Centre for Remote and Rural Studies

THE HIGHLAND COUNCIL'S

ANNUAL SURVEY OF PERFORMANCE AND ATTITUDES 2016

Donald Macleod, Colin Macpherson & Philomena de Lima

Contact:
Dr Philomena de Lima
Centre for Remote and Rural Studies
University of the Highlands and Islands - Inverness College
Inverness Campus
Inverness IV2 5NA
Scotland, UK
Telephone: 01463 273562

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SURVEY METHODOLOGY

Introduction

1. The 2016 Highland Council Performance Survey was conducted in the month of June 2016. This report on the Survey is independent, written by researchers working under the auspices of the UHI Centre for Remote and Rural Studies. It is based on an analysis of the responses of 1,084 people. Key findings from each of the questions in the Survey are presented in this report. Comparisons, as appropriate, are also made with the findings of previous Performance Surveys which have been conducted annually since 2003.

2. Questionnaires are sent to members of the Citizen's Panel. This Panel was designed by The Highland Council to be able to generalise the panel results to the adult population of the Highlands as a whole and consists of 2,340 people.

Response rate

3. In 2016, of the 2,340 questionnaires which were sent to the members of the Panel, some 1,084 completed at least some of the questionnaire and returned their surveys. This gives a response rate of 46.32%. The number of people responding to each question is shown at the foot of the tables presented throughout the Report.

Construction of the 2016 Survey

4. In 2016 the performance survey questions were mostly carried forward from previous years' surveys in order to compare changes in perception over time.

Accuracy and confidence levels

5. Assuming all possible sources of sampling bias have been eliminated, the level of statistical accuracy associated with survey results depends upon two things: (a) the sample size upon which the result is based; and (b) the actual percentage spread of the result itself. Thus, the level of accuracy varies for each question.

6. To measure statistical accuracy, it is necessary first to establish what level of confidence is deemed appropriate. With most survey research, the most commonly used threshold of statistical confidence is the 95% confidence level. The resulting level of accuracy surrounding the results refers to the margin of error around any particular result within which we can be 95% confident the true value lies (i.e. the value observed if the entire population had responded). For example, a response from a random sample of 1,000 people, where 70% answered 'yes' and 30% answered 'no', using a 95% confidence limit, would have an accuracy of ±2.9%. In other words, we can be 95% certain that the true value of the 'yes' vote within the whole population lies between 67.1% and 72.9%. The table below gives levels of accuracy, using the 95% confidence limit, for various sample sizes and percentage responses.

Sample Size	Percentage of the sample giving the particular answer		
	10%/90%	30%/70%	50%/50%
100	+6.0	+9.2	+10.0
200	+4.2	+6.5	+7.1
500	+2.7	+4.1	+4.5
1000	+1.9	+2.9	+3.2
2000	+1.3	+2.0	+2.2

Levels of accuracy for the 2016 Survey

7. For the 2016 Performance survey, the following levels of accuracy apply:

Sample Size	Percentage of the sample giving the particular answer		
	10%/90%	30%/70%	50%/50%
Performance Survey 2016: sample size = 1,084	+ 1.8	+ 2.8	+ 3.0

8. Thus, using the 95% confidence threshold, the accuracy surrounding questions which draw on the entire sample of 1,084 responses is an interval of +3.0% at most. That means the chances are 95% that if the entire population of The Highland Council area were to respond, the answer would lie within +3.0% of the 2016 Performance Survey result. For most questions the range is less than this.

Weighting

9. The profile of respondents to the survey is shown in the following tables in this section of this report. Data provided in Tables 1.1 to 1.8 are not weighted. For the remainder of the Report results are weighted by age and gender unless indicated otherwise. Weighting compensates for an under-representation in responses particularly from the 18-44 age group, and a slight under-representation of males. Note that some columns do not add exactly to 100% due to the rounding of figures.

Gender of respondents

10. Some 1,065 people answered the question regarding their gender as per Table 1.1 below:

Table 1.1 Respondents by gender

Gender	Respondents %
Females	55.4
Males	44.6

N= 1,065

Disability of respondents

11. Table 1.2 gives respondents' answers to the question: "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)?"

Table 1.2 Respondents by Disability

Do you consider yourself to have a disability?	Respondents %
Yes	13.2
No	86.8

N=1,058

12. The 13.2% of those who replied in 2016 that they have a disability compares with: 14% in 2015; 11.1% in 2014; 13.5% in 2013; 13.1% in 2012; and 12.6% in 2011.

Age of respondents

13. The percentage of respondents in the various age groups is detailed in Table 1.3 below:

Table 1.3 Respondents by age groups

Age	Respondents %
16-24	4.5
25-44	10.8
45-64	44.6
65+	40.4

N= 1,081

Length of time lived in The Highland Council area by respondents

14. Table 1.4 below reveals the length of time respondents have lived in the area:

Table 1.4 Respondents by length of time lived in The Highland Council area

Length of Time	Respondents %
Less than 5 years	3.6
5-10 years	9.0
Over 10 years	87.4

N= 1,061

Working status of respondents

15. People were asked about their working status and they responded as in Table 1.5 below:

Table 1.5 Working Status of Respondents

Categories	Respondents %
Retired	41.6
Working for single employer FT	26.8
Self employed	10.5
Working for single employer PT	10.2
Working for more than 1 employer	2.4
Looking after family or home	2.4
Unable to work (long term sickness/disability)	2.3
Full time education	1.6
Unemployed	1.3
Carer	1.0

N=1,032

Housing situation of respondents

16. Respondents answered the question: "Which of the following best describes your current housing situation?" as per the results contained in Table 1.6 below:

Table 1.6 Housing situation of respondents

Housing Situation	Respondents %
Own home/ mortgage	85.6
Rent from the council	4.4
Private rented	3.9
Living with parents	3.7
Rent from a housing association	1.9
House comes with the job	0.8

N=1,060

Ethnicity of respondents

17. Respondents described their ethnicity as per Table 1.7:

Table 1.7 Ethnicity of respondents

Ethnicity	Respondents %
White - Scottish	72.5
White – Other British	23.0
White - Other	2.5
Polish	0.9
Chinese, Chinese Scottish or Chinese British	0.4
Indian, Indian Scottish or Indian British	0.3
Pakistani, Pakistani Scottish or Pakistani British	0.1
Arab, Arab Scottish or Arab British	0.1

N=1,055

Households with school age children

18. Respondents answered the question: "Are there school age children in your household?" as per the results contained in Table 1.8 below.

Table 1.8 Respondents with school age children in household

School Age Children in the Household	Respondents %
Yes	16.6
No	83.4

N=1,032

Responses received by Ward

19. It is possible to identify the Ward in which 1,081 respondents (99.7% of the sample) live. From that analysis (see below in Table 1.9) we note that Ward 6, Wester Ross, Strathpeffer, and Lochalsh provided the most responses (77) and Ward 12, Caol and Mallaig the fewest (28).

20. Because the number of respondents per ward is obviously low relative to the whole sample of 1,084 any comments made in this report about people's views at the ward level <u>can only be indicative</u> and at most can suggest matters that could be worth exploring further.

Table 1.9 Responses by Ward

Ward	Number of Responses
1 North, West and Central Sutherland	30
2 Thurso	31
3 Wick	29
4 Landward Caithness	42
5 East Sutherland and Edderton	36
6 Wester Ross, Strathpeffer and Lochalsh	77
7 Cromarty Firth	47
8 Tain and Easter Ross	47
9 Dingwall and Seaforth	54
10 Black Isle	62
11 Eilean a' Cheò	67
12 Caol and Mallaig	28
13 Aird and Loch Ness	65
14 Inverness West	50
15 Inverness Central	47
16 Inverness Ness-side	55
17 Inverness Millburn	40
18 Culloden and Ardersier	55
19 Nairn	65
20 Inverness South	47
21 Badenoch and Strathspey	57
22 Fort William and Ardnamurchan	50
Total	**1,081**

Respondents' views on being a member of the Citizen's Panel

21. At the conclusion of the Performance Survey respondents were asked questions relating to their participation in the panel under the headline question: **"How have you found being a citizens' panel member?"**

22. Those sampled were invited to answer "yes" or "no" as to whether they felt their **"views have been listened to".** Some 53% of the sample (578 people) answered as follows:

- 62% answered "yes" - 68% in 2015; 71% in 2014; 78% in 2013; 73% in 2012
- 38% answered "no" – 32% in 2015; 29% in 2014; 22% in 2013; and 27% in 2012.

23. Those sampled were then asked whether they have found being a citizens' panel member **"useful".** Some 65% of the sample (706 people) answered as follows:

- 84% answered "yes" – 87% in 2015; 86% in 2014; 89% in 2013; 83% in 2012
- 16% answered "no" - 13% in 2015; 14% in 2014; 11% in 2013; 17% in 2012.

24. Those sampled were asked whether they had found being a citizens' panel member **"time consuming".** Some 60% of the sample (652 people) answered as follows:

- 22% answered "yes" – a notably smaller percentage than in previous years (37% in 2015; 34% in 2014; 29% in 2013; 30% in 2012);
- 78% answered "no" – 63% in 2015; 66% in 2014; 71% in 2013; 70% in 2012.

25. Respondents were then asked whether they had found being a citizens' panel member **"worthwhile".** Some 64% of the sample (697 people) answered as follows:

- 86% answered "yes" - 88% in 2015; 87% in 2014; 90% in 2013; 86% in 2012
- 14% answered "no" – 12% in 2015; 13% in 2014; 10% in 2013; 14% in 2012.

26. Those surveyed were then asked whether this was **their first survey**. Some 74% of the sample (798 people) answered as follows:

- 41% answered "yes"
- 59% answered "no".

Commentary by category

27. Throughout the following Sections of this report, commentary on the results by the various categories of respondents (e.g. by age, gender, disability, housing situation, employment status) is provided, where appropriate, for a number of the questions. The exception is ethnicity simply because so few people from minority ethnic groups respond to the questionnaire.

SECTION A: COUNCIL QUALITIES

Question 1: Views of The Highland Council against 13 qualities

1.1 Respondents gave their views of the Council against a list of qualities. The difference between the percentage of those agreeing (to any extent) and those who disagree (to any extent) that the quality is shown in Table 1.1 below.

Table 1.1 Respondents' views on whether The Highland Council meets stated qualities

Qualities	2016 Strongly Agree %	Agree %	Neither Agree nor Disagree %	Disagree %	Strongly Disagree %	Difference between % who agree and % who disagree in 2016	Difference between % who agree and % who disagree in 2015	Difference between % who agree and % who disagree in 2014
Is approachable	8	46	34	9	3	**42**	**49**	**57**
Is environmentally friendly	8	48	32	9	3	**44**	**44**	**49**
Maintains good quality local services	6	51	22	19	2	**36**	**47**	**57**
Is helpful	6	42	36	12	4	**32**	**43**	**47**
Is a fair employer	6	29	60	4	1	**30**	**29**	**30**
Treats all residents fairly	5	33	37	18	7	**13**	**14**	**11**
Is aware of people's needs	4	31	36	22	6	**8**	**11**	**15**
Tells local people what it is doing	5	33	31	25	6	**7**	**4**	**11**
Listensto local people	3	28	35	26	8	**-3**	**12**	**11**
Providesvalue for money	3	23	38	28	8	**-10**	**4**	**10**
Is efficient	3	24	35	30	8	**-11**	**-2**	**10**
Representsyour views	3	19	43	27	8	**-13**	**-5**	**-1**
Involves people in how it spends its money	2	18	32	36	12	**-28**	**-17**	**-18**

N = 1,055-1,071 in 2016

1.2 As was the case in past surveys, one of the features which catches the eye when looking at Table 1.1 above is **how few of the respondents to the survey either strongly agree or strongly disagree with any of the statements made.** Neither of these two options is ever selected by any more than 12% of the respondents.

1.3 Notice that **compared with 2015 the scores for 2016 have fallen in 10, stayed the same in 1 and risen in 2 of the 13 qualities.**

1.4 There are **3 qualities where the total percentage of respondents who agree or agree strongly** with **the statement** made **exceeds 50%:**

- **"Maintains good quality local services**" (57% agree);
- **"Is environmentally friendly"** (56% agree);
- **"Is approachable"** (54% agree).

1.5 There are now **5 qualities** (3 in 2015) where the total percentage of people who disagree (either strongly disagree or just disagree) with the statement made exceeds the total percentage of those who agree (either strongly or just agree) with it**:**

- **"Listens to local people"** (the margin is -3%);
- **"Provides value for money"** (-10%)
- **"Is efficient"** (-11%);
- **"Represents your views"** (-13%);
- **"Involves people in how it spends its money"** (-28%).

1.6 **"Maintains good quality local services"** is a statement regarding The Highland Council about which 57% agree (including 6% strongly so) while 21% disagree (including 2% strongly so) giving a margin of 36% between those two opinions – a decrease of 11% on last year and a notable fall from the figures in recorded in the 2012-2014 surveys (47% in 2015; 57% in 2014; 54% in 2013; 51% in 2012).

1.7 **"Is approachable"** is a statement regarding The Highland Council about which 54% agree (including 8% strongly so) and 12% disagree (including 3% strongly so) leaving a margin of 42% between those agreeing and those disagreeing (49% in 2015; 57% in 2014; 52% in 2013; 49% in 2012).

1.8 **"Is helpful"** is a statement regarding The Highland Council with which 48% agree (including 6% strongly so) while 16% disagree (including 4% strongly so) leaving a margin between these two opinions of 32%. This is a result which, while showing there is a decisive majority of respondents agreeing with the statement, does represent a notable fall when compared with the results of recent years (43% in 2015; 47% in 2014; 45% in 2013; 45% in 2012; 46% in 2011).

1.9 **"Is environmentally friendly**" is a statement about The Highland Council with which 56% agree (including 8% strongly so) while 12% disagree (including 3% strongly so) leaving a margin of 44% (also 44% in 2015; 49% in 2014; 44% in 2013; 45% in 2012; 39% in 2011; 34% in 2010).

1.10 **"Is a fair employer"** is a statement with which 35% agree (including 6% strongly so) while

5% disagree (including 1% strongly so) leaving a margin in favour of this statement of 30% (29% in 2015; 30% in 2014; 28% in 2013; 27% in 2012). Note that this statement attracts by far the highest percentage of respondents (60%) opting for the “neither agree or disagree” option suggesting that most respondents, not having experience of the Highland Council as an employer, decided to opt for that choice. This should not detract from the fact that when people know about the Council as an employer, a clear majority of respondents regard it as being a fair employer.

1.11 **“Tells local people what it is doing”** is a statement with which 38% agree (including 5% strongly so) while 31% disagree (including 6% strongly so) leaving a margin of 7% between these two opinions (4% in 2015; 11% in 2014; 21% in 2013; 9% in 2012).

1.12 **“Is aware of people’s needs”** is a statement with which 35% agree (including 4% strongly so) while 28% disagree (including 6% strongly so) leaving a margin in favour of the statement of 8% (11% in 2015; 15% in 2014; 6% in 2012; 17% in 2011). While respondents who do not have a disability return a 6% margin in favour of the statement, the comparable figure is -5% for people who have a disability (i.e. 5% more people who have a disability disagree with this statement than agree with it). People who live in other forms of accommodation are the most inclined to agree with the statement (margin of 18%).

1.13 **“Treats all residents fairly”** is a statement with which 38% agree (including 5% strongly so) while 25% disagree (including 8% strongly so) leaving a margin of 13% between these two opinions (14% in 2015; 11% in 2014; 17% in 2013; 5% in 2012).

1.14 **“Listens to local people”** is a statement with which 31% agree (including 3% strongly so) while 34% disagree (including 8% strongly so) leaving a margin of -3% between these two opinions (12% in 2015; 11% in 2014; % in 2013; 9% in 2012). This represents a notable fall of 15% on the 12% recorded in 2015.

1.15 **“Provides value for money”** is a statement with which 26% agree (including 3% strongly so) while 36% disagree (including 8% strongly so) leaving a margin between these two opinions of -10% which is a notable drop on the returns of recent years (4% in 2015; 10% in 2014 and 2013; 3% in 2012).

1.16 **“Is efficient”** is a statement about The Highland Council with which 27% agree (including 3% strongly so) while 38% disagree (including 8% strongly so) leaving a margin between these two opinions of -11% - the lowest level recorded in recent years (-2% in 2015; 10% in 2014; 5% in 2013; -1% in 2012). Of those respondents in employment, the margin between those agreeing and those disagreeing is -20%.

1.17 **“Represents your views”** is a statement with which 22% agree (including 3% strongly so) while 35% disagree (8% strongly so) leaving a margin of -13% which is the lowest score in recent years (-5% in 2015; -1% in 2014 and 2013; -7% in 2012; -2% in 2011).

1.18 **“Involves people in how it spends money”** is a statement with which 20% agree (2% strongly so) while 48% disagree (12% strongly so) leaving a margin of -28% which is the lowest score in recent years (-17% in 2015; -18% in 2014; -11% in 2013; -18% in 2012).

Question 2: Qualities that are most important to respondents

2.1 Respondents were then asked to consider the 13 qualities and choose the 5 which they thought were the ones The Highland Council should most exemplify. Table 2.1 below ranks the 13 qualities according to the percentages of respondents placing the specific qualities within their top 5 in 2016.

Table 2.1 Respondents' views as to the 5 most important Qualities for The Highland Council to display

Qualities as Ranked in Order of Importance by Respondents in 2016 Survey	Respondents Mentioning Quality in Their Top 5 (2016)	Respondents Mentioning Quality in Their Top 5 (2015)	Respondents Mentioning Quality in Their Top 5 (2014)
1. Maintains good quality local services	75	68	69
2. Listens to local people	61	62	58
3. Provides value for money	60	54	51
4. Is efficient	46	38	38
5. Is aware of people's needs	42	36	38
6. Involves people in how it spends its money	36	35	40
7. Treats all residents fairly	34	35	35
8. Tells local people what it is doing	30	29	32
9. Is environmentally friendly	28	27	28
10. Is approachable	19	22	20
11. Is helpful	17	21	21
12. Represents your views	16	19	22
13. Is a fair employer	12	14	10

N= 1,084 in 2016

2.2 Top of the list is that the Council **"maintains good quality local services"** – this attracts the backing of 3 in 4 respondents (75% in 2016; 68% in 2015; 69% in 2014; 71% in 2013; 73% in 2012). There are two other qualities which are endorsed by a majority of the sample: **"listens to local people"** (selected by 61% in 2016; 62% in 2015; 58% in 2014; 59% in 2013; 57% in 2012); and **"provides value for money"** (chosen by 60% in 2016; 54% in 2015; 51% in 2014; 56% in 2013; 58% in 2012).

2.3 There are 6 options that are chosen by 28%-46% of respondents in 2016 as being in their top 5 qualities, namely: **"is efficient"** (46%); **"is aware of people's needs"** (42%); **"involves people in how it spends its money"** (36%); **"treats all residents fairly"** (34%); **"tells local people what it is doing**" (30%); and **"is environmentally friendly"** (28%).

2.4 At the foot of the table there are four options which, in 2016, each gained the support of fewer than 1 in 5 respondents. These are: **"is approachable"** (19%); **"is helpful"** (17%); **"represents your views"** (16%); and **"is a fair employer"** (12%).

Question 3: Expectations

3.1 Table 3.1 below reveals respondents' views when invited to think generally about what they expect from The Highland Council.

Table 3.1 Expectations of The Highland Council

Expectations	2016 %	2015 %	2014 %	2013 %	2012 %
Greatly exceeds your expectations	1	1	2	1	1
Slightly exceeds your expectations	6	6	10	6	7
Is about what you expect	50	62	66	67	60
Falls slightly short of your expectations	32	27	17	20	23
Falls a long way short of your expectations	11	4	5	6	9
Total	**100**	**100**	**100**	**100**	**100**

N = 1,073 in 2016

3.2 Table 3.9 shows that for **1 in 2 respondents** (**50%)** The Highland Council is **"about what [they] expect"**. This return is notable less than the 60%+ levels recorded in surveys in recent years (62% in 2015; 66% in 2014; 67% in 2013; 60% in 2012).

3.3 For **almost 1 in 3 respondents (32%)** The Highland Council **"falls slightly short of [their] expectations"** – a return which is higher than the 27% recorded in 2015 (17% in 2014; 20% in 2013; 23% in 2012).

3.4 The percentage of people saying the Council **"falls a long way short of [their] expectations" has risen to 11%** (4% in 2015; 5% in 2014; 6% in 2013; 9% in 2012).

3.5 The figure for those who say their **expectations have been exceeded either slightly or greatly is 7%** (also 7% in 2015; 12% in 2014; 7% in 2013; 8% in 2012).

SECTION B: COMMUNITY LIFE

Question 4: Gaelic language

4.1 Respondents were asked this question about Gaelic: **"To what extent do you feel the Council has strengthened the profile of the Gaelic language (e.g. through Gaelic education or Gaelic cultural and arts events)?"** Table 4.1 below reveals the results.

Table 4.1 Extent to which respondents feel the Council has strengthened the profile of the Gaelic language

	2016 %	2015 %	2014 %	2013 %	2012 %
To a great extent	22	22	25	28	27
To some extent	54	54	52	48	48
Not really	19	18	18	17	16
Not at all	5	6	5	7	9
Total	**100**	**100**	**100**	**100**	**100**

N=1,046 in 2016

4.2 Some **76% of all respondents felt the Council has strengthened the profile of the Gaelic language** (also 76% in 2015; 78% in 2014; 76% in 2013; 75% in 2012). Some 54%(also 54% in 2015; 52% in 2014; 48% in 2013 and 2012) say it has done so "to some extent" while 22% (also 22% in 2015; 25% in 2014; 28% in 2013; 27% in 2012) say it has done so "to a great extent". Those who say that they feel the Council has "not really" strengthened the Gaelic language's profile stand at 19% (18% in 2015 and 2014; 17% in 2013; 16% in 2012) while a further 5 (6% in 2015; 5% in 2014; 7% in 2013; 9% in 2012) believe that it has "not at all" strengthened the language's profile.

COMMUNITY SAFETY

Question 5: Extent of concern about certain activities in respondents' localities

5.1 Respondents were given a list of thirteen different activities about which they were asked the question: **"How much of a concern to you is each of the following in the area where you live?"** The extent of their concerns is revealed in Table 5.1 below with the activities ranked according to the total percentage of people who are concerned (which involves adding the percentages of those for whom the activity is a "major concern" to those who say it is a "minor concern").

Table 5.1 Extent to which respondents feel concerned about certain activities in their neighbourhoods in 2016

Activity	A Major Concern (A) %	A Minor Concern (B) %	Total Concerned (A+B) %	Not a Concern %	No Opinion/Don't Know %
Road Safety	36	44	**80**	**19**	**1`**
Alcohol misuse	26	44	**70**	**28**	**2**
Drug misuse	28	37	**65**	**32**	**3**
Anti-social behaviour	19	41	**60**	**38**	**2**
Crimes of dishonesty	14	45	**59**	**39**	**2**
Domestic abuse	17	30	**47**	**45**	**8**
The abuse of vulnerable adults	16	30	**46**	**49**	**5**
The abuse of children	17	28	**45**	**50**	**5**
Serious & organised crime	17	27	**44**	**52**	**4**
House or property fires	8	27	**35**	**62**	**3**
Fire related anti-social behaviour	6	20	**26**	**69**	**5**
Violent crime	9	17	**26**	**71**	**3**
Terrorism	6	12	**18**	**76**	**6**

N=1,062-1,075 in 2016

5.2 The table above shows that more than 1 in 2 respondents are concerned about the following 5 activities when considering the area in which they live: road safety (80%); alcohol misuse (70%); drug misuse (65%); anti-social behaviour (60%) and crimes of dishonesty (59%); A further 5 cause concern for between 1 in 3 and just less than 1 in 2 namely: domestic abuse (47%); the abuse of vulnerable adults (46%); the abuse of children (45%); serious and organised crime (44%); and house or property fires (35%); The remaining 3 occasion concern of 26% or fewer: fire related anti-social behaviour (26%); violent crime (26%); terrorism (18%).

5.3 The most notable change in the results when compared with previous years is the sharp across the board decline in the percentage of respondents choosing the **"no**

opinion" option. As will be seen in the following paragraphs that, in several instances, means that we witness increases in **both** the percentage of respondents expressing concern **and** the percentage saying that they are not concerned about the activity in question.

5.4 "**Road safety (e.g. speeding, drink/drug driving)"** continues to be the activity which occasions most concern. Some **80%** (78% in 2015; 80% in 2014; 76% in 2013; 81% in 2012) **express concern** - including 35% saying that it is a "major concern" - with **19%** (also 19% in 2015; 16% in 2014; 20% in 2013; 17% in 2012) **saying that it is not a concern.** Just 1**%** selected the **"no opinion/ don't know"** option.

5.5 **"Alcohol misuse (e.g. under-age drinking/alcohol dependency)"** is a concern to **70% of respondents** (69% in 2015; 63% in 2013; 65% in 2012) including 26% who see it as a major concern**. Some 28%** (22% in 2015; 29% in 2013; 26% in 2012) are **not concerned about it** and **2% chose no opinion/ don't know.**

5.6 **"Anti-social behaviour (e.g. vandalism/ breach of the peace/noise nuisance)" is a concern to 60%** (57% in 2015; 63% in 2014; 57% in 2013; 62% in 2012) - including 19% who regard it as a major concern. For some **38%** (36% in 2015; 29% in 2014; 36% in 2013; 32% in 2012) **it is not a concern** to them in the area where they live. Some **2%** (7% in 2015; 8% in 2014; 7% in 2013; 6% in 2012) chose **no opinion/ don't know.**

5.7 **"Crimes of dishonesty (e.g. theft/fraud)" are a concern to 59% which is an increase on the 47% recorded in 2015 and marks a return to levels of concern expressed in 2014 (**61%). Some 14% cite such crimes as a major concern. For **39%** these crimes are **"not a concern"** – a figure lower than the 44% recorded in 2015 but higher than the 32% of 2014. The fact that there is an increase in both the percentages of those expressing concern and those who are not concerned is accounted for by the drop in the percentage of respondents choosing the **no opinion/ don't know** option. This group fell from 9% of the sample in 2015 to **2% in 2016.**

5.8 **"Drug misuse" is a concern to 65%** (58% in 2015) including 28% who cite it as being a major concern. Some **32%** (31% in 2015) say it is **"not a concern"** while **3%** chose the **"no opinion/don't know"** option.

5.9 **"Domestic abuse" in their areas is a concern to 46%** - reverting to the level recorded in 2014 (36% in 2015; 46% in 2014; 31% in 2013; 35% in 2012) – including 17% who view it as "a major concern". Some **45%** (35% in 2015; 30% in 2014; 45% in 2013; 40% in 2012) **are not concerned about such crimes in their area**. As is common with the responses to other issues there has been a marked fall in the percentage choosing the **no opinion/ don't know option with 8%** selecting this compared with 29% in 2015; 24% in 2014 and 2013**.** There is no difference in the returns from female and male respondents.

5.10 **"Serious and organised crime (e.g. drugs/organised crime/prostitution)" in their local areas is a concern to 44%** (36% in 2015; 45% in 2014; 37% in 2013; 41% in 2012) **-** including 17% who cite it as a major concern. For **52% of the respondents**

(49% in 2015; 44% in 2014; 52% in 2013; 48% in 2012) **this is not a concern for them** while **4%** (15% in 2015) chose the **no opinion/ don't know** option.

5.11 **The "abuse of children" in their areas is a concern to 45%** (34% in 2015; 41% in 2014; 33% in 2013 34% in 2012) **-** including 17% who cite it as a major concern. This is a higher level than that recorded in recent years. At the same time, the percentage of respondents who **are not concerned about such crimes in their area has also risen - it stands at 50%** which is a reversion to the type of levels seen in the 2012 and 2013 surveys (34% in 2015; 38% in 2014; 48% in 2013; 46% in 2012). There has been a substantial decline in the percentage of respondents chose the **no opinion/ don't know option.** Only 5% selected this option compared with: 25% in 2015; 21% in 2014; 19% in 2013; and 20% in 2012**.** Amongst the categories of respondents with school aged children some 50% (41% in 2015; 50% in 2014; 40% in 2013) say that they are concerned – including 15% for whom it is a major concern - while 47% (42% in 2015; 39% in 2014; 45% in 2013) say that they are not concerned.

5.12 **The "abuse of vulnerable adults" in their areas is a concern to 46%** - a figure higher than that recorded in recent years (34% in 2015; 41% in 2014; 28% in 2013; 31% in 2012)**.** This includes 17% (11% in 2015; 15% in 2014; 10% in 2013) cite it as "a major concern". Meanwhile **49%** (40% in 2014; 37% in 2014; 50% in 2013; 47% in 2012) **are not concerned about such crimes in their area while 5%** - far fewer than last year(26%) **-** chose the **no opinion/ don't know option.** Of respondents who are disabled some 49% say this form of abuse is a matter of concern including 21% who regard it as "a major concern".

5.13 **"House or property fires" are a concern to 35%** (34% in 2015; 40% in 2014; 35% in 2013**) -** including 8% who regard it as a major concern. Some **62%** (55% in 2015; 50% in 2014; 51% in 2013) **are not concerned** about these while **3%** selected the "**don't know/ no opinion"** option.

5.14 **"Fire-related anti-social behaviour"** in their areas is a **concern to 26%** (21% in 2015; 29% in 2014; 22% in 2013). For some 6% this is a major concern. Some **69%** (65% in 2015; 60% in 2014; 65% in 2013) **are not concerned** while **5% chose the no opinion/don't know option**.

5.15 **"Violent crime in their areas (e.g. Assault/Robbery/Gun - Knife Crimes/Gangs)" is a concern to 26%** (21% in 2015; 29% in 2014**;** 21% in 2013; 27% in 2012) **-** including 9% who cite it as a major concern. **Some 71%** (68% in 2015; 61% in 2014; 68% in 2013; 63% in 2012) **- are not concerned about such crimes in their area** while **3%** (11% in 2015; 10% in 2014; 11% in 2013; 10% in 2012) chose the **no opinion/ don't know** option.

5.16 **"Terrorism" in their area** is a **concern to 18% of respondents** (11% in 2015; 14% in 2014; 10% in 2013 and 2012) including 6% who cite it as a major concern. For some **76%** (also 76% in 2015; 74% in 2014; 76% in 2013; 77% in 2012) it is **not a concern** while **6%** (13% in 2015; 12% in 2014; 14% in 2013; 13% in 2012) chose **don't know/ have no opinion**.

Question 6: Views of respondents on what would help most to reduce drug and alcohol related harm in their communities

6.1 Respondents were then asked the question: **"What do you think would help most to reduce drug and alcohol related harm in your community?"** There then followed 4 proposals and respondents were invited to "tick all that apply". This question was asked for the first time in the 2015 Survey and the results for that year and this year are contained in Table 4.13 below:

Table 6.1 Respondents' views on proposed ways of reducing drug and alcohol related harm in their communities

Proposal	2016 %	2015 %
People with problems receiving more help	**61**	**63**
More support for families affected by drug and alcohol problems	**60**	**59**
Opportunities and activities to encourage people to make healthier choices	**57**	**62**
Drugs and alcohol are less available	**41**	**43**

N in 2016 = 1,084

6.2 "**People with problems receiving more help"** was selected by 61% of respondents (63% in 2015). "**More support for families affected by drug and alcohol problems"** was chosen by 60% of respondents (59% in 2015). **"Opportunities and activities to encourage people to make healthier choices**" was chosen by 57% of respondents (62% in 2015). "**Drugs and alcohol are less available"** was the only option not to receive the support of more than 1 in 2 of the respondents being selected by some 41% (43% in 2015).

Question 7: Extent of worry about being a victim of crime (in general)

7.1 Those surveyed were asked: **"How worried are you about becoming a victim of crime (in general)?"** The results are shown in Table 7.1 below.

Table 7.1 Extent of worry about being a victim of crime (in general)

Extent of worry	2016 %	2015 %	2014 %	2013 %	2012 %
Very worried	4.7	3.9	3.1	2.5	3.5
Slightly worried	37.0	34.8	36.8	35.1	39.0
Not worried at all	48.9	47.8	48.3	49.8	45.6
Never considered it	9.4	13.5	11.8	12.7	11.9

N in 2016 = 1,083

7.2 These results show that: **4.7%** (3.9% in 2015; 3.1% in 2014; 2.5% in 2013; 3.5% in

2012) are **“very worried” about being a victim of crime;** while **37%** (34.8% in 2015; 36.8% in 2014; 35.1% in 2013; 39% in 2012) are **“slightly worried”;** and some **48.9%** (47.8% in 2015; 48.3% in 2014;49.8% in 2013; 45.6% in 2012) are **“not worried at all”;** and **9.4%** (13.5% in 2015; 11.8% in 2014; 12.7% in 2013; 11.9% in 2012) “**never considered it”.**

7.3 These results reveal that just over 4 in 10 respondents - **41.7% -** have some worries about being a victim of crime. This percentage compares with: 38.7% in 2015; 39.9% in 2014; 37.6% in 2013; 42.5% in 2012. Note though, that only 4.7% of respondents - fewer than 1 in 20 - are very worried about it.

Question 8: Extent of concerns about anyone (including respondents themselves) being subjected to a hate incident or a hate crime

8.1 This question was introduced as follows: **“A hate incident or crime is motivated by prejudice or hatred of someone on the grounds below. It may be physical, verbal or written including physical attack, verbal abuse or incidents, offensive posters or mail, harassment or bullying; this could be at school, work or in public places.”**

8.2 Those sampled were then asked: **“To what extent are you concerned about you or someone you know being the victim of a hate incident or hate crime based on the issues below?”** A list of 7 grounds on which someone may suffer discrimination or a hate incident was presented and views sought on each according to the extent to which respondents were worried. The results in Table 8.1 below are ordered according to the total percentage of those who expressed a concern.

Table 8.1 Extent of concerns about anyone (including yourself) being subjected to a hate incident or a hate crime

Grounds	Major Concern (A) %	Minor Concern (B) %	Total Concerned (A+B) %	Not a Concern %	No opinion/ don’t know %
Mental health	14	31	**45**	**53**	**2**
Learning disability	12	31	**43**	**54**	**3**
Physical disability	11	29	**40**	**58**	**2**
Religion or belief (including non-belief)	7	21	**28**	**67**	**5**
Race or ethnic origin	6	22	**28**	**69**	**3**
Sexual orientation	5	21	**26**	**70**	**4**
Gender identity	4	17	**21**	**75**	**4**

N=1,073

8.3 Table 8.1 shows that for each of the seven grounds identified **a majority of respondents** say they are **not concerned** about anyone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime**.** In 2016 the percentages choosing "not a concern" range from 53%-75%. The percentages expressing a concern (of either kind) range from 21%-45%.

8.4 **Some 45% of respondents were concerned** (including 14% who said it was a "major concern") about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime on the grounds of mental health. The percentage of respondents expressing concern has risen markedly this year and is at its highest level of the 4 years since opinions were first sought on this subject (31% in 2015; 36% in 2014; 18% in 2013). For **53%** (58% in 2015; 54% in 2014; 62% in 2013) this matter was **not a concern** while **2%** (10% in 2015 and 2014; 20% in 2013) chose **the no opinion/ don't know option.** People who are disabled (56%) expressed a higher level of concern than those who are not disabled (44%).

8.5 **Some 43% of respondents** (29% in 2015; 34% in 2014; 17% in 2013) **were concerned** (including 12% who said it was a "major concern") about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on the grounds of learning disability.** The percentage of respondents expressing concern has risen markedly this year compared with 2015 and is at its highest level since the question as first posed in 2013 (29% in 2015; 34% in 2014; 17% in 2013). For **54%** (59% in 2015; 55% in 2014; 63% in 2013) this matter was **not a concern** while **3%** (8% in 2015; 11% in 2014; 20% in 2013) chose **the no opinion/ don't know option.** Levels of concern are higher amongst people who are disabled (50%) than those who are not disabled (41%).

8.6 **Some 40% of respondents were concerned** (including 11% who said it was a "major concern") about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on the grounds of physical disability.** The percentage of respondents expressing concern is notably higher this year than 2015 and is at its highest level since the question as first asked in 2013 (26% in 2015; 30% in 2014; 16% in 2013). For **58%** (63% in 2015; 59% in 2014; 64% in 2013) this matter was **not a concern** while 2**%** (11% in 2015 and 2014; 20% in 2013) chose **the no opinion/ don't know option.** Levels of concern are higher amongst people who are disabled (51%) than those who are not disabled (36%).

8.7 **Some 28%** (also 28% in 2015; 29% in 2014; 18% in 2013) were concerned (including 6% who said it was a "major concern") about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on account of race or ethnic origin. Some 69%** (62% in 2015; 61% in 2014; 62% in 2013**) were not concerned** and **6%** (10% in 2015 and 2014; 20% in 2013) **chose the no opinion/ don't know option.**

8.8 **Some 28% of respondents** (22% in 2015; 27% in 2014; 14% in 2013) **were concerned** (including 7% who said it was a "major concern") about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on the**

grounds of religion or belief (including non-belief). For **67%** (65% in 2015; 62% in 2014; 68% in 2013) this matter was **not a concern** while **5%** (13% in 2015; 11% in 2014; 18% in 2013) chose **the no opinion/ don’t know option.**

8.9 **Some 26%** (20% in 2015; 25% in 2014; 12% in 2013) **were concerned** (including 5% who said it was a “major concern”) about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on the grounds of sexual orientation.** For **70%** (67% in 2015; 69% in 2014; 71% in 2013) this matter was **not a concern** while **4%** (13% in 2015; 11% in 2014; 21% in 2013) chose **the no opinion/ don’t know option.**

8.10 **Some 21%** (16% in 2015; 20% in 2014; 8% in 2013) **were concerned** (including 4% who said it was a “major concern”) about someone of whom they are aware (including themselves) being subjected to a hate incident or a hate crime **on the grounds of gender identity.** Amongst those aged 16-24 some 36% expressed concern. For **75%** (70% in 2015; 69% in 2014; 71% in 2013) this matter was **not a concern** while **4%** (14% in 2015; 11% in 2014; 21% in 2013) chose **the no opinion/ don’t know option.**

Question 9: Respondents’ awareness of the impact on people in Highland of hate incidents and hate crime

9.1 Question 9 was introduced as follows: **“There is considerable evidence about the impact of hate incidents and hate crimes (as described above) on individuals, and communities – for example on mental health, on suicide rates, on risk taking behaviour, on feelings of safety and of belonging, of trust in social and/or civic institutions.”**

9.2 Respondents were then asked: **“Were you aware that such incidents can and do impact on people in this way in Highland?”** Some 1,068 (98.5% of the sample) answered. Of those who gave their views **70.9%** (73.4% in 2015; 71.5% in 2014; 69% in 2013) **said that they were aware while 29.1%%** (26.6% in 2015; 28.5% in 2014; 31% in 2013) **said that they were not aware.**

Question 10: Views on the safety of the area within 15 minutes’ walk of home

10.1 Respondents were then asked to rate the safety of the area near their homes as follows: **“Taking everything into account, how do you rate the area within 15 minutes’ walk of your home as a place to live?”** Their views are revealed in Table 10.1 below.

Table 10.1 Rating of the safety of the area within 15 minutes' walk of home

	2016 %	2015 %	2014 %	2013 %	2012 %
A very safe area	60.0	60.4	61.7	58.5	53.3
A fairly safe area	36.7	36.4	35.0	39.3	42.8
Total Safe	**96.7**	**96.8**	**96.7**	**97.8**	**96.1**
Rather unsafe area	2.6	2.2	2.0	1.7	2.9
A very unsafe area	0.6	0.4	1.2	0.1	0.7
Total Unsafe	**3.2**	**2.6**	**3.2**	**1.8**	**3.6**
No opinion	**0.0**	**0.6**	**0.1**	**0.3**	**0.3**
Net Safety Rating (Total Safe – Total Unsafe)	**93.5**	**94.2**	**93.5**	**96.1**	**92.5**

N in 2016 = 1,082

10.2 **In 2016 some 96.7% of respondents** (96.8% in 2015; 96.7% in 2014; 97.8% in 2013; 96.1% in 2012) **rate their locality as either "very" or "fairly safe"**. **Those who feel that their locality is unsafe to any extent total 3.2%** (2.6% in 2015; 3.2% in 2014; 1.8% in 2013; 3.6% in 2012). A net safety rating can be calculated by deducting the percentage of respondents who feel that their area is unsafe to any degree from the percentage who feel their area is safe. The **net safety rating** stands **at 93.5% in 2016** (94.2% in 2015; 93.5% in 2014; 96.1% in 2013; 92.5% in 2012).

10.3 Looking in more detail at the results we see that **6 in 10 respondents (60%) rated the area within 15 minutes' walk of their home as being "very safe"** (60.4% in 2015; 61.7% in 2014; 58.5% in 2013; 53.3% in 2012). The only categories of respondents where fewer than 50% rate their immediate area as "very safe" are people who are: council tenants (43%); unemployed (44%).

EQUALITIES

This part of the survey was introduced as follows:

"As a public body, the Council has a duty to give regard to the need to:

- eliminate discrimination, harassment and victimisation;
- advance equality of opportunity; and
- foster good relations.

We have an interest in understanding public attitudes towards equalities and diversity in Highland. The Council has agreed a "Fairer Highland Plan" to tackle discrimination and support equality of opportunity. The following three questions will help us to take forward our duties under the Equality Act 2010."

Question 11: Views on prejudice

11.1 Those surveyed were then given two statements and asked: **"Which statement comes closest to your own view?"** The two statements and the percentage of respondents agreeing with them are given in Table 11.1 below.

Table 11.1 Views on prejudice

Statement	2016 %	2015 %	2014 %	2013 %	2012 %
Highland should do everything it can to get rid of all types of prejudice	81.6	75.0	76.8	73.6	70.4
Sometimes there is good reason for people to be prejudiced against certain groups	18.4	25.0	23.2	26.4	29.6

N in 2016 = 1,065

11.2 Just over 4 in 5 people (**81.6%)** thought that the statement **“Highland should do everything it can to get rid of all types of prejudice” came closest to their own views** – a figure that is the highest yet recorded (75.0% in 2015; 76.8% in 2014; 70.4% in 2012; 66.9% in 2011). For **18.4**% (25.0% in 2015; 23.2% in 2014; 26.4% in 2013; 29.6% in 2012; 33.1% in 2011) the statement **“sometimes there is good reason for people to be prejudiced against certain groups” came closest to their views.**

11.3 There is a notable difference according to gender. Some 83% of females agree with the statement **“Highland should do everything it can to get rid of all types of prejudice”** compared with 72% of males. By age too it is noticeable that while 95% of those aged 16-24, 84% of those aged 25-44, and 80% of those aged 45-64 agree with this statement, the percentage of those aged 65+ who agree with it is 70%.

Question 12: Type of people with whom respondents would rather live in an area

12.1 The next question was: **“Would you rather live in an area with lots of different kinds of people or where most people are similar to you?”** Some 1,050 people (96.9% of the sample) answered this question as follows:

- **55.7%** (57.6% in 2015; 52.5% in 2014; 51.7% in 2013; 52.1% in 2012) selected **“lots of different kinds of people” and when compared with the results of past surveys this is the highest percentage that has selected this option;**

- **44.3%** (42.4% in 2015; 47.8% in 2014; 48.3% in 2013; 47.9% in 2012) selected **“where most people are similar to you”.**

12.2 There are notable variations by:

- Age group of respondents: some 62% of those aged 65+ chose “where most people are similar to you”. By contrast in each of the other age groups the majority opinion was: “with lots of different kinds of people”. This view was selected by: 67% of those aged 16-24; 65% of those aged 25-44; and 60% of those aged 45-64.
- Gender of respondents: 58% of females chose “lots of different people” compared with 44% of males.
- Whether respondents had school aged children or not: 62% of respondents with school aged children chose “with lots of different kinds of people”, compared with 50% of respondents who have no school aged children.

SECTION C: SATISFACTION WITH SERVICES

Question 13: Satisfaction with services

13.1 The first question under this heading reads: **"The Highland Council provides a wide range of services. Please identify the service(s) you have used over the period 1 April 2014 - 31 March 2015 and express your satisfaction with each by placing a tick in the boxes below."** Those surveyed were then presented with a list of 46 services provided by The Highland Council and invited to select one of the following 6 options for each service:

- Have Not Used Service
- Very Satisfied
- Fairly Satisfied
- Neither Satisfied/Dissatisfied
- Fairly Dissatisfied
- Very Dissatisfied

13.2 As has been done in past years, we calculate a **net satisfaction rate** for each service. We arrive at this rate by firstly, adding the percentages of respondents who are "very satisfied" and "fairly satisfied" and then subtracting the percentages of people who declare themselves to be "fairly dissatisfied" and "very dissatisfied". Table 13.1 below compares the net satisfaction rates for each service since 2012.

13.3 Table 13.1 also contains a column detailing the percentage of respondents who, by giving an opinion on a particular service, are saying they used the service within the specified period.

Table 13.1 Views on The Highland Council's services: Net Satisfaction Rate

Service	*Respondents Using Service*	Year				
	2015/16	2016	2015	2014	2013	2012
	%	%	%	%	%	%
Refuse/bin collection	*98*	79	78	75	78	72
Walking routes e.g. Great Glen Way	*47*	79	83	84	84	80
Public Parks and other open spaces	*80*	77	78	80	76	73
Libraries	*59*	77	77	84	84	81
Primary education	*26*	77	75	68	59	65
Payment of Council Tax	*68*	76	83	81	87	82
Pre-school services	*19*	76	53	54	58	62
Recycling facilities	*97*	75	76	76	75	72
Museums	*49*	72	69	64	74	64
Other sports facilities	*40*	72	75	70	62	69
Registrars for Births, Deaths & Marriages	*26*	71	74	73	67	73
Council Service Points	*42*	70	83	73	79	74
School transport	*19*	69	53	54	41	33
Burials and cremations	*23*	68	66	63	61	68
Swimming pools	*45*	67	72	71	65	64
Secondary education	*24*	66	64	61	60	57
Countryside ranger service	*28*	64	72	69	69	67
Street lighting	*91*	62	68	67	67	64
Council website	*57*	62	n/a	n/a	n/a	n/a
School meals	*24*	61	64	57	54	45
Breakfast and after school clubs	*13*	60	23	39	40	24
Council Service Centre	*26*	59	53	58	n/a	n/a
Services to protect children from harm	*17*	59	35	39	42	28
Cycling paths	*39*	56	47	45	44	50
Environmental Health Service	*20*	53	50	52	54	55
Trading Standards	*15*	48	32	38	46	41
Community learning/adult education	*18*	47	40	51	39	47
Gaelic Pre-school services	*9*	45	15	20	27	21
Housing information and advice	*15*	44	17	40	43	30
Gaelic Primary education	*10*	42	20	17	14	24
Community Occupational Therapy	*19*	41	23	39	32	30
Street cleaning	*92*	35	43	44	47	43
Dealing with flooding	*61*	33	30	34	27	18
Economic development / Business Gateway	*14*	33	29	30	31	35
Advice on Benefits	*19*	28	27	35	35	30
Gaelic Secondary education	*9*	25	5	8	7	14
Gaelic community learning/adult education	*10*	23	9	12	1	15
Care at home services	*21*	23	4	11	33	23
Residential homes for disabled/elderly people	*21*	22	0	19	24	21
Services to protect adults at risk from harm	*13*	12	28	36	30	28
Planning applications & building warrants	*37*	8	21	23	19	-2
Planning for future land use (Local Plan)	*36*	6	13	8	14	3
Pavement maintenance	*91*	6	10	15	21	16
Services to reduce offending	*11*	-1	-7	18	7	-13
Winter road maintenance	*96*	-5	-8	17	14	0
Road repairs and pot holes	*97*	-74	-65	-56	-61	-59

Base: N in 2016 = 93-1,064 *n/a: not applicable as question not asked*

13.4 Table 13.1 shows that of the 46 services there are **25 with net satisfaction rates of 50%** or higher in 2016 which is the highest number recorded (21/46 in 2015; 22/46 in 2014; 19/45 in 2013; and 19/45 in 2012).

13.5 The following **12 services have net satisfaction ratings of 70% or higher in 2016:**

- Refuse/bin collections (79%);
- Walking Routes (79%);
- Public Parks and other open spaces (77%);
- Libraries (77%);
- Primary Education (77%);
- Payment of Council Tax (76%);
- Pre-school services (76%);
- Recycling facilities (75%);
- Museums (72%)
- Other sports facilities (72%);
- Registrars for Births, Deaths and Marriages (71%);
- Council service points (70%);

13.6 Looking at the 45 services with which comparisons can be drawn between the results of the 2016 and 2015 surveys, – one service being new to the 2016 survey - Table 13.1 also shows that:

- **27 services** received **an increase** in their **net satisfaction ratings;**
- **1** service received the **same rating**;
- **17 services** experienced **a decrease.**

13.7 An impression of **changes in overall net satisfaction** rates across the list of services can be obtained by looking at the number of services found within various net satisfaction bands. Table 13.2 below shows the results according to this measure.

Table 13.2 Number of services in the various net satisfaction rate bands (2011-2016)

	Number of Services in Each Year					
Net Satisfaction Rate Bands (%)	**2016**	**2015**	**2014**	**2013**	**2012**	**2011**
75 to 100	8	9	6	7	3	7
50 to 74	17	12	16	12	16	13
25 to 49	11	10	12	16	11	14
0 to 24	7	12	11	9	12	3
Lower than 0	3	3	1	1	3	3
Total Number of Services	**46**	**46**	**46**	**45**	**45**	**41**

13.8 Table 13.2 shows that in 2016:

- **Some 8 services have a net satisfaction rating of 75% or higher** – this is just 1 fewer than the record 9 of 2015.

- **Some 25 services have a net satisfaction rate of 50% or higher** – the highest number yet recorded (21 in 2015; 22 in 2014; 19 in 2013 and 2012; 20 in 2011).
- **There are 3 services with a negative net satisfaction rating in 2016** – Services to reduce offending (-1%); Winter road maintenance (-5%); Road repairs and potholes (-74%). This compares with: 3 services with a negative rating in 2015; 1 service with a negative rating in both 2014 and 2013; and 3 services with such ratings in both 2012 and 2011.

Use of services

13.9 **Table 13.1 also shows that in 2015/16 there are 7 services about which 90% or more of the sample say that they used namely:** refuse/bin collection (which heads the list as it is used by 98%); recycling facilities (97% using this service); road repairs and potholes (also 97%); winter road maintenance (96%); street cleaning (92%); street lighting (91%); pavement maintenance (91%). In addition, some 80% indicated they used public parks and open spaces.

13.10 **A further 9 services were used by 40% or more of the sample namely:** payment of council tax (68%); dealing with flooding (61%); libraries (59%); Council website (57%); museums (49%); walking routes (47%); swimming pools (45%); Council service points (42%); other sports facilities (40%). Just marginally fewer than 40% said they used cycling paths (39%).

Question 14: Importance of services to respondents

14.1 Respondents were then invited **to rank in order the 5 services from the list of 46 they regarded as being the most important to them**. Table 14.1 below reveals the percentage of the overall sample which selected these services in their top 5.

Table 14.1 Importance of services to respondents - appearance in respondents' top five

Services	2016 %	2015 %	2014 %	2013 %	2012 %
Road repairs and pot holes	**66**	63	57	57	61
Winter road maintenance	**43**	50	43	48	50
Refuse/bin collection	**26**	45	47	41	48
Public Parks and other open spaces	**24**	20	21	19	18
Primary education	**23**	21	19	19	22
Secondary education	**21**	17	18	18	18
Recycling facilities	**18**	28	30	32	32
Swimming pools	**18**	15	16	15	14
Other sports facilities	**16**	15	13	13	11
Pavement maintenance	**14**	15	16	12	14
Libraries	**14**	17	20	19	16
Care at home services	**13**	9	8	9	10
Council Service Points	**11**	10	11	6	7
Residential homes for disabled/elderly people	**11**	7	6	8	7
Street cleaning	**10**	14	15	16	17
Council website	**9**	n/a	n/a	n/a	n/a
Cycle paths	**9**	9	9	10	9
Services to protect children from harm	**9**	6	5	7	6
Planning for future land use (Local Plan)	**9**	5	8	7	10
Payment of Council Tax	**7**	7	6	8	6
Walking routes e.g. Great Glen Way	**7**	9	8	8	8
Pre-school services	**6**	7	6	8	6
Street lighting	**6**	9	9	10	8
School transport	**5**	5	5	4	6
School meals	**5**	4	5	3	6
Services to protect adults at risk of harm	**5**	3	3	3	3
Community learning/adult education	**5**	2	3	4	3
Museums	**4**	4	4	6	4
Community Occupational Therapy	**4**	2	2	1	2
Planning applications and building warrants	**4**	6	5	5	6
Burials and cremations	**4**	1	2	2	0.9
Advice on Benefits	**3**	3	4	3	2
Housing information and advice	**3**	3	3	4	4
Council Service Centre	**3**	3	3	n/a	n/a
Economic development / Business Gateway	**3**	2	2	2	2
Environmental Health Service	**3**	2	4	3	3
Registrars for Births, Deaths and Marriages	**3**	2	2	1	1
Dealing with flooding	**3**	5	5	6	6
Breakfast and after school clubs	**2**	3	2	2	1
Countryside ranger service	**2**	3	1	2	1
Services to reduce offending	**2**	1	2	2	2
Gaelic primary education	**2**	1	1	1	0.7
Trading Standards	**1**	2	2	1	1
Gaelic community learning/adult education	**1**	0.4	0.5	0.7	1
Gaelic pre-school services	**0.9**	0.8	0.5	2	0.8
Gaelic secondary education	**0.6**	0.4	0.6	0.7	1

Base: All respondents (N=1,084 in 2016) *n/a not applicable*

14.2 **Road repairs and pot holes** is the service which year in year out occupies the top spot. In 2016 some 2 out of 3 respondents (66% - more than ever before) placed this service within their top 5 (63% in 2015; 57% in 2014 and 2013; 61% in 2012).

14.3 Roads emerge again in second place with **winter road maintenance** being one of the 5 most important services for 43% (50% in 2015; 43% in 2014; 48% in 2013; 50% in 2012).

14.4 **Refuse/bin collections** is again in third place but it has witnessed a sharp decline in the percentage of respondents placing it within their 5 most important services – down from 45% in 2015 to 26% in 2016 (47% in 2014; 41% in 2013; 48% in 2012).

14.5 **Public parks and other open spaces** are listed in the top 5 services by 24% of the entire sample (20% in 2015; 21% in 2014; 19% in 2013; 18% in 2012).

14.6 **Primary education** was selected by 23% (21% in 2015; 19% in 2014 and 2013; 22% in 2012) and **secondary education** by 21% of the whole sample (17% in 2015; 18% in 2014; 19% in 2013; 18% in 2012). But these returns mask noticeable – if unsurprising – differences in the order of importance they are accorded by the categories of respondents. Primary education is listed in the 5 most important services by 48% of people with children at school compared with 14% of respondents with no school aged children while secondary education is listed by 53% of people with children at school compared with 11% of respondents with no school aged children.

14.7 **Recycling facilities** is a top 5 service for 18% of respondents – a notable decline from past years (28% in 2015; 34% in 2014; 32% in 2013 and 2012).

14.8 **Swimming pools** are listed in the top 5 of 18% of the entire sample (15% in 2015; 16% in 2014; 15% in 2013; 14% in 2012) while **other sports facilities** are also listed by 16% (15% in 2015; 13% in 2014 and 2013; 11% in 2012). When one looks at the categories of respondents it is noticeable that:

- some 32% of those aged 25 to 44 list swimming pools as a top 5 service compared with 9% of those aged 65+;
- some 29% of those aged 16 to 24 and 22% of those aged 25 to 44 list other sports facilities as a top 5 service compared with 12% of those aged 45-64 and 7% of those aged 65+;
- some 33% of people with school aged children list swimming pools and 23% list other sports facilities in their top 5 compared with 11% and 10% respectively for those respondents who have no school aged children.

14.9 **Libraries** are in the top 5 of 14% of the sample (17% in 2015; 20% in 2014; 19% in 2013; 16% in 2012).

14.10 **Pavement maintenance** is listed in the top 5 by 14% (15% in 2015; 6% in 2014; 12% in 2013; 14% in 2012) while **street cleaning** is listed in the top 5 by 10% (14% in 2015; 15% in 2014; 16% in 2013; 17% in 2012).

14.11 **Care at home services** are ranked in the top 5 by 13% of respondents – an increase on past years (9% in 2015; 8% in 2014; 9% in 2013; 10% in 2012). **Residential homes for disabled/elderly people** are ranked in the top 5 by 11% - also an increase on past surveys (7% in 2015; 6% in 2014; 85 in 2013; 7% in 2012).

14.12 While 11% of the overall sample listed **Council Service Points** in their top 5 (10% in 2015; 11% in 2014; 6% in 2013; 7% in 2012) this is a service rated in the top 5 by 28% of Council tenants and by 21% of those who are unable to work.

14.13 Linking the results of respondents' views on services (see Table 13.1) with their views on the services they rate as being in their top 5 (Table 14.1), it is noteworthy that **the service that heads the top 5 list, road repairs and pot holes** (in the top 5 of 66% of respondents), is the **one about which respondents are, by a large margin, the least satisfied** (-74%). Second on the top 5 list is **winter road maintenance** and it receives the second lowest net satisfaction rate (-5%).

Question 15: Overall satisfaction with services provided by The Highland Council

15.1 Those surveyed were then asked: **"Overall, are you satisfied with the services The Highland Council provides?"** In 2016 **some 73% answered "yes".** Although this result shows that a substantial majority of respondents are satisfied with the services provided, it does represent a notable dip on the percentages of satisfied respondents recorded in past surveys (83% in 2015; 87% in 2014; 88% in 2013; and 83% in 2012). Some 1,044 people answered this question (96% of all respondents to the survey). There are no notable variations in satisfaction levels by category of respondents.

Question 16: More or less satisfied with services

16.1 The next question for respondents was: **"overall, are you more or less satisfied with The Highland Council's services than you were last year?"** Table 16.1 below shows the responses to this question for the period 2012 to 2016.

Table 16.1 Levels of satisfaction with services compared with previous years

Levels of Satisfaction	2016 %	2015 %	2014 %	2013 %	2012 %
More satisfied	3.9	3.7	5.7	6.3	5.4
About the same	64.8	75.3	79.6	78.2	72.2
Less satisfied	31.3	21.0	14.7	15.5	22.3
Total	**100**	**100**	**100**	**100**	**100**

N= 1,065 in 2016

16.2 Table 16.1 reveals that some 1,065 people (98.2% of the sample) answered this question in 2016. As is the case each year most people chose **"about the same"** but the percentage doing so in 2016 **dipped to 64.8**% from 75.3% in 2015 (79.6% in 2014; 78.2% in 2013; 72.2% in 2012). The percentage of respondents who are **"less satisfied" is 31.3%** - up markedly on the 21% recorded in 2015 and more than double the 14.7% recorded in 2014 (15.5% in 2013; 22.3% in 2012). Some **3.9%** said they are **"more satisfied"** than they were a year ago (3.7% in 2015; 5.7% in 2014; 6.3% in 2013; 5.4% in 2012).

16.3 The highest percentage of those saying that they are less satisfied with services than they were a year ago is found amongst respondents with school aged children (40%).

Question 17: Complaints to The Highland Council in the past year

17.1 Those surveyed were then asked: **"If you made a complaint about the Council in the past year, how satisfied were you with how the Council handled your most recent complaint?"** Some 16.6% of the sample (180 people) answered this question (14.6% in 2015; 15.0% in 2014; 13.9% in 2013; 16.5% in 2012). Table 17.1 below gives the percentages of respondents who expressed their views as to how well The Highland Council had handled their complaints. The net satisfaction rate is calculated by deducting the percentage of respondents who are dissatisfied – either fairly or very - with the way their complaint was handled from those who are satisfied – either fairly or very - with the handling of the complaint.

Table 17.1 Levels of satisfaction/dissatisfaction with the way The Highland Council handled complaints

Levels of Satisfaction/ Dissatisfaction	2016 %	2015 %	2014 %	2013 %	2012 %
Very satisfied	8	14	10	8	10
Fairly satisfied	26	19	20	20	21
Total of Very + Fairly Satisfied	**34**	**33**	**30**	**28**	**31**
Neither Satisfied nor Dissatisfied	**18**	**14**	**18**	**25**	**25**
Fairly dissatisfied	29	26	22	24	17
Very dissatisfied	19	27	30	24	26
Total of Very + Fairly Dissatisfied	**48**	**53**	**52**	**48**	**43**
Net Satisfaction Rate (Total Satisfied – Total Dissatisfied)	**-14**	**-20**	**-22**	**-20**	**-12**

N=180 in 2015

17.2 Table 17.1 reveals that **48% of respondents** (53% in 2015 52% in 2014; 48% in 2013; 43% in 2012) **are dissatisfied** (either "fairly" or "very") with the way their complaint has been handled. Some 19% say they are "very dissatisfied" and another 29% say they are "fairly dissatisfied". **By contrast, 34% are satisfied (either "very" or "fairly") with the way their complaints have been handled** (33% in 2015; 30% in 2014; 28% in 2013; 31% in 2012). Some 8% are "very satisfied" and 26% are "fairly satisfied". **The net satisfaction rate is -14%** (-20% in 2015; -22% in 2014; -20% in 2013; -12% in 2012).

Question 18: Reasons for dissatisfaction

18.1 Respondents were asked: **"If you were dissatisfied with how a complaint was handled, please identify the reasons by selecting all that apply."** There then followed 4 options: timescale; quality of response; outcome; and other. Some **126 respondents (11.6% of the sample)** answered giving their reasons for their dissatisfaction as follows (note that with multiple responses permitted, and taken, the percentages in table 18.1 add to more than 100%):

Table 18.1 Reasons for dissatisfaction with the handling of complaints

Reason for Dissatisfaction	People Dissatisfied 2016 %	People Dissatisfied 2015 %	People Dissatisfied 2014 %	People Dissatisfied 2013 %	People Dissatisfied 2012 %
Outcome	55	58	54	66	69
Quality of Response	48	49	59	44	42
Timescale	34	28	41	42	36
Other	19	35	4	6	16

In 2016 N=126

18.2 In 2016 **"outcome"** was the main reason for people's dissatisfaction being **selected by 55**% (58% in 2015; 54% in 2015; 66% in 2013; 69% in 2012).For **48% "quality of response"** was the reason given (49% in 2015; 59% in 2014; 44% in 2013; 42% in 2012). For **34%** (28% in 2015; 41% in 2014; 42% in 2013; 36% in 2012) **"timescale"** was a reason for their dissatisfaction. Some **19% selected "other"** – (35% in 2015; 4% in 2014; 6% in 2013; 16% in 2012).

SECTION D: USING THE HIGFHLAND COUNCIL'S ONLINE SERVICES

Question 19: Use of www.highland.gov.uk

19.1 Respondents were then asked a set of new questions relating to The Highland Council's online services. The first question asked was: **have you used any online service at www.highland.gov.uk (e.g. making a payment, requesting a service, reporting a fault)?** Some 1,065 people answered (98% of the sample) and of them **28.9% said they had used the service** and **73.1% said they had not used it.** The greatest level of use is found amongst: respondents who have school aged children (40%); and people aged 25-44 (38%). The lowest level of use is found amongst: those aged 65+ (20%); people who are disabled (20%); and those who are retired (21%).

Question 20: Level of satisfaction with online experience

20.1 People who said that they had used the online service were then invited to give their views as to their satisfaction with that service. Some 283 people answered this question and their responses are found in Table 20.1 below.

Table 20.1 Level of satisfaction with online experience

	Very satisfied %	Fairly satisfied %	Neither satisfied/ dissatisfied %	Fairly dissatisfied %	Very dissatisfied %	Net satisfaction rate (All satisfied – all dissatisfied) %
Respondents	33.0	42.1	10.9	10.2	3.7	61.2

N= 283

20.2 The results in Table 20.1 show that of those who had used the service, **some 3 in 4 people (75.1%) expressed satisfaction with it** – being either very satisfied (33%) or fairly satisfied (42.1%). Some **13.9% were dissatisfied with the service** with 10.2% being fairly dissatisfied and 3.7% fairly dissatisfied. A net satisfaction rate can be computed by deducting the percentage of those who are dissatisfied in either way from the percentage of those who are satisfied in either way. This rate stands at 61.2%.

Question 21: Views on the qualities of the online services

21.1 Those people who had used the online services were then asked to give their views as to how they felt these measured up to 5 different qualities. Table 21.1 below reveals their views.

Table 21.1 Views on the qualities of the online services

Qualities	(Strongly agree %	Tend to agree) %	**Total Agreeing %**	**Neither agree nor disagree %**	(Tend to disagree %	Strongly disagree) %	**Total Disagreeing %**
Online services were easy to use	(30	45)	**75**	**12**	(9	4)	**13**
Online services were easy to find	(23	45)	**68**	**13**	(15	4)	**19**
Online services were quick to complete	(21	49)	**70**	**16**	(10	4)	**14**
I was able to find the online service I required	(26	45)	**71**	**12**	(12	5)	**17**
I would use the online service again	(42	43)	**85**	**8**	(3	4)	**7**

N= 279-282

21.2 From Table 21.1 it can be seen that **75% agreed** (30% strongly so and 45% tended to agree) that the **online services were easy to use** while **13% disagreed** (9% tended to disagree and 4% strongly disagreed). Some 12% selected neither agree not disagree.

21.3 The table also shows that **68% agreed** (23% strongly so and 45% tended to agree) that the **online services were easy to find** while **19% disagreed** (15% tended to disagree and 4% strongly disagreed). Some 13% selected neither agree not disagree.

21.4 Some **70% agreed** (21% strongly so and 49% tended to agree) that the **online services were quick to complete** while **14% disagreed** (10% tended to disagree and 4% strongly disagreed). Some 16% selected neither agree not disagree.

21.5 The table shows **71% agreed** (26% strongly so and 45% tended to agree) that **they were able to find the online service they required** while **17% disagreed** (12% tended to disagree and 5% strongly disagreed). Some 12% selected neither agree not disagree.

21.6 A large majority of respondents, some **85%, agreed** (42% strongly so and 43% tended to agree) that **they would use the online service again** while **7% disagreed** (3% tended to disagree and 4% strongly disagreed). Some 8% selected neither agree not disagree.

Question 22: Suggestions on improving online services

22.1 Respondents were invited to contribute any suggestions they might have on how to improve the online services. These have been collated and given to the members of staff responsible for the services so that they can give them detailed consideration.

SECTION E: INVOLVING AND DEVELOPING COMMUNITIES

This section, which is new to the 2016 Survey and which contains 7 questions was introduced as follows: "The Council is committed to supporting communities to do things for themselves (community engagement) and to let people have their say on public services and participation. We'd like to hear how this might happen in your communities."

Question 23: Community activities/organisations in which respondents have been involved in the past year

23.1 Those surveyed were asked: "Thinking about your community, what activities/ organisations have you been involved in over the last year?" Respondents were given **8 options and invited to select all that applied.** Table 23.1 below reveals their answers with the table ordered according to the percentage choosing the various options.

Table 23.1 Community activities/organisations in which respondents have been involved in the past year

Activity/ Organisation	Respondents %
None	47
Participating in a leisure/sports/music/youth or other organisation	28
Volunteering in the running of a leisure/sports/music/youth or other organisation	25
Taken part in a local consultation – excluding the Citizens' Panel	13
Involved in a local campaign	10
As a director of a local group	7
A member of a Community Council	3
Involvement in a Development Trust	3

N=1,084

23.2. The first point to make about the results revealed in Table 23.1 is that with **47% selecting the option "none"** this means that a majority of respondents **– 53% - are involved in one or more activities and/or organisations in their communities.**

23.3 By categories of respondents the highest percentages of those selecting "none" are found amongst: council tenants (68%); people who are unemployed (58%); and those who are disabled (56%). Conversely, the lowest percentages selecting this option are found amongst: respondents with school aged children (36%); and people aged 16-24 (36%).

23.4 Some **28%** of respondents said that they had been **"participating in a leisure/sports/music/youth or other organisation"** in their communities in the past year. The highest level of such participation is found amongst: those aged 16-24 (51%);

and people with school aged children (39%). The lowest level is found amongst people who are disabled (14%).

23.5 Some **25%** said that they had been **"volunteering in the running of a leisure/sports/music/youth or other organisation"** in the past year. The highest level of such volunteering is found amongst people with school aged children (42%). The lowest levels are found amongst: people who are council tenants (13%); those people resident in the Highlands less than 5 years (13%); and people who are disabled (17%). There is a notable difference between the levels of such volunteering engaged in by females (29%) when compared with that done by males (19%).

23.6 Some **13%** said that they had **"taken part in a local consultation – excluding the Citizens' Panel".** Just 2% of council tenants said that they had taken part in such a consultation. Some **10%** of the sample said they had been **"involved in a local campaign".**

23.7 Of the sample **7%** said that they were involved **"as a director of a local group"** while **3%** said they were involved as **"a member of a Community Council"**. Some **3%** had **"involvement in a Development Trust."**

Question 24: Extent of interest in being involved in discussions about improving their communities

24.1 Those sampled were then invited to answer this question: "To what extent are you interested in being involved in a discussion about how to develop or improve your community i.e. talking about what is important to your community?" There were 4 options given and the responses of the 1,061 who answered (98% of the sample) are found in Table 24.1 below.

Table 24.1 Level of interest in being involved in discussions about improving their communities

Extent of interest in being involved in discussions about developing or improving their communities	Respondents %
To a great extent	16
To some extent	**46**
Not really	**27**
Not at all	**11**

N=1061

24.2 Table 24.1 reveals that **62% are interested** – 16% to a great extent and 46% to some extent – in being involved in discussions about developing or improving their communities. Some **38% are not interested** in such involvement – 27% saying that they are "not really" interested and 11% are "not at all" interested.

24.3 Across all categories of respondents, interest in involvement is at its highest level amongst respondents who have school aged children (71%). By age group, interest is at its highest level amongst those aged 25-44 (69%) followed by those aged 16-24 (66%), then those aged 45-64 (63%) and finally, those aged 65+ (52%).

Question 25: Means by which people would like to be involved in discussions about improving their communities

25.1 Those sampled were then asked: "If you indicated you would like to be involved to a great or some extent [in discussions about improving your communities], how would you like to be involved?" Four options were presented and respondents were invited to select all that applied. Some 598 people (55% of the whole sample) answered and their views are given in Table 25.1 below.

Table 25.1 Views on the means by which respondents would like to be involved in discussions about improving their communities

Means of Involvement	Respondents %
Informal discussions with local people	**53**
Through using local groups/organisations	**48**
Through online forums	**45**
Taking part in focus groups	**41**

N=598

25.2 What is immediately evident from Table 25.1 is that none of the means of involvement on offer commands the overwhelming support of respondents and at the same time, none of the means is discounted by an overwhelming number of those who answered this question.

25.3 The only means of involvement which gained the backing of more than 50% was **"informal discussions with local people" (53%).** The highest levels of support for this means are found amongst: people who are disabled (73%); and those aged 65+ (65%).

25.4 Some **48%** of those who answered selected **"through using local groups/ organisations".** By age group this means was supported by 59% of those aged 16-24, 54% of those aged 25-44 but by 43% of those aged 45-64 and 38% of those aged 65+.

25.5 While **"online forums**" was selected by **45%** of the overall sample, it is particularly favoured by those under 45 – being backed by 68% of those aged 25-44 and 59% of those aged 16-24. By contrast, some 40% of those aged 45-64 and 25% of those aged 65+ were attracted to this means.

25.6 Some **41%** of the sample selected **"taking part in focus groups".** Again there is a difference by age group for while 48% of both those aged 16-24 and those aged 25-44 and 42% of those aged 45-64 opted for this choice, it is a means favoured by just 27% of those aged 65+.

Question 26: Respondents' reasons for lack of interest in being involved in discussions about improving or developing their local communities

26.1 Those who had indicated in response to question 24 that they were either "not really" or "not at all" interested were invited to give their reasons for lack of interest. Six options were presented and respondents were invited to select all that applied. Some 417 people (38% of the sample) gave their views as presented in Table 26.1 below.

Table 26.1 Reasons for lack of interest in being involved in discussions about improving or developing their local communities

Reasons for lack of interest	Respondents %
Not enough time	**53**
I don't think this would make a difference	**35**
Don't feel I have the skills or knowledge	**25**
I'm not comfortable in these situations	**23**
Public bodies don't listen to communities	**19**
Other	**14**

N=417

26.2 Just over half **- 53% -** of those who answered selected **"not enough time".** This reason was chosen by 69% of those aged 25-44, some 62% of those aged 45-64, and 61% of those respondents with school aged children.

26.3 Just over a third – **35%** - of respondents selected **"I don't think this would make a difference**". Some 1 in 4 – **25% -** chose **"don't feel I have the skills or knowledge"** while **23%** selected **"I'm not comfortable in these situations".** Just under 1 in 5 – **19%** - chose as a reason for their lack of interest **"public bodies don't listen to communities".**

26.4 The most common reasons people gave under the **"other" option (which was selected by 14**%) are ones to do with: "old age"; "health"; and caring responsibilities. Others cited reasons such as: having been involved in the past and now feeling it was the turn of others; frustration with the functioning local groups; the absence of effective executive powers and/or financial resources at a local level; and feeling unwelcome and unwanted as an "incomer" – one saying "I have been told enough incomers already involved".

Question 27: Views on communities providing services

27.1 Those sampled were asked: **"Do you agree that your community could become more involved in providing the services you and your community need?"** Some 96% of the sample (1,043) answered giving their views as expressed in Table 27.1 below.

Table 27.1 Views on communities providing services

	(Strongly agree %	Agree) %	**Total Agreeing %**	**Neither agree nor disagree %**	(Disagree %	Strongly disagree) %	**Total Disagreeing %**
"Do you agree that your community could become more involved in providing the services you and your community need?"	(15	35)	**50**	**38**	(10	2)	**12**

N=1,063

27.2 These results show that **50% of respondents agree** in either way (15% strongly so) with the proposition that their communities could become more involved in providing the services they and their communities need. By category of respondents the highest levels of support for this idea are to be found amongst: people aged 16-24 (62%) and council tenants (62%). Some 38% say they **neither agree nor disagree** with the proposition. Finally **12% disagree** in either way (of whom 2% strongly disagree) with the proposition

27.3 Respondents who had agreed with the idea were invited additionally to suggest the types of services in which communities could become more involved. All ideas have been collated and will be supplied in full to staff at The Highland Council. In brief, some of the services suggested include: transport; street and pavement cleaning, snow clearing, grass cutting and park development and maintenance;_road repairs; drain clearing; care at home; daycare; activities for older people; visiting, shopping and gardening services for older people; childcare; school holiday hunger project/ breakfast club; community meals and social engagement hubs; services involving befriending and tackling isolation; men's shed; activities for teenagers; leisure activities; management of common good; neighbourhood watch; affordable housing; sheltered housing; public toilets; better use of halls; removal of bulk refuse; recycling; information provision; volunteering opportunities; business development; arts development; community power; community shop; planning; campsite management.

Question 28: Reasons for feeling communities cannot be more involved in providing services locally

28.1 Those who had disagreed with the idea of more community involvement in the provision of services were asked: "If you disagree or strongly disagree, why do you feel your community cannot be more involved in providing services locally?" A list of 6 possible reasons for disagreeing was supplied and those responding were invited to select all that applied to them. Some 10% (112 people) of the sample answered as per the responses recorded in Table 28.1 below.

Table 28.1 Reasons for feeling communities cannot be more involved in providing services locally

Reasons	Respondents %
Lack of financial resources	**64**
Lack of people resources	**56**
Lack of lead body	**40**
The need for access to suitable facilities	**37**
Don't have the skills and knowledge locally	**36**
Lack of community transport	**20**

N=112

28.2 The results reveal that the **"lack of financial resources"** is the leading reason – selected by **64% -** why people said they felt communities could not be more involved in providing services locally. It is followed by **"lack of people resources"** – chosen by **56%.** These were the only 2 reasons selected by more than half of the respondents to this question. The other reasons given were selected by 40% or fewer: **"lack of a lead body" (40%); "the need for access to suitable facilities" (37%); "don't have the skills and knowledge locally" (36%);** and **"lack of community transport" (20%).**

Question 29.1 Extent of interest in being involved in the delivery of the services their communities need

29.1 Those sampled were then asked: "To what extent are you interested in being involved in the delivery of services that your community needs?" Some 96% of the sample (1,036 people) answered giving their views as found in Table 29.1 below.

Table 29.1 Extent of interest in being involved in the delivery of the services their communities need

Extent of Interest	Respondents %
To a great extent	**7**
To some extent	**48**
Not really	**30**
Not at all	**15**
Total	**100**

N= 1,036

29.2 The results show that **7%** are interested to **"a great extent"** in becoming involved while **48%** are interested **"to some extent"** meaning that **55% in total have some interest** in such involvement. Interest levels are at their highest amongst respondents with school aged children (64%).

29.3 Some **30%** say that they are **"not really"** interested while **15%** are **"not at all"** interested in becoming involved in delivery of such services. Those who are "not at all" interested are found to the greatest extent amongst people who are disabled (26%) and those who are aged 65+ (23%).

Question 30: Level of support for ideas that could encourage or support those who are not interested in being involved to become more involved

30.1 The next question asked: **"If you indicated that you would not really or not at all be interested in the delivery of service, what would encourage or support you to be more involved?"** There were six ideas offered and respondents were invited to select all that applied – including adding any ideas of their own. Some 30% of the sample (328) people answered as per the results given in Table 30.1 below.

Table 30.1 Ideas about ways of encouraging people to become more involved in the delivery of services

Ideas	Respondents %
Flexibility to participate	**47**
Being clear what is needed locally	**42**
Some project funding	**20**
Training	**17**
Signposting/guidance	**8**
Other	**18**

N=328

30.2 The two ideas that received most support were: **"flexibility to participate" (47%);** and **"being clear what is needed locally" (42%). "Some project funding"** was an idea supported by **20%** while **17% backed "training"** and **8% chose "signposting/guidance**".

30.3 Most prominent amongst the ideas that were detailed under **"other" (which was selected by 18%)** were: "time"; and "health". Other suggestions included: "financial incentive e.g. discount on council tax for volunteering"; "ensuring funding and quality of service." A small number of respondents felt that the services being discussed were what the council was paid to do. One said: "That's what the Council is for. If communities take initiative on something organically that's fine. But it should not be assumed." Another said: "Stop trying to get community groups to work for nothing."

Question 31: Respondents' definitions of their communities

31.1 Finally, people were asked: **"Thinking about your community; how would you define your community?"** Those surveyed were presented 9 options and invited to select all that applied. The last option presented was: "other (please detail)". Some 97% of the sample (1,050) gave their views as per the results in table 31.1 below.

Table 31.1 Respondents' definitions of their communities

Definition of Community	Respondents %
My village	42
My street/ immediate neighbourhood	42
Highland	39
My town	34
People who are from the same place	17
Age group	13
Club/organisation community	11
Faith community	7
Other	6

N=1,050

31.2 The two leading definitions are: **"my village" (42%); and "my street/ immediate neighbourhood" (42%).** This was followed in the choices made by respondents by: **"Highland" (39%); "my town" (34%); and "people who are from the same place"(17%).** It is noticeable of these first 5 choices that they are all to do with place.

31.3 When it comes to **age group (selected by 13% of the sample**), there is a difference in response by age – it being the choice of 27% of those aged 16-24 thus more than double the sample as a whole. Some **11% selected "club/organisation community"** while **7% selected "faith community".**

31.4 Some **5.6% selected "other"** and then gave details as to their definition of community. Included in their definitions were: "crofting community"; "farm"; "my county" – "Caithness", "Nairn", "Lochaber"; "Strathspey"; "Lochaber and Argyll "; "geographical area - Black Isle"; "my island (Skye)"; "peninsula – Morven"; "Seaboard"; "my ward"; "European"; "Gaeldom"; arts community"; "social housing, fuel poverty and community development communities"; "residential care home"; "retirement village"; "rural area"; "local post office and shops and bus services to town".

31.5 One respondent said: "I don't have a community. We are a bunch of people living in a semi-rural location who happen to live in some proximity to each other. But we don't know each other that well and it's not a 'community'. I am annoyed at how this word is used so liberally when it means in reality so little in the way we live at this day and age, when people work many hours away from home or when people move a lot." By way of contrast, another respondent remarked: "I see community as concentric circles, the hub being my family and working out to Highland then Scotland".

APPENDIX 1: RESPONDENTS' VIEWS ON EACH OF THE 46 SERVICES

We now present in more detail our findings from an analysis of the opinions of those who commented on each of the 46 services.

For every service we detail the percentages of respondents who chose each of the various categories of satisfaction or dissatisfaction and we display that information in a pie chart. We also highlight any notable differences in net satisfaction rates by the various categories of respondents.

We also provide details of the numbers giving an opinion on each of the services as this number varies considerably. At times the number of responses is few and in these instances the results can only be seen as indicative.

Comparisons are drawn with the four most recent performance surveys that have been conducted – the ones of 2012, 2013, 2014 and 2015.

The order in which the services appear is based on the order (and the grouping) in which they appeared in the Survey itself. That means they appear as follows in this Appendix:

Payments, advice and registrar

1. Council Service Points
2. Payment of Council Tax
3. Advice on benefits
4. Registrars for births, deaths & marriages
5. Council Service Centre
6. Council website

Leisure

7. Swimming pools
8. Other sports facilities
9. Museums
10. Libraries
11. Public Parks and other open spaces
12. Countryside ranger service
13. Walking routes e.g. Great Glen Way
14. Cycling paths

Planning

15. Planning for future land use (Local Plan)
16. Planning applications and building warrants

Roads, streets and rivers

17. Winter road maintenance
18. Road repairs and pot holes
19. Street cleaning
20. Street lighting
21. Pavement maintenance

22. Dealing with flooding
23. Refuse/bin collection
24. Recycling facilities

Economic development

25. Economic development / Business Gateway
26. Environmental Health Service
27. Trading Standards
28. Housing information and advice
29. Burials and cremations

Schools and children's services

30. Pre-school services
31. Primary education
32. School transport
33. Secondary education
34. Breakfast and after school clubs
35. School meals
36. Services to protect children from harm

Adult care services

37. Community learning/ adult education
38. Care at home services
39. Residential homes for disabled/elderly people
40. Community Occupational Therapy
41. Services to reduce offending
42. Services to protect adults at risk from harm

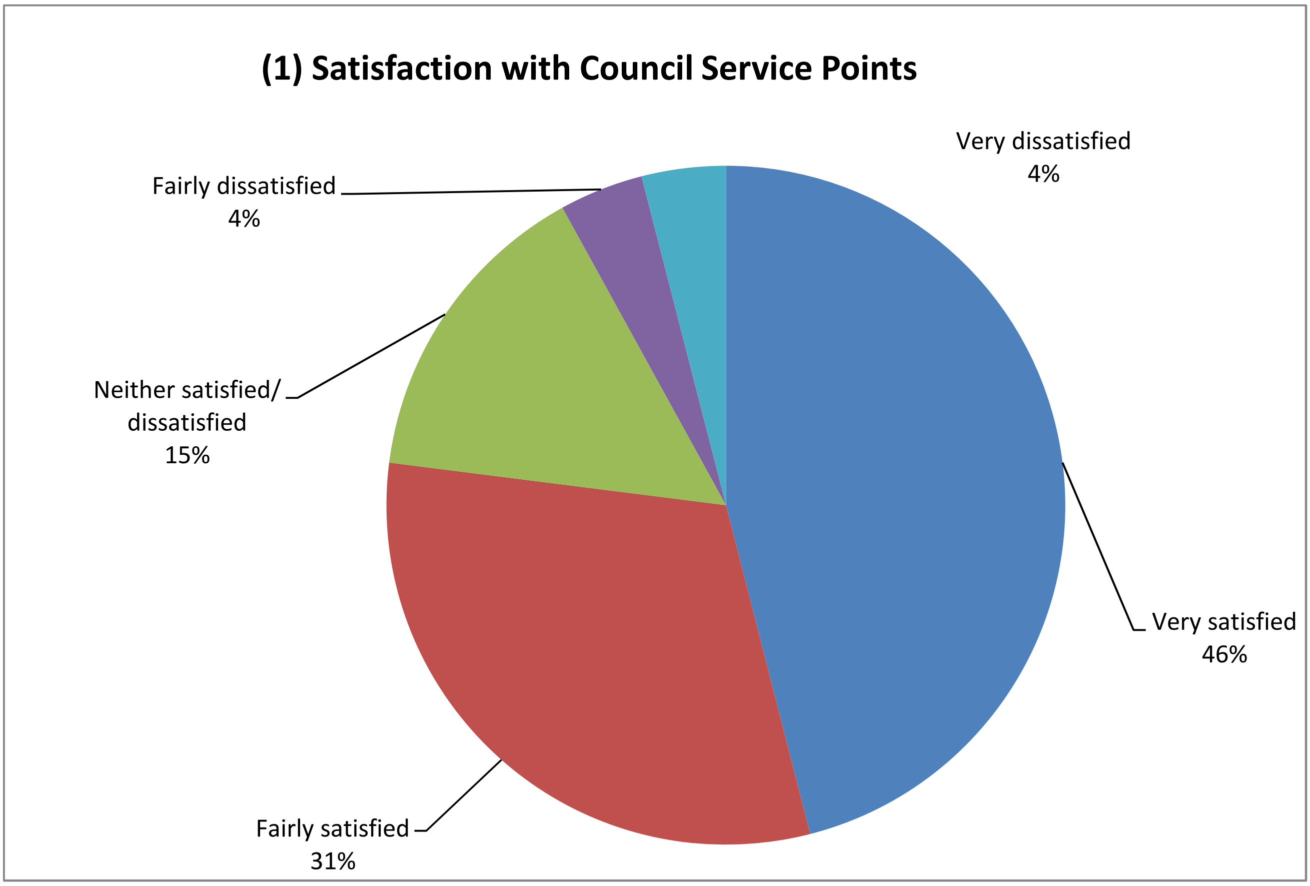
Gaelic

43. Gaelic primary education
44. Gaelic pre-school services
45. Gaelic community learning/adult education
46. Gaelic Secondary education

Appendix 1: (1) Council Service Points

Some 42% of the total sample (459 people) answered this part of the question and of them:

- 46% are "very satisfied"
- 31% are "fairly satisfied"
- 15% are "neither satisfied/ dissatisfied"
- 4% are "fairly dissatisfied"
- 4% are "very dissatisfied"



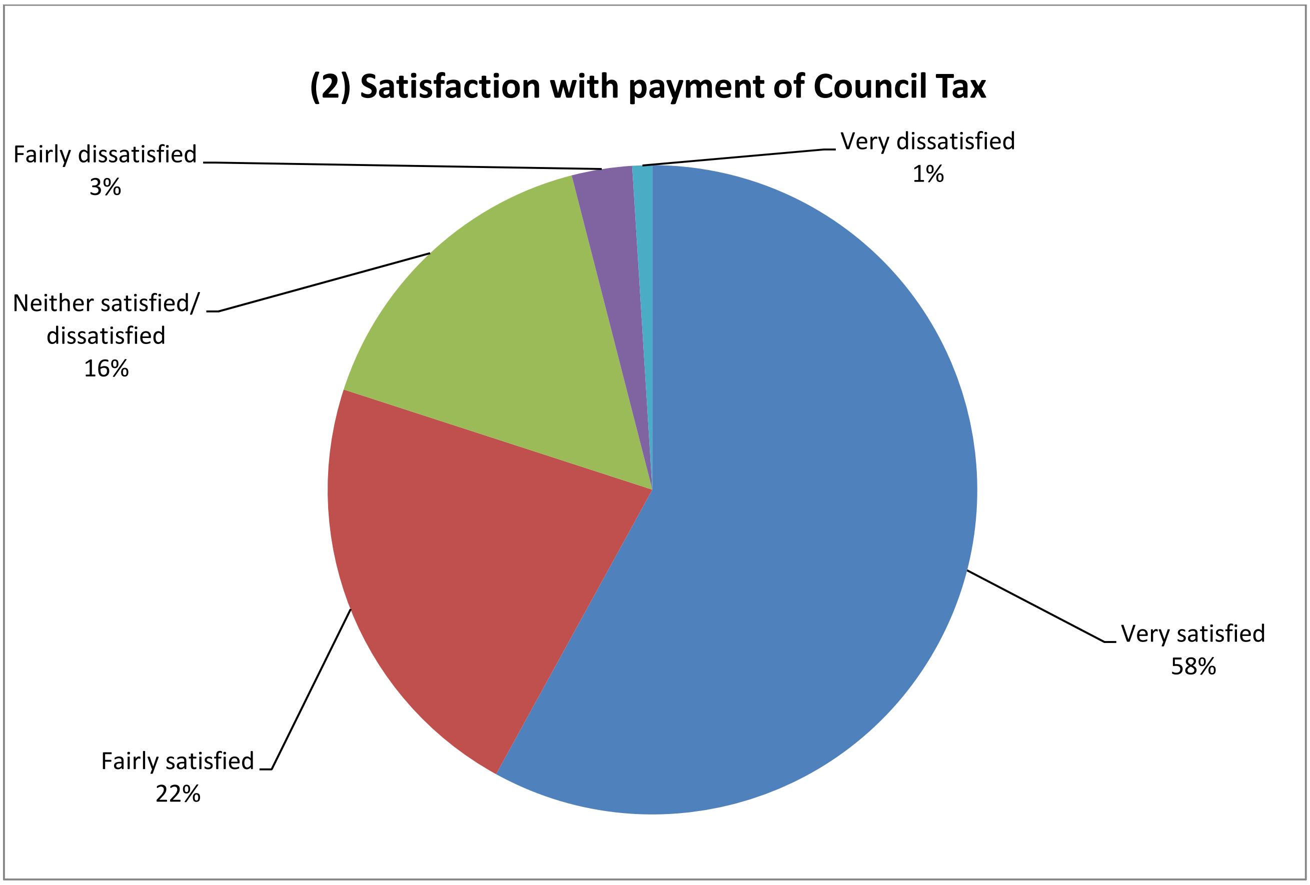
These figures give a net satisfaction rate of 70% down appreciably on last year's return of 83% (73% in 2014; 79% in 2013; 74% in 2012).

The highest net satisfaction rating is found amongst people who are disabled (82%) and those aged 65+ (81%).

Appendix 1: (2) Payment of Council Tax

Some 68% of the total sample (741 people) answered this part of the question and of them:

- 58% are “very satisfied”
- 22% are “fairly satisfied”
- 16% are “neither satisfied/dissatisfied”
- 3% are “fairly dissatisfied”
- 1% are “very dissatisfied”

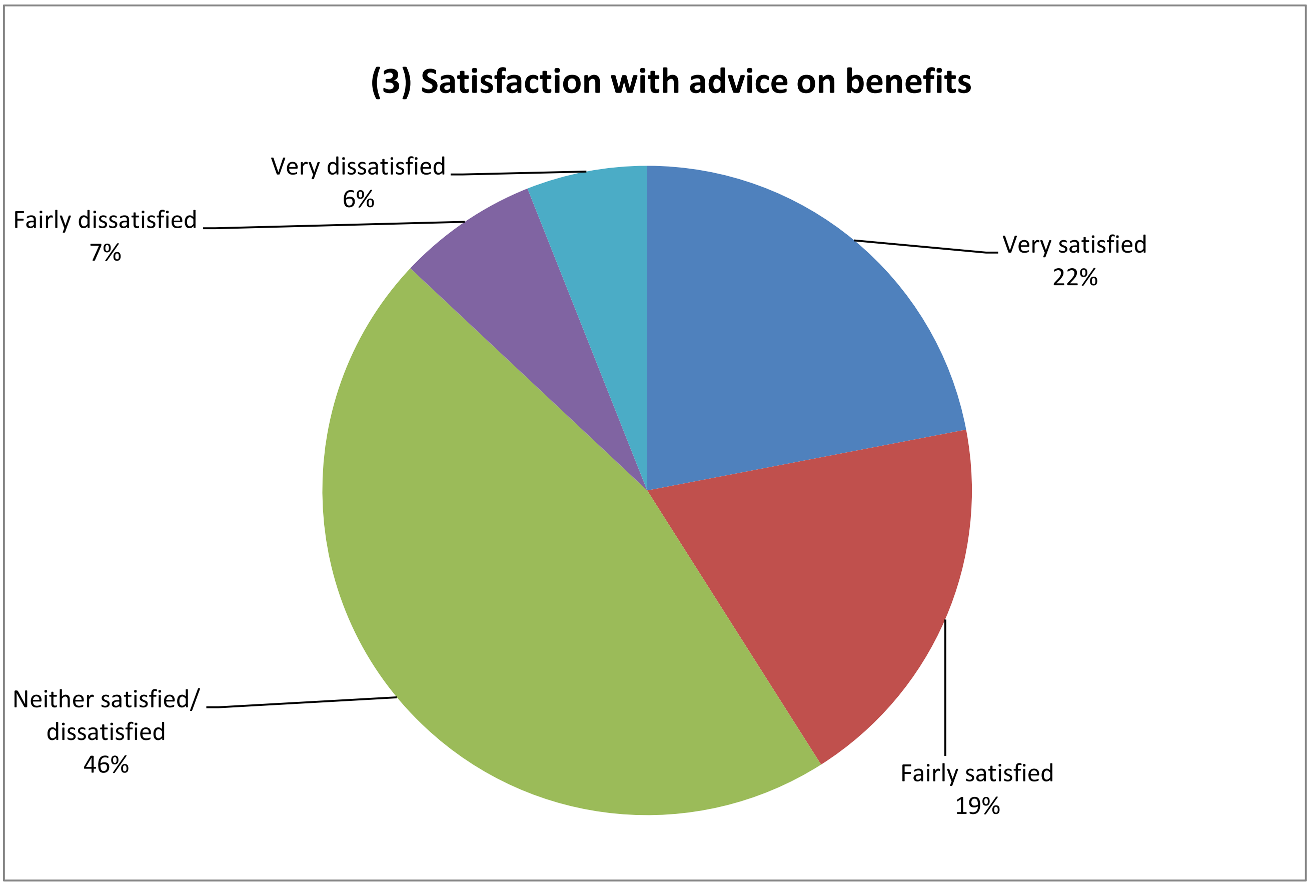


These figures result in a net satisfaction rate of 76% which is lower than in each of the 4 most recent surveys (83% in 2015; 81% in 2014; 87% in 2013; 82% in 2012).

Appendix 1: (3) Advice on benefits

Of the entire sample 19% (201 people) answered this part of the question and of them:

- 22% are “very satisfied”
- 19% are “fairly satisfied”
- 46% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 6% are “very dissatisfied”

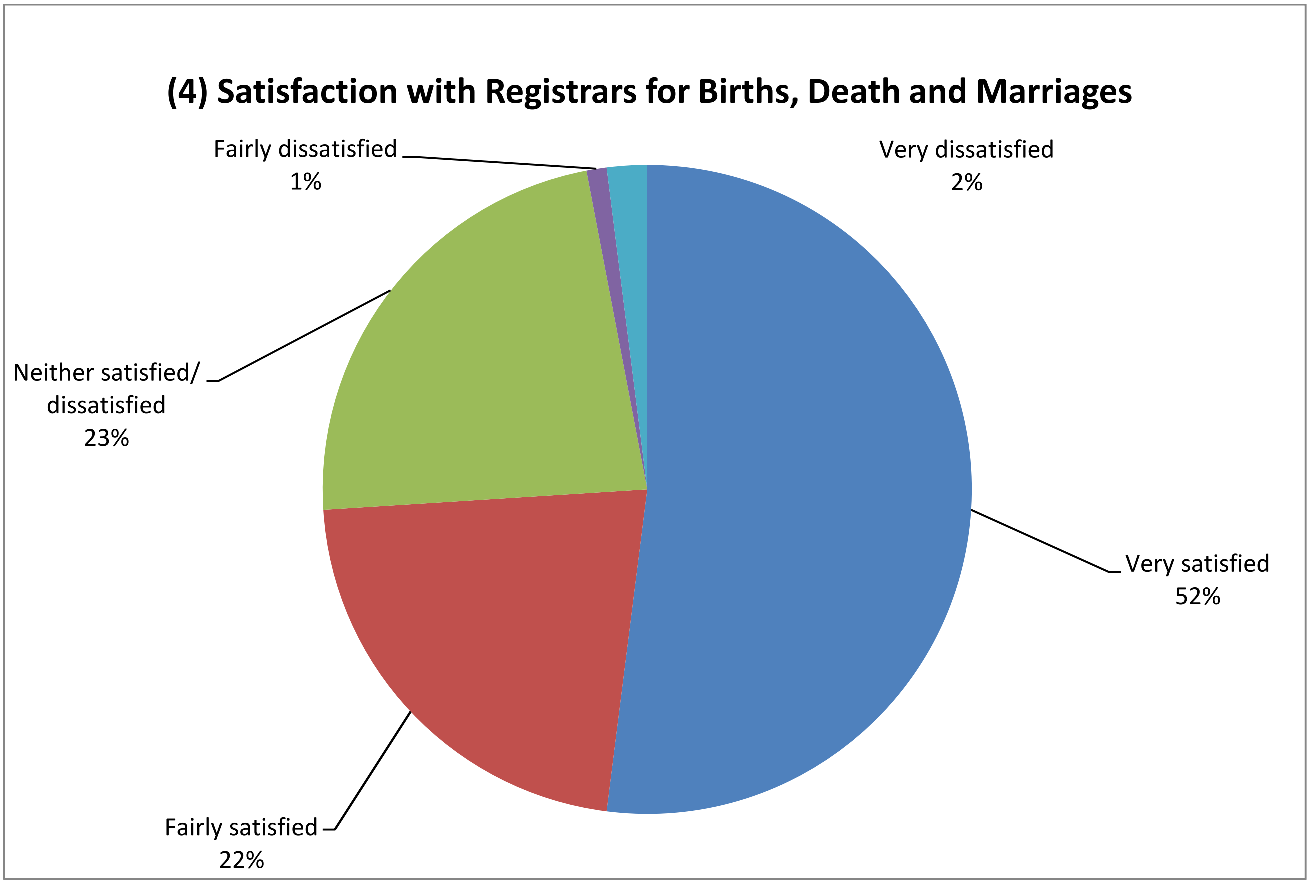


These figures give a net satisfaction rate of 28% (27% in 2015; 35% in 2014 and 2013; 30% in 2012).

Appendix 1: (4) Registrars for Births, Deaths and Marriages

Of the entire sample 26% (284 people) answered this part of the question and gave their views on this service as follows:

- 52% are "very satisfied"
- 22% are "fairly satisfied"
- 23% are "neither satisfied/dissatisfied"
- 1% are "fairly dissatisfied"
- 2% are "very dissatisfied"

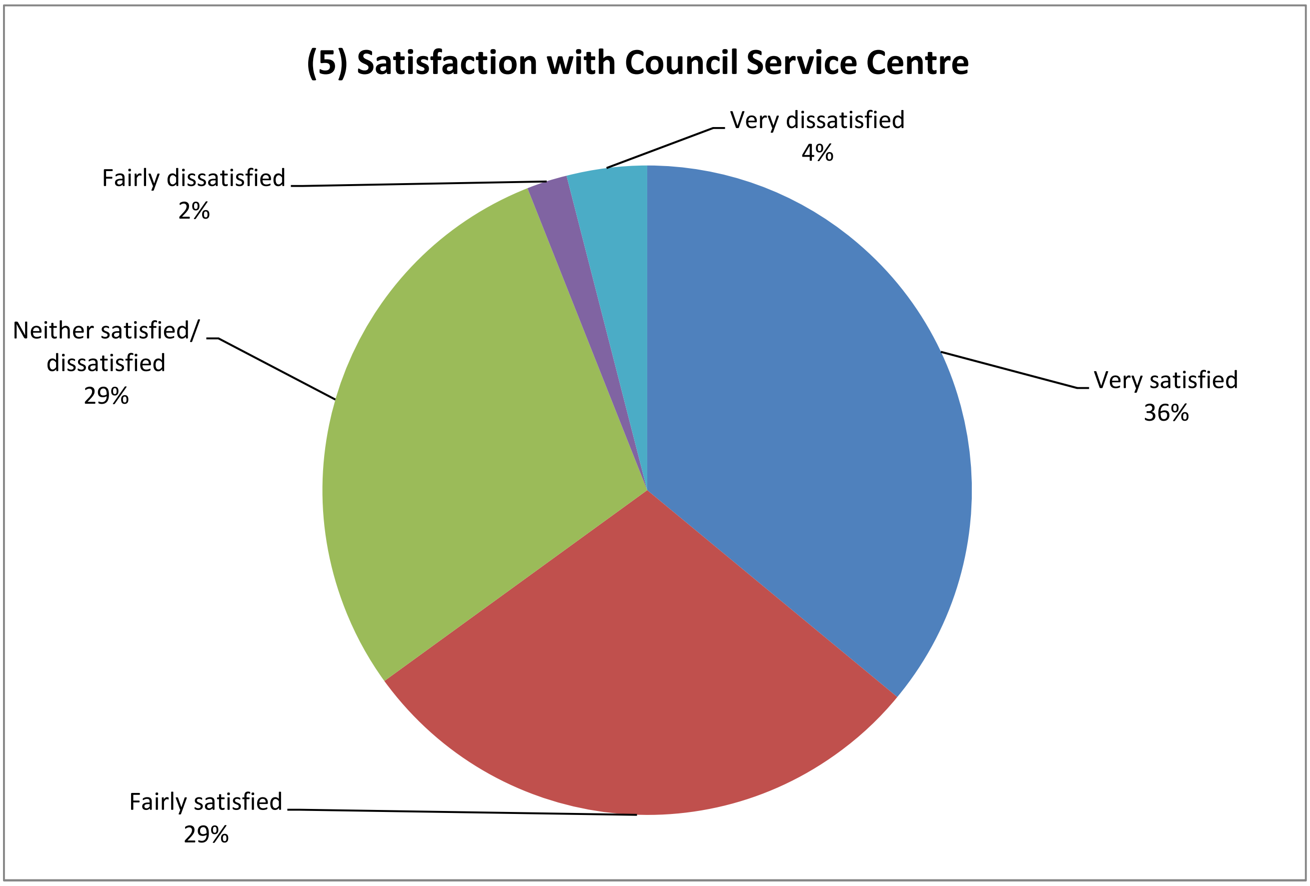


These figures result in a net satisfaction rate of 71% (74% in 2015; 73% in 2014; 67% in 2013; 73% in 2012 80% in 2011).

Appendix 1: (5) Council Service Centre

Of the entire sample 26% (283 people) responded to this part of the question and gave the following opinions on the service:

- 36% are “very satisfied”
- 29% are “fairly satisfied”
- 29% are “neither satisfied/dissatisfied”
- 2% are “fairly dissatisfied”
- 4% are “very dissatisfied”

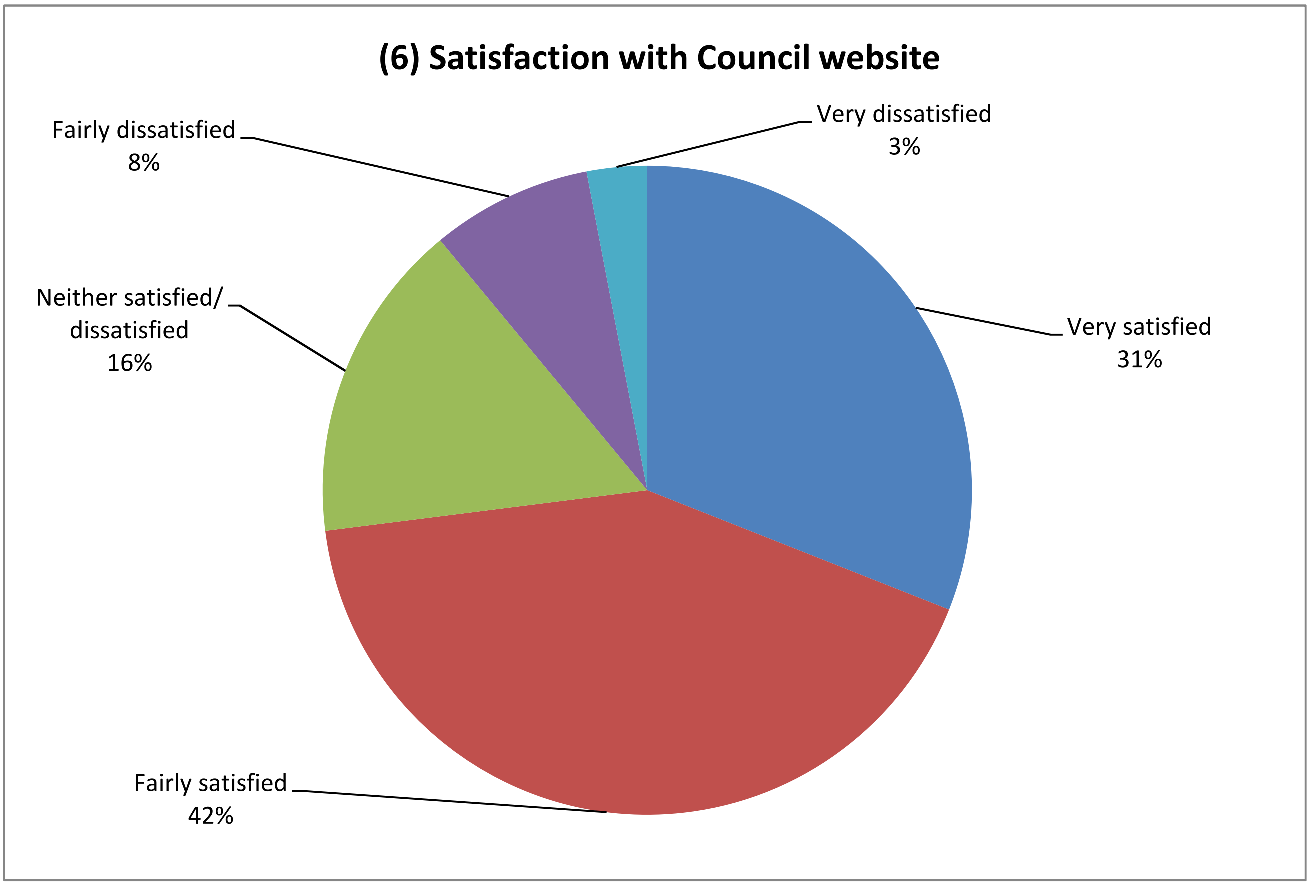


These figures result in a net satisfaction rate of 59% (53% in 2015 and 58% in 2014 - the first year the question was asked about this service).

Appendix 1: (6) Council website

Of the entire sample 57% (613 people) answered this part of the question and gave their views on this service as follows:

- 31% are “very satisfied”
- 42% are “fairly satisfied”
- 16% are “neither satisfied/dissatisfied”
- 8% are “fairly dissatisfied”
- 3% are “very dissatisfied”

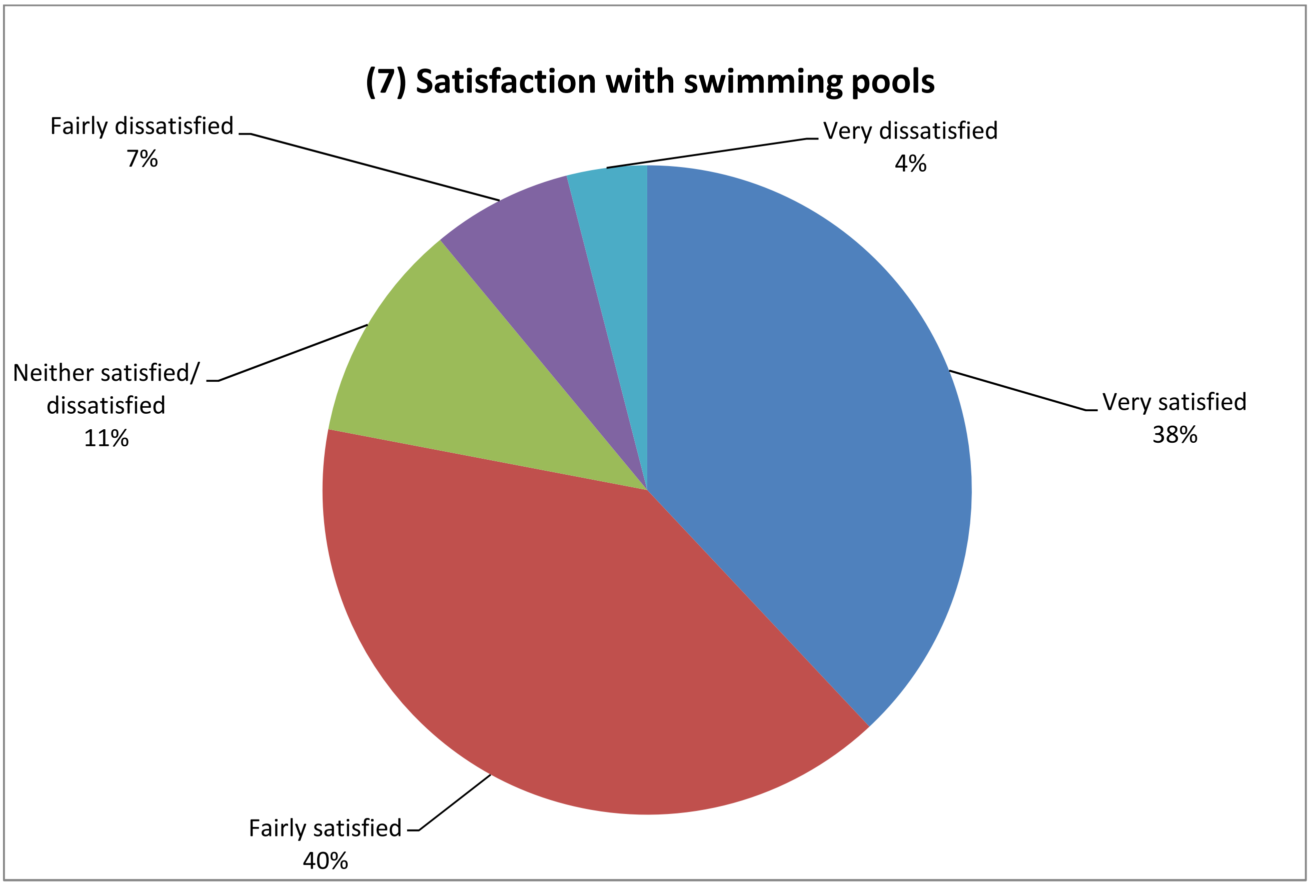


These figures result in a net satisfaction rate of 62%. This is the first year this service has appeared in the survey.

Appendix 1: (7) Swimming pools

Of the entire sample 45% (492 people) answered this part of the question and gave their views on this service as follows:

- 38% are “very satisfied”
- 40% are “fairly satisfied”
- 11% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 4% are “very dissatisfied”



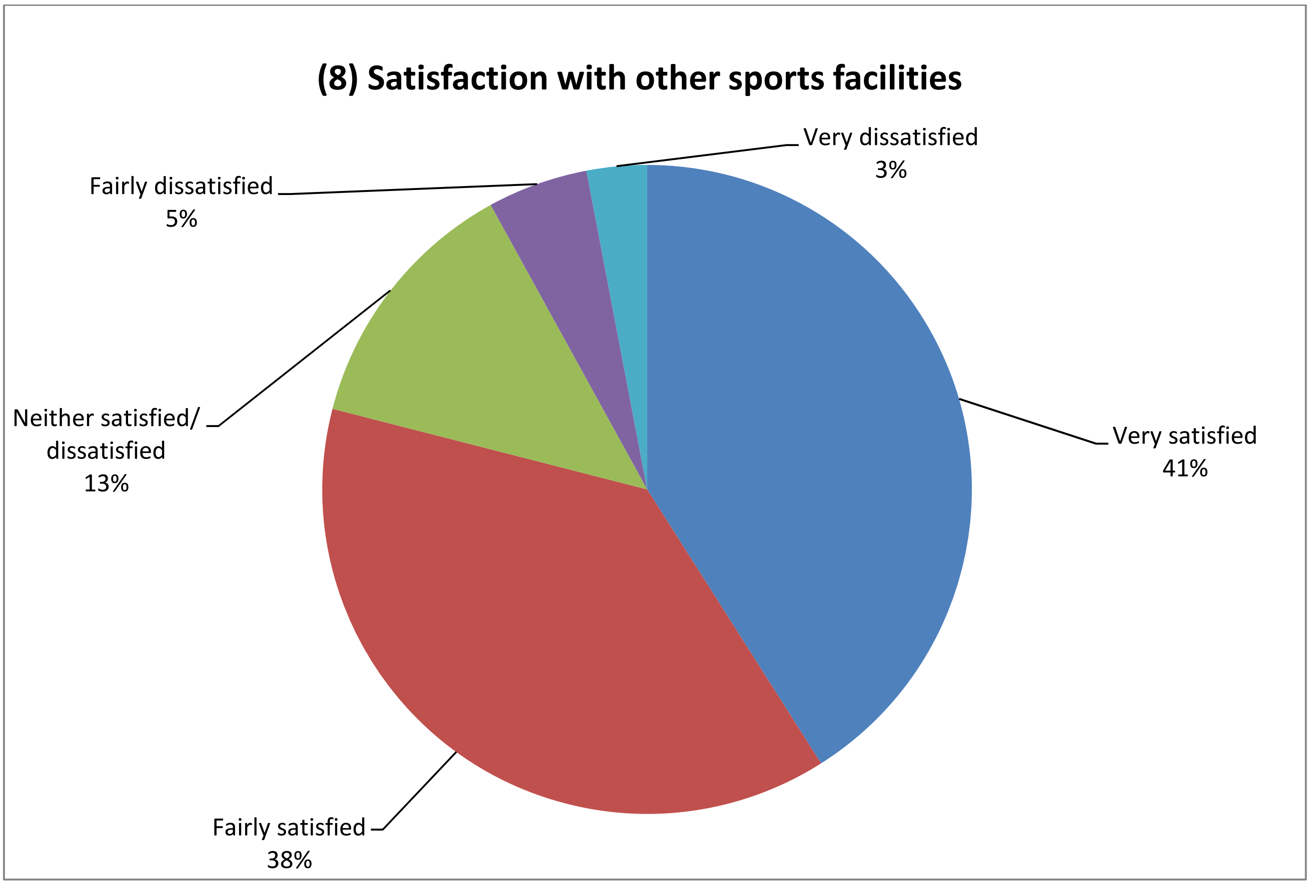
These figures result in a net satisfaction rate of 72% (67% in 2015; 71% in 2014; 65% in 2013; 64% in 2012; 62% in 2011).

Highest net satisfaction rates are found amongst those with school age children (78%) and people who are retired (76%).

Appendix 1: (8) Other sports facilities

Of the entire sample 40% (439 people) answered this part of the question and gave their views on this service as follows:

- 41% are "very satisfied"
- 38% are "fairly satisfied"
- 13% are "neither satisfied/dissatisfied"
- 5% are "fairly dissatisfied"
- 3% are "very dissatisfied"



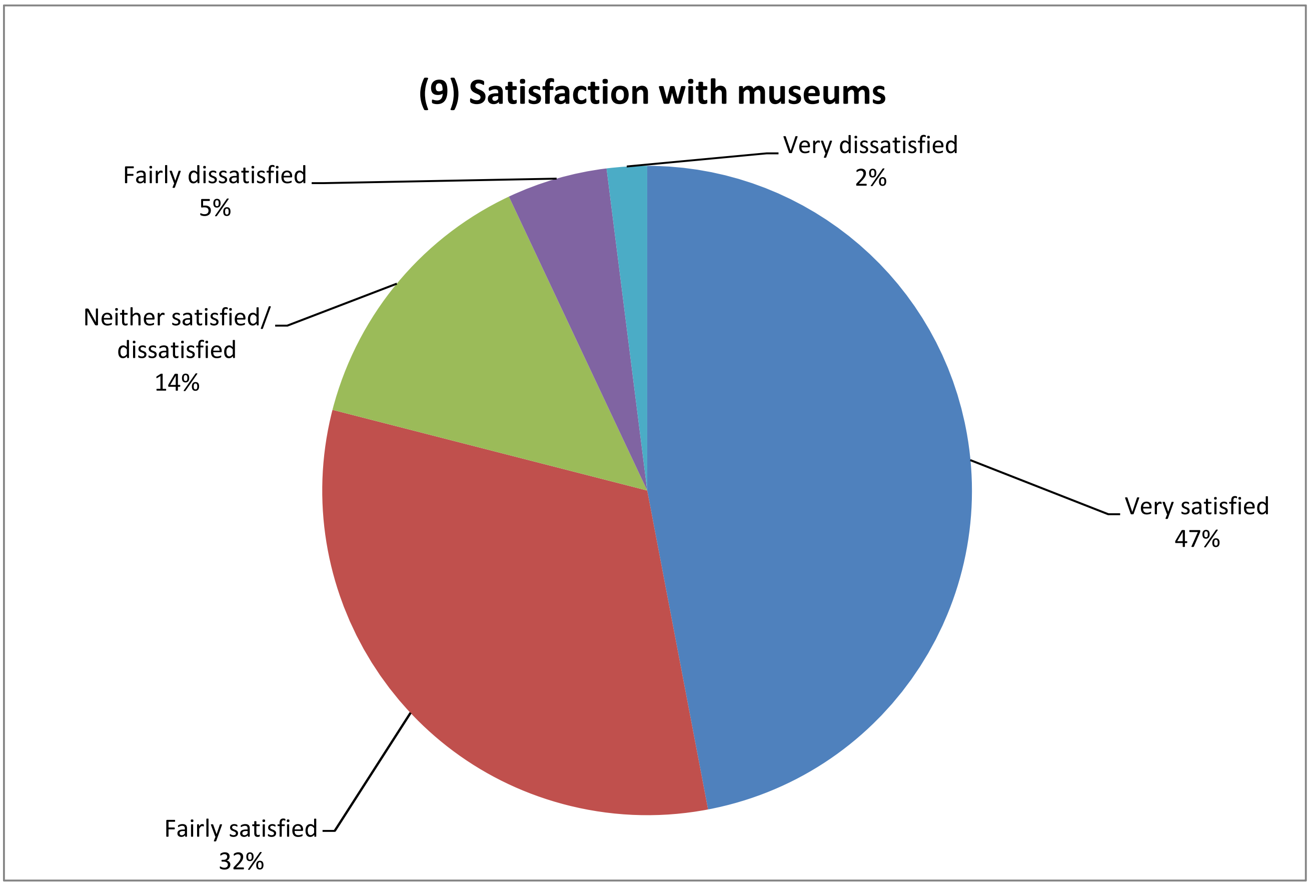
These figures supply a net satisfaction rate of 72% (75% in 2015; 70% in 2014; 62% in 2013; 69% in 2012).

At 87% the net satisfaction rate amongst respondents with school age children is very high

Appendix 1: (9) Museums

Of the entire sample 49% (534 people) answered this part of the question and gave their views on this service as follows:

- 47% are “very satisfied”
- 32% are “fairly satisfied”
- 14% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 2% are “very dissatisfied”



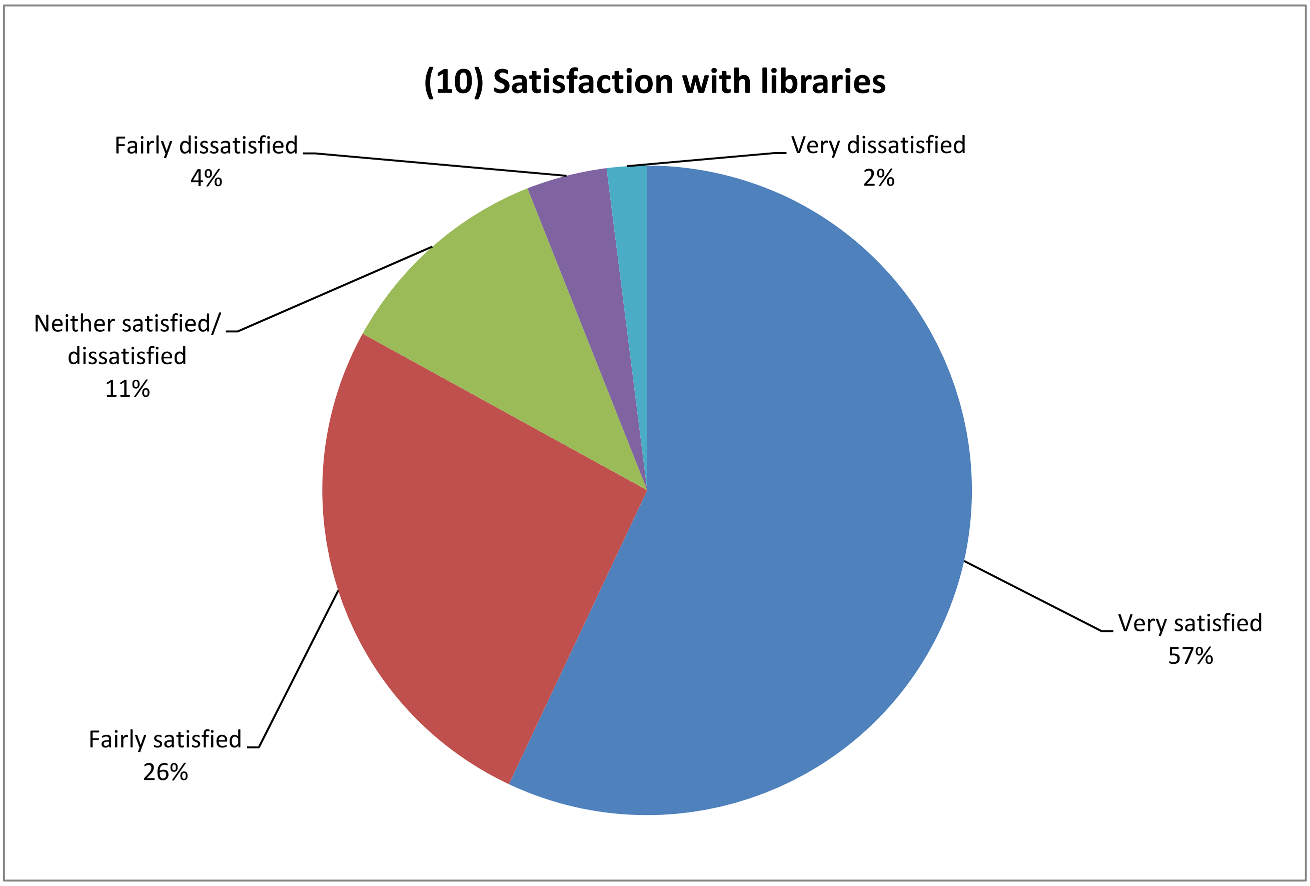
These figures supply a net satisfaction rate of 72% (67% in 2015; 64% in 2014; 74% in 2013; 64% in 2012).

The highest net satisfaction rate is found amongst people who are retired (81%).

Appendix 1: (10) Libraries

Of the entire sample 52% (535 people) answered this part of the question and gave their views on this service as follows:

- 57% are “very satisfied”
- 26% are “fairly satisfied”
- 11% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 2% are “very dissatisfied”



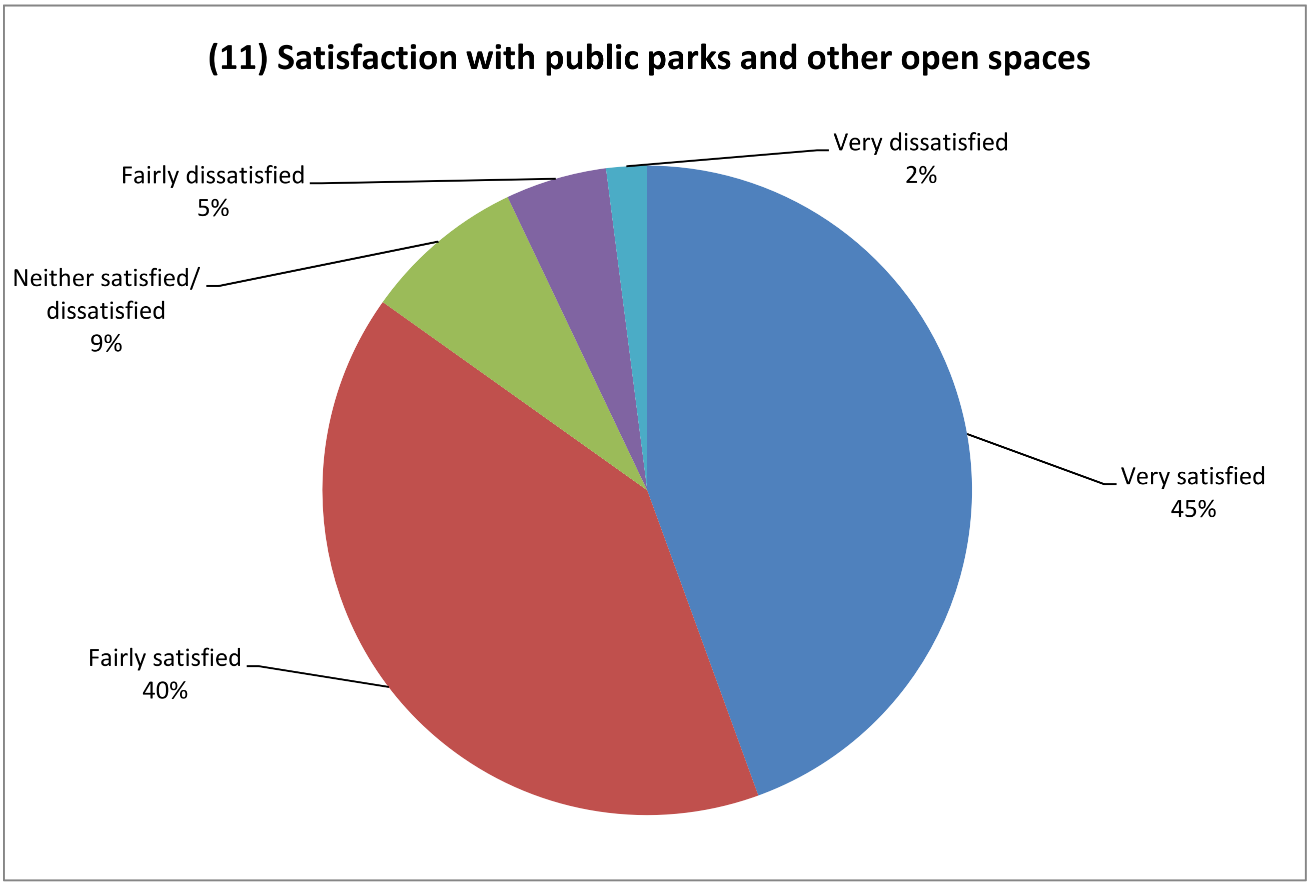
These figures result in a net satisfaction rate of 77% (also 77% in 2015; 84% in both 2014 and 2013; 81% in 2012).

The highest net ratings by category are found amongst people who are: aged 65 + (90%); retired (92%).

Appendix 1: (11) Public parks and other open spaces

Of the entire sample 80% (866 people) answered this part of the question and gave their views on this service as follows:

- 44% are “very satisfied”
- 40% are “fairly satisfied”
- 9% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 2% are “very dissatisfied”

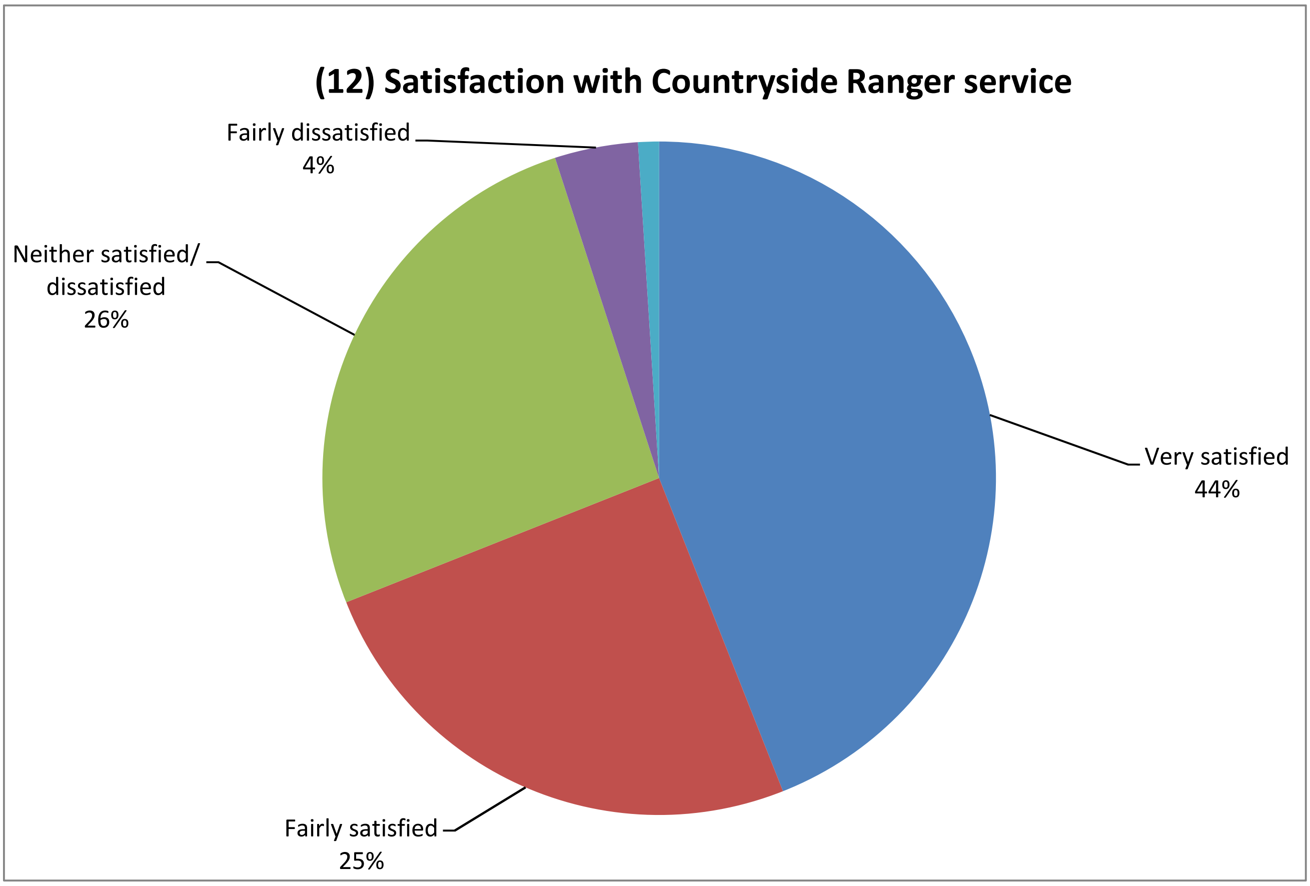


These figures supply a net satisfaction rate of 77% (78% in 2015; 80% in 2014; 76% in 2013; 73% in 2012).

Appendix 1: (12) Countryside Ranger service

Of the entire sample 28% (302 people) answered this part of the question and gave their views on this service as follows:

- 44% are "very satisfied"
- 25% are "fairly satisfied"
- 26% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 1% are "very dissatisfied"



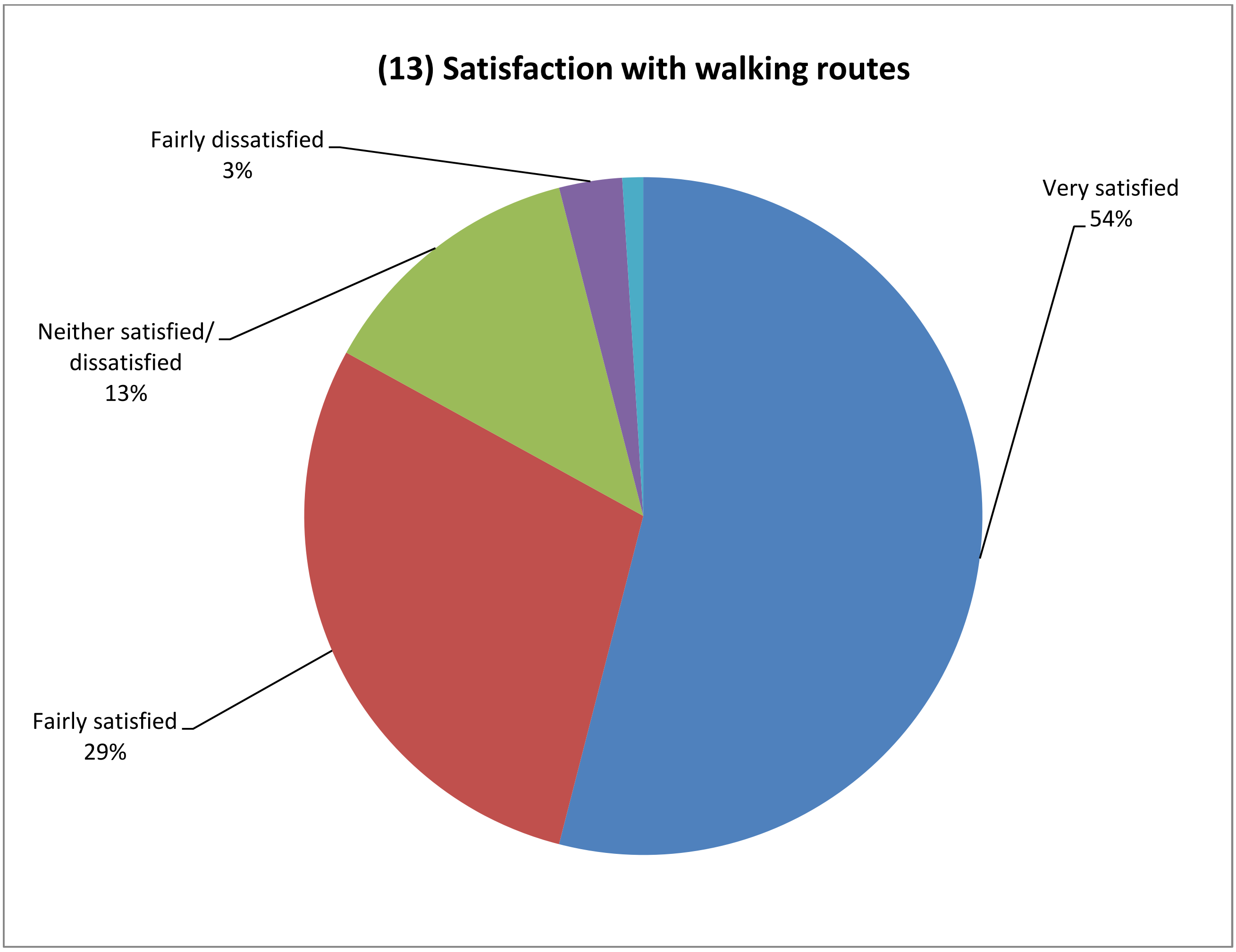
These figures give a net satisfaction rate of 64% which is down on that recorded in the returns of recent years (72% in 2015; 69% in 2014 and 2013; 67% in 2012).

Net satisfaction rates are notably higher amongst females (76%) than they are amongst males (57%). They are also higher amongst people who do not have a disability (70%) than those respondents who do have a disability (48%).

Appendix 1: (13) Walking routes

Of the entire sample 47% (513 people) answered this part of the question and gave their views on this service as follows:

- 54% are “very satisfied”
- 29% are “fairly satisfied”
- 13% are “neither satisfied/dissatisfied”
- 3% are “fairly dissatisfied”
- 1% are “very dissatisfied”

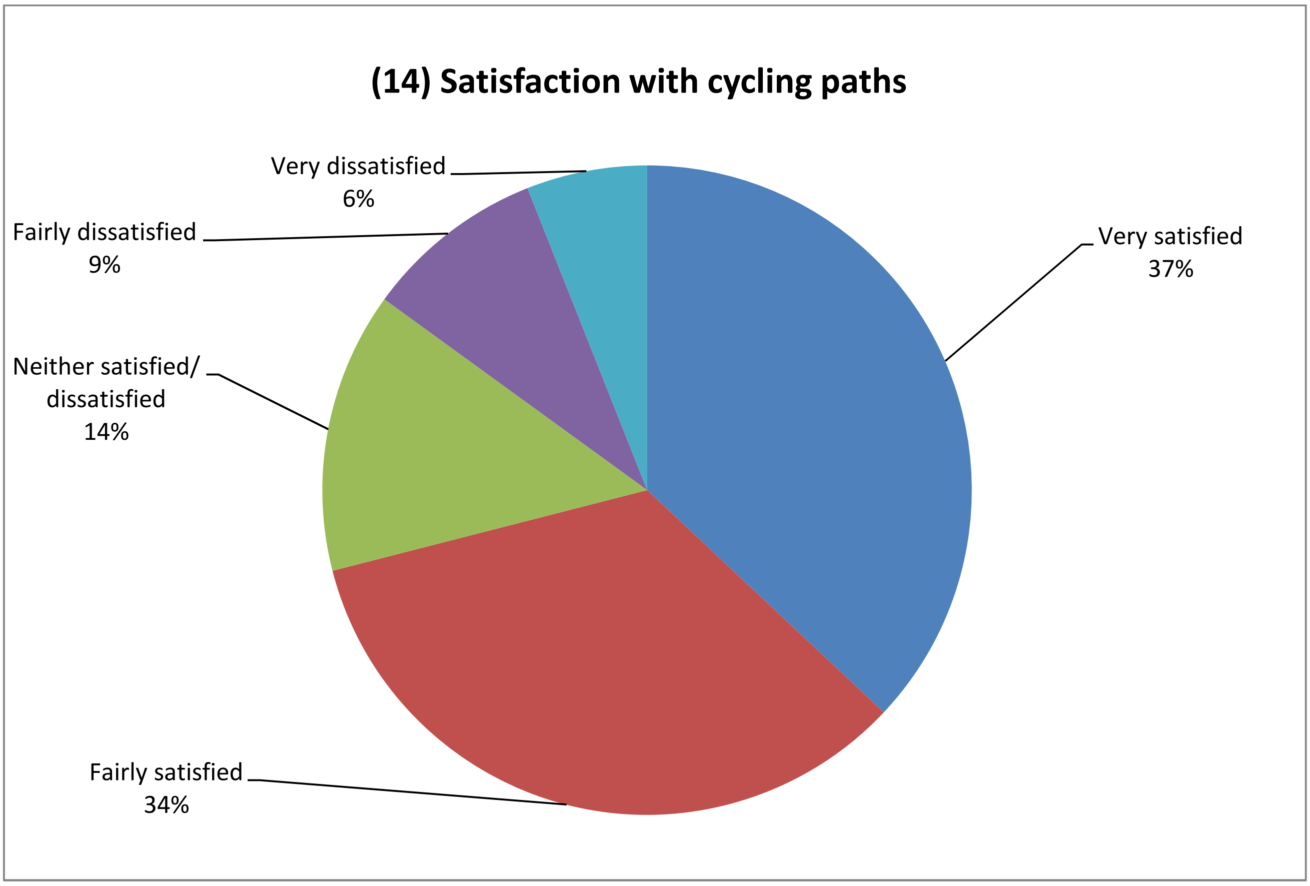


These figures supply a net satisfaction rate of 83% (84% in 2014 and 2013; 80% in 2012; 83% in 2011).

Appendix 1: (14) Cycling paths

Of the entire sample 39% (418 people) answered this part of the question and gave their views on this service as follows:

- 37% are "very satisfied"
- 34% are "fairly satisfied"
- 14% are "neither satisfied/dissatisfied"
- 9% are "fairly dissatisfied"
- 6% are "very dissatisfied"

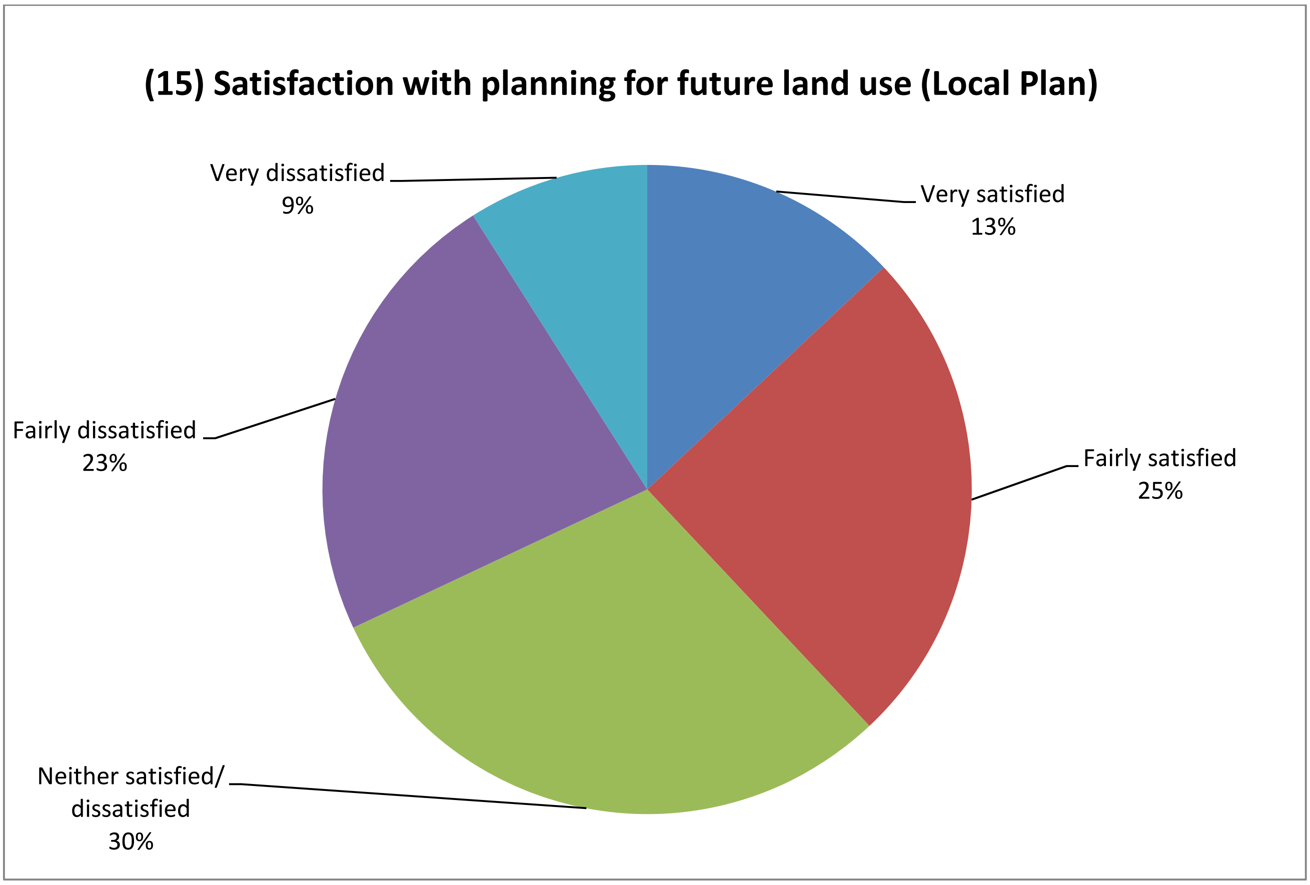


These figures results in a net satisfaction rate of 56% which is the highest recorded since 2011 (47% in 2015; 45% in 2014; 44% in 2013; 50% in 2012; 62% in 2011).

Appendix 1: (15) Planning for future land use (Local Plan)

Of the entire sample 36% (386 people) answered this part of the question and gave their views on this service as follows:

- 13% are "very satisfied"
- 25% are "fairly satisfied"
- 30% are "neither satisfied/dissatisfied"
- 23% are "fairly dissatisfied"
- 9% are "very dissatisfied"



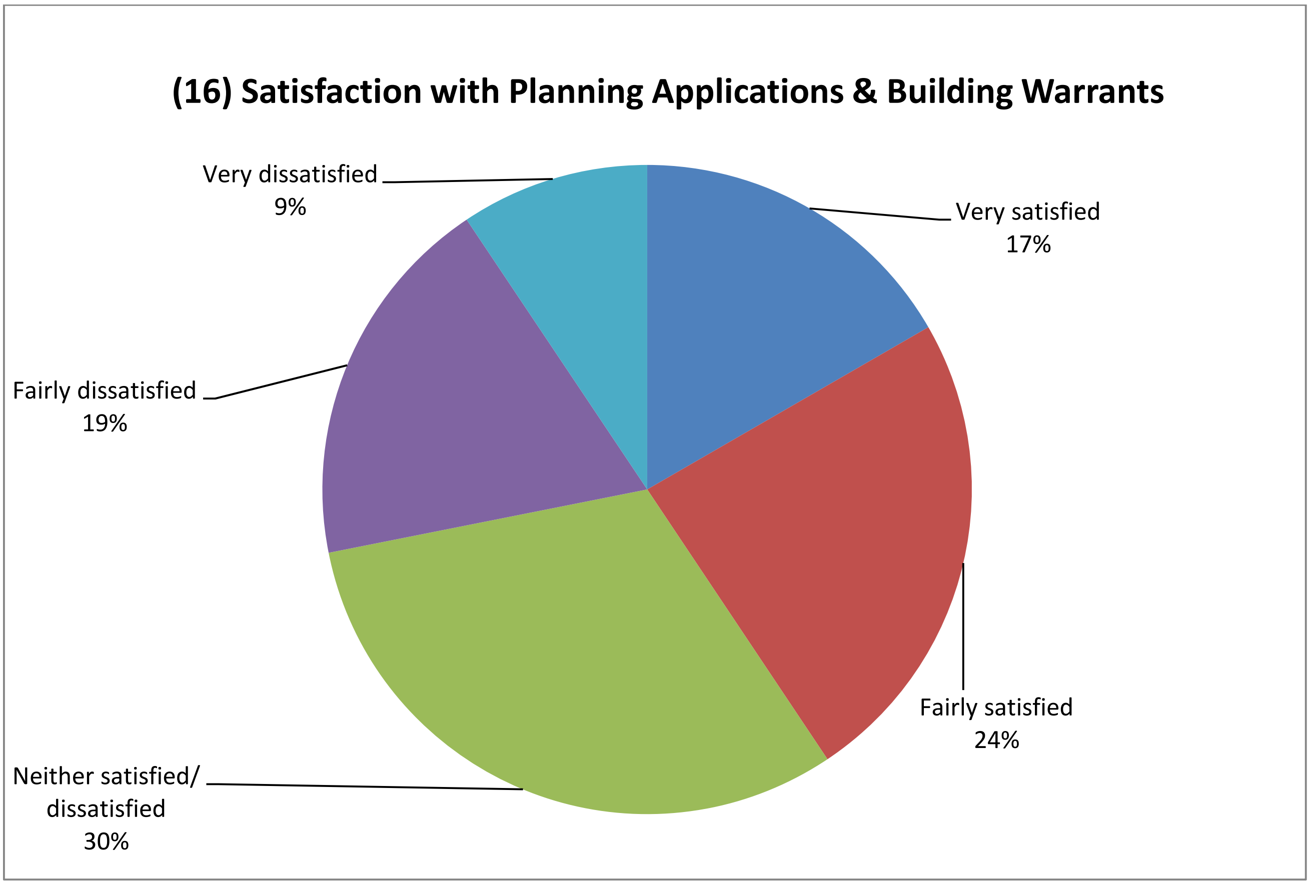
These figures give a net satisfaction rate of 6% (13% in 2015; 8% in 2014; 14% in 2013; 3% in 2012; 3% in 2011)

Net satisfaction rates are notably higher amongst females (15%) than males (-1%).

Appendix 1: (16) Planning Applications and Building Warrants

Of the entire sample 37% (404 people) answered this part of the question and gave their views on this service as follows:

- 16% are "very satisfied"
- 23% are "fairly satisfied"
- 30% are "neither satisfied/dissatisfied"
- 18% are "fairly dissatisfied"
- 13% are "very dissatisfied"

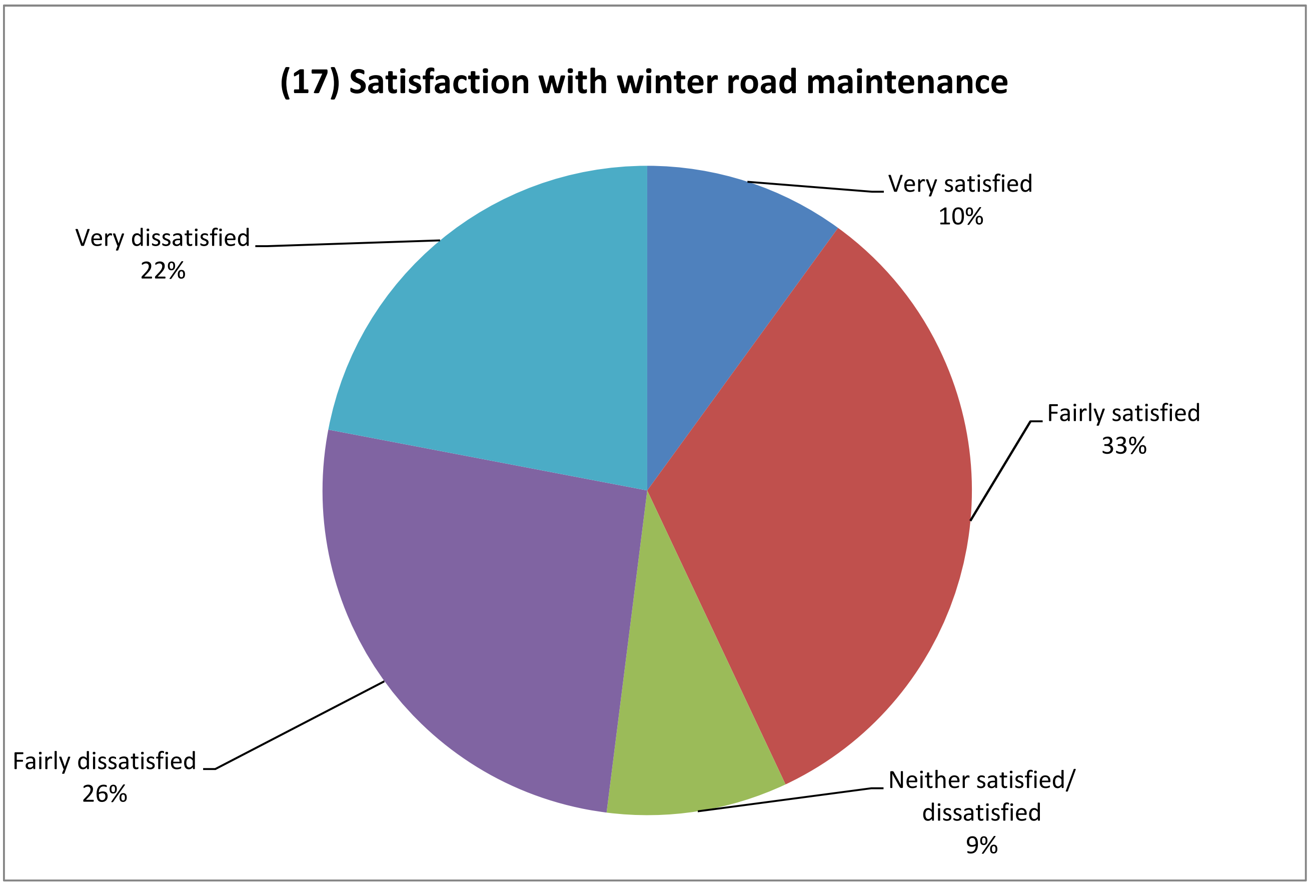


These figures supply a net satisfaction rate of 8% - notably down on last year (21% in 2015; 23% in 2014; 19% in 2013; -2% in 2012).

Appendix 1: (17) Winter road maintenance

Of the entire sample 96% (1036 people) answered this part of the question. They expressed their opinions on winter road maintenance as follows:

- 10% are “very satisfied”
- 33% are “fairly satisfied”
- 9% are “neither satisfied/dissatisfied”
- 26% are “fairly dissatisfied”
- 22% are “very dissatisfied”



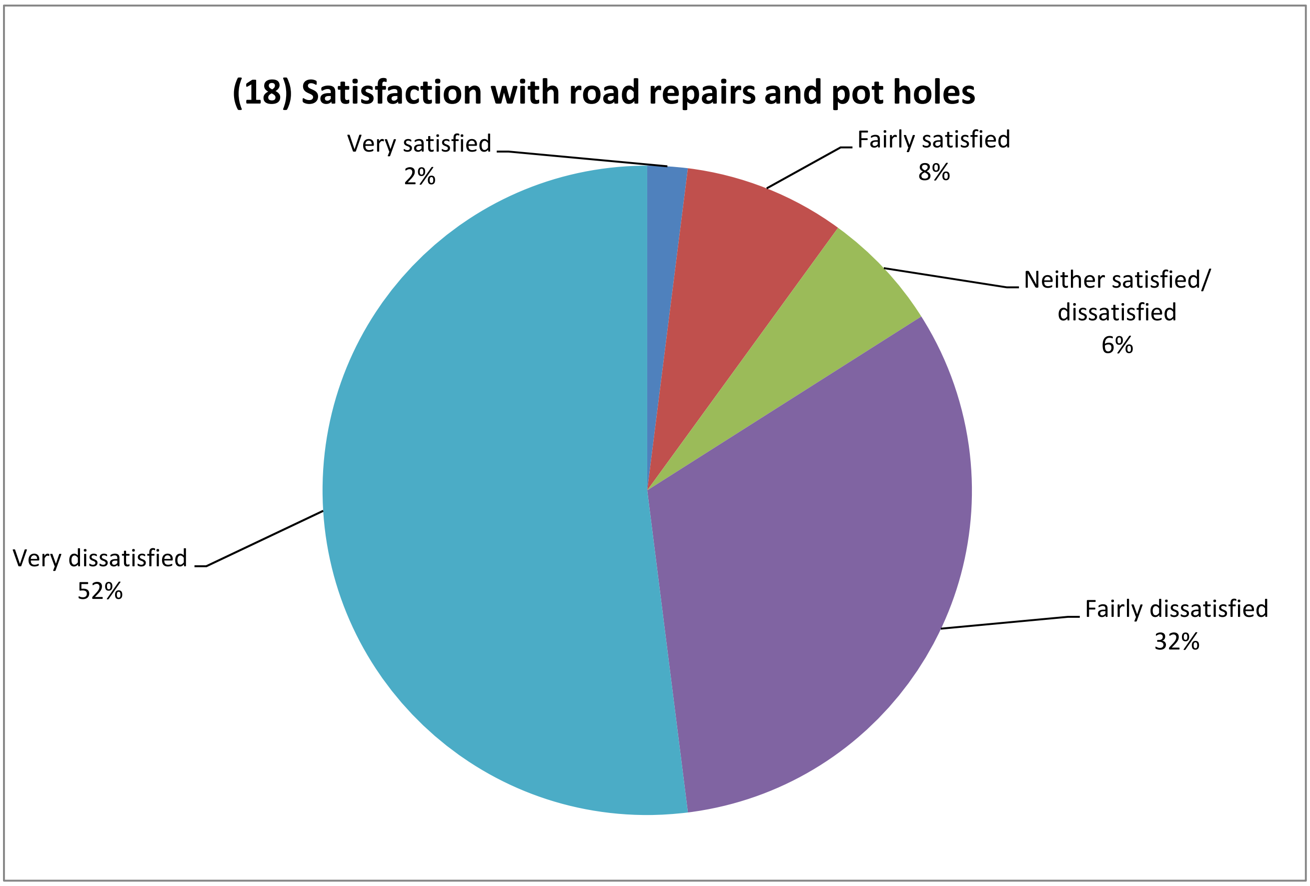
These figures mean that the net satisfaction rate stands at -5% a slight improvement on last year but notably lower than in 2013 and 2014 (-8% in 2015; 17% in 2014; 14% in 2013; 0% in 2012; -9% in 2011).

There is a notable difference in net satisfaction ratings according to gender with the rate returned by males (7%) being appreciably higher than that returned by females (-8%). People who are retired have a much higher net satisfaction rate (9%) than those who are employed (-9%).

Appendix 1: (18) Road repairs and pot holes

Of the entire sample 97% (1,056 people) answered this part of the question, giving the following range of views on road repairs and pot holes:

- 2% are “very satisfied”
- 8% are “fairly satisfied”
- 6% are “neither satisfied/dissatisfied”
- 32% are “fairly dissatisfied”
- 52% are “very dissatisfied”

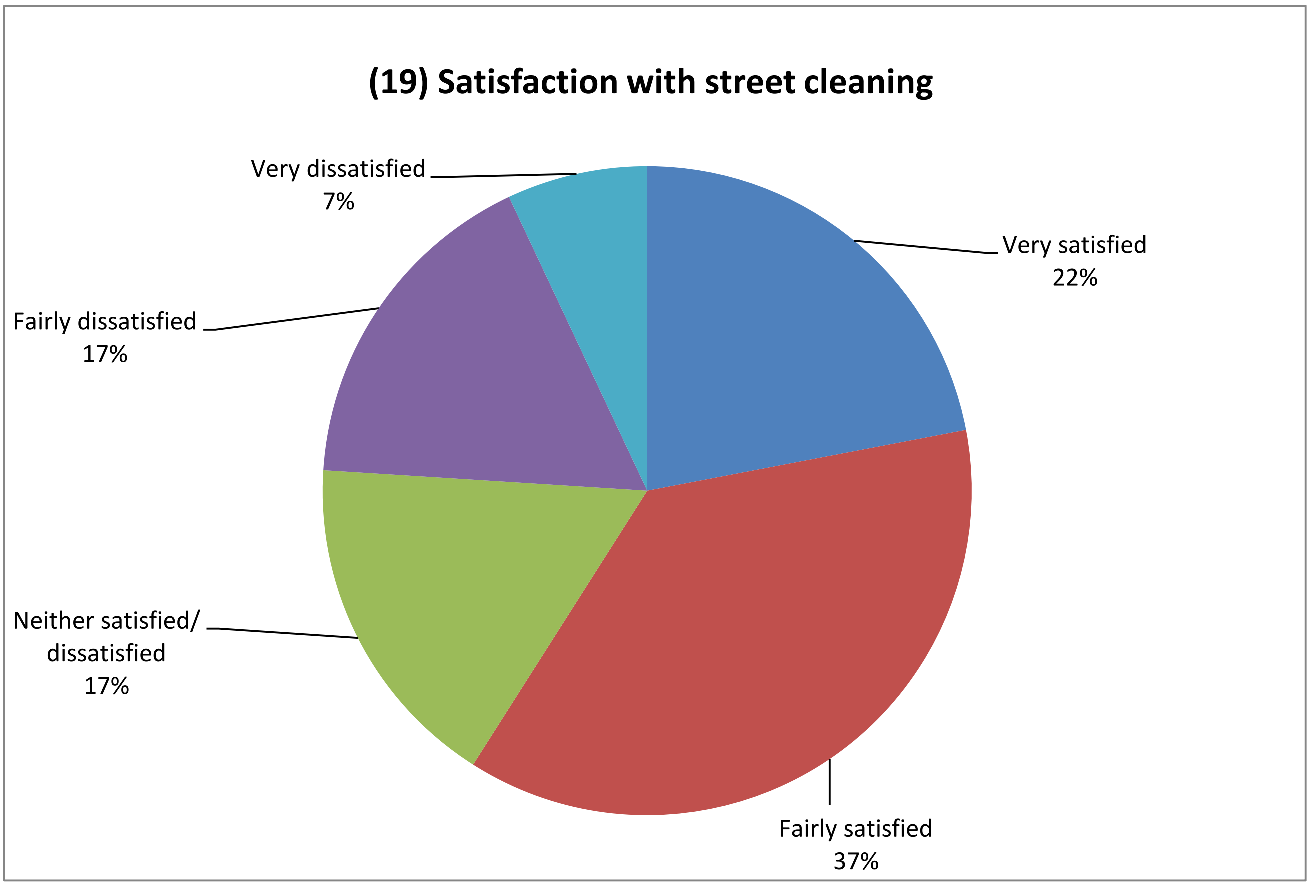


These figures result in a net satisfaction rate of -74% which is lower than that recorded in all recent surveys (-66% in 2015; -56% in 2014; -61% in 2013; -59% in 2012; -55% in 2011).

Appendix 1: (19) Street cleaning

Of the entire sample 92% (994 people) answered this part of the question and gave their views on this service as follows:

- 22% are "very satisfied"
- 37% are "fairly satisfied"
- 17% are "neither satisfied/dissatisfied"
- 17% are "fairly dissatisfied"
- 7% are "very dissatisfied"



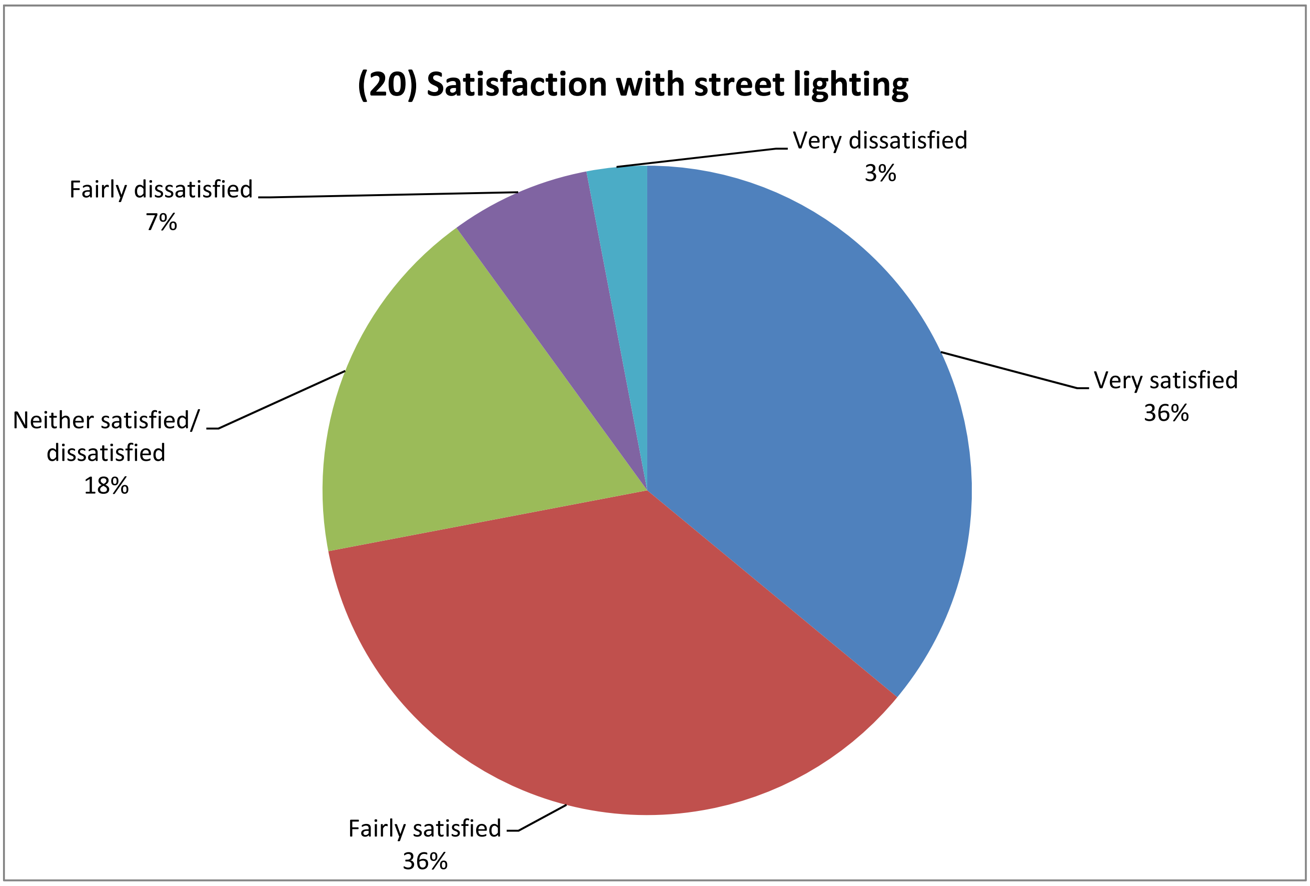
These figures give a net satisfaction rate of 43% (44% in 2014; 47% in 2013; 43% in 2012; 37% in 20).

The highest net satisfaction rate is found amongst people with school aged children (50%) and the lowest amongst people who are disabled (27%).

Appendix 1: (20) Street lighting

Of the entire sample 91% (982 people) answered this part of the question and gave their verdicts on street lighting as follows:

- 36% are “very satisfied”
- 36% are “fairly satisfied”
- 18% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 3% are “very dissatisfied”

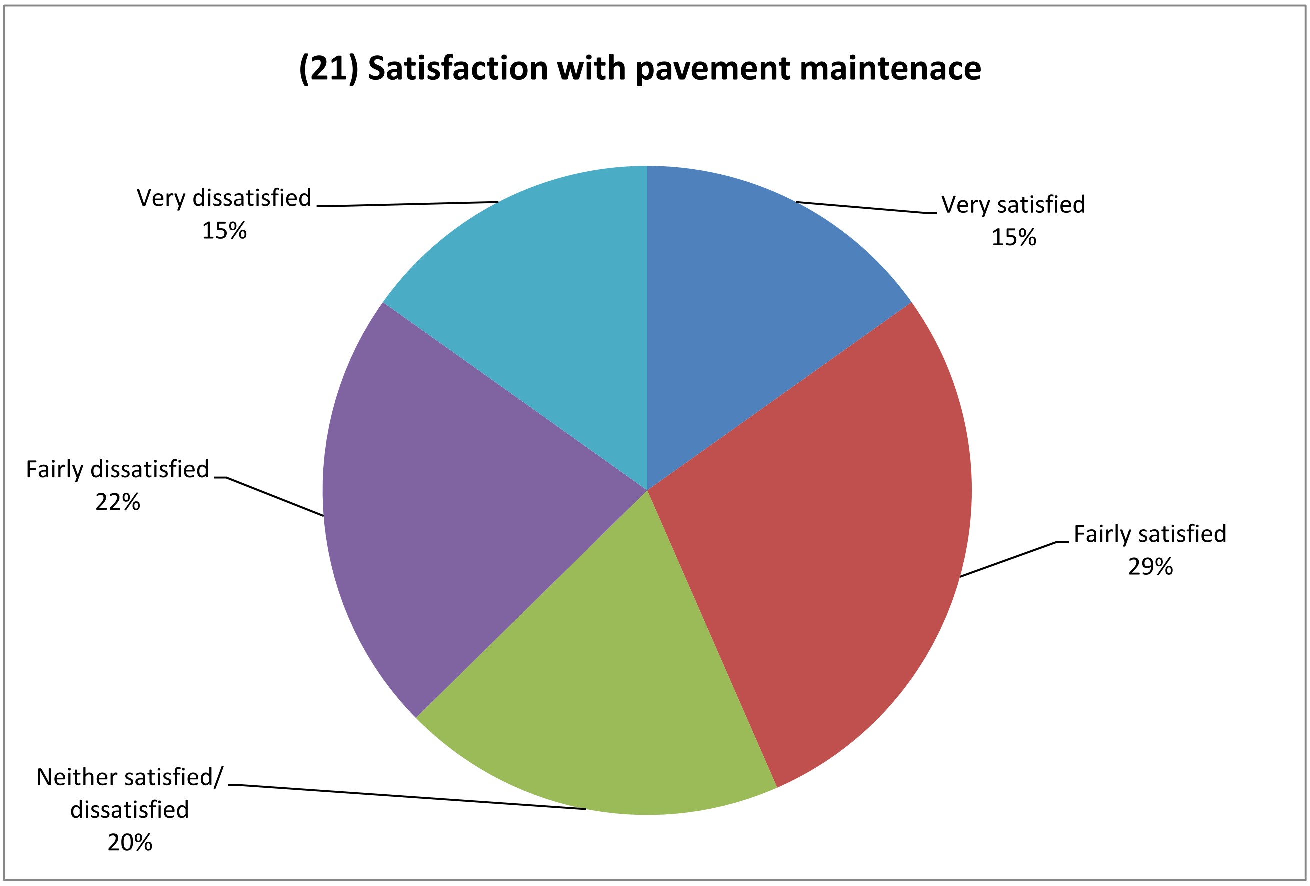


These figures give a net satisfaction rate of 62% which is a little lower than that recorded in recent surveys (68% in 2015; 67% in 2014 and 2013; 64% in 2012).

Appendix 1: (21) Pavement maintenance

Of the entire sample 91% (801 people) answered this part of the question and they gave the following opinions on pavement maintenance:

- 15% are “very satisfied”
- 28% are “fairly satisfied”
- 20% are “neither satisfied/dissatisfied”
- 22% are “fairly dissatisfied”
- 15% are “very dissatisfied”



These figures give a net satisfaction rate of 6% which is lower than that recorded in recent years (10% in 2015; 15% in 2014; 21% in 2013; 16% in 2012).

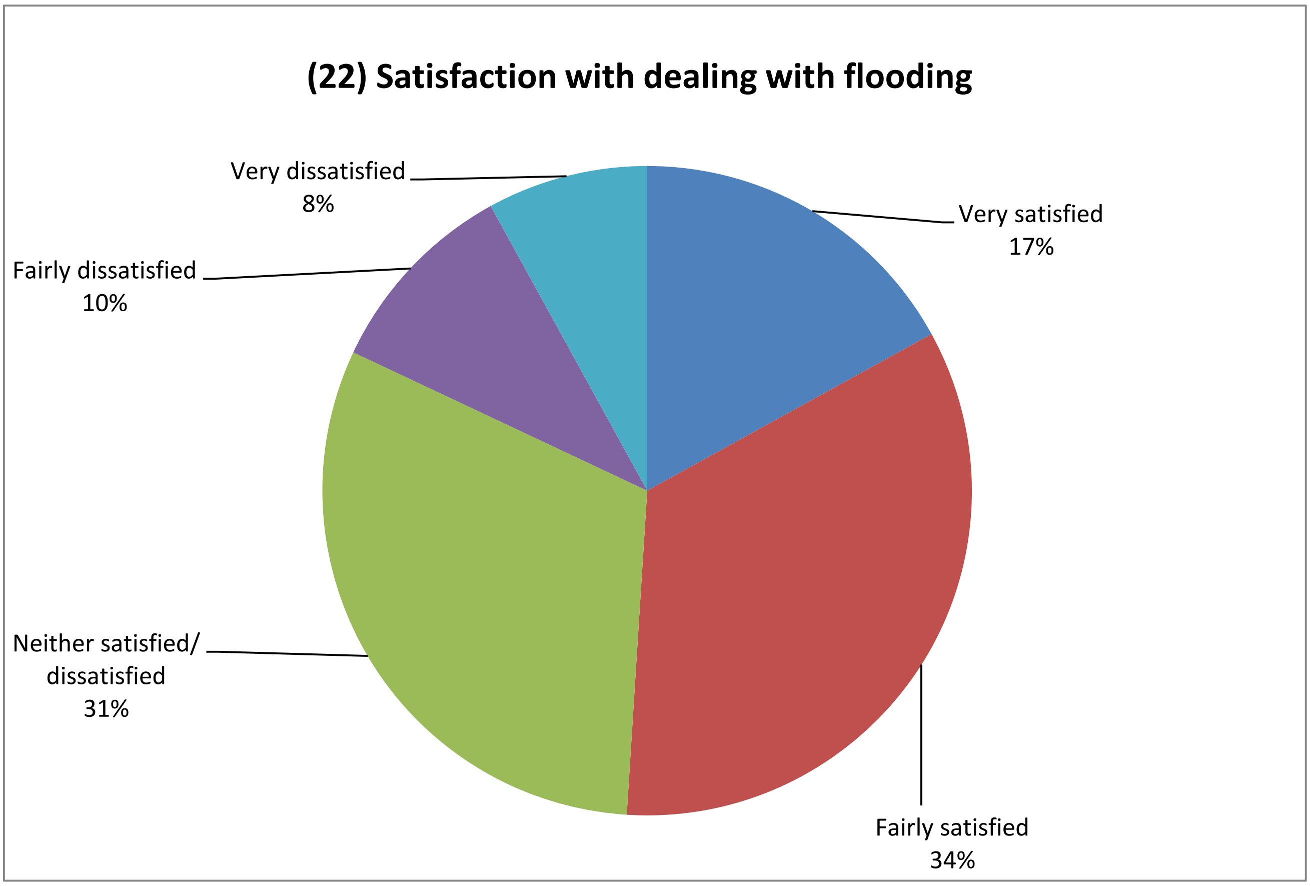
People who are disabled return a negative net satisfaction rate (-17%) notably lower than the rate for people who do not have a disability (9%).

People who are aged 65+ return a negative net satisfaction rate (-2%) – a level which is much lower than that of 25-44 year olds (18%).

Appendix 1: (22) Dealing with flooding

Of the entire sample 61% (659 people) answered this part of the question and expressed their opinions on 'dealing with flooding' as follows:

- 17% are "very satisfied"
- 34% are "fairly satisfied"
- 31% are "neither satisfied/dissatisfied"
- 10% are "fairly dissatisfied"
- 8% are "very dissatisfied"

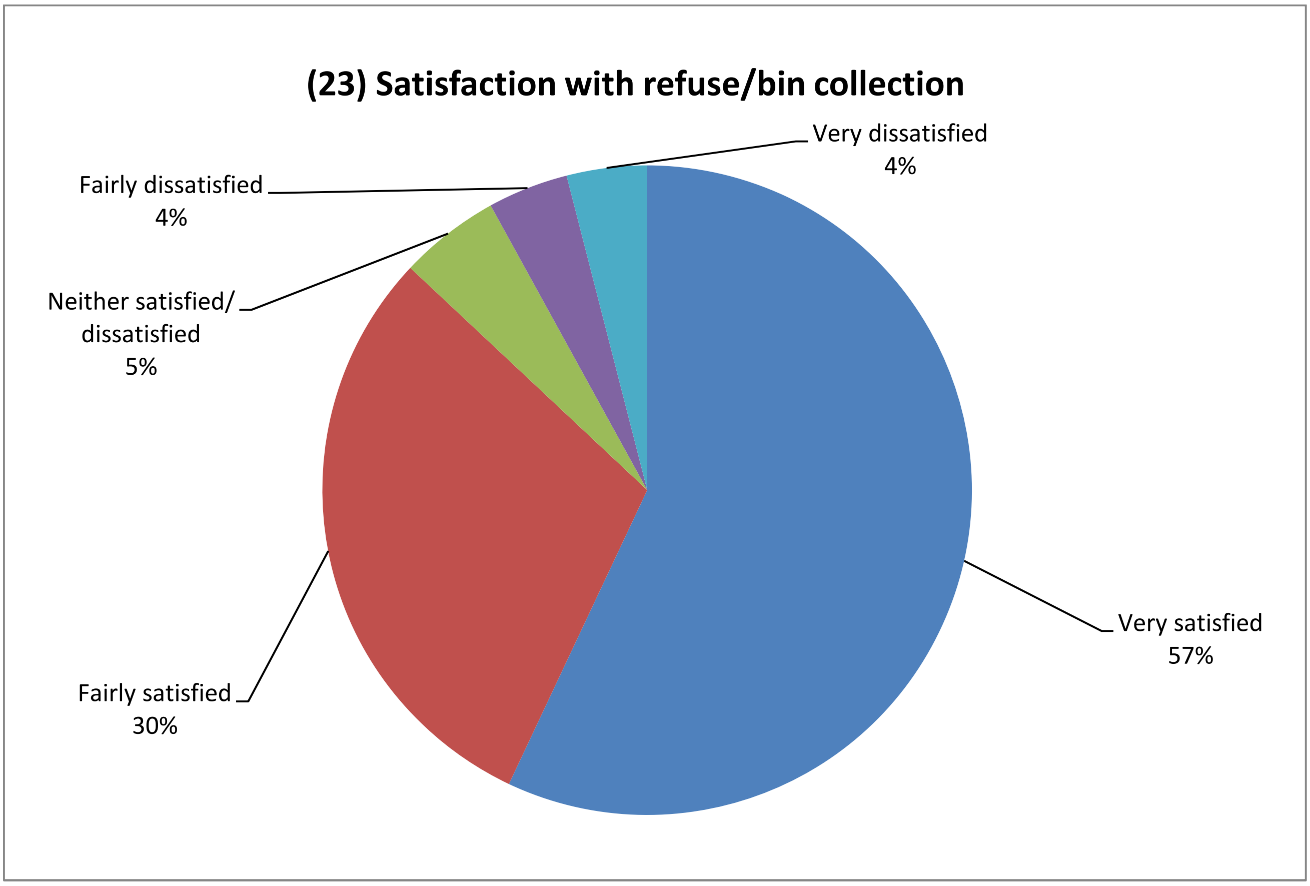


These figures result in a net satisfaction rate of 33% up slightly on last year's return (30% in 2015; 34% in 2014; 27% in 2013; 18% in 2012; 28% in 2011; 21% in 2010).

Appendix 1: (23) Refuse/bin collection

Of the entire sample 98% (1,064 people) answered this part of the question and gave their views as follows on refuse/bin collection:

- 57% are "very satisfied"
- 30% are "fairly satisfied"
- 5% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 4% are "very dissatisfied"

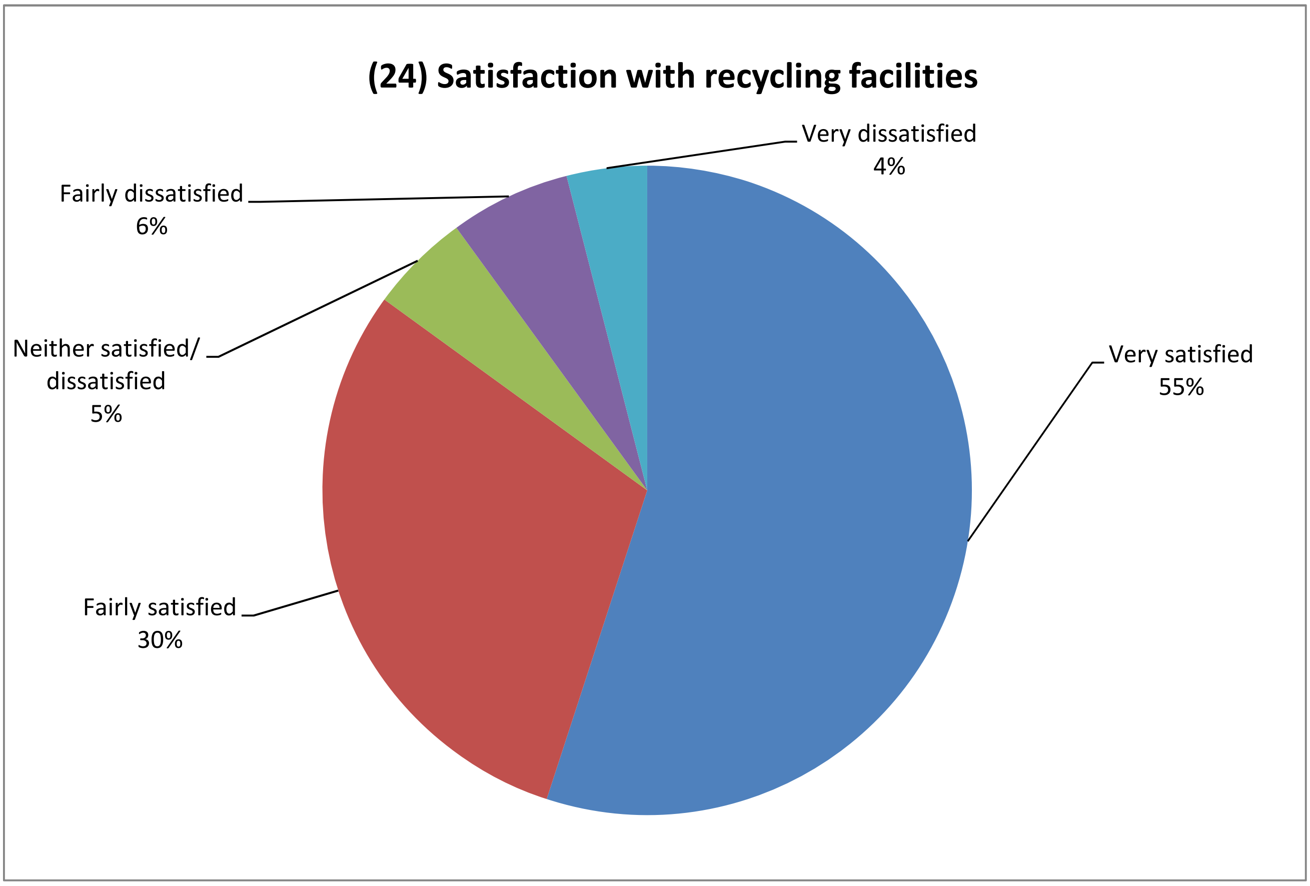


These figures result in a net satisfaction rate of 79% - marginally improving on the already high level recorded in 2015 (78% in 2015; 75% in 2014; 78% in 2013; 72% in 2012; 73% in 2011).

Appendix 1: (24) Recycling facilities

Of the entire sample 97% (1,054 people) answered this part of the question and gave their views on this service as follows:

- 55% are “very satisfied”
- 30% are “fairly satisfied”
- 5% are “neither satisfied/dissatisfied”
- 6% are “fairly dissatisfied”
- 4% are “very dissatisfied”

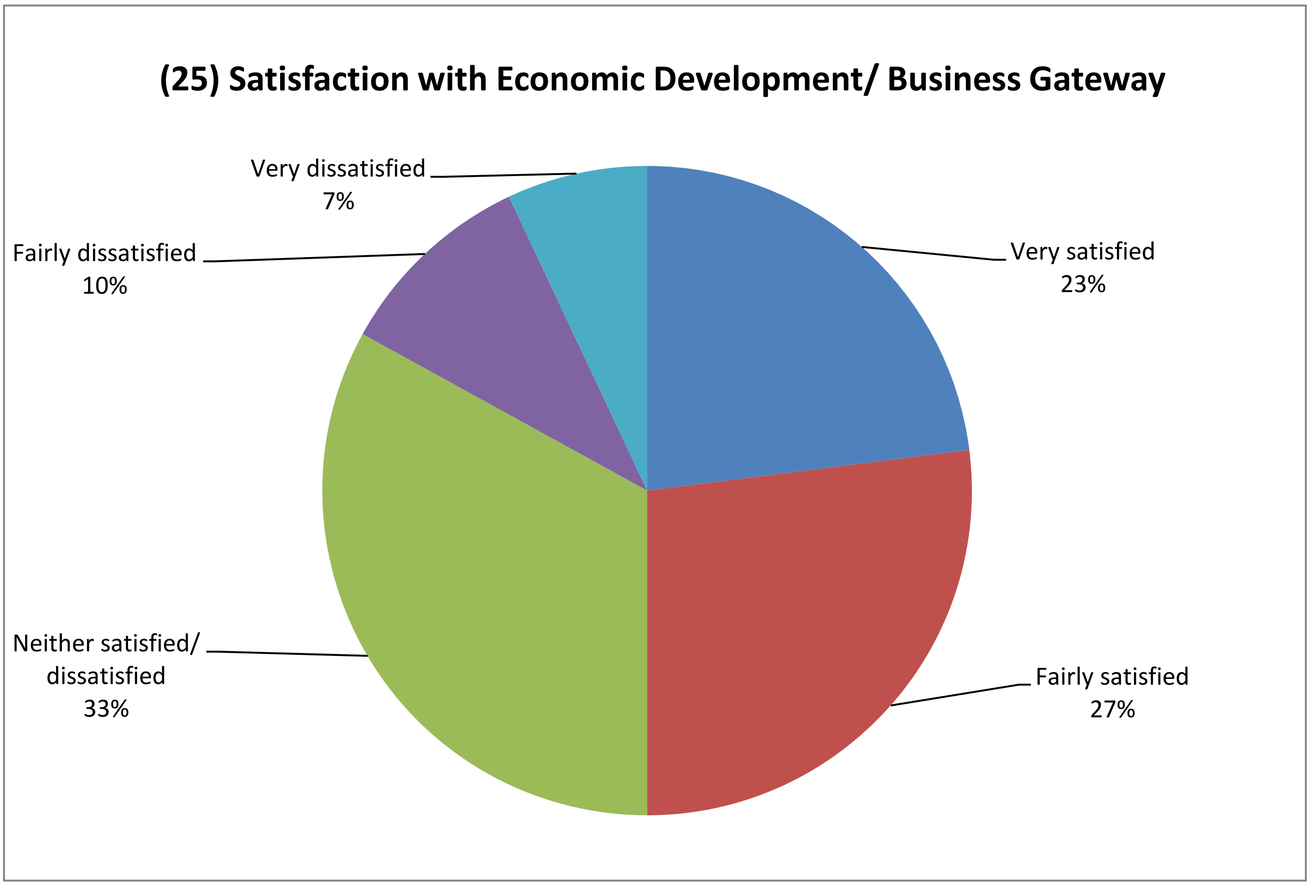


These figures result in a net satisfaction rate of 75% which is maintaining the high level recorded in recent surveys (76% in 2015 and 2014; 75% in 2013; 72% in 2012).

Appendix 1: (25) Economic Development/ Business Gateway

Of the entire sample 14% (156 people) answered this part of the question and gave their views on this service as follows:

- 23% are "very satisfied"
- 27% are "fairly satisfied"
- 33% are "neither satisfied/dissatisfied"
- 10% are "fairly dissatisfied"
- 7% are "very dissatisfied"

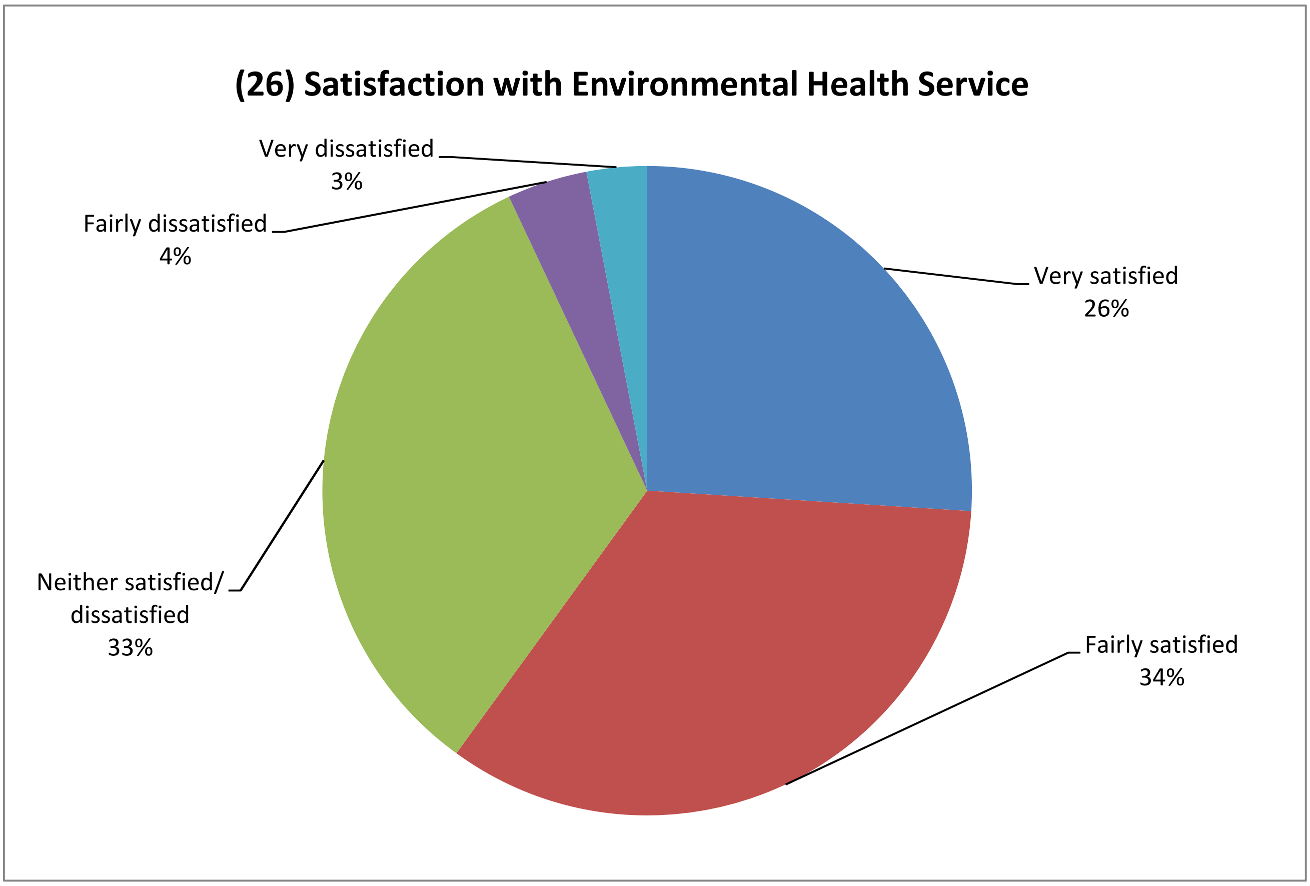


These figures leave a net satisfaction rate of 33% up on the 29% recorded in 2015 (30% in 2014; 31% in 2013; 35% in 2012).

Appendix 1: (26) Environmental Health Service

Of the entire sample 20% (212 people) answered this part of the question and gave their views on this service as follows:

- 26% are “very satisfied”
- 34% are “fairly satisfied”
- 33% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 3% are “very dissatisfied”

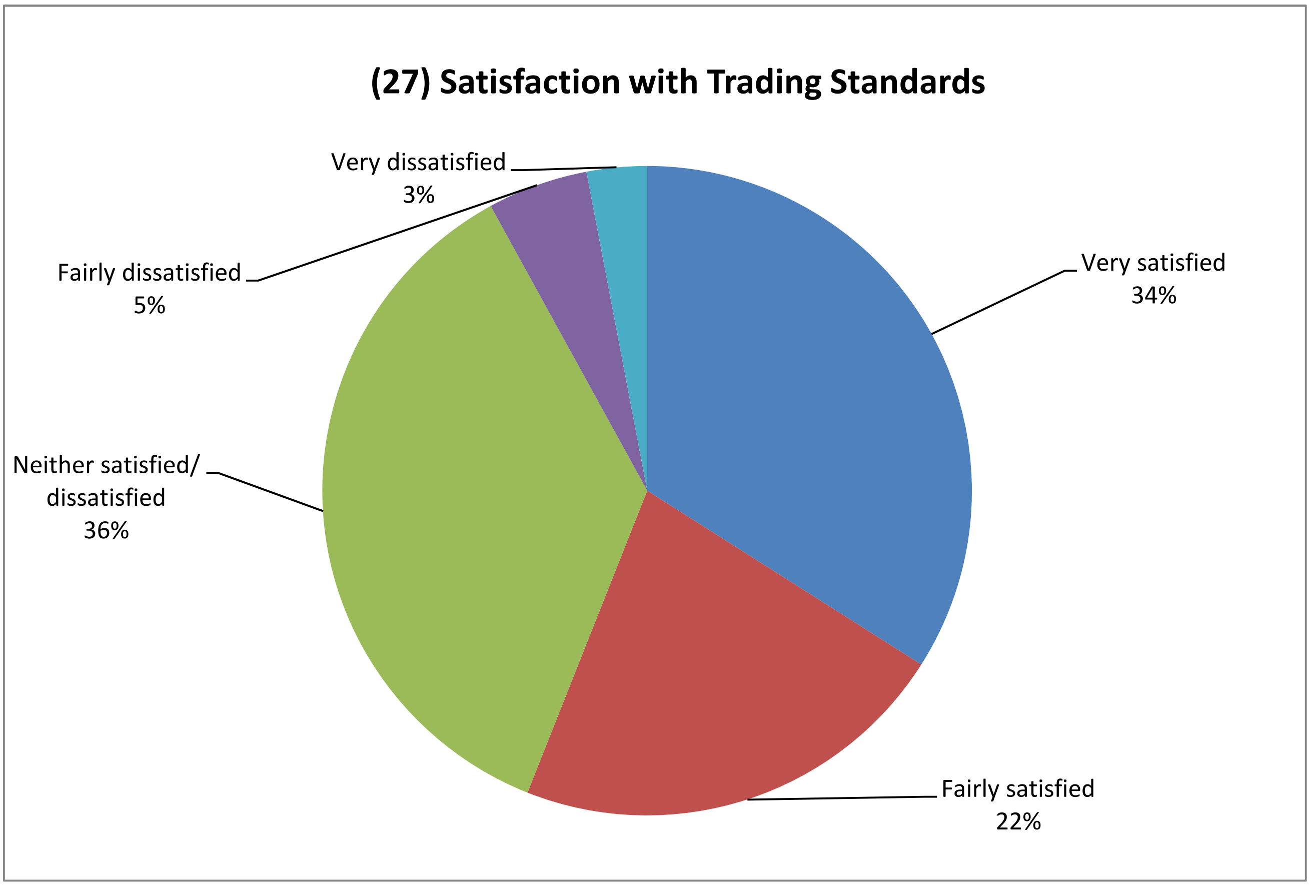


These figures give a net satisfaction rate of 53% which is very similar to the rates recorded in recent surveys (50% in 2015; 52% in 2014; 54% in 2013; 55% in 2012).

Appendix 1: (27) Trading Standards

Of the entire sample 15% (161 people) answered this part of the question and gave their views on this service as follows:

- 34% are “very satisfied”
- 22% are “fairly satisfied”
- 36% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 3% are “very dissatisfied”

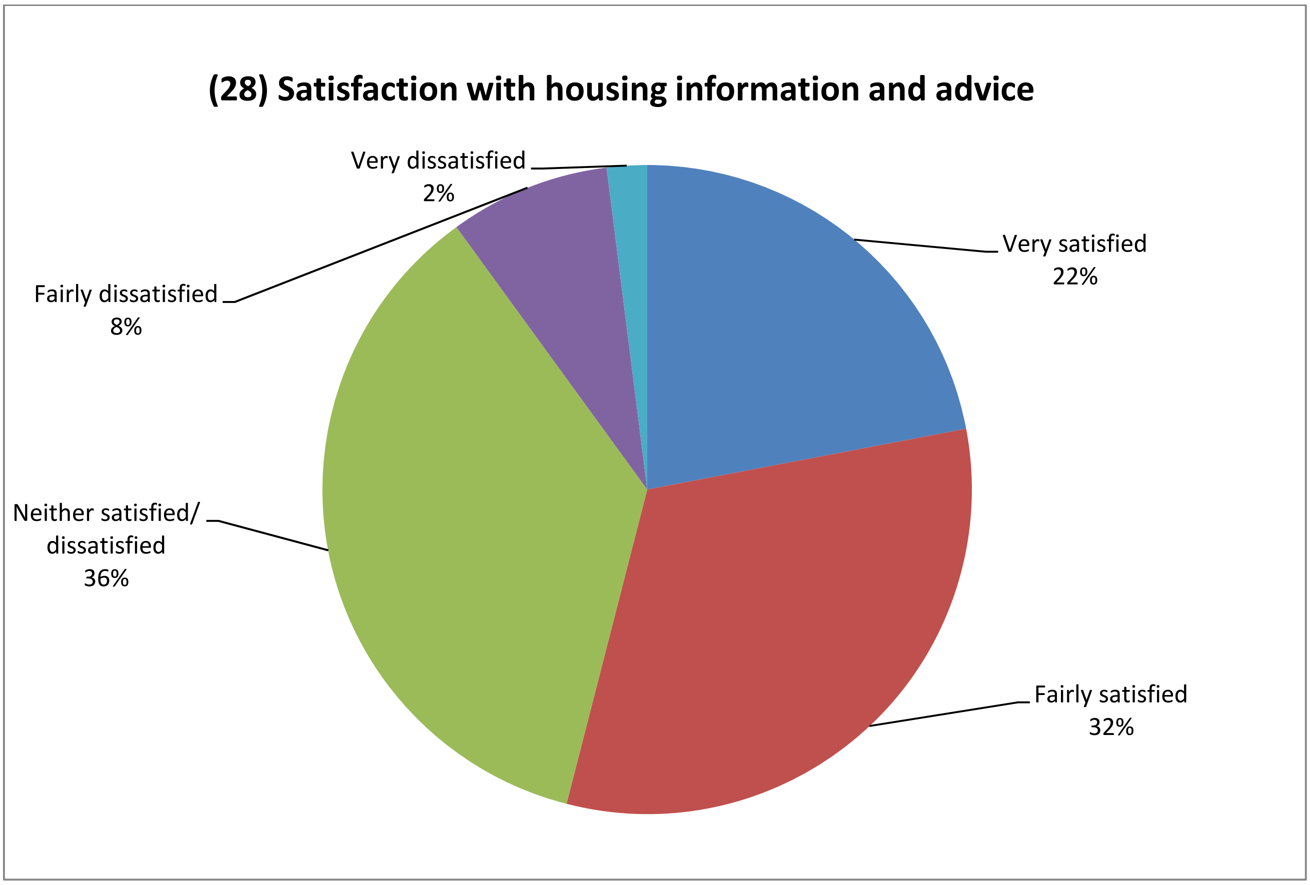


These figures give a net satisfaction rate of 48% - the highest recorded rate of all recent surveys (32% in 2015; 38% in 2014; 46% in 2013; 41% in 2012).

Appendix 1: (28) Housing information and advice

Of the entire sample 15% (159 people) answered this part of the question and gave their views on this service as follows:

- 22% are "very satisfied"
- 32% are "fairly satisfied"
- 36% are "neither satisfied/dissatisfied"
- 8% are "fairly dissatisfied"
- 2% are "very dissatisfied"

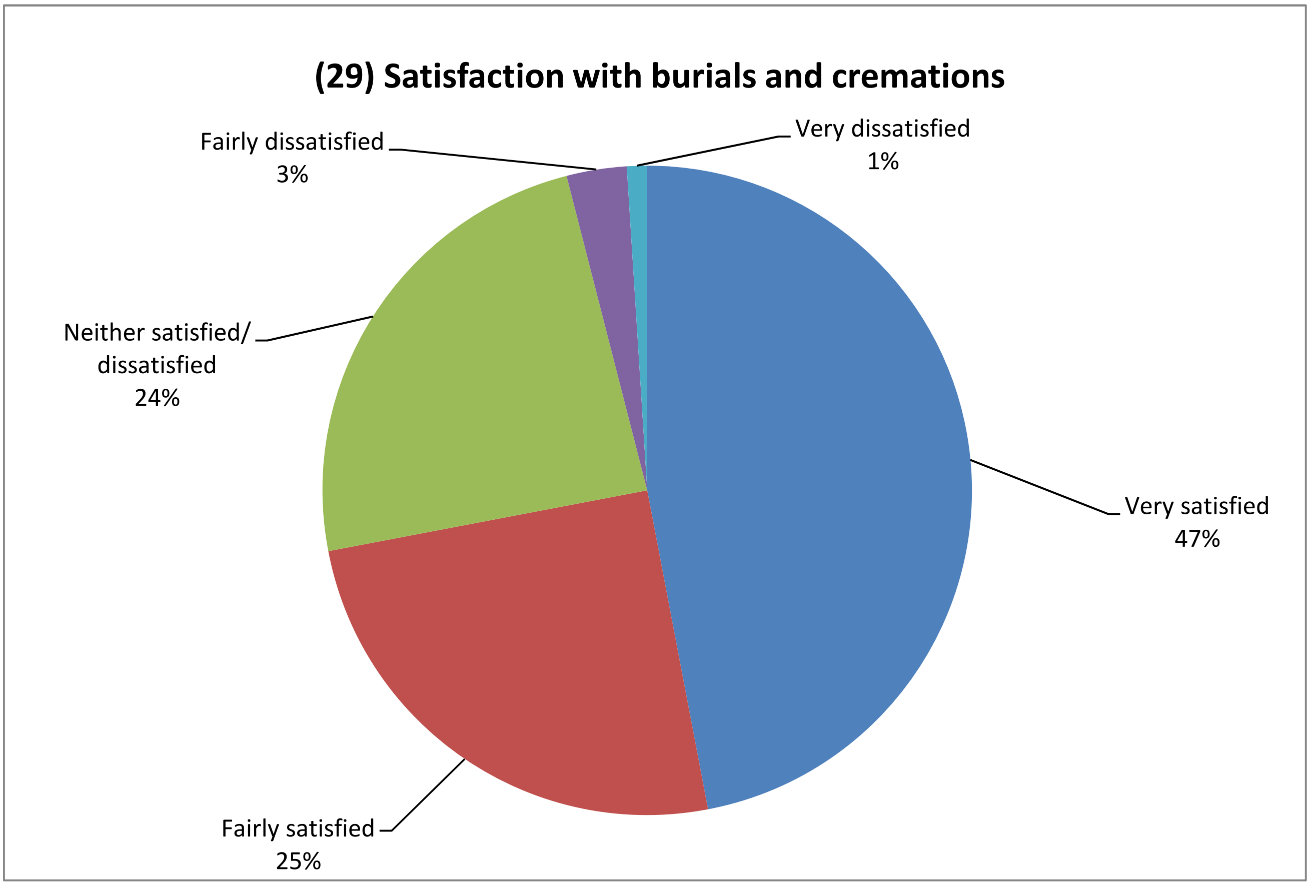


These figures result in a net satisfaction rate of 44% which is much higher than that recorded in 2015 (17%) and marks a return to the levels recorded in 2014 (40%) and 2013 (43%).

Appendix 1: (29) Burials and cremations

Of the entire sample 23% (245 people) answered this part of the question and gave their views on this service as follows:

- 47% are “very satisfied”
- 25% are “fairly satisfied”
- 24% are “neither satisfied/dissatisfied”
- 3% are “fairly dissatisfied”
- 1% are “very dissatisfied”



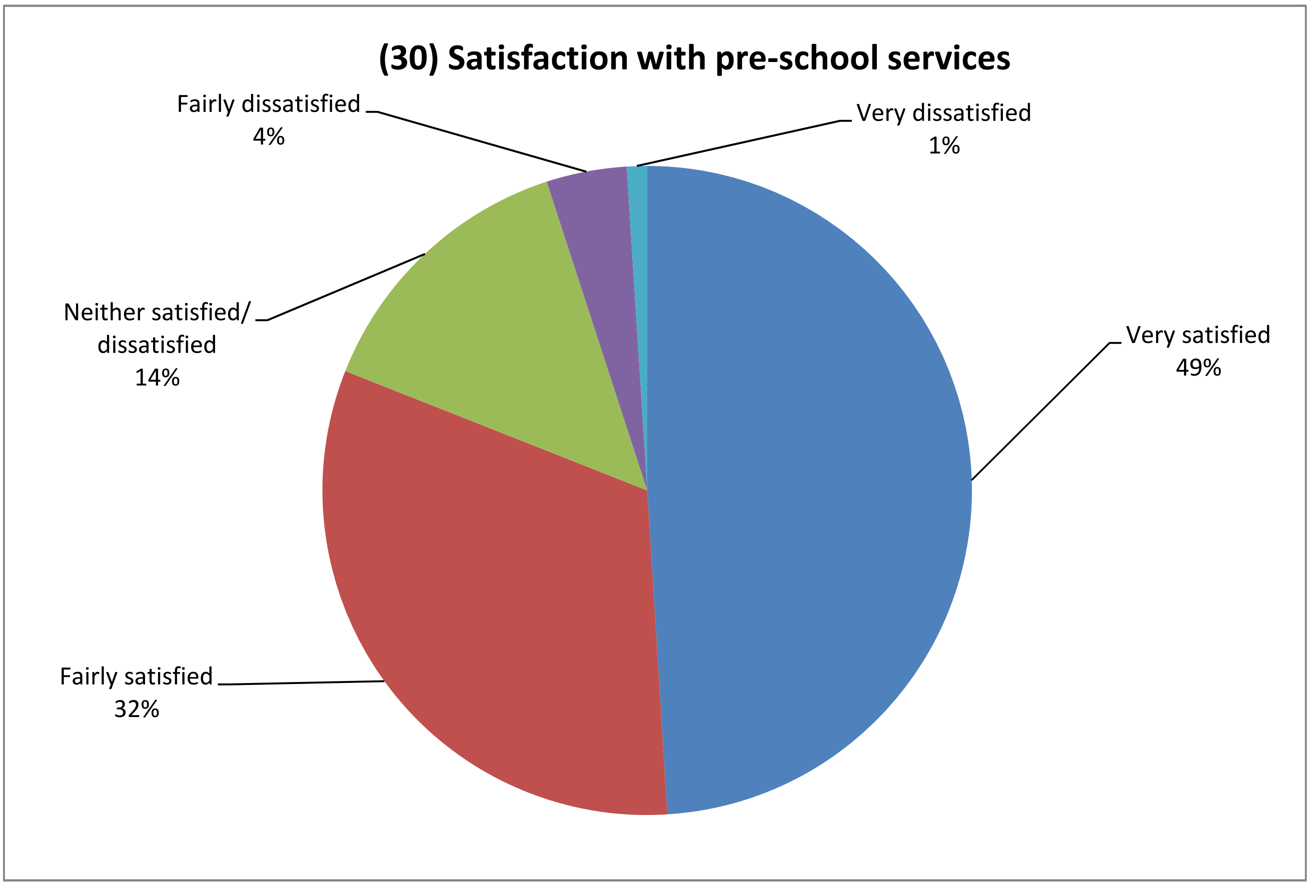
These figures result in a net satisfaction rate of 68% which is marginally up on that recorded last year (66% in 2015; 63% in 2014; 61% in 2013; 68% in 2012 and 2011).

The highest net satisfaction rating is supplied by people aged 65+ (88%).

Appendix 1: (30) Pre-school services

Of the entire sample 19% (201 people) answered this part of the question and gave their views on this service as follows:

- 49% are “very satisfied”
- 32% are “fairly satisfied”
- 14% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 1% are “very dissatisfied”



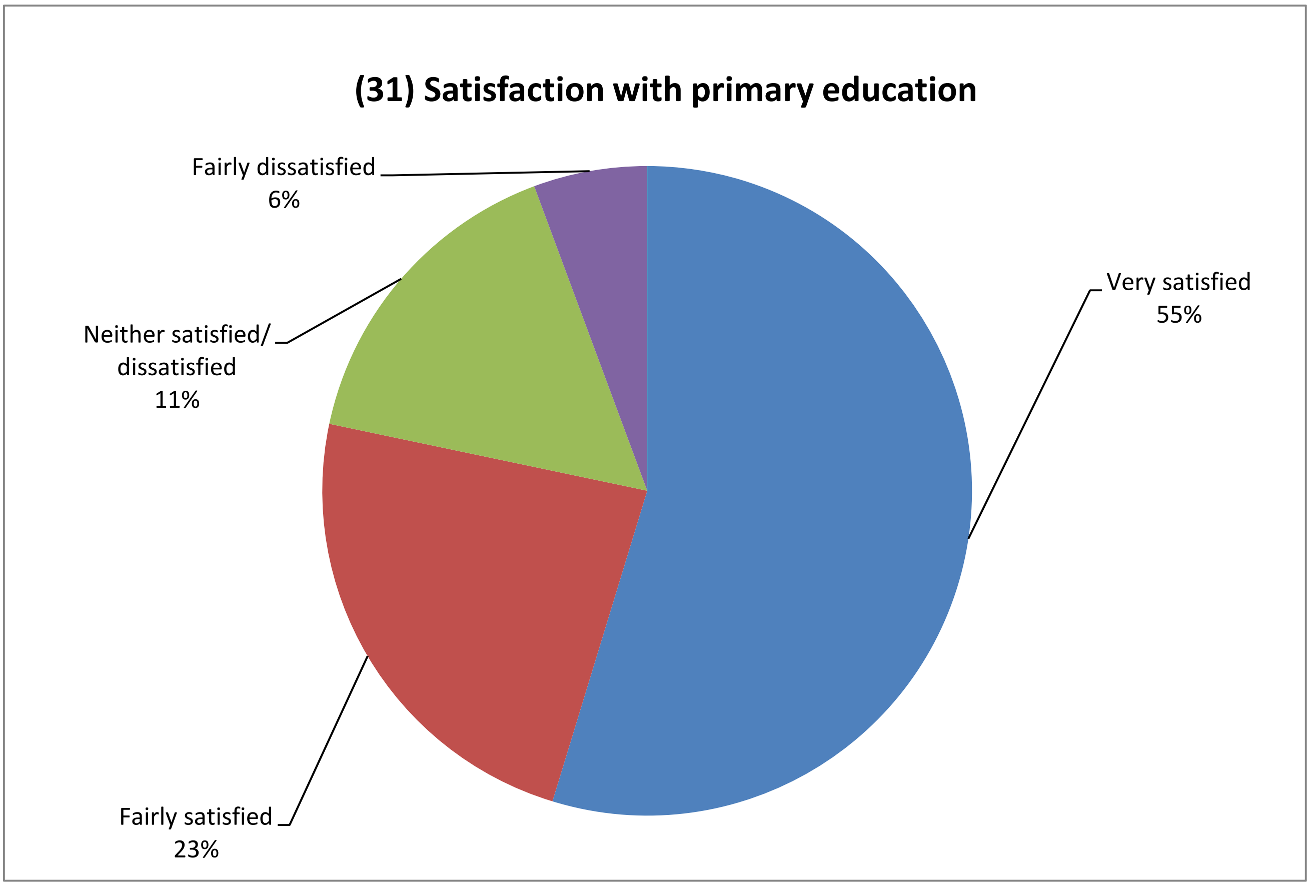
These figures result in a net satisfaction rate of 76% - a record level and a substantial rise on past survey results 52% (54% in 2014; 58% in 2013; 62% in 2012).

Those respondents who have school aged children give a net satisfaction rating of 78%.

Appendix 1: (31) Primary education

Of the entire sample 26% (279 people) answered this part of the question and gave their views on this service as follows:

- 58% are “very satisfied”
- 25% are “fairly satisfied”
- 11% are “neither satisfied/dissatisfied”
- 6% are “fairly dissatisfied”
- 0% are “very dissatisfied”



These figures result in a net satisfaction rate of 77% - the highest rate recorded in recent years (75% in 2015; 68% in 2014; 59% in 2013; 65% in 2012; 64% in 2011).

For those respondents with school aged children the results are as follows:

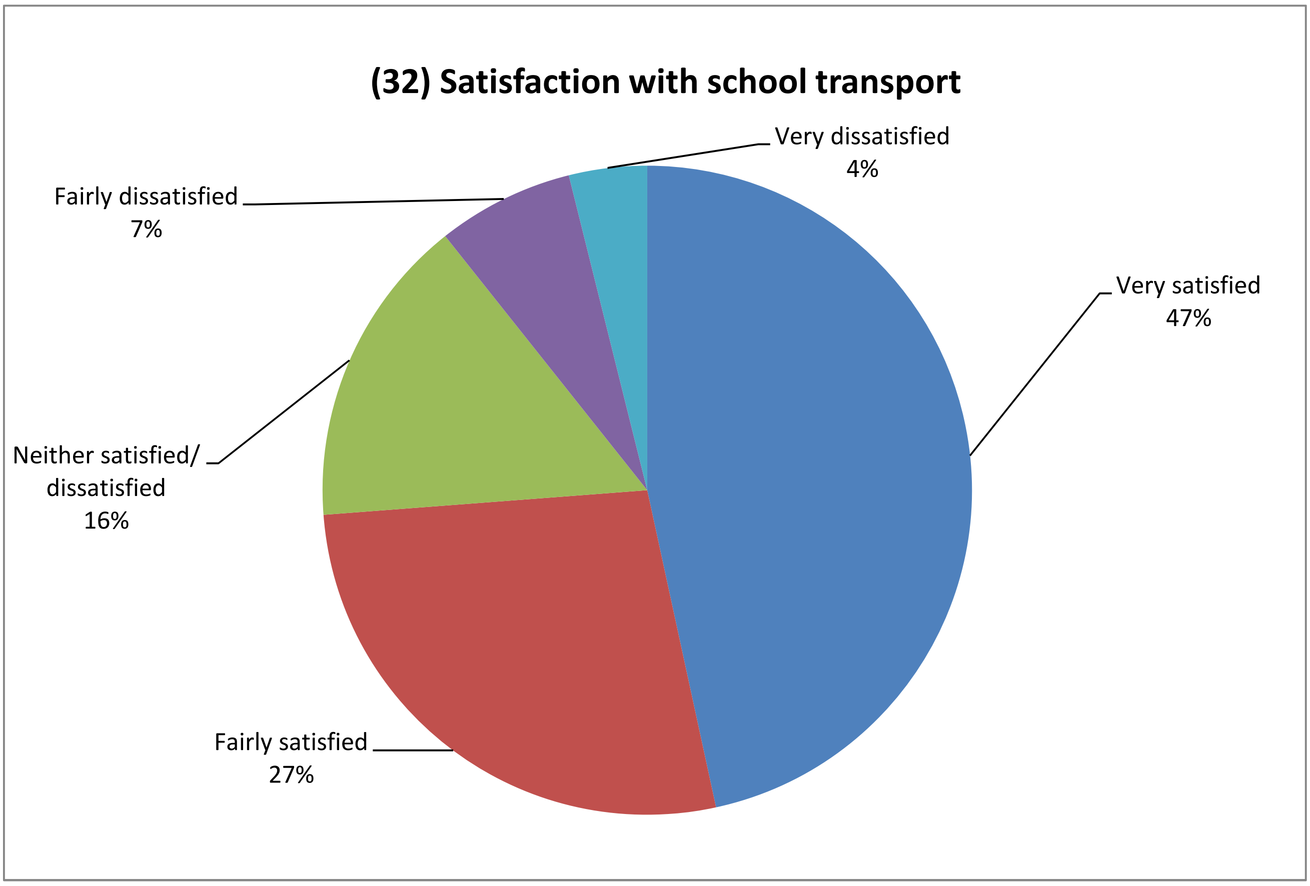
- 60% are “very satisfied” (49% in 2015)
- 24% are “fairly satisfied” (36% in 2015)
- 8% are “neither satisfied/dissatisfied” (10% in 2015)
- 8% are “fairly dissatisfied” (2% in 2015)
- 0% are “very dissatisfied” (3% in 2015)

The figures above produce a net satisfaction rate of 76% (80% in 2015)

Appendix 1: (32) School transport

Of the entire sample 19% (210 people) answered this part of the question and gave their views on this service as follows:

- 48% are “very satisfied”
- 28% are “fairly satisfied”
- 16% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 1% are “very dissatisfied”



These figures result in a net satisfaction rate of 69% appreciably higher than that recorded previously (53% in 2015; 54% in 2014; 41% in 2013; 33% in 2012).

For those respondents who have school aged children the results are as follows:

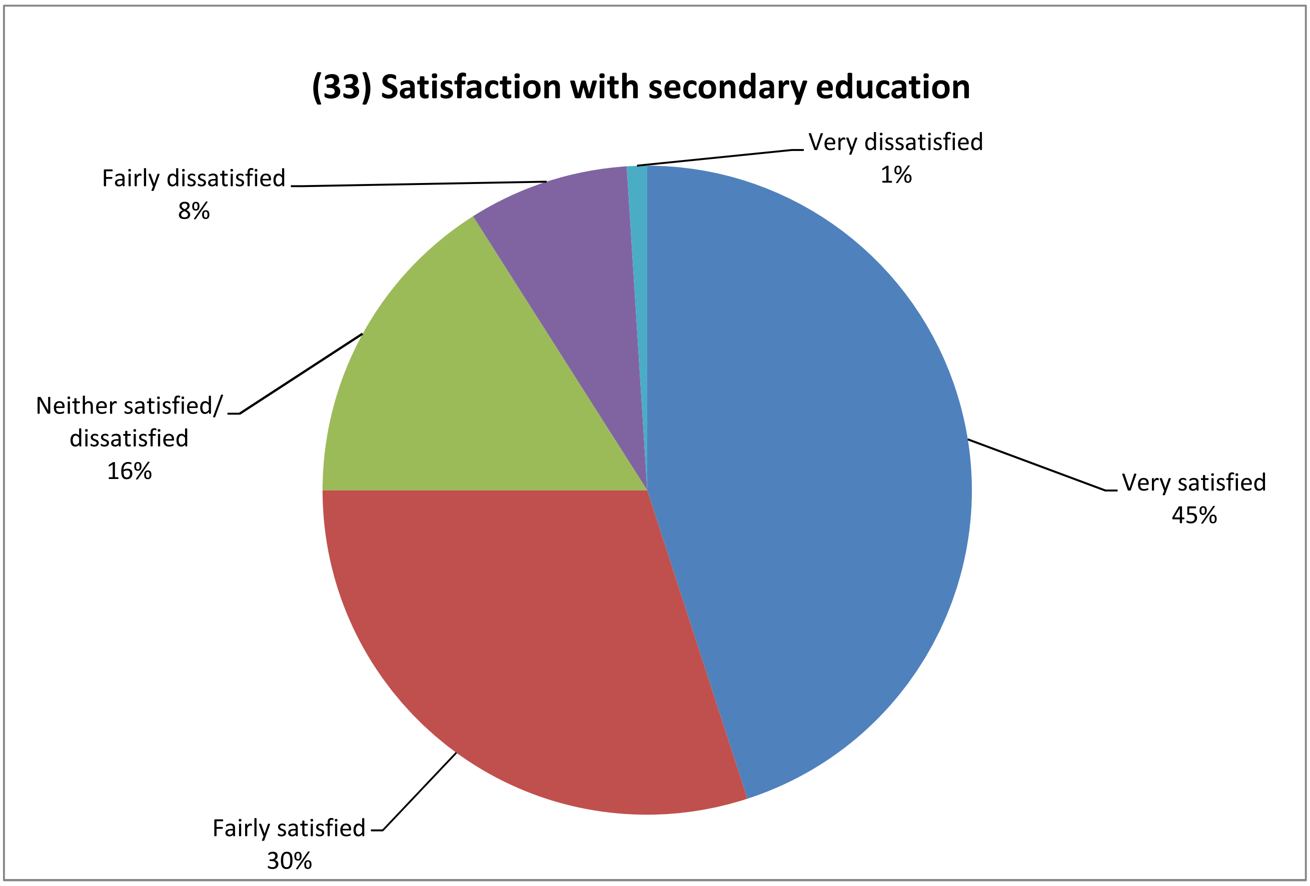
- 49% are “very satisfied” (45% in 2015)
- 28% are “fairly satisfied” (24% in 2015)
- 11% are “neither satisfied/dissatisfied” (19% in 2015)
- 9% are “fairly dissatisfied” (9% in 2015)
- 2% are “very dissatisfied” (3% in 2015)

The figures above produce a net satisfaction rating of 67% (57% in 2015).

Appendix 1: (33) Secondary education

Of the entire sample 24% (264 people) answered this part of the question and gave their views on this service as follows:

- 45% are “very satisfied”
- 30% are “fairly satisfied”
- 16% are “neither satisfied/dissatisfied”
- 8% are “fairly dissatisfied”
- 1% are “very dissatisfied”



These figures result in a net satisfaction rate of 66% which is higher than that recorded in recent surveys (64% in 2015; 61% in 2014; 60% in 2013; 57% in 2012; 63% in 2011).

Of those respondents with school aged children the results are as follows:

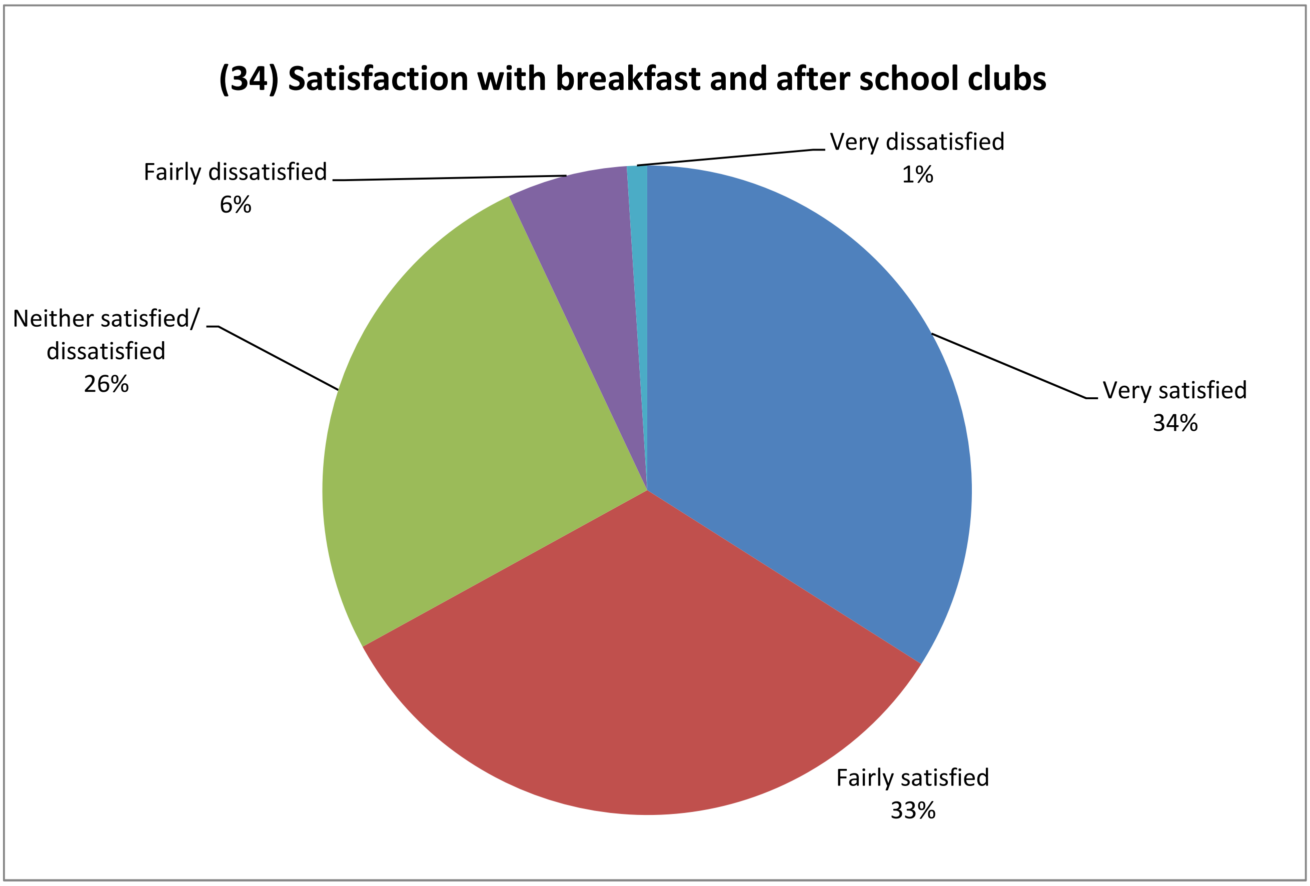
- 42% are “very satisfied” (40% in 2015)
- 28% are “fairly satisfied” (39% in 2015)
- 15% are “neither satisfied/ dissatisfied”(7% in 2015)
- 11% are “fairly dissatisfied” (12% in 2015)
- 4% are “very dissatisfied” (2% in 2015)

These figures mean that for those respondents with school aged children the net satisfaction rating is 55% (64% in 2015).

Appendix 1: (34) Breakfast and after school clubs

Of the entire sample 13% (137 people) answered this part of the question and gave their views on this service as follows:

- 34% are “very satisfied”
- 33% are “fairly satisfied”
- 26% are “neither satisfied/dissatisfied
- 6% are “fairly dissatisfied”
- 1% are “very dissatisfied”



These figures result in a net satisfaction rate of 60% - considerably higher than the figures recorded in past years (23% in 2015; 39% in 2014 40% in 2013; 24% in 2012; 46% in 2011). With a small sample responding each year the possibility of considerable swings in net satisfaction levels from one year to the next increases substantially. Nonetheless it is important to note that 60% is a record high net satisfaction rate.

For those respondents with school aged children the results are as follows:

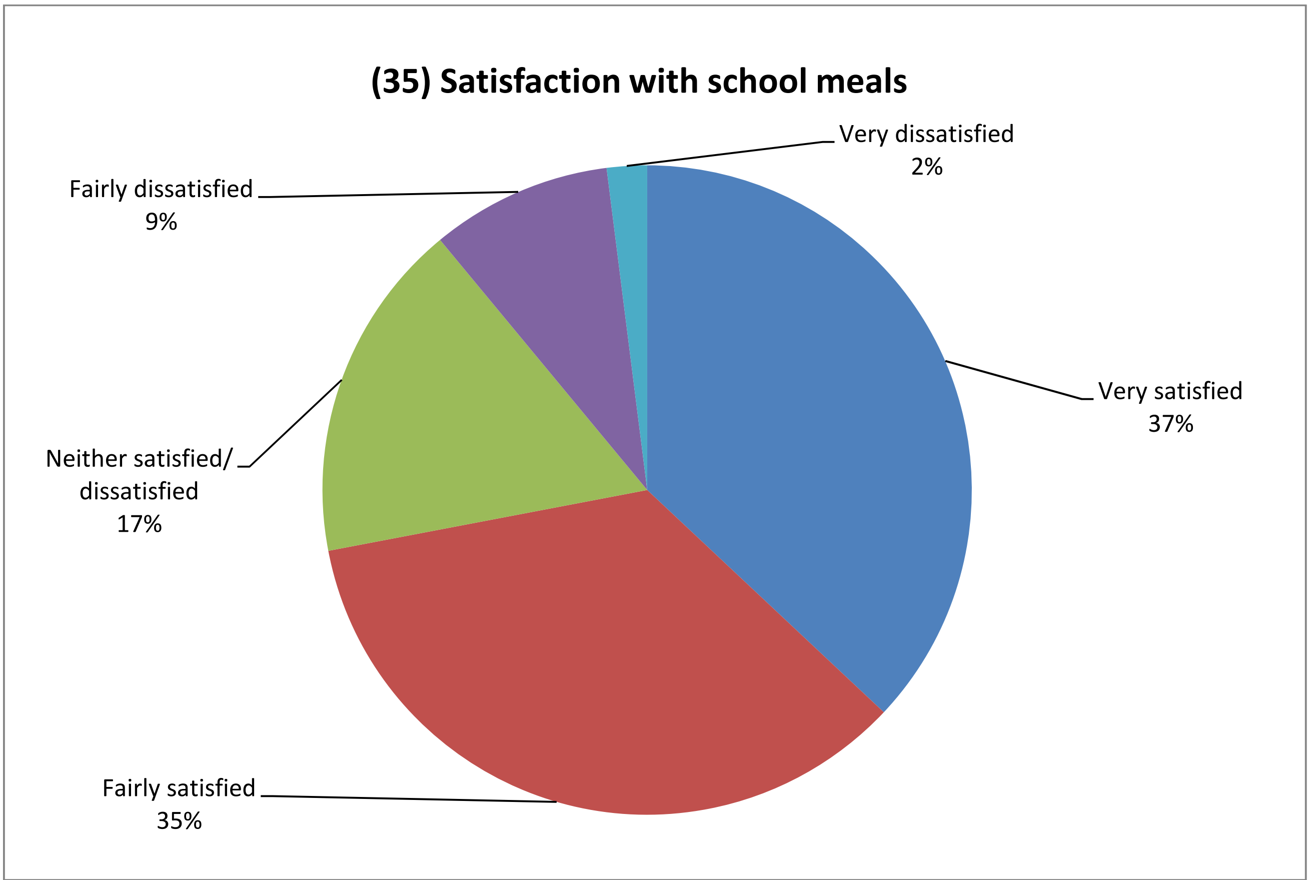
- 38% are “very satisfied”
- 33% are “fairly satisfied”
- 15% are “neither satisfied/dissatisfied”
- 13% are “fairly dissatisfied”
- 0% are “very dissatisfied”

This gives a net satisfaction rating of 58% compared with 35% in 2015 and 48% in 2014 from that same category of respondents.

Appendix 1: (35) School meals

Of the entire sample 24% (257 people) answered this part of the question and gave their views on school meals as follows:

- 37% are "very satisfied"
- 35% are "fairly satisfied"
- 17% are "neither satisfied/dissatisfied"
- 9% are "fairly dissatisfied"
- 2% are "very dissatisfied"



These figures result in a net satisfaction rate of 61% (64% in 2015; 57% in 2014; 54% in 2013; 45% in 2012; 60% in 2011).

The results from those respondents with school aged children are as follows:

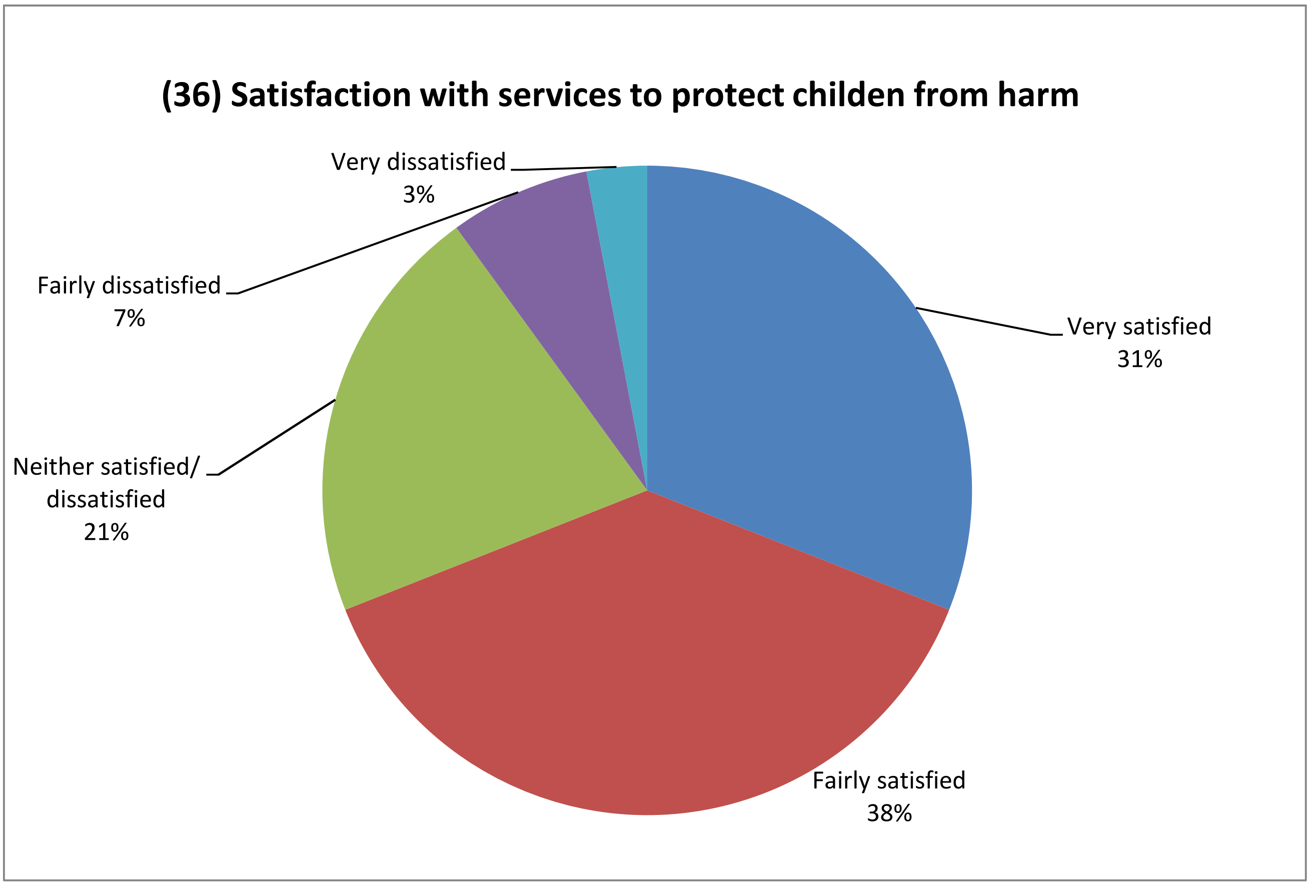
- 36% are "very satisfied" (39% in 2015)
- 34% are "fairly satisfied" (42% in 2015)
- 13% are "neither satisfied/dissatisfied" (10% in 2015)
- 14% are "fairly dissatisfied" (6% in 2015)
- 3% are "very dissatisfied" (also 3% in 2015)

This gives a net satisfaction rating of 53% compared with 72% in 2015.

Appendix 1: (36) Services to protect children from harm

Of the entire sample 17% (179 people) responded to this part of the question and gave their opinions on services to protect children from harm as follows:

- 31% are "very satisfied"
- 38% are "fairly satisfied"
- 21% are "neither satisfied/dissatisfied"
- 7% are "fairly dissatisfied"
- 3% are "very dissatisfied"



These figures result in a net satisfaction rate of 59% which is a substantial rise on past years (36% in 2015; 39% in 2014; 42% in 2013; 28% in 2012; 37% in 2011).

Those respondents with school aged children give the following results:

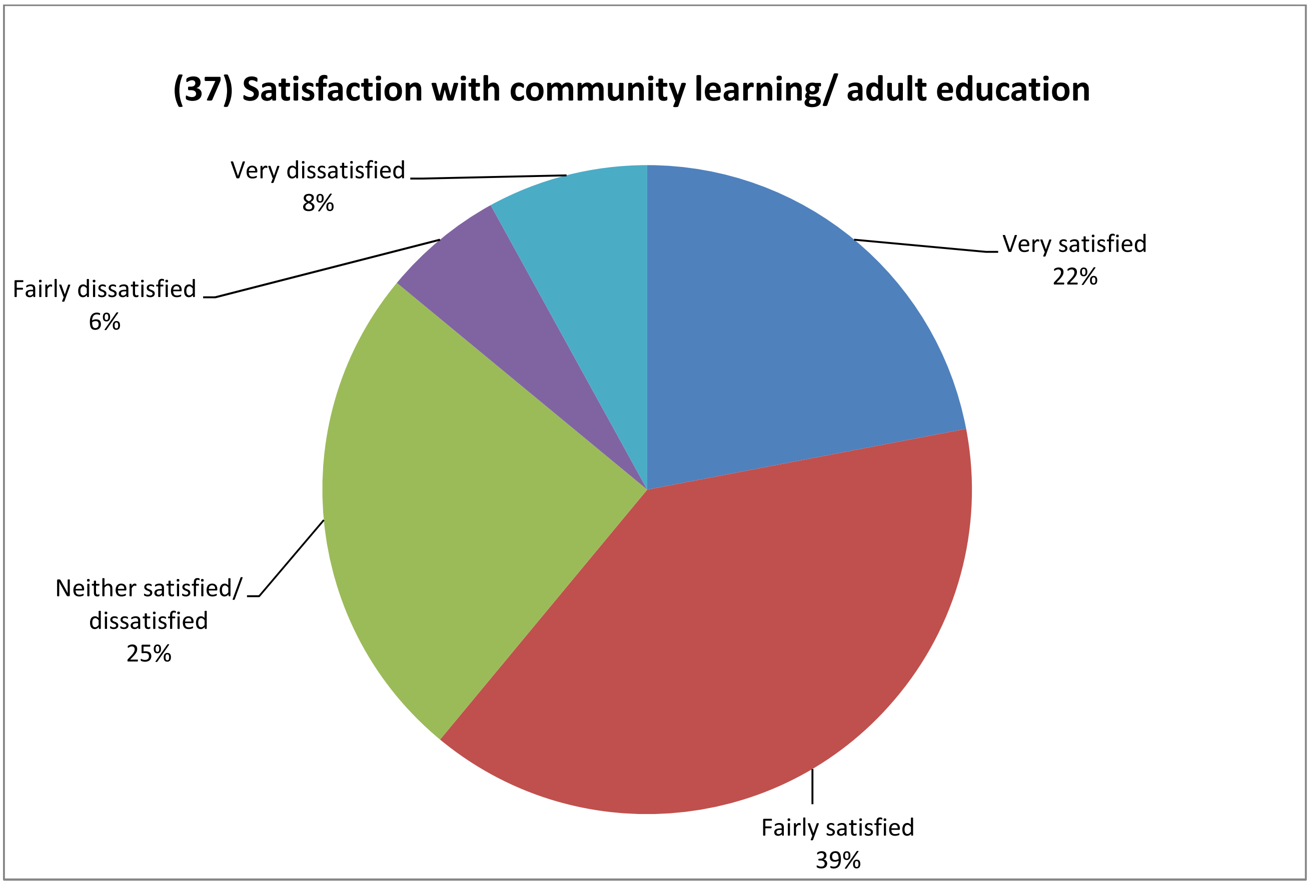
- 24% are "very satisfied" (28% in 2015)
- 41% are "fairly satisfied" (34% in 2015)
- 20% are "neither satisfied/dissatisfied" (32% in 2015)
- 12% are "fairly dissatisfied" (3% in 2015)
- 2% are "very dissatisfied" (3% in 2015).

This produces a net satisfaction rating of 51% (56% in 2015; 37% in 2014).

Appendix 1: (37) Community learning/adult education

Of the entire sample 18% (200 people) answered this part of the question and gave their views on this service as follows:

- 22% are "very satisfied"
- 39% are "fairly satisfied"
- 25% are "neither satisfied/dissatisfied"
- 6% are "fairly dissatisfied"
- 8% are "very dissatisfied"

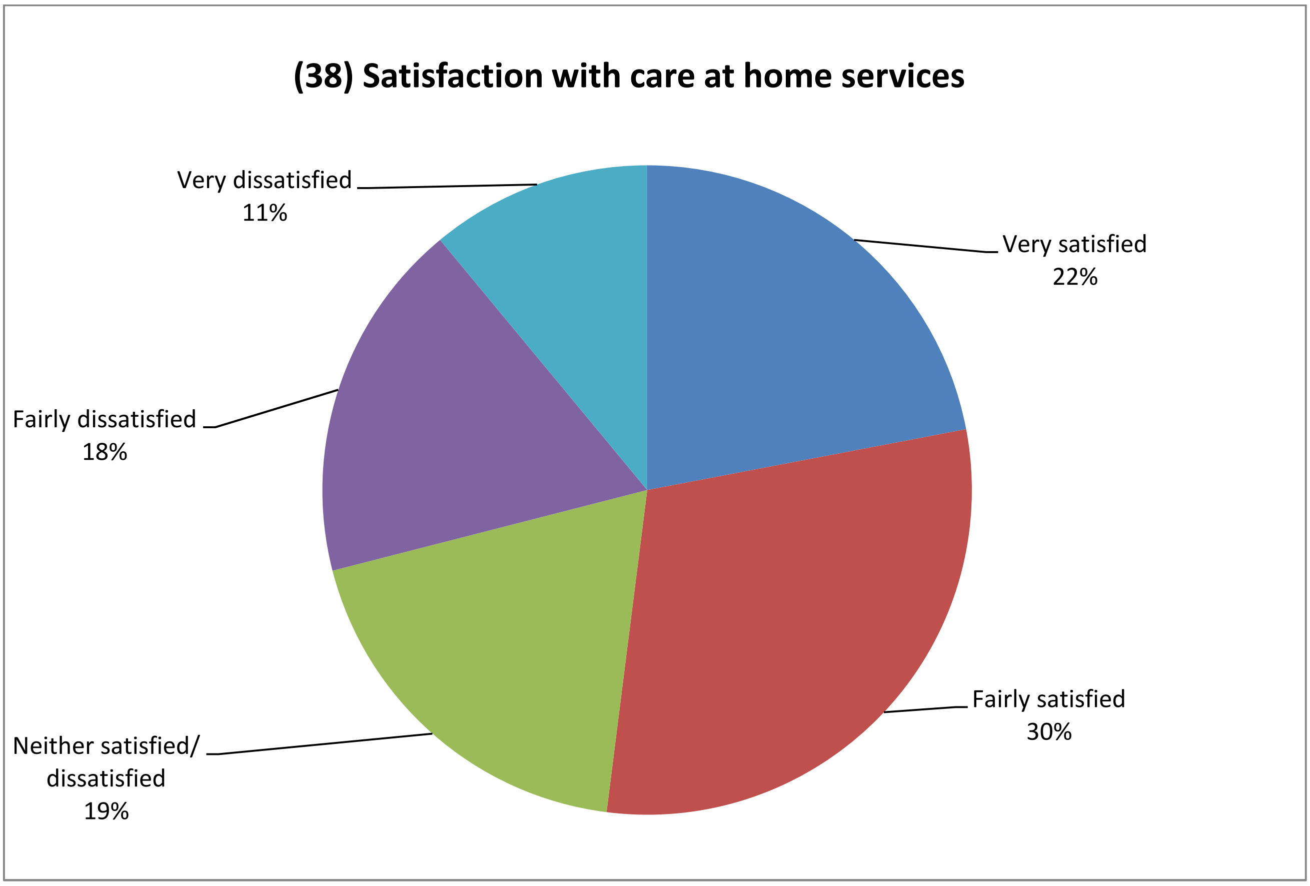


These figures result in a net satisfaction rate of 47% - a rise on last year's return (40% in 2015; 51% in 2014; 39% in 2013; 47% in 2012; 41% in 2011).

Appendix 1: (38) Care at home services

Of the entire sample 21% (231 people) answered this part of the question and gave their views on this service as follows:

- 22% are “very satisfied”
- 30% are “fairly satisfied”
- 19% are “neither satisfied/dissatisfied”
- 18% are “fairly dissatisfied”
- 11% are “very dissatisfied”



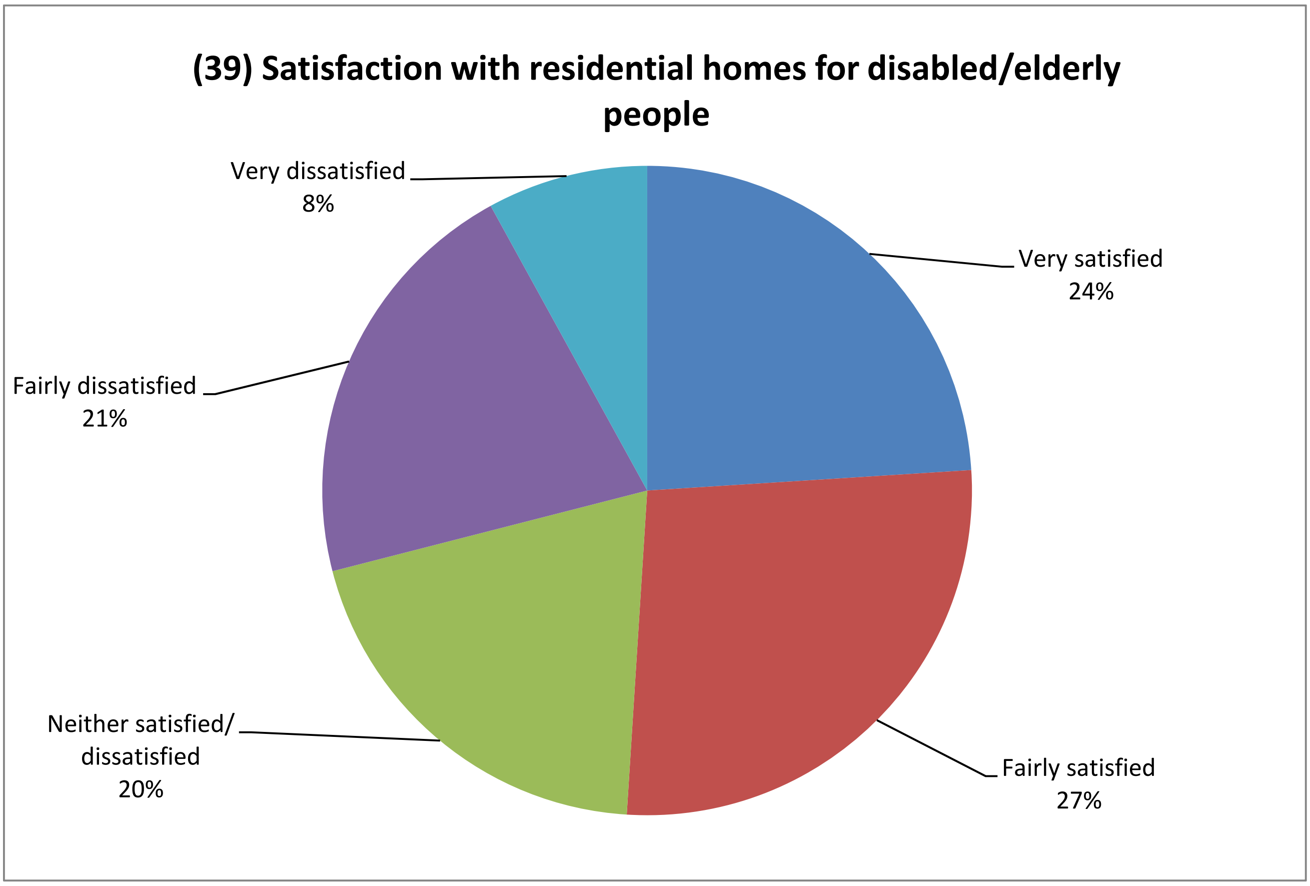
These figures result in a net satisfaction rate of 23% up substantially on the 4% recorded in 2015 (11% in 2014; 33% in 2013; 23% in 2012; 25% in 2011). Note though that the relatively small number of people answering this question each year makes large changes in the rates year on year more likely.

The net satisfaction rating given by respondents who are aged 65+ (39%) is notably higher than that given by the sample as a whole. Amongst people who do have a disability the net rate is 33%.

Appendix 1: (39) Residential homes for disabled/elderly people

Of the entire sample 21% (228 people) answered this part of the question and gave their views on this service as follows:

- 24% are “very satisfied”
- 27% are “fairly satisfied”
- 20% are “neither satisfied/dissatisfied”
- 21% are “fairly dissatisfied”
- 8% are “very dissatisfied”



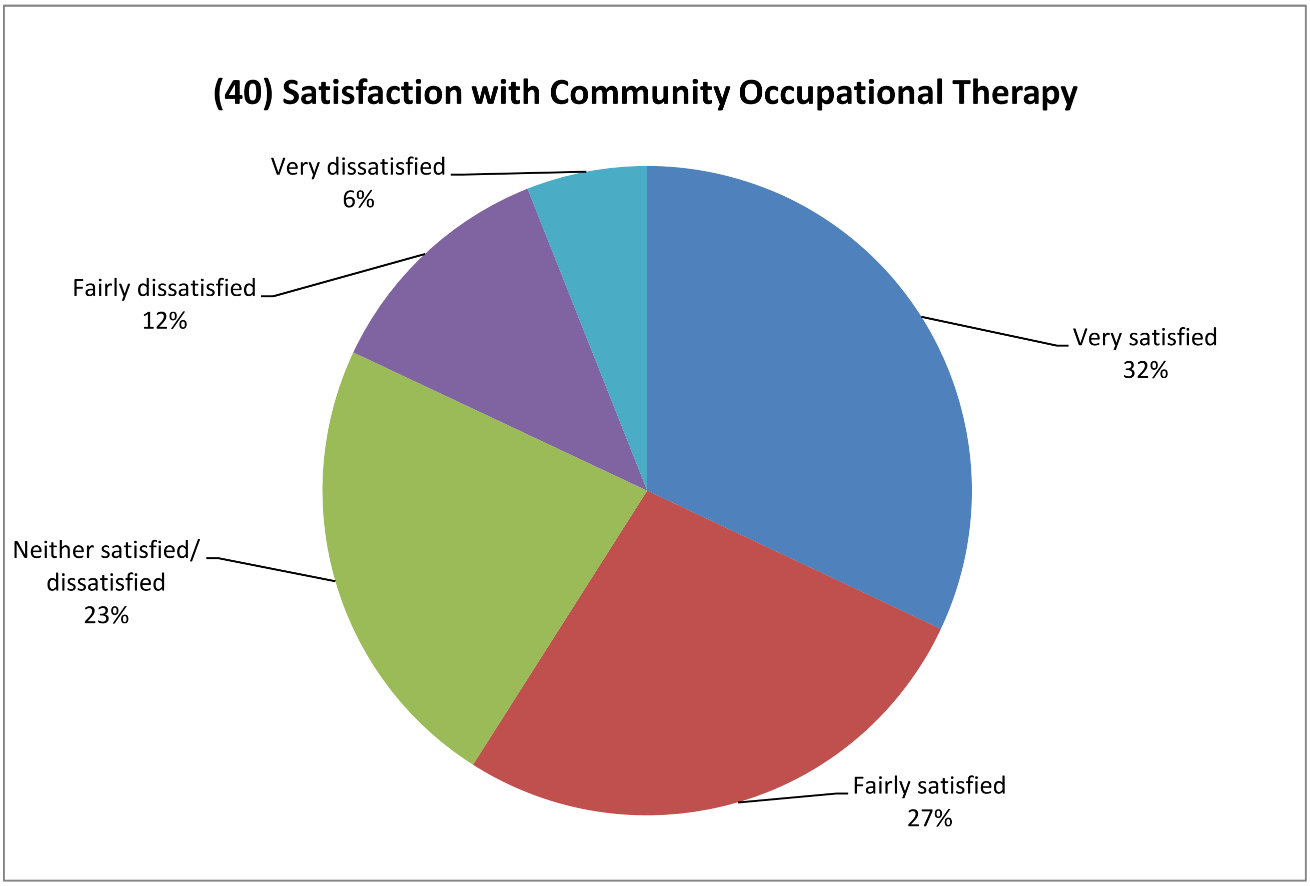
These figures result in a net satisfaction rate of 23% - a notable rise on last year’s rate and marking a return to rates recorded in the 2012-14 surveys (0% in 2015; 19% in 2014; 24% in 2013; 21% in 2012).

Respondents aged 65+ have a net satisfaction rate of 39% which is substantially higher than the rate for all who gave their views on this service.

Appendix 1: (40) Community Occupational Therapy

Of the entire sample 19% (207 people) answered this part of the question and gave their views on this service as follows:

- 32% are “very satisfied”
- 27% are “fairly satisfied”
- 23% are “neither satisfied/dissatisfied”
- 12% are “fairly dissatisfied”
- 6% are “very dissatisfied”



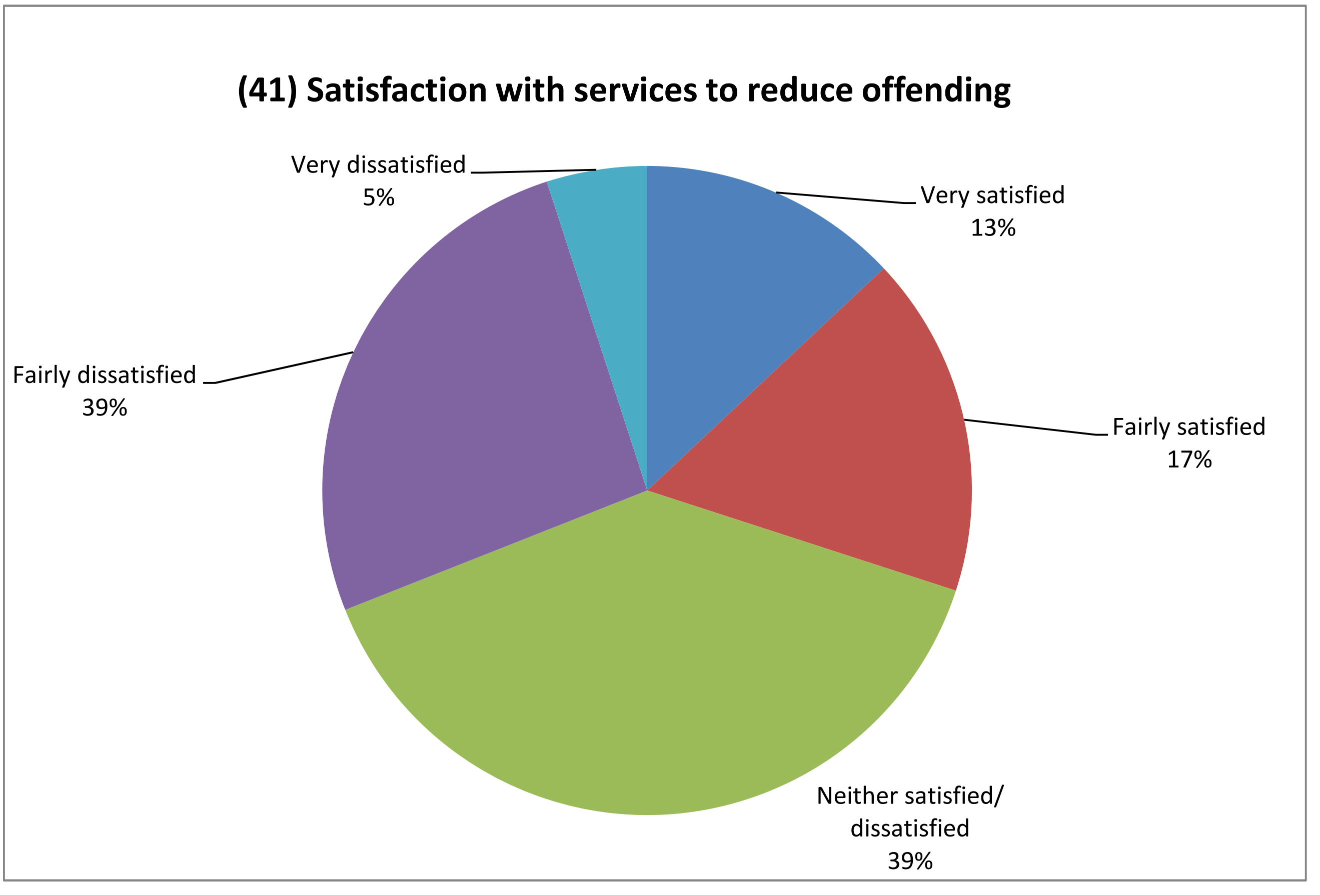
These figures result in a net satisfaction rate of 41% - appreciably greater than that recorded in 2015 (23% in 2015; 39% in 2014; 32% in 2013; 30% in 2012; 28% in 2011; 17% in 2010). Note though that the relatively small number of people giving their views on this service each year means that the net satisfaction rate can

The highest net satisfaction rating is supplied by people aged 65+ (60%).

Appendix 1: (41) Services to reduce offending

Of the entire sample 11% (124 people) answered this part of the question and gave their views on this service as follows:

- 13% are "very satisfied"
- 17% are "fairly satisfied"
- 39% are "neither satisfied/dissatisfied"
- 26% are "fairly dissatisfied"
- 5% are "very dissatisfied"

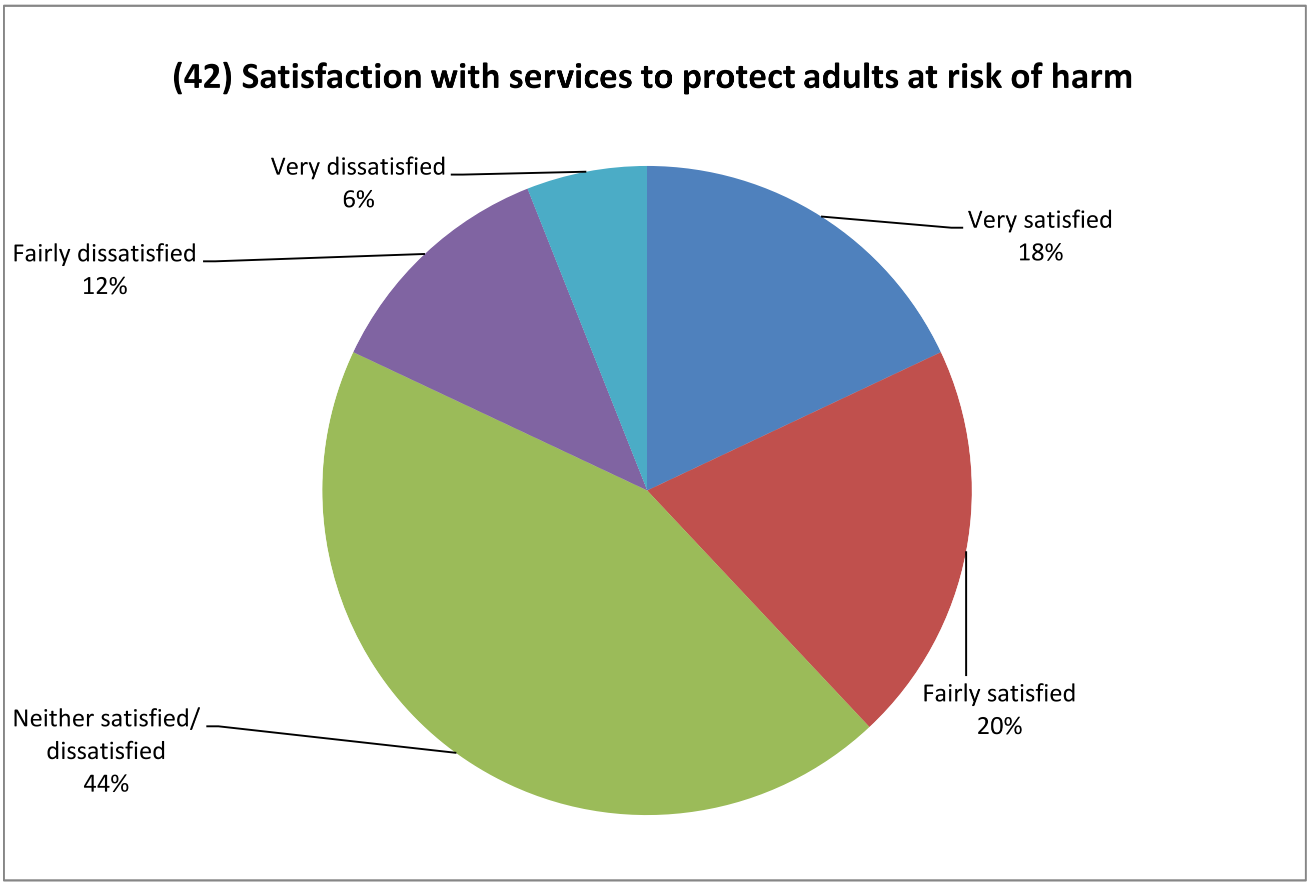


These figures result in a net satisfaction rate of -1% (-7% in 2015; 18% in 2014; 7% in 2013; -13% of 2012; -9% in 2011). The small number of people supplying their views on this service renders it susceptible to substantial changes in net satisfaction rates from one survey to another.

Appendix 1: (42) Services to protect adults at risk of harm

Of the entire sample 13% (142 people) responded to this part of the question and gave the following opinions on the service:

- 18% are "very satisfied"
- 20% are "fairly satisfied"
- 44% are "neither satisfied/dissatisfied
- 12% are "fairly dissatisfied"
- 6% are "very dissatisfied"



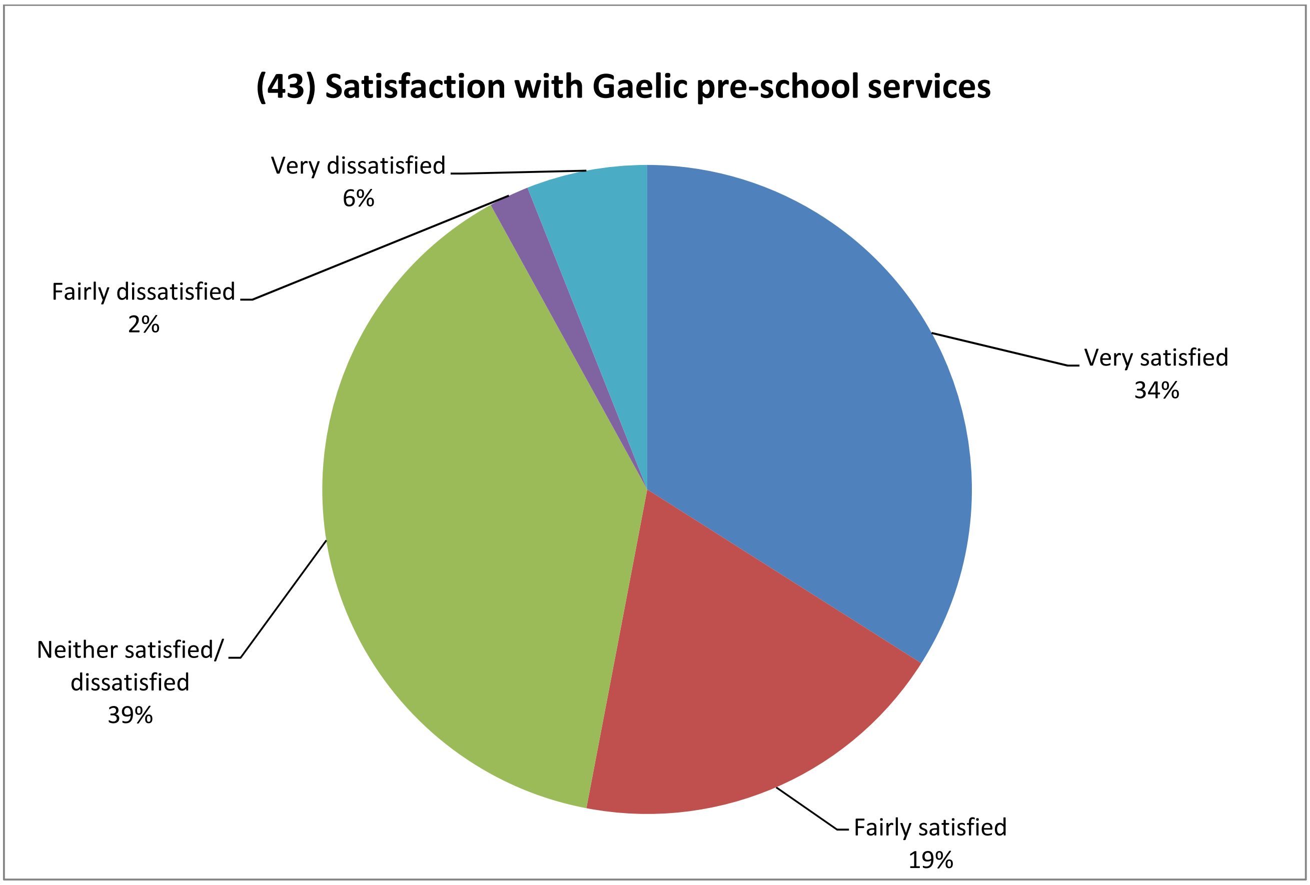
These figures result in a net satisfaction rate of 20% - down on recent years (28% in 2015; 36% in 2014; 30% in 2013; 28% in 2012; 25% in 2011).Note though that each year the number of people giving their views on this service is small and therefore this rate is more susceptible to considerable changes year on year.

For people who are disabled the net rate is 21%. Females return a notably higher net satisfaction rate (27%) than males (15%).

Appendix 1: (43) Gaelic pre-school services

Of the entire sample 9% (101 people) responded to this part of the question and gave the following opinions on the service:

- 34% are "very satisfied"
- 19% are "fairly satisfied"
- 39% are "neither satisfied/dissatisfied"
- 2% are "fairly dissatisfied"
- 6% are "very dissatisfied"



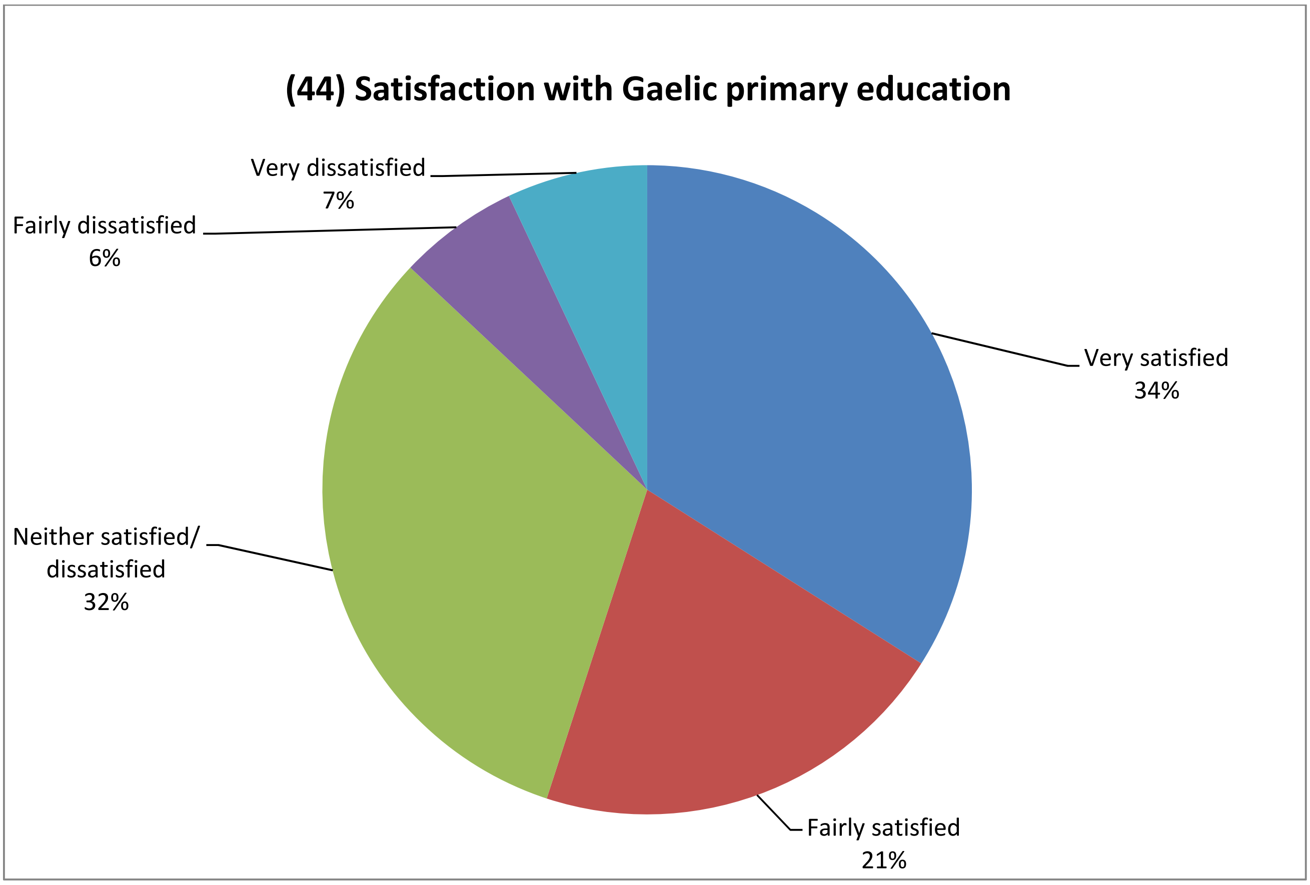
These figures result in a net satisfaction rating of 45% up markedly on the14% recorded in 2015 and on results in past surveys (20% in 2014; 27% in 2013 and 21% in 2012 - the first year that this question was asked). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

Females return a much higher net satisfaction rate (52%) than males (22%).

Appendix 1: (44) Gaelic primary education

Of the entire sample 10% (105 people) responded to this part of the question and gave the following opinions on the service:

- 34% are "very satisfied"
- 21% are "fairly satisfied"
- 32% are "neither satisfied/dissatisfied"
- 6% are "fairly dissatisfied"
- 7% are "very dissatisfied"



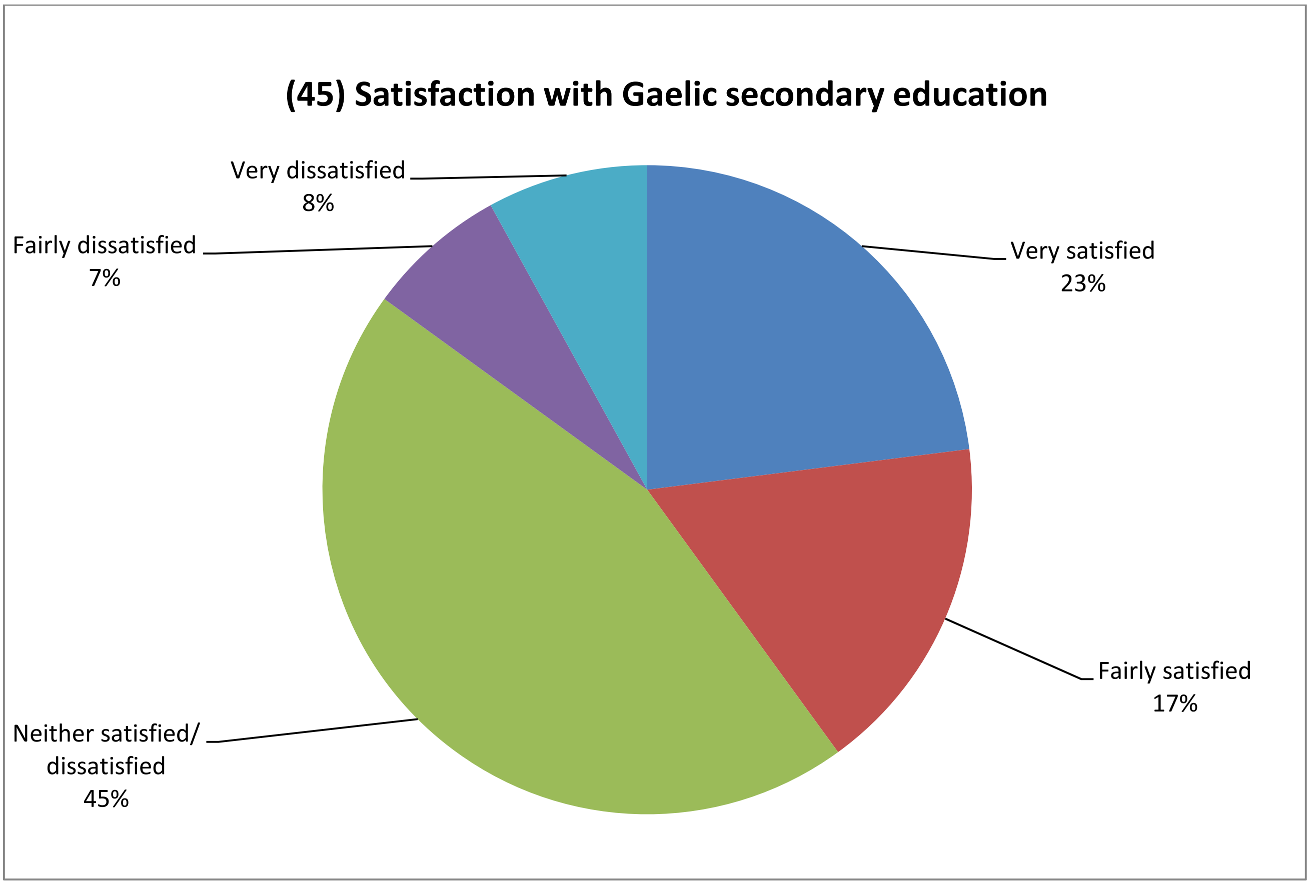
These figures result in a net satisfaction rate of 42% - a notable increase from the 20% recorded in 2015 and higher than that of past surveys (17% in 2014; 14% in 2013 and 24% in 2012 when this question was asked for the first time). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

The net satisfaction rate amongst females (49%) is notably higher than the rate for males (26%).

Appendix 1: (45) Gaelic secondary education

Of the entire sample 9% (83 people) responded to this part of the question and gave the following opinions on the service:

- 23% are "very satisfied"
- 17% are "fairly satisfied"
- 45% are "neither satisfied/dissatisfied"
- 7% are "fairly dissatisfied"
- 8% are "very dissatisfied"

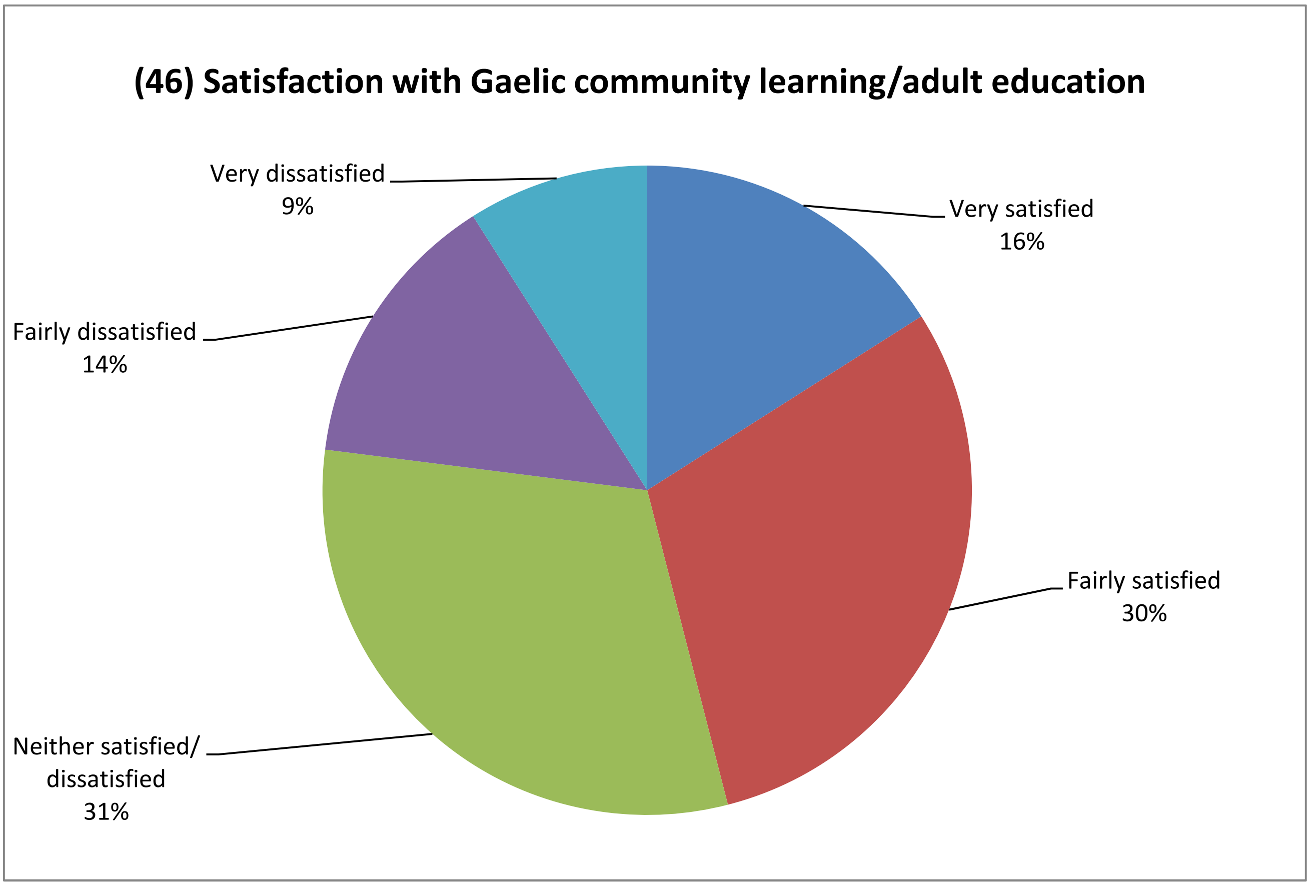


These figures result in a net satisfaction rate of 25% much higher than that recorded in past surveys (5% in 2015; 8% in 2014; 7% in 2013 and 14% in 2012, the first year that this question was asked). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

Appendix 1: (46) Gaelic community learning/ adult education

Of the entire sample 10% (112 people) responded to this part of the question and gave the following opinions on the service:

- 16% are "very satisfied"
- 30% are "fairly satisfied"
- 31% are "neither satisfied/dissatisfied"
- 14% are "fairly dissatisfied"
- 9% are "very dissatisfied"



These figures result in a net satisfaction rate of 23% appreciably higher than the rates of past surveys (9% in 2015; 12% in 2014; 1% in 2013 and 15% in 2012 – the first year that this question was asked). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.