

Moray Citizens' Panel

Environmental Services Survey 2015

The Moray Council's Environmental Services (Direct Services) provides a wide range of services to Moray residents. This survey asks about your experience of and views on these services.



You can also complete the survey at www.bit.ly/MCP15 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**.

Waste Management

Q1 Thinking about your use of Waste Management Services and facilities over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Refuse Collection – Green Bins	1	2	3	4	5	6
Recycling Collection – Brown Bins	1	2	3	4	5	6
Recycling Collection – Coloured Bins	1	2	3	4	5	6
Recycling Centres/Depots	1	2	3	4	5	6
Cleanliness of Streets	1	2	3	4	5	6
Public Toilets	1	2	3	4	5	6
Ease of accessing information on the Waste Management Service	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any, would you like to see made to the Waste Management Service?

Lands and Parks

Q2 Thinking about your use of Lands and Parks Services and facilities over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Public Parks and gardens	1	2	3	4	5	6
Open Spaces	1	2	3	4	5	6
Verges and footpaths	1	2	3	4	5	6
Countryside Ranger Service	1	2	3	4	5	6
Burial Service	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6

Q2 (cont)	<i>If you are not satisfied with any of the above, please give your reasons below.</i>
	<i>What improvements, if any, would you like to see made to the Land and Parks Service?</i>

Q3 How would you rate the general condition of Council parks and gardens?
Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Grass cutting in Parks and Gardens	1	2	3	4	5	6
Flowerbeds, Floral Displays, Shrub beds in Parks and Gardens	1	2	3	4	5	6
Park Furniture, e.g. seating	1	2	3	4	5	6
Trees	1	2	3	4	5	6
Play Equipment	1	2	3	4	5	6
Infrastructure e.g. footpaths, railings	1	2	3	4	5	6

When visiting Council parks and gardens, which types of problem do you see most often? This might include litter, dog fouling, leaves on footpaths, un-kept flowerbeds, damaged park furniture etc.

Q4 How would you rate the general condition of Council cemeteries?
Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Grass cutting	1	2	3	4	5	6
Headstone areas	1	2	3	4	5	6
Footpaths/car parks in cemeteries	1	2	3	4	5	6
Accessibility	1	2	3	4	5	6
Information signage	1	2	3	4	5	6
Trees/leaves	1	2	3	4	5	6
Water supply	1	2	3	4	5	6
Infrastructure e.g. footpaths, railings, seating	1	2	3	4	5	6

Q5 How would you rate the general condition of Council footpaths, verges and open spaces?
Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Grass cutting	1	2	3	4	5	6
Trees/leaves	1	2	3	4	5	6

Q6 Have you had any concerns for your safety or experienced antisocial behaviour in any of the following areas? Please circle ALL that apply

1	Public Parks and gardens
2	Open Spaces
3	Verges and footpaths
4	Cemeteries
5	No safety concerns/ASB in these areas

Please tell us a little more about any safety concerns or antisocial behaviour you have experienced in these areas.

Roads Maintenance

Q7 Thinking about winter maintenance of roads and footpaths in Moray over the last year, how would you rate the following? Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Gritting of main council roads	1	2	3	4	5	6
Gritting of residential roads	1	2	3	4	5	6
Gritting of rural roads	1	2	3	4	5	6
Gritting of footways / paths / cycleways	1	2	3	4	5	6
Snow clearing of all council roads	1	2	3	4	5	6
Snow clearing of footways/paths	1	2	3	4	5	6
Snow clearing of cycleways / paths	1	2	3	4	5	6
Snow clearing of council car parks	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

Q8 How would you rate the general condition of Council roads assets? Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Main Roads	1	2	3	4	5	6
Residential Roads	1	2	3	4	5	6
Rural Roads	1	2	3	4	5	6
Footways and paths	1	2	3	4	5	6
Cycle Routes	1	2	3	4	5	6
Road Drainage	1	2	3	4	5	6
Road Signs	1	2	3	4	5	6
Road Markings	1	2	3	4	5	6
Road Safety Barrier	1	2	3	4	5	6
Pedestrian Barriers	1	2	3	4	5	6

Q8 (cont)	<i>If you are not satisfied with any of the above, please give your reasons below.</i>
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Q9 If you are dissatisfied with the condition of assets at Q8, what are your biggest concerns for each of the following roads, footways and cycle routes? Please circle ALL that apply under each column

	Main Roads	Residential Roads	Rural Roads	Footways and paths	Cycle Routes
Potholes	1	1	1	1	1
Narrow, damaged edges	2	2	2	2	2
Bumpy, rough surface	3	3	3	3	3
Cracked, crazed surface	4	4	4	4	4
Too much surface water, poor drainage	5	5	5	5	5
Too smooth surface	6	6	6	6	6
Not enough gritting/snow clearance	7	7	7	7	7
Littered/unkept	8	8	8	8	8
Inadequate/broken lighting	9	9	9	9	9
<i>Other (please write in).</i>					
<i>And which of these would you say is your single biggest concern in relation to the condition of roads, footways and cycle routes?</i>					

Q10 Thinking about maintenance of roads assets in Moray over the last year, how would you rate the following? Please circle ONE option for each

	No opinion	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Speed at which road potholes are repaired	1	2	3	4	5	6
Quality of road pothole repairs	1	2	3	4	5	6
Cleanliness of roads & verges	1	2	3	4	5	6
Frequency of gully emptying	1	2	3	4	5	6
Keeping drainage clear and working	1	2	3	4	5	6
Cleanliness and visibility of road signs	1	2	3	4	5	6
Visibility of road markings	1	2	3	4	5	6
Speed of repair to bridges	1	2	3	4	5	6
Speed of repair to street lights	1	2	3	4	5	6
Speed of repair to traffic signals	1	2	3	4	5	6

Q11 Thinking about street lighting in your local area, which of the following best describes your view?

Too High	Adequate	Too low	Don't know/No opinion
1	2	3	4

And do you think that Moray Council should be...

	Yes	No	Don't know/No opinion
Permanently switching off more street lights?	1	2	3
Switching off more lights after midnight?	1	2	3
Dimming more lights after midnight?	1	2	3

What improvements, if any, would you like to see made to the Street Lighting Service?

Service Priorities

Q12 Thinking about the range of Roads Maintenance activities, which do you think are most important?

Please circle ONE service under each column in order of importance to you, with 1st choice being most important.

	1 st choice	2 nd choice	3 rd choice	4 th choice	5 th choice
Resurfacing of main roads	1	1	1	1	1
Resurfacing of residential roads	2	2	2	2	2
Resurfacing of rural roads	3	3	3	3	3
Resurfacing of footways & paths	4	4	4	4	4
Repairing road potholes & other surface defects promptly	5	5	5	5	5
Repairing damage to road edges	6	6	6	6	6
Re-lining and marking roads	7	7	7	7	7
Renewing worn signs	8	8	8	8	8
Replacing dark street lights	9	9	9	9	9
Replacing lighting columns in poor condition	10	10	10	10	10
Repairing/ Replacing bridges in poor condition	11	11	11	11	11
Replacement of safety fencing/barriers	12	12	12	12	12
Preparing for adverse weather	13	13	13	13	13
Clearing blocked drains quickly	14	14	14	14	14

Q13 What improvements, if any, would you like to see made to the Roads Maintenance Service?

Transport, Engineering Design and Flood Risk Management

Q14 Thinking about your use of the following services over the last year, how would you rate these?

Please circle ONE option for each service

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Provision permits for skips/scaffolding	1	2	3	4	5	6
Disabled parking	1	2	3	4	5	6
Car parks	1	2	3	4	5	6
Provision of school transport	1	2	3	4	5	6
Provision of School Crossing patroller	1	2	3	4	5	6
Community Transport (Dial-a-bus)	1	2	3	4	5	6
Harbours	1	2	3	4	5	6
Dealing with Flooding	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any, would you like to see made to these services?

Q15 Thinking now about improving cycling facilities in your local area, what do you think are the TOP THREE priorities? Please select UP TO 3 options

1	New routes
2	Additional cycle crossing points
3	Improved signing
4	Improved lighting
5	Improving existing surfaces
6	Additional cycle parking facilities
7	Improved road markings
8	Don't know/No opinion

Other (please write in)

Q16 Do you think that the provision of lowered kerbs in your area is...

1	Adequate
2	Inadequate
3	Don't know/No opinion

Q17 Utilities Companies such as gas, electricity and telecommunications have a statutory right to lay apparatus in and over the road. Road works are co-ordinated where possible by all those involved, but can still cause delay and inconvenience to the user.

Bearing in mind your experience of utility works, please give your views on the following. Please circle ONE option for each

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know / Can't say
The guarding and signage of works was adequate	1	2	3	4	5	6
The information provided on signs was adequate and clear	1	2	3	4	5	6
The reinstatements of the road/footway was to a good standard	1	2	3	4	5	6
The reinstatement was undertaken promptly	1	2	3	4	5	6
The waiting time was an acceptable level	1	2	3	4	5	6

Please tell us which utility or utilities you are referring to in your answers here.

School Catering

Q18 Thinking about any experience your children have of the school catering service over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Quality of school meals	1	2	3	4	5	6
Value of school meals	1	2	3	4	5	6

If you are not satisfied with the school catering service, please give your reasons below.

What improvements, if any, would you like to see made to the catering service?

Environmental Service Staff

Q19 Thinking about your contact with service staff for Environmental Services, how would you rate the following? Please circle ONE option for each

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Friendliness/Co-operation of staff	1	2	3	4	5	6
Presentability of staff	1	2	3	4	5	6
Ease of getting information/help you need	1	2	3	4	5	6
Ease of reporting faults/making complaints	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

Your experience as a Citizens' Panel member

We want to make sure that the Panel is running as well as it can, and are looking for your feedback.

Q20 To what extent do you agree or disagree with the following? Please circle ONE option for each

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
Survey topics feel relevant to me	1	2	3	4	5	6
Survey questionnaires are easy to complete	1	2	3	4	5	6
Survey questionnaires are too long	1	2	3	4	5	6
Members should have more say on consultation methods	1	2	3	4	5	6
Members should have more say on consultation topics	1	2	3	4	5	6
We get enough feedback on Panel results	1	2	3	4	5	6
I find the feedback on results useful	1	2	3	4	5	6
I think Panel results are making a difference	1	2	3	4	5	6

Do you have any other comments on your experience so far as a Panel member?

THANKS FOR YOUR HELP

**Please return your completed form using the envelope provided – NO STAMP IS NEEDED
Craigforth, Office 9, Craigarnhall, 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).