals and others however, had found it either “fairly” or “very” easy to find their way to where they had to go and navigate any one way system in place.

Most respondents had found the SCTS staff to be either “fairly” or “very” helpful (97%) and either “fairly” or “very” polite (98%).

Experience During the Trial

Jurors were typically able to see and hear all those involved in the hearing either “fairly” or “very” well, and had found it either “fairly” or “very” easy to see and hear any video evidence shown and to see the productions put up on screen. Where issues were reported, 63% indicated that there had been a problem with the vision element, 16% said it had been a problem with the sound, and 18% said it had been both vision and sound. In just over half (56%) of the cases however, it was suggested that the problems had not been resolved.

Over three quarters (78%) of jurors had been asked by the presiding Judge to consider and return a verdict to the court, with most indicating that the arrangements had worked either “fairly” or “very” well for jury discussions/deliberations (90%) and that they had been able to engage with the trial process in order to reach their decision (92%). A few did feel, however, that the arrangements had prohibited open and engaging discussions.

Just over half (55%) of the professional respondents felt they were sufficiently informed/prepared for dealing with the arrangements for using remote jurors, and outlined the main benefits as being to allow trials to go ahead, although they felt the arrangements perhaps reduced impact and levels of engagement of/with the jury. Satisfaction with the reliability of communications between the court and the jury was lower among professionals, with just under half (45%) being either “fairly” or “very” satisfied in this regard.

Most professional respondents felt that the arrangements meant the trial either took more time (39%) or the same time (21%) as anticipated, with few suggesting it took less time (7%). Just under half of the professional respondents (45%) also noted that they had experienced technical difficulties during the course of the trial, with these taking generally up to 15 minutes (35%) or over 30 minutes (38%) to resolve.

Opinions regarding whether the remote jury arrangements were better, no different, or worse than having the jury in the courtroom varied by respondent group. Just over half (53%) of the jurors with previous experience felt the remote arrangements were better, while around half (51%) of the professional respondents felt it was better to have the jury in the courtroom.

Overall Satisfaction

Overall satisfaction was high, with 95% of all respondents indicating that they were either “fairly” or “very” satisfied. Results were consistently high across all jury centres, however, results varied by user group, with jurors most satisfied (97%), followed by crown professionals (76%), other court users (73%), and then defence professionals (56%). Most sheriffdoms recorded generally high overall satisfaction levels, although Lothian and Borders and North Strathclyde noted lower than average results (at 73% and 72% respectively).

Conclusion

Despite the COVID-19 disruption, good engagement was achieved with jurors for the survey, however, response rates for professionals were lower than desired and the numbers of witnesses and other court users who participated was disappointing. However, it should be noted that, only a limited number of crown and defence professionals would have been eligible to take part, and all these user groups were harder to reach as they were less directly accessible to SCTS staff.

Despite these challenges, the survey results still provide useful feedback about court users views and experiences of jury trials and the use of remote juries which have been a necessary adaptation in order to adjust to the challenges of the COVID-19 pandemic. This will support SCTS to consider the use of such methods, and allow them to further tailor their services going forward.

1. INTRODUCTION

1.1 Background to the Research

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

1.2 Methodology

- 1.2.1 The survey focused on jury trials, which, at the time of the survey, were being held across selected court buildings and jury centres. Most participant groups were present in court buildings themselves, while the jury sat in remote Jury Centres (utilising cinemas) and participated in the trial via video link.
- 1.2.2 The survey for jury trials was split into four modules to capture the views and experiences of distinct user groups, each of which required its own bespoke questionnaire:
- Module 1: Selected Jurors
 - Module 2: Professionals
 - Module 3: Victims and Witnesses
 - Module 4: Others
- 1.2.3 It was not possible to survey unselected jurors (as has been done in the past) due to the difficulty in contacting them for research purposes after they had been dismissed. All the questionnaires for the above user groups can be found in Appendix A.
- 1.2.4 Selected jurors were invited to participate in the survey by SCTS staff on-site. Both online and paper versions were available for use with this respondent group. In total, 311 online responses and 716 paper jurors questionnaires were received. Online questionnaires only were used for all other user groups, with partner agencies often being required to circulate the survey link and reminders to particular cohorts due to a lack of direct contact from SCTS staff during or after cases.

¹ A pilot study was also conducted in 2003.

- 1.2.5 While the questionnaires attempted to maintain many of the questions used in previous sweeps of the SCTS Court User Satisfaction Survey, new sections were also included to account for the COVID-19 measures. The table below details which questionnaire section was asked of each survey modules/user groups.

Table 1. Questionnaire Section by Module

QUESTIONNAIRE SECTION	MODULE
Travel to the Jury Centre	Module 1 only
Your Juror Citation	Module 1 only
Use of the SCTS Website	All
Public Health Regulations and Your Safety	All
Your Experiences of the Jury Centre/Facilities Used	All
Information Provided by Court Staff	Modules 2, 3 & 4
Waiting for the Trial to Start/Waiting in Court	All
Your Experience During the Trial	Modules 1 & 2
Your Satisfaction with SCTS Staff	All
Catering Facilities	Module 1 only
Previous Jury Service	Module 1 only
Overall Satisfaction	All

- 1.2.6 The timescales this year were quite different compared to previous years. The surveys were ongoing for longer due to the COVID restrictions and changes to the methodology. The table below outlines the pilot and fieldwork dates for all modules.

Table 2. Timescales for Pilot and Fieldwork for all Modules

MODULE	PILOT - TIMESCALES	FIELDWORK - TIMESCALES	TOTAL WEEKS
1 - Selected Jurors	3 weeks 14 th June - 2 nd July 2021	18 weeks Actual fieldwork up until 05/11/2021	21 weeks
2 - Professionals	3 weeks 28 th June – 16 th July 2021	16 weeks Actual fieldwork up until 05/11/2021	19 weeks
3 & 4 - Victims and Witnesses and Others	4 weeks 2 nd August – 27 th August 2021	10 weeks Actual fieldwork up until 05/11/2021	14 weeks

1.3 Response Rate and Sample Profile

1.3.1 In total, 1,117 respondents completed the survey. This consisted of:

- 1,027 selected jurors;
- 79 practitioners;
- 6 witnesses; and
- 5 others.

1.3.2 The “other” respondents included supporters of victims/witnesses and staff from victim support organisations. Due to the low numbers involved, and similarities in the questionnaires used and respondents overall typology, witnesses and “others” were combined into one group for analysis purposes.

1.3.3 Practitioners were also split into crown and defence groups for analysis purposes. This provided 29 respondents from the Crown and 42 respondents from the defence. A further 8 practitioners did not specify their specific role and so could not be classified within these user groups. As such, these 8 respondents are excluded from the following user group breakdowns, but their data is included in the Sheriffdom breakdowns.

1.3.4 Jurors responded across the 10 jury centres which were in use as follows.

Table 3. Responses by Jury Centre

JURY CENTRE	NUMBER	%
Odeon Fort Kinnaird, Edinburgh	40	4%
Odeon Lothian Road, Edinburgh	21	2%
Odeon Braehead, Renfrewshire	58	5%
Odeon Glasgow Quay	161	16%
Odeon Ayr	19	2%
Odeon East Kilbride	481	47%
Odeon Dundee	175	17%
Odeon Dunfermline	34	3%
Vue Aberdeen	31	3%
Eden Court Inverness	7	1%
Total	1,027	100%

1.3.5 Practitioners, witnesses and others responded across a range of courts. In total, 18 respondents had attended a high court, while 65 had attended a Sheriff Court. Courts were collated by sheriffdom, with the High Court forming a Sheriffdom for analysis purposes. Jury

centres could also be assigned by sheriffdom. The table below details the distribution of all responses by Sheriffdom.

Table 4. Responses by Sheriffdom (excluding Jurors)

SHERIFFDOM	JURORS	PRACTITIONERS, WITNESSES & OTHERS	TOTAL	%
High Court	169	18	187	17%
Glasgow and Strathkelvin	151	6	157	14%
Grampian, Highland and Islands	29	11	40	3%
Lothian and Borders	21	12	33	3%
Tayside, Central and Fife	192	20	212	19%
South Strathclyde, Dumfries and Galloway	454	9	463	42%
North Strathclyde	11	7	18	2%
Total*	1027	83	1110	100%

* Note: 7 respondents did not provide information about which court they were attending and so could not be allocated to a Sheriffdom.

Demographic Profile

- 1.3.6 Respondents were also asked a range of demographic questions.
- 1.3.7 Of the 1,082 respondents who answered the question about gender, 46% (n=501) were male, 32% (n=342) were female, two were non-binary and four preferred to use another term. A further 22% (n=233) preferred not to say.
- 1.3.8 Most respondents (95%, n=1,045) indicated that they were not trans, while 3% (n=27) indicated they were. A further 2% (n=23) preferred not to say, while a further 22 respondents did not answer the question.
- 1.3.9 Table 5 below details the age profile of respondents.

Table 5. Age

AGE	NUMBER	%
16-24	138	12%
25-34	179	16%
35-44	195	18%
45-54	228	21%
55-64	215	20%
65 and over	99	9%
Do not wish to say	45	4%
Total*	1,099	100%

* Note: 18 respondents did not provide an answer.

1.3.10 Respondents were asked which ethnic group they considered they belonged to. The majority (81%, n=908) of respondents described themselves as “White Scottish”. Table 6 provides a full breakdown of responses.

Table 6. Ethnicity of Respondents

ETHNICITY OF RESPONDENTS	NUMBER	%
Do not wish to say	43	4%
White		
Scottish	908	81%
English	79	7%
Welsh	1	<1%
Northern Irish	11	1%
Irish	3	<1%
Gypsy, Roma and/or Traveller	1	<1%
Any other white ethnic group	31	3%
Mixed or Multiple Ethnic Groups		
Any mixed or multiple ethnic groups	5	<1%
Asian, Asian Scottish or Asian British		
Pakistani, Pakistani Scottish or Pakistani British	5	<1%
Indian, Indian Scottish or Indian British	3	<1%
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	-	-
Chinese, Chinese Scottish or Chinese British	3	<1%
Other	5	<1%
African		
African, African Scottish or African British	3	<1%
Other	-	-
Caribbean or Black		
Black or Caribbean	1	<1%
Other	-	-
Other Ethnic Group		
Arab, Arab Scottish or Arab British	1	<1%
Other	2	<1%
Not specified	12	1%
Total	1,117	100

Particular Facilities

- 1.3.11 Only 2% (n=24) of respondents stated they that they had a longstanding illness, disability or infirmity which required particular facilities when using public buildings. Facilities which were noted to be required by more than one respondent included:

- Access to toilets (n=6);
- Lift access or less/no stairs (n=2); and
- Leg room (n=2).

- 1.3.12 Of the respondents who stated that they required particular facilities, 22 commented on the extent to which their needs were met. Of those respondents, 86% (n=19) stated their requirements were fully met, and one other stated they were partially met. Only two respondents stated they were not met at all.
- 1.3.13 Respondents who stated that their requirements were not fully met were asked to explain their reasons. Only two respondents provided a response, with one noting that there had not been enough leg room, and the other indicating that they had not known where the toilets were.

Communication and/or Reading Needs

- 1.3.14 The first language of most respondents was English (95%, n=1,046), with 2% (n=18) indicating that English was not their first language. A further 34 (3%) people did not wish to answer the question.
- 1.3.15 Most respondents (96%, n=1,047) stated they did not have any particular communication and/or reading requirements and only 1% (n=11) of respondents stated that they did. A further 3% (n=37) of respondents either did not want to say or did not answer the question. Of the respondents who did have a requirement, eight providing information about this, with the main requirements being dyslexia, and vision and/or hearing impairment.
- 1.3.16 All respondents were asked if they used any communication aids provided by the court/jury centre. Only five respondents stated that they had used these facilities. Two had used an interpreter for the accused, one had used an induction/hearing loop, one had use the telephone interpreting service, and one noted using a microphone and speaker to communicate with other jurors. All respondents indicated that they were “very satisfied” with these service they had used, with the exception of the telephone interpreting service, where the respondent did not provide a satisfaction rating.

1.4 Research Conventions and Caveats

- 1.4.1 It is important to note the differences in the response rate by different user groups, jury centres, and sheriffdoms. The number of jurors who participated far outweighed the number of respondents in all other groups. Therefore, results at the aggregate and sheriffdom level, largely reflect the experiences of jurors. The low numbers of respondents in other user groups, in particular for crown and defence professionals and others, as well as within some individual sheriffdoms and jury centres, means that the disaggregate analysis at these levels is less reliable and response rates are occasionally too low to allow differences to be identified.
- 1.4.2 It is also important to note that all jurors in a trial were invited to complete a juror questionnaire, rather than just a sample from each jury. Where large numbers of respondents have participated from a jury centre, the results will represent a more general view of experiences over a period of time. However, where the numbers of responses are smaller there is a risk that results might represent the experiences of just one or two juries over just

one or two days rather than more widespread experiences at the centre. This should be borne in mind when drawing comparisons between jury centres with high and low response rates.

- 1.4.3 As noted above, eight professional respondents failed to identify which user typology they belonged to and, as such, it was not possible to include them within the user group analysis. Similarly, seven respondents either did not know or failed to answer the question regarding which court they were attending, meaning they could not be included in the Sherifffdom level analysis. While the uncategorised professionals have been included within the sherifffdom level analysis, and those who did not detail the court have been included in the user group analysis, it means that the totals throughout the report for sherifffdom and user group breakdowns may differ for the same questions for this reason.
- 1.4.4 When reading the report it should be noted that, as the true distribution of user types across the court estate is unknown, the sample cannot be considered as representative. It instead represents the range of users who engaged with SCTS services and the surveys during the fieldwork period.
- 1.4.5 It should also be noted that several user groups involved in jury trials are missing from the data due to the difficulties in recruiting such users under the COVID-19 restrictions at the time of the fieldwork. This includes the accused and their supporters, non-selected jurors, other professional categories such as police witnesses, press, etc.
- 1.4.6 Further, the differences in the court business available/targeted, the methodology used and the sample profile between this survey and the previous sweeps of the SCTS Court User Satisfaction Survey mean that it is not possible to provide any comparisons of the data over time. Any such comparisons drawn would not be reliable.
- 1.4.7 Where no response was given, the symbol “-” has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.4.8 Percentages in the tables have generally been rounded to ensure a total of 100%. Where summing the individual percentage values meant a total of 99% would be reported, the percentage with the highest decimal place value has been rounded up. Where summing the individual percentage values meant a total of 101% would be reported, the percentage with the lowest decimal place value has been rounded down. Where more than one response option shows a value of <1%, however, these have been taken into consideration when calculating the total overall percentage. In these cases the total may not always equal 100%.
- 1.4.9 Please also note that shading in tables represents the data being discussed in the surrounding paragraphs.

2. ACCESS AND PRIOR INFORMATION

2.1 Travel to the Jury Centre

- 2.1.1 Jurors were asked to provide information on the main mode of transport they used to get to the jury centre on the day they completed the survey. Of the respondents who provided an answer (n=1025), 73% (n=744) stated that they either drove a car or were a car passenger, followed by 13% (n=130) who used the bus as the main mode of transport. Table 7 provides a breakdown of all responses. Five respondents selected “other” as their main mode of transport, with this including subway, van and a combination of walking and driving.

Table 7. Mode of Travel to Jury Centre

MODE	NUMBER	%
Walked	82	8%
Bicycle	7	1%
Motorbike	3	<1%
Car (driver)	636	62%
Car (passenger)	108	11%
Bus	130	13%
Train	23	2%
Taxi	30	3%
Ferry	1	<1%
Other	5	<1%
Total	1025	100%

- 2.1.2 When considering the data by jury centre, the mode used by most respondents in almost all jury centres was car driver, with the exception of Odeon Lothian Road Edinburgh where bus was the most used mode by jurors (57%, n=12). The full breakdown of responses by jury centre can be found in Appendix B.
- 2.1.3 When jurors were asked about how long the journey to the jury centre took, a total of 1018 respondents provided information. Of those, 64% (n=716) stated that they had travelled up to 30 minutes. The following table outlines the results.

Table 8. Length of Time the Journey to Jury Centre Took

TIME	NUMBER	%
Up to 15 minutes	276	27%
16 to 30 minutes	440	43%
31 minutes to 1 hour	247	24%
Over 1 hour and up to 2 hours	51	5%
Over 2 hours	3	<1%
Don't know / Not sure	1	<1%
Total	1018	100%

- 2.1.4 When disaggregated by jury centre, all jurors travelled up to 30 minutes to Eden Court Inverness on the day of the survey. The journey times across all the other jury centres were most frequently between 16 and 30 minutes.
- 2.1.5 Respondents were also asked how far they travelled on the day of the survey. A total of 1020 provided information, with two thirds (66%, n=682) travelling between two and 20 miles. Table 9 provides a breakdown of responses.

Table 9. Distance Travelled to Get to Jury Centre

DISTANCE	NUMBER	%
Up to 1 mile	54	5%
Over 1 and up to 2 miles	98	10%
Over 2 and up to 5 miles	209	20%
Over 5 and up to 10 miles	254	25%
Over 10 and up to 20 miles	219	21%
Over 20 miles	120	12%
Don't know/Not sure	66	6%
Total	1020	100%

- 2.1.6 Over half of the jurors travelled between 2 and 10 miles in the following jury centres; Odeon Glasgow Quay (69%, n=111), Odeon Braehead Renfrewshire (67%, n=39), Odeon Fort Kinnaird Edinburgh (58%, n=23) and Odeon Lothian Road Edinburgh (57%, n=12). One exception was found in Odeon Dundee, where 46% (n=80) had travelled over 20 miles to get to the relevant jury centre. As for the rest of the jury centres, there was a more equal split between those who travelled between 2 and 10 miles and those who travelled over 20 miles. Again, the full breakdown of responses by jury centre is included at Appendix B.
- 2.1.7 A total of 976 jurors provided an answer when they were asked whether travelling to the jury centre took longer, same or less time than travelling to the court. The following table indicates that the answers were similarly split between the three options.

Table 10. Length of Time the Journey take to Jury Centre compared to Court

LENGTH OF TIME	NUMBER	%
Longer	354	36%
About the same time	288	30%
Less time	329	34%
Not Applicable	5	1%
Total	976	100%

- 2.1.8 Considering the results by jury centre, 59% (n=19) of the jurors attending Odeon Dunfermline and 48% (n=81) attending Odeon Dundee stated that they travelled longer to get there than they would have had to to travel to the court. Whereas, almost all jurors (97%, n=28) who attended Vue Aberdeen said that the travel time to the jury centre was the same as to the court. A full breakdown of the responses by jury centre can be found in Appendix B.

2.2 Citation

- 2.2.1 Jurors were asked whether they had received enough notice about their jury service to enable them to make any necessary domestic arrangements, and a total of 1024 responses were provided. Of those, almost all jurors (94%, n=959) stated they had received enough notice and only 3% (n=29) stated they had not. The remaining 3% said they either did not know or it was not applicable. Responses by sheriffdom were largely consistent with the average, as shown in the figure below.

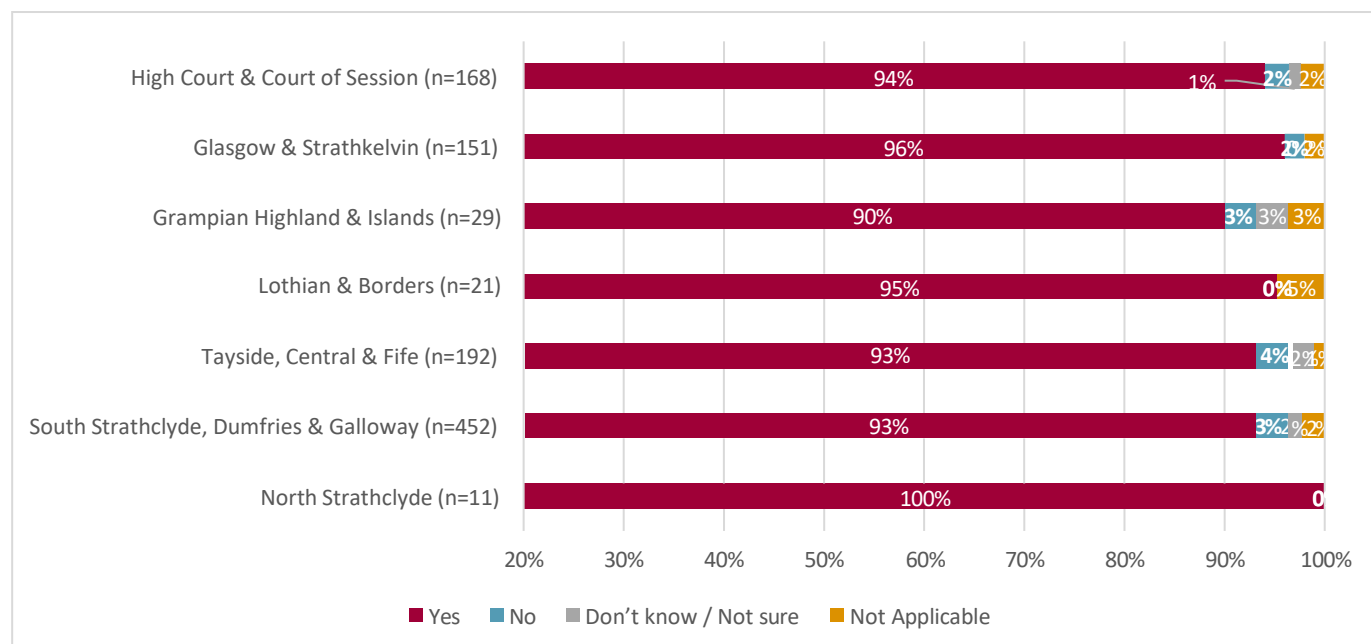


Figure 1. Enough Notice of Jurors Potential Services by Sheriffdom

- 2.2.2 All jurors were asked if the information they had received with their citation by the court was useful in defining where they had to go for their jury service. Of the 1025 answers received, the greatest majority (96%, n=979) felt it was clear enough and only 3% (n=38) said it was not.

Less than 1% said that they did not know where to go for their jury service. Similar results were provided by sheriffdom (see Appendix B).

- 2.2.3 Regarding the information received describing the process of being a juror, 92% (n=945) of all the responses (n=1024) supported that they had enough information about this included with their citation, compared to just 5% (n=49) who said they had not. The remaining 30 jurors either did not know or said it was not applicable. Similarly, the vast majority of jurors in all sheriffdoms agreed that the information they received with their citation did clearly describe the process of being a juror.
- 2.2.4 Almost all jurors (99%, n=1011) of the 1021 that provided an answer, supported that they had enough assurance that the appropriate health and safety measures had been considered and put in place by SCTS. A further three said they did not have the required information and seven selected the “Don’t know/Not sure” option. A full breakdown of the results by Sheriffdom are included in Appendix B where the results follow the same pattern as above.
- 2.2.5 Finally, a total of 994 jurors provided an answer on their level of satisfaction about whether their citation gave them enough information about serving as a potential juror. Most (90%, n=899) stated that they were either “fairly” or “very” satisfied in this respect compared to 4% who were either “fairly” or “very” dissatisfied. Table 11 provides a breakdown of the results by sheriffdom.

Table 11. Level of Satisfaction with Jury Citation Information by Sheriffdom

SHERIFDOM	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	DON'T KNOW/NOT SURE	TOTAL (N)
High Court	5%	3%	92%	0%	157
Glasgow & Strathkelvin	3%	6%	91%	0%	150
Grampian Highland & Islands	8%	4%	88%	0%	24
Lothian & Borders	0%	5%	95%	0%	21
Tayside, Central & Fife	4%	7%	88%	0%	181
South Strathclyde, Dumfries & Galloway	4%	5%	91%	<1%	452
North Strathclyde	0%	0%	100%	0%	9
Total	4%	5%	91%	0%	994

- 2.2.6 Around 42 participants who indicated that they were either “fairly” or “very” dissatisfied were asked to elaborate on the reasons for their dissatisfaction. Of those, 18 respondents provided an answer and the main reasons were as follows:
- Better communication (n=5);
 - Regular and accurate information about delays/case (n=4);
 - Information about the overall procedure (n=3);
 - Information could have been more user friendly (n=2);
 - Information sheet was not in sequence (n=1);

- Jury helpline confusing/not up to date (n=1);
- More focus on being a juror during COVID-19 (n=1); and
- Website was not working (n=1).

2.2.7 Jurors were also asked whether they had to contact SCTS to ask any further questions, of the 1023 who provided a response, 15% (n=163) indicated they did. Most, (83%, n=852) did not, and eight (2%) said either they did not know or the question was not applicable to them. Answers were also split by sheriffdom with results provided at Appendix B, although most jurors stated that they did not have to ask for further information in all sheriffdoms.

2.2.8 Those who had to ask a question prior to their potential jury service (n=163) were asked to rate how satisfied they were with the service they received from SCTS staff who dealt with their enquiry. A total of 161 responses were provided, and most (89%, n=144) said they were either “fairly” or “very” satisfied, and less than 1% (n=7) stated that they were either “fairly” or “very” dissatisfied. A further 1% (n=8) stated they were “neither satisfied nor dissatisfied”, and two jurors selected the “Don’t know/Not sure” option. The main reasons for dissatisfaction included issues with the phone line and one juror had sought to be excused but this had been refused.

2.3 Use of the Website

2.3.1 All respondents across all user groups were asked if they had used the SCTS website in the last six months. In total, 287 (26%) out of 1117 participants said that they had.

2.3.2 These respondents were asked to identify the reasons they had done so. Detailed responses are provided in Table 12. The most popular reasons given for visiting the website were to obtain information about jury service (55%, n=159), to obtain information on daily court business (28%, n=81) and to obtain information about SCTS guidance on COVID-19 (22%, n=62).

Table 12. Reasons for Using the Website

REASONS	NUMBER	%
To obtain information on daily court business	81	28%
To obtain information about SCTS and/or its role	36	13%
To obtain information about the Scottish justice system	32	11%
To obtain information leaflets and/or forms used in courts	32	11%
To obtain information about SCTS guidance on COVID-19	62	22%
To obtain court addresses/phone numbers/directions to courts	48	17%
To obtain information about jury service	159	55%
To obtain information about jury expenses	55	19%
Other	23	8%
Total Respondents*	287	100%

* Note: Multiple responses were provided at this question.

2.3.3 “Other” reasons participants used the website included:

- To access judgements (n=8);
- Give personal information (n=4); and
- Job opportunities/vacancies (n=2).

2.3.4 Respondents who had used the SCTS website in the last six months were also asked to provide information on how easy or difficult it was to find the required information. Just over three quarters (77%, n=221) stated it was either “fairly” or “very” easy and a further 14% (n=40) said it was “neither easy nor difficult”. Around 22 users said it was “fairly” or “very” difficult and 4 did not know. The below table summarises the results by user group.

Table 13. Ease of Finding the Information Needed on the SCTS Website by User Group

USER GROUP	FAIRLY OR VERY DIFFICULT (%)	NEITHER SATISFIED NOR DIFFICULT (%)	FAIRLY OR VERY EASY (%)	TOTAL (N)
Juror	4	8	85	224
Crown Professionals	17	22	61	18
Defence Professionals	16	42	42	38
Other Court Users	60	0	40	5
All Users	8%	14%	77%	285

2.3.5 Those who had used the website were also asked if there was any other information or service they would like to see provided online. Only 64 respondents provided an answer, with most (n=34) indicating that there was no other information or service they would like to see on the website. Of those who did provide suggestions, the most common options included:

- Better access to cases including court lists, pending cases, case number, court room, historical cases etc. (n=7);
- Website is not up to date/unreliable slow/not secure (n=7);
- Website needs to be more user friendly (n=5);
- Information on how to claim parking expenses/loss of earnings etc. (n=3);
- Keep the rolls of courts longer (n=3); and
- Clear contact details for all departments (n=2).

3. PUBLIC HEALTH REGULATIONS AND SAFETY (COVID-19 MEASURES)

3.1 Public Health Regulations and Safety (COVID-19 Measures)

3.1.1 As a result of the COVID-19 pandemic and associated measures, a range of questions were asked in relation to public health regulations and users' safety when respondents arrived at the relevant jury centres or courts. The table below summarises all the responses received. In most cases, the majority of respondents said that the various measures had been available and signage were clear.

Table 14. Public Health Regulations and Safety Measures used by All Users

PUBLIC HEALTH REGULATIONS AND SAFETY	YES	NO	DO NOT KNOW/ NOT SURE	NOT APPLICABLE	TOTAL
On arrival at the jury centre/court, were you asked to check into the building using the Safe2Go application by a sign, or by a court official? ALL USERS	998 (90%)	73 (7%)	36 (3%)	7 (<1%)	1114 (100%)
Did you see a sign alerting you to the requirement to adhere to the 2-metre physical distancing rule? ALL USERS	972 (87%)	56 (5%)	81 (7%)	5 (<1%)	1114 (100%)
Did you see a sign alerting you to the requirement to wear a face covering in public areas? ALL USERS	1019 (92%)	37 (3%)	55 (5%)	2 (<1%)	1113 (100%)
If you did not have a face covering available, was one offered to you by a court official? ALL USERS	236 (22%)	23 (2%)	58 (5%)	787 (71%)	1104 (100%)
Was there sufficient hand sanitiser available to you in the jury centre/court? ALL USERS	1073 (97%)	18 (2%)	16 (1%)	5 (<1%)	1112 (100%)
Was there sufficient access to hand washing facilities in the jury centre/court? ALL USERS	1075 (97%)	26 (2%)	8 (1%)	3 (<1%)	1101 (100%)
Was there a supply of gloves available for you to use to handle any production or paperwork which required to be passed to any other person during the course of the trial? PRACTITIONERS ONLY	14 (18%)	30 (38%)	17 (22%)	18 (22%)	79 (100%)

3.1.2 Of the 1104 responses received, more than two thirds (71%, n=787) said that they were not offered a face covering, but this was typically because they had already brought one with

them. Only practitioners were asked whether they had been offered gloves to handle any production or paperwork, and over one third (38%, n=30) said that there was no supply of gloves, 18% (n=14) said there were gloves available and the remaining 44% (n=35) stated either they were not sure or it was not applicable to them.

- 3.1.3 A full breakdown of responses to the public health regulations and users safety questions by jury centre, sheriffdom and user group have been included at Appendix B.
- 3.1.4 Participants were asked to choose how satisfied they were with STCS staff response when they advised them that they were exempt from wearing a covering. However, the majority (94%, n=845) of the 898 respondents said that this question was not applicable to them.
- 3.1.5 All users were asked to rate how satisfied they were in terms of the wearing a face coverings in the jury centre or court. Of the 1089 who replied to the question, 91% (n=988) were either “fairly” or “very” satisfied, with 3% (n=30) highlighting that they were “fairly” or “very” dissatisfied. A further 71 users (7%) had selected either “neither satisfied nor dissatisfied” or “Don’t know/Not sure” options.
- 3.1.6 All users apart from jurors were asked to rate their satisfaction in terms of physical distancing being demonstrated within the court building. Of the 84 responses, 38% (n=32) indicated they were either “fairly” or “very” satisfied, while 37% (n=31) said they were “fairly” or “very” dissatisfied. The remaining respondents chose either “neither satisfied nor dissatisfied” or “Don’t know/Not sure” options.
- 3.1.7 All tables outlining the above level of satisfaction by jury centres, sheriffdoms and user groups are included in Appendix B.
- 3.1.8 Overall, 24 respondents were either “fairly” or “very” dissatisfied with the use of face coverings and/or the level of physical distancing exhibited, with their main reasons being:
 - People were not wearing face masks (n=9);
 - Poor adherence to social distancing rule (n=9);
 - No room for social distancing (n=7);
 - No fresh air/air circulation in the room (n=4); and
 - Face masks were uncomfortable and made the communication difficult (n=1).

4. FACILITIES USED

4.1 Facilities Used

- 4.1.1 All respondents were asked to identify which court facilities they had used during their visit on the day of the survey. A total of 1099 respondents indicated that they had used one or more facilities.
- 4.1.2 Table 15 details use of each of the facilities and shows that the most frequently used were toilets, used by almost all respondents 95% (n=1048); the area outside the jury centre/court building/remote site building, used by 88% (n=967) of respondents; and the auditorium, used by 88% (n=967) of respondents. The least used facility was TV Link Room, used by less than 1% (n=3) of respondents, however this question was only asked to the “other” and “witness” user groups which had a low overall number of respondents and therefore the results are less reliable.

Table 15. Use of Court/Jury Centre Facilities

USE OF FACILITIES	NUMBER OF RESPONSES	% OF RESPONDENTS ²
Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	967	88%
Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building	728	66%
Auditorium	777	71%
Court Room	73	7%
Witness Room	25	2%
Agents' Room/Solicitors' Room	40	4%
Cells in Court Building	26	2%
TV Link Room	3	<1%
Toilets in Jury Centre/Court Building/Remote Site Building	1048	95%
Other	18	2%
Total Number of Respondents	1099	100%

- 4.1.3 When disaggregated by user group, the most frequent facility used were toilets in the jury centre by jurors (96%, n=981), toilets in the court building by other court users (91%, n=10), the court room (83%, n=24) by crown professionals, and the area outside the court building by defence professionals (93%, n=19). Considering the data by sheriffdom, the most highly used facilities were the area outside the jury centre/court building/remote site building, and toilets in jury centre/court building/remote site building. Finally, splitting the data by jury

² No column total is provided as each row represents a different option in a multiple response question.

centres the most frequent used facilities were; area outside the jury centre ranging from 71% in Odeon Lothian Road, Edinburgh to 90% in Odeon Fort Kinnaird, Edinburgh. Full results by sheriffdom, jury centre and user group are included at Appendix B.

- 4.1.4 Where respondents had used a facility they were also asked to rate their satisfaction with the comfort, cleanliness, and safety and security of that facility. Table 16 details the percentage of respondents who indicated they were either “fairly” or “very” satisfied with each measure across each facility.

Table 16. Satisfaction with Comfort, Cleanliness, and Safety and Security

SATISFACTION WITH COMFORT, CLEANLINESS AND SAFETY	FAIRLY OR VERY SATISFIED ³		
	COMFORT (%)	CLEANLINESS (%)	SAFETY AND SECURITY (%)
Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	83%	91%	91%
Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building	85%	93%	93%
Auditorium	94%	96%	98%
Court Room	52%	78%	68%
Witness Room	72%	84%	48%
Agents’ Room/Solicitors’ Room	50%	58%	48%
Cells in Court Building*	12%	46%	62%
TV Link Room*	100%	100%	100%
Toilets in Jury Centre/Court Building/Remote Site Building	84%	83%	93%
Other	76%	83%	88%

* It should be noted that low numbers of responses were provided (n=3 for the TV Link Room and n=26 for the cells in the court building), therefore, the data may be less reliable.

- 4.1.5 In relation to comfort, cleanliness, and safety and security, at least three quarters (75%) of respondents using the area outside the jury centre/court building/remote site building; the waiting area/area outside the auditorium; the public entrance/area outside the court building; the auditorium; the toilets in jury centre/court building/remote site building; and other facilities rated themselves as either “fairly” or “very” satisfied.
- 4.1.6 A full breakdown of satisfaction with comfort, cleanliness, and safety and security of facilities by sheriffdom, jury centre and user group can be found in Appendix B.
- 4.1.7 Respondents who indicated that they were dissatisfied with any of the court facilities used were asked to explain the reasons why. A total of 86 participants provided a response and the main reasons included:

³ No column total is provided as each row represents a different question.

- No seating/facilities in the waiting area (n=11);
- Lack of toilets (n=8);
- Seating was not comfortable (n=7);
- Toilets were not clean (n=7);
- Auditorium was cold (n=6);
- Toilet facilities to be upgraded (n=6);
- Auditorium was not clean (n=4); and
- Lack of security (n=4).

4.2 Catering

4.2.1 All jurors were asked to rate the catering facilities provided at their jury centre, focusing on:

- the quality of food and drink available; and
- the range of food and drink available.

4.2.2 Of the 1004 who provided a rating with regards to the **range** of food and drink available, 82% (n=823) indicated that they were either “fairly” or “very” satisfied, compared to 13% (n=131) who indicated they were dissatisfied to any extent. The remaining 5% (n=62) indicated they were either “neither satisfied nor dissatisfied” or selected “Don’t know/Not sure” and “Not Applicable” options.

4.2.3 Satisfaction with the range of food and drink was high across most jury centres, ranging from 71% (n=41) in Odeon Braehead Renfrewshire to 90% (n=28) in the Vue Aberdeen.

4.2.4 In total, 991 jurors rated how satisfied they were with the **quality** of food and drink they had received on the day. Again, most (83%, n=818) were either “fairly” or “very” satisfied, with only 6% (n=64) indicating that they were dissatisfied to some degree. The remaining 11% (n=109) selected between “neither satisfied nor dissatisfied”, “Don’t know/Not sure” and “Not Applicable”.

4.2.5 Satisfaction was again high across all jury centres, ranging from 73% (n=29) of respondents in Odeon Fort Kinnaird Edinburgh to 90% (n=28) of respondents in Vue Aberdeen.

4.2.6 Full results by jury centre can be found in Appendix B.

4.2.7 Of jurors who were dissatisfied to any extent with range/quality of food and drinks, 80 explained their reasons. The main reasons given were related to:

- Poor quality of food (n=28);
- Limited and/or repetitive food options (n=23);
- Limited vegetarian options (n=9);
- Taste of food was not good (n=8);
- More options for allergens were advised (n=3); and
- Poor coffee quality (n=3).

5. WAITING FOR BUSINESS TO START

5.1 Waiting Times

5.1.1 All respondents were asked if they had to wait beyond the anticipated start time for the trial on the day of the survey. Just over three quarters (76%, n=836) indicated that they had to wait.

5.1.2 Table 17 below highlights those that had to wait by user group.

Table 17. Had to Wait for the Trial to Start by User Group

USER GROUP	YES (%)	NO (%)	DON'T KNOW/ N/A	TOTAL (N)
Jurors	78%	16%	6%	967
Crown Professionals	31%	28%	41%	17
Defence Professionals	52%	29%	19%	34
Others	50%	25%	25%	3
Total	76%	17%	7%	1099

5.1.3 Responses were also broken down by jury centre and sheriffdom, with the results provided in Appendix B. Waiting by jury centre varied from 86% (n=18) of jurors who had to wait in Odeon Lothian Road, Edinburgh, to 58% (n=11) who had to wait at Odeon Ayr. Similarly, waiting by sheriffdom also varied, ranging from 83% (n=128) in Glasgow and Strathkelvin to 50% (n=9) in North Strathclyde. The low response rate by some jury centres and by sheriffdom should however be borne in mind when interpreting these figures.

5.1.4 Respondents who had waited were asked, approximately how long they had to wait for the trial to start, with 826 providing a response. Table 18 below details the responses, and shows that around half of the respondents (52%, n=430) waited up to 30 minutes.

Table 18. Length of Time Respondents Had to Wait for the Trial to Start

TIME	NUMBER	%
Up to 15 minutes	207	25%
16 to 30 minutes	223	27%
31 minutes to 1 hour	186	23%
Over 1 hour and up to 2 hours	107	13%
Over 2 hours	66	8%
Don't know / Not sure	37	4%
Total	826	100

5.1.5 When jurors results are considered by jury centre, Odeon Fort Kinnaird Edinburgh (52%, n=14), and Vue Aberdeen (45%, n=10) had a higher proportion of respondents who waited up

to 15 minutes compared to the national average, while Odeon Dunfermline (29%, n=8) had a higher proportion who waited between 1-2 hours. Responses provided by sheriffdom were largely consistent, although those in Lothian and Borders were less likely to wait up to 15 minutes (16%, n=4) and more likely to wait 31-60 minutes (32%, n=8) compared to other areas. Again, low responses at some jury centres at Sheriffdoms should be borne in mind.

- 5.1.6 Respondents were also asked to rate their level of satisfaction with waiting times, with 786 answering the question. Nearly half of the respondents (47%, n=368) were either “fairly” or “very” satisfied, compared to 17% (n=136) who were either “fairly” or “very” dissatisfied. A further 34% (n=269) were “neither satisfied nor dissatisfied” and 2% (n=13) did not know.
- 5.1.7 When the results were disaggregated by jury centre, Odeon Braehead Renfrewshire (28%, n=9) and Odeon Lothian Road Edinburgh (31%, n=5) had a higher proportion of respondents who were either “fairly” or “very” dissatisfied with waiting times compared to the national average. Meanwhile, Odeon Ayr (56%, n=5) and Odeon East Kilbride (52%, n=196) had slightly higher proportions who were either “fairly” or “very” satisfied. Respondents in Lothian and Borders were more likely to be either “fairly” or “very” dissatisfied (35%, n=8), while around 50% of respondents were either “fairly” or “very” satisfied in South Strathclyde, Dumfries and Galloway, Tayside, Central and Fife, and North Strathclyde.

5.2 Satisfaction with Updates about Waiting

- 5.2.1 Those who waited were also asked if they had been provided with updates from SCTS staff about how much longer they would have to wait, and why they were waiting.

Updates about Waiting Times

- 5.2.2 Of the 824 respondents who indicated whether they had or had not been provided with updates about how much longer they would have to wait, most (92%, n=758) said they had. These respondents were also then asked to rate their satisfaction with SCTS staff’s attempts to provide updates about how much longer they would have to wait for the trial to start, with 738 providing a response. Most respondents (96%, n=708) indicated that they were either “fairly” or “very” satisfied, compared to just 1% (n=8) who were either “fairly” or “very” dissatisfied. The remaining 3% (n=21) were “neither satisfied nor dissatisfied”, and just one person said they did not know.
- 5.2.3 When the results are disaggregated by user group, defence professionals (32%, n=7) were less likely to indicate that they had been given updates about how much longer they would have to wait compared to the average for all users. However, satisfaction with these updates was consistently high across all user groups, with 96% of jurors and 100% of both crown and defence professionals indicating they were either “fairly” or “very” satisfied.
- 5.2.4 Generally, above 90% of jurors in each of the jury centres indicated they had been updated in such a way. Satisfaction with court staff’s attempts to provide these updates was also consistently high, ranging from 84% (n=21) at Odeon Dunfermline and 100% (n=22) at Odeon Fort Kinnaird Edinburgh who were either “fairly” or “very” satisfied. By Sheriffdom, over 85% of respondents had been given updates about how much longer they would have to wait, across most sheriffdoms, the only exceptions being Lothian and Borders and North Strathclyde (where 72% (n=18) and 67% (n=6) were informed respectively). Satisfaction with

waiting was also slightly lower in these two sheriffdoms, although 80% or above were either “fairly” or “very” satisfied across each sheriffdom.

Updates about Why Respondents had to Wait

- 5.2.5 Of the 644 respondents who indicated whether they had been provided with updates about why they had to wait, 84% (n=544) said they had received such updates. Again, these respondents were asked to rate their satisfaction with SCTS staff’s attempts to keep them updated about why they had to wait, with 536 providing such a rating. Most respondents (95%, n=509) were either “fairly” or “very” satisfied, compared to just 1% (n=3) who were either “fairly” or “very” dissatisfied. The remaining 4% (n=24) were “neither satisfied nor dissatisfied”.
- 5.2.6 Again, when the results are disaggregated by user group, defence professionals (33%, n=7) were less likely to indicate that they had been given updates about why they had to wait compared to the average for all users. Defence professionals were also less likely to rate their satisfaction as either “fairly” or “very” satisfied with SCTS staff’s attempts to keep them updated about why they had to wait, 29% (n=2) were “very” satisfied, 57% (n=4) were “neither satisfied nor dissatisfied”, and 14% (n=1) were “very” dissatisfied. This compared to crown professionals where 100% (n=3) were “very” satisfied, and 96% (n=502) of jurors were either “fairly” or “very” satisfied.
- 5.2.7 When juror results are considered by jury centre, most respondents in each jury centre (at least where total responses per centre was above 10) indicated they had been kept informed about why they were having to wait. This ranged from 74% (n=14) in Odeon Dunfermline, to 92% (n=328) in Odeon East Kilbride. Similarly high levels of satisfaction were also recorded across these jury centres, ranging from 92% (n=54) at Odeon Dundee and 100% (n=14) at Odeon Dunfermline.
- 5.2.8 Whether respondents were provided with such updates and satisfaction with these updates varied by sheriffdom. Over three quarters of all respondents indicated they were given such updates in the High Court, Glasgow and Strathkelvin, Tayside, Central and Fife, and South Strathclyde, Dumfries & Galloway. Respondents in these sheriffdoms were also more likely to be satisfied in this respect, with each reporting 90% or more respondents who were either “fairly” or “very” satisfied. However, the provision of updates was lower in several sheriffdoms; 58% (n=7) in Grampian, Highland and Islands, 42% (n=5) in Lothian and Borders, and 40% (n=2) in North Strathclyde were updated. Satisfaction in these sheriffdoms was also lower, with 80% (n=4) being either “fairly” or “very” satisfied in Grampian, Highland and Islands, and 50% of respondents in Lothian and Borders (n=2) and North Strathclyde (n=1).

6. CONTACT WITH COURT STAFF

6.1 Information from Court Staff

- 6.1.1 Jurors were asked whether SCTS staff explained what was going to happen, what they should do and where they should go when they arrived at the jury centre. Almost all respondents who provided a response (99%, n=1019) said they had, compared to just four (<1%) who said they had not and two (<1%) who indicated this was not applicable for them. Results were largely consistent across all jury centres, with only one individual in any location indicating they had not been informed.
- 6.1.2 Professionals and others were asked whether they were advised by a member of SCTS staff which areas of the building would be available for them to use when they arrived at the court/remote site. A quarter (26%, n=23) said there were, compared to 42% (n=38) who said they were not. A further 2% (n=2) did not know, while 30% (n=27) said this was not applicable. When disaggregated by user group, defence professionals were provided with this information less often than the average, with 12% (n=5) saying they received such information, compared to 57% (n=24) who did not. Results were reasonably consistent across Sheriffdoms, but ranged from 33% (n=2) in Glasgow and Strathkelvin to no respondents in North Strathclyde who had been provided with this information.
- 6.1.3 Professionals and others were also asked whether they were directed where to go within the building and any one-way systems which were in operation when they arrived at the court/remote site. Responses were split, with 37% (n=33) indicating they had received such information, and 32% (n=29) who had not. A further 3% (n=3) said they did not know and 28% (n=25) said it was not applicable. As above, defence professionals were again less likely to report that they had been provided with such information, with 21% (n=9) saying they had been informed, and 45% (n=19) who had not. When the results were disaggregated by Sheriffdom, again most areas had similar numbers/percentages of respondents who had and had not been informed of this, with the exception of the High Court where 44% (n=8) had been informed and 28% (n=5) had not; South Strathclyde, Dumfries and Galloway where 44% (n=4) were informed and 22% (n=2) were not; Grampian, Highland and Islands where 36% (n=4) had been informed and 18% (n=2) had not; and at North Strathclyde again no respondents said they had been informed about this.

Ease of Finding Way Around the Building

- 6.1.4 Professionals and others were asked to rate how difficult or easy it had been to find their way to where they had to go and navigate any one way system in place. Table 19 details the breakdown of responses, and shows that around half (51%, n=41) found it “very” easy, with nearly a further quarter (22.5%, n=18) who found it “fairly” easy.

Table 19. Ease of Finding Way Around the Building

DIFFICULTY	NUMBER	%
Very Difficult	0	-
Fairly Difficult	2	2.5%
Neither Easy nor Difficult	16	20%
Fairly Easy	18	22.5%
Very Easy	41	51%
Don't know / Not sure	3	4%
Total	80	100

- 6.1.5 There was little difference in the results by user group, with 52% (n=13) of crown professionals, 51% (n=20) of defence professionals and 50% (n=5) of other court users indicating they had found it “very” easy to navigate the court building. When disaggregated by Sheriffdom, the proportion of respondents who found it “very” easy to navigate the building ranged from 17% (n=1) in South Strathclyde, Dumfries and Galloway to 71% (n=12) in the High Court - however, the differences in the overall sample sizes makes these comparisons less reliable.

Additional Information

- 6.1.6 Professionals and others were also asked if there was any information they would have liked that was not provided by SCTS staff during their visit. Only 9% (n=8) said there was. Such requests were spread across all user groups and nearly all Sheriffdoms.
- 6.1.7 Respondents were also asked, in what way information provision could have been improved. Overall, 23 respondents provided a substantive response, however, a range of unique responses were provided making it difficult to identify any clear themes or issues. The table that summarises all the responses can be found in Appendix B. Only one general issue was mentioned more than once:
- Improved signage or signposting, both in relation to how to move about the building/use any one way systems, and to help court users find the correct court room/area of the building they needed (n=4).

Anticipated Start Time

- 6.1.8 Other court users (n=11) were asked if they had been advised of an anticipated start time for the trial. Four respondents (36%) said they had been advised of this, five (46%) had not, and two (18%) said this was not applicable.

6.2 Satisfaction with Court Staff

- 6.2.1 All respondents were asked to rate their satisfaction with the helpfulness and politeness of the SCTS staff they spoke with during their visit on the day of the survey.

Helpfulness of Court Staff

- 6.2.2 Of the 1086 respondents who answered the question in relation to the helpfulness of court staff, most (93%, n=1008) had found the court staff to be “very” helpful (see Table 20).

Table 20. Helpfulness of Court Staff

HELPLEFULNESS	NUMBER	%
Very Unhelpful	10	1%
Fairly Unhelpful	4	<1%
Neither Helpful nor Unhelpful	12	1%
Fairly Helpful	45	4%
Very Helpful	1008	93%
Not applicable	7	1%
Total	1086	100%

- 6.2.3 When the results are disaggregated by user group, Jurors were the most satisfied with the helpfulness of staff, with 96% (n=954) noting they had been “very” helpful and 99% (n=985) stating they were either “fairly” or “very” helpful. This compared to 76% (n=22) of crown professionals, 74% (n=31) of defence professionals, and 82% (n=9) of others who indicated the staff had been either “fairly” or “very” helpful.
- 6.2.4 There was little difference by jury centre, with between 97% and 100% of respondents in any location indicating that they had found the staff to be either “fairly” or “very” helpful. Results were more variable however, by Sheriffdom. The proportions of respondents who rated staff as either “fairly” or “very” helpful ranged from 83% (n=15) in North Strathclyde, to 99% (n=438) in South Strathclyde, Dumfries and Galloway.

Politeness of Court Staff

- 6.2.5 Of the 1091 respondents who answered the question about the politeness of court staff, again, most (95%, n=1033) had found them to be “very” polite.

Table 21. Politeness of Court Staff

POLITENESS	NUMBER	%
Very Impolite	5	<1%
Fairly Impolite	2	<1%
Neither Polite nor Impolite	8	1%
Fairly Polite	36	3%
Very Polite	1033	95%
Not applicable	7	1%
Total	1091	100%

- 6.2.6 Again, when the results were disaggregated by user group, Jurors were the most satisfied with the politeness of staff, with 97% (n=971) noting they had been “very” polite and 99% (n=996) stating they were either “fairly” or “very” polite. This compared to 79% (n=23) of crown professionals, 81% (n=34) of defence professionals, and 82% (n=9) of others who indicated the staff had been either “fairly” or “very” polite.
- 6.2.7 Consistent with helpfulness, little difference existed in ratings for politeness by jury centre, with between 97% and 100% of respondents in any location indicating that they had found the staff to be either “fairly” or “very” polite. Results were more variable for all other user groups by Sheriffdom. The proportions of respondents who rated staff as either “fairly” or “very” polite ranged from 85% (n=28) in Lothian and Borders, to 99% in the High Court (n=185), Tayside, Central and Fife (n=205), and South Strathclyde, Dumfries and Galloway (n=444).
- 6.2.8 Respondents who indicated they had found staff to be either “fairly” or “very” unhelpful or impolite were asked why they had not scored this higher. Only two respondents provided details, both of whom were professionals. One outlined issues with being asked to take on cases that were not theirs, and having clients refused entry to the court building, while the other suggested:

“Clerks and other court users have poor temperament. They need better recruitment and training on how to deal with other professionals.”

7. EXPERIENCE DURING THE TRIAL

7.1 Experience During the Trial

Juror Experiences

7.1.1 Jurors were asked how well they could see and hear various parties involved in the hearing. Table 22 details the responses and shows that jurors typically were able to see and hear all those involved in the hearing either “fairly” or “very” well.

Table 22. Ability to See and Hear those Involved in the Hearing

PARTIES INVOLVED	NOT WELL OR NOT WELL AT ALL (%)	NEITHER WELL NOR NOT WELL (%)	FAIRLY OR VERY WELL (%)	DON'T KNOW	TOTAL
The accused	5%	6%	83%	6%	853
The witnesses	2%	3%	94%	1%	977
The prosecution representative(s)	2%	4%	93%	1%	986
The defence representative(s)	3%	4%	92%	1%	984
The judge	1%	2%	96%	1%	987
Other parties	3%	8%	61%	28%	228

7.1.2 Ratings given for seeing and hearing “other” parties were based largely on the court clerk (n=73), along with other court officials and court staff (n=8). Other parties mentioned by more than one respondent included:

- Interpreter (n=5);
- Evidence on the screen (either documents on recorded interviews) (n=5);
- Jury attendant (n=2); and
- Other jurors (n=2).

7.1.3 Few differences were noted by jury centre, with most recording similar numbers or proportions of respondents who noted issues with seeing or hearing the parties involved. Where slightly larger numbers of respondent noted issues, these were generally comparable with the proportions of respondents noted elsewhere. For example, 14 respondents noted issues with seeing/hearing the accused at Glasgow Odeon Quay, but given the high overall response rate in this location, this was the equivalent of 11% which was not distinctly different from other areas. Similarly, 10 respondents noted issues with seeing/hearing the defence representatives at Odeon East Kilbride, but again, this represented just 2% of all respondents there, which was comparable with other areas. Conversely, some areas with lower overall response rates recorded higher proportions of respondents with issues, but the actual numbers involved were comparable with other areas – for example, 31% of respondents at Odeon Ayr noted issues in seeing/hearing the accused, but this represented just five respondents and was comparable with most other areas.

- 7.1.4 Jurors were also asked how difficult or easy it had been to see and hear any video evidence shown and to see the productions put up on screen. Table 23 outlines the results and shows that most respondents had found it either “fairly” or “very” easy to see and hear these evidence formats.

Table 23. Ability to See the Evidence

EVIDENCE FORMAT	FAIRLY OR VERY DIFFICULT (%)	NEITHER EASY NOR DIFFICULT (%)	FAIRLY OR VERY EASY (%)	DON'T KNOW/ N/A	TOTAL
See and hear any video evidence shown	6%	7%	76%	11%	981
See the productions put up on screen	6%	8%	77%	9%	984

- 7.1.5 Again, there was little difference by jury centre. Some centres recorded higher overall numbers of respondents who reported issues, but represented similar proportions to other areas, while some had higher proportions but comparable overall numbers who reported issues. For example, 21 respondents reported finding it “fairly” or “very” difficult to see and hear the video evidence in Odeon Glasgow Quay, but this represented 14% overall, which was comparable with other areas. Meanwhile, 18% of respondents in Odeon Fort Kinnaird Edinburgh also noted problems with seeing/hearing the video evidence, but this represented just 7 respondents. Similar issues were noted in relation to the productions on screen, where 24% of respondents in Odeon Lothian Road Edinburgh noted issues, but this represented just four respondents, while 17 respondents in both Odeon East Kilbride and Odeon Dundee reported issues, but represented just 4% and 10% respectively.
- 7.1.6 Those jurors who had rated their ability to see and hear any of the parties involved in the hearing as either “not well” or “not well at all”, and/or who had rated it either “fairly” or “very” difficult to see and hear the video evidence or to see the productions on screen, were asked to detail whether the sound or vision had been the issue, and how long this took to resolve.
- 7.1.7 Of the 118 respondents who provided an indication of what the source of the issue had been, nearly two thirds (63%, n=74) indicated that there had been a problem with the vision element, 16% (n=19) said it had been a problem with the sound, and 18% (n=21) said it had been both vision and sound. The remaining 3% (n=4) did not know.
- 7.1.8 Overall, 124 respondents provided an indication of the time taken for the problems to be resolved. Of these, one fifth (20%, n=25) said it had taken up to 15 minutes, 2% (n=3) said it had taken between 16-30 minutes, 9% (n=11) said it had taken over 30 minutes, while 56% (n=69) said the problems had not been resolved. A further 13% (n=16) did not know.
- 7.1.9 While the breakdown of responses by jury centre are provided in Appendix B, the number of responses in each jury centre are generally too low to provide a reliable comparison of the source of issues or the time taken to resolve these.
- 7.1.10 Jurors were asked if the temperature of the auditorium had been to their satisfaction. Of the 1010 respondents who provided a response, most (86%, n=868) said it was while 13% (n=129)

said it was not (the remaining 1%, n=13 said they did not know or that the question was not applicable). This ranged from 68% (n=21) who were satisfied with the temperature in the Vue Aberdeen to 100% (n=7) in Eden Court Inverness.

Deliberations

- 7.1.11 Jurors were asked if, after hearing the evidence presented, they were asked by the presiding Judge to consider and return a verdict to the court. A total of 743 respondents (78%) said they had been, ranging from 71% (n=5) in Eden Court Inverness to 100% in Vue Aberdeen (n=31).
- 7.1.12 These respondents were then asked if they asked the court any questions during the deliberations. Of the 723 respondents who provided a response, over three quarters (76%, n=550) said they did not, compared to 22% (n=156) who said they had (the remaining 2%, n=17 either did not know or said it was not applicable). Those who did need to ask questions ranged from just 6% (n=1) in Odeon Ayr to 44% (n=8) in Odeon Lothian Road Edinburgh.
- 7.1.13 Jurors were also asked how well they thought the arrangements for jury discussions/deliberations had worked and how well they felt they had been able to engage with the trial process in order to reach their decision. Table 24 below outlines the results and shows that most respondents viewed the arrangements positively.

Table 24. Satisfaction with Deliberation Arrangements

	NOT WELL OR NOT WELL AT ALL (%)	NEITHER WELL NOR NOT WELL (%)	FAIRLY OR VERY WELL (%)	DON'T KNOW	TOTAL
Arrangements for jury discussions/deliberations	3%	6%	90%	1%	720
Ability to engage with the trial process in order to reach decision	2%	5%	92%	1%	719

- 7.1.14 Satisfaction with the arrangements for jury discussions/deliberation ranged from 78% (n=14) in Odeon Ayr to 96% (n=25) in Odeon Dunfermline and 100% (n=5) in Eden Court Inverness. Meanwhile, satisfaction with ability to engage with the trial process to reach a decision ranged from 85% (n=22) in Odeon Dunfermline to 96% (n=45) Odeon Braehead Renfrewshire and 100% (n=5) Eden Court Inverness.
- 7.1.15 Those who expressed some level of dissatisfaction with the deliberation arrangements were asked to explain their reasons. A total of 30 respondents provided a response, with the most common issue being that the arrangements had prohibited open and engaging discussions. Several respondents felt that the need to push a button and speak through a microphone had made jurors self-conscious or inhibited, or felt this was intimidating, while a few noted that it had been difficult to hear other jurors via this system. It was suggested that a breakout room where a round table discussion could be held would have been better. A few also suggested that the more relaxed atmosphere and being separate from the court and other participants had perhaps resulted in some jurors not taking the case or their responsibilities as seriously as they would have under court based conditions. Other issues raised, but which could also be an issue in the court setting and therefore not unique to the jury centre arrangements,

was that some jurors talked over each other making hearing and following the discussion difficult, and that some stronger personalities dominated the discussions.

Professional Experiences

- 7.1.16 All professional respondents were asked if they felt they were sufficiently informed/prepared for dealing with the arrangements for using remote jurors. Of the 78 respondents who answered the question, Over half (55%, n=43) said they were, 15% (n=12) said they were not, 3% (n=2) said they did not know, and 27% (n=21) said this was not applicable.
- 7.1.17 Professionals were asked what advantages or benefits, as well as disadvantages or detriments, if any, were accrued from the current arrangements. In total, 30 respondents outlined advantages, with the key issues outlined below:
- Allowing the hearing to go ahead despite COVID-19 restrictions (n=8);
 - None (n=6);
 - Less crowded court buildings and court rooms (n=4);
 - Saves court time once the trial starts (n=3); and
 - Complies with COVID-19 requirements (n=3).
- 7.1.18 A total of 35 respondents discussed disadvantages, with the key issues outlined below:
- Reduced impact and levels of engagement of/with the jury (n=15);
 - IT/technology problems (n=8);
 - None (n=3); and
 - A day is required to empanel the jury (n=2)
- 7.1.19 Satisfaction with the reliability of communications between the court and the jury was explored, with 69 respondents providing a response. Just under half (45%, n=31) said they were “fairly” or “very” satisfied in this regard, compared to 19% (n=13) who were either “fairly” or “very” dissatisfied. Nearly a third (28%, n=19) were “neither satisfied nor dissatisfied”, and 9% (n=6) did not know. Crown professionals were generally more satisfied in this respect that defence professionals, with 64% (n=16) of crown professionals being “fairly” or “very” satisfied compared to 30% (n=11) of defence professionals. Responses by Sherifdom were too low to provide reliable comparisons.
- 7.1.20 Those who were dissatisfied to any extent with the reliability of communications between the court and the jury were asked to outline their reasons. Nine professionals provided an answer, and although the issues were largely unique the key themes included problems with the link/connection to remote locations and delays introduced to the system.
- 7.1.21 Professionals were asked whether the remote jury centre arrangements had any impact on the anticipated time needed for the trial. Table 25 details the results and shows that nearly two in five respondents (39%, n=30) felt the arrangements meant that the trial took more time than anticipated, while 21% (n=16) thought it took the same time. Only 7% (n=5) felt it took less time.

Table 25. Impact on Time Needed for Trial

	NUMBER	%
More time	30	39%
Less time	5	7%
Same time	16	21%
Don't know / Not sure	7	9%
Not Applicable	18	24%
Total	76	100%

- 7.1.22 Defence professionals tended to be more likely to consider that trials now took more time than anticipated (46%, n=19), while crown professionals were more evenly split between it taking more time (26%, n=7) and the same amount of time (30%, n=8). Again, responses by Sherifdom were too low to provide reliable disaggregation.
- 7.1.23 Professionals were also asked if there had been any technical difficulties during the course of the trial, with 45% (n=34) indicating there had been. Defence professionals (54%, n=22) were again more likely to indicate there had been technical difficulties compared to crown professionals (37%, n=10).
- 7.1.24 Those who had experienced technical difficulties were asked how long it took for these to be resolved. Table 26 below details the results and shows that generally it took up to 15 minutes or over 30 minutes.

Table 26. Time Taken to Resolve Technical Difficulties

	NUMBER	%
Up to 15 minutes	12	35%
16-30 minutes	6	18%
Over 30 minutes	13	38%
Don't know / Not sure	2	6%
Not resolved	1	3%
Total	34	100%

- 7.1.25 There was little difference by the type of professional group, and the number of respondents per sherifdom were again too low to provide reliable disaggregated results.
- 7.1.26 Professional respondents were also offered the opportunity to detail any other comments about their experience during the trial on the day of the survey. A total of 17 respondents provided additional information. Again, responses were mixed, but largely repeated issues noted above (e.g. difficulties with engaging the jury and conveying the gravitas of their role, technical difficulties, delays in starting/progressing, and that the arrangements had been helpful allowing trials to go ahead). The table that summarises all the responses can be found in Appendix B.

7.2 Comparison with Courtroom Experiences

- 7.2.1 Jurors were asked if they had previously served as a juror for a trial held in a courtroom, with 178 respondents (18%) indicating that they had.
- 7.2.2 These respondents were then asked how their experience on the day of the survey (i.e. in the jury centre) had compared with jury service in a courtroom, while professionals were also asked how their experience on the day of the survey compared with when the jury was in a courtroom. Table 27 below outlines the results and shows that jurors were more in favour of the current arrangements than professionals, with just over half of the jurors (53%, n=93) indicating they had found their experience in the jury centre better than previous jury experience in a courtroom, while just over half of the professionals (51%, n=39) felt the experience was better with the jury in the courtroom.

Table 27. Impact on Time Needed for Trial

	JURORS		PROFESSIONALS	
	NUMBER	%	NUMBER	%
Better today	93	53%	4	5%
No difference	23	13%	6	8%
Better with jury in the courtroom	49	28%	39	51%
Don't know / Not sure	9	5%	7	9%
Not Applicable	-	-	21	27%
Total	174	100%	77	100%

8. OVERALL SATISFACTION

8.1 Overall Satisfaction

8.1.1 All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. A total of 1077 respondents (96%) provided a rating. The majority of those who gave a rating (95%, n=1020) stated they were either “fairly” or “very” satisfied. Only 2% (n=20) of respondents stated that they were either “fairly” or “very” dissatisfied, and a further 3% (n=37) were “neither satisfied nor dissatisfied”. Full details are provided in Table 28 below.

Table 28. Overall Satisfaction with the SCTS

SATISFACTION	NUMBER	%
Very Dissatisfied	9	1%
Fairly Dissatisfied	11	1%
Neither Satisfied nor Dissatisfied	37	3%
Fairly Satisfied	202	19%
Very Satisfied	818	76%
Total	1077	100%

8.1.2 The figure below shows that the level of overall satisfaction is at its highest levels since the survey began in 2005. There has also been a year-on-year increase in overall satisfaction with the services provided by the SCS/SCTS since 2007. It should be noted, however, that the sample profiles have varied across each survey year which may account for some of the variation in satisfaction scores⁴.

⁴ In addition to the changes in profile and methodology used this year compared to previous surveys, in 2008 a smaller scale survey was undertaken due to the unification changes that were being implemented across the then SCS estate at that time (i.e. integration of the Justice of the Peace Courts within the SCS estate). The 2008 survey covered the two sheriffdoms that had been unified by then.

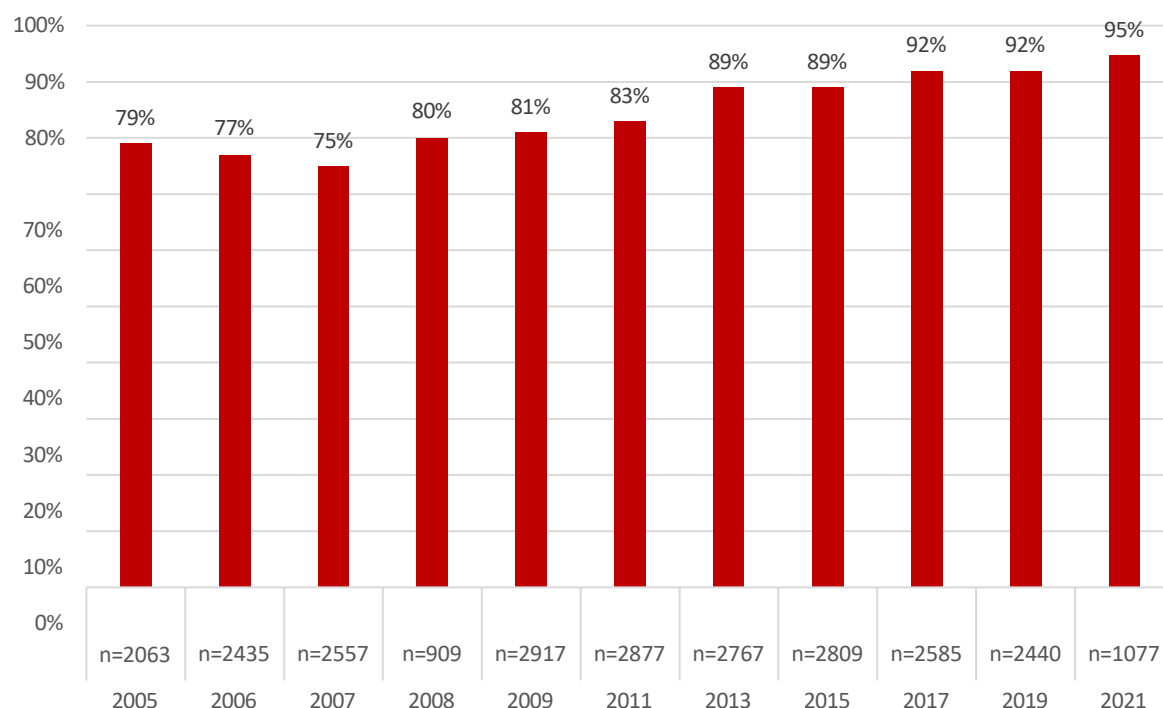


Figure 2. Overall Satisfaction (2005-2021)

8.2 Overall Satisfaction by User Group

8.2.1 Satisfaction levels vary for crown and defence professionals and other user groups as the overall numbers were low. As for jurors, the vast majority (97%, n=964) said they were either “fairly” or “very” satisfied. Table 29 provides a full breakdown of responses by the core user groups.

Table 29. Overall Satisfaction by User Group

USER GROUP	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	TOTAL (N)
Jurors	9 (1%)	18 (2%)	964 (97%)	991 (100%)
Crown Professionals	3 (10%)	4 (14%)	22 (76%)	29 (100%)
Defence Professionals	5 (13%)	12 (31%)	22 (56%)	39 (100%)
	2 (18%)	1 (9%)	8 (73%)	11 (100%)

8.3 Overall Satisfaction by Sheriffdom

8.3.1 When disaggregated by sheriffdom, satisfaction levels are generally high across all areas, ranging from 72% (n=13) in North Strathclyde to 97% (n=428) in South Strathclyde, Dumfries & Galloway. Table 30 details the results by sheriffdom.

Table 30. Overall Satisfaction by Sheriffdom

SHERIFFDOM	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	TOTAL (N)
High Court	4 (2%)	5 (3%)	176 (95%)	185 (100%)
Glasgow & Strathkelvin	2 (1%)	6 (4%)	143 (95%)	151 (100%)
Grampian Highland & Islands	1 (3%)	2 (5%)	35 (92%)	38 (100%)
Lothian & Borders	4 (12%)	5 (15%)	24 (73%)	33 (100%)
Tayside, Central & Fife	2 (1%)	6 (3%)	198 (96%)	206 (100%)
South Strathclyde, Dumfries & Galloway	4 (1%)	9 (2%)	428 (97%)	441 (100%)
North Strathclyde	3 (17%)	2 (11%)	13 (72%)	18 (100%)

8.4 Overall Satisfaction by Jury Centre

8.4.1 Results continue to be positive when disaggregated by jury centre, ranging between 89% (n=17) at Odeon Ayr and 100% across each of the following jury centres; Odeon Fort Kinnaird Edinburgh (n=39); Odeon Dunfermline (n=33); Vue Aberdeen (n=30); and Eden Court Inverness (n=7). However, response rates at some jury centres were low, and therefore comparisons between areas should be treated with caution. Table 31 provides the full results by jury centre.

Table 31. Overall Satisfaction by Jury Centre

JURY CENTRE	FAIRLY OR VERY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	FAIRLY OR VERY SATISFIED (%)	TOTAL (N)
Odeon Fort Kinnaird, Edinburgh	0 (0%)	0 (0%)	39 (100%)	39 (100%)
Odeon Lothian Road, Edinburgh	0 (0%)	2 (10%)	19 (90%)	21 (100%)
Odeon Braehead, Renfrewshire	3 (5%)	0 (0%)	55 (95%)	58 (100%)
Odeon Glasgow Quay	1 (1%)	4 (2%)	150 (97%)	155 (100%)
Odeon Ayr	2 (11%)	0 (0%)	17 (89%)	19 (100%)
Odeon East Kilbride	2 (<1%)	8 (2%)	449 (98%)	459 (100%)
Odeon Dundee	1 (<1%)	4 (2%)	165 (98%)	170 (100%)
Odeon Dunfermline	0 (0%)	0 (0%)	33 (100%)	33 (100%)
Vue Aberdeen	0 (0%)	0 (0%)	30 (100%)	30 (100%)
Eden Court Inverness	0 (0%)	0 (0%)	7 (100%)	7 (100%)

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

- The whole process was inefficient/slow (n=8); and
- Adherence to Covid-10 measures was inefficient (n=2).

8.4.3 The remaining reasons included inadequate facilities for jurors, unsafe building, no waiting area for jurors and poor quality food.

8.1 Service Development and Feedback

8.1.1 Jurors were also asked if there was any general information that they would like the court to publish about the services it provides and/or its performance. A total of 362 users provided an answer, with just under one third (30%, n=108) highlighting that staff had been very polite and helpful throughout the whole process. Some of the other answers given were:

- It was a very interesting/good experience (n=34);
- Technical issues (hearing, video etc.) in the room (n=31);
- The overall process was well organised/efficient (n=23);

- Prolonged waiting time (n=21);
- More information about timing/delays/interruptions/cases (n=18);
- No/Nothing (n=11)
- Lots of delays (n=10); and
- Too much lighting in the room (n=9).

8.1.2 The remaining three user groups (professionals, witnesses and others) were also asked to provide any other comments/feedback about SCTS services. In total, 33 respondents provided an answer, with just under one third (30%, n=10) stating there was nothing they would change. Other comments provided by respondents included:

- Staff were polite/helpful (n=4);
- Open up the local courts (n=2);
- The solution given this year was innovative and efficient (n=2); and
- It was a very interesting experience (n=2).

8.1.3 Finally, respondents were asked if they knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building. A total of 1047 respondents provided an answer, with 54% (n=566) stating that they did and 43% (n=451) stating they did not. A full breakdown of these responses by sheriffdom, jury centre and user group can be found in Appendix B.

9. CONCLUSION

- 9.1.1 Despite the COVID-19 disruption, good engagement was achieved with jurors for the survey, however, response rates for professionals were lower than would have been liked and the numbers of witnesses and other court users who participated was disappointing. However, it should be noted that, only a limited number of crown and defence professionals would have been eligible to take part (having been involved in a jury trial during the fieldwork period), and all these user groups were harder to reach as they were less directly accessible to SCTS staff.
- 9.1.2 Overall satisfaction with SCTS services in relation to jury trials was high. Indeed, at 95% of respondents who were either “fairly” or “very” satisfied, this is the highest satisfaction level of any survey year. It should, of course, be noted that this survey is not directly comparable with previous sweeps given the different sample profiles and administration methods, but nevertheless, the results remain very positive.
- 9.1.3 While the aggregate results generally reflected the views and experiences of jurors, the disaggregate analysis showed that crown and prosecution representatives, and other court users were generally less satisfied, both overall and with specific SCTS service elements. In addition, defence representatives were generally less positive than crown representatives throughout.
- 9.1.4 Access to jury centres was mixed, with similar proportions of jurors noting that it had taken them less, the same, or more time to get to the jury centre compared to the court building. However, nearly all jurors noted that their citation had given them good information about where to go, and had been provided with sufficient time to make the necessary arrangements. Jurors were also largely positive about the range and quality of the food and drink they were provided with.
- 9.1.5 All user groups were generally positive about the various health and safety measures that had been put in place as a result of COVID-19, with the only exception being satisfaction with physical distancing being demonstrated within the court building. Satisfaction with the comfort, cleanliness and safety and security of the various facilities used was also generally high, with the exception of the comfort and cleanliness of the cells, and the safety and security of the witness room and the Agents’/Solicitors’ Room.
- 9.1.6 While many respondents noted that had to wait to take part in court proceedings, few were dissatisfied with this, and most noted they were satisfied with the updates that had been provided in relation to this. Jurors appeared to receive better information from court staff upon arrival compared to those attending court buildings however. Almost all jurors had been told what was going to happen, what they should do and where they should go when they arrived at the jury centre, whereas only a quarter of those attending at court buildings were advised which areas of the building would be available for them to use when they arrived and around a third were directed where to go within the building and any one-way systems which were in operation. Despite this disparity, all respondent groups generally agreed that SCTS staff had been helpful and polite.
- 9.1.7 The technology linking jurors to the court room was considered to have worked reasonably well, although just over half of those who did experience problems noted they had not been

resolved. Those jurors who were asked to consider and return a verdict to the court generally felt the arrangements for jury discussions/deliberations had worked well and they felt they had been able to engage well with the trial process in order to reach their decision – although some did feel that the need to press a button and use a microphone had inhibited them/the discussions. Professionals were more mixed in their opinions of the remote jury arrangements, several felt it was beneficial to allow trial to go ahead, but there were also concerns over jury engagement in the trial.

- 9.1.8 Mixed opinions were provided between jurors and professionals regarding whether the jury centre approach was better or worse than previous arrangements when all jurors would be in the courtroom. Jurors themselves tended to feel the jury centre approach was slightly better, while professionals thought having the jury in the courtroom was slightly better.
- 9.1.9 The survey results provide useful feedback about court users views and experiences of jury trials and the use of remote juries which have been a necessary adaptation in order to adjust to the challenges of the COVID-19 pandemic. This will support SCTS to consider the use of such methods, and allow them to further tailor their services going forward.

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Birmingham – Newhall Street

5th Floor, Lancaster House, Newhall St,
Birmingham, B3 1NQ
T: +44 (0)121 393 4841

Birmingham – Edmund Gardens

1 Edmund Gardens, 121 Edmund Street,
Birmingham B3 2HJ
T: +44 (0)121 393 4841

Dublin

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

Edinburgh – Thistle Street

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

Glasgow – St Vincent St

Seventh Floor, 124 St Vincent Street
Glasgow G2 5HF United Kingdom
T: +44 (0)141 468 4205

Leeds

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

Liverpool

5th Floor, Horton House, Exchange Flags, Liverpool,
United Kingdom, L2 3PF
T: +44 (0)151 607 2278

London

3rd Floor, 5 Old Bailey, London EC4M 7BA United Kingdom
T: +44 (0)20 3855 0079

Manchester – 16th Floor, City Tower

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

Newcastle

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

Perth

13 Rose Terrace, Perth PH1 5HA
T: +44 (0)131 460 1847

Reading

Soane Point, 6-8 Market Place, Reading,
Berkshire, RG1 2EG
T: +44 (0)118 206 0220

Woking

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

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