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## Scottish Borders Council

# Household Survey September 2010

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# 1. INTRODUCTION AND BACKGROUND

## 1.1. Introduction

This report summarises the process and outcome of the 2010 Household Survey undertaken by Research Resource on behalf of Scottish Borders Council. The survey asked respondents for their views on life in the Scottish Borders. In addition to this the questionnaire asked for opinions on Scottish Borders services such as household waste collection, recycling, transportation and community safety.

## 1.2. Background

Scottish Border Council undertake an annual Household Survey to report on the key indicators as identified in the Scottish Borders Single Outcome Agreement. The results of the survey are tracked year on year and are fed into the annual performance management cycle.

## 1.3. Objectives

The survey is undertaken to collect general indicators that can be measured year on year. These include:

- Resident's priorities – Establishing what local people perceive to be the priorities for the Borders.
- Satisfaction with services – Is Scottish Borders doing a good job?
- Community views of the Borders as a place to live – Is the Borders a good or bad place to live, do people enjoy living there?
- Consultation – Do residents consider that they are consulted enough about the services that affect them in the Borders?
- Experience of contact with the Council – What are resident's experiences when contacting the Council and how do they feel they are treated?
- Communications – How well do we communicate with people in the Borders?
- How do people find out about Council services?

## 2. METHODOLOGY

### 2.1. Research method

The survey was undertaken utilising a postal survey methodology. A random sample of 6,000 addresses was selected from across the Scottish Borders Council area from the Postcode Address File (PAF) to receive a self-completion household survey. A target of 1,200 addresses was set within each Area Committee Area. Thereafter, these 1,200 were spread across wards in order to ensure coverage across the Area Committee. Within each ward, the sample was drawn randomly to ensure that there was representation across each Ward. The table below indicates the sample drawn within each Area Committee and Ward.

Area Committee	Ward	16+ Population*	Area Committee Population	% of AC Population in Ward	Sample Size per ward
<b>Berwickshire</b>	East Berwickshire	9304	17510	53%	638
	Mid Berwickshire	8206		47%	562
<b>Cheviot</b>	Kelso and District	8507	15162	56%	673
	Jedburgh and District	6655		44%	527
<b>Eildon</b>	Galashiels and District	11503	28266	41%	488
	Selkirkshire	8509		30%	361
	Leaderdale and Melrose	8254		29%	350
<b>Teviot</b>	Hawick and Denholm	7662	15491	49%	594
	Hawick and Hermitage	7829		51%	606
<b>Tweeddale</b>	Tweeddale East	8088	15875	51%	611
	Tweeddale West	7787		49%	589
<b>Total</b>		<b>92304</b>	<b>92304</b>		<b>6000</b>

A total of two survey mailings were undertaken. The first survey mailing, which comprised a questionnaire, covering letter and a reply paid envelope (in order that respondents could return their completed questionnaire directly to Research Resource at no cost), was sent to the sample of 6,000 residents. This was sent on the 9th July 2010. A second, reminder, mailing was sent to all sampled residents who had not replied to the initial survey initiation. This included a letter, a further copy of the questionnaire and a reply paid envelope.

## 2.2. Response profile

Utilising the two stage postal methodology, a total of 2,600 responses were received to the survey, representing a 43% response rate overall. This exceeds the 39% response rate achieved in the 2009 survey.

The table below illustrates the number of responses and response rate both per ward and per Area Committee. As shown, the highest response rate received was in the Cheviot Area Committee where 47% of sampled residents responded to the survey. The lowest response rate was in Eildon where 42% of sampled residents responded to the survey.

In terms of the Ward profile, the highest response was in Kelso and District with a 48% response rate compared to Galashiels and District where a 36% response rate was achieved.

Area Committee	Ward	Interviews per Ward	Response rate per Ward	Interviews per Area Committee	Response rate per Area Committee
<b>Berwickshire</b>	East Berwickshire	258	40%	514	43%
	Mid Berwickshire	256	46%		
<b>Cheviot</b>	Kelso and District	323	48%	559	47%
	Jedburgh and District	236	45%		
<b>Eildon</b>	Galashiels and District	175	36%	503	42%
	Selkirkshire	163	45%		
	Leaderdale and Melrose	165	47%		
<b>Teviot</b>	Hawick and Denholm	259	44%	512	43%
	Hawick and Hermitage	253	42%		
<b>Tweeddale</b>	Tweeddale East	248	41%	512	43%
	Tweeddale West	264	45%		
<b>Total</b>		<b>2600</b>	<b>43%</b>	<b>2600</b>	<b>42%</b>

## 2.3. Accuracy of Results

The table below illustrates the level of accuracy of survey results that has been achieved. At the overall Scottish Borders Council level, the data is accurate to +/-1.92% (based upon the 95% level of confidence and a 50% estimate).

The sample was designed in order to provide a minimum level of accuracy of +/-5% per Area Committee. As shown below this has been exceeded in all Area Committee Areas. The lowest level of accuracy is +/-4.39% in Eildon and the highest level of accuracy is +/-4.12% in Cheviot.

This means that both at the level of Scottish Borders Council and by Area Committee, the survey has generated data which can be analysed, with a high degree of statistical confidence. Moreover, at Ward level, the results can still be analysed with a measurable degree of statistical accuracy, and one which we would say you can have confidence.

Area Committee	Ward	Interviews per Ward	Level of Accuracy per Ward (+/-)	Interviews per Area Committee	Level of Accuracy per Area Committee (+/-)
<b>Berwickshire</b>	East Berwickshire	258	6.02%	514	4.33%
	Mid Berwickshire	256	6.03%		
<b>Cheviot</b>	Kelso and District	323	5.35%	559	4.12%
	Jedburgh and District	236	6.27%		
<b>Eildon</b>	Galashiels and District	175	7.35%	503	4.39%
	Selkirkshire	163	7.6%		
	Leaderdale and Melrose	165	7.55%		
<b>Teviot</b>	Hawick and Denholm	259	5.99%	512	4.36%
	Hawick and Hermitage	253	6.06%		
<b>Tweeddale</b>	Tweeddale East	248	6.13%	512	4.31%
	Tweeddale West	264	5.93%		
<b>Total</b>		<b>2600</b>	<b>1.92%</b>	<b>2600</b>	<b>1.92%</b>

The level of accuracy associated with the data is also referred to the sampling error. This is the plus-or-minus figure reported in association with the sample size. For example, our target was to achieve data accurate to  $\pm 5\%$ , which means that we can be 'sure' that if 50% of our survey respondents had answered in a certain way then we could be 95% sure that the true percentage if every single Scottish Borders resident had been asked would be between 45% (50 – 5) and 55% (50 + 5).

The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers, as we have done with this survey, use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 45% and 55%.

The other factor that affects the level of accuracy is the percentage of your sample that picks a particular answer. If 99% of your sample said "Yes" and 1% said "No," the chances of error are remote, irrespective of sample size. However, if the percentages are 51% and 49% the chances of error are much greater. The sampling error estimates that we have used are based upon the worst case percentage of 50%.

## **2.4. Data Processing and Analysis**

Research Resource undertook all data preparation and processing in-house. 100% of questionnaires were edited and checked for completion before data entry takes place.

10% of each data entry person's work was checked for quality control purposes. This is done by undertaking 'double data entry'. Where any problems are highlighted, 100% of that data entry person's work will be checked.

## 3. EXECUTIVE SUMMARY

### 3.1. Life in the Scottish Borders

#### Satisfaction with the neighbourhood

- 90% are satisfied with their neighbourhood as a place to live.
- 65% of residents feel their neighbourhood has stayed the same over the last three years, just under a fifth (18%) feel it has got worse and 9% say it has got better.

#### Neighbourhood priorities

- The most important priorities for respondents neighbourhood were:
  1. Making the Borders a safer to place in which to live, work and visit
  2. Supporting local retailers and businesses, and
  3. Freezing council tax.

### 3.2. Customer contact with Scottish Borders Council (including schools)

#### Sources used to obtain information

- 64% of respondents state that local media is the main method they use to find out about Scottish Borders Council services, Plans and Decisions. This is followed by information provided by the Council (12%), word of mouth (9%) and the Council website or the Internet (9%).
- 92% of respondents think the information about the Council and its services is accessible and easy to understand.

#### Contacting Scottish Borders Council

- 55% of respondents have contacted Scottish Borders Council in the past 12 months.
- The main reasons for contacting the Council were to ask for advice or information (41%) or to report an issue or problem (37%).
- The main method used to contact the Council is by telephone (67%).
- Those who had made contact with the Council were asked to rate the extent to which they were satisfied or dissatisfied with various aspects of the service they received. Satisfaction with the service was very highly rated, most significantly so with regards to:
  1. Ease of finding the right person to deal with (84%)
  2. How helpful the staff were (84%)
  3. How competent the staff were (83%)

- 64% of respondents said that telephone is their preferred method of contacting the Council.
- 23% of respondents are aware of the Council's extended telephone enquiry opening hours.
- Of those who were aware 15% have contacted the Council during these opening hours.
- Of those who were not aware:
  - 56% stated they would be likely to contact the Council on weekdays between 8am and 9am;
  - 54% would be likely to contact the Council between 5pm and 8pm on Thursdays;
  - 58% would be likely to contact the Council on Saturdays between 9am and 12 noon.

### **3.3. Information about your Council and its services**

- 44% know a lot or a bit about how to make a general comment to the Council.
- 55% know a lot or a bit about how to make complaints to the Council.
- 49% know a lot or a bit about what the Council spends its money on.
- 71% know a lot or a bit about the services provided by the Council.

### **3.4. Household waste collection, recycling, waste and litter services**

- 89% are satisfied with the cleanliness of the area in which they live.
- 91% are satisfied with how clean and tidy the street is following the waste collection.
- 84% are satisfied with the change from waste bags to wheeled bins for recycling.
- 80% are satisfied with their local community recycling centre.
- 92% are satisfied with the waste and recycling collection service overall.

### **3.5. Roads and transportation**

#### Local bus service

- 43% of respondents stated they use the local bus service.
- Of those who use the bus service, 81% are either very or fairly satisfied with the service provided compared to 19% who expressed dissatisfaction.
- With regards to local bus information, 69% stated they were satisfied in this respect compared to 29% who were dissatisfied.
- Of those who do not use the local bus service, over half (56%) stated they would consider using it in the future.

## Satisfaction with roads and transportation

Respondents were asked to rate their satisfaction with roads and transportation in the Borders.

The majority were satisfied with:

- The maintenance of street lighting (76% stating very/ fairly satisfied)
- The condition of the main trunk roads (65%)
- The condition of roads in Scottish Borders towns/ pavements in your area (52%)
- Controlling car parking (51%)

On the other hand, less than half stated they were satisfied with:

- Road drainage (47%)
- Traffic calming schemes (45%)
- The condition of rural roads in your area (41%)
- Speed of repair to damaged roads (33%)
- Condition of cycle ways (32% - 55% stated they did not know or this did not apply)
- School transport services (28%)

## Method of travel to Work

- 70% of respondents who are in employment travel to work by car as a driver.

### **3.6. Winter service**

#### Satisfaction with winter service in local neighbourhood

In terms of satisfaction with the Council's winter service in the local area, the majority of residents stated they were satisfied with:

- Proportion of roads treated (60%)
- Effectiveness of road snow clearance (59%)
- Speed of road ice and snow clearance (57%)

On the other hand, less than half of respondents stated they were satisfied with the following in their local area:

- Effectiveness of footway snow clearance (43%)
- Portion of footways treated (39%)
- Speed of footway snow clearance (38%)
- The number of salt bins (24%)
- The refilling of salt bins (21%)

### Satisfaction with winter service on main roads

Respondents were then asked to rate their satisfaction with the Council's winter service on main roads. This revealed that satisfaction is higher with regards to the winter service on main roads than is the case for local roads. Respondents expressed high levels of satisfaction in terms of:

- Proportion of roads treated (76%)
- Speed of road ice and snow clearance (74%)
- Effectiveness of road snow clearance (74%)

On the other hand, around 1 in 4 respondents stated they were satisfied with:

- The number of salt bins (26%)
- The refilling of salt bins (25%)

## **3.7. Local facilities**

### Satisfaction with local facilities

- 80% are satisfied with grass cutting in parks, open spaces and sports areas.
- 64% are satisfied with galleries and libraries.
- 64% are satisfied with Arts and Cultural activities/ events and festivals.
- 60% are satisfied with sports/ leisure facilities with swimming pools.
- 57% are satisfied with Museums.
- 48% are satisfied with other sports/ leisure facilities  
(41% do not use these types of facilities).

### Satisfaction with public toilets

- Over half of respondents (51%) stated they are satisfied with Scottish Borders Council public toilets which they have used compared to 14% who were dissatisfied. The remaining 35% stated they have not used public toilets.

### Cultural events and Activities

- 64% of respondents stated they have attended cultural events or festivals in the Scottish Borders in the last year.
- 20% of respondents stated they have taken part in cultural activity in the Scottish Borders in the last year.
- 42% of respondents stated they have taken part visited a theatre or arts centre in the Scottish Borders in the last year.

### 3.8. Health and wellbeing

#### Physical activity

- 31% of respondents take part in physical activity for at least 30 minutes every day, 15% 4 to 5 times per week, 23% two to three times a week, 11% once a week and 7% less than once a week. 14% of respondents stated they never take part in physical activity.

#### Voluntary work

- 31% of respondents stated they are involved in voluntary work such as Parent Council, charity shops, sports coaching etc.

### 3.9. Childcare

- 18% of respondents stated they are responsible for the care of a child or children under the age of 16.
- Of those respondents, 25% stated they use childcare provision (27% in 2008).
- 92% of those who use childcare stated that this allows them to work (92%).
- The main reasons given for those that have children under the age of 16 but do not use childcare were that they 'do not require childcare' (25%), 'family help look after children' (19%) or 'children too old for childcare' (18%).
- 20% would use childcare in the future.

### 3.10. Dog fouling

- 36% stated that dog fouling was very common in their area, 32% stated it was fairly common and 28% stated it was not common in their area.
- 75% stated they were aware of the Council's anti dog fouling campaign.
- Of those who are aware, the majority heard about the campaign by posters (51%), or the press (47%).
- 45% of respondents overall feel the Council's anti dog fouling campaign is making a difference.

## 3.11. Community safety

### Feeling of safety

- 97% of respondents feel very or fairly safe alone in their home.
- 96% feel very or fairly safe walking alone in their local area during the day.
- 70% feel safe walking alone in their local area after dark.
- 20% stated there are places in their local area that they feel unsafe.
- 64% believe that more police patrolling the area or being more visible would help them feel safer in their local area.

### Policing

- 5% of respondents stated that they feel they are completely informed about the work that the police do in the local area. A further 28% stated they are fairly informed, 33% stated a little informed and 34% not at all informed.
- 29% agreed and 22% disagreed that the police and Scottish Borders Council seek people's views about dealing with anti social behaviour and crime in the area;
- 34% agreed and 15% disagreed that the police and Scottish Borders Council are dealing with anti social behaviour and crime in the area;
- 38% agreed and 23% disagreed that the police can be relied on to be there when people need them;
- 51% agreed and 15% disagreed that they have confidence in the police in their local area.
- 47% of respondents stated the police are doing a good or very good job in their local area, 31% stated they were doing a fair job and 10% a poor or very poor job.

### Neighbourhood problems

- The top five neighbourhood problems facing respondents overall appear to be:
  1. Dangerous driving or speeding (46% stating very or fairly common)
  2. Parking problems (36%)
  3. Rubbish and litter lying around (30%)
  4. People being drunk or rowdy in public places (22%)
  5. People using or dealing drugs (22%)

## Perceptions of community service

- 10% of respondents agreed that community service work made a difference to Scottish Borders in the last year. 15% disagreed with this statement and the vast majority (75%) were unsure.
- 44% of respondents stated they would like to be informed of community service work completed in their area.

### **3.12. Housing**

- 98% of respondents stated their home was in a suitable condition to live in.
- 95% of respondents overall agreed that their house was in a good state of repair.
- 20% of respondents felt that an alteration to their home such as widening of doorways, baths being replaced by walk in showers and installation of handrails, would support their needs.

### **3.13. Internet access**

- 72% of respondents have access to the internet (67% in 2009),
- Of those who do not currently have access to the internet at home, a further 13% (103 respondents) stated they intend to get access to the internet at home in the future and 46% intend to get broadband (74 respondents).
- Those who have broadband were asked to rate the quality of their broadband service. 36% rated the quality of their broadband as excellent or good, 41% stated it was average and 23% stated it was poor or very poor.
- 19% stated they would be willing to pay more to get a better service, 60% would not be willing to pay more and 21% were unsure.

### **3.14. Local business**

- 90% buy all or most of services such as plumbers, electricians, hairdressers etc in the Borders.
- 88% buy all or most of their food, groceries and general household provision in the Borders.
- 59% buy all or most of their domestic appliances such as washing machines, TVs etc in the Borders.
- 56% buy all or most entertainment such as cinemas, night clubs and restaurants in the Borders.

- 52% buy all or most of their large purchases such as cars, kitchen or bedroom furniture in the Borders.
- 51% buy all or most of their clothes and footwear in the Borders.
- 51% stated they bought more than half or all of their Christmas shopping the Borders.

### **3.15. Local decision making**

#### Satisfaction with Scottish Borders Council overall

- 67% of respondents rated Scottish Borders good or excellent compared to 17% who rated the Council poor or very poor.

#### Resident participation

- 35% of respondents stated they were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council compared to 17% who were dissatisfied and 48% who were unsure.

## **4. OVERVIEW SUMMARY**

### **4.1. Life in the Scottish Borders**

Nine in ten respondents (90%) stated they were satisfied with the neighbourhood as a place to live compared to 6% who were dissatisfied. Compared to previous years satisfaction with the neighbourhood has remained consistent at 90 or 91%. However, the proportion of respondents stating they are very satisfied has continued to rise from 46% in 2007, to 51% in 2008, 52% in 2009 and 54% in 2010. Analysis by area reveals that overall satisfaction with the neighbourhood (i.e. the proportion stating they are very or fairly satisfied) ranges from 88% in Teviot to 93% in Tweeddale.

The majority of residents feel their neighbourhood has stayed the same over the last three years, just under a fifth (18%) feel it has got worse and 9% say it has got better. Compared to previous years, the proportion of respondents stating the neighbourhood has got better is at its highest level yet at 9% compared to 8% in 2009 and 2008 and 7% in 2007. The number of respondents stating the neighbourhood has got worse has decreased from 23% in 2007 to 22% in 2008 to 18%, and levelled off at 18% in 2009 and 2010.

Making the Borders a safer to place in which to live, work and visit was the top priority for respondents, and has remained consistently so from 2009.

### **4.2. Customer contact with Scottish Borders Council**

The main method for finding out about Scottish Borders Council services, Plans and Decisions has consistently been local media with 85% of respondents stating this is their first, second or third most frequent source of information. 92% of respondents think the information about the Council and its services is accessible and easy to understand.

55% of respondents have contacted Scottish Borders Council in the past 12 months. This figure has remained consistent since 2006. Younger respondents are more likely to contact the Council. There are low levels of dissatisfaction from those that had contacted the Council. Most satisfactory were the 'customer care' elements of contact, for example, helpfulness and competence of staff. Satisfaction falls, however, with regard to the final outcome. Compared to 2009, satisfaction levels appear to have increased marginally in terms of ease of finding the

right person to deal with, the length of time taken to deal with the enquiry, and regarding the competency and helpfulness of staff.

Two thirds of respondents (67%) contact the Council by telephone. This was also the most popular method in 2009, however, the proportion of respondents contacting the Council this way has risen from 54%. This is also the preferred method of contact, with the proportion of respondents stating that this is their preference rising year on year. 23% were aware of the Council's extended telephone opening hours and of these, 15% have made use of the extended hours, the majority doing so between 8am and 9am. Of those who were not aware, over half stated that they would now be likely to contact the Council during these extended hours.

### **4.3. Information about your Council and its services**

Respondents level of knowledge on various council services and activities appear to have declined marginally since 2009, with the greatest decrease being in relation to knowing what the Council spends its money on. This has declined from 56% in 2009 to 49% in 2010.

### **4.4. Household waste collection, recycling, waste and litter services**

Generally, respondents report very high levels of satisfaction with waste collection, recycling and waste and litter services. The levels of satisfaction indicated are either the same or just + or – 1% on the satisfaction levels reported in 2009.

### **4.5. Roads and transportation**

43% percent of respondents stated they use the local bus services, with those aged 60 and over being most likely to use these services. Satisfaction is reasonably high with 81% stating they are satisfied. However, there is some room for improvement with regard to local bus information, where 69% stated they were satisfied in this respect compared to 29% who were dissatisfied. There appears to be much lower levels of satisfaction relating to local bus information in Eildon and Teviot compared to other areas. There is an appetite for future usage of local bus services with over half (56%) of those who do not use the local bus service, saying they would consider using it in the future.

Respondents were asked to rate their satisfaction with roads and transportation in the Borders. The majority were satisfied with the maintenance of street lighting and the condition of the main trunk roads (65%). However, when it comes to the condition of rural roads satisfaction falls to

41%. Satisfaction with rural roads is significantly lower in Berwickshire and Teviot than in other areas. Least satisfactory is the speed of repair to damaged roads (33%). This appears to be the greatest issue in Teviot.

#### **4.6. Winter service**

Satisfaction with the Council's winter service in local areas indicates that the most satisfactory aspects related to the proportion of roads treated (60%), effectiveness of road snow clearance (59%) and speed of road ice and snow clearance (57%). However, least satisfactory were salt bins, both the number of and refilling of (24% and 21% satisfaction respectively). Cheviot residents appear to be consistently the most satisfied with the Council's winter service and Tweeddale residents are consistently the least satisfied in this respect.

However, when considering the Council's wider service on main roads, satisfaction is higher, with the proportion of roads treated (76%), speed of road ice and snow clearance (74%) and effectiveness of snow road clearance (74%) being most satisfactory. Again the number and refilling of salt bins are least satisfactory (26% and 25% respectively). Satisfaction levels are fairly consistent across all areas.

#### **4.7. Travel to work**

Travelling by car continues to be the main form of transport for residents with 7 in 10 stating they drive to work which is up 17 percentage points since 2009. The proportion of respondents stating they travel by public transport has decreased since 2009 from 11% to 8% in 2010.

#### **4.8. Satisfaction with public facilities and services**

Respondents were asked about their satisfaction with cultural and recreational activities and venues which are supported by Scottish Borders Council. This revealed that the majority of respondents were satisfied with grass cutting in parks, open spaces and sports areas (80%), galleries and libraries (64%) and arts and cultural activities/ events and festivals (64%). Less than half however, stated they were satisfied with other sports/ leisure facilities (48%), however 41% stated they did not use this type of facilities.

Compared to 2009 satisfaction has decreased in terms of galleries and libraries (down 5 percentage points) and Arts and Cultural activities/ events and festivals (down 3 percentage points).

64% of respondents stated they have attended cultural events or festivals in the Scottish Borders in the last year. This is slightly less than was the case in 2009 where 68% stated they have attended cultural events. Analysis by age reveals that as age increases the number of respondents attending cultural events or festivals also increases.

20% of respondents stated they have taken part in cultural activity in the Scottish Borders in the last year. This is slightly less than was the case in 2009 where 22% stated they have taken part in cultural activity.

43% of respondents stated they have taken part visited a theatre or arts centre in the Scottish Borders in the last year, Tweeddale residents are more likely to have visited theatres/ arts centres than other Scottish Borders residents, 70% have been at least once during the year. Berwickshire residents are the least likely with 57% having been at least once during the last year.

#### **4.9. Health and wellbeing**

79% of respondents take part in physical activity for at least 30 minutes at least once per week. This is a slight decrease from 90% in 2009, but a return to the level reported in 2008. Perhaps unsurprisingly, younger respondents are most likely to participate in physical activity.

31% of respondents stated they are involved in voluntary work such as Parent Council, charity shops, sports coaching etc. this is consistent with the figure reported in 2009 (31%) and is an increase on the figure reported in 2008 (21%).

#### **4.10. Childcare**

18% of respondents stated they are responsible for the care of a child or children under the age of 16 which is slightly less than was reported in 2009 (22%). Of those respondents, 25% stated they use childcare provision (27% in 2009). The majority of those who use childcare stated that this allows them to work (92%). A further 4% stated it enables them to attend college or access training and 3% it offers them free time or time to relax.

People who have children under the age of 16 but do not use childcare provision were asked to provide reasons for not using childcare. The main reasons were where the respondent stated

they do not require childcare (25%), that they have family who help look after their children (19%) or that their children are too old for childcare (18%).

#### **4.11. Dog fouling**

36% of respondents stated that dog fouling was very common in their area, 32% stated it was fairly common and 28% stated it was not common in their area. Compared to 2009, dog fouling appears to be slightly more of an issue with 63% stating that dog fouling is very or fairly common compared to 68% in 2010. Residents in Teviot and Tweeddale are significantly more likely to have stated dog fouling is very or fairly common (both 70%) than residents living in Berwickshire (63%).

One in four respondents (75%) stated they were aware of the Council's anti dog fouling campaign (72% in 2009 and 67% in 2008). Residents in Tweeddale are slightly less aware of the dog fouling campaign than respondents from other areas.

Of those who are aware, the majority heard about the campaign by posters (51%), or the press (47%). Compared to previous years this indicates that awareness of the Press campaign decreased from 60% in 2008 to 47% in 2009 and 2010. Awareness of the poster campaign continues to increase from 29% in 2008 to 48% in 2009 and 51% in 2010.

#### **4.12. Community safety**

97% of respondents feel very or fairly safe alone in their home, and 96% feel very or fairly safe walking alone in their local area during the day. Fewer respondents felt safe walking alone in their local area after dark (70%).

Compared to previous years feeling of safety has remained fairly consistent in terms of how safe respondents feel alone in their home (between 96% and 97%) and when walking alone in the local area during the day (between 96% and 98%). However, it can be seen in the 2010 survey that more respondents feel very or fairly safe walking alone in the local area after dark (70%) than was the case in previous years (65% in 2009, 63% in 2008, and 67% in 2007).

Respondents were asked for their suggestions on what the police and other public sector agencies such as Scottish Borders Council could do to help residents feel safer in their local

area. The majority of respondents made reference to the police service stating they would like to see more police patrolling the area and being more visible in the local area (64%).

5% of respondents stated that overall, they feel they are completely informed about the work that the police do in the local area. A further 28% stated they are fairly informed, 33% stated a little informed and 34% not at all informed. Analysis by area reveals that Teviot respondents feel they are kept most informed about the work that the police do in the local area (41%). On the other hand, significantly less respondents living in Cheviot stated they are kept completely or fairly informed (24%).

47% of respondents stated the police were doing a good or very good job, 31% stated they were doing a fair job and 10% a poor or very poor job. Analysis by area reveals that significantly more respondents in Berwickshire (53%) than in Cheviot (39%) feel the police in their area are doing a good or very good job.

The top five neighbourhood problems facing respondents overall appear to be:

- Dangerous driving or speeding (46% stating very or fairly common)
- Parking problems (36%)
- Rubbish and litter lying around (30%)
- People being drunk or rowdy in public places (22%)
- People using or dealing drugs (22%)

In general, each of these issues (with the exception of noisy neighbours, people using or dealing drugs, racially motivated attacks and dangerous driving or speeding) are becoming less of an issue over the last four years. For example rubbish and litter lying around has continued to decrease from 40% in 2007, to 39% in 2008, 34% in 2009 and 30% in 2010. On the other hand, dangerous driving or speeding appears to be becoming more of an issue with 46% in 2010 stating this is a very or fairly common problem compared to 36% in 2009, 38% in 2008 and 34% in 2007.

#### **4.13. Community service**

1 in 10 respondents agreed that community service work made a difference to Scottish Borders in the last year. 15% disagreed with this statement and the vast majority (75%) were unsure. Analysis by area reveals that Berwickshire respondents were most likely to feel that community service work has made a difference, and Tweeddale respondents are the least likely (7%).

44% of respondents stated they would like to be informed of community service work completed in their area.

#### **4.14. Housing**

Almost all respondents (98%) stated their home was in a suitable condition to live in and 95% of respondents overall agreed that their house was in a good state of repair.

1 in 5 respondents felt that an alteration to their home such as widening of doorways, baths being replaced by walk in showers and installation of handrails, would support their needs. Teviot respondents are significantly more likely than Tweeddale respondents to have stated that their home requires some form of adaptation (24% compared to 15%).

#### **4.15. Internet access**

72% of respondents have access to the internet (67% in 2009). Of those who have access to the internet at home, the majority (96%) have broadband. Analysis by area reveals that Teviot respondents are the least likely to have access to the internet (65%) while those living in Tweeddale are the most likely (76%). Analysis by age indicates that for the 16-44 year old age group, internet access is almost universal (94%) whereas for the 75+ age group the level of access falls significantly to just 29%.

Of those who do not currently have access to the internet at home, a further 13% (103 respondents) stated they intend to get access to the internet at home in the future and 46% intend to get broadband (74 respondents).

Those who have broadband were asked to rate the quality of their broadband service. 36% rated the quality of their broadband as excellent or good, 41% stated it was average and 23% stated it was poor or very poor. 19% of respondents stated they would be willing to pay more to get a better service.

#### **4.16. Local business**

The survey asked respondents about their shopping habits in the Scottish Borders. Items which respondents are most likely to purchase within the Scottish Borders include food, groceries and general household provision (88% stating they buy all or most of these items in the Borders) and services such as plumbers, electricians and hairdressers (90%). Berwickshire and Tweeddale residents appear to be the most likely to shop outwith the Borders for goods and services.

27% of respondents bought less than half or none of their Christmas shopping in the Borders 22% stated they bought about half of their shopping in the Borders and 51% stated they bought more than half or all of their Christmas shopping the Borders. These figures are more or less consistent with the findings from the 2009 survey. Respondents living in Eildon (33%) and Cheviot (30%) were the most likely to buy all of their Christmas shopping within the Scottish Borders last year. On the other significantly less respondents living in Berwickshire (14%) and Tweeddale (16%) bought all of their Christmas shopping within the Borders. As age increases, the proportion of respondents stating they purchase all their Christmas shopping in the Borders also increases.

#### **4.17. Local decision making**

67% of respondents rated Scottish Borders good or excellent compared to 17% who rated the Council poor or very poor. Compared to previous years, overall satisfaction (i.e. the percentage stating excellent or good) is consistent with the figure reported in 2008 (67%). However, satisfaction has fallen by 8 percentage points since 2009.

Analysis by area reveals that those living in Berwickshire and Eildon are the most satisfied with Scottish Borders Council (70% stating excellent or good). On the other hand those living in Cheviot were slightly less satisfied (63%).

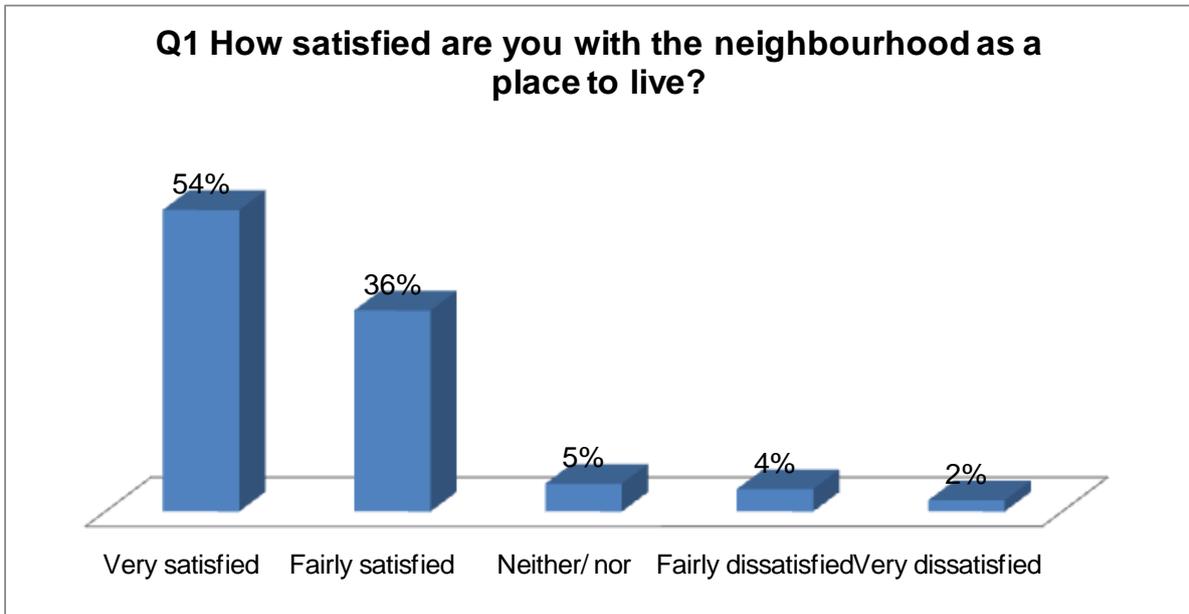
35% of respondents stated they were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council compared to 17% who were dissatisfied. Compared to 2009 satisfaction with participation opportunities have decreased from 41% in 2009 to 35% in 2010.

## 5. KEY FINDINGS

### 5.1. Life in the Scottish Borders

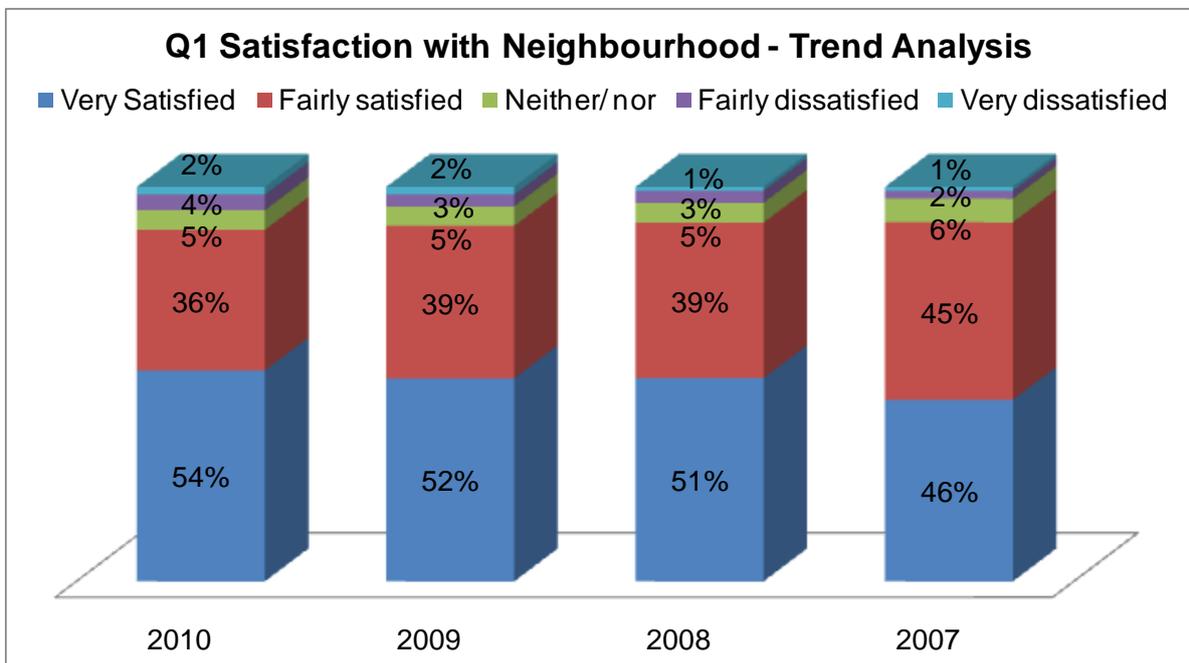
#### Satisfaction with the neighbourhood

The survey opened by asking respondents how satisfied they are with their neighbourhood as a place to live. Nine in ten respondents (90%) stated they were satisfied with the neighbourhood as a place to live compared to 6% who were dissatisfied.



Base: Gave an opinion, n=2,589

Compared to previous years satisfaction with the neighbourhood has remained consistent at 90 or 91%. However, the proportion of respondents stating they are very satisfied has continued to rise from 46% in 2007, to 51% in 2008, 52% in 2009 and 54% in 2010. On the other hand the level of dissatisfied has also continued to increase since 2007.

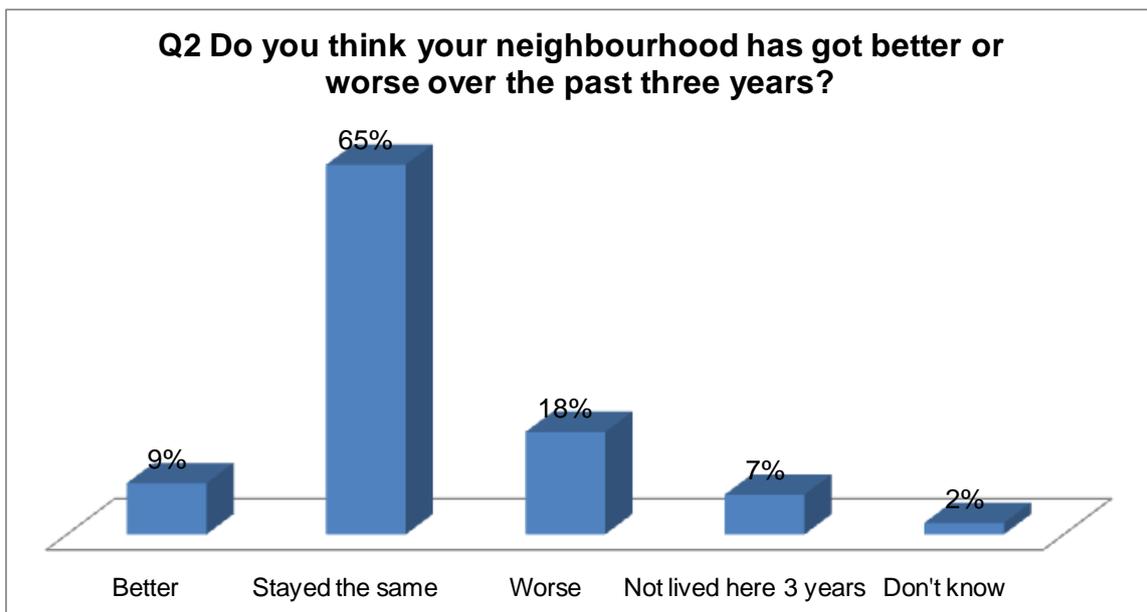


Analysis by area reveals that overall satisfaction with the neighbourhood (i.e. the proportion stating they are very or fairly satisfied) ranges from 88% in Teviot to 93% in Tweeddale. Furthermore, significantly more Tweeddale residents stated they are very satisfied (58%) than Teviot respondents (50%).

Q1 How satisfied are you with the neighbourhood as a place to live?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2575</b>	<b>510</b>	<b>550</b>	<b>499</b>	<b>509</b>	<b>507</b>
<b>Very satisfied</b>	54%	55%	53%	53%	50%	58%
<b>Fairly satisfied</b>	36%	35%	36%	36%	38%	35%
<b>Neither/ nor</b>	5%	4%	4%	5%	6%	4%
<b>Fairly dissatisfied</b>	4%	4%	4%	4%	3%	2%
<b>Very dissatisfied</b>	2%	2%	2%	2%	3%	1%
<b>% satisfaction</b>	<b>90%</b>	<b>90%</b>	<b>89%</b>	<b>89%</b>	<b>88%</b>	<b>93%</b>
<b>% dissatisfaction</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>6%</b>	<b>3%</b>

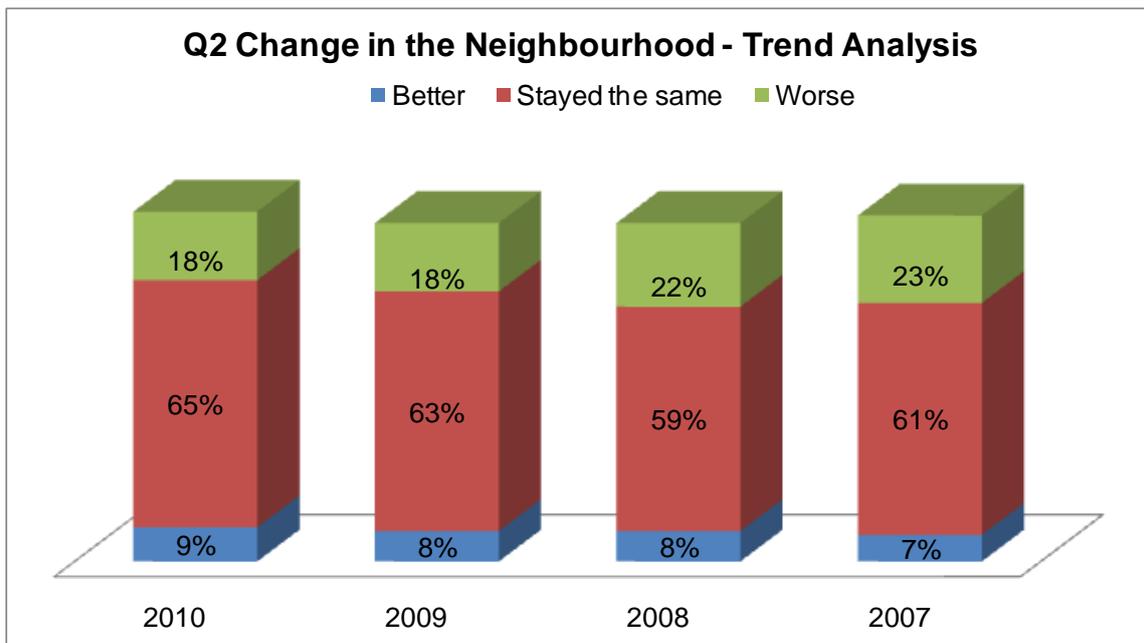
### Change in the neighbourhood

The majority of residents feel their neighbourhood has stayed the same over the last three years, just under a fifth (18%) feel it has got worse and 9% say it has got better.



Base: Gave an opinion, n=2,569

Compared to previous years, the proportion of respondents stating the neighbourhood has got better is at its highest level yet at 9% compared to 8% in 2009 and 2008 and 7% in 2007. The number of respondents stating the neighbourhood has got worse has decreased from 23% in 2007 to 22% in 2008 to 18% , and levelled off at 18% in 2009 and 2010.



Analysis by area reveals that residents living in Berwickshire are most likely to have stated the neighbourhood has got better (12%). On the other hand Teviot has the largest proportion of respondents stating the neighbourhood has worsened (21%).

Q2 Do you think your neighbourhood has got better or worse over the past three years?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2555	508	546	493	506	502
<b>Better</b>	9%	12%	8%	8%	6%	9%
<b>Stayed the same</b>	65%	62%	63%	67%	65%	68%
<b>Worse</b>	18%	19%	18%	16%	21%	15%
<b>Have not lived here for more than 3 years</b>	7%	5%	9%	8%	7%	6%
<b>Don't know</b>	2%	2%	1%	1%	2%	2%

## Neighbourhood priorities

Residents were asked to select the five neighbourhood issues which were most important to them. This revealed that making the Borders a safer to place in which to live, work and visit was the top priority for respondents, followed by encouraging people to visit the Borders, and freezing council tax. Compared to 2009, encouraging people to visit the Borders appears to have replaced supporting local retailers and businesses which was respondents 2<sup>nd</sup> priority in 2009.

Neighbourhood Priorities		
	2010	2009
1st	<b>Making the Borders a safer place in which to live, work and visit</b>	Making the Borders a safer place in which to live, work and visit
2nd	<b>Supporting local retailers and businesses</b>	Supporting local retailers and businesses
3rd	<b>Freezing council tax</b>	Freezing council tax
4th	<b>Protecting and enhancing our local environment</b>	Protecting and enhancing our local environment
5th	<b>Improving public transport services in rural areas</b>	Providing activities and facilities for younger people
6th	<b>Making more affordable housing available</b>	Improving public transport services in rural areas
7th	<b>Providing activities and facilities for younger people</b>	Making more affordable housing available
8th	<b>Encouraging people to visit the Borders</b>	Raising educational achievement and helping people of all ages get the skills they need
9th	<b>Raising educational achievement and helping people of all ages get the skills they need</b>	Protecting our rural schools
10th	<b>Encouraging use of energy from renewable sources</b>	Encouraging people to visit the Borders
11th	<b>Improving access to high quality broadband services in the Borders</b>	Tackling poverty and inequality
12th	<b>Tackling poverty and inequality</b>	Revitalising and straightening local community life
13th	<b>Protecting our rural schools</b>	Providing activities and facilities for older people
14th	<b>Revitalising and strengthening local community life</b>	Continuing to make the council more accessible and responsive
15th	<b>Providing activities and facilities for older people</b>	Providing sports activities/facilities
16th	<b>Continuing to make the council more accessible and responsive</b>	Providing heritage and arts activities for all ages
17th	<b>Providing sports activities/facilities</b>	
18th	<b>Providing heritage and arts activities for all ages</b>	

NB: 'Improving access to high quality broadband services in the Borders' and 'Encouraging the use of energy from renewable sources' were two additional codes added in 2010.

The table below shows the actual response counts for this question:

<b>Q3 Please select the five issues that are most important to you</b>						
	<b>Base</b>	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>
<b>Base</b>	<b>12097</b>	<b>2491</b>	<b>2471</b>	<b>2433</b>	<b>2365</b>	<b>2337</b>
<b>Making the Borders a safer place in which to live, work and visit</b>	1319	803	198	114	80	124
<b>Supporting local retailers and businesses</b>	1235	210	325	288	236	176
<b>Freezing council tax</b>	1034	404	257	157	100	116
<b>Protecting and enhancing our local environment</b>	872	176	220	190	138	148
<b>Improving public transport services in rural areas</b>	844	129	180	207	189	139
<b>Making more affordable housing available</b>	763	114	136	160	176	177
<b>Providing activities and facilities for younger people</b>	698	66	145	190	177	120
<b>Encouraging people to visit the Borders</b>	608	83	171	110	116	128
<b>Raising educational achievement and helping people of all ages get the skills they need</b>	583	112	102	104	129	136
<b>Encouraging use of energy from renewable sources</b>	541	54	72	85	126	204
<b>Improving access to high quality broadband services in the Borders</b>	534	46	98	138	120	132
<b>Tackling poverty and inequality</b>	514	95	120	117	104	78
<b>Protecting our rural schools</b>	493	71	140	109	93	80
<b>Revitalising and strengthening local community life</b>	474	55	86	97	127	109
<b>Providing activities and facilities for older people</b>	406	17	54	100	129	106
<b>Continuing to make the council more accessible and responsive</b>	396	32	66	101	104	93
<b>Providing sports activities/facilities</b>	375	15	47	88	91	134
<b>Providing heritage and arts activities for all ages</b>	175	4	29	39	58	45

The table below shows the weighted average scores for all five areas. Making the Borders a safer place in which to live is the top priority for all five areas. Freezing council tax is the second priority for Berwickshire and Cheviot while supporting local retailers and businesses is the second priority for Eildon, Teviot and Tweeddale.

Weighted Average Scores per committee area					
	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Making the Borders a safer place in which to live, work and visit</b>	14%	16%	15%	17%	11%
<b>Freezing council tax</b>	12%	10%	10%	10%	9%
<b>Supporting local retailers and businesses</b>	8%	10%	11%	12%	11%
<b>Improving public transport services in rural areas</b>	8%	7%	7%	6%	7%
<b>Protecting and enhancing our local environment</b>	6%	8%	8%	7%	8%
<b>Making more affordable housing available</b>	6%	6%	6%	5%	6%
<b>Encouraging people to visit the Borders</b>	5%	4%	4%	7%	5%
<b>Protecting our rural schools</b>	5%	4%	4%	3%	4%
<b>Providing activities and facilities for younger people</b>	5%	5%	5%	6%	5%
<b>Tackling poverty and inequality</b>	4%	4%	5%	4%	5%
<b>Improving access to high quality broadband services in the Borders</b>	4%	4%	3%	4%	5%
<b>Revitalising and strengthening local community life</b>	4%	3%	3%	3%	4%
<b>Raising educational achievement and helping people of all ages get the skills they need</b>	4%	4%	5%	4%	5%
<b>Continuing to make the council more accessible and responsive</b>	3%	2%	3%	3%	3%
<b>Providing activities and facilities for older people</b>	3%	3%	2%	3%	3%
<b>Encouraging use of energy from renewable sources</b>	3%	3%	4%	3%	5%
<b>Providing heritage and arts activities for all ages</b>	2%	1%	1%	1%	1%
<b>Providing sports activities/facilities</b>	2%	3%	2%	2%	3%

## 5.2. Customer contact with Scottish Borders Council (including schools)

### Sources used to obtain information

The main method for finding out about Scottish Borders Council services, Plans and Decisions has consistently been local media with 85% of respondents stating this is their first, second or third most frequent source of information. Local media is also the first main source of information used by respondents (64%), followed by information provided by the Council (12%), word of mouth (9%) and the Council website or the Internet (9%).

Q4a How do you find out about Scottish Borders Council services, plans and decisions?				
	1st	2nd	3rd	Total
<b>Base</b>	<b>2523</b>	<b>2208</b>	<b>1982</b>	<b>6713</b>
<b>Local media</b>	64%	17%	9%	90%
<b>Information provided by the council</b>	12%	40%	23%	75%
<b>Word of mouth</b>	9%	25%	36%	70%
<b>Council website/internet</b>	8%	9%	13%	30%
<b>Direct contact with the Council</b>	4%	5%	8%	17%
<b>From local councillor</b>	1%	3%	5%	9%
<b>Don't know</b>	1%	1%	6%	8%
<b>Other source</b>	0%	0%	1%	1%

A summary of the other sources cited by respondents are listed below:

Comment	No.	%
<b>Community Council</b>	12	44%
<b>SBC Employee</b>	4	15%
<b>Do not find out/ Do not want to find out</b>	4	15%
<b>Library</b>	3	11%
<b>Media/ Public Presentations</b>	2	7%
<b>Social Work</b>	1	4%
<b>Various Ways</b>	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

92% of respondents think the information about the Council and its services is accessible and easy to understand. Those who stated that the information is not accessible and easy to understand were asked to give reasons why they feel this way. A list of these comments can be found in appendix 2.

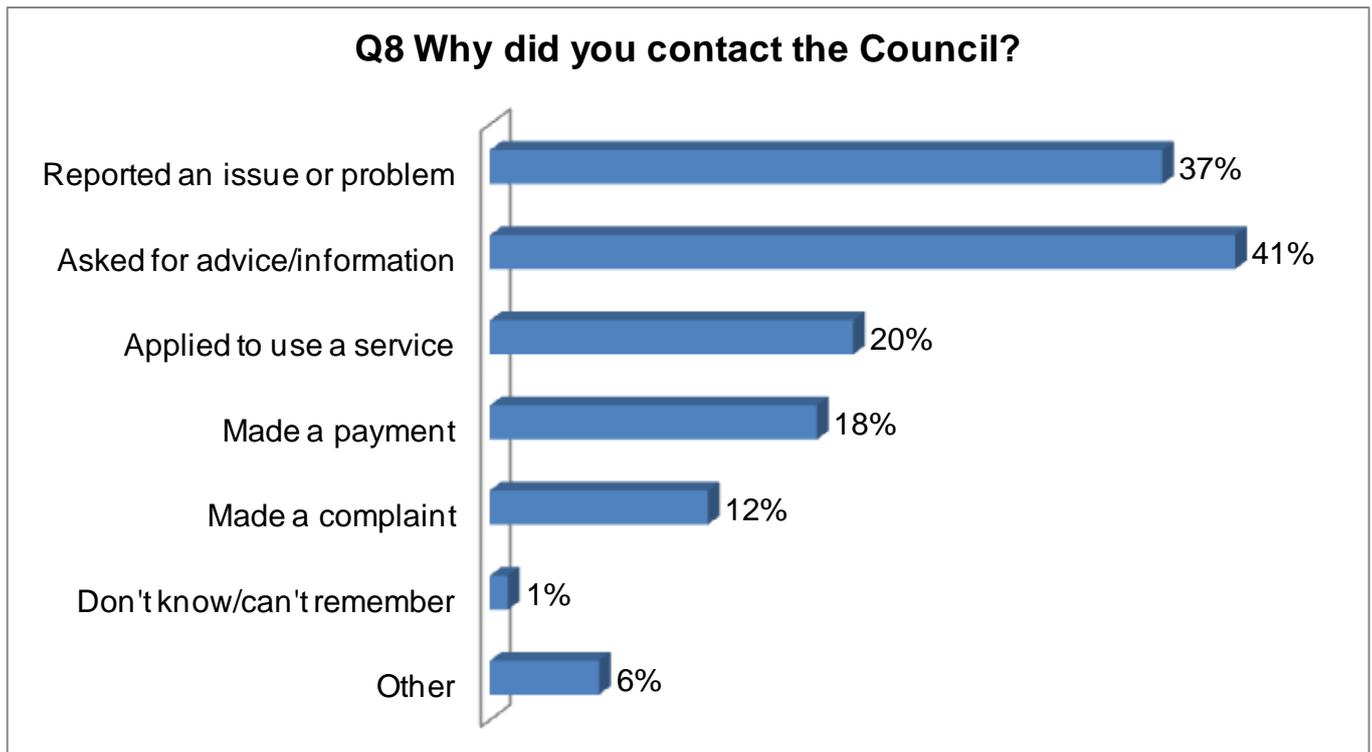
## Reason for contacting Scottish Borders Council

55% of respondents have contacted Scottish Borders Council in the past 12 months. This figure has remained fairly consistent since 2006 (1,385 individuals).

Analysis by age reveals that younger respondents are most likely to have contacted the Council (66% of those aged 16 to 44), and as age increases the level of respondents contacting the Council decreases.

Q7 Have you contacted Scottish Borders Council in the past 12 months?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	2496	446	674	939	437
<b>Yes</b>	55%	66%	58%	52%	43%
<b>No</b>	45%	34%	42%	48%	57%

The main reasons for contacting the Council were to ask for advice or information (41%) or to report an issue or problem (37%). Compared to 2009 significantly more respondents stated they contacted the Council to ask for advice or information (31% in 2009) and to report an issue or problem (24% in 2009).



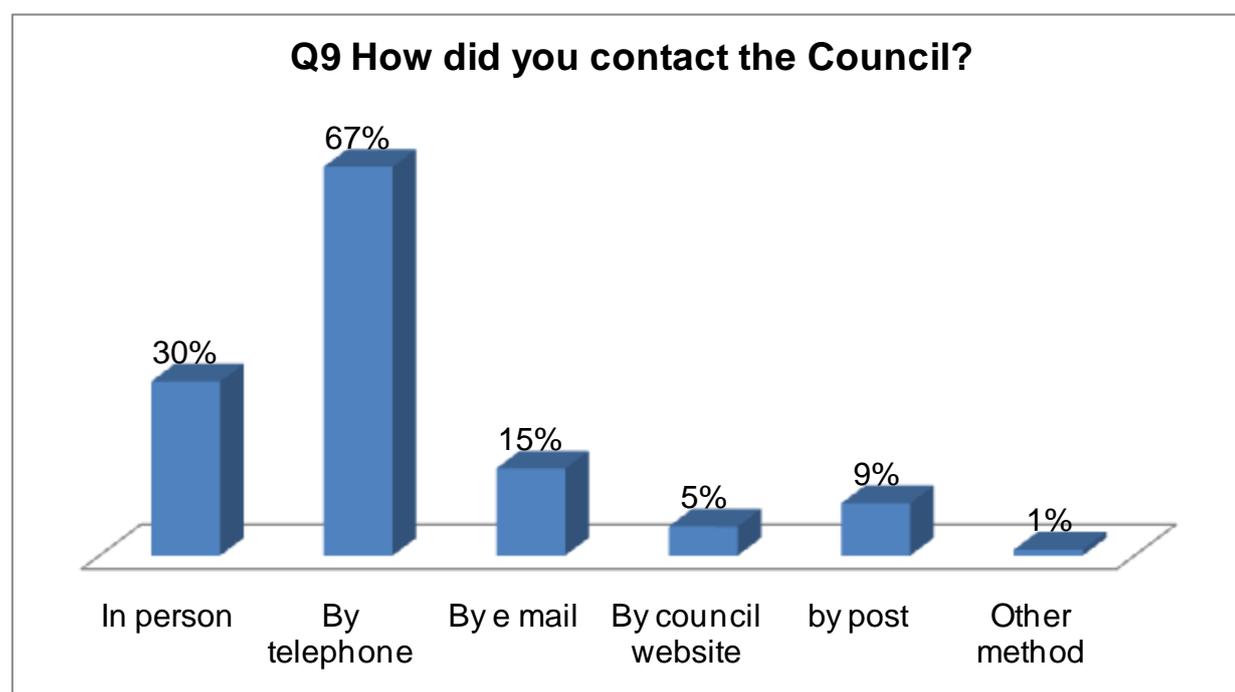
Base: Responded to this question, n=1,370

Other reasons given by respondents are shown in the table below:

Reason	No.	%
Planning application/ Building warrant	27	31%
Council Tax Issue	15	17%
Local plans	7	8%
Register a death/ Death related	5	6%
Job Vacancies	4	5%
I work there/ Work related	4	5%
Waste Collection	3	3%
Recycling Issue	2	2%
Change of address/ circumstances	2	2%
Buss pass renewal	2	2%
Use local community centre	2	2%
Meeting	2	2%
Set up Direct Debit/ Making a payment	2	2%
To thank the team	2	2%
Polling officer	2	2%
Housing Benefit	1	1%
Pest Control	1	1%
Contributed to school performance review	1	1%
Home care social work	1	1%
Register my new house	1	1%
Renew landlord registration requirement	1	1%
<i>Total</i>	<i>87</i>	<i>100%</i>

### Method of contact

Two thirds of respondents (67%) contact the Council by telephone. This was also the most popular method in 2009 (54% contacting by telephone).



Base, responded to this question, n=1,374

More respondents aged 60 to 74 contacted the Council in person (33%) than respondents aged 45 to 59 (25%). Contacting the Council by email is significantly more popular for respondents aged 45 to 59 (20%) than for older respondents aged 75 and over (5%).

Q9 How did you contact the Council?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	<b>1354</b>	<b>296</b>	<b>388</b>	<b>481</b>	<b>189</b>
<b>In person</b>	30%	29%	25%	33%	32%
<b>By telephone</b>	66%	66%	66%	68%	63%
<b>By e mail</b>	15%	16%	20%	15%	5%
<b>By council website</b>	6%	8%	7%	4%	2%
<b>by post</b>	9%	8%	10%	9%	10%
<b>Other method</b>	1%	1%	1%	1%	4%

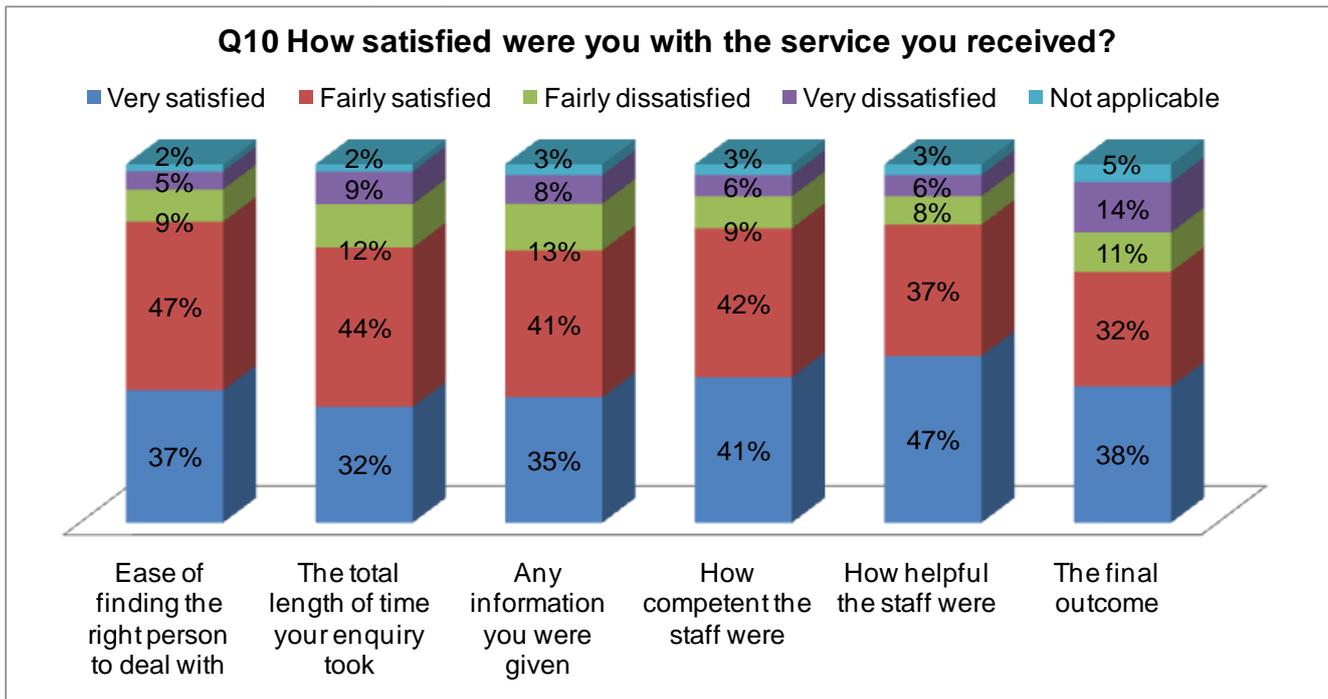
## Satisfaction with service received

Those who had made contact with the Council were asked to rate the extent to which they were satisfied or dissatisfied with various aspects of the service they received. Satisfaction with the service was very highly rated, most significantly so with regards to:

- Ease of finding the right person to deal with (84%)
- How helpful the staff were (84%)
- How competent the staff were (83%)

Satisfaction levels however, fall below 80% in terms of:

- The total length of time your enquiry took (76%)
- Any information you were given (76%)
- The final outcome (70%)



Base: Ease of finding the right person to deal with, n=1,294; The total length of time your enquiry took, n=1,207; Any information given, n=1,160; How competent the staff were, n=1,194; How helpful the staff were, n=1,205; The final outcome, n=1,211;

Compared to 2009, satisfaction levels appear to have increased marginally in terms of ease of finding the right person to deal with, the length of time taken to deal with the enquiry, and regarding the competency and helpfulness of staff.

Q10 How satisfied were you with the service you received?				
	2010		2009	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
<b>Ease of finding the right person to deal with</b>	84%	14%	83%	14%
<b>The total length of time your enquiry took</b>	76%	21%	75%	22%
<b>Any information you were given</b>	76%	21%	77%	20%
<b>How competent the staff were</b>	83%	15%	81%	16%
<b>How helpful the staff were</b>	84%	14%	82%	14%
<b>The final outcome</b>	70%	25%	70%	23%

### Preferred method of contact

Respondents were asked to rate their top three preferred methods of contacting the Council. 64% of respondents stated contacting the Council by telephone was the 1<sup>st</sup> choice for respondents, followed by contacting the Council in person (21%) or by email (9%). The proportion of respondents selecting telephone as their first choice has continued to rise since 2008 (44%) and 2009 (59%).

Q11 What is your preferred method for contacting the Council?				
	1st	2nd	3rd	Total
<b>Base</b>	<b>2665</b>	<b>2517</b>	<b>2759</b>	<b>7941</b>
<b>By telephone</b>	64%	25%	9%	98%
<b>In person</b>	21%	29%	19%	69%
<b>By e mail</b>	9%	20%	16%	45%
<b>By council website</b>	3%	8%	14%	25%
<b>By post</b>	3%	18%	42%	63%
<b>Other</b>	0%	0%	0%	1%

## Council opening hours

The survey asked respondents a number of questions about the Council's opening hours. A summary of the responses is as follows:

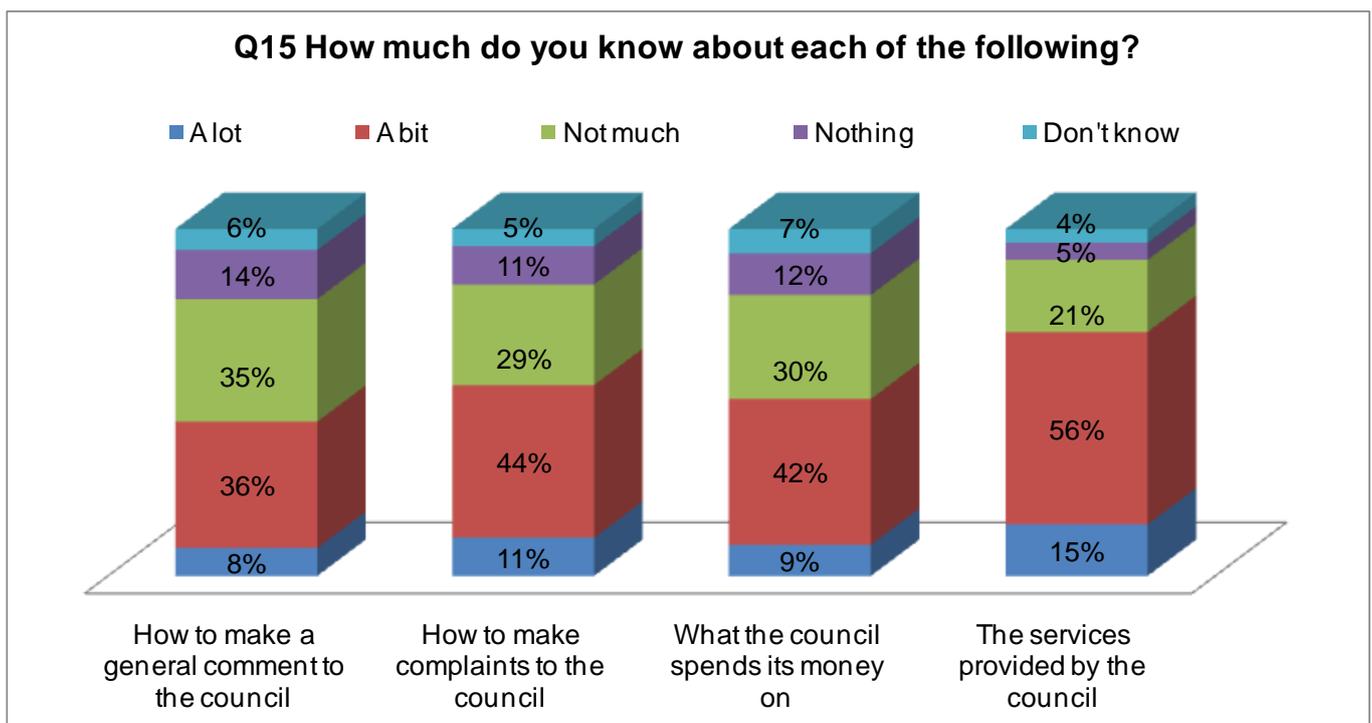
- Twenty three percent of respondents are aware of the Council's extended telephone enquiry opening hours.
- Of those who were aware 15% have contacted the Council during these opening hours (amounting to 84 individuals); the majority who have contacted the Council weekdays between 8 am and 9am (42 individuals). In addition to this, 9 respondents have contacted the Council on Thursdays between 5pm and 8pm and 13 have made contact on Saturdays between 9am and 12 noon.
- Of those who were not aware:
  - 56% stated they would be likely to contact the Council on weekdays between 8am and 9am;
  - 54% would be likely to contact the Council between 5pm and 8pm on Thursdays;
  - 58% would be likely to contact the Council on Saturdays between 9am and 12 noon.

### 5.3. Information about your Council and its services

#### Levels of knowledge on Council services and activities

Respondents were asked about their knowledge on various council services and activities. Knowledge levels appear to have declined since 2009:

- 44% know a lot or a bit about how to make a general comment to the Council (50% in 2009).
- 55% know a lot or a bit about how to make complaints to the Council (58% in 2009).
- 49% know a lot or a bit about what the Council spends its money on (56% in 2009).
- 71% know a lot or a bit about the services provided by the Council (74% in 2009).



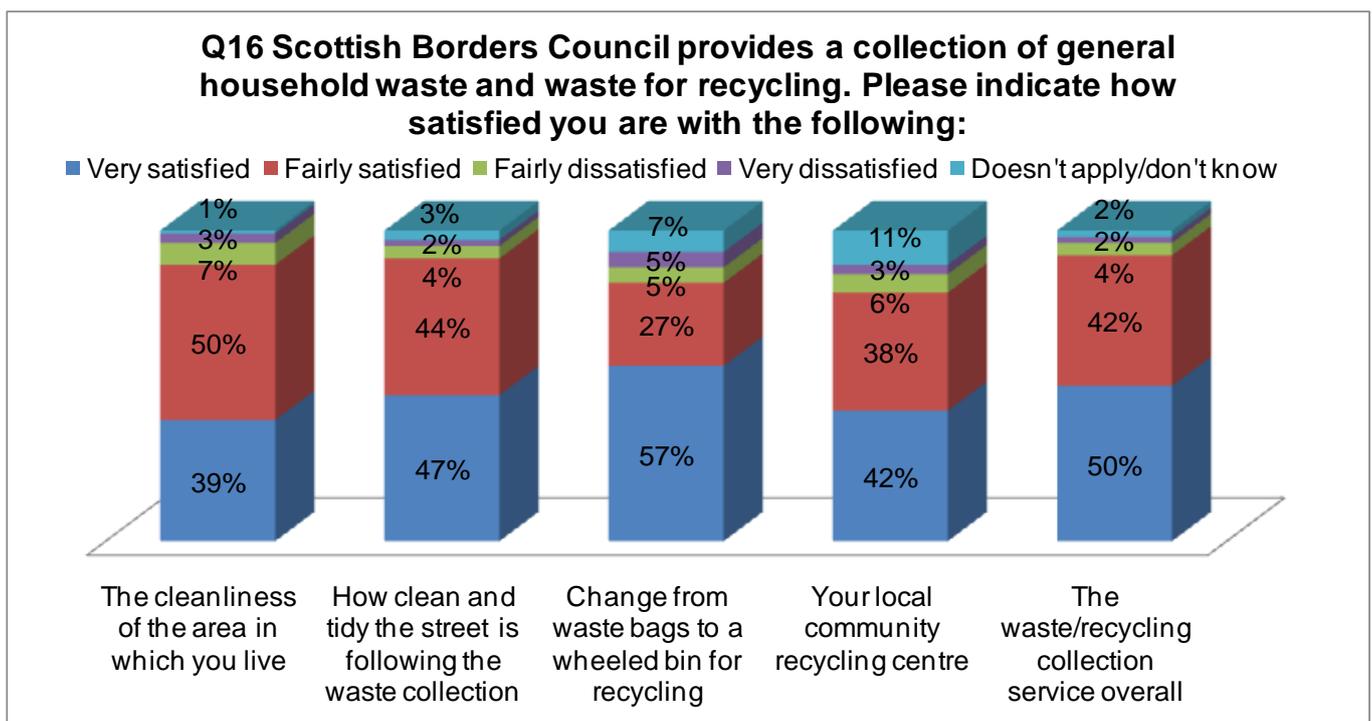
Base: How to make a general comment, n=2,447; How to make complaints to the Council, n=2,445; What the Council spends its money on, n=2,451; The services provided by the Council, n=2,449

## 5.4. Household waste collection, recycling, waste and litter services

### Satisfaction with waste collection, recycling and waste and litter services

Respondents were asked to rate their satisfaction with waste collection, recycling and waste and litter services.

- 89% are satisfied with the cleanliness of the area in which they live;
- 91% are satisfied with how clean and tidy the street is following the waste collection (92% in 2009);
- 84% are satisfied with the change from waste bags to wheeled bins for recycling;
- 80% are satisfied with their local community recycling centre (79% in 2009)
- 92% are satisfied with the waste and recycling collection service overall (92% in 2009).



Base: cleanliness of area, n=2,447; how clean and tidy street is following waste collection, n=2,519; change from waste bags to wheeled bins, n=2,498; your local community recycling centre, n=2,465; the waste/ recycling collection service overall; n=2,532

### *Cleanliness of the area*

Overall satisfaction with cleanliness of the area in which respondents live is high for all areas ranging from 87% in Teviot to 90% in Berwickshire and Eildon. There is however, a significant variation in the proportion of respondent rating the cleanliness of the area as being very satisfactory, i.e. 44% of those living in Berwickshire compared to 34% in Teviot.

The cleanliness of the area in which you live						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2533</b>	<b>503</b>	<b>548</b>	<b>494</b>	<b>490</b>	<b>498</b>
<b>Very satisfied</b>	40%	44%	41%	41%	34%	37%
<b>Fairly satisfied</b>	50%	46%	47%	49%	53%	52%
<b>Fairly dissatisfied</b>	7%	7%	7%	6%	7%	8%
<b>Very dissatisfied</b>	3%	2%	3%	3%	4%	2%
<b>Doesn't apply/don't know</b>	1%	1%	2%	0%	1%	1%
<b>% satisfaction</b>	90%	90%	88%	90%	87%	89%
<b>% dissatisfaction</b>	10%	9%	10%	9%	11%	10%

### *Cleanliness/ tidiness of the street following waste collection*

Residents living in Tweeddale appear to be the most satisfied with the cleanliness and tidiness of the street following waste collection (94% very or fairly satisfied), while Teviot respondents appear to be slightly less satisfied. Those living in Berwickshire are the most likely to state they are very satisfied in this respect (52%).

How clean and tidy the street is following the waste collection						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2505</b>	<b>491</b>	<b>540</b>	<b>493</b>	<b>485</b>	<b>496</b>
<b>Very satisfied</b>	47%	52%	48%	46%	41%	49%
<b>Fairly satisfied</b>	44%	39%	43%	45%	48%	45%
<b>Fairly dissatisfied</b>	4%	5%	3%	5%	6%	3%
<b>Very dissatisfied</b>	2%	1%	3%	1%	3%	1%
<b>Doesn't apply/don't know</b>	3%	3%	3%	2%	3%	3%
<b>% satisfaction</b>	91%	91%	91%	91%	89%	94%
<b>% dissatisfaction</b>	6%	6%	6%	6%	9%	4%

### *Change from waste bags to wheeled bins for recycling*

Satisfaction falls below 90% for all areas with regards to the change from waste bags to wheeled bins for recycling, this is mainly due to higher levels of respondents stating that this does not apply to them or who were unsure about their satisfaction in this respect. Residents living in Berwickshire appear to be most satisfied in this respect (88%), while residents living in Teviot and Tweeddale appear to be the least satisfied (both 81%).

Change from waste bags to a wheeled bin for recycling						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2484	498	533	482	478	493
<b>Very satisfied</b>	57%	64%	60%	55%	52%	52%
<b>Fairly satisfied</b>	27%	24%	25%	27%	29%	29%
<b>Fairly dissatisfied</b>	5%	5%	4%	5%	5%	5%
<b>Very dissatisfied</b>	5%	4%	5%	4%	6%	7%
<b>Doesn't apply/don't know</b>	7%	3%	6%	9%	8%	8%
<b>% satisfaction</b>	84%	88%	85%	82%	81%	81%
<b>% dissatisfaction</b>	10%	9%	9%	9%	11%	12%

### *Local community recycling centres*

In terms of satisfaction with local community recycling centres, again there are much higher levels of non response (those stating doesn't apply/ don't know) to this question which explains the lower levels of satisfaction.

Your local community recycling centre						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2442	482	523	474	474	489
<b>Very satisfied</b>	42%	44%	25%	45%	47%	53%
<b>Fairly satisfied</b>	38%	35%	43%	43%	37%	31%
<b>Fairly dissatisfied</b>	6%	9%	9%	4%	5%	3%
<b>Very dissatisfied</b>	3%	5%	4%	1%	2%	4%
<b>Doesn't apply/don't know</b>	11%	9%	19%	7%	8%	9%
<b>% satisfaction</b>	80%	79%	68%	88%	84%	84%
<b>% dissatisfaction</b>	9%	14%	13%	5%	7%	7%

## 5.5. Roads and transportation

### Local bus service

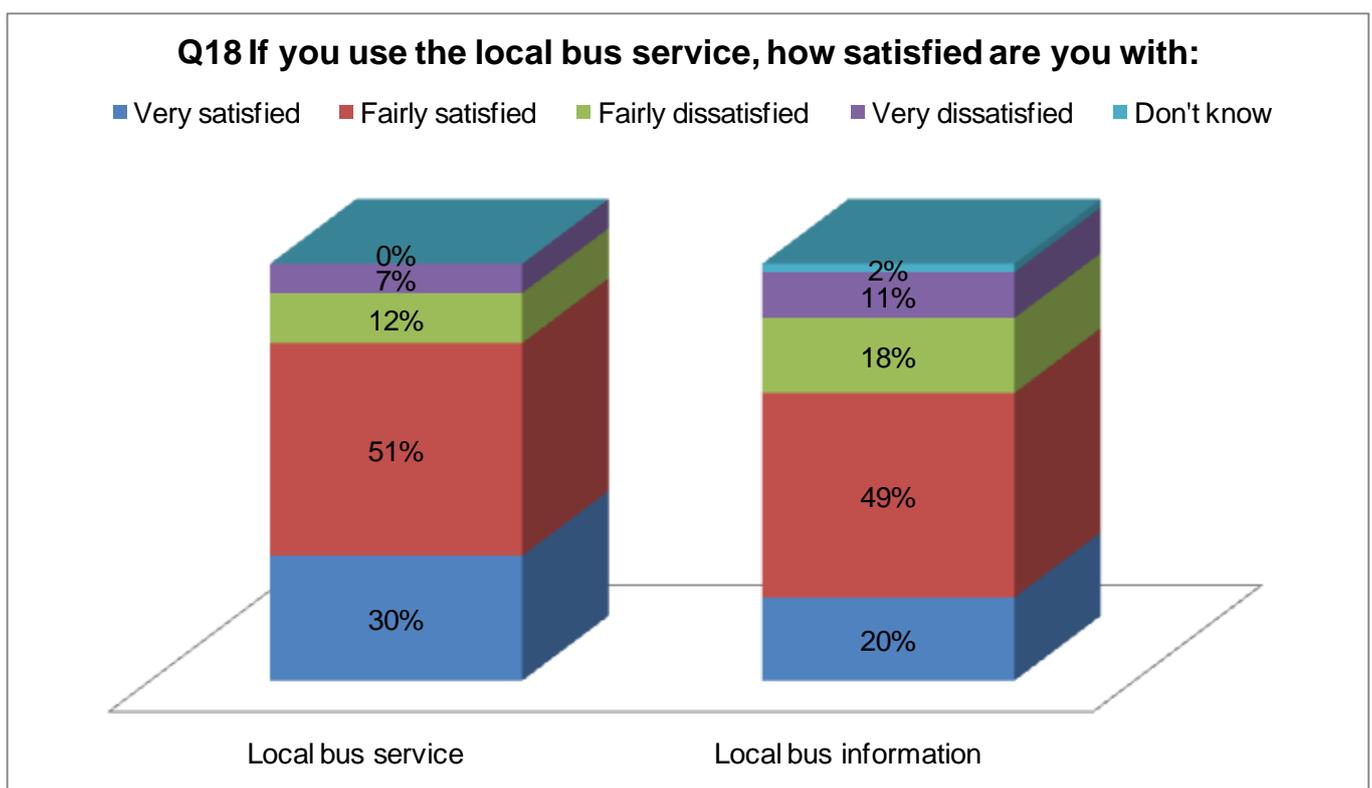
Forty three percent of respondents stated they use the local bus service. Analysis by age reveals that those aged 60-74 are the most likely to use the local bus service (54%).

Q17 Do you use the local bus service?					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	2517	448	686	940	443
<b>Yes</b>	43%	31%	29%	54%	51%
<b>No</b>	57%	69%	71%	46%	49%

Analysis by area indicates that respondents in Tweeddale are more likely to use the local bus service (55%) whereas those in Berwickshire and Cheviot are least likely (35% in each).

Q17 Do you use the local bus service? By Area						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2555	503	473	579	524	476
<b>Yes</b>	43%	35%	35%	46%	43%	55%
<b>No</b>	57%	65%	65%	54%	57%	45%

Of those who use the bus service, 81% are either very or fairly satisfied with the service provided compared to 19% who expressed dissatisfaction. With regards to local bus information, 69% stated they were satisfied in this respect compared to 29% who were dissatisfied.



Of those who do not use the local bus service, over half (56%) stated they would consider using it in the future. Appendix three lists the reasons why residents would not consider using the bus service in the future.

### *Local bus service*

In terms of the local bus service, overall Teviot and Tweeddale respondents are the most satisfied (both 83%) while those living in Berwickshire and Eildon appear to be least satisfied in this respect (both 78%).

Local bus service by area						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	1077	175	193	224	215	270
<b>Very satisfied</b>	30%	29%	32%	33%	27%	28%
<b>Fairly satisfied</b>	51%	49%	50%	45%	56%	55%
<b>Fairly dissatisfied</b>	12%	13%	11%	14%	11%	11%
<b>Very dissatisfied</b>	7%	9%	7%	8%	6%	6%
<b>Don't know</b>	0%	1%	1%	-	1%	-
<b>% satisfaction</b>	81%	78%	82%	78%	83%	83%
<b>% dissatisfaction</b>	19%	22%	18%	22%	17%	17%

Analysis by age reveals that satisfaction increases with age from 61% for 16 to 44 year olds to 89% for those aged 60 and over.

Local bus service by age					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	1059	139	196	502	222
<b>Very satisfied</b>	30%	14%	14%	34%	44%
<b>Fairly satisfied</b>	51%	47%	53%	55%	45%
<b>Fairly dissatisfied</b>	12%	24%	19%	8%	6%
<b>Very dissatisfied</b>	7%	14%	14%	3%	5%
<b>Don't know</b>	0%	1%	1%	0%	-
<b>% satisfaction</b>	81%	61%	67%	89%	89%
<b>% dissatisfaction</b>	19%	38%	33%	11%	11%

### Local bus information

With regards to local bus information respondents living in Cheviot are most satisfied in this respect (77%), while those living in Eildon and Teviot (both 63%) are the least satisfied.

Local bus information						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>965</b>	<b>156</b>	<b>179</b>	<b>203</b>	<b>185</b>	<b>242</b>
<b>Very satisfied</b>	20%	21%	28%	19%	15%	17%
<b>Fairly satisfied</b>	49%	49%	49%	44%	48%	55%
<b>Fairly dissatisfied</b>	18%	17%	16%	22%	20%	15%
<b>Very dissatisfied</b>	11%	10%	7%	14%	14%	11%
<b>Don't know</b>	2%	2%	1%	1%	4%	2%
<b>% satisfaction</b>	69%	70%	77%	63%	63%	72%
<b>% dissatisfaction</b>	29%	27%	23%	36%	34%	26%

Analysis by age reveals that satisfaction with local bus information increases with age. For example 52% of those aged 16 to 44 stated they were satisfied compared to 60% aged 45 to 59, 74% aged 60 to 74 and 75% aged 75 and over.

Local bus information					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>948</b>	<b>134</b>	<b>180</b>	<b>453</b>	<b>181</b>
<b>Very satisfied</b>	20%	11%	14%	20%	30%
<b>Fairly satisfied</b>	49%	41%	46%	54%	45%
<b>Fairly dissatisfied</b>	18%	25%	18%	19%	11%
<b>Very dissatisfied</b>	11%	20%	21%	6%	11%
<b>Don't know</b>	2%	2%	1%	1%	3%
<b>% satisfaction</b>	69%	52%	60%	74%	75%
<b>% dissatisfaction</b>	29%	45%	39%	25%	22%

## Satisfaction with roads and transportation

Respondents were asked to rate their satisfaction with roads and transportation in the Borders.

The majority were satisfied with:

- The maintenance of street lighting (76% stating very/ fairly satisfied)
- The condition of the main trunk roads (65%)
- The condition of roads in Scottish Borders towns/ pavements in your area (52%)
- Controlling car parking (51%)

On the other hand, less than half stated they were satisfied with:

- Road drainage (47%)
- Traffic calming schemes (45%)
- The condition of rural roads in your area (41%)
- Speed of repair to damaged roads (33%)
- Condition of cycle ways (32% - 55% stated they did not know or this did not apply)
- School transport services (28%)

Q21a Can you tell us how satisfied you are with the following services:						
	Base	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/don't know
<b>The condition of the main trunk roads</b>	2466	9%	56%	20%	8%	8%
<b>The condition of roads in Scottish Borders towns</b>	2496	5%	47%	30%	14%	4%
<b>The condition of rural roads in your area</b>	2485	3%	38%	34%	21%	4%
<b>Speed of repair to damaged roads</b>	2468	3%	30%	36%	25%	6%
<b>Road drainage</b>	2352	4%	43%	29%	17%	6%
<b>The condition of pavements in your area</b>	2469	8%	44%	22%	13%	13%
<b>Condition of cycle ways</b>	2273	4%	28%	8%	5%	55%
<b>The maintenance of street lighting</b>	2433	22%	54%	6%	2%	15%
<b>Traffic calming schemes</b>	2330	6%	39%	15%	11%	29%
<b>Controlling car parking</b>	2400	7%	44%	17%	13%	20%
<b>School transport services</b>	2262	7%	21%	3%	2%	68%

### Condition of main trunk roads

The condition of main roads appears to be most satisfactory in Cheviot (69%) and least satisfactory in Teviot where only 62% expressed satisfaction and 33% dissatisfaction.

The condition of the main trunk roads						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2453</b>	<b>486</b>	<b>529</b>	<b>471</b>	<b>484</b>	<b>483</b>
<b>Very satisfied</b>	9%	8%	10%	10%	8%	7%
<b>Fairly satisfied</b>	56%	56%	59%	57%	54%	56%
<b>Fairly dissatisfied</b>	19%	17%	20%	19%	21%	20%
<b>Very dissatisfied</b>	8%	10%	4%	9%	12%	5%
<b>Doesn't apply/don't know</b>	8%	9%	7%	5%	5%	12%
<b>% satisfaction</b>	65%	64%	69%	67%	62%	63%
<b>% dissatisfaction</b>	27%	27%	24%	28%	33%	25%

Analysis by age reveals that as age increases, satisfaction with the condition of main trunks decreases as shown in the table below.

The condition of the main trunk roads					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2430</b>	<b>445</b>	<b>680</b>	<b>907</b>	<b>398</b>
<b>Very satisfied</b>	9%	9%	7%	9%	10%
<b>Fairly satisfied</b>	57%	62%	59%	55%	49%
<b>Fairly dissatisfied</b>	20%	16%	21%	22%	14%
<b>Very dissatisfied</b>	8%	7%	8%	8%	7%
<b>Doesn't apply/don't know</b>	8%	5%	4%	6%	20%
<b>% satisfaction</b>	66%	71%	66%	64%	59%
<b>% dissatisfaction</b>	28%	23%	29%	30%	21%

### Condition of roads in Scottish Borders towns

With regards to the roads in Scottish Borders towns, again Cheviot respondents appear to be most satisfied (58%) and Teviot respondents the least satisfied (44%).

The condition of roads in Scottish Borders towns						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2483</b>	<b>491</b>	<b>533</b>	<b>481</b>	<b>488</b>	<b>490</b>
<b>Very satisfied</b>	5%	4%	6%	5%	4%	4%
<b>Fairly satisfied</b>	47%	52%	52%	47%	40%	46%
<b>Fairly dissatisfied</b>	30%	28%	29%	30%	32%	30%
<b>Very dissatisfied</b>	14%	12%	10%	15%	21%	14%
<b>Doesn't apply/don't know</b>	4%	3%	3%	3%	3%	6%
<b>% satisfaction</b>	52%	56%	58%	52%	44%	50%
<b>% dissatisfaction</b>	44%	40%	39%	45%	53%	44%

Satisfaction with the condition of roads in Scottish Borders town ranges from 50% for respondents aged 60-74 to 55% for respondents aged 16 to 44.

The condition of roads in Scottish Borders towns					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2458</b>	<b>450</b>	<b>682</b>	<b>919</b>	<b>407</b>
<b>Very satisfied</b>	5%	4%	4%	5%	6%
<b>Fairly satisfied</b>	48%	51%	48%	45%	48%
<b>Fairly dissatisfied</b>	30%	29%	29%	33%	25%
<b>Very dissatisfied</b>	14%	15%	17%	13%	11%
<b>Doesn't apply/don't know</b>	4%	1%	2%	3%	11%
<b>% satisfaction</b>	53%	55%	52%	50%	54%
<b>% dissatisfaction</b>	44%	44%	46%	46%	36%

### *Condition of rural trunk roads*

With regards to the condition of rural roads satisfaction ranges from 35% in Berwickshire to 48% in Cheviot.

The condition of rural roads in your area						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2472</b>	<b>492</b>	<b>532</b>	<b>479</b>	<b>483</b>	<b>486</b>
<b>Very satisfied</b>	3%	3%	4%	4%	2%	2%
<b>Fairly satisfied</b>	38%	32%	44%	38%	35%	39%
<b>Fairly dissatisfied</b>	34%	37%	32%	34%	34%	35%
<b>Very dissatisfied</b>	21%	25%	16%	21%	23%	21%
<b>Doesn't apply/don't know</b>	4%	2%	4%	4%	6%	3%
<b>% satisfaction</b>	41%	35%	48%	42%	37%	41%
<b>% dissatisfaction</b>	55%	62%	48%	55%	57%	56%

Analysis by aged reveals that older respondents aged over 75 are the most satisfied with the condition of rural roads in their area.

The condition of rural roads in your area					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2451</b>	<b>449</b>	<b>682</b>	<b>916</b>	<b>404</b>
<b>Very satisfied</b>	3%	3%	2%	3%	5%
<b>Fairly satisfied</b>	38%	36%	39%	36%	41%
<b>Fairly dissatisfied</b>	34%	36%	33%	37%	29%
<b>Very dissatisfied</b>	21%	22%	24%	21%	15%
<b>Doesn't apply/don't know</b>	4%	3%	2%	3%	10%
<b>% satisfaction</b>	41%	39%	41%	39%	46%
<b>% dissatisfaction</b>	55%	58%	57%	58%	44%

### Speed of repair to damaged roads

In terms of the speed of repair to damaged roads, more respondents are dissatisfied than satisfied for all areas. Dissatisfaction levels are highest in Teviot (69%). However, Cheviot has the highest level of satisfaction (39%).

Speed of repair to damaged roads						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2454	489	526	474	483	482
<b>Very satisfied</b>	3%	3%	2%	4%	2%	2%
<b>Fairly satisfied</b>	30%	29%	37%	28%	23%	31%
<b>Fairly dissatisfied</b>	36%	35%	33%	39%	39%	35%
<b>Very dissatisfied</b>	25%	27%	20%	23%	30%	27%
<b>Doesn't apply/don't know</b>	6%	7%	7%	7%	6%	5%
<b>% satisfaction</b>	33%	32%	39%	32%	25%	33%
<b>% dissatisfaction</b>	61%	62%	53%	62%	69%	62%

The table below shows that dissatisfaction levels decrease as age increases. For example, 67% of respondents aged 16 to 44 are dissatisfied with the speed of repair to damaged roads compared to 64% of respondents aged between 45 and 74 and 51% of respondents aged 75 and over.

Speed of repair to damaged roads					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	2434	448	681	911	394
<b>Very satisfied</b>	3%	2%	2%	3%	3%
<b>Fairly satisfied</b>	29%	25%	32%	29%	33%
<b>Fairly dissatisfied</b>	37%	39%	34%	39%	33%
<b>Very dissatisfied</b>	25%	28%	30%	25%	18%
<b>Doesn't apply/don't know</b>	6%	6%	3%	5%	13%
<b>% satisfaction</b>	32%	27%	34%	32%	36%
<b>% dissatisfaction</b>	62%	67%	64%	64%	51%

### Road drainage

Satisfaction with road drainage is highest in Eildon with more than half (53%) stating they are very or fairly satisfied in this respect. On the other hand, dissatisfaction is highest in Berwickshire (50%) and Tweeddale (51%).

Road drainage						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2338</b>	<b>472</b>	<b>509</b>	<b>451</b>	<b>445</b>	<b>461</b>
<b>Very satisfied</b>	4%	3%	4%	5%	4%	5%
<b>Fairly satisfied</b>	43%	39%	44%	48%	45%	40%
<b>Fairly dissatisfied</b>	29%	31%	30%	27%	27%	31%
<b>Very dissatisfied</b>	17%	19%	16%	14%	17%	20%
<b>Doesn't apply/don't know</b>	6%	7%	7%	5%	7%	4%
<b>% satisfaction</b>	47%	42%	48%	53%	49%	45%
<b>% dissatisfaction</b>	46%	50%	46%	41%	44%	51%

Analysis by age indicates that those aged between 45 and 59 are significantly more dissatisfied with road drainage (51%) than respondents aged 75 and over.

Road drainage					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2322</b>	<b>436</b>	<b>657</b>	<b>865</b>	<b>364</b>
<b>Very satisfied</b>	4%	3%	4%	4%	8%
<b>Fairly satisfied</b>	43%	47%	42%	43%	42%
<b>Fairly dissatisfied</b>	29%	28%	32%	31%	22%
<b>Very dissatisfied</b>	17%	15%	19%	18%	14%
<b>Doesn't apply/don't know</b>	6%	7%	3%	5%	14%
<b>% satisfaction</b>	47%	50%	46%	47%	50%
<b>% dissatisfaction</b>	46%	43%	51%	49%	36%

### Condition of pavements

Over half of respondents in all areas with the exception of Teviot stated they were satisfied with the condition of pavements in their area. 44% of Teviot respondents stated they were satisfied in this respect compared to 46% who were dissatisfied.

The condition of pavements in your area						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2455</b>	<b>484</b>	<b>524</b>	<b>482</b>	<b>476</b>	<b>489</b>
<b>Very satisfied</b>	8%	9%	7%	8%	6%	8%
<b>Fairly satisfied</b>	45%	48%	47%	45%	38%	44%
<b>Fairly dissatisfied</b>	22%	19%	20%	24%	29%	20%
<b>Very dissatisfied</b>	13%	8%	11%	14%	17%	14%
<b>Doesn't apply/don't know</b>	13%	16%	15%	9%	11%	14%
<b>% satisfaction</b>	53%	57%	54%	53%	44%	52%
<b>% dissatisfaction</b>	35%	27%	31%	38%	46%	34%

Analysis by age reveals that older respondents aged 75 and over appear to be the most satisfied with the condition of pavements in their area (56%).

The condition of pavements in your area					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2433</b>	<b>443</b>	<b>676</b>	<b>898</b>	<b>416</b>
<b>Very satisfied</b>	7%	8%	6%	7%	8%
<b>Fairly satisfied</b>	45%	45%	44%	43%	48%
<b>Fairly dissatisfied</b>	22%	22%	21%	25%	19%
<b>Very dissatisfied</b>	13%	12%	12%	12%	14%
<b>Doesn't apply/don't know</b>	13%	12%	16%	12%	10%
<b>% satisfaction</b>	52%	53%	50%	50%	56%
<b>% dissatisfaction</b>	35%	34%	33%	37%	33%

### *Condition of cycle ways*

With regards to the condition of cycle ways the majority of respondents (with the exception of Eildon) were unable to comment or did not have an opinion. Eildon however, has the highest level of satisfaction in this respect (42%).

Condition of cycle ways						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2260</b>	<b>442</b>	<b>498</b>	<b>436</b>	<b>430</b>	<b>454</b>
<b>Very satisfied</b>	4%	4%	3%	6%	3%	4%
<b>Fairly satisfied</b>	28%	23%	29%	36%	26%	27%
<b>Fairly dissatisfied</b>	7%	7%	5%	6%	10%	9%
<b>Very dissatisfied</b>	5%	5%	5%	4%	5%	7%
<b>Doesn't apply/don't know</b>	55%	61%	57%	48%	55%	53%
<b>% satisfaction</b>	32%	27%	32%	42%	29%	31%
<b>% dissatisfaction</b>	12%	12%	10%	10%	15%	16%

The table below shows that as age increases the percentage stating they are unable to comment on cycle ways also increases. Also it is clear that satisfaction and dissatisfaction levels decrease as age increases.

Condition of cycle ways					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2241</b>	<b>442</b>	<b>655</b>	<b>829</b>	<b>315</b>
<b>Very satisfied</b>	4%	4%	3%	4%	5%
<b>Fairly satisfied</b>	28%	32%	32%	27%	20%
<b>Fairly dissatisfied</b>	8%	10%	8%	7%	5%
<b>Very dissatisfied</b>	5%	7%	5%	4%	3%
<b>Doesn't apply/don't know</b>	55%	48%	51%	59%	66%
<b>% satisfaction</b>	32%	36%	35%	31%	25%
<b>% dissatisfaction</b>	13%	17%	13%	11%	8%

### *Maintenance of street lighting*

Satisfaction with street lighting ranged from 71% in Berwickshire to 82% in Eildon. It is also interesting to note that Tweeddale has the highest level of respondents stating street lighting is very satisfactory (26%).

The maintenance of street lighting						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2420</b>	<b>481</b>	<b>521</b>	<b>473</b>	<b>465</b>	<b>480</b>
<b>Very satisfied</b>	22%	22%	22%	21%	22%	26%
<b>Fairly satisfied</b>	54%	49%	54%	61%	54%	49%
<b>Fairly dissatisfied</b>	6%	6%	6%	5%	9%	6%
<b>Very dissatisfied</b>	2%	3%	2%	3%	3%	2%
<b>Doesn't apply/don't know</b>	15%	20%	16%	10%	12%	18%
<b>% satisfaction</b>	76%	71%	76%	82%	76%	75%
<b>% dissatisfaction</b>	8%	9%	8%	8%	12%	8%

With regards to street lighting, as age increases so does satisfaction.

The maintenance of street lighting					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2401</b>	<b>446</b>	<b>677</b>	<b>886</b>	<b>392</b>
<b>Very satisfied</b>	22%	13%	16%	24%	38%
<b>Fairly satisfied</b>	54%	59%	57%	54%	42%
<b>Fairly dissatisfied</b>	6%	9%	6%	6%	5%
<b>Very dissatisfied</b>	2%	4%	2%	2%	2%
<b>Doesn't apply/don't know</b>	15%	15%	18%	14%	13%
<b>% satisfaction</b>	76%	72%	73%	78%	80%
<b>% dissatisfaction</b>	8%	13%	8%	8%	7%

### *Traffic calming schemes*

In terms of traffic calming schemes, over half of respondents in Eildon stated they were satisfied in this respect (51%) compared to just 41% of those living in Berwickshire.

Traffic calming schemes						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2317</b>	<b>455</b>	<b>499</b>	<b>440</b>	<b>448</b>	<b>475</b>
<b>Very satisfied</b>	6%	5%	4%	5%	7%	8%
<b>Fairly satisfied</b>	39%	36%	39%	46%	39%	35%
<b>Fairly dissatisfied</b>	15%	12%	13%	16%	17%	17%
<b>Very dissatisfied</b>	11%	11%	9%	9%	14%	11%
<b>Doesn't apply/don't know</b>	29%	35%	34%	24%	23%	29%
<b>% satisfaction</b>	45%	41%	43%	51%	46%	43%
<b>% dissatisfaction</b>	26%	23%	22%	25%	31%	28%

Analysis by age reveals that in general, as age increases satisfaction with traffic calming schemes decreases, for example from 51% for 16 to 44 year olds compared to 41% for respondents aged 75 and over.

Traffic calming schemes					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2299</b>	<b>442</b>	<b>664</b>	<b>851</b>	<b>342</b>
<b>Very satisfied</b>	6%	5%	4%	6%	8%
<b>Fairly satisfied</b>	39%	46%	39%	38%	33%
<b>Fairly dissatisfied</b>	15%	13%	16%	16%	16%
<b>Very dissatisfied</b>	11%	11%	11%	12%	8%
<b>Doesn't apply/don't know</b>	29%	25%	30%	29%	34%
<b>% satisfaction</b>	45%	51%	43%	44%	41%
<b>% dissatisfaction</b>	26%	24%	27%	28%	24%

### *Controlling car parking*

Satisfaction with controlling car parking ranges from 47% in Berwickshire to 57% in Cheviot. Those living in Eildon appear to be the most dissatisfied in this respect (33%).

Controlling car parking						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2387</b>	<b>465</b>	<b>519</b>	<b>463</b>	<b>459</b>	<b>481</b>
<b>Very satisfied</b>	7%	5%	7%	6%	7%	9%
<b>Fairly satisfied</b>	44%	42%	50%	43%	44%	40%
<b>Fairly dissatisfied</b>	17%	18%	15%	18%	18%	18%
<b>Very dissatisfied</b>	13%	12%	10%	15%	14%	13%
<b>Doesn't apply/don't know</b>	20%	24%	18%	17%	18%	21%
<b>% satisfaction</b>	51%	47%	57%	49%	51%	49%
<b>% dissatisfaction</b>	30%	30%	25%	33%	32%	31%

Respondents aged 75 and over appear to be less satisfied and also less dissatisfied. This is mainly due to higher levels of respondents being unable to comment.

Controlling car parking					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2370</b>	<b>445</b>	<b>674</b>	<b>884</b>	<b>367</b>
<b>Very satisfied</b>	7%	5%	5%	7%	10%
<b>Fairly satisfied</b>	44%	46%	46%	44%	37%
<b>Fairly dissatisfied</b>	17%	18%	17%	18%	15%
<b>Very dissatisfied</b>	12%	12%	14%	13%	8%
<b>Doesn't apply/don't know</b>	19%	19%	18%	17%	29%
<b>% satisfaction</b>	51%	51%	51%	51%	47%
<b>% dissatisfaction</b>	29%	30%	31%	31%	23%

### School transport services

The majority of respondents in all areas were unable to comment on school transport services. Satisfaction ranged from 25% in Tweeddale to 30% in Eildon.

School transport services						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2249</b>	<b>442</b>	<b>492</b>	<b>437</b>	<b>427</b>	<b>451</b>
<b>Very satisfied</b>	7%	10%	5%	8%	6%	7%
<b>Fairly satisfied</b>	21%	19%	23%	22%	23%	18%
<b>Fairly dissatisfied</b>	3%	5%	2%	1%	4%	2%
<b>Very dissatisfied</b>	2%	2%	1%	2%	1%	2%
<b>Doesn't apply/don't know</b>	68%	64%	68%	69%	66%	71%
<b>% satisfaction</b>	28%	29%	28%	30%	29%	25%
<b>% dissatisfaction</b>	5%	7%	3%	3%	5%	4%

Satisfaction with school transport services decreases with age from 38% for those aged 16 to 44 to 24% for respondents aged 75 and over.

School transport services					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2232</b>	<b>444</b>	<b>649</b>	<b>813</b>	<b>326</b>
<b>Very satisfied</b>	7%	7%	6%	7%	10%
<b>Fairly satisfied</b>	21%	28%	24%	18%	14%
<b>Fairly dissatisfied</b>	3%	4%	4%	2%	2%
<b>Very dissatisfied</b>	2%	2%	3%	1%	1%
<b>Doesn't apply/don't know</b>	68%	58%	64%	74%	73%
<b>% satisfaction</b>	28%	35%	30%	25%	24%
<b>% dissatisfaction</b>	5%	6%	7%	3%	3%

## 5.6. Winter service

### Satisfaction with winter service in local neighbourhood

In terms of satisfaction with the Council's winter service in the local area, the majority of residents stated they were satisfied with:

- Proportion of roads treated (60%)
- Effectiveness of road snow clearance (59%)
- Speed of road ice and snow clearance (57%)

On the other hand, less than half of respondents stated they were satisfied with the following in their local area:

- Effectiveness of footway snow clearance (43%)
- Portion of footways treated (39%)
- Speed of footway snow clearance (38%)
- The number of salt bins (24%)
- The refilling of salt bins (21%)

Q22 How satisfied were you with the Council's winter service in your LOCAL NEIGHBOURHOOD?						
	Base	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/don't know
<b>Proportion of roads treated</b>	2509	14%	46%	20%	16%	3%
<b>Speed of road ice and snow clearance</b>	2513	15%	42%	22%	19%	3%
<b>Effectiveness of road snow clearance</b>	2495	15%	44%	21%	16%	3%
<b>Proportion of footways treated</b>	2467	9%	30%	27%	23%	12%
<b>Speed of footway snow clearance</b>	2440	9%	29%	27%	23%	12%
<b>Effectiveness of footway snow clearance</b>	2421	10%	33%	24%	21%	12%
<b>The number of salt bins</b>	2448	5%	19%	23%	29%	24%
<b>The refilling of salt bins</b>	2414	4%	17%	21%	29%	29%

### *Portion of roads treated in local neighbourhood*

With regards to the local neighbourhood, respondents living in Cheviot are most satisfied with the proportion of roads treated (67%) while those living in Tweeddale are the least satisfied (55%).

Proportion of roads treated						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2496</b>	<b>494</b>	<b>538</b>	<b>485</b>	<b>488</b>	<b>491</b>
<b>Very satisfied</b>	14%	13%	16%	15%	15%	13%
<b>Fairly satisfied</b>	46%	44%	51%	49%	44%	42%
<b>Fairly dissatisfied</b>	20%	24%	19%	18%	20%	21%
<b>Very dissatisfied</b>	16%	16%	10%	16%	17%	20%
<b>Doesn't apply/don't know</b>	3%	3%	4%	2%	4%	4%
<b>% satisfaction</b>	60%	57%	67%	64%	59%	55%
<b>% dissatisfaction</b>	36%	40%	29%	34%	37%	41%

### *Speed of road ice and snow clearance in local neighbourhood*

In terms of the speed of road ice and snow clearance, residents living in Cheviot appear to be most satisfied (62%) and Tweeddale respondents least satisfied (52%).

Speed of road ice and snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2500</b>	<b>497</b>	<b>534</b>	<b>485</b>	<b>492</b>	<b>492</b>
<b>Very satisfied</b>	15%	13%	17%	17%	15%	14%
<b>Fairly satisfied</b>	42%	41%	45%	42%	43%	38%
<b>Fairly dissatisfied</b>	22%	26%	21%	21%	20%	22%
<b>Very dissatisfied</b>	19%	18%	14%	18%	20%	24%
<b>Doesn't apply/don't know</b>	3%	2%	3%	2%	3%	2%
<b>% satisfaction</b>	57%	54%	62%	59%	58%	52%
<b>% dissatisfaction</b>	41%	44%	35%	39%	40%	46%

### *Effectiveness of road snow clearance in local neighbourhood*

In terms of the effectiveness of road snow clearance in the local neighbourhood, satisfaction ranges from 56% in Tweeddale to 63% in Cheviot.

Effectiveness of road snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2482</b>	<b>491</b>	<b>535</b>	<b>477</b>	<b>487</b>	<b>492</b>
<b>Very satisfied</b>	15%	12%	16%	18%	15%	14%
<b>Fairly satisfied</b>	45%	46%	47%	42%	47%	42%
<b>Fairly dissatisfied</b>	21%	24%	21%	22%	18%	22%
<b>Very dissatisfied</b>	16%	17%	13%	16%	16%	20%
<b>Doesn't apply/don't know</b>	3%	2%	3%	3%	4%	2%
<b>% satisfaction</b>	60%	58%	63%	60%	62%	56%
<b>% dissatisfaction</b>	37%	41%	34%	38%	34%	42%

*Proportion of footways treated in local neighbourhood*

In terms of the proportion of footways treated, more respondents in all areas (with the exception of Cheviot) are dissatisfied than satisfied. In Cheviot 46% expressed satisfaction with the proportion of footways treated compared to 41% who were dissatisfied.

Proportion of footways treated						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2455</b>	<b>484</b>	<b>531</b>	<b>479</b>	<b>477</b>	<b>484</b>
<b>Very satisfied</b>	9%	10%	11%	10%	10%	6%
<b>Fairly satisfied</b>	30%	26%	35%	31%	31%	24%
<b>Fairly dissatisfied</b>	27%	28%	24%	28%	25%	27%
<b>Very dissatisfied</b>	23%	20%	17%	20%	24%	31%
<b>Doesn't apply/don't know</b>	12%	15%	12%	10%	10%	12%
<b>% satisfaction</b>	39%	36%	46%	41%	41%	30%
<b>% dissatisfaction</b>	50%	48%	41%	48%	49%	58%

*Speed of footway snow clearance in local neighbourhood*

Respondents living in Tweeddale are significantly more dissatisfied with the speed of footway snow clearance (60%) than all other areas (between 42% and 49%). Cheviot respondents appear to have the highest level of satisfaction with 45% stating they are very or fairly satisfied.

Speed of footway snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2428</b>	<b>478</b>	<b>526</b>	<b>474</b>	<b>469</b>	<b>481</b>
<b>Very satisfied</b>	9%	9%	10%	11%	10%	6%
<b>Fairly satisfied</b>	29%	28%	35%	30%	31%	22%
<b>Fairly dissatisfied</b>	27%	27%	24%	28%	26%	27%
<b>Very dissatisfied</b>	23%	21%	18%	21%	23%	33%
<b>Doesn't apply/don't know</b>	12%	15%	12%	11%	9%	12%
<b>% satisfaction</b>	38%	37%	45%	41%	41%	28%
<b>% dissatisfaction</b>	50%	48%	42%	49%	49%	60%

### *Effectiveness of footway snow clearance in local neighbourhood*

In terms of the effectiveness of footway snow clearance, satisfaction ranges from 34% in Tweeddale to 48% in Cheviot. Tweeddale respondents are also significantly more likely to be dissatisfied in this respect (53%) compared to all other areas (between 40% and 44%).

Effectiveness of footway snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2409</b>	<b>475</b>	<b>519</b>	<b>467</b>	<b>471</b>	<b>477</b>
<b>Very satisfied</b>	10%	9%	11%	11%	10%	7%
<b>Fairly satisfied</b>	33%	31%	37%	35%	36%	27%
<b>Fairly dissatisfied</b>	24%	25%	24%	24%	25%	23%
<b>Very dissatisfied</b>	21%	19%	16%	19%	19%	30%
<b>Doesn't apply/don't know</b>	12%	16%	12%	11%	10%	12%
<b>% satisfaction</b>	43%	40%	48%	46%	46%	34%
<b>% dissatisfaction</b>	45%	44%	40%	43%	44%	53%

### *The number of salt bins in local neighbourhood*

In terms of the number of salt bins, more respondents in all areas are dissatisfied than satisfied particularly in Teviot where 21% expressed satisfaction and 57% dissatisfaction.

The number of salt bins						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2435</b>	<b>479</b>	<b>522</b>	<b>476</b>	<b>480</b>	<b>478</b>
<b>Very satisfied</b>	5%	4%	5%	6%	4%	5%
<b>Fairly satisfied</b>	19%	21%	20%	20%	17%	18%
<b>Fairly dissatisfied</b>	23%	20%	22%	29%	26%	17%
<b>Very dissatisfied</b>	29%	30%	25%	28%	31%	32%
<b>Doesn't apply/don't know</b>	24%	25%	28%	17%	22%	28%
<b>% satisfaction</b>	24%	25%	25%	26%	21%	23%
<b>% dissatisfaction</b>	52%	50%	47%	57%	57%	49%

### *The refilling of salt bins in local neighbourhood*

Satisfaction levels with the refilling of salt bins in the local neighbourhood, range from 18% in Teviot to 23% in Berwickshire and Eildon.

The refilling of salt bins						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2401</b>	<b>473</b>	<b>513</b>	<b>469</b>	<b>469</b>	<b>477</b>
<b>Very satisfied</b>	4%	4%	5%	4%	2%	4%
<b>Fairly satisfied</b>	17%	19%	17%	19%	16%	16%
<b>Fairly dissatisfied</b>	21%	18%	20%	25%	23%	17%
<b>Very dissatisfied</b>	29%	28%	25%	28%	32%	30%
<b>Doesn't apply/don't know</b>	29%	31%	33%	23%	26%	32%
<b>% satisfaction</b>	21%	23%	22%	23%	18%	20%
<b>% dissatisfaction</b>	50%	46%	45%	53%	55%	47%

## Satisfaction with winter service on main roads

Respondents were then asked to rate their satisfaction with the Council's winter service on main roads. This revealed that satisfaction is higher with regards to the winter service on main roads than is the case for local roads. Respondents expressed high levels of satisfaction in terms of:

- Proportion of roads treated (76%)
- Speed of road ice and snow clearance (74%)
- Effectiveness of road snow clearance (74%)

On the other hand, around 1 in 4 respondents stated they were satisfied with:

- The number of salt bins (26%)
- The refilling of salt bins (25%)

Q23 How satisfied were you with the Council's winter service on MAIN ROADS?						
	Base	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/don't know
<b>Proportion of roads treated</b>	2505	22%	54%	10%	5%	8%
<b>Speed of road ice and snow clearance</b>	2501	21%	53%	13%	6%	7%
<b>Effectiveness of road snow clearance</b>	2480	21%	53%	12%	6%	8%
<b>The number of salt bins</b>	2394	5%	21%	17%	13%	43%
<b>The refilling of salt bins</b>	2372	5%	20%	16%	13%	45%

### *Proportion of main roads treated*

Satisfaction is high for all areas with regards to the proportion of main roads treated by the winter service, ranging from 74% in Tweeddale to 79% in Cheviot.

Proportion of roads treated						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2492	493	541	482	485	491
<b>Very satisfied</b>	22%	17%	25%	25%	21%	23%
<b>Fairly satisfied</b>	54%	58%	54%	52%	56%	51%
<b>Fairly dissatisfied</b>	10%	10%	8%	11%	9%	13%
<b>Very dissatisfied</b>	5%	6%	4%	5%	6%	6%
<b>Doesn't apply/don't know</b>	8%	9%	9%	7%	8%	7%
<b>% satisfaction</b>	76%	75%	79%	77%	77%	74%
<b>% dissatisfaction</b>	15%	16%	12%	16%	15%	19%

### *Speed of road ice and snow clearance on main roads*

Satisfaction with the speed of road ice and snow clearance on main roads ranges from 70% in Tweeddale to 77% in Teviot and Cheviot. Respondents living in Tweeddale (23% very/ fairly dissatisfied) and Berwickshire (20%) are significantly more dissatisfied than those living in Cheviot (15%).

Speed of road ice and snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2488	492	538	482	485	491
<b>Very satisfied</b>	21%	16%	23%	25%	21%	23%
<b>Fairly satisfied</b>	53%	56%	54%	51%	56%	47%
<b>Fairly dissatisfied</b>	13%	13%	10%	14%	11%	16%
<b>Very dissatisfied</b>	6%	7%	5%	5%	5%	7%
<b>Doesn't apply/don't know</b>	7%	8%	9%	5%	7%	7%
<b>% satisfaction</b>	74%	72%	77%	76%	77%	70%
<b>% dissatisfaction</b>	19%	20%	15%	19%	16%	23%

### *Effectiveness of road snow clearance on main roads*

With regards to the effectiveness of road snow clearance on main roads, over 7 in 10 respondents in all areas stated they were satisfied in this respect, and most so in Teviot where 77% stated they were very or fairly satisfied. Tweeddale (21%) and Berwickshire (20%) have the highest levels of dissatisfaction.

Effectiveness of road snow clearance						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2467	486	535	480	480	486
<b>Very satisfied</b>	21%	15%	23%	26%	19%	22%
<b>Fairly satisfied</b>	53%	57%	52%	49%	58%	50%
<b>Fairly dissatisfied</b>	12%	13%	11%	13%	11%	13%
<b>Very dissatisfied</b>	6%	7%	5%	5%	5%	8%
<b>Doesn't apply/don't know</b>	8%	8%	9%	6%	8%	7%
<b>% satisfaction</b>	74%	72%	75%	75%	77%	72%
<b>% dissatisfaction</b>	18%	20%	16%	18%	16%	21%

### *The number of salt bins on main roads*

In terms of the number of salt bins, more respondents in Eildon, Teviot and Tweeddale are dissatisfied than satisfied in this respect. Satisfaction levels vary from 23% in Tweeddale to 29% in Berwickshire and Eildon.

The number of salt bins						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2381</b>	<b>475</b>	<b>515</b>	<b>460</b>	<b>462</b>	<b>469</b>
<b>Very satisfied</b>	5%	3%	5%	7%	4%	6%
<b>Fairly satisfied</b>	21%	26%	22%	22%	20%	17%
<b>Fairly dissatisfied</b>	17%	16%	15%	20%	21%	15%
<b>Very dissatisfied</b>	13%	11%	11%	12%	16%	15%
<b>Doesn't apply/don't know</b>	43%	43%	47%	41%	39%	46%
<b>% satisfaction</b>	26%	29%	27%	29%	24%	23%
<b>% dissatisfaction</b>	30%	27%	26%	32%	37%	30%

### *The refilling of salt bins on main roads*

Again, more respondents living in Eildon, Teviot and Tweeddale are dissatisfied than satisfied with regards to the refilling of salt bins on main roads. Teviot has the highest level of dissatisfaction with 37% of respondents stating they are very or fairly dissatisfied with the refilling of salt bins.

The refilling of salt bins						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2359</b>	<b>470</b>	<b>512</b>	<b>457</b>	<b>454</b>	<b>466</b>
<b>Very satisfied</b>	5%	4%	5%	6%	3%	6%
<b>Fairly satisfied</b>	20%	24%	21%	20%	20%	17%
<b>Fairly dissatisfied</b>	16%	15%	13%	19%	20%	15%
<b>Very dissatisfied</b>	13%	11%	12%	12%	17%	14%
<b>Doesn't apply/don't know</b>	45%	46%	48%	43%	41%	48%
<b>% satisfaction</b>	25%	28%	26%	26%	23%	23%
<b>% dissatisfaction</b>	29%	26%	25%	31%	37%	29%

## 5.7. Travel to work

### Method of travel

43% of respondents stated they were unable to answer about method of travel to work, mainly due to them being retired. These respondents have been excluded from the analysis in order to allow comparisons to be made with previous surveys. Travelling by car continues to be the main form of transport for residents with 7 in 10 stating they drive to work which is up 17 percentage points since 2009. The proportion of respondents stating they travel by public transport has decreased since 2009 from 11% to 8% in 2010.

Q24 How would you usually travel to your place of work or study, including school?			
	2010	2009	2008
<b>Base</b>	<b>1433</b>	<b>3302</b>	<b>2723</b>
<b>Public transport</b>	8%	11%	7%
<b>Car-as driver</b>	70%	53%	60%
<b>Car -as passenger</b>	3%	8%	7%
<b>Car share</b>	1%	3%	3%
<b>Motor cycle</b>	0%	1%	1%
<b>Cycle</b>	2%	4%	3%
<b>Walk</b>	15%	19%	17%
<b>Other</b>	1%	1%	1%

## 5.8. Local facilities

### Satisfaction with local facilities

Respondents were asked about their satisfaction with cultural and recreational activities and venues which are supported by Scottish Borders Council. This revealed that the majority of respondents were satisfied with:

- Grass cutting in parks, open spaces and sports areas (80%)
- Galleries and libraries (64%)
- Arts and Cultural activities/ events and festivals (64%)
- Sports/ leisure facilities with swimming pools (60%)
- Museums (57%)

Less than half however, stated they were satisfied with other sports/ leisure facilities (48%), however 41% stated they did not use this type of facilities.

Q25 Scottish Borders Council supports cultural and recreational activities and venues, how satisfied are you with the following:						
	Base	Very Satisfied	Fairly satisfied	Fairly Dissatisfied	Very dissatisfied	Do not use
<b>Sports/leisure facilities with swimming pools</b>	2395	17%	43%	6%	2%	32%
<b>Other sports/leisure facilities</b>	2307	9%	39%	9%	2%	41%
<b>Museums</b>	2335	15%	42%	7%	2%	34%
<b>Galleries and libraries</b>	2358	18%	46%	7%	1%	27%
<b>Arts &amp; Cultural activities/events &amp; festivals</b>	2302	14%	50%	7%	1%	27%
<b>Grass cutting in parks, open spaces and sports areas</b>	2451	26%	54%	7%	4%	9%
<b>The maintenance of your local churchyard or cemetery</b>	2441	20%	45%	8%	6%	21%

Compared to 2009 satisfaction has decreased in terms of museums (down 3 percentage points), galleries and libraries (down 5 percentage points) and Arts and Cultural activities/ events and festivals (down 3 percentage points). With regards to the other services satisfaction has remained consistent increasing or decreasing by 1 percentage point at the most.

Q25 Satisfaction with cultural and recreational activities and venues – Trend Analysis				
	2010		2009	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
<b>Sports/leisure facilities with swimming pools</b>	60%	8%	61%	10%
<b>Other sports/leisure facilities</b>	48%	11%	47%	13%
<b>Museums</b>	57%	9%	60%	8%
<b>Galleries and libraries</b>	64%	8%	69%	7%
<b>Arts &amp; Cultural activities/events &amp; festivals</b>	64%	8%	67%	8%
<b>Grass cutting in parks, open spaces and sports areas</b>	80%	11%	79%	13%

NB The maintenance of local churchyards or cemetery was not asked in 2009.

### *Sports/ leisure facilities with swimming pools*

Satisfaction with sports or leisure facilities with swimming pools ranges from 55% in Berwickshire to 66% in Teviot. Residents living in Eildon and Tweeddale appear to be the most dissatisfied in this respect (10% stating very/ fairly dissatisfied).

Sports/leisure facilities with swimming pools						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2382	472	508	460	469	473
<b>Very satisfied</b>	17%	16%	20%	12%	21%	16%
<b>Fairly satisfied</b>	43%	39%	45%	45%	45%	43%
<b>Fairly dissatisfied</b>	6%	7%	4%	8%	3%	7%
<b>Very dissatisfied</b>	2%	2%	2%	2%	3%	3%
<b>Do not use</b>	32%	37%	30%	33%	28%	32%
<b>% satisfaction</b>	60%	55%	65%	57%	66%	59%
<b>% dissatisfaction</b>	8%	9%	6%	10%	6%	10%

Younger respondents are the most likely to be satisfied with sports or leisure facilities with swimming pools (71%). They are however, also the most likely to be dissatisfied (12%). The proportion of respondents stating they do not use these facilities increases with age.

Sports/leisure facilities with swimming pools					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2367	445	677	895	350
<b>Very satisfied</b>	17%	17%	16%	18%	16%
<b>Fairly satisfied</b>	43%	54%	51%	40%	25%
<b>Fairly dissatisfied</b>	6%	9%	8%	4%	2%
<b>Very dissatisfied</b>	2%	3%	2%	2%	1%
<b>Do not use</b>	32%	17%	23%	36%	55%
<b>% satisfaction</b>	60%	71%	67%	58%	41%
<b>% dissatisfaction</b>	8%	12%	10%	6%	3%

### *Other sports/ leisure facilities*

In terms of satisfaction with other sports or leisure facilities significantly more Teviot respondents are satisfied in this respect (54%) than respondents living in Berwickshire (40%).

Other sports/leisure facilities						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2294	449	493	442	448	462
<b>Very satisfied</b>	9%	7%	9%	6%	13%	10%
<b>Fairly satisfied</b>	39%	33%	37%	41%	41%	42%
<b>Fairly dissatisfied</b>	9%	9%	10%	9%	7%	9%
<b>Very dissatisfied</b>	2%	3%	2%	1%	2%	2%
<b>Do not use</b>	41%	47%	42%	43%	37%	37%
<b>% satisfaction</b>	48%	40%	46%	47%	54%	52%
<b>% dissatisfaction</b>	11%	12%	12%	10%	9%	11%

In general satisfaction and dissatisfaction levels with regard to other sports facilities decrease with age. This is mainly due to the level of respondents stating they do not use increasing with age.

Other sports/leisure facilities					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2282</b>	<b>440</b>	<b>663</b>	<b>849</b>	<b>330</b>
<b>Very satisfied</b>	9%	8%	8%	10%	9%
<b>Fairly satisfied</b>	39%	46%	47%	36%	22%
<b>Fairly dissatisfied</b>	9%	15%	11%	6%	4%
<b>Very dissatisfied</b>	2%	4%	2%	1%	2%
<b>Do not use</b>	41%	28%	32%	47%	64%
<b>% satisfaction</b>	48%	54%	55%	46%	31%
<b>% dissatisfaction</b>	11%	19%	13%	7%	6%

### Museums

Teviot respondents are the most satisfied with Museums in their area (75%). Cheviot on the other hand has the lowest level of satisfaction (50%).

Museums						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2322</b>	<b>452</b>	<b>491</b>	<b>442</b>	<b>468</b>	<b>469</b>
<b>Very satisfied</b>	15%	12%	10%	10%	32%	13%
<b>Fairly satisfied</b>	42%	40%	40%	44%	43%	43%
<b>Fairly dissatisfied</b>	7%	8%	7%	7%	3%	9%
<b>Very dissatisfied</b>	2%	2%	3%	2%	-	2%
<b>Do not use</b>	34%	38%	40%	37%	22%	33%
<b>% satisfaction</b>	57%	52%	50%	54%	75%	56%
<b>% dissatisfaction</b>	9%	10%	10%	9%	3%	11%

With regards to museums respondents aged between 60 and 74 are the most satisfied in this respect (61%) and residents aged between 16 and 44 the least satisfied (50%).

Museums					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2306</b>	<b>443</b>	<b>661</b>	<b>861</b>	<b>341</b>
<b>Very satisfied</b>	15%	8%	12%	19%	19%
<b>Fairly satisfied</b>	42%	42%	46%	42%	34%
<b>Fairly dissatisfied</b>	7%	9%	8%	6%	4%
<b>Very dissatisfied</b>	2%	2%	2%	1%	2%
<b>Do not use</b>	34%	38%	31%	32%	41%
<b>% satisfaction</b>	57%	50%	58%	61%	53%
<b>% dissatisfaction</b>	9%	11%	10%	7%	6%

### Galleries and libraries

With regards to galleries and libraries, significantly more respondents living in Teviot were satisfied in this respect (75%) than in Tweeddale (60%).

Galleries and libraries						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2347</b>	<b>464</b>	<b>500</b>	<b>448</b>	<b>463</b>	<b>472</b>
<b>Very satisfied</b>	19%	19%	16%	15%	29%	14%
<b>Fairly satisfied</b>	46%	43%	46%	51%	46%	46%
<b>Fairly dissatisfied</b>	7%	8%	6%	6%	3%	11%
<b>Very dissatisfied</b>	1%	1%	1%	1%	0%	3%
<b>Do not use</b>	27%	28%	30%	27%	23%	26%
<b>% satisfaction</b>	65%	62%	62%	66%	75%	60%
<b>% dissatisfaction</b>	8%	9%	7%	7%	3%	14%

Analysis by age indicates that respondents aged between 60 and 74 are the most satisfied with galleries and libraries (68%) and respondents aged 75 years and over the least satisfied (60%).

Galleries and libraries					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2330</b>	<b>442</b>	<b>670</b>	<b>872</b>	<b>346</b>
<b>Very satisfied</b>	18%	11%	14%	23%	24%
<b>Fairly satisfied</b>	46%	51%	50%	45%	36%
<b>Fairly dissatisfied</b>	7%	9%	9%	6%	4%
<b>Very dissatisfied</b>	1%	2%	1%	1%	2%
<b>Do not use</b>	27%	28%	26%	25%	34%
<b>% satisfaction</b>	64%	62%	64%	68%	60%
<b>% dissatisfaction</b>	8%	11%	10%	7%	6%

### Arts and Cultural activities/ events and festivals

Significantly more respondents living in Tweeddale expressed satisfaction with arts and cultural activities, events and festivals (73%) than in Berwickshire (55%).

Arts & Cultural activities/events & festivals						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2289</b>	<b>449</b>	<b>486</b>	<b>443</b>	<b>445</b>	<b>466</b>
<b>Very satisfied</b>	14%	10%	14%	11%	17%	20%
<b>Fairly satisfied</b>	50%	45%	50%	53%	51%	53%
<b>Fairly dissatisfied</b>	7%	10%	8%	8%	4%	6%
<b>Very dissatisfied</b>	1%	2%	2%	1%	1%	1%
<b>Do not use</b>	27%	33%	27%	27%	27%	21%
<b>% satisfaction</b>	64%	55%	64%	64%	68%	73%
<b>% dissatisfaction</b>	8%	12%	10%	9%	5%	7%

Analysis by age reveals that residents aged between 45 and 59 are the most satisfied with art and cultural activities, events and festivals (69%) and those aged 75 and over the least satisfied (58%).

Arts & Cultural activities/events & festivals					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2276</b>	<b>438</b>	<b>657</b>	<b>850</b>	<b>331</b>
<b>Very satisfied</b>	14%	10%	13%	16%	18%
<b>Fairly satisfied</b>	50%	51%	56%	50%	40%
<b>Fairly dissatisfied</b>	7%	11%	8%	5%	4%
<b>Very dissatisfied</b>	1%	2%	1%	2%	1%
<b>Do not use</b>	27%	26%	22%	27%	37%
<b>% satisfaction</b>	64%	61%	69%	66%	58%
<b>% dissatisfaction</b>	8%	13%	9%	7%	5%

### *Grass cutting in parks, open spaces and sports areas*

With regards to grass cutting in parks, open spaces and sports areas, 83% of Tweeddale respondents stated they were satisfied in this respect compared to 76% in Berwickshire.

Cheviot has the highest level of dissatisfaction (16% stating they are very or fairly dissatisfied).

Grass cutting in parks, open spaces and sports areas						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2440</b>	<b>480</b>	<b>519</b>	<b>479</b>	<b>480</b>	<b>482</b>
<b>Very satisfied</b>	26%	22%	24%	23%	31%	30%
<b>Fairly satisfied</b>	54%	54%	53%	59%	50%	53%
<b>Fairly dissatisfied</b>	7%	8%	9%	6%	7%	5%
<b>Very dissatisfied</b>	4%	3%	7%	2%	4%	2%
<b>Do not use</b>	9%	13%	7%	10%	7%	10%
<b>% satisfaction</b>	80%	76%	77%	82%	81%	83%
<b>% dissatisfaction</b>	11%	11%	16%	8%	11%	7%

Satisfaction with grass cutting in parks, open spaces and sports areas ranges from 77% for respondents aged 75 and over to 82% for respondents aged between 45 and 59.

Grass cutting in parks, open spaces and sports areas					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2421</b>	<b>443</b>	<b>675</b>	<b>908</b>	<b>395</b>
<b>Very satisfied</b>	26%	25%	23%	25%	34%
<b>Fairly satisfied</b>	54%	56%	59%	54%	43%
<b>Fairly dissatisfied</b>	7%	6%	8%	7%	6%
<b>Very dissatisfied</b>	4%	5%	3%	4%	4%
<b>Do not use</b>	9%	7%	8%	10%	14%
<b>% satisfaction</b>	80%	81%	82%	79%	77%
<b>% dissatisfaction</b>	11%	11%	11%	11%	10%

### *The maintenance of your local churchyard or cemetery*

In terms of the maintenance of local churchyards or cemeteries, significantly more respondents living in Cheviot stated they were satisfied (71%) than in Berwickshire (59%).

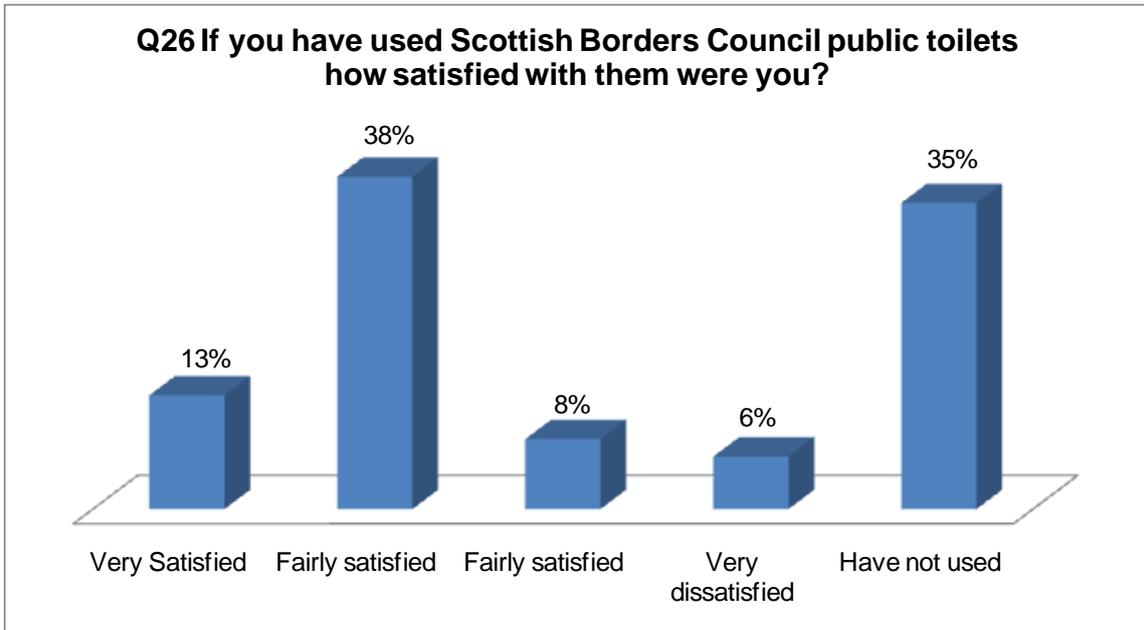
The maintenance of your local churchyard or cemetery						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2430</b>	<b>479</b>	<b>521</b>	<b>467</b>	<b>480</b>	<b>483</b>
<b>Very satisfied</b>	20%	15%	24%	15%	25%	21%
<b>Fairly satisfied</b>	45%	44%	47%	46%	44%	45%
<b>Fairly dissatisfied</b>	9%	10%	10%	9%	9%	5%
<b>Very dissatisfied</b>	6%	9%	5%	6%	5%	4%
<b>Do not use</b>	21%	22%	14%	25%	18%	25%
<b>% satisfaction</b>	65%	59%	71%	61%	69%	66%
<b>% dissatisfaction</b>	15%	19%	15%	15%	14%	9%

Satisfaction with the maintenance of local churchyards or cemeteries ranges from 62% for respondents aged 60 to 74 to 69% for respondents aged between 45 and 59.

The maintenance of your local churchyard or cemetery					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2409</b>	<b>442</b>	<b>672</b>	<b>893</b>	<b>402</b>
<b>Very Satisfied</b>	20%	17%	20%	18%	26%
<b>Fairly satisfied</b>	45%	46%	49%	44%	40%
<b>Fairly dissatisfied</b>	8%	5%	9%	10%	8%
<b>Very dissatisfied</b>	6%	4%	5%	6%	7%
<b>Do not use</b>	21%	27%	18%	21%	19%
<b>% satisfaction</b>	65%	63%	69%	62%	66%
<b>% dissatisfaction</b>	14%	9%	14%	16%	15%

### Satisfaction with public toilets

Over half of respondents (51%) stated they are satisfied with Scottish Borders Council public toilets which they have used compared to 14% who were dissatisfied. The remaining 35% stated they have not used public toilets.



Base: Responded to this question, n=2,515

Those who stated they were dissatisfied with public toilets were asked to provide reasons. These are listed in appendix 4.

### Cultural events

Sixty four percent of respondents stated they have attended cultural events or festivals in the Scottish Borders in the last year. This is slightly less than was the case in 2009 where 68% stated they have attended cultural events.

Q28 How many times have you attended cultural events or festivals in the Scottish Borders during the last year?		
	2010	2009
<b>Base</b>	<b>2,537</b>	<b>3,652</b>
<b>More than 10 times</b>	5%	8%
<b>Between 4-10 times</b>	19%	25%
<b>Between 2-3 times</b>	27%	26%
<b>Once</b>	13%	10%
<b>Never</b>	36%	32%

Analysis by age reveals that as age increases the number of respondents attending cultural events or festivals also increases.

Q28 How many times have you attended cultural events or festivals in the Scottish Borders during the last year?					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2503	447	686	934	436
<b>More than 10 times</b>	5%	6%	8%	4%	3%
<b>Between 4-10 times</b>	19%	23%	24%	19%	9%
<b>Between 2-3 times</b>	27%	32%	29%	26%	20%
<b>Once</b>	13%	16%	13%	12%	11%
<b>Never</b>	36%	23%	26%	39%	57%

### Cultural activity

Tweeddale residents are more likely to have attended cultural events or festivals than other Scottish Borders residents. 70% have been at least once during the year.

Q28 How many times have you attended cultural events or festivals in the Scottish Borders during the last year?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>More than 10 times</b>	5%	4%	3%	5%	6%	7%
<b>Between 4-10 times</b>	19%	14%	16%	22%	20%	23%
<b>Between 2-3 times</b>	27%	25%	29%	27%	27%	26%
<b>Once</b>	13%	14%	15%	11%	12%	14%
<b>Never</b>	36%	43%	36%	35%	36%	30%

Twenty percent of respondents stated they have taken part in cultural activity in the Scottish Borders in the last year, 5% stating this has been more than 10 times, 3% between 4 and 10 times, 6% stating between 2 and 3 times and 5% stated they have taken part only once. This is slightly less than was the case in 2009 where 22% stated they have taken part in cultural activity.

Q29 How many times have you taken part in any cultural activity in the Scottish Borders during the last year?		
	2010	2009
<b>Base</b>	2,524	3,754
<b>More than 10 times</b>	5%	6%
<b>Between 4-10 times</b>	3%	5%
<b>Between 2-3 times</b>	6%	7%
<b>Once</b>	5%	4%
<b>Never</b>	80%	78%

Analysis by age indicates that respondents aged between 45 and 59 are the most likely to have participated in cultural events (27%) and older respondents aged over 75 the least likely (11%).

Q29 How many times have you taken part in any cultural events in the Scottish Borders during the last year?					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2489	445	683	928	433
<b>More than 10 times</b>	5%	2%	6%	8%	2%
<b>Between 4-10 times</b>	3%	2%	4%	3%	1%
<b>Between 2-3 times</b>	7%	7%	9%	6%	4%
<b>Once</b>	5%	7%	7%	4%	3%
<b>Never</b>	80%	82%	73%	79%	89%

Forty two percent of respondents stated they have taken part in a cultural activity in the Scottish Borders in the last year, 2% stating this has been more than 10 times, 9% between 4 and 10 times, 17% stating between 2 and 3 times and 14% stated they have taken part only once. This is slightly less than was the case in 2009 where 47% stated they have attended theatres or arts centres in the Scottish Borders.

Q29 How many times have you taken part in any cultural activity in the Scottish Borders during the last year?		
	2010	2009
<b>Base</b>	2,521	3,756
<b>More than 10 times</b>	2%	3%
<b>Between 4-10 times</b>	9%	12%
<b>Between 2-3 times</b>	17%	21%
<b>Once</b>	14%	10%
<b>Never</b>	57%	53%

### Attending theatre/ arts centres in Scottish Borders

Tweeddale residents are more likely to have visited theatres/ arts centres than other Scottish Borders residents, 70% have been at least once during the year.

Q30 How many times have you attended cultural events or festivals in the Scottish Borders during the last year?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2523	500	539	493	495	496
<b>More than 10 times</b>	5%	4%	3%	5%	6%	7%
<b>Between 4-10 times</b>	19%	14%	16%	22%	20%	23%
<b>Between 2-3 times</b>	27%	25%	29%	27%	27%	26%
<b>Once</b>	13%	14%	15%	11%	12%	14%
<b>Never</b>	36%	43%	36%	35%	36%	30%

Analysis by age reveals that respondents aged 45 to 59 are most likely to have visited a theatre or arts centre in the Borders in the last year (51% stating have visited at least once) compared to just 31% for respondents aged 75 and over.

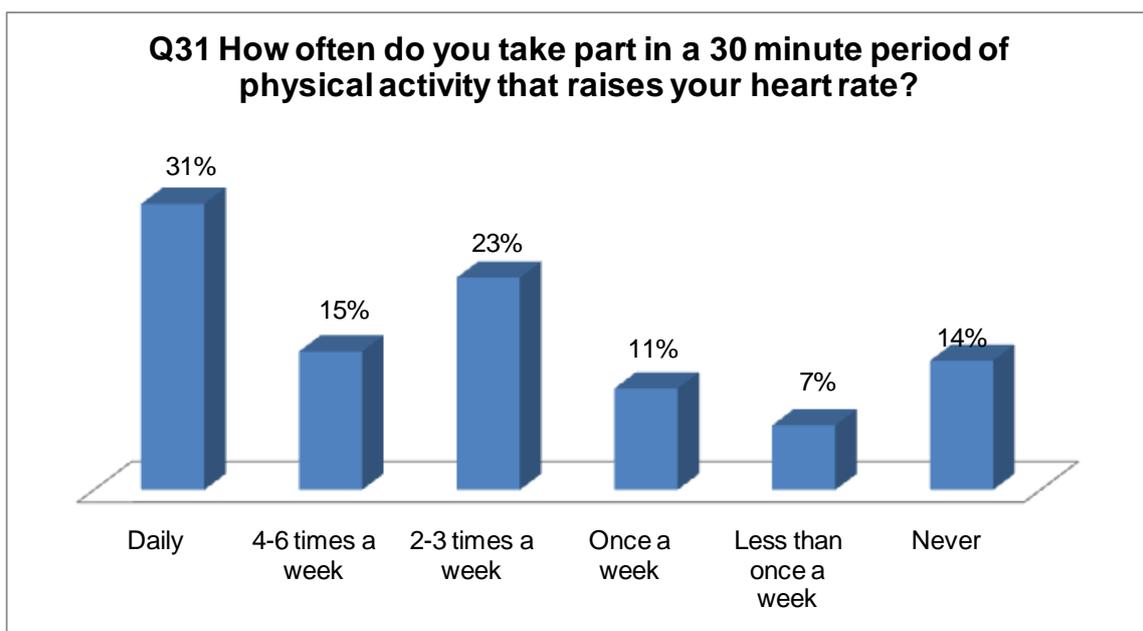
Q30 How many times have you visited a theatre/arts centre in the Scottish Borders during the last year?					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
Base	2487	445	683	929	430
More than 10 times	2%	3%	3%	3%	1%
Between 4-10 times	9%	4%	11%	10%	6%
Between 2-3 times	17%	14%	21%	18%	11%
Once	14%	16%	15%	14%	12%
Never	57%	62%	49%	55%	69%

See appendix 5 for a list of theatres and arts centres that respondents have visited in the last year.

## 5.9. Health and wellbeing

### Physical activity

Thirty one percent of respondents take part in physical activity for at least 30 minutes every day, 15% 4 to 6 times per week, 23% two to three times a week, 11% once a week and 7% less than once a week. Fourteen percent of respondents stated they never take part in physical activity.



The percentage of respondents stating they take part in physical activity every day increased from 30% in 2008 to 41% in 2009 and then declined to 31% in 2010. On the other hand, the proportion of respondents stating they never take part in physical activity decreased from 15% in 2008 to 6% in 2009 and then increased to 14% in 2010.

Q31 How often do you take part in a 30 minute period of physical activity that raises your heart rate?			
	2010	2009	2008
<b>Base</b>	2,517	3,851	3,695
<b>Daily</b>	31%	41%	30%
<b>4-6 times a week</b>	15%	15%	15%
<b>2-3 times a week</b>	23%	25%	23%
<b>Once a week</b>	11%	9%	11%
<b>Less than once a week</b>	7%	4%	6%
<b>Never</b>	14%	6%	15%

Perhaps unsurprisingly, the proportion of respondents who state they 'never' take part in physical activity rises with age.

Q31 How often do you take part in a 30 minute period of physical activity that raises your heart rate?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	2484	446	684	922	432
<b>Daily</b>	31%	30%	31%	34%	23%
<b>4-6 times a week</b>	15%	19%	16%	16%	10%
<b>2-3 times a week</b>	23%	28%	28%	21%	12%
<b>Once a week</b>	11%	12%	12%	10%	9%
<b>Less than once a week</b>	7%	7%	7%	6%	6%
<b>Never</b>	14%	3%	6%	12%	39%

### Voluntary work

Thirty one percent of respondents stated they are involved in voluntary work such as Parent Council, charity shops, sports coaching etc. this is consistent with the figure reported in 2009 (31%) and is an increase on the figure reported in 2008 (21%).

Q32 Are you involved in any voluntary work?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	2439	441	676	905	417
<b>Yes</b>	31%	31%	34%	35%	18%
<b>No</b>	69%	69%	66%	65%	82%

## 5.10. Childcare

### Current use of childcare

Eighteen percent of respondents stated they are responsible for the care of a child or children under the age of 16 which is slightly less than was reported in 2009 (22%). Of those respondents, 25% stated they use childcare provision (27% in 2009). Although it appears as though the number of respondents stating they use childcare decreases with age,

Q34 Do you use childcare provision?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	429	253	127	40	9
<b>Yes</b>	25%	30%	14%	18%	56%
<b>No</b>	75%	70%	86%	83%	44%

The majority of those who use childcare stated that this allows them to work (92%). A further 4% stated it enables them to attend college or access training and 3% it offers them free time or time to relax.

Q35 If yes, does childcare enable you to:		
Reason	No.	%
<b>Work</b>	88	92%
<b>Attend college/access training</b>	4	4%
<b>Other - not stated</b>	1	1%
<b>Respite</b>	1	1%
<b>Free time/ Relax</b>	3	3%
<b>Attend sport</b>	1	1%
<b>Private matter - not willing to discuss</b>	1	1%

## Reasons for not using childcare

People who have children under the age of 16 but do not use childcare provision were asked to provide reasons for not using childcare. The main reasons were where the respondent stated they do not require childcare (25%), that they have family who help look after their children (19%) or that their children are too old for childcare (18%).

Reason	No.	%
Do not need childcare	71	25%
Family help look after child/ children	52	19%
Child/ Children are too old for childcare	50	18%
Too expensive	26	9%
Do not work/ stay at home mum/ dad/ look after children myself/ourselves	23	8%
Responsible for grandchildren	14	5%
Children at school and I work around school hours	12	4%
I work part time/ have flexible working hours	8	3%
I work from home	8	3%
Baby only a few weeks/ months old	5	2%
Find it hard to get childcare	3	1%
Do not want strangers looking after children	2	1%
I am a childminder/ foster carer	3	1%
New to the area/ Undecided about childcare	1	0%
My child/ children have a disability	1	0%
Currently on maternity leave	1	0%
Care for children through my occupation	1	0%
<b>Total</b>	<b>281</b>	<b>100%</b>

## Use of childcare in the future

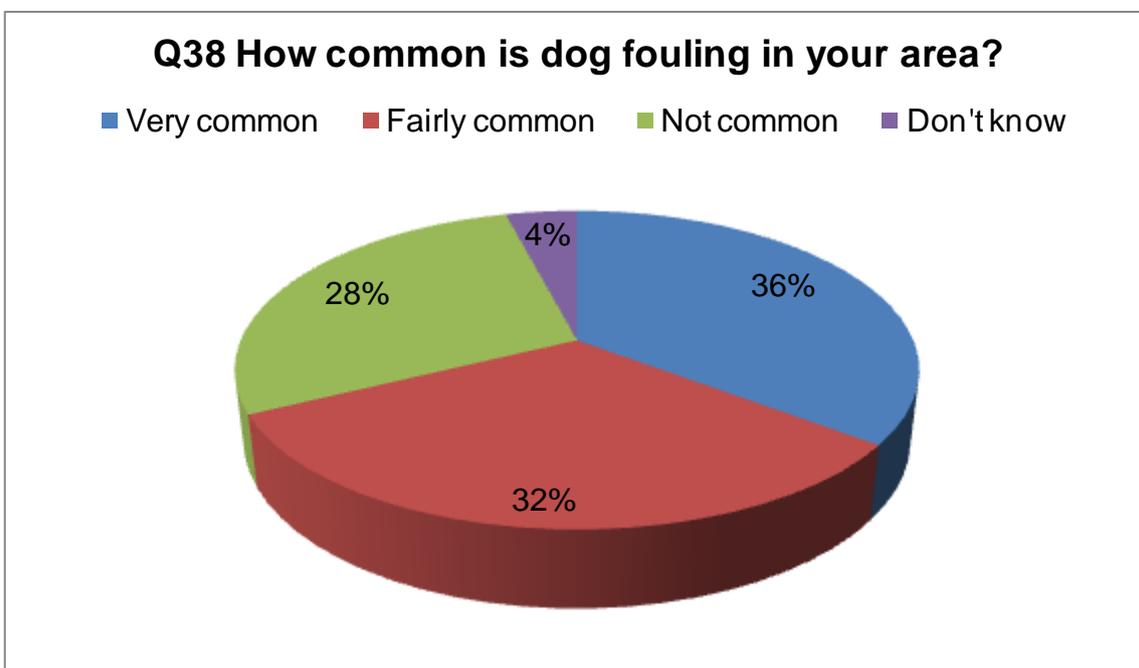
299 respondents answered the question on future childcare provision. One fifth of these individuals (20%) stated they would childcare in the future which is slightly less than in 2009 (26%).

Q37 Do you think you will use childcare in the future?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	299	172	100	25	2
<b>Yes</b>	20%	27%	9%	12%	50%
<b>No</b>	80%	73%	91%	88%	50%

## 5.11. Dog fouling

### Perceptions of dog fouling

The survey went on to ask respondents a number of questions about dog fouling in their area. Thirty six percent of respondents stated that dog fouling was very common in their area, 32% stated it was fairly common and 28% stated it was not common in their area. Compared to 2009, dog fouling appears to be slightly more of an issue with 63% stating that dog fouling is very or fairly common in 2009 compared to 68% in 2010.



Base: Responded to this question, n=2,568

Residents in Teviot and Tweeddale are significantly more likely to have stated dog fouling is very or fairly common (both 70%) than residents living in Berwickshire (63%).

Q38 How common is dog fouling in your area?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2555	508	549	497	502	499
<b>Very common</b>	35%	33%	34%	33%	37%	38%
<b>Fairly common</b>	32%	30%	33%	35%	33%	32%
<b>Not common</b>	28%	32%	29%	28%	26%	26%
<b>Don't know</b>	4%	4%	5%	4%	4%	4%

## Anti dog fouling campaign

Three in four respondents (75%) stated they were aware of the Council's anti dog fouling campaign (72% in 2009 and 67% in 2008). Residents in Tweeddale are slightly less aware of the dog fouling campaign than respondents from other areas.

Q39 Are you aware of the councils anti dog fouling campaign?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2532	501	544	495	502	490
<b>Yes</b>	75%	73%	76%	75%	80%	72%
<b>No</b>	25%	27%	24%	25%	20%	28%

Awareness of the anti dog fouling campaign appears to increase with age and then decreases again for older respondents aged 75 and over.

Q39 Are you aware of the councils anti dog fouling campaign?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	2509	447	688	938	436
<b>Yes</b>	75%	70%	76%	78%	72%
<b>No</b>	25%	30%	24%	22%	28%

Of those who are aware, the majority heard about the campaign by posters (50%), or the press (47%). Compared to previous years this indicates that awareness of the Press campaign decreased from 60% in 2008 to 47% in 2009 and 2010. Awareness of the poster campaign continues to increase from 29% in 2008 to 48% in 2009 and 50% in 2010.

Q40 Source of awareness			
	2010	2009	2008
<b>Base</b>	1,881	2,665	2,536
<b>Radio</b>	15%	15%	19%
<b>Press</b>	47%	47%	60%
<b>Poster</b>	50%	48%	29%
<b>Bus advert</b>	6%	8%	9%
<b>Dog wardens</b>	11%	9%	5%
<b>Other</b>	5%	8%	10%

A summary of other ways people have heard about the campaign are listed below:

Source	No.	%
Word of mouth	32	39%
Community Council/ Community Safety Panel	17	21%
From Councillor	4	5%
Dog waste bin/ General bins	6	7%
Signs	1	1%
Through work	2	2%
Internet/ Website	3	4%
Community wardens	1	1%
Already knew/ Common sense	5	6%
Police	1	1%
Local CAB	1	1%
Used to have a dog/ Through the vet	2	2%
MSP	1	1%
Council literature/ News	2	2%
Local school	1	1%
Can't remember	3	4%
<b>Total</b>	<b>82</b>	<b>100%</b>

Analysis by area reveals that similar to 2009 and 2008, Teviot and Tweeddale residents are more likely than other Scottish Borders residents to have seen the campaign in the press but less likely to have seen posters or bus adverts.

Q40 If yes, where did you hear about the campaign?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>1872</b>	<b>356</b>	<b>412</b>	<b>357</b>	<b>396</b>	<b>351</b>
<b>Radio</b>	15%	14%	19%	14%	14%	13%
<b>Press</b>	47%	34%	41%	46%	60%	55%
<b>Poster</b>	50%	57%	54%	54%	41%	47%
<b>Bus advert</b>	6%	6%	7%	10%	5%	3%
<b>Dog wardens</b>	11%	17%	12%	8%	10%	7%
<b>Other</b>	5%	7%	6%	5%	4%	4%

Respondents aged 60 to 74 are more significantly more likely to have heard about the campaign through the press (53%) than respondents aged between 16 and 44. Awareness of the campaign through posters on the other hand is highest for younger respondents (61%) and awareness of posters decreases with age.

Q40 If yes, where did you hear about the campaign?					
	Overall	16-44 years	45-59 years	60-74 years	75 years or older
<b>Base</b>	<b>1857</b>	<b>311</b>	<b>520</b>	<b>725</b>	<b>301</b>
<b>Radio</b>	15%	25%	19%	12%	6%
<b>Press</b>	47%	33%	45%	53%	52%
<b>Poster</b>	51%	61%	51%	47%	48%
<b>Bus advert</b>	6%	12%	8%	3%	4%
<b>Dog wardens</b>	11%	11%	12%	11%	8%
<b>Other</b>	5%	4%	6%	6%	5%

45% of respondents believe that the Council's anti dog fouling campaign is making a difference. Berwickshire respondents are most likely to believe it is making a difference (51%) and those in Teviot are least likely to believe this (40%).

Q41 Do you think the Council's anti dog fouling campaign is making a difference?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	1758	334	379	341	377	327
<b>Yes</b>	45%	51%	48%	42%	40%	45%
<b>No</b>	55%	49%	52%	58%	60%	55%

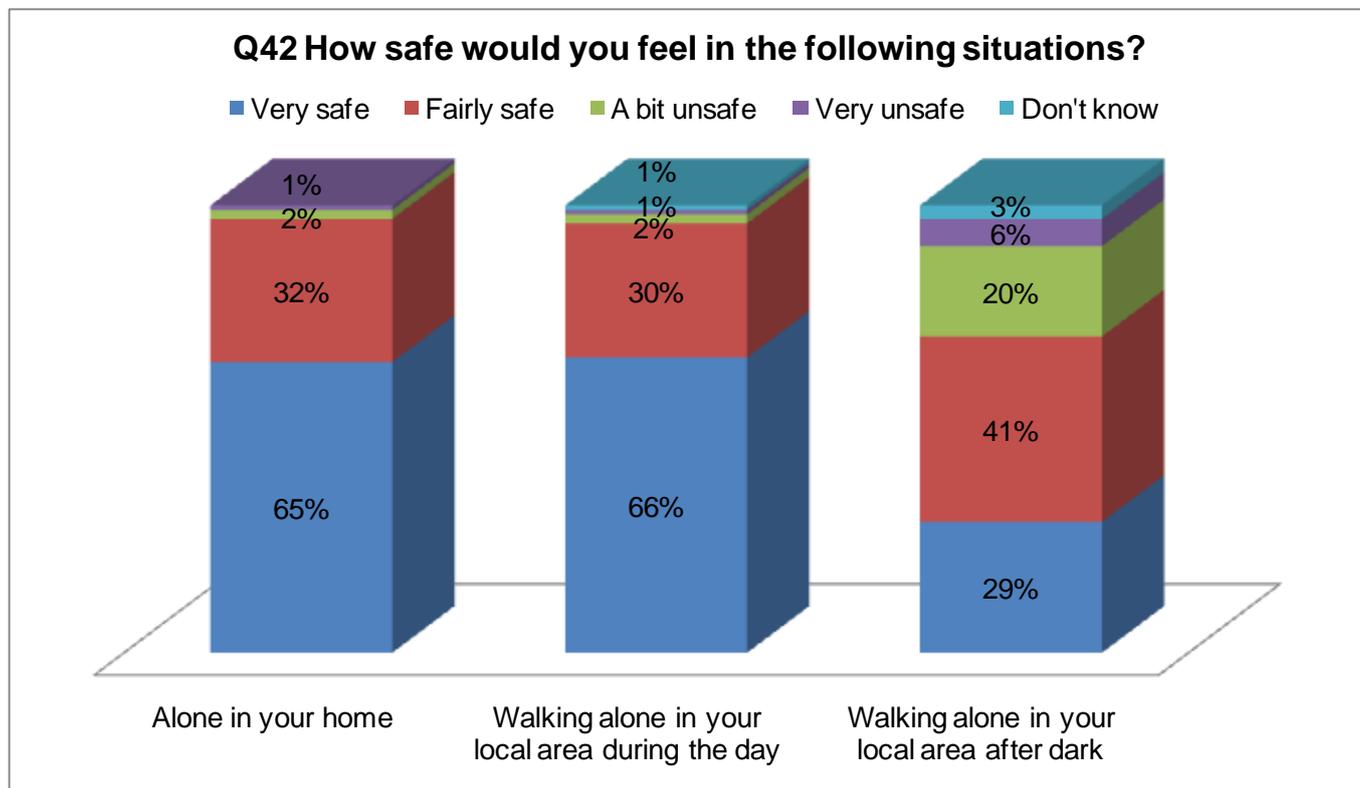
In general the proportion of respondents who feel the anti dog fouling campaign is making a difference increases with age.

Q41 Do you think the councils anti dog fouling campaign is making a difference?					
	Overall	16-44 years	45-59 years	60-74 years	75 years+
<b>Base</b>	1742	293	486	675	288
<b>Yes</b>	45%	36%	45%	44%	56%
<b>No</b>	55%	64%	55%	56%	44%

## 5.12. Community safety

### Feeling of safety

97% of respondents feel very or fairly safe alone in their home, and 96% feel very or fairly safe walking alone in their local area during the day. Fewer respondents felt safe walking alone in their local area after dark (70%).



Base: Alone in your home, n=2,563; Walking alone in local area after dark, n=2,539; Walking alone in your local area after dark, n=2,539

Compared to previous years feeling of safety has remained fairly consistent in terms of how safe respondents feel alone in their home (between 96% and 97%) and when walking alone in the local area during the day (between 96% and 98%). However, it can be seen in the 2010 survey that more respondents feel very or fairly safe walking alone in the local area after dark (70%) than was the case in previous years (65% in 2009, 63% in 2008, and 67% in 2007).

Q42 Feeling of Safety								
	2010		2009		2008		2007	
Base	% very/ fairly safe	% very/ fairly unsafe						
<b>Alone in your home</b>	97%	3%	97%	3%	96%	4%	97%	3%
<b>Walking alone in your local area during the day*</b>	96%	3%	97%	3%	96%	3%	98%	2%
<b>Walking alone in your local area after dark</b>	70%	26%	65%	29%	63%	32%	67%	28%

\* Was worded at "when outside during the day in 2007"

### Alone in your home

Analysis by area shows that responses are consistent across the areas with between 96% (Teviot) and 99% (Tweeddale) stating they feel safe alone in their home.

Alone in your home						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2550</b>	<b>501</b>	<b>551</b>	<b>498</b>	<b>500</b>	<b>500</b>
<b>Very safe</b>	65%	64%	65%	69%	60%	69%
<b>Fairly safe</b>	32%	34%	32%	28%	36%	30%
<b>A bit unsafe</b>	2%	1%	2%	2%	2%	0%
<b>Very unsafe</b>	1%	1%	0%	0%	1%	0%
<b>Don't know</b>	0%	0%	0%	0%	0%	0%
<b>% very/ fairly safe</b>	97%	98%	97%	97%	96%	99%
<b>% very/ a bit unsafe</b>	3%	2%	2%	2%	3%	0%

Analysis by age reveals that more respondents aged 45 to 59 stated they feel very safe alone in their home (69%) than those aged 75+ (62%).

Alone in your home					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2527</b>	<b>448</b>	<b>687</b>	<b>942</b>	<b>450</b>
<b>Very safe</b>	65%	68%	69%	63%	62%
<b>Fairly safe</b>	32%	28%	29%	34%	36%
<b>A bit unsafe</b>	2%	3%	1%	1%	1%
<b>Very unsafe</b>	1%	1%	0%	0%	0%
<b>Don't know</b>	0%	-	0%	0%	0%
<b>% very/ fairly safe</b>	97%	96%	98%	97%	98%
<b>% very/ a bit unsafe</b>	3%	4%	1%	1%	1%

### Alone in your area during the day

The proportion of respondents stating they feel very or fairly safe walking alone in their local area during the day is consistent across areas varying only by 3 percentage points at the most. The proportion stating they feel very safe, is significantly higher in Tweeddale (71%) than in Teviot (61%).

Walking alone in your local area during the day						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2526</b>	<b>499</b>	<b>547</b>	<b>493</b>	<b>491</b>	<b>496</b>
<b>Very safe</b>	66%	67%	64%	65%	61%	71%
<b>Fairly safe</b>	30%	28%	32%	31%	35%	26%
<b>A bit unsafe</b>	2%	2%	3%	2%	2%	2%
<b>Very unsafe</b>	1%	1%	-	1%	1%	-
<b>Don't know</b>	1%	2%	1%	1%	0%	1%
<b>% very/ fairly safe</b>	96%	95%	96%	96%	96%	97%
<b>% very/ a bit unsafe</b>	3%	3%	3%	3%	3%	2%

The proportion of respondents stating they feel very safe walking alone in their local area during the day decreases with age and the proportion stating they feel very or fairly safe is lowest for respondents age 75 and older (93%).

Walking alone in your local area during the day					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2506</b>	<b>448</b>	<b>688</b>	<b>935</b>	<b>435</b>
<b>Very safe</b>	66%	71%	68%	64%	60%
<b>Fairly safe</b>	30%	26%	29%	32%	33%
<b>A bit unsafe</b>	2%	2%	2%	2%	3%
<b>Very unsafe</b>	1%	1%	0%	1%	1%
<b>Don't know</b>	1%	-	0%	0%	4%
<b>% very/ fairly safe</b>	96%	97%	97%	96%	93%
<b>% very/ a bit unsafe</b>	3%	3%	2%	3%	4%

#### *Alone in your local area after dark*

With regards to walking alone in the local area after dark significantly more respondents living Tweeddale stated they feel safe (79%) than in Teviot (65%).

Walking alone in your local area after dark						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2526</b>	<b>499</b>	<b>542</b>	<b>491</b>	<b>497</b>	<b>497</b>
<b>Very safe</b>	29%	29%	28%	29%	25%	36%
<b>Fairly safe</b>	41%	43%	39%	40%	40%	43%
<b>A bit unsafe</b>	20%	19%	23%	21%	24%	12%
<b>Very unsafe</b>	6%	4%	6%	6%	9%	4%
<b>Don't know</b>	3%	4%	4%	3%	2%	5%
<b>% very/ fairly safe</b>	70%	72%	67%	69%	65%	79%
<b>% very/ a bit unsafe</b>	26%	23%	29%	27%	33%	16%

The proportion of respondents stating they feel very or fairly safe walking alone in their local area after dark decreases with age. For example 79% of respondents aged 16 to 44, compared to 76% of those aged 45 to 59, 70% of respondents aged 70 to 74 and 55% for respondents aged 75 and over.

Walking alone in your local area after dark					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2506</b>	<b>447</b>	<b>689</b>	<b>933</b>	<b>437</b>
<b>Very safe</b>	29%	31%	36%	28%	20%
<b>Fairly safe</b>	41%	48%	40%	42%	35%
<b>A bit unsafe</b>	20%	17%	18%	22%	22%
<b>Very unsafe</b>	6%	4%	5%	5%	10%
<b>Don't know</b>	3%	0%	1%	2%	13%
<b>% very/ fairly safe</b>	70%	79%	76%	70%	55%
<b>% very/ a bit unsafe</b>	26%	21%	23%	27%	32%

Analysis by gender reveals that female respondents are less likely to feel safe walking alone in their local area after dark (73%) than males (86%).

Walking alone in your local area after dark			
	Overall	Male	Female
<b>Base</b>	<b>493</b>	<b>235</b>	<b>258</b>
<b>Very safe</b>	36%	46%	28%
<b>Fairly safe</b>	43%	40%	45%
<b>A bit unsafe</b>	13%	7%	18%
<b>Very unsafe</b>	4%	3%	5%
<b>Don't know</b>	4%	4%	5%
<b>% very/ fairly safe</b>	79%	86%	73%
<b>% very/ a bit unsafe</b>	17%	10%	23%

Two in 10 respondents stated there are places in their local area that they feel unsafe, Respondents were asked to provide details of the place, time of day or night and reasons why they feel unsafe. These comments are listed in Appendix 6.

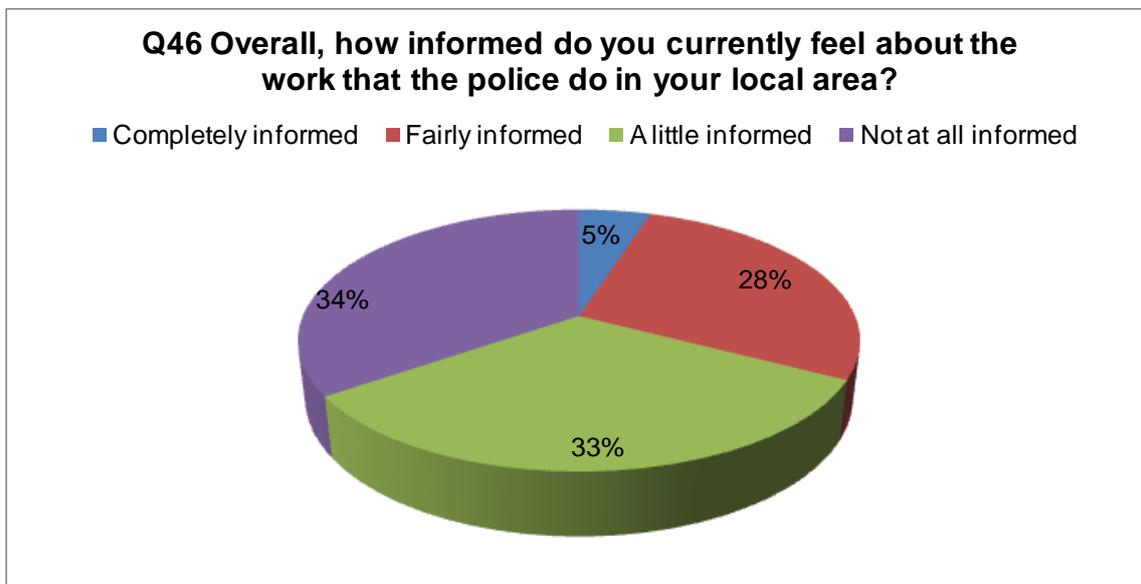
### Things that would make you feel safer

Respondents were asked for their suggestions on what the police and other public sector agencies such as Scottish Borders Council could do to help residents feel safer in their local area. The majority of respondents made reference to the police service stating they would like to see more police patrolling the area and being more visible in the local area (64%).

Suggestion	No.	%
More Police patrolling the area/ More visible/ On foot/ At night and weekends/ Tougher/ Stop time wasting	210	64%
Remove groups of youths hanging around/ drinking/ disrupting the area/ Antisocial behaviour	26	8%
Better/ More lighting	20	6%
Control alcohol consumption/ Binge drinking/ Under age drinking/ Sale of alcohol	17	5%
Wardens patrolling area/ Supervision	13	4%
CCTV	9	3%
Stop moving 'wrong people' into the area/ Evict people causing disruption to the area	10	3%
More for young people to do/ Involve them in the community	10	3%
Traffic calming measures	11	3%
Nothing - do what they can	11	3%
Stop drug takers/ dealers in the area	6	2%
Don't know	7	2%
Locked doors/ Intercom system	2	1%
Dogs to be kept on leads/ Better controlled	3	1%
Parents to control their children/ Have curfews	3	1%
Police do ok - the courts/ council don't do job properly	3	1%
A policewoman started the problems in the area/ Police aggressive	2	1%
Background checks on individuals	1	0%
More investment to the area	1	0%
Improve the area	1	0%
It's a cultural/ social problem	1	0%
Educate people	1	0%
Avoid people causing problems	1	0%
<b>Total</b>	<b>330</b>	<b>100%</b>

## Perceptions of the police

5% of respondents stated that overall, they feel they are completely informed about the work that the police do in the local area. A further 28% stated they are fairly informed, 33% stated a little informed and 34% not at all informed.



Base: Responded to this question, n=2,533

Analysis by area reveals that Teviot respondents feel they are kept most informed about the work that the police do in the local area (41%). On the other hand, significantly less respondents living in Cheviot stated they are kept completely or fairly informed (24%).

Q46 Overall, how informed do you currently feel about the work that the police do in your local area?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2520</b>	<b>498</b>	<b>543</b>	<b>491</b>	<b>492</b>	<b>496</b>
<b>Completely informed</b>	4%	5%	4%	3%	4%	6%
<b>Fairly informed</b>	28%	30%	20%	24%	37%	28%
<b>A little informed</b>	33%	33%	36%	35%	30%	32%
<b>Not at all informed</b>	35%	32%	40%	38%	28%	34%

Respondents were asked for their opinions on a number of statements regarding the roles of the police and the Council in dealing with crime in their area:

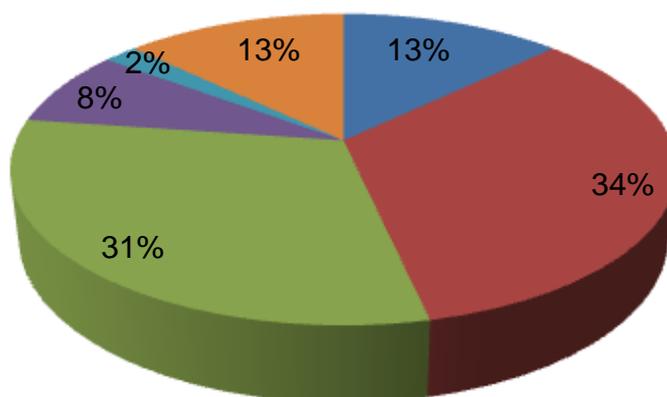
- 29% agreed and 22% disagreed that the police and Scottish Borders Council seek people’s views about dealing with anti social behaviour and crime in the area;
- 34% agreed and 15% disagreed that the police and Scottish Borders Council are dealing with anti social behaviour and crime in the area;
- 38% agreed and 23% disagreed that the police can be relied on to be there when people need them;
- 51% agreed and 15% disagreed that they have confidence in the police in their local area.

Q47 To what extent do you agree or disagree with the following statements?							
	Base	Strongly agree	Agree	Neither/ nor	Disagree	Strongly disagree	Don't know
The police and Scottish Borders council seek people's views about dealing with anti social behaviour and crime in your area	2480	9%	20%	31%	16%	6%	18%
The police and Scottish Borders council are dealing with anti social behaviour and crime in your area	2466	6%	28%	30%	12%	3%	20%
The police can be relied on to be there when I need them	2494	8%	30%	26%	17%	6%	14%
Taking everything into account, I have confidence in the police in my local area	2517	12%	39%	26%	11%	4%	7%

Following on from this the survey asked respondents how good a job they feel the police in their local area are doing. 47% of respondents stated the police were doing a good or very good job, 31% stated they were doing a fair job and 10% a poor or very poor job.

**Q48 Taking everything into consideration, how good a job do you think the police in your local area are doing?**

■ Very good ■ Good ■ Fair ■ Poor ■ Very poor ■ Don't know



Base: Responded to this question, n=2,564

Analysis by area reveals that significantly more respondents in Berwickshire (53%) than in Cheviot (39%) feel the police in their area are doing a good or very good job.

Q48 Taking everything into consideration, how good a job do you think the police in your local area are doing?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2550	504	546	493	505	502
<b>Very good</b>	13%	16%	9%	12%	15%	11%
<b>Good</b>	34%	37%	30%	33%	33%	35%
<b>Fair</b>	31%	27%	36%	31%	33%	28%
<b>Poor</b>	8%	6%	9%	6%	9%	8%
<b>Very poor</b>	2%	2%	2%	2%	3%	1%
<b>Don't know</b>	13%	11%	14%	16%	7%	16%
<b>% very good/ good</b>	47%	53%	39%	45%	48%	46%
<b>% very poor/ poor</b>	10%	8%	11%	8%	12%	9%

### Neighbourhood problems

The top five neighbourhood problems facing respondents overall appear to be:

- Dangerous driving or speeding (46% stating very or fairly common)
- Parking problems (36%)
- Rubbish and litter lying around (30%)
- People being drunk or rowdy in public places (22%)
- People using or dealing drugs (22%)

Q49 Do you think the following are common in your local area?						
	Base	Very common	Fairly common	Not very common	Not at all common	Don't know
<b>Noisy neighbours or loud parties</b>	2492	5%	9%	34%	50%	3%
<b>Rubbish and litter lying around</b>	2498	8%	22%	37%	32%	1%
<b>People being drunk or rowdy in public places</b>	2489	7%	15%	34%	38%	5%
<b>Abandoned or burnt out cars</b>	2485	0%	1%	13%	79%	7%
<b>Vandalism or graffiti to property or vehicles</b>	2482	2%	8%	27%	58%	6%
<b>People using or dealing drugs</b>	2498	7%	15%	18%	36%	26%
<b>Off road motorbikes</b>	2468	2%	7%	24%	53%	15%
<b>Callers at the door</b>	2491	3%	17%	43%	34%	3%
<b>Groups or individuals intimidating or harassing others</b>	2493	3%	6%	27%	52%	12%
<b>Racially motivated attacks</b>	2480	0%	1%	16%	65%	18%
<b>Parking problems</b>	2494	15%	21%	21%	37%	6%
<b>People setting fires to cause damage</b>	2481	1%	1%	15%	69%	14%
<b>Derelict buildings</b>	2472	3%	6%	20%	60%	11%
<b>Dangerous driving or speeding</b>	2523	17%	29%	28%	21%	5%

In general, each of these issues (with the exception of noisy neighbours, people using or dealing drugs, racially motivated attacks and dangerous driving or speeding) are becoming less of an issue over the last four years. For example rubbish and litter lying around has continued to decrease from 40% in 2007, to 39% in 2008, 34% in 2009 and 30% in 2010. On the other hand, dangerous driving or speeding appears to be becoming more of an issue with 46% in 2010 stating this is a very or fairly common problem compared to 36% in 2009, 38% in 2008 and 34% in 2007.

Q49 Neighbourhood Problems (% stating very/ fairly common)				
	2010	2009	2008	2007
Noisy neighbours or loud parties	14%	14%	12%	13%
Rubbish and litter lying around	30%	34%	39%	40%
People being drunk or rowdy in public places	22%	23%	25%	27%
Abandoned or burnt out cars	1%	2%	2%	3%
Vandalism or graffiti to property or vehicles	10%	14%	17%	20%
People using or dealing drugs	22%	20%	20%	20%
Groups or individuals intimidating or harassing others	9%	12%	14%	15%
Racially motivated attacks	1%	1%	1%	2%
People setting fires to cause damage	2%	1%	1%	1%
Dangerous driving or speeding	46%	36%	38%	34%

#### *Noisy neighbours or loud parties*

Noisy neighbours is significantly more common in Teviot (18% stating very or fairly common) than in Tweeddale (7%).

Noisy neighbours or loud parties						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
Base	2480	487	544	479	481	489
Very common	5%	4%	5%	6%	7%	1%
Fairly common	9%	7%	9%	11%	11%	6%
Not very common	34%	34%	33%	31%	38%	36%
Not at all common	50%	52%	51%	51%	42%	54%
Don't know	3%	4%	2%	2%	2%	4%
% very/ fairly common	14%	11%	14%	17%	18%	7%
% not very/ not at all common	84%	86%	84%	82%	80%	90%

Analysis by age reveals that age increases the proportion stating noisy neighbours are common decreases.

Noisy neighbours or loud parties					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2458</b>	<b>441</b>	<b>681</b>	<b>912</b>	<b>424</b>
<b>Very common</b>	5%	9%	5%	4%	2%
<b>Fairly common</b>	9%	13%	10%	8%	4%
<b>Not very common</b>	34%	36%	37%	34%	30%
<b>Not at all common</b>	50%	41%	47%	52%	60%
<b>Don't know</b>	3%	2%	2%	2%	5%
<b>% very/ fairly common</b>	14%	22%	15%	12%	6%
<b>% not very/ not at all common</b>	84%	77%	84%	86%	90%

### *Rubbish and litter lying around*

The extent to which rubbish and litter is a problem in the neighbourhood does not vary significantly by committee area.

Rubbish and litter lying around						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2485</b>	<b>490</b>	<b>540</b>	<b>480</b>	<b>486</b>	<b>489</b>
<b>Very common</b>	8%	6%	8%	9%	10%	6%
<b>Fairly common</b>	22%	22%	23%	22%	20%	23%
<b>Not very common</b>	37%	38%	35%	37%	39%	38%
<b>Not at all common</b>	32%	32%	34%	33%	29%	32%
<b>Don't know</b>	1%	2%	0%	0%	1%	1%
<b>% very/ fairly common</b>	30%	28%	31%	31%	30%	29%
<b>% not very/ not at all common</b>	69%	70%	69%	70%	68%	70%

Rubbish and litter lying around is perceived as a significantly more common problem for respondents aged 60 to 74 (31%)

Rubbish and litter lying around					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2465</b>	<b>445</b>	<b>683</b>	<b>915</b>	<b>422</b>
<b>Very common</b>	8%	7%	7%	9%	6%
<b>Fairly common</b>	22%	20%	23%	22%	22%
<b>Not very common</b>	37%	43%	38%	35%	32%
<b>Not at all common</b>	32%	29%	30%	33%	37%
<b>Don't know</b>	1%	1%	1%	0%	2%
<b>% very/ fairly common</b>	30%	27%	30%	31%	28%
<b>% not very/ not at all common</b>	69%	72%	68%	68%	69%

### People being drunk or rowdy in public places

Significantly more respondents living in Teviot stated that people being drunk or rowdy in public places was a very or fairly common (31%) than in Berwickshire and Eildon (both 18%).

People being drunk or rowdy in public places						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2477</b>	<b>494</b>	<b>537</b>	<b>478</b>	<b>481</b>	<b>487</b>
<b>Very common</b>	7%	6%	7%	6%	12%	5%
<b>Fairly common</b>	15%	12%	16%	12%	19%	17%
<b>Not very common</b>	34%	34%	32%	37%	33%	34%
<b>Not at all common</b>	38%	43%	38%	42%	30%	38%
<b>Don't know</b>	5%	5%	7%	4%	6%	6%
<b>% very/ fairly common</b>	22%	18%	23%	18%	31%	22%
<b>% not very/ not at all common</b>	72%	77%	70%	79%	63%	72%

The proportion of respondents stating people being drunk or rowdy in public places is a common problem, decreases with age:

People being drunk or rowdy in public places					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2456</b>	<b>444</b>	<b>680</b>	<b>915</b>	<b>417</b>
<b>Very common</b>	7%	10%	7%	8%	3%
<b>Fairly common</b>	15%	17%	19%	14%	10%
<b>Not very common</b>	34%	39%	36%	33%	28%
<b>Not at all common</b>	38%	33%	36%	40%	44%
<b>Don't know</b>	5%	1%	2%	5%	16%
<b>% very/ fairly common</b>	22%	27%	26%	22%	13%
<b>% not very/ not at all common</b>	72%	72%	72%	73%	72%

### Abandoned or burnt out cars

Abandoned or burnt out cars is perceived by the majority of respondents as being not at all common and most so in Eildon (86% stating not at all common).

Abandoned or burnt out cars						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2473</b>	<b>492</b>	<b>539</b>	<b>480</b>	<b>475</b>	<b>487</b>
<b>Very common</b>	0%	-	1%	0%	0%	0%
<b>Fairly common</b>	1%	0%	1%	1%	1%	1%
<b>Not very common</b>	13%	12%	10%	8%	19%	15%
<b>Not at all common</b>	79%	81%	79%	86%	71%	78%
<b>Don't know</b>	7%	7%	9%	5%	9%	6%
<b>% very/ fairly common</b>	1%	0%	2%	1%	1%	1%
<b>% not very/ not at all common</b>	92%	93%	89%	94%	90%	93%

The extent to which abandoned or burnt out cars are a problem in the neighbourhood does not vary significantly by age.

Abandoned or burnt out cars					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2452</b>	<b>446</b>	<b>679</b>	<b>914</b>	<b>413</b>
<b>Very common</b>	0%	-	0%	0%	0%
<b>Fairly common</b>	1%	1%	0%	1%	0%
<b>Not very common</b>	13%	12%	15%	14%	7%
<b>Not at all common</b>	79%	85%	82%	77%	73%
<b>Don't know</b>	7%	2%	3%	8%	19%
<b>% very/ fairly common</b>	1%	1%	0%	1%	0%
<b>% not very/ not at all common</b>	92%	97%	97%	91%	80%

### *Vandalism or graffiti to property or vehicles*

Teviot respondents are the most likely to have stated that vandalism or graffiti to property or vehicles is a very or fairly common problem (14%) than respondents living in all other areas in the Scottish Borders.

Vandalism or graffiti to property or vehicles						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2470</b>	<b>491</b>	<b>538</b>	<b>478</b>	<b>479</b>	<b>484</b>
<b>Very common</b>	2%	1%	2%	1%	4%	2%
<b>Fairly common</b>	8%	6%	6%	8%	10%	8%
<b>Not very common</b>	27%	25%	27%	25%	30%	26%
<b>Not at all common</b>	58%	62%	58%	62%	49%	59%
<b>Don't know</b>	6%	6%	7%	4%	7%	5%
<b>% very/ fairly common</b>	10%	7%	8%	9%	14%	10%
<b>% not very/ not at all common</b>	85%	87%	85%	87%	79%	85%

Respondents aged 75 and over are least likely to consider vandalism and graffiti as a common problem (6%) and respondents aged 45 to 59 the most likely (11%).

Vandalism or graffiti to property or vehicles					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2449</b>	<b>445</b>	<b>681</b>	<b>911</b>	<b>412</b>
<b>Very common</b>	2%	2%	2%	2%	1%
<b>Fairly common</b>	8%	7%	9%	8%	5%
<b>Not very common</b>	27%	29%	28%	27%	22%
<b>Not at all common</b>	58%	61%	58%	57%	57%
<b>Don't know</b>	6%	2%	3%	5%	15%
<b>% very/ fairly common</b>	10%	9%	11%	10%	6%
<b>% not very/ not at all common</b>	85%	90%	86%	84%	79%

### People using or dealing drugs

People using or dealing drugs is significantly more of an issue in Teviot (26%) than in Tweeddale (17%). However Berwickshire has the highest proportion of respondents stating that this is a very common issue (10%).

People using or dealing drugs						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2485	497	540	481	479	488
<b>Very common</b>	7%	10%	5%	5%	9%	4%
<b>Fairly common</b>	15%	14%	15%	14%	17%	13%
<b>Not very common</b>	18%	16%	17%	18%	17%	20%
<b>Not at all common</b>	36%	37%	36%	38%	33%	33%
<b>Don't know</b>	26%	23%	26%	25%	24%	30%
<b>% very/ fairly common</b>	22%	24%	20%	19%	26%	17%
<b>% not very/ not at all common</b>	54%	53%	53%	56%	50%	53%

Respondents aged 45 to 59 are most likely to have stated that drug problems are common (26%).

People using or dealing drugs					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2467	445	684	917	421
<b>Very common</b>	7%	9%	8%	6%	3%
<b>Fairly common</b>	15%	16%	18%	15%	8%
<b>Not very common</b>	18%	21%	20%	17%	12%
<b>Not at all common</b>	35%	37%	35%	35%	36%
<b>Don't know</b>	26%	17%	19%	27%	41%
<b>% very/ fairly common</b>	22%	25%	26%	21%	11%
<b>% not very/ not at all common</b>	53%	58%	55%	52%	48%

### Off road motorbikes

The extent to which off road motorbikes are a problem does not vary by area to a great extent.

Off road motorbikes						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2455	492	537	477	463	486
<b>Very common</b>	2%	1%	2%	1%	2%	1%
<b>Fairly common</b>	7%	8%	7%	6%	5%	9%
<b>Not very common</b>	24%	21%	23%	22%	25%	28%
<b>Not at all common</b>	53%	57%	49%	57%	53%	48%
<b>Don't know</b>	15%	13%	18%	13%	15%	14%
<b>% very/ fairly common</b>	9%	9%	9%	7%	7%	10%
<b>% not very/ not at all common</b>	77%	78%	72%	79%	78%	76%

Off road motorbikes are perceived as significantly more common by respondents aged 16 to 44 (13%) than older respondents aged 75 and above (5%).

Off road motorbikes					
	Overall	16-44years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2436</b>	<b>446</b>	<b>681</b>	<b>910</b>	<b>399</b>
<b>Very common</b>	2%	3%	1%	1%	1%
<b>Fairly common</b>	7%	10%	8%	6%	4%
<b>Not very common</b>	24%	25%	31%	23%	14%
<b>Not at all common</b>	53%	52%	50%	55%	53%
<b>Don't know</b>	15%	10%	10%	15%	28%
<b>% very/ fairly common</b>	9%	13%	9%	7%	5%
<b>% not very/ not at all common</b>	77%	77%	81%	78%	67%

### *Callers at the door*

Callers at the door are considered most problematic in Cheviot (24% stating very or fairly common) and least in Berwickshire (15%).

Callers at the door						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2478</b>	<b>493</b>	<b>540</b>	<b>482</b>	<b>477</b>	<b>486</b>
<b>Very common</b>	4%	3%	4%	4%	3%	3%
<b>Fairly common</b>	17%	12%	20%	18%	14%	19%
<b>Not very common</b>	43%	43%	42%	39%	45%	45%
<b>Not at all common</b>	34%	38%	31%	36%	36%	30%
<b>Don't know</b>	3%	4%	3%	3%	2%	2%
<b>% very/ fairly common</b>	21%	15%	24%	22%	17%	22%
<b>% not very/ not at all common</b>	77%	81%	73%	75%	81%	75%

Younger respondents are significantly more likely to perceive callers at the door as being a common problem in their neighbourhood (23%) than respondents aged 75 and over (15%).

Callers at the door					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2459</b>	<b>443</b>	<b>682</b>	<b>918</b>	<b>416</b>
<b>Very common</b>	4%	5%	3%	3%	3%
<b>Fairly common</b>	17%	18%	19%	17%	12%
<b>Not very common</b>	43%	44%	41%	43%	43%
<b>Not at all common</b>	34%	31%	35%	34%	37%
<b>Don't know</b>	3%	2%	2%	3%	5%
<b>% very/ fairly common</b>	21%	23%	22%	20%	15%
<b>% not very/ not at all common</b>	77%	75%	76%	77%	80%

### *Groups or individuals intimidating or harassing others*

Teviot has the highest proportion of respondents stating that groups or individuals intimidating or harassing others is a common problem in the local area. On the other hand, just 5% of those living in Tweeddale stated this was a common problem.

Groups or individuals intimidating or harassing others						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2480	496	539	480	475	490
<b>Very common</b>	3%	2%	4%	2%	4%	2%
<b>Fairly common</b>	6%	5%	8%	6%	10%	3%
<b>Not very common</b>	27%	25%	28%	26%	28%	29%
<b>Not at all common</b>	52%	56%	48%	55%	47%	55%
<b>Don't know</b>	12%	12%	12%	11%	12%	11%
<b>% very/ fairly common</b>	9%	7%	12%	8%	14%	5%
<b>% not very/ not at all common</b>	79%	81%	76%	81%	75%	84%

The younger age group are significantly more likely to have stated groups or individuals intimidating or harassing others is a common problem (16% of 16 to 44 year olds).

Groups or individuals intimidating or harassing others					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2460	446	684	916	414
<b>Very common</b>	3%	4%	3%	2%	2%
<b>Fairly common</b>	6%	12%	6%	6%	2%
<b>Not very common</b>	27%	33%	31%	26%	17%
<b>Not at all common</b>	52%	45%	52%	55%	54%
<b>Don't know</b>	12%	7%	7%	11%	26%
<b>% very/ fairly common</b>	9%	16%	9%	8%	4%
<b>% not very/ not at all common</b>	79%	78%	83%	81%	71%

### *Racially motivated attacks*

Racially motivated attacks are most common in Teviot with 5% stating this is a very or fairly common problem.

Racially motivated attacks						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2467	493	536	478	473	487
<b>Very common</b>	0%	0%	0%	-	1%	0%
<b>Fairly common</b>	1%	1%	1%	1%	4%	0%
<b>Not very common</b>	16%	12%	18%	14%	20%	16%
<b>Not at all common</b>	65%	70%	60%	69%	59%	65%
<b>Don't know</b>	18%	16%	21%	16%	17%	19%
<b>% very/ fairly common</b>	1%	1%	1%	1%	5%	0%
<b>% not very/ not at all common</b>	81%	82%	78%	83%	79%	81%

Perceptions on racially motivated attacks do not vary significantly by age.

Racially motivated attacks					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2448</b>	<b>445</b>	<b>681</b>	<b>914</b>	<b>408</b>
<b>Very common</b>	0%	0%	0%	0%	0%
<b>Fairly common</b>	1%	2%	2%	1%	0%
<b>Not very common</b>	16%	19%	20%	14%	11%
<b>Not at all common</b>	65%	67%	65%	66%	57%
<b>Don't know</b>	18%	12%	13%	18%	32%
<b>% very/ fairly common</b>	1%	2%	2%	1%	0%
<b>% not very/ not at all common</b>	81%	86%	85%	80%	68%

### *Parking problems*

Parking problems appear to be most common in Tweeddale (40%) and less of an issue in Cheviot (33%).

Parking problems						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2481</b>	<b>492</b>	<b>539</b>	<b>481</b>	<b>480</b>	<b>489</b>
<b>Very common</b>	15%	13%	14%	14%	16%	18%
<b>Fairly common</b>	21%	21%	19%	22%	20%	22%
<b>Not very common</b>	22%	19%	23%	23%	24%	19%
<b>Not at all common</b>	37%	39%	38%	37%	34%	36%
<b>Don't know</b>	6%	8%	6%	4%	6%	5%
<b>% very/ fairly common</b>	36%	34%	33%	36%	36%	40%
<b>% not very/ not at all common</b>	59%	58%	61%	60%	58%	55%

Parking problems is perceived as a more common problem for the 16 to 44 age group than the 75 and over age group (42% compared to 33%).

Parking problems					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2462</b>	<b>446</b>	<b>680</b>	<b>916</b>	<b>420</b>
<b>Very common</b>	15%	17%	15%	16%	11%
<b>Fairly common</b>	21%	25%	22%	18%	22%
<b>Not very common</b>	22%	20%	21%	22%	21%
<b>Not at all common</b>	37%	36%	38%	38%	33%
<b>Don't know</b>	6%	2%	4%	6%	13%
<b>% very/ fairly common</b>	36%	42%	37%	34%	33%
<b>% not very/ not at all common</b>	59%	56%	59%	60%	54%

### People setting fires to cause damage

Deliberate fire raising is not a significant issue in any of the five areas with 3% at the most in Tweeddale stating it is a very or fairly common problem.

People setting fires to cause damage						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2468</b>	<b>492</b>	<b>536</b>	<b>481</b>	<b>473</b>	<b>486</b>
<b>Very common</b>	1%	1%	1%	1%	1%	1%
<b>Fairly common</b>	1%	1%	1%	0%	1%	2%
<b>Not very common</b>	15%	13%	14%	15%	19%	16%
<b>Not at all common</b>	69%	72%	70%	71%	64%	68%
<b>Don't know</b>	14%	13%	14%	13%	15%	14%
<b>% very/ fairly common</b>	2%	2%	2%	1%	2%	3%
<b>% not very/ not at all common</b>	84%	85%	84%	86%	83%	84%

The extent to which people perceive deliberate fire raising as a common problem does not vary significantly with age.

People setting fires to cause damage					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2447</b>	<b>446</b>	<b>682</b>	<b>913</b>	<b>406</b>
<b>Very common</b>	1%	1%	1%	1%	1%
<b>Fairly common</b>	1%	1%	1%	1%	0%
<b>Not very common</b>	15%	17%	18%	16%	9%
<b>Not at all common</b>	69%	71%	72%	68%	63%
<b>Don't know</b>	14%	10%	9%	14%	27%
<b>% very/ fairly common</b>	2%	2%	2%	2%	1%
<b>% not very/ not at all common</b>	84%	88%	90%	84%	72%

### Derelict buildings

Derelict buildings are significantly more of a problem in Teviot than other areas with 18% of respondents stating this is a very or fairly common problem.

Derelict buildings						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2459</b>	<b>490</b>	<b>535</b>	<b>476</b>	<b>473</b>	<b>485</b>
<b>Very common</b>	3%	1%	2%	2%	7%	2%
<b>Fairly common</b>	6%	4%	7%	6%	11%	3%
<b>Not very common</b>	20%	21%	20%	20%	17%	21%
<b>Not at all common</b>	60%	63%	59%	63%	54%	61%
<b>Don't know</b>	11%	11%	12%	9%	11%	12%
<b>% very/ fairly common</b>	9%	5%	9%	8%	18%	5%
<b>% not very/ not at all common</b>	80%	84%	79%	83%	71%	82%

Derelict buildings are considered more common for respondents aged 16 to 44 (13%) than older respondents (9% of respondents aged 45 to 74, 5% of respondents aged 75+).

Derelict buildings					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2442</b>	<b>445</b>	<b>679</b>	<b>915</b>	<b>403</b>
<b>Very common</b>	3%	2%	2%	4%	2%
<b>Fairly common</b>	6%	11%	7%	5%	3%
<b>Not very common</b>	20%	22%	25%	19%	13%
<b>Not at all common</b>	60%	60%	62%	60%	58%
<b>Don't know</b>	11%	5%	5%	12%	24%
<b>% very/ fairly common</b>	9%	13%	9%	9%	5%
<b>% not very/ not at all common</b>	80%	82%	87%	79%	71%

### *Dangerous driving or speeding*

The proportion of respondents stating that dangerous driving or speeding is a very or fairly common problem varies from 42% in Eildon to 50% in Tweeddale.

Dangerous driving or speeding						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2510</b>	<b>500</b>	<b>545</b>	<b>489</b>	<b>487</b>	<b>489</b>
<b>Very common</b>	17%	16%	17%	14%	17%	19%
<b>Fairly common</b>	29%	30%	30%	28%	26%	31%
<b>Not very common</b>	28%	27%	27%	26%	32%	27%
<b>Not at all common</b>	21%	22%	21%	27%	20%	17%
<b>Don't know</b>	5%	5%	6%	4%	5%	5%
<b>% very/ fairly common</b>	46%	46%	47%	42%	43%	50%
<b>% not very/ not at all common</b>	49%	49%	48%	53%	52%	44%

Dangerous driving is perceived as a common problem by over half of respondents aged 16 to 44 (54%) and respondents aged 45 to 59 (51%).

Dangerous driving or speeding					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	<b>2490</b>	<b>447</b>	<b>685</b>	<b>929</b>	<b>429</b>
<b>Very common</b>	17%	21%	17%	16%	13%
<b>Fairly common</b>	29%	33%	34%	27%	23%
<b>Not very common</b>	28%	25%	28%	31%	24%
<b>Not at all common</b>	21%	18%	19%	21%	30%
<b>Don't know</b>	5%	3%	2%	5%	11%
<b>% very/ fairly common</b>	46%	54%	51%	43%	36%
<b>% not very/ not at all common</b>	49%	43%	47%	52%	54%

## 5.13. Community service

### Perceptions of community service

1 in 10 respondents agreed that community service work made a difference to Scottish Borders in the last year. 15% disagreed with this statement and the vast majority (75%) were unsure. Analysis by area reveals that Berwickshire respondents were most likely to feel that community service work has made a difference, and Tweeddale respondents are the least likely (7%).

Q50 Do you think community service work made a difference to Scottish Borders in the last year?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2528	504	539	496	492	497
<b>Yes</b>	10%	13%	11%	10%	10%	7%
<b>No</b>	15%	13%	16%	12%	24%	12%
<b>Don't know</b>	75%	74%	73%	78%	66%	81%

Following on from this, 44% of respondents stated they would like to be informed of community service work completed in their area.

## 5.14. Housing

### State of repair/ condition of housing

Almost all respondents (98%) stated their home was in a suitable condition to live in. Analysis by area reveals that slightly less Teviot respondents agreed with this statement.

Q52 Do you think your house is in a suitable condition to live in?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2525	503	536	496	493	497
<b>Yes</b>	98%	99%	99%	99%	96%	98%
<b>No</b>	2%	1%	1%	1%	4%	2%

95% of respondents overall agreed that their house was in a good state of repair. The level of agreement to this statement is fairly consistent at between 94% for Teviot and 96% for Eildon.

Q53 Do you think your house is in a good state of repair?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2503	496	534	491	488	494
<b>Yes</b>	95%	95%	95%	96%	94%	95%
<b>No</b>	5%	5%	5%	4%	6%	5%

## Housing adaptations

1 in 5 respondents felt that an alteration to their home such as widening of doorways, baths being replaced by walk in showers and installation of handrails, would support their needs. Teviot respondents are significantly more likely than Tweeddale respondents to have stated that their home requires some form of adaptation (24% compared to 15%).

Q54 Do you think that an alteration to your home would support your needs?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2401	472	511	470	469	479
<b>Yes</b>	20%	20%	22%	21%	24%	15%
<b>No</b>	80%	80%	78%	79%	76%	85%

## 5.15. Internet access

### Internet access

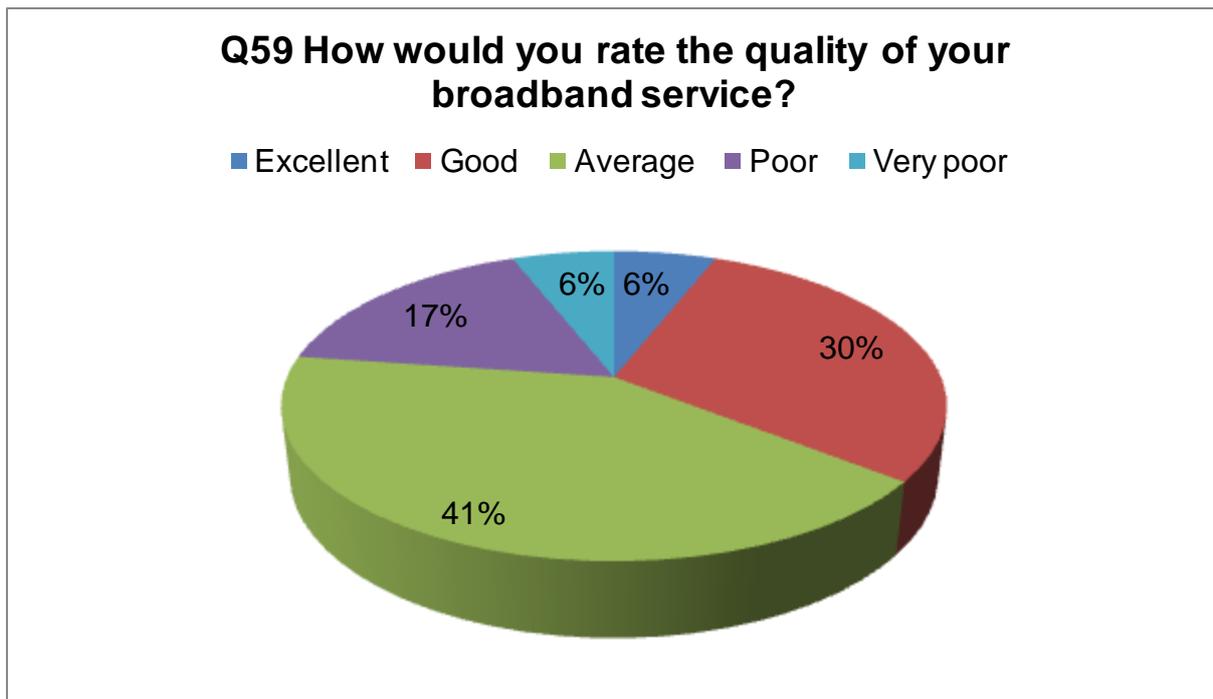
Seventy two percent of respondents have access to the internet (67% in 2009), Sixty eight percent have access to the internet at home, 5% somewhere else and 16% at work. Only 28% of respondents stated they do not have internet access. Of those who have access to the internet at home, the majority (96%) have broadband. Analysis by area reveals that Teviot respondents are the least likely to have access to the internet (65%) while those living in Tweeddale are the most likely (76%).

Q55 Do you have access to the internet by Area						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2498	498	536	489	486	489
<b>Yes (overall)</b>	72%	75%	71%	71%	65%	76%
<b>No</b>	28%	25%	29%	29%	35%	24%

Q55 Do you have access to the internet by Age					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2478	451	680	927	420
<b>Yes (overall)</b>	72%	94%	89%	69%	29%
<b>No</b>	28%	6%	11%	31%	71%

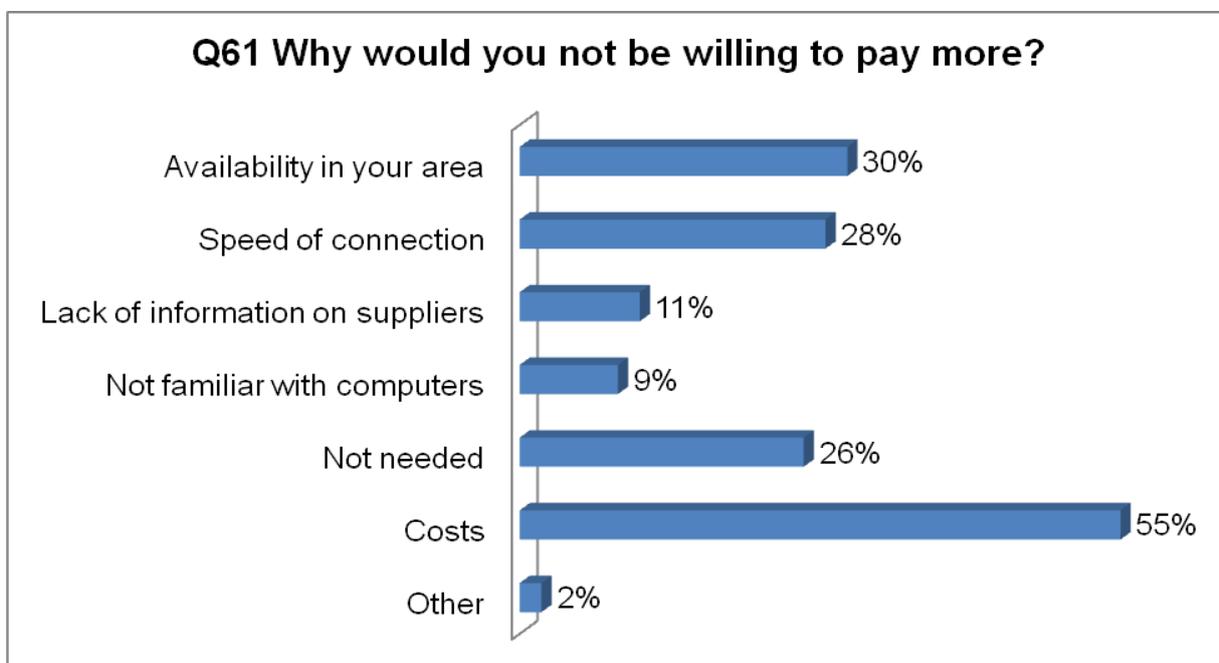
Of those who do not currently have access to the internet at home, a further 13% (103 respondents) stated they intend to get access to the internet at home in the future and 46% intend to get broadband (74 respondents).

Those who have broadband were asked to rate the quality of their broadband service. 36% rated the quality of their broadband as excellent or good, 41% stated it was average and 23% stated it was poor or very poor.



Base: Have broadband and gave an opinion, n=1,609

Just under 1 in 5 respondents (282 individuals) stated they would be willing to pay more to get a better service, 60% would not be willing to pay more and 21% were unsure. Those who were not willing to pay more or were unsure were asked to provide reasons why not. Over half stated this was because of the costs associated (55%), 30% stated this was due to the availability in the area, 28% stated because of the speed of connection and 26% stated it was not needed.



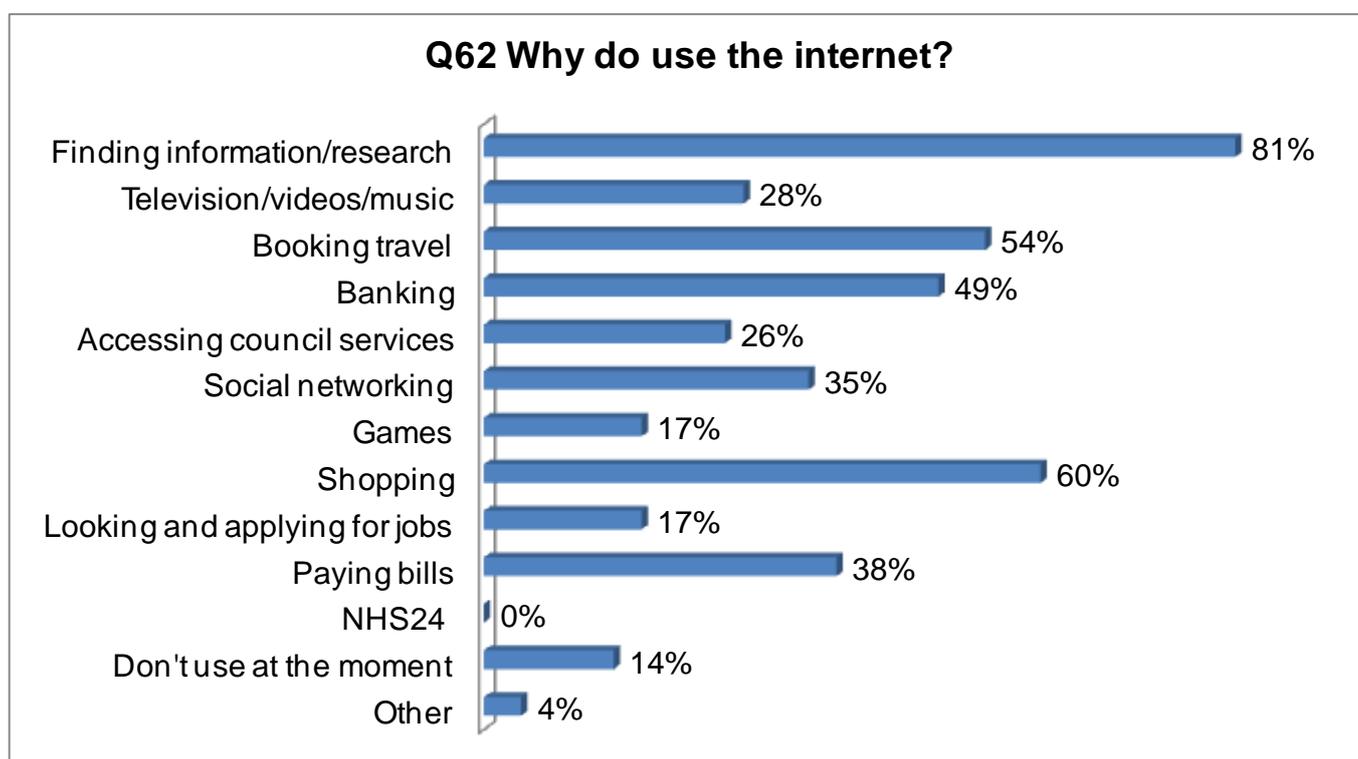
Base: Not willing to pay more and provided an answer, n=1,184

Other reasons cited by respondents are listed below:

Reason	No.	%
Do not use the computer	2	7%
Investment in infrastructure needed	2	7%
Current/ basic service should quicker/ better/ Should be better value for money	14	48%
Unreliable	3	10%
Have internet access on my mobile/ at work	1	3%
Not aware of speed/ bandwidth	2	7%
Basic/ current service is ok	2	7%
Sorting hype from facts	1	3%
Don't know/ have not thought about it	2	7%
<i>Total</i>	<i>29</i>	<i>100%</i>

### Reasons for using the internet

The majority of respondents stated they used the internet for finding out information or research (81%), shopping (60%) and booking travel (54%).



Other reasons for using the internet are listed below:

Reason	No.	%
Email	28	36%
Work related	40	52%
Skype	4	5%
Studying/ educational	5	6%
<i>Total</i>	<i>77</i>	<i>100%</i>

## 5.16. Local business

### Shopping habits in the Scottish Borders

The survey asked respondents about their shopping habits in the Scottish Borders. Items which respondents are most likely to purchase within the Scottish Borders include food, groceries and general household provision (88% stating they buy all or most of these items in the Borders) and services such as plumbers, electricians and hairdressers (90%).

Q63 On average how much of the following do you buy in the Scottish Borders?						
	Base	All	More than half	About half	Less than half	None
<b>Food, groceries and general household provision</b>	2567	73%	15%	5%	6%	1%
<b>Services such as plumbers, electricians, hairdressers etc</b>	2532	79%	11%	4%	3%	3%
<b>Entertainment such as cinemas, night clubs and restaurants</b>	2453	32%	24%	12%	15%	17%
<b>Clothes and footwear</b>	2521	27%	24%	19%	21%	8%
<b>Domestic appliances such as washing machines, TV's etc</b>	2530	43%	16%	11%	15%	15%
<b>Large purchases such as cars, kitchen or bedroom furniture</b>	2500	35%	17%	14%	15%	19%

#### *Food, groceries and general household provision*

Respondents living in Eildon are most likely to buy all of their food, groceries and other general household provision within the Scottish Borders (86%). On the other hand, Berwickshire respondents are the least likely with just 55% stating they buy all of these items within the Borders.

Food, groceries and general household provision						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2553	505	548	497	501	502
<b>All</b>	73%	55%	80%	86%	84%	58%
<b>More than half</b>	15%	21%	14%	10%	10%	23%
<b>About half</b>	5%	9%	4%	2%	3%	7%
<b>Less than half</b>	6%	12%	2%	2%	3%	11%
<b>None</b>	1%	3%	-	0%	0%	2%

### *Services such as plumbers, electricians and hairdressers*

With regards to services such as plumbers, electricians and hairdressers respondents living in Eildon are the most likely to access these services within the Scottish Borders (88% stating all) and respondents living in Berwickshire (67%) and Tweeddale (69%) the least likely.

Services such as plumbers, electricians, hairdressers etc						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2518</b>	<b>499</b>	<b>539</b>	<b>487</b>	<b>492</b>	<b>501</b>
<b>All</b>	79%	67%	87%	88%	83%	69%
<b>More than half</b>	11%	17%	6%	7%	9%	17%
<b>About half</b>	4%	7%	2%	2%	3%	4%
<b>Less than half</b>	3%	4%	3%	1%	2%	5%
<b>None</b>	3%	5%	3%	2%	4%	5%

### *Entertainment such as cinemas, nightclub and restaurants*

Teviot respondents are the most likely to have stated that all cinemas, nightclubs and restaurants that they use are within the Scottish Borders (43%) and respondents living in Berwickshire the least likely (17%).

Entertainment such as cinemas, night clubs and restaurants						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2440</b>	<b>481</b>	<b>529</b>	<b>466</b>	<b>475</b>	<b>489</b>
<b>All</b>	32%	17%	39%	40%	43%	20%
<b>More than half</b>	24%	19%	24%	28%	22%	26%
<b>About half</b>	12%	15%	12%	11%	9%	15%
<b>Less than half</b>	15%	21%	12%	11%	10%	21%
<b>None</b>	17%	27%	14%	11%	16%	18%

### *Clothes and footwear*

With regards to clothes and footwear Eildon respondents are most likely to buy all clothes and footwear in the Scottish Borders (37%) and Tweeddale respondents the least likely (19%).

Clothes and footwear						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2508</b>	<b>492</b>	<b>538</b>	<b>489</b>	<b>492</b>	<b>497</b>
<b>All</b>	27%	20%	31%	37%	31%	19%
<b>More than half</b>	24%	18%	26%	28%	25%	22%
<b>About half</b>	19%	20%	22%	17%	18%	19%
<b>Less than half</b>	21%	26%	17%	15%	20%	28%
<b>None</b>	8%	17%	4%	3%	6%	12%

*Domestic appliances such as washing machines, TV's etc.*

In terms of domestic appliances such as washing machines or televisions, again Eildon respondents are most likely to shop for all of these items within the Scottish Borders. Tweeddale respondents on the other hand were the least likely (22% stating all).

Domestic appliances such as washing machines, TV's etc						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2516</b>	<b>495</b>	<b>542</b>	<b>488</b>	<b>492</b>	<b>499</b>
<b>All</b>	43%	31%	52%	58%	50%	22%
<b>More than half</b>	16%	14%	19%	20%	16%	13%
<b>About half</b>	11%	13%	11%	10%	12%	11%
<b>Less than half</b>	15%	17%	11%	9%	13%	26%
<b>None</b>	14%	24%	7%	3%	10%	28%

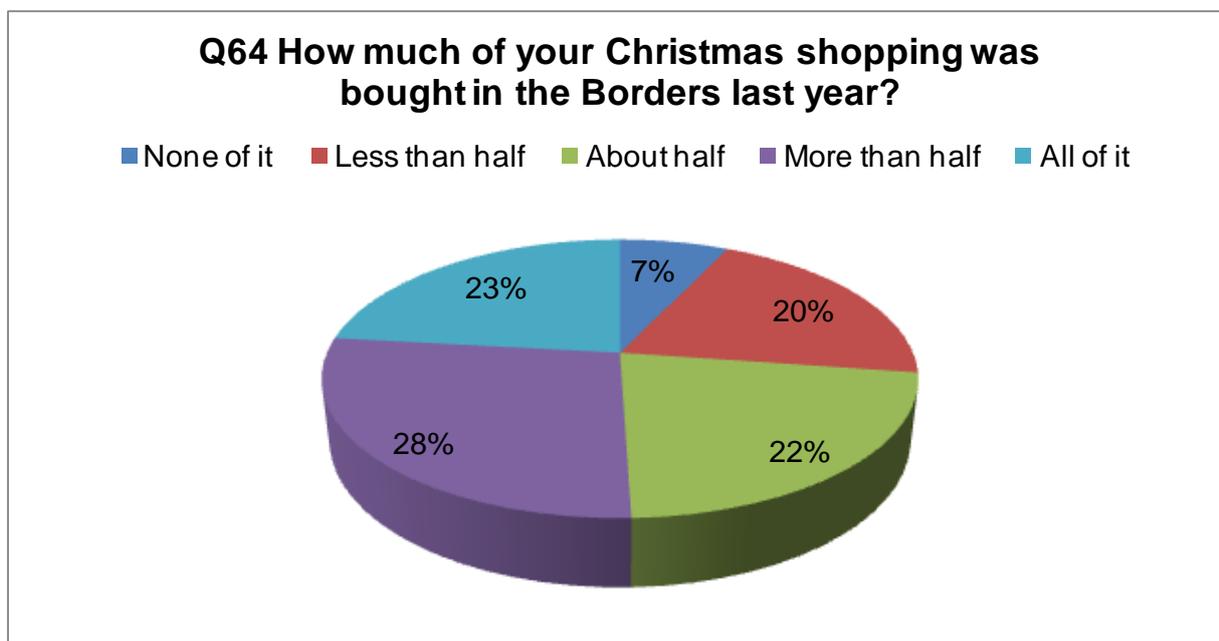
*Large purchases such as cars, kitchens or bedroom furniture*

46% of respondents living in Eildon buy all of their large purchases such as cars, kitchens or bedroom furniture within the Scottish Borders. This is significantly more than in Tweeddale where just 22% stated they buy all of these items within the Scottish Borders.

Large purchases such as cars, kitchen or bedroom furniture						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2486</b>	<b>491</b>	<b>534</b>	<b>482</b>	<b>484</b>	<b>495</b>
<b>All</b>	35%	24%	43%	46%	42%	22%
<b>More than half</b>	17%	15%	18%	18%	19%	14%
<b>About half</b>	14%	14%	14%	12%	14%	16%
<b>Less than half</b>	15%	20%	12%	13%	11%	20%
<b>None</b>	19%	27%	13%	11%	15%	29%

## Christmas shopping

27% of respondents bought less than half or none of their Christmas shopping in the Borders. 22% stated they bought about half of their shopping in the Borders and 51% stated they bought more than half or all of their Christmas shopping the Borders. These figures are more or less consistent with the findings from the 2009 survey.



Base: Gave an opinion, n=2,550

Respondents living in Eildon (33%) and Cheviot (30%) were the most likely to buy all of their Christmas shopping within the Scottish Borders last year. On the other hand significantly less respondents living in Berwickshire (14%) and Tweeddale (16%) bought all of their Christmas shopping within the Borders.

Q64 How much of your Christmas shopping was bought in the Borders last year?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2536</b>	<b>504</b>	<b>543</b>	<b>494</b>	<b>499</b>	<b>496</b>
<b>None of it</b>	7%	11%	5%	4%	7%	10%
<b>Less than half</b>	20%	26%	14%	15%	19%	28%
<b>About half</b>	22%	24%	22%	18%	22%	24%
<b>More than half</b>	27%	25%	29%	30%	29%	22%
<b>All of it</b>	23%	14%	30%	33%	23%	16%

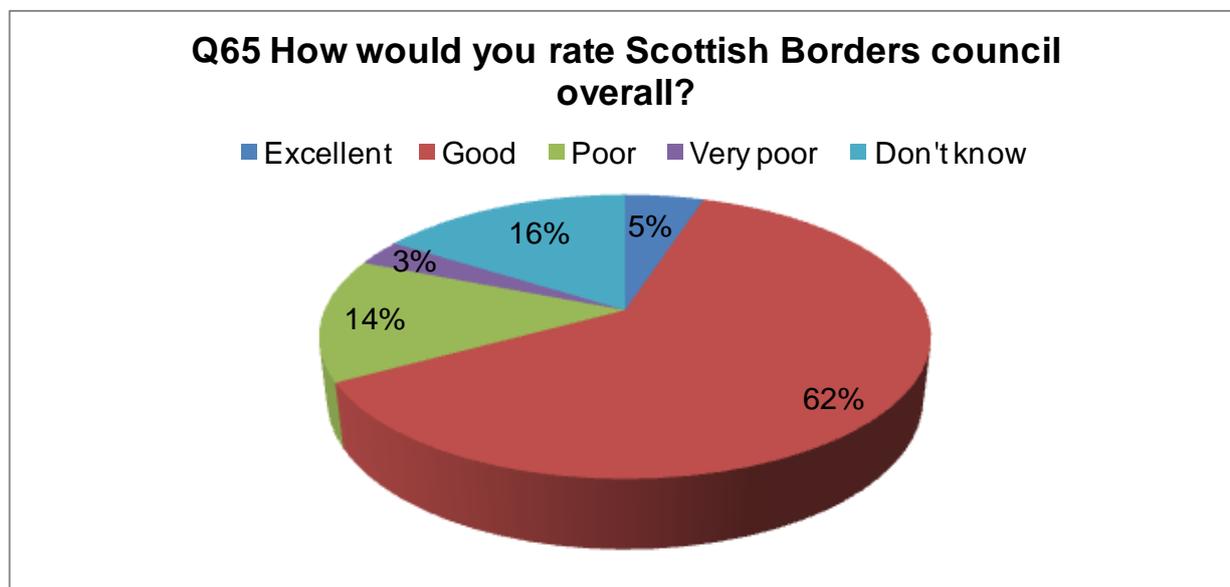
As age increases, the proportion of respondents stating they purchase all their Christmas shopping in the Borders also increases.

Q64 How much of your Christmas shopping was bought in the Borders last year?					
	Overall	16-44	45-59	60-74	75 +
<b>Base</b>	<b>2515</b>	<b>447</b>	<b>682</b>	<b>939</b>	<b>447</b>
<b>None of it</b>	7%	8%	5%	8%	7%
<b>Less than half</b>	20%	25%	24%	18%	15%
<b>About half</b>	22%	28%	25%	20%	19%
<b>More than half</b>	27%	24%	28%	30%	22%
<b>All of it</b>	23%	15%	18%	24%	38%

## 5.17. Local decision making

### Satisfaction with Scottish Borders Council overall

67% of respondents rated Scottish Borders good or excellent compared to 17% who rated the Council poor or very poor.



Base: Gave an opinion, n=2,544

Compared to previous years, overall satisfaction (i.e. the percentage stating excellent or good) is consistent with the figure reported in 2008 (67%). However, satisfaction has fallen by 8 percentage points since 2009 while those expressing that they are unsure has risen by 7 percentage points.

Q65 Overall satisfaction with Scottish Borders Council			
	2010	2009	2008
<b>Excellent</b>	5%	5%	4%
<b>Good</b>	62%	70%	63%
<b>Poor</b>	14%	13%	16%
<b>Very poor</b>	3%	3%	3%
<b>Don't know</b>	16%	9%	14%

Analysis by area reveals that those living in Berwickshire and Eildon are the most satisfied with Scottish Borders Council (70% stating excellent or good). On the other hand those living in Cheviot were slightly less satisfied (63%).

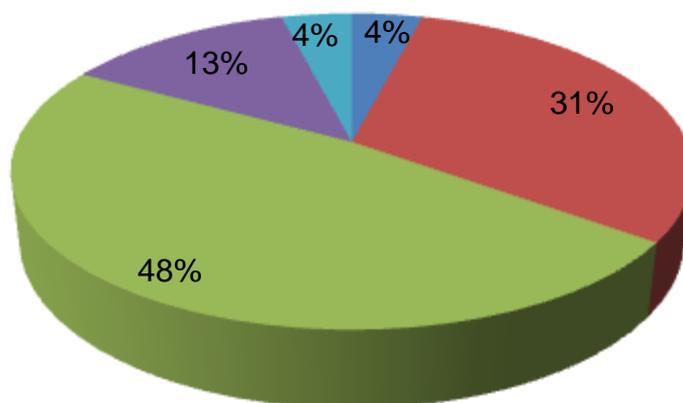
Q65 How would you rate Scottish Borders council overall?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	2532	503	542	493	495	499
<b>Excellent</b>	5%	6%	4%	5%	4%	6%
<b>Good</b>	63%	64%	59%	65%	63%	62%
<b>Poor</b>	14%	13%	15%	12%	13%	14%
<b>Very poor</b>	3%	2%	4%	2%	4%	2%
<b>Don't know</b>	16%	15%	18%	15%	16%	16%
<b>% excellent/ good</b>	68%	70%	63%	70%	67%	68%
<b>% poor/ very poor</b>	17%	15%	19%	14%	17%	16%

### Resident participation

35% of respondents stated they were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council compared to 17% who were dissatisfied and 48% who were unsure.

#### **Q66 How satisfied are you with the opportunities for participating in the local decision making process provided by Scottish Borders Council?**

■ Very satisfied ■ Fairly satisfied ■ Don't know ■ Fairly dissatisfied ■ Very dissatisfied



Base: Gave an opinion, n=2,497

Compared to 2009 satisfaction with participation opportunities has decreased from 41% in 2009 to 35% in 2010. Following on from this, residents were asked whether they have taken part in any consultations run by the Council. 18% stated they have taken part in such consultations amounting to 440 individuals.

Q66 Satisfaction with participation opportunities		
	2010	2009
<b>Very satisfied</b>	4%	4%
<b>Fairly satisfied</b>	31%	37%
<b>Fairly dissatisfied</b>	13%	15%
<b>Very dissatisfied</b>	4%	8%
<b>Don't know</b>	48%	35%

## 5.18. About yourself

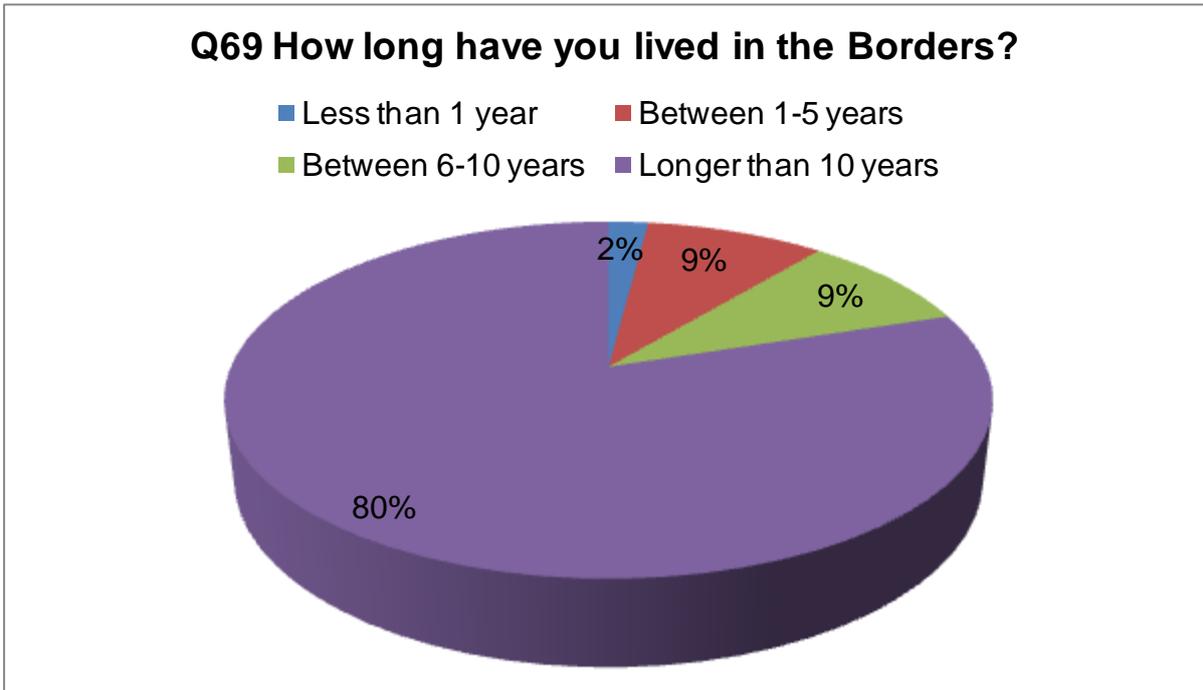
### Age and Gender

More females responded to the survey (56%) than males (44%). The table below shows that 1% of respondents overall were aged between 16 and 24, 17% were 25 to 44, 27% aged 45-59, 37% aged 60-74 and 18% were aged 75 years or over. It is interesting to note that significantly more females aged 25 to 44 who responded to the survey were female (22%) than males aged 25 to 44 (10%). On the other hand, there is a higher proportion of males aged between 60 and 74 who have replied to the survey than females (32%).

Q70 How old are you?			
	Overall	Male	Female
<b>Base</b>	2557	1114	1443
<b>16-24 years</b>	1%	0%	1%
<b>25-44 years</b>	17%	10%	22%
<b>45-59 years</b>	27%	26%	28%
<b>60-74 years</b>	37%	44%	32%
<b>75 years or older</b>	18%	19%	17%

Length of stay

There appears to be a very stable population in the Borders with 8 in 10 respondents stating they lived in the Borders longer than 10 years.



Base: Gave an opinion, n=2,554

Analysis by age indicates that the majority of residents in all age groups have lived in the Borders for at least 10 years.

Q69 How long have you lived in the Borders?					
	Overall	16-44 years	45-59 years	60-74 years	75 years +
<b>Base</b>	2545	450	691	948	456
<b>Less than 1 year</b>	2%	5%	2%	2%	1%
<b>Between 1-5 years</b>	9%	17%	10%	7%	3%
<b>Between 6-10 years</b>	9%	13%	8%	10%	6%
<b>Longer than 10 years</b>	80%	66%	80%	81%	90%

Occupational status

The table below shows that 4 in 10 respondents (40%) stated they were in full or part time employment with, 10% self employed and 3% working from home. A further 44% of respondents are wholly retired from work, 6% are at home and not seeking work, 4% are permanently sick or disabled, 1% are registered unemployed and 1% in full time education.

Q71 Which of these best describes your present employment situation?	
Base: Responded to this question, n=2,513	
<b>In full time work</b>	628 25%
<b>In part time work</b>	375 15%
<b>Self employed</b>	261 10%

<b>Work from home</b>	78	3%
<b>On a government training scheme</b>	1	0%
<b>Registered unemployed</b>	34	1%
<b>Permanently sick or disabled</b>	109	4%
<b>Wholly retired from work</b>	1095	44%
<b>In full time education</b>	15	1%
<b>At home/not seeking work</b>	139	6%

Of those who are in paid employment, 80% overall stated they are based in the Borders. Significantly more respondents living in Cheviot and Teviot (both 90%) than in Tweeddale (60%) stated they are based in the Borders.

<b>Q72 If you are in paid employment are you based in the Borders?</b>						
	<b>Overall</b>	<b>Berwickshire</b>	<b>Cheviot</b>	<b>Eildon</b>	<b>Teviot</b>	<b>Tweeddale</b>
<b>Base</b>	1122	228	241	225	196	232
<b>Yes</b>	80%	79%	90%	84%	90%	60%
<b>No</b>	20%	21%	10%	16%	10%	40%

### Household composition

Thirty four percent of households comprise a single person, 5% are lone parents, 17% couples with children, 39% couples without children, 1% three or more adults with children and 4% were three or more adults without children.

<b>Q73 Which of the following best describes the type of household at this address?</b>		
<b>Base: Responded to this question, n=2,495</b>		
<b>Composition</b>	<b>No.</b>	<b>%</b>
<b>Single person</b>	837	34%
<b>Lone parent</b>	129	5%
<b>Couple with children</b>	435	17%
<b>Couple without children</b>	983	39%
<b>Three or more adults with children</b>	23	1%
<b>Three or more adults without children</b>	88	4%

The majority of respondents who are aged 75 and over live in single person households (61%) and 55% of those aged 60-74 live as couples without children. For the 45 to 59 age group 23% live as single people, 26% as couples with children and 36 couples with no children. Just under half of respondents aged 16 to 44 comprise couple with children (48%), 20% couples without children, 18% single persons and 12% lone parents.

Q73 Which of the following best describes the type of household at this address?					
	Overall	16-44	45-59	60-74	75+
<b>Base</b>	<b>2486</b>	<b>447</b>	<b>683</b>	<b>921</b>	<b>435</b>
<b>Single person</b>	33%	18%	23%	36%	61%
<b>Lone parent</b>	5%	12%	7%	2%	2%
<b>Couple with children</b>	17%	48%	26%	4%	2%
<b>Couple without children</b>	39%	20%	36%	55%	32%
<b>Three or more adults with children</b>	1%	1%	2%	0%	0%
<b>Three or more adults without children</b>	3%	2%	7%	3%	2%

Eildon has significantly more people living in single person households (38%) than in Berwickshire (27%).

Q73 Which of the following best describes the type of household at this address?						
	Overall	Berwickshire	Cheviot	Eildon	Teviot	Tweeddale
<b>Base</b>	<b>2482</b>	<b>490</b>	<b>539</b>	<b>479</b>	<b>480</b>	<b>494</b>
<b>Single person</b>	34%	27%	34%	38%	37%	32%
<b>Lone parent</b>	5%	6%	4%	5%	6%	5%
<b>Couple with children</b>	17%	16%	16%	19%	15%	20%
<b>Couple without children</b>	39%	45%	42%	33%	38%	38%
<b>Three or more adults with children</b>	1%	2%	0%	1%	1%	1%
<b>Three or more adults without children</b>	4%	4%	3%	4%	3%	4%

### Access to private transport

Eighty four percent of respondents own or have access to a car. Slightly more males (90%) than females (80%) stated they have access to a car. Respondents aged 45 to 59 are the more likely to have access to car (92%) with older respondents aged 75 and over least likely to have access to a car (61%).

### Disability or infirmity

Twenty six percent of respondents overall stated they have some form of long term illness or disability. The table below reveals that the likelihood of having an illness or disability increases with age:

Q75 Do you have any long term illness or disability?					
	Overall	16-44	45-59	60-74	75 years +
<b>Base</b>	<b>2513</b>	<b>448</b>	<b>691</b>	<b>939</b>	<b>435</b>
<b>Yes</b>	26%	10%	20%	31%	42%
<b>No</b>	74%	90%	80%	69%	58%

## Ethnicity

The majority of residents consider themselves White Scottish (77%).

Ethnicity	No.	%
<b>Scottish</b>	1976	77%
<b>Other British</b>	511	20%
<b>Irish</b>	11	0%
<b>Gypsy/traveller</b>	2	0%
<b>Polish</b>	1	0%
<b>Other white ethnic group</b>	1	0%
<b>Indian, Indian Scottish, or Indian British</b>	2	0%
<b>Bangladeshi, Bangladeshi Scottish, or Bangladeshi British</b>	22	1%
<b>Chinese, Chinese Scottish, or Chinese British</b>	3	0%
<b>English</b>	6	0%
<b>Dutch</b>	3	0%
<b>Argentine</b>	1	0%
<b>German</b>	2	0%
<b>French</b>	1	0%
<b>American</b>	1	0%
<b>Australian</b>	2	0%
<b>Czech</b>	1	0%
<b>Portuguese</b>	1	0%
<b>European</b>	3	0%
<b>Greek</b>	1	0%
<b>French American</b>	1	0%
<b>South African</b>	1	0%
<b>Scottish /Kurdish</b>	1	0%
<b>White British and Black Mauritian</b>	1	0%
<b>Anglo Indian</b>	1	0%
<b>Welsh</b>	1	0%
<b>Refused</b>	2	0%
<b>Total</b>	2559	100%

## APPENDICES

### Appendix 1: Survey Questionnaire

# SCOTTISH BORDERS COUNCIL GENERAL HOUSEHOLD SURVEY 2010

Please take a few minutes to complete this questionnaire. Your answers are valued and will remain anonymous. Please feel free to give your opinions. Send your questionnaires back to Research Resource by 30<sup>th</sup> July. You can get this document on tape, in Braille, large print, various computer formats and other language translations by contacting Research Resource on 0141 641 6410.

## LIFE IN THE SCOTTISH BORDERS

**Q1**

How satisfied are you with your neighbourhood as a place to live?			
Very satisfied	<input type="checkbox"/> <sub>1</sub>	Fairly dissatisfied	<input type="checkbox"/> <sub>4</sub>
Fairly satisfied	<input type="checkbox"/> <sub>2</sub>	Very dissatisfied	<input type="checkbox"/> <sub>5</sub>
Neither satisfied nor dissatisfied	<input type="checkbox"/> <sub>3</sub>		

**Q2**

Do you think your neighbourhood has got better or worse over the past three years?			
Better	<input type="checkbox"/> <sub>1</sub>	Have not lived here for 3 years	<input type="checkbox"/> <sub>4</sub>
Stayed the same	<input type="checkbox"/> <sub>2</sub>	Don't know	<input type="checkbox"/> <sub>5</sub>
Worse	<input type="checkbox"/> <sub>3</sub>		

**Q3**

Please select the five issues that are most important to you (from those listed below) and rank them in order of importance.					
	Order of importance				
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>
Making the Borders a safer place in which to live, work and visit	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Encouraging people to visit the Borders	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Freezing Council Tax	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Protecting our rural schools	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Protecting and enhancing our local environment	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Tackling poverty and inequality	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Supporting local retailers and businesses	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Improving access to high quality broadband services in the Borders	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Continuing to make the Council more accessible and responsive	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Improving public transport services in rural areas	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Revitalising and strengthening local community life	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Providing activities and facilities for younger people	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Providing activities and facilities for older people	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Making more affordable housing available	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Raising educational achievement and helping people of all ages get the skills they need	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Providing heritage and arts activities for all ages	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Providing sports activities/facilities	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Encouraging use of energy from renewable sources	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**CUSTOMER CONTACT WITH SCOTTISH BORDERS COUNCIL (INCLUDING SCHOOLS)**

**Q4** How do you find out about Scottish Borders Council Services, Plans and Decisions? Please indicate the three most frequent sources you use.

	Most frequent source	2 <sup>nd</sup> most frequent source	3 <sup>rd</sup> most frequent source
Local media (newspapers, television, radio)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>1</sub>
Information provided by the Council (SBConnect newspaper, leaflets, posters)	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>2</sub>
Council website/internet	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>3</sub>
From local Councillor	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>4</sub>
Direct contact with the Council	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>5</sub>
Word of mouth (e.g. family or friends)	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>	<input type="checkbox"/> <sub>6</sub>
Don't know	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>	<input type="checkbox"/> <sub>7</sub>
Other source (please specify)	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>	<input type="checkbox"/> <sub>8</sub>

**Q5** Is this information accessible and easy to understand?

Yes (go to Q7)	<input type="checkbox"/> <sub>1</sub>	No (go to Q6)	<input type="checkbox"/> <sub>2</sub>
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**Q6** If not, why?

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**Q7** Have you contacted Scottish Borders Council in the past 12 months?

Yes (Go to Q8)	<input type="checkbox"/> <sub>1</sub>	No (Go to Q11)	<input type="checkbox"/> <sub>2</sub>
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**Q8** If yes, what was the reason(s)...

Reported an issue or problem	<input type="checkbox"/> <sub>1</sub>
Asked for advice/information	<input type="checkbox"/> <sub>2</sub>
Applied to use a service	<input type="checkbox"/> <sub>3</sub>
Made a payment (excluding payments made by Direct Debit)	<input type="checkbox"/> <sub>4</sub>
Made a complaint	<input type="checkbox"/> <sub>5</sub>
Don't know/can't remember	<input type="checkbox"/> <sub>6</sub>
Other (please specify)	<input type="checkbox"/> <sub>7</sub>

**Q9** How did you contact the Council?

In person	<input type="checkbox"/> <sub>1</sub>
By telephone	<input type="checkbox"/> <sub>2</sub>
By e-mail	<input type="checkbox"/> <sub>3</sub>
By Council website	<input type="checkbox"/> <sub>4</sub>
By post	<input type="checkbox"/> <sub>5</sub>
Other method (please specify)	<input type="checkbox"/> <sub>6</sub>

**Q10**

<b>How satisfied were you with the service you received?</b>					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Ease of finding the right person to deal with	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The total length of time your enquiry took	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Any information you were given	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
How competent the staff were	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
How helpful the staff were	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The final outcome	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q11**

<b>What is your preferred method for contacting the Council (to access services and information and/or make a payment)? Please indicate your 1st, 2nd and 3rd choice:</b>			
	1st Choice	2nd Choice	3rd Choice
By telephone	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
In person	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
By e-mail	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
By Council website	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
By post	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>
Other (please specify)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>

**Q12**

<b>Are you aware of the Council's extended telephone enquiry opening hours? (Monday, Tuesday, Wednesday and Friday 8am to 5pm, Thursday 8am to 8pm and Saturday 9am to 12 noon).</b>			
Yes (go to 13)	<input type="checkbox"/> <sub>1</sub>	No (go to 14)	<input type="checkbox"/> <sub>2</sub>

**Q13**

<b>Have you contacted the Council by telephone during the new extended telephone opening hours which are weekdays between 8am and 9am, Thursdays between 5pm and 8pm and Saturdays between 9am and 12 noon – 0300 100 1800?</b>			
Yes (go to 13a)	<input type="checkbox"/> <sub>1</sub>	No (go to 14)	<input type="checkbox"/> <sub>2</sub>

**Q13a**

<b>If yes, at what time did you contact the Council during their extended hours? (PLEASE TICK ALL THAT APPLY)</b>	
Weekdays between 8am and 9am	<input type="checkbox"/> <sub>1</sub>
Thursdays between 5pm and 8pm	<input type="checkbox"/> <sub>2</sub>
Saturdays between 9am and 12 noon	<input type="checkbox"/> <sub>3</sub>

**Now go to Q15**

**Q14**

<b>Now that you are aware of the new extended opening hours are you likely to contact the Council at these times?</b>		
	Yes	No
Weekdays between 8am and 9am	<input type="checkbox"/>	<input type="checkbox"/>
Thursdays between 5pm and 8pm	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays between 9am and 12 noon	<input type="checkbox"/>	<input type="checkbox"/>

## INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

**Q15**

<b>How much do you know about each of the following...</b>					
	A lot	A bit	Not much	Nothing	Don't Know
How to make general comments to the Council?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
How to make complaints to the Council?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
What the Council spends its money on?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The services provided by the Council?	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

## HOUSEHOLD WASTE COLLECTION, RECYCLING, WASTE AND LITTER SERVICES

**Q16**

<b>Scottish Borders Council provides a collection of general household waste and waste for recycling. Please indicate how satisfied you are with the following:</b>					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ don't know
The cleanliness of the area in which you live	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
How clean and tidy the street is following the waste collection	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Change from bags to a wheeled bin for recycling	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Your local Community Recycling Centre	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The waste/recycling collection service overall	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

## ROADS AND TRANSPORTATION

**Q17**

<b>Do you use the local bus service?</b>			
Yes (go to Q18)	<input type="checkbox"/> <sub>1</sub>	No (go to Q19)	<input type="checkbox"/> <sub>2</sub>

**Q18**

<b>If 'yes,' how satisfied are you with:</b>					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Local bus services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Local bus information	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Now go to Q21**

**Q19**

<b>If 'no,' would you consider using the local bus service in the future?</b>			
Yes (go to Q21)	<input type="checkbox"/> <sub>1</sub>	No (go to Q20)	<input type="checkbox"/> <sub>2</sub>

**Q20**

<b>Why not?</b>

Q21

Can you tell us how satisfied you are with the following services...					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ don't know
The condition of the main trunk roads (A1, A68, A6091, A7 south of Galashiels & A702)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The condition of roads in Scottish Borders towns	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The condition of rural roads in your area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Speed of repair to damaged roads	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Road drainage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The condition of pavements in your area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Condition of cycle ways	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Maintenance of street lighting	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Traffic calming schemes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Controlling car parking (including charging for parking)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
School transport services	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

### WINTER SERVICE

Q22

How satisfied were you with the Council's winter service in your LOCAL NEIGHBOURHOOD?					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Proportion of roads treated	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Speed of road ice and snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Effectiveness of road snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Proportion of footways treated	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Speed of footway snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Effectiveness of footway snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The number of salt bins	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The refilling of salt bins	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

Q23

How satisfied were you with the Council's winter service on MAIN ROADS?					
	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Proportion of roads treated	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Speed of road ice and snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Effectiveness of road snow clearance	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The number of salt bins	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
The refilling of salt bins	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

## TRAVEL TO WORK

**Q24**

**How would you usually travel to your place of work or study, including school? (PLEASE SELECT ONE ONLY)**

Public transport	<input type="checkbox"/> 1
Car - as driver	<input type="checkbox"/> 2
Car - as passenger	<input type="checkbox"/> 3
Car share	<input type="checkbox"/> 4
Motor cycle	<input type="checkbox"/> 5
Cycle	<input type="checkbox"/> 6
Walk	<input type="checkbox"/> 7
Other (please specify)	<input type="checkbox"/> 8
Does not apply	<input type="checkbox"/> 9

## LOCAL FACILITIES

**Q25**

**Scottish Borders Council supports cultural and recreational activities and venues. How satisfied are you with the following:**

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Do not use
Sports/leisure facilities with swimming pools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other sports/leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Museums	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Galleries and libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Arts & cultural activities/events & festivals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Grass cutting in parks, open spaces and sports areas.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Maintenance of your local churchyard or cemetery	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q26**

**If you have used Scottish Borders Council public toilets how satisfied with them were you?**

Very satisfied (go to Q28)	Fairly satisfied (go to Q28)	Fairly dissatisfied (go to Q27)	Very dissatisfied (go to Q27)	Have not used (go to Q28)
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q27**

**If you were dissatisfied with them please tell us why.**

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**Q28**

**How many times have you attended cultural events or festivals (e.g. music gig, literary event or cinema) in the Scottish Borders during the last year?**

More than 10 times	<input type="checkbox"/> 1	Once	<input type="checkbox"/> 4
Between 4 – 10 times	<input type="checkbox"/> 2	Never	<input type="checkbox"/> 5
Between 2 – 3 times	<input type="checkbox"/> 3		

**Q29** **How many times have you taken part in any cultural activity (e.g. dance, photography or singing in a choir) in the Scottish Borders during the last year?**

More than 10 times	<input type="checkbox"/> <sub>1</sub>	Once	<input type="checkbox"/> <sub>4</sub>
Between 4 – 10 times	<input type="checkbox"/> <sub>2</sub>	Never	<input type="checkbox"/> <sub>5</sub>
Between 2 – 3 times	<input type="checkbox"/> <sub>3</sub>		

**Q30** **How many times have you visited a theatre/arts centre in the Scottish Borders during the last year?**

More than 10 times	<input type="checkbox"/> <sub>1</sub>	Once	<input type="checkbox"/> <sub>4</sub>
Between 4 – 10 times	<input type="checkbox"/> <sub>2</sub>	Never (go to Q31)	<input type="checkbox"/> <sub>5</sub>
Between 2 – 3 times	<input type="checkbox"/> <sub>3</sub>		

**Q30a** **Which theatre/ arts centre(s) have you visited?**

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## HEALTH & WELLBEING

**Q31** **How often do you take part in a 30 minute period of physical activity that raises your heart rate?**

Daily	<input type="checkbox"/> <sub>1</sub>	Once a week	<input type="checkbox"/> <sub>4</sub>
4-6 times a week	<input type="checkbox"/> <sub>2</sub>	Less than once a week	<input type="checkbox"/> <sub>5</sub>
2-3 times a week	<input type="checkbox"/> <sub>3</sub>	Never	<input type="checkbox"/> <sub>6</sub>

**Q32** **Are you involved in any voluntary work, e.g. Parent Council, Charity shop, helping a neighbour with their shopping, club committee?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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## CHILDCARE

**Q33** **Are you responsible for the care of any children under 16?**

Yes (go to Q34)	<input type="checkbox"/> <sub>1</sub>	No (go to Q38)	<input type="checkbox"/> <sub>2</sub>
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**Q34** **Do you use childcare provision?**

Yes (go to Q35)	<input type="checkbox"/> <sub>1</sub>	No (go to Q36)	<input type="checkbox"/> <sub>2</sub>
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**Q35** **If 'yes,' does using childcare enable you to:**

Work	<input type="checkbox"/> <sub>1</sub>
Attend college/ access training	<input type="checkbox"/> <sub>2</sub>
Other (please specify)	<input type="checkbox"/> <sub>3</sub>

Now go to Q38

**Q36** **Please say why you do not use childcare.**

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Q37

Do you think you will use childcare in the future?			
Yes	<input type="checkbox"/> _1	No	<input type="checkbox"/> _2
Information about childcare in your area is available from the Children's Information Service on 01896 758186 or at <a href="http://www.scottishchildcare.gov.uk">www.scottishchildcare.gov.uk</a>			

## DOG FOULING

Q38

How common is Dog Fouling in your area?	
Very common	<input type="checkbox"/> _1
Fairly common	<input type="checkbox"/> _2
Not common	<input type="checkbox"/> _3
Don't Know	<input type="checkbox"/> _4

Q39

Are you aware of the Council's anti Dog Fouling Campaign			
Yes (Go to Q40)	<input type="checkbox"/> _1	No (Go to Q42)	<input type="checkbox"/> _2

Q40

If yes, where did you hear about the campaign?			
Radio	<input type="checkbox"/> _1	Bus Advert	<input type="checkbox"/> _4
Press	<input type="checkbox"/> _2	Dog Wardens	<input type="checkbox"/> _5
Poster	<input type="checkbox"/> _3	Other (please specify)	<input type="checkbox"/> _6

Q41

Do you think the Council's anti Dog Fouling Campaign is making a difference?			
Yes	<input type="checkbox"/> _1	No	<input type="checkbox"/> _2

## COMMUNITY SAFETY

Q42

How safe would you feel in the following situations?					
	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
Walking alone in your local area during the day?	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5
Walking alone in your local area after dark?	<input type="checkbox"/> _1	<input type="checkbox"/> _2	<input type="checkbox"/> _3	<input type="checkbox"/> _4	<input type="checkbox"/> _5

Q43

Are there any places in your local area that you feel unsafe?			
Yes (go to Q44)	<input type="checkbox"/> _1	No (go to Q46)	<input type="checkbox"/> _2

Q44

If you have answered 'yes' please tell us why and at what time of day and/or night. Please provide specific details to make sure we are able to identify the place of concern.	
Place (including town)	
Time of day or night	
Why (reason for feeling unsafe)	

**Q45** Please tell us if there is anything that the police and other public sector agencies, such as Scottish Borders Council, could do to help you feel safer.

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**Q46** Overall, how informed do you currently feel about the work that police do in your local area?

Completely informed	<input type="checkbox"/> <sub>1</sub>	A little informed	<input type="checkbox"/> <sub>3</sub>
Fairly informed	<input type="checkbox"/> <sub>2</sub>	Not at all informed	<input type="checkbox"/> <sub>4</sub>

**Q47** To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The police and Scottish Borders Council seek people's views about dealing with anti social behaviour and crime in your area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The police and Scottish Borders Council are dealing with anti social behaviour and crime in your area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
The police can be relied on to be there when I need them	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>
Taking everything into account, I have confidence in the police in my local area	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>	<input type="checkbox"/> <sub>6</sub>

**Q48** Taking everything into consideration, how good a job do you think the police in your local area are doing?

Very good	<input type="checkbox"/> <sub>1</sub>	Poor	<input type="checkbox"/> <sub>4</sub>
Good	<input type="checkbox"/> <sub>2</sub>	Very poor	<input type="checkbox"/> <sub>5</sub>
Fair	<input type="checkbox"/> <sub>3</sub>	Don't know	<input type="checkbox"/> <sub>6</sub>

**Q49** Do you think the following are common in your local area?

	Very common	Fairly common	Not very common	Not at all common	Don't Know
Noisy neighbours or loud parties	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Rubbish and litter lying around	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People being drunk or rowdy in public places	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Abandoned or burnt out cars	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Vandalism or graffiti to property or vehicles	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People using or dealing drugs	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Off road motorbikes	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Callers at the door	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Groups or individuals intimidating or harassing others	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Racially motivated attacks	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Parking problems	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
People setting fires to cause damage	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Derelict buildings	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Dangerous driving or speeding	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

## COMMUNITY SERVICE

**Q50** **“Offenders who are sentenced to Community Service do unpaid work which allows them to learn new skills and give something back to the community.” Do you think Community Service work made a difference to Scottish Borders in the last year?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>	Don't know	<input type="checkbox"/> <sub>3</sub>
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**Q51** **Do you wish to be informed of Community Service work completed in your area?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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## HOUSING

**Q52** **Do you think your house is in a suitable condition to live in?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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**Q53** **Do you think your house is in a good state of repair?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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**Q54** **Do you think that an alteration to your home would support your needs, e.g. replacement of a bath with a shower, widening of doorways or installation of handrails alongside pathways/steps?**

Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>
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## INTERNET ACCESS

**Q55** **Do you have access to the internet? (Tick all that apply)**

Yes, at home (go to Q57)	<input type="checkbox"/> <sub>1</sub>	Yes, at work (go to Q56)	<input type="checkbox"/> <sub>3</sub>
Yes, somewhere else (go to Q56)	<input type="checkbox"/> <sub>2</sub>	No (go to Q56)	<input type="checkbox"/> <sub>4</sub>

**Q56** **Do you intend to get access to the Internet at home?**

Yes (go to Q58)	<input type="checkbox"/> <sub>1</sub>	No (go to Q63)	<input type="checkbox"/> <sub>2</sub>	Don't Know (go to Q63)	<input type="checkbox"/> <sub>3</sub>
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**Q57** **If your internet access is from home do you have Broadband?**

Yes (go to Q59)	<input type="checkbox"/> <sub>1</sub>	No (go to Q58)	<input type="checkbox"/> <sub>2</sub>
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**Q58** **Do you intend to get broadband?**

Yes (go to Q60)	<input type="checkbox"/> <sub>1</sub>	No (go to Q61)	<input type="checkbox"/> <sub>2</sub>	Don't know (go to Q61)	<input type="checkbox"/> <sub>3</sub>
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**Q59** **How would you rate the quality of your broadband service (i.e. speed, bandwidth)?**

Excellent	Good	Average	Poor	Very Poor
<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q60** **Would you be willing to pay more to get a better service (faster speed, bigger bandwidth)?**

Yes (go to Q62)	No (go to Q61)	Not sure (go to Q61)
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**Q61**

<b>If no/ don't know is it because of... (tick all that apply)</b>	
Availability in your area (no coverage or poor speed/bandwidth)	<input type="checkbox"/> <sub>1</sub>
Speed of connection	<input type="checkbox"/> <sub>2</sub>
Lack of information on suppliers	<input type="checkbox"/> <sub>3</sub>
Not familiar with computers	<input type="checkbox"/> <sub>4</sub>
Not needed	<input type="checkbox"/> <sub>5</sub>
Costs	<input type="checkbox"/> <sub>6</sub>
Other (please specify)	<input type="checkbox"/> <sub>7</sub>

**Q62**

<b>If you use the internet at the moment, what do you use it for? (Tick all that apply)</b>			
Finding information/research	<input type="checkbox"/> <sub>1</sub>	Games	<input type="checkbox"/> <sub>7</sub>
Television/Videos/Music	<input type="checkbox"/> <sub>2</sub>	Shopping	<input type="checkbox"/> <sub>8</sub>
Booking travel	<input type="checkbox"/> <sub>3</sub>	Looking and applying for jobs	<input type="checkbox"/> <sub>9</sub>
Banking	<input type="checkbox"/> <sub>4</sub>	Paying bills	<input type="checkbox"/> <sub>10</sub>
Accessing Council Services	<input type="checkbox"/> <sub>5</sub>	NHS24	<input type="checkbox"/> <sub>11</sub>
Social networking	<input type="checkbox"/> <sub>6</sub>	Don't use at the moment	<input type="checkbox"/> <sub>12</sub>
Other (please specify)			<input type="checkbox"/> <sub>13</sub>

### LOCAL BUSINESS

**Q63**

<b>On average how much of the following do you buy in the Scottish Borders?</b>					
	All	More than half	About half	Less than half	None
Food, groceries and general household provisions	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Services such as plumbers, electricians, hairdressers etc	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Entertainment such as cinemas, night clubs and restaurants	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Clothes and footwear	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Domestic appliances such as washing machines, TVs etc	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
Large purchases such as cars, kitchens or bedroom furniture	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

**Q64**

<b>How much of your Christmas shopping was bought in the Borders last year?</b>			
None of it	<input type="checkbox"/> <sub>1</sub>	More than half	<input type="checkbox"/> <sub>4</sub>
Less than half	<input type="checkbox"/> <sub>2</sub>	All of it	<input type="checkbox"/> <sub>5</sub>
About half	<input type="checkbox"/> <sub>3</sub>		

### LOCAL DECISION MAKING

**Q65**

<b>How would you rate Scottish Borders Council overall?</b>			
Excellent	<input type="checkbox"/> <sub>1</sub>	Very poor	<input type="checkbox"/> <sub>4</sub>
Good	<input type="checkbox"/> <sub>2</sub>	Don't know	<input type="checkbox"/> <sub>5</sub>
Poor	<input type="checkbox"/> <sub>3</sub>		

Q66	<b>How satisfied are you with the opportunities for participating in the local decision making process provided by Scottish Borders Council?</b>			
	Very satisfied	<input type="checkbox"/> <sub>1</sub>	Fairly dissatisfied	<input type="checkbox"/> <sub>4</sub>
	Fairly satisfied	<input type="checkbox"/> <sub>2</sub>	Very dissatisfied	<input type="checkbox"/> <sub>5</sub>
	Don't Know	<input type="checkbox"/> <sub>3</sub>		

Q67	<b>Have you taken part in any consultations run by the Council? For example the Local Plan, surveys or Transforming Children's Services (excluding this survey)</b>			
	Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>

**ABOUT YOURSELF**

Q68	<b>Are you male or female?</b>			
	Male	<input type="checkbox"/> <sub>1</sub>	Female	<input type="checkbox"/> <sub>1</sub>

Q69	<b>How long have you lived in the Borders?</b>			
	Less than 1 year	<input type="checkbox"/> <sub>1</sub>	Between 6-10 years	<input type="checkbox"/> <sub>3</sub>
	Between 1-5 years	<input type="checkbox"/> <sub>2</sub>	Longer than 10 years	<input type="checkbox"/> <sub>4</sub>

Q70	<b>How old are you?</b>			
	16-24 years	<input type="checkbox"/> <sub>1</sub>	60-74 years	<input type="checkbox"/> <sub>4</sub>
	25-44 years	<input type="checkbox"/> <sub>2</sub>	75 years or older	<input type="checkbox"/> <sub>5</sub>
	45-59 years	<input type="checkbox"/> <sub>3</sub>		

Q71	<b>Which of these best describes your present employment situation? (PLEASE TICK ALL THAT APPLY)</b>			
	In full-time work	<input type="checkbox"/> <sub>1</sub>	Go to Q72	Go to Q73
	In part-time work	<input type="checkbox"/> <sub>2</sub>		
	Self-employed	<input type="checkbox"/> <sub>3</sub>		
	Work from home	<input type="checkbox"/> <sub>4</sub>		
	On a Government training scheme	<input type="checkbox"/> <sub>5</sub>		
	Registered unemployed	<input type="checkbox"/> <sub>6</sub>		
	Permanently sick or disabled	<input type="checkbox"/> <sub>7</sub>		
	Wholly retired from work	<input type="checkbox"/> <sub>8</sub>		
	In full-time education	<input type="checkbox"/> <sub>9</sub>		
At home/not seeking work	<input type="checkbox"/> <sub>10</sub>			

Q72	<b>If you are in paid employment are you based in the Borders?</b>			
	Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>

Q73	<b>Which of these best describes the type of household at this address?</b>			
	Single person	<input type="checkbox"/> <sub>1</sub>	Couple without children	<input type="checkbox"/> <sub>4</sub>
	Lone parent	<input type="checkbox"/> <sub>2</sub>	Three or more adults with children	<input type="checkbox"/> <sub>5</sub>
	Couple with children	<input type="checkbox"/> <sub>3</sub>	Three or more adults without children	<input type="checkbox"/> <sub>6</sub>

Q74	<b>Do you own or have access to a car?</b>			
	Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>

Q75	<b>Do you have any long-term illness or disability?</b>			
	Yes	<input type="checkbox"/> <sub>1</sub>	No	<input type="checkbox"/> <sub>2</sub>

Q76	<b>To which of these groups do you consider you belong to?</b>			
	<b>A White</b>		Bangladeshi, Bangladeshi Scottish or Bangladeshi British	<input type="checkbox"/> <sub>10</sub>
	Scottish	<input type="checkbox"/> <sub>1</sub>	Chinese, Chinese Scottish or Chinese British	<input type="checkbox"/> <sub>11</sub>
	Other British	<input type="checkbox"/> <sub>2</sub>	Other, please write in	<input type="checkbox"/> <sub>12</sub>
	Irish	<input type="checkbox"/> <sub>3</sub>	<b>D African</b>	
	Gypsy/Traveller	<input type="checkbox"/> <sub>4</sub>	African, African Scottish or African British	<input type="checkbox"/> <sub>13</sub>
	Polish	<input type="checkbox"/> <sub>5</sub>	<b>E Caribbean or Black</b>	
	Other white ethnic group, please write in	<input type="checkbox"/> <sub>6</sub>	Caribbean, Caribbean Scottish or Caribbean British	<input type="checkbox"/> <sub>14</sub>
	<b>B Mixed or multiple ethnic groups</b>		Black, Black Scottish or Black British	<input type="checkbox"/> <sub>15</sub>
	Any mixed or multiple ethnic groups, please write in	<input type="checkbox"/> <sub>7</sub>	Other, please write in	<input type="checkbox"/> <sub>16</sub>
	<b>C Asian, Asian Scottish or Asian British</b>		<b>F Other ethnic group</b>	
	Pakistani, Pakistani Scottish, or Pakistani British	<input type="checkbox"/> <sub>8</sub>	Arab, Arab Scottish or Arab British	<input type="checkbox"/> <sub>17</sub>
	Indian, Indian Scottish or Indian British	<input type="checkbox"/> <sub>9</sub>	Other, please write in	<input type="checkbox"/> <sub>18</sub>

Q77	<b>Do you have any other comments that have not already been mentioned? E.g. are there any qualities about the Borders that you particularly like/think are at risk?</b>	

Q79	<b>What is your Postcode? (This will be used for data analysis purposes only)</b>	

**THANK YOU VERY MUCH FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE. YOUR VIEWS WILL HELP SHAPE THE SERVICES PROVIDED BY SCOTTISH BORDERS COUNCIL.**

**PLEASE RETURN YOUR QUESTIONNAIRE IN THE ENCLOSED FREEPOST ENVELOPE PROVIDED (NO STAMP NEEDED) BY THE 30<sup>th</sup> OF JULY.**

**IF YOU HAVE LOST THE ENVELOPE YOU CAN RETURN THE QUESTIONNAIRE BY USING THE FREEPOST ADDRESS BELOW:**

**RESEARCH RESOURCE, FREEPOST RRSA-LEUS-ULUB, 17B MAIN STREET, CAMBUSLANG,  
GLASGOW, G72 7EX**

## Appendix 2: Reasons for thinking SBC information on services, plans and decisions is not accessible

Reason	No.	%
Information is difficult to understand/ Not understandable	44	32%
Given wrong information/ information given is not clearly or thoroughly explained/ Reluctant to give information/ Never get an honest answer	18	13%
Website difficult to navigate/ access/ use	13	9%
Often biased/ Slanted information/ Jargon used	11	8%
Find out decisions have been made/ information given too late/ Council don't inform people what's going on	11	8%
Not sure of best way to get information/ Not aware of	11	8%
Not enough/ difficult to access information	9	6%
Nobody takes responsibility/ Can't always speak to someone/ Department names keep changing/ Too many departments	8	6%
Do not always buy the paper/ Council leaflets so do not get Council information	6	4%
Poor website	5	4%
Poor quality of local media/ Poorly reported by the local press	5	4%
Do not have/ use internet	4	3%
I am old	3	2%
Don't have a local Councillor/ Don't know who local Councillor is	3	2%
Too much bureaucracy/ 'Red Tape'	2	1%
SB Connect should be stopped/ is expensive	2	1%
Want simple plans and value for money	2	1%
Out of date information on website	1	1%
Sometimes accessible, other times not	1	1%
<i>Total</i>	139	100%

### Appendix 3: Reasons for not using the bus service in the future

Reason	No.	%
After road accident don't like being driven by driver.	1	0%
All journeys are by car	1	0%
All journeys are by car/ because I drive	1	0%
Anti social behaviour on bus	1	0%
Because I have a car/ drive	123	23%
Bus not frequent enough	46	9%
Can access everything I need by walking/ because I can walk	20	4%
Convenience/ bus too slow	53	10%
Cost	32	6%
Disability issues	58	11%
Do not need to	1	0%
Don't like bus/ public transport	10	2%
Don't need to	8	2%
Don't run at appropriate times	2	0%
I wouldn't but my children will.	1	0%
In my younger days it would have been very welcome.	1	0%
Need a car for work	15	3%
No	1	0%
No local bus/ routes not where I want to go	123	23%
Not practical with children	6	1%
Old age	1	0%
Only if it improved and the bus time were convenient.	1	0%
Public transport not reliable/ poor service	30	6%
Require car for work	2	0%
Require car to carry shopping	3	1%
There is no direct link between bus and rail services in the Eastern Borders	1	0%
Too many empty and heavily subsidised buses.	1	0%
Too old	5	1%
Too rural/ accessibility reasons	26	5%
Uncomfortable/ dirty	4	1%
Work out with bus hours	1	0%
Would only use the bus if I had to	6	1%
Would rather cycle	1	0%
<i>Total</i>	<i>525</i>	<i>100%</i>

NB Comments coded as multiple choice

## Appendix 4: Reasons for being dissatisfied with public toilets

Reason	No.	%
Opening times/ Toilets often closed/ Locked/ Not open late enough	94	31%
Unclean/ Dirty/ Smelly/ Unkempt/ Unhygienic	185	60%
Baby changing facilities closed/ Lack of baby changing facilities	1	0%
Charges to use	5	2%
Unisex toilets/ Layout of unisex toilet	12	4%
Vandalised/ Graffiti/ Misused by public	13	4%
Not enough toilets/ Need upgraded	52	17%
Poorly signposted/ Unsafe	8	3%
No attendant/ Unsupervised	8	3%
No locks on doors/ Poor lighting/ Lacking toilet necessities e.g. toilet paper, mirrors etc	14	5%
Wheelchair access is poor	2	1%
Poor compared to other areas	3	1%
No toilets in town centre	1	0%
<i>Total</i>	<i>398</i>	<i>100%</i>

NB Comments coded as multiple choice

## Appendix 5: Theatres/ arts centres visited in the last year

Theatre/ arts centre	No.	%
Eastgate Theatre, Peebles	204	33%
The Wynd, Melrose	64	10%
Maltings	54	9%
Peebles	35	6%
Bowhill	34	6%
Berwick	33	5%
Tait Hall, Kelso	33	5%
Hawick	32	5%
Hawick Hub/ Museum	25	4%
Volunteer Hall	23	4%
Heart of Hawick	22	4%
Theatre	21	3%
Galashiels	21	3%
Melrose	19	3%
Bean Scene	18	3%
Art exhibitions	18	3%
Kelso	14	2%
Cinema	12	2%
Old Gala House	10	2%
Town Hall	9	1%
Langholm	8	1%
Melrose Theatre	7	1%
Harestanes	7	1%
Buccleuch Centre, Langholm	7	1%
Museum	7	1%
Victoria Hall	7	1%
Book Festival	6	1%
Coldstream	6	1%
Eastgate	6	1%
Towermill, Hawick	5	1%
Halliwells House, Selkirk	5	1%
Memorial Hall, Innerleithen	5	1%
Berwickshire High School	4	1%
Hawick Town Hall	4	1%
Innerleithen	4	1%
Paxton House	4	1%
Gallery	4	1%
Chambers Institute	4	1%
Pavilion Cinema	4	1%
Gala House	3	0%
Coldingham Priory and Public Hall	3	0%
Carlops Village Centre	3	0%
Tweeddale Museum	3	0%
Melrose Book Festival	3	0%
Drumlanrigs Tower	3	0%
Wilton Park	3	0%
Selkirk	3	0%
Wilton Lodge	3	0%
Local Productions	3	0%

Bowhill Theatre	3	0%
Jedburgh	2	0%
Local Production	2	0%
Various	2	0%
Gala Opera	2	0%
Hawick Theatre	2	0%
Local Opera	2	0%
Edinburgh	2	0%
Concerts in churches	2	0%
Walter Scott Court Room	1	0%
Playhouse	1	0%
Can't Remember	1	0%
Better ones	1	0%
Opera	1	0%
Kelso Theatre	1	0%
Duns School	1	0%
Yetholm	1	0%
The Gyle	1	0%
Langholm Arts Centre	1	0%
Hawick Art Gallery	1	0%
Hawick	1	0%
Graham Institute, West Linton	1	0%
Innerleithen Memorial Hall	1	0%
EPAS	1	0%
St Andrews Art Centre	1	0%
Scott Gallery	1	0%
West Linton Village Hall	1	0%
Galashiels Academy	1	0%
Operatic Society	1	0%
Jedburgh Church Choir	1	0%
Yetholm Village Hall	1	0%
Eyemouth Museum	1	0%
MacFarlane Hall, Peebles	1	0%
Wauchope Hall	1	0%
Village Hall	1	0%
Border Union Showground Hall	1	0%
Kelso High School	1	0%
Burgh Hall	1	0%
Stinton Art Gallery	1	0%
Selkirk Memorial	1	0%
Winton Park Museum	1	0%
Cairns Gallery	1	0%
John Buchan Centre	1	0%
Peebles Theatre	1	0%
Northgate	1	0%
Sand Centre	1	0%
Drumlanrig Tower	1	0%
Mary Queen of Scots House	1	0%
Chambers Gallery	1	0%
Graham Institute	1	0%
Ormiston Institute	1	0%
Galashiels Pavilion	1	0%

Selkirk Opera	1	0%
Abbotsford	1	0%
Corn Exchange, Melrose	1	0%
Buccleuch	1	0%
Wauchope Hall	1	0%
Scott Gallery Hawick	1	0%
<i>Total</i>	<i>618</i>	<i>100%</i>

## Appendix 6: Further details on occasions where respondents have felt unsafe

Place	Time of the day	Why
All town centres	8pm onwards	Alcohol misuse
Along A702 - walking/running through car parks	Day and evening	Speed of traffic.
Along the outskirts on broom lands school.	Night	No lights
Anderson Play park Hawick	Afternoon, evening, late evening	Unsociable behaviour
Any dark places	Night	Old age
Any High Street	The evening hours	Young gangs roaming
Any town	At night	Drunks
Any town	Night	Nerves
Any walk on my own in Kelso	After 8pm	Fear of being assaulted
Anywhere in Town	Night time, mainly after dark.	More strangers and jobs.
Anywhere out with street lighting	After dark	Risk of physical stranger attack
Area around Tesco car park	After dark	Gatherings of young people makes me feel uneasy
Area of Burnfoot	After dark	Reputation, appearance
Areas of Hawick Park - Side streets.	Late evening.	Unsure - fear of mugging.
Around bust stop and outside pubs	Night	Because I am old
Around the town centre of Peebles	On the evenings during Autumn/Winter	A lot of groups of young people hanging around
At night many groups who have been drinking	School lunchtime	Too many teenagers on street corners.
Bannerfield.	Night.	Too many people drinking and taking drugs
Bantry, Eyemouth.	Evenings	The area is being used by youths for drink and drugs.
Benison Square, Eyemouth	Weekend, evening	The twice I have walked through that area I was approached by random idiots about getting drugs
B-foot shops and surrounding area	Night	Because of my age feel unsafe passing large groups
Black path	Late at night	Because of all attacks over the years as well as recent attacks
Black Path	Anytime	Never any police or community people about, can be very daunting
Black path	After dark	-
Black path	Night	-
Black path - Galashiels	Anytime	Too many isolated spots
Black path - Galashiels	After dark	Previous incidents - never hear of any arrests
Black Path (Gala) Policies (Gala town centre)	day or night	Often meet unsavoury people or groups of teenagers
Black Path (Langley to Town) Overhaugh Street.	Any time after dark.	Previous attacks or trouble in area.
Black Path Galashiels	Night	Poor lighting too much scrubs / bushes

Black path Galashiels	During day and at night	Very secluded and people have been attacked there before
Black Path in Galashiels at night	Night	Used by drunks and drug users
Black Path towards Langlee	After 9pm	Reports of incidents
Black Path, Gala	After dark	Dark, secluded too much bushes
Black path, Gala	Nights	Lots of odd people about
Black path, Galashiels.	Anytime	Reported thief's and assault incidents.
Black Path, Galashiels	Any time	Being assaulted.
Black Path, Galashiels	Night after dark	Drugs, drinking and gangs
Black Path, Galashiels	After dark	Reported cases of assault in the area
Black path, Galashiels	Evenings	Reported muggings
Black Path, Galashiels	After 4pm	Weird people walking around, mainly students
Black Path, Galashiels.	Any time.	Because I am a lady on my own.
Black Path, Tweedbank, Gala	Evening / Late afternoon	Single female (vulnerable)
Blackbull Street town centre	2300-2400 hours	Pubs, bars are closing
Blackpath to Galashiels	Anytime	Intimidated occasionally by youths
Border towns in general	Night mainly	No police presence evident - local police walking streets, a lot of youths hanging about with no reason
Bottom end of Renton Terrace.	Both.	Drugs.
Bonchester Bridge - wooded area opposite Weens house	After dark	Anyone can hide in a thick wooded area
Bourtree Place, Hawick - Frankie's Bar.	All	Smokers gather outside - threatening behaviour.
Bridge end park - Kelso	Early evening onwards	Strangers around, groups of youths
Burnfoot area - Hawick, anti-social people and dogs	Most of the time, especially at night	People living there and dogs (loose)
Burnfoot	Night	During opening hours
Burnfoot - Hawick	9pm onwards	Too many bad people who take drugs.
Burnfoot Co-op Hawick	5-10 pm	Unruly behaviour
Burnfoot Hawick	Night	Unruly youths, Lack of police presence.
Burnfoot Hawick and High St Hawick	Evening	Drunk / Drugged young people
Burnfoot in Hawick and most areas of Galashiels	10pm onwards	Gangs of young people drinking and poor behaviour
Burnfoot shops	Night	Kids about shops
Burnfoot shops	-	-
Burnfoot shops - town	After 8-10pm	Can be collection of youths around shops or street in high spirits / fighting around streets
Burnfoot shops or Hawick High Street	Evening/night	When they are young people causing trouble
Burnfoot Shops, Hawick.	6pm-10.30pm.	Groups of young children.
Burnfoot, Allars Crescent/Bank.	Night	Bad neighbourhood. High crime rate.
Burnfoot, Hawick.	At night.	Gangs of youths.
Burnfoot. Hawick	Day and night	To many jobs

Burnfoot, Hawick and High Street.	After dark.	Drunk people in street.
Bus station	Night	Pretty dark and no-one around for help if you need it, other kids hanging around/drinking is intimidating
Bus station and Parkhill, Jedburgh	Night time	Lots of youths hanging around
Bus stop, High Street, Peebles and also the school Brae and Tweed Green.	After about 20:30.	There are groups of people hanging around.
Cademuir Valley near Peebles	Dusk	Many rogue game keepers shooting, 'lamping', cat got stolen
Cairnmount, Jedburgh	Any	Behaviour - children coming onto my land
Car Park behind West Port and Old Kirkyard Selkirk	Weekends nights 7pm - 1am	Young people gather in groups and cars - Underage drinking in cemetery on occasions
Car parks	Night	Youngsters hanging around can be abusive
Central area & alleyways in Kelso, Hawick, Duns & Galashiels	Night	Groups of men drinking, groups on street who are too young to be in the pubs
Central of Kelso	Night	Drugs and drink
Centre of town and the streets	After dark	Too many groups hanging around
Centre of town, Peebles.	Night	Gangs of youths.
Charlie's Brae, Hundred Steps - Selkirk	After Dark	Poorly lit and lonely for a single woman to walk down alone
Church St, Eyemouth	After dark	Homeless accommodation always allocated to drug users and dealers opposite my house
Coldstream Home park	Night	Youths congregate
Cockburnspath	Both	Gangs of youths loitering
Coldstream	Night	Drunkenness in Main St
Coldstream	At night	Due to poor street lighting
Coldstream, Kelso - back streets	Late at night	Drunk people
Common Haugh, Hawick	Late night	Boy racers
Countryside	Night	No lighting
Court Lane Area	5pm to very late	Fairly old
Croft road, Lauder	Night	Dark/areas unlit
Croft Street - Galashiels	All times of day and night	All coming and going in and out of flat
Crosshill, Chirnside	Dark in winter	People hanging around bus stop - I use alternative route
Crosshill, Chirnside	10.30 pm	Young people hanging around shelter
Crossing bridge on main road	Darkness	No lights
Crossing Sheddon Park.	After dark.	Lighting inadequate in park.
Cyclists in pavements	-	Age
Daltho crescent	At night time	Assholes!
Deanhead area of Eyemouth	After dark	Unsure
Denholm	Both at times	Due to an anti social resident
Diesels nightclub Hawick	Night	To many yobs running around
Down town especially at weekends on my street	Night	Alcohol and Anti-social behaviour

Downtown Kelso and the streets	Evening	Too many groups of young people hanging about
Duns	Friday and Saturday nights.	Neighbour deals in drugs ( police aware but seem unable to do anything).
Duns Square	Night	Unruly drunk people (weekend)
Duns Station Road - Opposite park.	After Dark.	Never know who is in the park.
Duns town square	Night	Kids hanging around
Eastfield Road, Mansfield Road, Hawick	3pm	Teenagers out of control, fireworks etc
Everywhere	Night	Unsavory characters roaming about
Everywhere	Both - mainly night	You never know who is about
Everywhere.	At night.	Would feel like this anywhere.
Eyemouth		Drug users
Eyemouth	Late evening	Drunks / druggies
Eyemouth	Night	Find it rough
Eyemouth	Late evening	Gangs of kids moping about drinking/drugs
Eyemouth (streets)	Any time day or night	Drug users or large groups of youths hanging around
Eyemouth after dark	after dark	Too many drug users
Eyemouth Bantry	After dark	Groups of youths drinking.
Eyemouth Car Park	Night Time	Youth's hanging about outside shop.
Eyemouth High Street	Evening	Gangs of youths hanging about
Eyemouth High Street	Night	Sometimes when there are young or drunk people hanging around and shouting
Eyemouth Town Centre	Evening - 9pm onwards	Crowds of cursing and rowdy youngsters who may have been drinking
Eyemouth Town Centre	9pm onwards especially weekends	Drunken behaviour
Eyemouth Town Centre	Evening	-
Eyemouth Town Centre.	Between 8pm and midnight.	Yobs.
Fairfield Selkirk	Night	The entrance into Fairfield at Bus shelter, the trees need cut down - open it up
Fisher avenue	Evenings	A cluster of people with huge social health problems
Fleshmarket, Selkirk	After 8pm	Large number of youths
Foot path from ice rink along to co-op in Kelso	After dark	Very badly lit
Football pitch's - Main Stand area - Peebles	After dark	Underage drinking, teenagers there
Footpaths to Main Road through Walkerburn	After dark (8pm)	Poor walking ability (self) unsteady ground
Gala - haiku	Night	Gangs/drugs
Gala polices, Gala to Melrose	Night	As women alone.
Gala to Tweed Bank if I can't get a taxi.	Late at night	Would not like to walk home.
Galashiels Centre of Town.	After 9pm	Drunkenness. (teens)
Galashiels Town Centre	Evening/Night	Drunken Behaviour.

Galashiels	Evenings - Thurs-Sunday	Always seems to be a lot of trouble
Galashiels	Night at weekend	Clubs and drinking late
Galashiels	Late Evenings	Drunkenness, Violence
Galashiels	Night	General youth crime activity
Galashiels	Afternoon or night	Noisy teenagers
Galashiels	Evening	Was mugged two years ago
Galashiels	Night	Youngsters who are usually drunk
Galashiels - parts of town centre	Late evening	Groups of youngsters
Galashiels - Public Park.	Night (evening when dark)	Not enough lighting - Young people gather there.
Galashiels - Tesco - lane from Elm Row	Evening, dark, Winter	Kids hanging about
Galashiels and Hawick	At night	Too many young drunks looking for trouble.
Galashiels at night	Night	Too many young drunks.
Galashiels bus station	Anytime	Yobs
Galashiels Earlston	Early evening till late.	Groups of youths standing outside shops, pubs, banks ect.
Galashiels Tesco car park	After 8:30pm	The number of young people around.
Galashiels town centre	after 9.30pm	Drunks going between pubs and clubs
Galashiels town centre	Late evening	Unable to product reactions of groups
Galashiels village centre	Chucking out time 11pm-3am	Drunks going about (so I usually stay into avoid)
Galashiels,	Weekend Evenings.	Gangs of drunken youths.
Galashiels, Church Street, Abbotsford Road etc	Particularly after dark	Yobs
General	Almost anytime	Influx of foreigners / drunkenness
General areas	Night	To many drunk young people or drugs
Green Cafe Brae - Hawick	Late night	It's very badly lit at night
Havelock Street, Hawick	Night	Strange folk going about
Havelock and Burnfoot Hawick	Any	Past experiences, druggies/drink
Hawick	Night at weekends	Alcohol fuelled people hanging around
Hawick	Night 9pm-1am	Gangs of youths
Hawick	Evening	Group of young people with alcohol.
Hawick	Late at night 10pm onwards.	Groups of youth and girls very drunk at weekends.
Hawick	When it's dark	It's quite lonely and eerie
haiku	Evenings	Noisy Drunks
Hawick	Night	There are a few council houses in my area and council fill them with bad people, otherwise a lovely street
Hawick	Night	Too many people using drugs in street and around about
Hawick	night	very little police around
Hawick	Late evening	-
Hawick - Howgate area	Late night.	Gangs of teenagers.
Hawick - path from Linwood	Any time after dark	Too dark and can fall over nettles and bushes also smelly and

road up to Moat / never cleaned		lonely
Hawick - Waverly Walk	Night	Rough and noisy around the skate park.
Hawick central square - Horse area	Fri/Sat 22.30 on	Drunken and other hooligans
Hawick generally.	Nights.	Groups, Poor lighting, No police patrolling.
Hawick high school	2300 onwards	Drunk disorderly groups - lot worse and can seem intimidating
Hawick high Street	evening	on my own
Hawick High Street	Late	Age
Hawick High Street	After dark	Too many drunks
Hawick High Street	Afternoon and Friday/Saturday nights	Too many neds with no respect for anyone
Hawick High Street / Howgate.	Late at night.	Drunk and disorder, young men and women.
Hawick High Street and the Horse Howgate area.	In the evening and at night time.	There are groups of young people hanging around.
Hawick High street.	Late evening.	Groups of youths.
Hawick High Street.	Late on Friday and Saturday Nights.	Lots of young drunk kids out who are looking to cause trouble.
Hawick high Street.	After 11pm	Too many youths drinking.
Hawick Pathway between Weensland Road leading to Fenwick Park, stairs hard to negotiate	After dark	Very badly lit (trees and high fence)
Hawick street pavements	At any time	Pavement cycling
Hawick town centre	2200-0300	Drunks and violent people
Hawick Town Centre	Late night	Insecurity from numbers
Hawick Town Centre.	At night.	Drunk youths and fights.
Hawick Waverley Walk	After dark	Bad lighting
Hawick, Dalkeith Place Area	Night	Age related
Hawick, railway, Burnfoot shops	After dark	Youths hanging about
Hawick, some streets	Night	Not sure about people hanging about
Hawick, Weenslands Road	1am - 1pm	Excessive speed of trucks, vans, tractors and trailers, horse boxes
Hawick.	Night.	
Haylodge Park or by river	Night	Not well lit - no police
Haylodge Park, Peebles and cemetery, new Kingsland school areas	8am onwards	Number of teenagers who congregate in these areas to drink, take drugs etc
Heiton - Main St - Park	Early evening	Intimidation and noise
High St, Hawick	Late on weekends	Drunkness
High St, Northgate	Evening and Late Evening	Drunk people
High St, Peebles	Late evening	Kids about
High Street	After 6pm	Drunk people outside the pubs smoking and the gangs of youths.
High Street	After 8pm	Drunks, rowdy teens, yobs

High Street	Night	Gangs of teenagers and drunks
High Street	Both	Gangs of youths collecting together
High Street	After dark - 3.30-4pm	Groups of young people drunk - high school children take over the pavement. I was knocked over
High Street	11.30pm onwards, particularly Friday and Saturday nights.	High numbers of intoxicated etc. youths until 2 or 3 am.
High Street	-	Just little groups standing around when you walk alone.
High Street	After 11	Teens hanging about
High Street	10pm onwards	Unruly youngsters / drunks
High street	Night	Yobs
High Street	Night	Yobs
High Street	Late at night	You don't know what or if anyone is carrying anything or if your passing lots of young ones when they're having a row or what ever
High street - Buccleuch Street	After dark - Lunctime 3.45-4pm	Groups of youngsters can be intimidating - school children take over the pavements, unacceptable behaviour
High street / Northgate Peebles	After 10pm	Too many rowdy youths and girls - blocking pavements
High Street and areas near public houses	Late evening	People under the influence of alcohol or drugs
High Street around pubs	10pm	Young people some with drinks in their hands weaving and foul language
High street Eyemouth.	7pm - 11pm.	Gangs of youths.
High Street Hawick	Evenings	Gangs of youths breaking bottles, shouting and drinking
High Street Hawick	9pm onwards	People congregating street corners, weekend drunks
High Street Hawick walking up the terraces	In the dark	No police about in our area
High Street Hawick, Howgate	Night	To many young drunks and drugs
High Street Peebles	10pm	Young people to much drink
High Street, Hawick	Night after 8	Just feel intimidated by youths
High Street, Hawick.	After 9pm.	Groups of youngsters intimidate me.
High Street, Howgate, Burnfoot, Hawick	Later evening, early morning	Sometimes groups of alcohol fuelled youths
High Street, Jedburgh	Early evening - until late	Youngsters in groups
High Street, Peebles	Around 11pm and later	Drunks outside pubs fighting and behaving anti-socially causing trouble
High Street, Peebles	Friday / Saturday nights	Teenagers drinking / loitering on street.
High Street, Peebles.	After 11pm.	After pub closing time. 211
High Street, Peebles.	At night and after the pubs empty.	I'm just not sure what might happen at night when the pubs closing and the people are coming out.
Home	Approx 2am	Somebody knocked on bedroom window
Home, Burnmouth	Anytime	Intimidation from 1 family in No 16

Houndslow	-	Next to busy main road with high speed traffic.
Howgate	11pm-12pm	Too many drunk people
Howgate, Hawick at weekends after 10pm	After 10pm	Youths intimidating after drinking sessions
Howgate. Hawick	Weekend Nights	Larger numbers of drunk young people.
Iceland car park stairs leading to Co-Op	early morning 6.30-7. nights between 10pm -4am	People tend to hang around - junkies
In my front porch which I share with a bigot.	-	20 Years of stress due to physical and verbal abuse (7 owners) person who started this is gone she had everyone around me told about it and now not one person in my building speaks to us, this is a dreadful way to live, and we have only stayed to try and get the most for our home when we sell. I know this will be a waste of time, but since you asked me i was prepared to tell you.
In the common close/stair.	Night mainly.	The neighbours are unfriendly.
In town	After 9pm	Drunks
In town	During day	So many have druggie look
Inchmyre Kelso	Night	Young gangs
Inchmyre and Orchard Park (Kelso)	Evening / Night	Reputation
Inchmyre and Orchid Park Kelso	At night	Type of tenants placed there
Inchmyre Flats	-	Drug addicts - Anti social behaviour.
Inchmyre Kelso	Both	Drugs
Inchmyre Kelso	Night	Gangs of young people hanging around
Inchmyre, Kelso	When getting dark	Large groups of youths
Inchmyre, Kelso and Maxmill Park Kelso	Both day and night	Too many druggies and drug dealers
Inchmyre, Kelso.	Night.	Youths with flats having parties in the street.
Innerleithen	24-7	Bad people keep doing wrong and all they get is a slap on the wrist from the police and the courts - why
Innerleithen	Night time	Groups of teenagers
Jed, alleyways off the Main Street	Evening	Group of youths
Jedburgh- Co-op car park	Night 8-10pm	Youths drinking
Jedburgh	Night	Dark areas
Jedburgh	9pm onwards	Groups of loud, swearing youngsters
Jedburgh	Night	Groups of youngsters, no police about
Jedburgh Riverside	7 till 10pm	There are youths hanging around drinking.
Jedburgh square, co-op	10pm	Youngsters collecting, no police
Jedburgh subways / parks	After dark	Crowds of teenagers drink, drug addicts
Jedburgh Town Centre	Evening.	Lots of youths hanging about in town centre - intimidating.
Kelso	At night.	Boys hanging around.
Kelso	Night time along Mayfield River	Dark and youths hanging about
Kelso	Night	Drug addicts, Sheltered housing areas, Station Road.
Kelso	Sat/Fri nights	Drunken youths

Kelso	Late Friday or Saturday night	Excessive alcohol consumption leading to noisy drunk people
Kelso	Anywhere after dark	gang activities
Kelso	Night - wouldn't walk from town to home alone	History of violence in the town (mitzi crew)
Kelso	Evening / night	Local youths (unruly behaviour drink/drugs) - lack of police presence
Kelso	Night	Mitzi crew still about
Kelso	Always	Neds
Kelso	Night	problems with people being attacked
Kelso	At night	Walking home alone, there are too many youths hanging around.
Kelso	Late at night	Youths hanging about
Kelso	At night	-
Kelso - in places devoid of people - deserted car park	Afternoon	Menaced by 12 year olds on bikes, circling me and swearing
Kelso (Abbotseat - Ash Path towards Co-op)	Any time after dark	Youngsters in crowds and known drug addicts
Kelso (Inchmyre)	After 9pm	Knowledge that there are certain individuals that cause disruption
Kelso and Jedburgh.	Anytime after dark.	Youths and gangs hanging about.
Kelso Centre	At night time	Young thugs.
Kelso Square	Night.	Youths hanging about.
Kelso- square	weekends	drinks
Kelso square and surrounding area	Saturday night particularly	Large number of youths and drink partaken
Kelso Square around Abbey, quieter back streets.	10pm +	Groups of youths, some who have been drinking, stories of attacks etc.
Kelso town Centre	Saturday Nights	Afraid of drunks and yobs.
Kelso town centre	Evening	Boy racers and groups of youths
Kelso Town Centre	Night	Drunk related incident
Kelso town centre	Evening	Isolated and no-one about
Kelso town centre	After 8pm	Young people gather in square
Kelso, Grovehill	Night	Anti-social behaviour
Kelso, in the square at Bridgend Park	Late evenings	Drink, drugs and youths
Kelso.	After 10.30.	Too many people drinking.
Kingsmeadows car park	Evening - 7pm-1am	Loads of kids, young adults revving cars driving around and around town at speed sometimes up to 10 cars cruising in the car park
Knowes and Mayfield, Kelso.	From 8pm to 3am	Joy riders, cars speeding, noise and intimidation.
Langlee	All the time	Afraid of being assaulted, especially on Black path
Langlee	Particularly at night.	Common doors and routes without escape.
Langlee	Any	Lots of drugs users and drunks strolling the streets all time of the day
Langlee	After 9pm	Too many incomers/immigrants in town

Langlee - Tweedbank	Black path - day or night	Very bad area for bad people, drugs and drink related
Langlee Park, Primrose Bank - Galashiels	Night	Youths drinking
Langlee, Galashiels	Night	Amount of drunks / druggies fighting in street or having house parties leading to fights
Langlee/Balmoral, Gala	Night/dark	Groups of people hanging around intimidating residents
Less quiet areas in Hawick and route home to just outside town.	After Dark	Do not feel it would be advisable to be walking.
Local area near my home and in the town.	Night	Drunks, drug addicts, gangs of youths
Local park (Jedburgh)	Night time after 6pm	Teenagers taking over, shouting and swearing making adults and child uncomfortable
Local park, Peebles	Night, day	Dogs, running loose, owners walking with leads in their hands but not on dogs
Local roads	Night time	Feel a bit unsafe as no street lights on country lanes
Local street	24-7	Other family intimating us as a family
Local towns after 10pm	After 10pm in Summer not in Winter after 4pm then	Can't carry guns like in the states if someone attacks you with a knife what is your answer
Lochpark area and Trinity Church area	Night	Lack of street lighting
Lonely Paths	anytime	Being sensible about access if ill etc.
Main Road (park area)	Dark	New to area, have already had things stolen
Main Road through Lilliesleaf/local roads - speeding cars	-	Cars not observing speed limit through village, driving at inappropriate speeds on local roads
Main Street & Harbour area especially near pubs	After Dark	Drunken behaviour especially young folk
Main Street Inverleithen & side Streets	From 10pm onwards	Youngsters looking for fights or high on drugs
Manderston Mill Cottage.	Anytime	The odd car driving fast doesn't give me much time to get the dogs and myself onto the verge.
Melrose bypass path between BGH and station	At night	Lighting is not that great, sometimes can be overgrown but has improved recently
Millers Knowe Hawick	During school holidays	Youths
Most Borders towns	After 10.30pm at weekends	Drunken abusive people
Most town centres	Night	Youths and drinking etc
Most towns like Gala and Hawick	At night time.	There are youth gangs.
Near pubs	Night	Previous experience
Near to Brisbane Place, Kelso	Night	Near a rowdy pub
Newcastleton, riverside.	Night when dark.	Badly lit, few people about.
Night	Not much light	Better lighting
Night time	After Dark	More than two or three teenagers after pubs and clubs evacuate.

No specific place, prefer to be indoors after 9pm	-	-
Oakfield Court Kelso	Day and night	Some bad neighbours that cause trouble in my streets
Old Cross Kirk	9.20 pm	Youngsters in Crosskirk grounds 6 or 7 of them
Old railway line	Night	can be a lonely place by yourself, too many bushes
On the roads/lanes.	Both.	Fear of being run down by dangerous drivers.
Outside of Kelso e.g. Blacknowes	Dark or twilight	Cars parked - no-one in sight, not regular so difficult to manage
Park - including nut wood	When it is dark	Not well lit - often lamps not lit opposite Abbey
Park lanes	Dark	No lights
Parkhill Jedburgh	Night	Lighting poor
Parks (any) generally anywhere	Night once it's dark	Not enough lighting
Parks in Coldstream	Night / Evening	Not enough illumination
Parts of Peebles.	Night.	Youths on street.
Path from Ice rink to Co-op Highcroft Kelso	At night	Very few street lights and over grown hedges and big fences.
Paxton	At night	The lack of lighting
Peebles	At night	All youngsters on streets
Peebles	Any time.	Anyone displaying excessive behaviour especially youths.
Peebles	Night	Drunkness'
Peebles	Late evening when pubs close	Drunks milling about the street
Peebles	Fri/Sat evenings	Groups of noisy youngsters
Peebles	Night	Too much hanging about outside pubs
Peebles - Haylodge, High Street	Late evening	Young people congregating in groups
Peebles - Tweed Green, Kingsmeadows Road, Victoria Park - after dark	Night	Sometimes people hanging about, not well lit places and wooded areas / quiet spots, make you feel uneasy
Peebles High School	Evening	Large groups of teenagers
Peebles High St	Pub closing time at night	Inebriated youngsters / adults
Peebles High Street	Friday and Saturday night	Drunkness
Peebles High Street	After dark	Folk hanging around outside pubs etc
Peebles High Street	Late Friday / Sat nights	Too many young drunks
Peebles High Street and the Meldons	After 10pm	Groups of people who have been drinking outside the keg and post office or camping on Meldons
Peebles High Street, Channel Street Gala	11.30 - 3.30	Drunks
Peebles High Street, Eastgate, Northgate	Friday and Saturday late evening	Rowdy youths and others
Peebles.	Late evenings, especially weekends.	Gathering of youths at fast food shops.
Putting green and parks	Night	Too many youngsters and yobs congregating

Queens Court / children's play area	Evening	Drunk, aggressive children
Railway line - Hawick	Day and night	Is a long walk with no houses nearby looking on
Renton Terrace - Eyemouth	Both	All the drug users that live there, don't like children going past
Residential streets in Galashiels	Galashiels Academy - lunch time	Walked into by Gala Academy pupils who don't look where they're going and are discourteous
Road to Ice Plant (Harbour) via Golf Club (Recycling Centre) only because it can be deserted	Night.	It can be deserted and no houses close. I don't go at night alone.
Roads surrounding towns in Haylodge park	Night - evening	No street lighting
Roundhead TD9 7HR	After dark	Unlit driveway
Roxburgh Place, Newtown, St Boswells, Eildon Terrace, Lorry park behind co-op also Newtown	From 9pm un til daylight	The lorry park is dark and secluded. Eildon Terrace and Roxburgh place are notorious for crime
Seafront - Eyemouth	Around 8 or 9pm	Gang of youths
Selkirk - bottom segment of Bleach Field Road	Darkness	Very isolated and several gardens with aggressive dogs - 2 which are semi-boarded into gardens
Selkirk - station post office - heading over silver bridge towards Riverside nursing home	Night	Very dark, sometimes lights are not on - broken, very dangerous and no houses nearby to go to in case of emergency
Selkirk (various areas)	Night	lots of people/drunks loitering - people/kids hanging around, intimidating.
Selkirk, chestnut tree. Mungo Park Court.		Groups of youths.
Sheddon Park - Kelso, Knaves Park/Mayfield area Kelso	Night	Gangs of loud/drunk intimidating youths
Sheddon Park.	Late at night.	Lack of lighting.
Shop area at Burnfoot, Hawick	Night time	Too many yobs hand around and is very threatening
Shop bus.	morning.	Rape in shop, rape in bus with woman.
Sleepy Valley, Burnfoot Park	Evening to night	A lot of young people with a lot of bottles and who knows what else converge regularly and light fires
Slitrig Crescent Hawick	Night	Youths hanging around the area
Small park between war memorial and home park	Night	Not very well lit
Some street off the Main Street	After dark	Because some people have been hurt.
Square - Kelso	Late at night.	A lot of teenagers in large groups - often rowdy and use explicit language sometimes
St Boswells	Day	Youths hanging around bus station
St Boswells / Newton A68	After dark	Excessive speed of traffic
St Boswells bus station area	7pm onwards	gangs of youths / neds
Station road	Night	Road to Industrial Estate - vast amount if lorries/drivers
Streets / Underpasses	Late day / Night	If I see people loitering / standing around
Tesco car park, Galashiels	4pm	Gathering of youths
Tesco's - Green Street -	Galashiels, evening	Youths - large groups

Market Street	and night	
The Bantry, Eyemouth	Various times	Gangs of youths drinking in public
The Black Path between Galashiels and Tweedbank	When dark	Not sufficient lighting (black areas) and aware of several incidents there
The footpath between Melrose and Darnick.	After dark.	Because of my age, I am over 70 years of age.
The Keystore in Jed.	At night time	Youths hanging around the area.
The Knowes car park down to river Kelso	Night	Boy racers, I'm scared going out at night even driving I'm nervous
The less well lit places.	In dusk and dark	Physically disabled and nervous,
The park, Duns	Night	Youths are around
The road up to Jedbank Drive in Jedburgh	After dark	Not enough lighting
The Square Kelso	Late evening	Lots of youngsters drinking
The Tweedbank black path.	At night time, after dark.	There are too many attacks on people.
Thomson bridge / Haugh Road	Night	Kids in cars at Haugh and kids wandering around bridge
Tower Knowe Hawick to Lynnwood.	After dark.	There are not many people around.
Town	Night	Drunk youths
Town		Gangs
Town	Evening	Teenagers
Town and parks.	Night time.	Too many drugs.
Town centre	Night	Crowds of intoxicated youths
Town centre	Weekends night	Drunk youngsters
Town centre	Weekend nights	Gangs of unruly youngsters
Town centre	At night	In bits where pubs and youths hang out, I don't walk late at night
Town Centre	Evening at weekends.	Youngsters roaming about and generally loud and unruly.
Town centre - evening - weekends	After dark	Bad behaviour of some youngsters and drug problem
Town centre - Jedburgh	After 8pm	To many young people hanging around in crowds
Town centre when pubs close	After 10 pm	Drunken people - many young - after confrontational more
Town Centre, Inch Park.	After 10pm in the summer and after 8pm in the winter.	Kids that are drunk in the square.
Town Centre, Main Streets. The off street passages at waterside.	All evenings, especially after dark. Also after 3:30pm in the winter.	Youngsters and drunks.
Town Centre, Peebles.	10pm +	Alcohol fuelled crowds.
Town centre.	Evenings.	Drunkness and hooliganism.
Town centre.	Night	Drunks and aggressive youngsters.
Town centres of Selkirk and Galashiels	Any time	Fear of intimidation by youths
Town High Street	Late evening	Anti-social behaviour
Town High Street	Night	Youths

Town Yetholm glass recycling depot	Daytime	Could be anyone behind fence
Towns generally	Night	Drink/drugs
Tweedbank, Blackpath to Galashiels.	Night when dark.	Not well lit, youngsters hanging about.
Tweedside Road, Newtown St Boswells	Day and night	Poorly maintained pavements and lack of street lighting and evenings
Various	Night	Poor street lighting
Various areas	Mostly nightfall - 7pm - 1am	Groups of children / teenagers
Victoria Park and Tweed Garden.	Dark.	Not well lit.
Victoria Park Peebles	10-11 pm	Poor lighting on the park I would normally take
Victoria Park, Innerleithen	Evening/dark night	Youths drinking
Victoria Park, Innerleithen	Night	Gathering of teenagers drinking
Vine Street, Clovenfords.	Anytime of the day or night.	Speeding traffic
Walkerburn - down water side.	When it's dark.	No lights.
Walking by the river	Late afternoon	As a woman on her own, it is too far away from houses and there is always men walking there
Walking in the park	6-8pm	Too many youngsters mucking about
Walking on roads	Mainly weekends/ summer time	Speeding cars and motorbikes
Walking past Broomlands Primary School up road to Broomlands Court	Winter nights 7pm onwards, mainly after 10pm.	Hear of Kelso groups randomly attacking people.
Walking past fire station near Inchmyre, Kelso	Dark - evenings, early am	Sometimes meet threatening looking individuals
Walking through home park	Night	Crowds of kids on benches drinking is an all to common affair
Walking to Knowes car park in, Broomlands dog walking area	After dark especially in winter getting dark at tea time	
Waverly Walk	Night and Day	Isolated groups of kids at times.
Waverly walk	Night	To many tree can't see what is behind the trees
Waverly walk - Hawick	During the day and night	Drug users etc - drinkers
Would not feel safe walking in any rural country areas on my own.	Day or night.	Obvious reasons for a female on their own.
-	-	Any area where a clear view is not available
-	Night time	At night there are young ones on the street, not very nice.
-	Night / pm	Drinkers / smokers
-	-	From Melgund Bridge Weensland Waverley walk needs trees cut down
-	-	Groups of young people
-	Late at night when drunk people are shouting and swearing.	I am a very nervous person.

-	Evening	I am disabled and use 2 sticks
-	Dark evenings	It is a quiet street, mainly woodland on either side.
-	After 8pm	Kids in crowds hang around the Co-op, feel intimidated
-	Night.	Lot of people I don't know any more.
-		Too much binge drinking.
-	Night	Unruly behaviour
-	All over	-
-	Night time, live down country lanes	-

## Appendix 7: Other Comments

### Berwickshire

All respondents were asked if they had any other comments they have not had a chance to discuss in the questionnaire. The main issues that were brought up by Berwickshire respondents were:

- Roads a disgrace/ streets unkempt
- Buildings not wheelchair friendly
- Poor bus service/ lack of transport
- Building on good land/ too many new developments
- Community changing for the worst
- Lack of jobs
- Private housing expensive/ houses allocated to people out with the area
- People don't look after property
- Pollution issues/ unhappy with wind farms/ too many
- Council tax same as people who live in the town
- Would like quality brand supermarkets/ shops open until later
- Drug problem
- More should be done to encourage holiday makers
- Number of businesses reducing
- More police needed/ visible
- Poor rubbish collection/ recycling facilities
- Lack of opportunities for young people
- Parking issues
- Council not addressing the need for care/ nursing homes

On the other hand, the majority of positive comments made were with regards to:

- Beautiful countryside/ scenery/ place to live
- Excellent quality of life
- Friendly place/ community spirit
- Peaceful place to live
- Council do a good job

Access to most buildings in the Scottish Borders is are wheelchair unfriendly - very poor. Roads are a disgrace  
As I live in Gordon, buses is poor and late or late from bus station.  
As I live just over the boundary between East Lothian and the Borders I tend to use Dunbar as a main place to shop.  
Beautiful countryside and views.  
Blue and white collar workers, are now top heavy, there are no street cleaners, the towns always appear dirty and unkempt, and Eyemouth beach is a disgrace.  
Building homes on beautiful good farm land etc.  
Bus service to Edinburgh is very poor.  
Carers are looking after my elderly parents they do a really god job. Thank you.  
Church yard maintenance is very poor in Chirnside. Flowers put on my grandfathers grave constantly get out and his headstone is always covered in grass cuttings  
Comment boxes next to some questions would be useful. Q 16 and 49 on litter. Larger boxes to 'x' also helpful.  
Community life is in danger as young people move away. There are no jobs, private housing is too expensive and rentable housing is given to people from outside the area, people with problems, many eastern Europeans. All this changing our community - not for the better.  
Council could do more to make residents responsible for state of gardens etc, large trees growing in small gardens overshadowing adjoining properties. This should be discouraged to avoid damage to properties and undermining of roads by roots.  
Council workers walk past rubbish lying on the ground in the park, if this survey is confidential how did you know I had not responded to the last one.  
Don't like wind turbines  
Don't want it over populated, want the rural areas to remain rural, council houses to be allocated to people living in the towns where they belong.  
Dual carriageway urgently needed. Railway station at rest on needed.  
Employment opportunities are low. My work takes me to London far too often. Local companies are not interested, ill equipped and very rarely are competent  
Environment at risk of multiple pollution from wind farm development to it's detriment.  
Environmental and unspoilt natural beauty, lack of traffic, slow pace of life. Dislike the fact that there are no career opportunities for the young, low level of general education to school leaving age.  
Excellent quality of life.  
Excessive wind farms without proper environmental assessment, rural works in places appealing and anytime to concern.  
Far too many unkempt gardens bringing the area down, they should be made to tidy the place up.  
Grants for home improvements / multi functions are very hard to obtain and in my experience staff seem unwilling to encourage applications. If you have money to invest in alternative energy measures you can have grants but if you don't have spare capital then you have to carry on in high energy cost homes.  
I am appalled at the closure of the St Andrews Arts Centre and the subsequent loss to the children and future generations of a wonderful artistic asset. It will prove to be the most expensive £50000 the council have ever saved.  
I am concerned that commerce in the small towns, like Duns and Kelso, is seriously diminishing. I think shopkeepers of small local shops should pay reduced council rates on their properties.  
I am very proud to call the Borders my home, but I am not at all satisfied with my English postcode.  
I consider the NHS, SVEs (Knoll & BGH & Coldstream dental to be first class. Because of this they may be main target for cut backs, this would be wrong way to make any changes.  
I disagree that I have to pay the same council tax as people who live in the town. When the only services I get from the council is recycling and bin collections weekly and our road is very very rarely gritted in the winter.  
I don't want more wind farms in Lammermuir Hills, snow and ice - more gritting of non main roads ( I mean B&C roads).  
I enjoy the slower pace of life, the unpolluted air, the wonderful scenery and the exceedingly friendly people.  
I feel strongly cuts are needed but take them from "the fat cats", shop consultations, shop expenses, the

ordinary working man goes to work and doesn't get any extra and still then has to pay out more, leave school / hospital budgets to the head teachers and individual trusts.

I have lived in my present address for nearly 8 years. In that time I have only seen one police officer with their feet on the ground, that was a female officer buying a lottery ticket in the paper shop.

I like the community I live in and work in although I would like to see better/ Improved roads infrastructure on the main routes in the Easter borders. I would also like to see quality brand supermarkets move into the area. I like the general rural appearance of the Borders but think it is at risk from ugly inappropriate housing of poor architectural quality both in the countryside and villages. New housing should be well designed and fit it and not be tasteless boxes.

I love landscape and that the whole area is clean and fresh looking. No dereliction, great friendly people, I love it.

I love living here, it's such a shame there is such a drug problem and as a result of it people are dying. We own a wee successful business in Eyemouth and with the recent robbery its a bit frightening, we all need security. I love living in the borders with the beautiful countryside and the open spaces. I think there are now enough wind farms in the area and any more would spoil the wide open spaces and wild areas. Ribbon development of villages and small towns should not be allowed to get out of hand so that the infrastructure of these areas can be supported

I love the Borders and it has mostly everything I need.

I really like the warmth of the people, the beauty of the scenery and the sense of turbulent history everywhere. I think that there is a risk of breakdown of small local communities - not helped by threats to rural schools.

I support the BBC campaign against the proliferation of wind turbines in the Lammermuirs. Enough is enough. We have done our bit let someone else take their share

I was born in Eyemouth in 1949 and have now retired. It is vitally important to do something for your young people whom I find admirable. It is also vital to retain communities and make sure our children know where they come from. I work as a storyteller and I find children completely receptive to the story of smuggling in Eyemouth. Old fashioned I agree but still of great value.

I work in Berwick.

I would like to see more individual responsibility/participation on behalf of manual council workers e.g. when they see something that needs repairing, removal, amended when they are out and about which could be done by themselves there and then, could they not just stop and do it, obviously within reason and not to risk themselves or others e.g. picking up overturned litter bin.

I would like to see more tourism in the area, the area is beautiful and I think a lot more can be done to encourage holiday makers to the area, this would help boost the local economy.

I would like to see the local shops open later at least one night during the week and also over Christmas and New Year time. They are only open during office hours, 09:00 till 17:30.

Immigration could be a huge problem in the future of the Borders. In fact in the future of the UK compared to England, we Scotland are not as saturated but united we are, grateful we will.

Is this survey not a bit of a waste of money and resources?

It is very important to preserve the strong community links / spirit and the incalculable resource of an incredibly diverse and beautiful natural environment.

It's a great place to live and there is a fantastic community spirit.

Jobs/events for young people, courses to get career options other than Galashiels hub, boy racer, bikers, crime by people from outside the area i.e. Newcastle, Edinburgh etc.

Just a small comment unfortunately I feel the survey for us was a waste of time, where we live there are just 4 houses and so a lot of the questions were irrelevant to our way of living. We are very rural on a main road so a lot of the questions on community didn't apply to us. We are our own community and do things together as neighbours, so I am afraid it won't be much help to you cause we aren't in a village or town settlement.

Just think the Borders is a lovely place to live.

Lack of transport

Lack of village skips.

Lack of work in the Borders is making the area a place for mostly old people - there needs to be more businesses brought in to keep the younger population in the area.

Like I mentioned earlier the police - it was advertised on TV more police on the beat where about? not here anyway you can not get hold of them if you want one I have never seen a policeman walking in this area for years.

Like peace and quiet, and sea, hills and farmland. More effective traffic calming on till Bridge Road (cameras?) Living so close to the Border, on the Scottish side, means interesting arrangements for obtaining local services - some of which are on English side e.g. B6461 is our main link road, but it spans both sides and in snow was left unclear or treated differently on both sides - makes for a risky drive, gritters would turn back at the boundary - nonsense.

Love living in Borders however still work full time in Lothian so total experience of Borders remains limited. Work includes significant amount of time spent in Borders region

Love the open countryside - hate the wheelie bins littering it. Love the people and hope to get my visa in due course.

More police on the street instead of in cars.

Much of this does not apply to where I live - no public transport, no direct contact with council, I don't know who my councillor is, I think where I live is a little bit of paradise. We could do with a bottle collection in places out of the way.

Murrayfield, Gordon used to be a nice place to live, now at least the occupants of 2 houses leave it resembling Westerhailes or the Gorbals.

My wife (who is a Scot) and I, enjoy the rural environment and lifestyle of the Borders.

My wife is disabled and I take of her most of the day.

No business in Greenlaw can thrive due to severe lack of parking.

No collection of garden waste.

No more wind turbines, stop building house 4+5 bedrooms, 2-3 bedrooms are fine, children can share rooms. Every new house built should have solar panels and small windmill to provide it's own power.

Not happy with council procedure with regards to their planning applicants.

Not sign posting interesting tourist attractions such as Sicar Point, St Abbs Head, Fast Castle.

One concern about recycling bins and not supplying bags to those with them... is that waste put in loose may blow out the back of the lorry when on road.

Our wonderful environment is increasingly at risk and would like to see more done to preserve it.

Outstanding landscape risk, being over developed to produce renewable energy detrimental effect on tourism

Parking in St Clairs, I have disabled badge and sign and people take no notice of it. That means I struggle to walk to my flat as I have had 2 heart attacks and 3 disc away in my back and wife has arthritis.

Part of the charm of the Borders is the community life in small towns and villages. Building a lot of houses puts this at risk, better to create new small towns.

Planning are allowing too many green area in towns being built on. Large building projects spoiling small communities making them dormitory towns for Edinburgh / Newcastle.

Pleasant, kind, warm and friendly people both natives and incomers

Radio reception very poor.

RE traffic calming. I live in Albert road. Eyemouth. My house is just after the blind corner. The traffic coming in the first part of the road are very effective but result in traffic speeding up into the corner making crossing the road very dangerous as cars cannot be seen approaching, We need something just before the bend.

Recent press reports on local Councillor's expenses and in the light of the current economic situation makes it look as though they are out of touch with 'ordinary' folk.

Roads could do with being swept daily I'm sure there are plenty unemployed who could do this job, if not willing, unemployment payment could be stopped.

Rubbish collection - should be 2 bins per household and recycle bags.

Sad that English is not mentioned separate in Q76 as Scotland and Ireland are.

Save money on unnecessary street lights in villages, only able people go out after dark, stop speeding through village, the walks in the village are full of sheep droppings so what is the point of dog wardens. They are a waste of money in Birgham, I don't have a dog so not biased.

Scenery at risk

Scottish Borders is a beautiful place to live, the quality of life is very good.

Serious lack of riding facilities in the Duns (TD110 area, horses and ponies develop serious feet diseases as a result of too much hard surface riding (navicular, stress laminitis to name a couple). We need to encourage farmers to leave strips of land around the edge of fields to encourage safer and more responsible riding. The area around Bewlie, Lilliesleaf, Melrose provides great riding opportunities in this way. There are lots of horses around Duns.

Smaller towns i.e. Duns, Greenlaw at risk of isolation due to transport structure. Re-cycling activities not good, council collect only cans, paper bottles and garden waste have to be taken to centre 3 miles in my car so use car increased carbon footprints.

Social services, police and all health services, all council services due to lack of finance, this survey is not required and will be a waste of money.

Sometimes lacking in community spirit. Lack of facilities for children. Need more for youths. Fishing Industry decline - Eyemouth harbour businesses very badly affected - Need support / assistance. More info available for all borders events in an easily accessible form may help the area. i.e. events, shops, services, accommodation

Speeding up fortnightly wheelie bin collections would save money, especially now we have both general waste and recycling bins.

Strong sense of community.

Supermarkets are driving local providers of local produce out of business and making it harder to 'buy local'. The admin is responding better than most, they are unaware how the older people cope.

The amount of salt applied in Winter is grossly excessive on rural roads.

The Borders has to be one of the best areas in Britain in which to live. Unfortunately jobs in Britain are not at a premium. Public transport is poor and non-existent. Crime level is low and the public are still willing to become involved in the community. Over-all we have little to complain about in relation to some other areas of Scotland/Britain. Waverly rail link should be ditched - a waste of money.

The Borders is a beautiful area but lacks opportunities for the young. Entertainment is very poor, jobs and pay are terrible compared to Edinburgh/Newcastle, choices are limited, Borders council does a great job in certain area's e.g. clearing roads due to snow/ice, recycling centres.

The Borders is a peaceful, friendly place to live. The wind farms are a pointless investment and any further developments should be opposed.

The Borders is a safe place to live in general, however the A1 does need to be made a dual carriageway for safety reasons and to improve commuting time through the region. This should be viewed as a priority.

The Borders is a wonderful place to live, Borders needs much better / more arts support resources.

The council could do better monitor it's self, they spend hours at a time sitting in a comfortable yellow van outside Swinton Church, reading their newspapers and doing a minimum amount of work.

The derelict buildings in Grants House - half the private property owned by a firm in Glasgow is empty, in a bad state of repair and is spoiling the village.

The friendliness of the people and the lovely countryside.

The Government and Council services are over directed. People should be more free to look after their own affairs.

The lack of parking.

The lack of work on the A1 Truck Road is causing a major problem in Border towns. The Dalkeith bypass has made the problem of large trucks cutting across country worse.

The landscape is being seriously eroded by wind farms, we need the tourists who are being put off by these things. SBC (+others) need better support from Scottish Government (financial and legislature) to protect our area.

The people, the parks and gardens, the hospitals and the landscapes of the Scottish Borders are second to none.

The quality of life has changed because of the influence of workers from the European Union, the large number of unemployed who have families who are happy to live their lives depend on benefits. I have lived in the Borders all my life and notice the changes greatly.

The quality of the road maintenance.

The road at Bridge End is disgusting - The pavement is better. Police are too busy stopping young drivers than getting on with far more important issues i.e. drugs. Why do council workers take vans home? Using taxpayers

money

The roads are a total disgrace.

The roads in the Borders are in terrible condition and should be a priority rather than millions of pounds being spent on resurrecting the Waverly railway (Gala to Edinburgh) that will never have a profit. Local councillors should be given common sense!! lessons.+

The Scottish Borders is one of the most beautiful and healthy areas of the UK to live in with a good community spirit.

The sense of community is being undermined by incomers, some of whom did not wish apparently to be part of the community.

The threat to our jobs with the impending cuts, will impact on our quality of life here in the Borders.

The traditional 'Borders' way of life is gradually being eroded and being replaced by culture /mentality which is totally alien to the Borders and certainly not for the better.

There are negative and widespread attitude towards incomers. People are only outspoken about their prejudices in the company of other borderers.

There is a high anti-social behaviour problem with kids and no police presence at weekends in areas where under age drinking is rife. i.e. parks. Big problem with noisy speeding scooters in residential areas

There is a high risk with the Nuclear plant approximately 14 miles from Ayton.

There is a slower pace of life than some other area of Great Britain. It is a safe area. We have lived in the Borders for almost 13 years. I can still not understand why the Scots feel they are a nation of their own rather than part of Great Britain. This is very apparent at international sports events. I still feel I am not accepted because I am English and our next move will be back into England (Northumberland). In particular I feel Scottish people could be a lot more welcoming than they are.

There is nothing for the teenagers to keep them off the streets.

This is a lovely area, it's not broken, "please" don't fix it. Road clearing in winter:- Council can not be at every street at once. Lot of unfair criticism towards them. We need Volunteer Hall.

This survey applies to a second home owner in St Abbs and therefore not all questions are wholly relevant

Too many areas of outstanding beauty are being blighted for the sake of wind power farms. Too much interference from Scottish parliament with local decisions

Too many council junkets, "official openings", and "twinning" with foreign towns. There is no real grasp of overspending our money. You are even outsourcing this survey.

Too many wind farms

Tourist information services in this part of the council area are completely inadequate and much more could be being offered to make this a more thriving attraction - filled area, and to give a richer focus to tourist, and other information. Individual SBC staff are very helpful and approachable, there is a problem with rubbish on the verges here - people chucking stuff out of car windows.

Vandalism and underage drinking, lack of pavement maintenance, dog fouling.

Verges on unclassified roads need to be cut, regularly rather than almost never.

We are concerned that the council are not addressing the need for care / nursing homes in Berwickshire. Old folks have to change GP, social workers etc and probably have to move to England. This matter is urgent

We have a great area which is becoming divided by the council into a central belt and the rest who do not get the same services. Rural areas are becoming marginalised and other towns being allowed to run down. Where council does decide to do something as in Kelso they make matters worse i.e. Sainsbury's and the new one way system.

We love the peace and quiet although this has changed over the last couple of years. Too much development of new houses. Houses that locals cannot afford. Planning rules seem not to apply to farmers who can build just about anywhere

What about lighting at night and drainage problems would be better repaired rather than send 2 men and drain cleaner out every time (must be a lot of money and cost).

What happened to the vast amount of money which was invested in Iceland? the public are being kept in the dark about this

Why are there not more rubbish bins on the streets? Coldingham Road appears to house very few bins (if any) along the stretch of it.

Why is so much farmed out by council, the waste of money by council is unbelievable.

Work opportunities for young people, Lack of council houses, Public transport needs reviewed

Would appreciate a red bin for disposal of dog waste nearer our road.

Would like to see more Scottish type housing not as the present houses which are the same over Scotland & England such as them put up by large building teams.

Yes it is correct, no longer being able to pay bills in the office as of next year. This will cause people problems.

You do a good job within the confines of your financial obligation, keep up good work.

## Cheviot

In general, the majority of negative issues cited by Cheviot respondents were as follows:

- Lack of business/ employment opportunities
- Roads a disgrace/ uneven pavements/ potholes
- Too much housing
- Dog fouling issues. Major problem in area
- SBC contact centre is poor
- Windfarms an issue/ ruining the area/ spoil the scenery
- More nursing/ care for elderly needed
- Council take too long making decisions/ don't listen
- Area is neglected/ needs to be cleaner
- Decline in educational and public services
- Street lighting an issue
- Drug problem/ rumour of drugs in the area
- Facilities for the disabled are poor
- Lack transport in rural areas
- Employment problems (for the young in particular)
- Art is important in the area
- Poor transport
- Lack of housing
- Not enough for young people to do

On the other hand, the majority of positive comments were:

- Friendly area/ considerate
- Relaxed area
- Spectacular scenery
- Roads free of traffic compared to other areas
- Nice place to live
- Well maintained area
- Strong community spirit
- Safe
- Low crime rate

A lack of small businesses and too much administration and time taken over local planning applications.

A survey about Scottish borders to be sent to Glasgow.

A898 - no road marking to stop overtaking at road ends - what about 50mph limit - that would help, how many fatals have we to have before the council take action.

Access Road is a perfect disgrace. Full of pot holes and uneven Pavements. Had to try and repair some of the holes personally as they were causing punctures

Amount of housing spoiling our countryside plus not enough amenities to support. St Boswells no local amenities or easy access to chemist, bank, grocers, health centre for elderly or disabled

Appears more friendly and relaxed than town living. People are much more considerate and have more respect for their surroundings. Concern for employment and local businesses and possible knock on effect to housing market.

As the volume of traffic is on the increase on the border roads. Some upgrading to even dual carriageway in some areas should be considered

Availability of work must be a priority for the Borders - don't think it always is.

Bigger promotion of Anti Dog Fouling Campaign needed. Better Management of SBC contact centre - sick of no one answering. When I have previously called to Council Tax query (especially around 12-3pm when it seems no one is there but lunchtime is most convenient time for a lot of people to call)

Border's scenery is really spectacular and are at great risk from wind farms which I understand are part of our future but really do spoil some of our great views and should be confined to areas where they are already part of the skyline. Also under threat are our areas of scientific and scenic interest which are routinely ignored by council at planning meeting.

Build a railway to Galashiels, there are poor road conditions. I would like weekly dustbin collections,. The state of the country cemeteries. There are no litter bins in the lay bys. There are unsafe dead trees on the road side. Care for the elderly is at risk, we need more nursing care in Jedburgh, care homes. We also need more full time work for teenagers in the town.

Compared with other areas of Britain (south mainly) roads are relatively free of traffic - a huge benefit to the Borders. they will be under pressure as population increases, regrettably inevitable.

Concerned about the demographics of the area and the councils ability to keep elderly people, like me, safe in their own homes.

Concerned about the design of new housing estates - don't fit in with the existing building, service on new "one call does it all" very inefficient - have used it several times and very poor. Would like to see more support for strengthening local communities - whole family involvements.

Concerned at rash of new housing on green field sites, reject the concept of rail link between Borders and waste of money, and further computerise the character of living in Borders.

Concerns regarding future health care especially the high percentage of elderly residents in the Borders and the imminent closure of beds in community hospitals and lack of home care facility.

Council take too long to make decisions, Kelso should have had 1st Sainsbury not Hawick.

Despite the beauty of the Borders, we have to move on and keep in touch with the real world, e.g. windfarms, railways, housing etc. Real Borderers realise this and it is alarming to know that it is usually "new residents" who make all the fuss about innovations.

Despite the relatively low wages and the lack of facilities, the Borders has always been a nice place to live.

Current Scottish Border Council policy and planning to dramatically increase the area population, threatens this environment. An 80 question survey such as this could or should have asked questions that would have produced a more accurate opinion of the Scottish Borders Council performance and services.

Disputes over care/maintenance of certain areas. Doesn't come under council or housing association umbrella and left neglected.

Do not allow too many supermarkets to move in. One attraction of the Borders is the variety of small shops.

Dog fouling in our area is a very very big problem!!

Don't listen.

Driving in the Boumont Valley is dangerous due to condition of the road and particularly poor visibility, trees growing too close to road at Belford on Boumont. Phone box doesn't work in Valley and is fenced off as there is no mobile phone signal, walkers etc have no way of making emergency calls.

Drug dealing going on from Jedburgh toilets, unbelievable. The rubbish collection is disgraceful. Scottish Borders Council "You Fail".

Due to a fall in council budgets - a decline in educational services and other public services. The cost of a 1 way system in Kelso - is if needed, spend the money for this on a service which has a greater priority.

Environment generally well cared for and maintained, the need for a crematorium in Scottish Borders - hopefully before too long.

Fairly quiet roads not too much traffic or hold ups but a great lack of public transport, If you want to go to the theatre in Edinburgh it's just impossible to do.

Get finger out, tidy the Borders, get neds to pick litter and cut grass and paint.

Get rid of producers in council, employ and give us better rates.

Good quality of life, beautiful environment, strong community spirit.

Have been born, lived and worked for many years in the Borders and find the area as a whole safe, happy and delightful place to live and be retired in.

Home help/carers should be carefully guarded if any cuts are considered, more affordable houses in rural areas, our local natural beauty should be cared for as an tourist attraction and a great place to live.

I am a visually impaired 90 year old lady - who needed help to fill in the form.

I appreciate the lovely and peaceful ambience of the Borders as do friends and relations who visit. I would not like this to change. I would like to have more to do / assist with.

I ask at times what my council tax goes to. I have no street lighting, bins have to be taken to the end of the road. Roads are full of potholes and mud left on them, causing accidents. Police are informed and local MP's but to no avail - surely in rural areas the council tax should be reduced.

I believe that there should be more focus on the socialising of the young and I also think that the landscape in general and in particular (village greens, road verges, etc) is far to shaven, bring back shaggy villages and make bees and birds happy.

I consider the Borders rail link a waste of money and should be scrapped as it is of no benefit to the Borders other than the Galashiels area.

I dislike the race questions. They are included in every form I fill in Scottish Borders Council. If they are really not racist, there is no need for these questions. I find them offensive. I am very mixed blood, all British (but so what?) How many generations back do you expect people to go! Everyone has mixed race.

I do not like outside contractors doing local work.

I feel this is not applicable as my mother is now in a residential home and the house at the moment is up for sale.

I have a car but prefer to use public transport whenever possible. Only use car once or twice a week. Very worried about my bus service (rural) being axed.

I have a young daughter who's disabled and I think the systems in place are not simple for families. I think the social services could provide much greater and quicker support and advice services. Social services could also be a lot more helpful.

I hope wind farms will be sensitively sited.

I live in a lovely village, I would not like anywhere else. I would also like it if Kelso Square was left alone it is beautiful.

I love the borders and feel we are so lucky to live here, however it distresses me to hear that there is quite a drug problem in Kelso and hope this can soon be tackled. It would be reassuring to have more 'bodies on the beat' even a courtesy visit to out lying rural properties would be reassuring. Speedier broadband would be good. Also Edeside school is excellent.

I still think that the Borders is a safe, friendly place to live but I'm concerned about the number of expensive housing estates bringing people to the area who don't contribute. I'm concerned about the number of businesses going out of business.

I think as a parent of a disabled adult daughter we do not have as good facilities to help out with respite as often as we need. I find there is a hole in this service where we could do with a service 'baby sitting' and day to day help which does not exist at the moment.

I think local manufacturing is at risk and more should be done to encourage companies to stay here.

I think much more could be done to attract tourist to the Borders. We have wonderful walks and places of historic interest. I look forward to the new railway and hope that will both keep families in the Borders and

attract tourists.

I think our rural schools are extremely important and everything possible should be done to maintain them.

I think SBC housing gives no thought to the area they put some tenants in when they let houses, lovely housing and gardens are given to people that it is obvious will ruin them and the whole area then gets run down, house prices drop etc not good.

I think that local glass re-cycling collections should be introduced.

I think that we live in a beautiful area and every effort must be made to protect it along with its heritage.

Borders Council must support the community and be open about decision making . They were elected to represent us but they sometimes forget.

I think the services provided in schools has gone down. Staff are expected to do more with less. Stretching primary headship between schools has put an extra strain on all staff - heads not teaching classes has meant they no longer know the children they are responsible for. This cost cutting will not be noticed immediately but it will have a negative effect in the long run, there was no proper consultation.

I think there is peace and quiet, low crime rate and community tradition. I dislike the incomers wanting to change the Borders to what they have come from which is English education systems and rules.

I work in education and the stress and strains head ships have made the job so much harder to deal with. I find the hoards of teenagers hanging about the town centres very unsavoury and wonder what tourists must think. The drive to work is depressing with every inch of the grass verges covered in litter. Its horrible!

I would just like to say that I wish I had never set foot in the Borders.

I would like my neighbour to look after her garden and have some pride in it.

I, and my family before me have loved the Borders, it's scenery and it's people for going on 100 years now. Only things at risk that I know of are possibly lots of public footpaths and rather unimaginative interpretation of planning permissions.

If I write comments I would get arrested, I need a replacement grass wheelie bin before the Winter I have nowhere to put my grass, also I would like a shower but as being a tenant it is no.

I'm particularly impressed by the high standard of grass cutting and gardens maintenance.

In general people in the Borders are friendly and helpful.

In our area the grass isn't cut and it's a mess. Used to be a nice street

Is the recycling done in the Scottish Borders by the council genuine or done to make us feel better. Is the glass recycled and where, Is the plastic recycled in the UK and for what purpose, what % of the recycled products go into landfill in Dunbar etc.

It is a beautiful place to live.

It is a beautiful place to live. We are between two cities, Edinburgh and Carlisle, with easy access to both. The towns take pride in themselves and we must look after the young or they will migrate to the cities and we will be a town of our 60's. the young are the future.

It is difficult for me to answer some of the questions as I live out in the country.

It is time that in certain areas - all who work should be given a decent wage, my other comments the people , I today have to many holidays, most people complain whatever they work, it is time the residents of all Scotland should not be allowed to have so many phones, TV etc, the people of Britain should thankfull that they live in Britain. There are many sincere people who are looking for work, again take the higher staff SBC.If the people cut back in their drinking habits, smoking, being a little more kind - unselfish, to stop a bit more socialising, people would live much longer, I am not the only person who makes these sincere comments, most of my friends fully agree with me.I am 78, very active person, it is time that Kelso people should reliase how important it would help to have Sainsburys and even help un-employment down. being a grocers daughter a town needs opposition, competition, I personally think being a one way system would help everywhere, also time most car drivers - give a little business to taxis, I know there are a large no-who still drive.

I've been living here for eight years and the neighbours are terrible. Never wished me a merry Christmas or new year. They're the worst I've known.

Jedburgh High Street is a disgrace it does nothing for tourism, as a council payer I object to the scaffolding on the buildings and nothing ever being done about it.

Jobs/apprenticeships for school leavers and young unemployed.

Kelso urgently needs a food supermarket and petrol point.

Lack of care of St Cuthbert's way

Lack of transport in rural areas. Increasing rural poverty.  
Less overpaid councillors, stop the railway and use money on needed schools.  
Like - almost everything, lived in Borders for 63 years. Risks - Jobs, housing.  
Like: the people and the beautiful countryside. Dislikes: the lack of opportunities for youngsters/anybody to get a decent job. The local GP service (some awful GP's locally) The awful bus service between the Borders and Edinburgh - the buses are uncomfortable - no toilet facilities on board - and time it takes time to get to Edinburgh.  
Local shops / businesses closing leading to less facilities / job opportunities - keeping incomes and wages low and lowering quality of life  
Lovely border landscape is being blighted by unsightly windmills. Once it is lost  
Maintenance of local sewage works.  
More effort might be made to provide more employment for the young, so that is not necessary for so many to go out with the Borders to find careers, improve the young/old balance of population.  
More police presence.  
Most important issue is value for money in service provision and realistic prioritization relative to importance. Councils should stick to essential services and avoid unnecessary involvement in 'social welfare' schemes.  
Music work and arts activities could be better funded and supported by the council. Instrumental tuition must continue in the borders  
My husband and I are very happy with our quality of life in Kelso, it is a very pleasant, friendly area with plenty to do. Any dissatisfaction arises from local litter or dog fouling in an otherwise pleasant environment and the absence, so far, of a good supermarket in Kelso.  
New housing in rural areas, please impose planning conditions taking into account of local architect and scale of existing development instead of allowing huge modern mansions totally out of scale and keeping of surroundings.  
No Edinburgh / Weedbank railway please.  
No police in village.  
Not enough done to combat dog fouling, street sweeping is on the one hand, overdone with regular continued sweeping which is unnecessary and wasteful, and on the other hand poorly done in cul-de-sacs where the large vehicle is unable to get into corners and are just left. Needs smaller machines to do the job properly plus operative who is willing to do part of the job manually.  
Not sunk in about this effect of the new super market on Kelso t/c shops :- I will still use it but will also support t/c shop I find that some of the existing food retailers will suffer.  
Nothing at all on health? This is surely a topic of great concern to a large number of people  
Old trees, two have come down in front of us going north on A68 in past 6 months - dangerous. Namons bridge on A699 from St B to Selkirk. M/cyclist was killed other day . Puddle in the roadway outside my front entrance, council has done nothing about it. A friend fell and hurt an ankle on one of the cobbled streets in Kelso a few days ago. There was a mini pothole next to the road, very dangerous.  
Pavements in \kilos are a disgrace- The square is awash with cracked slabs. Park keepers cottage is derelict. I have not seen a Policeman on the streets of Kelso in living memory. Ganges about after dark. Apart from the lack of police the council are doing a good job.  
Peace and quiet and beauty of our countryside.  
Protect our heritage, don't ruin the area like other parts of Britain, keep the border special by limited development.  
Q76 - why other British, I am proud of being English.  
Quiet rural area which I hope will not be ruined by any rural development  
Railway should be abolished - money used for improvement to try link roads.  
Really need to work on tourism with recession - many are planning holidays in UK. The Borders has so much to offer but lack the promotion that other areas have i.e. Northumberland, Dumfries & Galloway, The Highlands compared to these areas in Summer - the Borders is a ghost town.  
Ref to question 8 complaint was made verbally re: council workers who scraped our car along side when gritting path. He admitted it this at the time, later he said he denied it so the cost of the repair was ours. We were extremely dissatisfied with this outcome. Car was parked on road not a pavement.  
Road conditions have been especially bad this winter compared to previous years.

SBC should not support or encourage schools or any other bodies that promote religious belief  
School holidays need to be re looked at. And the rail to nowhere stopped.  
Seemingly random planning permission allows houses to be built in otherwise rural area.  
Speed up planning process and encourage wind farm, building of houses etc - stop being so restrictive, people want their own style of house - not what the planning dept think they should have.  
Speeding, making a danger to others  
State of roads in streets with pot holes.  
Stop the new railway - improve the A68 + A7.  
Stop the Waverley Line now before it's too late.  
Stop the wind farms, they are spoiling our beautiful countryside, let London have them. More needs to be done to tackle wildlife crime. Badgers being shot and dumped at roadside to look like an accident is appalling.  
Strange, Americans are not listed among your ethnic groups - there are several of us in the Borders.

The arts are important.

The Borders are beautiful and I would recommend people to come live here. We need to provide facilities and jobs for young people to prevent permanent exodus. The environment is at risk with the litter problem. Although community wardens have improved this there is still a lot to do.  
The Borders is already behind in accessing internet cheaply and efficiently. Because of this costs for internet use are high and Borders are disadvantaged. The Borders is a place of natural beauty and heritage and this should be protected from over-development. In addition environmentally friendly energy should be widely available and the council should be aiming to assist in the encouragement of green energy use.  
The condition of buildings down the High Street (Jedburgh) are not good and I wonder what tourists will think. There has been some improvement over the last year.  
The council should be more transparent (much more so), more creative (think outside the box), especially with the coming financial constraints. Improve its performance by doing it right first time.  
The handling of the supermarket shambles in Kelso has been terrible, get it sorted. I have not spoken to one person who thinks the rail link is a good idea. Why not have a referendum, it seems such a waste of money. Money which we do not have, good job done with the new high schools, local council workmen in Kelso do a great job.  
The heritage mostly from the war years. There is a lack of ability of the young to relate to people 40 to 80 years and above. There is lack of facilities for 14 to 24 year olds. The social cohesion of the youth and their elders. the lack of dog mess bins is a big problem. I live in the Maxxwellheugh area of the town. The route I walk with my dog used to have 3 bins but we only have 2 now. because one was removed from the by pass. There are no dog mess bins in the Maxwellheugh area at all. There is only one in Spylaw Park and 1 other dog bin at the top of the bypass. So can you really blame people for not picking it up when you have nowhere to put it.  
The maintenance of the grass cutting and flower beds is nothing like it should be.  
The Natural environment rivers and wild places  
The pavement from Springwood Estate to the town centre could be cleaned/cleared more often - especially when covered with fallen leaves or snow, the residents of Springwood village are all upper age limit, however, quite a few like to walk into town for health and fitness reasons. This pavement can be quite disgraceful at times.  
The person next door to me has no drive, why is he the only one we do have to put up with school buses parking some days 1 hour before time running their engines we have to shut our windows for fumes.  
The quality of life is very good. transport is very poor and some Borders towns are not directly connected or only have school bus services. the Council funding of youth services is very poor.  
The quality of the roads are deteriorating. Broadband speed must be improved.  
The retail infrastructure by the Borders is at risk by the presence of too many "superstores". The traditional High Street is doomed quality shops and empty shops.  
The school buses drop off and pick up at my door, we have great difficulty accessing our drive at certain times of the day, not very happy.  
The small walkway connecting the Sprouston Road in Kelso to the bypass Road all so beautifully planted now an absolute mess with weeds and rogue trees.  
The unique qualities of the Borders must be prime consideration, once damaged they can't be retrieved, the

amount of wind farms is distressing, they are not yet proven.

The wife and I love the quality of life in the Borders.

The wind farms are spoiling the scenery. The glass collection could be uplifted at the door as not everyone can visit the bottle banks.

There are quite a lot of issues which the public would like to know. Why does the council have to have all new vehicles new plant etc when you employ engineers who could maintain sector plant, there are so many ways to save money it's not rocket science.

There is a high risk of losing young people to cities because of low pay, lack of housing. There is a definite 'stink' about the way Waverly /Elidon housing is allocated with many local unable to gain access with their home town. Out bidders are the main beneficiaries.

There is a wasp's nest in my garden which could be dangerous for my grandchildren so I need to have it neutralised and get rid of. Surely you can do that for me before my grandchildren return.

There is not enough provision for the young people and teenagers, especially the boys. They need skateboard parks, BMX bike trails and adventure equipment as they tend to use the play equipment which is meant for the little children and it spoils it for them.

There is plenty to like, pace of life etc.

There is still too much waste, overspend and poor decision making costing tax payers too much e.g. coffee machine at St Boswells - poor supervision of staff carrying out work (engines left running, standing around doing nothing, waiting on supplies/other workers/equipment, holding private conversations).

There seems to me that in years past there was a pride in all Border towns to keep them well maintained and clean e.g. flower beds in each town were well maintained and looked after by the council, and that now only happens in town centres. For instance I live in a council estate with many owning our homes and on the road outside there is a roundabout which used to be a well maintained flower bed but now we were told that the roundabout is the responsibility of the tenants of the estate and we are to maintain it despite it being a public road.

This questionnaire is another example of waste by SBC

Threat of wind farm blighting our beautiful countryside.

To secure work I have to accept work in Edinburgh or The Lothian's. Railway link would improve access and reduce traffic on the main roads. I have been trying to get a job with the council for 7 years and have been unsuccessful most jobs are given to internal candidates. Should council re-consider their policies on recruitment?

Too many foreign people getting all good council houses and born and bred here can't get any.

Too many holiday homes, Communities will die. keep it green!

Too many people in positions of authority getting away with absolute murder. People who work for the council know who these people are but would be and are treated differently if speak out. Also don't get given interviews for jobs etc. Very concerned about active schools going into leisure trusts hands.

Trees, hedges and wild places need protection.

Unfair that Jedburgh Grammar schools upgrade has never been finished> Especially when entire new schools built at Earltan etc.. Why can't one building be erected it would boost morale in the town as a whole + attract better quality workforce

Variety of some smaller towns and mainly villages is at risk because lack of employment opportunities, lack of retail facilities, closing of post offices, cost of housing and transport.

Very friendly local people, easy to settle in, major drawback - no fresh fruit and veg shop in Kelso, plus - excellent local fish and meat, eggs etc.

Very little public transport to England, this does not encourage day visitors or those without cars. National Express arrives at 5-6pm 1 daily and one goes to England 11-10am daily.

Visitors come to the Borders for the stunning and historic scenery. Large (not affordable) houses are being built by apparently incompetent builders who appear to be unaccountable to anybody. More thought should go into developments that are compatible and sensitive to the environment and community needs.

We are at risk of being unemployed / benefit dependant community. Work opportunities are needed, desperately, urgently, employment gives people dignity.

We are at risk of losing what makes the borders special - sites of natural beauty and individual smaller villages by over development of housing. The railway was rushed through without gauging public opinion the money

would have been better spent on our roads.

We could do with some decent carriageways through the Borders example Carlisle to Edinburgh (A7) and Newcastle to Edinburgh (A63). It is high time we were modernised like most of the UK.

We don't need the Waverly line, we need our cars - petrol too dear in the Borders.

We have a great quality of life, environment, climate here - we should blow our own trumpet more with regard to this area being a good place to move to, start a business, invest. Excellent website a must.

We have difficulty stopping buses at night coming and going where are no lights, to see the bus stop and the bus drivers can't see us standing there. No bus shelters, crossing the road the traffic goes too fast for older people sometimes, we have to stand in the middle for it to clear, could do with some limits or get slow signs.

We own this house but still live most of the time in Fife.

What do local councillors do apart from attend meetings and submit their expenses claims.

What the Borders really needs is cheaper rural property. There is lots of rural areas in the Borders and a number of derelict buildings in the countryside but to attempt to buy one of these, and save them before they collapse is impossible for the average person, this is hardly worth buying land as planning requirements for building are so strict.

Where are you going to get £1.8 million for a 1 way traffic system in Kelso in the current climate?

With the cut backs the 1st thing to ditch is the totally unnecessary railway. It was not used in the sixties so who is going to use it now? It doesn't even go to Edinburgh. Time the council made public the cost and who is actually supporting this white elephant

Worried about development (i.e. housing), overcrowding on St Boswells / Newtown separating countryside, St Boswells already heavily developed recently - risk of losing any sense of community.

Would like to see crossings on roads in kilos. High School in poor state, needs attended to.

## Eildon

The majority of negative comments made by Eildon residents were as follows:

- Ned homes damaging visual appearance of area
- Youths hanging around the area causing disruption
- Dog fouling is an issue
- Decline in employment
- Flooding is an issue
- Lacking snow clearance in winter
- Wind farms may disrupt scenery/ scenic beauty under threat from windmills
- Railway is having a negative effect
- Bus service is poor/ no bus service
- Roads to be improved
- Overpriced housing/ lack of housing for young people

However, the majority of positive comments made by Eildon residents were:

- Tidy countryside
- Beautiful area
- Lovely scenery
- Good quality of life
- Great place to live
- Friendly and helpful individuals

1 - Our natural beauty of our area, which is already damaged by new homes of executive type e.g. Scottish on tildons and multiple other developments, given planning permission.

Abandon new railway (SBC looking for savings) and final cost is bound to exceed all estimate (e.g. Edinburgh trams). Alcohol sales, supermarkets revert to 9.00 - 5/6 pm, Nil on Sundays. Restrict pub/club licensing hours. Restrict future PFI developments until current PFI final costs are known.

Any severe cut backs or alterations to your council services should be made part of the local decision making process.

At risk is visitors and border people in general because too many young ones hanging about the shops at night time causing bother. The Borders are losing their sense of peace and tranquillity because of this.

At this time of economic hardship and massive cuts looming on council spending I would like to know how this survey can be justified and to what purpose it will serve. I hope a glossy magazine is not planned, congratulating yourselves on how great a job you all do.

Average person unaware of how council works - only reasonably knowledgeable as ex employees.

Communication to public generally difficult but council is remote and community councillor in this area not very accessible. Have been built round - amenity completely destroyed - planning ignored any requests for consideration and seems to have different standards depending on personal view points.

Bad state of roads, particularly love the gorgeous countryside which is kept very tidy and clean.

Beautiful countryside, fear of it being spoiled by overbuilding of ugly housing.

Beautiful scenery.

Borders heritage, if we lose that, we lose our sense of being.

Borders should be a nice quiet rural retreat. Youngsters need to be catered for but not at the risk of losing this environment. Much of the problems with youths stem from nightclubs and drinking, why not close all establishments at 12.30am?

Bottom of High Cross Avenue going into Melrose Trees from gardens dripping. Right over footpath in wet weather you get very wet. Parking on a Sunday at the 2 churches is an accident waiting to happen.

Bus service to Edinburgh is convenient but vehicles used are same as used in local service. Ok for 1/2 mile journey but not suitable for a 2 hour journey to the city.

Carer service good, day unit very good. Completed on my behalf by my daughter.

Children's home causing problems to local community.

Concerned that central borders will lose its individuality re building on / near Eldon's crematorium

Concerned about cuts due to budget. Excellent waste and re-cycling facilities. Would like to see more being done to make "green energy" more accessible and affordable to everyone i.e. solar panels, hybrid cars and availability of charging cars

Council need to be more prudent with the public's money.

Creation of new industries/employment - our young people are having to leave the area to find work, turning the Borders into a dormitory for Edinburgh. This is causing loss of local character which epitomised Border towns in the recent past. Scale of SBC means that decisions on planning matters are being taken by people who have no knowledge of localities or feelings of locals, this also means that "one size fits all" mentality being applied to planning/conservation issues rather than common sense.

Danger of Borders - administratively / geographically - being swamped by Edinburgh - losing identity as in housing / land like funding.

Did not feel issues listed in question 3 were of particular importance to me - quite restrictive in content.

Dog fouling - How many people / dog owners have been fined for their dog fouling?

Dog fouling is out of hand and needs policing and cleaning.

During the winter snow clearance could have been improved if the staff member didn't treat it like a racing car and took his time allowing the salt to actually hit the path also there was no kick through ploughed at kerbs making it impossible to walk from one pavement to the other

Education at risk because of teacher cut backs. Money could be saved by getting rid of people in top jobs at council HQ

Employment opportunities have been on a constant decline (not jobs but quality well paid jobs) for the last 12 years. Risk is to keep standards of education and career opportunities and people with aspirations and spending

power located in local communities.

Employment situation - the lack of employment now and in future will impact on all aspects of Border life.

English born with Scottish born parents and grandparent.

Ensuring education places for 16-24 year old especially when there are rising unemployment levels for this age group. Ensure provision of quality service places for the elderly and continuing care at home.

Extremely annoyed that money advice has been moved from trading standards to social work. I am certainly not on benefits and don't want social work holding any info on me. When the service was with trading standards in Melrose, it was excellent. The phone was answered and I could pop into the office for an appointment - now, the service is useless - no meeting facilities and it's difficult to get through on the phone. A complete deterioration room of the service and I won't be using it again - I'd rather go to the CAB and that's saying something.

Flooding is a continuous problem in my local area. There are no opportunities in your form for me to register complete dissatisfaction with the lack of progress by sbc to remedy this despite costly flood risk assessments.

Lack of snow and ice clearance was a major problem for over 5 weeks this winter. There are no salt bins and no gritter for road or pavements.

Forget about the railway.

Freedom of children and others to walk or cycle in own area is at risk because of narrow rural roads but increased volume of fast cars, lorries, motorbikes. My children cant walk or cycle 1 mile to school because of this!!! Like the rural nature of the borders. very friendly, safe and clean.

Great place to bring up a family, we don't appreciate what we have on our door step.

Great place to live and work. At risk of losing young people though lack of opportunities, jobs, housing.

Have a clamp down on parking - facing wrong way, cutting across main road to go to shops, parking on corners.

I am concerned about the lack of Social workers. I am also concerned that Social workers are over stretched and over worked. Lose sight of importance of safeguarding due to a lack of money and resources. The elderly neighbours with no family, are very isolated and at risk during the bad weather just passed. Recycling is a good idea, but I have limited space. I do not appreciate being told that there must be room in my home for recycling, when the Council worker has no idea about my home! I bet they earn more than me and have a bigger house but that is not my business, just as it is not her business to patronise me about the way I should deal with my waste. I am concerned that more wind farms may come to the area and spoil the fantastic scenery. Many tourists bring money to the area and wind farms, in my view, would deter some visitors.

I am delighted and impressed with the quality of life in Melrose, I lived at Maxton from age 14-20, so I have returned to the Borders to retire. I am especially impressed with the dedication and commitment shown by the American girl who clean up rubbish, pavements of snow and ice in the Winter in Melrose. A council employee to be proud of.

I am not in agreement with the railway coming to the borders. Not going to bring anything to the Borders or improve jobs etc only a toy town railway. Also the amount of houses to Newtown will have implication on environment. I will lose my view.

I am sick of cars parking on pavements particularly in Crowood, Tweedbank, I don't see why pedestrians have to walk on the road or squeeze past cars parked on pavements, parents with buggy's and prams also are being put in danger by this anti-social behaviour.

I am very concerned about the negative effects of the transforming children services programme, which as a teacher I am witnessing first hand. The effects on career aspirations and morale of teaching staff across the regions school is very worrying and coupled with the ill-thought out push to implement the CFe, will see a period of turmoil in education where children's education will suffer.

I came to the Borders 18 years ago. It is a lovely place to live, the people are very friendly and helpful, I enjoy being here very much.

I consider this type of survey, with the costs involved, to be rather self-indulgent on the part of SBC, in the financial times.

I feel strongly that the attempt to re-instate the Border railway link to Edinburgh is a waste of public funds.

I feel that the council are forever looking to build on green field areas.

I feel the railway will have a negative effect on the quality of life in the Borders. It costs too much, will be under-used and will lead to us being a suburb of Edinburgh like E.Loithian is - at risk of losing our unique others. I don't know a single person who is in favour of it but it is being pushed through regardless.

I find the work ethic of some small firms very poor (others are very good. 'Manyana' may have been invented for

local Scottish workmen

I have concerns over the trees adjacent to the A7 which adjoins my property. They are too large and overgrown. I have lived in various areas in Scotland including my home town of Glasgow, and I have never lived in such an unfriendly town, their tight minds and bigotry against non born borderers are so bad I have been called an in-comer to my face, I have also been victimised since the first year , it started with a policewoman next door and has carried on for 20 years. The best piece of news I had in the last 10 years was that the railway was coming back, it will bring an influx of new people which will hopefully cleanse the area - too late for us though - we are moving.

I like my neighbourhood because of the community not because of anything the council has done. We are badly served I feel. No garden waste uplift, no bus service

I like the borders as it is not overcrowded with people. I would not want a population increase we would just end up like other places. The predicted population I Britain is expected to be 70 million before too long. I don't want the extra people in the Borders

I like the peace and tranquillity, the friendliness of the people and the feeling of being safe both in my home and when I'm out and about walking.

I particularly like the scenery and the opportunity to do things outdoors, however Galashiels town centre - Channel Street is fast becoming a scary place to be - police need a bigger presence there - it's ned heaven.

I personally love all trees in the Langlee area where I live and hope they stay.

I think if SBC really want to listen and representatively they must start taking into account people's views. there is a distinct difference between asking and acting on opinions. There is nothing more disempowering than feeling not listened to.

I think it is brilliant in the Borders and well done most of you. Only concern - too much money for CEO - nobody should earn more than PM.

I think money should improve roads and not spent on the railway link

I think that if Carfraemill loses its marquee then it will be a large blow to the community and for jobs. We are having to cancel our wedding there and move it out of the Borders, this impacts not only Carfraemill but all the other local businesses we would have used, i.e. musicians, florists, cars etc

I think that something should be done to improve the paving stones at Market Square in Galashiels. I had a fall there last June and landed in the Borders General Hospital with a broken arm.

I think the bus service could be improved in the evening times and on Sunday mornings as I go to church and can't get a bus until 12.30, where the church service starts at 11am and want to travel in the evening where buses stop a 5pm.

I think the excessive building of houses in established Borders towns and villages to accommodate Edinburgh overspill is changing the nature of old-established communities and over-crowding schools, and medical facilities. There should be a manageable limit for population increase, especially since most do not contribute to the establishment of new industries but commute to Edinburgh.

I think the scenic beauty of the Borders is under threat with this obsession of putting up windmills. We have more than enough in the Borders - Scotland as a whole really, they aren't the only source of alternative power. I think the Scottish Borders is a lovely place to live and generally is in good condition but worry about slipping of standards like landscaping which seems to be late or not being done this year i.e. hedge trimming and weeding or weed killing along footpaths and between houses to name a couple.

I was extremely disappointed that Selkirk swimming pool has stopped it's public swimming sessions in the afternoon. It's being underutilised, less accessible to the public and will reduce the health and fitness of those who used it. I used to swim there twice a week now I do not exercise at all. It says on the timetable 'school sessions' but most of the time there are no school groups and the pool is closed

I would say that the small local shops are at serious risk in this climate due to the large supermarkets.

In Tweedbank it's tremendous if you like a sleepy residential pad. If you want to play drums though it's a dead loss and if you want live music (I mean rock & blues or jazz, there's no where within this Bailiwick that does this consistently, I've been here in Borders & during that time I've been to 3 gigs. In London I would do that in a month ps 1 gig was in Edinburgh so it's 2, a gig every 17 1/2 years hardly running with the pack is it).

Individual shops at risk as more High Street stores either move in or expand.

It is a peaceful, friendly place - I would like to have more information with regard to the duties and power of councillors and how they seek to be informed about decisions e.g. how sure start money from government is

spent, as it is more visible in England.

It is about time the Borders got better and faster broadband speed. The current speed is poor, the maximum speed I get is 1MB and most people only get 1-2MB.

Lack of garden refuse collections in Newstead is a huge problem.

Lack of parental control.

Libraries closing, swimming pools closing, education - teacher reductions, change in school holidays.

Like sense of community.

Little countryside at risk from horrid housing estates, just look at Lauder or Cardrona.

Living in Kingsknown retirement village (with warden).

Living on A7 - increase in number of vehicles, exceeding 30 mph, older people, families with children - push chairs and dog walkers have difficulty crossing the road.

Local area retains rural quality but provides means/access to wider part of what's going on in Britain generally.

Think more towards reducing landfill good but getting everyone on board to meet this target is vital. Recycling needs to be looked at .

Losing more jobs, shops closing, nowhere for young people to go.

Lovely area to live in.

Lovely countryside.

Lovely quiet neighbourhood with great neighbours until recently 56HA tenancy changed from OAP to a 25 yr old who on his first night caused mayhem. Police called more than once, elderly and frail neighbours distraught, neighbourhood now affected.

Maintenance of local swimming pool, find it expensive to take family swimming, changing rooms do not lock properly. Think it should be more affordable for children to swim, important for them to learn. East Lothian is promoting free swimming for all children in the school summer holidays. Even a family membership, the option at the moment is only adult membership. Local parks in Selkirk would benefit from fencing the Pringle Park is bad for dog fouling.

More emphasis needs to be on economic activity and business. Forestry is rapidly removing the community and economic activity in the Western Borders.

More police walking in town at weekends.

More support required for local festivals - common ridings etc - it brings in tourists - more lobbying for a Selkirk bypass - before somebody is killed.

My area will certainly be affected badly by the return of the train. Which an amazing number of people do not know anything about its route through Galashiels.

My average impression is that you (SBCO) are doing a good job, it is too easy sometimes to focus on what is wrong with the work of the council, rather than on all the good work. It will be a difficult few years ahead, considering the economic climate, somehow we need to attract new industries into the area and must get local people to look forward, not backwards and cling to how things used to be. I am very impressed with my local secondary school (Selkirk).

Never see many police walking the beat in the evening!

No more wind farms, no to the Borders railway - let Edinburgh trams be a warning.

Not enough houses for rent for the young, just starting out, if it be single or couple with family. Staff at local offices should be better informed about pensions and benefits concerning housing.

Not enough work in the Borders + persecution of people actively seeking work in Borders, not enough money for people in the Borders to live on (England) get better paid than Scottish people we're always left out not good enough.

Not happy about flood situation - something should be done about river - barriers. Most drains in Bannerfield blocked, especially at Leslie Place - full of mud, why have they not been unblocked, surely this will cause even more problems i.e. flooding.

Not specifically Borders but we pay some car and council tax as others and have no lights on streets, little street, maintenance, no availability of mains water without paying and extra tax on 4 wheel drive cars, which are essential for us to get to work. Tax on post code, not car size.

Our schools - can't comment of secondary school but cleaning and maintenance of our primary school is very poor - due to total lack of budget, general school budget is ridiculously small - have no idea how they manage so

well on such a pittance, this situation is worsening each year. Dog fouling in Selkirk - no evidence of active dog wardens although they are available by phone and very pleasant. How come Galashiels gets a disproportionate amount of parks, dept time and manpower for its flower beds but Selkirk gets a couple of hours before the common riding - it doesn't help the town appear attractive to visitors and the difference is very noticeable between the 2 towns.

Overall it is a safe place to live, the schools are generally good and generally family orientated. There is a future risk of more businesses/retailers losing out and leading to school leavers going out with the area for work. Hopefully this is really for research purposes only and details not passed on to other companies, completed in good faith.

Overpriced housing.

Parking in Lauder isn't very good made worse by locals who have 3 cars. I'd pay for a parking space if it meant I could park outside my house especially after a 13hour working day

Peace and quiet - motor bikes on country roads in convoys especially at the weekends. Don't mind one or two but was passed by 19 motor bikes on the way down to Ettrick Valley on a very narrow road. This happens on most weekends throughout the Summer months.

Planning dept need to have rethink about granting permission for expensive housing (more affordable is required and definitely stop industrial development in heart of rural village.

Please could we have more cycle routes especially along main roads and between towns, more footpaths/walks. Service in many restaurants is unfriendly and unwelcoming and the food can be poor - more flexibility e.g. dairy free cooking. Support for energy - efficiency needed, more activities for young people - sports, dance - what they like will get them moving.

Plenty and there is not enough space. You must make sure that Borders people can be fed by Borders farmers. Farms are at risk and don't even think of trusting that imported food will always reach us. I do not want mobile phone reception here. You must provide enough rented accommodation for single young Borderers leaving home, at a price they can afford. You must make it easy, not difficulties for falling down village halls to be replaced or our rural Borders communities will cease to exist. Here's a way out suggestion - please give priority to married heterosexual couples on housing waiting lists - it could improve our society.

Proposed new housing at Newtown, St Boswells seems excessive. Flood prevention schemes need to be pushed along before flooding happens

Public transport - ensure rail link to Edinburgh is complete.

Qualities I like include lack of traffic congestion, open countryside, the general physical environment and the quality of the small towns.

Rail link important as are local bus services

Railway to the Borders - waste of money, improving roads i.e. A7 A68 more important.

Road past Melterstain House, the farm and the cottages is continuously used by heavy lorries at high speed from as early as 7am (Blinkbonny Quarries and Renton). Council and police are not interested. Road is short cut for them and the edges of the road are broken up. Also lorries going off edge of road or speed plough up the roadside and cars cannot then go off roads to let vehicles pass. The road is not suitable for heavy traffic.

S.B.C are a law only to their selves. They do not bother about anyone's feelings. they spend too much on their own wages, for example there are too many office workers.

Since the arrival of both Tesco and Asda the smaller individual businesses have had to cease trading. Channel Street used to be a great street to shop with some unusual shops or even just local people earning and living. Now it is a disgrace with so many empty shops and too many shops offering the same products, local businesses should be supported and encouraged by the council.

Small retailers are understandable by major companies being allowed to take over Border towns. Not the help needed to small retailers, sole-traders, without the small retailers tourists will slow down, as it already is, this is a quality that needs correction for us to thrive.

Street lighting in our area continually is then left on at probably huge cost. Youths and littering are a current problem, police drive pasts could help. The wedding services I used in Lauder recently were very good.

Strong sense of community and local tradition, stunning countryside. Can be an "aye been" attitude which inhibits innovation. Towns very run down in parts especially those which very heavily industrialised.

Supermarkets taking over & putting local shops out of business. The train will spoil large parts of Galashiels town centre and along route

The Borders are beautiful especially the town of Melrose, great rugby as well.

The Borders is a beautiful place to live. Jobs are hard to get and wages are low so the young will probably move. Not enough affordable housing either

The condition and state of roadways and footpaths are a disgrace, every year money is wasted with temporary fixes to pot holes that re-appear each Winter, sort the problem right and stop wasting money.

The council keep our town neat and clean and the park and gardens lovely. I am 90 years old and don't go out much so can't fill in any more.

The dog fouling in Selkirk is still really bad, I can walk the kids to school and most of the way I'm saying to them watch your feet, it is still an ongoing problem.

The hedges are overgrown and scratch your car, the council don't cut the roadside up to the cemetery at Kirkdale, this is the Selkirk to Ettrickbridge road.

The local park in (Bank Street) Galashiels is beautiful, it is well maintained and the flowers are lovely.

The poor quality of maintenance on our trunk roads. The A7 is classed as a tourist route but the poor quality of grass cutting, untidy lay-bys are not appealing to the tourists.

The proliferation of road signs is ridiculous. Street lighting between Galashiels and Melrose is excessive. These street lights need not be on all night.

The recycling service is excellent and waste collection is also great. Hopefully money will be saved in the right places not wasted. Think the railway is a waste of money could be better spent on roads.

The Scottish Borders is a lovely place to live. The roads need improved and dual carriageways provided, making it faster and safer to travel. We do not need and can not afford a railway, especially when money is so tight. I do not know anyone who is in agreement with the coming of the railway. Money is wasted when it won't take the heavy goods vehicles off the roads.

The Town Centres are at risk from the large stores. Why not put them into out of town centres and keep the quaint town centres. Jedburgh is still nice but others are losing their appeal.

There appears to be a campaign against the re-establishment of the Waverley Line. More negative information about the benefits needs to be circulated.

There are too many wind farms.

There have been sufficient planning applications approved for wind farms in my area (Soutra) further development will reduce the real aspect and pleasure gained from moving into the area. Would appreciate a farmers market somewhere local to support local suppliers without too much carbon footprint in Lauder. Also: when are Building Control going to enforce demolition of hideous garage at Nether Brotherston Mill?

There is no facility for disposing of toxic chemicals such as out of date weed killers and insect sprays which are classed as hazardous waste. on enquiry I was told the nearest disposal point is Edinburgh. Some of these chemicals are lethal to bees so need to be disposed of safely.

There is poor traffic control in central Selkirk general area is dangerous to pedestrians. There is a poor school bus service, especially H19. Radio Border not notified in time for young people to get to schooling time or at all.

There seems to be ten times more traffic for example lorries travelling up this area speeding.

Think more should be done to support local businesses and help with starting one up should be available

Think that small shops under threat from large supermarkets - lose the uniqueness of our local high street as shops go out of business.

This form was only received on 31.7.2010. Poorly designed form Q15 what is the difference between a bit and not much. Why more questions on dog fouling than health matters

Too many wind farms.

Too many windmills on scenic sites, too many unsuitable housing developments, streets full of derelict shops.

Town centre - shop fronts shabby and dingy, large amount of small flats rented to people who have no pride in the community i.e. overgrown gardens and untidiness which affects owner, owned property and sales potential resulting in general run down of area. Should owners of rented properties be responsible for gardens or are tenants responsible.

Very disappointed with the new community re-cycling centre opening hours - have not been put in place with the taxpayer in mind

Very pleasant staff, but action speaks louder than words (especially related to the planning dept).

Very poor value for money. Can not wait for the cuts, to your over inflated pensions and job proof jobs and sick pay and over time. Also the cuts in the needless jobs i.e. S.B local etc, waste of money). You could half the

employment and still get the same bad service and S.B wardens.

Village Schools, Cottage hospitals, Small Fire Stations are at risk. Parking at bus stops and on corners or bends is very dangerous.

Was disappointed that permission was granted to Rogers in Earlston for cement works considering it very close to primary school. Traffic is bad enough along main route to school without more lorries.

We are at risk of losing our young people due to a lack of employment opportunities in the borders. As a retired person I have very positive experiences of SBC but young family members struggle with jobs / housing / leisure

We are losing too much of our green space and oxygen in our area.

We desperately need the railway, if as predicted, petrol becomes prohibitively expensive we will be isolated without alternatives, trains can be electric - powered by renewable energy systems, need more tourism, jobs - railway is progress.

We need to protect the beautiful environment that we have and encourage people to stay here with more affordable housing.

We would like better car parking, the trees at the entrance coming into Fairfield cut to open it up to make it cleaner and lighter to walk through.

We would like our bus passes to cover England and Wales as well as Scotland. Better mobile phone reception. No more wind farms.

Weekly collections of general waste should be kept. A7 through the town is bad - too many sunken manhole covers etc and bad repairs. Street Lights should go out by midnight. Stronger work / discipline ethic needed throughout council employees.

Weekly refuse collections

While I appreciate the need for income, the number of housing schemes which have been approved by the Scottish Borders Council has the potential to destroy local towns and villages. There is a distinctive lack of popular, non-cultural, events in the Borders and we have to travel to Edinburgh or Glasgow for popular events.

Why is this being sent to Glasgow, since when is that part of the Borders.

Why the rate payers in the Borders area were not given a vote regarding the railway line between Edinburgh and Tweedbank. Most people agree this is going to be a complete waste of tax payers money. People will still use their cars as this is more convenient when getting to work places.

## Teviot

The majority of negative comments made by Teviot residents were as follows:

- Unemployment rising/ worried about lack of jobs in the future
- Rail link proposal – money could be better spent elsewhere
- Upgrade roads/ improved
- Undesirables moving into houses
- Need more facilities for all (ages/ disability) etc
- Building wind farms may destruct the area
- Bin/ rubbish collection
- Feel unsafe in Jedburgh
- Encourage business
- More police

On the other hand, the majority of positive comments made by Teviot residents were:

- Great place to live
- Beautiful countryside
- Peaceful
- Friendly
- Close knit community
- Area well maintained
- Safe

A great place to have a 2nd home.

A lovely area, beautiful countryside, fairly peaceful and risk free but nowadays - think of Cumbria, Ruthbury - drugs and drink.

A very poor bus service to reach outside world.

As a 85 year old who has lived in Hawick all my life (apart from 3 years during the war) I doubt if I am right person to answer your questions. However I will say that I am proud to be a Jeri and Borderer, long may it continue.

As ever Hawick High Street is not as bustling as it could be. With unemployment rising I think the council should offer incentives for individuals to open businesses on the High Street which is very attractive. I'm uneasy about the new Sainsbury's etc. more interesting jobs in the area is needed.

As owners of a large garden we would like the garden waste collection to begin earlier and to continue later in the year to be available when tidying garden at the back end of the year. Would like more evening classes to be available in HAWICK e.g. digital photography

Be mindful that the country has no money and stop spending on cosmetic schemes e.g. Hawick High street/Melrose square/Drumlanrig square Hawick etc.

Because of money being spent on the proposed rail link for the Borders which I and many other people don't think will be used, upgrading of the roads could be neglected; money would be better spent improving road transport.

better using the money for this survey to spent on roads

Borders in danger of becoming full of ghost towns unless industries can be brought in to create more employment. Railway, if it is ever built, must go through to Carlisle or it is a pointless venture.

Budgets cut will effect SBC in a huge way, which has an impact in delivering services that must be provided to keep the borders from being a ghost town, SBC must improve jobs in the Borders town or our children will have no future in the Borders.

Cancel railway project - upgrade roads and bus transport system.

Council houses should be offered to locals first instead of people from big cities. It would help if more people stay in the village that work in the village instead of people that don't work at all that come from other places.

Desirable housing areas being spoilt with less than desirable tenants - why do not have other neighbours concerns for tidiness and well-kept areas.

Dog wardens are virtually invisible. A7 and A68 should be improved and forget about railway. Pensions and conditions of public servants should be brought into line with private sector, before it destroys the economy.

Employment, empty shops.

Exactly how much is this costing.

Excellent to bring up children but once an adult we require a great deal more for them (both work and social life). If no new industries to come into Borders, it will then become a region of senior citizens as they will have to leave region.

Facilities for old people and facilities for all ages especially young people

Getting useful employment in manufacturing jobs for places like Hawick, Jedburgh and Selkirk. Shops like the new Sainsbury's will find it hard to exist

Great place to live. Pity about unemployment situation. What has happened to promises made by Mr Swinney i.e. help for local industry.

Hawick itself is at risk, every election candidate, either SBC or as a prospective MP, EMP, promises to bring employment in and largely fails miserably, very little faith in most councillors and absolutely no faith in Lamont or Moore.

High Street losing out on Trading shops to charity shops or offices etc, and one-way streets don't help the situation increases the "carbon footprint" going the long way round to access your destination.

High Street shopping, lack of transport in outlying area i.e. Robertson, too many supermarkets, very few local traders remaining.

Hope we don't lose our post office.

I am a carer for my wife she has M.S.

I am against the amount of money being spent on the proposed re-opening of the railway from Edinburgh to Galasheids. This Tory government promised a satisfactory A 7 route through the borders Edinburgh to Carlisle and this could have done at a cost a lot less then is proposed for a Mickey mouse rail link.

I am concerned at the amount of litter at the roadside at especially at the banks of the river. The emphasis seems to be on dog poo but at least that's bio degradable while the plastics at the side of the river will ultimately destroy marine life when it, and it will, reach the oceans. I think we need a campaign to educate people against litter dropping

I am extremely fed up of hearing this town is excellent for tourists when as a resident, all we see are our shops closing and the younger generation leaving. Surely if we provided the young ones with some hope in our town, they wouldn't want to escape. We need more high street shops etc clothes, shoes and even fast food Restaurants. This town is dying and I for one will not be staying here much longer. I disagree whole heartedly with the planned railway. A total waste of money that could be spent on upgrading the roads to Edinburgh and Carlisle.

I do not like the way that young people are housed among the elderly, some young people are considerate to their neighbours needs. The majority are not, they open their windows and their music blasts out. How despairing it must be to live next door to people like this and people can be scared to complain.

I do not live in the Borders on a permanent basis.

I fear of the destruction of the beautiful Borders countryside with the building of wind farms, once the beauty is gone it cannot be replaced. I am not sure if I have faith in the planning development to ensure that this happens.

I have answered this my wife who is the person who does not feel safe.

I have lived in my house for 8 years and I am still waiting on my bathroom being upgraded. I was advised this would be done in two years after I moved in. I am still waiting !!!

I have severe concerns about the future of borders communities as industry starts t contract and jobs go. The main opportunity in the area is to create exceptional broadband network delivery by 2015. 1GB per home this will allow people the level of communication needed to establish alternative employment opportunities and retain the population in the borders

I like all of the Borders, I love the park in Hawick, the friendliness of the people but I would like to see the roads through the Borders upgraded as we are not going to benefit with the trams only coming as far as Galashiels as it would be to expensive to travel by bus then change to the train to be able to go to Edinburgh, what we need is dual carriage from Edinburgh to Carlisle.

I like the friendliness and efficiency of the postal service.

I like the tranquillity and beauty around the Borders, but I'm deeply concerned about the future employment opportunities.

I moved here from England 3 years ago and frankly can not wait to move back. only the completion of my house build currently prevents that move. I will never recommend to anyone to come and live or visit here.

I notice the majority of councillors and other politicians never make a mistake in claiming their expenses and yet they make huge errors in their administration.

I think to some this generation of children we have to have conscription, better than lying in bed taking drugs and never being in employment without hope, then suicide, then we give them something to be proud of, can be proud of our towns and country again.

I think a number of issues are belittled by the council and not always followed through. There are unbuilt houses left unbuilt and unattractive and dangerous to youngsters. Along with a lot of derelict buildings.

I think I will probably live out my life in Newcastle, but I think we are at a disadvantage being at the very south of the area e.g. full time skilled work which could be achieved with providing a business park to attract new business and provide existing businesses with modern affordable premises.

I think it is or will prove to be a complete waste of money restoring the railway. It would be much better to upgrade the A7.

I think the major risk facing me is the council tax is likely to become exceptionally high burden in my

retirement. The capital expenditure on the railway should be withdrawn because evidence from elsewhere shows that passenger revenue will not cover operating costs therefore requiring more money.

I think there should be a refund for county dwellers as they don't have street lights, police transport, refuse collection, (mains water), public roads. Also if local income tax were to be introduced would it be based on house size/ownership etc.

I think this questionnaire should have stated at the beginning "about yourself" and feel that the questions to answer would not have been relevant as I am 90 years old.

I totally disagree with fortnightly bin collections.

I would like to see more work opportunities (business) for the young people. The Council should try as much as possible to award contracts for work to local firms and keep the money in the Borders.

If more shops are not introduced to Hawick the economy is going to plummet.

I'm concerned about the effect wind farms are having on scenery as they are so tall and also ineffective. We need other forms of energy

In general the Borders is a lovely place to live, people are too quick to moan and complain about council and police in particular, things are not perfect but we are in a recession and people need to accept more responsibility instead of venting anger at police and council.

In general, very nice place to live and fairly trouble free but drink and drugs are becoming more of an issue.

In Jedburgh on Friday evening I feel quite unsafe with a lot of young drivers speeding around the town. It is dangerous for both drivers and pedestrians.

It is a beautiful area to live in. I love living in the Borders. I have good neighbours. The only negative thing about living on Burnfoot is the trouble at the shops.

Its rural identity.

Job opportunities for young people.

Jobs!

Lack of tourism.

Last winter the footpath out the back where I live (Oliver Park) at the riverside, the path was not cleared or salted when it snowed. My children had to go through heavy snow to get to school and slipped numerous times when it turned to ice.

Life in the Borders overall is good, but lots of things are changing and not always for the better. Young people especially are less well mannered and take less responsibility for their actions, parents and schools should be addressing this.

Life is wonderful in the borders

Like closeness of community - at risk due to shortage of work.

Like Hawick been here since 1962, worked with racehorses mostly, the reason I came here.

Living by the river, there has not been any cut back for 4 years and we were promised by SBC for this to happen every 2 years to elevate the possibility of our houses flooding again, this has not happened so what's new.

Local councils should support local businesses not use companies out with the area.

Loggers and motorbikes are a constant threat to other road users. Also children. Loggers especially where we live. My grandchildren would be dead if they were to cross our road to our garages. Also the loggers have taken most of our garden away and also the grass verge beside the garages. There needs to be a sign up saying beware children crossing and a 20mph limit because it's on a bend. Nothing will happen until someone is killed.

Love the area, community spirit, and kindness of people in the area. The beautiful countryside, lovely parks, which are well kept. Be careful not to share for parking in the town as this will drive people away to shop elsewhere.

Love the open spaces, the scenery... But why does Newcastleton have a collection for garden waste? A more frequent bus service is needed to give access to trains and journeys outside the Borders area

Lovely safe place to live, wouldn't want to be anywhere else in the world.

Main roads need to be improved e.g. A68 - dual carriageway. Wasting money on surveys! We love the

Borders and have lived here all our lives. Worried about education cut backs. Too many retired people accessing free care - from out with area. Do not want a railway - using up too much money which could be used for roads.

Major road links need to be improved to encourage more people and industries to come to the area. Spending money on a railway line from Edinburgh to Tweedbank is a complete waste of public money. More businesses need to be encourage to come to Hawick.

More employment needed.

More for disabled and elderly like a swimming club, also parking and doing alterations, takes too long I need drive for car but to wait 5 year already waited 3 year since past asking.

More local police around housing estates

More needing done in Burnfoot i.e. handrails (for hills), for elderly disabled people and a seat or two, more provision for kids activities etc. An office for reporting repairs etc SBC do a grand job - thank you. More police back on the beat, make themselves seen more. Changes to roads, buildings etc, should be more available for residents to see.

My elderly mother lives with me - she is disabled and because of her financial situation she does not receive free transport unless she gets to the nearest bus (1.5 miles) access to some form of transport that could be called on when needed.

Need to encourage employers into the area and support existing employers so that people can live and work in the borders. Also find / subsidise aesthetic improvements to Hawick town centre to develop the town some

No Border telly news.

No control over who gets rented property and creating neighbourhood problems and unwelcome disturbances. It is very difficult once criminals and known abusers of the system/law get re-housed to have our say. It brings down the value of our homes and area, makes us uneasy living in our own homes which we own and have worked had for.

No jobs, lack of work, well paid work for men.

Not enough disabled parking spaces in Border car parks.

Not enough jobs for young people - too many fat cats

Not enough jobs for youngsters.

Not happy with the fortnightly bin collection

Not sure if I was to receive this as we are in owned property not council property. Q52 - Q54 does not really apply.

Our Inns and hotels.

Over population - Hawick area consistently losing out to other areas in the Borders in development.

People in private houses should be asked to keep gardens not use them as builders yards.

People very friendly and neighbours very kind and helpful, a good place to live.

Planning - an old railway station is slowly being eroded - 1005 objection was ignored - how are we going to have 2 new areas and a house being converted to holiday let - this all excludes local housing, rats presence already in water supply, not to Newton estate traffic a single road with few resting places.

Politically the Borders region doesn't have a strong voice in national issues e.g. it lost it's tourist board which became incorporated in Edinburgh and Lothian's, same argument goes for planning issues.

Pretty good all round - others make the mess.

Price of petrol

Public transport for old age pensioners

Quality of life - great place to live.

Renewable energy very important, Hawick would be transition town

Scottish Borders Council have too many employees that are not qualified to do the job they are asked to do. The minute something complicated crops up, consultants are brought in at great expense.

Hopefully this coalition government will get rid of a lot of you public service workers who get subsidised meals, golden pensions (at my expense) and have more sick days than the private sector.

Do us all a favour and buy your own lunch, pay your own pension. Better still find a real job!

## Shops

Something has to be done to keep the young workforce in the Borders as it stands now the only employment options for most school leavers is either to work as carers or in shops or to move to the cities. We also need to do something about the look of our town high Streets, with all the empty shops tourists will not want to return.

Spend money on silly things, when more serious things do not get done. Council top heavy with employees, too many top hats. Not enough disabled parking in any towns.

Still awaiting results of future care for elderly which was delivered 12 months ago

The Border region needs to wake up from the malaise it has been in for the last 20 years and look to the future and decide what we want to be, a retirement area, a suburb/commuter area etc then actually stick to it for once and not chop and change as we have done.

The Borders are beautiful and there is much to its credit, but not enough to retain the best of our youths.

The borders is a great place to take part in walking / cycling. Perhaps should be more widely advertised / promoted. Jobs / employment is definitely at risk - new business required in the area

The Borders is a safe place to live and is yet unspoilt. I hope it doesn't change too much. It is such a pleasure to live here

The Borders must take care not to allow it's scenic beauty to be destroyed by inappropriately sited or designed development. Tourism is very important and industrialisation of our scenic / wild areas will harm this. Of special concern is the pressure from wind power developers who are subsidised by urban governments.

The Borders need its railway restored throughout between Edinburgh and Carlisle. All bus services should be air conditioned with nothing that the ignorant and inconsiderate can open to the detriment of other passengers. Councillors who think it's reasonable to charge part time residents using council services less than half time more than full time residents using council services full time are unfit to be councillors. If they can't grasp the very obvious elementary fact that is totally illogical their presence on the council only serve to disgrace and discredit it. Personally I think the council should be abolished and its offices and staff made directly responsible to the Scottish executive.

The fact that after the digital TV change over, many many people were left with a terrible TV reception, aiming to the Millers Mast was not upgraded to a good standard, though we all had bought expensive digital-box which did not work, causing financial troubles to pensioners i.e. having to pay for Sky to be installed and thereafter paying monthly for its service. Another big con for the public.

The frequent occurrence of shouting and swearing from males and females, particularly at weekends, until the early hours of the morning, sometimes 3 or 4am, is disturbing and unreasonable to people resident in the town centre. It often borders on extreme anti-social behaviour, not to be confused with people merely having a good time, which is easily tolerated.

The job situation is diabolical, measures need to be taken to find employment and investment, school leavers, whatever, their academic potential need to feel worthwhile and have at least some change of work - these kids are our future. A direct bus route to Borders general would be a bonus, it happens in other towns.

The natural beauty of my living environment out ways all disadvantages, would like help to become self efficient in energy re-newables. (financial help with wind turbine) - more library access.

The noise of some of my neighbours sometimes is quite loud, I think it's down to private lets letting anybody move in and not caring how their property is as long as they are getting their rent.

The only comment I have to make is about wheelie bins being left out on the street permanently, when they have a place to store them, it should not be allowed especially in a conservation area.

The provision of emergency health support e.g. response of ambulance services.

The Q76 I have never seen such a load of tripe it's about time this 'British' was scrapped and replaced with do you live in the UK. It's an insult to the people of 'pure' nationality.

The Scottish Borders is a very friendly place, the main thing s would be dog fouling and drunks. I am most worried about the lack of jobs for young people.

The toilet closures are disappointing for example the Hawick High Street and Hay Lodge Park, Peebles. the Tweedbank rail line is a complete waste of public money.

The whole infrastructure is at risk as a result of falling income from community charges with the continuing closure of businesses, especially in the manufacturing sector. There are also an accelerating brain drain of school leavers.

There are too many second hand shops in our local high street. I feel it is not a good vibe to encourage outside shoppers. And too many retailers going to Gala. Hawick is left out every time. e.g. if McDonalds go to Gala we should have a burger King. Also we need an Argos, Bon Marche. There is no place to shop in Hawick for clothes. Club book seems to be the norm.

There is a lack of jobs specially for young people. It is a wonderful place to bring up children - good schools, safe places, room to play etc - but is in danger of becoming a retirement zone. Go to Switzerland to see how they combine the best of traditional family jobs with new high tech ones. There is too much money i.e. this leaflet and many more which could be spent on better things. In my opinion this is a waste of time and money. I would like to know what good this is going to do. As I do believe that with all the cut backs nothing will come out of this. I asked for a rail at my back door to the garden to help me and also a shower that was more than a year ago. I got a letter back to say no money for that.

There is too much of a culture of drinking alcohol. More entertainment and events should be available where alcohol is not the focus. Need more live music events all year round and not just summer.

Tackle attitudes which are old fashioned.

There should be a lot more effort to bring employment to the Border as young people are leaving the area.

This address is a second home - spend 2-4 days per week regularly.

This is a scenic and healthy area in which to live. There is a danger of becoming depressed with so many empty commercial premises and the increasing unemployment

This is the most beautiful area of Britain when you drive into the Tweed Valley from Teviot, it is spectacular and should be preserved as such.

This survey represents another waste of council money. Cut services, put out to private enterprise instead and reduce size of council. Plus end the council pension scheme.

Too little work and too many immigrant workers that seem to have priority when it comes to housing.

Too many firms/companies from out with the Borders are used to do work / provide services that should be done by Borders companies. Even Companies without correct registration seem to get preferential treatment.

Too many irresponsible young ones being out beside responsible people, who have or respect property or people's feelings.

Too much health and safety, too much red tape, takes too long permission for alterations.

Usual ongoing concern is the prospects for employment and economic re-generation in Region.

Very concerned about local employment and housing opportunities. Very concerned about reduction in services for schools, and especially special needs provision / support. Would rather pay more council tax than have services reduced. Appreciate the personal touch when phoning / dealing locally.

Very friendly people.

Very good in communities, close family relationships maintained throughout life, new comers welcome in Borders, which is not always true, regionally, in Britain, important is retain that special Borders character and be very careful about Edinburgh commuter plans.

Very lucky to live in the Borders.

We desperately need a heavy employer in Hawick 5000+ to regenerate the town and bring back prosperity and a vision for the future concerning the youngsters of the town.

We need employment for our children.

What a waste of time this has been, unless action is taken as a result of the overall findings. What was the total cost of this survey, why was it instructed through Cambuslang and not done in-house by one of the councils departments.

Why are there so many people with a bus pass that are quite clearly not disabled and are not entitled to have one. This should be looked in to as this could be a big saving on the Borders.

Why do some councillors think everyone owns a car in the Borders?

Why in Q76 is there not a group called simply British?

Without more industry and drastic improvement to the road network the whole Borders way of life and future is at risk

Would not support 2 weekly rubbish collection instead of weekly. This is what we pay council tax for. Yes - bypass, big time, required for Selkirk, Hawick, Innerleithen, Walkerburn, dirt pots corner etc. River side walk ways and landscaping of river Teviot - commercial Road, Mansfield Road - required now.

## Tweeddale

The majority of negative comments made by Tweeddale residents were as follows:

- Housing issues/ private developments
- Dog fouling issues/ not being addressed/ not enough dog waste bins
- Council wasting money
- Too many new housing estates
- Not enough being done to protect the scenic beauty
- Garden waste collection
- More street lighting needed
- Public transport is poor/ expensive
- Lack of kids play facilities
- Speeding motorists is an issue
- Worried about cuts in educational budget/ local schools being affected
- Concerns about possibility of wind turbines in the area

On the other hand, the majority of positive comments made by Tweeddale residents were:

- Beautiful countryside
- Beautiful scenery
- Nice people
- Good facilities
- Nice place to live

A702 is a death trap! (due to the drivers), better speed monitoring on A702.

AAS and education services are most at risk from cuts.

Although this questionnaire addresses speed and quality of Broadband there is no mention of TV reception which since digital installation is appalling.

Amount of dog excrement, public careless casting of litter, need more (more attractive) litter bins, return of 'boy racer' problem.

Appalling cowboy behaviour of all local game keepers - who shoot eagles, birds of prey, cats - organised stealing of pets which seems to be supplied by game keepers.

Are you going to ask residents about how / where to reduce expenditure - which is going to be necessary! You should do so.

At risk is - living rural - maintaining an older building by living in it, populating the countryside, keeping an eye out for the environment (litter). Physical connections (transport) is difficult but now even (cultural, work communication) is made harder through electronic advances, digital TV / radio and computer / telephone deals are on offer where many people congregate not where there are few and speed out.

Beautiful countryside, well kept Border towns, excellent medical care.

Beautiful scenery is at risk of being ruined by too many wind farms.

Better financial management and control decisions need taken. Frontline services, recycling, environmental matters should be the top priorities at the expense of other unnecessary services.

Beautiful area, nice people, good facilities

Building on flood plains - bad flooding in many cases.

Catriona Bhafia is my local councillor and I hold her in great respect. I did not like her sacking despite all her determination to persevere with the building of the new school only to be ditched at the last minute for a fairly trivial error of judgement. We all make them.

Centralisation of services in St Boswells has led to a poorer service and increased costs to local organisations. The A703 and A72 are important roads into and out of Peebles and were all but ignored during Winter snow and ice clearing - I was stranded in Peebles for 3 days after new year, if the clearing of snow had been done properly when snow first fell then a lot of problems would have been avoided.

Changes within services for older people. Health centre opening times should be reflecting today's lifestyles - not closing at lunchtime. Staggered lunchtimes and possibly opening at 8.30 and late evening consultations

Community spirit in local towns is diminishing with over populating local towns with very expensive "affordable" housing and private developments. Councils should be looking to rented accommodation housing.

Concerns about seemingly rapid housing development out stifling supply of local services e.g. health, schools, drainage etc

Council is too centralised. Decisions concerning local services should be made at local level. More effective use should be made of council resources e.g. large sums of money are spent on changing road layouts for the safety of school children who then don't use them

Cross Border roads are not good (as opposed to North / South). Loss of local shops / employment is a considerable risk, government constituencies do not seem to reflect local amenities in this area (Peebles). Local hospital seems at risk (some ward closure).

Do more about dog fouling more fines. Do more about dogs that are not on leads in public places.

Heavy fine

Dog fouling is my main issue, especially in the street.

Don't see why 50% of council tax goes towards fat cats pensions.

Education department is a mess. The loss of millions of pounds in Icelandic banks was really very poor indeed.

Excellent world class environment, road to Edinburgh from Peebles increasingly busy, public transport to Borders from Edinburgh is poor and expensive, must be 100's of people commuting in cars everyday who could use a cheap bus service, too expensive, cheaper by car.

Fantastic countryside, careful of the building or placement of windmills.

Far too much waste of money by council / NHS etc with multi lingual posters / leaflets etc. Also, why are road signs also in Gaelic - Lallans sets is more relevant to Borders. Very poor sports / training facilities, poor planning systems and planners pay little attention to local residents / community councils.

Glass recycling at door would be good, council should be more supportive of providing West Linto Football / sports facilities and protecting green space in the village centre. If village is to be expanded e.g. current housing proposals will infrastructure be big enough e.g. school, sports and leisure facilities, I sometimes have concerns about safety, reliability of school bus service to PHS from West Linton.

Have had no direct contact with the police so cannot answer questions accurately. There is no place in the housing section to state if it is private / council accommodation

Health care i.e. local community hospitals in particular for the elderly and providing support for the elderly, I think the Borders is a quality place to live.

Heritage yes and the boundary charges proposed to the Borders region.

High Street in Peebles - Local community council need to let bigger consortiums of shops in. Small shops closing all the time due to high rent meaning empty shops.

Hope you do not ruin the borders by over building houses. Would change the environment forever.

Housing - Too many new housing estates being built without infrastructure and social amenities being taken into account. Dog fouling is not being tackled and remains a big problem in our area.

How much is this survey costing?

I am concerned about house builders acquiring land to build new homes across rural Borders areas. I feel there should be speed restrictions on the B7062 between Cardrona and Traquair. Are there any plans for introducing a wheelie bin for grass cuttings and weeds.

I am not satisfied at all with the funding provision for Peebles High School, it is a great school but maintained only by the dedication of its staff, I fear that constant and further cuts will lead to a rapid melt down, loss of head teacher would precipitate this, I believe Borders is significantly worse at prioritising education than many other councils.

I am somewhat concerned about the cost of this survey and wonder if the money could have been perhaps better spent in times such as these

I believe that surveys such as these are a shocking waste of public money under the present circumstances. I also believe that nothing constitutional will ensue.

I e-mailed the Planning and Building department with a quick question ( a yes or no answer ) after talking to them on the phone. The e-mail was not acknowledged or answered for over 3 weeks. After that I phoned and asked if they got my e-mail "yes we receive a lot of e-mails" was the response. I have yet to receive any word back. Very poor

I feel frustrated sometimes when I see the council or council employees doing things in a way which I perceive to be wasteful.

I feel that the council is let down by the councillors or at least some of them.

I get good service from medical centres and home care. Home care services should not be cut as all members do a wonderful job in difficult circumstances.

I greatly regret the fact that so many wheelie bins are left at roadsides in the rural areas. They are a terrible eyesore. I would prefer them to be stationed at homes and for the council vehicles to empty them there.

I have great concerns about the policy of local planning in this area. Bizarre decisions i.e. sitting and size of several new builds in this area. STILL cannot comprehend out lack of garden waste bins when lorry collecting waste must pass Blyth Bridge. I have an elderly neighbour who struggles with substantial amounts of garden waste.

I have lived in Peeblesshire and Berwickshire all my 72 years except for 10 years in Edinburgh when young. I feel the small towns have expanded too quickly lately and I hope this will now slow down. I feel the SBC is too far away from some local problems which the old town Council understood much better. I am sad that our children have had to leave very often to find work. However I welcome these new young people who have come recently although many commute which is difficult. I love our

countryside and I am delighted with our greener attitude.

I have ticked to the best of my ability as we have bought our house and found it very difficult.

I like the fact that traditions such as the Beltane are supported but dislike the fact that celebrations often result in trouble caused by drunks.

I love living in the Borders, the air is clean, there are no street lights so the sky is clear. It is friendly and there is lots to see and do, I am concerned about being linked to other areas/regions which are nothing like the Borders i.e. Penicuik/Dumfries & Borders - especially as this resulted in us getting a Tory as our area rep.

I love the Borders and it's natural beauty, it's people and it's festivals. I worry that enough is not being done to protect areas of natural, scenic beauty from developments wanting to make a 'quick buck'.

Take Lyne Station for example we all (neighbours) are trying to oppose a recent application for a house knowing full well if with set a procedure for further development in an area used by cyclists, tourists, walkers, fishermen and families regularly. Why let people appeal when really you don't listen anyway to the concerns of the local, once it's ruined you can't replace it, stop building in rural areas please.

I love the Borders and would never want to move away. Rural public transport must be improved and be accessible. Scottish Borders Council has always been extremely helpful to me whenever contacted. I wish our postcode would finally be changed to Peebles one rather than a Lanark one as we are in the Scottish Borders.

I must say that in the current financial climate the cost of doing this questionnaire should be questioned.

I really like here. As regards SBC, I feel that the councillors will not in the take controversial decisions that make sense. In particular the ridiculous policy of keeping small schools open others shut and there is little difference after 2/3 years. Also the amount of street lighting is excessive in some places, switch it off !

I really think this area could be environmentally friendly. Money often wasted on things we don't really need or want. Administration is important but teachers and nurses are more so and it seems these people lose their jobs first

I think it's ridiculous that Borders don't have a garden waste collection at least on a 2 week cycle. As a newcomer to area I am amazed that I need to travel 10 miles to nearest recycle centre.

I think planning decisions need to take the views of local residents more into account than at present, and not favour those with deep pockets and no sense of community!

I think the Borders offer great natural beauty, freedom of movement, a rich history, scope for many outdoor activities, interesting cultural events and a unique character overall. It is this character which can be put at risk by ill thought out schemes such as inappropriate rural housing and too many wind farms. These are in conflict with the continuing development of what could be claimed as the Borders most important industry - tourism. In present stringent budget cuts it can play a central part in keeping our local economy on a sound footing. Good planning decisions are paramount.

I think the bus service to Edinburgh (no.62) is very overpriced.

I think there is insufficient management and supervision over council employees. A great deal of working time is wasted. Too many workers sent to one man jobs, too much time taken sitting i.e. council vehicles doing nothing.

I want the Island by Tweed Bridge, in Peebles, to be left as it is. I don't want any more old trees to be chopped down.

I was born in Edinburgh but evacuated during the war to Stow, after war returned to Edinburgh, couldn't wait to return to Borders, now feel settled.

I was born in Hawick over 55 years ago, and have worked and travelled nationally/internationally for almost 40 years. My wife and I returned to semi-retire in the Borders from the Midlands (10 years) - the lifestyle and scenery and people are wonderful and residents take it for granted!! But I was heartbroken to see proliferation of pointless, inefficient, industrial-scale wind turbines all over the iconic landscape politically driven vandalism on a terrible scale.

I wish our street could be swept sometime. I don't know how often it's done in the year but it can't be often. I think the council did a great job this past hard winter.

I wonder if it would be possible to erect a bus stop nearer to Eshields Mill. It is very inconvenient at times if my arthritis is bad to walk to the kennels entrance or up to the re-cycling centre. May I suggest a bus stop in between. Thanks

I would like to know why with the TV change over why we can't get all the TV channels that everyone gets but Peeblesshire can't and we still have to pay a full TV license, not everyone can afford sky TV, you can get picture from mars but not sent over some hills down here, this is something that should be dealt with now and not brushed under the carpet.

Improved infrastructure / signage to encourage tourists to visit Innerleithen town. Speeding cars a big issue around all areas in Borders - more police checks, nursery provision in Innerleithen.

In the current climate museums and the educational workshops they offer are likely to be under threat. If Scottish Borders are to be marketed as a tourist destination then these should be supported / retained.

Increasing population and housing without proper investment in the necessary infrastructure to support it.

Infrastructure can't cope with influx of people SBC don't involve people in local issues, local roads are in a very poor state (Rosetta Road by caravan park), lack of SBC local officers.

Infrastructure of schools, road systems, health care at risk due to continued housing developments. This has the effect of diminishing the quality of life and erodes the distinctiveness of the town of Peebles.

Lack of effective, bottom up, consultation gives the impression that local concerns are not taken into consideration.

Landscape degraded by excessive signage on roads and wheel bins in rural areas.

Life in West Linton is excellent - pity you can't change the weather. Usually best to avoid contact with the council - it tends to lead to frustration in the long run. You do what you want, and councillors are expensive waste of time.

Like most areas we are suffering from recession, more help should be given to local retailers (independent), reduce council tax, keep shops open and jobs in area.

Likes: Quiet and safe area with minimal crime and anti-social activity

Living in West Linton I do not feel that I really live in the Borders and am more reliant on using Lothian & Edinburgh for leisure and shopping.

Local communities used to have a voice - now too much is being centralised, elected councillors don't represent communities any longer. The Borders way of life is at risk by over development.

Local issues, at times seem overlooked in favour of what seem like issues which have no bearing on a local community.

Local shopping.

Loss of local schools is damaging to the area. Leaflets and signage etc to local walks is very good. Short walks / Family friendly things should be more publicised in local papers to get people aware of what's going on in their area and encourage them to visit the countryside and natural attractions more frequently

Love countryside and people generally friendly, at risk small local shops and businesses, biggest problems failure to pick and bin dog excrement and car keying in Leithen Crescent.

Many of the roads in the Borders need to be resurfaced properly and not patched up by shoddy workmanship and should be co-ordinated with other service users e.g. water, gas etc. Public park areas need to be cleaned up and better maintained e.g. Haylodge park top end steps and pathways.

More care should be exercised on zoning land for housing. Too much is to the detriment of the countryside and also makes a huge impact on our already stretched medical resources and waste and drainage operations.

More street lighting in small streets like where I stay and a private parking outside each residents door as it always gets taken by other people.

Most difficulties have been with planning department - both applications and involvement in community applications, feel decisions have been difficult to understand.

Much more affordable housing is needed. Better, wider and cheaper public transport is required.

Young people need to be valued and respected and helped. Bullying / Exclusion in schools is seriously

bad. Mental health services need to be fully funded and implemented to meet needs  
 Must get more employment opportunities into the Borders for all ages but in particular younger people.  
 None sympathetic planning consideration of agricultural enterprises weighing on an industrial scale in area of natural beauty. The reaction to this years severe winter was poor, requires more "joined up thinking" and it severity should not be used as an excuse.  
 Not enough dog waste bins in Innerleithen.  
 Nothing about speed restrictions or the lack of them on roads (703) especially.  
 On the subject of winter services. The road I travel on is not gritted by the time I leave(6.30am) and it is a main road  
 On whole the Borders is a great place to live, the council should do more to keep it this way.  
 Our postcode covers far too many houses which causes annoyance to people of the centre of the postcode who get bothered repeatedly by people asking for directions.  
 Over development / new housing not matched with increase in public services e.g. health provision, education etc.  
 Particularly in Peebles, the expansion of new build is extensive and it is now starting to look like Penicuik and not a town which tourists would like to visit.  
 Pavements re-laid in West Linton were carried out in a most un-professional way, they were laid without a substantial base and are now very uneven due to vehicles mounting pavements. There is often excess surface water which is a major hazard to pedestrians during periods of frost.  
 Peebles is expanding too fast, please stop the development on the South Side. the houses being built are not sympathetic to the town and have been greedily stuffed together by the developers. traffic volumes have grown massively to and nothing seems to be done about it.  
 Peebles needs another bridge. My street has no parking, please fix, waste collection (general) is a farce in my street - bin sometimes emptied in full, sometimes not. Local events need to be supported well - keep up the community traditions, bus services better but prices are extortionate and unfair pricing structure, Peebles need more evening adult education classes.  
 Please be aware that Radio Borders is not broadcast to West Linton. The education departments holds parents at arms length, so it's no surprise local school head does too, is the stuff in the blue-lidded bins really recycled. Need many more buses between WL and Peebles. WL was totally neglected by the council last Winter, council can get away with neglecting WL because it is an affluent area to residents to decent standards.  
 Please keep rival community alive - be careful about planning permissions which are not in keeping with local community.  
 Please remove the dangerous lump on the A72 road, I have seen a few near misses, it is very dangerous, it could be removed very easily, I am a regular user on this road.  
 Preservation of wildlife could be at risk.  
 Public transport is diabolical and way too expensive. Wi Fi would be great in the towns if it was free access in the whole of Peebles. I would also like to see the boring swimming pools improved with exciting facilities such as flumes, slides and soft play areas.  
 Q16 - household waste recycle bins should be fortnightly, if not some people need a smaller bin, Q21 - I wish they could patch up the roads as quickly as they did due to snow, Q22 - our local roads were done only once in 3 weeks, the pavements were done about 2/3 times but a good bit of them missed out, public path done once by 2 men and shovels, I had to tell them how to do it as they missed a lot.  
 Q38 - when wardens started, saw 2 men - told them, told them the worst area, it is still bad despite a new path being made, gardens being fouled on, I saw the wardens months after, they followed me, since then nothing, they are out at the wrong times. Q47 - only see police speed cameras, always in same places, they should move them around and not do it so often when they could be catching crime. Q52-54 - is this for rented or private housing, it should say general, why Scottish Borders council not using a company in SB for this survey.  
 Quality of natural surroundings, opportunities for hill walking and mountain biking, quality of Peebles High School and effort of teachers, at risk - small local businesses, High Street (shops closing/reducing in quality and heavy traffic) - brilliant sense of community at Hub Cafe, once new facilities of Forestry

commission don't take over.

Raised a concern with Peebles planning, Five times. Five times I was told they would look into it and get back to me, four years later I'm still waiting.

RE: 46/47 I have no reason to think the police are not excellent but I have had no reason to contact them so I said don't know/ I am living in an ex council house. I have been imposed with the ways the estate has been made attractive with green space and flower beds. I do hope it will be made possible to keep most of them.

Recycling - collection of glass would be useful, a fortnightly collection of blue bin, cardboard and plastics would be sufficient.

Regarding question 65 - There is a big difference between 'Good' and 'Poor' and the inclusion of 'fair' would give a more accurate response. Road sweeping and maintenance have become very poor in frequency and quality. This includes the roadside cutting such as overhanging trees. Regarding question 66 - I feel consultations are paper exercise to fulfil the Councils obligations as their results seem to make no difference. The education services are deteriorating for all ages.

School placements for younger children at school or nursery.

Schooling - especially secondary schools with lack of money for Peebles High School.

Schools - class sizes in Primary schools should be reduced (max 20 in p1,2 + 3, 25 in p4-7) to ensure the best quality education and care for our children. Small classes in high schools would also be beneficial.

Since TV has gone digital, reception has become poor, a lot of interference and fewer stations available than friends who live approx 20 miles away.

Street litter is a problem. More regular street litter pickups are required

The money that has been allocated to the 'Waverly Line' would be better spent on improvements to the A7.

The appearance of my immediate area, which I believe has 'national scenic' status, is nowhere near as pleasant as it could be for example - privately owned sites have secured planning consent for domestic dwellings which have not been utilised, often for many years. They are then left to deteriorate and succumb to weed and scrub, or in one case, used as a dumping ground for a semi-derelict mobile home, kitchen and bathroom furniture, an old rusting skip etc. Planning consent for domestic dwellings secured on the basis of schemes, commercial or otherwise, justifying that consent, which schemes do not then materialise. An area of woodland which blew down in high winds several years ago which has only been partially cleared and which is clearly visible from a regular tourist route (B712). A noisy and dusty business in a domestic setting, attracting significant numbers of cars along a narrow and poorly maintained farm track. The accumulation of a large number of old and rusting vehicles and trailers outside one private dwelling.

The Borders is a popular place to live, nice countryside.

The built environment and the heritage at risk.

The bus service is very expensive and not that good.

The comments I have made, i.e. Winter are in light of a very bad weather - the council in Peebles was excellent - the high street was cleared in very difficult conditions but they did it - even emptying the bins / wheelie bins were done - they were brilliant. I am concerned about the cemetery - our son is buried there and the grass cutting is very neglect, I suspect that this a contractors, please don't over look this as we pay for our own plots and want the place to go and reflect that is nice.

The cost of public transport in Borders far too high, the cost of petrol far too high.

The council should make more of an effort to clamp down on dog fouling and littering e.g. by sending all environmental wardens each town / area for 3 or 4 days at a time, rather than spreading them around several areas. More competent and conscientious street cleaners would not go a miss either.

The over development of housing in the Borders.

The planning committee need to be more consistent while some house plans are refused others like are totally out of character are passed.

The poor parks in Wakerburn, nowhere for kids to play and nowhere to go at night, to Hawgate and be safe. Path way are bad, maybe one more shop open late would be great for a small village.

The quality of life is at risk by allowing awful planning decisions as Glenroth Chicken Sheds to be built

in a conservation area for no real benefit other than the politics of the owners.

The road between Peebles and Gala has too high a speed limit and should be reduced to 45 - 50 miles per hour. Too many morons driving fast through small towns with 30 miles per hour speed limits. there should be more speed trapping in Walkersburn.

The Scottish Borders are unique and outstanding. It is a pity that communities like mine are working so hard to upgrade the more unsightly or empty premises and are being blocked by Scottish Heritage or other agencies. We need more vigorous support from SBC to overcome these difficulties otherwise people will be reluctant to get involved and buildings which could be put to good use and increase tourism / business enterprises / community facilities will be left to decay and spoil the countryside. The street where I live is 90% 50 year olds with all gardens looked after and very little police activity however 6 months ago one house was allocated to a young couple who don't work, resulting in garden overgrown with weeds, frequent police activity at their house day and night, surely when house's are allocated the ages of the other tenants should be considered.

The very nature of the Borders towns is being destroyed by constant development, most places like Peebles mere dormitories of Edinburgh.

There are problems with the A701 road - apart from the need for more regular repair. Some traffic goes too fast and seems fast enough for this narrow road. It is inappropriate for the number of large heavy lorries - using it as a short cut to the M74, on Sundays especially, in Summer, there are often many motor cycles, causing much noise, it is a dangerous road for bicycles and it would be very beneficial to create cycle routes.

There are recycling issues! How can we ship the recycling waste to Middlesburgh, in the North of England. I would like the budget figures for that, with the price of fuel and manpower with transport. If it was not for the Polish community the Borders would come to a halt!

There is a rising amount of anti-social behaviour which probably reflects society in general. There needs to be more stringent checks on benefit cheats and greater investment in employment in the region. There needs to be stronger penalties against people who regularly allow dogs to foul pavements and gardens.

There is general feeling the people of Cadrona is fairly low on the councils priority list even though it is a large populated area. I was snowed in for 3 1/2 weeks this winter and eventually had to dig myself out. There is a loose manhole in our main road and all the council have done is put two traffic cones on it, they have been there since Christmas and you wonder why we feel prejudiced against.

Think we are in danger of too much traffic management waste money on one ways etc. Over development (too many new houses) a strain on hospitals, doctors, schools etc. How much does this survey cost?

This is the first time I have had a chance to make any comment on council matters

Too many empty shops. Lack of tourist information offices. Poor choice of part-time courses/evening classes.

Too many pot holes on the road. However very impressed with service to repair reported pot holes - thank you. My son is not picked up from the door of our house to go to school, but other children equal distance are - this seems unfair.

Too much house building which are taking away the closeness that was once part of the Border towns. Too much housing spoiling rural villages. It is a beautiful region - please take care not to spoil it. Why not make offenders/people out of work on benefits clear the streets and countryside of litter for example! Do not waste money on questionnaires and surveys!

Too much money spent on large town projects. The railway project is a disgrace and will serve only a small number of people. The money spent on it could have solved all the transport issues in the area. Very disappointed with poor waste collection from rural sites, don't think SBC local do a good job i.e. quality of workmanship and time wasted, disappointed with quality of planning decisions and lack of enforcement of planning laws.

Very worried about cuts in education budget and affect this is having on local schools.

We are very concerned about the possibility of wind turbines being allowed along the A701, which is the borders tourist route to Edinburgh. We feel that the A701 is not a suitable place to have such distractions on it due to the state of the road and the number of incidents already occurring. The scenic

beauty would be jeopardized and wildlife especially birds like the Golden Eagles and other hawks would be at risk. We hope that the Scottish Borders Council will take a firm anti with the Scottish Office and not be walked over.

We feel that the buses are too expensive, especially if you are going a short distance. It is difficult to find out about evening art / creative classes near-by if any, they are not well advertised. although I am Scottish, my partner is English. This seems to be a problem for many and it's difficult to integrate into local community.

We have lived for many years in The Borders and think it has a good quality of life. We'd like to see less residential / dormitory growth and more business employment growth (locally) to provide opportunities for local youngsters and young families.

We live in Kirkcudbrightshire and only visit the Borders for holidays.

When the wife and I moved to our house it was a good neighbourhood but since then the council allocated a neighbouring house to a drug addict, hence we now have 505 addicts visiting him, we now have no sense of security, all items of any value have to be locked away out of sight, even going to garden we have to lock the door, there has also been one of them stabbed by one of his friends.

While I believe that SBC does a good job, I am now aware that I pay double the amount of council tax I did when living in a property of similar value in Edinburgh. I'm not entirely convinced I'm getting double the level of service

Why are there no seats in the bus shelters in Cloverfords, why does the street lighting stop at Valley View on Bowland Road in Cloverfords.

Why was planning permission granted for the land around the Crook Inn at a closed meeting, this doesn't feel very democratic.

Without knowing the size and proportion of the population, this random sample is, it is impossible to judge how necessary and cost-effective it may be. If the counsellors were keeping properly in touch they should be able to provide an accurate picture of life in the Borders. For this survey to have any value it is necessary to define your terms like neighbourhood, local neighbourhood, area and local area. The Council has let itself become a soft touch in terms of permitting better building of homes for incomers and failing to retain proper borders.

Worried about the amount of new building, no problem with affordable housing for Borders residents, but housing for incomers / commuters is affecting communities and the landscape. I live north of Glasgow during the week, I bought an old property in Eddleston where I stay for half the week and during the holidays, I love life here, hate Glasgow urban sprawl.

Would like Peebles postcode as this is a problem for deliveries (other than post office), more no overlooking marking on A70 towards Edinburgh, Ledburn junctions even worse now since change on north side.

Would like to know the cost of sending these questionnaires out twice, try putting the money to better use i.e. in our schools who's budgets are appalling.

You need to educate older road users not to drive slowly on main roads in the region. This is contributing to road rage and slowing down traffic. Older drivers should learn to pull in safely and let drivers past.