



Scottish Borders Council

2013 Household Survey Research Report

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1. INTRODUCTION AND BACKGROUND

1.1. Introduction

This report summarises the process and outcome of the 2013 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, community safety, housing, education, social work, NHS Borders, Fire and Rescue and also about financial wellbeing.

1.2. Background

Scottish Border Council undertake a Household Survey to report on the key indicators as identified in the Scottish Borders Single Outcome Agreement. The results of the survey are tracked every few years, with the last survey carried out in 2010. The results of the survey are fed into the annual performance management cycle.

1.3. Objectives

The survey is undertaken to collect general indicators that can be measured. In 2013, the survey was extended to cover Partnership priorities in more depth. The survey covered the following themes:

- Life in the Scottish Borders
- Information about Scottish Borders Council and its services
- Customer contact with Scottish Borders Council
- Internet access and online services
- Local decision making
- Satisfaction with neighbourhood operational services, waste and recycling services and local cultural and recreational facilities
- Roads and transportation
- Winter service and extreme weather events
- Housing, Education and Social Work
- Community safety and policing
- Fire and rescue service
- Health, wellbeing and health services
- Financial wellbeing.

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 Forum Area. Thereafter, these 1,200 were spread across wards in order to ensure coverage across the Area Forum. 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 Forum and Ward.

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

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 19th April 2013. A second reminder, mailing was sent to all sampled residents who had not replied to the initial survey initiation by the deadline of the 10th of May. This included a letter, a further copy of the questionnaire and a reply paid envelope and was sent on the 17th of May 2013.

2.2. Response profile

Utilising the two stage postal methodology, a total of 2,028 responses were received to the survey, representing a 34% response rate overall. 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 Forum where 47% of sampled residents responded to the survey. The lowest response rate was in Tweeddale where 30% of sampled residents responded to the survey.

In terms of the Ward profile, the highest response was in East Berwickshire with a 38% response rate compared to Tweeddale West where a 27% response rate was achieved.

Response rate per Ward and Area Forum								
Ward	16+ Population*	Area Forum Population	% of AF Population in Ward	Sample Size per ward	No of Responses	Response rate per Ward	Responses per Area Forum	Response rate per Area Forum
East Berwickshire	9304	17510	53%	638	245	38%	450	38%
Mid Berwickshire	8206		47%	562	205	36%		
Kelso and District	8507	15162	56%	673	248	37%	442	37%
Jedburgh and District	6655		44%	527	194	37%		
Galashiels and District	11503	28266	41%	488	128	26%	380	32%
Selkirkshire	8509		30%	361	123	34%		
Leaderdale and Melrose	8254		29%	350	129	37%		
Hawick and Denholm	7662	15491	49%	594	202	34%	402	34%
Hawick and Hermitage	7829		51%	606	200	33%		
Tweeddale East	8088	15875	51%	611	197	32%	354	30%
Tweeddale West	7787		49%	589	157	27%		
	92304	92304		6000	2063	34%	2063	34%

35 questionnaires were returned with IDs removed which meant that the ward could not be identified for these responses

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 +/-2.13% (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 Forum. As shown below this has been exceeded in all Area Forum Areas. The lowest level of accuracy is +/-5.15% in Tweeddale and the highest level of accuracy is +/-4.56% in Berwickshire.

This means that both at the level of Scottish Borders Council and by Area Forum, 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.

Data accuracy per Ward and Area Forum				
	Ward	No of Responses	Interviews per Area Forum	Level of accuracy per Area Forum (+/-)
Berwickshire	East Berwickshire	245	450	4.56%
	Mid Berwickshire	205		
Cheviot	Kelso and District	248	442	4.59%
	Jedburgh and District	194		
Eildon	Galashiels and District	128	380	4.99%
	Selkirkshire	123		
	Leaderdale and Melrose	129		
Teviot	Hawick and Denholm	202	402	4.82%
	Hawick and Hermitage	200		
Tweeddale	Tweeddale East	197	354	5.15%
	Tweeddale West	157		
		2063	2063	2.13%

35 questionnaires were returned with IDs removed which meant that the ward could not be identified for these responses

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 took 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 was checked.

EXECUTIVE SUMMARY

Introduction and method

- Research Resource were commissioned by Scottish Borders Council to undertake their 2013 Household Survey.
- 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, community safety, housing, education, social work, NHS Borders, Fire and Rescue and also about financial wellbeing.
- The survey was undertaken utilising a postal survey methodology. A random sample of 6,000 addresses was selected from 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 Forum Area. Thereafter, these 1,200 were spread across wards in order to ensure coverage across the Area Forum. 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 Forum and Ward. The initial mailing was sent out on the 19th of April and a reminder mailing was sent to those who had not responded to the mailing by the deadline on the 17th of May.
- A total of 2,063 responses were achieved to the survey, representing a 34% response rate.
- At the overall Scottish Borders Council level, the data is accurate to +/-2.13% (based upon the 95% level of confidence and a 50% estimate).

Overall satisfaction with Scottish Borders Council

- Overall, the vast majority of respondents said they would rate Scottish Borders Council 'excellent' or 'good' (69%). On the other hand, 17% were of the opinion that Scottish Borders Council was 'poor' or 'very poor' and 15% were unsure.

Life in the Scottish Borders

Satisfaction with the neighbourhood

- Respondents were asked how satisfied they are with their neighbourhood as a place to live. More than nine in ten respondents (92%) stated they were satisfied with the neighbourhood as a place to live compared to 4% who were dissatisfied.
- Following on from this, respondents were asked why they were satisfied or dissatisfied with their neighbourhood as a place to live. Those who were satisfied were most likely to feel this way because of good neighbours, or because the area is quiet, peaceful or a nice area. The main reasons for feeling that the neighbourhood was a poor place to live were where respondents cited problems with anti social behaviour and issues around the cleansing services.

Change in the neighbourhood

- The majority of residents felt their neighbourhood had stayed the same over the last three years (68%), just under a fifth (18%) felt it had got worse and 9% said it had got better.

Neighbourhood priorities

- Residents were asked to select the five neighbourhood issues which were most important to them. This revealed that 'ensuring that the Borders remains a safe place in which to live, work and visit' was the top priority for respondents. 'Supporting local retailers and businesses' was the second top priority for respondents and 'tackling poverty and inequality' was the third top priority.

Information about your Council and its services

Levels of knowledge on Council services and activities

- Respondents were asked about their knowledge of various council services and activities.
 - 53% knew a lot or a bit about how to make a general comment to the Council;
 - 61% knew a lot or a bit about how to make complaints to the Council;
 - 49% knew a lot or a bit about what the Council spends its money on;
 - 69% knew a lot or a bit about the services provided by the Council.

Management of Resources

- A new question was added to the 2013 Household Survey which asked respondents to what extent they agreed or disagreed that the Council managed resources efficiently to deliver high quality services. Just over a quarter of respondents (26%) were in agreement with this statement, 42% neither agreed nor disagreed, 20% disagreed and 12% were unsure.

Making a complaint to the Council

- 23% of respondents said they had been dissatisfied about a service they have received from Scottish Borders Council in the last 12 months amounting to 454 individuals. Just under half said that this resulted in them making a complaint (45%).
- Of those who made a complaint, more respondents were dissatisfied with the way their complaint was handled (58%) than were satisfied (24%).

Customer Contact with Scottish Borders Council

Contacting Scottish Borders Council

- 48% of respondents have contacted Scottish Borders Council in the past 12 months. The main reasons for contacting the Council were to ask for advice and information (44%) or to report an issue or problem (55%).
- Respondents were asked about their top three preferred methods for contacting the Council. Contacting the Council by telephone was the most popular option (98% selecting this as their first, 2nd or 3rd choice), followed by contacting the Council in person (66%) and contacting the Council by email (53%).

Internet access

- Respondents were asked about internet access. Just under half of respondents said they had internet access on a mobile device such as a laptop, mobile phone, smart phone or tablet and 43% had internet access via a home computer.
- Those who accessed the internet via a mobile device or via a home PC were asked for their opinions on the broadband service. Just under 4 in 10 respondents (36%) said that the quality of the broadband service was excellent or good, a further 40% rated it fair and 24% rated the broadband service poor or very poor.
- Following on from this, we asked respondents if they would be willing to pay more to get a better service. Just over 1 in 5 respondents (21%) said they would indeed be willing to pay more for an improved service. Those who said their existing service was poor or very poor were more likely to be interested in paying more for an improved service (33%) than other respondents.
- In terms of reasons for using the internet the main reasons given by respondents included finding information (94%), shopping (71%) and booking travel (62%).
- Less than half of respondents who used the internet (44%) said they have used a mobile phone, smart phone or tablet to access online services. The main reason given by respondents for not accessing online services via a mobile device was where the respondent preferred to use their own laptop or PC.
- Respondents who used the internet were asked if they would prefer to be able to self serve on the Council website rather than visiting a contact centre or telephoning the Council. Just under 3 in 10 respondents (29%) said they would prefer to do this rather

than visiting a contact centre and 25% said they would prefer this instead of phoning the Council.

- More than half of respondents said they would use a secure personal online account to provide Council related information such as advising SBC of changes in circumstance such as change of address, 47% said they would use this for Council bills, invoices and account information, 40% would use it for booking Council facilities and 38% would use it for booking appointments to meet staff.

Local decision making

Resident participation

- 46% of respondents stated they were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council. This is compared to 19% who were dissatisfied and 34% who were unsure.

Satisfaction with local services

- Respondents were asked to rate their satisfaction with waste collection, recycling and waste and litter services.
 - 81% were satisfied and 19% were dissatisfied with the cleanliness of the area in which they live;
 - 68% were satisfied and 11% were dissatisfied with the maintenance of local churchyards or cemeteries;
 - 19% were satisfied and 77% were dissatisfied with the speed of repair to local damaged roads;
 - 42% were satisfied and 23% were dissatisfied with the maintenance of local public conveniences;
 - 57% were satisfied and 19% were dissatisfied with the speed of repair of street lighting;

Satisfaction with general household waste and recycling services

- Respondents were asked to rate their satisfaction with waste collection, recycling and waste and litter services.
 - 90% were satisfied with the kerbside waste and recycling collection services overall;
 - 79% were satisfied with the service offered at the Community Recycling Centres;
 - 78% were satisfied with the recycling bring sites that were situated across the Borders;
 - 68% were satisfied with Council communications, guidance and information they receive about waste and recycling services;
 - 70% were satisfied with street cleaning services.

Satisfaction with cultural and recreational services

- Respondents were asked for their opinions on various cultural and recreational activities within the Scottish Borders:
 - 54% were satisfied with sport and leisure facilities with swimming pools;
 - 39% were satisfied with other sports and leisure facilities;
 - 49% were satisfied with museums and galleries;
 - 57% were satisfied with libraries;
 - 71% were satisfied with grass cutting in parks, open spaces and sports areas;
 - 32% were satisfied with school facilities.
- Following on from this, the survey asked respondents for additional comments on their answers to these questions on cultural and leisure facilities. The main comments were made by respondents who said they were not interested in this type of facility or that they were too old (18%) or where the respondent felt there was no facilities available locally (15%).

Roads and transportation

Bus service

- Less than half of respondents said they used the local bus service (46%).
- Those who used the bus service were asked for their opinions on the service they received:
 - 82% were satisfied with local bus services;
 - 82% were satisfied with the quality of service received;
 - 77% were satisfied with local bus information.

Roads and transportation

- Respondents were asked to rate their satisfaction with roads and transportation in the Borders. The majority were satisfied with:
 - Speed limits in towns and villages (77%)
 - Maintenance of street lighting (73%)
 - The condition of the main trunk roads (56%)
 - Controlled car parking (56%)
 - The condition of footways/ pavements in your area (53%)
- On the other hand, less than half stated they were satisfied with:
 - Response to flooding events (43%)
 - The condition of the roads in Scottish Borders towns (40%)

- Road drainage (38%)
- The condition of rural roads in your area (28%)

Winter service and extreme weather events

Winter service on main roads

- In terms of satisfaction with the Council's winter service on **main roads**:
 - 81% were satisfied with the proportion of roads treated (76% in 2010);
 - 80% were satisfied with the speed of road ice and snow clearance (74% in 2010);
 - 80% were satisfied with the effectiveness of road snow clearance (74% in 2010).

Winter service in local neighbourhood

- Respondents were then asked to rate their satisfaction with the Council's winter service in their **local neighbourhood**. Satisfaction levels were as follows:
 - 71% were satisfied with the proportion of roads treated (60% were satisfied in 2010);
 - 69% were satisfied with the speed of road ice and snow clearance (57% were satisfied in 2010);
 - 72% were satisfied with the effectiveness of road ice and snow clearance (59% were satisfied in 2010);
 - 54% were satisfied with the proportion of footways treated (39% were satisfied in 2010);
 - 53% were satisfied with the speed of footway snow clearance (38% were satisfied in 2010);
 - 56% were satisfied with the effectiveness of footway snow clearance (43% were satisfied in 2010);
 - 35% were satisfied with the number of salt bins (24% were satisfied in 2010);
 - 33% were satisfied with the refilling of salt bins (21% were satisfied in 2010);

Snow clearing volunteering

- More than 4 in 10 respondents (41%) said they would be willing to volunteer to help their town/ village/ neighbourhood be more resilient in dealing with and responding to emergencies and extreme weather events, for example by assisting the vulnerable and elderly in clearing snow from their footpaths and driveways etc.

Housing

Extent to which housing meets their needs

- More than 8 in 10 respondents (82%) agreed or strongly agreed that their home was appropriate for their household's needs. On the other hand, 4% of respondents disagreed, 8% neither agreed nor disagreed and 6% were unsure.

Affordability of rent/ mortgage

- More than 4 in 10 respondents (42%) said that their rent or mortgage was affordable, 8% said it was not affordable and the remaining 50% said they did not know or that this question was not applicable.

Affordability of gas/ electricity

- In terms of the affordability of household fuel bills, slightly more respondents were of the opinion that their fuel bills were affordable (48%) than not affordable (45%).

Information and advice on financial services and products

- Over a third of respondents agreed or strongly agreed that they find it easy to access information and advice on financial services and products (37%). On the other hand, 7% disagreed with this, 34% neither agreed nor disagreed and 22% said this was not applicable.

Education

Local schools

- With regards to local schools, 33% of respondents overall said they were very or fairly satisfied compared to 3% who were very or fairly dissatisfied, 4% who were neither satisfied nor dissatisfied and 61% who did not have an opinion.

Social Work

Satisfaction with social work services

- A new question about social work services was asked in the 2013 questionnaire. Respondents were asked to rate their satisfaction with various social work services that they have experience of. The analysis of this question is based on those who were able to give an opinion and excludes the 'don't know' response. Satisfaction was highest in terms of Bordercare (83%), Care at Home (78%) and Residential Care (77%). On the other hand, dissatisfaction levels were highest for those who had experience of the family support service (26%), regarding support with learning disabilities (23%) and additional support needs (21%).

Additional comments on social work services

- Respondents were asked to provide any additional comments they had on the various social work services. Where respondents did provide comments this was mainly regarding excellent service or where the staff were very helpful (38%) or general comments about the services accessed (21%).

Reporting concerns about the welfare of a child or vulnerable adult

- Respondents were asked if they were concerned about the welfare of a child or adult at risk of harm, and they wished to report it, whether they would know who to contact. 45% of respondents said they would know who to contact if it was an adult at risk and 48% said they would know who to contact if it were a child at risk.

Facilities for children and young people

- Over 1 in 5 respondents were satisfied with the facilities (other than schools) available for children and young people in the Scottish Borders (21%) and in the local area (21%).

Community safety and policing

Situations where respondents feel unsafe

- More than 1 in 10 respondents (12%) said there were places in their local area where they felt unsafe.
- With regards to the time of day and or night when respondents feel unsafe, more than 8 in 10 respondents (82%) said they felt unsafe in the evening or at night (82%), 3% felt unsafe during the day, 13% felt unsafe both during the day and at nights and 12% felt unsafe at weekends.
- When asked about the nature of the problem, over 4 in 10 respondents (43%) cited youth disorder, and 28% mentioned problems with drugs or alcohol.

Policing service

- 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:
 - 34% agreed and 16% disagreed that the police and Scottish Borders Council seek people's views about dealing with anti social behaviour and crime in the area;
 - 37% agreed and 11% disagreed that the police and Scottish Borders Council are dealing with anti social behaviour and crime in the area;
 - 42% agreed and 18% disagreed that the police can be relied on to be there when people need them;
 - 57% agreed and 11% disagreed that they have confidence in the police in their local area.

Information about the work the police do in the local area

- The questionnaire asked respondents for their opinions on how well informed they felt about the work that the police do in their local area. 31% of respondents stated they felt completely or fairly informed, 37% said they felt a little informed and 32% said they did not feel informed at all.

Overall satisfaction with police service in the local area

- In terms of overall satisfaction with the police service within the local area, just under half of respondents (49%) said that the police were doing a very good or good job in their local area, 29% said they were doing a fair job, 7% said they were doing a poor or very poor job and 15% were unsure.

Neighbourhood problems

- With regards to neighbourhood problems, the top five concerns for respondents were:
 - Dangerous driving or speeding (38% stating very/ fairly common)
 - Rubbish and litter lying around (36%)
 - People using or dealing drugs (19%)
 - People being drunk or rowdy in public (18%)
 - Noisy neighbours (11%)

Neighbourhood priorities

- Respondents were asked whether they felt a number of issues should be a high, medium or low priority for the police in their local area. The top three priorities cited by respondents were for violent crime (74%), drug dealing and drug misuse (70%) and road safety (67%).
- Following on from this, the survey asked respondents for any other issues which they felt should be given priority in the local area. More than 3 in 10 respondents (31%) cited speeding, dangerous driving, drink or drug driving, 26% mentioned increased police presence or community policing and 14% referred to dog fouling or dog control issues.

Feeling of safety

- 97% of respondents feel very or fairly safe alone in their home at night, and 97% 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 (78%).

Anti social behaviour

- Just under 1 in 5 respondents had witnessed or experienced antisocial behaviour within the last year (19%).
- Of these individuals, 41% said they had reported this problem. Those who had not reported the problem were asked why this was the case. The main reasons were where the respondent was afraid of the repercussions (31%), that they felt it was not something they should report (21%) or where they did not think anything would be done about it and that it was not a serious issue (16%).

Sexual and domestic violence

- Respondents were asked if they agreed or disagreed with various statements in relation to domestic abuse, sexual and physical violence. Statements where respondents were most likely to agree included:
 - Ending violence against women is an issue for everyone (90%)
 - Alcohol and drugs cause men to be violent to their partners (77%)
 - A society where women are not treated equally contributes to violence against women (70%)
 - The purchase of sex or sexual images can contribute to harmful attitude(s) towards women (70%)

- On the other hand, less than half of respondents agreed with the following statements:
 - Domestic abuse always contains physical violence (27%)
 - It is woman's responsibility to leave if she is in an abusive relationship (35%)
 - Most victims of rape are raped by a stranger (12%)
 - In certain situations a woman is partly responsible for being raped (25%)
 - Rape results from men being unable to control their need for sex (35%)

Community Payback

- Less than 1 in 10 respondents (9%) agreed that community payback work made a difference to the Scottish Borders in the last year, 15% disagreed and 76% were unsure.

Fire and rescue service

Satisfaction with Fire and Rescue Service

- Over 3 in 4 respondents (77%) were very or fairly satisfied with the service provided by the Fire and Rescue Service in their local area compared to 22% who were neither satisfied nor dissatisfied and 1% disagreed.

Information on Fire Safety

- Just under 7 in 10 respondents (68%) agreed that the Fire and Rescue Service provided them with enough information to make sure they were safe from fire in their home, 18% neither agreed nor disagreed, 6% disagreed and 9% were unsure.

Health, wellbeing and health services

Volunteering

- Less than 3 in 10 respondents said they were involved in some form of voluntary work for example being involved in the parent council, charity shop, helping a neighbour with their shopping and sports club committees.

Sports club/ gym membership

- More than a quarter of respondents overall (27%) said they were a member of a sports club, gym, recreational group or a regular member of a fitness class where they participate in regular exercise.
- Those who were members of a sports club, gym or group were asked if they had also gained knowledge or skills through their involvement. Seven out of ten respondents were of the opinion that they had indeed gained knowledge or skills.

Physical activity

- Just under one in four respondents said that they spend more than 75 minutes per week participating in a vigorous sport or physical activity where they are short of breath, have a rapid heartbeat and are unable to carry a conversation. A further 18% said they do this for less than 60 minutes per week, 12% said they do this between 60 and 75 minutes per week and 48% said they never do this.
- Over a quarter of respondents said that they take part in a 30 minute period of moderate physical activity that raises their heart rate on a daily basis (26%), 14% said they do this between 4 and 6 times per week, 24% undertake physical activity between 2 and 3 times per week, 9% do this once per week and 8% less than once per week. Less than 1 in 5 respondents (19%) said they do not undertake a 30 minute period of physical activity in a typical week.

Carers

- Just over a quarter of respondents (26%) said they looked after or gave support to family members, friends, neighbours or others because of long term physical or mental health, disability or problems relating to old age, with 18% stating they do this for between 1 and 19 hours per week.

Alcohol consumption

- Less than one in ten respondents (8%) said that either they or a family member had at some point had concerns about how much alcohol they consumed.
- Following on from this, respondents were asked if they had ever discussed their alcohol use with their GP or other members of the GP practice staff. Six percent of respondents

said they had discussed this, and of these individuals, 64% said that they now drink less alcohol.

Information on health services

- Just under 8 in 10 respondents (79%) were in agreement that they know how to find out information about local health services in the Borders and 85% agreed they know how to contact NHS Borders.
- Respondents were asked about the sources they would turn to if they were looking for information on their health. The vast majority said they would speak to a GP or nurse at their local practice or go to their local health centre.

NHS Borders

- One in ten respondents said that NHS Borders keeps them completely informed about the services they provide, 55% said they keep them fairly informed, 25% said they were kept a little informed and 10% said they were not kept informed at all.
- Respondents were asked to think about the last time they had contact with NHS Borders and whether they agreed or disagreed with various statements about how they were treated:
 - 84% agreed that they were treated with dignity and respect (3% disagreed)
 - 83% agreed they were listened to (3% disagreed)
 - 79% agreed they trusted NHS Borders to provide the care they needed when they needed it (4% disagreed).
- Over 7 in 10 respondents (77%) said that overall they would rate their experience of NHS Borders as very good or good, 15% rated it fair, 4% rated it poor or very poor and 5% said they were unsure.
- Over 7 in 10 respondents said they would tell friends and family that they had a good service from NHS Borders.
- Half of respondents said that they perceived NHS Borders listens to the concerns of local communities a great deal or a fair amount. On the other hand, 13% of respondents were of the opinion that NHS Borders does not listen very much or not at all. Just under 4 in 10 respondents were unsure (37%).
- Overall, 73% of respondents said they were satisfied with the way their health service is run, 14% were neither satisfied nor dissatisfied, 9% were dissatisfied and 4% were unsure.
- The NHS want people to give feedback so they can improve the way they do things. Respondents were asked how they would prefer to give their feedback. Two thirds of respondents said they would prefer to give their views via a feedback form, 46% said they would prefer to use questionnaires and 35% said they would prefer to give their feedback at meetings

Financial wellbeing

Financial situation

- One in ten respondents said their personal financial situation has got better over the last 12 months (10%), 48% said nothing had changed, 35% said it has got worse and 7% were unsure.

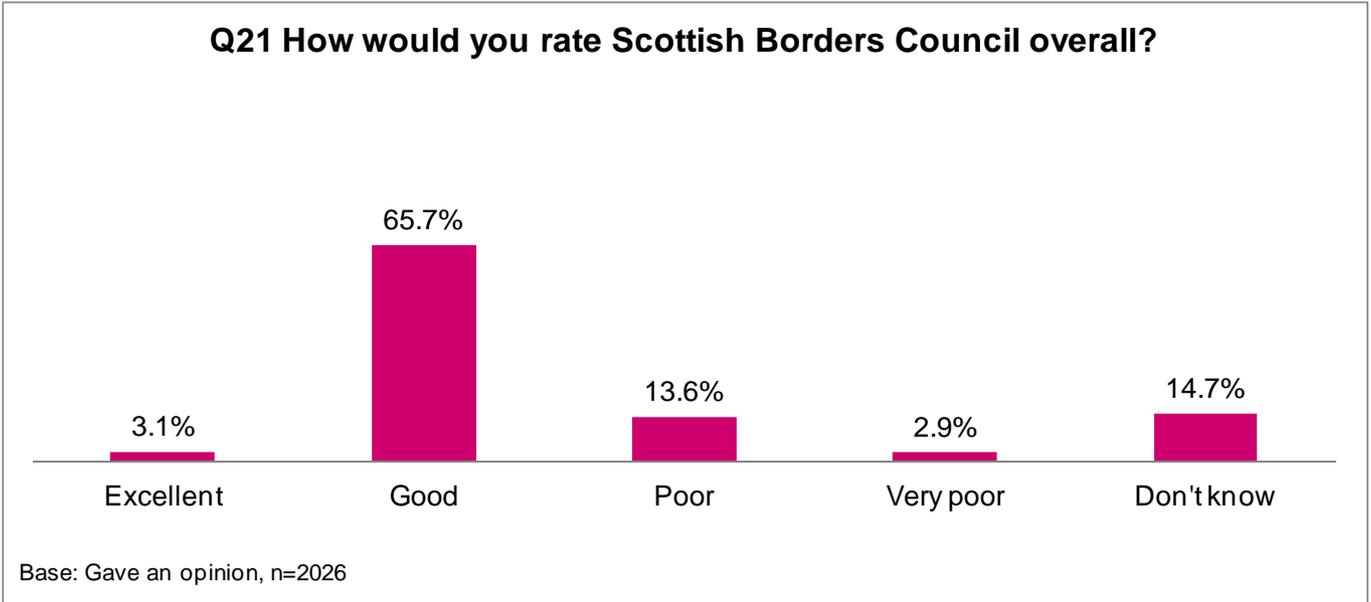
Careers prospects

- Respondents were asked how confident they were about their current and future job careers prospects in the Scottish Borders. 17% said they were very confident or confident in this respect, 35% were not very or not at all confident and 48% said this was not applicable.
- In terms of financial management, over 8 in 10 respondents (81%) said they were managing very well, quite well or getting by alright. On the other hand, 12% said they were not managing very well, have some financial difficulties or were in deep financial trouble.

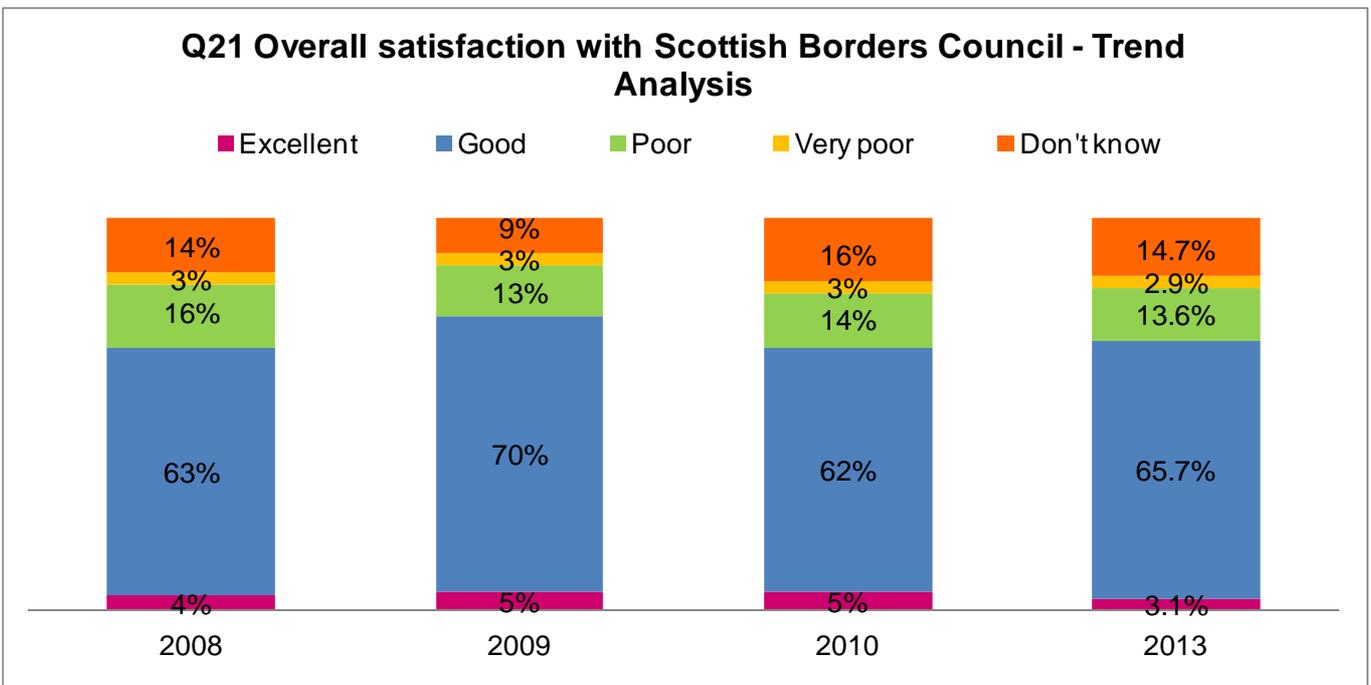
3. KEY FINDINGS

3.1. Overall satisfaction with Scottish Borders Council

Overall, the vast majority of respondents said they would rate Scottish Borders Council 'excellent' or 'good' (69%). On the other hand, 17% were of the opinion that Scottish Borders Council was 'poor' or 'very poor' and 15% were unsure.



Compared to previous years, the proportion of respondents who rated the Council 'excellent' or 'good' has remained fairly consistent with the 2010 (67%).



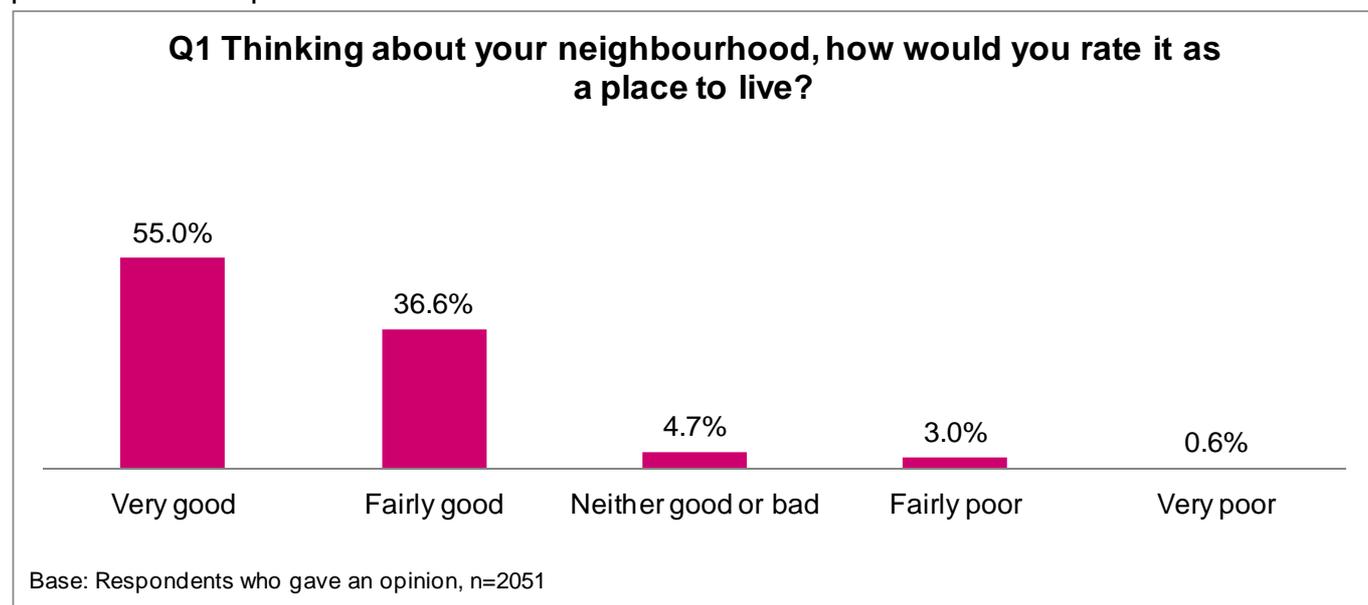
Analysis by area reveals that Satisfaction with the Scottish Borders Council does not vary significantly. However, the proportion of respondents who rated the Council poor or very poor was considerably higher in Berwickshire (22%) than in Tweeddale (14%), Eildon (15%) and Teviot (16%).

Q21 How would you rate Scottish Borders Council overall?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2026	374	394	349	431	443
Excellent	3.1%	3.5%	3.0%	2.6%	2.8%	3.8%
Good	65.7%	66.3%	66.5%	67.0%	66.8%	64.3%
Poor	13.6%	15.2%	14.2%	16.6%	10.9%	9.9%
Very poor	2.9%	3.2%	1.5%	2.0%	3.5%	3.8%
Don't know	14.7%	11.8%	14.7%	11.7%	16.0%	18.1%
% excellent/ good	69%	70%	70%	70%	70%	68%
% poor/ very poor	18%	15%	16%	14%	19%	22%

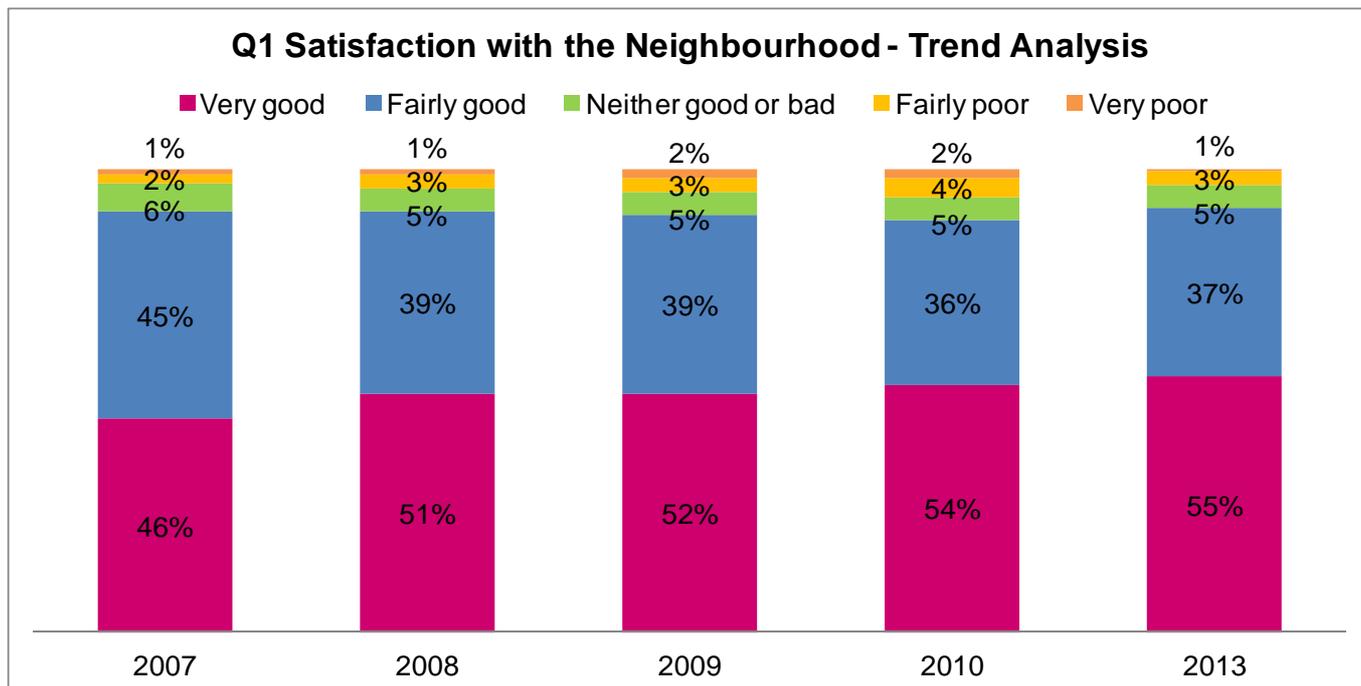
3.2. Life in the Scottish Borders

Satisfaction with the neighbourhood

Respondents were asked how satisfied they are with their neighbourhood as a place to live. More than nine in ten respondents (92%) stated they were satisfied with the neighbourhood as a place to live compared to 4% who were dissatisfied.



Compared to previous years satisfaction with the neighbourhood has remained consistent at 92% compared to 91% or 90% in previous years. 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, 54% in 2010 and 55% in 2013.



Analysis by area reveals that overall satisfaction with the neighbourhood (i.e. the proportion rating it very or fairly good) varies from 89% in Eildon to 94% in Tweeddale and Cheviot. Furthermore, significantly more Tweeddale residents stated they were very satisfied (62%) than Teviot respondents (50%).

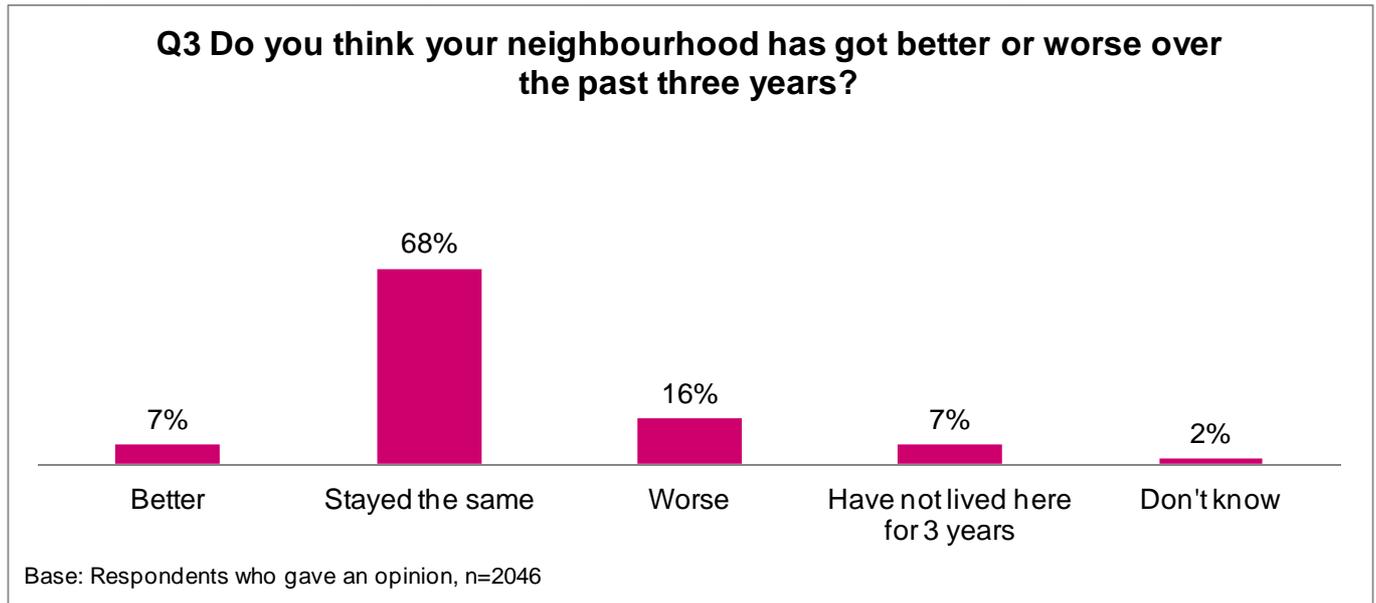
Q1 Thinking about your neighbourhood, how would you rate it as a place to live?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2051	379	400	354	438	447
Very good	55.0%	54.6%	53.5%	61.6%	59.1%	48.8%
Fairly good	36.6%	34.3%	38.0%	32.2%	34.7%	41.8%
Neither good or bad	4.7%	5.3%	4.8%	4.5%	3.7%	5.4%
Fairly poor	3.0%	4.2%	3.3%	1.7%	2.3%	3.1%
Very poor	0.6%	1.6%	0.5%		0.2%	0.9%
% satisfaction	92%	89%	92%	94%	94%	91%
% dissatisfaction	3.6%	6%	4%	2%	3%	4%

Following on from this, respondents were asked why they were satisfied or dissatisfied with their neighbourhood as a place to live. Those who were satisfied were most likely to feel this way because of good neighbours, or because the area is quiet, peaceful or a nice area. The main reasons for feeling that the neighbourhood was a poor place to live were where respondents cited problems with anti social behaviour and issues around cleansing services.

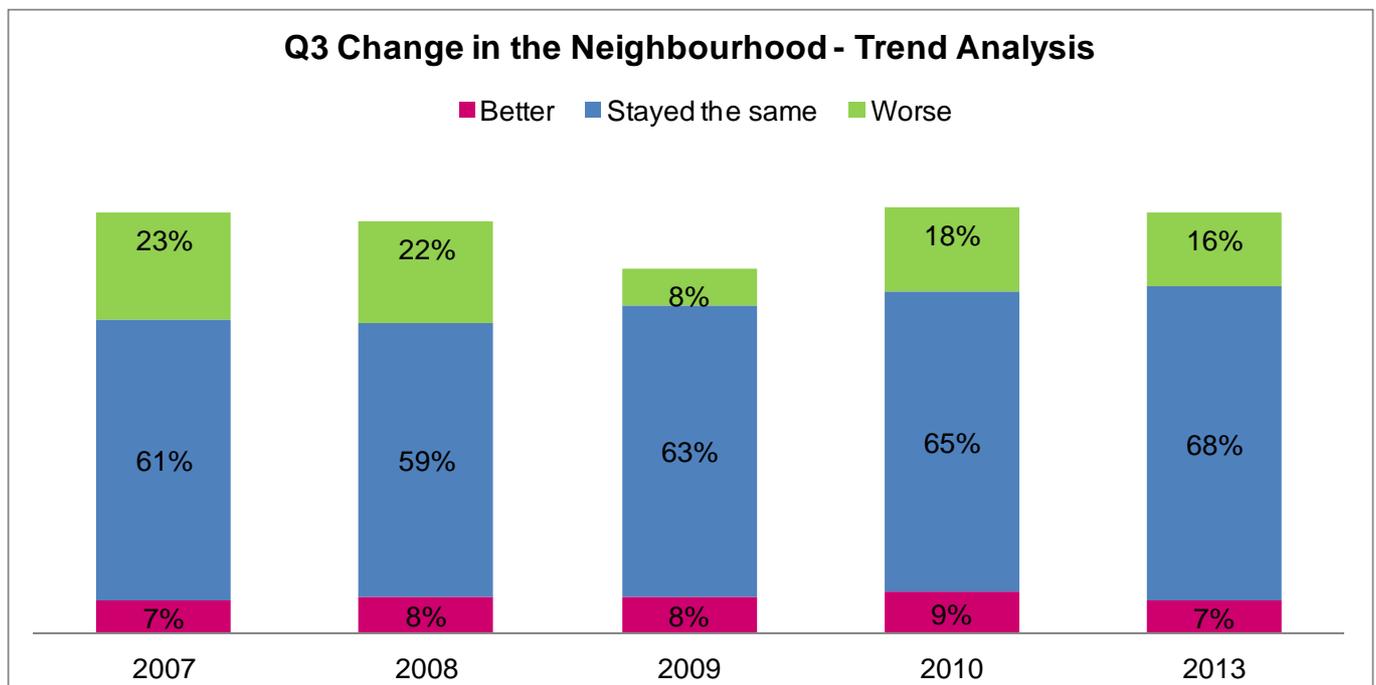
Q1 Thinking about your neighbourhood, how would you rate it as a place to live?			
	% very/ fairly good	% very/ fairly poor	% neither/ nor
Base	1205	55	63
Good neighbours/friendly/respectful/good community spirit	45.2%	1.8%	3.2%
Quiet/peaceful area/ nice area	43.1%	3.6%	6.3%
Beautiful countryside/scenery	22.1%	3.6%	4.8%
Close to all amenities/facilities	19.3%	1.8%	-
Low crime rate/no trouble	15.8%	-	1.6%
Other	8.3%	21.8%	38.1%
Clean/tidy area	6.6%	-	-
Lived here for a long time	2.0%	-	-
Lack of amenities/facilities	1.8%	12.7%	19.0%
Poor transport links/no bus service	1.7%	3.6%	4.8%
Problem with antisocial behaviour	1.7%	25.5%	14.3%
Streets not cleaned/rubbish lying everywhere	1.5%	18.2%	12.7%
Too much traffic/ speeding	1.3%	-	3.2%
Poor housing/ too much housing being built/ issues with social housing/ private lets	1.2%	14.5%	7.9%
Poor roads/ pavements	1.0%	3.6%	4.8%
Nothing for kids/teenagers in the area	0.3%	1.8%	3.2%
No job prospects in area	0.3%	10.9%	3.2%
There is a drug/alcohol problem	0.2%	7.3%	6.3%
Don't feel safe in home/area	0.1%	1.8%	-

Change in the neighbourhood

The majority of residents felt their neighbourhood had stayed the same over the last three years (68%), just under a fifth (18%) felt it had got worse and 9% said it had got better.



Compared to previous years, the proportion of respondents stating the neighbourhood has got better has decreased slightly since 2010 from 9% to 7% in 2013. However, the proportion of respondents who said the neighbourhood had got worse has decreased from 18% in 2010 to 16% in 2013.



Analysis by area reveals that residents living in Tweeddale were most likely to have stated the neighbourhood has got better (10%). On the other hand Teviot had the largest proportion of respondents stating the neighbourhood had got worse (19%).

_Q3 Do you think your neighbourhood has got better or worse over the past three years?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2046	378	400	353	438	443
Better	7%	7%	5%	10%	8%	8%
Stayed the same	68%	66%	68%	69%	71%	69%
Worse	16%	18%	19%	14%	11%	16%
Not lived here for 3 years	7%	8%	7%	6%	7%	5%
Don't know	2%	1%	2%	1%	2%	2%

Neighbourhood priorities

Residents were asked to select the five neighbourhood issues which were most important to them. This revealed that Ensuring that the Borders remains a safe place in which to live, work and visit was the top priority for respondents which is consistent with the 2010 results. Supporting local retailers and businesses was the second top priority for respondents and tackling poverty and inequality was the third top priority. Tackling poverty and inequality has increased from 12th priority in 2010 to 3rd in 2013.

Neighbourhood priorities (2010/2013 comparison)		
	2010	2013
Ensuring that the Borders remains a safe place in which to live, work and visit	1st	1st
Supporting local retailers and businesses	2nd	2nd
Tackling poverty and inequality	12th	3rd
Providing activities and facilities for younger people	7th	4th
Providing sustainable transport links including demand responsive transport	5th	5th
Raising educational achievement and helping people of all ages get the skills they need	9th	6th
Making more affordable housing available	6th	7th
Improving access to high quality broadband services in the Borders	11th	8th
Continuing to make the Council more accessible and responsive	16th	9th
Providing activities and facilities for older people	15th	10th
Reinstatement of Borders railway link to Hawick and Carlisle	N/A	11th
Encouraging use of energy from renewable sources	10th	12th
Providing sports activities/ facilities	17th	13th
Providing arts, culture and heritage activities for all ages	18th	14th
Providing services to help those in debt	N/A	15th
Reopening of Reston station	N/A	16th

NB: 'Reinstatement of Borders railway link to Hawick and Carlisle', 'Providing services to help those in debt' and 'Reopening of Reston station' were two additional codes added in 2013.

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

Neighbourhood priorities					
	1st	2nd	3rd	4th	5th
Base	2030	1956	1935	1872	1874
Tackling poverty and inequality	317	97	74	65	96
Supporting local retailers and businesses	376	342	192	167	153
Improving access to high quality broadband services in the Borders	94	137	125	105	99
Continuing to make the Council more accessible and responsive	74	135	115	100	83
Providing sustainable transport links including demand responsive transport	128	171	186	146	116
Reinstatement of Borders railway link to Hawick and Carlisle	39	55	82	87	144
Reopening of Reston station	15	21	35	30	53
Providing services to help those in debt	17	36	61	64	46
Providing activities and facilities for younger people	93	204	206	167	146
Providing activities and facilities for older people	45	88	148	147	111
Making more affordable housing available	102	120	166	140	98
Raising educational achievement and helping people of all ages get the skills they need	109	188	148	191	155
Providing arts, culture and heritage activities for all ages	5	40	79	103	112
Providing sports activities/ facilities	20	63	84	111	97
Encouraging use of energy from renewable sources	37	69	58	99	105
Ensuring that the Borders remains a safe place in which to live, work and visit	559	190	176	150	260

The table below shows the average scores for all five areas. Making the Borders a safer place in which to live is the top priority for all areas with the exception of Teviot, where the top priority is for supporting local retailers and businesses. This is the second top priority for all other areas.

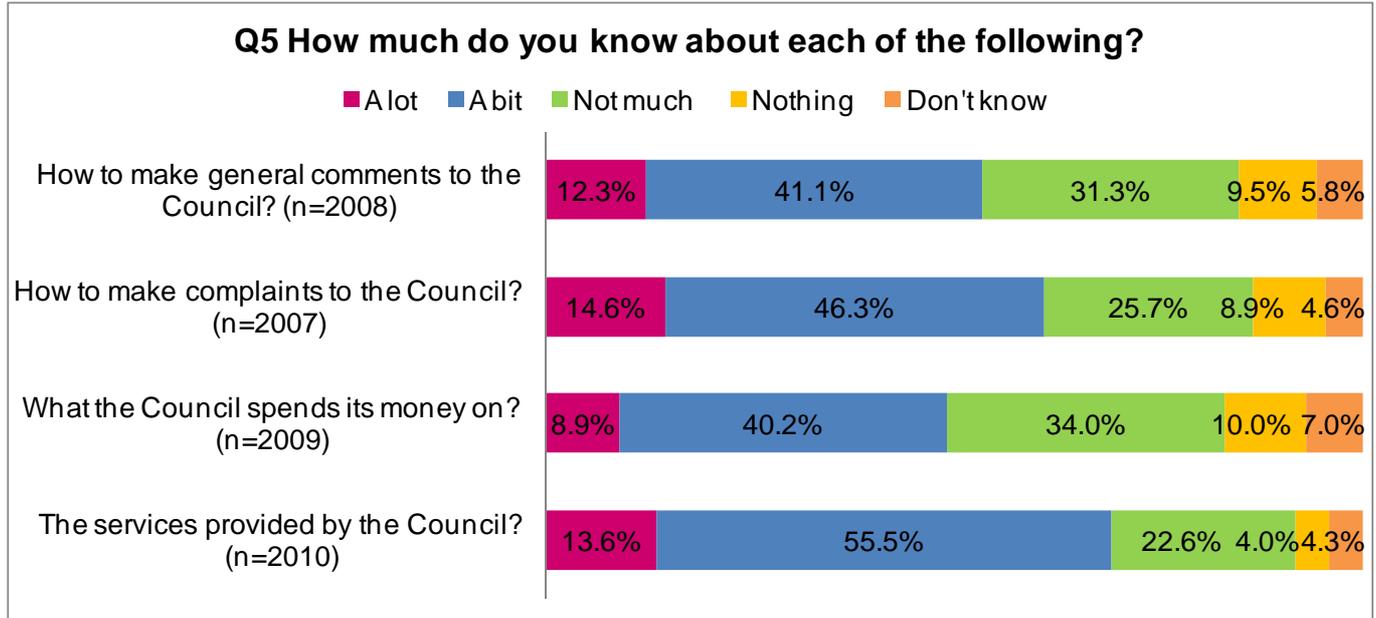
Neighbourhood priorities (Area analysis)						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Ensuring that the Borders remains a safe place in which to live, work and visit	8%	9%	8%	8%	8%	9%
Supporting local retailers and businesses	8%	8%	9%	8%	8%	7%
Tackling poverty and inequality	4%	5%	4%	4%	4%	4%
Providing activities and facilities for younger people	4%	4%	4%	4%	5%	4%
Providing sustainable transport links including demand responsive transport	4%	4%	4%	4%	4%	4%
Raising educational achievement and helping people of all ages get the skills they need	4%	4%	4%	5%	4%	4%
Making more affordable housing available	3%	3%	3%	4%	3%	4%
Improving access to high quality broadband services in the Borders	3%	3%	3%	4%	3%	3%
Continuing to make the Council more accessible and responsive	3%	3%	3%	2%	3%	3%
Providing activities and facilities for older people	3%	3%	2%	3%	3%	3%
Reinstatement of Borders railway link to Hawick and Carlisle	2%	2%	3%	1%	2%	1%
Encouraging use of energy from renewable sources	2%	2%	1%	2%	1%	2%
Providing sports activities/ facilities	2%	2%	1%	2%	2%	2%
Providing arts, culture and heritage activities for all ages	1%	1%	1%	2%	1%	1%
Providing services to help those in debt	1%	1%	1%	1%	1%	1%
Reopening of Reston station	1%	0%	0%	0%	1%	2%

3.3. Information about your Council and its services

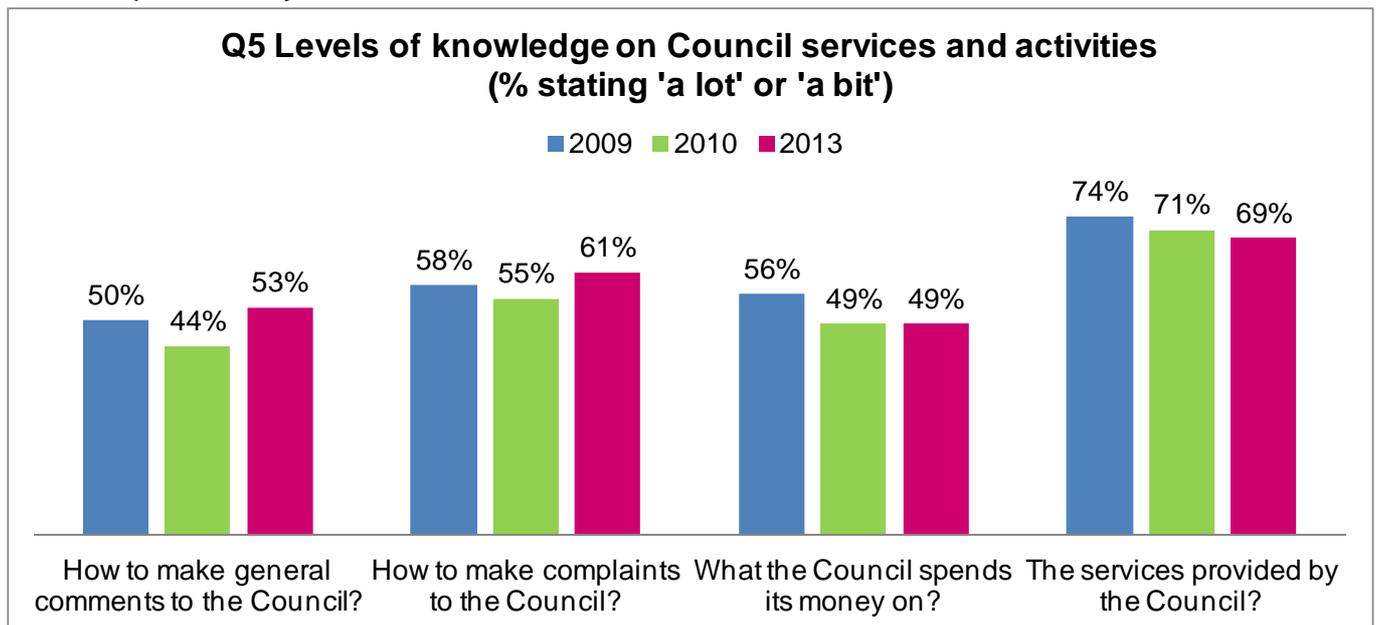
Levels of knowledge on Council services and activities

Respondents were asked about their knowledge of various council services and activities.

- 53% knew a lot or a bit about how to make a general comment to the Council;
- 61% knew a lot or a bit about how to make complaints to the Council;
- 49% knew a lot or a bit about what the Council spends its money on;
- 69% knew a lot or a bit about the services provided by the Council.

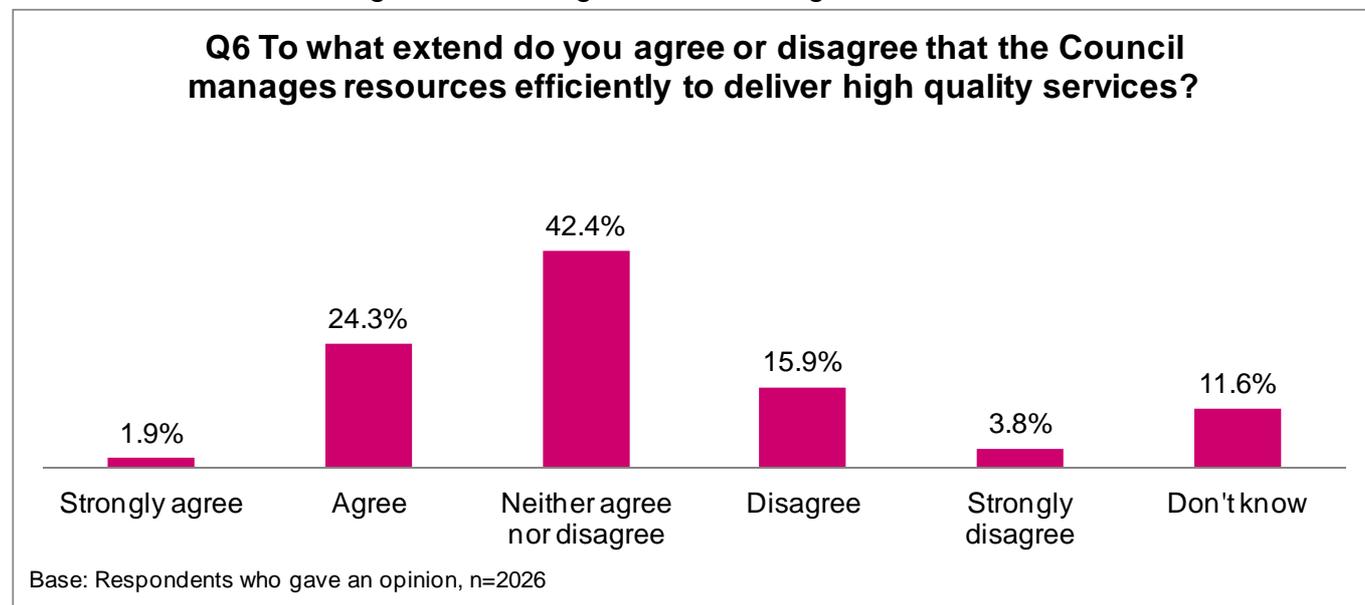


The proportion of respondents who said they knew a lot or a bit about how to make general comments or complaints to the Council have both increased to their highest level to date. On the other hand, the proportion of respondents who said they knew a lot or a bit about the services provided by the Council has continues to decrease since 2009 from 74%.



Management of Resources

A new question was added to the 2013 Household Survey which asked respondents to what extent they agreed or disagreed that the Council managed resources efficiently to deliver high quality services. Just over a quarter of respondents (26%) were in agreement with this statement, 42% neither agreed nor disagreed, 20% disagreed and 12% were unsure.

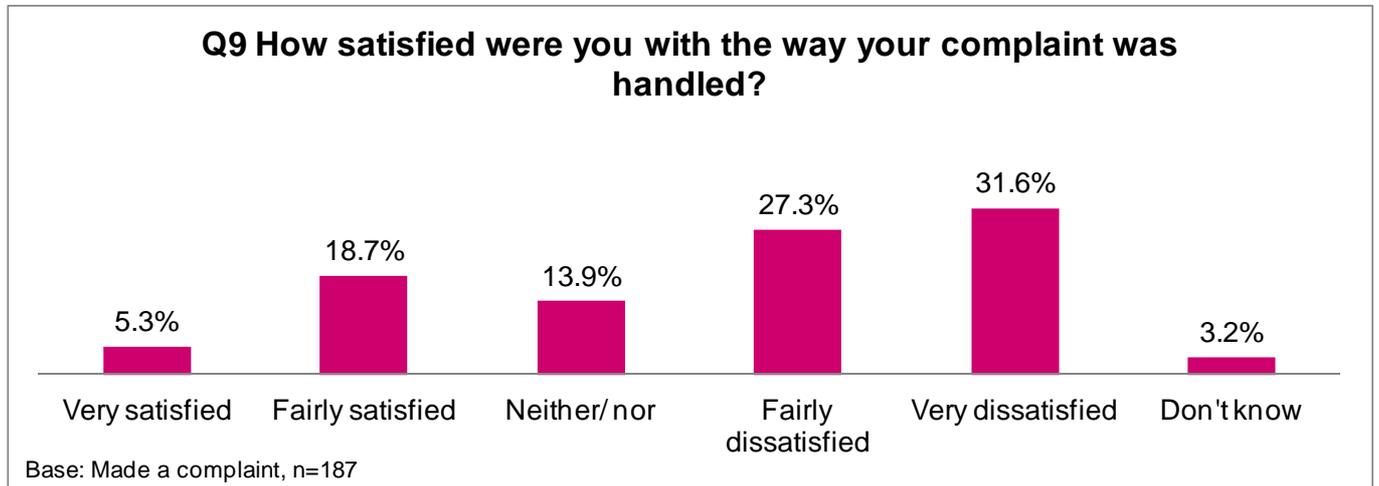


Analysis by area shows that those who lived in Cheviot were most likely to agree that the Council manages resources efficiently to deliver high quality services. The level of agreement ranged from 24% for those who lived in Eildon to 29% for respondents who lived in Cheviot.

Q6 To what extent do you agree or disagree that the Council manages resources efficiently to deliver high quality services?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2026	369	395	349	433	445
Strongly agree	1.9%	1.4%	1.3%	1.1%	3.2%	2.2%
Agree	24.3%	22.5%	23.3%	26.6%	25.6%	24.5%
Neither agree nor disagree	42.4%	41.2%	44.6%	41.3%	41.6%	43.8%
Disagree	15.9%	18.7%	17.0%	16.9%	14.8%	11.9%
Strongly disagree	3.8%	4.6%	2.0%	4.3%	3.5%	3.8%
Don't know	11.6%	11.7%	11.9%	9.7%	11.3%	13.7%
% overall agreement	26%	24%	25%	28%	29%	27%
% overall disagreement	20%	23%	19%	21%	18%	16%

Making a complaint to the Council

23% of respondents said they had been dissatisfied about a service they have received from Scottish Borders Council in the last 12 months amounting to 454 individuals. Just under half said that this resulted in them making a complaint (45%). Of those who made a complaint, more respondents were dissatisfied with the way their complaint was handled (58%) than were satisfied (24%).

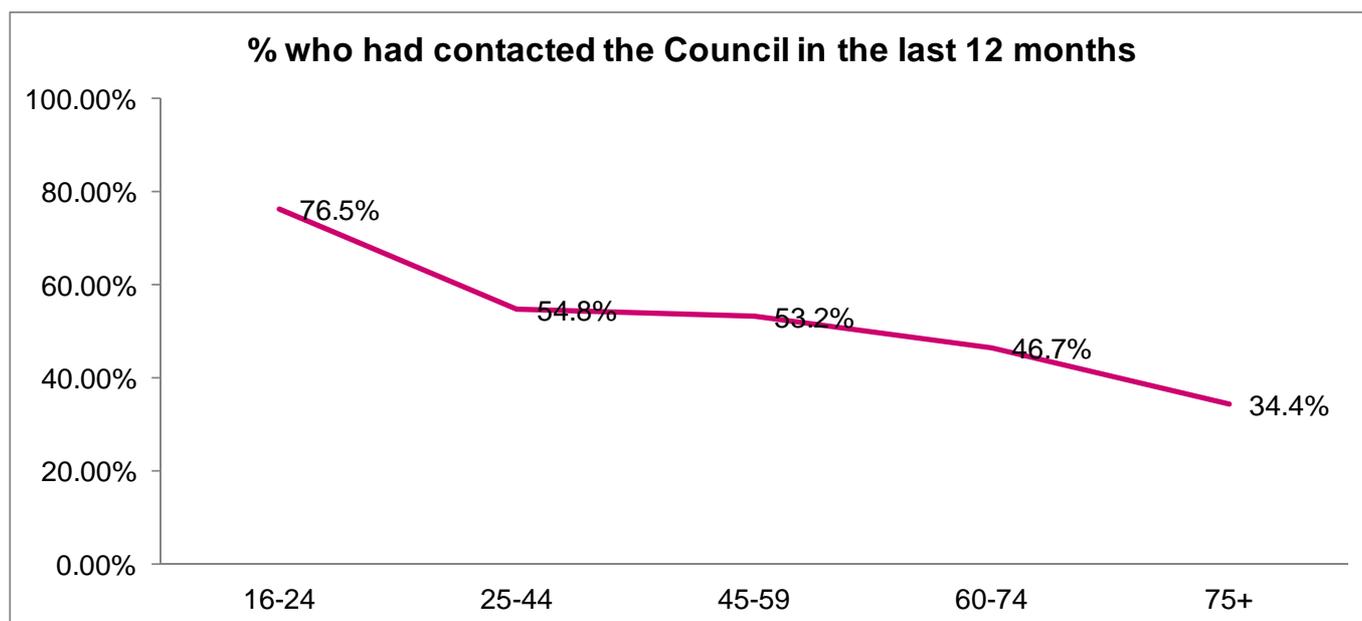


3.4. Customer Contact with Scottish Borders Council

Reason for contacting Scottish Borders Council

48% of respondents have contacted Scottish Borders Council in the past 12 months. This figure is less than was reported in 2010 where 55% had contacted the Council in the last year.

Analysis by age reveals that younger respondents were most likely to have contacted the Council (77% of those aged 16 to 24), and as age increases the level of respondents contacting the Council decreases.



The main reasons for contacting the Council were to ask for advice or information (44%) or to report an issue or problem (55%). These were also the main reasons for contacting the Council in 2010.

Q11 If yes, what was the reason(s) (2010/ 2013 comparison)		
	2010	2013
Base	1370	935
Reported an issue or problem	37%	55%
Asked for advice/ information	41%	44%
Applied to use a service	20%	18%
Made a payment (excluding payments made by Direct Debit)	18%	16%
Don't know/ can't remember	1%	1%
Other (please specify)	6%	1%
Planning application	-	2%
Applied for job/ work related	-	1%
To notify of address change	-	0%

Other reasons given by respondents for contacting the Council were:

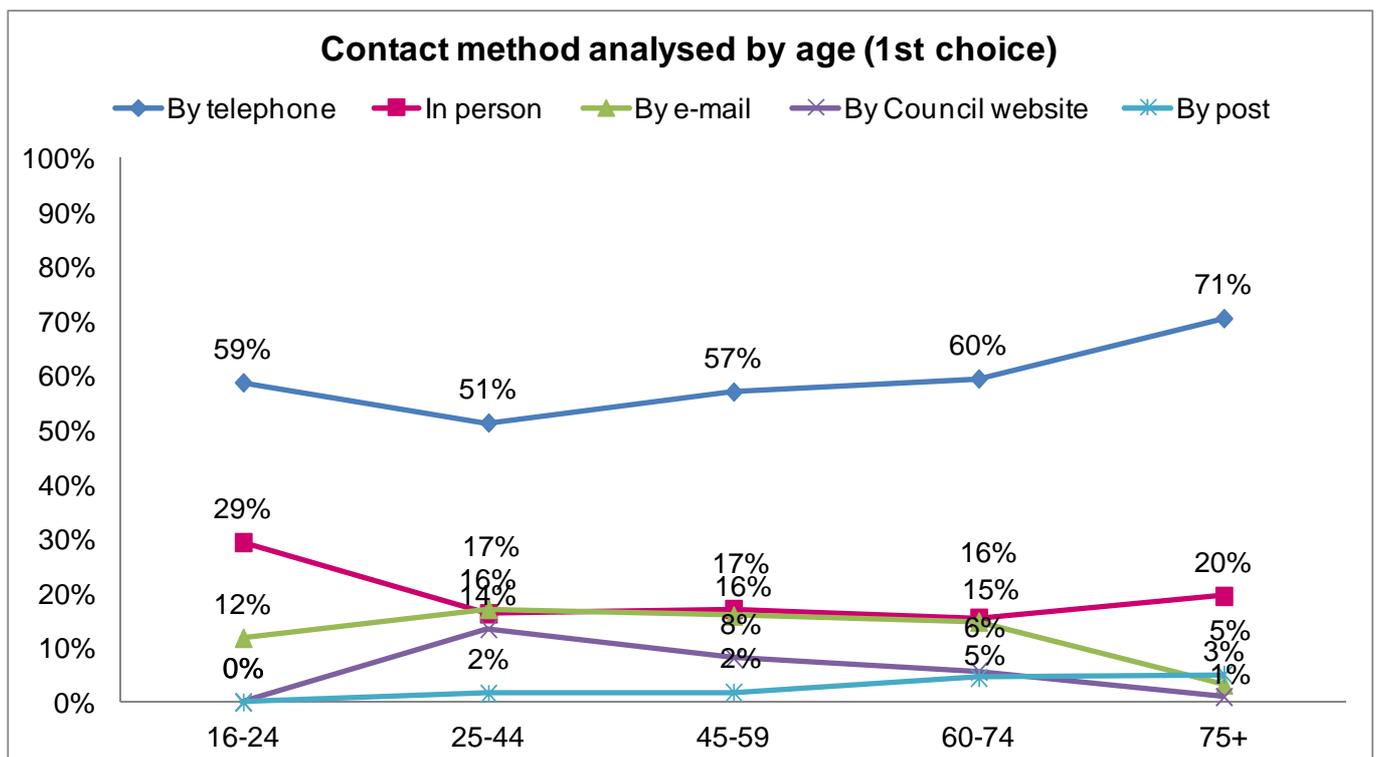
- *I keep in contact with most of the Council departments.*
- *As secretary of our Borders Festival I have had contact with the Council.*
- *Thanked them for the bin men and road men working in the ice and snow to do their job - first class.*

Method of contact

Respondents were asked about their top three preferred methods for contacting the Council. Contacting the Council by telephone was the most popular option (98% selecting this as their first, 2nd or 3rd choice), followed by contacting the Council in person (66%) and contacting the Council by email (53%). The results are in line with those reported in 2010 where telephone was also the most popular contact method, followed by contacting in person and emailing the Council.

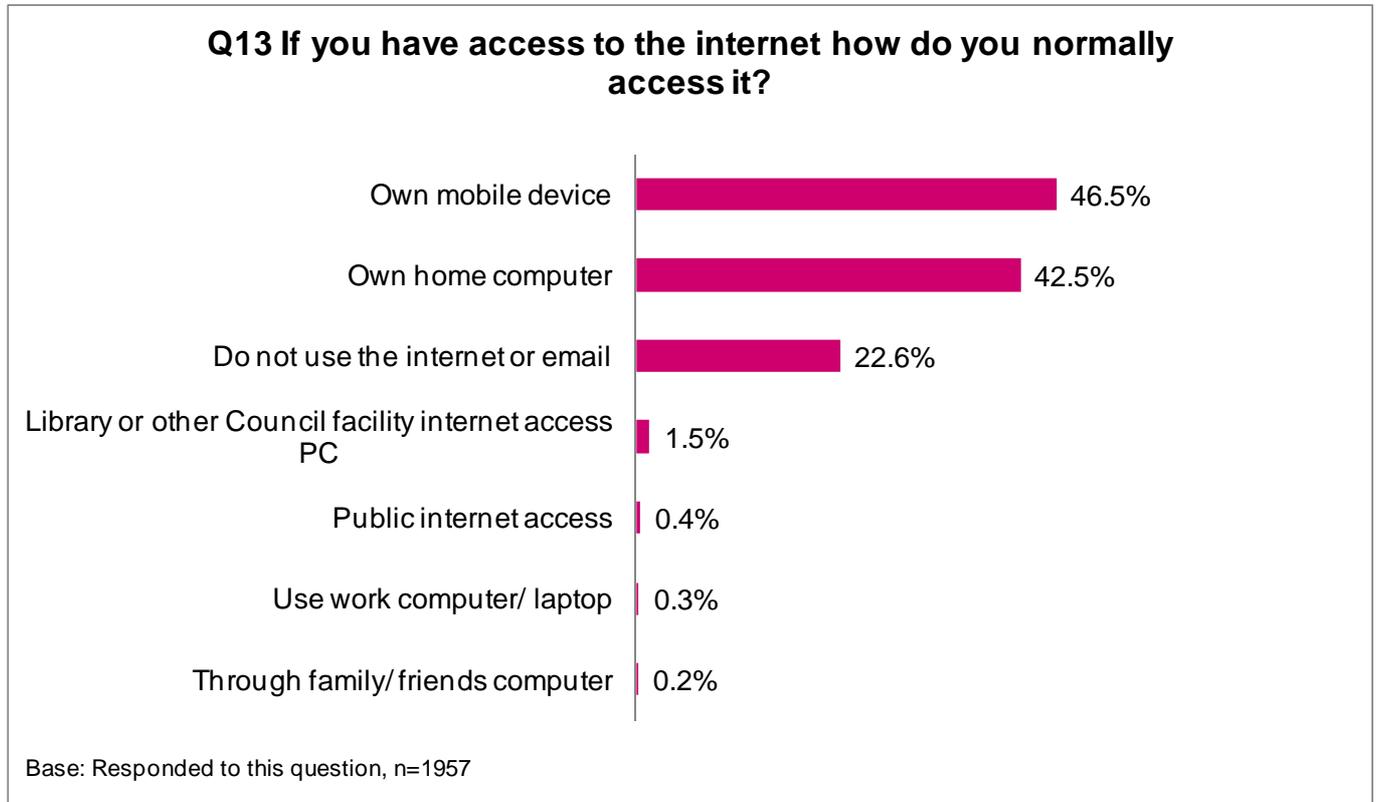
Q12 What is your preferred method for contacting the Council (to access services and information, and/or to make a payment)					
	1st choice	2nd choice	3 rd choice	Overall 2013	Overall 2010
By telephone	60.3%	24.8%	12.8%	98%	98%
In person	16.7%	29.1%	19.7%	66%	69%
By e-mail	13.0%	21.8%	18.1%	53%	45%
By Council website	6.4%	10.0%	14.3%	31%	25%
By post	3.5%	14.4%	34.9%	53%	63%
Other	0.1%	0.1%	0.2%	0.4%	1%

Analysis of the top choice analysed by age reveals that in general, as age increases the proportion of respondents who selected the telephone as their top choice also increases.

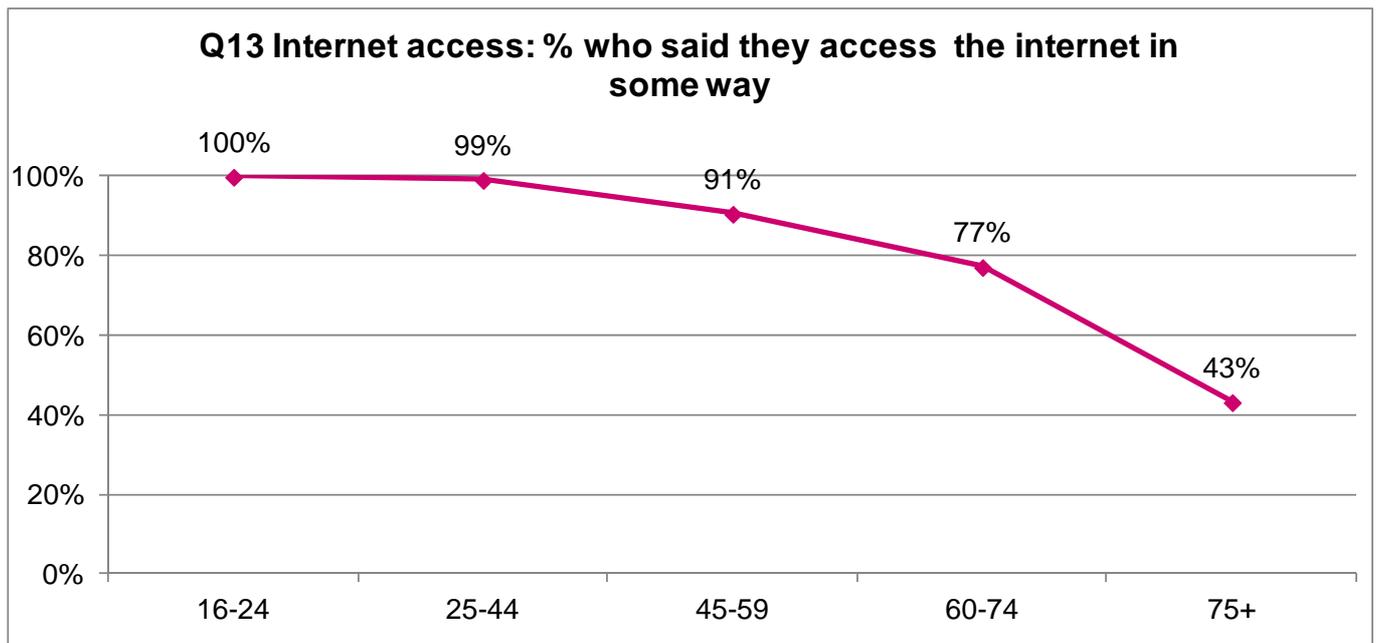


Internet access

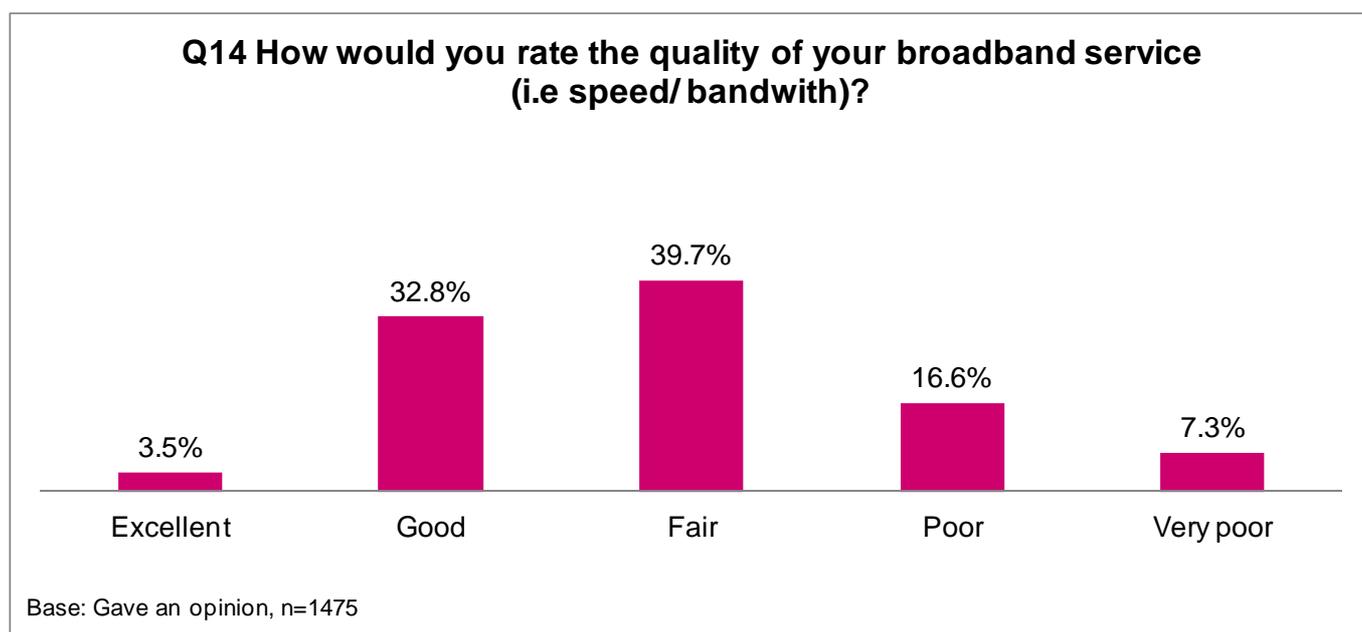
Respondents were asked about internet access. Just under half of respondents said they had internet access on a mobile device such as a laptop, mobile phone, smart phone or tablet and 43% had internet access via a home computer.



Analysis by age reveals that as age increases the proportion of respondents who said they accessed the internet in at least one of these ways decreases with age.



Those who accessed the internet via a mobile device or via a home PC were asked for their opinions on the broadband service. Just under 4 in 10 respondents (36%) said that the quality of the broadband service was excellent or good, a further 40% rated it fair and 24% rated the broadband service poor or very poor.



Analysis by area reveals that those who lived in Tweeddale were most likely to rate their broadband service excellent or good (43%). On the other hand, those who lived in Berwickshire (26%) and Teviot (25%) had a higher proportion who rated the broadband service poor or very poor than in other areas.

Q14 How would you rate the quality of your broadband service (i.e speed/ bandwidth)?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1475	271	269	282	304	321
Excellent	3.5%	4.4%	2.2%	5.3%	3.6%	2.5%
Good	32.8%	28.4%	34.2%	37.2%	34.5%	29.3%
Fair	39.7%	46.5%	39.0%	34.0%	39.1%	42.1%
Poor	16.6%	15.5%	18.6%	14.5%	17.1%	15.9%
Very poor	7.3%	5.2%	5.9%	8.9%	5.6%	10.3%
% excellent/ good	36%	33%	36%	43%	38%	32%
% poor/ very poor	24%	21%	25%	23%	23%	26%

Following on from this, we asked respondents if they would be willing to pay more to get a better service. Just over 1 in 5 respondents (21%) said they would indeed be willing to pay more for an improved service. Those who said their existing service was poor or very poor were more likely to be interested in paying more for an improved service (33%) than other respondents.

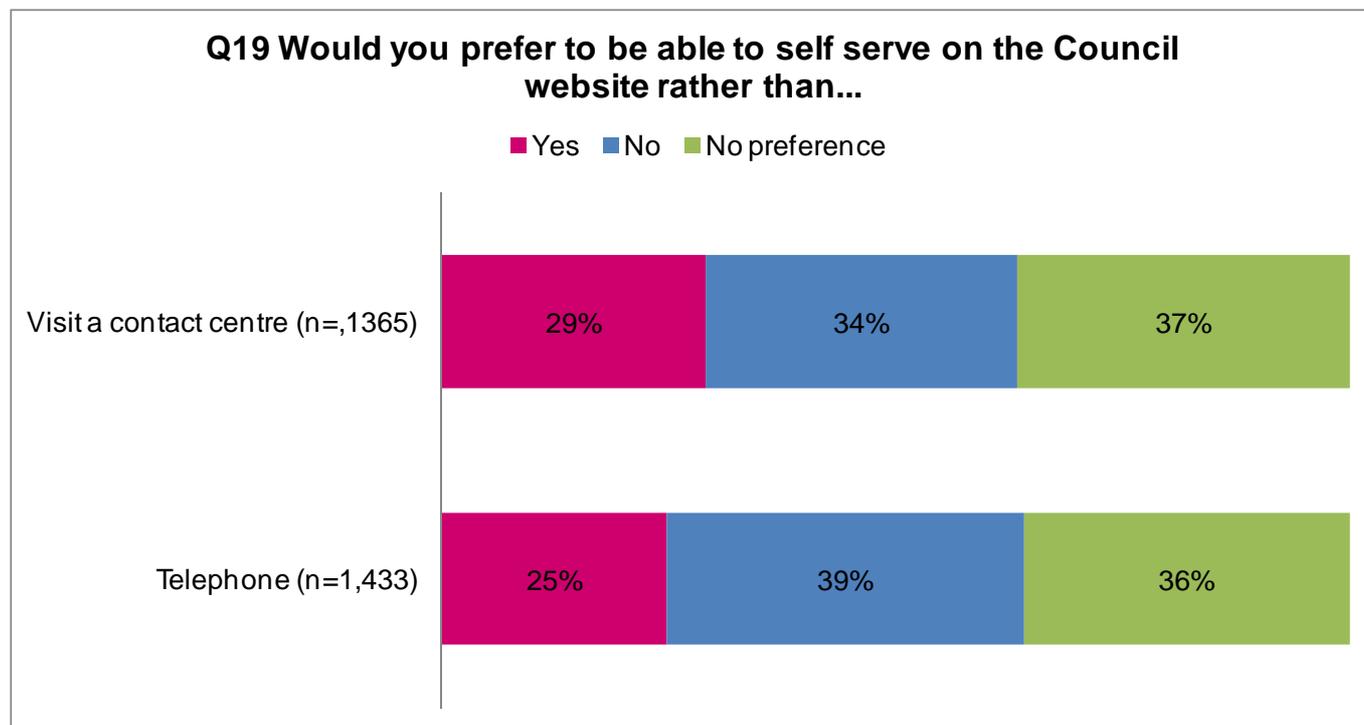
In terms of reasons for using the internet the main reasons given by respondents included finding information (94%), shopping (71%) and booking travel (62%). Analysis by age reveals that in general older respondents were least likely to use the internet for the majority of these reasons. Younger respondents aged under 44 were most likely to use the internet for online shopping, banking, paying bills, social networking, watching television, videos or playing music, for playing games, accessing services, looking and applying for jobs and using NHS24.

Q16 If you use the internet at the moment, what do you use it for?							
	Overall	16-24	25-44	45-59	60-74	75+	Age not given
Base	1501	17	248	388	448	121	279
Finding information/ research	94%	94%	94%	95%	94%	93%	93%
Shopping	71%	88%	86%	78%	66%	50%	67%
Booking travel	62%	59%	58%	69%	65%	40%	62%
Banking	60%	76%	79%	64%	56%	39%	53%
Paying bills	50%	71%	69%	55%	42%	25%	47%
Social networking	45%	88%	77%	46%	31%	25%	41%
Television/ videos/ music	35%	59%	54%	44%	22%	16%	33%
Accessing Council Services	27%	35%	36%	31%	25%	13%	23%
Games	22%	41%	40%	20%	15%	16%	21%
Looking and applying for jobs	20%	47%	45%	28%	6%	1%	18%
NHS24	6%	24%	15%	6%	2%	3%	5%
Work/ business	2%	-	3%	4%	2%	-	3%
Email	1%	-	1%	1%	1%	1%	0%
Study/ University	0%	-	0%	-	-	-	1%
Other (please specify)	0%	-	-	0%	0%	-	-
Don't use at the moment	1%	-	0%	1%	1%	1%	1%

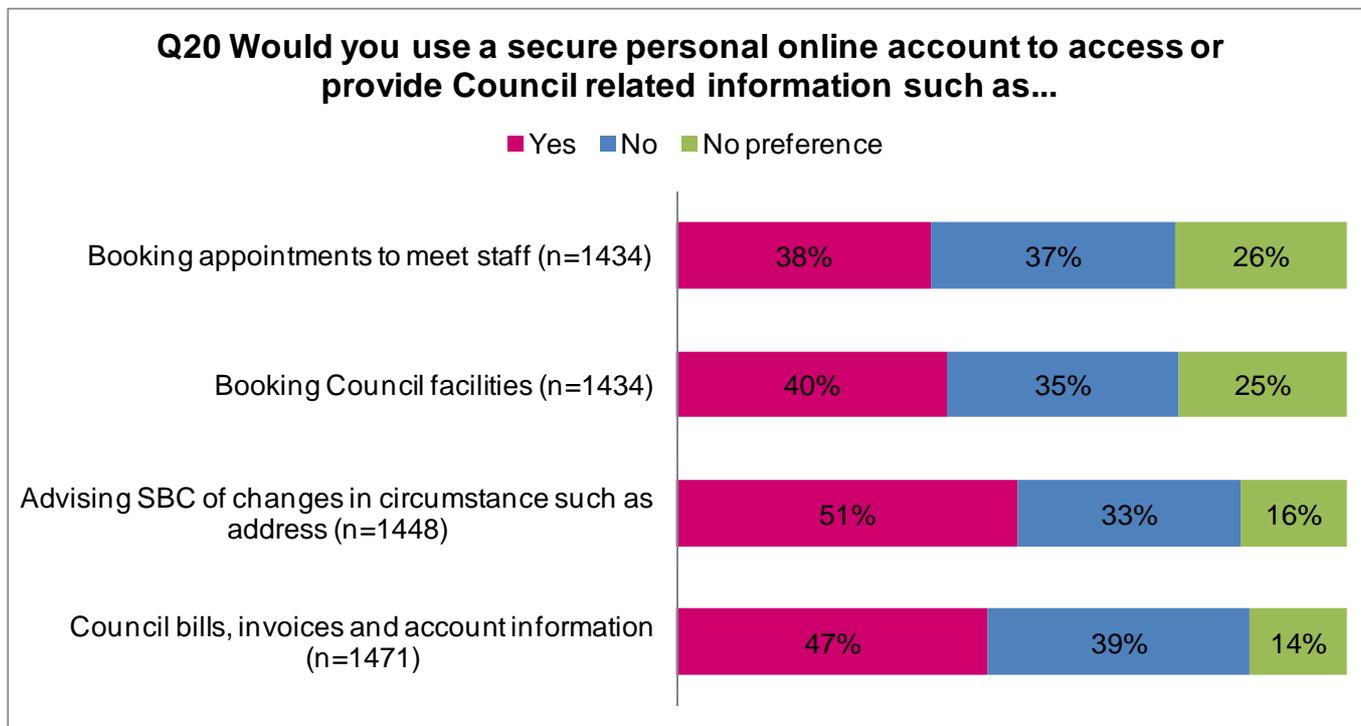
Less than half of respondents who used the internet (44%) said they have used a mobile phone, smart phone or tablet to access online services. Again analysis by age reveals that access to online services via a mobile device decreases with age from 82% for those aged 16 to 24 to 19% for respondents aged 75 and over. Those who had not accessed online services via a mobile device were asked why this was. The main reason given was where the respondent preferred to use their own laptop or PC.

Q18 If 'no' please tell us why not	
	Overall
Base	792
Prefer to use laptop/ PC	70%
Do not own a mobile or tablet	14%
Didn't know there was a mobile site	11%
Download charges	6%
Basic phone/ doesn't have the internet	3%
No signal/ poor signal	2%
Not interested/ don't know	2%
Lack of knowledge/ too complicated	1%
Other, please specify	0%

Respondents who used the internet were asked if they would prefer to be able to self serve on the Council website rather than visiting a contact centre or telephoning the Council. 29% said they would prefer to do this rather than visiting a contact centre and 25% said they would prefer this instead of phoning the Council.



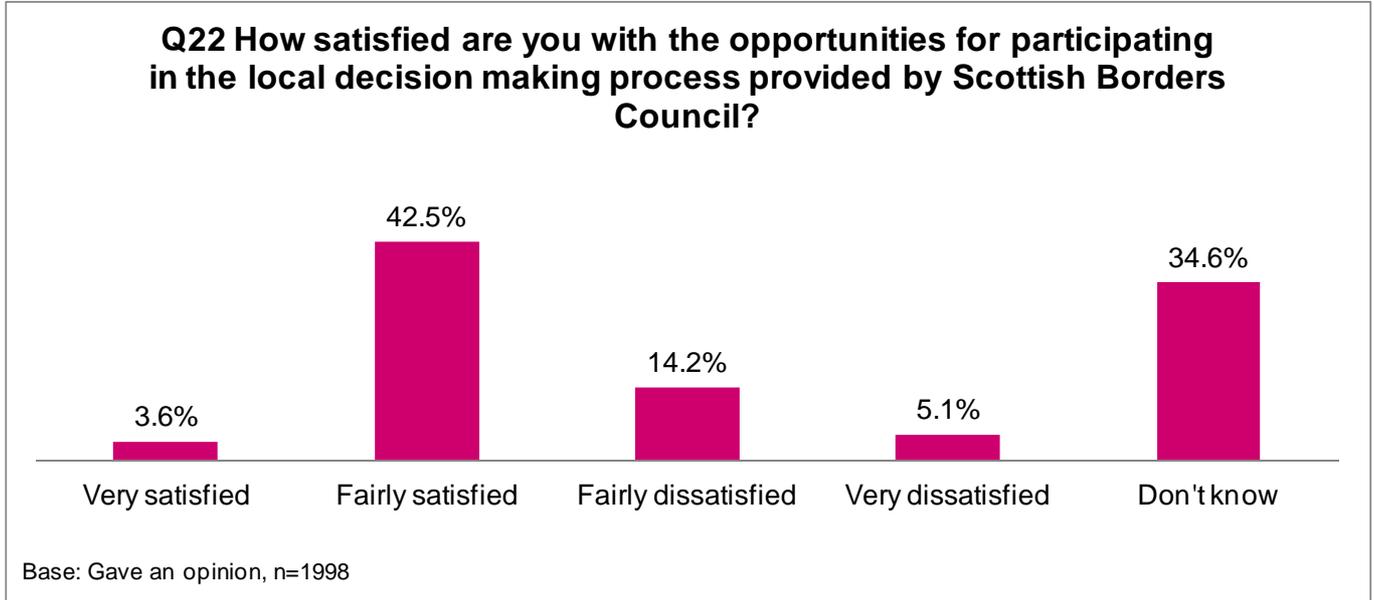
More than half of respondents said they would use a secure personal online account to provide Council related information such as advising SBC of changes in circumstance such as change of address, 47% said they would use this for Council bills, invoices and account information, 40% would use it for booking Council facilities and 38% would use it for booking appointments to meet staff.



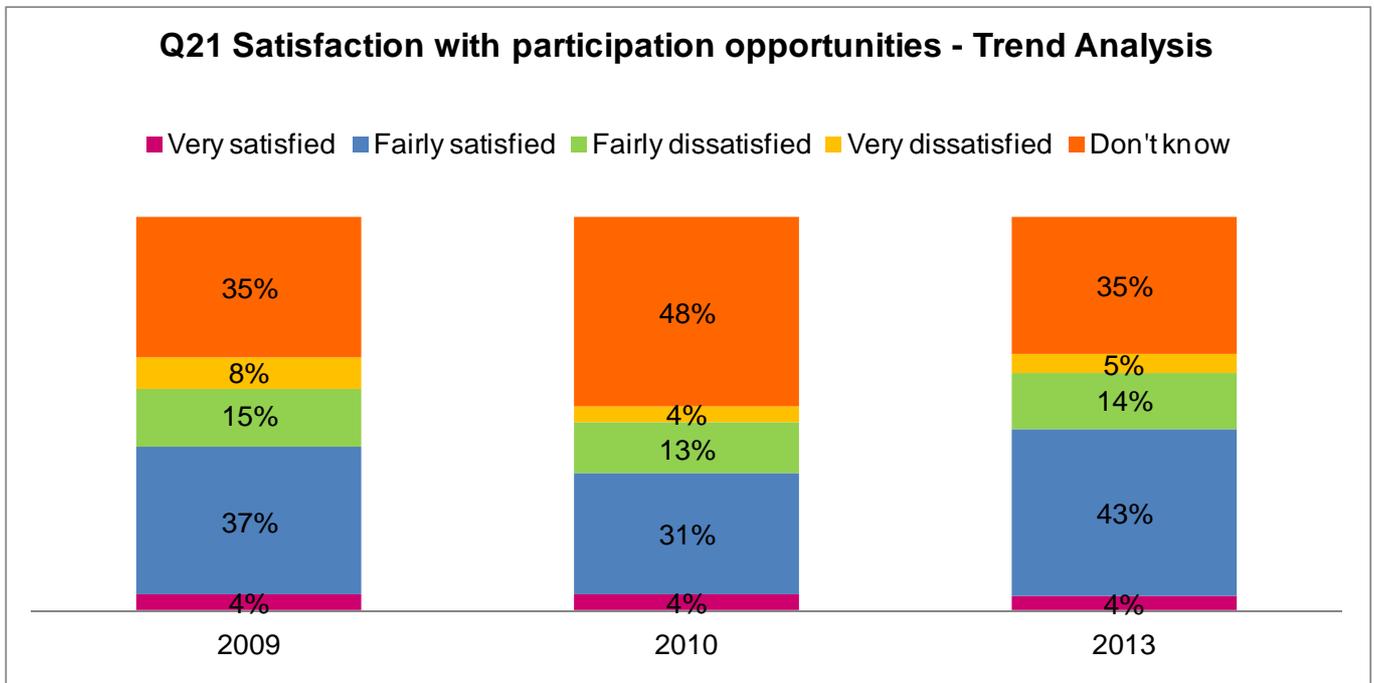
3.5. Local decision making

Resident participation

46% of respondents stated they were satisfied with the opportunities for participating in the local decision making process provided by Scottish Borders Council. This is compared to 19% who were dissatisfied and 34% who were unsure.



Satisfaction with participation opportunities is at its highest level to date and has increased from 35% in 2010 to 47% in 2013.

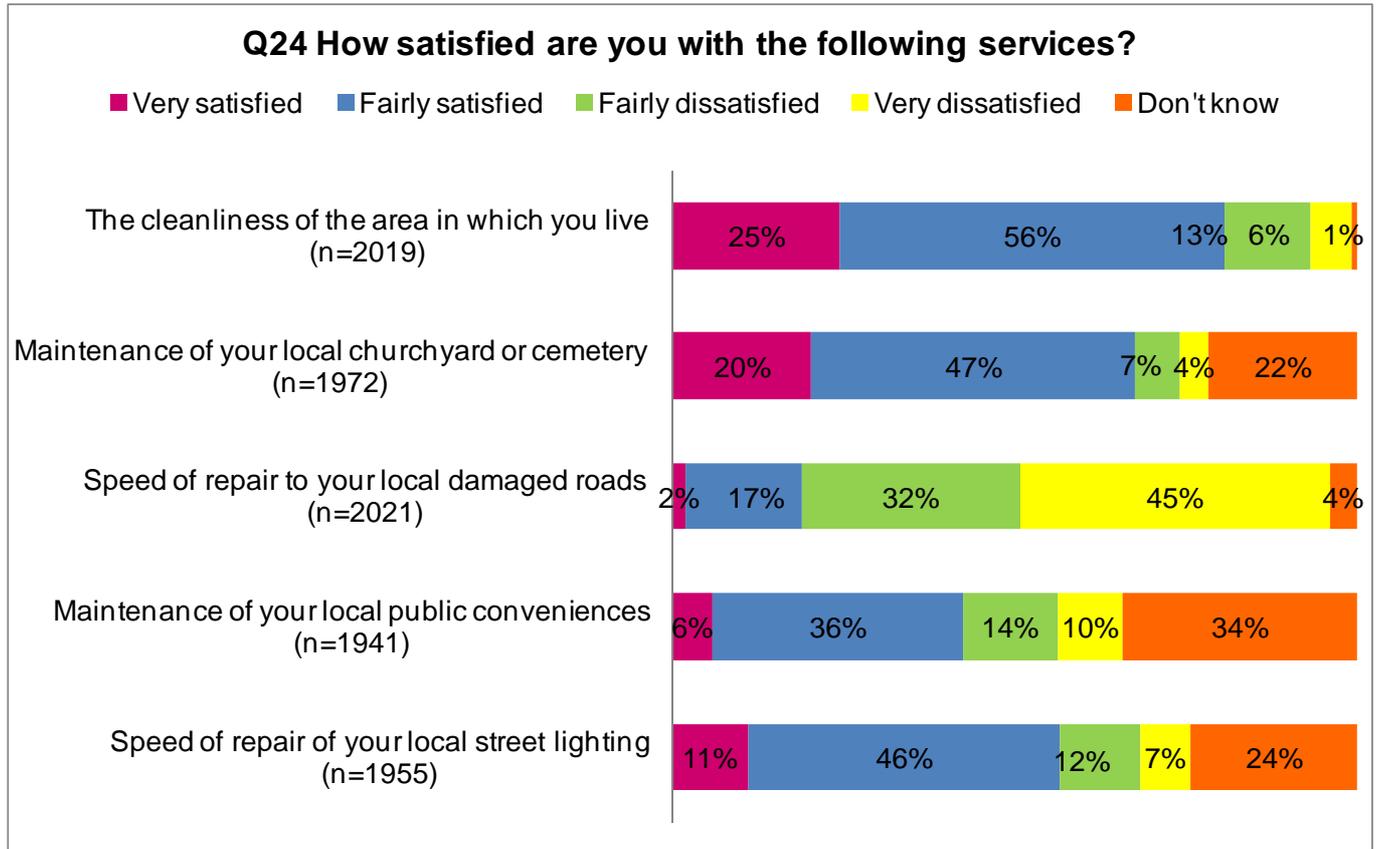


In 2013, a new question was added which asked whether respondents had taken part in any consultations run by the Council such as the Local Plan, surveys or School holiday dates. 17% of respondents said they had been involved in this type of consultation which is consistent with 2010 where 18% had taken part.

3.6. Satisfaction with local services

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

- 81% were satisfied and 19% were dissatisfied with the cleanliness of the area in which they live;
- 68% were satisfied and 11% were dissatisfied with the maintenance of local churchyards or cemeteries;
- 19% were satisfied and 77% were dissatisfied with the speed of repair to local damaged roads;
- 42% were satisfied and 23% were dissatisfied with the maintenance of local public conveniences;
- 57% were satisfied and 19% were dissatisfied with the speed of repair of street lighting;



Satisfaction with these issues has decreased for all since 2010 with the biggest decreases being in terms of the speed of repair to local damaged roads (decreased by 14 percentage points) and regarding the speed of repair of local street lighting (decreased by 19 percentage points).

Q24 How satisfied are you with the following services? (2010/ 2013 comparison)				
	2010		2013	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
The cleanliness of the area in which you live	89%	10%	81%	19%
Maintenance of your local churchyard or cemetery	65%	11%	68%	11%
Speed of repair to your local damaged roads	33%	61%	19%	77%
Maintenance of your local public conveniences	-	-	42%	23%
Speed of repair of your local street lighting	76%	8%	57%	19%

Cleanliness of the area

Satisfaction with the cleanliness of the area is high for all areas ranging from 74% for Eildon respondents to 86% of respondents who lived in Cheviot.

The cleanliness of the area in which you live						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2019	370	395	349	427	444
Very satisfied	24.5%	23.0%	20.8%	26.4%	27.4%	24.1%
Fairly satisfied	56.0%	50.5%	59.7%	57.3%	58.3%	55.4%
Fairly dissatisfied	12.7%	18.4%	11.9%	10.6%	8.2%	14.6%
Very dissatisfied	5.9%	7.8%	6.1%	5.2%	5.4%	4.3%
Don't know	0.9%	0.3%	1.5%	0.6%	0.7%	1.6%
% very/ fairly satisfied	81%	74%	81%	84%	86%	80%
% very/ fairly dissatisfied	19%	26%	18%	16%	14%	19%

Maintenance of local churchyard or cemetery

Respondents who lived in Cheviot (76%) were significantly more satisfied with the maintenance of local churchyards or cemeteries. Those who lived in Eildon were the least satisfied in this respect.

Maintenance of your local churchyard or cemetery						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1972	361	387	337	428	426
Very satisfied	20.3%	15.5%	21.7%	22.0%	23.6%	18.1%
Fairly satisfied	47.3%	46.5%	46.5%	43.0%	52.1%	47.2%
Fairly dissatisfied	6.5%	6.9%	7.0%	5.3%	4.7%	8.9%
Very dissatisfied	4.2%	5.3%	4.1%	3.6%	2.1%	6.1%
Don't know	21.7%	25.8%	20.7%	26.1%	17.5%	19.7%
% very/ fairly satisfied	68%	62%	68%	65%	76%	65%
% very/ fairly dissatisfied	11%	12%	11%	9%	7%	15%

Speed of repair to local damaged roads

With regards to the speed of repair to local damage roads more respondents in all areas were dissatisfied than satisfied. Those who lived in Cheviot had the highest level of satisfaction (24%), while those who lived in Tweeddale were least likely to be satisfied (14%).

Speed of repair to your local damaged roads						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2021	373	391	348	431	443
Very satisfied	2.0%	1.3%	3.6%	0.9%	1.2%	2.7%
Fairly satisfied	16.8%	16.4%	15.6%	12.6%	22.7%	15.3%
Fairly dissatisfied	31.9%	32.7%	32.0%	33.3%	31.8%	31.4%
Very dissatisfied	45.3%	46.1%	43.5%	49.7%	40.4%	47.0%
Don't know	4.0%	3.5%	5.4%	3.4%	3.9%	3.6%
% very/ fairly satisfied	19%	18%	19%	14%	24%	18%
% very/ fairly dissatisfied	77%	79%	76%	83%	72%	78%

Maintenance of local public conveniences

Those who lived in Cheviot were most satisfied with the maintenance of local public conveniences (50%). On the other hand, those who lived in Berwickshire (27%), Teviot (26%) and Eildon (26%) had higher levels of dissatisfaction than other areas.

Maintenance of your local public conveniences						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1941	358	381	338	418	413
Very satisfied	5.9%	6.4%	5.2%	4.1%	7.9%	5.8%
Fairly satisfied	36.4%	36.0%	35.2%	43.2%	42.3%	27.4%
Fairly dissatisfied	13.9%	14.2%	13.1%	9.5%	11.5%	20.3%
Very dissatisfied	9.5%	11.2%	12.6%	6.8%	9.6%	6.8%
Don't know	34.3%	32.1%	33.9%	36.4%	28.7%	39.7%
% very/ fairly satisfied	42%	42%	40%	47%	50%	33%
% very/ fairly dissatisfied	23%	25%	26%	16%	21%	27%

Speed of repair of local street lighting

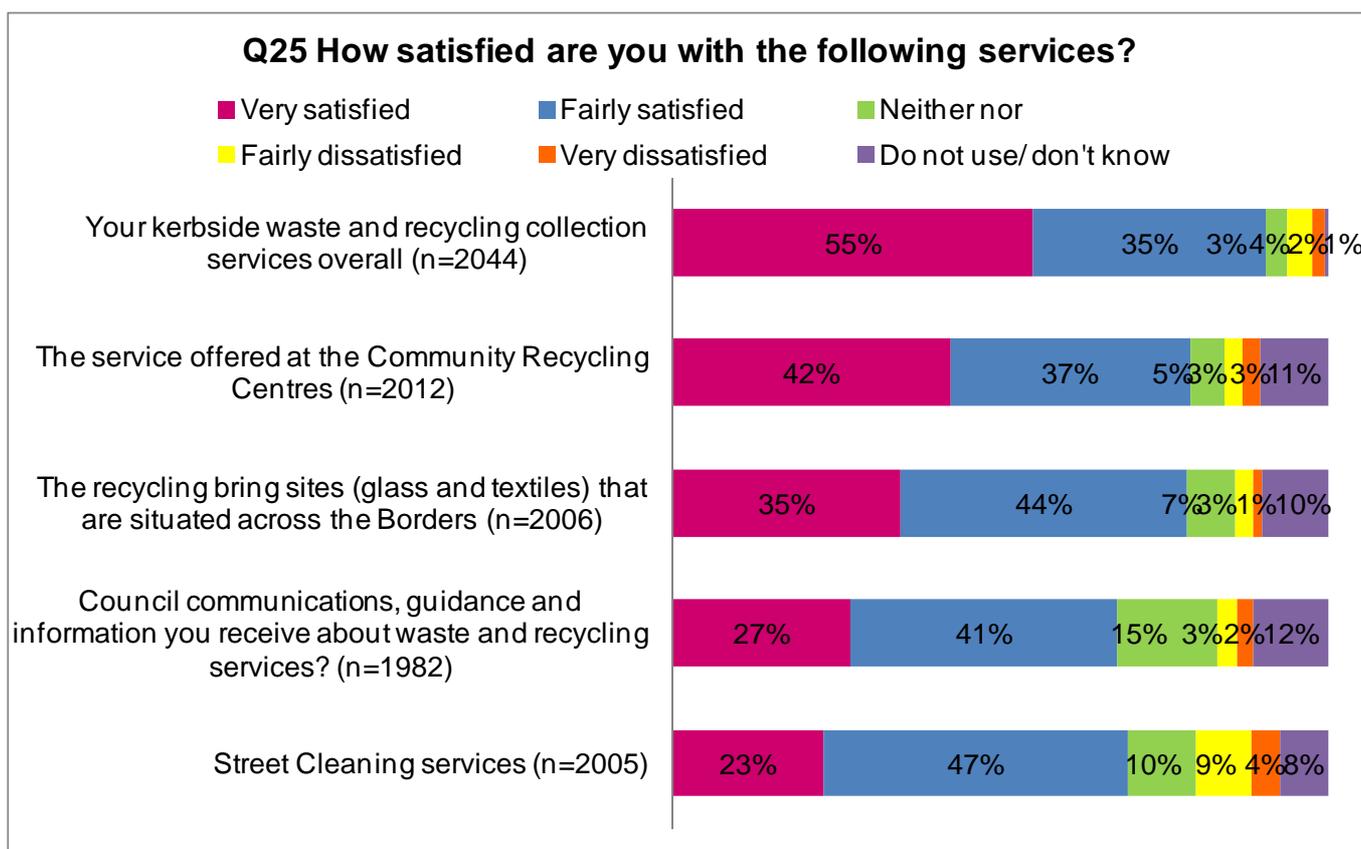
Satisfaction with the speed of repair ranged from 54% for those who lived in Berwickshire to 59% for those who lived in Eildon and Cheviot.

Speed of repair of your local street lighting						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1955	368	382	334	412	425
Very satisfied	11.0%	10.6%	7.6%	12.6%	12.9%	11.1%
Fairly satisfied	45.7%	48.1%	48.2%	44.0%	46.1%	42.8%
Fairly dissatisfied	11.7%	11.4%	14.7%	11.4%	10.2%	10.8%
Very dissatisfied	7.4%	11.4%	9.2%	3.3%	5.8%	6.6%
Don't know	24.3%	18.5%	20.4%	28.7%	25.0%	28.7%
% very/ fairly satisfied	57%	59%	56%	57%	59%	54%
% very/ fairly dissatisfied	19%	23%	24%	15%	16%	17%

3.7. Satisfaction with general household waste and recycling services

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

- 90% were satisfied with the kerbside waste and recycling collection services overall;
- 79% were satisfied with the service offered at the Community Recycling Centres;
- 78% were satisfied with the recycling bring sites that were situated across the Borders;
- 68% were satisfied with Council communications, guidance and information they receive about waste and recycling services;
- 70% were satisfied with street cleaning services.



Kerbside waste and recycling collection services

Satisfaction with kerbside waste and recycling collection services was high in all areas ranging from 88% in Eildon to 92% for those who lived in Teviot, Cheviot and Berwickshire.

Your kerbside waste and recycling collection services overall						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2044	376	398	354	434	447
Very satisfied	55.0%	52.7%	56.0%	54.0%	57.4%	55.7%
Fairly satisfied	35.3%	34.8%	35.7%	35.9%	34.1%	35.8%
Neither nor	3.3%	5.6%	2.8%	2.3%	2.5%	3.6%
Fairly dissatisfied	3.7%	2.7%	3.5%	5.9%	3.5%	2.7%
Very dissatisfied	2.1%	3.5%	1.8%	1.1%	1.6%	2.2%
Do not use/ don't know	0.6%	0.8%	0.3%	0.8%	0.9%	-
% very/ fairly satisfied	90%	88%	92%	90%	92%	92%
% very/ fairly dissatisfied	6%	6%	5%	7%	5%	5%

Community recycling services

Satisfaction with the service offered at the Community Recycling Centres varied significantly by area. Those who lived in Cheviot were least satisfied with this type of facility (66%). On the other hand, those who lived in Tweeddale were most satisfied (90%).

The service offered at the Community Recycling Centres						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2012	373	392	351	420	442
Very satisfied	42.2%	41.8%	49.5%	53.8%	29.5%	38.7%
Fairly satisfied	36.6%	39.1%	34.2%	35.9%	36.7%	38.5%
Neither nor	5.2%	5.9%	4.6%	2.0%	7.1%	5.7%
Fairly dissatisfied	2.8%	1.6%	1.3%	3.4%	4.5%	2.5%
Very dissatisfied	2.6%	1.6%	0.8%	0.9%	6.7%	2.3%
Do not use/ don't know	10.6%	9.9%	9.7%	4.0%	15.5%	12.4%
% very/ fairly satisfied	79%	81%	84%	90%	66%	77%
% very/ fairly dissatisfied	5%	3%	2%	4%	11%	5%

Recycling bring sites

With regards to recycling bring sites for glass and textiles which are situated across the Borders, satisfaction ranged from 74% for those who lived in Berwickshire to 82% for respondents who lived in Teviot and Tweeddale.

The recycling bring sites (glass and textiles) that are situated across the Borders						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2006	371	391	350	422	437
Very satisfied	34.7%	34.2%	38.4%	41.7%	28.0%	32.7%
Fairly satisfied	43.6%	42.6%	44.0%	40.3%	50.0%	41.0%
Neither nor	7.3%	8.9%	6.4%	6.3%	6.9%	7.8%
Fairly dissatisfied	2.7%	3.5%	0.8%	2.9%	2.4%	3.4%
Very dissatisfied	1.4%	1.3%	0.5%	0.3%	3.1%	1.6%
Do not use/ don't know	10.3%	9.4%	10.0%	8.6%	9.7%	13.5%
% very/ fairly satisfied	78%	77%	82%	82%	78%	74%
% very/ fairly dissatisfied	4%	5%	1%	3%	6%	5%

Council communications, guidance and information about waste and recycling

In terms of Council communications, guidance and information received about waste and recycling services, respondents who lived in Teviot were most satisfied in this respect (72%) while those who lived in Berwickshire (65%) and Cheviot (66%) were least satisfied.

Council communications, guidance and information you receive about waste and recycling services? (e.g. the 0300 contact number, website, collection calendars, ReduceReuseRecycle email, SBConnect magazine, press and radio articles etc).						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1982	364	383	348	418	434
Very satisfied	27.1%	31.6%	26.4%	30.7%	23.2%	24.9%
Fairly satisfied	40.7%	37.6%	45.2%	39.7%	42.3%	39.9%
Neither nor	15.1%	14.0%	12.0%	12.9%	18.7%	16.4%
Fairly dissatisfied	3.2%	3.6%	3.4%	2.6%	2.6%	3.5%
Very dissatisfied	2.2%	3.3%	0.5%	2.6%	1.9%	2.5%
Do not use/ don't know	11.7%	9.9%	12.5%	11.5%	11.2%	12.9%
% very/ fairly satisfied	68%	69%	72%	70%	66%	65%
% very/ fairly dissatisfied	5%	7%	4%	5%	5%	6%

Street cleaning

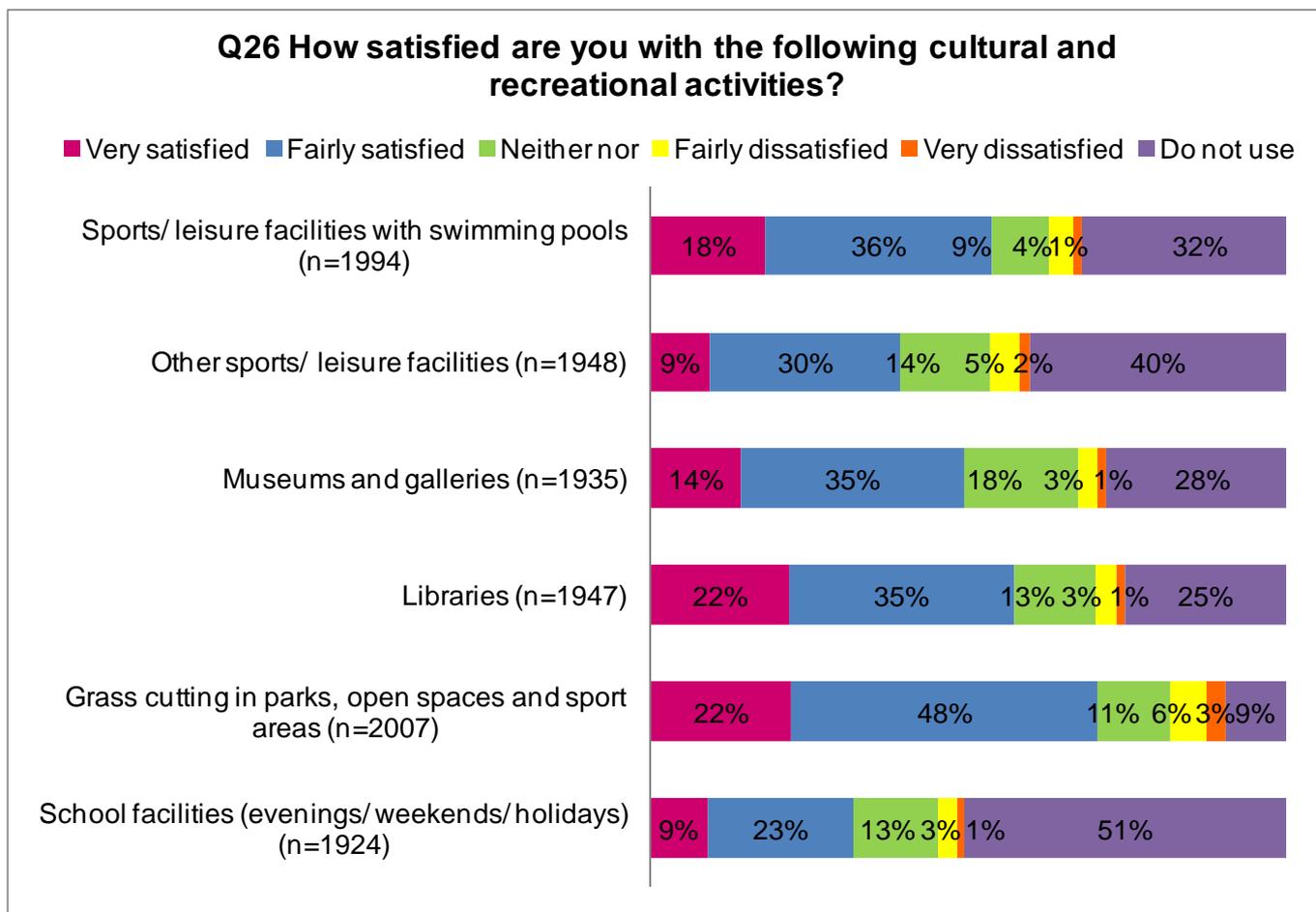
Satisfaction with street cleaning services ranged from 65% for those who lived in Berwickshire to 73% for respondents who lived in Cheviot. Those who lived in Eildon had the highest proportion of respondents who were dissatisfied with street cleaning services.

Street Cleaning services						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2005	370	393	347	420	440
Very satisfied	22.9%	24.1%	23.2%	21.6%	21.9%	23.6%
Fairly satisfied	46.6%	46.5%	46.1%	48.4%	51.4%	41.8%
Neither nor	10.3%	7.3%	10.2%	6.9%	11.9%	13.4%
Fairly dissatisfied	8.5%	12.7%	8.1%	11.5%	3.6%	7.5%
Very dissatisfied	4.3%	5.7%	4.8%	3.2%	3.3%	4.1%
Do not use/ don't know	7.5%	3.8%	7.6%	8.4%	7.9%	9.5%
% very/ fairly satisfied	70%	71%	69%	70%	73%	65%
% very/ fairly dissatisfied	13%	18%	13%	15%	7%	12%

3.8. Satisfaction with cultural and recreational services

Respondents were asked for their opinions on various cultural and recreational activities within the Scottish Borders:

- 54% were satisfied with sport and leisure facilities with swimming pools;
- 39% were satisfied with other sports and leisure facilities;
- 49% were satisfied with museums and galleries;
- 57% were satisfied with libraries;
- 71% were satisfied with grass cutting in parks, open spaces and sports areas;
- 32% were satisfied with school facilities.



Sports/ leisure facilities with swimming pools

Analysis by area reveals that those who lived in Teviot were most satisfied with sports and leisure facilities with swimming pools (64%). On the other hand, those who lived in Eildon and Teviot were least satisfied (46%).

Sports/ leisure facilities with swimming pools						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1994	365	391	348	427	430
Very satisfied	18.1%	11.5%	22.5%	14.9%	26.0%	14.9%
Fairly satisfied	35.5%	34.5%	41.4%	37.1%	33.3%	31.2%
Neither nor	9.0%	12.6%	7.2%	10.9%	5.4%	10.0%
Fairly dissatisfied	3.9%	6.3%	2.6%	4.3%	2.3%	4.4%
Very dissatisfied	1.4%	2.2%	1.0%	1.4%	0.9%	1.4%
Do not use	32.0%	32.9%	25.3%	31.3%	32.1%	38.1%
% very/ fairly satisfied	54%	46%	64%	52%	59%	46%
% very/ fairly dissatisfied	5%	9%	4%	6%	3%	6%

Other sports and leisure facilities

In terms of other sport and leisure facilities, satisfaction ranged from 37% for Tweeddale respondents to 47% of respondents who lived in Teviot.

Other sports/ leisure facilities						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1948	358	383	339	417	418
Very satisfied	9.4%	8.4%	11.5%	11.2%	10.8%	6.0%
Fairly satisfied	29.8%	31.0%	35.8%	25.7%	31.9%	24.2%
Neither nor	14.1%	14.5%	12.8%	16.8%	11.3%	16.3%
Fairly dissatisfied	4.6%	4.7%	3.4%	5.3%	4.3%	5.5%
Very dissatisfied	1.7%	2.5%	1.8%	2.7%	1.2%	0.7%
Do not use	40.2%	38.8%	34.7%	38.3%	40.5%	47.4%
% very/ fairly satisfied	39%	39%	47%	37%	43%	30%
% very/ fairly dissatisfied	6%	7%	5%	8%	6%	6%

Museum and galleries

Respondents who lived in Teviot were significantly more likely to be satisfied with museums and galleries (68%) than those who lived in all other areas. Those who lived in Berwickshire were least satisfied (41%).

Museums and galleries						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1935	352	382	341	410	417
Very satisfied	14.2%	10.8%	26.2%	13.2%	10.5%	10.8%
Fairly satisfied	35.1%	34.9%	41.6%	35.2%	34.6%	30.2%
Neither nor	18.2%	18.5%	12.3%	20.8%	18.8%	20.6%
Fairly dissatisfied	3.0%	3.7%	1.8%	2.9%	2.7%	4.1%
Very dissatisfied	1.2%	2.0%	0.5%	1.2%	1.2%	1.0%
Do not use	28.3%	30.1%	17.5%	26.7%	32.2%	33.3%
% very/ fairly satisfied	49%	46%	68%	48%	45%	41%
% very/ fairly dissatisfied	4%	6%	2%	4%	4%	5%

Libraries

Those who lived in Teviot were most likely to be satisfied with libraries (72%). Dissatisfaction was highest amongst respondents who lived in Tweeddale (7%).

Libraries						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1947	353	377	341	417	425
Very satisfied	21.8%	17.0%	34.2%	20.8%	17.3%	19.8%
Fairly satisfied	35.4%	36.0%	37.7%	32.6%	36.9%	34.1%
Neither nor	12.9%	13.9%	9.0%	14.4%	12.2%	14.8%
Fairly dissatisfied	3.2%	2.5%	1.1%	5.0%	3.8%	3.8%
Very dissatisfied	1.4%	2.0%	-	1.8%	2.2%	1.2%
Do not use	25.3%	28.6%	18.0%	25.5%	27.6%	26.4%
% very/ fairly satisfied	57%	53%	72%	53%	54%	54%
% very/ fairly dissatisfied	5%	5%	1%	7%	6%	5%

Grass cutting in parks, open spaces and sport areas

Satisfaction with grass cutting in parks, open spaces and sport areas was lowest amongst respondents who lived in Berwickshire (60%) and highest for respondents who lived in Tweeddale. In relation to dissatisfaction with grass cutting, those who lived in Teviot (12%) and Berwickshire (11%) had the highest proportions of respondents who expressed dissatisfaction.

Grass cutting in parks, open spaces and sport areas						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2007	369	390	349	429	435
Very satisfied	22.2%	19.5%	26.4%	23.5%	24.0%	17.0%
Fairly satisfied	48.3%	50.7%	46.2%	53.0%	49.9%	42.5%
Neither nor	11.4%	12.5%	9.2%	11.2%	9.8%	14.3%
Fairly dissatisfied	5.7%	4.6%	8.5%	3.2%	4.2%	8.0%
Very dissatisfied	3.1%	3.8%	3.8%	1.4%	2.8%	3.4%
Do not use	9.4%	8.9%	5.9%	7.7%	9.3%	14.7%
% very/ fairly satisfied	71%	70%	73%	77%	74%	60%
% very/ fairly dissatisfied	9%	8%	12%	5%	7%	11%

School facilities

Satisfaction with school facilities ranged from 25% for those who lived in Berwickshire to 41% for respondents who lived in Teviot. Tweeddale had the highest proportion of respondents who were dissatisfied with school facilities (6%).

School facilities (evenings/ weekends/ holidays)						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1924	350	377	339	410	414
Very satisfied	9.0%	8.6%	13.3%	6.8%	10.0%	6.5%
Fairly satisfied	22.9%	24.3%	27.9%	18.9%	23.4%	18.8%
Neither nor	13.4%	11.7%	10.9%	14.2%	13.2%	16.7%
Fairly dissatisfied	2.9%	2.6%	2.1%	3.8%	3.2%	2.9%
Very dissatisfied	1.2%	1.4%	0.5%	1.8%	1.0%	1.4%
Do not use	50.6%	51.4%	45.4%	54.6%	49.3%	53.6%
% very/ fairly satisfied	32%	33%	41%	26%	33%	25%
% very/ fairly dissatisfied	4%	4%	3%	6%	4%	4%

Following on from this, the survey asked respondents for additional comments on their answers to these questions on cultural and leisure facilities. The open ended comments provided to this question have been coded into common themes which can be found in the table below. The main comments were made by respondents who said they were not interested in this type of facility or that they were too old (18%) or where the respondent felt there was no facilities available locally (15%).

Q26 Please tell us the reason(s) for your answer:		
Base: Provided an answer, n=485	No.	%
Not interested/too old	87	18%
No facilities locally/have to travel	74	15%
All services are very good/happy with them	69	14%
Facilities need improvements/upgrade	66	14%
Grass cutting poor/landscaping poor/leave a mess	63	13%
Library needs re-vamped/better selection/not sure where it is	45	9%
Parks need improvements	17	4%
Libraries are good	15	3%
Leisure facilities are great	13	3%
Grass is kept tidy/good	12	2%
School facilities are too expensive/not enough after school	11	2%
Leisure facilities need cleaned/organised better	10	2%
More for the young/elderly required	10	2%
No museums/galleries close by	8	2%
Improve swimming pool opening hours/too many classes on	7	1%
Problem with dog fouling	6	1%
Good museums/galleries	4	1%
Other	51	11%

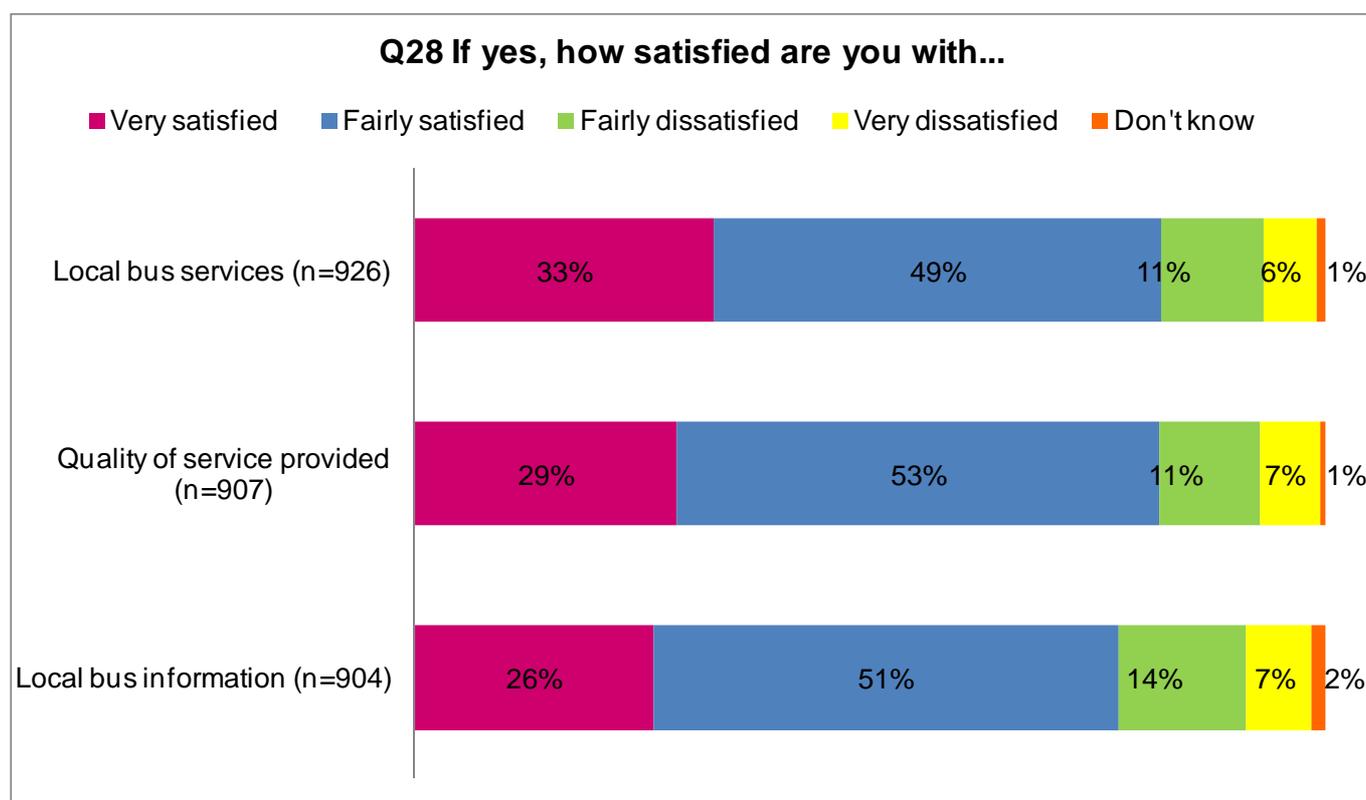
3.9. Roads and transportation

Bus service

Less than half of respondents said they used the local bus service (46%). This is a marginal increase on the 2010 results where 43% used the bus service. Analysis by age reveals that those aged 16-24 (59%) and aged 60-74 (56%) were most likely to use the bus service.

Those who used the bus service were asked for their opinions on the service they received:

- 82% were satisfied with local bus services;
- 82% were satisfied with the quality of service received;
- 77% were satisfied with local bus information.



Satisfaction with local bus services has remained consistent at 82% when compared to the 2010 results. However, satisfaction with local bus information has increased since 2010 from 69% in 2010 to 77% in 2013.

Satisfaction with the bus service (2010/ 2013 comparison)				
	2010		2013	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
Local bus services	81%	19%	82%	17%
Quality of service provided	-	-	82%	18%
Local bus information	69%	29%	77%	21%

Local bus services

Satisfaction with local bus services ranged from 78% for those who lived in Cheviot to 86% for respondents who lived in Tweeddale.

Local bus services						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	926	192	172	201	169	172
Very satisfied	32.8%	30.2%	31.4%	41.8%	26.6%	33.1%
Fairly satisfied	49.1%	51.0%	52.3%	43.8%	51.5%	50.0%
Fairly dissatisfied	11.2%	9.4%	11.6%	9.5%	14.8%	11.0%
Very dissatisfied	5.7%	7.8%	2.3%	4.0%	6.5%	5.8%
Don't know	1.1%	1.6%	2.3%	1.0%	0.6%	-
% very/ fairly satisfied	82%	81%	84%	86%	78%	83%
% very/ fairly dissatisfied	17%	17%	14%	14%	21%	17%

Quality of service provided

With regards to the quality of bus service provided, satisfaction ranged from 71% for respondents who lived in Cheviot to 91% for Berwickshire respondents.

Quality of service provided						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	907	186	167	198	167	169
Very satisfied	28.8%	26.9%	28.1%	34.3%	20.4%	33.1%
Fairly satisfied	53.0%	50.0%	55.1%	53.5%	50.3%	58.0%
Fairly dissatisfied	10.9%	11.3%	13.2%	7.1%	18.6%	5.3%
Very dissatisfied	6.7%	10.8%	2.4%	5.1%	10.2%	3.6%
Don't know	0.6%	1.1%	1.2%	-	0.6%	-
% very/ fairly satisfied	82%	77%	83%	88%	71%	91%
% very/ fairly dissatisfied	18%	22%	16%	12%	29%	9%

Local bus information

With regards to local bus information satisfaction ranged from 68% for Teviot respondents to 86% for respondents who lived in Tweeddale.

Local bus information						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	904	186	168	197	164	169
Very satisfied	26.2%	23.7%	24.4%	31.5%	25.0%	24.9%
Fairly satisfied	51.0%	50.5%	44.0%	54.3%	48.8%	59.8%
Fairly dissatisfied	14.0%	15.6%	19.0%	9.6%	17.1%	9.5%
Very dissatisfied	7.1%	8.6%	8.3%	3.0%	7.9%	5.9%
Don't know	1.7%	1.6%	4.2%	1.5%	1.2%	-
% very/ fairly satisfied	77%	74%	68%	86%	74%	85%
% very/ fairly dissatisfied	21%	24%	27%	13%	25%	15%

Roads and transportation

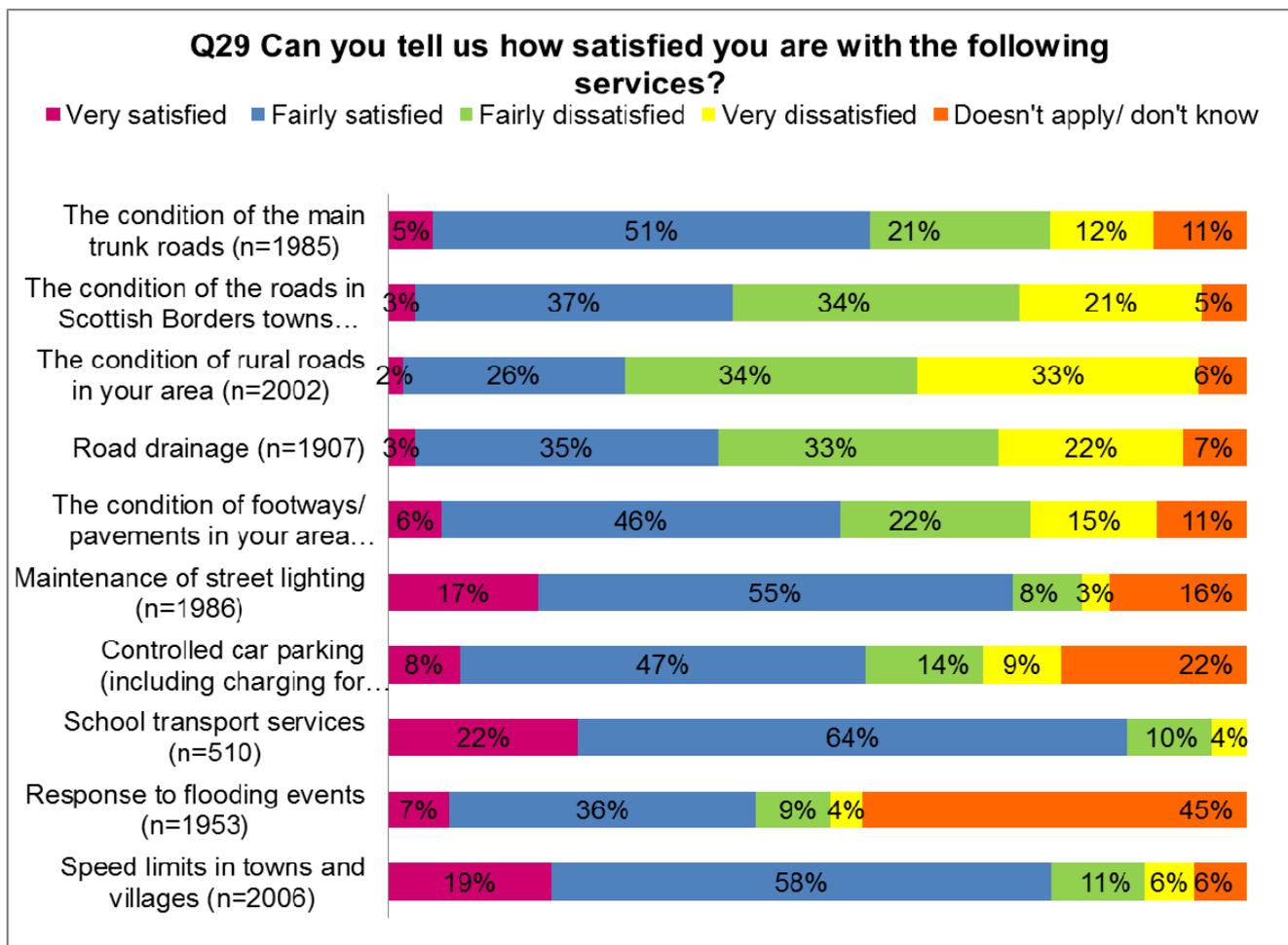
Respondents were asked to rate their satisfaction with roads and transportation in the Borders.

The majority were satisfied with:

- School transport services (86%)¹
- Speed limits in towns and villages (77%)
- Maintenance of street lighting (73%)
- The condition of the main trunk roads (56%)
- Controlled car parking (56%)
- The condition of footways/ pavements in your area (53%)

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

- Response to flooding events (43%)
- The condition of the roads in Scottish Borders towns (40%)
- Road drainage (38%)
- The condition of rural roads in your area (28%)



¹ Please note that 74% of respondents could not comment on school transport. These respondents have been excluded from this analysis.

Since 2010, satisfaction has decreased for the majority of roads and transport services which were asked about. In particular satisfaction with the condition of roads in Scottish Borders towns and rural roads were two areas where satisfaction has decreased significantly (by 12 percentage points and 24 percentage points respectively). Furthermore, the proportion of respondents who were satisfied with the condition of the main trunk roads and regarding road drainage have both decreased by 9 percentage points.

Can you tell us how satisfied you are with the following services...				
	2010		2013	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
The condition of the main trunk roads (A1, A68, A6091, A7 south of Galashiels & A702)	65%	28%	56%	33%
The condition of the roads in Scottish Borders towns	52%	44%	40%	55%
The condition of rural roads in your area	52%	44%	28%	67%
Road drainage	47%	46%	38%	54%
The condition of footways/ pavements in your area	52%	35%	53%	37%
Maintenance of street lighting	76%	8%	73%	11%
Controlled car parking (including charging for parking)	51%	30%	56%	23%
School transport services	28%	5%	23%	4%
Response to flooding events	-	-	43%	12%
Speed limits in towns and villages	-	-	77%	17%

Condition of main trunk roads

Analysis by area reveals that those who lived in Cheviot were most satisfied with the condition of the main trunk roads (62%). On the other hand, those who lived in Eildon had the largest percentage of respondents stating they were dissatisfied in this respect.

The condition of the main trunk roads (A1, A68, A6091, A7 south of Galashiels & A702)						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1985	369	387	345	422	427
Very satisfied	5.2%	5.1%	3.6%	3.5%	5.9%	6.8%
Fairly satisfied	50.8%	48.2%	54.8%	48.7%	56.2%	47.1%
Fairly dissatisfied	21.0%	25.5%	23.5%	21.4%	17.8%	17.8%
Very dissatisfied	12.0%	14.1%	11.4%	9.6%	9.2%	14.8%
Doesn't apply/ don't know	10.9%	7.0%	6.7%	16.8%	10.9%	13.6%
% very/ fairly satisfied	56%	53%	58%	52%	62%	54%
% very/ fairly dissatisfied	33%	40%	35%	31%	27%	33%

Condition of roads in Scottish Borders towns

With regards to the condition of roads in Scottish Borders towns, satisfaction ranged from 36% for Tweeddale respondents to 48% for those who lived in Cheviot. More respondents were dissatisfied than satisfied for almost all areas with the exception of Cheviot where 48% were satisfied and 47% were dissatisfied.

The condition of the roads in Scottish Borders towns						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1991	369	387	348	420	433
Very satisfied	3.1%	3.0%	2.8%	1.7%	4.5%	2.8%
Fairly satisfied	36.9%	36.0%	33.9%	34.2%	43.8%	36.3%
Fairly dissatisfied	33.5%	33.3%	36.7%	37.4%	30.7%	30.9%
Very dissatisfied	21.3%	24.4%	22.2%	19.3%	16.2%	23.6%
Doesn't apply/ don't know	5.2%	3.3%	4.4%	7.5%	4.8%	6.5%
% very/ fairly satisfied	40%	39%	37%	36%	48%	39%
% very/ fairly dissatisfied	55%	58%	59%	57%	47%	55%

Condition of rural roads in your area

With regards to the condition of rural roads in the area, more respondents were dissatisfied than satisfied for all areas. Satisfaction was highest for those who lived in Teviot and Cheviot (32%), while those who lived in Berwickshire were least satisfied.

The condition of rural roads in your area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2002	369	388	347	426	437
Very satisfied	1.6%	1.6%	2.1%	0.9%	2.6%	1.1%
Fairly satisfied	25.9%	25.7%	29.9%	25.6%	29.1%	20.1%
Fairly dissatisfied	34.1%	32.2%	35.1%	33.4%	35.4%	34.1%
Very dissatisfied	32.7%	33.6%	25.0%	36.0%	27.5%	40.3%
Doesn't apply/ don't know	5.6%	6.8%	8.0%	4.0%	5.4%	4.3%
% very/ fairly satisfied	28%	27%	32%	27%	32%	21%
% very/ fairly dissatisfied	67%	66%	60%	69%	63%	74%

Road drainage

In terms of road drainage, satisfaction ranged from 32% for those who lived in Tweeddale to 44% of respondents who lived in Teviot.

Road drainage						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1907	351	362	335	406	419
Very satisfied	3.1%	3.7%	3.6%	1.8%	3.9%	2.4%
Fairly satisfied	35.3%	35.3%	40.1%	29.9%	36.7%	35.1%
Fairly dissatisfied	32.6%	32.2%	29.3%	35.8%	34.0%	32.0%
Very dissatisfied	21.6%	22.2%	18.5%	25.7%	17.7%	23.2%
Doesn't apply/ don't know	7.4%	6.6%	8.6%	6.9%	7.6%	7.4%
% very/ fairly satisfied	38%	39%	44%	32%	41%	38%
% very/ fairly dissatisfied	54%	54%	48%	62%	52%	55%

Condition of footways/ pavements in your area

Satisfaction with the condition of footways and pavements in the area ranged from 47% for respondents who lived in Teviot to 58% for respondents who lived in Cheviot. Dissatisfaction was highest amongst those who lived in Eildon (45%).

The condition of footways/ pavements in your area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1979	368	383	345	418	431
Very satisfied	6.2%	6.0%	6.8%	5.5%	7.9%	4.6%
Fairly satisfied	46.3%	43.8%	39.7%	49.6%	49.8%	49.2%
Fairly dissatisfied	22.2%	21.2%	26.9%	23.5%	20.8%	18.8%
Very dissatisfied	14.7%	23.6%	13.6%	13.9%	10.5%	13.0%
Doesn't apply/ don't know	10.5%	5.4%	13.1%	7.5%	11.0%	14.4%
% very/ fairly satisfied	53%	50%	47%	55%	58%	54%
% very/ fairly dissatisfied	37%	45%	41%	37%	31%	32%

Maintenance of street lighting

With regard to the maintenance of street lighting, satisfaction ranged from 69% for Berwickshire respondents to 76% for those who lived in Tweeddale.

Maintenance of street lighting						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1986	369	383	346	423	431
Very satisfied	17.4%	16.8%	15.9%	19.9%	17.0%	17.2%
Fairly satisfied	55.3%	57.7%	56.4%	56.1%	55.8%	51.5%
Fairly dissatisfied	8.1%	10.0%	9.1%	6.4%	6.9%	8.6%
Very dissatisfied	3.1%	5.1%	2.9%	1.7%	1.7%	3.7%
Doesn't apply/ don't know	16.1%	10.3%	15.7%	15.9%	18.7%	19.0%
% very/ fairly satisfied	73%	75%	72%	76%	73%	69%
% very/ fairly dissatisfied	11%	15%	12%	8%	9%	12%

Controlled car parking

Satisfaction with controlled car parking ranged from 45% for those who lived in Berwickshire to 63% for respondents who lived in Tweeddale. Dissatisfaction was highest amongst respondents who lived in Eildon (27%) and Berwickshire (27%).

Controlled car parking (including charging for parking)						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1968	365	381	346	417	425
Very satisfied	8.3%	5.5%	9.4%	9.0%	10.8%	6.6%
Fairly satisfied	47.4%	48.5%	51.7%	53.8%	47.0%	38.6%
Fairly dissatisfied	13.7%	16.4%	12.1%	11.0%	12.0%	15.1%
Very dissatisfied	9.0%	11.0%	7.9%	8.7%	5.8%	12.0%
Doesn't apply/ don't know	21.7%	18.6%	18.9%	17.6%	24.5%	27.8%
% very/ fairly satisfied	56%	54%	61%	63%	58%	45%
% very/ fairly dissatisfied	23%	27%	20%	20%	18%	27%

School transport services

In relation to school transport services, the majority of respondents regardless of area said this question did not apply to them or they did not know. Satisfaction with school transport services, excluding those who stated that it did not apply to them or did not know ranged from 94% for those who lived in Teviot to 82% for Tweeddale respondents.

School transport services						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1922	360	371	333	406	419
Very satisfied	5.9%	5.6%	5.7%	5.1%	6.4%	6.7%
Fairly satisfied	17.0%	16.4%	19.9%	16.5%	17.0%	14.6%
Fairly dissatisfied	2.6%	1.9%	1.3%	3.6%	2.7%	3.1%
Very dissatisfied	1.1%	1.4%	0.3%	1.2%	1.5%	1.0%
Doesn't apply/ don't know	73.5%	74.7%	72.8%	73.6%	72.4%	74.7%
% very/ fairly satisfied (excl don't know)	86%	87%	94%	82%	85%	84%
% very/ fairly dissatisfied	14%	13%	6%	18%	15%	16%

Response to flooding events

Respondents who lived in Berwickshire were the least likely to be satisfied with the Council's response to flooding events, with more respondents who lived in this area stating this did not apply to them or they did not know.

Response to flooding events						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1953	364	378	338	421	420
Very satisfied	7.1%	7.1%	8.2%	7.1%	8.6%	4.5%
Fairly satisfied	35.7%	34.6%	41.0%	36.4%	39.0%	28.8%
Fairly dissatisfied	8.7%	8.0%	6.6%	9.2%	9.0%	10.0%
Very dissatisfied	3.7%	5.2%	2.4%	3.6%	4.3%	3.1%
Doesn't apply/ don't know	44.8%	45.1%	41.8%	43.8%	39.2%	53.6%
% very/ fairly satisfied	43%	42%	49%	44%	48%	33%
% very/ fairly dissatisfied	12%	13%	9%	13%	13%	13%

Speed limits in towns and villages

Satisfaction with speed limits in towns and villages ranged from 73% in Berwickshire to 82% for Teviot respondents. Dissatisfaction was highest amongst those who lived in Tweeddale (21%) and Berwickshire (20%).

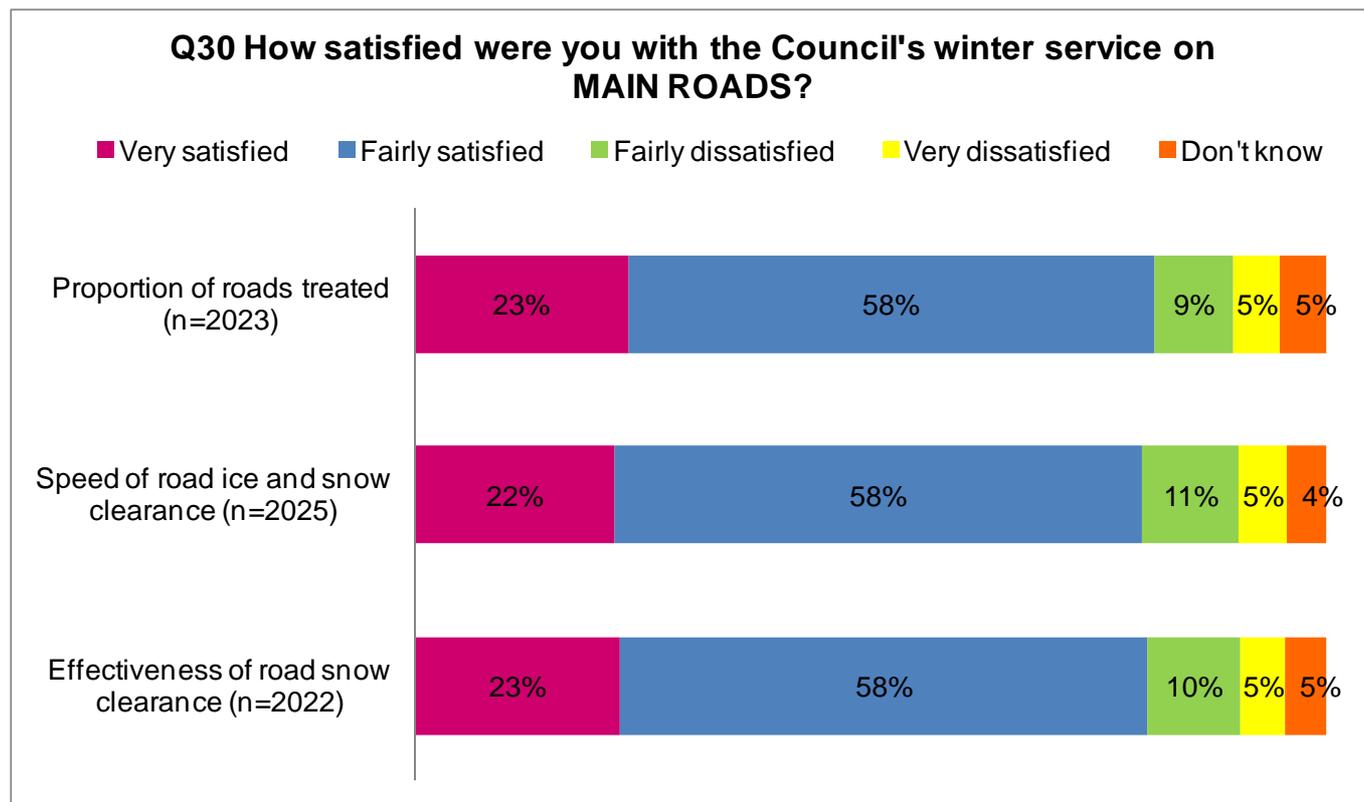
Speed limits in towns and villages						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2006	373	386	346	429	437
Very satisfied	18.9%	16.6%	22.3%	16.5%	21.0%	16.5%
Fairly satisfied	58.3%	59.0%	59.8%	57.8%	59.7%	56.3%
Fairly dissatisfied	10.9%	11.5%	8.8%	13.3%	8.9%	12.6%
Very dissatisfied	5.8%	5.6%	3.6%	7.5%	4.9%	7.3%
Doesn't apply/ don't know	6.1%	7.2%	5.4%	4.9%	5.6%	7.3%
% very/ fairly satisfied	77%	76%	82%	74%	81%	73%
% very/ fairly dissatisfied	17%	17%	12%	21%	14%	20%

3.10. Winter service and extreme weather events

Winter service on main roads

In terms of satisfaction with the Council’s winter service on main roads:

- 81% were satisfied with the proportion of roads treated (76% in 2010);
- 80% were satisfied with the speed of road ice and snow clearance (74% in 2010);
- 80% were satisfied with the effectiveness of road snow clearance (74% in 2010).



Q30 How satisfied were you with the Council's winter service on MAIN ROADS? (2010/ 2013 comparison)				
	2010		2013	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
Proportion of roads treated	76%	15%	81%	14%
Speed of road ice and snow clearance	74%	19%	80%	16%
Effectiveness of road snow clearance	74%	18%	80%	15%

Proportion of roads treated

With regards to the proportion of roads treated, satisfaction ranged from 79% for Tweeddale respondents to 84% for those who lived in Teviot.

Proportion of roads treated						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2023	373	396	349	432	438
Very satisfied	23.4%	21.2%	25.5%	24.1%	26.2%	19.9%
Fairly satisfied	57.6%	58.2%	58.6%	55.0%	56.0%	60.5%
Fairly dissatisfied	8.6%	9.4%	7.8%	10.3%	6.5%	9.4%
Very dissatisfied	5.2%	7.0%	3.3%	4.9%	4.6%	5.9%
Don't know	5.1%	4.3%	4.8%	5.7%	6.7%	4.3%
% very/ fairly satisfied	81%	79%	84%	79%	82%	80%
% very/ fairly dissatisfied	14%	16%	11%	15%	11%	15%

Speed of road ice and snow clearance

In terms of the speed of road ice and snow clearance, residents living in Cheviot appear to be most satisfied (81%) and Eildon respondents least satisfied (77%).

Speed of road ice and snow clearance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2025	374	395	350	433	438
Very satisfied	22.0%	20.1%	23.5%	22.6%	24.9%	18.7%
Fairly satisfied	57.6%	57.0%	58.5%	57.4%	55.9%	60.3%
Fairly dissatisfied	10.7%	13.1%	10.1%	11.4%	7.6%	10.7%
Very dissatisfied	5.2%	6.7%	3.3%	4.9%	5.3%	5.9%
Don't know	4.4%	3.2%	4.6%	3.7%	6.2%	4.3%
% very/ fairly satisfied	80%	77%	82%	80%	81%	79%
% very/ fairly dissatisfied	16%	20%	13%	16%	13%	17%

Effectiveness of road snow clearance

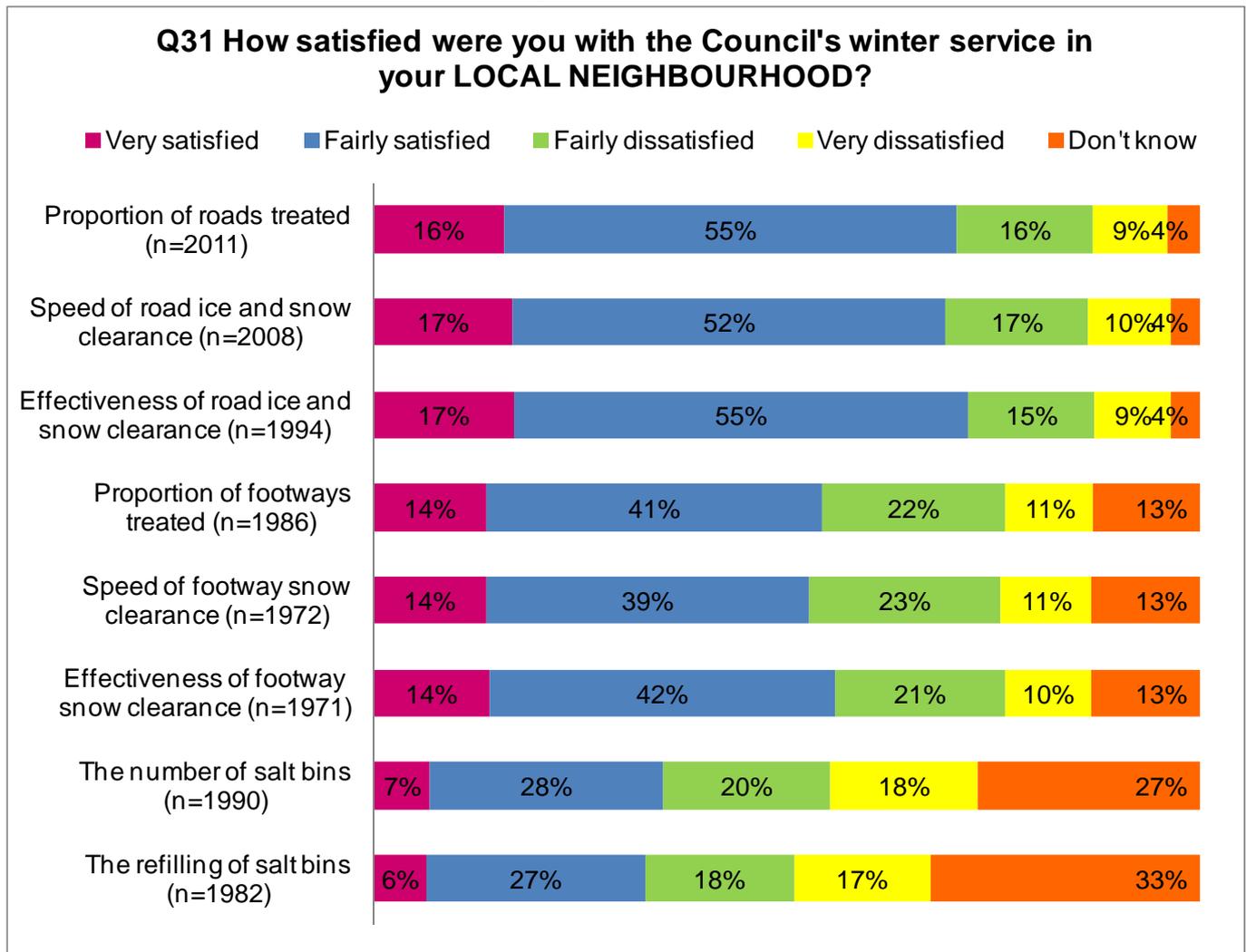
With regards to the effectiveness of road snow clearance in local neighbourhoods satisfaction did not vary significantly when analysed by area. However, Eildon had a higher proportion of respondents

Effectiveness of road snow clearance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2022	373	396	348	433	437
Very satisfied	22.6%	22.8%	22.7%	23.3%	25.4%	18.5%
Fairly satisfied	57.8%	56.0%	59.6%	57.5%	54.3%	62.2%
Fairly dissatisfied	10.2%	11.5%	9.6%	11.2%	9.0%	9.6%
Very dissatisfied	4.8%	7.0%	3.0%	4.0%	4.6%	5.3%
Don't know	4.6%	2.7%	5.1%	4.0%	6.7%	4.3%
% very/ fairly satisfied	80%	79%	82%	81%	80%	81%
% very/ fairly dissatisfied	15%	19%	13%	15%	14%	15%

Winter service in local neighbourhood

Respondents were asked to rate their satisfaction with the Council's winter service in their local neighbourhood. Satisfaction levels were as follows:

- 71% were satisfied with the proportion of roads treated (60% were satisfied in 2010);
- 69% were satisfied with the speed of road ice and snow clearance (57% were satisfied in 2010);
- 72% were satisfied with the effectiveness of road ice and snow clearance (59% were satisfied in 2010);
- 54% were satisfied with the proportion of footways treated (39% were satisfied in 2010);
- 53% were satisfied with the speed of footway snow clearance (38% were satisfied in 2010);
- 56% were satisfied with the effectiveness of footway snow clearance (43% were satisfied in 2010);
- 35% were satisfied with the number of salt bins (24% were satisfied in 2010);
- 33% were satisfied with the refilling of salt bins (21% were satisfied in 2010);



Q31 How satisfied were you with the Council's winter service in your LOCAL NEIGHBOURHOOD? (2010/ 2013 comparison)

	2010		2013	
	% satisfied	% dissatisfied	% satisfied	% dissatisfied
Proportion of roads treated	60%	36%	71%	26%
Speed of road ice and snow clearance	57%	41%	69%	27%
Effectiveness of road ice and snow clearance	59%	37%	72%	24%
Proportion of footways treated	39%	50%	54%	33%
Speed of footway snow clearance	38%	50%	53%	34%
Effectiveness of footway snow clearance	43%	45%	56%	31%
The number of salt bins	24%	52%	35%	38%
The refilling of salt bins	21%	50%	33%	35%

Proportion of roads treated

Satisfaction with the proportion of roads treated in the local neighbourhood ranged from 68% for respondents who lived in Eildon to 75% for those who lived in Cheviot.

Proportion of roads treated

	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2011	371	393	345	431	436
Very satisfied	15.8%	14.0%	14.5%	17.4%	18.3%	14.2%
Fairly satisfied	54.9%	54.2%	55.5%	51.6%	56.6%	57.1%
Fairly dissatisfied	16.4%	18.6%	17.0%	16.5%	13.9%	16.1%
Very dissatisfied	9.1%	10.0%	8.4%	10.1%	7.0%	8.9%
Don't know	3.9%	3.2%	4.6%	4.3%	4.2%	3.7%
% very/ fairly satisfied	71%	68%	70%	69%	75%	71%
% very/ fairly dissatisfied	26%	29%	25%	27%	21%	25%

Speed of road ice and snow clearance

With regards to the speed of road ice and snow clearance, satisfaction ranged from 66% for Teviot respondents to 76% for those who lived in Cheviot.

Speed of road ice and snow clearance

	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2008	372	393	346	428	434
Very satisfied	16.9%	15.6%	15.5%	18.5%	19.9%	15.0%
Fairly satisfied	52.3%	51.6%	50.9%	48.3%	55.6%	54.8%
Fairly dissatisfied	17.3%	18.0%	20.1%	20.2%	11.4%	18.0%
Very dissatisfied	10.0%	12.1%	9.7%	9.8%	9.1%	8.3%
Don't know	3.5%	2.7%	3.8%	3.2%	4.0%	3.9%
% very/ fairly satisfied	69%	67%	66%	67%	76%	70%
% very/ fairly dissatisfied	27%	30%	30%	30%	21%	26%

Effectiveness of road ice and snow clearance

More than 7 in 10 respondents in all areas (with the exception of Teviot) were satisfied with the effectiveness of road ice and snow clearance in the local neighbourhood. Dissatisfaction was highest amongst those who lived in Teviot (28%) and Eildon (27%).

Effectiveness of road ice and snow clearance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1994	369	390	343	425	432
Very satisfied	17.0%	16.5%	14.6%	19.2%	20.2%	13.7%
Fairly satisfied	55.0%	53.9%	54.1%	52.5%	56.2%	59.3%
Fairly dissatisfied	15.2%	15.2%	19.0%	16.3%	10.6%	15.3%
Very dissatisfied	9.2%	11.4%	8.7%	8.7%	8.7%	7.9%
Don't know	3.6%	3.0%	3.6%	3.2%	4.2%	3.9%
% very/ fairly satisfied	72%	70%	69%	72%	76%	73%
% very/ fairly dissatisfied	24%	27%	28%	25%	19%	23%

Proportion of footways treated

Those who lived in Cheviot were significantly more likely to be satisfied with the proportion of footpaths treated during the winter months (63%) than those who lived in Teviot and Berwickshire (both 51%).

Proportion of footways treated						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1986	369	388	347	419	429
Very satisfied	13.7%	15.7%	11.1%	14.7%	16.5%	10.5%
Fairly satisfied	40.5%	37.7%	39.4%	37.5%	46.1%	40.3%
Fairly dissatisfied	22.1%	25.2%	26.0%	25.1%	14.6%	21.9%
Very dissatisfied	10.7%	14.6%	10.6%	11.2%	7.6%	10.0%
Don't know	12.9%	6.8%	12.9%	11.5%	15.3%	17.2%
% very/ fairly satisfied	54%	53%	51%	52%	63%	51%
% very/ fairly dissatisfied	33%	40%	37%	36%	22%	32%

Speed of footway snow clearance

Cheviot respondents were also significantly more likely to be satisfied with the speed of footway snow clearance (61%) than those who lived in Berwickshire (49%).

Speed of footway snow clearance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1972	365	384	347	417	425
Very satisfied	13.6%	15.6%	10.9%	15.3%	15.8%	10.4%
Fairly satisfied	39.1%	35.9%	39.8%	35.2%	44.8%	38.6%
Fairly dissatisfied	23.0%	25.8%	26.0%	26.5%	16.3%	22.4%
Very dissatisfied	11.1%	16.2%	10.7%	10.7%	7.9%	10.6%
Don't know	13.1%	6.6%	12.5%	12.4%	15.1%	18.1%
% very/ fairly satisfied	53%	52%	51%	51%	61%	49%
% very/ fairly dissatisfied	34%	42%	37%	37%	24%	33%

Effectiveness of footway snow clearance

In terms of the effectiveness of snow clearance those who lived in Cheviot were most satisfied (64%) and those who lived in Berwickshire least satisfied (51%). Dissatisfaction was highest amongst Eildon respondents (38% dissatisfied).

Effectiveness of footway snow clearance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1971	363	383	347	417	427
Very satisfied	14.1%	16.3%	11.7%	15.3%	16.5%	9.8%
Fairly satisfied	41.7%	38.6%	40.2%	40.3%	47.7%	41.0%
Fairly dissatisfied	20.6%	23.1%	25.8%	22.8%	12.9%	20.4%
Very dissatisfied	10.4%	14.9%	8.6%	10.4%	7.9%	10.5%
Don't know	13.2%	7.2%	13.6%	11.2%	14.9%	18.3%
% very/ fairly satisfied	56%	55%	52%	56%	64%	51%
% very/ fairly dissatisfied	31%	38%	34%	33%	21%	31%

The number of salt bins

Satisfaction with the number of salt bins did not vary significantly by area. However, dissatisfaction was highest for those who lived in Eildon and Teviot.

The number of salt bins						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1990	368	389	346	423	429
Very satisfied	6.9%	7.3%	6.9%	6.6%	6.6%	7.5%
Fairly satisfied	28.1%	27.2%	27.5%	28.0%	30.0%	27.0%
Fairly dissatisfied	20.3%	25.3%	26.5%	15.3%	16.1%	18.9%
Very dissatisfied	17.8%	20.7%	19.8%	16.2%	15.4%	16.6%
Don't know	26.9%	19.6%	19.3%	33.8%	31.9%	30.1%
% very/ fairly satisfied	35%	35%	34%	35%	37%	35%
% very/ fairly dissatisfied	38%	46%	46%	32%	32%	36%

The refilling of salt bins

Satisfaction levels did not vary significantly by area. However, those who lived in Eildon and Teviot had higher levels of dissatisfaction.

The refilling of salt bins						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1982	368	387	343	421	428
Very satisfied	6.4%	6.5%	6.7%	5.5%	6.7%	6.5%
Fairly satisfied	26.5%	26.1%	26.1%	28.0%	27.6%	24.3%
Fairly dissatisfied	18.0%	22.6%	23.8%	13.1%	13.5%	17.8%
Very dissatisfied	16.5%	19.8%	19.9%	13.4%	14.3%	14.7%
Don't know	32.7%	25.0%	23.5%	39.9%	38.0%	36.7%
% very/ fairly satisfied	33%	33%	33%	34%	34%	31%
% very/ fairly dissatisfied	35%	42%	44%	27%	28%	33%

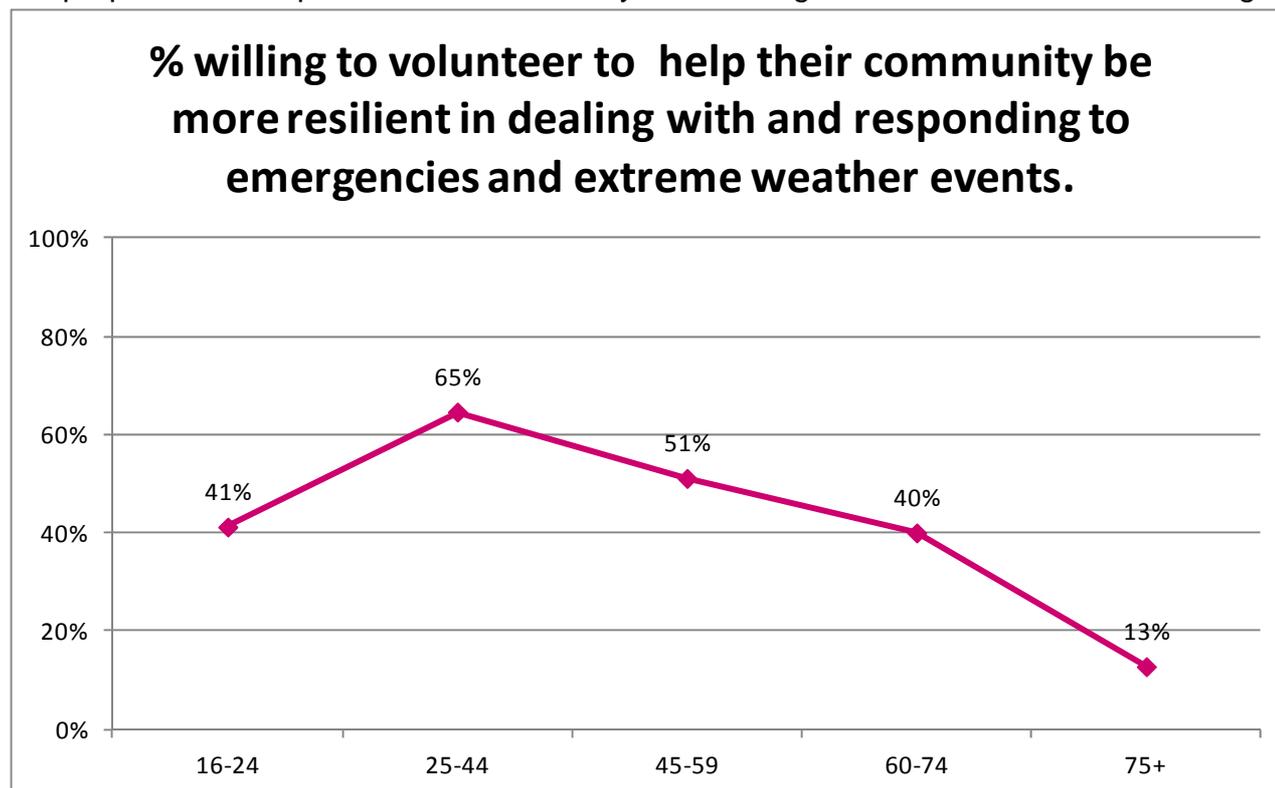
Community Resilience

More than 4 in 10 respondents (41%) said they would be willing to volunteer to help their town/ village/ neighbourhood be more resilient in dealing with and responding to emergencies and extreme weather events, for example by assisting the vulnerable and elderly in clearing snow from their footpaths and driveways etc.

Analysis by area revealed that those who lived in Tweeddale were most willing to volunteer in their community (47%), while those who live in Teviot (37%) and Berwickshire (37%) were the least interested in volunteering.

Q32 Would you be willing to volunteer to help your town/ village/ neighbourhood be more resilient in dealing with and responding to emergencies and extreme weather events?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1907	344	383	333	399	416
Yes	41.0%	44.8%	37.1%	47.7%	39.1%	37.3%
No	59.0%	55.2%	62.9%	52.3%	60.9%	62.7%

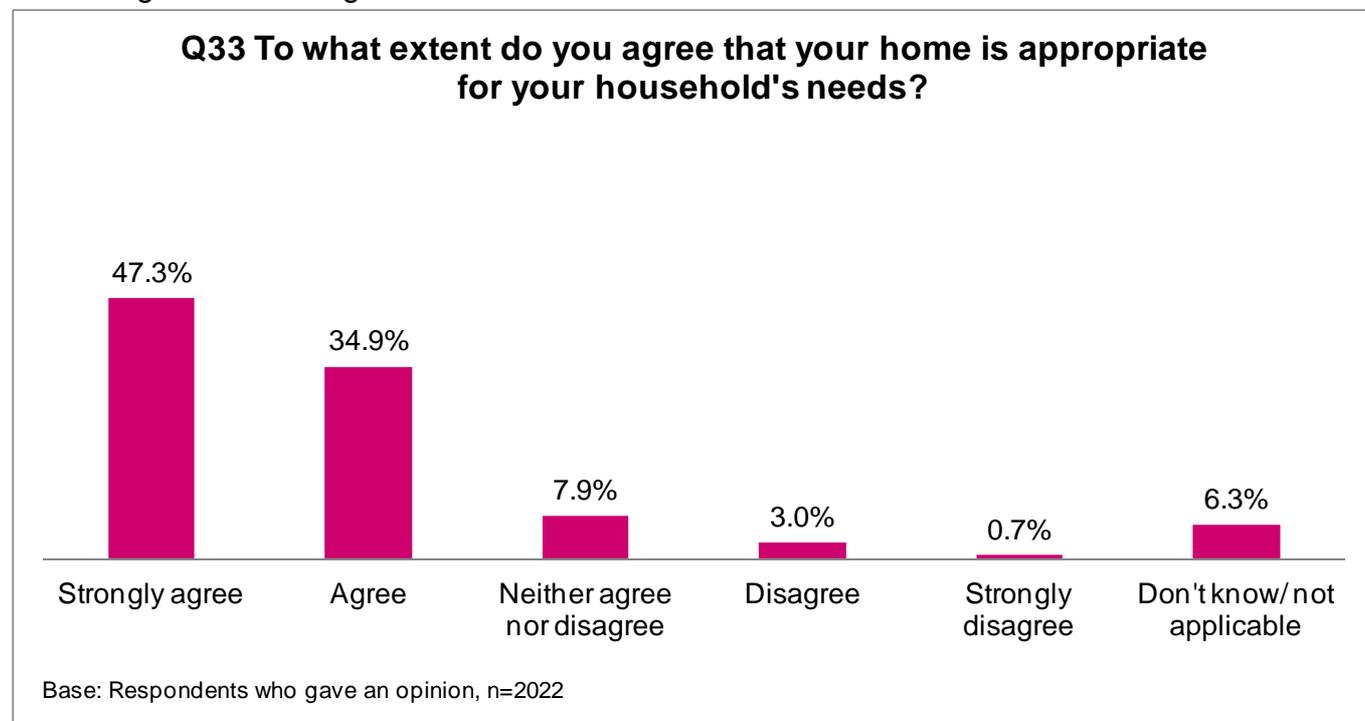
Respondents aged 25 to 44 were most willing to volunteer in these circumstances, thereafter the proportion of respondents who said they were willing to volunteer decreases with age.



3.11. Housing

Extent to which housing meets their needs

More than 8 in 10 respondents (82%) agreed or strongly agreed that their home was appropriate for their household's needs. On the other hand, 4% of respondents disagreed, 8% neither agreed nor disagreed and 6% were unsure.

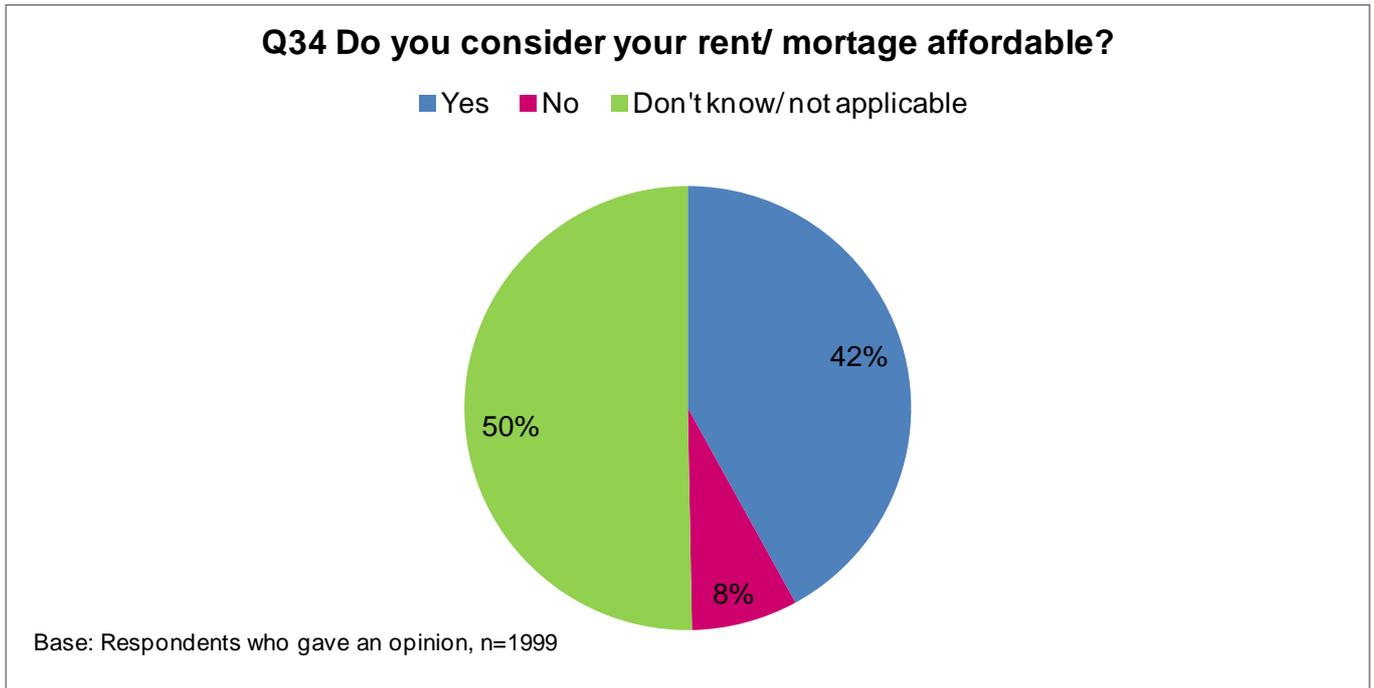


The overall level of agreement did not vary significantly by area, however the proportion of respondents who strongly agreed was highest amongst those who lived in Tweeddale (53%).

Q33 To what extent do you agree that your home is appropriate for your household's needs?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2022	374	396	346	433	440
Strongly agree	47.3%	46.8%	45.5%	53.2%	44.1%	46.1%
Agree	34.9%	34.0%	36.6%	33.2%	36.0%	35.9%
Neither agree nor disagree	7.9%	7.5%	6.3%	7.8%	9.9%	7.5%
Disagree	3.0%	3.7%	2.8%	2.6%	3.9%	2.0%
Strongly disagree	0.7%	0.5%	1.0%	0.6%	0.5%	0.9%
Don't know/ not applicable	6.3%	7.5%	7.8%	2.6%	5.5%	7.5%
% agree/ strongly agree	82%	81%	82%	86%	80%	82%
% disagree/ strongly disagree	4%	4%	4%	3%	4%	3%

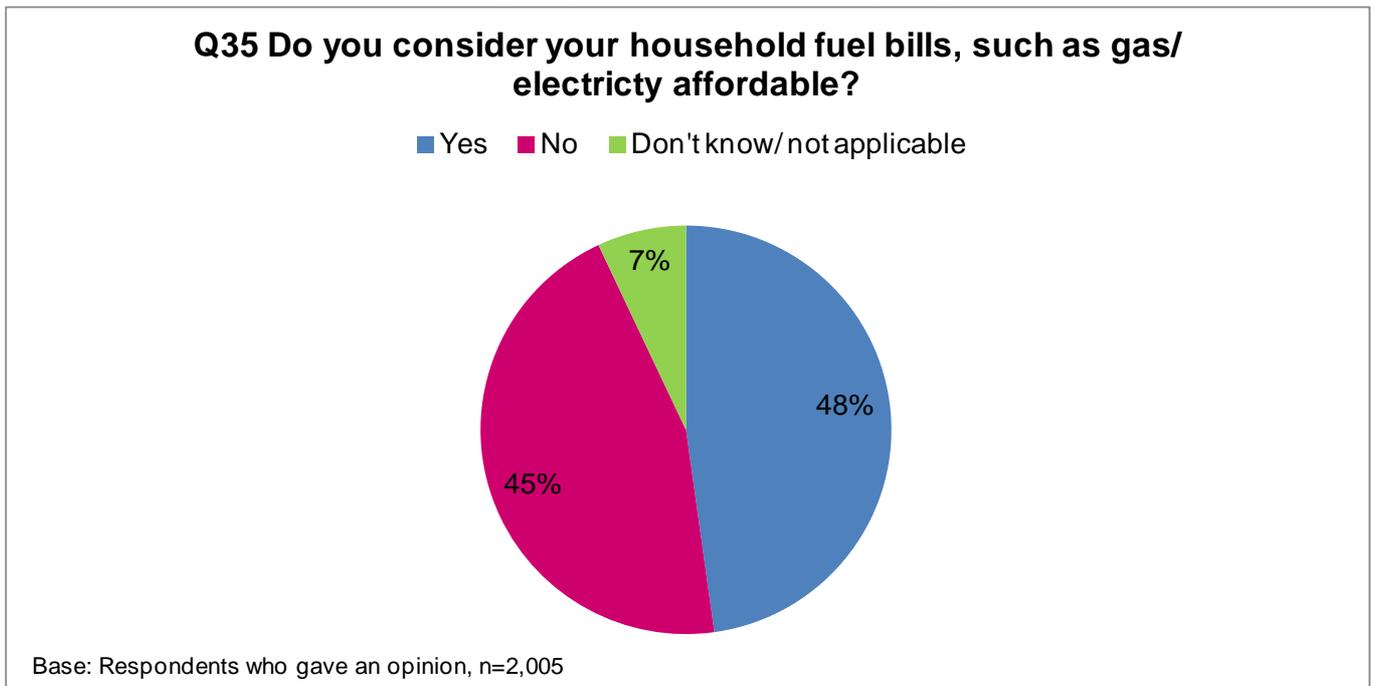
Affordability of rent/ mortgage

More than 4 in 10 respondents (42%) said that their rent or mortgage was affordable, 8% said it was not affordable and the remaining 50% said they did not know or that this question was not applicable.



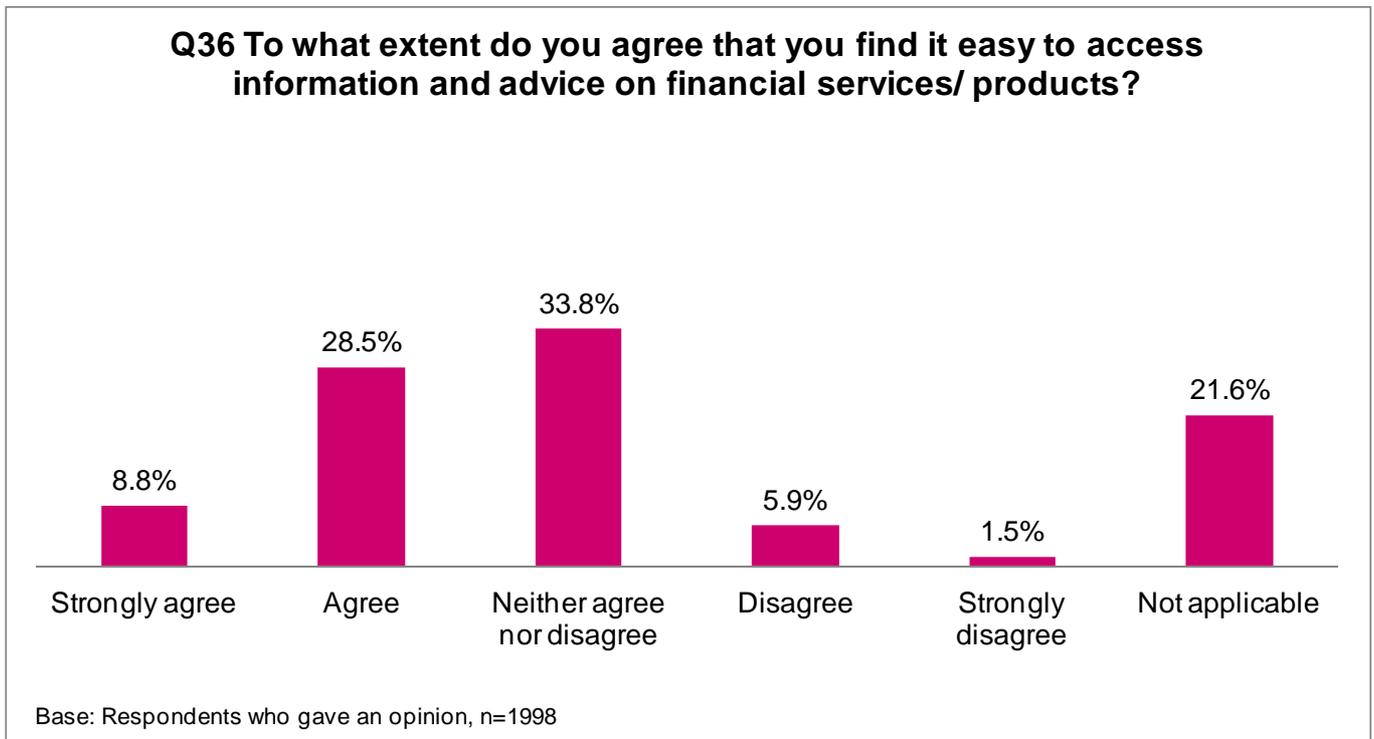
Affordability of gas/ electricity

In terms of the affordability of household fuel bills, slightly more respondents were of the opinion that their fuel bills were affordable (48%) than not affordable (45%).



Information and advice on financial services and products

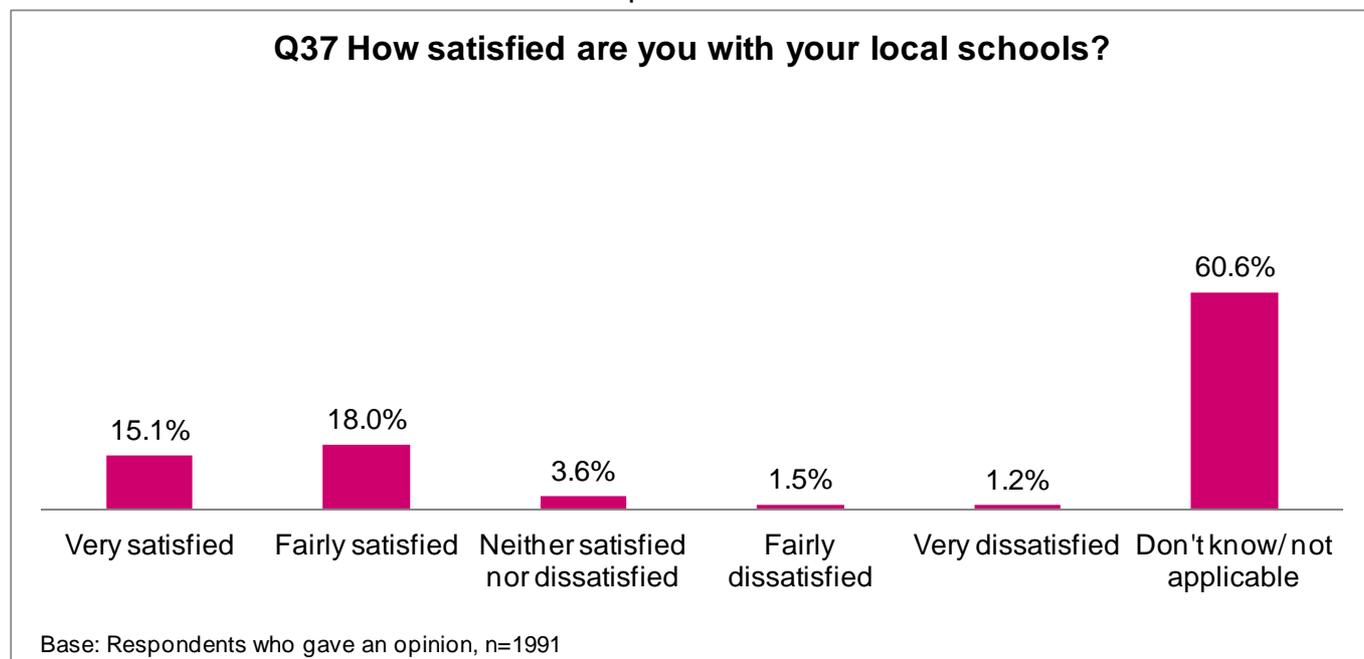
Over a third of respondents agreed or strongly agreed that they find it easy to access information and advice on financial services and products (37%). On the other hand, 7% disagreed with this, 34% neither agreed nor disagreed and 22% said this was not applicable.



3.12. Education

Local schools

With regards to local schools, 33% of respondents overall said they were very or fairly satisfied compared to 3% who were very or fairly dissatisfied, 4% who were neither satisfied nor dissatisfied and 61% who did not have an opinion.



Satisfaction with schools ranged from 28% for those who lived in Berwickshire to 39% for Teviot respondents. A higher proportion of Berwickshire respondents were unable to answer this question.

Q37 How satisfied are you with your local schools?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1991	366	389	345	422	436
Very satisfied	15.1%	15.6%	21.1%	13.0%	14.2%	11.9%
Fairly satisfied	18.0%	16.9%	17.7%	18.8%	20.4%	15.6%
Neither satisfied nor dissatisfied	3.6%	4.1%	2.8%	4.9%	2.6%	3.9%
Fairly dissatisfied	1.5%	2.5%	1.3%	2.3%	0.5%	0.9%
Very dissatisfied	1.2%	1.6%	1.0%	0.9%	1.4%	0.9%
Don't know/ not applicable	60.6%	59.3%	56.0%	60.0%	60.9%	66.7%
% very/ fairly satisfied	33%	33%	39%	32%	35%	28%
% very/ fairly dissatisfied	3%	4%	2%	3%	2%	2%

3.13. Social Work

Satisfaction with social work services

A new question about social work services was asked in the 2013 questionnaire. Respondents were asked to rate their satisfaction with various social work services that they have experience of. The analysis of this question is based on those who were able to give an opinion and excludes the don't know response. Satisfaction was highest in terms of Bordercare (83%), Care at Home (78%) and Residential Care (77%). On the other hand, dissatisfaction levels were highest for those who had experience of the family support service (26%), regarding support with learning disabilities (23%) and additional support needs (21%).

Q38 Satisfaction with Social Work services								
	Base	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	% very/ fairly satisfied	% very/ fairly dissatisfied
Bordercare	163	60.7%	22.7%	11.7%	3.1%	1.8%	83%	5%
Care at Home	205	46.8%	31.2%	11.2%	9.3%	1.5%	78%	11%
Residential Care	119	41.2%	35.3%	14.3%	5.9%	3.4%	77%	9%
Welfare benefits	211	37.0%	34.1%	14.2%	8.1%	6.6%	71%	15%
Day services	100	40.0%	30.0%	18.0%	5.0%	7.0%	70%	12%
Sensory services	61	29.5%	39.3%	27.9%	1.6%	1.6%	69%	3%
Mental health	153	31.4%	35.9%	16.3%	9.2%	7.2%	67%	16%
Additional support needs	76	32.9%	28.9%	17.1%	11.8%	9.2%	62%	21%
Learning disability	70	24.3%	30.0%	22.9%	11.4%	11.4%	54%	23%
Integrated children's loyalty services	57	22.8%	28.1%	31.6%	5.3%	12.3%	51%	18%
Fostering and adoption	39	28.2%	20.5%	33.3%	7.7%	10.3%	49%	18%
Family support service	66	24.2%	21.2%	28.8%	13.6%	12.1%	45%	26%

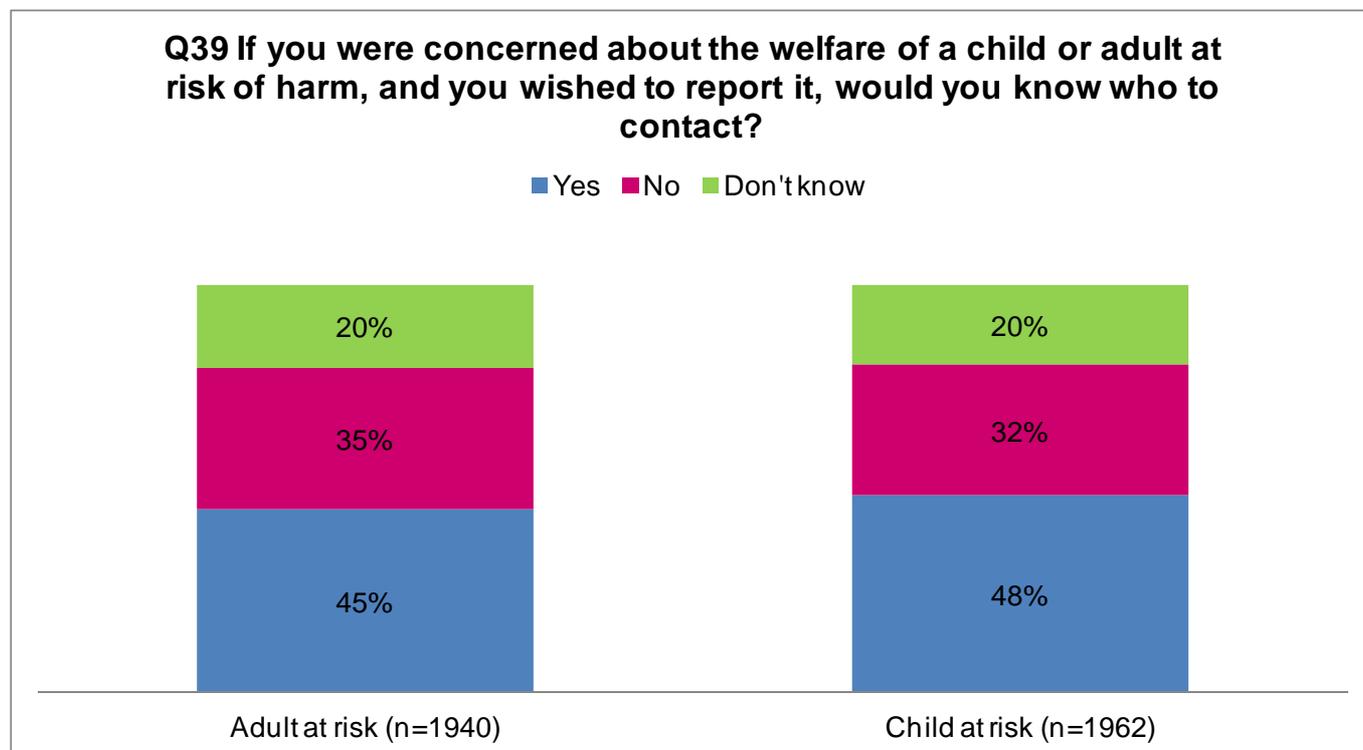
Additional comments on social work services

Respondents were asked to provide any additional comments they had on the various social work services. Where respondents did provide comments this was mainly regarding excellent service or where the staff were very helpful (38%) or general comments about the services accessed (21%).

Q38 Please provide some additional comments on the above services		
Base: provided comments, n=177	No.	%
Excellent service/staff very helpful	68	38%
General comment about services accessed	38	21%
Need more care resources/staff improvement	29	16%
More support/advice needed	16	9%
Waiting times long/communication needs improved	10	6%
Social work requires improvements/too long for visit	8	5%
Problem with benefits	7	4%
Mental health services needs investment/no support	4	2%
Other	17	10%

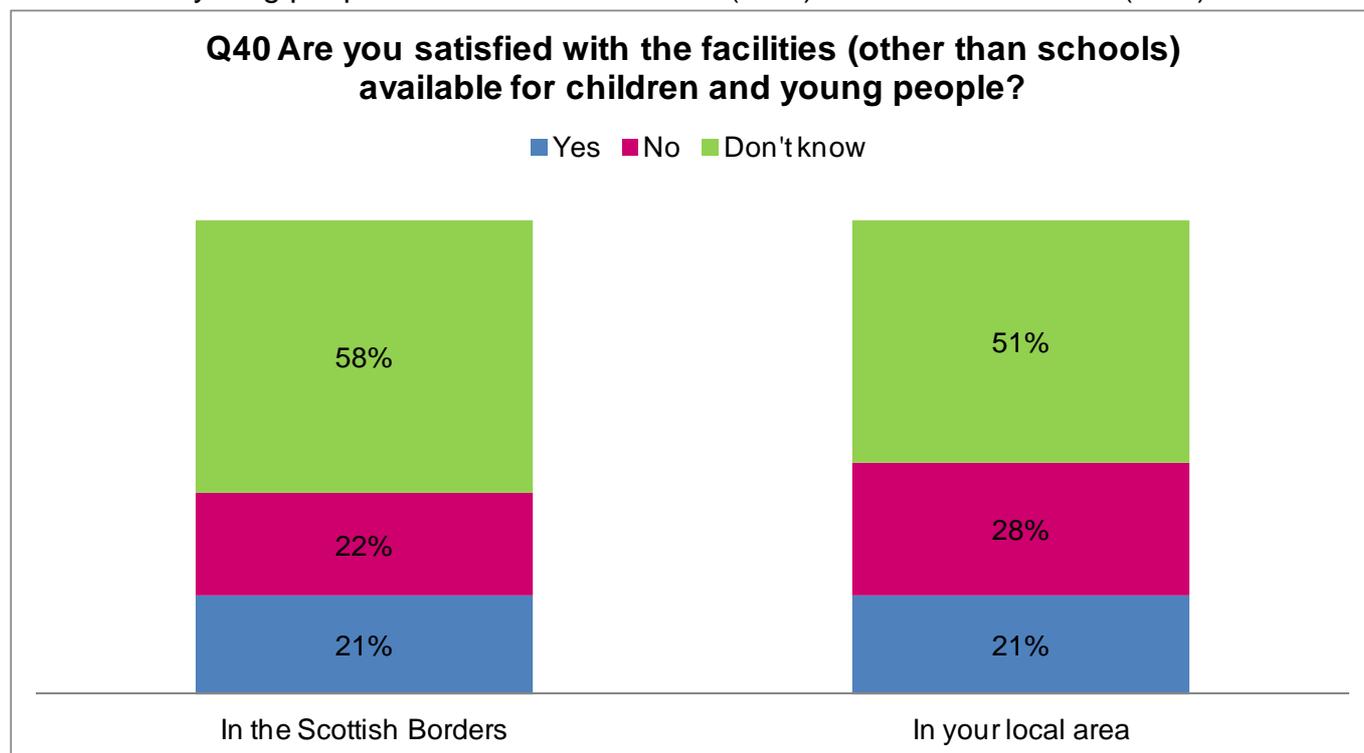
Reporting concerns about the welfare of a child or vulnerable adult

Respondents were asked if they were concerned about the welfare of a child or adult at risk of harm, and they wished to report it, whether they would know who to contact. 45% of respondents said they would know who to contact if it was an adult at risk and 48% said they would know who to contact if it were a child at risk.



Facilities for children and young people

Over 1 in 5 respondents were satisfied with the facilities (other than schools) available for children and young people in the Scottish Borders (21%) and in the local area (21%).



Analysis by area reveals that respondents who lived in Teviot were most satisfied with the facilities in their local area for children and young people (27%). On the other hand, those who lived in Berwickshire were least satisfied (15%).

Satisfaction with facilities in your local area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1911	361	367	332	402	416
Yes	21%	20%	27%	22%	22%	15%
No	28%	30%	27%	24%	27%	32%
Don't know	51%	50%	46%	55%	51%	54%

The table below shows a breakdown of the type of comments respondents gave when asked for their additional comments about facilities for children and young people. The majority of comments were where respondents felt there was nothing for children to do in the area or that there were no or limited facilities.

Q40 Additional comments about facilities for children and young people		
Base: provided comments, n=414	No.	%
Nothing for them to do/need more clubs etc	123	30%
None/Very limited facilities	105	25%
There is plenty of facilities in the area/lots available to do	66	16%
Facilities need upgrading/improvements	25	6%
Outdoor activities e.g. skate parks, tennis courts	21	5%
Poor transport links to get to places	19	5%
Don't know what is available/don't use	18	4%
More indoor facilities required/bowling, youth clubs etc	16	4%
Costs are high	8	2%
Different choices are required	8	2%
More support for school leavers/ job prospects/ careers advice	6	1%
Facilities shutting down	3	1%
Other	35	9%

3.14. Community safety and policing

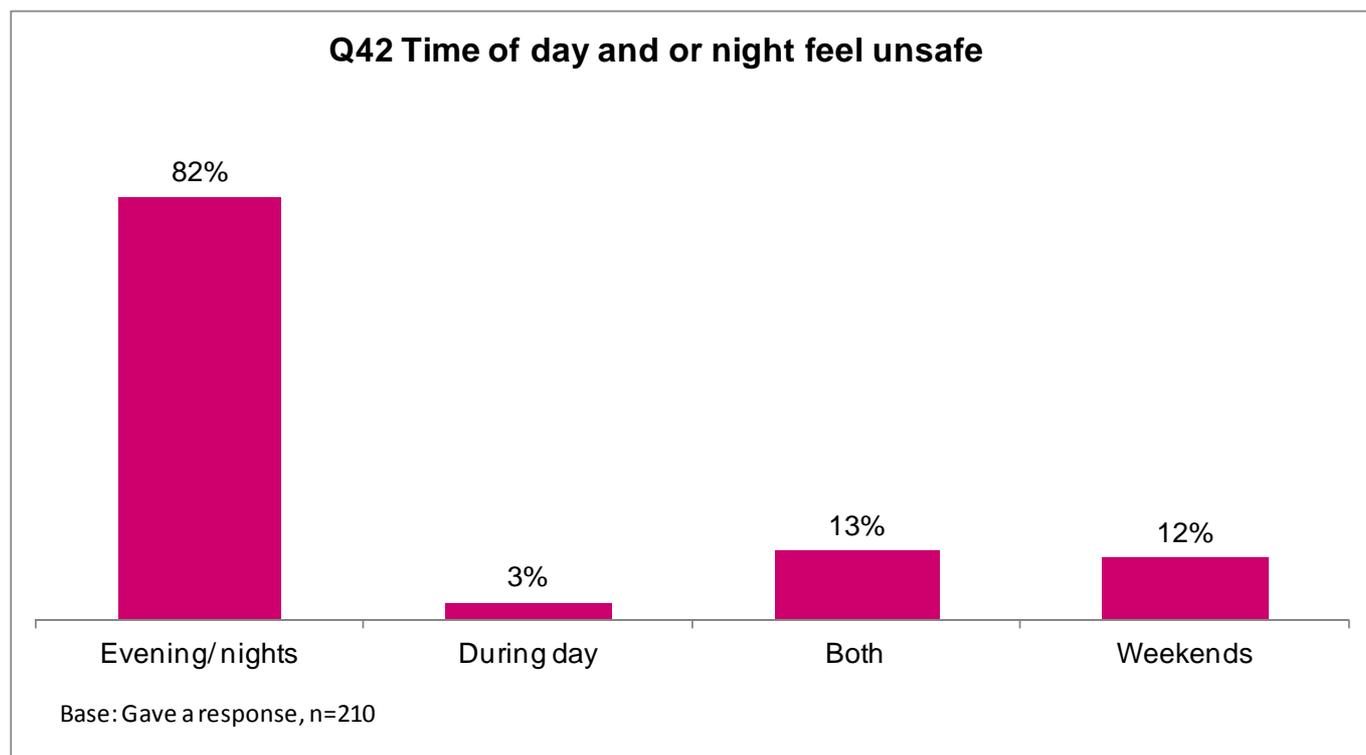
Situations where respondents feel unsafe

More than 1 in 10 respondents (12%) said there were places in their local area where they felt unsafe. This is less than in 2010 where 20% said there were places where they felt unsafe.

Towns which were mentioned the most included Hawick and Galashiels.

Q42 Place feel unsafe (including town)		
Base: Gave an opinion, n=211	No.	%
Anywhere e.g. towns, villages, streets, bus stations, parks	55	26%
Hawick	51	24%
Galashiels	26	12%
Peebles	17	8%
Kelso	15	7%
Selkirk	13	6%
Eyemouth	12	6%
Jedburgh	5	2%
Duns	5	2%
Coldstream	4	2%
Melrose	4	2%
Innerleithan	3	1%
Other	6	3%

With regards to the time of day and or night when those who responded feel unsafe, more than 8 in 10 respondents (82%) said they felt unsafe in the evening or at night (82%), 3% felt unsafe during the day, 13% felt unsafe both during the day and at nights and 12% felt unsafe at weekends.



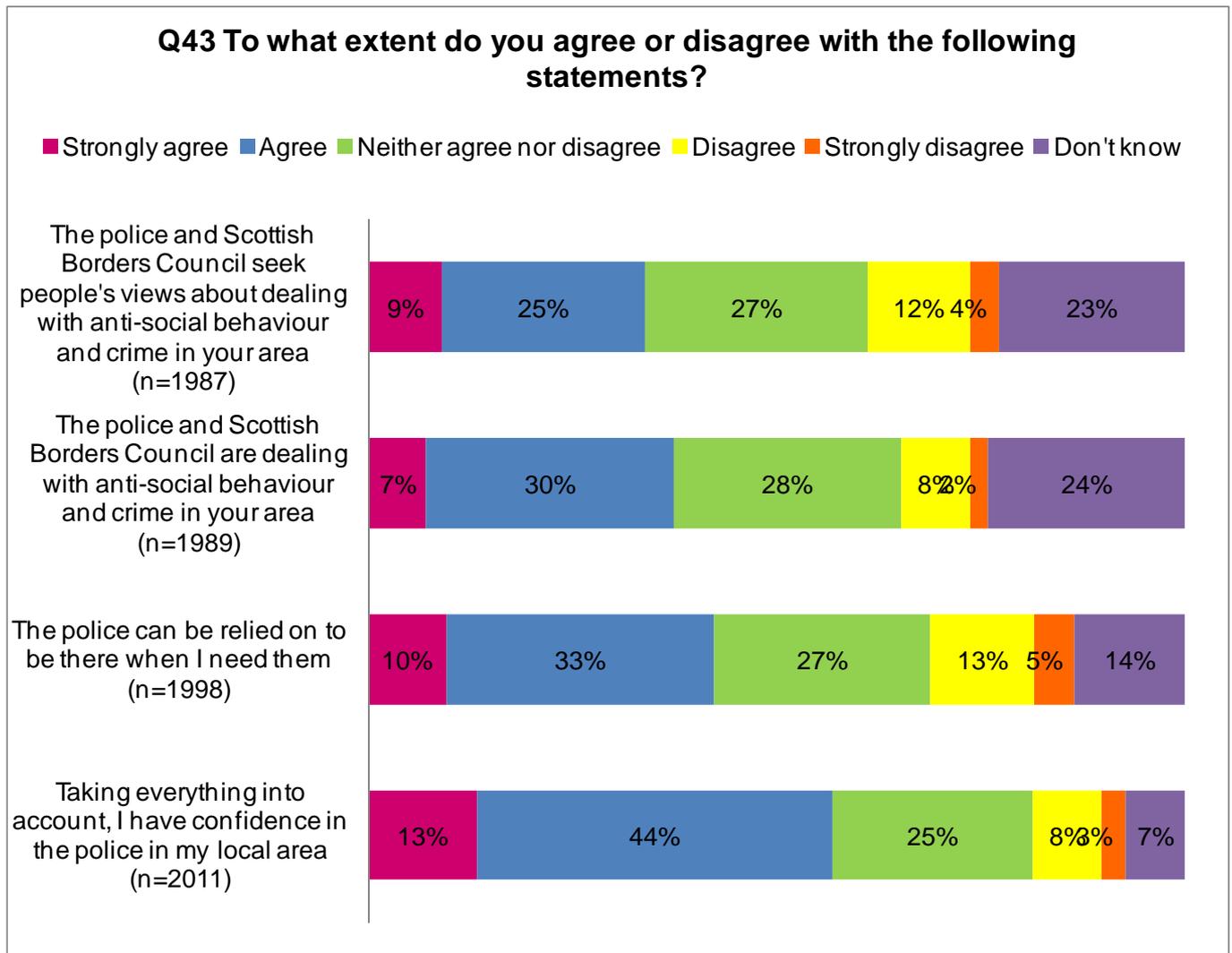
When asked about the nature of the problem, over 4 in 10 respondents (43%) cited youth disorder, and 28% mentioned problems with drugs or alcohol.

Q42 Nature of problem		
Base: gave a response, n=211	No.	%
Groups of youths e.g. loitering, making noise, causing trouble	91	43%
Drunk/ drug problems	58	28%
Don't feel safe/ no security	23	11%
Anti social behaviour	20	10%
Poor lit areas/ not enough lighting	20	10%
No police presence	17	8%
Speeding traffic/ boy racers	10	5%
Age/ health reasons	4	2%
Other	6	3%

Policing service

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:

- 34% agreed and 16% disagreed that the police and Scottish Borders Council seek people's views about dealing with anti social behaviour and crime in the area;
- 37% agreed and 11% disagreed that the police and Scottish Borders Council are dealing with anti social behaviour and crime in the area;
- 42% agreed and 18% disagreed that the police can be relied on to be there when people need them;
- 57% agreed and 11% disagreed that they have confidence in the police in their local area.



The table below shows the results for 2013 compared to those from 2010. The proportion of respondents in agreement with these statements has increased for all. The biggest increase can be seen regarding being able to rely on police when you need them and having confidence in the police in the local area (both increased by 6 percentage points).

Q43 To what extent do you agree or disagree with the following statements? (2010/2013 comparison)				
	2010		2013	
	% agree	% disagree	% agree	% disagree
The police and Scottish Borders Council seek peoples' views about dealing with anti-social behaviour and crime in your area	29%	22%	34%	16%
The police and Scottish Borders Council are dealing with anti-social behaviour and crime in your area	34%	15%	37%	11%
The police can be relied on to be there when I need them	38%	23%	42%	18%
Taking everything into account, I have confidence in the police in my local area	51%	15%	57%	11%

Seeking people's views about dealing with anti-social behaviour and crime

Analysis by area shows that those who lived in Teviot were most likely to agree that the police and Scottish Borders Council seeks peoples' views about dealing with anti-social behaviour and crime in their area. On the other hand, Tweeddale respondents were least likely to agree with this statement (25%). It should be noted that Teviot respondents were most likely to have an opinion on this statement with fewer respondents answering 'don't know' than in other areas.

The police and Scottish Borders Council seek peoples' views about dealing with anti-social behaviour and crime in your area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1987	365	385	347	424	432
Strongly agree	8.9%	6.8%	12.5%	5.8%	10.8%	8.3%
Agree	25.0%	27.7%	28.3%	19.3%	24.8%	25.9%
Neither agree nor disagree	27.3%	26.3%	25.5%	28.0%	28.3%	28.2%
Disagree	12.4%	12.6%	13.2%	15.3%	12.7%	7.6%
Strongly disagree	3.6%	5.8%	4.2%	4.0%	1.2%	3.0%
Don't know	22.8%	20.8%	16.4%	27.7%	22.2%	26.9%
% agree/ strongly agree	34%	35%	41%	25%	36%	34%
% disagree/ strongly disagree	16%	18%	17%	19%	14%	11%

Dealing with anti social behaviour and crime

Teviot respondents were most likely to agree that the police and the Council are dealing with anti social behaviour and crime within their area (44%), while Tweeddale respondents were least likely to agree (30%). It should be noted that Teviot respondents were most likely to have an opinion on this statement with fewer respondents answering 'don't know' than in other areas.

The police and Scottish Borders Council are dealing with anti-social behaviour and crime in your area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1989	368	387	346	425	430
Strongly agree	7.1%	6.0%	10.1%	5.2%	7.8%	6.7%
Agree	30.3%	31.5%	33.6%	24.3%	31.3%	31.2%
Neither agree nor disagree	27.8%	25.5%	25.1%	29.2%	27.1%	30.7%
Disagree	8.4%	10.6%	10.6%	10.4%	7.5%	3.7%
Strongly disagree	2.3%	3.8%	2.8%	1.7%	0.9%	1.9%
Don't know	24.1%	22.6%	17.8%	29.2%	25.4%	25.8%
% agree/ strongly agree	37%	38%	44%	30%	39%	38%
% disagree/ strongly disagree	11%	14%	13%	12%	8%	6%

Being able to rely on police when you need them

In terms of being able to rely on police when you need them, just under half of Teviot respondents agreed that the police could be relied on to be there when they needed them (47%). On the other hand, Tweeddale respondents (37%) were least likely to agree with this statement.

The police can be relied on to be there when I need them						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1998	372	385	347	425	435
Strongly agree	9.5%	7.0%	13.8%	6.6%	9.9%	9.7%
Agree	32.9%	36.3%	33.5%	30.8%	30.1%	35.2%
Neither agree nor disagree	26.5%	23.9%	22.3%	30.0%	26.1%	29.7%
Disagree	12.8%	14.0%	14.8%	14.1%	13.9%	7.6%
Strongly disagree	4.9%	6.2%	4.9%	5.2%	4.2%	3.4%
Don't know	13.5%	12.6%	10.6%	13.3%	15.8%	14.5%
% agree/ strongly agree	42%	43%	47%	37%	40%	45%
% disagree/ strongly disagree	18%	20%	20%	19%	18%	11%

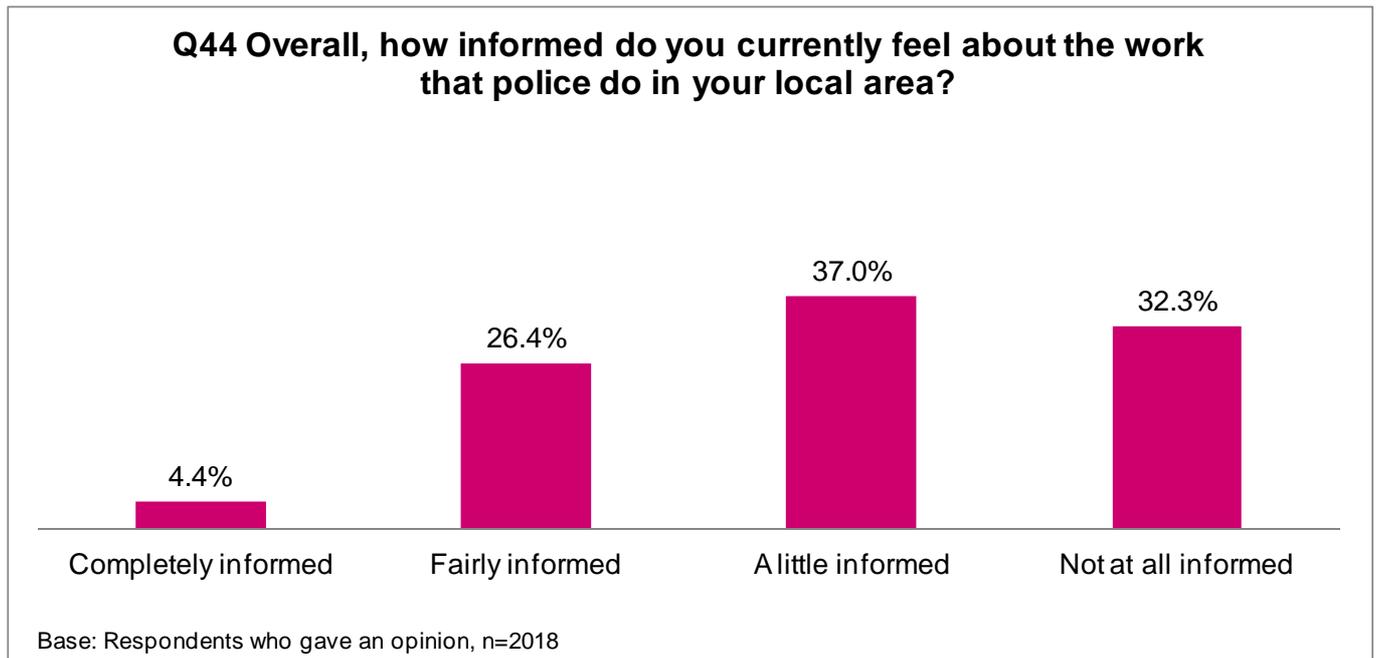
Having confidence in the police service

Berwickshire respondents were the most likely to agree that they have confidence in the police in their local area (62%).

Taking everything into account, I have confidence in the police in my local area						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2011	375	389	348	429	436
Strongly agree	13.3%	10.7%	16.2%	10.3%	14.9%	14.0%
Agree	43.6%	45.3%	39.3%	46.8%	40.3%	47.9%
Neither agree nor disagree	24.5%	25.1%	24.7%	23.3%	25.9%	22.7%
Disagree	8.4%	8.5%	10.3%	9.8%	7.5%	5.7%
Strongly disagree	2.9%	4.0%	3.1%	2.6%	2.6%	2.1%
Don't know	7.4%	6.4%	6.4%	7.2%	8.9%	7.6%
% agree/ strongly agree	57%	56%	56%	57%	55%	62%
% disagree/ strongly disagree	11%	13%	13%	12%	10%	8%

Information about the work the police do in the local area

The questionnaire asked respondents for their opinions on how well informed they felt about the work that the police do in their local area. 31% of respondents stated they felt completely or fairly informed, 37% said they felt a little informed and 32% said they did not feel informed at all.

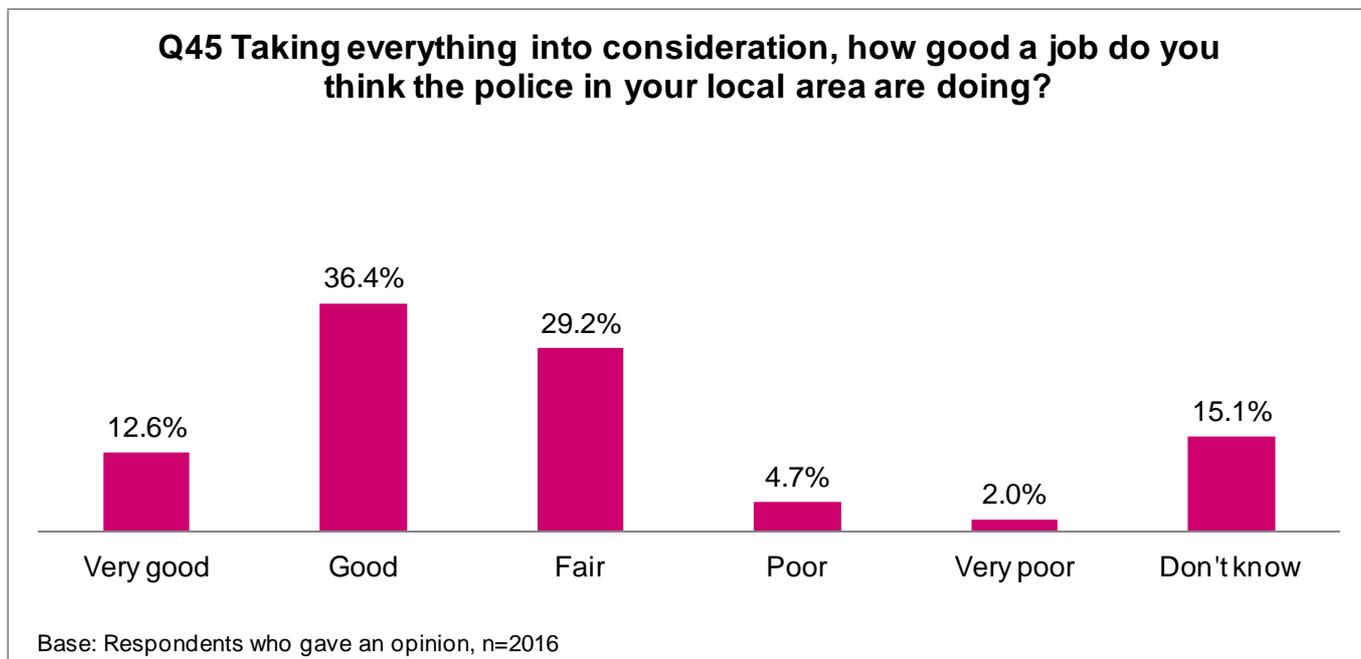


The proportion of respondents who felt completely or fairly informed about the work that the police do in their local area has remained consistent with the 2010 results where 32% said they felt completely or fairly informed.

Q44 Overall, how informed do you currently feel about the work that police do in your local area? (2010/2013 comparison)		
	2010	2013
Completely informed	4%	4.4%
Fairly informed	28%	26.4%
A little informed	33%	37.0%
Not at all informed	35%	32.3%

Overall satisfaction with police service in the local area

In terms of overall satisfaction with the police service within the local area, just under half of respondents (49%) said that the police were doing a very good or good job in their local area, 29% said they were doing a fair job, 7% said they were doing a poor or very poor job and 15% were unsure.



Compared to 2010, satisfaction with the police service has increased marginally from 47% in 2010 to 49% in 2013. The proportion of dissatisfaction has decreased from 10% in 2010 to 7% in 2013.

Q45 Taking everything into consideration, how good a job do you think the police in your local area are doing? (2010/2013 comparison)		
	2010	2013
Very good	13%	12.6%
Good	34%	36.4%
Fair	31%	29.2%
Poor	8%	4.7%
Very poor	2%	2.0%
Don't know	13%	15.1%
% very good/ good	47%	49%
% very poor/ poor	10%	7%

Analysis by area reveals that Berwickshire respondents were most likely to have said the police are doing a very good or good job in their area (53%).

Q45 Taking everything into consideration, how good a job do you think the police in your local area are doing?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2018	374	392	347	433	437
Very good	12.6%	15.5%	13.3%	10.7%	12.2%	11.7%
Good	36.4%	33.4%	35.7%	36.0%	36.7%	41.0%
Fair	29.2%	29.9%	29.6%	30.3%	28.6%	27.2%
Poor	4.7%	4.5%	6.9%	5.5%	4.4%	2.1%
Very poor	2.0%	2.9%	1.8%	1.4%	2.1%	1.6%
Don't know	15.1%	13.6%	12.8%	16.1%	15.9%	16.5%
% very good/ good	49%	49%	49%	47%	49%	53%
% very poor/ poor	7%	7%	9%	7%	7%	4%

Neighbourhood problems

With regards to neighbourhood problems, the top five concerns for respondents were:

- Dangerous driving or speeding (38% stating very/ fairly common)
- Rubbish and litter lying around (36%)
- People using or dealing drugs (19%)
- People being drunk or rowdy in public (18%)
- Noisy neighbours (11%)

Q46 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
Noisy neighbours or loud parties	1985	3.5%	7.3%	32.0%	52.5%	4.6%
Rubbish and litter lying around	2000	11.8%	24.1%	33.8%	28.2%	2.1%
People being drunk or rowdy in public places	1980	5.0%	12.7%	32.9%	43.4%	6.0%
Abandoned or burnt out cars	1981	0.1%	0.6%	9.5%	82.9%	6.9%
Vandalism or graffiti to property or vehicles	1983	1.5%	5.2%	25.0%	62.7%	5.5%
People using or dealing drugs	1989	6.2%	12.5%	18.4%	39.4%	23.5%
Off road motorbikes	1977	1.9%	6.7%	20.5%	58.1%	12.7%
Callers at the door	1979	5.0%	17.3%	40.0%	34.3%	3.4%
Groups or individuals intimidating or harassing others	1978	2.0%	5.0%	24.5%	58.2%	10.3%
Racially motivated attacks	1978	0.4%	0.8%	13.2%	70.7%	15.0%
Parking problems	1989	12.5%	19.3%	21.3%	40.9%	6.0%
People setting fires to cause damage	1972	0.5%	0.8%	13.4%	73.7%	11.6%
Youths causing annoyance	1974	4.1%	9.9%	26.4%	52.4%	7.2%
Dangerous driving or speeding	1987	11.0%	27.4%	28.9%	27.5%	5.1%

Neighbourhood problems have decreased or stayed the same since the 2010 survey, with the exception of rubbish and litter lying around which has increased by 6 percentage points.

Q49 Neighbourhood Problems (% stating very/ fairly common)					
	2007	2008	2009	2010	2013
Noisy neighbours or loud parties	13%	12%	14%	14%	11%
Rubbish and litter lying around	40%	39%	34%	30%	36%
People being drunk or rowdy in public places	27%	25%	23%	22%	18%
Abandoned or burnt out cars	3%	2%	2%	1%	1%
Vandalism or graffiti to property or vehicles	20%	17%	14%	10%	7%
People using or dealing drugs	20%	20%	20%	22%	19%
Groups or individuals intimidating or harassing others	15%	14%	12%	9%	7%
Racially motivated attacks	2%	1%	1%	1%	1%
People setting fires to cause damage	1%	1%	1%	2%	1%
Dangerous driving or speeding	34%	38%	36%	46%	38%

Noisy neighbours or loud parties

Analysis by area reveals that noisy neighbours or loud parties was the biggest concern for Teviot respondents (14%), and less of a concern for those who lived in Cheviot (8%).

Noisy neighbours or loud parties						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1985	367	389	343	424	427
Very common	3.5%	5.4%	4.4%	2.3%	2.8%	2.3%
Fairly common	7.3%	5.4%	9.3%	8.7%	5.2%	7.5%
Not very common	32.0%	31.9%	36.8%	31.8%	30.7%	29.5%
Not at all common	52.5%	52.6%	46.0%	51.6%	56.1%	56.2%
Don't know	4.6%	4.6%	3.6%	5.5%	5.2%	4.4%
% very/ fairly common	11%	11%	14%	11%	8%	10%
% not very/ not at all common	85%	85%	83%	83%	87%	86%

Rubbish and litter lying around

Rubbish and litter was the biggest concern for Eildon respondents, with 43% stating this was a very or fairly common problem.

Rubbish and litter lying around						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2000	370	396	347	424	428
Very common	11.8%	15.9%	12.6%	6.3%	9.7%	12.9%
Fairly common	24.1%	26.8%	24.2%	23.1%	21.2%	25.2%
Not very common	33.8%	28.9%	32.6%	38.6%	34.9%	34.6%
Not at all common	28.2%	25.9%	28.3%	30.0%	31.4%	25.9%
Don't know	2.1%	2.4%	2.3%	2.0%	2.8%	1.4%
% very/ fairly common	36%	43%	37%	29%	31%	38%
% not very/ not at all common	62%	55%	61%	69%	66%	61%

People being drunk or rowdy in public

People being drunk or rowdy in public was more of a concern for Teviot (22%) and Eildon respondents (21%), and was considered less of a concern for those who lived in Berwickshire (12%).

People being drunk or rowdy in public places						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1980	366	383	345	426	425
Very common	5.0%	7.7%	6.0%	3.5%	4.7%	3.1%
Fairly common	12.7%	13.4%	15.7%	13.3%	11.7%	9.2%
Not very common	32.9%	34.7%	32.9%	33.9%	32.9%	31.5%
Not at all common	43.4%	38.5%	39.4%	43.8%	43.2%	50.8%
Don't know	6.0%	5.7%	6.0%	5.5%	7.5%	5.4%
% very/ fairly common	18%	21%	22%	17%	16%	12%
% not very/ not at all common	76%	73%	72%	78%	76%	82%

Abandoned or burnt out cars

Problems with abandoned or burnt out cars did not vary significantly by area.

Abandoned or burnt out cars						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1981	366	384	346	425	426
Very common	0.1%	-	-	-	-	0.5%
Fairly common	0.6%	1.4%	0.8%	0.6%	0.2%	0.2%
Not very common	9.5%	8.2%	13.3%	9.2%	8.0%	8.5%
Not at all common	82.9%	83.3%	79.9%	84.1%	82.4%	84.7%
Don't know	6.9%	7.1%	6.0%	6.1%	9.4%	6.1%
% very/ fairly common	1%	1%	1%	1%	0%	1%
% not very/ not at all common	92%	92%	93%	93%	90%	93%

Vandalism or graffiti to property or vehicles

Eildon had the largest proportion of respondents who said that vandalism or graffiti was a very or fairly common problem in the area (11%). On the other hand, fewer respondents who lived in Tweeddale said that this was a common problem (3%).

Vandalism or graffiti to property or vehicles						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1983	367	386	345	425	425
Very common	1.5%	2.5%	1.8%	0.6%	0.9%	1.2%
Fairly common	5.2%	8.7%	7.3%	2.6%	3.8%	4.0%
Not very common	25.0%	23.4%	26.7%	27.8%	26.1%	21.9%
Not at all common	62.7%	59.7%	58.5%	64.3%	61.9%	68.2%
Don't know	5.5%	5.7%	5.7%	4.6%	7.3%	4.7%
% very/ fairly common	7%	11%	9%	3%	5%	5%
% not very/ not at all common	88%	83%	85%	92%	88%	90%

People using or dealing drugs

Teviot respondents were significantly more likely to consider drug problems a very or fairly common in the local area (24%) than those who lived in Cheviot (14%).

People using or dealing drugs						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1989	370	387	346	426	425
Very common	6.2%	8.9%	6.5%	4.9%	5.2%	5.4%
Fairly common	12.5%	13.0%	17.6%	11.0%	8.5%	11.1%
Not very common	18.4%	15.7%	18.1%	20.2%	19.7%	18.8%
Not at all common	39.4%	39.5%	39.8%	37.9%	38.0%	42.6%
Don't know	23.5%	23.0%	18.1%	26.0%	28.6%	22.1%
% very/ fairly common	19%	22%	24%	16%	14%	17%
% not very/ not at all common	58%	55%	58%	58%	58%	61%

Off road motorbikes

The extent to which respondents considered off road motorbikes to be a problem does not vary significantly by area.

Off road motorbikes						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1977	364	388	344	423	424
Very common	1.9%	1.1%	2.1%	1.5%	1.7%	2.8%
Fairly common	6.7%	6.3%	6.2%	8.7%	6.1%	6.1%
Not very common	20.5%	15.9%	23.7%	19.8%	17.3%	25.0%
Not at all common	58.1%	62.1%	58.0%	55.2%	58.6%	56.6%
Don't know	12.7%	14.6%	10.1%	14.8%	16.3%	9.4%
% very/ fairly common	9%	7%	8%	10%	8%	9%
% not very/ not at all common	79%	78%	82%	75%	76%	82%

Callers at the door

With regards to callers at the door, the proportion of respondents who said this was a very or fairly common problem varied from 17% in Teviot to 31% for those who lived in Eildon.

Callers at the door						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1979	368	384	345	422	426
Very common	5.0%	6.8%	3.6%	3.8%	6.4%	4.5%
Fairly common	17.3%	24.2%	13.3%	18.8%	19.2%	11.7%
Not very common	40.0%	38.3%	40.1%	41.4%	38.9%	41.8%
Not at all common	34.3%	27.7%	38.8%	33.0%	31.5%	39.0%
Don't know	3.4%	3.0%	4.2%	2.9%	4.0%	3.1%
% very/ fairly common	22%	31%	17%	23%	26%	16%
% not very/ not at all common	74%	66%	79%	74%	70%	81%

Groups or individuals intimidating or harassing others

The proportion of respondents who said that groups or individuals intimidating or harassing others was a common problem varied from 5% in Tweeddale to 9% in Eildon.

Groups or individuals intimidating or harassing others						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1978	366	385	345	426	422
Very common	2.0%	3.0%	2.1%	1.7%	1.6%	1.4%
Fairly common	5.0%	6.0%	6.2%	3.2%	4.5%	4.5%
Not very common	24.5%	26.0%	24.9%	26.1%	23.9%	22.7%
Not at all common	58.2%	56.3%	57.7%	60.0%	56.1%	61.1%
Don't know	10.3%	8.7%	9.1%	9.0%	13.8%	10.2%
% very/ fairly common	7%	9%	8%	5%	6%	6%
% not very/ not at all common	83%	82%	83%	86%	80%	84%

Racially motivated attacks

Problems with racially motivated attacks did not vary significantly by area.

Racially motivated attacks						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1978	365	386	345	424	424
Very common	0.4%	0.5%	-	0.3%	0.2%	0.5%
Fairly common	0.8%	1.1%	2.1%	0.3%	-	0.5%
Not very common	13.2%	12.1%	18.1%	10.1%	11.6%	14.2%
Not at all common	70.7%	71.8%	68.4%	72.8%	67.9%	72.6%
Don't know	15.0%	14.5%	11.4%	16.5%	20.3%	12.3%
% very/ fairly common	1%	2%	2%	1%	0%	1%
% not very/ not at all common	84%	84%	87%	83%	80%	87%

Parking problems

Those who lived in Eildon (36%) and Tweeddale (36%) were most likely to have stated that parking was a common problem in their area. On the other hand, parking was less of a concern for those who lived in Berwickshire (27%) and Cheviot (28%).

Parking problems						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1989	369	389	345	424	427
Very common	12.5%	13.8%	15.7%	15.9%	9.9%	8.4%
Fairly common	19.3%	22.0%	18.0%	20.3%	17.7%	18.3%
Not very common	21.3%	23.3%	18.0%	20.0%	24.5%	20.6%
Not at all common	40.9%	35.2%	42.7%	37.1%	41.0%	47.1%
Don't know	6.0%	5.7%	5.7%	6.7%	6.8%	5.6%
% very/ fairly common	32%	36%	34%	36%	28%	27%
% not very/ not at all common	62%	59%	61%	57%	66%	68%

People setting fires to cause damage

Problems with people setting fires to cause damage did not vary significantly by area.

People setting fires to cause damage						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1972	363	387	343	422	423
Very common	0.5%	0.6%	0.3%	0.6%	0.2%	0.5%
Fairly common	0.8%	0.8%	1.0%	1.2%	0.5%	0.5%
Not very common	13.4%	13.8%	16.0%	12.0%	11.8%	13.5%
Not at all common	73.7%	74.9%	71.3%	75.8%	71.1%	75.7%
Don't know	11.6%	9.9%	11.4%	10.5%	16.4%	9.9%
% very/ fairly common	1%	1%	1%	2%	1%	1%
% not very/ not at all common	87%	89%	87%	88%	83%	89%

Youths causing annoyance

Problems with youths was significantly more of a problem for those who lived in Eildon (20%) than for those who lived in Tweeddale and Berwickshire (both 11%).

Youths causing annoyance						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1974	367	386	343	423	421
Very common	4.1%	7.4%	2.8%	2.6%	3.5%	3.3%
Fairly common	9.9%	12.3%	12.4%	8.5%	8.7%	7.6%
Not very common	26.4%	23.4%	24.1%	30.9%	26.7%	27.6%
Not at all common	52.4%	51.2%	53.1%	52.2%	51.5%	54.2%
Don't know	7.2%	5.7%	7.5%	5.8%	9.5%	7.4%
% very/ fairly common	14%	20%	15%	11%	12%	11%
% not very/ not at all common	79%	75%	77%	83%	78%	82%

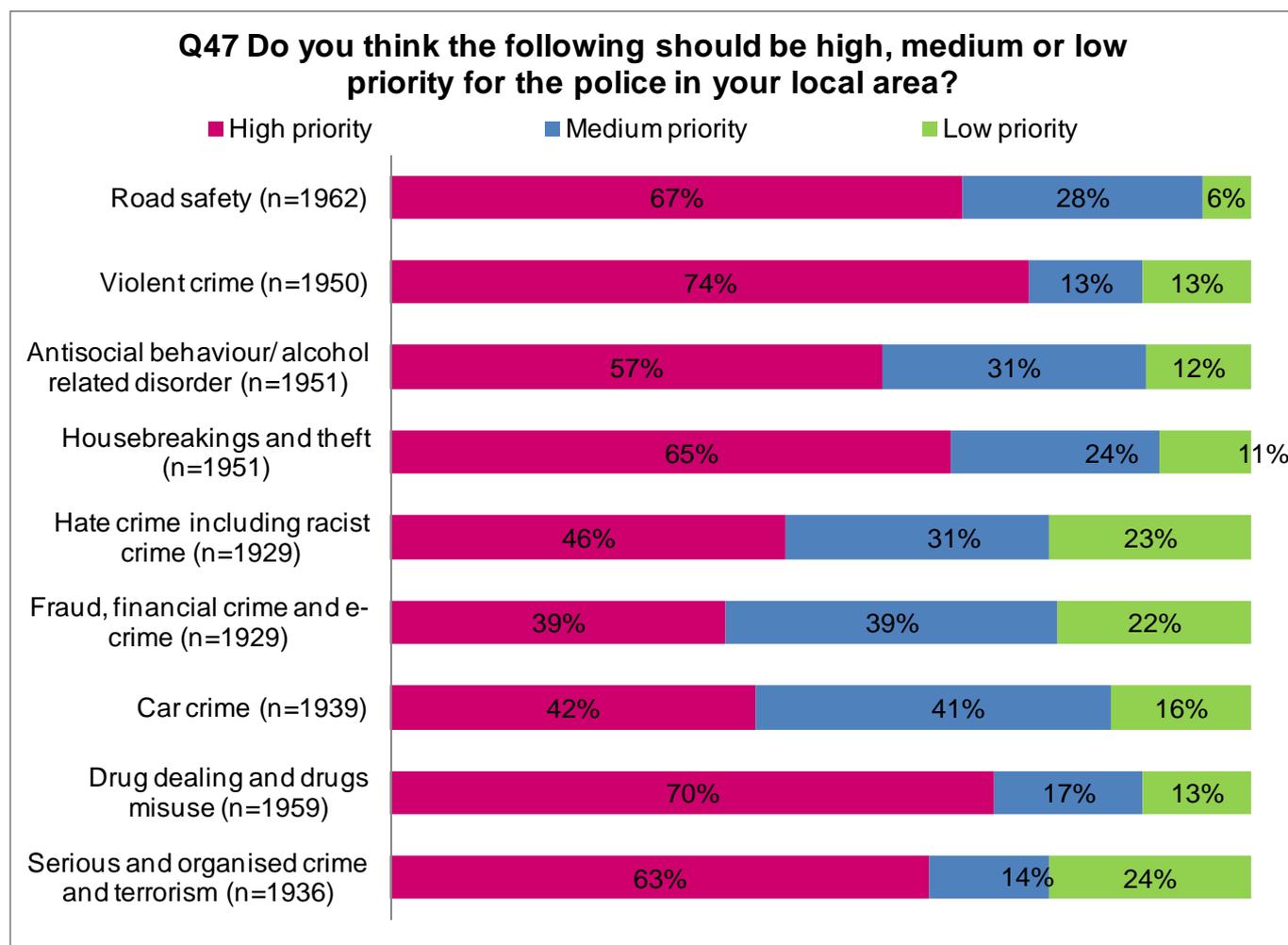
Dangerous driving or speeding

Dangerous driving or speeding was significantly more of a concern for those who lived in Tweeddale (45%).

Dangerous driving or speeding						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1987	368	388	345	427	424
Very common	11.0%	12.0%	12.1%	11.9%	7.7%	11.3%
Fairly common	27.4%	24.2%	25.3%	33.0%	28.3%	26.7%
Not very common	28.9%	31.8%	26.5%	25.8%	29.0%	31.4%
Not at all common	27.5%	28.5%	29.1%	24.6%	28.3%	26.7%
Don't know	5.1%	3.5%	7.0%	4.6%	6.6%	4.0%
% very/ fairly common	38%	36%	37%	45%	36%	38%
% not very/ not at all common	56%	60%	56%	50%	57%	58%

Neighbourhood priorities

Respondents were asked whether they felt a number of issues should be a high, medium or low priority for the police in their local area. The top three priorities cited by respondents were for violent crime (74%), drug dealing and drug misuse (70%) and road safety (67%).



Road safety

Tweeddale respondents were most likely to have said that road safety was a high priority for respondents (72%) while 63% of Eildon respondents felt this was a high priority.

Road safety						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1962	362	378	340	419	428
High priority	66.5%	63.3%	64.3%	72.4%	68.7%	64.7%
Medium priority	27.9%	30.1%	28.3%	23.8%	26.3%	30.8%
Low priority	5.6%	6.6%	7.4%	3.8%	5.0%	4.4%

Violent crime

In terms of violent crime, more than 8 in 10 Cheviot respondents said that violent crime was a high priority. In Tweeddale 70% said this was a priority.

Violent crime (including robbery, sex offences and domestic abuse)						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1950	359	378	340	417	422
High priority	74.3%	75.2%	72.5%	69.7%	80.1%	73.0%
Medium priority	13.1%	10.0%	12.4%	19.4%	12.0%	12.6%
Low priority	12.6%	14.8%	15.1%	10.9%	7.9%	14.5%

Anti social behaviour and alcohol related disorder

The proportion of respondents who said that anti social behaviour and alcohol related disorder was a high priority ranged from 50% in Tweeddale to 61% for Teviot respondents.

Antisocial behaviour and alcohol related disorder						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1951	353	381	342	418	423
High priority	57.1%	58.9%	60.6%	50.0%	60.3%	55.1%
Medium priority	30.7%	28.0%	26.8%	38.6%	31.3%	29.8%
Low priority	12.2%	13.0%	12.6%	11.4%	8.4%	15.1%

Housebreaking and theft

In terms of housebreaking and theft, the proportion who considered this to be a high priority ranged from 63% in Teviot and Tweeddale to 70% for Cheviot respondents.

Housebreakings and theft						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1951	357	376	341	420	423
High priority	65.2%	65.0%	62.5%	63.0%	70.2%	64.5%
Medium priority	24.1%	23.5%	24.2%	28.7%	22.4%	22.5%
Low priority	10.7%	11.5%	13.3%	8.2%	7.4%	13.0%

Hate crime

Hate crime was considered to be more of a priority for those who lived in Cheviot (52% stating high priority) than for those who lived in Tweeddale (43%).

Hate crime including racist crime						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1929	351	374	339	414	418
High priority	45.9%	47.6%	43.9%	42.5%	51.7%	44.3%
Medium priority	30.7%	28.5%	31.0%	32.2%	30.0%	31.6%
Low priority	23.3%	23.9%	25.1%	25.4%	18.4%	24.2%

Fraud, financial crime and e-crime

The proportion of respondents who said that fraud, financial crime and e-crime was a high priority, varied from 35% for those who lived in Teviot to 44% for Cheviot respondents.

Fraud, financial crime and e-crime						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1929	354	373	338	413	418
High priority	39.0%	38.1%	34.9%	36.7%	43.6%	40.9%
Medium priority	38.6%	38.1%	42.1%	38.2%	38.0%	36.8%
Low priority	22.4%	23.7%	23.1%	25.1%	18.4%	22.2%

Car crime

Car crime was more of a concern for Cheviot respondents (47%) than for those who lived in Tweeddale (38%).

Car crime						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1939	354	375	340	417	420
High priority	42.4%	42.4%	40.5%	37.6%	47.2%	43.3%
Medium priority	41.4%	39.0%	42.9%	46.2%	40.5%	38.3%
Low priority	16.2%	18.6%	16.5%	16.2%	12.2%	18.3%

Drug dealing and drugs misuse

In terms of drug dealing and drug misuse, Cheviot respondents were significantly more likely to consider this to be a high priority (75%), while those who lived in Tweeddale were least likely (63%).

Drug dealing and drug misuse						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1959	357	381	341	423	424
High priority	70.2%	72.5%	73.0%	62.8%	74.7%	67.7%
Medium priority	17.3%	15.4%	13.4%	25.2%	15.8%	17.5%
Low priority	12.5%	12.0%	13.6%	12.0%	9.5%	14.9%

Serious and organised crime and terrorism

With regards to serious and organised crime and terrorism, the proportion of respondents who felt this was a high priority for the police in the local area ranged from 58% for Tweeddale respondents to 66% for Cheviot respondents.

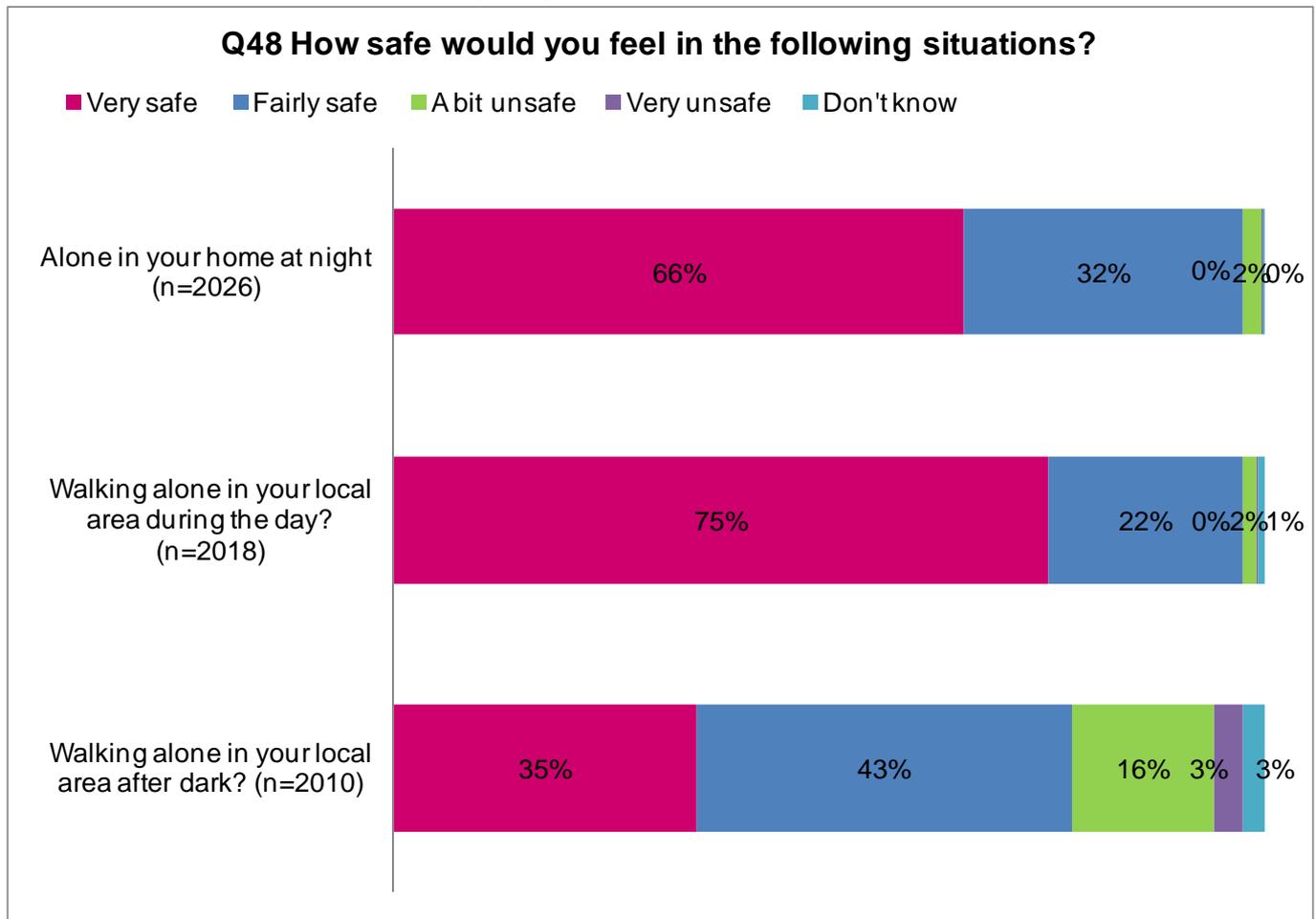
Serious and organised crime and terrorism						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1936	355	378	337	417	417
High priority	62.6%	64.8%	60.3%	57.6%	65.7%	64.3%
Medium priority	13.9%	11.8%	16.1%	13.6%	16.3%	11.0%
Low priority	23.5%	23.4%	23.5%	28.8%	18.0%	24.7%

Following on from this, the survey asked respondents for any other issues which they felt should be given priority in the local area. More than 3 in 10 respondents (31%) cited speeding, dangerous driving, drink or drug driving, 26% mentioned increased police presence or community policing and 14% referred to dog fouling or dog control issues.

Q47 Other issues which should be given priority in the local area	
Base: n=1962	%
Speeding/dangerous driving/drink-drug driving	31.4%
Police presence/community policing	25.5%
Dog fouling/ dog control	13.8%
Youth crime e.g. drinking in parks/hanging around streets	6.9%
Problems with drink/drugs	5.3%
All are important	5.3%
Parking issues	4.3%
Wildlife crime	3.7%
Litter and rubbish	3.2%
Neighbourhood watch	1.6%
Other	5.9%

Feeling of safety

97% of respondents feel very or fairly safe alone in their home at night, and 97% 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 (78%).



Compared to previous years the proportion of respondents who felt safe walking alone in their local area after dark has increased to its highest level to date and is an increase of 8 percentage points on the 2010 survey.

Q42 Feeling of Safety										
Base	2007		2008		2009		2010		2010	
	% safe	% unsafe								
Alone in your home	97%	3%	96%	4%	97%	3%	97%	3%	97%	0%
Walking alone in your local area during the day*	98%	2%	96%	3%	97%	3%	96%	3%	97%	1%
Walking alone in your local area after dark	67%	28%	63%	32%	65%	29%	70%	26%	70%	6%

NB percentages have been calculated on base numbers.

* was previously worded "Alone in your home"

Alone in home at night

Respondents who lived in Tweeddale were significantly more likely to feel very safe alone in their home at night (73%) than those who lived in Teviot (60%).

Alone in your home at night						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2026	374	396	347	431	443
Very safe	65.5%	63.9%	59.6%	72.6%	66.6%	66.1%
Fairly safe	31.9%	32.9%	36.9%	24.8%	31.6%	32.3%
A bit unsafe	2.2%	2.7%	3.3%	2.0%	1.2%	1.6%
Very unsafe	0.1%	0.5%	-	-	-	-
Don't know	0.3%	-	0.3%	0.6%	0.7%	-
% very/ fairly safe	97%	97%	97%	97%	98%	98%
% very/ fairly unsafe	2%	3%	3%	2%	1%	2%

Walking alone in local area during the day

Tweeddale respondents were most likely to feel very safe walking alone in their local area during the day (80%). Those who lived in Teviot were least likely to feel very safe (71%).

Walking alone in your local area during the day?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2018	373	395	346	429	440
Very safe	75.0%	71.8%	71.4%	80.3%	75.3%	76.8%
Fairly safe	22.3%	25.2%	25.6%	17.1%	22.1%	21.1%
A bit unsafe	1.6%	2.1%	2.5%	1.2%	0.9%	1.1%
Very unsafe	0.2%	0.5%	0.3%	0.3%	0.2%	-
Don't know	0.8%	0.3%	0.3%	1.2%	1.4%	0.9%
% very/ fairly safe	97%	97%	97%	97%	97%	98%
% very/ fairly unsafe	2%	3%	3%	2%	1%	1%

Walking alone in local area after dark

Respondents who lived in Tweeddale were significantly more likely to feel very safe in their local area after dark (42%) than those who lived in Teviot (28%).

Walking alone in your local area after dark?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2010	370	394	345	428	438
Very safe	34.7%	31.9%	28.2%	42.0%	33.2%	39.3%
Fairly safe	43.1%	45.9%	41.9%	40.9%	46.5%	40.4%
A bit unsafe	16.3%	16.2%	23.4%	13.0%	14.5%	13.7%
Very unsafe	3.3%	4.3%	5.1%	1.4%	2.1%	3.0%
Don't know	2.6%	1.6%	1.5%	2.6%	3.7%	3.7%
% very/ fairly safe	78%	78%	70%	83%	80%	80%
% very/ fairly unsafe	20%	21%	29%	14%	17%	17%

Anti social behaviour

Just under 1 in 5 respondents had witnessed or experienced antisocial behaviour within the last year (19%). Analysis by area reveals that respondents who lived in Teviot were most likely to have experienced antisocial behaviour (25%). On the other hand, those who lived in Cheviot were least likely (15%).

Q49 In the last year have you witnessed or experienced antisocial behaviour?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2018	371	399	344	428	441
Yes	19.0%	20.2%	24.6%	18.3%	15.2%	16.3%
No	81.0%	79.8%	75.4%	81.7%	84.8%	83.7%

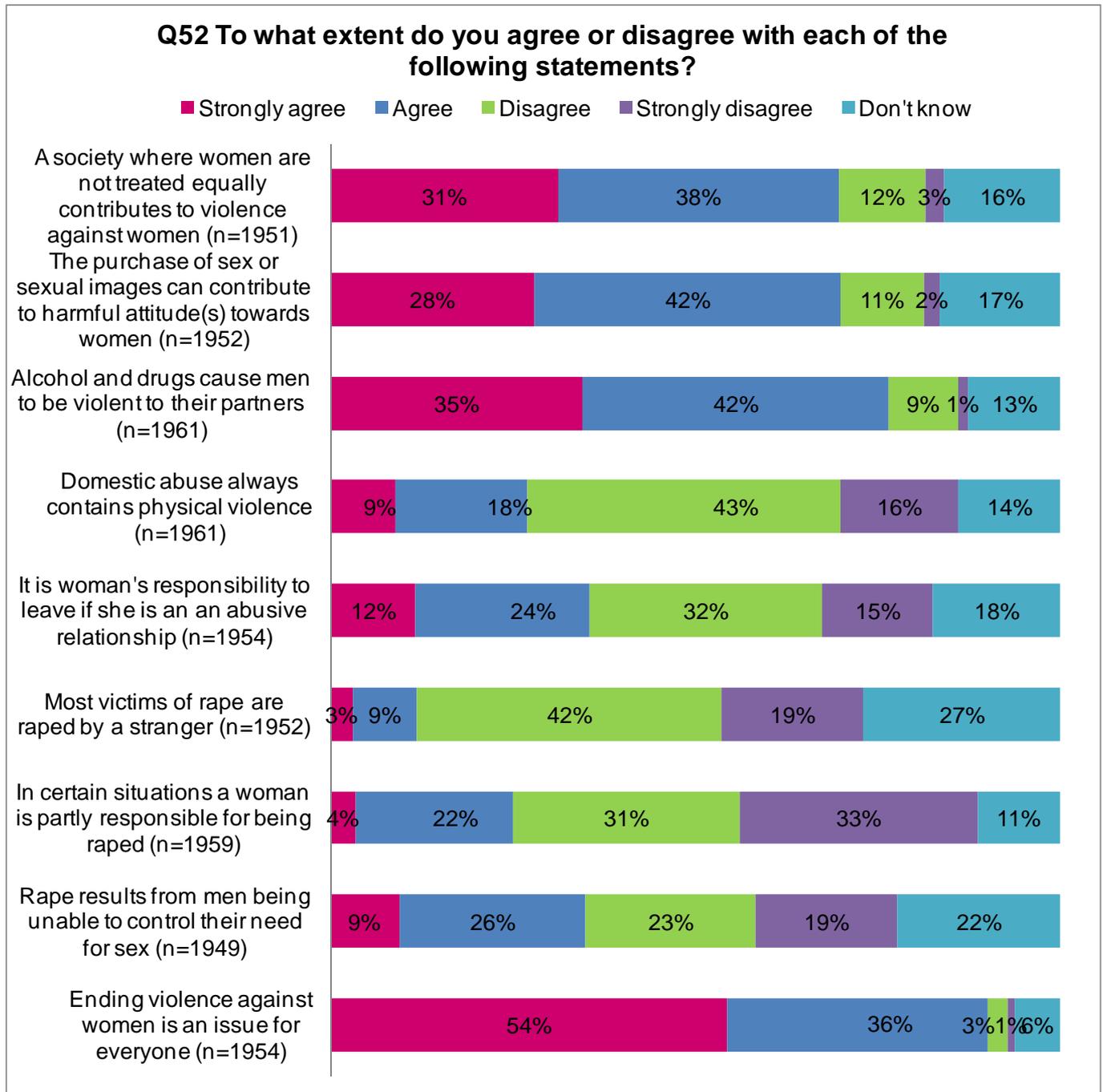
Of these individuals, 41% said they had reported it. Those who had not reported were asked why this was the case. The main reasons were where the respondent was afraid of the repercussions (31%), that they felt it was not something they should report (21%) or where they did not think anything would be done about it and that it was not a serious issue (16%).

Q51 If you didn't report it please tell us why	
Base: n=217	%
Fear of repercussion	31.3%
Don't feel it is something I should report	21.2%
Don't think anything would have been done about it/ not a priority/ not that serious	15.7%
Didn't know who to report it to	11.5%
Matter was dealt with/ over quickly	7.4%
Police already dealing with it/ police arrived	6.0%
Had already been reported by someone else/ neighbour	6.0%
Couldn't be bothered	3.2%
Other, please specify	2.8%

Sexual and domestic violence

Respondents were asked if they agreed or disagreed with various statements in relation to domestic abuse, sexual and physical violence. Statements where respondents were most likely to agree included:

- Ending violence against women is an issue for everyone (90%)
- Alcohol and drugs cause men to be violent to their partners (77%)
- A society where women are not treated equally contributes to violence against women (70%)
- The purchase of sex or sexual images can contribute to harmful attitude(s) towards women (70%)



A society where women are not treated equally contributes to violence against women

The level of agreement with the statement 'a society where women are not treated equally contributes to violence against women' ranged from 68% for Berwickshire respondents to 75% for Tweeddale respondents.

A society where women are not treated equally contributes to violence against women						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1951	360	382	338	414	427
Strongly agree	31.1%	31.9%	29.6%	34.0%	29.0%	31.9%
Agree	38.4%	35.3%	39.0%	41.4%	40.1%	36.1%
Disagree	11.9%	11.4%	14.1%	10.4%	11.1%	12.9%
Strongly disagree	2.5%	3.1%	1.8%	3.8%	2.2%	1.9%
Don't know	16.0%	18.3%	15.4%	10.4%	17.6%	17.3%
% agree/ agree strongly	70%	67%	69%	75%	69%	68%
% disagree/ disagree strongly	14%	15%	16%	14%	13%	15%

The purchase of sex or sexual images can contribute to harmful attitude(s) towards women

The level of agreement with the statement 'the purchase of sex or sexual images can contribute to harmful attitude(s) towards women' ranged from 67% for Berwickshire respondents to 73% for Tweeddale respondents.

The purchase of sex or sexual images can contribute to harmful attitude(s) towards women						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1952	365	381	338	415	424
Strongly agree	27.9%	29.6%	29.1%	25.7%	26.0%	29.2%
Agree	42.0%	41.4%	43.3%	47.3%	41.7%	37.7%
Disagree	11.4%	9.3%	12.6%	9.2%	11.8%	13.0%
Strongly disagree	2.2%	3.0%	1.6%	3.3%	1.9%	1.4%
Don't know	16.5%	16.7%	13.4%	14.5%	18.6%	18.6%
% agree/ agree strongly	70%	71%	72%	73%	68%	67%
% disagree/ disagree strongly	14%	12%	14%	13%	14%	14%

Alcohol and drugs cause men to be violent to their partners

The level of agreement with the statement 'alcohol and drugs cause men to be violent to their partners' ranged from 73% for Tweeddale respondents to 78% for Cheviot respondents.

Alcohol and drugs cause men to be violent to their partners						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1961	366	384	339	416	426
Strongly agree	34.5%	36.6%	38.8%	26.8%	36.5%	32.4%
Agree	42.0%	40.4%	38.0%	46.3%	41.8%	43.9%
Disagree	9.4%	7.7%	9.4%	12.1%	10.1%	8.2%
Strongly disagree	1.4%	1.9%	1.0%	2.1%	0.7%	1.2%
Don't know	12.7%	13.4%	12.8%	12.7%	10.8%	14.3%
% agree/ agree strongly	77%	77%	77%	73%	78%	76%
% disagree/ disagree strongly	11%	10%	10%	14%	11%	9%

Domestic abuse always contains physical violence

The level of agreement with the statement ‘domestic abuse always contains physical violence’ ranged from 21% for Tweeddale respondents to 29% for Teviot respondents.

Domestic abuse always contains physical violence						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1961	366	381	341	417	425
Strongly agree	8.9%	11.2%	12.3%	4.1%	8.4%	8.2%
Agree	18.1%	16.1%	17.1%	17.3%	20.6%	19.3%
Disagree	42.8%	40.7%	45.7%	43.7%	42.4%	41.6%
Strongly disagree	16.2%	17.5%	14.7%	20.2%	14.4%	14.4%
Don't know	14.0%	14.5%	10.2%	14.7%	14.1%	16.5%
% agree/ agree strongly	27%	27%	29%	21%	29%	28%
% disagree/ disagree strongly	59%	58%	60%	64%	57%	56%

It is a woman's responsibility to leave if she is in an abusive relationship

The level of agreement with the statement ‘it is a woman's responsibility to leave if she is in an abusive relationship’ ranged from 34% for Tweeddale respondents to 39% for Teviot respondents.

It is a woman's responsibility to leave if she is in an abusive relationship						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1954	363	382	340	417	422
Strongly agree	11.7%	11.3%	14.4%	10.6%	11.3%	11.1%
Agree	23.7%	24.2%	24.1%	23.2%	23.7%	23.7%
Disagree	31.9%	29.8%	29.6%	30.9%	32.6%	35.8%
Strongly disagree	15.1%	17.1%	16.2%	16.8%	14.4%	11.8%
Don't know	17.5%	17.6%	15.7%	18.5%	18.0%	17.5%
% agree/ agree strongly	35%	36%	39%	34%	35%	35%
% disagree/ disagree strongly	47%	47%	46%	48%	47%	48%

Most victims of rape are raped by a stranger

The level of agreement with the statement ‘most victims of rape are raped by a stranger’ ranged from 9% for Berwickshire respondents to 16% for Teviot respondents.

Most victims of rape are raped by a stranger						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1952	362	381	340	416	423
Strongly agree	3.1%	3.9%	3.9%	1.8%	4.1%	1.9%
Agree	8.8%	7.5%	11.8%	8.2%	9.6%	7.3%
Disagree	41.6%	42.3%	40.9%	40.9%	40.4%	44.0%
Strongly disagree	19.4%	20.2%	18.4%	23.8%	17.3%	17.0%
Don't know	27.0%	26.2%	24.9%	25.3%	28.6%	29.8%
% agree/ agree strongly	12%	11%	16%	10%	14%	9%
% disagree/ disagree strongly	61%	63%	59%	65%	58%	61%

In certain situations a woman is partly responsible for being raped

The level of agreement with the statement ‘in certain situations a woman is partly responsible for being raped’ ranged from 22% for Tweeddale respondents to 27% for Eildon and Teviot respondents.

In certain situations (e.g. dressing provocatively or being drunk) a woman is partly responsible for being raped						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1959	367	382	339	417	425
Strongly agree	3.5%	3.5%	3.7%	2.1%	3.8%	4.2%
Agree	21.5%	23.7%	23.0%	19.8%	19.9%	20.9%
Disagree	31.0%	28.9%	31.9%	30.4%	31.4%	32.5%
Strongly disagree	32.6%	33.8%	31.7%	38.3%	30.9%	28.9%
Don't know	11.4%	10.1%	9.7%	9.4%	13.9%	13.4%
% agree/ agree strongly	25%	27%	27%	22%	24%	25%
% disagree/ disagree strongly	64%	63%	64%	69%	62%	61%

Rape results from men being unable to control their need for sex

The level of agreement with the statement ‘rape results from men being unable to control their need for sex’ ranged from 33% for Tweeddale and Berwickshire respondents to 39% for Teviot respondents.

Rape results from men being unable to control their need for sex						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1949	365	376	340	415	425
Strongly agree	9.4%	13.4%	11.4%	5.9%	6.7%	10.4%
Agree	25.6%	23.6%	27.7%	27.1%	27.5%	22.8%
Disagree	23.2%	18.4%	25.0%	21.5%	25.1%	26.4%
Strongly disagree	19.4%	24.1%	16.8%	21.8%	17.6%	16.5%
Don't know	22.4%	20.5%	19.1%	23.8%	23.1%	24.0%
% agree/ agree strongly	35%	37%	39%	33%	34%	33%
% disagree/ disagree strongly	43%	43%	42%	43%	43%	43%

Ending violence against women is an issue for everyone

The level of agreement with the statement 'ending violence against women is an issue for everyone' ranged from 87% for Berwickshire respondents to 94% for Tweeddale respondents.

Ending violence against women is an issue for everyone						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1954	368	383	338	413	424
Strongly agree	54.4%	54.6%	54.3%	55.6%	55.0%	51.2%
Agree	35.7%	34.2%	37.6%	37.9%	34.9%	35.6%
Disagree	2.7%	2.4%	2.1%	2.1%	3.1%	3.5%
Strongly disagree	1.0%	2.2%	0.5%	0.6%	0.5%	1.2%
Don't know	6.3%	6.5%	5.5%	3.8%	6.5%	8.5%
% agree/ agree strongly	90%	89%	92%	94%	90%	87%
% disagree/ disagree strongly	4%	5%	3%	3%	4%	5%

Community Payback

Less than 1 in 10 respondents (9%) agreed that community payback work made a difference to the Scottish Borders in the last year, 15% disagreed and 76% were unsure. These results are consistent with the 2010 results where 10% agreed, 15% disagreed and 75% were unsure.

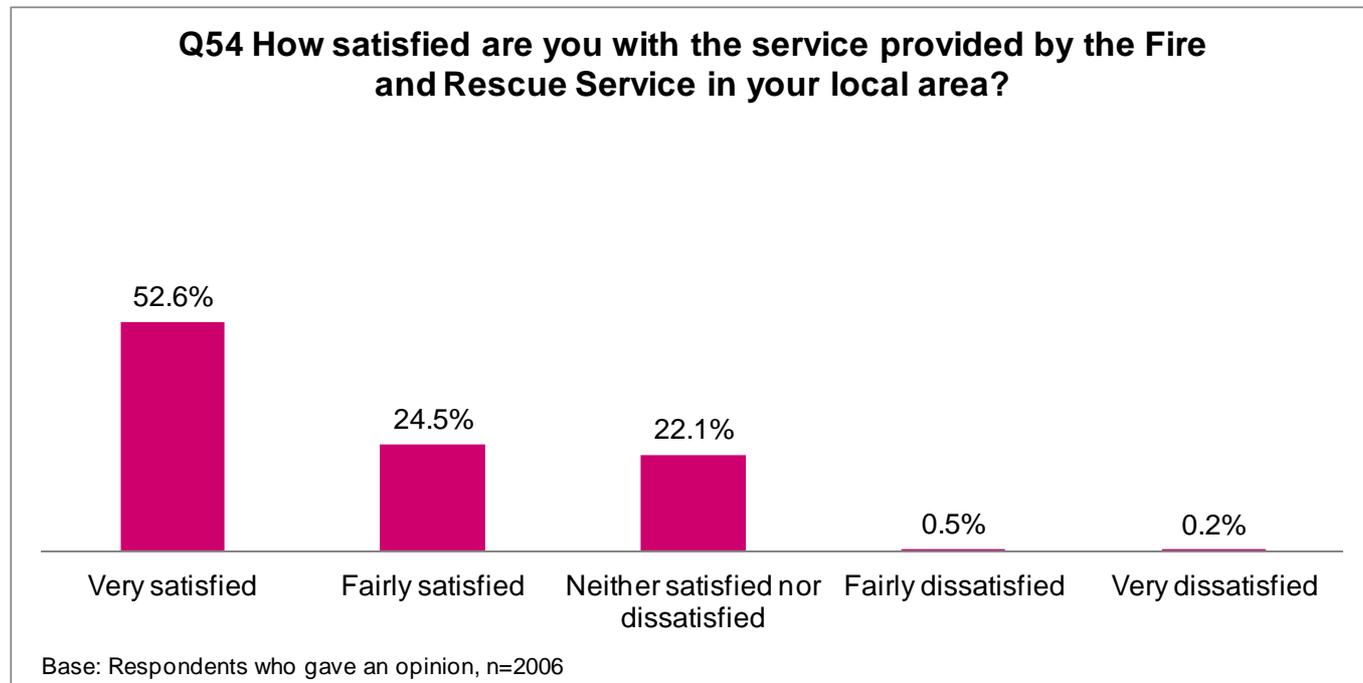
Analysis by area reveals that in general for all areas, more respondents disagreed than agreed that Community Payback had made a difference. In Tweeddale, the same proportion (9%) agreed and disagreed with this statement. Eildon respondents were the most likely to have said that Community Payback has made a difference (11%).

Q53 'Offenders who are sentenced to Community Payback do unpaid work which allows them to learn new skills and give something back to the community'. Do you think Community Payback work made a difference to Scottish Borders in the last year?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1934	345	384	335	414	423
Yes	9.3%	11.0%	8.6%	9.0%	9.7%	8.7%
No	14.8%	18.3%	19.5%	9.0%	13.3%	12.5%
Don't know	75.9%	70.7%	71.9%	82.1%	77.1%	78.7%

3.15. Fire and rescue service

Satisfaction with Fire and Rescue Service

Over 3 in 4 respondents (77%) were very or fairly satisfied with the service provided by the Fire and Rescue Service in their local area compared to 22% who were neither satisfied nor dissatisfied and 1% disagreed.

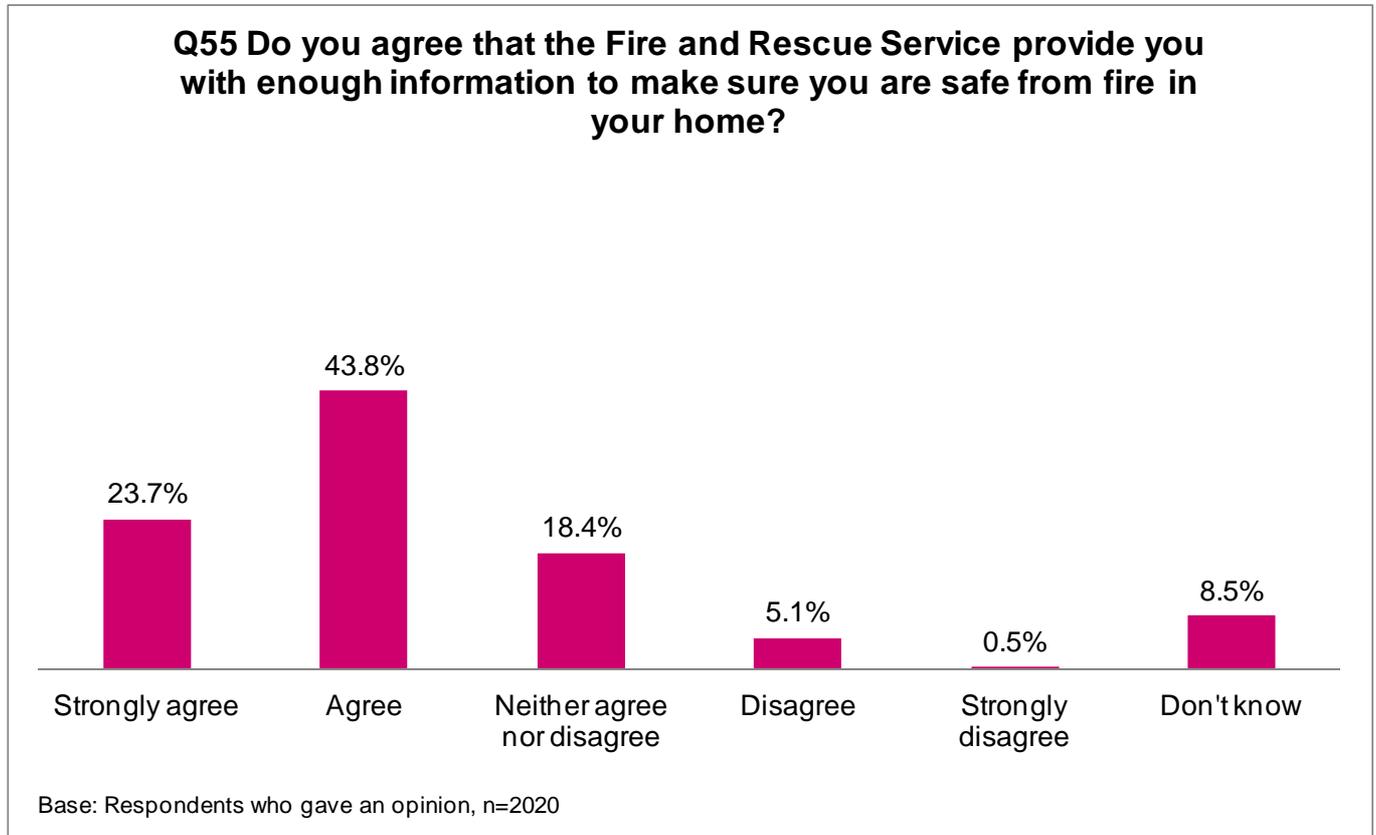


Analysis by area reveals that Berwickshire respondents were least likely to be satisfied with the Fire and Rescue Service operating in their local area (70%) and Teviot respondents were most satisfied (82%). It should be noted that Berwickshire had a higher proportion of respondents who were neither satisfied nor dissatisfied than in other areas.

Q54 How satisfied are you with the service provided by the Fire and Rescue Service in your local area?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2006	371	395	344	425	436
Very satisfied	52.6%	54.4%	56.2%	52.0%	55.8%	46.1%
Fairly satisfied	24.5%	27.0%	25.6%	24.1%	23.1%	23.6%
Neither satisfied nor dissatisfied	22.1%	17.5%	17.7%	23.3%	20.0%	29.8%
Fairly dissatisfied	0.5%	1.1%	0.3%	0.6%	0.9%	-
Very dissatisfied	0.2%	-	0.3%	-	0.2%	0.5%
% very/ fairly satisfied	77%	81%	82%	76%	79%	70%
% very/ fairly dissatisfied	1%	1%	1%	1%	1%	1%

Information on Fire Safety

Just under 7 in 10 respondents (68%) agreed that the Fire and Rescue Service provided them with enough information to make sure they were safe from fire in their home, 18% neither agreed nor disagreed, 6% disagreed and 9% were unsure.

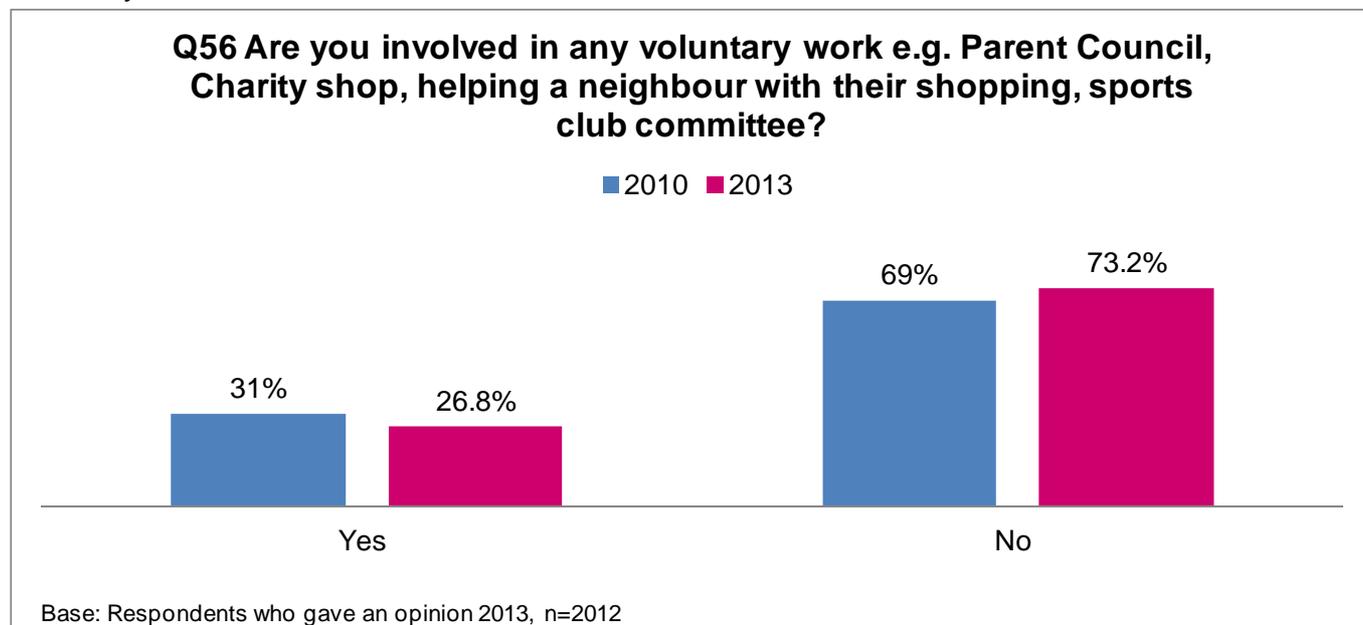


Q55 Do you agree that the Fire and Rescue Service provide you with enough information to make sure you are safe from fire in your home?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2020	377	396	344	428	440
Strongly agree	23.7%	24.1%	31.3%	21.8%	22.0%	19.5%
Agree	43.8%	46.2%	46.5%	41.9%	44.4%	41.6%
Neither agree nor disagree	18.4%	18.3%	12.4%	22.7%	16.6%	21.8%
Disagree	5.1%	3.4%	3.3%	7.3%	6.8%	4.3%
Strongly disagree	0.5%	0.5%	-	0.3%	0.7%	1.1%
Don't know	8.5%	7.4%	6.6%	6.1%	9.6%	11.6%
% agree/ agree strongly	68%	70%	78%	64%	66%	61%
% disagree/ disagree strongly	6%	4%	3%	8%	8%	5%

3.16. Health, wellbeing and health services

Volunteering

Less than 3 in 10 respondents said they were involved in some form of voluntary work for example being involved in the parent council, charity shop, helping a neighbour with their shopping and sports club committees. In 2010 31% of respondents said they were involved in voluntary work.



Analysis by area reveals that those who lived in Tweeddale and Eildon were most likely to be involved in voluntary work (both 31%), On the other hand, those who lived in Cheviot were least likely (23%).

Q56 Are you involved in any voluntary work e.g. Parent Council, Charity shop, helping a neighbour with their shopping, sports club committee?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2017	375	394	344	427	442
Yes	26.8%	31.2%	23.9%	31.4%	22.5%	26.5%
No	73.2%	68.8%	76.1%	68.6%	77.5%	73.5%

Sports club/ gym membership

More than a quarter of respondents overall (27%) said they were a member of a sports club, gym, recreational group or a regular member of a fitness class where they participate in regular exercise. Analysis by area reveals that those who lived in Tweeddale were most likely to be a member of a sports club, gym or group, while those who lived in Cheviot were least likely (23%).

Q56 Are you a member of a sports club, gym, recreational group/ organisation or a regular member of a class (e.g. at a leisure centre or a hall) where you participate in regular exercise?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2012	376	393	341	427	440
Yes	26.5%	26.3%	25.2%	35.2%	22.5%	26.1%
No	73.5%	73.7%	74.8%	64.8%	77.5%	73.9%

Analysis by age shows that respondents aged 25 to 44 were most likely to be a member of a sports club, gym or group and thereafter, membership levels start to decrease with age.

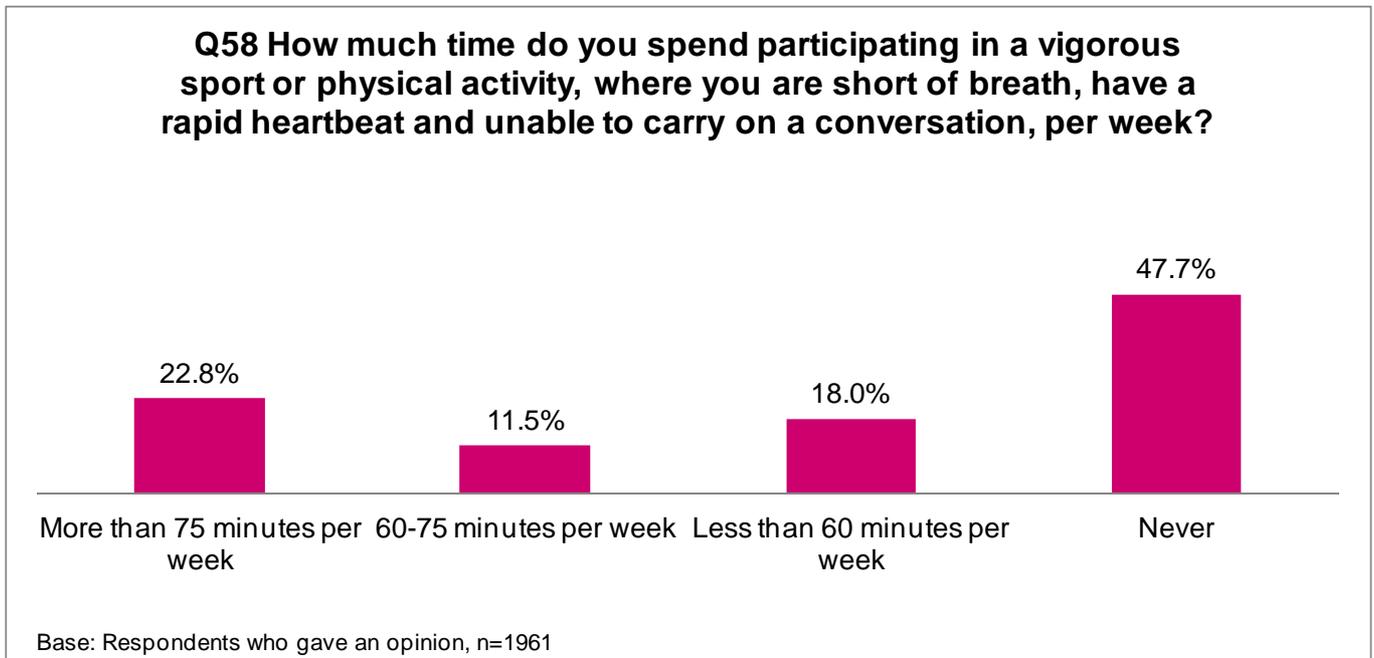
Q56 Are you a member of a sports club, gym, recreational group/ organisation or a regular member of a class (e.g. at a leisure centre or a hall) where you participate in regular exercise?							
	Overall	16-24	25-44	45-59	60-74	75+	Age not given
Base	2012	17	251	440	597	312	395
Yes	26.5%	29.4%	37.8%	30.0%	24.1%	13.5%	29.1%
No	73.5%	70.6%	62.2%	70.0%	75.9%	86.5%	70.9%

Those who were members of a sports club, gym or group were asked if they had also gained knowledge or skills through their involvement. Seven out of ten respondents were of the opinion that they had indeed gained knowledge or skills and those who lived in Tweeddale were most likely to have gained skills or knowledge (73%).

Q57 If 'yes' have you also gained knowledge or skills through this involvement?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	524	98	98	120	94	110
Yes	69.5%	68.4%	66.3%	72.5%	69.1%	71.8%
No	30.5%	31.6%	33.7%	27.5%	30.9%	28.2%

Physical activity

Just under one in four respondents said that they spend more than 75 minutes per week participating in a vigorous sport or physical activity where they are short of breath, have a rapid heartbeat and are unable to carry a conversation. A further 18% said they do this for less than 60 minutes per week, 12% said they do this between 60 and 75 minutes per week and 48% said they never do this.

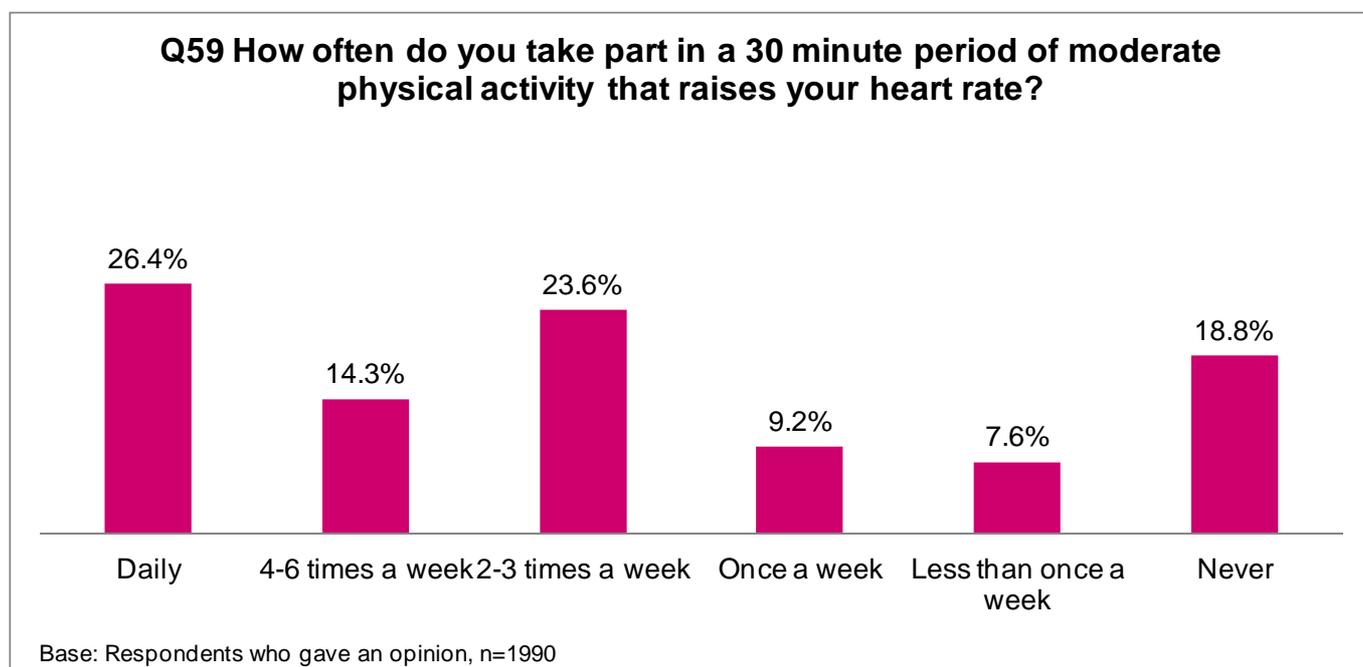


Those who lived in Tweeddale were significantly more likely to participate in a vigorous sport or physical activity (29%) than those who lived in Teviot (19%).

Q58 How much time do you spend participating in a vigorous sport or physical activity, where you are short of breath, have a rapid heartbeat and unable to carry on a conversation, per week?

	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1961	365	378	340	415	430
More than 75 minutes per week	22.8%	20.5%	19.3%	29.4%	24.1%	21.4%
60-75 minutes per week	11.5%	14.8%	10.1%	13.5%	8.7%	11.4%
Less than 60 minutes per week	18.0%	18.9%	16.9%	17.4%	15.7%	20.5%
Never	47.7%	45.8%	53.7%	39.7%	51.6%	46.7%

Over a quarter of respondents said that they take part in a 30 minute period of moderate physical activity that raises their heart rate on a daily basis (26%), 14% said they do this between 4 and 6 times per week, 24% undertake physical activity between 2 and 3 times per week, 9% do this once per week and 8% less than once per week. Less than 1 in 5 respondents (19%) said they do not undertake a 30 minute period of physical activity in a typical week.



Compared to 2010 the proportion of respondents who undertake 30 minutes of moderate activity on a daily basis has decreased from 31% to 26% in 2013. The proportion of respondents who never undertake 30 minutes of moderate physical activity has increased from 14% in 2010 to 19% in 2013.

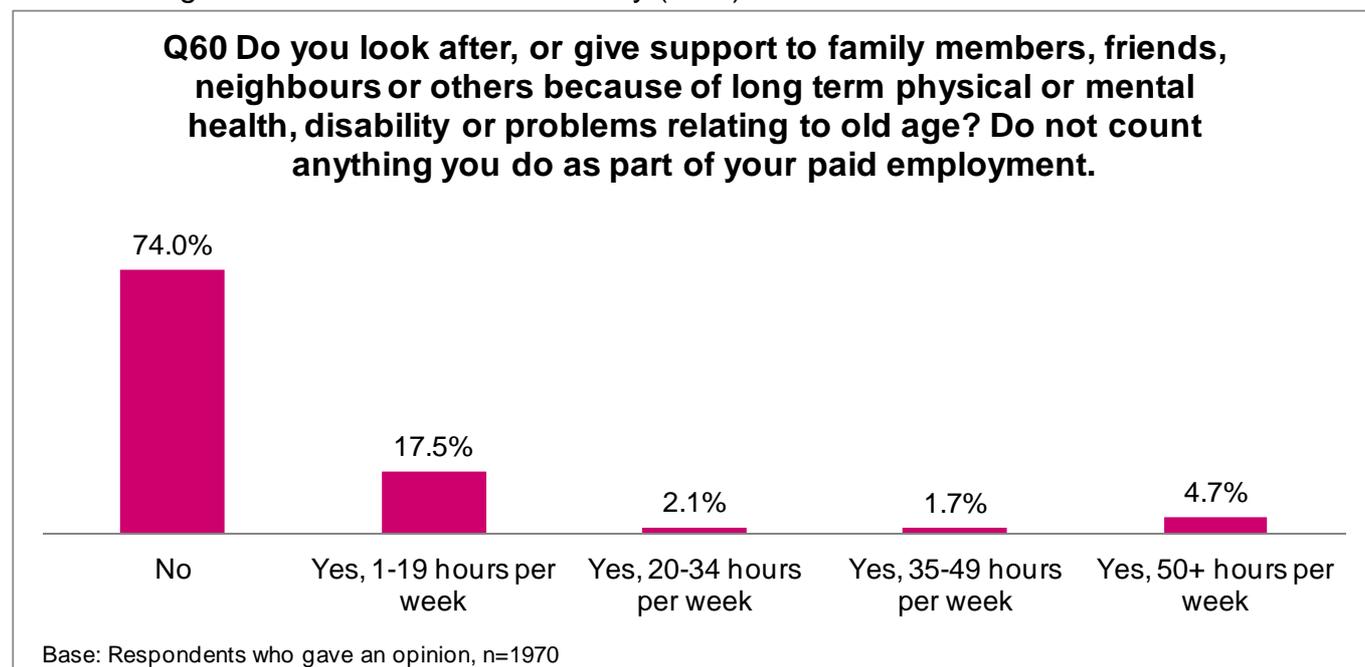
Q59 How often do you take part in a 30 minute period of moderate physical activity that raises your heart rate?		
Base	2010	2013
Daily	31%	26.4%
4-6 times a week	15%	14.3%
2-3 times a week	23%	23.6%
Once a week	11%	9.2%
Less than once a week	7%	7.6%
Never	14%	18.8%

Analysis by area shows that significantly more respondents who lived in Teviot said they did not undertake 30 minutes of moderate physical activity in a typical week (22%) than those who lived in Tweeddale (14%).

Q59 How often do you take part in a 30 minute period of moderate physical activity that raises your heart rate?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1990	371	386	341	424	435
Daily	26.4%	27.2%	25.1%	24.6%	26.2%	29.0%
4-6 times a week	14.3%	12.4%	14.0%	17.9%	12.3%	14.5%
2-3 times a week	23.6%	24.5%	23.6%	23.5%	26.4%	20.0%
Once a week	9.2%	10.0%	9.1%	11.1%	8.7%	7.8%
Less than once a week	7.6%	7.0%	6.7%	8.5%	6.6%	9.7%
Never	18.8%	18.9%	21.5%	14.4%	19.8%	19.1%

Carers

Just over a quarter of respondents (26%) said they looked after or gave support to family members, friends, neighbours or others because of long term physical or mental health, disability or problems relating to old age, with 18% stating they do this for between 1 and 19 hours per week. The results to this question did not vary significantly by area committee. Analysis by age reveals that respondents aged 45 to 59 were most likely to give support (33%) and those aged 75 and over were least likely (18%).



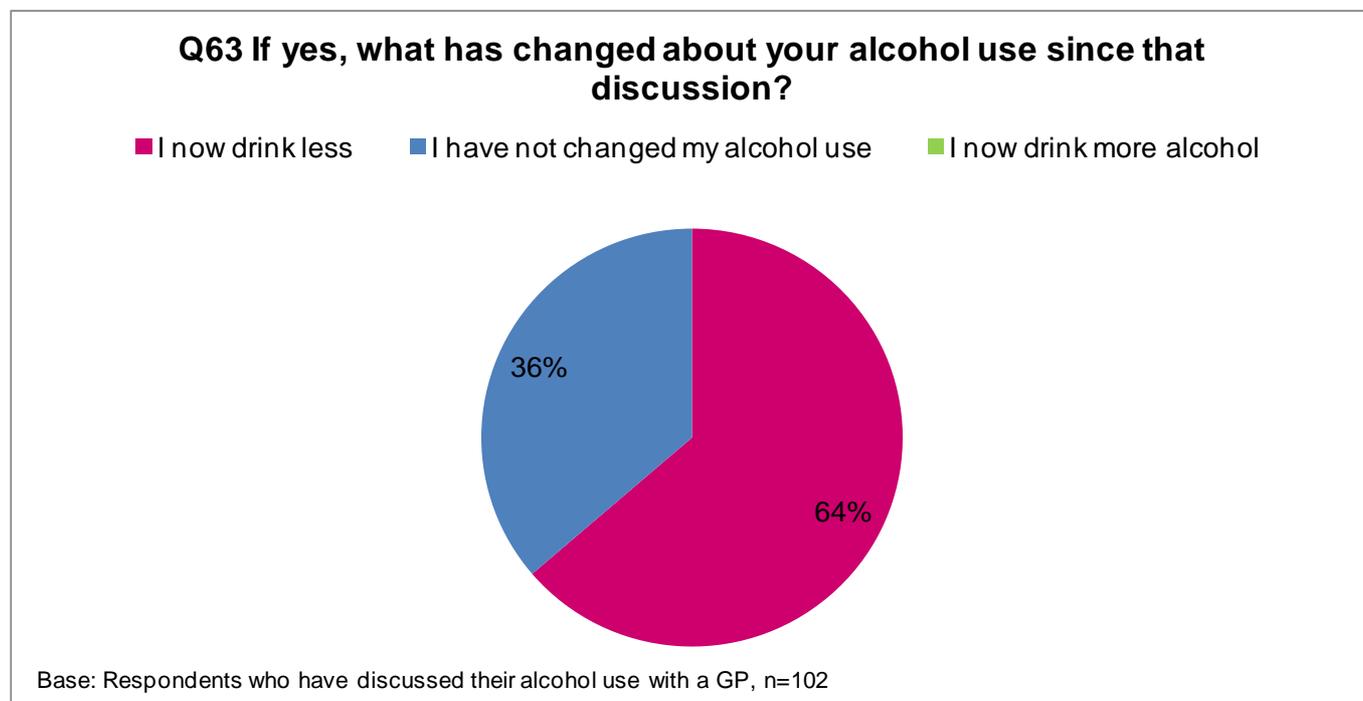
Alcohol consumption

Less than one in ten respondents (8%) said that either they or a family member had at some point had concerns about how much alcohol they consumed.

The results to this question did not vary significantly by area. However, analysis by age revealed that respondents aged 45 to 59 were most likely to have concerns about their drinking.

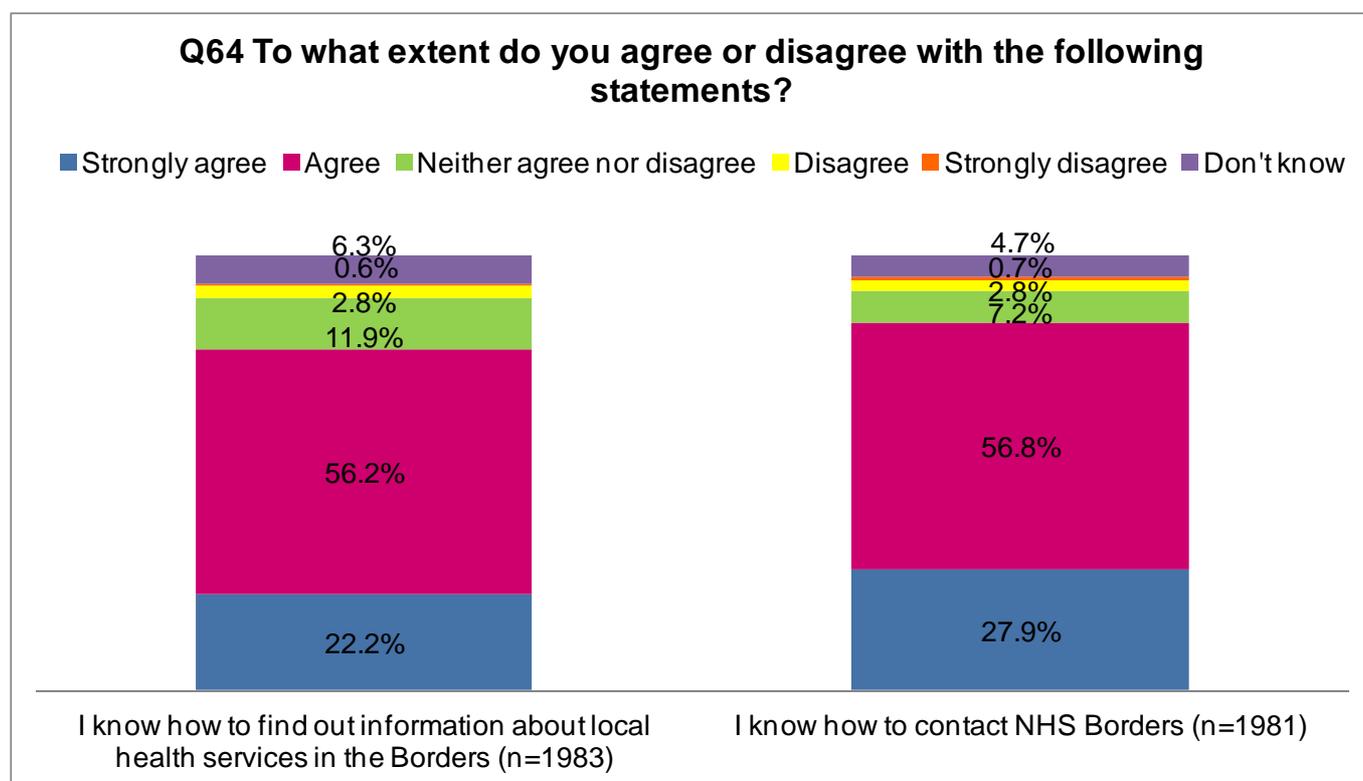
Q61 Have you or a family member ever had concerns about how much alcohol you drink?							
	Overall	16-24	25-44	45-59	60-74	75+	Age not given
Base	2013	17	249	438	598	318	393
Yes	8.0%	-	10.8%	11.2%	7.5%	2.8%	7.9%
No	92.0%	100.0%	89.2%	88.8%	92.5%	97.2%	92.1%

Following on from this, respondents were asked if they had ever discussed their alcohol use with their GP or other members of the GP practice staff. Six percent of respondents said they had discussed this, and of these individuals, 64% said that they now drink less alcohol.



Information on health services

Just under 8 in 10 respondents (79%) were in agreement that they know how to find out information about local health services in the Borders and 85% agreed they know how to contact NHS Borders.

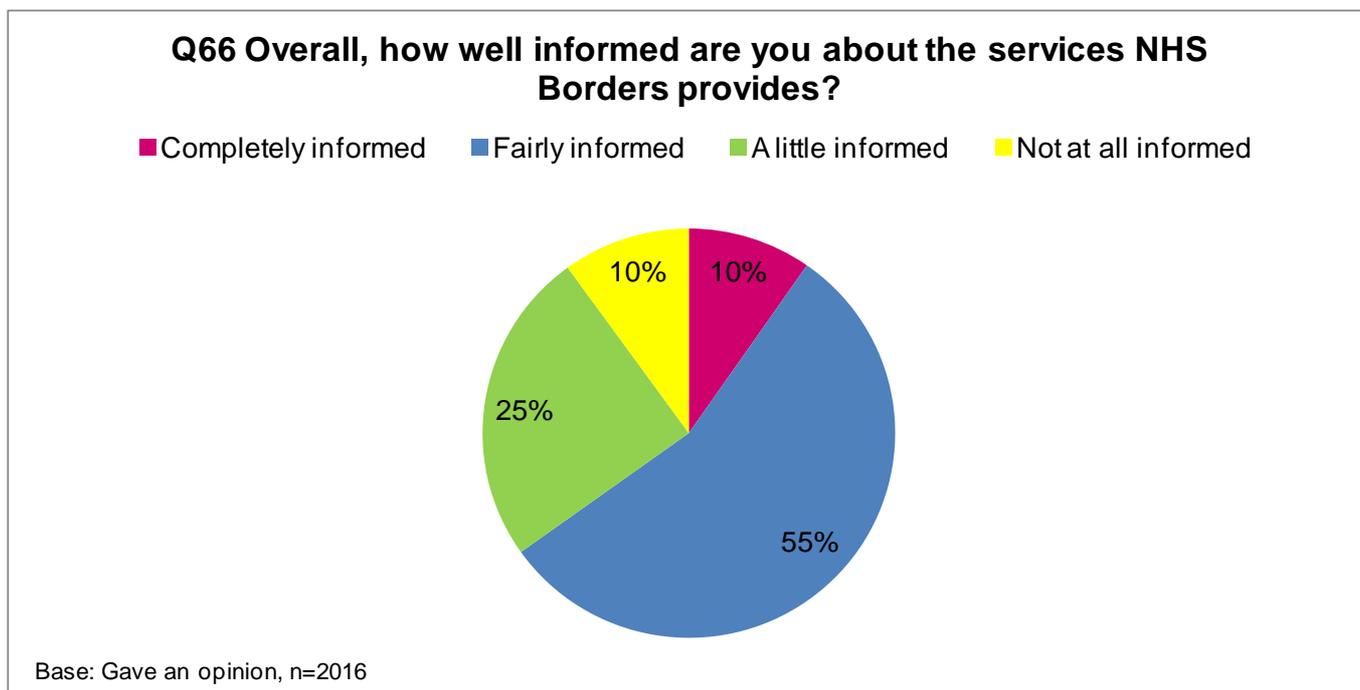


Respondents were asked about the sources they would turn to if they were looking for information on their health. The vast majority said they would speak to a GP or nurse at their local practice or go to their local health centre.

Q65 If you wanted to find out information about your health where would you look?	
Base: n=2018	%
GP or nurse at your local practice	88.2%
Your local health centre	60.9%
Your pharmacist	42.0%
NHS 24 (NHS inform)	29.5%
Friends or family	26.1%
Other websites	24.0%
NHS Borders website	17.4%
Newspapers, magazines	10.5%
Library	4.6%
Online Borders	2.6%
Internet	0.3%
At work	0.1%
Other (please specify)	0.1%

NHS Borders

One in ten respondents said that NHS Borders keeps them completely informed about the services they provide, 55% said they keep them fairly informed, 25% said they were kept a little informed and 10% said they were not kept informed at all.

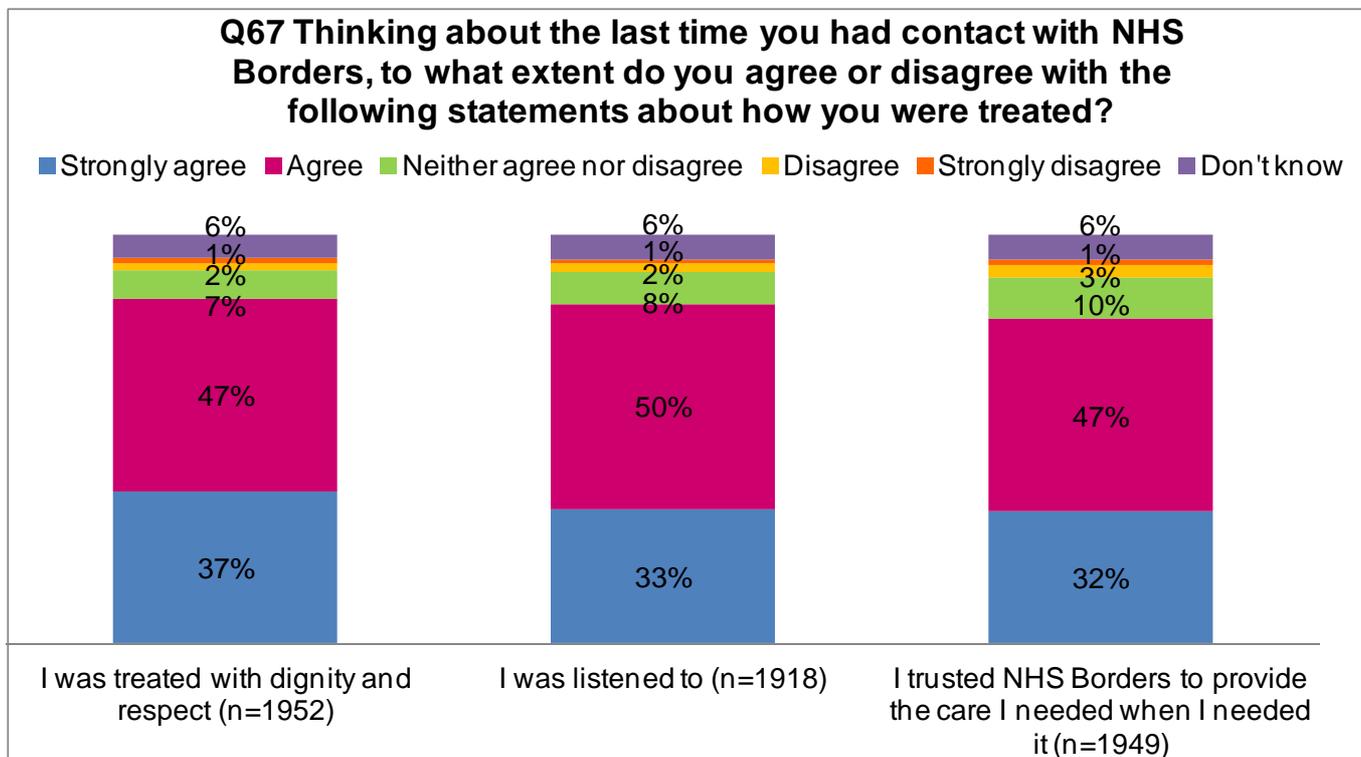


Analysis by area reveals that those who lived in Cheviot were most likely to have said they were kept completely informed (12%). On the other hand Tweeddale respondents were the least likely to say they were kept completely informed (7%).

Q66 Overall, how well informed are you about the services NHS Borders provides?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2016	377	390	346	433	435
Completely informed	9.7%	9.8%	11.0%	6.9%	12.0%	8.0%
Fairly informed	55.5%	55.7%	52.8%	54.3%	55.2%	59.1%
A little informed	24.9%	24.9%	25.4%	28.9%	22.9%	23.2%
Not at all informed	10.0%	9.5%	10.8%	9.8%	9.9%	9.7%

Respondents were asked to think about the last time they had contact with NHS Borders and whether they agreed or disagreed with various statements about how they were treated:

- 84% agreed that they were treated with dignity and respect (3% disagreed)
- 83% agreed they were listened to (3% disagreed)
- 79% agreed they trusted NHS Borders to provide the care they needed when they needed it (4% disagreed).



I was treated with dignity and respect

The level of overall agreement with regards to being treated with dignity and respect varied from 81% for those who lived in Teviot and Berwickshire to 88% for Eildon and Tweeddale respondents.

I was treated with dignity and respect						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1952	360	381	338	414	425
Strongly agree	37.2%	37.5%	36.0%	40.5%	36.5%	36.0%
Agree	47.2%	50.6%	44.6%	47.9%	49.0%	44.7%
Neither agree nor disagree	6.8%	7.2%	8.4%	4.4%	5.3%	8.0%
Disagree	2.0%	1.4%	2.1%	2.4%	2.9%	1.4%
Strongly disagree	0.9%	0.8%	0.5%	0.9%	1.0%	0.9%
Don't know	5.9%	2.5%	8.4%	3.8%	5.3%	8.9%
% agree/ strongly agree	84%	88%	81%	88%	86%	81%
% disagree/ strongly disagree	3%	2%	3%	3%	4%	2%

I was listened to

In terms of being listened to 80% of Berwickshire respondents agreed with this statement compared to 87% of Eildon respondents.

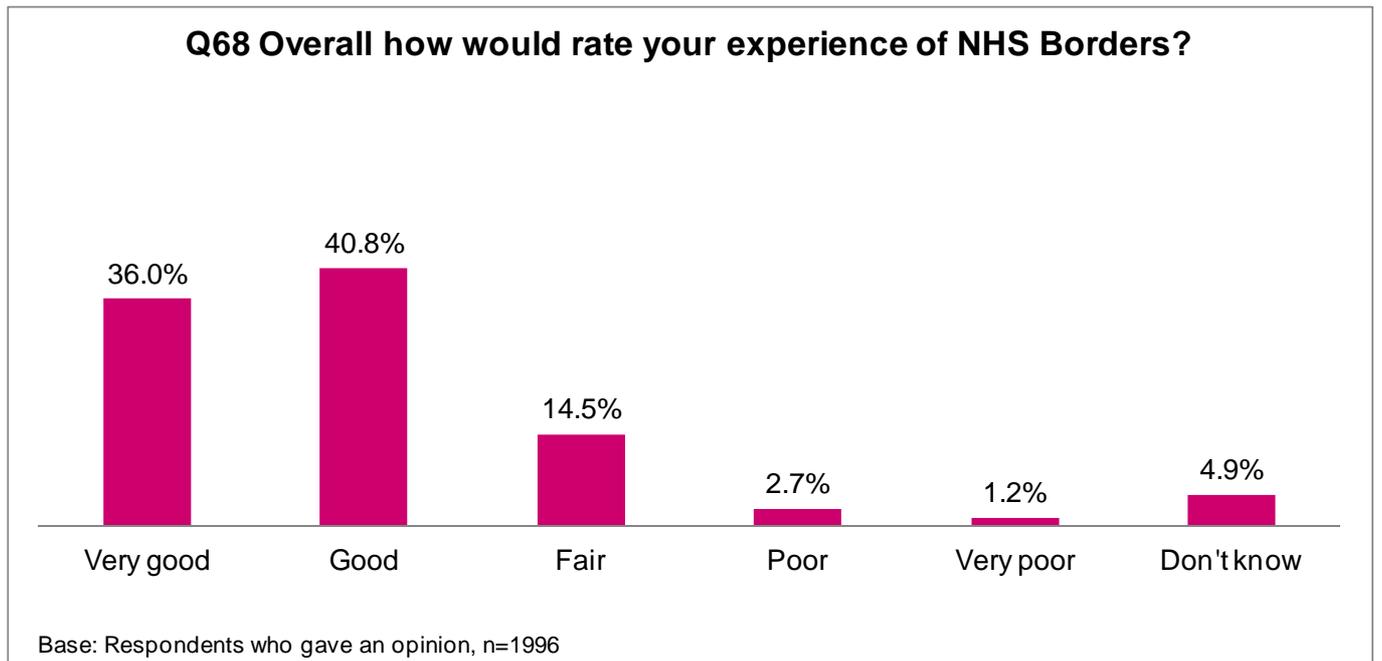
I was listened to						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1918	354	372	335	404	419
Strongly agree	33.0%	34.5%	31.7%	35.5%	33.2%	30.1%
Agree	50.2%	52.3%	49.7%	49.6%	51.2%	49.4%
Neither agree nor disagree	7.6%	8.8%	7.8%	8.4%	5.4%	7.4%
Disagree	2.2%	1.4%	2.2%	1.5%	3.2%	2.1%
Strongly disagree	0.9%	0.8%	0.3%	0.6%	1.7%	1.0%
Don't know	6.2%	2.3%	8.3%	4.5%	5.2%	10.0%
% agree/ strongly agree	83%	87%	81%	85%	84%	80%
% disagree/ strongly disagree	3%	2%	3%	2%	5%	3%

I trusted NHS Borders to provide the care I needed when I needed it

Berwickshire respondents were the least likely to agree that they trusted NHS Borders to provide the care they needed when they needed it (76%), while those who lived in Eildon (84%) were most likely to agree.

I trusted NHS Borders to provide the care I needed when I needed it						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1949	364	374	339	416	422
Strongly agree	32.2%	33.0%	33.2%	33.9%	31.3%	30.1%
Agree	47.1%	50.5%	43.3%	46.9%	50.7%	45.5%
Neither agree nor disagree	10.1%	8.8%	11.2%	10.0%	8.9%	11.1%
Disagree	3.2%	3.6%	3.2%	3.2%	2.4%	2.8%
Strongly disagree	1.1%	0.8%	0.5%	1.2%	1.7%	0.7%
Don't know	6.3%	3.3%	8.6%	4.7%	5.0%	9.7%
% agree/ strongly agree	79%	84%	77%	81%	82%	76%
% disagree/ strongly disagree	4%	4%	4%	4%	4%	4%

Over 7 in 10 respondents (77%) said that overall they would rate their experience of NHS Borders as very good or good, 15% rated it fair, 4% rated it poor or very poor and 5% said they were unsure.



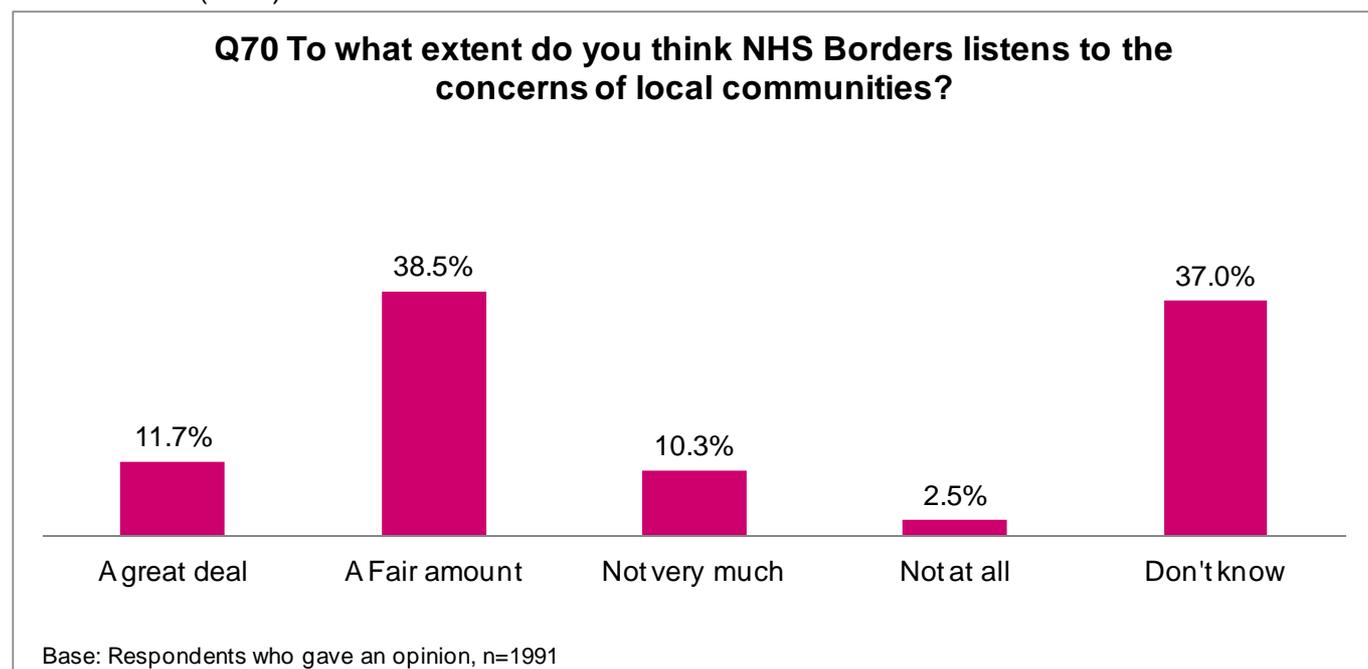
Analysis by area revealed that satisfaction with the experience of NHS Borders ranged from 73% for those who lived in Berwickshire to 80% for those who lived in Tweeddale.

Q68 Overall how would rate your experience of NHS Borders?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1996	371	386	345	431	428
Very good	36.0%	39.4%	33.7%	38.6%	36.9%	32.5%
Good	40.8%	39.9%	41.2%	41.7%	40.8%	40.9%
Fair	14.5%	14.8%	14.8%	12.2%	14.2%	16.4%
Poor	2.7%	2.4%	2.1%	2.0%	3.0%	2.3%
Very poor	1.2%	0.5%	1.3%	2.0%	1.4%	0.9%
Don't know	4.9%	3.0%	7.0%	3.5%	3.7%	7.0%
% very good/ good	77%	79%	75%	80%	78%	73%
% very poor/ poor	4%	3%	3%	4%	4%	3%

Over 7 in 10 respondents said they would tell friends and family that they had a good service from NHS Borders. Those who lived in Eildon and Tweeddale were most likely to state yes to this question (74%) and those who lived in Cheviot were least likely (68%).

Q69 Would you tell friends and family that you had a good service from NHS Borders?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1978	370	380	343	427	423
Yes	70.6%	74.1%	70.5%	73.5%	68.1%	70.0%
No	8.2%	7.6%	8.4%	8.5%	8.7%	6.9%
Maybe	21.1%	18.4%	21.1%	18.1%	23.2%	23.2%

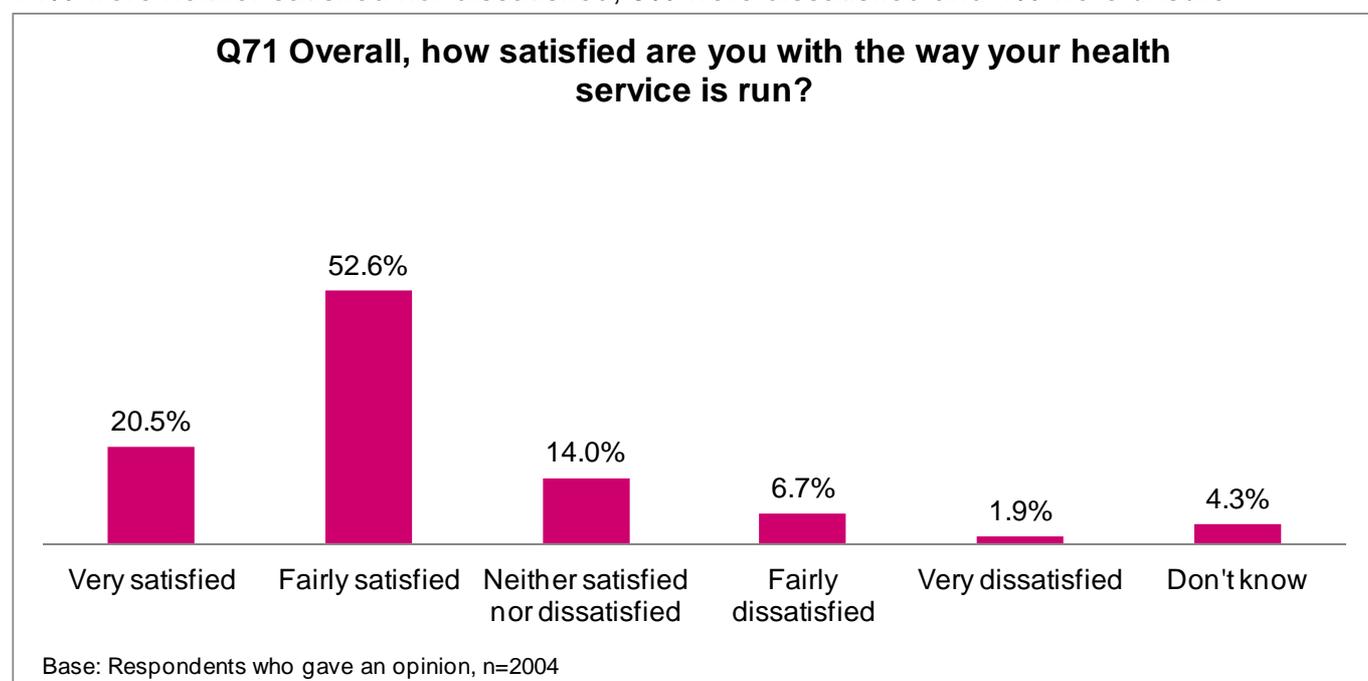
Half of respondents said that they perceived NHS Borders listens to the concerns of local communities a great deal or a fair amount. On the other hand, 13% of respondents were of the opinion that NHS Borders does not listen very much or not at all. Just under 4 in 10 respondents were unsure (37%).



Analysis by area revealed that more than half of respondents who lived in Teviot were of the opinion that NHS Borders listens to the concerns of local communities a great deal or a fair amount (54%). On the other hand, less than half of respondents who lived in Tweeddale and Berwickshire felt this way (both 48%).

Q70 To what extent do you think NHS Borders listens to the concerns of local communities?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1991	373	384	345	424	431
A great deal	11.7%	13.1%	13.3%	9.3%	12.0%	10.7%
A Fair amount	38.5%	36.7%	40.4%	39.1%	40.1%	37.1%
Not very much	10.3%	11.5%	10.2%	7.8%	12.5%	8.4%
Not at all	2.5%	2.1%	2.6%	2.6%	1.7%	3.0%
Don't know	37.0%	36.5%	33.6%	41.2%	33.7%	40.8%
% a great deal/ fair amount	50%	50%	54%	48%	52%	48%
% not very much/ not at all	13%	14%	13%	10%	14%	11%

Overall, 73% of respondents said they were satisfied with the way their health service is run, 14% were neither satisfied nor dissatisfied, 9% were dissatisfied and 4% were unsure.



Satisfaction with the health service ranged from 70% for those who lived in Teviot to 76% for respondents who lived in Cheviot and Tweeddale (both 76%).

Q71 Overall, how satisfied are you with the way your health service is run?						
		Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
	2004	376	386	345	430	434
Very satisfied	20.5%	19.1%	18.1%	22.3%	22.8%	20.0%
Fairly satisfied	52.6%	53.5%	51.6%	53.6%	53.3%	52.3%
Neither satisfied nor dissatisfied	14.0%	15.7%	13.7%	11.6%	13.3%	14.3%
Fairly dissatisfied	6.7%	6.6%	10.4%	6.7%	5.1%	5.3%
Very dissatisfied	1.9%	1.6%	1.6%	2.9%	1.2%	2.3%
Don't know	4.3%	3.5%	4.7%	2.9%	4.4%	5.8%
% very/ fairly satisfied	73%	73%	70%	76%	76%	72%
% very/ fairly dissatisfied	9%	8%	12%	10%	6%	8%

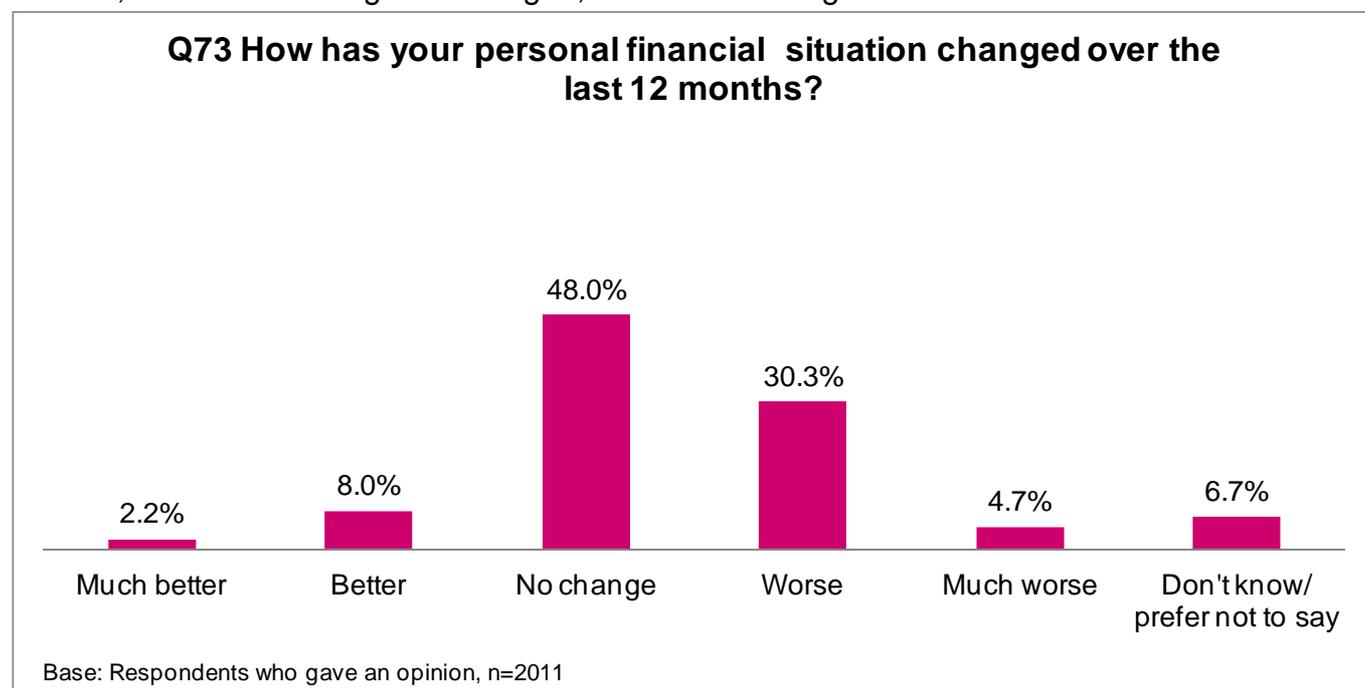
The NHS want people to give feedback so they can improve the way they do things. Respondents were asked how they would prefer to give their feedback. Two thirds of respondents said they would prefer to give their views via a feedback form, 46% said they would prefer to use questionnaires and 35% said they would prefer to give their feedback at meetings

Q72 How would you prefer to give your feedback?				
	1st priority	2nd priority	3rd priority	Overall priority
Base	1966	1823	1773	1972
Feedback form	43.4%	14.9%	11.2%	67%
Meeting with someone	14.8%	12.8%	9.4%	35%
Writing to someone	1.6%	7.8%	10.2%	18%
E-mail	9.5%	13.1%	9.5%	30%
Phoning someone to give my feedback	3.2%	10.5%	10.9%	23%
Website	5.4%	7.4%	8.7%	20%
SMS text	0.5%	1.5%	1.8%	4%
Facebook/ other social networking site	0.3%	1.4%	1.7%	3%
Questionnaire	9.2%	17.8%	23.0%	46%
Other	-	-	0.1%	0%
I would not want to provide feedback	12.1%	12.8%	13.5%	13%

3.17. Financial wellbeing

Financial situation

One in ten respondents said their personal financial situation has got better over the last 12 months, 48% said nothing had changed, 35% said it has got worse and 7% were unsure.

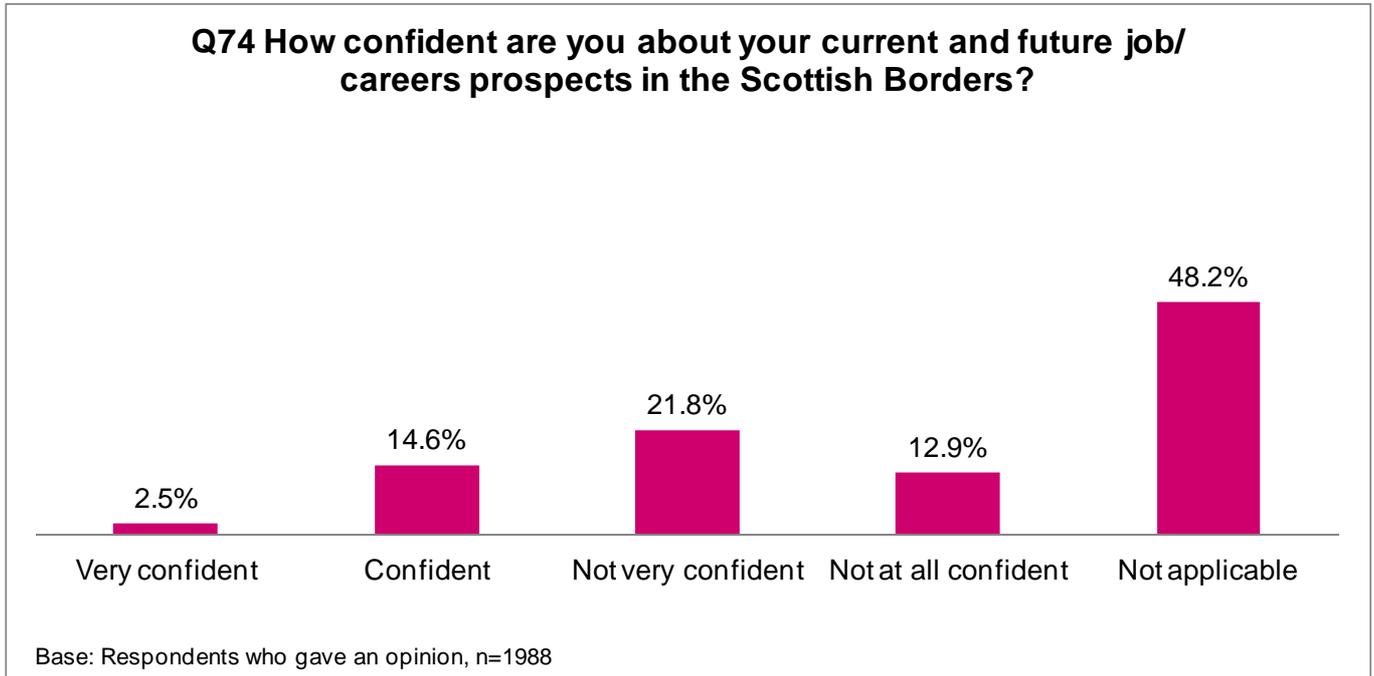


In all areas more respondents said their financial situation had worsened than improved. However, the results did not vary significantly by area.

Q73 How has your personal financial situation changed over the last 12 months?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2011	374	390	344	433	438
Much better	2.2%	2.4%	3.1%	1.7%	1.2%	2.5%
Better	8.0%	9.4%	6.4%	10.5%	8.3%	6.2%
No change	48.0%	46.0%	47.4%	48.3%	51.0%	48.2%
Worse	30.3%	29.7%	31.5%	28.8%	29.6%	31.5%
Much worse	4.7%	5.6%	4.9%	3.8%	4.6%	4.3%
Don't know/ prefer not to say	6.7%	7.0%	6.7%	7.0%	5.3%	7.3%
% better	10%	12%	10%	12%	10%	9%
% worse	35%	35%	36%	33%	34%	36%

Careers prospects

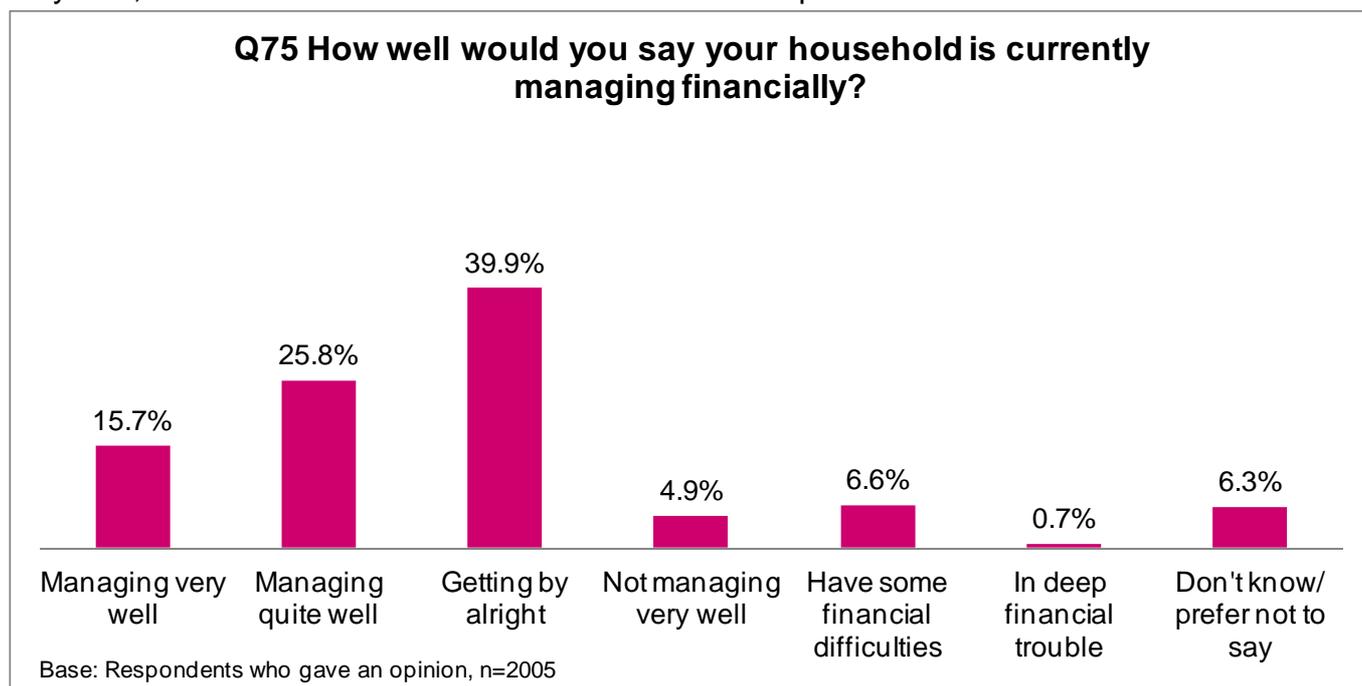
Respondents were asked how confident they were about their current and future job careers prospects in the Scottish Borders. 17% said they were very confident or confident in this respect, 35% were not very or not at all confident and 48% said this was not applicable.



Respondents who lived in Teviot were significantly more likely to have said they were not confident about their career prospects (38%) than those who lived in Tweeddale (29%).

Q74 How confident are you about your current and future job/ careers prospects in the Scottish Borders?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1988	370	385	342	424	434
Very confident	2.5%	2.2%	1.8%	3.2%	2.6%	2.5%
Confident	14.6%	14.1%	15.8%	14.3%	16.3%	13.1%
Not very confident	21.8%	23.8%	24.2%	19.6%	18.6%	23.3%
Not at all confident	12.9%	11.4%	13.8%	9.6%	14.4%	12.9%
Not applicable	48.2%	48.6%	44.4%	53.2%	48.1%	48.2%
% confident/ very confident	17%	16%	18%	18%	19%	16%
% not very/ not at all confident	35%	35%	38%	29%	33%	36%

In terms of financial management, over 8 in 10 respondents (81%) said they were managing very well, quite well or getting by alright. On the other hand, 12% said they were not managing very well, have some financial difficulties or were in deep financial trouble.



Analysis by area reveals that respondents who lived in Tweeddale were most likely to say they were managing very well (19%). The proportion of respondents who were not managing well, in some financial difficulty or deep financial trouble was highest for those who lived in Cheviot (14%) and lowest in Eildon (9%).

Q75 How well would you say your household is currently managing financially?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2005	370	388	343	432	440
Managing very well	15.7%	17.0%	15.5%	19.0%	14.1%	14.1%
Managing quite well	25.8%	27.8%	23.7%	27.7%	26.9%	24.3%
Getting by alright	39.9%	38.9%	41.8%	36.2%	40.3%	41.8%
Not managing very well	4.9%	2.7%	4.4%	5.5%	4.4%	7.3%
Have some financial difficulties	6.6%	5.4%	7.7%	5.5%	8.3%	5.2%
In deep financial trouble	0.7%	1.1%	0.5%	0.6%	0.9%	0.2%
Don't know/ prefer not to say	6.3%	7.0%	6.4%	5.5%	5.1%	7.0%
Managing very well/ quite well/ getting by alright	81%	84%	81%	83%	81%	80%
Not managing well/ some financial difficulty/ deep financial trouble	12%	9%	13%	12%	14%	13%

3.18. Additional comments

Finally respondents were asked if they had any other comments that they have not had the chance to address in the survey. These comments have been coded into common themes in the table below. A full list of the comments can be found in appendix 3. In general, the main things that respondents mentioned was about wind farms, the amount of house building in the local area, shops closing down and town centres requiring improvements and employment concerns.

Q76coded 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?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	278	42	49	57	56	64
Too many wind farms/ ruining the environment	14.7%	9.5%	10.2%	5.3%	17.9%	26.6%
Building too many houses/ not enough facilities due to increased demand	14.0%	4.8%	12.2%	35.1%	7.1%	9.4%
Too many shops closing down/ town needs re-vamped	13.7%	19.0%	20.4%	10.5%	16.1%	6.3%
Lack of employment opportunities/ unemployment	12.9%	16.7%	24.5%	8.8%	12.5%	6.3%
Borders is a lovely place to live/ love my area	10.1%	11.9%	8.2%	7.0%	14.3%	9.4%
Council services need improved	10.1%	9.5%	6.1%	10.5%	8.9%	14.1%
Improve surgery waiting times/ better health service	9.4%	4.8%	6.1%	15.8%	7.1%	9.4%
Poor/ lack of transport facilities e.g. bus/ train	9.0%	11.9%	8.2%	5.3%	12.5%	7.8%
Cost of living	7.9%	16.7%	-	8.8%	5.4%	10.9%
Roads are needing repaired	6.8%	9.5%	6.1%	8.8%	1.8%	7.8%
Cleaning/ litter problems	5.0%	9.5%	4.1%	8.8%	3.6%	1.6%
Problem with dog fouling	4.3%	2.4%	2.0%	3.5%	8.9%	3.1%
Broadband is needed in the area	2.5%	4.8%	-	3.5%	1.8%	3.1%
Reduce petrol prices	2.2%	4.8%	2.0%	1.8%	3.6%	-
Would like cycle paths introduced	1.8%	4.8%	-	3.5%	1.8%	-
School upgrades/ improvements	1.4%	2.4%	2.0%	1.8%	-	-
Other	3.6%	7.1%	8.2%	-	-	4.7%

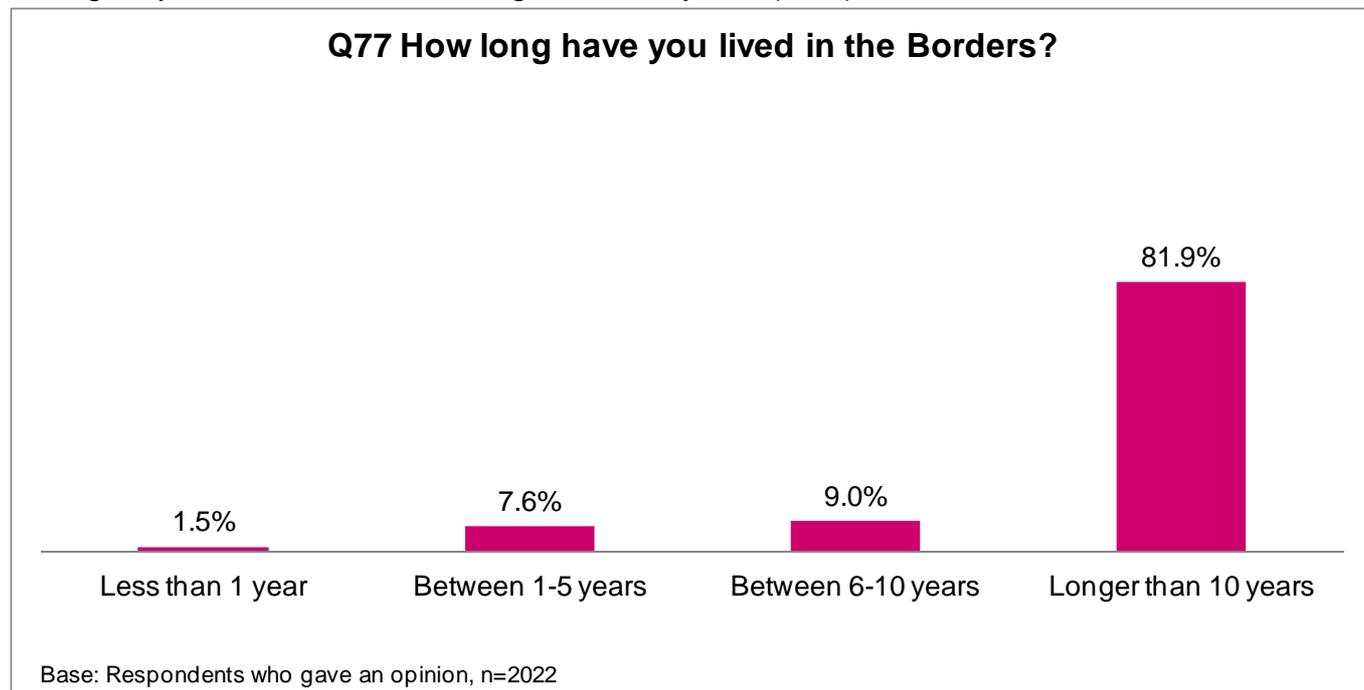
Age and Gender

More females responded to the survey (55%) than males (45%). The table below shows that 1% of respondents overall were aged between 16 and 24, 12% were 25 to 44, 21% aged 45-59, 29% aged 60-74 and 16% were aged 75 years or over. It is interesting to note that significantly more females aged 25 to 44 who responded to the survey (16%) than males aged 25 to 44 (8%). On the other hand, there is a higher proportion of males aged between 60 and 74 (36%) who have replied to the survey than females (25%).

Q70 How old are you?			
	Overall	Male	Female
Base	2063	888	1090
16-24 years	0.8%	0.2%	1.4%
25-44 years	12.2%	8.2%	16.1%
45-59 years	21.4%	19.8%	24.1%
60-74 years	29.4%	36.3%	25.4%
75 years or older	15.9%	18.4%	15.0%
Age not given	20.2%	17.1%	17.9%

Length of stay

There appears to be a very stable population in the Borders with more than 8 in 10 respondents stating they lived in the Borders longer than 10 years (82%).



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

Q77 How long have you lived in the Borders?							
	Overall	16-24	25-44	45-59	60-74	75+	Age not given
Less than 1 year	1.5%	17.6%	3.6%	0.7%	1.5%	0.9%	1.0%
Between 1 and 5 years	7.6%	23.5%	14.3%	9.5%	8.8%	3.1%	2.4%
Between 6 and 10 years	9.0%	5.9%	13.9%	10.2%	7.9%	4.0%	10.2%
Longer than 10 years	81.9%	52.9%	68.3%	79.6%	81.8%	92.0%	86.4%

Occupational status

The table below shows that just under 4 in 10 respondents (39%) stated they were in full or part time employment, 10% were self employed and 3% working from home. A further 45% of respondents were wholly retired from work, 5% were at home and not seeking work, 4% are permanently sick or disabled, 2% were registered unemployed and less than 1% were in full time education.

Q81 Which of these best describes your present employment situation?	
	%
In full time employment	24.2%
In part time work	14.3%
Self-employed	10.3%
Work from home	3.1%
Member of the Armed Forces	0.1%
On a Government training scheme	0.1%
Registered unemployed	2.3%
Permanently sick or disabled	3.7%
Wholly retired from work	44.7%
In full time education	0.4%
At home/ not seeking work	5.2%
Ex Armed Forces	1.8%

Of those who are in paid employment, 77% overall stated they were based in the Borders. Significantly more respondents living in Teviot (90%) than in Tweeddale (56%) stated their employment was based in the Borders.

Q82 If you are in paid employment are you based in the Borders?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	872	163	165	160	173	192
Yes	76.8%	79.1%	90.3%	56.3%	88.4%	71.9%
No	23.2%	20.9%	9.7%	43.8%	11.6%	28.1%

Disability

19% of respondents who lived in Teviot said they had some form of disability or health problem. Those who lived in Teviot were most likely to have a disability (19%).

Q83 Do you consider yourself to have a disability?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1946	359	377	331	419	427
Yes	16.3%	15.0%	18.6%	13.6%	16.7%	17.3%
No	80.5%	82.2%	78.2%	83.7%	79.2%	79.6%
Prefer not to say	3.2%	2.8%	3.2%	2.7%	4.1%	3.0%

Those who had a disability were asked to describe the nature of their health problem. The most common disability was longstanding illnesses or health conditions such as cancer or diabetes (47%) followed by physical impairments (39%).

Q84 Which of these best describes the nature of your disability?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	309	53	68	44	67	72
Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	38.5%	32.1%	32.4%	38.6%	38.8%	48.6%
Sensory impairment, such as being blind/ having a serious visual impairment or being deaf/ having a serious hearing impairment	18.8%	18.9%	22.1%	25.0%	22.4%	9.7%
Mental health condition, such as depression or schizophrenia	19.1%	26.4%	20.6%	13.6%	14.9%	19.4%
Learning disability, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head injury)	5.2%	11.3%	5.9%	4.5%	3.0%	2.8%
Longstanding illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	46.6%	45.3%	50.0%	40.9%	53.7%	38.9%
Other, such as disfigurement	4.5%	7.5%	2.9%	4.5%	4.5%	4.2%

Household composition

Thirty three percent of households contained single persons, 5% were lone parents, 19% were couples with children, 41% were couples without children, 1% were households with three or more adults with children and 3% were three or more adults without children.

Q85 Which of these best describes the type of household at this address?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1979	367	379	341	427	434
Single person	32.5%	33.0%	36.9%	26.1%	34.2%	32.9%
Lone parent	5.0%	4.6%	6.1%	5.0%	5.9%	3.9%
Couple with children	18.8%	20.4%	16.9%	22.0%	17.3%	17.7%
Couple without children	40.6%	39.2%	39.3%	43.4%	39.1%	40.8%
Three or more adults with children	0.6%	0.5%	0.3%	1.2%	-	0.9%
Three or more adults without children	2.6%	2.2%	0.5%	2.3%	3.5%	3.7%

The majority of respondents who are aged 75 and over live in single person households (55%) and 56% of those aged 60 to 74 lived as a couple without children. More than half (52%) of those aged 25-44 lived as a couple with children, and those who were aged 16 to 24 were most likely to live as a couple without children.

Q85 Which of these best describes the type of household at this address?							
	Overall	16-24	25-44	45-59	60-74	75+	Age not given
Base	1979	17	250	437	595	314	366
Single person	32.5%	23.5%	19.2%	21.5%	33.8%	55.4%	33.3%
Lone parent	5.0%	23.5%	10.8%	8.9%	1.8%	2.2%	3.0%
Couple with children	18.8%	11.8%	52.0%	31.1%	5.4%	1.9%	18.0%
Couple without children	40.6%	41.2%	15.2%	33.0%	56.3%	38.9%	42.9%
Three or more adults with children	0.6%	-	1.6%	0.7%	0.2%	-	0.8%
Three or more adults without children	2.6%	-	1.2%	4.8%	2.5%	1.6%	1.9%

Significantly more Teviot (37%) and Cheviot (34%) respondents said they lived alone than Tweeddale respondents (26%).

Q85 Which of these best describes the type of household at this address?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1979	367	379	341	427	434
Single person	32.5%	33.0%	36.9%	26.1%	34.2%	32.9%
Lone parent	5.0%	4.6%	6.1%	5.0%	5.9%	3.9%
Couple with children	18.8%	20.4%	16.9%	22.0%	17.3%	17.7%
Couple without children	40.6%	39.2%	39.3%	43.4%	39.1%	40.8%
Three or more adults with children	0.6%	0.5%	0.3%	1.2%	-	0.9%
Three or more adults without children	2.6%	2.2%	0.5%	2.3%	3.5%	3.7%

Access to private transport

Eighty three percent of respondents own or have access to a car which is consistent with 2010 where 84% had access to private transport. Slightly more males (88%) than females (80%) stated they had access to a car. Respondents aged 45 to 59 were the most likely to have access to car (91%) and respondents aged 16 to 24 were the least likely (53%).

National Identity

More than 6 in 10 respondents considered their national identity to be Scottish (60%) and 52% considered themselves British. Please note the instructions for this question were for respondents to tick all that apply.

Q87 What do you consider your national identity to be?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	2024	373	391	348	436	443
British	52.1%	49.3%	45.0%	56.0%	50.7%	58.2%
Irish	0.6%	1.1%	0.3%	0.6%	0.5%	0.9%
Welsh	0.6%	1.3%	-	0.9%	0.7%	0.5%
English	8.0%	4.6%	6.9%	7.5%	9.6%	10.8%
Scottish	60.1%	65.4%	70.1%	59.2%	60.3%	48.5%
Prefer not to say	0.6%	0.3%	0.5%	0.3%	0.9%	0.9%
Other (please specify)	0.7%	0.8%	0.5%	1.1%	0.2%	0.9%
Polish	0.3%	0.5%	0.5%	-	0.2%	0.2%

Religion

In terms of religion, 64% said they were Christian and 30% said they belonged to no religion or had no belief.

Q88 What religion, religious denomination or body do you belong to?						
	Overall	Eildon	Teviot	Tweeddale	Cheviot	Berwickshire
Base	1995	370	387	341	431	434
No religion or belief	29.9%	30.5%	31.0%	35.2%	28.1%	26.70%
Buddhist	0.6%	0.5%	-	0.3%	0.5%	1.20%
Christian	63.6%	63.8%	63.3%	59.5%	66.1%	63.80%
Hindu	0.2%	-	-	0.3%	0.5%	-
Jewish	0.1%	-	-	-	0.5%	-
Muslim	-	-	-	-	-	-
Sikh	-	-	-	-	-	-
Prefer not to say	5.6%	5.1%	5.7%	4.1%	4.4%	8.3%
Another religion or belief	0.1%	-	-	0.6%	-	-

Ethnicity

The majority of residents consider themselves White Scottish (67%), 14% said they were White English and 14% said they were White British.

Q90 What is your ethnic group/ background?	
Base: Gave an opinion, n=2034	%
Scottish	67.2%
English	14.4%
Welsh	0.6%
Northern Irish	0.4%
British	14.2%
Irish	0.5%
Polish	0.5%
Any other white ethnic background (please specify)	0.9%
Any mixed or multiple ethnic group (please specify)	0.1%
Chinese, Chinese Scottish or Chinese British	0.0%
Any other Asian, Asian Scottish or Asian British Ethnic Origin (please specify)	0.0%
African, African Scottish or African British	0.2%
Any other ethnic origin (please specify)	0.1%
Prefer not to say	0.8%

4. APPENDICES

Appendix 1: Survey Questionnaire

SCOTTISH BORDERS COMMUNITY PLANNING PARTNERSHIP

GENERAL HOUSEHOLD SURVEY 2013

Please take a few minutes to complete this questionnaire. Your answers are valued and will remain anonymous. Please feel free to give your opinions. Please send your questionnaires back to Research Resource by 7th May.

LIFE IN THE SCOTTISH BORDERS

1. Thinking about your neighbourhood, how would you rate it as a place to live?

Very good	1	Fairly poor	4
Fairly good	2	Very poor	5
Neither good or bad	3		

2. Please tell us why you think this.

--

3. Do you think your neighbourhood has got better or worse over the past three years?

Better	1	Have not lived here for 3 years	4
Stayed the same	2	Don't know	5
Worse	3		

4. Please select the five issues that are most important to you (from those listed below) and rank them in order of importance. PLEASE TICK ONE ISSUE PER COLUMN

	Order of importance				
	1 st	2 nd	3 rd	4 th	5 th
Tackling poverty and inequality	1	2	3	4	5
Supporting local retailers and businesses	1	2	3	4	5
Improving access to high quality broadband services in the Borders	1	2	3	4	5
Continuing to make the Council more accessible and responsive	1	2	3	4	5
Providing sustainable transport links including demand responsive transport	1	2	3	4	5
Reinstatement of Borders railway link to Hawick and Carlisle	1	2	3	4	5
Reopening of Reston station	1	2	3	4	5
Providing services to help those in debt	1	2	3	4	5
Providing activities and facilities for younger people	1	2	3	4	5
Providing activities and facilities for older people	1	2	3	4	5
Making more affordable housing available	1	2	3	4	5

Raising educational achievement and helping people of all ages get the skills they need	1	2	3	4	5
Providing arts, culture and heritage activities for all ages	1	2	3	4	5
Providing sports activities/facilities	1	2	3	4	5
Encouraging use of energy from renewable sources	1	2	3	4	5
Ensuring that the Borders remains a safe place in which to live, work and visit	1	2	3	4	5

INFORMATION ABOUT YOUR COUNCIL AND ITS SERVICES

5. How much do you know about each of the following...

	A lot	A bit	Not much	Nothing	Don't Know
How to make general comments to the Council?	1	2	3	4	5
How to make complaints to the Council?	1	2	3	4	5
What the Council spends its money on?	1	2	3	4	5
The services provided by the Council?	1	2	3	4	5

6. To what extent do you agree or disagree that the Council manages resources efficiently to deliver high quality services?

Strongly agree	1	Disagree	4
Agree	2	Strongly disagree	5
Neither agree nor disagree	3	Don't know	6

7. Have you been dissatisfied about a service you have received from Scottish Borders Council in the last 12 months?

Yes (Go to Q8)	1	No (Go to Q10)	2
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8. Did it result in you making a complaint?

Yes (Go to Q9)	1	No (Go to Q10)	2
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9. How satisfied were you with the way your complaint was handled?

Very satisfied	1	Fairly dissatisfied	4
Fairly satisfied	2	Very dissatisfied	5
Neither satisfied nor dissatisfied	3	Don't know	6

CUSTOMER CONTACT WITH SCOTTISH BORDERS COUNCIL (INCL. SCHOOLS)

10. Have you contacted Scottish Borders Council in the past 12 months?

Yes (Go to Q11)	1	No (Go to Q12)	2
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11. If yes, what was the reason(s)...TICK ALL THAT APPLY	
Reported an issue or problem	1
Asked for advice/information	2
Applied to use a service	3
Made a payment (excluding payments made by Direct Debit)	4
Don't know/can't remember	6
Other (please specify)	7

12. 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, ticking one option per column:			
	1st Choice	2nd Choice	3rd Choice
By telephone	1	2	3
In person	1	2	3
By e-mail	1	2	3
By Council website	1	2	3
By post	1	2	3
Other (please specify)	1	2	3

INTERNET ACCESS AND ONLINE SERVICES

13. If you have access to the internet how do you normally access it? (including email)?		
Own mobile device e.g. laptop, mobile phone, smart phone, tablet	1	Go to Q14
Own home computer	2	
Library or other Council facility internet access PC	3	Go to Q16
Public internet access e.g. internet café	4	
Other (please specify)	5	
Do not use the internet or email	6	Go to Q21

14. How would you rate the quality of your broadband service (i.e. speed/ bandwidth)?				
Excellent	Good	Fair	Poor	Very Poor
1	2	3	4	5

15. Would you be willing to pay more to get a better service (faster speed, bigger bandwidth)?		
Yes	1	No
		2
		Not sure
		3

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

17. Have you used a mobile phone, smart phone or tablet to access online services?			
Yes (Go to Q19)	1	No (Go to Q18)	2

18. If 'no' please tell us why not (TICK ALL THAT APPLY)			
Didn't know there was a mobile site	1	Download charges	3
Prefer to use a laptop/PC	2	Do not own a mobile or tablet	4
Other, please specify			5

19. Would you prefer to be able to self serve on the Council website rather than							
Telephone	Yes	1	No	2	No preference	3	
Visit a contact centre	Yes	1	No	2	No preference	3	

20. Would you use a secure personal online account to access or provide Council related information such as....							
Council bills, invoices and account information	Yes	1	No	2	No preference	3	
Advising SBC of changes in circumstance such as address	Yes	1	No	2	No preference	3	
Booking Council facilities	Yes	1	No	2	No preference	3	
Booking appointments to meet staff	Yes	1	No	2	No preference	3	

LOCAL DECISION MAKING

21. How would you rate Scottish Borders Council overall?			
Excellent	1	Very poor	4
Good	2	Don't know	5
Poor	3		

22. How satisfied are you with the opportunities for participating in the local decision making process provided by Scottish Borders Council?			
Very satisfied	1	Very dissatisfied	4
Fairly satisfied	2	Don't know	5
Fairly dissatisfied	3		

23. Have you taken part in any consultations run by the Council (excluding this survey)? For example the Local Plan, surveys or School holiday dates.			
Yes	1	No	2

NEIGHBOURHOOD OPERATIONAL SERVICES

24. How satisfied are you with the following services?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The cleanliness of the area in which you live	1	2	3	4	5
Maintenance of your local churchyard or cemetery	1	2	3	4	5
Speed of repair to your local damaged roads	1	2	3	4	5
Maintenance of your local public conveniences	1	2	3	4	5
Speed of repair of your local street lighting	1	2	3	4	5

HOUSEHOLD WASTE COLLECTION, RECYCLING, WASTE AND LITTER SERVICES

25. Scottish Borders Council provides a collection service for general household waste and recycling. Please indicate how satisfied you are with the following:

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Do not use/ don't know
Your kerbside waste and recycling collection services overall	1	2	3	4	5	6
The service offered at the Community Recycling Centres	1	2	3	4	5	6
The recycling bring sites (glass and textiles) that are situated across the Borders	1	2	3	4	5	6
Council communications, guidance and information you receive about waste and recycling services? (e.g. the 0300 contact number, website, collection calendars, ReduceReuseRecycle email, SBConnect magazine, press and radio articles etc).	1	2	3	4	5	6
Street cleaning services	1	2	3	4	5	6

LOCAL FACILITIES

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

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Do not use
Sports/leisure facilities with swimming pools	1	2	3	4	5	6
Other sports/leisure facilities	1	2	3	4	5	6
Museums and galleries	1	2	3	4	5	6
Libraries	1	2	3	4	5	6
Grass cutting in parks, open spaces and sports areas.	1	2	3	4	5	6
Schools facilities (evenings/weekends/holidays)	1	2	3	4	5	6

Please tell us the reason(s) for your answer:

ROADS AND TRANSPORTATION

27. Do you use the local bus service?

Yes (go to Q28)	1	No (go to Q29)	2
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28. If 'yes,' how satisfied are you with:

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Local bus services	1	2	3	4	5
Quality of service provided	1	2	3	4	5
Local bus information	1	2	3	4	5

29. 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)	1	2	3	4	5
The condition of roads in Scottish Borders towns	1	2	3	4	5
The condition of rural roads in your area	1	2	3	4	5
Road drainage	1	2	3	4	5
The condition of footways/pavements in your area	1	2	3	4	5
Maintenance of street lighting	1	2	3	4	5
Controlled car parking (including charging for parking)	1	2	3	4	5
School transport services	1	2	3	4	5
Response to flooding events	1	2	3	4	5
Speed limits in towns and villages	1	2	3	4	5

WINTER SERVICE AND EXTREME WEATHER EVENTS

30. 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	1	2	3	4	5
Speed of road ice and snow clearance	1	2	3	4	5
Effectiveness of road snow clearance	1	2	3	4	5

31. 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	1	2	3	4	5
Speed of road ice and snow clearance	1	2	3	4	5
Effectiveness of road ice and snow clearance	1	2	3	4	5
Proportion of footways treated	1	2	3	4	5
Speed of footway snow clearance	1	2	3	4	5
Effectiveness of footway snow clearance	1	2	3	4	5
The number of salt bins	1	2	3	4	5
The refilling of salt bins	1	2	3	4	5

32. Would you be willing to volunteer to help your town/village/neighbourhood be more resilient in dealing with and responding to emergencies and extreme weather events, e.g. by assisting the vulnerable and elderly in clearing snow from their footpaths and driveways etc?

Yes	1	No	2
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HOUSING

33. To what extent do you agree that your home is appropriate for your household's needs?

Strongly agree	1	Disagree	4
Agree	2	Strongly disagree	5
Neither agree nor disagree	3	Don't know/not applicable	6

34. Do you consider your rent/mortgage affordable?

Yes	1	No	2	Don't know/not applicable	3
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35. Do you consider your household fuel bills, such as gas/electricity affordable?

Yes	1	No	2	Don't know/not applicable	3
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36. To what extent do you agree that you find it easy to access information and advice on financial services / products?

Strongly agree	1	Disagree	4
Agree	2	Strongly disagree	5
Neither agree nor disagree	3	Not applicable	6

EDUCATION

37. How satisfied are you with your local schools?

Very satisfied	1	Fairly dissatisfied	4
Fairly satisfied	2	Very dissatisfied	5
Neither satisfied nor dissatisfied	3	Don't know/not applicable	6

SOCIAL WORK

38. Have you or any of your family used the following Social Work services over the last 12 months? Please indicate how satisfied or dissatisfied you are with these services.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Care at Home	1	2	3	4	5	6
Residential Care	1	2	3	4	5	6
Mental Health	1	2	3	4	5	6
Learning Disability	1	2	3	4	5	6
Day Services	1	2	3	4	5	6
Sensory Services	1	2	3	4	5	6
Bordercare	1	2	3	4	5	6
Welfare Benefits	1	2	3	4	5	6
Integrated Children's Locality Services	1	2	3	4	5	6
Family Support Service	1	2	3	4	5	6
Fostering and Adoption	1	2	3	4	5	6
Additional Support Needs	1	2	3	4	5	6
Please provide some additional comments on the above services.						

39. If you were concerned about the welfare of a child or adult at risk of harm, and you wished to report it, would you know who to contact?

Child at risk	Yes	1	No	2	Don't know	3
Adult at risk	Yes	1	No	2	Don't know	3

If you have concerns about any child or young person you should do something about it and speak to someone. You can get advice or report a concern by contacting the Integrated Children's Service locality team in which the child lives. In an emergency out of office hours, please call: Tel: 01896 752111.

If you are concerned about the welfare of an adult at risk of harm please contact our Social Care and Health team as a matter of priority. Tel: 0300 100 1800. You can also speak to a health professional or the police.

40. Are you satisfied with the facilities (other than schools) available for children and young people?

In the Scottish Borders	Yes	1	No	2	Don't know	3
In your local area	Yes	1	No	2	Don't know	3

Please tell us the reason (s) for your answer:

COMMUNITY SAFETY AND POLICING

41. Are there any places in your local area that you feel unsafe?

Yes (Go to Q42)	1	No (Go to Q43)	2
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42. 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)	

43. 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	1	2	3	4	5	6
The police and Scottish Borders Council are dealing with anti-social behaviour and crime in your area	1	2	3	4	5	6
The police can be relied on to be there when I need them	1	2	3	4	5	6
Taking everything into account, I have confidence in the police in my local area	1	2	3	4	5	6

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

Completely informed	1	A little informed	3
Fairly informed	2	Not at all informed	4

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

Very good	1	Poor	4
Good	2	Very poor	5
Fair	3	Don't know	6

46. 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	1	2	3	4	5
Rubbish and litter lying around	1	2	3	4	5
People being drunk or rowdy in public places	1	2	3	4	5
Abandoned or burnt out cars	1	2	3	4	5
Vandalism or graffiti to property or vehicles	1	2	3	4	5
People using or dealing drugs	1	2	3	4	5
Off road motorbikes	1	2	3	4	5
Callers at the door	1	2	3	4	5
Groups or individuals intimidating or harassing others	1	2	3	4	5
Racially motivated attacks	1	2	3	4	5
Parking problems	1	2	3	4	5
People setting fires to cause damage	1	2	3	4	5
Youths causing annoyance	1	2	3	4	5
Dangerous driving or speeding	1	2	3	4	5

47. Do you think the following should be high, medium or low priority for the police in your local area? PLEASE TICK FOR EACH, THE LEVEL OF PRIORITY YOU THINK IT SHOULD BE GIVEN IN YOUR LOCAL AREA			
	High priority	Medium priority	Low priority
Road safety	1	2	3
Violent crime (including robbery, sex offences and domestic abuse)	1	2	3
Antisocial behaviour and alcohol related disorder	1	2	3
Housebreakings and theft	1	2	3
Hate crime including racist crime	1	2	3
Fraud, financial crime and e-crime	1	2	3
Car crime	1	2	3
Drug dealing and drugs misuse	1	2	3
Serious and organised crime and terrorism	1	2	3
Are there any other issues which you think should be given priority in your local area?			

48. 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 at night	1	2	3	4	5
Walking alone in your local area during the day?	1	2	3	4	5
Walking alone in your local area after dark?	1	2	3	4	5

49. In the last year have you witnessed or experienced antisocial behaviour?			
Yes (Go to Q50)	1	No (Go to Q52)	2

50. If yes, did you report it?			
Yes (Go to Q52)	1	No (Go to Q51)	2

51. If you didn't report it please tell us why (please tick all that apply)			
Couldn't be bothered	1	Didn't know who to report it to	4
Fear of repercussion	2	Other, please specify	5
Don't feel it is something I should report	3		

52. To what extent do you agree or disagree with each of the following statements?					
	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
A society where women are not treated equally contributes to violence against women	1	2	4	5	6
The purchase of sex or sexual images can contribute to harmful attitude(s) towards women	1	2	4	5	6
Alcohol and drugs cause men to be violent to their partners	1	2	4	5	6
Domestic abuse always contains physical violence	1	2	4	5	6
It is the woman's responsibility to leave if she is in an abusive relationship	1	2	4	5	6
Most victims of rape are raped by a stranger	1	2	4	5	6
In certain situations (e.g dressing provocatively or being drunk) a women is partly responsible for being raped	1	2	4	5	6
Rape results from men being unable to control their need for sex	1	2	4	5	6
Ending violence against women is an issue for everyone	1	2	4	5	6
Do you have any other comments you wish to make about these issues?					

53. "Offenders who are sentenced to Community Payback do unpaid work which allows them to learn new skills and give something back to the community." Do you think Community Payback work made a difference to Scottish Borders in the last year?					
Yes	1	No	2	Don't know	3

FIRE AND RESCUE SERVICE

54. How satisfied are you with the service provided by the Fire and Rescue Service in your local area?

Very satisfied	1	Fairly dissatisfied	4
Fairly satisfied	2	Very dissatisfied	5
Neither satisfied nor dissatisfied	3		

55. Do you agree that the Fire and Rescue Service provide you with enough information to make sure you are safe from fire in your home?

Strongly agree	1	Disagree	4
Agree	2	Strongly disagree	5
Neither agree nor disagree	3	Don't know	6

HEALTH, WELLBEING AND HEALTH SERVICES

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

Yes	1	No	2
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56. Are you a member of a sports club, gym, recreational group/organisation or a regular member of a class (e.g. at a leisure centre or a hall) where you participate in regular exercise?

Yes (Go to Q57)	1	No (Go to Q58)	2
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57. If 'yes' have you also gained new knowledge or skills through this involvement?

Yes	1	No	2
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58. How much time do you spend participating in a vigorous sport or physical activity, where you are short of breath, have a rapid heartbeat and unable to carry on a conversation, per week?

More than 75 minutes per week	1	60 – 75 minutes per week	4
Less than 60 minutes per week	2	Never	5

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

Daily	1	Once a week	4
4-6 times a week	2	Less than once a week	5
2-3 times a week	3	Never	6

60. Do you look after, or give support to family members, friends, neighbours or others because of long term physical or mental health, disability or problems relating to old age? Do not count anything you do as part of your paid employment.

No	1	Yes, 1-19 hours per week	4
Yes, 20-34 hours per week	2	Yes, 35-49 hours per week	5
Yes, 50+ hours per week	3		

61. Have you or a family member ever had concerns about how much alcohol you drink?			
Yes	1	No	2

62. Have you ever discussed your alcohol use with your GP or other member of your GP practice staff?			
Yes (go to Q63)	1	No (go to Q64)	2

63. If yes, what has changed about your alcohol use since that discussion?	
I now drink less	1
I have not changed my alcohol use	2
I now drink more alcohol	3

64. 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
I know how to find out information about local health services in the Borders	1	2	3	4	5	6
I know how to contact NHS Borders	1	2	3	4	5	6

65. If you wanted to find out information about your health where would you look? (Please tick all that apply)	
GP or nurse at your local practice	1
Your local health centre	2
NHS 24 (NHS inform)	3
NHS Borders website	4
Other websites	5
Online Borders	6
Your pharmacist	7
Newspapers, magazines	8
Library	9
Friends or family	10
Other (please specify)	11

66. Overall, how well informed are you about the services NHS Borders provides?			
Completely informed	1	A little informed	4
Fairly informed	2	Not at all informed	5

67. Thinking about the last time you had contact with NHS Borders, to what extent do you agree or disagree with the following statements about how you were treated?						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I was treated with dignity and respect	1	2	3	4	5	6
I was listened to	1	2	3	4	5	6
I trusted NHS Borders to provide the care I needed when I needed it	1	2	3	4	5	6

68. Overall how would you rate your experience of NHS Borders?			
Very good	1	Poor	4
Good	2	Very poor	5
Fair	3	Don't know	6

69. Would you tell friends and family that you had a good service from NHS Borders?					
Yes	1	No	2	Maybe	3

70. To what extent do you think NHS Borders listens to the concerns of local communities?			
A great deal	1	Not at all	4
A fair amount	2	Don't know	5
Not very much	3		

71. Overall, how satisfied are you with the way your health service is run?			
Very satisfied	1	Fairly dissatisfied	4
Fairly satisfied	2	Very dissatisfied	5
Neither satisfied nor dissatisfied	3	Don't know	6

72. The NHS want people to give feedback so they can improve the way they do things. How would you prefer to give your feedback? Please indicate your 1st, 2nd and 3rd choice, ticking one option per column:			
	1st Choice	2nd Choice	3rd Choice
Feedback form	1	2	3
Meeting with someone	1	2	3
Writing to someone	1	2	3
E-mail	1	2	3
Phoning someone to give my feedback	1	2	3
Website	1	2	3
SMS text	1	2	3
Facebook/other social networking site	1	2	3
Questionnaire	1	2	3
Other (please specify)	1	2	3
I would not want to provide feedback	1		

FINANCIAL WELLBEING

73. How has your personal financial situation changed over the last 12 months?			
Much better	1	Worse	4
Better	2	Much worse	5
No change	3	Don't know/prefer not to say	6

74. How confident are you about your current and future job/careers prospects in the Scottish Borders?			
Very confident	1	Not at all confident	4
Confident	2	Not applicable	5
Not very confident	3		

75. How well would you say your household is currently managing financially?			
Managing very well	1	Have some financial difficulties	5
Managing quite well	2	In deep financial trouble	6
Getting by alright	3	Don't know/ prefer not to say	7
Not managing very well	4		

76. 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?

ABOUT YOU AND YOUR HOUSEHOLD

77. How long have you lived in the Borders?

Less than 1 year	1	Between 6-10 years	3
Between 1-5 years	2	Longer than 10 years	4

78. What is your year of birth?

79. Are you....?

Male	1	Female	2	Prefer not to say	3
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80. Do you identify as transgender? (For the purpose of this question "transgender" is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth)

Yes	1	No	2	Prefer not to say	3
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81. Which of these best describes your present employment situation? (PLEASE TICK ALL THAT APPLY)

In full-time work	1	Go to Q82
In part-time work	2	
Self-employed	3	
Work from home	4	
Member of the Armed Forces	5	
On a Government training scheme	6	
Registered unemployed	7	Go to Q83
Permanently sick or disabled	8	
Wholly retired from work	9	
In full-time education	10	
At home/not seeking work	11	
Ex Armed Forces	12	

82. If you are in paid employment are you based in the Borders?			
Yes	1	No	2

83. Do you consider yourself to have a disability? (This is defined as having a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on your ability to carry out normal day-to-day activities)					
Yes (Go to Q84)	1	No (Go to Q85)	2	Prefer not to say (Go to Q85)	3

84. Which of these best describes the nature of your disability? (PLEASE TICK ALL THAT APPLY)	
Physical impairment, such as difficulty using your arms or mobility issues which means using a wheelchair or crutches	1
Sensory impairment, such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment	2
Mental health condition, such as depression or schizophrenia	3
Learning disability, (such as Down's syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	4
Longstanding illness or health condition such as cancer, HIV, diabetes, chronic heart disease or epilepsy	5
Other, such as disfigurement	6

85. Which of these best describes the type of household at this address?			
Single person	1	Couple without children	4
Lone parent	2	Three or more adults with children	5
Couple with children	3	Three or more adults without children	6

86. Do you own or have access to a car?			
Yes	1	No	2

87. What do you consider your national identity to be? [PLEASE TICK ALL THAT APPLY]			
British	1	English	4
Irish	2	Scottish	5
Welsh	3	Prefer not to say	6
		Other (please specify)	7

88. What religion, religious denomination or body do you belong to? [PLEASE TICK ONE ONLY]			
No religion or belief	1	Jewish	5
Buddhist	2	Muslim	6
Christian	3	Sikh	7
Hindu	4	Prefer not to say	8
		Another religion or belief (please specify)	9

89. Which of the following best describes your sexual orientation?			
Bisexual	1	Heterosexual/ Straight	3
Lesbian/ Gay	2	Prefer not to say	4

90. What is your ethnic group/ background? [PLEASE TICK ONE ONLY]	
Scottish	1
English	2
Welsh	3
Northern Irish	4
British	5
Irish	6
Gypsy Traveller	7
Polish	8
Any other white ethnic background (please specify)	9
Any mixed or multiple ethnic group (please specify)	10
Indian, Indian Scottish or Indian British	11
Pakistani, Pakistani Scottish or Pakistani British	12
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	13
Chinese, Chinese Scottish or Chinese British	14
Any other Asian, Asian Scottish or Asian British Ethnic Origin (please specify)	15
African, African Scottish or African British	16
Caribbean, Caribbean Scottish, or Caribbean British	17
Any other African, Caribbean or Black Ethnic origin (please specify)	18
Arab	19
Any other ethnic origin (please specify)	20
Prefer not to say	21

91. What is the first part of your postcode? [PLEASE WRITE FIRST 4 DIGITS ONLY]

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

PLEASE RETURN YOUR QUESTIONNAIRE IN THE ENCLOSED FREEPOST ENVELOPE PROVIDED (NO STAMP NEEDED) BY THE 7th May 2013.

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: Further details on occasions where respondents have felt unsafe

Place (including town)	Time of day or night	Why (reason for feeling unsafe)
Inchmyre, Kelso	Night	Youth, drink.
Peebles - Victoria Park	When dark, it's been a bit better since new lighting.	Still quite dark.
Banner head, Selkirk	Night	Reputation
Galashiels Black Path area.	When it is dark.	Badly lit in places with overgrown bushes.
The Leisure Centre - loud railway/ walk.	Both	People with "fighting" dogs off leads.
High Street, Innerleithen. Leithen Road, Innerleithen.	Late evening.	Drunks/youths.
A6105	Always	Speed of traffic.
Burnfoot, Stonefield.	Night.	Stonefield flats - Run down and isolated. Empty and I'm concerned with gangs of kids.
Hawick. Pot Holes in roads are everywhere. Two Springs have broken in my car over the past two months.		
Hawick High Street.	After 10pm at night.	Too many drunk or drugged teenagers.
High Street, Innerleithen.	Night.	Drunks can get out of hand.
Haugh	7pm onwards.	Young people speeding in cars.
Burnfoot, Hawick.	All night, most days.	Anti-social behaviour and physical violence.
Everywhere.	Late at night or early hours of the morning.	You don't know who's going to be about nowadays.
Raeburn Meadow, Selkirk	Kids playing in the street. Cars.	Crumbling walls, pavements and steps.
Galashiels town centre.	Nights at weekends.	Too many drunk and foul mouthed people of all ages.
Galashiels town centre.	Weekend evenings.	Anti social behaviour.
Hawick - all areas.	9pm onwards.	Antisocial drinkers.
Coldstream.	Night.	I am elderly and slightly infirm so I don't go out at night.
Burnfoot, Hawick.	Evening.	Groups of youths.
Co-op car park Eyemouth.	Evening.	Loitering youths.
Galashiels.	After 10pm.	Gangs of youths on streets.
Hawick High Street.	Evening, especially weekends.	Drunkenness. Rudeness. Disorderly behaviour and noise.
Main car park in Hawick.	Night - After 9am.	Men (teenagers) congregating and racing around car park.
All the streets in Hawick.	At night.	No Police presence.
High Street.	Weekends.	Large numbers of young people gathering in crowds.
Ladyurd Forest Track (on Peebles - A701 road near Castle Craig) - A72.	All times.	Cars have taken to parking with men hanging around vehicle (suspected drug use). Dog walking spot.
Health Centre at night.	7pm onwards.	Full of youngsters.
Walking after dark.	Night.	Just fear of meeting anyone.
Melrose and Eildon Crescent.	Summer holidays and nights.	Because you get youngsters out in park drinking and being abusive.

Outside pubs in Langlee and Galashiels.	Weekends and evenings.	Drunk and unpredictable young blokes.
Peebles - Putting Green/ Park.	Night.	Not enough lighting in putting green.
Hawick Main Areas.	Night time and particularly at weekends.	Drunken louts.
Burnfoot and Wellfield Road, Hawick.	Any night after 9pm especially weekends.	Due to persons living their when they are drunk I feel vulnerable if on my own.
At Home.	Rush hour in particular but can be all day.	Cars go very fast past my house on B6460 during the day and night.
Middle of Burnfoot.	Day.	Lots of rough people live here.
Parks or places you walk your dog in Hawick.	Mostly night but not always.	Gangs of youths drinking or up to no good.
Mansfield Park, Hawick, Burnfoot.	Night.	Alcoholics and drug abusers.
Town centre.	6pm Onwards.	Youngsters hanging about in gangs.
The areas concerned are most within town centre Kirk and Rona dykes.	Mostly night-time.	Because the minority youth are out of control. Abusive, destructive and have no respect.
	Night time.	
Lane/ walk to Pinnacle hill Park.	Night/ Dark.	Not enough lighting and if lights are out/ faulty and difficult to see where you are going.
Kelso, Inchmyre.	At night.	A lot of antisocial problems there.
Galashiels or most large towns.	Night.	Not enough Police on the beat.
Hawick	After 10pm.	Crowds of young/ adult people.
Kelso.	After dark.	Unwanted attention.
Hawick town centre.	After 8pm.	Boy racers and large groups of youths congregating on streets.
Selkirk town centre.	Evenings/ nights.	Drunks and yobs.
Eyemouth.	At night.	Too many young people shouting and swearing.
Market square area	Night	Too many people with drink/ drugs problems in flats - causing noise etc.
Many Border towns.	Early evening/ night.	Large groups of unruly youths.
Hawick.	At night.	After dark a women walking alone.
Galashiels.	Night.	Drink and drugs.
Playground park.	Morning.	Type of litter left on the ground.
Main town area Peebles.	Evenings.	Kids on bikes and others around bus stop.
Local neighbourhood.	Night time.	Disturbances caused by neighbours in my immediate housing block.
Melrose	Evening	Only during annual Melrose 7.5.
Galashiels, Hawick and Kelso.	Evenings.	Too many people under the influence of alcohol or drugs - vandalism.
Hawick High Street to Wellogate Place.	10pm.	Lots of youngsters under the influence.
Eyemouth High Street.	Night.	Groups of youngsters.
Black path, Galashiels.	Both day and night.	

Galashiels.	Night.	We know the problems with drink and drunks through paper reports.
Jedburgh.	Nights.	Crowds of youngsters.
High Street Hawick.	Weekends, night.	Large groups moving from pubs. Unsure how they'll behave.
Town centre.	Weekends at night.	Drunks.
		Antisocial behaviour.
Sometimes around the Haymon's Park.	Night.	Abusive language and behaviour.
Inchmyre.	Day and night.	Alcohol abuse from teenagers who don't want to work.
Kelso town centre.	Late at night.	Cars racing around.
Kelso.	Day and night in Kelso.	Fear of being attacked.
Main High Street at weekends.	Night time.	Drunk and abusive people.
Earlston (any street near High Street).	Night when dark, mostly winter time.	Large group of undisciplined teenagers.
Hawick.	All the time.	Antisocial neighbour. Complaint against neighbour. Complaint rose several times.
Torwoodlee Road, Galashiels.	Day - PM.	Rubbish bin all over and a great deal of cans, bottles, old carpets, fridge, bed and computer just dumped.
Town centre, in the evening, taxi rank etc.	10pm Onwards.	Unruly youth. Alcohol effects. Lack their own self respect - so no respect for others.
Havelock Streets.	Night.	
Selkirk lower back row.	At night.	Youths gathering and causing trouble.
Town centre.	Closing time of pubs.	Too many drunks.
Canongate & Square.	Night.	Too many youngsters roaming that area in gangs playing football on Canongate. Noise goes on until early hours of the morning. No Police in sight.
Tesco, Galashiels.	Night, especially weekends.	Youngsters intimidating.
Bus station.	At night.	Teenagers present.
Hawick-Trinity area and Burnfoot in evenings.	Evening/ night	Unsure of characters living there
Waverley Walk	Out with the dog at night	Broken glass everywhere
		Ned's
Centre of town etc	Day or night	
Galashiels centre and Church square.	Late night weekends and darkness.	Street violence - Drunks and druggies.
All Borders towns and villages	Weekend nights	Homophobia
Trinity St, Hawick	After dark	General feeling of vulnerability, some undesirables live at bottom of street.
	Dusk to dawn	I'm not so able
Eyemouth town centre	Night	People under the influence of drink.
Local area (Galashiels)	Both	Working shifts (24x7), Anti-social behaviour.
62 bus from Gala to Peebles sometimes.		People drinking alcohol on the bus, being loud shouting and swearing, throwing cans out the window.
Peebles high street.	Late evening.	People hanging outside chip shop.

Galashiels town centre.	Late evening.	My son and his friends stopped going there because they were all attacked at different times.
Cuddyside, Peebles.	Night.	Don't feel safe, no camera's.
High street and Haugh car park - Hawick.	Evening.	Gangs of youths and boy racers.
Duns public parks.	Night time.	Lack of lighting.
Kelso town.	6.30pm.	Groups of youths drunk and being sick on the path.
Hawick.	After dark.	
Selkirk	Both.	Nails in tyres and 8 tyres slashed, people in garden at night.
Ship - Square Melrose.	Night.	Drunken Brawls.
Own street in Hawick.	Mostly at night.	Anti-social behaviour that you can't complain about because of people's aggression.
Peebles.	Night.	Always feel unsecure in the dark.
Sandbed, Hawick	Night.	Stopped going out at night.
High street, Hawick	High school lunch times and nights at weekends.	The kids are out of control, push past you, drunk, swearing etc at weekends.
Eyemouth town centre particularly around home arms car park area.	Late evening.	Groups of youths, noisy, drinking and messing about.
Eyemouth	Night.	Lots of people in the area who I no longer know, lots of foreigners.
Town.	Day	
Steps leading down to Selkirk Square.	Late evenings, usually weekends.	Gangs of youths, drinking alcohol and smoking drugs.
Gala park court.	24hrs.	Dangerous dogs.
Central Kelso.	After 10pm weekends.	Drunken or drugged young people, 20-30 yrs old arguing or verbal abuse to passers by.
Town centre.	Early to late evening.	Groups of noisy and abusive teenagers, I have been verbally abused several times for being old/ bald.
Coldstream.	Night.	Too many strangers lurking about, lack of police presence.
Peebles.	Dark.	Too many trees along a very long stretch.
Innerleithen.	Both.	Police response time and actions even when they do arrive are very poor.
Hawick centre.	Night.	Lack of police presence.
Newtown.	Night outside Co-op.	Young people hanging around noisily.
Hawick High Street.	Sat/ Fri night.	Too many drunk and unruly people.
Hawick.	After dark.	My age.
After dark - Coldstream.	After dark.	Teenagers in groups and groups of people hanging around in pubs.
Hawick	Night	I consider if it was safe to walk alone late at night.
Duns	Market Square at night	Youths congregating
Inchmyre, Kelso	Both	Drug dealers and scaffs

Black path, Tweedbank	All the time	Muggers
High street	After 10pm	Drunk behaviour
Home	Both	Just don't feel safe.
Burnfoot church area, Hawick	Night	Large groups of youths gather drinking.
Galashiels town centre	Late evening and weekend nights.	Not enough police presence.
Galashiels	Night	Lots of men and women arguing in the streets.
Burnfoot	Night	Violence, drugs and vandalism.
Black path, Galashiels	Day and night	Attacks going on.
Duns	All the time	Hate it, just feel so isolated and have received death threats.
Duns park	Night	No lighting
Eyemouth	Weekend nights	Drunk/stoned idiots
Selkirk market square	After 9pm weekends	Large amounts of young people standing around, feel unsafe walking past.
Any Borders town	Night	Compared with European towns, we have too much drunkenness.
Stirches, Hawick	5 - 6am	No bus service before 6am
Galashiels	6pm	Youths hanging around Tesco, shady people with dangerous dogs.
High Street to Burnfoot, Hawick	After 10pm	Do not feel safe walking home on own.
Kelso	Friday nights and weekends	Youths and drunks. Police station not permanently manned.
Burnfoot co-op	Late evening	Youth issues.
High street, Selkirk	Night	Lots of youngsters hanging around
Waverley Walk, Hawick	Night	Bushes by the path.
Kelso	Evening	Behaviour of young people/ yobs drinking.
Isolated village Auchencrow	Night 8 -12 winter	Very deserted but fast traffic and no pavements
Eyemouth Promenade	Night	Lots of youths drinking, being anti-social.
	Day	The way things are nowadays
Some town centres	Night-Evenings	Groups of youths
Hydro Hotel		Tree too close to properties for safety.
		Too many young people hanging around.
Burnfoot in Hawick	Between 7pm -10pm	Lots of youngsters hanging around.
Jedburgh	Evenings	Groups around square - have been hit with cans from a distance.
Alley ways poorly lit in evening	20:00 - 00:00	People congregating in areas
Peebles	Night after dark	Drunken behaviour/noisy behaviour often from young adults.
		Gangs of young people drinking.
Peebles High Street and School Brae	Past 10pm mainly at weekends.	Too many under aged drinkers hanging about.
Town centres	Weekend evenings.	Drunk and disorderly crowds.
		Path going to golf course - poor lighting and dog fouling.
High Street, Peebles.	Late Evening	Youths drinking alcohol.

High Street Hawick	After Midnight	Gangs of youths, many underage drinking.
Paths, underpasses, county roads, bus stops e.g. Galashiels.	Night, especially due to licensed premises.	See Q40 and poor lighting, vandalism, lack of security (police/ wardens?)
Jedburgh Market Place	Mid Morning	Jedburgh Court has poor lighting.
Vennels in High Street Peebles - weekend drunks.	Darkness	Drunk party goers - groups of youths.
Post office area, High Street.	Later on at night, especially Friday - Saturday	Groups of younger adults gathering together.
Eyemouth bantry beach area, bus stops, car park.	Night	Youngsters gathering, drinking and drug abuse.
Areas of Hawick, other towns.	Morning and evening	Vulnerable
The Knowes car park Kelso and Glebe Road, Kelso.	Evening from 6pm	Youths in cars - speeding into and from car park.
Duns town centre.	Late evening/ night.	Feel intimidated, but don't know if this is with any justification (see Q40)
Road due to speed of traffic.	Both	For my child's safety.
Grafton Road, Yetholm	Night	Local pub and public toilets, not far from house and no policing.
Old high school - Eyemouth	Evenings from 7pm onwards.	Young people in large groups consuming alcohol, smashing glass bottles and generally vandalising.
Newton St Boswells and in own house late at night.	Dark	Type of people hanging around streets-fights, resident in street with a tazor gun.
Galashiels, Black Path, town square	Night time	Young people, people high or on drink.
Road through Peebles	Day and night.	
Kelso	16:00 onwards.	Too many groups of young people.
Old house - Guards Road.	Both	Very unsafe.
Town centre.	Night.	No security in place.
Housing schemes, High Street.	Anytime/ night.	Lack of police presence to deal with hooligans.
Peebles	After dark.	Gangs of boys - some drunk.
Selkirk Town Square	7pm - 8pm sat night.	Verbal abuse and challenged to fight by youngsters.
Whole place.	Both.	Junkies, bored kids, drunk - need I go on?
Hawick.		The town is full of immigrants who don't mix or integrate.
Hawick	Night	Drunken people on streets.
Narrow country lanes.	Day and night.	No lighting, stranded.
A1 between Grantshouse and Cedar cafe lay-by.	After 7pm, in dark worst, but dangerous, any time because of traffic.	Bus stops in village so I must walk along A1 to get home (in dark sometimes) traffic dangerous.
Late evening and early night, groups high on drugs/ drink.	10pm - 3am.	These gatherings have turned violent before.
Galashiels at night.	Saturday night.	Groups of youth.
Town centre.	After 9pm	Too much drinking and drunk teenagers.
Market place/ high street Selkirk	9pm	Youths congregating.
Selkirk, Gala and Hawick town	Night.	Local intimidating youths.

centres.		
Selkirk Park	Weekend 9 -10pm.	At night young ones congregate and if we say anything about the way they are behaving they give us abuse.
Eyemouth Centre.	Night/ weekends.	Youths drinking etc.
Sheeding Park.	Night.	No lighting.
Monklaw Road, TD8 6SJ	Night, when dark.	No street lighting.
Walking along High Street waiting for buses.	From 7pm onwards.	No police foot patrolling.
Anywhere.	Night.	On my own with buggy.
The path leading to high school through playing fields.	Night time.	It's a quiet patch when walking to parents night when it's dark.
Hawick town centre and surrounding streets.	Night.	Lack of police patrols.
Along the river tweed - no lighting on paths or on town side Priorsford Bridge.	Night time.	Insufficient lighting especially town side of Priorsford Bridge.
Paths at edge of Tweedbank at opposite side of Kingsknowes Bridge at the side of river (Opp. sewage plant.	After darkness sets in in both winter and summer.	I feel someone may be hiding behind trees or bushes.
High Street Peebles	10pm - 1am.	Too many drunks about.
Hawick Town Centre.	Evenings particularly Saturdays.	Many fights reported and evidence of broken shop windows too regularly.
Peebles High Street.	Late at night.	Excessive drinking.
Coldingham.	Graveyard.	Youths collect there at night drinking.
Shops at Burnfoot Hawick	Night,	Hoodies with drink and drugs hanging about.
Burnfoot - Hawick.	Night.	
Galashiels.	Night.	Lack of police.
Jedburgh underpasses on the A68.	Evening.	They are quite isolated and you cannot see their full length before entering.
Waverley Walk (Hawick)	Night time.	Not enough lighting.
Anywhere in town.	Night.	Never walk alone at night.
At home.	Night.	Very strange people going to neighbours at all hours and very strange smell of drugs.
Bannerfield Drive, Selkirk.	00.01hrs - 23.59hrs.	SBHA and Police have lost control.
Town centre.	Evening.	Too many groups hanging around.
Eyemouth, Town Centre.	Late Evening.	Intimidated by youngsters.
Hawick	Late pm Friday, Saturday and Sunday night.	Not enough police presence.
		Youths roaming streets at night groups.
Jedburgh, Howden Burn Park	Night	When walking the dog in park there is no street lights and can't see anything!
Bright Street, Hawick Town Centre	Anytime	Bright Street, I had to move as neighbour on drugs and mouthing off.
Walk from swimming pool to Bar Avenue.	Night.	No lighting.
Around the street.	In dark.	Had teenagers running around my garden last year.

Appendix 3: 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 majority of comments were regarding:

- Too many wind farms/ ruining the environment
- Council services need improved
- Cost of living
- Borders is a lovely place to live/ love my area
- Improve surgery waiting times/ better health service
- Building too many houses/ not enough facilities due to increased demand
- Poor/ lack of transport facilities e.g. bus/ train
- Roads are needing repaired

Berwickshire additional comments
Recent experience in Eyemouth shows a waiting list to see Physiotherapist. More hours on this type of service e.g. Podiatrist, dental service (NHS) would be most beneficial to general health.
Some local access routes are being blocked made difficult surreptitiously under the radar. More focus on keeping footpath/ rights of way etc well maintained is good for well being especially for active elderly that find walking on rough ground difficult and hence the need to repair proper paths.
Rural and not overly populated, that is good. Far too many wind turbines in Berwickshire.
Living in East Berwickshire much of the available services are concentrate around Borders and Calderhills. Problem with travel arrangements and cost of travel. This is highlighted by the Scottish Court's decision to be more local/ courts out of East Berwickshire.
Out of hour's healthcare.
I think the indiscriminate proliferation of wind farms are a big risk to tourism and environment in the Borders.
Beauty and peace and wildlife being ruined by wind farms and turbines too tall and close to residential areas.
The absence of authority at local Council level and its connection in a regional body (rather than a county council) means local areas lack the attention they need.
Concerned re: Council services may be affected by cuts and I am concerned regarding the impact on benefit changes on the people involved and on the Council's income.
Need broadband to life us out of the dark ages.
Eyemouth has become or appears to have become a social dumping ground. The area needs to be re-energised as the area as a whole has a lot to offer - we need to attract big business to the area and get people back into work.
The reason I wouldn't pay for faster broadband is that I would like to get something for my Council Tax other than my weekly bin collection. No street lights and no pavements where I live. Used NHS once in five years and no kids at school. I currently don't get much for my money!
Raise expectations for children in secondary schools - too many seem to accept that all they will ever be/get is second best.
The social fabric of rural communities is at risk by ownership of 2nd homes. Young people can't afford to buy so they have to move away leaving older people and empty homes. There is nowhere to rent. In the street where I currently live out of 14 houses we are the only full time residents - all the rest are holiday homes or 2nd homes.
Stop the blight of wind turbines ruining a unique place. True cost is never revealed. Not cost effective and high subsidies paid out to turn the turbines off!! Wake up before it is too late!
I like our Border countryside as it is.

The impact on the rural way of life with all the wind farms particularly around Lauderdale and the Lammermuir Hills. It makes you want to weep at the beautiful scenery being destroyed by these large turbines. The impact on people's health and prices of property being devalued. Neighbours fighting neighbours. It is a tragedy.
Location and access to BGH from the coast (Eyemouth).
Centralisation of services to the Galashiels area. For example courts. There is an erosion of East Borders facilities and not suitable transport to compensate.
I feel that those people living out with towns in the Borders do not receive value for money. In return for our Council tax you empty our bin, we had a salt bin at the bottom of our road which was removed, the reason (the road is private). I guess we won't slide on a private road. We tell friends and family that this is not a good place to stay if facilities are important.
Would like the Border news back, heard the streets are not going to be swept, hedge cutting between gardens, too high and wide. Need more single one bedroom bungalows?
If not careful we will not be able to see countryside for wind farms.
Housing is a issue - I have lived in Eyemouth all my life and have to private rent a house with my partner as was getting no where on the Council waiting list. My rents double and find it unfair how houses are given to other people e.g. foreigners.
Concerned that wind farms are a poor choice for sustainable energy and are being excessively deployed in this area. This is a fantastic area for walking but provision of way marked and gated routes is very poor, I walk the dogs less here than in Midlothian where paths were generated consulting with local communities.
Councillor's salaries should be abolished and expenses only paid, travel at bus fare rates. Community councillors should be elected annually and have to retire for a year after serving 3 years. Social work department should be reformed; drug addicts and alcoholics under retirement age should not get bus passes. Their disability is of their own making and should not be rewarded.
Scenery is wonderful, but it's being blighted by wind turbines that have been proved to be of no effect of economic use.
Dog poo control, not just threats from a few old signs.
Local services are being reduced, local road repairs are non existent and in other words things are going down hill.
The increasing number of applications for wind turbines and the number of resulting installations is worrying. They will never provide enough energy unless there is one in every 1/4 acre, they do not function in high winds. They are costly for everyone and the look hideous.
Roads are badly broken up following a hard winter and in need of considerable attention.
I find the Borders depressing and in the middle of no-where. Since I lost my car because I couldn't afford it I joined the tennis club and the people were cheeky and made me feel unwanted.
Newly disorganised library, contact centre not well planned. Library and contact centre have the same desk therefore you can be standing beside a member of the public who may be discussing financial affairs whilst you change library books. Also staff sits behind computers while you stand waiting for their services.
Encouragement of wind turbines is very alarming and much of the countryside ruined. They are better suited to an urban landscape or better still develop tidal technology.
Like the ability to live a free and private life in a safe rural environment with supportive communities. Effect of low wage economy held down by public sector employment wages, keeps services low price and lowers ability to have private sector growth.
I Love the Borders, I love where I live. Suffered a severe injury, separated form my husband and financially struggling a little but would not move for the world.
We are so lucky to have the NHS. As a widow and pensioner I thank them and the Council.
Planning department is giving consent to applications to build or extend without any consideration to properties and residents already here. Particularly the right to privacy.
Local people should get priority housing, rather than giving priority to single parents and drug users etc.
Very poor local transport, North-South on A1 is not too bad. East-West is non existent, impossible to travel to BGH from East coast unless by car.
Growth of wind farms destroying tranquillity of Borders hills.
I think the charm and nature of Coldingham Beach is at risk, the proposed commercial development of

the Beach Cafe is expensive and wrong. Local petitions were ignored; Council officials would not even be bothered to visit the beach. Local rumour behind the Residential developments at the beach was achieved by wrong financial gain by certain individuals. Please do not spoil this.
I need some help with my finance.
Dog fouling on streets, roads, pavements and park areas.
I feel the coastal area is detained and marginalised in term of communications (buses) priorities (e.g. broadband) and attitude (soft target for wind farms). Bus timetables seem geared to operational demands rather than links to inland Borders affecting social, reconnection and employment opportunities.
NHS - Local doctors difficult to get appointments and reception staff not pleasant. BGH - good service and quick appointments.
There seems to be a lot of questions about police, fire and health service. Don't waste money asking the public what they want on these issues, just let the professionals in the police fire and health service decide.
Local library services.
We moved here 4 years ago from a large city and do not regret it. We benefit from the peace and quiet of our small village, clean area and healthy environment. Schooling is better and the health service both for my son and the whole family are for better. This is partly down to the much smaller population but still we have had excellent experiences here.
Small businesses are closing and old traditional like butchers and bakers are closing through lack of support and competition from supermarkets.
Small businesses need more help with planning (rural location), services (connections) and credit facilities.
Services for older adults are not good, all older adults are assumed to be suffering from dementia and the services of those with dementia are degrading with very poor informed support from carers and family members.
Desecration of beautiful natural scenery but the building and development of renewable energy plant (wind farms). I would personally welcome a complete ban on any further wind farm development in our region.
The Borders are at risk of not exploiting its full potential for tourism in Visit Scotland. I'm not convinced Visit Scotland is doing enough to promote the region.
Getting jobs that work around children/ family life is difficult especially when the cost of child care is factored in.
Decline in service in of concern. Recycling is confusing and problematic. Duelling of the A1 need to be a priority. Re-instatement of railway to Borders required to boost economy and encourage growth without it Galashiels will continue to decline.
No questions about the Planning Dept - Why?
The Borders beautiful countryside is at risk, there are far too many "wind farms" for a relatively small area. In some cases producing too much electricity and have to be shut down at times.
Very aware that the NHS as a whole are not doing very well and are looking to change things. I would hope this would not meddle too much with our GP's; they are very good Dr McCann and Dr Mordee.
Higher needs (social work run day service).
Transport to the borders general Hospital. I like 38 miles from there and public transport is unsuitable besides have to take 2 busses and at least a 2 hour journey.
Far too many wind farms, concern about flooding risk, potholes in roads, wastage in local environment and high taxation.
What I like about the Borders is the countryside and the sense of community in the people. We have also has occasion to be extremely grateful to the staff of the Borders General Hospital.
Unhappy with proliferation of wind farm development.
Cannot comment on many things as we are not local but we greatly enjoy the area and so do our cottage visitors.

Cheviot

In general, the majority of additional comments cited by Cheviot respondents were as follows:

- Too many wind farms/ ruining the environment
- Too many shops closing down/ town needs re-vamped
- Borders is a lovely place to live/ love my area
- Lack of employment opportunities/ unemployment
- Poor/ lack of transport facilities e.g. bus/ train
- Problem with dog fouling
- Council services need improved

Cheviot additional comments
Transport is far too expensive in rural areas.
At risk is the beauty of the hills and wind turbines should never be allowed. They should all be offshore. I also disagree with the Green Energy task to subsidise them, which is pushing me into financial difficulty.
I think more young families are at risk of becoming homeless due to level of financial difficulties.
Lack of diversity in employment for young people, and even job opportunities per se could skew the demographic profile of the Borders. As younger people move away older people are attracted in.
Public transport - very sparse and because is sparse people generally go by car and take neighbours. More public transport at times needed would help all and help the community spirit.
Have had two experiences of waiting more than six hours in at BGH. Once with an 87 year old family member and once with a 66 year old friend.
I would love to see a railway network reinstated throughout the Borders.
Visibility of high street shops in Jedburgh are affected because we have to shop in other towns - due to having two co-op supermarkets which do not meet our needs. No other town is allowed two of the same kind of supermarket! We need more choice.
Refuse any further planning applications for wind farms.
Do not agree with the proliferation of wind turbines. They are inefficient and their presence takes away the beauty of our Borderland.
My husband was made redundant two years ago and he's had to take a job in England as no suitable jobs in the Borders. The job situation in the Borders is very poor.
Removing facilities to towns and cities which spoils the make up of villages and communities and adds more vehicles to country roads! Each area is unique. Let it keep its heart or we will be left with a vast empty space. Help us to continue supporting this lovely Border countryside with backing for family enterprises and small businesses. Tiny bins for single households.
1.) Dogs - too many in Borders - fouling is everywhere. 2.) Cycle paths please - motorists are not cycle friendly. 3.) Kelso desperately needs community skips at council yards.
The landscape is our greatest financial asset and therefore has to be exploited to its full potential.
There is a very real and persistent problem with dog fouling. Owners are not picking up after their dogs even on the main streets of Kelso. Dogs are also being let of leads in areas that they are not supposed to.
The scenic qualities of the Border landscape may be put at risk by excessive wind farm development.
50% of garages are empty in Jedburgh. Too expensive.
The bus service to our village has stopped totally on Sundays and finishes at just gone 5pm most nights. The Sunday bus was vital to us as we need to get to Berwick on that day. Even two a day would be good at say 8.30am then 1pm. We live in Yetholm.
Services for people with additional needs are good at present.
Would like a refuse centre in Kelso. Was very dissatisfied when the Knowes Car Park facility was stopped.

The Borders has beautiful countryside. Some of it has been spoiled and disfigured by wind farms and I fear the rest is at risk. There must be more speed cameras per mile in the Borders than any other part of the UK. Those who wish to speed know exactly where they are and drive accordingly! Revenue collection seems to be their purpose. Sting the tourists! Not road safety.
Although I am in good health - I would be concerned about the apparent lack of joined up provision of care for the elderly. Links between health service and social services must be improved. Every elderly person must have a dedicated person to look after that entire person needs. Too much stress is left for families to cope with and they find themselves being shunted between different agencies. This must be tackled!
Lack of recycling for large items, especially now that facilities are being removed from Kelso. Disposal of large rubbish items become an expense and could lead to fly tipping.
More jobs for the young.
We enjoy the quality of life in the Borders.
Amount of dog poo on paths is disgusting. A social work team who listens and does their job instead of passing the buck because they are under resourced and under stress.
I have already mentioned the way we feel discriminated by some neighbours because we are English. We have also heard local people in the village shop mention that vacant houses will probably be bought "by another English person". That does not make you feel welcomed.
The countryside needs to be made more available to people i.e. availability to get from A to B. Bus services are very poor and to be put in. Small buses should be provided to villages and out-lying areas so that all types of people, young families etc can live there. Why not try a pilot scheme for 6 months or so.
I think the Borders are less attractive, bigger ugly housing estates and wind farms. Roads are busier, suppose this is inevitable. Town centres are far less attractive especially Hawick and Gala which look very run down nowadays compared with big supermarkets. The quality of life here is still excellent, though expensive especially for people who have to drive, repairing wheels caused by poor road conditions. My husband has had a lot of trouble with that this year. Also as a Council employee, I am a teacher and I am fed up with higher expectations.
I am concerned about local shops and post offices closing, particularly in rural areas, and also poor transport may get worse. Is enough being done to create jobs? Given the history of the Borders the tourism seems poor.
Very few job opportunities for majority of people especially if they are made redundant.
I think the "to let" signs on the shops in Border towns is very worrying. Galashiels especially, used to be a great town to browse the shops, but now sadly the "to let" signs get more and more every time I visit. In Kelso I find a lot of shops that are opened selling things that are over priced for normal Kelso shoppers e.g. I bought a pound of pork sausage at a Kelso butchers and was charged over £5. They were good but at that price?
Would like a bus once or twice in my area.
Petrol prices mean that a high percentage of my weekly wages disappears on fuel to get to and from work, leaving little for extras. It would be nice to get some tax incentive to pay for fuel (for work). It would be argued that I would be financially better off on the dole but I have my dignity (if no money) while I work.
Dog mess, service cut backs. Too many short term decisions, impacting on quality life and landscape e.g. late license. Poorly sited renewables, poor visual quality developments and lack of local features.
The new railway line from Edinburgh to Jedburgh is a complete waste of money.
Supermarkets impinging local shops.
Already mentioned a bit but broadband in our area is dreadful, only available by satellite. £24 per month for tiny amount of usage and often unable to do shopping banking etc by end of month.
Low wage economy is at risk. Seasonal employment/ benefit difference, public transport to rural areas. Financial, lack of industry/ employment opportunities for all ages.
SBC - NHS individual patients do not have an integrated policy which helps those who are long term unemployed through disability to get back to some form of work.
Time will tell but new railway could be huge mistake.
Environment, proliferation of wind farms.

Kelso should have its own recycling/ disposal centre. 2 hours per fortnight for a ship that can't cope isn't acceptable.
Would like to see more mental health support. Would like less gay/ lesbian discrimination.
Like - country walks, cycle routes. Lack of children's soft play areas. I think town centre should have free parking to help support local businesses.
Think we could do more to promote the area to tourists/ foreign visitors.
Very beautiful place to live, crematorium at Melrose is a good improvement.
I cannot get a job here. I have to travel to East Lothian to get a job that reached my quality and pay expectations.
The tourism industry in the Borders is suffering already (in Berwickshire in particular) and this will increase, as a result of the spread of wind turbines. The report on 'The Economic value of landscape in the Scottish Borders' indicated this and SBC own commissioned research appears not to have focused sufficiently on measuring the impact on tourism.
Dog poo in Borders is terrible! More needs done to tackle this problem.
I think there are many things in the Borders that will shut if there are financial cuts.
Better advertising of the Borders to encourage tourism. The visit Scotland website is pathetic.
I came to this area 4 years ago and I find the people on the whole kind and helpful.
Concern about local shops and businesses loss off.
I like the Scottish Borders especially Jedburgh. I don't like Hawick too much as anti social behaviour and I have experienced this is a tenant.
I do not agree with the need for a spread of wind farms which are a blot on landscape.

Eildon

The majority of additional comments made by Eildon residents were as follows:

- Too many shops closing down/ town needs re-vamped
- Lack of employment opportunities/ unemployment
- Cost of living
- Poor/ lack of transport facilities e.g. bus/ train
- Borders is a lovely place to live/ love my area
- Too many wind farms/ ruining the environment
- Cleaning/ litter problems
- Roads are needing repaired
- Council services need improved

Eildon additional comments
Why is there no support for students who are not working?
I would like a cycle path from Earlston to Galashiels. Most people do not cycle because of heavy traffic on A68. It is such a beautiful area you just want to take time and enjoy it.
The general litter situation is poor. The deterioration in economic activity and general prosperity over the years is worrying and the lack of opportunities for young people is sad.
Strongly object to the proliferation of wind farms damaging the prospect of wild places for no useful purpose. Foreign visitors frequently comment.
Bus service. Water bus from Edinburgh down A68. Fuel price increases. Internet is poor. Now using satellite broadband (paid for). BT refusing to upgrade telephone line.
Tourism is a big plus for the area and can be either developed for walkers, cyclists and people with disabilities. But we run the risk of turning some areas into industrial landscapes - already too many wind turbines, ugly access roads and transmission infrastructures. Democracy at local SBC level ignored by national government decisions. Politics rather than environmental decisions is taking precedence. Too much concentration on wind power for short term political gain.
I've still not found a question on the Arts!! That concerns me greatly. Why has the Arts and culture not been highlighted in this questionnaire? It is an essential part of the community.
Demise of small businesses (e.g. shops) because of 24 hour supermarkets.
I walk quite a lot through the woods at Langlee and would like to see some work done there. If there was a hot dry summer, fire could be an issue and danger to the people who live nearby. Yet nothing at all is done to improve this situation.
Health service is not up to scratch but that applies to most areas of Scotland.
Employment is very poor in the Borders and apart from supermarkets there is little or no activity in local town high streets where shops are not supported and encouraged to remain where they are. Local businesses must not dwell in the past but move with the times!
Unemployment is a concern - business closing and nothing replacing them. Prices rising, especially food and fuel and energy prices.
I like the lifestyle in the Borders but I think we are spoiling our little villages by closing Post Offices and building too many houses without creating work for incomers. People have to travel further for work and do not spend their earnings in the Borders.
The fixation of the railway will do very little to enhance the quality of living in the Borders. We would all have been better off if the money had been spent on the roads!
The Borders is a reasonably safe place to live. Life lived at a slower pace with lots of green spaces and wonderful walking. It is a benefit to your health. We do need to move forward re: getting the train back, but not too much too soon.

Lack of industry and building means less, work, no work, no money. All of Borders will struggle.
Under single Police force we are losing more resources.
I feel strongly about the following. 1.) High Streets are in trouble - super stores built too close to town centres without planned satellite store inclusion - why? 2.) Far too many dilapidated buildings - owners must be encouraged to clean up their properties - especially some junk filled yards. These need an inspector and fines. 3.) Horrified at unbelievable cost of power - why?
Streets need cleaned up. Something needs to be done about litter and dog fouling everywhere.
Ever increasing charges for local festivals are endangering their future. Luckily the local Council are financing national government without whose support could lead to some closures affecting local interest.
Commercial business in towns severely depleted.
The centres of towns are dying because of all the big supermarkets that have been opened, This was obviously going to happen so why has the council allowed them to be built? It seems impossible to reverse the damage done.
Housing for Council housed residents is at a low. People are being housed in places that are not adequate for family needs. Victims of family affected by crime do not receive correct support.
If it takes 10-14 days to get an appointment with a GP then the service is not working. It really undermines my confidence in the whole NHS. Why should one have to wait around to see a doctor, they are blocking people from health care and people could die.
The area is being ruined by the railway development; ask around as you can't find one person who wants it. Political corruption?
The future is very poor regarding jobs. This area is a giant old folk's home.
Need to invest in sports facilities and education.
The community spirit is healthy in my area.
The local Authority Administration continues to protect its overall social commitment.
The rural quality of life.
Worried about bus service after trains. I could not afford to use trains and use buses all the time. People say they will reduce buses to make us use trains.
Do not like to see the increasing fall in commercial life.
Would like to put forward an idea for my area recycling box for glass to be provided at every house. This would increase recycling and help the elderly etc as the glass collection is far away from convenience if you have no car to carry your jars.
I would like to reduce to cost of Council tax to save money e.g. greater shared services with neighbouring Councils.
When is the legacy left by George Knox going to be spent in the way he would have wanted, ask the people who would know best like his friends and colleagues.
Roads are terrible, slow response to wall at the Glen Hotel. Selkirk - disgraceful and dangerous. A beautiful part of the world to live and work with some consideration to services and transport could open up to tourists and boost local economy, shops and hotels.
Young people have to leave the area to find employment and opportunities; we'll soon be an area of retirement and not much else. Hoping trains will open Borders back up to rest of Britain.
Everything seems expensive now.
The local community Council are rubbish! Full of old people with no vision! They support it's 'aye been' so no jobs, no progress! No inward investment, no hope! People's panel is shite!
The Borders is a beautiful area and should be more advertised, such as all the 'Common Ridings'. There are other countries that have hundreds of shops but the Borders date backs hundreds of years and still maintain there Scottish Heritage and customs. Something should be done to help the local shops as there are too many empty shops in the town.
The main quality of the Borders is the rural area. I work in Edinburgh/ at home. Great to come back to Borders from office, main threat is transport, cost of tax and fuel for 4 wheel drive. Fast broadband, rail links and keeping roads in good repair are important to keep Borders going, bring money in.
Parks are poor in Galashiels, Scott Park need new park equipment.

Teviot

The majority of negative comments made by Teviot residents were as follows:

- Lack of employment opportunities/ unemployment
- Too many shops closing down/ town needs re-vamped
- Building too many houses/ not enough facilities due to increased demand
- Too many wind farms/ ruining the environment
- Poor/ lack of transport facilities e.g. bus/ train
- Borders is a lovely place to live/ love my area

Teviot additional comments
Our towns are at risk. Rural economy - CAP impact. Wind farms have a very bad impact.
Unemployment.
Loosing natural wild habitats for wildlife/recreation. For example hacking down trees and removal of hedgerows. High Street Hawick needs rejuvenating. Encourage business and give a bit of slack to new business. More jobs needed.
There needs to be more events to bring communities together. For example the Jog Night. Carol night/ dominoes or board games. Church singing. Any kind of singing. The list could go on an on. Hawick should be alive with activity. There should not be one hall without its lights on at night. Start with getting a new Trim Track! Do something for all age groups.
Yes - over development. Planning is a free for all.
New builds are good for people to gain homes in the Borders but why if you live in a village that is protected do you get cheap box houses going up which deter from the quality of the surrounding existing village. Also more environmental options for power required.
Roads are a disgrace. Repairs are not effective. Are as bad as two months after treatment. Wake up!
The Borders is a great place to live but is at risk from antisocial behaviour, dog fouling and a lack of help and encouragement to small businesses. These affect the perception of our towns by visitors and locals. There is a lack of jobs especially for the young and virtually no Police visibility in the town day or night.
Retailing is dropping back. Library services. Bus services. Cleanliness.
Closure of public toilets is a real concern. The toilets were managed very well when attendants were on site. We prefer to pay for toilet use and have clean, un-vandalised facilities.
I think the conditioning of the river banks is disgusting and disgraceful - an overgrown (and ever growing) tangle of bushes and shrubs filled with all sorts of litter. Also are you aware that Hawick is running for the dog dirt capital of Scotland title?
Natural environment at risk from buildings and agricultural intensification.
Too many wind farms.
Low paid part time jobs. Lack of full time well paid jobs.
Unemployment.
Our rural school is falling into disrepair with water penetrating the roof. Also it would benefit from new double glazed windows which would reduce heating. Also insulation - houses get grants. What about schools etc? How much has been spent over the past five years on transport for children from Hobkirk Primary School to Denholm for gym? Would it not be cheaper to buy the gym equipment? Reduce costs?
Railway is only worth reviving if it goes through the Borders.
Some flats in close are now rented out and sometimes get some very dodgy neighbours.
Thank you.
At risk: The Borders countryside and the impact of this and on tourism by wind farm increase which has been dramatic in recent years and set to increase.
I feel there needs to be a more honest discussion with regard to how resources are used than behind the scenes rationing.
The Borders are little known to the outside world, better promotion of its qualities i.e. businesses,

products, culture and tourist attractions is important.
Every department of Borders region NHS and authority in the borders are approachable, a closed shop or not entirely helpful as they think they are better than the public yet we pay their wages, very disappointing.
I think Borders council should not be wasting money on the reinstallation of the railway. There are other pressing matters e.g. A7, employment, reducing shop rentals.
Rural high street decline will require strategic review and a more considerate approach to implement change for the foreseeable future rather than the inappropriate and thoroughly uniformed approach shown in putting "Decals" in empty premises windows.
Lots.
Brain drain - Lack of employment opportunities for young graduates returning to the Borders, not enough support for traditional industries e.g. textiles. Not enough middle management jobs - whole swathes disappeared with demise of textile industry.
The Scottish Borders represents a beautiful part of Scotland, the local people born and bred care deeply about their towns and as a consequence of this there is an excellent community network. However when people are moved into the area for social housing or for other reasons, they bring their problems making a contribution to their community difficult. Social education contributing to your community is a must to break this cycle.
Waiting times for doctor's appointments (7-10 days) I think this is unacceptable.
There is nothing for older people, more needs to be done about this as a lot of single ladies have nowhere to go socially. There is plenty for children.
Police should chase drivers for not using their indicators. Check ability of older people to still be able to drive (check reflex).
Lower rates for shops to promote improvement to High street, too many empty properties and people coming into the area where lack employment. Reduction in levels of policing is worrying. We should market our area better. Possibly knitwear museum of history of process etc. Walks in the beautiful countryside, organised promote tourism. Hopefully hotel rooms would then be needed and opened.
There is a severe lack of connectedness in the Borders, in terms of transport, perception and vision. Land ownership needs looking at and Council needs to open its resources to local communities.
Like - identify, at risk - identify. Too many visitors.
Public toilets, they close far too early and you can't find a toilet after 5.30.
I strongly disagree with the re-opening of the Waverley railway line.
Anything new which would encourage jobs should be encouraged. Even wind farms, this town will never survive with only its scenery.
I think the Borders are a good place to stay and feel safe. The problems to be addressed are the empty shops and anti-social behaviour that is getting worse. Alcohol price in the supermarkets and people attitudes need to change. The pubs alcohol price should not be put up as pubs are struggling as it is. People drink more in the house as they would at the pub so drunk more.
The health service insist living on the edge of the Borders, transport to hospital can be very difficult.
The train maybe coming to Tweedbank but there are still a lot of people relying on the road network, price of fuel.
Lack of job opportunities more so for young people.
Main road to Edinburgh is a disgrace, proposed railway will not help.
There is virtually nothing in this questionnaire about business or jobs and improving them. There is far too much on social/ welfare issues, sort out the local economy and the social side will sort itself.
Like the security of living here. Don't have litter on the roads (thrown from cars). Prefer questionnaires not be anonymous.
I think on small street in towns the parking is not very good and should be made private. I love on a street with a dead end, there is only 8 spaces. I have a 10 month old child who I often end up carrying a fair distance from my car as people who work or are shopping on the High Street have taken up all the spaces. There are plenty big car parks in Hawick visitors could use.
Rural transport, there is no longer a bus or even a school bus. A long walk to access route, not in operation school holidays.
The quality of neighbourhoods is being spoilt by the introduction of more and more anti social residents.

The unique identity of Border towns created by their high streets, many of which are on the brink of disappearing.

The Borders is at risk of becoming 100% elderly people only. Young generations are moving away to find work and housing.

Tweeddale

The majority of comments made by Tweeddale residents were as follows:

- Building too many houses/ not enough facilities due to increased demand
- Improve surgery waiting times/ better health service
- Too many shops closing down/ town needs re-vamped
- Council services need improved
- Lack of employment opportunities/ unemployment
- Cleaning/ litter problems
- Roads are needing repaired
- Cost of living

Tweeddale additional comments
I think SBC need to try and engage more with the people in the area and spread away from the centre of the region more.
Too many wind farms. Not enough affordable housing. Too much ribbon development. Too much encouraging long distance commuting to Edinburgh - use Edinburgh green belt instead.
The state of the roads is a disgrace.
The Borders is a wonderful place for tourists and visitors but I do worry that by concentrating so hard on our tourism economy, we risk only being able to offer low skill and low paid work for local people. Many people will move away in order to find more challenging and better paid employment.
Petrol costs in Borders compared to Edinburgh are expensive.
1.) Junction in Blyth Bridge not clearly marked to show which road has right of way. Have been some near misses. 2.) Neighbours not keeping dogs under control - allowing them to foul street. Dangerous as children are playing. Dogs also roaming street and getting aggressive towards children. 3.) Re: Broadband (Q14/15). We are not prepared to pay more as the broadband company already charges us the same rate as people in towns/ cities getting much faster speeds. However, we would pay one off fee.
Have son aged 27 who has struggled since graduating to get work. Only now getting work. SBC do not offer internships and think this adds to large number of young borders folks leaving the area.
Concerned about proposed move of Galashiels Ambulance Station, reducing cover to North Galashiels and Clevenfords. Also, ambulances are still regularly being used for lengthy periods in Lothian's, reducing local cover.
For a number of years towns in the Borders have effectively become dormitories. There is little employment in local areas and Housing Strategy has encouraged higher income commuters to settle. Permitting supermarkets to displace local business has seen the death of our high streets and now our rights in the countryside are being eroded with footpaths being taken over by mountain bikers and more recently a cavalry of my little ponies. Ribbon development continues space and identity is lost.
Too much housing being built without the proper infrastructure being improved to take up the increase in local population.
The qualities that really matter in the Scottish Borders are its people and the glorious environment. Take care of these and somehow educate the young to take this forward.
I think I live in a lovely area of the Borders, however, there is still an issue with dog fouling on the pavements and in parks. Higher fines? CCTV perhaps? I also think the new cycle path from Innerleithen to Peebles will be great.
Bus service across the region is inadequate.
New homes are given building permission when the rooms are far too small. Innovative housing is not supported.
Overstretched infrastructure caused by endless expansion of the population relative to facilities.
Large scale housing developments can have an adverse affect on local amenities such as schools, GP surgeries, parking, traffic, water/ sewage, wear and tear on roads and bridges etc. The Council are perceived by many local people as having their own agenda on this issue with a tendency to ignore local

opinion. A classic example of this was the development of Cardrona which was opposed by most locals.
Concerned by new home building being permitted in EH46.
Have never understood the use of carpets throughout the BGH, particularly when the word 'infection' terrorises all who work there. Too many deaths through infection! Peel hospital had easy clean floors, disinfected daily. Too many administrators. Too few caring nurses. Matrons and sisters used & run wards like clockwork. Too many nurses now see advancement through administration.
I am concerned about the plans to have extensive wind farms in the Borders area (and elsewhere in Scotland). Can the old coal mining industry be reconsidered?
The level of adequate broadband and postal services in rural areas are quite a serious obstacle for starting/running a home based internet business.
Lack of pavements, no local bus service for people unable to drive.
I would like to see more pedestrianisation of high streets in the Border towns such as Peebles and Innerleithen.
Too much house building is spoiling the character of Peebles and the infrastructure is getting grossly over-loaded e.g. schools, medical practices, sewage and water.
Qualities are beautiful surroundings, fresh air and lovely walks/ picnic spots - well tended by SBC. Rise of empty shops in Peebles high street because of high rates. Hate all the rubbish which the high school pupils drop and throw about.
Increasing population in the Peebles area looks likely to cause problems. Schools have insufficient places, a second Tweed bridge is required, water supply and sewage disposal overloaded - Yes plenty of house sites but back up facilities absolutely necessary. Can't cope any longer and I forget the GP's surgeries have too many clients?
The increase in house building, without thought for the infrastructure to cope i.e. schools, health care and inadequate roads.
I think the Borders has a strong sense of history and style evident in many of the buildings and that contributes to it's identity as a region and appeal to visitors. While not against development I feel this should be sympathetic to local style and that American style executive cul-de-sac developments pose a threat to the identity of the area.
Older people need help with home maintenance, keeping property warm and sound.
Roadside litter on rural roads, absence of litter bins in lay-bys. Green areas and flowers are really well maintained.
Close of beds at Haylodge Hospital Peebles. Closure of Dunwhinny Lodge at Peebles, due to over-development of housing is putting a strain on GP practices/ roads and drainage etc.
Local building developments are at risk of destroying nice landscaping and causing bad to local services.
With recent cut backs, I am concerned about the reduction to services such as parks, cleanliness etc.
I live in Peebles and there are too many houses being built and the hospital, doctors and schools cannot cope. The houses are for buyers so young people find it hard to get a house. We need more affordable housing.
Work for young people.
Road maintenance.
The possibility that the amount of affordable housing/ Council housing may be inefficient. The possibility that local population growth will outstrip the educations and health care. The possibility that youth peoples unemployment may become more of a problem.
To many large houses getting built and lots of 2+3 beds. Schools, health centre and dentists can't cope.
As I said under Q1 the Borders is a very good place to live with some things arranged especially for old folk, like walkways for example old railways track.
Requires more efforts towards economic redevelopment to replace failing traditional industries. Boosting efforts to support tourism especially mountain tourism such as proposed uplift and bike park at Innerleithen.
Housing and new development not appropriate to area. Increased traffic, places taken in schools.
I think that the Council should give within reason as much help as possible to small businesses such as retail outlets e.g. Peebles high street, so that they can continue to offer attractive sciences for those who live in the area and tourists who bring income to the area.

Rate NHS service in the Borders as first class.
Afternoon nursery places at local school. Needed to help keep children with working parent in the village.
No value for the Council on road works, too many Council workers standing watching all jobs if possible should be put out to tender.
The Borders is a scenically attractive area with distinct characteristic culture which varies in each of the towns and villages. With improved transport links i.e. Borders railways there will be pressure to build more houses from developers. The scenic quality is at risk and to date SBC planners do not get a good record of controlling development to produce results which are in keeping with the existing buildings. Urban sprawl and loss of identity of individual towns could occur.
The local bus service (first bus) is too expensive.
Yes, centralisation of services has been detrimental to local areas. In addition the closure of wards in local hospitals which cared for the elderly has been particularly detrimental with no alternatives provided in them of professional care.
The nations scenic areas are at risk due to the erection of large industrial farming units, more could be done to increase tourism.
I am not happy with the relentless building of houses especially as they are not naturally architected. Let's trash a valley (Cardrona) and now a hillside Rosette Caravan Park!!
Health, very poor experience accessing GP and appointments and feel practice very badly managed. Opportunity - limited career opportunity for me, I've just been made redundant and will have to travel extensively for work. Services overall very stretched - why more housing?? Will there be service increase?
Scottish Borders should be aiming to be a top destination for road and motorbikes. The quality of the maintenance of the local rural roads is shocking. As soon as a hole is patched up it starts to disintegrate. Patching up leaves the surface in a 'non smooth' state, terrible for road and cyclists. The patching up and maintenance needs to be done to a much higher standard.
Not enough room to go into default here but need more public engagement about the following issues, social house, environment, tourism and knowing our rights.
CP service (bigger) in Lanarkshire while many services are based in Borders.
I think there are too many families getting financial help rather than going out to work or spending less. We had to make do and we still enjoyed ourselves.
Keeping rural communities properly supported.
Local business, unnecessary parking charges destroying businesses.
Green garden waste is not collected in our area, when I asked why they said we should have compost bins because we live in rural area. I have too much waste for compost bins and drove 40mins to the waste site once a month.