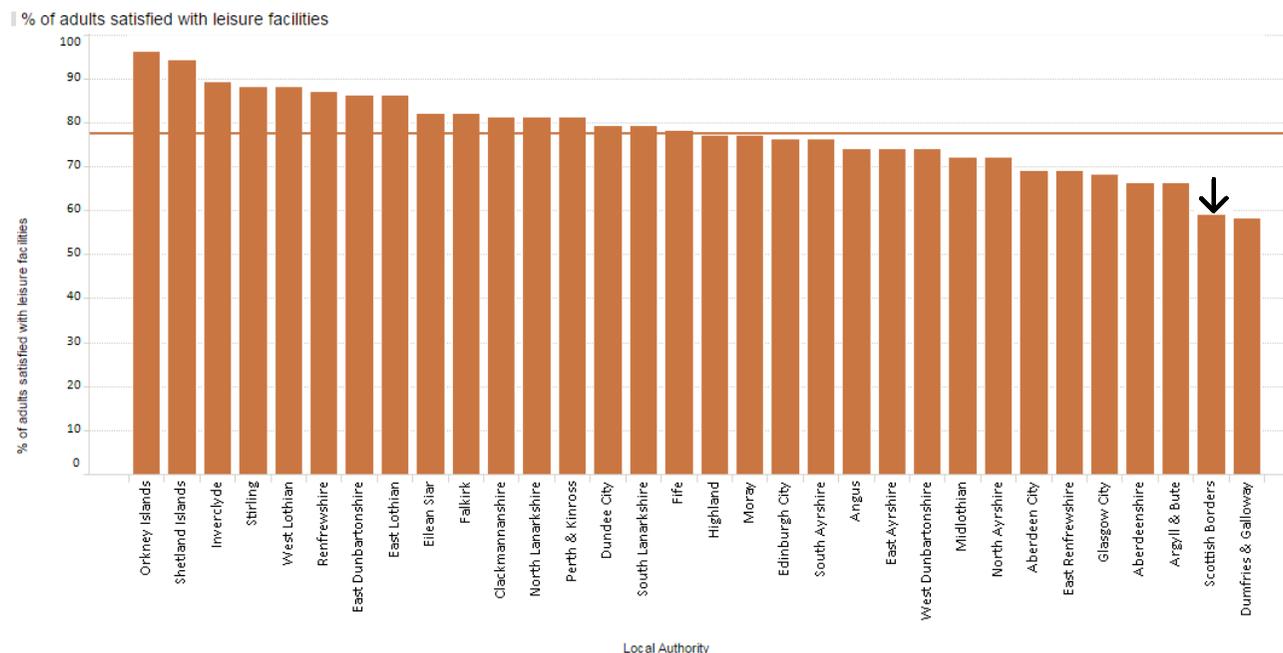


Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with leisure facilities;

- 2nd lowest in Scotland
- Reduced since 13/14



SBC Data

13/14

14/15

70*

59*

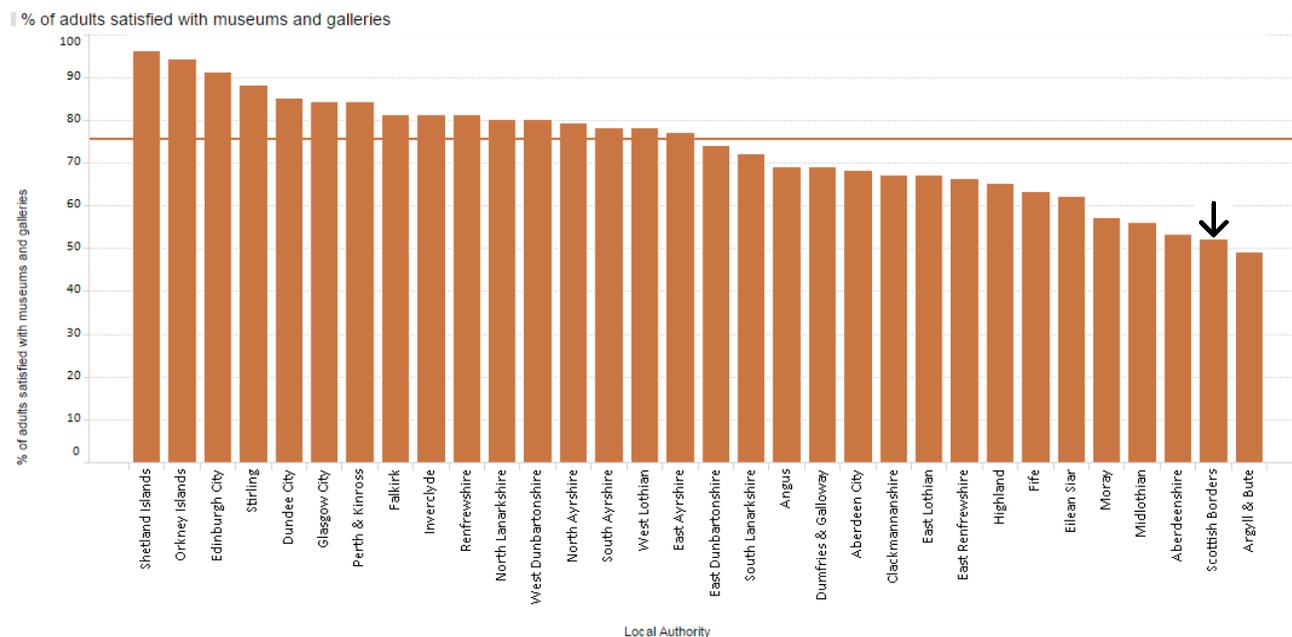
* The above data is taken from the Scottish Household Survey where the Scottish Borders sample relates to 250 respondents. The 2015 Scottish Borders Household Survey which gives us a far clearer indication of public opinion had 2445 paper responses and 261 online submissions. From this it was found that 84% were satisfied with Borders Sport and Leisure Trust, 93% were satisfied with Laidlaw Memorial Pool in Jedburgh and 89% satisfied with Duns Swimming Pool.

Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with museums and galleries;

- 2nd lowest in Scotland
- Reduced since 13/14



SBC Data

13/14

14/15

58

52*

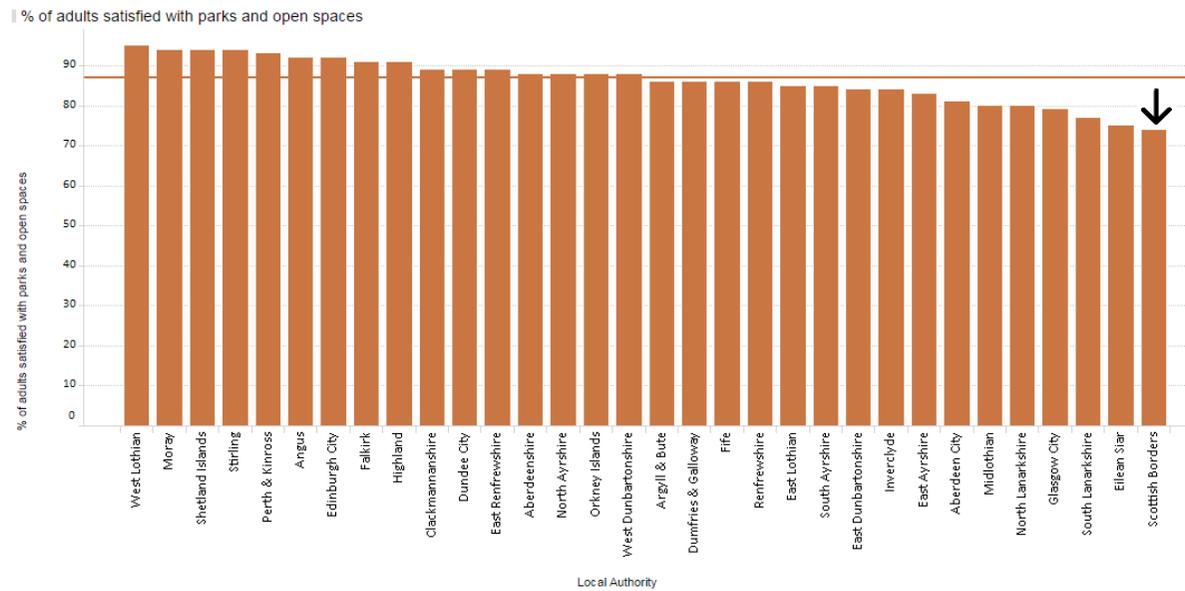
*Although this is a significant reduction in satisfaction it is worth noting that when taking the source (The Scottish Household Survey) down to the raw data the actual % of **satisfied** people has decreased by only 1 percentage point since 2013 and more significantly the % of **dissatisfied** people has decreased by 2 percentage points to sit at only 2% of the respondents dissatisfied.

Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with parks and open spaces

- Lowest in Scotland
- Reduced since 13/14



SBC Data

13/14

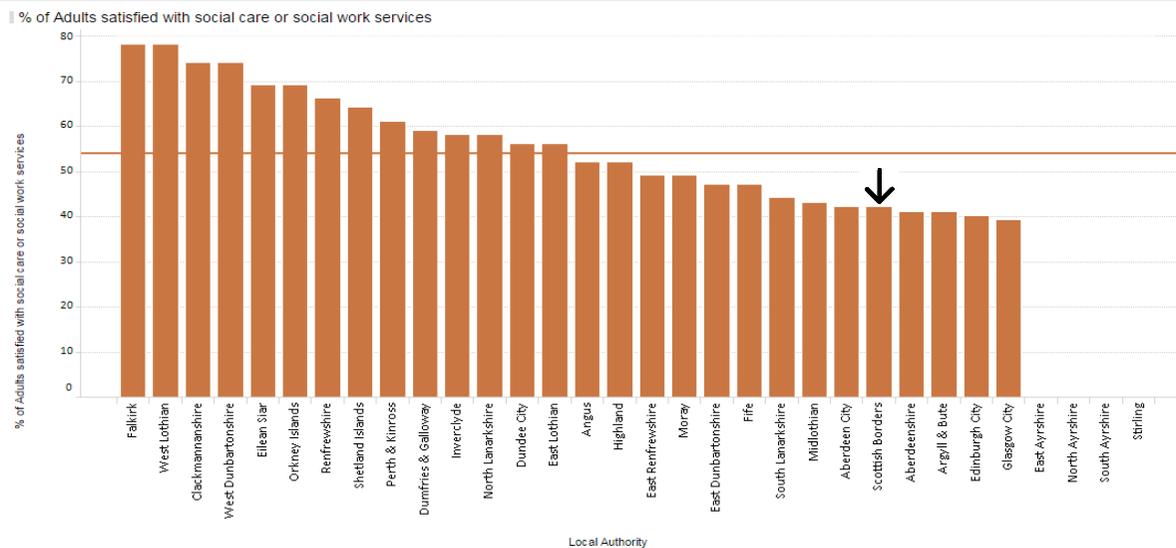
14/15

78

74

% of adults satisfied with social care or social work services

- 9th lowest in Scotland
- Reduced since 13/14



SBC Data

13/14

14/15

50*

42*

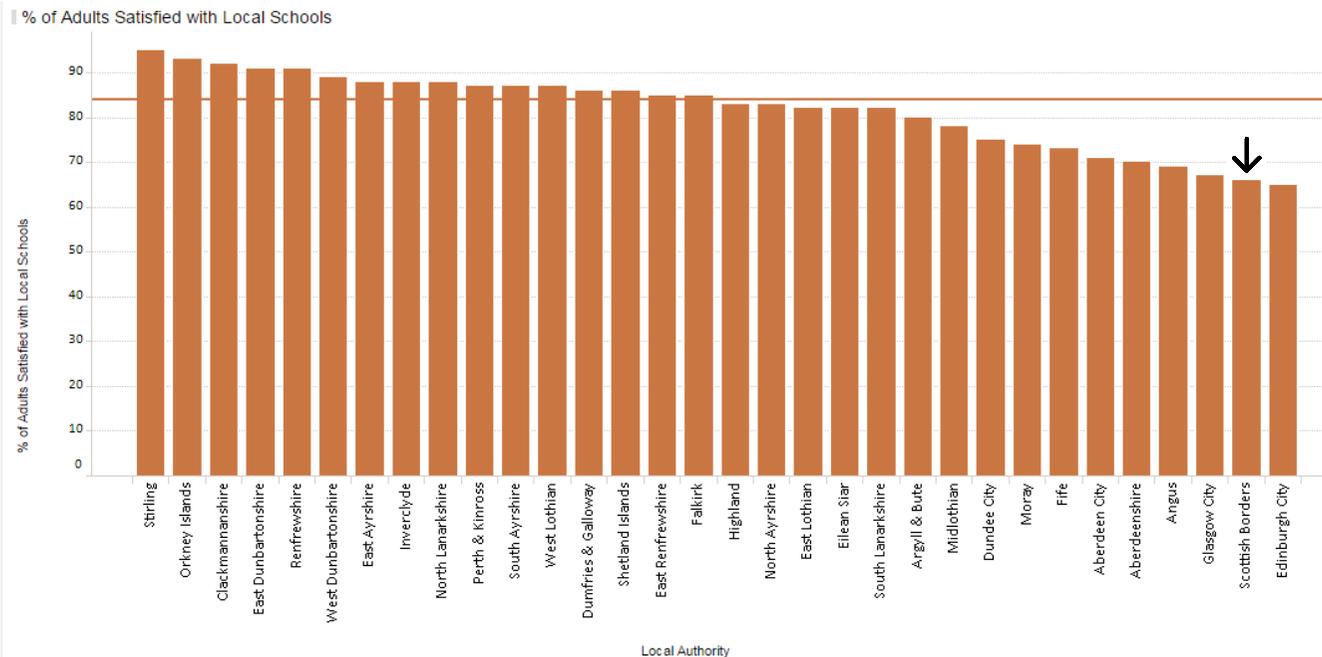
* The above data is taken from the Scottish Household Survey where the Scottish Borders sample relates to 250 respondents. However within Scottish Borders Council Social Work a survey of service users carried out in September 2015 showed that 85% of service users said that they felt safe and that 80% were satisfied with the design of their care

Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with local schools

- 2nd lowest in Scotland
- Reduced since 13/14



SBC Data

13/14	14/15
71*	66*

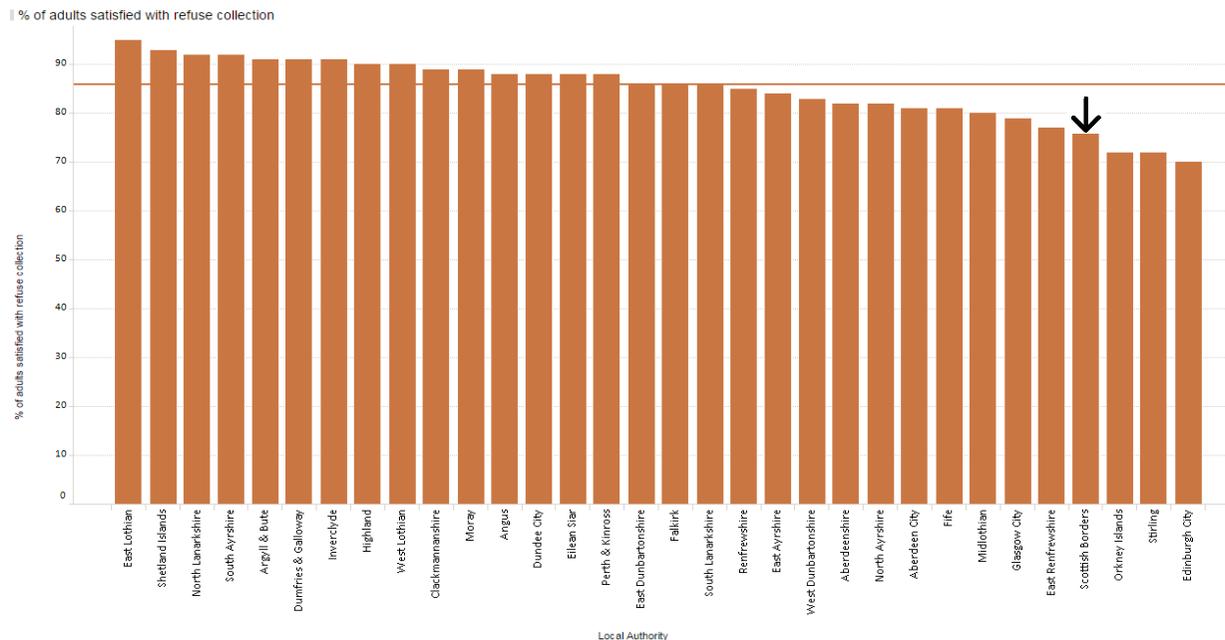
* The above data is taken from the Scottish Household Survey where the Scottish Borders sample relates to 250 respondents. It is worth noting that during 2014/15 a number of school inspections were undertaken. As part of the inspection parents are asked a series of questions and results from this show that between 79% and 100% of parents agree/strongly agree that *“overall, I am happy with the school”*

Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with refuse collection

- 4th lowest in Scotland
- Reduced since 13/14



SBC

13/14

14/15

85*

77*

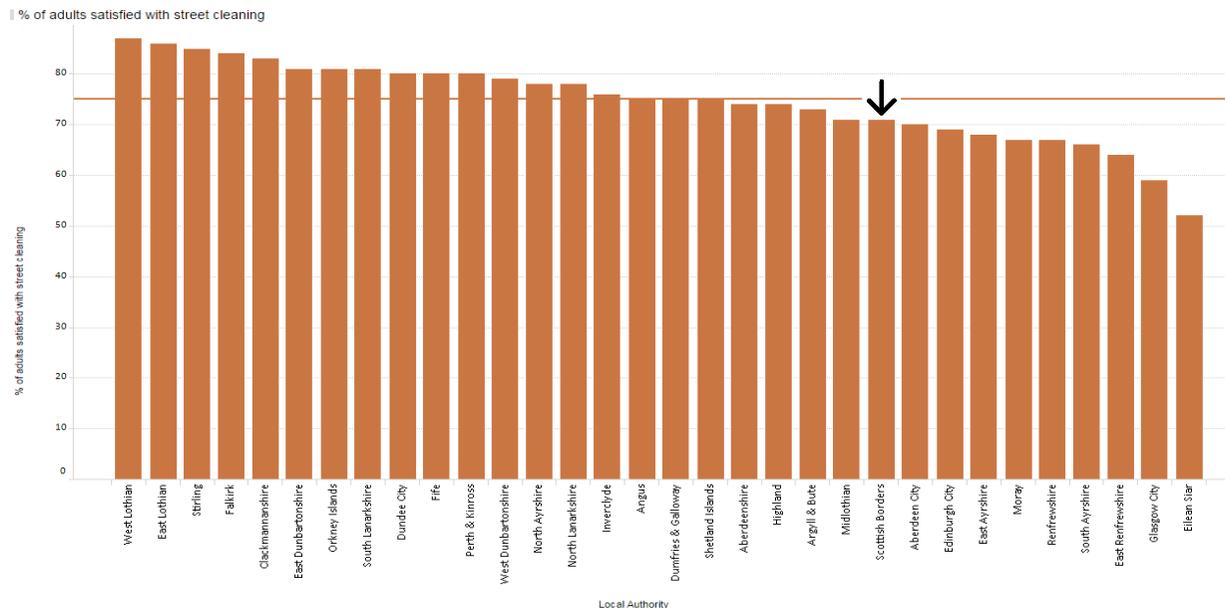
* The above data is taken from the Scottish Household Survey where the Scottish Borders sample relates to 250 respondents. The 2015 Scottish Borders Household Survey which gives us a clearer indication of public opinion had 2445 paper responses and 261 online submissions. From this it was found that 79% were satisfied with their kerbside waste and recycling collection services overall

Customer Satisfaction Measure

How we compare to others in 2014/15

% of adults satisfied with street cleaning

- 10th lowest in Scotland
- Reduced since 13/14



SBC

13/14

14/15

74*

71*

* The above data is taken from the Scottish Household Survey where the Scottish Borders sample relates to 250 respondents. The 2015 Scottish Borders Household Survey which gives us a clearer indication of public opinion had 2445 paper responses and 261 online submissions. From this it was found that 84% were satisfied with the cleanliness of the area where they live