



Scottish Borders Household Survey 2018

Results report

SCOTTISH BORDERS HOUSE SURVEY 2018

RESULTS REPORT

Contents

Introduction.....	3
Background	3
Aims and Objectives	3
Methodology	3
Executive Summary.....	6
Life in the Scottish Borders.....	6
Community Safety.....	6
About your Council.....	8
Household waste collection, recycling and waste services	9
Local services	9
Involvement in local decision making	10
Your wellbeing.....	10
Healthy lifestyles	10
Your access to services	11
The internet/web	11
Future use of the internet/web.....	11
Financial wellbeing.....	12
Transport.....	12
About you.....	12
Overview Summary	14
Life in the Scottish Borders.....	14
Community safety	14
About your council.....	14
Household waste collection, recycling and waste services	14
Local services provided by Scottish Borders Council.....	15
Local services managed by Live Borders	15
Involvement in local decision making	15
Your wellbeing.....	15
Healthy lifestyles	16
Your access to services	16
The internet/web	16
Future use of the internet/web.....	16
Financial wellbeing.....	16

Transport.....	17
Key Findings.....	18
Life in the Scottish Borders.....	18
Community Safety.....	22
About your Council.....	30
Household waste collection, recycling and waste services	34
Local Services.....	37
Involvement in local decision making	43
Your life in the Borders.....	45
Your wellbeing.....	46
Healthy lifestyles	47
Your access to services	49
The internet/web	52
Future use of the internet/web.....	55
Financial wellbeing.....	56
Transport.....	57
Final thoughts.....	60
About you.....	60
Easy read survey	64
Background.....	64
Results	64
Appendix 1: Final thoughts – Literal comments.....	67
Appendix 2: Scottish Borders Household Survey 2018	97
Appendix 3: Scottish Borders Household Survey 2018 – Easy Read.....	117

INTRODUCTION

This report summarises the process and outcomes of the Scottish Borders Household Survey 2018 undertaken by Scottish Borders Council. The survey asked people for their thoughts and perceptions of the Council and services it provides as well as about their life in the Scottish Borders

BACKGROUND

Scottish Borders Council has been carrying out a household survey since 2006. The survey gathers customer perception/satisfaction on a range of Council Services and is one of the tools available to the Council for collecting such information. The Council also uses service specific customer surveys, engagement events and feedback mechanisms, such as our complaints process, to gather information on how well the community in the Borders feels the Council is doing in meeting its needs.

As part of the survey respondents were given the opportunity of joining the Scottish Borders Community Planning Partnership People's Panel. The Panel, which was first established in 1999, consists of local residents who are contacted on a regular basis to take part in surveys, working groups and/or consultations which in turn inform and shape services.

AIMS AND OBJECTIVES

The Household Survey provides the Council with performance information, based on customer perception/satisfaction, which can be used to set baselines and chart trends over a period of time.

Results from the Household Survey provide the Council with indicators to inform a number of areas including benchmarking (with/against historical years) and equalities outcomes to populate the Equalities Mainstreaming report.

METHODOLOGY

Household Surveys

The Household Survey was undertaken by external consultants from 2006 and 2015. The methodology employed was a direct mail out to 6,000-10,000 randomly selected household across the area. Completed surveys were returned, via a freepost address, to the consultants for analysis.

The survey was made available for online completion for the first time in 2015. This was in addition to the direct mail out to 6,000 randomly selected households.

This common methodology has allowed for trend analysis over time.

The 2018 Household Survey was developed, undertaken and analysed, utilising a different methodology, by Council staff resulting in significant budget savings. The

change in methodology means that results from 2018 cannot be compared to those of previous years but that a new baseline has been set for comparison with future surveys.

The survey included sections that reflect three of the four themes in the Council's Corporate Plan:

- Our services for you
- Empowered vibrant communities
- Independent, achieving people

The 2018 survey was available online (on the new SBC Consultation Hub) and in paper format with information about both being widely circulated via the press, Scottish Borders Community Planning Partnership and other groups e.g. third sector groups and community councils.

Paper copies were made available at:

- Area Partnerships
- Contact Centres
- Libraries
- Community Centres.

and through community based groups including community councils and SBC's Community Capacity Building Team.

Responses

A total of 905 completed responses were received. This comprised of 105 paper responses and 800 online responses.

The table below sets out the responses by area.

Area Partnership	Total population (2017)	% of Borders population in AP	No. of respondents	% of respondents by AP*
Berwickshire	20945	18%	151	17%
Cheviot	19477	17%	160	18%
Eildon	35330	31%	242	27%
Teviot & Liddesdale	17942	16%	135	15%
Tweeddale	21326	19%	195	22%
Not known			22	2%
115020			905	
* Due to rounding figures do not equal 100%				

Alternative survey versions

Two copies of the survey were provided in large print. An easy read version of the survey was produced and distributed through the Local Citizen's Panels and SBC's

Learning Disability Service.¹ The results of the easy read survey are appended to this report which is also available in an easy read format.

Confidence intervals/significance level

The confidence interval of the entire survey is + or – 3.24% at 95% significance level. The confidence interval when comparing between Area Partnership areas varies between + or – 6.28%-8.4% at 95% significance level. Information published by the Office for National Statistics states that information with a confidence level of 5% or below is precise and between 5 – 10% is reasonably precise.

Rounding has been used throughout the survey which means that percentages may not always equal 100%.

Scottish Borders Community Planning Partnership People's Panel

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

- Berwickshire – 45
- Cheviot – 47
- Eildon – 81
- Teviot & Liddesdale – 42
- Tweeddale – 63

Additional Panel recruitment will be undertaken during 2019.

¹ The Local Citizen's Panels are meetings for adults with a learning disability, and their carers, to find out what is going on in their community and have a say about what should happen in the future.

EXECUTIVE SUMMARY

Life in the Scottish Borders

- 93% of respondents rate their quality of life in the Scottish Borders as fairly or very good.
- 95% of those that completed the survey think that their neighbourhood is a very/fairly good place to live.
- 48% think that their neighbourhood has stayed the same over the past three years. 32% think their neighbourhood has got worse and 8% think it has got better.
- The top 5 issues that were most frequently identified as important by respondents were:
 - Growing the economy of the Borders, and supporting retailers and businesses
 - Providing high quality care for older people
 - Raising education attainment/achievement and helping people of all ages obtain the skills they need
 - Providing activities and facilities for younger people
 - Providing sustainable transport links including demand responsive transport
- 59% of respondents said that they are involved in some form of volunteering.

Community Safety

- 94% said that they feel very/fairly safe alone in their home at night. 6% said that they feel very/a bit unsafe
- 97% said that they feel very/fairly safe walking alone in their local area during the day; 3 % said that they feel very/a bit unsafe walking alone in their local area during the day.
- 76% said that they feel very/fairly safe walking alone in their local area after dark while 24% said that they feel very/a bit unsafe
- 70% said that they rarely/never experience noisy neighbours or loud parties in their area. 7% said that they frequently experience noisy neighbours or loud parties in their area
- 78% said that they rarely/never experience neighbourhood disputes in their area; 5% said that they frequently experience neighbourhood disputes
- 57% said that they rarely/never experience unwanted callers at the door while 37% said that they occasionally experience unwanted callers at the door

- 52% said that they never experience people using or dealing drugs in their area, 8% said that they experience this frequently
- 82% said that they rarely/never experience groups or individuals intimidating or harassing others. 15% said that they experience groups or individuals intimidating or harassing others frequently or occasionally
- 62% said that they rarely or never experience people being drunk or rowdy in public places within their local area while 8% said they experienced it frequently
- 3% of respondents said that they frequently/occasionally experience racially motivated attacks in their local area; 90% said that they rarely or never experience racially motivated attacks in their local area
- 21% said that they frequently or occasionally experience off road motor bikes in their local area. 76% said that they rarely/never experience off road motor bikes in their local area.
- 74% of respondents said that never experience abandoned or burnt out vehicles in their local area; 1% said that they experience this frequently
- 37% said that they rarely or never experience parking problems in their local area while 36% said this is a frequent occurrence
- 72% said that anti-social driving behaviour, including speeding, is a frequent/occasional experience for them in their local area; 27% said they rarely experience it
- 24% said that vandalism/graffiti/damage to vehicles is a frequent/occasional occurrence in their area while 74% said that they rarely/never experience it.
- 75% said that rubbish and litter lying around is a frequent/occasional experience in their local area; 19% said it is a rare occurrence
- 86% said that people setting fires to cause damage is a rare/occasional occurrence in their local area; 10% said they rarely or never experience it
- 73% said that animal nuisance, such as noise or dog fouling, is a frequent or occasional experience for them in their local area. 26% said they rarely or never experience it
- 73% said they rarely or never experience vandalism/graffiti/damage to property; 4% said they have frequent experience of it in their local area

Harassment and discrimination

- 9% of respondents said they have experienced harassment whilst in the Scottish Borders
- 8% of respondents said they have experienced discrimination whilst in the Scottish Borders

Child and adult safety

- 67% of respondents said they know who to contact to report an adult at risk of harm
- 71% of respondents said they know who to contact to report a child at risk of harm

Community Payback

- 53% of respondents have heard of community payback.

About your Council

- 55% rate Scottish Borders Council as excellent or good; 41% rate the Council as poor or very poor.
- 30% of respondents said that they agree or strongly agree that the Council provides high quality services. 29% said that they disagree, or strongly disagree, with this statement. 41% said that they neither agree nor disagree.
- 28% agree or strongly agree that the Council is good at letting local people know how it is performing, 27% disagree, or strongly disagree, with is statement. 45% said that they neither agree nor disagree.
- 18% agree or strongly agree with the statement that the Council designs its services around the needs of people who use them. 39% disagree/strongly disagree while 44% said that they neither agree nor disagree.
- 27% agree/strongly agree that the Council does the best it can with the money available; 41% disagree/strongly disagree.
- 17% said that they agree or strongly agree that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. 40% said their neither agree nor disagree while 43% said that disagree/strongly disagree.
- 55% disagree/strongly disagree that the Council is good at listening to local people's views before decisions are made. 12% of respondents think that the Council is good at listening.
- 35% agree/strongly agree that the Council is good at letting people know about the kinds of services it provides, 27% of respondents disagree.
- 54% do not feel that they can influence decisions affecting their local area, 15% feel that they can.
- 64% of respondents would like greater involvement in decisions the Council makes about their local area. 7% said that they don't want greater involvement.

Household waste collection, recycling and waste services

- 83% of those that responded are satisfied with their kerbside waste and recycling collection overall. 16% are dissatisfied.
- 84% are satisfied with the service at Community Recycling Centres. 10% are dissatisfied.
- 72% are satisfied with the recycling bring sites (e.g. bottle banks) for glass and textiles available. 16 % are dissatisfied.
- 68% of those that use the Council's bulky waste collection service said that they are satisfied with it.
- 63% of respondents are satisfied with the communications, guidance and information they receive from the Council about waste and recycling services. 20% said that they are dissatisfied.

Local services

Local services provided by Scottish Borders Council

- 60% of respondents said that they are satisfied with the cleaning and maintenance of the local area in which they live. 35% are dissatisfied.
- 25% are satisfied with the maintenance of their local churchyard or cemetery. 40% are dissatisfied and 35% of respondents said that they either don't know or don't use their local churchyard or cemetery.
- 85% are dissatisfied with the speed of repair to damaged roads, of these 59% are very dissatisfied. 14% are satisfied.
- 22% said that they are satisfied with the maintenance of their local public conveniences while 35% said that they are dissatisfied. 43 said that they either don't know or don't use their local public conveniences.
- 40% of those that responded said that they are satisfied with grass cutting in parks, open spaces and sports areas; 51% said that they are dissatisfied.
- 53% said that they are satisfied with park and open spaces in general and 39% said that they are dissatisfied.
- 44% of respondents overall said that they are satisfied with their local schools. Satisfaction increases to 73% when only those that have given an opinion, are counted.

Local services managed by Live Borders

- 49% of respondents said that they are satisfied with sports and leisure facilities. Satisfaction among those that gave an opinion is 77%. 36% said that they have no opinion or do not use these facilities.

- 53% are satisfied with libraries. Satisfaction among those that gave an opinion is 86%. 38% said that they have no opinion or do not use libraries.
- 48% of respondents said that they are satisfied with museums and galleries. Satisfaction among those that gave an opinion is 87%. 45% said that they have no opinion or do not use museums and galleries.
- 53% of respondents said that they do not use theatres or concert halls in the Scottish Borders. Satisfaction among those that gave an opinion is 81%.
- Overall satisfaction with community centres is 43%. This increases to 82% when the satisfaction of those that gave an opinion is calculated. 47% of respondents said that they have no opinion or do not use community centres.

Involvement in local decision making

- 33% of respondents said they are satisfied with the opportunities for participating in the local decision making process. 42% said they were dissatisfied; a quarter of respondents didn't express an opinion.
- 20% of those responding said that they have been to a public meeting of Scottish Borders Council.
- 30% have been to a community council meeting.
- 50% of respondents have taken part in a council consultation or survey (excluding this household survey).
- 42% of respondents said that they have contacted a local councillor.
- 25% said that they have responded to a planning application.
- 49% said that they have voted for a project in the Localities Bid Fund.

Your wellbeing

- 72% of respondents said that their health is good or very good.
- 31% of respondents overall said that they exercise on a daily basis.
- 62% said that they never or hardly ever feel lonely or isolated. 33% said that they do experience feelings loneliness or isolation.

Healthy lifestyles

- Respondents were asked to indicate their awareness of certain services in the Borders aimed at living a healthy lifestyle. The service that most people have

heard of is the smoking cessation support available from local pharmacies (71%). The services that the fewest people have heard of is Quit Your Way (smoking cessation) and Lifestyle Advisor Support Service (exercise/physical activity) – both 35%.

Your access to services

- 61% of respondents said that they have no problems accessing public transport. 28% said they have problems accessing public transport due to where they live.
- 66% of respondents have no problems accessing leisure activities, 18% said they have problems due to where they live.
- 66% have no problems accessing work. 7% of respondents said they have problems accessing work due to where they live.
- 64% of respondents said they have no problems accessing education. 8% said they have problems accessing education due to where they live.
- 80% have no problems accessing health services while 9% said they do have problems which are due to where they live.

The internet/web

- 98% of respondents said that they use the internet.
- 99% of respondents said that they use the internet at home. 47% said that they use the internet at work.
- 98% of respondents use home Wi-Fi, 58% use 3G/4G and 38% of respondents use Wi-Fi at work to access the internet.
- 64% of respondents said that they are satisfied with the speed of their home Wi-Fi.
- 95% of respondents use a personal mobile device to access the internet. 60% use a personal home fixed device.
- 97% of respondents said that they use the internet for email. 87% use the internet for shopping, 85% use it for browsing and 84% use the internet for both social media and online banking.

Future use of the internet/web

- 78% of respondents said that they would receive information from SBC electronically if it was offered.

- 80% of respondents said that they would use a secure online account to access their council information.

Financial wellbeing

- 85% of respondents said that they are managing financially; 12% said that they are not.
- 19% said they feel their household is experiencing fuel poverty.

Transport

Bus services

- 45% of respondents use the local bus service.

Satisfaction with bus services

- 64% said that they are satisfied with the local bus service.
- 74% are satisfied with the quality of the bus service provided.
- 68% of respondents are satisfied with local bus information.

Borders Railway

- 55% of respondents said that they use the Borders Railway.

Satisfaction with Borders Railway

- 86% said they are satisfied with the Borders Railway
- 83% are satisfied with the quality of the rail service provided.
- 84% of respondents are satisfied with local rail information.

About you

- 77% of respondents have lived in the Scottish Borders for longer than 10 years.
- 67% respondents were aged between 45 – 74 years of age
- 65% of respondents were female.
- 15% of respondents consider themselves to have a disability.

- 47% of respondents have no religion or belief; 41% of respondents are Christian.
- 88% of respondents said they are heterosexual/straight.
- 62% of respondents said their ethnic group/background is Scottish.

OVERVIEW SUMMARY

Life in the Scottish Borders

The quality of life in the Scottish Borders is good with residents also responding positively about their neighbourhood as a place to live. This is reflected by the high number of those that have lived in the area for more than 10 years.

Although reducing inequality and poverty was not in the five most frequently identified issues overall, the five that were identified also support the reduction of inequality across the area. In particular, providing care for older people, raising education attainment and providing facilities for younger people support this aim. It was taken that ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all and so was not included as an option in the survey.

Community safety

Feelings of personal safety are high with 97% of respondents reporting that they feel safe walking alone in their area during the day.

Experience of anti-social behaviour is generally low. However, vehicle related anti-social behaviour (parking problems and anti-social driving) is identified as an issue that is experienced across the area, as are animal nuisance (including dog fouling), rubbish/littering and unwanted callers.

The majority of residents know who welfare concerns, about children or adults at risk, should be reported to.

About your council

The majority of residents are satisfied with Scottish Borders Council overall (55%). However, there are feelings of dissatisfaction pertaining to some aspects of the Council. 54% feel that they can't influence issues decision affecting their local area and the majority state that they would like to have greater involvement in decisions affecting their local area (64%).

Areas that could be communicated better are how the Council is addressing key issues and how local views are listened to before making decisions.

Household waste collection, recycling and waste services

There are high levels of satisfaction with household waste collection, recycling and waste services in general. Satisfaction is particularly high with kerbside collections (83%) and the Community Recycling Centres (84%). Satisfaction is particularly high with Community Recycling Centres in the Cheviot area (88%) but less so in the Berwickshire area (75%).

Nearly 43% said they do not use the bulky waste collection service however satisfaction among those that do is 68%.

Local services provided by Scottish Borders Council

Nearly two thirds of respondents are satisfied with the cleaning and maintenance of their local area (60%) with satisfaction highest in the Tweeddale area (69%). Satisfaction with the speed of repair to damaged roads is low at 14% although is perhaps not unexpected following the damage caused to roads following the severe weather conditions experienced earlier in the year.

The change in the frequency of cutting grass in public areas may have contributed to half of the respondents stating that they are dissatisfied with grass cutting in parks, open spaces and sports areas.

Although nearly 40% of respondents said that they don't have an opinion about, or don't use, local schools satisfaction among those that did give an opinion is high at 73% and particularly high in the Cheviot area (81%).

Local services managed by Live Borders

Satisfaction with facilities managed by Live Borders on behalf of Scottish Borders Council initially appear low however this result is due to the number of respondents that either have no opinion or do not use these facilities. Satisfaction among those that gave an opinion is high, ranging from 77% (sports & leisure facilities) to 87% (museums and galleries).

Involvement in local decision making

Although 64% of respondents said they would like to have greater involvement in decisions affecting their local area the majority of respondents have not taken part in a range of the decision making opportunities provided by the Council. However, 50% of respondents got involved through public consultations and surveys and 49% voted in the Localities Bid Fund that took place in February 2018. Only 20% have attended a public meeting of the Council while 30% have attended a community council meeting (NB these meetings are held independently of SBC). The lack of involvement is partially reflected in the number of respondents that said that they are dissatisfied with the opportunities available to them to participate in the local decision making process.

Your wellbeing

The health and wellbeing of people in the Scottish Borders is generally good with nearly three quarters of respondents saying that they are in good or very good health. The majority say that they exercise at least once a week with over 30% exercising on a

daily basis. However, a third of respondents say that they experience feelings of loneliness or isolation; this ranges from 30% in Berwickshire to 35% in Cheviot.

Healthy lifestyles

Respondents are aware of a range of services available to support a healthy lifestyle although there is greater awareness of the smoking cessation service available at pharmacies than any of the other services that were asked about.

Your access to services

Health services are the most accessible with 80% saying that they have no issues accessing them. The majority of survey respondents said that they had no problems accessing other services; of those that do experience problems the majority have said that these are due to where they live. This result may not be unexpected given the rural nature of the Borders.

The internet/web

Given that the majority of responses to this survey were online the high level of those that said they use the internet is expected (98%). However, the majority of those that completed a paper copy of the survey also said that they use the internet (80%).

Home and work are the most frequent places where the internet is used with home Wi-Fi and 3G/4G the most popular type of connections used. The majority of respondents are satisfied with the internet speed they receive (64%). Personal mobile devices are the most frequently used to connect to the internet with 95% of respondents saying that they use them. Sending and receiving emails is the most common reason for using the internet (97%) followed by shopping (87%), browsing (85%) and social media and online banking (both 84%).

Future use of the internet/web

Over three quarters of respondents said that they would choose to receive electronic information from the Council, rather than paper copies, if it was available. 80% said that they would use an online council account to access their information.

Financial wellbeing

The majority of respondents said that their household is managing financially, with the majority of these saying that they are 'getting by alright.' Of those that responded nearly a fifth said that they feel their household is experiencing fuel poverty.

Transport

Bus services

Users of the local bus services are satisfied with the service they receive with 74% satisfied with the quality of the service, 68% satisfied with local bus information and 64% satisfied with the service overall.

Borders Railway

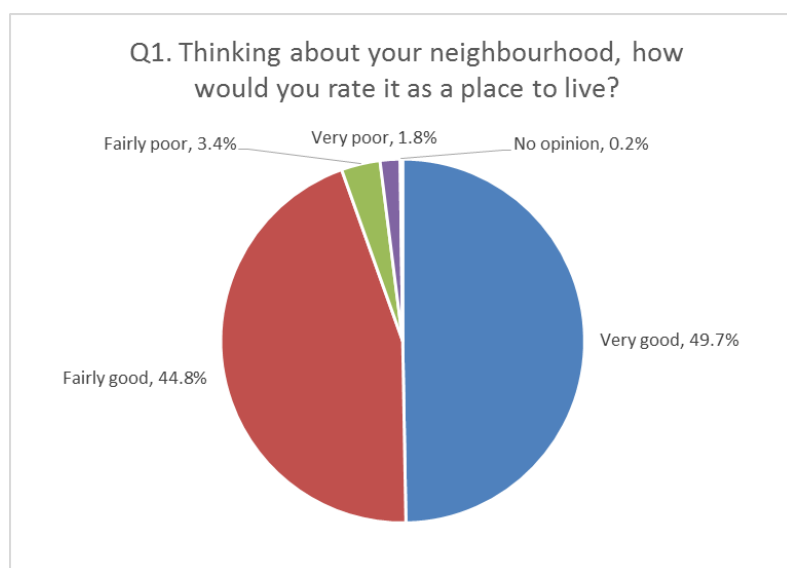
Satisfaction with Borders Railway is also high among users. 86% said that they are satisfied overall, 83% are satisfied with the quality of the service provided and 84% are satisfied with the local rail information provided.

KEY FINDINGS

Life in the Scottish Borders

Satisfaction with neighbourhood

Respondents were asked how satisfied they are with their neighbourhood as a place to live. 95% of those that responded thought that their neighbourhood is a good/fairly good place to live while 5% thought that it is either fairly or very poor.

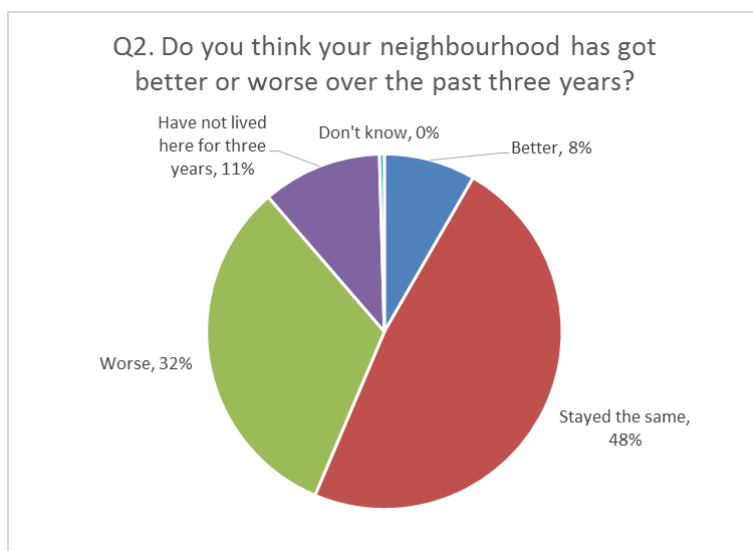


These results were reflected across all areas with Tweeddale residents being the most satisfied and residents in Teviot & Liddesdale being the least satisfied.

Q1. Thinking about your neighbourhood, how would you rate it as a place to live?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	899	149	160	240	134	194	22
Very good	49.7%	46.3%	48.1%	51.7%	45.5%	54.6%	45.5%
Fairly good	44.8%	49.7%	46.3%	42.1%	47.0%	42.3%	40.9%
Fairly poor	3.4%	2.7%	3.8%	3.8%	4.5%	2.1%	9.1%
Very poor	1.8%	0.7%	1.9%	2.5%	3.0%	0.5%	4.5%
No opinion	0.2%	0.7%	0.0%	0.0%	0.0%	0.5%	0.0%
Very good/Fairly good	95%	96%	94%	94%	93%	97%	86%
Very poor/Fairly poor	5%	3%	6%	6%	7%	3%	14%

Neighbourhood change over 3 years

Just under half (48%) of residents felt that their neighbourhood has stayed the same over the past three years while a third thought it has got worse.



Analysis by Area Partnership area shows that Eildon was the area where most residents think their neighbourhood has got better (12%) and least residents think their neighbourhood has got worse (24%). The areas where most residents think it has got worse are Teviot & Liddesdale (37%) and Tweeddale (36%). Berwickshire is the area where most residents think their neighbourhood had stayed the same (52%)

Q2. Do you think your neighbourhood has got better or worse over the past three years?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	149	160	242	134	194	22
Better	8%	9%	8%	12%	7%	6%	0%
Stayed the same	48%	52%	46%	49%	45%	47%	55%
Worse	32%	32%	35%	24%	37%	36%	41%
Have not lived here for th	11%	7%	11%	14%	11%	10%	5%
Don't know	0%	0%	1%	0%	0%	1%	0%

Respondents were asked to explain their answers about their neighbourhood. The majority of comments related to neighbourhood having got worse.

Negative comments included:

- Lack of services/amenities
- Condition of roads - potholes
- Poor infrastructure
- Dog fouling
- Environmental concerns, including grass cutting
- Level of traffic
- Community safety issues, including drugs
- Neighbours

Positive comments included:

- Community spirit/activity/resilience
- Services

Local priorities

Respondents were asked to select the top five issues that are important to them from a list of 14 options. Ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all in the Borders so was not included in the list, respondents were asked to think about other priorities.

The issues were:

- Reducing inequality and poverty
- Growing the economy of the Borders, and supporting retailers and business
- Improving mobile phone coverage in the Borders
- Improving access to superfast broadband in the Borders
- Providing sustainable transport links including demand responsive transport
- Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle
- Providing activities and facilities for younger people
- Providing high quality care for older people
- Making more affordable housing available
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Maintaining/improving the quality of the natural environment and biodiversity
- Maintaining/improving the quality of our arts, culture, heritage and leisure activities for all ages
- Maintaining/improving the quality of out of town centres and civic spaces
- Increasing energy efficiency in the home and at work

Top 5

The five issues that were most frequently identified in the top five for all respondents were:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Providing activities and facilities for younger people
- Providing sustainable transport links including demand responsive transport

Area Partnership areas

The following were in the top five most frequently identified issues in all areas:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Residents in Teviot & Liddesdale were the only ones to place 'Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle' in the top five most frequently identified issues.

Residents in Tweeddale were the only ones to place 'Reducing inequality and poverty' in the top five most frequently identified issues.

The five issues that were most frequently identified in the top five for respondents in each area were:

Berwickshire:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Providing activities and facilities for younger people
- Maintaining/improving the quality of out of town centres and civic spaces

Cheviot:

- Growing the economy of the Borders, and supporting retailers and business
- Providing high quality care for older people
- Providing activities and facilities for younger people
- Providing sustainable transport links including demand responsive transport
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Eildon:

- Growing the economy of the Borders, and supporting retailers and business
- Providing activities and facilities for younger people
- Providing high quality care for older people
- Maintaining/improving the quality of out of town centres and civic spaces
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Teviot & Liddesdale:

- Growing the economy of the Borders, and supporting retailers and business
- Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle
- Maintaining/improving the quality of out of town centres and civic spaces
- Providing high quality care for older people
- Raising education attainment/achievement and helping people of all ages obtain the skills they need

Tweeddale:

- Growing the economy of the Borders, and supporting retailers and businesses
- Providing high quality care for older people
- Providing sustainable transport links including demand responsive transport
- Raising education attainment/achievement and helping people of all ages obtain the skills they need
- Reducing inequality and poverty

Community Safety

Feelings of safety

Q5. How safe do you feel.....alone in your home at night?

94% of respondents reported that they feel safe alone in their home at night. The highest number of respondents reporting that they feel safe are in Berwickshire (99%), and the lowest number in Teviot & Liddesdale (90%).

Feelings of safety are consistent between men (95%) and women (94%).

Q5. How safe do you feel alone in your home at night							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	242	135	195	22
Very safe	61.8%	64.9%	64.4%	61.6%	50.4%	64.1%	63.6%
Fairly safe	32.3%	34.4%	28.8%	31.4%	40.0%	29.2%	27.3%
A bit unsafe	5.2%	0.7%	4.4%	6.6%	7.4%	6.2%	4.5%
Very unsafe	0.6%	0.0%	0.6%	0.0%	2.2%	0.0%	4.5%
Don't know	0.2%	0.0%	0.6%	0.0%	0.0%	0.5%	0.0%
Very/fairly safe	94%	99%	93%	93%	90%	93%	91%
Very/a bit unsafe	6%	1%	5%	7%	10%	6%	9%

Q5. How safe do you feel.....walking alone in your local area during the day?

97% of respondents reported that they feel safe walking alone in their local area during the day. All areas show high levels of feeling safe although the highest is in Tweeddale (99%) and the lowest is in Teviot & Liddesdale (93%).

Feelings of safety were consistent between men (97%) and women (96%).

Q5. How safe do you feel walking alone in your local area during the day?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	904	151	160	241	135	195	22
Very safe	70.4%	70.9%	72.5%	70.5%	53.3%	82.6%	45.5%
Fairly safe	26.2%	26.5%	24.4%	24.9%	40.0%	16.9%	50.0%
A bit unsafe	3.1%	2.6%	2.5%	4.6%	5.2%	0.5%	4.5%
Very unsafe	0.3%	0.0%	0.6%	0.0%	1.5%	0.0%	0.0%
Very/fairly safe	97%	97%	97%	95%	93%	99%	95%
Very/a bit unsafe	3%	3%	3%	5%	7%	1%	5%

Q5. How safe do you feel.....walking alone in your local area after dark

76% of respondents said feel safe walking in their local area after dark with the highest feelings of safety being in Tweeddale (88%) and the lowest in Teviot & Liddesdale (63%).

More males (81%) reported that they feel safe when walking alone in their local area after dark than females (73%).

Q5. How safe do you feel walking alone in your local area after dark?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	160	241	135	195	21
Very safe	28.8%	29.3%	25.6%	30.3%	20.7%	35.4%	23.8%
Fairly safe	46.9%	44.7%	50.6%	44.8%	42.2%	52.8%	33.3%
A bit unsafe	17.6%	19.3%	17.5%	19.5%	21.5%	10.8%	23.8%
Very unsafe	5.9%	4.0%	6.3%	4.6%	14.8%	1.0%	19.0%
Don't know	0.8%	2.7%	0.0%	0.8%	0.7%	0.0%	0.0%
Very/fairly safe	76%	74%	76%	75%	63%	88%	57%
Very/a bit unsafe	24%	23%	24%	24%	36%	12%	43%

Anti-social behaviour

Respondents were asked to indicate how often they had experienced 15 types of anti-social behaviour in their local area.

Q6. Have you experienced in the following in your local area?

Noisy neighbours or loud parties

The majority of respondents (70%) said that they rarely or never experience noisy neighbours or loud parties in their area.

Q6. Noisy neighbours or loud parties

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	151	158	242	133	195	22
Frequently	6.8%	4.0%	5.1%	7.4%	12.0%	5.1%	13.6%
Occasionally	22.8%	23.2%	18.4%	22.7%	20.3%	27.2%	27.3%
Rarely	37.2%	33.8%	39.2%	38.4%	35.3%	37.9%	36.4%
Never	33.0%	39.1%	36.1%	31.0%	32.3%	29.7%	22.7%
Don't know	0.3%	0.0%	1.3%	0.4%	0.0%	0.0%	0.0%
Frequently/Occasionally	30%	27%	23%	30%	32%	32%	41%
Rarely/Never	70%	73%	75%	69%	68%	68%	59%

Neighbourhood disputes

78% of respondents said that they rarely or never experience neighbourhood disputes in their area.

Q6. Neighbourhood disputes

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	151	159	242	133	194	22
Frequently	5.3%	2.6%	5.0%	7.9%	9.0%	2.1%	4.5%
Occasionally	15.3%	15.9%	15.7%	12.4%	15.0%	16.5%	31.8%
Rarely	28.0%	29.8%	31.4%	26.0%	24.8%	27.8%	31.8%
Never	50.1%	50.3%	46.5%	52.1%	48.9%	53.1%	31.8%
Don't know	1.3%	1.3%	1.3%	1.7%	2.3%	0.5%	0.0%
Frequently/Occasionally	21%	19%	21%	20%	24%	19%	36%
Rarely/Never	78%	80%	78%	78%	74%	81%	64%

Unwanted callers at the door

43% of people overall said that there are frequent/occasional unwanted callers at the door. Unwanted callers are experienced most in Berwickshire (48%) and least in Teviot & Liddesdale (60%).

Q6. Unwanted callers at the door							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	241	134	194	22
Frequently	5.9%	5.3%	3.8%	6.6%	5.2%	7.7%	4.5%
Occasionally	37.3%	43.0%	38.8%	34.9%	35.1%	36.1%	36.4%
Rarely	42.6%	45.0%	38.1%	40.7%	45.5%	43.8%	50.0%
Never	14.0%	6.6%	19.4%	17.0%	14.2%	11.9%	9.1%
Don't know	0.3%	0.0%	0.0%	0.8%	0.0%	0.5%	0.0%
Frequently/Occasionally	43%	48%	43%	41%	40%	44%	41%
Rarely/Never	57%	52%	58%	58%	60%	56%	59%

People using or dealing drugs

More respondents in Berwickshire (75%) said that they rarely or never experience people using or dealing drugs than in any other area.

Q6. People using or dealing drugs							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	813	130	143	229	110	179	22
Frequently	8.0%	4.6%	7.0%	8.3%	18.2%	3.9%	13.6%
Occasionally	14.1%	13.8%	13.3%	14.8%	8.2%	17.9%	13.6%
Rarely	18.1%	17.7%	18.9%	14.8%	15.5%	21.2%	36.4%
Never	51.9%	56.9%	51.7%	52.8%	51.8%	50.3%	27.3%
Don't know	7.9%	6.9%	9.1%	9.2%	6.4%	6.7%	9.1%
Frequently/Occasionally	22%	18%	20%	23%	26%	22%	27%
Rarely/Never	70%	75%	71%	68%	67%	72%	64%

Groups or individuals intimidating or harassing others

Frequent and occasional experiences of groups or individuals intimidating or harassing others are significantly more in Teviot & Liddesdale (27%) than in other areas which range from 12% - 14%.

Q6. Groups or individuals intimidating or harrassing others							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	239	132	193	22
Frequently	3.9%	0.7%	3.1%	4.2%	8.3%	3.1%	9.1%
Occasionally	11.3%	11.3%	10.7%	8.8%	18.9%	8.8%	18.2%
Rarely	27.3%	25.2%	27.0%	28.9%	20.5%	31.6%	31.8%
Never	54.7%	58.9%	54.7%	57.7%	49.2%	53.4%	36.4%
Don't know	2.8%	4.0%	4.4%	0.4%	3.0%	3.1%	4.5%
Frequently/Occasionally	15%	12%	14%	13%	27%	12%	27%
Rarely/Never	82%	84%	82%	87%	70%	85%	68%

People being drunk or rowdy in public places

Overall 62% of respondents said that they rarely or never experience people being drunk or rowdy in public places in their local area.

Q6. People being drunk or rowdy in public places.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	805	129	141	226	110	177	22
Frequently	8.2%	3.9%	4.3%	10.6%	13.6%	7.3%	13.6%
Occasionally	27.8%	29.5%	28.4%	24.3%	26.4%	30.5%	36.4%
Rarely	30.3%	29.5%	29.8%	35.8%	19.1%	32.2%	22.7%
Never	31.6%	33.3%	34.8%	29.2%	36.4%	28.8%	22.7%
Don't know	2.1%	3.9%	2.8%	0.0%	4.5%	1.1%	4.5%
Frequently/Occasionally	36%	33%	33%	35%	40%	38%	50%
Rarely/Never	62%	63%	65%	65%	55%	61%	45%

Racially motivated attacks

Overall respondents most said that they rarely or never experience racial motivated attacks in their local area (90%).

Q6. Racially motivated attacks							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	159	238	133	195	22
Frequently	0.7%	0.0%	0.6%	0.4%	2.3%	0.0%	4.5%
Occasionally	2.1%	4.0%	0.6%	1.3%	4.5%	1.0%	4.5%
Rarely	11.9%	9.9%	14.5%	10.1%	12.8%	11.8%	22.7%
Never	77.8%	74.8%	79.2%	82.4%	72.9%	79.5%	54.5%
Don't know	7.5%	11.3%	5.0%	5.9%	7.5%	7.7%	13.6%
Frequently/Occasionally	3%	4%	1%	2%	7%	1%	9%
Rarely/Never	90%	85%	94%	92%	86%	91%	77%

Off road motorbikes

Respondents in Tweeddale (29%) reported the highest level of experiencing off road motorbikes, either frequently or occasionally, in their local area.

Q6. Off road motorbikes							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	159	239	134	195	22
Frequently	3.9%	1.3%	2.5%	3.3%	6.7%	5.6%	4.5%
Occasionally	17.6%	12.6%	14.5%	18.4%	18.7%	23.1%	9.1%
Rarely	20.2%	19.2%	22.0%	14.6%	18.7%	27.2%	22.7%
Never	55.3%	63.6%	57.9%	62.3%	51.5%	41.0%	54.5%
Don't know	3.0%	3.3%	3.1%	1.3%	4.5%	3.1%	9.1%
Frequently/Occasionally	21%	14%	17%	22%	25%	29%	14%
Rarely/Never	76%	83%	80%	77%	70%	68%	77%

Abandoned or burnt out vehicles

Overall 90% of respondents areas said that they rarely or never experience abandoned or burnt out vehicles in their local area. The majority of respondents in all areas said that they rarely or never experience abandoned or burnt out vehicles.

Q6. Abandoned or burnt out vehicles

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	151	158	242	134	192	22
Frequently	0.8%	0.7%	0.0%	1.7%	0.7%	0.5%	0.0%
Occasionally	6.3%	5.3%	3.8%	7.4%	9.0%	6.8%	0.0%
Rarely	16.1%	12.6%	13.3%	15.7%	17.2%	20.3%	22.7%
Never	74.2%	78.8%	81.6%	73.6%	69.4%	68.8%	72.7%
Don't know	2.6%	2.6%	1.3%	1.7%	3.7%	3.6%	4.5%
Frequently/Occasionally	7%	6%	4%	9%	10%	7%	0%
Rarely/Never	90%	91%	95%	89%	87%	89%	95%

Parking problems

Experience of parking problems is greater in Tweeddale (69%) than for the Borders overall (62%). At 42% Teviot & Liddesdale is the area with the lowest experience of parking problems reported.

Q6. Parking problems

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	151	158	242	132	195	21
Frequently	35.8%	32.5%	35.4%	33.9%	31.8%	44.1%	33.3%
Occasionally	26.3%	29.1%	23.4%	28.1%	24.2%	25.1%	28.6%
Rarely	16.7%	19.2%	14.6%	19.8%	15.2%	14.4%	9.5%
Never	20.7%	18.5%	26.6%	18.2%	27.3%	15.9%	23.8%
Don't know	0.6%	0.7%	0.0%	0.0%	1.5%	0.5%	4.8%
Frequently/Occasionally	62%	62%	59%	62%	56%	69%	62%
Rarely/Never	37%	38%	41%	38%	42%	30%	33%

Anti-social driving behaviour including speeding

As with parking problems, frequent/occasional experience of anti-social driving behaviour including speeding, is higher in Tweeddale than the other areas of the Borders.

Q6. Anti-social driving behaviour including speeding

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	240	134	195	22
Frequently	37.7%	41.1%	33.1%	32.9%	41.8%	43.1%	27.3%
Occasionally	34.7%	33.1%	38.8%	36.7%	24.6%	35.4%	50.0%
Rarely	15.2%	17.2%	16.3%	15.0%	17.9%	11.3%	13.6%
Never	11.5%	8.6%	11.9%	14.6%	14.2%	8.7%	4.5%
Don't know	0.9%	0.0%	0.0%	0.8%	1.5%	1.5%	4.5%
Frequently/Occasionally	72%	74%	72%	70%	66%	78%	77%
Rarely/Never	27%	26%	28%	30%	32%	20%	18%

Vandalism/graffiti/damage to vehicles

As with the previous two types of anti-social behaviour associated with vehicles, the highest level of respondents reporting that they experience vandalism/graffiti/damage to vehicles is in Tweeddale (31%).

Q6. Vandalism/graffiti/damage to vehicles

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	150	159	240	134	195	22
Frequently	3.7%	2.7%	3.8%	2.1%	5.2%	5.1%	4.5%
Occasionally	20.2%	17.3%	17.0%	19.2%	20.9%	25.6%	22.7%
Rarely	33.4%	37.3%	28.9%	35.8%	27.6%	35.4%	31.8%
Never	40.7%	40.7%	49.1%	40.8%	45.5%	31.3%	31.8%
Don't know	2.0%	2.0%	1.3%	2.1%	0.7%	2.6%	9.1%
Frequently/Occasionally	24%	20%	21%	21%	26%	31%	27%
Rarely/Never	74%	78%	78%	77%	73%	67%	64%

Rubbish and litter lying around

Frequent/occasional experience of rubbish and litter lying around is greatest in Teviot & Liddesdale (79%) followed by Berwickshire and Tweeddale (both 78%).

Q6. Rubbish & litter lying around

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	160	238	134	193	22
Frequently	41.8%	48.3%	42.5%	37.4%	46.3%	37.3%	50.0%
Occasionally	33.5%	29.8%	30.0%	34.0%	32.8%	40.4%	22.7%
Rarely	19.4%	17.9%	20.6%	20.2%	16.4%	19.7%	27.3%
Never	5.3%	4.0%	6.9%	8.4%	4.5%	2.6%	0.0%
Frequently/Occasionally	75%	78%	73%	71%	79%	78%	73%
Rarely/Never	25%	22%	28%	29%	21%	22%	27%

People setting fires to cause damage

The highest level of frequent/occasional experience of people setting fires to cause damage was reported by respondents in the Tweeddale area (18%). The same figure of the Borders overall is 10%.

Q6. People setting fires to cause damage

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	895	150	159	237	134	194	21
Frequently	1.6%	0.0%	0.6%	3.0%	1.5%	2.1%	0.0%
Occasionally	8.5%	4.0%	7.5%	5.9%	9.0%	15.5%	9.5%
Rarely	22.5%	21.3%	16.4%	22.4%	23.9%	26.3%	33.3%
Never	64.0%	70.0%	71.1%	67.1%	64.2%	51.0%	52.4%
Don't know	3.5%	4.7%	4.4%	1.7%	1.5%	5.2%	4.8%
Frequently/Occasionally	10%	4%	8%	9%	10%	18%	10%
Rarely/Never	86%	91%	87%	89%	88%	77%	86%

Animal nuisance such as noise or dog fouling

Frequent and occasional experience of animal nuisance such as dog fouling is highest in Tweeddale (78%). The area with the highest level of respondents who said that they rarely or never experienced it was Cheviot (33%).

Q6. Animal nuisance such as noise or dog fouling							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	159	241	135	195	22
Frequently	42.0%	40.0%	37.7%	41.5%	43.0%	46.2%	50.0%
Occasionally	31.2%	33.3%	28.3%	31.5%	31.1%	31.8%	27.3%
Rarely	17.3%	16.7%	20.8%	19.1%	14.1%	14.4%	22.7%
Never	9.2%	9.3%	12.6%	7.9%	11.1%	7.7%	0.0%
Don't know	0.3%	0.7%	0.0%	0.0%	0.7%	0.0%	0.0%
Frequently/Occasionally	73%	73%	66%	73%	74%	78%	77%
Rarely/Never	26%	26%	33%	27%	25%	22%	23%

Vandalism/graffiti/damage to property

The number of those who reported that they experience vandalism/graffiti/damage to property frequently or occasionally was greatest in Tweeddale (30%). For the Borders overall this is 24%.

Q6. Vandalism/graffiti/damage to property							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	159	240	134	194	22
Frequently	4.4%	1.3%	5.7%	2.9%	9.0%	3.6%	13.6%
Occasionally	19.8%	15.2%	19.5%	19.2%	16.4%	26.8%	18.2%
Rarely	29.2%	34.4%	23.3%	32.9%	23.1%	30.9%	18.2%
Never	43.7%	43.7%	49.1%	43.3%	49.3%	35.6%	45.5%
Don't know	2.9%	5.3%	2.5%	1.7%	2.2%	3.1%	4.5%
Frequently/Occasionally	24%	17%	25%	22%	25%	30%	32%
Rarely/Never	73%	78%	72%	76%	72%	66%	64%

Respondents were asked to highlight any specific community safety concerns they may have, these included:

- Road safety, including speeding
- Dog fouling
- Parking, including double parking
- Neighbours
- Pot holes
- Racism
- Poor transport infrastructure, including lack of taxis at railway station
- Lack of facilities for young people
- Drugs
- Discrimination
- Litter
- Rowdy school children

Discrimination and harassment

Discrimination

8% of respondents said that they have experienced discrimination whilst in the Scottish Borders.

Q8. In the last three years, whilst in the Scottish Borders, have you experienced any kind of discrimination?

Base	898
Yes	8%
No	92%

Respondents were asked to give more information if they have experienced discrimination.

Of the comments that were made about discrimination the majority concerned race. Disability and gender were also cited as reasons for discrimination. Comments were also made about discrimination due to housing, age and a lack of services.

Harassment

9% of respondents said that they have experienced harassment whilst in the Scottish Borders.

Q10. In the last three years, whilst in the Scottish Borders, have you experienced any kind of harassment?

Base	889
Yes	9%
No	91%

Respondents were asked to give more information about any harassment they have experienced.

Comments regarding harassment include harassment from neighbours, harassment from people who had been drinking, work based harassment and cold calling on the phone and at the door.

Child and adult safety

Respondents were asked if they would know who to contact if they wished to report concern about a child or adult who was at risk of harm.

Q12. If you were concerned about the welfare of a child at risk of harm, and you wished to report it, would you know who to contact?

Base	897
Yes	71%
No	21%
Don't know	9%

The majority of respondents knew who to contact in order to report a child at risk (71%) or an adult at risk (67%).

Q12. If you were concerned about the welfare of an adult at risk of harm, and you wished to report it, would you know who to contact?

	Overall
Base	887
Yes	67%
No	24%
Don't know	9%

About your Council

Respondents were asked to state their level of agreement with statements about Scottish Borders Council.

Service Quality

The percentage of respondents overall that said they strongly agree or agree, that their council provides high quality services, and those that said they strongly disagree or disagree is similar (30% and 29%) the largest proportion of respondents said that they neither agree nor disagree (40.7%).

Analysis by Area Partnership area shows that respondents in Eildon have the highest level of agreement (35%) while those in Teviot & Liddesdale have the highest level of disagreement (37%).

Q13. It provides high quality services							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	150	159	241	135	194	22
Strongly agree	2.4%	1.3%	1.9%	1.7%	4.4%	3.6%	0.0%
Agree	27.6%	29.3%	29.6%	33.6%	22.2%	23.2%	9.1%
Neither agree nor disagree	40.7%	43.3%	37.7%	42.3%	36.3%	43.3%	31.8%
Disagree	22.9%	18.0%	26.4%	16.6%	29.6%	24.7%	40.9%
Strongly disagree	6.3%	8.0%	4.4%	5.8%	7.4%	5.2%	18.2%
Strongly agree/agree	30%	31%	31%	35%	27%	27%	9%
Strongly disagree/ disagree	29%	26%	31%	22%	37%	30%	59%

Performance information

The percentage of respondents overall that said they strongly agree or agree, that their council is good at letting people know how well it is performing, and those that said they strongly disagree or disagree is similar (28% and 27%) the largest proportion of respondents said that they neither agree nor disagree (44.9%).

Respondents in Cheviot showed the highest level of agreement (34%) and those in Teviot & Liddesdale recorded the highest level of disagreement (35%).

Q13. It is good at letting local people know how well it is performing							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	238	132	194	22
Strongly agree	3.0%	0.7%	4.4%	2.5%	4.5%	3.6%	0.0%
Agree	25.3%	26.5%	29.6%	29.0%	18.9%	22.7%	9.1%
Neither agree nor disagree	44.9%	50.3%	40.9%	43.3%	41.7%	47.4%	50.0%
Disagree	21.7%	18.5%	21.4%	19.3%	26.5%	23.2%	27.3%
Strongly disagree	5.1%	4.0%	3.8%	5.9%	8.3%	3.1%	13.6%
Strongly agree/agree	28%	27%	34%	32%	23%	26%	9%
Strongly disagree/ disagree	27%	23%	25%	25%	35%	26%	41%

Service design

More than twice the respondents said that they disagree (39%) than those that said they agreed (18%) that their council designs services around the needs of people who use them.

Respondents in Cheviot showed the highest level of agreement (20%); the highest level of disagreement was shown by respondents in the Teviot & Liddesdale area (42%)

Q13. It designs its services around the needs of people who use them							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	150	157	240	134	195	22
Strongly agree	1.1%	0.0%	2.5%	0.8%	3.0%	0.0%	0.0%
Agree	16.6%	14.7%	17.2%	18.3%	12.7%	19.0%	9.1%
Neither agree nor disagree	43.7%	46.7%	43.3%	46.7%	42.5%	41.0%	22.7%
Disagree	29.1%	28.7%	29.9%	23.8%	32.8%	29.7%	54.5%
Strongly disagree	9.6%	10.0%	7.0%	10.4%	9.0%	10.3%	13.6%
Strongly agree/agree	18%	15%	20%	19%	16%	19%	9%
Strongly disagree/ disagree	39%	39%	37%	34%	42%	40%	68%

Money

Overall more respondents disagree with the statement that their council is doing the best it can with the money available than agree (41% and 27% respectively).

Respondents in the Eildon area showed the highest level of agreement (32%). Respondents in Teviot & Liddesdale showed the highest level of disagreement (49%).

Q13. It does the best it can with the money available							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	150	159	241	134	194	22
Strongly agree	3.1%	2.7%	3.1%	3.3%	6.0%	1.5%	0.0%
Agree	24.2%	24.7%	22.6%	28.2%	20.1%	24.7%	9.1%
Neither agree nor disagree	31.7%	38.7%	32.1%	32.0%	25.4%	32.0%	13.6%
Disagree	30.0%	28.0%	33.3%	24.9%	30.6%	32.5%	50.0%
Strongly disagree	11.0%	6.0%	8.8%	11.6%	17.9%	9.3%	27.3%
Strongly agree/agree	27%	27%	26%	32%	26%	26%	9%
Strongly disagree/ disagree	41%	34%	42%	37%	49%	42%	77%

Key issues

17% of respondents overall strongly agree or agree that the Council is addressing the key issues affecting the quality of life in their local neighbourhood. 43% disagree or strongly disagree.

Respondents in the Eildon area showed slightly higher levels of agreement (20%) than those in Cheviot and Teviot & Liddesdale (both 19%). The highest levels of disagreement were in Tweeddale (49%).

Q13. It is addressing the key issues affecting the quality of life in my local neighbourhood							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	158	240	132	194	22
Strongly agree	1.3%	0.7%	2.5%	0.8%	3.8%	0.0%	0.0%
Agree	15.4%	16.0%	16.5%	19.6%	15.2%	10.8%	0.0%
Neither agree nor disagree	40.0%	36.7%	39.9%	45.4%	36.4%	39.7%	27.3%
Disagree	32.8%	39.3%	32.9%	23.8%	30.3%	38.1%	54.5%
Strongly disagree	10.5%	7.3%	8.2%	10.4%	14.4%	11.3%	18.2%
Strongly agree/agree	17%	17%	19%	20%	19%	11%	0%
Strongly disagree/ disagree	43%	47%	41%	34%	45%	49%	73%

Listening to views

Overall 12% of respondents agree/strongly agree that the Council does listen to people's views although 55% disagree. 33% of respondents said that they neither agree nor disagree with the statement.

Agreement is highest with respondents in the Cheviot area and disagreement is highest with respondents in the Teviot & Liddesdale area (63%).

Q13. It is good at listening to local people's views before it makes decisions							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	150	160	241	134	195	22
Strongly agree	1.0%	0.0%	1.3%	0.0%	3.7%	1.0%	0.0%
Agree	10.5%	10.7%	15.0%	10.8%	6.7%	9.7%	4.5%
Neither agree nor disagree	33.4%	36.7%	34.4%	38.2%	26.9%	30.3%	18.2%
Disagree	37.1%	40.7%	35.0%	34.4%	39.6%	36.9%	45.5%
Strongly disagree	18.0%	12.0%	14.4%	16.6%	23.1%	22.1%	31.8%
Strongly agree/agree	12%	11%	16%	11%	10%	11%	5%
Strongly disagree/ disagree	55%	53%	49%	51%	63%	59%	77%

Service information

35% of respondents overall agree/strongly agree that the council is good at letting people know about the kinds of services it provides; 27% disagree/strongly disagree with the statement.

Respondents in Cheviot had the highest level of agreement (39%) while respondents in Teviot & Liddesdale had the lowest level of agreement (27%).

Q13. It is good at letting people know about the kinds of services it provides							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Strongly agree	2.1%	1.3%	5.0%	0.0%	3.7%	2.1%	0.0%
Agree	32.5%	34.7%	33.8%	37.4%	23.1%	33.8%	0.0%
Neither agree nor disagree	38.6%	36.0%	40.0%	40.8%	38.8%	35.9%	45.5%
Disagree	21.4%	24.0%	17.5%	16.8%	26.1%	22.1%	45.5%
Strongly disagree	5.5%	4.0%	3.8%	5.0%	8.2%	6.2%	9.1%
Grand Total	899	150	160	238	134	195	22
Strongly agree/agree	35%	36%	39%	37%	27%	36%	0%
Strongly disagree/ disagree	27%	28%	21%	22%	34%	28%	55%

Influencing decisions

Overall respondents feel that they can't influence decisions affecting their local area (54%). Respondents in the Tweeddale area feel most that they can't influence decisions.

Q13. I can influence decisions affecting my local area							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	148	159	240	134	195	22
Strongly agree	1.0%	0.7%	1.3%	0.4%	3.7%	0.0%	0.0%
Agree	14.0%	15.5%	17.6%	15.4%	12.7%	10.8%	0.0%
Neither agree nor disagree	31.3%	31.1%	31.4%	30.4%	34.3%	32.8%	9.1%
Disagree	37.5%	42.6%	35.2%	39.2%	29.1%	36.9%	59.1%
Strongly disagree	16.1%	10.1%	14.5%	14.6%	20.1%	19.5%	31.8%
Strongly agree/agree	15%	16%	19%	16%	16%	11%	0%
Strongly disagree/ disagree	54%	53%	50%	54%	49%	56%	91%

Involvement in decision making

The majority of respondents agree that they want greater involvement in the decisions made that affect their local area. 7% of respondents overall said that they don't want greater involvement.

The highest number of respondents saying that they want greater involvement are in the Teviot & Liddesdale area (69%). The greatest proportion of respondents that said they don't want greater involvement are in the Eildon area.

Q13. I want greater involvement in decisions my council makes that affect my local area							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	160	239	133	195	22
Strongly agree	22.4%	18.7%	21.9%	19.2%	26.3%	25.1%	36.4%
Agree	41.4%	49.3%	42.5%	37.2%	42.9%	39.0%	36.4%
Neither agree nor disagree	28.9%	27.3%	29.4%	33.1%	23.3%	29.2%	22.7%
Disagree	6.7%	4.0%	6.3%	8.8%	6.8%	6.7%	4.5%
Strongly disagree	0.7%	0.7%	0.0%	1.7%	0.8%	0.0%	0.0%
Strongly agree/agree	64%	68%	64%	56%	69%	64%	73%
Strongly disagree/ disagree	7%	5%	6%	10%	8%	7%	5%

Household waste collection, recycling and waste services

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

Q14 Scottish Borders Council provides a collection service for general household waste and recycling. Please let us know how satisfied you are with the following:

Kerbside collections

The majority of respondents are satisfied with the kerbside waste and recycling collections. Respondents in the Tweeddale area are most satisfied (87%) whilst respondents in the Teviot & Liddesdale area showed the greatest level of dissatisfaction (21%).

Q14. Your kerbside waste and recycling collection services overall							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	904	151	160	242	135	194	22
Very satisfied	30.9%	25.8%	32.5%	32.6%	30.4%	32.5%	22.7%
Fairly satisfied	52.5%	59.6%	52.5%	49.2%	47.4%	54.6%	54.5%
Fairly dissatisfied	10.3%	9.3%	7.5%	12.0%	13.3%	8.2%	18.2%
Very dissatisfied	5.5%	4.0%	6.3%	5.4%	8.1%	4.6%	4.5%
No opinion	0.4%	0.0%	0.6%	0.8%	0.7%	0.0%	0.0%
Do not use	0.3%	1.3%	0.6%	0.0%	0.0%	0.0%	0.0%
Very satisfied/fairly satisfied	83%	85%	85%	82%	78%	87%	77%
Very dissatisfied/fairly dissatisfied	16%	13%	14%	17%	21%	13%	23%

Community Recycling Centres

Respondents in the Cheviot area are most satisfied (88%) with the services at the Community Recycling Centres. The most dissatisfied are respondents in Berwickshire (17%).

Q14. The service offered at the Community Recycling Centres							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	901	150	160	242	133	194	22
Very satisfied	43.7%	34.7%	47.5%	41.7%	38.3%	54.6%	36.4%
Fairly satisfied	40.0%	40.0%	40.0%	44.2%	45.9%	29.9%	45.5%
Fairly dissatisfied	5.9%	12.0%	1.3%	4.1%	6.0%	6.2%	13.6%
Very dissatisfied	4.0%	4.7%	6.3%	2.5%	6.8%	2.1%	0.0%
No opinion	2.7%	4.0%	1.9%	3.3%	0.8%	2.6%	4.5%
Do not use	3.8%	4.7%	3.1%	4.1%	2.3%	4.6%	0.0%
Very satisfied/fairly satisfied	84%	75%	88%	86%	84%	85%	82%
Very dissatisfied/fairly dissatisfied	10%	17%	8%	7%	13%	8%	14%

Bring sites

Respondents are generally satisfied with the recycling bring sites (72%). The most dissatisfied are in the Teviot & Liddesdale area (19%).

Q13. The recycling bring site (glass and textiles) that are situated across the Borders?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	148	160	242	134	194	21
Very satisfied	23.6%	22.3%	27.5%	19.8%	23.9%	24.7%	33.3%
Fairly satisfied	48.8%	43.2%	47.5%	54.5%	45.5%	50.0%	42.9%
Fairly dissatisfied	11.0%	12.8%	8.1%	9.1%	14.2%	11.9%	14.3%
Very dissatisfied	4.9%	4.7%	5.6%	5.0%	4.5%	4.6%	4.8%
No opinion	5.0%	5.4%	4.4%	6.2%	5.2%	4.1%	0.0%
Do not use	6.7%	11.5%	6.9%	5.4%	6.7%	4.6%	4.8%
Very satisfied/fairly satisfied	72%	66%	75%	74%	69%	75%	76%
Very dissatisfied/fairly dissatisfied	16%	18%	14%	14%	19%	16%	19%

Bulky waste collection

42.8% of respondents said that they do not use the bulky waste collection service. 68% of those that do use the service said that they are satisfied.

Q14. Bulky waste item collection service							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	902	151	160	242	133	194	22
Very satisfied	7.1%	8.6%	5.0%	7.0%	4.5%	10.3%	0.0%
Fairly satisfied	18.5%	11.3%	21.9%	15.3%	21.1%	24.2%	13.6%
Fairly dissatisfied	5.9%	4.6%	4.4%	6.2%	6.8%	5.2%	22.7%
Very dissatisfied	6.0%	4.0%	6.9%	7.0%	9.0%	4.1%	0.0%
No opinion	19.7%	23.2%	20.0%	16.9%	16.5%	21.6%	27.3%
Do not use	42.8%	48.3%	41.9%	47.5%	42.1%	34.5%	36.4%
Very satisfied/fairly satisfied	26%	20%	27%	22%	26%	35%	14%
Very dissatisfied/fairly dissatisfied	12%	9%	11%	13%	16%	9%	23%

Council communications

Satisfaction with council communications, guidance and information about waste and recycling services (e.g. the website and SBConnect magazine) is highest in the Teviot & Liddesdale area (68%); satisfaction overall is 63%.

Dissatisfaction is highest in the Tweeddale area (22%) and lowest in the Cheviot area (17%).

Q14. Council Communications, guidance and information you receive about waste and recycling services							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	895	149	159	242	130	193	22
Very satisfied	13.3%	15.4%	14.5%	12.0%	16.9%	10.4%	9.1%
Fairly satisfied	49.9%	46.3%	50.3%	50.0%	50.8%	52.8%	40.9%
Fairly dissatisfied	15.5%	14.8%	12.6%	14.9%	15.4%	19.2%	18.2%
Very dissatisfied	4.1%	6.7%	4.4%	4.1%	3.1%	2.6%	4.5%
No opinion	13.0%	13.4%	13.2%	13.2%	10.0%	12.4%	27.3%
Do not use	4.1%	3.4%	5.0%	5.8%	3.8%	2.6%	0.0%
Very satisfied/fairly satisfied	63%	62%	65%	62%	68%	63%	50%
Very dissatisfied/fairly dissatisfied	20%	21%	17%	19%	18%	22%	23%

Respondents were asked to make comments regarding household waste collections, recycling or waste services. Comments can be categorised as follows:

Green waste collections

- Reinststate service
- Make small charge to subsidise service
- Resulted in long queues at Community Recycling Centres
- Collect and sell as compost to community

Waste collections

- Collections missed
- Collections not often enough
- Collect on same day as recycling?

Community Recycling Centres

- Don't close one day a week
- Need CRCs open early mornings/evenings
- Staff really helpful
- Staff have poor attitude
- Need CRC or community recycling facility in Jedburgh/all towns
- Need paper/cardboard recycling facility
- Lack flexibility
- Should be able to take stuff away – upcycling
- Longer opening hours during summer

Food waste collections

- Roll out across the Borders

Recycling collections

- Need glass collection

- Need bigger bins
- Need textile collection
- Collect bins weekly
- Collect bags alongside bins

Education

- Need sticker on bins listing what can be recycled
- Need information about what happens to waste and recycling
- Unclear why somethings aren't recycled e.g. black plastic
- Need educating re textile collections – what can/can't be taken

Bring sites

- Messy – broken glass
- Need more across the area
- Need emptying more frequently
-

Collection bins

- Get stolen
- Bags should be used in areas where bins have to be kept in the street
- Left all over the street following collection
- Communal bins at flats not big enough

General

- Litter picks need SBC support
- Zero rates form commercial organisations would stop fly tipping

A total of 632 comments were made regarding the waste and recycling service provided by Scottish Borders Council, of these 179 (28%) mentioned a green waste collection. The majority of the 179 comments called for a reinstatement of the service which had ceased in 2014.

Local Services

Local services provided by Scottish Borders Council

Respondents were asked to rate their satisfaction with seven services that are provided by the Council.

Maintenance of local area

60% of respondents overall are satisfied with the cleaning and maintenance of the area in which they live; 35% said they are dissatisfied.

Respondents in the Tweeddale area are most satisfied (69%). The gap between those that are satisfied and those that are dissatisfied is smallest in the Teviot & Liddesdale area where 50% of respondents said they are satisfied and 45% said they are dissatisfied.

Q16. The cleaning and maintenance of the area in which you live

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	150	159	239	134	194	22
Very satisfied	7.1%	2.0%	8.8%	8.8%	8.2%	7.2%	4.5%
Fairly satisfied	53.1%	58.7%	49.7%	51.0%	41.8%	61.3%	59.1%
Fairly dissatisfied	20.8%	22.7%	20.1%	23.0%	22.4%	17.0%	13.6%
Very dissatisfied	14.1%	12.0%	17.6%	13.0%	22.4%	8.2%	18.2%
Don't know/Don't use	4.8%	4.7%	3.8%	4.2%	5.2%	6.2%	4.5%
Very satisfied/ fairly satisfied	60%	61%	58%	60%	50%	69%	64%
Very dissatisfied/ very dissatisfied	35%	35%	38%	36%	45%	25%	32%

Maintenance of churchyard or cemetery

Approximately one third of respondents said that they either don't know or don't use their local churchyard/cemetery when asked about their satisfaction with its maintenance. Of those that use their local churchyard or cemetery 38% are satisfied with the maintenance and 62% aren't.

Respondents in the Teviot & Liddesdale area are the most dissatisfied (60%).

Q16. Maintenance of your local churchyard or cemetery

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	148	158	241	134	195	22
Very satisfied	4.1%	2.0%	6.3%	3.7%	4.5%	4.6%	0.0%
Fairly satisfied	20.7%	23.6%	22.8%	22.0%	17.9%	19.5%	0.0%
Fairly dissatisfied	14.9%	14.2%	18.4%	11.6%	18.7%	13.8%	18.2%
Very dissatisfied	24.8%	25.0%	22.8%	15.8%	41.0%	24.1%	45.5%
Don't know/Don't use	35.4%	35.1%	29.7%	46.9%	17.9%	37.9%	36.4%
Very satisfied/ fairly satisfied	25%	26%	29%	26%	22%	24%	0%
Very dissatisfied/ very dissatisfied	40%	39%	41%	27%	60%	38%	64%

Repair to damaged roads

Levels of dissatisfaction with the speed of repair to damaged roads was high in all areas. Overall 85% of respondents are dissatisfied. In Area Partnership areas this ranges from 79% in Tweeddale to 93% in Teviot & Liddesdale.

Q16. Speed of repair to your damaged roads

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	160	242	132	194	22
Very satisfied	0.7%	0.0%	0.6%	1.2%	0.8%	0.5%	0.0%
Fairly satisfied	13.3%	10.1%	10.6%	16.9%	5.3%	18.6%	18.2%
Fairly dissatisfied	25.7%	26.8%	28.1%	27.3%	25.0%	23.2%	9.1%
Very dissatisfied	58.8%	61.7%	59.4%	52.9%	68.2%	55.7%	72.7%
Don't know/Don't use	1.4%	1.3%	1.3%	1.7%	0.8%	2.1%	0.0%
Very satisfied/ fairly satisfied	14%	10%	11%	18%	6%	19%	18%
Very dissatisfied/ very dissatisfied	85%	89%	88%	80%	93%	79%	82%

Maintenance of public conveniences

43% of respondents said that they either don't have an opinion or don't use the public conveniences. Of those that do use the public conveniences 38% said that they are satisfied with their maintenance.

Q16. Maintenance of your local public conveniences							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	887	144	158	239	131	193	22
Very satisfied	2.0%	1.4%	1.3%	1.3%	4.6%	2.6%	0.0%
Fairly satisfied	19.8%	15.3%	18.4%	19.7%	18.3%	26.9%	9.1%
Fairly dissatisfied	14.9%	12.5%	17.7%	14.6%	10.7%	16.1%	27.3%
Very dissatisfied	20.2%	21.5%	19.0%	16.7%	30.5%	17.6%	18.2%
Do not use	43.1%	49.3%	43.7%	47.7%	35.9%	36.8%	45.5%
Very satisfied/ fairly satisfied	22%	17%	20%	21%	23%	30%	9%
Very dissatisfied/ very dissatisfied	35%	34%	37%	31%	41%	34%	45%

Grass cutting

Satisfaction with grass cutting in parks, open spaces and sports areas is 40% overall. This ranges from 17% satisfaction in Teviot & Liddesdale to 60% satisfaction in Tweeddale.

Q16. Grass cutting in parks and open spaces and sport areas							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	151	158	241	134	194	22
Very satisfied	8.2%	6.0%	5.7%	10.8%	3.0%	12.4%	9.1%
Fairly satisfied	32.1%	28.5%	25.3%	38.2%	14.2%	47.4%	13.6%
Fairly dissatisfied	19.9%	20.5%	19.6%	21.2%	24.6%	13.9%	27.3%
Very dissatisfied	31.4%	34.4%	41.8%	20.7%	52.2%	18.6%	40.9%
Don't know/Don't use	8.3%	10.6%	7.6%	9.1%	6.0%	7.7%	9.1%
Very satisfied/ fairly satisfied	40%	34%	31%	49%	17%	60%	23%
Very dissatisfied/ very dissatisfied	51%	55%	61%	42%	77%	32%	68%

Parks and open spaces in general

53% of respondents overall said they are satisfied with parks and open spaces in general. Satisfaction is highest in the Tweeddale area at 53% but falls to 39% in the Teviot & Liddesdale area. Dissatisfaction is also highest in the Teviot & Liddesdale area at 56%.

Q16. Parks and open spaces in general							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	158	242	133	194	22
Very satisfied	10.1%	6.0%	8.2%	12.8%	7.5%	13.9%	4.5%
Fairly satisfied	43.2%	41.3%	36.7%	50.0%	31.6%	51.0%	27.3%
Fairly dissatisfied	19.8%	18.0%	20.3%	19.4%	24.1%	17.0%	31.8%
Very dissatisfied	19.4%	22.7%	28.5%	11.2%	31.6%	9.8%	31.8%
Don't know/Don't use	7.6%	12.0%	6.3%	6.6%	5.3%	8.2%	4.5%
Very satisfied/ fairly satisfied	53%	47%	45%	63%	39%	65%	32%
Very dissatisfied/ very dissatisfied	39%	41%	49%	31%	56%	27%	64%

Local schools

Approximately 40% of respondents either don't use the schools or don't have an opinion. Of those that gave an opinion 73% said that they are satisfied.

Q16. Local schools							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	891	147	155	240	133	194	22
Very satisfied	12.3%	10.9%	14.2%	14.6%	11.3%	9.8%	13.6%
Fairly satisfied	31.5%	25.9%	35.5%	33.3%	27.8%	34.5%	18.2%
Fairly dissatisfied	8.9%	10.9%	7.1%	9.6%	6.8%	7.2%	27.3%
Very dissatisfied	7.6%	6.1%	4.5%	4.2%	15.8%	9.3%	13.6%
Don't know/Don't use	39.6%	46.3%	38.7%	38.3%	38.3%	39.2%	27.3%
Very satisfied/ fairly satisfied	44%	37%	50%	48%	39%	44%	32%
Very dissatisfied/ very dissatisfied	16%	17%	12%	14%	23%	16%	41%

Satisfaction, of those that gave an opinion about local schools, varies as follows:

Berwickshire	68% satisfaction
Cheviot	81% satisfaction
Eildon	78% satisfaction
Teviot & Liddesdale	63% satisfaction
Tweeddale	73% satisfaction

Local services managed by Live Borders

Management of culture services was transferred to Live Borders (the Culture and Leisure Trust) in April 2016). Respondents were asked to rate their satisfaction of these and sport and leisure facilities.

Q 17. How satisfied are you with the following services which are managed by Live Borders on behalf of the Council?

Sports & leisure facilities

Overall 49% of respondents said that they are satisfied with sports and leisure facilities. Of those that gave an opinion 77% said they are satisfied and 23% are dissatisfied.

Q17. Sports & leisure facilities							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	160	240	132	194	21
Very satisfied	10.5%	8.6%	11.3%	10.8%	14.4%	8.8%	4.8%
Fairly satisfied	39.0%	37.7%	39.4%	40.0%	35.6%	40.7%	38.1%
Fairly dissatisfied	8.6%	5.3%	7.5%	10.4%	9.1%	8.8%	14.3%
Very dissatisfied	6.3%	5.3%	4.4%	8.8%	6.8%	6.2%	0.0%
No opinion/do not use	35.6%	43.0%	37.5%	30.0%	34.1%	35.6%	42.9%
Very satisfied/ fairly satisfied	49%	46%	51%	51%	50%	49%	43%
Very dissatisfied/ very dissatisfied	15%	11%	12%	19%	16%	15%	14%

Libraries

Approximately 38% of respondents overall said they have no opinion or don't use the libraries. Of those that gave an opinion 86% said they are satisfied.

Q17. Libraries							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	903	151	160	241	135	194	22
Very satisfied	16.7%	15.2%	11.9%	12.4%	28.1%	18.0%	27.3%
Fairly satisfied	36.7%	42.4%	38.1%	38.2%	30.4%	34.5%	27.3%
Fairly dissatisfied	6.3%	5.3%	8.1%	5.0%	8.1%	6.2%	4.5%
Very dissatisfied	2.5%	2.0%	1.3%	3.3%	2.2%	3.6%	0.0%
No opinion/do not use	37.8%	35.1%	40.6%	41.1%	31.1%	37.6%	40.9%
Very satisfied/ fairly satisfied	53%	58%	50%	51%	59%	53%	55%
Very dissatisfied/ very dissatisfied	9%	7%	9%	8%	10%	10%	5%

Museums & galleries

45% of users overall said that they do not use museums and galleries or have no opinion. Calculating satisfaction levels of those that did give an opinion increases the level of satisfaction to 87%.

Q17. Museums & galleries							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	159	240	132	194	20
Very satisfied	12.5%	7.3%	10.1%	10.0%	22.0%	13.9%	25.0%
Fairly satisfied	35.0%	31.8%	34.0%	34.6%	38.6%	37.1%	30.0%
Fairly dissatisfied	5.0%	5.3%	5.7%	5.4%	8.3%	2.1%	0.0%
Very dissatisfied	2.2%	2.6%	1.9%	2.5%	2.3%	2.1%	0.0%
No opinion/do not use	45.2%	53.0%	48.4%	47.5%	28.8%	44.8%	45.0%
Very satisfied/ fairly satisfied	48%	39%	44%	45%	61%	51%	55%
Very dissatisfied/ very dissatisfied	7%	8%	8%	8%	11%	4%	0%

Theatres or concert halls

In excess of 50% of respondents said that they do not use theatres or concert halls or have no opinion. Of those that did give an opinion 81% said that they are satisfied.

Q17. Theatres or concert halls							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	159	241	132	192	22
Very satisfied	9.0%	2.7%	8.8%	5.8%	16.7%	13.0%	9.1%
Fairly satisfied	29.0%	19.3%	30.8%	32.0%	30.3%	30.7%	27.3%
Fairly dissatisfied	6.3%	5.3%	8.8%	7.9%	4.5%	4.2%	4.5%
Very dissatisfied	2.8%	2.7%	1.3%	3.7%	3.0%	3.1%	0.0%
No opinion/do not use	52.9%	70.0%	50.3%	50.6%	45.5%	49.0%	59.1%
Very satisfied/ fairly satisfied	38%	22%	40%	38%	47%	44%	36%
Very dissatisfied/ very dissatisfied	9%	8%	10%	12%	8%	7%	5%

Community centres

Satisfaction overall with community centres is 43%. However, this figure includes those that either do not have an opinion or do not use community centres. Overall satisfaction among those that gave an opinion is 82%.

Q17. Community centres							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	151	159	240	130	193	21
Very satisfied	8.4%	5.3%	6.9%	7.1%	13.8%	9.8%	9.5%
Fairly satisfied	35.0%	37.7%	32.7%	37.1%	30.0%	36.8%	23.8%
Fairly dissatisfied	6.3%	6.6%	6.3%	5.0%	6.9%	7.8%	0.0%
Very dissatisfied	3.5%	2.6%	3.1%	4.6%	3.8%	2.6%	4.8%
No opinion/do not use	46.9%	47.7%	50.9%	46.3%	45.4%	43.0%	61.9%
Very satisfied/ fairly satisfied	43%	43%	40%	44%	44%	47%	33%
Very dissatisfied/ very dissatisfied	10%	9%	9%	10%	11%	10%	5%

Community Payback

Respondents were given a definition of Community Payback and asked to comment about their awareness that the service provides.

53% of respondents said they have heard of Community Payback orders while 47% have not.

Q18. Are you aware of the service provided by Community Payback?	
Base	899
Yes	53%
No	47%

Of those that expressed an opinion 39% thought that Community Payback work has made a difference in the last year.

Satisfaction with Scottish Borders Council

Overall 55% of respondents rated Scottish Borders Council as excellent or good. 41% rated the Council as very poor or poor and 4.8% didn't express an opinion.

63% of respondents in the Eildon area rated the Council as excellent or good while this fell to 43% in the Teviot & Liddesdale area.

Q20. Based on your experience, how would you rate Scottish Borders Council overall?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	150	157	239	132	195	21
Excellent	3.9%	2.7%	4.5%	4.6%	4.5%	3.6%	0.0%
Good	50.7%	57.3%	49.7%	58.6%	38.6%	46.7%	33.3%
Poor	30.6%	28.7%	29.3%	25.9%	41.7%	31.3%	33.3%
Very poor	10.0%	8.0%	11.5%	6.3%	12.9%	10.8%	28.6%
Don't know	4.8%	3.3%	5.1%	4.6%	2.3%	7.7%	4.8%
Excellent / good	55%	60%	54%	63%	43%	50%	33%
Very poor / poor	41%	37%	41%	32%	55%	42%	62%

Involvement in local decision making

Satisfaction with participation opportunities

Respondents were asked to rate their satisfaction with the opportunities, provided by the council, for participating in the local decision making process.

33% of respondents overall said they are satisfied with the opportunities for participation, however 42% said that they aren't. Of those that expressed an opinion 44% said they are satisfied with the opportunities while 56% said that they aren't.

Respondents in Cheviot and Eildon are most satisfied while respondents in the Berwickshire area are most dissatisfied.

21. How satisfied are you with the opportunities for participation in the local decision making process?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	146	159	239	135	193	22
Very satisfied	3%	2%	4%	1%	5%	3%	5%
Fairly satisfied	30%	28%	33%	35%	27%	28%	9%
Fairly dissatisfied	28%	29%	22%	26%	27%	31%	50%
Very dissatisfied	14%	17%	13%	11%	16%	15%	18%
Don't know	25%	23%	29%	26%	24%	24%	18%
Very satisfied / fairly satisfied	33%	30%	36%	36%	33%	31%	14%
Very dissatisfied / fairly dissatisfied	42%	47%	35%	37%	43%	45%	68%

Participation opportunities undertaken

Respondents were asked to indicate whether they had taken part in a number of decision making processes over the last year.

Scottish Borders Council meetings

20% of respondents said that they have attended a public meeting of the Council with the highest positive response in the Teviot & Liddesdale area.

22. In the last year have you....attended a public meeting of Scottish Borders Council?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	893	149	159	239	132	193	21
Yes	20%	16%	19%	22%	23%	19%	10%
No	80%	84%	81%	78%	77%	81%	90%

Community council meetings

Of those that responded, 30% said they have attended a community council meeting. Those in the Berwickshire and Tweeddale areas (both 35%) are most likely to have attended a meeting.

22. In the last year have you....attended a community council meeting?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	150	159	239	132	194	22
Yes	30%	35%	33%	23%	31%	35%	23%
No	70%	65%	67%	77%	69%	65%	77%

Consultations and surveys

The response was evenly split when respondents were asked whether they have taken part in a council consultation or survey. Those in the Eildon area are most likely to have taken part (56%) while those in the Cheviot area least likely (58%)

22. In the last year have you....taken part in a council consultation or survey (not including this one)?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	148	160	239	133	194	22
Yes	50%	44%	42%	56%	44%	55%	64%
No	50%	56%	58%	44%	56%	45%	36%

Councillor contact

63% of respondents in the Teviot & Liddesdale area said they have contacted a local councillor compared to 34 % in the Eildon area and 42% overall.

22. In the last year have you....contacted a local Councillor?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	900	149	160	240	134	195	22
Yes	42%	42%	36%	34%	63%	40%	41%
No	58%	58%	64%	66%	37%	60%	59%

Planning applications

75% of those that responded said they haven't responded to a planning application. However, 36% of respondents in the Tweeddale said that they have.

22. In the last year have you....responded to a planning application?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	150	159	241	132	195	22
Yes	25%	25%	23%	17%	23%	36%	27%
No	75%	75%	77%	83%	77%	64%	73%

Localities Bid Fund

Those saying that they had and those that said they hadn't voted for a project in the Localities Bid Fund was evenly split (49% - yes and 51% - no). Respondents in the Tweeddale area were most likely (57%) and those in the Cheviot area least likely (62%).

22. In the last year have you....voted for a project in the Localities Bid Fund?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	148	159	240	134	195	21
Yes	49%	47%	38%	49%	54%	57%	62%
No	51%	53%	62%	51%	46%	43%	38%

Your life in the Borders

Quality of life

The majority of people that responded to the survey rate their quality of life in the Scottish Borders as either very or fairly good. Overall 93% of respondents think their quality of life is very or fairly good; the highest level is in Berwickshire (95%).

The largest proportion of those that said their quality of life is very or fairly poor were in the Eildon and Teviot & Liddesdale areas (both 7%).

23. How would you rate your quality of life in the Scottish Borders							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	159	240	134	195	22
Very good	44.4%	45.0%	45.3%	43.3%	42.5%	46.7%	36.4%
Fairly good	49.1%	49.7%	49.1%	49.2%	48.5%	47.2%	63.6%
Fairly poor	4.6%	4.0%	4.4%	4.6%	6.0%	4.6%	0.0%
Very poor	1.1%	0.7%	0.6%	2.1%	1.5%	0.5%	0.0%
Don't know / Prefer not to say	0.9%	0.7%	0.6%	0.8%	1.5%	1.0%	0.0%
Very/fairly good	93%	95%	94%	93%	91%	94%	100%
Very/fairly poor	6%	5%	5%	7%	7%	5%	0%

Volunteering

59% of those that responded said that they are involved in voluntary work, this may include supporting Parent Councils, sport club committees or helping a neighbour with shopping.

Levels of volunteering are highest in the Tweeddale area (67%) and lowest in the Cheviot area (51%).

24. Are you involved in any voluntary work?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	149	159	235	134	195	22
Yes	59%	62%	51%	58%	56%	67%	64%
No	41%	38%	49%	42%	44%	33%	36%

546 respondents commented when asked how people played their part in their local community, responses covered:

- Part of local resilience group
- Help neighbours, inc shopping, clearing snow
- Member of community council
- Member/trustee of local group inc village hall committee
- Attend local events
- Volunteer at BGH
- Keep local area tidy inc picking up litter/dog poo
- Pay council tax
- Member of Parent Council
- Maintain local area – grass cutting/planting
- Respond to local surveys/consultations
- Charity shop volunteer
- Volunteer with local sports club
- Volunteer with Scouts/Guides etc.
- Shop local

Your wellbeing

Health

When asked to rate their health the majority of respondents in all areas said that their health is very good or good. Respondents in the Tweeddale area had the highest proportion of respondents saying that they are in good health (75%).

Q26. How is your health in general?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	899	149	159	239	135	195	22
Very good	32.0%	29.5%	28.9%	36.8%	23.7%	34.4%	50.0%
Good	40.3%	41.6%	44.7%	37.2%	40.0%	41.0%	27.3%
Fair	22.0%	22.8%	20.8%	20.9%	28.9%	20.0%	13.6%
Bad	4.2%	6.0%	3.8%	2.9%	5.9%	3.6%	4.5%
Very bad	0.7%	0.0%	1.9%	1.3%	0.0%	0.0%	0.0%
Prefer not to say	0.8%	0.0%	0.0%	0.8%	1.5%	1.0%	4.5%
Very good/good	72%	71%	74%	74%	64%	75%	77%
Very bad/bad	5%	6%	6%	4%	6%	4%	5%

Exercise

Less than 5% of respondents overall said that they never take part in moderate physical exercise for a period of 30 minutes. Over half of those that responded said that they took part in exercise more than 3 times a week.

Respondents in the Teviot & Liddesdale area showed the highest level of exercise with 44% of respondents saying that they exercised daily.

Q27. How often do you take part in a 30 minute period of moderate physical exercise that raises your heart rate?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	149	156	240	135	195	22
Daily	31%	34%	29%	23%	44%	32%	32%
4-6 times a week	20%	21%	17%	24%	11%	21%	27%
2-3 times a week	27%	26%	34%	28%	19%	28%	27%
Once a week	9%	8%	8%	11%	9%	9%	5%
Less than once a week	8%	9%	7%	8%	11%	7%	9%
Never	4%	3%	4%	6%	7%	3%	0%

Feelings of loneliness or isolation

When asked if they ever feel lonely or isolated approximately a third of respondents overall said that they do. This ranges from 'feeling lonely or isolated often' to 'having such feelings at certain times of the year'.

Q28. Do you ever feel lonely or isolated?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	148	158	239	134	195	22
Hardly ever or never	61.6%	64.9%	60.8%	63.6%	56.7%	60.5%	63.6%
Yes, some of the time	22.8%	20.9%	25.3%	23.0%	23.9%	21.5%	18.2%
Yes, often	6.8%	6.1%	5.1%	8.8%	6.7%	7.2%	0.0%
Yes, at certain times of the year	3.2%	2.7%	4.4%	0.8%	3.7%	5.6%	0.0%
Prefer not to say	5.6%	5.4%	4.4%	3.8%	9.0%	5.1%	18.2%
Yes	33%	30%	35%	33%	34%	34%	18%

Healthy lifestyles

Service awareness

Respondents were asked about their awareness of services available that help the people of the Scottish Borders to live healthy lives.

The named service that most are aware of is the smoking cessation service available at local pharmacies. The service that fewest respondents have heard of is the Lifestyle Advisor Support Service with regard to exercise/physical activity.

Q29. You can get information, help and advice about healthy lifestyles from a number of services other than just your GP/doctor. Please let us know which of the following services you have heard of.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
DIET/HEALTHY EATING							
Lifestyle Advisor							
Yes	38%	33%	45%	44%	50%	19%	59%
No	58%	58%	51%	53%	50%	77%	41%
Heard of another service	3%	5%	2%	3%	1%	2%	0%
DRUGS AND/OR ALCOHOL							
Addiction							
Yes	46%	35%	47%	57%	52%	35%	45%
No	49%	56%	50%	40%	43%	58%	50%
Heard of another service	3%	3%	3%	2%	3%	6%	0%
Borders Addiction Services							
Yes	46%	37%	49%	59%	46%	34%	50%
No	49%	56%	47%	39%	43%	61%	50%
Heard of another service	2%	1%	1%	2%	4%	4%	0%
SMOKING							
Pharmacy							
Yes	71%	62%	76%	76%	77%	62%	73%
No	25%	30%	24%	21%	18%	33%	23%
Heard of another service	3%	3%	1%	2%	3%	4%	5%
Quit Your Way							
Yes	35%	30%	39%	40%	42%	23%	36%
No	57%	54%	55%	55%	46%	72%	50%
Heard of another service	4%	6%	3%	5%	1%	4%	9%
EXERCISE/PHYSICAL ACTIVITY							
Lifestyle Advisor Support Service							
Yes	35%	30%	44%	38%	45%	19%	45%
No	62%	64%	54%	60%	52%	76%	55%
Heard of another service	2%	1%	1%	1%	1%	4%	0%

Other services that respondents had heard of included:

Diet/healthy eating

- Community dietitian
- Desmond project (diabetes)
- NHS dietitian

Drugs and/or alcohol

- Alcoholic Anonymous
- Reiver Project
- Serendipity Recovery Café
- face2face

Smoking

- GP

Exercise/physical activity

- Walk It
- Pilates in local fitness centre
- Living Streets

People also mentioned support services they had heard of for other issues, these include:

- Ability Borders
- Breastfeeding Peer Support
- One Step Borders
- Borderline
- Penumbra
- New Horizons
- Borders Carers Centre
- BIAS
- Community Capacity Team
- Adult/child protection
- Alzheimer Scotland

Your access to services

Respondents were asked whether access to things, including work and services is an issue for them.

The results below represent the total responses, including those where no access issues are experienced and therefore will not total 100%.

Public transport

Where people live is the most frequent reason given by those that said they have a problem accessing public transport (28%). Respondents in Berwickshire and Teviot & Liddesdale (both 36%) experience this the most.

Public transport							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	61%	51%	52%	70%	57%	66%	68%
Yes, due to where I live	28%	36%	34%	19%	36%	23%	27%
Yes, due to a disability	4%	6%	6%	4%	4%	3%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	6%	4%	9%	5%	4%	8%	5%
Yes, due to another reason	4%	3%	4%	5%	2%	4%	0%

Leisure activities

Where people live is the most frequent reason why people have issues accessing leisure services. This is highest in the Berwickshire and Tweeddale areas (22%).

Leisure activities							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	66%	59%	64%	70%	73%	62%	68%
Yes, due to where I live	18%	22%	16%	14%	18%	22%	18%
Yes, due to a disability	4%	7%	4%	5%	2%	2%	0%
Yes, due to a sensory impairment	0%	1%	1%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	8%	5%	11%	9%	5%	10%	9%
Yes, due to another reason	3%	1%	4%	4%	1%	3%	0%

Work

66% of survey respondents said that they had no problems accessing work. 7% said that accessing work was an issue due to where they live.

Work							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	66%	60%	62%	76%	60%	68%	68%
Yes, due to where I live	7%	7%	6%	5%	9%	10%	9%
Yes, due to a disability	3%	1%	4%	3%	4%	3%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	1%	1%	2%	0%	1%	2%	0%
Yes, due to another reason	5%	3%	8%	4%	4%	4%	9%

Education

Overall, 64% of respondents said they have no problems accessing education. 10% of respondents in Berwickshire said they have issues accessing education because of where they live.

Education							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	64%	54%	62%	71%	61%	66%	64%
Yes, due to where I live	8%	10%	8%	5%	9%	11%	5%
Yes, due to a disability	1%	0%	1%	2%	1%	2%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	0%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	3%	3%	4%	5%	2%	3%	0%
Yes, due to another reason	4%	3%	6%	2%	4%	4%	9%

Health services

Access to health services is the area where most people said they have no access issues (80%). Of those that do 9% said it was due to where they live, 2% due to a disability and 5% cited another reason.

Health services							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	80%	73%	83%	86%	78%	79%	73%
Yes, due to where I live	9%	11%	8%	5%	14%	7%	14%
Yes, due to a disability	2%	4%	1%	2%	1%	2%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	0%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	0%	0%	1%	1%	1%	0%	0%
Yes, due to another reason	5%	5%	4%	4%	3%	9%	5%

Other access issues

2% of survey respondents said they had issues accessing other services as a result of where they lived.

Other							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
I have no problems accessing this	21%	18%	19%	21%	21%	25%	14%
Yes, due to where I live	2%	3%	3%	1%	2%	3%	5%
Yes, due to a disability	0%	1%	0%	0%	0%	1%	0%
Yes, due to a sensory impairment	0%	1%	0%	0%	0%	1%	0%
Yes, due to a language barrier	0%	0%	0%	0%	0%	0%	0%
Yes, due to cost	0%	1%	1%	0%	0%	1%	5%
Yes, due to another reason	1%	0%	1%	0%	0%	2%	0%

35 respondents commented about other services they have issues accessing, these include:

- Living near English border – problems accessing services in Scotland which would be easier/more convenient to access in England
- DWP
- Out of town venues
- Jobs
- Shopping/banking
- SBC departments
- Leisure activities
- Transport comments – service times, lack of services
- Health service comments – support services, GP appointments, BGH.

221 respondents made general comments about accessibility. The largest number of comments were about transport. Comments can be summarised as follows:

Transport

- More bus routes required
- Buses not frequent enough
- Public transport too expensive
- Bus and train timetables need to be aligned
- Private transport needed in order to access services

Other comments can be summarised as follows:

Leisure

- Longer opening hours needed
- Too expensive

Health

- Difficult to get same day appointments with GP
- Lack of GPs

Services (general)

- Becoming harder to access banking facilities

The internet/web

The next set of questions gather information about respondents' use of the internet and the reasons they may have for not using it.

Of the 905 surveys returned 800 were completed online and 105 were completed on paper. This should be borne in mind when reviewing the results for internet use

Use of the internet

98% of respondents overall said that they use the internet. Of those that completed a paper survey 80% said that they use the internet.

Q34. Do you use the internet/web?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	905	151	160	242	135	195	22
Yes	98%	97%	98%	99%	93%	98%	100%
No	2%	3%	2%	1%	7%	2%	0%

When analysed by age it can be seen that internet use remains consistently very high until over the age of 75 when it drops to 79%.

Q34. Do you use the internet/web?			
Analysis by age	Overall	Yes	No
Base	842	822	20
Under 30	42	100%	0%
30 to 44	177	99%	1%
45 to 59	288	99%	1%
60 to 74	278	98%	2%
75 and older	57	79%	21%

Non-use of the internet

Reasons respondents gave as to why they don't use the internet are:

- Don't need/want to use the internet
- Don't have the skills/confidence
- Cost
- Poor broadband speed
- Don't trust the internet

Location of internet use

99% of respondents overall use the internet at home and 47% use the internet at work. Only 1% of respondents said they use the internet in a community centre and 4% said they use the internet in a library.

60% of Eildon respondents said that they use the internet at work – this was the highest proportion for use of the internet at work.

Other locations included:

- Borders College
- Public transport, including Borders Railway
- Everywhere
- Wi-Fi hot spots including in the car
- Pub
- School

Q35. Please tell us where you use the internet. Please tick all that apply.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Home	99%	99%	99%	100%	98%	99%	95%
Work	47%	40%	44%	60%	37%	43%	64%
Library	4%	5%	4%	3%	5%	6%	5%
Community Centre	1%	3%	1%	1%	1%	0%	0%
Local café	6%	3%	4%	8%	6%	8%	5%
Other	5%	5%	4%	7%	6%	4%	14%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Type of access

The vast majority of those that use the internet do so via a home Wi-Fi connection (98%). This was consistent across all areas. The type of access used falls to 24% in relation to free Wi-Fi connections.

58% of respondents used a 3G/4G data connection. Use of data connection was highest in Eildon (64%) and lowest in Berwickshire (47%).

Q36. What type of access do you use? Please tick all that apply.							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Home Wi-Fi	98%	98%	99%	99%	98%	97%	100%
Work Wi-Fi	38%	31%	34%	49%	33%	34%	41%
Free Wi-Fi	24%	18%	22%	28%	21%	27%	18%
3G/4G	58%	47%	62%	64%	51%	61%	59%
Don't know	1%	3%	0%	1%	2%	1%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Wi-Fi connection speed

Respondents are generally satisfied with their internet speed at home (64%). The highest level of satisfaction is in the Eildon area (70%) and lowest in the Teviot & Liddesdale area (57%).

Q37. If you use and/or have home Wi-Fi how satisfied are you with the internet speed that you receive?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	879	147	157	237	125	191	22
Very satisfied	16.5%	17.0%	15.3%	19.2%	11.1%	17.7%	13.6%
Fairly satisfied	47.9%	48.3%	45.2%	51.0%	46.0%	48.4%	36.4%
Fairly dissatisfied	17.3%	16.3%	19.1%	15.1%	23.0%	14.1%	31.8%
Very dissatisfied	16.6%	17.0%	20.4%	13.0%	16.7%	17.7%	18.2%
Don't know	0.5%	0.7%	0.0%	0.4%	0.8%	0.5%	0.0%
Don't use/have home Wi-Fi	0.7%	0.7%	0.0%	0.4%	1.6%	1.0%	0.0%
Very/fairly satisfied	64%	65%	61%	70%	57%	66%	50%
Very/fairly dissatisfied	34%	33%	39%	28%	40%	32%	50%

Devices

The device that the majority of respondents said they use to access the internet is their own mobile device, this include laptops, smart phones and tablets. The next most frequently used device is a fixed device at home, including computer, gaming machine and smart TV.

Other devices are:

- Borders College
- Tablet (3G/4G)
- Charity computers
- Hive heating
- Apple TV

Q38. What devices do you use to access the internet/web (including email)? Please tick all that apply.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Own mobile device	95%	95%	94%	97%	94%	94%	95%
Own home fixed device	60%	61%	60%	61%	52%	61%	68%
Computer at library or community centre	4%	5%	4%	4%	3%	3%	5%
Work mobile device	28%	22%	23%	36%	23%	28%	36%
Work fixed device	27%	29%	19%	33%	19%	26%	45%
Other	1%	1%	1%	1%	1%	1%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Reasons for use

The most popular reason for using the internet is to send/receive emails (97%), the next most popular is shopping (87%) followed by general browsing (85%).

Online banking and social media were both used by 84% of respondents.

Q.39 What do you use the internet/web for? Please tick all that apply.

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Email	97%	99%	97%	97%	95%	98%	91%
Social Media	84%	76%	83%	89%	87%	82%	86%
Games e.g. Candy Crush, Call of Duty	30%	23%	33%	33%	34%	27%	18%
Online banking	84%	83%	83%	89%	77%	85%	77%
Smart home e.g. smart home, Alexa	17%	18%	18%	18%	10%	21%	14%
Shopping e.g. Amazon, Ebay, Tesco, Next	87%	89%	85%	90%	80%	90%	77%
TV	64%	64%	59%	66%	63%	65%	68%
News	66%	63%	62%	65%	67%	69%	68%
Browsing	85%	83%	82%	85%	85%	90%	82%
Booking/checking facilities	78%	74%	79%	80%	74%	80%	73%
Other	5%	4%	7%	5%	6%	6%	0%

Respondents were asked to tick all that applied, therefore percentages will not total 100.

Other reasons for using the internet/web included:

- Education
- Creating/maintaining websites
- Research
- Job searches
- Music
- Selling things
- ParentPay
- Work

Future use of the internet/web

Electronic information

Respondents were asked if they would opt in to receiving information electronically rather than via paper copies. Of those that responded 78% said that they would be happy to receive information in this way.

The predominant reasons for not choosing to receive information in this way are:

- prefer hard copies for filing and/or ensuring things don't get missed
- too much spam can cause important emails to be missed
- lack of access to a printer.

Q41. Many companies now send information to their customers electronically, rather than posting out paper copies. If Scottish Borders Council offered this service would you choose to receive information this way?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	897	150	159	240	134	193	21
Yes	78%	81%	81%	83%	68%	77%	71%
No	22%	19%	19%	17%	32%	23%	29%

Online account

Respondents were asked whether they would use an online account to access Council services and for their council information. 80% of respondents that answered this question said that they would use a secure council account.

A summary of the reasons, given by those that said they wouldn't use an account, is:

- prefer paper copies
- not computer literate
- concerned about data security/online fraud.

Q43. If you could access councils services and your own personal information, such as Council Tax payments, using a secure account number would you use it? (This would be similar to online banking, having an account with Amazon, an energy supplier, shop or supermarket).

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not Recorded
Base	892	149	157	240	132	193	21
Yes	80%	79%	81%	86%	73%	77%	76%
No	20%	21%	19%	14%	27%	23%	24%

Financial wellbeing

Financial management

When asked how their household is managing financially the majority of respondents to the question said that they are managing (85%).

Q45. How well would you say your household is currently managing financially?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	896	151	158	238	135	194	20
Managing very well	24.4%	22.5%	21.5%	21.8%	31.1%	27.3%	20.0%
Managing quite well	27.9%	29.8%	29.7%	32.4%	17.0%	26.3%	35.0%
Getting by alright	32.5%	33.8%	37.3%	30.3%	30.4%	32.0%	30.0%
Not managing very well	6.4%	5.3%	4.4%	9.2%	6.7%	5.2%	5.0%
Have some financial difficulties	4.5%	4.0%	4.4%	4.2%	7.4%	3.6%	0.0%
In deep financial trouble	1.5%	1.3%	0.6%	0.8%	1.5%	2.1%	10.0%
Don't know/prefer not to say	2.9%	3.3%	1.9%	1.3%	5.9%	3.6%	0.0%
Managing very/managing quite well/getting by alright	85%	86%	89%	84%	79%	86%	85%
Not managing very well/having some financial difficulties/in deep financial trouble	12%	11%	9%	14%	16%	11%	15%

Fuel poverty

19% of those that responded to this question said they feel their household is experiencing fuel poverty, i.e. that they are having to spend more than 10% of their income to cover fuel bills.

This was most prevalent in the Teviot & Liddesdale area where 25% of respondents feel they were experiencing fuel poverty.

Q46. Fuel poverty is defined as the need to spend more than 10% of income to pay for fuel bills. Do you feel your household is experiencing fuel poverty?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	886	144	157	237	132	195	21
Yes	19%	18%	20%	18%	25%	16%	24%
No	81%	82%	80%	82%	75%	84%	76%

Transport

Survey respondents were asked about their use of, and thoughts regarding, public transport in the Scottish Borders.

Use of bus service

45% of those who responded to this question said that they use the local bus service. Use of the bus service is highest in Tweeddale (66%) and lowest in Cheviot (33%).

Q 47. Use of local bus service

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	894	149	159	241	131	192	22
Yes	45%	38%	33%	41%	49%	66%	36%
No	55%	62%	67%	59%	51%	34%	64%

Satisfaction with bus service

64% of respondents said they are satisfied with the local bus service. Satisfaction is highest in Tweeddale (72%) and lowest in Berwickshire (46%).

Q48. Satisfaction with local bus services

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	454	63	60	106	79	137	9
Very satisfied	18.3%	12.7%	16.7%	12.3%	16.5%	27.0%	22.2%
Fairly satisfied	45.4%	33.3%	38.3%	56.6%	46.8%	45.3%	33.3%
Fairly dissatisfied	15.9%	17.5%	26.7%	17.9%	10.1%	10.9%	33.3%
Very dissatisfied	14.3%	31.7%	6.7%	9.4%	15.2%	13.1%	11.1%
Don't know	6.2%	4.8%	11.7%	3.8%	11.4%	3.6%	0.0%
% Very/fairly satisfied	64%	46%	55%	69%	63%	72%	56%
% Very/fairly dissatisfied	30%	49%	33%	27%	25%	24%	44%

Quality of bus service

74% said they are satisfied with the quality of the bus service. Satisfaction is highest in the Tweeddale area (81%) and lowest in the Berwickshire area (61%).

Q48. Satisfaction with quality of service provided

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Grand Total	446	62	61	104	76	134	9
Very satisfied	22.9%	16.1%	16.4%	16.3%	26.3%	32.8%	11.1%
Fairly satisfied	51.3%	45.2%	45.9%	61.5%	50.0%	48.5%	66.7%
Fairly dissatisfied	10.5%	17.7%	18.0%	9.6%	7.9%	6.0%	11.1%
Very dissatisfied	9.0%	16.1%	8.2%	7.7%	5.3%	9.0%	11.1%
Don't know	6.3%	4.8%	11.5%	4.8%	10.5%	3.7%	0.0%
% Very/fairly satisfied	74%	61%	62%	78%	76%	81%	78%
% Very/fairly dissatisfied	20%	34%	26%	17%	13%	15%	22%

Bus information

Of the respondents that answered this question 68% said they are satisfied with local bus information. The most satisfied are in the Tweeddale area (78%) and the least satisfied are in the Berwickshire area (52%).

Q48. Satisfaction with local bus information

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	447	60	61	105	78	134	9
Very satisfied	19.5%	15.0%	21.3%	17.1%	12.8%	27.6%	0.0%
Fairly satisfied	48.8%	36.7%	44.3%	51.4%	55.1%	50.7%	44.4%
Fairly dissatisfied	14.1%	26.7%	11.5%	16.2%	10.3%	7.5%	55.6%
Very dissatisfied	10.1%	16.7%	11.5%	8.6%	9.0%	9.0%	0.0%
Don't know	7.6%	5.0%	11.5%	6.7%	12.8%	5.2%	0.0%
% Very/fairly satisfied	68%	52%	66%	69%	68%	78%	44%
% Very/fairly dissatisfied	24%	43%	23%	25%	19%	16%	56%

216 respondents commented on the local bus service, these comments can be summarised as follows:

- Frequency need improving
- Service is unreliable
- Lack of direct routes
- Reduction/cancelation of services/routes
- Service has improved under Borders Buses
- Costly
- Paper timetables need to be more easily available
- Timetables needed at bus stops
- Bus times do not allow for travelling to/from work or socialising in the evenings
- Bus and train times need to be better co-ordinated
- Town/city services need to be better co-ordinated with rural services
- Buses not comfortable
- Bus shelters needed at more stops
- No bus service in local area
- Reliance of private transport

Use of Borders Railway

When asked about their use of the Borders Railway 55% of respondents said that they do use it. Use is highest among Eildon respondents (84%) and lowest among respondents in Tweeddale (18%).

Q50. Use of Borders Railway							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	897	150	158	241	132	194	22
Yes	55%	23%	73%	84%	72%	18%	50%
No	45%	77%	27%	16%	28%	82%	50%

Satisfaction with Borders Railway

86% of respondents to this question said that they are satisfied with the Borders Railway. Satisfaction is highest with those in the Cheviot & Eildon areas (both 90%).

Q51. Satisfaction with Borders Railway							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	526	40	121	207	98	48	12
Very satisfied	30.2%	32.5%	32.2%	29.5%	33.7%	18.8%	33.3%
Fairly satisfied	56.1%	47.5%	57.9%	60.4%	53.1%	47.9%	50.0%
Fairly dissatisfied	6.5%	5.0%	5.8%	6.8%	7.1%	6.3%	8.3%
Very dissatisfied	2.5%	0.0%	1.7%	2.4%	4.1%	2.1%	8.3%
Don't know	4.8%	15.0%	2.5%	1.0%	2.0%	25.0%	0.0%
% Very/fairly satisfied	86%	80%	90%	90%	87%	67%	83%
% Very/fairly dissatisfied	9%	5%	7%	9%	11%	8%	17%

Quality of rail service

83% said they are satisfied with the quality of the rail service. Respondents in the Cheviot area were most satisfied (87%) and respondents in the Tweeddale area the least satisfied (67%).

Q51. Satisfaction with quality of service provided							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	521	37	122	205	97	48	12
Very satisfied	24.4%	29.7%	25.4%	22.9%	28.9%	16.7%	16.7%
Fairly satisfied	58.2%	48.6%	61.5%	60.5%	56.7%	50.0%	58.3%
Fairly dissatisfied	9.8%	8.1%	8.2%	12.2%	8.2%	6.3%	16.7%
Very dissatisfied	2.7%	0.0%	2.5%	2.4%	4.1%	2.1%	8.3%
Don't know	5.0%	13.5%	2.5%	2.0%	2.1%	25.0%	0.0%
% Very/fairly satisfied	83%	78%	87%	83%	86%	67%	75%
% Very/fairly dissatisfied	12%	8%	11%	15%	12%	8%	25%

Rail information

84% of those that responded to this question said they were satisfied with local rail information. The most satisfied were in Eildon (90%) and the least satisfied in Tweeddale (65%).

Q51. Satisfaction with local rail information							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Grand Total	515	36	120	204	95	48	12
Very satisfied	27%	31%	25%	30%	22%	25%	17%
Fairly satisfied	58%	56%	57%	60%	62%	40%	67%
Fairly dissatisfied	7%	0%	8%	7%	11%	6%	8%
Very dissatisfied	2%	0%	3%	0%	2%	2%	8%
Don't know	7%	14%	8%	2%	3%	27%	0%
% Very/fairly satisfied	84%	86%	82%	90%	84%	65%	83%
% Very/fairly dissatisfied	9%	0%	11%	7%	13%	8%	17%

242 respondents commented on the local bus service, these comments can be summarised as follows:

- Line should be extended to Hawick
- Cleanliness
- Lack of carriages at peak times and during major events e.g. rugby, Edinburgh Festival
- Unreliable
- Train and bus timetables need to be better co-ordinated
- Great, really good idea.
- Toilets – need longer opening at Tweedbank and free to use at Galashiels
- More ticket machines needed
- Better parking required
- Doesn't cover our area
- Extend line to other areas of the Borders
- Re-open Reston
- Quicker/cheaper to travel by car from our area
- Anti-social-behaviour e.g. drinking
- Dual track needed
- Wi-Fi not reliable
- Half hourly stop at Stow needed
- Station at Heriot needed

Final thoughts

344 respondents made general comments. These are available in the separate Literal Report.

About you

Length of time in the Borders

77% of respondents stated that they have lived in the Scottish Borders for longer than 10 years.

Q54. How long have you lived in the Borders?							
	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	898	151	157	240	134	194	22
Less than 1 year	2%	2%	1%	3%	2%	3%	0%
Between 1-5 years	11%	11%	13%	12%	8%	13%	5%
Between 6-10 years	10%	11%	11%	10%	6%	10%	5%
Longer than 10 years	77%	76%	75%	75%	84%	74%	91%

When analysed by age it can be seen that at least 60% of respondents, from all age groups, have lived in the Borders for more than 10 years.

Q54. How long have you lived in the Borders?							
	Overall	Under 30	30 - 45	45 - 60	60 - 74	75+	Not known
Base	898	42	176	286	276	57	61
Less than 1 year	2%	5%	5%	1%	3%	0%	2%
Between 1-5 years	11%	21%	18%	11%	9%	4%	8%
Between 6-10 years	10%	5%	18%	8%	9%	5%	5%
Longer than 10 years	77%	69%	60%	80%	80%	91%	85%

Age

The majority of respondents were aged between 45 – 74 years of age.

Q55. Age	
Base	842
Under 30	5%
30 to 44	21%
45 to 59	34%
60 to 74	33%
75 and older	7%

Gender

Females were most likely to complete the survey, 65% of respondents were female.

Q56. Gender	
Base	894
Male	33%
Female	65%
Other	0%
Prefer not to say	2%

The largest group of respondents were females between the ages of 45-59 (204).

Q56. Are you...?

	Overall	Male	Female	Other	Prefer not to say
Base	836	282	540	3	11
Under 30	41	9	31	0	1
30 to 44	175	47	126	0	2
45 to 59	287	78	204	3	2
60 to 74	276	115	157	0	4
75 and older	57	33	22	0	2

Disability

15% of respondents consider themselves to have a disability. Respondents in Berwickshire are most likely to consider themselves to have a disability (18%).

Q58. Do you consider yourself to have a disability?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	885	150	156	236	132	191	20
Yes	15%	18%	16%	14%	17%	13%	5%
No	81%	77%	79%	82%	79%	83%	80%
Prefer not to say	5%	5%	4%	4%	4%	4%	15%

Religious denomination

41% of respondents said that they are a Christian while 47% said that they have no religion or belief.

Q59. What religious denomination do you belong to?

	Overall	Berwickshire	Cheviot	Eildon	Teviot + Liddesdale	Tweeddale	Not known
Base	880	150	157	235	130	190	18
No religion or belief	47%	43%	41%	54%	46%	47%	22%
Buddhist	1%	1%	2%	1%	2%	0%	0%
Christian	41%	40%	45%	37%	43%	41%	39%
Hindu	0%	1%	0%	0%	0%	0%	0%
Muslim	0%	0%	0%	0%	2%	0%	0%
Prefer not to say	10%	15%	8%	6%	7%	11%	39%
Another religion or belief	2%	1%	3%	2%	1%	2%	0%

Sexual orientation

88% of respondents to the survey said they are heterosexual/straight, 2% said they are bisexual and 1% said they are lesbian or gay.

Q60. Which of the following describes your sexual orientation?

Base		874
Bisexual		2%
Lesbian/Gay		1%
Heterosexual/Straight		88%
Prefer not to say		10%

Ethnic background

Of those that responded to the question the majority (62%) said that their background is Scottish. 15% of respondents said they are British and 14% said they are English.

Q61. What is your ethnic group/background?

Base		887
1. Scottish		62%
2. English		14%
3. Welsh		1%
4. Northern Irish		1%
5. British		15%
6. Irish		0%
7. Polish		0%
8. Any other white ethnic background		2%
9. Any mixed or multiple ethnic group		0%
10. Indian, Indian Scottish or Indian British		0%
11. Prefer not to say		4%

EASY READ SURVEY

Background

90 copies of the survey were distributed through the Local Citizen's Panels and SBC's Learning Disability Service. A response rate of 56% was achieved for this survey however, due to the lower number the results are not statistically significant and should be used as an indicator only.

A copy of the survey is appended to this report.

Results

How safe do you feel?

- 94% of those who responded said they feel safe home alone at night.
- 96% of all responses said they feel safe when walking during the day.
- 54% said they feel safe walking when it is dark.

Is there anything else you would like to tell us about your safety?

- Always feel safe in the Borders
- Because of pot holes and lighting
- Better street lighting in rural areas/roads
- Happy I am safe
- I do not go out in the dark as I do not feel safe if someone is following me
- Need better street lights
- Outside is bad because of people, drunk people sometimes young people and drugs
- Uneven pavements and badly parked cars make moving about difficult
- Too dark at night
- Prefer being out during the day

What do you think about living in the Borders?

- 94% think their neighbourhood is a good place to live.
- 28% think their neighbourhood has got worse.
- 29% said they have experienced discrimination in the Borders.
- 29 % said they have experienced harassment in the Borders.

What do you think about your local services?

- 79% of respondents said they are happy with their recycling service.
- 77% said they are happy with the bottle banks.
- 69% of those that responded said they are happy with how clean their area is.
- 63% of those who responded are happy with the grass cutting in parks, open spaces and sports areas.
- 68% are happy with the schools.
- 82% said they are happy with the libraries.
- 79% of respondents said they are happy with the museums and galleries.
- 76% said they are happy with the sports and leisure facilities.

What do you think about your involvement in decision making?

- 37% have been to a public meeting at the Council.
- 27% have been to a community council meeting.
- 51% of respondents have taken part in a Council survey.
- 43% have contacted a local councillor.
- 76% said that they were aware of the Council election last year (2017).

What do you think about your life in the Borders?

- 96% said their quality of life in the Borders is good.
- 72% of respondents said they do something work based which they don't get paid for.
- 86% of those who answered said their health is good.
- 47% of all responses said they feel lonely sometimes.
- 59% said they exercise a lot (30 minutes a day).

What do you think about your access to services?

- 54% have problems getting public transport.
- 33% said they have problems being able to use leisure activities.
- 12% have problems getting to work.
- 53% have problems using education.
- 28% of respondents said they have problems using health services.

What do you think about your use of the internet?

- 66% said that they use the internet.

What do you think about the buses and trains?

- 66% of respondents use the bus service.
- 40% use the Borders Railway.

Do you have anything else to say about living in the Borders?

Comments:

- The worst thing is living in an area with no public transport, I can't use a lot of services unless I pay for taxis.
- Transport links, especially in the Eastern Borders, are poor.
- Transport- Major Issue! Health services issue getting appointment!
- It would be nice to have more shops and more things to do.
- I am happy I live in the Borders. I would rather live here than anywhere else. However I do get worried walking about at night but I still think it's safer than other places.
- I think it's a lovely part of the country!
- It would be good to have groups for lonely people young and old.
- I would like the Reston Railway to be built quicker.
- It is a beautiful place.
- Need a better bus service from Galashiels to Berwick (Past 5.20pm)
- It is a healthy environment.
- Uneven pavements, risk of falls.

- Lack of bus service.
- Roads when schools are on- Hawick roads are very bad. I have poor mobility. Getting taxi can be very hard.
- Railways- you have to give at least 24 hours' notice for disabled ramps at platforms.

APPENDIX 1: FINAL THOUGHTS – LITERAL COMMENTS

Q 53. Is there anything else you would like to add?

Comments are unabridged with the exception of those that make reference to an individual or from which an individual can be identified - these have been edited.

<p>1. Improvement in bus services in and from Gordon.</p> <p>2. Restoration of proper gas line NOT Calor gas as it is very expensive.</p> <p>3. Bus link to Edinburgh.</p> <p>4. ATM facility.</p>
<p>2 year old nursery should be available to children who have working parent/s not the unemployed. when claiming housing benefit claimants should not need to hand in information for school clothing grant as council already has all that information</p>
<p>A 'Back' button would be useful!</p> <p>This is a long survey with many pages and no indication how far through you are, alias how much more there is to go.</p>
<p>A good transport system is the key to encouraging people to live and work in the Borders. Instead of spending more in the railway or tapestries please look to your more isolated communities who also pay council tax and give us a decent bus service so that we can access services 7 days a week during the days and evenings!</p>
<p>a lot of cars parking on walking path, kids with scooters have to go on roads to pass them, even prams cant pass them, could you be more involved with police and start control this things.</p>
<p>A poor frequency bus service means that this area has a huge number of drivers over 70 as they are unwilling to give up their licence and lose their independence. This needs to be looked into further as so many accidents on Scottish Borders roads.</p>
<p>A railway line from Peebles to Edinburgh would be great!</p>
<p>Abolish political parties in the local authority it's this that causes so many problems. It's a shame to see local people stand for council then they are no longer allowed a personal opinion or allowed to do as the people who voted for them want instead doing as their party tells them. not to mention the ones who simply dont care about the area they represent but just want to be part of certain parties.</p>
<p>All the employees of SBC are good people who try their hardest to serve the community; their work is much appreciated.</p> <p>However, I have heard some frightening rumours that our councillors views are being overlooked and that there is a lot of bullying by top management. If this is so then it is worrying. Our Councillors are elected to represent us and if they are unable to do so because of worries over their budgets and roles then that will be far from desirable.</p> <p>I hope I can be assured that the rumours are just rumours and we can be satisfied that everything is working well within the Scottish Borders Council.</p>
<p>All towns in the borders should be give time and money spent on them. Not just one getting more then others. Also trying to encourage shops to get filled would help the towns so much. Something needs to be looked into rent rates.</p>
<p>Although I chose to live here in the Borders and am generally very happy and fulfilled, it would be nice to feel that East Berwickshire is always included when making plans for Scottish Borders. At times feels as though we are forgotten,</p>

<p>handy place for wind farms but as a very rural area we should be happy with crumbs. No encouragement for young people to remain after leaving school, danger area will become less viable in the future</p>
<p>Apart from the usual - council workers (including management) bonuses and extras need to be cut or stopped. The financial side of Scottish Borders Council needs an overhaul and the extra money ploughed into the Borders.</p> <p>Retail areas are, quite frankly....pathetic!</p> <p>More money needs to be spent on the 'arts' The Scottish Borders is a vast area and the talent within it is unbelievably huge. More needs to be done regarding access to further education for children and adults alike. Borders College Art Department does not have the facilities or the support of higher management to enable the Scottish Borders people to develop their artistic talents, therefore resulting in these youngsters and adults going further afield to study in Carlisle of Edinburgh instead.</p>
<p>Approve of grass areas such as verges being left longer before cutting to allow wild flowers to blossom.</p> <p>Encourage more wood fuel based district heating schemes.</p> <p>Encourage car share.</p> <p>Discourage car idling in the cold weather.</p> <p>Encourage local food markets.</p> <p>Faster broadband.</p> <p>Publish lists of local businesses & their services so that they can collaborate more.</p>
<p>As a family we are looking to relocate out of the borders due to poor facilities and support and no employment opportunities.</p>
<p>As a guide dog owner access to places. Can be a problem. Pavement parking means my guide dog and I use the road to get passed. Guide dogs are trained to go from kerb to kerb. If there is no kerb I endoplasmic on the road.</p>
<p>Buses are great but from Coldstream it's difficult or impossible to get some places.</p>
<p>As a local Community Councillor, I was a regular attender at the Teviotdale and Liddesdale Area Forum. I regard the change to the "Locality Partnership" model as a retrograde step.</p> <p>I regard the devolvment of responsibilities from the SG to local councils and so-called locality partnerships as an excuse to avoid genuine central government responsibilities and to reduce the necessary budgets.</p>
<p>As a user of public toilets it is annoying when you have to use one mainly the high standard in Galashiels and you can't get access due to it not taking the money or putting money in an door still does not open. I suspect people are tampering with. The money machine I suspect for drug money. I then have to think about how to get to another public convenience when already needing to use one urgently</p>
<p>As you will see from the answers I gave, I am very involved with the council - attending meetings, gathering and delivering feedback etc. However, I have noticed that whilst I (and the people I work on behalf of) give comments and feedback (which is often of a very similar nature), the people still don't really feel listened to. We are consulted, by the opinions do not appear to be taken in to account. For example, when there was a large consultation on the Assymmetric</p>

<p>week, I did not speak to one parent who had agreed with what was decided, and we had all attended the events and been very forceful in our feedback. Like many 'consultations', it does feel like lip-service.</p> <p>On a good note, I'd like to say that SBC handled the recent situation with the incredibly adverse weather very well indeed. The Facebook page was really well run - with relevant information being updated often. Huge thanks to the person/people who must have been updating this through the night! The roads were cleared as quickly as practically possible and a massive thanks to the teams for this. Heavy, hard work. Also, although there were some (frankly ridiculous!) comments from some members of the public, the responses on Facebook were always polite and courteous. Thank you.</p>
<p>At present both my wife and I drive so public transport, access to services etc is well under control. We are both approaching 70yrs so sometime in the foreseeable future bus travel, mobility and access to services from our relatively inaccessible village etc will become an issue. Until then we press on! We do not see SCB as the enemy and are both well informed about much of the good work done by SBC. Of course there are mysteries such as why a lorry with bitumen boiler came to repair two small but annoying holes along the edge of our road but ignored several other equal holes within feet of the two repaired ones and drove past several potholes on the way ignoring them completely. I can show the holes if you are curious about a waste of a call out charge for the men and lorry.</p>
<p>Being in the edge of the borders leaves me feeling isolated and very disconnected. Without the internet I would know nothing about anything going on around me. I get few free information newspapers delivered and all services seem to be central around Galashiels and Melrose.</p>
<p>Berwickshire seems to be the forgotten part of the Borders</p>
<p>Better bus service to improve opportunities for all residents.</p>
<p>Better public transport into Edinburgh for onward rail and or air travel would be fantastic. Current bus service under threat but this is the only public transport west Linton has. Should be looking to improve it not cancel it.</p>
<p>BGH waiting lists and waits for results are too long</p>
<p>borders council really needs to look to join the digital age. However current security behaviours exhibited by staff / organisation in general gives me considerable concern about the capability of securing personal info etc</p>
<p>Bring back garden waste disposal but charge users. Its that simple! I agree with 30p toilet charge but only if the money is collected by the cleaners twice a day! Send the city sweep up here once a month and inform us when you will so we can move our bins and cars out the way to do the job properly! And lastly stop wasting money forcing employees to clean empty schools when it snows for pitys sake! The walk to work was far more dangerous than driving with your eyes shut. Follow America's examples and have a Snow Day. Everybody closed. A job well done.</p>
<p>Broughton is part of Scottish Borders. The school is failing to maintain attainment of pupils. The discipline is appalling. The local children have few activities available to them, with 99% being offered from Biggar(south Lanarkshire) or Peebles. The local infrastructure is failing. It appears the east side of the borders is receiving the lions share of money, and support. Broughton is a village about to go into crisis, prevention is usually cheaper in the long run.</p>
<p>build bigger 1 houses for couples not just for single people. they are far too small. couples have families that like to visit especially these days when we have to look after grand children. we need a seperate kitchen and places big enough to put</p>

<p>chairs and tables in.</p> <p>The whole system is unfair when waiting for a house. it should be the amount of time we are on a waiting list, not who comes into the area and gets one straight away.</p>
<p>Bus service price increases and service cuts with no train access. Last bus home from</p> <p>North or south restricts social/entertainment choices substantially for us and family. Refuse collection is communal bins used by others not affected so overfilled constantly.</p>
<p>Bus services need looking at .</p>
<p>Bus services need to be improved. In my family my parents need to access Borders General Hospital regularly and there should be more frequent busses to enable them to attend appointments. We recently travelled on 'The Little White Bus Company' in Swaledale. It is supported by volunteers and soulds a bit like 'Berwickshire Wheels' with a timetable and with 'Book in advance' pick ups and drop offs for stops a bit further away. Worth a look!</p>
<p>Bus Transport is too expensive, especially for 16 year olds. Roads need investment so I can commute out with the region for a better paid job. There are no better opportunities locally for me but commuting is too far when I have children at school and their commitments, even though they are 11 or older.</p> <p>There is not enough locally for them that they can go to meet friends that does not involve cost (e.g. A meal) and is open in the evening. Also teenagers looking for weekend job, there is not much available locally.</p>
<p>Can something be done regarding the amount of litter on our streets? I have not seen a council employee picking up litter in our neighbourhood for months.</p> <p>We are very lucky living in such a beautiful part of Scotland and it is not very difficult to improve our environment, as long as we all make the effort. The Council cannot do it alone, but it can take the lead.</p>
<p>Can we have a train station, line in Peebles please.</p>
<p>Can you advise what additional roads will be fixed with the money XX gave to the council, I cannot see any difference yet</p>
<p>Central government cuts to SBC's budget is a disgrace and is having a profoundly negative impact on the range and quality of services provided. Curriculum for excellence in schools is a joke as is the asymmetric week. Education needs to be fully resourced as matter of the utmost urgency.</p>
<p>Concerned about proposals to alter grass cutting schedules and to remove all bedding plants from all areas of towns. Some key flower beds/hanging baskets ought to be retained. Hawick's Bloom committee could not take on more beds.</p> <p>Inability of our grass cutting staff/equipment to deal with bankings over 30degree slopes which gives the town an unkempt appearance.</p> <p>With no traffic wardens and infrequent Police visits to our town centre parking on the High Street and surrounding streets is abused interfering with turnover/footfall.</p>
<p>Council is constrained by government spending controls so cuts are at their door not Sbc.</p> <p>Focus on rail & bus integrated transport and building opportunities for local business & leisure developments.</p>
<p>Council needs to be more aware of hidden disabilities like dyslexia as this can cause stress in the community due to signs being too confusing also with paper work e-mails etc need plain English.</p>
<p>Bus timetables confusing.</p>

Parking signs etc
<p>Council services have certainly deteriorated over the past decade with more money being demanded by the council for less (and in some cases NO) services. I have this impression that Council headquarters holds a great many "managers" who do not produce anything worthwhile.</p> <p>The feel good factor has gone completely as I feel me and my family are continually facing harassment from the Council regarding Council Tax on a second property which we are trying to sell. Local roads too, are a disgrace.</p> <p>Councillors appear to make decisions without any real thought to the financial consequences of their so called constituents. They do not care!</p> <p>Even neighbour disputes which previously had reached a compromise cannot be followed up when something goes wrong , without yet another money grabbing opportunity by the Council - in this case I refer to a charge for trying to get a hedge reduced in height, of £400.00. Planning charges are also ridiculous!</p> <p>I have talked to other people who feel like me and my family about the Council. The Council is totally out of touch with the bulk of the general public who will not , unfortunately, respond to this survey</p> <p>Instead of looking for volunteers for doing things the Council should be doing the Council should look at how they are affecting the public in general by their money grabbing tactics. Maybe by showing empathy towards constituents instead of GREED, people might be more inclined "to do their bit"?</p> <p>I feel that the Council is not only heading for financial bankruptcy but also for moral bankruptcy.</p>
Council tax on larger properties should be kept in proportion. We live in a Band G house but are now on relatively fixed pensions. The increases in council tax do not reflect the demand for services. Living in a big house doesn't mean we have a large and increasing income.
Current council tax band for my property is set too high - we have collectively as a new development tried to rectify this and asked for this to be reviewed as the smaller (est) house on the site pay the same council tax as houses double the size ?? Council more or less Ignored with no conclusive answer given - as I expect this comment to be as well.....
Denholm Is a lovely village but Hawick where I was born is a horrendous state ie, graveyards, roadsides, high street, general lack of upkeep is very sad to see!
Disappointed that the grass verge behind Berwickshire High School is not maintained as the area could be far better presented.
Do council leaders ever visit outlying parts of Borders region, to see for themselves the state of roads, litter on verges, look at bus timetables etc?
Do more to improve self supporting communities. We can often do more but need a more positive and trusting attitude from the council.
<p>Do SBC want to save money? YES/NO?</p> <p>cancel the tapestry building total waste of money, while elegant will not pay or attract enough visitors.</p> <p>Disband the Scottish Parliament another waste of money and SNP has no idea how to run Scotland.</p>
<p>Dump the Tapestry and spend the money on roads/schools/health care provision.</p> <p>Distinct lack of Council care/nursing home povision. For example someone from Peebles can be placed at Eyemouth, how is that a good thing? No chance an elderly spouse can make that journey regularly.</p> <p>Dovecot Peebles replaced Dunwhinney ? Most definately not a suitable</p>

<p>replacement.</p> <p>Why are the council approving new housing developments when infrastructure (roads/bridges/healthcare/schools) can't cope already.</p> <p>As for "affordable" housing provision as part on the new developments, don't make me laugh!!</p>
<p>Duns does not seem to feature on the Council's radar at all. Everything revolves around Galashiels, Hawick etc.</p>
<p>Excellent service throughout the bad winter. Apologies for not complimenting you sooner.</p>
<p>Far too much money spent on schools; tiny sums left for services we all use are constantly under threat. How is it that other European countries build and maintain vastly superior infrastructure?</p>
<p>Tories and the education mafia are at the root of all our problems.</p>
<p>feel border railway waste of money as is new station opening at Reston .Council house tenants should be made to keep gardens tidy and respect other peoples property especially if they are living next door to someone who has bought their property.</p> <p>Something needs to be done re new shops etc in local towns as too many shops lying empty</p>
<p>Feel often decisions are made and then people consulted. Ie Tapestry coming to Borders. Most people out with Gala are opposed to this. Feel money would be much better spent on improving roads and increasing schools budgets. Things that improve quality of life not a white elephant.</p> <p>For me the Borders is a great place to live- Quiet but easy access to the city. Borders railway makes this possible and would like to see extension to Carlisle a priority.</p>
<p>Feel our council tax is excessive for the size of house - small 2 bedroom bungalow banded e. Would like to see a new Galashiels Academy school as it would benefit the whole town.</p>
<p>Feel the quality of services provided by SBC is continuing to fall. Cuts to school is unacceptable</p>
<p>Forgot to say earlier about lack of parking at skatepark. Users are taking lay-by spaces at Kerfield Court. This lay-by was intended for visitors and care workers (I think).</p> <p>The grass banks around the skatepark need more tidying.</p> <p>Glass collections would help people to recycle.</p>
<p>Further explanation would be useful when projects are cut.</p> <p>why funding for projects are cut rather than hearing this through random newspaper articles ,that rarely consider the hard work and commitment from both NHS and SBC staff. This reporting also gives a negative view to the general public of both the NHS and SBC and the charities involved in associated work.</p>
<p>Gala swimming pool - toilets smell, light bulbs missing for years, not enough hair dryers. Generally an awful place for my daughter to have swimming lessons.</p> <p>Queens Centre - carpet is disgusting and smells after many roof leaks. I dread to think of the safety issues associated with it.</p>
<p>Get someone more technical to write the questions on the internet usage! Not everyone uses WiFi but they still have internet access...</p>
<p>Grass cutting policy. The unloved looking wilderness as you come into Hawick is not a good look. This is not going to impress visitors! Too much money and effort</p>

into Wilton Park and you are going to get rid of the flower beds! Paying for public toilet - not the money making projected promised and too often I have found No Access and I am not alone.
Had to move to private rental due to lack of affordable housing in Jedburgh , what housing if any is in the pipeline ,is disabled fittings in houses etc as if health gets worse we going to have to move back into Jedburgh to be nearer family
Hardly anyone and no one I know wants the tapestry to come to the Borders but no one on the council, as a body takes the slightest bit of notice to this fact. What about the views of all the people that signed a petition against the proposal? We have a mutual privet hedge with SBHA. We has a problem when the flats belonged to the council as it was cut by them on their side every year. Since then it has been necessary to contact John Lamont in order that this is carried out.
Have XX as our local councillor is already beginning to pay off, the council should encourage more young people to step forward to fill any vacancies.
Have you considered revising or getting rid of SB Connect? It is the most self congratulatory piece of pap. And I believe not beloved by anybody but the council. Certainly not well read or believed. Waste of money.
Hawick is isolated due to poor transport links this should be a priority
How much time and money is wasted with surveys of this kind? I suspect SBC will continue to ignore the basic needs of the area, seeking only to appear concerned to deliver a good service for the high council tax levied.
I am devastated by he cuts to music education in the Borders. From the lack of music teachers in the primary schools to the latest sneaky cuts to the music service. Our young people are being let down.
I am not impressed by the public toilets. I don't know what time they close. But with it being summer and being out later in the day it is very inconvenient when there is no where to take my children to use the toilet after 6pm. I would have thought that now that you have to pay to use the toilet you would be able to use it later in the day.
I am sorry that the facilities sometimes run by Live Borders/SBC or SB Cares are not shared more with the community. For example our church (Peebles Baptist Church) was asked to stop meeting in the Victoria Park Centre, even though it is used rarely on a Sunday. Our church has asked to use the school at Priorsford, but this seems not to be possible, due to caretaking issues, although we would happily provide voluntary caretaking I have heard also that the mens shed project for Peebles, which is a significant mental health project, and reduces social isolation and inequalities, is not allowed to meet at the Victoria Park Centre and is currently homeless. I also am disappointed that the CAN community garden which is in the Victoria Park grounds are not allowed to use the toilet facilities in the Victoria Park centre. All of these issues are around council-voluntary sector participation, and I think if these examples are indicative of issues across the region, then things could be dramatically improved wth a bit of imaginative consultation and partnership
I an very concerned about recycling. We are meticulous but are very unsure of what the council actually recycle. There is a commonly held belief amongst our friends and acquaintances that it's all lumped together anyway. So clarification is needed.
I appreciate funding is difficult but we need more maintenance of the built environment and to see more regular street cleaning. I would expect to see this Monday-Saturday in every town.
I appreciate that the Scottish Borders is a massive area with complex needs but I feel that the council needs aclearer vision for a way forward. Knee jerk reactions to budget issues are not going to help the area. People in the smaller towns like

Jedburgh and Duns feel that they are being neglected and that the neglect of the towns will not help attempts to develop tourism. It oes feel that investment tends to be focused on the Gala/Melrose area to the detriment of other parts of the Borders.
I appreciate the effort undertaken to consult with the residents in the borders. Well done!
I believe the council has become out dated and lazy. New blood is required for the future of the borders. Members of the council in charge of the maintenance of the town should be changed to people who actually have the passion to change and not the social or qualification attributes.
I can understand why council services are not as good as they should be. The SB councillors have the duty to themselves of getting themselves re-elected, so they keep council taxes down and the council cannot get good people because they must be so disheartened.
I choose to live in a small town because I think it is important for building as strong supportive community. i am deeply disappointed in all the new poorly built relatively expensive housing that is being built here and in all the communities around here. Are we really experiencing a such a huge increase in population? And if we do need so much new housing, then leaving green spaces within neighbourhoods is important. March Street Mills in Peebles should not become another overcrowded housing estate but be kept as a public space/green space. We deeply in need of more innovative housing rather than the "ticky tacky houses" mushrooming up everywhere in the Borders. Houses which will last for hundreds of years, which are passive energy efficient homes (https://www.passivehouse-international.org/upload/download_complete_PH_Brochure.pdf) with more modern aesthetics. The Northgate is filthy. Why does it not get a street cleaner? I have seen street cleaner out and about in Innerleithen but not Peebles.
I don't think SBC consult with residents enough regarding their services or any proposed changes. I don't expect individual notification but an e-newsletter would work or a more proactive social media presence. I have no faith at all that SBC actually listens to it's communities unless they say what SBC wish to hear.
I enjoy living and working in the Borders. some joined up thinking and moving with pace is required to improve this beautiful place. Supporting communities instead of controlling with red tape would encourage growth
I feel SBC try their best but waste a lot of money on unnecessary things i.e. Tapestry. As a carer I see first hand that more money needs to be spent on the elderly. Roads are a big problem too, pot holes being reported but not fixed, causing damage to cars.
I feel that Borders Council make decisions that they personally feel best for the local community rather than what the local community actually want. When massive local dissent is voiced regarding decisions they have made, they carry on regardless. Galashiels homing the tapestry - I am yet to meet ONE person who was for this and MANY who voiced their opinions against. Local roads in VERY poor condition, local bridges falling into disrepair permanently closed rather then repaired. Ridiculous installation of traffic lights at Neidpath, when in 18 years of commuting that road I have never witnessed a problem. If the road needs repair, FIX IT. Continual agreement to new housing when the infrastructure simply won't accommodate it. I can understand limited additional low cost homes but this is but

<p>a small percentage of those being built. Doctors waiting times are already beyond acceptable, roads are clogged and parking in town is diabolical.</p> <p>Traffic wardens - we need them it's not rocket science, despite a lack of parking in towns (affecting tourism). there are cars parked in our High Streets that remain for days let alone hours.</p> <p>Nuff said!</p>
<p>I feel the council needs to spend more money on services and not on housing that taperstery. It also need to remember that Gala isn't the only town in the borders</p>
<p>I feel the council would perform much better if we had more adults on board who could put asside their political differences. It is appalling that the bickering prevents people being more engaged with the council.</p> <p>More accountability and scrutiny would also provide a more fair society. This point is very much connected to the first point above.</p>
<p>I feel very strongly that too much money is being squandered on a tapestry that is not required or wanted when this money could be better used improving the roads/education system and general upkeep of the town. Unfortunately SBC do not seem to listen to ordinary people's opinions and forge ahead spending tax payers money willy nilly!!</p> <p>Please stop allowing the grass to grow untidily, please start filling pot holes and maintaining roads and listen to what the community wants rather than just what the councillors deem important.</p> <p>Many thanks</p>
<p>I find it disgraceful that the council public toilet services are no longer free - this is a false economy. Free toilets and car parking in Jedburgh enhanced footfall in the town, now this retrograde step to charge people for toilet use is having a negative impact on the town.</p>
<p>I found this because my local councilor had put it on Facebook (which I rarely look at) otherwise I wouldn't have known about it.</p>
<p>I fully understand that budgets are tight and it's too late to change the decision but the Tapestry is going to cost a huge amount of money and I feel that you will struggle to reap the benefits. Speeding in rural villages is a big problem, I don't feel that resources are being directed to address this.</p>
<p>I have an issue with the road outside my house flooding every time it rains. The rain flows directly into my path and floods the gateway, hence I cannot get to open or shut my gate. I have been in touch with the council about this problem for at least 2 years. I frequently phone to see if they are dealing with this problem. They fob me off with saying they will deal with it shortly. They don't. This is not good enough. I pay council taxes. For what ??.</p>
<p>I have been trying to get in touch with a certain person at council headquarters for 2 months now and he has not responded to my email either. I feel this is not acceptable. Some form of communication would be appreciated instead of being ignored.</p>
<p>I have benefitted from the training offered by Borders Care in St Boswell on issues affecting carers</p>
<p>I have contacted the council several times regarding cars idling and suggested no idle zones to save noise pollution and car theft but never get any reply.</p>
<p>I have lived in Kelso nearly 66 years and never seen our once beautiful wee town in such a mess. And expecting locals to litter pick and bed out flowers. Shocking doesnt cover it. Cemeteries are disgusting. You should hang your heads in shame!!!!</p>
<p>i have lived in the borders my whole life and couldnt imagine a better place to stay. having travelled to lovely places around the world for extended periods of time nowhere feels quite like home as much as the borders.</p>

I know a lot of people slate the Council at every opportunity, but I can see that you are doing your best to operate services on a limited budget.
I know Berwick is in Northumberland but we live within Scottish Borders and commute to Edinburgh daily...the commuter/late night train times are terrible compared to Dunbar and Galashiels...
I know the council has probably no input on policing but there needs to be more police officers to deter anti social behaviour. Dog fouling is also a big problem.
I live in Eyemouth and my perception still is that we do not receive the same level of council priority that areas such as Galashiels and Hawick get. We are very much on the periphery of Scottish Borders. The money spent on central borders is disproportionate eg the tapestry will not benefit the eastern borders. .
I live in a housing assoc house and tend to find because we are out with the local town we always seem to be last for any major refurbishment and we have had to fight for new kitchens, doors etc and feel there should be some kind of department out with them that we could complain too, eg Council
I love and appreciate living in Peebles for over 30 years. What lets is own is: Low wages underpaid staff Alternative is long commutes, no chance of a train Small town thinking no student population, lack of access to teaching Hospital groaning health services with new housing not in place with infrastructure
I love living here and working here. The quality of life is good. Good transport provision is essential though as it enables people to work and that means they can provide for their families. The bus services need to be much more affordable and frequent.
I may have missed this but I couldn't find any information on the form as to when it was to be returned by. I had to contact SBC HQ to find this out which it is apparently 25th September. suggest to be put on future survey forms
i moved here following the death of my husband because my son and his family live here. I have been warmly welcomed by all I have met and i am slowly getting ti know what services and facilities you have to offer.
I personally feel there is a lack of communication between SBC & residents of the Borders. Customer service is patchy. Also believe there is low moral amongst staff & management in position that have little or no experience of the role they lead in. Also feel that Councillors, in some cases, are too political & less about their community they are supposedly representing
I really believe the borders has a large drugs and alcohol problem, which is also linked to mental health problems which often don't get addressed often enough. I think these problems can be helped by various services if they are properly finance and ran to a good standard.
I think Galashiels Swimming Pool is long past due having an extensive upgrade. The community changing room is constantly dirty with a great big bed thing in it that takes up a lot of room, there is frequently a sewage smell in the toilets, the changing facilities themselves are not fit for purpose as they need to be made bigger, young families cannot use most of them and such as us - I have 3 children who take swimming lessons at the same time and to fit them and me into one cubicle if one of the 2 family changing rooms are busy is a no go. It feels the pool is not fit for purpose any more but is very well used by the community. The staff are fab but I think even they feel neglected by Live Borders
I think our council needs to listen to what the majority of borderers want and start really taking care of where our money is spent. The tapestry debacle is my biggest bugbear at the moment. Imagine what services that money could have been used for - instead wee jeanie can come and look at a tapestry that lots of people arent even interested in. Biggest white elephant ever!!

I think planning applications for housing in Peebles should be halted until more schools, bridges, medical services and amenities can be provided.
I think public transport in the borders and elsewhere in Scotland is an essential part of controlling climate change. I also believe there is an area like the borders where there are many older people and many poor people when public transport is even more important
I think that I've said it all apart from the fact that we in West Linton feel that at the far edge of the Borders we are mainly ignored and forgotten. Our young people can't even have an evening out at the cinema or attend a sports facility without having to be driven by parents or friends. I have also heard that the cleaners at the school have had their hours cut and that teachers are vacuuming their own classrooms. (That is hearsay on my part). This is after the increase that the Council get from the extra Council Tax from the new builds in the village.
I think the council is right to be far sighted in its aims - eg regenerating town centres, tapestry, new playgrounds. Spending all the money on fixing potholes really doesn't do anything for our future. I believe that bringing in improvements which will expand tourism, especially year round tourism, is one of the Borders best hopes for a sound financial future.
I think the council provides an excellent service under the present financial conditions and I am very happy to live in the Borders
I think the email and online account access for people who are willing to use the service could help to save money as the amount of letters, glossy publications, and leaflet information all costs money to produce, print and post, most people just bin it, emails are free
I value very highly the quality of life here in Earlston. We have an excellent, caring medical centre, regular (if infrequent) buses on a variety of routes (frequency of buses to the BGH could be improved, as that is currently poor), a friendly village atmosphere, a good sense of community, and a lovely open park by the Leader Water. The range of shops is good for folk unable to drive. It is a safe community to live in.
I was born and have lived in Galashiels for 70 years and it is very sad to see weeds growing in the streets and also dirty empty shop entrances also buckets permanently on the streets. People should be made to keep their property tidy and Galashiels would be a much nicer place to live.
I wasn't aware fuel poverty is classed as when more than 10% of household income is spent on fuel bills. The question has lead me to research what percentage I spend on fuel.
I wonder how you expect old people to participate in this survey which I only heard about on Twitter. Internet access is poor enough as it is. It's all very well saying paper copies are available in libraries and contact centres, but the nearest is ten miles away so I do not visit either.
I would like a review of council tax bands please. I live in a modest 3 bed, 1.5 storey house to the value of £220,000, no front garden or driveway and a small garden to the rear and yet my tax band is the same as that of £450,000+ 4/5 bed homes with double garages, large gardens to front and back. The tax is crippling us. Please, I implore you to review. Thank you. Other than that I think borders council is fairly good, much better than most!
I would like Peebles to have more for children in the sense of parks. Kingsmeadows and haylodge play parks are both good parks but I feel they could both be a lot better. I'd love it if we had something similar to the new parks in Hawick and Gala, facilities with disabled access and facilities, as well as something like the water park in Moffat, maybe where the paddling pool used to be in haylodge Park. I'd also like to see a new toilet block built nearer the play park in haylodge Park.

I would like the bus service reinstated to Mayfield drive Hawick
I would like to add my anger and great sadness about the state of the local cemetery. It used to be a calm well kept area which has now been destroyed by the current arrangements, use of weedkiller instead of strimming, lack of lifting grass cutting and cutting between the graves and in my father's case. No grass at all. Disgusting and disrespectful
I would like to know what SBC do spend the budget in as I see no improvement in my local area. I think rather than look at big projects the council need to take a step back and do what the majority of people want, a clean, safe and lovely place to live and work. If you want to increase tourism to the area the same thing needs to happen. Clean the streets regularly, cut the grass (everywhere) frequently and take action on dog fouling. Make our roads safer and look at what we have. If trees were cut from roads we would have lovely views and proper tourist routes. At the moment we have tunnels!
I would like to see free access returned to toilet facilities. I believe access to toilets is a basic human right. A small increase to Council Tax specifically to cover this would be reasonable. Free toilets and free parking are important in town centres that aim to attract tourists and shoppers. Connection to Superfast Broadband would very much help our business. The wires were connected in Lempitlaw in June but our houses are yet to be connected. It is very frustrating for us having it so near - and yet still not be connected.
I would like to see more affordable exercise classes and different types of classes and walking groups made. Available in my area and meet other people of my age 50 years and over
I would like to see more done for the elderly and housebound. also concerned for the young people who are unemployed and have no sense of direction
I would pay more Council tax to allow more things to happen. I also think that contracting out some of the departments is the wrong way to go, and I would not like to pay more council tax for that action to take place
I've lived in the borders 27 years and love the way of life and the people and will hopefully contribute to the local community for many years to come.
If I send an email to my local councilor I don't feel that it is unreasonable to expect them to reply!
If you can't provide the education you are claiming to be able to offer then make arrangements for that education to be provided elsewhere. I would rather my children had to travel to a school where their needs were met and challenged rather than stay local for the sake of staying local and suffer an inferior education. Nat 5s, Highers and Advanced Highers aren't being given the teaching time they require at our school. How dare you play the skinflint with my children's futures! You are failing the most important people in the Borders. Ticking boxes and looking like everything is OK is not the same as providing the real thing. Stop papering over the cracks or there will be nobody to take over from you in years to come. Not locally, anyway.
Improve the quality and cleanliness of our town centres. Galashiels is in a third world classification.
In the future any expenses spent on home improvement should be spent fairly, Peebles seems to be the last choice on comparison to other border towns.
Individual SBC employees tend to be polite and helpful when possible. However overall policy is not generally helpful to Heriot.
interesting survey. Does one get a summary of the findings?

Isn't it away past the time you did something about your bungling incompetent council tax department? I wouldn't trust them to run a bath. They never manage to get things right first time, and as for sorting things out, they make Theresa May look like Einstein
It feels as if the past year has been quite a difficult one for the council financially and when challenged, they have been quite evasive with their answers. I know it is hard if peoples expectations cannot be met all the time, but please be honest. No "council" speak. We can see right through it.
It is an absolute disgrace the amount of money being spent on bringing the tapestry to the borders when there is no money for essential services e.g. Public toilets, grass cutting, flower beds, elderly care, potholes.
It is too difficult to contact the council by telephone.
It is utterly pathetic that it is not possible to sign up for notifications about what events are coming up at Live Borders venues eg Victoria Halls, Tait Hall
It seems as though Hawick has been neglected compared to the other towns. Such a shame as so many beautiful buildings and wonderful park. The main bridge in the centre is terribly shabby and shops are deteriorating. I keep hearing that the high rents after 1 year make it too hard for the businesses to stay on top of the shop fronts. The traffic has taken priority through the centre hence pedestrians do not feel as free and safe to wander the shops as they do in Melrose for instance. Such a difference ! Make it a nicer, greener place and shops will want to move in, and people will be able to enjoy ambling around the town centre.
it seems Scottish borders council have always consisted of right wing councillors even when called independent. The consequence of this has been an obsession with saving money.
it would be good if small 2 bedroom retirement complexes could be built in each town
It would be helpful if inter agency communication was better . I am frustratingly trying to get help about the same issues and get passed between them .
It would be nice if there were more opportunities for young adults to mix/meet. Moving into the Borders it hasn't been the easiest to make friends and meet people my own age.
It would help the East Borders to have Reston Station running again
Jed is the First town the tourist meet on the A68 the SBC don't seem to understand that . We are a poor reflection of the town we were The Borders doesn't consist of Melrose or Gala or Tweedbank where most of the capital spend is The. Placement of the Tapestry in Gala is an example it would have been ideally placed in Jed
Just that the council don't seem bothered about Ashkirk. Just as well hardly any children live here. I would be apprehensive about bringing a young family here
Keep doing what you are doing. You wont please everyone all the time - but the general direction looks good. Reassuring signs - keep momentum or rather increase the pace!
Keep moving forward! :)
Lack of CAHMS support (or whatever it is called now as we seem to be between 2 providers) for young people in the Borders. Self harm / drugs / other behaviours seems to be very common in secondary schools but seen as 'normal' and no real help offered
Lack off job. Not everyone can work the Internet. Pot holes are very bad. In town, Jedburgh Road.

like to see the council putting more money towards services to benefit the local community and perhaps less on jobs that do not contribute directly to frontline services. every spare penny should be directed to frontline services
Listen to the residents
Litter is a problem around our local area. some of us do litter pick when we can. We have asked the council if they could provide a skip, due to some larger items dumped near the pond. We are waiting for an answer. (approximately 6weeks).
Little recognition seems to be taken of the general condition of the councils assets within this survey, the Council seriously needs to consider a back to basics approach to provision of services rather than its current approach to promoting individual large scale capital projects. For example the basic provision of a safe road infrastructure, one which is not decaying at a rapid rate, should be something that this Council should have high on its agenda, it should not full the general public of extra funding on roads , one of spikes from central government, which fall massively below that needed to keep the roads in the Scottish Borders in a safe condition for future generations is not prudent. A focus on the core basic service provision would be seen as a step forward.
Living in the borders is great, apart from public transport. Would take me 2+ hours to get to Edinburgh by bus/ train. Kelso town bus service not easy to find on line.
Main issues that I feel have declined in the town: Litter State of road and pavements (pedestrians often overlooked in favour of cars and bikes) Speeding traffic Number of empy shop premises -Incentives needed to help small businesses in the High Street Affordable housing to rent
make things better for young people
Money being spent on tapestry building and further expansion of borders railway would be better spent on education, sports facilities and social care services. The anticipated Tourism boost is unrealistic and is focused on a very small area of the central borders which has left the rest of us with poor services.
More busses on the A68 to Edinburgh please!
More community interaction options need to be made available online, for those of us who wish to participate, but are unable to attend meetings. Broadband needs improved for those of us in rural areas, not in proximity to the cabinets. Parking is poor throughout the district. We don't want the Tapestry. The National Park is a bad idea. The roads need patching and improving, especially the A68. Too many empty buildings being left to rot, and occupied buildings in poor repair.
More inclusion and participation from residents within communities. More investment with diverse groups especially families of Disabled Children.
More investment needed in local infrastructure to encourage our young people to live and work in the Borders and also to attract new businesses to the area. "What Matters" hubs and community engagement events need to be more frequent and better publicised to encourage communities to feel truly listened to and ensure local authority services actually meet peoples' needs. Things are moving in the right direction though and everyone appreciates the demands on a limited pot of money are difficult to juggle.

<p>more joined up thinking and creativity in resource sharing, eg: school and municipal libraries</p> <p>more awareness of different needs of different communities</p> <p>more commitment to sorting the basics out, and not making life inconvenient for what amounts to no meaningful gain (like the outrageous toilet charges which are very inconvenient to tourists, and impact negatively on the community)</p> <p>more real listening to consultations, and attracting wider more objective responses from the public before introducing a change which looks like it was done by stealth- you are good with newsletters, but not really always as transparent as you should be.</p>
<p>More thought needed for elderly. Both linkim court and swan court involve a hill to get to doctors. I have a relative in one of them and can only access doctors by paying for a taxi there and back. Could a doctor/nurse not visit these once a month to reduce this stress for them? They just seem forgotten about</p>
<p>More/better/any community provision urgently required for Jedburgh !!</p>
<p>My experience of living in Peebles for 40 years is that Peebles is a neglected corner of our region. SBC is far more interested in what is happening in Galashiels , Hawick, Selkirk etc. Peebles is seen as an important source of council tax revenue, while discretionary expenditure largely goes elsewhere.</p>
<p>My only complaint about SBC ..is the state of the roads and inadequate white lining repairs ..especially at busy junctions</p> <p>e.g Chevrons and arrows at Orange Lane junction on A697</p> <p>I have contacted the roads dept about this twice over the last 2 years.</p> <p>An accident waiting to happen.</p>
<p>My rent and council tax has doubled in the last 10 years. My pension sure hasn't.</p> <p>Stop house building in Peebles.</p> <p>I am wheelchair bound and the state of the pavements are deplorable.</p> <p>Dropped kerbs should be brightly coloured.</p> <p>I would like a job going round photographing cars parking there and passing the reg.nos to you to send out warning letters. Don't want paid.</p>
<p>N/A</p>
<p>Need more opportunities for young disabled and disabled children in our area to reduce isolation, improve wellbeing etc that are accessible, supported and not financially disadvantaged</p>
<p>need to improve road access to major cities Edinburgh Newcastle Carlisle Glasgow by campaigning and investment</p>
<p>Need to open more experiences if you want the borders to grow. The borders is full of history that can be taken advantage of. Melrose has one of the most important Roman sites in Scotland but there's is nothing there for people to see. This could be a huge attraction if done right.</p> <p>Battle reenactment's in selkirk. Ghost tours in old gala house. Inflatable ball rolling down hills. There's loads to be done. The focus needs to shift from businesses and on to things for people to do.</p>
<p>Need to stop taking the easy option of closing toilets.etc grass cutting ,gardening,general appearance of areas,this is noticed quickly by visitors,stop pushing ahead with costly self indulgent plans that general public do not want or can afford.</p>
<p>Need. More. Things. In. The. Borders. For. The. Next. Generation. And. Move. With. The. Times. And. People. Won't. Need. To. Go. Out. The. Borders. Spend. There. Money. In. Borders.</p>
<p>No</p>
<p>No</p>

No
NO
No
No
No I think you covered everything in this survey
No thank you
No thank you
No thank you.
No.
None
None
None
Not progressive. Not forward thinking. Not helpful. Quality of work you receive is poor when in communication with council departments, and I'm always polite and courteous. They were sending or asking me for things they had or they were very unprofessional.
This side of the borders we are forgotten. Even speaking about the 101 bus service you never even considered Upper Tweeddale as you said it would only affect West Linton 20 miles away. And no parking to leave car there.
Not really...it's important our views are heard. I'd be keen to receive a copy of this report
NOTHING FURTHER
On the whole SBC is running a good service in difficult financial times. However, promoting core support services such as Welfare Benefits and Homeless Services would be a far better use of money than a Tapestry.
One of our concerns is the state of the verges in Heriot. the road isnt particularly wide and the verges were heavily damaged by a communication company laying a cable to heriot primary, as a consequence there are difficulties passing on coming vehicles sometimes without risk damage to ones vehicle.
Also the School run parents do not consider local residents when going to and from Heriot primary, many times they have risked collision with cars as they dont look / drive too fast and run people off the road.
The bins at Heriot primary are frequently overflowing causing rubbish to blow around. they need a bigger bin!
One wonders if there is a better way of doing things regarding local matters by having smaller regions. Lowering the wages of officials and keeping pensions to what is needed to exist. We see cuts in all departments saving money but we seem to pay more for less from an increasing population. Housing also seems to be a huge problem with all the housing association paying out huge salaries and their rents going up beyond inflation affecting vulnerable people. The roads through the area are a disgrace with Sbc expecting people to report problems.
Only found out about this survey through a local community page. Council should advertise surveys more widely. I follow Scottish Borders Council on Facebook but didn't come up.
Our food recycling bin collection can be called sporadic at best. I believe this service has been tendered to a private company I may be wrong. However we live in a cul de sac half way up a dead end road and it's a hit or miss whether it's being

collected. I've had a general look around town and would estimate that around 60% of households utilise this service and still the bins of people wishing to recycle can't be guaranteed to get the service. I have completed the online form on occasion when it has failed.
Our three local SBC Councillors seem to be "out of the loop", with no involvement in decisions being taken by Council officers and other Councillors. The Community Partnership Forum seems to have got off to a good start, but there is no evidence yet that it is making any real difference. I do wonder whether the SBC wastes some of its money on unimportant matters, on fines and on failed contracts - there are never explanations or apologies from the Council when things are reported in the media as going wrong.
Overall everybody knows we are facing challenging times in a tough economic climate, tough decisions have to be made that individually we may not personally agree with and you cannot please everyone as everybody's priorities are different. In this case it is good to see that communities are given more power and influence to put across their views and manage their own communities where possible. The main thing is that regardless of our opinions/political differences that we pull together strengthen the local economy and attractiveness of the Scottish Borders to attract visitors and investment and protect the future of the Scottish Borders as an attractive place to live and work and visit for all ages and condition for generations to come.
Overall life in Innerleithen is great - we seem to have more than our fair share of drug users though.
Park and community centre in the centre of Earlston would make such a difference. At the moment difficult to meet people due to no community centre. No green space in the centre where you can get away from the traffic fumes and noise.
Pay attention to this part of borders and spend some council tax here
Give Peebles a new high school. It is disgraceful that it is the only one not being replaced across all of borders. Yet another example of ignoring west borders
Peebles needs a new High school
Peebles seems to benefit less than other Border towns from council investment in infrastructure.
Peebles used to be a great place to live. Now our parks and cemeteries are a disgrace. Roads are full of pot holes. Street parking is being abused. Antisocial behaviour, crime and drug abuse is on the increase. All these issues need addressed or visitors will stop coming and residents will move.
Perhaps advertise for volunteer Area Ambassadors - local ppl vouching for their area as a direct voice to the council. I'd apply!
Please cut some grass! The state of our towns is a disgrace and needs to be sorted ASAP.
Also, our roads are in desperate need of attention
Please please listen when people are saying we all NEED super fast broadband especially us that are off the beaten track (all 19 households!) Tried all companies involved MP, SMP, councillors etc to no avail best we get is it will be ok in 2020!,, If you want regeneration in SB area you MUST have great internet access so younger people will come and live and set up businesses! I urge you not to bury your heads in the sand. As an area it is fantastic but dying on its feet. AND I'm not old!!
Please sort the walls in Stirches. They are falling down. They are dangerous and an eye sore with bits of bricks lying around everywhere.

<p>Please take care of the roads. Not just filling in potholes but actual resurfacing then proper maintenance so you don't get yourself in the situation you're in now. How can you attract tourists with such lousy roads - and locals are tired of playing dodgem every time they go anywhere, too. It's no fun being a loans woman having to change a tire in the pitch dark on a lonely isolated road in the middle of winter.</p> <p>Cemeteries! How could the council be anymore disrespectful to people in their area than the way they are treating these areas. The council has destroyed the memorial stones with repeated use of Roundup type weed killers and now that they are toppling because of that the council is refusing to own up to their destruction and sort it out! Shame!</p>
<p>Please think about the less affluent people in your area. A Conservative Council won't think of the more disadvantaged though. Yes, it is great to have the tapestry coming to the Borders to help with regeneration, however don't forget the people who live in the area and need good public services every day-transport, sports facilities, support etc</p>
<p>Question for you would be How well do you think you are managing our resources. On roads you need to maintain not call the fire brigade, look after the verges, a gravel verge is better than a road accident, sort your risk assessment. Government should set minimum standard.</p> <p>Get Social Care sorted before it sorts you. Government should provide structure and uniformity ie who pays for computer system?</p> <p>The punters need leadership, it is good that you are asking, you need to listen and move on, your priorities need to be the local people.</p> <p>Why do you persist in spending where it is not needed ie Reston Station and that Tapestry when you are giving poverty as a reason for cutting services</p>
<p>Regarding the questions relating to the council informing us.</p> <p>I have never seen anything to vote on.</p> <p>I feel like the majority of councils that things are aimed at local/People living in the area for a substantial amount of time.</p> <p>New to the area and indeed to Scotland I feel all information regarding important things/issues should be known to all and not taken for granted that people have always lived here.</p> <p>I have had to ask via email to sbc information which they have attempted to answer for me.</p>
<p>REINSTATE THE FUNDING FOR OUR BUS SERVICE. Borders Council seems to forget about the people living in the north of the region.</p>
<p>Remember Jedburgh is part of Borders and road maintenance is important</p>
<p>Replace Pedestrian traffic lights with zebra crossings. Long delays caused by times of lights changing. Causes a great increase on pollution and wastes energy. Replace grassed areas with wild flowers- no need to cut</p> <p>Do not accept tapestry- use money for essentials.</p>
<p>Reston station waste of money</p>
<p>Road surface/pot holes are numerous and dangerous. Better to repair roads and think less about the railway connection to Carlisle. The country/village roads are a disgrace. I have seen better roads in East Africa, Australia/ new Zealand. speeding is a real problem</p>
<p>Roads are a headache - potholes are poorly patched and the repair is dislodged by the heavy farm vehicles using the road, considering we are on a publicised cycle route, I'm surprised the council allows the roads to be in such a poor state. Come</p>

winter we are hardly ever gritted and when snow falls we have to dig ourselves out or be snowed in for days on end.
Said all in first comment box..
SBC are doing nothing to stop windfall housing development in Peebles. The knock on impact is more people trying to use schools , doctors, dentists and sports facilities that are at full capacity , I keep reading the housing development applications in Peebles where the council requests funds for infrastructure improvements and not one penny of this is being used to improve infrastructure in Peebles
SBC budget should be prioritised for local services eg education,care,roads etc they should not be funding local clubs,events eg festival weeks. Also stop subsidising council canteen. I have to get to work and feed myself. That should be the same for the council.
SBC continues to take a dictatorial approach to services with decision-making in the hands of some 'we know best' officials. Partnership working is tokenistic.
SBC could do so much better and we need to do better to attract more to the economy including Tourism and to have more people live here. The Council do seem to have put a good foot forward with all of the new schools in the area. More attention to detail by the SBC and a can do attitude would put us in the right direction. Answering queries and providing information and help within the prescribed 5 day / 20 day period should be a standard adhered to. I would say that the people who answer the phones in a number of the departments seem often to be very good.
SBC does seem to try and do a good job, but lately I'm concerned about funding decisions and cuts hitting vital services (public toilets, graveyard maintenance, library staffing).
The Tapestry is a stupid idea with a flimsy business plan, I am disgusted SBC is taking out a loan to secure it when we're driving around on dilapidated roads and closing other services (redundancies in Libraries, cutting of other services).
SBC doesn't stand out as particularly good or bad in comparison to other councils we have experienced.
Dog fouling is an issue (and we are a dog owner) but I can appreciate there is no way the council can control that. When we moved to the area there were certain locations we ruled out purely due to levels of dog fouling.
SBC elected should hang their heads in shame!
SBC has a deserved reputation of being arrogant and overbearing in its decision making. It pays lip service to the idea of consultation. It needs to improve its ability to listen properly and engage with local people more effectively.
SBC is a poorly performing council with a lack of imagination that is staggering. The leadership is appalling and the decisions that are made are unbelievable at times. Citizens appear to be an after thought in the pursuance of political and ideological aims, anyone living outside a small circle centred on Gala is ignored and the north west Borders is being sacrificed on the altar of cash, as houses are shoehorned into communities at an alarming rate. Places are filthy, services are being slashed, your pursuit of savings has now gone so far that you don't even respect the dead and leave cemeteries unkempt and in a disgraceful state, yet the tapestry building still sits there like the elephant in the room, a drainer of cash but something that must be achieved at all costs. It would be a breath of fresh air if you could employ a leadership team with the strategic vision to make a difference but I fear the Borders will be stuck with the current incumbents for years and services will continue in their downward spiral until we all become so inured to the

mess and inability of the council to deliver that as citizens we all give up and accept what we get.
SBC is good at asking for opinions but tends to disregard opinions which do not fit with its aims. I have not yet met a single person who wants the tapestry or associated building works, and the evaluation of the visitors and income expected has not been made available to allow people to determine whether this assessment was realistic. Most people believe it has overestimated the impact by a significant amount but cannot verify this without the data. If 90%+ of locals say they don't want this and you go ahead with it, that is going to cause a lot of negative feelings that will take decades to reverse.
SBC much preferable to my previous council NHS ditto
SBC need to prioritise road repairs as roads are a disgrace. They also must stop developers building more houses in Peebles as our Schools, Doctors, Health, Ambulance and Fire Services cannot cope. Parking and Policing issues need to be resolved by SBC.
SBC needs to protect and support the small/independent High Street traders... This is the heart of any community and what tourists notice when they come to the Borders towns.
SBC really needs to spend more money on roads maintenance especially pot holes
SBC should be more proactive about providing customers with feedback on services (particular experience recently with planning: limited feedback, and Building control: no feedback on decision times
Scottish Borders Council are generally good at using the money available to them but no organisation is perfect and improvements can be made across the departments if the people concerned would take decisions realising they are spending their own money.
Scrap the tapestry, or at the very least, scrap the hideous and expensive proposed carbuncle to house it in. Put in the Old Gala House, Abbotsford, the Interchange or Douglas Bridge and turn the space at the former Poundstretcher into much needed car parking. This is the biggest gripe most people have with SBC, signing your constituents up to years of debt for something that only a tiny minority want. It will no doubt fall on deaf ears but you can and you should rethink this!!
should extend to Carlisle asap
Should love more activities in the town for the elderly ie a reading group.
Since the present administration has taken over SBC services have become very poor ,instead of money being spent fairly over the Borders region everything is centered on Galashiels ,grass cutting ,cemetery upkeeps ,pothole repairs and the general cleanliness of the area have sadly gone downhill fast ,SBC blamed the Scottish Government for cuts but then all Scotlands regions are the same ,you all have the power to raise more money by raising the council tax andcto be honest we had better services when the council tax was frozen
Speeding of cars, motorcycles through the village needs checked especially in the evenings.
Spending cuts have left Newcastleton with little. We can not access facilities in Hawick due to rurality however we have been left out in our own. Bulk refuse collection, cuts to library service, cuts to youth programs, cuts to grass cutting, the list could go on.
Start cutting the grass
Still angry about expense of building for tapestry which I have no intention of visiting.

Stop increasing houses until a increase in doctors, school capacity and supermarkets.
Stop robbing people to pay ridiculously high wages to top workers and instead spend the money providing the service you are supposed to provide
Stop that fiasco of a Tapestry building being built . It's a complete waste of money !!!!!!!!
Stop wasting millions on pointless tasks like the bloody tapestry and spent money getting the roads sorted and places tidied up. Why's the point in paying council and road tax . Too many council big wigs sitting on massive salaries . Shower of crooks
stop wasting money on the tapestry and housing it when the money could be put to much better use, such as bus services, road repairs, care for the elderly and infirm etc
Stop wasting money on the tapestry fix the potholes fix the lights stop speeding cars
Tapestry?, Really?
Taxpayers money should be spent on essentials such as roads, grass cutting, street cleaning, instead of airy fairy projects such as Tapestries.
Thank you for all you do for SBC.
Thank you for this!
The amount of traffic in the borders gets heavier every day, and night. The local roads are not suitable for the large heavy vehicle's that come through the small villages. This can cause damage to roads, bridges and sometimes homes.
the area needs to promote itself better to tourists. We have beautiful scenery, a wealth of natural history, small local businesses and an historical background on our doorsteps, yet we do little to promote it. Promote again the textile companies who are known world wide and who visitors are looking for in the Borders. We need to preserve what we do have and curtail the endless windfarm developers who want to ruin our unique countryside and turn it into an industrial landscape. We need to enhance further education courses so it is affordable for our young folk to do so in their own area.
The Arts council should be funding the Tapestry building not the taxpayers of the Borders. The money would be better spent on the roads and social services
The Borders appears to be a shadow of its former self when the textile industry was booming. It needs some form of economic renaissance to get it out of its rut. That in turn would help to solve many of the social problems which are a symptom of the underlying problem. Scottish education is also in danger of being left behind. I was horrified to read that the police have had to patrol the corridors in Hawick High School. Academic results seem to be slipping down the international scale and there appears to be no ambition within the system for our children. I think the Borders has huge potential for tourism. I see a lot of talk but no action on this point. There is no "Borders" brand on which to build. Reforestation (mixed woodland not monoculture plantations) would make a huge improvement to the environment in the long term.
The Borders Council is making it more and more difficult for people to live here. Without good public transport, I envisage having to move out in the future. Also lack of banking facilities.
The borders is a beautiful place to stay, keep it that way. Extend the railway line asap, stop this tapestry debacle please, its a lot of it money to waste! Get more

police on the streets and please please please stop the speeding on liddesdale road in Hawick i see it daily and its frightening!
The Borders look shabby - it will not only not attract visitors as it looks now it will begin to turn away those who have always visited - the roads are a disgrace and the roadsides and green areas even more so. The lack of grass cutting and the poor quality of cutting when it is done is beginning to affect the type of grass that is growing - no cutting means that the more vigorous types are overwhelming the finer types and there are more weeds taking hold. It is a false economy that is making the Borders look unkempt and unattractive.
The Borders needs to encompass the whole area and not just the Central Borders. There are very few facilities in the East. It takes an hour to get to BGH in a car and much longer by bus. No trains, no theatres, no cinema.minimal sports facilities. School students have no access to wider opportunities that require transport. Mini bus costs are too high and they can only be accessed from Central Borders meaning someone has to go pick up then return after and this makes them too expensive and time consuming.
The cleanliness of my local area seems to have gone down hill over the last couple of years. We rarely get the street cleaner now, whereas previously we used to have them on a regular basis. We also have major problems with pigeons roosting in the street and have had no help in preventing this.
The condition of the roads on the Borders when we moved here was very good and was part of the reason for moving into the area. They are so bad with potholes, ruts and damage it is like driving a dodgem car. They are in a desperate state and in great need of repair. Holes - deep holes that damage your vehicle and tyres. This should be a priority, without good roads how can we expect to encourage visitors and for the locals to get somewhere where there are 'local' services which can be a 30 mile round trip or more.
The council appears to have little regard for energy efficiency - street lights near me have remained on for 24 hours a day for 10 months now.
The council need to address poverty in families--listening to what customers are actually telling them. Times are very hard for some families right now and I feel that the council at certain levels do not care if they push people into poverty with their rules and regulations---each person's situation should be treated individually . Single parent family's seem to be treated particularly badly. They listen and seem sympathetic on the phone but when it comes to the staff who make decisions they are awful. (with the exception of XX who seems to be the only person that has a true understanding of poverty and actually helps people) The council need to re address housing benefit amounts to coincide with rising rents . Also be aware that to feed a family these days costs a huge amount of money even for basics. I was shocked to be told that I spend too much on FOOD!! by them . Quite frankly--some of the staff havent got a clue the difficulties faced by some families.
The Council need to encourage small businesses on the High Street, we have lived in Peebles 18 months and many shops have closed down and premises lying empty. Parts of the High Street look poor. Tourism needs to be encouraged. The Council should look at putting overnight parking in for motorhomes with access to electricity and water for a small fee. This is hugely popular in Europe and very limited in the UK. We see many motorhomes in Peebles over the summer months.
The council needs to invest in all areas of the Borders not just Galashiels and Tweedbank.
The Council needs to think long and hard about spending money on vanity projects such as the tapestry. The vast majority of Scottish Borders residents do not agree with this project and are aggrieved as the money should be spent for the benefit of the council tax paying residents

The Council needs to think on a much higher level, and in a strategic way to grow the economy . It has let services that were once highly regarded decline in the pursuit of political goals such as Independence that are irrelevant and unlikely ever to improve the people's standard of living.
the Council seems to have plenty of money to spend on vanity projects but very little to actually help to improve simple things in the community. ie £297K on a new playpark. We need rubbish bins everywhere. Severe lack of
The council spends too much on those who don't have and those who contribute most don't get nearly enough for their money.
The current roadworks are a nightmare a ten minute journey is now taking almost an hour. multiple road closures are poor planning at best. Waste collection services, specifically garden waste need to be looked at. Maybe increasing the amount of morning classes to allow those that work in the latter part of the day to extend their skillsets or hobbies. Most of the Day/ evening classes are in the afternoon or early evening. not useful for shift workers.
The current upkeep of the town at minute is horrendous grass needs cut streets need weed killer dog fouling is a menace anti social behaviour becoming too regular the towns really going downhill.
The earlier section which asked about the extension of the Borders Railway and the opening of Reston Station should have been two separate questions as the two are totally unrelated as the Reston Station is an urgent priority and the other a dream scheme for the future.
The first bus prices from Peebles are far too expensive. The railway should have gone through Peebles as the amount of commuters to Edinburgh is crazy and this would have reduced the amount of cars travelling on the road day to day.
The impact of cuts on the lives of Border people are now beginning to take effect, the council needs to support front line services more or communities will break down and crime etc will increase.
The main concern I have is over the sustainability of our local primary school. I would like to see more support from SBC to assist us with encouraging more pupils to the school (and local area via affordable housing) and improved support in providing transport from Selkirk to the school to encourage children from the town to access our amazing rural school.
The maintenance and grass cutting team is jedburgh do a fantastic job, but unfortunately due to council cuts the frequency of cutting is ever increasing which makes the town look like an absolute mess. The council should look long and hard at this, because we keep hearing that tourism and foot fall is very important for our local economy but i don't think visitors would recommend us to family or friends because our public areas and road network is one that resembles a third world country!
The park in Coldstream needs attention. Its full of glass. Coldstream seems to be forgotten about and there need a to be more for children of a young age to do without having to travel to other towns.
The planning application system has to be more transparent and you MUST hold developers to account. House builders / developers are able to do whatever they want as long as someone gets paid, and their consultation process is a joke - they recently put in a planning application for 38 houses, following "consultation". They took non of the community concerns into account. The same with the proposal for the new caravan park, I fear you will just let the developer do whatever he wants and that the consultation was just to keep us quiet. In the end of the day, they get away with whatever they want because you do not hold them to account.

The provision of education and standards of attainment in Scottish Borders schools feels outdated and significantly lower than that in other parts of the country. I feel like we are really failing our children and young people in this area!
The recycling centre in Galashiels is poorly designed and open at inconvenient times, this should be addressed ASAP.
The roads and parks in and around Hawick are a disgrace. As myself and eldest son are cyclists we feel we are in danger of injury due to the potholes. Also have to carry my 2 year old grand daughter down to sleepy Valley play park as I'd lose her in the long grass.
The rural nature of the Borders contributes massively to the quality of life here however this can cause disadvantages too. You have to be fairly 'well off' to enjoy the benefits of living 'in the country', e.g. you need to own a car to get about or be fit enough to cycle long distances (and this does not take into consideration transporting children). If you have to use public transport it is expensive and difficult, e.g. getting from Eyemouth to a health appointment at the BGH with your children. Poor public transport services is a contributor to inequality in the Borders and does not promote reduction in car use for environmental reasons.
The rural roads are in need of repair in places and as a weekly commuter to Edinburgh, the main roads are no better in areas. The rural roads are used as high speed rat runs and are dangerous enough without the pot holes etc. The amount of litter lying around is terrible, and needs cleaned up. There appears to be a bad drug problem in Hawick with used needles and drug paraphernalia being found regularly. This is unsafe and should be taken care of as soon as reported but it seems to take a while to happen.
The SBC doesn't have a good reputation for good planning decisions. (I don't know if this is justified or not!) I have used the Business Gateway services delivered through the Council and found them to be excellent - thanks! And thanks for this survey!
The standard of teaching in Parkside Primary and Jed Grammar is very poor. The level of disruption of our children's education caused by one or two individuals is disgraceful. It is disgusting that the needs of the few are allowed to outweigh the needs of the many. The control the teachers have over behaviour is very poor. Whilst I agree that some grass can be left and is better for insects and environment if it is, I don't think this should apply to play parks or regularly used amenity spaces.
The state of cemetery and grassed public areas are a disgrace. The recycling locally is a brilliant service. Innerleithen high street is a joke, the surface needs totally redone. During the beast from the east ... again massive fail,
The third world has better phone signal and internet services than the Scottish Borders. Working and studying from home is becoming impossible!!! Rural communities are suffering and also young people leave rural areas as the services are so bad. My four children struggle to do homework tasks online. They feel disadvantaged living in a rural area.
The transportation routes should be increased and business development improved.
The Valley I live in is beautiful but has many forestry plantations already, continuation of afforestation would be to the detriment of the visual amenity of the area. Some logging lorries cause a lot of damage to the roads, especially when travelling in convoy(up to five) at speed and are also a danger to walkers and cyclists.
There are a wealth of opportunities in the Borders to generate wealth and replace much of the older industries. In my view the lack of available high speed broadband makes the borders a place business cannot look to relocate. In my

<p>view prioritising this is the quickest way to generate genuine sustainable growth for business, education, research, the arts and quality of life in general.</p> <p>Wider promotion of walking, cycling, clear air, peace, beautiful views, fantastic places to visit, great restaurants etc could help bring more visitors holidaying here. Broadband will help build those businesses too. Supporting the National Park for the Scottish Borders movement will help massively too.</p> <p>I have come across some of the 'initiatives' from SBC and much is made of contacting and inclusivity. However upon reading results, it feels like someone has swallowed a business bullshit bingo book and regurgitated it onto the pages. The results so far seem to be that trying to do more with less is resulting in glossy brochures that don't really help win people over.</p>
<p>There are no local buses and the borders railway services only the west side of the borders. You really need to look at this.</p>
<p>There are prospects of building houses in the field behind my house in Mxxxxx Av and I strongly object to it as some of the houses which become vacant at the moment take ages to be occupied - not with local people I may say, so you could get people who don't want to be here and give nothing to the community.</p>
<p>There are too many cutbacks on services, ie the state of the roads are terrible and to spend stupid money on a Tapestry when the money could be used on other local services.</p>
<p>There is not enough information to tell us how and where Community Payback is benefiting our communities.</p>
<p>There is very little in the way of amenities in Heriot therefore a lack of spaces and places for people to meet eg no cafe, no bars or restaurants. People, especially older folk, can become isolated and lonely through having nowhere to go to meet others.</p>
<p>There needs to be an increase emphasis on peoples' emotional and mental health. Also there are many elderly people who are isolated and lonely in their own homes owing to age and health problems.</p> <p>Improvement in swimming pool facilities for all age groups</p>
<p>There will always be room for improvement, people with good ideas do not always want to put them forward in a public meeting. Borders councilors could do a door canvas and ascertain if there are any solutions or suggestions from people who cannot have their voice heard</p>
<p>There. Is.nothing. for. Young. People. To. Do. As why. We. Go. To. Edinburgh. Soft. Plays for. Children. Very. Few. As. Why. The. Young. Ones. Leave. The. Borders. As. Nothing. For. Them. To. Do. Nice. Parks. Winter. Time. Nothing.</p>
<p>There's still a massive disconnection between GP Practices/Community nursing/BGH/Social Work which needs to be fixed. There are too many elderly people "just getting by" and a lack of clarity about what they can receive in terms of support from Social Work and NHS services.</p>
<p>think again about bringing tapestry to borders- money could be better spent</p>
<p>This is a wonderful are in which to live but some aspects of the services provided are not as good as they might be. Far to much control of budgets and direct are controlled by the Scottish Government and SBC. Much more decision making should be at a lower level with revenue raising and expeniture and control by an enhanced version of Community Councils as is done in many other countries including the other side of the border. Similarly local control of schools would save money on SBC staff and make them more accountable.</p>
<p>This side of the borders is wonderful place to live very friendly- not much trouble. Starting to get cut off by transport cutbacks.</p>
<p>This survey is probably a complete waste of time as all the council can think about is cut backs and that bloody tapestry anybody we have spoken to isn't even</p>

interested in it never mind seeing it the money would go a long way to tidying up jedburgh
To all concerned - thank you for listening to our comments. Would love to be more involved but old age is upon me .
Tourist information closing in Peebles is a shame. Some of the planning for houses for Peebles increases mistrust in the council, there is no assurance that the infrastructure can cope with the increase in housing. Health centres, leisure facilities, road congestion, parking and schools all affected
Train station at reston would boost area in many ways. Services cant be improved unless council tax goes up Holiday home problem needs tackled- somehow? Young people need to be encouraged to get involved in community
Tweedsmuir is at the "forgotten" end of the borders, we are on a main road from the south to Edinburgh which is busy with speeding vehicles. The community are very keen to develop facilities in this area and are working towards our community action plan but have little in the way of services from Scottish Borders Council. It is 13th July and our roadside verges have not been but - visibility of oncoming vehicles is restricted and signs are hidden behind overgrown branches. Weeds are not being controlled and will affect many future crops in nearby fields. Our Church looks like a disused building due to the lack of strimming on the front face. We have no white lines on may parts of the road - and this road is prone to fog. Please can the school grass be cut after school hours - so that children can play without causing "grass disruption" in the schools.
Two recent SBC decisions have especially worried me. Firstly, the removal of the two council welfare rights officers at a time when the new Universal Credit system is being rolled out seems perverse. We need more advice in this time of austerity -for the elderly, the disabled, the unemployed and the disadvantaged in our area - not less. Secondly, dispensing with school librarians in the Borders is an act of folly. For very little saving, this will impair pupils' quality of education: school libraries need a responsible, trained librarian to offer advice on a wide range of topics, (not least on books and computer-based learning). The library can be a safe, quiet, environment for study and, for those pupils who need it, a refuge for those feeling overwhelmed by school life. This cannot be achieved by the ad hoc use of volunteers, be they pupils or adults. A final thought: we need more community education classes for all ages. Leisure and continuing education classes are thin on the ground. Borders College does provide a few, but these seem to centre mainly on Galashiels. Many people would love the chance to update their skills for employment purposes or just learn a new skill for fun. Funding for this would pay dividends in the long run.
Very pleased with the children 's playparks in Hawick and Galashiels . Excellent both .
Very sad to see Burnfoot as it is now, having lived here for over 40 years when the scheme was a great place to live when everyone took great pride in their surroundings.
Voted for XX and very dissatisfied with decisions made. Wont do it again
We appreciate that times are hard for local government but in western borders the pinch is being felt particularly hard as cuts to commuter buses are hard to live with, road edges, pot holes are bad. Even when fixed the surface is far from smooth so maintenance costs on tyres and vehicles has increased. Roads are not gripped in time for school run not early commuters. Hard to bear when crossing into neighbouring council area to catch the threatened bus, and the roads are done

there pre7am.
I don't think our council tax is particularly value for money. It feels very like the focus is central and not on outlying areas. Our experience with education was fairly poor at primary level and we felt that the quality of teaching was hit and miss.
We appreciated that SBC is doing its best to provide services on a reducing budget and the priorities have to be set.
We are aware that the SBC is subject to fiscal restraint and dwindling budgets just like many others and there is an impact end user. We don't use local services, or the police, fire or ambulance or even the NHS and we should be thankful for those circumstances. The issues we raised are simply resolved but they continue. There is no police stopping the speeding log wagons with the driver on the phone, there is no one from SBS checking waste collections and how residents leave their bins and its impact on others, there is no one ensuring dog walkers pick up their pets waste, there was no return call when we left messages (twice) for damage to street furniture due to a skidding car during the snow. What are we to think, truly !
We do not think it is a good idea for SBC and NHS Borders to merge. We object strongly to the Scottish Government being able to over ride the decision of 6 councils to not allow a Wind Farm just up the road from where we live. How can we protest and reinstate our objection to this decision. It will destroy our lifestyle here for the rest of our lives forcing us to consider moving.
we live in what might be Scotland's best kept secret. Visitors to the village love it and are surprised they had been unaware of the Borders previously. Local businesses may need more help to attract custom, but not at the expense of our current lifestyle (difficult to balance). I did not prioritise, but aware that cost of housing for young families may be problematic.
We moved to Borders 14 years ago from West Lothian for work. At that time I felt Borders was in a bit of a time warp and to some extent it still is. The railway gave opportunities for growth and development which doesn't appear to have been acted on quickly enough. Gala Town Centre is so disappointing, empty properties and failing businesses everywhere, whilst Melrose, Peebles and Kelso thrive! We keep hearing that the tapestry will make the difference but it will require much more than that to revitalise Gala. Perhaps the councils focus should be on encouraging and incentivising businesses to set up in the likes of Gala & Hawick, areas which are not on the tourist trail as such. Improve our surroundings and facilities and you improve morale, health etc..
we need bus link 101/102 to keep going. that's only public transport we have here. we need something direct to edinburgh not peniciuk. just wondering why borders council hate west linton so much!
We need to do a lot more for our Scottish Borders we only seem to concentrate on one area eg gala Thisbisdresukting on other areas going down hill fast
We think the council do their best considering the severe shortage of funds from Holyrood and people should not complain about the grass not being cut so frequently. We think the decision to remove librarians from three Borders Schools is a big mistake for the proper education of our children.
West of Peebles the roads are more in need of repairs, repainting of marking etc (with the obvious exception of the A702) much more than East of Peebles
what has my religion and sexual orientation got to do with the services the council does/doesn't provide me with. Do transgenders use more recycling compared to lesbians or Christians compared to Buddhists. what use is this info?
What's t point no one ever listens to ppl in Jedburgh , our councillors always are out numbered by other towns on anything we ask for example shops ,

<p>When I moved to the borders, I did try to get involved in local decision making etc. Regretfully decided it was a waste of my time I suspect this exercise may be likewise.</p> <p>my neighbourhood is neither cleaned or mentioned by the council. our gulley's have never been cleaned. The state of our roads is well documented and repairs appear to be not so good. But the gritting of main roads in winter is good.</p> <p>I like living in the Borders because of the countryside but have little confidence in SBC decision making, planning and financial expenditure. What I expect from you at #yourpart is that you spend public money wisely and concentrate on your core services. and see p5 that services are delivered with due care and diligence.</p>
<p>When I moved to the Borders, I did try to get involved in local decisions. Regretfully decided it was a waste of my time. My neighbourhood is neither cleaned or maintained by the council. But the gritting of main roads in the winter is good.</p> <p>I like living in the borders because o the countryside but have little confidence in SBC's decisions, planning and financial experience. What I expect from you and #yourpart is that you spend public money wisely and concentrate on your core services and that services are delivered with due care and diligence.</p>
<p>While cuts and savings have to made, it is essential to the small Border towns that they look attractive to visit. Un-mown grass, unkempt gardens. litter and dog fouling is not attractive to tourists. There appears to be lots of unnecessary spending by the Council on far too many so-called initiatives - the general public have absolutely no idea what they are supposed to do. When services to the elderly and grassroots services are being cut back, spending money on the essentials must come before anything else.</p> <p>Policing our area seems to be very patchy. If you report vandalism or fire starting, by the time the police arrive the culprits could be 30 miles away!</p> <p>The level of violence and drugs is also very worrying and has increased year on year. The police seem to know who the culprits are ie drug-dealers but it's rarely arrests are made.</p> <p>Community service is a waste of time. I watched a group of them once who were supposed to be cleaning up streets, cutting back hedges etc, and they stood watching the man in charge, had a desultory sweep of the broom, then went back to their mobile phones. It rained so they then spent the next hour in the mini-bus. They don't seem to do anything when serving this sentence and if there are any projects undertaken, some towns seem to benefit from it more than others - yes we are talking Melrose once more.</p> <p>Dog fouling is simply not being taken seriously enough. The Council needs to charge more people and make an example of them to deter others. The amount they clawed back in fines from their dog warden initiative was laughable, considering what the scheme cost.</p>
<p>While I recognise that SBC does pretty well in providing some, perhaps even many, services, it is utterly woeful in others.</p> <p>Provision of mental health services, despite being a very topical subject in the London & Edinburgh parliaments, are virtually non-existent and the very few which do exist are totally inadequate, inept and very poorly organised.</p> <p>The maintenance of the region's A & B class roads is woeful. At best, it invariably appears to be nothing other than a cheap, short-term "quick & dirty" box-ticking exercise. I'm aware of the sums of money spent on this work and would challenge SBC management concerned to justify it, in terms of value for money. I strongly suspect that the only "winners" in this area are the sub-contractors used to carry out the work.</p>

<p>However, one shining example of where this kind of work is very well executed in the repair and/or restoration of some of our historic bridges. Well Done !</p> <p>For the vast majority of residents in the region, I am convinced SBC is seen as a "citadel", with impenetrable walls of bureaucracy, gobbledygook, "job's worths", poor cohesion & co-ordination, etc. It's feeble attempts to translate the Empowerment Act of 2015 into something in any way meaningful bears testament, I suspect, to those failings and a fear of dilution of authority, and thereby, power.</p> <p>Ultimately, I suppose the one question to be answered is "Am I disappointed in the range & quality of services provided by SBC ?". My honest answer to that question would have to be "No". However, this is purely due to the fact that my expectations are not high.</p>
<p>Whilst I appreciate cut need to be made, it seems that SBC is not fully utilising the tax payers money by not investing in their workers or equipment and that far too much is out sourced and not getting the correct return.</p>
<p>Why are budgets being cut when more people (more council tax) than ever live in the Borders? The graveyards and public grass areas are a disgrace.</p> <p>More needs to be done helping the vulnerable, vital transportation and interaction is a problem being put on the voluntary sector more and more, the council need to address this.</p>
<p>Why do SBC not listen to the vast majority of the people in the Borders who don't want OUR money wasted on the tapestry.</p> <p>Do a handful of people at Scottish Borders Council think they no best and to hell with the people.</p>
<p>Why have you not included average in the questions. The performance is not always good yet not really poor either.</p>
<p>With regard to the representation of the views of local people at SBC I find the current set up unhelpful and a bit self-serving. The refusal to admit opposition councillors to the administration I think leads to a lack of debate and leads to wrong decisions being made. This can be either as a result of adherence to blinkered ideology or to the lack of any constructive criticism.</p> <p>A lot of money seems to be wasted on 'experimental' schemes which turn out to be expensive mistakes, one thinks of the waste management scheme at Langlee, the recent 'dog inspectors' debacle. There must be best practice schemes in place in other Local Authorities which SBC could replicate in whole or in part.</p>
<p>Without improving the bus and rail network there is not much hope of an upward financial future for Borders - transport has to become a priority.</p>
<p>Worried about more housing being built as I think there is already too much pressure on schools and health services.</p>
<p>Would like Councillors to listen and act for the people of the borders.</p> <p>At the moment they are not and the quality of service has diminished and I know question what I pay council tax for.</p> <p>The council needs to act for the majority not the few</p>
<p>Would like to see a bigger police presence, more emphasis on developing business, better transport links, improved road maintenance.</p>
<p>Would love to see new Galashiels Academy building as the present one is out of date</p>
<p>Yes I honestly think the closer of the tourist information centre is awful and will really not help at all with Peebles tourist trade</p>
<p>Yes, as someone who voted for my local SNP councillor I was angered when I heard that Scottish Borders council had decided not to include any SNP councillors in the executive. I'm not a member of the SNP but they were the only candidate to</p>

represent my views. In light of this I feel my views have been, to a large extent, officially disregarded. As far as I'm concerned party politics should not come into executive positions, rather... the best person for the job is the right person.
Yes, bring the railway back to Hawick Sort potholes and bad roads
Yes. Spelling throughout this survey needs looked at!!!!!! Please proof read all surveys in future before publicising.
Yes.
I lack confidence in SBC's ability and willingness to hold developers to account in considering planning applications
You asked whether I would like the reinstatement of Reston station along with the Borders rail link, this question should have been split as I have no intention of using the Borders rail link nor am I interested in the Hawick to Carlisle rail. As I live in Reston this would be more appropriate for anyone living in Berwickshire to have been asked about the reopening of Reston station. Berwickshire is often forgotten about by the council and needs more focus open its residents and infrastructure.
You complain about lack of revenue. I pay council tax higher than most in my street. Most other houses have big extensions and continue to pay you the original rateable value set many years ago, when in fact they should be in a higher band. The amount of lost revenue to you must run in to millions. No other business would let this inequality continue.

Scottish Borders Household Survey 2018

APPENDIX 2: SCOTTISH BORDERS HOUSEHOLD SURVEY 2018



Scottish Borders Council would like to hear your views about issues such as quality of life in the Borders, your neighbourhood, council services and your involvement in public decision making.

We need to get the views of as many residents as possible in order to build an accurate picture of life in the Scottish Borders. This will help us plan for future services and we would like you to play **#yourpart** in helping us to do this.

Our 2018-2023 Corporate Plan is very different to our previous plan, we're not just saying what we're going to do, we're asking you to play **#yourpart**. As an individual, a family, a business, as part of a community or Third Sector organisation we are asking you to:

- **help us plan** what we do with our resources
- **be involved** with delivering some services
- **think differently** about what you expect from us, and what you might be able to do yourself

By completing this survey you will be playing **#yourpart** and helping us plan what we do with our resources.

You do not have to answer all the questions but please answer as many as you can.

At the end of this survey is information about our Scottish Borders People's Panel. Joining our Panel is another way in which you can play **#yourpart**.

As a thank you for completing our survey you can choose to be entered into a free prize draw to win one of five £10 M&S vouchers.

If you would like to be entered into the free prize draw please let us know where to send your voucher if you are a winner. This information will not be used for any other purpose.

YOUR NAME

YOUR ADDRESS

YOUR POSTCODE

Please return your completed survey to:

FREEPOST RRBV-KBCB-JBJG
Communities & Partnerships Team
Scottish Borders Council Headquarters
Newtown St Boswells
MELROSE TD6 0SA



Scottish Borders Household Survey 2018



LIFE IN THE SCOTTISH BORDERS

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

VERY GOOD	<input type="text"/>	FAIRLY POOR	<input type="text"/>
FAIRLY GOOD	<input type="text"/>	VERY POOR	<input type="text"/>
NO OPINION	<input type="text"/>		

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

BETTER	<input type="text"/>	HAVE NOT LIVED HERE FOR THREE YEARS	<input type="text"/>
STAYED THE SAME	<input type="text"/>	DON'T KNOW	<input type="text"/>
WORSE	<input type="text"/>		

3. Please explain your answer

Scottish Borders Household Survey 2018

4. Please select the five issues that are most important to you (from those listed below) and rank them in order of importance. Ensuring that the Borders remains a safe place in which to live, work and visit is a top priority for all of us. We are asking you to think about other priorities.

PLEASE TICK ONE ISSUE PER COLUMN.

	ORDER OF IMPORTANCE				
	1ST	2ND	3RD	4TH	5TH
Reducing inequality and poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Growing the economy of the Borders, and supporting retailers and businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving mobile phone coverage in the Borders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving access to superfast broadband in the Borders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing sustainable transport links including demand responsive transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reinstatement of Reston Station and Borders railway link to Hawick and Carlisle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing activities and facilities for younger people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing high quality care for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making more affordable housing available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising education attainment/achievement and helping people of all ages obtain the skills they need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining/improving the quality of the natural environment and biodiversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining/improving the quality of our arts, culture, heritage and leisure activities for all ages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing energy efficiency in the home and at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining/improving the quality of our town centres and civic spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scottish Borders Household Survey 2018



COMMUNITY SAFETY

5. How safe do you feel in the following situations?

	VERY SAFE	FAIRLY SAFE	A BIT UNSAFE	VERY UNSAFE	DON'T KNOW
Alone in your home at night					
Walking alone in your local area during the day?					
Walking alone in your local area after dark?					

6. Have you experienced the following in your local area?

	FREQUENTLY	OCCASIONALLY	RARELY	NEVER	DON'T KNOW
Noisy neighbours or loud parties					
Neighbourhood disputes					
Unwanted callers at the door					
Groups or individuals intimidating or harassing others					
People using or dealing drugs					
Racially motivated attacks					
Off road motorbikes					
Abandoned or burnt out vehicles					
Parking problems					
Anti-social driving behaviour including speeding					
Vandalism/graffiti/damage to vehicles					
Rubbish and litter lying around					
People setting fires to cause damage					
Animal nuisance as noise or dog fouling					
Vandalism/graffiti/damage to property					

Scottish Borders Household Survey 2018

7. Please let us know if you have any community safety concerns that you would like to highlight.

8. In the last three years, whilst in the Scottish Borders, have you experienced any kind of discrimination?

YES (GO TO Q9)	YES	NO (GO TO Q10)	NO
----------------	-----	----------------	----

9. Please tell us how you were discriminated against.

10. In the last three years, whilst in the Scottish Borders, have you experienced any kind of harassment?

YES (GO TO Q11)	YES	NO (GO TO Q12)	NO
-----------------	-----	----------------	----

11. Please tell us how you were harassed.

12. 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	NO	DON'T KNOW
ADULT AT RISK	YES	NO	DON'T KNOW

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 Children and Families Duty team on 01896 662787. In an emergency, out of office hours, please contact the Emergency Duty Social Work Team on 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, on 0300 100 1800. You can also speak to a health professional or the police.

Scottish Borders Household Survey 2018



ABOUT YOUR COUNCIL

13. To what extent do you agree or disagree with the following statements about Scottish Borders Council?

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
It provides high quality services	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It is good at letting local people know how well it is performing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It designs its services around the needs of people who use them	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It does the best it can with the money available	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It is addressing the key issues affecting the quality of life in my local neighbourhood	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It is good at listening to local people's views before it takes decisions	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
It is good at letting people know about the kinds of services it provides	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
I can influence decisions affecting my local area	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
I want greater involvement in decisions my council makes that affect my local area	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Scottish Borders Household Survey 2018

HOUSEHOLD WASTE COLLECTION,
RECYCLING AND WASTE SERVICES

14. Scottish Borders Council provides a collection service for general household waste and recycling. Please let us know how satisfied you are with the following:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	NO OPINION	DO NOT USE
Your kerbside waste and recycling collection services overall						
The service offered at the Community Recycling Centres						
The recycling bring sites (glass and textiles) that are situated across the Borders?						
Bulky waste item collection service						
Council communications, guidance and information you receive about waste and recycling services? (E.g. the website, collection calendars, SBConnect magazine)						

15. Do you have any comments you would like to make about household waste collection, recycling or waste services?

Scottish Borders Household Survey 2018

LOCAL SERVICES

16. How satisfied are you with the following services provided the Council?

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
The cleaning and maintenance of the area in which you live					
Maintenance of your local churchyard or cemetery					
Speed of repair to your local damaged roads					
Maintenance of your local public conveniences					
Grass cutting in parks and open spaces and sports areas					
Parks and open spaces in general					
Local schools					

17. How satisfied are you with the following services which are managed by Live Borders on behalf of the Council?

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
Sports & leisure facilities					
Libraries					
Museums & galleries					
Theatres or concert halls					
Community centres					

18. Are you aware of the service provided by Community Payback?

"Offenders who are sentenced to Community Payback do unpaid work which allows them to learn new skills and give something back to the community."

YES (GO TO Q19)	YES	NO (GO TO Q20)	NO
-----------------	-----	----------------	----

19. Do you think Community Payback work made a difference in the last year?

YES	NO	DON'T KNOW
-----	----	------------

20. Based on your experience, how would you rate Scottish Borders Council overall?

EXCELLENT		POOR		DON'T KNOW	
GOOD		VERY POOR			

Scottish Borders Household Survey 2018

YOUR INVOLVEMENT IN
LOCAL DECISION MAKING

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

VERY SATISFIED	<input type="checkbox"/>	VERY DISSATISFIED	<input type="checkbox"/>
FAIRLY SATISFIED	<input type="checkbox"/>	DON'T KNOW	<input type="checkbox"/>
FAIRLY DISSATISFIED	<input type="checkbox"/>		

22. In the last year have you

Attended a public meeting of Scottish Borders Council? E.g. Area Partnership	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Attended a community council meeting?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Taken part in a Council consultation or survey (not including this one)?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Contacted a local Councillor?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Responded to a planning application?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Voted for a project in the Localities Bid Fund?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Scottish Borders Household Survey 2018



YOUR LIFE IN THE BORDERS

23. How would you rate your quality of life in the Scottish Borders?

VERY GOOD		VERY POOR	
FAIRLY GOOD		DON'T KNOW/PREFER NOT TO SAY	
FAIRLY POOR			

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

YES		NO	
-----	--	----	--

25. How do you play #yourpart in your local community?

YOUR WELLBEING

26. How is your health in general? Would you say it was:

VERY GOOD		BAD	
GOOD		VERY BAD	
FAIR		PREFER NOT TO SAY	

Scottish Borders Household Survey 2018

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

DAILY		ONCE A WEEK	
4-6 TIMES A WEEK		LESS THAN ONCE A WEEK	
2-3 TIMES A WEEK		NEVER	

28. Do you ever feel lonely or isolated?

HARDLY EVER OR NEVER		YES, AT CERTAIN TIMES OF THE YEAR	
YES, SOME OF THE TIME		PREFER NOT TO SAY	
YES, OFTEN			

HEALTHY LIFESTYLES

29. You can get information, help and advice about healthy lifestyles from a number of services other than just your GP/Doctor. Please let us know which of the following services you have heard of.

	YES, I HAVE HEARD OF THIS SERVICE	NO, I HAVEN'T HEARD OF THIS SERVICE	I HAVE HEARD ABOUT ANOTHER SERVICE
DIET/HEALTHY EATING			
Lifestyle Advisor Support Service			
DRUGS AND/OR ALCOHOL			
Addaction			
Borders Addiction Services			
SMOKING			
Pharmacy			
Quit your Way			
EXERCISE/PHYSICAL ACTIVITY			
Lifestyle Advisor Support Service			

Scottish Borders Household Survey 2018



30. If you have heard about any other services please tell us about them

YOUR ACCESS TO SERVICES

31. Is accessibility to any of the following an issue for you? Please tick all that apply.

	I HAVE NO PROBLEMS ACCESSING THIS	YES, DUE TO WHERE I LIVE	YES, DUE TO A DISABILITY	YES, DUE TO A SENSORY IMPAIRMENT	YES, DUE TO A LANGUAGE BARRIER	YES, DUE TO COST	YES, DUE TO ANOTHER REASON
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. If other, please specify

33. Do you have any comments you would like to make about accessibility?

Scottish Borders Household Survey 2018

THE INTERNET/WEB

34. Do you use the internet/web?

YES (GO TO Q35)	YES	NO (GO TO Q40)	NO
-----------------	-----	----------------	----

35. Please tell us where you use the internet

HOME		COMMUNITY CENTRE	
WORK		LOCAL CAFE	
LIBRARY			
OTHER, PLEASE SPECIFY			

36. What type of access do you use? Please tick all that apply.

HOME WI-FI		3G/4G	
WORK WI-FI		DON'T KNOW	
FREE WI-FI		DON'T USE/HAVE HOME WI-FI	

37. If you use and/or have home Wi-Fi how satisfied are you with the internet speed that you receive?

VERY SATISFIED		VERY DISSATISFIED	
FAIRLY SATISFIED		DON'T KNOW	
FAIRLY DISSATISFIED		DON'T USE/HAVE HOME WI-FI	

38. What devices do you use to access the internet/web (including email). PLEASE TICK ALL THAT APPLY.

OWN MOBILE DEVICE, E.G. LAPTOP, SMART PHONE OR TABLET		WORK MOBILE DEVICE E.G. LAPTOP, SMART PHONE OR TABLET	
OWN HOME FIXED DEVICE E.G. COMPUTER, GAMING MACHINE OR SMART TV		WORK FIXED DEVICE E.G. COMPUTER	
COMPUTER AT LIBRARY OR COMMUNITY CENTRE			
OTHER, PLEASE SPECIFY			

Scottish Borders Household Survey 2018



39. What do you use the internet/web for? PLEASE TICK ALL THAT APPLY.

EMAIL	<input type="checkbox"/>	TV E.G. BBC IPLAYER, NOW TV, VIRGIN MEDIA, NETFLIX	<input type="checkbox"/>
SOCIAL MEDIA E.G. FACEBOOK, TWITTER, SNAPCHAT	<input type="checkbox"/>	NEWS E.G. CURRENT EVENTS, SPORT, CELEBRITY GOSSIP	<input type="checkbox"/>
GAMES E.G. CANDY CRUSH, CALL OF DUTY	<input type="checkbox"/>	BROWSING, ONLINE INFORMATION SERVICES E.G. GOOGLE	<input type="checkbox"/>
ONLINE BANKING	<input type="checkbox"/>	BOOKING/CHECKING FACILITIES E.G. HOTELS, FLIGHTS, SPORTS PITCHES/CLASSES	<input type="checkbox"/>
SMART HOME E.G. HEATING CONTROLS, ALEXA, GOOGLE HOME	<input type="checkbox"/>	SHOPPING E.G. AMAZON, EBAY, TESCO, NEXT	<input type="checkbox"/>
OTHER, PLEASE SPECIFY	<input type="text"/>		

40. If you don't use the internet/web please tell us why. PLEASE TICK ALL THAT APPLY.

NO BROADBAND IN YOUR AREA	<input type="checkbox"/>	YOU DON'T HAVE THE SKILLS OR CONFIDENCE TO USE THE INTERNET	<input type="checkbox"/>
POOR BROADBAND SPEED IN YOUR AREA	<input type="checkbox"/>	YOU DON'T NEED OR WANT TO USE THE INTERNET	<input type="checkbox"/>
COST	<input type="checkbox"/>	YOU DON'T TRUST THE INTERNET	<input type="checkbox"/>
NO MOBILE SIGNAL (3G/4G)	<input type="checkbox"/>		
OTHER, PLEASE SPECIFY	<input type="text"/>		

FUTURE USE OF THE INTERNET/WEB

41. Many companies now send information to their customers electronically, rather than posting out paper copies. If Scottish Borders Council offered this service would you choose to receive information this way?

YES (GO TO Q43)	YES	NO (GO TO Q42)	NO
-----------------	-----	----------------	----

42. If you said "no" please tell us why not

Scottish Borders Household Survey 2018

43. If you could access council services and your own personal information, such as Council Tax payments, using a secure account number would you use it? (This would be similar to online banking, having an account with Amazon, an energy supplier, shop or supermarket).

YES (GO TO Q45)	YES	NO (GO TO Q44)	NO
-----------------	-----	----------------	----

44. If you said "no" please tell us why not

FINANCIAL WELLBEING

45. How well would you say your household is currently managing financially?

MANAGING VERY WELL		NOT MANAGING VERY WELL	
MANAGING QUITE WELL		HAVE SOME FINANCIAL DIFFICULTIES	
GETTING BY ALRIGHT		IN DEEP FINANCIAL TROUBLE	
DON'T KNOW/PREFER NOT TO SAY			

46. Fuel Poverty is defined as the need to spend more than 10% of income to pay for fuel bills. Do you feel your household is experiencing Fuel Poverty?

YES		NO	
-----	--	----	--

Scottish Borders Household Survey 2018



TRANSPORT

47. Do you use the local bus service?

YES (GO TO Q48)	YES	NO (GO TO Q49)	NO
-----------------	-----	----------------	----

48. If you said "yes" how satisfied are you with:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
LOCAL BUS SERVICES					
QUALITY OF SERVICE PROVIDED					
LOCAL BUS INFORMATION					

49. Are there any comments you would like to make about the local bus service?

50. Do you use the Borders Railway?

YES (GO TO Q51)	YES	NO (GO TO Q52)	NO
-----------------	-----	----------------	----

51. If you said "yes" how satisfied are you with:

	VERY SATISFIED	FAIRLY SATISFIED	FAIRLY DISSATISFIED	VERY DISSATISFIED	DO NOT USE
THE BORDERS RAILWAY SERVICE					
QUALITY OF SERVICE PROVIDED					
LOCAL RAIL INFORMATION					

52. Are there any comments you would like to make about the Borders Railway?

Scottish Borders Household Survey 2018

FINAL THOUGHTS

53. Is there anything else you would like to add?

ABOUT YOU

All the information you give in this section will be used for analysis purposes only and will not be used to identify individuals.

54. How long have you lived in the Borders?

LESS THAN 1 YEAR		BETWEEN 6-10 YEARS	
BETWEEN 1-5 YEARS		LONGER THAN 10 YEARS	

55. What is your year of birth? (yyyy)

56. Are you...?

MALE		FEMALE		PREFER NOT TO SAY	
------	--	--------	--	-------------------	--

57. Do you identify as transgender? (For the purposes 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		NO		PREFER NOT TO SAY	
-----	--	----	--	-------------------	--

58. Do you consider yourself to have a disability? (This is defined as having a physical or mental impairment which is 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		NO		PREFER NOT TO SAY	
-----	--	----	--	-------------------	--

Scottish Borders Household Survey 2018



59. What religious denomination do you belong to?

NO RELIGION OR BELIEF	<input type="checkbox"/>	JEWISH	<input type="checkbox"/>
BUDDHIST	<input type="checkbox"/>	MUSLIM	<input type="checkbox"/>
CHRISTIAN	<input type="checkbox"/>	SIKH	<input type="checkbox"/>
HINDU	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
ANOTHER RELIGION OR BELIEF (PLEASE SPECIFY)	<input type="text"/>		

60. Which of the following describes your sexual orientation?

BISEXUAL	<input type="checkbox"/>	HETEROSEXUAL	<input type="checkbox"/>
LESBIAN/GAY	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>

61. What is your ethnic group/background?

SCOTTISH	<input type="checkbox"/>	ANY MIXED OR MULTIPLE ETHNIC GROUP (PLEASE SPECIFY BELOW)	<input type="checkbox"/>
ENGLISH	<input type="checkbox"/>	INDIAN, INDIAN SCOTTISH OR INDIAN BRITISH	<input type="checkbox"/>
WELSH	<input type="checkbox"/>	PAKISTANI, PAKISTANI SCOTTISH OR PAKISTANI BRITISH	<input type="checkbox"/>
NORTHERN IRISH	<input type="checkbox"/>	BANGLADESHI, BANGLADESHI SCOTTISH OR BANGLADESHI BRITISH	<input type="checkbox"/>
BRITISH	<input type="checkbox"/>	CHINESE, CHINESE SCOTTISH OR CHINESE BRITISH	<input type="checkbox"/>
IRISH	<input type="checkbox"/>	ANY OTHER ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	<input type="checkbox"/>
GYPSY TRAVELLER	<input type="checkbox"/>	CARIBBEAN, CARIBBEAN SCOTTISH, OR CARIBBEAN BRITISH	<input type="checkbox"/>
POLISH	<input type="checkbox"/>	ANY OTHER AFRICAN, CARIBBEAN OR BLACK ETHNIC ORIGIN (PLEASE SPECIFY BELOW)	<input type="checkbox"/>
ANY OTHER WHITE ETHNIC BACKGROUND (PLEASE SPECIFY BELOW)	<input type="checkbox"/>	ARAB	<input type="checkbox"/>
ANY OTHER ETHNIC ORIGIN (PLEASE SPECIFY BELOW)	<input type="checkbox"/>	PREFER NOT TO SAY	<input type="checkbox"/>
OTHER ETHNIC ORIGIN	<input type="text"/>		

62. What is your postcode? Postcode information is only used for geographical analysis purposes and will not be used to identify individual addresses in the analysis.

Scottish Borders Household Survey 2018

SCOTTISH BORDERS PEOPLE'S PANEL

We would like to invite you to join the Scottish Borders Community Planning Partnership People's Panel. Scottish Borders Council manages the People's Panel on behalf of the Scottish Borders Community Planning Partnership.

As a member of the People's Panel you will be invited to participate in surveys, take part in workshops and respond to consultations that are of interest to you. It is up to you how much or how little you take part in and you can leave the Panel at any time.

If you decide to join all your details will be treated in strictest confidence, used for administrative purposes only and will not be given to anyone outside of the Partnership. Your personal details will not appear on any of the reports that are generated by Panel consultations; they will not be sold on to any other organisations and will not be held any longer than necessary.

If you are interested in joining the Scottish Borders People's Panel please complete the information below and we will get in touch with you.

YOUR NAME
YOUR ADDRESS
YOUR POSTCODE
YOUR EMAIL ADDRESS
YOUR TELEPHONE NUMBER

How would you like to be contacted? Please tick all that apply.

POST	<input type="checkbox"/>	TELEPHONE	<input type="checkbox"/>	EMAIL	<input type="checkbox"/>
------	--------------------------	-----------	--------------------------	-------	--------------------------



Scottish Borders Household Survey 2018

PRIVACY NOTICE

The information you have provided will be processed by Scottish Borders Council, Newtown St Boswells, TD6 0SA. You can contact the Council on 0300 100 1800 or customerservices@scotborders.gov.uk.

You can contact the Council's Data Protection Officer, using the contact details for the Council as set out above or by email at dataprotection@scotborders.gov.uk

HOW WE WILL USE YOUR INFORMATION

We wish to use the information you give us to help shape our services, see how well we are doing compared with other local authorities and report on the equalities outcomes in our Equalities Mainstreaming report. By completing this survey you are giving us your consent to collect and use the information provided by you.

The information you provide will be kept securely and retained for five years.

Should you wish to withdraw your consent at any time we ask that you contact the Data Protection Officer using the contact details above.

WHO WE MAY SHARE YOUR INFORMATION WITH

The information you provide will be accessed by Council staff that need to use it for internal analysis to provide management information, inform service delivery reform and similar purposes to meet our duty to achieve best value and continuous service improvement.

We will not share your personal data with any other organisation.

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

YOUR RIGHTS

For information on the rights you have over your personal data, please visit our website <http://www.scotborders.gov.uk/DPYourRights> or if you would like a hard copy of this information, please contact us using the contact details provided above.

Please visit our website <http://www.scotborders.gov.uk/DPYourRights> for information on how to raise a complaint if you are unhappy with the way the Council has processed your data.

You can get this document on audio CD, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

CHIEF EXECUTIVE'S
Council Headquarters | Newtown St Boswells | MELROSE | TD6 0SA
tel: 01835 826626 | email: communityengagement@scotborders.gov.uk



Printed in the Scottish Borders. Designed by Scottish Borders Council Graphic Design Section. KD/09/18.

Scottish Borders Household Survey 2018 – Easy Read

**APPENDIX 3: SCOTTISH BORDERS HOUSEHOLD SURVEY 2018
– EASY READ****Household Survey**

This survey is about the quality of life in the Borders.



We will not give anyone any details about you – it will be anonymous.



If you do not want to answer a question just leave it blank.



If you complete this survey you can be entered into a raffle.

The prize is a voucher for Marks and Spencer.

If you would like to enter the raffle please write your name and address in the box below.

.....

.....

.....

Scottish Borders Household Survey 2018 – Easy Read

About you



How old are you?



.....

Are you



Male



Female

Other



.....

.....

Where do you live?



Please tell us the name of the village or town where you live?



.....



How long have you lived in the Scottish Borders?



.....

Scottish Borders Household Survey 2018 – Easy Read

The Survey

Please put a circle around the answer you want to choose.



How safe do you feel?

	<p>Do you feel safe home alone at night?</p>		
	<p>Do you feel safe walking during the day?</p>		
	<p>Do you feel safe walking when it is dark?</p>		

Yes

No

Yes

No

Yes

No

Scottish Borders Household Survey 2018 – Easy Read

Is there anything you would like to tell us about your safety?

What do you think about living in the Borders



Do you think your neighbourhood is a good place to live?



Yes



No



Do you think your neighbourhood has got worse?









Yes



No

Scottish Borders Household Survey 2018 – Easy Read

	<p>Have you experienced any discrimination in the Borders?</p> <p>‘Discrimination’ (treating you less fairly or less well than other people)</p>	 <p>Yes</p>	 <p>No</p>
	<p>Have you experienced any harassment in the Borders?</p> <p>‘Harassment’ (unwanted behaviour which makes you feel scared or ashamed)</p>	 <p>Yes</p>	 <p>No</p>

Scottish Borders Household Survey 2018 – Easy Read

What do you think about your local services?



Are you happy with your recycling service?



Yes



No



Are you happy with the bottle banks?



Yes



No



Are you happy with how clean your area is?



Yes



No



Are you happy with the grass cutting in parks, open spaces and sport areas?













Yes















No

Scottish Borders Household Survey 2018 – Easy Read




	<p>Are you happy with the schools?</p>	 Yes	 No
	<p>Are you happy with the libraries?</p>	 Yes	 No
	<p>Are you happy with the museums and galleries?</p>	 Yes	 No
	<p>Are you happy with the sport and leisure facilities?</p>	 Yes	 No

Scottish Borders Household Survey 2018 – Easy Read










What do you think about your involvement in decision making?

	<p>Have you been to a public meeting at the Council?</p>		
	<p>Have you been to a Community Council meeting?</p>		
	<p>Have you taken part in a Council survey like this one?</p>		
	<p>Have you contacted a local councillor?</p>		

Scottish Borders Household Survey 2018 – Easy Read

	<p>Were you aware of the Council election last year?</p>	 <p>Yes</p>	 <p>No</p>
---	--	---	---










What do you think about your life in the Borders?

	<p>Would you say your quality of life in the Borders is good?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Do you do anything work based that you don't get paid for?</p>	 <p>Yes</p>	 <p>No</p>
	<p>Is your health good?</p>	 <p>Yes</p>	 <p>No</p>







Scottish Borders Household Survey 2018 – Easy Read

	Do you ever feel lonely?	 Yes	 No
	Do you exercise a lot? (30 mins a day)	 Yes	 No




What do you think about your access to services?

	Do you have problems getting public transport?	 Yes	 No
	Do you have problems being able to use leisure activities?	 Yes	 No
	Do you have problems getting to work?	 Yes	 No







Scottish Borders Household Survey 2018 – Easy Read

	Do you have being able to use education?	 Yes	 No
	Do you have problems being able to use health services?	 Yes	 No

What do you think about your use of internet?

	Do you use the internet?	 Yes	 No
---	--------------------------	--	--

What do you think about the buses and trains?

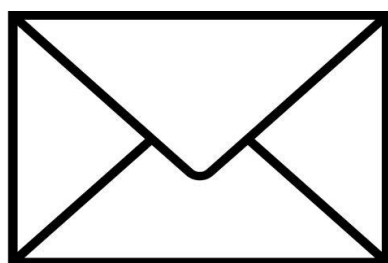
	Do you use the bus service?	 Yes	 No
	Do you use the Borders Railway?	 Yes	 No

Scottish Borders Household Survey 2018 – Easy Read

Do you have anything else to say about living in the Scottish Borders?



Thank you for completing our survey.

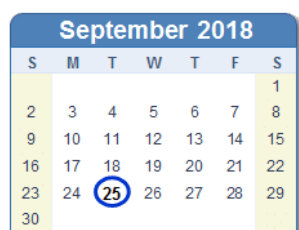


Please put this survey in an envelope and send it to:

FREEPOST RRBK-KBCB-JBJG
 Communities & Partnerships Team
 Scottish Borders Council Headquarters
 Newtown St Boswells
 MELROSE
 TD6 0SA



You do not need to put a stamp on the envelope



Tuesday, Sep 25th 2018

You must post the survey before
Tuesday 25 September 2018.