THE HIGHLAND COUNCIL'S

ANNUAL SURVEY OF PERFORMANCE AND ATTITUDES

2018

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Contents

1. Methodology

1. The 2018 Highland Council Performance Survey was conducted during May and June 2018. This report presents analysis of the 1,152 Highland residents who responded to the survey. Key findings from each of the questions in the survey are presented in this report. Where appropriate, comparisons are made with the findings of previous surveys which have been conducted every year since 2003.

2. Questionnaires were sent to members of the Highland Council Citizens' Panel. This Panel was designed by The Highland Council to be representative of the adult population of the Highlands. The panel membership is refreshed regularly. At the time of the survey it consisted of 2,634 people.

Response Rate

3. In 2018, of the 2,634 questionnaires sent to the members of the Panel, there were 1,152 people who completed at least part of the survey and returned it within the deadline giving a response rate of 43.7%. This compares well to the previous four years where the number of respondents were 955 (2017), 1,084 (2016), 1,148 (2015), and 1,151 (2014). The number of people responding to each question is shown at the foot of the tables throughout this report.

Construction of the Survey

4. The majority of the questions were carried forward from previous versions of the survey in order to analyse changes in perception over time.

Accuracy and confidence levels

5. Assuming that sources of sampling bias have been eliminated, the level of statistical accuracy associated with the results depends on two factors: the sample size upon which the result is based; and the actual percentage spread of the result. The level of accuracy therefore varies with each question.

6. To measure statistical accuracy we must first establish what level of confidence is deemed appropriate. As with most survey research we have selected a confidence level of 95%. 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 that the true value lies (i.e. the value observed if the entire population had responded).

7. For example, a response from a random sample of 1,000 people from a "large" population, where 70% answered "yes" and 30% answered "no", using a 95% confidence limit, would have an accuracy of ±2.9%. This means that we could be 95% certain that the true value of the "yes" response within the whole population is between 67.1% and 72.9% (70 ± 2.9%).

Levels of accuracy for the 2018 survey

8. Given a 95% confidence level, the population in Highland (195,625 aged 16+), and the sample number of respondents, the following confidence levels can be applied to the 2018 survey.

Question sample size	Percentage of sample giving the particular answer		
	10%/90%	30%/70%	50%/50%
1,152	±1.73	±2.64	±2.88
1000	±1.85	±2.83	±3.09
750	±2.14	±3.27	±3.57
500	±2.63	±4.01	±4.38

Weighting

9. The profile of respondents is detailed in Section 2. Data in Tables 1.1 to 1.8 are not weighted. For the remainder of the report, results are weighted by age and gender unless otherwise indicated. This weighing compensates for an under-representation in responses particularly from the 16-44 age group, and a slight under-representation of males.

2. Who completed the Survey?

Gender

10. Table 1: Respondents by gender

Gender	Respondents (%)
Female	52.9
Male	46.2
Prefer not to say	0.5
Other (please detail)	0.4

n = 1,121

Age

11. Table 2: Respondents by age group

Age Group	Respondents (%)
16-17	0.2
18-24	1.6
25-34	2.9
35-44	6.4
45-54	16.8
55-64	25.8
65-74	30.9
Over 75	15.4

n=1,122

Length of time lived in The Highland Council area

12. Table 3: Respondents by length of time lived in the Highland Council area

Length of time	Respondents (%)
Less than 3 years	0.7
3-5 years	0.8
5-10 years	6.2
Over 10 years	92.4

n = 1,024

Working status of respondents

13. Table 4: Respondents by working status

Categories	Respondents (%)
Retired	47.2
Working for a single employer Full Time	24.1
Working for a single employer Part Time	10.5
Self-employed	9.7
Working for more than one employer	2.1
Looking after the home or family	1.7
Unable to work - disability	1.6
Unable to work – long term sickness	1.0
Carer	1.0
Unemployed	0.7
In full-time education	0.4

n = 1,032

Housing situation of respondents

14. Table 5: Respondents by housing situation

Categories	Respondents (%)
Own home/ mortgage	86.5
Rent from the Council	4.8
Private rented	3.8
Rent from a housing association	2.1
Living with parents	1.8
House comes with job	1.0

n = 1,031

Disability of respondents

15. Table 6: Respondents by disability (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?”)

Response	Respondents (%)
Yes	14.5
No	85.5

n = 1,021

Households with school age children

16. Table 7: Respondents by school aged children (Question: “Are there school age children in your household?”)

Response	Respondents (%)
Yes	15.9
No	84.1

n = 1,003

Geography of respondents

Table 8: Respondents by ward

Ward	(%)	Ward	(%)
North, West and Central Sutherland	2.7	Aird and Loch Ness	5.6
Thurso and Northwest Caithness	5.0	Inverness West	6.1
Wick and East Caithness	5.1	Inverness Central	3.0
East Sutherland and Edderton	3.4	Inverness Ness-side	4.3
Wester Ross, Strathpeffer and Lochalsh	6.4	Inverness Millburn	3.7
Cromarty Firth	4.0	Culloden and Ardersier	4.9
Tain and Easter Ross	4.8	Nairn and Cawdor	6.3
Dingwall and Seaforth	5.4	Inverness South	5.0
Black Isle	6.0	Badenoch and Strathspey	5.2
Eilean a' Cheo	7.1	Fort William and Ardnamurchan	4.4
Caol and Mallaig	1.6		

n =1,116

Respondents views on being a member of the Citizens’ Panel

17. At the end of the survey, respondents were asked for their views on how they have found being a member of the Citizens’ Panel. In the first of these questions, respondents were asked to answer “yes” or “no” as to whether they felt their “views had been listened to”. 650 people answered this question, Figure 1.

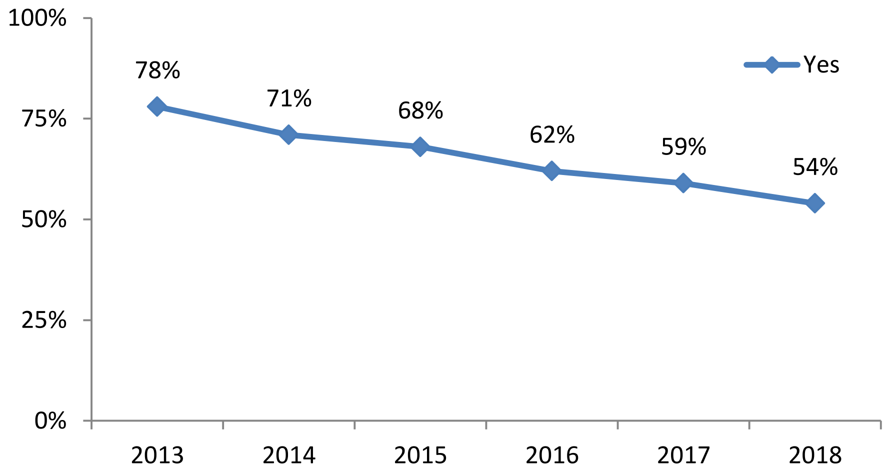

Figure 1: Responses to “my views have been listened to”, 2013-2018.

18. We can observe a declining year on year trend in whether people completing the survey feel listened to, from 78% answering “yes” in 2013, to just over half (54%) in 2018.

19. Those sampled were then asked whether they had found being a Citizens’ Panel member “useful”. 742 people answered this question.

    75% answered “yes” – 82% in 2017; 84% in 2016; 87% in 2015; 86% in 2014; and 89% in 2013.
    25% answered “no” – 18% in 2017; 16% in 2016; 13% in 2015; 14% in 2014; and 11% in 2013.

    Three quarters (75%) found being a Citizens’ Panel member useful in 2018, and we can note a gradual decline in the proportion of panel members finding it useful between 2013 and 2018.

20. Panel members were asked whether they had found being a “Citizens’ Panel member “time consuming”. 730 people answered this question.

    19% answered “yes” – 23% in 2017; 22% in 2016; 37% in 2015; 34% in 2014; and 29% in 2013.
    81% answered “no” – 77% in 2017; 78% in 2016; 63% in 2015; 66% in 2014; and 71% in 2013.

21. Respondents were then asked whether they found being a Citizens’ Panel member “worthwhile”. 745 people answered this question. We can note a decline in respondents who found being a panel member “worthwhile” from 90% in 2013, to 78% in 2018.

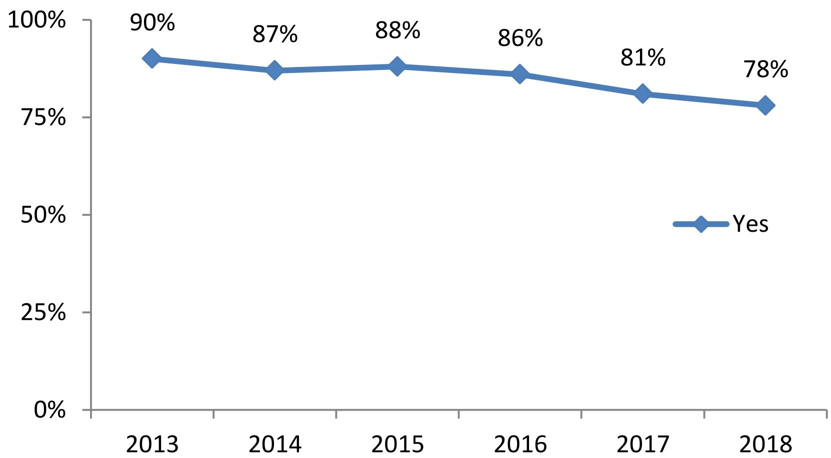

Figure 2: Responses to finding being a member of the Citizens’ Panel “worthwhile”, 2013-2018.

3. Section A: Council Qualities

Question 1: Views on The Highland Council against 15 qualities

1.1 Respondents gave their views of the Council against a list of 15 qualities. The difference between of those agreeing (to any extent) and those who disagree (to any extent) that the quality is shown.

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

	Response (%)					Difference between % who agree and disagree		
Qualities	**Strongly Agree**	**Agree**	**Neither Agree nor Disagree**	**Disagree**	**Strongly Disagree**	**2018**	**2017**	**2016**
Is approachable	8	46	30	12	4	**38**	**41**	**42**
Cares for the environment	6	44	32	15	4	**31**	**25**	**44**
Is helpful	6	39	38	13	4	**29**	**33**	**32**
Maintains good quality local services	7	47	22	21	4	**28**	**41**	**36**
Treats all residents fairly	6	36	36	18	5	**20**	**13**	**13**
Asks you for your ideas on how to do things better	7	34	26	22	11	**8**	**17**	**N/A**
Is aware of people's needs	5	30	37	23	5	**7**	**6**	**8**
Helps people to help each other	3	21	54	16	6	**3**	**4**	**N/A**
Is open and honest about funding choices	5	26	40	22	8	**0**	**-1**	**N/A**
Listens to local people	3	26	38	25	8	**-4**	**4**	**-3**
Provides value for money	6	24	35	28	7	**-5**	**5**	**-10**
Invites challenge and different views to help make decisions	3	22	42	25	8	**-7**	**-3**	**N/A**
Is efficient	3	24	33	31	8	**-12**	**-4**	**-11**
Represents your views	4	16	43	27	9	**-16**	**-14**	**-13**
Involves people in how it spends money	3	18	35	34	11	**-23**	**-17**	**-28**

n =1018-1030 in 2018

1.2 As with previous versions of the survey, one of the features of responses to this question is how few of the respondents either "strongly agree" or "strongly disagree" with any of the statements above. Neither of these options is ever selected by any more than 11% of the respondents.

1.3 Compared with 2017, the scores for 2018 have increased for 4 qualities and decreased for 11 qualities.

1.4 There are three qualities for which 50% or more of the respondents either "strongly agree" or "agree" with:

- Is approachable (54%)
- Maintains good quality local services (54%)
- Cares for the environment (50%)

1.5 There are six qualities (five in 2017, and five in 2016) where the total percentage of people who either "strongly disagree" or "disagree" with the quality exceeds the total percentage of those who either "strongly agree" or "agree" with the quality. These are:

- Listens to Local people (-4%)
- Provides value for money (-5%)
- Invites challenge and different views to help make decisions (-7%)
- Is efficient (-12%)
- Represents your views (-16%)
- Involves people in how it spends money (-23%)

Question 2: Qualities that are the most important to respondents

2.1 Respondents were asked to consider of the 15 qualities from question 1, which five they feel are the most important ones that Highland Council should demonstrate.

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

Quality as ranked in order of importance by respondents in 2018 survey		**Respondents mentioning quality in their top 5 (%)**		
		2018	**2017**	**2016**
1.	Maintains good quality local services	78	75	75
2.	Provides value for money	57	57	60
3.	Listens to local people	57	54	61
4.	Is efficient	51	47	46
5.	Is aware of people's needs	38	35	42
6.	Treats all residents fairly	38	38	34
7.	Involves people in how it spends money	33	28	36
8.	Is open and honest about funding choices	33	28	N/A
9.	Cares for the environment	31	28	28
10.	Is approachable	20	24	19
11.	Is helpful	15	17	17
12.	Represents your views	14	13	16
13.	Asks you for your ideas on how to do things better	10	14	N/A
14.	Helps people to help each other	10	8	N/A
15.	Invites challenge and different views to help make decisions	8	8	N/A

n = 992 in 2018

2.2 The most important quality that respondents feel the Council needs to demonstrate is "maintains good quality local services" with 78% placing this in their top five. This quality was also top in 2017 and 2016. There are three other qualities that were selected in over half of the respondents' top 5s: "Provides value for money" (57%); "Listens to local people" (57%); and "Is efficient" (51%).

2.3 The three qualities which gained the least support from respondents in 2018 were: “Asks you for your ideas on how to do things better” (10%); “Helps people to help each other” (10%); and “invites challenge and different views to help make decisions” (8%).

Question 3: Expectations of The Highland Council

3.1 Respondents were asked to what extent The Highland Council exceeds or falls short of their expectations.

Table 3.1: Expectations of The Highland Council

Expectations	2018 (%)	2017 (%)	2016 (%)	2015 (%)	2014 (%)
Greatly exceeds your expectations	3	1	1	1	2
Slightly exceeds your expectations	5	7	6	6	10
Is about what you expect	49	56	50	62	66
Falls slightly short of your expectations	29	26	32	27	17
Falls a long way short of your expectations	14	10	11	4	5

n= 1,024

3.2 Almost half (49%) of respondents selected that The Highland Council “is about what [they] expect”. This can be seen as a decreasing trend, with higher figures in previous years.

3.3 43% of respondents indicated that The Highland Council either “falls slightly” or “falls a long way” short of their expectations (36% in 2017; 43% in 2016; 31% in 2015; 22% in 2014).

3.4 8% of respondents indicated that The Highland Council either “slightly” or “greatly” exceeds their expectations (8% in 2017; 7% in 2016; 7% in 2015; and 12% in 2014).

4. Section B: Community Life

Question 4: Gaelic Language

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

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

	2018	2017	2016	2015	2014
			(%)		
To a great extent	21	24	22	22	25
To some extent	54	53	54	54	52
Not really	19	17	19	18	18
Not at all	6	6	5	6	5

n = 987

4.2 75% of all respondents felt that the Council has strengthened the profile of the Gaelic language (77% in 2017; 76% in 2016 and 2015; and 77% in 2014). There has been little variation in responses to this question over the past five years.

Community Safety

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

5.1 Respondents were given a list of thirteen different activities and asked “How much of a concern to you is each of the following in the area where you live?” The extent of their concerns is detailed in

Table 5.1. The table is ranked in order of the total percentage of people concerned by the activity.

Table 5.1: Extent to which respondents feel concerned about certain activities in their neighbourhoods, 2018.

Activity	A major concern (A)	A minor concern (B)	Total concerned (A+B)	Not a concern	No opinion/ don't know
			(%)		
Road safety	34	47	**81**	17	2
Drug misuse	26	40	**66**	31	3
Alcohol misuse	23	43	**66**	32	2
Antisocial behaviour	21	38	**59**	39	2
Crimes of dishonesty	16	43	**59**	38	4
Serious and organised crime	18	30	**48**	50	2
Abuse of children	16	26	**42**	49	9
Abuse of vulnerable adults	16	26	**42**	49	10
House or property fires	8	28	**36**	59	5
Domestic abuse	9	25	**34**	56	10
Fire related antisocial behaviour	6	21	**27**	68	4
Violent crime	9	16	**25**	69	5
Terrorism	5	10	**15**	77	8

n = 979-1022 in 2018

5.2 Table 5.1 shows that more than half of the respondents are concerned about the following five activities when considering the area in which they live: Road safety (81%); Drug misuse (66%); Alcohol misuse (66%); Antisocial behaviour (59%); and Crimes of dishonesty (59%).

5.3 The responses follow similar trends observed in previous years. Road safety (e.g. speeding, drink/ drug driving) continues to be the activity which raises the most concern to people in their area (81%, including 34% which expressed major concern), although a slight decrease can be noted compared to last year (85% in 2017, 80% in 2016; 78% in 2015; 80% in 2014; and 76% in 2013).

5.4 Two activities were joint second in terms of respondents expressing concern in their local area. Alcohol misuse (e.g. underage drinking/ alcohol dependency) at 66% (including 23% which expressed a major concern) in 2018 (66% in 2017, 70% in 2016; 69% in 2015; 63% in 2013), and Drug misuse at 66% (including 26% which expressed major concern) in 2018 (63% in 2017; 65% in 2016; 58% in 2014).

5.5 Anti-social behaviour (e.g. vandalism/ breach of the peace/noise nuisance) is a concern to 59% of respondents (including 21% which expressed major concern) in 2018 (55% in 2017; 60% in 2016; 57% in 2015; 63% in 2014; 57% in 2013).

5.6 Crimes of dishonesty (e.g. theft/ fraud) are a concern to 59% of respondents (including 16% which expressed major concern) in 2018 (54% in 2017; 59% in 2016; 47% in 2015; 61% in 2014).

5.7 Serious and organised crime (e.g. drugs/ organised crime/ prostitution) is a concern to 48% of respondents (including 18% which expressed major concern) in 2018 (40% in 2017; 44% in 2016; 36% in 2015; 45% in 2014; 37% in 2013).

5.8 Abuse of children is a concern to 42% of respondents (including 16% which expressed major concern) in 2018 (44% in 2017; 45% in 2016; 34% in 2015; 41% in 2014; 33% in 2013).

155 respondents to the question have school aged children, and when considering this group, 48% expressed concern (40% in 2017; 50% in 2016; 41% in 2015; 50% in 2014; 40% in 2013), including

14% for whom it was a major concern. 44% stated it was not a concern (52% in 2017; 47% in 2016; 42% in 2015; 39% in 2014; 45% in 2013).

5.9 Abuse of vulnerable adults is a concern to 42% of respondents (including 16% which expressed major concern) in 2018 (43% in 2017; 44% in 2016; 34% in 2015; 41% in 2014; 28% in 2013).

Of the 146 respondents to this question who were disabled, 47% noted concern, including 21% who said it was a major concern. 42% stated they were "not concerned".

5.10 House or property fires are a concern to 36% of respondents (including 8% which expressed major concern) in 2018 (32% in 2017; 35% in 2016; 34% in 2015; 40% in 2014; 35% in 2013).

5.11 Domestic abuse is a concern to 34% of respondents (including 9% which expressed major concern) in 2018 (33% in 2017; 46% in 2016; 36% in 2015; 46% in 2014; 31% in 2013).

5.12 Fire related anti-social behaviour is a concern to 27% of respondents (including 6% which expressed major concern) in 2018 (23% in 2017; 26% in 2016; 21% in 2015; 29% in 2014; 22% in 2013).

5.13 Violent crime (e.g. assault/ robbery/ gun-knife crimes/ gangs) is a concern to 25% of respondents (including 9% which expressed major concern) in 2018 (22% in 2017; 26% in 2016; 21% in 2015; 29% in 2014; 21% in 2013).

5.14 Terrorism is a concern to 15% of respondents (including 5% which expressed major concern) in 2018 (18% in 2017; 18% in 2016; 11% in 2015; 14% in 2014; 10% in 2013).

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 "What do you think would help most to reduce drug and alcohol related harm in your community?" There were four proposals and respondents were asked to select all that applied.

Table 6.1: Views on proposed ways to reduce drug and alcohol related harm in communities.

Proposal	2018	2017 (%)	2016	2015
People with problems receiving more help	**62**	**63**	**61**	**63**
More support for families affected by drug and alcohol problems	**60**	**58**	**60**	**59**
Opportunities and activities to encourage people to make healthier choices	**54**	**60**	**57**	**62**
Drugs and alcohol are less available	**40**	**44**	**41**	**43**

n in 2018 = 991

6.2 The results for 2018 follow similar trends to previous years, with the response "People with problems receiving more help" the most popular proposal, selected by 62% (2018). There has been a slight decrease in the number of respondents selecting "Opportunities and activities to encourage people to make healthier choices" from 60% in 2017 to 54% in 2018. Making "Drugs and alcohol less available" continues to be the least popular proposal, with 40% selecting it in 2018.

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

7.1 Respondents were asked "How worried are you about being a victim of crime (in general)?" The results are detailed in Table 7.1.

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

Extent of worry	2018	2017	2016 (%)	2015	2014
Very worried	4.4	2.4	4.7	3.9	3.1
Slightly worried	37.9	37.3	37.0	34.8	36.8
Not worried at all	49.4	52.2	48.9	47.8	48.3
Never considered it	8.4	8.2	9.4	13.5	11.8

n in 2018 = 1,026

7.2 In 2018, 42.3% of respondents were either “slightly worried” or “very worried” about being a victim of crime (in general); this is an increase on previous years (39.7% in 2017; 41.7% in 2016; 38.7% in 2015; 39.9% in 2014).

Of the 228 respondents from urban wards, 49% were either “slightly worried” or “very worried” about being a victim of crime (in general), compared to mixed wards, 45% (484 respondents) and rural wards, 28% (323 respondents).

Question 8: Extent of concerns of the respondent or someone they know being the victim of a hate incident or hate crime.

8.1 This question was given the following introduction to ensure that it was clear what is meant by the terms hate crime and hate incident: “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 Respondents were then asked “To what extent are you concerned about you or someone you know being a victim of a hate incident or hate crime based on the characteristics below?” A list of seven grounds on which someone may suffer discrimination were presented and respondents were asked to note their concern for each. The results are presented in Table 8.1 and are ordered according to the extent to which respondents are concerned.

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

Characteristic	Major concern (A) %	Minor concern (B) %	Total concerned (A+B) %	Not a concern %	No opinion/ don’t know %
Mental health	16	38	**54**	**44**	**3**
Learning disability	15	31	**46**	**51**	**3**
Physical disability	13	30	**43**	**54**	**3**
Race or ethnic origin	7	26	**33**	**64**	**4**
Religion or belief*	7	25	**32**	**63**	**5**
Sexual orientation	5	26	**31**	**65**	**4**
Gender identity	5	22	**27**	**68**	**5**

N = 979 - 1,008. * including non-belief

8.3 Mental health: The majority (54%) of respondents are concerned that somebody they are aware of (including themselves) may be subject to a hate incident or hate crime on the basis of mental health (45% in 2017; 45% in 2016; 31% in 2015; 36% in 2014).This is the highest recorded since this question has been included in this survey (2013). 16% of respondents were majorly concerned.

8.4 For each of the characteristics, there is an increase in concern noted in 2018 from 2017. The percentages of people expressing a concern in 2018 ranges from 27%-54%, compared to 21-45% in 2017.

8.5 Learning disability: 46% of respondents (42% in 2017; 43% in 2016; 29% in 2015; 34% in 2014) were concerned (including 15% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of learning disability.

Of the 142 respondents with a disability, 56% were concerned (20% indicating major concern). 42% indicated “not a concern”.

8.6 Physical disability: 43% of respondents (39% in 2017; 40% in 2016; 26% in 2015; 30% in 2014) were concerned (including 13% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of physical disability.

Of the 140 respondents with a disability, 55% were concerned (24% indicating major concern). 43% indicated “not a concern”.

8.7 Race or ethnic origin: 33% of respondents (30% in 2017; 28% in 2016; 28% in 2015; 29% in 2014) were concerned (including 7% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of race or ethnic origin.

8.8 Religion or belief: 32% of respondents (27% in 2017; 28% in 2016; 22% in 2015; 27% in 2014) were concerned (including 7% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of religion or belief (including non-belief).

8.9 Sexual Orientation: 31% of respondents (23% in 2017; 26% in 2016; 20% in 2015; 25% in 2014) were concerned (including 5% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of sexual orientation.

8.10 Gender identity: 27% of respondents (21% in 2017; 21% in 2016; 16% in 2015; 20% in 2014) were concerned (including 5% who said it was a “major concern”) about someone they are aware of (including themselves) being subject to a hate incident or hate crime on the grounds of sexual orientation.

8.11 Respondents were also able to identify characteristics for which they have concern about someone they are aware of (including themselves) being subject to a hate incident or hate crime. 29 responses were received. These responses were linked to a wide range of characteristics, including: nationality; age; political views; type of employment; and people moving into settlements. School based bullying and neighbourly disputes were also mentioned.

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

9.1 This question was preceded with the following statement: “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, and/or civic institutions.” Respondents were then asked to select either “yes” or “no” to the following question: “Were you aware that such incidents can and do impact on people in this way in Highland?”

Table 9.1: Respondents’ awareness of the impact on people in Highland of hate incidents and hate crime.

	2018	**2017**	**2016**	**2015**	**2014**
			(%)		
Yes	77.7	72.7	70.9	73.4	71.5
No	22.3	27.3	29.1	26.6	28.5

n = 1,013 in 2018

9.2 The data indicates that there is an increased awareness of the impact of hate incidents and hate crimes in Highland, with 77.7% selecting “yes” to this question – higher than any previous year.

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

10.1 Respondents were asked “Taking everything into account, how do you rate the area within 15 minutes’ walk of your home as a place to live?” Table 10.1 details the views of the respondents over the past five years.

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

	2018	**2017**	**2016**	**2015**	**2014**
			(%)		
A very safe area	57.4	63.9	60.0	60.4	61.7
A fairly safe area	38.8	34.2	36.7	36.4	35.0
Total safe	**96.2**	**98.1**	**96.7**	**96.8**	**96.7**
Rather unsafe	2.6	1.3	2.6	2.2	2.0
A very unsafe	0.6	0.3	0.6	0.4	1.2
Total unsafe	**3.2**	**1.6**	**3.2**	**2.6**	**3.2**
No opinion	**0.6**	**0.3**	**0.0**	**0.6**	**0.1**
Net safety rating*	**93.0**	**96.5**	**93.5**	**94.2**	**93.5**

n in 2018 = 1,020. *Net safety rating = Total safe – Total unsafe

10.2 In 2018, 96.2% of respondents rated their locality as either “very safe” or “fairly safe”. Whilst this is a high proportion of respondents, it should be noted that this is lower than recorded in the previous four years.

An analysis of the raw data indicates that respondents aged 16-34, and respondents renting their home from the Council were the least likely to indicate their locality was either “very safe” or “fairly safe”, with values of 91.3% and 93.8% respectively.

10.3 The net safety rating is calculated by subtracting the percentage of respondents who feel their area is unsafe to any degree from the percentage of respondents who feel their area is safe. The net safety rating in 2018 is 93.0% and is slightly lower than recorded in previous years.

Equalities

This section of the survey briefly outlined the Council’s Equality duties before posing two questions.

Question 11: Views on prejudice

11.1 Respondents were presented with two statements and asked “which statement comes closest to your own view?” Table 11.1.

Table 11.1: Views on prejudice

	2018	**2017**	**2016**	**2015**	**2014**
			(%)		
Highland should do everything it can do to get rid of all kinds of prejudice	77.7	81.6	81.6	75.0	76.8
Sometimes there is good reason for people to be prejudiced against certain groups	22.3	18.4	18.4	25.0	23.2

n = 996 in 2018

11.2 Over three quarters (77.7%) of respondents selected “Highland should do everything it can to get rid of all kinds of prejudice in 2018, slightly lower than that reported in 2017 and 2016 (81.6%). For 22.3%, “sometimes there is good reason for people to be prejudiced against certain groups” came closest to their views in 2018.

Question 12: Views on multi-cultural communities

12.1 Respondents were then asked "Would you rather live in an area with lots of different kinds of people or where most people are similar to you?" Table 12.1

Table 12.1: Responses to "Would you rather live in an area…"

	2018	2017	2016 (%)	2015	2014
…with lots of different kinds of people	58.7	52.5	55.7	57.6	52.5
…where most people are similar to you	41.3	47.5	44.3	42.4	47.8

n= 991 in 2018

12.2 58.7% of respondents selected that they would rather live in an area "with lots of different kinds of people", the highest figure recorded for the past five years.

5. Section C: Satisfaction with Services

Question 13: Satisfaction with Services

13.1 Respondents were presented with a list of 48 Services that the Council provides and asked to express their satisfaction for each during 01 April 2017 to 31 March 2018 from the following options:

- Have not used service
- Very satisfied
- Fairly satisfied
- Neither satisfied/ dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Two additional services were added to the list this year – Grass cutting, and Public toilets.

13.2 As with previous surveys, a net satisfaction rate was calculated for each service. This is calculated by adding the percentages of respondents who are "very satisfied" and "fairly satisfied" and then subtracting the percentages of people who responded "fairly dissatisfied" and "very dissatisfied." Table 13.1 details the net satisfaction of services since 2014.

13.3 Table 13.1 also includes information on the percentage of respondents who, by giving a response, are indicating that they used the service in the specified time period.

Table 13.1: Net satisfaction with the services provided by The Council

Service	Net satisfaction (%) 2018	2017	2016	2015	2014	Respondents using service (2018)
Walking routes e.g. Great Glen Way	80	79	79	83	84	46%
Libraries	77	86	77	77	84	58%
Recycling facilities	76	73	75	76	76	97%
Swimming pools	76	78	67	72	71	43%
Other sports facilities	75	72	72	75	70	40%
Refuse/ bin collection	74	70	79	78	75	99%
Council service points	74	56	70	83	73	40%
Registrars for births, deaths, & marriages	73	67	71	74	73	24%
Public parks and other open spaces	72	80	77	78	80	79%
Payment of Council Tax	72	72	76	83	81	74%
Pre-school services	70	74	76	53	54	16%
Museums	67	69	72	69	64	47%
Burials and cremations	65	61	68	66	63	25%
Street lighting	64	65	62	68	67	90%
Council Service Centre	62	50	59	53	58	25%
Primary education	62	75	77	75	68	23%
Council website	61	57	62	n/a	n/a	62%
Countryside ranger service	61	61	64	72	69	27%
School transport	59	46	69	53	54	16%
Community learning/ adult education	57	37	47	40	51	16%
Secondary education	56	50	66	64	61	21%
School meals	56	72	61	64	57	20%
Services to protect children from harm	54	53	59	35	39	16%
Environmental health service	52	53	53	50	52	19%
Cycling paths	52	50	56	47	45	37%
Gaelic primary education	50	24	42	20	17	9%
Breakfast and after school clubs	47	58	60	23	39	11%
Gaelic secondary education	42	5	25	5	8	8%
Gaelic pre-school services	41	21	45	15	20	8%
Grass cutting	35	n/a	n/a	n/a	n/a	85%
Trading standards	35	47	48	32	38	15%
Economic development/ Business Gateway	34	20	33	29	30	12%
Dealing with flooding	33	37	33	30	34	53%
Gaelic community learning/ adult education	31	2	23	9	12	9%
Housing information and advice	30	22	44	17	40	15%
Care at home services	29	15	23	4	11	20%
Street cleaning	24	38	35	43	44	92%
Planning applications & building warrants	21	20	8	21	23	34%
Planning for future land use (Local Plan)	19	12	6	13	8	32%
Advice on benefits	19	28	28	27	35	20%
Community occupational therapy	19	38	41	23	39	17%
Residential homes for disabled/ elderly people	9	6	22	0	19	20%
Services to protect adults at risk from harm	7	18	12	28	36	11%
Pavement maintenance	0	18	6	10	15	91%
Public toilets	0	n/a	n/a	n/a	n/a	72%
Services to reduce offending	-6	15	-1	-7	15	9%
Winter road maintenance	-17	13	-5	-8	17	98%
Road repairs and potholes	-81	-61	-74	-65	-56	98%

n in 2018 = 81-1032 (number having used service)

13.4 Table 13.1 shows that of the 48 services, there are 26 with a net satisfaction rate of 50% or higher in 2018 (24/46 in 2017; 25/46 in 2016; 21/46 in 2015; 22/46 in 2014).

13.5 The following 11 services have a net satisfaction rating of 70% or higher in 2018:

- Walking routes e.g. Great Glen Way (80%);
- Libraries (77%);
- Recycling facilities (76%);
- Swimming pools (76%);
- Other sports facilities (75%);
- Refuse/ bin collection (74%);
- Council service points (74%);
- Registrars for births, deaths, and marriages (73%);
- Public parks and other open spaces (72%);
- Payment of Council Tax (72%); and
- Pre-school services (70%)

13.6 Of the 46 indicators of which comparisons can be made to satisfaction in the previous year, we can observe:

- 24 services that show an increase in their net satisfaction
- 2 services that received the same rating
- 20 services that show a decrease in their net satisfaction

13.7 Table 13.1 also provides information on the proportion of respondents who used each service in 2017/18. There are nine services which over 75% of respondents indicate that they use:

- Refuse/ bin collection (99%);
- Winter road maintenance (98%);
- Road repairs and potholes (98%);
- Recycling facilities (97%);
- Street cleaning (92%);
- Pavement maintenance (91%);
- Street lighting (90%);
- Grass cutting (85%); and
- Public parks and other open spaces (79%).

There are a further five services which at least 50% of respondents indicated that they used in 2017/18:

- Payment of Council Tax (74%);
- Public toilets (72%);
- Council website (62%);
- Libraries (58%);
- Dealing with flooding (53%)

13.8 Understanding changes in overall net satisfaction across the list of services can be obtained by looking at the number of services found within various net satisfaction bands, Table 13.2.

Table 13.2: Number of services by net satisfaction rate bands (2014-2018)

	Number of Services				
Net satisfaction rate	**2018**	**2017**	**2016**	**2015**	**2014**
75% to 100%	5	5	8	9	6
50% to 74%	21	19	17	12	16
25% to 49%	10	7	11	10	12
0% to 24%	9	14	7	12	11
Lower than 0%	3	1	3	3	1
Total	**48**	**46**	**46**	**46**	**46**

13.9 Table 13.2 shows that in 2018:

- 5 out of 48 services in 2018 had a net satisfaction score of 75% or higher (5/46 in 2017; 8/46 in 2016; 9/46 in 2015; and 6/46 in 2014);
- 26 out of 48 services have a net satisfaction rate of 50% or higher in 2018 (24/46 in 2017; 25/46 in 2016; 21/46 in 2015; and 22/46 in 2014);
- There are 3 services in 2018 with a net satisfaction rate of less than zero.

Question 14: Importance of services to respondents

14.1 The survey then asked respondents to rank in order the five services from the list of 48 they regarded as being the most important to them, Table 14.1.

Table 14.1: Importance of services to respondents – appearance in respondents' top 5

Service	Appearance in top 5 (%)				
	2018	2017	2016	2015	2014
Road repairs and pot holes	70	55	66	63	57
Winter road maintenance	49	42	43	50	43
Primary education	25	24	23	21	19
Refuse/ bin collection	24	27	26	45	47
Public parks and other open spaces	24	21	24	20	21
Secondary education	20	19	21	17	18
Swimming pools	15	17	18	15	16
Care at home services	15	15	13	9	8
Street cleaning	15	13	10	14	15
Pavement maintenance	15	10	14	15	16
Recycling facilities	14	15	18	28	30
Other sports facilities	14	13	16	15	13
Public toilets	13	n/a	n/a	n/a	n/a
Libraries	11	14	14	17	20
Walking routes e.g. Great Glen Way	11	6	7	9	8
Residential homes for disabled/ elderly people	10	13	11	7	6
Council Service Points	10	11	11	10	11
Services to protect children from harm	10	8	9	6	5
Street lighting	9	7	6	9	9
Planning for future land use (Local Plan)	8	8	9	5	8
Cycle paths	8	7	9	9	9
Pre-school services	8	6	6	7	6
Payment of Council Tax	7	6	7	7	6
Council website	6	7	9	n/a	n/a
Housing information and advice	6	5	3	3	3
Grass cutting	6	n/a	n/a	n/a	n/a
Services to protect adults at risk of harm	5	5	5	3	3
Advice on benefits	4	6	3	3	4
School transport	4	4	5	5	5
School meals	4	5	5	4	5
Community learning/ adult education	4	4	5	2	3
Planning applications and building warrants	4	4	4	6	5
Environmental health service	4	4	3	2	4
Dealing with flooding	4	3	3	5	5
Economic development/ Business Gateway	4	3	3	2	2
Services to reduce offending	4	3	2	1	2
Breakfast and after school clubs	4	2	2	3	2
Museums	3	4	4	4	4
Registrars for Births, Deaths, and Marriages	3	4	3	2	2
Burials and cremations	3	3	4	1	2
Council service centre	3	3	3	3	3
Countryside ranger service	3	3	2	3	1
Trading standards	3	3	1	2	2
Community occupational therapy	2	4	4	2	2
Gaelic primary education	1	0.9	2	1	1
Gaelic pre-school services	1	0.9	0.9	0.8	0.5
Gaelic community learning/ adult education	0.6	1	1	0.4	0.5
Gaelic secondary education	0.8	0.5	0.6	0.4	0.6

n in 2018 = 926. n/a = not applicable

14.2 Road repairs and potholes is the service which consistently comes first when asking respondents which services are most important to them. In 2018, 70% placed this service in their top five (55% in 2017; 66% in 2016; 63% in 2015; and 57% in 2014).

14.3 Winter maintenance is the second most important service to respondents, with 49% placing it within their top five (42% in 2017; 43% in 2016; 50% in 2015; and 43% in 2014).

14.4 In a change to previous years, primary education is third on this list, with 25% placing it in their top five most important services. Secondary education was sixth on the list, with 20% placing it in their top 5. When considering the 152 responses of people with school aged children, 47% placed primary education in their top five most important services, and 51% placed secondary education in their top five.

14.5 Refuse and bin collection was the fourth most important service to respondents, with 24% placing it in their top five in 2018. And public parks and other open spaces was the fifth most important service (24% in 2018)

14.6 Comparing the net satisfaction of respondents with Council services (Table 13.1) with the services which are the most important (Table 14.1), we can note that road repairs and pot holes is the most important service to respondents, and is also the service with which respondents are least satisfied.

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

15.1 Respondents were asked “Overall, are you satisfied with the services The Highland Council provides?” In 2018, 63% responded “yes”, and 37% “no” (n = 960). Overall satisfaction with the services provided by The Highland Council has decreased since 2013, Figure 15.1.

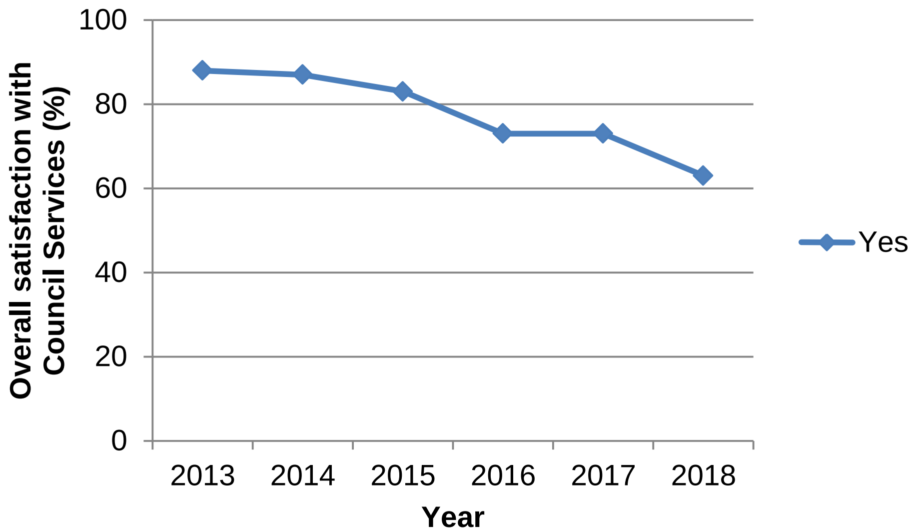

Figure 15.1: Reponses to Question 15: “Overall, are you satisfied with the services provided by Highland Council?” 2013-2018.

Question 16: More or less satisfied with services?

16.1 Respondents were asked “Overall, are you more or less satisfied with The Highland Council services than you were last year?” Responses are given in Table 16.1.

Table 16.1: Levels of satisfaction with services, 2014-2018.

Level of satisfaction	2018	2017	2016 (%)	2015	2014
More satisfied	3.9	4.7	3.9	3.7	5.7
About the same	55.9	64.5	64.8	75.3	79.6
Less satisfied	40.2	30.8	31.3	21.0	14.7

n= 1,003 in 2018.

16.2 As with previous years, the majority of respondents stated that levels of satisfaction with services were about the same as the previous year (55.9% in 2018). An increasing trend can be noticed with respondents indicating they are “less satisfied” from 14.7% in 2014 to 40.2% in 2018.

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

17.1 Respondents were asked “If you made a complaint in the past year, how satisfied were you with how the Council handled your most recent complaint?”

Table 17.1: Satisfaction with complaints made in the last year

	2018	2017	2016 (%)	2015	2014
Very satisfied	4	13	8	14	10
Fairly satisfied	19	12	26	19	20
Total of very and fairly satisfied	**23**	**25**	**34**	**33**	**30**
Neither satisfied/ dissatisfied	**22**	**29**	**18**	**14**	**18**
Fairly satisfied	26	19	29	26	22
Very dissatisfied	29	27	19	27	30
Total of very and fairly dissatisfied	**55**	**46**	**48**	**53**	**52**
Net satisfaction rate*	**-32**	**-21**	**-14**	**-20**	**-22**

*n=178 in 2018. * Net satisfaction rate = total satisfied – total dissatisfied*

17.2 Table 17.1 shows that 55% of respondents who had made a complaint in the last year were dissatisfied (either “fairly” or “very”) with the way it had been handled. This is an increase on previous years. Related to this, 23% of respondents were satisfied (“either “fairly” or “very”) with the way their complaint had been handled in 2018. The net satisfaction rate in 2018 was -32% compared to -21% in 2017.

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.” Six options were provided, and the responses are presented in Table 18.1.

Table 18.1: Reasons for dissatisfaction with the handling of complaints

Reason for dissatisfaction	**Response rate (%)**				
	2018	**2017**	**2016**	**2015**	**2014**
Outcome	52	34	55	58	54
Quality of response	48	55	48	49	59
Timescale	29	39	34	28	41
Compliant partially responded to	27	n/a	n/a	n/a	n/a
Complaint process	16	n/a	n/a	n/a	n/a
Other	12	35	19	35	4

n= 96 in 2018 n/a = not applicable

18.2 The highest rated reason for dissatisfaction in the way in which complaints were handled in 2018 was the “outcome” (52%), higher than in 2017 (34%) but in line with responses from 2014-2016. The second highest reason for dissatisfaction was “quality of response” (48%), and third was “timescale” (29%). For the two options respondents were presented with for the first time in 2018, 27% selected “complaint partially responded to” and 16% selected “complaint process”.

18.3 18 people (12%) selected “Other”, and the reasons specified have been passed to the relevant service in the Council for further analysis.

6. Section D: Using The Highland Council's online and customer services

This section of the survey focused on respondents who had made contact with the Council during the period 1 April 2017 to 31 March 2018, and their experience of the Council's online and customer services.

Question 19: Making contact with The Highland Council

19.1 Respondents were asked "Did you make contact with or make a payment to The Highland Council (in person, by telephone or online) during the period 1 April 2017 – 31 March 2018?" 878 people responded to this question, with 48.1% selecting "yes" and 51.9% selecting "no".

Question 20: What was the method and reason for contacting the Council

20.1 Question 20 asked respondents what their reason for contacting the Council was, and how they made contact (In person, online, telephone). Respondents were asked to select one option for this question, but a minority of respondents selected more than one option.

Table 20.1: Reasons for contacting the Council in person

	In Person (%)
To make a payment (e.g. Rent, Council Tax)	19
To make an enquiry	18
To request a service	12
To report a problem	11
To make an application	16
To make a complaint	6
To speak to your Councillor	18

n = 232

20.2 The most likely reasons for contacting the Council in person were to make a payment (19%), to make an enquiry (18%), and to speak to a Councillor (18%).

Table 20.2: Reasons for contacting the Council online

	Online (%)
To make a payment (e.g. Rent, Council Tax)	47
To make an enquiry	15
To request a service	14
To report a problem	7
To make an application	8
To make a complaint	5
To speak to your Councillor	5

n = 445

20.3 The most likely reasons for contacting the Council online were to make a payment (47%), to make an enquiry (15%), and to request a service (14%).

Table 20.2: Reasons for contacting the Council by telephone

	Telephone (%)
To make a payment (e.g. Rent, Council Tax)	25
To make an enquiry	33
To request a service	13
To report a problem	17
To make an application	3
To make a complaint	7
To speak to your Councillor	3

n = 294

20.4 The most likely reasons for contacting the Council by telephone were to make an enquiry (33%), to make a payment (25%), and to report a problem (17%).

Question 21: Request dealt with the first person you contacted

21.1 Respondents were asked "when you last contacted the Council, was your request dealt with by the first person you contacted?" 506 people responded to this question as follows:

- Yes 45.4%
- No 19.5%
- N/A – I used the website 35.1%

Question 22: Views on the service received

22.1 Respondents were asked to "Please give your views on the service you received when you made this contact". Three categories were given and respondents were asked to select their view on each, Table 22.1.

Table 22.1: Views on services when making contact with the Council

	Good	Average (%)	Poor
Helpfulness of staff	60	25	16
How well the staff understood what you wanted	68	19	13
Overall satisfaction with the service given	55	27	18

n=340-393

22.2 At least 80% of respondents stated that for each of these three categories, the service received was either "good" or "average".

Question 23: Ease of contacting the Council

23.1 Respondents were asked "Overall do you find it easy to contact the Council when you need to?" 511 people responded to this question, with 76% selecting "yes" and 24% selecting "no".

Question 24: Use of Council website (www.highland.gov.uk)

24.1 The following questions (Q24-27) were first asked to the Citizens' Panel in 2016 and relate to The Highland Council's online services. The first question asked: "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 516 people completed this question, with 63% selecting "yes" and 37% "no".

24.2 There were 128 respondents to this question from urban wards, and they were more likely to use the Council website in the manner outlined (66%), than respondents from mixed wards (61%), or rural wards (47%)

24.3 When considering the raw data, younger age groups were also more likely to use an online service provided through the Council's website: 16-34 (89%); 35-44 (64%); 45-64 (66%); 65+ (48%).

Question 25: Level of satisfaction with online experience

25.1 Respondents who said they had used the Council website were invited to give their views on satisfaction, Table 25.1.

Table 25.1: Satisfaction with online experience

Satisfaction	2018	2017 (%)	2016
Very satisfied	35	28	33
Fairly satisfied	39	43	42
Neither satisfied/ dissatisfied	10	8	11
Fairly dissatisfied	12	16	10
Very dissatisfied	4	5	4
Net satisfaction	58	50	61

n = 296. Net satisfaction is calculation as All satisfied – All dissatisfied.

25.2 In 2018, 74% of people who had used the Council website expressed satisfaction with it – being either "very satisfied" (35%) or fairly satisfied (39%). 16% indicated that they were dissatisfied with the service in 2018 (12% fairly dissatisfied and 4% very dissatisfied). The net satisfaction rate in 2018 was 58% - an increase from that recorded in 2017 (50%), but slightly lower than in 2016 (61%).

Question 26: Views on the quality of the online services

26.1 Those people who had used online services were asked to give their views on the quality of the service against five different categories, Table 26.1.

Table 26.1: Views on the qualities of the online services in 2018

	Strongly agree	Tend to agree	Neither agree nor disagree (%)	Tend to disagree	Strongly disagree
Online services were easy to use	27	47	12	9	6
Online services were easy to find	28	43	12	12	5
Online services were quick to complete	28	39	18	9	6
I was able to find the online services I required	29	47	11	8	5
I would use the online service again	46	32	12	3	7

n = 299 - 302

26.2 In 2018, 74% of respondents agreed that online services were easy to use (72% in 2017; 75% in 2016), while 15% disagreed (17% in 2017; 13% in 2016).

26.3 71% of respondents agreed that online services were easy to find in 2018 (65% in 2017; 68% in 2016), while 17% disagreed (25% in 2017; 19% in 2016).

26.4 67% of respondents agreed that online services were quick to complete in 2018 (64% in 2017; 70% in 2016), while 15% disagreed (21% in 2017; 14% in 2016).

26.5 In 2018, 76% of respondents agreed that they were able to find the online resources required (73% in 2017; 71% in 2016), while 13% disagreed (21% in 2017; 17% in 2016).

26.6 78% of respondents agreed that they would use the online service again in 2018 (81% in 2017; 85% in 2016), while 10% disagreed – the same as in 2017 and 2016.

Question 27: Suggestions on improving services

27.1 Respondents were invited to provide any suggestions they had on how The Highland Council can improve its online services. These have been collated and passed to the relevant members of staff for consideration.

7. Section E: Involving Communities

Question 28: Respondents' definition of their communities

28.1 Respondents were asked "Thinking about your community, how would you define your community?" The survey presented nine options and respondents were asked to select all that apply, Table 28.1.

Table 28.1: Respondent's definitions of their communities

Definition of community	2018	2017 (%)	2016
My village	42	42	42
My street/ immediate neighbourhood	40	43	42
Highland	40	36	39
My town	39	37	34
People who are from the same place	16	16	17
Club/ organisation community	11	11	11
Age group	9	13	13
Faith community	7	6	7
Other	4	4	6

n = 982 in 2018

28.2 The results of asking respondents about their community are very similar in 2018 to the two preceding years. The top five definitions are all "place" based definitions of community: My village (42%); My street/ immediate neighbourhood (40%); Highland (40%); My town (39%); and people who are from the same place (16%).

28.3 Age group was selected by 9% of respondents in 2018 a decrease on that reported in 2017 and 2016 when it was 13%.

28.4 Club/ organisation community was selected by 11% of respondents in 2018 - the same as in 2017 and 2016. Faith community was selected by 7% of respondents in 2018 (6% in 2017; 7% in 2016).

28.5 A range of responses were given by the 4% of respondents who selected "other" in 2018. Communities specified included wards, regions, occupations, and a few respondents indicated that they did not feel like they belonged to any community.

Question 29: Involvement in community activity

29.1 Respondents were asked "thinking about your community, have you been involved over the last year in any of the following?" Respondents were presented with seven possible activities, Table 29.1. The first four activities were included in the 2017 survey, and "other community group", "parent council" and "community council" are included for the first time.

Table 29.1: Respondents' involvement in various activities in their communities

Activity	2018	
	Yes (%)	No (%)
Volunteering by helping a neighbour, family or friend	58	42
Volunteering through an organised group or club	37	63
Taken part in a consultation – excluding the Citizens' Panel	17	83
Local campaigning	15	86
Other Community Group	24	76
Parent Council	9	91
Community Council	5	95

n= 852-936

29.2 Over half (58%) of respondents indicated that they have been involved in "volunteering by helping a neighbour, family, or friend" in the last year, slightly lower than that reported in 2017 (61%).

29.3 Just over one third (37%) of respondents indicated that they have been involved in "volunteering through an organised group or club" in the last year. This is lower than in 2017 (43%).

29.4 "Taken part in a consultation – excluding the Citizens' Panel" was selected by 17% of respondents, lower than in 2017 (27%).

29.5 "Local campaigning" was selected by 15% of respondents, slightly higher than that reported in 2017 (12%).

29.6 24% of respondents indicated they have been involved in "Other community group" in the last year. 9% of respondents indicated they had been involved in a "parent council" in the last year, and 5% had been involved with a "community council".

Question 30: Level of influence over decision-making

30.1 Respondents were asked "How much influence do you feel you have over decision-making in your community?" Table 30.1.

Table 30.1: Respondents' views on their levels of influence over decision-making in their community

Influence	2018	2017
	%	
No influence at all	38	35
Not very much influence	41	42
Some influence	21	22
A great deal of influence	0.7	1.1

n = 985 in 2018

30.2 Over three quarters of respondents (79%) feel they have "no influence at all" or "not very much influence" over decision making in their community in 2018, a slight increase over the previous year 77% (2017). 21% of respondents feel they have some influence over decision making" in their community in 2018, and 0.7% "a great deal of influence".

30.3 An analysis of the raw data indicates that the age group that feels it has the most influence over decision making in their community is aged 35-44 (30% stating either "some influence" or "a great deal of influence"), with those aged 16-34 feeling they have the least influence (14% "some influence" or "a great deal of influence").

30.4 People who stated they did not have a disability feel they have more influence over local decision making (24% stating either "some influence" or "a great deal of influence") than those who identified as having a disability (17%).

30.5 As a further piece of analysis, the results of this question were cross referenced to question 15, which asked “Overall, are you satisfied with the services The Highland Council provides?” Please note this analysis has not been weighted for age and gender, but does have a high response rate.

Table 30.2: Comparing respondents’ views on level of influence on local decision making and satisfaction with services.

Satisfied with Council services	**Influence over local decision making** (%)			
	No influence at all	**Not very much influence**	**Some influence**	**A great deal of influence**
Yes	55	67	74	88
No	45	33	26	13

n=955

30.6 Table 30.2 indicates that the greater the influence respondents feel they have over decision making, the more likely they are to be satisfied with the services the Council provides. Where an individual feels they have no influence at all over local decision making, satisfaction with Council services is 55%. Where respondents feel they have a great deal of influence over local decision making, satisfaction with Council services is much higher (88%).

Question 31: Respondents’ views as to the reasons why they do not have very much/ no influence

31.1 As a follow up question, respondents were asked “If you feel you have not had very much/ no influence over decision-making why do you feel this is?” Six responses were supplied and respondents were invited to select all that apply, Table 31.1.

Table 31.1: Respondents’ views as to the reasons why they do not have very much/ no influence over decision-making

Reason	**2018** (%)	**2017**
I don’t think this would make a difference	37	28
Public bodies don’t listen to community views	35	27
Not enough time	31	29
Don’t feel I have the skills or knowledge	22	18
I’m not comfortable in these situations	19	16
Other	11	9

n= 826 in 2018

31.2 There are notable differences in the responses given in 2018 compared to 2017, with an increased percentage selecting each of the options. Over one third of respondents selected “I don’t think this would make a difference” (37% in 2018 compared to 28% in 2017) and “Public bodies don’t listen to community views” (35% in 2018 compared to 27% in 2017).

31.3 31% of respondents selected “not enough time” as a reason for why they don’t have very much/ no influence over decision making, higher than in 2017 (29%). 22% of respondents felt they don’t have the knowledge or skills to affect decision-making, and 19% responded “I’m not comfortable in these situations”.

31.4 11% of respondents selected “Other”, and whilst a wide range of responses were given, common reasons included:

- Poor health
- Old age
- Not being aware of community concerns to represent them

- Lack of opportunities to contribute
- Opinions had not been sought
- Opinions had been disregarded by decision making bodies
- Not wanting to be involved
- Work commitments
- Decision making bodies being focused on Inverness and large towns

Question 32: Respondents' views as to the extent to which they would like to be involved in decision-making

32.1 Respondents were asked "In general…to what extent, if at all, would you like to be involved in decision making in your community?", Table 32.1.

Table 32.1: Extent to which respondents would like to be involved in decision making in their community

Response	2018 (%)	2017
Not at all involved	14	13
Not very involved	35	30
Fairly involved	44	48
Very involved	7	9

n = 963 in 2018

32.2 Over half of the respondents (51%) want to be "fairly" or "very involved" in decision making in their community. A further 35% selected "not very involved". In total, 86% of respondents are indicating that they would like some form of involvement in local decision making.

Question 33: Respondents' views on statements about community involvement

33.1 Respondents were presented with four statements and asked the extent to which they agreed or disagreed with each, Table 33.1.

Table 33.1: Respondents' views on statements about community involvement

	Strongly agree	Tend to agree	Neither agree or 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	27	56	14	3	0
I enjoy working with other people on common problems in our community	12	39	39	9	1
Every citizen should get involved in community life if democracy is to work properly	17	43	29	10	1
Your community could become more involved in providing the services you and your community need	18	45	27	7	2

n = 949-968

33.2 When considering "If a person is dissatisfied with the decisions affecting their community he/she has a duty to do something about it" 83% either "strongly agreed" or "tend to agree" with this statement. A further 14% "neither agreed or disagreed", 3% "tend to disagree", and 0% "strongly disagreed".

33.3 Over half of the respondents (51%) either "strongly agreed" or "tend to agree" that they "enjoy working with other people on common problems in our community". 39% of respondents selected "neither agree or disagree", and 10% disagreed with the statement, with 1% strongly disagreeing.

33.4 Half of the respondents (50%) either "strongly agreed" or "tend to agree" that "Every citizen should get involved in community life if democracy is to work properly". 29% of respondents selected "neither agree or disagree", and 11% disagreed, with 1% strongly disagreeing.

33.5 When considering whether "your community could become more involved in providing the services you and your community need", 63% selected either "strongly agree" or "tend to agree". 27% of respondents selected "neither agree or disagree", 7% disagreed with this statement, and a further 2% "strongly disagreed".

Community Councils

The next five questions focused on the role of Community Councils.

Question 34: Awareness of Council Councils

34.1 Respondents were asked "are you aware of Community Councils and their role in your community?" 979 people responded to this question with 72% selecting "yes" and 28% selecting "no".

Question 35: Contact with your Community Council

35.1 In the following question, 20% of respondents indicated that they had been in contact with their Community Council during 2017/18 (978 people responded). A further two questions were then asked, one directed at those who had contacted their Community Council, and one at those which had not.

Question 36: Reason for contacting your Community Council

36.1 Respondents' who had contacted their Community Council during 2017/18, were asked "what this contact was about", and presented with four options and asked to select all that applied, Table 36.1.

Table 36.1: Reasons for contacting Community Councils in 2017/18

Reason	(%)
A planning and development issue	25
About a change in local services	31
Improving amenities in your area	44
Other (please specify)	31

n = 262

36.2 The most common reason for contacting a Community Council in 2017/18 was related to "improving amenities in your area", with 44% selecting this. 31% of respondents contacted their Community Council "about a change in local services" and one quarter (25%) made contact regarding "a planning and development issue".

36.3 31% of respondents (80 people) selected "other" and gave a wide range of reasons for why contact was made with their Community Council. These reasons ranged from being a member of the Community Council, attending meetings out of interest, to a number of specific local issues. This data has been passed to the relevant team within the Council to do further analysis.

Question 37: Reason for not contacting your Community Council

37.1 Respondents' who had not contacted their Community Council in 2017/18, were asked "what were the reasons" for this, presented with four options and asked to select all that applied, Table 37.1.

Table 37.1: Reasons for not contacting Community Councils in 2017/18

Reason	(%)
I had no need to contact the Community Council	75
I did not know there was a Community Council	16
I did not know how to contact the Community Council	17
Other (please specify)	5

n = 718

37.2 For those that had not contacted their Community Council in 2017/18, the most common reason for this was that they had no need to make contact (75%). 17% did not know how to contact their Community Council, and 16% did not know that there was a Community Council. A further 5% (38 people) indicated that there were other reasons why they did not contact their Community Council in 2017/18.

Question 38: What Community Councils could be involved in

38.1 Respondents were then asked to give their views on “What else do you think Community Councils could be involved with in your community?” 244 people left comments and these have been passed to the relevant team in the Council for further analysis.

Having a say on Council funding

The final questions in the survey focused on the Council’s approach to participatory budgeting, and involving the community in discussions about how local services are provided.

Question 39: Approach to Participatory Budgeting

39.1 The following text and question was presented in the survey:

“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.

Were you aware the Council was developing this approach?”

39.2 983 people answered this question, with 31% selecting “yes” and 69% “no”.

Question 40: Involvement in participatory budgeting

40.1 Respondents were then asked “Would you take part if this happened in your community?” and asked to select responses for two options, Table 40.1.

Table 40.1: Involvement in participatory budgeting

	Yes	No
	(%)	
By putting forward ideas for new projects	66	34
By choosing the projects you like the most	83	17

n=912-929

40.2 The majority of respondents indicated they would take part in participatory budgeting both in terms of putting forward ideas for new projects (66%) and by choosing projects they liked the most (83%).

Question 41: Community discussions about local service provision

41.1 The survey then stated: “We are looking to extend this approach to decisions around delivery of council services.” The final question in the survey was then posed: “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?” Respondents were then asked to note their interest, Table 41.1.

Table 41.1: Interest in community discussions about local service provision

	Very interested	Fairly interested	Not very interested	Not at all interested	Don’t know
Response (%)	19	53	16	6	7

n = 974

41.2 72% of respondents were either “very interested” or “fairly interested” in taking part in community discussions about how local services are provided and making choices about these within budget limits. 22% of respondents indicated they were either “not very interested” or “not at all interested”, and 7% selected “don’t know”.

That concludes the analysis of The Highland Council’s annual survey of performance and attitudes 2018.