

The logo consists of a large olive-green circle with the word "progressive" in white, lowercase, sans-serif font centered within it.

progressive

Scottish Courts and Tribunals Service

Customer User Survey

Report

March 2026



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Introduction

Background

The Scottish Courts and Tribunals Service (SCTS) supports justice by providing the people, buildings and services needed to support the judiciary, courts, devolved tribunals, the Office of the Public Guardian (OPG) and the Office of the Accountant of Court (AoC). The work of the SCTS focuses on improving access to justice, reducing delay and cost within the justice system, modernising services in line with reform, and using leading technology to improve its services for everyone.

To support it to improve services, SCTS has run a number of user satisfaction surveys to understand levels of satisfaction with the services it provides, results from which are reported to the Executive Team and the SCTS Board.

Previously, arrangements for surveying have differed across SCTS' business areas:

- Surveys of court users have been running since 2004, initially annually, and changing to biannual surveying from 2011, with the survey conducted over three phases between 2021 to 2023 as a result of the COVID-19 pandemic. Surveys were conducted as face to face exit interviews prior to the pandemic, when online and paper surveying was introduced.
- The OPG and AoC has run an annual customer satisfaction survey online since 2022.
- Rather than conducting an overall survey, the Chambers of the devolved Tribunals have previously collected targeted feedback for specific areas, with outputs used to address service delivery concerns.

In order to collect more consistent data, SCTS commissioned Progressive Partnership to carry out its latest user satisfaction research in 2026 as a combined customer survey across its three business areas.

Research objectives

The overall objective of research was to gather feedback on users' experiences of administrative services in the Supreme Courts which includes the Court of Session, High Court of Justiciary and the Scottish Land Court and Lands Tribunal for Scotland, Sheriff and Justice of the Peace Courts, Tribunals chambers administered by the SCTS, and the Office of the Public Guardian (OPG) and Office of the Accountant of Court (AoC).

Specific objectives were:

- to obtain the views of different categories of users on their experience when accessing SCTS services;
- to ensure that the sample size and coverage are achieved (target of 750 interviews and coverage to include locations across Scotland where relevant);
- to record and analyse the results by business area, main user group categories, and geographical areas;
- to provide Key Driver Analysis to assist SCTS management in planning improvements to service delivery; and
- to deliver results and data which allow for the methodology to be replicated in future in order that the SCTS can continue to assess trends in user satisfaction, overall, by user group, business area, and at area level.

Method and sample

Method

A mixed method approach was used to collect data:

- In-person interviews were conducted at a selection of court and tribunal locations, conducted by Progressive's team of interviewers. Locations for interviewing were selected to ensure broad geographic spread was achieved (for example to cover all sheriffdoms for court interviewing and covering main tribunal locations), and focused on locations and dates where footfall was expected to be highest (in consultation with the SCTS team). A total of 36.5 interviewing shifts were conducted (30 at court locations and 6.5 at tribunal locations), achieving 634 interviews.
- Alongside this, a self-completion online survey was distributed to service users by members of the SCTS team after interactions (e.g. via email after hearings/enquiries were completed), and posters with QR code links to the surveys were displayed in SCTS venues. Where possible, additional activities to encourage participation in the survey were also undertaken, for example social media and website promotion, and promotion to stakeholders/partners.

Hard copies of the survey were also made available however no responses were received via this channel.

The survey was designed to take approximately five minutes to complete and comprised questions to identify which services had been used and in what capacity (with screening questions used to ensure those who were ineligible to take part were not included e.g. SCTS staff and specific categories of people at each business area type); followed by questions to measure different elements of satisfaction with interactions with SCTS. Key questions from previous surveying (and which were relevant to all three business areas) were identified by the SCTS team for inclusion. Copies of the survey questionnaires are included in Appendix 1.

Fieldwork took place between the 12th of January and 22nd of February 2026.

Sample

In total, 856 respondents completed the survey. This consisted of:

- 707 court users (including 93 online and 614 face to face interviews);
- 67 tribunal users (including 47 online and 20 face to face interviews); and
- 82 OPG/AoC users (all of whom completed the survey online).

A mix of both professional and non-professional users completed the survey, but professional users made up a higher proportion of OPG/AoC respondents (54%) and of tribunal respondents (48%), compared to court respondents (24%).

An overview of the sample profile for each business area is included overleaf.

Court users

Table 1: Profile of court users by sheriffdom

Courts – Sheriffdom	#
Lothian and Borders	104
Glasgow and Strathkelvin	105
Grampian, Highland and Islands	52
Tayside, Central and Fife	101
South Strathclyde, Dumfries & Galloway	127
North Strathclyde	124
Supreme courts	94
Total	707

Table 2: Profile of court users by location

Courts - Locations	#
Aberdeen	39
Airdrie	58
Ayr	18
Dumbarton	1
Dundee	28
Dundee Justice Hub	12
Dunfermline	1
Dunoon	8
Edinburgh	72
Elgin	1
Falkirk	18
Forfar	2
Glasgow	105
Greenock	20
Hamilton	47
Inverness	9
Jedburgh	1
Kilmarnock	25
Kirkcaldy	16
Lanark	2
Livingston	31
Paisley	70
Perth	21
Peterhead	3
Stirling	3
Stranraer	2
Aberdeen Supreme Court	23
Glasgow Supreme Court	23
Edinburgh Supreme Court (Lawnmarket)	20
Edinburgh Supreme Court (Parliament House)	28
Total	707

Table 3: Profile of court users by type of user

Courts - Type of user	#
An accused person or supporter of an accused person in a criminal case	266
A victim or witness, or a supporter of a victim or witness in a criminal case	136
In another professional capacity	89
An advocate, solicitor advocate or solicitor	65
A juror (selected or not)	53
A civil litigant or witness in a civil case or supporter in a civil case	33
Visiting public counter/office	31
Other	21
Prefer not to say	13
Total	707

Tribunal users**Table 4: Profile of tribunal users by chamber type**

Tribunal - Chamber type	#
Housing and Property Chamber	21
Local Taxation Chamber	16
Social Security Chamber	15
General regulatory Chamber	7
Upper Tribunal for Scotland	5
Tax Chamber	1
Other	1
Unsure	1
Total	67

Table 5: Profile of tribunal users by location

Tribunal - location	#
Aberdeen	1
Edinburgh	7
Glasgow	16
Accessed remotely	43
Total	67

Table 6: Profile of tribunal users by type of user

Tribunals - Type of user	#
Representative	12
Witness	8
Party representative	7
Appellant	4
Local Authority representative	4
Respondent	4
Supporter	3
Scottish Assessors	3
Legal representative or solicitor	3
Rating agents	2
Presenting Officers	2
Applicant	2
Interpreter	1
Parent/guardian	1
Other	5
Prefer not to say/unsure	6
Total	67

OPG/AoC users

Table 7: Profile of OPG/AoC users by service used

OPG / AoC - Services used	#
The Office of the Public Guardian - Power of attorney service	61
The Office of the Public Guardian - Guardianship orders for adults' service	13
The Office of the Public Guardian - Intervention orders service	1
The Office of the Public Guardian - Access to funds service	1
The Accountant of Court - regarding the administration of funds belonging to a child	1
Unsure	5
Total	82

Table 8: Profile of OPG/AoC users by type of user

OPG / AoC - Type of user	#
Legal professionals	27
Granters of power of attorney	16
Local Authority professional	11
As an Attorney	6
Guardian, intervener or withdrawer	5
As part of a general enquiry	4
Medical professional	1
Other	12
Total	82

Confidence levels

The overall sample size of 856 provides a dataset with a margin of error of between $\pm 0.67\%$ and $\pm 3.35\%$, calculated at the 95% confidence level (market research industry standard). The sample size for court interviews (707) provides a dataset with an approximate margin of error of between $\pm 0.73\%$ and $\pm 3.69\%$. The sample size for tribunal interviews (67) provides a dataset with an approximate margin of error of between $\pm 2.38\%$ and $\pm 11.97\%$, and the sample size for OPG/AoC interviews (82) provides a dataset with an approximate margin of error of between $\pm 2.15\%$ and $\pm 10.82\%$.

Quota controls guided sample selection for this study. This means that statistically precise margins of error or significance testing are not appropriate, as the sampling type is non-probability. The margins of error outlined here are therefore indicative, based on an equivalent probability sample.

Data processing and analysis

Analysis has been conducted comparing various sub-groups, including based on:

- Sherifffdom (Supreme Courts were treated as a 7th Sherifffdom for the purpose of reporting) and type of user (courts)
- Chamber and type of user (tribunals)
- Services used and type of user (OPG/AoC)

Please note that sample sizes for some subgroups are small and therefore any comparisons should be treated with caution. Where subgroups are smaller than 50, data is provided as indicative only and should not be treated as representative of users more widely. The number of responses has been shown rather than percentages in tables which include smaller subgroups.

For ease of reading the results, percentage labels have not been included in some of the charts where small percentages are charted. In instances where percentages quoted in the text do not match the sum of two figures in the charts, this is due to rounding.

The survey included several open questions, allowing people to respond in their own words. These comments have been coded into themes, and a breakdown shows the percentage of respondents making comments falling into each theme. These percentages are based on the number of people providing a comment at each question, and individual respondents can be coded into more than one theme. Depending on the number of codes for each question, not all individual codes are shown. Any comments relating to judicial matters have not been included in analysis and reporting.

Ethics and limitations

Scope and limitations

The aims of this research study were to gather feedback/insight as widely as possible from those able and willing to take part during the fieldwork period, within the timescale and budget allocated to the project. When reading the report it should be noted that the final samples are made up of all individuals who responded to the call for participation: findings reflect the views of those motivated to respond and do not claim to be representative of all SCTS users, as the distribution of user types across SCTS is not known.

It should also be noted that several user groups are missing from the data as not all groups were present/chose to participate during face to face interviewing shifts, and online participation was self-selecting i.e. the sample profile was dependent on who opted to take part.

Subgroup analysis has been limited by sample sizes available: notably participation was lower among tribunal and OPG/AoC users than court users and therefore subgroups within these businesses areas in particular are small.

The number of interviews achieved during face to face interviewing at courts and tribunal locations was dependent on footfall and was impacted by changes to scheduled hearings in some cases. Overall footfall was also lower at tribunal locations than at court locations and the number of interviews per shift achieved at tribunals was therefore significantly lower.

The online survey was highlighted to service users by SCTS staff in addition to their day to day responsibilities and may have varied depending on workloads, capacity and shift patterns, as well as issues such as ease of coordinating website and social media promotion of the survey which varied across areas.

A range of completion options were provided in order to maximise response rates and offer SCTS users a choice in how they provided feedback, however it should be noted that as face to face interviewing shifts were allocated to high footfall locations not all courts and tribunal users had the same opportunity for participation, and, due to low footfall at Hadrian House where OPG/AoC is based, face to face interviewing was not included for this business area.

However the final overall sample of 856 respondents represents a rich data set across a range of types of user, including those who accessed services in person or remotely and covering a range of interactions across locations and services.

Ethical considerations

By its very nature, the research involved engaging with a range of court/tribunals and OPG/AoC users who may find the experience difficult or stressful, including those who are victims or witnesses, and it was therefore important that research design ensured surveying was conducted sensitively and was not intrusive. This included:

- interviewers being fully briefed in relation to this at the start of the project, with an emphasis on behaving sensitively when approaching respondents (Progressive's interviewers are trained to ISO 20252 standards).
- interviewers were required to have their MRS ID badge and a letter of authority from SCTS with them to help reassure respondents that the survey and the interviewers were genuine.
- the survey included a clear introduction outlining the purpose of the research and how survey data would be used, after which respondents were asked if they were happy to take part before the survey started.

No personal data was collected during the survey. In addition, respondents' answers to typed in questions in the survey were checked for accidental disclosure of personal information as soon as the survey closed, with any identifiable information redacted.

Results for all SCTS users

Accessing services, achieving aims and services meeting expectations

Accessing services

The survey asked respondents how much they agreed or disagreed that they had been able to access the services they required. Across the total sample almost nine in ten (88%) agreed either strongly or slightly, with the majority agreeing strongly that this was the case (71% - see table 9). Agreement varied by business area (see following sections for results for each business area), with the proportion who strongly agreed higher among court users (73%), than OPG/AoC users (59%), with lower net agreement (strong or slight agreement combined) also recorded among OPG/AoC users (77% net agreement compared to 90% among court users and among tribunal users).

Table 9: agreement that 'I was able to access the court/tribunal/OPG or AoC services I required'

Able to access services required	Number	%
Agree strongly	608	71%
Agree slightly	148	17%
Neither/nor	42	5%
Disagree slightly	16	2%
Disagree strongly	36	4%
Unsure	6	1%

Achieving aims

Respondents were also asked how much they agreed that they had been able to achieve what they set out to do when accessing services. Agreement that this had been the case was also high, with 86% net agreement recorded overall. Agreement followed a similar pattern to when asked about accessing services; with a majority of the total sample saying they strongly agreed (68%), rather than slightly agreed (18%); strong agreement higher among court users (70%), than OPG/AoC users (56%), and net agreement also highest for court users (88% net agreement, compared to 79% for tribunal users and 74% for OPG/AoC users).

Table 10: agreement that 'I was able to achieve what I set out to do when accessing the court/tribunal/OPG or AoC services'

Able to access achieve what set out to do	Number	%
Agree strongly	585	68%
Agree slightly	154	18%
Neither/nor	42	5%
Disagree slightly	22	3%
Disagree strongly	46	5%
Unsure	7	1%

Services meeting expectations

While remaining high, less agreement was recorded when respondents were asked how much they agreed that the service they received met their expectations (80% net agreement). Significantly lower net agreement with this measure was also recorded among OPG/AOC users (50%), than among court users (83%) or tribunal users (75%), with around a third of OPG/AoC users saying they strongly disagreed that services met their expectations.

Table 11: agreement that ‘the service you received met your expectations’

Service met expectations	Number	%
Agree strongly	485	57%
Agree slightly	196	23%
Neither/nor	73	9%
Disagree slightly	31	4%
Disagree strongly	70	8%
Unsure	1	<1%

Satisfaction with staff

Helpfulness of staff

When asked about the staff they encountered/interacted with, high levels of satisfaction have been recorded. Respondents were first asked how satisfied they were with the helpfulness of staff they engaged with, to which 87% of the total sample answered that they were either satisfied or very satisfied (69% = very satisfied). Very low levels of dissatisfaction were also recorded (4% of the total sample were either dissatisfied or very dissatisfied), with 5% also giving a midpoint ‘neither/nor’ satisfaction score, and 3% choosing ‘not applicable’ indicating minimal interactions with staff.

Table 12: Satisfaction with the helpfulness of staff engaged with

Helpfulness of staff	Number	%
Very satisfied	588	69%
Satisfied	158	18%
Neither satisfied/nor dissatisfied	45	5%
Dissatisfied	10	1%
Very dissatisfied	23	3%
Unsure	5	1%
Not applicable	27	3%

Satisfaction with helpfulness of staff was highest among court users (91% net satisfaction), with lower net satisfaction recorded among tribunal users (79%), and lower again among OPG/AoC users (63%), however it should be noted that a higher proportion of OPG/AoC users selected the ‘not applicable’ response for this question (13%). OPG/AoC net satisfaction was 73% if not applicable responses are excluded.

Politeness of staff

Satisfaction with politeness of staff was also measured. 72% of the total sample answered that they were very satisfied with this aspect of service, with a further 17% satisfied (89% net satisfaction). As with ratings for staff helpfulness, very low levels of dissatisfaction were recorded (4% net dissatisfaction), 4% gave a midpoint ‘neither/nor’ score, and 3% chose ‘not applicable’.

Table 13: Satisfaction with the politeness of staff engaged with

Politeness of staff	Number	%
Very satisfied	617	72%
Satisfied	145	17%
Neither satisfied/nor dissatisfied	33	4%
Dissatisfied	10	1%
Very dissatisfied	21	2%
Unsure	4	<1%
Not applicable	26	3%

As with other measures, satisfaction with politeness of staff was highest among court users (93% net satisfaction), with lower net satisfaction recorded among tribunal users (81%), and lower again among OPG/AoC users (65% but increasing to 76% if not applicable responses are excluded).

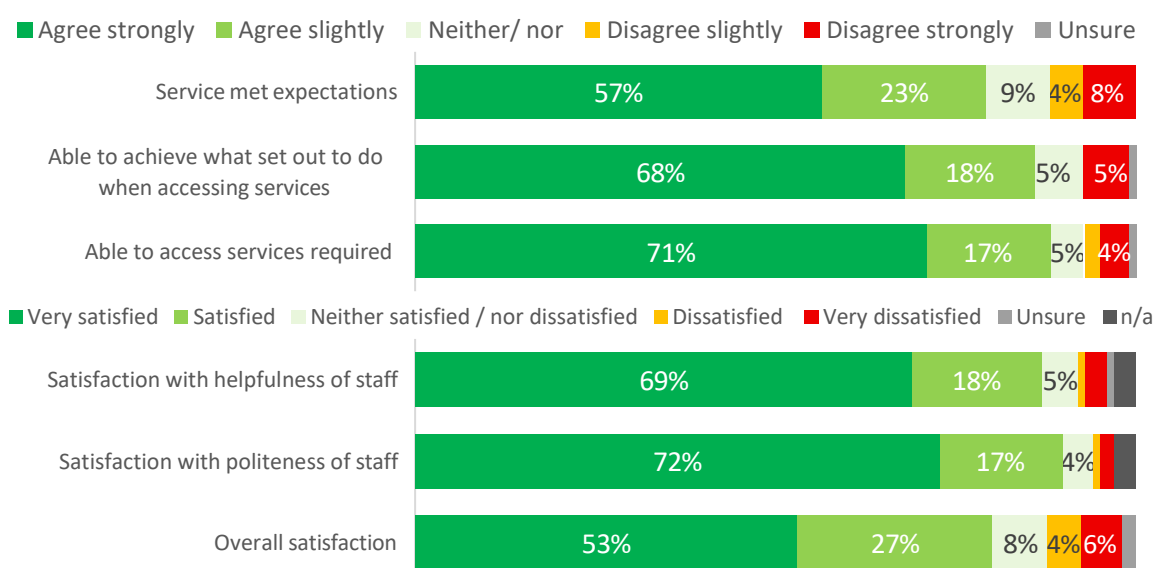
Overall satisfaction

Respondents were also asked how satisfied they were with the service provided overall. A net satisfaction score of 79% was achieved for the sample overall with more than half (53%) saying they were very satisfied. One in ten SCTS users were dissatisfied (net), higher among OPG/AoC users at 39%. Across business units net satisfaction of 83% was achieved among court users, 75% among tribunals users and 51% among OPG/AoC users.

Table 14: Overall satisfaction

Overall satisfaction	Number	%
Very satisfied	450	53%
Satisfied	230	27%
Neither satisfied/nor dissatisfied	72	8%
Dissatisfied	37	4%
Very dissatisfied	49	6%
Unsure	18	2%

A summary of scores across measures for the total sample is shown below:



Key driver analysis

Key driver analysis is a statistical technique used in market research to identify which specific factors (drivers) have the greatest influence on a key outcome, in this case overall user satisfaction.

Key driver analysis was used to explore correlations between the specific individual measures of satisfaction/agreement users were asked about in the survey, and the overall satisfaction score they gave.

Results show a strong correlation between Q4 (service meeting expectations) and overall satisfaction, with this element having both the largest impact on satisfaction and substantial room to improve (having the greatest gap to perfection score), making this the biggest potential lever to improve overall satisfaction.

Meeting expectations (Q4) is therefore the single most powerful driver of overall satisfaction and the best target for improvement efforts. Customers' ability to access the service (Q1a) and achieve what they set out to do (Q1b) also significantly influence overall satisfaction, but to a lesser extent. Staff helpfulness & politeness are already performing well and supportive of satisfaction, but improvements here will have minimal incremental impact due to high scores and reduced statistical influence.

Table 15: Key driver analysis

Overall satisfaction	Correlations	Regression	Performance	Gap to perfection	Opportunity score
Q1a - Thinking about accessing court/tribunal/OPG or AoC services, how much you do agree or disagree with each of the following statements? - I was able to access the court/tribunal/OPG or AoC services I required	63	0.094	88	12	1.10
Q1b - Thinking about accessing court/tribunal/OPG or AoC services, how much you do agree or disagree with each of the following statements? - I was able to achieve what I set out to do when accessing the court/tribunal/OPG or AoC services	66	0.109	86	14	1.49
Q4 - To what extent do you agree or disagree that the service you received met your expectations?	74	0.465	79	21	9.55
Q7a - Now thinking about the court/tribunal/OPG or AoC staff that you engaged with while accessing services - How satisfied were you with the helpfulness of the staff that you engaged with?	61	0.180	90	10	1.80
Q7b - Now thinking about the court/tribunal/OPG or AoC staff that you engaged with while accessing services - How satisfied were you with the politeness of the staff that you engaged with?	56	0.053	92	8	0.43

Please note scores for Q7a & b exclude 'not applicable' responses for the analysis

KEY:

Regression: relationship to overall satisfaction question.

Performance: % of people scoring top 2 codes (agree slightly/strongly or satisfied/very satisfied).

Gap to Perfection: Difference between 100 and Performance score.

Opportunity Score: Multiply the regression score (relationship it has with the overall question) by the gap to perfection (space there is to improve).

There was an adjusted R Square value of 0.61 (the adjusted R Square value indicates the level of confidence that each individual variable (Q1a, Q1b, Q4, Q7a & Q7b) has some correlation with the dependent variable (overall satisfaction), 1 is the highest theoretically possible score and the likelihood of that occurring is low. The adjusted R Square value suggests the regression model explains 61% of the variation in overall satisfaction and it is therefore a strong and reliable model).

Results for courts users

Accessing services, achieving aims and services meeting expectations

Accessing services

Court users had high levels of agreement that they were able to access the services they required (90% net agreement), with only a small proportion (6%) disagreeing and 4 people unsure. The proportion who strongly agreed was lower in the Glasgow & Strathkelvin sheriffdom (56%) than others. Across types of user, Advocates, Solicitor Advocates, or Solicitors had the highest levels of strong agreement with this statement (85% - see table 18 overleaf), and accordingly those accessing services as part of their professional/working roles were more likely than others to strongly agree (80% vs 71% of people not accessing in a professional capacity).

Table 16: agreement that 'I was able to access the court services I required' – All courts users

Able to access services required	Number	%
Agree strongly	515	73%
Agree slightly	118	17%
Neither/nor	31	4%
Disagree slightly	14	2%
Disagree strongly	25	4%
Unsure	4	1%

Table 17: agreement that 'I was able to access the court services I required' - Courts users by sheriffdom

Able to access services required	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Supreme courts	79%	13%	3%	2%	3%	-
Grampian, Highlands & Islands	79%	12%	4%	2%	4%	-
Glasgow & Strathkelvin	56%	26%	6%	6%	4%	3%
Lothian & Borders	65%	21%	8%	2%	4%	-
North Strathclyde	75%	15%	6%	-	3%	-
South Strathclyde, Dumfries & Galloway	83%	12%	2%	1%	2%	-
Tayside, Central & Fife	74%	17%	1%	2%	5%	1%

Table 18: agreement that 'I was able to access the court services I required' - Courts users by type of user

Able to access services required	Agree strongly	Agree slightly	Neither/ nor	Disagree slightly	Disagree strongly	Unsure
Advocate, Solicitor Advocate, or Solicitor	85%	12%	-	2%	2%	-
Other professional	79%	11%	3%	2%	3%	1%
Accused or supporter of accused	68%	19%	6%	3%	4%	-
Victim, witness or supporter of victim or witness	73%	15%	4%	3%	4%	1%
Civil litigant, witness or supporter in civil case	64%	18%	3%	-	12%	3%
Juror	81%	13%	4%	-	-	2%
Visiting the public counter or office	68%	26%	3%	-	3%	-
Other	76%	24%	-	-	-	-

Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

The minority who disagreed that they were able to access the court services they required, or stated they were unsure, were asked to give their reasons. The main reasons given were:

- Lack of communication or information not being provided (n=9)
- Communications issues - no reply, unreachable or slow to respond (n=5)
- Slow/lengthy/inefficient processes (n=5).

Achieving aims

Respondents were also asked how much they agreed that they had been able to achieve what they set out to do when accessing services. 88% agreed (slightly or strongly) that this had been the case overall. Agreement was highest among users in the South Strathclyde, Dumfries & Galloway sheriffdom, where there was 96% net agreement with the statement, including 83% who strongly agreed. Strong agreement was significantly lower among those in the Glasgow & Strathkelvin sheriffdom however at 57%. Across types of user, Advocates, Solicitor Advocates, or Solicitors had the highest levels of strong agreement (83%).

Table 19: agreement that 'I was able to achieve what I set out to do when accessing the court services' – All courts users

Able to achieve what set out to do	Number	%
Agree strongly	497	70%
Agree slightly	128	18%
Neither/nor	31	4%
Disagree slightly	16	2%
Disagree strongly	30	4%
Unsure	5	1%

Table 20: agreement that 'I was able to achieve what I set out to do when accessing the court services' - Courts users by sheriffdom

Able to achieve what set out to do	Agree strongly	Agree slightly	Neither/ nor	Disagree slightly	Disagree strongly	Unsure
Supreme courts	77%	15%	4%	1%	2%	1%
Grampian, Highlands & Islands	75%	13%	4%	2%	6%	-
Glasgow & Strathkelvin	57%	24%	5%	4%	8%	3%
Lothian & Borders	63%	21%	9%	2%	6%	-
North Strathclyde	67%	22%	7%	1%	3%	-
South Strathclyde, Dumfries & Galloway	83%	13%	2%	-	2%	-
Tayside, Central & Fife	71%	17%	-	7%	4%	1%

Table 21: agreement that 'I was able to achieve what I set out to do when accessing the court services' - Courts users by type of user

Able to achieve what set out to do	Agree strongly	Agree slightly	Neither/ nor	Disagree slightly	Disagree strongly	Unsure
Advocate, Solicitor Advocate, or Solicitor	83%	11%	-	5%	2%	-
Other professional	75%	18%	1%	2%	2%	1%
Accused or supporter of accused	66%	20%	6%	2%	6%	-
Victim, witness or supporter of victim or witness	70%	17%	7%	2%	3%	1%
Civil litigant, witness or supporter in civil case	58%	18%	3%	3%	15%	3%
Juror	79%	17%	2%	-	-	2%
Visiting the public counter or office	68%	26%	3%	-	3%	-
Other	81%	14%	-	5%	-	-

Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

Among those who disagreed or were unsure, only a few comments mentioned themes noted by more than 3 people, these were:

- Lack of communications or information not being provided (n=8)
- General negative comments without specific feedback (n=8).

Services meeting expectations

Whilst agreement remains high, services meeting expectations was the area which received the lowest rating among court users (83% agreed with the statement overall, while other statements received agreement/satisfaction scores of 88% or above). As with other measures of satisfaction, users in the Glasgow & Strathkelvin sheriffdom were least likely to be strongly positive about this, with 45% agreeing strongly, compared to between 56% and 66% across other sheriffdoms/the supreme courts. Advocates, Solicitor Advocates, or Solicitors continue to be more positive than other types of users, with 86% strong agreement from this group, likely to be as a result of greater familiarity with processes and services.

Table 22: agreement that ‘the service you received met your expectations’ – All courts users

Service met expectations	Number	%
Agree strongly	415	59%
Agree slightly	175	25%
Neither/nor	60	8%
Disagree slightly	22	3%
Disagree strongly	34	5%
Unsure	1	<1%

Table 23: agreement that ‘the service you received met your expectations’ - Courts users by sheriffdom

Service met expectations	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Supreme courts	65%	18%	9%	4%	3%	1%
Grampian, Highlands & Islands	60%	25%	10%	2%	4%	-
Glasgow & Strathkelvin	45%	31%	10%	7%	8%	-
Lothian & Borders	56%	21%	13%	5%	5%	-
North Strathclyde	56%	28%	10%	1%	6%	-
South Strathclyde, Dumfries & Galloway	65%	25%	7%	1%	2%	-
Tayside, Central & Fife	66%	23%	2%	3%	6%	-

Table 24: agreement that ‘the service you received met your expectations’ - Courts users by type of user

Service met expectations	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Advocate, Solicitor Advocate, or Solicitor	86%	8%	2%	2%	3%	-
Other professional	70%	17%	7%	2%	4%	-
Accused or supporter of accused	54%	29%	9%	3%	5%	-
Victim, witness or supporter of victim or witness	51%	28%	11%	3%	7%	-
Civil litigant, witness or supporter in civil case	45%	24%	12%	6%	12%	-
Juror	66%	21%	6%	4%	2%	2%
Visiting the public counter or office	42%	45%	6%	3%	3%	-
Other	71%	14%	5%	5%	5%	-

Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

Those who disagreed or said they were unsure, were most likely to cite:

- Lack of communications or information not being provided (n=12)
- Staff being unhelpful/rude/not being able to help them (n=7)
- Slow/lengthy/inefficient processes (n=5), or
- Comments about victims or witnesses not being treated well enough (n=5)

- With 6 people also making general negative comments without specific feedback (n=6), e.g. 'bad service'.

A range of other feedback was mentioned by 3 people or less, including comments relating to accessibility issues, complex procedures and no replies or slow responses to requests for information.

Satisfaction with staff

Helpfulness of staff

When asked about the staff they encountered/interacted with, 91% of court users were satisfied or very satisfied with the helpfulness of staff. Lothian & Borders court users were least likely to be satisfied (83% were satisfied/very satisfied), with supreme courts, North Strathclyde, South Strathclyde, Dumfries & Galloway and Tayside, Central & Fife receiving net satisfaction ratings of over 90%. Advocates, Solicitor Advocates, or Solicitors were the user type most likely to say they were very satisfied at 88%.

Table 25: Satisfaction with the helpfulness of staff engaged with – All courts users

Helpfulness of staff	Number	%
Very satisfied	500	71%
Satisfied	141	20%
Neither satisfied/nor dissatisfied	32	5%
Dissatisfied	6	1%
Very dissatisfied	14	2%
Unsure	3	<1%
Not applicable	11	2%

Table 26: Satisfaction with the helpfulness of staff engaged with - Courts users by sheriffdom

Helpfulness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Supreme courts	82%	12%	5%	-	1%	-	-
Grampian, Highlands & Islands	83%	8%	6%	-	4%	-	-
Glasgow & Strathkelvin	60%	26%	6%	1%	4%	1%	3%
Lothian & Borders	59%	24%	7%	4%	2%	-	5%
North Strathclyde	71%	23%	4%	-	2%	1%	-
South Strathclyde, Dumfries & Galloway	69%	24%	4%	-	1%	-	2%
Tayside, Central & Fife	79%	16%	1%	1%	2%	1%	-

Table 27: Satisfaction with the helpfulness of staff engaged with - Courts users by type of user

Helpfulness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Advocate, Solicitor Advocate, or Solicitor	88%	9%	2%	-	2%	-	-
Other professional	76%	17%	3%	1%	1%	-	1%
Accused or supporter of accused	65%	24%	5%	2%	3%	-	2%
Victim, witness or supporter of victim or witness	73%	15%	8%	1%	1%	2%	-
Civil litigant, witness or supporter in civil case	64%	24%	3%	-	3%	-	6%
Juror	75%	17%	2%	-	2%	-	4%
Visiting the public counter or office	61%	35%	3%	-	-	-	-
Other	76%	10%	10%	-	-	-	5%

Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

Respondents in previous surveying over the course of 2021/2022/2023 were also asked about helpfulness of court staff.

- 93% rated court staff very helpful in surveying of jury trial court users, with a further 4% rating staff fairly helpful.
- 58% rated staff very helpful and 13% fairly helpful in surveying of civil case court users.
- 81% rated staff very helpful and 13% fairly helpful in surveying of summary criminal business court users.

Please note that data is provided for context however question wording, the methodology used and the sample profile of surveying in previous waves is not the same and comparisons should be treated with caution.

Politeness of staff

When asked about the staff they encountered/interacted with, 93% of court users were satisfied or very satisfied with the politeness of staff with very little dissatisfaction (3% net dissatisfaction). Lothian & Borders (87%) and Glasgow and Strathkelvin (88%) court users were least likely to be satisfied though this remains very high.

Table 28: Satisfaction with the politeness of staff engaged with – All courts users

Politeness of staff	Number	%
Very satisfied	529	75%
Satisfied	126	18%
Neither satisfied/nor dissatisfied	19	3%
Dissatisfied	8	1%
Very dissatisfied	14	2%
Unsure	2	<1%
Not applicable	9	1%

Table 29: Satisfaction with the politeness of staff engaged with - Courts users by sheriffdom

Politeness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Supreme courts	82%	14%	3%	-	1%	-	-
Grampian, Highlands & Islands	85%	10%	4%	-	2%	-	-
Glasgow & Strathkelvin	67%	21%	3%	3%	5%	-	2%
Lothian & Borders	52%	25%	5%	3%	2%	-	4%
North Strathclyde	75%	22%	1%	1%	1%	1%	-
South Strathclyde, Dumfries & Galloway	76%	17%	2%	1%	2%	-	2%
Tayside, Central & Fife	83%	12%	2%	-	2%	1%	-

Table 30: Satisfaction with the politeness of staff engaged with - Courts users by type of user

Politeness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Advocate, Solicitor Advocate, or Solicitor	91%	6%	2%	-	2%	-	-
Other professional	82%	15%	-	1%	1%	-	1%
Accused or supporter of accused	68%	23%	3%	2%	3%	-	1%
Victim, witness or supporter of victim or witness	75%	17%	4%	-	2%	1%	-
Civil litigant, witness or supporter in civil case	67%	21%	3%	3%	-	-	6%
Juror	77%	15%	2%	2%	2%	-	2%
Visiting the public counter or office	84%	16%	-	-	-	-	-
Other	76%	14%	5%	-	-	-	5%

Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

Respondents in previous surveying over the course of 2021/2022/2023 were also asked about politeness of court staff.

- 95% rated court staff very polite in surveying of jury trial court users, with a further 3% rating them fairly polite.
- 68% rated staff very polite and 7% fairly polite in surveying of civil case court users.
- 85% rated staff very polite and 11% fairly polite in surveying of summary criminal business court users.

Please note that data is provided for context however question wording, the methodology used and the sample profile of surveying in previous waves is not the same and comparisons should be treated with caution.

Overall satisfaction

Courts users were also asked how satisfied they were with the service provided overall. A net satisfaction score of 83% was achieved for court users overall, exceeding the target of 78% (a target of overall satisfaction amongst court users above 78% is monitored regularly), with more than half (55%) saying they were very satisfied. Net satisfaction was lower than average among courts users in Glasgow & Strathkelvin (74%) and Lothian and Borders (76%), other sheriffdoms ranged between 82% and 89% net satisfaction. In line with higher ratings across measures, Advocates, Solicitor Advocates, or Solicitors were the user type with the highest net satisfaction, at 94%.

Table 31: Overall satisfaction – All courts users

Overall satisfaction	Number	%
Very satisfied	386	55%
Satisfied	202	29%
Neither satisfied/nor dissatisfied	58	8%
Dissatisfied	26	4%
Very dissatisfied	20	3%
Unsure	15	2%

Table 32: Overall satisfaction - Courts users by sheriffdom

Overall satisfaction	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure
Supreme courts	63%	26%	10%	1%	1%	-
Grampian, Highlands & Islands	58%	29%	8%	2%	4%	-
Glasgow & Strathkelvin	42%	32%	6%	9%	7%	5%
Lothian & Borders	49%	27%	15%	6%	3%	-
North Strathclyde	56%	27%	10%	2%	2%	3%
South Strathclyde, Dumfries & Galloway	57%	32%	2%	2%	2%	5%
Tayside, Central & Fife	60%	27%	7%	3%	3%	-

Table 33: Overall satisfaction - Courts users by type of user

Overall satisfaction	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure
Advocate, Solicitor Advocate, or Solicitor	77%	17%	3%	3%	-	-
Other professional	61%	22%	10%	3%	2%	1%
Accused or supporter of accused	47%	36%	8%	4%	3%	2%
Victim, witness or supporter of victim or witness	56%	29%	7%	4%	4%	1%
Civil litigant, witness or supporter in civil case	52%	21%	6%	6%	9%	6%
Juror	55%	26%	9%	4%	-	6%
Visiting the public counter or office	42%	35%	10%	-	3%	10%
Other	86%	-	14%	-	-	-

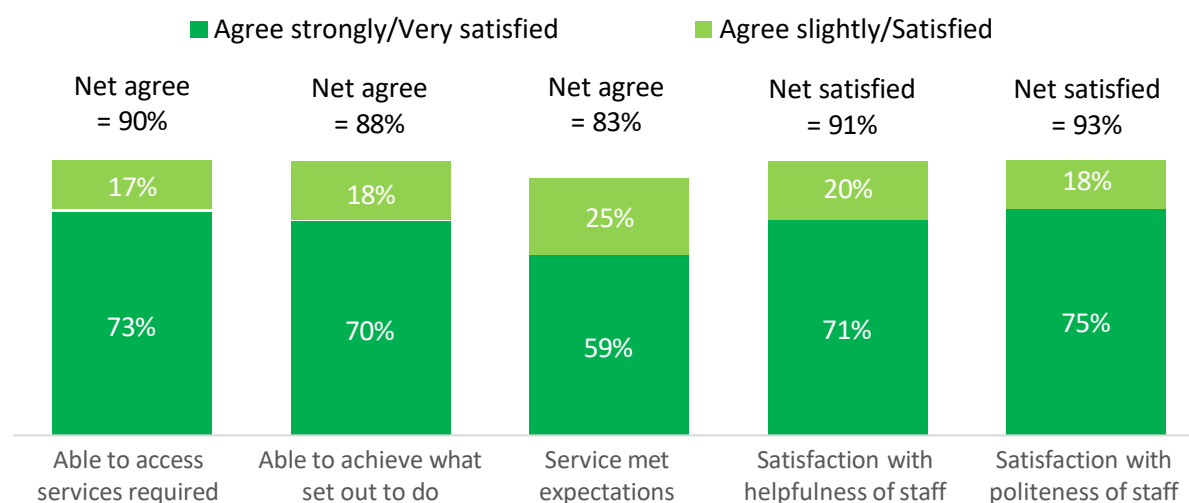
Please note: 13 people said they would prefer not to say in what capacity they were accessing court services and their data is not included above. Please also note small subgroup sizes for some types of user: Civil litigants, witnesses or supporters in civil cases (33), Visiting the public counter or office (31), and other court users (21).

Respondents in previous surveying over the course of 2021/2022/2023 were also asked about overall satisfaction.

- 76% were very satisfied in surveying of jury trial court users, with 19% fairly satisfied.
- 39% said they were very satisfied and 13% that they were fairly satisfied in surveying of civil case court users.
- 57% said they were very satisfied and 35% that they were fairly satisfied in surveying of summary criminal business court users.

Please note that data is provided for context however question wording, the methodology used and the sample profile of surveying in previous waves is not the same and comparisons should be treated with caution.

A summary of net agreement/satisfaction across different measures for courts users is shown below:



Key driver analysis

Key driver analysis of courts user data (see below) identifies which experience areas most strongly drive overall satisfaction.

In line with the overall sample, service meeting expectations is the strongest driver of satisfaction. This element has both the strongest impact on satisfaction (highest regression score) and the greatest gap to perfection score. Improvements to this area of service are therefore most likely to positively impact satisfaction.

Other measures show smaller opportunities because either their performance is already very high, or their contribution to overall satisfaction is lower.

Table 34: Key driver analysis - All courts users

Overall satisfaction	Correlations	Regression	Performance	Gap to perfection	Opportunity score
Q1a - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to access the court/tribunal/OPG or AoC services I required	61	0.098	90	10	1.03
Q1b - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to achieve what I set out to do when accessing the court/tribunal/OPG or AoC services	63	0.135	88	12	1.57
Q4 - To what extent do you agree or disagree that the service you received met your expectations?	68	0.402	83	17	6.65
Q7a - Now thinking about the court staff that you engaged with while accessing services - How satisfied were you with the helpfulness of the staff that you engaged with?	55	0.188	92	8	1.49
Q7b - Now thinking about the court staff that you engaged with while accessing services - How satisfied were you with the politeness of the staff that you engaged with?	49	0.021	94	6	0.13

Please note scores for Q7a & b exclude 'not applicable' responses for the analysis

KEY:

Regression: relationship to overall satisfaction question.

Performance: % of people scoring top 2 codes (agree slightly/strongly or satisfied/very satisfied).

Gap to Perfection: Difference between 100 and Performance score.

Opportunity Score: Multiply the regression score (relationship it has with the overall question) by the gap to perfection (space there is to improve).

Service improvements

As part of the survey, court users were also asked if there were any parts of the service they had used which they thought could have been done differently. Typed in responses to this question have been analysed and themes from responses are shown overleaf. Positively for the courts, the majority (75%) responded by saying they didn't have any suggestions for improvements, some respondents also chose not to provide a reply (3%). The remainder of comments included 8% providing positive feedback about the courts (including general positive comments (28), as well as positive feedback relating to staff, 18 comments, easy/simple processes, 6 comments, or good

communications/information being provided, 5 comments). The areas around which most improvements were suggested, related to improving communications (mentioned in 52 comments), and facilities (mentioned in 38 comments).

Table 35: Parts of service that could have been done differently – All courts users

Themes from comments	Number	%
None / nothing / NA	498	75%
Comms / info - general improvements	46	7%
Comms - accuracy issues	5	1%
Facilities - toilets / Wi-Fi / temperatures etc.	31	5%
Consideration for victims / witnesses	17	3%
Non-specific/unclear complaints / do better ec.	7	1%
Better staff / better training	6	1%
Efficiency / speed improvements suggested	5	1%
Website / online issues / suggestions	4	1%
Positive comments - general	28	4%
Positive comments - helpful / good staff	18	3%
Positive comments - simple / easy process	6	1%
Positive comments - good comms / info	5	1%
Other	5	1%
No reply	19	3%

Please note comments which relate to judiciary aspects of the court experience have not been included in the thematic analysis. The base size for this question is 664 as it excludes responses from those who provided a response which only related to judicial aspects. Comments made by less than 4 people not shown.

As I had never been to court before a bit more of an explanation as to where I have to go and wait and what is going to happen would be helpful.

Telephone system could be done better takes a long time so maybe a central point to direct your call to someone.

WiFi would have been good so I could work during breaks, I understand why it's important to serve on a jury but easing the inconvenience of catching up on work would be great.

Nope, everything was fine and all the staff I've spoken to were extremely helpful & kind.

Making the victim feel more secure and not leaving the building at the same time as the accused especially when finish for lunch walking out of court.

Other comments

Respondents were also offered the opportunity to provide any other feedback at the end of the survey. Themes from those who responded (93), are shown in the table below, along with some examples of verbatim comments made by court users.

Table 36: Anything else to share about services – All courts users

Themes from comments	Number	%
Positive comments - helpful / good staff	39	42%
Positive comments - general	8	9%
Positive comments - good comms / info	4	4%
Facilities - issues	16	17%
Comms / info - general improvements	11	12%
Food / drink issues	7	8%
Better staff / better training needed	4	4%
Non-specific/unclear complaints / do better etc.	4	4%
Website / online issues / suggestions	3	3%
Safety / security issues	3	3%

Please note comments which relate to judiciary aspects of the court experience have not been included in the thematic analysis. The base size for this question is 93 and excludes responses from those who provided a response which only related to judicial aspects. Comments made by only one or two people not shown.

Yes, I was very nervous but the support here is excellent. A member of staff kept us up to date with what was happening and told us things to expect in the court room. I really appreciated that.

Seating not comfortable. Need a coffee machine.

Falkirk Sheriff court staff can not be faulted for professionalism, helpfulness and courtesy.

Good communication. I work with SCRA. Here often. Staff are excellent.

The lift has been inoperative for a considerable amount of time and this should be rectified to be more inclusive to disabled persons attending the court who are unable to use the stairs. I feel that there is a divide between the sheriff Clark and partner organisations resulting in unnecessary challenges on a daily basis, it's almost like life is made difficult for no apparent reason.

Results for tribunals users

Accessing services, achieving aims and services meeting expectations

Accessing services

The majority of responses from tribunals users came from people who had accessed a Housing & Property Chamber (21), Local Taxation Chamber (16), or Social Security Chamber (15), with Representatives the most common user type (12), followed by witnesses (8) and Party Representatives (7). Feedback is therefore weighted to the views and experiences of these users and this should be borne in mind when considering results.

Tribunal users had high levels of agreement that they were able to access the services they required (90% net agreement), with only three people disagreeing and none saying unsure. Agreement was consistent across professional users (88% net agreement), and non-professional users (91% net agreement), with no statistically significant differences across services accessed or type of user.

Table 37: agreement that 'I was able to access the tribunal services I required' – All tribunals users

Able to access services required	Number	%
Agree strongly	45	67%
Agree slightly	15	22%
Neither/nor	4	6%
Disagree slightly	1	1%
Disagree strongly	2	3%
Unsure	-	-

Table 38: agreement that 'I was able to access the tribunal services I required' - Tribunals users by service accessed

Able to access services required	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
General Regulatory Chamber	5	1	1	-	-	-
Housing & Property Chamber	13	6	1	-	1	-
Local Taxation Chamber	10	5	-	-	1	-
Social Security Chamber	11	1	2	1	-	-
Tax Chamber	-	1	-	-	-	-
Upper Tribunal for Scotland	4	1	-	-	-	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

The three people who disagreed that they were able to access the tribunal services they required, were asked to give their reasons. One response has been removed as relating to judicial rather than administrative feedback. The remaining two comments related to slow/complicated procedures and slow communications as well as one person mentioning lack of support.

Achieving aims

Respondents were also asked how much they agreed that they had been able to achieve what they set out to do when accessing services. 79% agreed (slightly or strongly) that this had been the case overall, with around one in ten (12%) disagreeing either strongly or slightly. Numbers are small however those who accessed services by email or telephone appear to be less positive than others, with less than half agreeing strongly with this measure (14 out of 31 respondents).

Table 39: agreement that 'I was able to achieve what I set out to do when accessing the tribunal services' – All tribunals users

Able to achieve what set out to do	Number	%
Agree strongly	42	63%
Agree slightly	11	16%
Neither/nor	6	9%
Disagree slightly	3	4%
Disagree strongly	5	7%
Unsure	-	-

Table 40: agreement that 'I was able to achieve what I set out to do when accessing the tribunal services' - Tribunals users by service accessed

Able to achieve what set out to do	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
General Regulatory Chamber	5	-	1	-	1	-
Housing & Property Chamber	15	1	1	2	2	-
Local Taxation Chamber	9	5	1	-	1	-
Social Security Chamber	10	3	1	1	-	-
Tax Chamber	-	1	-	-	-	-
Upper Tribunal for Scotland	2	1	1	-	1	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

Eight people disagreed that they were able to achieve what they had set out to do. Reasons given were most likely to relate to poor communications (lack of information provided or slow responses to queries) and slow/lengthy processes.

Services meeting expectations

Tribunals users were also asked if they agreed services had met their expectations. As with other business areas, this service area was rated less highly than other aspects of service, with 18% (12 users) disagreeing with this statement - though a majority agreed this had been the case (75% net agreement achieved).

Table 41: agreement that 'the service you received met your expectations' – All tribunals users

Service met expectations	Number	%
Agree strongly	36	54%
Agree slightly	14	21%
Neither/nor	5	7%
Disagree slightly	4	6%
Disagree strongly	8	12%
Unsure	-	-

Table 42: agreement that ‘the service you received met your expectations’ - Tribunals users by service accessed

Service met expectations	Agree strongly	Agree slightly	Neither/ nor	Disagree slightly	Disagree strongly	Unsure
General Regulatory Chamber	5	-		-	2	-
Housing & Property Chamber	11	4	1	2	3	-
Local Taxation Chamber	8	3	3	1	1	-
Social Security Chamber	10	3	-	1	1	-
Tax Chamber	-	1	-	-	-	-
Upper Tribunal for Scotland	1	2	1	-	1	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

Reasons for disagreement were most likely to relate to slow and complex procedures, with two people mentioning having had issues with technology.

Satisfaction with staff

Helpfulness of staff

Most tribunal users were satisfied with the helpfulness of staff (79% net agreement), though not all (5 people) had interacted with them. Satisfaction was consistent across professional and non-professional users (professional users = 78% net satisfaction, non-professional users = 80%).

Table 43: Satisfaction with the helpfulness of staff engaged with – All tribunals users

Helpfulness of staff	Number	%
Very satisfied	45	67%
Satisfied	8	12%
Neither satisfied/nor dissatisfied	4	6%
Dissatisfied	1	1%
Very dissatisfied	4	6%
Unsure	-	-
Not applicable	5	7%

Table 44: Satisfaction with the helpfulness of staff engaged with - Tribunals users by service accessed

Helpfulness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
General Regulatory Chamber	3	1	1	-	-	-	2
Housing & Property Chamber	15	3	1	1	1	-	-
Local Taxation Chamber	10	2	-	-	1	-	3
Social Security Chamber	11	2	1	-	1	-	-
Tax Chamber	1	-	-	-	-	-	-
Upper Tribunal for Scotland	3	-	1	-	1	-	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

Politeness of staff

Similar scores were received for the politeness of staff: overall 81% were satisfied (net), with 4 people saying they were either dissatisfied or very dissatisfied.

Table 45: Satisfaction with the politeness of staff engaged with – All tribunals users

Politeness of staff	Number	%
Very satisfied	46	69%
Satisfied	8	12%
Neither satisfied/nor dissatisfied	4	6%
Dissatisfied	1	1%
Very dissatisfied	3	4%
Unsure	-	-
Not applicable	5	7%

Table 46: Satisfaction with the politeness of staff engaged with - Tribunals users by service accessed

Politeness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
General Regulatory Chamber	3	1	1	-	-	-	2
Housing & Property Chamber	15	4	1	1	-	-	-
Local Taxation Chamber	11	1	-	-	1	-	3
Social Security Chamber	11	2	1	-	1	-	-
Tax Chamber	1	-	-	-	-	-	-
Upper Tribunal for Scotland	3	-	1	-	1	-	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

Overall satisfaction

Lastly, tribunals users were asked how satisfied they were with the service provided overall. A net satisfaction score of 75% was achieved for tribunal users overall. Eight people said they were dissatisfied or very dissatisfied, with seven out of eight having accessed the service by telephone or email, suggesting this contact method is frustrating for some.

Table 47: Overall satisfaction – All tribunals users

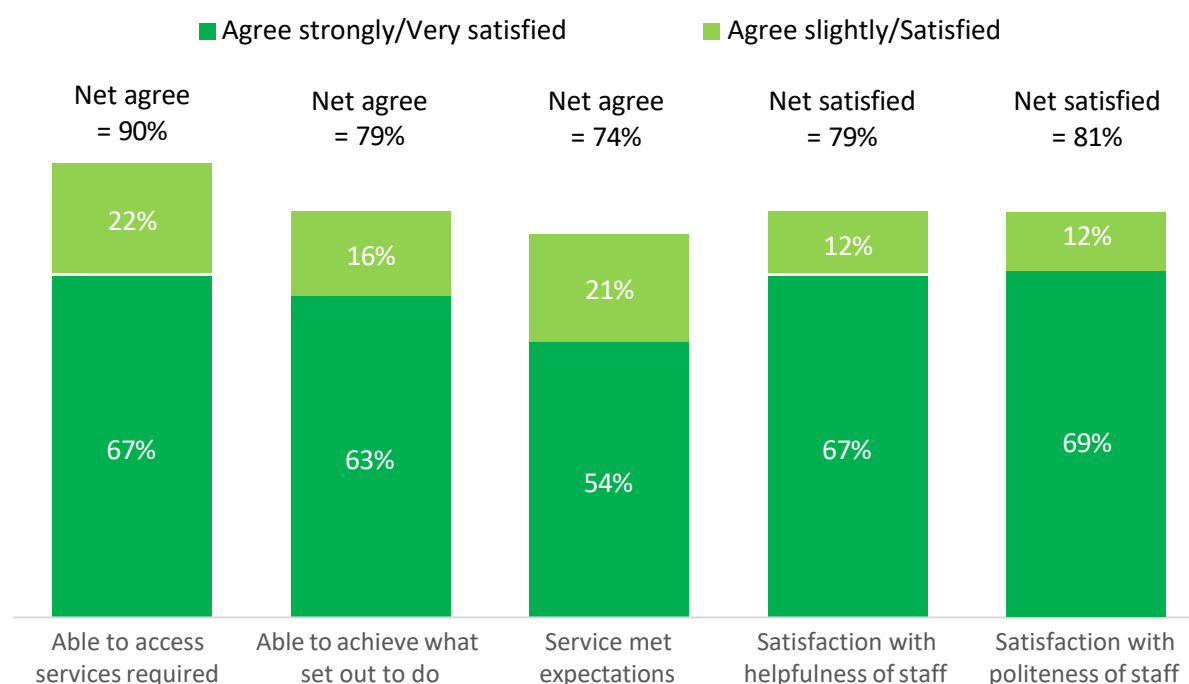
Overall satisfaction	Number	%
Very satisfied	34	51%
Satisfied	16	24%
Neither satisfied/nor dissatisfied	8	12%
Dissatisfied	2	3%
Very dissatisfied	6	9%
Unsure	1	1%

Table 48: Overall satisfaction - Tribunals users by service accessed

Overall satisfaction	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure
General Regulatory Chamber	4	1	1	-	1	-
Housing & Property Chamber	10	4	3	1	2	1
Local Taxation Chamber	5	7	2	-	2	-
Social Security Chamber	10	3	1	1	-	-
Tax Chamber	-	1	-	-	-	-
Upper Tribunal for Scotland	3	-	1	-	1	-

Please note: due to the small sample sizes for individual Chambers, data has been shown as absolute numbers rather than percentages. One tribunal user said they were unsure which service they had accessed, and one said they had accessed another service, and data for these two respondents is not included above.

A summary of net agreement/satisfaction across different measures for tribunals users is shown below:



Key driver analysis

Key driver analysis of tribunals user data (see below) identifies which experience areas most strongly drive overall satisfaction.

The analysis shows the highest regression scores (i.e. the strongest relationship to overall satisfaction), were for helpfulness of staff and service meeting expectations. Helpfulness of staff was found to have a strong positive correlation with overall satisfaction, and despite high performance (86% net satisfaction with this aspect of service), it remains a high impact area. Service meeting expectations also has a strong correlation with overall satisfaction but with more room to improve as performance for this area was not as strong and therefore the opportunity to improve is greater.

Table 49: Key driver analysis - All tribunals users

Overall satisfaction	Correlations	Regression	Performance	Gap to perfection	Opportunity score
Q1a - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to access the tribunal services I required	63	0.122	90	10	1.26
Q1b - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to achieve what I set out to do when accessing tribunal services	72	0.170	79	21	3.50
Q4 - To what extent do you agree or disagree that the service you received met your expectations?	74	0.373	74	26	9.87
Q7a - Now thinking about the tribunal staff that you engaged with while accessing services - How satisfied were you with the helpfulness of the staff that you engaged with?	59	0.539	86	14	7.70
Q7b - Now thinking about the tribunal staff that you engaged with while accessing services - How satisfied were you with the politeness of the staff that you engaged with?	54	-0.273	87	13	-3.47

Please note scores for Q7a & b exclude 'not applicable' responses for the analysis

KEY:

Regression: relationship to overall satisfaction question.

Performance: % of people scoring top 2 codes (agree slightly/strongly or satisfied/very satisfied).

Gap to Perfection: Difference between 100 and Performance score.

Opportunity Score: Multiply the regression score (relationship it has with the overall question) by the gap to perfection (space there is to improve).

Service improvements

Tribunals users were also asked if there were any parts of the service they had used which they thought could have been done differently. In line with positive ratings of service, most (65%) responded by saying they didn't have any suggestions for improvements, suggesting most users are happy with things as they are. Comments also included positive feedback from 10 respondents, with the remainder of comments most likely to suggest improvements to communications.

Table 50: Parts of service that could have been done differently – All tribunals users

Themes from comments	Number	%
None / nothing / NA	42	65%
Comms / info - general improvements	6	9%
Simpler processes needed	4	6%
Non-specific/unclear complaints / do better etc.	3	5%
Better staff / better training	2	3%
More transparency needed	2	3%
Positive comments - general	5	8%
Positive comments - quick / efficient / timely	3	5%
Positive comments - simple / easy process	2	3%
No reply	2	3%

Please note comments which relate to judiciary aspects of the tribunal experience have not been included in the thematic analysis. The base size for this question is 65 as it excludes responses from those who provided a response which only related to judicial aspects. Comments made by less than 2 people not shown.

Am happy with the service provided. All staff members are professional and courteous.

More support with finding the room when I got to the reception.

Sometimes it is quite slow to respond. Tribunal papers are often not ordered very well.

Processes need to be clearer - proper management of case papers - elimination of duplication of paperwork, improved efficiency and timeous responses to communications.

My experience was great. Nothing to change.

Other comments

Respondents were also offered the opportunity to provide any other feedback at the end of the survey. 12 tribunals users left a comment (excluding those which related only to judicial aspects of their experience), of which 5 mentioned that communications improvements were needed/would be helpful, two people commenting that speed/efficiency could be improved, with a range of individual comments about other areas of service also made, and four comments including positive feedback for the tribunals. Some examples of verbatim comments are shown below.

Parking for disabled people is poor.

I found your representative extremely polite and helpful. They answered my query quickly and actually called me back with a further update.

The staff are extremely helpful and knowledgeable.

Takes too long to get things done.

Results for OPG/AoC users

Accessing services, achieving aims and services meeting expectations

Accessing services

The majority of responses from OPG/AoC users came from people who had accessed OPG services (with only one response from a person who had used an AoC service), specifically the Power of Attorney (POA) service (61 out of 82 responses came from people who had accessed this service, in line with this being the most utilised part of the OPG/AoC service). Users who responded to the call for participation were also most likely to be legal professionals (27), granters of Power of Attorney (16) or local Authority professionals (11). Feedback is therefore weighted to the views and experiences of these users and this should be borne in mind when considering results.

When asked how much they agreed or disagreed that they were able to access the services they required, OPG/AoC users were positive overall with 77% net agreement that this had been the case. Net disagreement was 12%, with strong disagreement recorded among 9 people (11%). One main reason for dissatisfaction emerged from comments when respondents were asked why they were dissatisfied: processes around POA being described as slow/lengthy/inefficient. Other comments made by more than one person related to staff being unhelpful/unprofessional, and slow communications (each mentioned by two people).

Table 51: agreement that 'I was able to access the OPG/AoC services I required' – All OPG/AoC users

Able to access services required	Number	%
Agree strongly	48	59%
Agree slightly	15	18%
Neither/nor	7	9%
Disagree slightly	1	1%
Disagree strongly	9	11%
Unsure	2	2%

Table 52: agreement that 'I was able to access the OPG/AoC services I required' - OPG/AoC users by service accessed

Able to access services required	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Power of Attorney service (OPG)	33	13	5	-	9	1
Guardianship orders for adults service (OPG)	12	1	-	-	-	-
Intervention orders service (OPG)	-	1	-	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	-	1	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

Achieving aims

74% of OPG/AoC users agreed (slightly or strongly) that they had been able to achieve what they set out to do in interactions with the services, however 17% (net) felt this was not the case, with 11 users (13%) disagreeing strongly. Agreement was consistent across professional and non-professional users, but there was higher agreement from those who had accessed the service by telephone or email (81% net agreement) compared to those who had accessed via a remote link (57%) – however please note small numbers for these subgroups: 58 had accessed services by email or telephone and 23 report using a remote link.

Table 53: agreement that ‘I was able to achieve what I set out to do when accessing OPG/AoC services’ – All OPG/AoC users

Able to achieve what set out to do	Number	%
Agree strongly	46	56%
Agree slightly	15	18%
Neither/nor	5	6%
Disagree slightly	3	4%
Disagree strongly	11	13%
Unsure	2	2%

Table 54: agreement that ‘I was able to achieve what I set out to do when accessing OPG/AoC services’ - OPG/AoC users by service accessed

Able to achieve what set out to do	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Power of Attorney service (OPG)	32	11	4	2	11	1
Guardianship orders for adults service (OPG)	11	2	-	-	-	-
Intervention orders service (OPG)	-	1	-	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	-	1	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

The 14 people who disagreed that they were able to achieve what they had set out to do were asked why this was. Reasons given were most likely to relate to:

- slow/lengthy/inefficient processes around POA (n = 7)
- poor communications (no reply/unreachable/slow to respond (n=3))

Services meeting expectations

When asked if they agreed services had met their expectations half agreed this had been the case (50% net agreement achieved), and 40% disagreed (net). Again, agreement was above average among those who had accessed services via email/telephone at 62% but consistent across other subgroups.

Table 55: agreement that ‘the service you received met your expectations’ – All OPG/AoC users

Service met expectations	Number	%
Agree strongly	34	41%
Agree slightly	7	9%
Neither/nor	8	10%
Disagree slightly	5	6%
Disagree strongly	28	34%
Unsure	-	-

Table 56: agreement that ‘the service you received met your expectations’ - OPG/AoC users by service accessed

Service met expectations	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
Power of Attorney service (OPG)	23	4	6	3	25	-
Guardianship orders for adults service (OPG)	8	2	-	1	2	-
Intervention orders service (OPG)	-	1	-	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	-	1	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

Reasons for disagreement were again primarily related to slow/lengthy/inefficient processes around POA (mentioned in comments from 26 out of the 32 people who disagreed). Some comments noted that timescales for POAs had previously been quicker which may contribute to people’s expectations around processes not being met.

Satisfaction with staff

Helpfulness of staff

Most OPG/AoC users were satisfied with the helpfulness of staff (63% net agreement), though not all (11 people) had interacted with them, selecting not applicable. Satisfaction calculated excluding ‘n/a’ responses increases to 73% (net).

Table 57: Satisfaction with the helpfulness of staff engaged with – All OPG/AoC users

Helpfulness of staff	Number	%
Very satisfied	43	52%
Satisfied	9	11%
Neither satisfied/nor dissatisfied	9	11%
Dissatisfied	3	4%
Very dissatisfied	5	6%
Unsure	2	2%
Not applicable	11	13%

Table 58: Satisfaction with the helpfulness of staff engaged with - OPG/AoC users by service accessed

Helpfulness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Power of Attorney service (OPG)	31	5	7	3	5	1	9
Guardianship orders for adults service (OPG)	8	3	-	-	-	1	1
Intervention orders service (OPG)	-	1	-	-	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	1	-	-	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

Politeness of staff

Satisfaction with politeness of staff among OPG/AoC users was positive overall with 65% net satisfaction recorded (increasing to 76% if calculated excluding n/a responses). Five people reported being dissatisfied/very dissatisfied with the politeness of staff however small numbers mean trends across subgroups cannot be identified.

Table 59: Satisfaction with the politeness of staff engaged with – All OPG/AoC users

Politeness of staff	Number	%
Very satisfied	42	51%
Satisfied	11	13%
Neither satisfied/nor dissatisfied	10	12%
Dissatisfied	1	1%
Very dissatisfied	4	5%
Unsure	2	2%
Not applicable	12	15%

Table 60: Satisfaction with the politeness of staff engaged with - OPG/AoC users by service accessed

Politeness of staff	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure	N/a
Power of Attorney service (OPG)	30	7	9	-	4	1	10
Guardianship orders for adults service (OPG)	8	3	-	-	-	1	1
Intervention orders service (OPG)	-	1	-	-	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	-	1	-	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

Overall satisfaction

Satisfaction with the service provided overall among OPG/AoC users was mixed. A net satisfaction score of 51% was achieved, with 39% reporting dissatisfaction (net). As with other measures it appears those who access services via email/telephone are more positive than others, with 62% net agreement from this group but no differences recorded across professional/non-professional users.

Table 61: Overall satisfaction – All OPG/AoC users

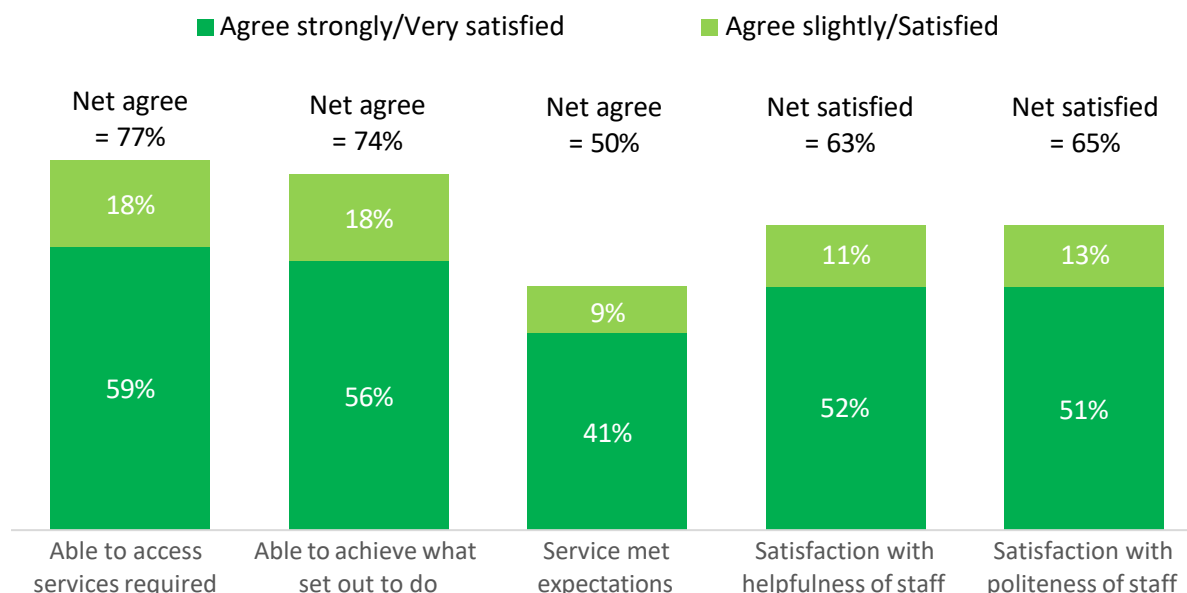
Overall satisfaction	Number	%
Very satisfied	30	37%
Satisfied	12	15%
Neither satisfied/nor dissatisfied	6	7%
Dissatisfied	9	11%
Very dissatisfied	23	28%
Unsure	2	2%

Table 62: Overall satisfaction - OPG/AoC users by service accessed

Overall satisfaction	Very satisfied	Satisfied	Neither /nor	Dissatisfied	Very dissatisfied	Unsure
Power of Attorney service (OPG)	21	8	3	5	23	1
Guardianship orders for adults service (OPG)	6	3	1	3	-	-
Intervention orders service (OPG)	-	-	1	-	-	-
Access to funds service (OPG)	1	-	-	-	-	-
Administration of funds belonging to a child service (AoC)	-	-	-	1	-	-

Please note: due to the small sample sizes for individual services, data has been shown as absolute numbers rather than percentages. Five OPG/AoC users said they were unsure which service they had accessed, and data for these respondents is not included above.

A summary of net agreement/satisfaction across different measures for OPG/AoC users is shown below:



Key driver analysis

Key driver analysis suggests the main area of experience which may be negatively impacting satisfaction and where there is the most potential to improve satisfaction is service meeting expectations (Q4).

The highest regression score was recorded for that measure, indicating it is the aspect of service most closely correlated to overall satisfaction among OPG/AoC users, and only half agreed their expectations were met there is a high opportunity score for the measure as there is room to improve users' ratings.

Table 63: Key driver analysis - All OPG/AoC users

Overall satisfaction	Correlations	Regression	Performance	Gap to perfection	Opportunity score
Q1a - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to access the OPG/AoC services I required	66	0.069	77	23	1.60
Q1b - Thinking about accessing court services, how much you do agree or disagree with each of the following statements? - I was able to achieve what I set out to do when accessing OPG/AoC services	72	0.084	74	26	2.15
Q4 - To what extent do you agree or disagree that the service you received met your expectations?	86	0.622	50	50	31.10

Q7a - Now thinking about the OPG/AoC staff that you engaged with while accessing services - How satisfied were you with the helpfulness of the staff that you engaged with?	70	0.067	73	27	1.79
Q7b - Now thinking about the OPG/AoC staff that you engaged with while accessing services - How satisfied were you with the politeness of the staff that you engaged with?	65	0.169	76	24	4.10

Please note scores for Q7a & b exclude 'not applicable' responses for the analysis

KEY:

Regression: relationship to overall satisfaction question.

Performance: % of people scoring top 2 codes (agree slightly/strongly or satisfied/very satisfied).

Gap to Perfection: Difference between 100 and Performance score.

Opportunity Score: Multiply the regression score (relationship it has with the overall question) by the gap to perfection (space there is to improve).

Service improvements

OPG/AoC users were also asked if there were any parts of the service they had used which they thought could have been done differently. 41% responded by saying they didn't have any suggestions for improvements, and positive feedback was recorded from 17 respondents overall. Suggested improvements were most likely to relate to a single issue, in line with reasons for disagreement noted around ability to achieve what set out to do and service meeting expectations: efficiency/speed around the POA process (mentioned in 23% of comments). This provides a clear area of focus for improvements.

Table 64: Parts of service that could have been done differently – All OPG/AoC users

Themes from comments	Number	%
None / nothing / NA	34	41%
Efficiency/speed of POA processes	19	23%
Website / digital issues	6	7%
More staff/resources	3	4%
Comms / info - general improvements	3	4%
Positive comments - quick / efficient / timely	11	13%
Positive comments - good communications / info	7	9%
Positive comments - helpful / good staff	5	6%

Comments made by less than 2 people not shown.

No, I received an exceedingly prompt response to my query. I'm fully satisfied.

Your responses to e-mails is very good and helpful

All of it - I cannot fathom why it is taking 13 months to register POAs. The EPOAR system is clunky and slow.

Concern re time line for review on submitted POA, however thankful for email response from [staff member] when asking for further information, ongoing concern if my husband and I die before the review of our submission is completed.

Other comments

Respondents were also offered the opportunity to provide any other feedback at the end of the survey. 41 people left a comment, of which 17 included positive feedback, mainly relating to staff (15 comments), but also speed and efficiency of services (5 comments), and good communications (5 comments). 27 comments highlighted improvements that could be made/it was felt were needed. These were most likely to relate to POA timescales/processes in line with other findings (14 comments mentioned this), with general comments that communications/information could be improved the only other topic mentioned by more than 3 people (5 comments). Some examples of verbatim comments are shown below and illustrate that many value OPG/AoC services but frustrations around POA timescales/processes dilute satisfaction.

It used to be 6 months to register a POA when I first started dealing with them. It has crept up and up and we are now looking at 13 months. Something needs to be done to address the backlog and something done to keep it at a reasonable timescale which I think should be 3 months or less.

All team members are extremely helpful, patient and very understanding. In my professional capacity it is a pleasure to deal with the OPG.

You were honest about the time the process was taking and dealt with the difficulties I faced through not getting the papers politely and, as I have said, very quickly. Thank you.

Nothing else - just the speed of registration. I haven't had reason to phone the OPG recently, but am happy to confirm that the staff have always been very helpful and polite during any phone conversations. The main issue is simply the lack of urgency to process registrations.

The person who replied to my email was very professional and responded very quickly. They also took time to receive a telephone call from myself and gave me very useful information over the phone. I was very impressed with the service provided.

Manage expectations regarding the time it takes to reply

Conclusions

The first combined user satisfaction study across Courts, Tribunals, and OPG/AoC achieved good engagement, meeting its overall target number of responses; however sample sizes for tribunals users and OPG/AoC users were relatively small, limiting the amount of subgroup analysis possible for these.

Across the combined sample satisfaction with SCTS services was highly positive with:

- **88%** agreeing they could access the services they needed
- **86%** agreeing they achieved what they set out to do
- **80%** agreeing services met expectations
- **87%** satisfied with the helpfulness of staff
- **89%** satisfied with the politeness of staff, and
- **79% overall satisfaction.**

Court users were the most positive about services and 83% net overall satisfaction was achieved for this business area. Staff politeness (93%), helpfulness (91%), and being able to access required services (90%) were the most highly scored areas, with meeting expectations scored lower at 83% (though this remains a very positive result). Ratings were high across subgroups however the Glasgow & Strathkelvin sheriffdom tended to be less positive than others. Advocates, Solicitor Advocates or Solicitors were the most positive user type across all measures.

While it is clear many users surveyed were highly satisfied with their experience of the courts, comments explaining negative scores and made when respondents were offered the opportunity to make suggestions for change or provide other feedback, suggest potential areas of improvement could include communications and information consistency, improving facilities, better support for victims and witnesses, and improving the speed/efficiency of processes.

Tribunal users were also highly positive, with three quarters (75%) satisfied or very satisfied overall. Ratings around being able to access required services were highest for these users (90% net agreement achieved), and, as with other business areas, service meeting expectations was rated least highly, at 75% net agreement.

Feedback from users' typed in comments suggests dissatisfaction is most likely to be related to slow/complex processes and timeliness of responses (with slightly lower scores for users contacting services via email/telephone across some measures); and therefore improvements to communications and process simplification is likely to help increase satisfaction.

OPG/AoC users had an overall satisfaction score of 51%, and rated all aspects of service less highly than courts or tribunals service users, with higher rates of dissatisfaction also recorded. Across measures users included a significant proportion of people who rated services highly (selecting agree strongly or very satisfied across measures), and typed in comments include very positive feedback about service received; however significant frustration was also recorded - specifically relating to slow POA processing times. This single issue appears to be a key driver of dissatisfaction with OPG/AoC, and therefore efforts to improve this are likely to have a positive impact on satisfaction.

Key driver analysis suggests that overall, improving the extent to which services meet users' expectations is also likely to improve satisfaction and could involve managing expectations more clearly at the outset, ensuring consistency of service, reducing unexpected delays or steps where possible, and improving communication about what will happen next.

Appendix 1 – Questionnaires used in surveying

Scottish Courts and Tribunals Service Customer Satisfaction Survey CAPI Questionnaire

Interviewer to code LOCATION:

	Code
Aberdeen – Supreme court	1
Aberdeen – Sheriff Court and Justice of the Peace Court	2
Airdrie	3
Ayr	4
Dumbarton [or Greenock]	5
Dundee - Sheriff Court and Justice of the Peace Court	6
Dundee – Endeavor House	7
Dunoon	8
Edinburgh – Supreme court	9
Edinburgh – Sheriff Court and Justice of the Peace Court	10
Edinburgh – Tribunals office	11
Falkirk	12
Glasgow – Supreme court	13
Glasgow – Sheriff Court and Justice of the Peace Court	14
Glasgow – Tribunals centre	15
Greenock [or Dumbarton]	16
Hamilton	17
Inverness [or Peterhead]	18
Kilmarnock	19
Kirkcaldy	20
Livingston	21
Paisley	22
Perth	23
Peterhead [or Inverness]	24
Other, specify	25

INTRODUCTION

Good morning/afternoon, I am [NAME] from Progressive, an independent market research company.
We are carrying out a survey on behalf of the Scottish Courts and Tribunal Service.

TEXT SUBSTITUTION:

TRIBUNAL USERS (INTERVIEWER LOCATION CODES 7, 11 OR 15) TO SEE TEXT A
COURT USERS (OTHER LOCATION CODES) TO SEE TEXT B

TEXT A: The aim of the survey is to understand how satisfied you have been with services during the time since you lodged your appeal and the service at your hearing today, and feedback will be used to improve these services.

TEXT B: The aim of the survey is to understand how satisfied you have been with services during and in the run up to your visit here today, and feedback will be used to improve these services.
Please note that the survey will ask questions about the administrative support provided to you today. It is not about the decision reached by the panel at tribunal hearings or about court decisions, and completing this survey will not affect any decisions reached. This information will allow SCTS to review the service it provides and make improvements on the basis of feedback. It is important to remember that administrative staff are only able to provide limited procedural information and guidance. Staff are not able to provide legal advice at any stage of the process. Thank you for taking the time to assist us in improving our administrative processes.

The interview will take about 5 minutes to complete. Would you like to take part?

Outcome:

	CODE	ROUTE
Yes	1	Continue
No	2	CLOSE

Before I start, I just need to give you a few details about the research.

- This survey will not ask for any personal details about you.
- You are free to withdraw at any stage of the interview.
- If you have any questions about the research I can give you contact details for Progressive at the end of the interview if you would like.

REASSURE ONLY IF NECESSARY:

The survey is completely confidential, in accordance with the Market Research Society Code of Conduct. The answers you give in the survey will be combined with answers from other people who have taken part to give overall survey findings. No one will be able to identify you individually from the data.

I have a copy of Progressive's privacy statement if you would like to read it.

SQ1: Consent: Are you happy to continue with the survey?

SINGLE CODE	CODE	ROUTE
Yes	1	Continue
No	2	CLOSE

SCREENING QUESTIONS

ASK ALL

SQ1. Are you aged under 16?

SINGLE CODE	CODE	ROUTE
Yes	1	SCREENOUT
No	2	Q2

ASK ALL

SQ2. Are you here today as part of your professional/working role?

SINGLE CODE	CODE
Yes	1
No	2

ASK ALL

SQ3. Which service did you access today?

SINGLE CODE	Code
Courts	1
Tribunals	2
Unsure	3

ASK ALL

SQ4. What type of service did you access today?

SINGLE CODE	Code	Route
Courts		
Sheriff Court	1	Continue
Justice of the Peace Court	2	Continue
Supreme Courts (High Court/Court of Session)	3	Continue
The Scottish Land Court or Lands Tribunal for Scotland	4	Continue
Tribunals		
Upper Tribunal for Scotland (GLASGOW)	5	Continue
Health and Education Chamber (GLASGOW)	6	SCREENOUT
Housing and Property Chamber (GLASGOW)	7	Continue
Social Security Chamber (GLASGOW)	8	Continue
General regulatory Chamber (which deals with Charity appeals and Transport appeals) (EDINBURGH)	9	Continue
Tax Chamber (EDINBURGH)	10	Continue
Pensions Appeal Tribunal (EDINBURGH)	11	Continue
Social Security & Child Support Chamber (DUNDEE)	12	Continue
Employment Chamber (DUNDEE)	13	SCREENOUT
Immigration & Asylum Tribunal	14	SCREENOUT
Social Entitlement (Social Security and Child Support appeals)	15	SCREENOUT
The Employment Tribunal in Scotland	16	SCREENOUT
Something else (please specify)	17	SCREENOUT
Unsure	18	Continue IF COURT USER

ASK IF SQ4 = (1~4) – USER AT COURTS

IF SQ2 = 1 (PROFESSIONAL USER) SHOW CODES 1~5 AND CODES 7, 11 & 12

IF SQ2 = 2 (NON-PROFESSIONAL USER) SHOW CODES 6~12

SQ5. In what capacity are you attending court today?

SINGLE CODE	Code	Route
A member of the judiciary (Judge, Sheriffs Principal, Sheriff, Summary Sheriff or Justice of the Peace)	1	SCREENOUT
A Scottish Courts and Tribunals staff member	2	SCREENOUT
A building staff member (e.g. security, cleaning or catering staff member)	3	SCREENOUT
An advocate, solicitor advocate or solicitor	4	Continue
In another professional capacity (for example Appropriate adult, Children's Reporter, Safeguarder, Interpreter, Social Work staff member, Police staff member, Expert Witness, Press Reporter, Victim Support Worker or Witness Service Worker)	5	Continue
An accused person or supporter of an accused person in a criminal case	6	Continue
A victim or witness, or a supporter of a victim or witness in a criminal case	7	Continue
A civil litigant or witness in a civil case or supporter in a civil case	8	Continue
A juror (selected or not selected)	9	Continue
Visiting the public counter or office	10	Continue
Other, specify	11	Continue
Prefer not to say	12	Continue

ASK IF SQ4 = (5, or 7~12) – USER AT TRIBUNALS

IF SQ2 = 1 (PROFESSIONAL USER) SHOW CODES 1~16, 22 & 23

IF SQ2 = 2 (NON-PROFESSIONAL USER) SHOW CODES 17~23

SQ6. In what capacity are you attending a tribunal today?

SINGLE CODE	Code	Route
Attending in a professional capacity		
Respondent	1	Continue
Applicant	2	Continue
Appellant	3	Continue
Representative	4	Continue
Interpreter	5	Continue
Legal representative or solicitor	6	Continue
Local Authority representative	7	Continue
Kindred advocate	8	Continue
Veterans UK	9	Continue
Presenting Officers	10	Continue
Rating agents	11	Continue
Scottish Assessors	12	Continue
Revenue Scotland	13	Continue
Panel members	14	SCREENOUT
A Scottish Courts and Tribunals staff member	15	SCREENOUT
A building staff member (e.g. security, cleaning or catering staff member)	16	SCREENOUT
Attending in a non-professional capacity		
Witness	17	Continue
Supporter	18	Continue
Parent/guardian	19	Continue
Party representative	20	Continue
Children/young people over 16	21	Continue
Other (please specify)	22	Continue
Prefer not to say	23	Continue

MAIN QUESTIONS

1. Thinking about accessing court/tribunal services **today**, please tell me how much you agree or disagree with each of the following statements, with 1 being 'agree strongly' and 5 being 'disagree strongly'?

TEXT SUBSTITUTION: COURT USERS (SQ4 = 1~4) TO SEE 'COURT SERVICES'
 TRIBUNAL USERS (SQ4 = 5, or 7~12) TO SEE 'TRIBUNAL SERVICES'

SINGLE CODE	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
a. I was able to access the court/tribunal services I required today	1	2	3	4	5	6
b. I was able to achieve what I set out to do when accessing the court/tribunal services today	1	2	3	4	5	6

ASK IF Q1a=4 or 5

2. Why do you disagree that you were able to access the services you required today?
[OPEN QUESTION]

ASK IF Q1a=6

- 2b. You said you were unsure about being able to access the services you required – please tell us why this is?
[OPEN QUESTION]

ASK IF Q1b=4 or 5

3. Why do you disagree that you were able to achieve what you needed to do?
[OPEN QUESTION]

ASK IF Q1b=6

- 3b. You said you were unsure about being able to access the services you required – please tell us why this is?
[OPEN QUESTION]

4. To what extent do you agree or disagree that the service you received today met your expectations?

SINGLE CODE	Code
Agree strongly	1
Agree slightly	2
Neither/nor	3
Disagree slightly	4
Disagree strongly	5
Unsure	6

ASK IF Q4=4 or 5

5. Why did the service you received today not meet your expectations?

[OPEN QUESTION]

ASK IF Q4=6

5b. You said you were unsure if the service met your expectations – please tell us why this is

[OPEN QUESTION]

ASK ALL

6. Were there any parts of the service you used today that you think could have been done differently?

[OPEN QUESTION]

7. Now thinking about the court/tribunal staff that you engaged with today, please tell me how much you agree or disagree with each of the following statements, with 1 being 'agree strongly' and 5 being 'disagree strongly'?

Please note: for this question we are not asking about members of the judiciary (Judges, Sheriffs or Justices of the Peace who make rulings/decisions on cases/hearings) but other administrative staff you may have come across today, for example at reception, court clerks or court officers etc.

SINGLE CODE	Very satisfied	Satisfied	Neither satisfied / nor dissatisfied	Dissatisfied	Very dissatisfied	Unsure	n/a
a. How satisfied were you with the helpfulness of the staff that you engaged with?	1	2	3	4	5	6	7
b. How satisfied were you with the politeness of the staff that you engaged with?	1	2	3	4	5	6	7

8. And finally, how satisfied or dissatisfied were you with the service provided today by the court/tribunal overall?

Reminder: this is not about the judicial decision or outcome of your case. This questions relates to the interactions and administrative services provided by staff in the court/tribunal

TEXT SUBSTITUTION:

COURT USERS (SQ4 = 1~4) TO SEE 'COURT SERVICES'

TRIBUNAL USERS (SQ4 = 5, or 7~12) TO SEE 'TRIBUNAL SERVICES'

SINGLE CODE	Code
Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Unsure	6

9. Is there anything else about the services today that you would like to share with us?
[OPEN QUESTION]

GDPR OUTRO

Thank you for taking part in this research survey. The organisation that commissioned this research is the Scottish Courts and Tribunals Service.

If you have any questions about this survey or research, we can provide contact details for Progressive [SHOW LAMINATED THANK YOU LEAFLET].

Thank and close



Scottish Courts and Tribunals Service Customer Satisfaction Survey Online Questionnaire

INTRODUCTION

The Scottish Courts and Tribunals Service (SCTS) supports justice in Scotland by providing the people, buildings and services needed to support the judiciary, the courts, devolved tribunals, the Office of the Public Guardian and the Accountant of Court.

SCTS is carrying out an important Scotland-wide survey to understand what people think about its administrative services. Progressive Partnership (an independent market research agency) is assisting SCTS by conducting the survey on its behalf.

If you have visited a court building recently, or used a remote witness video site to give evidence or have interacted with the SCTS as part of a court action, we want to hear your views and would welcome your feedback to ensure our administrative support services meet your needs.

If you have visited a tribunal building recently, or been part of a tribunal which was conducted remotely by telephone, video call, or through paper-based determination, we would welcome your feedback to ensure our administrative support services meet your needs throughout the appeal process.

The survey will take about 5 minutes to complete and feedback from it will be used to improve administrative services.

Please note that the survey is not about those applying the law to make decisions in your case but only about the administrative support you received whilst dealing with your case.

Please note that the survey will ask questions about the administrative support provided to you during your appeal process. It is not about the decision reached by the panel at tribunal hearings and completing this survey will not affect any decisions reached. This information will allow SCTS to review the service it provides and make improvements on the basis of feedback. It is important to remember that administrative staff are only able to provide information and not advice during the appeal process. Thank you for taking the time to assist us in improving our administrative processes.

The survey will close on the 22nd of February 2026.

If you accessed the link to this survey from within an email about an upcoming hearing please complete the survey after your hearing has taken place.

The survey is being administered by Progressive Partnership Ltd, an independent research company on behalf of the Scottish Courts and Tribunals Service (SCTS). We work in line with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Market Research Society Code of Conduct. The survey is completely anonymous, therefore, please be assured that your confidentiality is respected at all times. SCTS and stakeholders will not know who has taken part, and Progressive's reporting of survey results will make sure that no individual can be identified. If you would like to read Progressive's privacy statement, you can do so here: [Privacy & Data Collection - Progressive Partnership](#). SCTS' privacy note is available [here](#).

Under GDPR (General Data Protection Regulations) public sector organisations are permitted to conduct research with users of their services if it is necessary for the performance of tasks undertaken in the public interest.

QC1 (Consent): Are you happy to continue with the survey?

SINGLE CODE	CODE
Yes	1
No	2

SCREENING QUESTIONS

ASK ALL

SQ1a. Were you sent the survey link in an email about an upcoming hearing?

SINGLE CODE	CODE	ROUTE
Yes	1	SQ1b
No	2	SQ2

ASK IF SQ1a = 1

SQ1b. Have you had your hearing?

TEXT SUBSTITUTION:

- THOSE WHO ACCESS SURVEY THROUGH A COURT LINK TO SEE 'COURT SERVICES'
- THOSE WHO ACCESS SURVEY THROUGH A TRIBUNAL LINK TO SEE 'TRIBUNAL SERVICES'

SINGLE CODE	CODE	ROUTE
Yes	1	SQ2
No – but I have had other recent experience of court/tribunal services	2	SQ2
No	3	SCREENOUT

SQ2. Are you aged under 16?

SINGLE CODE	CODE	ROUTE
Yes	1	SCREENOUT
No	2	Q2

SQ3. Were you accessing services as part of your professional/working role?

SINGLE CODE	CODE
Yes	1
No	2

ASK ALL WHO ACCESS SURVEY THROUGH A COURTS LINK

SQ4. Which of these Courts have you interacted with most recently?

SINGLE CODE	Code
A Sheriff Court	1
A Justice of the Peace Court	2
A Supreme Court (High Court or Court of Session)	3
The Scottish Land Court or Lands Tribunal for Scotland	4
Unsure	5

SQ5. And how did you interact with those Court services?

SINGLE CODE	Code
In person	1
By email or telephone	2
Remote access via a link	3

ASK IF SQ4 = 1 OR SQ4 = 5

SQ6. Which court location did you attend, contact or access remotely?

Sheriff Courts	Code	Sheriff Courts	Code
Aberdeen	1	Jedburgh	21
Airdrie	2	Kilmarnock	22
Alloa	3	Kirkcaldy	23
Ayr	4	Kirkwall	24
Banff	5	Lanark	25
Campbeltown	6	Lerwick	26
Dumbarton	7	Livingston	27
Dumfries	8	Lochmaddy	28
Dundee	9	Oban	29
Dunfermline	10	Paisley	30
Dunoon	11	Perth	31
Edinburgh	12	Peterhead	32
Elgin	13	Portree	33
Falkirk	14	Selkirk	34
Forfar	15	Stirling	35
Fort William	16	Stornoway	36
Glasgow	17	Stranraer	37
Greenock	18	Tain	38
Hamilton	19	Wick	39
Inverness	20	Other (please specify)	40

ASK IF SQ4 = 2

SQ7. Which court location did you attend, contact or access remotely?

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

ASK IF SQ4 = 3,4

SQ8. Which court location did you attend, contact or access remotely?

Supreme Courts	Code
Aberdeen	1
Dundee	2
Edinburgh – Lawnmarket	3
Edinburgh – Parliament House	4
Glasgow	5
Inverness	6
Kilmarnock	7
Livingston	8
Paisley	9
Stirling	10
Other (please specify)	11

IF PROFESSIONAL USER (SQ3=1) SHOW CODES 1~5 AND CODES 7, 11 & 12
IF NON-PROFESSIONAL USER (SQ3=2) SHOW CODES 6~12

SQ9. In what capacity were you accessing court services?

SINGLE CODE	Code	Route
A member of the judiciary (Judge, Sheriffs Principal, Sheriff, Summary Sheriff or Justice of the Peace)	1	SCREENOUT
A Scottish Courts and Tribunals staff member	2	SCREENOUT
A building staff member (e.g. security, cleaning or catering staff member)	3	SCREENOUT
An advocate, solicitor advocate or solicitor	4	Continue
In another professional capacity (for example Appropriate adult, Children's Reporter, Safeguarder, Interpreter, Social Work staff member, Police staff member, Expert Witness, Press Reporter, Victim Support Worker or Witness Service Worker)	5	Continue
An accused person or supporter of an accused person in a criminal case	6	Continue
A victim or witness, or a supporter of a victim or witness in a criminal case	7	Continue
A civil litigant or witness in a civil case or supporter in a civil case	8	Continue
A juror (selected or not selected)	9	Continue
Visiting the public counter or office	10	Continue
Other, specify	11	Continue
Prefer not to say	12	Continue

ASK ALL WHO ACCESS SURVEY THROUGH A TRIBUNALS LINK

SQ10. Which of these services have you accessed most recently?

SINGLE CODE	Code	Route
Upper Tribunal for Scotland	1	Continue
Housing and Property Chamber	2	Continue
Local Taxation Chamber	3	Continue
Social Security Chamber	4	Continue
General regulatory Chamber (which deals with Charity appeals and Transport appeals)	5	Continue
Tax Chamber	6	Continue
Pensions Appeal Tribunal	7	Continue
The Scottish Land Court	8	Continue
Other, specify	9	Continue
Unsure	10	SCREENOUT

SQ11. And how did you access services?

SINGLE CODE	Code
In person	1
By email or telephone	2
Remote access via a link	3

ASK IF SQ11 = 1 AND ACCESSED VIA A TRIBUNALS LINK

SQ12. Which tribunal location did you attend?

Supreme Courts	Code
Edinburgh Tribunals Office (George House)	1
Glasgow Tribunals Centre (York Street)	2
Another location (please tell us where)	3

IF PROFESSIONAL USER (SQ3=1) SHOW CODES 1~16 AND CODES 22 & 23

IF NON-PROFESSIONAL USER (SQ3=2) SHOW CODES 17~21 AND CODES 22 & 23

SQ13. In what capacity were you accessing tribunal services?

SINGLE CODE	Code	Route
As a respondent	1	Continue
Applicant	2	Continue
Appellant	3	Continue
Representative	4	Continue
Interpreter	5	Continue
Legal representative or solicitor	6	Continue
Local Authority representative	7	Continue
Kindred advocate	8	Continue
Veterans UK	9	Continue
Presenting Officers	10	Continue
Rating agents	11	Continue
Scottish Assessors	12	Continue
Revenue Scotland	13	Continue
Panel members	14	SCREENOUT
A Scottish Courts and Tribunals staff member	15	SCREENOUT
A building staff member (e.g. security, cleaning or catering staff member)	16	SCREENOUT
Witness	17	Continue
Supporter	18	Continue
Parent/guardian	19	Continue
Party representative	20	Continue
Children/young people over 16	21	Continue
Other (please specify)	22	Continue
Prefer not to say	23	Continue

MAIN QUESTIONS

1. Thinking about accessing court/tribunal services, how much you do agree or disagree with each of the following statements?

Please select one answer for each statement

TEXT SUBSTITUTION:

- COURT USERS (SQ9 = 4~12) TO SEE 'COURT SERVICES'
- TRIBUNAL USERS (SQ13 = 1~13, 17~23) TO SEE 'TRIBUNAL SERVICES'

SINGLE CODE	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
a. I was able to access the court/tribunal services I required	1	2	3	4	5	6
b. I was able to achieve what I set out to do when accessing the court/tribunal services	1	2	3	4	5	6

ASK IF Q1a=4 or 5

2. Why do you disagree that you were able to access the services you required?

Please type your answer in the box below

ASK IF Q1a=6

- 2b. You said you were unsure about being able to access the services you required – please tell us why this is?

Please type your answer in the box below

ASK IF Q1b=4 or 5

3. Why do you disagree that you were able to achieve what you needed to do?

Please type your answer in the box below

ASK IF Q1b=6

- 3b. You said you were unsure if you'd been able to achieve what you set out to do – please tell us why this is

Please type your answer in the box below

4. To what extent do you agree or disagree that the service you received met your expectations?

SINGLE CODE	Code
Agree strongly	1
Agree slightly	2
Neither/nor	3
Disagree slightly	4
Disagree strongly	5
Unsure	6

ASK IF Q4=4 or 5

5. Why did the service you received today not meet your expectations?

Please type your answer in the box below

ASK IF Q4=6

5b. You said you were unsure if the service met your expectations – please tell us why this is

Please type your answer in the box below

ASK ALL

6. Were there any parts of the service you used today that you think could have been done differently?

Please type your answer in the box below

7. Now thinking about the court/tribunal staff that you engaged with while accessing services

TEXT SUBSTITUTION:

- COURT USERS (SQ9 = 4~12) TO SEE 'COURT SERVICES'
- TRIBUNAL USERS (SQ13 = 1~13, 17~23) TO SEE 'TRIBUNAL SERVICES'

Single code for each statement.

SINGLE CODE	Very satisfied	Satisfied	Neither satisfied / nor dissatisfied	Dissatisfied	Very dissatisfied	Unsure	n/a
a. How satisfied were you with the <u>helpfulness</u> of the staff that	1	2	3	4	5	6	7

you engaged with?							
b. How satisfied were you with the <u>politeness</u> of the staff that you engaged with?	1	2	3	4	5	6	7

8. And finally, how satisfied or dissatisfied were you with the service provided today by the court/tribunal overall?

Reminder: this is not about the judicial decision or outcome of your case. This question relates to the interactions and administrative services provided by staff in the court/tribunal

TEXT SUBSTITUTION:

- COURT USERS (SQ9 = 4~12) TO SEE 'COURT'
- TRIBUNAL USERS (SQ13 = 1~13, 17~23) TO SEE 'TRIBUNAL'

SINGLE CODE	Code
Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Unsure	6

9. Is there anything else about the services today that you would like to share with us?

Please type your answer in the box below

GDPR OUTRO

Thank you for taking part in this research survey. The organisation that commissioned this research is the Scottish Courts and Tribunals Service.

If you have any questions about this survey or research, please contact Elise Livingstone (Elise.Livingstone@progressivepartnership.co.uk)

Please press submit below to register your responses.



Scottish Courts and Tribunals Service Customer Satisfaction Survey Online Questionnaire – OPG & AoC

INTRODUCTION

The Scottish Courts and Tribunals Service (SCTS) supports justice in Scotland by providing the people, buildings and services needed to support the judiciary, the courts, devolved tribunals, the Office of the Public Guardian and the Accountant of Court.

SCTS is carrying out an important Scotland-wide survey to understand what people think about its administrative services. Progressive Partnership (an independent market research agency) is assisting SCTS by conducting the survey on its behalf.

If you have been to the Office of the Public Guardian (OPG) or the Accountant of Court (AoC) offices, or accessed their services remotely recently, we want to hear your views and would welcome your feedback to ensure our administrative support services meet your needs.

The survey will take about 5 minutes to complete and feedback from it will be used to improve administrative services.

Please note that the survey is not about those applying the law to make decisions in your case or enquiry but only about the administrative support you received.

The survey will close on the 22nd of February 2026.

The survey is being administered by Progressive Partnership Ltd, an independent research company on behalf of the Scottish Courts and Tribunals Service (SCTS). We work in line with the UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Market Research Society Code of Conduct. The survey is completely anonymous, therefore, please be assured that your confidentiality is respected at all times. SCTS and stakeholders will not know who has taken part, and Progressive's reporting of survey results will make sure that no individual can be identified. If you would like to read Progressive's privacy statement, you can do so here: [Privacy & Data Collection - Progressive Partnership](#). SCTS' privacy note is available [here](#).

Under GDPR (General Data Protection Regulations) public sector organisations are permitted to conduct research with users of their services if it is necessary for the performance of tasks undertaken in the public interest.

QC1 (Consent): Are you happy to continue with the survey?

SINGLE CODE	CODE
Yes	1
No	2

If you experience any technical issues while completing the survey, please contact survey@progressivepartnership.co.uk. For general enquiries about this study, please get in touch with elise.livingstone@progressivepartnership.co.uk

SCREENING QUESTIONS

SQ1. Are you aged under 16?

SINGLE CODE	CODE	ROUTE
Yes	1	SCREENOUT
No	2	Q2

SQ2. Do you access the Office of the Public Guardian/Accountant of Court as part of your professional/working role?

SINGLE CODE	CODE
Yes	1
No	2

SQ3. Which of these services have you accessed most recently?

SINGLE CODE	Code
The Office of the Public Guardian - Power of attorney service (planning ahead while you have capacity to do so or making any changes to a registered power of attorney)	1
The Office of the Public Guardian - Access to funds service (paying living expenses for an incapable adult)	2
The Office of the Public Guardian – Intervention orders service (a single action on behalf of an incapable adult)	3
The Office of the Public Guardian – Guardianship orders for adults’ service (ongoing actions on behalf of an incapable adult)	4
The Office of the Public Guardian – Investigations service (are the funds of an incapable adult being misused?)	5
The Accountant of Court – regarding child trust funds	6
The Accountant of Court - regarding consigned funds	7
The Accountant of Court - regarding the administration of funds belonging to a child	8
The Accountant of Court - regarding judicial factors	9
Unsure	10

IF PROFESSIONAL USER (SQ2=1) SHOW CODES 6~12

IF NON-PROFESSIONAL USER (SQ2=2) SHOW CODES 1~5 AND CODES 11 &12

SQ4. In what capacity were you accessing the service?

SINGLE CODE	Code	Route
As a Guardian, intervener or withdrawer, managing the financial affairs of an incapable adult	1	Continue
As a granter of power of attorney (someone who is giving another person power to act on their behalf and in their name)	2	Continue
As an Attorney (someone who is being/has been given power of attorney)	3	Continue
As someone who is the subject of a financial investigation	4	SCREENOUT
As part of a general enquiry (e.g. for information about how to go about making an application, or to ask for forms)	5	Continue
Local Authority professional (e.g. social worker or mental health officer)	6	Continue
Legal professional such as solicitor or will writer	7	Continue
Financial sector professional such as banks, building societies, pension providers and insurance companies	8	Continue
Medical professional	9	Continue
Police	10	Continue
Something else (please specify)	11	Continue
Unsure	12	SCREENOUT

SQ5. And how did you access services?

SINGLE CODE	Code
In person at the offices	1
By email or telephone	2
Remote access via a link	3

MAIN QUESTIONS

1. Thinking about accessing the Office of the Public Guardian/Accountant of Court services, how much you do agree or disagree with each of the following statements?

Please select one answer for each statement

SINGLE CODE	Agree strongly	Agree slightly	Neither/nor	Disagree slightly	Disagree strongly	Unsure
a. I was able to access the Office of the Public Guardian/Accountant of Court services I required	1	2	3	4	5	6
b. I was able to achieve what I set out to do when accessing the Office of the Public Guardian/Accountant of Court services	1	2	3	4	5	6

ASK IF Q1a=4 or 5

2. Why do you disagree that you were able to access the services you required?

Please type your answer in the box below

ASK IF Q1a=6

- 2b. You said you were unsure about being able to access the services you required – please tell us why this is

Please type your answer in the box below

ASK IF Q1b=4 or 5

3. Why do you disagree that you were able to achieve what you needed to do?

Please type your answer in the box below

ASK IF Q1b=6

- 3b. You said you were unsure if you'd been able to achieve what you set out to do – please tell us why this is

Please type your answer in the box below

4. To what extent do you agree or disagree that the service you received met your expectations?

SINGLE CODE	Code
Agree strongly	1
Agree slightly	2
Neither/nor	3
Disagree slightly	4
Disagree strongly	5
Unsure	6

ASK IF Q4=4 or 5

5. Why did the service you received today not meet your expectations?

Please type your answer in the box below

ASK IF Q4=6

5b. You said you were unsure if the service met your expectations – please tell us why this is

Please type your answer in the box below

ASK ALL

6. Were there any parts of the service you used today that you think could have been done differently?

Please type your answer in the box below

7. Now thinking about the Office of the Public Guardian/Accountant of Court staff that you engaged with while accessing services

Single code for each statement.

SINGLE CODE	Very satisfied	Satisfied	Neither satisfied / nor dissatisfied	Dissatisfied	Very dissatisfied	Unsure	n/a
a. How satisfied were you with the helpfulness of the staff that	1	2	3	4	5	6	7

you engaged with?							
b. How satisfied were you with the politeness of the staff that you engaged with?	1	2	3	4	5	6	7

8. And finally, how satisfied or dissatisfied were you with the service provided by the Office of the Public Guardian/Accountant of Court overall?

Reminder: this is not about the judicial decision or outcome of your case or enquiry. This question relates to the interactions and administrative services provided by staff in the Office of the Public Guardian/Accountant of Court.

SINGLE CODE	Code
Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5
Unsure	6

9. Is there anything else about the services that you would like to share with us?

Please type your answer in the box below

Add code for: Nothing else to add

GDPR OUTRO

Thank you for taking part in this research survey. The organisation that commissioned this research is the Scottish Courts and Tribunals Service.

If you have any questions about this survey or research, please contact Elise Livingstone (Elise.Livingstone@progressivepartnership.co.uk)

Please press submit below to register your responses.

Technical appendix

1. The data was be collected by online and face-to-face surveying.
2. The target group for this research study was users of SCTS services.
3. The target sample size was 750-1,000. The final achieved sample size was 856.
4. The sample type is non-probability.
5. For face-to-face interviewing, where possible, respondents were selected using a stratified random sampling technique, where interviewers work to specified quota controls on key sample criteria and select respondents randomly within these quotas. In some locations due to low footfall, all users were invited to take part.
6. Respondents to paper and internet self-completion studies are self-selecting and complete the survey without the assistance of a trained interviewer. This means that we cannot strictly control sampling and, in some cases, this can lead to the findings skewed towards the views of those motivated to respond to the survey.
7. Survey interview/completion time was approximately 5 minutes.
8. Each interviewer's work is typically validated achieved by re-contacting (by telephone or email) a minimum of 10% of the sample to check profiling details and to re-ask key questions from the survey. However in this instance to preserve anonymity of respondents validation was not conducted.
9. Data gathered using self-completion methodologies are validated using the following techniques:
 - Where data is collected via an internet survey using an access panel, respondents can only submit one response due to a system of unique IDs used by panel providers. Panellist IDs are also checked for duplication as part of Progressive's fieldwork checks. Where more than one panel provider is used, we use cookies to ensure the same individual cannot complete the same survey via two different sample providers.
 - Internet surveys using client lists can also use a password system to avoid duplicate surveys. The sample listing is also de-duplicated prior to the survey launch.
 - Where some profiling information is available on the sample list, this is checked against responses where possible to validate the data.
 - Where a self-completion survey is anonymous there will not be any opportunity for validation. However, all questionnaires returned undergo rigorous editing and quality checks and any thought to be invalid are removed from further processing.
10. All research projects undertaken by Progressive comply fully with the requirements of ISO 20252, the UK GDPR and the MRS Code of Conduct.

Data processing and analysis

1. Quota controls will guide sample selection for this study. This means that statistically precise margins of error or significance testing are not appropriate, as the sampling type is non-probability. The margins of error outlined below are therefore indicative, based on an equivalent probability sample.
 - The overall sample size of 856 provides a dataset with an approximate margin of error of between $\pm 0.67\%$ and $\pm 3.35\%$, calculated at the 95% confidence level (market research industry standard).
 - Progressive undertakes a number of quality checks on the data to ensure its validity and integrity.
 - For online questionnaires, these checks include:
 - Responses checked for duplicates where unidentified responses permitted. Cookies are also used and open-ended response are checked to avoid duplicate responses.

- The raw data is monitored throughout fieldwork to check for flatlining responses, quality of open-ended responses and speed of completion. Rules will be agreed with the DP team at the start to determine when to exclude data based on these checks. Where the sample source was an online panel, the IDs of all respondents removed from analysis are referred back to the panel provider to assist with on-going quality improvements.
 - For CAPI questionnaires, these checks include:
 - Field checks will be agreed with the fieldwork manager prior to fieldwork starting. These may include speed of interview, quality of open-ended responses, probing at scale questions, adherence to quotas and any other project specific checks required. The raw data submitted by each and every interviewer is checked against these criteria throughout fieldwork. Any concerns are personally communicated back to interviewers, and their work further monitored.
 - The raw data is checked to ensure that interviewer and location are identifiable. Any errors or omissions detected at this stage referred back to the field department, who re-contact interviewers to check.
 - CAPI scripts include an option to agree to being re-contacted, either by email to complete an online survey or by telephone for an interview, for quality assurance purposes. Responses to the back-checking are matched to the CAPI interview responses which may be corrected if errors are identified. We back-check at least 10% of each interviewer's work.
 - Other data checks include:
 - A computer edit is carried out prior to analysis, involving both range (checking for outliers) and inter-variable checks. Any further inconsistencies identified at this stage are investigated by reference back to the raw data where possible.
 - Where an 'other – specify' codes is used, open-ended responses are checked against the parent question for possible up-coding.
 - Responses to open-ended questions will be spell and sense checked. Where required these responses may be grouped using a coding frame, which can be used in analysis. The code frame will be developed by the executive or operations team and will be based on the analysis of minimum 50 responses.
 - Open-ended coding is validated using a dependent approach, whereby a second person has access to the original coding and checks a minimum of 5% of cases coded. Once responses are fully coded and validated, the completed code frame is given a final check by the Executive responsible for the project, and any queries or amends are passed back to the Data Project manager.
2. A SNAP programme is set up with the aim of providing the client with useable and comprehensive data. Crossbreaks are discussed with the client in order to ensure that all information needs are met.