



THE HIGHLAND COUNCIL'S

ANNUAL SURVEY OF PERFORMANCE AND ATTITUDES

2019

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1. Methodology

1. The 2019 Highland Council Performance Survey was conducted during June and July 2019. This report presents analysis of the 1,137 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 2,593 people.

Response Rate

3. In 2019, of the 2,593 questionnaires sent to the members of the Panel, there were 1,137 people who completed at least part of the survey and returned it within the deadline giving a response rate of 43.8%. This compares well to the previous four years where the number of respondents were 1,152 (2018), 955 (2017), 1,084 (2016), and 1,148 (2015). 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 $\pm 2.9\%$. 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% ($70 \pm 2.9\%$).

Levels of accuracy for the 2019 survey

8. Given a 95% confidence level, the population in Highland (196,205 aged 16+), and the sample number of respondents, the following confidence levels can be applied to the 2019 survey.

Question sample size	Percentage of sample giving the particular answer		
	10%/90%	30%/70%	50%/50%
1,137	± 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 weighting 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	52.1
Male	46.9
Prefer not to say	0.7
Other (please detail)	0.3

n = 1,094

Age

11. Table 2: Respondents by age group

Age Group	Respondents (%)
16-17	0.1
18-24	0.9
25-34	2.6
35-44	6.6
45-54	14.3
55-64	23.6
65-74	33.2
Over 75	18.7

n=1,110

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	0.2
3-5 years	1.4
5-10 years	4.1
Over 10 years	94.3

n = 994

Working status of respondents

13. Table 4: Respondents by working status

Categories	Respondents (%)
Retired	50.0
Working for a single employer Full Time	22.2
Self-employed	10.5
Working for a single employer Part Time	9.2
Working for more than one employer	1.8
Looking after the home or family	1.7
Unable to work – long term sickness	1.5
Carer	1.0
Unable to work - disability	0.9
Unemployed	0.8
In full-time education	0.3

n = 996

Housing situation of respondents

14. Table 5: Respondents by housing situation

Categories	Respondents (%)
Own home/ mortgage	87.5
Private rented	4.1
Rent from the Council	3.8
Living with parents	2.1
Rent from a housing association	1.6
House comes with job	0.8

n = 991

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	13.1
No	87.0

n = 981

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	13.7
No	86.3

n = 944

Geography of respondents

Table 8: Respondents by ward

Ward	(%)	Ward	(%)
North, West and Central Sutherland	3.4	Aird and Loch Ness	5.6
Thurso and Northwest Caithness	4.4	Inverness West	5.3
Wick and East Caithness	5.5	Inverness Central	3.6
East Sutherland and Edderton	3.4	Inverness Ness-side	3.5
Wester Ross, Strathpeffer and Lochalsh	5.8	Inverness Millburn	4.1
Cromarty Firth	4.4	Culloden and Ardersier	5.7
Tain and Easter Ross	5.4	Nairn and Cawdor	6.1
Dingwall and Seaforth	4.4	Inverness South	4.7
Black Isle	6.1	Badenoch and Strathspey	5.5
Eilean a' Cheo	6.4	Fort William and Ardnamurchan	5.0
Caol and Mallaig	1.7		

n = 1,103

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". 692 people answered this question, Figure 1.

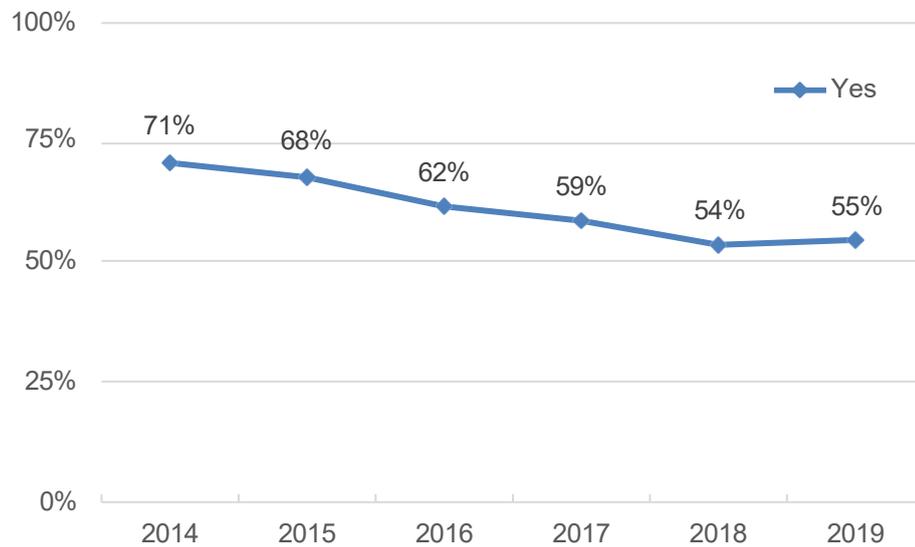


Figure 1: Responses to “my views have been listened to”, 2014-2019.

18. We can observe a small increase in 2019 (55%) in people completing the survey feeling listened to compared to in 2018 (54%). However, this is in the context and a declining trend, with 71% reporting they felt their views had been listened to in 2014.

19. Those sampled were then asked whether they had found being a Citizens’ Panel member “useful”. 795 people answered this question.

80% answered “yes” – 75% in 2018; 82% in 2017; 84% in 2016; 87% in 2015; and 86% in 2014. 20% answered “no” – 25% in 2018; 18% in 2017; 16% in 2016; 13% in 2015; and 14% in 2014.

80% found being a Citizens’ Panel member useful in 2019, an increase on the response in 2018 (75%).

20. Panel members were asked whether they had found being a “Citizens’ Panel member “time consuming”. 747 people answered this question.

20% answered “yes” – 19% in 2018; 23% in 2017; 22% in 2016; 37% in 2015; and 34% in 2014. 80% answered “no” – 81% in 2018; 77% in 2017; 78% in 2016; 63% in 2015; and 66% in 2014.

21. Respondents were then asked whether they found being a Citizens’ Panel member “worthwhile”. 775 people answered this question. We can note a small increase in respondents who found being a panel member “worthwhile” from 78% in 2018, to 80% in 2019.

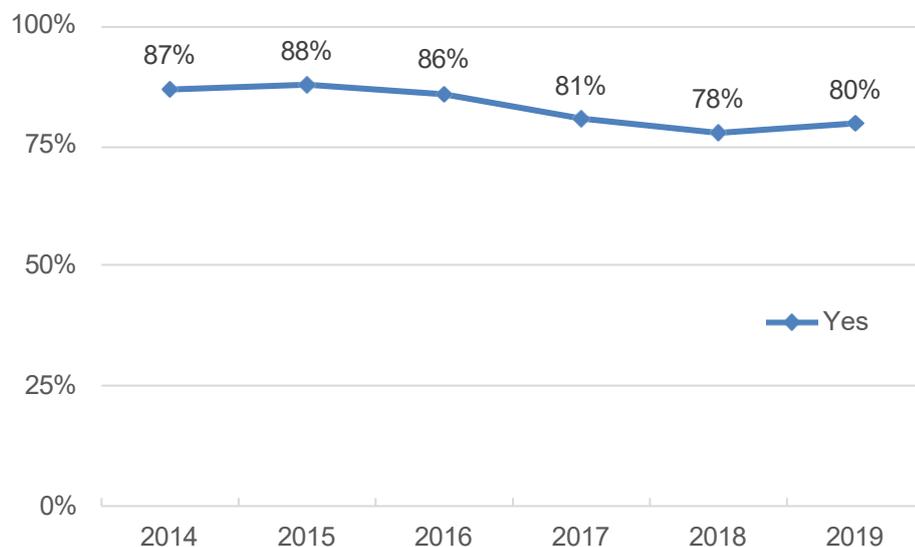


Figure 2: Responses to finding being a member of the Citizens’ Panel “worthwhile”, 2014-2019.

3. Section A: Council Qualities

Question 1: Views on The Highland Council against 16 qualities

1.1 Respondents gave their views of the Council against a list of 16 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

Qualities	Response (%)					Difference between % who agree and disagree		
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	2019	2018	2017
Is approachable	7	41	31	16	6	26	38	41
Is helpful	4	39	36	14	8	22	29	33
Maintains good quality local services	4	45	22	23	5	21	28	41
Cares for the environment	4	38	32	19	8	15	31	25
Treats all residents fairly	3	32	38	19	8	7	20	13
Helps people to help each other	2	21	50	19	8	-4	3	4
Is ambitious for the region	5	25	37	21	13	-4	N/A	N/A
Asks you for your ideas on how to do things better	5	28	27	30	10	-7	8	17
Is aware of people's needs	3	25	34	25	13	-9	7	6
Is open and honest about funding choices	4	22	39	26	9	-9	0	-1
Provides value for money	3	25	33	31	9	-12	-5	5
Listens to local people	2	24	36	28	11	-13	-4	4
Invites challenge and different views to help make decisions	3	21	40	24	12	-13	-7	-3
Is efficient	2	21	34	29	14	-19	-12	-4
Represents your views	2	19	40	27	13	-20	-16	-14
Involves people in how it spends money	2	16	35	34	15	-31	-23	-17

n = 1025-1037 in 2019

- 1.2 Compared with 2018, the scores for 2019 have decreased for all the 15 qualities where there is comparable data.
- 1.3 There are no qualities where 50% or more of respondents selected either “strongly agree” or “agree”. In 2018 there were three:
- Is approachable (54%)
 - Maintains good quality local services (54%)
 - Cares for the environment (50%)
- 1.4 There are five qualities where the total percentage of people who either “strongly agree” or “agree” with the quality exceeds the total percentage of those who either “strongly disagree” or “disagree” with the quality. These are:
- Is approachable (26%)
 - Is helpful (22%)
 - Maintains good quality local services (21%)
 - Cares for the environment (15%)
 - Treats all residents fairly (7%)
- 1.5 There are 11 qualities (six in 2018, and five in 2017) 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.

Question 2: Qualities that are the most important to respondents

- 2.1 Respondents were asked to consider of the 16 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 2019 survey	Respondents mentioning quality in their top 5 (%)		
	2019	2018	2017
1. Maintains good quality local services	76	78	75
2. Provides value for money	55	57	57
3. Listens to local people	55	57	54
4. Cares for the environment	39	31	28
5. Treats all residents fairly	38	38	38
6. Is efficient	36	51	47
7. Is aware of people's needs	36	38	35
8. Is open and honest about funding choices	29	33	28
9. Involves people in how it spends money	28	33	28
10. Is ambitious for the region	23	n/a	n/a
11. Is approachable	23	20	24
12. Is helpful	19	15	17
13. Represents your views	13	14	13
14. Invites challenge and different views to help make decisions	10	8	8
15. Asks you for your ideas on how to do things better	10	10	14
16. Helps people to help each other	7	10	8

n = 994 in 2019

- 2.2 The most important quality that respondents feel the Council needs to demonstrate is “maintains good quality local services” with 76% placing this in their top five. This quality was also top in 2018

and 2017. There are two other qualities that were selected in over half of the respondents' top fives: "Provides value for money" (55%); and "Listens to local people" (55%).

- 2.3 The three qualities which gained the least support from respondents in 2019 were: "invites challenge and different views to help make decisions" (10%); "Asks you for your ideas on how to do things better" (10%); and "Helps people to help each other" (7%).

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	2019 (%)	2018 (%)	2017 (%)	2016 (%)	2015 (%)
Greatly exceeds your expectations	1	3	1	1	1
Slightly exceeds your expectations	4	5	7	6	6
Is about what you expect	46	49	56	50	62
Falls slightly short of your expectations	34	29	26	32	27
Falls a long way short of your expectations	17	14	10	11	4

n = 1,027

- 3.2 Almost half (46%) 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 51% of respondents indicated that The Highland Council either "falls slightly" or "falls a long way" short of their expectations (43% in 2018; 36% in 2017; 43% in 2016; and 31% in 2015).
- 3.4 5% of respondents indicated that The Highland Council either "slightly" or "greatly" exceeds their expectations (8% in 2018; 8% in 2017; 7% in 2016; and 7% in 2015).

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

	2019	2018	2017	2016	2015
			(%)		
To a great extent	19	21	24	22	22
To some extent	54	54	53	54	54
Not really	21	19	17	19	18
Not at all	6	6	6	5	6

n = 990

- 4.2 73% of all respondents felt that the Council has strengthened the profile of the Gaelic language (75% in 2018; 77% in 2017; and 76% in 2016 and 2015). 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, 2019.

Activity	A major concern (A)	A minor concern (B)	Total concerned (A+B) (%)	Not a concern	No opinion/ don't know
Road safety	35	45	80	19	1
Alcohol misuse	24	45	69	29	2
Drug misuse	29	36	65	32	3
Antisocial behaviour	20	41	61	38	2
Crimes of dishonesty	14	44	58	40	2
Serious and organised crime	17	28	45	53	3
Abuse of children	15	26	41	53	6
Abuse of vulnerable adults	15	25	40	53	6
Domestic abuse	9	29	37	54	8
House or property fires	8	27	35	62	4
Fire related antisocial behaviour	7	21	28	67	4
Violent crime	10	15	25	71	4
Terrorism	4	9	13	80	8

n = 981-1035 in 2019

- 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 (80%); Alcohol misuse (69%); Drug misuse (65%); Antisocial behaviour (61%); and Crimes of dishonesty (58%).
- 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 (80%, including 35% which expressed major concern) in 2019 (81% in 2018; 85% in 2017, 80% in 2016; 78% in 2015; and 80% in 2014).
- 5.4 Alcohol misuse (e.g. underage drinking/ alcohol dependency) is a concern to 69% of respondents (including 24% which expressed major concern) in 2019 (66% in 2018 and 2017; 70% in 2016; and 69% in 2015).
- 5.5 Drug misuse is a concern to 65% of respondents (including 29% which expressed major concern) in 2019 (66% in 2018; 63% in 2017; 65% in 2016; and 58% in 2014).
- 5.6 Anti-social behaviour (e.g. vandalism/ breach of the peace/noise nuisance) is a concern to 61% of respondents (including 20% which expressed major concern) in 2019 (59% in 2018; 55% in 2017; 60% in 2016; 57% in 2015; and 63% in 2014;).
- 5.7 Crimes of dishonesty (e.g. theft/ fraud) are a concern to 58% of respondents (including 14% which expressed major concern) in 2019 (59% in 2018; 54% in 2017; 59% in 2016; and 47% in 2015).
- 5.8 Serious and organised crime (e.g. drugs/ organised crime/ prostitution) is a concern to 45% of respondents (including 17% which expressed major concern) in 2019 (48% in 2018; 40% in 2017;

44% in 2016; 36% in 2015; and 45% in 2014).

- 5.9 Abuse of children is a concern to 41% of respondents (including 15% which expressed major concern) in 2019 (42% in 2018; 44% in 2017; 45% in 2016; 34% in 2015; and 41% in 2014).

127 respondents to the question have school aged children, and when considering this group, 49% expressed concern (48% in 2018; 40% in 2017; 50% in 2016; 41% in 2015; and 50% in 2014), including 13% for whom it was a major concern. 47% stated it was not a concern (44% in 2018; 52% in 2017; 47% in 2016; 42% in 2015; and 39% in 2014).

- 5.10 Abuse of vulnerable adults is a concern to 40% of respondents (including 15% which expressed major concern) in 2019 (42% in 2018; 43% in 2017; 44% in 2016; 34% in 2015; and 41% in 2014).

Of the 124 respondents to this question who were disabled, 44% noted concern, including 26% who said it was a major concern. 47% stated they were “not concerned”.

- 5.11 Domestic abuse is a concern to 37% of respondents (including 9% which expressed major concern) in 2019 (34% in 2018; 33% in 2017; 46% in 2016; 36% in 2015; and 46% in 2014).

- 5.12 House or property fires are a concern to 35% of respondents (including 8% which expressed major concern) in 2019 (36% in 2018; 32% in 2017; 35% in 2016; 34% in 2015; and 40% in 2014).

- 5.13 Fire related anti-social behaviour is a concern to 28% of respondents (including 7% which expressed major concern) in 2019 (27% in 2018; 23% in 2017; 26% in 2016; 21% in 2015; and 29% in 2014).

- 5.14 Violent crime (e.g. assault/ robbery/ gun-knife crimes/ gangs) is a concern to 25% of respondents (including 10% which expressed major concern) in 2019 (25% in 2018; 22% in 2017; 26% in 2016; 21% in 2015; and 29% in 2014).

- 5.15 Terrorism is a concern to 13% of respondents (including 4% which expressed major concern) in 2018 (15% in 2018; 18% in 2017; 18% in 2016; 11% in 2015; and 14% in 2014).

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	2019	2018	2017	2016
	(%)			
Opportunities and activities to encourage people to make healthier choices	61	54	60	57
People with problems receiving more help	60	62	63	61
More support for families affected by drug and alcohol problems	59	60	58	60
Drugs and alcohol are less available	42	40	44	41

n in 2019 = 1015

- 6.2 In a change to previous years, the response “Opportunities and activities to encourage people to make healthier choices” was the most popular proposal, selected by with 61% (2019). The data for the other three possible responses has remained fairly consistent over the past four years. Making “Drugs and alcohol less available” continues to be the least popular proposal, with 42% selecting it in 2019.

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	2019	2018	2017	2016	2015
	(%)				
Very worried	5.8	4.4	2.4	4.7	3.9
Slightly worried	37.6	37.9	37.3	37.0	34.8
Not worried at all	46.3	49.4	52.2	48.9	47.8
Never considered it	10.4	8.4	8.2	9.4	13.5

n in 2019 = 1,036

7.2 In 2019, 43.4% of respondents were either “slightly worried” or “very worried” about being a victim of crime (in general); this is an increase on previous years (42.3% in 2018; 39.7% in 2017; 41.7% in 2016; and 38.7% in 2015).

Of the 212 respondents from urban wards, 51% were either “slightly worried” or “very worried” about being a victim of crime (in general), compared to mixed wards, 43% (494 respondents) and rural wards, 34% (307 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 listed overleaf. 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/ disagree %
Mental health	13	35	48	48	4
Learning disability	12	31	43	53	5
Physical disability	9	30	39	58	4
Religion or belief*	6	27	33	62	5
Race or ethnic origin	7	23	30	66	4
Sexual orientation	5	22	27	68	5
Gender identity	3	20	23	70	6

n = 961 - 1,014. * including non-belief

8.3 Mental health: 48% 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 (54% in 2018; 45% in 2017; 45% in 2016; and 31% in 2015). 13% of respondents were majorly concerned.

- 8.4 Learning disability: 43% of respondents (46% in 2018; 42% in 2017; 43% in 2016; and 29% in 2015) were concerned (including 12% 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 124 respondents with a disability, 47% were concerned (21% indicating major concern). 51% indicated “not a concern”.
- 8.5 Physical disability: 39% of respondents (43% in 2018; 39% in 2017; 40% in 2016; and 26% in 2015) were concerned (including 9% 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 125 respondents with a disability, 47% were concerned (22% indicating major concern). 50% indicated “not a concern”.
- 8.6 Religion or belief: 33% of respondents (32% in 2018; 27% in 2017; 28% in 2016; and 22% in 2015) were concerned (including 6% 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).
- 8.7 Race or ethnic origin: 30% of respondents (33% in 2018; 30% in 2017; 28% in 2016; and 28% in 2015) 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 Sexual Orientation: 27% of respondents (31% in 2018; 23% in 2017; 26% in 2016; and 20% in 2015;) 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.
- 8.9 Gender identity: 23% of respondents (27% in 2018; 21% in 2017; 21% in 2016; 16% in 2015; 20% in 2014) were concerned (including 3% 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 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. 28 responses were received. These responses were linked to a wide range of characteristics, including: nationality; age; political views; first language; and inequality/ social class. 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 on page 3) 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.

	2019	2018	2017	2016	2015
			(%)		
Yes	81.7	77.7	72.7	70.9	73.4
No	18.3	22.3	27.3	29.1	26.6

n = 1,022 in 2019

- 9.2 The data indicates that there is an increased awareness of the impact of hate incidents and hate crimes in Highland, with 81.7% 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

	2019	2018	2017 (%)	2016	2015
A very safe area	55.3	57.4	63.9	60.0	60.4
A fairly safe area	39.1	38.8	34.2	36.7	36.4
Total safe	94.4	96.2	98.1	96.7	96.8
Rather unsafe	3.3	2.6	1.3	2.6	2.2
A very unsafe	1.7	0.6	0.3	0.6	0.4
Total unsafe	5.0	3.2	1.6	3.2	2.6
No opinion	0.6	0.6	0.3	0.0	0.6
Net safety rating*	89.4	93.0	96.5	93.5	94.2

n in 2019 = 1,027. *Net safety rating = Total safe – Total unsafe

- 10.2 In 2019, 94.4% 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 87.9% and 92.1% 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 2019 is 89.4% and is lower than recorded in previous years.

Question 11: Community justice – views on reducing offending and re-offending

- 11.1 In 2019, an additional section asking two questions on Community Justice was included. Firstly, respondents were asked: “Thinking about your community, what would help the most to reduce offending and re-offending?”. Respondents were presented with six options and asked to tick all that apply. Table 11.1 details the views of respondents.

Table 11.1: Views on what would help most to reduce offending and re-offending

	2019 (%)
Opportunities and activities to encourage people to make improvements to their lives, e.g. education, volunteering.	72.8
People receiving more help with their problems, e.g. addictions, mental health, housing.	64.6
A better understanding of the impact on victims	55.9
Better employment opportunities	54.1
More help to re-integrate into the community when leaving prison	37.3
More voluntary work opportunities	24.7

n = 1,018

- 11.2 Four options were selected by over half of the respondents, with the most popular being “Opportunities and activities to encourage people to make improvements to their lives...”, with 72.8% selecting this. The least popular option was “More voluntary work opportunities”, with 24.7% agreeing with this.
- 11.3 68 people selected “Other” and detailed a response. These were varied in nature but included: Increased mental health support; longer custodial sentences; increased policing; more youth activities; reducing funding for support; drug users to be viewed as victims and not criminals.

Question 12: Focus of community justice

- 12.1 The second question on community justice asked: “What would you like to see Community Justice do in your area?” Respondents were presented with four options and asked to tick all that apply. Table 12.1 details the views of respondents.

Table 12.1: Views on what would help most to reduce offending and re-offending

	2019 (%)
Keep the community updated on what is happening	60.2
Listen to local people and their concerns, ideas, or needs	59.8
Help with improving services to reduce offending/ re-offending	58.8
Support the local community updated on what is happening	50.4

n = 1,008

- 12.2 All the options provided were selected by at least half (50%) of the respondents. The most popular response selected by 60.2% of the Citizens’ Panel was “Keep the community updated on what is happening”.
- 12.3 50 people selected “Other” and detailed a response. Many of these responses focused on the role of community payback orders.

Equalities

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

Question 13: Views on prejudice

- 13.1 Respondents were presented with two statements and asked, “which statement comes closest to your own view?” Table 13.1.

Table 13.1: Views on prejudice

	2019	2018	2017	2016	2015
	(%)				
Highland should do everything it can do to get rid of all kinds of prejudice	81.9	77.7	81.6	81.6	75.0
Sometimes there is good reason for people to be prejudiced against certain groups	18.1	22.3	18.4	18.4	25.0

n = 1,012 in 2019

- 13.2 Over three quarters (81.9%) of respondents selected “Highland should do everything it can to get rid of all kinds of prejudice in 2018, higher than reported in the previous years. For 18.1%, “sometimes there is good reason for people to be prejudiced against certain groups” came closest to their views in 2019.

Question 14: Views on multi-cultural communities

- 14.1 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 14.1

Table 14.1: Responses to “Would you rather live in an area...”

	2019	2018	2017 (%)	2016	2015
...with lots of different kinds of people	64.9	58.7	52.5	55.7	57.6
...where most people are similar to you	35.1	41.3	47.5	44.3	42.4

n= 978 in 2019

- 14.2 64.9% 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 15: Satisfaction with Services

- 15.1 Respondents were presented with a list of 48 Services that the Council provides and asked to express their satisfaction for each during 01 April 2018 to 31 March 2019 from the following options:
- Have not used service
 - Very satisfied
 - Fairly satisfied
 - Neither satisfied/ dissatisfied
 - Fairly dissatisfied
 - Very dissatisfied
- 15.2 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 15.1 details the net satisfaction of services since 2015.
- 15.3 Table 15.1 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 15.1: Net satisfaction with the services provided by The Council

Service	Net satisfaction (%)					Respondents using service (2019)
	2019	2018	2017	2016	2015	
Libraries	82	77	86	77	77	57%
Walking routes e.g. Great Glen Way	78	80	79	79	83	45%
Registrars for births, deaths, & marriages	73	73	67	71	74	27%
Swimming pools	71	76	78	67	72	44%
Recycling facilities	70	76	73	75	76	97%
Museums	68	67	69	72	69	47%
Refuse/ bin collection	67	74	70	79	78	98%
Countryside ranger service	66	61	61	64	72	27%
Other sports facilities	64	75	72	72	75	40%
Public parks and other open spaces	62	72	80	77	78	82%
Pre-school services	61	70	74	76	53	19%
Street lighting	60	64	65	62	68	91%
Council service points	59	74	56	70	83	40%
Payment of Council Tax	59	72	72	76	83	75%
Primary education	53	62	75	77	75	26%
Burials and cremations	49	65	61	68	66	27%
Council website	49	61	57	62	n/a	65%
School meals	45	56	72	61	64	24%
Cycling paths	43	52	50	56	47	39%
School transport	42	59	46	69	53	20%
Secondary education	41	56	50	66	64	24%
Trading standards	40	35	47	48	32	16%
Gaelic pre-school services	37	41	21	45	15	9%
Council Service Centre	36	62	50	59	53	27%
Economic development/ Business Gateway	34	34	20	33	29	16%
Environmental health service	33	52	53	53	50	22%
Services to protect children from harm	31	54	53	59	35	19%
Gaelic secondary education	29	42	5	25	5	9%
Street cleaning	29	24	38	35	43	92%
Dealing with flooding	26	33	37	33	30	58%
Gaelic primary education	22	50	24	42	20	10%
Advice on benefits	19	19	28	28	27	17%
Breakfast and after school clubs	17	47	58	60	23	15%
Grass cutting	17	35	n/a	n/a	n/a	87%
Housing information and advice	17	30	22	44	17	18%
Community learning/ adult education	15	57	37	47	40	18%
Community occupational therapy	15	19	38	41	23	21%
Gaelic community learning/ adult education	13	31	2	23	9	10%
Care at home services	9	29	15	23	4	25%
Services to protect adults at risk from harm	9	7	18	12	28	16%
Residential homes for disabled/ elderly people	6	9	6	22	0	22%
Planning applications & building warrants	-2	21	20	8	21	33%
Winter road maintenance	-2	-17	13	-5	-8	97%
Services to reduce offending	-3	-6	15	-1	-7	13%
Pavement maintenance	-5	0	18	6	10	91%
Planning for future land use (Local Plan)	-12	19	12	6	13	31%

Public toilets	-31	0	n/a	n/a	n/a	75%
Road repairs and potholes	-69	-81	-61	-74	-65	98%

n in 2019 = 91-992 (number having used service)

15.4 Table 15.1 shows that of the 48 services, there are 15 with a net satisfaction rate of 50% or higher in 2019 (26/48 in 2018; 24/46 in 2017; 25/46 in 2016; 21/46 in 2015).

15.5 The following five services have a net satisfaction rating of 70% or higher in 2019:

- Libraries (82%)
- Walking routes e.g. Great Glen Way (78%);
- Registrars for births, deaths, and marriages (73%);
- Swimming pools (71%); and
- Recycling facilities (70%).

15.6 Of the 48 indicators we can observe:

- 9 services that show an increase in their net satisfaction
- 3 services that received the same rating
- 36 services that show a decrease in their net satisfaction

15.7 Table 15.1 also provides information on the proportion of respondents who used each service in 2018/19. There are 14 services which over 50% of respondents indicate that they use:

- Refuse/ bin collection (98%);
- Road repairs and potholes (98%);
- Winter road maintenance (97%);
- Recycling facilities (97%);
- Street cleaning (92%);
- Pavement maintenance (91%);
- Street lighting (91%);
- Grass cutting (87%);
- Public parks and other open spaces (82%).
- Payment of Council Tax (75%); and
- Public Toilets (75%)
- Council website (65%);
- Dealing with flooding (58%); and
- Libraries (57%).

15.8 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 15.2.

Table 15.2: Number of services by net satisfaction rate bands (2015-2019)

Net satisfaction rate	Number of Services				
	2019	2018	2017	2016	2015
75% to 100%	2	5	5	8	9
50% to 74%	13	21	19	17	12
25% to 49%	15	10	7	11	10
0% to 24%	11	9	14	7	12
Lower than 0%	7	3	1	3	3
Total	48	48	46	46	46

15.9 Table 15.2 shows that in 2019:

- 2 out of 48 services in 2019 had a net satisfaction score of 75% or higher (5/48 in 2018; 5/46 in 2017; 8/46 in 2016; and 9/46 in 2015);
- 15 out of 48 services have a net satisfaction rate of 50% or higher in 2019 (26/48 in 2018; 24/46 in 2017; 25/46 in 2016; and 21/46 in 2015);
- There are 7 services in 2019 with a net satisfaction rate of less than zero.

Question 16: Importance of services to respondents

16.1 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 16.1.

Table 16.1: Importance of services to respondents – appearance in respondents' top 5

Service	Appearance in top 5 (%)				
	2019	2018	2017	2016	2015
Road repairs and pot holes	71	70	55	66	63
Winter road maintenance	48	49	42	43	50
Refuse/ bin collection	29	24	27	26	45
Primary education	27	25	24	23	21
Recycling facilities	25	14	15	18	28
Public parks and other open spaces	23	24	21	24	20
Secondary education	20	20	19	21	17
Public toilets	19	13	n/a	n/a	n/a
Pavement maintenance	18	15	10	14	15
Street cleaning	16	15	13	10	14
Libraries	14	11	14	14	17
Care at home services	13	15	15	13	9
Other sports facilities	12	14	13	16	15
Swimming pools	11	15	17	18	15
Grass cutting	11	6	n/a	n/a	n/a
Planning for future land use (Local Plan)	10	8	8	9	5
Residential homes for disabled/ elderly people	9	10	13	11	7
Council Service Points	8	10	11	11	10
Cycle paths	8	8	7	9	9
Walking routes e.g. Great Glen Way	7	11	6	7	9
Street lighting	7	9	7	6	9
Pre-school services	7	8	6	6	7
Services to protect children from harm	6	10	8	9	6
Payment of Council Tax	5	7	6	7	7
Council website	5	6	7	9	n/a
School meals	5	4	5	5	4
Planning applications and building warrants	5	4	4	4	6
Economic development/ Business Gateway	5	4	3	3	2
Community learning/ adult education	4	4	4	5	2
Environmental health service	4	4	4	3	2
Museums	4	3	4	4	4
Housing information and advice	3	6	5	3	3
Services to protect adults at risk of harm	3	5	5	5	3
Advice on benefits	3	4	6	3	3
School transport	3	4	4	5	5
Dealing with flooding	3	4	3	3	5
Registrars for Births, Deaths, and Marriages	3	3	4	3	2
Burials and cremations	3	3	3	4	1
Community occupational therapy	3	2	4	4	2
Services to reduce offending	2	4	3	2	1
Breakfast and after school clubs	2	4	2	2	3

Council service centre	2	3	3	3	3
Countryside ranger service	2	3	3	2	3
Trading standards	2	3	3	1	2
Gaelic primary education	2	1	0.9	2	1
Gaelic pre-school services	1	1	0.9	0.9	0.8
Gaelic community learning/ adult education	1	0.6	1	1	0.4
Gaelic secondary education	1	0.8	0.5	0.6	0.4

n in 2018 = 924. n/a = not applicable

- 16.2 Road repairs and potholes is the service which consistently comes first when asking respondents which services are most important to them. In 2019, 71% placed this service in their top five (70% in 2018; 55% in 2017; 66% in 2016; and 63% in 2015).
- 16.3 Winter maintenance is the second most important service to respondents, with 48% placing it within their top five (49% in 2018; 42% in 2017; 43% in 2016; and 50% in 2015).
- 16.4 Refuse and bin collection is the third most important service to respondents, moving ahead of primary education, with 29% placing it in their top five in 2019. And recycling facilities is the fifth most important service (25% in 2019)
- 16.5 Primary education was the fourth most important service to respondents, with 27% placing it in their top five most important services. Secondary education is seventh on the list, with 20% placing it in their top 5. When considering the 121 responses of people with school aged children, 55% placed primary education in their top five most important services, and 55% placed secondary education in their top five.
- 16.6 Comparing the net satisfaction of respondents with Council services (Table 15.1) 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 17: Overall satisfaction with services provided by The Highland Council

- 17.1 Respondents were asked “Overall, are you satisfied with the services The Highland Council provides?” In 2019, 63% responded “yes”, and 37% “no” (n = 972). Overall satisfaction with the services provided by The Highland Council was the same as in 2018, but has decreased since 2014, Figure 17.1.

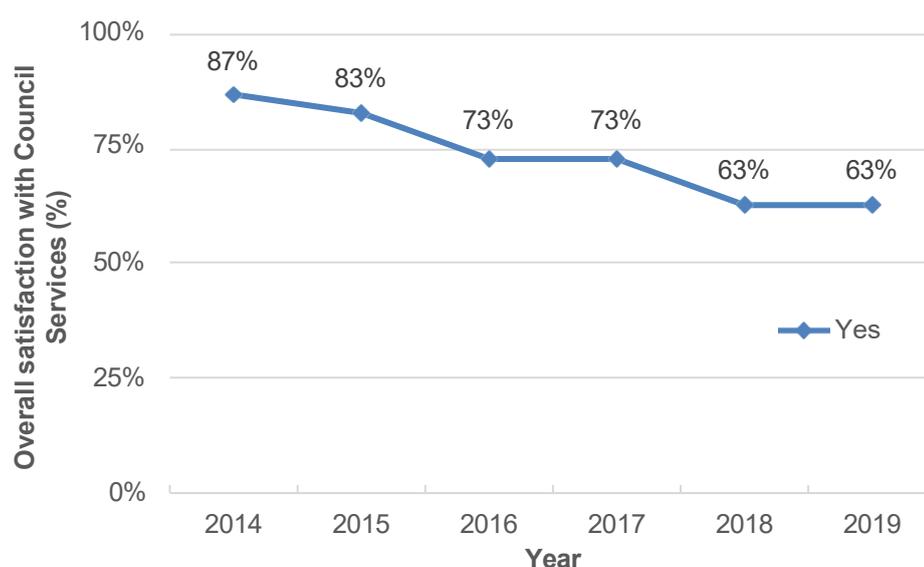


Figure 17.1: Responses to Question 17: “Overall, are you satisfied with the services provided by Highland Council?” 2014-2019.

Question 18: More or less satisfied with services?

18.1 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 18.1.

Table 18.1: Levels of satisfaction with services, 2015-2019.

Level of satisfaction	2019	2018	2017 (%)	2016	2015
More satisfied	2.3	3.9	4.7	3.9	3.7
About the same	60.2	55.9	64.5	64.8	75.3
Less satisfied	37.5	40.2	30.8	31.3	21.0

n= 996 in 2019.

18.2 As with previous years, the majority of respondents stated that levels of satisfaction with services were about the same as the previous year (60.2% in 2019). 2.3% stated they were “more satisfied” with Council Services in 2019, and 37.5% were “less satisfied”.

Question 19: Complaints to The Highland Council in the past year

19.1 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 19.1: Satisfaction with complaints made in the last year

	2019	2018	2017 (%)	2016	2015
Very satisfied	8	4	13	8	14
Fairly satisfied	23	19	12	26	19
Total of very and fairly satisfied	31	23	25	34	33
Neither satisfied/ dissatisfied	20	22	29	18	14
Fairly dissatisfied	15	26	19	29	26
Very dissatisfied	34	29	27	19	27
Total of very and fairly dissatisfied	49	55	46	48	53
Net satisfaction rate*	-18	-32	-21	-14	-20

*n=184 in 2019. * Net satisfaction rate = total satisfied – total dissatisfied*

19.2 Table 19.1 shows that 49% 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 consistent with previous years. Related to this, 31% of respondents were satisfied (“either “fairly” or “very”) with the way their complaint had been handled in 2019. The net satisfaction rate in 2019 was -18% compared to -32% in 2018.

Question 20: Reasons for dissatisfaction

20.1 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 20.1.

Table 20.1: Reasons for dissatisfaction with the handling of complaints

Reason for dissatisfaction	Response rate (%)				
	2019	2018	2017	2016	2015
Quality of response	39	48	55	48	49
Timescale	39	29	39	34	28
Outcome	33	52	34	55	58
Compliant partially responded to	14	27	n/a	n/a	n/a
Complaint process	14	16	n/a	n/a	n/a
Other	21	12	35	19	35

n= 162 in 2019 n/a = not applicable

- 20.2 The highest rated reason for dissatisfaction in the way in which complaints were handled in 2019 was the “quality of response” (39%), although this has decreased when compared to 2018 (48%) and is the lowest it has been in the past 5 years. The second highest reason for dissatisfaction was “timescale” (39%), and third was “outcome”. 14% of respondents selected “complaint partially responded to” and “complaint process” in 2019.
- 20.3 38 people (21%) selected “Other” and left a comment, 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 2018 to 31 March 2019, and their experience of the Council’s online and customer services.

Question 21: Making contact with The Highland Council

- 21.1 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 2018 – 31 March 2019?” 992 people responded to this question, with 49.1% selecting “yes” and 50.9% selecting “no”.

Question 22: What was the reason for contacting the Council

- 22.1 Question 22 asked respondents what their reason for contacting the Council was. Eight options were provided, and the responses are provided in Table 22.1.

Table 22.1: Reasons for contacting the Council

Reason for contact	(%)
To make a payment (e.g. Rent, Council Tax)	48
To make an enquiry	14
To report a problem	9
To request a service	8
To make an application	5
To make a complaint	7
To speak to your Councillor	2
Other	6

n = 502

- 22.2 The most likely reasons for contacting the Council in financial year 2018/19 were to make a payment (48%); to make an enquiry (14%); and to report a problem (9%).

Question 23: When you last contacted The Highland Council, how did you make contact?

23.1 Question 23 asked respondents how they contacted the Council. Four options were provided, and the responses are provided in Table 23.1.

23.2 Table 23.1: Method of contacting the Council

Method of contact	(%)
Online	44
Telephone	33
In Person	19
Other	4

n = 504

23.3 The most popular method of contacting the Council was “Online”, with 44% of respondents indicating their had used this method, followed by “Telephone” (33%), and “In Person” (19%).

Question 24: Request dealt with the first person you contacted

24.1 Respondents were asked “when you last contacted the Council, was your request dealt with by the first person you contacted?” 497 people responded to this question as follows:

- Yes 46 %
- No 21 %
- N/A – I used the website 33 %

Question 25: Views on the service received

25.1 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 25.1.

Table 25.1: Views on services when making contact with the Council

	Good	Average (%)	Poor
Helpfulness of staff	68	18	14
How well the staff understood what you wanted	65	25	10
Overall satisfaction with the service given	60	24	16

n=334-395

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

Question 26: Ease of contacting the Council

26.1 Respondents were asked “Overall do you find it easy to contact the Council when you need to?” 965 people responded to this question, with 83% selecting “yes” and 17% selecting “no”.

Question 27: Use of Council website (www.highland.gov.uk)

27.1 The following questions (Q27-30) 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 989 people completed this question, with 46% selecting “yes” and 54% “no”.

27.2 There were 207 respondents to this question from urban wards, and they were more likely to use the Council website in the manner outlined (60%), than respondents from mixed wards (42%), or rural wards (32%)

Question 28: Level of satisfaction with online experience

28.1 Respondents who said they had used the Council website were invited to give their views on satisfaction, Table 28.1.

Table 28.1: Satisfaction with online experience

Satisfaction	2019	2018	2017	2016
	(%)			
Very satisfied	21	35	28	33
Fairly satisfied	46	39	43	42
Neither satisfied/ dissatisfied	17	10	8	11
Fairly dissatisfied	7	12	16	10
Very dissatisfied	10	4	5	4
Net satisfaction	50	58	50	61

n = 416. Net satisfaction is calculation as All satisfied - All dissatisfied.

28.2 In 2019, 67% of people who had used the Council website expressed satisfaction with it – being either “very satisfied” (21%) or fairly satisfied (46%). 17% indicated that they were dissatisfied with the service in 2019 (7% fairly dissatisfied and 10% very dissatisfied). The net satisfaction rate in 2019 was 50%, which is similar to figures reported in previous years.

Question 29: Views on the quality of the online services

29.1 Those people who had used online services were asked to give their views on the quality of the service against five different categories, Table 29.1.

Table 29.1: Views on the qualities of the online services in 2019

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
	(%)				
Online services were easy to use	20	47	13	14	6
Online services were easy to find	18	42	20	13	8
Online services were quick to complete	17	40	26	12	5
I was able to find the online service I required	20	50	16	7	8
I would use the online service again	28	50	10	10	3

n = 412 - 418

29.2 In 2019, 67% of respondents agreed that online services were easy to use (74% in 2018; 72% in 2017; 75% in 2016), while 20% disagreed (15% in 2018; 17% in 2017; 13% in 2016).

29.3 60% of respondents agreed that online services were easy to find in 2019 (71% in 2018; 65% in 2017; 68% in 2016), while 21% disagreed (17% in 2018; 25% in 2017; 19% in 2016).

29.4 57% of respondents agreed that online services were quick to complete in 2019 (67% in 2018; 64% in 2017; 70% in 2016), while 17% disagreed (15% in 2018; 21% in 2017; 14% in 2016).

29.5 In 2019, 70% of respondents agreed that they were able to find the online resources required (76% in 2018; 73% in 2017; 71% in 2016), while 15% disagreed (13% in 2018; 21% in 2017; 17% in 2016).

29.6 78% of respondents agreed that they would use the online service again in 2019 (78% in 2018; 81% in 2017; 85% in 2016), while 13% disagreed (10% in 2018; 2017; and 2016).

Question 30: Suggestions on improving services

30.1 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: Perceptions of Young People

Question 31: The Council and young people

31.1 In 2019, three new questions were included on the perceptions of young people. These were developed with the Council’s Youth Convenor, and through a review of similar questions in national surveys. Firstly, respondents were asked “To what extent do you feel the Council supports and represents the views of young people?” The views of respondents are given in Table 31.1.

Table 31.1: Respondent’s views on the extent to which the Council supports and represents the views of young people

	(%)
To a great extent	2
To some extent	56
Not really	35
Not at all	8

n = 910

31.2 The majority of respondents indicated that they feel that the Council supports and represents the views of young people “to some extent” (56%). 35% of respondents selected “not really”, and 8% “not at all”.

Question 32: Contribution of young people to the community

32.1 Secondly, respondents were asked “In what ways do you feel that young people positively contribute to your community?” Seven categories were given and respondents were asked to select “yes”, “no”, or “don’t know” for each. The views of respondents are given in Table 32.1.

Table 32.1: Respondent’s views on how young people positively contribute to your community

	(%)		
	Yes	No	Don’t know
As consumers	65	7	28
As part of the workforce	59	12	29
As local service users	57	8	34
Through arts and culture	48	12	40
Through volunteering and charitable giving	47	12	41
As positive role models	40	14	46
By participating in decision making	25	26	50

n = 931 - 945

32.2 Over half of the respondents agreed that young people contribute to their community in the following ways:

- As consumers (65% responded “yes”)
- As part of the workforce (59% responded “yes”)
- As local service users (57% responded “yes”)

32.3 For whether young people contribute to the community “by participating in decision making”, more respondents selected “no” (26%) than “yes” (25%). Although it should be notes that “50%” of respondents selected “don’t know”.

Question 33: Perceptions of young people

33.1 Finally, respondents were asked “To what extent to do you agree or disagree with the following statements? Young people:” seven statements were then presented to complete this question. The views of respondents are given in Table 33.1.

Table 33.1: Respondent’s perceptions of young people

Young people...	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Total Agree – Total Disagree
	(%)					
...are trustworthy	9	46	38	4	3	48
...are enthusiastic	13	42	34	10	1	44
...help others	8	42	37	9	4	37
...act within the law	6	40	42	11	2	33
...are hardworking	7	32	45	13	3	23
...are good communicators	6	33	40	19	3	17
...take responsibility for their own actions	8	33	29	25	5	11

n = 961 - 970

33.2 For all the seven statements presented, more respondents agreed with them than disagreed. For three statements, at least 50% of respondents selected “strongly agree” or “agree”:

- Are trustworthy (55%);
- Are enthusiastic (55%); and
- Help others (50%).

33.3 The statement that respondents were least inclined to agree with was that young people take responsibility for their own actions, with 41% agreeing, and 30% disagreeing with this.

8. Section F: Involving Communities

Question 34: Respondents' definition of their communities

34.1 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 34.1.

Table 34.1: Respondent's definitions of their communities

Definition of community	2019	2018	2017	2016
My village	42	42	42	42
My street/ immediate neighbourhood	42	40	43	42
Highland	40	40	36	39
My town	36	39	37	34
Club/ organisation community	15	11	11	11
Age group	13	9	13	13
People who are from the same place	12	16	16	17
Faith community	9	7	6	7
Other	6	4	4	6

n = 989 in 2019

34.2 The top four definitions are all "place" based definitions of community: My village (42%); My street/ immediate neighbourhood (42%); Highland (40%); and My town (36%).

34.3 Club/organisation community was selected by 15% of respondents in 2019 – and increase on that reported for previous years (11% in 2018, 2017, and 2016).

34.4 Age group was selected by 13% of respondents in 2019, an increase of that reported in 2018 (9%), back to the level previously reported in 2017 and 2016 (13%).

34.5 People who are from the same place was selected by 12% of respondents in 2019, a decrease from that reported in previous years (16% in 2018 and 2017; and 17% in 2016).

34.6 Faith community was selected by 9% of respondents in 2019, an increase on previous years (7% in 2018; 6% in 2017; and 7% in 2016).

34.7 A range of responses were given by the 6% of respondents who selected "other" in 2019. Communities specified included national/ international communities (e.g. Britain, UK, Europe), occupations, hobbies, island/ remote communities, wards, regions, and life stage (e.g. young families, retirement).

Question 35: Involvement in community activity

35.1 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 35.1. The first four activities were included in the 2017 survey, and "other community group", "parent council" and "community council" were included in 2018.

Table 35.1: Respondents' involvement in various activities in their communities

Activity	2019	
	Yes (%)	No (%)
Volunteering by helping a neighbour, family or friend	60	40
Volunteering through an organised group or club	42	58
Other Community Group	30	71
Taken part in a consultation – excluding the Citizens' Panel	24	76
Local campaigning	17	83
Parent Council	12	88
Community Council	11	89

n = 886 - 942

- 35.2 Over half (60%) of respondents indicated that they have been involved in “volunteering by helping a neighbour, family, or friend” in the last year, similar to that reported in previous years (58% in 2018; and 61% in 2017).
- 35.3 42% of respondents indicated that they have been involved in “volunteering through an organised group or club” in the last year, higher than that reported in 2018 (37%), but similar to 2017 (43%).
- 35.4 30% of respondents indicated that they had been involved in “Other community group” in the last year, an increase on that reported in 2018 (24%).
- 35.5 “Taken part in a consultation – excluding the Citizens' Panel” was selected by 24% of respondents, (17% in 2018; and 27% in 2017).
- 35.6 “Local campaigning” was selected by 17% of respondents, slightly higher than reported in previous years (15% in 2018; and 12% in 2017).
- 35.7 12% of respondents indicated they had been involved in a “parent council” in the last year (9% in 2018), and 11% had been involved with a “community council” (5% in 2018).

Question 36: Level of influence over decision-making

- 36.1 Respondents were asked “How much influence do you feel you have over decision-making in your community?” Table 36.1.

Table 36.1: Respondents' views on their levels of influence over decision-making in their community

Influence	2019	2018	2017
	%		
No influence at all	32	38	35
Not very much influence	43	41	42
Some influence	25	21	22
A great deal of influence	0.5	0.7	1.1

n = 962 in 2019

- 36.2 Three quarters of respondents (75%) feel they have “no influence at all” or “not very much influence” over decision making in their community in 2019, a slight decrease over the previous years (79% in 2018; and 77% in 2017). 25% of respondents feel they have some influence over decision making” in their community in 2019, and 0.5% “a great deal of influence”.
- 36.3 As a further piece of analysis, the results of this question were cross referenced to question 17, 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 36.2: 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	54	70	74	88
No	46	30	26	13

n = 927

36.4 Table 36.2 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 54%. Where respondents feel they have a great deal of influence over local decision making, satisfaction with Council services is much higher (88%).

Question 37: Respondents' views as to the reasons why they do not have very much/ no influence

37.1 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 37.1.

Table 37.1: Respondents' views as to the reasons why they do not have very much/ no influence over decision-making

Reason	2019	2018	2017
Public bodies don't listen to community views	41	35	27
I don't think this would make a difference	34	37	28
Not enough time	28	31	29
Don't feel I have the skills or knowledge	16	22	18
I'm not comfortable in these situations	14	19	16
Other	11	11	9

n= 814 in 2019

37.2 "Public bodies don't listen to community views" was the most common reason respondents selected as to why they feel like they do not have very much/ no influence over decision-making. This was selected by 41% of respondents in 2019, compared to 35% in 2018, and 27% in 2017.

37.3 34% of respondents selected "I don't think this would make a difference", a slight decrease on that reported in 2018 (37%), but higher than that in 2017 (28%).

37.4 28% of respondents selected "not enough time" as a reason for why they don't have very much/ no influence over decision making, similar to figures reported in the previous two years. 16% of respondents felt they don't have the knowledge or skills to affect decision-making, and 14% responded "I'm not comfortable in these situations".

37.5 11% of respondents selected "Other", and whilst a wide range of responses were given, common reasons included:

- Old age
- Ill-health
- Lack of opportunities to be involved/ not asked

- Opportunities to be involved are not well advertised
- Apathy
- Mistrust of the current system and how decisions are taken and discussed
- Decisions taken centrally, away from communities
- The practices of community councils
- The membership of community councils
- Lack of delegated decision making to community councils
- Lack of opportunities to be involved online

Question 38: Respondents' views as to the extent to which they would like to be involved in decision-making

38.1 Respondents were asked "In general...to what extent, if at all, would you like to be involved in decision making in your community?", Table 38.1.

Table 38.1: Extent to which respondents would like to be involved in decision making in their community

Response	2019	2018 (%)	2017
Not at all involved	11	14	13
Not very involved	31	35	30
Fairly involved	51	44	48
Very involved	7	7	9

n = 967 in 2019

38.2 Over half of the respondents in 2019 (58%) want to be "fairly" or "very involved" in decision making in their community. A further 31% selected "not very involved". In total, 89% of respondents are indicating that they would like some form of involvement in local decision making.

Question 39: Respondents' views on statements about community involvement

39.1 Respondents were presented with four statements and asked the extent to which they agreed or disagreed with each, Table 39.1.

Table 39.1: 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	26	56	14	3	1
I enjoy working with other people on common problems in our community	17	39	39	4	2
Every citizen should get involved in community life if democracy is to work properly	17	45	29	8	2
Your community could become more involved in providing the services you and your community need	18	45	31	5	2

n = 959 - 975

- 39.2 When considering “If a person is dissatisfied with the decisions affecting their community he/she has a duty to do something about it” 82% either “strongly agreed” or “tend to agree” with this statement. A further 14% “neither agreed or disagreed”, 3% “tend to disagree”, and 1% “strongly disagreed”.
- 39.3 Over half of the respondents (56%) 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”, 4% “tend to disagree”, and 2% “strongly disagreed”.
- 39.4 More than half of the respondents (62%) 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”, 8% “tend to disagree”, and 2% “strongly disagreed”.
- 39.5 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”. 31% of respondents selected “neither agree or disagree”, 5% “tend to disagree”, and 2% “strongly disagreed”.

Community Councils

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

Question 40: Awareness of Council Councils

- 40.1 Respondents were asked “are you aware of Community Councils and their role in your community?” 986 people responded to this question with 74% selecting “yes” (72% in 2018) and 26% (28% in 2018) selecting “no”.

Question 41: Contact with your Community Council

- 41.1 In the following question, 22% of respondents indicated that they had been in contact with their Community Council during 2018/19 (984 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 42: Reason for contacting your Community Council

- 42.1 Respondents’ who had contacted their Community Council during 2018/19, were asked “what this contact was about”, and presented with four options and asked to select all that applied, Table 42.1.

Table 42.1: Reasons for contacting Community Councils

Reason	2018/19	2017/ 18
	(%)	
A planning and development issue	22	25
About a change in local services	19	31
Improving amenities in your area	53	44
Other (please specify)	27	31

n = 245 in 2019

- 42.2 The most common reason for contacting a Community Council in 2018/19 was related to “improving amenities in your area”, with 53% selecting this. 22% made contact regarding “a planning and development issue”, and 19% “about a change in local services”.
- 42.3 27% of respondents (63 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 43: Reason for not contacting your Community Council

43.1 Respondents' who had not contacted their Community Council in 2018/19, were asked "what were the reasons" for this, presented with four options and asked to select all that applied, Table 43.1. Table 43.1: Reasons for not contacting Community Councils in 2017/18

Reason	2018/19	2017/ 18
	(%)	
I had no need to contact the Community Council	73	75
I did not know there was a Community Council	19	16
I did not know how to contact the Community Council	19	17
Other (please specify)	8	5

n = 717

43.2 For those that had not contacted their Community Council in 2018/1, the most common reason for this was that they had no need to make contact (73%). 19% did not know how to contact their Community Council, and also 19% did not know that there was a Community Council. A further 8% (45 people) indicated that there were other reasons why they did not contact their Community Council in 2018/19.

Question 44: What Community Councils could be involved in

44.1 Respondents were then asked to give their views on "What else do you think Community Councils could be involved with in your community?" 156 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 45: Approach to Participatory Budgeting

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

"In the past few years 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?"

45.2 956 people answered this question, with 35% selecting "yes" and 65% "no".

Question 46: Involvement in participatory budgeting

46.1 Respondents were then asked, "Would you take part if this happened in your community?" and asked to select responses for two options, Table 46.1.

Table 46.1: Involvement in participatory budgeting

	Yes	No
	(%)	
By putting forward ideas for new projects	66	34
By choosing the projects you like the most	80	20

n = 908 - 938

46.2 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 (80%).

Question 47: Community discussions about local service provision

47.1 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 47.1.

Table 47.1: Interest in community discussions about local service provision

Response	Very interested	Fairly interested	Not very interested	Not at all interested	Don't know
	(%)				
2019	21	51	15	6	7
2018	19	53	16	6	7

n = 974 in 2019

47.2 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. 21% of respondents indicated they were either “not very interested” or “not at all interested”, and 7% selected “don’t know”.

This concludes the analysis of The Highland Council’s annual survey of performance and attitudes 2019.