



Scotland’s People Local Authority Tables

Local Services

Scottish Borders (2019) compared to Scotland (2019)

Contents

Acknowledgements	1
Table 9.1: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by year	2
Table 9.2: Percentage of people satisfied with the quality of public services delivered (local health services, local schools and public transport) by year	5
Table 9.3: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by Urban Rural Classification	9
Table 9.4: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by Scottish Index of Multiple Deprivation	10
Table 9.5: Percentage of service users very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by year	11
Table 9.6: Percentage agreeing with various statements about local authority services and performances	13
Table 9.7: Percentage of people who agree with the statement ‘I can influence decisions affecting my local area’ by year	14
Table 9.8: Percentage agreeing with various statements about local council services by year	15
Table 9.9: Percentage agreeing with various statements about local council services by age	17
Table 9.10: Percentage agreeing with various statements about local council services by Scottish Index of Multiple Deprivation (SIMD)	18

Acknowledgements

The Scottish Government acknowledges and thanks the 10,530 people across Scotland who gave their time to take part in the Scottish Household Survey 2018. This report was produced by the Scottish Household Survey Project Team at the Scottish Government. We would also like to thank all the Scottish Government lead analysts who contributed to the project. Finally, special thanks to Ipsos MORI and their interviewers for continuous and relentless efforts during the fieldwork.

Table 9.1: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by year

Column percentages, Adults

Percentages reported for all three services combined are those for which an opinion was given. Respondents could express no opinion for up to two of the services

[Another breakdown of this table can be found at the Scottish Surveys Core Questions](#)

Scottish Borders

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Local Health services	83	90	*	88	87	89	86	87	91	87	88
Base - Health Services	410	400	*	240	250	250	210	230	210	230	240
Local schools	79	89	*	78	71	66	73	66	62	74	73
Base - Schools	230	230	*	130	170	170	130	160	140	110	150
Public transport	57	54	*	61	58	62	59	63	52	54	50
Base - Public transport	310	290	*	200	200	220	180	210	180	180	210
Composite Indicator: All three services	55	59	*	56	48	50	50	50	44	50	45
Base - Composite Indicator: All three services	410	400	*	240	250	250	210	230	210	230	240

■ Significantly greater than Scotland ■ Significantly lower than Scotland

Scotland

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Local Health services	83	86	88	87	85	86	83	83	82	81	80
Base - Health Services	18780	18140	9390	9650	9680	9600	9240	9450	9610	9440	9520
Local schools	80	83	85	83	81	79	74	73	70	71	73
Base - Schools	11770	10470	5510	5340	5700	5720	5790	6130	6260	5780	5420
Public transport	71	75	76	72	71	75	74	72	69	65	68
Base - Public transport	16340	15700	8220	8330	8400	8480	8180	8510	8630	8250	8220
Composite Indicator: All three services	59	64	66	63	60	62	57	56	52	52	53
Base - Composite Indicator: All three services	19240	18580	9610	9830	9860	9750	9370	9590	9760	9620	9700

■ Significantly greater than Scottish Borders ■ Significantly lower than Scottish Borders

Table 9.2: Percentage of people satisfied with the quality of public services delivered (local health services, local schools and public transport) by year

Column percentages, Adults

[Another breakdown of this table can be found at the Scottish Surveys Core Questions](#)

Scottish Borders

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
HealthS - Satisfied	83	90	*	88	87	89	86	87	91	87	88
HealthS - Neither nor	5	5	*	8	7	3	7	4	4	6	5
HealthS - Dissatisfied	12	5	*	5	6	8	7	9	5	7	7
HealthS - No opinion	-	-	*	-	-	-	-	-	-	-	-
Health services - All	100	100	*	100	100	100	100	100	100	100	100
HealthS - Base	410	400	*	240	250	250	210	230	210	230	240
Schools - Satisfied	79	89	*	78	71	66	73	66	62	74	73
Schools - Neither nor	17	8	*	21	23	28	26	26	36	17	22
Schools - Dissatisfied	4	3	*	1	6	6	2	8	2	9	5
Schools - No opinion	-	-	*	-	-	-	-	-	-	-	-
Schools - All	100	100	*	100	100	100	100	100	100	100	100
Schools - Base	230	230	*	130	170	170	130	160	140	110	150
PublicT - Satisfied	57	54	*	61	58	62	59	63	52	54	50
PublicT - Neither nor	19	20	*	25	24	27	22	22	35	23	27
PublicT - Dissatisfied	24	26	*	14	18	10	19	15	13	23	23
PublicT - No opinion	-	-	*	-	-	-	-	-	-	-	-
Public transport - All	100	100	*	100	100	100	100	100	100	100	100
PublicT - Base	310	290	*	200	200	220	180	210	180	180	210
CompT - Satisfied	55	59	*	56	48	50	50	50	44	50	45
CompT - Neither nor	18	17	*	27	29	31	26	26	41	24	27
CompT - Dissatisfied	27	24	*	17	23	19	24	25	15	26	28
CompT - No opinion	-	-	*	-	-	-	-	-	-	-	-

■ Significantly greater than Scotland ■ Significantly lower than Scotland

Scotland

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
HealthS - Satisfied	83	86	88	87	85	86	83	83	82	81	80
HealthS - Neither nor	6	5	4	5	6	5	6	6	6	6	6
HealthS - Dissatisfied	11	9	8	9	10	9	11	11	12	12	14
HealthS - No opinion	-	-	-	-	-	-	-	-	-	-	-
Health services - All	100	100	100	100	100	100	100	100	100	100	100
HealthS - Base	18780	18140	9390	9650	9680	9600	9240	9450	9610	9440	9520
Schools - Satisfied	80	83	85	83	81	79	74	73	70	71	73
Schools - Neither nor	16	12	11	13	15	18	22	22	25	22	20
Schools - Dissatisfied	4	5	4	3	4	3	4	5	5	7	7
Schools - No opinion	-	-	-	-	-	-	-	-	-	-	-
Schools - All	100	100	100	100	100	100	100	100	100	100	100
Schools - Base	11770	10470	5510	5340	5700	5720	5790	6130	6260	5780	5420
PublicT - Satisfied	71	75	76	72	71	75	74	72	69	65	68
PublicT - Neither nor	13	11	10	14	12	13	12	15	15	15	16
PublicT - Dissatisfied	16	14	14	14	17	11	14	13	16	19	16
PublicT - No opinion	-	-	-	-	-	-	-	-	-	-	-
Public transport - All	100	100	100	100	100	100	100	100	100	100	100
PublicT - Base	16340	15700	8220	8330	8400	8480	8180	8510	8630	8250	8220
CompT - Satisfied	59	64	66	63	60	62	57	56	52	52	53
CompT - Neither nor	17	15	14	17	17	19	20	22	23	21	21
CompT - Dissatisfied	23	20	20	20	23	19	23	22	25	28	27
CompT - No opinion	-	-	-	-	-	-	-	-	-	-	-
Composite measure - All	100	100	100	100	100	100	100	100	100	100	100
CompT - Base	19240	18580	9610	9830	9860	9750	9370	9590	9760	9620	9700

■ Significantly greater than Scottish Borders ■ Significantly lower than Scottish Borders

Table 9.3: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by Urban Rural Classification

Column percentages, Adults

Percentages reported for all three services combined are those for which an opinion was given. Respondents could express no opinion for up to two of the services

Scottish Borders, 2019

	Large urban areas	Other urban areas	Accessible small towns	Remote small towns	Accessible rural	Remote rural	All
Local Health services	-	97	76	*	88	*	88.1443
Base - Health Services	-	50	60	10	100	10	240
Local schools	-	*	*	*	72	*	72.9939
Base - Schools	-	30	30	10	70	10	150
Public transport	-	*	*	*	44	*	50.2238
Base - Public transport	-	40	50	10	90	10	210
Composite Indicator: All three services	-	62	56	*	34	*	44.5681
Base - Composite Indicator: All three services	-	50	60	10	100	10	240

■ Significantly greater than Scotland (2019) ■ Significantly lower than Scotland (2019)

Scotland, 2019

	Large urban areas	Other urban areas	Accessible small towns	Remote small towns	Accessible rural	Remote rural	All
Local Health services	84	76	77	81	79	85	79.6841
Base - Health Services	2780	3280	850	570	1030	1010	9520
Local schools	72	73	75	76	72	76	73.213
Base - Schools	1400	1880	510	350	650	640	5420
Public transport	77	71	60	60	49	48	67.828
Base - Public transport	2580	2770	710	450	860	840	8220
Composite Indicator: All three services	60	52	49	51	40	44	52.5621
Base - Composite Indicator: All three services	2890	3320	860	570	1040	1010	9700

■ Significantly greater than Scottish Borders (2019) ■ Significantly lower than Scottish Borders (2019)

Table 9.4: Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by Scottish Index of Multiple Deprivation

Column percentages, Adults

Scottish Borders, 2019

	1 - 20% most deprived	2	3	4	5 - 20% least deprived	All
Local Health services	*	*	90	84	*	88.1443
Base - Health Services	10	40	90	70	20	240
Local schools	*	*	79	*	*	72.9939
Base - Schools	10	20	60	40	10	150
Public transport	*	*	55	35	*	50.2238
Base - Public transport	10	40	80	60	20	210
Composite Indicator: All three services	*	*	44	36	*	44.5681
Base - Composite Indicator: All three services	10	40	90	70	20	240

■ Significantly greater than Scotland (2019) ■ Significantly lower than Scotland (2019)

Scotland, 2019

	1 - 20% most deprived	2	3	4	5 - 20% least deprived	All
Local Health services	78	76	81	81	84	79.6841
Base - Health Services	1780	1930	2100	1980	1740	9520
Local schools	73	71	72	77	74	73.213
Base - Schools	1030	1110	1190	1180	920	5420
Public transport	75	69	65	62	68	67.828
Base - Public transport	1530	1660	1800	1690	1540	8220
Composite Indicator: All three services	56	49	51	51	55	52.5621
Base - Composite Indicator: All three services	1810	1960	2130	2010	1780	9700

■ Significantly greater than Scottish Borders (2019) ■ Significantly lower than Scottish Borders (2019)

Table 9.5: Percentage of service users very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport) by year

Column percentages, Adults

User of Local health services not available prior to 2017. Users of Local schools identified by whether there is a school child present in the household. Users of Public transport identified by whether the respondent has used a bus or train within the last month

Scottish Borders

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Local Health services	-	-	-	NA	NA	NA	NA	NA	93	86	88
Base - Health Services	-	-	-	NA	NA	NA	NA	NA	190	200	210
Local schools	85	96	*	*	*	*	*	*	*	*	*
Base - Schools	80	70	*	30	40	40	40	50	30	30	50
Public transport	70	64	*	78	72	82	70	67	63	67	59
Base - Public transport	140	140	*	80	90	90	90	110	90	100	90

■ Significantly greater than Scotland ■ Significantly lower than Scotland

Scotland

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Local Health services	-	-	-	NA	NA	NA	NA	NA	83	82	80
Base - Health Services	-	-	-	NA	NA	NA	NA	NA	7460	8230	8520
Local schools	90	88	90	92	90	90	90	88	87	86	86
Base - Schools	3780	3530	1800	1750	1820	1780	1690	1740	1660	1580	1760
Public transport	78	81	82	80	78	82	79	80	76	72	76
Base - Public transport	10300	9940	5310	5190	5360	5330	5270	5160	5290	5130	4940

■ Significantly greater than Scottish Borders ■ Significantly lower than Scottish Borders

Table 9.6: Percentage agreeing with various statements about local authority services and performances

Column percentages, Adults

Scottish Borders, 2019

	Adults
Good at communicating services	40
High quality services	43
Good at communicating performance	35
Services designed for needs	28
Does its best with money	38
Addressing key issues	39
Good at listening	21
I can influence decisions	15
I want greater involvement	26
Base	240

■ Significantly greater than Scotland (2019) ■ Significantly lower than Scotland (2019)

Scotland, 2019

	Adults
Good at communicating services	38
High quality services	44
Good at communicating performance	30
Services designed for needs	30
Does its best with money	40
Addressing key issues	32
Good at listening	21
I can influence decisions	18
I want greater involvement	30
Base	9780

■ Significantly greater than Scottish Borders (2019) ■ Significantly lower than Scottish Borders (2019)

Table 9.7: Percentage of people who agree with the statement ‘I can influence decisions affecting my local area’ by year

Column percentages, Adults

Scottish Borders

Opinion	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Agree	20	21	*	17	21	17	17	14	21	17	15
Base	420	400	*	240	250	250	220	230	220	230	240

■ Significantly greater than Scotland ■ Significantly lower than Scotland

Scotland

Opinion	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Agree	21	22	22	21	22	23	24	23	23	20	18
Base	19470	18730	9660	9890	9920	9800	9410	9640	9810	9700	9780

■ Significantly greater than Scottish Borders ■ Significantly lower than Scottish Borders

Table 9.8: Percentage agreeing with various statements about local council services by year

Column percentages, Adults

Scottish Borders

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Good at communicating services	49	53	*	46	58	56	60	46	53	41	40
High quality services	49	49	*	51	52	47	52	37	44	44	43
Good at communicating performance	46	43	*	41	48	52	54	38	42	38	35
Services designed for needs	30	42	*	44	46	44	48	44	44	33	28
Does its best with money	43	46	*	45	45	53	50	37	43	45	38
Addressing key issues	34	36	*	40	45	40	47	38	39	36	39
Good at listening	22	29	*	29	29	28	40	28	31	30	21
I can influence decisions	20	21	*	17	21	17	17	14	21	17	15
I want greater involvement	33	34	*	31	27	31	24	30	24	28	26
Base	420	400	*	240	250	250	220	230	220	230	240

■ Significantly greater than Scotland ■ Significantly lower than Scotland

Scotland

	2007/2008	2009/2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Good at communicating services	47	49	49	48	48	49	46	45	43	40	38
High quality services	41	43	44	44	45	47	46	45	41	46	44
Good at communicating performance	42	41	40	41	40	41	38	37	34	34	30
Services designed for needs	33	39	39	40	40	41	40	40	37	33	30
Does its best with money	36	38	39	40	40	41	41	41	39	43	40
Addressing key issues	34	34	34	35	36	37	36	36	33	33	32
Good at listening	21	23	23	25	25	26	25	25	24	22	21
I can influence decisions	21	22	22	21	22	23	24	23	23	20	18
I want greater involvement	38	36	36	33	35	34	34	34	33	34	30
Base	19470	18730	9660	9890	9920	9800	9410	9640	9810	9700	9780

■ Significantly greater than Scottish Borders ■ Significantly lower than Scottish Borders

Table 9.9: Percentage agreeing with various statements about local council services by age

Column percentages, Adults

Columns may not add up to 100 per cent as multiple responses were allowed

Scottish Borders, 2019

	16-39	40-64	65+	All
Good at communicating services	*	37	44	39.5104
High quality services	*	40	48	43.158
Good at communicating performance	*	33	45	34.8826
Services designed for needs	*	22	35	28.4453
Does its best with money	*	41	52	37.9586
Addressing key issues	*	38	45	38.6345
Good at listening	*	20	21	21.4811
I can influence decisions	*	19	14	15.3331
I want greater involvement	*	32	23	25.8137
Base	50	90	100	240

■ Significantly greater than Scotland (2019) ■ Significantly lower than Scotland (2019)

Scotland, 2019

	16-39	40-64	65+	All
Good at communicating services	34	38	42	37.558
High quality services	44	42	48	44.2585
Good at communicating performance	24	32	37	30.343
Services designed for needs	29	29	34	30.4373
Does its best with money	34	42	49	40.4229
Addressing key issues	29	31	38	31.5655
Good at listening	21	20	24	21.1661
I can influence decisions	17	19	17	17.7992
I want greater involvement	33	32	21	29.9978
Base	2710	3890	3180	9780

■ Significantly greater than Scottish Borders (2019) ■ Significantly lower than Scottish Borders (2019)

Table 9.10: Percentage agreeing with various statements about local council services by Scottish Index of Multiple Deprivation (SIMD)

Column percentages, Adults

Columns may not add up to 100 per cent as multiple responses were allowed

Scottish Borders, 2019

	1 - 20% most deprived	2	3	4	5 - 20% least deprived	All
Good at communicating services	*	*	41	41	*	39.5104
High quality services	*	*	48	33	*	43.158
Good at communicating performance	*	*	42	32	*	34.8826
Services designed for needs	*	*	33	25	*	28.4453
Does its best with money	*	*	39	35	*	37.9586
Addressing key issues	*	*	46	21	*	38.6345
Good at listening	*	*	25	17	*	21.4811
I can influence decisions	*	*	12	19	*	15.3331
I want greater involvement	*	*	28	32	*	25.8137
Base	10	40	90	70	20	240

■ Significantly greater than Scotland (2019) ■ Significantly lower than Scotland (2019)

Scotland, 2019

	1 - 20% most deprived	2	3	4	5 - 20% least deprived	All
Good at communicating services	35	37	39	38	38	37.558
High quality services	44	42	43	45	47	44.2585
Good at communicating performance	31	32	32	30	27	30.343
Services designed for needs	28	32	30	31	32	30.4373
Does its best with money	38	39	42	42	41	40.4229
Addressing key issues	30	30	31	31	35	31.5655
Good at listening	21	22	21	20	22	21.1661
I can influence decisions	16	15	18	20	19	17.7992
I want greater involvement	28	29	30	32	32	29.9978
Base	1830	1980	2150	2020	1800	9780

■ Significantly greater than Scottish Borders (2019) ■ Significantly lower than Scottish Borders (2019)