

SCTS USER SATISFACTION SURVEYS 2021-23, PHASE 3: SUMMARY CRIMINAL BUSINESS



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EXECUTIVE SUMMARY

Introduction

The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the Scottish Courts and Tribunals Service (SCTS) in courts across Scotland. Due to the impact of Covid-19, the latest survey was divided across three phases. This report details the findings from Phase 3, and focuses on the experiences of those involved in summary criminal cases, and those visiting court buildings to pay fines or visit the Sheriff Clerk's office/public counter.

In keeping with surveys conducted in pre-Covid years, the Phase 3 survey employed a face-to-face interviewing approach, with eligible court users approached and invited to take part in the survey on a next to pass basis as they exited the court building. All Sheriff and Justice of the Peace Courts were included in the fieldwork, with all professional and non-professional court users who were attending on the survey day for summary criminal business or to visit the Sheriff Clerk's office/public counter eligible to participate. The face-to-face interviews were supplemented with self-completion questionnaires where appropriate. Fieldwork was conducted across eight weeks in February and March 2023.

Response Rate and Sample Profile

Overall, 924 respondents completed the survey, with respondents having taken part across all six Sheriffdoms and across six different User Groups, as follows:

Sheriffdom:

- Glasgow and Strathkelvin: 14%
- Lothian and Borders: 11%
- Grampian, Highland and Islands: 12%
- Tayside, Central and Fife: 22%
- South Strathclyde, Dumfries and Galloway: 20%
- North Strathclyde: 21%

User Group

- UG 1 Accused and Supporters of Accused: 32%
- UG 2 Legal Professionals (both Crown and Defence): 18%
- UG 3 Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses: 21%
- UG 4 People Visiting the Sheriff Clerks Office and Fine Payers: 17%
- UG 5 Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses): 9%
- UG 6 Spectators and Others: 3%

Nearly all respondents (99%) attended the court building in person¹, compared to just seven (1%) who either attended a remote site or virtually.

¹ This includes witnesses who were assumed to have attended in person and not asked to specify this.

Most (94%) said that they did not have any longstanding illness, disability or infirmity which required particular facilities when using public buildings. Of these, three quarters (76%) indicated their needs had been fully met at the court, while 14% had been partially met and 8% said their needs had not been met at all. Most respondents indicated that English was their first language (90%) and that they had no communication and/or reading requirement (98%). Those who had used facilities or services for support with communication during their visit mostly used an interpreter (n=10), and most were either fairly or very satisfied (n=9) with this.

Key Findings

Use of Facilities

Of the 872 respondents who indicated that they had used at least one facility at the court on the day of the survey, the most frequently used facilities included the court room (69%), the waiting area/area outside the court room (36%), and the public entrance/area outside the court/remote site building (33%). Across all the facilities used, satisfaction with comfort, cleanliness and safety and security was largely high, with at least 80% of users being fairly or very satisfied across all three criteria for most facilities. The only exception was the comfort of the cells in the court building, where 64% were either fairly or very satisfied. Across the facilities, while still scoring generally high, satisfaction with comfort was consistently lower than that for cleanliness and safety and security, with issues noted with the comfort of the seating and the temperature in some areas.

Virtual Hearings

Only 1% of respondents (excluding those attending only to pay a fine or to visit the Sheriff Clerks Office/Public Counter) indicated that they had attended a virtual hearing. As such, the sample sizes for questions related to virtual hearings were too small to provide reliable results, other than to note that results were generally positive in relation to joining instructions, feeling sufficiently prepared, being able to contribute, and not experiencing technical difficulties.

Waiting for Court Proceedings to Start

Of those who attended for court hearings (i.e. excluding those attending only to pay a fine or to visit the Sheriff Clerks Office/Public Counter), over three quarters (78%) indicated they had been advised of the anticipated start time, while less than half (42%) indicated that they had to wait beyond this time. Waiting times varied, with over half (59%) waiting for up to an hour, while around a quarter (26%) waited for over two hours.

Respondents were more likely to have to wait beyond their anticipated start time, and to have the longest waiting times, in Grampian, Highland and Islands, where 77% noted that they had to wait, and 49% waited for over two hours beyond the anticipated start time.

Overall, 61% were either fairly or very satisfied with their waiting times, compared to 18% who were either fairly or very dissatisfied. Meanwhile, 41% indicated that SCTS staff had given them any updates about how much longer they were likely to have to wait for the court to start beyond the anticipated start time, with 70% of respondents being either fairly or very satisfied with this. Similarly, 42% of respondents said that SCTS staff had given them any information about why they had to wait for the court to start, with most of those respondents (94%) being either fairly or very satisfied with SCTS staff's attempts in this respect.

Contact with Court Staff

Two thirds (66%) of the respondents who attended court in person indicated that they were directed where to go within the building when they arrived, with most (94%) finding it either fairly or very easy to find their way to where they needed to go.

Most respondents also found the SCTS staff which they had had contact with to be either fairly or very helpful (94%), and fairly or very polite (96%). Results in this respect were consistently positive when considered by Sheriffdom and User Group. The main reasons given by respondents who had not found SCTS staff to be either helpful or polite were related to a lack of communication/information provision (n=4) and/or that staff attitudes had been 'rude' or 'curt' (n=2).

Feedback on the SCTS Website

Overall, 39% of respondents had used the website in the last six months for at least one reason. Those in User Group 2: Legal Professionals were more likely to have used the SCTS website in the last six months (90%), with those in User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers being least likely to have used it (20%). The most common reasons for use included 'to obtain information on daily court business' (79%), 'to obtain court addresses/phone numbers/directions to courts' (19%), 'to obtain information leaflets and/or forms used in court' (17%), and 'to obtain information about the Scottish justice system' (16%).

Of those that had used the website, most (91%) indicated that it had been either fairly or very easy to find the information they needed. Suggestions for improvement were provided by 24 respondents, with the main recommendation being to make the website more user friendly/easier to use (n=5), and discussion of issues related to the court rolls/lists (n=5) - this included complaints about the rolls 'disappearing', a desire for these to be updated more often, and for them to cover a longer time period.

Overall Satisfaction

Most respondents (92%) were either fairly or very satisfied with the service provided. This ranged from 94% of those in both Grampian, Highland and Islands, and North Strathclyde, to 83% of those in Glasgow and Strathkelvin.

Suggestions for Improvement

The main areas highlighted for improvement included:

- Timekeeping;
- Information provided;
- Facilities and services available;
- Comfort or cleanliness of facilities; and
- Safety and security.

There was an almost equal split between those who knew how to make a complaint or provide feedback (47%) and those who did not (49%), however, this varied considerably by Sheriffdom and User Group. Those who knew how to make a complaint or provide feedback ranged from 84% in North Strathclyde, to 28% in Tayside, Central and Fife. Professional court users were also most likely to know how to make a complaint or provide feedback, with 85% of User Group 2: Legal Professionals and 71% User Group 5: Non Legal Professionals indicating they knew what to do in this regard, compared to 23% in User Group 6: Spectators and Others.

Just 6% of respondents stated that they would have liked more information on the day. Many comments related to the provision of information about waiting times and the expected schedule of the hearing they were there to attend, while some wanted more information on what to expect on the day, and others would have liked more information about how to pay a fine.

Conclusion

The survey results overall were very positive, with high levels of satisfaction recorded across the facilities used, in relation to SCTS staff and the information they provided, with the website, and with overall satisfaction. Utilising the face-to-face methodology also provided a higher response rate overall and allowed the inclusion of a wider range of user typologies compared to the remote methodologies used in Phases 1 and 2 related to this survey sweep. However, some respondent groups remained hard to target, such as those attending virtual hearings and in remote sites. This may be an area for consideration in any future surveys (assuming virtual hearings continue to be used). Similarly, the timing of the fieldwork (i.e. over the winter months) meant that some disruptions were experienced due to inclement weather, therefore conducting survey fieldwork across the spring/summer period may be advisable.

1. INTRODUCTION

1.1 Background to the Research

- 1.1.1 The Court User Satisfaction Survey is designed to measure court users' satisfaction with the facilities and services provided by the Scottish Courts and Tribunals Service (SCTS) in courts across Scotland. The survey has been conducted by SCTS, formerly the Scottish Court Service (SCS), on an annual to two yearly basis since 2005².
- 1.1.2 In previous years, the survey has involved an exit interview with all types of court users at all High Courts, Sheriff Courts and Justice of the Peace Courts across Scotland. Face-to-face interviewer led surveys were conducted with court users as they exited the buildings at the end of their business. However, due to COVID-19 and the associated restrictions at the time of surveying, a hybrid approach was needed for the current survey.
- 1.1.3 Due to changes in how business was being conducted by the Scottish courts, the alternative methodologies needed to adhere to COVID-19 safety measures, and difficulties accessing certain court user groups, it was not possible to capture all court user typologies at one point in time and within one survey as has been done previously. As a result, the current survey was split into three 'phases'. Phase 1 focused on jury trials only and was conducted using a self-completion survey which could be completed either online or via a paper-based questionnaire. Phase 2 focused on civil cases only and was conducted via an online survey approach. Both Phase 1 and 2 were completed and are subject to separate reporting³.
- 1.1.4 This report details the findings from Phase 3, and focuses on the experiences of those involved in summary criminal cases, and those visiting court buildings to pay fines or visit the Sheriff Clerk's office/public counter.

1.2 Methodology

- 1.2.1 Due to the easing of COVID-19 safety measures at the time of the Phase 3 fieldwork, it was decided that face-to-face interviewer administered surveys would be possible and appropriate. While the online surveys used at Phase 1 and 2 had been necessary to allow the work to proceed previously, they had not generally provided high response rates, and several user typologies had been particularly difficult to target and include. As such, a return to face-to-face methods was seen as preferable.
- 1.2.2 The methodology used in the Phase 3 sweep was, therefore, more 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.
- 1.2.3 All Sheriff Courts and Justice of the Peace Courts were in scope for the Phase 3 survey, however, the High Court and the Court of Session were excluded (as solemn and civil business were out of scope). Both professional and non-professional court users were

² A pilot study was also conducted in 2003.

³ Phase 1 and Phase 2 reports are available on the SCTS website at [Reports and Data \(scotcourts.gov.uk\)](https://www.scotcourts.gov.uk/reports-and-data).

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).

1.2.4 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;
- Anyone under 16 years of age; and
- Those attending for civil or jury trial business (as they had been previously surveyed under Phases 1 and 2).

1.2.5 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.

Questionnaire Content

1.2.6 The questionnaire attempted to maintain many of the questions used in previous sweeps of the SCTS Court User Satisfaction Survey, as well as the previous Jury Trial and Civil Business surveys conducted in Phases 1 and 2 of the current survey sweep. The survey questionnaire sought feedback across the following topics:

- Use of the Scottish Courts and Tribunals Service Website;
- Information Provided by Court Staff;
- Court/Remote Site Facilities;
- Virtual Hearings;
- Waiting for the Court to Start;
- Satisfaction with SCTS Staff;
- Overall Satisfaction; and
- Particular Facilities and Requirements.

1.2.7 The final questionnaire can be found at Appendix A.

Self-Completion Booster

1.2.8 In addition to the interviewer-administered questionnaire, an online self-completion booster questionnaire was provided. A leaflet was developed which provided information about the survey and included both the web-address and a QR code to allow potential respondents to access the online questionnaire at their own convenience. This leaflet was distributed to court users 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. At some locations, court staff issued the leaflet as the main fieldwork tool, due to difficulties in achieving interviewer presence (this is discussed in more detail under 'Fieldwork Coverage' below). The self-completion booster questionnaire 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

1.2.9 User typologies were again, fairly consistent with previous sweeps of the survey - albeit more limited as solemn and civil business user groups were out of scope. The full list of users who were eligible to take part in the survey is provided below:

- | | |
|------------------------------------|---|
| ○ Advocate (Senior or Junior) | ○ Supporter of accused |
| ○ Advocate Depute | ○ Paying a fine |
| ○ Crown Junior | ○ Attending Sheriff Clerks Office or public counter |
| ○ Procurator Fiscal/Depute | ○ Journalist |
| ○ Solicitor (or Trainee Solicitor) | ○ Social Worker |
| ○ Solicitor Advocate | ○ Spectator |
| ○ Victim of a crime | ○ Interpreter |
| ○ Witness | ○ Police Witness |
| ○ Supporter of victim/witness | ○ Police Officer (not witnesses) |
| ○ Victim Support Organisation | ○ Other |
| ○ Accused | |

Fieldwork Coverage

1.2.10 A minimum of one interviewer day was allocated to all Sheriff Court and Justice of the Peace Court buildings to ensure that the survey was representative. Many Justice of the Peace Courts are housed within Sheriff Court buildings and so could be surveyed on the same day, however, a few are housed in separate buildings, all of which were allocated at least one interviewer day.

1.2.11 Following an initial pilot exercise in January 2023 to test the methodology and materials, the main interview period took place over eight weeks across February and March 2023. 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 for summary criminal business was anticipated, ensuring that opportunities for engaging with a broad mix of users were maximised throughout the survey.

1.2.12 Interviews were carried out in a mixture of high, medium and low workload courts (with workload being based on the volume of summary criminal cases dealt with by each court rather than total footfall as used in previous years). Low workload courts were allocated one interviewer day each, while medium and high workload courts were allocated two interviewer days each. Glasgow Sheriff Court was the only exception, with four interviewer days allocated - this was to ensure a usable sample size could be achieved as this is the only court within the Glasgow and Strathkelvin sheriffdom.

1.2.13 Despite the planned coverage, it proved difficult to attend all courts as intended. The time of year the fieldwork took place meant that inclement weather impacted court opening and transport operations to some of the remote and island locations. As a result, interviewer attendance was not possible at the following courts:

- Lochmaddy;
- Portree; and
- Stornoway.

1.2.14 In order to ensure these sites were included in the survey, self-completion leaflets were sent to the Sheriff Clerk for each court. Court staff were then responsible for making these leaflets available to court users who attended these three locations. A completion deadline was provided to respondents of the end of March, to coincide with the final in-person survey dates.

1.3 Response Rate and Sample Profile

1.3.1 As noted above, several potential court user typologies were ineligible to take part, with initial screening used to identify those who were within and outwith the scope of this research. Of the 967 people approached and invited to take part in the survey, 43 people were ultimately screened out. The breakdown of the reasons given can be seen in Table 1, with more than half (63%, n=27) screened out as they had been attending for either solemn/jury or civil business.

Table 1. Reasons for potential respondents being ineligible for the survey

REASON	RESPONSES	PERCENTAGE
A Judge, Sheriff Principal, Sheriff, Summary Sheriff or Justice of the Peace, or employed by the SCTS	3	7%
Aged under 16	3	7%
A member of cleaning staff for the SCTS	1	2%
A member of catering staff for the SCTS	-	-
A member of security staff for the SCTS	6	14%
Here to do maintenance work for the SCTS	1	2%
Delivering goods to someone who works in the court building	2	5%
Attending for business other than a summary criminal case, paying a fine, or attending the Sheriff Clerk's Office Public Counter	27	63%
Total	43	100%

1.3.2 As a result, **924 respondents completed the survey**. Almost all of these (99%, n=917) were administered by an interviewer, with only a small number of respondents making use of the self-completion leaflets (n=4). Table 2 shows the breakdown of self-completed and interviewer-administered responses.

Table 2. Who is completing the survey?

SURVEY COMPLETION	RESPONSES	PERCENTAGE
Pilot – all were Interview-administered	55	6%
Interviewer-administered	862	93%
Self-completion by respondent	4	< 1%
Not specified	3	< 1%
Total	924	100%

1.3.3 The survey completions were spread across the six Sheriffdoms, with responses gained from at least 100 court users in each area. Table 3 provides the breakdown of responses by Sheriffdom.

Table 3. Number of Responses by Sheriffdom

SHERIFFDOM	ABBREV.	RESPONSES	PERCENTAGE
Glasgow and Strathkelvin	GS	127	14%
Lothian and Borders	LB	102	11%
Grampian, Highland and Islands	GHI	107	12%
Tayside, Central and Fife	TCF	201	22%
South Strathclyde, Dumfries and Galloway	SSDG	190	20%
North Strathclyde	NS	197	21%
Total	-	927	100%

1.3.4 Lothian and Borders, with only four courts available to be surveyed, accounted for the lowest number of responses (n=102, 11%); while Tayside, Central and Fife saw the highest number of responses achieved (n=201, 22%).

1.3.5 Respondents were asked to identify their purpose for visiting the court (or remote site), and were allocated to one of six User Groups based on their responses. Table 4 shows the number of responses gained from each User Group.

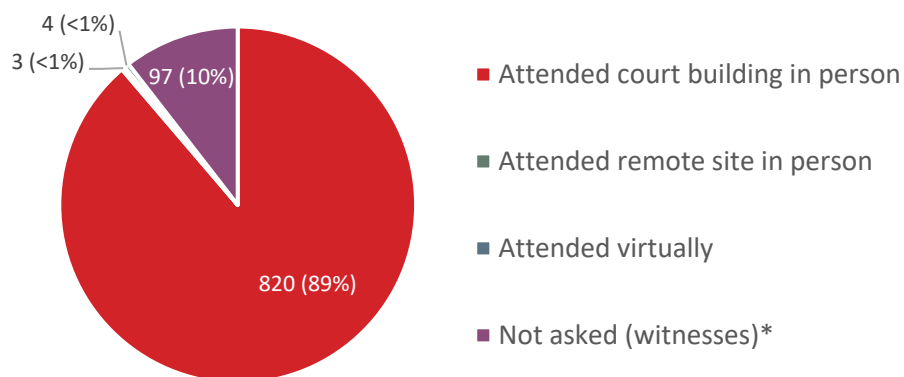
Table 4. Number of Responses by User Group

USER GROUP	ABBREV.	RESPONSES	PERCENTAGE
Accused and Supporters of Accused	UG1	296	32%
Legal Professionals (both Crown and Defence)	UG2	169	18%
Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	UG3	195	21%
People Visiting the Sheriff Clerks Office and Fine Payers	UG4	157	17%
Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	UG5	85	9%
Spectators and Others	UG6	22	3%
Total	-	924	100%

1.3.6 Those in User Group 1 (i.e. Accused and Supporters of Accused) represented the largest group with around a third of the total (32%, n=296). User Groups 5 (i.e. Non-legal professionals) and 6 (i.e. Spectators and Others) represented the smallest groups, at 9% (n=85) and 3% (n=22) respectively.

1.3.7 Respondents were also asked to identify whether they had attended the court or remote site in person or virtually. A breakdown of responses is provided in Figure 1, and shows that most respondents (89%, n=820) attended the court building in person. This is to be expected given the main mode of data collection was in-person interviews within the court buildings, but is also consistent with the volume of business involving remote and virtual methods.

Figure 1. "How did you attend today?"



* Witnesses were assumed to have attended the court building in person, therefore were not asked this question.

1.4 Research Conventions and Caveats

- 1.4.1 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.
- 1.4.2 The combination of self-completion and interviewer-administered questionnaire responses for analysis purposes may affect data purity (albeit that only a small number (n=4) of self-completion questionnaires were received). 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 sheriffdom and user group level. This approach was consistent with earlier sweeps of the survey.
- 1.4.3 It should be noted that a few User Groups, namely User Group 5: Non Legal Professionals and User Group 6: Spectators and Others, generated small sample sizes (n=85 and n=22 respectively). Further, when questions were only relevant to a sub-sample of respondents, and/or where data is disaggregated by Sheriffdom or User Group, the sample sizes are often too low to provide reliable results. Any instances where questions received a low number of responses, which prevents statistically rigorous analysis and reporting, are identified in the text.
- 1.4.4 Where no response was given, the symbol '-' has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.4.5 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%.

2. COURT/REMOTE SITE FACILITIES

2.1 Facilities Used

2.1.1 Respondents were asked for feedback on various facilities at the court building or remote site which they may have used during their visit. Overall, 51 respondents indicated that they had not used any of the specified facilities, while a further one respondent did not answer the question.

2.1.2 Of the 872 respondents who indicated that they had used at least one of the facilities, nearly three quarters (69%, n=604) had used the court room, and around a third had used the waiting area/area outside the court room (36%, n=316) and the public entrance/area outside the court/remote site building (33%, n=284).

Table 5. Facilities used in the court building or remote site

OPTIONS	RESPONSES	PERCENTAGE
Public Entrance/Area Outside the Court/Remote site Building	284	33%
Waiting Area/Area Outside Court Room	316	36%
Court Room	604	69%
Witness Room	154	18%
Agents' Room/Solicitors' Room	139	16%
TV Link Room	2	<1%
Toilets in Court/Remote Site Building	251	29%
Cells in the Court Building	44	5%
Sheriff Clerk's Office/Public Counter	191	22%
Other	24	3%
Total	872	*

* Multiple responses were possible at this question, therefore the table adds to more than 100%

2.1.3 There were 24 respondents (3% of the total) who had used 'other' facilities. When asked to specify which other facilities they had used, responses included:

- The café, canteen or tea room (n=10);
- The social services/social work area or office (n=4);
- The Procurator Fiscal's office (n=3); and

- Other rooms such as the custody suite, interview room, press room, and victim support room.

2.1.4 A breakdown of the facilities used by Sheriffdom is provided at Table 6, while a breakdown by User Group can be found at Table 7.

Table 6. Facilities used in the court building or remote site – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Public Entrance/Area Outside the Court/Remote site Building	15%	15%	29%	68%	28%	21%
Waiting Area/Area Outside Court Room	23%	21%	35%	36%	27%	60%
Court Room	78%	68%	68%	59%	72%	73%
Witness Room	22%	25%	18%	7%	23%	18%
Agents' Room/Solicitors' Room	10%	24%	3%	14%	20%	21%
TV Link Room	-	1%	-	-	-	1%
Toilets in Court/Remote Site Building	32%	37%	24%	16%	41%	27%
Cells in the Court Building	7%	2%	4%	5%	7%	4%
Sheriff Clerk's Office/Public Counter	28%	19%	24%	16%	33%	15%
Other	8%	2%	2%	-	2%	4%
Total	116	91	104	198	169	194

2.1.5 The breakdown by Sheriffdom reveals a small number of differences between the areas. Those in Tayside, Central and Fife recorded much higher usage of the public entrance and area outside the court (68%, n=135) compared to the full sample (33%), while those in North Strathclyde recorded a higher usage of the waiting area outside the court room (60%, n=117) compared to nationally (36%). Otherwise, the breakdown by Sheriffdom was broadly in keeping with the spread of facility usage across the national sample.

Table 7. Facilities used in the court building or remote site – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
Public Entrance/Area Outside the Court/Remote site Building	32%	36%	29%	26%	42%	46%
Waiting Area/Area Outside Court Room	46%	35%	34%	2%	47%	68%
Court Room	84%	94%	62%	2%	77%	64%
Witness Room	4%	17%	46%	-	28%	5%
Agents' Room/Solicitors' Room	1%	75%	1%	2%	5%	5%
TV Link Room	-	1%	1%	-	-	-
Toilets in Court/Remote Site Building	32%	31%	34%	4%	31%	46%
Cells in the Court Building	2%	14%	1%	-	16%	-
Sheriff Clerk's Office/Public Counter	9%	10%	13%	94%	17%	9%
Other	3%	4%	1%	-	8%	-
Total	291	169	194	113	83	22

2.1.6 The breakdown by User Group shows several differences between the facilities respondents reported using. User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers show the largest difference when compared to the full sample - with 94% (n=106) indicating that they used the Sheriff Clerk's Office/Public Counter⁴ (compared to 22% (n=191) overall), while only 2% (n=2) reported using the court room (compared to 69%, n=604 overall).

2.1.7 Conversely, those in User Group 1: Accused and Supporters of Accused, User Group 2: Legal Professionals, and User Group 5: Non-Legal Professionals all reported having used the court room more often than the full sample average - with 84% (n=245), 94% (n=158), and 77% (n=64) respectively indicating they had used the court room compared to 69% (n=604) of the full sample. Those in User Group 2: Legal Professionals also had higher than average usage of the agents' room/solicitors' room (75% (n=127), versus 16% (n=139) across all users), while those in User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses had a higher than average usage of the witness room (46% (n=90) compared to 18% (n=154)).

Satisfaction with Comfort, Cleanliness, Safety and Security of Facilities

2.1.8 Respondents were asked to give their rating of the comfort, cleanliness, and safety and security of the facilities that they had used. Table 8 summarises the ratings given, showing

⁴ It should be noted that seven respondents in User Group 4 indicated that they used other facilities listed but did not select the public counter/Sheriff Clerks Office as might be expected.

the percentage of users who had given a rating of ‘fairly satisfied’ or ‘very satisfied’ for each facility. A detailed breakdown of the responses to these questions can be found in Appendix B.

Table 8. Satisfaction with Comfort, Cleanliness, Safety and Security of Facilities

FACILITIES	PERCENT ‘FAIRLY SATISFIED’ OR ‘VERY SATISFIED’ WITH...		
	COMFORT	CLEANLINESS	SAFETY AND SECURITY
Public Entrance/Area Outside the Court/Remote site Building	84%	92%	89%
Waiting Area/Area Outside Court Room	83%	94%	90%
Court Room	89%	97%	96%
Witness Room	87%	96%	94%
Agents’ Room/Solicitors’ Room	90%	94%	95%
TV Link Room *	100%	100%	100%
Toilets in Court/Remote Site Building	90%	91%	91%
Cells in the Court Building	64%	84%	87%
Sheriff Clerk’s Office/Public Counter	94%	98%	96%
Other	87%	88%	92%

* Note that there were only 2 respondents who had used the TV Link Room.

2.1.9 Across the facilities used, satisfaction was largely high, with at least 80% of users being fairly or very satisfied across all three criteria for most facilities. The exception to this was the comfort of the Cells in the Court Building, which only achieved satisfaction with 64% (n=28) of users. The Sheriff Clerk’s Office and Public Counter was rated particularly highly, with 94% (n=180) of users being fairly or very satisfied with the comfort, 98% (n=187) of users being satisfied with the cleanliness, and 96% (n=184) being satisfied with the safety and security. While there were only two users for the TV link rooms, with little inference able to be drawn from such a small sample, it is worth noting that both users were ‘very satisfied’ with all three aspects. Across the facilities, a consistent pattern can be seen with satisfaction with comfort being lower than that for cleanliness and safety and security.

2.1.10 Where dissatisfaction (either ‘fairly’ or ‘very’) with any of the facilities had been expressed, users were invited to provide their reasons for this. A large number of issues related to comfort, and in particular, the seating in the waiting areas and the court room which a number of users described as ‘hard and uncomfortable’, and others indicated that the seats were in poor condition. A number of users also complained that the court rooms and public areas were cold.

- 2.1.11 Other issues with comfort related to a lack of space, with a number of users either stating that the room was too small or had a lack of seats, or that the areas were too busy and crowded. Related to this, some users complained of a lack of privacy in the waiting area, while one also complained of a lack of privacy in the cells due to glass screens between these.

- 2.1.12 Some concerns around safety and security appeared to be more a general feeling rather than related to anything specific. However, some users noted that the witness room and/or waiting area was open to anyone, and therefore made it possible for intimidation to take place. Related to this, users also cited a lack of a security or police presence, or an escort for opposing witnesses.

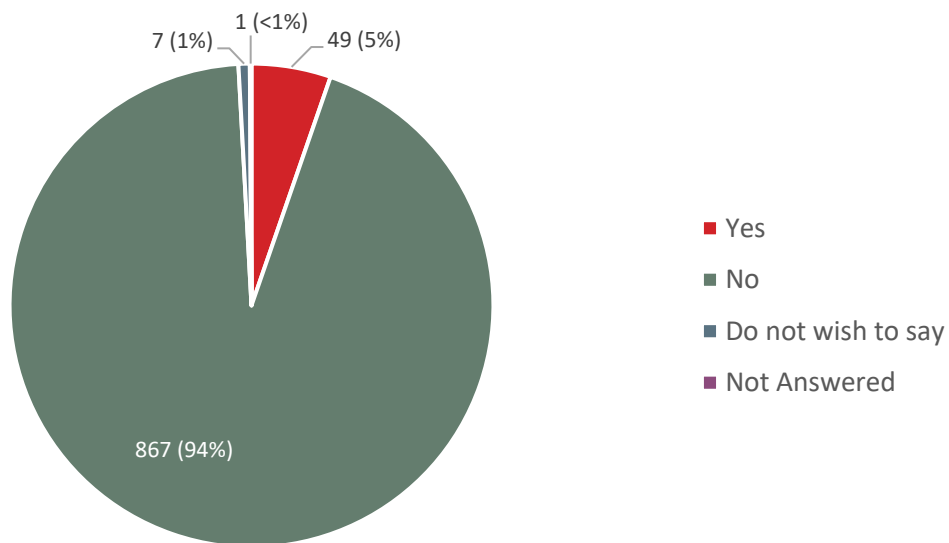
- 2.1.13 Specific complaints around cleanliness related to the toilets, with one user reporting “drug paraphernalia” being found there, and another reporting that they were very dirty and the floor was wet. Other users who had issues with cleanliness made more general observations, indicating, for example, that the solicitors’ room needed upgrading, or that the court building was run down/dated, or needed to be painted.

- 2.1.14 Some more general complaints included a lack of facilities, for example to get a cup of coffee, and a lack of up-to-date equipment in the cells. One user also complained about a lack of staff on site, while another said they couldn’t find where to go in the court building.

2.2 Particular Facilities

2.2.1 Respondents were also asked about any particular facilities or services they may have required during their visit, including whether they had any longstanding illness, disability or infirmity which meant they required any particular facilities when using public buildings. Figure 2 outlines the responses to this question for the full sample, while Table 9 disaggregates this by Sheriffdom and Table 10 details the results by User Group.

Figure 2. Any illness, disability or infirmity requiring particular facilities



2.2.2 The majority of respondents (94%, n=867) stated they had no particular requirements when visiting public buildings, while 5% (n=49) indicated that they had particular needs.

Table 9. Any illness, disability or infirmity requiring particular facilities – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Yes	5%	3%	8%	10%	4%	1%
No	94%	96%	91%	90%	95%	97%
Do not wish to say	-	1%	1%	-	1%	2%
<i>Not answered</i>	1%	-	-	-	-	-
Total	127	102	107	201	190	197

Table 10. Any illness, disability or infirmity requiring particular facilities – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
Yes	9%	-	8%	3%	2%	-
No	90%	98%	91%	97%	98%	100%
Do not wish to say	1%	2%	1%	-	-	-
<i>Not answered</i>	-	-	<1%	-	-	-
Total	296	169	195	157	85	22

2.2.3 When broken down by Sheriffdom, Tayside, Central and Fife had the highest proportion of users requiring particular facilities (10%, n=21), while the User Group disaggregation shows that higher proportions of those in User Group 1: Accused and their supporters and User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses required particular facilities, at 9% (n=27) and 8% (n=15) respectively.

2.2.4 Respondents who indicated that they required particular facilities were then asked to specify the nature of these facilities. A number of respondents simply provided details of their illness/disability/infirmity rather than describing the facilities they require to help them access SCTS or court services. However, there appeared to be two broad requirements highlighted by respondents:

- Support required with mobility, for example needing wheelchair or Zimmer access, or difficulties with stairs; and
- Requiring privacy or space, for example for insulin injections and taking other medication, and not being able to share a lift with others or not coping well with confined spaces.

2.2.5 In addition, one respondent noted that they required support with hearing difficulties, while a number of respondents indicated that they had mental health issues, but did not specify the particular facilities which they would require as a result of this.

2.2.6 The 49 respondents who stated that they required particular facilities were also subsequently asked about the extent to which their particular requirements were met by the facilities offered at the court building during their visit. Responses are outlined in Table 11, and show that around three quarters (76%, n=37) felt that their requirements had been fully met, while around a quarter (22%, n=11) indicated that their requirements had either only been partial met, or not met at all.

Table 11. Extent to which the user’s particular requirements were met

OPTIONS	RESPONSES	PERCENTAGE
Fully met	37	76%
Partially met	7	14%
Not met at all	4	8%
<i>Not answered</i>	1	2%
Total	49	100%

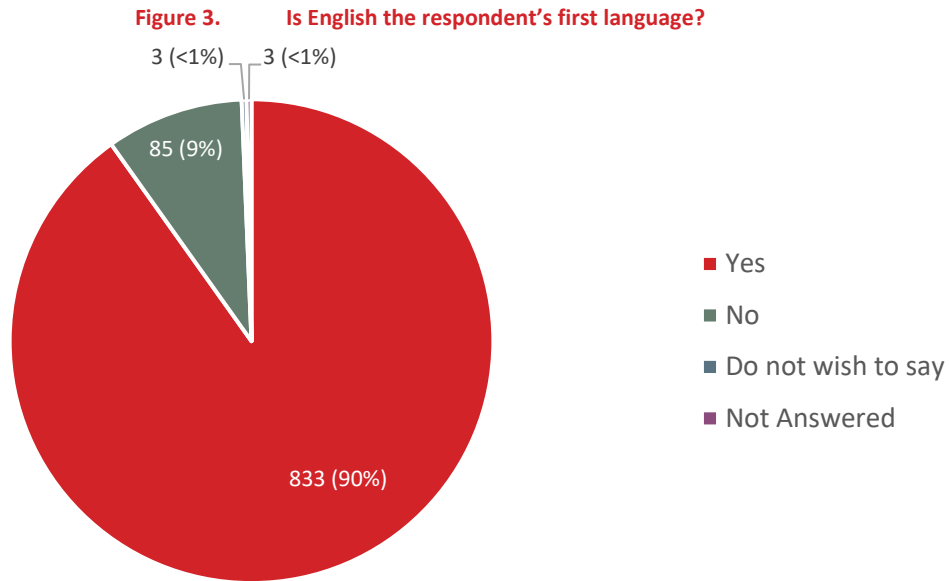
2.2.7 Respondents whose needs had only been partially met or not met at all were asked to detail in what way their needs had not been met. A number of issues were identified, which can be summarised as:

- Two respondents stated they had little or no mental health support available while in the cells;
- Court users with mobility issues noted a lack of chairs or seating and/or noted difficulty climbing narrow stairs;
- One highlighted a lack of information about being able to claim back money for travel expenses; and
- A lack of facilities to support those with hearing impairments was noted by another.

2.2.8 Other respondents chose not to provide details of the issues they had faced.

2.3 Communication and/or Reading Needs

2.3.1 Respondents were asked if their first language was English, and whether they required any assistance with communication or reading. Figure 3 outlines whether English was the respondents first language or not, with most (90%, n=833) indicating it was and 9%, (n=85) stating it was not.



2.3.2 A breakdown of the responses by Sheriffdom can be found in Table 12 and by User Group in Table 13.

Table 12. Is English the respondent's first language? – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Yes	86%	82%	89%	88%	93%	97%
No	14%	17%	10%	11%	6%	3%
Do not wish to say	-	1%	1%	<1%	-	-
<i>Not answered</i>	-	-	-	<1%	1%	-
Total	127	102	107	201	190	197

2.3.3 Lothian and Borders (17%, n=17) and Glasgow and Strathkelvin (14%, n=18) had the highest rate of respondents for whom English was not their first language. Conversely, those in North Strathclyde (97%, n=191) and South Strathclyde, Dumfries and Galloway (93%, n=177) had the highest proportions of respondents where English was their first language.

Table 13. Is English the respondent's first language? – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
Yes	91%	96%	89%	92%	73%	100%
No	9%	2%	11%	7%	26%	-
Do not wish to say	<1%	1%	-	-	1%	-
Not answered	<1%	1%	-	1%	-	-
Total	296	169	195	157	85	22

2.3.4 When considered by user group, the rates where English was not the respondents first language ranged from 26% (n=22) in User Group 5: Non Legal Professionals to just 2% (n=4) in User Group 2: Legal Professionals and zero in User Group 6: Spectators and Others.

2.3.5 When asked if they had any particular communication and/or reading requirements, almost all respondents said 'no' (98%, n=907).

Table 14. Any particular communication and/or reading requirements?

OPTIONS	RESPONSES	PERCENTAGE
Yes	10	1%
No	907	98%
Do not wish to say	5	1%
Not answered	2	<1%
Total	924	100%

2.3.6 The 10 (1%) respondents who indicated that they did have particular communication and/or reading requirements were asked to give details of their requirements, with the following responses given:

- Deafness, or issues with hearing;
- Dyslexia, and other support with reading and writing;
- Requiring an interpreter;
- ADHD and learning support requirements making form filling difficult;
- Photo sensitivity; and
- Suffering from anxiety and therefore needing support.

2.3.7 All respondents were also asked if they had used any of a number of facilities or services for support with communication during their visit. The outcome of this question can be seen in Table 15.

Table 15. Use of services or facilities to assist with communication

OPTIONS	RESPONSES	PERCENTAGE
Interpreter for the Accused	10	1%
Other	1	< 1%
None	912	99%
<i>Not answered</i>	2	< 1%
Total	924	100%

Note: Multiple responses were provided at this question.

2.3.8 The majority of the services available - induction/hearing loops, Braille, a BSL or English interpreter, and the Telephone Interpreting Service - had not been used by any of the respondents to the survey. Almost all respondents (99%, n=912) indicated that none of the communication support facilities had been used, while only 10 respondents (1%) had made use of an interpreter for the accused, and one respondent had used an 'other' service but did not identify what this was.

2.3.9 Those respondents who had used the interpreter for the accused also rated their satisfaction with this service (see Table 16). Most respondents (80%, n=8) were very satisfied with the service, while no respondents expressed any dissatisfaction.

Table 16. Interpreter for the Accused – how satisfied were you with this service?

OPTIONS	RESPONSES	PERCENTAGE
1 - Very Dissatisfied	-	-
2 - Fairly Dissatisfied	-	-
3 - Neither	1	10%
4 - Fairly Satisfied	1	10%
5 - Very Satisfied	8	80%
Total	10	100%

3. HEARINGS

3.1.1 Witnesses (n=97) were asked to indicate how they had provided their evidence to the court on the day of the survey. Table 17 below highlights that most provided evidence in person in the court building, while only one respondent had provided evidence in person in court via a live television link.

Table 17. "How did you provide your evidence to the court today?"

OPTIONS	RESPONSES	PERCENTAGE
In person in court	75	77%
In person in court via live television link	1	1%
Not Applicable	21	22%
Total	97	100%

3.1.2 Disaggregation by user group was not possible as only witnesses were asked this question, and breakdowns by Sheriffdom also provided low numbers of responses and so are not included here.

3.2 Virtual Hearings

3.2.1 All respondents who had attended a Sheriff or Justice of the Peace Court (excluding those attending only to pay a fine or to visit the Sheriff Clerks Office/Public Counter) (n=770) were asked if they had attended a virtual hearing. Only eight (2%) respondents indicated that they had, of which four attended virtually and four were present in the court room during a virtual hearing.

Table 18. "Did you attend a virtual hearing today?"

OPTIONS	RESPONSES	PERCENTAGE
Yes, I attended virtually	4	1%
Yes, I was in the court room during a virtual hearing	4	1%
No	762	99%
Total	770	100%

3.2.2 Again, the numbers of those who attended a virtual hearing were too small to support disaggregation of the results by Sheriffdom and User Group, other than to note that no respondents took part in a virtual hearing in Glasgow and Strathkelvin or North Strathclyde, and no-one from User Group 6: Spectators or Others had taken part in a virtual hearing (as well as no-one from User Group 4: those who were visiting the public

counter, and were not asked the question). All other user groups and sheriffdoms had at least one respondent each who had participated in a virtual hearing.

3.2.3 Those who attended virtually were asked to describe the types of device they had used, and whether this had been their own personal device, a shared device, a work device or a publicly available device. Across both questions one respondent each identified the following:

Type of Device	Nature of Device
<input type="radio"/> Desktop Computer	<input type="radio"/> Personal Device
<input type="radio"/> Laptop	<input type="radio"/> Publicly Available Device
<input type="radio"/> Mobile Phone - Apple Device	<input type="radio"/> Shared Device
<input type="radio"/> Other - Court TV Screen	<input type="radio"/> Work Device

3.2.4 The eight respondents who had attended a virtual hearing were also asked how this had been conducted, with half noting that Webex had been used to facilitate the hearing, two indicated that the hearing had been conducted by phone, and two did not know.

Table 19. "How was the virtual hearing conducted?"

OPTIONS	RESPONSES	PERCENTAGE
Webex	4	50%
Telephone	2	25%
Don't know / Not sure	2	25%
Total	8	100%

3.2.5 Respondents were also asked whether they had been provided with joining instructions with sufficient notice ahead of the virtual hearing. Four said that they had, and the other four said this was not applicable.

3.2.6 All virtual hearing attendees were also asked to rate how easy or difficult they had found it to join the virtual hearing. Table 20 below highlights that most respondents (n=6) found it either fairly or very easy to join the proceedings, while two did not know. None of the respondents had found it difficult to join the virtual hearing.

Table 20. "How difficult or easy was it to join the virtual hearing?"

OPTIONS	RESPONSES	PERCENTAGE
1 - Very Difficult	0	-
2 - Fairly Difficult	0	-
3 - Neither	0	-
4 - Fairly Easy	3	37.5%
5 - Very Easy	3	37.5%
Don't know / Not sure	2	25%
Total	8	100%

Technical Difficulties

3.2.7 Virtual hearing respondents were asked if there had been any technical difficulties during the proceedings. Only two said that there had been, with one citing issues with connectivity which were not resolved. The other respondent did not disclose the nature of the problem they encountered, and said they did not know how long the technical difficulty took to be resolved.

3.2.8 Both respondents who encountered technical difficulties stated that a member of SCTS staff offered help or assistance with this, with one indicating that a member of staff phoned them.

General Views of the Virtual Hearing

3.2.9 The eight respondents who had taken part in virtual hearings were asked how their experience of this compared to a hearing in a courtroom. Two felt the virtual hearing that day had been better, two felt there were no significant differences between the two approaches, and one felt that hearings which take place in a courtroom were better. In addition, two respondents did not know, and one said this was not applicable as they only had experience of the virtual hearing.

Table 21. "Overall, how did your experience today compare with a hearing in a courtroom?"

OPTIONS	RESPONSES	PERCENTAGE
Better today	2	25%
No significant difference	2	25%
Better with hearing in courtroom	1	12.5%
Don't know / Not sure	2	25%
Not Applicable/Only experienced virtual hearings	1	12.5%
Total	8	100%

3.2.10 Respondents were also asked if they felt they were sufficiently informed/prepared for dealing with the arrangements for a remote hearing. Seven said they were, and only one said they were not.

3.2.11 Ratings were sought on the difficulty/ease with which the respondents had been able to contribute during the virtual hearing. Table 22 provides the breakdown of results, and shows that most (n=7) had found it either fairly or very easy to contribute.

Table 22. Ease of contributing during the virtual hearing

OPTIONS	RESPONSES	PERCENTAGE
1 - Very Difficult	-	-
2 - Fairly Difficult	1	12.5%
3 - Neither	-	-
4 - Fairly Easy	4	50%
5 - Very Easy	3	37.5%
Total	8	100%

3.2.12 Feedback was also invited on both the advantages/benefits and disadvantages/detriments of virtual hearings. The advantages outlined tended to focus on benefits for those who lived some distance from the court and for particular types of people. Disadvantages tended to focus on problems with the technology. The full list of advantages and disadvantages are provided below, with each outlined by one respondent each, unless otherwise indicated:

Advantages

- Benefit for people providing evidence remotely;
- Cutting down on travel;
- Depends on the person [being represented, it] can be very beneficial;
- Good for kids and certain individuals;
- Good system when it works;
- Knew what to expect; and
- Lawyers can attend despite not being on the island.

Disadvantages

- In certain scenarios this system does not work, on occasions we need a face to face meeting;
- If Wi-Fi is bad there can be connection problems;
- No / None (n=2);
- None, except if it does not work due to technology; and
- Not as personal.

3.3 Waiting for Court to Start

3.3.1 Again, all respondents except those who had attended to pay a fine or visit the Sheriff Clerks Office/public counter were asked to provide feedback on the experiences of waiting for the court to start.

3.3.2 Respondents were asked if they had been advised of the anticipated start time, and whether they had had to wait for the court to start beyond that. Table 23 outlines the full breakdown of responses, and shows that over three quarters (78%, n=604) indicated they had been advised of the start time, while less than half (42%, n=324) had to wait beyond this time.

Table 23. Anticipated Start Time and Whether Respondents Waited Beyond This

OPTIONS	Q34. ADVISED OF ANTICIPATED START TIME		Q35. WAITED BEYOND THE ANTICIPATED START TIME	
	RESPONSES	PERCENTAGE	RESPONSES	PERCENTAGE
Yes	604	78%	324	42%
No	116	15%	369	48%
Don't know / Not sure	7	1%	26	3%
Not Applicable	44	6%	52	7%
Total	771	100%	771	100%

3.3.3 When results were disaggregated by Sheriffdom, high proportions of respondents across each Sheriffdom indicated that they had been advised of anticipated start times - ranging from 69% in Tayside, Central and Fife to 87% in South Strathclyde, Dumfries and Galloway. However, respondents were more likely to have to wait beyond their anticipated start time in Grampian, Highland and Islands, where just over three quarters of respondents (77%, n=65) noted that they had to wait, compared to any other Sheriffdom. The next area where respondents were most likely to wait was Tayside, Central and Fife, where just under half of the respondents (46%, n=77) said they had to wait, while those in Glasgow and Strathkelvin were the least likely to have to wait, with 26% (n=29) indicating they waited beyond their anticipated start time. Full breakdowns are provided in Figure 4 and Figure 5 below.

Figure 4. “Were you advised of an anticipated start time for the court?” – by Sheriffdom

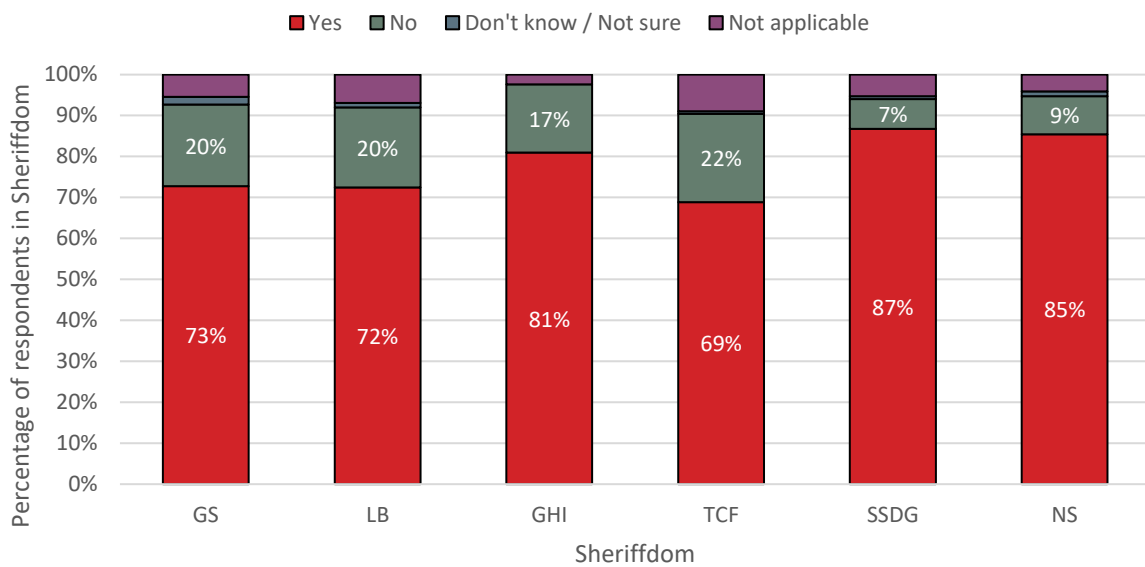
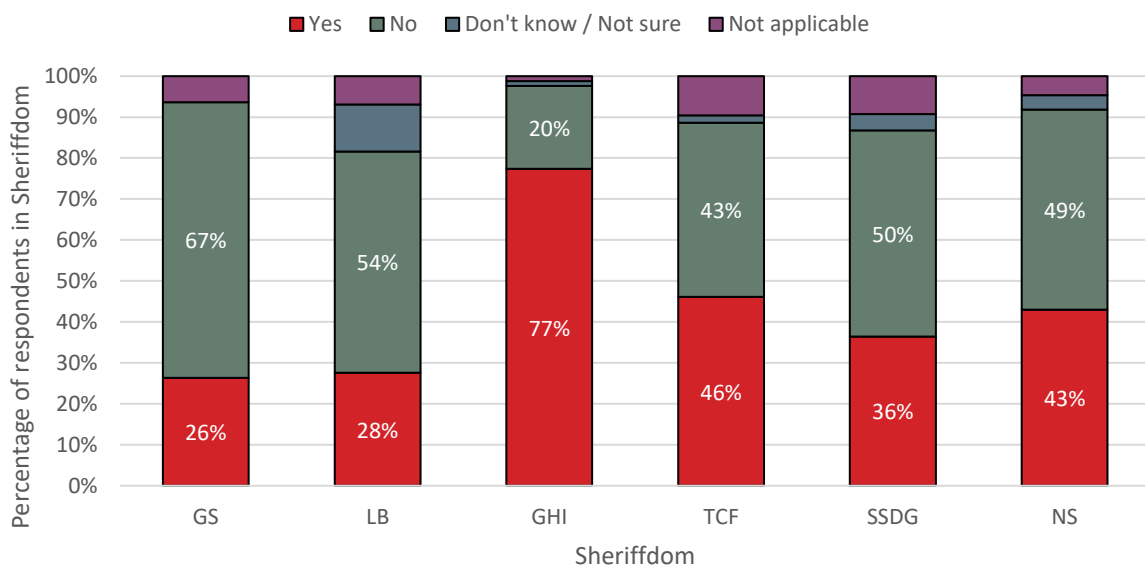


Figure 5. “Did you have to wait today beyond the anticipated start time?” – by Sheriffdom

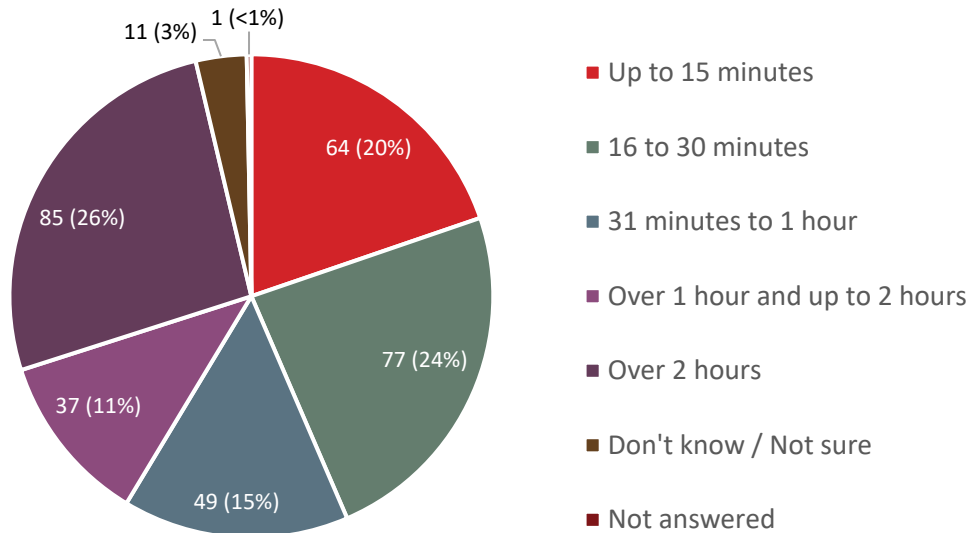


3.3.4 When considered by User Group, over half of the respondents of each typology indicated that they had been advised of the anticipated start time, although this ranged from just over half (59%, n=13) of those in User Group 6: Spectators and Others (although this group has a small overall sample size), to 82% for both User Group 1: Accused and Supporters of Accused (n=244), and User Group 2: Legal Professionals (n=138). User Group 1: Accused and Supporters of Accused were the group most likely to have to wait beyond the anticipated start time, with 54% (n=159) indicated that they had had to wait, while User Group 6: Spectators and Others were the least likely to reporting that they had had to wait (14%, n=3). Full breakdowns by User Group can be found in Appendix B.

Waiting Times

3.3.5 Of those who had to wait for court proceedings to start, a wide range of waiting times was reported, as outlined in Figure 6 below. Over half (59%, n=190) waited for up to an hour, while around a quarter (26%, n=85) waited for over two hours.

Figure 6. Time waited for the court to start beyond the anticipated start time



3.3.6 As well as being the area where respondents were most likely to have to wait, those in Grampian, Highland and Islands were also more likely to have the longest waiting times - 49% (n=32) indicated they had waited for over two hours beyond the anticipated start time.

Table 24. Time waited for the court to start beyond the anticipated start time – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Up to 15 minutes	21%	13%	8%	17%	36%	23%
16 to 30 minutes	31%	29%	11%	17%	31%	33%
31 minutes to 1 hour	10%	29%	15%	21%	7%	12%
Over 1 hour and up to 2 hours	10%	17%	17%	10%	4%	12%
Over 2 hours	21%	8%	49%	35%	11%	16%
Don't know / Not sure	7%	4%	-	-	9%	4%
Not answered	-	-	-	-	2%	-
Total	29	24	65	77	55	74

- 3.3.7 Over a third of respondents (39%, n=33) in User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses, and more than a quarter (28%, n=45) of those in User Group 1: Accused and Supporters of Accused indicated that they had waited for over two hours (see Table 25).

Table 25. Time waited for the court to start beyond the anticipated start time – by User Group

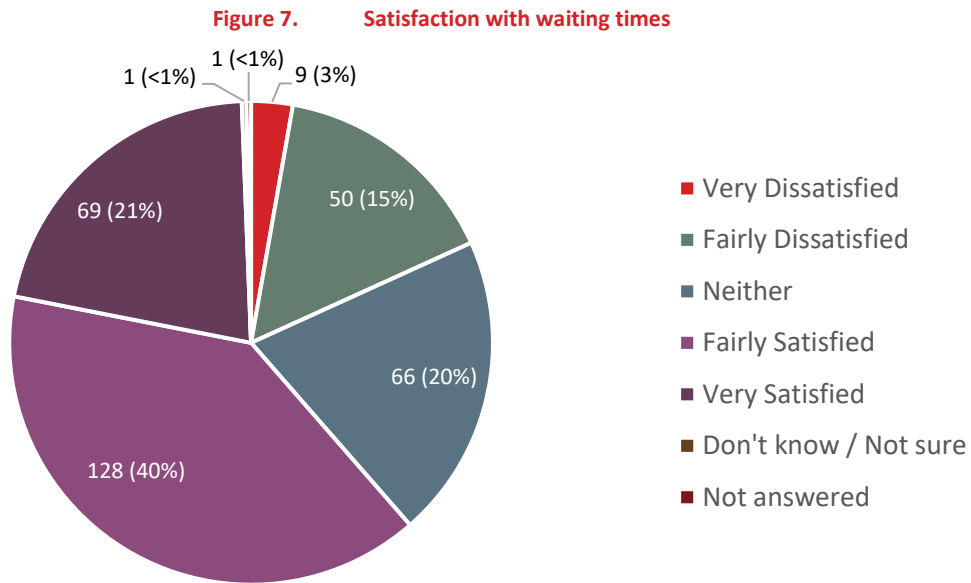
OPTIONS	UG1	UG2	UG3	UG5	UG6
Up to 15 minutes	21%	28%	8%	26%	67%
16 to 30 minutes	20%	36%	20%	33%	33%
31 minutes to 1 hour	14%	20%	14%	19%	-
Over 1 hour and up to 2 hours	14%	6%	12%	7%	-
Over 2 hours	28%	8%	39%	11%	-
Don't know / Not sure	3%	2%	6%	4%	-
Not answered	-	-	1%	-	-
Total	159	50	85	27	3

* User Group 4: People Visiting the Sheriff Clerk's Office and Fine Payers were not asked about court waiting times.

Satisfaction with Waiting Times

- 3.3.8 Respondents were also asked to indicate how satisfied they were with the time they had to wait for the court to start beyond the anticipated start time.

3.3.9 Overall, 61% (n=197) were either fairly or very satisfied with their waiting times, compared to 18% (n=59) who were either fairly or very dissatisfied (see Figure 7).



3.3.10 When broken down by Sheriffdom, the proportion of respondents who were either fairly or very satisfied with their wait ranged from 53% (n=34) in Grampian, Highland and Islands, to 77% (n=42) in South Strathclyde, Dumfries and Galloway. Conversely, the area with the highest level of dissatisfaction with waiting times was Tayside, Central and Fife, where 31% (n=24) were either fairly or very dissatisfied.

Table 26. Satisfaction with waiting time – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
1 - Very Dissatisfied	3%	-	1%	3%	7%	1%
2 - Fairly Dissatisfied	10%	-	22%	28%	5%	11%
3 - Neither	24%	33%	23%	13%	11%	27%
4 - Fairly Satisfied	52%	63%	25%	25%	55%	45%
5 - Very Satisfied	7%	4%	28%	31%	22%	16%
Don't know / Not sure	3%	-	-	-	-	-
Not answered	-	-	1%	-	-	-
Total	29	24	65	77	55	74

3.3.11 When considering User Group, those in User Group 2: Legal Professionals were the most satisfied, with 80% (n=40) either fairly or very satisfied with their waiting time.

Meanwhile, those in User Group 1: Accused and Supporters of Accused were the most dissatisfied, with 23% (n=37) indicating they were either fairly or very dissatisfied in this respect.

Table 27. Satisfaction with waiting time – by User Group

OPTIONS	UG1	UG2	UG3	UG5	UG6
1 - Very Dissatisfied	2%	6%	1%	4%	-
2 - Fairly Dissatisfied	21%	2%	17%	7%	-
3 - Neither	20%	12%	26%	22%	-
4 - Fairly Satisfied	33%	54%	41%	45%	33%
5 - Very Satisfied	23%	26%	14%	22%	67%
Don't know / Not sure	-	-	1%	-	-
<i>Not answered</i>	1%	-	-	-	-
Total	159	50	85	27	3

* User Group 4: People Visiting the Sheriff Clerk's Office and Fine Payers were not asked about court waiting times.

Satisfaction with Information Provided about Waiting Times

- 3.3.12 Respondents were also asked to indicate whether SCTS staff had given them any updates about how much longer they were likely to have to wait for the court to start beyond the anticipated start time, and whether SCTS staff had given them any information about why they had to wait for the court to start.
- 3.3.13 Table 28 details the full responses to these questions, and shows that, in both cases, 41% of respondents indicated they had received such updates and information from SCTS staff.

Table 28. Updates about Waiting Times and Information about Why Waiting

	Q38. UPDATES ABOUT HOW MUCH LONGER		Q40. INFORMATION ABOUT WHY WAITING	
OPTIONS	RESPONSES	PERCENTAGE	RESPONSES	PERCENTAGE
Yes	132	41%	135	41%
No	176	54%	174	54%
Don't know / Not sure	1	< 1%	2	1%
Not Applicable	12	4%	13	4%
<i>Not answered</i>	3	1%	-	-
Total	324	100%	324	100%

3.3.14 When the results were broken down by Sheriffdom and User Group (see Table 29 and Table 30 respectively)⁵, mixed responses were provided. Just over half of the respondents in Lothian and Borders (54%, n=13) and North Strathclyde (57%, n=42), and 49% (n=27) in South Strathclyde, Dumfries and Galloway had received updates from SCTS staff about **how much longer they were likely to wait**. Meanwhile, around two thirds of those in Glasgow and Strathkelvin (69%, n=20), Grampian, Highland and Islands (66%, n=43), and Tayside Central and Fife (64%, n=49) indicated they had not been provided with such updates. Similarly, around half of the respondents in South Strathclyde, Dumfries and Galloway (49%, N=27), and North Strathclyde (57%, n=42) indicated that they had received information about **why they had to wait**, while between 50% (n=12) of respondents in Lothian and Borders and 83% (n=24) in Glasgow and Strathkelvin said they did not receive such information from SCTS staff.

⁵ It should be noted that small sample sizes were achieved at these questions when results were disaggregated by Sheriffdom and User Group.

Table 29. Updates about Waiting Times and Information about Why Waiting – by Sheriffdom

Q38. UPDATES ABOUT HOW MUCH LONGER	GS	LB	GHI	TCF	SSDG	NS
Yes	24%	54%	26%	34%	49%	57%
No	69%	42%	66%	64%	44%	40%
Don't know / Not applicable / Not answered	7%	4%	8%	2%	7%	3%
Total	29	24	65	77	55	74

Q40. INFORMATION ABOUT WHY WAITING	GS	LB	GHI	TCF	SSDG	NS
Yes	14%	46%	29%	42%	49%	57%
No	83%	50%	65%	54%	45%	39%
Don't know / Not applicable / Not answered	3%	4%	6%	4%	6%	4%
Total	29	24	65	77	55	74

3.3.15 Similarly, nearly three quarters (72%, n=36) of respondents in User Group 2: Legal Professionals and just over half (52%, n=14) in User Group 5: Non Legal Professionals indicated that they had been provided with **updates about how much longer they would have to wait**, while 67% (n=107) of those in User Group 1: Accused and Supporters of Accused, 67% (n=2) in User Group 6: Spectators and Others, and 53% (n=45) in User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses stated they had not received such updates. Further, User Group 2: Legal Professionals was the group where the greatest proportion of respondents indicated they had received information about **why they had to wait** (78%, n=39), while between 52% (n=14) for User Group 5: Non Legal Professionals and 67% (n=2) for User Group 6: Spectators and Others indicated that they had not been provided with such information.

Table 30. Updates about Waiting Times and Information about Why Waiting – by User Group

Q38. UPDATES ABOUT HOW MUCH LONGER	UG1	UG2	UG3	UG5	UG6
Yes	29%	72%	41%	52%	33%
No	67%	22%	53%	41%	67%
Don't know / Not applicable / Not answered	4%	6%	6%	7%	-
Total	159	50	85	27	3
Q40. INFORMATION ABOUT WHY WAITING	UG1	UG2	UG3	UG5	UG6
Yes	33%	78%	38%	41%	33%
No	63%	20%	55%	52%	67%
Don't know / Not applicable / Not answered	4%	2%	7%	7%	-
Total	159	50	85	27	3

- 3.3.16 Full results by Sheriffdom and User Group are provided at Appendix B.
- 3.3.17 All respondents who waited for the court to start were asked to rate their level of satisfaction with court staffs attempts to update them about waiting times, while those who had been informed by SCTS staff about why they had to wait were asked about their satisfaction with SCTS staffs attempts to inform them of this. Table 31 outlines the full breakdown of responses.
- 3.3.18 Over two thirds of respondents (70%, n=227) were either fairly or very satisfied with court staffs attempts to keep them informed about waiting times and how much longer they were likely to have to wait, while only 5% (n=17) had been dissatisfied to any extent. Similarly, most of those who had received information about why they were having to wait (94%, n=126) were either fairly or very satisfied with SCTS staff's attempts in this respect, compared to just 2% (n=2) who were dissatisfied to any extent.

Table 31. Satisfaction with updates on waiting and information on why

OPTIONS	Q39. UPDATES ON HOW MUCH LONGER TO WAIT		Q41. INFORMATION ON WHY WAITING	
	RESPONSES	PERCENTAGE	RESPONSES	PERCENTAGE
1 - Very Dissatisfied	4	1%	1	1%
2 - Fairly Dissatisfied	13	4%	1	1%
3 - Neither	74	23%	7	5%
4 - Fairly Satisfied	124	38%	55	41%
5 - Very Satisfied	103	32%	71	53%
Don't know / Not sure	6	2%	-	-
Total	324	100%	135	100%

3.3.19 When broken down by Sheriffdom and User Group (see Table 32 and Table 33 respectively)⁶, satisfaction with both updates about how much longer respondents would have to wait, and information provision about why they were having to wait were more consistent (although the low response rates at many Sheriffdoms and User Groups need to be borne in mind when interpreting these results). Those who were either fairly or very satisfied with updates on how much longer they would have to wait ranged from 61% (n=47) in Tayside, Central and Fife to 83% (n=20) in Lothian and Borders, and from 63% (n=100) of those in User Group 1: Accused and Supporters of Accused, to 86% (n=43) of those in User Group 2: Legal Professionals and 100% (n=3) of User Group 6: Spectators and Others.

⁶ It should be noted that small sample sizes were achieved at these questions when results were disaggregated by Sheriffdom and User Group.

Table 32. Satisfaction with updates on waiting and information on why – by Sheriffdom

Q39. UPDATES ON HOW MUCH LONGER TO WAIT	GS	LB	GHI	TCF	SSDG	NS
Very or Fairly Dissatisfied	3%	-	4%	6%	5%	7%
Neither	31%	17%	31%	26%	18%	15%
Very or Fairly Satisfied	66%	83%	65%	61%	77%	77%
Don't know/Not sure	-	-	-	7%	-	1%
Total	29	24	65	77	55	74
Q41. INFORMATION ON WHY WAITING	GS	LB	GHI	TCF	SSDG	NS
Very or Fairly Dissatisfied	-	-	-	-	-	5%
Neither	-	-	-	9%	4%	7%
Very or Fairly Satisfied	100%	100%	100%	91%	96%	88%
Total	4	11	19	32	27	42

Table 33. Satisfaction with updates on waiting and information on why – by Sheriffdom

Q39. UPDATES ON HOW MUCH LONGER TO WAIT	UG1	UG2	UG3	UG5	UG6
Very or Fairly Dissatisfied	6%	2%	5%	11%	-
Neither	30%	6%	22%	15%	-
Very or Fairly Satisfied	63%	86%	73%	70%	100%
Don't know/Not sure	1%	6%	-	4%	-
Total	159	50	85	27	3
Q41. INFORMATION ON WHY WAITING	UG1	UG2	UG3	UG5	UG6
Very or Fairly Dissatisfied	4%	-	-	-	-
Neither	10%	3%	-	9%	-
Very or Fairly Satisfied	86%	97%	100%	91%	100%
Total	52	39	32	11	1

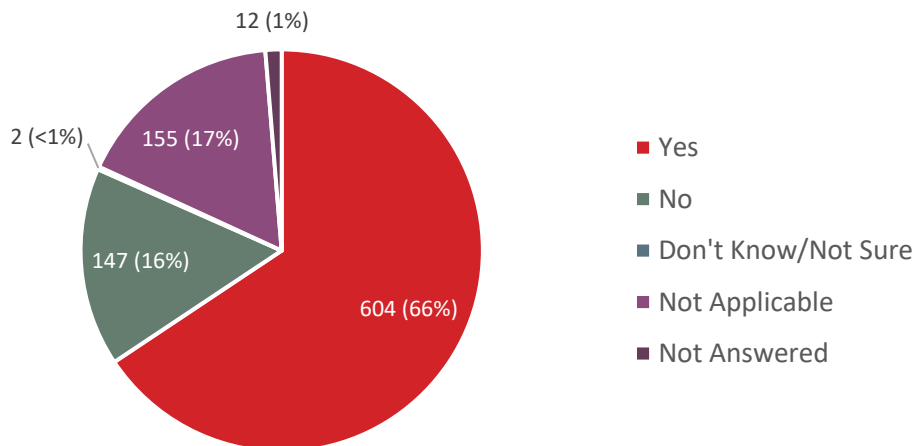
- 3.3.20 Levels of satisfaction were higher in relation to satisfaction with SCTS staffs attempts to inform respondents about why they had to wait, ranging from 88% (n=37) in North Strathclyde to 100% of respondents across each of Glasgow and Strathkelvin (n=4), Lothian and Borders (n=11), and Grampian, Highland and Islands (n=19), and from 86% (n=45) of those in User Group 1: Accused and Supporters of Accused to 100% (n=32) of those in User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses.

4. CONTACT WITH COURT STAFF

4.1 Information Provided by Court Staff

4.1.1 All respondents who attended the court in person were asked if they were directed where to go within the building when they arrived. Two thirds (66%, n=604) stated that they were directed, compared to 16% (n=147) who said they were not.

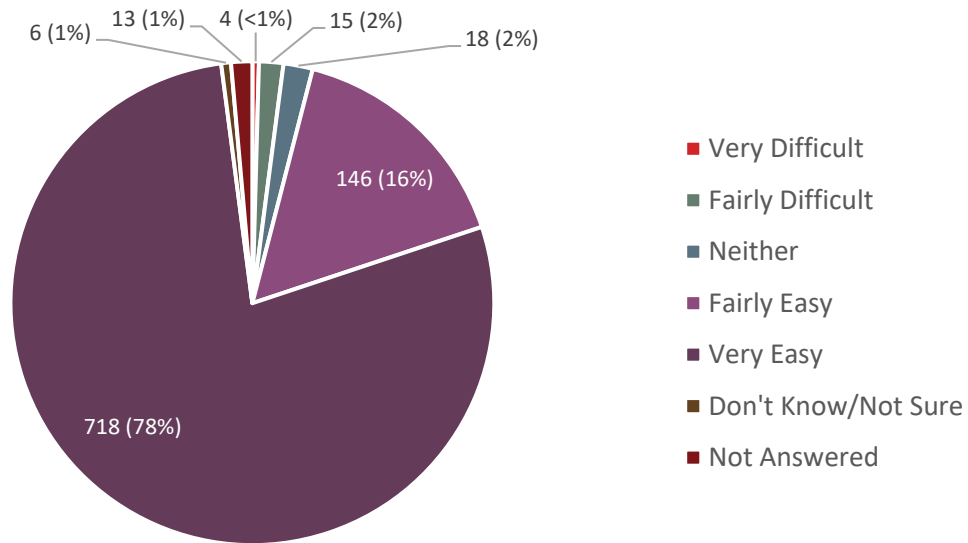
Figure 8. “When you arrived at court, were you directed where to go within the building?”



4.1.2 The proportions of respondents who indicated that they were directed where to go in the building varied from around half (51%, n=52) in Lothian and Borders, to over three quarters (78%, n=153) in North Strathclyde. Differences were more notable when considered by User Group, with 38% (n=65) of those in User Group 2: Legal Professionals indicating they were directed (although it should be noted that a further 40%, n=67 indicated this was not applicable, presumably because they were already familiar with the building), compared to 84% (n=248) of those in User Group 1: Accused and Supporters of Accused who were directed where to go. Full breakdowns by Sheriffdom and User Group are provided at Appendix B.

4.1.3 Respondents were also asked to rate how difficult or easy it was for them to find their way to where they had to go. Figure 9 details the full breakdown, and shows that most respondents (94%, n=864) had found it either fairly or very easy to find their way to where they needed to go, compared to just 2% (n=19) who had found it difficult to any extent.

Figure 9. Ease of finding way to where respondent had to go



4.1.4 Most respondents across all Sheriffdoms indicated that they had found it either fairly or very easy to find where they needed to go, ranging from 82% (n=84) in Lothian and Borders, to 99% (n=187) in South Strathclyde, Dumfries and Galloway. Ease of finding where they needed to go was also rated highly across each of the User Groups, ranging from 88% (n=171) of User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses, to 98% (n=166) of User Group 2: Legal Professionals, and 97% (n=83) of User Group 5: Non Legal Professionals.

4.2 Satisfaction with SCTS Staff

4.2.1 All respondents were asked to rate how helpful and polite they had found the SCTS staff which they had spoken to on the day of the survey.

4.2.2 Figure 10 and Figure 11 below detail the full breakdown of the responses, and show that most respondents provided positive responses, with 94% (n=873) finding them to be either fairly or very helpful, and 96% (n=881) indicating they were either fairly or very polite.

Figure 10. Helpfulness of the SCTS staff

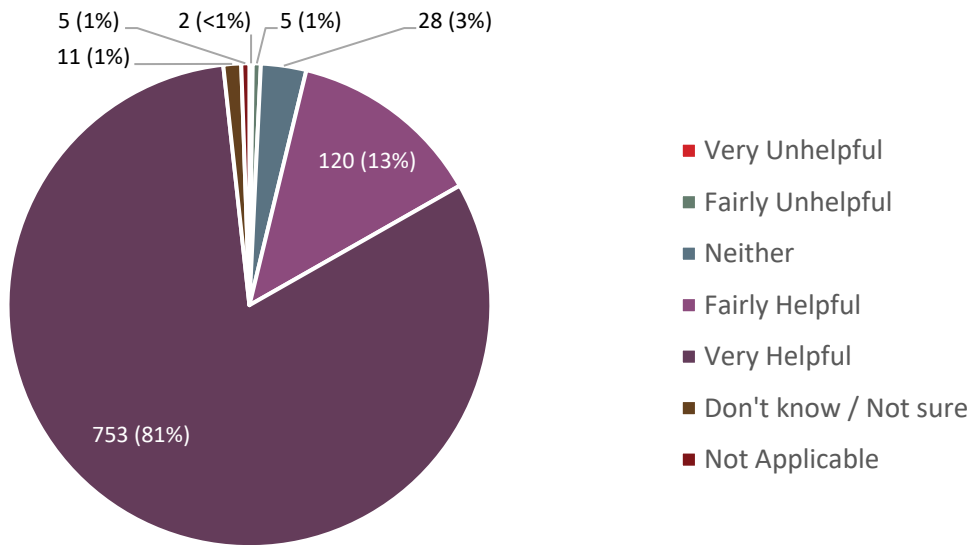
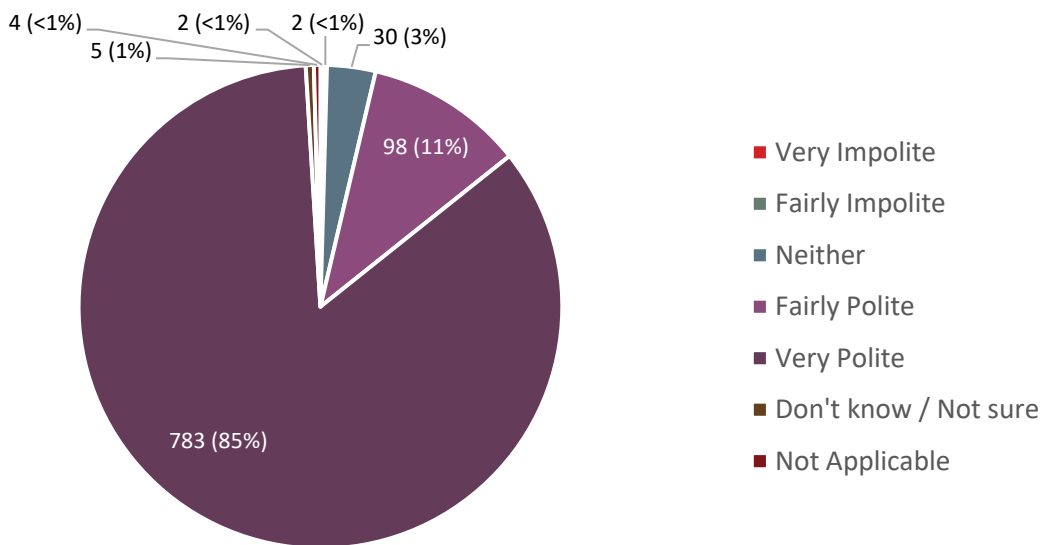


Figure 11. Politeness of the SCTS staff



4.2.3 When considered by Sheriffdom and User Group, results were consistently positive. Ratings on **helpfulness** ranged from 90% in both Lothian and Borders (n=91) and Glasgow and Strathkelvin (n114) who indicated that SCTS staff had been either fairly or very helpful, to 99% (n=194) of those in North Strathclyde. Similarly, ratings ranged from 89% (n=76) of User Group 5: Non Legal Professionals that had found SCTS staff either fairly or very helpful, to 97% (n=164) of User Group 2: Legal Professional and 97% (n=153) of User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers. Full details of responses are outlined in Figure 12 and Figure 13 below.

Figure 12. Helpfulness of the SCTS staff – by Sheriffdom

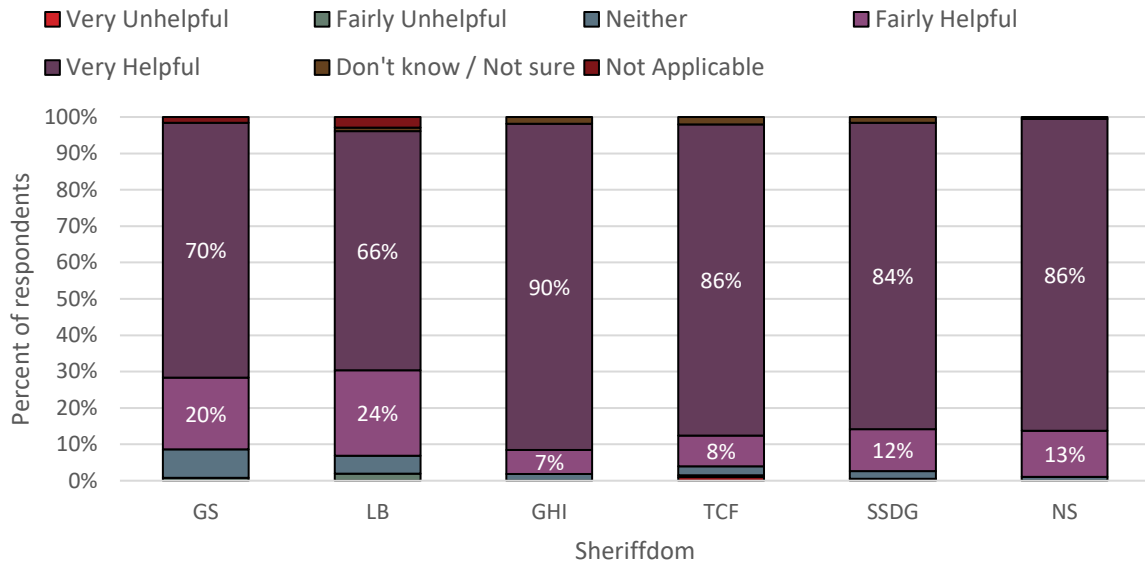
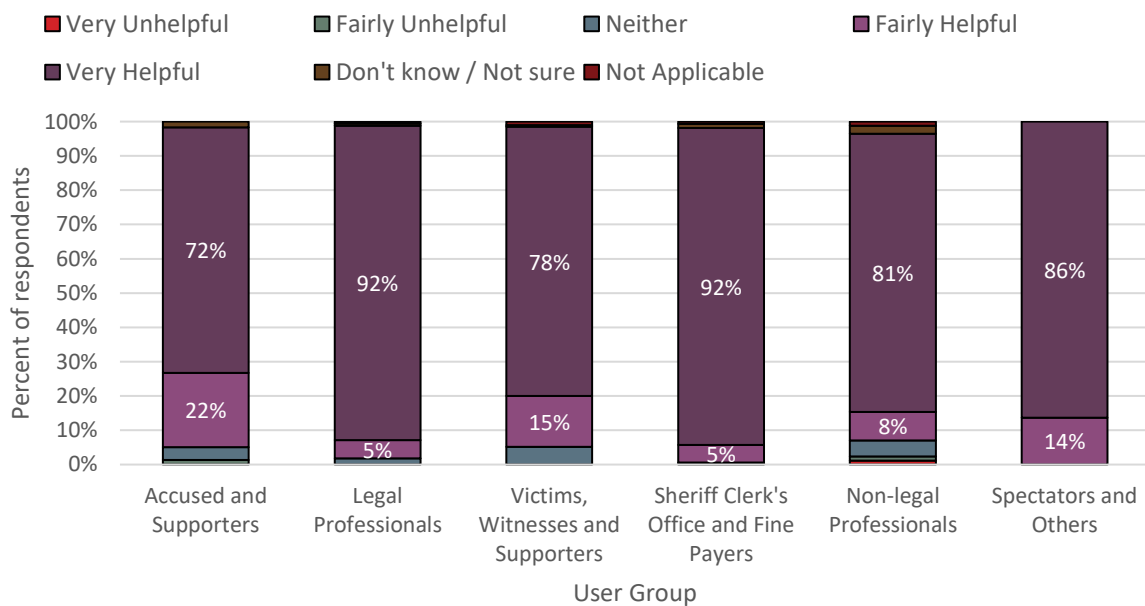


Figure 13. Helpfulness of the SCTS staff – by User Group



4.2.4 Ratings on the **politeness** of SCTS staff ranged from 90% (n=91) in Lothian and Borders, to 98% (n=194) in North Strathclyde who felt that staff had been either fairly or very polite. User Group breakdowns were similarly positive, ranging from 93% of both User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses (n=181), and User Group 5: Non Legal Professionals (n=79), to 98% (n=165) of User Group 2: Legal Professionals and 100% (n=22) of those in User Group 6: Spectators and Others. Figure 14 and Figure 15 outline satisfaction by Sheriffdom and User Group respectively.

Figure 14. Politeness of the SCTS staff – by Sheriffdom

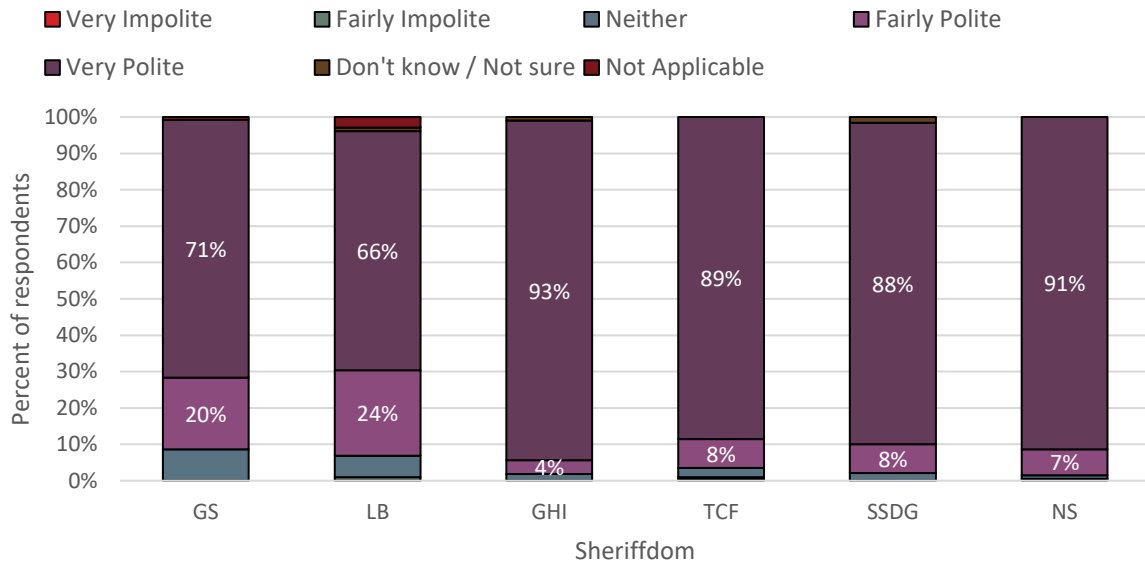
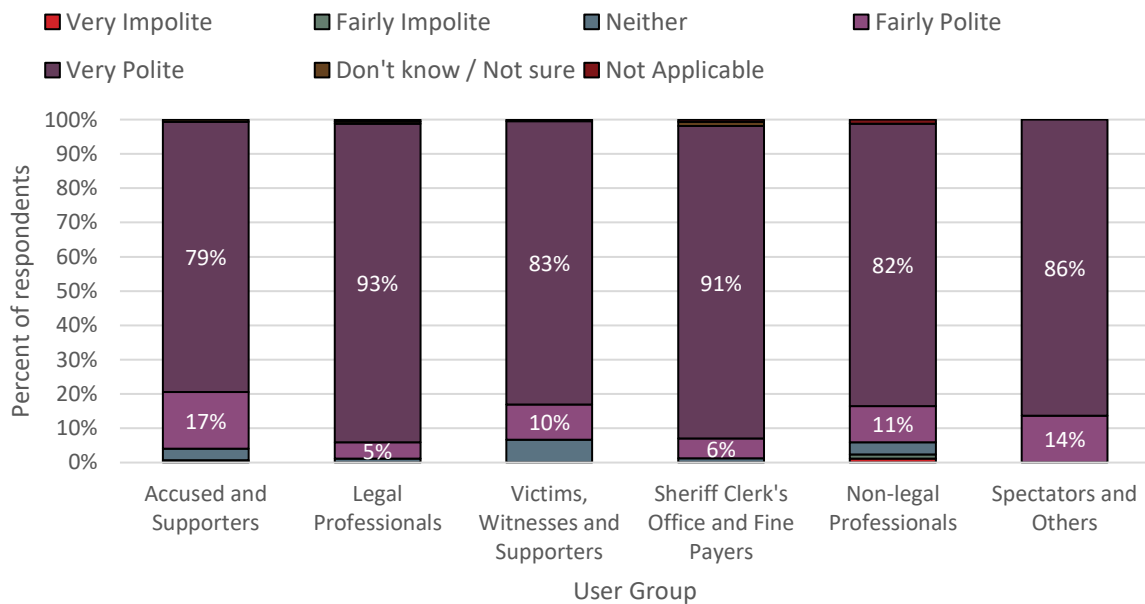


Figure 15. Politeness of the SCTS staff – by User Group



4.2.5

Those who had rated SCTS staff as either fairly or very unhelpful or fairly or very impolite were asked to explain their reasons for not scoring higher. The main issues related to a lack of communication/information provision (mentioned by four respondents) and/or that staff attitudes had been 'rude' or 'curt' (mentioned by two respondents). One respondent felt that the staff had been 'a bit laid back and unhelpful', while another also conflated their contact with the Sheriff within their response, indicating that they had not felt listened to and that they had been 'very rude'.

5. FEEDBACK ON THE SCTS WEBSITE

5.1 Use of the Scottish Courts and Tribunals Service Website

5.1.1 All respondents were asked if they had used the SCTS website in the last six months, and if so, to identify their reasons for use. Overall, 60% (n=554) of respondents had not used the website during this time period, and 39% (n=365) indicated that they had used the website for at least one reason. The remaining 1% (n=5) chose not to answer the question.

5.1.2 Of those who had used the website in the last six months, most (79%, n=290) had done so 'to obtain information on daily court business' (see Table 34). The next most common reason for use was 'to obtain court addresses/phone numbers/directions to courts' (19%, n=68), closely followed by 'to obtain information leaflets and/or forms used in court' (17%, n=62), and 'to obtain information about the Scottish justice system' (16%, n=58).

Table 34. Reasons Respondents Used the SCTS Website

OPTIONS	RESPONSES	PERCENTAGE
To obtain information on daily court business	290	79%
To obtain information about SCTS and/or its role	41	11%
To obtain information about the Scottish justice system	58	16%
To obtain information leaflets and/or forms used in courts	62	17%
To obtain information about SCTS guidance on COVID-19	19	5%
To obtain court addresses/phone numbers/directions to courts	68	19%
To pay a fine or other financial penalty online	10	3%
Other	10	3%
Number of Respondents	365	*

* Multiple responses were possible at this question, therefore the table adds to more than 100%.

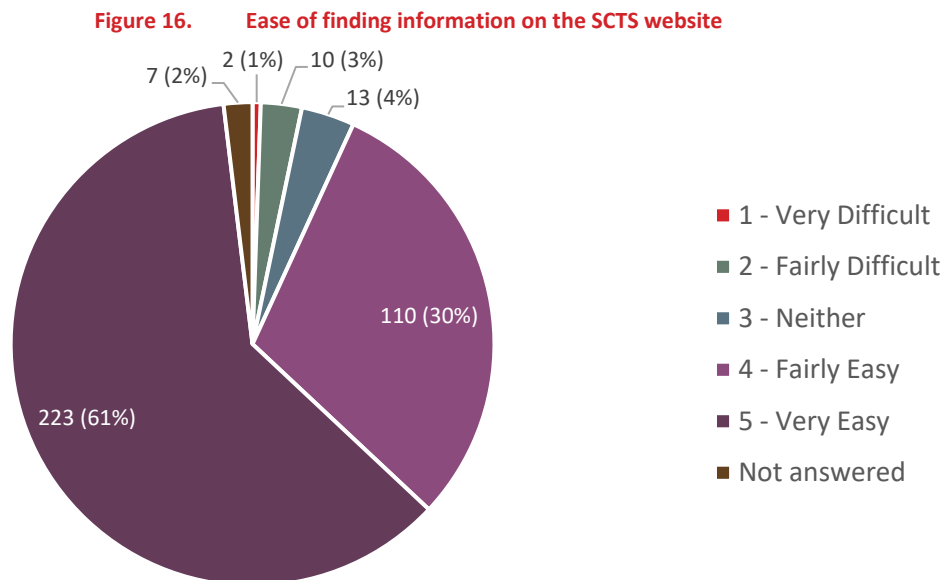
5.1.3 Those who indicated that they had 'other' reasons for visiting the SCTS website were asked to outline what these reasons were. Responses included:

- To look up judgements and case outcomes (n=3);
- To check case law (n=2);
- Checking case records for social work (n=1);
- Criminal procedure firms (n=1);
- Directions (without specifying if this was for the court or other services) (n=1);
- To book appointments (n=1);
- To respond to inquiries (n=1); and
- Training for victim support (n=1).

5.1.4 When considered by User Group, there were sizable variations in the use of the SCTS website⁷. Most (90%, n=152) of those in User Group 2: Legal Professionals had used the SCTS website in the last six months, compared with 20% (n=32) of User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers. Those in User Group 2: Legal Professionals used the website most ‘to obtain information on daily court business’ (86%, n=131) compared to any other user group, while User Group 5: Non Legal Professionals made the most use of the website ‘to obtain information about the Scottish justice system’ (at 31% (n=15)) compared to all other groups. Full results by both Sheriffdom and User Group are included at Appendix B.

Satisfaction with the SCTS Website

5.1.5 Those respondents that had used the website in the last six months were asked to rate how difficult or easy it had been to find the information they needed. Most (91%, n=333) suggested that it had been either fairly or very easy to find the information they needed, compared to just 4% (n=12) who said it was difficult to any extent (Figure 16).



5.1.6 Again, consistently positive experiences were reported by User Group, with the proportions rating this as either fairly or very easy ranging from 82% (n=47) of User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses, to 97% (n=68) of User Group 1: Accused and Supporters of Accused.

Other Online Information or Service Desired

5.1.7 Respondents who had used the website were also asked whether there was any other information or service they would like to see provided online. Of the 92 respondents who provided a response, 69 either indicated that nothing more was needed or provided positive comments about the functionality and content of the current website:

⁷ Note: Results from User Group 6 have been excluded from this comparison due to the small sample size.

“Nothing more needed at present, easy to navigate current site.”

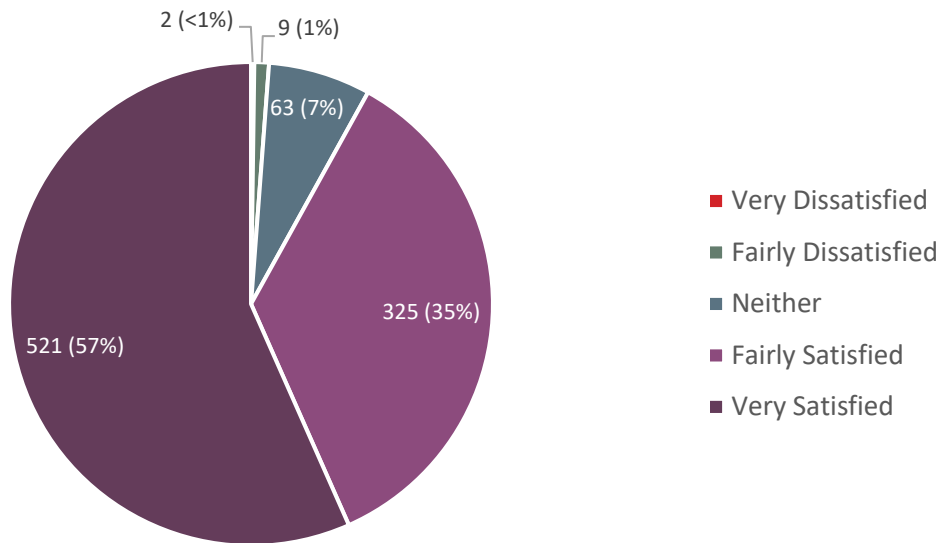
- 5.1.8 The remaining 23 respondents provided a range of suggestions in relation to additional online information or services which might be useful. The issues identified most often included the need for the website to be more user friendly/easier to use (n=4), and issues to do with the court rolls/lists (n=5) - this included complaints about the rolls ‘disappearing’, a desire for these to be updated more often, and for them to cover a longer time period.
- 5.1.9 Other information identified as desirable, but mentioned less often, included information about what the accused was charged with (n=2); the decisions/outcomes for cases (n=2); details on the court room and/or Sheriff that will be presiding (n=2); and information on expenses (n=2).
- 5.1.10 In addition, a further eight respondents each identified additional issues they would like, which was not raised by others. These either focused on specific issues with the current website, or suggested additional information which could be provided, as follows:
- An easy appeals process and accountability (n=1);
 - If we access the court portal, if you don't have fiscal reference number it guides you to another input using a person's SCRO number, we cannot access it that way. Always says no records shown (n=1);
 - Parking instructions of where to go exactly for free parking (n=1);
 - Slow at times (n=1);
 - The way criminal procedure forms are awkward (n=1);
 - Website is down often (n=1);
 - Walk through videos on processes and experiences within a court (n=1); and
 - Where to go on arrival and time slots, the waiting without knowing is really uncomfortable (n=1).

6. OVERALL SATISFACTION

6.1 Overall Satisfaction

6.1.1 All respondents were asked to rate their overall satisfaction with the service provided by the SCTS during their visit to the court building or remote site, with 120 providing a response. Responses are outlined in Figure 17, and broken down by Sheriffdom and User Group in Table 35 and Table 36 respectively.

Figure 17. Satisfaction with the overall service provided by the SCTS



6.1.2 Most respondents (92%, n=846) were either fairly or very satisfied with the service provided. Only 11 respondents (1%) expressed any dissatisfaction with the overall service.

Table 35. Satisfaction with the overall service provided by the SCTS – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
1 - Very Dissatisfied	-	-	-	1%	-	-
2 - Fairly Dissatisfied	1%	-	-	2%	1%	1%
3 - Neither	16%	9%	6%	5%	4%	5%
4 - Fairly Satisfied	55%	61%	21%	25%	36%	26%
5 - Very Satisfied	28%	30%	73%	67%	59%	68%
Total	127	101	107	201	187	197

6.1.3 The breakdown by Sheriffdom shows that South Strathclyde, Dumfries and Galloway indicated the highest levels of satisfaction, with 95% (n=177) either fairly or very satisfied.

This was closely followed by Grampian, Highland and Islands (94%, n=101) and North Strathclyde (94%, n=185). Further, 73% (n=78) of those in Grampian, Highland and Islands stated they were very satisfied. By contrast, 83% (n=106) were either fairly or very satisfied with the service in Glasgow and Strathkelvin, representing the lowest satisfaction level by area, with only 28% (n=36) here being very satisfied.

Table 36. Satisfaction with the overall service provided by the SCTS – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
1 - Very Dissatisfied	-	-	1%	-	-	-
2 - Fairly Dissatisfied	1%	1%	2%	-	2%	-
3 - Neither	10%	2%	11%	3%	6%	-
4 - Fairly Satisfied	38%	35%	47%	20%	29%	32%
5 - Very Satisfied	51%	62%	39%	77%	63%	68%
Total	295	169	195	155	84	22

- 6.1.4 The breakdown by user group shows that the highest levels of satisfaction come from User Group 6: Spectators and Others with 100% (n=22) indicating they were either fairly or very satisfied, followed by User Group 2: Legal Professionals (97%, n=164), and User Group 4: Sheriff Clerk’s Office users and Fine Payers (97%, n=151). The highest percentage of ‘very satisfied’ respondents was User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers, at 77% (n=120). User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses were the least likely to be satisfied, although satisfaction was still high, with 86% (n=168) indicating they were either fairly or very satisfied.
- 6.1.5 Respondents who had stated they were fairly or very dissatisfied were asked to give their reasons for this. A number of responses related to a perceived wasting of time or delay, including:
- Two respondents who had travelled only to find that the case would not be heard;
 - One had waited all morning to be told to come back another day;
 - Respondents complained of having to wait for the court to start, or to obtain their bail papers; and
 - One respondent suggested a “nominated schedule” for the day to reduce the amount of waiting.
- 6.1.6 In addition, there was one complaint about the toilets being “awful”, while another respondent said that they were unhappy with the Procurator Fiscal (although the reason for this was not given).

6.2 Suggestions for improvement

6.2.1 Respondents were also asked if there were any aspects of the service provided by the SCTS that they would change. A handful of respondents took the opportunity to record positive feedback, with a number commenting that the staff had been very pleasant and/or helpful, and one expressed relief that the courts were sitting in person again rather than holding virtual hearings. Meanwhile the suggestions for improvement could be divided into a number of broad categories, including:

- Timekeeping;
- Information provided;
- Facilities and services available;
- Comfort or cleanliness; and
- Safety and security.

6.2.2 On timekeeping, a number of respondents expressed concern at waiting times at the court, with several suggesting that time slots should be allocated rather than participants having to arrive first thing and wait all day. A related suggestion was that cases could be allocated to either morning or afternoon slots, while another respondent suggested that cases could be prioritised so that the faster outcomes could be heard first. A separate complaint suggested that the issuing of bail papers had taken a couple of hours, while one respondent proposed that court proceedings could be sped up by transferring information from iPads to a large screen for all to see rather than all details having to be read out.

6.2.3 The theme which drew the most comments and suggestions was around the information provided at the court. In many cases, this was related to the timekeeping, and the provision of updates about the anticipated waiting times, which many respondents felt could be improved. A number of court users suggested that information could be provided via a screen providing updates or expected timescales. One respondent noted these screens could also provide guidance, linking to others who noted they would benefit from additional information as they were unfamiliar with the system. It was also observed that instructions should be provided more clearly, with a couple of respondents observing that the public address system was difficult to make out.

6.2.4 Other comments around information included notes about signage in the buildings, with a number of respondents stating that it wasn't clear where they should go. One specific comment observed it was not obvious that fines should be paid at the Sheriff Clerk's desk, while another noted that the fines office was easy to miss as it had a sign on the door but not in the corridor above it. Another respondent observed that the sign for the fines office was too high on the wall and so was easy to miss, especially for a wheelchair user.

6.2.5 Related to information, two respondents observed particular issues with communication. There was one observation that more trauma-informed communication would be desirable, while another observation was made that it had been difficult to communicate and ask for help in one of the courts.

6.2.6 Suggestions on the subject of facilities and services were largely related to the ability to get tea, coffee, snacks, or even water within the court building. Respondents suggested

that a café or vending machine would be useful, while one specific suggestion proposed the WRVS or other charity group could provide kiosk refreshment facilities.

6.2.7 Other requests for improved facilities included step-free access to buildings, improved wheelchair access to the court room, and better availability of a safe space for those suffering from anxiety. A lack of car parking facilities was noted by some respondents, while others noted a larger seating area or more toilets would be beneficial. One respondent asked if there could be a smoking room, while another commented that WiFi and phone signals in the building could be improved.

6.2.8 There were three specific comments around interpreting services in the courts, which are perhaps best quoted in full:

“Would be better for court to employ interpreter and could arrange to meet victim/accused and lawyer at times when actually needed instead of waiting around.”

“Interpreters should be able to get in touch with court directly and offer services in advance. Qualifications have to be vetted in advance online and then employed by SCTS directly rather than agency who are paid hundreds of pounds daily while Interpreters only self-employed at £20 per hrs and no expenses.”

“None at present [i.e. suggestions] except the interpreters service, difficult dealing with agencies and interpreters of high calibre would like to be able to have courts employ them directly. Don't appear to be paid well and we need them to complete process efficiently and effectively. SCTS should take good look at this situation and money paid to two main interpreter agencies compared to payments to interpreters themselves for hourly service on self-employed basis.”

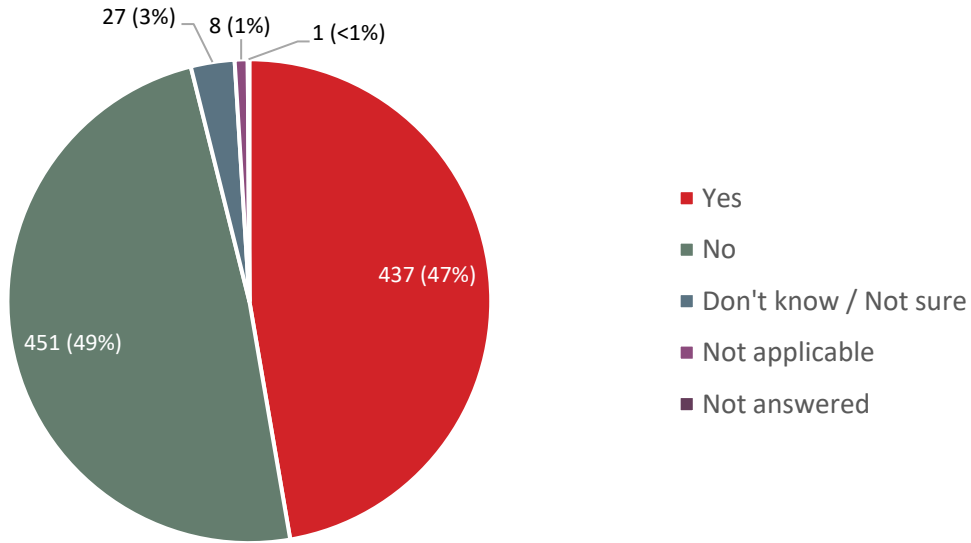
6.2.9 Comments around comfort and cleanliness largely concerned the comfort of the seating, with two respondents also noting that the carpets could be cleaner. Respondents also stated that the cells were very small, while one observed they had found the witness room somewhat claustrophobic.

6.2.10 The final group of suggestions concerned safety and security, with a number of respondents noting that the interaction between victims, accused and witnesses all in the same area could be uncomfortable and intimidating. Respondents said they would feel safer if there were more police officers in the building, or if there was a security scanner in place, while one respondent suggested that witnesses should have the option of making a statement and not having to attend court. A specific point about the protection of journalists from assault or abuse was also made.

6.3 Providing feedback

6.3.1 Court and remote site users were asked if they knew how to make a complaint or provide feedback (good or bad) about the services they had used during their visit. Figure 18 outlines the results for this question, while Table 37 and Table 38 show the breakdown by Sherifdom and by User Group respectively.

Figure 18. "Do you know how to make a complaint or provide feedback?"



6.3.2 Across the total sample, it can be seen that there was an almost equal split between those who knew how to make a complaint or provide feedback (47%, n=437) and those who did not (49%, n=451).

Table 37. "Do you know how to make a complaint or provide feedback?" – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Yes	45%	43%	32%	28%	43%	84%
No	51%	53%	62%	70%	53%	13%
Don't know / Not sure	4%	2%	4%	1%	4%	2%
Not Applicable	-	1%	2%	1%	<1%	1%
Not answered	-	1%	-	-	-	-
Total	127	102	107	201	190	197

6.3.3 The breakdown by Sheriffdom highlights some differences in knowing how to provide feedback. The proportions who indicated that they knew how to make a complaint or provide feedback ranged from 84% (n=165) in North Strathclyde, to 28% (n=56) in Tayside, Central and Fife.

Table 38. “Do you know how to make a complaint or provide feedback?” – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
Yes	41%	85%	36%	25%	71%	23%
No	56%	15%	59%	67%	26%	77%
Don't know / Not sure	2%	<1%	4%	6%	1%	-
Not Applicable	1%	-	1%	1%	2%	-
<i>Not answered</i>	-	-	-	1%	-	-
Total	296	169	195	157	85	22

6.3.4 A marked difference can also be seen in the responses from the various User Groups. Professional court users were most likely to know how to make a complaint or provide feedback, with 85% (n=143) of User Group 2: Legal Professionals and 71% (n=60) User Group 5: Non Legal Professionals indicating they knew what to do in this regard. Meanwhile, 77% (n=17) of User Group 6: Spectators and Others and 67% (n=105) of those in User Group 4: People Visiting the Sheriff Clerks Office and Fine Payers said that they did not know how to make a complaint or provide feedback. The other user groups had a more equal split in respondents who did and did not know how to make a complaint or provide feedback, although both User Group 1: Accused and Supporters of Accused (56%, n=167) and User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses (59%, n=115) were slightly more likely to state they did not know how to make a complaint.

Feedback on Court Experiences

6.3.5 Respondents were also asked if there was any other feedback they wished to provide on their experiences during their visit, with 65 providing a substantive response. A number responded positively to this question, with several commenting on how helpful and friendly the staff had been, and some commenting on how quickly and efficiently they had been able to complete their business at the court. One respondent took the opportunity to say how much they preferred the face-to-face court sittings, noting that it was much easier to assess an individual (their condition, mindset, body language, etc.) in person, and asked that the SCTS avoid increasing the number of virtual link cases conducted.

6.3.6 The more negative feedback covered a number of themes which had previously been raised in suggestions for improvement (see section 6.2) above. This included complaints about the lack of a café or vending machine, with one respondent observing the difficulty for solicitors if they are travelling between the court and the office on a busy day it leaves them little time for getting food or a drink. Similarly, the issue of timekeeping was again raised, with a number of users noting that they had to wait a long time, or it had been a long day, while one noted the difficulties caused by the court being shut between 1pm and 2pm after they had travelled a long distance.

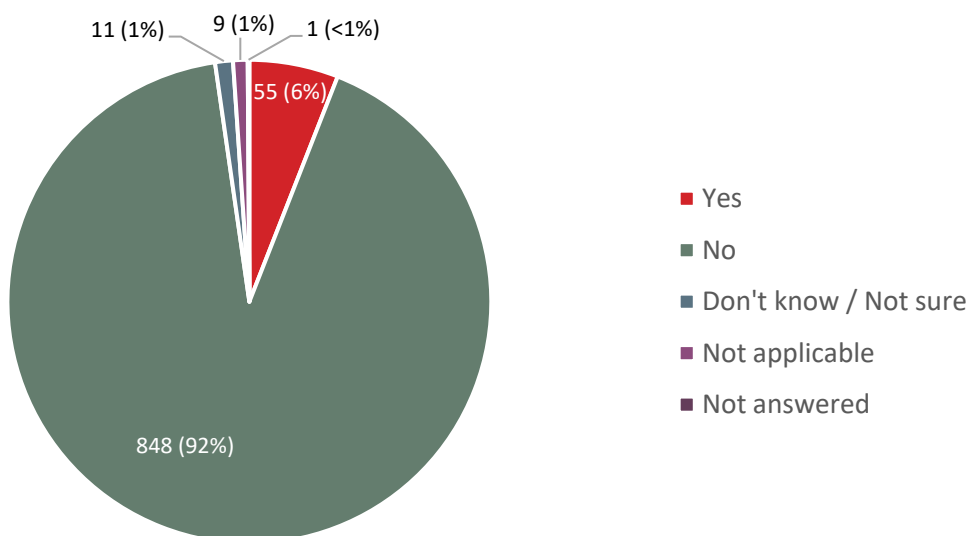
6.3.7 Issues around information, communication and accessibility were also raised, with some respondents noting hearing difficulties caused communication problems with the Sheriff or with their legal team. Similarly, another user noted that the public address system needed to be clearer. One respondent commented that the court room steps were difficult to navigate (although they noted that a court officer had helped them), while another stated there could be better signage directing court users to the fines office.

6.3.8 Finally, comments were raised again around comfort, safety and security. Some of these related specifically to the toilet facilities, with one respondent expressing alarm at the notice they had seen there about needles, and another noting there was no hand soap available. On the other hand, another respondent commented that the toilets were clean. Other comments on this theme included observations that some witnesses were uncomfortable sharing a room with other witnesses, and that security at the front entrance would give an added feeling of safety. One respondent complained about people standing smoking (and spitting) at the entrance to the building.

6.4 Providing better information

6.4.1 Respondents were asked if there was any information that they would have liked which was not provided on the day of their visit. Figure 19 shows the collated responses to this question, while Table 39 shows the breakdown by Sheriffdom and Table 40 the breakdown by User Group.

Figure 19. Would the respondent have liked further information?



6.4.2 The majority of respondents (92%, n=848) said that there was no further information they would have liked, while only 6% (n=55) stated that they would have liked more information on the day.

Table 39. Would the respondent have liked further information? – by Sheriffdom

OPTIONS	GS	LB	GHI	TCF	SSDG	NS
Yes	2%	7%	13%	8%	7%	1%
No	98%	89%	84%	91%	92%	94%
Don't know / Not sure	-	2%	2%	-	1%	2%
Not Applicable	-	2%	-	1%	-	3%
Not answered	-	-	1%	-	-	-
Total	127	102	107	201	190	197

6.4.3 The breakdown by Sheriffdom shows similar patterns across the areas. With 13% (n=14) in Grampian, Highland and Islands expressing the highest proportion of desire for additional information, while with only 1% (n=2) of those in North Strathclyde desired additional information on the day.

Table 40. Would the respondent have liked further information? – by User Group

OPTIONS	UG1	UG2	UG3	UG4	UG5	UG6
Yes	9%	2%	9%	3%	4%	-
No	89%	98%	90%	96%	87%	95%
Don't know / Not sure	2%	-	1%	1%	2%	-
Not Applicable	<1%	<1%	-	-	7%	5%
Not answered	<1%	-	-	-	-	-
Total	296	169	195	157	85	22

6.4.4 The breakdown by User Group also shows similar patterns between the groups. User Group 1: Accused and Supporters of Accused and User Group 3: Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses were the most likely to express a desire for further information, both with 9% of respondents (n=26 and n=18 respectively). Very few respondents in the other groups indicated a desire for further information, with no one in User Group 6: Spectators and Others saying they would have liked more information.

6.4.5 Regardless of the answer to the above question, respondents were then asked in what way information provision could have been improved during their visit. Some respondents took this opportunity to give some positive feedback, such as the respondent who praised the member of court staff who had been patient and reassuring while providing answers to the respondent's questions, and the respondent who commented how pleasantly surprised they had been by the overall experience of their visit.

- 6.4.6 Many comments related to the provision of information about waiting times and the expected schedule of the hearing they were there to attend. Several commented that they had been waiting all day and would have preferred a specific appointment time, while others would have liked updates as the day progressed. One respondent noted that they had been told they would not be required that day and felt this information could have been passed on sooner, while others stated that it would have been good to know if they could have taken a break and had the opportunity to leave the court building in order to buy a drink.
- 6.4.7 The question of signage and directions in the court building was again raised here, with one suggestion being to have a floor plan of the building available. Other requests for further information concerned the court processes, with some respondents observing that they hadn't known what to expect on the day, while others explained that they would have liked more information about how to pay a fine (for example, whether they could pay in cash). Finally, one respondent commented that it would be useful to know the right person to speak to.

7. CONCLUSION

7.1.1 The results overall were very positive, with key elements outlined below:

- The court room, public entrance and waiting areas were the most used court facilities, however respondents were mostly either fairly or very satisfied with the comfort, cleanliness and safety and security across all facilities which were used.
- Most respondents had attended hearings in person, with only a small minority surveyed that had taken part in a virtual hearing, meaning results in relation to experiences of these are limited. However, experiences of virtual hearings were reported to be largely positive.
- Most respondents were advised of the expected court start time, with less than half having to wait beyond this time. Those who waited were largely satisfied with how long they had to wait, and with SCTS staffs' attempts to provide respondents with updates about how much longer they would have to wait, and the provision of information about why they had to wait.
- Two thirds of respondents had been told where to go upon arrival, with most indicating it was easy to find their way to where they needed to be.
- Most respondents found SCTS staff to be both helpful and polite.
- Although just over a third of all respondents had used the SCTS website in the last six months, most had found it easy to find the information they wanted. Most website visitors had sought information on daily court business, and to a lesser extent, addresses/phone numbers/directions to court.
- Most respondents (92%) were either fairly or very satisfied overall, with results comparing favourably to the results of the Civil survey sweep (53%) and relatively consistent with results from the Jury Trials survey sweep (95%).
- Several useful suggestions were also made in relation to issues experienced or suggestions for improvements which the SCTS can build upon. This included issues around timekeeping, information provision/communication, the range of facilities and services provided, along with comfort, cleanliness and safety and security.

7.1.2 The survey methodology used for this sweep also provides useful feedback for consideration going forward. Reverting back to a face-to-face survey methodology resulted in higher response rates and a good spread of respondents across both sheriffdoms and user groups. Again, however, some respondent groups were harder to target and include within the work, such as those attending virtual hearings and those in remote sites. This may be an area for consideration in any future surveys (assuming virtual hearings continue to be used). Similarly, the timing of the fieldwork (i.e. over the winter months) meant that some disruptions were experienced due to inclement weather, and therefore conducting survey fieldwork across the spring/summer period would be advisable.

Appendix A – Phase 3 Survey Questionnaire

A.1 Overview

- A.1.1 The following pages show the paper questionnaire which was generated for the Phase 3 interviews. This questionnaire was used as the template for the online survey which was used during the fieldwork, and shows all routing rules which were applied in the online system.

SCOTTISH COURTS AND TRIBUNALS SERVICE

COURT USER SATISFACTION SURVEYS 2021-2023

The Scottish Courts and Tribunals Service (SCTS) is committed to improving its services and how they are provided to meet the changing needs and demands of the environment in which it needs to operate.

We are seeking feedback from people involved in Summary Criminal cases in the Sheriff Court and Justice of the Peace Court, and those paying a fine or attending at the Sheriff Clerks Office Public Counter, we would be grateful if you would take some time to complete a survey.

You will not be asked for any personal details from which you could be identified, and none of the questions in this questionnaire ask you for any details about the case in which you were involved. **Please do not mention any details of the accused, witnesses, nature of case, etc., in your answers.** The questionnaire should take around 15-20 minutes to complete.

Most of the questions either require a YES / NO response or ask for a rating on a scale from 1 to 5. Where you have given lower ratings, you may then be asked to give reasons for this.

Please **only complete one survey per court/visit**. Should you wish to provide feedback on more than one court/visit you can complete the survey more than once. If completing the survey more than once, you can skip past some of the more general questions (e.g. website use) as your answers are unlikely to be different between questionnaires.

SCTS have commissioned SYSTRA Ltd, an independent research consultancy, to conduct the survey, as well as all analysis and reporting. All data will be held in accordance with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR). The survey is anonymous and data will be reported in such a way to ensure anonymity for respondents.

Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 Are you here today for Sheriff Court or Justice of the Peace Court business or are you paying a fine or attending the Sheriff Clerks Office Public Counter? *Please select one option only. If you attended for multiple reasons please tick the main reason you attended today.*

- | | | |
|--|--------------------------|---------------|
| Sheriff Court | <input type="checkbox"/> | 1 (GO TO Q2a) |
| Justice of the Peace Court | <input type="checkbox"/> | 2 (GO TO Q2b) |
| Paying a Fine | <input type="checkbox"/> | 3 (GO TO Q2a) |
| Attending Sheriff Clerks Office Public Counter | <input type="checkbox"/> | 4 (GO TO Q2a) |
| Do not know / Not sure | <input type="checkbox"/> | 5 (GO TO Q3) |

Q2a Please select from the list below the court you attended today. *Please select one option only. (Note if in person interviews and Q1 = 3 or 4 select from Sheriff Court list) (All responses = CONTINUE TO Q3)*

Sheriff Court

- | | | | |
|--------------|--------------------------|------------------------|--------------------------|
| Aberdeen | <input type="checkbox"/> | Kirkcaldy | <input type="checkbox"/> |
| Airdrie | <input type="checkbox"/> | Kirkwall | <input type="checkbox"/> |
| Alloa | <input type="checkbox"/> | Lanark | <input type="checkbox"/> |
| Ayr | <input type="checkbox"/> | Lerwick | <input type="checkbox"/> |
| Banff | <input type="checkbox"/> | Livingston | <input type="checkbox"/> |
| Campbeltown | <input type="checkbox"/> | Lochmaddy | <input type="checkbox"/> |
| Dumbarton | <input type="checkbox"/> | Oban | <input type="checkbox"/> |
| Dumfries | <input type="checkbox"/> | Paisley | <input type="checkbox"/> |
| Dundee | <input type="checkbox"/> | Perth | <input type="checkbox"/> |
| Dunfermline | <input type="checkbox"/> | Peterhead | <input type="checkbox"/> |
| Dunoon | <input type="checkbox"/> | Portree | <input type="checkbox"/> |
| Edinburgh | <input type="checkbox"/> | Selkirk | <input type="checkbox"/> |
| Elgin | <input type="checkbox"/> | Stirling | <input type="checkbox"/> |
| Falkirk | <input type="checkbox"/> | Stornoway | <input type="checkbox"/> |
| Forfar | <input type="checkbox"/> | Stranraer | <input type="checkbox"/> |
| Fort William | <input type="checkbox"/> | Tain | <input type="checkbox"/> |
| Glasgow | <input type="checkbox"/> | Wick | <input type="checkbox"/> |
| Greenock | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |
| Hamilton | <input type="checkbox"/> | | |
| Inverness | <input type="checkbox"/> | | |
| Jedburgh | <input type="checkbox"/> | | |
| Kilmarnock | <input type="checkbox"/> | | |

Q2b Please select from the list below the court you attended today. *Please select one option only.*

Justice of the Peace Court (All responses = CONTINUE TO Q3)

- | | | | | | |
|--------------|--------------------------|----|------------------------|--------------------------|----|
| Aberdeen | <input type="checkbox"/> | 1 | Inverness | <input type="checkbox"/> | 20 |
| Airdrie | <input type="checkbox"/> | 2 | Jedburgh | <input type="checkbox"/> | 21 |
| Alloa | <input type="checkbox"/> | 3 | Kilmarnock | <input type="checkbox"/> | 22 |
| Ayr | <input type="checkbox"/> | 4 | Kirkcaldy | <input type="checkbox"/> | 23 |
| Banff | <input type="checkbox"/> | 5 | Lanark | <input type="checkbox"/> | 24 |
| Campbeltown | <input type="checkbox"/> | 6 | Livingston | <input type="checkbox"/> | 25 |
| Dumbarton | <input type="checkbox"/> | 7 | Lochgilphead | <input type="checkbox"/> | 26 |
| Dumfries | <input type="checkbox"/> | 8 | Oban | <input type="checkbox"/> | 27 |
| Dundee | <input type="checkbox"/> | 9 | Paisley | <input type="checkbox"/> | 28 |
| Dunfermline | <input type="checkbox"/> | 10 | Perth | <input type="checkbox"/> | 29 |
| Dunoon | <input type="checkbox"/> | 11 | Peterhead | <input type="checkbox"/> | 30 |
| Edinburgh | <input type="checkbox"/> | 12 | Selkirk | <input type="checkbox"/> | 31 |
| Elgin | <input type="checkbox"/> | 13 | Stirling | <input type="checkbox"/> | 32 |
| Falkirk | <input type="checkbox"/> | 14 | Stranraer | <input type="checkbox"/> | 33 |
| Forfar | <input type="checkbox"/> | 15 | Tain | <input type="checkbox"/> | 34 |
| Fort William | <input type="checkbox"/> | 16 | Other (please specify) | <input type="checkbox"/> | 35 |
| Glasgow | <input type="checkbox"/> | 17 | | | |
| Greenock | <input type="checkbox"/> | 18 | | | |
| Hamilton | <input type="checkbox"/> | 19 | | | |

Q3 ASK IF Q1 = 1 or 2 or 5 In what capacity are you attending court today? *Please select one option only.*

- | | | | | | |
|----------------------------------|--------------------------|----|--------------------------------|--------------------------|----|
| Advocate (Senior or Junior) | <input type="checkbox"/> | 1 | Accused | <input type="checkbox"/> | 11 |
| Advocate Depute | <input type="checkbox"/> | 2 | Supporter of accused | <input type="checkbox"/> | 12 |
| Crown Junior | <input type="checkbox"/> | 3 | Journalist | <input type="checkbox"/> | 13 |
| Procurator Fiscal/Depute | <input type="checkbox"/> | 4 | Social Worker | <input type="checkbox"/> | 14 |
| Solicitor (or Trainee Solicitor) | <input type="checkbox"/> | 5 | Spectator | <input type="checkbox"/> | 15 |
| Solicitor Advocate | <input type="checkbox"/> | 6 | Interpreter | <input type="checkbox"/> | 16 |
| Victim of a crime | <input type="checkbox"/> | 7 | Police Witness | <input type="checkbox"/> | 17 |
| Witness | <input type="checkbox"/> | 8 | Police Officer (not witnesses) | <input type="checkbox"/> | 18 |
| Supporter of victim/witness | <input type="checkbox"/> | 9 | Other | <input type="checkbox"/> | 19 |
| Victim Support Organisation | <input type="checkbox"/> | 10 | (please specify) _____ | | |

Q4 ASK IF Q3 ≠ 8 How did you attend today? *Please select one option only. Please note "a remote site" is a location away from the court building that you may be asked to attend to provide evidence to the court. (NOTE: Online only version, not required if in person interviewing.)*

- | | | |
|---|--------------------------|--------------|
| I attended the court building in person | <input type="checkbox"/> | 1 (CONTINUE) |
| I attended the remote site in person | <input type="checkbox"/> | 2 (CONTINUE) |
| I attended virtually | <input type="checkbox"/> | 3 (CONTINUE) |

Section 2 – Use of the Scottish Courts and Tribunals Service Website

Q5 In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) website for any of the following reasons? *Please select all that apply.*

- | | | |
|--|--------------------------|--------------|
| I have not used the SCTS Website | <input type="checkbox"/> | 1 (GO TO Q8) |
| To obtain information on daily court business | <input type="checkbox"/> | 2 (CONTINUE) |
| To obtain information about SCTS and/or its role | <input type="checkbox"/> | 3 (CONTINUE) |
| To obtain information about the Scottish justice system | <input type="checkbox"/> | 4 (CONTINUE) |
| To obtain information leaflets and/or forms used in courts | <input type="checkbox"/> | 5 (CONTINUE) |
| To obtain information about SCTS guidance on COVID-19 | <input type="checkbox"/> | 6 (CONTINUE) |
| To obtain court addresses/phone numbers/directions to courts | <input type="checkbox"/> | 7 (CONTINUE) |
| To pay a fine or other financial penalty online | <input type="checkbox"/> | 8 (CONTINUE) |
| Other <i>(please specify)</i> _____ | <input type="checkbox"/> | 9 (CONTINUE) |

Q6 On a scale of 1 to 5, where 1 is ‘very difficult’ and 5 is ‘very easy’, how difficult or easy was it to find the information that you needed on the SCTS website? *Please circle one option only.*

	Very Difficult				Very Easy	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q7 Having visited the website, is there any other information or service you would like to see provided online?

.....

Section 3 – Information Provided by Court Staff

Q8 ASK IF Q4 = 1 or 2 When you arrived at court, were you directed where to go within the building? *Please select one option only.*

- | | | | | | |
|-----|--------------------------|--------------|-----------------------|--------------------------|--------------|
| Yes | <input type="checkbox"/> | 1 (CONTINUE) | Don't know / Not sure | <input type="checkbox"/> | 3 (CONTINUE) |
| No | <input type="checkbox"/> | 2 (CONTINUE) | Not Applicable | <input type="checkbox"/> | 4 (CONTINUE) |

Q9 ASK IF Q4 = 1 or 2 On a scale of 1 to 5 where 1 is ‘very difficult’ and 5 is ‘very easy’, how difficult or easy was it to find your way to where you had to go today? *Please circle one option only.*

	Very Difficult				Very Easy	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Section 4 – Court/Remote Site Facilities

- Q10** Please see the table below. Did you use any of the following facilities while you were in the court building/remote site today? In the column for ‘Q10’ in the table below, select all facilities you used.
- Q11** Please see the table below. On a scale of 1 to 5 where 1 is ‘very dissatisfied’ and 5 is ‘very satisfied’, how dissatisfied or satisfied were you with the comfort of those facilities? At ‘Q11 Comfort’ in the table below, please select only one number per row against each facility you used.
- Q12** Please see the table below. On a scale of 1 to 5 where 1 is ‘very dissatisfied’ and 5 is ‘very satisfied’, how dissatisfied or satisfied were you with the cleanliness of those facilities? At ‘Q12 Cleanliness’ in the table below, please select only one number per row against each facility you used.
- Q13** Please see the table below. On a scale of 1 to 5 where 1 is ‘very dissatisfied’ and 5 is ‘very satisfied’, how dissatisfied or satisfied were you with the safety and security of those facilities? At ‘Q13 Safety & Security’ in the table below, please select one number only per row against each facility you used.

	Q10	Q11 Comfort						Q12 Cleanliness						Q13 Safety and Security					
	Used	Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure				
Public Entrance/Area Outside the Court/ Remote site Building	<input type="checkbox"/> 1	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Waiting Area/Area Outside Court Room	<input type="checkbox"/> 2	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Court Room	<input type="checkbox"/> 3	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Witness Room	<input type="checkbox"/> 4	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Agents' Room/ Solicitors' Room	<input type="checkbox"/> 5	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
TV Link Room	<input type="checkbox"/> 6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Toilets in Court/Remote Site Building	<input type="checkbox"/> 7	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Cells in the Court Building	<input type="checkbox"/> 8	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Sheriff Clerk's Office/ Public Counter	<input type="checkbox"/> 9	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Other (please specify): _____	<input type="checkbox"/> 10	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6

- Q14** If your rating for comfort, cleanliness or safety and security for any of the facilities used was 2 or less, please explain the reasons for your dissatisfaction.

.....

Section 5 – Virtual Hearings (ASK SECTION ONLY IF Q1=1 OR 2)

Q15 ASK IF Q3 = 8 How did you provide your evidence to the court today? *Please select one option only.*

- | | | |
|---|--------------------------|---|
| In person in court | <input type="checkbox"/> | 1 |
| In person in court with assistance of screens | <input type="checkbox"/> | 2 |
| In person in court with assistance of screens and supporter | <input type="checkbox"/> | 3 |
| In person in court via live television link | <input type="checkbox"/> | 4 |
| Remotely from another court building via a live television link | <input type="checkbox"/> | 5 |
| Remotely from another site (remote site) via a television link | <input type="checkbox"/> | 6 |
| Remotely via video conference | <input type="checkbox"/> | 7 |
| Don't know/Not sure | <input type="checkbox"/> | 8 |
| Not Applicable | <input type="checkbox"/> | 9 |

Q16 Did you attend a virtual hearing today? *Note: You may have participated in a virtual hearing either by being someone who has participated in a fully virtual hearing (everyone appearing virtually) or a hybrid hearing where some participants were present in the court building and some participants were appearing virtually. Please select one option only.*

- | | | |
|---|--------------------------|---------------|
| Yes, I attended virtually | <input type="checkbox"/> | 1 (CONTINUE) |
| Yes, I was in the court room during a virtual hearing | <input type="checkbox"/> | 2 (GO TO Q19) |
| No | <input type="checkbox"/> | 3 (GO TO Q34) |

Q17 What type of device did you use to participate in the hearing? *Please select one option only.*

- | | | |
|---|--------------------------|--------------|
| Laptop | <input type="checkbox"/> | 1 (CONTINUE) |
| Desktop Computer | <input type="checkbox"/> | 2 (CONTINUE) |
| Mobile Phone – Apple Device | <input type="checkbox"/> | 3 (CONTINUE) |
| Mobile Phone – Android Device | <input type="checkbox"/> | 4 (CONTINUE) |
| Mobile Phone – Other (please specify) _____ | <input type="checkbox"/> | 5 (CONTINUE) |
| Landline Telephone | <input type="checkbox"/> | 6 (CONTINUE) |
| Other (please specify)_____ | <input type="checkbox"/> | 7 (CONTINUE) |

Q18 Was the device you used to participate in the hearing your own personal device, a shared device, a work device or publicly available device? *Please select one option only.*

- | | | |
|-----------------------------|--------------------------|--------------|
| Personal Device | <input type="checkbox"/> | 1 (CONTINUE) |
| Shared Device | <input type="checkbox"/> | 2 (CONTINUE) |
| Work Device | <input type="checkbox"/> | 3 (CONTINUE) |
| Publicly Available Device | <input type="checkbox"/> | 4 (CONTINUE) |
| Other (please specify)_____ | <input type="checkbox"/> | 5 (CONTINUE) |

Q19 How was the virtual hearing conducted? *Please select one option only.*

- | | | | |
|-----------------------------|--------------------------|---|------------|
| Webex | <input type="checkbox"/> | 1 | (CONTINUE) |
| Telephone | <input type="checkbox"/> | 2 | (CONTINUE) |
| Other (please specify)_____ | <input type="checkbox"/> | 3 | (CONTINUE) |
| Don't know/Not Sure | <input type="checkbox"/> | 4 | (CONTINUE) |

Q20 Were you provided with joining instructions with sufficient notice in relation to the virtual hearing? *Please select one option only.*

- | | | | | | | | |
|-----|--------------------------|---|------------|-----------------------|--------------------------|---|------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) | Don't know / Not sure | <input type="checkbox"/> | 3 | (CONTINUE) |
| No | <input type="checkbox"/> | 2 | (CONTINUE) | Not Applicable | <input type="checkbox"/> | 4 | (CONTINUE) |

Q21 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to join the virtual hearing? *Please select one option only.*

- | | | | | | | | |
|--------|-------------------|---|---|---|---|--------------|-------------------------|
| | Very
Difficult | | | | | Very
Easy | Don't know/
Not Sure |
| Scale: | 1 | 2 | 3 | 4 | 5 | 6 | |

Q22 If your rating at Q21 was 2 or less, please explain the reasons for your dissatisfaction.

.....

Q23 Were there any technical difficulties during the virtual hearing? *Please select one option only.*

- | | | | | | | | |
|-----|--------------------------|---|-------------|-----------------------|--------------------------|---|-------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) | Don't know / Not sure | <input type="checkbox"/> | 3 | (GO TO Q28) |
| No | <input type="checkbox"/> | 2 | (GO TO Q28) | Not Applicable | <input type="checkbox"/> | 4 | (GO TO Q28) |

Q24 What were the technical difficulties you encountered? *Please select all that apply.*

- | | | | | | | | |
|--------|--------------------------|---|------------|-----------------------------|--------------------------|---|------------|
| Sound | <input type="checkbox"/> | 1 | (CONTINUE) | Connectivity | <input type="checkbox"/> | 3 | (CONTINUE) |
| Vision | <input type="checkbox"/> | 2 | (CONTINUE) | Other (please specify)_____ | <input type="checkbox"/> | 4 | (CONTINUE) |

Q25 How long did it take for the technical difficulties to be resolved? *Please select one option only.*

- | | | | | | | | |
|------------------|--------------------------|---|------------|-----------------------|--------------------------|---|------------|
| Up to 15 minutes | <input type="checkbox"/> | 1 | (CONTINUE) | Don't know / Not sure | <input type="checkbox"/> | 4 | (CONTINUE) |
| 16-30 minutes | <input type="checkbox"/> | 2 | (CONTINUE) | Not resolved | <input type="checkbox"/> | 5 | (CONTINUE) |
| Over 30 minutes | <input type="checkbox"/> | 3 | (CONTINUE) | | | | |

Q26 Did a member of SCTS staff offer help or assistance with the technical difficulties you encountered? *Please select one option only.* NOTE: If it was not a matter a member of SCTS staff could assist with please select “Not Required” e.g. loss of internet connection/power at home address

Yes	<input type="checkbox"/>	(CONTINUE)	Don't know / Not sure	<input type="checkbox"/>	(CONTINUE)
No	<input type="checkbox"/>	(CONTINUE)	Not Required	<input type="checkbox"/>	(CONTINUE)

Q27 Please use this space to provide more details in relation to any technical difficulties that you experienced during the hearing.

.....

Q28 Overall, how did your experience today compare with a hearing in a courtroom? *Please select one option only.*

Better today	<input type="checkbox"/>	(CONTINUE)
No significant difference	<input type="checkbox"/>	(CONTINUE)
Better with hearing in courtroom	<input type="checkbox"/>	(CONTINUE)
Don't know/Not sure	<input type="checkbox"/>	(CONTINUE)
Not Applicable/Only experienced virtual hearings	<input type="checkbox"/>	(CONTINUE)

Q29 Did you feel you were sufficiently informed/prepared for dealing with the arrangements for a remote hearing? *Please select one option only.*

Yes	<input type="checkbox"/>	(CONTINUE)	Don't know / Not sure	<input type="checkbox"/>	(CONTINUE)
No	<input type="checkbox"/>	(CONTINUE)			

Q30 On a scale of 1 to 5 , where 1 is “very difficult” and 5 is “very easy” how difficult or easy did you feel it was for you to contribute during the virtual hearing? *Please select one option only.*

	Very Difficult				Very Easy	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q31 If your rating at Q30 was 2 or less, please explain why you found it difficult to contribute during the virtual hearing?

.....

Q32 What advantages or benefits, if any, do you consider virtual hearings have?

.....

.....

Q33 What disadvantages or detriments, if any, do you consider virtual hearings have?

.....

.....

Section 6 – Waiting for the court to start (ASK SECTION ONLY IF Q1=1 OR 2)

Q34 Were you advised of an anticipated start time for the court? *Please select one option only.*

- | | | | |
|-----|--|-----------------------|--|
| Yes | <input type="checkbox"/> ₁ (CONTINUE) | Don't know / Not Sure | <input type="checkbox"/> ₃ (CONTINUE) |
| No | <input type="checkbox"/> ₂ (CONTINUE) | Not Applicable | <input type="checkbox"/> ₄ (CONTINUE) |

Q35 Did you have to wait **for the court to start** today beyond the anticipated start time? *Please select one option only.*

- | | | | |
|-----|---|-----------------------|---|
| Yes | <input type="checkbox"/> ₁ (CONTINUE) | Don't know / Not sure | <input type="checkbox"/> ₃ (GO TO Q42) |
| No | <input type="checkbox"/> ₂ (GO TO Q42) | Not Applicable | <input type="checkbox"/> ₄ (GO TO Q42) |

Q36 Approximately how long did you have to wait for the court to start today beyond the anticipated start time? *Please tick one option only. (ALL OPTIONS = CONTINUE)*

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

Q37 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the time you had to wait for the court to start today beyond the anticipated start time? *Please circle one option only.*

- | | | | | | |
|----------------------|---|---|---|-------------------|-------------------------|
| Very
Dissatisfied | | | | Very
Satisfied | Don't know/
Not Sure |
| 1 | 2 | 3 | 4 | 5 | 6 |

Q38 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait for the court to start today beyond the anticipated start time? *Please select one option only.*

- | | | | |
|-----|--|-----------------------|--|
| Yes | <input type="checkbox"/> ₁ (CONTINUE) | Don't know / Not Sure | <input type="checkbox"/> ₃ (CONTINUE) |
| No | <input type="checkbox"/> ₂ (CONTINUE) | Not Applicable | <input type="checkbox"/> ₄ (CONTINUE) |

Q39 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **how much longer** you were likely to have to wait for the court to start today beyond the anticipated start time? *Please circle one option only.*

Very Dissatisfied					Very Satisfied	Don't know/ Not Sure
1	2	3	4	5	6	

Q40 Did **SCTS staff** tell you **why** you had to wait for the court to start today beyond the anticipated start time? *Please select one option only.*

Yes	<input type="checkbox"/> ₁ (CONTINUE)	Don't know / Not sure	<input type="checkbox"/> ₃ (GO TO Q42)
No	<input type="checkbox"/> ₂ (GO TO Q42)	Not Applicable	<input type="checkbox"/> ₄ (GO TO Q42)

Q41 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **why** you had to wait for the court to start today beyond the anticipated start time? *Please circle one option only.*

Very Dissatisfied					Very Satisfied	Don't know/ Not Sure
1	2	3	4	5	6	

Section 7 – Your Satisfaction with SCTS Staff

Q42 On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today? *Please circle one option only.*

Very Unhelpful					Very Helpful	Don't know/ Not Sure	Not Applicable
1	2	3	4	5	6	7	

Q43 On a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', overall, how impolite or polite were the SCTS staff you spoke with today? *Please circle one option only.*

Very Impolite					Very Polite	Don't know/ Not Sure	Not Applicable
1	2	3	4	5	6	7	

Q44 If your rating for the helpfulness and politeness of SCTS staff was 2 or less, please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

.....

Section 8 – Overall Satisfaction

Q45 Thinking about all the questions you have answered so far, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the overall service provided by the SCTS today? *Please circle one option only.*

Very Dissatisfied						Very Satisfied	Don't know/ Not Sure
1	2	3	4			5	6

Q46 If your rating at Q45 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

.....

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

.....

Q48 Do you know how to make a complaint or provide feedback, good or bad, about the services you used today? *Please tick one option only. (ALL OPTIONS = CONTINUE)*

Yes	<input type="checkbox"/> ₁	Don't know / Not sure	<input type="checkbox"/> ₃
No	<input type="checkbox"/> ₂	Not Applicable	<input type="checkbox"/> ₄

Q49 Is there any other feedback you wish to provide on your experiences today?

.....

.....

Q50 Was there any information you would have liked that was not provided today? *Please select one option only.*

Yes	<input type="checkbox"/> ₁ (CONTINUE)	Don't know / Not sure	<input type="checkbox"/> ₃ (CONTINUE)
No	<input type="checkbox"/> ₂ (CONTINUE)	Not Applicable	<input type="checkbox"/> ₄ (CONTINUE)

Q51 In what way could information provision have been improved today?

.....

Section 9 – Particular Facilities and Requirements

Q52 If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings? *Please select one option only.*

- | | | |
|--------------------|--------------------------|---------------|
| Yes | <input type="checkbox"/> | 1 (CONTINUE) |
| No | <input type="checkbox"/> | 2 (GO TO Q56) |
| Do not wish to say | <input type="checkbox"/> | 3 (GO TO Q56) |

Q53 Please would you tell us what particular facilities you require?

.....

Q54 To what extent were your particular requirements met by the facilities offered at the court building today? *Please select one option only.*

- | | | |
|----------------|--------------------------|---------------|
| Fully met | <input type="checkbox"/> | 1 (GO TO Q56) |
| Partially met | <input type="checkbox"/> | 2 (CONTINUE) |
| Not met at all | <input type="checkbox"/> | 3 (CONTINUE) |

Q55 If your requirements were not fully met, please would you tell us why?

.....

Q56 If you do not mind, please would you tell us if your first language is English? *Please select one option only.*

- | | | | | | |
|-----|--------------------------|--------------|--------------------|--------------------------|--------------|
| Yes | <input type="checkbox"/> | 1 (CONTINUE) | Do not wish to say | <input type="checkbox"/> | 0 (CONTINUE) |
| No | <input type="checkbox"/> | 2 (CONTINUE) | | | |

Q57 If you do not mind, please would you tell us if you have any particular communication and/or reading requirements? *Please select one option only.*

- | | | | | | |
|-----|--------------------------|---------------|--------------------|--------------------------|---------------|
| Yes | <input type="checkbox"/> | 1 (CONTINUE) | Do not wish to say | <input type="checkbox"/> | 0 (GO TO Q59) |
| No | <input type="checkbox"/> | 2 (GO TO Q59) | | | |

Q58 Please would you tell us what these requirements are?

.....

Q59 Did you use any of the following services/facilities at the court building or the remote site today? *Please select all that apply.*

- Induction/Hearing Loops ₁ (CONTINUE)
- Braille ₂ (CONTINUE)
- Interpreter for the Accused ₃ (CONTINUE)
- BSL/English Interpreter ₄ (CONTINUE)
- Telephone Interpreting Service ₅ (CONTINUE)
- Other (*please specify*) _____ ₆ (CONTINUE)
- None ₇ (GO TO END)

Q60 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please circle only one number per row against each services/facilities you used.*

	Very Dissatisfied				Very Satisfied	Don't know / Not sure	Not Applicable
Induction/Hearing Loops	1	2	3	4	5	6	7
Braille	1	2	3	4	5	6	7
Interpreter for the Accused	1	2	3	4	5	6	7
BSL/English Interpreter	1	2	3	4	5	6	7
Telephone Interpreting Service	1	2	3	4	5	6	7
Other (<i>please specify</i>): _____	1	2	3	4	5	6	7

Q61 If you were dissatisfied with any of the elements at Q60, please say why.

.....

Thank you very much for taking the time to complete this questionnaire.

Appendix B – Frequencies and Crosstabulations

B.1 Overview

- B.1.1 This Appendix reproduces all output tables generated in SPSS to analyse the survey results. This includes frequency tables for all questions, as well as the cross-tabulations by Sheriffdom and User Group.

Survey Section 1 – Respondent Profile

\$Ineligible Frequencies

		Responses		Percent of Cases
		N	Percent	
Screening for eligibility	Member of the Judiciary or employed by SCTS	3	0.3%	0.6%
	Aged under 16	3	0.3%	0.3%
	Member of cleaning staff for SCTS	1	0.1%	0.1%
	Member of security staff for SCTS	6	0.6%	0.6%
	Carrying out maintenance work for SCTS	1	0.1%	0.1%
	Delivering goods	2	0.2%	0.2%
	No, none of the above	949	98.3%	98.4%
Base:		964	100.0%	

(Note: Multiple responses were provided at this question)

SCREENING - Are you here today for a Summary Criminal Case?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	830	85.8	87.8	87.8
	No	115	11.9	12.2	100.0
	Total	945	97.7	100.0	
Missing	System	22	2.3		
Total		967	100.0		

SCREENING - Are you here today to pay a fine or to attend the Sheriff Clerk's Office Public Counter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	94	9.7	81.7	81.7
	No	21	2.2	18.3	100.0
	Total	115	11.9	100.0	
Missing	System	852	88.1		
Total		967	100.0		

Filter (0 or 1): Screened in or out

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Screened Out	43	4.4	4.4	4.4
	Completed	924	95.6	95.6	100.0
	Total	967	100.0	100.0	

Questionnaire Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Interviewer Administered - Pilot Survey	55	6.0	6.0	6.0
	Interviewer Administered - Main Survey	862	93.3	93.3	99.2
	Self-Completion	4	.4	.4	99.7
	Not Answered	3	.3	.3	100.0
	Total	924	100.0	100.0	

Q2a. Please select from the list below the court you attended: Sheriff Court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Aberdeen	28	3.0	3.1	3.1
	Airdrie	48	5.2	5.3	8.3
	Alloa	13	1.4	1.4	9.7
	Ayr	41	4.4	4.5	14.2
	Banff	5	.5	.5	14.8
	Campbeltown	7	.8	.8	15.6
	Dumbarton	45	4.9	4.9	20.5
	Dumfries	41	4.4	4.5	25.0
	Dundee	30	3.2	3.3	28.3
	Dunfermline	42	4.5	4.6	32.9
	Dunoon	4	.4	.4	33.3
	Edinburgh	39	4.2	4.3	37.6
	Elgin	11	1.2	1.2	38.8
	Falkirk	39	4.2	4.3	43.0
	Forfar	9	1.0	1.0	44.0
	Fort William	5	.5	.5	44.6
	Glasgow	127	13.7	13.9	58.5
	Greenock	39	4.2	4.3	62.8
	Hamilton	41	4.4	4.5	67.3
	Inverness	25	2.7	2.7	70.0
	Jedburgh	8	.9	.9	70.9
	Kilmarnock	42	4.5	4.6	75.5
	Kirkcaldy	10	1.1	1.1	76.6
	Kirkwall	5	.5	.5	77.1
	Lanark	11	1.2	1.2	78.3
	Lerwick	4	.4	.4	78.8
	Livingston	45	4.9	4.9	83.7
	Oban	8	.9	.9	84.6
	Paisley	48	5.2	5.3	89.8
	Perth	32	3.5	3.5	93.3
	Peterhead	12	1.3	1.3	94.6
	Selkirk	9	1.0	1.0	95.6
	Stirling	20	2.2	2.2	97.8
	Stornoway	1	.1	.1	97.9
	Stranrear	8	.9	.9	98.8
	Tain	6	.6	.7	99.5
	Wick	5	.5	.5	100.0
	Total	913	98.8	100.0	
Missing	System	11	1.2		
Total		924	100.0		

Q2b. Please select from the list below the court you attended: Justice of the Peace Court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Alloa	1	.1	9.1	9.1
	Dumbarton	1	.1	9.1	18.2
	Edinburgh	1	.1	9.1	27.3
	Falkirk	3	.3	27.3	54.5
	Kilmarnock	3	.3	27.3	81.8
	Perth	2	.2	18.2	100.0
	Total	11	1.2	100.0	
Missing	System	913	98.8		
Total		924	100.0		

Sheriffdom

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Glasgow & Strathkelvin	127	13.7	13.7	13.7
	Lothian & Borders	102	11.0	11.0	24.8
	Grampian, Highland & Islands	107	11.6	11.6	36.4
	Tayside, Central & Fife	201	21.8	21.8	58.1
	South Strathclyde, Dumfries & Galloway	190	20.6	20.6	78.7
	North Strathclyde	197	21.3	21.3	100.0
	Total	924	100.0	100.0	

Collated Capacity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Advocate (Senior or Junior)	7	.8	.8	.8
	Advocate Depute	2	.2	.2	1.0
	Procurator Fiscal/Depute	9	1.0	1.0	1.9
	Solicitor (or Trainee Solicitor)	144	15.6	15.6	17.5
	Solicitor Advocate	7	.8	.8	18.3
	Victim of a crime	14	1.5	1.5	19.8
	Witness	97	10.5	10.5	30.3
	Supporter of Victim/Witness	55	6.0	6.0	36.3
	Victim Support Organisation	19	2.1	2.1	38.3
	Accused	211	22.8	22.8	61.1
	Supporter of Accused	85	9.2	9.2	70.3
	Journalist	10	1.1	1.1	71.4
	Social Worker	22	2.4	2.4	73.8
	Spectator	17	1.8	1.8	75.6
	Interpreter	20	2.2	2.2	77.8
	Police Witness	29	3.1	3.1	81.0
	Police Officer (not witness)	14	1.5	1.5	82.5
	Paying a Fine	105	11.4	11.4	93.8
	Visiting Sheriff Clerks Office/Public Counter	52	5.6	5.6	99.5
	Other (please specify)	5	.5	.5	100.0
	Total	924	100.0	100.0	

User Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 - Accused and Supporters of Accused	296	32.0	32.0	32.0
	2 - Legal Professionals (both Crown and defence)	169	18.3	18.3	50.3
	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	195	21.1	21.1	71.4
	4 - People Visiting the Sheriff Clerks Office and Fine Payers	157	17.0	17.0	88.4
	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	85	9.2	9.2	97.6
	6 - Spectators and Others	22	2.4	2.4	100.0
	Total	924	100.0	100.0	

Q4. How did you attend today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attended court building in person	820	88.7	88.7	88.7
	Attended remote site in person	3	.3	.3	89.1
	Attended virtually	4	.4	.4	89.5
	Not asked (witnesses)	97	10.5	10.5	100.0
	Total	924	100.0	100.0	

Did you use the website? * User Group Crosstabulation

			User Group						Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	
Did you use the website?	Yes, used the website	Count	70	152	57	32	49	5	365
		% within User Group	23.6%	89.9%	29.2%	20.4%	57.6%	22.7%	39.5%
	No, not used the website	Count	223	16	138	124	36	17	554
		% within User Group	75.3%	9.5%	70.8%	79.0%	42.4%	77.3%	60.0%
	Not Answered	Count	3	1	0	1	0	0	5
		% within User Group	1.0%	0.6%	0.0%	0.6%	0.0%	0.0%	0.5%
Total		Count	296	169	195	157	85	22	924
		% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

\$Q5_WebsiteUse Frequencies

Q5 Reasons for using the website		Responses		Percent of Cases
		N	Percent	
Q5 Reasons for using the website	To obtain information on daily court business	290	52.0%	79.5%
	To obtain information about SCTS and/or its role	41	7.3%	11.2%
	To obtain information about the Scottish justice system	58	10.4%	15.9%
	To obtain information leaflets and/or forms used in court	62	11.1%	17.0%
	To obtain information about SCTS guidance on COVID-19	19	3.4%	5.2%
	To obtain court addresses/phone numbers/directions to court	68	12.2%	18.6%
	To pay a fine or other financial penalty online	10	1.8%	2.7%
	Other	10	1.8%	2.7%
Base:		365	100.0%	

(Note: multiple responses were provided at this question)

\$Q5_WebsiteUse*Sheriffdom Crosstabulation

			Sheriffdom							
			Glasgow & Strathkelvin	Lothian & Borders	Grampian. Highland & Islands	Tayside, Central & Fife	South Strathclyde, Dumfries & Galloway	North Strathclyde	Total	
Q5 Reasons for using the website	To obtain information on daily court business	Count	44	29	42	70	33	72	290	
		% within Sheriffdom	97.8%	56.9%	91.3%	87.5%	56.9%	84.7%		
	To obtain information about SCTS and/or its role	Count	2	4	0	24	6	5	41	
		% within Sheriffdom	4.4%	7.8%	0.0%	30.0%	10.3%	5.9%		
	To obtain information about the Scottish justice system	Count	8	10	1	8	11	20	58	
		% within Sheriffdom	17.8%	19.6%	2.2%	10.0%	19.0%	23.5%		
	To obtain information leaflets and/or forms used in court	Count	4	11	1	10	17	19	62	
		% within Sheriffdom	8.9%	21.6%	2.2%	12.5%	29.3%	22.4%		
	To obtain information about SCTS guidance on COVID-19	Count	2	4	1	5	2	5	19	
	% within Sheriffdom	4.4%	7.8%	2.2%	6.3%	3.4%	5.9%			
To obtain court addresses/phone numbers/directions to court	Count	3	18	5	17	10	15	68		
	% within Sheriffdom	6.7%	35.3%	10.9%	21.3%	17.2%	17.6%			
To pay a fine or other financial penalty online	Count	1	2	3	2	0	2	10		
	% within Sheriffdom	2.2%	3.9%	6.5%	2.5%	0.0%	2.4%			
Other	Count	1	0	0	3	3	3	10		
	% within Sheriffdom	2.2%	0.0%	0.0%	3.8%	5.2%	3.5%			
Total	Count	45	51	46	80	58	85	365		

Percentages and totals are based on respondents.
(Note: Multiple responses were provided at this question)

\$Q5_WebsiteUse*User_Group Crosstabulation

			User Group						
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q5 Reasons for using the website	To obtain information on daily court business	Count	57	131	39	23	39	1	290
		% within User_Group	81.4%	86.2%	68.4%	71.9%	79.6%	20.0%	
	To obtain information about SCTS and/or its role	Count	2	30	1	3	5	0	41
		% within User_Group	2.9%	19.7%	1.8%	9.4%	10.2%	0.0%	
	To obtain information about the Scottish justice system	Count	3	24	11	3	15	2	58
		% within User_Group	4.3%	15.8%	19.3%	9.4%	30.6%	40.0%	
	To obtain information leaflets and/or forms used in court	Count	3	40	2	5	12	0	62
		% within User_Group	4.3%	26.3%	3.5%	15.6%	24.5%	0.0%	
To obtain information about SCTS guidance on COVID-19	Count	0	14	1	0	4	0	19	
	% within User_Group	0.0%	9.2%	1.8%	0.0%	8.2%	0.0%		
To obtain court addresses/phone numbers/directions to court	Count	7	36	9	5	9	2	68	
	% within User_Group	10.0%	23.7%	15.8%	15.6%	18.4%	40.0%		
To pay a fine or other financial penalty online	Count	3	1	2	4	0	0	10	
	% within User_Group	4.3%	0.7%	3.5%	12.5%	0.0%	0.0%		
Other	Count	2	4	1	0	2	1	10	
	% within User_Group	2.9%	2.6%	1.8%	0.0%	4.1%	20.0%		
Total	Count	70	152	57	32	49	5	365	

Percentages and totals are based on respondents.
(Note: Multiple responses were provided at this question)

Q5A. If 'Other' please specify

		Frequency
Valid		914
	Case law	1
	Checking case records for social work	1
	Criminal procedure firms	1
	Directions	1
	Judgments	1
	Outcome of a case	1
	To book this appointment	1
	To look up case law and recent judgments	1
	To respond to inquiries	1
	Training for victim support	1
	Total	924

Q6. How difficult or easy was it to find the information that you needed on the SCTS website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	2	.2	.5	.5
	Fairly Difficult	10	1.1	2.7	3.3
	Neither	13	1.4	3.6	6.8
	Fairly Easy	110	11.9	30.1	37.0
	Very Easy	223	24.1	61.1	98.1
	Not Answered	7	.8	1.9	100.0
	Total	365	39.5	100.0	
Missing	Not Asked	5	.5		
	System	554	60.0		
	Total	559	60.5		
Total		924	100.0		

Q7. Having visited the website, is there any other information or service you would like to see provided online?

	Frequency
Valid	560
[not answered]	272
An easy appeal process and accountability	1
Charges on court rolls	1
Could be more user friendly	1
Could be simpler and more useful even from in from cells	1
Court role extended beyond 5 days	1
Court roles sometimes disappeared	1
Decided cases for research	1
Difficult to read outcome of case	1
Expenses	1
If we access the court portal, if you don't have fiscal reference number it guides you to another input using a person's scro number we cannot access it that way. Always says no records shown	1
I'm used to website as used many times however it could be more user friendly	1
Maybe also to say what charge they have	1
More details about court rooms which sheriff Being able to be in same court rooms	1
No or None	63
No obviously changes necessary	1
Not at present - quite sufficient	1
Nothing	1
Nothing more needed at present, easy to navigate current site	1
Parking instructions of where to go exactly for free parking	1
Slow at times	1
Straightforward site, serves purpose	1
The way criminal procedure firms are awkward	1
Updated more regularly on new cases. Website is down often	1
Very easy for me but a member of the public might find it confusing	1
Very easy to navigate around	1
Walk through videos on processes and experiences within a court	1
Was looking how to claim expenses and couldn't find it	1
Weekly Court summary, weekly business and who is presiding etc.	1
When court lists are bring updated. They disappear from the website. Not ideal	1
Where to go on arrival and time slots the waiting without knowing is really uncomfortable	1
Total	924

Q8. When you arrived at court, were you directed where to go within the building? * User Group Crosstabulation

			User Group						Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q8. When you arrived at court, were you directed where to go within the building?	Yes	Count	248	65	152	82	43	14	604
		% within User Group	84.1%	38.5%	78.4%	52.2%	50.6%	70.0%	65.7%
	No	Count	36	36	16	40	16	3	147
		% within User Group	12.2%	21.3%	8.2%	25.5%	18.8%	15.0%	16.0%
	Don't Know/Not Sure	Count	1	0	0	0	1	0	2
		% within User Group	0.3%	0.0%	0.0%	0.0%	1.2%	0.0%	0.2%
	Not Applicable	Count	8	67	17	35	25	3	155
		% within User Group	2.7%	39.6%	8.8%	22.3%	29.4%	15.0%	16.8%
	Not Answered	Count	2	1	9	0	0	0	12
		% within User Group	0.7%	0.6%	4.6%	0.0%	0.0%	0.0%	1.3%
	Total	Count	295	169	194	157	85	20	920
		% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q9. On a scale of 1 to 5 where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find your way to where you had to go today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Difficult	4	.4	.4	.4
	Fairly Difficult	15	1.6	1.6	2.1
	Neither	18	1.9	2.0	4.0
	Fairly Easy	146	15.8	15.9	19.9
	Very Easy	718	77.7	78.0	97.9
	Don't Know/Not Sure	6	.6	.7	98.6
	Not Answered	13	1.4	1.4	100.0
	Total	920	99.6	100.0	
Missing	Not Asked (Not In-Person)	4	.4		
Total		924	100.0		

Survey Section 4 – Court/Remote Site Facilities

Q10 Facilities Used: None

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	51	5.5	98.1	98.1
	Not Answered	1	.1	1.9	100.0
	Total	52	5.6	100.0	
Missing	System	872	94.4		
Total		924	100.0		

\$Q10_FacilitiesUsed Frequencies

Q10 Facilities Used		Responses		
		N	Percent	Percent of Cases
Public Entrance/Area Outside the Court/Remote Site Building		284	14.1%	32.6%
Waiting Area/Area Outside Court Room		316	15.7%	36.2%
Court Room		604	30.1%	69.3%
Witness Room		154	7.7%	17.7%
Agent's Room/Solicitor's Room		139	6.9%	15.9%
TV Link Room		2	0.1%	0.2%
Toilets in Court/Remote Site Building		251	12.5%	28.8%
Cells in the Court Building		44	2.2%	5.0%
Sheriff Clerk's Office/Public Counter		191	9.5%	21.9%
Other (please specify)		24	1.2%	2.8%
Base:		872	100.0%	

(Note: Multiple responses were provided at this question)

\$Q10_FacilitiesUsed*Sheriffdom Crosstabulation

			Sheriffdom						
			Glasgow & Strathkelvin	Lothian & Borders	Grampian. Highland & Islands	Tayside, Central & Fife	South Strathclyde, Dumfries & Galloway	North Strathclyde	Total
Q10 Facilities Used	Public Entrance/Area	Count	17	14	30	135	47	41	284
	Outside the Court/Remote Site Building	% within Sheriffdom	14.7%	15.4%	28.8%	68.2%	27.8%	21.1%	
	Waiting Area/Area	Count	27	19	36	72	45	117	316
	Outside Court Room	% within Sheriffdom	23.3%	20.9%	34.6%	36.4%	26.6%	60.3%	
	Court Room	Count	91	62	71	117	121	142	604
	Witness Room	% within Sheriffdom	78.4%	68.1%	68.3%	59.1%	71.6%	73.2%	
	Witness Room	Count	25	23	19	14	38	35	154
	Agent's Room/Solicitor's Room	% within Sheriffdom	21.6%	25.3%	18.3%	7.1%	22.5%	18.0%	
	Agent's Room/Solicitor's Room	Count	11	22	3	28	34	41	139
	TV Link Room	% within Sheriffdom	9.5%	24.2%	2.9%	14.1%	20.1%	21.1%	
	TV Link Room	Count	0	1	0	0	0	1	2
	Toilets in Court/Remote Site Building	% within Sheriffdom	0.0%	1.1%	0.0%	0.0%	0.0%	0.5%	
	Toilets in Court/Remote Site Building	Count	37	34	25	32	70	53	251
	Cells in the Court Building	% within Sheriffdom	31.9%	37.4%	24.0%	16.2%	41.4%	27.3%	
	Cells in the Court Building	Count	8	2	4	10	12	8	44
	Sheriff Clerk's Office/Public Counter	% within Sheriffdom	6.9%	2.2%	3.8%	5.1%	7.1%	4.1%	
	Sheriff Clerk's Office/Public Counter	Count	33	17	25	32	55	29	191
	Other (please specify)	% within Sheriffdom	28.4%	18.7%	24.0%	16.2%	32.5%	14.9%	
	Other (please specify)	Count	9	2	2	0	3	8	24
	Total	% within Sheriffdom	7.8%	2.2%	1.9%	0.0%	1.8%	4.1%	
Total		Count	116	91	104	198	169	194	872

Percentages and totals are based on respondents.
(Note: Multiple responses were provided at this question)

\$Q10_FacilitiesUsed*User_Group Crosstabulation

User Group

			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q10 Facilities Used	Public Entrance/Area Outside the Court/Remote Site Building	Count	93	61	56	29	35	10	284
		% within User_Group	32.0%	36.1%	28.9%	25.7%	42.2%	45.5%	
	Waiting Area/Area Outside Court Room	Count	135	59	66	2	39	15	316
		% within User_Group	46.4%	34.9%	34.0%	1.8%	47.0%	68.2%	
	Court Room	Count	245	158	121	2	64	14	604
		% within User_Group	84.2%	93.5%	62.4%	1.8%	77.1%	63.6%	
	Witness Room	Count	11	29	90	0	23	1	154
		% within User_Group	3.8%	17.2%	46.4%	0.0%	27.7%	4.5%	
	Agent's Room/Solicitor's Room	Count	4	127	1	2	4	1	139
		% within User_Group	1.4%	75.1%	0.5%	1.8%	4.8%	4.5%	
	TV Link Room	Count	0	1	1	0	0	0	2
		% within User_Group	0.0%	0.6%	0.5%	0.0%	0.0%	0.0%	
	Toilets in Court/Remote Site Building	Count	93	52	66	4	26	10	251
		% within User_Group	32.0%	30.8%	34.0%	3.5%	31.3%	45.5%	
	Cells in the Court Building	Count	6	24	1	0	13	0	44
		% within User_Group	2.1%	14.2%	0.5%	0.0%	15.7%	0.0%	
	Sheriff Clerk's Office/Public Counter	Count	26	17	26	106	14	2	191
		% within User_Group	8.9%	10.1%	13.4%	93.8%	16.9%	9.1%	
	Other (please specify)	Count	9	6	2	0	7	0	24
		% within User_Group	3.1%	3.6%	1.0%	0.0%	8.4%	0.0%	
Total		Count	291	169	194	113	83	22	872

Percentages and totals are based on respondents.
(Note: Multiple responses were provided at this question)

Q10 If 'Other' please specify

	Frequency
Valid	900
Cafe	5
Canteen	3
Criminal office	1
Custody suite	1
Interview room	1
Not specified	2
PF office	2
Press room	1
Procurator fiscal office	1
Social services office	1
Social work area	1
Social work office	1
Social Worker Office and Jury Room	1
Tea room	2
Victim support room	1
Total	924

Q11.1 Entrance: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.4	1.4	1.4
	Fairly Dissatisfied	7	.8	2.5	3.9
	Neither	36	3.9	12.7	16.5
	Fairly Satisfied	73	7.9	25.7	42.3
	Very Satisfied	164	17.7	57.7	100.0
	Total	284	30.7	100.0	
Missing	System	640	69.3		
Total		924	100.0		

Q12.1 Entrance: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.4	.4
	Fairly Dissatisfied	4	.4	1.4	1.8
	Neither	17	1.8	6.0	7.7
	Fairly Satisfied	65	7.0	22.9	30.6
	Very Satisfied	196	21.2	69.0	99.6
	Don't Know	1	.1	.4	100.0
	Total	284	30.7	100.0	
Missing	System	640	69.3		
Total		924	100.0		

Q13.1 Entrance: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.4	.4
	Fairly Dissatisfied	5	.5	1.8	2.1
	Neither	18	1.9	6.3	8.5
	Fairly Satisfied	63	6.8	22.2	30.6
	Very Satisfied	191	20.7	67.3	97.9
	Not Answered	6	.6	2.1	100.0
	Total	284	30.7	100.0	
Missing	System	640	69.3		
Total		924	100.0		

Q11.2 Waiting Area: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	.3	.9	.9
	Fairly Dissatisfied	16	1.7	5.1	6.0
	Neither	35	3.8	11.1	17.1
	Fairly Satisfied	144	15.6	45.6	62.7
	Very Satisfied	116	12.6	36.7	99.4
	Don't Know	1	.1	.3	99.7
	Not Answered	1	.1	.3	100.0
	Total	316	34.2	100.0	
Missing	System	608	65.8		
Total		924	100.0		

Q12.2 Waiting Area: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.3	.3
	Fairly Dissatisfied	2	.2	.6	.9
	Neither	14	1.5	4.4	5.4
	Fairly Satisfied	121	13.1	38.3	43.7
	Very Satisfied	178	19.3	56.3	100.0
	Total	316	34.2	100.0	
Missing	System	608	65.8		
Total		924	100.0		

Q13.2 Waiting Area: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.3	.3
	Fairly Dissatisfied	5	.5	1.6	1.9
	Neither	24	2.6	7.6	9.5
	Fairly Satisfied	117	12.7	37.0	46.5
	Very Satisfied	169	18.3	53.5	100.0
	Total	316	34.2	100.0	
Missing	System	608	65.8		
Total		924	100.0		

Q11.3 Court Room: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.4	.7	.7
	Fairly Dissatisfied	16	1.7	2.6	3.3
	Neither	46	5.0	7.6	10.9
	Fairly Satisfied	231	25.0	38.2	49.2
	Very Satisfied	307	33.2	50.8	100.0
	Total	604	65.4	100.0	
Missing	System	320	34.6		
Total		924	100.0		

Q12.3 Court Room: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.2	.2
	Fairly Dissatisfied	3	.3	.5	.7
	Neither	13	1.4	2.2	2.8
	Fairly Satisfied	186	20.1	30.8	33.6
	Very Satisfied	397	43.0	65.7	99.3
	Don't Know	1	.1	.2	99.5
	Not Answered	3	.3	.5	100.0
	Total	604	65.4	100.0	
Missing	System	320	34.6		
Total		924	100.0		

Q13.3 Court Room: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.2	.2
	Fairly Dissatisfied	2	.2	.3	.5
	Neither	21	2.3	3.5	4.0
	Fairly Satisfied	191	20.7	31.6	35.6
	Very Satisfied	385	41.7	63.7	99.3
	Don't Know	2	.2	.3	99.7
	Not Answered	2	.2	.3	100.0
	Total	604	65.4	100.0	
Missing	System	320	34.6		
Total		924	100.0		

Q11.4 Witness Room: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	.3	1.9	1.9
	Fairly Dissatisfied	6	.6	3.9	5.8
	Neither	11	1.2	7.1	13.0
	Fairly Satisfied	47	5.1	30.5	43.5
	Very Satisfied	87	9.4	56.5	100.0
		Total	154	16.7	100.0
Missing	System	770	83.3		
Total		924	100.0		

Q12.4 Witness Room: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.6	.6
	Fairly Dissatisfied	2	.2	1.3	1.9
	Neither	3	.3	1.9	3.9
	Fairly Satisfied	39	4.2	25.3	29.2
	Very Satisfied	109	11.8	70.8	100.0
		Total	154	16.7	100.0
Missing	System	770	83.3		
Total		924	100.0		

Q13.4 Witness Room: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Dissatisfied	3	.3	1.9	1.9
	Neither	5	.5	3.2	5.2
	Fairly Satisfied	35	3.8	22.7	27.9
	Very Satisfied	110	11.9	71.4	99.4
	Not Answered	1	.1	.6	100.0
	Total	154	16.7	100.0	
Missing	System	770	83.3		
Total		924	100.0		

Q11.5 Agents' Room: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.7	.7
	Fairly Dissatisfied	2	.2	1.4	2.2
	Neither	9	1.0	6.5	8.6
	Fairly Satisfied	56	6.1	40.3	48.9
	Very Satisfied	70	7.6	50.4	99.3
	Don't Know	1	.1	.7	100.0
	Total	139	15.0	100.0	
Missing	System	785	85.0		
Total		924	100.0		

Q12.5 Agents' Room: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Dissatisfied	2	.2	1.4	1.4
	Neither	5	.5	3.6	5.0
	Fairly Satisfied	46	5.0	33.1	38.1
	Very Satisfied	85	9.2	61.2	99.3
	Don't Know	1	.1	.7	100.0
	Total	139	15.0	100.0	
Missing	System	785	85.0		
Total		924	100.0		

Q13.5 Agents' Room: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.7	.7
	Neither	5	.5	3.6	4.3
	Fairly Satisfied	50	5.4	36.0	40.3
	Very Satisfied	82	8.9	59.0	99.3
	Don't Know	1	.1	.7	100.0
	Total	139	15.0	100.0	
Missing	System	785	85.0		
Total		924	100.0		

Q11.6 TV Link Room: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	2	.2	100.0	100.0
Missing	System	922	99.8		
Total		924	100.0		

Q12.6 TV Link Room: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	2	.2	100.0	100.0
Missing	System	922	99.8		
Total		924	100.0		

Q13.6 TV Link Room: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	2	.2	100.0	100.0
Missing	System	922	99.8		
Total		924	100.0		

Q11.7 Toilets: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.4	.4
	Fairly Dissatisfied	1	.1	.4	.8
	Neither	22	2.4	8.8	9.6
	Fairly Satisfied	100	10.8	39.8	49.4
	Very Satisfied	126	13.6	50.2	99.6
	Not Answered	1	.1	.4	100.0
	Total	251	27.2	100.0	
Missing	System	673	72.8		
Total		924	100.0		

Q12.7 Toilets: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.4	.4
	Fairly Dissatisfied	2	.2	.8	1.2
	Neither	18	1.9	7.2	8.4
	Fairly Satisfied	81	8.8	32.3	40.6
	Very Satisfied	148	16.0	59.0	99.6
	Not Answered	1	.1	.4	100.0
	Total	251	27.2	100.0	
Missing	System	673	72.8		
Total		924	100.0		

Q13.7 Toilets: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.4	.4
	Fairly Dissatisfied	2	.2	.8	1.2
	Neither	16	1.7	6.4	7.6
	Fairly Satisfied	91	9.8	36.3	43.8
	Very Satisfied	138	14.9	55.0	98.8
	Don't Know	2	.2	.8	99.6
	Not Answered	1	.1	.4	100.0
	Total	251	27.2	100.0	
Missing	System	673	72.8		
Total		924	100.0		

Q11.8 Cells: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	2.3	2.3
	Fairly Dissatisfied	3	.3	6.8	9.1
	Neither	12	1.3	27.3	36.4
	Fairly Satisfied	9	1.0	20.5	56.8
	Very Satisfied	19	2.1	43.2	100.0
	Total	44	4.8	100.0	
Missing	System	880	95.2		
Total		924	100.0		

Q12.8 Cells: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Dissatisfied	1	.1	2.3	2.3
	Neither	6	.6	13.6	15.9
	Fairly Satisfied	13	1.4	29.5	45.5
	Very Satisfied	24	2.6	54.5	100.0
	Total	44	4.8	100.0	
Missing	System	880	95.2		
Total		924	100.0		

Q13.8 Cells: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Dissatisfied	1	.1	2.3	2.3
	Neither	5	.5	11.4	13.6
	Fairly Satisfied	9	1.0	20.5	34.1
	Very Satisfied	29	3.1	65.9	100.0
	Total	44	4.8	100.0	
Missing	System	880	95.2		
Total		924	100.0		

Q11.9 Sheriff Clerk's Office/Public Counter: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Dissatisfied	1	.1	.5	.5
	Neither	10	1.1	5.2	5.8
	Fairly Satisfied	44	4.8	23.0	28.8
	Very Satisfied	136	14.7	71.2	100.0
	Total	191	20.7	100.0	
Missing	System	733	79.3		
Total		924	100.0		

Q12.9 Sheriff Clerk's Office/Public Counter: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	4	.4	2.1	2.1
	Fairly Satisfied	32	3.5	16.8	18.8
	Very Satisfied	155	16.8	81.2	100.0
	Total	191	20.7	100.0	
Missing	System	733	79.3		
Total		924	100.0		

Q13.9 Sheriff Clerk's Office/Public Counter: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.1	.5	.5
	Neither	5	.5	2.6	3.1
	Fairly Satisfied	38	4.1	19.9	23.0
	Very Satisfied	146	15.8	76.4	99.5
	Not Answered	1	.1	.5	100.0
	Total	191	20.7	100.0	
Missing	System	733	79.3		
Total		924	100.0		

Q11.10 Other: Comfort

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	3	.3	12.5	12.5
	Fairly Satisfied	7	.8	29.2	41.7
	Very Satisfied	14	1.5	58.3	100.0
	Total	24	2.6	100.0	
Missing	System	900	97.4		
Total		924	100.0		

Q12.10 Other: Cleanliness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	3	.3	12.5	12.5
	Fairly Satisfied	6	.6	25.0	37.5
	Very Satisfied	15	1.6	62.5	100.0
	Total	24	2.6	100.0	
Missing	System	900	97.4		
Total		924	100.0		

Q13.10 Other: Safety and Security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	2	.2	8.3	8.3
	Fairly Satisfied	8	.9	33.3	41.7
	Very Satisfied	14	1.5	58.3	100.0
	Total	24	2.6	100.0	
Missing	System	900	97.4		
Total		924	100.0		

Q14. If your rating for comfort, cleanliness or safety and security for any of the facilities used was 2 or less, please explain the reasons for your dissatisfaction.

	Frequency	
Valid	868	
	Basic facilities not enough staff on site	1
	Bench seats are narrow and uncomfortable	1
	Benches uncomfortable for sitting for long periods	1
	Cold in all areas down scored hard seating in all areas witnesses room disgusting	1
	Comfier seats in the court room and seating in the public areas	1
	Couldn't find where to go was given wrong directions	1
	Court is dated and is no longer fit for purpose	1
	Court room cold waiting area shocking no privacy hard marble seating open n cold	1
	Court room was cold temperature not comfortable	1
	Cramped space	1

Drug paraphernalia left in toilets and toilet paper everywhere	1
Find it too busy and crowded not a nice experience	1
Generally, court one is not a comfortable environment to work in. No windows. Court three has no wifi signal	1
Hard seating not comfortable	1
Hard seats in waiting area no privacy	1
Heating within area and possibly reading materials	1
Horrible building Intimidating. No seats hard marble bench absolutely no privacy for anew build it's shocking. And the entry system is very poor hearted up like cattle	1
I've been assaulted three times over the last few years	1
It is dirty. Smudges on the window.	1
It's open lots of people milling about	1
Just depends on who is hanging around	1
Just no a comfortable place to be	1
Lacks facilities security is zero	1
More updated equipment in cells hard to communicate in cells also no privacy as there is a glass screen between cells	1
N/A	1
Need a flip up two seater bench especially for disabled in waiting area	1
Needs upgraded, not cleaners fault	1
No idea but didn't feel safe	1
None	1
Not a comfortable waiting area	1
Not enough room lack of amenities	1
Not enough seats	1
Not enough space between benches	1
Nowhere for a cup of coffee	1
Old seats hard	1
Only one police officer and general lack of security. Seats are very uncomfortable	1
Open area no proper seating it's cold and open	1
Permanent security presence when courts are in session, accused in possession of knife not subject to inspection	1
Really tightly packed and it's the waiting room sat three hrs to be told guy plead guilty	1
Run down building, constantly advised to return	1
Seating inadequate leg room and very uncomfortable seating	1
Seats are not comfortable	1
Seats are rock hard	1
Seats are so uncomfortable in the court room	1
Seats hard area cold n depressing	1
Seats in court too firm/hard to sit on for long time	1
Seats in poor condition and carpets very dirty and distracting when people constantly come and go	1
Some paint and music required	1
The room was very small	1
The seats were hard and uncomfortable as we had to wait around for three hrs	1
There are no seating facilities for waiting outside courtroom	1
Toilets every dirty. Floor wet	1
Too hot at times in court room temperatures can be high	1
Waiting area is open to anyone the whole building cold and could be depressing not a good vibe at all	1
Witness rooms are dreary, unclean, lack of facilities	1
Witnesses are able to come out and intimidate and say things to us without being apprehended and just because they can because they are not escorted. And people able to sit I witness room when not a witness	1
Total	924

Survey Section 5 – Virtual Hearings

Q15. How did you provide your evidence to the court today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	In person in court	75	8.1	77.3	77.3
	In person in court via live television link	1	.1	1.0	78.4
	Not Applicable	21	2.3	21.6	100.0
	Total	97	10.5	100.0	
Missing	Not Asked	827	89.5		
Total		924	100.0		

Q16. Did you attend a virtual hearing today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, I attended virtually	4	.4	.5	.5
	Yes, I was in the court room during a virtual hearing	4	.4	.5	1.0
	No	762	82.5	99.0	100.0
	Total	770	83.3	100.0	
Missing	Not Asked	154	16.7		
Total		924	100.0		

Q17. What type of device did you use to participate in the hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Laptop	1	.1	25.0	25.0
	Desktop Computer	1	.1	25.0	50.0
	Mobile Phone - Apple Device	1	.1	25.0	75.0
	Other (please specify)	1	.1	25.0	100.0
	Total	4	.4	100.0	
Missing	System	920	99.6		
Total		924	100.0		

Q17A. If 'Other' please specify

	Frequency
Valid	923
	Court TV screen
	1
Total	924

Q18. Was the device you used to participate in the hearing your own personal device, a shared device, a work device or publicly available device?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Personal Device	1	.1	25.0	25.0
	Shared Device	1	.1	25.0	50.0
	Work Device	1	.1	25.0	75.0
	Publicly Available Device	1	.1	25.0	100.0
	Total	4	.4	100.0	
Missing	System	920	99.6		
Total		924	100.0		

Q19. How was the virtual hearing conducted?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Webex	4	.4	50.0	50.0
	Telephone	2	.2	25.0	75.0
	Don't know / Not sure	2	.2	25.0	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q20. Were you provided with joining instructions with sufficient notice in relation to the virtual hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	.4	50.0	50.0
	Not Applicable	4	.4	50.0	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q21. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to join the virtual hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Easy	3	.3	37.5	37.5
	Very Easy	3	.3	37.5	75.0
	Don't know / Not sure	2	.2	25.0	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q23. Were there any technical difficulties during the virtual hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.2	25.0	25.0
	No	5	.5	62.5	87.5
	Don't know / Not sure	1	.1	12.5	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

\$Q24_TechDifficulties Frequencies

		Responses		
		N	Percent	Percent of Cases
Q24 Technical Difficulties	Connectivity	1	100.0%	100.0%
Total		1	100.0%	100.0%

Q25. How long did it take for the technical difficulties to be resolved?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Don't know / Not sure	1	.1	50.0	50.0
	Not resolved	1	.1	50.0	100.0
	Total	2	.2	100.0	
Missing	System	922	99.8		
Total		924	100.0		

Q26. Did a member of SCTS staff offer help or assistance with the technical difficulties you encountered?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2	.2	100.0	100.0
Missing	System	922	99.8		
Total		924	100.0		

Q27. Please use this space to provide more details in relation to any technical difficulties that you experienced during the hearing.

	Frequency
Valid	923
They phoned me	1
Total	924

Q28. Overall, how did your experience today compare with a hearing in a courtroom?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Better today	2	.2	25.0	25.0
	No significant difference	2	.2	25.0	50.0
	Better with hearing in courtroom	1	.1	12.5	62.5
	Don't know / Not sure	2	.2	25.0	87.5
	Not Applicable / Only experienced virtual hearing	1	.1	12.5	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q29. Did you feel you were sufficiently informed/prepared for dealing with the arrangements for a remote hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	.8	87.5	87.5
	No	1	.1	12.5	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q30. On a scale of 1 to 5 , where 1 is 'very difficult' and 5 is 'very easy' how difficult or easy did you feel it was for you to contribute during the virtual hearing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fairly Difficult	1	.1	12.5	12.5
	Fairly Easy	4	.4	50.0	62.5
	Very Easy	3	.3	37.5	100.0
	Total	8	.9	100.0	
Missing	System	916	99.1		
Total		924	100.0		

Q31. If your rating at Q30 was 2 or less, please explain why you found it difficult to contribute during the virtual hearing.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		916	99.1	99.1	99.1
	[not asked]	7	.8	.8	99.9
	Not answered	1	.1	.1	100.0
Total		924	100.0	100.0	

Q32. What advantages or benefits, if any, do you consider virtual hearings have?

	Frequency
Valid	916
Benefit for people providing evidence remotely	1
Cutting down on travel	1
Depends on the person I'm representing can be very beneficial	1
Good for kids and certain individuals	1
Good system when it works	1
Knew what to expect	1
Lawyers can attend despite not being on the island	1
Not answered	1
Total	924

Q33. What disadvantages or detriments, if any, do you consider virtual hearings have?

	Frequency
Valid	916
Certain scenarios this system dies nor work on occasions we need a face to face netting	1
If Wi-Fi is bad there can be connection problems	1
No	1
None	1
None except if it die's not work due to technology	1
Not answered	2
Not as personal	1
Total	924

Survey Section 6 – Waiting for the court to start

Q34. Were you advised of an anticipated start time for the court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	604	65.4	78.3	78.3
	No	116	12.6	15.0	93.4
	Don't know / Not sure	7	.8	.9	94.3
	Not applicable	44	4.8	5.7	100.0
	Total	771	83.4	100.0	
Missing	Not Asked	153	16.6		
Total		924	100.0		

Q35. Did you have to wait for the court to start today beyond the anticipated start time? * User Group Crosstabulation

			User Group						Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q35. Did you have to wait for the court to start today beyond the anticipated start time?	Yes	Count	159	50	85	0	27	3	324
		% within User Group	53.7%	29.6%	43.6%	0.0%	32.1%	13.6%	42.0%
	No	Count	121	107	96	0	35	10	369
		% within User Group	40.9%	63.3%	49.2%	0.0%	41.7%	45.5%	47.9%
	Don't know / Not sure	Count	11	4	6	0	2	3	26
		% within User Group	3.7%	2.4%	3.1%	0.0%	2.4%	13.6%	3.4%
	Not applicable	Count	5	8	8	5	20	6	52
		% within User Group	1.7%	4.7%	4.1%	100.0%	23.8%	27.3%	6.7%
	Total	Count	296	169	195	5	84	22	771
		% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q36. Approximately how long did you have to wait for the court to start today beyond the anticipated start time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Up to 15 minutes	64	6.9	19.8	19.8
	16 to 30 minutes	77	8.3	23.8	43.5
	31 minutes to 1 hour	49	5.3	15.1	58.6
	Over 1 hour and up to 2 hours	37	4.0	11.4	70.1
	Over 2 hours	85	9.2	26.2	96.3
	Don't know / Not sure	11	1.2	3.4	99.7
	Not answered	1	.1	.3	100.0
	Total	324	35.1	100.0	
Missing	Not Asked	600	64.9		
Total		924	100.0		

Q38. Did SCTS staff give you any updates about how much longer you were likely to have to wait for the court to start today beyond the anticipated start time? * User Group Crosstabulation

			User Group					Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	
Q38. Did SCTS staff give you any updates about how much longer you were likely to have to wait for the court to start today beyond the anticipated start time?	Yes	Count	46	36	35	14	1	132
		% within User Group	28.9%	72.0%	41.2%	51.9%	33.3%	40.7%
	No	Count	107	11	45	11	2	176
		% within User Group	67.3%	22.0%	52.9%	40.7%	66.7%	54.3%
	Don't know / Not sure	Count	1	0	0	0	0	1
		% within User Group	0.6%	0.0%	0.0%	0.0%	0.0%	0.3%
	Not applicable	Count	4	2	4	2	0	12
		% within User Group	2.5%	4.0%	4.7%	7.4%	0.0%	3.7%
	Not answered	Count	1	1	1	0	0	3
		% within User Group	0.6%	2.0%	1.2%	0.0%	0.0%	0.9%
Total	Count	159	50	85	27	3	324	
	% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q39. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with SCTS staff's attempts to keep you informed about how much longer you were likely to have to wait for the court to start today beyond the anticipated start time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	.4	1.2	1.2
	Fairly Dissatisfied	13	1.4	4.0	5.2
	Neither	74	8.0	22.8	28.1
	Fairly Satisfied	124	13.4	38.3	66.4
	Very Satisfied	103	11.1	31.8	98.1
	Don't know / Not sure	6	.6	1.9	100.0
	Total	324	35.1	100.0	
Missing	Not Asked	600	64.9		
Total		924	100.0		

Q39. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with SCTS staff's attempts to keep you informed about how much longer you were likely to have to wait for the court to start today beyond the anticipated start time? * User Group Crosstabulation

			User Group					Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q39. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with SCTS staff's attempts to keep you informed about how much longer you were likely to have to wait for the court to start today beyond the anticipated start time?	Very Dissatisfied	Count	1	1	1	1	0	4
		% within User Group	0.6%	2.0%	1.2%	3.7%	0.0%	1.2%
	Fairly Dissatisfied	Count	8	0	3	2	0	13
		% within User Group	5.0%	0.0%	3.5%	7.4%	0.0%	4.0%
	Neither	Count	48	3	19	4	0	74
		% within User Group	30.2%	6.0%	22.4%	14.8%	0.0%	22.8%
	Fairly Satisfied	Count	57	20	40	6	1	124
		% within User Group	35.8%	40.0%	47.1%	22.2%	33.3%	38.3%
	Very Satisfied	Count	43	23	22	13	2	103
		% within User Group	27.0%	46.0%	25.9%	48.1%	66.7%	31.8%
	Don't know / Not sure	Count	2	3	0	1	0	6
	% within User Group	1.3%	6.0%	0.0%	3.7%	0.0%	1.9%	
Total	Count	159	50	85	27	3	324	
	% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q40. Did SCTS staff tell you why you had to wait for the court to start today beyond the anticipated start time?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	135	14.6	41.7	41.7
	No	174	18.8	53.7	95.4
	Don't know / Not sure	2	.2	.6	96.0
	Not applicable	13	1.4	4.0	100.0
	Total	324	35.1	100.0	
Missing	Not Asked	600	64.9		
Total		924	100.0		

Q41. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with SCTS staff's attempts to keep you informed about why you had to wait for the court to start today beyond the anticipated start time? * User Group Crosstabulation

			User Group					
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses including Police Witnesses	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q41. On a scale of 1 to 5, how dissatisfied or satisfied were you with SCTS staff's attempts to keep you informed about why you had to wait for the court to start today beyond the anticipated start time?	Very Dissatisfied	Count	1	0	0	0	0	1
		% within User Group	1.9%	0.0%	0.0%	0.0%	0.0%	0.7%
	Fairly Dissatisfied	Count	1	0	0	0	0	1
		% within User Group	1.9%	0.0%	0.0%	0.0%	0.0%	0.7%
	Neither	Count	5	1	0	1	0	7
		% within User Group	9.6%	2.6%	0.0%	9.1%	0.0%	5.2%
	Fairly Satisfied	Count	19	15	19	1	1	55
		% within User Group	36.5%	38.5%	59.4%	9.1%	100.0%	40.7%
	Very Satisfied	Count	26	23	13	9	0	71
		% within User Group	50.0%	59.0%	40.6%	81.8%	0.0%	52.6%
Total	Count	52	39	32	11	1	135	
	% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Survey Section 8 – Your Satisfaction with SCTS Staff

Q42. On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Unhelpful	2	.2	.2	.2
	Fairly Unhelpful	5	.5	.5	.8
	Neither	28	3.0	3.0	3.8
	Fairly Helpful	120	13.0	13.0	16.8
	Very Helpful	753	81.5	81.5	98.3
	Don't know / Not sure	11	1.2	1.2	99.5
	Not Applicable	5	.5	.5	100.0
	Total	924	100.0	100.0	

Q44. If your rating for the helpfulness and politeness of SCTS staff was 2 or less, please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

	Frequency
Valid	915
[Not Answered]	2
All pleasant	1
Can't give you any information	1
Judge would not listen to respondent and was very rude	1
Lack of communication, curtness in response. Difficult to find anyone to get required information	1
No information and speak to you in a rude manner	1
Not given enough information	1
Staff a bit laid back and unhelpful	1
Total	924

Q45. Thinking about all the questions you have answered so far, on a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the overall service provided by the SCTS today? * User Group Crosstabulation

			User Group						Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	Total
Q45. Thinking about all the questions you have answered so far, on a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the overall service provided by the SCTS today?	Very Dissatisfied	Count	0	0	2	0	0	0	2
		% within User Group	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.2%
	Fairly Dissatisfied	Count	2	1	4	0	2	0	9
		% within User Group	0.7%	0.6%	2.1%	0.0%	2.4%	0.0%	1.0%
	Neither	Count	29	4	21	4	5	0	63
		% within User Group	9.8%	2.4%	10.8%	2.6%	6.0%	0.0%	6.8%
	Fairly Satisfied	Count	113	59	91	31	24	7	325
		% within User Group	38.3%	34.9%	46.7%	20.0%	28.6%	31.8%	35.3%
	Very Satisfied	Count	151	105	77	120	53	15	521
		% within User Group	51.2%	62.1%	39.5%	77.4%	63.1%	68.2%	56.3%
Total	Count	295	169	195	155	84	22	920	
	% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

Q46. If your rating at Q45 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

	Frequency
Valid	913
[Not Answered]	3
As soon as called to court, a plea deal was accepted making my journey worthless	1
Feel all this waiting about where they could have a Nominated Schedule for the day at least you would not be having to wait about	1
Have to wait a long time for bail papers before I can leave	1
I travelled up from England only to be told the accused would not be attending	1
Too long to get individual in custody to court	1
Toilet situation was awful	1
Unhappy with the Procurator Fiscal	1
We arrived at court at 9 am and left at 1.15 pm after being told that we were to come back another day, so wasted 4 hrs waiting for nothing.	1
Total	924

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

Frequency

Valid	Frequency
	682
A better time keeping strategy	1
A cafe	1
A clean carpet in Reception	1
A disabled ramp round the back of the building	1
Access to media officers is now limited	1
Add a vending machine for drinks/snacks	1
Add more technology to the court experience to make the process faster, info on ipads could be easily transferred to a large screen for all to see rather than all details read out, visual explanation more helpful and memorable	1
All OK at present	1
Always helpful and accommodating	1
At 15 yr old had to sit in with adults while being sentenced he felt intimidated and the fact he has learning difficulties was not taken into account	1
Been better if I had known in advance	1
Been in cells for 12 hrs. Should have roughly been told a time that I would be appearing in court from the cells	1
Been in the building several times now and never see the big reception kiosk used, visitors just go straight to Sheriff Clerks office reception desk.	1
Could get WRVS or another charity group to use this space to provide drinks and light snack to help when witnesses are waiting around feeling anxious and nervous this would help calm their nerves. Fully understand no eating or drinking upstairs in court rooms. Even a drinks machine in this space would be good.	
Better communication	1
Better communication between lawyer and accused	1
Better knowledge or signage on we're to go	1
Better tannoy as sometimes can't make it out	1
Cleanliness of carpets and sheriff very professional	1
Comfier seats	1
Communication where need to be told how long having to wait for to be called instead of being left in the dark Also there should be some kind of refreshments available	1
Contacted by Agency to attend Court as Interpreter, have to wait around a lot so unable to work elsewhere in that day or even give Child Minder notification of return time for child. Would be better for Court to employ Interpreter and could arrange to meet Victim/Accused and Lawyer at times when actually needed instead of waiting around.	1
Could update the seating to make more comfortable	1
Court proceedings are at the mercy of individuals doing what they are supposed to and when, courts here run very well in the main	1
Expect to see a board with updates and guidance	1
Feel if it's not morning that we are taken there should be a am/pm start time	1
Felt the data protection request wasn't helpful	1
Found the witness room a bit claustrophobic	1
Get more organised so that things run to plan, witnesses needing to return another day after waiting hrs here for nothing should not be the norm	1

Got seen quickly glad didn't have to wait around	1
Greater care if jury management.	1
Had to travel here from England starting journey at 4 am and expected to be in court at 10 am now still waiting almost 2 hrs later with people outside court room while private discussion takes place inside. Would be helpful to have Time slots rather than many people hanging around	1
How witnesses are able to interact with accused	1
I feel at reception area both victims and accused and witnesses are all together can be uncomfortable	1
I know the building and knew where to go to pay the fine but it would be helpful to put up a FINES sign so that other people would know to pay at Sheriff Clerks desk.	1
I think there is very little notices need a live screen informing people Also need better parking facilities	1
I think witnesses should have option of making statement and not have to attend	1
I was looking for info on where I can get a copy of my divorce papers as they were issued in England by an English court. The young female staff member was very helpful suggesting I contact the Registry Office, my solicitor or my ex-husband's solicitor and several other places.	1
If cases were heard am	1
If could get a definite time not to be hanging about	1
If could get an actual time slot	1
If there was somewhere to get a drink even if just water	1
Improve stability of the website.	1
Interpreters should be able to get in touch with court directly and offer services in advance. Qualifications have to be vetted in advance online and then employed by SCTS directly rather than Agency who are paid hundreds of pounds daily while Interpreters only self-employed at £20 per hrs and no expenses	1
It's an old building with fairly basic seating and flooring so acceptable. Staff are always very courteous and cannot do enough to help. Toilets always clean and fresh	1
It's closed from 1 pm to 2pm so would be nice if there was somewhere to sit and have a coffee	1
Judge said he was leaving court for 5 mins, we went outside for a cigarette and when we returned things had moved on and we had to wait another hour longer. If staff had informed us as we left the court room that we only had 2 or 3 mins then we would not have left, better communication.	1
Just give instructions on timings more clearly	1
Just maybe being kept up to date on time that the person will be appearing	1
Just the waiting time also my friend who is in a wheel chair found it wasn't easy to enter court room	1
Keeping up today on times	1
Know the waiting time	1
Lack of car parking facilities	1
Make sure you get your own lawyer and not a stand in	1
Maybe a better time management system	1
Maybe a bit more updates as just been told Accused not turned up	1
Maybe a little TV or a monitor informing the cases	1
Maybe couple of more toilets	1
Maybe getting more updated time on how far up the list the accused is	1

Maybe regular updates	1
Maybe seats in court were more comfortable	1
Maybe telling us or updates on case	1
Maybe the down sign on left wall at entrance leads to wrong place, staff quarters. Move fine sign down wall too high up especially for disabled in wheelchair to see	1
Maybe waiting times could be am or pm	1
More advanced notice of countermands and better over site of countermand requests from police staff.	1
More communication especially when you don't know the system	1
More communication regarding time scale	1
More police officers building would feel much safer	1
More stipulated time slots for cases to avoid waiting around	1
More transparency in cases. Social workers need to be held accountable	1
More updates in general of the process	1
Mr [NAME] was very helpful indeed in offering his knowledge and experience.	1
My friend is up in court today he suffers from anxiety and enclose places find in court there is no space where he feels there is a safe place and this heightens his anxiety	1
No	88
No as staff are very helpful	1
No as staff were really helpful	1
No but signage for fines office should have Enquiries placed above it on wall facing into corridor rather than on door itself, walked past the office then saw sign on glass door in hallway before walking back to office	1
No generally runs smoothly and staff are very accommodating	1
No good as it is	1
No had to come in person for help advice	1
No problems at all. Staff are always helpful	1
No tea plus biscuits free	1
No, everything seemed OK, my first time in court room	1
No, first time in a court building and I was very pleasantly surprised by how warm it was inside and how everyone was doing their best to help. Toilets had a lovely fresh smell in afternoon.	1
No, girl was very helpful and fast with advice but didn't feel rushed, just good staff who know what they are doing.	1
No, more remote pleading diets from custody	1
No, the girl at the counter was really helpful and explained everything to us very well and offered advice on our next steps. Citizens Advice Office told us to come here to the Sheriff Clerks Office and I'm so glad they did.	1
None	13
None as excellent	1
None at present except the Interpreters service, difficult dealing with Agencies and Interpreters of high calibre would like to be able to have Courts employ them directly. Don't appear to be paid well and we need them to complete process efficiently and effectively. SCTS should take good look at	1

this situation and money paid to 2 main Interpreters Agencies compared to payments to Interpreters themselves for hourly service on self-employed basis.	1
None. All good	1
Not based on today's experience everything went well, building quiet and calm	1
Not enough chairs	1
Not of those provided here today	1
Nothing	4
On occasion the tannoy cannot hear clearly, need to be louder	1
Only maybe some information on court i.e. timing or kept up to date	1
People behind us were really happy so loud	1
Pleased not bring back virtual courts, absolute shambles, impossible to get proper instructions from clients in custody unable to assess mental state.	1
Provide seating if waiting outside court	1
Really nice staff	1
Scanner for security and better seating	1
Signage main entrance updated. Update court technology for viewer productions. WiFi upgrade and phone signals update	1
Smoking room	1
Someone should let me know it should 10 am but you should have been here 9.30 am and wasn't told so now have to hand myself in	1
Speedier response time to emails. E.g. had a pleading diet where a letter had been submitted and court date took a week to come through.	1
Staff are always helpful	1
Staff member initially abrupt but then second person was really friendly and nice	1
Staff should be quicker in issuing Bail papers rather than having to sit a couple of hours for them	1
Staff very helpful	1
Staff were really nice	1
Still waiting to hear if case starting told to come back this afternoon not really lot of information other than to wait	1
Taken a year for court case to come to court, in today to discuss summons and staff at counter were very professional, knowledgeable and helpful, made visit a quick one.	1
Teas and Coffee	1
The amount of adjournments due to accused or representatives not being present or ready	1
The anticipated waiting for business	1
The cells so small	1
The reason it's been adjourned	1
The wait times	1
There were doing a good job	1
There's no privacy in waiting area felt intimidated	1
They don't know enough, they didn't know Solicitors for my son who is down in cells	1
They tell you to be here at 10 but have to wait a hour not good having to be told to be there on time	1

Time it took to collect	1
Time slots for everyone in court	1
To address the previously highlighted needs of the press in reporting open justice. And protect the journalist where possible from assault or abuse by court users and staff	1
To have allotted times for witnesses	1
Try to prioritise priority cases so that short outcomes are seen first	1
Update on how long it will be before needed	1
Update people more and better communication	1
Waiting area more and seating area	1
Waiting around, could have been kept more up-to-date on timings and allowed to leave earlier	1
Waiting times	1
Waiting times for cases coming up. Cells are very small	1
Waiting times need to give updates	1
Want to be told why things are not chocking ahead	1
Would like more trauma informed communication with witnesses, better facilities for witnesses and more information provided to witnesses	1
Would like to see food and hot drinks	1
Yes court is based on maritime law. This limits ability to communicate and ask for help	1
Yes when there is trial cases on they should have the same Not changing dates and having people standing about Like us that's working that's money we are losing	1
Yes, make sure that witnesses who are not required are allowed to leave much quicker	1
Total	924

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	437	47.3	47.3	47.3
No	451	48.8	48.8	96.1
Don't know / Not sure	27	2.9	2.9	99.0
Not applicable	8	.9	.9	99.9
Not answered	1	.1	.1	100.0
Total	924	100.0	100.0	

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

			User Group						Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses including Police	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	
Q48. Do you know how to make a complaint or provide feedback, good or bad, about the services you used today?	Yes	Count	120	143	70	39	60	5	437
		% within User Group	40.5%	84.6%	35.9%	24.8%	70.6%	22.7%	47.3%
	No	Count	167	25	115	105	22	17	451
		% within User Group	56.4%	14.8%	59.0%	66.9%	25.9%	77.3%	48.8%
	Don't know / Not sure	Count	7	1	8	10	1	0	27
		% within User Group	2.4%	0.6%	4.1%	6.4%	1.2%	0.0%	2.9%
	Not applicable	Count	2	0	2	2	2	0	8
		% within User Group	0.7%	0.0%	1.0%	1.3%	2.4%	0.0%	0.9%
	Not answered	Count	0	0	0	1	0	0	1
		% within User Group	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.1%
	Total	Count	296	169	195	157	85	22	924
		% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q49. Is there any other feedback you wish to provide on your experiences today?

	Frequency
Valid	755
Alarmed by notice in toilets about needles	1
Appreciates the opportunity to provide feedback	1
Arrived as a witness but trial of moved to [CITY] instead so need to attend there on another day, desk staff really helpful	1
As always the staff were really helpful	1
As before I'm travelling a distance so it's shut 1pm to 2 pm so can't get in	1
Better idea of time	1
Bring back a tuck-shop	1
Cafe	1
Clearer speakers	1
Court staff were very helpful, anything I asked I always got an answer	1

Did not have any virtual links today and much prefer it that way, just like a medical professional, it is extremely difficult to ascertain whether an individual is under the influence of drugs or alcohol or in the right mindset/condition to be presented in court without seeing them face to face. It is easier to assess them, smell breath, watch how they walk, answer Q 's etc, so please do not hold down the route of trying to cut costs by more virtual links, just doesn't help anyone involved.	1
Faster bail papers as have been down there since 10am	1
Felt that there should be a choice of teas coffee water	1
Find the steps in to the court room are very difficult to get up or down easy to trip on them But the court officer helped me	1
For witnesses it's a long time sitting	1
Friendly staff	1
Had no issues	1
I am a bit hard of hearing so could not hear my legal team	1
I find that some witnesses don't want to be in same room as other witnesses	1
I was in the court today and I found it hard trying to hear what Sheriff was saying, not sure how that could be rectified	1
I would like to see a coffee machine	1
If cases heard earlier	1
It's been comfortable, but was expecting worse	1
Just been a long day	1
Just been a long day glad it's over	1
Just waiting times	1
Kept locked up and nobody's telling you how long to wait	1
Like to see a water dispenser available	1
Man cleaning brass on front entrance door was really kind and held door open for us with smile	1
Maybe should have better signage directions to where the fines office is	1
Mr [NAME] the Sheriff Clerk at [TOWN] Sheriff Court is a very helpful individual.	1
Needs to be more flexible	1
No	104
No hand soap in bathroom	1
No staff very efficient, fast and helpful.	1
No, service was very fast	1
No, very interesting experience	1
No, very quiet so was only in building for 2-3 mins very efficient service.	1
None	5
Nothing	2
Nowhere for a cup of coffee	1
[TOWN] runs a very efficient court. Good sheriff and good support staff	1
Our views probably would not be listened to	1

Paperless system and smart screens would make system better	1
People outside smoking should not be allowed Also spitting	1
Provide free tea, coffee area for Solicitors to use, especially if busy day and coming to Court straight from office then travelling while returning to office, leaves little/no time for food/drink consumption	1
Quick and convenient. Would prefer to pay online	1
Quiet day today but security on a Wednesday at front entrance area would be very welcome when it's extremely busy in the building.	1
Really happy with the service excellent	1
Refreshments and basic sandwich or biscuits in Agent's	1
Separate toilets for officials	1
Sheriff very efficient but could keep some members of public out of cases that they are not concerned with, call immediate family and accused more helpful	1
Should be a drinks machine	1
So easy and everyone was very helpful	1
Staff all helpful	1
Staff were all nice and helpful	1
Toilets clean	1
Was told to leave without any reason	1
Would be good to have a vending machine in area for cold drink in summer. Need to carry drinks with me as well as papers.	1
Would be good to have refreshments on hand, have to leave building for tea, coffee, biscuits. Free supplies in insulated flask would be good.	1
Yes easy to find and in at out quickly	1
Total	924

Q50. Was there any information you would have liked that was not provided today?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	55	6.0	6.0	6.0
No	848	91.8	91.8	97.7
Don't know / Not sure	11	1.2	1.2	98.9
Not applicable	9	1.0	1.0	99.9
Not answered	1	.1	.1	100.0
Total	924	100.0	100.0	

Q51. In what way could information provision have been improved today?

Frequency

Valid	Frequency
	784
A bit more information on how long we will have to wait	1
A specific timeslot in opposed to waiting all day	1
Approx start time and court room to go to	1
Being kept informed on stage my case will be heard	1
Better communication	1
Better communication of what 2 mins means, left to go to toilet and missed slot, now waiting until end of queue, if someone had said you only have 5 mins and need to be back at a certain time I would not have left for toilet visit	1
Better signage for fines office	1
Building too big quite intimidating and again lacks privacy	1
Can't think of anything else except tea/refreshments area	1
Can't think of anything else they could have done to keep us at ease.	1
Car parking	1
Case was going to be on but was cancelled without any notification	1
Clearer speakers	1
Could not find court online meaning website but all was clear on arrival this morning	1
Could not have been improved, the help we got face to face with the right person was invaluable and we are now well aware of our next steps. A 10 minute visit with an efficient knowledgeable member of staff has saved us hrs of stress and anxiety. The info we received could not have been understood by speaking on the phone as I get nervous, flustered and forget some things people say. The girl took time while I copied each piece of advice down and checked what I was writing was the right thing.	1
Court room and directions	1
Don't know	2
Don't think it could.	1
Feel custodies should be handled by email and addressed immediately rather than waiting to be delivered by foot being sent by foot all aspects of the staff input on this site are amazing the issue is the system it needs overhauled and an individual should be overall responsible for all aspects of the court building and the procedures that happen on site at present every individual ticks a box but no one takes responsibility	1
Floor plan directions	1
How long I was going to be before my case was called	1
How long waiting	1
If they knew around what time i.e. morning afternoon	1
Info on court procedure	1
Interpreters service needs attention only 2 Vietnamese Interpreters available, she had to rush away to collect her children, so service provision for client depends on Interpreters availability. Would be good to have a 'bank' website of those qualified and available for Court staff and Solicitors to use rather than depend on Agencies as is the case at present. Whole process could be more efficient	1
It's about knowing who to speak to	1

Just better signage	1
Kept up to date	1
Kept up to date with the fact that we are not required and allowed to leave much sooner.	1
Kept waiting need to know a time	1
Letting you know what time will be on trail	1
Maybe a card machine for coffee	1
Maybe an idea how long we had to wait	1
More info on times to go and get food and come back at a certain time	1
More info sooner on what was happening and when	1
More information on waiting time and what was happening	1
More information regarding the case in hand	1
More information regarding times	1
More instructions on expenses but staff onsite helped	1
More updates on times that we are called	1
More updates on timings in court	1
My fault for getting info wrong and coming here	1
No	45
No information but felt the acoustics in court were poor I could hardly hear the conversation	1
No way	1
No way, everything I received was clear and precise in the letter and I simply went to Sheriff Clerks office counter when I entered the building and was attended to by a very nice female member of staff, paid the fine and left 3 mins later. First time I've been in a Sheriff Court building and was pleasantly surprised by how warm, light and comfortable the entrance area was, expected it to be old fashioned inside as it's an old building.	1
No, advice was very helpful	1
No, staff were very friendly, made paying the fine easier	1
None	15
None as all good	1
None, those who knew reasons for changes kept us informed, staff exceptionally helpful in this building	1
Nothing presently	1
Reason why adjourned	1
Should have been by appointment as been waiting all day	1
Signage as previously mentioned	1
Someone telling me how long would have to wait	1
Sought details on a fine	1
Start time on my case	1
The court waiting time	1
The whole system-is dated and needs reviewed	1

Time even if known within the hour no information boards	1
Time of appearance	1
Time slots	1
Time that people in the cells are likely to appear in court	1
To be able to hear my legal team Also a seat while waiting outside court	1
Told correct times	1
Told if possible to have a break, go to Greg's for drink and come back at specified time rather than waiting around and no cafe	1
Told that when judge leaves for 5 mins break then no-one leaves court	1
Told when things are going ahead	1
Unsure if I could pay cash nothing to say either way	1
Update on case	1
Update on how long before case is called up	1
Updated on times	1
Updates outside court rooms	1
Was OK no more required	1
What the procedure was i.e. told to be here at 10 and just finished	1
What time the case start or how long waiting	1
Witnesses need to be appraised of what is expected.in court	1
Would be better if witnesses could know sooner if required or not on the day now need to return another day	1
Would have liked to know something that was happening with son as don't know what I can do. Even a leaflet telling me how it works	1
Yes update how long	1
Total	924

Survey Section 9 – Particular Facilities and Requirements

Q52. If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	5.3	5.3	5.3
	No	867	93.8	93.8	99.1
	Do not wish to say	7	.8	.8	99.9
	Not Answered	1	.1	.1	100.0
	Total	924	100.0	100.0	

Q53. Please would you tell us what particular facilities you require?

	Frequency
Valid	875
A lift on your own	1
Anxiety	1
Bad arm	1
Being able to go toilet Also Mental health problems	1
Bipolar	1
Bipolar	1
COPD	1
Crohn's	1
Difficulty in climbing steps	1
Don't require anything specific, just need to take my time owing things down and remain calm and I'm OK, have medication for my condition.	1
Drug depended	1
Epilepsy	1
FND	1
Fused spine	1
Hearing mobility	1
In a wheelchair	1
Lift , offered by security and used special key for operation so safe and secure	1
Mental health	1
Mental Health	1
Mental health and drug problems	1
Mental health issues	1
Mental Health issues Bipolar	1
Mental issues Leg problems	1
Mobility	10
Movement	1
No	1
No facilities required	1
None	3
None as it's mental health issues	1
None in the court that would help	1
None, registered disabled but don't require additional help when in the building	1
People with multi personal disabilities I tend to lash out in confined spaces with lots people going about	1
Privacy for type 1 diabetic injections and biscuits for blood sugar	1
PTSD Mental health	1

Q54. To what extent were your particular requirements met by the facilities offered at the court building today? * User Group Crosstabulation

			User Group					
			1 - Accused and Supporters of Accused	3 - Victims, Witnesses, and Supporters of Victims and Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	Total	
Q54. To what extent were your particular requirements met by the facilities offered at the court building today?	Fully Met	Count	18	12	5	2	37	
		% within User Group	66.7%	80.0%	100.0%	100.0%	75.5%	
	Partially Met	Count	5	2	0	0	7	
		% within User Group	18.5%	13.3%	0.0%	0.0%	14.3%	
	Not met at all	Count	4	0	0	0	4	
		% within User Group	14.8%	0.0%	0.0%	0.0%	8.2%	
	Not Answered	Count	0	1	0	0	1	
		% within User Group	0.0%	6.7%	0.0%	0.0%	2.0%	
Total	Count	27	15	5	2	49		
	% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%		

Q55. If your requirements were not fully met, please would you tell us why?

	Frequency
Valid	913
[Not Answered]	1
As the steps were difficult to get up and narrow	1
First aider and staff made aware of condition.	1
Got very little support when in the cells	1
Had to take a taxi but paid for but I now know I could claim for court should let us know	1
Just felt there	1
Need Solicitors to listen	1
No seating while waiting outside court and no hearing facilities	1
No support if in cells	1
Not enough chairs	1
Nothing much they can do to help me	1
Total	924

Q56. If you do not mind, please would you tell us if your first language is English? * User Group Crosstabulation

		User Group							Total
			1 - Accused and Supporters of Accused	2 - Legal Professionals (both Crown and defence)	3 - Victims, Witnesses, and Supporters of Victims and Witnesses, including Police Witnesses	4 - People Visiting the Sheriff Clerks Office and Fine Payers	5 - Non Legal Professionals – e.g. Journalists, Victim Support Organisations, Social Workers, Interpreters, Police Officers (not witnesses)	6 - Spectators and Others	
Q56. If you do not mind, please would you tell us if your first language is English?	Yes	Count	268	163	173	145	62	22	833
		% within User Group	90.5%	96.4%	88.7%	92.4%	72.9%	100.0%	90.2%
	No	Count	26	4	22	11	22	0	85
		% within User Group	8.8%	2.4%	11.3%	7.0%	25.9%	0.0%	9.2%
	Do not wish to say	Count	1	1	0	0	1	0	3
		% within User Group	0.3%	0.6%	0.0%	0.0%	1.2%	0.0%	0.3%
	Not Answered	Count	1	1	0	1	0	0	3
		% within User Group	0.3%	0.6%	0.0%	0.6%	0.0%	0.0%	0.3%
	Total	Count	296	169	195	157	85	22	924
		% within User Group	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q57. If you do not mind, please would you tell us if you have any particular communication and/or reading requirements?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	1.1	1.1	1.1
	No	907	98.2	98.2	99.2
	Do not wish to say	5	.5	.5	99.8
	Not Answered	2	.2	.2	100.0
	Total	924	100.0	100.0	

Q58. Please tell us what these requirements are?

	Frequency
Valid	914
ADHD and learning support help with form filling etc	1
Can't read Dyslexia photo sensitivity	1
Deaf	1
Dyslexic	1
Hearing	1
Interpreter	1
No particular requirements	1
Someone to read or write	1
Sometimes need an interpreter to help support speaking English	1
Suffer from anxiety so find I need a bit of support	1
Total	924

\$Q59_CommsUsed Frequencies

		Responses		
		N	Percent	Percent of Cases
Q59 Communication services used	Interpreter for the Accused	10	1.1%	1.1%
	Other (please specify)	1	0.1%	0.1%
	None	912	98.8%	98.9%
Base:		922	100.0%	

(Note: Multiple responses were provided at this question)

Q59. If 'Other' please specify

	Frequency
Valid	923
[Not Answered]	1
Total	924

Q60. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how satisfied were you with these services/facilities? - Interpreter for the Accused

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neither	1	.1	10.0	10.0
	Fairly Satisfied	1	.1	10.0	20.0
	Very Satisfied	8	.9	80.0	100.0
	Total	10	1.1	100.0	
Missing	System	914	98.9		
Total		924	100.0		

Q60. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how satisfied were you with these services/facilities? - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not Applicable	1	.1	100.0	100.0
Missing	System	923	99.9		
Total		924	100.0		

SYSTRA provides advice on transport, to central, regional and local government, agencies, developers, operators and financiers.

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The SYSTRA logo is rendered in a bold, red, sans-serif typeface. The letters are thick and closely spaced, with a distinctive design where the 'S' and 'Y' have a slightly irregular, hand-drawn quality. The 'A' at the end is also bold and red, matching the rest of the brand name.