University of the Highlands and Islands
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Centre for Remote and Rural Studies

THE HIGHLAND COUNCIL'S

ANNUAL SURVEY OF PERFORMANCE AND ATTITUDES 2017

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SURVEY METHODOLOGY

Introduction

1. The 2017 Highland Council Performance Survey was conducted in the month of June 2017. 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 955 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 Citizens' 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.

Response rate

3. In 2017, of the 2340 (491 electronic) questionnaires which were sent to the members of the Panel, some 955 completed at least some of the questionnaire and returned their surveys. This gives a response rate of 40.8%. The number of people responding to each question is shown at the foot of the tables presented throughout the Report.

Construction of the 2017 Survey

4. In 2017 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 2017 Survey

7. For the 2017 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 2017: sample size = 955	± 1.9	± 3.0	± 3.2

8. Thus, using the 95% confidence threshold, the accuracy surrounding questions which draw on the entire sample of 955 responses is an interval of ±3.2% 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 ±3.2% of the 2017 Performance Survey result.

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 941 people answered the question regarding gender as per Table 1.1 below:

Table 1.1 Respondents by gender

Gender	Respondents %
Females	53.5
Males	46.5

N= 941

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	12.1
No	87.9

N=911

12. The 12.1% of those who replied in 2017 that they have a disability compares with: 13.2% in 2016; 14% in 2015; 11.1% in 2014; 13.5% in 2013; and 13.1% in 2012.

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	3.4
25-44	8.8
45-64	42.2
65+	45.6

N= 941

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	1.3
5-10 years	9.3
Over 10 years	89.4

N= 915

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	45.5
Working for single employer FT	22.1
Self Employed	11.4
Working for single employer PT	10.2
Working for more than 1 employer	3.2
Full time education	1.9
Looking after family or home	1.7
Unable to work (long term sickness)	1.5
Unable to work (disability)	1.0
Carer	1.0
Unemployed	0.6

N=888

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	85.7
Private rented	4.2
Rented from the council	3.7
Living with parents	3.6
Rent from a housing association	2.0
House comes with the job	0.9

N=913

Ethnicity of respondents

17. Respondents described their ethnicity as per Table 1.7:

Table 1.7 Ethnicity of respondents

Ethnicity	Respondents %
White - Scottish	72.0
White – Other British	23.6
White - Other	2.2
Polish	0.8
Irish	0.3
Indian, Indian Scottish or Indian British	0.3
African, African Scot or African British	0.1
Arab, Arab Scottish or Arab British	0.1
Asian British - other	0.1
Chinese, Chinese Scottish or Chinese British	0.1
Pakistani, Pakistani Scottish or Pakistani British	0.1
Gypsy/ Traveller	0.1

N=905

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	16.2
No	83.8

N=889

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

19. 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?"**

20. Those sampled were invited to answer "yes" or "no" as to whether they felt their **"views have been listened to".** Some 70% of the sample (667 people) answered as follows:

- 59% answered "yes" - 62% in 2016; 68% in 2015; 71% in 2014; and 78% in 2013
- 41% answered "no" – 38% in 2016; 32% in 2015; 29% in 2014; and 22% in 2013.

21. These results show that in 2017 around 6 in 10 believe their "views have been listened to"

compared with almost 8 in 10 in 2013.

22. Those sampled were then asked whether they have found being a citizens' panel member **"useful".** Some 81% of the sample (774 people) answered as follows:

- 82% answered "yes" – 84% in 2016; 87% in 2015; 86% in 2014; and 89% in 2013
- 18% answered "no" – 16% in 2016; 13% in 2015; 14% in 2014; and 11% in 2013.

23. Those sampled were asked whether they had found being a citizens' panel member **"time consuming".** Some 77% of the sample (739 people) answered as follows:

- 23% answered "yes" – 22% in 2016; 37% in 2015; 34% in 2014; and 29% in 2013
- 77% answered "no" – 78% in 2016; 63% in 2015; 66% in 2014; and 71% in 2013.

24. Respondents were then asked whether they had found being a citizens' panel member **"worthwhile".** Some 79% of the sample (751 people) answered as follows:

- 81% answered "yes" - 86% in 2016; 88% in 2015; 87% in 2014; and 90% in 2013;
- 19% answered "no" – 14% in 2016; 12% in 2015; 13% in 2014; and 10% in 2013.

25. Those surveyed were then asked whether this was **their first survey**. Some 74% of the sample (709 people) answered as follows:

- 8% answered "yes"
- 92% answered "no".

Commentary by category

26. 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, urban/rural/mixed wards) 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. While this provides some indication of views for these groups and geographies the sample size is too small to have confidence in the results compared to the overall results of the survey.

SECTION A: COUNCIL QUALITIES

Question 1: Views of The Highland Council against 15 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	2017 Strongly Agree %	Agree %	Neither Agree nor Disagree %	Disagree %	Strongly Disagree %	Difference between % who agree and % who disagree in 2017	Difference between % who agree and % who disagree in 2016	Difference between % who agree and % who disagree in 2015
Is approachable	8	46	33	11	2	**41**	**42**	**49**
Maintains good quality local services	7	51	25	15	2	**41**	**36**	**47**
Is helpful	7	39	40	12	1	**33**	**32**	**43**
Is environmentally friendly	6	39	35	16	4	**25**	**44**	**44**
Asks you for ideas on how to do things better	6	39	27	23	5	**17**	**N/A**	**N/A**
Treats all residents fairly	4	32	41	17	6	**13**	**13**	**14**
Is aware of people's needs	3	31	38	23	5	**6**	**8**	**11**
Listens to local people	3	31	36	24	6	4	**-3**	**12**
Helps people to help each other	2	23	54	16	5	**4**	**N/A**	**N/A**
Provides value for money	4	29	39	23	5	**5**	**-10**	**4**
Is open and honest about funding choices	4	29	33	27	7	**-1**	**N/A**	**N/A**
Invites challenge and different views to help make decisions	3	24	43	22	8	**-3**	**N/A**	**N/A**
Is efficient	3	25	40	26	6	**-4**	**-11**	**-2**
Representsyour views	2	19	44	28	7	**-14**	**-13**	**-5**
Involves people in how it spends its money	3	22	33	36	6	**-17**	**-28**	**-17**

N = 936-943 in 2017

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 <u>or</u> strongly disagree with any of the statements made.** Neither of these two options is ever selected by any more than 8% of the respondents.

1.3 Notice that **compared with 2016 (of the 11 qualities** for which comparisons can be made) **the scores for 2017 have: risen in 6; stayed the same in 1,** and **fallen in 4.**

1.4 There are **2 qualities where the total percentage of respondents who agree or agree strongly** with **the statement** made **exceeds 50%:**

- **"Maintains good quality local services**" (58% agree);
- **"Is approachable"** (54% agree).

1.5 There are 5 qualities (also 5 in 2016; 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:

- **"Is open and honest about funding choices** (-1%)
- **"Invites challenge and different views to help make decisions** (-3%)
- **"Is efficient"** (-4%);
- **"Represents your views"** (-14%);
- **"Involves people in how it spends its money"** (-17%).

1.6 **"Maintains good quality local services"** is a statement regarding The Highland Council about which 58% agree (including 7% strongly so) while 17% disagree (including 2% strongly so) giving a margin of 41% between those two opinions (36% in 2016; 47% in 2015; 57% in 2014; 54% in 2013).

1.7 **"Is approachable"** is a statement regarding The Highland Council about which 54% agree (including 8% strongly so) and 13% disagree (including 2% strongly so) leaving a margin of 4% between those agreeing and those disagreeing (42% in 2016; 49% in 2015; 57% in 2014; 52% in 2013).

1.8 **"Is helpful"** is a statement regarding The Highland Council with which 46% agree (including 7% strongly so) while 13% disagree (including 1% strongly so) leaving a margin between these two opinions of 33% (32% in 2016; 43% in 2015; 47% in 2014; 45% in 2013).

1.9 **"Is environmentally friendly**" is a statement about The Highland Council with which 45% agree (including 6% strongly so) while 20% disagree (including 4% strongly so) leaving a margin of 25% - which is notably lower than in recent years (44% in 2016 and 2015; 49% in 2014; 44% in 2013; 45% in 2012).

1.10 **"Is aware of people's needs"** is a statement with which 34% agree (including 3% strongly so) while 28% disagree (including 5% strongly so) leaving a margin in favour of the statement of 6% (8% in 2016; 11% in 2015; 15% in 2014). While respondents who do not have a disability return a 5% margin in favour of the statement, the comparable figure is 17% for people who have a disability.

1.11 **“Treats all residents fairly”** is a statement with which 36% agree (including 4% strongly so) while 23% disagree (including 6% strongly so) leaving a margin of 13% between these two opinions (also 13% in 2016; 14% in 2015; 11% in 2014; 17% in 2013). Respondents who have a disability return a margin of 32% in favour of this statement compared with a margin 15% for those who do not have a disability.

1.12 **“Listens to local people”** is a statement with which 34% agree (including 3% strongly so) while 30% disagree (including 6% strongly so) leaving a margin of 4% between these two opinions (-3% in 2016; 12% in 2015; 11% in 2014; 9% in 2012). This represents an increase of 7% on the -3% recorded in 2016.

1.13 **“Provides value for money”** is a statement with which 33% agree (including 4% strongly so) while 28% disagree (including 5% strongly so) leaving a margin between these two opinions of 5% (-10% in 2016; 4% in 2015; 10% in 2014 and 2013).

1.14 **“Is efficient”** is a statement about The Highland Council with which 28% agree (including 3% strongly so) while 32% disagree (including 6% strongly so) leaving a margin between these two opinions of -4% (-11% in 2016; -2% in 2015; 10% in 2014; 5% in 2013).

1.15 **“Represents your views”** is a statement with which 21% agree (including 2% strongly so) while 35% disagree (7% strongly so) leaving a margin of -14% which is the lowest score in recent years (-13% in 2016; -5% in 2015; -1% in 2014 and 2013; -7% in 2012).

1.16 **“Involves people in how it spends money”** is a statement with which 25% agree (3% strongly so) while 42% disagree (6% strongly so) leaving a margin of -17% which compares with -28% in 2016; -17% in 2015; -18% in 2014; and -11% in 2013.

1.17 **“Asks you for ideas on how to do things better”** is a statement with which 45% agree (6% strongly so) while 28% disagree (5% strongly so) leaving a margin in favour of the statement of 17%. This is the first year in which this question was asked.

1.18 **“Helps people to help each other”** is a statement with which 25% agree (2% strongly so) while 21% disagree (5% strongly so) leaving a margin in favour of the statement of 4%. This is the first year in which this question was asked.

1.19 **“Is open and honest about funding choices”** is a statement with which 33% agree (4% strongly so) while 34% disagree (7% strongly so) leaving a margin of -1%. This is the first year in which this question was asked.

1.20 **“Invites challenge and different views to help make decisions”** is a statement with which 27% agree (3% strongly so) while 30% disagree (8% strongly so) leaving a margin of -3%. This is the first year this question has been asked.

Question 2: Qualities that are most important to respondents

2.1 Respondents were then asked to consider the 15 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 2017.

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 (2017) %	Respondents Mentioning Quality in Their Top 5 (2016) %	Respondents Mentioning Quality in Their Top 5 (2015) %
1. Maintains good quality local services	75	75	68
2. Provides value for money	57	60	54
3. Listens to local people	54	61	62
4. Is efficient	47	46	38
5. Treats all residents fairly	38	34	35
6. Is aware of people's needs	35	42	36
7. Involves people in how it spends its money	28	36	35
8. Is open and honest about funding choices	28	n/a	n/a
9. Cares for the environment	28	28	27
10. Is approachable	24	19	22
11. Is helpful	17	17	21
12. Asks you for your ideas on how to do Things better	14	n/a	n/a
13. Represents your views	13	16	19
14. Invites challenge and different views to make decisions	8	n/a	n/a
15. Helps people to help each other	8	n/a	n/a

N= 907 in 2017

2.2 Top of the list is that the Council **"maintains good quality local services"** – this attracts the backing of 3 in 4 respondents (also 75% in 2016; 68% in 2015; 69% in 2014; 71% in 2013). There are two other qualities which are endorsed by a majority of the sample: **"provides value for money"** (chosen by 57% in 2017; 60% in 2016; 54% in 2015; 51% in 2014; 56% in 2013); and **"listens to local people"** (selected by 54% in 2017; 61% in 2016; 62% in 2015; 58% in 2014; 59% in 2013).

2.3 There are 6 options that are chosen by 24%-47% of respondents in 2017 as being in their top 5 qualities, namely: **"is efficient"** (47%); **"treats all residents fairly"** (38%); **"is aware of people's needs"** (35%); **"involves people in how it spends its money"** (28%); and is **"open and honest about funding choices"** (28%), **"is approachable"** (24%).

2.4 At the foot of the table there are 5 options which, in 2017, each gained the support of fewer than 1 in 5 respondents. These are: **"is helpful"** (17%); **"asks you for your ideas"** (14%); **"represents your views"** (13%); **"invites challenge and different views to make decisions"** (8%) and "**helps people to help each other**" (8%).

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	2017 %	2016 %	2015 %	2014 %	2013 %
Greatly exceeds your expectations	1	1	1	2	1
Slightly exceeds your expectations	7	6	6	10	6
Is about what you expect	56	50	62	66	67
Falls slightly short of your expectations	26	32	27	17	20
Falls a long way short of your expectations	10	11	4	5	6
Total	**100**	**100**	**100**	**100**	**100**

N = 940 in 2017

3.2 Table 3.9 shows that for more than **1 in 2 respondents** (**56%)** The Highland Council is **"about what [they] expect"** (50% in 2016; 62% in 2015; 66% in 2014; 67% in 2013).

3.3 For **just over 1 in 4 respondents (26%)** The Highland Council **"falls slightly short of [their] expectations"** (32% in 2016; 27% in 2015; 17% in 2014; 20% in 2013).

3.4 The percentage of people saying the Council **"falls a long way short of [their] expectations" is 10%** (11% in 2016; 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 8%** (7% in 2016 and 2015; 12% in 2014; 7% in 2013).

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

	2017 %	2016 %	2015 %	2014 %	2013 %
To a great extent	24	22	22	25	28
To some extent	53	54	54	52	48
Not really	17	19	18	18	17
Not at all	6	5	6	5	7
Total	**100**	**100**	**100**	**100**	**100**

N=906 in 2017

4.2 Some **77% of all respondents felt the Council has strengthened the profile of the Gaelic language** (76% in 2016 and 2015; 78% in 2014; 76% in 2013;). Some 53% say it has done so "to some extent" (54% in 2016 and 2015; 52% in 2014; 48% in 2013) while 24% (22% in 2016 and 2015; 25% in 2014; 28% in 2013) 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 17% (19% in 2016; 18% in 2015 and 2014; 17% in 2013) while a further 6% (5% in 2016; 6% in 2015; 5% in 2014; 7% in 2013) 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. The activities are 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 2017

Activity	A Major Concern (A) %	A Minor Concern (B) %	Total Concerned (A+B) %	Not a Concern %	No Opinion/Don't Know %
Road Safety	37	48	**85**	**14**	**1**
Alcohol misuse	23	43	**66**	**32**	**2**
Drug misuse	22	41	**63**	**33**	**4**
Anti-social behaviour	14	41	**55**	**44**	**1**
Crimes of dishonesty	11	43	**54**	**44**	**2**
Abuse of children	15	28	**44**	**50**	**6**
Abuse of vulnerable adults	14	29	**43**	**51**	**6**
Serious & organised crime	13	27	**40**	**56**	**4**
Domestic abuse	8	25	**33**	**60**	**7**
House or property fires	7	25	**32**	**64**	**4**
Fire related anti-social behaviour	7	16	**23**	**73**	**4**
Violent crime	7	15	**22**	**73**	**5**
Terrorism	7	11	**18**	**76**	**6**

N= 910-940 in 2017

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 (85%); alcohol misuse (66%); drug misuse (63%); anti-social behaviour (55%); and crimes of dishonesty (54%).** A further 5 cause concern for between around 1 in 3 to just less than 1 in 2 namely: the abuse of children (44%); the abuse of vulnerable adults (43%); serious and organised crime (40%); domestic abuse (33%); and house or property fires (32%). The remaining 3 occasion concern of fewer than 1 in 4 fire-related anti-social behaviour (23%); violent crime (22%); and terrorism (18%).

5.3 "**Road safety (e.g. speeding, drink/drug driving)"** continues to be the activity which occasions most concern. The highest percentage of people to date, **85%** (80% in 2016; 78% in 2015; 80% in 2014; 76% in 2013) **express concern** - including 37% saying that it is a "major concern" - with **14%** (19% in 2016 and 2015; 16% in 2014; 20% in 2013) **saying that it is not a concern.** Just 1**%** selected the **"no opinion/ don't know"** option.

5.4 **"Alcohol misuse (e.g. under-age drinking/alcohol dependency)"** is a concern to **66% of respondents** (70% in 2016; 69% in 2015; 63% in 2013) including 23% who see it as being a major concern**. Some 32%** (28% in 2016; 22% in 2015; 29% in 2013) are **not concerned about it** and **2% chose no opinion/ don't know.**

5.5 **"Drug misuse" is a concern to 63%** (65% in 2016; 58% in 2015) including 22% who cite it as being a major concern. Some **33%** (32% in 2016; 31% in 2015) say it is **"not a concern"** while **4%** chose the **"no opinion/don't know"** option.

5.6 **"Anti-social behaviour (e.g. vandalism/ breach of the peace/noise nuisance)" is a concern to 55%** (60% in 2016; 57% in 2015; 63% in 2014; 57% in 2013) - including 14% who regard it as a major concern. For some **44%** (38% in 2016; 36% in 2015; 29% in 2014; 36% in 2013) **it is not a concern** to them in the area where they live. Some 1% chose **no opinion/ don't know.**

5.7 **"Crimes of dishonesty (e.g. theft/fraud)" are a concern to 54%** (59% in 2016; 47% in 2015; 61% in 2014). Some 11% cite such crimes as a major concern. For **44%** (39% in 2016; 44% in 2015; 32% in 2014) these crimes are **"not a concern"** – a figure lower than the 44% recorded in 2015 but higher than the 32% of 2014. Some 2% chose the **no opinion/ don't know** option.

5.8 **"Domestic abuse" in their areas is a concern to 33%** (46% in 2016; 36% in 2015; 46% in 2014; 31% in 2013) – including 8% who view it as "a major concern". Some **60%** (45% in 2016; 35% in 2015; 30% in 2014; 45% in 2013; 40% in 2012) **are not concerned about such crimes in their area**. Those choosing "no opinion/don't know" stood at 7% (8% in 2016; 29% in 2015; 24% in 2014 and 2013**.** There is no notable difference in the returns from female and male respondents.

5.9 **"Serious and organised crime (e.g. drugs/organised crime/prostitution)" in their local areas is a concern to 40%** (44% in 2016; 36% in 2015; 45% in 2014; 37% in 2013) **-** including 13% who cite it as a major concern. For **56% of the respondents** (52% in 2016; 49% in 2015; 44% in 2014; 52% in 2013) **this is not a concern for them** while **4%** (also 4% in 2016) chose the **no opinion/ don't know** option.

5.10 **The "abuse of children" in their areas is a concern to 44%** (45% in 2016; 34% in 2015; 41% in 2014; 33% in 2013 34% in 2012) **-** including 15% who cite it as a major concern. The percentage of respondents who **are not concerned about such crimes in their area is 50%** (also 50% in 2016; 34% in 2015; 38% in 2014; 48% in 2013;). Some 6% selected the **no opinion/ don't know option.** Amongst the categories of respondents with school aged children some 40% (50% in 2016; 41% in 2015; 50% in 2014; 40% in 2013) say that they are concerned – including 14% for whom it is a major concern - while 52% (47% in 2016; 42% in 2015; 39% in 2014; 45% in 2013) say that they are not concerned.

5.11 **The "abuse of vulnerable adults" in their areas is a concern to 43%** (44% in 2016; 34% in 2015; 41% in 2014; 28% in 2013)**.** This includes 14% who cite it as "a major concern". Meanwhile **51%** (49% in 2016; 40% in 2015; 37% in 2014; 50% in 2013; 47%) **are not concerned about such crimes in their area while 6% -** chose the **no opinion/ don't know option.** Of respondents who are disabled some 39% say this form of abuse is a matter of concern (including 19% who regard it as "a major concern") while 55% are "not concerned".

5.12 **"House or property fires" are a concern to 32%** (35% in 2016; 34% in 2015; 40% in 2014; 35% in 2013**) -** including 7% who regard it as a major concern. Some **64%** (62% in 2016; 55% in 2015; 50% in 2014; 51% in 2013) **are not concerned** about these while **4%** selected the "**don't know/ no opinion"** option.

5.13 **"Fire-related anti-social behaviour"** in their areas is a **concern to 23%** (26% in 2016; 21% in 2015; 29% in 2014; 22% in 2013). For some 7% this is a major concern. Some **73%** (69% in 2016; 65% in 2015; 60% in 2014; 65% in 2013) **are not concerned** while **4% chose the no opinion/don't know option**.

5.14 **"Violent crime in their areas (e.g. Assault/Robbery/Gun - Knife Crimes/ Gangs)" is a concern to 22%** (26% in 2016; 21% in 2015; 29% in 2014**;** 21% in 2013) **-** including 7% who cite it as a major concern. **Some 73%** (71% in 2016; 68% in 2015; 61% in 2014; 68% in 2013) **- are not concerned about such crimes in their area** while **6%** chose the **no opinion/ don't know** option.

5.15 **"Terrorism" in their area** is a **concern to 18% of respondents** (also 18% in 2016; 11% in 2015; 14% in 2014; 10% in 2013) including 7% who cite it as a major concern. For some **76%** (also 76% in 2016 and 2015; 74% in 2014; 76% in 2013) it is **not a concern** while **6%** 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". The results 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	2017 %	2016 %	2015 %
People with problems receiving more help	**63**	**61**	**63**
Opportunities and activities to encourage people to make healthier choices	**60**	**57**	**62**
More support for families affected by drug and alcohol problems	**58**	**60**	**59**
Drugs and alcohol are less available	**44**	**41**	**43**

N in 2017 = 916

6.2 "**People with problems receiving more help"** was selected by 63% of respondents (61% in 2016; 63% in 2015). **"Opportunities and activities to encourage people to make healthier choices**" was chosen by 60% of respondents (57% in 2016; 62% in 2015). "**More support for families affected by drug and alcohol problems"** was chosen by 58% of respondents (60% in 2016; 59% in 2015). "**Drugs and alcohol are less available"** continues to be the only option not to receive the support of more than 1 in 2 of the respondents being selected by some 44% (41% in 2016; 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	2017 %	2016 %	2015 %	2014 %	2013 %
Very worried	2.4	4.7	3.9	3.1	2.5
Slightly worried	37.3	37.0	34.8	36.8	35.1
Not worried at all	52.2	48.9	47.8	48.3	49.8
Never considered it	8.2	9.4	13.5	11.8	12.7

N in 2017 = 948

7.2 These results show that: **2.4%** (4.7% in 2016; 3.9% in 2015; 3.1% in 2014; 2.5% in 2013;) are **"very worried" about being a victim of crime;** while **37.3%** (37.0% in 2016; 34.8% in 2015; 36.8% in 2014; 35.1% in 2013) are **"slightly worried";** and some **52.2%** (48.9% in 2016; 47.8% in 2015; 48.3% in 2014;49.8% in 2013) are **"not worried at all";** and **8.2%** (9.4% in 2016; 13.5% in 2015; 11.8% in 2014; 12.7% in 2013) "**never considered it".**

7.3 These results reveal that **just under 4 in 10** respondents **- 39.7% -** have **some worries** about being a victim of crime. This percentage compares with: 41.7% in 2016; 38.7% in 2015; 39.9% in 2014; 37.6% in 2013. Some 35% of respondents from rural wards have some worries about being a victim of crime – a lower figure than those in urban (44%) or mixed wards (42%).

7.4 Note though, that of all respondents only **2.4% (fewer than 1 in 40)** are **very worried** about being a crime victim.

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	11	34	**45**	**53**	**2**
Learning disability	10	32	**42**	**55**	**3**
Physical disability	9	30	**39**	**59**	**2**
Religion or belief (including non-belief)	5	22	**27**	**68**	**5**
Race or ethnic origin	7	23	**30**	**67**	**3**
Sexual orientation	3	20	**23**	**73**	**4**
Gender identity	2	19	**21**	**75**	**4**

N=903-938

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 2017 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 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 mental health. The percentage of respondents expressing concern remains at the historical high of last year when it also registered 45% (31% in 2015; 36% in 2014; 18% in 2013). For **53%** (also 53% in 2016; 58% in 2015; 54% in 2014; 62% in 2013) this matter was **not a concern** while **2%** (also 2% in 2016; 10% in 2015 and 2014; 20% in 2013) chose **the no opinion/ don't know option.** People who are disabled (51%) expressed a higher level of concern than those who are not disabled (44%).

8.5 **Some 42% of respondents** (43% in 2016; 29% in 2015; 34% in 2014; 17% in 2013) **were concerned** (including 10% 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 therefore remains at the higher level recorded last year (43% in 2016; 29% in 2015; 34% in 2014; 17% in 2013). For **55%** (54% in 2016; 59% in 2015; 55% in 2014; 63% in 2013) this matter was **not a concern** while **3%** (also 3% in 2016; 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 (51%) than those who are not disabled (41%).

8.6 **Some 39% 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 at a similar level to last year when it stood at 40% (26% in 2015; 30% in 2014; 16% in 2013). For **59%** (58% in 2016; 63% in 2015; 59% in 2014; 64% in 2013) this matter was **not a concern** while 2**%** (also 2% in 22016; 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 (44%) than those who are not disabled (37%).

8.7 **Some 30%** (28% in 2016 and 2015; 29% in 2014; 18% 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 account of race or ethnic origin. Some 67%** (69% in 2016; 62% in 2015; 61% in 2014; 62% in 2013**) were not concerned** and **3%** (6% in 2016; 10% in 2015 and 2014; 20% in 2013) **chose the no opinion/ don't know option.**

8.8 **Some 27% of respondents** (28% in 2016; 22% in 2015; 27% in 2014; 14% 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 religion or belief (including non-belief).** For **68%** (67% in 2016; 65% in 2015; 62% in 2014; 68% in 2013) this matter was **not a concern** while **5%** (also 5% in 2016; 13% in 2015; 11% in 2014; 18% in 2013) chose **the no opinion/ don't know option.**

8.9 **Some 23%** (26% in 2016; 20% in 2015; 25% in 2014; 12% in 2013) **were concerned** (including 3% 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 **73%** (70% in 2016; 67% in 2015; 69% in 2014; 71% in 2013) this matter was **not a concern** while **4%** (also 4% in 2016; 13% in 2015; 11% in 2014; 21% in 2013) chose **the no opinion/ don't know option.**

8.10 **Some 21%** (also 21% in 2016; 16% in 2015; 20% in 2014; 8% in 2013) **were concerned** (including 2% 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.** For **75%** (also 75% in 2016; 70% in 2015; 69% in 2014; 71% in 2013) this matter was **not a concern** while **4%** (also 4% in 2016; 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 931 (97.5% of the sample) answered. Of those who gave their views **72.7%** (70.9% in 2016; 73.4% in 2015; 71.5% in 2014; 69% in 2013) **said that they were aware** while **27.3%** (29.1% in 2016; 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

	2017 %	**2016 %**	**2015 %**	**2014 %**	**2013 %**
A very safe area	63.9	60.0	60.4	61.7	58.5
A fairly safe area	34.2	36.7	36.4	35.0	39.3
Total Safe	**98.1**	**96.7**	**96.8**	**96.7**	**97.8**
Rather unsafe area	1.3	2.6	2.2	2.0	1.7
A very unsafe area	0.3	0.6	0.4	1.2	0.1
Total Unsafe	**1.6**	**3.2**	**2.6**	**3.2**	**1.8**
No opinion	**0.3**	**0.0**	**0.6**	**0.1**	**0.3**
Net Safety Rating (Total Safe – Total Unsafe)	**96.5**	**93.5**	**94.2**	**93.5**	**96.1**

N in 2017= 939

10.2 **In 2017 some 98.1% of respondents** (96.7% in 2016; 96.8% in 2015; 96.7% in 2014; 97.8% in 2013) **rate their locality as either "very" or "fairly safe". Those who feel that their locality is unsafe to any extent total 1.6%** (3.2% in 2016; 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 96.5% in 2017** (93.5% in 2016; 94.2% in 2015; 93.5% in 2014; 96.1% in 2013; 92.5% in 2012) – the highest yet recorded.

10.3 Looking in more detail at the results, we see that over **6 in 10 respondents (63.9) rated the area within 15 minutes' walk of their home as being "very safe"** (60.0% in 2016; 60.4% in 2015; 61.7% in 2014; 58.5% in 2013).

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	2017 %	2016 %	2015 %	2014 %	2013 %
Highland should do everything it can to get rid of all types of prejudice	81.6	81.6	75.0	76.8	73.6
Sometimes there is good reason for people to be prejudiced against certain groups	18.4	18.4	25.0	23.2	26.4

N in 2016 = 928

11.2 Exactly the same percentage of respondents as in 2016 - **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 remains the highest yet recorded (75.0% in 2015; 76.8% in 2014). For **18.4**% (also 18.4% in 2016; 25.0% in 2015; 23.2% in 2014; 26.4% in 2013) the statement **"sometimes there is good reason for people to be prejudiced against certain groups" came closest to their views.**

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 910 people (95.3% of the sample) answered this question as follows:

- **52.5%** (55.7% in 2016; 57.6% in 2015; 52.5% in 2014; 51.7% in 2013) selected **"lots of different kinds of people"**

- **47.5%** (44.3% in 2016; 42.4% in 2015; 47.8% in 2014; 48.3% in 2013; 47.9% in 2012) selected **"where most people are similar to you".**

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 2016 - 31 March 2017 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				
	2017	2017	2016	2015	2014	2013
	%	%	%	%	%	%
Libraries	*55*	86	77	77	84	84
Public Parks and other open spaces	*77*	80	77	78	80	76
Walking routes e.g. Great Glen Way	*43*	79	79	83	84	84
Swimming pools	*42*	78	67	72	71	65
Primary education	*21*	75	77	75	68	59
Pre-school services	*15*	74	76	53	54	58
Recycling facilities	*95*	73	75	76	76	75
Payment of Council Tax	*66*	72	76	83	81	87
School meals	*20*	72	61	64	57	54
Other sports facilities	*37*	72	72	75	70	62
Refuse/bin collection	*97*	70	79	78	75	78
Museums	*41*	69	72	69	64	74
Registrars for Births, Deaths & Marriages	*24*	67	71	74	73	67
Street lighting	*88*	65	62	68	67	67
Countryside ranger service	*28*	61	64	72	69	69
Burials and cremations	*21*	61	68	66	63	61
Breakfast and after school clubs	*10*	58	60	23	39	40
Council website	*60*	57	62	n/a	n/a	n/a
Council Service Points	*36*	56	70	83	73	79
Services to protect children from harm	*15*	53	59	35	39	42
Environmental Health Service	*15*	53	53	50	52	54
Council Service Centre	*24*	50	59	53	58	n/a
Secondary education	*21*	50	66	64	61	60
Cycling paths	*36*	50	56	47	45	44
Trading Standards	*14*	47	48	32	38	46
School transport	*15*	46	69	53	54	41
Street cleaning	*89*	38	35	43	44	47
Community Occupational Therapy	*18*	38	41	23	39	32
Community learning/adult education	*18*	37	47	40	51	39
Dealing with flooding	*56*	37	33	30	34	27
Advice on Benefits	*17*	28	28	27	35	35
Gaelic Primary education	*8*	24	42	20	17	14
Housing information and advice	*13*	22	44	17	40	43
Gaelic Pre-school services	*8*	21	45	15	20	27
Planning applications & building warrants	*34*	20	8	21	23	19
Economic development / Business Gateway	*12*	20	33	29	30	31
Services to protect adults at risk from harm	*11*	18	12	28	36	30
Pavement maintenance	*88*	18	6	10	15	21
Care at home services	*20*	15	23	4	11	33
Services to reduce offending	*9*	15	-1	-7	18	7
Winter road maintenance	*94*	13	-5	-8	17	14
Planning for future land use (Local Plan)	*33*	12	6	13	8	14
Residential homes for disabled/elderly people	*21*	6	22	0	19	24
Gaelic Secondary education	*8*	5	25	5	8	7
Gaelic community learning/adult education	*8*	2	23	9	12	1
Road repairs and pot holes	*95*	-61	-74	-65	-56	-61

Base: N in 2017 = 73 - 922 *n/a: not applicable as question not asked*

13.4 Table 13.1 shows that of the 46 services there are **24 with net satisfaction rates of 50%** or higher in 2017 (25/46 in 2016; 21/46 in 2015; 22/46 in 2014; 19/45 in 2013).

13.5 The following **11 services have net satisfaction ratings of 70% or higher in 2016:**
- Libraries (86%);
- Public Parks and other open spaces (80%);
- Walking Routes (79%);
- Swimming pools (78%);
- Primary Education (75%);
- Pre-school services (74%);
- Recycling facilities (73%);
- Payment of Council Tax (72%);
- School meals (72%);
- Other sports facilities (72%);
- Refuse/bin collections (70%);

13.6 Looking at the 46 services to compare their rankings with last year's results, Table 13.1 also shows that:
- **14 services** received **an increase** in their **net satisfaction ratings;**
- **4 services** received the **same rating**;
- **28 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					
Net Satisfaction Rate Bands (%)	**2017**	**2016**	**2015**	**2014**	**2013**	**2012**
75 to 100	5	8	9	6	7	3
50 to 74	19	17	12	16	12	16
25 to 49	7	11	10	12	16	11
0 to 24	14	7	12	11	9	12
Lower than 0	1	3	3	1	1	3
Total Number of Services	**46**	**46**	**46**	**46**	**45**	**45**

13.8 Table 13.2 shows that in 2016:
- **Some 5 services have a net satisfaction rating of 75% or higher** –compared with 8 in 2016, 9 in 2015, 6 in 2014, 7 in 2013 and 3 in 2012
- **Some 24 services have a net satisfaction rate of 50% or higher** – one fewer than the record of 25 in 2016 (21 in 2015; 22 in 2014; 19 in 2013 and 2012).
- **There is just 1 service with a negative net satisfaction rating in 2016** –road repairs and potholes (-61%) - compared with 3 services in 2016 and 2015.

Use of services

13.9 **Table 13.1 also shows that in 2016/17 there are 9 services which at least 2 in 3 of the sample say that they used, namely:** refuse/bin collection (which heads the list as it is used by 97%); recycling facilities (95% using this service); road repairs and potholes (95%); winter road maintenance (94%); street cleaning (89%); street lighting (88%); pavement maintenance (88%); public parks and open spaces (77%); and payment of council tax (66%).

13.10 **A further 12 services were used by at least 1 in 3 of the sample, namely:** council website (60%); dealing with flooding (56%); libraries (55%); walking routes (43%); swimming pools (42%); museums (41%); other sports facilities (37%); council service points (36%); cycling paths (36%); planning applications and building warrants (34%); and planning for future land use (Local Plan) (33%).

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	2017 %	2016 %	2015 %	2014 %	2013 %
Road repairs and pot holes	55	66	63	57	57
Winter road maintenance	42	43	50	43	48
Refuse/bin collection	27	26	45	47	41
Primary education	24	23	21	19	19
Public Parks and other open spaces	21	24	20	21	19
Secondary education	19	21	17	18	18
Swimming pools	17	18	15	16	15
Recycling facilities	16	18	28	30	32
Care at home services	15	13	9	8	9
Libraries	14	14	17	20	19
Street cleaning	13	10	14	15	16
Residential homes for disabled/elderly people	13	11	7	6	8
Other sports facilities	13	16	15	13	13
Council Service Points	11	11	10	11	6
Pavement maintenance	10	14	15	16	12
Services to protect children from harm	8	9	6	5	7
Planning for future land use (Local Plan)	8	9	5	8	7
Cycle paths	7	9	9	9	10
Street lighting	7	6	9	9	10
Council website	7	9	n/a	n/a	n/a
Walking routes e.g. Great Glen Way	6	7	9	8	8
Pre-school services	6	6	7	6	8
Payment of Council Tax	6	7	7	6	8
Advice on Benefits	6	3	3	4	3
School meals	5	5	4	5	3
Services to protect adults at risk of harm	5	5	3	3	3
Housing information and advice	5	3	3	3	4
Museums	4	4	4	4	6
Community Occupational Therapy	4	4	2	2	1
Planning applications and building warrants	4	4	6	5	5
Community learning/adult education	4	5	2	3	4
School transport	4	5	5	5	4
Environmental Health Service	4	3	2	4	3
Registrars for Births, Deaths and Marriages	4	3	2	2	1
Economic development / Business Gateway	3	3	2	2	2
Council Service Centre	3	3	3	3	n/a
Burials and cremations	3	4	1	2	2
Dealing with flooding	3	3	5	5	6
Services to reduce offending	3	2	1	2	2
Countryside ranger service	3	2	3	1	2
Trading Standards	3	1	2	2	1
Breakfast and after school clubs	2	2	3	2	2
Gaelic community learning/adult education	1	1	0.4	0.5	0.7
Gaelic primary education	0.9	2	1	1	1
Gaelic pre-school services	0.9	0.9	0.8	0.5	2
Gaelic secondary education	0.5	0.6	0.4	0.6	0.7

Base: All respondents (N=955 in 2017) *n/a not applicable*

14.2 **Road repairs and pot holes** is the service which consistently occupies the top spot. In 2017 some 55% (placed this service within their top 5 (66% in 2016; 63% in 2015; 57% in 2014 and 2013).

14.3 Roads emerge again in second place with **winter road maintenance** being one of the 5 most important services for 42% (43% in 2016; 50% in 2015; 43% in 2014; 48% in 2013; 50% in 2012).

14.4 **Refuse/bin collections** is again in third place 27% in 2017 (26% in 2016 45% in 2015; 47% in 2014; 41% in 2013).

14.5 **Primary education** was selected by 24% (23% in 2016; 21% in 2015; 19% in 2014 and 2013) and **secondary education** by 19% of the whole sample (21% in 2016; 17% in 2015; 18% in 2014; 19% in 2013). 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 49% of people with children at school compared with 9% of respondents with no school aged children.

14.6 **Public parks and other open spaces** are listed in the top 5 services by 21% of the entire sample (24% in 2016; 20% in 2015; 21% in 2014; 19% in 2013; 18% in 2012).

14.7 **Recycling facilities** is one of the top 5 services for 16% of respondents (18% in 2016; 28% in 2015; 34% in 2014; 32% in 2013).

14.8 **Swimming pools** are listed in the top 5 of 17% of the entire sample (18% in 2016; 15% in 2015; 16% in 2014; 15% in 2013) while **other sports facilities** are also listed by 16% (16% in 2016; 15% in 2015; 13% in 2014 and 2013; 11% in 2012). When one looks at the categories of respondents it is noticeable that:

- some 33% of those aged 35 to 44 list swimming pools as one of their top 5 services compared with 9% of those aged 65+;
- some 27% of those aged 35 to 44 list other sports facilities as one of their top 5 services compared with 9% of those aged 45-64 and 5% of those aged 65+;
- some 29% of people with school aged children list swimming pools and 18% list other sports facilities in their top 5 compared with 10% and 7% respectively for those respondents who have no school aged children.

14.9 **Libraries** are in the top 5 of 14% of the sample (also 14% in 2016; 17% in 2015; 20% in 2014; 19% in 2013). It is in the top 5 of 23% of respondents who are retired.

14.10 **Care at home services** are ranked in the top 5 by 15% of respondents (13% in 2016; 9% in 2015; 8% in 2014; 9% in 2013).

14.11 **Residential homes for disabled/elderly people** are ranked in the top 5 by 13% (11% in 2016; 7% in 2015; 6% in 2014; 8% in 2013).

14.12 **Street cleaning** is listed in the top 5 by 13% (10% in 2016; 14% in 2015; 15% in 2014; 16% in 2013) while p**avement maintenance** is listed in the top 5 by 10% (14% in

2016; 15% in 2015; 6% in 2014; 12% in 2013).

14.13 While 11% of the overall sample listed **Council Service Points** in their top 5 (also 11% in 2016; 10% in 2015; 11% in 2014; 6% in 2013), this is a service rated in the top 5 by 24% of Council tenants.

14.14 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), note **the service that heads the top 5 list,** "**road repairs and pot holes"** (in the top 5 of 55% of respondents), is the **one about which respondents are, by a large margin, the least satisfied** (-61%).

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 2017 **some 73% answered "yes"** – the same return as in 2016 (83% in 2015; 87% in 2014; 88% in 2013). There were 866 people who answered this question (91% of all respondents to the survey).

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 five most recent surveys.

Table 16.1 Levels of satisfaction with services compared with previous years

Levels of Satisfaction	2017 %	2016 %	2015 %	2014 %	2013 %
More satisfied	4.7	3.9	3.7	5.7	6.3
About the same	64.5	64.8	75.3	79.6	78.2
Less satisfied	30.8	31.3	21.0	14.7	15.5
Total	**100**	**100**	**100**	**100**	**100**

N= 923 in 2017

16.2 Table 16.1 shows that 923 people (96.6% of the sample) answered this question in 2017. As is the case each year, most people chose **"about the same"** with the percentage doing so in 2017 **being 64.5%** - a return little different from the 64.8% recorded in 2016 (75.3% in 2015; 79.6% in 2014; 78.2% in 2013). The percentage of respondents who are **"less satisfied" is 30.8%** (31.3% in 2016; 21% in 2015; 14.7% in 2014; 15.5% in 2013). Some **4.7%** said they are **"more satisfied"** than they were a year ago (3.9% in 2016; 3.7% in 2015; 5.7% in 2014; 6.3% in 2013).

16.3 Some 36% of respondents with school age children said they are less satisfied with services then they were last year compared with 27% of those who do not have school age children.

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 18.1% of the sample (173 people) answered this question (16.6% in 2016; 14.6% in 2015; 15.0% in 2014; 13.9% in 2013). 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	2017 %	2016 %	2015 %	2014 %	2013 %
Very satisfied	13	8	14	10	8
Fairly satisfied	12	26	19	20	20
Total of Very + Fairly Satisfied	**25**	**34**	**33**	**30**	**28**
Neither Satisfied nor Dissatisfied	**29**	**18**	**14**	**18**	**25**
Fairly dissatisfied	19	29	26	22	24
Very dissatisfied	27	19	27	30	24
Total of Very + Fairly Dissatisfied	**46**	**48**	**53**	**52**	**48**
Net Satisfaction Rate (Total Satisfied – Total Dissatisfied)	**-21**	**-14**	**-20**	**-22**	**-20**

N=173 in 2017

17.2 Table 17.1 reveals that **46% of respondents** (48% in 2016; 53% in 2015 52% in 2014; 48% in 2013) **are dissatisfied** (either "fairly" or "very") with the way their complaint has been handled. Some 13% say they are "very dissatisfied" and another 12% say they are "fairly dissatisfied". **By contrast, 25% are satisfied (either "very" or "fairly") with the way their complaints have been handled – a return that is lower than in past years** (34% in 2016; 33% in 2015; 30% in 2014; 28% in 2013). Some 13% are "very satisfied" and 12% are "fairly satisfied". **The net satisfaction rate is -21%** (-14% in 2016; -20% in 2015; -22% in 2014; -20% in 2013).

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 **118 respondents (12.4% 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 2017 %	People Dissatisfied 2016 %	People Dissatisfied 2015 %	People Dissatisfied 2014 %	People Dissatisfied 2013 %
Outcome	34	55	58	54	66
Quality of Response	55	48	49	59	44
Timescale	39	34	28	41	42
Other	35	19	35	4	6

In 2017 N=118

18.2 In 2017 the leading reason respondents had for their dissatisfaction with the handling of complaints was the **"quality of response"** – **this option being chosen by 55%** (48% in 2016; 49% in 2015; 59% in 2014; 44% in 2013). For **39% "timescale"** was a reason for dissatisfaction (34% in 2016; 28% in 2015; 41% in 2014; 42% in 2013). Some **34% selected "outcome"** – a **substantially lower figure** than that recorded in past surveys (55% in 2016; 58% in 2015; 54% in 2015; 66% in 2013). Some **35% selected "other"** (19% in 2016; 35% in 2015; 4% in 2014; 6% in 2013).

SECTION D: USING THE HIGHLAND COUNCIL'S ONLINE SERVICES

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

19.1 Respondents were then asked a set of questions (asked for the first time in the 2016 survey) 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)?** A total of 916 people answered (96% of the sample) and, of them, **36.4%** (28.9% in 2016) **said they had used the service,** and **63.6%** (73.1% in 2016) **said they had not used it.**

19.2 There were quite different responses to this question by the type of ward in which respondents lived. **Use of the service was highest among people resident in urban wards (48%), followed by those living in mixed wards (32%), and lowest in those living in rural wards (25%).** By age, use was highest among those aged 35-44 (45%), followed by those aged 16-34 (43%), then those aged 45-64 (36%) – with the lowest percentage of users found in people aged 65+ (28%).

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 300 people answered this question and their responses are found in Table 20.1 below.

Table 20.1 Level of satisfaction with online experience

Respondents	Very satisfied %	Fairly satisfied %	Neither satisfied/ dissatisfied %	Fairly dissatisfied %	Very dissatisfied %	Net satisfaction rate (All satisfied – all dissatisfied) %
2017 Survey	27.6	43.3	7.6	16.0	5.4	**49.5**
2016 Survey	33.0	42.1	10.9	10.2	3.7	**61.2**

N= 300 in 2017

20.2 The results in Table 20.1 show that in 2017 of those who had used the service, **some 7 in 10 people (70.9%) expressed satisfaction with it** – being either very satisfied (27.6%) or fairly satisfied (43.3%). **Just over 1 in 5 users (21.4%) were dissatisfied with the service** (16% being fairly dissatisfied and 5.4% very 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 49.5% which is lower than the rate recorded in 2016 when it stood at 61.2%. While the net satisfaction rate stands at 54% for people who are employed, it is 39% for those who are retired.

Question 21: Views on the qualities of the online services

21.1 Those people who had used the online services were 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	(25	47)	**72**	**11**	(13	4)	**17**
Online services were easy to find	(24	41)	**65**	**10**	(20	5)	**25**
Online services were quick to complete	(24	40)	**64**	**15**	(14	7)	**21**
I was able to find the online service I required	(25	48)	**73**	**6**	(14	7)	**21**
I would use the online service again	(36	45)	**81**	**9**	(6	4)	**10**

N= 296-299

21.2 From Table 21.1 it can be seen that **72% agreed** (75% in 2016) that the **online services were easy to use** while **17% disagreed** (13% in 2016). Some 11% selected neither agree not disagree (12% in 2016).

21.3 The table also shows that **65% agreed** (68% in 2016) that the **online services were easy to find** while **25% disagreed** (19% in 2016). Some 14% selected neither agree not disagree (13% in 2016).

21.4 Some 64**% agreed** (70% in 2016) that the **online services were quick to complete** while 21**% disagreed** (14% in 2016). Some 15% selected neither agree not disagree (16% in 2016).

21.5 The table shows **73% agreed** (71% in 2016) that **they were able to find the online service they required** while **21% disagreed** (17% in 2016). Some 6% selected neither agree not disagree (12% in 2016).

21.6 A large majority of respondents, some **81%, agreed** (85% in 2016) that **they would use the online service again** while **10% disagreed** (10% in 2016). Some 9% selected neither agree not disagree (8% in 2016).

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: USING ADVICE SERVICES

This section in the Survey -new for 2017 **-** was introduced as follows: *“Advice services focus on various benefit matters including, but not limited to, Universal Credit, Personal Independence Payments, Tax Credits, School Clothing Grants, Education Maintenance Allowance, Attendance Allowance, Pension Credit, Housing Benefit and Council Tax Reduction. This includes completing application forms, explaining benefit awards, representing the rights of customers and challenging benefit decisions on behalf of claimants. Advice also includes providing information and representing customers who wish to challenge decisions about housing, debt (including Money Advice) and employment rights.”*

Question 23: Use of and Satisfaction Levels with Advice Services

23.1 Respondents were then invited to: **“Please identify the advice service(s) you have used over the period 1st April 2016 - 31st March 2017 and express your satisfaction with each by placing a tick in the boxes below.”** Four services were listed – **benefits, debts, employment rights, and housing** – and people were invited to say whether or not they had used that service between 1st April 2016 and 31st March 2017 and, if they had done so, to indicate the extent of their satisfaction/dissatisfaction with that service.

23.2 Table 23.1 below shows the percentage of the total sample of respondents – 955 – who said they used the advice services in question.

Table 23.1: Respondents Using Advice Services

Service	Respondents Using Service %
Benefits	6.9
Housing	5.4
Debt	2.4
Employment Rights	2.4

N=23-66

23.3 It can be seen from these results that **the percentages of the sample using any of these services are small** – **ranging from 2.4% (23 people) to 6.9% (66 people). This means that great care has to be taken in interpreting these results.**

23.4 Table 23.2 below shows the **satisfaction levels of users of these advice services** in the year 1st April 2016 to 31st March 2017. A net satisfaction rate is calculated by deducting the percentages of those dissatisfied in any way from the percentages of those satisfied in any way with that service. The table is ordered according to the net satisfaction rates returned.

Table 23.2 Satisfaction Levels of Service Users

Service	(Very satisfied	Fairly satisfied)	Total Satisfied %	Neither satisfied/ dissatisfied %	(Fairly dissatisfied	Fairly dissatisfied)	Total Dissatisfied %	Net Satisfaction Rate %
Benefits	*34.4*	*39.3*	**73.7**	**15.7**	*5.1*	*5.5*	**10.6**	**63.1**
Debt	*13.0*	*21.7*	**34.7**	**60.9**	*0*	*4.3*	**4.3**	**30.4**
Employment Rights	*13.0*	*17.4*	**30.4**	**60.9**	*4.3*	*4.3*	**8.6**	**21.8**
Housing	*28.8*	*17.3*	**46.1**	**25.0**	*11.5*	*17.3*	**28.8**	**17.3**

N= 23-66

23.5 Table 23.2 above shows that of the advice services

- **Benefits** had a **net satisfaction rate of 63.1%;**
- **Debt** had a **net satisfaction rate of 30.4%;**
- **Employment rights** had a **net satisfaction rate of 21.8**%;
- **Housing** had a **net satisfaction rate of 17.3**%.

Question 24: Importance of Various Features of Advice Services

24.1 Those surveyed were then invited to: **"indicate how important the following features of advice services are to you".** Six features were presented and Table 24.1 below is presented according to the extent to which respondents valued that feature as "extremely important". **Note that the responses to this question come from 85% (812-821 people) of the whole sample – a vastly higher figure than responded to question 23 above.**

Table 24.1 Importance to Respondents of Various Features of Advice Services

Features	Extremely important %	Very important %	Moderately Important %	Important %	Not at all important %
Confidentiality	61.6	26.1	6.5	2.7	3.0
Trusted advice	59.9	31.7	3.5	2.2	2.8
Quality	57.1	32.3	4.4	3.1	3.1
Accessibility	48.7	35.0	9.0	3.4	4.0
Value for money	44.5	33.0	12.1	5.6	4.7
Speed of service	41.2	38.6	14.3	2.8	3.1

N=812-821

24.2 Table 24.1 shows that around **6 in 10 people rate three features - "confidentiality", trusted advice", and quality" - as "extremely important"** characteristics of advice services. Around **5 in 10 people rate "accessibility" as an "extremely important" f**eature while just over **4 out of 10** rate **"value for money" and "speed of service"** in the same way.

24.3 Some 86% of the sample (821 people) gave their opinion about the importance they attach to **"confidentiality"** as a feature of advice services. For 61.6% this feature is "extremely important" while 26.1% rate it as "very important", 6.5% say it is "moderately important", 2.7% regard it as "important" and 3.0% view it as "not at all important".

24.4 Some 85% of the sample (816 people) gave their opinion about the importance they attach to **"trusted advice"** as a feature of advice services. For 59.9% this feature is "extremely important" while 31.7% rate it as "very important", 3.5% say it is "moderately important", 2.2% regard it as "important", and 2.8% view it as "not at all important".

24.5 Some 85% of the sample (816 people) gave their opinion about the importance they attach to **"quality"** as a feature of advice services. For 57.1% this feature is "extremely important" while 32.3% rate it as "very important", 4.4% say it is "moderately important", 3.1% regard it as "important" and 3.1% view it as "not at all important".

24.6 Some 85% of the sample (814 people) gave their opinion about the importance they attach to **"accessibility"** as a feature of advice services. For 48.7% this feature is "extremely important" while 35.0% rate it as "very important", 9.0% say it is "moderately important", 3.4% regard it as "important", and 4.0% view it as "not at all important".

24.7 Some 85% of the sample (812 people) gave their opinion about the importance they attach to **"value for money"** as a feature of advice services. Table 24.1 shows that for 44.5% this feature is "extremely important", 33% rate it as "very important", 12.1% say it is "moderately important", 5.6% regard it as "important" and 4.7% view it as "not at all important".

24.8 Some 86% of the sample (820 people) gave their opinion about the importance they attach to **"speed of service"** as a feature of advice services. For 41.2% this feature is "extremely important" while 38.6% rate it as "very important", 14.3% say it is "moderately important", 2.8% regard it as "important", and 3.1% view it as "not at all important".

Question 25: View on Importance of Different Ways to Deliver Advice Services in Highland

25.1 Respondents were then invited **"either from past experience or potential future needs"** to **"indicate which are the most important ways for advice services to be delivered in Highland".** Five methods of delivery were presented and respondents were asked to give their opinions as to the importance of each. Some 90-92% of the sample gave their views which are presented in Table 25.1 below with the delivery methods ranked according to the percentage of respondents rating the methods as "extremely important."

Table 25.1 Views on Importance of Different Ways to Deliver Advice Services in Highland

Ways of Delivering Advice Services	Extremely important %	Very important %	Moderately Important %	Important %	Not at all important %
Accessing information online	**29.7**	**33.5**	**20.7**	**7.3**	**8.8**
Speaking to someone on the telephone	**26.3**	**39.4**	**19.3**	**9.6**	**5.4**
Visiting a dedicated office	**18.6**	**27.9**	**29.5**	**11.2**	**12.7**

Ways of Delivering Advice Services	Extremely important %	Very important %	Moderately Important %	Important %	Not at all important %
Someone visiting you at home	**13.0**	**18.4**	**25.3**	**11.8**	**31.4**
Being provided with information leaflets	**7.4**	**22.4**	**31.6**	**20.3**	**18.3**

N=858-876

25.2 Some 91% of the sample (868 people) gave their opinion about the importance they attach to **“someone visiting you at home”** as a way of delivering advice services. For 13% this feature is “extremely important”, 18.4% rate it as “very important”, 25.3% say it is “moderately important”, 11.8% regard it as “important”, and 31.4% view it as “not at all important”. It is notable that 54% of people with a disability rate this method of delivery as either “extremely important” (26%) or “very important” (28%). This compares with 34% of people without a disability – 14% of whom rated it as “extremely important” and 20% as “very important”.

25.3 Some 92% of the sample (876 people) gave their opinion about the importance they attach to **“speaking to someone on the telephone”** as a way of delivering advice services. For 26.3% this feature is “extremely important”, 39.4% rate it as “very important”, 19.3% say it is “moderately important”, 9.6% regard it as “important”, and 5.4% view it as “not at all important”.

25.4 Some 90% of the sample (858 people) gave their opinion about the importance they attach to **“accessing information online”** as a way of delivering advice services. For 29.7% this feature is “extremely important” while 33.5% rate it as “very important”, 20.7% say it is “moderately important”, 7.3% regard it as “important”, and 8.8% view it as “not at all important”. While a total of 81% of those aged 16-44 regard this method as either “extremely important” or “very important”, some 39% of those aged 65+ classify it in either of these categories. Just over 1 in 5 of those who are aged 65+ and those who are disabled rate this way of delivering advice services as “not at all important”.

25.5 Some 92% of the sample (874 people) gave their opinion about the importance they attach to **“visiting a dedicated office”** as a way of delivering advice services. For 18.6% this feature is “extremely important”, 27.9% rate it as “very important”, 29.5% say it is “moderately important”, 11.2% regard it as “important”, and 12.7% view it as “not at all important”.

25.6 Some 91% of the sample (868 people) gave their opinion about the importance they attach to **“being provided with information leaflets”** as a way of delivering advice services. For 7.4% this feature is “extremely important” while 22.4 % rate it as “very important”, 31.6% say it is “moderately important”, 20.3% regard it as “important”, and 18.3% view it as “not at all important”. Respondents who rate this method as either extremely or very important are: aged 65+ (43%); disabled (42%).

25.7 In summary, it can be seen from Table 25.1 that not one method of delivery is rated “extremely important” by even 30% of all respondents. However, over 6 in 10 people (63.2%) rate “accessing information online” as either “extremely important” or “very important” while “speaking to someone on the telephone” attracts the support of more than 1 in 2 people (55.7%) who classify it as either “extremely important” or “very important”. In the case of “visiting a dedicated office,” just under 1 in 2 (46.5%) rate this way of delivering advice services as either “extremely important” or “very important”. Just under 1 in 3 (31.4%) of the entire sample view “someone visiting you at home” as “extremely important or very important”. (Note that this percentage is identical to the percentage of those who view this method as “not at all important”.) Finally, “being provided with information leaflets” is the method which fewest respondents (29.8%) regard as either “extremely important” or “very important”.

SECTION F: INVOLVING COMMUNITIES

This section, which contains 6 questions, was introduced as follows: “*The Council is committed to supporting communities to do things for themselves and let people have their say on public services. We believe everyone can have new ideas for doing things better. We want to hear them, especially when they challenge us. We believe good ideas and good results come from people coming together with different views, and being respectful and honest about what we can do together.”*

Question 26: Respondents’ definitions of their communities

26.1 People were asked: **“Thinking about your community; how would you define your community?”** Those surveyed were presented with 9 options and invited to select all that applied. Respondents gave their views as per the results in table 31.1 below.

Table 26.1 Respondents’ definitions of their communities

Definition of Community	2017 %	2016 %
My street/ immediate neighbourhood	**43**	**42**
My village	**42**	**42**
My town	**37**	**34**
Highland	**36**	**39**
People who are from the same place	**16**	**17**
Age group	**13**	**13**
Club/organisation community	**11**	**11**
Faith community	**6**	**7**
Other	**4**	**6**

N= 955 in 2017

26.2 It is immediately apparent that the results from the 2016 and 2017 Surveys are almost identical. The two leading definitions remain: **“my street/ immediate neighbourhood” (43%) and “my village” (42%).** This is closely followed in the choices made by respondents by: **“my town” (37%); and “Highland” (36%).** Somewhat further behind is

“people who are from the same place” which was chosen by 16%. It is noticeable of these first 5 choices that they are all to do with place.

26.3 When it comes to **age group (selected by 13% of the entire sample**), there is a difference in response by age. This is the choice of 22% of those aged 16-24 and 17% of those aged 65+, but only 6% of those aged 35-44 and 7% of those aged 45-64.

26.4 Some **11% of the whole sample selected “club/organisation community”** while **6% selected “faith community”** and **4% chose “other**”.

Question 27: Respondents’ Involvement in Various Activities in their Communities

27.1 Respondents were then asked: *“Thinking about your community, have you been involved over the last year in any of the following?”* Four activities were presented and some 89% answered at least one part of this question and their answers are found in Table 27.1 below.

Table 27.1 Respondents’ Involvement in Various Activities in their Communities

Activity	Respondents Yes %	Respondents No %
Volunteering by helping a neighbour, family or friend	61.3	38.7
Volunteering through an organised group or club	42.8	57.2
Taken part in a consultation – excluding the Citizens’ Panel	27.4	72.6
Local campaigning	11.6	88.4

N=847-884

27.2 Table 27.1 shows that **more than 6 in 10 respondents (61.3%)** said they had been involved in **“volunteering by helping a neighbour, family or friend”** in the past year. Levels of involvement in this activity are higher in:

- females (68%) than males (58%);
- wards that are rural (67%) and mixed (65%) than in urban ones (51%).

27.3 Table 27.1 also shows that **more than 4 in 10 of respondents (42.8%)** said they had been involved in **“volunteering through an organised group or club”** in the past year in their communities. Levels of involvement in this activity are higher in:

- people with school-aged children (56%) than those without (41%);
- females (50%) than males (37%);
- wards that are rural (48%) and mixed (46%) than in urban ones (33%);
- people who do not have a disability (45%) than those who have a disability (32%).

27.4 Some **27.4% of respondents** said they had been involved in **“[taking] part in a consultation** – excluding the Citizens’ Panel” in their communities.

27.5 Some **11.6% of respondents** said they had been involved in **“local campaigning”** in the past year. Levels of involvement in this activity are notably higher in council wards that are classified as mixed (14%) or rural (13%) than they are in urban ones (4%).

Question 28: Respondents’ Views on the Level of Influence they feel they have over Decision-Making in their Communities

28.1 Those surveyed were asked: “How much influence do you feel you have over decision-making in your communities”? Some 96% of all respondents (917) answered this question and their views are to be found in table 28.1 below.

Table 28.1 Respondents’ Views on the Levels of Influence they feel they have over Decision-making in their Communities

	Views of Respondents			
	No Influence at all %	Not very much influence %	Some influence %	A good deal of influence %
Influence over decision-making in your communities	**35.1**	**42.1**	**21.8**	**1.1**

N=917

28.2 Table 28.1 shows that: **35.1%** of respondents feel they have **“no influence at all over decision-making in their communities”; 42.1%** feel that they have **“not very much influence”; 21.8%** feel that they have **“some influence”;** while just **1.1%** feel they have **“a good deal of influence”.**

Question 29: Respondents’ Views as to the reasons why they do not have very much/no influence

29.1 Those surveyed were asked: “If you feel you have not had very much/no influence over decision-making, why do you feel this is?”. Some 6 reasons were supplied and people were invited to tick all that applied. There was also space given for people who chose “other” to detail that other reason(s). Table 29.1 below shows the answers people gave.

Table 29.1 Respondents’ Views as to the reasons why they do not have very much/no influence

Reasons for having not very much/no influence	Respondents %
Not enough time	**28.5**
I don’t think this would make a difference	**27.6**
Public bodies don’t listen to community views	**26.5**
Don’t feel I have the skills or knowledge	**18.0**
I’m not comfortable in these situations	**16.0**
Other	**9.1**

Base=955

29.2 Table 29.1 shows that **28.5%** of the entire sample gave **“not enough time”** as a reason for having not very much/no influence. This reason was selected by:

- 36% of those with school-aged children compared with 19% without;
- 33% of those in employment compared with 8% of those who are retired.

29.3 Some **27.6%** of all respondents gave **"I don't think this would make a difference"** as a reason. Amongst 16-34 year olds this reason was selected by 38%.

29.4 Some **26.5%** of all respondents selected **"public bodies don't listen to communities"** as a reason for feeling that they had not very much/no influence.

29.5 Some **18%** selected **"don't feel I have the skills or knowledge"** as a reason for feeling that they had not very much/no influence while **16%** chose **"not comfortable in these situations**".

29.6 Some 9.1% selected "**other**".

Question 30: Respondents' views as to the extent to which would like to be involved in decision-making in their areas

30.1 Those surveyed were asked: "To what extent, if at all, would you like to be involved in decision-making in your area?" Some 96% of all respondents (918) selected one of the 4 options supplied. Their answers are found in Table 30.1 below.

Table 30.1 Respondents' views as to the extent to which would like to be involved in decision-making in their areas

	Views of Respondents			
Question	**Not at all involved %**	**Not very involved %**	**Fairly involved %**	**Very involved %**
To what extent, if at all, would you like to be involved in decision-making in your area?	**12.5**	**30.2**	**47.9**	**9.4**

N=918

30.2 Table 30.2 shows that **almost 1 in 2 (47.9%)** say they want to be **"fairly involved" in decision-making in their local areas.** Almost **1 in 10** (**9.4%)** want to be **"very involved"** – with 12% of males wanting to be "very involved" compared with 5% of females. The table also shows that **3 in 10 (30.2%)** selected **"not very involved".** In total therefore, **some 7 in 8 of the respondents** are saying that would want, at the very least, **some involvement in decision-making in their area**. Just **1 in 8 (12.5%)** chose **"not at all involved**".

Question 31: Respondents' Views on Statements about Community Involvement

31.1 Respondents were asked to indicate the extent to which they agreed or disagreed with four statements about involvement in their communities. The statements and their responses are to be found in Table 31.1 below.

Table 31.1 Respondents' Views on Statements about Community Involvement

	Views of Respondents				
Statement	**Strongly agree %**	**Tend to agree %**	**Neither agree nor disagree %**	**Tend to disagree %**	**Strongly disagree %**
If a person is dissatisfied with the decisions affecting their community he/she has a duty to do something about it	**25**	**53**	**17**	**5**	**0.2**
I enjoy working with other people on common problems in our community	**11**	**41**	**40**	**7**	**1**
Every citizen should get involved in community life if local democracy is to work properly	**15**	**43**	**29**	**11**	**2**
Your community could become more involved in providing the services you and your community need	**14**	**47**	**31**	**7**	**1**

N=882-897

31.3 Some 94% of the sample gave their views on the statement, **"If a person is dissatisfied with the decisions affecting their community he/she has a duty to do something about it**". Of them, **78% agreed** with the statement (including 25% who strongly agreed), **17% neither agreed nor disagreed**, while **5% disagreed** (with only one respondent strongly disagreeing).

31.4 Some 93% of the sample gave their views on the statement, **"I enjoy working with other people on common problems in our community."** Of them, **slightly more than half (52%) agreed** with the statement (including 11% strongly so), **40% neither agreed nor disagreed** and **8% disagreed** (1% strongly so). Some 57% of those living in rural wards and 50% of those living in mixed wards agreed with this statement compared with 39% of those in urban wards.

31.5 Some 93% of the sample gave their views on the statement, **"Every citizen should get involved in community life if local democracy is to work properly".** Of them, **58% agreed** with the statement (including 15% strongly so), **29% neither agreed nor disagreed** and **13% disagreed** (including 2% strongly so). Some 62% of those in rural wards and 60% of those in mixed wards agreed with this statement compared with 40% of those living in urban wards.

31.6 Some 92% of the sample gave their views on the statement, **"Your community could become more involved in providing the services you and your community need."**

Of them, **61% agreed** with the statement (including 14% strongly so), **31% neither agreed nor disagreed**, while **8% disagreed** (including 1% strongly so). Some 66% of those in rural wards and 60% of those in mixed wards agreed with this statement compared with 49% of those in urban wards.

Having a say on Council funding

This three-question sub-section was introduced as follows: *"In the past year we have asked community groups to put forward ideas to their community for them to decide which projects the council should fund."*

Question 32: Respondents' awareness of this approach

32.1 Respondents were then asked: **"Were you aware the Council was developing this approach?"** Some 96% of the sample (913 people) answered the question. Of them, **37.5% said "yes"** they were aware, while **62.5% said "no"** they were not aware.

Question 33: Respondents' willingness to participate in this approach in their communities

33.1 Respondents were asked: **"Would you take part if this [approach] happened in your community?"** Two statements describing possible methods of involvement were presented to those sampled and they were invited to indicate whether or not they would participate in either or both of these ways. Their answers are found in Table 33.1 below.

Table 33.1 Respondents' willingness to become involved in having a say on Council funding

Approach	Respondents Yes %	Respondents No %
By putting forward ideas for new projects	62.4	37.6
By choosing the project you like most	81.6	23.9

N=865-893

33.2 Some 91% of the sample gave their views on becoming involved **"by putting forward ideas for new projects"** with **62.4% saying that they would do this** and **37.6% indicating they would not do this**. Some 77% of those with school age children said they would become involved in this way compared with 57% off those who did not have school age children.

33.3 Some 94% of the sample gave their views on becoming involved **"by choosing the project you like most"** with **81.6% saying that they would do this** and **18.4% saying that they would not do this**. Some 87% of those with school age children said they would become involved in this way compared with 74% of those with no school age children.

Question 34: Extent of Interest in Participating in Community Discussions about Provision of Local Services and Making Choices about these within Budget Limits

34.1 Respondents were asked: **"To what extent would you be interested in taking part in community discussions about how local services are provided and making choices about these within our budget limits?"** Their answers are found in Table 34.1 below.

Table 34.1 Extent of interest in Participating in Community Discussions about Provision of Local Services and making Choices about these within Budget Limits

Statement	Very interested %	Fairly interested %	Not very interested %	Not at all interested %	Don't know %
To what extent would you be interested in taking part in community discussions about how local services are provided and making choices about these within our budget limits?	16	52	18	8	6

N=912

34.2 Some 95% of the sample responded to this question with **16%** saying they would be **"very interested"** in being involved in this way, **52%** saying they would be **"fairly interested"**, **18%** saying they would be **"not very interested"** and **8%** saying they were **"not at all interested".** Finally, **6%** said they **did not know** whether they would be interested or not.

Question 35: Contact with Community Councils

35.1 Respondents were asked: **"Have you had any contact with your community council during 2016/17?"** Some 95% of the sample (908 people) answered and of them, **22.2% said they had been in contact** and **77.8% said they had not been in contact.**

Question 36: Reasons for Contacting Community Councils

36.1 Of those who had made contact a question was asked as to the **reason(s) for that contact** with four options provided and respondents invited to select all that applied. The answers supplied are found in Table 36.1 below.

Table 36.1 Reason for making contact with community council

Reason	Respondents who had contacted Community Council %
Improving amenities in your area	**44**
A planning and development issue	**35**
About a change in local services	**22**
Other	**30**

N=212

36.2 Of those who had made contact with their community council: **44%** had done so about **“improving amenities in your area”; 35% had “a planning and development issue”** as their reason; **22% made contact “about a change in local services**”; and **29% had done so for “other**” **reasons**.

Question 37: Respondents’ Views on the ease of making contact with their Community Council

37.1 Respondents were asked: “To what extent do you agree that it is easy to contact your community council?” Their answers are to be found in Table 37.1 below.

Table 37.1 Respondents’ views on ease of making contact with their community council

Question	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %
To what extent do you agree that it is easy to contact your community council?	**16**	**28**	**35**	**15**	**6**

N=865

37.2 Some 91% of the sample answered this question and of them: **16% “strongly agreed”; 28%** selected **“tend to agree”; 35%** chose **“neither agree nor disagree”; 15%** opted for **“tend to disagree”**; while **6%** selected **“strongly disagree”.**

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 2013, 2014, 2015 and 2016.

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

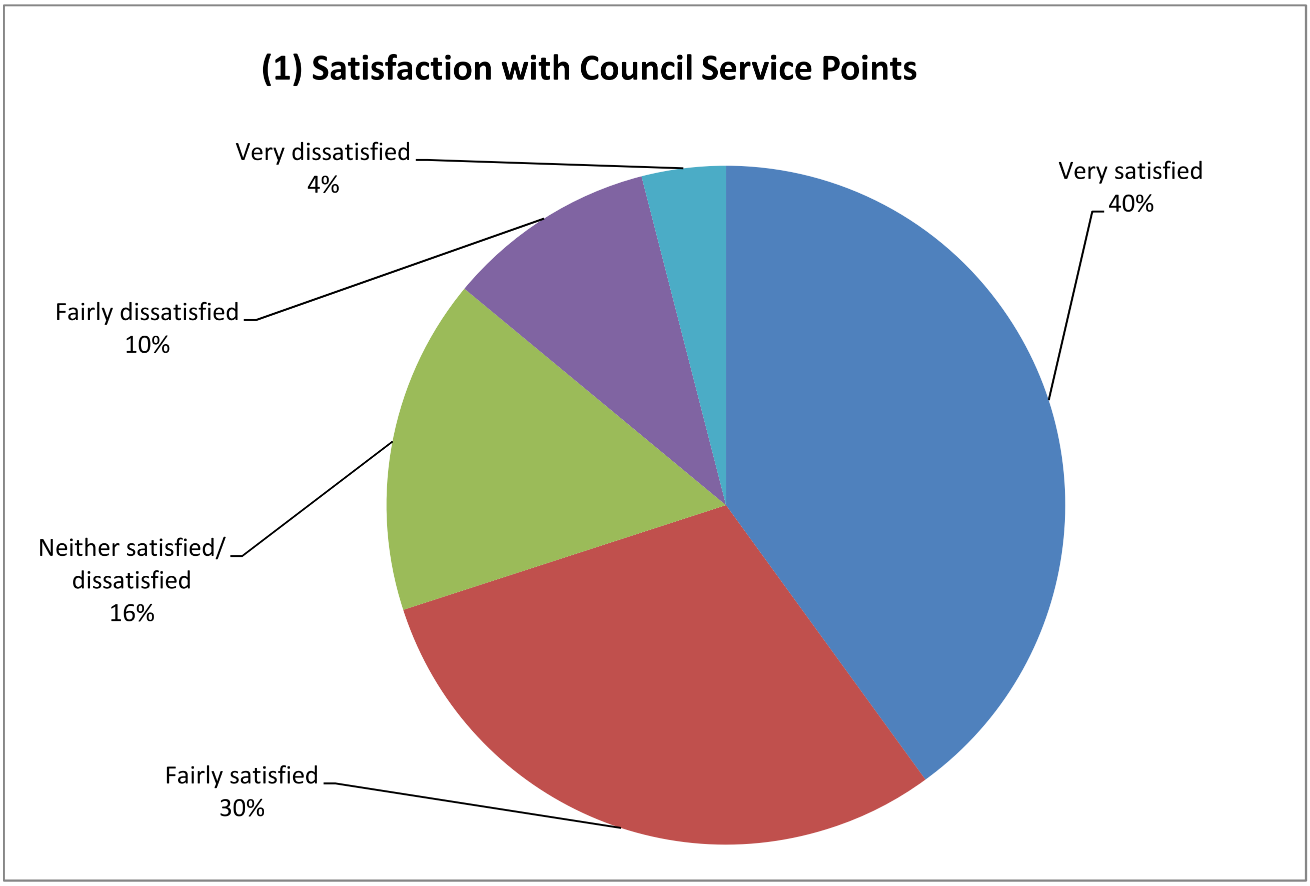
Gaelic

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 36% of the total sample (345 people) answered this part of the question and of them:

- 40% are "very satisfied"
- 30% are "fairly satisfied"
- 16% are "neither satisfied/ dissatisfied"
- 10% are "fairly dissatisfied"
- 4% are "very dissatisfied"



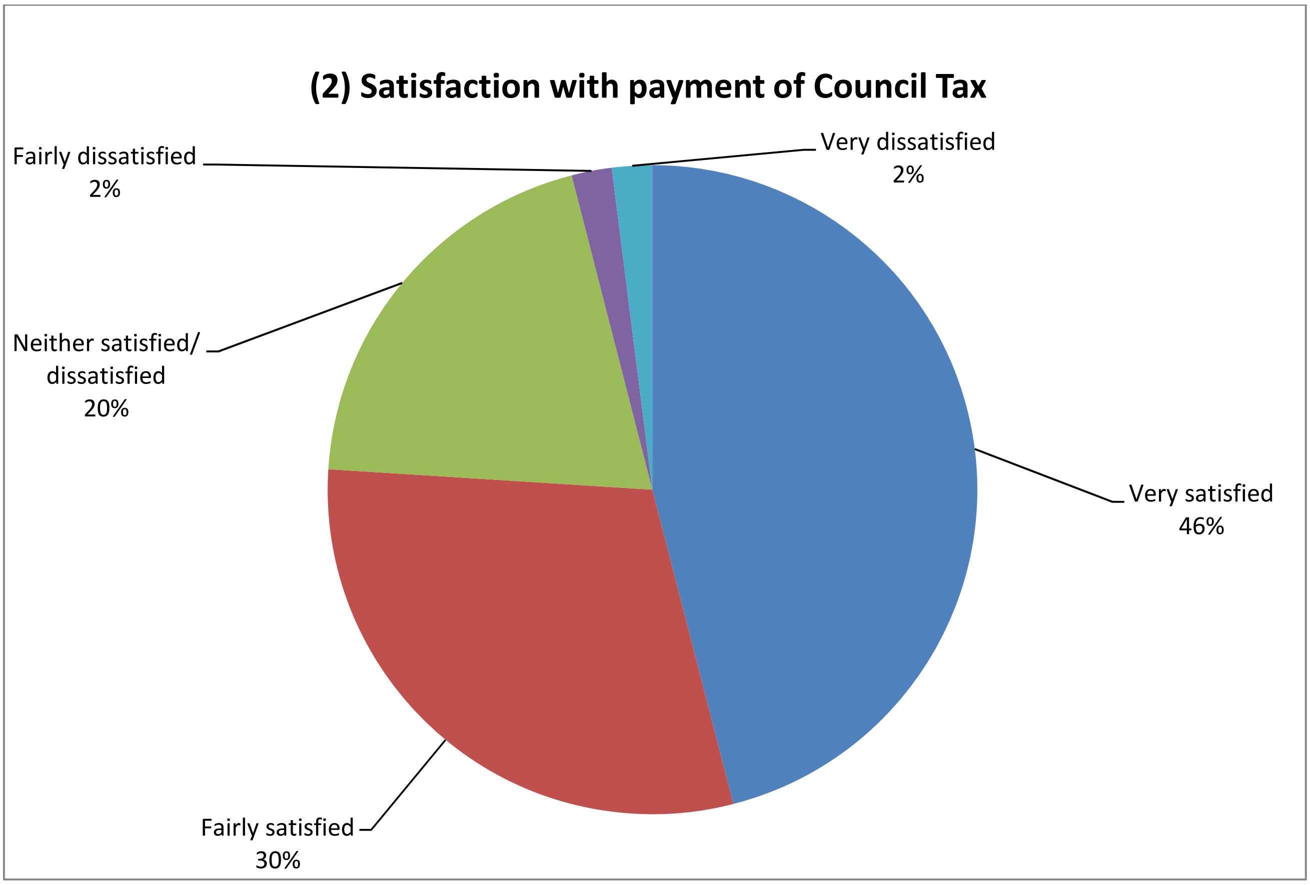
These figures give a net satisfaction rate of 56% - a continuation of the downward trend evident in 2016 (when the net satisfaction rate was 70%) from the high point of 83% in 2015. In previous surveys it stood at 73% in 2014; 79% in 2013; 74% in 2012).

The highest net satisfaction rating is found amongst people who live in mixed wards (69%) and lowest in urban wards (39%). The net rating in rural wards stands at 57%.

Appendix 1: (2) Payment of Council Tax

Some 66% of the total sample (633 people) answered this part of the question and of them:

- 46% are “very satisfied”
- 30% are “fairly satisfied”
- 20% are “neither satisfied/dissatisfied”
- 2% are “fairly dissatisfied”
- 2% are “very dissatisfied”

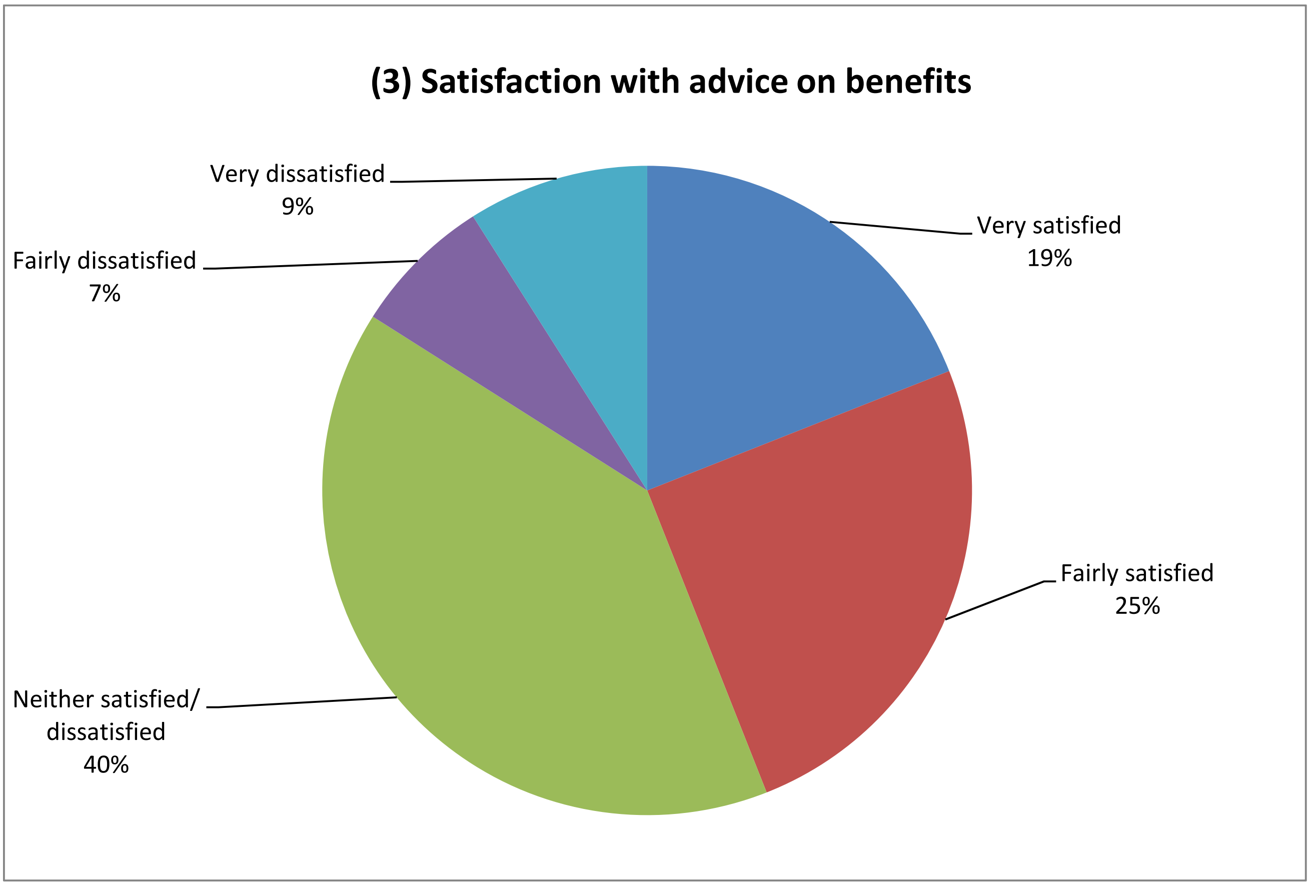


These figures result in a net satisfaction rate of 72% which is lower than in each of the 4 most recent surveys (76% in 2016; 83% in 2015; 81% in 2014; 87% in 2013).

Appendix 1: (3) Advice on benefits

Of the entire sample 17% (159 people) answered this part of the question and of them:

- 19% are "very satisfied"
- 25% are "fairly satisfied"
- 40% are "neither satisfied/dissatisfied"
- 7% are "fairly dissatisfied"
- 9% are "very dissatisfied"

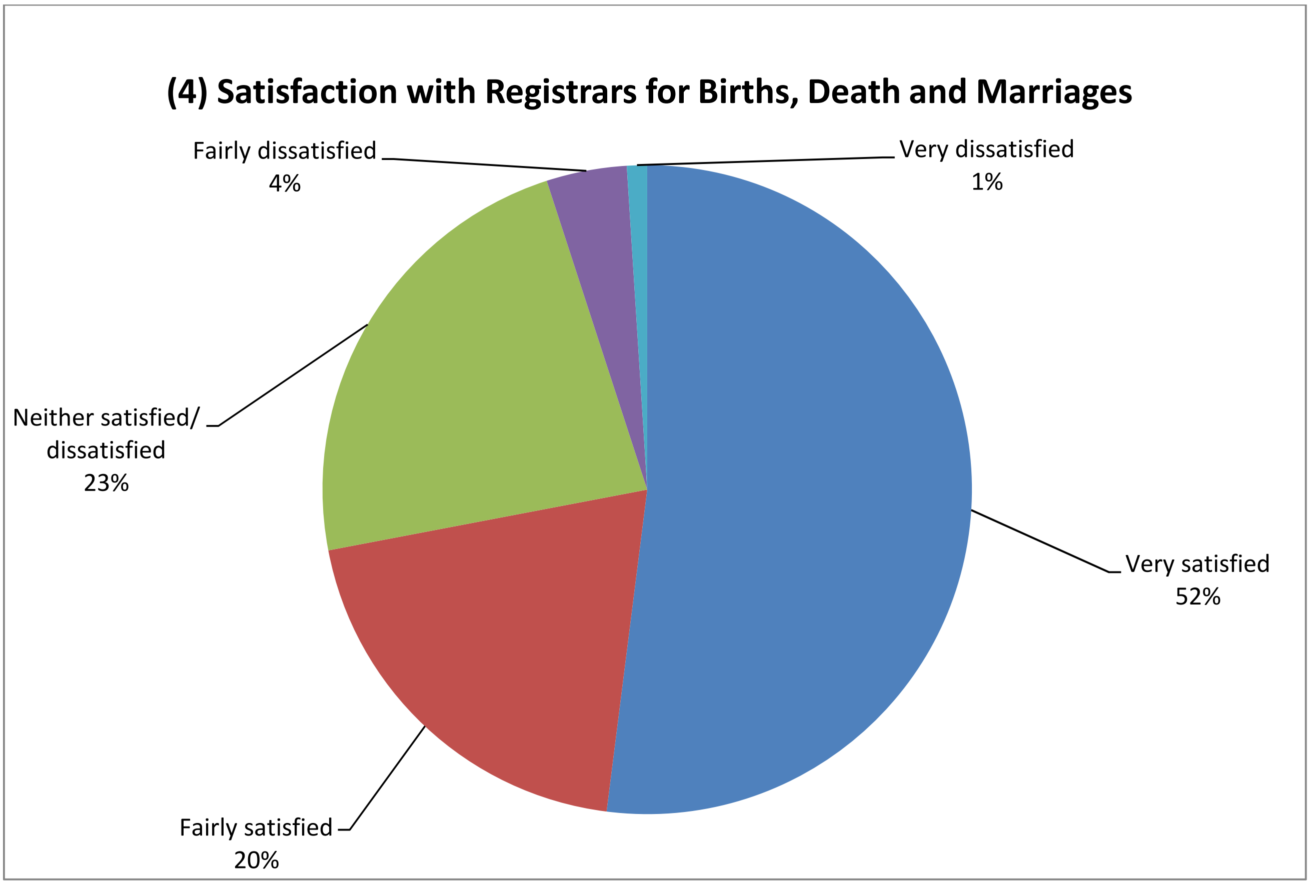


These figures give a net satisfaction rate of 28% (also 28% in 2016; 27% in 2015; 35% in 2014 and 2013; 30% in 2012).

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

Of the entire sample 24% (230 people) answered this part of the question and gave their views on this service as follows:

- 52% are "very satisfied"
- 20% are "fairly satisfied"
- 23% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 1% are "very dissatisfied"

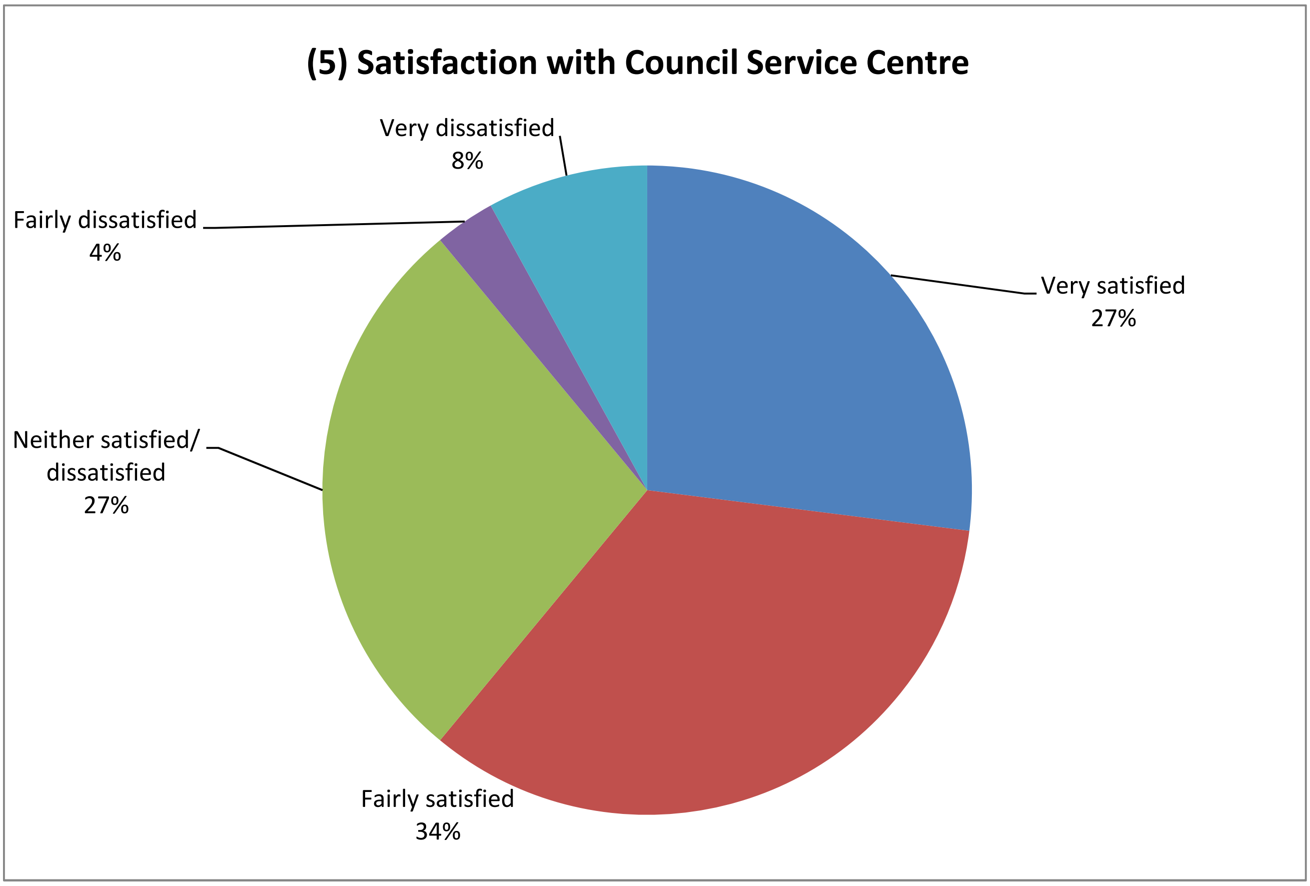


These figures result in a net satisfaction rate of 67% (71% in 2016; 74% in 2015; 73% in 2014; 67% in 2013).

Appendix 1: (5) Council Service Centre

Of the entire sample 24% (226 people) responded to this part of the question and gave the following opinions on the service:

- 27% are "very satisfied"
- 34% are "fairly satisfied"
- 27% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 8% are "very dissatisfied"

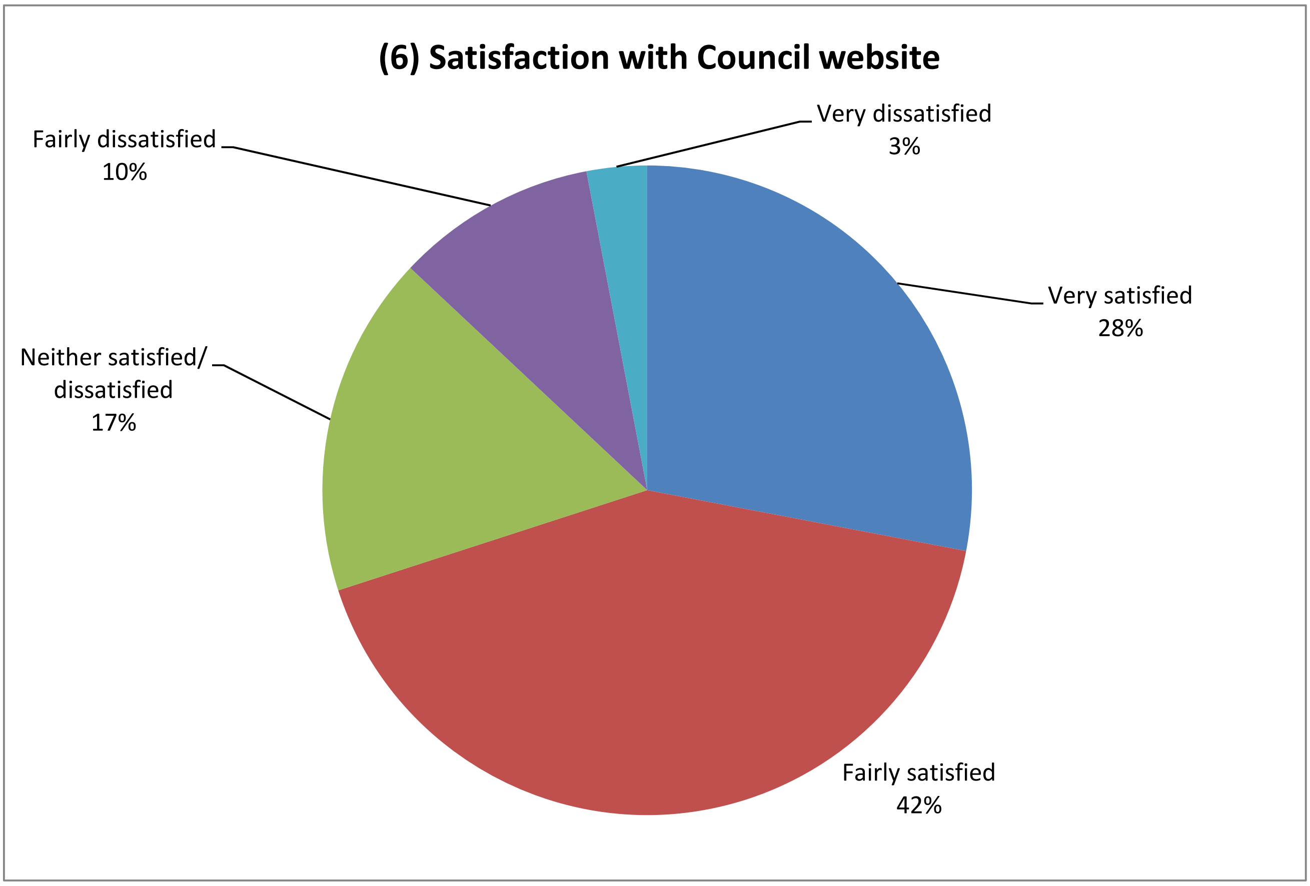


These figures result in a net satisfaction rate of 50% (59% in 2016; 53% in 2015 and 58% in 2014). The net satisfaction rate among people in employment (39%) is lower than that for people who are retired (51%).

Appendix 1: (6) Council website

Of the entire sample 60% (571 people) answered this part of the question and gave their views on this service as follows:

- 28% are “very satisfied”
- 42% are “fairly satisfied”
- 17% are “neither satisfied/dissatisfied”
- 10% are “fairly dissatisfied”
- 3% are “very dissatisfied”

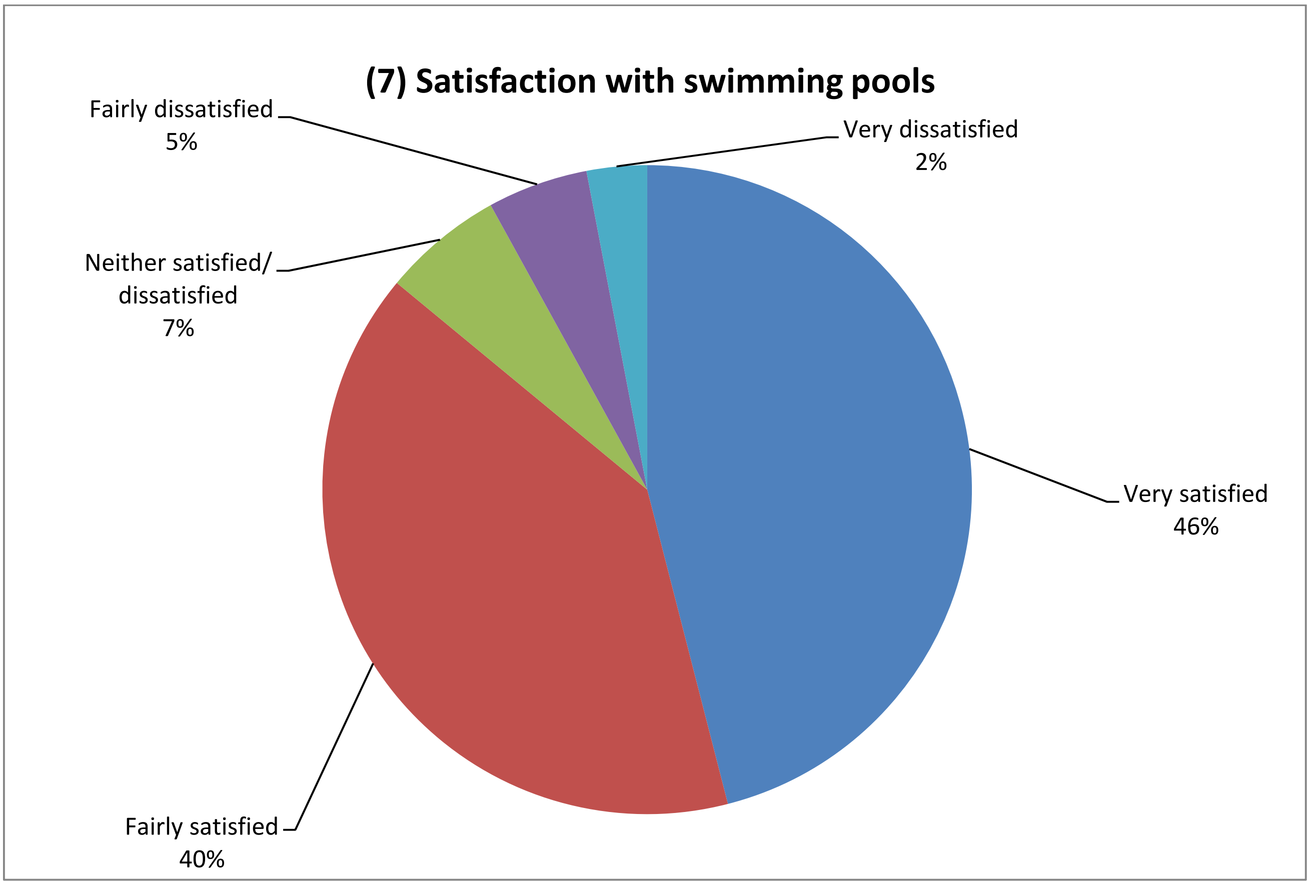


These figures result in a net satisfaction rate of 57% compared with 62% in 2016 which was the first year this service has appeared in the survey.

Appendix 1: (7) Swimming pools

Of the entire sample 42% (403 people) answered this part of the question and gave their views on this service as follows:

- 46% are “very satisfied”
- 40% are “fairly satisfied”
- 7% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 2% are “very dissatisfied”

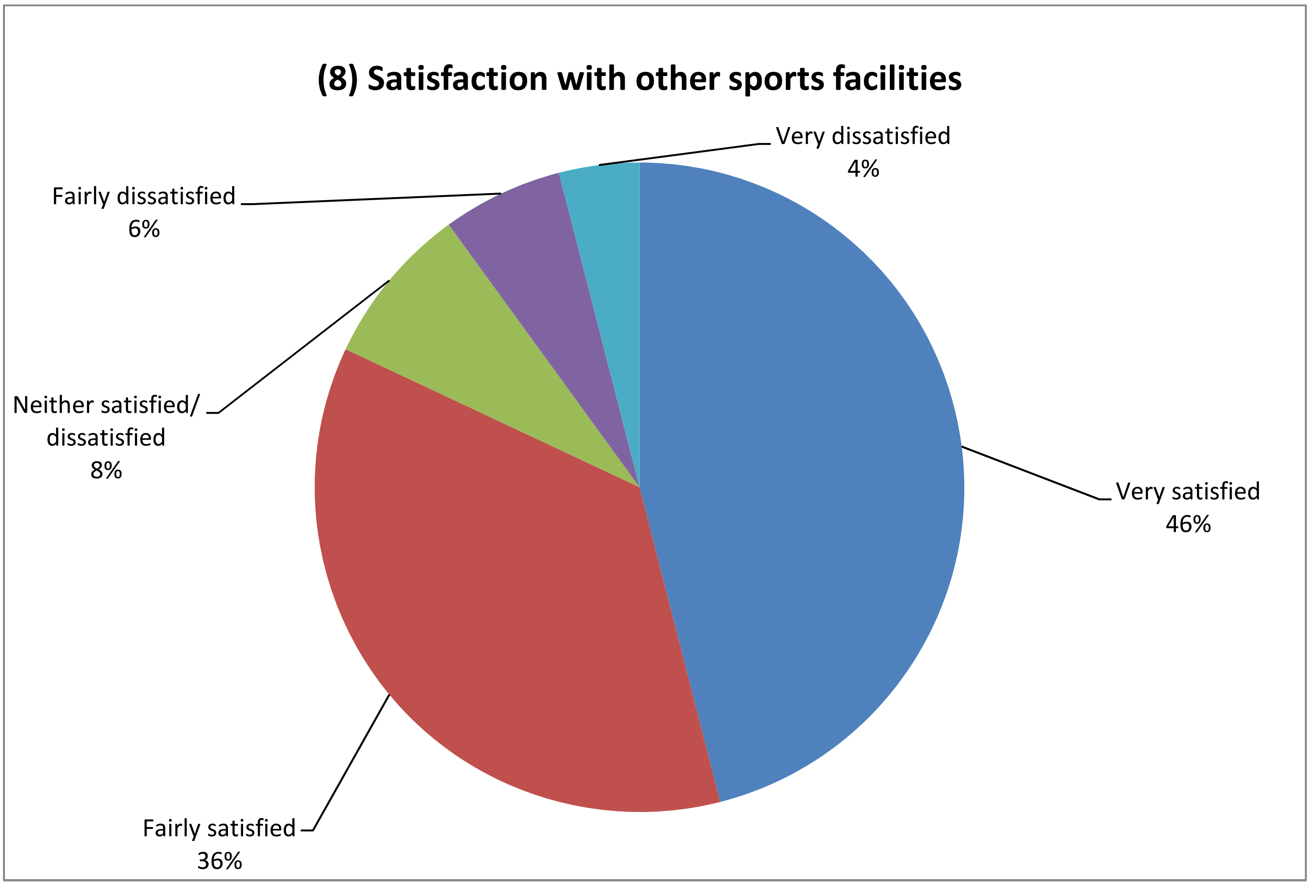


These figures result in a net satisfaction rate of 78% - the highest recorded to date (72% in 2016; 67% in 2015; 71% in 2014; 65% in 2013; 64% in 2012; 62% in 2011).

Appendix 1: (8) Other sports facilities

Of the entire sample 37% (354 people) answered this part of the question and gave their views on this service as follows:

- 46% are “very satisfied”
- 36% are “fairly satisfied”
- 8% are “neither satisfied/dissatisfied”
- 6% are “fairly dissatisfied”
- 4% are “very dissatisfied”



These figures supply a net satisfaction rate of 72% (also 72% in 2016; 75% in 2015; 70% in 2014; 62% in 2013).

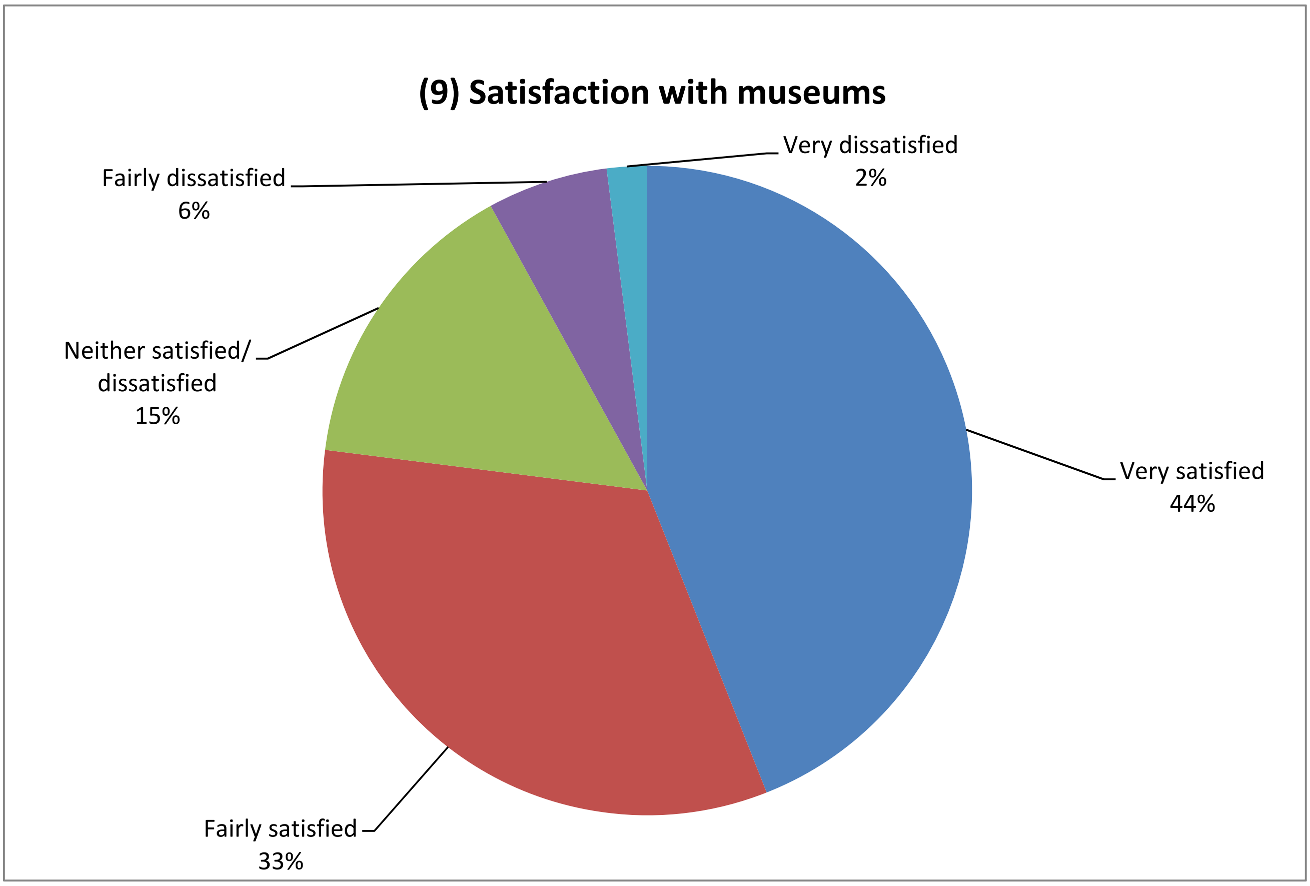
At 83% the net satisfaction rate amongst respondents with school age children is particularly high.

In mixed wards (78%) and urban wards (77%) the net satisfaction rate is higher than that found in rural wards (64%).

Appendix 1: (9) Museums

Of the entire sample 41% (395 people) answered this part of the question and gave their views on this service as follows:

- 44% are "very satisfied"
- 33% are "fairly satisfied"
- 15% are "neither satisfied/dissatisfied"
- 6% are "fairly dissatisfied"
- 2% are "very dissatisfied"



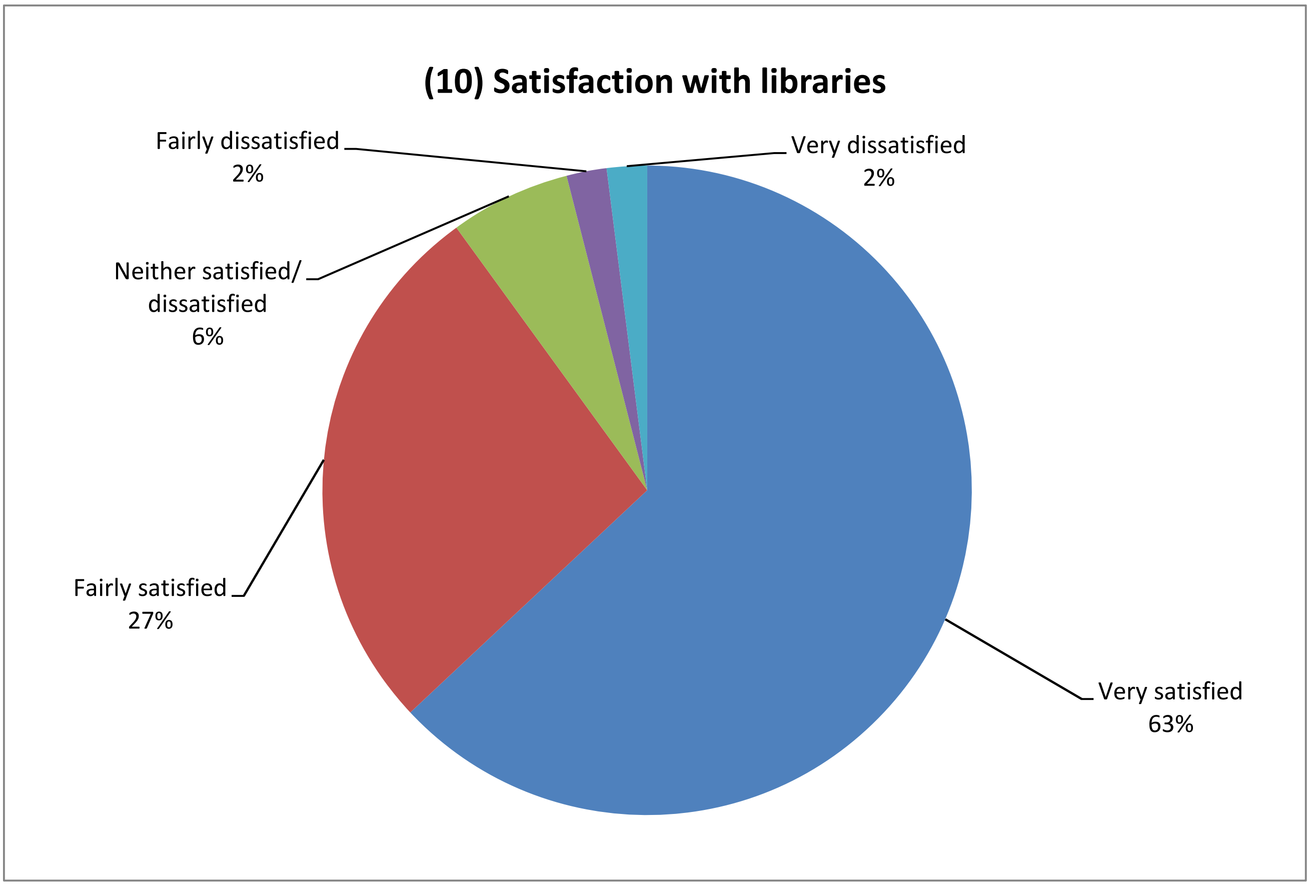
These figures supply a net satisfaction rate of 69% (72% in 2016; 67% in 2015; 64% in 2014; 74% in 2013).

The highest net satisfaction rate is found amongst people who are raged 65+ (84%).

Appendix 1: (10) Libraries

Of the entire sample 55% (524 people) answered this part of the question and gave their views on this service as follows:

- 63% are “very satisfied”
- 27% are “fairly satisfied”
- 6% are “neither satisfied/dissatisfied”
- 2% are “fairly dissatisfied”
- 2% are “very dissatisfied”

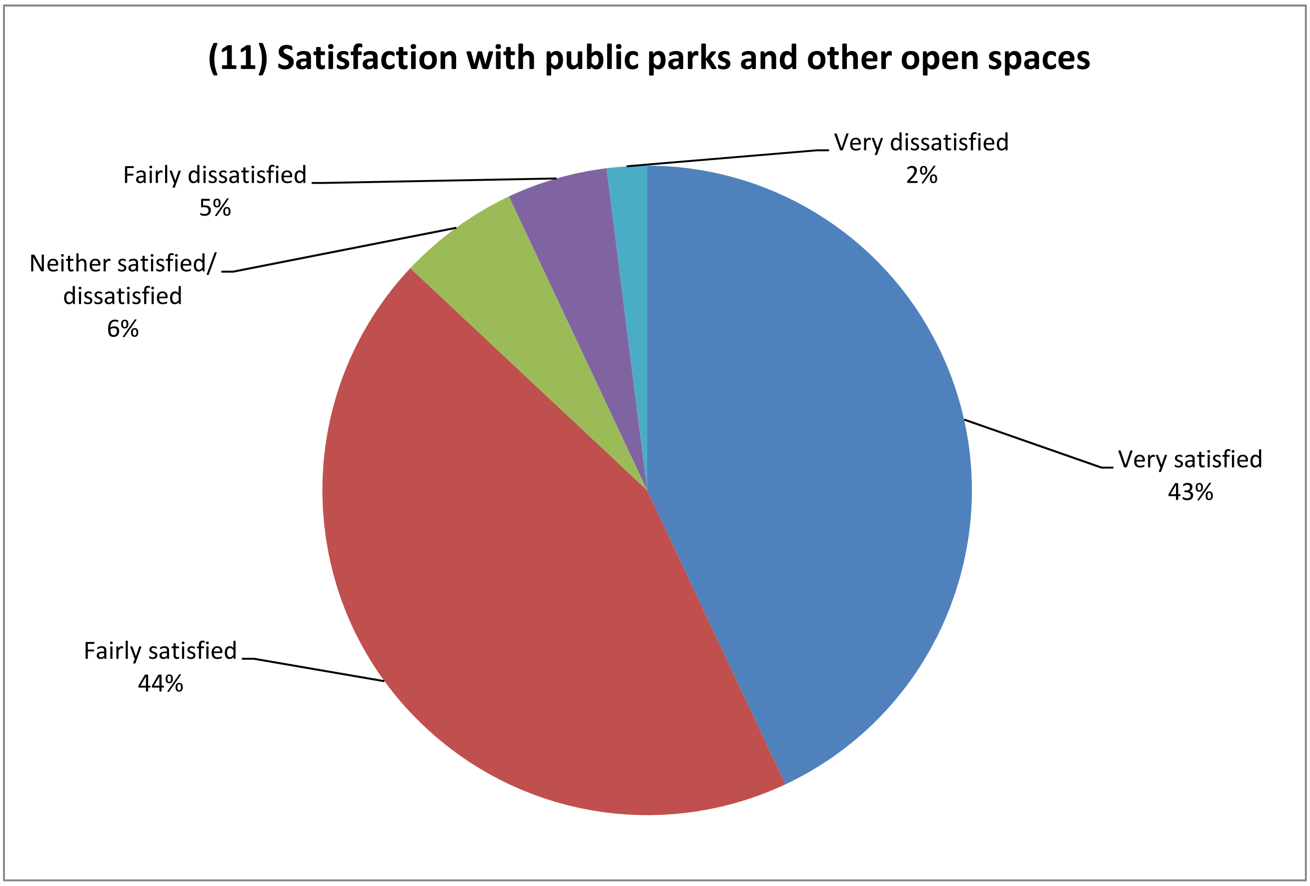


These figures result in a net satisfaction rate of 86% - the highest yet recorded (77% in 2016 and 2015; 84% in both 2014 and 2013; 81% in 2012). Respondents with school age children returned a net satisfaction rate of 91%.

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

Of the entire sample 77% (732 people) answered this part of the question and gave their views on this service as follows:

- 43% are “very satisfied”
- 44% are “fairly satisfied”
- 6% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 2% are “very dissatisfied”

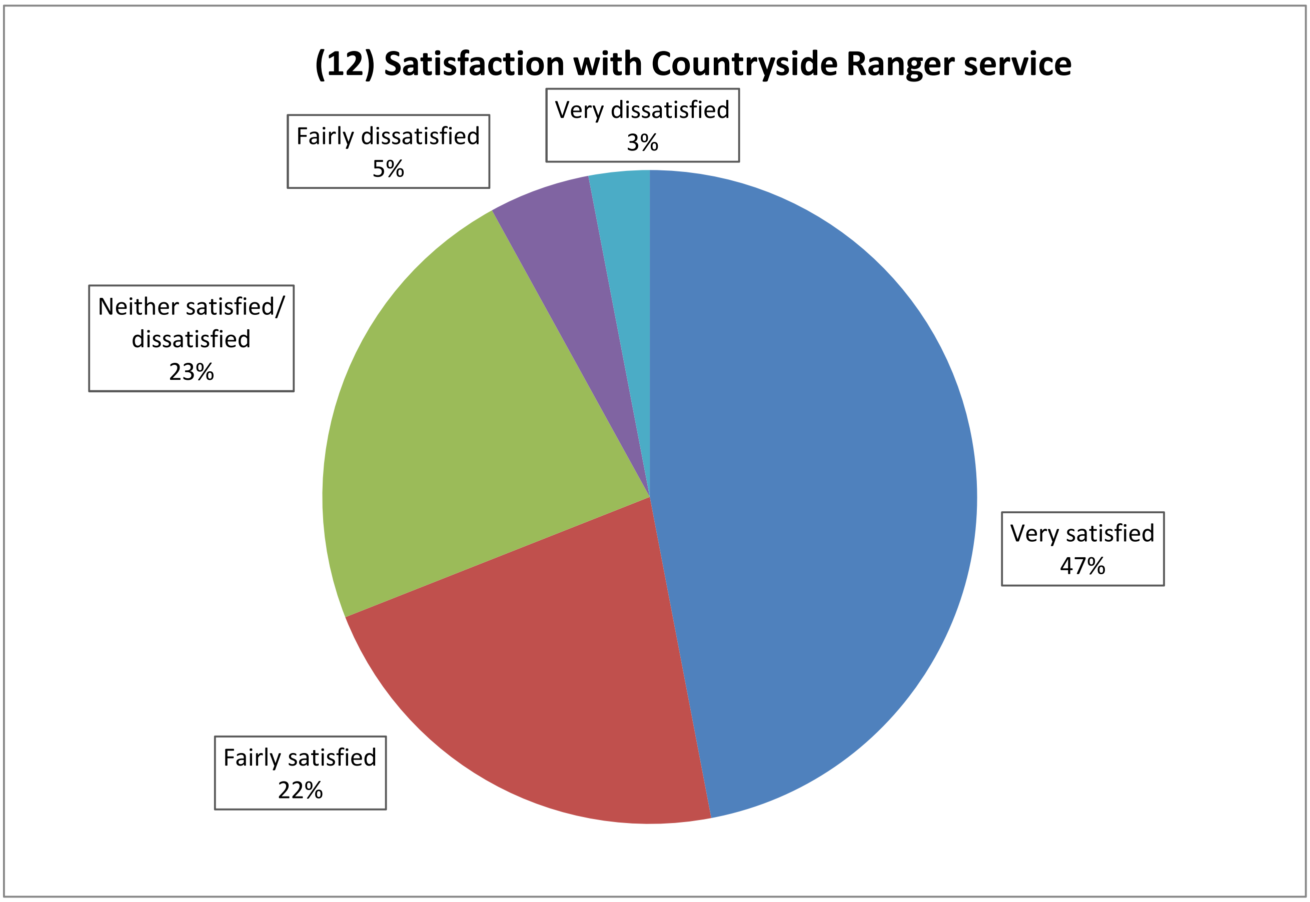


These figures supply a net satisfaction rate of 80% equalling the previous record recorded in 2014 (77% in 2016; 78% in 2015; 80% in 2014; 76% in 2013). Even higher net satisfaction rates are found among people who: have lived in the Highlands for fewer than 10 years (91%); are resident in urban wards (86%); are retired (86%).

Appendix 1: (12) Countryside Ranger service

Of the entire sample 28% (268 people) answered this part of the question and gave their views on this service as follows:

- 47% are "very satisfied"
- 22% are "fairly satisfied"
- 23% are "neither satisfied/dissatisfied"
- 5% are "fairly dissatisfied"
- 3% are "very dissatisfied"

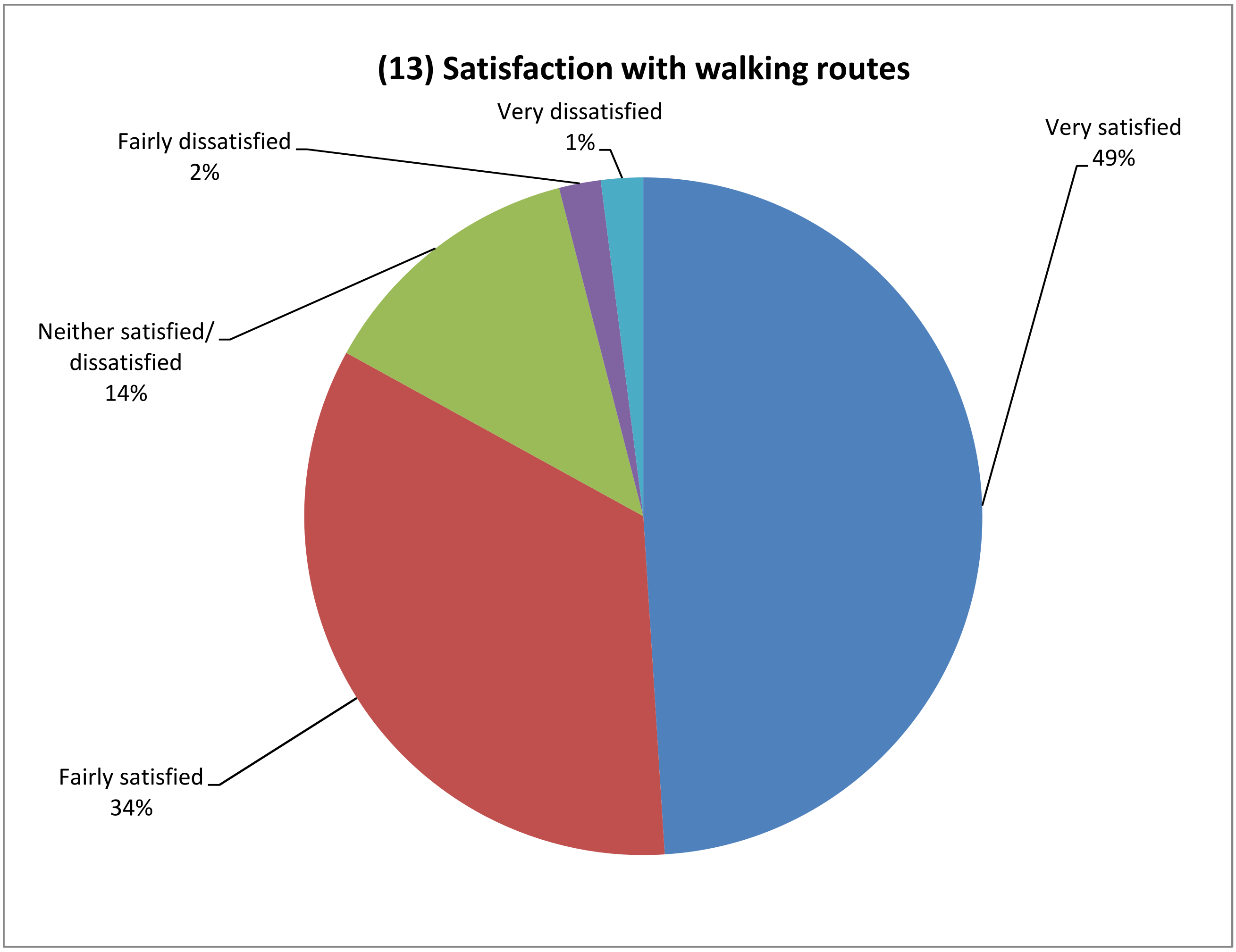


These figures give a net satisfaction rate of 61% (64% in 2016; 72% in 2015; 69% in 2014 and 2013; 67% in 2012).

Appendix 1: (13) Walking routes

Of the entire sample 43% (415 people) answered this part of the question and gave their views on this service as follows:

- 49% are “very satisfied”
- 34% are “fairly satisfied”
- 14% are “neither satisfied/dissatisfied”
- 2% are “fairly dissatisfied”
- 1% are “very dissatisfied”

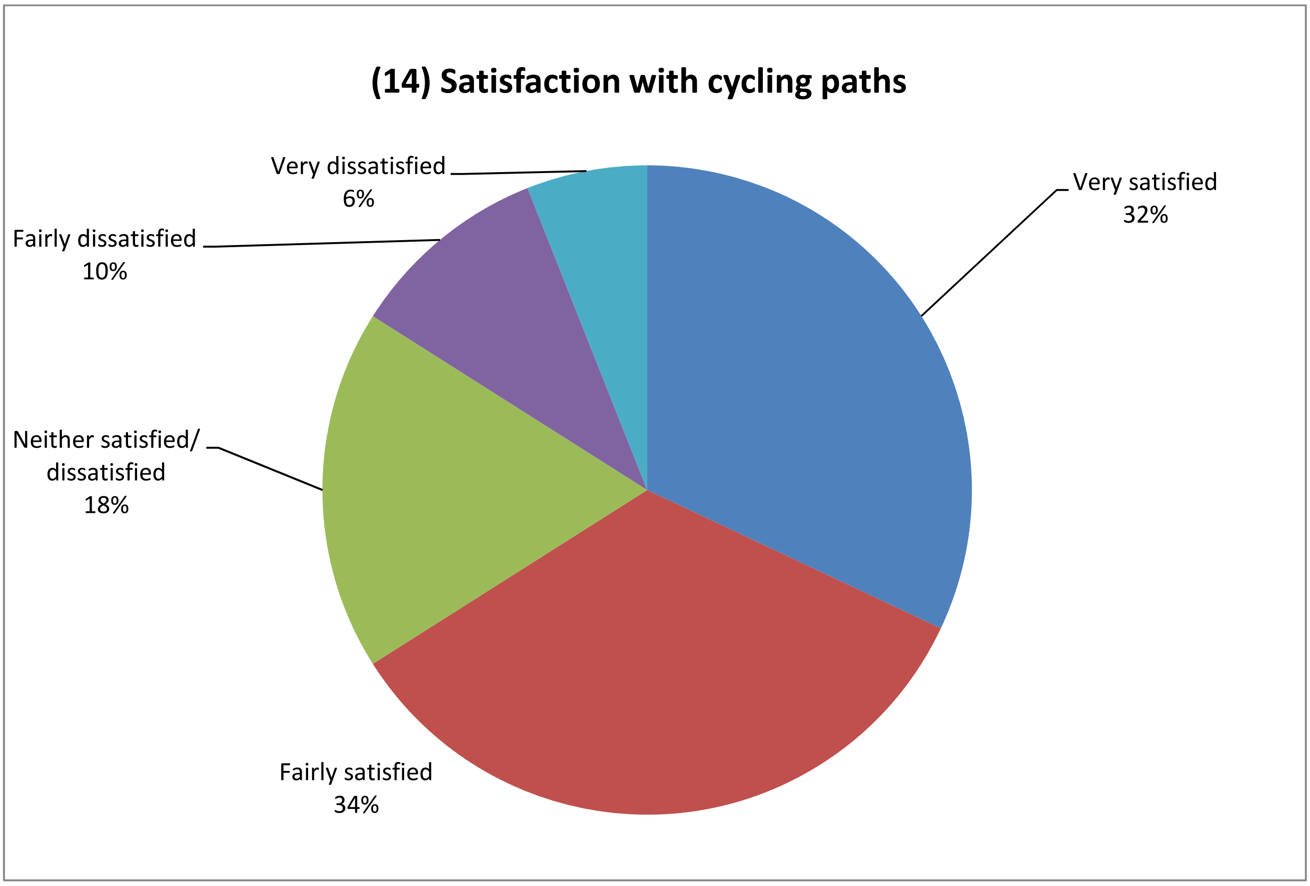


These figures supply a net satisfaction rate of 79% (also 79% in 2016; 83% in 2015; 84% in 2014 and 2013; 80% in 2012).

Appendix 1: (14) Cycling paths

Of the entire sample 36% (341 people) answered this part of the question and gave their views on this service as follows:

- 32% are “very satisfied”
- 34% are “fairly satisfied”
- 18% are “neither satisfied/dissatisfied”
- 10% are “fairly dissatisfied”
- 6% are “very dissatisfied”

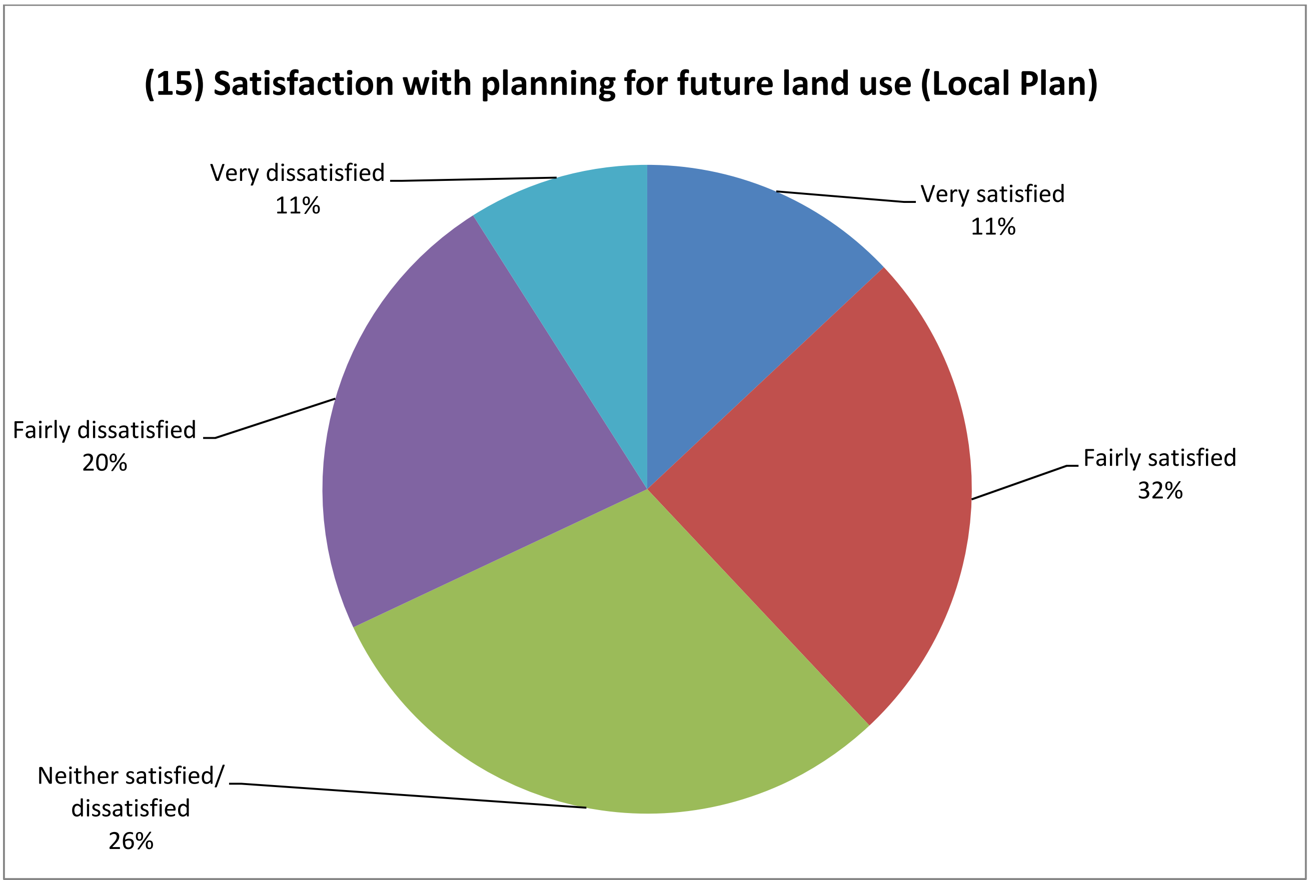


These figures results in a net satisfaction rate of 50% (56% in 2016; 47% in 2015; 45% in 2014; 44% in 2013;).

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

Of the entire sample 33% (312 people) answered this part of the question and gave their views on this service as follows:

- 11% are “very satisfied”
- 32% are “fairly satisfied”
- 26% are “neither satisfied/dissatisfied”
- 20% are “fairly dissatisfied”
- 11% are “very dissatisfied”

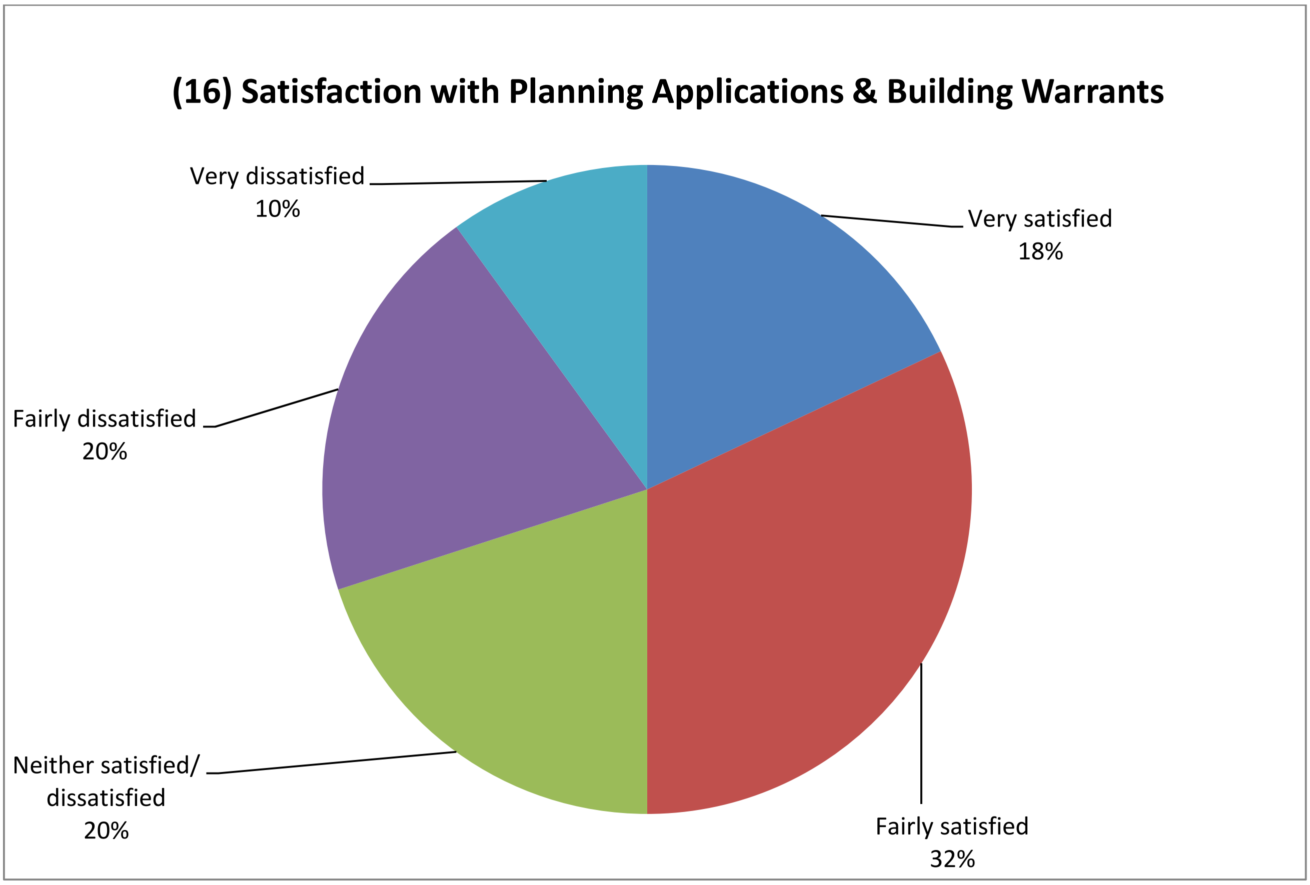


These figures give a net satisfaction rate of 12% (6% in 2016; 13% in 2015; 8% in 2014; 14% in 2013). Net satisfaction rates are higher among respondents from rural wards (15%) and mixed wards (14%) than they are from people living in urban wards (2%).

Appendix 1: (16) Planning Applications and Building Warrants

Of the entire sample 34% (325 people) answered this part of the question and gave their views on this service as follows:

- 18% are “very satisfied”
- 32% are “fairly satisfied”
- 20% are “neither satisfied/dissatisfied”
- 20% are “fairly dissatisfied”
- 10% are “very dissatisfied”

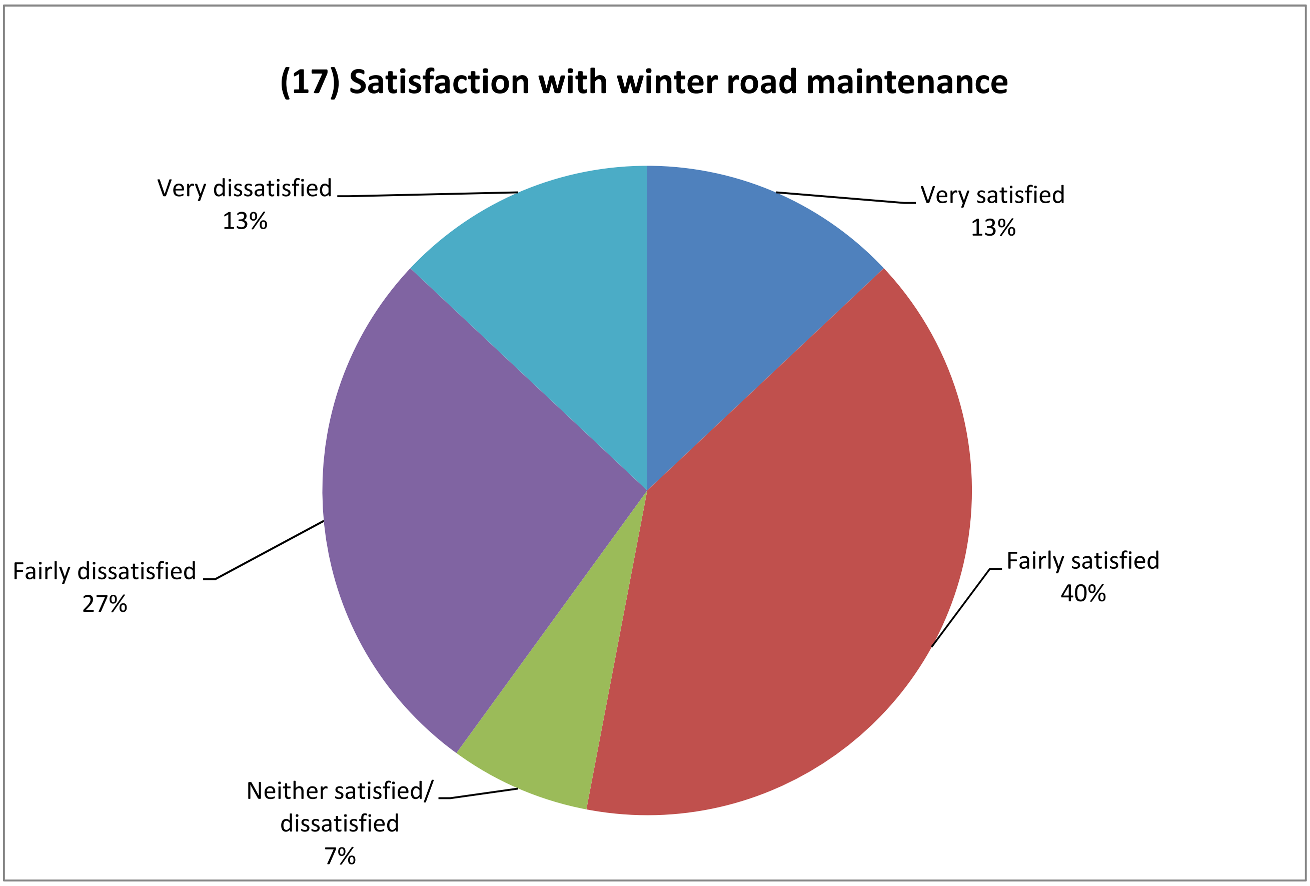


These figures supply a net satisfaction rate of 20% - marking a return to the sort of levels seen in 2013-15 (8% in 2016; 21% in 2015; 23% in 2014; 19% in 2013; -2% in 2012).

Appendix 1: (17) Winter road maintenance

Of the entire sample 94% (896 people) answered this part of the question. They expressed their opinions on winter road maintenance as follows:

- 13% are "very satisfied"
- 40% are "fairly satisfied"
- 7% are "neither satisfied/dissatisfied"
- 27% are "fairly dissatisfied"
- 13% are "very dissatisfied"



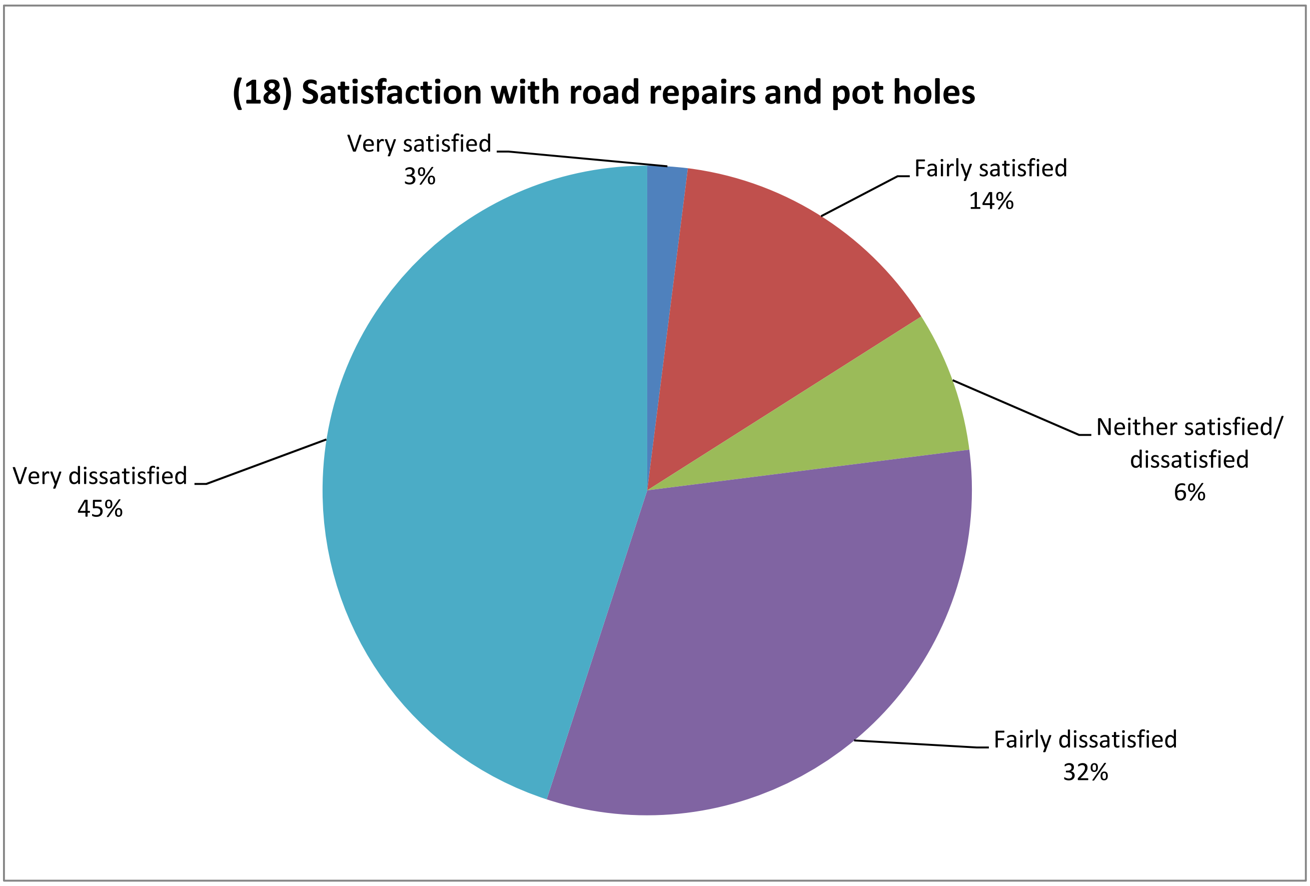
These figures mean that the net satisfaction rate stands at 13% - a notable improvement on the -5% of 2016 and the -8% of 2015 and marking a return to levels seen in 2014 (17%) and 2013 (14%).

People who are retired have a notably higher net satisfaction rate (25%) than those who are employed (8%).

Appendix 1: (18) Road repairs and pot holes

Of the entire sample 95% (908 people) answered this part of the question, giving the following range of views on road repairs and pot holes:

- 3% are "very satisfied"
- 14% are "fairly satisfied"
- 6% are "neither satisfied/dissatisfied"
- 32% are "fairly dissatisfied"
- 45% are "very dissatisfied"

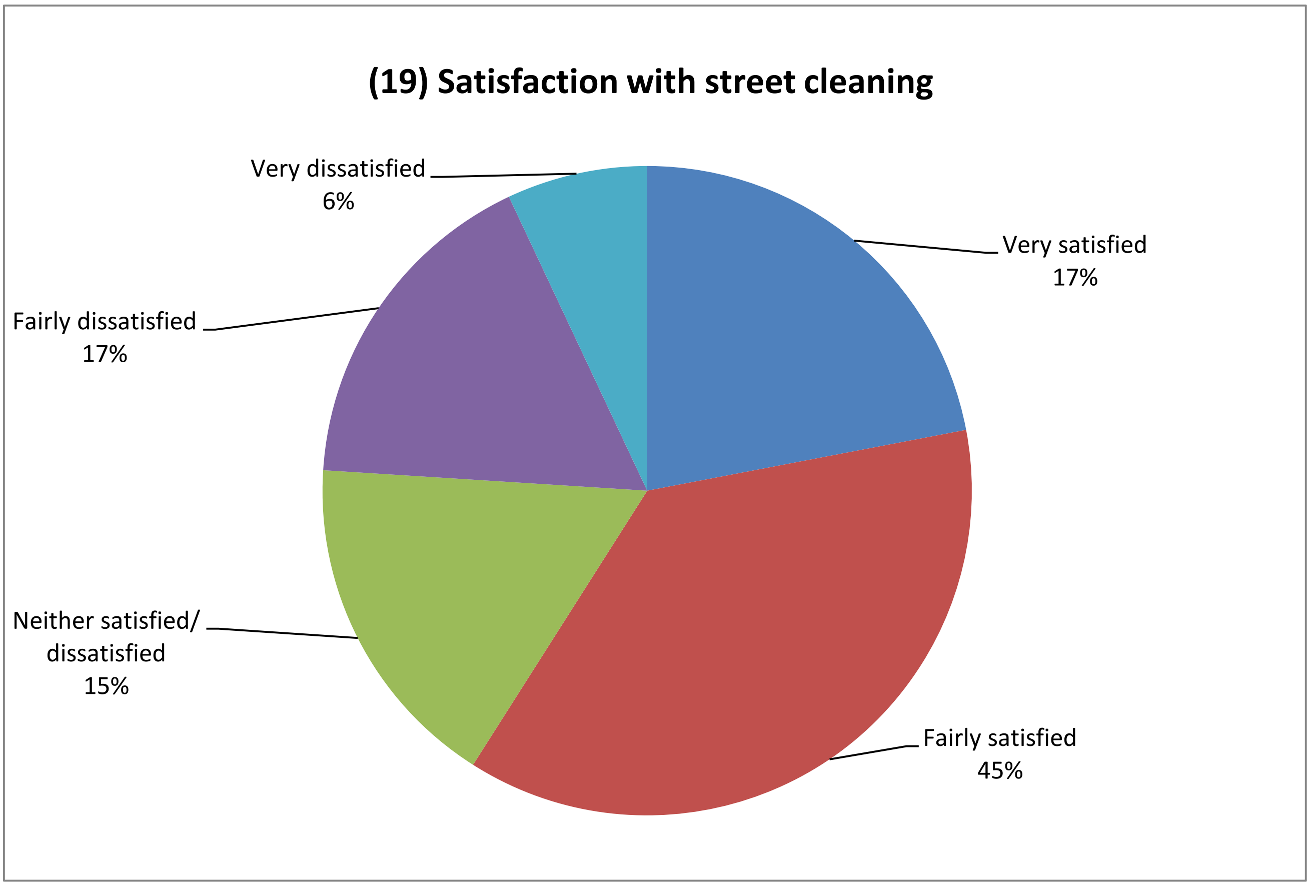


These figures result in a net satisfaction rate of -61% (-74% in 2016; -66% in 2015; -56% in 2014; -61% in 2013).

Appendix 1: (19) Street cleaning

Of the entire sample 89% (846 people) answered this part of the question and gave their views on this service as follows:

- 17% are “very satisfied”
- 45% are “fairly satisfied”
- 15% are “neither satisfied/dissatisfied”
- 17% are “fairly dissatisfied”
- 6% are “very dissatisfied”

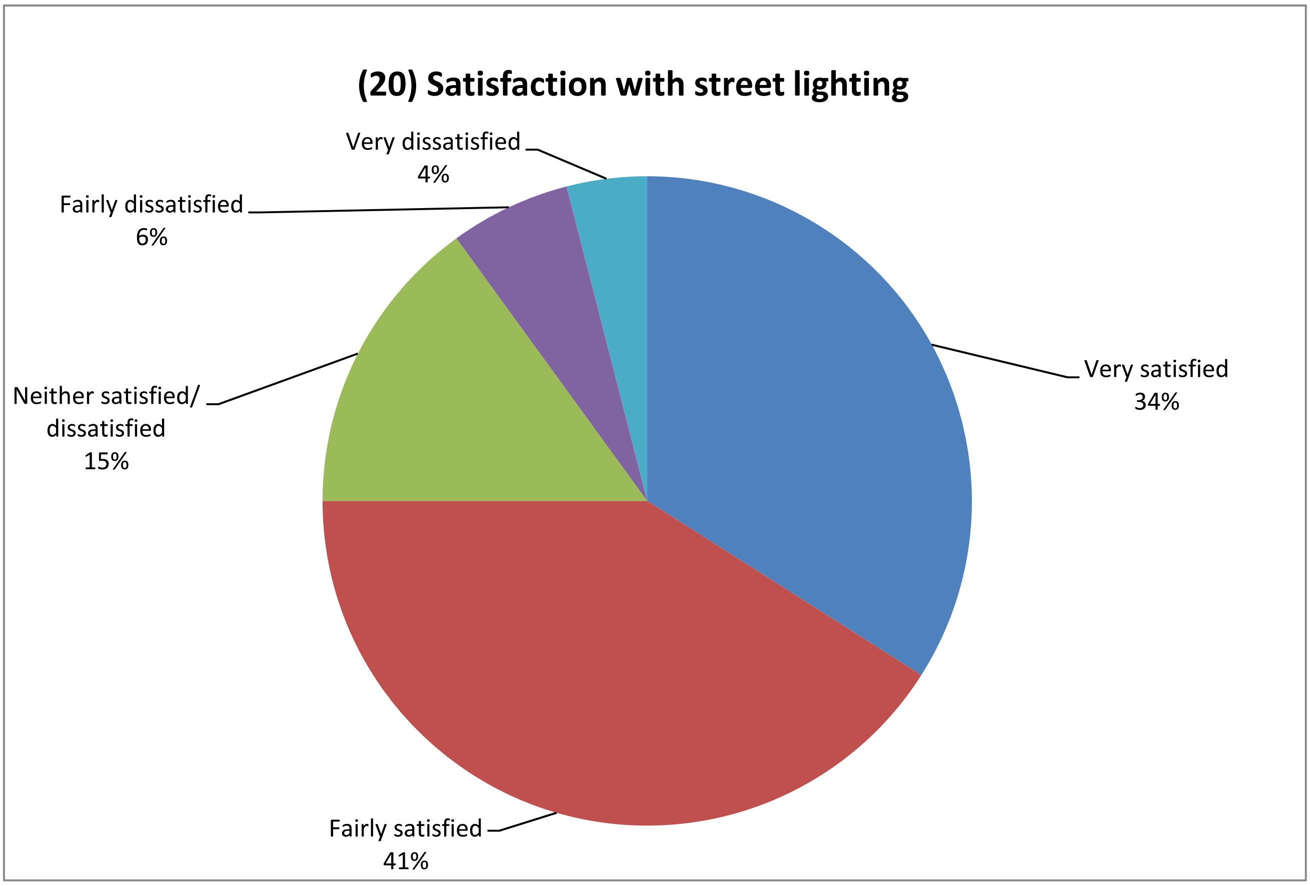


These figures give a net satisfaction rate of 38% (35% in 2016; 43% in 2015; 44% in 2014; 47% in 2013).

Appendix 1: (20) Street lighting

Of the entire sample 88% (836 people) answered this part of the question and gave their verdicts on street lighting as follows:

- 34% are “very satisfied”
- 41% are “fairly satisfied”
- 15% are “neither satisfied/dissatisfied”
- 6% are “fairly dissatisfied”
- 4% are “very dissatisfied”

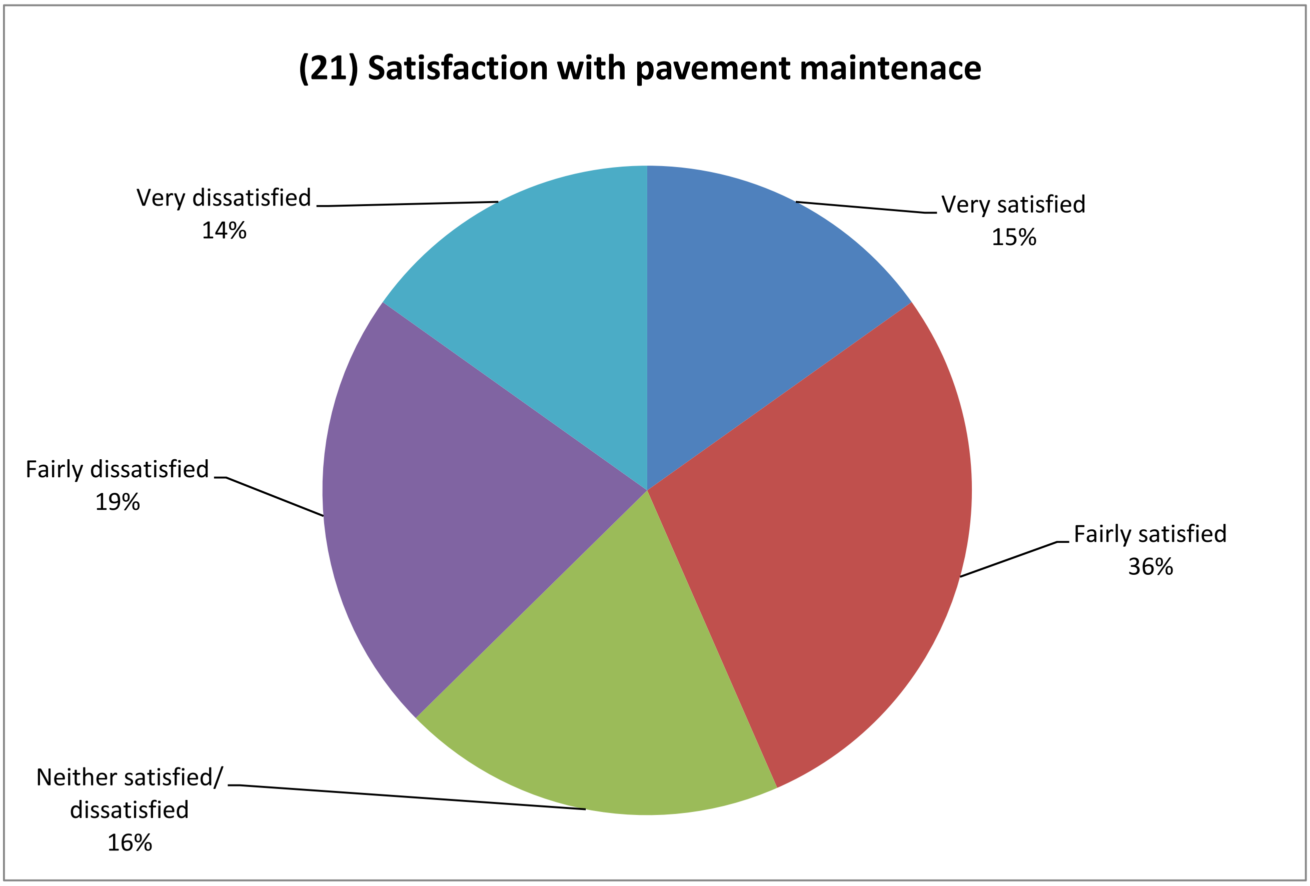


These figures give a net satisfaction rate of 65% (62% in 2016; 68% in 2015; 67% in 2014 and 2013).

Appendix 1: (21) Pavement maintenance

Of the entire sample 88% (841 people) answered this part of the question and they gave the following opinions on pavement maintenance:

- 15% are “very satisfied”
- 36% are “fairly satisfied”
- 16% are “neither satisfied/dissatisfied”
- 19% are “fairly dissatisfied”
- 14% are “very dissatisfied”



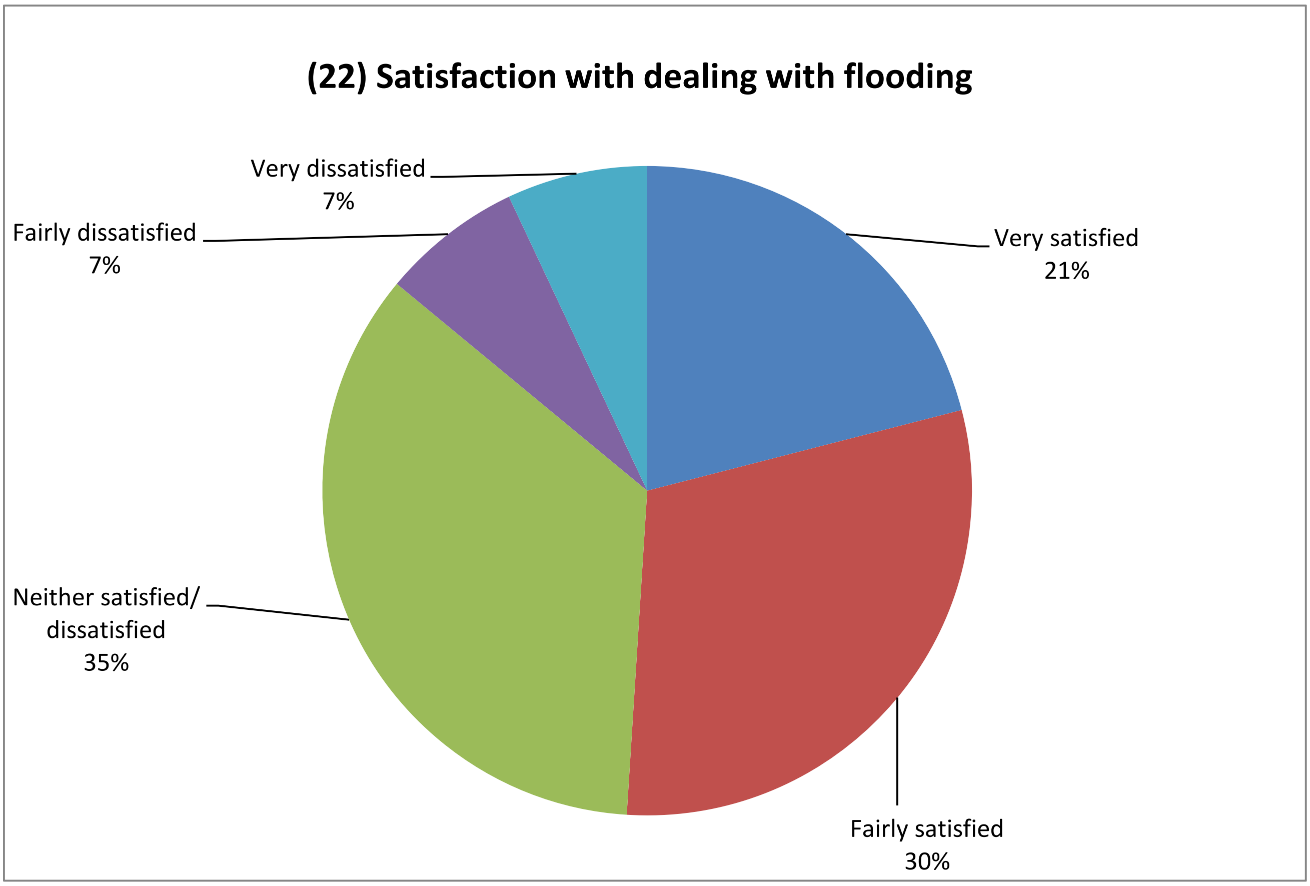
These figures give a net satisfaction rate of 18% which marks a return to the sort of levels seen in 2013-2014 (6% in 2016; 10% in 2015; 15% in 2014; 21% in 2013).

Note: people who are disabled returned a negative net satisfaction rate (-3%).

Appendix 1: (22) Dealing with flooding

Of the entire sample 56% (534 people) answered this part of the question and expressed their opinions on 'dealing with flooding' as follows:

- 21% are "very satisfied"
- 30% are "fairly satisfied"
- 35% are "neither satisfied/dissatisfied"
- 7% are "fairly dissatisfied"
- 7% are "very dissatisfied"

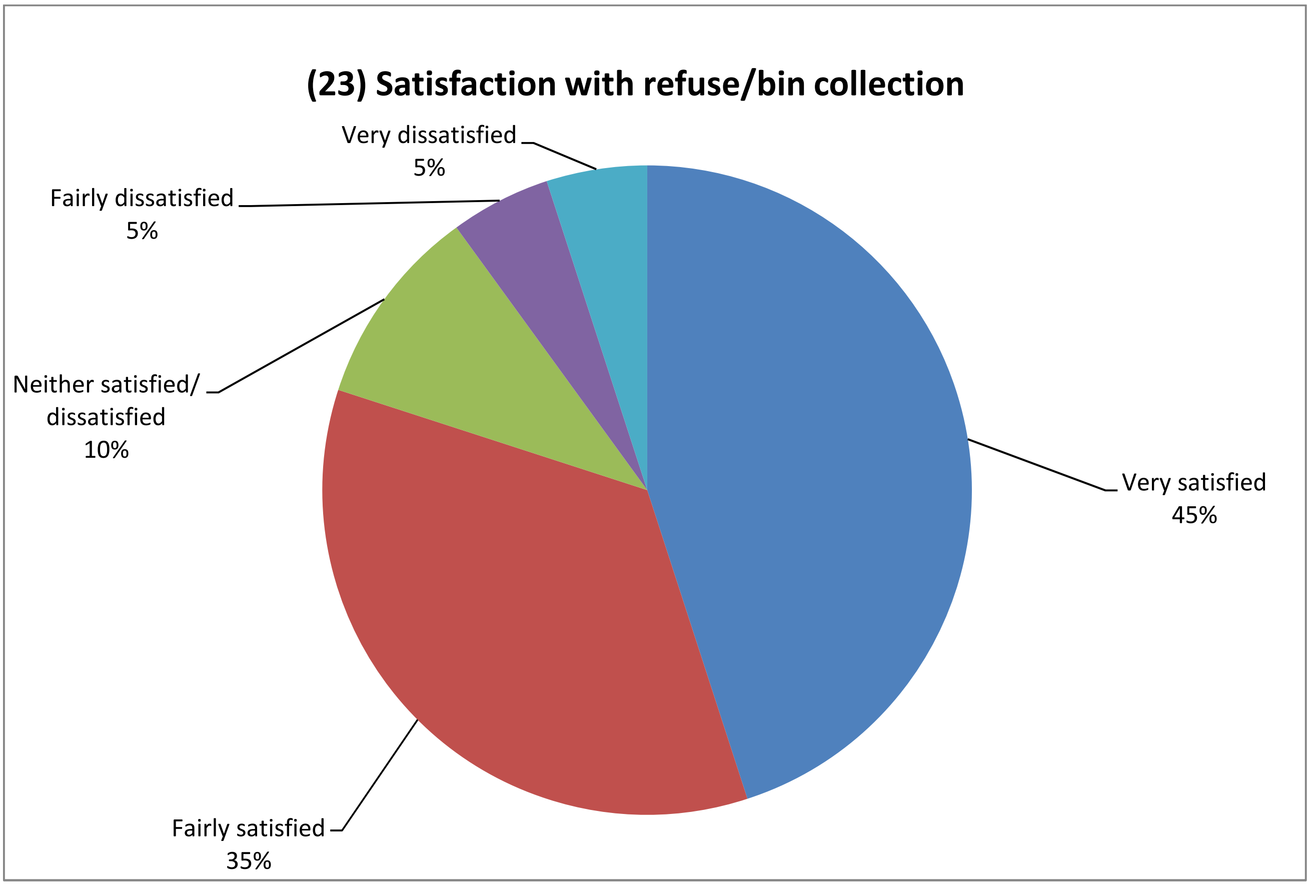


These figures result in a net satisfaction rate of 37% which is a record high (33% in 2016; 30% in 2015; 34% in 2014; 27% in 2013; 18% in 2012; 28% in 2011; 21% in 2010).

Appendix 1: (23) Refuse/bin collection

Of the entire sample 97% (922 people) answered this part of the question and gave their views as follows on refuse/bin collection:

- 45% are “very satisfied”
- 35% are “fairly satisfied”
- 10% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 5% are “very dissatisfied”

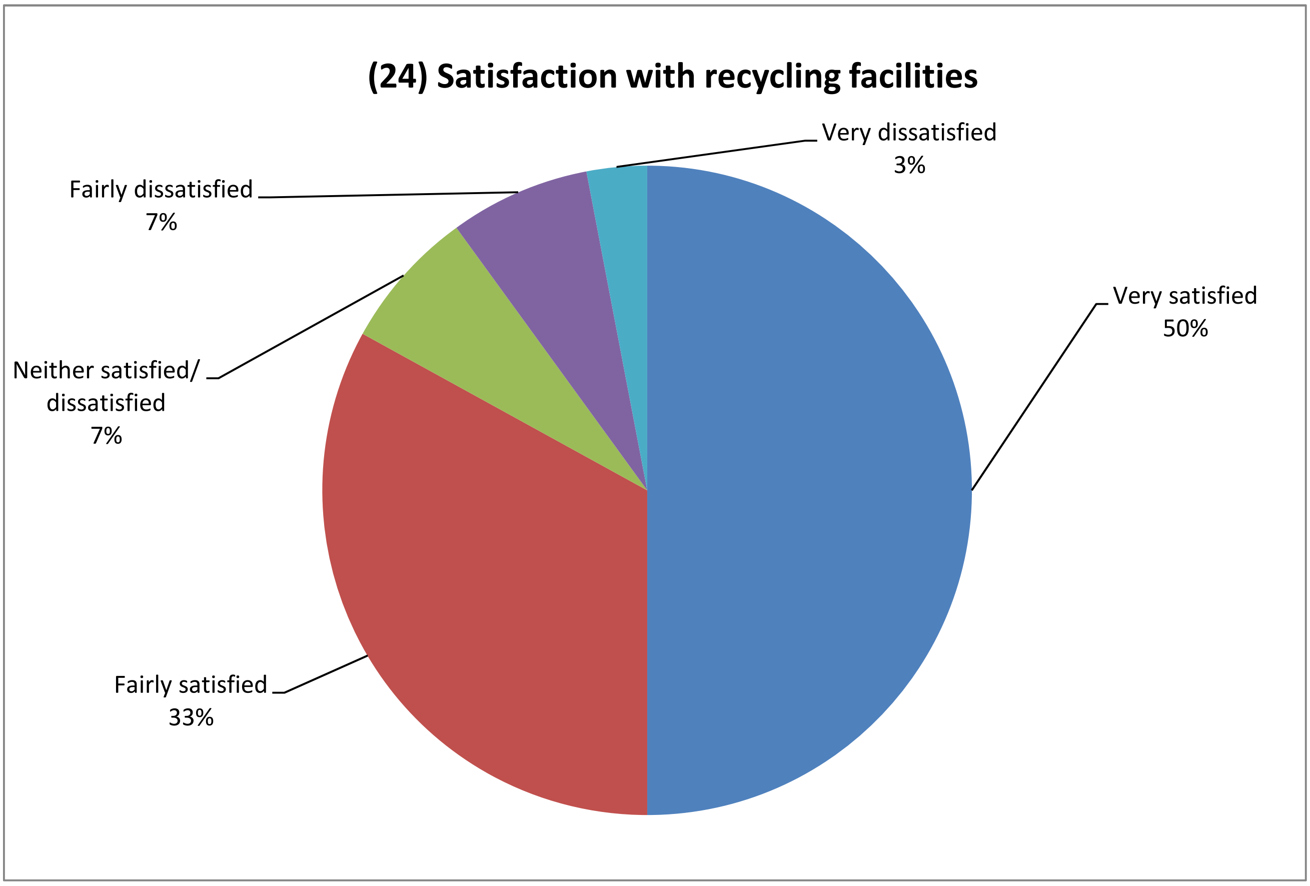


These figures result in a net satisfaction rate of 70% - which, while still a very high rate does represent a dip from the high level recorded in recent years (79% in 2016; 78% in 2015; 75% in 2014; 78% in 2013; 72% in 2012).

Appendix 1: (24) Recycling facilities

Of the entire sample 95% (905 people) answered this part of the question and gave their views on this service as follows:

- 50% are “very satisfied”
- 33% are “fairly satisfied”
- 7% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 3% are “very dissatisfied”

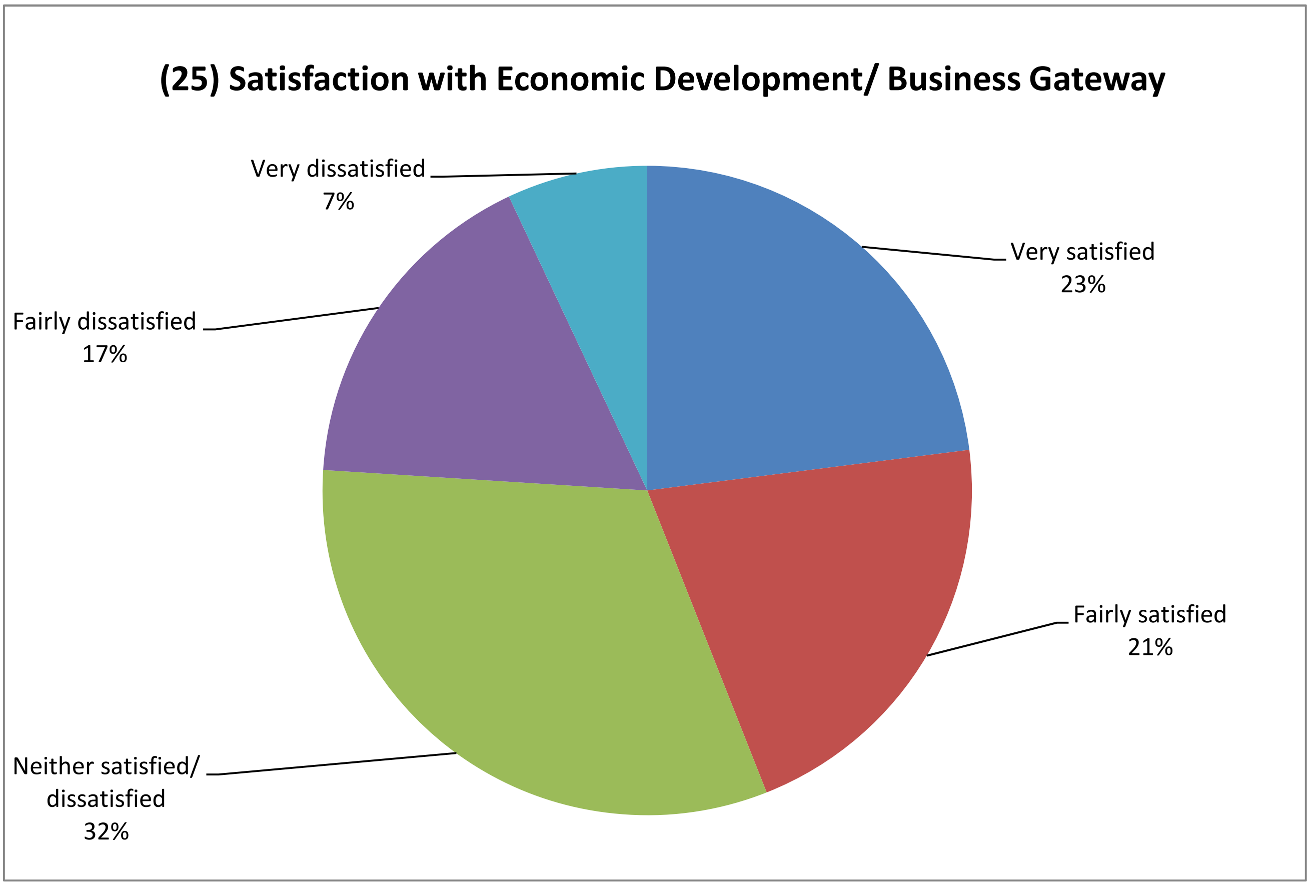


These figures result in a net satisfaction rate of 73% (75% in 2016; 76% in 2015 and 2014; 75% in 2013; 72% in 2012). The highest net satisfaction rate is supplied by respondents who are retired (83%).

Appendix 1: (25) Economic Development/ Business Gateway

Of the entire sample 12% (110 people) answered this part of the question and gave their views on this service as follows:

- 23% are "very satisfied"
- 21% are "fairly satisfied"
- 32% are "neither satisfied/dissatisfied"
- 17% are "fairly dissatisfied"
- 7% are "very dissatisfied"

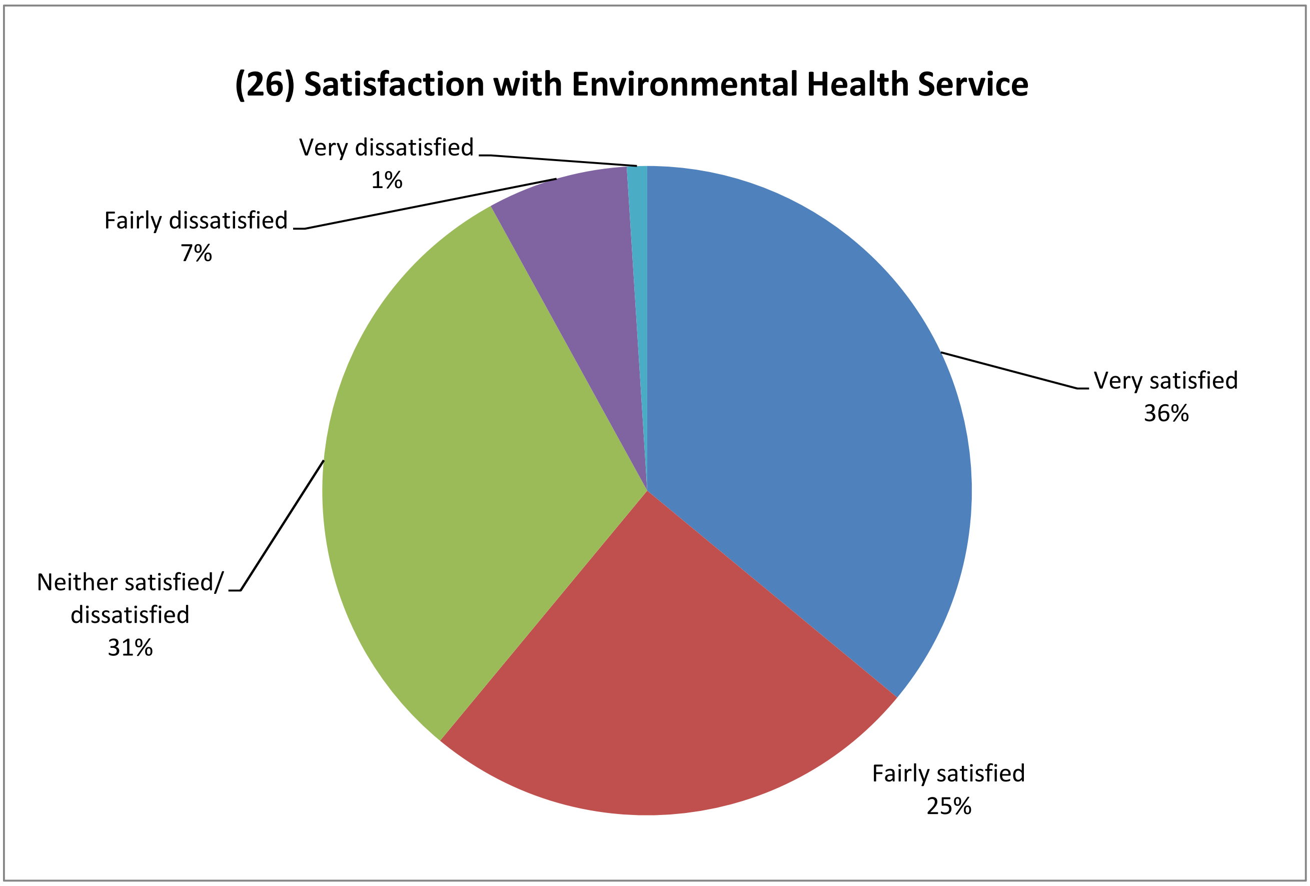


These figures leave a net satisfaction rate of 20% down on the 33% recorded in 2016 (29% in 2015; 30% in 2014; 31% in 2013; 35% in 2012).

Appendix 1: (26) Environmental Health Service

Of the entire sample 15% (142 people) answered this part of the question and gave their views on this service as follows:

- 36% are “very satisfied”
- 25% are “fairly satisfied”
- 31% are “neither satisfied/dissatisfied”
- 7% are “fairly dissatisfied”
- 1% are “very dissatisfied”

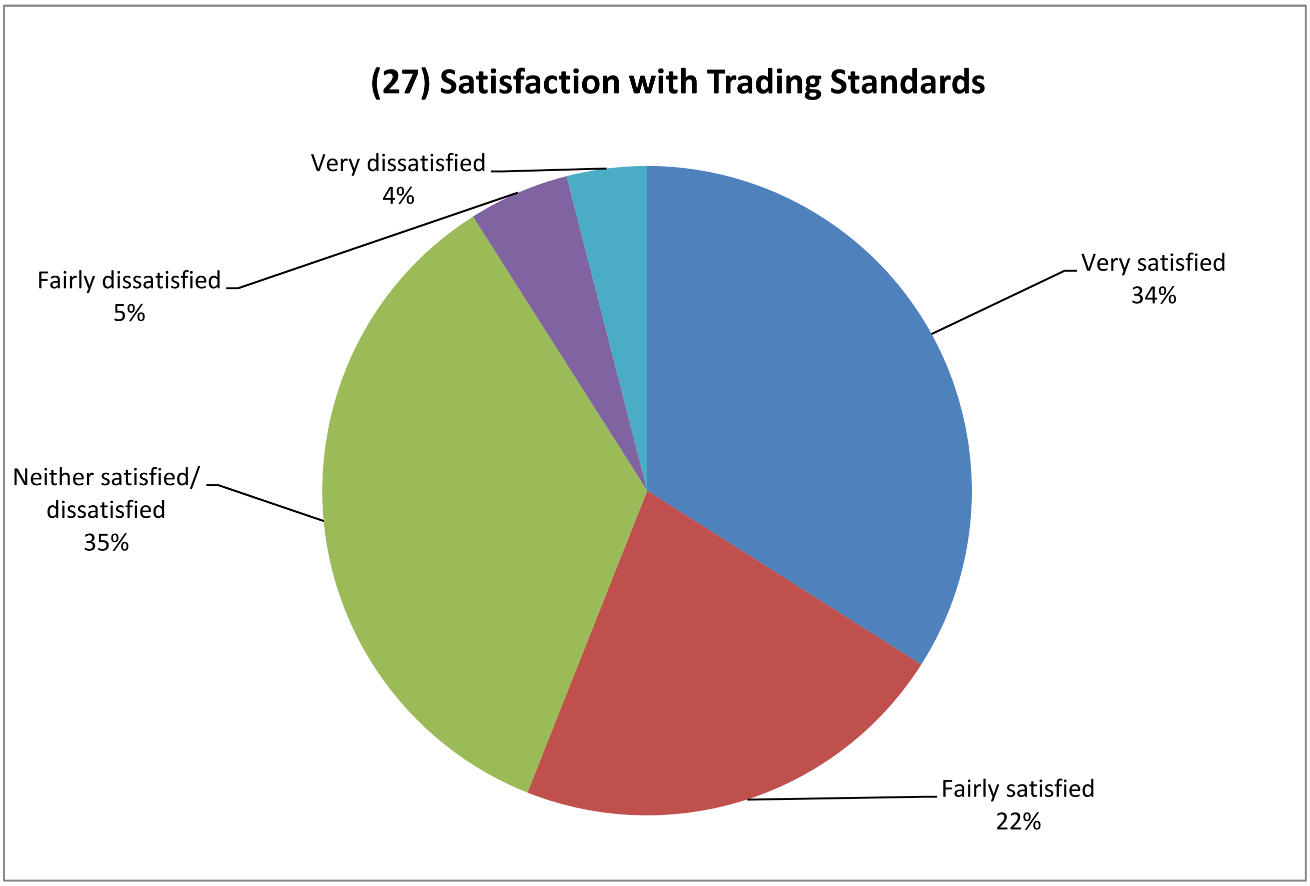


These figures give a net satisfaction rate of 53% (also 53% in 2016; 50% in 2015; 52% in 2014; 54% in 2013; 55% in 2012).

Appendix 1: (27) Trading Standards

Of the entire sample 14% (130 people) answered this part of the question and gave their views on this service as follows:

- 34% are “very satisfied”
- 22% are “fairly satisfied”
- 35% are “neither satisfied/dissatisfied”
- 5% are “fairly dissatisfied”
- 4% are “very dissatisfied”

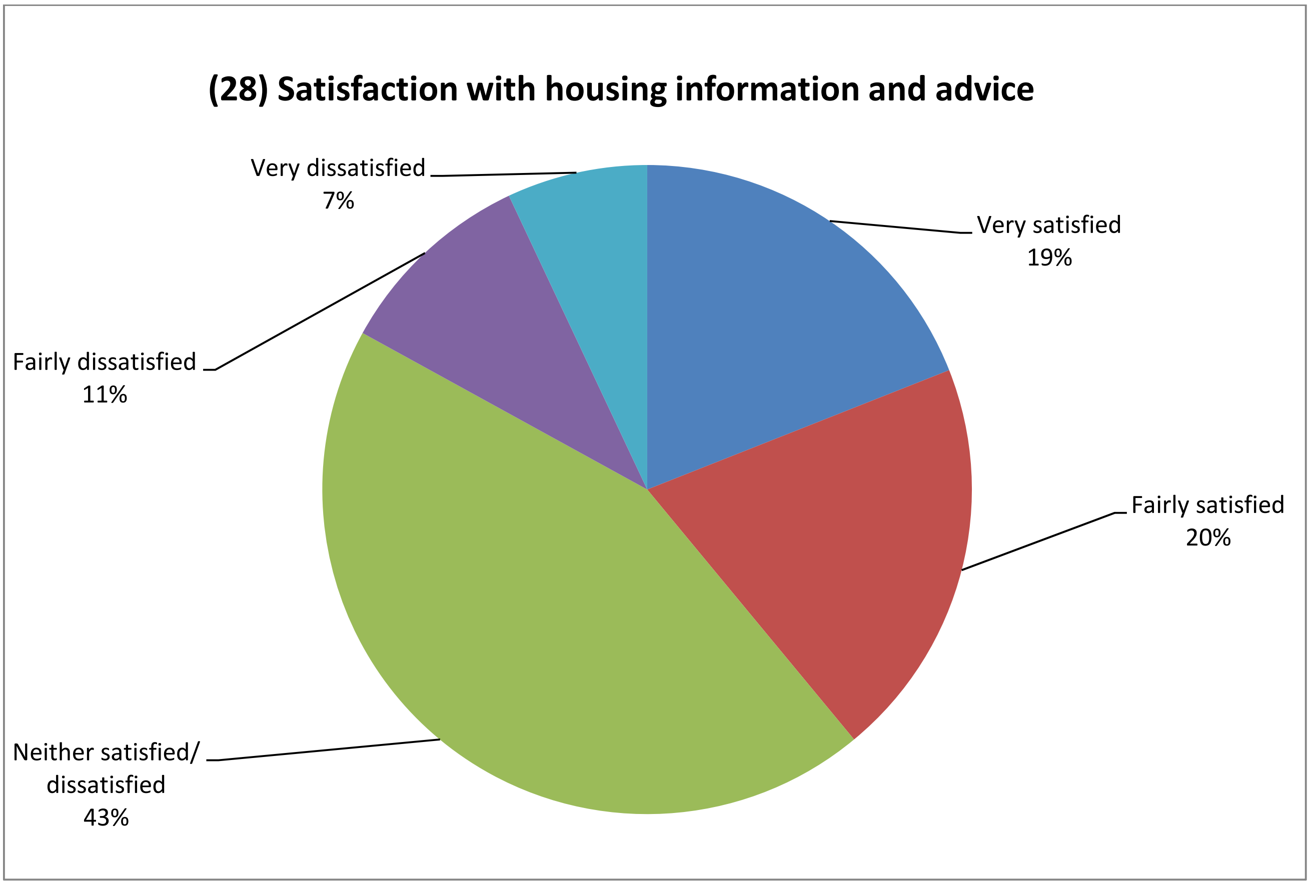


These figures give a net satisfaction rate of 47% (48% in 2016; 32% in 2015; 38% in 2014; 46% in 2013).

Appendix 1: (28) Housing information and advice

Of the entire sample 13% (128 people) answered this part of the question and gave their views on this service as follows:

- 19% are “very satisfied”
- 20% are “fairly satisfied”
- 43% are “neither satisfied/dissatisfied”
- 11% are “fairly dissatisfied”
- 7% are “very dissatisfied”

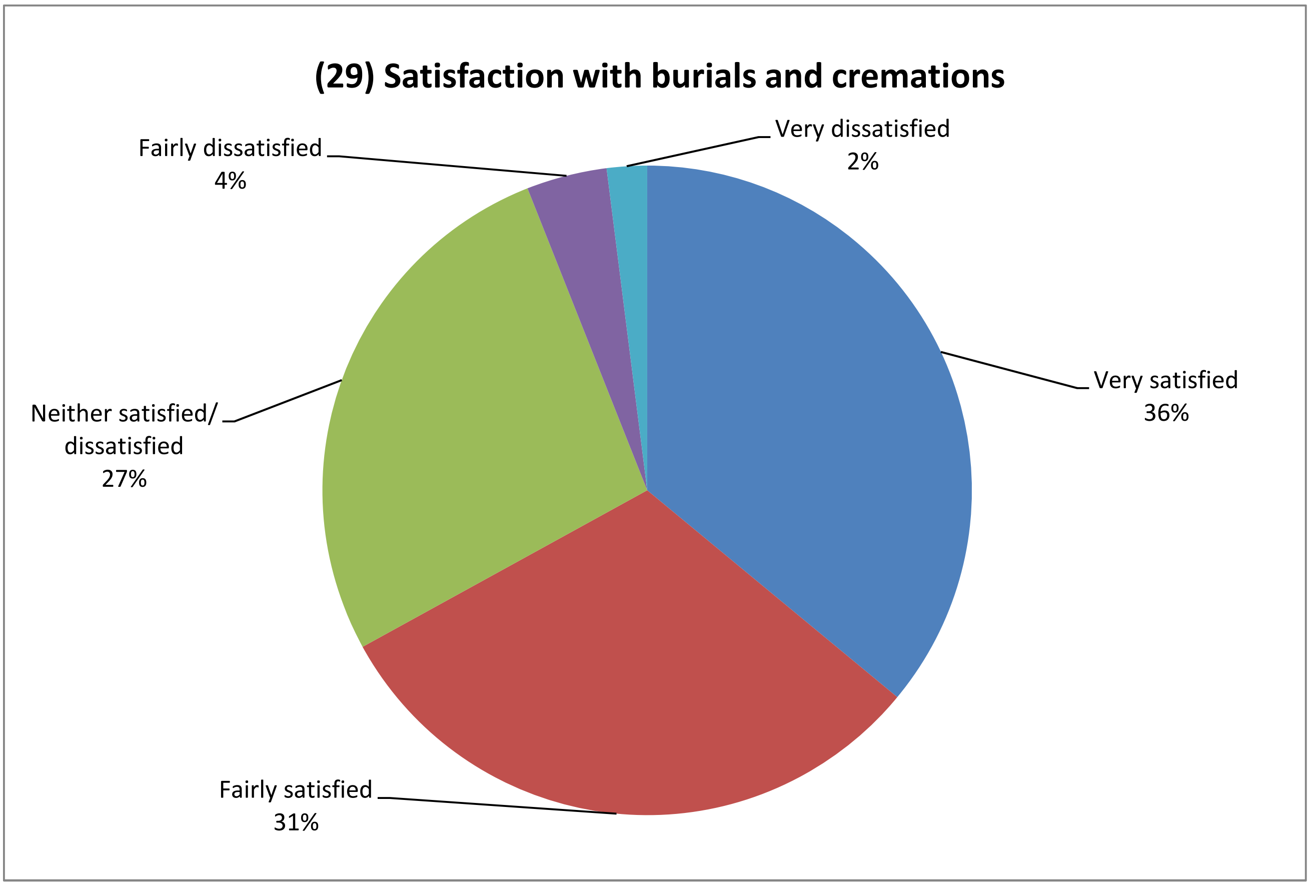


These figures result in a net satisfaction rate of 22% which is much lower than the 44% recorded in 2016 (17%) and marks a return to the levels recorded in 2015 (17%). In 2014 the rate stood at 40% and in 2013 it was 43%. Note though, that the number of respondents answering this part of the question is comparatively small (128 in 2017).

Appendix 1: (29) Burials and cremations

Of the entire sample 21% (199 people) answered this part of the question and gave their views on this service as follows:

- 36% are "very satisfied"
- 31% are "fairly satisfied"
- 27% are "neither satisfied/dissatisfied"
- 4% are "fairly dissatisfied"
- 2% are "very dissatisfied"



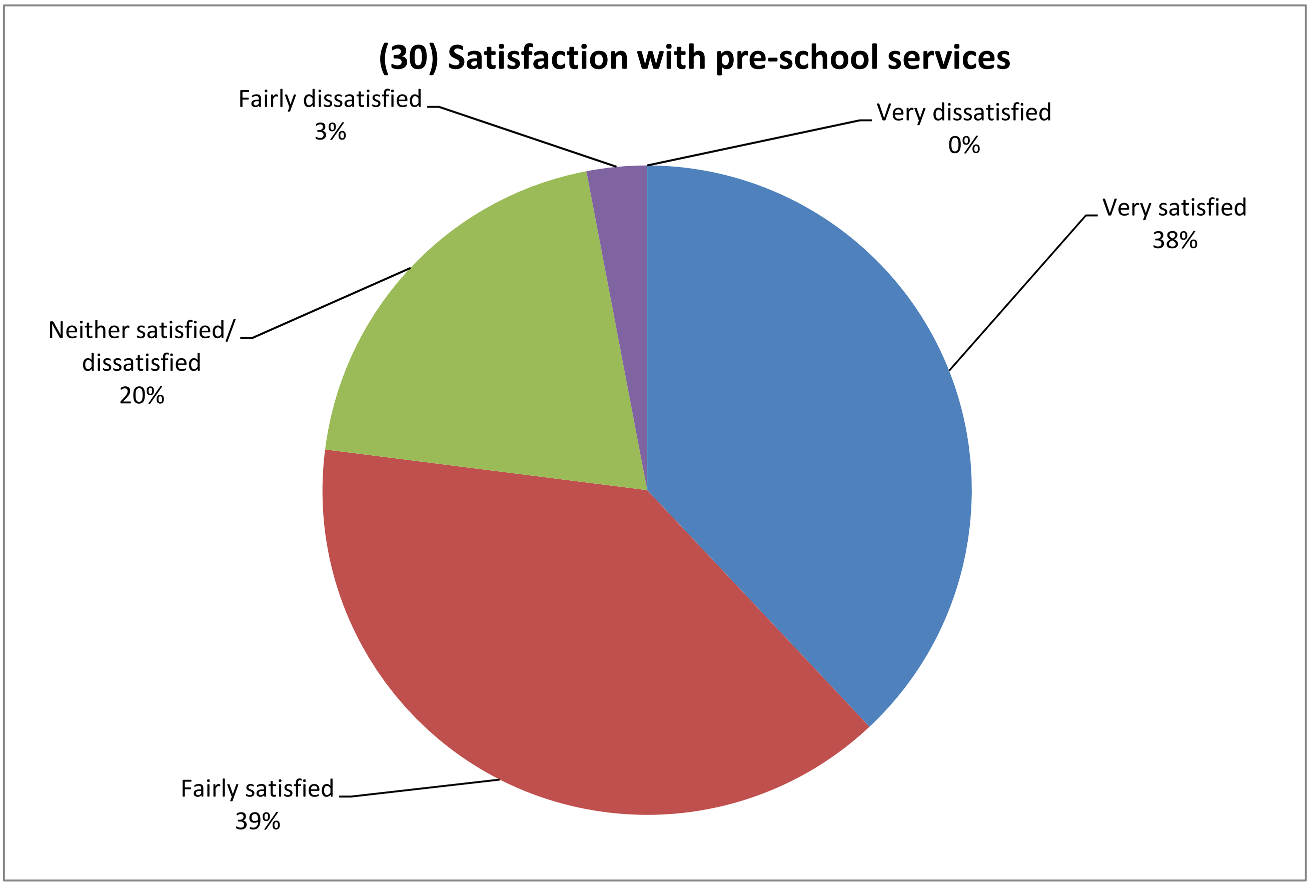
These figures result in a net satisfaction rate of 61% which is down on last year (68% in 2016; 66% in 2015; 63% in 2014; 61% in 2013; 68% in 2012 and 2011).

The highest net satisfaction rating is supplied by people who are retired (77%).

Appendix 1: (30) Pre-school services

Of the entire sample 15% (143 people) answered this part of the question and gave their views on this service as follows:

- 38% are “very satisfied”
- 39% are “fairly satisfied”
- 20% are “neither satisfied/dissatisfied”
- 3% are “fairly dissatisfied”
- 0% are “very dissatisfied”



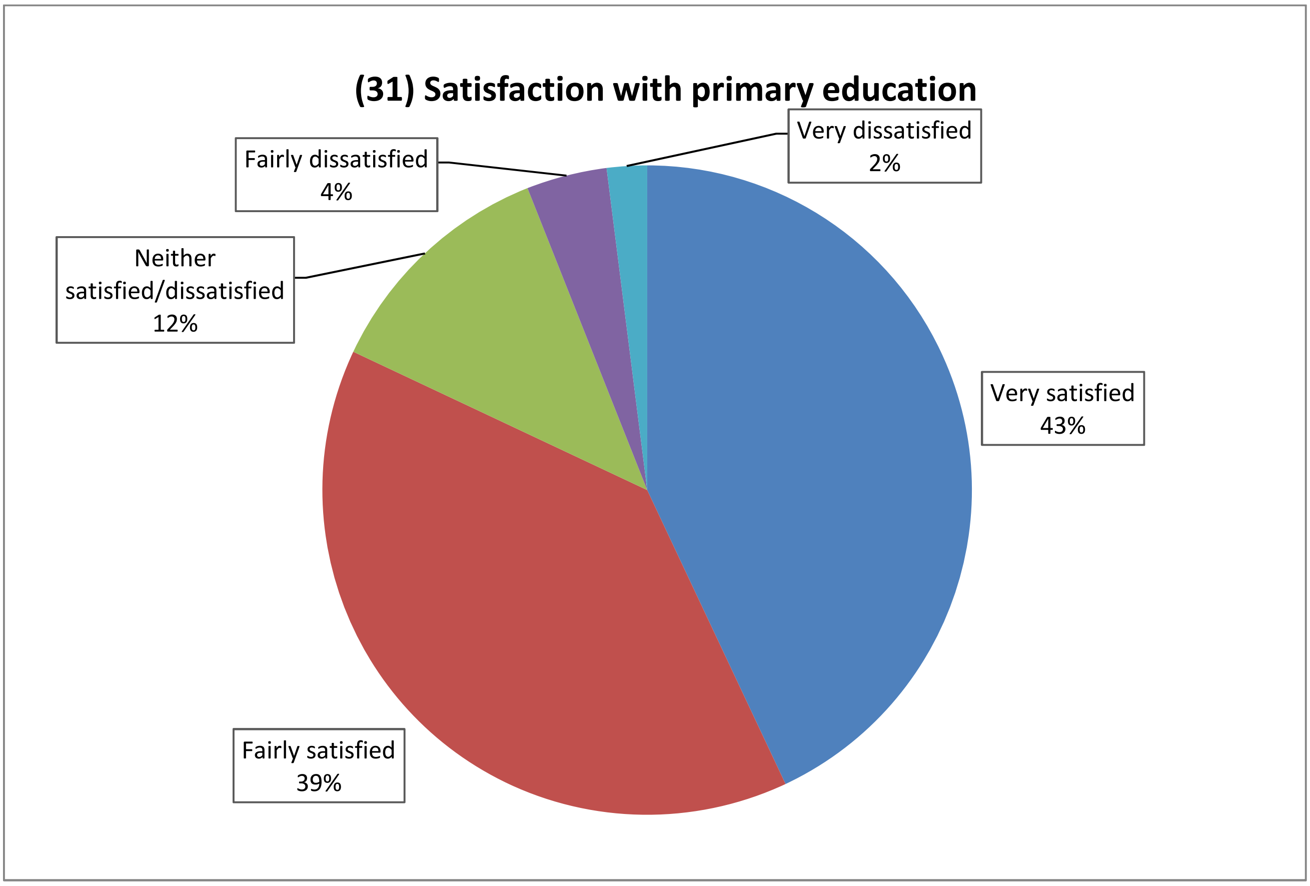
These figures result in a net satisfaction rate of 74% (76% in 2016; 52% in 2015; 54% in 2014; 58% in 2013; 62% in 2012). Unusually, no-one pronounced themselves “very dissatisfied” with this service.

Those respondents who have school aged children give a net satisfaction rating of 79%.

Appendix 1: (31) Primary education

Of the entire sample 21% (199 people) answered this part of the question and gave their views on this service as follows:

- 43% are “very satisfied”
- 39% are “fairly satisfied”
- 12% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 2% are “very dissatisfied”



These figures result in a net satisfaction rate of 75% (77% in 2016; 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:

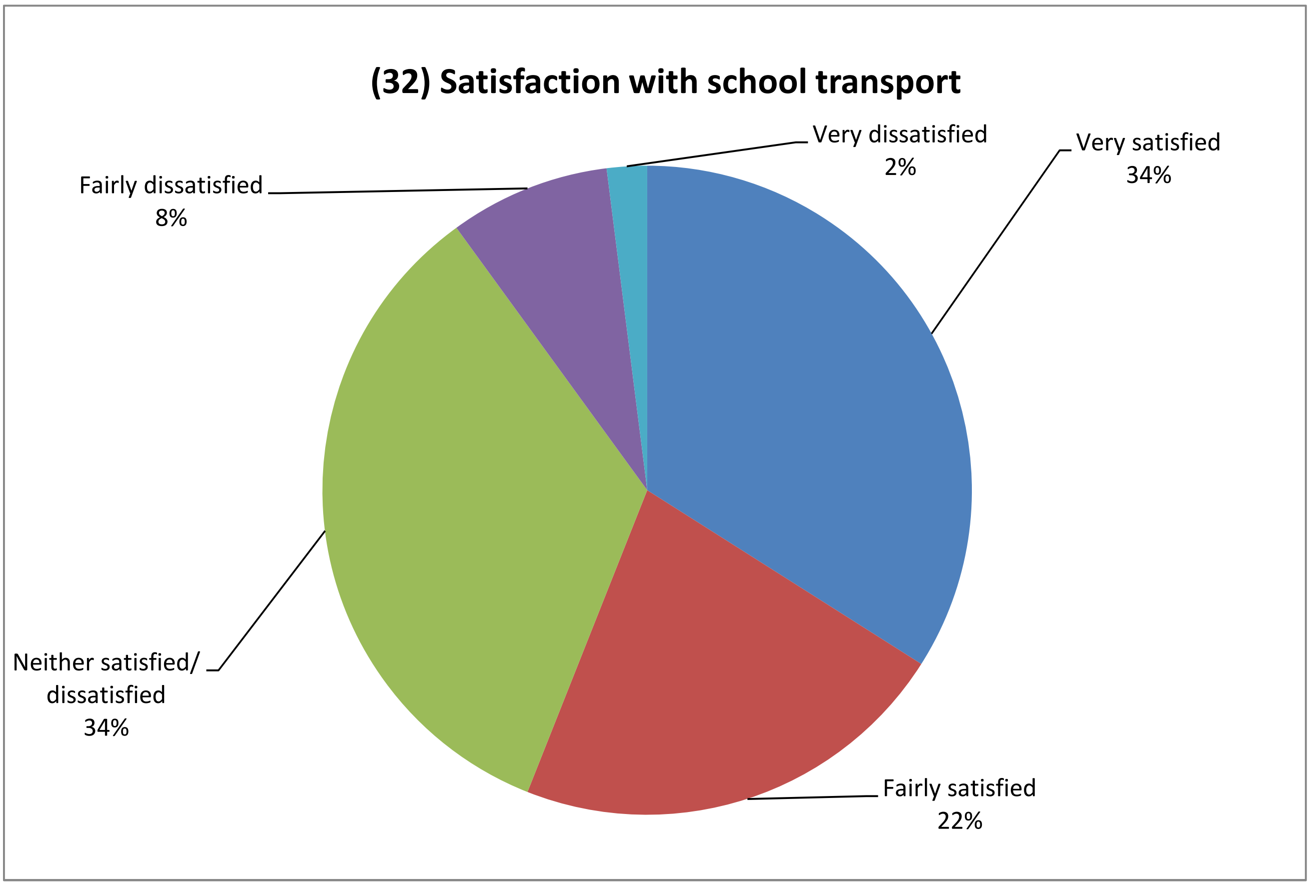
- 55% are “very satisfied” (60% in 2016; 49% in 2015)
- 32% are “fairly satisfied” (24% in 2016; 36% in 2015)
- 6% are “neither satisfied/dissatisfied” (8% in 2016; 10% in 2015)
- 5% are “fairly dissatisfied” (8% in 2016; 2% in 2015)
- 1% are “very dissatisfied” (0% in 2016; 3% in 2015)

The figures above produce a net satisfaction rate of 81% (76% in 2016; 80% in 2015)

Appendix 1: (32) School transport

Of the entire sample 15% (147 people) answered this part of the question and gave their views on this service as follows:

- 34% are "very satisfied"
- 22% are "fairly satisfied"
- 34% are "neither satisfied/dissatisfied"
- 8% are "fairly dissatisfied"
- 2% are "very dissatisfied"



These figures result in a net satisfaction rate of 46% down on the 69% recorded in 2016 (53% in 2015; 54% in 2014; 41% in 2013).

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

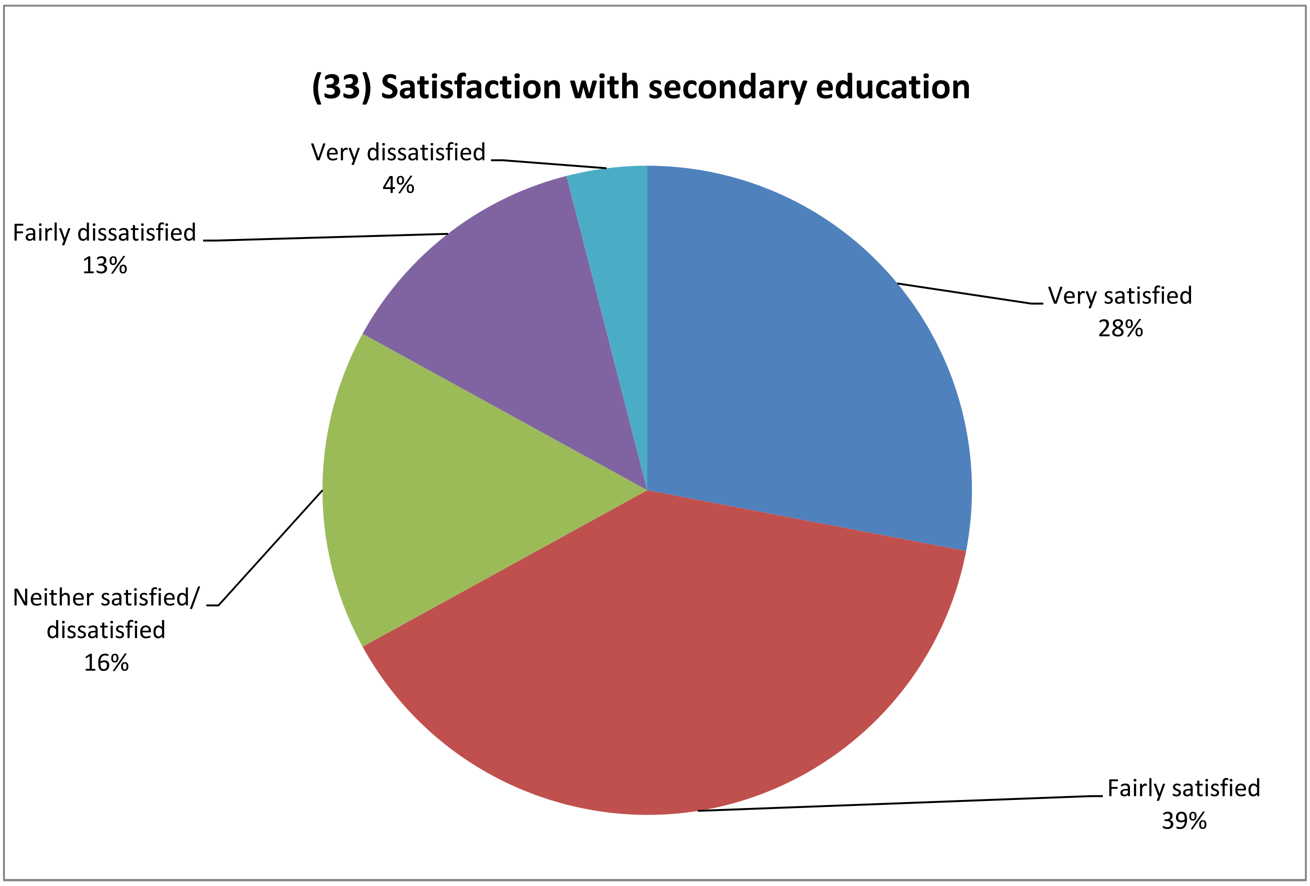
- 44% are "very satisfied" (49% in 2016; 45% in 2015)
- 20% are "fairly satisfied" (28% in 2016; 24% in 2015)
- 22% are "neither satisfied/dissatisfied" (11% in 2016; 19% in 2015)
- 9% are "fairly dissatisfied" (also 9% in 2016 and 2015)
- 5% are "very dissatisfied" (2% in 2016; 3% in 2015)

The figures above produce a net satisfaction rating of 50% (67% in 2016; 57% in 2015).

Appendix 1: (33) Secondary education

Of the entire sample 21% (197 people) answered this part of the question and gave their views on this service as follows:

- 28% are "very satisfied"
- 39% are "fairly satisfied"
- 16% are "neither satisfied/dissatisfied"
- 13% are "fairly dissatisfied"
- 4% are "very dissatisfied"



These figures result in a net satisfaction rate of 50% which is a drop on the percentages recorded in recent surveys (66% in 2016; 64% in 2015; 61% in 2014; 60% in 2013).

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

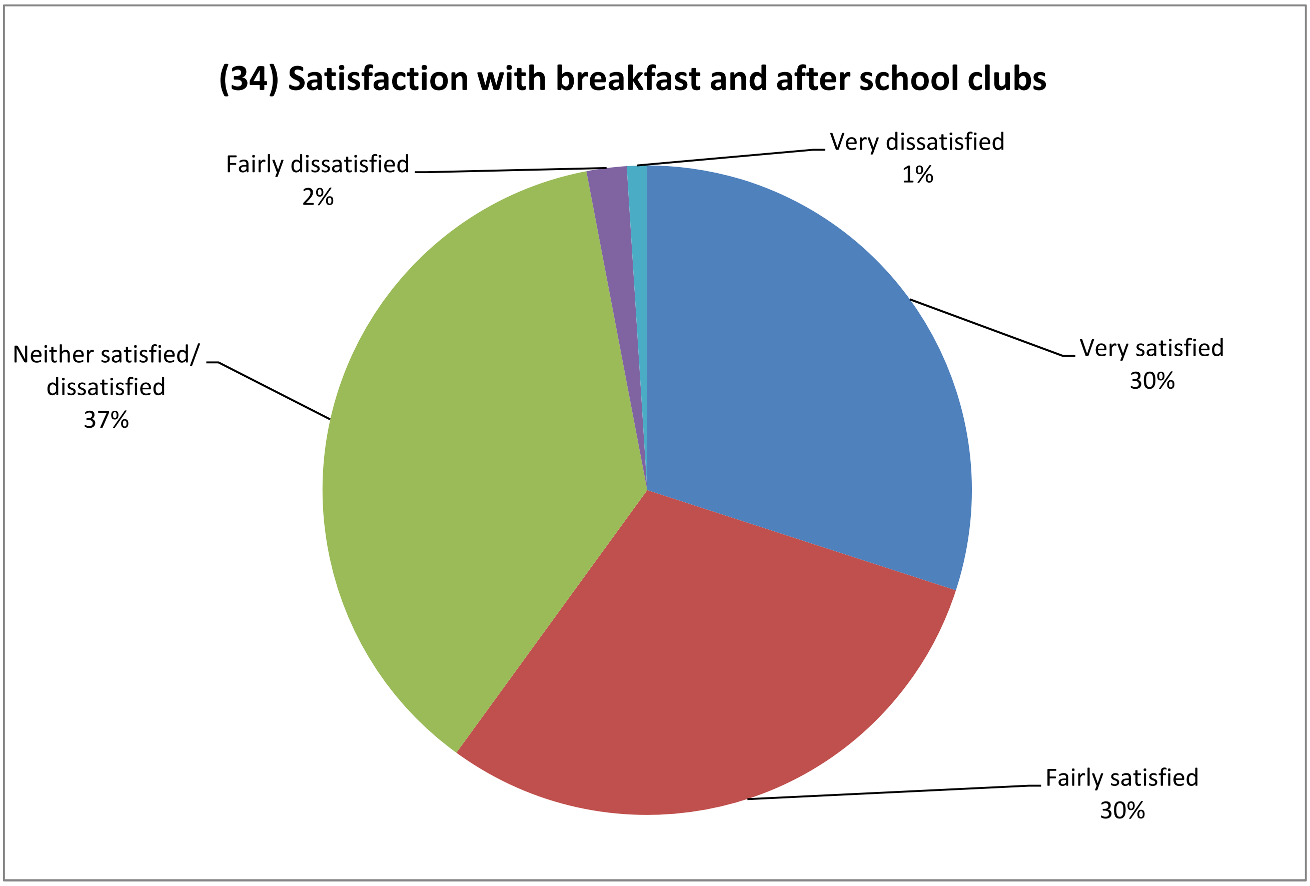
- 42% are "very satisfied" (also 42% in 2016; 40% in 2015)
- 24% are "fairly satisfied" (28% in 2016; 39% in 2015)
- 16% are "neither satisfied/ dissatisfied" (15% in 2016; 7% in 2015)
- 15% are "fairly dissatisfied" (11% in 2016; 12% in 2015)
- 3% are "very dissatisfied" (2% in 2015)

These figures mean that for those respondents with school aged children the net satisfaction rating is 48% (55% in 2016; 64% in 2015).

Appendix 1: (34) Breakfast and after school clubs

Of the entire sample 9% (10% people) answered this part of the question and gave their views on this service as follows:

- 30% are “very satisfied”
- 30% are “fairly satisfied”
- 37% are “neither satisfied/dissatisfied
- 2% are “fairly dissatisfied”
- 1% are “very dissatisfied”



These figures result in a net satisfaction rate of 58% (60% in 2016;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.

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

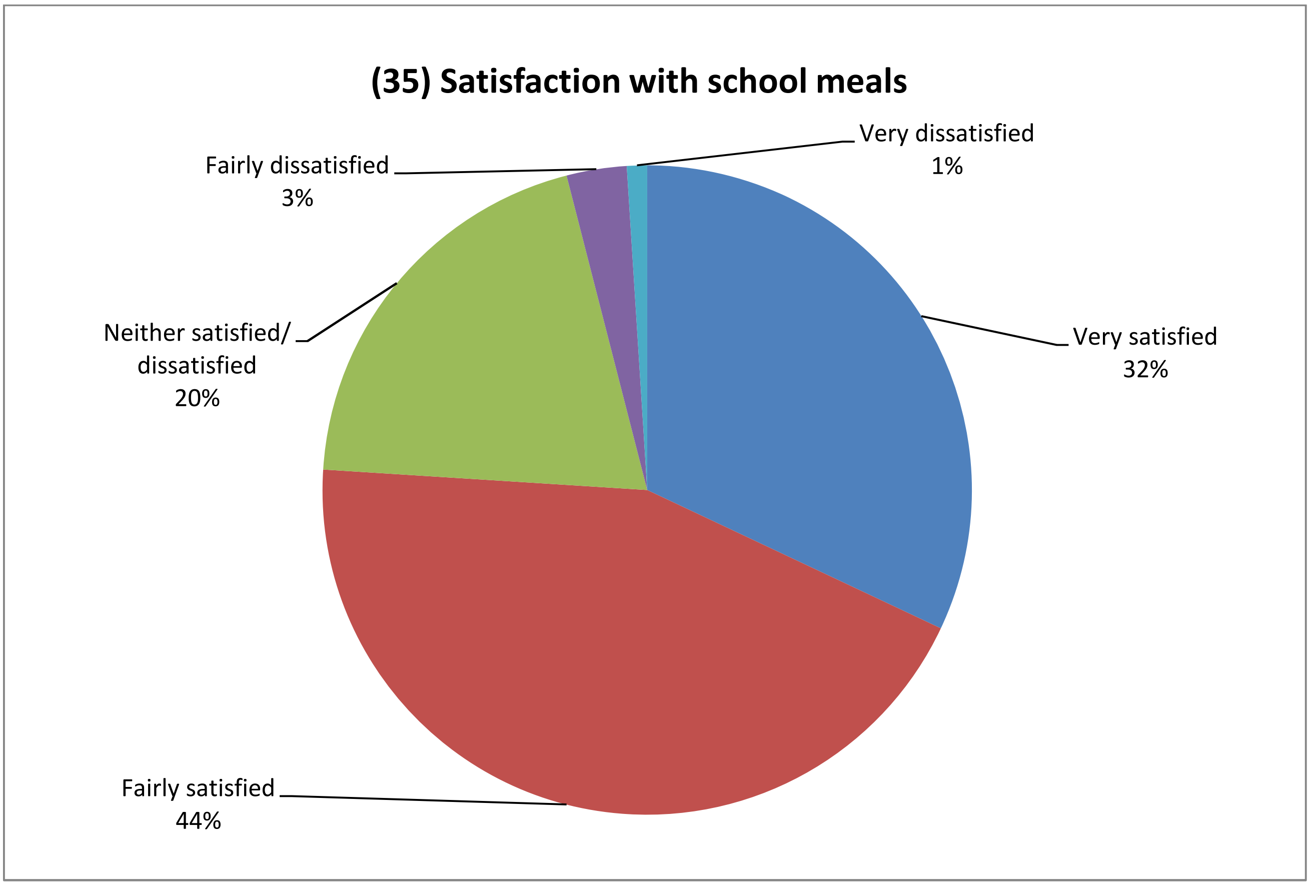
- 35% are “very satisfied”
- 32% are “fairly satisfied”
- 27% are “neither satisfied/dissatisfied”
- 3% are “fairly dissatisfied”
- 3% are “very dissatisfied”

This gives a net satisfaction rating of 61% compared with 58% in 2016, 35% in 2015 and 48% in 2014.

Appendix 1: (35) School meals

Of the entire sample 20% (192 people) answered this part of the question and gave their views on school meals as follows:

- 32% are "very satisfied"
- 44% are "fairly satisfied"
- 20% are "neither satisfied/dissatisfied"
- 3% are "fairly dissatisfied"
- 1% are "very dissatisfied"



These figures result in a net satisfaction rate of 72% - the highest level yet recorded (61% in 2016; 64% in 2015; 57% in 2014; 54% in 2013).

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

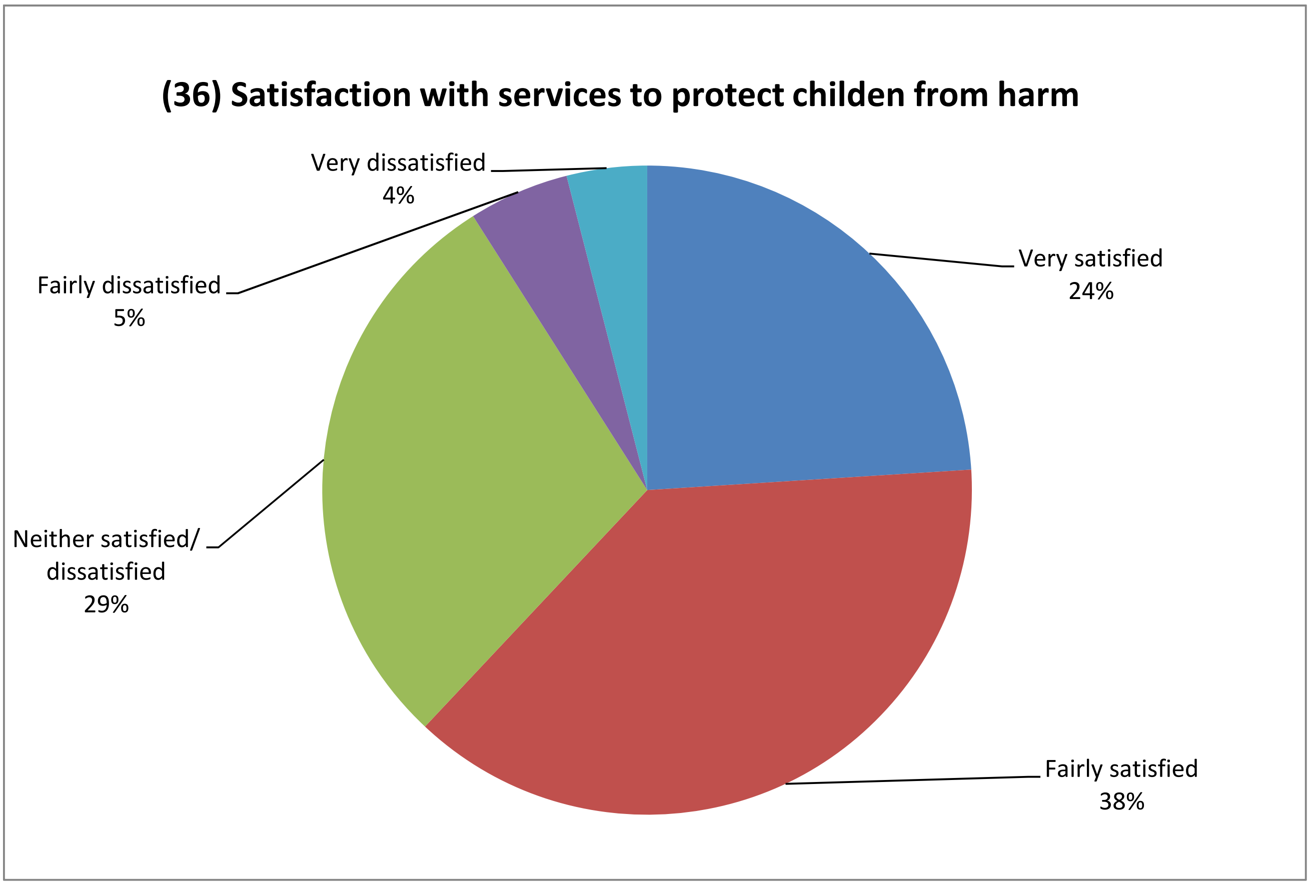
- 33% are "very satisfied" (36% in 2016; 39% in 2015)
- 44% are "fairly satisfied" (34% in 2016; 42% in 2015)
- 14% are "neither satisfied/dissatisfied" (13% in 2016; 10% in 2015)
- 7% are "fairly dissatisfied" (14% in 2016; 6% in 2015)
- 2% are "very dissatisfied" (3% in 2016 and 2015)

This gives a net satisfaction rating of 68% (53% in 2016; 72% in 2015).

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

Of the entire sample 15% (142 people) responded to this part of the question and gave their opinions on services to protect children from harm as follows:

- 24% are "very satisfied"
- 38% are "fairly satisfied"
- 29% are "neither satisfied/dissatisfied"
- 5% are "fairly dissatisfied"
- 4% are "very dissatisfied"



These figures result in a net satisfaction rate of 53% (59% in 2016; 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:

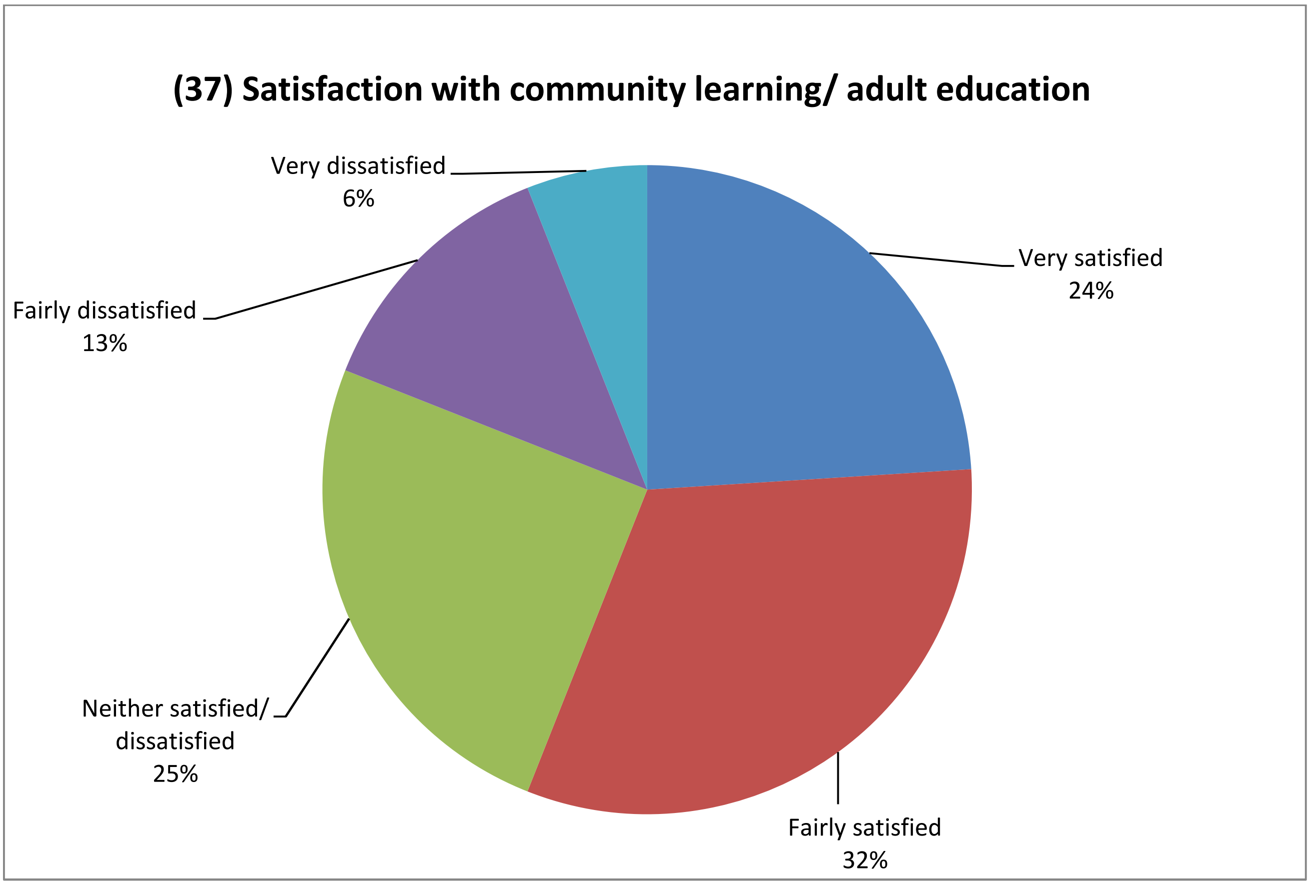
- 29% are "very satisfied" (24% in 2016; 28% in 2015)
- 31% are "fairly satisfied" (41% in 2016; 34% in 2015)
- 28% are "neither satisfied/dissatisfied" (20% in 2016; 32% in 2015)
- 6% are "fairly dissatisfied" (12% in 2016; 3% in 2015)
- 6% are "very dissatisfied" (2% in 2016; 3% in 2015).

This produces a net satisfaction rating of 48% (51% in 2016; 56% in 2015; 37% in 2014).

Appendix 1: (37) Community learning/adult education

Of the entire sample 18% (168 people) answered this part of the question and gave their views on this service as follows:

- 24% are “very satisfied”
- 32% are “fairly satisfied”
- 25% are “neither satisfied/dissatisfied”
- 13% are “fairly dissatisfied”
- 6% are “very dissatisfied”

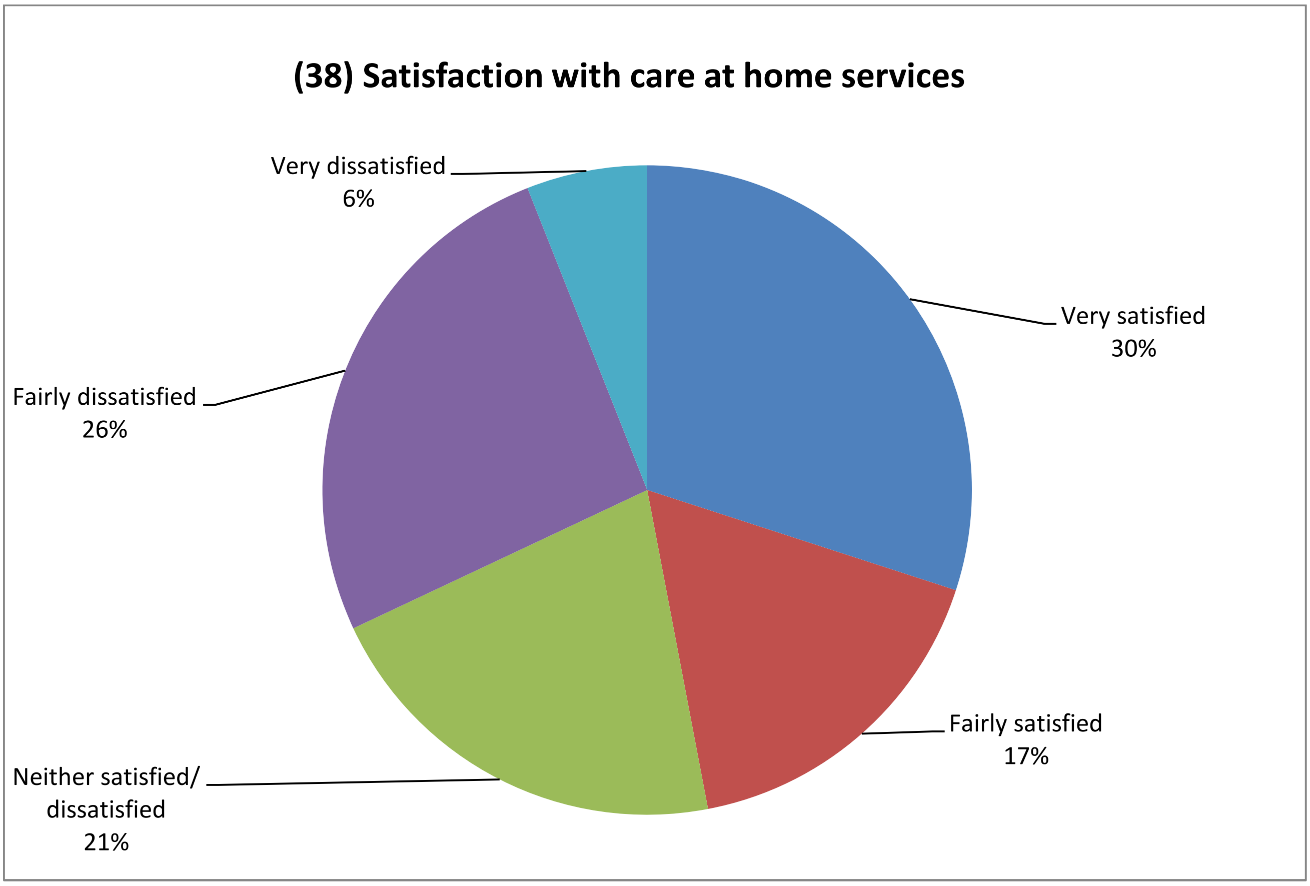


These figures result in a net satisfaction rate of 37% - a drop compared with last year’s return (47% in 2016; 40% in 2015; 51% in 2014; 39% in 2013).

Appendix 1: (38) Care at home services

Of the entire sample 20% (189 people) answered this part of the question and gave their views on this service as follows:

- 30% are “very satisfied”
- 17% are “fairly satisfied”
- 21% are “neither satisfied/dissatisfied”
- 26% are “fairly dissatisfied”
- 6% are “very dissatisfied”



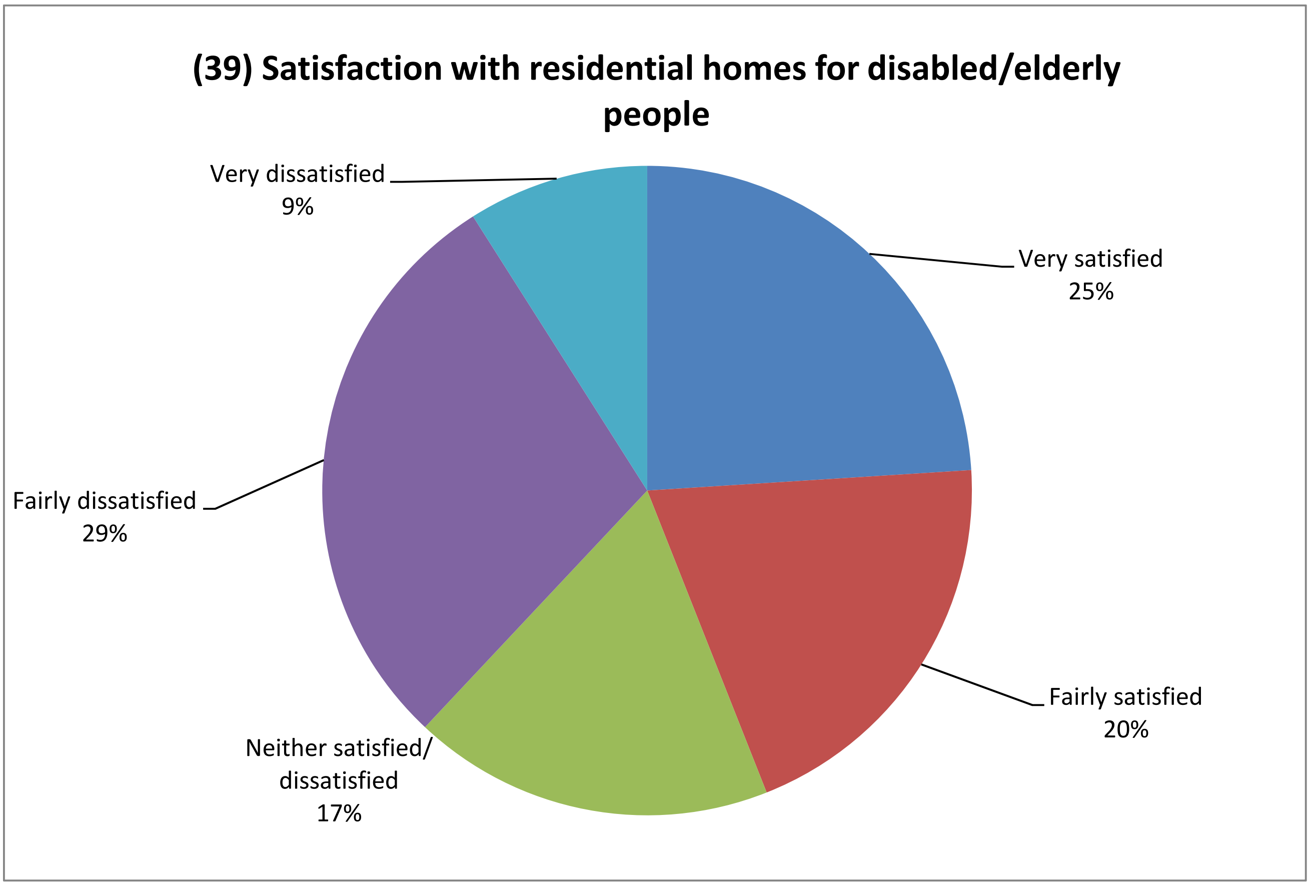
These figures result in a net satisfaction rate of 15%, down on last year’s return (23% in 2016; 4% in 2015; 11% in 2014; 33% in 2013). Note though, the relatively small number of people answering this question each year makes large changes in the rates year on year more likely.

The net satisfaction rating given by respondents who have a disability is 47% which is notably higher than that given by the sample as a whole, as is the rate given by people aged 65+ (30%). The net satisfaction rate in mixed wards (32%) is much higher than the rate found in rural wards (9%) or urban wards (3%).

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

Of the entire sample 21% (200 people) answered this part of the question and gave their views on this service as follows:

- 25% are “very satisfied”
- 20% are “fairly satisfied”
- 17% are “neither satisfied/dissatisfied”
- 29% are “fairly dissatisfied”
- 9% are “very dissatisfied”



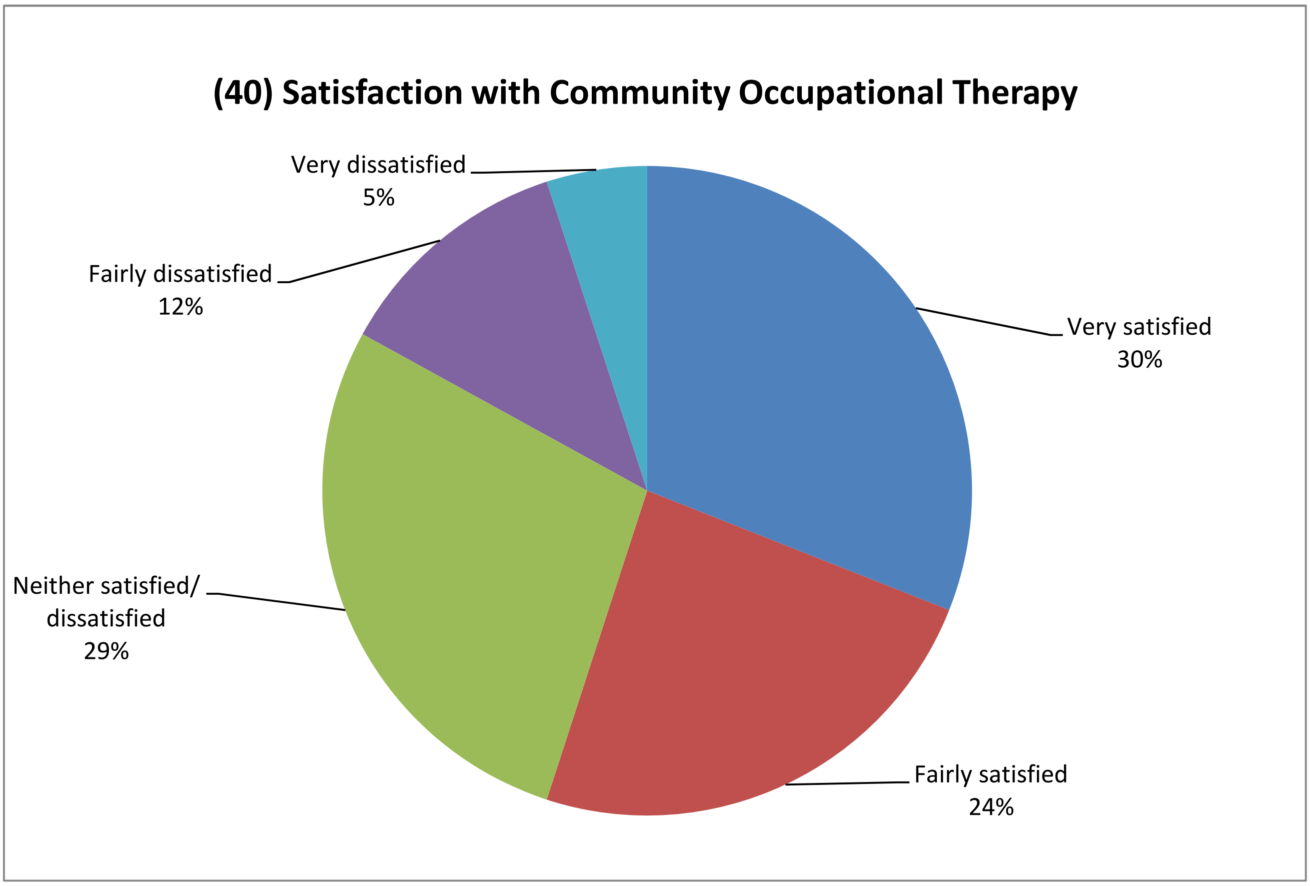
These figures result in a net satisfaction rate of 6% - a notable fall on last year’s rate (22% in 2016; 0% in 2015; 19% in 2014; 24% in 2013; 21% in 2012).

Respondents aged 65+ have a net satisfaction rate of 30% 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 18% (175 people) answered this part of the question and gave their views on this service as follows:

- 30% are "very satisfied"
- 24% are "fairly satisfied"
- 29% are "neither satisfied/dissatisfied"
- 12% are "fairly dissatisfied"
- 5% are "very dissatisfied"



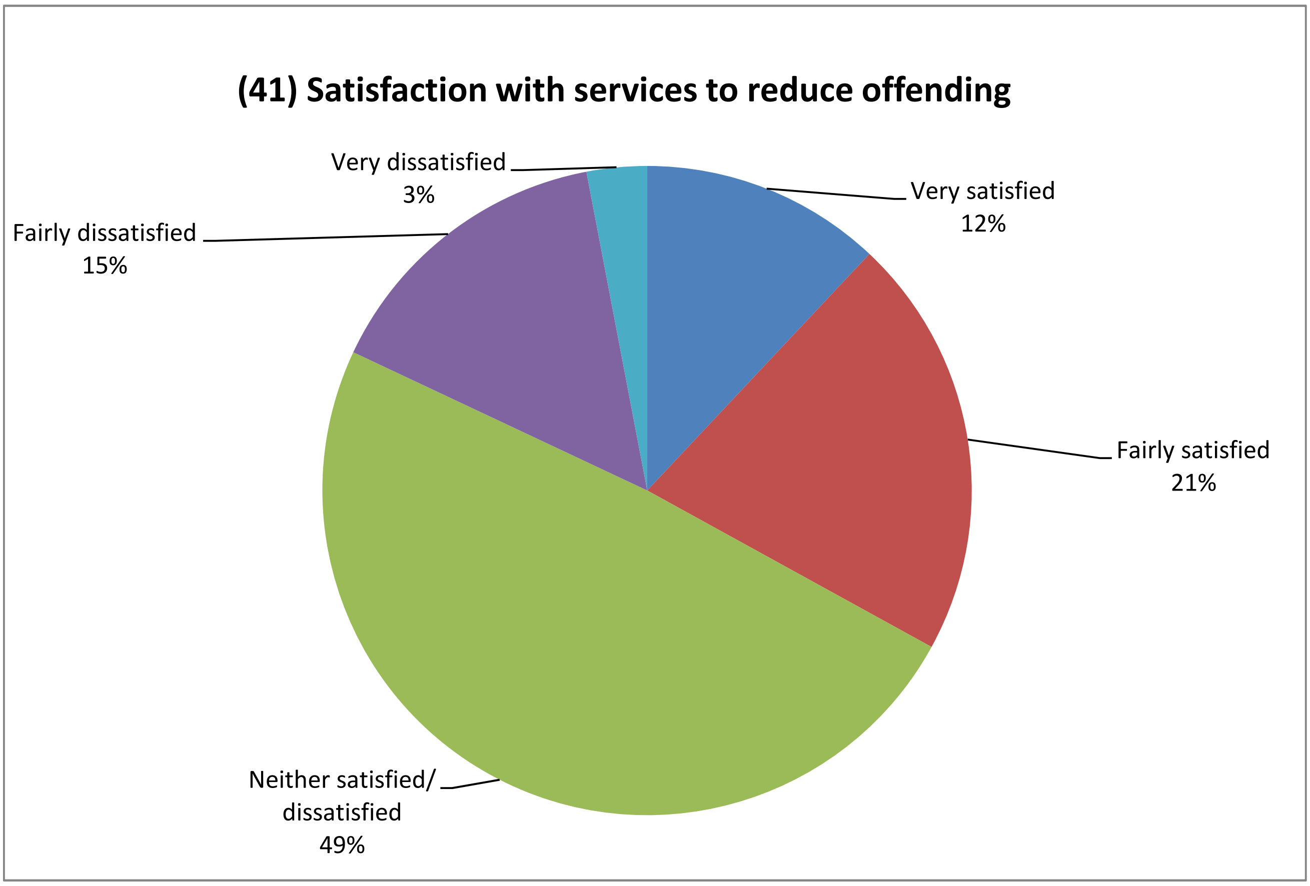
These figures result in a net satisfaction rate of 38% (41% in 2016; 23% in 2015; 39% in 2014; 32% in 2013).

The highest net satisfaction rating is supplied by people who are retired (61%).

Appendix 1: (41) Services to reduce offending

Of the entire sample 9% (81 people) answered this part of the question and gave their views on this service as follows:

- 12% are "very satisfied"
- 21% are "fairly satisfied"
- 49% are "neither satisfied/dissatisfied"
- 15% are "fairly dissatisfied"
- 3% are "very dissatisfied"

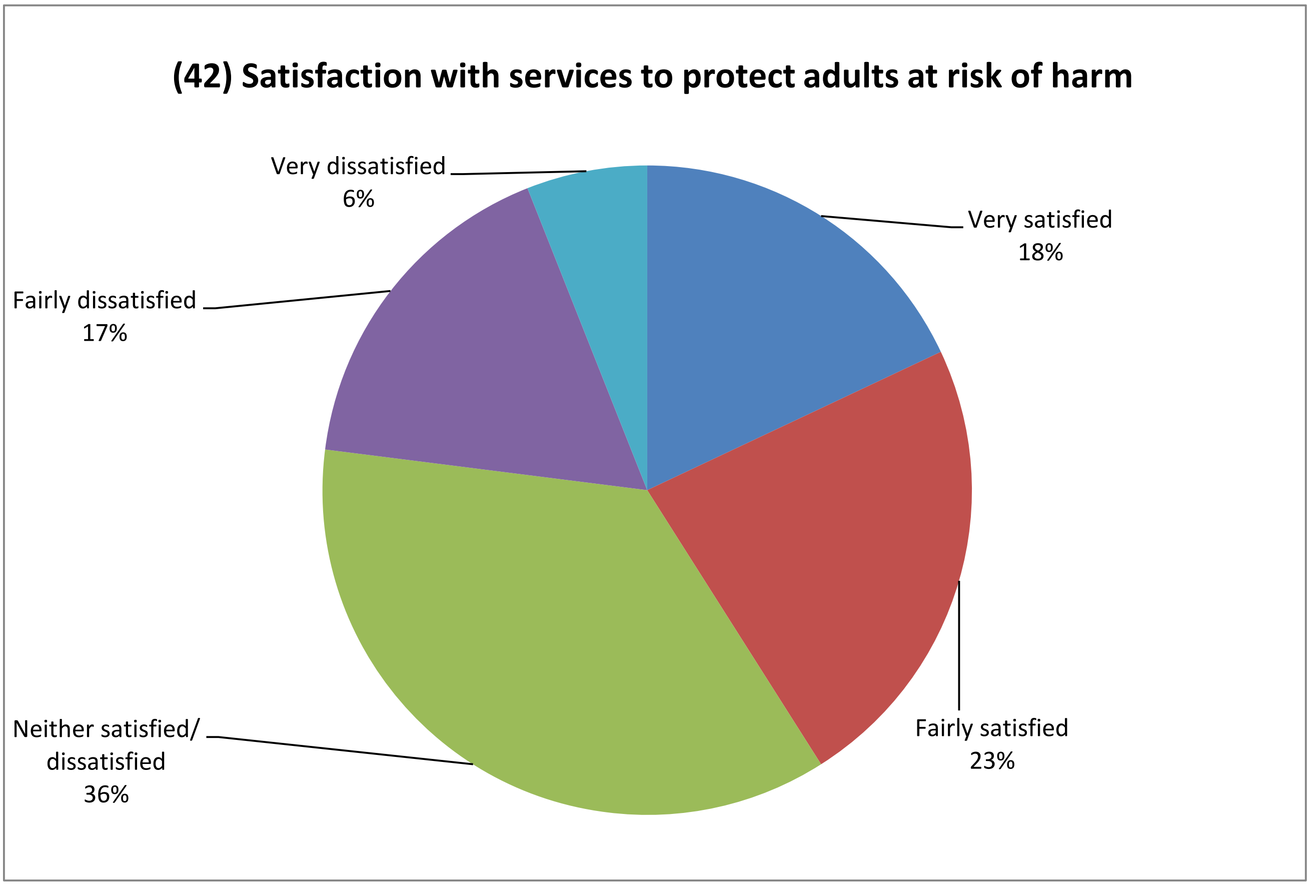


These figures result in a net satisfaction rate of 15% (-1% in 2016; -7% in 2015; 18% in 2014; 7% in 2013). The small number of people supplying their views on this service annually renders it susceptible to substantial changes in net satisfaction rates from one survey to another.

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

Of the entire sample 11% (109 people) responded to this part of the question and gave the following opinions on the service:

- 18% are "very satisfied"
- 23% are "fairly satisfied"
- 36% are "neither satisfied/dissatisfied
- 17% are "fairly dissatisfied"
- 6% are "very dissatisfied"



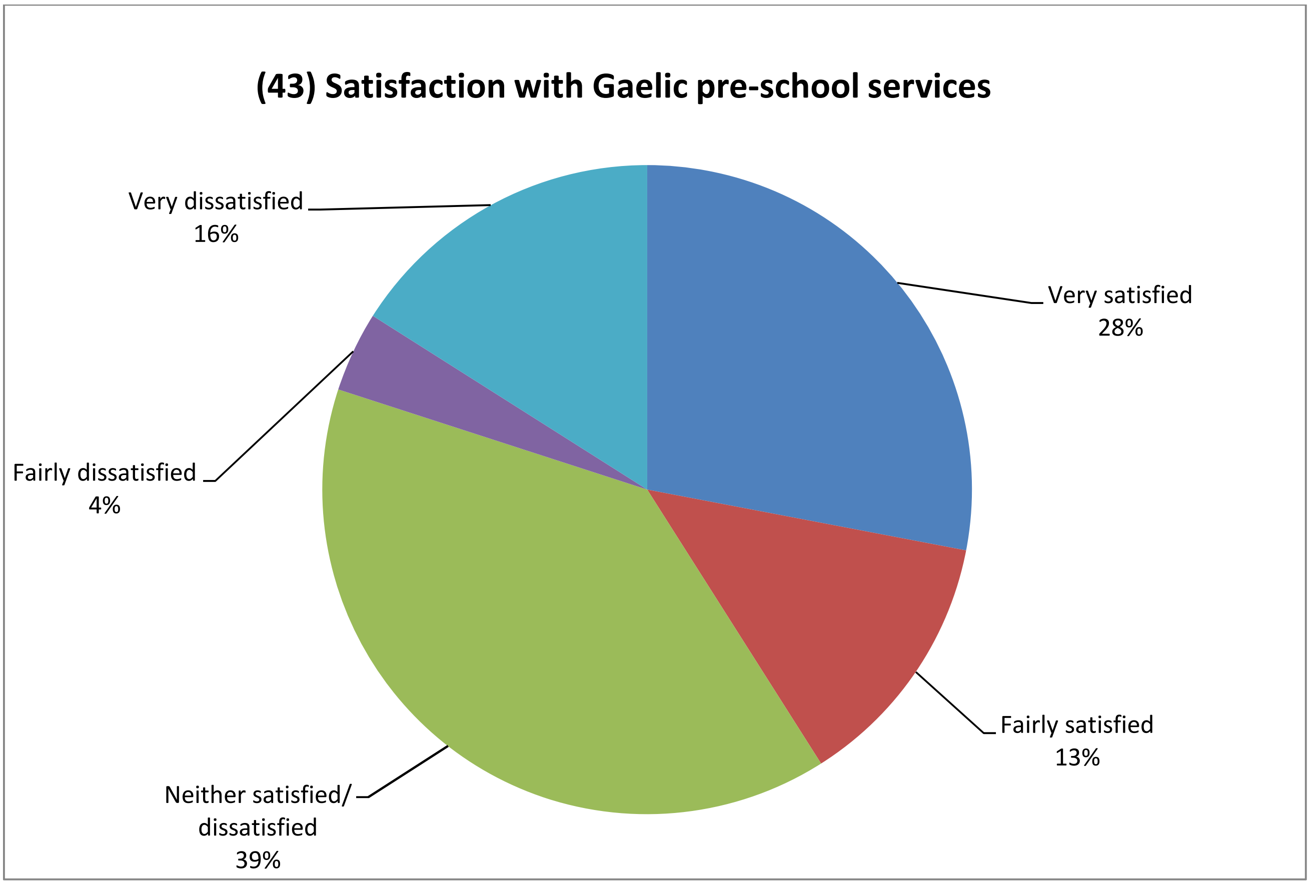
These figures result in a net satisfaction rate of 18% - (12% in 2016; 28% in 2015; 36% in 2014; 30% in 2013; 28% in 2012; 25% in 2011). Note though that each year the number of people giving their views on this service is small and therefore this rate is more susceptible to considerable changes year on year.

For people aged 65+ the net satisfaction rate is 51%.

Appendix 1: (43) Gaelic pre-school services

Of the entire sample 8% (73 people) responded to this part of the question and gave the following opinions on the service:

- 28% are “very satisfied”
- 13% are “fairly satisfied”
- 39% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 16% are “very dissatisfied”

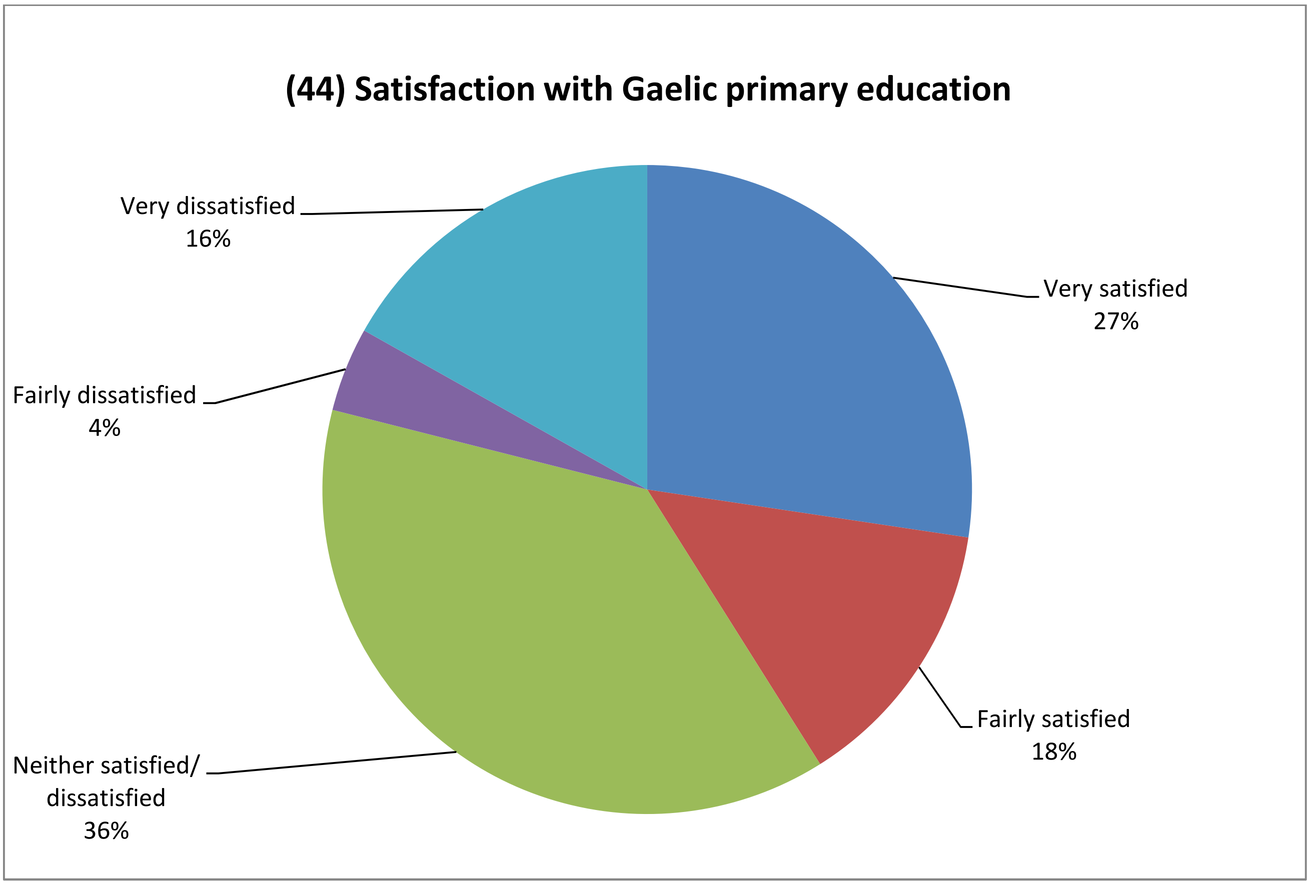


These figures result in a net satisfaction rating of 21% (45% in 2016; 14% in 2015; 20% in 2014; 27% in 2013). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

Appendix 1: (44) Gaelic primary education

Of the entire sample 8% (77 people) responded to this part of the question and gave the following opinions on the service:

- 26% are “very satisfied”
- 18% are “fairly satisfied”
- 36% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 16% are “very dissatisfied”

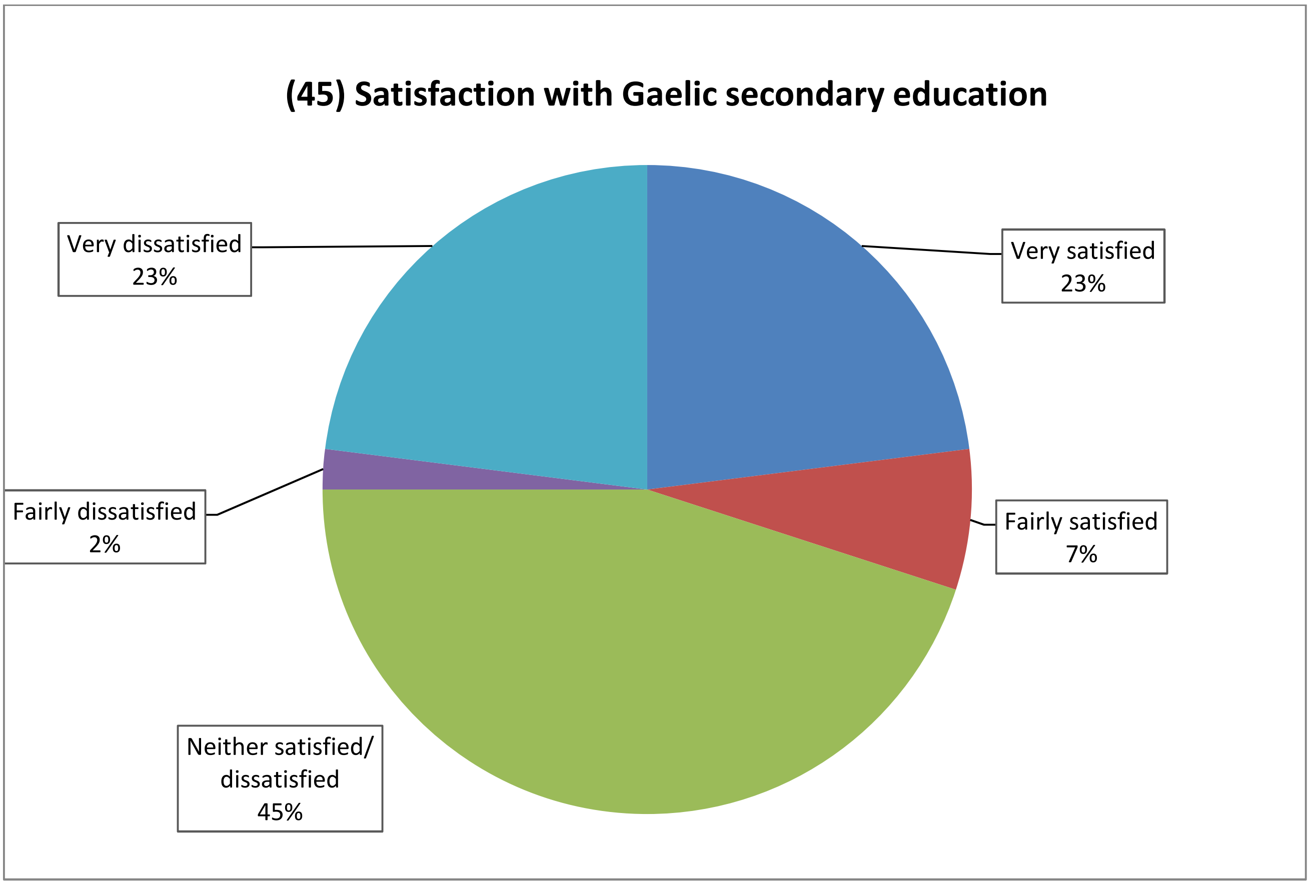


These figures result in a net satisfaction rate of 24% (42% in 2016; 20% in 2015; 17% in 2014; 14% in 2013). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

Appendix 1: (45) Gaelic secondary education

Of the entire sample 8% (75 people) responded to this part of the question and gave the following opinions on the service:

- 23% are “very satisfied”
- 7% are “fairly satisfied”
- 45% are “neither satisfied/dissatisfied”
- 2% are “fairly dissatisfied”
- 23% are “very dissatisfied”

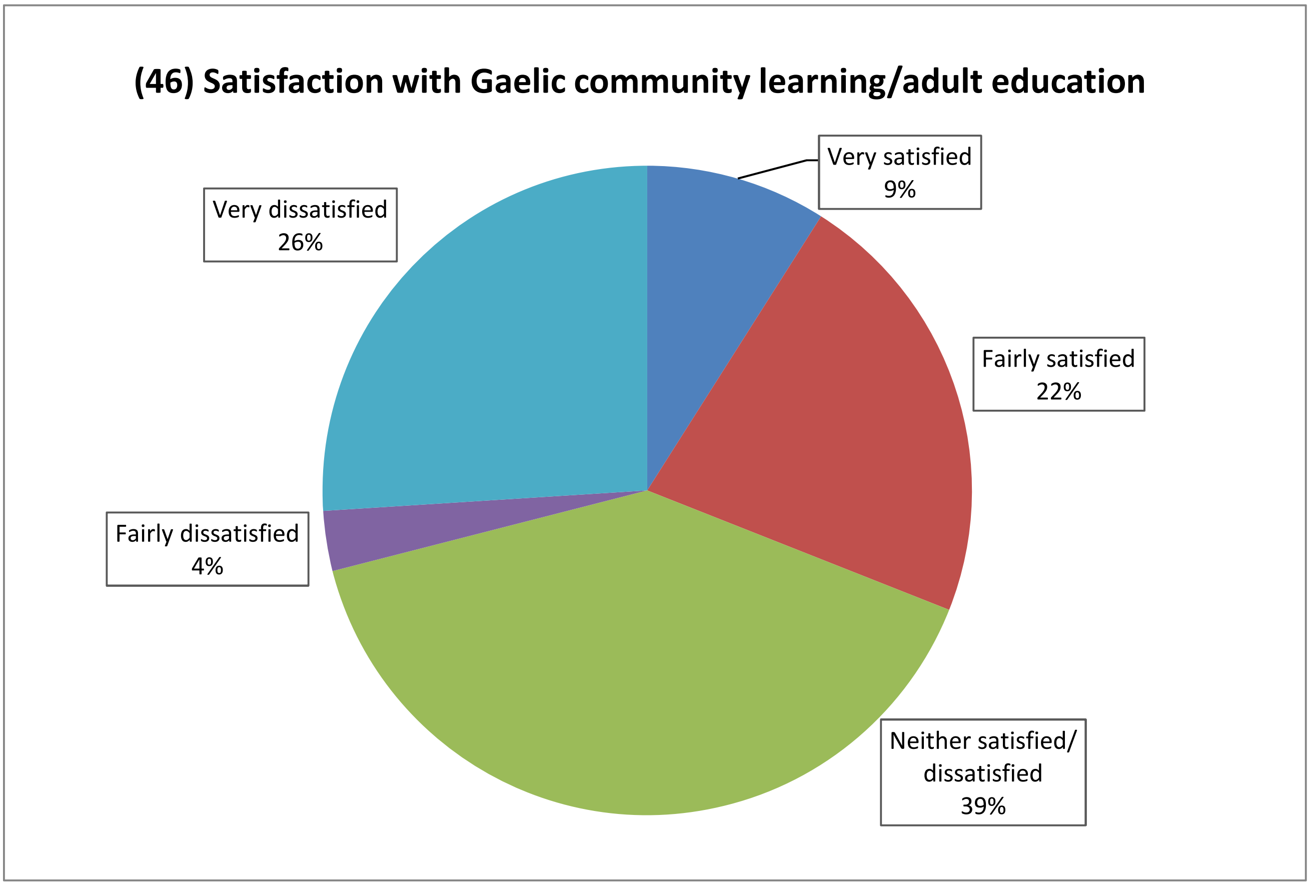


These figures result in a net satisfaction rate of 5% (25% in 2016; 5% in 2015; 8% in 2014; 7% in 2013). Note though that the number of people giving their views on this service is small and therefore this rate is susceptible to wide fluctuations year on year.

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

Of the entire sample 8% (79 people) responded to this part of the question and gave the following opinions on the service:

- 9% are “very satisfied”
- 22% are “fairly satisfied”
- 39% are “neither satisfied/dissatisfied”
- 4% are “fairly dissatisfied”
- 26% are “very dissatisfied”



These figures result in a net satisfaction rate of 2% (23% in 2016; 9% in 2015; 12% in 2014; 1% in 2013). 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 2: SHORT SURVEY OF UNDER 35 YEAR OLDS

INTRODUCTION

Purpose

While the citizen's panel membership is balanced, the profile of survey respondents is less so and this is reflected in more detail in paragraphs 10-18 of this report. A consequence of this is that while survey responses are representative of the Highland population they are less representative of the views of young people. Further targeted work was requested by the Highland Council in order to better understand the views of younger people.

Methodology

To help address this, a shorter electronic survey of core questions was prepared and social media was used to target 16-34 year olds. Over the period of the main survey a paid social media post (£150 max) was used targeting this age group living in Highland. The post reached over 26,000 people and provided 357 responses which are analysed below. This is a significant number of responses when compared to 64 returns achieved by the main survey. However the self-selecting nature of the responses means while there is very useful information and insight provided the same confidence level cannot be attributed to the results

Sample Size and Composition

There were 357 respondents to this Short Survey who were aged under 35.

Of these:

- 273 (76.5%) were aged 25-34; 62 (17.4%) were aged 18-24; and 22 (6.1%) were aged 16-17;
- 221 (61.9%) were female; 136 (38.1%) were male;
- 332 (93%) said they did not have a disability; 23 (7%) said they had a disability;
- 162 (45.5%) were home owners; 126 (35.4%) lived in rented accommodation; 68 (19.1%) lived in other accommodation;
- 254 (72.2%) identified as "Scottish"; 87 (24.7%) identified as "British"; 11 (3.1%) belonged to other ethnic groups;
- 195 (55.1%) had no children; 159 (44.9%) had children.

The decision was taken to present the findings from the respondents unaltered with no attempt to correct for any under or over representation in any of the categories. This needs to be borne in mind when reading the presentation of the results in the pages that follow.

Relationship to the main Performance Survey 2017

In the body of this report, comparisons are drawn between the results of those aged under 35 to this Short Survey and the results from the respondents of all ages to the main Performance Survey 2017. These should open up a dialogue on the views of this age group for future engagement and further work is needed to fully ascertain views with a high confidence interval.

Question 1: Expectations of The Highland Council

1.1 Table 1.1 below reveals how those under age 35 in the Short Survey responded when asked **to think "generally" about what they expect from The Highland Council.** A comparison with the results from respondents to the main Performance Survey 2017 is also included in the Table.

Table 1.1 Expectations of The Highland Council

Expectations	Short Survey (Under Age 35) %	Main Performance Survey 2017 (All Respondents) %
Greatly exceeds your expectations	0.3	1
Slightly exceeds your expectations	3.6	7
Is about what you expect	22.7	56
Falls slightly short of your expectations	41.5	26
Falls a long way short of your expectations	31.9	10
Total	**100**	**100**

N in Short Survey = 357

1.2 The Table above shows that almost **3 in 4 of those under 35 (73.4%) said that The Highland Council falls short of their expectations.**

1.3 Some **22.7% chose "is about what you expect"** – compared with 56% in the main survey. A further **3.9% said it exceeded their expectations** – compared with 8% in the main survey.

Question 2: Overall Satisfaction with the Services Provided by the Highland Council

2.1 Those surveyed were asked to answer "yes" or "no" to the question: **"overall, are you satisfied with the services Highland Council provides?"** Their responses are found in Table 2.1 below.

Table 2.1 Overall Satisfaction with the Services Provided by The Highland Council

Question: "Overall, are you satisfied with the services Highland Council provides?"	Short Survey (Under Age 35) %	Main Performance Survey 2017 (All Respondents) %
Yes	34.6	73
No	65.4	27
TOTAL	**100**	**100**

N=356 in Short Survey

2.2 The results in Table 2.1 above show that **almost 2 in 3 (65.4%) of those under 35 in the short survey say that they are <u>not</u> satisfied overall with the services provided by the Highland Council.**

2.3 The highest levels of dissatisfaction are found among respondents who: have children (73%); live in rented accommodation (73%); and are male (72%).

Question 3: Services Most Important to Respondents

3.1 Respondents were then asked **to select "from the full list shown, in order of preference, which five services are most important to you."** The services in Table 3.1 below are ranked according to the percentages of respondents, in the short survey, selecting these services in their top 5.

Table 3.1 The 5 services most important to respondents

Services	Short Survey (Under 35s) %	Main Performance Survey 2017 %
Road repairs and pot holes	63	55
Primary education	50	24
Refuse/bin collection	35	27
Secondary education	33	19
Public Parks and other open spaces	33	21
Winter road maintenance	29	42
Services to protect children from harm	20	8
Pre-school services	15	6
Care at home services	15	15
Swimming pools	15	17
Other sports facilities	15	13
Recycling facilities	13	16
Street cleaning	11	13
School meals	9	5
Housing information and advice	9	5
Libraries	8	14
Planning for future land use (Local Plan)	8	8
Cycle paths	8	7
Pavement maintenance	8	10
Payment of Council Tax	7	6
Residential homes for disabled/elderly people	7	13
Services to protect adults at risk of harm	6	5
Countryside ranger service	6	3
Services to reduce offending	6	3
Walking routes e.g. Great Glen Way	5	6
Breakfast and after school clubs	5	2
Planning applications and building warrants	5	4
Economic development / Business Gateway	5	3
Advice on Benefits	4	6
Museums	4	4
Street lighting	4	7
School transport	3	4
Environmental Health Service	3	4
Council website	3	7
Gaelic community learning/adult education	3	1
Gaelic primary education	3	0.9
Council Service Points	3	11
Council Service Centre	2	3
Community Occupational Therapy	2	4
Registrars for Births, Deaths and Marriages	2	4
Gaelic secondary education	2	0.5
Community learning/adult education	2	4
Dealing with flooding	1	3
Gaelic pre-school services	1	0.9
Trading Standards	0.8	3
Burials and cremations	0.8	3

N=357 in Short Survey

3.2 From Table 3.2 it can be seen that **"road repairs and potholes"** appear in the top 5 services of more than **6 in 10 (63%)** of those under 35 responding to the short survey. This service also emerged as the most important in the main Performance Survey (55%).

3.3 **"Primary education"** ranks second in the top 5 services with **1 in 2 (50%)** of those under 35 in the short survey selecting this service. Among those with children some 7 in 10 (71%) selected this service. This service is noticeably more important to this age group than it is to the respondents to the main performance survey – 24% of whom placed primary education in their top 5 lists of services.

3.4 Keeping services for children directly in mind Table 3.1 above also reveals:

- **"Secondary education**" is a top 5 service for **1 in 3 (33%)** of those under 35 in the short survey compared with 19% of respondents to the main survey;
- **"Services to protect children from harm"** is a top 5 service for **1 in 5 (20%)** of those under 35 in the short survey compared with 8% of respondents to the main survey;
- **"Pre-school services"** is rated a top 5 service by **15%** of those under 35 in the short survey compared with 6% of respondents to the main survey

3.4 **"Refuse/bin collection"** is regarded as a top 5 service by more than **1 in 3 (35%)** of those under 35 in the short survey – a figure which is higher than the 27% recorded in the main survey.

3.5 **"Public parks and other open spaces"** is rated a top 5 service by **1 in 3 (33%)** of those under 35 in the short survey – a figure appreciably greater than the 21% recorded in the main survey.

3.6 **"Winter road maintenance"** is selected as a top 5 service by **29%** of those under 35 in the short survey – a figure which, while still high, is notably less than the 42% recorded in the main survey.

3.7 Looking at the other services selected by more than 10% of those under 35 responding to the short survey, the Table shows: **"care at home services"** is chosen by **15%; "swimming pools"** and **"other sport facilities"** are both chosen by **15%; "recycling facilities"** is chosen by **13%;** and **"street cleaning"** is selected by **11%.**

3.8 While **"housing advice and information"** is chosen by 9% of all respondents to the short survey this overall figure hides a notable range in response according to housing tenure. Some 17% of those living in rented accommodation and 16% living in "other" accommodation regard this as a top 5 service compared with just 1% of home owners.

Question 4: Five most important qualities

4.1 Those surveyed were asked to identify, from a list of 13, the 5 most important qualities for The Highland Council to display. Their responses are found in Table 4.1 below.

Table 4.1 Respondents' views as to the 5 most important Qualities for The Highland Council to display

Qualities as Ranked in Order of Importance by Respondents	Respondents Mentioning Quality in Their Top 5 %
1. Listens to local people	67
2. Maintains good quality local services	59
3. Provides value for money	44
4. Is approachable	41
5. Involves people in how it spends its	40
6. Tells local people what it is doing	39
7. Treats all residents fairly	35
8. Is aware of people's needs	25
9=. Is helpful	20
9=. Represents your views	20
11. Is a fair employer	18
12=. Is efficient	16
12=. Is environmentally friendly	16

N= 357

4.2 Heading the ranking is **"listens to local people"** which **2 in 3 respondents (67%)** placed within their choice of top 5 qualities – notably higher than the 54% of all respondents to the main Performance Survey.

4.3 This is followed by **"maintains good quality local services"** which was chosen by just under **6 in 10 (59%)** which, while still high, is notably less than the 3 in 4 (75%) of respondents to the main survey who selected this quality.

4.4 There are 5 other qualities which were selected by between **35% and 44%** of respondents to the short survey namely: **"provides value for money" (44%); "is approachable" (41%); "involves people in how it spends its money" (40%); "tells local people what it is doing" (39%);** and **"treats all residents fairly" (35%).**

4.5 The quality **"is efficient"** is the one where there is the most notable difference between the qualities selected by respondents to the short survey – where it was chosen by **16%** - and those chosen by people answering the main Performance Survey – where it was selected by a percentage (47%) that is almost 3 times greater.

Question 5: Respondents' views on the levels of influence they feel they have over decision-making in their communities

5.1 Respondents were asked to indicate how much influence they felt they had over decision-making in their communities. Their answers are to be found in Table 5.1 below.

Table 5.1 Respondents' Views on the Levels of Influence they feel they have over Decision-making in their Communities

	Views of Respondents %			
Influence over decision-making in your communities	**No Influence at all %**	**Not very much influence %**	**Some influence %**	**A good deal of influence %**
Under 35s from Short Survey	**62.7**	**34.2**	**2.8**	**0.3**
All respondents main Performance Survey 2017	**35.1**	**42.1**	**21.8**	**1.1**

N=357 in Short Survey

5.2 The results from Table 5.1 show that **over 6 in 10 (62.7%)** of the under 35s responding to the short survey feel they have **"no influence at all"** over decision-making in their communities. This is a much higher figure than the just over 1 in 3 (35%) who responded in the same manner to the identical question in the main Performance Survey.

5.3 Around **1 in 3** (**34.2%)** of under 35s responding to the short survey feel they have **"not very much influence"** – compared with 42.1% of respondents to the main survey

.5.4 **A very small number (2.8%)** of the under 35s feel they have **"some influence"** . By comparison, just over 1 in 5 of the respondents to the main survey (21.8%) said they had "some influence".

Question 6: Respondents' Views as to the reasons why they do not have very much/no influence

6.1 Those surveyed were asked: **"If you feel you have not had very much/no influence over decision-making, why do you feel this is?".** Some 6 reasons were supplied and people were invited to tick all that applied. Table 6.1 below shows the answers people gave.

Table 6.1 Respondents' views as to the reasons why they do not have very much/no influence

Reasons for having not very much/no influence	Short Survey (Under 35s) %
Public bodies don't listen to community views	61.9
I don't think this would make a difference	31.2
Don't feel I have the skills or knowledge	12.3
Not enough time	12.3
I'm not comfortable in these situations	6.9
Other	15.8

N=349

6.2 More than **6 in 10 (61.9%)** selected, as a reason for them not having very much/no influence, the statement **"public bodies don't listen to community views".** Slightly more than **3 in 10 (31.2%)** selected **"I don't think this would make a difference".** Only **1 in 8 (12.3%)** selected **"don't feel I have the skills or knowledge"** and **"not enough time".** Fewer than **1 in 14 (6.9%)** chose as a reason **"I'm not comfortable in these situations".** For **15.8%** there were **"other reasons"** for why they felt they don't have very much/ no influence.

Question 7: Respondents' views as to the extent to which would like to be involved in decision-making in their areas

7.1 Those surveyed were asked: **"To what extent, if at all, would you like to be involved in decision-making in your area?"** Their answers are found in Table 7.1 below.

Table 7.1 Respondents' views as to the extent to which would like to be involved in decision-making in their areas

	Views of Respondents to Short Survey (under 35) %			
Question	Not at all involved %	Not very involved %	Fairly involved %	Very involved %
To what extent, if at all, would you like to be involved in decision-making in your area?	**3.6**	**12.0**	**67.2**	**17.1**

N=357

7.2 The responses show an appetite for involvement with over **2 in 3 (67.2%)** saying they would like to be **"fairly involved"** and a further **1 in 6 or so (17.1%)** said they want to be **"very involved".** Some **12%** chose **"not very involved"** while **3.6%** selected **"not at all involved".**

Question 8: Views on the safety of the area within 15 minutes' walk of home

8.1 Respondents to the Short Survey 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 8.1 below and compared with the responses from the main Performance Survey

Table 8.1 Rating of the safety of the area within 15 minutes' walk of home

Safety of Area	Short Survey (Under 35s) %	Main Performance Survey 2017 (All Respondents) %
A very safe area	29.7	63.9
A fairly safe area	56.3	34.2
Total Safe	**86.0**	**98.1**
Rather unsafe area	11.2	1.3
A very unsafe area	2.5	0.3
Total Unsafe	**13.7**	**1.6**
No opinion	**0.3**	**0.3**
Net Safety Rating (Total Safe – Total Unsafe)	**72.3**	**96.5**

N in Short Survey =357

8.2 The results from the Short Survey are quite noticeably different from those from the main Performance Survey. **In the Survey of the under 35s a total of 86% regard the area within 15 minutes of their home as being "safe" notably less than the 98.1% of all respondents to the main Performance Survey.** There is also a striking difference in the percentages of those who regard their local area as being "very safe" – among those under 35 responding in the Short Survey the figure (29.7%) is less than half of that recorded in the main Performance Survey (63.9%).

8.3 **Some 13.7% of the under 35s in the Short Survey view the area within 15 minutes of their home as being unsafe** – including 2.5% who regard it as "very unsafe". By comparison only 1.6% of all respondents to the main Performance Survey regarded their immediate vicinity as being an “unsafe” area including just 0.3% who classified it as “very unsafe”.

8.4 Looking in more detail at those who regard their immediate neighbourhood as unsafe in either way, it is notable that the **highest percentages** are recorded by: **those living in rented accommodation (21%); males (19%);** and **those with children (18%).**

Question 9: Extent of worry about being a victim of crime (in general)

9.1 The next question was: **“How worried are you about becoming a victim of crime (in general)?”** The results are shown in Table 9.1 below along with a comparison with the findings from the main Performance Survey.

Table 9.1 Extent of worry about being a victim of crime (in general)

Extent of worry	Short Survey (Under 35s) %	Main Performance Survey 2017 (All Respondents) %
Very worried	5.3	2.4
Slightly worried	45.1	37.3
Not worried at all	39.2	52.2
Never considered it	10.4	8.2

N = 357 in Short Survey

9.2 The results from the Short Survey show that **1 in 2 (50.4%)** are **“worried”** to some extent (including 5.3% who are “very worried”) about being **“a victim of crime (in general)”.** Levels of worry are highest among those who have children (60%). Note that in the main Performance Survey a smaller percentage of respondents (39.5%) indicated they were worried about being a victim of crime.

9.3 The results from the Short Survey show that **1 in 2 (49.6%)** are **“not worried about being a victim of crime”** – including 1 in 10 (10.4%) who say they have “never considered it”.

Question 10: Views on prejudice

10.1 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 in both the Short Survey and the main Performance Survey are given in Table 10.1 below.

Table 10.1 Views on prejudice

Statement	Short Survey (Under 35s) %	Main Performance Survey 2017 (All Respondents) %
Highland should do everything it can to get rid of all types of prejudice	77.3	81.6
Sometimes there is good reason for people to be prejudiced against certain groups	22.7	18.4

N in Short Survey = 353

10.2 In the Short Survey some **77.3% of respondents** 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 slightly below the 81.6% recorded in the main Performance Survey. For **22.7**% (compared with 18.4% in the main Survey) the statement **"sometimes there is good reason for people to be prejudiced against certain groups" came closest to their views.**

Question 11: Type of people with whom respondents would rather live in an area

11.1 The final question in the Short Survey was: **"Would you rather live in an area with lots of different kinds of people or where most people are similar to you?"**

- **62.8%** of those under 35 in the Short Survey (compared with 52.5% in the main Performance Survey) selected **"lots of different kinds of people".** Females (69%) chose this option to a notable greater extent than males (53%).

- **37.2%** of those under 35 in the Short Survey (compared with 47.5% in the main Performance Survey) selected **"where most people are similar to you".**