
HOUSEHOLD SURVEY 2018 - RESULTS

Report by Service Director Customer & Communities

EXECUTIVE COMMITTEE

12 February 2019

1 PURPOSE AND SUMMARY

- 1.1 **This report presents the results of the Scottish Borders Household Survey 2018. Key results from the perception based survey are highlighted, alongside relevant performance information and current pieces of work.**
- 1.2 The Scottish Borders Household Survey 2018 asked questions about life in the Borders and a range of services provided by the Council. 905 responses were received of these 800 were online and 105 were paper copies.
- 1.3 The Household Survey has been used since 2006 to gather customer perception/satisfaction on a range of Council Services and is one of the tools available to the Council for collecting such information. The Council also uses service specific customer surveys, engagement events and feedback mechanisms, such as our complaints process, to gather information on how well the Borders' community feels the Council is doing in meeting its needs. This is used alongside a range of performance information which is presented to the Executive Committee on a quarterly basis.
- 1.4 The 2018 survey included the following themes which are covered in this report:
 - (a) Life in the Scottish Borders
 - (b) Scottish Borders Council
 - (c) Household waste collection, recycling and waste services
 - (d) Local services provided by Scottish Borders Council
 - (e) Local services managed by Live Borders
 - (f) Involvement in local decision making
 - (g) Community safety
 - (h) Health & wellbeing
 - (i) Transport
 - (j) The internet/web
 - (k) Future use of the internet
- 1.5 Over the three years since the last household survey we have continued to face major financial challenges and have worked to maintain high quality services with reducing resources. During this time some services have had to be reshaped which has almost certainly had an impact on levels of customer

satisfaction.

- 1.6 However, the majority of respondents have told us that their neighbourhood is a good place to live (95%) with 50% saying it is a 'very good' place to live. Feelings of personal safety are also high with 97% saying they feel safe walking alone in their local area during the day and 94% saying they feel safe alone in their home at night.

2 RECOMMENDATIONS

- 2.1 **I recommend that the Executive Committee notes the results of the Scottish Borders Household Survey 2018.**

3 BACKGROUND

- 3.1 Scottish Borders Council has undertaken a household survey to gather customer perception/satisfaction with council services and life in the Borders since 2006. From 2006 to 2015 six surveys were undertaken by external consultants on behalf of the Council.
- 3.2 In 2018 the SB Household Survey was brought 'in-house', reshaping it to take account of the range of tools available and to make participation, in the survey, open to all those that live, work or visit the area i.e. all users of services provided by Scottish Borders Council. All administration, including analysis and production of the survey report, would be undertaken by Council officers. This resulted in a significant budget saving.
- 3.3 The new style 2018 SB Household Survey was shorter than in previous years with questions focussed on the Council, including some specific Council services, life in the Borders and people's priorities for our area. The survey was also utilised to begin the re-establishment of the Scottish Borders People's Panel.
- 3.4 Due to the change in methodology comparisons cannot be made with the results from previous years but rather a benchmark is being set for future survey results.
- 3.5 A communications plan supported the publicity around the survey which included press releases, targeted emails and information on plasma screens in SBC Contact Centres.
- 3.6 The survey was designed to ensure that it provides us with customer satisfaction indicators to inform a number of areas including benchmarking (for future years), comparison results from the national Scottish Household Survey (used in the Local Government Benchmarking Framework) with and equalities outcomes used to populate the Equalities Mainstreaming report.

4 HOUSEHOLD SURVEY 2018

- 4.1 The 2018 survey was available online via the SBC Consultation Hub and in paper format with copies available at public locations including Contact Centres, Libraries and community centres. Copies were also made available to other venues and to groups that wished to distribute them to their members/communities.
- 4.2 A total of 905 completed responses were received. This comprised 105 paper responses and 800 online responses.
- 4.3 The detailed results of the survey are included in the attached report (Appendix 1).

5 RESULTS

- 5.1 The results of the 2018 survey, relating to the views of those responding about living in the Scottish Borders and Council services, are presented within this section.
- 5.2 The results have been presented within the context of current information on council performance, key developments over the last three years, and programmes of work that are in place to ensure that we continue to provide high quality services that meet customer need within the current funding constraints.
- 5.3 Where comparable questions are in place the results from the 2017 Scottish Household Survey have been included as an indicator of satisfaction across

Scotland as a whole.

5.4 **Life in the Scottish Borders**

- (a) 95% of respondents think that their neighbourhood is a 'good' place to live.
- (b) 93% rate their quality of life in the Scottish Borders as 'good'.
- (c) 59% of respondents take part in some form of voluntary work. This is significantly higher than the number of Scottish Household Survey respondents across Scotland that said they have volunteered with groups or organisations (28%).

5.5 **Scottish Borders Council**

- (a) 55% of respondents said they would rate Scottish Borders Council as 'excellent' or 'good'.
- (b) Of those that gave an opinion 54% 'agree' or 'strongly agree' that the Council provides high quality services. This is favourable when compared to the Scottish Household Survey (SHS) results which indicates that 41% across Scotland agree that their Council provides high quality services.
- (c) Of those that gave an opinion 55% 'agree' or 'strongly agree' that the Council is good at letting people know how it is performing. Results from the SHS indicate that 34% of respondents across Scotland think their local authority is good at letting people know how it is performing.
- (d) Of those that gave an opinion 31% of respondents said they 'agree' or 'strongly agree' that the Council designs its services around the needs of the people who use them. This is lower than Scotland as a whole where 37% agreed that their Council designs its services around the needs of the people who use them.
- (e) 40% of respondents that gave an opinion said they 'agree' or 'strongly agree' that the Council does the best it can with the money available. This is comparable with the SHS results for Scotland as a whole (39%).
- (f) 28% of respondents that gave an opinion said they 'agree' or 'strongly agree' that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. This is lower than for Scotland as a whole where 33% agree that their Council is addressing the key issues.
- (g) Of those that gave an opinion 56% of respondents said they 'agree' or 'strongly agree' that the Council is good at letting people know about the kinds of services it provides. This is higher than the SHS result for Scotland as a whole (43%).
- (h) Of those that gave an opinion 17% of respondents said they 'agree' or 'strongly agree' that the Council is good at listening to local people's views before it takes decisions. This is lower than the SHS result for Scotland as a whole which is 24%.
- (i) 22% of respondents that gave an opinion said they 'agree' or 'strongly agree' that they can influence decisions affecting their local area. This is in line with the result for Scotland as a whole (23%).
- (j) 90% of respondents that gave an opinion would like greater involvement in decisions the Council makes that affect their local area. This is far higher than respondents across Scotland where only 33% said they would like greater involvement. Given that the number of Borders residents that feel they can influence decisions is comparable with the SHS result for Scotland

we might expect a larger number of residents across the country to want greater involvement in decision making. That they don't suggests that residents in the Borders have a greater sense of public responsibility when helping to shape the decisions that affect them.

- (k) The Council agreed, its Customer strategy 'Our Services for you: Scottish Borders Council's Strategy for our Customers 2018-2023', in September 2018. The strategy re-focuses our approach to designing and delivering services, putting customers at the heart of what we do and making the most of current and emerging digital technologies.

5.6 Household waste collection, recycling and waste services

- (a) Satisfaction with waste and recycling services is consistently high. 83% of respondents are satisfied with their kerbside waste collection services overall. Satisfaction is consistent across genders (82% males satisfied, 84% females satisfied). This result is consistent with the result from the 2017 Scottish Household Survey used to inform the Local Government Benchmarking Framework (LGBF) which at 84% has fallen but remains higher than that for other local authorities in our Family Group and Scotland as a whole.
- (b) 84% of respondents are satisfied with the services offered at the Community Recycling Centres (CRC). Satisfaction levels are highest in the Cheviot area; a new CRC was opened in Kelso in May 2015.
- (c) 72% of respondents are satisfied with the recycling bring sites operated by external contractors.
- (d) Satisfaction with the bulky waste collection is high among those that use the service at 68%.
- (e) Nearly two thirds of respondents are satisfied with Council communications, guidance and information about waste and recycling services.
- (f) Since the last survey was undertaken in 2015 SBC has:
 - i. developed a variety of waste and recycling facilities and services so communities can work with us to meet recycling targets including:
 - (a) Upgrading of Hawick Community Recycling Centre,
 - (b) Delivery of a new Community Recycling Centre in Selkirk,
 - (c) Introduced various re-use schemes with the support of our partners (Homebasics, Just Cycle, You Can Cook and several men's sheds),
 - (d) Introduced a cooking oil recycling scheme at all Community Recycling Centres;
 - ii. Expanded the landfill gas utilisation system at Easter Langlee Landfill Site which generated and exported around 0.6 to 0.7 Mega Watts of green electricity to the grid;
 - iii. Commenced development of a new Waste Transfer Station at Easter Langlee which will allow the Council to deliver on its commitment to close Easter Langlee Landfill site and export waste for treatment at a facility out with the Borders region. This is required to comply with the requirements of the Waste (Scotland) Regulation 2012 which introduces a landfill ban in January 2021;
 - iv. Completed the phased introduction of food waste collection service in

line with the Waste (Scotland) Regulation 2012.

5.7 **Local services provided by Scottish Borders Council**

- (a) Respondents were asked to rate their satisfaction with services provided by Scottish Borders Council, satisfaction rates vary across Area Partnership areas.
- (b) 60% of respondents overall are satisfied with the cleaning and maintenance of their local area. Tweeddale respondents are most satisfied (69%) and those in Teviot & Liddesdale least satisfied (50%).
- (c) Of those that expressed an opinion regarding the maintenance of their local cemetery or churchyard 38% are satisfied.
- (d) Levels of satisfaction are low in all areas of the Borders with regard to the speed of repair to damaged roads (overall 14% satisfied). The severe weather, and subsequent damage to roads, that occurred in early 2018 may have had a bearing on this result.
- (e) Satisfaction among those who use public conveniences is 38%. Satisfaction is highest in Tweeddale (47%) and lowest in Berwickshire (33%). The introduction, in summer 2017, of a 30p charge to use public toilets may have had a negative effect on levels of satisfaction.
- (f) Satisfaction with grass cutting in parks, open spaces and sports areas is, at 40%, lower than satisfaction with parks and open spaces in general (53%).
- (g) Overall satisfaction with schools initially appears to be low at 44% however when the 'don't know' and 'do not use' responses are discounted the overall satisfaction increases to 73%. Satisfaction is highest in Cheviot (81%) and lowest in Teviot & Liddesdale (63%). These results are favourable when measured against the Scottish Household Survey which shows satisfaction with schools in the Scottish Borders as 62% and 70% for Scotland.
- (h) Changes were made to the frequency of grass cutting of verges and other amenity areas in April 2018 although no changes have been made to the grass cutting in parks and sports areas. Wilton Lodge Park in the Teviot & Liddesdale area was a Green Flag Award Park Winner in 2018. The Green Flag Award recognises the best parks and green spaces across Scotland and are made by Keep Scotland Beautiful. They are awarded to parks and green spaces who can demonstrate excellent management and environmental standards. Awards are given and renewed on an annual basis.
- (i) Information used in the Local Government Benchmarking Framework (Cleanliness Score) includes a 'whole area' approach i.e. footway/roadway and adjacent green spaces. The Cleanliness Score for the Scottish Borders (2017/18) was 97.5% compared to 95.2% for our Family Group of local authorities and 92.2% for Scotland as a whole.

5.8 **Local services managed by Live Borders**

- (a) At first glance the levels of satisfaction with services managed by Live Borders, on behalf of the Council, appear to be low. However, the number of respondents that do not have an opinion/don't use the services does have a significant effect on the results. When only the responses from those that expressed an opinion/use the service are analysed

satisfaction increase markedly.

- (b) The Scottish Borders Household Survey 2018 shows satisfaction with sports and leisure facilities at 77%; satisfaction in the LGBF is 59%. Similarly satisfaction with libraries is greater in our local survey (86%) than the results from the national Scottish Household Survey used in the LGBF (52%). Satisfaction with museums and galleries is 87% compared to 40% in the LGBF.

5.9 **Involvement in local decision making**

- (a) 33% of respondents said they are satisfied with the opportunities for participating in the local decision making process.
- (b) 20% of those responding said they have been to a public meeting of Scottish Borders Council. 5%, of those across Scotland that completed the Scottish Household Survey, said they had attended a public meeting or community council meeting.
- (c) 50% of respondents said they have taken part in a council consultation or survey (excluding the 2018 Household Survey). The SHS result for Scotland as a whole was 5%.
- (d) 25% of respondents said they have responded to a planning application. The SHS result for Scotland as a whole was 4%.
- (e) 49% of respondents said they voted for a project in the Localities Bid Fund (February 2018).
- (f) 42% of respondents said they have contacted a local councillor.
- (g) The Council agreed to restructure and rename Area Committees to Area Partnerships in November 2017, the new style meetings started in January 2018. The focus shifted from one of disseminating information about what the Council is doing to involving the local community in discussions, about their wishes and needs, for inclusion in the Locality Plans. The Locality Plans are developed in line with the requirements of the Community Empowerment (Scotland) Act 2015.
- (h) Participation Requests, under the Community Empowerment (Scotland) Act 2015, have given communities an additional mechanism to become involved in the decision making process and are being utilised by community groups within the Scottish Borders.
- (i) The Council purchased a new online consultation tool during 2017/18 which provides the Council with a Consultation Hub where all open, closed and forth coming consultations can be accessed. The new Consultation Hub enhances, rather than replaces, other methods of consultation. From August 2017 to July 2018 at total of 3,083 responses were received to public consultations/surveys.

5.10 **Community safety**

- (a) Respondents were asked to report on their feelings of safety when alone in their home at night (94%), walking alone in their local area during the day (97%) and walking alone in their local area after dark (76%). Respondents with a disability are less likely to feel safe walking alone in their local area after dark (66%) than those without a disability (78%). Similarly females are less likely to feel safe in this situation than males (73% and 81% respectively).

- (b) Respondents were asked to indicate their experience of antisocial behaviour in their local area. The five most frequently experienced issues are:
- i. Animal nuisance such as noise or dog fouling (42%)
 - ii. Rubbish & litter lying around (41.8%)
 - iii. Anti-social driving behaviour including speeding (37.7%)
 - iv. Parking problems (35.8%)
 - v. People being drunk or rowdy in public places (8.2%)
- (c) The Safer Communities Team within Scottish Borders Council examines a range of performance information on a regular basis and reports to the joint Police, Fire & Safer Communities Board, as well as the Council's Executive Committee.
- (d) Overall performance in Police Scotland is often measured with regard to offences committed in groups 1-5. When the Scottish Borders is compared against other local authorities and against Scotland as a whole it is evident that the Scottish Borders is a safe place to live and that crime rates are relatively low. The number of crimes per 10,000 head of population in 2017/18 was 300. The whole of Scotland rate for 2017/18 was 452.4 crimes per 10,000 head of population.

Crime Group	Description	Examples of Crime Types
1	Crimes of Violence	Murder, attempted murder, serious assault, robbery
2	Sexual Offences	Rape, indecent assault, sexual assault
3	Crimes of Dishonesty	Housebreaking, shoplifting, theft of and theft from motor vehicles
4	Fire-raising, Malicious Mischief	Fire-raising, vandalism
5	Other Crimes	Drugs and weapons offences

- (e) However, locally crime has been rising year on year since 2015/16 and reached a peak in 2017/18. There was a 13.2% increase in group 1-5 crimes in 2017/18 when compared to 2016/17. The increase can in the main be attributed to increases in sexual offences that occurred prior to 2009 but were reported in 2017/18, increases in bail offences and increases in drug possession and drug supply offences. These offences are the result of proactive policing. Overall crime rates are reducing in 2018/19.
- (f) The trend for incidents of antisocial behaviour has followed a similar trend to that of overall crime with a year on year increase seen since 2015/16. There was a 9% increase in antisocial behaviour incidents in 2017/18 when compared to 2016/17. However when the figures per 10,000 population for 2017/18 are compared to Scotland as a whole the Scottish Borders rate of 494 is significantly lower than the Scotland average of 635.7. The number of reported antisocial behaviour incidents is decreasing in 2018/19.

- (g) The introduction of the Scottish Borders Council funded Community Action Team in April 2018 is already beginning to show positive results with overall crime and antisocial behaviour rates beginning to reduce. Also arrests and charges for drug related possession and supply offences are on the increase as more proactive policing of these types of crimes is possible with the benefit of having the CAT in place. However it should be noted that all Police Scotland officers in the Borders are contributing to the reduction in crime and antisocial behaviour rates.

5.11 Health and wellbeing

- (a) Questions included in the survey were aimed at understanding awareness of public health services which will in turn help to inform communication plans for alcohol and drug services and the ongoing development of wellbeing services.
- (b) Respondents are aware of a range of health services that are available. 71% of respondents are aware of the smoking cessation service available at local pharmacies.
- (c) Nearly half of respondents are aware of the services provided in relation to drugs and alcohol provided by Addaction and Borders Addiction Services (both 46%).
- (d) Approximately one third of respondents are aware of the diet/healthy eating advice provided by Lifestyle Advisors, the smoking cessation service 'Quit Your Way' and the services provided by the Lifestyle Advisor Support Service in relation to exercise/physical activity (38%, 35% and 35% respectively).

5.12 Transport – Bus Services

- (a) 45% of respondents said that they use the local bus service. Respondents in Tweeddale are most likely (66%) while those living in Cheviot are least likely (33%) to use the local bus service. Those aged 60 – 74 are most likely to use the local bus service.
- (b) Those who do use the bus service were asked for their opinions with regard to the local bus service:
 - i. 64% are satisfied with the local bus service
 - ii. 74% are satisfied with the quality of the bus service provided
 - iii. 68% are satisfied with local bus service information.

The Scottish Household Survey reports satisfaction with public transport in the Borders at 52% and 69% for Scotland as a whole.

- (c) 49% of those respondents that said they have a disability use the local bus service. Males are more likely to use the bus service than females (50% and 43% respectively).
- (d) The last three years have seen some significant changes in the way passenger transport is delivered in the Borders. In 2015 the Borders railway opened and it has had an obvious impact on transport to and from Edinburgh providing an alternative to the long-established bus services. In 2016 First Bus withdrew 13 commercial services from the Borders. These were bus services that received no subsidy from Scottish Borders Council and the Council had no available budget to replace these services – some services ceased but others like the Town services in Hawick and

Peebles, were taken on by smaller, local operators on a commercial basis. In 2017 First Buses pulled out of the Borders and wider Lothians. Since that date our predominant provider is Borders Buses. They have invested £4m in new buses and they have entered into an informal partnership with the council to jointly review their current passenger transport network.

- (e) In 2018 the council reduced the subsidised bus services budget by £300,000 2018-2019 inclusive. This had an impact on the current bus network with some widely reported service withdrawals. However, alternative provisions were also introduced (at no extra cost) by a process of external consultant review, data analysis and negotiation. The impact of the budget reduction has been fairly minimal and in one case, has prompted a new community led project to introduce a rural taxi scheme for late night travel where the patronage was not large enough to justify budget on providing a regular local bus service.

5.13 **Transport - Borders Railway**

- (a) 55% of respondents said they use the Borders Railway. Respondents in Eildon are most likely to use it (84%) and those in Tweeddale least likely (18%). Those under the age of 30 are most likely to use the railway (66%) followed by those aged 30 – 44 (63%). Those least likely to use it are those aged 75 and above (35%).
- (b) Those who do use the rail service were asked for their opinions regarding it:
 - i. 86% are satisfied with Borders Railway
 - ii. 83% are satisfied with the quality of the service provided
 - iii. 84% area satisfied with local rail information.
- (c) 49% of those respondents that said they have a disability use the Borders Railway. Use of the Borders Railway is consistent between males and females (56% and 55% respectively).
- (d) Since opening, ScotRail has continued to invest in increased capacity on the route, station investments and wider transport integration initiatives to enhance rail services. More carriages have been allocated to the route and the number of daily seats provided has increased from just under 9,000 at opening to more than 11,100 – an increase of 23%. December 2018 saw the start of the planned transition from the 2 carriage trains to more modern 3 carriage trains. By the end of 2019 almost all services will be operated by the more modern trains providing 12,600 seats per day, an increase of 40% since September 2015. New passenger facilities have also been introduced at Tweedbank plus an expansion of the carpark and the introduction of a new car-share scheme.

5.14 **The internet/web**

- (a) Questions relating to use of the internet in previous surveys were expanded on as part of the Scottish Borders Household Survey 2018.
- (b) 98% of all respondents said that they use the internet. Of those that completed the paper survey 80% said that they use the internet. Internet use decreases fractionally between the ages of under 30 (100%) to 98% for those aged 60-74. Use of the internet by those aged 75 and older drops to 79%. 81% of the respondents to the 2017 Scottish Household Survey said there was internet access in their household compared to

85% across Scotland as a whole.

- (c) Nearly all respondents said that they use the internet at home (99%), this is consistent with the results from the Scottish Household Survey (SHS) for both the Scottish Borders and Scotland as a whole. 47% use the internet at work, this is greater than indicated by the results from the SHS which are 27% for the Borders and 28% for Scotland.
- (d) Using home Wi-Fi is the most common way of accessing the internet (98%), followed by 3G/4G (58%). Of those that use/have home Wi-Fi 64% are satisfied with the internet speed they receive.
- (e) The majority of respondents that use the internet do so using a mobile device such as a smart phone, tablet or laptop (95%). The next most frequently used are home fixed devices such as desktop computers, smart TVs or games consoles (60%).
- (f) When asked what they use the internet for the majority of respondents said email (97%). The next most frequent use is for shopping followed by browsing (85%) and social media and online banking (both 84%). Using the internet to send emails was also the most common use identified by respondents to the Scottish Household Survey (95%).
- (g) Respondents that don't use the internet cited the lack of need/desire, lack of trust or lack of skills/confidence among the reasons for not using the internet. Other reasons are cost and poor broadband speed.

5.15 **Future use of the internet**

- (a) Over three quarters of respondents said that they would choose to receive electronic information from the Council, rather than paper copies, if it was available. 80% said that they would use an online council account to access their information.
- (b) Reasons cited for not receiving online information include a preference for holding paper copies of information and lack of access to a printer. Reasons for not using a SBC online account include a preference for papers copies and concerns regarding online fraud.
- (c) Many of our customers regularly access a range of information on our website, submit enquiries, apply for services, report faults, and make payments. However, we want to improve our services online so that customers can do even more and get better feedback from us on the status of their requests or enquiries.
- (d) Through the Digital Customer Access project we will develop our online services and provide customers with a secure portal as a 'digital front door' for accessing our services and doing business with us. Our aim is to make our online services so simple to use that Digital becomes the channel of choice for those who are able to use them, whilst ensuring we provide support to those who are not able to use the digital services.

6 PEOPLE'S PANEL

6.1 All respondents were invited to join the Scottish Borders Community Planning Partnership People's Panel which was being completely refreshed through the survey. A total of 282 people opted to join the Panel with representation across the area as follows:

- (a) Berwickshire – 45

- (b) Cheviot – 47
- (c) Eildon – 81
- (d) Teviot & Liddesdale – 42
- (e) Tweeddale - 63

6.2 Participation in the People’s Panel is one of the ways the community can get involved in the local decision making process - additional Panel recruitment will be undertaken during 2019

7 EASY READ SURVEY

7.1 In order to get responses from as many people as possible, an easy read version of the Scottish Borders Household Survey 2018 was developed for people with a learning disability. In the 2011 census 612 people, in the Scottish Borders, identified as have a learning disability.

7.2 90 copies of the survey were distributed through the Local Citizen’s Panels and SBC’s Learning Disability Service with a response rate of 56%. Due to the lower numbers involved the results are not statistically significant and should be used as an indicator only.

7.3 RESULTS

The survey asked respondents to answer either ‘yes’ or ‘no’ to the questions.

7.4 How safe do you feel?

The majority of respondents said they feel safe home alone at night (94%). Similarly the majority said they feel safe when walking during the day (96%). Feelings of safety fall to 54% when asked about walking when it is dark.

7.5 What do you think about living in the Borders?

94% of respondents to the easy read survey that think their neighbourhood is a good place to live; this is consistent with the main survey (95%).

7.6 What do you think about your local services?

- (a) The majority of respondents to the easy read survey are happy with culture, sports and leisure services (libraries 82%, museums & galleries 79%, sports & leisure services 76%)
- (b) 79% of respondents to the easy read survey said they are happy with their recycling service and 77% said they are happy with the bottle banks.
- (c) 69% of those that responded said they are happy with how clean their area is; this compares to 60% of respondents to the main survey who said they are satisfied with the cleaning and maintenance of their local area.
- (d) 63% of those who responded to the easy read survey are happy with the grass cutting in parks, open spaces and sports areas (40% of respondents to the main survey are satisfied).

7.7 What do you think about your involvement in decision making?

- (a) A larger percentage of respondents to the easy read survey said they have been to a public meeting at the Council than respondents to the main survey (37% and 20% respectively).
- (b) Results from both surveys were consistent regarding participation in a council survey and having contacted a councillor.

- (c) 76% of respondents to the easy read survey said they were aware of the council election in 2017.

7.8 What do you think about your life in the Borders?

96% said their quality of life in the Borders is good. 72% of respondents said they do something work based which they don't get paid for.

7.9 What do you think about your use of the internet?

66% said that they use the internet.

7.10 What do you think about the buses and trains?

- (a) A greater percentage of respondents to the easy read survey use the local bus service (66%) compared to the main survey (45%)
- (b) A lower number of respondents to the easy read use the Borders Railway (40%) compared to the main survey (55%).
- (c) A report of the results from the easy read survey has been produced in easy read format for distribution. A copy of the comments received in the easy read survey are included in the main survey report.

8 IMPLICATIONS

8.1 Financial

The 2018 Household Survey was undertaken 'in-house' utilising current staff resources.

8.2 Risk and Mitigations

Carrying out a survey of this type is essential in order to monitor customer satisfaction in a rigorous way. It is important that the Council feeds back and responds promptly to the outcomes or respondents may feel that they have not been listened to. It is therefore vital that there are direct actions arising from the information received through the survey.

8.3 Equalities

An Equalities Impact Assessment is not required for this proposal

8.4 Acting Sustainably

There are no anticipated economic, social or environmental effects from publishing the results of the Household Survey.

8.5 Carbon Management

There are no known effects on carbon emissions

8.6 Rural Proofing

Not applicable.

8.7 Changes to Scheme of Administration or Scheme of Delegation

This report requires no changes to be made to either the Scheme of Administration or Delegation.

9 CONSULTATION

- 9.1 The Chief Financial Officer, the Monitoring Officer, the Chief Legal Officer, the Chief Officer Audit and Risk, the Service Director HR, Corporate Communications and the Clerk to the Council have been consulted and any comments received have been incorporated into the final report.

- 9.2 Other officers that have been consulted are, Chief Executive, Executive Directors, Chief Social Work and Public Protection Officer, Director of Public Health, Service Director Children & Young People, Service Director Customer & Communities, Service Director Assets and Infrastructure, Corporate Equalities & Diversity Officer and any comments received have been incorporated into the final report.

Approved by

JENNI CRAIG

SIGNATURE: _____

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Background Papers: None

Previous Minute Reference: None

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