

2010 Highland Council Performance Survey

2010 Sgrùdadh Coileanadh Chomhairle na Gàidhealtachd

Dear Panel Member

Thank you for agreeing to be involved in the Citizens' Panel.

We conduct a survey like this every year to find out about satisfaction with council services. This helps us to identify where we need to improve.

This year we are also asking for views on how the council can save money given the challenging economic environment and reductions in public sector funding. For this reason we have enclosed further information on our budget savings ideas. You might find this helpful for answering the questions in Section D of this form.

The survey should take around 30 minutes to complete. This is the longest survey we will send you.

Any information we receive from you will be treated in the strictest confidence and will not be used for any purposes other than this research.

We will take your responses to the questions very seriously.



Yours faithfully
Alistair Dodds, Chief Executive, The Highland Council

If you would like someone to help you complete this questionnaire, or, if you would like to receive it in an alternative format, e.g. large print, Braille, e-mail, audio tape, or suitable language, please telephone:
01463 702006

Please return your completed questionnaire in the reply paid envelope provided by 30th June 2010. NO STAMP IS NECESSARY

THANK YOU FOR TAKING PART IN THIS SURVEY

SECTION A: CONTACT WITH THE COUNCIL
EARRANNA: A' CUR FIOS CHUN NA COMHAIRLE

1 Have you had contact with The Highland Council during the **past year**?

(Please tick one box only)

Yes ₁ *(Continue to question 2)*

No ₂ *(Go to question 7)*

2 Thinking about your most recent contact with The Highland Council, **what was your reason for making contact?**

(Please tick all that apply)

To make a payment (e.g. Rent, Council Tax) ₁

To make an enquiry ₂

To request a service ₃

To make a complaint ₄

To speak to your Councillor ₅

Other *(Please specify)*:

3 a How did you make this contact?

(Please tick all that apply)

Personal visit to Council Office ₁

Personal visit to Service Point ₂

By telephone ₃

By letter ₄

On-line (e.g. Council's website or home computer, e-mail) ₅

On-line (through public access computer e.g. school, library) ₆

During a visit at home by Council staff ₇

Through a Ward Forum ₈

Other *(Please specify)*:

3 b Did you make this contact in Gaelic?

(Please tick one box only)

Yes ₁

No ₂

4 If you contacted an office in person:

(Please state)

What town/village was the office located in?

What type of office was it (e.g. Service Point, Housing Service)?

5 When you last contacted the Council, was your request dealt with by the first person you contacted?

(Please tick one box only)

Yes ₁

No ₂

N/A - I used the website ₃

6 Please give your views on the service you received when you made this contact:

(If a statement does not apply to you, tick N/A for not applicable)

a) For all types of contact	Good	Average	Poor	N/A
Helpfulness of staff.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
How well the staff understood what you wanted.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Overall satisfaction with service given.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) For personal visits to Council Office/Service Point	Good	Average	Poor	N/A
Waiting time.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Privacy.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ability to reach the right person.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Facilities for people with a disability.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Opening hours.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) For telephone contact	Good	Average	Poor	N/A
Speed with which the telephone was answered.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
How easy was it to get through to someone who could help you.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Opening hours.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d) For letter / email / fax	Good	Average	Poor	N/A
Length of time taken for a response.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e) Council's website, www.highland.gov.uk	Good	Average	Poor	N/A
Content.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ease of use.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

7 How satisfied are you with the information you get on The Highland Council services?

(Please tick one box only)

Very Satisfied	Fairly Satisfied	Neither Satisfied /Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

8 If more services were available via telephone or the internet would you use these options rather than make a personal visit?

(Please tick Yes or No for each)

	Yes	No
Telephone.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Internet.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2

9 If all of the following additional methods for receiving information or contacting the Council were available to you, which would you use?

(Please tick all that apply)

Interactive/Digital TV.....	<input type="checkbox"/> 1
Text to and from your mobile.....	<input type="checkbox"/> 2
Pod Casting.....	<input type="checkbox"/> 3
Social Networking e.g. facebook, twitter.....	<input type="checkbox"/> 4

10 Overall do you find it easy to contact The Highland Council when you need to?

(Please tick one box only)

Yes ₁

No ₂

SECTION B: SATISFACTION WITH SERVICES
EARRANN B: RIARACHAS LE SEIRBHEISEAN

11 The Highland Council provides a wide range of services. Please indicate how satisfied or dissatisfied you are with each of these services by placing a tick in the boxes below.

	Very Satisfied	Fairly Satisfied	Neither Satisfied /Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Have Not Used Service
1 Council Service Points.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
2 Payment of Council Tax.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
3 Advice on Benefits.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
4 Swimming pools.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
5 Other sports facilities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
6 Museums.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
7 Libraries.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
8 Public Parks and other open spaces.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
9 Countryside ranger service.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
10 Walking routes, e.g. Great Glen Way.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
11 Cycling paths.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
12 Planning for future land use (Local Plan).....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
13 Planning applications and building warrants.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
14 Winter road maintenance.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
15 Road repairs and pot holes.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
16 Street cleaning.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
17 Street lighting.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
18 Pavement maintenance.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
19 Dealing with flooding.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
20 Refuse/bin collection.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
21 Recycling facilities.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
22 Economic development / business support.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
23 Environmental Health Service.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
24 Trading Standards.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
25 Public conveniences.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
26 Registrars for Births, Deaths and Marriages.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
27 Council Housing repairs.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
28 Council Housing information and advice.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
29 Burials and cremations.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
30 Pre-school services.....	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

		Very Satisfied	Fairly Satisfied	Neither Satisfied /Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Have Not Used Service
31	Primary education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
32	School transport.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
33	Secondary education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
34	Community learning / adult education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
35	Home care services.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
36	Residential homes for disabled / elderly people.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
37	Community Occupational Therapy.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
38	Services to reduce youth offending.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
39	Breakfast and After School Clubs.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
40	School meals.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
41	Services to protect children from harm.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
42	Services to protect adults at risk of harm.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

12 From the full list shown above and on the previous page, please indicate, in order of preference, which **five** services are **most important** to you.

(e.g. if Primary education is most important to you, write '31' in the first box, etc)

1st choice 2nd choice 3rd choice 4th choice 5th choice

13 Overall, are you satisfied with the services The Highland Council provides?

(Please tick one box only)

Yes 1 No 2

14 Overall, are you more or less satisfied with The Highland Council services than you were last year?

(Please tick one box only)

More Satisfied 1 Less Satisfied 2 About the Same 3 Don't Know 4

15 If you have made a complaint about the Council in the past year - how satisfied were you with how the Council handled your most recent complaint?

(Please tick one box only)

Very Satisfied 1 Fairly Satisfied 2 Neither Satisfied /Dissatisfied 3 Fairly Dissatisfied 4 Very Dissatisfied 5 No Complaint Made 6

16 If you were dissatisfied at Q11 or Q15 please comment on the reason(s).

(Please state)

17 Please give your views of the Council against the qualities shown below.

(Please indicate to what extent you agree or disagree with the following statements)

The Council:		Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
1	Maintains good quality local services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2	Listens to local people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3	Involves people in how it spends money.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4	Treats all residents fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5	Tells local people what it is doing.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6	Provides value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7	Is efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8	Is helpful.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9	Is friendly.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10	Is a fair employer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11	Is aware of people's needs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12	Represents your views	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13	Is environmentally friendly.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

18 From the list above, please indicate which are most important:

*(From the full list on the above page, please indicate in order of preference, which **five** qualities are **most** important to you? e.g. if to listen to local people is most important to you put a 2 in the 1st box and so on)*

1st choice 2nd choice 3rd choice 4th choice 5th choice

19 Thinking generally about what you expect from The Highland Council, would you say the Council:

(Please tick one box only)

Greatly exceeds your expectations

1

Slightly exceeds your expectations

2

Is about what you expect

3

Falls slightly short of your expectations

4

Falls a long way short of your expectations

5

20 If you have any other comments about the performance of The Highland Council in general, please give them here:

(Please state)

21 The Council is committed to providing information on its performance and wants to provide this in the best format possible. From the list below which are your preferred means of communication?

(Please tick all that apply)

- Written information from Service Points and other offices 1
- Published on the Council's web pages 2
- Included with the booklet received with council tax bill 3
- A separate newsletter 4
- As a newspaper insert 5
- Provided directly from the service 6
- Through contact with your Councillor 7
- Through Ward Forums 8
- Leaflets and notices in council facilities 9
- By email 10

SECTION C: COMMUNITY LIFE
EARRANN C: BEATHA COIMHEARSNACHD

22 How safe do you rate the area within 15 minutes walk of your home as a place to live?

(Please tick one box only)

- A very safe area** 1
- A fairly safe area** 2
- Rather unsafe area** 3
- A very unsafe area** 4
- No Opinion** 5

23 Thinking now about the neighbourhood or community you live in, how would you rate it as a place to live?

(Please tick one box only)

- Very Good** 1
- Fairly Good** 2
- Fairly Poor** 3
- Very Poor** 4
- No Opinion** 5

24 The Highland Council has a legal duty to develop a Gaelic Language Plan. It is based on the principle of equal respect for Gaelic and English and on the premise that Gaelic is an integral part of Highland life. To what extent do you feel "well disposed" to the Gaelic language?

(Please tick one box only)

- To a great extent** 1
- To some extent** 2
- Not really** 3
- Not at all** 4

25 Do you currently volunteer in any capacity?

(Please tick one box only)

Yes 1 *(Please go to questions 26 & 27)* **No** 2 *(Please continue to question 28)*

26 If **Yes** - how many voluntary activities are you involved in?

(Please tick one box only)

- ONE** 1
- TWO** 2
- THREE** 3
- OVER THREE** 4

27 How often do you usually volunteer?

(Please tick one box only)

- Every day..... 1
- Several times a week..... 2
- About once a week..... 3
- Several times a month..... 4
- About once a month..... 5
- Several times a year..... 6
- Once a year..... 7

SECTION D: YOUR VIEWS ON HOW THE COUNCIL CAN SAVE MONEY
EARRANN D: DO BHEACHDAN AIR MAR A DH'FHAODAS A' CHOMHAIRLE
AIRGEAD A SHÀBHALADH

The Council, like the rest of the public sector, will have to deliver services with fewer resources in the future. The reduced levels of funding may well last for 10 years or more. Over the next three years we need to reduce our costs by £59m. Our annual budget is £604m. We have agreed savings that amount to £23m, but need to find a further £36m.

In earlier surveys, the public have said they want more of a say in how the Council spends its money. We have ideas on where we could find the £36m of savings, for example £7.45m could be found by continuing to find efficiencies in how we work. We want to know your views on our ideas.

We will be gathering views in a number of ways through this survey, at ward forum meetings and focus groups, from letters and e-mails and on our blog: www.highland.gov.uk/yourcouncil/news/blog/ Please refer to the enclosed Budget Consultation document for more background information. Please answer the following questions based on your own opinions and experience.

SCHOOLS

Many schools were built over 100 years ago and it would be surprising if we had now just the right number of schools, of just the right size, in the right condition and in just the right place. We have 183 primary schools, 29 secondary schools and 5 special schools. We know that 23% of our primary schools (42 schools) are less than 40% full and schools rolls are falling in those areas. We know that 65% (121 primary schools) need improvements to the buildings. The recent Scottish Government school buildings survey reported that 25% of the poorest primary school buildings are in Highland. With fewer schools, and an agreed acceptable distance to travel to school, we could offer a better learning environment by merging schools and providing better community facilities. An alternative could be the same number of schools but with 12% less funding for each school for books, educational materials and computers. Potential savings are **£1.5m** over two years.

We want to know if you had to make a choice, would you have fewer schools or have each school taking a 12% cut in their budget

28 What would you be willing to accept?

(Please tick one box only)

- A reduction in the number of school buildings..... 1 *(Please go to question 29)*
- A reduction in all school budgets..... 2 *(Please go to question 30)*

29 Which of the following factors should help us decide where to merge schools and provide better community facilities?

(Please rank in order of importance - 1 most important to 5 least important)

Condition of the building

Whether the building is fit for purpose

Number of pupils in the school in relation to the size of the building

The number of children likely to need a school in the area in the next 5-10 years

Travel time to the nearest schools

CARE PROVISION

83% of care home places are currently provided by the private and voluntary sector. The remaining 17% are in 18 Council-run care homes for older people. A place in a Council-run home costs around £819 a week compared to between £464 and £540 for private and voluntary sector. Care homes are inspected against the same standards whether in the public, private or voluntary sectors. Inspection reports show similar quality across all sectors in Highland. Potential savings are **£2.9m** up to 2013.

We want to know if we should concentrate our effort, and our Council provision, in remote and rural areas where private/voluntary providers are unlikely to run care homes.

30 Which of the following options should the Council pursue in terms of care homes?

(Please tick one box only)

The Council continues to provide care homes at a higher cost ₁

Transfer all Council care homes to other organisations saving up to £2.9m ₂

The Council continues to provide care where no other organisation is willing to do so (mainly rural areas), achieving a lower level of savings ₃

CARE AT HOME

Currently we provide a care at home service to nearly 2000 older people. For around 1800 people this is provided by Council staff and for around 200 people we pay other organisations to provide this service. If we paid other organisations in the private and voluntary sectors to provide this service to everyone just now we would save **£1m**. The care provided is inspected against the same standards.

31 Does it matter which organisation provides the service?

(Please tick one box only)

Yes ₁

No ₂

32 What matters most in arranging care to enable people to stay in their own home (care at home)?

(Please rank in order of importance - 1 most important to 6 least important)

- Care standards met.....
- Lowest cost.....
- Best value - combination of cost and meeting care standards.....
- Accept higher costs in rural areas.....
- Maintain staff in Highland Council employment.....
- Continuity of staff providing care.....

COMMUNITY FACILITIES

Community services are provided in a number of settings supported by the Council. Sharing buildings could let us maintain some services whilst reducing costs as we cannot afford to maintain and run all of the local facilities separately.

33 Thinking about where you live and the facilities in your local community now and in the future, please tell us which of these you would be willing to see run in a shared building?

(Please tick all that apply.)

- Primary School..... 1
- Secondary School..... 2
- Swimming Pools..... 3
- Leisure Centres..... 4
- Museum Services..... 5
- Library Services..... 6
- Community Centres..... 7
- Village halls..... 8
- Public Toilets..... 9
- Day Care Facilities e.g.Lunch Club..... 10
- Service Points..... 11

INVESTMENT IN BUILDINGS

The Council has a range of options when planning its investment for buildings.

34 Which of the following do you agree with?

(Please tick Agree or Disagree for each)

- | | Agree | Disagree |
|---|----------------------------|----------------------------|
| Invest in new buildings only where they reduce running costs..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Prioritise investment in improving existing buildings, facilities and offices rather than on new buildings..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Reduce specifications to reduce build costs..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Increase investment in renewable energy systems within buildings to reduce energy bills and carbon emissions..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

REDUCING RUNNING COSTS

As well as considering sharing some buildings we are having to consider other options in order to reduce costs. These include:

- closing some services in order to maintain others;
- transferring the running of facilities and services to a not-for profit organisation, this would reduce costs and limit the number of closures;
- reducing opening hours ;
- Increasing charges for the use of facilities;
- Providing on-line and telephone services could reduce the higher costs incurred through face to face contact.

Potential savings up to 2013 are £1.6m

35 As well as considering sharing some buildings, what else would be acceptable to consider to reduce costs?

(Please tick all that apply)

	Close some facilities	Transfer management to not-for-profit organisations	Reduce opening hours	Increase charges	Provide more services by telephone or online
Swimming Pools	1	2	3	4	
Inverness Community Centres	1	2	3	4	
Museum Services	1	2	3	4	5
Libraries	1	2	3		5
Service Points	1		3		5
Public Toilets	1	2	3	4	

WASTE

By increasing the amount we recycle, we reduce the amount of waste which goes to landfill. Disposing of waste in a landfill site costs around £100 / tonne, of which £48 is landfill tax. We currently spend £5.3 million on waste collection. We recycle 35% of our waste. Having fewer collections of non-recyclable waste could save around **£0.5 m**.

36 How do you recycle your waste at the moment?

(Please tick as many as apply)

	Take to a recycling point	Council collection from your home	Compost	Don't Recycle
1 Paper.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2 Cans/tins.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	-	<input type="checkbox"/> 4
3 Cardboard.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
4 Plastic.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	-	<input type="checkbox"/> 4
5 Glass.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	-	<input type="checkbox"/> 4
6 Garden Waste.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

37 To what extent could you cope with moving to fortnightly collections of non-recyclable waste (green wheelie bin)?

(Please tick one box only)

I could cope:

- To a great extent..... 1
- To some extent..... 2
- Not really..... 3
- Not at all..... 4

STREET LIGHTING

We have 48,850 street lights across the highlands, and currently spend £3.9m maintaining street lighting, traffic lights, and illuminated road signs. The electricity costs are £2m. Potential savings up to 2013 are up to **£1.1m**. Each approach has different safety considerations which will be taken into account.

38 To reduce energy costs which of the following is the best option?

(Please rank in order of preference - 1 most preferred to 4 least preferred)

- Dimming street lights between 12 midnight and 6am.....
- this would take 11 years to make real savings
- Turning off some street lights between 12 midnight and 6am.....
- immediate savings
- Turning off all street lights between 12 midnight and 6am.....
- immediate savings
- Turn off every second street light.....
- highest immediate savings

43 Which types of services should the Council be using not-for-profit organisations for?

CHARGING

The Council already charges for a range of services, e.g. car parking, facilities, events and licences. We receive income of approximately £68m from these charges. Some of these charges are set externally, for example planning fees, and the Council can't change these. However, if we were able to increase other charges, or introduce new charges, this may avoid or reduce some of the cuts in service the Council is having to consider. Increasing charges would not remove concessionary arrangements. This could save the Council **£3.7m**.

44 Thinking about any charges you have paid for Council services in the past year, what level of increase would be acceptable to you if it meant the service continues?

(Please tick one box only)

No increase - reduce service

 1

3% increase

 2

5% increase

 3

10% increase

 4

45 The Council sells some advertising and sponsorship space to private businesses, e.g. through schools and on roundabouts. Space could be sold on other buildings, land or on the Council's website. Do you think the Council should sell more advertising and sponsorship space?

(Please tick one box only)

Yes 1

No 2

COUNCIL STAFF

Budgets for all Council services are to be frozen, except for the provision made for costs of staff and energy. Salaries and wages are negotiated at Scottish level and the Council has made it clear that we want to see a pay freeze for at least one year. This would avoid £4.9m of extra costs each year, **£9.9m** over two years.

46 Is the Council right to want a pay freeze for staff?

(Please tick one box only)

Yes 1

No 2

TARGETING SERVICES

Currently youth work and adult education services are provided across the Highlands around our 29 secondary schools. Youth workers work with young people in and out of schools, in evenings and at weekends. Adult education run classes and courses covering employment skills, computing, health and wellbeing. We want to know if a reduction in youth workers of up to 50% was required, should the remaining staff be asked to cover larger areas or focus their time where the need is greatest.

47 If we have fewer Youth Workers, should we?

(Please tick one box only)

Share the remaining provision across Highland 1

Target remaining staff in areas of low income, lower educational attainment and where fewer opportunities exist 2

48 If reducing the number of courses and classes run by Adult Education, should we?

(Please tick one box only)

Reduce the service across Highland 1

Target courses and classes on people and communities with special needs 2

49 Please tell us if you have any other suggestions or ideas on how the Council can make savings?

(Please continue on a separate sheet if necessary)

SECTION E: ABOUT YOU
EARRANN E: THU FHÈIN

50 How long have you lived in The Highland Council area?

(Please tick one box only)

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Less than
1 year | 1-2
years | 3-5
years | 5-10
years | Over 10
years |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

51 Which of these best applies to you?

(Please tick one box only)

- | | |
|--|---|
| Working for a single employer full-time <input type="checkbox"/> 1 | Retired <input type="checkbox"/> 7 |
| Working for a single employer part-time <input type="checkbox"/> 2 | Looking after the home or family <input type="checkbox"/> 8 |
| Working for more than one employer <input type="checkbox"/> 3 | In full-time education <input type="checkbox"/> 9 |
| Self-employed <input type="checkbox"/> 4 | Unable to work - disability <input type="checkbox"/> 10 |
| Unable to work - long-term sickness <input type="checkbox"/> 5 | Carer <input type="checkbox"/> 11 |
| Unemployed <input type="checkbox"/> 6 | |

52 Which of the following best describes your current housing situation?

(Please tick one box only)

- | | |
|--|---|
| Own home / mortgage <input type="checkbox"/> 1 | House comes with job <input type="checkbox"/> 4 |
| Rent from a housing association <input type="checkbox"/> 2 | Private rented <input type="checkbox"/> 5 |
| Rent from the Council <input type="checkbox"/> 3 | Living with parents <input type="checkbox"/> 6 |

53 Gender

(Please tick one box only)

- Male 1 Female 2

54 Age

(Please tick one box only)

- 18 - 24 ₁ 25 - 34 ₂ 35 - 44 ₃ 45 - 54 ₄ 55 - 64 ₅
 65 - 74 ₆ Over 75 ₇

55 Disability

Do you consider yourself to have a disability (i.e. a physical or mental impairment which has a substantial and long-term adverse effect upon your ability to carry out normal day-to-day activities)?

(Please tick one box only)

- Yes ₁ No ₂

56 How would you describe your ethnicity?

(Please tick one box from one section only)

A WHITE

- Scottish ₁ English ₂ Welsh ₃
 Irish ₄ Northern Irish ₅ British ₆
 Gypsy/Traveller ₇ Polish ₈
 Other (please state)9

B MIXED or MULTIPLE ETHNIC GROUPS

- Any Mixed or multiple ethnic group (please state)10

C ASIAN, ASIAN SCOTTISH or ASIAN BRITISH

- Pakistani, Pakistani Scottish or Pakistani British ₁₁
 Indian, Indian Scottish or Indian British ₁₂
 Bangladeshi, Bangladeshi Scottish or Bangladeshi British ₁₃
 Chinese, Chinese Scottish or Chinese British ₁₄
 Other (please state)15

D AFRICAN, CARIBBEAN or BLACK

- African, African Scottish or African British ₁₆
 Caribbean. Caribbean Scottish or Caribbean British ₁₇
 Black, Black Scottish or Black British ₁₈
 Other (please state)19

E OTHER ETHNIC BACKGROUND

- Other (please state)20

57 Would you be prepared to participate in a focus group about council services in your local area?

(Please tick one box only)

- Yes ₁ No ₂

If **Yes**, as this questionnaire is returned anonymously, please add your name and address **only** if you wish to participate in local focus groups.

Name.....
 Address.....
 Postcode.....