

**SCOTTISH COURTS AND TRIBUNALS SERVICE
COURT USER SATISFACTION SURVEY 2019**



Wellside
Research

SYSTRA

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EXECUTIVE SUMMARY

Introduction

This report details the findings from the 2019 Court User Satisfaction Survey, conducted by SYSTRA Ltd. on behalf of the Scottish Courts and Tribunals Service (SCTS).

The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the SCTS in courts across Scotland. It seeks to monitor satisfaction with individual service elements, including: waiting times; comfort and cleanliness of the court building and facilities; information provided; and interaction with court staff. The survey has been conducted by SCTS, formerly the Scottish Court Service (SCS), on an annual to two yearly basis since 2005¹.

Consistent with the methodology used in previous years, the survey was administered, in the main, as an interviewer-administered exit survey, with interviewers approaching users as they were leaving the court building, having concluded their business for the day. Both professional and non-professional court users were eligible to take part, with interviews largely administered on a 'next-to-pass' basis (i.e. interviewers invited people to take part as they left the court building on the basis that the next available person was approached). Broad quotas were applied, however, to ensure coverage of all user groups.

The interviews were administered using CAPI technology. Interviewers were provided with a tablet pre-loaded with the survey questionnaire which they used to administer the face-to-face interviews. Two paper-based self-completion questionnaires were also developed to boost the overall sample, including questionnaires distributed by court staff to samples of serving jurors, and those made available to all other court users via the interviewers.

The survey period covered eight weeks between May and July 2019 and a total of 51 courts were surveyed. Interviewers attended at 39 Sheriff Court locations, three Civil Annexes, and five Justice of the Peace Courts across the six sheriffdoms, as well as at the Court of Session and the three permanent locations of the High Court of Justiciary.

Sample Profile

In total, the 2019 survey achieved 2483 useable questionnaires. Nearly three quarters (73%) of respondents classified themselves as non-professionals, while just over one quarter (27%) were attending court as part of their professional/working role. Judicial office holders, SCTS staff and contractors, and anyone aged under 16 were screened out.

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

- Glasgow and Strathkelvin - 15%
- Grampian, Highland and Islands - 14%
- Lothian and Borders - 12%
- North Strathclyde - 16%
- South Strathclyde, Dumfries and Galloway - 14%
- Tayside, Central and Fife - 17%
- High Court and Court of Session - 12%

¹ A pilot study was also conducted in 2003.

Over half (56%) of all respondents were male, while 42% were female and fewer than 1% identified as non-binary. Around two thirds (67%) of respondents were aged between 25 and 54. The majority of respondents described themselves as 'White Scottish' (84%) and only 2% stated that they had a long standing illness, disability or infirmity which would require particular facilities when using public buildings.

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

Survey Results

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

Attending Court

Over two thirds (70%) of respondents stated that they had previously visited the court in which they were surveyed. Respondents were less likely to have visited the High Court and Court of Session previously, with 47% indicating it had been their first visit. Almost all Advocates, Solicitors and Solicitor Advocates (98%) and other professionals (95%) had previously visited the court in which they were surveyed, while those least likely to have previously visited the court were Jurors (selected and not selected) (40%).

Getting to Court

Over one third (37%) drove a car in order to get to the court on the day of the survey, while one in five (21%) used the bus and 17% walked. Almost three quarters (73%) had travelled up to 30 minutes to get to court, and a further 19% had travelled between 31 minutes and one hour. Tayside, Central and Fife had the largest proportion of visitors with the quickest journey times of up to 15 minutes (43%) on the day of the survey. The journey times across all other sheriffdoms were most frequently between 16 and 30 minutes.

Satisfaction with Court Staff

Nearly all respondents (96%) indicated that the court staff had been either 'very' or 'fairly' helpful on the day of the survey, while only 2% stated that staff were either 'very' or 'fairly' unhelpful. Similarly, the majority of respondents across all sheriffdoms and user groups found court staff 'very' or 'fairly' helpful, with satisfaction at the sheriffdom level ranging from 91% to 98%, and from 95% to 99% at the user group level.

Most respondents (97%) also stated that court staff were either 'very' or 'fairly' polite, with only 1% indicating they were either 'very' or 'fairly' impolite. Again, satisfaction was high across all sheriffdoms (ranging from 94% to 99%) and all user groups (ranging from 96% to 99%).

Information Provided

Around three quarters (74%) of jurors (selected and not selected) stated they had received information prior to attending for jury service. The majority of these respondents indicated that the information they had received was either 'very' or 'fairly' helpful (90%).

All respondents were asked if court staff explained on arrival what was going to happen and what they should do. Nearly two thirds (65%) stated that staff did provide an explanation, with the majority (97%) stating that the explanation provided was either 'very' or 'fairly' accurate.

Respondents were also asked if court staff kept them informed about what was happening during the time they were in the court building. Slightly less than two thirds (62%) stated they had been kept informed, and again, most of these (98%) indicated that the information received had been either 'very' or 'fairly' helpful.

When asked whether they would have liked more information on the day of the survey, only 9% said that they would. Similar to previous survey results, the majority of responses related to regular and accurate information about delays, court cases and timings.

Use of the SCTS Website

Just over a third (37%) of all respondents stated that they had used the SCTS website during the last six months. Professionals were most likely to have used the website within this time period, with 93% of Advocates, Solicitors and Solicitor Advocates and 54% of all other professionals indicating they had used it. Non-professional groups were much less likely to have used the website within the stated time period, however, ranging from 13% to 34% across the non-professional user groups who had used the website in the last six months.

Of those who had visited the website, the main uses included obtaining information on daily court business (77%), obtaining court addresses/phone numbers/directions to court (44%), and obtaining information leaflets and/or forms used in courts (36%). Generally, most website users had found it either 'very' or 'fairly' easy to find the information they were looking for, however greater proportions found it either 'very' or 'fairly' difficult to access Civil Online (14%) and to find other information (15%) compared to all other forms of information sought (however small sample sizes were prevalent at these options and so results here may not be statistically reliable).

Waiting in Court

Overall, 16% of all respondents stated that they had had to wait to be served at a counter on the day of the survey, with the majority (98%) stated that they had waited up to 15 minutes. Most respondents who waited (95%) said that they were either 'very' or 'fairly' satisfied with the overall waiting time.

The largest proportion of users who had had to wait to be served at a counter was in South Strathclyde, Dumfries and Galloway (40%). Meanwhile, the areas with the lowest proportion of users who had had to wait at a counter were the High Court and Court of Session and Tayside, Central and

Fife, where only 4% and 5% of users respectively said that they needed to wait at a counter during their visit.

Over half (57%) of all respondents indicated that they had had to wait to take part in court proceedings on the day of the survey, with 66% of respondents in South Strathclyde, Dumfries and Galloway having to wait. Further, over three quarters of victims in a criminal case and supporters of victims (84%), and of those attending for civil business (78%) indicated that they had had to wait to take part in court proceedings.

Waiting times varied, with 61% waiting up to one hour to take part in court proceedings, 21% waiting between one and two hours, and 18% waiting more than two hours. While there was very little difference in waiting times between the sheriffdoms, there was variation by user group. Those experiencing the longest waiting times were witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others, where more than half (62%) waited over an hour, including 34% who waited for over two hours.

Similarly, satisfaction with these waiting times was more mixed, with around two thirds (68%) being either 'very' or 'fairly' satisfied, and 11% being either 'very' or 'fairly' dissatisfied.

Three in five (61%) respondents stated they were given updates from court staff about how much longer they would have to wait, while around one third stated they were not (32%). A further 7% said that it was 'not applicable' for them to be given updates from court staff. The majority of respondents who were given updates (80%) indicated that they were either 'very' or 'fairly' satisfied with being told about the likely duration of their wait, and just 8% said that they were either 'very' or 'fairly' dissatisfied. Satisfaction was also relatively high across all sheriffdoms, ranging from 72% to 89%, however, satisfaction by user group was more varied, ranging from 66% to 91%.

Overall, 63% of respondents stated they had been told by court staff why they had had to wait, while 28% had not been told, and 9% reported it was not applicable to be told. The majority of respondents who were given updates (81%) indicated that they were either 'very' or 'fairly' satisfied with being told about the reason why they had had to wait, while just 8% said that they were either 'very' or 'fairly' dissatisfied. Again, satisfaction was relatively high across all sheriffdoms, ranging from 69% to 91%, and by user group, ranging from 69% to 93%.

Catering Facilities

Around a quarter (26%) of all respondents had used some of the catering/vending facilities provided on the day of the survey. Use varied significantly by sheriffdom, ranging from just 10% of respondents in Grampian, Highland and Islands to 39% of respondents in North Strathclyde who indicated they had made use of the catering/vending facilities.

The most frequently used type of facility was a cafeteria, used by 69% of respondents who had used the catering/vending services, while 25% had used the tea/coffee dispensers, and only 1% had used snack dispensers.

Most respondents who had used the catering/vending facilities (81%) were either 'very' or 'fairly' satisfied with the range of food and drink available. Satisfaction was also generally high across all sheriffdoms, ranging from 66% in the High Court and Court of Session, to 91% in South Strathclyde, Dumfries and Galloway who were either 'very' or 'fairly' satisfied.

Similarly, most respondents (83%) were either 'very' or 'fairly' satisfied with the quality of food and drink they had purchased on the day, with satisfaction by sheriffdom ranging from 75% of respondents in both the High Court and Court of Session and Lothian and Borders to 94% of respondents in South Strathclyde, Dumfries and Galloway who stated they were either 'very' or 'fairly' satisfied.

Results were also very positive in relation to the service received in cafeterias on the day of the survey, with 94% indicating that they were either 'very' or 'fairly' satisfied. Only 2% indicated that they were dissatisfied to some degree.

Court Facilities Used

The most commonly used facility was the court room, with 69% of respondents indicating that they had used this. The least used facility was the cells in the court building, with only 5% indicating that they had used them.

Satisfaction levels were good in relation to the comfort, cleanliness and safety and security of most of the facilities used, and typically ranged from 75% upwards. The only facilities where fewer than 75% of respondents were either 'very' or 'fairly' satisfied related to the comfort of the Sheriff Clerk's Office/Offices of Court (73%), the comfort of 'other' facilities (69%), the comfort of the public entrance/area outside the court building (68%), the comfort of the toilets (60%), the cleanliness of the cells (54%), and the comfort of the cells (37%).

Overall Satisfaction

All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. Results are consistent with those in 2017, with the majority (92%) stating they were either 'fairly' or 'very' satisfied. Only 2% stated that they were either 'fairly' or 'very' dissatisfied, and a further 6% were 'neither dissatisfied nor satisfied'.

Results were similarly positive when disaggregated by sheriffdom. Satisfaction ranged from 88% in Tayside, Central and Fife to 95% in both Grampian, Highland and Islands and South Strathclyde, Dumfries and Galloway. Differences in sample profiles between sheriffdoms may have some bearing on the variation in results at sheriffdom level.

Satisfaction levels for both professional and non-professional court users were also high, with the majority of professionals (92%) and non-professionals (92%) being either 'very' or 'fairly' satisfied.

Service Development and Feedback

All respondents were asked if there were any aspects of the service provided by the SCTS that they would change. Just under two thirds (63%) stated there was nothing they would change. The most commonly suggested change (n=125) related to waiting times and/or that the process was slow/time consuming and/or could be more efficient (in particular to avoid attending court when not required). A further 20 respondents suggested the possible use of time slots to improve efficiency and reduce waiting times. Some of the other answers given were:

- better and/or more communication/information (n=57);
- improvements to the catering facilities and/or provision of refreshments (including water fountains) (n=42); and
- increased provision of interview rooms or concerns over other privacy issues (n=27).

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. Just over half (58%) stated that they did, while 42% stated that they did not know how to make a complaint or provide feedback.

As in previous years, all respondents were asked if there was any general information that they would like the court to publish about the services it provides and/or its performance. Most respondents (93%) stated there was no other information they would have liked, while suggestions made by the remaining 7% included:

- information about waiting times and advance notice of any changes (n=17);
- suggestions regarding summarised statistics which could be useful (n=9); and
- information regarding the outcome of cases (n=4).

Key Drivers of Overall Satisfaction

Key Driver Analysis was conducted to complement the descriptive analysis. When all satisfaction variables were entered into the calculation (excluding satisfaction with the cleanliness, comfort and safety of facilities, and satisfaction with the service in the cafeteria²), three variables were highlighted as key drivers of overall satisfaction this year:

- the ease with which respondents found out where in the building they had to go that day;
- satisfaction with the time they had had to wait to take part in court proceedings; and
- helpfulness of the information provided by court staff.

Using a different model in which all catering variables were excluded (to be directly comparable with analyses carried out for previous surveys), the main predictors of overall satisfaction were:

- politeness of the court staff respondents spoke with on the day of the survey;
- satisfaction with court staff's attempts to keep them informed about how much longer they were likely to have to wait; and
- the ease with which court users found out where in the building they had to go that day.

Comparisons Over Time

The overall satisfaction score remains consistent with the results in 2017, and remains at the highest level since the survey began in 2005.

The results at the aggregate level for individual service elements however, are mixed. Seven service elements show statistically significant positive increases in mean satisfaction scores between individual survey years, but 13 service elements show statistically significant decreases at some point during the three years considered. It should be noted, however, that the mean scores in 2019

² When included, these variables skewed the results/did not allow the analysis to run.

generally remain high, with most respondents still 'fairly' or 'very' satisfied with each service element.

Two sheriffdoms – Grampian, Highland and Islands, and North Strathclyde – show only a few elements with significant differences suggesting consistency in results across the last three survey years. A further two sheriffdoms showed largely positive changes representing improvements in mean satisfaction scores - Tayside, Central and Fife where all significant differences were positive, and Lothian and Borders where most of the changes were positive. The High Court and Court of Session showed mixed results with equal numbers of positive and negative statistically significant changes. The final four sheriffdoms however were dominated by declining mean satisfaction scores. These included Grampian, Highland and Islands and North Strathclyde, where all statistically significant differences were negative, and Glasgow and Strathkelvin and South Strathclyde, Dumfries and Galloway, where most statistically significant differences were negative.

As each of the sheriffdoms were starting from different base mean scores, generally those starting from a lower base improved over time, while those starting from a higher base declined over time. As such, any apparent differences in satisfaction between sheriffdoms should not be considered reliable. The variation in overall satisfaction across all sheriffdoms is now very small, ranging from 4.38 in Tayside, Central and Fife to 4.65 in Grampian, Highland and Islands.

Conclusion

As with previous sweeps of the survey, this year's survey has provided mostly positive results. Overall satisfaction has remained consistent with the 2017 level, at 92%. These represent the highest satisfaction levels since the survey began in 2005. The majority of respondents also remained positive in relation to the majority of service elements. The 2019 survey has also provided a number of helpful comments from court users which can assist the SCTS in making further improvements to its services, with the most prevalent issues focusing upon improving waiting times and increasing efficiency in the system, as well as providing better/more communication about delays, timing of cases, and what is happening.

1. INTRODUCTION

1.1 Introduction

1.1.1 The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the Scottish Court and Tribunals Service (SCTS) in courts across Scotland. In particular, it seeks to monitor satisfaction with individual service elements, including: waiting times; comfort and cleanliness of the court building and facilities; information provided; and interaction with court staff. The survey has been conducted by SCTS, formerly the Scottish Court Service (SCS), on an annual to two yearly basis since 2005³.

1.1.2 The SCTS commissioned SYSTRA Limited to conduct its Court User Satisfaction Survey between 2017 and 2021. This report details the survey findings from the 2019 survey sweep; results from the 2017 sweep were published in December 2017.

1.2 Methodology

1.2.1 The methodology used in 2019 was consistent with the approach used in previous years. The survey was administered, in the main, as an interviewer-administered exit survey, with interviewers approaching users as they were leaving the court building, having concluded their business for the day.

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

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

- judicial office holders;
- SCTS staff, and contractors working for the SCTS;
- people delivering goods; and
- anyone under 16 years of age.

1.2.4 Consistent with the approach introduced in 2017, the interviews were administered using CAPI technology. Interviewers were provided with a tablet pre-loaded with the survey questionnaire which they used to administer the face-to-face interviews. In all pre-2017 surveys, the interviews were administered via paper-based questionnaires.

Self-Completion Booster

1.2.5 In addition to the interviewer-administered questionnaire, two paper-based self-completion questionnaires were also developed in order to boost the overall sample and to target harder to reach groups. The first was distributed by court staff to samples of serving jurors, as in a number of courts these users may leave the court building by a different exit and are

³ A pilot study was also conducted in 2003.

unavailable to the interviewer. The second was available to all other court users and distributed by the interviewers where appropriate, for example, when groups of court users were exiting the building at the same time or where professional users were too busy to take part on the spot. Both versions of the self-completion booster questionnaires contained the same questions as the main interviewer-administered questionnaire to allow data to be combined for analysis, and the same screening process was applied to determine eligibility of respondents.

User Typologies

- 1.2.6 User groups were consistent with previous sweeps of the survey. The full list of users who were eligible to take part in the survey is provided below:

Non-Professional Court Users

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

Professional Court Users

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

Fieldwork Planning

- 1.2.7 The SCTS estate has been subject to a number of significant changes in the past, including the introduction of Justice of the Peace Courts and a number of court closures. However, the court estate has remained reasonably consistent since 2015, so that the 2019 coverage largely mirrored that of the 2015 and 2017 surveys. The only exceptions were:

- Lochgilphead Justice of the Peace Court, which was included in the fieldwork for the first time in 2017 (having been excluded in all previous years due to anticipated low footfall). An interviewer attended again in 2019, however all

business had been completed in advance (e.g. via plea deals) and so no interviews were achieved;

- Coatbridge Justice of the Peace Court closed and a new Justice of the Peace Court was established in Airdrie. An interviewer attended Airdrie Justice of the Peace Court but Coatbridge Justice of the Peace Court was not included in the 2019 survey; and
- Three courts were reclassified in terms of workload in 2019. These were Kilmarnock Sheriff Court which was changed from a medium to high workload court, Aberdeen High Court which was changed from a high to a low workload court, and the Court of Session which was changed from a medium to low workload court. This impacted upon the number of interviewer days allocated to each of these courts.

1.2.8 Consistent with previous years, a minimum of one interviewer day was allocated to all court buildings to ensure that the survey was representative. A few Justice of the Peace Courts and Civil Annexes continue to be housed in separate buildings, and all of these were visited by an interviewer at least once.

1.2.9 Interviewers attended at 39 Sheriff Court locations, three Civil Annexes, and five Justice of the Peace Courts across the six sheriffdoms, as well as at the Court of Session and the three permanent locations of the High Court of Justiciary⁴.

1.2.10 The interview period covered eight weeks between May and July 2019. Sheriff Clerks and other nominated court staff were contacted at each site to identify the most suitable fieldwork days within the allotted fieldwork period. As far as possible, this enabled fieldwork to be scheduled for days when the greatest footfall was anticipated, ensuring that opportunities for engaging with a broad mix of users were maximised throughout the survey.

1.2.11 A total of 97 interviewer days were completed, with a further 9 fieldwork days allocated to achieve sheriffdom targets, resulting in a final total of 106 completed interviewer days. Interviews were carried out in a mixture of high, medium and low workload courts. Table 1 below summarises the number of courts surveyed in each workload category.

Table 1. Workload of Courts Surveyed

WORKLOAD	DEFINITION	NUMBER OF SURVEYED COURTS
High	>1000 sitting days per annum	9
Medium	300-1000 sitting days per annum	14
Low	<300 sitting days per annum	28

1.2.12 In each of the sheriffdoms, the high workload sheriff courts were allocated four interviewer days, with the exception of Glasgow and Strathkelvin. As Glasgow and Strathkelvin is represented by a single court (i.e. Glasgow Sheriff Court and Justice of the Peace Court) it was allocated eight interviewer days in order to meet the required target number of interviews. Similarly, both Edinburgh High Court and Glasgow High Court were allocated

⁴ The permanent locations of the High Court of Justiciary are Edinburgh, Glasgow and Aberdeen.

four interviewer days each, while Aberdeen High Court and the Court of Session were both categorised as low workload courts this year and therefore were allocated one interviewer day each.

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

Survey Instruments

- 1.2.14 As with previous years, a pilot exercise was conducted at Glasgow Sheriff and Justice of the Peace Court in early May 2019 to test the methodology and survey materials. Two interviewers attended and conducted the survey under normal survey conditions, the only exception being that self-completion questionnaires were handed back to the interviewer on the day and not posted back. Interviewers provided feedback on how the questionnaire worked and, this year, no changes were required to the survey materials. As no changes were made to the questionnaire it was agreed that the completed pilot responses would be included in the main survey analysis for Glasgow and Strathkelvin.

- 1.2.15 The final questionnaire covered the following:

- Use of the SCTS website;
- Getting to court;
- Navigating the court building;
- Satisfaction with court staff;
- Information provided by court staff;
- Waiting in court;
- Catering facilities;
- Other court facilities;
- Overall satisfaction;
- Service development;
- Feedback and complaints;
- Demographic information; and
- Particular facilities and requirements.

- 1.2.16 The final questionnaire can be found in Appendix A.

1.3 Research Conventions and Caveats

- 1.3.1 For analysis purposes, the permanently sitting High Court locations (i.e. Edinburgh, Glasgow, and Aberdeen) and the Court of Session were clustered together and treated as if they were a seventh sheriffdom. They are referred to throughout this report as the 'High Court and Court of Session'.

- 1.3.2 The responses received from those interviewed at the High Court when sitting on circuit in Livingston were grouped with the geographic sheriffdom of the Sheriff Court at which respondents took part (i.e. responses were analysed as part of the Lothian and Border sheriffdom). As most facilities used by these respondents would have been relevant to the Sheriff Court building, it was considered more appropriate to classify their responses as such, rather than within the High Court and Court of Session group. However, where services/facilities differed, for example, the information provided to jurors, analysis was conducted based on the nature of the business for which they were attending, i.e. disaggregated by jurisdiction rather than sheriffdom.

- 1.3.3 Two professional respondents who completed self-completion questionnaires failed to identify which user typology they belonged to and, as such, it was not possible to include them within the user group analysis. While they have been included within the sheriffdom level analysis, this means that the totals throughout the report for sheriffdom and user group breakdowns may differ for the same questions for this reason.
- 1.3.4 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 on the days that the surveys took place.
- 1.3.5 The combination of self-completion and interviewer-administered questionnaire responses for analysis purposes may affect data purity. A decision to combine the two data sources was made in the interests of ensuring overall robust samples following segmentation of the data at the user group level. Any instances where questions received a low number of responses, which prevents statistically rigorous analysis and reporting, are identified in the text. This approach was consistent with earlier sweeps of the survey.
- 1.3.6 Where no response was given, the symbol '-' has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.3.7 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%.
- 1.3.8 Please also note that shading in tables represents the data being discussed in the surrounding paragraphs.

2. RESPONSE RATE AND SAMPLE PROFILE

2.1 Response Rate

2.1.1 A total of 4123 people were invited to participate in the 2019 survey. Of these, 2 (<1%) responses were removed as they were incomplete and could not be analysed, 36% (n=1490) declined and a further 4% (n=148) were ineligible to take part for the reasons outlined in Table 2.

Table 2. Reasons for Non-Participation

REASONS FOR NON-PARTICIPATION		NUMBER	%
Declined	Too busy/not enough time	747	46
	No/ Not interested	486	30
	Already taken part at this court this year	123	8
	Already taken part elsewhere this year	63	4
	Do not wish to use Telephone Interpreting Service	1	<1
	Other	70	4
Ineligible	Judicial officer holder/SCTS staff	118	7
	Delivering Goods	10	1
	Maintenance workers	9	1
	Housekeeping/cleaning staff	4	<1
	SCTS security staff	4	<1
	SCTS catering staff	3	<1
Total		1638	100

2.1.2 In total, the survey achieved 2483 useable questionnaires, representing a response rate of 60%. A breakdown of responses by survey method is outlined in Figure 1.

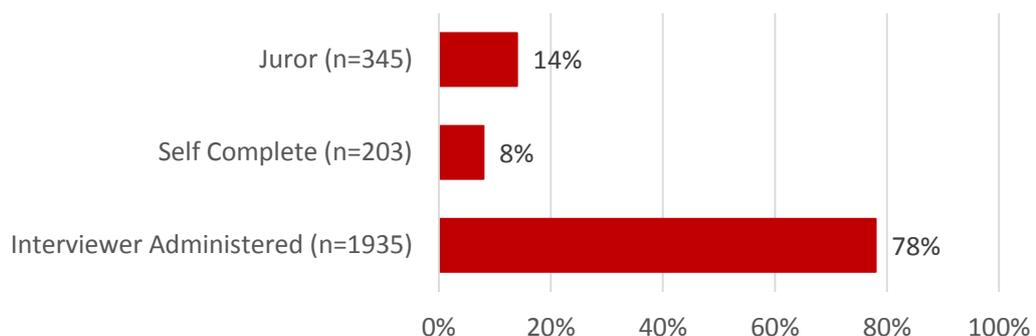


Figure 1. Breakdown of responses by Survey Method (%)

2.2 Sherifdoms

2.2.1 Table 3 provides a breakdown of the number of interviews achieved by sherifdom. The proportion of interviews achieved was split fairly evenly between each of the sherifdoms, with slightly fewer achieved at Lothian and Borders and the High Court and Court of Session.

Table 3. Interviews Achieved by Sherifdom

SHERIFFDOM	NUMBER	%
Glasgow and Strathkelvin	363	15
Grampian, Highland and Islands	351	14
Lothian and Borders	282	12
North Strathclyde	406	16
South Strathclyde, Dumfries and Galloway	358	14
Tayside, Central and Fife	431	17
High Court and Court of Session	292	12
Total	2483	100

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

2.3 User Groups

2.3.1 Almost three quarters (73%, n=1809) of the respondents classified themselves as non-professionals. Table 4 details the reasons why non-professionals were attending court on the day the survey took place. Of these, 20% (n=366) were jurors, another 20% (n=363) were accused in a criminal case and 17% (n=299) were attending the court as a supporter of an accused.

Table 4. Reasons Non-Professionals were Attending Court

REASON FOR ATTENDING	NUMBER	%
Accused in Criminal Case	363	20
Supporter of Accused	299	17
Civil Litigant	50	3
Supporter of Civil Litigant	17	1
Witness in Civil Case	20	1
Supporter of Civil Case Witness	8	<1
Juror (selected)	366	20
Juror (not selected)	122	7
Victim in Criminal Case	39	2
Supporter of Victim	57	3
Fine Payer	156	9
Visiting Sheriff Clerk's Office/Offices of Court	74	4
Witness in a Criminal Case	140	8
Supporter of Criminal Case Witness	25	1
Spectator/Tourist	55	3
Other ⁵	18	1
Total	1809	100

2.3.2 A total of 674 (n=27%) respondents indicated that they were attending court as part of their professional/working role. Of those, only 2 respondents refused to indicate the reason for attending. Just over a third (38%, n=255) of professional respondents were Solicitors or Trainee Solicitors and another 14% (n=96) were Police Witnesses. A full breakdown of the reasons professionals gave for attending court on the day of the survey are detailed in Table 5.

⁵ Table 2.2 at Appendix B provides a breakdown of 'other' reasons that non-professionals were attending court. Survey for the Scottish Courts and Tribunals Service (SCTS)
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Table 5. Type of Professionals Attending Court

TYPE OF PROFESSIONAL	NUMBER	%
Advocate (Senior or Junior)	24	4
Advocate Depute	7	1
Appropriate Adult	-	-
Children's Reporter	4	1
Crown Junior	-	-
Expert Witness	2	<1
GEO Amey Staff	13	2
Interpreter	27	4
Police Officer (not cited as witness)	27	4
Police Witness	96	14
Press Reporter	23	3
Procurator Fiscal/Depute	14	2
Safeguarder	6	1
Shorthand Writer	-	-
Sheriff Officer/Messenger at Arms	2	<1
Social Worker (or Trainee Social Worker)	59	9
Solicitor (or Trainee Solicitor)	255	38
Solicitor Advocate	17	3
Victim Support Worker	8	1
Witness Service Worker	26	4
Other ⁶	62	9
Total	672*	100

* Note: two respondents declined to indicate their reasons for attending

2.3.3 Those attending in a professional capacity were also asked to indicate their reason for attending court on the day of the survey. A total of 637 respondents provided at least one reason for attending court. Table 6 provides full details of the reasons these professionals were attending court on the day of the survey, and shows that around two thirds (67%, n=424) were attending a criminal court.

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

Table 6. Reasons Professional Court Users were Attending Court

PROFESSIONAL COURT USERS	NUMBER OF REASONS	% ⁷
Attend criminal court	424	67
Attend civil court	78	12
Visit Sheriff Clerk's Office/Offices of Court	58	9
Visit criminal office	14	2
Visit civil office	9	1
Visit Commissary Office	-	-
Visit In-Court Advisor / Mediation Services	1	<1
Visit Social Work Office	2	<1
Visit Fiscal's Office/VIA Office	11	2
This is my permanent place of work	84	13
Other ⁸	38	6

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

Table 7. Number of Respondents in Clustered User Groups

CLUSTERED USER GROUP	NUMBER	%
1 Accused in a criminal case and supporters of accused	662	27
2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	95	4
3 Jurors (selected and not selected)	488	20
4 Victims in a criminal case and supporters of victims	96	4
5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	230	9
6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	238	10
7 Advocates, Solicitors and Solicitor Advocates	303	12
8 All other professionals	369	15
Total	2481*	100

*Note: two respondents declined to indicate their user group

2.3.5 It should be noted that the core non-professional SCTS user groups are clustered groups 2, 3 and 5 above. These groups represent those whose experiences in court are most likely to

⁷ No column total is provided as each row represents a different option in a question where multiple responses are allowed.

⁸ Table 2.4 at Appendix B provides a breakdown of 'other' reasons for professionals attending court.

reflect interaction with SCTS staff and services. The experiences of non-core users are more likely to reflect factors that are more directly influenced by the SCTS’s justice system partners.

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

2.4 Respondent Demographics

2.4.1 A total of 56% (n=1391) of respondents were male, 42% (n=1055) were female, and fewer than 1% (n=3) indicated that they were non-binary. A further 34 (1%) respondents did not wish to say or did not disclose their sex.

2.4.2 Table 8 shows the number and proportion of respondents by age group. Around two thirds (67%, n=1673) of respondents were between the ages 25 and 54.

Table 8. Age of Respondents

AGE	NUMBER	%
Do not wish to say	14	1
16-24	302	12
25-34	636	26
35-44	553	22
45-54	484	19
55-64	334	13
65 or over	133	5
Not specified	27	1
Total	2483	100

2.4.3 Respondents were asked which ethnic group they considered they belonged to. The majority (84%, n=2096) of respondents described themselves as “White Scottish”. Table 9 provides a full breakdown of responses.

Table 9. Ethnicity of Respondents

ETHNICITY OF RESPONDENTS	NUMBER	%
Do not wish to say	11	1
White		
Scottish	2096	84
Other British	184	7
Irish	29	1
Gypsy/Traveller	1	<1
Polish	41	2
Any other white ethnic group	42	2
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	12	<1
Indian, Indian Scottish or Indian British	8	<1
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	2	<1
Other	1	<1
African		
African, African Scottish or African British	11	<1
Other	1	<1
Caribbean or Black		
Caribbean, Caribbean Scottish or Caribbean British	2	<1
Black, Black Scottish or Black British	2	<1
Other	-	-
Other Ethnic Group		
Arab, Arab Scottish or Arab British	4	<1
Other	-	-
Not specified	31	1
Total	2483	100

2.5 Particular Facilities

- 2.5.1 Only 2% (n=49) of respondents stated they that they had a longstanding illness, disability or infirmity which required particular facilities when using public buildings. Some of the facilities most often required were:

- accessible toilet facilities (n=4);
- wheelchair access (n=4);
- easy access (n=3);
- comfortable seating (n=2) and
- lift access (n=2)

2.5.2 Particular longstanding illnesses, disabilities or infirmities mentioned by respondents included mobility issues, hearing impairment and chronic problems.

2.5.3 Of the respondents who stated that they required particular facilities, 76% of them (n=37) commented on the extent to which their needs were met. Of those respondents, 68% (n=25) stated their requirements were fully met, and a further 22% (n=8) stated they were partially met. Only 11% (n=4) stated they were not met at all.

2.5.4 Respondents who stated that their requirements were not fully met were asked to explain their reasons. The most cited reasons included no induction/hearing loops available for use and no lifts available in the court building.

2.6 Communication and/or Reading Needs

2.6.1 The first language of most respondents was English (94%, n=2340), with 4% (n=91) indicating that English was not their first language. A further 52 (2%) people did not wish to say or did not answer the question.

2.6.2 Most respondents (96%, n=2396) stated they did not have any particular communication and/or reading requirements and only 1% (n=19) stated that they did. A further 3% (n=68) of respondents did not wish to say or did not answer the question. Of the respondents who did have a requirement, they all provided an answer, with the main requirements being dyslexia, hearing impairment and difficulties in speaking English.

2.6.3 Respondents who stated that they had particular communication or reading requirements were asked if they used any communication/reading aids provided by the court. Only two respondents stated that they had used an induction/hearing loop and both indicated that they were “very dissatisfied” with the service.

3. GETTING TO COURT

3.1 Previous Visits to Court

3.1.1 All respondents were asked whether they had previously visited the court at which they were surveyed. Over two thirds (70%, n= 1721) stated that they had previously visited the court, while 30% (n=741) indicated that they had not. Only 1% (n=21) of respondents did not remember or did not answer the question.

3.1.2 Figure 2 shows that over 70% of respondents had previously visited the court in five out of the seven sheriffdoms, while only the High Court and Court of Session, and North Strathclyde were the only sheriffdoms where fewer than 70% of respondents had visited the court before.

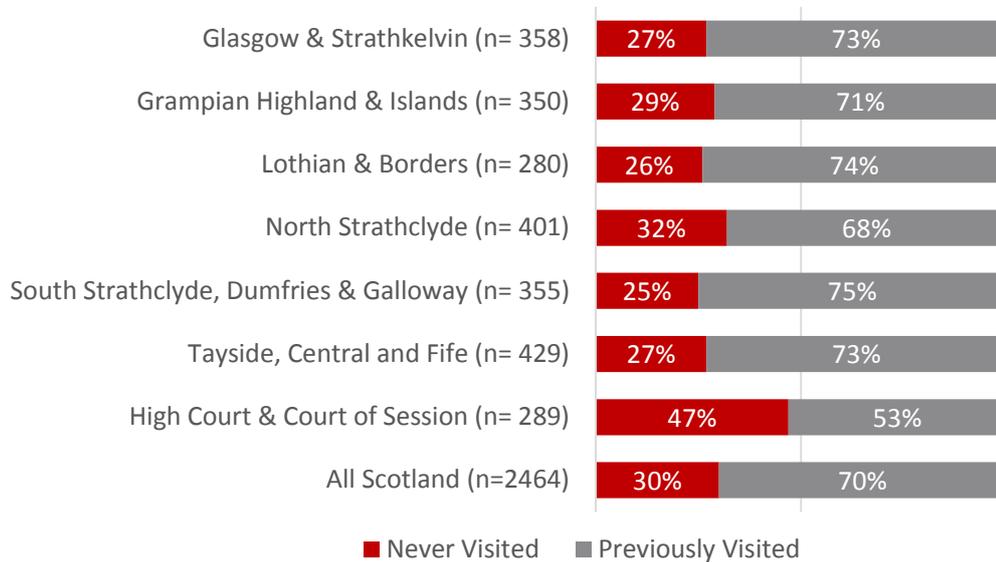


Figure 2. Previous Visits to the Court by Sheriffdom

3.1.3 A full breakdown by user group is provided in Table 10. Nearly all Advocates, Solicitors and Solicitor Advocates (98%, n=296) and the majority of all other professionals (95%, n=348) had previously visited the court where they were surveyed. Those least likely to have previously visited the court before were Jurors (selected and not selected) (40%, n=194).

Table 10. Previous Visits to the Court by User Group

USER GROUP	NEVER VISITED (%)	PREVIOUSLY VISITED (%)	N
Accused in a criminal case and supporters of accused	27	73	657
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	36	64	95
Jurors (selected and not selected)	60	40	484
Victims in a criminal case and supporters of victims	27	73	92
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	36	64	228
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	46	54	237
Advocates, Solicitors and Solicitor Advocates	2	98	302
All other professionals	5	95	365
All Scotland	30	70	2460

3.1.4 A full breakdown of all the responses by sheriffdom and user groups is included in Tables 3.1 and 3.2 in Appendix B.

3.2 Travel to Court

3.2.1 Respondents were asked to provide information about the main mode of transport they used to get to the court on the day they were surveyed. Of the respondents who provided an answer (n=2472), 37% (n=913) stated that they drove a car and 21% (n=526) used the bus as the main mode of transport to get to the court. Table 11 provides a breakdown of all responses.

Table 11. Mode of Travel to Court

MODE	NUMBER	%
Walked	430	17
Bicycle	15	1
Motorbike	4	<1
Car (driver)	913	37
Car (passenger)	325	13
Bus	526	21
Train	139	6
Taxi	82	3
Ferry	1	<1
Other	37	1
Total	2472	100

3.2.2 A total of 37 respondents stated 'other' as their mode of transport for getting to court on the day of the survey. The modes most frequently cited were:

- G4S/from custody (n=22);
- tram (n=6);
- subway (n=5); and
- plane (n=3).

3.2.3 When considering the data by sheriffdom, the mode used by most respondents in almost all sheriffdoms was car driver; Glasgow & Strathkelvin (30%, n=110), Grampian Highland & Islands (41%, n=144), Lothian & Borders (34%, n=96), North Strathclyde (41%, n=163), South Strathclyde, Dumfries & Galloway (45%, n=161) and Tayside, Central and Fife (44%, n=186). However, bus was the mode used most often by respondents in the High Court & Court of Session (32%, n=92).

3.2.4 Analysing the data by user group, car driver was the transport mode used most often by almost all user groups; civil litigants (52%, n=49), jurors (40%, n=193), victims in a criminal case and supporters of victims (32%, n=30), fine payers and people visiting the sheriff clerk's office/offices of court (38%, n=88), witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (30%, n=71), advocates, solicitors and solicitor advocates (53%, n=161), and all other professionals (43%, n=158). Bus was the mode used the most by accused in a criminal case and supporters of accused (29%, n=194).

3.2.5 Tables showing the full breakdown of responses by sheriffdoms and user groups can be found in Tables 3.3 and 3.4 in Appendix B.

3.2.6 When users were asked about how long the journey to court took, a total of 2469 respondents provided information. Almost three quarters (73%, n=1798) stated that they had travelled up to 30 minutes to get to court, a further 19% (n=475) had travelled between 31 minutes and one hour. Table 12 provides a detailed breakdown of all journey times provided by respondents.

Table 12. Length of Time the Journey to Court Took

TIME	NUMBER	%
Up to 15 minutes	741	30
16 to 30 minutes	1057	43
31 minutes to 1 hour	475	19
Over 1 hour and up to 2 hours	176	7
Over 2 hours	20	1
Total	2469	100

- 3.2.7 When considering the data by sheriffdom, Tayside, Central and Fife (43%, n=184) had the largest proportion of visitors with the quickest journey times of up to 15 minutes on the day of the survey. The journey times across all other sheriffdoms were most frequently between 16 and 30 minutes.
- 3.2.8 By user group, the most prevalent travel time for most user groups was between 16 and 30 minutes. Around a third of advocates, solicitors and solicitor advocates (32%, n=96) and all other professionals (37%, n=136) experienced shorter journey times however, travelling up to 15 minutes.
- 3.2.9 Tables providing the full breakdown of responses by sheriffdom and user group can be found in Tables 3.5 and 3.6 in Appendix B.
- 3.2.10 Respondents were also asked how far they travelled on the day of the survey. A total of 2450 provided information, with over half (57%, n=1403) travelling up to five miles. A further 33 respondents did not provide an answer and 38 did not know or were unsure of their journey length on the day of the survey. Table 13 provides a breakdown of responses.

Table 13. Distance Travelled to Get to Court

DISTANCE	NUMBER	%
Up to 1 mile	320	13
Over 1 and up to 2 miles	446	18
Over 2 and up to 5 miles	637	26
Over 5 and up to 10 miles	469	19
Over 10 and up to 20 miles	292	12
Over 20 miles	248	10
Don't know/Not sure	38	2
Total	2450	100

- 3.2.11 Over half of the respondents travelled up to five miles in the following sheriffdoms; Glasgow & Strathkelvin (64%, n=224), Lothian and Borders (56%, n=156), North Strathclyde (67%, n=262), South Strathclyde, Dumfries & Galloway (61%, n=212) and Tayside, Central and Fife (61%, n=252). Exceptions were found in Grampian Highland & Islands and the High Court & Court of Session, where respectively 50% (n=174) and 55% (n=156) of respondents had travelled over five miles to get to court.

3.2.12 Analysis by user group shows a more equal split between those who travelled up to five miles and those who travelled over five miles across most of the user groups. The only exceptions are fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court where 70% (n=156) travelled up to five miles compared to 30% (n=68) who travelled over five miles, and accused in a criminal case and supporters of accused where 67% (n=426) travelled up to five miles and 33% (n=208) travelled over five miles.

3.2.13 Further analysis of the different journey distances by sheriffdoms and user groups are shown in Table 3.7 and 3.8 in Appendix B.

3.3 Finding your way Around the Court Building

3.3.1 A total of 2467 respondents provided information on how they found out where they needed to go in the court building on the day of the survey. The most frequently stated sources of information were the front reception (54%, n=1338) and users already being familiar with the court building (45%, n=1113). Table 14 includes a full breakdown of responses.

Table 14. Source of Directions Upon Arrival

SOURCE	NUMBER OF RESPONSES	% OF RESPONSES ⁹
Asked at front reception	1338	54%
Asked security guard	125	5%
Looked at notice board	195	8%
Followed signs	545	22%
Previously visited/familiar with building	1120	45%
From correspondence sent to me	340	14%
Asked someone else	72	3%
Other	51	2%

3.3.2 Of those who asked someone else (n=72) the most frequently asked people included:

- solicitor/lawyer (n=21);
- court staff/clerk (n=16);
- family member or friend (n=9); and
- the survey interviewer (n=5).

3.3.3 Of those who stated an ‘other’ source (n=58) the most frequent responses were:

- they were in custody when they arrived (n=10);
- this was their work place (n=7);
- respondents were with someone who knew where to go (n=7); and
- they checked the court roll papers (n=3).

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

- 3.3.4 All respondents were then asked how easy or difficult it had been to find out where in the building they had to go. Of the 2455 valid responses received, the majority of respondents (97%, n=2381) stated that it was either 'fairly' or 'very easy'. Results were similar when considering the data by sheriffdom and user group. Most respondents across all sheriffdoms and all user groups stated that they found it either 'very' or 'fairly' easy to find out where in the building they needed to go. A full breakdown of responses by sheriffdom and user groups can be found in Tables 3.9 and 3.10 in Appendix B.

4. SATISFACTION WITH COURT STAFF

4.1 Helpfulness of Court Staff

4.1.1 Views were sought on how helpful respondents had found the court staff to be. A total of 2405 respondents provided information, a further 73 classified the question as 'Not Applicable' and 1 said that they could not remember. Only four respondents did not give an answer to the question. Nearly all respondents (96%, n=2314) indicated that the court staff were either 'very' or 'fairly' helpful, and only 2% (n=37) stated that staff were either 'very' or 'fairly' unhelpful. Just 2% (n=54) considered the staff to be 'neither unhelpful nor helpful'.

4.1.2 Helpfulness of court staff by sheriffdom and user group was consistent with the aggregate findings. The majority of respondents across all sheriffdoms and user groups found court staff 'very' or 'fairly' helpful. Table 15 and Table 16 detail the breakdown of responses.

Table 15. Helpfulness of Court Staff by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Glasgow and Strathkelvin	1	3	96	349
Grampian, Highland and Islands	1	2	97	342
Lothian and Borders	1	1	98	276
North Strathclyde	1	2	97	403
South Strathclyde, Dumfries and Galloway	1	1	98	349
Tayside, Central and Fife	4	5	91	406
High Court and Court of Session	2	1	97	280
All Scotland	2	2	96	2405

Table 16. Helpfulness of Court Staff by User Group

USER GROUP	VERY OR FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Accused in a criminal case and supporters of accused	3	2	95	622
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	3	1	96	93
Jurors (selected and not selected)	1	2	97	487
Victims in a criminal case and supporters of victims	0	2	98	95
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	<1	1	99	229
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	3	1	96	224
Advocates, Solicitors and Solicitor Advocates	<1	2	98	293
All other professionals	1	4	95	360
All User Groups	2	2	96	2403

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

4.2 Politeness of Court Staff

4.2.1 All respondents were also asked to rate how polite or impolite the court staff they had spoken with that day had been. A total of 2403 respondents provided information, a further 71 classified the question as 'Not Applicable' and 9 respondents either did not give an answer to the question or could not remember. In general, respondents were very positive in relation to the politeness of staff, with 97% (n=2342) stating that court staff were either 'very' or 'fairly' polite and only 1% (n=25) stated they were either 'very' or 'fairly' impolite. Similarly, only 2% (n=36) considered court staff to have been 'neither polite nor impolite'.

4.2.2 When considering the data by sheriffdom and user group, results were similar. Responses by sheriffdom and user group can be seen in Table 17 and Table 18.

Table 17. Politeness of Court Staff by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY IMPOLITE (%)	NEITHER IMPOLITE NOR POLITE (%)	VERY OR FAIRLY POLITE (%)	N
Glasgow and Strathkelvin	<1	2	98	350
Grampian, Highland and Islands	1	1	98	341
Lothian and Borders	0	1	99	276
North Strathclyde	1	2	97	399
South Strathclyde, Dumfries and Galloway	<1	0	99	349
Tayside, Central and Fife	3	3	94	405
High Court and Court of Session	1	1	98	283
All Scotland	1	1	98	2403

Table 18. Politeness of Court Staff by User Group

USER GROUP	VERY OR FAIRLY IMPOLITE (%)	NEITHER POLITE NOR IMPOLITE (%)	VERY OR FAIRLY POLITE (%)	N
Accused in a criminal case and supporters of accused	2	2	96	619
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	2	0	98	93
Jurors (selected and not selected)	1	1	98	488
Victims in a criminal case and supporters of victims	0	2	98	94
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0	1	99	229
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	<1	1	99	224
Advocates, Solicitors and Solicitor Advocates	<1	1	99	295
All other professionals	1	3	96	359
All User Groups	1	1	98	2401

4.2.3 Tables showing the full breakdown of responses by sheriffdoms and user groups can be found in Tables 4.3 and 4.4 in Appendix B.

Those respondents who rated helpfulness and/or politeness as less than satisfactory were asked to explain the reasons for their response. A total of 44 responses were received, with around 15 responses related to the general attitude of staff, and a further 14 responses highlighted a lack of information and/or communication from staff.

5. INFORMATION PROVIDED

5.1 Information Provided to Jurors by the SCTS

- 5.1.1 Jurors (selected and not selected) were asked if they received information about jury service from the SCTS before they attended for jury service. Those that had received such information were also asked to rate the helpfulness of this.
- 5.1.2 A total of 488 jurors took part in the survey. Of these, around three quarters (74%, n=361) stated they had received information prior to attending for jury service, 18% (n=88) stated they had not, and 6% (n=31) stated they could not remember or it was not applicable. A further 8 jurors (2%) did not provide an answer. Those respondents who stated the question was not applicable were asked to explain why. Of the two respondents who answered in this way, one indicated that they were advised to use the SCTS website to gain information, while the other felt the question was not well worded.
- 5.1.3 Of the 361 jurors who indicated they had received information, 351 rated the helpfulness of this and 10 did not provide an answer. The majority of the jurors who answered (90%, n=316) indicated that the information they had received was either 'very' or 'fairly' helpful, 26 (7%) stated that they found the information 'neither helpful nor unhelpful', while only seven (2%) found it either 'fairly' or 'very' unhelpful. A further two respondents (1%) could not remember how helpful the information had been.
- 5.1.4 Information that jurors receive may differ depending on whether they attend court for High Court or Sheriff Court business. However, responses to the survey showed that both groups were similarly happy with the information they received, with 90% (n=81) of jurors attending for High Court business, and 90% (n=235) of those attending for Sheriff Court business, stating that the information provided was either 'very' or 'fairly' helpful.

5.2 Information Upon Arrival

- 5.2.1 All respondents were asked if court staff explained on arrival what was going to happen and what they should do. A total of 2456 respondents provided an answer, with nearly two thirds (65% n=1607) stating that staff did explain, 11% (n=262) stating they did not, 24% (n=579) stating the question was not applicable, and fewer than 1% (n=8) stating they could not remember. A further 27 respondents (1%) did not provide an answer.
- 5.2.2 Respondents who selected 'not applicable' were also asked why they responded that way. Some of the most frequent responses given were:
- that there was no need/it was not required (n=107);
 - they already knew/were familiar with the process (n=80);
 - they were a police officer/police witness, solicitor/lawyer or other professional working in the court (n=62);
 - they were paying a fine (n=25);
 - they were there to support someone else who was in court (n=25);
 - they had a lawyer/solicitor with them (n=9);
 - they were visiting an office only (n=9); and
 - they were a spectator (n=8).

5.2.3 Figure 3 details the extent to which information was provided to respondents upon arrival by sheriffdom. Most of the respondents in each sheriffdom stated that court staff had explained what was going to happen and what they should do upon arrival at court. However, nearly one in five respondents in Grampian, Highland and Islands (19%, n=67) indicated that this type of information had not been provided.

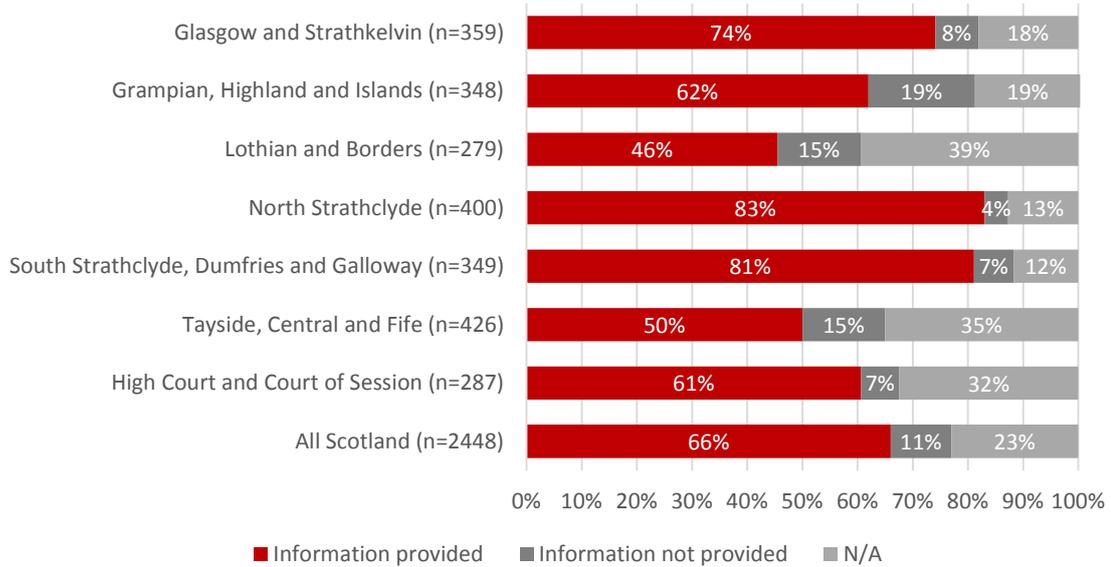


Figure 3. Information Provided Upon Arrival by Sheriffdom

5.2.4 As shown in Table 19, Jurors (93%, n=444) were the most likely user group to state that court staff explained what was going to happen and what they should do. The largest proportion of any one user group to indicate that court staff did not explain what was going to happen or what they should do when they arrived at court that day was accused in a criminal case and supporters of accused, where 16% (n=109) stated that such information was not provided. Advocates, Solicitors and Solicitor Advocates were the most likely group to state it was ‘not applicable’ for court staff to provide them with information on arrival.

Table 19. Information Provided Upon Arrival by User Group

USER GROUP	INFORMATION PROVIDED (%)	INFORMATION NOT PROVIDED (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	69	16	15	657
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	80	9	11	94
Jurors (selected and not selected)	93	4	3	478
Victims in a criminal case and supporters of victims	90	5	5	95
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	49	13	38	230
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	73	12	15	232
Advocates, Solicitors and Solicitor Advocates	39	8	53	297
All other professionals	42	11	47	363
All User Groups	65	11	24	2446

5.3 Accuracy of Information

- 5.3.1 Respondents who stated that court staff did explain what was going to happen and what they should do were asked to specify how accurate the explanation was. A total of 1603 respondents provided an answer, with the majority (97%, n=1561) stating that the explanation provided was either 'very' or 'fairly' accurate. Only 1% (n=17) stated the explanation given was 'very' or 'fairly' inaccurate, while 2% of respondents (n=24) said it was 'neither accurate nor inaccurate'. One further respondent indicated that they could not remember.
- 5.3.2 Almost all respondents in each sheriffdom and across all user groups stated that the explanations provided were either 'very' or 'fairly' accurate. A full breakdown of responses by sheriffdom and user group can be found in Tables 5.1 to 5.2 in Appendix B.

5.4 Update Information

- 5.4.1 All respondents were asked if court staff kept them informed about what was happening during the time they were in the court building. A total of 2451 respondents provided an answer, with 62% (n=1517) stating they had been kept informed, 17% (n=425) stating they had not been kept informed, 20% (n=492) stated the question was 'not applicable', and 1% (n=17) could not remember.

5.4.2 The most frequent reasons given for the question not being applicable included:

- it was not needed (n=108);
- I already knew (n=43);
- I had a solicitor/lawyer with me (n=17);
- I am a solicitor/lawyer (n=16);
- I was paying a fine (n=14);
- I am a visitor/spectator/supporter (n=12); and
- I work here/am here for work (n=11).

5.4.3 When considering the data by sheriffdom and user group, those respondents who could not remember whether or not they had received information about what was happening during the time they were in the court building, along with those who said this was not applicable, were removed from the analysis.

5.4.4 Sheriffdom responses are outlined in Figure 4. Across all sheriffdoms, the majority of respondents said they had received update information from court staff during their visit. However, nearly two in five respondents in Grampian, Highland and Islands (39%, n=118) said they had not received update information from court staff during their visit to court.

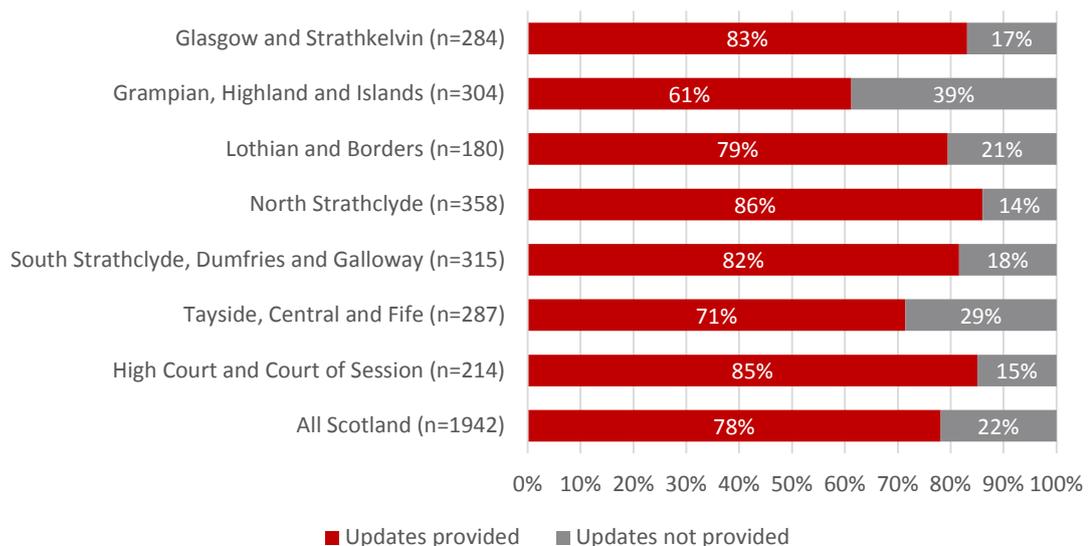


Figure 4. Update Information Provided by Sheriffdom

5.4.5 User group responses are shown in Table 20. Again, across all user groups, the majority of respondents who felt it was appropriate that they receive updates stated they had received them. Those user groups where the greatest proportions of respondents had received updates from court staff during their visit included jurors (95%, n=437), victims in a criminal case and supporters of victims (89%, n=81), advocates, solicitors and solicitor advocates (87%, n=170), those attending in relation to civil matters (83%, n=65), and all other professionals (82%, n=210). Meanwhile, over a third of the accused in a criminal case and supporters of accused (39%, n=210), and fine payers and people visiting the Sheriff Clerks Office/Offices of Court (38%, n=51), and a quarter of witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (26%, n=48) said they had not received update information from court staff during their visit to court.

Table 20. Update Information Provided by User Group

USER GROUP	UPDATES PROVIDED (%)	UPDATES NOT PROVIDED (%)	N
Accused in a criminal case and supporters of accused	61	39	541
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	83	17	78
Jurors (selected and not selected)	95	5	459
Victims in a criminal case and supporters of victims	89	11	91
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	62	38	134
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	74	26	187
Advocates, Solicitors and Solicitor Advocates	87	13	195
All other professionals	82	18	256
All User Groups	78	22	1941

5.5 Helpfulness of Update Information

- 5.5.1 Respondents who received information updates from court staff were then asked to rate how helpful this information was. A total of 1507 respondents provided an answer, with the majority (98%, n=1481) stating that the information received was either 'very' or 'fairly' helpful. Only 2% (n=23) believed that it was 'neither unhelpful nor helpful', and just three respondents (<1%) stated that it was 'fairly' unhelpful. No respondents rated the information as 'very' unhelpful.
- 5.5.2 Responses by sheriffdom are presented in Table 21. In all sheriffdoms at least 97% of respondents said that the update information provided to them was either 'very' or 'fairly' helpful, with nearly all respondents in South Strathclyde, Dumfries and Galloway providing such a rating. Tables showing the full breakdown of responses by sheriffdoms and user groups can be found in Tables 5.3 and 5.4 in Appendix B.

Table 21. Helpfulness of Update Information by Sheriffdom

SHERIFFDOM	FAIRLY UNHELPFUL (%)	NEITHER HELPFUL NOR UNHELPFUL (%)	VERY OR FAIRLY HELPFUL (%)	N
Glasgow and Strathkelvin	<1	2	98	234
Grampian, Highland and Islands	-	2	98	185
Lothian and Borders	-	1	99	144
North Strathclyde	<1	1	99	306
South Strathclyde, Dumfries and Galloway	-	<1	100	255
Tayside, Central and Fife	-	2	98	205
High Court and Court of Session	<1	3	97	178
All Scotland	<1	2	98	1507

5.6 Further Information Respondents Would Have Liked

5.6.1 A total of 2391 respondents provided an answer when asked whether they would have liked more information on the day of the survey. Only 9% (n=208) said that they would. The majority of responses related to regular and accurate information about delays, court cases and timings:

- advance, regular and/or accurate information about delays/cases/time (n=48);
- information about the overall procedure, including information about jury service and claiming expenses (n=18);
- the availability of court sheets/rolls/list of those in custody and for these to include more detailed information, as well as information on when cases would be heard (n=17);
- updates on what is happening with/in the case (n=15); and
- advance/timely information that I was not required/the case is cancelled (n=13).

5.7 Use of the SCTS Website

5.7.1 All respondents were asked if they had used the SCTS website in the last six months, and all provided a response. Just over a third (37%, n=917) stated that they had used the website during this time period and 63% (n=1566) stated they had not.

5.7.2 Table 22 shows that the most frequent users of the SCTS website in the last six months were Advocates, Solicitors and Solicitor Advocates (93%, n=282), and all other professionals (54%, n=199). Respondents most likely to not have used the SCTS website in the last six months were fine payers and people visiting the Sheriff Clerk's Office/Offices of Court (87%, n=201), and accused in a criminal case and supporters of accused (82%, n=544).

Table 22. Use of the SCTS Website by User Group

USER GROUP	USED (%)	NOT USED (%)	N
Accused in a criminal case and supporters of accused	18	82	662
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	28	72	95
Jurors (selected and not selected)	34	66	488
Victims in a criminal case and supporters of victims	24	76	96
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	13	87	230
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	29	71	238
Advocates, solicitors and solicitor advocates	93	7	303
All other professionals	54	46	369
All User Groups	37	63	2481

5.7.3 Tables providing the full breakdown of responses by sheriffdom and user group can be found in Tables 5.5 and 5.6 in Appendix B.

5.7.4 Respondents who stated they had used the website (n=917) were then asked to identify the reasons why they had done so. The main reason given for visiting the website was to obtain information on daily court business (77%, n=705), to obtain court addresses/phone numbers/directions to court (44%, n=406), and to obtain information leaflets and/or forms used in courts (36%, 326). Detailed responses are provided in Table 23.

Table 23. Reasons for Using the Website

REASONS	NUMBER	% OF RESPONSES ¹⁰
Obtain information on daily court business	705	77
Obtain information about SCTS and/or role	140	15
Obtain information about the Scottish Justice System	283	31
Obtain information leaflets and/or forms used in courts	326	36
Obtain court addresses/phone numbers/ directions to court	406	44
To pay a fine or other financial penalty online	43	5
To access Civil Online	31	3
Other	78	9

5.7.5 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 on the SCTS website. Most respondents had found it either 'very' or 'fairly' easy to find

¹⁰ No column total is provided as each row represents a different option in a multiple response question.

information, as detailed in Table 24, however, greater proportions found it either 'very' or 'fairly' difficult to access Civil Online (14%, n=4) and find other information (15%, n=11) compared to all other information sought (although the small sample sizes at these options should be borne in mind).

Table 24. Ease of Finding the Information Needed on the SCTS Website

EASE OF FINDING INFORMATION	VERY OR FAIRLY DIFFICULT (%)	NEITHER EASY NOR DIFFICULT (%)	VERY OR FAIRLY EASY (%)	N
How easy to obtain information on daily court business?	3	4	93	703
How easy to obtain information about the SCTS and/or role?	1	7	92	136
How easy to obtain information about the Scottish Justice System?	3	5	92	279
How easy to obtain information leaflets and/or forms used in courts?	2	6	92	322
How easy to obtain court addresses/phone numbers/directions to court?	2	4	94	398
How easy to pay a fine or other financial penalty online?	5	12	83	41
How easy to access Civil Online?	14	18	68	28
How easy to obtain other information?	15	6	79	72

Note: Each row represents a different question, therefore no all Scotland total can be provided.

5.7.6 Respondents who had used the website were also asked if there was any other information or service they would like to see provided online. Many respondents (n=288) indicated that there was no other information or service they would like to see on the website, while a range of possible options were identified by others. The information or services most often identified by respondents included:

- making the website more user friendly and/or easier to navigate (n=11);
- providing information on the cases calling daily in each court, what time the case will be heard and what court room it will be heard in (n=9);
- providing a better search engine, both in general and particularly in relation to judgments (n=8);
- providing secure portals for solicitors and/or for child welfare hearings and children's referrals so they can see case specific information and lodge documents (n=7);
- making it easier to see case outcomes (n=4);
- providing clearer contact details for each court/Sheriff Clerk (n=4); and
- detailing which Judge/Sheriff is allocated to each case/court room (n=4).

6. WAITING IN COURT

6.1 Waiting to be Served at a Counter

6.1.1 All respondents were asked if they had to wait to be served at a counter on the day of the survey, with 16% (n=393) stating that they had had to wait for this reason.

6.1.2 Figure 5 shows the number and percentage of respondents who had had to wait at a counter by sheriffdom. This shows that the area with the largest proportion of users who had had to wait to be served was South Strathclyde, Dumfries and Galloway (40%, n=141). Meanwhile, the areas with the lowest proportion of users who had had to wait at a counter were at the High Court and Court of Session and Tayside, Central and Fife, where only 4% (n=12) and 5% (n=20) of users respectively said that they needed to wait to be served at a counter during their visit.

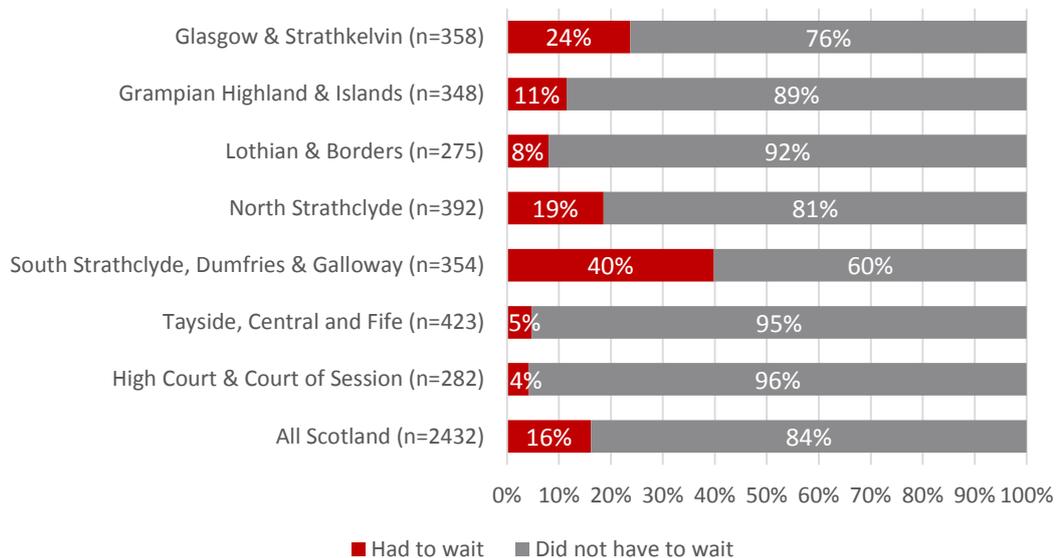


Figure 5. Waiting to be served at a Counter by Sheriffdom

6.1.3 The two user groups most likely to have to wait at a counter to be served were victims in a criminal case and supporters of victims (40%, n=38) and fine payers and people visiting the Sheriff Clerk's Office/Offices of Court (30%, n=68), as shown in Table 25.

Table 25. Waiting to be Served at a Counter by User Group

USER GROUP	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Accused in a criminal case and supporters of accused	7	93	660
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	20	80	94
Jurors (selected and not selected)	7	93	464
Victims in a criminal case and supporters of victims	40	60	94
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	30	70	228
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	16	84	235
Advocates, Solicitors and Solicitor Advocates	21	79	295
All other professionals	24	76	360
All User Groups	16	84	2430

6.1.4 Among those who reported that they had had to wait to be served at a counter, almost all (n=382, 97%) indicated the total length of time they needed to wait, while only one (<1%) said that they could not remember and 10 (2%) declined to answer the question. Table 26 shows the breakdown of the responses received. The majority of respondents (98%, n=375) stated that they had waited up to 15 minutes and just two (<1%) mentioned that their total waiting time was more than one hour.

Table 26. Length of Time Respondents Had to Wait at a Counter

TIME	NUMBER	%
Up to 15 minutes	375	98
16 to 30 minutes	3	1
31 minutes to 1 hour	2	<1
Over 1 hour and up to 2 hours	2	<1
Over 2 hours	0	-
Total	382	100

6.1.5 The 393 respondents who had waited at a counter were also asked whether they were satisfied with the overall waiting time. Nearly all (95%, n=373) said that they were either 'very' or 'fairly' satisfied with the overall waiting time, while only 1% (n=5) said they were 'very' or 'fairly dissatisfied'. A further eight respondents (2%) reported that they were 'neither dissatisfied nor satisfied' with the length of waiting time, and the remaining seven respondents (2%) either could not remember or declined to provide a rating.

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

6.2 Waiting to Take Part in Court Proceedings

6.2.1 All respondents were asked if they had to wait to take part in court proceedings on the day of the survey, with over half (57%, n=1423) of the whole sample indicating that they had had to wait for this reason.

6.2.2 Across all sheriffdoms, more than half of the respondents indicated that they had had to wait to take part in court proceedings (see Figure 6), with 66% (n=236) having to wait in South Strathclyde, Dumfries and Galloway.

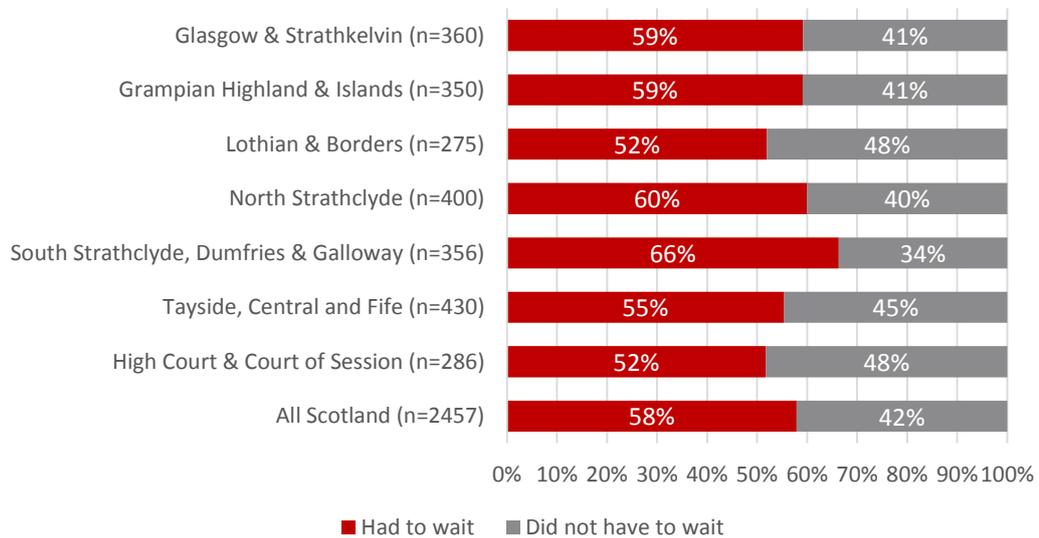


Figure 6. Waiting to Take Part in Court Proceedings by Sheriffdom

6.2.3 Similarly, over half of the respondents in most user groups had had to wait to take part in court proceedings (see Table 27), with over three quarters of victims in a criminal case and supporters of victims (84%, n=80), and of those attending for civil business (78%, n=73) indicating that they had had to wait. The only user groups where fewer than half of the respondents had had to wait were all other professionals (48%, n=175), and fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court (<1%, n=1).

Table 27. Waiting to Take Part in Court Proceedings by User Group

USER GROUP	HAD TO WAIT (%)	DID NOT HAVE TO WAIT (%)	N
Accused in a criminal case and supporters of accused	62	38	661
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	78	22	94
Jurors (selected and not selected)	70	30	474
Victims in a criminal case and supporters of victims	84	16	95
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	<1	100	229
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	60	40	235
Advocates, Solicitors and Solicitor Advocates	71	29	302
All other professionals	48	52	365
All User Groups	58	42	2455

6.2.4 It should be noted that the very low proportion of fine payers and people visiting the Sheriff Clerk's Office/Offices of Court who said they had had to wait for court proceedings should be expected as this group are unlikely to take part in court proceedings routinely on the same day.

6.2.5 People who had had to wait to take part in court proceedings were asked approximately how long they had had to wait. A total of 1390 respondents were able to identify this time period; 61% (n=843) stated that they had had to wait up to one hour, 21% (n=297) that they had waited between one and two hours, and 18% (n=250) that they had waited more than two hours (see Table 28).

Table 28. Length of Time Respondents Had to Wait to Take Part in Court Proceedings

TIME	NUMBER	%
Up to 15 minutes	149	11
16 to 30 minutes	282	20
31 minutes to 1 hour	412	30
Over 1 hour and up to 2 hours	297	21
Over 2 hours	250	18
Total	1390	100

6.2.6 There was very little difference in waiting times between the sheriffdoms. The proportions of users waiting up to 30 minutes ranged from 26% (n=55) in Glasgow and Strathkelvin to 37% (n=88) in North Strathclyde. Meanwhile, the proportions of users waiting over an hour ranged from 20% (n=46) in North Strathclyde to 50% (n=115) in Tayside, Central and Fife. A full breakdown of responses by sheriffdom can be viewed in Table 6.5 in Appendix B.

- 6.2.7 Results by user group show that the group with the largest proportion of respondents experiencing the longest waiting times is witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others. More than half of this group (62%, n=86) had had to wait over an hour, including 34% (n=47) waiting for over two hours. Conversely, those groups with the largest proportions of respondents experiencing the shortest waiting times were jurors and Advocates, Solicitors and Solicitor Advocates, where 53% (n=164) of jurors and 31% (n=66) of Advocates, Solicitors and Solicitor Advocates waited up to 30 minutes. A full breakdown of responses by user group can be found in Table 6.6 in Appendix B.
- 6.2.8 In total, 1409 people rated how satisfied they were with the total length of waiting time to take part in court proceedings. Around two thirds (68%, n=962) said that they were either 'very' or 'fairly' satisfied, while a further 21% (n=289) said that they were 'neither dissatisfied nor satisfied' with the total waiting time. Only 11% (n=158) stated that they were either 'very' or 'fairly' dissatisfied with the overall time they were required to wait.
- 6.2.9 Table 29 details satisfaction with waiting times to take part in court proceedings by sheriffdom. This shows that more than three quarters of the respondents in Grampian, Highland and Islands and North Strathclyde were either 'very' or 'fairly' satisfied with the waiting times, with both having 78% of respondents either 'very' or 'fairly' satisfied (n=160 and n=186 respectively). Lothian and Borders, Tayside, Central and Fife, and the High Court and Court of Session however, had the highest proportions of respondents who were either 'very' or 'fairly' dissatisfied with the waiting time, with 19% (n=26), 17% (n=39), and 17% (n=25) respectively.

Table 29. Satisfaction with Waiting Time by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	11	27	62	208
Grampian, Highland and Islands	8	14	78	206
Lothian and Borders	18	23	58	141
North Strathclyde	6	16	78	238
South Strathclyde, Dumfries and Galloway	6	21	73	233
Tayside, Central and Fife	17	18	65	237
High Court and Court of Session	17	28	55	146
All Scotland	11	21	68	1409

- 6.2.10 Table 30 shows that those attending for civil business and victims in a criminal case and supporters of victims had the highest levels of satisfaction with waiting times, with 80% (n=58) and 78% (n=62) of respondents in each of these groups respectively stating they were either 'very' or 'fairly' satisfied. Jurors provided the lowest proportion of respondents to rate their satisfaction with waiting times as either 'very' or 'fairly' satisfied, with 59% (n=189) providing such ratings, though a higher proportion of jurors indicated they were

‘neither satisfied nor dissatisfied’ compared to other user groups, and relatively few jurors said they were dissatisfied. Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others showed the highest proportion of respondents who were either ‘very’ or ‘fairly’ dissatisfied (21%, n=29) with waiting times to take part in court proceedings.

Table 30. Satisfaction with Waiting Time by User Group

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	12	17	71	405
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	15	5	80	73
Jurors (selected and not selected)	9	32	59	323
Victims in a criminal case and supporters of victims	6	16	78	80
Fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court	-	-	100	1
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	21	18	61	142
Advocates, Solicitors and Solicitor Advocates	6	21	73	213
All other professionals	12	16	72	171
All User Groups	11	21	68	1408

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

6.3 Updates from Court Staff Regarding Length of Wait

6.3.1 Of the respondents who had waited to take part in court proceedings, 1382 (97%) provided information on whether they had received updates from court staff, 37 (2%) could not remember and a further 4 respondents (1%) did not give an answer. Of those who provided information regarding updates, 61% (n=839) stated that they were given updates, and 32% (n=446) stated they were not. A further 7% (n=97) said that it was ‘not applicable’ for them to be given updates from court staff.

6.3.2 Figure 7 provides a breakdown of responses by sheriffdom. This shows that in most sheriffdoms over half of the respondents did receive updates from court staff regarding how long they were likely to have to wait. The only exceptions were Lothian and Borders, where 46% (n=66) received updates and 42% (n=59) did not, and Grampian, Highland and Islands, where 49% (n=100) received updates and 46% (n=95) did not.

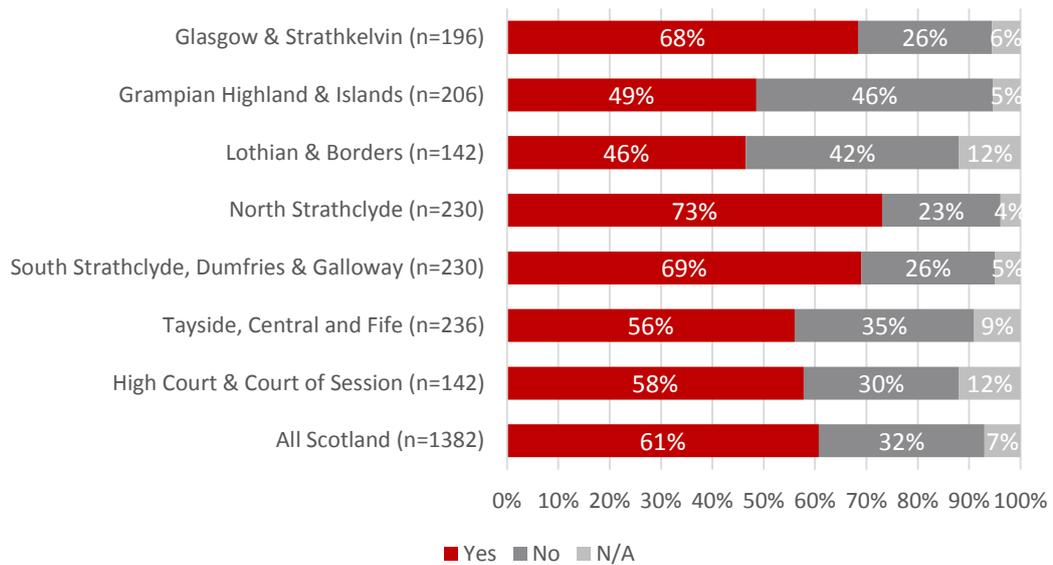


Figure 7. Respondents Who Received Court Staff Updates by Sheriffdom

6.3.3 Table 31 details the results by user group and shows that over 80% of jurors (84%, n=272) and victims in a criminal case and supporters of victims (82%, n=61) reported that they had received updates from court staff, whereas over half (53%, n=207) of accused in a criminal case and supporters of accused said that they had not.

Table 31. Respondents Who Received Court Staff Updates by User Group

USER GROUP	YES (%)	NO (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	41	53	6	391
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	61	36	3	72
Jurors (selected and not selected)	84	15	1	322
Victims in a criminal case and supporters of victims	82	17	1	75
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	-	-	100	1
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	57	41	2	138
Advocates, Solicitors and Solicitor Advocates	51	22	27	210
All other professionals	65	30	5	172
All User Groups	61	32	7	1381

6.3.4 A total of 97 respondents indicated that it was not applicable for them to be given updates from court staff about how much longer they were likely to have to wait on the day of their visit. The main reasons given for this are outlined below:

- updates were not needed (n=14);
- the respondent already knew (n=14);
- the respondent was a lawyer/solicitor (n=13);

- the information was provided to the respondent by their solicitor/lawyer (n=9); and
- the respondent did not wait for a long time to be seen (n=5).

6.3.5 All respondents who answered either 'yes' or 'no' to the above question were also asked to rate their level of satisfaction with court staff's attempts to keep them informed about how much longer they were likely to have to wait during their visit. Of the 1268 respondents who provided a rating, most (80%, n=1011) said that they were either 'very' or 'fairly' satisfied and only 8% (n=106) said that they were either 'very' or 'fairly' dissatisfied. The remaining 12% (n=151) stated that they were 'neither satisfied nor dissatisfied'.

6.3.6 Table 32 details levels of satisfaction with being told about waiting times by sheriffdom. In general terms, there were relatively high levels of satisfaction across the sheriffdoms with North Strathclyde having the highest levels of satisfaction (89%, n=197) with court staff's attempts to keep respondents informed about waiting times. Lothian and Borders and Tayside, Central and Fife, however, exhibited the highest levels of dissatisfaction, with 18% (n=22) and 14% (n=29) of respondents rating themselves as either 'very' or 'fairly' dissatisfied respectively.

Table 32. Satisfaction with Being Told about Likely Duration of Wait by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	9	11	80	179
Grampian, Highland and Islands	4	11	85	195
Lothian and Borders	18	17	65	122
North Strathclyde	4	7	89	220
South Strathclyde, Dumfries and Galloway	4	12	84	217
Tayside, Central and Fife	14	14	72	213
High Court and Court of Session	11	15	74	122
All Scotland	8	12	80	1268

6.3.7 Again, the level of satisfaction with court staff's attempts to keep respondents informed about waiting times was relatively high across all user groups, with at least two thirds of respondents in each group indicating that they were either 'very' or 'fairly' satisfied. Table 33 shows that victims in a criminal case and supporters of victims were the most satisfied group, with 91% (n=67) of respondents indicating they were either 'very' or 'fairly' satisfied and no respondents from this user group reporting that they were dissatisfied. Levels of dissatisfaction, however, were highest for witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others with 16% (n=22) stating that they were 'very' or 'fairly' dissatisfied.

Table 33. Satisfaction with Being Told about Likely Duration of Wait by User Group¹¹

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	11	13	76	366
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	6	13	81	69
Jurors (selected and not selected)	5	12	83	311
Victims in a criminal case and supporters of victims	-	9	91	74
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	16	18	66	135
Advocates, Solicitors and Solicitor Advocates	5	11	84	152
All other professionals	9	6	85	160
All User Groups	8	12	80	1267

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

6.4 Updates from Court Staff Regarding Reasons for Waiting

6.4.1 All 1423 respondents who had had to wait were also asked whether they were told the reason for their wait, with 1364 (96%) providing information. The remaining 59 respondents (4%) either could not remember or did not answer the question. Overall, 63% (n=855) of those respondents who provided information stated they had been told why they had had to wait, a further 28% (n=389) said they had not been told why they had had to wait, and 9% (n=120) reported it was not applicable for them to be told.

6.4.2 Figure 8 shows the results broken down by sheriffdom. This shows that across all sheriffdoms greater proportions of respondents had been told than had not. However, in Grampian, Highland and Islands, just over half of the respondents (52%, n=107) had been told why they had to wait while 42% (n=87) had not been told.

¹¹ Fine payers and visiting Sheriff Clerk's Office/Offices of Court are missing from this table as no respondents from this user group answered this question.

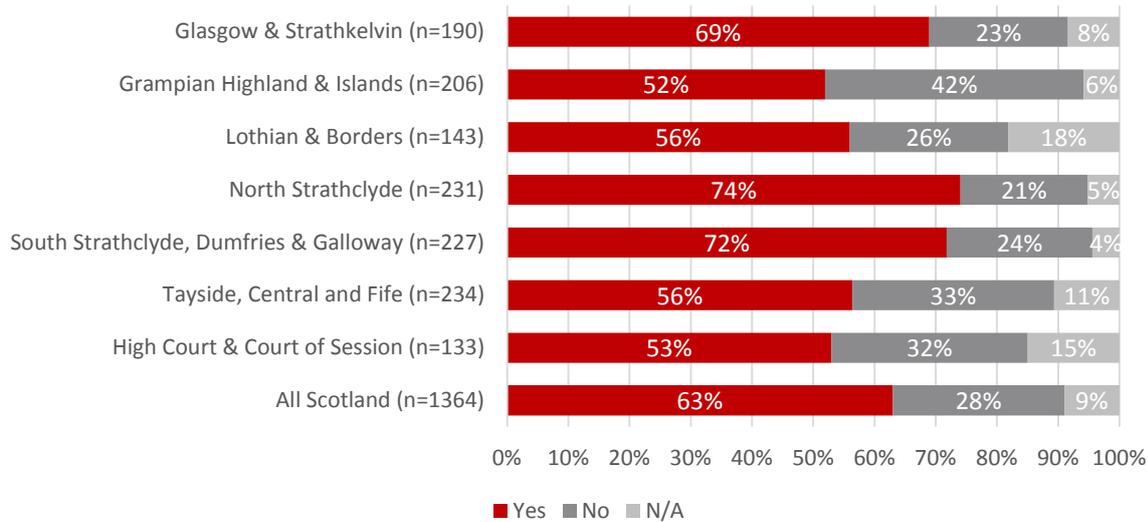


Figure 8. Respondents Told Why they Had To Wait by Sheriffdom

6.4.3 Table 34 details responses by user group. Jurors were the most informed user group, with 85% (n=265) indicating they were told by court staff why they had had to wait, and 80% (n=59) of victims in a criminal case and supporters of victims were told this. However, half of accused in a criminal case and supporters of accused (50%, n=193) said that they were not told the reasons for the wait.

Table 34. Respondents Told Why they Had To Wait by User Group

USER GROUP	YES (%)	NO (%)	N/A (%)	N
Accused in a criminal case and supporters of accused	43	50	7	386
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	68	29	3	72
Jurors (selected and not selected)	85	14	1	313
Victims in a criminal case and supporters of victims	80	20	0	74
Fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court	100	0	0	1
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	64	34	2	136
Advocates, Solicitors and Solicitor advocates	54	13	33	208
All other professionals	66	25	9	173
All User Groups	63	28	9	1363

6.4.4 Overall, 120 respondents said it was ‘not applicable’ for them to be told by court staff why they had had to wait at court. The main reasons given for this are outlined below:

- they already knew or felt it was obvious (n=32);

- they felt that an explanation was not needed (n=20);
- they were a solicitor/lawyer (n=9); and
- they were told by somebody else, usually their solicitor/lawyer (n=7).

6.4.5 Respondents were also asked how satisfied they were with court staff’s attempts to keep them informed about why they had had to wait at court. A total of 1223 provided a satisfaction rating. Overall, most (81%, n=995) indicated they were either ‘very’ or ‘fairly’ satisfied, a further 11% (n=136) were ‘neither satisfied nor dissatisfied’, and 8% (n=92) were either ‘very’ or ‘fairly’ dissatisfied.

6.4.6 Table 35 details responses by sheriffdom. This shows that satisfaction levels were high across the sheriffdoms, ranging from 69% (n=80) of respondents in Lothian and Borders to 91% (n=197) in North Strathclyde who indicated that they were either ‘very’ or ‘fairly’ satisfied with court staff’s attempts to keep them informed about why they had had to wait. Lothian and Borders had the highest levels of dissatisfaction, with 15% (n=17) indicating they were either ‘very’ or ‘fairly’ dissatisfied.

Table 35. Satisfaction with Explanation of Reason for Wait by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	8	7	85	170
Grampian, Highland and Islands	4	9	87	191
Lothian and Borders	15	16	69	116
North Strathclyde	4	5	91	215
South Strathclyde, Dumfries and Galloway	2	13	85	216
Tayside, Central and Fife	13	16	71	204
High Court and Court of Session	12	15	73	111
All Scotland	8	11	81	1223

6.4.7 Table 36 shows fairly high levels of satisfaction for most user groups in relation to court staff’s attempts to keep them informed about why they were having to wait, with victims in a criminal case and supporters of victims and Advocates, Solicitors and Solicitor Advocates reporting over 90% of respondents to be either ‘very’ or ‘fairly’ satisfied (at 93%, n=68 and 91%, n=124 respectively). The user group with the highest level of dissatisfaction, however, was witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others, where 14% (n=19) of respondents respectively indicated that they were either ‘very’ or ‘fairly’ dissatisfied.

Table 36. Satisfaction with Explanation of Reason for Wait by User Group

USER GROUP	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Accused in a criminal case and supporters of accused	11	15	74	357
Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses	6	10	84	69
Jurors (selected and not selected)	3	10	87	299
Victims in a criminal case and supporters of victims	1	6	93	73
Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court	0	0	100	1
Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others	14	17	69	133
Advocates, Solicitors and Solicitor Advocates	4.5	4.5	91	136
All other professionals	9	7	84	154
All User Groups	8	11	81	1222

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

7. CATERING AND OTHER COURT FACILITIES

7.1 Use of Catering Facilities

7.1.1 All respondents were asked if they had used the catering/vending facilities within the court building on the day of the survey. A total of 2463 respondents provided an answer, with around a quarter (26%, n=633) indicating that they had used some of the catering facilities provided, while 65% (n=1610) had not, 9% (n=219) stated it was not applicable, and one respondent (<1%) could not remember.

7.1.2 Figure 9 details the use of catering/vending facilities by sheriffdom. The highest use of these facilities was in North Strathclyde, where 39% (n=144) of respondents had used the facilities. The lowest use of catering/vending facilities was in Grampian, Highland and Islands, where only 10% (n=26) had used the facilities.

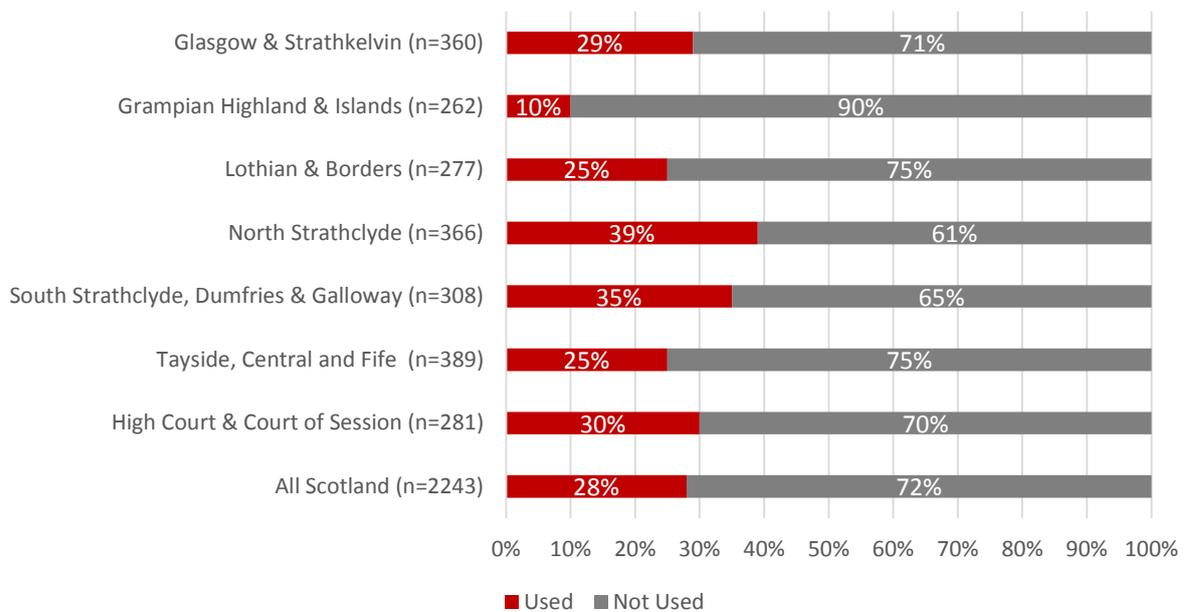


Figure 9. Use of Catering/Vending Facilities by Sheriffdom

7.1.3 A total of 624 respondents indicated which catering facilities they had used during their visit, with some respondents using more than one facility. Table 37 shows the most frequently used type of facility was a cafeteria, which was used by 69% (n=433) of respondents who had used the catering/vending services. A further 25% (n=159) used the tea/coffee dispensers, with snack dispensers (1%, n=9) being the least used type of facility.

Table 37. Type of Catering Facilities Used

FACILITIES	NUMBER OF RESPONSES	% OF RESPONDENTS ¹²
Cafeteria (public or staff)	433	69
Tea/coffee dispensers	159	25
Trolley	20	3
Soft drink dispenser	22	4
Snack dispenser	9	1
Other	73	12

7.1.4 The majority of ‘other’ catering facilities used were described as “jurors’ lunch” or “lunch had been provided” (n=43), while a few had used a tea/coffee bar (n=13), or the solicitors’ room (n=4).

7.2 Satisfaction with Catering Facilities

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

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

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

Range of Food and Drink Available

7.2.3 Respondents who had used the catering facilities were asked to rate how satisfied they were with the range of food and drink available. Of the 618 who provided a rating, most (81%, n=498) indicated that they were either ‘very’ or ‘fairly’ satisfied, with only 7% (n=46) indicating they were dissatisfied to any extent. The remaining 12% (n=74) indicated they were ‘neither satisfied nor dissatisfied’ with the range of food and drink available on the day of the survey.

7.2.4 Satisfaction with the range of food and drink was high across all sheriffdoms, ranging from 66% (n=54) of respondents in the High Court and Court of Session, to 91% (n=96) of respondents in South Strathclyde, Dumfries and Galloway who stated they were either ‘very’ or ‘fairly’ satisfied.

Quality of Food and Drink Purchased

7.2.5 In total, 573 respondents rated how satisfied they were with the quality of food and drink they had purchased on the day. Again, most (83%, n=478) were either ‘very’ or ‘fairly’ satisfied, with only 5% (n=30) indicating that they were dissatisfied to some degree. The remaining 11% (n=65) were ‘neither satisfied nor dissatisfied’.

¹² No column total is provided as each row represents a different option in a multiple response question.

- 7.2.6 Satisfaction was again high across all sheriffdoms, ranging from 75% of respondents in both the High Court and Court of Session (n=50) and Lothian and Borders (n=48) to 94% (n=98) of respondents in South Strathclyde, Dumfries and Galloway who stated they were either 'very' or 'fairly' satisfied with the quality of the food and drink they purchased on the day of the survey.

Service Provided in the Cafeterias

- 7.2.7 Of the 443 respondents who used a cafeteria and rated their level of satisfaction with the service provided, results were very positive, with a total of 94% (n=416) indicating that they were either 'very' or 'fairly' satisfied. Only 2% (n=10) indicated that they were dissatisfied to some degree, while the remaining 4% (n=17) indicated they were 'neither satisfied nor dissatisfied'.
- 7.2.8 The number of respondents in each sheriffdom was fairly small, ranging from just six in Grampian, Highland and Islands (which only has one court with a cafeteria) to 118 in North Strathclyde. Therefore, disaggregated results for this question should not be regarded as completely reliable. That being said, satisfaction was rated consistently high, ranging from 83% (n=40) of respondents in the High Court and Court of Session to 100% of respondents in both Grampian, Highland and Islands (n=6) and Tayside, Central and Fife (n=49) who were either 'very' or 'fairly' satisfied with the service in the cafeteria.

Reasons for Dissatisfaction with the Catering Facilities

- 7.2.9 Respondents who indicated that they were dissatisfied with the catering services were asked to explain their reason for this. The main reasons given were related to:
- poor range of food and drink, including a lack of healthy options (n=22);
 - poor quality of food and drink (n=13); and
 - food/drink was too expensive (n=4).

7.3 Other Court Facilities Used

- 7.3.1 All respondents were asked to identify which court facilities they had used during their visit on the day of the survey. A total of 2439 respondents indicated that they had used one or more facility.
- 7.3.2 Table 38 details use of each of the facilities, and shows that the most frequently used facilities were a court room, used by 69% (n=1692) of respondents, the waiting areas (used by 46% (n=1115) of respondents) and the toilets (used by 44% (n=1083) of respondents). The least used facility was the cells, used by 5% (n=121) of respondents. Tables 7.7 and 7.8 in Appendix B show use of court facilities broken down by sheriffdom and user group.

Table 38. Use of Other Court Facilities

FACILITIES	NUMBER OF RESPONSES	% OF RESPONDENTS ¹³
Public Entrance/Area Outside Court Building	896	37
Waiting Areas/Area Outside Court Room	1115	46
Court Room	1692	69
Jury Room	401	16
Witness Room	432	18
Agent's Room/Solicitors' Room	251	10
Cells in Court Building	121	5
Sheriff Clerk's Office/Offices of Court	446	18
Toilets in Court Building	1083	44
Cafeteria (public or staff)	386	16
Other	77	3

7.3.3 Where a respondent had used a facility they were also asked to rate their satisfaction with the comfort, cleanliness, and the safety and security of that facility. Table 39 details the percentage of respondents who indicated they were either 'very' or 'fairly' satisfied with each measure across each facility.

Table 39. Satisfaction with Comfort, Cleanliness, and Safety and Security

FACILITIES	VERY OR FAIRLY SATISFIED ¹⁴		
	COMFORT (%)	CLEANLINESS (%)	SAFETY AND SECURITY (%)
Public Entrance/Area Outside Court Building	68	90	87
Waiting Areas/Area Outside Court Room	75	95	93
Court Room	89	97	97
Jury Room	80	93	96
Witness Room	86	94	95
Agent's Room/Solicitors' Room	79	83	90
Cells in Court Building	37	54	84
Sheriff Clerk's Office/Offices of Court	73	97	96
Toilets in Court Building	60	90	93
Cafeteria (public or staff)	89	95	95
Other	69	81	79

¹³ No column total is provided as each row represents a different option in a multiple response question.

¹⁴ No column total is provided as each row represents a different question.

- 7.3.4 In relation to cleanliness and safety and security, at least three quarters (75%) of respondents using each facility rated themselves as either 'very' or 'fairly' satisfied. The only exception is for the cleanliness of the cells, where 54% (n=62) of respondents were either 'very' or 'fairly' satisfied.
- 7.3.5 Satisfaction with the comfort of facilities was slightly lower overall, with six facilities achieving 'very' or 'fairly' satisfied ratings from at least three quarters of respondents, and five facilities with lower proportions of 'very' or 'fairly' satisfied respondents. Two facilities in particular received 'very' or 'fairly' satisfied ratings from fewer than two thirds of the respondents, including the toilets, where 60% (n=638) of respondents were 'very' or 'fairly' satisfied, and the cells, where just 37% (n=44) of respondents were 'very' or 'fairly' satisfied.
- 7.3.6 A full breakdown of satisfaction with comfort, cleanliness and safety and security of facilities by sheriffdom and user group can be found in Tables 7.9 to 7.68 in Appendix B.
- 7.3.7 Respondents who indicated that they were dissatisfied with any of the court facilities they used were asked to explain the reasons why. The main reasons included:
- lack of seating in most parts of the building (n=51);
 - uncomfortable or unsuitable seating (n=49) (it should be noted that a further eight respondents also mentioned seating but did not detail their issue with it);
 - areas generally being dirty and/or smelly (n=29), including the cells;
 - a lack of security in certain parts of the building (n=24), including complaints about people hanging around (and/or smoking) at the main entrance and hanging around in the corridors making other court users feel intimidated;
 - issues with the jury room (n=21), including being too small, a lack of leg room, unclean, too hot, and having a lack of toilet facilities;
 - issues with the temperature (n=21), i.e. being too hot, stuffy, or cold in certain parts of the building;
 - unpleasant public toilets (n=20);
 - a lack of privacy (n=11);
 - issues with the agents'/solicitors' room (n=10), including being too small/crowded, too hot, being dirty and having broken equipment; and
 - a lack of refreshments/issues with the catering facilities provided (n=10).

8. 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 2440 respondents (98%) provided a rating; a further 43 (2%) did not. The majority of those who gave a rating (92%, n=2246) stated they were either 'fairly' or 'very' satisfied. Only 2% (n=49) of respondents stated that they were either 'fairly' or 'very' dissatisfied, and a further 6% (n=145) were 'neither dissatisfied nor satisfied'. Full details are provided in Table 40 below.

Table 40. Overall Satisfaction with the SCTS

SATISFACTION	NUMBER	%
Very dissatisfied	14	1
Fairly dissatisfied	35	1
Neither dissatisfied nor satisfied	145	6
Fairly satisfied	746	31
Very satisfied	1500	61
Total	2440	100

8.1.2 Figure 10 shows that the level of overall satisfaction has remained static between 2017 and 2019, and remains 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 between 2007 and 2017/19. 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 scores¹⁵.

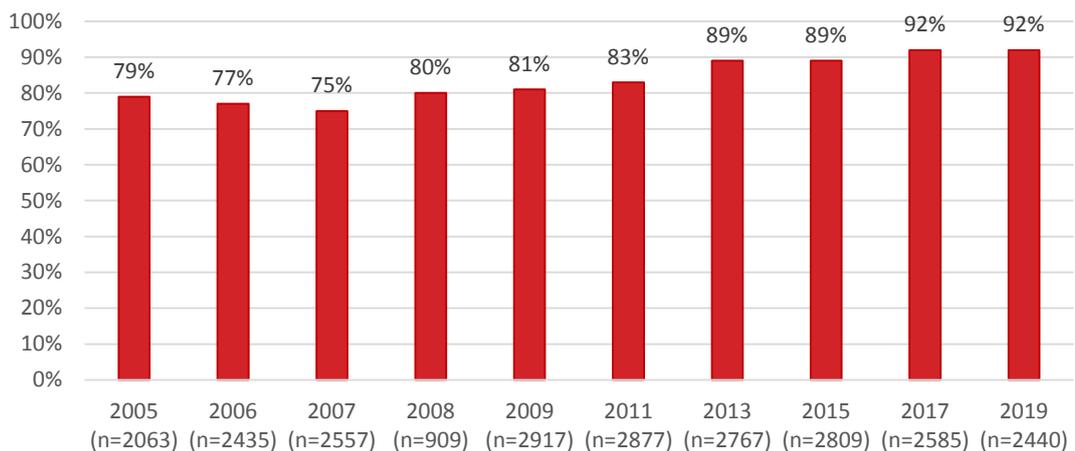


Figure 10. Overall Satisfaction (2005-2019)

¹⁵ 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.

8.2 Overall Satisfaction by Sheriffdom

8.2.1 Results continue to be positive when disaggregated by sheriffdom. Table 40 shows that satisfaction ranged from 88% (n=379) in Tayside, Central and Fife to 95% in both Grampian, Highland and Islands (n=328) and South Strathclyde, Dumfries and Galloway (n=335).

Table 41. Overall Satisfaction by Sheriffdom

SHERIFFDOM	VERY OR FAIRLY DISSATISFIED (%)	NEITHER SATISFIED NOR DISSATISFIED (%)	VERY OR FAIRLY SATISFIED (%)	N
Glasgow and Strathkelvin	2	6	92	357
Grampian, Highland and Islands	1	4	95	344
Lothian and Borders	1	9	90	275
North Strathclyde	2	4	94	394
South Strathclyde, Dumfries and Galloway	<1	5	95	354
Tayside, Central and Fife	5	7	88	431
High Court and Court of Session	2	7	91	285
All Scotland	2	6	92	2440

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

8.3 Overall Satisfaction by Core User Group

8.3.1 Satisfaction levels for professional and non-professional court users were also high, with the majority of professionals (92%, n=603) and non-professionals 92% (n=1643) being either 'very' or 'fairly' satisfied. Table 42 provides a full breakdown of responses by the core user groups, while Table 8.2 in Appendix B provides a breakdown by all eight clustered user groups.

Table 42. Overall Satisfaction by Core User Group

SATISFACTION	PROFESSIONALS		NON-PROFESSIONALS	
	N	%	N	%
Very dissatisfied	1	<1	13	1
Fairly dissatisfied	12	2	23	1
Neither satisfied nor dissatisfied	42	6	103	6
Fairly satisfied	164	25	582	33
Very satisfied	439	67	1061	59
Total	658	100	1782	100

8.3.2 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 for dissatisfaction were:

- lack of information/communication (n=18);
- waste of time and money, largely due to cases not going ahead as planned or jurors not being selected (n=11);
- poor facilities/facilities in need of upgrading (n=8);
- long waiting times (n=6); and
- staff unhelpful/impolite (n=5).

8.4 Service Development and Feedback

8.4.1 All respondents were asked if there were any aspects of the service provided by the SCTS that they would change. A total of 1207 respondents provided an answer, with around two thirds (63%, n=761) stating there was nothing they would change. The issue for change most frequently mentioned (n=125) was waiting times and/or that the process was slow/time consuming and/or could be more efficient (in particular to avoid attending court when not required). A further 20 respondents suggested the possible use of time slots to improve efficiency and reduce waiting times. Other changes suggested by respondents included:

- better and/or more communication/information (n=57);
- improvements to the catering facilities and/or provision of refreshments (including water fountains) (n=42);
- increased provision of interview rooms or concerns over other privacy issues (n=27);
- more/better seating (n=19);
- improvements to witness facilities (n=12);
- concerns over shared areas of the court building (n=11);
- improvements to the website, online capability and IT systems (n=11);
- improved signage throughout the court building (n=10);
- improvements to the temperature in the building (n=9);
- improvements to the waiting areas (n=7);
- better sound quality (n=7);
- improved security/safety (n=6);
- better toilet facilities (n=6);
- information and/or access to car parking (n=6);
- allowing jury members access to outside space (n=5); and
- issues related to disabled access (n=3).

8.4.2 Respondents were then 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 2392 respondents provided an answer, with 58% (n=1381) stating that they did and 42% (n=1011) stating they did not. A full breakdown of these responses by sheriffdom and user group can be found in Tables 8.3 to 8.4 in Appendix B.

8.4.3 Respondents 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 947 respondents provided an answer, although most (93%, n=880) stated there was no other information they would have liked. Some of the other answers given were:

- information about waiting times and advance notice of any changes (n=17);
- suggestions regarding summarised statistics which could be useful (n=9), including:
 - statistics in relation to privately funded cases to legally aided ones;
 - how many cases are adjourned, how many are seen through to conclusion, and how many get to trial;
 - how many cases have been deserted due to lack of court time and how many cases have been dealt with by means other than prosecution, to break down the types of solemn cases;
 - the number of cases that go ahead each day compared to the number of cases called each day;
 - how many people use the courts on an average daily basis;
 - the total number of summary trials and jury trials concluded; and
 - levels of case numbers being handled by the courts (including historic levels);
- information regarding the outcome of cases (n=4);
- details regarding who/how to ask for help at court/in advance (n=3); and
- information about what is on in each court room (n=2).

9. KEY DRIVER ANALYSIS

9.1 Key Drivers of Overall Satisfaction

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

Key Driver Analysis Including Satisfaction with Catering Facilities

9.1.2 When all satisfaction variables were entered into the calculation (excluding those relating to satisfaction with the cleanliness, comfort and safety of facilities, e.g. of the court room, waiting areas, toilets, etc., and satisfaction with the service in the cafeteria¹⁶), three variables were highlighted as key drivers of overall satisfaction this year.

9.1.3 Similar to the 2017 results, the main predictor of overall satisfaction was the ease with which court users found out where in the building they had to go that day. This accounted for 20% of the variance in overall satisfaction.

9.1.4 The second factor influencing overall satisfaction was respondents' satisfaction with the time they had to wait to take part in court proceedings, which accounted for a further 13% of variance.

9.1.5 The final factor influencing overall satisfaction was the helpfulness of the information provided by court staff, which accounted for a further 5% of variance.

9.1.6 Together, these elements accounted for a total of 38% of variance in overall satisfaction.

9.1.7 The statistical relationships between any other of the remaining variables and the overall satisfaction score were too weak for them to be included in the statistical relationship.

Key Driver Analysis Excluding Satisfaction with Catering Facilities

9.1.8 In previous years, however, the Key Driver Analysis has excluded satisfaction related to all catering elements as well as satisfaction with the cleanliness, comfort and safety of facilities due to small sample sizes. When all catering variables are excluded from the analysis this year, the results differ to those achieved above.

9.1.9 In this analysis model, the main predictor of overall satisfaction is the politeness of the court staff respondents spoke with on the day of the survey, accounting for 16% of variance.

9.1.10 The second factor influencing overall satisfaction is respondents' satisfaction with court staff's attempts to keep them informed about how much longer they were likely to have to wait, accounting for a further 7% of variance.

9.1.11 The final factor influencing overall satisfaction was the ease with which court users found out where in the building they had to go that day, accounting for a further 2% of variance.

9.1.12 In this analysis, these three factors accounted for 25% of variance in overall satisfaction.

¹⁶ These variables were excluded from the Key Driver Analysis due to small sample sizes for some of the options and the lack of certain facilities in some courts. When included, these variables skewed the results/did not allow the analysis to run.

- 9.1.13 This accounts for slightly lower levels of variance overall compared to the inclusion of satisfaction with the range and quality of food and drink available. However, across both analysis scenarios, the quality of the contact with court staff is shown to be important, with ease of navigating the court building and the time respondents had to wait to take part in court proceedings also proving important in influencing overall satisfaction.

10. CHANGES OVER TIME

10.1 Introduction

10.1.1 Data from the main user satisfaction variables available from the three latest sweeps of the survey, i.e. between the 2015, 2017 and 2019 surveys, was compared to identify any statistically significant changes or patterns emerging in the results over time.

10.1.2 Although there may be slight differences in the courts included in each survey year (due to court closures and relocations and/or courts being excluded due to a lack of business) data from all courts included in the fieldwork from each survey has been included in the analysis. As such, the results represent the satisfaction levels found at the aggregate and sheriffdom level, based on the profile of the courts available within each year.

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

- overall satisfaction;
- ease of finding out where in the building respondents had to go;
- helpfulness and politeness of court staff;
- accuracy and helpfulness of information provided;
- satisfaction with waiting times to be served at a counter and to take part in court proceedings;
- satisfaction with attempts by court staff to keep respondents informed about how much longer, and why, they were having to wait to take part in court proceedings;
- satisfaction with various elements of any catering facilities available; and
- satisfaction with the comfort, cleanliness, and safety and security of the public entrance/area outside the court building, waiting areas, court rooms, and the toilet facilities.

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

10.2 Weighting

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

10.2.2 It is possible, however, to generate a pseudo-population based on the average sample characteristics from across the various sweeps of the survey (in this case 2015, 2017 and 2019). The resulting profile can then be used to weight data from each year to negate sample variations between sweeps. This makes comparison more reliable than it would be

if raw data from the three years were used, since the variation in sample profiles may bias the ratings achieved for the main performance variables. Ensuring that the sample in each year is weighted so that all user groups are equally represented across the years makes comparative analysis more robust.

- 10.2.3 Although the 2015 and 2017 reports included satisfaction scores, these are not necessarily the same as those calculated here due to the new weighting factor applied this year. Further, it would not be accurate to append the results of any pre-2015 surveys to these results, due to the different years involved in creating the weighting factors, the differences in the sample structures created by the introduction of Justice of the Peace Courts within the SCTS estate, and variations in wording of some of the questions in pre-2015 surveys.
- 10.2.4 Comparisons within sheriffdoms between years, which will illustrate any changes in the results for individual sheriffdoms over time, require a ‘user group within sheriffdom weight’ to be generated. When disaggregated by sheriffdom, the number of respondents in some user groups was too small in individual years to permit weighting. Therefore, to generate this weighting factor, further clustering of the user groups was required. The resulting combinations of user groups are shown in Table 43.

Table 43. Clustered Typologies for ‘User Group within Sheriffdom’ Weighting

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

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

10.3 Aggregate Analysis

- 10.3.1 Table 44 shows the (weighted) mean satisfaction scores for each of the key service provision variables for the total sample in each year. Only those that are highlighted show significant changes between the years; all others show no significant change.

Table 44. Total Sample: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.49	4.51	4.51
Ease of finding out where in the building to go	4.79	4.81	4.73
Helpfulness of court staff	4.78	4.77	4.78
Politeness of court staff	4.82	4.82	4.83
Accuracy of information provided by court staff	4.74	4.65	4.64
Helpfulness of information provided by court staff	4.78	4.69	4.69
Satisfaction with time waited to be served at a counter	4.28	4.29	4.18
Satisfaction with time waited to take part in court proceedings	3.75	3.71	3.74
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.11	3.90	4.06
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.11	3.98	4.10
Range of food and drink available	3.98	4.24	4.11
Quality of food and drink purchased	4.10	4.42	4.25
Service in the cafeteria	4.58	4.70	4.59
Comfort of the public entrance/area outside the court building	4.12	4.01	3.99
Cleanliness of the public entrance/area outside the court building	4.52	4.45	4.48
Safety and security of the public entrance/area outside the court building	4.33	4.50	4.47
Comfort of waiting areas	4.08	4.05	3.87
Cleanliness of waiting areas	4.67	4.57	4.58
Safety and security of waiting areas	4.52	4.53	4.57
Comfort of court room	4.36	4.26	4.29
Cleanliness of court room	4.78	4.67	4.67
Safety and security of court room	4.74	4.67	4.68
Comfort of the toilets	4.03	3.88	3.87
Cleanliness of the toilets	4.41	4.32	4.37
Safety and security of the toilets	4.41	4.55	4.61

10.3.2 The results at the aggregate level are mixed, with seven service elements showing statistically significant positive increases in mean satisfaction scores between individual survey years, but with 13 service elements showing statistically significant decreases at some point during the three years considered.

- 10.3.3 Ease of finding out where in the building to go shows no real difference in results between 2015 and 2017, however, the decline in 2019 is significant compared to both 2015 and 2017. Meanwhile, both the accuracy and helpfulness of information provided by court staff show a significant decline in mean scores between 2015 and 2017/2019, although there is no real difference in satisfaction levels at these variables between 2017 and 2019.
- 10.3.4 Satisfaction with attempts by court staff to keep respondents informed about how much longer, and why they had to wait dipped in 2017, with the decline between 2015 and 2017, and the subsequent increase in satisfaction levels between 2017 and 2019 being significant. Satisfaction levels between 2015 and 2019 show no significant difference at both these variables.
- 10.3.5 While satisfaction with the range of food and drink, the quality of food and drink available, and the service in the cafeteria all follow the same pattern, of an increase in satisfaction levels between 2015 and 2017, followed by a reduction in 2019, it should be noted that the 2019 reduction is significant only for the quality of the food and drink available, where the 2019 result is significantly different to both the 2015 and 2017 results. All increases in satisfaction between 2015 and 2017 at these three variables is statistically significant.
- 10.3.6 There is a statistically significant decline in satisfaction with the comfort of the public entrance/area outside the court building between 2015 and 2017/2019, but no real difference between satisfaction levels between 2017 and 2019. Conversely, there is a statistically significant increase in satisfaction with the safety and security of the public entrance/area outside the court building between 2015 and 2017/2019, and no real difference between 2017 and 2019.
- 10.3.7 In relation to the waiting areas/areas outside the court rooms, satisfaction with comfort shows no real change between 2015 and 2017, but a significant decrease in 2019 (which is statistically significant to both the 2015 and 2017 scores). Meanwhile, cleanliness of the waiting areas shows a statistically significant decrease in satisfaction between 2015 and 2017/2019, with no real difference between 2017 and 2019.
- 10.3.8 Although the comfort of the court room shows no significant difference between 2015 and 2019, or between 2017 and 2019, the decrease in the mean satisfaction score between 2015 and 2017 is significant. Meanwhile, both the cleanliness and safety and security of the court room show significant decreases in mean scores between 2015 and 2017/2019, and no real differences between 2017 and 2019.
- 10.3.9 Similarly, satisfaction with the comfort of the toilet facilities shows a significant decrease in mean scores between 2015 and 2017/2019, (the difference between 2017 and 2019 is not significant). The increase in mean scores for the safety and security of the toilets between 2015 and 2017/2019 is statistically significant, however the further increase in 2019 is not large enough to be significant between 2017 and 2019.
- 10.3.10 Although many of the differences at the aggregate level show a decline in mean satisfaction scores, it should be noted that the mean scores in 2019 remain high, generally above 4.00, indicating that most respondents are still 'fairly' or 'very' satisfied.

10.4 Within Sherifdom Analysis

- 10.4.1 The following sections provide the (weighted) mean satisfaction scores for each of the key service provision variables by sherifdom. Only those variables highlighted in each of the

tables below show significant changes (at the 95% confidence level) in the mean scores between the years.

10.4.2 Within sheriffdom sample sizes for a number of variables were too small in one or more years across all sheriffdoms, and so have not been included in the following analysis. Such variables include:

- satisfaction with length of time waited to be served at a counter;
- satisfaction with service in the cafeteria;
- comfort, cleanliness and safety and security of the jury room;
- comfort, cleanliness and safety and security of the witness room;
- comfort, cleanliness and safety and security of the agents' room/solicitors' room;
- comfort, cleanliness and safety and security of the cells; and
- comfort, cleanliness and safety and security of the cafeteria.

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

Glasgow and Strathkelvin

10.4.4 Table 45 provides the (weighted) mean satisfaction scores for the sheriffdom of Glasgow and Strathkelvin.

10.4.5 There has been a significant decline in overall satisfaction between 2015 and 2017/2019. The further decline in the mean satisfaction level between 2017 and 2019 however, is not large enough to be statistically significant.

10.4.6 Both the accuracy and helpfulness of the information provided by court staff shows a significant decrease from 2015 to 2017, and between 2015 and 2019. The subsequent increase in satisfaction with both of these variables is not large enough to be either significant between 2017 and 2019, or to return to the 2015 level.

10.4.7 The year on year decreases in satisfaction with waiting times to take part in court proceedings are not large enough to be statistically significant, however, the decline between 2015 and 2019 does represent a statistically significant change. Meanwhile, satisfaction with attempts by court staff to keep respondents informed about how much longer they had had to wait appears to have dipped in 2017, with the decrease at this point significant compared to both 2015 and 2019. The improvement between 2017 and 2019 is significant, although the mean satisfaction level in 2019 remains significantly lower than that of 2015. Satisfaction with attempts by court staff to keep respondents informed about why they had had to wait show a similar pattern, with the dip in mean satisfaction score in 2017 being significant compared to both 2015 and 2019. However, it appears that satisfaction with this variable does recover in 2019 to be comparable with the 2015 rate as the difference between these two mean scores is not significant.

Table 45. Glasgow and Strathkelvin: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.71	4.50	4.45
Ease of finding out where in the building to go	4.64	4.69	4.68
Helpfulness of court staff	4.81	4.71	4.77
Politeness of court staff	4.83	4.77	4.82
Accuracy of information provided by court staff	4.83	4.42	4.49
Helpfulness of information provided by court staff	4.88	4.49	4.64
Satisfaction with time waited to take part in court proceedings	3.93	3.77	3.60
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.31	3.61	4.01
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.30	3.73	4.10
Range of food and drink available	3.92	4.39	4.37
Quality of food and drink purchased	3.99	4.53	4.19
Comfort of the public entrance/area outside the court building	4.16	3.72	3.87
Cleanliness of the public entrance/area outside the court building	4.50	4.31	4.48
Safety and security of the public entrance/area outside the court building	4.32	4.65	4.57
Comfort of waiting areas	4.51	4.00	3.95
Cleanliness of waiting areas	4.88	4.63	4.62
Safety and security of waiting areas	4.74	4.60	4.66
Comfort of court room	4.69	4.28	4.44
Cleanliness of court room	4.94	4.67	4.67
Safety and security of court room	4.91	4.67	4.69
Comfort of the toilets	3.84	3.41	3.77
Cleanliness of the toilets	4.23	4.05	4.26
Safety and security of the toilets	4.30	4.55	4.56

10.4.8 In relation to the catering facilities, satisfaction with the range of food and drink increased significantly between 2015 and 2017 (and between 2015 and 2019), but remained relatively static between 2017 and 2019. Meanwhile, satisfaction with the quality of food and drink purchased increased significantly between 2015 and 2017, but then significantly decreased again between 2017 and 2019. The difference between 2015 and 2019 is not statistically significant.

10.4.9 Satisfaction with the comfort of the public entrance/area outside the court building decreased significantly between 2015 and 2017/2019, and there was no significant

difference between the mean scores in 2017 and 2019. Meanwhile, there is a statistically significant decrease in the mean satisfaction score between 2015 and 2017 for the cleanliness of the public entrance/area outside the court building. The 2019 satisfaction levels at this variable are not significantly different from either the 2015 or the 2017 levels. Conversely, satisfaction with the safety and security of the public entrance/area outside the court building increased significantly between 2015 and 2017, and between 2015 and 2019, however, there was no real difference in scores between 2017 and 2019.

- 10.4.10 In relation to the comfort and cleanliness of the waiting areas, and the comfort, cleanliness and safety and security of the court room, satisfaction declines between 2015 and 2017/2019, with no real change then noted between 2017 and 2019. Satisfaction with the safety and security of the waiting areas also declines between 2015 and 2017, however the 2019 mean score is not statistically different to either the 2015 or 2017 scores.
- 10.4.11 Comfort of the toilet facilities shows a statistically significant dip in satisfaction levels in 2017, with the mean score here being significantly different to that of both 2015 and 2019. However, satisfaction appears to have recovered, with the scores for 2015 and 2019 not significantly different from each other. There is also a significant increase in satisfaction scores in relation to the safety and security of the toilets between 2015 and 2017/2019. There is no real change in satisfaction levels between 2017 and 2019.

Grampian, Highland and Islands

- 10.4.12 Table 46 provides the (weighted) mean satisfaction scores for the sheriffdom of Grampian, Highland and Islands. This shows that few service elements have significant differences between mean scores, suggesting that results for this sheriffdom have been fairly consistent over time.
- 10.4.13 In most instances where statistically significant differences are shown, the year on year decreases in satisfaction are not large enough to be statistically significant, however, the drop in satisfaction at each of these variables between 2015 and 2019 is significant. Variables exhibiting this pattern include:
- the ease of finding out where in the building to go;
 - the accuracy of the information provided by court staff;
 - the helpfulness of the information provided by court staff; and
 - the cleanliness of the court room.
- 10.4.14 Comfort of the toilet facilities however does not follow this pattern, but rather, the decrease in satisfaction scores between 2015 and 2017/2019 is statistically significant, but the data shows no real change between 2017 and 2019.

Table 46. Grampian, Highland and Islands: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.59	4.54	4.65
Ease of finding out where in the building to go	4.89	4.87	4.79
Helpfulness of court staff	4.89	4.84	4.85
Politeness of court staff	4.89	4.89	4.87
Accuracy of information provided by court staff	4.86	4.82	4.73
Helpfulness of information provided by court staff	4.90	4.83	4.78
Satisfaction with time waited to take part in court proceedings	3.81	3.82	4.01
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.23	4.03	4.25
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.24	4.17	4.28
Comfort of waiting areas	3.96	3.97	3.79
Cleanliness of waiting areas	4.79	4.72	4.61
Safety and security of waiting areas	4.50	4.64	4.48
Comfort of court room	4.52	4.40	4.38
Cleanliness of court room	4.87	4.79	4.76
Safety and security of court room	4.84	4.75	4.78
Comfort of the Sheriff Clerk's Office/Offices of Court	4.53	4.35	4.38
Cleanliness of the Sheriff Clerk's Office/Offices of Court	4.92	4.94	4.90
Safety and security of the Sheriff Clerk's Office/Offices of Court	4.91	4.94	4.87
Comfort of the toilets	4.20	3.67	3.62
Cleanliness of the toilets	4.63	4.55	4.64

Lothian and Borders

10.4.15 Table 47 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Lothian and Borders sheriffdom. Encouragingly, within this sheriffdom most of the changes appear to be positive, with statistically significant changes typically representing improvements in mean satisfaction scores over time.

Table 47. Lothian and Borders: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.12	4.51	4.51
Ease of finding out where in the building to go	4.59	4.89	4.76
Helpfulness of court staff	4.74	4.69	4.83
Politeness of court staff	4.86	4.75	4.87
Accuracy of information provided by court staff	4.56	4.68	4.87
Helpfulness of information provided by court staff	4.54	4.61	4.81
Satisfaction with time waited to take part in court proceedings	3.31	3.54	3.58
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.55	3.68	3.81
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.52	3.66	3.95
Comfort of the public entrance/area outside the court building	3.89	4.51	4.30
Cleanliness of the public entrance/area outside the court building	4.53	4.58	4.64
Safety and security of the public entrance/area outside the court building	4.24	4.54	4.64
Comfort of waiting areas	3.60	4.11	3.58
Cleanliness of waiting areas	4.52	4.50	4.67
Safety and security of waiting areas	4.37	4.45	4.66
Comfort of court room	3.69	4.35	4.12
Cleanliness of court room	4.60	4.67	4.72
Safety and security of court room	4.50	4.68	4.81

- 10.4.16 The increase in overall satisfaction between 2015 and 2017, and between 2015 and 2019 is a significant increase (although the difference between 2017 and 2019 is not significant), thereby indicating a real improvement both in the short and longer term.
- 10.4.17 In relation to ease of finding where to go in the court building, satisfaction levels appear to have peaked in 2017, with the mean score significantly higher compared to both 2015 and 2019. However, the difference between the mean scores in 2015 and 2019 are also significantly different, meaning that the subsequent decline in the mean scores in 2019 still represents a significantly higher satisfaction level than in 2015.
- 10.4.18 The increases in satisfaction levels between 2015 and 2017 in relation to both the accuracy and helpfulness of information provided by court staff are not significant, however, the increases in 2019 are significant when compared to both the 2015 and the 2017 levels.
- 10.4.19 Increases in the satisfaction with court staffs' attempts to keep respondents informed about why they had to wait were not significant on a year on year basis, however, the increase

between 2015 and 2019 is statistically significant, suggesting a real improvement over the longer term.

- 10.4.20 Satisfaction with the comfort of the public entrance/area outside the court building increased significantly between 2015 and 2017. The subsequent drop in satisfaction levels in 2019 was not statistically significant compared to 2017, and remains significantly higher than the 2015 mean. The satisfaction levels also increased in relation to the safety and security of the public entrance/area outside the court building, increasing significantly between 2015 and 2017/2019 - there were not real differences in the mean scores between 2017 and 2019.
- 10.4.21 Comfort of the waiting areas appears to have peaked in 2017, with the mean score in this year significantly higher than both 2015 and 2019. However, satisfaction with this element appears to have returned to 2015 levels, with no real difference being shown between the mean scores in 2015 and 2019. Satisfaction with safety and security of the waiting areas however, appear to have improved slowly over time. Although the year on year increases in mean scores at this variable are not statistically significant, the increase between 2015 and 2019 is significant.
- 10.4.22 Satisfaction with the comfort of the court room increased significantly between 2015 and 2017. The slight decline in the mean score in 2019 however, was not statistically significant compared to 2017, and remains significantly higher than the 2015 level. Meanwhile, although the year on year increases in mean satisfaction with the safety and security of the court room are not significant, the increase between 2015 and 2019 is significant, indicating a real improvement over the longer period.

North Strathclyde

- 10.4.23 Table 48 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the North Strathclyde sheriffdom. Very few service elements show significant differences in this sheriffdom, suggesting that results have been fairly consistent over time.
- 10.4.24 Ease of finding out where in the building to go shows a statistically significant reduction in the mean score between 2015 and 2019, the year on year reductions however are not significant.
- 10.4.25 The helpfulness of information provided by court staff also shows a reduction in the mean score over time, with the drop in satisfaction levels in 2019 statistically significant compared to both 2015 and 2017. The change in satisfaction between 2015 and 2017 is not significant however.
- 10.4.26 Satisfaction with the comfort of the public entrance shows a significant increase in mean scores between 2015 and 2017, although the differences between 2015 and 2019, and between 2017 and 2019, are not significant.

Table 48. North Strathclyde: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.59	4.58	4.57
Ease of finding out where in the building to go	4.82	4.79	4.70
Helpfulness of court staff	4.87	4.87	4.87
Politeness of court staff	4.89	4.88	4.85
Accuracy of information provided by court staff	4.75	4.70	4.62
Helpfulness of information provided by court staff	4.83	4.78	4.64
Satisfaction with time waited to take part in court proceedings	3.79	3.74	3.82
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.08	4.05	4.16
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.02	4.14	4.17
Satisfaction with the range of food and drink available	3.97	4.17	3.92
Comfort of the public entrance/area outside the court building	3.97	4.17	3.92
Cleanliness of the public entrance/area outside the court building	4.45	4.30	4.33
Safety and security of the public entrance/area outside the court building	4.29	4.37	4.44
Comfort of waiting areas	4.19	4.07	3.98
Cleanliness of waiting areas	4.64	4.48	4.49
Safety and security of waiting areas	4.45	4.43	4.49
Comfort of court room	4.60	4.30	4.21
Cleanliness of court room	4.87	4.56	4.55
Safety and security of court room	4.79	4.55	4.56
Comfort of the toilets	4.11	3.83	3.67
Cleanliness of the toilets	4.47	4.22	4.19
Safety and security of the toilets	4.37	4.49	4.58

10.4.27 Meanwhile, satisfaction with the comfort of the court room shows a decline in mean scores, with a statistically significant drop in satisfaction levels between 2015 and 2017. The rate continues to decline in 2019, with a significant gap between it and the 2015 levels, however, the drop between 2017 and 2019 is not significant. Similarly, there is a statistically significant decline in the mean scores between 2015 and 2017/2019 in relation to satisfaction with both the cleanliness and safety and security of the court room, but there is no real difference at these variables between 2017 and 2019.

10.4.28 Satisfaction with the comfort and cleanliness of the toilet facilities also appears to have declined over time, with statistically significant reductions in the mean satisfaction scores

between 2015 and 2017. The further decline at both variables in 2019 are not large enough to be statistically significant compared to 2017, but are significant compared to 2015.

South Strathclyde, Dumfries and Galloway

10.4.29 Table 49 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the South Strathclyde, Dumfries and Galloway sheriffdom. Statistically significant changes are noted for nearly all variables with sufficient sample sizes for consideration.

10.4.30 Several patterns are shown in the data, each of which is detailed below.

10.4.31 A number of variables show a statistically significant decline in mean scores between 2015 and 2017. In each case, the change in the mean satisfaction score in 2019 is not large enough to be significant compared to 2017, however, it does represent a significant difference compared to 2015. Variables exhibiting this pattern include:

- overall satisfaction;
- accuracy of information provided by court staff;
- satisfaction with waiting times to take part in court proceedings;
- satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait;
- satisfaction with attempts by court staff to keep respondents informed about why they had to wait;
- cleanliness of the public entrance/area outside the court building; and
- comfort of court room.

10.4.32 Statistically significant decreases year on year are also shown for a number of variables, including:

- ease of finding out where in the court building to go;
- helpfulness of the information provided by court staff;
- comfort of the public entrance/area outside the court building;
- comfort of waiting areas; and
- comfort of the toilets.

10.4.33 The helpfulness of court staff again shows a decline in satisfaction scores. The slight decline in mean scores between 2015 and 2017 is not statistically significant, however, the reduction in 2019 is significant compared to both 2015 and 2017. Meanwhile, the year on year decreases in the politeness of court staff are not significant, however the reduction in mean scores between 2015 and 2019 is statistically significant, representing a real decline over the longer term. It should be noted that the initial satisfaction rates for the helpfulness and politeness of court staff as well as the accuracy and helpfulness of the information provided by court staff in 2015 were very high and the 2019 scores continue to represent positive results.

Table 49. South Strathclyde, Dumfries and Galloway: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.73	4.60	4.50
Ease of finding out where in the building to go	4.92	4.83	4.64
Helpfulness of court staff	4.94	4.91	4.74
Politeness of court staff	4.94	4.88	4.84
Accuracy of information provided by court staff	4.94	4.63	4.53
Helpfulness of information provided by court staff	4.91	4.74	4.61
Satisfaction with time waited to take part in court proceedings	4.15	3.81	3.78
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.51	4.06	4.00
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.45	4.13	4.07
Comfort of the public entrance/area outside the court building	4.68	4.11	3.79
Cleanliness of the public entrance/area outside the court building	4.77	4.50	4.54
Safety and security of the public entrance/area outside the court building	4.71	4.54	4.56
Comfort of waiting areas	4.59	4.28	3.86
Cleanliness of waiting areas	4.78	4.57	4.73
Safety and security of waiting areas	4.70	4.57	4.77
Comfort of court room	4.75	4.37	4.27
Cleanliness of court room	4.88	4.62	4.81
Safety and security of court room	4.84	4.62	4.81
Comfort of the toilets	4.45	4.00	3.54
Cleanliness of the toilets	4.58	4.32	4.44
Safety and security of the toilets	4.70	4.58	4.81

10.4.34 The cleanliness of the waiting areas and the toilets both show a decline in the mean satisfaction score between 2015 and 2017, however there are no significant differences between 2015 and 2019, or between 2017 and 2019 at either variable. Meanwhile the safety and security of the waiting areas and the toilets shows a statistically significant increase in the mean score between 2017 and 2019 (the differences between the 2015 and 2017, and the 2015 and 2019 scores, are not statistically significant).

10.4.35 The cleanliness and safety and security of the court room show significant decreases between 2015 and 2017, followed by significant increases between 2017 and 2019. There are no statistically significant differences between the mean score in 2015 and 2019 for either variable.

Tayside, Central and Fife

- 10.4.36 Table 50 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Tayside, Central and Fife sheriffdom.
- 10.4.37 The increase in overall satisfaction is statistically significant between 2015 and 2017, and although the further increase in 2019 is not significant compared to the 2017 level, it represents a further statistically significant difference compared to 2015.
- 10.4.38 Several other variables follow the same pattern, whereby the increases in the mean satisfaction value between 2015 and 2017 are statistically significant, but the further increase in 2019 is not large enough to be significant between 2017 and 2019. However, in each case, the difference between the 2015 and 2019 satisfaction level is also significant suggesting that the earlier improvements have been maintained over the longer term. These variables include:
- helpfulness of court staff;
 - politeness of court staff;
 - accuracy of information provided by court staff;
 - helpfulness of information provided by court staff;
 - satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait; and
 - satisfaction with attempts by court staff to keep respondents informed about why they had to wait.
- 10.4.39 The increase in satisfaction with the cleanliness of the waiting areas between 2015 and 2017 is significant, however there is no real change in the average score between 2017 and 2019. The difference between 2015 and 2019 is also significant, however. Likewise, the cleanliness of the court room also shows a significant increase in satisfaction between 2015 and 2017. The subsequent decline in the mean score again in 2019, however, is not large enough to be statistically significant compared to the 2017 level, but still represents a significant improvement compared to the 2015 level. Meanwhile, the increase in satisfaction with the safety and security of the court room between 2015 and 2017 is statistically significant, however the decline again in 2019 means that the mean score in this year is not significantly different to either the 2015 or 2017 levels.
- 10.4.40 Year on year improvements in satisfaction with time waited to take part in court proceedings and for the comfort of the toilet facilities are not statistically significant, however the difference between 2015 and 2019 does represent a significant increase at each variable. The year on year improvements in relation to comfort of the court room, however, are statistically significant.
- 10.4.41 Finally, the slight decline in satisfaction with safety and security of the toilets between 2015 and 2017 is not large enough to be statistically significant, but the subsequent increase in the mean score in 2019 is significant when compared to the 2017 level. The difference between the 2015 and 2019 mean score is not statistically significant.

Table 50. Tayside, Central and Fife: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.11	4.30	4.38
Ease of finding out where in the building to go	4.88	4.86	4.82
Helpfulness of court staff	4.39	4.57	4.58
Politeness of court staff	4.49	4.68	4.70
Accuracy of information provided by court staff	4.32	4.58	4.64
Helpfulness of information provided by court staff	4.38	4.59	4.74
Satisfaction with time waited to take part in court proceedings	3.28	3.53	3.72
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	3.44	3.78	4.02
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	3.48	3.87	3.99
Comfort of the public entrance/area outside the court building	3.71	3.67	3.71
Cleanliness of the public entrance/area outside the court building	4.19	4.02	4.12
Safety and security of the public entrance/area outside the court building	4.12	3.87	3.84
Comfort of waiting areas	3.31	3.60	3.56
Cleanliness of waiting areas	4.17	4.38	4.38
Safety and security of waiting areas	4.15	4.35	4.31
Comfort of court room	3.58	3.87	4.21
Cleanliness of court room	4.39	4.62	4.55
Safety and security of court room	4.40	4.66	4.52
Comfort of the toilets	3.77	3.87	4.11
Cleanliness of the toilets	4.05	4.16	4.30
Safety and security of the toilets	4.29	4.16	4.46

High Court and Court of Session

10.4.42 Table 51 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the High Court and Court of Session.

Table 51. High Court and Court of Session: Mean Scores 2015, 2017 and 2019

SATISFACTION VARIABLE	MEAN SCORE		
	2015	2017	2019
Overall Satisfaction	4.65	4.62	4.57
Ease of finding out where in the building to go	4.66	4.75	4.73
Helpfulness of court staff	4.88	4.83	4.82
Politeness of court staff	4.92	4.89	4.88
Accuracy of information provided by court staff	4.80	4.73	4.79
Helpfulness of information provided by court staff	4.83	4.73	4.73
Satisfaction with time waited to take part in court proceedings	3.92	3.76	3.59
Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait	4.52	4.04	4.08
Satisfaction with attempts by court staff to keep respondents informed about why they had to wait	4.60	4.12	4.06
Comfort of the public entrance/area outside the court building	3.97	4.29	4.42
Cleanliness of the public entrance/area outside the court building	4.44	4.64	4.68
Safety and security of the public entrance/area outside the court building	4.20	4.58	4.67
Comfort of waiting areas	4.27	4.37	4.18
Cleanliness of waiting areas	4.84	4.73	4.59
Safety and security of waiting areas	4.66	4.68	4.58
Comfort of court room	4.54	4.38	4.37
Cleanliness of court room	4.87	4.82	4.72
Safety and security of court room	4.86	4.79	4.74
Comfort of the toilets	4.06	4.19	4.41
Cleanliness of the toilets	4.61	4.57	4.56
Safety and security of the toilets	4.46	4.68	4.61

10.4.43 Results in this sheriffdom are mixed, with some variables showing improvements in the mean satisfaction score over time, and others showing declining scores.

10.4.44 Those showing improved scores include satisfaction with the comfort, cleanliness, and safety and security of the public entrance. At each of these variables, the improved mean scores between 2015 and 2017 are statistically significant, and while the further increases in 2019 at each are not significant compared to 2017 they continue to represent sustained improvements compared to 2015.

10.4.45 Comfort of the toilet facilities also shows improvement over time. Although the year on year increases are not statistically significant, the difference between the 2015 and 2019 levels represent a real improvement over the longer period.

- 10.4.46 A statistically significant improvement is also shown between 2015 and 2017 for the safety and security of the toilets. The slight reduction again in 2019 is not however statistically significantly different from either the 2015 or 2017 rate.
- 10.4.47 The year on year decreases in the mean satisfaction scores for the time waited to take part in court proceedings, the cleanliness of the waiting area, and the cleanliness of the court room are not statistically significant, however the total decline between 2015 and 2019 is significant at each of these variables, suggesting an overall decline over the longer term.
- 10.4.48 Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait, and why they had to wait, shows a significant reduction in mean scores between 2015 and 2017. There are no real differences between the 2017 and 2019 levels at either variable, and the 2019 scores continue to be significantly lower than the 2015 levels.

10.5 Conclusion

- 10.5.1 The aggregate level comparisons provide mixed results this year. While there has not been any significant change in overall satisfaction over the three survey years, the mean satisfaction scores in each year indicates that most respondents continue to be either 'very' or 'fairly' satisfied overall. Improvements were prevalent for the range of food and drink available and the service in the cafeteria, as well as with safety and security of the public entrance and the toilets. However, a larger number of service elements showed a decline in mean satisfaction scores, including the ease of finding out where in the building to go, accuracy and helpfulness of information provided by court staff, information provided by court staff regarding the length of the wait and the reasons for waiting, the comfort of the public entrance, the comfort and cleanliness of waiting areas, the comfort, cleanliness, and safety and security of the court room, as well as the comfort of the toilets. Despite the number of service elements showing a decline in mean satisfaction scores, however, it should be noted that the mean scores in 2019 generally remain high, with most respondents still 'fairly' or 'very' satisfied with each service element.
- 10.5.2 Two sheriffdoms - Grampian, Highland and Islands, and North Strathclyde - show only a few elements with significant differences suggesting consistency in results across the three survey years.
- 10.5.3 A further two sheriffdoms also showed largely positive changes representing improvements in mean satisfaction scores - Tayside, Central and Fife where all significant differences were positive, and Lothian and Borders where most of the changes were positive. The High Court and Court of Session showed mixed results with equal numbers of positive and negative statistically significant changes.
- 10.5.4 Four sheriffdoms however were dominated by declining mean satisfaction scores. These were Grampian, Highland and Islands and North Strathclyde, where all statistically significant differences were negative, and Glasgow and Strathkelvin and South Strathclyde, Dumfries and Galloway, where most statistically significant differences were negative.
- 10.5.5 It should be noted however, that whilst weighting the data by user group profile facilitates reliable comparisons over time within sheriffdoms, it does not necessarily represent accurate/fair variations between sheriffdoms. The differences in sample profiles between sheriffdoms and between years may have a bearing on some of the results. For example, in 2019, only 4% of the sample in the High Court and Court of Session comprised accused in a

criminal case and their supporters, compared to 40% in Tayside, Central and Fife. Also, each of the Sheriffdoms were starting from different base mean scores, and generally those starting from a lower base improved over time, while those starting from a higher base declined over time. As such, any apparent differences in satisfaction between sheriffdoms should not be considered reliable. However, it is interesting to note that the variation in overall satisfaction across all sheriffdoms is now very small, ranging from 4.38 in Tayside, Central and Fife to 4.65 in Grampian, Highland and Islands.

11. SUMMARY / CONCLUSIONS

- 11.1.1 As with previous sweeps of the survey, this year's survey has provided mostly positive results. The majority of respondents (92%) stated they were either 'very' or 'fairly' satisfied with the services the SCTS provides overall. Time series analysis shows that the mean overall satisfaction score has been largely consistent over the last three sweeps of the survey, ranging from 4.49 in 2015, to 4.51 in both 2017 and this year (and showing no statistically significant differences over the three survey years).
- 11.1.2 At sheriffdom level the results for overall satisfaction are also positive, ranging from 88% in Tayside, Central and Fife to 95% in both Grampian, Highland and Islands and South Strathclyde, Dumfries and Galloway. Overall levels of satisfaction for professionals and non-professionals were also high, with 92% of each group being either 'very' or 'fairly' satisfied.
- 11.1.3 Most respondents (73%) experienced fairly quick/reasonable journey times to get to the court, travelling up to 30 minutes on the day of the survey, and almost all (96%) had found it 'very' or 'fairly' easy to find where in the building they needed to go. The majority had found staff both helpful (96%), and polite (97%) on the day of the survey, and had also found the information provided by staff to be both accurate (97%) and helpful (98%). Just over two thirds (68%) were satisfied with the waiting time to take part in court proceedings, 61% were told by court staff how much longer they would have to wait and 63% were told why they had had to wait, with the majority of respondents being satisfied with staffs' attempts in this regard (80% and 81% were 'very' or 'fairly' satisfied respectively). Most respondents were satisfied with the range (81%) and quality (83%) of food and drink available/purchased, and with the service in the cafeteria (94%). Satisfaction levels were also generally (although not exclusively) above 75% in relation to the comfort, cleanliness and safety and security of the various facilities used.
- 11.1.4 The comparisons of mean satisfaction scores over time indicate aggregate level improvements in satisfaction with the range of food and drink available and the service in the cafeteria, as well as with safety and security of the public entrance and the toilets. However, a larger number of areas showed a decline in mean satisfaction scores, including the ease of finding out where in the building to go, accuracy and helpfulness of information provided by court staff, information provided by court staff regarding the length of the wait and the reasons for waiting, the comfort of the public entrance, the comfort and cleanliness of waiting areas, the comfort, cleanliness, and safety and security of the court room, as well as the comfort of the toilets. Despite the number of areas showing a decline in mean satisfaction scores, however, it should be noted that the mean scores in 2019 remain high, with most respondents still 'fairly' or 'very' satisfied with each service element.
- 11.1.5 This year's key driver analysis was again conducted using two separate models (consistent with the models used in 2017). Across both analysis scenarios, the quality of the contact with court staff is shown to be important, with ease of navigating the court building, and the time respondents had to wait to take part in court proceedings also proving important in influencing overall satisfaction. Improvements in these service elements should result in a corresponding improvement in court users' overall satisfaction.
- 11.1.6 Finally, this year's survey has provided a number of helpful comments from users which can assist the SCTS in making further improvements to its service, with the most prevalent issue

focusing upon improving waiting times and increasing efficiency in the system, as well as providing better/more communication about delays, timing of cases, and what is happening.

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