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The Highland Council
2007 Performance Survey
Final Report
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Section One

Survey Methodology

Introduction

The 2007 Highland Council Performance Survey was conducted independently by Snedden Economics Ltd during June, July and August 2007. This report addresses key issues of relevance to The Highland Council's overall performance and compares the 2007 results with those from previous years wherever questions are identical and direct comparisons can be made.

The 2007 questionnaire contained additional questions examining the role of carers, volunteering and Community Councils. The questionnaire also sought the public's feedback on an expanded range of Highland Council services.

Survey Sample

The 2007 survey questionnaire was issued by post to 9,000 named householders on the Register of Electors. Questionnaires were issued randomly in proportion to the general population living in the Highland Council area. Pre-paid return envelopes were provided and three prizes valued at £100 were offered as an incentive to participate in the survey.

Survey Response

Of the overall sample of 9,000, approximately 120 were returned to sender, the addressee having moved or being unknown at that address. 1,470 completed questionnaires were received and analysed – an effective response rate of 17%. The response rate was also 17% in 2005 and 2006.

The profile of respondents to the survey is shown in the following tables in Section One of this report. The data provided in Tables 1.1 to 1.5 are not weighted. Thereafter, in Sections 2-6, all results are weighted by age and gender. Weighting compensates for an under-representation in responses particularly from the 16-24 and 25-34 age groups and an under-representation in responses from males. Some columns do not sum exactly to 100% due to rounding.

Confidence Levels

The level of confidence varies for each question. In places, confidence levels do not allow robust inferences to be drawn from the survey data. Generally, this is where analysis is being conducted on a sub-sample of the data set, for example analysis at the area level.

Where appropriate throughout the report, attention is drawn to notable differences in response by age group, gender, geographic area or other such variables as may be relevant to each question.

The statistical reliability of any random quantitative research result depends upon the percentage value of the result itself and the sample size on which that result is based.

The most commonly used measure of probability within the market research industry is the 95% confidence level. Therefore, the expressed level of accuracy refers to the margin of error around any research result within which we can be 95% certain the true value would lie (the value obtained if the entire population were to be questioned).

Assuming a truly random sample, the following levels of confidence apply. These figures are provided for information purposes only.

Sample Size	Percentage Giving Particular Answer		
	10% / 90%	30% / 70%	50%
100	± 6.0	± 9.2	± 10.0
200	± 4.2	± 6.5	± 7.1
300	± 3.5	± 5.3	± 5.8
500	± 2.7	± 4.1	± 4.5
1,000	± 1.9	± 2.9	± 3.2
2,000	± 1.3	± 2.0	± 2.2

As an approximate guide, the confidence range for questions which draw on the entire sample of 1,470 responses is plus or minus 1.8–2.8% at the 95% level. That is to say, the chances are approximately 95 in 100 that a range of plus or minus 1.8–2.8 percentage points on either side of the sample result includes the true percentage (were the entire population within the Highland Council area to be questioned).

Table 1.1, below, shows that over nine out of 10 respondents to the 2007 survey had lived in the Highland Council area for over five years.

Table 1.1 Length of Time Lived in The Highland Council Area

	%
Less than 1 year	1
1-2 years	3
3-5 years	5
Over 5 years	91
Total	100

Base: All respondents (N=1,454)

Table 1.2, below, illustrates the differing propensity to respond by age and gender. Overall, males (40% of the sample) were less likely to respond than females (60%). Males under the age of 55 and females under the age of 35 were under-represented in the survey response.

Table 1.2 Age Profile of Survey Respondents

	Survey Response Male %	Survey Response Female %	Survey Response Total %	Population Male and Female %
16-24 years	4	4	4	11
25-34 years	5	8	7	13
35-44 years	11	17	14	18
45-54 years	18	20	19	19
55-64 years	28	21	24	17
65-74 years	21	18	19	12
Over 75 years	13	12	13	10
Total	100	100	100	100

Base: All respondents (N=1,470)

The working status of respondents is shown below in Table 1.3.

Table 1.3 Profile of Survey Respondents by Occupation

	%
Working for a single employer full-time	28
Working for a single employer part-time	10
Working for more than one employer	3
Self-employed	9
At school or other full-time education	1
Unemployed	1
Unable to work because of long-term sickness	2
Unable to work because of disability	2
Retired	38
Looking after the home or family	3
Carer	2
Total	100

Base: All respondents (N=1,455)

The housing profile of respondents is shown below in Table 1.4.

Table 1.4 Housing Profile of 2007 Survey Respondents

	%
Own home/mortgage	78
Rent from The Highland Council	9
Rent from a housing association	4
Rent from a private landlord	4
Living with parents	3
House comes with job	1
Resident in care home	1
Total	100

Base: All respondents (N=1,446)

The ethnic and cultural origin of respondents is shown below in Table 1.5.

Table 1.5 Ethnic and Cultural Origin of Respondents

	Number	%
White Scottish	1163	80
White Other British	273	19
Any other white (including Irish)	21	1
All other ethnic and cultural origins	4	*
Total	100	100

Base: All respondents (N=1,461)

* denotes less than 0.5%

‘Any other white’ comprised: Irish (8), Europeans (11), Chilean (1), Namibian (1)

‘Other ethnic and cultural origins’ comprised: Chinese (1), Middle Eastern (1), Mauritian (1) and ‘any mixed background’ (1 unspecified).

The very small proportion of non-white ethnic backgrounds precludes any meaningful analysis by ethnic grouping, other than white Scottish and other white British.

Disability

15% of respondents considered themselves to have a disability.

Section Two

Contact with the Council

Reason for Contacting The Highland Council

66% of respondents had contacted The Highland Council during the 12-month period preceding the survey. Their reasons for contacting the Council are given in Table 2.1.

Table 2.1 Reason for Contacting The Highland Council

Reason for Contact	2007 %	2006 %	2005 %	2004 %	2003 %
To obtain a service	43	37	33	29	34
To make a payment	35	38	37	41	34
To make a personal enquiry	27	28	28	27	25
To make a complaint	15	11	11	13	12
To make a business enquiry	8	8	8	8	9
To speak to your Councillor	4	n/a	n/a	n/a	n/a
Other	3	3	8	3	5

Base: Respondents who had contacted The Highland Council during the preceding 12 months (N=998)

Note: Multiple responses were accepted. N/a denotes not asked

The majority of contacts with the Council in the “other” category referred to either making payments via direct debit, accessing the Council website, or attending Council forums, or planning-related meetings.

Method of Contact

The main methods of contact used by respondents to contact The Highland Council are shown in Table 2.2 below.

Table 2.2 Method of Contact

	2007 %	2006 %	2005 %	2004 %	2003 %
By telephone	57	54	60	59	56
Personal visit	50	53	52	53	51
By letter	13	12	15	14	15
By E-mail (home computer)	6	4	5	4	2
Through a Councillor	4	3	1	4	5
Home visit by Council staff	2	2	3	4	3
By E-mail (public access computer)	1	n/a	n/a	n/a	n/a
Other	2	1	1	1	*

Base: Respondents who had contacted The Highland Council during the preceding 12 months (N=996)

Note: Multiple responses were accepted.

* denotes less than 0.5% N/a denotes not asked

During the year leading up to the 2007 survey, the most frequently used methods of contacting The Highland Council were telephone (57% of respondents) and personal visits (50%). The pattern of behaviour over time appears to be stable. Other responses not itemised in table included BACS, direct debit and the Highland Council website.

Type of Office Contacted

The type of office contacted by respondents in the 12-month period preceding the 2007 survey is shown below in Table 2.3 compared with the corresponding results from previous years.

Table 2.3 Type of Office Contacted

	2007 %	2006 %	2005 %	2004 %	2003 %
Service Point	55	56	58	51	51
Transport, Environmental and Community Services	13	10	10	8	8
Housing	11	10	8	17	13
Planning and Development	9	7	9	8	8
Finance	5	3	4	6	7
Education, Culture and Sport	2	1	2	2	3
Social Work	1	1	2	1	2
Chief Executive’s Office	1	*	*	*	*
Corporate Services	*	*	*	1	1
Property and Architectural Services	*	*	*	*	2
Head Office / no service specified	4	10	7	6	4

Base: Respondents who had contacted The Highland Council during the preceding 12 months (N=935)
 * denotes less than 0.5%

Views on Services

Views were sought on a number of aspects of service received by respondents at their last contact with the Council. These are reported in Table 2.4, overleaf. The table shows the percentage of respondents answering “good” and “poor” under each category for the years 2003 to 2007.

The table is most useful to rank respondents’ views across types of contact. In terms of comparisons with earlier years, the 2007 results show an overall improvement in satisfaction over time.

66% of requests made to The Highland Council were dealt with by the first person contacted (67% in 2006, 65% in 2005, 60% in 2004 and 62% in 2003).

Table 2.4 Views on Contact with The Highland Council

	2007		2006		2005		2004		2003	
	“Good” %	“Poor” %	“Good” %	“Poor” %	“Good” %	“Poor” %	“Good” %	“Poor” %	“Good” %	“Poor” %
<i>For all types of contact:</i>										
Helpfulness of staff	76	6	73	6	69	8	68	7	68	8
How well the staff understood what was wanted	77	6	76	5	71	7	69	7	69	7
Overall satisfaction with the service given	70	14	68	12	64	14	62	14	62	16
<i>For personal visits:</i>										
Waiting time	64	7	61	8	54	15	58	9	57	12
Privacy	39	21	44	23	32	27	36	28	29	32
Ability to reach the right person	65	8	63	12	49	17	51	14	54	11
Facilities for people with a disability	64	6	60	8	52	12	45	20	45	19
Opening hours	63	6	56	7	53	7	51	6	59	5
<i>For telephone contact:</i>										
Speed with which the telephone was answered	68	5	60	5	59	7	56	7	63	5
How easy it was to get through to someone who could help	61	11	57	12	55	16	50	16	46	13
Opening hours	58	6	53	5	54	5	51	6	56	6
<i>For letter, e-mail and fax:</i>										
Length of time taken for a response	41	24	37	21	38	24	37	23	33	27

Base: N ranges from 334 to 908

Satisfaction with Information on Highland Council Services

Respondents were asked to rate their satisfaction with the information they receive on Highland Council services. Prior to 2006 the question was only asked if someone had contacted The Highland Council during the previous 12 months. All respondents were asked the question in 2006 and 2007 and so the base is larger for these years. The responses are shown in Table 2.5, below.

Table 2.5 Satisfaction with Information on Highland Council Services

	2007	2006	2005	2004	2003
	%	%	%	%	%
Very satisfied	20	20	34	27	12
Fairly satisfied	41	40	37	39	41
Neither satisfied nor dissatisfied	27	31	15	17	31
Fairly dissatisfied	8	6	8	10	11
Very dissatisfied	3	4	7	7	4
Total	100	100	100	100	100

Base: All respondents (N=1,407)

The percentage of respondents indicating satisfaction in 2007 increased slightly although the change is not statistically significant.

Additional Advice/Support Available Through Service Points

Respondents were asked what additional advice or support they would like to access through Highland Council Service Points. Multiple responses were accepted to the question. Two new services were suggested in 2007 (events in the local community and energy efficiency advice), both of which received a high level of interest.

In addition to those listed in Table 2.6, a small number of other responses were given which included more advice/support on recycling, more information on or opportunity to participate in planning, more information on careers advice, education and transport/road conditions, and detailed contact information for Council departments/staff.

Table 2.6 Additional Advice or Support Respondents Would Like to Access Through Highland Council Service Points

Type of Additional Advice/Support	2007 %	2006 %	2005 %	2004 %	2003 %
Events in your community	45	n/a	n/a	n/a	n/a
Energy efficiency advice	40	n/a	n/a	n/a	n/a
Drop in surgeries for particular services (eg Planning or Housing)	39	28	33	29	28
Access to local Councillor	38	41	47	52	41
Benefits information and advice	33	38	40	45	38
Community meeting space	15	14	14	14	10
Other	3	1	2	3	4

Base: All respondents (N=1,006)
Multiple responses were accepted.
N/a denotes not asked.

Ease of Contact with The Highland Council

Overall, 88% of respondents felt that it was easy to contact the Council when they needed to compared with 90% in 2006, 89% in 2005, 88% in 2004 and 86% in 2003. The apparent differences in the past four years are not statistically significant.

Providing Information

A new question was added in the 2007 survey which asked respondents if they would like the Council to provide information in any of three identified ways, namely:

- Interactive / digital TV 353 (23% of respondents) ticked “yes”
- Text to and from your mobile 100 (7% of respondents) ticked “yes”
- Pod Casting 55 (4% of respondents) ticked “yes”

Section Three: Satisfaction with Services

The questionnaire asked respondents to indicate their satisfaction with a range of services on a scale of 1 (low) to 5 (high). The score in Table 3.1 is the percentage of respondents who said “very satisfied” or “fairly satisfied” minus the percentage who said “fairly dissatisfied” or “very dissatisfied”.

Table 3.1 Satisfaction with Services Scores	2007 Score	2006 Score	2005 Score	2004 Score	2003 Score
Refuse/bin collection	70	72	70	74	68
Council Service Points	68	65	65	64	67
Payment of Council Tax	66	67	67	65	66
Libraries	61	57	64	65	66
Registrars for Births, Deaths and Marriages	59	62	65	60	69
Walking routes e.g. Great Glen Way	57	53	57	61	n/a
Street lighting	51	62	64	61	59
Primary education	50	63	66	46	50
Burials and cremations	45	53	52	62	59
Public Parks and other open spaces	43	38	47	53	54
Recycling facilities	42	43	27	-14	-22
Secondary education	40	51	59	40	25
Countryside ranger service	40	38	38	46	50
Pre-school services	39	54	52	37	0
Swimming pools	37	35	34	34	42
Museums	34	26	34	44	46
Other sports facilities	32	21	26	27	30
School transport	29	n/a	n/a	n/a	n/a
School meals	27	n/a	n/a	n/a	n/a
Community learning/adult education	23	30	29	19	31
Cycle paths	22	n/a	n/a	n/a	n/a
Environmental Health Service	21	39	31	1	15
Trading Standards	19	34	29	25	25
Street cleaning	16	39	42	6	0
Home help services	16	24	27	7	14
Advice on Benefits	16	19	17	n/a	n/a
Council housing information and advice	14	1	0	1	15
Services to protect children from harm	12	n/a	n/a	n/a	n/a
Breakfast and after school clubs	11	n/a	n/a	n/a	n/a
Community Occupational Therapy	10	12	14	6	0
Council housing repairs	9	19	20	17	17
Dealing with flooding	6	n/a	n/a	n/a	n/a
Energy efficiency advice	2	0.5	n/a	n/a	n/a
Residential homes for disabled/elderly people	-1	-4	7	40	54
Winter road maintenance	-1	-6	-10	-14	-22
Economic development / business support	-3	0.2	-6	2	-16
Public conveniences	-5	-3	-2	-16	13
Pavement maintenance	-7	5	11	2	-16
Planning applications and building warrants	-7	-6	-12	2	-16
Planning for future land use (Local Plan)	-12	-19	-21	-28	-10
Services to reduce youth offending	-35	n/a	n/a	n/a	n/a
Road repairs and pot holes	-53	-57	-57	-57	-52

The most notable increase in satisfaction in 2007 was for council housing information. Sports facilities and museums also showed significant rises in satisfaction. Other improvements in satisfaction, although less significant statistically, included planning for future land use, winter road maintenance, libraries, and parks and other open spaces.

Notable decreases in satisfaction in 2007 included pre-school services, primary and secondary education. Street cleaning, Environmental Health services, Trading Standards, pavement maintenance, street lighting and Council housing repairs also all showed significant drops in satisfaction.

Since Question 12 of the survey has become longer (42 parts in the 2007 survey), respondent fatigue has become apparent resulting in muddled responses in some cases and a noticeable drop-off in responses towards the end of the question.

Council Housing Tenants

The Question 12 scores in 2007 for three specific services were analysed for council housing tenants. Each score was notably higher for this sub-sample (totalling 137 council tenants) than for the general sample.

Advice on Benefits	Score: 44 (compared with 16 for all respondents)
Council housing information, advice	Score: 44 (compared with 14 for all respondents)
Council housing repairs	Score: 33 (compared with 9 for all respondents)

More or Less Satisfied in 2007

A further measure of satisfaction is provided in Table 3.2, below, which shows the responses when people were asked if they were more or less satisfied with The Highland Council's performance this year than in the previous year. General satisfaction by this measure is slightly higher in 2007 compared with previous years, although the difference is not statistically significant year-to-year.

Table 3.2 Change in Satisfaction with Services

	2007 %	2006 %	2005 %	2004 %	2003 %
More satisfied	10	7	7	5	5
About the same	68	70	68	73	76
Less satisfied	17	17	16	16	15
Don't know	5	6	11	7	5

Base: All respondents (N=1,399)

The "don't know" category in question 14 of the questionnaire is superfluous and could be omitted in future years.

Importance of Services

Respondents were also asked to rank services by importance. Table 3.3 overleaf lists the same services as shown in Table 3.1, showing the percentage of respondents who mentioned a particular service as one of their top five in terms of importance to them.

Road repairs and pot holes, winter road maintenance, refuse collection and recycling facilities consistently appear at the top of the list of the public's priorities, followed by primary and secondary education.

Table 3.3 Importance of Services: Appearance in Top Five

	2007	2006	2005	2004	2003
	%	%	%	%	%
Road repairs and pot holes	47	48	52	47	55
Winter road maintenance	41	44	49	53	61
Refuse/bin collection	40	46	43	39	45
Recycling facilities	35	37	37	34	28
Primary education	23	24	26	21	23
Secondary education	17	21	22	18	18
Street cleaning	17	18	21	22	22
Pavement maintenance	14	17	16	17	23
Other sports facilities	13	15	15	15	11
Residential homes for disabled/elderly people	13	10	8	10	13
Services to protect children from harm	12	n/a	n/a	n/a	n/a
Libraries	12	16	14	18	18
Public Parks and other open spaces	12	12	17	19	16
Planning for future land use (Local Plan)	12	9	14	14	12
Swimming pools	11	16	17	16	14
Council Service Points	11	14	14	19	15
Services to reduce youth offending	10	n/a	n/a	n/a	n/a
Planning applications and building warrants	10	7	12	9	9
Street lighting	9	19	10	13	15
Payment of Council Tax	9	15	14	12	15
Home help services	9	7	7	7	8
Public conveniences	8	12	8	10	12
Pre-school services	8	10	11	8	9
Energy efficiency advice	7	7	n/a	n/a	n/a
Walking routes e.g. Great Glen Way	7	6	7	7	4
Cycle paths	6	n/a	n/a	n/a	n/a
Dealing with flooding	6	n/a	n/a	n/a	n/a
School meals	6	n/a	n/a	n/a	n/a
Advice on Benefits	6	5	7	6	n/a
School transport	5	n/a	n/a	n/a	n/a
Breakfast and after school clubs	4	n/a	n/a	n/a	n/a
Environmental Health Service	4	9	7	8	9
Community learning/adult education	4	6	4	6	5
Council housing repairs	4	6	7	11	7
Community Occupational Therapy	3	3	3	4	n/a
Economic development / business support	3	3	4	4	4
Museums	3	2	3	4	3
Council housing information and advice	2	10	10	13	7
Burials and cremations	2	3	2	1	4
Registrars for Births, Deaths and Marriages	1	3	2	1	2
Countryside ranger service	1	2	1	3	1
Trading Standards	1	2	2	2	3

Base: All respondents (N=1,331)

Statements about The Highland Council

Respondents were asked to indicate the extent to which they agreed or disagreed with a list of statements about The Highland Council. This is the first year the question was asked in this way and therefore there are no comparable results from previous years. The score in Table 3.4 is the percentage of respondents who said “strongly agree” or “agree” minus the percentage who said “disagree” or “strongly disagree”. Respondents were also asked to indicate the most important aspects to them. The ranking of importance (1 = most important) is also shown in the table.

Table 3.4 Agreement with Statements about The Highland Council

The Council:	Score 2007	Rank 2007
is friendly	48	11
maintains good quality local services	40	1
is helpful	40	10
is a fair employer	24	12
treats all residents fairly	-1	8
listens to local people	-2	2
is aware of people’s needs	-3	4
is efficient	-4	6
tells local people what it is doing	-8	7
provides value for money	-14	3
represents your views	-17	9
involves people in how it spends its money	-35	5

Base: All respondents (N=1,309)

Complaints to The Highland Council

382 respondents (25% of the sample) indicated their level of satisfaction over how their most recent complaint to the Council had been handled. Notably in previous years only around 12% to 13% of respondents said that they had actually made a complaint during the year preceding the survey. It must be assumed that some people are answering this question either in respect of complaints made more than 12 months previously, or view the question as a general satisfaction question irrespective of whether or not they have made a complaint. The 2007 results in Table 3.5 below are therefore not directly comparable to previous years.

Table 3.5 Satisfaction with How The Highland Council Handled Complaints

	2007	2006	2005	2004	2003
	%	%	%	%	%
Very satisfied	10	5	5	6	8
Fairly satisfied	15	17	15	10	17
Neither satisfied nor dissatisfied	37	15	18	12	12
Fairly dissatisfied	17	27	22	33	25
Very dissatisfied	20	37	41	38	39
Total	100	100	100	100	100

Base: 382 respondents

Views of The Highland Council

Respondents were asked in general terms whether the Council exceeded or fell short of their expectations. The responses are shown below in Table 3.6. The results show reasonable consistency across the five years. More than half of respondents indicated that the Council's performance had been about what was expected. Generally, the Council was more likely to fall short of people's expectations than to exceed them.

Table 3.6 People's Expectations of the Council

	2007 %	2006 %	2005 %	2004 %	2003 %
Greatly exceeds expectations	2	2	1	1	1
Slightly exceeds expectations	8	5	6	5	4
Is about what is expected	55	58	58	57	58
Falls slightly short of expectations	25	23	25	24	26
Falls a long way short of expectations	12	10	10	12	10
Total	100	100	100	100	100

Base: All respondents (N=1,354)

Communication about the Performance of The Highland Council

Respondents were asked to indicate which from a list of suggestions would be their preferred means of receiving information regarding the Council's performance. The question was first asked in 2006.

Table 3.7 Preferred Means of Communication about the Performance of The Highland Council

	2007 %	2006 %
Included with the booklet received with council tax information	48	45
A separate newsletter to each household	43	37
Published on the Council's web pages	25	25
As a newspaper insert	20	23
Leaflets and notices from Service Points, council facilities and other offices*	16	26
Through public meetings or forums	11	n/a

Base: All respondents (N=1,379)

Note: Multiple responses were accepted.

* slightly changed wording in 2007

General Comments About the Performance of The Highland Council

Respondents were invited to give comments about the performance of The Highland Council in an open question. The main topic areas are shown below in Table 3.8.

Some 505 individual comments were received including multiple comments from a single source. Mostly the question was taken as an opportunity to make critical comments, although 8% of responses expressed satisfaction with the performance of The Highland Council.

Table 3.8 Comments About the Performance of The Highland Council

	2007 Responses %
Good service/satisfied/staff helpful	8
More recycling facilities	7
Issues with the planning decisions/planning process	7
Better up-keep of roads (general)	6
Hard to contact/communication difficult	6
Variable quality of service/staffing	6
Inefficient use of resources/money wasting	5
Less centralisation around Inverness/do more for remote or rural areas	5
Issues with state of Council housing / housing repairs	4
Council tax too high	3
Lack of Council or affordable houses/houses unoccupied/long waiting lists	3
Less bureaucracy at The Highland Council	3
Slow/no response to complaints, or reports of TEC-related problems	3
Better winter maintenance of roads	2
Poor/lack of leisure facilities	2
School cutbacks/education complaints	2
More information	2
Poor care of elderly/provision of residential homes	2
Poor maintenance of roadside verges/overhanging foliage	1
Poor drain and ditch clearing/flooding a problem	1
Poor pavement maintenance	1
Council not dealing with anti-social neighbours/shabby gardens	1
Poor cleanliness of streets and parks	1

Base: 505 responses

Section Four

Community Life

This section of the questionnaire was introduced in 2004.

Sense of Belonging to a Community

Overall, 71% of respondents felt that their community provides a sense of belonging to “some” or a “great extent” (72% in 2006, 68% in 2005 and 69% in 2004).

Table 4.1 To what extent does the area where you live provide you with a sense of belonging to a community?

	2007 %	2006 %	2005 %	2004 %
To a great extent	22	20	21	21
To some extent	49	52	47	48
Not really	23	21	25	23
Not at all	7	6	6	7
Total	100	100	100	100

Base: All respondents (N=1,432)

Involvement in the Community

Overall, 44% of respondents felt they were “very” or “fairly involved” in the life of their community (45% in 2006, 48% in 2005 and 46% in 2004).

Table 4.2 How involved are you in the life of your community?

	2007 %	2006 %	2005 %	2004 %
Very involved	7	9	8	7
Fairly involved	37	36	40	39
Not really	42	43	41	42
Not at all	14	12	11	12
Total	100	100	100	100

Base: All respondents (N=1,441)

Attitude to People Coming to Live from Outside the Highlands

Overall, 82% of respondents felt to a “great” or “some extent” that their community is accepting of people coming to live here from outside the Highlands (also 82% in 2006 and 2005 and 85% in 2004).

Table 4.3 To what extent do you feel your community is accepting of people coming to live here from outside the Highlands?

	2007	2006	2005	2004
	%	%	%	%
To a great extent	22	22	25	26
To some extent	60	60	57	59
Not really	14	15	14	11
Not at all	4	4	4	3
Total	100	100	100	100

Base: All respondents (N=1,420)

Sense of Safety within the Community

People’s perceptions of how safe their community feels is reported below in Table 4.4. The scores represent the percentage of respondents who indicated that their community feels like a safe place “to a great extent” plus those who said “to some extent”. Comparison cannot be made prior to the 2005 survey.

Table 4.4 To what extent does your community feel like a safe place to be in?

	2007	2006	2005
	score	score	score
You	95	94	93
Your family	93	92	93
Parents and toddlers	88	89	91
New residents to the area	88	86	n/a
Young children	86	86	88
Teenagers (boys)	82	81	83
Teenagers (girls)	81	81	82
Ethnic minorities	81	n/a	n/a
Older people	80	82	84

Base: All respondents (N ranges from 1,098 to 1,410)

n/a denotes not asked in previous years

The extent to which people are worried about certain activities in their neighbourhood is reported below in Table 4.5. The scores represent the percentage of respondents who indicated that they were worried “to a great extent” plus those who said “to some extent”. The ranking is very similar to previous years.

Table 4.5 To what extent are you worried about any of the following activities in your neighbourhood?

	2007 score	2006 score	2005 score
Speeding cars	74	76	73
Dog fouling/littering	72	68	n/a
Anti-social behaviour by young people	64	59	60
Drink/drugs on the streets	61	59	55
Youth crime	56	54	54
Damage to property	54	51	50
Crime in general	52	n/a	n/a
Violent behaviour	45	42	39
Housebreaking	39	39	28
Noisy neighbours	31	31	29
Child abuse	31	27	28

Base: All respondents (N ranges from 1,289 to 1,374)
n/a denotes not asked in previous years

Other Aspects of the Community

Respondents were asked to rate their community in terms of six amenities. The results are shown below in Table 4.6. A scoring system is used which adds “very good” and “good” and subtracts “acceptable” and “poor”. The question was not asked in 2003. Schools and health care are consistently well regarded, whereas leisure and other community facilities are regarded least favourably.

Table 4.6 Rating the Local Community in Terms of Amenities

	2007 score	2006 score	2005 score	2004 score
Schools	34	27	30	47
Health care	23	22	5	31
Transport	-11	-20	-23	-32
Shops	-15	-19	-2	8
Leisure facilities	-25	-30	-26	6
Other services	-35	-34	-33	n/a

Base: All respondents (N ranges from 1,109 to 1,434)

Community Councils

16% of respondents said they had contacted their Community Council in the past year. This figure may be an overstatement since it was clear from their responses to later questions that some respondents were actually thinking of recent contact with The Highland Council rather than their Community Council (citing their reason for making contact as, for example, rent payments, special collections etc which are clearly the responsibility of The Highland Council).

Respondents who had not contacted their Community Council were invited to say why. It should be noted that not knowing how to make contact does not infer a frustrated desire to make contact.

Table 4.7 Reasons for not Contacting Community Councils

	2007
	%
No need to make contact	83
Did not know how to contact	15
Other	3

Base: N = 1,151

Multiple responses were accepted

In addition to those shown in Table 4.7, a small number of other responses were given. The majority of these referred in some way to Community Councils being pointless, powerless or ineffective. Fewer responses described Community Councils as “cliquey” or unapproachable, or referred to a lack of personal awareness of Community Councils and what they do.

Respondents who had contacted their Community Council were invited to state the reason for making contact.

Table 4.8 Reasons for Making Contact with Community Councils

	2007
	%
A planning and development issue	42
Improving amenities of your area	35
About a change in local services	13
Other	24

Base: N = 210

Multiple responses were accepted

Table 4.8 shows the main reasons why people contacted their Community Council. Other reasons not listed in the table included being a member or otherwise involved with a Community Council, concerns about local roads/drainage/flooding etc, and anti-social behaviour or speeding vehicles.

Section Five

Volunteering

A new series of questions examining volunteering was added to the 2007 survey, with 27% of all respondents indicating that they volunteer in some capacity. The 55-64 age group was mostly likely to volunteer and the 16-24 age group was least likely. There was no significant difference between genders.

Description of Voluntary Activities

People were asked how many voluntary activities they are involved in.

Table 5.1 Number of Voluntary Activities

	2007
	%
One	46
Two	30
Three	14
Over three	10
Total	100

Base: N = 408

Table 5.2 In What Capacity Do You Volunteer?

	2007
	%
For a voluntary organisation, charity or community group	64
In the community	40
For a local church / religious group	23
As part of a management committee / Board	22
In a local school	16
In a local hospital / care home	6
Other	3

Base: N = 415

Multiple responses were accepted

In addition to the categories shown above in Table 5.2 a small number of other responses were given. These included sports organisations, Children's Panels, coastguard and other emergency/military services.

Respondents were also asked who they volunteer with. There was some duplication in responses with the previous question.

Table 5.3 Volunteer Groups

	2007
	%
A local group eg Scouts, youth club or lunch club	45
Children and younger people	32
Older people	18
People with a disability	14
Community transport group	4
Other	25

Base: N = 371

Multiple responses were accepted

As well as the responses listed above in Table 5.3, a number of respondents described other types of voluntary work within the community. These included involvement with arts/heritage, sport or leisure activities; charity shops; hospitals, for example via the WRVS or hospital radio; environmental/wildlife concerns; Community Councils; people with mental health/abuse problems; hospice/terminally ill people. Other respondents referred to involvement with specific charities/organisations such as the RNLI, CAB, Blythswood and Mountain Rescue.

Table 5.4 Frequency of Volunteering

	2007
	%
Every day	6
Several times a week	21
About once a week	27
Several times a month	19
About once a month	11
Several times a year	15
Once a year	1
Total	100

Base: N = 411

Reasons for Not Volunteering

The survey attempted to explore people's reasons for not volunteering. Table 5.5, below, shows the reasons provided by respondents.

Table 5.5 Reasons for Not Volunteering

	2007
	%
Lack of time	60
Do not want to	17
Age / ill health	13
Not sure how to	10
Disclosure requirements	2
Other	3

Base: N = 1,003

Multiple responses were accepted

A small number of other responses were given for not volunteering, which included stopping after previous involvement as volunteers, lack of transport, lack of support from the Council or others involved in the voluntary sector, lack of payment, too much legislation, and community hostility towards "incomers". Around 1% of people stated lack of opportunities as a reason for not volunteering.

Non-volunteers were asked what might encourage them to volunteer from a range of statements reported overleaf in Table 5.6.

Table 5.6 What Would Encourage You to Volunteer?

	2007 %
If it fitted with my other commitments	51
If I thought I could help others	37
If I could volunteer when I felt like it	36
If someone asked me to do something	35
Information about local opportunities	35
If it fitted with my interests and skills	35
Information about commitment required	34
If training and support were available	29
If it was good fun	29
If it would improve my skills	22
If it would improve my career/job prospects	18
If it helped me gain qualifications	18
If I had more confidence	18
If someone I knew volunteered with me	15
If I was sure I would not be out of pocket	14
If there were more people like me volunteering	13
If I was certain that it would not affect my benefits	9

Base: N = 715

Multiple responses were accepted

Section 6

Carers

A new series of questions examining the role of carers was added to the 2007 survey. 13% of all respondents indicated that, excluding employment, they provide care for another individual. The incidence of carers was highest among the 55-64 age group (21%) and lowest the under 25s. Females were twice as likely to be carers than males.

Profile of Cared-For Individuals

Tables 6.1 and 6.2 provides information on the types of people being cared for by respondents to the survey.

Table 6.1 Is the Person You Care For:

	2007 %
Someone you live with	57
A relative who doesn't live with you	39
A neighbour/friend	10

Base: N = 207

Multiple responses were accepted

Table 6.2 Is the Person You Care For:

	2007 %
An elderly person	61
An adult with a disability	45
A child with a disability	5
An adult with an alcohol problem	3
An adult with a drug problem	1
Other	6

Base: N = 203

Multiple responses were accepted

A small number of other responses were given in addition those listed in Table 6.2. These were mainly references to childcare within families, eg by grandparents or foster parents.

Services Used by Carers

Carers were asked whether they used certain services provided by the Council. The responses are shown below in Table 6.3.

Table 6.3 Use of Highland Council Services by Carers

	Use this service %	Aware of but don't use %	Not aware of this service %	Total %
Support	26	45	29	100
Information and advice	26	41	34	100
Advice and information on benefits	21	47	32	100
Respite provision	12	58	30	100
Training	3	46	51	100

Base: N ranges from 92 to 127

Carers were asked who provides the services that they use. A list of three options was provided. The responses are shown below in Table 6.4.

Table 6.4 Providers of Services Used by Carers

	2007 %
The Council – Social Work Services	51
The NHS	51
A voluntary organisation	20

Base: N =119

Multiple responses were accepted

People Receiving Care

Overall, 5% of the sample said that they received care. Over half of these individuals were aged 65 and over.

People receiving care were asked who provides their care. The percentages in Table 6.5, below, are based on only 64 responses.

Table 6.5 Who Provides the Care You Receive?

	2007
	%
An unpaid carer	48
A paid carer	39
Both	13

Base: N = 64

Further details of the people providing care are shown below in Table 6.5.

Table 6.5 Is the Care Provided By:

	2007
	%
An adult you live with	41
The Council – Social Work Services	32
A relative	25
The NHS	15
A voluntary organisation	12
A neighbour/friend	10
A child you live with	0

Base: N = 70

Multiple responses were accepted

Appendix 1
2007 Survey Questionnaire

2007 Highland Council Performance Survey

2007 Sgrùdadh Coileanadh Chomhairle na Gàidhealtachd

Dear Resident

The Council values your views about the services we provide. We conduct this survey every year and take the responses we receive very seriously. The information you provide will be used to improve Council services in the future. It is important that as many people as possible reply so that we can build an accurate picture of residents' views and needs in the Highlands.

Any information we receive from you will be treated in the strictest of confidence and will not be used for any purposes other than this research. Analysis and reporting of the findings will not identify individuals' personal information.

The results of the survey will be made publicly available at our Service Points and on the Council's website <http://www.highland.gov.uk>

As a token of our appreciation, a prize draw will be made from all completed questionnaires posted within three weeks of receipt. There will be three winners who will each receive £100 of vouchers for a retailer or activity of their choice.

Please complete the questionnaire and return it in the envelope provided. Thank you in advance for your help. If you have any questions regarding the survey, please contact John Robertson at The Highland Council (01463 702839).

Yours faithfully
Carron McDiarmid



Head of Policy and Performance
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, computer disc, audio tape, or suitable language, please contact:

John Robertson on 01463 702839

THANK YOU FOR TAKING PART IN THIS SURVEY

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

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

Yes ₁ (Continue to question 2)

No ₂ (Go to question 8)

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

(Please tick all that apply)

- To make a payment (e.g. Rent, Council Tax) ₁
- To make a personal enquiry ₂
- To make a business enquiry ₃
- To obtain a service ₄
- To make a complaint ₅
- To speak to your Councillor ₆
- Other (Please specify):

3 How did you make this contact?

(Please tick all that apply)

- Personal visit to Council Office/Service Point ₁
- By telephone ₂
- By letter ₃
- By e-mail (through public access computer e.g. library, school) ₄
- By e-mail (through home computer) ₅
- Through a Councillor ₆
- During a visit at home by Council staff ₇
- Other (Please specify):

4 If you contacted an office:

What town/village was the office located in?

5 Please tell us what type of office you contacted (e.g. Service Point, Housing Service):

Type of office:

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

(Please tick all that apply)

a) For all types of contact

	Good	Average	Poor
Helpfulness of staff	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
How well the staff understood what you wanted	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
Overall satisfaction with service given	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

b) For personal visits to Council Office/Service Point	Good	Average	Poor
Waiting time.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Privacy.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Ability to reach the right person.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Facilities for people with a disability.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Opening hours.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

c) For telephone contact	Good	Average	Poor
Speed with which the telephone was answered.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
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
Opening hours.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

d) For letter / email / fax	Good	Average	Poor
Length of time taken for a response.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

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

Yes 1

No 2

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

(Please tick one box only)

Very Satisfied
1

Fairly Satisfied
2

Neither Satisfied /Dissatisfied
3

Fairly Dissatisfied
4

Very Dissatisfied
5

9 What additional advice/support would you wish to access via The Highland Council Service Points?

(Please tick all that apply)

Access to your local Councillor..... 1

Drop-in surgeries for particular services (e.g. Planning or Housing)..... 2

Benefits information and advice..... 3

Community meeting space..... 4

Energy efficiency advice..... 5

Events in your community..... 6

Other *(Please specify)*:

10 Would you like the Council to provide information in any of the following ways?

(Please tick all that apply)

Interactive/Digital TV..... 1

Text to and from your mobile..... 2

Pod Casting..... 3

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

Yes 1

No 2

SECTION B: SATISFACTION WITH SERVICES

EARRANN B: RIARACHAS LE SEIRBHEISEAN

12 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 box below.

(If it is not relevant to you - please leave blank)

	Very Satisfied	Fairly Satisfied	Neither Satisfied /Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
1 Council Service Points.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
3 Advice on Benefits.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4 Swimming pools.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5 Other sports facilities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6 Museums.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7 Libraries.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
9 Countryside ranger service.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
11 Cycle paths.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
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
14 Winter road maintenance.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
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
16 Street cleaning.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
17 Street lighting.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
18 Pavement maintenance.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
19 Dealing with flooding.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
20 Refuse/bin collection.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
21 Recycling facilities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
22 Energy efficiency advice for your home.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
23 Economic development / business support.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
24 Environmental Health Service.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
25 Trading Standards.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
26 Public conveniences.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
27 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
28 Council housing repairs.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
29 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
30 Burials and cremations.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
31 Pre-school services.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
32 Primary education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
33 School transport.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
34 Secondary education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
35 Community learning/adult education.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

		Very Satisfied	Fairly Satisfied	Neither Satisfied / Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
36	Home help services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
37	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
38	Community Occupational Therapy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
39	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
40	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
41	School meals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
42	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

13 From the full list above, 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 '32' in the first box, etc)

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

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 Please state if you agree/disagree with the following statements about The Highland Council:

		Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
The Council:						
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

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

(From the full list above, 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

17 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 | 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 |

18 Thinking generally about what you expect from The Highland Council, would you say it:

(Please tick one box only)

- | | | | | |
|--|---|---------------------------------|--|--|
| Greatly exceeds your expectations | Slightly exceeds your expectations | Is about what you expect | Falls slightly short of your expectations | Falls a long way short of your expectations |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

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

.....

.....

.....

20 Each year the Council is required to provide you with information about our performance. How would you prefer to receive this information?

(Please tick all that apply)

- Leaflets and notices from Service Points, council facilities and other offices..... 1
- The Council's website..... 2
- Included with the booklet received with council tax bills..... 3
- A newsletter to each household..... 4
- As a newspaper insert..... 5
- Through public meetings or forums..... 6

SECTION C: COMMUNITY LIFE
EARRANN C: BEATHA COIMHEARSNACHD

21 To what extent does the area where you live provide you with a sense of belonging to a community?

(Please tick one box only)

- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| To a great extent | To some extent | Not really | Not at all |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

22 How involved are you in the life of your community?

(Please tick one box only)

- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| Very involved | Fairly involved | Not really | Not at all |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

23 To what extent do you feel your community is accepting of people coming to live here from outside the Highlands?

(Please tick one box only)

- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| To a great extent | To some extent | Not really | Not at all |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

24 To what extent does your community feel like a safe place to be in for you, your family and others?

	To a great extent	To some extent	Not really	Not at all
You.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Your family.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Older people.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Parents & toddlers.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Young children.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Teenagers (girls).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Teenagers (boys).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
New residents to the area.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Ethnic minorities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

25 To what extent are you worried about any of the following activities in your neighbourhood?

	To a great extent	To some extent	Not really	Not at all
Damage to property.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Child abuse.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Noisy neighbours.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Housebreaking.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Youth crime.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Crime in general.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Speeding cars.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Drink/drugs on the streets.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Anti-social behaviour by young people.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Violent behaviour.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Dog fouling/littering.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

26 How would you rate your community in terms of the following amenities?

	Very Good	Good	Acceptable	Poor	Don't Know
Transport.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Health care.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Shops.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Schools.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Leisure facilities/events.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other services.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

27 Have you contacted your Community Council in the past year?

No (Continue to question 28) Yes (Go to question 29)

28 Why have you not made contact with your Community Council?

(Please tick one box only)

- I had no need to contact them 1
- I don't know how to contact the Community Council 2
- Other *(Please specify)*:

29 If relevant, please state the reason why you made contact:

(Please tick one box only)

- A planning and development issue 1
- About a change in local services 2
- Improving the amenities of your area 3
- Other *(Please specify)*:

SECTION D: VOLUNTEERING
EARRANN D: GU SAOR-THOILEACH

30 Do you currently volunteer in any capacity?

No *(Continue to questions 31 and 32, then skip to question 37)*

Yes *(Go to question 33)*

31 If No - What best describes your reasons for not volunteering?

(Please tick one box only)

- Do not want to 1
- Not sure how to 2
- Lack of time 3
- Disclosure requirements 4
- Other *(Please specify)*:

32 What do you think would encourage you to volunteer?

(Please tick all that apply)

- Information about local opportunities 1
- Information about the commitment required 2
- If training and support were available 3
- If I was certain that it would not affect my benefits 4
- If I was sure I would not be out of pocket 5
- If someone I knew volunteered with me 6
- If there were more people like me volunteering 7
- If I had more confidence 8
- If I thought I could help others 9
- If someone asked me to do something 10
- If it would improve my skills 11

- If it helped me gain qualifications 12
- If it would improve my career/job prospects 13
- If it fitted with my other commitments 14
- If it fitted with my interests and skills 15
- If it was good fun 16
- If I could volunteer when I felt like it 17

33 How many voluntary activities are you involved in?

(Please tick one box only)

- 1 1
- 2 2
- 3 3
- Over 3 4

34 In what capacity do you volunteer?

(Please tick all that apply)

- In your community 1
- In your local school 2
- For a voluntary organisation, charity or community group 3
- In your local hospital/care home 4
- For your local church/religious group 5
- As part of management committee/Board 6
- Other *(Please specify)*:

35 Is it with:

(Please tick all that apply)

- A local group i.e. Scouts, Youth Club, Lunch Club 1
- Older people 2
- Children and younger people 3
- People with a disability 4
- A community transport group 5
- Other *(Please specify)*:

36 How frequently 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 E: CARERS
EARRANN E: LUCHD-CÙRAIM

37 Excluding employment, do you provide care for another individual?

Yes (Continue to question 38)

No (Go to question 42)

38 Is the person you care for:

(Please tick all that apply)

- Someone you live with..... 1
 A relative who doesn't live with you..... 2
 A neighbour/friend..... 3

39 Is the person you care for:

(Please tick all that apply)

- An elderly person..... 1
 An adult with a disability..... 2
 A child with a disability..... 3
 An adult with a drug problem..... 4
 An adult with an alcohol problem..... 5
 Other (Please specify):.....

40 Do you use any of the following services provided by the Council?

	Use this service	Aware of but don't use	Not aware of this service
Support.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Information and advice.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Respite provision.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Training.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Advice and information on benefits.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

41 As a carer, who provides any services that you use?

(Please tick one box only)

- The Council - Social Work Services..... 1
 The NHS..... 2
 A voluntary organisation..... 3

42 Do you receive Care?

Yes (Continue to question 43)

No (Go to question 45)

43 Who provides the care you receive?

(Please tick one box only)

- An unpaid carer 1
- A paid carer 2
- Both 3

44 Is the care provided by:

(Please tick all that apply)

- An adult you live with 1
- A child you live with 2
- A relative 3
- A neighbour/friend 4
- The Council - Social Work Services 5
- The NHS 6
- A voluntary organisation 7

SECTION F: ABOUT YOU
EARRANN F: THU FHÈIN

Please note that all information provided for this survey is anonymous (by providing your postcode we are able to look at the answers by Council Ward to help us understand how well services are provided through the Highland Council area).

45 Please enter your postcode below:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

46 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 | Over 5
years |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

47 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 | |

This area has been intentionally left blank to allow the Council to separate the information you give in this questionnaire from the information we seek overleaf for the prize draw. THIS IS TO ENSURE THE CONFIDENTIALITY OF YOUR ANSWERS.

48 Please describe 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 |

49 Are you:

- Male 1 Female 2

50 How old are you?

(Please tick one box only)

- | | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Under 16 | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-plus |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 | <input type="checkbox"/> 8 |

51 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)

- Yes 1 No 2

52 How would you describe your ethnic and cultural background? Choose **one** section from A to E, then tick the appropriate box to indicate your cultural background.

A WHITE

- Scottish..... 1
- Other British..... 2
- Irish..... 3
- Any other White background..... 4 *(Please write in)*.....

B MIXED

- Any Mixed background..... 5 *(Please write in)*.....

C ASIAN, ASIAN SCOTTISH OR OTHER ASIAN BRITISH

- Indian..... 6
- Pakistani..... 7
- Bangladeshi..... 8
- Chinese..... 9
- Any other Asian background..... 10 *(Please write in)*.....

D BLACK, BLACK SCOTTISH OR BLACK BRITISH

- Caribbean..... 11
- African..... 12
- Any other Black background..... 13 *(Please write in)*.....

E OTHER ETHNIC BACKGROUND

- Any other background..... 14 *(Please write in)*.....

Please return your completed questionnaire in the reply paid envelope provided within three weeks of receipt. NO STAMP IS NECESSARY

If you would like to be entered into the prize draw to win one of three £100 vouchers for a retailer or venue of your choice please supply your contact details below. These will be separated from the rest of the survey on receipt.

Name:

Address:

Post Code:

Tel. No: Email: