

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



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EXECUTIVE SUMMARY

Introduction

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

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

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

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

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

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

Sample Profile

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

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

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

Survey Results

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

Travel to the Jury Centre

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

Citation

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

Use of the SCTS Website

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

Public Health Regulations and Safety (COVID-19 Measures)

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

Facilities Used

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

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

Waiting for Business to Start

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

Information from Court Staff

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

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

Experience During the Trial

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

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

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

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

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

Overall Satisfaction

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

Conclusion

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

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

1. INTRODUCTION

1.1 Background to the Research

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

1.2 Methodology

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

¹ A pilot study was also conducted in 2003.

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

Table 1. Questionnaire Section by Module

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

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

Table 2. Timescales for Pilot and Fieldwork for all Modules

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

1.3 Response Rate and Sample Profile

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

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

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

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

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

Table 3. Responses by Jury Centre

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

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

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

Table 4. Responses by Sheriffdom (excluding Jurors)

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

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

Demographic Profile

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

Table 5. Age

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

* Note: 18 respondents did not provide an answer.

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

Table 6. Ethnicity of Respondents

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

Particular Facilities

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

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

1.3.12 Of the respondents who stated that they required particular facilities, 22 commented on the extent to which their needs were met. Of those respondents, 86% (n=19) stated their requirements were fully met, and one other stated they were partially met. Only two respondents stated they were not met at all.

1.3.13 Respondents who stated that their requirements were not fully met were asked to explain their reasons. Only two respondents provided a response, with one noting that there had not been enough leg room, and the other indicating that they had not known where the toilets were.

Communication and/or Reading Needs

1.3.14 The first language of most respondents was English (95%, n=1,046), with 2% (n=18) indicating that English was not their first language. A further 34 (3%) people did not wish to answer the question.

1.3.15 Most respondents (96%, n=1,047) stated they did not have any particular communication and/or reading requirements and only 1% (n=11) of respondents stated that they did. A further 3% (n=37) of respondents either did not want to say or did not answer the question. Of the respondents who did have a requirement, eight providing information about this, with the main requirements being dyslexia, and vision and/or hearing impairment.

1.3.16 All respondents were asked if they used any communication aids provided by the court/jury centre. Only five respondents stated that they had used these facilities. Two had used an interpreter for the accused, one had used an induction/hearing loop, one had use the telephone interpreting service, and one noted using a microphone and speaker to communicate with other jurors. All respondents indicated that they were “very satisfied” with these service they had used, with the exception of the telephone interpreting service, where the respondent did not provide a satisfaction rating.

1.4 Research Conventions and Caveats

1.4.1 It is important to note the differences in the response rate by different user groups, jury centres, and sheriffdoms. The number of jurors who participated far outweighed the number of respondents in all other groups. Therefore, results at the aggregate and sheriffdom level, largely reflect the experiences of jurors. The low numbers of respondents in other user groups, in particular for crown and defence professionals and others, as well as within some individual sheriffdoms and jury centres, means that the disaggregate analysis at these levels is less reliable and response rates are occasionally too low to allow differences to be identified.

1.4.2 It is also important to note that all jurors in a trial were invited to complete a juror questionnaire, rather than just a sample from each jury. Where large numbers of respondents have participated from a jury centre, the results will represent a more general view of experiences over a period of time. However, where the numbers of responses are smaller there is a risk that results might represent the experiences of just one or two juries over just

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

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

2. ACCESS AND PRIOR INFORMATION

2.1 Travel to the Jury Centre

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

Table 7. Mode of Travel to Jury Centre

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

2.1.2 When considering the data by jury centre, the mode used by most respondents in almost all jury centres was car driver, with the exception of Odeon Lothian Road Edinburgh where bus was the most used mode by jurors (57%, n=12). The full breakdown of responses by jury centre can be found in Appendix B.

2.1.3 When jurors were asked about how long the journey to the jury centre took, a total of 1018 respondents provided information. Of those, 64% (n=716) stated that they had travelled up to 30 minutes. The following table outlines the results.

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

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

2.1.4 When disaggregated by jury centre, all jurors travelled up to 30 minutes to Eden Court Inverness on the day of the survey. The journey times across all the other jury centres were most frequently between 16 and 30 minutes.

2.1.5 Respondents were also asked how far they travelled on the day of the survey. A total of 1020 provided information, with two thirds (66%, n=682) travelling between two and 20 miles. Table 9 provides a breakdown of responses.

Table 9. Distance Travelled to Get to Jury Centre

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

2.1.6 Over half of the jurors travelled between 2 and 10 miles in the following jury centres; Odeon Glasgow Quay (69%, n=111), Odeon Braehead Renfrewshire (67%, n=39), Odeon Fort Kinnaird Edinburgh (58%, n=23) and Odeon Lothian Road Edinburgh (57%, n=12). One exception was found in Odeon Dundee, where 46% (n=80) had travelled over 20 miles to get to the relevant jury centre. As for the rest of the jury centres, there was a more equal split between those who travelled between 2 and 10 miles and those who travelled over 20 miles. Again, the full breakdown of responses by jury centre is included at Appendix B.

2.1.7 A total of 976 jurors provided an answer when they were asked whether travelling to the jury centre took longer, same or less time than travelling to the court. The following table indicates that the answers were similarly split between the three options.

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

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

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

2.2 Citation

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

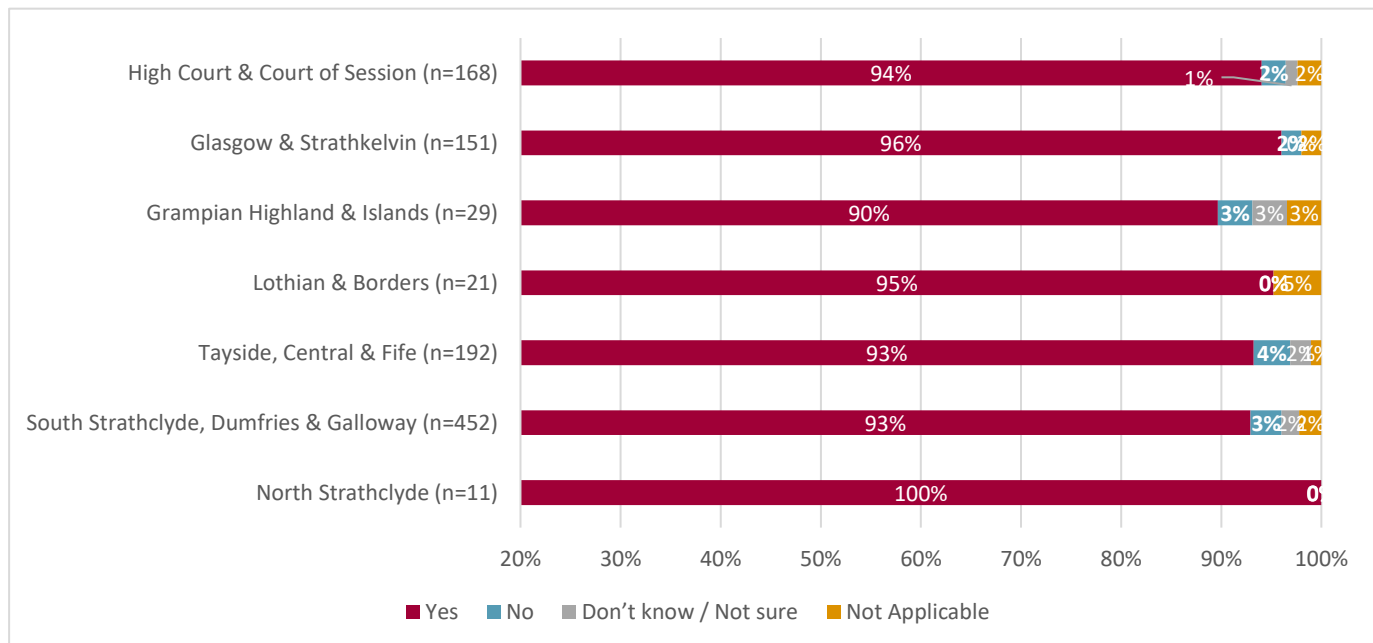


Figure 1. Enough Notice of Jurors Potential Services by Sheriffdom

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

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

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

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

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

- 2.2.6 Around 42 participants who indicated that they were either “fairly” or “very” dissatisfied were asked to elaborate on the reasons for their dissatisfaction. Of those, 18 respondents provided an answer and the main reasons were as follows:

- Better communication (n=5);
- Regular and accurate information about delays/case (n=4);
- Information about the overall procedure (n=3);
- Information could have been more user friendly (n=2);
- Information sheet was not in sequence (n=1);

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

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

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

2.3 Use of the Website

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

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

Table 12. Reasons for Using the Website

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

* Note: Multiple responses were provided at this question.

2.3.3 “Other” reasons participants used the website included:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4. FACILITIES USED

4.1 Facilities Used

4.1.1 All respondents were asked to identify which court facilities they had used during their visit on the day of the survey. A total of 1099 respondents indicated that they had used one or more facilities.

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

Table 15. Use of Court/Jury Centre Facilities

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

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

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

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

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

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

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

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

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

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

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

4.2 Catering

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

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

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

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

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

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

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

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

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

5. WAITING FOR BUSINESS TO START

5.1 Waiting Times

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

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

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

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

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

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

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

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

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

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

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

5.2 Satisfaction with Updates about Waiting

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

Updates about Waiting Times

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

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

Updates about Why Respondents had to Wait

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

6. CONTACT WITH COURT STAFF

6.1 Information from Court Staff

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

Ease of Finding Way Around the Building

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

Table 19. Ease of Finding Way Around the Building

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

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

Additional Information

6.1.6 Professionals and others were also asked if there was any information they would have liked that was not provided by SCTS staff during their visit. Only 9% (n=8) said there was. Such requests were spread across all user groups and nearly all Sheriffdoms.

6.1.7 Respondents were also asked, in what way information provision could have been improved. Overall, 23 respondents provided a substantive response, however, a range of unique responses were provided making it difficult to identify any clear themes or issues. The table that summarises all the responses can be found in Appendix B. Only one general issue was mentioned more than once:

- Improved signage or signposting, both in relation to how to move about the building/use any one way systems, and to help court users find the correct court room/area of the building they needed (n=4).

Anticipated Start Time

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

6.2 Satisfaction with Court Staff

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

Helpfulness of Court Staff

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

Table 20. Helpfulness of Court Staff

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

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

Politeness of Court Staff

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

Table 21. Politeness of Court Staff

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

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

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

7. EXPERIENCE DURING THE TRIAL

7.1 Experience During the Trial

Juror Experiences

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

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

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

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

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

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

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

Table 23. Ability to See the Evidence

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

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

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

Deliberations

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

Table 24. Satisfaction with Deliberation Arrangements

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

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

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

Professional Experiences

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

Table 25. Impact on Time Needed for Trial

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

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

Table 26. Time Taken to Resolve Technical Difficulties

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

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

7.2 Comparison with Courtroom Experiences

7.2.1 Jurors were asked if they had previously served as a juror for a trial held in a courtroom, with 178 respondents (18%) indicating that they had.

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

Table 27. Impact on Time Needed for Trial

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

8. OVERALL SATISFACTION

8.1 Overall Satisfaction

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

Table 28. Overall Satisfaction with the SCTS

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

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

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

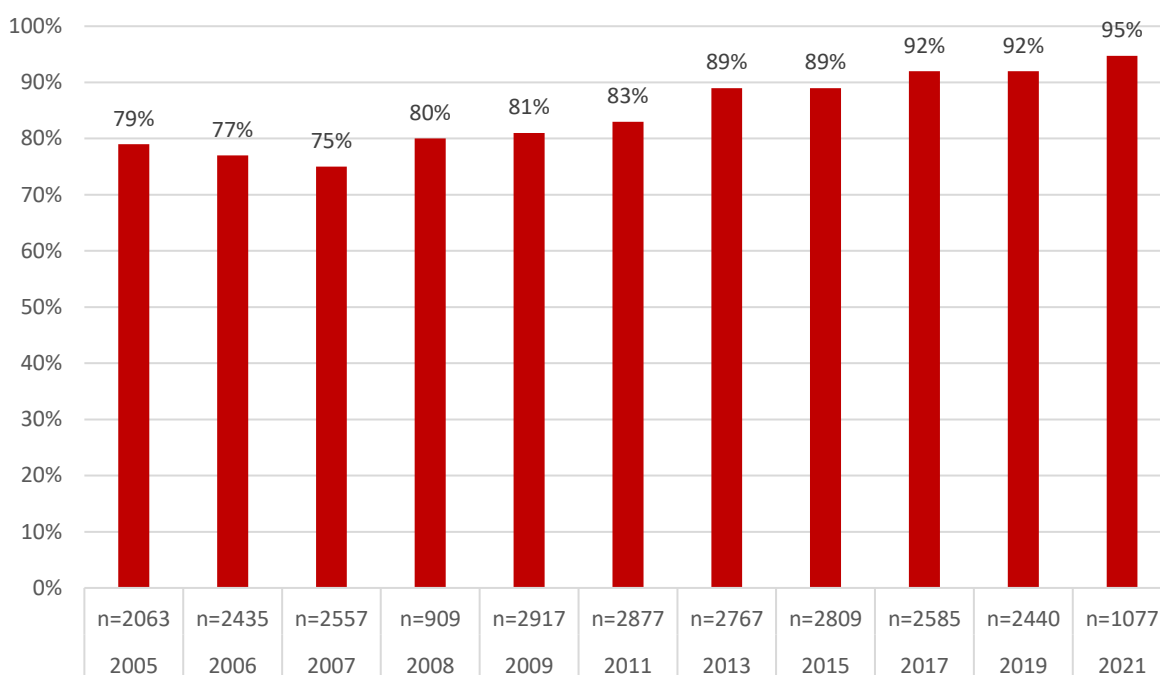


Figure 2. Overall Satisfaction (2005-2021)

8.2 Overall Satisfaction by User Group

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

Table 29. Overall Satisfaction by User Group

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

8.3 Overall Satisfaction by Sheriffdom

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

Table 30. Overall Satisfaction by Sheriffdom

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

8.4 Overall Satisfaction by Jury Centre

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

Table 31. Overall Satisfaction by Jury Centre

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

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

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

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

8.1 Service Development and Feedback

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

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

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

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

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

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

9. CONCLUSION

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

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

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

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

The SYSTRA logo is displayed in a bold, red, sans-serif font. The letters are thick and closely spaced, with a modern, geometric feel. The 'S' and 'Y' are particularly prominent due to their size and shape.

Report Appendix A – 2021 Survey Questionnaires

SCOTTISH COURTS AND TRIBUNALS SERVICE

COURT USER SATISFACTION SURVEYS 2021

Dear Juror,

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

Due to the impacts of COVID-19, the way in which jury trials will be conducted has had to change. Jurors play an important role in our justice system and jury service is a fundamental aspect in a democratic society. Trials by jury cannot proceed without you. As jury service is an important civic duty, our focus is ensuring that your experience as a juror, which starts with receiving your citation, meets your needs and creates the best possible set of circumstances that enable your fullest participation.

Feedback on your experience and the quality and standard of the service you have received throughout is essential in helping us make the right improvements that reflect your needs and expectations.

We would be grateful if you could take some time before leaving today to complete this survey.

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

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

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

We hope you enjoyed your experience serving as a juror today.

Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 Please select from the list below the jury centre you attended today. *Please tick one option only.*

- | | | |
|---------------------------------|--------------------------|----------|
| Odeon Fort Kinnaird, Edinburgh | <input type="checkbox"/> | 1 |
| Odeon Lothian Road, Edinburgh | <input type="checkbox"/> | 2 |
| Odeon Braehead, Renfrewshire | <input type="checkbox"/> | 3 |
| Odeon Glasgow Quay | <input type="checkbox"/> | 4 |
| Odeon Ayr | <input type="checkbox"/> | 5 |
| Odeon East Kilbride | <input type="checkbox"/> | 6 |
| Odeon Dundee | <input type="checkbox"/> | 7 |
| Odeon Dunfermline | <input type="checkbox"/> | 8 |
| Vue Aberdeen | <input type="checkbox"/> | 9 |
| Eden Court Inverness | <input type="checkbox"/> | 10 |
| Other (<i>please specify</i>) | <input type="checkbox"/> | 11 _____ |
| Do not know / Not sure | <input type="checkbox"/> | 12 |

Q2 Are you here today for High Court or Sheriff Court business?. *Please tick one option only.*

- | | | |
|------------------------|--------------------------|---|
| High Court | <input type="checkbox"/> | 1 |
| Sheriff Court | <input type="checkbox"/> | 2 |
| Do not know / Not sure | <input type="checkbox"/> | 3 |

Q3 Please select from the list below the court that cited you to attend the jury centre today. *Please tick one option only.*

Sheriff Court

- | | | |
|---------------------------------|--------------------------|----------|
| Aberdeen | <input type="checkbox"/> | 1 |
| Airdrie | <input type="checkbox"/> | 2 |
| Ayr | <input type="checkbox"/> | 3 |
| Dumbarton | <input type="checkbox"/> | 4 |
| Dunfermline | <input type="checkbox"/> | 5 |
| Dumfries | <input type="checkbox"/> | 6 |
| Dundee | <input type="checkbox"/> | 7 |
| Edinburgh | <input type="checkbox"/> | 8 |
| Falkirk | <input type="checkbox"/> | 9 |
| Glasgow | <input type="checkbox"/> | 10 |
| Greenock | <input type="checkbox"/> | 11 |
| Hamilton | <input type="checkbox"/> | 12 |
| Inverness | <input type="checkbox"/> | 13 |
| Kilmarnock | <input type="checkbox"/> | 14 |
| Kirkcaldy | <input type="checkbox"/> | 15 |
| Livingston | <input type="checkbox"/> | 16 |
| Paisley | <input type="checkbox"/> | 17 |
| Perth | <input type="checkbox"/> | 18 |
| Other (<i>please specify</i>) | <input type="checkbox"/> | 19 _____ |
| Do not know / Not sure | <input type="checkbox"/> | 20 |

High Court

- | | | |
|---------------------------------|--------------------------|----------|
| Aberdeen | <input type="checkbox"/> | 21 |
| Airdrie | <input type="checkbox"/> | 22 |
| Dundee | <input type="checkbox"/> | 23 |
| Edinburgh | <input type="checkbox"/> | 24 |
| Glasgow | <input type="checkbox"/> | 25 |
| Inverness | <input type="checkbox"/> | 26 |
| Livingston | <input type="checkbox"/> | 27 |
| Paisley | <input type="checkbox"/> | 28 |
| Stirling | <input type="checkbox"/> | 29 |
| Other (<i>please specify</i>) | <input type="checkbox"/> | 30 _____ |
| Don't know / Not sure | <input type="checkbox"/> | 31 |

Q4 How did you travel to the jury centre today? *Please select your main mode only.*

- | | | | | | |
|-----------------|--------------------------|---|---------------------------------|--------------------------|----------|
| Walked | <input type="checkbox"/> | 1 | Bus | <input type="checkbox"/> | 6 |
| Bicycle | <input type="checkbox"/> | 2 | Train | <input type="checkbox"/> | 7 |
| Motorbike | <input type="checkbox"/> | 3 | Taxi | <input type="checkbox"/> | 8 |
| Car (driver) | <input type="checkbox"/> | 4 | Ferry | <input type="checkbox"/> | 9 |
| Car (passenger) | <input type="checkbox"/> | 5 | Other (<i>please specify</i>) | <input type="checkbox"/> | 10 _____ |

Q5 Roughly how long did the journey take? *Please 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 | Don't know / Not sure | <input type="checkbox"/> | 6 |

Q6 How far did you travel to get to the jury centre today? *Please 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 | | | |

Q7 Do you think travelling to the jury centre took you longer, about the same time or less time than would travelling to the court that cited you? *Please tick one option only.*

- | | | | | | |
|---------------------|--------------------------|---|-----------------------|--------------------------|---|
| Longer | <input type="checkbox"/> | 1 | Don't know / Not sure | <input type="checkbox"/> | 4 |
| About the same time | <input type="checkbox"/> | 2 | Not Applicable | <input type="checkbox"/> | 5 |
| Less time | <input type="checkbox"/> | 3 | | | |

Section 2 – Your Juror Citation

Q8 Did you feel you had enough notice of your potential service to enable you to make any necessary domestic arrangements? *Please tick one option only.*

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

Q9 Did the information you received with your juror citation make it clear where you should go for your jury service? *Please tick one option only.*

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

Q10 Did the information you received with your citation clearly describe the process of being a juror? *Please tick one option only.*

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

Q11 Did the guidance sent with your citation give you enough assurance that the appropriate health and safety measures had been considered by the SCTS and were in place? *Please tick one option only.*

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

Q12 Overall, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you that your citation gave you enough information about serving as a potential juror? *Please circle one option only.*

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

Q13 If your rating at Q12 was 2 or less, please explain the reasons for your dissatisfaction.

.....
.....

Q14 Did you have to contact the SCTS to ask any questions about your citation or potential jury service? *Please tick one option only.*

Yes	<input type="checkbox"/>	1	(CONTINUE)
No	<input type="checkbox"/>	2	(GO TO Q17)
Don't know / Not sure	<input type="checkbox"/>	3	(GO TO Q17)
Not Applicable	<input type="checkbox"/>	4	(GO TO Q17)

Q15 Overall, 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 service you received from SCTS staff who dealt with your enquiry? *Please circle one option only.*

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

Q16 If your rating at Q15 was 2 or less, please explain the reasons for your dissatisfaction.

.....
.....

Section 3 – Your Use of the Scottish Courts and Tribunals Service Website

Q17 In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) website for any of the following reasons? *Please select all that apply.*

- | | | | |
|--|--------------------------|----|-------------|
| I have not used the SCTS Website | <input type="checkbox"/> | 1 | (GO TO Q20) |
| To obtain information on daily court business | <input type="checkbox"/> | 2 | (CONTINUE) |
| To obtain information about SCTS and/or its role | <input type="checkbox"/> | 3 | (CONTINUE) |
| To obtain information about the Scottish justice system | <input type="checkbox"/> | 4 | (CONTINUE) |
| To obtain information leaflets and/or forms used in courts | <input type="checkbox"/> | 5 | (CONTINUE) |
| To obtain information about SCTS guidance on COVID-19 | <input type="checkbox"/> | 6 | (CONTINUE) |
| To obtain court addresses/phone numbers/directions to courts | <input type="checkbox"/> | 7 | (CONTINUE) |
| To obtain information about jury service | <input type="checkbox"/> | 8 | (CONTINUE) |
| To obtain information about jury expenses | <input type="checkbox"/> | 9 | (CONTINUE) |
| Other (<i>please specify</i>): _____ | <input type="checkbox"/> | 10 | (CONTINUE) |

Q18 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the information that you needed on the SCTS website? *Please circle one option only.*

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

Q19 Having visited the website, is there any other information or service you would like to see provided online?

.....
.....

Section 4 – Public Health Regulations and Your Safety

Q20 On arrival at the jury centre, were you asked to check into the building using the Safe2Go application by a sign, or by a court official? *Please tick one option only.*

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

Q21 Did you see a sign alerting you to the requirement to adhere to the 2-metre physical distancing rule? *Please tick one option only.*

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

Q22 Did you see a sign alerting you to the requirement to wear a face covering in public areas? *Please tick one option only.*

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

Q23 If you did not have a face covering available, was one offered to you by a court official?
Please tick one option only.

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

Q24 If you are exempt from wearing a face covering, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with how court officials responded when you told them this? *Please circle one option only.*

	Very Dissatisfied				Very Satisfied	Don't know/ Not Sure	Not Applicable/ I wore a face covering
Scale:	1	2	3	4	5	6	7

Q25 Overall, 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 wearing of face coverings in the jury centre today? *Please circle one option only.*

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

Q26 If rating at Q24 and/or Q25 was 2 or less in relation to the wearing of face coverings:
Please explain the reasons you have not scored the overall satisfaction higher.

.....
.....

Q27 Was there sufficient hand sanitiser available to you in the jury centre? *Please tick one option only.*

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

Q28 Was there sufficient access to hand washing facilities in the jury centre? *Please tick one option only.*

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

Section 5 – Your Experiences of the Jury Centre

Q29 When you arrived at the jury centre, did SCTS staff explain what was going to happen, what you should do and where you should go? *Please tick one option only.*

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

- Q30 Please see the table below. Did you use any of the following facilities while you were in the court building today? In the column for 'Q30' in the table below, tick all facilities you used.
- Q31 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the comfort of those facilities? At 'Q31 Comfort' in the table below, please circle only one number per row against each facility you used.
- Q32 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the cleanliness of those facilities? At 'Q32 Cleanliness' in the table below, please circle only one number per row against each facility you used.
- Q33 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the safety and security of those facilities? At 'Q33 Safety & Security' in the table below, please circle one number only per row against each facility you used.

	Q30	Q31 Comfort					Q32 Cleanliness					Q33 Safety and Security							
	Used	Very Dissatisfied			Very Satisfied	Don't know / Not sure	Very Dissatisfied			Very Satisfied	Don't know / Not sure	Very Dissatisfied			Very Satisfied	Don't know / Not sure			
Public Entrance/Area Outside the Jury Centre	<input type="checkbox"/> ₁	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Waiting Area/Area Outside Auditorium	<input type="checkbox"/> ₂	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Auditorium	<input type="checkbox"/> ₃	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Toilets in Jury Centre	<input type="checkbox"/> ₄	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Other (please specify): _____	<input type="checkbox"/> ₅	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6

Q34 If your rating at Q31, Q32 and/or Q33 was 2 or less in relation to comfort, cleanliness and/or safety and security for any of the above facilities, please explain the reasons for your dissatisfaction.

.....

.....

Section 6 – Waiting for the Trial to Start

Q35 When you were called into the auditorium, did you have to wait for the trial to start today past the appointed start time? Please tick one option only.

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q42)
- Don't know / Not sure ₃ (GO TO Q42)
- Not Applicable ₄ (GO TO Q42)

Q36 Approximately how long did you have to wait to take part in court proceedings today past the appointed start time? *Please 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 | Don't know / Not sure | <input type="checkbox"/> | 6 |

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

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

Q38 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait today past the appointed start time? *Please tick one option only.*

- | | | | |
|-----------------------|--------------------------|---|-------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) |
| No | <input type="checkbox"/> | 2 | (GO TO Q40) |
| Don't know / Not sure | <input type="checkbox"/> | 3 | (GO TO Q40) |
| Not Applicable | <input type="checkbox"/> | 4 | (GO TO Q40) |

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

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

Q40 Did **SCTS staff** tell you **why** you had to wait today past the appointed start time? *Please tick one option only.*

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

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

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

Section 7 – Your Experiences of Jury Service During the Trial

Q42 On a scale of 1 to 5 where 1 is ‘not at all well’ and 5 is ‘very well’, how well were you able to see and, if applicable, hear the following people? *Please circle only one number per row against each of the following people.*

	Not well at all				Very well	Don't know/ Not sure
a) The accused (NOTE: you would only hear the accused if they were giving evidence)	1	2	3	4	5	6
b) The witnesses	1	2	3	4	5	6
c) The prosecution representative(s)	1	2	3	4	5	6
d) The defence representative(s)	1	2	3	4	5	6
e) The Judge	1	2	3	4	5	6
f) Other (Please say who this was):	1	2	3	4	5	6

Q43 On a scale of 1 to 5 where 1 is ‘very difficult’ and 5 is ‘very easy’, how difficult or easy was it for you to see and/or hear any video evidence shown? *Please circle one option only.*

Scale: Very Difficult Very Easy Don't know/ Not Sure Not Applicable
 1 2 3 4 5 6 7

Q44 On a scale of 1 to 5 where 1 is ‘very difficult’ and 5 is ‘very easy’, how difficult or easy was it for you to see the productions put up on screen? *Please circle one option only.*

Scale: Very Difficult Very Easy Don't know/ Not Sure Not Applicable
 1 2 3 4 5 6 7

Q45 If your rating at any of Q42, Q43 and/or Q44 was 2 or less in relation to difficulties with seeing/hearing any people, video evidence, or productions on screen, was the main problem sound, vision or both? *Please tick one option only.*

- Sound ₁
- Vision ₂
- Sound and vision ₃
- Don't know / Not sure ₄

Q46 How long did it take for these problems to be resolved? *Please tick one option only. Please tick one option only.*

- Up to 15 minutes ₁
- 16-30 minutes ₂
- Over 30 minutes ₃
- Don't know / Not sure ₄
- Not resolved ₅

Q47 Was the temperature of the auditorium to your satisfaction? *Please tick one option only.*

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

Q48 After hearing the evidence presented were you asked by the presiding Judge to consider and return a verdict to the court? *Please tick one option only.*

Yes	<input type="checkbox"/>	1	(CONTINUE)
No	<input type="checkbox"/>	2	(GO TO Q53)
Don't know / Not sure	<input type="checkbox"/>	3	(GO TO Q53)
Not Applicable	<input type="checkbox"/>	4	(GO TO Q53)

Q49 Did you need to ask the Court any questions during your deliberations? *Please tick one option only.*

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

Q50 On a scale of 1 to 5 where 1 is 'not at all well' and 5 is 'very well', how well do you think the arrangements for jury discussions/deliberations worked? *Please circle one option only.*

	Not at all well				Very well	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q51 Overall, on a scale of 1 to 5 where 1 is 'not at all well' and 5 is 'very well', how well do you feel you were able to engage with the trial process in order to reach your decision? *Please circle one option only.*

	Not at all well				Very well	Don't know/ Not Sure
Scale:	1	2	3	4	5	6

Q52 If your rating at Q50 and/or Q51 was 2 or less in relation to arrangements for deliberations and/or ability to engage with the trial process to reach a decision, please explain the reasons.

.....
.....

Section 8 – Your Satisfaction with SCTS Staff

Q53 On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q54 On a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', overall, how impolite or polite were the SCTS staff you spoke with today? *Please circle one option only.*

Scale: Very Impolite 2 3 4 Very Polite 5 Don't know/ Not Sure 6

Q55 If your rating at Q53 and/or Q54 was 2 or less in relation to the SCTS staff you spoke with today, please explain the reasons you have not scored the helpfulness and/or politeness of SCTS staff higher.

.....

Section 9 – Catering Facilities

Q56 Overall, 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 range and quality of the food provided today? *Please circle one number for each statement.*

	Very Dissatisfied				Very Satisfied	Don't know/ Not sure	Not Applicable
Range of food and drink available	1	2	3	4	5	6	7
Quality of food and drink available	1	2	3	4	5	6	7

Q57 If your rating at Q56 is 2 or less, please explain the reasons you were dissatisfied with the range or quality of the food and drink available.

.....

Section 10 – Previous Jury Service

Q58 Have you previously served as a juror for a trial held in a courtroom? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q60)
- Don't know / Not sure ₃ (GO TO Q60)
- Not Applicable ₄ (GO TO Q60)

Q59 How did your experience today compare with jury service in a courtroom? *Please tick one option only.*

- Better today ₁ Better in courtroom ₃
- No difference ₂ Don't know / Not sure ₄

Q65 Do you consider yourself to be a transgender person?

- Yes 0
No 1
Prefer not to say 2

Q66 If you do not mind, please would you tell us the age group to which you belong?

- 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

Q67 If you do not mind, please would you tell us what is your ethnic group?

Do not wish to say 0

A White

Scottish 1

English 2

Welsh 3

Northern Irish 4

Irish 5

Gypsy, Roma and/or Traveller 6

Any other white ethnic group 7
(please specify):

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups (please specify): 8

C Asian, Asian Scottish or Asian British

Pakistani, Scottish Pakistani or British Pakistani 9

Indian, Scottish Indian or British Indian 10

Bangladeshi, Scottish Bangladeshi or British Bangladeshi 11

Chinese, Scottish Chinese or British Chinese 12

Other (please specify) _____ 13

D African, Scottish African or British African

Please write in (for example, NIGERIAN, SOMALI): 14

E Caribbean or Black

Please write in (for example, SCOTTISH CARIBBEAN, BLACK SCOTTISH): 15

F Other ethnic group

Arab, Scottish Arab or British Arab 16

Other (please specify (for example, SIKH, JEWISH): 17

Section 13 – Particular Facilities and Requirements

Q68 If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?
Please tick one option only.

- Yes 1 (CONTINUE)
No 2 (GO TO Q72)

Do not wish to say ₃ (GO TO Q72)

Q69 Please would you tell us what particular facilities you require?

.....

Q70 To what extent were your particular requirements met by the facilities offered at the jury centre today? *Please tick one option only.*

Fully met ₁ (GO TO Q72)

Partially met ₂ (CONTINUE)

Not met at all ₃ (CONTINUE)

Q71 If your requirements were not fully met, please would you tell us why?

.....

Q72 If you do not mind, please would you tell us if your first language is English? *Please tick one option only.*

Yes ₁

No ₂

Do not wish to say ₀

Q73 If you do not mind, please would you tell us if you have any particular communication and/or reading requirements? *Please tick one option only.*

Yes ₁ (CONTINUE)

No ₂ (GO TO Q75)

Do not wish to say ₀ (GO TO Q75)

Q74 Please would you tell us what these requirements are?

.....

Q75 Did you use any of the following services/facilities at the jury centre today? *Please select all that apply.*

Induction/Hearing Loops ₁

Braille ₂

Interpreter for the Accused ₃

BSL/English Interpreter ₄

Telephone Interpreting Service ₅

Other (*please specify*) ₆ _____

None ₇

Q76 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please circle only one number per row against each services/facilities you used.*

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

Q77 If you were dissatisfied with any of the elements at Q76, please say why.

.....

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

SCOTTISH COURTS AND TRIBUNALS SERVICE

COURT USER SATISFACTION SURVEYS 2021

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

Having introduced new arrangements for conducting jury trials with jurors in remote jury centres we are now evaluating the new system, and we would be grateful if you would take some time to complete a survey.

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

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

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

SCTS have commissioned SYSTRA Ltd, an independent research consultancy, to conduct the survey, as well as all analysis and reporting. All data will be held in accordance with the Data Protection Act (2018) and the General Data Protection Regulation (GDPR). The survey is anonymous and no personal data is sought. Data will also be reported in such a way to ensure anonymity for respondents.

Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 Were you attending for High Court or Sheriff Court business? *Please tick one option only.*

- High Court ₁
Sheriff Court ₂
Don't know / Not sure ₃

Q2 Please select from the list below the court you attended today. *Please tick one option only.*

Sheriff Court

- Aberdeen ₁
Airdrie ₂
Ayr ₃
Dumbarton ₄
Dunfermline ₅
Dumfries ₆
Dundee ₇
Edinburgh ₈
Falkirk ₉
Glasgow ₁₀
Greenock ₁₁
Hamilton ₁₂
Inverness ₁₃
Kilmarnock ₁₄
Kirkcaldy ₁₅
Livingston ₁₆
Paisley ₁₇
Perth ₁₈
Other (*please specify*) ₁₉ _____
Don't know / Not sure ₂₀

High Court

- Aberdeen ₂₁
Airdrie ₂₂
Dundee ₂₃
Edinburgh Lawnmarket ₂₄
Edinburgh Parliament House ₂₅
Edinburgh Sheriff Court ₂₆
Glasgow Saltmarket ₂₇
Glasgow Sheriff Court ₂₈
Inverness ₂₉
Livingston ₃₀
Paisley ₃₁
Stirling ₃₂
Other (*please specify*) ₃₃ _____
Do not know / Not sure ₃₄

Q3 In what capacity are you attending court today? *Please tick one option only.*

- Advocate (Senior or Junior) ₁
Advocate Depute ₂
Crown Junior ₃
Procurator Fiscal/Depute ₄
Solicitor (or Trainee Solicitor) ₅
Solicitor Advocate ₆

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

Q4 In the last six months, have you used the Scottish Courts and Tribunals Service (SCTS) website for any of the following reasons? *Please select all that apply.*

- | | | | |
|--|--------------------------|---|------------|
| I have not used the SCTS Website | <input type="checkbox"/> | 1 | (GO TO Q7) |
| To obtain information on daily court business | <input type="checkbox"/> | 2 | (CONTINUE) |
| To obtain information about SCTS and/or its role | <input type="checkbox"/> | 3 | (CONTINUE) |
| To obtain information about the Scottish justice system | <input type="checkbox"/> | 4 | (CONTINUE) |
| To obtain information leaflets and/or forms used in courts | <input type="checkbox"/> | 5 | (CONTINUE) |
| To obtain information about SCTS guidance on COVID-19 | <input type="checkbox"/> | 6 | (CONTINUE) |
| To obtain court addresses/phone numbers/directions to courts | <input type="checkbox"/> | 7 | (CONTINUE) |
| Other (<i>please specify</i>): _____ | <input type="checkbox"/> | 8 | (CONTINUE) |

Q5 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the information that you needed on the SCTS website? *Please circle one option only.*

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

Q6 Having visited the website, is there any other information or service you would like to see provided online?

.....
.....

Section 3 – Public Health Regulations and Your Safety

Q7 On arrival at the court, were you asked to check into the building using the Safe2Go application by a sign or by a court official? *Please tick one option only.*

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

Q8 Did you see a sign alerting you to the requirement to adhere to any physical distancing rules? *Please tick one option only.*

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

Q9 Did you see a sign alerting you to the requirement to wear a face covering in public areas? *Please tick one option only.*

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

Q10 If you **did not** have a face covering available, was one offered to you by a court official? *Please tick one option only.*

Yes ₁ Don't know / Not sure ₃
No ₂ Not Applicable ₄

Q11 If you **are exempt from wearing a face covering**, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with how SCTS staff responded when you told them this? *Please circle one option only.*

Scale: Very Dissatisfied 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6 Not Applicable/ I wore a face covering 7

Q12 Overall, 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 wearing of face coverings in the court building today? *Please circle one option only.*

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

Q13 Overall, 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 2 meter physical distancing between people being demonstrated within the court building today? *Please circle one option only.*

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

Q14 If your rating at Q11, Q12 and/or Q13 was 2 or less, please explain the reasons you have not scored the overall satisfaction higher.

.....
.....

Q15 Was there sufficient hand sanitiser available to you within the court building? *Please tick one option only.*

Yes ₁ Don't know / Not sure ₃
No ₂ Not Applicable ₄

Q16 Was there sufficient access to hand washing facilities in the court building? *Please tick one option only.*

Yes ₁ Don't know / Not sure ₃
No ₂ Not Applicable ₄

Q17 Was there a supply of gloves available for you to use to handle any production or paperwork which required to be passed to any other person during the course of the trial?
Please tick one option only.

- Yes ₁ Don't know / Not sure ₃
 No ₂ Not Applicable ₄

Section 4 – Court Facilities

Q18 Please see the table below. Did you use any of the following facilities while you were in the court building today? In the column for 'Q18' in the table below, tick all facilities you used.

Q19 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the comfort of those facilities? At 'Q19 Comfort' in the table below, please circle only one number per row against each facility you used.

Q20 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the cleanliness of those facilities? At 'Q20 Cleanliness' in the table below, please circle only one number per row against each facility you used.

Q21 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the safety and security of those facilities? At 'Q21 Safety & Security' in the table below, please circle one number only per row against each facility you used.

	Q18	Q19 Comfort						Q20 Cleanliness						Q21 Safety and Security					
	Used	Very Dissatisfied			Very Satisfied		Don't know / Not sure	Very Dissatisfied			Very Satisfied		Don't know / Not sure	Very Dissatisfied			Very Satisfied		Don't know / Not sure
Public Entrance/Area Outside the Court Building	<input type="checkbox"/> ₁	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Waiting Area/Area Outside Court Room	<input type="checkbox"/> ₂	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Court Room	<input type="checkbox"/> ₃	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Witness Room	<input type="checkbox"/> ₄	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Agents' Room/Solicitors' Room	<input type="checkbox"/> ₅	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Cells in Court Building	<input type="checkbox"/> ₆	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Toilets in Court Building	<input type="checkbox"/> ₇	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Other (please specify): _____	<input type="checkbox"/> ₈	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6

Q22 If your rating at any of the facilities used Q19, Q20 and/or Q21 was 2 or less, please explain the reasons for your dissatisfaction.

.....

Section 5 – Information Provided by Court Staff

Q23 When you arrived at court were you advised by a member of SCTS staff which areas of the building would be available for you to use? *Please tick one option only.*

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

Q24 When you arrived at court, were you directed where to go within the building and any one-way systems which were in operation? *Please tick one option only.*

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

Q25 On a scale of 1 to 5 where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find your way to where you had to go and navigate any one way system in place today? *Please circle one option only.*

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

Q26 Was there any information you would have liked that was not provided today? *Please tick one option only.*

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

Q27 In what way could information provision have been improved today?

.....
.....

Section 6 – Waiting in Court

Q28 Did you have to wait **for the trial to start** today beyond the anticipated start time? *Please tick one option only.*

Yes	<input type="checkbox"/> ₁	(CONTINUE)
No	<input type="checkbox"/> ₂	(GO TO Q35)
Don't know / Not sure	<input type="checkbox"/> ₃	(GO TO Q35)
Not Applicable	<input type="checkbox"/> ₄	(GO TO Q35)

Q29 Approximately how long did you have to wait for the trial to start today beyond the anticipated start time? *Please 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	Don't know / Not sure	<input type="checkbox"/> ₆

Q30 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the time you had to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Q31 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait for the trial to start today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q33)
- Don't know / Not sure ₃ (GO TO Q33)
- Not Applicable ₄ (GO TO Q33)

Q32 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **how much longer** you were likely to have to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Q33 Did **SCTS staff** tell you **why** you had to wait for the trial to start today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q35)
- Don't know / Not sure ₃ (GO TO Q35)
- Not Applicable ₄ (GO TO Q35)

Q34 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **why** you had to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Section 7 – Your Experience During the Trial

Q35 Did you feel you were sufficiently informed/prepared for dealing with the arrangements for using remote jurors? *Please tick one option only.*

- Yes ₁ Don't know / Not sure ₃
- No ₂ Not Applicable ₄

Q36 What advantages or benefits, if any, do you consider accrued from these arrangements?

.....
.....

Q37 What disadvantages or detriments, if any, do you consider accrued from these arrangements?

.....
.....

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 reliability of communications between the court and the jury today? *Please circle one option only.*

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

Q39 If your rating at Q38 was 2 or less, please explain the reasons for your dissatisfaction.

.....
.....

Q40 Did the remote jury centre arrangements result in the trial taking more time, less time, or the same time as had been anticipated? *Please tick one option only.*

- More Time 1
- Less Time 2
- Same Time 3
- Don't know / Not sure 4
- Not Applicable 5

Q41 Were there any technical difficulties during the course of the trial? *Please tick one option only.*

- Yes 1 (CONTINUE)
- No 2 (GO TO Q43)
- Don't know / Not sure 3 (GO TO Q43)
- Not Applicable 4 (GO TO Q43)

Q42 How long did it take for the technical difficulties to be resolved? *Please tick one option only.*

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

Q43 Overall, how did your experience today compare with when the jury was in a courtroom?
Please tick one option only.

- | | | | | | |
|-------------------------------|--------------------------|---|-----------------------|--------------------------|---|
| Better today | <input type="checkbox"/> | 1 | Don't know / Not sure | <input type="checkbox"/> | 4 |
| No significant difference | <input type="checkbox"/> | 2 | Not applicable | <input type="checkbox"/> | 5 |
| Better with jury in courtroom | <input type="checkbox"/> | 3 | | | |

Q44 Please use the space below if you wish to make any other comments about your experience during the trial today.

.....

.....

.....

.....

.....

Section 8 – Your Satisfaction with SCTS Staff

Q45 On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q46 On a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', overall, how impolite or polite were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q47 If your rating at Q45 and/or Q46 was 2 or less, please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

.....

.....

Section 9 – Overall Satisfaction

Q48 Thinking about all the questions you have answered so far, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the overall service provided by the SCTS today? *Please circle one option only.*

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

Q49 If your rating at Q48 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

.....
.....

Q50 Are there any aspects of the service provided by the SCTS that you would change? If so, what are they?

.....
.....

Q51 Do you know how to make a complaint or provide feedback, good or bad, about the services you used today? *Please tick one option only.*

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

Q52 Is there any other feedback you wish to provide on your experiences of working in jury trials **over the last six months?**

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

Section 10 – Demographic Information

Q53 If you do not mind, what term best describes your gender?

Do not wish to say	<input type="checkbox"/> ₀
Man	<input type="checkbox"/> ₁
Woman	<input type="checkbox"/> ₂
Non-Binary	<input type="checkbox"/> ₃
I prefer to use another term (<i>please specify</i>)	<input type="checkbox"/> ₄ _____

Q54 Do you consider yourself to be a transgender person?

- Yes 0
- No 1
- Prefer not to say 2

Q55 If you do not mind, please would you tell us the age group to which you belong?

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

Q56 If you do not mind, please would you tell us what is your ethnic group?

Do not wish to say 0

A White

Scottish 1

English 2

Welsh 3

Northern Irish 4

Irish 5

Gypsy, Roma and/or Traveller 6

Any other white ethnic group 7
(please specify):

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups (please specify): 8

C Asian, Asian Scottish or Asian British

Pakistani, Scottish Pakistani or British Pakistani 9

Indian, Scottish Indian or British Indian 10

Bangladeshi, Scottish Bangladeshi or British Bangladeshi 11

Chinese, Scottish Chinese or British Chinese 12

Other (please specify): _____ 13

D African, Scottish African or British African

Please write in (for example, NIGERIAN, SOMALI): 14

E Caribbean or Black

Please write in (for example, SCOTTISH CARIBBEAN, BLACK SCOTTISH): 15

F Other ethnic group

Arab, Scottish Arab or British Arab 16

Other (please specify (for example, SIKH, JEWISH): 17

Section 11 – Particular Facilities and Requirements

Q57 If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?
Please tick one option only.

- | | | | |
|--------------------|--------------------------|---|-------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) |
| No | <input type="checkbox"/> | 2 | (GO TO Q61) |
| Do not wish to say | <input type="checkbox"/> | 3 | (GO TO Q61) |

Q58 Please would you tell us what particular facilities you require?
.....

Q59 To what extent were your particular requirements met by the facilities offered at the court building today? *Please tick one option only.*

- | | | | |
|----------------|--------------------------|---|-------------|
| Fully met | <input type="checkbox"/> | 1 | (GO TO Q61) |
| Partially met | <input type="checkbox"/> | 2 | (CONTINUE) |
| Not met at all | <input type="checkbox"/> | 3 | (CONTINUE) |

Q60 If your requirements were not fully met, please would you tell us why?
.....

Q61 If you do not mind, please would you tell us if your first language is English? *Please tick one option only.*

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

Q62 If you do not mind, please would you tell us if you have any particular communication and/or reading requirements? *Please tick one option only.*

- | | | | |
|--------------------|--------------------------|---|-------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) |
| No | <input type="checkbox"/> | 2 | (GO TO Q64) |
| Do not wish to say | <input type="checkbox"/> | 0 | (GO TO Q64) |

Q63 Please would you tell us what these requirements are?
.....

Q64 Did you use any of the following services/facilities in court today? *Please select all that apply.*

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

Q65 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please circle only one number per row against each services/facilities you used.*

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

Q66 If you were dissatisfied with any of the elements at Q65, please say why.

.....

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

SCOTTISH COURTS AND TRIBUNALS SERVICE

COURT USER SATISFACTION SURVEYS 2021

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

We are seeking feedback from people involved in Jury cases and we would be grateful if you would take some time to complete a survey.

Feedback on your experience and the quality and standard of the service you have received throughout is essential in helping us make the right improvements that reflect your needs and expectations.

We would be grateful if you could take some time to complete this survey.

The survey can also be found at the following address:

https://systraltd.researchfeedback.net/Witness_Questionnaire

You can alternatively scan the following QR code with your phone camera to provide feedback on the survey.



You will not be asked for any personal details from which you could be identified, and none of the questions in this questionnaire ask you for any details about the trial in which you were involved.

Please do not mention any details of the accused, other witnesses, nature of case, etc., in your answers. The questionnaire should take around 15-20 minutes to complete.

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

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

Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 In what capacity are you attending court today? *(Please note this also includes attendance at any remote site) Please tick one option only.*

- Victim of a crime ₁
Witness ₂

Q2 How did you provide your evidence to the court today? *Please tick one option only.*

- In person in court ₁
In person in court with assistance of screens ₂
In person in court with assistance of screens and supporter ₃
In person in court via live television link ₄
Remotely from another court building via a live television link ₅
Remotely from another site (remote site) via a television link ₆
Don't know/Not sure ₇
Not Applicable ₈

Q3 Are you here today for High Court or Sheriff Court business? *Please tick one option only.*

- High Court ₁
Sheriff Court ₂
Do not know / Not sure ₃

Q4 Please select from the list below the court that you were giving evidence to or were supporting a person giving evidence to today. *Please tick one option only.*

Sheriff Court

- Aberdeen ₁
Airdrie ₂
Ayr ₃
Dumbarton ₄
Dunfermline ₅
Dumfries ₆
Dundee ₇
Edinburgh ₈
Falkirk ₉
Glasgow ₁₀
Greenock ₁₁
Hamilton ₁₂
Inverness ₁₃
Kilmarnock ₁₄
Kirkcaldy ₁₅
Livingston ₁₆
Paisley ₁₇
Perth ₁₈
Other *(please specify)* ₁₉ _____
Don't know/Not sure ₂₀

Q5 Please select from the list below the court that you were giving evidence to or were supporting a person giving evidence to today. *Please tick one option only.*

High Court

- Aberdeen 1
- Airdrie 2
- Dundee 3
- Edinburgh Lawnmarket 4
- Edinburgh Parliament House 5
- Edinburgh Sheriff Court 6
- Glasgow Saltmarket 7
- Glasgow Sheriff Court 8
- Inverness 9
- Livingston 10
- Paisley 11
- Stirling 12
- Other (*please specify*) 13 _____
- Don't know/Not sure 14

Section 2 – Use of the 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? *Please select all that apply.*

- I have not used the SCTS Website 1 (GO TO Q9)
- To obtain information on daily court business 2 (CONTINUE)
- To obtain information about SCTS and/or its role 3 (CONTINUE)
- To obtain information about the Scottish justice system 4 (CONTINUE)
- To obtain information leaflets and/or forms used in courts 5 (CONTINUE)
- To obtain information about SCTS guidance on COVID-19 6 (CONTINUE)
- To obtain court addresses/phone numbers/directions to courts 7 (CONTINUE)
- To obtain information about coming to court as a witness or victim 8 (CONTINUE)
- Other (*please specify*) _____ 9 (CONTINUE)

Q7 On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the information that you needed on the SCTS website? *Please circle one option only.*

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

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

.....

.....

Section 3 – Public Health Regulations and Your Safety

Q9 On arrival at the court, were you asked to check into the building using the Safe2Go application by a sign or by a court official? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q10 Did you see a sign alerting you to the requirement to adhere to any physical distancing rules? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q11 Did you see a sign alerting you to the requirement to wear a face covering in public areas? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q12 If you **did not** have a face covering available, was one offered to you by a court official? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3
- Not Applicable 4

Q13 If you **are exempt from wearing a face covering**, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with how SCTS staff responded when you told them this? *Please circle one option only.*

Scale: Very Dissatisfied 1 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6 Not Applicable/ I wore a face covering 7

Q14 Overall, 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 wearing of face coverings in the court building today? *Please circle one option only.*

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

Q15 Overall, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with any physical distancing between people being demonstrated within the court building today? *Please circle one option only.*

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

Q16 If your rating at Q13, Q14 and/or Q15 was 2 or less in relation to wearing face coverings or physical distancing, please explain the reasons you have not scored the overall satisfaction higher.

.....

Q17 Was there sufficient hand sanitiser available to you within the court building? *Please tick one option only.*

Yes ₁ Don't know / Not sure ₃
 No ₂ Not Applicable ₄

Q18 Was there sufficient access to hand washing facilities in the court building? *Please tick one option only.*

Yes ₁ Don't know / Not sure ₃
 No ₂ Not Applicable ₄

Section 4 – Court Facilities including facilities available at any remote site

Q19 Please see the table below. Did you use any of the following facilities while you were in the court or remote site building today? In the column for 'Q17' in the table below, tick all facilities you used.

Q20 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the comfort of those facilities? At 'Q18 Comfort' in the table below, please circle only one number per row against each facility you used.

Q21 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the cleanliness of those facilities? At 'Q19 Cleanliness' in the table below, please circle only one number per row against each facility you used.

Q22 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the safety and security of those facilities? At 'Q20 Safety & Security' in the table below, please circle one number only per row against each facility you used.

	Q19	Q20 Comfort						Q21 Cleanliness						Q22 Safety and Security					
	Used	Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure				
		1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Public Entrance/Area Outside the Court/Remote Site Building	<input type="checkbox"/> ₁																		
Waiting Area/Area Outside Court Room	<input type="checkbox"/> ₂																		

.....
.....
Section 6 – Waiting for the trial to start/to give evidence

Q29 Were you advised of an anticipated start time for the trial? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q37)
- Don't know / Not Sure ₃ (GO TO Q37)
- Not Applicable ₄ (GO TO Q37)

Q30 Did you have to wait **for the trial to start** today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q37)
- Don't know / Not sure ₃ (GO TO Q37)
- Not Applicable ₄ (GO TO Q37)

Q31 Approximately how long did you have to wait for the trial to start today beyond the anticipated start time? *Please 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 | Don't know / Not sure | <input type="checkbox"/> ₆ |

Q32 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the time you had to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Q33 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait for the trial to start today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
- No ₂ (GO TO Q35)
- Don't know / Not sure ₃ (GO TO Q35)
- Not Applicable ₄ (GO TO Q35)

Q34 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **how much longer** you were likely to have to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Q35 Did **SCTS staff** tell you **why** you had to wait for the trial to start today beyond the anticipated start time? *Please tick one option only.*

- Yes 1 (CONTINUE)
- No 2 (GO TO Q37)
- Don't know / Not sure 3 (GO TO Q37)
- Not Applicable 4 (GO TO Q37)

Q36 On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with **SCTS staff's** attempts to keep you informed about **why** you had to wait for the trial to start today beyond the anticipated start time? *Please circle one option only.*

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

Q37. Are there any other technical difficulties that you would like to mention? *Please circle one option only.*

- Yes 1 (CONTINUE)
- No 2 (GO TO Q39)
- Don't know / Not sure 3 (GO TO Q39)

Q38. Can you please provide any further details?

.....

Section 7 – Your Satisfaction with SCTS Staff

Q39 On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q40 On a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', overall, how impolite or polite were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q41 If your rating at Q39 and/or Q40 was 2 or less in relation to the SCTS staff you spoke with today, please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

.....
.....

Section 8 – Overall Satisfaction

Q42 Thinking about all the questions you have answered so far, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the overall service provided by the SCTS today? *Please circle one option only.*

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

Q43 If your rating at Q42 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

.....
.....

Q44 Are there any aspects of the service provided by the SCTS that you would change? If so, what are they?

.....
.....

Q45 Do you know how to make a complaint or provide feedback, good or bad, about the services you used today? *Please tick one option only.*

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

Q46 Is there any other feedback you wish to provide on your experiences of attending as a witness today?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Section 9 - Demographic Information

Q47 If you do not mind, what term best describes your gender?

- Do not wish to say 0
- Man 1
- Woman 2
- Non-Binary 3
- I prefer to use another term (*please specify*) 4_____

Q48 If you do not mind, do you consider yourself to be a transgender person?

- Yes 0
- No 1
- Prefer not to say 2

Q49 If you do not mind, please would you tell us the age group to which you belong?

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

Q50 If you do not mind, please would you tell us what is your ethnic group?

- Do not wish to say 0
- A White**
- Scottish 1
- English 2
- Welsh 3
- Northern Irish 4
- Irish 5
- Gypsy, Roma and/or Traveller 6
- Any other white ethnic group 7
(please specify): _____
- B Mixed or multiple ethnic groups**
- Any mixed or multiple ethnic groups (please specify): 8

- C Asian, Asian Scottish or Asian British**
- Pakistani, Scottish Pakistani or British Pakistani 9
- Indian, Scottish Indian or British Indian 10
- Bangladeshi, Scottish Bangladeshi or British Bangladeshi 11
- Chinese, Scottish Chinese or British Chinese 12
- Other (please specify): _____ 13
- D African, Scottish African or British African**
- Please write in (for example, NIGERIAN, SOMALI): 14

- E Caribbean or Black**
- Please write in (for example, SCOTTISH CARIBBEAN, BLACK SCOTTISH): 15

- F Other ethnic group**
- Arab, Scottish Arab or British Arab 16
- Other (please specify (for example, SIKH, JEWISH): 17

Section 10 – Particular Facilities and Requirements

Q51 If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?
Please tick one option only.

- Yes 1 (CONTINUE)
- No 2 (GO TO Q55)
- Do not wish to say 3 (GO TO Q55)

Q52 Please would you tell us what particular facilities you require?
.....

Q53 To what extent were your particular requirements met by the facilities offered at the court building today? *Please tick one option only.*

- Fully met 1 (GO TO Q55)
- Partially met 2 (CONTINUE)

Not met at all _3 (CONTINUE)

Q54 If your requirements were not fully met, please would you tell us why?

.....

Q55 If you do not mind, please would you tell us if your first language is English? *Please tick one option only.*

- Yes _1
- No _2
- Do not wish to say _0

Q56 If you do not mind, please would you tell us if you have any particular communication and/or reading requirements? *Please tick one option only.*

- Yes _1 (CONTINUE)
- No _2 (GO TO Q58)
- Do not wish to say _0 (GO TO Q58)

Q57 Please would you tell us what these requirements are?

.....

Q58 Did you use any of the following services/facilities at the court building today? *Please select all that apply.*

- Induction/Hearing Loops _1
- Braille _2
- Interpreter for the Accused _3
- BSL/English Interpreter _4
- Telephone Interpreting Service _5
- Other (*please specify*) _6 _____
- None _7

Q59 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please circle only one number per row against each services/facilities you used.*

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

Q60 If you were dissatisfied with any of the elements at Q59, please say why.

.....

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

SCOTTISH COURTS AND TRIBUNALS SERVICE

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https://systrald.researchfeedback.net/Others_Questionnaire

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Thank you

Scottish Courts and Tribunals Service

Section 1 – Your Location

Q1 Are you here today for High Court or Sheriff Court business? *Please tick one option only.*

- | | | |
|------------------------|--------------------------|---|
| High Court | <input type="checkbox"/> | 1 |
| Sheriff Court | <input type="checkbox"/> | 2 |
| Do not know / Not sure | <input type="checkbox"/> | 3 |

Q2 Please select from the list below the court that you attended today. *Please tick one option only.*

Sheriff Court

- | | | |
|---------------------------------|--------------------------|----------|
| Aberdeen | <input type="checkbox"/> | 1 |
| Airdrie | <input type="checkbox"/> | 2 |
| Ayr | <input type="checkbox"/> | 3 |
| Dumbarton | <input type="checkbox"/> | 4 |
| Dunfermline | <input type="checkbox"/> | 5 |
| Dumfries | <input type="checkbox"/> | 6 |
| Dundee | <input type="checkbox"/> | 7 |
| Edinburgh | <input type="checkbox"/> | 8 |
| Falkirk | <input type="checkbox"/> | 9 |
| Glasgow | <input type="checkbox"/> | 10 |
| Greenock | <input type="checkbox"/> | 11 |
| Hamilton | <input type="checkbox"/> | 12 |
| Inverness | <input type="checkbox"/> | 13 |
| Kilmarnock | <input type="checkbox"/> | 14 |
| Kirkcaldy | <input type="checkbox"/> | 15 |
| Livingston | <input type="checkbox"/> | 16 |
| Paisley | <input type="checkbox"/> | 17 |
| Perth | <input type="checkbox"/> | 18 |
| Other (<i>please specify</i>) | <input type="checkbox"/> | 19 _____ |
| Don't know/Not Sure | <input type="checkbox"/> | 20 |

Q3 Please select from the list below the court that you attended today. *Please tick one option only.*

High Court

- | | | |
|---------------------------------|--------------------------|----------|
| Aberdeen | <input type="checkbox"/> | 1 |
| Airdrie | <input type="checkbox"/> | 2 |
| Dundee | <input type="checkbox"/> | 3 |
| Edinburgh Lawnmarket | <input type="checkbox"/> | 4 |
| Edinburgh Parliament House | <input type="checkbox"/> | 5 |
| Edinburgh Sheriff Court | <input type="checkbox"/> | 6 |
| Glasgow Saltmarket | <input type="checkbox"/> | 7 |
| Glasgow Sheriff Court | <input type="checkbox"/> | 8 |
| Inverness | <input type="checkbox"/> | 9 |
| Livingston | <input type="checkbox"/> | 10 |
| Paisley | <input type="checkbox"/> | 11 |
| Stirling | <input type="checkbox"/> | 12 |
| Other (<i>please specify</i>) | <input type="checkbox"/> | 13 _____ |
| Don't know/Not Sure | <input type="checkbox"/> | 14 |

Q4 In what capacity are you attending court today? *Please tick one option only.*

- Accused 1
- Supporter of accused 2
- Supporter of victim/witness 3
- Journalist 4
- Victim Support Organisation 5
- Social Worker 6
- Spectator 7
- Other (*please specify*) 8 _____

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

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

- I have not used the SCTS Website 1 (GO TO Q8)
- To obtain information on daily court business 2 (CONTINUE)
- To obtain information about SCTS and/or its role 3 (CONTINUE)
- To obtain information about the Scottish justice system 4 (CONTINUE)
- To obtain information leaflets and/or forms used in courts 5 (CONTINUE)
- To obtain information about SCTS guidance on COVID-19 6 (CONTINUE)
- To obtain court addresses/phone numbers/directions to courts 7 (CONTINUE)
- Other (*please specify*) _____ 8 (CONTINUE)

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

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

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

.....
.....

Section 3 – Public Health Regulations and Your Safety

Q8 On arrival at the court, were you asked to check into the building using the Safe2Go application by a sign or by a court official? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q9 Did you see a sign alerting you to the requirement to adhere to any physical distancing rules? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q10 Did you see a sign alerting you to the requirement to wear a face covering in public areas? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3

Q11 If you **did not** have a face covering available, was one offered to you by a court official? *Please tick one option only.*

- Yes 1
- No 2
- Don't know / Not sure 3
- Not Applicable 4

Q12 If you **are exempt from wearing a face covering**, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with how SCTS staff responded when you told them this? *Please circle one option only.*

Scale: Very Dissatisfied 1 2 3 4 Very Satisfied 5 Don't know/ Not Sure 6 Not Applicable/ I wore a face covering 7

Q13 Overall, 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 wearing of face coverings in the court building today? *Please circle one option only.*

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

Q14 Overall, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with any physical distancing between people being demonstrated within the court building today? *Please circle one option only.*

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

Q15 If your rating at Q12, Q13 and/or Q14 was 2 or less in relation to wearing face coverings or physical distancing, please explain the reasons you have not scored the overall satisfaction higher.

.....

.....

Q16 Was there sufficient hand sanitiser available to you within the court building? *Please tick one option only.*

- Yes 1
- Don't know / Not sure 3

No

₂

Not Applicable

₄

Q17 Was there sufficient access to hand washing facilities in the court building? *Please tick one option only.*

Yes

₁

Don't know / Not sure

₃

No

₂

Not Applicable

₄

Section 4 – Court Facilities

Q18 Please see the table below. Did you use any of the following facilities while you were in the court building today? In the column for 'Q17' in the table below, tick all facilities you used.

Q19 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the comfort of those facilities? At 'Q18 Comfort' in the table below, please circle only one number per row against each facility you used.

Q20 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the cleanliness of those facilities? At 'Q19 Cleanliness' in the table below, please circle only one number per row against each facility you used.

Q21 Please see the table below. On a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the safety and security of those facilities? At 'Q20 Safety & Security' in the table below, please circle one number only per row against each facility you used.

	Q18	Q19 Comfort						Q20 Cleanliness						Q21 Safety and Security					
	Used	Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure		Very Dissatisfied		Very Satisfied	Don't know / Not sure				
		1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6
Public Entrance/Area Outside the Court Building	<input type="checkbox"/> ₁																		
Waiting Area/Area Outside Court Room	<input type="checkbox"/> ₂																		
Court Room	<input type="checkbox"/> ₃																		
Witness Room	<input type="checkbox"/> ₄																		
TV Link Room	<input type="checkbox"/> ₅																		
Cells in the court building	<input type="checkbox"/> ₆																		
Toilets in Court Building	<input type="checkbox"/> ₇																		
Other (<i>please specify</i>): _____	<input type="checkbox"/> ₈																		

Q22 If your rating at any of the facilities used Q19, Q20 and/or Q21 was 2 or less, please explain the reasons for your dissatisfaction in relation to comfort, cleanliness and/or safety and security for any of the above facilities.

.....

.....

Section 5 – Information Provided by Court Staff

Q23 When you arrived at court were you advised by a member of SCTS staff which areas of the building would be available for you to use? *Please tick one option only.*

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

Q24 When you arrived at court, were you directed where to go within the building and any one-way systems which were in operation? *Please tick one option only.*

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

Q25 On a scale of 1 to 5 where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find your way to where you had to go and navigate any one way system in place today? *Please circle one option only.*

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

Q26 Was there any information you would have liked that was not provided today? *Please tick one option only.*

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

Q27 In what way could information provision have been improved today?

.....

.....

Section 6 – Waiting for the court to start

Q28 Were you advised of an anticipated start time for the court?

Yes	<input type="checkbox"/> ₁	(CONTINUE)
No	<input type="checkbox"/> ₂	(GO TO Q34)
Don't know / Not Sure	<input type="checkbox"/> ₃	(GO TO Q34)
Not Applicable	<input type="checkbox"/> ₄	(GO TO Q34)

Q29 Did you have to wait **for the court to start** today beyond the anticipated start time? *Please tick one option only.*

Yes	<input type="checkbox"/> ₁	(CONTINUE)
-----	---------------------------------------	------------

- No ₂ (GO TO Q36)
 Don't know / Not sure ₃ (GO TO Q36)
 Not Applicable ₄ (GO TO Q36)

Q30 Approximately how long did you have to wait for the court to start today beyond the anticipated start time? *Please 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 | Don't know / Not sure | <input type="checkbox"/> ₆ |

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 for the court to start today beyond the anticipated start time? *Please circle one option only.*

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

Q32 Did **SCTS staff** give you any updates about **how much longer** you were likely to have to wait for the court to start today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
 No ₂ (GO TO Q34)
 Don't know / Not sure ₃ (GO TO Q34)
 Not Applicable ₄ (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 **SCTS staff's** attempts to keep you informed about **how much longer** you were likely to have to wait for the court to start today beyond the anticipated start time? *Please circle one option only.*

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

Q34 Did **SCTS staff** tell you **why** you had to wait for the court to start today beyond the anticipated start time? *Please tick one option only.*

- Yes ₁ (CONTINUE)
 No ₂ (GO TO Q36)
 Don't know / Not sure ₃ (GO TO Q36)
 Not Applicable ₄ (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 **SCTS staff's** attempts to keep you informed about **why** you had to wait for the court to start today beyond the anticipated start time? *Please circle one option only.*

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

Section 7 – Your Satisfaction with SCTS Staff

Q36 On a scale of 1 to 5 where 1 is 'very unhelpful' and 5 is 'very helpful', overall, how unhelpful or helpful were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q37 On a scale of 1 to 5 where 1 is 'very impolite' and 5 is 'very polite', overall, how impolite or polite were the SCTS staff you spoke with today? *Please circle one option only.*

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

Q38 If your rating at Q36 and/or Q37 was 2 or less, please explain the reasons you have not scored the helpfulness and/or politeness of court staff higher.

.....

Section 8 – Overall Satisfaction

Q39 Thinking about all the questions you have answered so far, on a scale of 1 to 5 where 1 is 'very dissatisfied' and 5 is 'very satisfied, how dissatisfied or satisfied were you with the overall service provided by the SCTS today? *Please circle one option only.*

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

Q40 If your rating at Q39 was 2 or less, please explain the reasons you have not scored overall satisfaction higher.

.....

Q41 Are there any aspects of the service provided by the SCTS that you would change? If so, what are they?

.....

Q42 Do you know how to make a complaint or provide feedback, good or bad, about the services you used today? *Please tick one option only.*

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

Q43 Is there any other feedback you wish to provide on your experiences of attending as other today?

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Section 9 - Demographic Information

Q44 If you do not mind, what term best describes your gender?

Do not wish to say	<input type="checkbox"/> 0
Man	<input type="checkbox"/> 1
Woman	<input type="checkbox"/> 2
Non-Binary	<input type="checkbox"/> 3
I prefer to use another term (<i>please specify</i>)	<input type="checkbox"/> 4 _____

Q45 Do you consider yourself to be a transgender person?

Yes	<input type="checkbox"/> 0
No	<input type="checkbox"/> 1
Prefer not to say	<input type="checkbox"/> 2

Q46 If you do not mind, please would you tell us the age group to which you belong?

Do not wish to say	<input type="checkbox"/> 0				
16-24	<input type="checkbox"/> 1	35-44	<input type="checkbox"/> 3	55-64	<input type="checkbox"/> 5
25-34	<input type="checkbox"/> 2	45-54	<input type="checkbox"/> 4	65 or over	<input type="checkbox"/> 6

Q47 If you do not mind, please would you tell us what is your ethnic group?

- | | | | | | |
|--|--------------------------|---|--|--------------------------|----|
| Do not wish to say | <input type="checkbox"/> | 0 | | | |
| A White | | | C Asian, Asian Scottish or Asian British | | |
| Scottish | <input type="checkbox"/> | 1 | Pakistani, Scottish Pakistani or British Pakistani | <input type="checkbox"/> | 9 |
| English | <input type="checkbox"/> | 2 | Indian, Scottish Indian or British Indian | <input type="checkbox"/> | 10 |
| Welsh | <input type="checkbox"/> | 3 | Bangladeshi, Scottish Bangladeshi or British Bangladeshi | <input type="checkbox"/> | 11 |
| Northern Irish | <input type="checkbox"/> | 4 | Chinese, Scottish Chinese or British Chinese | <input type="checkbox"/> | 12 |
| Irish | <input type="checkbox"/> | 5 | Other (<i>please specify</i>): _____ | <input type="checkbox"/> | 13 |
| Gypsy, Roma and/or Traveller | <input type="checkbox"/> | 6 | | | |
| Any other white ethnic group | <input type="checkbox"/> | 7 | | | |
| (<i>please specify</i>): | | | | | |
| _____ | | | | | |
| | | | D African, Scottish African or British African | | |
| | | | Please write in (for example, NIGERIAN, SOMALI): | <input type="checkbox"/> | 14 |
| | | | _____ | | |
| B Mixed or multiple ethnic groups | | | E Caribbean or Black | | |
| Any mixed or multiple ethnic groups (<i>please specify</i>): | <input type="checkbox"/> | 8 | Please write in (for example, SCOTTISH CARIBBEAN, BLACK SCOTTISH): | <input type="checkbox"/> | 15 |
| _____ | | | _____ | | |
| | | | F Other ethnic group | | |
| | | | Arab, Scottish Arab or British Arab | <input type="checkbox"/> | 16 |
| | | | Other (<i>please specify</i> (for example, SIKH, JEWISH): | <input type="checkbox"/> | 17 |
| | | | _____ | | |

Section 10 – Particular Facilities and Requirements

Q48 If you do not mind, please would you tell us if you have a longstanding illness, disability or infirmity which means that you require particular facilities when using public buildings?
Please tick one option only.

- | | | | |
|--------------------|--------------------------|---|-------------|
| Yes | <input type="checkbox"/> | 1 | (CONTINUE) |
| No | <input type="checkbox"/> | 2 | (GO TO Q52) |
| Do not wish to say | <input type="checkbox"/> | 3 | (GO TO Q52) |

Q49 Please would you tell us what particular facilities you require?

.....

Q50 To what extent were your particular requirements met by the facilities offered at the court building today? *Please tick one option only.*

- | | | | |
|---------------|--------------------------|---|-------------|
| Fully met | <input type="checkbox"/> | 1 | (GO TO Q52) |
| Partially met | <input type="checkbox"/> | 2 | (CONTINUE) |

Not met at all ₃ (CONTINUE)

Q51 If your requirements were not fully met, please would you tell us why?

.....

Q52 If you do not mind, please would you tell us if your first language is English? *Please tick one option only.*

Yes ₁
No ₂
Do not wish to say ₀

Q53 If you do not mind, please would you tell us if you have any particular communication and/or reading requirements? *Please tick one option only.*

Yes ₁ (CONTINUE)
No ₂ (GO TO Q55)
Do not wish to say ₀ (GO TO Q55)

Q54 Please would you tell us what these requirements are?

.....

Q55 Did you use any of the following services/facilities at the court building today? *Please select all that apply.*

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

Q56 On a scale of 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with these services/facilities? *Please circle only one number per row against each services/facilities you used.*

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

Q57 If you were dissatisfied with any of the elements at Q56, please say why.

.....

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

Report Appendix B – 2021 Crosstabulations for Core Satisfaction Scores

Table 1.1 Responses by Jury Centre

	Frequency	Valid Percent
Odeon Fort Kinnaird, Edinburgh	40	3.9
Odeon Lothian Road, Edinburgh	21	2.0
Odeon Braehead, Renfrewshire	58	5.6
Odeon Glasgow Quay	161	15.7
Odeon Ayr	19	1.9
Odeon East Kilbride	481	46.8
Odeon Dundee	175	17.0
Odeon Dunfermline	34	3.3
Vue Aberdeen	31	3.0
Eden Court Inverness	7	0.7
Total	1027	100.0

Table 1.2 Responses by Sheriffdom (excluding Jurors)

	Frequency	Valid Percent
High Court	18	21.7
Glasgow and Strathkelvin	6	7.3
Grampian, Highland and Islands	11	13.3
Lothian and Borders	12	14.5
Tayside, Central and Fife	20	24.1
South Strathclyde, Dumfries and Galloway	9	10.9
North Strathclyde	7	8.2
Total	83	100.0

Table 1.3 Gender of Respondents

	Frequency	Valid Percent
Do not wish to say	233	21.5
Man	501	46.3
Woman	342	31.6
Non-Binary	2	0.2
I prefer to use another term	4	0.4
Total	1082	100.0

Table 1.4 Age of Respondents

	Frequency	Valid Percent
Do not wish to say	45	4.1
16-24	138	12.6
25-34	179	16.3
35-44	195	17.7
45-54	228	20.7
55-64	215	19.6
65 or over	99	9.0
Total	1099	100.0

Table 1.5 Ethnicity of Respondents

	Frequency	Valid Percent
Do not wish to say	43	3.8
White		
Scottish	908	81.3
English	79	7.1
Welsh	1	0.1
Northern Irish	11	1.0
Irish	3	0.3
Gypsy, Roma and/or Traveller	1	0.1
Any other white ethnic group	31	2.8
Mixed or multiple ethnic groups		
Any mixed or multiple ethnic groups	5	0.4
Asian, Asian Scottish or Asian British		
Indian, Scottish Indian or British Indian	3	0.3
Chinese, Scottish Chinese or British Chinese	3	0.3
Other	5	0.4
Pakistani, Scottish Pakistani or British Pakistani	5	0.4
African, Scottish African or British African		
African, Scottish African or British African	3	0.3
Caribbean or Black		
Caribbean or Black	1	0.1
Other ethnic group		
Arab, Scottish Arab or British Arab	1	0.1
Other	2	0.2
Total	1117	100.0

Table 1.6 Particular Facilities of Respondents

	Frequency	Valid Percent
Yes	24	2.2
No	1018	94.3
Do not wish to say	38	3.5
Total	1080	100.0

Table 1.7 Specific Facilities Respondents required

	Frequency
Access to toilets	6
Arthritis	1
Diabetes	1
Dietry information on products	1
Lack of facilities	1
Leg room	2
Lift access or less/no stairs	2
Not specified	1
Regular breaks	1
Room for injection	1
Stress issues	1
System for those with hearing issues	1
Total	19

Table 1.8 To What Extent Particular Facilities were met

	Frequency	Valid Percent
Fully met	19	86.4
Partially met	1	4.5
Not met at all	2	9.1
Total	22	100.0

Table 1.9 English First Language of Respondents

	Frequency	Valid Percent
Do not wish to say	34	3.1
Yes	1046	95.3
No	18	1.6
Total	1098	100.0

Table 1.10 Any Particular Communication and/or Reading Requirements of Respondents

	Frequency	Valid Percent
Do not wish to say	37	3.4
Yes	11	1.0
No	1047	95.6
Total	1095	100.0

Table 1.11 Particular Communication and/or Reading Requirements of Respondents

	Frequency
Dyslexia	2
Dyslexia. Vision and/or hearing impairment	2
Vision and/or hearing impairment	4
Total	8

Table 1.12 Use any of the Following Services/Facilities at the Jury Centre today

	Frequency
Induction/Hearing Loops	1
Interpreter for the accused	2
Telephone Interpreting Service	1
Other	1
None	1014
Total	1019

Table 2.1 Mode of Travel to Jury Centre

	Frequency	Valid Percent
Walked	82	8.0
Bicycle	7	0.7
Motorbike	3	0.3
Car (driver)	636	62.0
Car (passenger)	108	10.5
Bus	130	12.7
Train	23	2.2
Taxi	30	2.9
Ferry	1	0.1
Other	5	0.5
Total	1025	100.0

Table 2.2 "Other" Mode of Travel to Jury Centre

	Frequency
Drove part way and walked the rest	1
Subway	3
Van driver	1
Total	5

Table 2.3 Mode of Travel to Jury Centre by Jury Centre

	Mode of Travel to Jury Centre										Total	
	Walked	Bicycle	Motorbike	Car (driver)	Car (passenger)	Bus	Train	Taxi	Ferry	Other		
Odeon Fort Kinnaird, Edinburgh	1 2.5%	0 0.0%	0 0.0%	26 65.0%	1 2.5%	12 30.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	3 14.3%	1 4.8%	0 0.0%	1 4.8%	1 4.8%	12 57.1%	0 0.0%	2 9.5%	0 0.0%	1 4.8%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	2 3.4%	0 0.0%	36 62.1%	2 3.4%	13 22.4%	0 0.0%	4 6.9%	1 1.7%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	14 8.7%	3 1.9%	1 0.6%	90 55.9%	9 5.6%	19 11.8%	12 7.5%	9 5.6%	0 0.0%	4 2.5%	4 2.5%	161 100.0%
Odeon Ayr	2 10.5%	0 0.0%	0 0.0%	12 63.2%	3 15.8%	0 0.0%	2 10.5%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	51 10.6%	1 0.2%	1 0.2%	282 58.8%	79 16.5%	54 11.3%	2 0.4%	10 2.1%	0 0.0%	0 0.0%	0 0.0%	480 100.0%
Odeon Dundee	1 0.6%	0 0.0%	1 0.6%	144 82.3%	9 5.1%	11 6.3%	4 2.3%	5 2.9%	0 0.0%	0 0.0%	0 0.0%	175 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	29 85.3%	2 5.9%	3 8.8%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	34 100.0%
Vue Aberdeen	9 30.0%	0 0.0%	0 0.0%	12 40.0%	1 3.3%	6 20.0%	2 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	30 100.0%
Eden Court Inverness	1 14.3%	0 0.0%	0 0.0%	4 57.1%	1 14.3%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%
Total	82 8.0%	7 0.7%	3 0.3%	636 62.0%	108 10.5%	130 12.7%	23 2.2%	30 2.9%	1 0.1%	5 0.5%	5 0.5%	1025 100.0%

Table 2.4 Length of Time the Journey to Jury Centre Took

	Frequency	Valid Percent
Up to 15 minutes	276	27.1
16 to 30 minutes	440	43.2
31 minutes to 1 hour	247	24.3
Over 1 hour and up to 2 hours	51	5.0
Over 2 hours	3	0.3
Don't know / Not sure	1	0.1
Total	1018	100.0

Table 2.5 Length of Time the Journey to Jury Centre Took by Jury Centre

	Length of Time the Journey to Jury Centre Took						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	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	5 12.5%	17 42.5%	13 32.5%	5 12.5%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	3 14.3%	7 33.3%	7 33.3%	4 19.0%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	8 14.0%	27 47.4%	20 35.1%	2 3.5%	0 0.0%	0 0.0%	57 100.0%
Odeon Glasgow Quay	42 26.1%	81 50.3%	32 19.9%	5 3.1%	0 0.0%	1 0.6%	161 100.0%
Odeon Ayr	4 22.2%	7 38.9%	7 38.9%	0 0.0%	0 0.0%	0 0.0%	18 100.0%
Odeon East Kilbride	169 35.3%	225 47.0%	70 14.6%	13 2.7%	2 0.4%	0 0.0%	479 100.0%
Odeon Dundee	31 17.9%	42 24.3%	80 46.2%	19 11.0%	1 0.6%	0 0.0%	173 100.0%
Odeon Dunfermline	5 15.6%	15 46.9%	11 34.4%	1 3.1%	0 0.0%	0 0.0%	32 100.0%
Vue Aberdeen	7 23.3%	14 46.7%	7 23.3%	2 6.7%	0 0.0%	0 0.0%	30 100.0%
Eden Court Inverness	2 28.6%	5 71.4%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%
Total	276 27.1%	440 43.2%	247 24.3%	51 5.0%	3 0.3%	1 0.1%	1018 100.0%

Table 2.6 Distance Travelled to Get to Jury Centre

	Frequency	Valid Percent
Up to 1 mile	54	5.3
Over 1 and up to 2 miles	98	9.6
Over 2 and up to 5 miles	209	20.5
Over 5 and up to 10 miles	254	24.9
Over 10 and up to 20 miles	219	21.5
Over 20 miles	120	11.8
Don't know / Not sure	66	6.5
Total	1020	100.0

Table 2.7 Distance Travelled to Get to Jury Centre by Jury Centre

	Distance Travelled to Get to Jury Centre							Total
	Up to 1 mile	Over 1 and up to 2 miles	Over 2 and up to 5 miles	Over 5 and up to 10 miles	Over 10 and up to 20 miles	Over 20 miles	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	1 2.5%	1 2.5%	10 25.0%	13 32.5%	11 27.5%	3 7.5%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	2 9.5%	3 14.3%	6 28.6%	6 28.6%	2 9.5%	1 4.8%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	3 5.2%	12 20.7%	27 46.6%	14 24.1%	0 0.0%	2 3.4%	58 100.0%
Odeon Glasgow Quay	1 0.6%	20 12.4%	57 35.4%	54 33.5%	8 5.0%	2 1.2%	19 11.8%	161 100.0%
Odeon Ayr	1 5.3%	2 10.5%	2 10.5%	2 10.5%	7 36.8%	5 26.3%	0 0.0%	19 100.0%
Odeon East Kilbride	44 9.3%	57 12.0%	84 17.7%	118 24.8%	120 25.3%	11 2.3%	41 8.6%	475 100.0%
Odeon Dundee	1 0.6%	4 2.3%	29 16.6%	20 11.4%	40 22.9%	80 45.7%	1 0.6%	175 100.0%
Odeon Dunfermline	0 0.0%	1 2.9%	2 5.9%	9 26.5%	11 32.4%	10 29.4%	1 2.9%	34 100.0%
Vue Aberdeen	4 12.9%	5 16.1%	6 19.4%	5 16.1%	4 12.9%	7 22.6%	0 0.0%	31 100.0%
Eden Court Inverness	0 0.0%	2 33.3%	1 16.7%	0 0.0%	2 33.3%	1 16.7%	0 0.0%	6 100.0%
Total	54 5.3%	98 9.6%	209 20.5%	254 24.9%	219 21.5%	120 11.8%	66 6.5%	1020 100.0%

Table 2.8 Length of Time the Journey take to Jury Centre compared to Court

	Frequency	Valid Percent
Longer	354	36.3
About the same time	288	29.5
Less time	329	33.7
Not Applicable	5	0.5
Total	976	100.0

Table 2.9 Length of Time the Journey take to Jury Centre compared to Court by Jury Centre

	Length of Time the Journey take to Jury Centre compared to Court				Total
	Longer	About the same time	Less time	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	14 40.0%	7 20.0%	14 40.0%	0 0.0%	35 100.0%
Odeon Lothian Road, Edinburgh	3 14.3%	13 61.9%	5 23.8%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	25 45.5%	18 32.7%	12 21.8%	0 0.0%	55 100.0%
Odeon Glasgow Quay	27 18.8%	74 51.4%	43 29.9%	0 0.0%	144 100.0%
Odeon Ayr	8 44.4%	4 22.2%	6 33.3%	0 0.0%	18 100.0%
Odeon East Kilbride	177 37.9%	86 18.4%	200 42.8%	4 0.9%	467 100.0%
Odeon Dundee	81 48.2%	51 30.4%	35 20.8%	1 0.6%	168 100.0%
Odeon Dunfermline	19 59.4%	3 9.4%	10 31.3%	0 0.0%	32 100.0%
Vue Aberdeen	0 0.0%	28 96.6%	1 3.4%	0 0.0%	29 100.0%
Eden Court Inverness	0 0.0%	4 57.1%	3 42.9%	0 0.0%	7 100.0%
Total	354 36.3%	288 29.5%	329 33.7%	5 0.5%	976 100.0%

Table 2.10 Enough Notice of Jurors Potential Services

	Frequency	Valid Percent
Yes	959	93.7
No	29	2.8
Don't know / Not sure	15	1.5
Not Applicable	21	2.1
Total	1024	100.0

Table 2.11 Enough Notice of Jurors Potential Services by Sheriffdom

	Enough Notice of Jurors Potential Services				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	158 94.0%	4 2.4%	2 1.2%	4 2.4%	168 100.0%
Glasgow & Strathkelvin	145 96.0%	3 2.0%	0 0.0%	3 2.0%	151 100.0%
Grampian Highland & Islands	26 89.7%	1 3.4%	1 3.4%	1 3.4%	29 100.0%
Lothian & Borders	20 95.2%	0 0.0%	0 0.0%	1 4.8%	21 100.0%
Tayside, Central & Fife	179 93.2%	7 3.6%	4 2.1%	2 1.0%	192 100.0%
South Strathclyde, Dumfries & Galloway	420 92.9%	14 3.1%	8 1.8%	10 2.2%	452 100.0%
North Strathclyde	11 100.0%	0 0.0%	0 0.0%	0 0.0%	11 100.0%
Total	959 93.7%	29 2.8%	15 1.5%	21 2.1%	1024 100.0%

Table 2.12 Clear information received with their jury citation

	Frequency	Valid Percent
Yes	979	95.5
No	38	3.7
Don't know / Not sure	8	0.8
Total	1025	100.0

Table 2.13 Clear information received with their jury citation by Sheriffdom

	Clear information received with their jury citation			Total
	Yes	No	Don't know / Not sure	
High Court	166 98.8%	2 1.2%	0 0.0%	168 100.0%
Glasgow & Strathkelvin	147 97.4%	3 2.0%	1 0.7%	151 100.0%
Grampian Highland & Islands	29 100.0%	0 0.0%	0 0.0%	29 100.0%
Lothian & Borders	21 100.0%	0 0.0%	0 0.0%	21 100.0%
Tayside, Central & Fife	177 92.2%	14 7.3%	1 0.5%	192 100.0%
South Strathclyde, Dumfries & Galloway	428 94.5%	19 4.2%	6 1.3%	453 100.0%
North Strathclyde	11 100.0%	0 0.0%	0 0.0%	11 100.0%
Total	979 95.5%	38 3.7%	8 0.8%	1025 100.0%

Table 2.14 Information received with the citation describing the process of being a juror

	Frequency	Valid Percent
Yes	945	92.3
No	49	4.8
Don't know / Not sure	29	2.8
Not Applicable	1	0.1
Total	1024	100.0

Table 2.15 Information received with the citation describing the process of being a juror by Sheriffdom

	Information received with the citation describing the process of being a juror				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	150 89.3%	13 7.7%	5 3.0%	0 0.0%	168 100.0%
Glasgow & Strathkelvin	139 92.1%	8 5.3%	4 2.6%	0 0.0%	151 100.0%
Grampian Highland & Islands	28 96.6%	1 3.4%	0 0.0%	0 0.0%	29 100.0%
Lothian & Borders	20 95.2%	1 4.8%	0 0.0%	0 0.0%	21 100.0%
Tayside, Central & Fife	166 86.5%	16 8.3%	10 5.2%	0 0.0%	192 100.0%
South Strathclyde, Dumfries & Galloway	432 95.6%	9 2.0%	10 2.2%	1 0.2%	452 100.0%
North Strathclyde	10 90.9%	1 9.1%	0 0.0%	0 0.0%	11 100.0%
Total	945 92.3%	49 4.8%	29 2.8%	1 0.1%	1024 100.0%

Table 2.16 Enough assurance that the appropriate health and safety measures by SCTS were in place

	Frequency	Valid Percent
Yes	1011	99.0
No	3	0.3
Don't know / Not sure	7	0.7
Total	1021	100.0

Table 2.17 Enough assurance that the appropriate health and safety measures by SCTS were in place by Sheriffdom

	Enough assurance that the appropriate health and safety measures by SCTS were in place			Total
	Yes	No	Don't know / Not sure	
High Court	163 97.6%	2 1.2%	2 1.2%	167 100.0%
Glasgow & Strathkelvin	147 98.7%	0 0.0%	2 1.3%	149 100.0%
Grampian Highland & Islands	29 100.0%	0 0.0%	0 0.0%	29 100.0%
Lothian & Borders	21 100.0%	0 0.0%	0 0.0%	21 100.0%
Tayside, Central & Fife	188 98.4%	1 0.5%	2 1.0%	191 100.0%
South Strathclyde, Dumfries & Galloway	453 100.0%	0 0.0%	0 0.0%	453 100.0%
North Strathclyde	10 90.9%	0 0.0%	1 9.1%	11 100.0%
Total	1011 99.0%	3 0.3%	7 0.7%	1021 100.0%

Table 2.18 Level of Satisfaction with Jury Citation Information

	Frequency	Valid Percent
Very Dissatisfied	20	2.0
Fairly Dissatisfied	22	2.2
Neither	51	5.1
Fairly Satisfied	235	23.6
Very Satisfied	664	66.8
Don't know / Not sure	2	0.2
Total	994	100.0

Table 2.19 Level of Satisfaction with Jury Citation Information by Sheriffdom

	Level of Satisfaction with Jury Citation Information						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	4 2.5%	4 2.5%	5 3.2%	40 25.5%	104 66.2%	0 0.0%	157 100.0%
Glasgow & Strathkelvin	1 0.7%	4 2.7%	9 6.0%	28 18.7%	108 72.0%	0 0.0%	150 100.0%
Grampian Highland & Islands	2 8.3%	0 0.0%	1 4.2%	4 16.7%	17 70.8%	0 0.0%	24 100.0%
Lothian & Borders	0 0.0%	0 0.0%	1 4.8%	10 47.6%	10 47.6%	0 0.0%	21 100.0%
Tayside, Central & Fife	1 0.6%	7 3.9%	13 7.2%	43 23.8%	117 64.6%	0 0.0%	181 100.0%
South Strathclyde, Dumfries & Galloway	12 2.7%	7 1.5%	22 4.9%	107 23.7%	302 66.8%	2 0.4%	452 100.0%
North Strathclyde	0 0.0%	0 0.0%	0 0.0%	3 33.3%	6 66.7%	0 0.0%	9 100.0%
Total	20 2.0%	22 2.2%	51 5.1%	235 23.6%	664 66.8%	2 0.2%	994 100.0%

Table 2.20 Reasons for being either “Fairly” or “Very” Dissatisfied with Jury Citation

	Frequency
Better communication	5
Information about the overall procedure	3
Information could have been more user friendly	2
Information sheet was not in sequence	1
Jury helpline confusing/not up to date	1
More focus on being a juror during COVID-19	1
Regular and accurate information about delays/case	4
Website was not working	1
Total	18

Table 2.21 Questions about Citation or Potential Jury Service

	Frequency	Valid Percent
Yes	163	15.9
No	852	83.3
Don't know / Not sure	3	0.3
Not Applicable	5	0.5
Total	1023	100.0

Table 2.22 Questions about Citation or Potential Jury Service by Sheriffdom

	Questions about Citation or Potential Jury Service				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	19 11.3%	148 88.1%	0 0.0%	1 0.6%	168 100.0%
Glasgow & Strathkelvin	18 11.9%	131 86.8%	1 0.7%	1 0.7%	151 100.0%
Grampian Highland & Islands	4 13.8%	25 86.2%	0 0.0%	0 0.0%	29 100.0%
Lothian & Borders	3 14.3%	18 85.7%	0 0.0%	0 0.0%	21 100.0%
Tayside, Central & Fife	57 29.8%	134 70.2%	0 0.0%	0 0.0%	191 100.0%
South Strathclyde, Dumfries & Galloway	60 13.3%	387 85.6%	2 0.4%	3 0.7%	452 100.0%
North Strathclyde	2 18.2%	9 81.8%	0 0.0%	0 0.0%	11 100.0%
Total	163 15.9%	852 83.3%	3 0.3%	5 0.5%	1023 100.0%

Table 2.23 Level of Satisfaction with the Service you received from SCTS

	Frequency	Valid Percent
Very Dissatisfied	3	1.9
Fairly Dissatisfied	4	2.5
Neither	8	5.0
Fairly Satisfied	33	20.5
Very Satisfied	111	68.9
Don't know / Not sure	2	1.2
Total	161	100.0

Table 2.24 Reasons for being either "Fairly" or "Very" Dissatisfied with the Service you received from SCTS

	Frequency
Asked to be excused and was refused	1
Issues with the phone line	5
Total	6

Table 2.25 Level of Satisfaction with the Service you received from SCTS by Sheriffdom

	Level of Satisfaction with the Service you received from SCTS						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	0 0.0%	1 5.3%	7 36.8%	11 57.9%	0 0.0%	19 100.0%
Glasgow & Strathkelvin	0 0.0%	1 5.6%	1 5.6%	1 5.6%	15 83.3%	0 0.0%	18 100.0%
Grampian Highland & Islands	2 66.7%	0 0.0%	0 0.0%	0 0.0%	1 33.3%	0 0.0%	3 100.0%
Lothian & Borders	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	3 100.0%
Tayside, Central & Fife	1 1.8%	2 3.6%	2 3.6%	13 23.2%	38 67.9%	0 0.0%	56 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 1.7%	4 6.7%	11 18.3%	42 70.0%	2 3.3%	60 100.0%
North Strathclyde	0 0.0%	0 0.0%	0 0.0%	1 50.0%	1 50.0%	0 0.0%	1 100.0%
Total	3 1.9%	4 2.5%	8 5.0%	33 20.5%	111 68.9%	2 1.2%	161 100.0%

Table 2.26 Reasons for using the STCS website in the last six months

	Frequency	Valid Percent
I have not used the SCTS Website	813	72.8
To obtain information on daily court business	81	7.3
To obtain information about SCTS and/or its role	36	3.2
To obtain information about the Scottish justice system	32	2.9
To obtain information leaflets and/or forms used in courts	32	2.9
To obtain information about SCTS guidance on COVID-19	62	5.6
To obtain court addresses/phone numbers/directions to courts	48	4.3
To obtain information about jury service	159	14.2
To obtain information about jury expenses	55	4.9
Other	23	2.1
No response	17	1.5
Total*	1117	-

* Note: Multiple responses were provided at this question.

Table 2.27 "Other" Reasons for using the STCS website in the last six months

	Frequency
Appeal court decisions	1
Court opinions	1
Give personal information	4
Job opportunities/vacancies	2
Not specified	2
Report Court of Session cases/practice notes	1
Respond Jury Citation	1
To access judgment	8
To acknowledge a jury service	1
Trial status	1
Tribunal	1
Total	23

Table 2.28 Reasons for using the STCS website in the last six months by User Group

	Reasons for using the STCS website in the last six months										Total
	I have not used the STCS Website	To obtain information on daily court business	To obtain information about SCTS and/or its role	To obtain information about the Scottish justice system	To obtain information leaflets and/or forms used in courts	To obtain information about SCTS guidance on COVID-19	To obtain court addresses/phone numbers/directions to courts	To obtain information about jury service	To obtain information about jury expenses	Other	
Jurors	789 67.3%	31 2.6%	31 2.6%	24 2.0%	19 1.6%	32 2.7%	23 2.0%	159 13.6%	55 4.7%	10 0.9%	1173 100.0%
Crown Professionals	10 21.7%	11 23.9%	1 2.2%	1 2.2%	3 6.5%	9 19.6%	7 15.2%	- -	- -	4 8.7%	46 100.0%
Defence Professionals	4 4.0%	34 34.3%	3 3.0%	6 6.1%	9 9.1%	19 19.2%	16 16.2%	- -	- -	8 8.1%	99 100.0%
Other Court Users	6 46.2%	4 30.8%	- -	- -	- -	1 7.7%	1 7.7%	- -	- -	1 7.7%	13 100.0%
Total	809 60.8%	80 6.0%	35 2.6%	31 2.3%	31 2.3%	61 4.6%	47 3.5%	159 11.9%	55 4.1%	23 1.7%	1331 100.0%

* Note: Multiple responses were provided at this question.

Table 2.29 Ease of Finding the Information Needed on the SCTS Website

	Frequency	Valid Percent
Very Difficult	6	2.1
Fairly Difficult	16	5.6
Neither	40	13.9
Fairly Easy	94	32.8
Very Easy	127	44.3
Don't know / Not sure	4	1.4
Total	287	100.0

Table 2.30 Ease of Finding the Information Needed on the SCTS Website by User Group

	Ease of Finding the Information Needed on the SCTS Website						Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Jurors	3 1.3%	7 3.1%	19 8.5%	72 32.1%	119 53.1%	4 1.8%	224 100.0%
Crown Professionals	1 5.6%	2 11.1%	4 22.2%	6 33.3%	5 27.8%	0 0.0%	18 100.0%
Defence Professionals	1 2.6%	5 13.2%	16 42.1%	13 34.2%	3 7.9%	0 0.0%	38 100.0%
Other Court Users	1 20.0%	2 40.0%	0 0.0%	2 40.0%	0 0.0%	0 0.0%	5 100.0%
Total	6 2.1%	16 5.6%	39 13.7%	93 32.6%	127 44.6%	3 1.4%	285 100.0%

Table 2.31 Other online information or services to provide

	Frequency
Better access to cases - court lists, pending cases, case number, court room, historical cases etc.	7
Clear communication about the procedure and timescales	1
Clear contact details for all departments	2
Expenses calculator would have been useful	1
Expenses to be submitted online	1
Information about the court procedure	3
Information on how to claim parking expenses/loss of earnings etc.	3
Keep the rolls of courts longer	1
More guidance	1
No/Nothing	34
Secure link for solicitors to check themselves	1
Updated guidance regarding COVID-19 changes should be more visible	1
Website is not up to date/ unreliable/ slow / not secure	8
Website needs to be more user friendly	6
Total	70

Table 3.1 Safe2Go Application

	Frequency	Valid Percent
Yes	998	89.6
No	73	6.6
Don't know / Not sure	36	3.2
Not Applicable	7	0.6
Total	1114	100.0

Table 3.2 Safe2Go Application by Jury Centre

	Safe2Go Application				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	31 77.5%	6 15.0%	2 5.0%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	21 100.0%	0 0.0%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	40 69.0%	10 17.2%	8 13.8%	0 0.0%	58 100.0%
Odeon Glasgow Quay	158 98.1%	2 1.2%	1 0.6%	0 0.0%	161 100.0%
Odeon Ayr	19 100.0%	0 0.0%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	459 95.8%	11 2.3%	8 1.7%	1 0.2%	479 100.0%
Odeon Dundee	162 92.6%	6 3.4%	7 4.0%	0 0.0%	175 100.0%
Odeon Dunfermline	30 88.2%	1 2.9%	3 8.8%	0 0.0%	34 100.0%
Vue Aberdeen	27 90.0%	2 6.7%	1 3.3%	0 0.0%	30 100.0%
Eden Court Inverness	5 71.4%	2 28.6%	0 0.0%	0 0.0%	7 100.0%
Total	952 93.0%	40 3.9%	30 2.9%	2 0.2%	1024 100.0%

Table 3.3 Safe2Go Application by Sheriffdom

	Safe2Go Application				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	142 76.8%	29 15.7%	13 7.0%	1 0.5%	185 100.0%
Glasgow & Strathkelvin	150 95.5%	5 3.2%	2 1.3%	0 0.0%	157 100.0%
Grampian Highland & Islands	31 77.5%	7 17.5%	2 5.0%	0 0.0%	40 100.0%
Lothian & Borders	28 84.8%	4 12.1%	0 0.0%	1 3.0%	33 100.0%
Tayside, Central & Fife	191 90.1%	12 5.7%	9 4.2%	0 0.0%	212 100.0%
South Strathclyde, Dumfries & Galloway	440 95.2%	12 2.6%	8 1.7%	2 0.4%	462 100.0%
North Strathclyde	13 72.2%	4 22.2%	0 0.0%	1 5.6%	18 100.0%
Total	995 89.9%	73 6.6%	34 3.1%	5 0.5%	1107 100.0%

Table 3.4 Safe2Go Application by User Group

	Safe2Go Application				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	952 93.0%	40 3.9%	30 2.9%	2 0.2%	1024 100.0%
Crown Professionals	16 55.2%	10 34.5%	2 6.9%	1 3.4%	29 100.0%
Defence Professionals	19 45.2%	16 38.1%	4 9.5%	3 7.1%	42 100.0%
Other Court Users	7 63.6%	4 36.4%	0 0.0%	0 0.0%	11 100.0%
Total	994 89.9%	70 6.3%	36 3.3%	6 0.5%	1106 100.0%

Table 3.5 Adherence to the physical distancing rule

	Frequency	Valid Percent
Yes	972	87.3
No	56	5.0
Don't know / Not sure	81	7.3
Not Applicable	5	0.4
Total	1114	100.0

Table 3.6 Adherence to the physical distancing rule by Jury Centre

	Adherence to the physical distancing rule				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	34 85.0%	1 2.5%	5 12.5%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	19 90.5%	0 0.0%	2 9.5%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	55 94.8%	0 0.0%	3 5.2%	0 0.0%	58 100.0%
Odeon Glasgow Quay	132 82.0%	12 7.5%	15 9.3%	2 1.2%	161 100.0%
Odeon Ayr	17 89.5%	1 5.3%	1 5.3%	0 0.0%	19 100.0%
Odeon East Kilbride	434 90.6%	16 3.3%	28 5.8%	1 0.2%	479 100.0%
Odeon Dundee	131 75.3%	21 12.1%	22 12.6%	0 0.0%	174 100.0%
Odeon Dunfermline	32 94.1%	0 0.0%	2 5.9%	0 0.0%	34 100.0%
Vue Aberdeen	29 93.5%	0 0.0%	2 6.5%	0 0.0%	31 100.0%
Eden Court Inverness	7 100.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%
Total	890 86.9%	51 5.0%	80 7.8%	3 0.3%	1024 100.0%

Table 3.7 Adherence to the physical distancing rule by Sherifdom

	Adherence to the physical distancing rule				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	168 90.3%	5 2.7%	13 7.0%	0 0.0%	186 100.0%
Glasgow & Strathkelvin	130 82.8%	11 7.0%	14 8.9%	2 1.3%	157 100.0%
Grampian Highland & Islands	39 97.5%	0 0.0%	1 2.5%	0 0.0%	40 100.0%
Lothian & Borders	30 90.9%	1 3.0%	2 6.1%	0 0.0%	33 100.0%
Tayside, Central & Fife	167 79.1%	21 10.0%	23 10.9%	0 0.0%	211 100.0%
South Strathclyde, Dumfries & Galloway	418 90.5%	16 3.5%	27 5.8%	1 0.2%	462 100.0%
North Strathclyde	15 83.3%	2 11.1%	1 5.6%	0 0.0%	18 100.0%
Total	967 87.4%	56 5.1%	81 7.3%	3 0.3%	1107 100.0%

Table 3.8 Adherence to the physical distancing rule by User Group

	Adherence to the physical distancing rule				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	890 86.9%	51 5.0%	80 7.8%	3 0.3%	1024 100.0%
Crown Professionals	27 93.1%	2 6.9%	0 0.0%	0 0.0%	29 100.0%
Defence Professionals	38 90.5%	2 4.8%	1 2.4%	1 2.4%	42 100.0%
Other Court Users	10 90.9%	1 9.1%	0 0.0%	0 0.0%	11 100.0%
Total	965 87.3%	56 5.1%	81 7.3%	4 0.4%	1106 100.0%

Table 3.9 Wear face covering in public areas

	Frequency	Valid Percent
Yes	1019	91.6
No	37	3.3
Don't know / Not sure	55	4.9
Not Applicable	2	0.2
Total	1113	100.0

Table 3.10 Wear face covering in public areas by Jury Centre

	Wear face covering in public areas			Total
	Yes	No	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	36 90.0%	2 5.0%	2 5.0%	40 100.0%
Odeon Lothian Road, Edinburgh	19 90.5%	0 0.0%	2 9.5%	21 100.0%
Odeon Braehead, Renfrewshire	53 91.4%	0 0.0%	5 8.6%	58 100.0%
Odeon Glasgow Quay	150 93.2%	3 1.9%	8 5.0%	161 100.0%
Odeon Ayr	17 89.5%	1 5.3%	1 5.3%	19 100.0%
Odeon East Kilbride	444 92.7%	16 3.3%	19 4.0%	479 100.0%
Odeon Dundee	155 88.6%	10 5.7%	10 5.7%	175 100.0%
Odeon Dunfermline	33 97.1%	0 0.0%	1 2.9%	34 100.0%
Vue Aberdeen	30 96.8%	0 0.0%	1 3.2%	31 100.0%
Eden Court Inverness	7 100.0%	0 0.0%	0 0.0%	7 100.0%
Total	944 92.1%	32 3.1%	49 4.8%	1025 100.0%

Table 3.11 Wear face covering in public areas by Sheriffdom

	Wear face covering in public areas			Total
	Yes	No	Don't know / Not sure	
High Court	171 91.9%	3 1.6%	12 6.5%	186 100.0%
Glasgow & Strathkelvin	147 94.2%	3 1.9%	6 3.8%	156 100.0%
Grampian Highland & Islands	38 95.0%	0 0.0%	2 5.0%	40 100.0%
Lothian & Borders	28 84.8%	1 3.0%	4 12.1%	33 100.0%
Tayside, Central & Fife	191 90.5%	9 4.3%	11 5.2%	211 100.0%
South Strathclyde, Dumfries & Galloway	426 92.2%	17 3.7%	19 4.1%	462 100.0%
North Strathclyde	14 77.8%	4 22.2%	0 0.0%	18 100.0%
Total	1015 91.8%	37 3.3%	54 4.9%	1106 100.0%

Table 3.12 Wear face covering in public areas by User Group

	Wear face covering in public areas				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	944 92.1%	32 3.1%	49 4.8%	0 0.0%	1025 100.0%
Crown Professionals	25 86.2%	3 10.3%	1 3.4%	0 0.0%	29 100.0%
Defence Professionals	35 85.4%	2 4.9%	3 7.3%	1 2.4%	41 100.0%
Other Court Users	8 80.0%	0 0.0%	2 20.0%	0 0.0%	10 100.0%
Total	1012 91.6%	37 3.3%	55 5.0%	1 0.1%	1105 100.0%

Table 3.13 If no face covering available, one was offered by a court official

	Frequency	Valid Percent
Yes	236	21.4
No	23	2.1
Don't know / Not sure	58	5.3
Not Applicable	787	71.3
Total	1104	100.0

Table 3.14 If no face covering available, one was offered by a court official by Jury Centre

	If no face covering available, one was offered by a court official				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	6 15.0%	0 0.0%	2 5.0%	32 80.0%	40 100.0%
Odeon Lothian Road, Edinburgh	3 14.3%	0 0.0%	2 9.5%	16 76.2%	21 100.0%
Odeon Braehead, Renfrewshire	8 13.8%	0 0.0%	2 3.4%	48 82.8%	58 100.0%
Odeon Glasgow Quay	46 28.6%	0 0.0%	4 2.5%	111 68.9%	161 100.0%
Odeon Ayr	4 22.2%	0 0.0%	0 0.0%	14 77.8%	18 100.0%
Odeon East Kilbride	112 23.7%	11 2.3%	31 6.6%	319 67.4%	473 100.0%
Odeon Dundee	32 18.5%	7 4.0%	12 6.9%	122 70.5%	173 100.0%
Odeon Dunfermline	4 11.8%	0 0.0%	0 0.0%	30 88.2%	34 100.0%
Vue Aberdeen	3 9.7%	0 0.0%	3 9.7%	25 80.6%	31 100.0%
Eden Court Inverness	0 0.0%	1 14.3%	0 0.0%	6 85.7%	7 100.0%
Total	218 21.5%	19 1.9%	56 5.5%	723 71.2%	1016 100.0%

Table 3.15 If no face covering available, one was offered by a court official by Sheriffdom

	If no face covering available, one was offered by a court official				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	29 15.5%	0 0.0%	12 6.4%	146 78.1%	187 100.0%
Glasgow & Strathkelvin	45 28.7%	0 0.0%	4 2.5%	108 68.8%	157 100.0%
Grampian Highland & Islands	8 20.0%	2 5.0%	2 5.0%	28 70.0%	40 100.0%
Lothian & Borders	4 12.5%	1 3.1%	2 6.3%	25 78.1%	32 100.0%
Tayside, Central & Fife	37 17.7%	7 3.3%	12 5.7%	153 73.2%	209 100.0%
South Strathclyde, Dumfries & Galloway	108 23.8%	11 2.4%	26 5.7%	309 68.1%	454 100.0%
North Strathclyde	4 22.2%	2 11.1%	0 0.0%	12 66.7%	18 100.0%
Total	235 21.4%	23 2.1%	58 5.3%	781 71.2%	1097 100.0%

Table 3.16 If no face covering available, one was offered by a court official by User Group

	If no face covering available, one was offered by a court official				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	218 21.5%	19 1.9%	56 5.5%	723 71.2%	1016 100.0%
Crown Professionals	2 7.1%	2 7.1%	0 0.0%	24 85.7%	28 100.0%
Defence Professionals	16 39.0%	2 4.9%	1 2.4%	22 53.7%	41 100.0%
Other Court Users	0 0.0%	0 0.0%	0 0.0%	11 100.0%	11 100.0%
Total	236 21.5%	23 2.1%	57 5.2%	780 71.2%	1096 100.0%

Table 3.17 Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering

	Frequency	Valid Percent
Very Dissatisfied	1	0.1
Fairly Dissatisfied	1	0.1
Neither	5	0.6
Fairly Satisfied	7	0.8
Very Satisfied	38	4.2
Don't know / Not sure	1	0.1
Not Applicable / I wore a face covering	845	94.1
Total	898	100.0

Table 3.18 Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering by Jury Centre

	Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering							Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	Not Applicable / I wore a face covering	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	1 2.9%	0 0.0%	0 0.0%	33 97.1%	34 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 100.0%	16 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	0 0.0%	1 2.0%	0 0.0%	0 0.0%	50 98.0%	51 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	1 0.8%	1 0.8%	7 5.3%	0 0.0%	122 93.1%	131 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	16 100.0%	16 100.0%
Odeon East Kilbride	1 0.3%	0 0.0%	1 0.3%	3 0.8%	23 5.9%	1 0.3%	363 92.6%	392 100.0%
Odeon Dundee	0 0.0%	0 0.0%	1 0.7%	0 0.0%	7 4.7%	0 0.0%	141 94.6%	149 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 3.8%	0 0.0%	25 96.2%	26 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	27 100.0%	27 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	6 100.0%	6 100.0%
Total	1 0.1%	0 0.0%	3 0.4%	6 0.7%	38 4.5%	1 0.1%	799 94.2%	848 100.0%

Table 3.19 Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering by Sheriffdom

	Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering							Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	Applicable / I wore a face	
High Court	0 0.0%	1 0.6%	1 0.6%	2 1.3%	0 0.0%	1 0.6%	154 96.9%	159 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	0 0.0%	1 0.8%	7 5.6%	0 0.0%	116 93.5%	124 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	1 3.2%	0 0.0%	0 0.0%	0 0.0%	30 96.8%	31 100.0%
Lothian & Borders	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	23 100.0%	23 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	1 0.6%	1 0.6%	8 4.6%	0 0.0%	164 94.3%	174 100.0%
South Strathclyde, Dumfries & Galloway	1 0.3%	0 0.0%	2 0.5%	3 0.8%	23 6.2%	0 0.0%	342 92.2%	371 100.0%
North Strathclyde	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	12 100.0%	12 100.0%
Total	1 0.1%	1 0.1%	5 0.6%	7 0.8%	38 4.3%	1 0.1%	841 94.1%	894 100.0%

Table 3.20 Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering by User Group

	Level of Satisfaction with SCTS staff when they were advised that users were exempt from wearing a face covering							Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	Not Applicable / I wore a face covering	
Jurors	1 0.1%	0 0.0%	3 0.4%	6 0.7%	38 4.5%	1 0.1%	799 94.2%	848 100.0%
Crown Professionals	0 0.0%	1 6.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	14 93.3%	15 100.0%
Defence Professionals	0 0.0%	0 0.0%	2 9.5%	0 0.0%	0 0.0%	0 0.0%	19 90.5%	21 100.0%
Other Court Users	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	8 100.0%	8 100.0%
Total	1 0.1%	1 0.1%	5 0.6%	6 0.7%	38 4.3%	1 0.1%	840 94.2%	892 100.0%

Table 3.21 Level of Satisfaction with the wearing of face coverings

	Frequency	Valid Percent
Very Dissatisfied	22	2.0
Fairly Dissatisfied	8	0.7
Neither	61	5.6
Fairly Satisfied	125	11.5
Very Satisfied	863	79.2
Don't know / Not sure	10	0.9
Total	1089	100.0

Table 3.22 Level of Satisfaction with the wearing of face coverings by Jury Centre

	Level of Satisfaction with the wearing of face coverings						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	2 5.1%	1 2.6%	35 89.7%	1 2.6%	39 100.0%
Odeon Lothian Road, Edinburgh	1 4.8%	0 0.0%	1 4.8%	5 23.8%	14 66.7%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	2 3.4%	5 8.6%	14 24.1%	36 62.1%	1 1.7%	58 100.0%
Odeon Glasgow Quay	1 0.6%	0 0.0%	5 3.2%	22 14.3%	126 81.8%	0 0.0%	154 100.0%
Odeon Ayr	3 15.8%	0 0.0%	0 0.0%	4 21.1%	12 63.2%	0 0.0%	19 100.0%
Odeon East Kilbride	6 1.3%	0 0.0%	15 3.2%	43 9.1%	401 85.1%	6 1.3%	471 100.0%
Odeon Dundee	1 0.6%	0 0.0%	10 5.8%	18 10.5%	142 83.0%	0 0.0%	171 100.0%
Odeon Dunfermline	1 2.9%	0 0.0%	1 2.9%	2 5.9%	29 85.3%	1 2.9%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 3.2%	1 3.2%	29 93.5%	0 0.0%	31 100.0%
Eden Court Inverness	2 28.6%	0 0.0%	0 0.0%	0 0.0%	5 71.4%	0 0.0%	7 100.0%
Total	15 1.5%	2 0.2%	40 4.0%	110 10.9%	829 82.5%	9 0.9%	1005 100.0%

Table 3.23 Level of Satisfaction with the wearing of face coverings by Sheriffdom

	Level of Satisfaction with the wearing of face coverings						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	1 0.5%	2 1.1%	19 10.3%	23 12.4%	138 74.6%	2 1.1%	185 100.0%
Glasgow & Strathkelvin	1 0.7%	0 0.0%	6 4.0%	24 16.0%	119 79.3%	0 0.0%	150 100.0%
Grampian Highland & Islands	3 7.7%	1 2.6%	2 5.1%	4 10.3%	29 74.4%	0 0.0%	39 100.0%
Lothian & Borders	1 3.0%	3 9.1%	4 12.1%	5 15.2%	20 60.6%	0 0.0%	33 100.0%
Tayside, Central & Fife	4 1.9%	0 0.0%	13 6.3%	23 11.1%	166 80.2%	1 0.5%	207 100.0%
South Strathclyde, Dumfries & Galloway	7 1.6%	0 0.0%	14 3.1%	42 9.3%	382 84.7%	6 1.3%	451 100.0%
North Strathclyde	5 27.8%	2 11.1%	1 5.6%	3 16.7%	7 38.9%	0 0.0%	18 100.0%
Total	22 2.0%	8 0.7%	59 5.4%	124 11.4%	861 79.5%	9 0.8%	1083 100.0%

Table 3.24 Level of Satisfaction with the wearing of face coverings by User Group

	Level of Satisfaction with the wearing of face coverings						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	15 1.5%	2 0.2%	40 4.0%	110 10.9%	829 82.5%	9 0.9%	1005 100.0%
Crown Professionals	3 11.1%	2 7.4%	2 7.4%	5 18.5%	15 55.6%	0 0.0%	27 100.0%
Defence Professionals	4 10.3%	4 10.3%	13 33.3%	7 17.9%	10 25.6%	1 2.6%	39 100.0%
Other Court Users	0 0.0%	0 0.0%	5 45.5%	1 9.1%	5 45.5%	0 0.0%	11 100.0%
Total	22 2.0%	8 0.7%	60 5.5%	123 11.4%	859 79.4%	10 0.9%	1082 100.0%

Table 3.25 Level of Satisfaction with physical distancing between people

	Frequency	Valid Percent
Very Dissatisfied	10	11.9
Fairly Dissatisfied	21	25.0
Neither	19	22.6
Fairly Satisfied	15	17.9
Very Satisfied	17	20.2
Don't know / Not sure	2	2.4
Total	84	100.0

Table 3.26 Level of Satisfaction with physical distancing between people by Sheriffdom

	Level of Satisfaction with physical distancing between people						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 11.1%	2 11.1%	4 22.2%	2 11.1%	8 44.4%	0 0.0%	18 100.0%
Glasgow & Strathkelvin	0 0.0%	1 20.0%	4 80.0%	0 0.0%	0 0.0%	0 0.0%	5 100.0%
Grampian Highland & Islands	0 0.0%	3 30.0%	1 10.0%	5 50.0%	1 10.0%	0 0.0%	10 100.0%
Lothian & Borders	4 33.3%	3 25.0%	1 8.3%	0 0.0%	4 33.3%	0 0.0%	12 100.0%
Tayside, Central & Fife	1 5.3%	5 26.3%	6 31.6%	4 21.1%	3 15.8%	0 0.0%	19 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	2 28.6%	2 28.6%	2 28.6%	0 0.0%	1 14.3%	7 100.0%
North Strathclyde	3 42.9%	3 42.9%	0 0.0%	1 14.3%	0 0.0%	0 0.0%	7 100.0%
Total	10 12.8%	19 24.4%	18 23.1%	14 17.9%	16 20.5%	1 1.3%	78 100.0%

Table 3.27 Level of Satisfaction with physical distancing between people by User Group

	Level of Satisfaction with physical distancing between people						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Crown Professionals	4 14.8%	6 22.2%	3 11.1%	5 18.5%	8 29.6%	1 3.7%	27 100.0%
Defence Professionals	6 15.4%	10 25.6%	13 33.3%	6 15.4%	3 7.7%	1 2.6%	39 100.0%
Other Court Users	0 0.0%	3 27.3%	2 18.2%	3 27.3%	3 27.3%	0 0.0%	11 100.0%
Total	10 13.0%	19 24.7%	18 23.4%	14 18.2%	14 18.2%	2 2.6%	77 100.0%

Table 3.28 Reasons for being either “Fairly” or “Very” Dissatisfied with wearing face coverings or physical distancing

	Frequency
Face masks were not required	1
Face masks do not stop from catching COVID-19	1
Face masks were uncomfortable and made the communication difficult	2
No room for social distancing	2
No room for social distancing. No fresh air/air circulation in the room	1
No room for social distancing. No waiting area. No fresh air/air circulation in the room	1
No room for social distancing. People were not wearing face masks	1
People were not wearing face masks	1
People were not wearing face masks and too many people in the room	1
People were not wearing face masks.	1
People were not wearing face masks. No fresh air/air circulation in the room	1
People were not wearing face masks. No room for social distancing. No fresh air/air circulation in the room	1
People were not wearing face masks. Poor adherence to social distancing rule	1
Poor adherence to self isolation rules	1
Poor adherence to social distancing rule	6
Poor adherence to social distancing rule. No room for social distancing	1
Poor adherence to social distancing rule. Sort of flexible transparent screens between sides were advised	1
Total	24

Table 3.29 Sufficient hand sanitizer available at court/jury centre

	Frequency	Valid Percent
Yes	1073	96.5
No	18	1.6
Don't know / Not sure	16	1.4
Not Applicable	5	0.4
Total	1112	100.0

Table 3.30 Sufficient hand sanitizer available by Jury Centre

	Sufficient hand sanitizer available				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	40 100.0%	0 0.0%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	20 95.2%	0 0.0%	0 0.0%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	55 94.8%	0 0.0%	3 5.2%	0 0.0%	58 100.0%
Odeon Glasgow Quay	160 99.4%	1 0.6%	0 0.0%	0 0.0%	161 100.0%
Odeon Ayr	19 100.0%	0 0.0%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	473 98.7%	1 0.2%	3 0.6%	2 0.4%	479 100.0%
Odeon Dundee	172 99.4%	1 0.6%	0 0.0%	0 0.0%	173 100.0%
Odeon Dunfermline	34 100.0%	0 0.0%	0 0.0%	0 0.0%	34 100.0%
Vue Aberdeen	30 100.0%	0 0.0%	0 0.0%	0 0.0%	30 100.0%
Eden Court Inverness	6 85.7%	0 0.0%	1 14.3%	0 0.0%	7 100.0%
Total	1009 98.7%	3 0.3%	7 0.7%	3 0.3%	1022 100.0%

Table 3.31 Sufficient hand sanitizer available by Sheriffdom

	Sufficient hand sanitizer available				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	180 96.3%	2 1.1%	5 2.7%	0 0.0%	187 100.0%
Glasgow & Strathkelvin	155 98.7%	2 1.3%	0 0.0%	0 0.0%	157 100.0%
Grampian Highland & Islands	35 89.7%	2 5.1%	2 5.1%	0 0.0%	39 100.0%
Lothian & Borders	28 84.8%	4 12.1%	0 0.0%	1 3.0%	33 100.0%
Tayside, Central & Fife	205 97.6%	1 0.5%	4 1.9%	0 0.0%	210 100.0%
South Strathclyde, Dumfries & Galloway	452 98.0%	3 0.7%	4 0.9%	2 0.4%	461 100.0%
North Strathclyde	14 77.8%	4 22.2%	0 0.0%	0 0.0%	18 100.0%
Total	1069 96.7%	18 1.6%	15 1.4%	3 0.3%	1105 100.0%

Table 3.32 Sufficient hand sanitizer available by User Group

	Sufficient hand sanitizer available				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	1009 98.7%	3 0.3%	7 0.7%	3 0.3%	1022 100.0%
Crown Professionals	22 75.9%	3 10.3%	4 13.8%	0 0.0%	29 100.0%
Defence Professionals	29 69.0%	11 26.2%	1 2.4%	1 2.4%	42 100.0%
Other Court Users	9 81.8%	0 0.0%	2 18.2%	0 0.0%	11 100.0%
Total	1069 96.8%	17 1.5%	14 1.3%	4 0.4%	1104 100.0%

Table 3.33 Sufficient access to hand washing facilities in the jury centre/court

	Frequency	Valid Percent
Yes	1075	96.7
No	26	2.3
Don't know / Not sure	8	0.7
Not Applicable	3	0.3
Total	1112	100.0

Table 3.34 Sufficient access to hand washing facilities by Jury Centre

	Sufficient access to hand washing facilities			Total
	Yes	No	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	39 97.5%	0 0.0%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	21 100.0%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	58 100.0%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	161 100.0%	0 0.0%	0 0.0%	161 100.0%
Odeon Ayr	19 100.0%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	475 99.2%	3 0.6%	1 0.2%	479 100.0%
Odeon Dundee	171 98.8%	1 0.6%	1 0.6%	173 100.0%
Odeon Dunfermline	34 100.0%	0 0.0%	0 0.0%	34 100.0%
Vue Aberdeen	30 100.0%	0 0.0%	0 0.0%	30 100.0%
Eden Court Inverness	7 100.0%	0 0.0%	0 0.0%	7 100.0%
Total	1015 99.3%	4 0.4%	3 0.3%	1022 100.0%

Table 3.35 Sufficient access to hand washing facilities by Sheriffdom

	Sufficient access to hand washing facilities				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	184 98.4%	2 1.1%	1 0.5%	0 0.0%	187 100.0%
Glasgow & Strathkelvin	155 98.7%	2 1.3%	0 0.0%	0 0.0%	157 100.0%
Grampian Highland & Islands	34 87.2%	3 7.7%	1 2.6%	1 2.6%	39 100.0%
Lothian & Borders	28 84.8%	5 15.2%	0 0.0%	0 0.0%	33 100.0%
Tayside, Central & Fife	203 96.7%	4 1.9%	3 1.4%	0 0.0%	210 100.0%
South Strathclyde, Dumfries & Galloway	454 98.5%	5 1.1%	2 0.4%	0 0.0%	461 100.0%
North Strathclyde	13 72.2%	4 22.2%	1 5.6%	0 0.0%	18 100.0%
Total	1071 96.9%	25 2.3%	8 0.7%	1 0.1%	1105 100.0%

Table 3.36 Sufficient access to hand washing facilities by User Group

	Sufficient access to hand washing facilities				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	1015 99.3%	4 0.4%	3 0.3%	0 0.0%	1022 100.0%
Crown Professionals	19 65.5%	6 20.7%	3 10.3%	1 3.4%	29 100.0%
Defence Professionals	25 59.5%	16 38.1%	0 0.0%	1 2.4%	42 100.0%
Other Court Users	10 90.9%	0 0.0%	1 9.1%	0 0.0%	11 100.0%
Total	1069 96.8%	26 2.4%	7 0.6%	2 0.2%	1104 100.0%

Table 3.37 Supply of gloves available to use at court

	Frequency	Valid Percent
Yes	14	17.7
No	30	38.0
Don't know / Not sure	17	21.5
Not Applicable	18	22.8
Total	79	100.0

Table 3.38 Supply of gloves available to use at court by Sheriffdom

	Supply of gloves available to use at court				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	7 46.7%	1 6.7%	2 13.3%	5 33.3%	15 100.0%
Glasgow & Strathkelvin	1 20.0%	2 40.0%	1 20.0%	1 20.0%	5 100.0%
Grampian Highland & Islands	0 0.0%	5 45.5%	4 36.4%	2 18.2%	11 100.0%
Lothian & Borders	1 9.1%	6 54.5%	2 18.2%	2 18.2%	11 100.0%
Tayside, Central & Fife	2 12.5%	8 50.0%	3 18.8%	3 18.8%	16 100.0%
South Strathclyde, Dumfries & Galloway	2 22.2%	3 33.3%	3 33.3%	1 11.1%	9 100.0%
North Strathclyde	1 14.3%	4 57.1%	2 28.6%	0 0.0%	7 100.0%
Total	14 18.9%	29 39.2%	17 23.0%	14 18.9%	74 100.0%

Table 3.39 Supply of gloves available to use at court by User Group

	Supply of gloves available to use at court				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	6 20.7%	6 20.7%	9 31.0%	8 27.6%	29 100.0%
Defence Professionals	6 14.3%	23 54.8%	7 16.7%	6 14.3%	42 100.0%
Total	12 16.9%	29 40.8%	16 22.5%	14 19.7%	71 100.0%

Table 4.1 Use of Court/Jury Centre Facilities

	Frequency	Valid Percent
Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	967	88.0
Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building	728	66.2
Auditorium	777	70.7
Court Room	73	6.6
Witness Room	25	2.3
Agents' Room/Solicitors' Room	40	3.6
Cells in Court Building	26	2.4
TV Link Room	3	0.3
Toilets in Jury Centre/Court Building/Remote Site Building	1048	95.4
Other	18	1.6
Total Number of Respondents*	1099	-

*Note: No column total is provided as each row represents a different option in a multiple response question

Table 4.2 "Other" Use of Court/Jury Centre Facilities

	Frequency
Coffee / Tea area	5
Faculty accomodation	1
Not specified	1
Outside / smoking area / fire exit	9
Reception area	2
Total	18

Table 4.3 Use of Court/Jury Centre Facilities by User Group

	Use of Court/Jury Centre Facilities										Number of Respondents
	Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	Waiting Area/Area Outside Auditorium or Public Entrance/ Area Outside the Court Building	Auditorium	Court Room	Witness Room	Agents' Room/Solicitors' Room	Cells in Court Building	TV Link Room	Toilets in Jury Centre/Court Building/Remote Site Building	Other	
Jurors	893 87.0%	683 66.5%	777 75.7%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	981 95.5%	16 1.6%	1027
Crown Professionals	22 75.9%	11 37.9%	0 0.0%	24 82.8%	8 27.6%	6 20.7%	1 3.4%	0 0.0%	18 62.1%	0 0.0%	29
Defence Professionals	39 92.9%	28 66.7%	0 0.0%	37 88.1%	5 11.9%	34 81.0%	25 59.5%	0 0.0%	34 81.0%	2 4.8%	42
Other Court Users	9 81.8%	4 36.4%	0 0.0%	8 72.7%	11 100.0%	0 0.0%	0 0.0%	3 27.3%	10 90.9%	0 0.0%	11
Total	963	726	777	69	24	40	26	3	1043	18	1109

Table 4.4 Use of Court/Jury Centre Facilities by Sheriffdom

	Use of Court/Jury Centre Facilities										Number of Respondents
	Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	Waiting Area/Area Outside Auditorium or Public Entrance/ Area Outside the Court Building	Auditorium	Court Room	Witness Room	Agents' Room/Solicitors' Room	Cells in Court Building	TV Link Room	Toilets in Jury Centre/Court Building/Remote Site Building	Other	
High Court	155 82.9%	96 51.3%	114 61.0%	15 8.0%	9 4.8%	7 3.7%	4 2.1%	0 0.0%	183 97.9%	4 2.1%	187
Glasgow & Strathkelvin	143 91.1%	115 73.2%	124 79.0%	5 3.2%	1 0.6%	2 1.3%	3 1.9%	1 0.6%	149 94.9%	1 0.6%	157
Grampian Highland & Islands	31 77.5%	22 55.0%	21 52.5%	9 22.5%	0 0.0%	8 20.0%	4 10.0%	0 0.0%	38 95.0%	1 2.5%	40
Lothian & Borders	24 72.7%	10 30.3%	15 45.5%	9 27.3%	3 9.1%	6 18.2%	5 15.2%	0 0.0%	27 81.8%	1 3.0%	33
Tayside, Central & Fife	185 87.3%	141 66.5%	148 69.8%	16 7.5%	5 2.4%	10 4.7%	6 2.8%	2 0.9%	202 95.3%	4 1.9%	212
South Strathclyde, Dumfries & Galloway	410 88.6%	330 71.3%	347 74.9%	8 1.7%	1 0.2%	4 0.9%	1 0.2%	0 0.0%	428 92.4%	7 1.5%	463
North Strathclyde	14 77.8%	10 55.6%	8 44.4%	7 38.9%	2 11.1%	3 16.7%	3 16.7%	0 0.0%	16 88.9%	0 0.0%	18
Total	962	724	777	69	21	40	26	3	1043	18	1110

Table 4.5 Use of Court/Jury Centre Facilities by Jury Centre

	Use of Court/Jury Centre Facilities					Number of Respondents
	Area Outside the Jury Centre/Area Outside the Court Building or Remote Site Building	Waiting Area/Area Outside Auditorium or Public Entrance/ Area Outside the Court Building	Auditorium	Toilets in Jury Centre/Court Building/Remote Site Building	Other	
Odeon Fort Kinnaird, Edinburgh	15 37.5%	36 90.0%	27 67.5%	40 100.0%	1 2.5%	40
Odeon Lothian Road, Edinburgh	5 23.8%	15 71.4%	15 71.4%	20 95.2%	0 0.0%	21
Odeon Braehead, Renfrewshire	28 48.3%	43 74.1%	40 69.0%	58 100.0%	1 1.7%	58
Odeon Glasgow Quay	117 72.7%	144 89.4%	131 81.4%	155 96.3%	1 0.6%	161
Odeon Ayr	10 52.6%	17 89.5%	15 78.9%	19 100.0%	0 0.0%	19
Odeon East Kilbride	346 71.9%	427 88.8%	361 75.1%	450 93.6%	7 1.5%	481
Odeon Dundee	124 70.9%	153 87.4%	139 79.4%	169 96.6%	4 2.3%	175
Odeon Dunfermline	19 55.9%	29 85.3%	24 70.6%	34 100.0%	1 2.9%	34
Vue Aberdeen	13 41.9%	23 74.2%	19 61.3%	31 100.0%	1 3.2%	31
Eden Court Inverness	6 85.7%	6 85.7%	6 85.7%	5 71.4%	0 0.0%	7
Total	683	893	777	981	16	1027

Table 4.6 Comfort of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by User Group

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	21 2.4%	15 1.7%	68 7.7%	146 16.6%	617 70.1%	13 1.5%	880 100.0%
Crown Professionals	1 4.5%	2 9.1%	8 36.4%	4 18.2%	7 31.8%	0 0.0%	22 100.0%
Defence Professionals	3 7.7%	9 23.1%	12 30.8%	10 25.6%	5 12.8%	0 0.0%	39 100.0%
Other Court Users	0 0.0%	0 0.0%	4 44.4%	2 22.2%	3 33.3%	0 0.0%	9 100.0%
Total	25 2.6%	26 2.7%	92 9.7%	162 17.1%	632 66.5%	13 1.4%	950 100.0%

Table 4.7 Cleanliness of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by User Group

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	16 1.9%	8 0.9%	33 3.9%	103 12.1%	689 80.8%	4 0.5%	853 100.0%
Crown Professionals	1 4.5%	2 9.1%	2 9.1%	5 22.7%	12 54.5%	0 0.0%	22 100.0%
Defence Professionals	3 7.7%	3 7.7%	7 17.9%	11 28.2%	15 38.5%	0 0.0%	39 100.0%
Other Court Users	0 0.0%	0 0.0%	0 0.0%	4 44.4%	5 55.6%	0 0.0%	9 100.0%
Total	20 2.2%	13 1.4%	42 4.6%	123 13.3%	721 78.1%	4 0.4%	923 100.0%

Table 4.8 Safety & Security of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by User Group

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	17 2.0%	3 0.4%	30 3.5%	82 9.6%	716 83.7%	7 0.8%	855 100.0%
Crown Professionals	3 13.6%	0 0.0%	2 9.1%	6 27.3%	11 50.0%	0 0.0%	22 100.0%
Defence Professionals	3 7.7%	5 12.8%	7 17.9%	12 30.8%	12 30.8%	0 0.0%	39 100.0%
Other Court Users	0 0.0%	0 0.0%	1 11.1%	4 44.4%	4 44.4%	0 0.0%	9 100.0%
Total	23 2.5%	8 0.9%	40 4.3%	104 11.2%	743 80.3%	7 0.8%	925 100.0%

Table 4.8 Comfort of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by User Group

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	16 2.4%	13 2.0%	38 5.7%	104 15.6%	482 72.5%	12 1.8%	665 100.0%
Crown Professionals	0 0.0%	3 27.3%	3 27.3%	4 36.4%	1 9.1%	0 0.0%	11 100.0%
Defence Professionals	5 17.9%	6 21.4%	10 35.7%	3 10.7%	4 14.3%	0 0.0%	28 100.0%
Other Court Users	0 0.0%	0 0.0%	1 20.0%	3 60.0%	1 20.0%	0 0.0%	5 100.0%
Total	21 3.0%	22 3.1%	52 7.3%	114 16.1%	488 68.8%	12 1.7%	709 100.0%

Table 4.9 Cleanliness of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by User Group

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	12 1.9%	5 0.8%	13 2.0%	51 7.9%	560 87.0%	3 0.5%	644 100.0%
Crown Professionals	0 0.0%	2 18.2%	0 0.0%	5 45.5%	4 36.4%	0 0.0%	11 100.0%
Defence Professionals	2 7.1%	2 7.1%	6 21.4%	3 10.7%	15 53.6%	0 0.0%	28 100.0%
Other Court Users	0 0.0%	0 0.0%	1 20.0%	2 40.0%	2 40.0%	0 0.0%	5 100.0%
Total	14 2.0%	9 1.3%	20 2.9%	61 8.9%	581 84.4%	3 0.4%	688 100.0%

Table 4.10 Safety & Security of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by User Group

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	14 2.2%	2 0.3%	12 1.9%	48 7.5%	559 87.5%	4 0.6%	639 100.0%
Crown Professionals	2 18.2%	2 18.2%	0 0.0%	2 18.2%	5 45.5%	0 0.0%	11 100.0%
Defence Professionals	2 7.4%	4 14.8%	4 14.8%	7 25.9%	10 37.0%	0 0.0%	27 100.0%
Other Court Users	0 0.0%	0 0.0%	1 20.0%	1 20.0%	3 60.0%	0 0.0%	5 100.0%
Total	18 2.6%	8 1.2%	17 2.5%	58 8.5%	577 84.6%	4 0.6%	682 100.0%

Table 4.11 Comfort of Auditorium by User Group (Jurors only)

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	15 2.0%	8 1.0%	20 2.6%	81 10.6%	637 83.3%	4 0.5%	765 100.0%
Total	15 2.0%	8 1.0%	20 2.6%	81 10.6%	637 83.3%	4 0.5%	765 100.0%

Table 4.12 Cleanliness of Auditorium by User Group (Jurors only)

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	12 1.6%	7 0.9%	8 1.1%	49 6.6%	663 89.5%	2 0.3%	741 100.0%
Total	12 1.6%	7 0.9%	8 1.1%	49 6.6%	663 89.5%	2 0.3%	741 100.0%

Table 4.13 Safety & Security of Auditorium by User Group (Jurors only)

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	11 1.5%	1 0.1%	3 0.4%	37 5.0%	687 92.7%	2 0.3%	741 100.0%
Total	11 1.5%	1 0.1%	3 0.4%	37 5.0%	687 92.7%	2 0.3%	741 100.0%

Table 4.14 Comfort of Court Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	4 16.7%	8 33.3%	6 25.0%	6 25.0%	24 100.0%
Defence Professionals	3 8.1%	8 21.6%	9 24.3%	10 27.0%	7 18.9%	37 100.0%
Other Court Users	0 0.0%	0 0.0%	1 12.5%	5 62.5%	2 25.0%	8 100.0%
Total	3 4.3%	12 17.4%	18 26.1%	21 30.4%	15 21.7%	69 100.0%

Table 4.15 Cleanliness of Court Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	1 4.2%	2 8.3%	0 0.0%	11 45.8%	10 41.7%	24 100.0%
Defence Professionals	2 5.4%	6 16.2%	3 8.1%	11 29.7%	15 40.5%	37 100.0%
Other Court Users	0 0.0%	0 0.0%	1 12.5%	2 25.0%	5 62.5%	8 100.0%
Total	3 4.3%	8 11.6%	4 5.8%	24 34.8%	30 43.5%	69 100.0%

Table 4.16 Safety & Security of Court Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	3 12.5%	3 12.5%	1 4.2%	8 33.3%	9 37.5%	24 100.0%
Defence Professionals	2 5.4%	8 21.6%	4 10.8%	10 27.0%	13 35.1%	37 100.0%
Other Court Users	0 0.0%	0 0.0%	1 12.5%	3 37.5%	4 50.0%	8 100.0%
Total	5 7.2%	11 15.9%	6 8.7%	21 30.4%	26 37.7%	69 100.0%

Table 4.17 Comfort of Witness Room by User Group

	Comfort				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	1 12.5%	2 25.0%	2 25.0%	3 37.5%	8 100.0%
Defence Professionals	1 20.0%	0 0.0%	2 40.0%	2 40.0%	5 100.0%
Other Court Users	1 9.1%	1 9.1%	7 63.6%	2 18.2%	11 100.0%
Total	3 12.5%	3 12.5%	11 45.8%	7 29.2%	24 100.0%

Table 4.18 Cleanliness of Witness Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	1 12.5%	1 12.5%	3 37.5%	3 37.5%	8 100.0%
Defence Professionals	0 0.0%	0 0.0%	1 20.0%	1 20.0%	3 60.0%	5 100.0%
Other Court Users	1 9.1%	0 0.0%	0 0.0%	6 54.5%	4 36.4%	11 100.0%
Total	1 4.2%	1 4.2%	2 8.3%	10 41.7%	10 41.7%	24 100.0%

Table 4.19 Safety & Security of Witness Room by User Group

	Safety & Security					Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know/Not sure	
Crown Professionals	1 12.5%	1 12.5%	3 37.5%	3 37.5%	0 0.0%	8 100.0%
Defence Professionals	0 0.0%	1 20.0%	1 20.0%	3 60.0%	0 0.0%	5 100.0%
Other Court Users	1 9.1%	0 0.0%	4 36.4%	5 45.5%	1 9.1%	11 100.0%
Total	2 8.3%	2 8.3%	8 33.3%	11 45.8%	1 4.2%	24 100.0%

Table 4.20 Comfort of Agents' Room/Solicitors' Room by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	2 33.3%	1 16.7%	1 16.7%	2 33.3%	6 100.0%
Defence Professionals	7 20.6%	4 11.8%	6 17.6%	10 29.4%	7 20.6%	34 100.0%
Total	7 17.5%	6 15.0%	7 17.5%	11 27.5%	9 22.5%	40 100.0%

Table 4.21 Cleanliness of Agents' Room/Solicitors' Room by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	1 16.7%	1 16.7%	0 0.0%	1 16.7%	3 50.0%	6 100.0%
Defence Professionals	5 14.7%	6 17.6%	4 11.8%	7 20.6%	12 35.3%	34 100.0%
Total	6 15.0%	7 17.5%	4 10.0%	8 20.0%	15 37.5%	40 100.0%

Table 4.22 Safety & Security of Agents' Room/Solicitors' Room by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	1 16.7%	2 33.3%	0 0.0%	0 0.0%	3 50.0%	6 100.0%
Defence Professionals	6 17.6%	7 20.6%	5 14.7%	7 20.6%	9 26.5%	34 100.0%
Total	7 17.5%	9 22.5%	5 12.5%	7 17.5%	12 30.0%	40 100.0%

Table 4.23 Comfort of Cells in Court Building by User Group

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Defence Professionals	6 24.0%	6 24.0%	10 40.0%	1 4.0%	2 8.0%	25 100.0%
Total	6 23.1%	6 23.1%	11 42.3%	1 3.8%	2 7.7%	26 100.0%

Table 4.24 Cleanliness of Cells in Court Building by User Group

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
Defence Professionals	5 20.0%	4 16.0%	4 16.0%	5 20.0%	7 28.0%	25 100.0%
Total	5 19.2%	5 19.2%	4 15.4%	5 19.2%	7 26.9%	26 100.0%

Table 4.25 Safety & Security of Cells in Court Building by User Group

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Crown Professionals	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Defence Professionals	3 12.0%	2 8.0%	5 20.0%	6 24.0%	9 36.0%	25 100.0%
Total	3 11.5%	2 7.7%	5 19.2%	6 23.1%	10 38.5%	26 100.0%

Table 4.26 Comfort of TV Link Room by User Group

	Comfort		Total
	Fairly Satisfied	Very Satisfied	
Other Court Users	2 66.7%	1 33.3%	3 100.0%
Total	2 66.7%	1 33.3%	3 100.0%

Table 4.27 Cleanliness of TV Link Room by User Group

	Cleanliness		Total
	Fairly Satisfied	Very Satisfied	
Other Court Users	2 66.7%	1 33.3%	3 100.0%
Total	2 66.7%	1 33.3%	3 100.0%

Table 4.28 Safety & Security of TV Link Room by User Group

	Safety & Security		Total
	Fairly Satisfied	Very Satisfied	
Other Court Users	1 33.3%	2 66.7%	3 100.0%
Total	1 33.3%	2 66.7%	3 100.0%

Table 4.29 Comfort of Toilets in Jury Centre or Toilets in Court Building by User Group

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	25 2.6%	7 0.7%	36 3.7%	152 15.8%	739 76.7%	5 0.5%	964 100.0%
Crown Professionals	1 5.6%	3 16.7%	4 22.2%	2 11.1%	8 44.4%	0 0.0%	18 100.0%
Defence Professionals	1 2.9%	3 8.8%	11 32.4%	9 26.5%	10 29.4%	0 0.0%	34 100.0%
Other Court Users	0 0.0%	0 0.0%	1 10.0%	5 50.0%	4 40.0%	0 0.0%	10 100.0%
Total	27 2.6%	13 1.3%	52 5.1%	168 16.4%	761 74.2%	5 0.5%	1026 100.0%

Table 4.30 Cleanliness of Toilets in Jury Centre or Toilets in Court Building by User Group

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	20 2.1%	11 1.2%	21 2.3%	114 12.2%	763 81.9%	3 0.3%	932 100.0%
Crown Professionals	1 5.6%	0 0.0%	4 22.2%	5 27.8%	8 44.4%	0 0.0%	18 100.0%
Defence Professionals	2 5.9%	2 5.9%	6 17.6%	7 20.6%	17 50.0%	0 0.0%	34 100.0%
Other Court Users	0 0.0%	1 10.0%	1 10.0%	5 50.0%	3 30.0%	0 0.0%	10 100.0%
Total	23 2.3%	14 1.4%	32 3.2%	131 13.2%	791 79.6%	3 0.3%	994 100.0%

Table 4.31 Safety & Security of Toilets in Jury Centre or Toilets in Court Building by User Group

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	18 1.9%	2 0.2%	21 2.3%	82 8.8%	800 85.9%	8 0.9%	931 100.0%
Crown Professionals	1 5.6%	0 0.0%	6 33.3%	2 11.1%	9 50.0%	0 0.0%	18 100.0%
Defence Professionals	2 6.1%	2 6.1%	11 33.3%	4 12.1%	14 42.4%	0 0.0%	33 100.0%
Other Court Users	0 0.0%	0 0.0%	1 10.0%	3 30.0%	5 50.0%	1 10.0%	10 100.0%
Total	21 2.1%	4 0.4%	39 3.9%	91 9.2%	828 83.5%	9 0.9%	992 100.0%

Table 4.32 Comfort of Others by User Group

	Comfort				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Jurors	1 6.7%	2 13.3%	3 20.0%	9 60.0%	15 100.0%
Defence Professionals	1 50.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Total	2 11.8%	2 11.8%	3 17.6%	10 58.8%	17 100.0%

Table 4.33 Cleanliness of Others by User Group

	Cleanliness				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Jurors	1 6.3%	1 6.3%	1 6.3%	13 81.3%	16 100.0%
Defence Professionals	1 50.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Total	2 11.1%	1 5.6%	1 5.6%	14 77.8%	18 100.0%

Table 4.34 Safety & Security of Others by User Group

	Safety & Security			Total
	Fairly Dissatisfied	Fairly Satisfied	Very Satisfied	
Jurors	1 6.7%	2 13.3%	12 80.0%	15 100.0%
Defence Professionals	1 50.0%	0 0.0%	1 50.0%	2 100.0%
Total	2 11.8%	2 11.8%	13 76.5%	17 100.0%

Table 4.35 Comfort of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Sheriffdom

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	3 1.9%	3 1.9%	18 11.7%	41 26.6%	83 53.9%	6 3.9%	154 100.0%
Glasgow & Strathkelvin	3 2.1%	2 1.4%	15 10.5%	26 18.2%	95 66.4%	2 1.4%	143 100.0%
Grampian Highland & Islands	4 12.9%	1 3.2%	5 16.1%	3 9.7%	18 58.1%	0 0.0%	31 100.0%
Lothian & Borders	0 0.0%	5 20.8%	4 16.7%	3 12.5%	12 50.0%	0 0.0%	24 100.0%
Tayside, Central & Fife	1 0.5%	9 4.9%	29 15.9%	38 20.9%	101 55.5%	4 2.2%	182 100.0%
South Strathclyde, Dumfries & Galloway	13 3.2%	3 0.7%	15 3.7%	48 12.0%	320 79.8%	2 0.5%	401 100.0%
North Strathclyde	1 7.1%	3 21.4%	5 35.7%	2 14.3%	3 21.4%	0 0.0%	14 100.0%
Total	25 2.6%	26 2.7%	91 9.6%	161 17.0%	632 66.6%	14 1.5%	949 100.0%

Table 4.36 Cleanliness of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Sheriffdom

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	1 0.7%	1 0.7%	7 4.6%	32 21.2%	109 72.2%	1 0.7%	151 100.0%
Glasgow & Strathkelvin	2 1.4%	1 0.7%	5 3.5%	18 12.8%	113 80.1%	2 1.4%	141 100.0%
Grampian Highland & Islands	2 6.5%	0 0.0%	3 9.7%	4 12.9%	22 71.0%	0 0.0%	31 100.0%
Lothian & Borders	0 0.0%	4 16.7%	2 8.3%	3 12.5%	15 62.5%	0 0.0%	24 100.0%
Tayside, Central & Fife	2 1.1%	6 3.3%	18 9.9%	32 17.6%	123 67.6%	1 0.5%	182 100.0%
South Strathclyde, Dumfries & Galloway	11 2.9%	1 0.3%	2 0.5%	30 7.9%	334 88.4%	0 0.0%	378 100.0%
North Strathclyde	2 14.3%	0 0.0%	5 35.7%	3 21.4%	4 28.6%	0 0.0%	14 100.0%
Total	20 2.2%	13 1.4%	42 4.6%	122 13.2%	720 78.2%	4 0.4%	921 100.0%

Table 4.37 Safety & Security of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Sheriffdom

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 1.3%	0 0.0%	6 4.0%	25 16.6%	117 77.5%	1 0.7%	151 100.0%
Glasgow & Strathkelvin	2 1.4%	0 0.0%	9 6.3%	12 8.5%	116 81.7%	3 2.1%	142 100.0%
Grampian Highland & Islands	4 12.9%	1 3.2%	3 9.7%	4 12.9%	19 61.3%	0 0.0%	31 100.0%
Lothian & Borders	2 8.3%	1 4.2%	2 8.3%	6 25.0%	13 54.2%	0 0.0%	24 100.0%
Tayside, Central & Fife	1 0.6%	3 1.7%	12 6.6%	26 14.4%	136 75.1%	3 1.7%	181 100.0%
South Strathclyde, Dumfries & Galloway	10 2.6%	2 0.5%	6 1.6%	26 6.8%	337 88.5%	0 0.0%	381 100.0%
North Strathclyde	1 7.1%	1 7.1%	3 21.4%	5 35.7%	4 28.6%	0 0.0%	14 100.0%
Total	22 2.4%	8 0.9%	41 4.4%	104 11.3%	742 80.3%	7 0.8%	924 100.0%

Table 4.38 Comfort of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Sheriffdom

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 2.1%	5 5.3%	10 10.5%	21 22.1%	55 57.9%	2 2.1%	95 100.0%
Glasgow & Strathkelvin	2 1.7%	2 1.7%	6 5.2%	26 22.6%	76 66.1%	3 2.6%	115 100.0%
Grampian Highland & Islands	3 13.6%	1 4.5%	2 9.1%	3 13.6%	12 54.5%	1 4.5%	22 100.0%
Lothian & Borders	2 20.0%	3 30.0%	1 10.0%	2 20.0%	2 20.0%	0 0.0%	10 100.0%
Tayside, Central & Fife	2 1.5%	7 5.1%	14 10.2%	25 18.2%	87 63.5%	2 1.5%	137 100.0%
South Strathclyde, Dumfries & Galloway	10 3.2%	4 1.3%	14 4.4%	34 10.7%	251 79.2%	4 1.3%	317 100.0%
North Strathclyde	0 0.0%	1 10.0%	4 40.0%	1 10.0%	3 30.0%	1 10.0%	10 100.0%
Total	21 3.0%	23 3.3%	51 7.2%	112 15.9%	486 68.8%	13 1.8%	706 100.0%

Table 4.39 Cleanliness of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Sheriffdom

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	1 1.1%	2 2.2%	0 0.0%	15 16.1%	75 80.6%	0 0.0%	93 100.0%
Glasgow & Strathkelvin	1 0.9%	0 0.0%	5 4.4%	9 7.9%	97 85.1%	2 1.8%	114 100.0%
Grampian Highland & Islands	1 4.5%	0 0.0%	1 4.5%	4 18.2%	15 68.2%	1 4.5%	22 100.0%
Lothian & Borders	1 10.0%	2 20.0%	2 20.0%	1 10.0%	4 40.0%	0 0.0%	10 100.0%
Tayside, Central & Fife	1 0.7%	2 1.4%	8 5.8%	15 10.9%	112 81.2%	0 0.0%	138 100.0%
South Strathclyde, Dumfries & Galloway	8 2.7%	2 0.7%	3 1.0%	13 4.4%	272 91.3%	0 0.0%	298 100.0%
North Strathclyde	1 10.0%	1 10.0%	1 10.0%	3 30.0%	4 40.0%	0 0.0%	10 100.0%
Total	14 2.0%	9 1.3%	20 2.9%	60 8.8%	579 84.5%	3 0.4%	685 100.0%

Table 4.40 Safety & Security of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Sheriffdom

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 2.2%	0 0.0%	2 2.2%	14 15.2%	74 80.4%	0 0.0%	92 100.0%
Glasgow & Strathkelvin	1 0.9%	0 0.0%	3 2.7%	13 11.5%	93 82.3%	3 2.7%	113 100.0%
Grampian Highland & Islands	2 9.1%	2 9.1%	1 4.5%	1 4.5%	15 68.2%	1 4.5%	22 100.0%
Lothian & Borders	1 10.0%	1 10.0%	2 20.0%	2 20.0%	4 40.0%	0 0.0%	10 100.0%
Tayside, Central & Fife	2 1.5%	2 1.5%	7 5.2%	10 7.5%	113 84.3%	0 0.0%	134 100.0%
South Strathclyde, Dumfries & Galloway	8 2.7%	3 1.0%	2 0.7%	15 5.0%	270 90.6%	0 0.0%	298 100.0%
North Strathclyde	1 10.0%	1 10.0%	0 0.0%	2 20.0%	6 60.0%	0 0.0%	10 100.0%
Total	17 2.5%	9 1.3%	17 2.5%	57 8.4%	575 84.7%	4 0.6%	679 100.0%

Table 4.41 Comfort of Auditorium by Sheriffdom

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	0 0.0%	3 2.7%	24 21.2%	86 76.1%	0 0.0%	113 100.0%
Glasgow & Strathkelvin	2 1.6%	3 2.4%	6 4.8%	12 9.7%	99 79.8%	2 1.6%	124 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	0 0.0%	3 15.0%	17 85.0%	0 0.0%	20 100.0%
Lothian & Borders	0 0.0%	0 0.0%	0 0.0%	5 33.3%	10 66.7%	0 0.0%	15 100.0%
Tayside, Central & Fife	3 2.1%	1 0.7%	4 2.7%	16 11.0%	121 82.9%	1 0.7%	146 100.0%
South Strathclyde, Dumfries & Galloway	9 2.7%	4 1.2%	5 1.5%	20 5.9%	300 88.5%	1 0.3%	339 100.0%
North Strathclyde	1 12.5%	0 0.0%	2 25.0%	1 12.5%	4 50.0%	0 0.0%	8 100.0%
Total	15 2.0%	8 1.0%	20 2.6%	81 10.6%	637 83.3%	4 0.5%	765 100.0%

Table 4.42 Cleanliness of Auditorium by Sheriffdom

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	4 3.6%	4 3.6%	13 11.8%	89 80.9%	0 0.0%	110 100.0%
Glasgow & Strathkelvin	1 0.8%	1 0.8%	0 0.0%	6 4.8%	115 92.7%	1 0.8%	124 100.0%
Grampian Highland & Islands	0 0.0%	1 5.0%	0 0.0%	3 15.0%	16 80.0%	0 0.0%	20 100.0%
Lothian & Borders	0 0.0%	0 0.0%	0 0.0%	4 26.7%	11 73.3%	0 0.0%	15 100.0%
Tayside, Central & Fife	3 2.1%	0 0.0%	2 1.4%	11 7.5%	130 89.0%	0 0.0%	146 100.0%
South Strathclyde, Dumfries & Galloway	8 2.5%	0 0.0%	1 0.3%	11 3.5%	297 93.4%	1 0.3%	318 100.0%
North Strathclyde	0 0.0%	1 12.5%	1 12.5%	1 12.5%	5 62.5%	0 0.0%	8 100.0%
Total	12 1.6%	7 0.9%	8 1.1%	49 6.6%	663 89.5%	2 0.3%	741 100.0%

Table 4.43 Safety & Security of Auditorium by Sheriffdom

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	0 0.0%	0 0.0%	6 5.5%	104 94.5%	0 0.0%	110 100.0%
Glasgow & Strathkelvin	1 0.8%	0 0.0%	0 0.0%	6 4.9%	115 93.5%	1 0.8%	123 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	0 0.0%	1 5.0%	19 95.0%	0 0.0%	20 100.0%
Lothian & Borders	0 0.0%	0 0.0%	0 0.0%	2 13.3%	13 86.7%	0 0.0%	15 100.0%
Tayside, Central & Fife	2 1.4%	1 0.7%	1 0.7%	9 6.2%	133 91.1%	0 0.0%	146 100.0%
South Strathclyde, Dumfries & Galloway	8 2.5%	0 0.0%	1 0.3%	11 3.4%	298 93.4%	1 0.3%	319 100.0%
North Strathclyde	0 0.0%	0 0.0%	1 12.5%	2 25.0%	5 62.5%	0 0.0%	8 100.0%
Total	11 1.5%	1 0.1%	3 0.4%	37 5.0%	687 92.7%	2 0.3%	741 100.0%

Table 4.44 Comfort of Court Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	1 6.7%	5 33.3%	5 33.3%	4 26.7%	15 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	1 20.0%	3 60.0%	1 20.0%	5 100.0%
Grampian Highland & Islands	1 11.1%	4 44.4%	1 11.1%	0 0.0%	3 33.3%	9 100.0%
Lothian & Borders	0 0.0%	3 33.3%	2 22.2%	2 22.2%	2 22.2%	9 100.0%
Tayside, Central & Fife	0 0.0%	3 18.8%	5 31.3%	7 43.8%	1 6.3%	16 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 12.5%	1 12.5%	4 50.0%	2 25.0%	8 100.0%
North Strathclyde	2 28.6%	1 14.3%	3 42.9%	1 14.3%	0 0.0%	7 100.0%
Total	3 4.3%	13 18.8%	18 26.1%	22 31.9%	13 18.8%	69 100.0%

Table 4.45 Cleanliness of Court Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	1 6.7%	1 6.7%	3 20.0%	10 66.7%	15 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	0 0.0%	4 80.0%	1 20.0%	5 100.0%
Grampian Highland & Islands	0 0.0%	1 11.1%	0 0.0%	1 11.1%	7 77.8%	9 100.0%
Lothian & Borders	0 0.0%	2 22.2%	2 22.2%	2 22.2%	3 33.3%	9 100.0%
Tayside, Central & Fife	0 0.0%	3 18.8%	0 0.0%	7 43.8%	6 37.5%	16 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	1 12.5%	5 62.5%	2 25.0%	8 100.0%
North Strathclyde	3 42.9%	1 14.3%	1 14.3%	1 14.3%	1 14.3%	7 100.0%
Total	3 4.3%	8 11.6%	5 7.2%	23 33.3%	30 43.5%	69 100.0%

Table 4.46 Safety & Security of Court Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	1 6.7%	0 0.0%	1 6.7%	4 26.7%	9 60.0%	15 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	0 0.0%	2 40.0%	3 60.0%	5 100.0%
Grampian Highland & Islands	1 11.1%	2 22.2%	0 0.0%	3 33.3%	3 33.3%	9 100.0%
Lothian & Borders	0 0.0%	4 44.4%	1 11.1%	2 22.2%	2 22.2%	9 100.0%
Tayside, Central & Fife	0 0.0%	2 12.5%	3 18.8%	7 43.8%	4 25.0%	16 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	2 25.0%	0 0.0%	3 37.5%	3 37.5%	8 100.0%
North Strathclyde	2 28.6%	2 28.6%	1 14.3%	1 14.3%	1 14.3%	7 100.0%
Total	4 5.8%	12 17.4%	6 8.7%	22 31.9%	25 36.2%	69 100.0%

Table 4.47 Comfort of Witness Room by Sheriffdom

	Comfort				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	1 11.1%	0 0.0%	4 44.4%	4 44.4%	9 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Lothian & Borders	0 0.0%	1 33.3%	2 66.7%	0 0.0%	3 100.0%
Tayside, Central & Fife	2 40.0%	1 20.0%	1 20.0%	1 20.0%	5 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
North Strathclyde	1 50.0%	0 0.0%	1 50.0%	0 0.0%	2 100.0%
Total	4 19.0%	2 9.5%	9 42.9%	6 28.6%	21 100.0%

Table 4.48 Cleanliness of Witness Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	0 0.0%	0 0.0%	3 33.3%	6 66.7%	9 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Lothian & Borders	1 33.3%	0 0.0%	0 0.0%	2 66.7%	0 0.0%	3 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	1 20.0%	2 40.0%	2 40.0%	5 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
North Strathclyde	0 0.0%	1 50.0%	0 0.0%	1 50.0%	0 0.0%	2 100.0%
Total	1 4.8%	1 4.8%	1 4.8%	9 42.9%	9 42.9%	21 100.0%

Table 4.49 Safety & Security of Witness Room by Sheriffdom

	Safety & Security					Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	1 11.1%	1 11.1%	7 77.8%	0 0.0%	9 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Lothian & Borders	1 33.3%	1 33.3%	1 33.3%	0 0.0%	0 0.0%	3 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	2 40.0%	2 40.0%	1 20.0%	5 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	1 50.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	2 100.0%
Total	2 9.5%	2 9.5%	7 33.3%	9 42.9%	1 4.8%	21 100.0%

Table 4.50 Comfort of Agents' Room/Solicitors' Room by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	2 28.6%	1 14.3%	2 28.6%	2 28.6%	7 100.0%
Glasgow & Strathkelvin	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Grampian Highland & Islands	2 25.0%	2 25.0%	0 0.0%	2 25.0%	2 25.0%	8 100.0%
Lothian & Borders	1 16.7%	0 0.0%	1 16.7%	4 66.7%	0 0.0%	6 100.0%
Tayside, Central & Fife	3 30.0%	2 20.0%	2 20.0%	1 10.0%	2 20.0%	10 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	0 0.0%	2 50.0%	2 50.0%	4 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total	7 17.5%	6 15.0%	7 17.5%	11 27.5%	9 22.5%	40 100.0%

Table 4.51 Cleanliness of Agents' Room/Solicitors' Room by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	1 14.3%	1 14.3%	2 28.6%	3 42.9%	7 100.0%
Glasgow & Strathkelvin	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Grampian Highland & Islands	1 12.5%	1 12.5%	1 12.5%	3 37.5%	2 25.0%	8 100.0%
Lothian & Borders	2 33.3%	4 66.7%	0 0.0%	0 0.0%	0 0.0%	6 100.0%
Tayside, Central & Fife	1 10.0%	1 10.0%	1 10.0%	2 20.0%	5 50.0%	10 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	0 0.0%	1 25.0%	3 75.0%	4 100.0%
North Strathclyde	1 33.3%	0 0.0%	1 33.3%	0 0.0%	1 33.3%	3 100.0%
Total	6 15.0%	7 17.5%	4 10.0%	8 20.0%	15 37.5%	40 100.0%

Table 4.52 Safety & Security of Agents' Room/Solicitors' Room by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	1 14.3%	1 14.3%	1 14.3%	4 57.1%	7 100.0%
Glasgow & Strathkelvin	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Grampian Highland & Islands	2 25.0%	1 12.5%	0 0.0%	3 37.5%	2 25.0%	8 100.0%
Lothian & Borders	2 33.3%	3 50.0%	1 16.7%	0 0.0%	0 0.0%	6 100.0%
Tayside, Central & Fife	2 20.0%	3 30.0%	0 0.0%	2 20.0%	3 30.0%	10 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 25.0%	0 0.0%	1 25.0%	2 50.0%	4 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total	7 17.5%	9 22.5%	5 12.5%	7 17.5%	12 30.0%	40 100.0%

Table 4.53 Comfort of Cells in Court Building by Sheriffdom

	Comfort					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	1 25.0%	0 0.0%	3 75.0%	0 0.0%	0 0.0%	4 100.0%
Glasgow & Strathkelvin	1 33.3%	1 33.3%	0 0.0%	1 33.3%	0 0.0%	3 100.0%
Grampian Highland & Islands	2 50.0%	0 0.0%	1 25.0%	0 0.0%	1 25.0%	4 100.0%
Lothian & Borders	1 20.0%	2 40.0%	2 40.0%	0 0.0%	0 0.0%	5 100.0%
Tayside, Central & Fife	1 16.7%	1 16.7%	3 50.0%	0 0.0%	1 16.7%	6 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	0 0.0%	1 33.3%	2 66.7%	0 0.0%	0 0.0%	3 100.0%
Total	6 23.1%	6 23.1%	11 42.3%	1 3.8%	2 7.7%	26 100.0%

Table 4.54 Cleanliness of Cells in Court Building by Sheriffdom

	Cleanliness					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	1 25.0%	1 25.0%	0 0.0%	1 25.0%	1 25.0%	4 100.0%
Glasgow & Strathkelvin	1 33.3%	1 33.3%	0 0.0%	0 0.0%	1 33.3%	3 100.0%
Grampian Highland & Islands	2 50.0%	0 0.0%	0 0.0%	1 25.0%	1 25.0%	4 100.0%
Lothian & Borders	0 0.0%	1 20.0%	2 40.0%	1 20.0%	1 20.0%	5 100.0%
Tayside, Central & Fife	0 0.0%	1 16.7%	0 0.0%	2 33.3%	3 50.0%	6 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	1 33.3%	0 0.0%	2 66.7%	0 0.0%	0 0.0%	3 100.0%
Total	5 19.2%	5 19.2%	4 15.4%	5 19.2%	7 26.9%	26 100.0%

Table 4.55 Safety & Security of Cells in Court Building by Sheriffdom

	Safety & Security					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	0 0.0%	0 0.0%	1 25.0%	3 75.0%	4 100.0%
Glasgow & Strathkelvin	1 33.3%	0 0.0%	0 0.0%	1 33.3%	1 33.3%	3 100.0%
Grampian Highland & Islands	2 50.0%	0 0.0%	0 0.0%	0 0.0%	2 50.0%	4 100.0%
Lothian & Borders	0 0.0%	0 0.0%	1 20.0%	2 40.0%	2 40.0%	5 100.0%
Tayside, Central & Fife	0 0.0%	1 16.7%	1 16.7%	2 33.3%	2 33.3%	6 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total	3 11.5%	2 7.7%	5 19.2%	6 23.1%	10 38.5%	26 100.0%

Table 4.56 Comfort of TV Link Room by Sheriffdom

	Comfort		Total
	Fairly Satisfied	Very Satisfied	
Glasgow & Strathkelvin	1 100.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	1 50.0%	1 50.0%	2 100.0%
Total	2 66.7%	1 33.3%	3 100.0%

Table 4.57 Cleanliness of TV Link Room by Sheriffdom

	Cleanliness		Total
	Fairly Satisfied	Very Satisfied	
Glasgow & Strathkelvin	1 100.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	1 50.0%	1 50.0%	2 100.0%
Total	2 66.7%	1 33.3%	3 100.0%

Table 4.58 Safety & Security of TV Link Room by Sheriffdom

	Safety & Security		Total
	Fairly Satisfied	Very Satisfied	
Glasgow & Strathkelvin	1 100.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	0 0.0%	2 100.0%	2 100.0%
Total	1 33.3%	2 66.7%	3 100.0%

Table 4.59 Comfort of Toilets in Jury Centre or Toilets in Court Building by Sheriffdom

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 1.1%	3 1.6%	8 4.4%	41 22.4%	128 69.9%	1 0.5%	183 100.0%
Glasgow & Strathkelvin	1 0.7%	1 0.7%	3 2.0%	18 12.2%	124 83.8%	1 0.7%	148 100.0%
Grampian Highland & Islands	1 2.7%	2 5.4%	4 10.8%	3 8.1%	26 70.3%	1 2.7%	37 100.0%
Lothian & Borders	1 3.7%	0 0.0%	5 18.5%	7 25.9%	14 51.9%	0 0.0%	27 100.0%
Tayside, Central & Fife	7 3.5%	4 2.0%	16 7.9%	41 20.3%	133 65.8%	1 0.5%	202 100.0%
South Strathclyde, Dumfries & Galloway	13 3.1%	3 0.7%	10 2.4%	50 12.1%	336 81.4%	1 0.2%	413 100.0%
North Strathclyde	2 12.5%	0 0.0%	4 25.0%	7 43.8%	3 18.8%	0 0.0%	16 100.0%
Total	27 2.6%	13 1.3%	50 4.9%	167 16.3%	764 74.5%	5 0.5%	1026 100.0%

Table 4.60 Cleanliness of Toilets in Jury Centre or Toilets in Court Building by Sheriffdom

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 1.1%	4 2.2%	4 2.2%	40 22.1%	131 72.4%	0 0.0%	181 100.0%
Glasgow & Strathkelvin	1 0.7%	1 0.7%	3 2.1%	10 6.8%	130 89.0%	1 0.7%	146 100.0%
Grampian Highland & Islands	1 2.7%	0 0.0%	2 5.4%	7 18.9%	26 70.3%	1 2.7%	37 100.0%
Lothian & Borders	1 3.7%	2 7.4%	4 14.8%	6 22.2%	14 51.9%	0 0.0%	27 100.0%
Tayside, Central & Fife	6 3.0%	5 2.5%	6 3.0%	34 17.0%	149 74.5%	0 0.0%	200 100.0%
South Strathclyde, Dumfries & Galloway	11 2.8%	1 0.3%	8 2.1%	26 6.7%	340 87.9%	1 0.3%	387 100.0%
North Strathclyde	1 6.3%	1 6.3%	3 18.8%	7 43.8%	4 25.0%	0 0.0%	16 100.0%
Total	23 2.3%	14 1.4%	30 3.0%	130 13.1%	794 79.9%	3 0.3%	994 100.0%

Table 4.61 Safety & Security of Toilets in Jury Centre or Toilets in Court Building by Sheriffdom

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	2 1.1%	1 0.6%	9 5.0%	19 10.5%	149 82.3%	1 0.6%	181 100.0%
Glasgow & Strathkelvin	1 0.7%	0 0.0%	1 0.7%	12 8.3%	130 89.7%	1 0.7%	145 100.0%
Grampian Highland & Islands	1 2.7%	1 2.7%	4 10.8%	4 10.8%	26 70.3%	1 2.7%	37 100.0%
Lothian & Borders	1 3.7%	0 0.0%	4 14.8%	4 14.8%	16 59.3%	2 7.4%	27 100.0%
Tayside, Central & Fife	3 1.5%	2 1.0%	11 5.6%	25 12.6%	155 78.3%	2 1.0%	198 100.0%
South Strathclyde, Dumfries & Galloway	11 2.8%	0 0.0%	5 1.3%	23 5.9%	348 89.7%	1 0.3%	388 100.0%
North Strathclyde	2 12.5%	0 0.0%	3 18.8%	4 25.0%	6 37.5%	1 6.3%	16 100.0%
Total	21 2.1%	4 0.4%	37 3.7%	91 9.2%	830 83.7%	9 0.9%	992 100.0%

Table 4.62 Comfort of Others by Sheriffdom

	Comfort				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	0 0.0%	3 75.0%	1 25.0%	4 100.0%
Glasgow & Strathkelvin	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Lothian & Borders	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	0 0.0%	1 33.3%	0 0.0%	2 66.7%	3 100.0%
South Strathclyde, Dumfries & Galloway	1 14.3%	0 0.0%	0 0.0%	6 85.7%	7 100.0%
Total	2 11.8%	2 11.8%	3 17.6%	10 58.8%	17 100.0%

Table 4.63 Cleanliness of Others by Sheriffdom

	Cleanliness				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	0 0.0%	1 25.0%	3 75.0%	4 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Lothian & Borders	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	1 25.0%	1 25.0%	0 0.0%	2 50.0%	4 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	0 0.0%	7 100.0%	7 100.0%
Total	2 11.1%	1 5.6%	1 5.6%	14 77.8%	18 100.0%

Table 4.64 Safety & Security of Others by Sheriffdom

	Safety & Security			Total
	Fairly Dissatisfied	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	2 50.0%	2 50.0%	4 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Lothian & Borders	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	3 100.0%	3 100.0%
South Strathclyde, Dumfries & Galloway	1 14.3%	0 0.0%	6 85.7%	7 100.0%
Total	2 11.8%	2 11.8%	13 76.5%	17 100.0%

Table 4.65 Comfort of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Jury Centre

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	1 2.8%	0 0.0%	2 5.6%	11 30.6%	21 58.3%	1 2.8%	36 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 6.7%	2 13.3%	3 20.0%	9 60.0%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 2.3%	7 16.3%	12 27.9%	20 46.5%	3 7.0%	43 100.0%
Odeon Glasgow Quay	2 1.4%	2 1.4%	14 9.7%	24 16.7%	100 69.4%	2 1.4%	144 100.0%
Odeon Ayr	0 0.0%	4 23.5%	5 29.4%	7 41.2%	1 5.9%	0 0.0%	17 100.0%
Odeon East Kilbride	14 3.3%	0 0.0%	11 2.6%	48 11.5%	342 81.8%	3 0.7%	418 100.0%
Odeon Dundee	2 1.3%	7 4.7%	20 13.4%	29 19.5%	88 59.1%	3 2.0%	149 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	3 10.3%	8 27.6%	17 58.6%	1 3.4%	29 100.0%
Vue Aberdeen	1 4.3%	0 0.0%	3 13.0%	4 17.4%	15 65.2%	0 0.0%	23 100.0%
Eden Court Inverness	1 16.7%	0 0.0%	1 16.7%	0 0.0%	4 66.7%	0 0.0%	6 100.0%
Total	21 2.4%	15 1.7%	68 7.7%	146 16.6%	617 70.1%	13 1.5%	880 100.0%

Table 4.66 Cleanliness of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Jury Centre

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	8 22.2%	27 75.0%	1 2.8%	36 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 6.7%	1 6.7%	2 13.3%	11 73.3%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	3 7.1%	9 21.4%	30 71.4%	0 0.0%	42 100.0%
Odeon Glasgow Quay	1 0.7%	1 0.7%	6 4.2%	14 9.9%	118 83.1%	2 1.4%	142 100.0%
Odeon Ayr	1 5.9%	0 0.0%	3 17.6%	11 64.7%	2 11.8%	0 0.0%	17 100.0%
Odeon East Kilbride	11 2.8%	0 0.0%	1 0.3%	26 6.6%	357 90.4%	0 0.0%	395 100.0%
Odeon Dundee	1 0.7%	3 2.0%	15 10.1%	25 16.9%	104 70.3%	0 0.0%	148 100.0%
Odeon Dunfermline	0 0.0%	3 10.3%	1 3.4%	4 13.8%	20 69.0%	1 3.4%	29 100.0%
Vue Aberdeen	1 4.3%	0 0.0%	2 8.7%	4 17.4%	16 69.6%	0 0.0%	23 100.0%
Eden Court Inverness	1 16.7%	0 0.0%	1 16.7%	0 0.0%	4 66.7%	0 0.0%	6 100.0%
Total	16 1.9%	8 0.9%	33 3.9%	103 12.1%	689 80.8%	4 0.5%	853 100.0%

Table 4.67 Safety & Security of Public Entrance/Area Outside the Jury Centre or Public Entrance/Area Outside the Court Building by Jury Centre

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	5 14.3%	30 85.7%	0 0.0%	35 100.0%
Odeon Lothian Road, Edinburgh	1 6.7%	0 0.0%	1 6.7%	3 20.0%	10 66.7%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	1 2.4%	8 19.0%	33 78.6%	0 0.0%	42 100.0%
Odeon Glasgow Quay	1 0.7%	0 0.0%	10 7.0%	8 5.6%	121 84.6%	3 2.1%	143 100.0%
Odeon Ayr	0 0.0%	0 0.0%	2 11.8%	13 76.5%	2 11.8%	0 0.0%	17 100.0%
Odeon East Kilbride	11 2.8%	1 0.3%	3 0.8%	20 5.0%	362 91.0%	1 0.3%	398 100.0%
Odeon Dundee	1 0.7%	2 1.4%	9 6.1%	19 12.9%	114 77.6%	2 1.4%	147 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	2 6.9%	2 6.9%	24 82.8%	1 3.4%	29 100.0%
Vue Aberdeen	2 8.7%	0 0.0%	1 4.3%	4 17.4%	16 69.6%	0 0.0%	23 100.0%
Eden Court Inverness	1 16.7%	0 0.0%	1 16.7%	0 0.0%	4 66.7%	0 0.0%	6 100.0%
Total	17 2.0%	3 0.4%	30 3.5%	82 9.6%	716 83.7%	7 0.8%	855 100.0%

Table 4.68 Comfort of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Jury Centre

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 6.7%	1 6.7%	1 6.7%	12 80.0%	0 0.0%	15 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 20.0%	0 0.0%	2 40.0%	2 40.0%	0 0.0%	5 100.0%
Odeon Braehead, Renfrewshire	1 3.6%	3 10.7%	3 10.7%	8 28.6%	13 46.4%	0 0.0%	28 100.0%
Odeon Glasgow Quay	2 1.7%	1 0.9%	5 4.3%	26 22.2%	80 68.4%	3 2.6%	117 100.0%
Odeon Ayr	0 0.0%	2 20.0%	3 30.0%	3 30.0%	1 10.0%	1 10.0%	10 100.0%
Odeon East Kilbride	11 3.3%	1 0.3%	12 3.6%	37 11.1%	267 80.2%	5 1.5%	333 100.0%
Odeon Dundee	1 0.8%	2 1.7%	10 8.4%	20 16.8%	84 70.6%	2 1.7%	119 100.0%
Odeon Dunfermline	0 0.0%	2 10.5%	2 10.5%	4 21.1%	11 57.9%	0 0.0%	19 100.0%
Vue Aberdeen	1 7.7%	0 0.0%	0 0.0%	2 15.4%	9 69.2%	1 7.7%	13 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	2 33.3%	1 16.7%	3 50.0%	0 0.0%	6 100.0%
Total	16 2.4%	13 2.0%	38 5.7%	104 15.6%	482 72.5%	12 1.8%	665 100.0%

Table 4.69 Cleanliness of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Jury Centre

	Cleanliness					Don't know / Not sure	Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied		
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	2 13.3%	13 86.7%	0 0.0%	15 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 20.0%	0 0.0%	1 20.0%	3 60.0%	0 0.0%	5 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 3.7%	0 0.0%	7 25.9%	19 70.4%	0 0.0%	27 100.0%
Odeon Glasgow Quay	1 0.9%	0 0.0%	4 3.4%	9 7.8%	100 86.2%	2 1.7%	116 100.0%
Odeon Ayr	0 0.0%	1 10.0%	1 10.0%	6 60.0%	2 20.0%	0 0.0%	10 100.0%
Odeon East Kilbride	9 2.9%	1 0.3%	1 0.3%	13 4.1%	290 92.4%	0 0.0%	314 100.0%
Odeon Dundee	1 0.8%	1 0.8%	5 4.2%	10 8.4%	102 85.7%	0 0.0%	119 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 5.3%	2 10.5%	16 84.2%	0 0.0%	19 100.0%
Vue Aberdeen	1 7.7%	0 0.0%	0 0.0%	0 0.0%	11 84.6%	1 7.7%	13 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 16.7%	1 16.7%	4 66.7%	0 0.0%	6 100.0%
Total	12 1.9%	5 0.8%	13 2.0%	51 7.9%	560 87.0%	3 0.5%	644 100.0%

Table 4.70 Safety & Security of Waiting Area/Area Outside Auditorium or Public Entrance/Area Outside the Court Building by Jury Centre

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	2 13.3%	13 86.7%	0 0.0%	15 100.0%
Odeon Lothian Road, Edinburgh	1 20.0%	0 0.0%	0 0.0%	1 20.0%	3 60.0%	0 0.0%	5 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	1 3.8%	5 19.2%	20 76.9%	0 0.0%	26 100.0%
Odeon Glasgow Quay	1 0.9%	0 0.0%	2 1.7%	13 11.3%	96 83.5%	3 2.6%	115 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	6 60.0%	4 40.0%	0 0.0%	10 100.0%
Odeon East Kilbride	9 2.9%	1 0.3%	2 0.6%	13 4.1%	289 92.0%	0 0.0%	314 100.0%
Odeon Dundee	2 1.7%	1 0.9%	4 3.4%	8 6.8%	102 87.2%	0 0.0%	117 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	2 11.1%	0 0.0%	16 88.9%	0 0.0%	18 100.0%
Vue Aberdeen	1 7.7%	0 0.0%	0 0.0%	0 0.0%	11 84.6%	1 7.7%	13 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 16.7%	0 0.0%	5 83.3%	0 0.0%	6 100.0%
Total	14 2.2%	2 0.3%	12 1.9%	48 7.5%	559 87.5%	4 0.6%	639 100.0%

Table 4.71 Comfort of Auditorium by Jury Centre

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	6 22.2%	21 77.8%	0 0.0%	27 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	5 33.3%	10 66.7%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	2 5.0%	12 30.0%	26 65.0%	0 0.0%	40 100.0%
Odeon Glasgow Quay	3 2.3%	3 2.3%	6 4.6%	13 9.9%	104 79.4%	2 1.5%	131 100.0%
Odeon Ayr	1 6.7%	1 6.7%	2 13.3%	5 33.3%	6 40.0%	0 0.0%	15 100.0%
Odeon East Kilbride	8 2.3%	3 0.8%	6 1.7%	19 5.4%	316 89.5%	1 0.3%	353 100.0%
Odeon Dundee	3 2.2%	1 0.7%	3 2.2%	13 9.6%	115 84.6%	1 0.7%	136 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 4.2%	5 20.8%	18 75.0%	0 0.0%	24 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	1 5.6%	17 94.4%	0 0.0%	18 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	2 33.3%	4 66.7%	0 0.0%	6 100.0%
Total	15 2.0%	8 1.0%	20 2.6%	81 10.6%	637 83.3%	4 0.5%	765 100.0%

Table 4.72 Cleanliness of Auditorium by Jury Centre

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	3 11.1%	0 0.0%	3 11.1%	21 77.8%	0 0.0%	27 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	4 26.7%	11 73.3%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 2.6%	2 5.3%	5 13.2%	30 78.9%	0 0.0%	38 100.0%
Odeon Glasgow Quay	1 0.8%	1 0.8%	0 0.0%	7 5.3%	121 92.4%	1 0.8%	131 100.0%
Odeon Ayr	0 0.0%	1 7.1%	1 7.1%	5 35.7%	7 50.0%	0 0.0%	14 100.0%
Odeon East Kilbride	8 2.4%	0 0.0%	3 0.9%	9 2.7%	312 93.7%	1 0.3%	333 100.0%
Odeon Dundee	3 2.2%	0 0.0%	1 0.7%	9 6.7%	122 90.4%	0 0.0%	135 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 4.2%	3 12.5%	20 83.3%	0 0.0%	24 100.0%
Vue Aberdeen	0 0.0%	1 5.6%	0 0.0%	2 11.1%	15 83.3%	0 0.0%	18 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	2 33.3%	4 66.7%	0 0.0%	6 100.0%
Total	12 1.6%	7 0.9%	8 1.1%	49 6.6%	663 89.5%	2 0.3%	741 100.0%

Table 4.73 Safety & Security of Auditorium by Jury Centre

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	1 3.7%	26 96.3%	0 0.0%	27 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	2 13.3%	13 86.7%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	0 0.0%	3 7.9%	35 92.1%	0 0.0%	38 100.0%
Odeon Glasgow Quay	1 0.8%	0 0.0%	0 0.0%	7 5.4%	121 93.1%	1 0.8%	130 100.0%
Odeon Ayr	0 0.0%	0 0.0%	1 7.1%	6 42.9%	7 50.0%	0 0.0%	14 100.0%
Odeon East Kilbride	8 2.4%	0 0.0%	1 0.3%	8 2.4%	316 94.6%	1 0.3%	334 100.0%
Odeon Dundee	2 1.5%	1 0.7%	0 0.0%	9 6.7%	123 91.1%	0 0.0%	135 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 4.2%	0 0.0%	23 95.8%	0 0.0%	24 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	0 0.0%	18 100.0%	0 0.0%	18 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	1 16.7%	5 83.3%	0 0.0%	6 100.0%
Total	11 1.5%	1 0.1%	3 0.4%	37 5.0%	687 92.7%	2 0.3%	741 100.0%

Table 4.74 Comfort of Toilets in Jury Centre or Toilets in Court Building by Jury Centre

	Comfort						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 2.5%	1 2.5%	7 17.5%	31 77.5%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	1 5.0%	0 0.0%	2 10.0%	6 30.0%	11 55.0%	0 0.0%	20 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	3 5.2%	19 32.8%	35 60.3%	1 1.7%	58 100.0%
Odeon Glasgow Quay	1 0.6%	0 0.0%	4 2.6%	17 11.0%	131 85.1%	1 0.6%	154 100.0%
Odeon Ayr	1 5.3%	0 0.0%	3 15.8%	12 63.2%	3 15.8%	0 0.0%	19 100.0%
Odeon East Kilbride	15 3.4%	3 0.7%	9 2.1%	48 11.0%	359 82.5%	1 0.2%	435 100.0%
Odeon Dundee	6 3.6%	3 1.8%	8 4.7%	34 20.1%	117 69.2%	1 0.6%	169 100.0%
Odeon Dunfermline	1 2.9%	0 0.0%	5 14.7%	5 14.7%	23 67.6%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	4 13.3%	25 83.3%	1 3.3%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 20.0%	0 0.0%	4 80.0%	0 0.0%	5 100.0%
Total	25 2.6%	7 0.7%	36 3.7%	152 15.8%	739 76.7%	5 0.5%	964 100.0%

Table 4.75 Cleanliness of Toilets in Jury Centre or Toilets in Court Building by Jury Centre

	Cleanliness						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	3 7.5%	0 0.0%	6 15.0%	31 77.5%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	1 5.0%	0 0.0%	2 10.0%	5 25.0%	12 60.0%	0 0.0%	20 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	1 1.8%	16 28.1%	40 70.2%	0 0.0%	57 100.0%
Odeon Glasgow Quay	1 0.7%	1 0.7%	4 2.6%	9 5.9%	136 89.5%	1 0.7%	152 100.0%
Odeon Ayr	0 0.0%	1 5.3%	0 0.0%	13 68.4%	5 26.3%	0 0.0%	19 100.0%
Odeon East Kilbride	13 3.2%	1 0.2%	7 1.7%	26 6.4%	361 88.3%	1 0.2%	409 100.0%
Odeon Dundee	4 2.4%	2 1.2%	5 3.0%	31 18.7%	124 74.7%	0 0.0%	166 100.0%
Odeon Dunfermline	1 2.9%	3 8.8%	1 2.9%	1 2.9%	28 82.4%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	7 23.3%	22 73.3%	1 3.3%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 20.0%	0 0.0%	4 80.0%	0 0.0%	5 100.0%
Total	20 2.1%	11 1.2%	21 2.3%	114 12.2%	763 81.9%	3 0.3%	932 100.0%

Table 4.76 Safety & Security of Toilets in Jury Centre or Toilets in Court Building by Jury Centre

	Safety & Security						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	1 2.5%	5 12.5%	33 82.5%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	1 5.0%	0 0.0%	1 5.0%	4 20.0%	12 60.0%	2 10.0%	20 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	3 5.3%	9 15.8%	45 78.9%	0 0.0%	57 100.0%
Odeon Glasgow Quay	1 0.7%	0 0.0%	2 1.3%	11 7.3%	136 90.1%	1 0.7%	151 100.0%
Odeon Ayr	0 0.0%	0 0.0%	1 5.3%	10 52.6%	7 36.8%	1 5.3%	19 100.0%
Odeon East Kilbride	13 3.2%	0 0.0%	3 0.7%	17 4.1%	376 91.7%	1 0.2%	410 100.0%
Odeon Dundee	3 1.8%	2 1.2%	5 3.0%	21 12.7%	133 80.6%	1 0.6%	165 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	4 11.8%	1 2.9%	29 85.3%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	4 13.3%	25 83.3%	1 3.3%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 20.0%	0 0.0%	4 80.0%	0 0.0%	5 100.0%
Total	18 1.9%	2 0.2%	21 2.3%	82 8.8%	800 85.9%	8 0.9%	931 100.0%

Table 4.77 Comfort of Other by Jury Centre

	Comfort				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Odeon Glasgow Quay	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Odeon East Kilbride	1 14.3%	0 0.0%	0 0.0%	6 85.7%	7 100.0%
Odeon Dundee	0 0.0%	1 33.3%	1 33.3%	1 33.3%	3 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Total	1 6.7%	2 13.3%	3 20.0%	9 60.0%	15 100.0%

Table 4.78 Cleanliness of Other by Jury Centre

	Cleanliness				Total
	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Odeon East Kilbride	0 0.0%	0 0.0%	0 0.0%	7 100.0%	7 100.0%
Odeon Dundee	1 25.0%	1 25.0%	0 0.0%	2 50.0%	4 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Total	1 6.3%	1 6.3%	1 6.3%	13 81.3%	16 100.0%

Table 4.79 Safety & Security of Other by Jury Centre

	Safety & Security			Total
	Fairly Dissatisfied	Fairly Satisfied	Very Satisfied	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Odeon East Kilbride	1 14.3%	0 0.0%	6 85.7%	7 100.0%
Odeon Dundee	0 0.0%	0 0.0%	3 100.0%	3 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Total	1 6.7%	2 13.3%	12 80.0%	15 100.0%

Table 4.80 Reasons for being either “Fairly” or “Very” Dissatisfied in relation to comfort, cleanliness and/or safety and security of the facilities

	Frequency
Access to the jury centre was inconsistent	1
Agents room was old with no facilities	1
Auditorium canopy was not clean	1
Auditorium was cold.	6
The outside area was untidy	2
Auditorium was not clean	4
Toilet facilities to be upgraded	1
Booths were not Covid-19 compliant	1
Car park and toilets were not clean	1
Court unfit for purpose	1
Depute's room overcrowded with insufficient facilities	1
Entrance door needs replaced. Visiting area in cells was too small	1
Lack of security	4
Lack of toilets	8
More handwashing facilities	1
No people to ask for information	1
No privacy for solicitors	2
No regular cleaning done throughout the day	1
No seating/facilities in the waiting area.	11
Lighting in auditorium were too bright	1
No signs at the court	1
No waiting area	2
Open public area	1
Outside waiting area was not clean	1
Poor social distancing, rude security staff	1
Poor ventilation	1
Provision of water dispenser and/or vending machine	1
Public area was overcrowded	1
Seating was not comfortable.	7
The entrance and exit areas were not clean	1
The lack of daylight in the waiting area	1
To be accompanied on the outside area	1
Toilet facilities to be upgraded	6
Toilets were not clean	7
Security guards were not effective	1
Trial to be done virtually due to Covid concerns	1
Waiting area outside was very cold.	1
Witness room was untidy and old	1
Total	86

Table 4.81 Level of Satisfaction with the Range of the Food provided

	Frequency	Valid Percent
Very Dissatisfied	18	1.8
Fairly Dissatisfied	46	4.6
Neither	101	10.1
Fairly Satisfied	267	26.6
Very Satisfied	556	55.4
Don't know / Not sure	1	0.1
Not Applicable	15	1.5
Total	1004	100.0

Table 4.82 Level of Satisfaction with the Range of the Food provided by Jury Centre

	Level of Satisfaction with the Range of the Food							Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	4 10.0%	6 15.0%	13 32.5%	17 42.5%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	1 4.8%	0 0.0%	1 4.8%	9 42.9%	9 42.9%	0 0.0%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	5 8.6%	8 13.8%	4 6.9%	16 27.6%	25 43.1%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	1 0.6%	8 5.2%	17 11.0%	49 31.8%	78 50.6%	0 0.0%	1 0.6%	154 100.0%
Odeon Ayr	1 5.3%	0 0.0%	1 5.3%	10 52.6%	7 36.8%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	7 1.5%	17 3.6%	52 11.1%	102 21.8%	278 59.5%	1 0.2%	10 2.1%	467 100.0%
Odeon Dundee	2 1.2%	5 2.9%	17 9.8%	49 28.3%	100 57.8%	0 0.0%	0 0.0%	173 100.0%
Odeon Dunfermline	1 2.9%	1 2.9%	3 8.8%	10 29.4%	19 55.9%	0 0.0%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	2 6.5%	0 0.0%	7 22.6%	21 67.7%	0 0.0%	1 3.2%	31 100.0%
Eden Court Inverness	0 0.0%	1 14.3%	0 0.0%	2 28.6%	2 28.6%	0 0.0%	2 28.6%	7 100.0%
Total	18 1.8%	46 4.6%	101 10.1%	267 26.6%	556 55.4%	1 0.1%	15 1.5%	1004 100.0%

Table 4.83 Level of Satisfaction with the Quality of the Food provided

	Frequency	Valid Percent
Very Dissatisfied	20	2.0
Fairly Dissatisfied	44	4.4
Neither	89	9.0
Fairly Satisfied	265	26.7
Very Satisfied	553	55.8
Don't know / Not sure	2	0.2
Not Applicable	18	1.8
Total	991	100.0

Table 4.84 Level of Satisfaction with the Quality of the Food provided by Jury Centre

	Level of Satisfaction with the Quality of the Food							Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	1 2.5%	4 10.0%	5 12.5%	14 35.0%	15 37.5%	1 2.5%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	2 9.5%	1 4.8%	9 42.9%	8 38.1%	0 0.0%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	6 10.3%	6 10.3%	3 5.2%	23 39.7%	20 34.5%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	3 2.0%	5 3.3%	17 11.2%	49 32.2%	77 50.7%	0 0.0%	1 0.7%	152 100.0%
Odeon Ayr	1 5.3%	2 10.5%	2 10.5%	7 36.8%	7 36.8%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	4 0.9%	16 3.5%	41 8.9%	99 21.6%	286 62.3%	1 0.2%	12 2.6%	459 100.0%
Odeon Dundee	4 2.3%	6 3.5%	15 8.8%	43 25.1%	102 59.6%	0 0.0%	1 0.6%	171 100.0%
Odeon Dunfermline	1 3.0%	1 3.0%	4 12.1%	12 36.4%	15 45.5%	0 0.0%	0 0.0%	33 100.0%
Vue Aberdeen	0 0.0%	1 3.2%	1 3.2%	8 25.8%	20 64.5%	0 0.0%	1 3.2%	31 100.0%
Eden Court Inverness	0 0.0%	1 14.3%	0 0.0%	1 14.3%	3 42.9%	0 0.0%	2 28.6%	7 100.0%
Total	20 2.0%	44 4.4%	89 9.0%	265 26.7%	553 55.8%	2 0.2%	18 1.8%	991 100.0%

Table 4.85 Reasons for being either “Fairly” or “Very” Dissatisfied in relation to any extent with range/quality of food and drinks

	Frequency
Carbonated soft drinks to be available	1
I didn't like the food	3
Limited vegetarian options	9
Limited/repetitive food options.	21
Limited/repetitive food options. More sandwiches to be available	1
Limited/repetitive food options. Poor quality of food.	1
More options for allergens were advised	3
More sandwiches to be available	1
No proper cutlery	1
Poor coffee quality	3
Poor quality of food.	25
Poor quality of food. No drinks available	1
Poor tea arrangements	1
Small meals	2
Taste of food was not good	1
Taste of food was not good.	3
Taste of food was not good. Poor quality of food.	1
They didn't preorder my food	1
They do not use small local businesses for food delivery	1
Total	80

Table 5.1 Had to Wait for the Trial to Start

	Frequency	Valid Percent
Yes	836	75.5
No	189	17.1
Don't know / Not sure	54	4.9
Not Applicable	28	2.5
Total	1107	100.0

Table 5.2 Had to Wait for the Trial to Start by Jury Centre

	Had to Wait for the Trial to Start				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	27 67.5%	9 22.5%	3 7.5%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	18 85.7%	2 9.5%	0 0.0%	1 4.8%	21 100.0%
Odeon Braehead, Renfrewshire	38 65.5%	17 29.3%	3 5.2%	0 0.0%	58 100.0%
Odeon Glasgow Quay	128 80.0%	25 15.6%	6 3.8%	1 0.6%	160 100.0%
Odeon Ayr	11 57.9%	7 36.8%	0 0.0%	1 5.3%	19 100.0%
Odeon East Kilbride	383 80.0%	68 14.2%	27 5.6%	1 0.2%	479 100.0%
Odeon Dundee	141 80.6%	25 14.3%	9 5.1%	0 0.0%	175 100.0%
Odeon Dunfermline	28 82.4%	5 14.7%	1 2.9%	0 0.0%	34 100.0%
Vue Aberdeen	22 71.0%	7 22.6%	2 6.5%	0 0.0%	31 100.0%
Eden Court Inverness	4 57.1%	2 28.6%	1 14.3%	0 0.0%	7 100.0%
Total	800 78.1%	167 16.3%	52 5.1%	5 0.5%	1024 100.0%

Table 5.3 Had to Wait for the Trial to Start by Sheriffdom

	Had to Wait for the Trial to Start				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	115 61.8%	54 29.0%	11 5.9%	6 3.2%	186 100.0%
Glasgow & Strathkelvin	128 82.6%	21 13.5%	5 3.2%	1 0.6%	155 100.0%
Grampian Highland & Islands	27 67.5%	8 20.0%	3 7.5%	2 5.0%	40 100.0%
Lothian & Borders	25 78.1%	3 9.4%	0 0.0%	4 12.5%	32 100.0%
Tayside, Central & Fife	161 77.0%	34 16.3%	10 4.8%	4 1.9%	209 100.0%
South Strathclyde, Dumfries & Galloway	369 80.0%	62 13.4%	25 5.4%	5 1.1%	461 100.0%
North Strathclyde	9 50.0%	6 33.3%	0 0.0%	3 16.7%	18 100.0%
Total	834 75.7%	188 17.1%	54 4.9%	25 2.3%	1101 100.0%

Table 5.4 Had to Wait for the Trial to Start by User Group

	Had to Wait for the Trial to Start				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Juror	800 78.1%	167 16.3%	52 5.1%	5 0.5%	1024 100.0%
Crown Professionals	9 31.0%	8 27.6%	0 0.0%	12 41.4%	29 100.0%
Defence Professionals	22 52.4%	12 28.6%	0 0.0%	8 19.0%	42 100.0%
Other Court Users	2 50.0%	1 25.0%	1 25.0%	0 0.0%	4 100.0%
Total	833 75.8%	188 17.1%	53 4.8%	25 2.3%	1099 100.0%

Table 5.5 Length of Time Respondents Had to Wait for the Trial to Start

	Frequency	Valid Percent
Up to 15 minutes	207	25.1
16 to 30 minutes	223	27.0
31 minutes to 1 hour	186	22.5
Over 1 hour and up to 2 hours	107	13.0
Over 2 hours	66	8.0
Don't know / Not sure	37	4.5
Total	826	100.0

Table 5.6 Length of Time Respondents Had to Wait for the Trial to Start by Jury Centre

	Length of Time Respondents Had to Wait for the Trial to Start						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	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	14 51.9%	2 7.4%	5 18.5%	4 14.8%	0 0.0%	2 7.4%	27 100.0%
Odeon Lothian Road, Edinburgh	4 22.2%	5 27.8%	5 27.8%	2 11.1%	1 5.6%	1 5.6%	18 100.0%
Odeon Braehead, Renfrewshire	14 36.8%	10 26.3%	5 13.2%	5 13.2%	2 5.3%	2 5.3%	38 100.0%
Odeon Glasgow Quay	28 22.0%	38 29.9%	25 19.7%	14 11.0%	16 12.6%	6 4.7%	127 100.0%
Odeon Ayr	4 36.4%	3 27.3%	1 9.1%	0 0.0%	3 27.3%	0 0.0%	11 100.0%
Odeon East Kilbride	78 20.8%	109 29.1%	100 26.7%	56 14.9%	20 5.3%	12 3.2%	375 100.0%
Odeon Dundee	42 30.0%	41 29.3%	26 18.6%	10 7.1%	13 9.3%	8 5.7%	140 100.0%
Odeon Dunfermline	9 32.1%	4 14.3%	4 14.3%	8 28.6%	2 7.1%	1 3.6%	28 100.0%
Vue Aberdeen	10 45.5%	5 22.7%	4 18.2%	1 4.5%	0 0.0%	2 9.1%	22 100.0%
Eden Court Inverness	1 25.0%	1 25.0%	1 25.0%	1 25.0%	0 0.0%	0 0.0%	4 100.0%
Total	204 25.8%	218 27.6%	176 22.3%	101 12.8%	57 7.2%	34 4.3%	790 100.0%

Table 5.7 Length of Time Respondents Had to Wait for the Trial to Start by Sheriffdom

	Length of Time Respondents Had to Wait for the Trial to Start						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	Don't know / Not sure	
High Court	37 32.5%	23 20.2%	19 16.7%	17 14.9%	13 11.4%	5 4.4%	114 100.0%
Glasgow & Strathkelvin	26 20.5%	40 31.5%	24 18.9%	15 11.8%	16 12.6%	6 4.7%	127 100.0%
Grampian Highland & Islands	8 29.6%	5 18.5%	5 18.5%	4 14.8%	2 7.4%	3 11.1%	27 100.0%
Lothian & Borders	4 16.0%	5 20.0%	8 32.0%	2 8.0%	5 20.0%	1 4.0%	25 100.0%
Tayside, Central & Fife	53 33.1%	44 27.5%	31 19.4%	18 11.3%	5 3.1%	9 5.6%	160 100.0%
South Strathclyde, Dumfries & Galloway	75 20.7%	106 29.3%	96 26.5%	51 14.1%	22 6.1%	12 3.3%	362 100.0%
North Strathclyde	3 33.3%	0 0.0%	3 33.3%	0 0.0%	3 33.3%	0 0.0%	9 100.0%
Total	206 25.0%	223 27.1%	186 22.6%	107 13.0%	66 8.0%	36 4.4%	824 100.0%

Table 5.8 Length of Time Respondents Had to Wait for the Trial to Start by User Group

	Length of Time Respondents Had to Wait for the Trial to Start						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	Don't know / Not sure	
Juror	204 25.8%	218 27.6%	176 22.3%	101 12.8%	57 7.2%	34 4.3%	790 100.0%
Crown Professionals	1 11.1%	1 11.1%	3 33.3%	3 33.3%	1 11.1%	0 0.0%	9 100.0%
Defence Professionals	1 4.5%	3 13.6%	6 27.3%	3 13.6%	7 31.8%	2 9.1%	22 100.0%
Other Court Users	0 0.0%	1 50.0%	0 0.0%	0 0.0%	0 0.0%	1 50.0%	2 100.0%
Total	206 25.0%	223 27.1%	185 22.5%	107 13.0%	65 7.9%	37 4.5%	823 100.0%

Table 5.9 Level of Satisfaction with Waiting Times

	Frequency	Valid Percent
Very Dissatisfied	37	4.7
Fairly Dissatisfied	99	12.6
Neither	269	34.2
Fairly Satisfied	246	31.3
Very Satisfied	122	15.5
Don't know / Not sure	13	1.7
Total	786	100.0

Table 5.10 Level of Satisfaction with Waiting Times by Jury Centre

	Level of Satisfaction with Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	1 4.5%	2 9.1%	9 40.9%	5 22.7%	5 22.7%	0 0.0%	22 100.0%
Odeon Lothian Road, Edinburgh	1 6.3%	4 25.0%	6 37.5%	4 25.0%	1 6.3%	0 0.0%	16 100.0%
Odeon Braehead, Renfrewshire	1 3.1%	8 25.0%	10 31.3%	10 31.3%	2 6.3%	1 3.1%	32 100.0%
Odeon Glasgow Quay	5 4.0%	23 18.4%	45 36.0%	33 26.4%	16 12.8%	3 2.4%	125 100.0%
Odeon Ayr	1 11.1%	1 11.1%	2 22.2%	3 33.3%	2 22.2%	0 0.0%	9 100.0%
Odeon East Kilbride	13 3.4%	29 7.7%	132 35.0%	127 33.7%	69 18.3%	7 1.9%	377 100.0%
Odeon Dundee	6 4.6%	19 14.6%	40 30.8%	43 33.1%	22 16.9%	0 0.0%	130 100.0%
Odeon Dunfermline	2 7.7%	4 15.4%	6 23.1%	11 42.3%	2 7.7%	1 3.8%	26 100.0%
Vue Aberdeen	1 6.3%	1 6.3%	7 43.8%	4 25.0%	2 12.5%	1 6.3%	16 100.0%
Eden Court Inverness	0 0.0%	1 50.0%	0 0.0%	1 50.0%	0 0.0%	0 0.0%	2 100.0%
Total	31 4.1%	92 12.2%	257 34.0%	241 31.9%	121 16.0%	13 1.7%	755 100.0%

Table 5.11 Level of Satisfaction with Waiting Times by Sheriffdom

	Level of Satisfaction with Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	7 6.9%	15 14.9%	39 38.6%	25 24.8%	14 13.9%	1 1.0%	101 100.0%
Glasgow & Strathkelvin	4 3.2%	23 18.5%	46 37.1%	32 25.8%	16 12.9%	3 2.4%	124 100.0%
Grampian Highland & Islands	2 10.5%	2 10.5%	8 42.1%	5 26.3%	1 5.3%	1 5.3%	19 100.0%
Lothian & Borders	3 13.0%	5 21.7%	9 39.1%	5 21.7%	1 4.3%	0 0.0%	23 100.0%
Tayside, Central & Fife	6 4.1%	22 14.9%	44 29.7%	53 35.8%	22 14.9%	1 0.7%	148 100.0%
South Strathclyde, Dumfries & Galloway	14 3.9%	31 8.6%	120 33.2%	123 34.1%	66 18.3%	7 1.9%	361 100.0%
North Strathclyde	1 12.5%	1 12.5%	2 25.0%	3 37.5%	1 12.5%	0 0.0%	8 100.0%
Total	37 4.7%	99 12.6%	268 34.2%	246 31.4%	121 15.4%	13 1.7%	784 100.0 %

Table 5.12 Level of Satisfaction with Waiting Times by User Group

	Level of Satisfaction with Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Juror	31 4.1%	92 12.2%	257 34.0%	241 31.9%	121 16.0%	13 1.7%	755 100.0%
Crown Professionals	0 0.0%	1 12.5%	5 62.5%	2 25.0%	0 0.0%	0 0.0%	8 100.0%
Defence Professionals	5 26.3%	5 26.3%	6 31.6%	2 10.5%	1 5.3%	0 0.0%	19 100.0%
Other Court Users	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%
Total	36 4.6%	98 12.5%	269 34.4%	245 31.3%	122 15.6%	13 1.7%	783 100.0%

Table 5.13 Updates about Waiting Times

	Frequency	Valid Percent
Yes	758	92.0
No	48	5.8
Don't know / Not sure	10	1.2
Not Applicable	8	1.0
Total	824	100.0

Table 5.14 Updates about Waiting Times by Jury Centre

	Updates about Waiting Times				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	25 92.6%	1 3.7%	1 3.7%	0 0.0%	27 100.0%
Odeon Lothian Road, Edinburgh	16 88.9%	1 5.6%	1 5.6%	0 0.0%	18 100.0%
Odeon Braehead, Renfrewshire	35 92.1%	3 7.9%	0 0.0%	0 0.0%	38 100.0%
Odeon Glasgow Quay	113 90.4%	11 8.8%	1 0.8%	0 0.0%	125 100.0%
Odeon Ayr	10 90.9%	1 9.1%	0 0.0%	0 0.0%	11 100.0%
Odeon East Kilbride	365 97.1%	7 1.9%	3 0.8%	1 0.3%	376 100.0%
Odeon Dundee	132 95.0%	6 4.3%	1 0.7%	0 0.0%	139 100.0%
Odeon Dunfermline	25 89.3%	3 10.7%	0 0.0%	0 0.0%	28 100.0%
Vue Aberdeen	21 95.5%	0 0.0%	1 4.5%	0 0.0%	22 100.0%
Eden Court Inverness	2 50.0%	2 50.0%	0 0.0%	0 0.0%	4 100.0%
Total	744 94.4%	35 4.4%	8 1.0%	1 0.1%	788 100.0%

Table 5.15 Updates about Waiting Times by Sheriffdom

	Updates about Waiting Times				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	103 89.6%	9 7.8%	2 1.7%	1 0.9%	115 100.0%
Glasgow & Strathkelvin	111 88.8%	11 8.8%	2 1.6%	1 0.8%	125 100.0%
Grampian Highland & Islands	23 85.2%	3 11.1%	0 0.0%	1 3.7%	27 100.0%
Lothian & Borders	18 72.0%	4 16.0%	1 4.0%	2 8.0%	25 100.0%
Tayside, Central & Fife	147 92.5%	10 6.3%	2 1.3%	0 0.0%	159 100.0%
South Strathclyde, Dumfries & Galloway	349 96.4%	8 2.2%	3 0.8%	2 0.6%	362 100.0%
North Strathclyde	6 66.7%	2 22.2%	0 0.0%	1 11.1%	9 100.0%
Total	757 92.1%	47 5.7%	10 1.2%	8 1.0%	822 100.0%

Table 5.16 Updates about Waiting Times by User Group

	Updates about Waiting Times				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Juror	744 94.4%	35 4.4%	8 1.0%	1 0.1%	788 100.0%
Crown Professionals	5 55.6%	1 11.1%	1 11.1%	2 22.2%	9 100.0%
Defence Professionals	7 31.8%	9 40.9%	1 4.5%	5 22.7%	22 100.0%
Other Court Users	0 0.0%	2 100.0%	0 0.0%	0 0.0%	2 100.0%
Total	756 92.1%	47 5.7%	10 1.2%	8 1.0%	821 100.0%

Table 5.17 Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times

	Frequency	Valid Percent
Very Dissatisfied	2	0.3
Fairly Dissatisfied	6	0.8
Neither	21	2.8
Fairly Satisfied	119	16.1
Very Satisfied	589	79.8
Don't know / Not sure	1	0.1
Total	738	100.0

Table 5.18 Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times by Jury Centre

	Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	7 31.8%	15 68.2%	0 0.0%	22 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	2 13.3%	6 40.0%	7 46.7%	0 0.0%	15 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	2 6.1%	2 6.1%	8 24.2%	21 63.6%	0 0.0%	33 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	3 2.7%	18 16.1%	91 81.3%	0 0.0%	112 100.0%
Odeon Ayr	1 11.1%	0 0.0%	0 0.0%	3 33.3%	5 55.6%	0 0.0%	9 100.0%
Odeon East Kilbride	1 0.3%	0 0.0%	5 1.4%	45 12.5%	309 85.6%	1 0.3%	361 100.0%
Odeon Dundee	0 0.0%	2 1.6%	5 3.9%	19 14.8%	102 79.7%	0 0.0%	128 100.0%
Odeon Dunfermline	0 0.0%	2 8.0%	2 8.0%	3 12.0%	18 72.0%	0 0.0%	25 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 5.3%	4 21.1%	14 73.7%	0 0.0%	19 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 100.0%
Total	2 0.3%	6 0.8%	20 2.8%	113 15.6%	584 80.4%	1 0.1%	726 100.0%

Table 5.19 Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times by Sheriffdom

	Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	2 2.1%	4 4.2%	22 23.2%	67 70.5%	0 0.0%	95 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	3 2.7%	19 17.3%	88 80.0%	0 0.0%	110 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	1 5.3%	5 26.3%	13 68.4%	0 0.0%	19 100.0%
Lothian & Borders	0 0.0%	0 0.0%	2 11.8%	6 35.3%	9 52.9%	0 0.0%	17 100.0%
Tayside, Central & Fife	0 0.0%	3 2.1%	7 4.8%	19 13.1%	116 80.0%	0 0.0%	145 100.0%
South Strathclyde, Dumfries & Galloway	2 0.6%	0 0.0%	4 1.2%	48 13.9%	291 84.1%	1 0.3%	346 100.0%
North Strathclyde	0 0.0%	1 20.0%	0 0.0%	0 0.0%	4 80.0%	0 0.0%	5 100.0%
Total	2 0.3%	6 0.8%	21 2.8%	119 16.1%	588 79.8%	1 0.1%	737 100.0%

Table 5.20 Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times by User Group

	Satisfaction with Court Staff's Attempts to Provide Updates about Waiting Times						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Juror	2 0.3%	6 0.8%	20 2.8%	113 15.6%	584 80.4%	1 0.1%	726 100.0%
Crown Professionals	0 0.0%	0 0.0%	0 0.0%	2 50.0%	2 50.0%	0 0.0%	4 100.0%
Defence Professionals	0 0.0%	0 0.0%	0 0.0%	4 66.7%	2 33.3%	0 0.0%	6 100.0%
Total	2 0.3%	6 0.8%	20 2.7%	119 16.2%	588 79.9%	1 0.1%	736 100.0%

Table 5.21 Updates about Why Respondents had to Wait

	Frequency	Valid Percent
Yes	544	84.5
No	64	9.9
Don't know / Not sure	23	3.6
Not Applicable	13	2.0
Total	644	100.0

Table 5.22 Updates about Why Respondents had to Wait by Jury Centre

	Updates about Why Respondents had to Wait				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	3 60.0%	0 0.0%	2 40.0%	0 0.0%	5 100.0%
Odeon Lothian Road, Edinburgh	2 40.0%	2 40.0%	1 20.0%	0 0.0%	5 100.0%
Odeon Braehead, Renfrewshire	7 77.8%	1 11.1%	1 11.1%	0 0.0%	9 100.0%
Odeon Glasgow Quay	107 86.3%	13 10.5%	4 3.2%	0 0.0%	124 100.0%
Odeon Ayr	0 0.0%	2 100.0%	0 0.0%	0 0.0%	2 100.0%
Odeon East Kilbride	328 92.1%	15 4.2%	9 2.5%	4 1.1%	356 100.0%
Odeon Dundee	65 78.3%	14 16.9%	4 4.8%	0 0.0%	83 100.0%
Odeon Dunfermline	14 73.7%	4 21.1%	1 5.3%	0 0.0%	19 100.0%
Vue Aberdeen	3 75.0%	1 25.0%	0 0.0%	0 0.0%	4 100.0%
Eden Court Inverness	2 66.7%	1 33.3%	0 0.0%	0 0.0%	3 100.0%
Total	531 87.0%	53 8.7%	22 3.6%	4 0.7%	610 100.0%

Table 5.23 Updates about Why Respondents had to Wait by Sheriffdom

	Updates about Why Respondents had to Wait				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	42 76.4%	9 16.4%	2 3.6%	2 3.6%	55 100.0%
Glasgow & Strathkelvin	106 84.8%	13 10.4%	4 3.2%	2 1.6%	125 100.0%
Grampian Highland & Islands	7 58.3%	4 33.3%	0 0.0%	1 8.3%	12 100.0%
Lothian & Borders	5 41.7%	4 33.3%	1 8.3%	2 16.7%	12 100.0%
Tayside, Central & Fife	75 78.1%	15 15.6%	6 6.3%	0 0.0%	96 100.0%
South Strathclyde, Dumfries & Galloway	306 90.5%	18 5.3%	9 2.7%	5 1.5%	338 100.0%
North Strathclyde	2 40.0%	1 20.0%	1 20.0%	1 20.0%	5 100.0%
Total	543 84.4%	64 10.0%	23 3.6%	13 2.0%	643 100.0%

Table 5.24 Updates about Why Respondents had to Wait by User Group

	Updates about Why Respondents had to Wait				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Juror	531 87.0%	53 8.7%	22 3.6%	4 0.7%	610 100.0%
Crown Professionals	4 44.4%	2 22.2%	1 11.1%	2 22.2%	9 100.0%
Defence Professionals	7 33.3%	7 33.3%	0 0.0%	7 33.3%	21 100.0%
Other Court Users	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Total	542 84.6%	63 9.8%	23 3.6%	13 2.0%	641 100.0%

Table 5.25 Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait

	Frequency	Valid Percent
Very Dissatisfied	2	0.4
Fairly Dissatisfied	1	0.2
Neither	24	4.5
Fairly Satisfied	62	11.6
Very Satisfied	447	83.4
Total	536	100.0

Table 5.26 Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait by Jury Centre

	Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 14.3%	2 28.6%	2 28.6%	2 28.6%	7 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	7 6.5%	14 13.1%	86 80.4%	107 100.0%
Odeon East Kilbride	1 0.3%	0 0.0%	4 1.2%	38 11.7%	283 86.8%	326 100.0%
Odeon Dundee	0 0.0%	0 0.0%	5 8.1%	5 8.1%	52 83.9%	62 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	2 14.3%	12 85.7%	14 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 33.3%	0 0.0%	2 66.7%	3 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Total	1 0.2%	1 0.2%	20 3.8%	61 11.6%	441 84.2%	524 100.0%

Table 5.27 Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait by Sheriffdom

	Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
High Court	0 0.0%	1 2.4%	3 7.3%	6 14.6%	31 75.6%	41 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	8 7.5%	14 13.2%	84 79.2%	106 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	1 20.0%	0 0.0%	4 80.0%	5 100.0%
Lothian & Borders	0 0.0%	0 0.0%	2 50.0%	0 0.0%	2 50.0%	4 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	5 6.8%	7 9.6%	61 83.6%	73 100.0%
South Strathclyde, Dumfries & Galloway	2 0.7%	0 0.0%	4 1.3%	35 11.5%	263 86.5%	304 100.0%
North Strathclyde	0 0.0%	0 0.0%	1 50.0%	0 0.0%	1 50.0%	2 100.0%
Total	2 0.4%	1 0.2%	24 4.5%	62 11.6%	446 83.4%	535 100.0%

Table 5.28 Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait by User Group

	Satisfaction with SCTS staff's attempts to keep them updated about why they had to wait					Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	
Juror	1 0.2%	1 0.2%	20 3.8%	61 11.6%	441 84.2%	524 100.0%
Crown Professionals	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	3 100.0%
Defence Professionals	1 14.3%	0 0.0%	4 57.1%	0 0.0%	2 28.6%	7 100.0%
Total	2 0.4%	1 0.2%	24 4.5%	61 11.4%	446 83.5%	534 100.0%

Table 6.1 Information from Court Staff

	Frequency	Valid Percent
Yes	1019	99.4
No	4	0.4
Not Applicable	2	0.2
Total	1025	100.0

Table 6.2 Information from Court Staff by Jury Centre

	Information from Court Staff			Total
	Yes	No	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	40 100.0%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	20 95.2%	1 4.8%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	58 100.0%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	161 100.0%	0 0.0%	0 0.0%	161 100.0%
Odeon Ayr	19 100.0%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	478 99.6%	1 0.2%	1 0.2%	480 100.0%
Odeon Dundee	172 98.9%	1 0.6%	1 0.6%	174 100.0%
Odeon Dunfermline	33 97.1%	1 2.9%	0 0.0%	34 100.0%
Vue Aberdeen	31 100.0%	0 0.0%	0 0.0%	31 100.0%
Eden Court Inverness	7 100.0%	0 0.0%	0 0.0%	7 100.0%
Total	1019 99.4%	4 0.4%	2 0.2%	1025 100.0%

Table 6.3 Areas of the Building would be available for Professionals and Others to use

	Frequency	Valid Percent
Yes	23	25.6
Don't know / Not sure	38	42.2
No	2	2.2
Not Applicable	27	30.0
Total	90	100.0

Table 6.4 Areas of the Building would be available for Professionals and Others to use by User Group

	Areas of the Building would be available for Professionals and Others to use				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	10 34.5%	9 31.0%	0 0.0%	10 34.5%	29 100.0%
Defence Professionals	5 11.9%	24 57.1%	0 0.0%	13 31.0%	42 100.0%
Other Court Users	4 36.4%	3 27.3%	1 9.1%	3 27.3%	11 100.0%
Total	19 23.2%	36 43.9%	1 1.2%	26 31.7%	82 100.0%

Table 6.5 Areas of the Building would be available for Professionals and Others to use by Sheriffdom

	Areas of the Building would be available for Professionals and Others to use				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	4 22.2%	7 38.9%	2 11.1%	5 27.8%	18 100.0%
Glasgow & Strathkelvin	2 33.3%	2 33.3%	0 0.0%	2 33.3%	6 100.0%
Grampian Highland & Islands	3 27.3%	4 36.4%	0 0.0%	4 36.4%	11 100.0%
Lothian & Borders	3 25.0%	6 50.0%	0 0.0%	3 25.0%	12 100.0%
Tayside, Central & Fife	6 30.0%	10 50.0%	0 0.0%	4 20.0%	20 100.0%
South Strathclyde, Dumfries & Galloway	2 22.2%	4 44.4%	0 0.0%	3 33.3%	9 100.0%
North Strathclyde	0 0.0%	4 57.1%	0 0.0%	3 42.9%	7 100.0%
Total	20 24.1%	37 44.6%	2 2.4%	24 28.9%	83 100.0%

Table 6.6 Professionals and Others directed where to go within the Building and any One-Way Systems

	Frequency	Valid Percent
Yes	33	36.7
Don't know / Not sure	29	32.2
No	3	3.3
Not Applicable	25	27.8
Total	90	100.0

Table 6.7 Professionals and Others directed where to go within the Building and any One-Way Systems by User Group

	Professionals and Others directed where to go within the Building and any One-Way Systems				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	12 41.4%	7 24.1%	1 3.4%	9 31.0%	29 100.0%
Defence Professionals	9 21.4%	19 45.2%	2 4.8%	12 28.6%	42 100.0%
Other Court Users	6 54.5%	2 18.2%	0 0.0%	3 27.3%	11 100.0%
Total	27 32.9%	28 34.1%	3 3.7%	24 29.3%	82 100.0%

Table 6.8 Professionals and Others directed where to go within the Building and any One-Way Systems by Sheriffdom

	Professionals and Others directed where to go within the Building and any One-Way Systems				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	8 44.4%	5 27.8%	1 5.6%	4 22.2%	18 100.0%
Glasgow & Strathkelvin	2 33.3%	3 50.0%	0 0.0%	1 16.7%	6 100.0%
Grampian Highland & Islands	4 36.4%	2 18.2%	2 18.2%	3 27.3%	11 100.0%
Lothian & Borders	4 33.3%	4 33.3%	0 0.0%	4 33.3%	12 100.0%
Tayside, Central & Fife	9 45.0%	8 40.0%	0 0.0%	3 15.0%	20 100.0%
South Strathclyde, Dumfries & Galloway	4 44.4%	2 22.2%	0 0.0%	3 33.3%	9 100.0%
North Strathclyde	0 0.0%	4 57.1%	0 0.0%	3 42.9%	7 100.0%
Total	31 37.3%	28 33.7%	3 3.6%	21 25.3%	83 100.0%

Table 6.9 Ease of Finding Way Around the Building

	Frequency	Valid Percent
Fairly Difficult	2	2.5
Neither	16	20.0
Fairly Easy	18	22.5
Very Easy	41	51.3
Don't know / Not sure	3	3.8
Total	80	100.0

Table 6.10 Ease of Finding Way Around the Building by User Group

	Ease of Finding Way Around the Building					Total
	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
Crown Professionals	0 0.0%	4 16.0%	6 24.0%	13 52.0%	2 8.0%	25 100.0%
Defence Professionals	2 5.1%	10 25.6%	6 15.4%	20 51.3%	1 2.6%	39 100.0%
Other Court Users	0 0.0%	0 0.0%	5 50.0%	5 50.0%	0 0.0%	10 100.0%
Total	2 2.7%	14 18.9%	17 23.0%	38 51.4%	3 4.1%	74 100.0%

Table 6.11 Ease of Finding Way Around the Building by User Group by Sheriffdom

	Ease of Finding Way Around the Building by User Group					Total
	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	
High Court	0 0.0%	1 5.9%	4 23.5%	12 70.6%	0 0.0%	17 100.0%
Glasgow & Strathkelvin	0 0.0%	0 0.0%	2 40.0%	3 60.0%	0 0.0%	5 100.0%
Grampian Highland & Islands	1 10.0%	2 20.0%	3 30.0%	4 40.0%	0 0.0%	10 100.0%
Lothian & Borders	0 0.0%	3 25.0%	3 25.0%	5 41.7%	1 8.3%	12 100.0%
Tayside, Central & Fife	0 0.0%	4 21.1%	3 15.8%	12 63.2%	0 0.0%	19 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	2 33.3%	2 33.3%	1 16.7%	1 16.7%	6 100.0%
North Strathclyde	1 14.3%	4 57.1%	0 0.0%	2 28.6%	0 0.0%	7 100.0%
Total	2 2.6%	16 21.1%	17 22.4%	39 51.3%	2 2.6%	76 100.0%

Table 6.12 Additional Information provided

	Frequency	Valid Percent
Yes	8	9.1
No	50	56.8
Don't know / Not sure	11	12.5
Not Applicable	19	21.6
Total	88	100.0

Table 6.13 Additional Information provided by User Group

	Additional Information provided				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	2 7.1%	19 67.9%	3 10.7%	4 14.3%	28 100.0%
Defence Professionals	3 7.1%	21 50.0%	6 14.3%	12 28.6%	42 100.0%
Other Court Users	2 20.0%	5 50.0%	1 10.0%	2 20.0%	10 100.0%
Total	7 8.8%	45 56.3%	10 12.5%	18 22.5%	80 100.0%

Table 6.14 Ways that information could have been improved

	Frequency
Ability to give evidence remotely	1
All information was very good	2
All staff were helpful	1
Carry out a proper system with some sort of enforcement	1
Covid-19 were overestimated in terms of people's willing to work etc.	1
Improved signage or signposting	4
Information on where solicitor could go to wait for their case	1
More hand sanitizer available	1
More info on parking spaces	1
More information on being a witness and the whole process	1
More information on court lists were suggested	1
No drinks available	1
Not specified	6
Return to normal was suggested	1
Total	23

Table 6.15 Additional Information provided by Sheriffdom

	Additional Information provided				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	1 5.6%	12 66.7%	1 5.6%	4 22.2%	18 100.0%
Glasgow & Strathkelvin	1 16.7%	3 50.0%	1 16.7%	1 16.7%	6 100.0%
Grampian Highland & Islands	2 18.2%	3 27.3%	4 36.4%	2 18.2%	11 100.0%
Lothian & Borders	0 0.0%	7 58.3%	0 0.0%	5 41.7%	12 100.0%
Tayside, Central & Fife	1 5.3%	13 68.4%	2 10.5%	3 15.8%	19 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	7 87.5%	1 12.5%	0 0.0%	8 100.0%
North Strathclyde	2 28.6%	3 42.9%	1 14.3%	1 14.3%	7 100.0%
Total	7 8.6%	48 59.3%	10 12.3%	16 19.8%	81 100.0%

Table 6.16 Anticipated Start Time

	Frequency	Valid Percent
Yes	4	36.4
No	5	45.5
Not Applicable	2	18.2
Total	11	100.0

Table 6.17 Anticipated Start Time by Sheriffdom

	Anticipated Start Time			Total
	Yes	No	Not Applicable	
High Court	2 66.7%	1 33.3%	0 0.0%	3 100.0%
Glasgow & Strathkelvin	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Lothian & Borders	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Tayside, Central & Fife	1 25.0%	0 25.0%	2 50.0%	4 100.0%
Total	3 33.3%	4 44.4%	2 22.2%	9 100.0%

Table 6.18 Helpfulness of Court Staff

	Frequency	Valid Percent
Very Unhelpful	10	0.9
Fairly Unhelpful	4	0.4
Neither	12	1.1
Fairly Helpful	45	4.1
Very Helpful	1008	92.8
Not Applicable	7	0.6
Total	1086	100.0

Table 6.19 Helpfulness of Court Staff by User Group

	Helpfulness of Court Staff						Total
	Very Unhelpful	Fairly Unhelpful	Neither	Fairly Helpful	Very Helpful	Not Applicable	
Jurors	5 0.5%	1 0.1%	6 0.6%	31 3.1%	954 95.7%	0 0.0%	997 100.0%
Crown Professionals	3 10.3%	0 0.0%	0 0.0%	4 13.8%	18 62.1%	4 13.8%	29 100.0%
Defence Professionals	2 4.8%	2 4.8%	4 9.5%	6 14.3%	25 59.5%	3 7.1%	42 100.0%
Other Court Users	0 0.0%	0 0.0%	2 18.2%	3 27.3%	6 54.5%	0 0.0%	11 100.0%
Total	10 0.9%	3 0.3%	12 1.1%	44 4.1%	1003 93.0%	7 0.6%	1079 100.0%

Table 6.20 Helpfulness of Court Staff by Sheriffdom

	Helpfulness of Court Staff						Total
	Very Unhelpful	Fairly Unhelpful	Neither	Fairly Helpful	Very Helpful	Not Applicable	
High Court	1 0.5%	1 0.5%	1 0.5%	11 5.9%	171 91.9%	1 0.5%	186 100.0%
Glasgow & Strathkelvin	1 0.7%	0 0.0%	2 1.3%	6 3.9%	143 94.1%	0 0.0%	152 100.0%
Grampian Highland & Islands	1 2.6%	0 0.0%	1 2.6%	2 5.1%	35 89.7%	0 0.0%	39 100.0%
Lothian & Borders	0 0.0%	1 3.0%	3 9.1%	4 12.1%	23 69.7%	2 6.1%	33 100.0%
Tayside, Central & Fife	3 1.4%	0 0.0%	3 1.4%	12 5.8%	189 90.9%	1 0.5%	208 100.0%
South Strathclyde, Dumfries & Galloway	2 0.5%	1 0.2%	2 0.5%	7 1.6%	431 97.1%	1 0.2%	444 100.0%
North Strathclyde	2 11.1%	1 5.6%	0 0.0%	2 11.1%	13 72.2%	0 0.0%	18 100.0%
Total	10 0.9%	4 0.3%	12 1.1%	44 4.1%	1005 93.1%	5 0.5%	1080 100.0%

Table 6.21 Helpfulness of Court Staff by Jury Centre

	Helpfulness of Court Staff					Total
	Very Unhelpful	Fairly Unhelpful	Neither	Fairly Helpful	Very Helpful	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	0 0.0%	40 100.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	3 14.3%	18 85.7%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	0 0.0%	4 6.9%	54 93.1%	58 100.0%
Odeon Glasgow Quay	1 0.6%	0 0.0%	1 0.6%	5 3.2%	149 95.5%	156 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	1 5.3%	18 94.7%	19 100.0%
Odeon East Kilbride	1 0.2%	1 0.2%	2 0.4%	6 1.3%	452 97.8%	462 100.0%
Odeon Dundee	2 1.2%	0 0.0%	3 1.8%	9 5.3%	157 91.8%	171 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	1 3.0%	32 97.0%	33 100.0%
Vue Aberdeen	1 3.3%	0 0.0%	0 0.0%	2 6.7%	27 90.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%	7 100.0%
Total	5 0.5%	1 0.1%	6 0.6%	31 3.1%	954 95.7%	997 100.0%

Table 6.22 Politeness of Court Staff

	Frequency	Valid Percent
Very Impolite	5	0.5
Fairly Impolite	2	0.2
Neither	8	0.7
Fairly Polite	36	3.3
Very Polite	1033	94.7
Not Applicable	7	0.6
Total	1091	100.0

Table 6.23 Politeness of Court Staff by User Group

	Politeness of Court Staff						Total
	Very Impolite	Fairly Impolite	Neither	Fairly Polite	Very Polite	Not Applicable	
Jurors	2 0.2%	0 0.0%	4 0.4%	25 2.5%	971 96.9%	0 0.0%	1002 100.0%
Crown Professionals	1 3.4%	0 0.0%	1 3.4%	3 10.3%	20 69.0%	4 13.8%	29 100.0%
Defence Professionals	1 2.4%	2 4.8%	2 4.8%	6 14.3%	28 66.7%	3 7.1%	42 100.0%
Other Court Users	0 9.1%	0 0.0%	1 9.1%	2 18.2%	7 63.6%	0 0.0%	11 100.0%
Total	5 0.5%	1 0.2%	8 0.7%	36 3.3%	1026 94.6%	7 0.6%	1084 100.0%

Table 6.24 Politeness of Court Staff by Sheriffdom

	Politeness of Court Staff						Total
	Very Impolite	Fairly Impolite	Neither	Fairly Polite	Very Polite	Not Applicable	
High Court	1 0.5%	0 0.0%	0 0.0%	7 3.7%	178 95.2%	1 0.5%	187 100.0%
Glasgow & Strathkelvin	1 0.6%	0 0.0%	3 1.9%	7 4.5%	143 92.9%	0 0.0%	154 100.0%
Grampian Highland & Islands	1 2.6%	0 0.0%	0 0.0%	1 2.6%	37 94.9%	0 0.0%	39 100.0%
Lothian & Borders	0 0.0%	2 6.1%	1 3.0%	2 6.1%	26 78.8%	2 6.1%	33 100.0%
Tayside, Central & Fife	0 0.0%	0 0.0%	1 0.5%	12 5.8%	193 93.2%	1 0.5%	207 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	0 0.0%	2 0.4%	5 1.1%	439 98.2%	1 0.2%	447 100.0%
North Strathclyde	1 5.6%	0 0.0%	1 5.6%	2 11.1%	14 77.8%	0 0.0%	18 100.0%
Total	4 0.4%	2 0.2%	8 0.7%	36 3.3%	1030 94.9%	4 0.5%	1085 100.0%

Table 6.25 Politeness of Court Staff by Jury Centre

	Politeness of Court Staff				Total
	Very Unhelpful	Neither	Fairly Helpful	Very Helpful	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	40 100.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	1 4.8%	20 95.2%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	2 3.4%	56 96.6%	58 100.0%
Odeon Glasgow Quay	1 0.6%	1 0.6%	7 4.4%	149 94.3%	158 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	19 100.0%	19 100.0%
Odeon East Kilbride	0 0.0%	2 0.4%	5 1.1%	458 98.5%	465 100.0%
Odeon Dundee	0 0.0%	1 0.6%	9 5.3%	161 94.2%	171 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 3.0%	32 97.0%	33 100.0%
Vue Aberdeen	1 3.3%	0 0.0%	0 0.0%	29 96.7%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	7 100.0%	7 100.0%
Total	2 0.2%	4 0.4%	25 2.5%	971 96.9%	1002 100.0%

Table 7.1 How well jurors could see and hear various parties involved in the hearing - The Accused

	Frequency	Valid Percent
Not well at all	14	1.6
Not well	26	3.0
Neither	47	5.5
Fairly well	154	18.1
Very well	558	65.4
Don't know / Not sure	54	6.3
Total	853	100.0

Table 7.2 How well jurors could see and hear various parties involved in the hearing by Jury Centre - The Accused

	How well jurors could see and hear various parties involved in the hearing - The Accused						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	2 5.1%	2 5.1%	3 7.7%	9 23.1%	23 59.0%	0 0.0%	39 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 5.6%	2 11.1%	4 22.2%	10 55.6%	1 5.6%	18 100.0%
Odeon Braehead, Renfrewshire	1 1.8%	2 3.6%	1 1.8%	9 16.4%	39 70.9%	3 5.5%	55 100.0%
Odeon Glasgow Quay	6 4.5%	8 6.0%	10 7.5%	24 18.0%	80 60.2%	5 3.8%	133 100.0%
Odeon Ayr	2 12.5%	3 18.8%	0 0.0%	6 37.5%	3 18.8%	2 12.5%	16 100.0%
Odeon East Kilbride	0 0.0%	5 1.3%	21 5.5%	60 15.7%	268 70.3%	27 7.1%	381 100.0%
Odeon Dundee	2 1.4%	4 2.7%	9 6.2%	27 18.5%	95 65.1%	9 6.2%	146 100.0%
Odeon Dunfermline	1 3.4%	0 0.0%	0 0.0%	5 17.2%	19 65.5%	4 13.8%	29 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 3.4%	9 31.0%	17 58.6%	2 6.9%	29 100.0%
Eden Court Inverness	0 0.0%	1 14.3%	0 0.0%	1 14.3%	4 57.1%	1 14.3%	7 100.0%
Total	14 1.6%	26 3.0%	47 5.5%	154 18.1%	558 65.4%	54 6.3%	853 100.0%

Table 7.3 How well jurors could see and hear various parties involved in the hearing - The Witnesses

	Frequency	Valid Percent
Not well at all	3	0.3
Not well	17	1.7
Neither	31	3.2
Fairly well	201	20.6
Very well	718	73.5
Don't know / Not sure	7	0.7
Total	977	100.0

Table 7.4 How well jurors could see and hear various parties involved in the hearing by Jury Centre - The Witnesses

	How well jurors could see and hear various parties involved in the hearing - The Witnesses						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0	2	0	10	27	0	39
	0.0%	5.1%	0.0%	25.6%	69.2%	0.0%	100.0%
Odeon Lothian Road, Edinburgh	0	0	0	4	17	0	21
	0.0%	0.0%	0.0%	19.0%	81.0%	0.0%	100.0%
Odeon Braehead, Renfrewshire	0	4	1	10	42	1	58
	0.0%	6.9%	1.7%	17.2%	72.4%	1.7%	100.0%
Odeon Glasgow Quay	0	2	4	35	113	1	155
	0.0%	1.3%	2.6%	22.6%	72.9%	0.6%	100.0%
Odeon Ayr	0	1	1	6	10	0	18
	0.0%	5.6%	5.6%	33.3%	55.6%	0.0%	100.0%
Odeon East Kilbride	1	2	20	73	344	4	444
	0.2%	0.5%	4.5%	16.4%	77.5%	0.9%	100.0%
Odeon Dundee	1	5	5	41	120	0	172
	0.6%	2.9%	2.9%	23.8%	69.8%	0.0%	100.0%
Odeon Dunfermline	0	0	0	10	23	0	33
	0.0%	0.0%	0.0%	30.3%	69.7%	0.0%	100.0%
Vue Aberdeen	1	1	0	11	17	0	30
	3.3%	3.3%	0.0%	36.7%	56.7%	0.0%	100.0%
Eden Court Inverness	0	0	0	1	5	1	7
	0.0%	0.0%	0.0%	14.3%	71.4%	14.3%	100.0%
Total	3	17	31	201	718	7	977
	0.3%	1.7%	3.2%	20.6%	73.5%	0.7%	100.0%

Table 7.5 How well jurors could see and hear various parties involved in the hearing - The Prosecution Representative(s)

	Frequency	Valid Percent
Not well at all	2	0.2
Not well	21	2.1
Neither	42	4.3
Fairly well	199	20.2
Very well	713	72.3
Don't know / Not sure	9	0.9
Total	986	100.0

Table 7.6 How well jurors could see and hear various parties involved in the hearing by Jury Centre - The Prosecution Representative(s)

	How well jurors could see and hear various parties involved in the hearing - The Prosecution Representative(s)						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	2 5.0%	1 2.5%	9 22.5%	28 70.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	6 28.6%	15 71.4%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 1.7%	1 1.7%	12 20.7%	44 75.9%	0 0.0%	58 100.0%
Odeon Glasgow Quay	0 0.0%	5 3.2%	11 7.1%	40 25.6%	99 63.5%	1 0.6%	156 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	7 38.9%	11 61.1%	0 0.0%	18 100.0%
Odeon East Kilbride	1 0.2%	7 1.6%	23 5.1%	79 17.6%	334 74.2%	6 1.3%	450 100.0%
Odeon Dundee	1 0.6%	5 2.9%	6 3.5%	31 18.0%	128 74.4%	1 0.6%	172 100.0%
Odeon Dunfermline	0 0.0%	1 2.9%	0 0.0%	5 14.7%	28 82.4%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	8 26.7%	22 73.3%	0 0.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	2 28.6%	4 57.1%	1 14.3%	7 100.0%
Total	2 0.2%	21 2.1%	42 4.3%	199 20.2%	713 72.3%	9 0.9%	986 100.0%

Table 7.7 How well jurors could see and hear various parties involved in the hearing - The Defence Representative(s)

	Frequency	Valid Percent
Not well at all	2	0.2
Not well	23	2.3
Neither	41	4.2
Fairly well	198	20.1
Very well	707	71.8
Don't know / Not sure	13	1.3
Total	984	100.0

Table 7.8 How well jurors could see and hear various parties involved in the hearing by Jury Centre - The Defence Representative(s)

	How well jurors could see and hear various parties involved in the hearing - The Defence Representative(s)						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 2.5%	2 5.0%	10 25.0%	27 67.5%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	7 33.3%	14 66.7%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	2 3.4%	1 1.7%	9 15.5%	45 77.6%	1 1.7%	58 100.0%
Odeon Glasgow Quay	0 0.0%	5 3.2%	12 7.7%	37 23.7%	101 64.7%	1 0.6%	156 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	9 50.0%	9 50.0%	0 0.0%	18 100.0%
Odeon East Kilbride	1 0.2%	9 2.0%	20 4.4%	77 17.1%	334 74.2%	9 2.0%	450 100.0%
Odeon Dundee	1 0.6%	4 2.4%	5 2.9%	34 20.0%	126 74.1%	0 0.0%	170 100.0%
Odeon Dunfermline	0 0.0%	2 5.9%	0 0.0%	6 17.6%	26 76.5%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 3.3%	7 23.3%	22 73.3%	0 0.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	2 28.6%	3 42.9%	2 28.6%	7 100.0%
Total	2 0.2%	23 2.3%	41 4.2%	198 20.1%	707 71.8%	13 1.3%	984 100.0%

Table 7.9 How well jurors could see and hear various parties involved in the hearing - The Judge

	Frequency	Valid Percent
Not well at all	1	0.1
Not well	7	0.7
Neither	23	2.3
Fairly well	134	13.6
Very well	815	82.6
Don't know / Not sure	7	0.7
Total	987	100.0

Table 7.10 How well jurors could see and hear various parties involved in the hearing by Jury Centre - The Judge

	How well jurors could see and hear various parties involved in the hearing - The Judge						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 2.5%	0 0.0%	7 17.5%	32 80.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	2 9.5%	1 4.8%	18 85.7%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	4 6.9%	0 0.0%	7 12.1%	47 81.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	0 0.0%	1 0.6%	7 4.5%	28 17.9%	118 75.6%	2 1.3%	156 100.0%
Odeon Ayr	0 0.0%	0 0.0%	0 0.0%	5 26.3%	14 73.7%	0 0.0%	19 100.0%
Odeon East Kilbride	0 0.0%	1 0.2%	10 2.2%	57 12.6%	378 83.8%	5 1.1%	451 100.0%
Odeon Dundee	1 0.6%	0 0.0%	4 2.3%	24 14.0%	142 83.0%	0 0.0%	171 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	1 2.9%	33 97.1%	0 0.0%	34 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	4 13.3%	26 86.7%	0 0.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%	0 0.0%	7 100.0%
Total	1 0.1%	7 0.7%	23 2.3%	134 13.6%	815 82.6%	7 0.7%	987 100.0%

Table 7.11 How well jurors could see and hear various parties involved in the hearing - Other(s)

	Frequency	Valid Percent
Not well at all	2	0.9
Not well	5	2.2
Neither	19	8.3
Fairly well	34	14.9
Very well	104	45.6
Don't know / Not sure	64	28.1
Total	228	100.0

Table 7.12 How well jurors could see and hear various parties involved in the hearing by Jury Centre - Other(s)

	How well jurors could see and hear various parties involved in the hearing - Other(s)						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	2 10.0%	2 10.0%	1 5.0%	2 10.0%	7 35.0%	6 30.0%	20 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 9.1%	0 0.0%	0 0.0%	5 45.5%	5 45.5%	11 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	1 2.6%	4 10.3%	5 12.8%	14 35.9%	15 38.5%	39 100.0%
Odeon Glasgow Quay	0 0.0%	0 0.0%	2 15.4%	1 7.7%	7 53.8%	3 23.1%	13 100.0%
Odeon Ayr	0 0.0%	0 0.0%	1 8.3%	4 33.3%	5 41.7%	2 16.7%	12 100.0%
Odeon East Kilbride	0 0.0%	0 0.0%	4 11.4%	2 5.7%	18 51.4%	11 31.4%	35 100.0%
Odeon Dundee	0 0.0%	1 1.9%	5 9.4%	11 20.8%	26 49.1%	10 18.9%	53 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	2 11.1%	6 33.3%	7 38.9%	3 16.7%	18 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	3 12.5%	12 50.0%	9 37.5%	24 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	3 100.0%	0 0.0%	3 100.0%
Total	2 0.9%	5 2.2%	19 8.3%	34 14.9%	104 45.6%	64 28.1%	228 100.0%

Table 7.13 “Other” Parties involved in the hearing

	Frequency
Court clerk	73
Court official	4
Court staff	4
Evidence on the screen	5
Interpreter	5
IT issues i.e. poor picture quality	4
Jury attendant	2
Member of public	2
Nobody else	3
Not Applicable	1
Not specified	59
Other jurors	2
Recorded interview	2
Relevant Parties	1
Whole court	1
Witness	2
Total	170

Table 7.14 Ability to See and Hear Any Video Evidence Shown

	Frequency	Valid Percent
Very Difficult	7	0.7
Fairly Difficult	48	4.9
Neither	73	7.4
Fairly Easy	221	22.5
Very Easy	527	53.7
Don't know / Not sure	42	4.3
Not Applicable	63	6.4
Total	981	100.0

Table 7.15 Ability to See and Hear Any Video Evidence Shown by Jury Centre

	Ability to See and Hear Any Video Evidence Shown							Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	1 2.5%	6 15.0%	2 5.0%	8 20.0%	21 52.5%	2 5.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	1 5.6%	2 11.1%	7 38.9%	5 27.8%	3 16.7%	0 0.0%	18 100.0%
Odeon Braehead, Renfrewshire	1 1.7%	7 12.1%	4 6.9%	14 24.1%	26 44.8%	6 10.3%	0 0.0%	58 100.0%
Odeon Glasgow Quay	5 3.2%	16 10.4%	20 13.0%	33 21.4%	67 43.5%	2 1.3%	11 7.1%	154 100.0%
Odeon Ayr	0 0.0%	2 11.1%	1 5.6%	7 38.9%	5 27.8%	3 16.7%	0 0.0%	18 100.0%
Odeon East Kilbride	0 0.0%	6 1.3%	27 5.9%	89 19.5%	283 61.9%	10 2.2%	42 9.2%	457 100.0%
Odeon Dundee	0 0.0%	8 4.8%	11 6.6%	41 24.6%	87 52.1%	12 7.2%	8 4.8%	167 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	3 9.1%	9 27.3%	18 54.5%	1 3.0%	2 6.1%	33 100.0%
Vue Aberdeen	0 0.0%	2 6.7%	3 10.0%	12 40.0%	11 36.7%	2 6.7%	0 0.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	1 16.7%	4 66.7%	1 16.7%	0 0.0%	6 100.0%
Total	7 0.7%	48 4.9%	73 7.4%	221 22.5%	527 53.7%	42 4.3%	63 6.4%	981 100.0%

Table 7.16 Ability to See the Productions Put up on Screen

	Frequency	Valid Percent
Very Difficult	9	0.9
Fairly Difficult	52	5.3
Neither	81	8.2
Fairly Easy	217	22.1
Very Easy	540	54.9
Don't know / Not sure	25	2.5
Not Applicable	60	6.1
Total	984	100.0

Table 7.17 Ability to See the Productions Put up on Screen by Jury Centre

	Ability to See the Productions Put up on Screen							Total
	Very Difficult	Fairly Difficult	Neither	Fairly Easy	Very Easy	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	3 7.5%	3 7.5%	15 37.5%	15 37.5%	4 10.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	1 5.9%	3 17.6%	0 0.0%	4 23.5%	5 29.4%	4 23.5%	0 0.0%	17 100.0%
Odeon Braehead, Renfrewshire	1 1.7%	8 13.8%	3 5.2%	24 41.4%	19 32.8%	3 5.2%	0 0.0%	58 100.0%
Odeon Glasgow Quay	1 0.6%	5 3.2%	18 11.6%	31 20.0%	87 56.1%	0 0.0%	13 8.4%	155 100.0%
Odeon Ayr	1 5.6%	0 0.0%	0 0.0%	9 50.0%	6 33.3%	2 11.1%	0 0.0%	18 100.0%
Odeon East Kilbride	2 0.4%	15 3.3%	35 7.6%	81 17.7%	278 60.7%	6 1.3%	41 9.0%	458 100.0%
Odeon Dundee	2 1.2%	15 8.8%	19 11.2%	38 22.4%	89 52.4%	2 1.2%	5 2.9%	170 100.0%
Odeon Dunfermline	1 3.0%	0 0.0%	1 3.0%	7 21.2%	20 60.6%	3 9.1%	1 3.0%	33 100.0%
Vue Aberdeen	0 0.0%	3 10.3%	2 6.9%	7 24.1%	17 58.6%	0 0.0%	0 0.0%	29 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	1 16.7%	4 66.7%	1 16.7%	0 0.0%	6 100.0%
Total	9 0.9%	52 5.3%	81 8.2%	217 22.1%	540 54.9%	25 2.5%	60 6.1%	984 100.0%

Table 7.18 Respondents indicated what the problem was

	Frequency	Valid Percent
Sound	19	16.1
Vision	74	62.7
Sound and Vision	21	17.8
Don't know / Not sure	4	3.4
Total	118	100.0

Table 7.19 Respondents indicated what the problem was by Jury Centre

	Respondents indicated what the problem was				Total
	Sound	Vision	Sound and Vision	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	5 50.0%	4 40.0%	1 10.0%	0 0.0%	10 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	3 75.0%	1 25.0%	0 0.0%	4 100.0%
Odeon Braehead, Renfrewshire	6 31.6%	11 57.9%	2 10.5%	0 0.0%	19 100.0%
Odeon Glasgow Quay	1 3.6%	25 89.3%	1 3.6%	1 3.6%	28 100.0%
Odeon Ayr	2 40.0%	2 40.0%	1 20.0%	0 0.0%	5 100.0%
Odeon East Kilbride	1 4.5%	13 59.1%	7 31.8%	1 4.5%	22 100.0%
Odeon Dundee	1 4.5%	15 68.2%	4 18.2%	2 9.1%	22 100.0%
Odeon Dunfermline	1 33.3%	1 33.3%	1 33.3%	0 0.0%	3 100.0%
Vue Aberdeen	2 50.0%	0 0.0%	2 50.0%	0 0.0%	4 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Total	19 16.1%	74 62.7%	21 17.8%	4 3.4%	118 100.0%

Table 7.20 Indication of the Time Taken for the Problems to be Resolved

	Frequency	Valid Percent
Up to 15 minutes	25	20.2
16-30 minutes	3	2.4
Over 30 minutes	11	8.9
Don't know / Not sure	16	12.9
Not resolved	69	55.6
Total	124	100.0

Table 7.21 Indication of the Time Taken for the Problems to be Resolved by Jury Centre

	Indication of the Time Taken for the Problems to be Resolved					Total
	Up to 15 minutes	16-30 minutes	Over 30 minutes	Don't know / Not sure	Not resolved	
Odeon Fort Kinnaird, Edinburgh	1 10.0%	0 0.0%	0 0.0%	2 20.0%	7 70.0%	10 100.0%
Odeon Lothian Road, Edinburgh	2 50.0%	0 0.0%	0 0.0%	0 0.0%	2 50.0%	4 100.0%
Odeon Braehead, Renfrewshire	4 21.1%	0 0.0%	2 10.5%	2 10.5%	11 57.9%	19 100.0%
Odeon Glasgow Quay	6 20.7%	0 0.0%	2 6.9%	3 10.3%	18 62.1%	29 100.0%
Odeon Ayr	0 0.0%	0 0.0%	2 40.0%	0 0.0%	3 60.0%	5 100.0%
Odeon East Kilbride	8 30.8%	0 0.0%	3 11.5%	3 11.5%	12 46.2%	26 100.0%
Odeon Dundee	3 13.0%	3 13.0%	0 0.0%	5 21.7%	12 52.2%	23 100.0%
Odeon Dunfermline	1 33.3%	0 0.0%	1 33.3%	0 0.0%	1 33.3%	3 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	1 25.0%	1 25.0%	2 50.0%	4 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1 100.0%	1 100.0%
Total	25 20.2%	3 2.4%	11 8.9%	16 12.9%	69 55.6%	124 100.0%

Table 7.22 The Temperature of the Auditorium had been to their Satisfaction

	Frequency	Valid Percent
Yes	868	85.9
No	129	12.8
Don't know / Not sure	10	1.0
Not Applicable	3	0.3
Total	1010	100.0

Table 7.23 The Temperature of the Auditorium had been to their Satisfaction by Jury Centre

	The Temperature of the Auditorium had been to their Satisfaction				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	34 85.0%	5 12.5%	0 0.0%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	19 90.5%	2 9.5%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	45 77.6%	12 20.7%	1 1.7%	0 0.0%	58 100.0%
Odeon Glasgow Quay	128 81.5%	27 17.2%	2 1.3%	0 0.0%	157 100.0%
Odeon Ayr	12 63.2%	6 31.6%	1 5.3%	0 0.0%	19 100.0%
Odeon East Kilbride	424 90.0%	40 8.5%	5 1.1%	2 0.4%	471 100.0%
Odeon Dundee	150 86.7%	22 12.7%	1 0.6%	0 0.0%	173 100.0%
Odeon Dunfermline	28 84.8%	5 15.2%	0 0.0%	0 0.0%	33 100.0%
Vue Aberdeen	21 67.7%	10 32.3%	0 0.0%	0 0.0%	31 100.0%
Eden Court Inverness	7 100.0%	0 0.0%	0 0.0%	0 0.0%	7 100.0%
Total	868 85.9%	129 12.8%	10 1.0%	3 0.3%	1010 100.0%

Table 7.24 Jurors were asked by the presiding Judge to consider and return a verdict to the court

	Frequency	Valid Percent
Yes	743	78.2
No	99	10.4
Don't know / Not sure	14	1.5
Not Applicable	94	9.9
Total	950	100.0

Table 7.25 Jurors were asked by the presiding Judge to consider and return a verdict to the court by Jury Centre

	Jurors were asked by the presiding Judge to consider and return a verdict to the court				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	36 90.0%	1 2.5%	0 0.0%	3 7.5%	40 100.0%
Odeon Lothian Road, Edinburgh	18 85.7%	3 14.3%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	48 82.8%	1 1.7%	1 1.7%	8 13.8%	58 100.0%
Odeon Glasgow Quay	134 91.8%	4 2.7%	4 2.7%	4 2.7%	146 100.0%
Odeon Ayr	18 94.7%	0 0.0%	0 0.0%	1 5.3%	19 100.0%
Odeon East Kilbride	303 69.0%	72 16.4%	4 0.9%	60 13.7%	439 100.0%
Odeon Dundee	124 78.5%	17 10.8%	5 3.2%	12 7.6%	158 100.0%
Odeon Dunfermline	26 83.9%	0 0.0%	0 0.0%	5 16.1%	31 100.0%
Vue Aberdeen	31 100.0%	0 0.0%	0 0.0%	0 0.0%	31 100.0%
Eden Court Inverness	5 71.4%	1 14.3%	0 0.0%	1 14.3%	7 100.0%
Total	743 78.2%	99 10.4%	14 1.5%	94 9.9%	950 100.0%

Table 7.26 Questions asked during the Deliberations

	Frequency	Valid Percent
Yes	156	21.6
No	550	76.1
Don't know / Not sure	12	1.7
Not Applicable	5	0.7
Total	723	100.0

Table 7.27 Questions asked during the Deliberations by Jury Centre

	Questions asked during the Deliberations				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	13 37.1%	22 62.9%	0 0.0%	0 0.0%	35 100.0%
Odeon Lothian Road, Edinburgh	8 44.4%	10 55.6%	0 0.0%	0 0.0%	18 100.0%
Odeon Braehead, Renfrewshire	3 6.3%	40 83.3%	4 8.3%	1 2.1%	48 100.0%
Odeon Glasgow Quay	37 29.4%	88 69.8%	1 0.8%	0 0.0%	126 100.0%
Odeon Ayr	1 5.6%	17 94.4%	0 0.0%	0 0.0%	18 100.0%
Odeon East Kilbride	56 18.9%	234 78.8%	4 1.3%	3 1.0%	297 100.0%
Odeon Dundee	20 16.8%	95 79.8%	3 2.5%	1 0.8%	119 100.0%
Odeon Dunfermline	3 11.5%	23 88.5%	0 0.0%	0 0.0%	26 100.0%
Vue Aberdeen	14 45.2%	17 54.8%	0 0.0%	0 0.0%	31 100.0%
Eden Court Inverness	1 20.0%	4 80.0%	0 0.0%	0 0.0%	5 100.0%
Total	156 21.6%	550 76.1%	12 1.7%	5 0.7%	723 100.0%

Table 7.28 Arrangements for Jury Discussions/Deliberations

	Frequency	Valid Percent
Not well at all	4	0.6
Not well	17	2.4
Neither	46	6.4
Fairly well	225	31.3
Very well	423	58.8
Don't know / Not sure	5	0.7
Total	720	100.0

Table 7.29 Arrangements for Jury Discussions/Deliberations by Jury Centre

	Arrangements for Jury Discussions/Deliberations						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	2 5.6%	2 5.6%	1 2.8%	15 41.7%	16 44.4%	0 0.0%	36 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	2 11.1%	0 0.0%	7 38.9%	9 50.0%	0 0.0%	18 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	3 6.3%	2 4.2%	29 60.4%	14 29.2%	0 0.0%	48 100.0%
Odeon Glasgow Quay	0 0.0%	2 1.6%	10 7.9%	30 23.8%	83 65.9%	1 0.8%	126 100.0%
Odeon Ayr	1 5.6%	2 11.1%	1 5.6%	13 72.2%	1 5.6%	0 0.0%	18 100.0%
Odeon East Kilbride	0 0.0%	4 1.4%	22 7.5%	65 22.1%	200 68.0%	3 1.0%	294 100.0%
Odeon Dundee	0 0.0%	1 0.8%	7 5.9%	42 35.6%	67 56.8%	1 0.8%	118 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	1 3.8%	8 30.8%	17 65.4%	0 0.0%	26 100.0%
Vue Aberdeen	1 3.2%	1 3.2%	2 6.5%	12 38.7%	15 48.4%	0 0.0%	31 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	4 80.0%	1 20.0%	0 0.0%	5 100.0%
Total	4 0.6%	17 2.4%	46 6.4%	225 31.3%	423 58.8%	5 0.7%	720 100.0%

Table 7.30 Ability to Engage with the Trial Process in order to Reach Decision

	Frequency	Valid Percent
Not well at all	3	0.4
Not well	8	1.1
Neither	37	5.1
Fairly well	214	29.8
Very well	450	62.6
Don't know / Not sure	7	1.0
Total	719	100.0

Table 7.31 Ability to Engage with the Trial Process in order to Reach Decision by Jury Centre

	Ability to Engage with the Trial Process in order to Reach Decision						Total
	Not well at all	Not well	Neither	Fairly well	Very well	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	1 2.8%	2 5.6%	13 36.1%	20 55.6%	0 0.0%	36 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	0 0.0%	7 41.2%	9 52.9%	1 5.9%	17 100.0%
Odeon Braehead, Renfrewshire	0 0.0%	0 0.0%	2 4.3%	25 53.2%	20 42.6%	0 0.0%	47 100.0%
Odeon Glasgow Quay	1 0.8%	1 0.8%	5 4.0%	34 27.0%	84 66.7%	1 0.8%	126 100.0%
Odeon Ayr	0 0.0%	1 5.6%	0 0.0%	10 55.6%	7 38.9%	0 0.0%	18 100.0%
Odeon East Kilbride	0 0.0%	2 0.7%	16 5.4%	69 23.3%	204 68.9%	5 1.7%	296 100.0%
Odeon Dundee	0 0.0%	1 0.9%	8 6.8%	40 34.2%	68 58.1%	0 0.0%	117 100.0%
Odeon Dunfermline	1 3.8%	0 0.0%	3 11.5%	7 26.9%	15 57.7%	0 0.0%	26 100.0%
Vue Aberdeen	1 3.2%	2 6.5%	1 3.2%	8 25.8%	19 61.3%	0 0.0%	31 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	1 20.0%	4 80.0%	0 0.0%	5 100.0%
Total	3 0.4%	8 1.1%	37 5.1%	214 29.8%	450 62.6%	7 1.0%	719 100.0%

Table 7.32 Reasons of of Dissatisfaction with the Deliberation Arrangements

	Frequency
Deliberations done in a cinema setting were difficult	3
Did not use the camera and/or microphones provided	2
IT issues (difficulties to hear others, issues with microphones, camera etc.)	8
It was very difficult to speak - no control from foreperson	4
Long waiting times	1
More comfortable with anonymity	1
More guidance to be provided	1
My opinion did not matter	1
Social distance/layout/room didn't encourage everyone to get involved	7
The need to push a button and speak through a microphone had made jurors self-conscious or inhibited	2
Total	30

Table 7.33 Professionals Sufficiently Informed/Prepared for Dealing with the Arrangements for Using Remote Jurors

	Frequency	Valid Percent
Yes	43	55.1
No	12	15.4
Don't know / Not sure	2	2.6
Not Applicable	21	26.9
Total	78	100.0

Table 7.34 Professionals Sufficiently Informed/Prepared for Dealing with the Arrangements for Using Remote Jurors by User Group

	Professionals Sufficiently Informed/Prepared for Dealing with the Arrangements for Using Remote Jurors				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	16 57.1%	3 10.7%	0 0.0%	9 32.1%	28 100.0%
Defence Professionals	21 50.0%	9 21.4%	1 2.4%	11 26.2%	42 100.0%
Total	37 52.9%	12 17.1%	1 1.4%	20 28.6%	70 100.0%

Table 7.35 Professionals Sufficiently Informed/Prepared for Dealing with the Arrangements for Using Remote Jurors by Sheriffdom

	Professionals Sufficiently Informed/Prepared for Dealing with the Arrangements for Using Remote Jurors				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	11 73.3%	2 13.3%	0 0.0%	2 13.3%	15 100.0%
Glasgow & Strathkelvin	4 80.0%	1 20.0%	0 0.0%	0 0.0%	5 100.0%
Grampian Highland & Islands	2 18.2%	3 27.3%	0 0.0%	6 54.5%	11 100.0%
Lothian & Borders	6 54.5%	2 18.2%	0 0.0%	3 27.3%	11 100.0%
Tayside, Central & Fife	11 68.8%	2 12.5%	0 0.0%	3 18.8%	16 100.0%
South Strathclyde, Dumfries & Galloway	5 62.5%	1 12.5%	1 12.5%	1 12.5%	8 100.0%
North Strathclyde	3 42.9%	1 14.3%	1 14.3%	2 28.6%	7 100.0%
Total	42 57.5%	12 16.4%	2 2.7%	17 23.3%	73 100.0%

Table 7.36 Advantages or Benefits accrued from Current Arrangements - Professionals

	Frequency
Allowing the hearing to go ahead despite COVID-19 restrictions	8
Complies with COVID-19 requirements; it makes the process safer	3
Empanelling the day before is good for all concerned	1
Less claustrophobic	1
Less crowded court buildings and court rooms	4
None	6
Return to court rooms was advised	1
Saves court time once the trial starts	3
The overall process was efficient	2
The technology needs improvement	1
Total	30

Table 7.37 Disadvantages or Detriments accrued from Current Arrangements - Professionals

	Frequency
A day is required to empanel the jury	2
Allowing the hearing to go ahead despite COVID-19 restrictions	1
Clarity of some evidence documentation presented	1
Distance to travel	1
It is very limiting as a defence agent	1
IT/technology problems	8
Less crowded court buildings and court rooms	1
None	3
Presentation of case is awkward	1
Reduced impact and levels of engagement of/with the jury	15
Too many	1
Total	35

Table 7.38 Professionals Satisfaction with the Reliability of Communications between the Court and the Jury

	Frequency	Valid Percent
Very Dissatisfied	4	5.8
Fairly Dissatisfied	9	13.0
Neither	19	27.5
Fairly Satisfied	15	21.7
Very Satisfied	16	23.2
Don't know / Not sure	6	8.7
Total	69	100.0

Table 7.39 Professionals Satisfaction with the Reliability of Communications between the Court and the Jury by User Group

	Satisfaction with the Reliability of Communications between the Court and the Jury						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Crown Professionals	2 8.0%	1 4.0%	3 12.0%	7 28.0%	9 36.0%	3 12.0%	25 100.0%
Defence Professionals	2 5.4%	7 18.9%	14 37.8%	7 18.9%	4 10.8%	3 8.1%	37 100.0%
Total	4 6.5%	8 12.9%	17 27.4%	14 22.6%	13 21.0%	6 9.7%	62 100.0%

Table 7.40 Satisfaction with the Reliability of Communications between the Court and the Jury by Sheriffdom

	Satisfaction with the Reliability of Communications between the Court and the Jury						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	0 0.0%	3 20.0%	3 20.0%	5 33.3%	4 26.7%	0 0.0%	15 100.0%
Glasgow & Strathkelvin	0 0.0%	1 25.0%	0 0.0%	3 75.0%	0 0.0%	0 0.0%	4 100.0%
Grampian Highland & Islands	1 12.5%	0 0.0%	4 50.0%	1 12.5%	1 12.5%	1 12.5%	8 100.0%
Lothian & Borders	0 0.0%	2 18.2%	3 27.3%	0 0.0%	4 36.4%	2 18.2%	11 100.0%
Tayside, Central & Fife	1 6.7%	2 13.3%	4 26.7%	3 20.0%	3 20.0%	2 13.3%	15 100.0%
South Strathclyde, Dumfries & Galloway	1 14.3%	0 0.0%	1 14.3%	2 28.6%	3 42.9%	0 0.0%	7 100.0%
North Strathclyde	1 14.3%	1 14.3%	4 57.1%	1 14.3%	0 0.0%	0 0.0%	7 100.0%
Total	4 6.0%	9 13.4%	19 28.4%	15 22.4%	15 22.4%	5 7.5%	67 100.0%

Table 7.41 Professionals Anticipated Time Needed for the Trial

	Frequency	Valid Percent
More Time	30	39.5
Less Time	5	6.6
Same Time	16	21.1
Don't know / Not sure	7	9.2
Not Applicable	18	23.7
Total	76	100.0

Table 7.42 Professionals Anticipated Time Needed for the Trial by User Group

	Professionals Anticipated Time Needed for the Trial - Professionals					Total
	More Time	Less Time	Same Time	Don't know / Not sure	Not Applicable	
Crown Professionals	7 25.9%	4 14.8%	8 29.6%	1 3.7%	7 25.9%	27 100.0%
Defence Professionals	19 46.3%	1 2.4%	6 14.6%	5 12.2%	10 24.4%	41 100.0%
Total	26 38.2%	5 7.4%	14 20.6%	6 8.8%	17 25.0%	68 100.0%

Table 7.43 Professionals Anticipated Time Needed for the Trial by Sheriffdom

	Professionals Anticipated Time Needed for the Trial - Professionals					Total
	More Time	Less Time	Same Time	Don't know / Not sure	Not Applicable	
High Court	3 20.0%	3 20.0%	4 26.7%	4 26.7%	1 6.7%	15 100.0%
Glasgow & Strathkelvin	1 20.0%	1 20.0%	2 40.0%	0 0.0%	1 20.0%	5 100.0%
Grampian Highland & Islands	6 66.7%	0 0.0%	1 11.1%	0 0.0%	2 22.2%	9 100.0%
Lothian & Borders	2 18.2%	1 9.1%	3 27.3%	1 9.1%	4 36.4%	11 100.0%
Tayside, Central & Fife	9 56.3%	0 0.0%	3 18.8%	0 0.0%	4 25.0%	16 100.0%
South Strathclyde, Dumfries & Galloway	4 44.4%	0 0.0%	2 22.2%	1 11.1%	2 22.2%	9 100.0%
North Strathclyde	5 71.4%	0 0.0%	0 0.0%	1 14.3%	1 14.3%	7 100.0%
Total	30 41.7%	5 6.9%	15 20.8%	7 9.7%	15 20.8%	72 100.0%

Table 7.44 Professionals Technical Difficulties During the Trial Course

	Frequency	Valid Percent
Yes	34	45.3
No	20	26.7
Don't know / Not sure	2	2.7
Not Applicable	19	25.3
Total	75	100.0

Table 7.45 Professionals Technical Difficulties During the Trial Course by User Group

	Professionals Technical Difficulties During the Trial Course				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Crown Professionals	10 37.0%	8 29.6%	0 0.0%	9 33.3%	27 100.0%
Defence Professionals	22 53.7%	8 19.5%	2 4.9%	9 22.0%	41 100.0%
Total	32 47.1%	16 23.5%	2 2.9%	18 26.5%	68 100.0%

Table 7.46 Professionals Technical Difficulties During the Trial Course by User Sheriffdom

	Professionals Technical Difficulties During the Trial Course				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	7 50.0%	6 42.9%	0 0.0%	1 7.1%	14 100.0%
Glasgow & Strathkelvin	3 60.0%	1 20.0%	0 0.0%	1 20.0%	5 100.0%
Grampian Highland & Islands	5 55.6%	1 11.1%	1 11.1%	2 22.2%	9 100.0%
Lothian & Borders	5 45.5%	2 18.2%	0 0.0%	4 36.4%	11 100.0%
Tayside, Central & Fife	6 37.5%	5 31.3%	0 0.0%	5 31.3%	16 100.0%
South Strathclyde, Dumfries & Galloway	4 44.4%	2 22.2%	0 0.0%	3 33.3%	9 100.0%
North Strathclyde	3 42.9%	2 28.6%	1 14.3%	1 14.3%	7 100.0%
Total	33 46.5%	19 26.8%	2 2.8%	17 23.9%	71 100.0%

Table 7.47 Time Technical Difficulties Took to resolve by Professionals

	Frequency	Valid Percent
Up to 15 minutes	12	35.3
16 to 30 minutes	6	17.6
Over 30 minutes	13	38.2
Don't know / Not sure	2	5.9
Not resolved	1	2.9
Total	34	100.0

Table 7.48 Time Technical Difficulties Took to resolve by Professionals by User Group

	Time Technical Difficulties Took to resolve by Professionals					Total
	Up to 15 minutes	16 to 30 minutes	Over 30 minutes	Don't know / Not sure	Not resolved	
Crown Professionals	4 40.0%	1 10.0%	4 40.0%	0 0.0%	1 10.0%	10 100.0%
Defence Professionals	8 36.4%	4 18.2%	9 40.9%	1 4.5%	0 0.0%	22 100.0%
Total	12 37.5%	5 15.6%	13 40.6%	1 3.1%	1 3.1%	32 100.0%

Table 7.49 Time Technical Difficulties Took to resolve by Professionals by Sherifdom

	Time Technical Difficulties Took to resolve by Professionals					Total
	Up to 15 minutes	16 to 30 minutes	Over 30 minutes	Don't know / Not sure	Not resolved	
High Court	3 42.9%	2 28.6%	2 28.6%	0 0.0%	0 0.0%	7 100.0%
Glasgow & Strathkelvin	1 33.3%	0 0.0%	2 66.7%	0 0.0%	0 0.0%	3 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	4 80.0%	1 20.0%	0 0.0%	5 100.0%
Lothian & Borders	3 60.0%	2 40.0%	0 0.0%	0 0.0%	0 0.0%	5 100.0%
Tayside, Central & Fife	2 33.3%	2 33.3%	2 33.3%	0 0.0%	0 0.0%	6 100.0%
South Strathclyde, Dumfries & Galloway	2 50.0%	0 0.0%	0 0.0%	1 25.0%	1 25.0%	4 100.0%
North Strathclyde	0 0.0%	0 0.0%	3 100.0%	0 0.0%	0 0.0%	3 100.0%
Total	11 33.3%	6 18.2%	13 39.4%	2 6.1%	1 3.0%	33 100.0%

Table 7.50 Professionals Comparison of the Overall Experience when the Jury was in a Courtroom

	Frequency	Valid Percent
Better today	4	5.2
No significant difference	6	7.8
Better with jury in courtroom	39	50.6
Don't know / Not sure	7	9.1
Not Applicable	21	27.3
Total	77	100.0

Table 7.51 Professionals Comparison of the Overall Experience when the Jury was in a Courtroom by User Group

	Professionals Comparison of the Overall Experience when the Jury was in a Courtroom					Total
	Better today	No significant difference	Better with jury in courtroom	Don't know / Not sure	Not Applicable	
Crown Professionals	3 11.1%	3 11.1%	9 33.3%	4 14.8%	8 29.6%	27 100.0%
Defence Professionals	0 0.0%	2 4.8%	28 66.7%	2 4.8%	10 23.8%	42 100.0%
Total	3 4.3%	5 7.2%	37 53.6%	6 8.7%	18 26.1%	69 100.0%

Table 7.52 Professionals Comparison of the Overall Experience when the Jury was in a Courtroom by Sheriffdom

	Professionals Comparison of the Overall Experience when the Jury was in a Courtroom					Total
	Better today	No significant difference	Better with jury in courtroom	Don't know / Not sure	Not Applicable	
High Court	1 6.7%	3 20.0%	9 60.0%	1 6.7%	1 6.7%	15 100.0%
Glasgow & Strathkelvin	1 20.0%	0 0.0%	4 80.0%	0 0.0%	0 0.0%	5 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	7 70.0%	0 0.0%	3 30.0%	10 100.0%
Lothian & Borders	0 0.0%	0 0.0%	3 27.3%	2 18.2%	6 54.5%	11 100.0%
Tayside, Central & Fife	1 6.3%	2 12.5%	7 43.8%	1 6.3%	5 31.3%	16 100.0%
South Strathclyde, Dumfries & Galloway	1 11.1%	0 0.0%	6 66.7%	1 11.1%	1 11.1%	9 100.0%
North Strathclyde	0 0.0%	1 14.3%	3 42.9%	2 28.6%	1 14.3%	7 100.0%
Total	4 5.5%	6 8.2%	39 53.4%	7 9.6%	17 23.3%	73 100.0%

Table 7.53 Additional Comments About Trial Experience - Professionals

	Frequency
Delays in starting/progressing the trial	1
Delays in starting/progressing the trial. Overall procedure was disorganised	1
Difficulties with engaging the jury and conveying the gravitas of their role	5
It was well organised	1
Lunch options were limited	1
Poor social distancing	1
Remote jury was preferred	1
Technical difficulties	2
Technical difficulties. Difficulties with engaging the jury and conveying the gravitas of their role	1
The arrangements had been helpful allowing trials to go ahead	3
Total	17

Table 7.54 Technical Difficulties - Witnesses

	Frequency	Valid Percent
Yes	1	33.3
No	2	66.7
Total	3	100

Table 7.55 Additional Details - Witnesses

	Frequency
It was not required to attend at court	1
Total	1

Table 7.56 Previously Served as a Juror for a Trial held in a Courtroom

	Frequency	Valid Percent
Yes	178	17.6
No	831	82.0
Don't know / Not sure	1	0.1
Not Applicable	3	0.3
Total	1013	100.0

Table 7.57 Previously Served as a Juror for a Trial held in a Courtroom by Jury Centre

	Arrangements for Jury Discussions/Deliberations				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Odeon Fort Kinnaird, Edinburgh	8 20.0%	32 80.0%	0 0.0%	0 0.0%	40 100.0%
Odeon Lothian Road, Edinburgh	3 14.3%	18 85.7%	0 0.0%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	17 29.3%	41 70.7%	0 0.0%	0 0.0%	58 100.0%
Odeon Glasgow Quay	33 21.0%	124 79.0%	0 0.0%	0 0.0%	157 100.0%
Odeon Ayr	3 15.8%	16 84.2%	0 0.0%	0 0.0%	19 100.0%
Odeon East Kilbride	79 16.7%	392 82.7%	0 0.0%	3 0.6%	474 100.0%
Odeon Dundee	27 15.6%	146 84.4%	0 0.0%	0 0.0%	173 100.0%
Odeon Dunfermline	3 8.8%	30 88.2%	1 2.9%	0 0.0%	34 100.0%
Vue Aberdeen	4 13.3%	26 86.7%	0 0.0%	0 0.0%	30 100.0%
Eden Court Inverness	1 14.3%	6 85.7%	0 0.0%	0 0.0%	7 100.0%
Total	178 17.6%	831 82.0%	1 0.1%	3 0.3%	1013 100.0%

Table 7.58 Comparing experience today to jury service in a courtroom - Jurors only

	Frequency	Valid Percent
Better today	93	53.4
No difference	23	13.2
Better in courtroom	49	28.2
Don't know / Not sure	9	5.2
Total	174	100.0

Table 7.59 Comparing experience today to jury service in a courtroom by Jury Centre - Jurors only

	Comparing experience today to jury service in a courtroom				Total
	Better today	No difference	Better in courtroom	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	3 37.5%	1 12.5%	3 37.5%	1 12.5%	8 100.0%
Odeon Lothian Road, Edinburgh	1 33.3%	0 0.0%	2 66.7%	0 0.0%	3 100.0%
Odeon Braehead, Renfrewshire	11 64.7%	2 11.8%	3 17.6%	1 5.9%	17 100.0%
Odeon Glasgow Quay	12 36.4%	6 18.2%	13 39.4%	2 6.1%	33 100.0%
Odeon Ayr	0 0.0%	0 0.0%	3 100.0%	0 0.0%	3 100.0%
Odeon East Kilbride	51 65.4%	9 11.5%	14 17.9%	4 5.1%	78 100.0%
Odeon Dundee	11 45.8%	3 12.5%	9 37.5%	1 4.2%	24 100.0%
Odeon Dunfermline	1 33.3%	1 33.3%	1 33.3%	0 0.0%	3 100.0%
Vue Aberdeen	3 75.0%	1 25.0%	0 0.0%	0 0.0%	4 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 100.0%
Total	93 53.4%	23 13.2%	49 28.2%	9 5.2%	174 100.0%

Table 7.60 Comparing experience today to jury service in a courtroom - Professionals only

	Frequency	Valid Percent
Better today	4	5.2
No significant difference	6	7.8
Better with jury in courtroom	39	50.6
Don't know / Not sure	7	9.1
Not Applicable	21	27.3
Total	77	100.0

Table 7.61 Comparing experience today to jury service in a courtroom by Sheriffdom - Professionals only

	Comparing experience today to jury service in a courtroom					Total
	Better today	No significant difference	Better with jury in courtroom	Don't know / Not sure	Not Applicable	
High Court & Court of Session	1 6.7%	3 20.0%	9 60.0%	1 6.7%	1 6.7%	15 100.0%
Glasgow & Strathkelvin	1 20.0%	0 0.0%	4 80.0%	0 0.0%	0 0.0%	5 100.0%
Grampian Highland & Islands	0 0.0%	0 0.0%	7 70.0%	0 0.0%	3 30.0%	10 100.0%
Lothian & Borders	0 0.0%	0 0.0%	3 27.3%	2 18.2%	6 54.5%	11 100.0%
Tayside, Central & Fife	1 6.3%	2 12.5%	7 43.8%	1 6.3%	5 31.3%	16 100.0%
South Strathclyde, Dumfries & Galloway	1 11.1%	0 0.0%	6 66.7%	1 11.1%	1 11.1%	9 100.0%
North Strathclyde	0 0.0%	1 14.3%	3 42.9%	2 28.6%	1 14.3%	7 100.0%
Total	4 5.5%	6 8.2%	39 53.4%	7 9.6%	17 23.3%	73 100.0%

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

	Frequency	Valid Percent
Very Dissatisfied	9	0.8
Fairly Dissatisfied	11	1.0
Neither	37	3.4
Fairly Satisfied	202	18.7
Very Satisfied	818	75.7
Don't know / Not sure	3	0.3
Total	1080	100.0

Table 8.2 Satisfaction with Overall Service Provided by the Scottish Court Service by Sheriffdom

	Satisfaction with Overall Service Provided by the Scottish Court Service						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
High Court	3 1.6%	1 0.5%	5 2.7%	52 27.8%	124 66.3%	2 1.1%	187 100.0%
Glasgow & Strathkelvin	1 0.7%	1 0.7%	6 4.0%	19 12.6%	124 82.1%	0 0.0%	151 100.0%
Grampian Highland & Islands	0 0.0%	1 2.6%	2 5.3%	10 26.3%	25 65.8%	0 0.0%	38 100.0%
Lothian & Borders	1 3.0%	3 9.1%	5 15.2%	9 27.3%	15 45.5%	0 0.0%	33 100.0%
Tayside, Central & Fife	1 0.5%	1 0.5%	6 2.9%	47 22.8%	151 73.3%	0 0.0%	206 100.0%
South Strathclyde, Dumfries & Galloway	0 0.0%	4 0.9%	9 2.0%	58 13.2%	370 83.9%	0 0.0%	441 100.0%
North Strathclyde	3 16.7%	0 0.0%	2 11.1%	5 27.8%	8 44.4%	0 0.0%	18 100.0%
Total	9 0.8%	11 1.0%	35 3.3%	200 18.6%	817 76.1%	1 0.2%	1074 100.0%

Table 8.3 Satisfaction with Overall Service Provided by the Scottish Court Service by Jury Centre

	Satisfaction with Overall Service Provided by the Scottish Court Service						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Odeon Fort Kinnaird, Edinburgh	0 0.0%	0 0.0%	0 0.0%	7 17.5%	32 80.0%	1 2.5%	40 100.0%
Odeon Lothian Road, Edinburgh	0 0.0%	0 0.0%	2 9.5%	8 38.1%	11 52.4%	0 0.0%	21 100.0%
Odeon Braehead, Renfrewshire	3 5.2%	0 0.0%	0 0.0%	22 37.9%	33 56.9%	0 0.0%	58 100.0%
Odeon Glasgow Quay	0 0.0%	1 0.6%	4 2.6%	21 13.5%	129 83.2%	0 0.0%	155 100.0%
Odeon Ayr	0 0.0%	2 10.5%	0 0.0%	6 31.6%	11 57.9%	0 0.0%	19 100.0%
Odeon East Kilbride	0 0.0%	2 0.4%	8 1.7%	58 12.6%	391 85.2%	0 0.0%	459 100.0%
Odeon Dundee	1 0.6%	0 0.0%	4 2.4%	39 22.9%	126 74.1%	0 0.0%	170 100.0%
Odeon Dunfermline	0 0.0%	0 0.0%	0 0.0%	4 12.1%	29 87.9%	0 0.0%	33 100.0%
Vue Aberdeen	0 0.0%	0 0.0%	0 0.0%	8 26.7%	22 73.3%	0 0.0%	30 100.0%
Eden Court Inverness	0 0.0%	0 0.0%	0 0.0%	1 14.3%	6 85.7%	0 0.0%	7 100.0%
Total	4 0.4%	5 0.5%	18 1.8%	174 17.5%	790 79.6%	1 0.1%	992 100.0%

Table 8.4 Satisfaction with Overall Service Provided by the Scottish Court Service by User Group

	Satisfaction with Overall Service Provided by the Scottish Court Service						Total
	Very Dissatisfied	Fairly Dissatisfied	Neither	Fairly Satisfied	Very Satisfied	Don't know / Not sure	
Jurors	4 0.4%	5 0.5%	18 1.8%	174 17.5%	790 79.6%	1 0.1%	992 100.0%
Crown Professionals	2 6.9%	1 3.4%	4 13.8%	9 31.0%	13 44.8%	0 0.0%	29 100.0%
Defence Professionals	3 7.3%	2 4.9%	12 29.3%	15 36.6%	7 17.1%	2 4.9%	41 100.0%
Other Court Users	0 0.0%	2 18.2%	1 9.1%	4 36.4%	4 36.4%	0 0.0%	11 100.0%
Total	9 0.8%	10 0.9%	35 3.3%	202 18.8%	814 75.9%	3 0.3%	1073 100.0%

Table 8.5 Reasons for being either “Fairly” or “Very” Dissatisfied with Overall Service Provided by the Scottish Court Service

	Frequency
Adherence to Covid measures was inefficient	2
Bad quality of food	1
Defence is poorly paid	1
Inadequate facilities for jurors	1
No waiting area for jurors	1
The kind of treatment is usual for defence solicitors	1
The whole process was inefficient/slow	8
Unsafe building	1
Witness room was not fit for purpose	1
Total	17

Table 8.6 Further comments on Jurors Experience - Part 1

	Frequency
A better viewing image of the advocates would have improved the experience.	1
A more reliable connection to Perth sheriff Court would help proceedings	1
A smaller room was proposed	1
Ability to eat in a different room	1
Attending the jury centre was less stressful	2
Auditorium room was very cold	2
Auditorium was too hot	1
Better Covid-19 measures	3
Better facilities for agents	2
Better parking facilities	1
Facilities at jury centre were great	1
Clarity of evidence documents presented on screen	1
Comfortable seating.	1
Comfortable seating. It was a very interesting experience	1
Communication to be improved	10
Difficulty in the deliberations by not being around a desk	1
Documents to be in order	1
Food to be improved	1
Food was good	1
Happy to do my duty but it was quite tiring.	1
I prefer jury centre more than court	2
It was a very interesting/good experience	33
It was ok	2
It was preferable to be near home	1
It was uneasy with accused staring at screen	1
It would be better if camera on accused was closer	1
It would be better to start earlier	1
It would be good to take transcript of witness/police statements	1
It would be helpful for Jurors to have a glossary of terms to refer to.	1
It would have been helpful to have face-to-face interaction	1
Jurors to bring glasses as screens were far	1
Jury centre was cold	4
Jury centre was too hot	1
Jury centre was very old	1
Lack of lighting in the cinema venue	1
Lack of waiting area	3
Lots of delays	1
Lots of public resources being spent.	0
More available food options	1
More breaks were necessary	4
More effort made with food and packaging waste	1
More frequent updates	1
More information about timing/delays/interruptions/cases	1
More security required	8
More support was needed by court staff	2

Table 8.6 Further comments on Jurors Experience - Part 2

	Frequency
No clear deliberations	1
No provision of drinks to the audience	1
No/Nothing	11
Paperwork should be reviewed and be more clear	1
Prolonged waiting time	20
Prolonged waiting time. Technical issues (hearing, video etc.) in the room	1
Proper arrangements to facilitate social distancing	1
Respondent wants return to court as soon as possible	1
Some background music was advised	1
Staff to be more polite/helpful	2
Staff were very polite/helpful.	103
Staff were very polite/helpful. Building was outdated	1
Staff were very polite/helpful. Evidence to be shown in a better format than slides	1
Staff were very polite/helpful. The overall process was well organised/efficient	2
Staff were very polite/helpful. Too much lighting	1
Technical issues (hearing, video etc.) in the room	30
The overall process was well organised/efficient	22
The overall process was well organised/efficient. Lots of delays	1
The parking was much better in the jury centre. Staff were very polite/helpful.	1
The process was stressful/difficult	4
The remote location made me feel comfortable	3
The risk of interference with the jury should be considerably lower when the jury is remote from the court room	1
The whole system to be reconsidered	2
Timescales didn't work	1
Too many breaks	4
Too much lighting in the room	7
Too much lighting in the room. Some background music was advised	1
Try to use gender neutral expressions/terms when addressing the jury	1
Unaware it would be cinema	1
Uncomfortable seating	4
Very short notice to attend	2
Vulnerable witness room and the jury centre needs to be made fit for purpose	1
Total	362

Table 8.7 Further comments from Professionals, Others and Witnesses Experience

	Frequency
Be better well prepared	1
Better preparation of cases	1
Better social distancing	1
Defence lawyers to be closer to advocates	1
Expert witnesses to be kept more up to date	1
It doesn't work	1
Jury trials to be stopped	1
Lack of drinks	1
More information about timing/delays/interruptions/cases	1
No/Nothing	10
Open up the local courts	2
Staff were polite/helpful	4
Technical issues were raised	1
The solution given this year was innovative and efficient	2
Too many jury trials scheduled	1
Very difficult to gauge jury reaction	1
Very interesting experience	2
Witness room was not good maintained	1
Total	33

Table 8.8 Knowledge about Providing Feedback

	Frequency	Valid Percent
Yes	566	54.1
No	451	43.1
Don't know / Not sure	11	1.1
Not Applicable	19	1.8
Total	1047	100.0

Table 8.9 Knowledge about Providing Feedback by Sheriffdom

	Knowledge about Providing Feedback				Total
	Yes	No	Don't know / Not sure	Not Applicable	
High Court	90 48.4%	91 48.9%	1 0.5%	4 2.2%	186 100.0%
Glasgow & Strathkelvin	69 47.9%	74 51.4%	0 0.0%	1 0.7%	144 100.0%
Grampian Highland & Islands	16 41.0%	17 43.6%	3 7.7%	3 7.7%	39 100.0%
Lothian & Borders	14 42.4%	15 45.5%	4 12.1%	0 0.0%	33 100.0%
Tayside, Central & Fife	121 59.6%	76 37.4%	1 0.5%	5 2.5%	203 100.0%
South Strathclyde, Dumfries & Galloway	246 59.0%	169 40.5%	1 0.2%	1 0.2%	417 100.0%
North Strathclyde	9 50.0%	8 44.4%	0 0.0%	1 5.6%	18 100.0%
Total	565 54.3%	450 43.3%	10 1.0%	15 1.4%	1040 100.0%

Table 8.10 Knowledge about Providing Feedback by Jury Centre

	Knowledge about Providing Feedback		Total
	Yes	No	
Odeon Fort Kinnaird, Edinburgh	18 45.0%	22 55.0%	40 100.0%
Odeon Lothian Road, Edinburgh	12 57.1%	9 42.9%	21 100.0%
Odeon Braehead, Renfrewshire	26 45.6%	31 54.4%	57 100.0%
Odeon Glasgow Quay	72 49.0%	75 51.0%	147 100.0%
Odeon Ayr	10 52.6%	9 47.4%	19 100.0%
Odeon East Kilbride	256 58.6%	181 41.4%	437 100.0%
Odeon Dundee	101 60.8%	65 39.2%	166 100.0%
Odeon Dunfermline	21 61.8%	13 38.2%	34 100.0%
Vue Aberdeen	15 50.0%	15 50.0%	30 100.0%
Eden Court Inverness	3 42.9%	4 57.1%	7 100.0%
Total	534 55.7%	424 44.3%	958 100.0%

Table 8.11 Knowledge about Providing Feedback by User Group

	Knowledge about Providing Feedback				Total
	Yes	No	Don't know / Not sure	Not Applicable	
Jurors	534 55.7%	424 44.3%	0 0.0%	0 0.0%	958 100.0%
Crown Professionals	11 39.3%	7 25.0%	7 25.0%	3 10.7%	28 100.0%
Defence Professionals	15 35.7%	12 28.6%	4 9.5%	11 26.2%	42 100.0%
Other Court Users	2 18.2%	5 45.5%	0 0.0%	4 36.4%	11 100.0%
Total	562 54.1%	448 43.1%	11 1.1%	18 1.7%	1039 100.0%