



Moray Citizens' Panel 2014 Survey

Welcome to the latest Moray Citizens' Panel survey. This survey asks for your views on different topics affecting people in Moray including health and social care services, services for children and young people, child protection, accessing online services, and opportunities for community engagement. We hope you find the survey interesting.



You can also complete the survey at www.bit.ly/MCP14 or by scanning the code:

If you have any questions about the survey or the panel, please call Craigforth on **freephone 0800 027 2245** or email **MCP@craigforth.co.uk**.

Health and Social Care Services - A Vision for Moray

This year, the Scottish Government passed legislation that will lead to the integration of adult and older people's health and social care services. The Moray Council and NHS Grampian are preparing a plan which will aim to improve the health and well-being of the people of Moray, and would like your views on how services could be delivered in Moray.

Q1 Our draft vision for health and social care services in Moray is:

"The lives of adults in Moray will be improved where they are supported to share responsibility for leading independent, healthy and fulfilling lives in active and inclusive communities, where everyone is valued, respected and supported to achieve their own outcomes"

Do you think this is the right vision for Moray?

1	Yes – wholly
2	Yes – in part
3	No
4	Don't know

Q2 What do you like about the draft vision?

Q3 And what would you like to change about the draft vision?

Q4 The Moray Council and NHS Grampian have identified the following principles to help achieve the vision at Q1 - to what extent do you think that these principles will achieve this?

	Definitely agree with this	Agree to some extent	Do not agree with this	Don't know
A single point of contact will make it easier for people to access health and social care services	1	2	3	4
Helping you to help yourself by appointing a single lead professional across health and social care to help you access the support you need	1	2	3	4
Health and social care professionals share information and help to ensure that you will have to tell your story only once and that your information is shared with all relevant professionals	1	2	3	4
Signposting: information and advice is provided in a format that is right for you and is readily available in the community	1	2	3	4
Personalisation: we don't provide the same service for everyone but the right service for each person. We will always aim to provide you with choice and control in relation to how you receive support	1	2	3	4
Community outcomes: we will support local communities to determine their own health & well-being priorities and we will work in partnership with communities towards the realisation of these agreed outcomes	1	2	3	4
The conversation is at the heart of what we do and is the key to meaningful action: identifying positive outcomes that matter to people is based on a conversation with the service user, patient, unpaid carer and sometimes the whole community. This level of engagement is the essential first step in delivering an outcomes based service	1	2	3	4
Best Value: we will always endeavour to make the best use of public money by ensuring that our services are efficient, effective and sustainable	1	2	3	4

Q5 Please write in any comments you have on these principles. For example, do you think any of these are particularly important, or are there other things that should be included?

Early Years Services

The Public Sector Partnership would like your views on how childcare provision should be made available in Moray (and how to make it more flexible), and how services can support families with children.

Q6 Are there children living with you at the moment? Please select ALL that apply

No	Yes – pre school age	Yes – primary age	Yes – secondary age	Yes – older
1	2	3	4	5

At the moment local communities and groups organise various activities to support families and children e.g. parent and toddler groups. Some 2-4 year olds are also provided with early learning and childcare in various settings – up to 600 hours per year. Parents can extend this if they wish to pay for additional childcare. Children may be funded to access additional sessions or care arrangements such as school holiday clubs, if they are assessed as having a need by the social work department.

Q7 How do you think the council should make early learning and childcare available in Moray for 2-4 year olds? Please select ALL that apply

1	Allow parents to use the 600 hours currently available whenever they wish e.g. 15 hours over 2 days
2	Stick to the 3 hours and 10 minute sessions currently available during term time only (39 weeks)
3	Have shorter sessions over the whole year (i.e. 2 hours 25 minutes for 50 weeks)
4	Enable parents to use registered childminders as well as nurseries and playgroups.

Any other suggestions (please write in below)

Q8 Should the council provide day care for children 'IN NEED' outwith normal school/nursery hours? Please select ALL that apply

A child is “in need” if he/she is unlikely to achieve or maintain a reasonable standard of health unless the council provides services, or if he/she is disabled or is adversely affected by the disability of someone else in their family.

	During holidays	During term time	Not at all
2-4 year olds	1	2	3
School age children	1	2	3

If “no”, why not?

Q9 If you have said day care should be provided in Q8, HOW should the council provide day care for children 'IN NEED' outwith normal school or nursery hours? Please select ALL that apply

	For 2 year olds	For 3-4 year olds	For primary school children	For secondary school children
Short activity based sessions organised by the council	1	2	3	4
Whole day care organised by the council	1	2	3	4
Time within another family home e.g. childminder	1	2	3	4
Funding available for parents to access other options	1	2	3	4

Please write in any other suggestions below.

Q10 And should parents/carers contribute to the cost of this?

Yes	No
1	2

Please provide any other comments below.

Q11 Should the council provide day care for children NOT 'IN NEED' outwith normal school/nursery hours? Please select ALL that apply

	During holidays	During term time	Not at all
2-4 year olds	1	2	3
School age children	1	2	3
<i>If "no", why not?</i>			

Q12 If you have said day care should be provided in Q11, HOW do you think it should be provided? Please select ALL that apply

	For 2 year olds	For 3-4 year olds	For primary school children	For secondary school children
Short activity based sessions organised by the council	1	2	3	4
Whole day care organised by the council	1	2	3	4
Funding available for parents to access other options	1	2	3	4
<i>Please write in any other suggestions below.</i>				

Q13 And should parents/carers contribute to the cost of this?

Yes	No
1	2
<i>Please provide any other comments below.</i>	

Q14 Please tell us about the early years services, projects and groups that you use at the moment (e.g. parent and toddler groups).

Q15 Are there other services, projects or groups that could better support you to bring up children? For example parenting groups, father support networks, information days, more flexible services.

Online Services

Q16 Do you have access to the internet for personal use (via PC, mobile phone, etc)?

Yes	1	No (Go to Q23)	2
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Q17 If yes, do you use the internet?

Yes	1	No	2
<i>If you do not use the internet, is there a particular reason or reasons for this?</i>			

Q18 If you have answered “yes” to Q17, where do you access the internet? Please select ALL that apply

Home	1	Internet café	4
Workplace (for personal use)	2	Public wifi hotspot	5
Library	3	On the move	6

And what methods do you use to access the internet for personal use? Please select ALL that apply

A personal computer or laptop	1	Digital, cable or satellite television	4
Mobile phone/Smartphone	2	A games console (Playstation, Xbox, etc)	5
A tablet (iPad or similar)	3	Other	6

Q19 Would you say you are confident in using the internet?

Very confident	Fairly confident	Not very confident	Not at all confident	Don't know
1	2	3	4	5

The council currently offers a number of online services (such as bulk waste uplift, Council Tax payments, library catalogue, planning applications, council housing applications) and is currently looking at developing more online services that will best meet people’s needs. The following questions ask about your use of and views of online services.

Q20 Have you used any online services in the last few months (e.g. to request a service, make a payment, etc)? This could be services provided by The Moray Council or others such as banking, home energy, applying for benefits, road tax, etc.

Yes – for a Moray Council service	1	No	3
Yes – for another service	2	Not sure	4

Q21 Is there anything that has prevented you from making use of online MORAY COUNCIL services?**Please select ALL that apply**

1	Didn't know about online council services
2	The services I use are not available online
3	Council online services are difficult to use
4	I am not confident using the internet
5	I do not have access to the internet
6	I am not interested in using the internet
7	I have security/privacy concerns
8	I prefer to speak with someone
9	I didn't think I would get a quick enough response
10	Cost of accessing the internet

Other (please write in)

And which of these would you say is the most significant?**Please write number in box (e.g. if lack of confidence using the internet write in “4”)**

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Q22 Would you be interested in using the council website for any of the following?

Please select ALL that apply

<i>To book...</i>		<i>To apply for...</i>	
A service appointment (e.g. Money Advice)	1	A library card	21
Bulky goods uplift	2	Apply/pay for various licenses and permits	22
Reserve or renew library books online	3	A new bin, recycling box, etc	23
Book a sports pitch	4	Planning permission	24
Tickets	5	School clothing grant, free school meals	25
<i>To pay for...</i>		Apply for Housing Benefit	26
Swimming lessons	6	Apply for Council Tax discount/exemption	27
Planning application	7	<i>To...</i>	
Building warrants	8	Request a council house repair	28
Council tax	9	Ask us a question	29
Council house rent	10	Make a complaint	30
Invoices issued by the council	11	Compliment a service, make a suggestion	31
School meals, school trips, etc	12	View billing information	32
Pest control services	13	Order/pay for copies of birth, death or marriage certificates	33
<i>To report...</i>			
Dog fouling, dog noise or lost dogs	14	Contact Community Health & Care Partnership	34
Fly tipping/street litter	15		
Vandalism (e.g. graffiti)	16	<i>To receive text/email updates for...</i>	
Road defects (e.g. potholes, pavements, street lighting, etc)	17	Acknowledgement of applications, payments, requests, etc	35
Missed bin collection	18	Council consultations	36
Benefit fraud (anonymous)	19	Changes to services (e.g. waste collection)	37
Change of circumstances (address, job, etc)	20	New services	38

And which THREE of these would you be most interested in using online? Please write a number in each box (e.g. if "to apply for a library card" write in "21")

1st

2nd

3rd

Q23 Are there other council services that you would like to see online? Please write in below

Q24 To avoid having to provide the same information to different council or other public sector services (e.g. a change of address), would you be happy for Moray Council to share relevant information with the following? The council would ask your permission before doing so.

Other council services	1	Other (please write in below)	3
Other public sector organisations (eg NHS)	2		

Q25 As the Welfare Reforms require individuals to access information about and make applications for benefits online, we would like to know the views of those who receive these benefits.

Are you in receipt of Housing Benefit and/or Council Tax Reduction? Please select ALL that apply

Yes, Housing Benefit	Yes, Council Tax reduction	No, neither	Prefer not to say
1	2	3	4

Protecting Children and Young People

Q26 To what extent do you feel that you understand the following?

	Fully aware, understand well	Know a little about	Not aware, do not know about	Don't know
The ways that children access and use the internet	1	2	3	4
The online risks that children may be exposed to	1	2	3	4

Q27 Do you feel concerned about online safety and protection for any children in your home?

Not at all concerned	A little concerned	Very concerned	Don't know	Not applicable
1	2	3	4	5

Q28 To what extent do you feel well informed about and know how to minimise the risk to children in your home associated with the following?

	Very well informed	Not very well informed	Not at well informed	Don't know	N/A
Use of social media like Facebook and Twitter	1	2	3	4	5
Sharing/watching images or videos (e.g. Instagram, Vine, YouTube)	1	2	3	4	5
Sending/receiving messages via online forums, message boards	1	2	3	4	5
Chatting with others through mobile apps, games and games consoles, webcams, social networks	1	2	3	4	5
Playing games alone or with others (websites, apps or consoles)	1	2	3	4	5
Use of mobile apps (on tablet or mobile phone)	1	2	3	4	5
Accessing inappropriate content, including pornography	1	2	3	4	5
Cyberbullying	1	2	3	4	5
"Sexting" (sending/receiving sexually explicit by phone)	1	2	3	4	5

Are there other risks that you're concerned about related to children's use of the internet?

Q29 To what extent do you agree or disagree with the following?

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
I would be able to recognise a child who was at risk of harm or abuse	1	2	3	4	5	6
As a citizen I feel that I have a role to play in keeping all children safe	1	2	3	4	5	6
I would know what to do if I had a concern about a child who I feel is at risk of harm or abuse	1	2	3	4	5	6

Q30 Have you seen information on the following:

	Yes	No	Don't know
How to spot children at risk of harm or abuse?	1	2	
What to do/where to go if you have a concern about a child being at risk of harm or abuse?	1	2	

Q31 Where did you see information about child protection issues? For example council offices, GP surgeries, schools, supermarkets, at your workplace, through local or national press.

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Opportunities for Community Engagement

The Moray Council has run a number of community engagement exercises over recent years. This section asks whether you have heard about or taken part in any of these, and if so how you would rate your experience.

Q32 Not including the Citizens' Panel, have you seen or heard of any engagement exercises run by the council in the last two years?

Yes, definitely	Yes, possibly	No (Go to Q38)	Not sure (Go to Q38)
1	2	3	4

Q33 If yes, please indicate which exercises your have seen or heard about. Please select ALL that apply

Review of Sport, Leisure and Recreation Provision in Moray	1	Western Link Road	4
		Moray Local Development Plan	5
Sustainable Education Review	2	Budget Consultation	6
Flood Alleviation	3	Moray Libraries Proposals	7
Other (please write in)			

Q34 And where did you hear about these engagement exercises? Please select ALL that apply

Council website	1	Flyer/leaflet/poster in libraries, community centres, schools, etc	5
Social media (e.g. Twitter, Facebook, etc)	2		
tsiMoray	3	Flyer etc in supermarkets, GP surgeries, etc	6
Newspaper	4	Word of mouth	7
Other (please write in)			

Q35 Have you taken part in any engagement exercises run by the council, not including the Citizens' Panel?

1	Yes, in the last 3 months	Go to Q36
2	Yes, in the last 6 months	
3	Yes, in the last year	
4	Yes, more than a year ago	
5	No	Go to Q38
6	Not sure	

Q36 If yes, please give brief details of these exercises.

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Q37 Thinking about the exercises that you have been involved in, how would you rate the following?

	Good	Average	Poor	Don't know
Information provided in advance	1	2	3	4
Arrangement of the exercises – e.g. timing, venue chosen, etc	1	2	3	4
Appropriate method(s) used	1	2	3	4
Interesting and enjoyable experience	1	2	3	4
Feedback provided on results of the exercise(s)	1	2	3	4
A sense that the Partnership listened to your views	1	2	3	4

Q38 Is there anything that has prevented you from taking part in community engagement exercises?

Please select ALL that apply

1	Exercises are not in a convenient location
2	Exercises are not at a convenient date/time
3	The methods used (e.g. do not like survey approach, not comfortable in group discussion)
4	Topics not relevant or of interest
5	Lack of time (e.g. family/work commitments)
6	Lack of transport/transport cost
7	Not really interested in community engagement
Other (please write in)	

And which of these would you say is the most significant?

Please write number in box (e.g. if lack of time you would write in "5")

The Community Planning Partnership, of which Moray Council is part, would like to engage more with the local community. We would like your opinion on how to improve our methods for any future exercises.

Q39 Which approaches would you like to see in any future community engagement exercises?

Please rank the following options from 1 (best) to 6 (worst) by writing in the relevant boxes.

<input type="checkbox"/>	Telephone survey
<input type="checkbox"/>	Written survey (postal and/or web-based)
<input type="checkbox"/>	Face to face individual interviews
<input type="checkbox"/>	Surveys or other engagement through social media (e.g. Twitter, Facebook, etc)
<input type="checkbox"/>	Small group discussions
<input type="checkbox"/>	Larger consultation events

If you have any other suggestions for ways that we can engage with communities in the future, please write these in below.

Q40 How could we best ensure that people across Moray are aware of opportunities to give their views, and are able to take part in these exercises? Please select UP TO THREE

1	Promote opportunities through Community Planning Partnership locations (e.g. council offices, libraries, GP surgeries, police stations, Moray College, etc)
2	Promote opportunities through other public places (e.g. post offices, supermarkets, etc)
3	Promote available opportunities through the local press
4	Maintain a mailing list of “interested citizens”
5	Ensure exercises are in local venues that are known to people
6	Offer assistance with travel (e.g. arranging travel, reimbursing travel costs)
7	Ensure exercises are available at different dates/times (e.g. including evenings, weekends)
8	Offer different ways for people to give their views (e.g. online, written, telephone, in person)
9	Ensure that topics are relevant and of interest to communities (please write in below)

Please write in any other suggestions for ways that the Partnership could ensure people are aware of and can take part in community engagement.

Please write in any suggestions for topics for future community engagement exercises.

THANKS FOR YOUR HELP

**Please return your completed questionnaire using the PRE PAID envelope to:
Craigforth, Office 9, Craighall, Bridge of Allan, FK9 4NG**

All information you send to us will be processed and held in accordance with the principles of the Data Protection Act (1998).

Do you have a little more time to give your views on the future of Moray Council sport, leisure and recreation services?

You may recall a Citizens’ Panel survey earlier this year part on sport, leisure and recreation services? The council have used the results of that survey to put together proposals on the future of sport, leisure and recreation services in Moray, and are keen to hear your views on these.

If you would like to give your views you can:

Go online at www.moray.gov.uk/futureleisure

Request a printed survey form from Business Support Unit on [\(01343\) 563395](tel:01343563395)

You can also send any comments or queries futureleisure@moray.gov.uk or Review of Sport, Leisure & Recreation Provision, Education and Social Care, The Moray Council, High Street, Elgin, IV30 1BX.