

## DELOITTE - CLIP 2

0:00

We asked the public are you satisfied or dissatisfied with a load of local factors including local public services.

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And you know, on the face of it, when when I first looked at the stats, I thought given everything that's happened, that is not too bad.

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The public more satisfied than not with loads of factors, council services, local amenities, local public transport, transport, Yeah, that's, that's, that's the way.

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And I think that's pretty good.

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The problem, as you say, is when you then then over like the last time we asked this question, which was in 2020, and you can see a big step down.

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And most of all, a step down around hospitals and healthcare and a kind of a 180 turn around from sat very satisfied to very dissatisfied around hospitals and healthcare.

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And it's, it's tough data actually to be, to be sharing with people, but I think it's, it's, it's right to look it straight in the eyes and figure out where this has come from.

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Because for me, the, the, those figures show multiple legacies at play.

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I think there is the legacy of austerity happening there.

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I think there is the legacy of the pandemic happening there and what it's done on access to healthcare.

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And I think that's fundamentally the legacy of decades of short term decision making in British politics.

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I'm not just talking about here in Scotland, but across the UK more generally.

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Short something, I think that's what it's done to satisfaction levels.

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And also one quick point, we've asked the public, this is the public perception and that absolutely matters.

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It matters to government, It matters for all sorts of reasons.

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But in some cases the performance metrics are going up and the public perception is going down.

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And I think that speaks to a kind of a cultural sorts of social rut maybe we've got ourselves into in the last few years.