

**SCOTTISH COURTS AND TRIBUNALS SERVICE
COURT USER SATISFACTION SURVEY 2017**



Wellside
Research

SYSTRA

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EXECUTIVE SUMMARY

Introduction

The Scottish Courts and Tribunals Service (SCTS) commissioned SYSTRA Limited (previously MVA Consultancy) to conduct its Court User Satisfaction Survey in 2017, and this report details the survey findings.

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

As in previous years, the 2017 survey was administered as an exit survey. Interviewers approached users as they were leaving the court building, having concluded their business for the day. Broad quotas were applied to ensure coverage of all user groups. However, interviews were largely administered on a 'next-to-pass' basis (i.e. interviewers based at the courts invited people to take part as they left the court building on the basis that the next available person was approached).

In 2017, for the first time, the survey was administered in the main by CAPI technology. Interviewers were provided with a tablet pre-loaded with the survey questionnaire which they used to administer the face-to-face interviews. In all previous years the interviews have been administered via paper-based questionnaires. Paper-based self-completion questionnaires for jurors were administered by court staff and also available for interviewers to boost the overall sample.

The survey period covered nine weeks between May and July 2017 and a total of 51 courts were surveyed. Interviews were carried out at 39 Sheriff Court locations, three Civil Annexes, and five Justice of the Peace Courts across the six sheriffdoms, as well as at the Court of Session and the three permanent locations of the High Court of Justiciary.

Sample Profile

In total, 2615 people took part in the 2017 survey. Three quarters (75%) of the respondents classified themselves as non-professionals, while one quarter (25%) were attending court in a professional capacity or for work purposes. Judicial office holders, SCTS staff and contractors, and anyone aged under 16 were screened out.

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

- Glasgow and Strathkelvin - 15%
- Grampian, Highland and Islands - 13%
- Lothian and Borders - 11%
- North Strathclyde - 16%
- South Strathclyde, Dumfries and Galloway - 15%
- Tayside, Central and Fife - 19%
- High Court and Court of Session - 11%

¹ A pilot study was also conducted in 2003.

Just over half (56%) of all respondents were male, with just under three quarters (71%) aged between 25 and 54. The majority (84%) of respondents described themselves as 'White Scottish' and only 2% stated that they had a long standing illness, disability or infirmity which would require particular facilities when using public buildings.

The first language of most respondents was English (93%) and only 1% of respondents indicated that they had any particular communication or reading needs.

Survey Results

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

Attending Court

Just over two thirds (69%) stated that they had previously visited the court in which they were surveyed. Respondents were less likely to have previously visited the High Court and Court of Session (52%) compared to courts in other sheriffdoms. Almost all Advocates, Solicitors and Solicitor Advocates (97%) and other professionals (96%) had previously visited the court in which they were surveyed, while those least likely to have previously visited the court were Jurors (selected and not selected) (40%).

Getting to Court

Just under half (49%) of the respondents used a car as their main mode of transport to travel to the court on the day of the survey, either as a driver or passenger. A further 21% stated they had travelled by bus and 19% had walked to the court.

Just under three quarters (73%) stated they had travelled up to 30 minutes to get to court on the day of the survey, with the largest proportion of those with the quickest journey times of up to 15 minutes found in Tayside, Central and Fife (46%). The journey times most frequently reported across all other sheriffdoms were between 16 and 30 minutes.

Satisfaction with Court Staff

The majority (96%) stated that staff were 'very' or 'fairly' helpful on the day of the survey, while only 2% of respondents stated that court staff were either 'very' or 'fairly' unhelpful. The majority of respondents across all sheriffdoms and user groups found court staff 'very' or 'fairly' helpful, with satisfaction levels across all sheriffdoms between 92% and 99%.

Similarly, the majority (97%) stated that staff were 'very' or 'fairly' polite on the day of the survey, while only 1% of respondents stated that court staff were either 'very' or 'fairly' impolite. Satisfaction levels across all sheriffdoms were between 94% and 99%.

Information Provided

Just under three quarters (73%) of jurors (selected and not selected) stated they had received information prior to attending for jury service. The majority of these respondents indicated that the information they had received was either 'very' or 'fairly' helpful (86%).

All respondents were asked whether court staff explained what was going to happen when they arrived at court that day. Almost two thirds (64%) stated staff did explain, with the majority (97%) stating that the explanation provided was either 'very' or 'fairly' accurate.

Respondents were also asked if they were kept informed about what was happening during the time they were in the court building. Just under two thirds (62%) stated they had been kept informed, with the majority (97%) stating that the information received was either 'very' or 'fairly' helpful.

As in previous years, all respondents were asked whether they would have liked more information on the day of the survey. Only 7% stated they would have liked further information and the majority of these answers related to regular and accurate information about delays, court cases and timings.

Use of the SCTS Website

All respondents were asked whether or not they had used the SCTS website in the last 6 months, with around a third (32%) stating that they had and 68% stating they had not. Advocates, Solicitors and Solicitor Advocates (94%) were most likely to have used the website, with all other professionals (59%) next most likely. Those that had not used the SCTS website in the last six months included accused in a criminal case and supporters of accused (89%), people visiting the Sheriff Clerk's Office/Offices of Court (88%) and witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (83%).

The main reasons given for visiting the website were to obtain information on daily court business (39%), to obtain information leaflets and/or forms used in courts (17%), and to obtain court addresses/phone numbers/directions to court (17%). As in previous years, most respondents had found it either 'very' or 'fairly' easy to obtain information from the website.

Waiting in Court

Overall, 12% of the whole sample said that they had had to wait to be served at a counter during their visit to court. The majority of respondents (94%) stated that they had waited up to 15 minutes and just 2% mentioned that their total waiting time for service at a counter was more than one hour.

The largest proportion of users who had had to wait to be served at a counter was in Glasgow and Strathkelvin (30%). Meanwhile, the areas with the lowest proportion of users who had had to wait were Lothian and Borders and Tayside, Central and Fife (both 6%).

Just over half (57%) of the whole sample stated that they had had to wait to take part in court proceedings on the day of the survey, with up to 61% having to wait in both Grampian, Highland and Islands and South Strathclyde, Dumfries and Galloway.

Around two thirds (67%) of respondents said that they were either 'very' or 'fairly' satisfied with the total length of waiting time to take part in court proceedings. At least two thirds of respondents in all sheriffdoms except Lothian and Borders (56%) and Tayside, Central and Fife (53%) said that they were either 'very' or 'fairly' satisfied with waiting.

Just over half of the respondents (56%) stated they were given updates from court staff about how much longer they would have to wait, while just over a third stated they were not (36%). A further 8% said that it was 'not applicable' for them to be given updates from court staff. The majority (72%) of respondents who were given updates indicated that they were either 'very' or 'fairly' satisfied with being told about the likely duration of their wait, and just 10% said that they were either 'very' or 'fairly' dissatisfied.

Overall, 60% of respondents stated they had been told by court staff why they had had to wait, while 32% had not been told, and 8% reported it was not applicable to be told. The majority (76%) of respondents who were given updates indicated that they were either 'very' or 'fairly' satisfied with being told about the reason why they had had to wait, while just 10% said that they were either 'very' or 'fairly' dissatisfied.

Catering Facilities

Just over one quarter (27%) indicated that they had used the catering facilities provided on the day of the survey. Use varied significantly by sheriffdom, ranging from just 9% of respondents in Grampian, Highland and Islands to 41% of respondents in the High Court and Court of Session who indicated they had made use of the catering/vending facilities on the day of the survey.

The most frequently used facilities were cafeterias, which were used by 71% of those that had used the catering/vending services. A further 24% used tea/coffee dispensers, with snack dispensers (1%) being the least used facility.

Most respondents (82%) indicated that they were either 'very' or 'fairly' satisfied with the range of food and drink available, with only 5% indicating they were dissatisfied to any extent. Satisfaction with the range of food and drink was high across all sheriffdoms, ranging from 74% in the High Court and Court of Session to 89% in Glasgow and Strathkelvin who stated they were either 'very' or 'fairly' satisfied.

Similarly, most respondents (88%) were either 'very' or 'fairly' satisfied with the quality of the food and drink they purchased, with only 4% indicating that they were dissatisfied to some degree. Satisfaction was again high across all sheriffdoms, ranging from 79% in the High Court and Court of Session to 93% in Glasgow and Strathkelvin who stated they were either 'very' or 'fairly' satisfied.

Results were also very positive in relation to the service received in cafeterias on the day of the survey, with a total of 95% indicating that they were either 'very' or 'fairly' satisfied. Only 1% indicated that they were dissatisfied to some degree.

Court Facilities Used

The most commonly used facility was the court room, with 72% of respondents indicating that they had used this. The least used facility was the cells in the court building, with only 4% indicating that they had used them.

Satisfaction levels were generally above 80% in relation to the comfort, cleanliness and safety and security of all facilities used. The only facilities where less than 80% of respondents were either 'very' or 'fairly' satisfied related to the comfort of the cells (41%), the toilets (61%), the public entrance/area outside the court building (68%), and the jury room (75%).

Overall Satisfaction

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

Results were similarly positive when disaggregated by sheriffdom. Satisfaction ranged from 84% in Tayside, Central and Fife to 96% in South Strathclyde, Dumfries and Galloway. Differences in sample profiles between sheriffdoms may have some bearing on the variation in results at sheriffdom level.

Satisfaction levels for both professional and non-professional court users were also high, with the majority of professionals (96%) and non-professionals (91%) being either 'very' or 'fairly' satisfied.

Service Development and Feedback

All respondents were asked if there were any aspects of the service provided by the SCTS that they would change. Around two thirds (67%) stated there was nothing they would change. However, other common answers given were:

- the process was slow and time consuming (by 87 respondents);
- better communication (by 64 respondents);
- improved security/safety (by 14 respondents);
- segregation of opposing parties (by 13 respondents);
- court entrance/waiting room was intimidating (by 13 respondents);
- better public toilet facilities (by 11 respondents);
- some form of entertainment provided in waiting area (by 10 respondents);
- better seating (by 10 respondents);
- better quality/variety of catering (by 9 respondents);

Respondents were asked if they knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building. Just over half (59%) stated that they did, while 41% stated that they did not know how to make a complaint or provide feedback.

As in previous years, all respondents were asked if there was any general information that they would like the court to publish about the services it provides and/or its performance. Just over three quarters of respondents (76%) stated there was no other information they would have liked.

Key Drivers of Overall Satisfaction

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

- the ease with which respondents found out where in the building they had to go that day;
- satisfaction with the range of food and drink available; and
- the politeness of court staff.

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

- the helpfulness of court staff;
- the helpfulness of the information provided by court staff; and
- satisfaction with waiting to take part in court proceedings.

Comparisons Over Time

The comparisons of mean satisfaction scores from the 2013, 2015 and 2017 surveys indicated improvements in satisfaction with the catering facilities at the aggregate level, as well as with the safety and security of the public entrance and the toilets, and the comfort of waiting areas. A larger number of areas showed a decline in mean satisfaction scores but, despite this, it should be noted that the mean scores in 2017 remained high, with most respondents still 'fairly' or 'very' satisfied with each service element.

A number of sheriffdoms had only a few elements with significant differences suggesting consistency in results over time. These included Grampian, Highland and Islands, Lothian and Borders, North Strathclyde and the High Court and Court of Session. While Tayside, Central and Fife had a large number of significant differences across the service elements, encouragingly these were largely due to a dip in scores in 2015, with 2017 scores returning to higher levels. In both Glasgow and Strathkelvin and South Strathclyde, Dumfries and Galloway, there were more mixed results, seemingly due to a peak in scores in 2015, with 2017 results dropping back to 2013 levels but remaining reasonably high.

Conclusion

As with previous sweeps of the survey, this year's survey has provided mostly positive results. Overall satisfaction has risen to 92%, with the mean score rising year on year for the past three surveys. While these increases were not significant at the aggregate level this year, the continued upward trend remains encouraging. The majority of respondents also responded positively in

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

relation to the majority of service elements. The 2017 survey has also provided a number of helpful comments from court users which can assist the SCTS in making further improvements to its services, with the most prevalent issue focusing upon improving communication about delays, court cases and timings.

1. INTRODUCTION

1.1 Introduction

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

1.1.2 The SCTS commissioned SYSTRA Limited (formerly MVA Consultancy) to conduct its Court User Satisfaction Survey in 2017, and this report details the survey findings.

1.2 Methodology

1.2.1 As in previous years, the 2017 survey was administered as an exit survey. Interviewers approached users as they were leaving the court building, having concluded their business for the day.

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

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

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

1.2.4 For the first time the survey was administered in the main by CAPI technology. Interviewers were provided with a tablet pre-loaded with the survey questionnaire which they used to administer the face-to-face interviews. In all previous years the interviews were administered via paper-based questionnaires.

Self-completion Booster

1.2.5 In addition to the interviewer-administered questionnaire, two paper-based self-completion questionnaires were also developed in order to boost the overall sample. The first was distributed by court staff to samples of serving jurors, as in a number of courts these users commonly leave the court building by a different exit and are unavailable to the interviewer. The second was available to all other court users and distributed by the interviewers where appropriate, for example, when groups of court users were exiting the building at the same time. Professional users were also able to

³ A pilot study was also conducted in 2003.

take away self-completion questionnaires to be returned at a later date, if they were too busy to take part on the spot. The same screening process applied for these questionnaires, which contained the same questions as the main interviewer-administered questionnaire to allow data to be merged for analysis.

User Typologies

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

Non-Professional Court Users

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

Professional Court Users

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

Fieldwork Planning

- 1.2.7 Over the past few years the SCTS estate has been subject to a number of changes and court closures, however, no such changes have been made since 2015. The 2017 survey coverage largely mirrored that of the previous survey in 2015. The only exception was Lochgilphead Justice of the Peace Court which has in all other survey years been excluded due to anticipated low footfall, but was included this year as a day with suitable expected footfall was identified. As such, a minimum of one interviewer day was allocated to all court buildings to ensure that the survey was representative. A few Justice of the Peace Courts and Civil Annexes continue to be housed in separate buildings, and all of these were visited by an interviewer at least once.
- 1.2.8 Interviews were carried out at 39 Sheriff Court locations, three Civil Annexes, and five Justice of the Peace Courts across the six sheriffdoms, as well as at the Court of Session and the three permanent locations of the High Court of Justiciary⁴.
- 1.2.9 The survey period covered nine weeks between May and July 2017. Sheriff Clerks and other nominated court staff were contacted at each site to identify the most suitable fieldwork days within the allotted fieldwork period. As far as possible, this enabled fieldwork to be scheduled for days when the greatest footfall was anticipated, ensuring that opportunities for engaging with a broad mix of users were maximised throughout the survey.
- 1.2.10 A total of 99 interviewer days were completed, with a further 9 fieldwork days allocated to achieve sheriffdom targets, resulting in a final total of 108 completed interviewer days. Interviews were carried out in a mixture of high, medium and low workload courts. Table 1 below summarises the number of courts surveyed in each workload category.

Table 1. Workload of Court Surveyed

| WORKLOAD | DEFINITION | NUMBER OF SURVEYED COURTS |
|----------|---------------------------------|---------------------------|
| High | >1000 sitting days per annum | 9 |
| Medium | 300-1000 sitting days per annum | 16 |
| Low | <300 sitting days per annum | 26 |

- 1.2.11 In each of the sheriffdoms, the high workload sheriff courts were allocated four interviewer days, with the exception of Glasgow and Strathkelvin. As Glasgow and Strathkelvin is represented by a single court (i.e. Glasgow Sheriff Court and Justice of the Peace Court) it was allocated eight interviewer days in order to meet the required target number of interviews. Similarly, the High Court locations were allocated four interviewer days each. However, while the Court of Session is categorised as a high workload court due to the number of sitting days per year, its civil jurisdiction results in

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

lower footfall than would be found in similarly sized criminal courts and, as such, two interviewer days were allocated in line with previous years' allocations.

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

Survey Instruments

- 1.2.13 A pilot exercise was conducted at Glasgow Sheriff Court in early May 2017 to test the methodology and survey materials. Two interviewers attended and conducted the survey under normal survey conditions, with the only difference being that self-completion questionnaires were handed back to the interviewer on the day and not posted back. Interviewers provided feedback on how the questionnaire worked and, this year, no changes were required to the survey materials. As no changes were made to the questionnaire it was agreed that the completed pilot responses would be included in the main survey analysis for Glasgow and Strathkelvin.

- 1.2.14 The questionnaire covered the following:

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

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

1.3 Research Conventions and Caveats

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

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

- 1.3.3 Three respondents failed to identify which professional or non-professional user typology they belonged to and, as such, it was not possible to include them within the user group analysis. While they have been included within the sheriffdom level analysis, this means that the totals throughout the report for sheriffdom and user group breakdowns may differ for the same questions for this reason.
- 1.3.4 When reading the report it should be noted that, as the true distribution of user types across the court estate is unknown, the sample cannot be considered as representative. It instead represents the range of users who engaged with SCTS services on the days that the surveys took place.
- 1.3.5 The combination of self-completion and interviewer-administered questionnaire responses for analysis purposes may affect data purity. A decision to combine the two data sources was made in the interests of ensuring overall robust samples following segmentation of the data at the user group level. Any instances where questions received a low number of responses, which prevents statistically rigorous analysis and reporting, are identified in the text. This approach was consistent with earlier sweeps of the survey.
- 1.3.6 Where no response was given, the symbol '-' has been used in tables, and where sample sizes are below 1%, the reporting convention <1% has been used, thereby allowing the reader to differentiate between true zero values and small sample sizes.
- 1.3.7 Percentages in the tables have generally been rounded to ensure a total of 100%. Where summing the individual percentage values meant a total of 99% would be reported, the percentage with the highest decimal place value has been rounded up. Where summing the individual percentage values meant a total of 101% would be reported, the percentage with the lowest decimal place value has been rounded down. Where more than one response option shows a value of <1%, however, these have been taken into consideration when calculating the total overall percentage. In these cases the total may not always equal 100%.
- 1.3.8 Please also note that shading in tables represents the data being discussed in the surrounding paragraphs.

2. RESPONSE RATE AND SAMPLE PROFILE

2.1 Response Rate

2.1.1 A total of 3718 people were invited to take part in the 2017 survey. Of these, 29% (n=1063) declined, 1% (n=24) were ineligible to take part, and a further 16 (<1%) provided a very limited partial completion that meant their responses were removed due to being unsuitable for analysis. Reasons for non-participation can be seen in Table 2.

Table 2. Reasons for Non-Participation

| REASONS FOR NON-PARTICIPATION | | NUMBER | % |
|-------------------------------|-----------------------------------|-------------|------------|
| Declined | No/Not interested | 491 | 45 |
| | Too busy/not enough time | 453 | 42 |
| | Already taken part at this court | 66 | 6 |
| | Already taken part elsewhere | 50 | 5 |
| | Other | 3 | <1 |
| Ineligible | Judicial office holder/SCTS staff | 3 | <1 |
| | Housekeeping/cleaning staff | 1 | <1 |
| | SCTS security staff | 5 | <1 |
| | Maintenance staff | 6 | 1 |
| | Delivering goods | 8 | 1 |
| | Aged under 16 | 1 | <1 |
| Total | | 1087 | 100 |

2.1.2 In total, 2615 useable questionnaires were completed, giving a response rate of 70%. The breakdown of these responses by survey method can be seen in Figure 1.

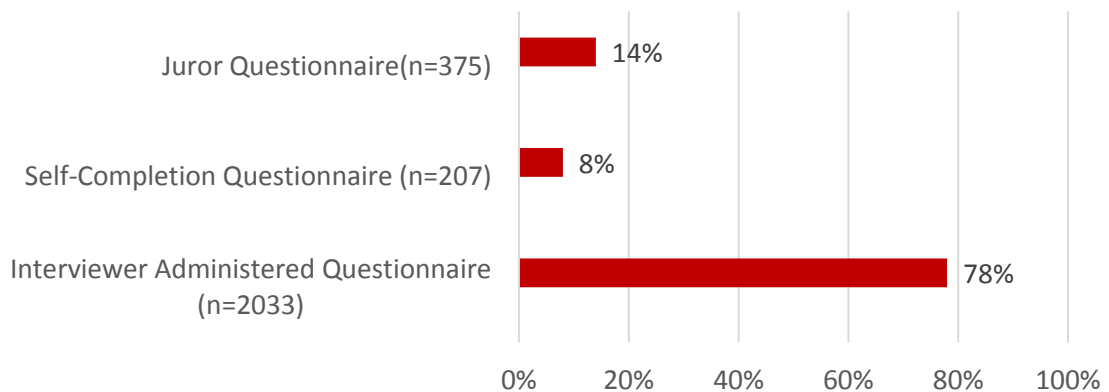


Figure 1. Breakdown of responses by Survey Method (%)

2.2 Sherifffdoms

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

Table 3. Interviews Achieved by Sherifffdom

| SHERIFFDOM | NUMBER | % |
|--|-------------|------------|
| Glasgow and Strathkelvin | 392 | 15 |
| Grampian, Highland and Islands | 344 | 13 |
| Lothian and Borders | 285 | 11 |
| North Strathclyde | 403 | 16 |
| South Strathclyde, Dumfries and Galloway | 399 | 15 |
| Tayside, Central and Fife | 506 | 19 |
| High Court and Court of Session | 286 | 11 |
| Total | 2615 | 100 |

2.2.2 A full breakdown of interviews achieved at each court is detailed in Appendix B Table 2.1.

2.2.3 By jurisdiction, the majority (80%, n=2098) of respondents were attending court for Sheriff Court business, 11% (n=287) for High Court business, and 7% (n=192) for Justice of the Peace Court business. A further 26 respondents (1%) indicated they were attending for other business types; these were relatively evenly split between those attending the Court of Session and those attending for a combination of Sheriff Court and Justice of the Peace Court business. A total of nine respondents (<1%) did not know the type of business they were attending for, and three (<1%) did not answer the question.

2.3 User Groups

2.3.1 Three quarters (75%, n=1970) of the respondents classified themselves as non-professionals. Of these, 20% (n=397) were jurors, 19% (n=375) were accused in a criminal case and 16% (n=306) were attending as a supporter of an accused. A full breakdown of the reasons non-professionals gave for attending court on the day of the survey are detailed in Table 4.

Table 4. Reasons Non-Professionals were Attending Court

| REASON FOR ATTENDING | NUMBER | % |
|--|--------------|------------|
| Accused in Criminal Case | 375 | 19 |
| Supporter of Accused | 306 | 16 |
| Civil Litigant | 87 | 4 |
| Supporter of Civil Litigant | 27 | 1 |
| Witness in Civil Case | 32 | 2 |
| Supporter of Civil Case Witness | 16 | 1 |
| Juror (selected) | 397 | 20 |
| Juror (not selected) | 87 | 4 |
| Victim in Criminal Case | 38 | 2 |
| Supporter of Victim | 58 | 3 |
| Fine Payer | 226 | 11 |
| Visiting Sheriff Clerk's Office/Offices of Court | 69 | 4 |
| Witness in a Criminal Case | 160 | 8 |
| Supporter of Criminal Case Witness | 57 | 3 |
| Spectator/Tourist | 31 | 2 |
| Other ⁵ | 2 | <1 |
| Total | 1968* | 100 |

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

2.3.2 A total of 645 (25%) respondents indicated that they were attending court as part of their professional/working role, with 644 respondents indicating which type of professional they were. Of these, 40% (n=259) were a Solicitor (or Trainee Solicitor) and 20% (n=126) were a Police Witness. A full breakdown of the reasons professionals gave for attending court on the day of the survey are detailed in Table 5.

⁵ Appendix B Table 2.2 provides a breakdown of 'other' reasons that non-professionals were attending court.

Table 5. Type of Professionals Attending Court

| TYPE OF PROFESSIONAL | NUMBER | % |
|--|------------|------------|
| Advocate (Senior or Junior) | 4 | 1 |
| Advocate Depute | 5 | 1 |
| Appropriate Adult | 1 | <1 |
| Children's Reporter | 6 | 1 |
| Crown Junior | - | - |
| Expert Witness | 3 | <1 |
| Interpreter | 33 | 5 |
| Press Reporter | 28 | 4 |
| Procurator Fiscal/Depute | 10 | 2 |
| G4S staff | 11 | 2 |
| Safeguarder | 1 | <1 |
| Police Witness | 126 | 20 |
| Police Officer (not cited as a witness) | 31 | 5 |
| Sheriff Officer/Messenger at Arms | - | - |
| Shorthand Writer | 1 | <1 |
| Social Worker (or Trainee Social Worker) | 50 | 8 |
| Solicitor (or Trainee Solicitor) | 259 | 40 |
| Solicitor Advocate | 8 | 1 |
| Victim Support Worker | 23 | 4 |
| Witness Service Worker | 22 | 3 |
| Other ⁶ | 22 | 3 |
| Total | 644 | 100 |

2.3.3 Professional court users were also asked to indicate their reason for attending court. A total of 657 reasons for attending were provided, with some respondents giving more than one reason. Of these, two thirds (67%, n=438) were attending a criminal court. Table 6 provides full details of the reasons professionals were attending court on the day of the survey.

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

Table 6. Reasons Professional Court Users were Attending Court

| PROFESSIONAL COURT USERS | NUMBER OF REASONS | % |
|---|-------------------|------------|
| Attend criminal court | 438 | 67 |
| Attend civil court | 81 | 12 |
| Visit Sheriff Clerk's Office/Offices of Court | 42 | 6 |
| Visit criminal office | 6 | 1 |
| Visit civil office | 5 | 1 |
| Visit Commissary Office | 1 | <1 |
| Visit In-Court Advisor / Mediation Services | 4 | 1 |
| Visit Social Work Office | 19 | 3 |
| Visit Fiscal's Office/VIA Office | 14 | 2 |
| This is my permanent place of work | 35 | 5 |
| Other ⁷ | 12 | 2 |
| Total | 657 | 100 |

2.3.4 In keeping with previous sweeps of the survey, user typologies were converted into eight clustered user groups for ease of analysis. Table 7 details the number and percentage of respondents in each clustered group.

Table 7. Number of Respondents in Clustered User Groups

| CLUSTERED USER GROUP | NUMBER | % |
|--|-------------|------------|
| 1 Accused in a criminal case and supporters of accused | 681 | 26 |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 162 | 6 |
| 3 Jurors (selected and not selected) | 484 | 19 |
| 4 Victims in a criminal case and supporters of victims | 96 | 4 |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 295 | 11 |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 250 | 10 |
| 7 Advocates, Solicitors and Solicitor Advocates | 271 | 10 |
| 8 All other professionals | 373 | 14 |
| Total | 2612 | 100 |

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

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

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

2.3.6 Tables showing the sample profiles of sheriffdoms and user groups can be found in Tables 2.5 and 2.6 in Appendix B.

2.4 Respondent Demographics

2.4.1 A total of 56% (n=1457) of respondents were male, 41% (n=1068) were female and one (<1%) indicated they were non-binary. A total of 89 (3%) respondents did not wish to say or did not disclose their sex.

2.4.2 Table 8 provides a full breakdown of responses by age group. Just under three quarters (71%, n=1840) of the respondents were between the ages of 25 and 54.

Table 8. Age of Respondents

| AGE | NUMBER | % |
|---------------|-------------|------------|
| 16-24 | 321 | 12 |
| 25-34 | 697 | 27 |
| 35-44 | 572 | 22 |
| 45-54 | 571 | 22 |
| 55-64 | 269 | 10 |
| 65 or over | 157 | 6 |
| Not disclosed | 28 | 1 |
| Total | 2615 | 100 |

2.4.3 The majority (84%, n=2169) of respondents described themselves as 'White Scottish'. Table 9 provides a full breakdown of respondents' ethnicity.

Table 9. Ethnicity of Respondents

| ETHNICITY OF RESPONDENTS | NUMBER | % |
|--|-------------|------------|
| White | | |
| - Scottish | 2169 | 84 |
| - Other British | 228 | 9 |
| - Irish | 25 | 1 |
| - Gypsy/Traveller | 1 | <1 |
| - Polish | 50 | 2 |
| - Other | 32 | 1 |
| Mixed or Multiple Ethnic Groups | | |
| - Any mixed or multiple ethnic groups | 5 | <1 |
| Asian, Asian Scottish or Asian British | | |
| - Pakistani, Pakistani Scottish or Pakistani British | 31 | 1 |
| - Indian, Indian Scottish or Indian British | 5 | <1 |
| - Bangladeshi, Bangladeshi Scottish or Bangladeshi British | - | - |
| - Chinese, Chinese Scottish or Chinese British | 4 | <1 |
| - Other | - | - |
| African | | |
| - African, African Scottish or African British | 6 | <1 |
| - Other | 1 | <1 |
| Caribbean or Black | | |
| - Caribbean, Caribbean Scottish or Caribbean British | - | - |
| - Black, Black Scottish or Black British | 4 | <1 |
| Other Ethnic Group | | |
| - Arab, Arab Scottish or Arab British | 4 | <1 |
| - Other | 2 | <1 |
| Not Disclosed | 48 | 1 |
| Total | 2615 | 100 |

2.4.4

As in previous years, Language Line was available to respondents should they require the service. Language Line is a facility for individuals whose first language is not English; it allows access to an interpreter via the telephone. This year no respondents opted to use the service to facilitate their participation.

2.5 Particular Facilities

2.5.1 Only 2% (n=59) of respondents stated they that they had a longstanding illness, disability or infirmity which required particular facilities when using public buildings. Some of the most common facilities required were:

- a lift and/or ramp (n=6);
- a wheelchair (n=4); and
- hearing loop system (n=2).

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

2.5.3 Of those respondents who indicated that they required particular facilities, all (100%, n=57) commented on the extent to which their needs were met. Of those respondents, 68% (n=39) stated their requirements were fully met, and a further 14% (n=8) stated they were partially met. However, 18% (n=10) stated they were not met at all.

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

2.6 Communication and/or Reading Needs

2.6.1 A total of 93% (n=2437) of respondents stated their first language was English, 5% (133) stated it was not, and the remaining 2% (n=45) either did not wish to say or did not provide an answer.

2.6.2 Most respondents (96%, n=2519) stated they did not have any particular communication and/or reading requirements. Only 1% (n=29) stated they did and the remaining 3% (n=67) either did not wish to say or did not provide an answer. Of the respondents who did have a requirement, these were mainly due to hearing problems, dyslexia, vision problems and general difficulties with reading and writing.

2.6.3 Respondents who stated that they had particular communication or reading requirements were asked if they used any communication/reading aids provided by the court. Eight respondents stated they had used the induction/hearing loop system and three respondents stated they used an interpreter for the accused. Of the eight respondents that used the induction/hearing loop, five were either 'very' or 'fairly' satisfied, one was neither dissatisfied nor satisfied, and two were 'very' dissatisfied, citing problems with the hearing loop reaching different areas of the court. Two of the three respondents who had used the interpreter service for the accused were 'very satisfied' with the service and one was 'neither satisfied nor dissatisfied' with the service.

3. GETTING TO COURT

3.1 Previous visits to court

3.1.1 A total of 2597 respondents indicated whether they had previously visited the court in which they were surveyed. Of those respondents, 30% (n=793) had not previously visited the court, 69% (n=1804) had previously visited the court and the remaining 1% (n=18) either could not remember or did not provide an answer.

3.1.2 Respondents were less likely to have previously visited the High Court and Court of Session (52%, n=147) compared to courts in other sheriffdoms, as shown in Figure 2.

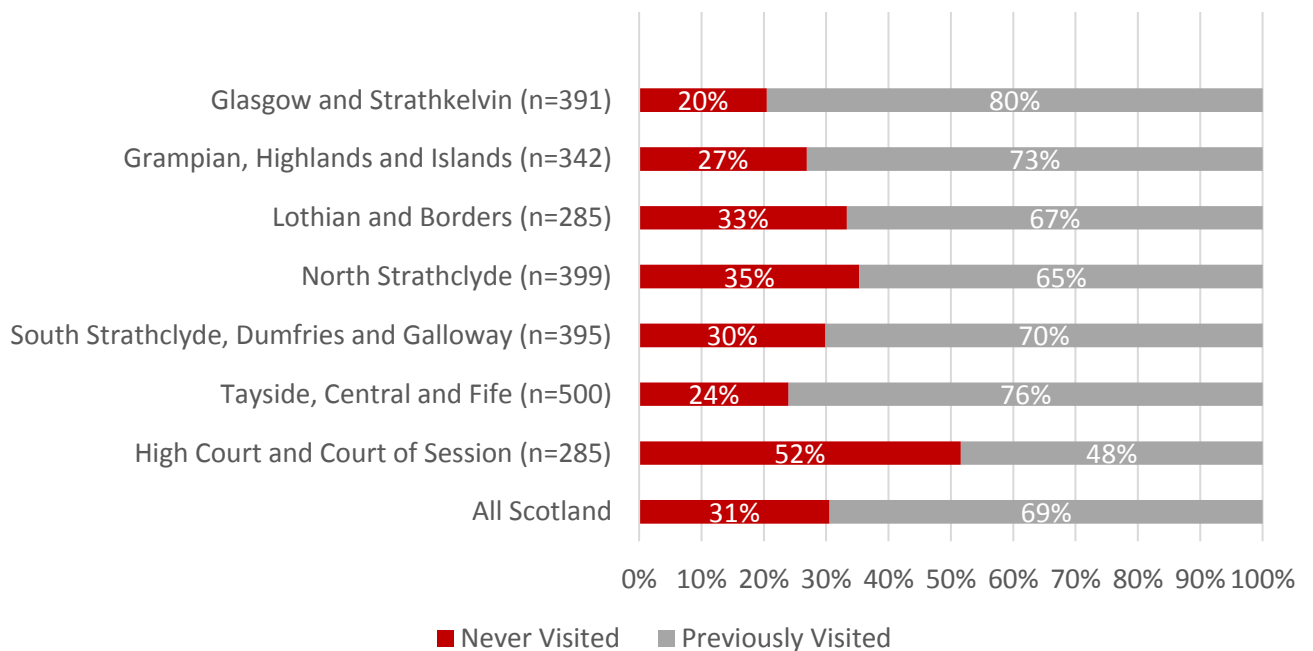


Figure 2. Previous Visits to the Court by Sheriffdom

3.1.3 A full breakdown by user group can be seen in Table 10. Almost all Advocates, Solicitors and Solicitor Advocates (97%, n=263) and other professionals (96%, n=352) had previously visited the court in which they were surveyed. Those least likely to have previously visited the court were Jurors (selected and not selected).

Table 10. Previous Visits to the Court by User Group

| USER GROUP | NEVER VISITED (%) | PREVIOUSLY VISITED (%) | N |
|--|-------------------|------------------------|-------------|
| Accused in a criminal case and supporters of accused | 25 | 75 | 674 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 40 | 60 | 162 |
| Jurors (selected and not selected) | 60 | 40 | 482 |
| Victims in a criminal case and supporters of victims | 37 | 63 | 96 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 36 | 64 | 295 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 43 | 57 | 249 |
| Advocates, Solicitors and Solicitor Advocates | 3 | 97 | 271 |
| All other professionals | 4 | 96 | 368 |
| All Scotland | 31 | 69 | 2597 |

3.1.4 Tables providing the full breakdown of responses by sheriffdom and user group can be found in Tables 3.1 and 3.2 in Appendix B.

3.2 Travel to Court

3.2.1 Of the respondents who provided an answer (n=2610) about how they travelled to court on the day of the survey, just under half (49%, n=1275) travelled by car, either as a driver or passenger. A full breakdown of responses can be seen in Table 11.

Table 11. Mode of Travel to Court

| MODE | NUMBER | % |
|-----------------|-------------|------------|
| Walked | 499 | 19 |
| Bicycle | 14 | 1 |
| Motorbike | 9 | <1 |
| Car (driver) | 880 | 34 |
| Car (passenger) | 395 | 15 |
| Bus | 555 | 21 |
| Train | 115 | 4 |
| Taxi | 103 | 4 |
| Ferry | 3 | <1 |
| Other | 37 | 2 |
| Total | 2610 | 100 |

3.2.2 A total of 37 respondents stated ‘other’ as their mode of transport for getting to court on the day of the survey. Some of the most frequent responses included:

- G4S/from custody (n=23);
- subway (n=7); and
- drove or was a passenger in a van (n=4).

3.2.3 When considering the data by sheriffdom, the mode of travel used most commonly by respondents in Grampian, Highland and Islands (39%, n=132), North Strathclyde (38%, n=153), South Strathclyde, Dumfries and Galloway (38%, n=153), and Tayside, Central and Fife (41%, n=204) was car driver. The mode of travel used most commonly by respondents in Glasgow and Strathkelvin (25%, n=98), Lothian and Borders (35%, n=101) and for the High Court and Court of Session (33%, n=93) was travel by bus.

3.2.4 By user group, the mode of transport most commonly used by civil litigants (39%, n=63), jurors (42%, n=205), Advocates, Solicitors and Solicitor Advocates (50%, n=134), and other professionals (43%, 161) was car driver. Car passenger was the most frequent mode of transport for victims in a criminal case and supporters of victims and witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (43%, n=41). A third of fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court (34%, n=99) walked to the court on the day of the survey.

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

3.2.6 Respondents were also asked roughly how long their journey to court took on the day of the survey. A total of 2587 respondents provided information, of whom the majority (73%, n=1871) stated they had travelled up to 30 minutes to get to court on the day of the survey, and only 1% (n=33) had travelled for more than two hours. A further 15 respondents did not provide an answer and 13 respondents could not remember how

long their journey to the court took on the day of the survey. Table 12 provides a breakdown of all journey times provided.

Table 12. Length of Time the Journey to Court Took

| TIME | NUMBER | % |
|-------------------------------|-------------|------------|
| Up to 15 minutes | 771 | 30 |
| 16 to 30 minutes | 1100 | 43 |
| 31 minutes to 1 hour | 547 | 21 |
| Over 1 hour and up to 2 hours | 136 | 5 |
| Over 2 hours | 33 | 1 |
| Total | 2587 | 100 |

- 3.2.7 When considering the data by sheriffdom, Tayside, Central and Fife (46%, n=227) had the largest proportion of visitors with the quickest journey times of up to 15 minutes on the day of the survey. The most frequent journey times across all other sheriffdoms were between 16 and 30 minutes on the day of the survey.
- 3.2.8 By user group, Advocates, Solicitors and Solicitor Advocates (45%, n=122) had the largest proportion of visitors with the quickest journey times of up to 15 minutes on the day of the survey, with the most frequent journey times of all other user groups taking between 16 and 30 minutes on the day of the survey.
- 3.2.9 Tables providing the full breakdown of responses by sheriffdom and user group can be found in Tables 3.5 and 3.6 in Appendix B.
- 3.2.10 Respondents were then asked how far they travelled on the day of the survey. A total of 2576 provided information, with over half (55%, n=1420) travelling up to five miles. A further 13 respondents did not provide an answer and 26 did not know or were unsure of their journey length on the day of the survey. Table 13 provides a breakdown of responses.

Table 13. Distance Travelled to Get to Court

| DISTANCE | NUMBER | % |
|----------------------------|-------------|------------|
| Up to 1 mile | 369 | 14 |
| Over 1 and up to 2 miles | 386 | 15 |
| Over 2 and up to 5 miles | 665 | 26 |
| Over 5 and up to 10 miles | 569 | 22 |
| Over 10 and up to 20 miles | 352 | 14 |
| Over 20 miles | 235 | 9 |
| Total | 2576 | 100 |

- 3.2.11 When considering the data by sheriffdom, the majority of visitors to court travelled up to five miles on the day of the survey, with the exception of Lothian and Borders, where just under a third of visitors to court travelled between five and ten miles (32%, n=91).
- 3.2.12 By user group, professionals were more likely to have travelled up to one mile to get to court on the day of the survey, compared to non-professionals who were more likely to have travelled over two miles and up to 10 miles.
- 3.2.13 Tables providing the full breakdown of responses by sheriffdom and user group can be found in Tables 3.7 and 3.8 in Appendix B.

3.3 Navigating the Court Building

- 3.3.1 A total of 2591 respondents provided information on how they found out where they needed to go in court on the day of the survey. The most frequently stated sources of information were the front reception in the court buildings, users already being familiar with the court building, and users having visited the court previously. Table 14 provides a full breakdown of responses.

Table 14. Source of Directions Upon Arrival

| SOURCE | NUMBER OF RESPONSES | % OF RESPONSES ⁸ |
|---|---------------------|-----------------------------|
| Asked at front reception | 1345 | 35 |
| Asked security guard | 162 | 4 |
| Looked at notice board | 283 | 7 |
| Followed signs | 466 | 12 |
| Previously visited/familiar with building | 1209 | 32 |
| From correspondence sent to me | 284 | 8 |
| Asked someone else | 50 | 1 |
| Other | 34 | 1 |

- 3.3.2 Of those who stated that they had asked someone else, the people most frequently asked included:
- SCTS staff (n=14);
 - solicitor/brief/lawyer (n=13);
 - G4S staff (n=5); and
 - the survey interviewer (n=5).

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

3.3.3 Of those who stated 'other', the most frequent responses included:

- in custody (n=8);
- already knew (n=7);
- advised on entry (n=4); and
- phoned for information (n=2).

3.3.4 Respondents were asked whether it was easy or not to find out where to go in the court building. A total of 2599 respondents provided information and, of those, the majority (98%, n=2542) found it 'very' or 'fairly' easy to find out where to go, compared to fewer than 1% (n=11) who found it 'very' or 'fairly' difficult. A further 2% (n=46) of respondents found it 'neither easy nor difficult' to find out where to go in the court building.

3.3.5 Results were similar when considering the data by sheriffdom and user group. Most respondents stated that they found it either 'very' or 'fairly' easy to find out where in the building they needed to go. A full breakdown of responses by sheriffdom and user groups can be found in Tables 3.9 and 3.10 in Appendix B.

4. SATISFACTION WITH COURT STAFF

4.1 Helpfulness of Court Staff

4.1.1 Views were sought on how helpful respondents had found the court staff to be. A total of 2515 respondents provided information and a further 93 classified the question as 'not applicable'. Only seven respondents did not provide an answer to the question. Of those respondents who provided a rating, the majority (96%, n=2414) stated that staff were 'very' or 'fairly' helpful on the day of the survey. Only 2% of respondents (n=52) stated court staff were either 'very' or 'fairly' unhelpful and 2% (n=49) considered court staff to have been 'neither helpful nor unhelpful'.

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

Table 15. Helpfulness of Court Staff by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY UNHELPFUL (%) | NEITHER HELPFUL NOR UNHELPFUL (%) | VERY OR FAIRLY HELPFUL (%) | N |
|--|------------------------------|-----------------------------------|----------------------------|-------------|
| Glasgow and Strathkelvin | 2 | 2 | 96 | 379 |
| Grampian, Highland and Islands | 1 | 1 | 98 | 334 |
| Lothian and Borders | 4 | 2 | 94 | 263 |
| North Strathclyde | 1 | 2 | 97 | 399 |
| South Strathclyde, Dumfries and Galloway | <1 | 1 | 99 | 389 |
| Tayside, Central and Fife | 4 | 4 | 92 | 471 |
| High Court and Court of Session | 2 | 1 | 97 | 280 |
| All Scotland | 2 | 2 | 96 | 2515 |

Table 16. Helpfulness of Court Staff by User Group

| USER GROUP | VERY OR FAIRLY UNHELPFUL (%) | NEITHER HELPFUL NOR UNHELPFUL (%) | VERY OR FAIRLY HELPFUL (%) | N |
|--|------------------------------|-----------------------------------|----------------------------|-------------|
| Accused in a criminal case and supporters of accused | 4 | 3 | 93 | 630 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 2 | 1 | 97 | 157 |
| Jurors (selected and not selected) | 3 | 2 | 95 | 480 |
| Victims in a criminal case and supporters of victims | - | 3 | 97 | 92 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | <1 | 2 | 98 | 289 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 2 | 1 | 97 | 244 |
| Advocates, Solicitors and Solicitor Advocates | - | <1 | 100 | 258 |
| All other professionals | <1 | 3 | 97 | 362 |
| All User Groups | 2 | 2 | 96 | 2512 |

4.1.3 Tables showing the full breakdown of responses by sheriffdom and user group can be found in Tables 4.1 and 4.2 in Appendix B.

4.2 Politeness of Court Staff

4.2.1 A total of 2515 respondents provided information and a further 91 classified the question as 'not applicable'. Only nine respondents did not provide an answer to the question. Of those that provided a rating, 97% (n=2443) stated that staff were 'very' or 'fairly' polite on the day of the survey. Only 1% of respondents (n=34) stated court staff were either 'very' or 'fairly' impolite and 2% (n=38) considered court staff to have been 'neither polite nor impolite'.

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

Table 17. Politeness of Court Staff by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY IMPOLITE (%) | NEITHER IMPOLITE NOR POLITE (%) | VERY OR FAIRLY POLITE (%) | N |
|--|-----------------------------|---------------------------------|---------------------------|-------------|
| Glasgow and Strathkelvin | 1 | 2 | 97 | 380 |
| Grampian, Highland and Islands | 1 | 1 | 98 | 331 |
| Lothian and Borders | 3 | 3 | 94 | 261 |
| North Strathclyde | - | 1 | 99 | 400 |
| South Strathclyde, Dumfries and Galloway | 1 | - | 99 | 390 |
| Tayside, Central and Fife | 3 | 2 | 95 | 470 |
| High Court and Court of Session | <1 | 2 | 98 | 283 |
| All Scotland | 1 | 2 | 97 | 2515 |

Table 18. Politeness of Court Staff by User Group

| USER GROUP | VERY OR FAIRLY IMPOLITE (%) | NEITHER POLITE NOR IMPOLITE (%) | VERY OR FAIRLY POLITE (%) | N |
|--|-----------------------------|---------------------------------|---------------------------|-------------|
| Accused in a criminal case and supporters of accused | 4 | 2 | 94 | 626 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 | 2 | 97 | 157 |
| Jurors (selected and not selected) | 2 | 1 | 97 | 483 |
| Victims in a criminal case and supporters of victims | - | 2 | 98 | 93 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | <1 | <1 | 99 | 290 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 | 1 | 98 | 241 |
| Advocates, Solicitors and Solicitor Advocates | - | 1 | 99 | 259 |
| All other professionals | <1 | 2 | 98 | 363 |
| All User Groups | 1 | 2 | 97 | 2512 |

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

- 4.2.4 Those respondents who rated helpfulness and/or politeness as less than satisfactory were asked to explain the reasons for their response. A total of 70 respondents provided information, with most comments focusing on court staff being impolite and/or unhelpful and a lack of information and communication from court staff. Some of the most frequent comments are provided below:
- staff were impolite/unhelpful (n=15);
 - lack of information/communication (n=14); and
 - long waiting time (n=5).

5. INFORMATION PROVIDED

5.1 Information Provided to Jurors by the SCTS

5.1.1 Jurors (selected and not selected) were asked if they received information about jury service from the SCTS before they attended for jury service. Those that had received such information were also asked to rate the helpfulness of this.

5.1.2 A total of 484 jurors took part in the survey. Of these, just under three quarters (73%, n=348) stated they had received information prior to attending for jury service, 17% (n=83) stated they had not, and 10% (n=47) stated they could not remember or it was not applicable. A further 6 jurors did not provide an answer. Those respondents who stated the question was not applicable were asked to explain why, with the most common reason being they were advised to use the SCTS website to gain information.

5.1.3 Of the 348 jurors who indicated they had received information, 341 rated the helpfulness of this and seven did not provide an answer. The majority of the jurors who answered (86%, n=292) indicated that the information they had received was either 'very' or 'fairly' helpful, while only eight (2%) found it 'fairly' unhelpful, and 41 (12%) stated that they found the information 'neither helpful nor unhelpful'. No jurors had found the information to be 'very' unhelpful.

5.1.4 Information that jurors receive may differ depending on whether they attend court for High Court or Sheriff Court business. However, responses to the survey showed that both groups were similarly happy with the information they received, with 82% (n=72) of jurors attending for High Court business, and 87% (n=220) of those attending for Sheriff Court business, stating that the information provided was either 'very' or 'fairly' helpful.

5.2 Information Upon Arrival

5.2.1 All respondents were asked if court staff explained on arrival what was going to happen and what they should do. A total of 2599 respondents provided an answer, with nearly two thirds (64% n=1642) stating that staff did explain, 16% (n=411) stating they did not, 20% (n=522) stating the question was not applicable, and less than 1% (n=24) stating they could not remember. A further 16 respondents did not provide an answer.

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

- I am aware/familiar with the process (n=71);
- I was paying a fine (n=51);
- I am a police officer/police witness, solicitor/lawyer or other professional (n=43);
- I work here/here for work (n=42);
- I had a lawyer with me (n=11);
- I am a witness service worker/supporter (n=5).

5.2.3 Figure 3 details the extent to which information was provided to respondents upon arrival by sheriffdom. Most of the respondents in each sheriffdom stated that court staff had explained what was going to happen and what they should do upon arrival at court. However, a quarter of respondents in Lothian and Borders (25%, n=72) indicated that this type of information had not been provided.

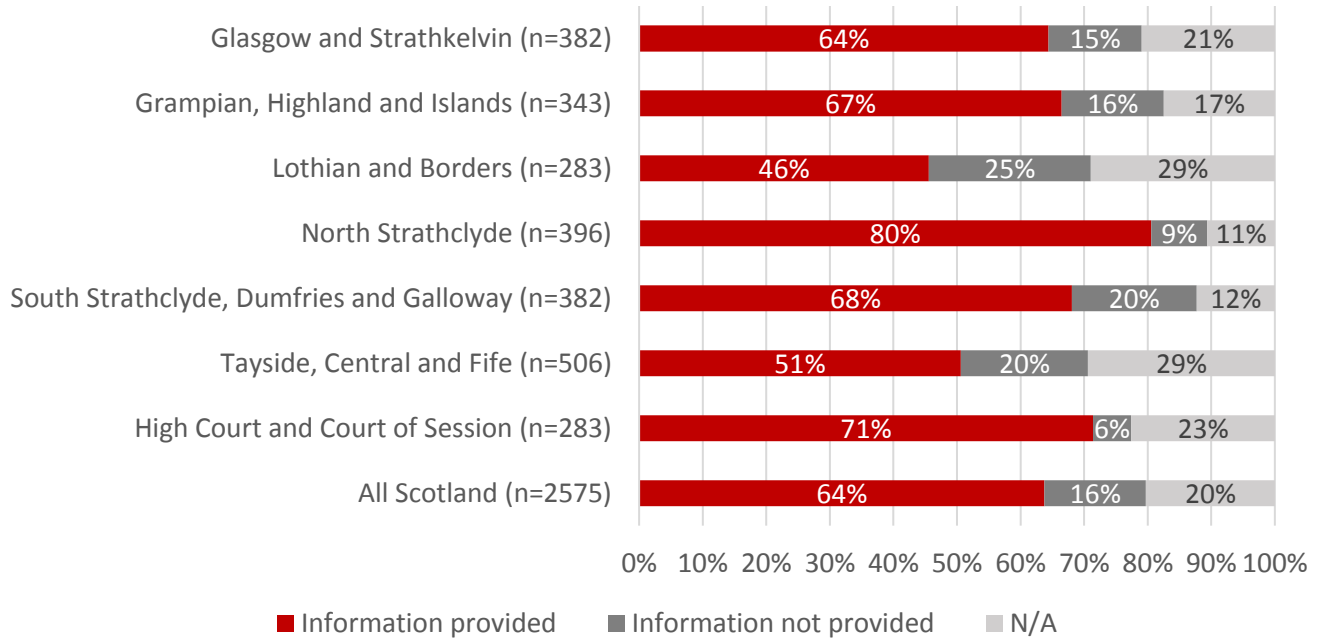


Figure 3. Information Provided Upon Arrival by Sheriffdom

5.2.4 As shown in Table 19, Jurors (93%, n=446) were the most likely user group to state that court staff explained what was going to happen and what they should do. Just under a quarter of civil litigants, supporters of civil litigants, witnesses in a civil case, and supporters of civil case witnesses (24%, n=37) and of fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court (24%, n=72) stated that court staff did not explain what was going to happen or what they should do when they arrived at court that day. Advocates, Solicitors and Solicitor Advocates were the most likely group to state it was ‘not applicable’ for court staff to provide them with information on arrival.

Table 19. Information Provided Upon Arrival by User Group

| USER GROUP | INFORMATION PROVIDED (%) | INFORMATION NOT PROVIDED (%) | N/A (%) | N |
|--|--------------------------|------------------------------|-----------|-------------|
| Accused in a criminal case and supporters of accused | 66 | 22 | 12 | 664 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 67 | 24 | 9 | 157 |
| Jurors (selected and not selected) | 92 | 5 | 3 | 482 |
| Victims in a criminal case and supporters of victims | 82 | 13 | 5 | 94 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 40 | 24 | 36 | 295 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 79 | 13 | 8 | 246 |
| Advocates, Solicitors and Solicitor Advocates | 29 | 18 | 53 | 268 |
| All other professionals | 50 | 11 | 39 | 366 |
| All User Groups | 64 | 16 | 20 | 2572 |

5.3 Accuracy of Information

- 5.3.1 Respondents who stated that court staff did explain what was going to happen and what they should do were asked to specify how accurate the explanation was. A total of 1628 respondents provided an answer, with the majority (97%, n=1582) stating that the explanation provided was either 'very' or 'fairly' accurate. Only 1% (n=15) stated the explanation given was 'very' or 'fairly' inaccurate, while 2% of respondents (n=31) said it was 'neither accurate nor inaccurate'. A further 14 respondents did not provide an answer.
- 5.3.2 Almost all respondents in each sheriffdom stated that the explanations provided were either 'very' or 'fairly' accurate (see Table 20). A full breakdown of responses by sheriffdom and user group can be found in Tables 5.1 to 5.2 in Appendix B.

Table 20. Accuracy of Information Upon Arrival by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY INACCURATE (%) | NEITHER ACCURATE NOR INACCURATE (%) | VERY OR FAIRLY ACCURATE (%) | N |
|--|-------------------------------|-------------------------------------|-----------------------------|-------------|
| Glasgow and Strathkelvin | <1 | 2 | 98 | 245 |
| Grampian, Highland and Islands | - | 1 | 99 | 227 |
| Lothian and Borders | 1 | 2 | 97 | 127 |
| North Strathclyde | 1 | <1 | 99 | 319 |
| South Strathclyde, Dumfries and Galloway | <1 | 1 | 99 | 257 |
| Tayside, Central and Fife | 3 | 6 | 91 | 254 |
| High Court and Court of Session | 1 | 2 | 97 | 199 |
| All Scotland | 1 | 2 | 97 | 1628 |

5.4 Update Information

5.4.1 All respondents were asked if court staff kept them informed about what was happening during the time they were in the court building. A total of 2600 respondents provided an answer, with 62% (n=1620) stating they had been kept informed, 19% (n=503) stating they had not been kept informed, 17% (n=440) stated the question was 'not applicable', and 2% (n=37) could not remember.

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

- I was paying a fine (n=30);
- I work here/here for work (n=29);
- I already knew (n=20);
- I am a solicitor/lawyer (n=10);
- I had a solicitor/lawyer with me (n=10); and
- I am a visitor/spectator (n=5).

5.4.3 When considering the data by sheriffdom and user group, those respondents who said that it was not applicable for them to have received information about what was happening during the time they were in the court building were removed from the analysis.

5.4.4 Sheriffdom responses are outlined in Figure 4. The majority of High Court and Court of Session (91%, n=212) respondents said they had received update information from court staff during their visit, while just over a third of respondents in Lothian and Borders (36%, n=75) said they had not received update information from court staff during their visit to court.

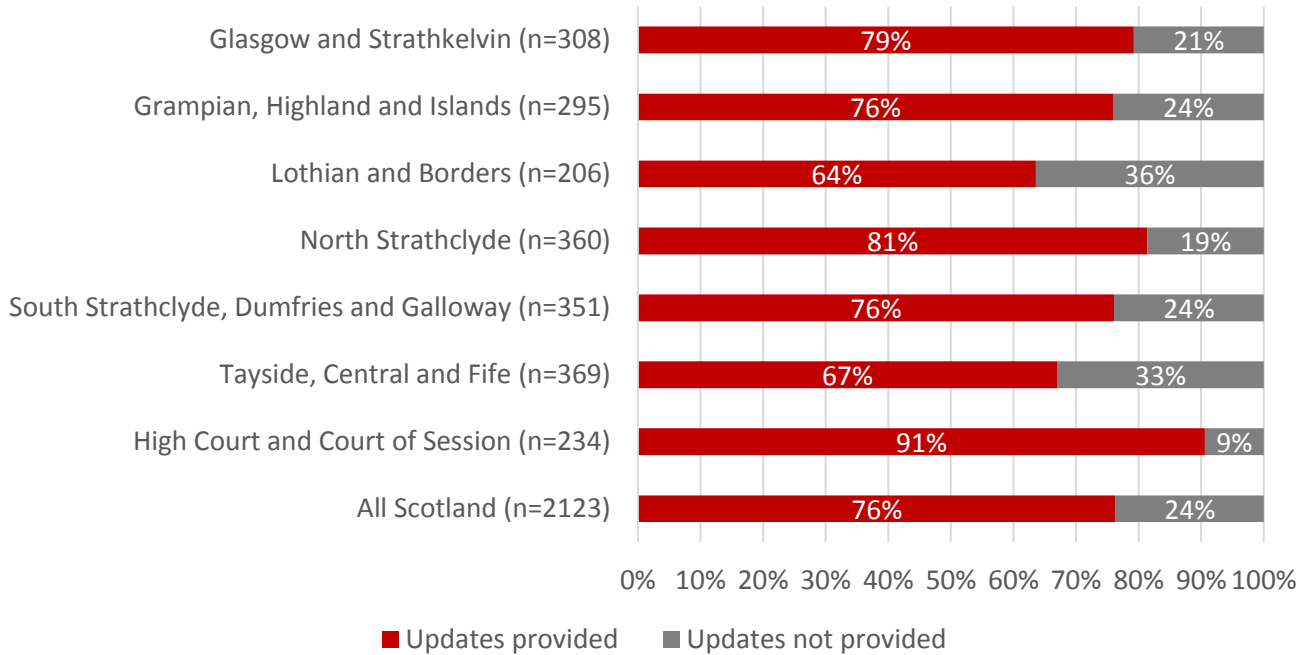


Figure 4. Update Information Provided by Sheriffdom

5.4.5 User group responses are shown in Table 21. The majority of jurors (93%, n=441), victims in a criminal case and supporters of victims (83%, n=75), witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (82%, n=187), and all other professionals (82%, n=212) said they had received update information from court staff during their visit to court. Meanwhile, just under half of fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court (46%, n=86) said they had not received update information from court staff during their visit to court.

Table 21. Update Information Provided by User Group

| USER GROUP | UPDATES PROVIDED (%) | UPDATES NOT PROVIDED (%) | N |
|--|----------------------|--------------------------|-------------|
| Accused in a criminal case and supporters of accused | 66 | 34 | 579 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 71 | 29 | 139 |
| Jurors (selected and not selected) | 93 | 7 | 473 |
| Victims in a criminal case and supporters of victims | 83 | 17 | 90 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 54 | 46 | 188 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 82 | 18 | 227 |
| Advocates, Solicitors and Solicitor Advocates | 72 | 28 | 166 |
| All other professionals | 82 | 18 | 259 |
| All User Groups | 76 | 24 | 2121 |

5.5 Helpfulness of Update Information

- 5.5.1 Respondents who received information updates from court staff were then asked to rate how helpful this information was. A total of 1603 respondents provided an answer, with the majority (97%, n=1558) stating that the information received was either 'very' or 'fairly' helpful. Only 1% (n=15) stated that it was 'very' or 'fairly' unhelpful and 2% (n=30) believed that it was 'neither unhelpful nor helpful'.
- 5.5.2 Responses by sheriffdom are presented in Table 22. In all sheriffdoms at least 93% of respondents said that the update information provided to them was either 'very' or 'fairly' helpful. Tables showing the full breakdown of responses by sheriffdoms and user groups can be found in Tables 5.3 and 5.4 in Appendix B.

Table 22. Helpfulness of Update Information by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY UNHELPFUL (%) | NEITHER HELPFUL NOR UNHELPFUL (%) | VERY OR FAIRLY HELPFUL (%) | N |
|--|------------------------------|-----------------------------------|----------------------------|-------------|
| Glasgow and Strathkelvin | 1 | 3 | 96 | 242 |
| Grampian, Highland and Islands | <1 | <1 | 99 | 223 |
| Lothian and Borders | 2 | 2 | 96 | 128 |
| North Strathclyde | <1 | 2 | 98 | 291 |
| South Strathclyde, Dumfries and Galloway | - | <1 | 100 | 264 |
| Tayside, Central and Fife | 4 | 3 | 93 | 247 |
| High Court and Court of Session | <1 | 2 | 98 | 208 |
| All Scotland | 1 | 2 | 97 | 1603 |

5.6 Further Information Respondents Would Have Liked

5.6.1 A total of 2560 respondents provided an answer when asked whether they would have liked more information on the day of the survey. Only 7% (n=179) said that they would. The majority of responses related to regular and accurate information about delays, court cases and timings:

- regular and accurate information about delays/cases/time (n=78);
- information about the overall procedure (n=39);
- that I was not required/the case is cancelled (n=10); and
- set better timescales (n=4).

5.7 Use of the SCTS Website

5.7.1 All respondents were asked if they had used the SCTS website in the last six months. Around a third (32%, n=839) stated that they had and 67% (n=1753) stated they had not, a further 23 respondents (1%) did not provide an answer.

5.7.2 Table 23 shows that the most frequent users of the SCTS website in the last six months were Advocates, Solicitors and Solicitor Advocates (94%, n=250), and all other professionals (59%, n=218). Respondents most likely to not have used the SCTS website in the last six months were accused in a criminal case and supporters of accused (89%, n=603), people visiting the Sheriff Clerk's Office/Offices of Court (88%, n=259) and witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others (83%, n=205).

Table 23. Use of the SCTS Website by User Group

| USER GROUP | USED (%) | NOT USED (%) | N |
|--|-----------|--------------|-------------|
| Accused in a criminal case and supporters of accused | 11 | 89 | 677 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 28 | 72 | 158 |
| Jurors (selected and not selected) | 31 | 69 | 479 |
| Victims in a criminal case and supporters of victims | 26 | 74 | 95 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 12 | 88 | 293 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 17 | 83 | 248 |
| Advocates, solicitors and solicitor advocates | 94 | 6 | 267 |
| All other professionals | 59 | 41 | 372 |
| All User Groups | 32 | 68 | 2589 |

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

5.7.4 Respondents who stated they had used the website (n=839) were then asked to identify the reasons why they had done so. The main reason given for visiting the website was to obtain information on daily court business (39%, n=760), to obtain information leaflets and/or forms used in courts (17%, 325), and to obtain court addresses/phone numbers/directions to court (17%, n=321). Detailed responses are provided in Table 24.

Table 24. Reasons for Using the Website

| REASONS | NUMBER OF RESPONSES | % OF RESPONDENTS ⁹ |
|---|---------------------|-------------------------------|
| Obtain information on daily court business | 760 | 39 |
| Obtain information about SCTS and/or role | 178 | 9 |
| Obtain information about the Scottish Justice System | 267 | 14 |
| Obtain information leaflets and/or forms used in courts | 325 | 17 |
| Obtain court addresses/phone numbers/ directions to court | 321 | 17 |
| To pay a fine or other financial penalty online | 36 | 2 |
| Other | 45 | 2 |

⁹ No column total is provided as each row represents a different option in a multiple response question.

- 5.7.5 A total of 45 respondents said they were looking for ‘other’ information, which most often was information on court judgments (n=14) and information related to jury service (n=10). Due to the small number of respondents involved, it was not possible to disaggregate this information by either sheriffdom or user group.
- 5.7.6 Respondents who had used the SCTS website in the last six months were also asked to provide information on how easy or difficult it was to find the required information on the SCTS website. Most respondents had found it either ‘very’ or ‘fairly’ easy to find information, as detailed in Table 25.

Table 25. Ease of Finding the Information Needed on the SCTS Website

| EASE OF FINDING INFORMATION | VERY OR FAIRLY DIFFICULT (%) | NEITHER EASY NOR DIFFICULT (%) | VERY OR FAIRLY EASY (%) | N |
|---|------------------------------|--------------------------------|-------------------------|-----|
| How easy to obtain information on daily court business? | 2 | 4 | 94 | 748 |
| How easy to obtain information about the SCTS and/or role? | 2 | 6 | 92 | 175 |
| How easy to obtain information about the Scottish Justice System? | 1 | 5 | 94 | 261 |
| How easy to obtain information leaflets and/or forms used in courts? | 3 | 5 | 92 | 314 |
| How easy to obtain court addresses/phone numbers/directions to court? | 3 | 3 | 94 | 312 |
| How easy to pay a fine or other financial penalty online? | 3 | 6 | 91 | 33 |
| Other | - | 10 | 90 | 20 |

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

6. WAITING IN COURT

6.1 Waiting to be Served at a Counter

6.1.1 Only 12% (n=311) of the whole sample said that they had had to wait to be served at a counter during their visit.

6.1.2 Figure 5 shows the number and percentage of respondents who had had to wait at a counter by sheriffdom. This shows that the area with the largest proportion of users who had had to wait to be served was Glasgow and Strathkelvin (30%, n=116). Meanwhile, the areas with the lowest proportion of users who had had to wait at a counter were Lothian and Borders and Tayside, Central and Fife where only 6% of users (n=18 and n=28 respectively) said that they needed to wait to be served at a counter during their visit.

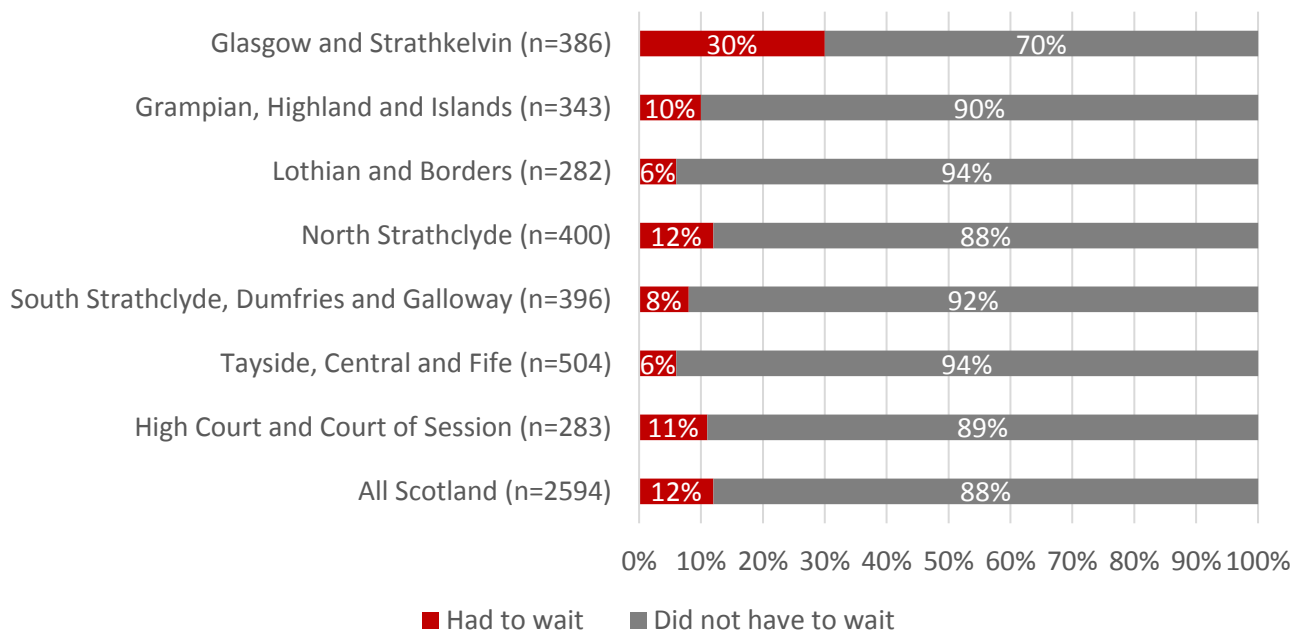


Figure 5. Waiting to be served at a Counter by Sheriffdom

6.1.3 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court, and victims in a criminal case and supporters of victims, were most likely to have to wait with 27% (n=79) and 24% (n=23) respectively stating that they had had to wait at a counter to be served, as shown in Table 26.

Table 26. Waiting to be Served at a Counter by User Group

| USER GROUP | HAD TO WAIT (%) | DID NOT HAVE TO WAIT (%) | N |
|--|-----------------|--------------------------|-------------|
| Accused in a criminal case and supporters of accused | 5 | 95 | 678 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 10 | 90 | 162 |
| Jurors (selected and not selected) | 13 | 87 | 474 |
| Victims in a criminal case and supporters of victims | 24 | 76 | 95 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 27 | 73 | 295 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 11 | 89 | 248 |
| Advocates, Solicitors and Solicitor Advocates | 8 | 92 | 270 |
| All other professionals | 14 | 86 | 369 |
| All User Groups | 12 | 88 | 2591 |

6.1.4 Among those who reported that they had had to wait to be served at a counter, almost all (n=305, 98%) indicated the total length of time they needed to wait, while only three said that they could not remember and three declined to answer the question. Table 27 shows the breakdown of the responses received. The majority of respondents (94%, n=288) stated that they had waited up to 15 minutes and just five (2%) mentioned that their total waiting time was more than one hour.

Table 27. Length of Time Respondents Had to Wait at a Counter

| TIME | NUMBER | % |
|-------------------------------|------------|------------|
| Up to 15 minutes | 288 | 94 |
| 16 to 30 minutes | 8 | 3 |
| 31 minutes to 1 hour | 4 | 1 |
| Over 1 hour and up to 2 hours | 5 | 2 |
| Over 2 hours | - | - |
| Total | 305 | 100 |

6.1.5 Respondents who had waited at a counter were asked whether they were satisfied with the overall waiting time. Nearly all (95%, n=292) said that they were either 'very' or 'fairly' satisfied with the overall waiting time, while only 1% (n=4) said they were 'fairly dissatisfied' and no respondents indicated that they were 'very dissatisfied' with the

time they had had to wait. The remaining 11 respondents (4%) reported that they were ‘neither dissatisfied nor satisfied’ with the length of waiting time, and a further four respondents declined to provide a rating.

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

6.2 Waiting to Take Part in Court Proceedings

6.2.1 Overall, 57% (n=1478) of the whole sample stated that they had had to wait to take part in court proceedings on the day of the survey.

6.2.2 Across all sheriffdoms, more than half of the respondents indicated that they had had to wait to take part in court proceedings (see Figure 6), with 61% having to wait in both Grampian, Highland and Islands and South Strathclyde, Dumfries and Galloway (n=209 and n=243 respectively).

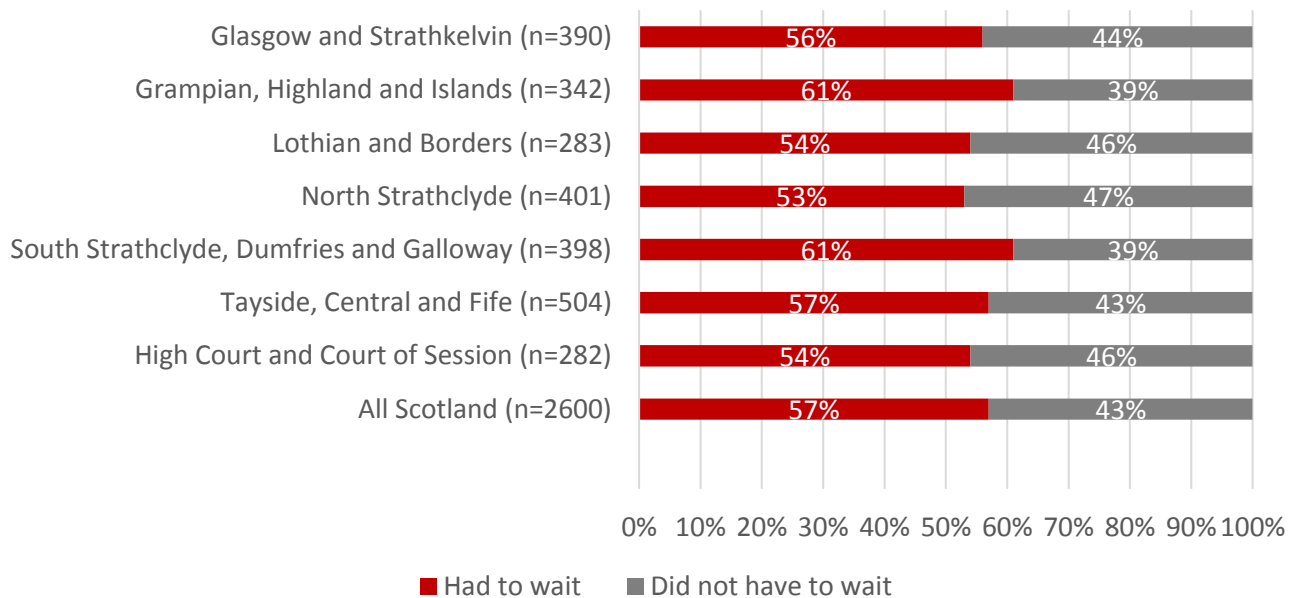


Figure 6. Waiting to Take Part in Court Proceedings by Sheriffdom

6.2.3 Similarly, over half of the respondents in most user groups had had to wait to take part in court proceedings (see Table 28), with over three quarters of jurors (78%, n=371) and victims in a criminal case and supporters of victims (76%, n=73) indicating that they had had to wait. The only user groups where less than half of the respondents had had to wait were all other professionals (46%, n=171), and fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court (1%, n=2).

Table 28. Waiting to Take Part in Court Proceedings by User Group

| USER GROUP | HAD TO WAIT (%) | DID NOT HAVE TO WAIT (%) | N |
|--|-----------------|--------------------------|-------------|
| Accused in a criminal case and supporters of accused | 58 | 42 | 679 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 69 | 31 | 162 |
| Jurors (selected and not selected) | 78 | 22 | 478 |
| Victims in a criminal case and supporters of victims | 76 | 24 | 96 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 1 | 99 | 295 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 67 | 33 | 249 |
| Advocates, Solicitors and Solicitor Advocates | 68 | 32 | 269 |
| All other professionals | 46 | 54 | 369 |
| All User Groups | 57 | 43 | 2597 |

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

6.2.5 People who had had to wait to take part in court proceedings were asked approximately how long they had had to wait. A total of 1442 responses were received. Of these, 59% (n=845) stated that they had had to wait up to one hour, 24% (n=351) had waited between one and two hours, and 17% (n=246) had waited more than two hours (see Table 29).

Table 29. Length of Time Respondents Had to Wait to Take Part in Court Proceedings

| TIME | NUMBER | % |
|-------------------------------|-------------|------------|
| Up to 15 minutes | 164 | 12 |
| 16 to 30 minutes | 275 | 19 |
| 31 minutes to 1 hour | 406 | 28 |
| Over 1 hour and up to 2 hours | 351 | 24 |
| Over 2 hours | 246 | 17 |
| Total | 1442 | 100 |

6.2.6 There was very little difference in waiting times between the sheriffdoms. The proportions of users waiting up to 30 minutes ranged from 25% (n=55) in Glasgow and Strathkelvin to 35% (n=72) in North Strathclyde. Meanwhile, the proportions of users waiting over an hour ranged from 32% (n=76) in South Strathclyde, Dumfries and

Galloway to 49% (n=136) in Tayside, Central and Fife. A full breakdown of responses by sheriffdom can be viewed in Table 6.5 in Appendix B.

- 6.2.7 Results by user group show that the group with the largest proportion of respondents experiencing the longest waiting times is witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others. More than half of this group (57%, n=96) had had to wait over an hour, of whom 32% (n=54) went on to wait for over two hours. Conversely, those groups with the largest proportions of respondents experiencing the shortest waiting times were jurors and Advocates, Solicitors and Solicitor Advocates, where 45% (n=155) of jurors and 37% (n=68) of Advocates, Solicitors and Solicitor Advocates waited up to 30 minutes. A full breakdown of responses by user group can be found in Table 6.6 in Appendix B.
- 6.2.8 In total, 1454 people rated how satisfied they were with the total length of waiting time to take part in court proceedings. Around two thirds (67%, n=976) said that they were either 'very' or 'fairly' satisfied, while a further 18% (n=266) said that they were 'neither dissatisfied nor satisfied' with the total waiting time. Only 15% (n=212) stated that they were either 'very' or 'fairly' dissatisfied with the overall time they were required to wait.
- 6.2.9 At least two thirds of respondents in all sheriffdoms except Lothian and Borders and Tayside, Central and Fife said that they were either 'very' or 'fairly' satisfied with the waiting times, as shown in Table 30.

Table 30. Satisfaction with Waiting Time by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Glasgow and Strathkelvin | 11 | 13 | 76 | 219 |
| Grampian, Highland and Islands | 14 | 12 | 74 | 208 |
| Lothian and Borders | 23 | 21 | 56 | 150 |
| North Strathclyde | 13 | 16 | 71 | 208 |
| South Strathclyde, Dumfries and Galloway | 7 | 19 | 74 | 239 |
| Tayside, Central and Fife | 23 | 24 | 53 | 281 |
| High Court and Court of Session | 11 | 22 | 67 | 149 |
| All Scotland | 15 | 18 | 67 | 1454 |

- 6.2.10 Table 31 shows that the two professional user groups had the highest levels of satisfaction with waiting times, with 78% of respondents in each of these groups stating they were either 'very' or 'fairly' satisfied. Jurors provided the lowest proportion of respondents to rate their satisfaction with waiting times as either 'very' or 'fairly' satisfied, with less than half (48%, n=172) providing such ratings. However, whilst the proportion of jurors that were either 'very' or 'fairly' dissatisfied were among the highest, they were not dissimilar to other user groups.

Table 31. Satisfaction with Waiting Time by User Group

| USER GROUP | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Accused in a criminal case and supporters of accused | 16 | 11 | 73 | 396 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 18 | 8 | 74 | 111 |
| Jurors (selected and not selected) | 18 | 34 | 48 | 357 |
| Victims in a criminal case and supporters of victims | 12 | 14 | 74 | 73 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | - | 50 | 50 | 2 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 14 | 21 | 65 | 165 |
| Advocates, Solicitors and Solicitor Advocates | 5 | 17 | 78 | 181 |
| All other professionals | 12 | 10 | 78 | 167 |
| All User Groups | 15 | 18 | 67 | 1452 |

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

6.3 Updates from Court Staff Regarding Length of Wait

6.3.1 Of the respondents who had waited to take part in court proceedings, 1391 provided information on whether they had received updates from court staff and 77 said that they could not remember. Just over half of those who responded about updates (56%, n=780) stated that they were given updates, and just over a third stated they were not (36%, n=502). A further 8% (n=109) said that it was 'not applicable' for them to be given updates from court staff.

6.3.2 Figure 7 provides a breakdown of responses by sheriffdom. This shows that in most sheriffdoms over half of the respondents did receive updates from court staff regarding how long they were likely to have to wait. The only exceptions were Lothian and Borders, where 46% (n=69) received updates and 47% (n=71) did not, and Tayside, Central and Fife, where 43% (n=122) received updates and 41% (n=117) did not.

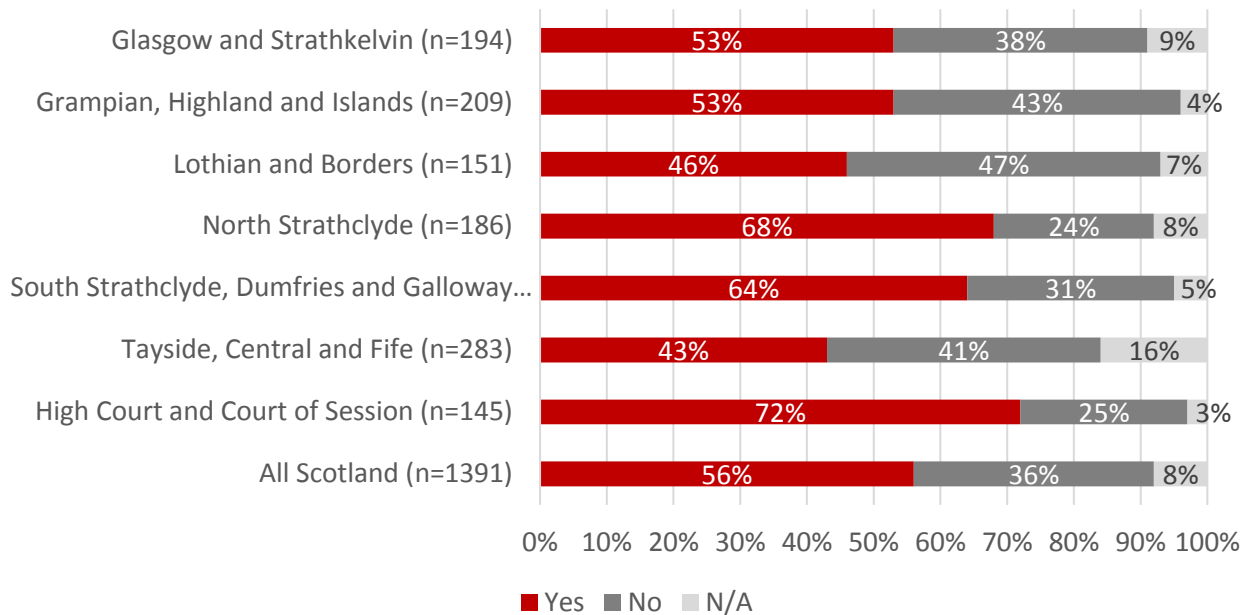


Figure 7. Respondents Who Received Court Staff Updates by Sheriffdom

6.3.3 Table 32 details the results by user group and shows that over three quarters (78%, n=280) of jurors (selected and not selected) reported that they had received updates from court staff, whereas over half (57%, n=208) of accused in a criminal case and supporters of accused said that they had not.

Table 32. Respondents Who Received Court Staff Updates by User Group

| USER GROUP | YES (%) | NO (%) | N/A (%) | N |
|--|-----------|-----------|----------|-------------|
| Accused in a criminal case and supporters of accused | 37 | 57 | 6 | 362 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 45 | 50 | 5 | 98 |
| Jurors (selected and not selected) | 78 | 20 | 2 | 358 |
| Victims in a criminal case and supporters of victims | 62 | 38 | - | 63 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | - | 100 | - | 2 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 68 | 30 | 2 | 154 |
| Advocates, Solicitors and Solicitor Advocates | 38 | 28 | 34 | 182 |
| All other professionals | 65 | 27 | 8 | 170 |
| All User Groups | 56 | 36 | 8 | 1389 |

6.3.4 A total of 109 respondents indicated that it was not applicable for them to be given updates from court staff about how much longer they were likely to have to wait on the day of their visit. Eleven respondents stated this was not necessary without detailing why, however, the most frequent reasons provided by those who gave details were:

- the respondent was a lawyer/solicitor (n=8);
- the respondent already knew/expected to wait (n=6);
- the information was provided to the respondent by someone else, commonly their solicitor/lawyer (n=5);
- the respondent did not wait for a long time to be seen (n=4); and
- the respondent was waiting for someone (n=3).

6.3.5 All respondents who answered either 'yes' or 'no' to the above question were also asked to rate their level of satisfaction with court staff's attempts to keep them informed about how much longer they were likely to have to wait during their visit. Of the 1251 respondents who provided a rating, 72% (n=897) said that they were either 'very' or 'fairly' satisfied and only 10% (n=132) said that they were either 'very' or 'fairly' dissatisfied. The remaining 18% (n=222) stated that they were 'neither satisfied nor dissatisfied'.

6.3.6 Responses were split by sheriffdom, as shown in Table 33. In general terms, there were relatively high levels of satisfaction across the sheriffdoms with South Strathclyde, Dumfries and Galloway having the highest levels of satisfaction (82%, n=175) with court staff's attempts to keep respondents informed about waiting times. Lothian and Borders and Tayside, Central and Fife, however, exhibited the highest levels of dissatisfaction, with 20% (n=28) and 16% (n=37) of respondents rating themselves as either 'very' or 'fairly' dissatisfied respectively.

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

| SHERIFFDOM | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Glasgow and Strathkelvin | 12 | 25 | 63 | 172 |
| Grampian, Highland and Islands | 10 | 15 | 75 | 196 |
| Lothian and Borders | 20 | 17 | 63 | 139 |
| North Strathclyde | 5 | 17 | 78 | 166 |
| South Strathclyde, Dumfries and Galloway | 3 | 15 | 82 | 212 |
| Tayside, Central and Fife | 16 | 19 | 65 | 226 |
| High Court and Court of Session | 10 | 16 | 74 | 140 |
| All Scotland | 10 | 18 | 72 | 1251 |

6.3.7 Again, the level of satisfaction with court staff’s attempts to keep respondents informed about waiting times was relatively high across most user groups. Table 34 shows that Advocates, Solicitors and Solicitor Advocates were the most satisfied group, with 86% (n=101) of respondents indicating they were either ‘very’ or ‘fairly’ satisfied. Levels of dissatisfaction, however, were highest for accused in a criminal case and supporters of accused with 17% (n=55) stating that they were ‘very’ or ‘fairly’ dissatisfied, and for civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses where 15% (n=14) were either ‘very’ or ‘fairly’ dissatisfied.

Table 34. Satisfaction with Being Told about Likely Duration of Wait by User Group

| USER GROUP | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Accused in a criminal case and supporters of accused | 17 | 23 | 60 | 327 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 15 | 22 | 63 | 91 |
| Jurors (selected and not selected) | 9 | 15 | 76 | 348 |
| Victims in a criminal case and supporters of victims | 8 | 21 | 71 | 63 |
| Fine payers and people visiting the Sheriff Clerk’s Office/Offices of Court | - | 50 | 50 | 2 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 11 | 14 | 75 | 148 |
| Advocates, Solicitors and Solicitor Advocates | 1 | 13 | 86 | 117 |
| All other professionals | 4 | 18 | 78 | 153 |
| All User Groups | 10 | 18 | 72 | 1249 |

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

6.4 Updates from Court Staff Regarding Reasons for Waiting

6.4.1 All respondents who had had to wait were also asked whether they were told the reason for their wait. Overall, 60% (n=826) of respondents stated they had been told why they had had to wait, a further 32% (n=440) had not been told why they had had to wait, and 8% (n=114) reported it was not applicable to be told.

6.4.2 Figure 8 shows the results broken down by sheriffdom. This shows that across all sheriffdoms greater proportions of respondents had been told than had not. The only exception was Lothian and Borders, where equal proportions indicated that they had been told and had not been told why they needed to wait on the day of their visit.

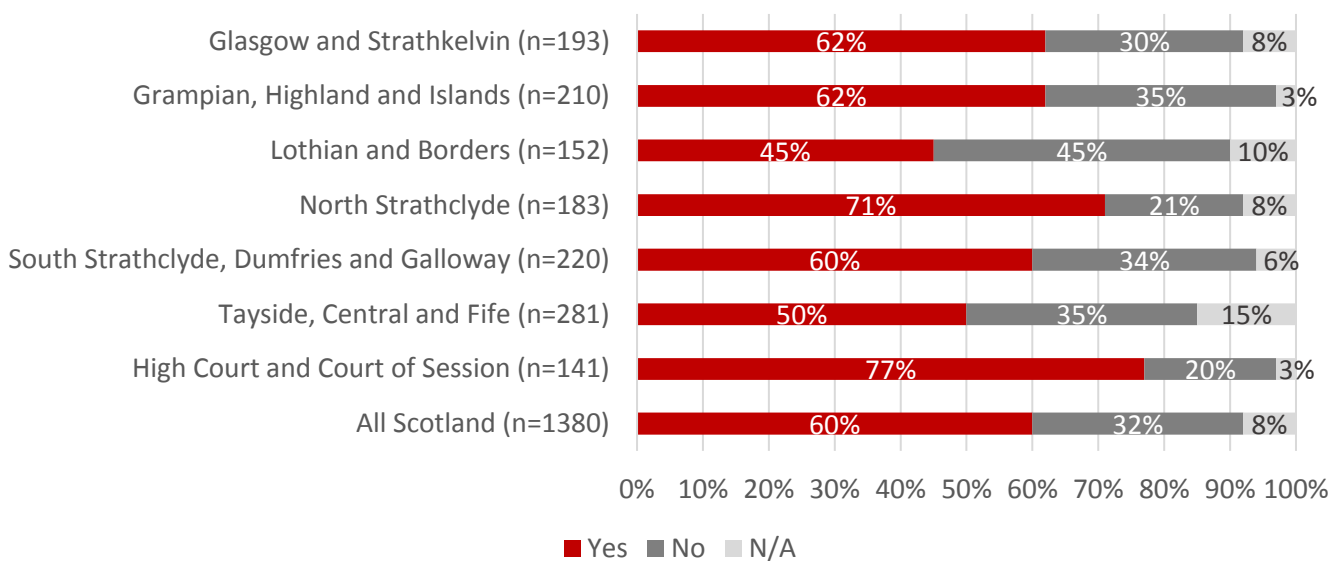


Figure 8. Respondents Told Why they Had To Wait by Sheriffdom

6.4.3 Table 35 details responses by user group. Jurors were the most informed user group, with 82% (n=289) indicating they were told by court staff why they had had to wait. However, half of accused in a criminal case and supporters of accused (52%, n=188) said that they were not told the reasons for the wait.

Table 35. Respondents Told Why they Had To Wait by User Group

| USER GROUP | YES (%) | NO (%) | N/A (%) | N |
|--|-----------|-----------|----------|-------------|
| Accused in a criminal case and supporters of accused | 43 | 52 | 5 | 360 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 45 | 48 | 7 | 98 |
| Jurors (selected and not selected) | 82 | 15 | 3 | 354 |
| Victims in a criminal case and supporters of victims | 68 | 32 | - | 62 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | - | 100 | - | 2 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 70 | 28 | 2 | 152 |
| Advocates, Solicitors and Solicitor advocates | 40 | 28 | 32 | 180 |
| All other professionals | 70 | 20 | 10 | 170 |
| All User Groups | 60 | 32 | 8 | 1378 |

6.4.4 Overall, 114 respondents said it was 'not applicable' for them to be told by court staff why they had had to wait at court and these were predominantly professional court users. Eleven respondents stated this was not needed without detailing why this was, while the most frequent reasons reported were that:

- they already knew (n=6);
- they were told by somebody else, usually their solicitor/lawyer (n=5);
- they were a solicitor/lawyer (n=5); and
- they did not have to wait long (n=4).

6.4.5 Respondents were also asked how satisfied they were with court staff's attempts to keep them informed about why they had had to wait at court. A total of 1235 provided a satisfaction rating. Overall, three quarters (76%, n=931) indicated they were either 'very' or 'fairly' satisfied, a further 14% (n=178) were 'neither satisfied nor dissatisfied', and 10% (n=126) were either 'very' or 'fairly' dissatisfied.

6.4.6 Table 36 details responses by sheriffdom. This shows that satisfaction levels were high across the sheriffdoms, ranging from 61% (n=83) of respondents in Lothian and Borders to 84% (n=173) in South Strathclyde, Dumfries and Galloway, who indicated that they were either 'very' or 'fairly' satisfied with court staff's attempts to keep them informed about why they had had to wait. Lothian and Borders had the highest levels of dissatisfaction, with 20% (n=27) indicating they were either 'very' or 'fairly' dissatisfied.

Table 36. Satisfaction with Explanation of Reason for Wait by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Glasgow and Strathkelvin | 12 | 18 | 70 | 174 |
| Grampian, Highland and Islands | 9 | 11 | 80 | 195 |
| Lothian and Borders | 20 | 19 | 61 | 135 |
| North Strathclyde | 5 | 13 | 82 | 165 |
| South Strathclyde, Dumfries and Galloway | 2 | 14 | 84 | 206 |
| Tayside, Central and Fife | 16 | 17 | 67 | 227 |
| High Court and Court of Session | 8 | 10 | 82 | 133 |
| All Scotland | 10 | 14 | 76 | 1235 |

6.4.7 Table 37 shows fairly high levels of satisfaction for most user groups in relation to court staff's attempts to keep them informed about why they were having to wait, with the two professional groups being the most satisfied at 88% (n=107) of Advocates, Solicitors and Solicitor Advocates and 85% (n=128) of all other professionals. Those with the highest levels of dissatisfaction, however, were civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses and accused in a criminal case and supporters of accused, where 19% (n=17) and 17% (n=54) of respondents respectively indicated that they were either 'very' or 'fairly' dissatisfied.

Table 37. Satisfaction with Explanation of Reason for Wait by User Group

| USER GROUP | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Accused in a criminal case and supporters of accused | 17 | 20 | 63 | 326 |
| Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 19 | 14 | 67 | 90 |
| Jurors (selected and not selected) | 8 | 12 | 80 | 335 |
| Victims in a criminal case and supporters of victims | 6 | 15 | 79 | 62 |
| Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | - | 50 | 50 | 2 |
| Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 11 | 12 | 77 | 146 |
| Advocates, Solicitors and Solicitor Advocates | - | 12 | 88 | 121 |
| All other professionals | 4 | 11 | 85 | 151 |
| All User Groups | 10 | 14 | 76 | 1233 |

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

7. CATERING AND OTHER COURT FACILITIES

7.1 Use of Catering Facilities

7.1.1 All respondents were asked if they had used the catering/vending facilities within the court building on the day of the survey. A total of 2602 respondents provided an answer, of whom just over one quarter (27%, n=707) indicated that they had used some of the catering facilities provided, while 66% (n=1703) had not, 7% (n=191) stated it was not applicable, and one respondent could not remember.

7.1.2 Figure 9 details the use of catering/vending facilities by sheriffdom. The highest use of these facilities was in the High Court and Court of Session, where 41% (n=117) of respondents had used the facilities. The lowest use of catering/vending facilities was in Grampian, Highland and Islands, where only 9% (n=22) had used the facilities.

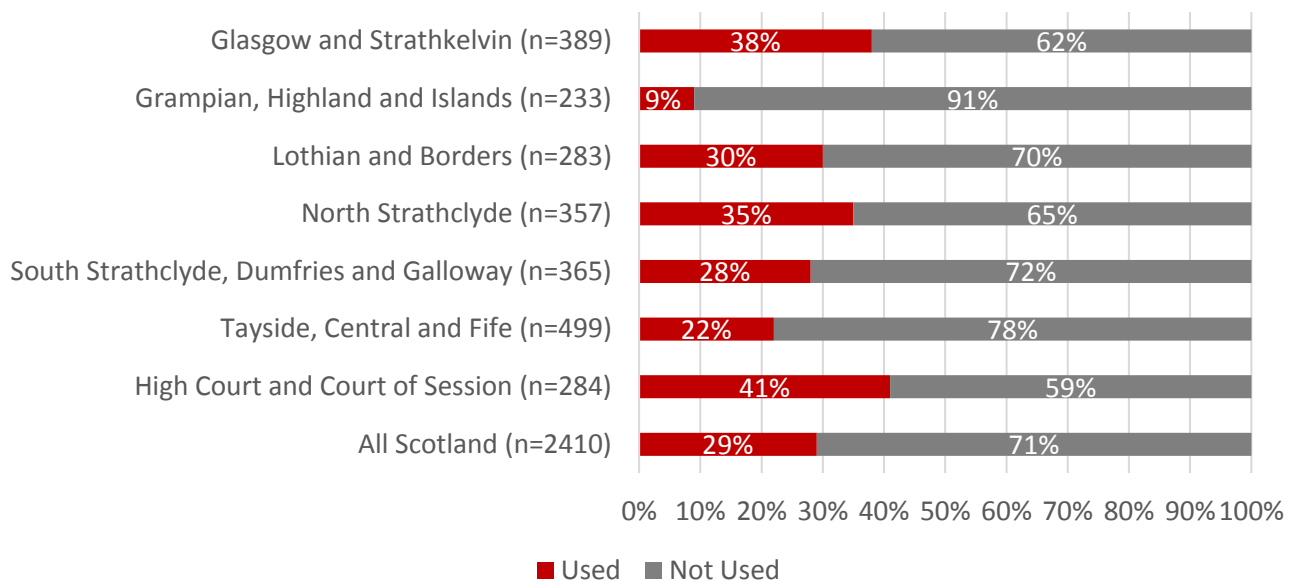


Figure 9. Use of Catering/Vending Facilities by Sheriffdom

7.1.3 A total of 678 respondents indicated which catering facilities they had used during their visit, with some respondents using more than one facility. Table 38 shows the most frequently used type of facility was a cafeteria, which was used by 71% (n=483) of respondents who had used the catering/vending services. A further 24% (n=160) used the tea/coffee dispensers, with snack dispensers (1%, n=5) being the least used type of facility.

Table 38. Type of Catering Facilities Used

| FACILITIES | NUMBER OF RESPONSES | % OF RESPONDENTS ¹⁰ |
|-----------------------------|---------------------|--------------------------------|
| Cafeteria (public or staff) | 483 | 71 |
| Tea/coffee dispensers | 160 | 24 |
| Trolley | 36 | 5 |
| Soft drink dispenser | 21 | 3 |
| Snack dispenser | 5 | 1 |
| Other | 61 | 9 |

7.1.4 The majority of ‘other’ catering facilities used were described as “jurors’ lunch” or “lunch had been provided” (n=39), while a few had also used a water fountain/machine (n=6) or a WRVS concession (n=5).

7.2 Satisfaction with Catering Facilities

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

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

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

Range of Food and Drink Available

7.2.3 Respondents who had used the catering facilities were asked to rate how satisfied they were with the range of food and drink available. Of the 648 who provided a rating, most (82%, n=533) indicated that they were either ‘very’ or ‘fairly’ satisfied, with only 5% (n=35) indicating they were dissatisfied to any extent. The remaining 12% (n=80) indicated they were ‘neither satisfied nor dissatisfied’ with the range of food and drink available on the day of the survey.

7.2.4 Satisfaction with the range of food and drink was high across all sheriffdoms, ranging from 74% (n=81) in the High Court and Court of Session, to 89% (n=109) in Glasgow and Strathkelvin who stated they were either ‘very’ or ‘fairly’ satisfied.

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

Quality of Food and Drink Purchased

- 7.2.5 In total, 597 respondents rated how satisfied they were with the quality of food and drink they had purchased on the day. Again, most (88%, n=523) were either 'very' or 'fairly' satisfied, with only 4% (n=22) indicating that they were dissatisfied to some degree. The remaining 8% (n=52) were 'neither satisfied nor dissatisfied'.
- 7.2.6 Satisfaction was again high across all sheriffdoms, ranging from 79% (n=78) in the High Court and Court of Session to 93% (n=114) in Glasgow and Strathkelvin who stated they were either 'very' or 'fairly' satisfied with the quality of the food and drink they purchased on the day of the survey.

Service Provided in Cafeterias

- 7.2.7 Of the 456 respondents who used a cafeteria and rated their level of satisfaction with the service provided, results were very positive, with a total of 95% (n=435) indicating that they were either 'very' or 'fairly' satisfied. Only 1% (n=5) indicated that they were dissatisfied to some degree, while the remaining 4% (n=16) indicated they were 'neither satisfied nor dissatisfied'.
- 7.2.8 The number of respondents in each sheriffdom was fairly small, ranging from just four in Grampian, Highland and Islands (which only has one court with a cafeteria) to 100 in each of Glasgow and Strathkelvin and North Strathclyde. Therefore, disaggregated results for this question should not be regarded as completely reliable. That being said, satisfaction was rated consistently high, ranging from 93% (n=64) of respondents in the High Court and Court of Session to 100% (n=4) of respondents in Grampian, Highland and Islands who were either 'very' or 'fairly' satisfied with the service in the cafeteria.

Reasons for Dissatisfaction with the Catering Facilities

- 7.2.9 Respondents who indicated that they were dissatisfied with the catering services were asked to explain their reason for this. The most common reasons were related to:
- poor quality of food and drink (n=18);
 - poor range of food and drink (n=13); and
 - issues with the self-service facilities (n=4), either a lack of food and drink available (n=2) or them not working properly (n=2).

7.3 Other Court Facilities Used

7.3.1 In total, 2594 respondents indicated that they had used one or more of the ‘other’ court facilities on the day of the survey. Table 39 details the number and percentage of respondents who used each facility. The most used facility was the court room, with 72% (n=1855) of respondents indicating that they had used this. The least used facility was the cells in the court building, with only 4% (n=110) indicating that they had used them. Tables 7.7 and 7.8 (Appendix B) show use of court facilities broken down by sheriffdom and user group.

Table 39. Use of Other Court Facilities

| FACILITIES | NUMBER OF RESPONSES | % OF RESPONDENTS ¹¹ |
|---|---------------------|--------------------------------|
| Public Entrance/Area Outside Court Building | 1210 | 47 |
| Waiting Areas/Area Outside Court Room | 1174 | 45 |
| Court Room | 1855 | 72 |
| Jury Room | 417 | 16 |
| Witness Room | 388 | 15 |
| Agent's Room/Solicitors' Room | 262 | 10 |
| Cells in Court Building | 110 | 4 |
| Sheriff Clerk's Office/Offices of Court | 480 | 19 |
| Toilets in Court Building | 1008 | 39 |
| Cafeteria (public or staff) | 402 | 15 |
| Other | 55 | 2 |

7.3.2 Satisfaction levels were generally above 80% in relation to the comfort, cleanliness and safety and security of all facilities used (see Table 40). The only areas where less than 80% of respondents were either ‘very’ or ‘fairly’ satisfied were related to comfort. These included the comfort of the cells (41%, n=45), the toilets (62%, n=607), the public entrance/area outside the court building (68%, n=818), and the jury room (75%, n=310).

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

¹¹ No column total is provided as each row represents a different option in a multiple response question.

Table 40. Satisfaction with Comfort, Cleanliness, and Safety and Security

| FACILITIES | VERY OR FAIRLY SATISFIED ¹² | | |
|---|--|-----------------|-------------------------|
| | COMFORT (%) | CLEANLINESS (%) | SAFETY AND SECURITY (%) |
| Public Entrance/Area Outside Court Building | 68 | 93 | 89 |
| Waiting Areas/Area Outside Court Room | 84 | 96 | 94 |
| Court Room | 88 | 98 | 98 |
| Jury Room | 75 | 92 | 95 |
| Witness Room | 89 | 97 | 95 |
| Agent's Room/Solicitors' Room | 87 | 92 | 94 |
| Cells in Court Building | 41 | 85 | 92 |
| Sheriff Clerk's Office/Offices of Court | 91 | 98 | 96 |
| Toilets in Court Building | 62 | 89 | 92 |
| Cafeteria (public or staff) | 88 | 95 | 94 |
| Other | 87 | 94 | 92 |

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

- uncomfortable seating (n=72);
- unpleasant public toilets (n=25);
- issues with the jury room (n=20), including being too small, a lack of leg room, and a lack of toilet facilities;
- issues with the temperature (n=17), i.e. being too hot or cold in certain parts of the building;
- a lack of security in certain parts of the building (n=15);
- lack of seating in most parts of the building (n=14);
- witnesses and accused being held in same part of the building (n=14);
- finding parts of the building or the situation intimidating (n=13);
- issues with the agent's/solicitor's room (n=11), including being too small/crowded, having no window, and not providing wi-fi or IT facilities;
- a lack of catering facilities/the provision of low quality food/drink (n=11); and
- people were smoking at the main entrance (n=7).

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

8. OVERALL SATISFACTION

8.1 Overall Satisfaction with the Scottish Courts and Tribunals Service

8.1.1 All respondents were asked to rate their overall satisfaction with the services provided by the SCTS on the day of the survey. A total of 2585 respondents provided a rating, with the majority (92%, n=2374) stating they were either 'fairly' or 'very' satisfied. Only 2% (n=54) of respondents stated that they were either 'fairly' or 'very' dissatisfied, and a further 6% (n=157) were 'neither dissatisfied nor satisfied'. A further 30 respondents did not provide a rating. Full details are provided in Table 41 below.

Table 41. Overall Satisfaction with the SCTS

| SATISFACTION | NUMBER | % |
|------------------------------------|-------------|------------|
| Very dissatisfied | 22 | 1 |
| Fairly dissatisfied | 32 | 1 |
| Neither dissatisfied nor satisfied | 157 | 6 |
| Fairly satisfied | 769 | 30 |
| Very satisfied | 1605 | 62 |
| Total | 2585 | 100 |

8.1.2 Figure 10 shows a year-on-year increase in overall satisfaction with the services provided by the SCS and SCTS since 2007. It should be noted, however, that the sample profiles have varied across each survey year which may account for some of the variation in satisfaction scores¹³.

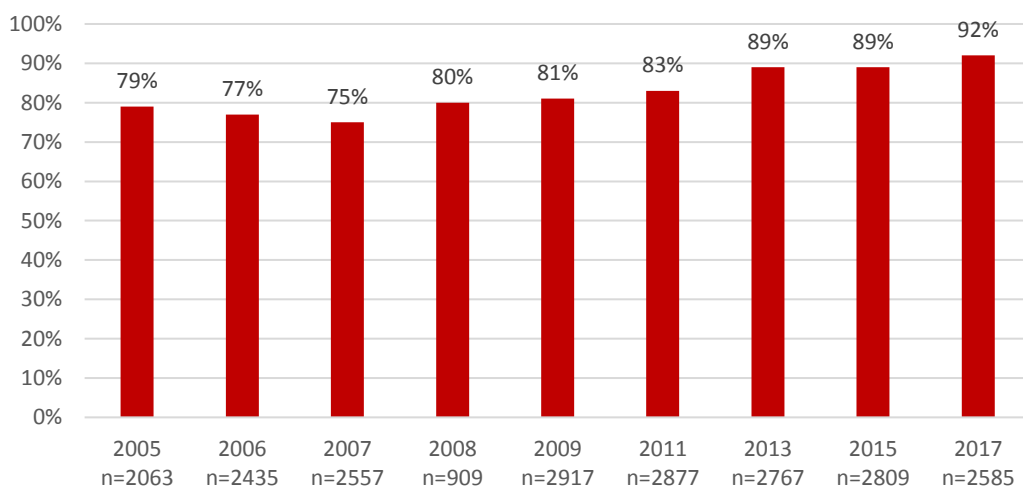


Figure 10. Overall Satisfaction (2005-2017)

¹³ Response rates were significantly lower in 2008 as a smaller scale survey was undertaken due to the unification changes that were being implemented across the then SCS estate at that time (i.e. integration of the Justice of the Peace Courts within the SCS estate).

8.2 Overall Satisfaction by Sheriffdom

8.2.1 Results continue to be positive when disaggregated by sheriffdom. Table 42 shows that satisfaction ranged from 84% (n=420) in Tayside, Central and Fife to 96% (n=382) in South Strathclyde, Dumfries and Galloway.

Table 42. Overall Satisfaction by Sheriffdom

| SHERIFFDOM | VERY OR FAIRLY DISSATISFIED (%) | NEITHER SATISFIED NOR DISSATISFIED (%) | VERY OR FAIRLY SATISFIED (%) | N |
|--|---------------------------------|--|------------------------------|-------------|
| Glasgow and Strathkelvin | 2 | 3 | 95 | 388 |
| Grampian, Highland and Islands | 3 | 6 | 91 | 342 |
| Lothian and Borders | 1 | 8 | 91 | 279 |
| North Strathclyde | 2 | 3 | 95 | 398 |
| South Strathclyde, Dumfries and Galloway | 1 | 3 | 96 | 396 |
| Tayside, Central and Fife | 5 | 11 | 84 | 499 |
| High Court and Court of Session | - | 8 | 92 | 283 |
| All Scotland | 2 | 6 | 92 | 2585 |

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

8.3 Overall Satisfaction by Core User Group

8.3.1 Satisfaction levels for professional and non-professional court users were also high, with the majority (95%, n=606) of professionals being either 'very' or 'fairly' satisfied and 91% (n=1768) of non-professionals being either 'very' or 'fairly' satisfied. Table 43 provides a full breakdown of responses by the core user groups, while Table 8.2 in Appendix B provides a breakdown by all eight clustered user groups.

Table 43. Overall Satisfaction by Core User Group

| SATISFACTION | PROFESSIONALS | | NON-PROFESSIONALS | |
|------------------------------------|---------------|------------|-------------------|------------|
| | N | % | N | % |
| Very dissatisfied | 1 | <1 | 21 | 1 |
| Fairly dissatisfied | 8 | 1 | 24 | 1 |
| Neither satisfied nor dissatisfied | 22 | 4 | 135 | 7 |
| Fairly satisfied | 144 | 23 | 625 | 32 |
| Very satisfied | 462 | 72 | 1143 | 59 |
| Total | 637 | 100 | 1948 | 100 |

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

- lack of communication/information (n=9);
- waste of time and money (n=7);
- long waiting times (n=5);
- staff unhelpful/impolite (n=5); and
- inefficient court system (n=5).

8.4 Service Development and Feedback

8.4.1 All respondents were asked if there were any aspects of the service provided by the SCTS that they would change. A total of 1307 respondents provided an answer, with around two thirds (67%, n=874) stating there was nothing they would change. However, other frequent answers given were:

- the process was slow and time consuming (n=87);
- better communication (n=64);
- improved security/safety (n=14);
- segregation of opposing parties (n=13);
- court entrance/waiting room was intimidating (n=13);
- better public toilet facilities (n=11);
- some form of entertainment provided in waiting area - newspapers, magazines, TV, etc. (n=10);
- better seating (n=10);
- better quality/variety of catering (n=9);
- improve provision of signage in the court building (n=2); and
- Wi-Fi to be provided (n=2).

8.4.2 Respondents were then asked if they knew how to make a complaint or provide feedback, good or bad, about the services they had used whilst in the court building. A total of 2560 respondents provided an answer, with 59% (n=1503) stating that they did and 41% (n=1057) stating they did not. A full breakdown of these responses by sheriffdom and user group can be found in Tables 8.3 to 8.4 in Appendix B.

8.4.3 Respondents were also asked if there was any general information that they would like the court to publish about the services it provides and/or its performance. A total of 1071 respondents provided an answer, with just over three quarters of respondents (76%, n=817) stating there was no other information they would have liked. Some of the other frequent answers given were:

- information about timing/delays/interruptions (n=10);
- general information about the experiences of jury members (n=2); and
- information about members of the court and their roles (n=2).

9. KEY DRIVER ANALYSIS

9.1 Key Drivers of Overall Satisfaction

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

Key Driver Analysis Including Satisfaction with Catering Facilities

9.1.2 When all satisfaction variables were entered into the calculation (excluding those relating to satisfaction with the cleanliness, comfort and safety of facilities, e.g. of the court room, waiting areas, toilets, etc. and satisfaction with the service in the cafeteria¹⁴), three variables were highlighted as key drivers of overall satisfaction this year.

9.1.3 The main predictor of overall satisfaction was the ease with which court users found out where in the building they had to go that day. This accounted for 16% of the variance in overall satisfaction.

9.1.4 The second factor influencing overall satisfaction was respondents' satisfaction with the range of food and drink available, which accounted for a further 12% of variance.

9.1.5 The final factor influencing overall satisfaction was the politeness of court staff, which accounted for a further 3% of variance.

9.1.6 Together, these elements accounted for a total of 31% of variance in overall satisfaction.

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

Key Driver Analysis Excluding Satisfaction with Catering Facilities

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

9.1.9 In this analysis model, the main predictor of overall satisfaction is the helpfulness of the court staff respondents spoke with on the day of the survey, accounting for 19% of variance.

9.1.10 The second factor influencing overall satisfaction is helpfulness of the information provided by court staff, accounting for a further 6% of variance.

¹⁴ These variables were excluded from the Key Driver Analysis due to small sample sizes for some of the options and the lack of certain facilities in some courts. When included, these variables skewed the results/did not allow the analysis to run.

- 9.1.11 The final factor influencing overall satisfaction was satisfaction with the time respondents had to wait to take part in court proceedings, accounting for a further 3% of variance.
- 9.1.12 In this analysis, these three factors accounted for 28% of variance in overall satisfaction.
- 9.1.13 This accounts for slightly lower levels of variance overall compared to the inclusion of the satisfaction with the range and quality of food and drink available. However, across both analysis scenarios, the quality of the contact with court staff is shown to be important, with ease of navigating the court building, range of food and drink available, and the time respondents had to wait to take part in court proceedings also proving important in influencing overall satisfaction.

10. CHANGES OVER TIME

10.1 Introduction

10.1.1 This chapter compares data from the main user satisfaction variables available from the three latest sweeps of the survey, i.e. between the 2013, 2015 and 2017 surveys.

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

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

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

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

10.2 Weighting

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

10.2.2 It is possible, however, to generate a pseudo-population based on the average sample characteristics from across the various sweeps of the survey (in this case 2013, 2015 and 2017). The resulting profile can then be used to weight data from each year to negate

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

- 10.2.3 Although the 2013 and 2015 reports included satisfaction scores, these are not necessarily the same as those calculated here due to the new weighting factor applied this year. Further, it would not be accurate to append the results of any pre-2013 surveys to these results, due to the different years involved in creating the weighting factors, the differences in the sample structures created by the introduction of Justice of the Peace Courts within the SCTS estate, and variations in wording of some of the questions in pre-2013 surveys.
- 10.2.4 Comparisons within sheriffdoms between years, which will illustrate any changes in the results for individual sheriffdoms over time, require a ‘user group within sheriffdom weight’ to be generated. When disaggregated by sheriffdom, the number of respondents in some user groups was too small in individual years to permit weighting. Therefore, to generate this weighting factor, further clustering of the user groups was required. The resulting combinations of user groups are shown in Table 44.

Table 44. Clustered Typologies for ‘User Group within Sheriffdom’ Weighting

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

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

10.3 Aggregate Analysis

- 10.3.1 Table 45 shows the (weighted) mean satisfaction scores for each of the key service provision variables for the total sample in each year. Only those that are highlighted show significant changes between the years; all others show no significant change.

Table 45. Total Sample: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|-------------|-------------|-------------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.46 | 4.50 | 4.51 |
| Ease of finding out where in the building to go | 4.83 | 4.79 | 4.81 |
| Helpfulness of court staff | 4.75 | 4.78 | 4.77 |
| Politeness of court staff | 4.80 | 4.82 | 4.82 |
| Accuracy of information provided by court staff | 4.73 | 4.74 | 4.65 |
| Helpfulness of information provided by court staff | 4.74 | 4.78 | 4.69 |
| Satisfaction with time waited to be served at a counter | 4.44 | 4.27 | 4.29 |
| Satisfaction with time waited to take part in court proceedings | 3.68 | 3.76 | 3.72 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 3.98 | 4.11 | 3.89 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.05 | 4.11 | 3.98 |
| Range of food and drink available | 3.91 | 3.97 | 4.24 |
| Quality of food and drink purchased | 3.97 | 4.10 | 4.42 |
| Service in the cafeteria | 4.46 | 4.58 | 4.70 |
| Comfort of the public entrance/area outside the court building | 4.05 | 4.13 | 4.01 |
| Cleanliness of the public entrance/area outside the court building | 4.44 | 4.52 | 4.45 |
| Safety and security of the public entrance/area outside the court building | 4.43 | 4.34 | 4.50 |
| Comfort of waiting areas | 3.81 | 4.10 | 4.05 |
| Cleanliness of waiting areas | 4.65 | 4.67 | 4.57 |
| Safety and security of waiting areas | 4.55 | 4.53 | 4.53 |
| Comfort of court room | 4.30 | 4.38 | 4.26 |
| Cleanliness of court room | 4.76 | 4.78 | 4.67 |
| Safety and security of court room | 4.75 | 4.74 | 4.66 |
| Comfort of the toilets | 4.02 | 4.04 | 3.88 |
| Cleanliness of the toilets | 4.35 | 4.42 | 4.31 |
| Safety and security of the toilets | 4.55 | 4.41 | 4.55 |

10.3.2 The results at the aggregate level are mixed, with six service elements showing positive increases in mean satisfaction scores between years, but with 12 service elements showing decreases.

- 10.3.3 Accuracy of the information provided by court staff shows no real difference in results between 2013 and 2015, however, the decline in 2017 is significant compared to both 2013 and 2015. Meanwhile, helpfulness of the information provided by court staff shows a significant decline in mean scores between 2015 and 2017, although the difference between 2013 and 2015/2017 is not significant.
- 10.3.4 Although there is no real difference in mean scores for satisfaction with waiting times at the public counter between 2015 and 2017, the drop in scores between 2013 and 2015/2017 is significant.
- 10.3.5 Mean scores for satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait show a significant increase between 2013 and 2015, but then also a significant decrease between 2015 and 2017. The difference between 2013 and 2017 is not significant.
- 10.3.6 Satisfaction with attempts by court staff to keep respondents informed about why they had to wait show no significant differences between 2013 and 2015, or over the longer term between 2013 and 2017. However, the decline in mean scores between 2015 and 2017 is significant.
- 10.3.7 For satisfaction with both the range of food and drink, and the quality of food and drink available, although the increases between 2013 and 2015 are not large enough to be considered significant, the increases between 2013 and 2017, and between 2015 and 2017 are significant, suggesting a true improvement both in the short term and over the longer term. Meanwhile, although the year on year differences for satisfaction with service in the cafeteria are not large enough to be significant, the increase between 2013 and 2017 is significant, suggesting a true increase over the longer term.
- 10.3.8 The increase in mean satisfaction with comfort of the public entrance/area outside the court building between 2013 and 2015 is not large enough to be significant, and there is no real difference between the scores in 2013 and 2017. However, the decline in scores between 2015 and 2017 is statically significant. The same pattern is prevalent in relation to safety and security of the public entrance/area outside the court building, where differences between 2013 and 2015, and between 2013 and 2017, are not significant, but the difference between 2015 and 2017 is significant, although this time the change is positive, with an increase in mean scores between 2015 and 2017.
- 10.3.9 Comfort of the waiting areas shows a significant increase in mean scores between 2013 and 2015, and between 2013 and 2017. The difference between 2015 and 2017, however, is not large enough to be significant. Meanwhile, cleanliness of the waiting areas shows no real difference between 2013 and 2015, but does show significant decreases in mean satisfaction between 2013 and 2017, and between 2015 and 2017.
- 10.3.10 Although the comfort of the court room shows no significant difference between 2013 and 2015, or between 2013 and 2017, the decrease in the mean satisfaction score between 2015 and 2017 is significant. Meanwhile, both the cleanliness and safety and security of the court room show significant decreases in mean scores between 2013 and 2017, and between 2015 and 2017 (the differences between 2013 and 2015 are not significant).

10.3.11 Similarly, satisfaction with the comfort of the toilet facilities shows a significant decrease in mean scores between 2013 and 2017, and between 2015 and 2017 (the difference between 2013 and 2015 is not significant). The increase in mean scores for the cleanliness of the toilets between 2013 and 2015 is not large enough to be significant, however, the decline between 2015 and 2017 is significant (there is no real difference between 2013 and 2017). Meanwhile, the drop in mean scores in 2015 compared to both 2013 and 2017 is significant, suggesting a dip in satisfaction with this element in 2015 but which has recovered in 2017.

10.3.12 Although many of the differences at the aggregate level show a decline in mean satisfaction scores, it should be noted that the mean scores in 2017 remain high, generally above 4.00, indicating that most respondents are still 'fairly' or 'very' satisfied.

10.4 Within Sherifdom Analysis

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

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

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

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

Glasgow and Strathkelvin

10.4.4 Table 46 provides the (weighted) mean satisfaction scores for the sherifdom of Glasgow and Strathkelvin.

10.4.5 Significant differences are apparent year on year for overall satisfaction, with mean scores increasing between 2013 and 2015, but then dropping again between 2015 and 2017. There is no significant difference between 2013 and 2017.

Table 46. Glasgow and Strathkelvin: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|------------|------|------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.42 | 4.71 | 4.50 |
| Ease of finding out where in the building to go | 4.80 | 4.64 | 4.69 |
| Helpfulness of court staff | 4.64 | 4.81 | 4.71 |
| Politeness of court staff | 4.67 | 4.83 | 4.77 |
| Accuracy of information provided by court staff | 4.91 | 4.83 | 4.42 |
| Helpfulness of information provided by court staff | 4.79 | 4.88 | 4.49 |
| Satisfaction with time waited to take part in court proceedings | 3.56 | 3.92 | 3.77 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 3.89 | 4.30 | 3.62 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.06 | 4.29 | 3.74 |
| Comfort of waiting areas | 3.73 | 4.52 | 3.98 |
| Cleanliness of waiting areas | 4.62 | 4.88 | 4.62 |
| Safety and security of waiting areas | 4.53 | 4.74 | 4.59 |
| Comfort of court room | 4.23 | 4.68 | 4.27 |
| Cleanliness of court room | 4.73 | 4.94 | 4.66 |
| Safety and security of court room | 4.76 | 4.91 | 4.66 |
| Comfort of the toilets | 4.04 | 3.85 | 3.41 |
| Cleanliness of the toilets | 4.04 | 4.23 | 4.05 |
| Safety and security of the toilets | 4.34 | 4.30 | 4.53 |

- 10.4.6 For ease of finding where to go in the building, the decrease in mean satisfaction score between 2013 and 2015 is significant, however, there is no real difference between the scores in 2015 and 2017, or between 2013 and 2017.
- 10.4.7 In relation to both the helpfulness and politeness of court staff, the increases from 2013 to 2015 are significant (however, the differences between 2013 and 2017, and 2015 and 2017, are not significant).
- 10.4.8 Both the accuracy and helpfulness of the information provided by court staff shows a significant decrease from 2015 to 2017, and between 2013 and 2017 (the changes between 2013 and 2015 are not significant, however).
- 10.4.9 The increase in satisfaction with waiting times to take part in court proceedings between 2013 and 2015 is significant, though the slight decline again in 2017 is not large enough to provide a significant difference to either 2013 or 2015. Meanwhile, satisfaction with attempts by court staff to keep respondents informed about how much longer they had had to wait appears to have peaked in 2015, with the increase at this point significant

compared to both 2013 and 2017, while the results in 2013 and 2017 are not statistically different. Satisfaction with attempts by court staff to keep respondents informed about why they had had to wait show a decrease between 2015 and 2017 (although the differences between 2013 and 2015, and between 2013 and 2017, are not significant).

10.4.10 In relation to the comfort, cleanliness, and safety and security of the waiting areas, satisfaction appears to peak in 2015, with the increases between 2013 and 2015, and corresponding decreases between 2015 and 2017 both significant (the differences between 2013 and 2017 are not significant). The same pattern is prevalent for the comfort, cleanliness, and safety and security of the court room.

10.4.11 While the decline in satisfaction with the comfort of the toilet facilities was not large enough to be significant between 2013 and 2015, the further drop in mean scores into 2017 is significant between both 2015 and 2017, and between 2013 and 2017. This suggests there has been a real decline in satisfaction with this element both over the short term and the longer term. Conversely, the increase in mean scores for satisfaction with the safety and security of the toilet facilities between 2015 and 2017 is significant (although the changes between 2013 and 2015, and between 2013 and 2017 are not).

Grampian, Highland and Islands

10.4.12 Table 47 provides the (weighted) mean satisfaction scores for the sheriffdom of Grampian, Highland and Islands. This shows that few service elements have significant differences between mean scores, suggesting that results for this sheriffdom have been fairly consistent over time.

10.4.13 In relation to both the accuracy and helpfulness of the information provided by court staff, the increase in mean satisfaction scores from 2013 to 2015 represents a significant change (although the differences between 2015 and 2017, and between 2013 and 2017, are not significant).

10.4.14 While there were no significant changes in satisfaction with the comfort or cleanliness of the public entrance, the increase in mean scores for its safety and security between 2015 and 2017 does represent a significant improvement.

10.4.15 The mean satisfaction score for the comfort of the waiting areas increased significantly between 2013 and 2015, and between 2013 and 2017 (although the difference between 2015 and 2017 shows no real change). Meanwhile, the comfort of the court room shows a significant increase in mean satisfaction between 2013 and 2015 (although the changes between 2015 and 2017, and between 2013 and 2017, were not significant).

10.4.16 Finally, satisfaction with comfort of the toilets in the court building appears to have peaked in 2015, where the mean score is significantly higher than in both 2013 and 2017 (there is no significant difference between 2013 and 2017).

Table 47. Grampian, Highland and Islands: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|-------------|-------------|-------------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.52 | 4.59 | 4.54 |
| Ease of finding out where in the building to go | 4.83 | 4.89 | 4.87 |
| Helpfulness of court staff | 4.81 | 4.88 | 4.84 |
| Politeness of court staff | 4.85 | 4.88 | 4.89 |
| Accuracy of information provided by court staff | 4.72 | 4.86 | 4.82 |
| Helpfulness of information provided by court staff | 4.74 | 4.90 | 4.83 |
| Satisfaction with time waited to take part in court proceedings | 3.77 | 3.82 | 3.84 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 4.08 | 4.23 | 4.04 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.20 | 4.23 | 4.19 |
| Comfort of the public entrance/area outside the court building | 3.87 | 4.08 | 3.89 |
| Cleanliness of the public entrance/area outside the court building | 4.54 | 4.70 | 4.69 |
| Safety and security of the public entrance/area outside the court building | 4.58 | 4.35 | 4.69 |
| Comfort of waiting areas | 3.47 | 3.95 | 3.97 |
| Cleanliness of waiting areas | 4.73 | 4.78 | 4.72 |
| Safety and security of waiting areas | 4.65 | 4.49 | 4.64 |
| Comfort of court room | 4.23 | 4.51 | 4.41 |
| Cleanliness of court room | 4.82 | 4.86 | 4.79 |
| Safety and security of court room | 4.80 | 4.84 | 4.76 |
| Comfort of the toilets | 3.85 | 4.21 | 3.67 |
| Cleanliness of the toilets | 4.56 | 4.64 | 4.55 |

Lothian and Borders

10.4.17 Table 48 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Lothian and Borders sheriffdom. Again, less than half of the service elements show significant differences over time, suggesting a good level of consistency in results between survey years.

Table 48. Lothian and Borders: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|------------|------|------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.26 | 4.14 | 4.50 |
| Ease of finding out where in the building to go | 4.77 | 4.60 | 4.89 |
| Helpfulness of court staff | 4.68 | 4.72 | 4.69 |
| Politeness of court staff | 4.77 | 4.84 | 4.75 |
| Accuracy of information provided by court staff | 4.64 | 4.56 | 4.67 |
| Helpfulness of information provided by court staff | 4.60 | 4.52 | 4.59 |
| Satisfaction with time waited to take part in court proceedings | 3.39 | 3.34 | 3.51 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 3.62 | 3.54 | 3.66 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 3.55 | 3.50 | 3.63 |
| Comfort of the public entrance/area outside the court building | 4.15 | 3.94 | 4.54 |
| Cleanliness of the public entrance/area outside the court building | 4.51 | 4.54 | 4.60 |
| Safety and security of the public entrance/area outside the court building | 4.37 | 4.28 | 4.55 |
| Comfort of waiting areas | 3.46 | 3.68 | 4.11 |
| Cleanliness of waiting areas | 4.45 | 4.51 | 4.49 |
| Safety and security of waiting areas | 4.10 | 4.39 | 4.44 |
| Comfort of court room | 4.14 | 3.75 | 4.32 |
| Cleanliness of court room | 4.62 | 4.61 | 4.65 |
| Safety and security of court room | 4.48 | 4.52 | 4.66 |

- 10.4.18 The increase in overall satisfaction in 2017 is a significant increase compared to both 2015 and 2013 (although the difference between 2013 and 2015 is not significant), thereby indicating a real improvement both in the short and longer term.
- 10.4.19 In relation to ease of finding where to go in the court building, the decline in mean scores between 2013 and 2015, and the increase between 2015 and 2017, are significant. Further, the increase in scores between 2013 and 2017 is also significant, indicating an improvement both in the short term and over the longer term.
- 10.4.20 Satisfaction with the comfort of both the public entrance and waiting areas shows significant increases in 2017 compared to both 2015 and 2013 (although the differences between 2013 and 2015 are not significant). Further, the increase in satisfaction with safety and security of the public entrance between 2015 and 2017 is also significant, while the increase in satisfaction with safety and security of the waiting areas shows a

significant increase between 2013 and 2015, and between 2013 and 2017 (although the increase between 2015 and 2017 is not significant).

- 10.4.21 The comfort of the court room appears to have suffered a dip in satisfaction levels in 2015, when the mean score was significantly lower than both 2013 and 2017 levels (there is no significant difference in mean scores between 2013 and 2017). Meanwhile, although the year on year increases in mean satisfaction with the safety and security of the court room are not significant, the increase between 2013 and 2017 is significant, indicating a real improvement over the longer period.

North Strathclyde

- 10.4.22 Table 49 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the North Strathclyde sheriffdom. Very few service elements show significant differences in this sheriffdom, suggesting that results have been fairly consistent over time. The only differences that are prevalent relate to satisfaction with the comfort, cleanliness, and safety and security of the facilities.
- 10.4.23 Satisfaction with the comfort of the public entrance shows a significant decrease in mean scores between 2015 and 2017 (although the differences between 2013 and 2015, and between 2013 and 2017, are not significant). Meanwhile, satisfaction with the cleanliness of the public entrance shows a significant increase between 2013 and 2015 (while there is no real difference between 2015 and 2017, or between 2013 and 2017).
- 10.4.24 Comfort of the court room appears to have peaked in 2015, with the mean satisfaction score in that year being significantly higher than both 2013 and 2017 (although there is no real difference between 2013 and 2017). Satisfaction with both the cleanliness and safety and security of the court room, however, appears to have declined in 2017 compared to both 2013 and 2015 (although the differences between 2013 and 2015 are not significant for either measure).
- 10.4.25 Satisfaction with the comfort of the toilet facilities also appears to have declined in 2017 compared to both 2013 and 2015 (with the difference between 2013 and 2015 not significant). Meanwhile, satisfaction with the cleanliness of the toilets appears to have peaked in 2015, with the mean satisfaction score being significantly higher than in both 2013 and 2017 (and with no significant difference between 2013 and 2017).
- 10.4.26 Finally, satisfaction with the safety and security of the toilet facilities declined between 2013 and 2015, and while there appears to have been some recovery in the mean score in 2017, the increase is not large enough to be significant.

Table 49. North Strathclyde: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|-------------|-------------|-------------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.52 | 4.61 | 4.59 |
| Ease of finding out where in the building to go | 4.82 | 4.83 | 4.79 |
| Helpfulness of court staff | 4.78 | 4.87 | 4.87 |
| Politeness of court staff | 4.82 | 4.89 | 4.89 |
| Accuracy of information provided by court staff | 4.72 | 4.75 | 4.71 |
| Helpfulness of information provided by court staff | 4.75 | 4.84 | 4.79 |
| Satisfaction with time waited to take part in court proceedings | 3.68 | 3.81 | 3.75 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 4.04 | 4.08 | 4.02 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.05 | 4.02 | 4.11 |
| Comfort of the public entrance/area outside the court building | 3.94 | 4.17 | 3.73 |
| Cleanliness of the public entrance/area outside the court building | 4.12 | 4.45 | 4.28 |
| Safety and security of the public entrance/area outside the court building | 4.18 | 4.30 | 4.40 |
| Comfort of waiting areas | 4.00 | 4.20 | 4.06 |
| Cleanliness of waiting areas | 4.62 | 4.65 | 4.47 |
| Safety and security of waiting areas | 4.59 | 4.46 | 4.43 |
| Comfort of court room | 4.35 | 4.61 | 4.29 |
| Cleanliness of court room | 4.81 | 4.87 | 4.56 |
| Safety and security of court room | 4.81 | 4.79 | 4.54 |
| Comfort of the toilets | 4.04 | 4.10 | 3.80 |
| Cleanliness of the toilets | 4.22 | 4.47 | 4.20 |
| Safety and security of the toilets | 4.60 | 4.36 | 4.50 |

South Strathclyde, Dumfries and Galloway

10.4.27 Table 50 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the South Strathclyde, Dumfries and Galloway sheriffdom.

Table 50. South Strathclyde, Dumfries and Galloway: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|-------------|-------------|-------------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.61 | 4.74 | 4.60 |
| Ease of finding out where in the building to go | 4.86 | 4.93 | 4.83 |
| Helpfulness of court staff | 4.86 | 4.94 | 4.91 |
| Politeness of court staff | 4.90 | 4.94 | 4.88 |
| Accuracy of information provided by court staff | 4.85 | 4.94 | 4.64 |
| Helpfulness of information provided by court staff | 4.82 | 4.91 | 4.74 |
| Satisfaction with time waited to take part in court proceedings | 3.79 | 4.17 | 3.82 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 4.04 | 4.51 | 4.06 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.05 | 4.45 | 4.12 |
| Comfort of the public entrance/area outside the court building | 4.24 | 4.69 | 4.12 |
| Cleanliness of the public entrance/area outside the court building | 4.59 | 4.78 | 4.51 |
| Safety and security of the public entrance/area outside the court building | 4.62 | 4.72 | 4.54 |
| Comfort of waiting areas | 4.37 | 4.60 | 4.29 |
| Cleanliness of waiting areas | 4.80 | 4.78 | 4.56 |
| Safety and security of waiting areas | 4.76 | 4.70 | 4.57 |
| Comfort of court room | 4.62 | 4.75 | 4.38 |
| Cleanliness of court room | 4.85 | 4.88 | 4.62 |
| Safety and security of court room | 4.84 | 4.84 | 4.62 |
| Comfort of the toilets | 4.03 | 4.46 | 4.01 |
| Cleanliness of the toilets | 4.36 | 4.59 | 4.33 |
| Safety and security of the toilets | 4.61 | 4.71 | 4.58 |

10.4.28 In relation to ease of finding out where in the court building to go, there has been a significant decline in mean scores between 2015 and 2017. The differences between all other years were not significant.

- 10.4.29 The helpfulness of court staff, however, shows a significant increase in mean scores between 2013 and 2015. Again, the differences between all other years were not significant.
- 10.4.30 While the increase in the mean score for the accuracy of information provided by court staff between 2013 and 2015 was not large enough to be significant, the drop in 2017 is significant compared to both 2015 and 2013. Similarly, although the increase in mean scores for the helpfulness of information provided was not significant between 2013 and 2015, the decrease in 2017 was significant, although this time only compared to 2015 (the drop was not extensive enough to be significantly different to 2013).
- 10.4.31 Satisfaction with waiting times to take part in court proceedings appears to have peaked in 2015, with the increase in mean scores in this year being significant compared to both 2013 and 2017. There is no real difference in scores between 2013 and 2017. The same pattern is also prevalent for:
- satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait;
 - satisfaction with attempts by court staff to keep respondents informed about why they had to wait;
 - comfort of the public entrance/area outside the court building; and
 - comfort of the toilets.
- 10.4.32 For a number of measures, the increase in mean score between 2013 and 2015 was not large enough to be significant, though the decline in 2017 is significant compared to 2015 (although the drop was not extensive enough to be significant compared to 2013). These measures include:
- cleanliness of the public entrance/area outside the court building;
 - safety and security of the public entrance/area outside the court building;
 - comfort of waiting areas;
 - comfort of court room; and
 - cleanliness of the toilets.
- 10.4.33 The cleanliness of the waiting areas shows a year on year decline in mean scores. While the drop between 2013 and 2015 is not large enough to be significant, the further drop in 2017 is significant compared to both 2015 and 2013.
- 10.4.34 Finally, while there were no real differences in satisfaction with the cleanliness or safety and security of the court room between 2013 and 2015, the drop in 2017 is significant compared to both 2015 and 2013.

Tayside, Central and Fife

- 10.4.35 Table 51 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the Tayside, Central and Fife sheriffdom.

Table 51. Tayside, Central and Fife: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|---|------------|------|------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.31 | 4.12 | 4.32 |
| Ease of finding out where in the building to go | 4.91 | 4.89 | 4.86 |
| Helpfulness of court staff | 4.60 | 4.40 | 4.58 |
| Politeness of court staff | 4.72 | 4.50 | 4.69 |
| Accuracy of information provided by court staff | 4.57 | 4.32 | 4.59 |
| Helpfulness of information provided by court staff | 4.58 | 4.37 | 4.59 |
| Satisfaction with time waited to take part in court proceedings | 3.71 | 3.30 | 3.55 |
| Satisfaction with attempts by court staff to keep respondents informed about how much longer they had to wait | 3.87 | 3.44 | 3.78 |
| Satisfaction with attempts by court staff to keep respondents informed about why they had to wait | 4.03 | 3.48 | 3.87 |
| Comfort of waiting areas | 3.46 | 3.31 | 3.60 |
| Cleanliness of waiting areas | 4.52 | 4.17 | 4.38 |
| Safety and security of waiting areas | 4.50 | 4.16 | 4.34 |
| Comfort of court room | 4.19 | 3.61 | 3.89 |
| Cleanliness of court room | 4.66 | 4.39 | 4.62 |
| Safety and security of court room | 4.68 | 4.40 | 4.66 |
| Comfort of the toilets | 4.09 | 3.77 | 3.87 |
| Cleanliness of the toilets | 4.32 | 4.05 | 4.16 |
| Safety and security of the toilets | 4.52 | 4.28 | 4.14 |

10.4.36 After a dip in overall satisfaction between 2013 and 2015, mean scores have recovered again in 2017 (the year on year differences are significant, but there is no real difference between 2013 and 2017). The same pattern is shown for:

- helpfulness of court staff;
- politeness of court staff;
- accuracy of information provided by court staff;
- helpfulness of information provided by court staff;
- satisfaction with court staff attempts to keep them informed about how much longer they had to wait;
- satisfaction with court staff attempts to keep them informed about why they had to wait;
- cleanliness of the waiting areas;
- comfort of the court room;
- cleanliness of the court room; and
- safety and security of the court room.

- 10.4.37 In relation to satisfaction with the time waited to take part in court proceedings, there was a significant decrease in mean scores between 2013 and 2015. Despite a slight increase again in 2017, this has not been large enough to reach earlier levels, or to be significant (compared to either 2013 or 2015). The same pattern is shown for satisfaction with the safety and security of the waiting areas.
- 10.4.38 Finally, while satisfaction with the safety and security of the toilet facilities does not show any significant differences year on year, the decrease in mean scores between 2013 and 2017 is significant, indicating a real drop in satisfaction with this element over the longer term.

High Court and Court of Session

- 10.4.39 Table 52 shows the (weighted) mean satisfaction scores for each of the key variables in each survey year for respondents within the High Court and Court of Session.
- 10.4.40 None of the service related elements show any significant differences between the three survey years, indicating that results have been fairly consistent over time. The only significant differences were in relation to court facilities.
- 10.4.41 While the dip in satisfaction with both the comfort and cleanliness of the public entrance/area outside the court building in 2015 was not large enough to be significant compared to 2013, the increase in 2017 is significant compared to 2015 (the difference between 2013 and 2017 is not significant). Meanwhile, the dip in 2015 for the safety and security of the public entrance/area outside the court building was significant compared to both 2013 and the recovery in 2017 (although there is no significant difference between 2013 and 2017).
- 10.4.42 Conversely, the apparent peak in mean satisfaction scores in 2015 for the comfort of the court room does represent a significant increase compared to 2013, though the subsequent reduction in 2017 is not large enough to be significant compared to either 2015 or 2013.
- 10.4.43 Finally, satisfaction with the safety and security of the toilets shows a significant dip in 2015 compared to both 2013 and 2017. There is no significant difference between 2013 and 2017, despite the mean score in 2017 remaining below the 2013 level.

Table 52. High Court and Court of Session: Mean Scores 2013, 2015 and 2017

| SATISFACTION VARIABLE | MEAN SCORE | | |
|--|-------------|-------------|-------------|
| | 2013 | 2015 | 2017 |
| Overall Satisfaction | 4.63 | 4.65 | 4.62 |
| Ease of finding out where in the building to go | 4.75 | 4.65 | 4.75 |
| Helpfulness of court staff | 4.87 | 4.87 | 4.83 |
| Politeness of court staff | 4.88 | 4.91 | 4.89 |
| Accuracy of information provided by court staff | 4.72 | 4.79 | 4.73 |
| Helpfulness of information provided by court staff | 4.85 | 4.82 | 4.73 |
| Satisfaction with time waited to take part in court proceedings | 3.75 | 3.92 | 3.76 |
| Comfort of the public entrance/area outside the court building | 4.19 | 3.99 | 4.27 |
| Cleanliness of the public entrance/area outside the court building | 4.50 | 4.45 | 4.64 |
| Safety and security of the public entrance/area outside the court building | 4.64 | 4.21 | 4.58 |
| Comfort of waiting areas | 4.42 | 4.29 | 4.37 |
| Cleanliness of waiting areas | 4.83 | 4.85 | 4.72 |
| Safety and security of waiting areas | 4.82 | 4.66 | 4.67 |
| Comfort of court room | 4.31 | 4.55 | 4.39 |
| Cleanliness of court room | 4.81 | 4.88 | 4.82 |
| Safety and security of court room | 4.80 | 4.87 | 4.80 |
| Comfort of the toilets | 4.14 | 4.04 | 4.21 |
| Cleanliness of the toilets | 4.68 | 4.60 | 4.57 |
| Safety and security of the toilets | 4.73 | 4.46 | 4.69 |

10.5 Conclusion

10.5.1 The aggregate level comparisons provide mixed results this year. While the year on year increases in overall satisfaction did not prove to be significant, the sustained upward trend remains encouraging. In addition, improvements were prevalent for satisfaction with the catering facilities, as well as with safety and security of the public entrance and the toilets, and the comfort of waiting areas. However, a larger number of service elements showed a decline in mean satisfaction scores, including the accuracy and helpfulness of information provided by court staff, satisfaction with waiting times to be served at a public counter, information provided by court staff regarding the length of the wait and the reasons for waiting, the comfort of the public entrance, the cleanliness of waiting areas, the comfort, cleanliness, and safety and security of the court room, as well as the comfort and cleanliness of the toilets. Despite the number of service elements showing a decline in mean satisfaction scores, however, it should be noted

that the mean scores in 2017 remain high, with most respondents still 'fairly' or 'very' satisfied with each service element.

- 10.5.2 A number of sheriffdoms show only a few elements with significant differences suggesting consistency in results across the three survey years. These included Grampian, Highland and Islands, Lothian and Borders, North Strathclyde and the High Court and Court of Session. Further, those differences that are prevalent in Lothian and Borders are generally positive and reflect improving mean scores. While Tayside, Central and Fife shows a large number of significant differences with service elements, encouragingly these are largely due to a dip in scores in 2015, with 2017 scores returning to higher levels. Conversely, in South Strathclyde, Dumfries and Galloway, there appears to largely be a peak in scores in 2015, with 2017 results dropping in comparison, although it should be noted that the 2017 scores are largely comparable with those in 2013, and remain reasonably high. Glasgow and Strathkelvin provides more mixed results, although in many cases the reductions in mean scores in 2017 again largely reflect a peak in 2015 and scores returning closer to 2013 levels.
- 10.5.3 It should be noted when interpreting these results that most sheriffdoms have been affected by court closures over recent years which may have had some impact upon the changes shown. These changes took place between the 2013 and 2015 surveys, with 14 courts closed in Grampian, Highland and Islands; Lothian and Borders; North Strathclyde; South Strathclyde, Dumfries and Galloway; and Tayside Central and Fife. As this survey aims to measure satisfaction with the service received on the days interviewers visited courts and SCTS staff administered questionnaires to samples of serving jurors in 2017, it is not possible to track respondents between years to establish the extent and/or nature of any such impact.
- 10.5.4 Also, whilst weighting the data by user group profile facilitates reliable comparisons over time within sheriffdoms, it does not necessarily represent accurate/fair variations between sheriffdoms. The differences in sample profiles between sheriffdoms may have a bearing on some of the results. For example, in 2017, only 8% of the sample in the High Court and Court of Session comprised accused in a criminal case and their supporters, compared to 25% in Glasgow and Strathkelvin, and 37% in Tayside, Central and Fife. As such, any apparent differences in satisfaction between sheriffdoms should not be considered reliable.

11. SUMMARY / CONCLUSIONS

- 11.1.1 As with previous sweeps of the survey, this year's survey has provided mostly positive results. The majority of respondents (92%) stated they were either 'very' or 'fairly' satisfied with the services the SCTS provides overall. Time series analysis shows that the mean overall satisfaction score has improved over the last three sweeps of the survey from 4.46 in 2013, to 4.50 in 2015, and 4.51 this year. While these increases were not significant at the aggregate level, the continued upward trend remains encouraging.
- 11.1.2 At sheriffdom level the results for overall satisfaction are also positive, ranging from 84% in Tayside, Central and Fife to 96% in South Strathclyde, Dumfries and Galloway. Overall levels of satisfaction for professionals and non-professionals were also high, with the majority of professionals (96%) and non-professionals (91%) being either 'very' or 'fairly' satisfied.
- 11.1.3 Most respondents (73%) experienced fairly quick/reasonable journey times to get to the court, travelling up to 30 minutes on the day of the survey. The majority had found staff both helpful (96%), and polite (97%) on the day of the survey. Two thirds (67%) were satisfied with the waiting time to take part in court proceedings, while 60% were told by court staff why they had had to wait, with the majority of these (76%) being satisfied with the reasons given. Most respondents were satisfied with the range (82%) and quality (88%) of food and drink available/purchased, and with the service in the cafeteria (95%). Satisfaction levels were also generally (although not exclusively) above 80% in relation to the comfort, cleanliness and safety and security of the various facilities used.
- 11.1.4 The comparisons of mean satisfaction scores over time indicate improvements in satisfaction with the catering facilities at the aggregate level, as well as with safety and security of the public entrance and the toilets, and the comfort of waiting areas. However, a larger number of areas showed a decline in mean satisfaction scores, including the accuracy and helpfulness of information provided by court staff, satisfaction with waiting times to be served at a public counter, information provided by court staff regarding the length of the wait and the reasons for waiting, the comfort of the public entrance, the cleanliness of waiting areas, the comfort, cleanliness, and safety and security of the court room, as well as the comfort and cleanliness of the toilets. Despite the number of areas showing a decline in mean satisfaction scores, however, it should be noted that the mean scores in 2017 remain high, with most respondents still 'fairly' or 'very' satisfied with each service element.
- 11.1.5 This year's key driver analysis was conducted using two separate models. Across both analysis scenarios, the quality of the contact with court staff is shown to be important, with ease of navigating the court building, range of food and drink available, and waiting times also proving important in influencing overall satisfaction. Improvements in these service elements should result in a corresponding improvement in court users' overall satisfaction.
- 11.1.6 Finally, this year's survey has provided a number of helpful comments from users which can assist the SCTS in making further improvements to its service, with the most prevalent issue focusing upon improving communication about delays, court cases and timings.

Report Appendix A – 2017 Survey Questionnaire



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| | |
|--|---|
| <p>Declaration This interview was conducted by the interviewer named opposite at the specified court. Signature:</p> | <p>Interviewer Name:</p> <p>Interview Date/Time:</p> <p>Court:</p> <p>Interview Number:</p> |
|--|---|

Scottish Courts and Tribunals Service Court User Satisfaction Survey 2017

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

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

Status

Q2. From the list that follows, how would you describe yourself? **SHOW CARD 1. Tick one only.**

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

GO TO Q5

Q3. In what capacity are you attending court today? **SHOW CARD 2. Tick one only.**

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

Q4. For what reason are you attending court today? **SHOW CARD 3. Tick all that apply.**

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

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

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

Use of Scottish Courts and Tribunals Service Website

Q6. In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) website for any of the following reasons? **SHOW CARD 4. Tick all that apply.**

Yes ₁ **CONTINUE**

No ₂ **GO TO Q9**

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

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

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

.....

Getting to Court

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

Yes ₁

No ₂

Can't Remember ₃

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

Walked ₁

Bus ₆

Bicycle ₂

Train ₇

Motorbike ₃

Taxi ₈

Car (driver) ₄

Ferry ₉

Car (passenger) ₅

Other **(tick and write in)** ₁₀ _____

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

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

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

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

Finding your way Around the Court Building

Q13. When you arrived at court today, how did you find out where you needed to go? **SHOW CARD 5. Tick all that apply.**

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

Q14. On a scale of 1 to 5 where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find out where in the building you had to go today? **(CIRCLE NUMBER)**

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

Satisfaction with Court Staff

The next few questions ask about your contact with court staff. The staff we are interested in at this section include reception, security, the public counter staff, court clerks, and court officers.

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

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

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

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

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

Information Provided by Court Staff

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes **CONTINUE**

No **GO TO Q26**

Can't Remember **GO TO Q26**

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

.....
.....

Waiting in Court

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

Yes **CONTINUE**

No **GO TO Q29**

Can't Remember **GO TO Q29**

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

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

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

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

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

Yes **CONTINUE**

No **GO TO Q36**

Can't Remember **GO TO Q36**

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

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

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

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

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

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

Q33. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **court staff's** attempts to keep you informed about **how much longer** you were likely to have to wait today? **(CIRCLE NUMBER)**

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

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

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

Q35. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **court staff's** attempts to keep you informed about **why** you had to wait today? **(CIRCLE NUMBER)**

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

Catering Facilities

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

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

Q37. Which of the catering/vending facilities did you use today? **SHOW CARD 6. Tick all that apply.**

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

Q38. On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the following: **(CIRCLE NUMBER)**

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

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

.....

.....

Other Court Facilities

Q40. Did you use any of the following facilities while you were in the court building today? **SHOW CARD 7. TICK ALL FACILITIES USED.**

Q41. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the **comfort** of those facilities? **CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

Q42. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the **cleanliness** of those facilities? **CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

Q43. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the **safety and security** of those facilities? **CIRCLE ONE NUMBER FOR EACH FACILITY USED.**

| | Q40 | Q41 Comfort | | | | | Q42 Cleanliness | | | | | Q43 Safety & Security | | | | |
|---|--|-------------------|---|---|---|----------------|-------------------|---|---|---|----------------|-----------------------|---|---|---|----------------|
| | Used | Very dissatisfied | | | | Very satisfied | Very dissatisfied | | | | Very satisfied | Very dissatisfied | | | | Very satisfied |
| Public Entrance/Area Outside the Court Building | <input type="checkbox"/> ₁ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Waiting Area/Area Outside Court Room | <input type="checkbox"/> ₂ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Court Room | <input type="checkbox"/> ₃ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Jury Room | <input type="checkbox"/> ₄ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Witness Room | <input type="checkbox"/> ₅ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Agents' Room/Solicitors' Room | <input type="checkbox"/> ₆ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Cells in Court Building | <input type="checkbox"/> ₇ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Sheriff Clerk's Office/ Offices of Court | <input type="checkbox"/> ₈ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Toilets in Court Building | <input type="checkbox"/> ₉ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Cafeteria (public or staff) | <input type="checkbox"/> ₁₀ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| Other (please specify) | <input type="checkbox"/> ₁₁ | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

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

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

.....

.....

Overall Satisfaction

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

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

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

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

Service Development

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

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

Your Feedback

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

Yes 1 No 2

SCTS Feedback

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

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

Demographic Information

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

Q50. If you do not mind, please can you tell us your gender? **SHOW CARD 8.**

Do not wish to say 0
Male 1 Non-Binary 3
Female 2 Other **(tick and write in)** 4_____

Q51. If you do not mind, please can you tell us the age group to which you belong? **SHOW CARD 9.**

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

Q52. If you do not mind, please can you tell us what is your ethnic group? **SHOW CARD 10. Choose ONE section from A to F, then tick ONE box which best describes your ethnic group or background.**

Do not wish to say _0

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

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

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

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

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

- F Other ethnic group**
- Arab, Arab Scottish or Arab British _18
 - Other **(tick and write in)** _19

Particular Facilities and Requirements

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

Yes _1 **GO TO Q54** No _2 **GO TO Q57** Do not wish to say _0 **GO TO Q57**

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

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

- Fully met _1 **GO TO Q57**
- Partially met _2 **GO TO Q56**
- Not met at all _3 **GO TO Q56**

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

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

Yes _1 No _2 Do not wish to say _0

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

Yes **1 CONTINUE** Do not wish to say **0 THANK & CLOSE**
 No **2 THANK & CLOSE**

Q59. Can you tell us what these requirements are?

.....

Q60. Did you use any of the following services/facilities at this court today? **SHOW CARD 11.**

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

Q61. **IF RESPONDENT USED ANY OF THE ABOVE SERVICES ASK:** On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with this service/facility? **(TICK ALL THAT APPLY)**

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

Q62. If dissatisfied, please say why.

.....

THANK RESPONDENT AND CLOSE

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

Report Appendix B – 2017 Crosstabulations for Core Satisfaction Scores

Table 2.1 Interviews at each court

| | Frequency | Valid Percent |
|--------------------------|-----------|---------------|
| Aberdeen SC | 81 | 3.1 |
| Aberdeen SC Civil Annexe | 14 | 0.5 |
| Airdrie SC & JP | 57 | 2.2 |
| Alloa SC & JP | 6 | 0.2 |
| Ayr SC & JP | 71 | 2.7 |
| Banff SC & JP | 12 | 0.5 |
| Campbeltown SC &JP | 10 | 0.4 |
| Coatbridge JP | 15 | 0.6 |
| Dumbarton SC & JP | 50 | 1.9 |
| Dumfries SC & JP | 30 | 1.1 |
| Dundee JP | 6 | 0.2 |
| Dundee SC | 141 | 5.4 |
| Dundee SC Civil Annexe | 8 | 0.3 |
| Dunfermline SC & JP | 58 | 2.2 |
| Dunoon SC & JP | 5 | 0.2 |
| Edinburgh SC & JP | 185 | 7.1 |
| Elgin SC & JP | 29 | 1.1 |
| Falkirk SC & JP | 53 | 2.0 |
| Forfar SC & JP | 31 | 1.2 |
| Fort William SC &JP | 9 | 0.3 |
| Glasgow SC & JP | 392 | 15.0 |
| Greenock SC & JP | 43 | 1.6 |
| Hamilton JP | 7 | 0.3 |
| Hamilton SC | 145 | 5.5 |
| Hamilton SC Civil Annexe | 6 | 0.2 |
| Inverness SC & JP | 34 | 1.3 |
| Jedburgh SC & JP | 16 | 0.6 |
| Kilmarnock SC & JP | 104 | 4.0 |
| Kirkcaldy JP | 14 | 0.5 |
| Kirkcaldy SC | 71 | 2.7 |
| Kirkwall SC & JP | 23 | 0.9 |
| Lanark SC & JP | 39 | 1.5 |
| Lerwick SC & JP | 26 | 1.0 |
| Livingston SC & JP | 46 | 1.8 |
| Lochgilphead JP | 14 | 0.5 |
| Lochmaddy SC | 7 | 0.3 |
| Oban SC & JP | 14 | 0.5 |
| Paisley SC & JP | 163 | 6.2 |
| Perth SC & JP | 55 | 2.1 |
| Peterhead SC & JP | 20 | 0.8 |
| Portree SC & JP | 19 | 0.7 |

| | Frequency | Valid Percent |
|------------------------|-------------|---------------|
| Selkirk SC & JP | 13 | 0.5 |
| Stirling SC & JP | 57 | 2.2 |
| Stornoway SC & JP | 20 | 0.8 |
| Stranraer SC | 29 | 1.1 |
| Tain SC | 21 | 0.8 |
| Wick SC & JP | 29 | 1.1 |
| Court of Session | 28 | 1.1 |
| Aberdeen High Court | 42 | 1.6 |
| Dunfermline High Court | 6 | 0.2 |
| Edinburgh High Court | 111 | 4.2 |
| Glasgow High Court | 105 | 4.0 |
| Livingston High Court | 25 | 1.0 |
| Total | 2615 | 100.0 |

Table 2.2 'Other' Non-Professionals

| | Frequency |
|--------------|------------------|
| Family court | 1 |
| Supporter | 1 |
| Total | 2 |

Table 2.3 'Other' Professionals

| | Frequency |
|----------------------------|-----------|
| Auditor of court | 1 |
| Council officer | 1 |
| Depute Headteacher | 1 |
| GP | 1 |
| In-court advisor | 1 |
| Lay Representative | 4 |
| Listening service | 2 |
| Not specified | 1 |
| Nurse | 1 |
| Paralegal | 1 |
| Representative for Shelter | 1 |
| Security | 2 |
| Shine mentor | 1 |
| Support | 1 |
| Support worker | 1 |
| Voluntary organisation | 1 |
| Warrant officer | 1 |
| Total | 22 |

Table 2.4 'Other' Reasons Professionals were Attending Court

| | Frequency |
|--|-----------|
| Court Police officer | 1 |
| Judicial Taxation | 1 |
| Not Specified | 2 |
| Operations | 1 |
| Public order | 1 |
| Ref | 1 |
| Supporters for sheriff court | 1 |
| Volunteer | 1 |
| Volunteer with victim support scotland | 1 |
| Witness Support | 2 |
| Total | 12 |

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

| | User Group | | | | | | | | Total |
|--|--|--|--------------------------------------|--|---|---|---|----------------------------|------------------------------|
| | 1-Accused in a criminal case and supporters of accused | 2-Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 3-Jurors (selected and not selected) | 4-Victims in a criminal case and supporters of victims | 5-Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 6-Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 7-Advocates, Solicitors and Solicitor Advocates | 8-All other professionals | |
| Glasgow and Strathkelvin | 98 25.1% | 32 8.2% | 44 11.3% | 23 5.9% | 43 11.0% | 41 10.5% | 39 10.0% | 70 17.9% | 390 100.0% |
| Grampian, Highland and Islands | 97 28.3% | 28 8.2% | 23 6.7% | 11 3.2% | 52 15.2% | 37 10.8% | 35 10.2% | 60 17.5% | 343 100.0% |
| Lothian and Borders | 78 27.4% | 16 5.6% | 67 23.5% | 12 4.2% | 28 9.8% | 25 8.8% | 39 13.7% | 20 7.0% | 285 100.0% |
| North Strathclyde | 101 25.1% | 19 4.7% | 86 21.3% | 13 3.2% | 49 12.2% | 29 7.2% | 40 9.9% | 66 16.4% | 403 100.0% |
| South Strathclyde, Dumfries and Galloway | 98 24.6% | 23 5.8% | 61 15.3% | 16 4.0% | 48 12.0% | 39 9.8% | 49 12.3% | 65 16.3% | 399 100.0% |
| Tayside, Central and Fife | 185 36.6% | 27 5.3% | 104 20.6% | 7 1.4% | 60 11.9% | 33 6.5% | 50 9.9% | 40 7.9% | 506 100.0% |
| Court of Session and High Court | 24 8.4% | 17 5.9% | 99 34.6% | 14 4.9% | 15 5.2% | 46 16.1% | 19 6.6% | 52 18.2% | 286 100.0% |
| Total | 681 26.1% | 162 6.2% | 484 18.5% | 96 3.7% | 295 11.3% | 250 9.6% | 271 10.4% | 373 14.3% | 2612 100.0% |

Table 2.6 User Group by Sheriffdom (% within User Group)

| | Sheriffdom | | | | | | | Total |
|--|----------------------------|--------------------------------|----------------------------|----------------------------|--|----------------------------|---------------------------------|------------------------------|
| | Glasgow and Strathkelvin | Grampian, Highland and Islands | Lothian and Borders | North Strathclyde | South Strathclyde, Dumfries and Galloway | Tayside, Central and Fife | Court of Session and High Court | |
| 1 Accused in a criminal case and supporters of accused | 98 14.4% | 97 14.2% | 78 11.5% | 101 14.8% | 98 14.4% | 185 27.2% | 24 3.5% | 681 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 32 19.8% | 28 17.3% | 16 9.9% | 19 11.7% | 23 14.2% | 27 16.7% | 17 10.5% | 162 100.0% |
| 3 Jurors (selected and not selected) | 44 9.1% | 23 4.8% | 67 13.8% | 86 17.8% | 61 12.6% | 104 21.5% | 99 20.5% | 484 100.0% |
| 4 Victims in a criminal case and supporters of victims | 23 24.0% | 11 11.5% | 12 12.5% | 13 13.5% | 16 16.7% | 7 7.3% | 14 14.6% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 43 14.6% | 52 17.6% | 28 9.5% | 49 16.6% | 48 16.3% | 60 20.3% | 15 5.1% | 295 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 41 16.4% | 37 14.8% | 25 10.0% | 29 11.6% | 39 15.6% | 33 13.2% | 46 18.4% | 250 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 39 14.4% | 35 12.9% | 39 14.4% | 40 14.8% | 49 18.1% | 50 18.5% | 19 7.0% | 271 100.0% |
| 8 All other professionals | 70 18.8% | 60 16.1% | 20 5.4% | 66 17.7% | 65 17.4% | 40 10.7% | 52 13.9% | 373 100.0% |
| Total | 390 14.9% | 343 13.1% | 285 10.9% | 403 15.4% | 399 15.3% | 506 19.4% | 286 10.9% | 2612 100.0% |

Table 3.1 First Visit to Court by Sheriffdom

| | First Visit | | Total |
|--|----------------------------|-----------------------------|------------------------------|
| | Yes | No | |
| Glasgow and Strathkelvin | 80 20.5% | 311 79.5% | 391 100.0% |
| Grampian, Highland and Islands | 92 26.9% | 250 73.1% | 342 100.0% |
| Lothian and Borders | 95 33.3% | 190 66.7% | 285 100.0% |
| North Strathclyde | 141 35.3% | 258 64.7% | 399 100.0% |
| South Strathclyde, Dumfries and Galloway | 118 29.9% | 277 70.1% | 395 100.0% |
| Tayside, Central and Fife | 120 24.0% | 380 76.0% | 500 100.0% |
| Court of Session and High Court | 147 51.6% | 138 48.4% | 285 100.0% |
| Total | 793 30.5% | 1804 69.5% | 2597 100.0% |

Table 3.2 First Visit to Court by User Group

| | First Visit | | Total |
|--|----------------------------|-----------------------------|------------------------------|
| | Yes | No | |
| 1 Accused in a criminal case and supporters of accused | 168 25.0% | 505 75.0% | 673 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 64 39.5% | 98 60.5% | 162 100.0% |
| 3 Jurors (selected and not selected) | 288 60.0% | 192 40.0% | 480 100.0% |
| 4 Victims in a criminal case and supporters of victims | 36 37.5% | 60 62.5% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 107 36.3% | 188 63.7% | 295 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 106 42.6% | 143 57.4% | 249 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 8 3.0% | 263 97.0% | 271 100.0% |
| 8 All other professionals | 16 4.3% | 352 95.7% | 368 100.0% |
| Total | 793 30.6% | 1801 69.4% | 2594 100.0% |

Table 3.3 Mode of Travel to Court by Sheriffdom

| | Mode of Travel | | | | | | | | | | Total |
|--|----------------------------|--------------------------|-------------------------|----------------------------|----------------------------|----------------------------|---------------------------|---------------------------|-------------------------|--------------------------|------------------------------|
| | Walked | Bicycle | Motorbike | Car (driver) | Car (passenger) | Bus | Train | Taxi | Ferry | Other | |
| Glasgow and Strathkelvin | 74 18.9% | 2 0.5% | 0 0.0% | 96 24.5% | 68 17.3% | 98 25.0% | 26 6.6% | 21 5.4% | 0 0.0% | 7 1.8% | 392 100.0% |
| Grampian, Highland and Islands | 92 26.9% | 1 0.3% | 4 1.2% | 132 38.6% | 43 12.6% | 59 17.3% | 3 0.9% | 4 1.2% | 1 0.3% | 3 0.9% | 342 100.0% |
| Lothian and Borders | 34 11.9% | 4 1.4% | 0 0.0% | 86 30.2% | 34 11.9% | 101 35.4% | 12 4.2% | 12 4.2% | 0 0.0% | 2 0.7% | 285 100.0% |
| North Strathclyde | 94 23.3% | 1 0.2% | 0 0.0% | 153 38.0% | 55 13.6% | 66 16.4% | 10 2.5% | 20 5.0% | 2 0.5% | 2 0.5% | 403 100.0% |
| South Strathclyde, Dumfries and Galloway | 78 19.5% | 1 0.3% | 3 0.8% | 153 38.3% | 84 21.1% | 52 13.0% | 4 1.0% | 17 4.3% | 0 0.0% | 7 1.8% | 399 100.0% |
| Tayside, Central and Fife | 86 17.1% | 2 0.4% | 2 0.4% | 204 40.6% | 81 16.1% | 86 17.1% | 15 3.0% | 13 2.6% | 0 0.0% | 14 2.8% | 503 100.0% |
| Court of Session and High Court | 41 14.3% | 3 1.0% | 0 0.0% | 56 19.6% | 30 10.5% | 93 32.5% | 45 15.7% | 16 5.6% | 0 0.0% | 2 0.7% | 286 100.0% |
| Total | 499 19.1% | 14 0.5% | 9 0.3% | 880 33.7% | 395 15.1% | 555 21.3% | 115 4.4% | 103 3.9% | 3 0.1% | 37 1.4% | 2610 100.0% |

Table 3.4 Mode of Travel to Court by User Group

| | Mode of Travel | | | | | | | | | | Total |
|--|----------------------------|--------------------------|-------------------------|----------------------------|----------------------------|----------------------------|---------------------------|---------------------------|-------------------------|--------------------------|------------------------------|
| | Walked | Bicycle | Motorbike | Car (driver) | Car (passenger) | Bus | Train | Taxi | Ferry | Other | |
| 1 Accused in a criminal case and supporters of accused | 107 15.7% | 2 0.3% | 4 0.6% | 125 18.4% | 121 17.8% | 210 30.9% | 25 3.7% | 59 8.7% | 1 0.1% | 26 3.8% | 680 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 14 8.7% | 0 0.0% | 0 0.0% | 63 39.1% | 30 18.6% | 43 26.7% | 4 2.5% | 6 3.7% | 0 0.0% | 1 0.6% | 161 100.0% |
| 3 Jurors (selected and not selected) | 35 7.2% | 3 0.6% | 0 0.0% | 205 42.4% | 49 10.1% | 148 30.6% | 34 7.0% | 7 1.4% | 0 0.0% | 3 0.6% | 484 100.0% |
| 4 Victims in a criminal case and supporters of victims | 4 4.2% | 0 0.0% | 0 0.0% | 27 28.1% | 41 42.7% | 15 15.6% | 4 4.2% | 5 5.2% | 0 0.0% | 0 0.0% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 99 33.8% | 3 1.0% | 5 1.7% | 98 33.4% | 22 7.5% | 62 21.2% | 3 1.0% | 1 0.3% | 0 0.0% | 0 0.0% | 293 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 38 15.2% | 1 0.4% | 0 0.0% | 65 26.0% | 68 27.2% | 48 19.2% | 13 5.2% | 15 6.0% | 1 0.4% | 1 0.4% | 250 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 111 41.1% | 1 0.4% | 0 0.0% | 134 49.6% | 6 2.2% | 2 0.7% | 9 3.3% | 5 1.9% | 1 0.4% | 1 0.4% | 270 100.0% |
| 8 All other professionals | 91 24.4% | 4 1.1% | 0 0.0% | 161 43.2% | 58 15.5% | 26 7.0% | 23 6.2% | 5 1.3% | 0 0.0% | 5 1.3% | 373 100.0% |
| Total | 499 19.1% | 14 0.5% | 9 0.3% | 878 33.7% | 395 15.2% | 554 21.3% | 115 4.4% | 103 4.0% | 3 0.1% | 37 1.4% | 2607 100.0% |

Table 3.5 Journey Time to Court by Sheriffdom

| | Journey Time | | | | | Total |
|--|----------------------------|-----------------------------|----------------------------|-------------------------------|--------------------------|------------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | Over 2 hours | |
| Glasgow and Strathkelvin | 69 17.7% | 193 49.6% | 119 30.6% | 4 1.0% | 4 1.0% | 389 100.0% |
| Grampian, Highland and Islands | 93 27.2% | 141 41.2% | 76 22.2% | 23 6.7% | 9 2.6% | 342 100.0% |
| Lothian and Borders | 59 20.8% | 103 36.3% | 87 30.6% | 31 10.9% | 4 1.4% | 284 100.0% |
| North Strathclyde | 144 35.9% | 210 52.4% | 38 9.5% | 8 2.0% | 1 0.2% | 401 100.0% |
| South Strathclyde, Dumfries and Galloway | 111 28.2% | 179 45.5% | 90 22.9% | 12 3.1% | 1 0.3% | 393 100.0% |
| Tayside, Central and Fife | 227 46.0% | 171 34.7% | 62 12.6% | 31 6.3% | 2 0.4% | 493 100.0% |
| Court of Session and High Court | 68 23.9% | 103 36.1% | 75 26.3% | 27 9.5% | 12 4.2% | 285 100.0% |
| Total | 771 29.8% | 1100 42.5% | 547 21.1% | 136 5.3% | 33 1.3% | 2587 100.0% |

Table 3.6 Journey Time to Court by User Group

| | Journey Time | | | | | Total |
|--|----------------------------|-----------------------------|----------------------------|-------------------------------|--------------------------|------------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | Over 2 hours | |
| 1 Accused in a criminal case and supporters of accused | 167 25.3% | 316 47.9% | 134 20.3% | 32 4.8% | 11 1.7% | 660 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 41 25.8% | 61 38.4% | 43 27.0% | 10 6.3% | 4 2.5% | 159 100.0% |
| 3 Jurors (selected and not selected) | 125 25.9% | 211 43.7% | 119 24.6% | 27 5.6% | 1 0.2% | 483 100.0% |
| 4 Victims in a criminal case and supporters of victims | 11 11.5% | 45 46.9% | 39 40.6% | 0 0.0% | 1 1.0% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 130 44.2% | 136 46.3% | 27 9.2% | 1 0.3% | 0 0.0% | 294 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 63 25.2% | 98 39.2% | 58 23.2% | 24 9.6% | 7 2.8% | 250 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 122 45.0% | 65 24.0% | 57 21.0% | 21 7.7% | 6 2.2% | 271 100.0% |
| 8 All other professionals | 112 30.2% | 167 45.0% | 69 18.6% | 20 5.4% | 3 0.8% | 371 100.0% |
| Total | 771 29.8% | 1099 42.5% | 546 21.1% | 135 5.2% | 33 1.3% | 2584 100.0% |

Table 3.7 Distance Travelled to Court by Sheriffdom

| | Distance Travelled | | | | | | Total |
|--|----------------------------|----------------------------|----------------------------|---------------------------------|----------------------------|---------------------------|------------------------------|
| | Up to 1 mile | Over 1 and up to 2 miles | Over 2 and up to 5 miles | Over 5 miles and up to 10 miles | Over 10 and up to 20 miles | Over 20 miles | |
| Glasgow and Strathkelvin | 44 11.4% | 48 12.4% | 125 32.3% | 100 25.8% | 54 14.0% | 16 4.1% | 387 100.0% |
| Grampian, Highland and Islands | 58 17.0% | 55 16.1% | 70 20.5% | 69 20.2% | 43 12.6% | 46 13.5% | 341 100.0% |
| Lothian and Borders | 24 8.5% | 30 10.6% | 59 20.8% | 91 32.2% | 50 17.7% | 29 10.2% | 283 100.0% |
| North Strathclyde | 68 17.0% | 67 16.8% | 121 30.3% | 85 21.3% | 41 10.3% | 17 4.3% | 399 100.0% |
| South Strathclyde, Dumfries and Galloway | 56 14.3% | 46 11.8% | 113 28.9% | 100 25.6% | 49 12.5% | 27 6.9% | 391 100.0% |
| Tayside, Central and Fife | 94 19.0% | 104 21.1% | 108 21.9% | 74 15.0% | 63 12.8% | 51 10.3% | 494 100.0% |
| Court of Session and High Court | 25 8.9% | 36 12.8% | 69 24.6% | 50 17.8% | 52 18.5% | 49 17.4% | 281 100.0% |
| Total | 369 14.3% | 386 15.0% | 665 25.8% | 569 22.1% | 352 13.7% | 235 9.1% | 2576 100.0% |

Table 3.8 Distance Travelled to Court by User Group

| | Distance Travelled | | | | | | Total |
|--|----------------------------|----------------------------|----------------------------|---------------------------------|----------------------------|---------------------------|------------------------------|
| | Up to 1 mile | Over 1 and up to 2 miles | Over 2 and up to 5 miles | Over 5 miles and up to 10 miles | Over 10 and up to 20 miles | Over 20 miles | |
| 1 Accused in a criminal case and supporters of accused | 63 9.5% | 120 18.1% | 207 31.3% | 144 21.8% | 71 10.7% | 57 8.6% | 662 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 9 5.6% | 23 14.4% | 41 25.6% | 44 27.5% | 22 13.8% | 21 13.1% | 160 100.0% |
| 3 Jurors (selected and not selected) | 23 4.8% | 50 10.5% | 133 27.9% | 143 30.0% | 91 19.1% | 37 7.8% | 477 100.0% |
| 4 Victims in a criminal case and supporters of victims | 1 1.0% | 6 6.3% | 34 35.4% | 31 32.3% | 20 20.8% | 4 4.2% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 71 24.1% | 82 27.8% | 85 28.8% | 43 14.6% | 13 4.4% | 1 0.3% | 295 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 26 10.5% | 31 12.6% | 70 28.3% | 54 21.9% | 37 15.0% | 29 11.7% | 247 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 102 37.6% | 23 8.5% | 28 10.3% | 35 12.9% | 40 14.8% | 43 15.9% | 271 100.0% |
| 8 All other professionals | 74 20.3% | 51 14.0% | 66 18.1% | 74 20.3% | 58 15.9% | 42 11.5% | 365 100.0% |
| Total | 369 14.3% | 386 15.0% | 664 25.8% | 568 22.1% | 352 13.7% | 234 9.1% | 2573 100.0% |

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

| | Ease of Finding Way Around Building | | | | | Total |
|--|-------------------------------------|-------------------------|----------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Difficult | Fairly Difficult | Neither Easy nor Difficult | Fairly Easy | Very Easy | |
| Glasgow and Strathkelvin | 2 0.5% | 2 0.5% | 3 0.8% | 100 25.8% | 281 72.4% | 388 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 2 0.6% | 1 0.3% | 36 10.5% | 304 88.6% | 343 100.0% |
| Lothian and Borders | 1 0.4% | 0 0.0% | 4 1.4% | 24 8.4% | 256 89.8% | 285 100.0% |
| North Strathclyde | 1 0.2% | 0 0.0% | 9 2.2% | 65 16.1% | 328 81.4% | 403 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 8 2.0% | 52 13.1% | 338 84.9% | 398 100.0% |
| Tayside, Central and Fife | 0 0.0% | 1 0.2% | 13 2.6% | 45 9.0% | 439 88.2% | 498 100.0% |
| Court of Session and High Court | 0 0.0% | 2 0.7% | 8 2.8% | 49 17.3% | 225 79.2% | 284 100.0% |
| Total | 4 0.2% | 7 0.3% | 46 1.8% | 371 14.3% | 2171 83.5% | 2599 100.0% |

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

| | Ease of Finding Way Around Building | | | | | Total |
|--|-------------------------------------|-------------------------|----------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Difficult | Fairly Difficult | Neither Easy nor Difficult | Fairly Easy | Very Easy | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 5 0.7% | 3 0.4% | 99 14.6% | 569 84.2% | 676 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 1 0.6% | 25 15.5% | 135 83.9% | 161 100.0% |
| 3 Jurors (selected and not selected) | 3 0.6% | 2 0.4% | 30 6.2% | 84 17.4% | 364 75.4% | 483 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 20 20.8% | 76 79.2% | 96 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 0.3% | 32 10.9% | 260 88.7% | 293 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 0.4% | 44 17.7% | 204 81.9% | 249 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.4% | 0 0.0% | 4 1.5% | 23 8.6% | 238 89.5% | 266 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 5 1.3% | 44 11.8% | 323 86.8% | 372 100.0% |
| Total | 4 0.2% | 7 0.3% | 45 1.7% | 371 14.3% | 2169 83.6% | 2596 100.0% |

Table 4.1 Helpfulness of Court Staff by Sheriffdom

| | Helpfulness of Court Staff | | | | | Total |
|--|----------------------------|--------------------------|-------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Unhelpful | Fairly Unhelpful | Neither Unhelpful nor helpful | Fairly Helpful | Very Helpful | |
| Glasgow and Strathkelvin | 3 0.8% | 5 1.3% | 8 2.1% | 69 18.2% | 294 77.6% | 379 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 3 0.9% | 5 1.5% | 33 9.9% | 293 87.7% | 334 100.0% |
| Lothian and Borders | 4 1.5% | 7 2.7% | 6 2.3% | 34 12.9% | 212 80.6% | 263 100.0% |
| North Strathclyde | 3 0.8% | 0 0.0% | 6 1.5% | 29 7.3% | 361 90.5% | 399 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 1 0.3% | 2 0.5% | 27 6.9% | 359 92.3% | 389 100.0% |
| Tayside, Central and Fife | 7 1.5% | 14 3.0% | 19 4.0% | 89 18.9% | 342 72.6% | 471 100.0% |
| Court of Session and High Court | 1 0.4% | 4 1.4% | 3 1.1% | 25 8.9% | 247 88.2% | 280 100.0% |
| Total | 18 0.7% | 34 1.4% | 49 1.9% | 306 12.2% | 2108 83.8% | 2515 100.0% |

Table 4.2 Helpfulness of Court Staff by User Group

| | Helpfulness of Court Staff | | | | | Total |
|--|----------------------------|--------------------------|-------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Unhelpful | Fairly Unhelpful | Neither Unhelpful nor helpful | Fairly Helpful | Very Helpful | |
| 1 Accused in a criminal case and supporters of accused | 12 1.9% | 17 2.7% | 17 2.7% | 131 20.8% | 453 71.9% | 630 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 3 1.9% | 2 1.3% | 21 13.4% | 131 83.4% | 157 100.0% |
| 3 Jurors (selected and not selected) | 6 1.3% | 8 1.7% | 8 1.7% | 46 9.6% | 412 85.8% | 480 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 3 3.3% | 16 17.4% | 73 79.3% | 92 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 1 0.3% | 5 1.7% | 17 5.9% | 266 92.0% | 289 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 4 1.6% | 3 1.2% | 27 11.1% | 210 86.1% | 244 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 0.4% | 21 8.1% | 236 91.5% | 258 100.0% |
| 8 All other professionals | 0 0.0% | 1 0.3% | 9 2.5% | 26 7.2% | 326 90.1% | 362 100.0% |
| Total | 18 0.7% | 34 1.4% | 48 1.9% | 305 12.1% | 2107 83.9% | 2512 100.0% |

Table 4.3 Politeness of Court Staff by Sheriffdom

| | Politeness of Court Staff | | | | | Total |
|--|---------------------------|--------------------------|-----------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Impolite | Fairly Impolite | Neither impolite nor polite | Fairly Polite | Very Polite | |
| Glasgow and Strathkelvin | 0 0.0% | 4 1.1% | 7 1.8% | 64 16.8% | 305 80.3% | 380 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 2 0.6% | 4 1.2% | 22 6.6% | 303 91.5% | 331 100.0% |
| Lothian and Borders | 2 0.8% | 5 1.9% | 8 3.1% | 29 11.1% | 217 83.1% | 261 100.0% |
| North Strathclyde | 0 0.0% | 1 0.3% | 2 0.5% | 39 9.8% | 358 89.5% | 400 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 0.5% | 2 0.5% | 1 0.3% | 28 7.2% | 357 91.5% | 390 100.0% |
| Tayside, Central and Fife | 4 0.9% | 11 2.3% | 11 2.3% | 76 16.2% | 368 78.3% | 470 100.0% |
| Court of Session and High Court | 0 0.0% | 1 0.4% | 5 1.8% | 17 6.0% | 260 91.9% | 283 100.0% |
| Total | 8 0.3% | 26 1.0% | 38 1.5% | 275 10.9% | 2168 86.2% | 2515 100.0% |

Table 4.4 Politeness of Court Staff by User Group

| | Politeness of Court Staff | | | | | Total |
|--|---------------------------|--------------------------|-----------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Impolite | Fairly Impolite | Neither impolite nor polite | Fairly Polite | Very Polite | |
| 1 Accused in a criminal case and supporters of accused | 4 0.6% | 18 2.9% | 13 2.1% | 128 20.4% | 463 74.0% | 626 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 0.6% | 3 1.9% | 14 8.9% | 139 88.5% | 157 100.0% |
| 3 Jurors (selected and not selected) | 4 0.8% | 4 0.8% | 7 1.4% | 48 9.9% | 420 87.0% | 483 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 2 2.2% | 15 16.1% | 76 81.7% | 93 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 1 0.3% | 1 0.3% | 14 4.8% | 274 94.5% | 290 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 1 0.4% | 3 1.2% | 22 9.1% | 215 89.2% | 241 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 3 1.2% | 10 3.9% | 246 95.0% | 259 100.0% |
| 8 All other professionals | 0 0.0% | 1 0.3% | 5 1.4% | 23 6.3% | 334 92.0% | 363 100.0% |
| Total | 8 0.3% | 26 1.0% | 37 1.5% | 274 10.9% | 2167 86.3% | 2512 100.0% |

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

| | Accuracy of Information Provided | | | | | Total |
|--|----------------------------------|-------------------------|---------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Inaccurate | Fairly Inaccurate | Neither Inaccurate nor Accurate | Fairly Accurate | Very Accurate | |
| Glasgow and Strathkelvin | 0 0.0% | 1 0.4% | 4 1.6% | 132 53.9% | 108 44.1% | 245 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 3 1.3% | 35 15.4% | 189 83.3% | 227 100.0% |
| Lothian and Borders | 0 0.0% | 1 0.8% | 2 1.6% | 32 25.2% | 92 72.4% | 127 100.0% |
| North Strathclyde | 3 0.9% | 0 0.0% | 1 0.3% | 82 25.7% | 233 73.0% | 319 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.4% | 0 0.0% | 2 0.8% | 85 33.1% | 169 65.8% | 257 100.0% |
| Tayside, Central and Fife | 3 1.2% | 4 1.6% | 15 5.9% | 50 19.7% | 182 71.7% | 254 100.0% |
| Court of Session and High Court | 0 0.0% | 2 1.0% | 4 2.0% | 40 20.1% | 153 76.9% | 199 100.0% |
| Total | 7 0.4% | 8 0.5% | 31 1.9% | 456 28.0% | 1126 69.2% | 1628 100.0% |

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

| | Accuracy of Information Provided | | | | | Total |
|--|----------------------------------|-------------------------|---------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Inaccurate | Fairly Inaccurate | Neither Inaccurate nor Accurate | Fairly Accurate | Very Accurate | |
| 1 Accused in a criminal case and supporters of accused | 1 0.2% | 1 0.2% | 7 1.6% | 144 33.0% | 283 64.9% | 436 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 1.0% | 0 0.0% | 1 1.0% | 31 29.5% | 72 68.6% | 105 100.0% |
| 3 Jurors (selected and not selected) | 5 1.1% | 2 0.5% | 16 3.6% | 92 21.0% | 324 73.8% | 439 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 34 44.2% | 43 55.8% | 77 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 14 12.0% | 103 88.0% | 117 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 5 2.6% | 6 3.1% | 53 27.2% | 131 67.2% | 195 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 0 0.0% | 27 35.1% | 50 64.9% | 77 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 1 0.6% | 61 33.7% | 119 65.7% | 181 100.0% |
| Total | 7 0.4% | 8 0.5% | 31 1.9% | 456 28.0% | 1125 69.1% | 1627 100.0% |

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

| | Helpfulness of Update Information | | | | | Total |
|--|-----------------------------------|--------------------------|-------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Unhelpful | Fairly Unhelpful | Neither Unhelpful nor Helpful | Fairly Helpful | Very Helpful | |
| Glasgow and Strathkelvin | 0 0.0% | 1 0.4% | 8 3.3% | 104 43.0% | 129 53.3% | 242 100.0% |
| Grampian, Highland and Islands | 1 0.4% | 0 0.0% | 1 0.4% | 32 14.3% | 189 84.8% | 223 100.0% |
| Lothian and Borders | 1 0.8% | 1 0.8% | 3 2.3% | 36 28.1% | 87 68.0% | 128 100.0% |
| North Strathclyde | 1 0.3% | 0 0.0% | 5 1.7% | 50 17.2% | 235 80.8% | 291 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 1 0.4% | 64 24.2% | 199 75.4% | 264 100.0% |
| Tayside, Central and Fife | 2 0.8% | 7 2.8% | 8 3.2% | 58 23.5% | 172 69.6% | 247 100.0% |
| Court of Session and High Court | 0 0.0% | 1 0.5% | 4 1.9% | 45 21.6% | 158 76.0% | 208 100.0% |
| Total | 5 0.3% | 10 0.6% | 30 1.9% | 389 24.3% | 1169 72.9% | 1603 100.0% |

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

| | Helpfulness of Update Information | | | | | Total |
|--|-----------------------------------|--------------------------|-------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Unhelpful | Fairly Unhelpful | Neither Unhelpful nor Helpful | Fairly Helpful | Very Helpful | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 3 0.8% | 5 1.3% | 130 34.0% | 244 63.9% | 382 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 2 2.0% | 28 28.6% | 68 69.4% | 98 100.0% |
| 3 Jurors (selected and not selected) | 4 0.9% | 2 0.5% | 18 4.2% | 87 20.1% | 321 74.3% | 432 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0% | 0 0.0% | 1 1.4% | 24 32.4% | 49 66.2% | 74 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 1 1.0% | 0 0.0% | 0 0.0% | 13 12.9% | 87 86.1% | 101 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 2 1.1% | 1 0.5% | 40 21.5% | 143 76.9% | 186 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 0.8% | 23 19.3% | 95 79.8% | 119 100.0% |
| 8 All other professionals | 0 0.0% | 3 1.4% | 2 1.0% | 44 21.0% | 161 76.7% | 210 100.0% |
| Total | 5 0.3% | 10 0.6% | 30 1.9% | 389 24.3% | 1168 72.9% | 1602 100.0% |

Table 5.5 Use of SCTS Website by Sheriffdom

| | In the last 6 months, have you used the SCTS website? | | Total |
|--|---|-----------------------------|------------------------------|
| | Yes | No | |
| Glasgow and Strathkelvin | 148 38.0% | 241 62.0% | 389 100.0% |
| Grampian, Highland and Islands | 107 31.5% | 233 68.5% | 340 100.0% |
| Lothian and Borders | 74 26.1% | 209 73.9% | 283 100.0% |
| North Strathclyde | 134 33.4% | 267 66.6% | 401 100.0% |
| South Strathclyde, Dumfries and Galloway | 142 35.9% | 253 64.1% | 395 100.0% |
| Tayside, Central and Fife | 134 26.7% | 367 73.3% | 501 100.0% |
| Court of Session and High Court | 100 35.3% | 183 64.7% | 283 100.0% |
| Total | 839 32.4% | 1753 67.6% | 2592 100.0% |

Table 5.6 Use of SCTS Website by User Group

| | SCTS website? | | Total |
|--|----------------------------|-----------------------------|------------------------------|
| | Yes | No | |
| 1 Accused in a criminal case and supporters of accused | 74 10.9% | 603 89.1% | 677 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 45 28.5% | 113 71.5% | 158 100.0% |
| 3 Jurors (selected and not selected) | 150 31.3% | 329 68.7% | 479 100.0% |
| 4 Victims in a criminal case and supporters of victims | 25 26.3% | 70 73.7% | 95 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 34 11.6% | 259 88.4% | 293 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 43 17.3% | 205 82.7% | 248 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 250 93.6% | 17 6.4% | 267 100.0% |
| 8 All other professionals | 218 58.6% | 154 41.4% | 372 100.0% |
| Total | 839 32.4% | 1750 67.6% | 2589 100.0% |

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

| | Wait to be served at counter | | | | Total |
|--|------------------------------|-------------------------|-------------------------|-------------------------------|-----------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | |
| Glasgow and Strathkelvin | 115 99.1% | 1 0.9% | 0 0.0% | 0 0.0% | 116 100.0% |
| Grampian, Highland and Islands | 35 100.0% | 0 0.0% | 0 0.0% | 0 0.0% | 35 100.0% |
| Lothian and Borders | 15 93.8% | 0 0.0% | 1 6.3% | 0 0.0% | 16 100.0% |
| North Strathclyde | 49 100.0% | 0 0.0% | 0 0.0% | 0 0.0% | 49 100.0% |
| South Strathclyde, Dumfries and Galloway | 26 81.3% | 2 6.3% | 2 6.3% | 2 6.3% | 32 100.0% |
| Tayside, Central and Fife | 20 74.1% | 5 18.5% | 1 3.7% | 1 3.7% | 27 100.0% |
| Court of Session and High Court | 28 93.3% | 0 0.0% | 0 0.0% | 2 6.7% | 30 100.0% |
| Total | 288 94.4% | 8 2.6% | 4 1.3% | 5 1.6% | 305 100.0% |

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

| | Wait to be served at counter | | | | Total |
|--|------------------------------|-------------------------|-------------------------|-------------------------------|-----------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | |
| 1 Accused in a criminal case and supporters of accused | 30 93.8% | 1 3.1% | 0 0.0% | 1 3.1% | 32 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 14 87.5% | 1 6.3% | 1 6.3% | 0 0.0% | 16 100.0% |
| 3 Jurors (selected and not selected) | 49 87.5% | 3 5.4% | 2 3.6% | 2 3.6% | 56 100.0% |
| 4 Victims in a criminal case and supporters of victims | 22 95.7% | 0 0.0% | 0 0.0% | 1 4.3% | 23 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 79 100.0% | 0 0.0% | 0 0.0% | 0 0.0% | 79 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 25 92.6% | 1 3.7% | 0 0.0% | 1 3.7% | 27 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 20 95.2% | 0 0.0% | 1 4.8% | 0 0.0% | 21 100.0% |
| 8 All other professionals | 49 96.1% | 2 3.9% | 0 0.0% | 0 0.0% | 51 100.0% |
| Total | 288 94.4% | 8 2.6% | 4 1.3% | 5 1.6% | 305 100.0% |

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

| | | | | | Total |
|--|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 0.9% | 2 1.7% | 83 72.2% | 29 25.2% | 115 100.0% |
| Grampian, Highland and Islands | 1 2.9% | 0 0.0% | 21 60.0% | 13 37.1% | 35 100.0% |
| Lothian and Borders | 0 0.0% | 2 11.8% | 7 41.2% | 8 47.1% | 17 100.0% |
| North Strathclyde | 0 0.0% | 2 4.1% | 26 53.1% | 21 42.9% | 49 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 1 3.1% | 16 50.0% | 15 46.9% | 32 100.0% |
| Tayside, Central and Fife | 2 7.1% | 3 10.7% | 4 14.3% | 19 67.9% | 28 100.0% |
| Court of Session and High Court | 0 0.0% | 1 3.2% | 23 74.2% | 7 22.6% | 31 100.0% |
| Total | 4 1.3% | 11 3.6% | 180 58.6% | 112 36.5% | 307 100.0% |

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

| | | | | | Total |
|--|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 6.3% | 2 6.3% | 20 62.5% | 8 25.0% | 32 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 12 75.0% | 4 25.0% | 16 100.0% |
| 3 Jurors (selected and not selected) | 2 3.4% | 4 6.8% | 16 27.1% | 37 62.7% | 59 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 21 91.3% | 2 8.7% | 23 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 44 55.7% | 35 44.3% | 79 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 1 3.7% | 21 77.8% | 5 18.5% | 27 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 1 4.8% | 19 90.5% | 1 4.8% | 21 100.0% |
| 8 All other professionals | 0 0.0% | 3 6.0% | 27 54.0% | 20 40.0% | 50 100.0% |
| Total | 4 1.3% | 11 3.6% | 180 58.6% | 112 36.5% | 307 100.0% |

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

| | Time waited to take part in court proceedings | | | | | Total |
|--|---|----------------------------|----------------------------|-------------------------------|----------------------------|------------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | Over 2 hours | |
| Glasgow and Strathkelvin | 17 7.8% | 38 17.4% | 75 34.2% | 61 27.9% | 28 12.8% | 219 100.0% |
| Grampian, Highland and Islands | 13 6.3% | 43 20.7% | 59 28.4% | 40 19.2% | 53 25.5% | 208 100.0% |
| Lothian and Borders | 20 13.7% | 31 21.2% | 29 19.9% | 32 21.9% | 34 23.3% | 146 100.0% |
| North Strathclyde | 27 13.2% | 45 22.0% | 54 26.3% | 59 28.8% | 20 9.8% | 205 100.0% |
| South Strathclyde, Dumfries and Galloway | 31 13.1% | 36 15.2% | 94 39.7% | 58 24.5% | 18 7.6% | 237 100.0% |
| Tayside, Central and Fife | 33 11.9% | 53 19.1% | 55 19.9% | 68 24.5% | 68 24.5% | 277 100.0% |
| Court of Session and High Court | 23 15.3% | 29 19.3% | 40 26.7% | 33 22.0% | 25 16.7% | 150 100.0% |
| Total | 164 11.4% | 275 19.1% | 406 28.2% | 351 24.3% | 246 17.1% | 1442 100.0% |

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

| | Time waited to take part in court proceedings | | | | | Total |
|--|---|----------------------------|----------------------------|-------------------------------|----------------------------|------------------------------|
| | Up to 15 minutes | 16 to 30 minutes | 31 minutes to 1 hour | Over 1 hour and up to 2 hours | Over 2 hours | |
| 1 Accused in a criminal case and supporters of accused | 32 8.2% | 74 18.9% | 100 25.6% | 105 26.9% | 80 20.5% | 391 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 11 10.0% | 20 18.2% | 32 29.1% | 22 20.0% | 25 22.7% | 110 100.0% |
| 3 Jurors (selected and not selected) | 62 17.9% | 93 26.9% | 69 19.9% | 82 23.7% | 40 11.6% | 346 100.0% |
| 4 Victims in a criminal case and supporters of victims | 4 5.5% | 2 2.7% | 31 42.5% | 24 32.9% | 12 16.4% | 73 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 2 100.0% | 0 0.0% | 0 0.0% | 2 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 14 8.4% | 18 10.8% | 39 23.4% | 42 25.1% | 54 32.3% | 167 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 28 15.4% | 40 22.0% | 63 34.6% | 46 25.3% | 5 2.7% | 182 100.0% |
| 8 All other professionals | 13 7.7% | 28 16.6% | 69 40.8% | 30 17.8% | 29 17.2% | 169 100.0% |
| Total | 164 11.4% | 275 19.1% | 405 28.1% | 351 24.4% | 245 17.0% | 1440 100.0% |

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

| | Satisfaction with wait to take part in court proceedings | | | | | Total |
|--|--|---------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 11 5.0% | 13 5.9% | 29 13.2% | 130 59.4% | 36 16.4% | 219 100.0% |
| Grampian, Highland and Islands | 7 3.4% | 23 11.1% | 25 12.0% | 97 46.6% | 56 26.9% | 208 100.0% |
| Lothian and Borders | 11 7.3% | 23 15.3% | 32 21.3% | 41 27.3% | 43 28.7% | 150 100.0% |
| North Strathclyde | 12 5.8% | 15 7.2% | 34 16.3% | 101 48.6% | 46 22.1% | 208 100.0% |
| South Strathclyde, Dumfries and Galloway | 9 3.8% | 8 3.3% | 46 19.2% | 135 56.5% | 41 17.2% | 239 100.0% |
| Tayside, Central and Fife | 22 7.8% | 42 14.9% | 67 23.8% | 68 24.2% | 82 29.2% | 281 100.0% |
| Court of Session and High Court | 5 3.4% | 11 7.4% | 33 22.1% | 67 45.0% | 33 22.1% | 149 100.0% |
| Total | 77 5.3% | 135 9.3% | 266 18.3% | 639 43.9% | 337 23.2% | 1454 100.0% |

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

| | Satisfaction with wait to take part in court proceedings | | | | | Total |
|--|--|---------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 21 5.3% | 44 11.1% | 43 10.9% | 177 44.7% | 111 28.0% | 396 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 9 8.1% | 11 9.9% | 9 8.1% | 48 43.2% | 34 30.6% | 111 100.0% |
| 3 Jurors (selected and not selected) | 24 6.7% | 40 11.2% | 121 33.9% | 101 28.3% | 71 19.9% | 357 100.0% |
| 4 Victims in a criminal case and supporters of victims | 1 1.4% | 8 11.0% | 10 13.7% | 44 60.3% | 10 13.7% | 73 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 0 0.0% | 2 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 7 4.2% | 17 10.3% | 34 20.6% | 81 49.1% | 26 15.8% | 165 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 2 1.1% | 8 4.4% | 30 16.6% | 90 49.7% | 51 28.2% | 181 100.0% |
| 8 All other professionals | 13 7.8% | 7 4.2% | 17 10.2% | 96 57.5% | 34 20.4% | 167 100.0% |
| Total | 77 5.3% | 135 9.3% | 265 18.3% | 638 43.9% | 337 23.2% | 1452 100.0% |

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

| | Satisfaction with being informed of waiting times | | | | | Total |
|--|---|---------------------|------------------------------------|----------------------|----------------------|------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 8 4.7% | 12 7.0% | 44 25.6% | 87 50.6% | 21 12.2% | 172 100.0% |
| Grampian, Highland and Islands | 4 2.0% | 15 7.7% | 30 15.3% | 67 34.2% | 80 40.8% | 196 100.0% |
| Lothian and Borders | 6 4.8% | 22 17.6% | 23 18.4% | 41 32.8% | 33 26.4% | 125 100.0% |
| North Strathclyde | 4 2.4% | 4 2.4% | 28 16.9% | 73 44.0% | 57 34.3% | 166 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 0.9% | 4 1.9% | 31 14.6% | 112 52.8% | 63 29.7% | 212 100.0% |
| Tayside, Central and Fife | 13 5.9% | 24 10.8% | 43 19.4% | 63 28.4% | 79 35.6% | 222 100.0% |
| Court of Session and High Court | 4 2.5% | 10 6.3% | 23 14.6% | 44 27.8% | 77 48.7% | 158 100.0% |
| Total | 41 3.3% | 91 7.3% | 222 17.7% | 487 38.9% | 410 32.8% | 1251 100.0% |

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

| | Satisfaction with being informed of waiting times | | | | | Total |
|--|---|---------------------|------------------------------------|----------------------|----------------------|------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 13 4.0% | 42 12.8% | 74 22.6% | 129 39.4% | 69 21.1% | 327 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 2 2.2% | 12 13.2% | 20 22.0% | 39 42.9% | 18 19.8% | 91 100.0% |
| 3 Jurors (selected and not selected) | 14 4.0% | 19 5.5% | 52 14.9% | 91 26.1% | 172 49.4% | 348 100.0% |
| 4 Victims in a criminal case and supporters of victims | 2 3.2% | 3 4.8% | 13 20.6% | 33 52.4% | 12 19.0% | 63 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 0 0.0% | 2 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 5 3.4% | 12 8.1% | 20 13.5% | 60 40.5% | 51 34.5% | 148 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 1 0.9% | 15 12.8% | 58 49.6% | 43 36.8% | 117 100.0% |
| 8 All other professionals | 4 2.6% | 2 1.3% | 27 17.6% | 76 49.7% | 44 28.8% | 153 100.0% |
| Total | 40 3.2% | 91 7.3% | 222 17.8% | 487 39.0% | 409 32.7% | 1249 100.0% |

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

| | Satisfaction with being kept informed about why waiting | | | | | Total |
|--|---|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 8 4.6% | 13 7.5% | 31 17.8% | 92 52.9% | 30 17.2% | 174 100.0% |
| Grampian, Highland and Islands | 4 2.1% | 14 7.2% | 21 10.8% | 60 30.8% | 96 49.2% | 195 100.0% |
| Lothian and Borders | 5 3.7% | 22 16.3% | 25 18.5% | 41 30.4% | 42 31.1% | 135 100.0% |
| North Strathclyde | 5 3.0% | 3 1.8% | 22 13.3% | 68 41.2% | 67 40.6% | 165 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.5% | 4 1.9% | 28 13.6% | 103 50.0% | 70 34.0% | 206 100.0% |
| Tayside, Central and Fife | 10 4.4% | 26 11.5% | 38 16.7% | 60 26.4% | 93 41.0% | 227 100.0% |
| Court of Session and High Court | 3 2.3% | 8 6.0% | 13 9.8% | 54 40.6% | 55 41.4% | 133 100.0% |
| Total | 36 2.9% | 90 7.3% | 178 14.4% | 478 38.7% | 453 36.7% | 1235 100.0% |

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

| | Satisfaction with being kept informed about why waiting | | | | | Total |
|--|---|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 12 3.7% | 42 12.9% | 67 20.6% | 129 39.6% | 76 23.3% | 326 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 3 3.3% | 14 15.6% | 13 14.4% | 39 43.3% | 21 23.3% | 90 100.0% |
| 3 Jurors (selected and not selected) | 8 2.4% | 20 6.0% | 40 11.9% | 90 26.9% | 177 52.8% | 335 100.0% |
| 4 Victims in a criminal case and supporters of victims | 1 1.6% | 3 4.8% | 9 14.5% | 37 59.7% | 12 19.4% | 62 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 0 0.0% | 2 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 6 4.1% | 10 6.8% | 17 11.6% | 59 40.4% | 54 37.0% | 146 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 14 11.6% | 53 43.8% | 54 44.6% | 121 100.0% |
| 8 All other professionals | 5 3.3% | 1 0.7% | 17 11.3% | 70 46.4% | 58 38.4% | 151 100.0% |
| Total | 35 2.8% | 90 7.3% | 178 14.4% | 478 38.8% | 452 36.7% | 1233 100.0% |

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

| | Range of food & drink available | | | | | Total |
|--|---------------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 0.8% | 5 4.1% | 8 6.5% | 41 33.3% | 68 55.3% | 123 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 3 15.0% | 7 35.0% | 10 50.0% | 20 100.0% |
| Lothian and Borders | 3 3.8% | 2 2.5% | 11 13.9% | 23 29.1% | 40 50.6% | 79 100.0% |
| North Strathclyde | 0 0.0% | 3 2.5% | 15 12.6% | 60 50.4% | 41 34.5% | 119 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 2.1% | 2 2.1% | 9 9.5% | 48 50.5% | 34 35.8% | 95 100.0% |
| Tayside, Central and Fife | 1 1.0% | 5 4.9% | 16 15.7% | 15 14.7% | 65 63.7% | 102 100.0% |
| Court of Session and High Court | 3 2.7% | 8 7.3% | 18 16.4% | 35 31.8% | 46 41.8% | 110 100.0% |
| Total | 10 1.5% | 25 3.9% | 80 12.3% | 229 35.3% | 304 46.9% | 648 100.0% |

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

| | Range of food & drink available | | | | | Total |
|--|---------------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 1.3% | 5 6.6% | 5 6.6% | 22 28.9% | 43 56.6% | 76 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 3.4% | 0 0.0% | 9 31.0% | 19 65.5% | 29 100.0% |
| 3 Jurors (selected and not selected) | 8 2.9% | 14 5.1% | 58 21.2% | 83 30.4% | 110 40.3% | 273 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 1 3.2% | 17 54.8% | 13 41.9% | 31 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 2 50.0% | 2 50.0% | 4 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 1.6% | 2 3.1% | 1 1.6% | 24 37.5% | 36 56.3% | 64 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 3 3.2% | 9 9.7% | 37 39.8% | 44 47.3% | 93 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 6 7.8% | 34 44.2% | 37 48.1% | 77 100.0% |
| Total | 10 1.5% | 25 3.9% | 80 12.4% | 228 35.2% | 304 47.0% | 647 100.0% |

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

| | Quality of food & drink | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 0.8% | 5 4.1% | 2 1.6% | 35 28.7% | 79 64.8% | 122 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 1 6.3% | 2 12.5% | 2 12.5% | 11 68.8% | 16 100.0% |
| Lothian and Borders | 2 2.7% | 2 2.7% | 5 6.7% | 24 32.0% | 42 56.0% | 75 100.0% |
| North Strathclyde | 0 0.0% | 1 1.0% | 8 7.9% | 43 42.6% | 49 48.5% | 101 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 2.2% | 1 1.1% | 5 5.6% | 26 28.9% | 56 62.2% | 90 100.0% |
| Tayside, Central and Fife | 0 0.0% | 2 2.1% | 14 14.9% | 19 20.2% | 59 62.8% | 94 100.0% |
| Court of Session and High Court | 0 0.0% | 5 5.1% | 16 16.2% | 29 29.3% | 49 49.5% | 99 100.0% |
| Total | 5 0.8% | 17 2.8% | 52 8.7% | 178 29.8% | 345 57.8% | 597 100.0% |

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

| | Quality of food & drink | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 1.3% | 3 4.0% | 2 2.7% | 22 29.3% | 47 62.7% | 75 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 3.4% | 0 0.0% | 5 17.2% | 23 79.3% | 29 100.0% |
| 3 Jurors (selected and not selected) | 3 1.3% | 9 4.0% | 40 17.9% | 76 33.9% | 96 42.9% | 224 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 6 20.0% | 24 80.0% | 30 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 1 25.0% | 3 75.0% | 4 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 2 3.2% | 1 1.6% | 13 20.6% | 47 74.6% | 63 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 2 2.2% | 5 5.4% | 28 30.1% | 58 62.4% | 93 100.0% |
| 8 All other professionals | 1 1.3% | 0 0.0% | 4 5.1% | 26 33.3% | 47 60.3% | 78 100.0% |
| Total | 5 0.8% | 17 2.9% | 52 8.7% | 177 29.7% | 345 57.9% | 596 100.0% |

Table 7.5 Satisfaction with the Service in the Cafeteria by Sheriffdom

| | The service in the cafeteria | | | | | Total |
|--|------------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 1.0% | 2 2.0% | 2 2.0% | 23 23.0% | 72 72.0% | 100 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 4 100.0% | 4 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 2 4.0% | 4 8.0% | 44 88.0% | 50 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 3 3.0% | 24 24.0% | 73 73.0% | 100 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 2.6% | 0 0.0% | 3 3.8% | 12 15.4% | 61 78.2% | 78 100.0% |
| Tayside, Central and Fife | 0 0.0% | 0 0.0% | 1 2.0% | 6 12.2% | 42 85.7% | 49 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 5 6.7% | 17 22.7% | 53 70.7% | 75 100.0% |
| Total | 3 0.7% | 2 0.4% | 16 3.5% | 86 18.9% | 349 76.5% | 456 100.0% |

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

| | The service in the cafeteria | | | | | Total |
|--|------------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 1.6% | 0 0.0% | 0 0.0% | 12 19.0% | 50 79.4% | 63 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 3.6% | 0 0.0% | 3 10.7% | 24 85.7% | 28 100.0% |
| 3 Jurors (selected and not selected) | 2 1.7% | 0 0.0% | 12 10.0% | 34 28.3% | 72 60.0% | 120 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 3 11.5% | 23 88.5% | 26 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 4 100.0% | 4 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 7 12.3% | 50 87.7% | 57 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 1 1.2% | 3 3.5% | 15 17.6% | 66 77.6% | 85 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 1 1.4% | 12 16.4% | 60 82.2% | 73 100.0% |
| Total | 3 0.7% | 2 0.4% | 16 3.5% | 86 18.9% | 349 76.5% | 456 100.0% |

Table 7.7 Facilities Used by Sheriffdom

| | Facilities Used | | | | | | | | | | | Total |
|--|---|--------------------------------------|--------------|-------------|--------------|--------------------------------|-------------------------|---|---------------------------|-----------------------------|------------|-------------|
| | Public Entrance/Area Outside Court Building | Waiting Area/Area Outside Court Room | Court Room | Jury Room | Witness Room | Agent's Room/ Solicitors' Room | Cells in Court Building | Sheriff Clerk's Office/Offices of Court | Toilets in Court Building | Cafeteria (public or staff) | Other | |
| Glasgow and Strathkelvin | 203 52.3% | 228 58.8% | 255 65.7% | 32 8.2% | 62 16.0% | 34 8.8% | 24 6.2% | 70 18.0% | 167 43.0% | 86 22.2% | 9 2.3% | 388 |
| Grampian, Highland and Islands | 141 41.5% | 138 40.6% | 246 72.4% | 20 5.9% | 50 14.7% | 31 9.1% | 15 4.4% | 105 30.9% | 107 31.5% | 4 1.2% | 8 2.4% | 340 |
| Lothian and Borders | 177 63.0% | 128 45.6% | 201 71.5% | 60 21.4% | 40 14.2% | 39 13.9% | 12 4.3% | 31 11.0% | 99 35.2% | 49 17.4% | 11 3.9% | 281 |
| North Strathclyde | 169 42.3% | 202 50.5% | 278 69.5% | 82 20.5% | 82 20.5% | 34 8.5% | 14 3.5% | 89 22.3% | 166 41.5% | 95 23.8% | 4 1.0% | 400 |
| South Strathclyde, Dumfries and Galloway | 251 63.1% | 183 46.0% | 315 79.1% | 54 13.6% | 63 15.8% | 51 12.8% | 14 3.5% | 81 20.4% | 187 47.0% | 74 18.6% | 5 1.3% | 398 |
| Tayside, Central and Fife | 122 24.3% | 162 32.2% | 353 70.2% | 85 16.9% | 46 9.1% | 42 8.3% | 22 4.4% | 77 15.3% | 131 26.0% | 21 4.2% | 10 2.0% | 503 |
| Court of Session and High Court | 147 51.8% | 133 46.8% | 207 72.9% | 84 29.6% | 45 15.8% | 31 10.9% | 9 3.2% | 27 9.5% | 151 53.2% | 73 25.7% | 8 2.8% | 284 |
| Number of Respondents | 1210 | 1174 | 1855 | 417 | 388 | 262 | 110 | 480 | 1008 | 402 | 55 | 2594 |

Note: Percentages and totals are based on respondents.

Table 7.8 Facilities Used by User Group

| | Facilities Used | | | | | | | | | | | Number of Respondents |
|--|---|--------------------------------------|--------------|--------------|--------------|--------------------------------|-------------------------|---|---------------------------|-----------------------------|------------|-----------------------|
| | Public Entrance/Area Outside Court Building | Waiting Area/Area Outside Court Room | Court Room | Jury Room | Witness Room | Agent's Room/ Solicitors' Room | Cells in Court Building | Sheriff Clerk's Office/Offices of Court | Toilets in Court Building | Cafeteria (public or staff) | Other | |
| 1 Accused in a criminal case and supporters of accused | 203 29.9% | 369 54.3% | 612 90.1% | 0 0.0% | 3 0.4% | 10 1.5% | 26 3.8% | 13 1.9% | 152 22.4% | 43 6.3% | 3 0.4% | 679 |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 57 35.2% | 74 45.7% | 125 77.2% | 0 0.0% | 28 17.3% | 3 1.9% | 0 0.0% | 18 11.1% | 52 32.1% | 21 13.0% | 0 0.0% | 162 |
| 3 Jurors (selected and not selected) | 334 70.6% | 223 47.1% | 382 80.8% | 410 86.7% | 13 2.7% | 2 0.4% | 0 0.0% | 8 1.7% | 293 61.9% | 124 26.2% | 13 2.7% | 473 |
| 4 Victims in a criminal case and supporters of victims | 57 59.4% | 61 63.5% | 78 81.3% | 0 0.0% | 26 27.1% | 7 7.3% | 0 0.0% | 10 10.4% | 53 55.2% | 25 26.0% | 0 0.0% | 96 |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 88 29.9% | 34 11.6% | 3 1.0% | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 260 88.4% | 52 17.7% | 1 0.3% | 18 6.1% | 294 |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 106 42.7% | 118 47.6% | 170 68.5% | 0 0.0% | 140 56.5% | 3 1.2% | 0 0.0% | 13 5.2% | 100 40.3% | 42 16.9% | 0 0.0% | 248 |
| 7 Advocates, Solicitors and Solicitor Advocates | 167 62.1% | 131 48.7% | 246 91.4% | 4 1.5% | 43 16.0% | 212 78.8% | 59 21.9% | 70 26.0% | 119 44.2% | 77 28.6% | 2 0.7% | 269 |
| 8 All other professionals | 197 53.2% | 164 44.3% | 237 64.1% | 3 0.8% | 135 36.5% | 25 6.8% | 25 6.8% | 88 23.8% | 187 50.5% | 69 18.6% | 19 5.1% | 370 |
| Total | 1209 | 1174 | 1853 | 417 | 388 | 262 | 110 | 480 | 1008 | 402 | 55 | 2591 |

Note: Percentages and totals are based on respondents.

Table 7.9 Comfort of Public Entrance/Area Outside the Court Building by Sheriffdom

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 2 1.0% | 88 43.6% | 77 38.1% | 35 17.3% | 202 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 2 1.4% | 50 35.5% | 51 36.2% | 38 27.0% | 141 100.0% |
| Lothian and Borders | 0 0.0% | 5 2.8% | 15 8.5% | 46 26.1% | 110 62.5% | 176 100.0% |
| North Strathclyde | 2 1.2% | 1 0.6% | 75 45.5% | 40 24.2% | 47 28.5% | 165 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 2 0.8% | 60 24.1% | 95 38.2% | 92 36.9% | 249 100.0% |
| Tayside, Central and Fife | 3 2.5% | 7 5.8% | 43 35.5% | 39 32.2% | 29 24.0% | 121 100.0% |
| Court of Session and High Court | 1 0.7% | 3 2.1% | 22 15.2% | 43 29.7% | 76 52.4% | 145 100.0% |
| Total | 6 0.5% | 22 1.8% | 353 29.4% | 391 32.6% | 427 35.6% | 1199 100.0% |

Table 7.10 Comfort of Public Entrance/Area Outside the Court Building by User Group

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 1.0% | 6 3.0% | 42 20.7% | 86 42.4% | 67 33.0% | 203 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 17 29.8% | 20 35.1% | 20 35.1% | 57 100.0% |
| 3 Jurors (selected and not selected) | 1 0.3% | 12 3.7% | 69 21.2% | 96 29.4% | 148 45.4% | 326 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.8% | 29 50.9% | 14 24.6% | 13 22.8% | 57 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 32 36.4% | 28 31.8% | 28 31.8% | 88 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 1 1.0% | 31 29.5% | 34 32.4% | 39 37.1% | 105 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.6% | 1 0.6% | 49 29.3% | 56 33.5% | 60 35.9% | 167 100.0% |
| 8 All other professionals | 2 1.0% | 1 0.5% | 84 42.9% | 57 29.1% | 52 26.5% | 196 100.0% |
| Total | 6 0.5% | 22 1.8% | 353 29.4% | 391 32.6% | 427 35.6% | 1199 100.0% |

Table 7.11 Cleanliness of Public Entrance/Area Outside the Court Building by Sheriffdom

| | Cleanliness | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 3 1.5% | 131 65.8% | 65 32.7% | 199 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 1 0.7% | 3 2.2% | 34 24.6% | 100 72.5% | 138 100.0% |
| Lothian and Borders | 1 0.6% | 2 1.2% | 9 5.2% | 48 27.7% | 113 65.3% | 173 100.0% |
| North Strathclyde | 1 0.6% | 2 1.3% | 13 8.2% | 74 46.8% | 68 43.0% | 158 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 12 4.9% | 97 39.6% | 136 55.5% | 245 100.0% |
| Tayside, Central and Fife | 2 1.7% | 6 5.1% | 15 12.7% | 59 50.0% | 36 30.5% | 118 100.0% |
| Court of Session and High Court | 0 0.0% | 1 0.7% | 9 6.3% | 28 19.4% | 106 73.6% | 144 100.0% |
| Total | 4 0.3% | 12 1.0% | 64 5.4% | 471 40.1% | 624 53.1% | 1175 100.0% |

Table 7.12 Cleanliness of Public Entrance/Area Outside the Court Building by User Group

| | Cleanliness | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 0.5% | 2 1.0% | 4 2.0% | 113 55.9% | 82 40.6% | 202 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 1 1.8% | 24 42.1% | 32 56.1% | 57 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 8 2.6% | 36 11.6% | 85 27.4% | 181 58.4% | 310 100.0% |
| 4 Victims in a criminal case and supporters of victims | 1 1.8% | 0 0.0% | 1 1.8% | 29 50.9% | 26 45.6% | 57 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 29 33.3% | 58 66.7% | 87 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 1.0% | 42 40.0% | 62 59.0% | 105 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.6% | 0 0.0% | 6 3.7% | 75 45.7% | 82 50.0% | 164 100.0% |
| 8 All other professionals | 1 0.5% | 2 1.0% | 15 7.8% | 74 38.3% | 101 52.3% | 193 100.0% |
| Total | 4 0.3% | 12 1.0% | 64 5.4% | 471 40.1% | 624 53.1% | 1175 100.0% |

Table 7.13 Safety & Security of Public Entrance/Area Outside the Court Building by Sheriffdom

| | Safety & Security | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 0.5% | 1 0.5% | 7 3.5% | 49 24.6% | 141 70.9% | 199 100.0% |
| Grampian, Highland and Islands | 3 2.2% | 1 0.7% | 9 6.6% | 11 8.0% | 113 82.5% | 137 100.0% |
| Lothian and Borders | 5 2.9% | 2 1.1% | 12 6.9% | 39 22.4% | 116 66.7% | 174 100.0% |
| North Strathclyde | 6 3.8% | 6 3.8% | 10 6.3% | 40 25.2% | 97 61.0% | 159 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.4% | 2 0.8% | 12 4.9% | 78 32.0% | 151 61.9% | 244 100.0% |
| Tayside, Central and Fife | 6 5.1% | 8 6.8% | 24 20.5% | 37 31.6% | 42 35.9% | 117 100.0% |
| Court of Session and High Court | 3 2.1% | 3 2.1% | 9 6.3% | 20 14.1% | 107 75.4% | 142 100.0% |
| Total | 25 2.1% | 23 2.0% | 83 7.1% | 274 23.4% | 767 65.4% | 1172 100.0% |

Table 7.14 Safety & Security of Public Entrance/Area Outside the Court Building by User Group

| | Safety & Security | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 1.0% | 0 0.0% | 7 3.5% | 84 41.6% | 109 54.0% | 202 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 2 3.5% | 0 0.0% | 3 5.3% | 12 21.1% | 40 70.2% | 57 100.0% |
| 3 Jurors (selected and not selected) | 16 5.2% | 17 5.5% | 47 15.2% | 64 20.7% | 165 53.4% | 309 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.8% | 0 0.0% | 10 17.5% | 46 80.7% | 57 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 2 2.3% | 9 10.3% | 76 87.4% | 87 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 1.0% | 0 0.0% | 2 1.9% | 16 15.5% | 84 81.6% | 103 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.6% | 0 0.0% | 9 5.5% | 42 25.6% | 112 68.3% | 164 100.0% |
| 8 All other professionals | 3 1.6% | 5 2.6% | 13 6.7% | 37 19.2% | 135 69.9% | 193 100.0% |
| Total | 25 2.1% | 23 2.0% | 83 7.1% | 274 23.4% | 767 65.4% | 1172 100.0% |

Table 7.15 Comfort of Waiting Area/Area Outside Court Room by Sheriffdom

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 7 3.1% | 10 4.4% | 10 4.4% | 151 66.2% | 50 21.9% | 228 100.0% |
| Grampian, Highland and Islands | 3 2.2% | 3 2.2% | 14 10.1% | 94 68.1% | 24 17.4% | 138 100.0% |
| Lothian and Borders | 0 0.0% | 15 11.8% | 12 9.4% | 44 34.6% | 56 44.1% | 127 100.0% |
| North Strathclyde | 1 0.5% | 4 2.0% | 18 9.0% | 133 66.5% | 44 22.0% | 200 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 3 1.6% | 14 7.7% | 94 51.4% | 72 39.3% | 183 100.0% |
| Tayside, Central and Fife | 8 5.0% | 20 12.4% | 32 19.9% | 68 42.2% | 33 20.5% | 161 100.0% |
| Court of Session and High Court | 3 2.3% | 4 3.0% | 10 7.5% | 40 30.1% | 76 57.1% | 133 100.0% |
| Total | 22 1.9% | 59 5.0% | 110 9.4% | 624 53.3% | 355 30.3% | 1170 100.0% |

Table 7.16 Comfort of Waiting Area/Area Outside Court Room by User Group

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 9 2.4% | 23 6.2% | 21 5.7% | 226 61.2% | 90 24.4% | 369 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 2 2.7% | 2 2.7% | 36 48.6% | 34 45.9% | 74 100.0% |
| 3 Jurors (selected and not selected) | 8 3.7% | 18 8.2% | 29 13.2% | 72 32.9% | 92 42.0% | 219 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.6% | 4 6.6% | 38 62.3% | 18 29.5% | 61 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 5 14.7% | 24 70.6% | 5 14.7% | 34 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 2 1.7% | 2 1.7% | 9 7.6% | 67 56.8% | 38 32.2% | 118 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.8% | 7 5.3% | 15 11.5% | 73 55.7% | 35 26.7% | 131 100.0% |
| 8 All other professionals | 2 1.2% | 6 3.7% | 25 15.2% | 88 53.7% | 43 26.2% | 164 100.0% |
| Total | 22 1.9% | 59 5.0% | 110 9.4% | 624 53.3% | 355 30.3% | 1170 100.0% |

Table 7.17 Cleanliness of Waiting Area/Area Outside Court Room by Sheriffdom

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 4 1.8% | 75 33.2% | 147 65.0% | 226 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 2 1.5% | 33 24.4% | 100 74.1% | 135 100.0% |
| Lothian and Borders | 0 0.0% | 3 2.4% | 2 1.6% | 49 39.2% | 71 56.8% | 125 100.0% |
| North Strathclyde | 1 0.5% | 0 0.0% | 7 3.6% | 81 41.8% | 105 54.1% | 194 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 1 0.6% | 5 2.8% | 64 35.6% | 110 61.1% | 180 100.0% |
| Tayside, Central and Fife | 0 0.0% | 1 0.6% | 10 6.3% | 77 48.4% | 71 44.7% | 159 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 7 5.4% | 21 16.3% | 101 78.3% | 129 100.0% |
| Total | 1 0.1% | 5 0.4% | 37 3.2% | 400 34.8% | 705 61.4% | 1148 100.0% |

Table 7.18 Cleanliness of Waiting Area/Area Outside Court Room by User Group

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 0.3% | 0 0.0% | 5 1.4% | 188 51.1% | 174 47.3% | 368 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 19 25.7% | 55 74.3% | 74 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 2 1.0% | 15 7.3% | 60 29.1% | 129 62.6% | 206 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.6% | 2 3.3% | 8 13.1% | 50 82.0% | 61 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 2.9% | 7 20.6% | 26 76.5% | 34 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 0.9% | 33 28.2% | 83 70.9% | 117 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 2 1.6% | 4 3.1% | 42 32.6% | 81 62.8% | 129 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 9 5.7% | 43 27.0% | 107 67.3% | 159 100.0% |
| Total | 1 0.1% | 5 0.4% | 37 3.2% | 400 34.8% | 705 61.4% | 1148 100.0% |

Table 7.19 Safety & Security of Waiting Area/Area Outside Court Room by Sheriffdom

| | Safety & Security | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 2 0.9% | 6 2.7% | 72 31.9% | 146 64.6% | 226 100.0% |
| Grampian, Highland and Islands | 1 0.7% | 3 2.2% | 5 3.7% | 26 19.4% | 99 73.9% | 134 100.0% |
| Lothian and Borders | 0 0.0% | 2 1.6% | 8 6.3% | 48 37.8% | 69 54.3% | 127 100.0% |
| North Strathclyde | 0 0.0% | 4 2.1% | 7 3.6% | 84 43.1% | 100 51.3% | 195 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 4 2.2% | 4 2.2% | 57 31.8% | 114 63.7% | 179 100.0% |
| Tayside, Central and Fife | 1 0.6% | 5 3.2% | 9 5.7% | 67 42.7% | 75 47.8% | 157 100.0% |
| Court of Session and High Court | 1 0.8% | 2 1.6% | 7 5.5% | 17 13.3% | 101 78.9% | 128 100.0% |
| Total | 3 0.3% | 22 1.9% | 46 4.0% | 371 32.4% | 704 61.4% | 1146 100.0% |

Table 7.20 Safety & Security of Waiting Area/Area Outside Court Room by User Group

| | Safety & Security | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 1 0.3% | 1 0.3% | 5 1.4% | 184 50.1% | 176 48.0% | 367 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 18 24.3% | 56 75.7% | 74 100.0% |
| 3 Jurors (selected and not selected) | 2 1.0% | 9 4.3% | 20 9.7% | 49 23.7% | 127 61.4% | 207 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 4 6.6% | 8 13.1% | 49 80.3% | 61 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 2.9% | 6 17.6% | 27 79.4% | 34 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 1 0.9% | 1 0.9% | 25 21.6% | 89 76.7% | 116 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 2 1.6% | 9 7.0% | 41 31.8% | 77 59.7% | 129 100.0% |
| 8 All other professionals | 0 0.0% | 9 5.7% | 6 3.8% | 40 25.3% | 103 65.2% | 158 100.0% |
| Total | 3 0.3% | 22 1.9% | 46 4.0% | 371 32.4% | 704 61.4% | 1146 100.0% |

Table 7.21 Comfort of Court Room by Sherifffdom

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 2 0.8% | 4 1.6% | 10 3.9% | 144 56.5% | 95 37.3% | 255 100.0% |
| Grampian, Highland and Islands | 4 1.6% | 4 1.6% | 12 4.9% | 94 38.4% | 131 53.5% | 245 100.0% |
| Lothian and Borders | 3 1.5% | 5 2.5% | 19 9.5% | 67 33.5% | 106 53.0% | 200 100.0% |
| North Strathclyde | 1 0.4% | 1 0.4% | 15 5.5% | 154 56.2% | 103 37.6% | 274 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.3% | 5 1.6% | 12 3.8% | 154 49.0% | 142 45.2% | 314 100.0% |
| Tayside, Central and Fife | 17 4.8% | 34 9.7% | 41 11.6% | 144 40.9% | 116 33.0% | 352 100.0% |
| Court of Session and High Court | 3 1.5% | 11 5.4% | 16 7.8% | 50 24.5% | 124 60.8% | 204 100.0% |
| Total | 31 1.7% | 64 3.5% | 125 6.8% | 807 43.8% | 817 44.3% | 1844 100.0% |

Table 7.22 Comfort of Court Room by User Group

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 18 2.9% | 27 4.4% | 33 5.4% | 303 49.6% | 230 37.6% | 611 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 0.8% | 3 2.4% | 4 3.2% | 50 40.0% | 67 53.6% | 125 100.0% |
| 3 Jurors (selected and not selected) | 9 2.4% | 24 6.4% | 60 16.0% | 126 33.5% | 157 41.8% | 376 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.3% | 1 1.3% | 37 47.4% | 39 50.0% | 78 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 0 0.0% | 3 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 3 1.8% | 4 2.4% | 2 1.2% | 68 40.2% | 92 54.4% | 169 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 2 0.8% | 10 4.1% | 114 46.7% | 118 48.4% | 244 100.0% |
| 8 All other professionals | 0 0.0% | 3 1.3% | 14 5.9% | 106 44.9% | 113 47.9% | 236 100.0% |
| Total | 31 1.7% | 64 3.5% | 125 6.8% | 806 43.8% | 816 44.3% | 1842 100.0% |

Table 7.23 Cleanliness of Court Room by Sheriffdom

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 2 0.8% | 79 31.3% | 171 67.9% | 252 100.0% |
| Grampian, Highland and Islands | 1 0.4% | 0 0.0% | 1 0.4% | 45 18.7% | 194 80.5% | 241 100.0% |
| Lothian and Borders | 0 0.0% | 1 0.5% | 4 2.0% | 54 27.6% | 137 69.9% | 196 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 5 1.9% | 105 39.5% | 156 58.6% | 266 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 8 2.6% | 97 31.4% | 204 66.0% | 309 100.0% |
| Tayside, Central and Fife | 1 0.3% | 2 0.6% | 7 2.0% | 110 31.5% | 229 65.6% | 349 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 2 1.0% | 32 15.8% | 169 83.3% | 203 100.0% |
| Total | 2 0.1% | 3 0.2% | 29 1.6% | 522 28.7% | 1260 69.4% | 1816 100.0% |

Table 7.24 Cleanliness of Court Room by User Group

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 0.3% | 1 0.2% | 8 1.3% | 239 39.1% | 361 59.1% | 611 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 33 26.6% | 91 73.4% | 124 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 1 0.3% | 10 2.8% | 93 26.0% | 254 70.9% | 358 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 12 15.4% | 66 84.6% | 78 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 2 66.7% | 1 33.3% | 3 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 35 20.7% | 134 79.3% | 169 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 1 0.4% | 3 1.2% | 64 26.6% | 173 71.8% | 241 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 8 3.5% | 44 19.1% | 178 77.4% | 230 100.0% |
| Total | 2 0.1% | 3 0.2% | 29 1.6% | 522 28.8% | 1258 69.3% | 1814 100.0% |

Table 7.25 Safety & Security of Court Room by Sheriffdom

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 4 1.6% | 73 29.4% | 171 69.0% | 248 100.0% |
| Grampian, Highland and Islands | 1 0.4% | 1 0.4% | 3 1.3% | 46 19.2% | 189 78.8% | 240 100.0% |
| Lothian and Borders | 1 0.5% | 0 0.0% | 4 2.0% | 53 26.6% | 141 70.9% | 199 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 6 2.3% | 107 40.2% | 153 57.5% | 266 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 6 2.0% | 100 32.6% | 201 65.5% | 307 100.0% |
| Tayside, Central and Fife | 1 0.3% | 1 0.3% | 8 2.3% | 97 28.1% | 238 69.0% | 345 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 7 3.5% | 27 13.4% | 167 83.1% | 201 100.0% |
| Total | 3 0.2% | 2 0.1% | 38 2.1% | 503 27.9% | 1260 69.8% | 1806 100.0% |

Table 7.26 Safety & Security of Court Room by User Group

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 0.3% | 0 0.0% | 6 1.0% | 233 38.4% | 366 60.3% | 607 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 1 0.8% | 32 26.0% | 90 73.2% | 123 100.0% |
| 3 Jurors (selected and not selected) | 1 0.3% | 0 0.0% | 19 5.4% | 81 22.8% | 254 71.5% | 355 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 12 15.4% | 66 84.6% | 78 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 0.6% | 33 19.5% | 135 79.9% | 169 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 5 2.1% | 65 27.0% | 171 71.0% | 241 100.0% |
| 8 All other professionals | 0 0.0% | 2 0.9% | 6 2.6% | 46 20.2% | 174 76.3% | 228 100.0% |
| Total | 3 0.2% | 2 0.1% | 38 2.1% | 503 27.9% | 1258 69.7% | 1804 100.0% |

Table 7.27 Comfort of Jury Room by Sheriffdom

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 3 9.4% | 2 6.3% | 11 34.4% | 16 50.0% | 32 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 1 5.0% | 2 10.0% | 8 40.0% | 9 45.0% | 20 100.0% |
| Lothian and Borders | 2 3.4% | 3 5.1% | 9 15.3% | 11 18.6% | 34 57.6% | 59 100.0% |
| North Strathclyde | 0 0.0% | 1 1.3% | 7 8.8% | 29 36.3% | 43 53.8% | 80 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 1 1.9% | 13 24.1% | 16 29.6% | 24 44.4% | 54 100.0% |
| Tayside, Central and Fife | 4 4.8% | 6 7.1% | 18 21.4% | 32 38.1% | 24 28.6% | 84 100.0% |
| Court of Session and High Court | 1 1.2% | 9 11.0% | 19 23.2% | 18 22.0% | 35 42.7% | 82 100.0% |
| Total | 7 1.7% | 24 5.8% | 70 17.0% | 125 30.4% | 185 45.0% | 411 100.0% |

Table 7.28 Comfort of Jury Room by User Group

| | Comfort | | | | | Total |
|---|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 3 Jurors (selected and not selected) | 7 1.7% | 24 5.9% | 69 17.1% | 121 30.0% | 183 45.3% | 404 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 25.0% | 2 50.0% | 1 25.0% | 4 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 0 0.0% | 2 66.7% | 1 33.3% | 3 100.0% |
| Total | 7 1.7% | 24 5.8% | 70 17.0% | 125 30.4% | 185 45.0% | 411 100.0% |

Note: No responses from user groups 1, 2, 4, 5 and 6.

Table 7.29 Cleanliness of Jury Room by Sheriffdom

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 2 6.5% | 6 19.4% | 23 74.2% | 31 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 2 11.1% | 4 22.2% | 12 66.7% | 18 100.0% |
| Lothian and Borders | 0 0.0% | 2 3.6% | 4 7.1% | 8 14.3% | 42 75.0% | 56 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 3 4.1% | 18 24.3% | 53 71.6% | 74 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 3 5.7% | 13 24.5% | 37 69.8% | 53 100.0% |
| Tayside, Central and Fife | 1 1.3% | 1 1.3% | 6 7.5% | 32 40.0% | 40 50.0% | 80 100.0% |
| Court of Session and High Court | 0 0.0% | 1 1.3% | 6 7.7% | 19 24.4% | 52 66.7% | 78 100.0% |
| Total | 1 0.3% | 4 1.0% | 26 6.7% | 100 25.6% | 259 66.4% | 390 100.0% |

Table 7.30 Cleanliness of Jury Room by User Group

| | Cleanliness | | | | | Total |
|---|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 3 Jurors (selected and not selected) | 1 0.3% | 4 1.0% | 25 6.5% | 97 25.3% | 256 66.8% | 383 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 25.0% | 1 25.0% | 2 50.0% | 4 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 0 0.0% | 2 66.7% | 1 33.3% | 3 100.0% |
| Total | 1 0.3% | 4 1.0% | 26 6.7% | 100 25.6% | 259 66.4% | 390 100.0% |

Note: No responses from user groups 1, 2, 4, 5 and 6.

Table 7.31 Safety & Security of Jury Room by Sheriffdom

| | Safety & Security | | | | Total |
|--|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 3 10.3% | 5 17.2% | 21 72.4% | 29 100.0% |
| Grampian, Highland and Islands | 1 5.9% | 0 0.0% | 4 23.5% | 12 70.6% | 17 100.0% |
| Lothian and Borders | 1 1.8% | 0 0.0% | 11 19.3% | 45 78.9% | 57 100.0% |
| North Strathclyde | 0 0.0% | 3 4.1% | 16 21.9% | 54 74.0% | 73 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 2 3.8% | 11 20.8% | 40 75.5% | 53 100.0% |
| Tayside, Central and Fife | 1 1.3% | 7 8.9% | 24 30.4% | 47 59.5% | 79 100.0% |
| Court of Session and High Court | 0 0.0% | 3 3.9% | 20 26.0% | 54 70.1% | 77 100.0% |
| Total | 3 0.8% | 18 4.7% | 91 23.6% | 273 70.9% | 385 100.0% |

Note: No 'Fairly Dissatisfied' ratings.

Table 7.32 Safety & Security of Jury Room by User Group

| | Safety & Security | | | | Total |
|---|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 3 Jurors (selected and not selected) | 3 0.8% | 18 4.8% | 89 23.5% | 268 70.9% | 378 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 0 0.0% | 4 100.0% | 4 100.0% |
| 8 All other professionals | 0 0.0% | 0 0.0% | 2 66.7% | 1 33.3% | 3 100.0% |
| Total | 3 0.8% | 18 4.7% | 91 23.6% | 273 70.9% | 385 100.0% |

Note: No responses from user groups 1, 2, 4, 5 and 6.

Note: No 'Fairly Dissatisfied' ratings.

Table 7.33 Comfort of Witness Room by Sheriffdom

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 1 1.6% | 3 4.8% | 42 67.7% | 16 25.8% | 62 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 3 6.0% | 18 36.0% | 29 58.0% | 50 100.0% |
| Lothian and Borders | 0 0.0% | 1 2.5% | 0 0.0% | 12 30.0% | 27 67.5% | 40 100.0% |
| North Strathclyde | 1 1.2% | 3 3.7% | 8 9.9% | 31 38.3% | 38 46.9% | 81 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 1 1.6% | 4 6.3% | 27 42.9% | 31 49.2% | 63 100.0% |
| Tayside, Central and Fife | 3 6.5% | 4 8.7% | 4 8.7% | 17 37.0% | 18 39.1% | 46 100.0% |
| Court of Session and High Court | 0 0.0% | 2 4.4% | 3 6.7% | 11 24.4% | 29 64.4% | 45 100.0% |
| Total | 4 1.0% | 12 3.1% | 25 6.5% | 158 40.8% | 188 48.6% | 387 100.0% |

Table 7.34 Comfort of Witness Room by User Group

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 3.6% | 0 0.0% | 0 0.0% | 11 39.3% | 16 57.1% | 28 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 1 7.7% | 2 15.4% | 3 23.1% | 7 53.8% | 13 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 2 7.7% | 6 23.1% | 18 69.2% | 26 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 0.7% | 4 2.9% | 8 5.7% | 53 37.9% | 74 52.9% | 140 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 2 4.7% | 20 46.5% | 21 48.8% | 43 100.0% |
| 8 All other professionals | 2 1.5% | 7 5.2% | 11 8.2% | 64 47.8% | 50 37.3% | 134 100.0% |
| Total | 4 1.0% | 12 3.1% | 25 6.5% | 158 40.8% | 188 48.6% | 387 100.0% |

Note: No responses from user group 5.

Table 7.35 Cleanliness of Witness Room by Sheriffdom

| | | | | Total |
|--|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 27 43.5% | 35 56.5% | 62 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 4 8.0% | 46 92.0% | 50 100.0% |
| Lothian and Borders | 0 0.0% | 12 30.0% | 28 70.0% | 40 100.0% |
| North Strathclyde | 5 6.3% | 23 29.1% | 51 64.6% | 79 100.0% |
| South Strathclyde, Dumfries and Galloway | 4 6.6% | 15 24.6% | 42 68.9% | 61 100.0% |
| Tayside, Central and Fife | 1 2.2% | 18 40.0% | 26 57.8% | 45 100.0% |
| Court of Session and High Court | 1 2.2% | 11 24.4% | 33 73.3% | 45 100.0% |
| Total | 11 2.9% | 110 28.8% | 261 68.3% | 382 100.0% |

Note: No 'Very Dissatisfied' or 'Fairly Dissatisfied' ratings.

Table 7.36 Cleanliness of Witness Room by User Group

| | | | | Total |
|--|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 7 25.9% | 20 74.1% | 27 100.0% |
| 3 Jurors (selected and not selected) | 2 16.7% | 2 16.7% | 8 66.7% | 12 100.0% |
| 4 Victims in a criminal case and supporters of victims | 2 7.7% | 4 15.4% | 20 76.9% | 26 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 0.7% | 34 24.5% | 104 74.8% | 139 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 15 35.7% | 27 64.3% | 42 100.0% |
| 8 All other professionals | 6 4.5% | 47 35.3% | 80 60.2% | 133 100.0% |
| Total | 11 2.9% | 110 28.8% | 261 68.3% | 382 100.0% |

Note: No responses from user group 5.

Note: No 'Very Dissatisfied' or 'Fairly Dissatisfied' ratings.

Table 7.37 Safety & Security of Witness Room by Sheriffdom

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 0 0.0% | 27 43.5% | 35 56.5% | 62 100.0% |
| Grampian, Highland and Islands | 1 2.0% | 0 0.0% | 2 4.1% | 2 4.1% | 44 89.8% | 49 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 0 0.0% | 11 27.5% | 29 72.5% | 40 100.0% |
| North Strathclyde | 1 1.3% | 1 1.3% | 3 3.8% | 24 30.4% | 50 63.3% | 79 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 4 6.7% | 14 23.3% | 42 70.0% | 60 100.0% |
| Tayside, Central and Fife | 0 0.0% | 2 4.3% | 2 4.3% | 16 34.8% | 26 56.5% | 46 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 2 4.4% | 10 22.2% | 33 73.3% | 45 100.0% |
| Total | 2 0.5% | 3 0.8% | 13 3.4% | 104 27.3% | 259 68.0% | 381 100.0% |

Table 7.38 Safety & Security of Witness Room by User Group

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 1 3.6% | 6 21.4% | 21 75.0% | 28 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 0 0.0% | 2 16.7% | 2 16.7% | 8 66.7% | 12 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 1 3.8% | 5 19.2% | 20 76.9% | 26 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 0.7% | 1 0.7% | 1 0.7% | 34 24.6% | 101 73.2% | 138 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 2.4% | 14 34.1% | 26 63.4% | 41 100.0% |
| 8 All other professionals | 1 0.8% | 2 1.5% | 7 5.3% | 42 31.6% | 81 60.9% | 133 100.0% |
| Total | 2 0.5% | 3 0.8% | 13 3.4% | 104 27.3% | 259 68.0% | 381 100.0% |

Note: No responses from user group 5.

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

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 1 2.9% | 1 2.9% | 2 5.9% | 17 50.0% | 13 38.2% | 34 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 4 12.9% | 11 35.5% | 16 51.6% | 31 100.0% |
| Lothian and Borders | 0 0.0% | 2 5.3% | 2 5.3% | 7 18.4% | 27 71.1% | 38 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 4 11.8% | 16 47.1% | 14 41.2% | 34 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 2.0% | 1 2.0% | 3 5.9% | 17 33.3% | 29 56.9% | 51 100.0% |
| Tayside, Central and Fife | 2 4.9% | 5 12.2% | 3 7.3% | 15 36.6% | 16 39.0% | 41 100.0% |
| Court of Session and High Court | 1 3.2% | 1 3.2% | 2 6.5% | 9 29.0% | 18 58.1% | 31 100.0% |
| Total | 5 1.9% | 10 3.8% | 20 7.7% | 92 35.4% | 133 51.2% | 260 100.0% |

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

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 1 10.0% | 2 20.0% | 7 70.0% | 10 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 2 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 1 14.3% | 6 85.7% | 7 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 4 1.9% | 9 4.3% | 15 7.1% | 81 38.6% | 101 48.1% | 210 100.0% |
| 8 All other professionals | 1 4.0% | 1 4.0% | 4 16.0% | 5 20.0% | 14 56.0% | 25 100.0% |
| Total | 5 1.9% | 10 3.8% | 20 7.7% | 92 35.4% | 133 51.2% | 260 100.0% |

Note: No responses from user group 5.

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

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 1 3.1% | 1 3.1% | 17 53.1% | 13 40.6% | 32 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 2 6.5% | 4 12.9% | 25 80.6% | 31 100.0% |
| Lothian and Borders | 0 0.0% | 1 2.6% | 1 2.6% | 6 15.8% | 30 78.9% | 38 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 1 3.0% | 14 42.4% | 18 54.5% | 33 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 2.0% | 0 0.0% | 2 4.0% | 14 28.0% | 33 66.0% | 50 100.0% |
| Tayside, Central and Fife | 0 0.0% | 3 7.3% | 3 7.3% | 12 29.3% | 23 56.1% | 41 100.0% |
| Court of Session and High Court | 0 0.0% | 2 6.5% | 2 6.5% | 5 16.1% | 22 71.0% | 31 100.0% |
| Total | 1 0.4% | 7 2.7% | 12 4.7% | 72 28.1% | 164 64.1% | 256 100.0% |

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

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 1 10.0% | 1 10.0% | 8 80.0% | 10 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 3 100.0% | 3 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 2 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 7 100.0% | 7 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 3 100.0% | 3 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 6 2.9% | 9 4.3% | 66 31.9% | 126 60.9% | 207 100.0% |
| 8 All other professionals | 1 4.2% | 1 4.2% | 2 8.3% | 4 16.7% | 16 66.7% | 24 100.0% |
| Total | 1 0.4% | 7 2.7% | 12 4.7% | 72 28.1% | 164 64.1% | 256 100.0% |

Note: No responses from user group 5.

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

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 3 9.4% | 14 43.8% | 15 46.9% | 32 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 2 6.5% | 4 12.9% | 25 80.6% | 31 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 0 0.0% | 3 7.9% | 35 92.1% | 38 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 1 3.0% | 14 42.4% | 18 54.5% | 33 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 4.0% | 0 0.0% | 1 2.0% | 13 26.0% | 34 68.0% | 50 100.0% |
| Tayside, Central and Fife | 0 0.0% | 2 4.9% | 1 2.4% | 12 29.3% | 26 63.4% | 41 100.0% |
| Court of Session and High Court | 0 0.0% | 1 3.2% | 3 9.7% | 5 16.1% | 22 71.0% | 31 100.0% |
| Total | 2 0.8% | 3 1.2% | 11 4.3% | 65 25.4% | 175 68.4% | 256 100.0% |

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

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 1 10.0% | 1 10.0% | 8 80.0% | 10 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 0 0.0% | 1 33.3% | 2 66.7% | 3 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 0 0.0% | 0 0.0% | 1 50.0% | 1 50.0% | 2 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 7 100.0% | 7 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 3 100.0% | 3 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 0.5% | 2 1.0% | 9 4.3% | 59 28.5% | 136 65.7% | 207 100.0% |
| 8 All other professionals | 1 4.2% | 1 4.2% | 1 4.2% | 3 12.5% | 18 75.0% | 24 100.0% |
| Total | 2 0.8% | 3 1.2% | 11 4.3% | 65 25.4% | 175 68.4% | 256 100.0% |

Note: No responses from user group 5.

Table 7.45 Comfort of Cells in Court Building by Sheriffdom

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 15 62.5% | 7 29.2% | 2 8.3% | 24 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 2 13.3% | 7 46.7% | 2 13.3% | 4 26.7% | 15 100.0% |
| Lothian and Borders | 0 0.0% | 1 8.3% | 0 0.0% | 8 66.7% | 3 25.0% | 12 100.0% |
| North Strathclyde | 0 0.0% | 1 7.1% | 8 57.1% | 3 21.4% | 2 14.3% | 14 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 9 64.3% | 4 28.6% | 1 7.1% | 14 100.0% |
| Tayside, Central and Fife | 9 40.9% | 5 22.7% | 3 13.6% | 3 13.6% | 2 9.1% | 22 100.0% |
| Court of Session and High Court | 0 0.0% | 1 11.1% | 4 44.4% | 0 0.0% | 4 44.4% | 9 100.0% |
| Total | 9 8.2% | 10 9.1% | 46 41.8% | 27 24.5% | 18 16.4% | 110 100.0% |

Table 7.46 Comfort of Cells in Court Building by User Group

| | Comfort | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 9 34.6% | 5 19.2% | 6 23.1% | 6 23.1% | 0 0.0% | 26 100.0% |
| 7 Advocates, solicitors and solicitor advocates | 0 0.0% | 4 6.8% | 31 52.5% | 14 23.7% | 10 16.9% | 59 100.0% |
| 8 All other professionals | 0 0.0% | 1 4.0% | 9 36.0% | 7 28.0% | 8 32.0% | 25 100.0% |
| Total | 9 8.2% | 10 9.1% | 46 41.8% | 27 24.5% | 18 16.4% | 110 100.0% |

Note: No responses from user groups 2, 3, 4, 5 and 6.

Table 7.47 Cleanliness of Cells in Court Building by Sheriffdom

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 2 9.1% | 19 86.4% | 1 4.5% | 22 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 1 6.7% | 5 33.3% | 9 60.0% | 15 100.0% |
| Lothian and Borders | 1 8.3% | 1 8.3% | 0 0.0% | 5 41.7% | 5 41.7% | 12 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 1 7.7% | 7 53.8% | 5 38.5% | 13 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 0 0.0% | 10 71.4% | 4 28.6% | 14 100.0% |
| Tayside, Central and Fife | 6 27.3% | 2 9.1% | 1 4.5% | 11 50.0% | 2 9.1% | 22 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 1 11.1% | 4 44.4% | 4 44.4% | 9 100.0% |
| Total | 7 6.5% | 3 2.8% | 6 5.6% | 61 57.0% | 30 28.0% | 107 100.0% |

Table 7.48 Cleanliness of Cells in Court Building by User Group

| | Cleanliness | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 7 26.9% | 2 7.7% | 2 7.7% | 13 50.0% | 2 7.7% | 26 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 3 5.4% | 35 62.5% | 18 32.1% | 56 100.0% |
| 8 All other professionals | 0 0.0% | 1 4.0% | 1 4.0% | 13 52.0% | 10 40.0% | 25 100.0% |
| Total | 7 6.5% | 3 2.8% | 6 5.6% | 61 57.0% | 30 28.0% | 107 100.0% |

Note: No responses from user groups 2, 3, 4, 5 and 6.

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

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 0 0.0% | 5 23.8% | 16 76.2% | 21 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 1 6.7% | 1 6.7% | 2 13.3% | 11 73.3% | 15 100.0% |
| Lothian and Borders | 0 0.0% | 1 8.3% | 1 8.3% | 3 25.0% | 7 58.3% | 12 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 1 7.7% | 2 15.4% | 10 76.9% | 13 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 0 0.0% | 2 14.3% | 12 85.7% | 14 100.0% |
| Tayside, Central and Fife | 2 9.1% | 0 0.0% | 2 9.1% | 12 54.5% | 6 27.3% | 22 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 0 0.0% | 1 11.1% | 8 88.9% | 9 100.0% |
| Total | 2 1.9% | 2 1.9% | 5 4.7% | 27 25.5% | 70 66.0% | 106 100.0% |

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

| | Safety & Security | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|---------------------------|---------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 7.7% | 1 3.8% | 2 7.7% | 16 61.5% | 5 19.2% | 26 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 2 3.6% | 5 9.1% | 48 87.3% | 55 100.0% |
| 8 All other professionals | 0 0.0% | 1 4.0% | 1 4.0% | 6 24.0% | 17 68.0% | 25 100.0% |
| Total | 2 1.9% | 2 1.9% | 5 4.7% | 27 25.5% | 70 66.0% | 106 100.0% |

Note: No responses from user groups 2, 3, 4, 5 and 6.

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

| | Comfort | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 2 2.9% | 40 57.1% | 28 40.0% | 70 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 8 7.6% | 52 49.5% | 45 42.9% | 105 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 0 0.0% | 5 16.1% | 26 83.9% | 31 100.0% |
| North Strathclyde | 0 0.0% | 0 0.0% | 14 15.7% | 37 41.6% | 38 42.7% | 89 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 1.3% | 0 0.0% | 7 8.8% | 40 50.0% | 32 40.0% | 80 100.0% |
| Tayside, Central and Fife | 0 0.0% | 2 2.6% | 9 11.7% | 16 20.8% | 50 64.9% | 77 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 0 0.0% | 15 55.6% | 12 44.4% | 27 100.0% |
| Total | 1 0.2% | 2 0.4% | 40 8.4% | 205 42.8% | 231 48.2% | 479 100.0% |

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

| | Comfort | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 1 7.7% | 7 53.8% | 5 38.5% | 13 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 1 5.6% | 6 33.3% | 11 61.1% | 18 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 1 12.5% | 2 25.0% | 2 25.0% | 3 37.5% | 8 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 1 10.0% | 7 70.0% | 2 20.0% | 10 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 15 5.8% | 93 35.8% | 152 58.5% | 260 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 7.7% | 10 76.9% | 2 15.4% | 13 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 1 1.4% | 14 20.3% | 36 52.2% | 18 26.1% | 69 100.0% |
| 8 All other professionals | 1 1.1% | 0 0.0% | 5 5.7% | 44 50.0% | 38 43.2% | 88 100.0% |
| Total | 1 0.2% | 2 0.4% | 40 8.4% | 205 42.8% | 231 48.2% | 479 100.0% |

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

| | Cleanliness | | | | Total |
|--|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 7 10.1% | 62 89.9% | 69 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 1 1.0% | 4 3.8% | 99 95.2% | 104 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 3 9.7% | 28 90.3% | 31 100.0% |
| North Strathclyde | 0 0.0% | 2 2.3% | 24 27.3% | 62 70.5% | 88 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 1.3% | 1 1.3% | 16 20.0% | 62 77.5% | 80 100.0% |
| Tayside, Central and Fife | 1 1.3% | 3 3.9% | 13 16.9% | 60 77.9% | 77 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 5 18.5% | 22 81.5% | 27 100.0% |
| Total | 2 0.4% | 7 1.5% | 72 15.1% | 395 83.0% | 476 100.0% |

Note: No 'Very Dissatisfied' ratings.

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

| | Cleanliness | | | | Total |
|--|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 0 0.0% | 13 100.0% | 13 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 2 11.1% | 16 88.9% | 18 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 0 0.0% | 3 42.9% | 4 57.1% | 7 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 10 100.0% | 10 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 2 0.8% | 38 14.7% | 219 84.6% | 259 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 13 100.0% | 13 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 1 1.5% | 2 2.9% | 19 27.9% | 46 67.6% | 68 100.0% |
| 8 All other professionals | 1 1.1% | 3 3.4% | 10 11.4% | 74 84.1% | 88 100.0% |
| Total | 2 0.4% | 7 1.5% | 72 15.1% | 395 83.0% | 476 100.0% |

Note: No 'Very Dissatisfied' ratings.

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

| | Safety & Security | | | | Total |
|--|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 9 13.2% | 59 86.8% | 68 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 2 1.9% | 3 2.9% | 99 95.2% | 104 100.0% |
| Lothian and Borders | 0 0.0% | 0 0.0% | 3 9.7% | 28 90.3% | 31 100.0% |
| North Strathclyde | 0 0.0% | 4 4.5% | 22 25.0% | 62 70.5% | 88 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 1.2% | 1 1.2% | 13 16.0% | 66 81.5% | 81 100.0% |
| Tayside, Central and Fife | 0 0.0% | 10 13.0% | 10 13.0% | 57 74.0% | 77 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 5 18.5% | 22 81.5% | 27 100.0% |
| Total | 1 0.2% | 17 3.6% | 65 13.7% | 393 82.6% | 476 100.0% |

Note: No 'Fairly Dissatisfied' ratings.

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

| | Safety & Security | | | | Total |
|--|-------------------------|------------------------------------|---------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 0 0.0% | 13 100.0% | 13 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 0 0.0% | 2 11.1% | 16 88.9% | 18 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 1 14.3% | 2 28.6% | 4 57.1% | 7 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 9 100.0% | 9 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 9 3.5% | 34 13.1% | 216 83.4% | 259 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 0 0.0% | 13 100.0% | 13 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 4 5.8% | 18 26.1% | 47 68.1% | 69 100.0% |
| 8 All other professionals | 1 1.1% | 3 3.4% | 9 10.2% | 75 85.2% | 88 100.0% |
| Total | 1 0.2% | 17 3.6% | 65 13.7% | 393 82.6% | 476 100.0% |

Note: No 'Fairly Dissatisfied' ratings.

Table 7.57 Comfort of Toilets in Court Building by Sheriffdom

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 2 1.2% | 3 1.8% | 100 59.9% | 49 29.3% | 13 7.8% | 167 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 59 57.8% | 16 15.7% | 27 26.5% | 102 100.0% |
| Lothian and Borders | 3 3.1% | 5 5.1% | 5 5.1% | 27 27.6% | 58 59.2% | 98 100.0% |
| North Strathclyde | 1 0.6% | 2 1.2% | 60 36.4% | 62 37.6% | 40 24.2% | 165 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 1.1% | 2 1.1% | 61 33.5% | 45 24.7% | 72 39.6% | 182 100.0% |
| Tayside, Central and Fife | 5 4.0% | 4 3.2% | 26 21.0% | 55 44.4% | 34 27.4% | 124 100.0% |
| Court of Session and High Court | 0 0.0% | 6 4.0% | 34 22.8% | 32 21.5% | 77 51.7% | 149 100.0% |
| Total | 13 1.3% | 22 2.2% | 345 35.0% | 286 29.0% | 321 32.5% | 987 100.0% |

Table 7.58 Comfort of Toilets in Court Building by User Group

| | Comfort | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 2 1.3% | 4 2.6% | 42 27.6% | 63 41.4% | 41 27.0% | 152 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 1.9% | 1 1.9% | 17 32.7% | 17 32.7% | 16 30.8% | 52 100.0% |
| 3 Jurors (selected and not selected) | 7 2.5% | 10 3.5% | 58 20.4% | 80 28.1% | 130 45.6% | 285 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 31 58.5% | 8 15.1% | 14 26.4% | 53 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 31 77.5% | 7 17.5% | 2 5.0% | 40 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 2 2.0% | 39 39.0% | 20 20.0% | 39 39.0% | 100 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 36 30.3% | 45 37.8% | 38 31.9% | 119 100.0% |
| 8 All other professionals | 3 1.6% | 5 2.7% | 91 48.9% | 46 24.7% | 41 22.0% | 186 100.0% |
| Total | 13 1.3% | 22 2.2% | 345 35.0% | 286 29.0% | 321 32.5% | 987 100.0% |

Table 7.59 Cleanliness of Toilets in Court Building by Sheriffdom

| | Cleanliness | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 3 1.8% | 3 1.8% | 13 7.9% | 109 66.1% | 37 22.4% | 165 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 7 6.9% | 32 31.4% | 63 61.8% | 102 100.0% |
| Lothian and Borders | 2 2.0% | 4 4.1% | 3 3.1% | 25 25.5% | 64 65.3% | 98 100.0% |
| North Strathclyde | 1 0.6% | 1 0.6% | 16 10.2% | 85 54.1% | 54 34.4% | 157 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.6% | 3 1.7% | 22 12.4% | 61 34.5% | 90 50.8% | 177 100.0% |
| Tayside, Central and Fife | 3 2.5% | 5 4.2% | 9 7.5% | 55 45.8% | 48 40.0% | 120 100.0% |
| Court of Session and High Court | 1 0.7% | 2 1.4% | 7 4.8% | 39 26.5% | 98 66.7% | 147 100.0% |
| Total | 11 1.1% | 18 1.9% | 77 8.0% | 406 42.0% | 454 47.0% | 966 100.0% |

Table 7.60 Cleanliness of Toilets in Court Building by User Group

| | Cleanliness | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 4 2.6% | 2 1.3% | 7 4.6% | 84 55.3% | 55 36.2% | 152 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 2 3.8% | 0 0.0% | 28 53.8% | 22 42.3% | 52 100.0% |
| 3 Jurors (selected and not selected) | 3 1.1% | 8 3.0% | 33 12.2% | 68 25.1% | 159 58.7% | 271 100.0% |
| 4 Victims in a criminal case and supporters of victims | 1 1.9% | 0 0.0% | 1 1.9% | 30 56.6% | 21 39.6% | 53 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 29 72.5% | 11 27.5% | 40 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 4 4.0% | 42 42.4% | 53 53.5% | 99 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 11 9.4% | 40 34.2% | 66 56.4% | 117 100.0% |
| 8 All other professionals | 3 1.6% | 6 3.3% | 21 11.5% | 85 46.7% | 67 36.8% | 182 100.0% |
| Total | 11 1.1% | 18 1.9% | 77 8.0% | 406 42.0% | 454 47.0% | 966 100.0% |

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

| | Safety & Security | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 2 1.2% | 3 1.8% | 6 3.7% | 44 26.8% | 109 66.5% | 164 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 4 4.0% | 10 10.0% | 86 86.0% | 100 100.0% |
| Lothian and Borders | 0 0.0% | 3 3.1% | 3 3.1% | 25 26.0% | 65 67.7% | 96 100.0% |
| North Strathclyde | 1 0.6% | 1 0.6% | 11 7.0% | 52 32.9% | 93 58.9% | 158 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 0 0.0% | 13 7.5% | 46 26.4% | 115 66.1% | 174 100.0% |
| Tayside, Central and Fife | 2 1.7% | 4 3.4% | 16 13.7% | 43 36.8% | 52 44.4% | 117 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 10 6.9% | 25 17.4% | 109 75.7% | 144 100.0% |
| Total | 5 0.5% | 11 1.2% | 63 6.6% | 245 25.7% | 629 66.0% | 953 100.0% |

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

| | Safety & Security | | | | | Total |
|--|-------------------------|--------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 2 1.3% | 8 5.3% | 59 39.3% | 81 54.0% | 150 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 1.9% | 1 1.9% | 17 32.7% | 33 63.5% | 52 100.0% |
| 3 Jurors (selected and not selected) | 3 1.1% | 6 2.3% | 27 10.3% | 53 20.2% | 174 66.2% | 263 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 1 1.9% | 8 15.1% | 44 83.0% | 53 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 1 2.5% | 2 5.0% | 37 92.5% | 40 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 6 6.1% | 16 16.3% | 76 77.6% | 98 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 4 3.4% | 39 33.6% | 73 62.9% | 116 100.0% |
| 8 All other professionals | 2 1.1% | 2 1.1% | 15 8.3% | 51 28.2% | 111 61.3% | 181 100.0% |
| Total | 5 0.5% | 11 1.2% | 63 6.6% | 245 25.7% | 629 66.0% | 953 100.0% |

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

| | Comfort | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 0 0.0% | 3 3.5% | 37 43.5% | 45 52.9% | 85 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 0 0.0% | 1 25.0% | 3 75.0% | 4 100.0% |
| Lothian and Borders | 1 2.0% | 3 6.1% | 5 10.2% | 9 18.4% | 31 63.3% | 49 100.0% |
| North Strathclyde | 1 1.1% | 0 0.0% | 7 7.6% | 57 62.0% | 27 29.3% | 92 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 2 2.7% | 8 10.8% | 45 60.8% | 19 25.7% | 74 100.0% |
| Tayside, Central and Fife | 0 0.0% | 0 0.0% | 5 23.8% | 7 33.3% | 9 42.9% | 21 100.0% |
| Court of Session and High Court | 0 0.0% | 2 2.7% | 9 12.3% | 13 17.8% | 49 67.1% | 73 100.0% |
| Total | 2 0.5% | 7 1.8% | 37 9.3% | 169 42.5% | 183 46.0% | 398 100.0% |

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

| | Comfort | | | | | Total |
|--|-------------------------|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 4 9.3% | 22 51.2% | 17 39.5% | 43 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 4.8% | 0 0.0% | 11 52.4% | 9 42.9% | 21 100.0% |
| 3 Jurors (selected and not selected) | 1 0.8% | 6 5.0% | 23 19.2% | 38 31.7% | 52 43.3% | 120 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 12 48.0% | 13 52.0% | 25 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 1 100.0% | 0 0.0% | 1 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 2.4% | 15 35.7% | 26 61.9% | 42 100.0% |
| 7 Advocates, solicitors and solicitor advocates | 0 0.0% | 0 0.0% | 5 6.5% | 37 48.1% | 35 45.5% | 77 100.0% |
| 8 All other professionals | 1 1.4% | 0 0.0% | 4 5.8% | 33 47.8% | 31 44.9% | 69 100.0% |
| Total | 2 0.5% | 7 1.8% | 37 9.3% | 169 42.5% | 183 46.0% | 398 100.0% |

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

| | Cleanliness | | | | Total |
|--|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 2 2.4% | 18 21.7% | 63 75.9% | 83 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 0 0.0% | 4 100.0% | 4 100.0% |
| Lothian and Borders | 1 2.0% | 3 6.1% | 10 20.4% | 35 71.4% | 49 100.0% |
| North Strathclyde | 0 0.0% | 3 3.4% | 34 39.1% | 50 57.5% | 87 100.0% |
| South Strathclyde, Dumfries and Galloway | 2 2.7% | 2 2.7% | 21 28.8% | 48 65.8% | 73 100.0% |
| Tayside, Central and Fife | 0 0.0% | 2 9.5% | 9 42.9% | 10 47.6% | 21 100.0% |
| Court of Session and High Court | 0 0.0% | 4 5.6% | 9 12.7% | 58 81.7% | 71 100.0% |
| Total | 3 0.8% | 16 4.1% | 101 26.0% | 268 69.1% | 388 100.0% |

Note: No 'Very Dissatisfied' ratings.

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

| | Cleanliness | | | | Total |
|--|-------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 2 4.7% | 17 39.5% | 24 55.8% | 43 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 0 0.0% | 1 4.8% | 6 28.6% | 14 66.7% | 21 100.0% |
| 3 Jurors (selected and not selected) | 3 2.7% | 9 8.0% | 33 29.2% | 68 60.2% | 113 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 5 20.0% | 20 80.0% | 25 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 1 100.0% | 1 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 1 2.4% | 3 7.3% | 37 90.2% | 41 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 2 2.6% | 21 27.6% | 53 69.7% | 76 100.0% |
| 8 All other professionals | 0 0.0% | 1 1.5% | 16 23.5% | 51 75.0% | 68 100.0% |
| Total | 3 0.8% | 16 4.1% | 101 26.0% | 268 69.1% | 388 100.0% |

Note: No 'Very Dissatisfied' ratings.

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

| | Safety & Security | | | | | Total |
|--|-------------------|---------------------|------------------------------------|---------------------|----------------------|-----------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 0 0.0% | 1 1.2% | 1 1.2% | 21 25.0% | 61 72.6% | 84 100.0% |
| Grampian, Highland and Islands | 0 0.0% | 0 0.0% | 0 0.0% | 1 25.0% | 3 75.0% | 4 100.0% |
| Lothian and Borders | 1 2.0% | 1 2.0% | 2 4.1% | 9 18.4% | 36 73.5% | 49 100.0% |
| North Strathclyde | 0 0.0% | 1 1.1% | 4 4.5% | 31 35.2% | 52 59.1% | 88 100.0% |
| South Strathclyde, Dumfries and Galloway | 0 0.0% | 2 2.8% | 3 4.2% | 15 21.1% | 51 71.8% | 71 100.0% |
| Tayside, Central and Fife | 0 0.0% | 0 0.0% | 2 9.5% | 6 28.6% | 13 61.9% | 21 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 4 5.7% | 7 10.0% | 59 84.3% | 70 100.0% |
| Total | 1 0.3% | 5 1.3% | 16 4.1% | 90 23.3% | 275 71.1% | 387 100.0% |

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

| | Safety & Security | | | | | Total |
|--|-------------------|---------------------|------------------------------------|---------------------|----------------------|-----------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 0 0.0% | 0 0.0% | 2 4.7% | 15 34.9% | 26 60.5% | 43 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 4.8% | 0 0.0% | 1 4.8% | 5 23.8% | 14 66.7% | 21 100.0% |
| 3 Jurors (selected and not selected) | 0 0.0% | 4 3.5% | 9 7.9% | 32 28.1% | 69 60.5% | 114 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 0 0.0% | 0 0.0% | 3 12.0% | 22 88.0% | 25 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 0 0.0% | 0 0.0% | 1 100.0% | 1 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 0 0.0% | 0 0.0% | 1 2.6% | 2 5.1% | 36 92.3% | 39 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 0 0.0% | 1 1.3% | 19 25.0% | 56 73.7% | 76 100.0% |
| 8 All other professionals | 0 0.0% | 1 1.5% | 2 2.9% | 14 20.6% | 51 75.0% | 68 100.0% |
| Total | 1 0.3% | 5 1.3% | 16 4.1% | 90 23.3% | 275 71.1% | 387 100.0% |

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

| | Overall Satisfaction | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| Glasgow and Strathkelvin | 3 0.8% | 5 1.3% | 12 3.1% | 142 36.6% | 226 58.2% | 388 100.0% |
| Grampian, Highland and Islands | 3 0.9% | 6 1.8% | 22 6.4% | 81 23.7% | 230 67.3% | 342 100.0% |
| Lothian and Borders | 2 0.7% | 2 0.7% | 21 7.5% | 90 32.3% | 164 58.8% | 279 100.0% |
| North Strathclyde | 3 0.8% | 4 1.0% | 13 3.3% | 116 29.1% | 262 65.8% | 398 100.0% |
| South Strathclyde, Dumfries and Galloway | 1 0.3% | 2 0.5% | 11 2.8% | 123 31.1% | 259 65.4% | 396 100.0% |
| Tayside, Central and Fife | 10 2.0% | 13 2.6% | 56 11.2% | 157 31.5% | 263 52.7% | 499 100.0% |
| Court of Session and High Court | 0 0.0% | 0 0.0% | 22 7.8% | 60 21.2% | 201 71.0% | 283 100.0% |
| Total | 22 0.9% | 32 1.2% | 157 6.1% | 769 29.7% | 1605 62.1% | 2585 100.0% |

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

| | Overall Satisfaction | | | | | Total |
|--|--------------------------|--------------------------|------------------------------------|----------------------------|-----------------------------|------------------------------|
| | Very Dissatisfied | Fairly Dissatisfied | Neither Dissatisfied nor Satisfied | Fairly Satisfied | Very Satisfied | |
| 1 Accused in a criminal case and supporters of accused | 13 1.9% | 13 1.9% | 60 8.8% | 289 42.6% | 303 44.7% | 678 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 1 0.6% | 4 2.5% | 7 4.3% | 45 28.0% | 104 64.6% | 161 100.0% |
| 3 Jurors (selected and not selected) | 6 1.3% | 4 0.9% | 41 8.7% | 147 31.3% | 271 57.8% | 469 100.0% |
| 4 Victims in a criminal case and supporters of victims | 0 0.0% | 1 1.1% | 5 5.3% | 23 24.2% | 66 69.5% | 95 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 0 0.0% | 0 0.0% | 8 2.7% | 45 15.4% | 240 81.9% | 293 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 1 0.4% | 2 0.8% | 14 5.6% | 76 30.4% | 157 62.8% | 250 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 0 0.0% | 3 1.1% | 8 3.0% | 65 24.3% | 192 71.6% | 268 100.0% |
| 8 All other professionals | 1 0.3% | 5 1.4% | 14 3.8% | 79 21.4% | 270 73.2% | 369 100.0% |
| Total | 22 0.9% | 32 1.2% | 157 6.1% | 769 29.8% | 1603 62.1% | 2583 100.0% |

Table 8.3 Knowledge about Providing Feedback by Sheriffdom

| | Do you know how to make a complaint or provide feedback | | Total |
|--|---|-----------------------------|------------------------------|
| | Yes | No | |
| Glasgow and Strathkelvin | 192 49.4% | 197 50.6% | 389 100.0% |
| Grampian, Highland and Islands | 197 59.0% | 137 41.0% | 334 100.0% |
| Lothian and Borders | 151 55.1% | 123 44.9% | 274 100.0% |
| North Strathclyde | 289 72.8% | 108 27.2% | 397 100.0% |
| South Strathclyde, Dumfries and Galloway | 272 68.7% | 124 31.3% | 396 100.0% |
| Tayside, Central and Fife | 257 52.0% | 237 48.0% | 494 100.0% |
| Court of Session and High Court | 145 52.5% | 131 47.5% | 276 100.0% |
| Total | 1503 58.7% | 1057 41.3% | 2560 100.0% |

Table 8.4 Knowledge about Providing Feedback by User Group

| | Do you know how to make a complaint or provide feedback | | Total |
|--|---|-----------------------------|------------------------------|
| | Yes | No | |
| 1 Accused in a criminal case and supporters of accused | 364 54.1% | 309 45.9% | 673 100.0% |
| 2 Civil litigants, supporters of civil litigants, witnesses in a civil case and supporters of civil case witnesses | 76 47.8% | 83 52.2% | 159 100.0% |
| 3 Jurors (selected and not selected) | 229 50.0% | 229 50.0% | 458 100.0% |
| 4 Victims in a criminal case and supporters of victims | 41 43.2% | 54 56.8% | 95 100.0% |
| 5 Fine payers and people visiting the Sheriff Clerk's Office/Offices of Court | 128 43.8% | 164 56.2% | 292 100.0% |
| 6 Witnesses in a criminal case, supporters of criminal case witnesses, spectators/tourists and others | 119 48.4% | 127 51.6% | 246 100.0% |
| 7 Advocates, Solicitors and Solicitor Advocates | 244 91.4% | 23 8.6% | 267 100.0% |
| 8 All other professionals | 300 81.7% | 67 18.3% | 367 100.0% |
| Total | 1501 58.7% | 1056 41.3% | 2557 100.0% |

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Madrid, Rabat, Rome, Sofia, Tunis

Middle East:

Cairo, Dubai, Riyadh

Asia Pacific:

Bangkok, Beijing, Brisbane, Delhi, Hanoi, Hong Kong, Manila,
Seoul, Shanghai, Singapore, Shenzhen, Taipei

Africa:

Abidjan, Douala, Johannesburg, Kinshasa, Libreville, Nairobi

Latin America:

Lima, Mexico, Rio de Janeiro, Santiago, São Paulo

North America:

Little Falls, Los Angeles, Montreal, New-York, Philadelphia,
Washington

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' are connected at the top, and the 'T' has a unique, slightly curved top bar. The overall appearance is modern and professional.