Citizens' Panel Survey December 2016

Changing How We Provide Public Services

1. Background

1.1 The "Changing How We Provide Public Services "Survey was carried out in December 2016. The survey was distributed to 2,346 members of the Citizens' Panel. The panel were given two weeks to respond, with the deadline for responses the 23 December 2016. 877 responses were received – 380 electronically and 497 in paper – providing a response rate of 37%. This is lower than previous surveys, which normally receive a response rate of around 44% but is reflective of the time of year and the necessary, but short, timescale for response. A profile of respondents can be found at Appendix 1.

1.2 As in previous years, we calculate the level of accuracy for the consultation in terms of confidence intervals. The normal confidence level used for surveys is 95% which means that taking into account the sample size, there would be a 95% chance that if the whole population responded then the answer would lie within a particular range. This does depend upon the percentage of the sample giving a particular answer – for example, the higher the percentage of people responding e.g. 90% to a question, the lower the range of confidence interval. For this survey, the confidence levels are detailed below. This means that there is a 95% chance that that the results will be within ±3.3% of the result should half of respondents give a particular answer to a question.

Sample Size	Percentage of the sample giving the particular answer		
	10%/90%	**30%/70%**	**50%/50%**
Budget Consultation for 2016/17: sample size = 877	± 1.98	± 3.0	± 3.3

1.3 The survey was designed to support the Council Re-design process and specific service areas under review. Not all service review areas were appropriate to consult the panel on but the public facing that were included: street lighting, street cleaning, waste services, public toilets and public transport.

1.4 A similar approach to the 2014 and 2015 budget consultation was adopted for framing questions. Generally the questions focused upon the impact or difference the proposal would have on the respondent and their family but some also asked respondents to consider what they think the impact may be upon the wider community. The results demonstrate that Panel members have clearly distinguished between these two.

2. STREET LIGHTING

2.1 The section on street lighting sought responses from the public across two areas: *Reducing Street Lighting* and *Keeping Lights Switched Off.*

2.2 ***Reducing Street Lighting***

The survey asked respondents to indicate "To what extent should we use each of the following criteria for keeping lights on between midnight and 6am” Table 1 shows that the majority of respondents strongly agree or agree that the below factors should all be criteria for keeping the lights on between midnight and 6am.

2.3 Table 1: based on 865 respondents

Response	Strongly agree	Agree	Neither agree/ disagre	Disagre e	Strongly disagre e
Main traffic routes, main streets and road junctions;	46%	37%	9%	6%	2%
Locations with a significant road traffic night-time accident record;	55%	35%	6%	3%	1%
Areas with a significant record of night-time crime or anti-social behaviour;	62%	31%	4%	2%	1%
Lights outside sheltered housing and other residences accommodating vulnerable people;	48%	36%	10%	5%	1%
Areas with 24-hour operational emergency services including hospitals;	58%	35%	5%	2%	1%
Potential hazards on the highway such as traffic calming, speed humps and road crossings;	31%	41%	17%	9%	2%
Parts of town centres that have concentrated night-time activity or economy;	38%	44%	14%	3%	1%
Areas covered by police or council CCTV operations.	34%	41%	20%	5%	1%
Around piers and harbours	34%	40%	18%	6%	2%

2.4 The top three areas where respondents either disagreed or strongly disagreed with the criteria for keeping lights on between midnight and 6am were:

- Potential hazards on the highway such as traffic calming, speed humps and road crossings;(11%)
- Around piers and harbours (8%) &
- Main traffic routes, main streets and road junctions (8%)

2.5 Respondents who indicated that they had a disability were more likely to strongly agree or agree that lights should be kept on between midnight and 6am. There was no strong difference between respondents from different age groups or gender type.

2.6 176 respondents provided comments on the reasons why they disagree or strongly disagree. Key areas included:

Main traffic routes: vehicles have their own lighting therefore additional lighting is not needed.

Locations with accident record: the lack of street lighting does not cause accidents in other areas.

Anti-social behaviour: lighting an area could encourage anti-social behaviour.

Sheltered housing: housing has premises and lighting also residents were not typically out at night.

Emergency services: buildings have their own lighting.

Hazards: vehicles have their own lighting and hazards should be identified by signs.

CCTV: no longer required street lighting to record.

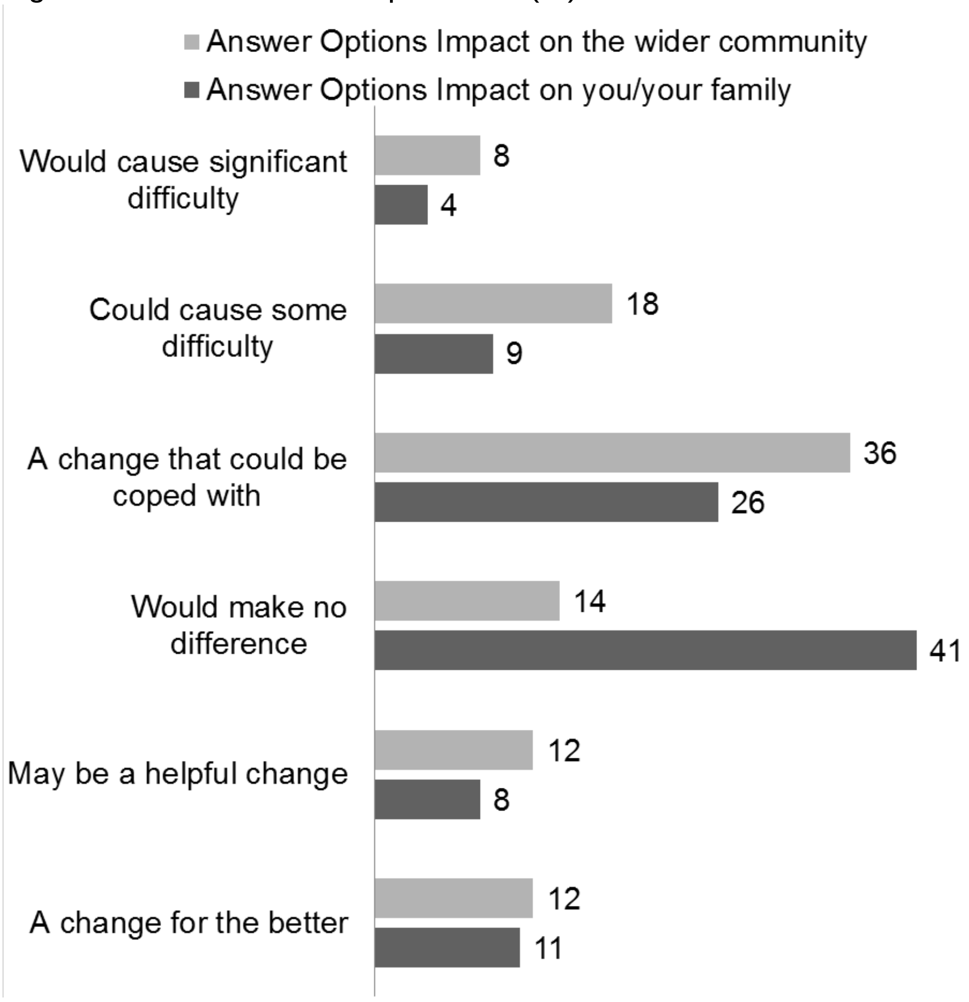
Piers and harbours: piers and harbours have their own lighting.

Other/General comments included:

- Safety concerns
- Preference to move to energy efficiency rather than switching off
- Preference to turn off every second rather than switching off completely

2.7 The survey asked what difference switching off lights in other areas between midnight and 6am would have on respondents and their families and also the wider community. Figure 1 outlines the potential impact any such change could have.

2.8 Figure 1: Based on 802 respondents (%)



2.9 Figure 1 shows that the majority of respondents think that the change could be coped with, would make no difference, may be a helpful change or a change for the better.

2.10 There is no notable difference between respondents from rural and urban areas. Respondents indicating that they have a disability were more likely to indicate that any changes would cause significant difficulty.

2.11 201 respondents provided comments when asked to explain why the change would cause some or significant difficulty. Key areas that respondents highlighted included:

For individuals

- General safety concerns about walking in the dark
- Concern about potential accidents and fear of crime
- Concern at walking home/to work in early hours e.g. Shift workers

For the community

- Concern for elderly, young people and vulnerable walking in the dark
- Concern for those on shift work/working late
- Concern about accidents and injuries
- Concern about the increase in crime

2.12 ***Keeping Lights Switched Off***

The survey asked respondents to think about where they live, and respond to what extent do they agree that street lighting in residential areas could be switched off. Table 2 shows that 45% of respondents indicated that they strongly agree or agree that they believe street lights could be switched off in residential areas.

2.13 Table 2: based on 856 respondents

Response	Number	%
Strongly agree	**125**	**15**
Agree	**258**	**30**
Neither agree nor disagree	**154**	**18**
Disagree	**183**	**21**
Strongly Disagree	**136**	**16**

2.14 Respondents from rural areas were more likely to strongly agree or agree that lights in residential areas should be switched off.

2.15 337 respondents chose to note comments when asked to describe why they disagree or strongly disagree with turning off lights in residential areas. Reasons why included:

- Need for safety and ensuring people feel safe
- Putting vulnerable people at risk – elderly, young people
- Concern at increase in crime

2.16 The survey asked "To what extent do you agree that in the future, the presumption should be no street lighting for new residential developments?" Table 3 shows that 34% of respondents strongly agree or agree that new developments should not have street lighting but 42% of respondents disagree or strongly disagree.

2.17 Table 3: based on 853 respondents

Response	Number	%
Strongly agree	**85**	**10**
Agree	**206**	**24**
Neither agree nor disagree	**206**	**24**
Disagree	**229**	**27**
Strongly Disagree	**127**	**15**

2.18 There is no notable difference between respondents from rural and urban areas.

2.19 349 respondents chose to note comments when asked to describe why they disagrees or strongly disagrees with not providing street lighting for new developments as standard. Reasons included:

- Safety reasons – concern increase in accidents
- Concern increase in crime
- Same level of service should be provided in all areas
- Suggestion to change minimum number

3. WASTE

3.1 Section 2 of the survey focused on questions around waste including garden waste, bulky uplifts and recycling.

3.2 ***Garden Waste***
Question 3 asked if garden waste collection was available in respondents' areas. 54% (484 respondents) indicated that the service was available and 45% (366 respondents) indicated that the service was not available.

3.3 Where the garden waste was available, respondents were then asked whether they used the service. The majority, 90%, indicated that they did use the service with only 10% (48) of respondents indicating that they didn't.

3.4 Respondents were asked whether in the future, if they had a choice, would they pay an annual charge to use the service or dispose of their own garden waste in a local staffed recycling centre. Table 4 shows that the majority of respondents would rather pay an annual charge to use the service.

3.5 Table 4 - Charging: based on 404 respondents

Response	Number	%
Pay the annual charge	221	55
Dispose of your garden waste at your local staffed recycling centre	183	45

3.6 ***Bulky Uplift***
Respondents were asked if they had used the bulky uplift service in the last 12 months. Table 5 shows that 89% of respondents had not used the service within the last 12 months. 2% of respondents had used the service more than once.

3.7 Table 5 – Using Bulky uplift service: based on 860 respondents

Response	Number	%
Never	763	89
Once	78	9
More than once	19	2

3.8 Respondents were given a number of options and asked to indicate which they thought was more favourable. Table 6 shows that respondents were divided between increasing the standard charge and ceasing the service altogether. More respondents favoured increasing the standard charge.

3.9 Table 6 – Charging options: based on 818 respondents

Response	Number	%
Increasing the standard charge	447	55
Cease the service altogether, but continue to allow householders to dispose of the items free of charge at local staffed recycling centres	371	45

3.10 ***Recycling***
Respondents were asked "To what extent do you agree we should remove the bottle banks which are not well used, to make the service elsewhere more affordable?" Table 7 shows that most respondents (80%) agreed or strongly agreed that bottle banks which

are not well used should be removed.

3.11 Table 7 – bottle banks: based on 862 respondents

Response	Number	%
Strongly agree	374	32
Agree	412	48
Neither agree nor disagree	71	8
Disagree	68	8
Strongly disagree	37	4

3.12 The survey asked to what extent respondents agreed that the Council should experiment with less frequent recycling collections. Table 8 shows that 50% of respondents indicated that they disagree or strongly disagree with this proposal.

3.13 Table 8 – less frequent collections: based on 862 respondents

Response	Number	%
Strongly agree	77	9
Agree	242	28
Neither agree nor disagree	104	12
Disagree	244	28
Strongly disagree	190	22

3.14 The survey asked respondents how often they used their local recycling centre. Table 9 outlines that only 8% of respondents had never used the service and almost 30% use a local recycling centre at least once a month.

3.15 Table 9 – use of recycling centres: based on 862 respondents

Response	Number	%
Never	67	8
Once a year	190	22
Once every 3 months	365	42
At least monthly	240	28

3.16 Question 5 asked if respondents would be prepared to pay a small charge to cover costs, which would help keep recycling centres open at weekends. 34% of respondents indicated that they would be willing to pay a small charge. 66% of respondents responded saying that they would not be willing to pay a small charge.

3.17 Table 10 – charge for recycling centres: based on 856 respondents

Response	Number	%
Yes	288	34
No	568	66

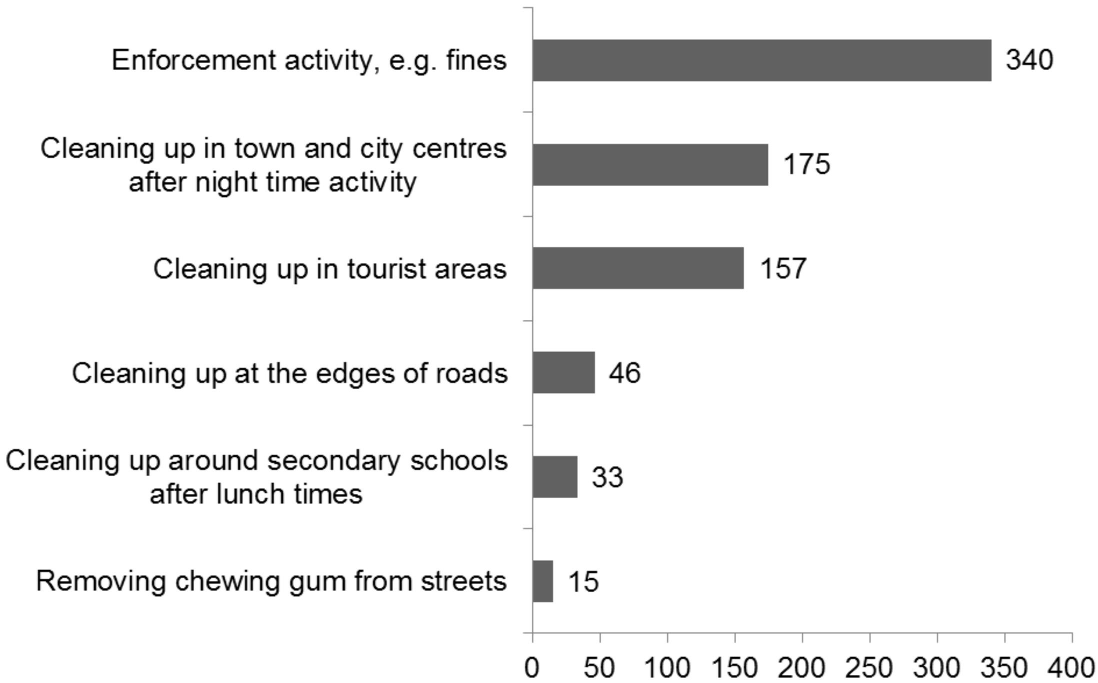
4. STREET CLEANING

4.1 Section 3 of the survey focused on questions related to street cleaning. These included questions on cleaning the streets, enforcement and the role of the community.

4.2 ***Cleaning the Streets***

Respondents were asked to prioritise a series of activities in order of which areas the council should focus resources on. The areas with the lowest average rating are: “enforcement activity” (2.62).and “cleaning up in tourist areas” (2.73). Figure 2 shows the number of times each activity was ranked as the top priority. The areas, which were most commonly ranked most important, were “Enforcement activity” and “cleaning up in town and city centres after night time activity.”

4.3 **Figure 2: based on 807 respondents**



4.4 The survey then asked whether there were other areas respondents believed should be prioritised. 250 comments were received. Suggestions included:

- Education – focus on education in schools and making schools responsible for their own area
- Providing more bins
- Individuals on community service providing a service
- Fines for individuals, schools, supermarkets and fast food shops.

4.5 Respondents were asked the extent to which they agree that businesses should be asked to contribute more for preventing littering. Table 11 shows that 93% of respondents agree or strongly agree that businesses should be asked to contribute more to prevent littering.

4.6 Table 11 – preventing littering: based on 854 respondents

Response	Number	%
Strongly agree	518	61
Agree	270	32
Neither agree nor disagree	36	4
Disagree	20	2

Strongly disagree	10	1

4.7 Respondents were also asked the extent to which they agree that businesses should be asked to contribute more by paying more for the service. Table 12 shows that 75% of respondents agree or strongly agree that businesses should be asked to contribute more money to support the service.

4.8 Table 12 – businesses paying more: based on 853 respondents

Response	Number	%
Strongly agree	353	41
Agree	291	34
Neither agree nor disagree	134	16
Disagree	60	7
Strongly disagree	15	2

4.9 A final question on business asked the extent to which respondents agreed that businesses should be asked to contribute more by cleaning up their premises. Table 13 shows that 94% of respondents agree or strongly agree that businesses should be asked to do this.

4.10 Table 13 – businesses clearing up: based on 846 respondents

Response	Number	%
Strongly agree	544	64
Agree	255	30
Neither agree nor disagree	28	3
Disagree	12	1.
Strongly disagree	7	1

4.11 ***Enforcement***

Respondents were asked the extent to which they agree that there should be a greater focus on enforcement action. Table 14 shows that 95% of respondents agree or strongly agree there should be greater focus on enforcement action.

4.12 Table 14 – focusing on enforcement: based on 853 respondents

Response	Number	%
Strongly agree	594	70
Agree	211	25
Neither agree nor disagree	37	4
Disagree	5	1
Strongly disagree	6	1

4.13 ***Community Role***

The survey then asked a series of questions about the role the community could play in keeping their community clean. Respondents were asked if they would be willing to be involved with a community group to regularly keep their community clean. Table 15 shows that one in three (33%) respondents would be willing to be involved with a community group who regularly clean up their local community.

4.14 Table 15 – community groups: based on 846 respondents

Response	Number	%
Yes	283	33
No	301	36
Don't know	262	31

4.15 Respondents were asked to select roles that they would be interested in taking part in. 59% of respondents indicated that they would be interested in volunteering to pick up litter, 34% indicated that they would be interested in promoting responsible and clean behaviour and 7% of respondents indicated that they would be interested to coordinate a local group to pick up litter.

4.16 Table 16 – volunteering roles: based on 328 respondents

Response	Number	%
Volunteering to pick up litter	192	59
Coordinating a local group to pick up litter	24	7
Promoting responsible and clean behaviour	112	34

4.17 The survey asked respondents to indicate what support would be helpful from the Council. 75% of respondents indicated: litter picking equipment, 43% of respondents indicated advice and training, 23% indicated staff support time and 39% indicated access to small grants to support litter picking.

4.18 Table 17 – support needed: based on 392 respondents

Response	Number	%
Litter picking equipment	295	75
Advice and training e.g. health and safety	169	43
Staff support time	91	23
Access to small grants to support litter picking	151	39

(multiple responses so total exceeds 100%)

4.19 Where respondents had answered no to being involved with a community group, individuals were asked to select the reason why. Table 18 shows that the main reasons were: health reasons (41%) lack of time (37%) and No volunteering opportunities locally (27%)

4.20 Table 18 – reasons for not participating: based on 402 respondents

Response	Number	%
Lack of time	148	37
No volunteering opportunities locally	25	6

Work commitments	108	27
Do not want to	67	17
Family commitments	84	21
No volunteering opportunities that I'm interested in	20	5
Health reasons	166	41
Disclosure requirements	7	2

(multiple responses so total exceeds 100%)

4.21 301 respondents provided comments when asked "Do you have any additional comments on how to prevent littering or to reduce the amount it costs to clean up litter?"

4.22 Key areas that were noted by respondents to prevent littering include:

Education: A considerable number of respondents (46) highlighted that education was key to prevent littering. Respondents highlighted that schools should take a role in teaching children to take care of the area they live. One respondent noted that they were disappointed that the Highland Council countryside ranger team was under threat as they have a key role in teaching young people about the outside environment.

Penalties/enforcement: A number of respondents commented that there should be a more proactive and strict penalties and enforcement policy. A number of respondents suggested that repeat offenders are publicised.

Campaigns/behaviour change

More bins: Respondents highlighted that having bins at benches, laybys and bus stops would prevent people from littering.

Key areas that were highlighted to reduce the amount it costs to clean up litter in the Highlands include:

- School litter picks
- Support local community to be able to do it themselves
- Using workers who are subject to community pay back orders

5. PUBLIC TOILETS

5.1 Section 4 of the report focused on the provision of public toilets. It asked about charging for use, the community role in maintaining toilets and about closing toilets.

5.2 ***Charging***

Respondents were asked if they would be prepared to pay a minimum of 50p to keep some toilets open. Table 19 shows that the majority of respondents (72%) would be willing to pay a minimum of 0.50p.

5.3 Table 19 – paying for toilets: based on 843 respondents

Response	Number	%
Yes	608	72
No	188	22
Don’t know	47	6

5.4 Respondents who indicated that they were willing to pay were asked to specify how much they would be willing to pay. 87% of the 607 respondents noted that they would pay 0.50p, 12% noted £1 and 1% More than £1.

5.5 ***Community Role***

The survey highlighted that a way for maintaining public toilets would be for community groups to take on the running of them. It asked respondents if they would be willing to be involved with a community group to maintain public toilets. Table 20 shows that the majority of respondents would not be willing to be involved.

5.6 Table 20 – community running toilets : based on 835 respondents

Response	**Number**	**%**
Yes	63	8%
No	435	52%
Don't know	90	11%
Not applicable - no public toilets locally	247	30%

5.7 The survey asked if respondents answered no, to select the reason why. Table 21 shows that the main reasons were: Health reasons (39%), Do not want to (36%) and Lack of time (32%).

5.8 Table 21: based on 467 respondents

Response	**Response Count**	**%**
Lack of time	150	32%
No volunteering opportunities locally	23	5%
Work commitments	94	20%
Do not want to	170	36%
Family commitments	76	16%
No volunteering opportunities that I’m interested in	17	4%
Health reasons	181	39%
Disclosure requirements	5	1.%

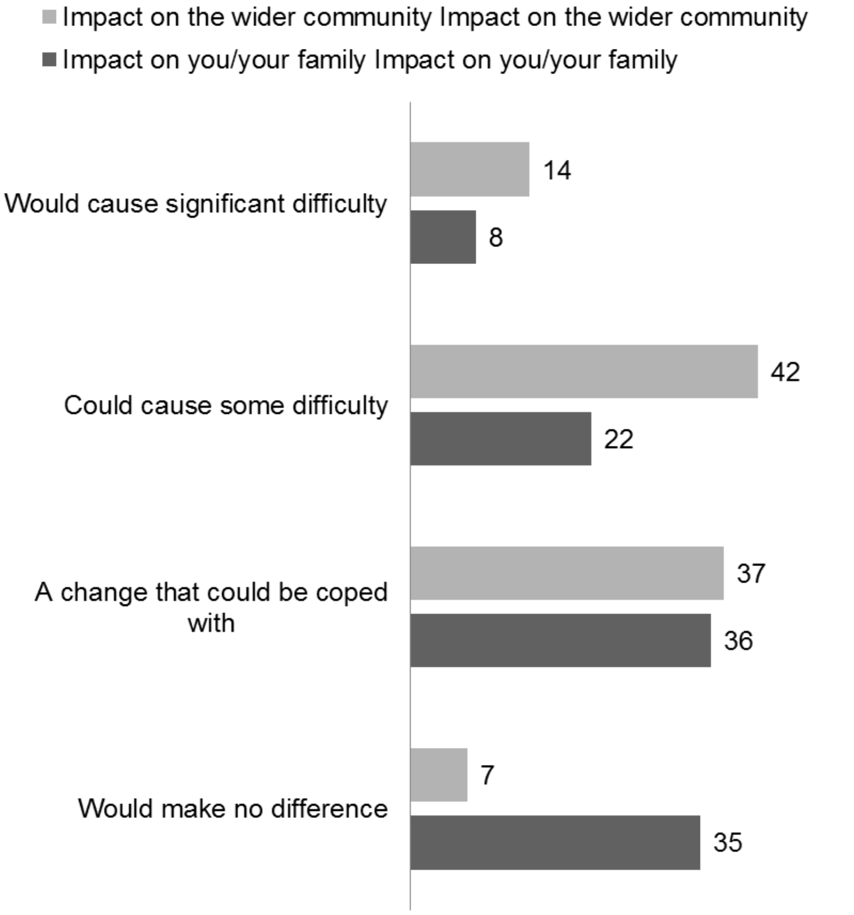
5.9 ***Closing Toilets***

Respondents were asked if some public toilets had to close where the council should focus its resources. Respondents were asked to rank in order of priority the most important to the least important. The lowest average rating is “Tourist Destinations”. Figure 3 shows the number of times each area was ranked as the top priority The area that was ranked most important the most number of times was “Tourist destinations”.

5.10 Figure 3: Based on 780 respondents

5.11 The survey asked what impact closing some public toilets would have on respondents and the wider community. Figure 4 shows respondents answers highlighting what difference the change would have on the respondent's family and the wider community in percent. Figure 4 shows that 35% of respondents thought it would make no difference to "you/your family" but 42% thought it could cause some difficulty to the wider community.

5.12 **Figure 4: Based on 793 respondents**



6. PUBLIC TRANSPORT

6.1 Section 5 of the survey sought responses on public transport. This included views on general transport, community transport and ferries.

6.2 ***General Transport***

Respondents were asked about the extent to which they agree that the Highland Council should focus support for public transport in rural areas. Table 22 shows that 83% of respondents either strongly agree or agree that the focus should be on rural areas.

6.3 Table 22 – focus on support: Based on 837 respondents

Response	Number	%
Strongly agree	329	39%
Agree	372	44%
Neither agree nor disagree	113	14%
Disagree	15	2%
Strongly disagree	8	1.0%

6.4 Respondents from rural areas were more likely to strongly agree or agree that the Council should focus support on rural communities. Respondents who indicated that they had a disability were more likely to strongly agree that the focus should be to support rural communities.

6.5 The survey asked respondents" As a passenger, would you be prepared to pay a higher fare to protect services? If you have a bus pass this would not affect you." Table 23 shows that 67% of respondents who this question was applicable agreed they would be prepared to pay a higher fare to protect services.

6.6 Table 23 – paying higher fares: Based on 823 respondents

Response	Number	%
Yes	232	28%
No	111	14.%
Not applicable	480	58%

6.7 There is no notable difference between respondents from rural and urban areas. Respondents who indicated that they have a disability were less likely to agree that they were prepared to pay a higher fare to protect services.

6.8 ***Community Transport***

Question 13 asked about community transport. Respondents were asked how communities could provide local transport. Table 24 shows that only 8% of respondents thought there was no role for the community in providing community transport services.

6.9 Table 24 – community role in transport services: Based on 807 respondents

Response	Number	%
Community car scheme (i.e. booking lifts in	440	55%

volunteer's cars)		
Minibus available to hire for clubs and outings	433	54%
Scheduled bus/minibus services	484	60%
No role for the community	64	8%

(multiple responses so will not total 100%)

6.10 The survey asked respondents to indicate if they thought the Council should focus future resources on supporting community transport schemes instead of subsidising commercial routes. Table 25 shows that the majority of respondents agreed. It is also important to note that one third of respondents answered "don't know".

6.11 Table 25 – focusing on community transport: Based on 829 respondents

Response	Number	%
Yes	478	58%
No	70	8%
Don't know	281	34%

6.12 The survey asked if respondents would be willing to be involved with a community group that offered community transport services. Table 26 shows that 16% of respondents would be interested in being involved but the majority 84% either did not or did not know.

6.13 Table 26 – participating in community transport: Based on 825 respondents

Response	Number	%
Yes	131	16%
No	501	61%
Don't know	193	23%

6.14 Of the residents who answered yes, respondents were asked to highlight what roles they would be interested in. Table 27 shows that the most popular responses were: Volunteering as a car scheme driver, Committee member and Volunteer mini bus driver for social and occasional events.

6.15 Table 27 – volunteering roles: 146 respondents

Response	Number	%
Being employed to provide a scheduled service with an appropriate licence	14	10%
Volunteering as a car scheme driver	75	51%
Volunteer mini bus driver for social and occasional events	42	29%
Volunteer for taking bookings and other administration	37	25%
Financial management	13	9%
Committee member	47	32%
Fund raising	29	20%

6.16 The survey asked if respondents answered no, to select the reason why. Table 28 shows the respondents' answers. The most popular response was: Lack of time, Work commitments and Health reasons.

6.17 Table 28 – reasons for not participating: 550 respondents

Response	Number	%
Lack of time	202	37%
No volunteering opportunities locally	31	6%
Work commitments	152	28%
Do not want to	97	18%
Not qualified to drive	52	20%
Family commitments	117	21%
No volunteering opportunities that I'm interested in	28	5%
Health reasons	145	26%
Disclosure requirements	11	2%
Not qualified to drive mini-buses	178	32%

6.18 ***Ferries***

The survey asked respondents the extent to which they agree that the council should vary the changes for ferries so that increases only applies to tourists. Table 29 shows that the majority of respondents agree or strongly agree that any increases should be applied principally to tourists.

6.19 Table 29 – varying ferry charges: based on 840 respondents

Response	Number	%
Strongly agree	177	21%
Agree	387	46%
Neither agree nor disagree	146	17%
Disagree	95	11%
Strongly disagree	35	4.%

7. Next Steps

These findings will be used by the Redesign review teams when drawing up their proposals and recommendations.

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Appendix 1

Survey Respondent Overview

Gender

452 respondents were females (51%), 382 respondents were male (44%) and 43 respondents chose not to disclose their gender (5%).

Age

Table 1.1 based on 834 respondents

Response	Number	%
16-17	2	0.2
18-24	24	2.8
25-34	25	3
35-44	64	7.7
45-54	129	15.4
55-64	219	22.2
65-74	249	29.8
75 +	122	14.6

How long have you lived in The Highland Council area?

Table 1.2 based on 828 respondents

Response	Number	%
Less than 3 years	7	0.9
3-5 years	19	2.2
5-10 years	64	8
Over 10 years	735	88.8

Employment

Table 1.3 based on 839 respondents

Response	Number	%
Working for a single employer full-time	205	24.4
Working for a single employer part-time	83	9.9
Working for more than one employer	17	2
Self-employed	86	10.2
Unable to work - long-term sickness	11	1.3
Unemployed	7	0.8
Retired	376	44.8
Looking after the home or family	19	2.2
In full-time education	10	1.2
Unable to work - disability	14	1.7
Carer	11	1.3

Housing situation

Table 1.4 based on 833 respondents

Response	Number	%
Own home/ mortgage	715	85.8
Rent from a housing association	13	1.6
Rent from The Council	32	3.8
House comes with job	9	1.1
Private rented	34	4.1
Living with parents	30	3.6

Disability

114 of 822 respondents (13.9%) indicated that they have a disability (i.e. a physical or mental impairment that has a substantial and long-term adverse effect upon their ability to carry out normal day-to-day activities).

Families with children

125 of the 800 respondents (15.6%) indicated that they have school age children in their household.

Ethnicity

Table 1.5 based on 830 respondents

Response	Number	%
White – Scottish	603	72.65
White – Other British	181	21.81
White – Irish	3	0.36
White – Polish	4	0.48
White – Other	26	3.13
Pakistani, Pakistani Scottish or Pakistani British	1	0.12
Indian, Indian Scottish or Indian British	4	0.48
Chinese, Chinese Scottish or Chinese British	3	0.36
African, African Scottish or African British	1	0.12
Caribbean, Caribbean Scottish or Caribbean British	1	0.12
Black, Black Scottish or Black British	2	0.24
Arab, Arab Scottish or Arab British	1	0.12

Location

Table 1.6 based on 750 respondents

Response	Number	%
North, West and Central Sutherland	22	2.9
Thurso	24	3.2
Wick	19	2.5
Landward Caithness	33	4.4
East Sutherland	25	3.3
Wester Ross, Strathpeffer and Lochalsh	45	6.0
Cromarty Firth	27	3.6
Tain and Easter Ross	30	4.0
Dingwall and Seaforth	38	5.1
Black Isle	47	6.3
Eilean a' Che	42	5.6
Caol and Mallaig	17	2.3
Aird and Loch Ness	41	5.5
Inverness West	34	4.5
Inverness Central	30	4.0
Inverness Ness-side	31	4.1
Inverness Millburn	36	4.8
Culloden and Ardersier	45	6.0
Nairn	45	6.0
Inverness South	49	6.5
Badenoch and Strathspey	36	4.8
Fort William and Ardnamurchan	34	4.5