

Moray Citizens' Panel
Involving and Consulting the Public

Report

by

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EXECUTIVE SUMMARY

The survey was issued to all members of the Moray Citizens Panel in July 2006, with a further c550 questionnaires sent out to all organisations on the Community Planning database.

A total of 813 returns were received from Panel members by cut off in late August 2006, representing a Panel response rate of 65%. This is a very good level of response, and is similar to that achieved in previous Panel surveys. In addition, a total of 98 returns were received from Community Organisations by the cut off, representing a response rate of 18%.

Experience of Consultation

Contacting the local office of a public body was by far the most common way in which respondents had sought to tackle a local issue or problem. In addition, a substantial proportion of respondents had contacted their local councillor, MSP or MP, had attended a public meeting or had signed/ helped with a petition.

Respondents generally felt that the actions taken had been effective to some degree in tackling community problems. Overall, contacting the local press and attending protest meetings/ joining an action group were seen as the most effective actions.

It would appear that the majority of survey respondents had no previous experience of consultation with MCPP members. Amongst those who had been involved in such consultation this was most likely to be with The Moray Council. In terms of consultation method, postal surveys and public meetings were most common.

Overall, respondents tended to rate in-person consultation methods as most effective; in particular consultation meetings, focus groups and face to face surveys were rated most positively.

Respondents' overall views on consultation in Moray were mixed. For example, respondents were generally unsure of the extent to which public agencies in Moray are genuinely interested in the views of the public, and the majority felt that most public consultation in Moray is a waste of time because decisions have already been taken. Similarly, most felt that public agencies in Moray only consult the public because they are told to do so by the Scottish Executive.

Despite these apparent concerns regarding the motivations of public agencies in Moray when consulting the public, respondents were clearly in favour of more public consultation by these agencies.

Community Planning

Overall awareness of community planning was high with nearly 3 in 4 respondents having heard of community planning. However, it was clear that a substantial proportion of respondents had little understanding of what community planning involves.

The local press (including newspapers, radio and television) was by far the most common source of awareness of community planning. A relatively small proportion of all respondents had been **actively involved** in community planning (ie through community planning events or local groups).

Although awareness and in particular understanding of community planning is relatively low, it is clear that the majority of both Panel members and community organisations feel that community planning is important for Moray. It was also notable that respondents who were aware of community planning were generally more positive about its importance for Moray.

Overall awareness of the Moray Community Plan was high, although relatively few were knowledgeable on the substance of the Plan. Amongst those who had heard of the Plan, the most common sources of awareness were notably similar to those reported in relation to community planning as a whole with the local press by far the most common.

The Moray Community Planning Partnership

Awareness of the MCPP was relatively high with around 2 in 3 having heard of the Partnership, although few respondents felt that they “knew a lot about” the Partnership. Moreover, nearly 3 in 10 indicated that they had never heard of the partnership - perhaps surprising given the Partnership’s advertised role in managing the Moray Citizens’ Panel.

Awareness of the local neighbourhood forums appears to be relatively low, with around 7 in 10 respondents indicating that they had definitely not heard of each forum.

Awareness of the forums is significantly higher in their local areas than these overall figures suggest. For example, nearly half of Panel members in the Forres and Buckie areas had heard of their local forums. However, local awareness remains low in relation to some forums; in particular only around 1 in 5 Panel members in the Lossiemouth area had heard of their local forum.

Given the generally low awareness of forums, it is perhaps unsurprising that respondents’ were divided in their views on the likely effectiveness of the forums. While those who felt that the forums would be effective outnumbered those who disagreed, there remained nearly 1 in 4 who felt that forums would be ineffective.

Moray Community Plan Themes

The Moray Community Plan is divided into seven themes which represent the key areas for development in Moray.

Overall understanding of these themes was high with up to 9 in 10 respondents indicating that they understood the themes wholly or in part. In particular, understanding was highest in relation to “achieving a safer community”, and lowest in relation to “working for increased prosperity”.

Both Panel members and community organisations overwhelmingly felt that the Community Plan themes were important for Moray, with around 9 in 10 respondent rating each of the themes as important. It is also worth noting that views on the importance of Community Plan themes appear to be linked to understanding of the themes; it is notable that the themes rated as most and least important are also the most and least understood.

The Moray Community Planning Website

Relatively few respondents have visited the Moray Community website; just 1 in 7 of all respondents. Given the relatively low level of prior contact with the Moray Community website, information on reasons for visits is somewhat limited. However, it is notable that those visiting the website typically did so in order to access information on the MCPP or on community planning in Moray more generally.

Respondents were divided on the likelihood of their visiting the website in the future; indeed those indicating they would be unlikely to visit the website in the future outnumbered those who felt they would be likely to do so. Nevertheless, there remained nearly 2 in 5 respondents who felt that they may make use of the website in the future.

Informing the Public

A substantial proportion of respondents felt unable to offer a clear view on individual MCPP members' performance in terms of informing the public of their actions. Amongst those offering a clear view, rating of individual agencies varied significantly and it should be noted that the extent to which agencies have regular contact with members of the public also varies.

Respondents rated Moray College as by far the best agency in terms of informing the public of their actions, with The Moray Council, Grampian Police, Grampian Fire & Rescue and the Royal Air Force also receiving positive ratings.

In terms of how the MCPP can best inform the public of its activities in the future, articles in the local press were the most popular method. In addition, regular newsletters delivered to the door, leaflets with Council Tax notices and reports in public places were also popular.

However, it is interesting to note that respondents generally felt that newsletters delivered to the door would be the most **effective** method for the MCPP to inform the public of its activities. In terms of the MCPP gathering the views of the public, newspaper articles inviting comment, feedback forms on specific services and postal surveys were seen as the most effective methods.

Most respondents highlighted the importance of the MCPP developing links with a wide range of specific groups. Young people and older people were the most commonly mentioned specific groups overall, while parents of young children and people with disabilities were also mentioned by a substantial majority of respondents.

1. INTRODUCTION

Background and Study Objectives

1.1. The Moray Citizens' Panel was established by the Moray Community Planning Partnership (MCPP) in April and May 2005, and the MCPP are also responsible for the ongoing management of the Panel. Current MCPP members are:

- The Moray Council;
- Communities Scotland;
- Grampian Fire and Rescue;
- Grampian Police;
- NHS Grampian;
- HIE Moray (formerly Moray Badenoch and Strathspey Enterprise);
- Joint Community Councils;
- Moray Citizens Advice Bureau;
- Moray Chamber of Commerce;
- Moray College;
- Moray Voluntary Service Organisation;
- Royal Air Force; and
- The Volunteer Centre Moray.

1.2. A total of 1329 Moray residents joined the Panel as a result of the recruitment process. There have been a small number of further additions and deletions since the initial recruitment; at the time of the survey the total Panel membership stood at 1255, spread across each of the seven main administrative areas:

- Buckie;
- Elgin;
- Fochabers;
- Forres;
- Keith;
- Lossiemouth; and
- Speyside.

1.3. As a result of responses to this survey, current Panel membership has reduced slightly to 1216 (39 deletions).

Methodology and Response

1.4. Craigforth Consultancy and Research undertook this survey on behalf of Moray Community Planning Partnership during June, July and August 2006. The survey was issued to the full sample of Panel members; postal self-completion questionnaires were issued to all 1255 members in mid July 2006. Reminder letters were sent to all non-respondents in August 2006.

1.5. A further c550 questionnaires were sent out to all organisations on the Community Planning database.

- 1.6. The aim of the survey was to gauge Panel members' and community organisations' experiences and views on public consultation and the Moray Community Planning Partnership in Moray, including the following specific topic areas:
 - Their experience of consultation;
 - Their knowledge & awareness of Community Planning;
 - The Moray Community Plan;
 - Future Methods of Public Consultation;.
- 1.7. A copy of the questionnaire used in the survey is provided at Appendix 1.
- 1.8. A total of 813 returns were received from Panel members by cut off in late August 2006, representing a panel response rate of 65%. This is a very good level of response, and is similar to that achieved in previous Panel surveys. In addition, a total of 98 returns were received from Community Organisations by the cut off representing a response rate of 18%.

Citizens' Panel Respondents

- 1.9. The profile of Panel member respondents in terms of gender, age, housing tenure and administrative area is provided in Table 1 below.
- 1.10. The achieved sample was broadly representative of the Panel as a whole in terms of the five main indicators presented. Any under or over representation of specific sectors of the wider Moray population were due to differences in the profile of the wider population and that of the current Panel. The most notable differences were:
 - There was a small over-representation of females in the achieved sample, and corresponding under-representation of males;
 - Those in the middle to older age groups are over-represented; particularly those aged 45-59. In contrast, there was a significant under-representation of those aged under 30;
 - Owners are significantly over-represented, and households in social rented and private rented/other accommodation correspondingly under-represented; and
 - The Panel was constructed to maintain a relatively even number of members across the seven geographic areas in order to produce robust survey findings at a sub local authority level. This results in an over-representation of Speyside area residents and under-representation of Elgin residents in relation to their share of Moray's population.

Table 1: Profile of Survey Respondents, Panel Members and Moray overall

	Survey Respondents (Total 813)		Panel Members (Total 1255)		Moray ¹
	Num	%	Num	%	%
GENDER					
Male	368	45%	573	46%	50%
Female	442	55%	682	54%	50%
BASE	810		1255		-
AGE					
18-30	47	6%	99	8%	16%
30-44	211	26%	372	30%	29%
45-59	299	37%	442	35%	26%
60+	251	31%	336	27%	29%
BASE	808		1249		-
HOUSING TENURE					
Owner occupied	668	83%	986	79%	65%
Social rented	87	11%	155	12%	21%
Private rented/ Other	50	6%	108	9%	14%
BASE	805		1249		-
GEOGRAPHIC AREA					
Buckie	93	11%	147	12%	16%
Elgin	108	13%	149	12%	24%
Fochabers	120	15%	179	14%	11%
Forres	131	16%	205	16%	18%
Keith	115	14%	175	14%	8%
Lossiemouth	103	13%	165	13%	14%
Speyside	140	17%	235	19%	9%
BASE	810		1255		-

Community Organisation Respondents

- 1.11. Table 2 below sets out the types of community organisation responding to the survey, based on categorisations used by the Council. It should be noted that of the 98 responses received from Community Organisations, nearly a quarter did not provide a name and so could not be categorised by type (24 organisations).
- 1.12. Amongst the 74 organisations where a category could be applied, the most common type was social enterprise/ community development organisations (20 respondents). These organisations included community councils and local representative groups in addition to a range of local voluntary services.

¹ Gender and age based on GRO(S) population estimates as at 30 June 2004; housing tenure based on the 2001 Census; geographic area based on the 2004 Moray Community Health Index (therefore not directly comparable to 2001 Census or GRO(S) population estimates).

- 1.13. In addition, 10 organisations were involved in arts and culture related work and a further 10 were sports organisations, both categories including some organisations working specifically with children/ young people and others working with all sectors of the community.

Table 2: Type of Community Organisations Responding

Category	Num	%
Social Enterprise/ Community Devt	20	20%
Art/ Culture	10	10%
Sport	10	10%
Children/ Families	5	5%
Disability	5	5%
Environment & Animals	4	4%
Natural & Built Heritage	4	4%
Health & Social Care	3	3%
Transport	3	3%
Youth	3	3%
Church Groups	2	2%
Horticulture & Agriculture	2	2%
Equality & Law	1	1%
Fundraising	1	1%
Older People	1	1%
Unknown	24	24%
BASE	98	

Reporting Conventions

- 1.14. In the analysis we have focused on the questions asked in the survey form. Overall frequency counts and percentages are presented for each question, and are split between Panel respondents and community organisations where possible. However, it should be noted that numbers of community organisation respondents were insufficient to permit analysis by type of organisation.
- 1.15. Open-ended questions where the main issues and suggestions are highlighted in the text of the report. Additional tables with data on questions not presented in tabulated form within the main report are included at Appendix 2.
- 1.16. For Panel member responses, we also conducted crosstabulations of some questions by key demographic indicators, including gender, age and the residential location of respondents (based on the seven community planning areas in Moray). These variables offer helpful ways of understanding the survey data in greater detail and where significant differences between these groups were evident; these are highlighted in the report text.

- 1.17. However, because of the relatively low sample numbers in some of the categories being used we must be cautious about generalising from some of the crosstabulated data. Overall numbers of respondents are sufficiently high to provide reliable analysis, and crosstabulations are only presented and reported on where numbers are high enough to ensure that results are reasonably robust.
- 1.18. Similarly, where the base number of responses is less than 30, percentage values are not provided. Where appropriate, the missing value is replaced by “*” throughout the report. Where presented, percentage values are rounded up or down to the nearest whole number. Consequently, for some questions this means that percentages may not sum to 100%.
- 1.19. Where appropriate, “net” figures are given; these are produced by subtracting the percentage of “negative” responses (eg fairly/very dissatisfied) from the percentage of “positive” responses (eg fairly/very satisfied). The result is presented as a positive or negative percentage rating.

2. EXPERIENCE OF CONSULTATION

- 2.1. The survey first asked for respondents' experiences and views on consultation in Moray, including experience of community action, any specific consultation exercises with MCPP partners and overall views on consultation in Moray.

Consultation

- 2.2. Respondents were asked whether or not they had taken any of a series of actions over the past five years to tackle an issue or problem affecting them, someone in their household or people in their local area (Table 3).
- 2.3. Contacting the local office of a public body was by far the most common course of action amongst survey respondents, with nearly 3 in 5 having done this in the past 5 years in relation to a local problem (59%).
- 2.4. In addition, a substantial minority of respondents indicated that they had contacted their local councillor, MSP or MP (31%), had attended a public meeting/ forum (27%) and signed or otherwise helped a petition (26%). These were the only other courses of action mentioned by a substantial proportion of respondents. In particular, it is interesting to note that respondents were much more likely to attend a public meeting to discuss a problem/ issue (31%) than to attend a local tenants/ residents group (13%) or protest meeting (10%).
- 2.5. Although contacting a local office was the most common form of community action across both groups, there were some interesting differences in the extent to which Panel members and community organisations had undertaken specific actions.
- 2.6. Most notably, community organisations were much more likely than Panel members to have contacted the local press regarding a specific community problem, with 2 in 5 organisations (40%) indicating this compared to 1 in 7 Panel members (14%). In addition, community organisations were more likely to have contacted a local Councillor, MSP or MP (45% and 30% respectively) or to attend a public meeting/ forum (38% and 25%). In contrast, Panel members were more likely to have signed or helped to organise a petition (27% and 17% respectively).
- 2.7. In addition, there were a number of notable differences in Panel members' involvement in community action across key demographic groups:
- Those aged 30 and over (and particularly those aged 30-44) were most likely to have contacted a local office compared or to have attended a protest meeting;
 - Lossiemouth area respondents were most likely to have contacted a local office, with those in the Fochabers area least likely. In addition, those in the Buckie area were most likely to have contacted a local councillor, MSP or MP - again Fochabers area respondents were least likely to have done this.

- 2.8. Despite the wide range of actions mentioned, it is important to note that nearly 1 in 4 of all respondents had taken no action in respect of a problem in their local area (23%). Community organisations were slightly more likely than Panel Members to have taken some action; 20% of organisations had taken **no** action compared to 24% of Panel members.
- 2.9. In addition it is notable that, amongst Panel members, under 30s were far more likely to have taken no action than others. In terms of area, those in the Keith area were most likely to have taken no action.

Table 3: Actions taken over the past 5 years

	Panel		Organisations		ALL	
	Num	%	Num	%	Num	%
Contacted local office of appropriate public body (eg local Council office or Police station)	479	60%	55	59%	534	59%
Contacted other office/HQ of appropriate body	148	18%	23	24%	171	19%
Contacted local press (radio, television or newspaper)	113	14%	38	40%	151	17%
Contacted a local councillor, MSP or MP	240	30%	42	45%	282	31%
Attended a public meeting or forum to discuss the issue	203	25%	36	38%	239	27%
Attended a local tenants or residents group	101	13%	13	14%	114	13%
Attended a protest meeting / joined an action group	83	10%	11	12%	94	10%
Signed or helped to organise a petition on the issue	216	27%	16	17%	232	26%
Other action	15	2%	1	1%	16	2%
I did none of these things	190	24%	19	20%	209	23%
Don't know/ can't remember	5	1%	1	1%	6	1%
Base	804		94		898	

- 2.10. Respondents were also asked how effective they felt the range of community actions were (Table 4), and which of the actions they had taken they felt had been the most effective. Although across all actions, the majority of respondents felt that they were effective in tackling community problems, there were some notable variations in ratings.
- 2.11. Overall, contacting the local press and attending protest meeting/ joining an action group were seen as the most effective courses of action, each with more than 4 in 5 rating the action as very or fairly effective (85% and 81% respectively).
- 2.12. However, it is interesting to note that a relatively small proportion of respondents who had attended a protest meeting or joined an action group felt that this was the **most effective** action that they had taken (29%). Similarly, only a little over 1 in 3 of those who had contacted the press felt that this was the most effective action taken (36%).

- 2.13. In terms of other actions, a large majority of all respondents felt that attending a public meeting/ forum or a local tenants/ residents group were effective in addressing community issues (75% and 74% rating as effective respectively). However, again views amongst those who had undertaken these actions differed somewhat from those amongst all respondents; only around 1 in 5 of those who had attended a public meeting or tenants/ residents group felt this was the most effective action taken.
- 2.14. Respondents were somewhat less positive regarding contacting local offices of a public body (69%) or contacting a local councillor, MSP or MP (68%) although nevertheless the majority felt that these were effective actions.

Table 4: Effectiveness of Community Actions

	Very Effective	Fairly Effective	Ineffective
Contacted local office of appropriate public body (eg local Council office or Police station)	27%	42%	30%
Contacted other office/HQ of appropriate body	22%	51%	27%
Contacted local press (radio, television or newspaper)	47%	38%	15%
Contacted a local councillor, MSP or MP	33%	35%	33%
Attended a public meeting or forum to discuss the issue	23%	52%	25%
Attended a local tenants or residents group	24%	50%	26%
Attended a protest meeting / joined an action group	39%	42%	19%
Signed or helped to organise a petition on the issue	23%	48%	29%
Other action	36%	27%	36%

Consultation by MCPP Members

- 2.15. Respondents were also asked a series of questions relating to their experience of consultation with Moray Community Planning Partnership members specifically (Table 5), including the methods of consultation experienced and the effectiveness of these methods (Table 6 & 7).
- 2.16. In terms of previous experience of consultation with the 13 members of the Partnership, it should be noted that more than half of respondents did not answer this question (54%) suggesting that a substantial proportion of respondents had no previous experience of consultation with MCPP members.
- 2.17. Amongst those who had been involved in such consultation, this was most likely to be with The Moray Council; more than 2 in 3 had been consulted by the Council (67%), rising to more than 4 in 5 for community organisations (85%). Indeed, respondents were more than twice as likely to have been consulted by the Council than by any other MCPP member.
- 2.18. Other relatively commonly mentioned organisations were NHS Grampian, Grampian Police and Moray Voluntary Service Organisation, each with between 1 in 5 and 1 in 4 respondents mentioning (26%, 22% and 21% respectively). Perhaps unsurprisingly, community organisations were particularly likely to have been consulted by MVSO; around 2 in 3 community organisations mentioned this.

- 2.19. HIE Moray and Grampian Fire and Rescue were the only other organisations mentioned by more than 1 in 10 respondents (12% and 10% respectively).

Table 5: Previous consultation by MCPP members

	Panel		Organisations		ALL	
	Num	%	Num	%	Num	%
The Moray Council	199	62%	72	85%	271	67%
Communities Scotland	7	2%	5	6%	12	3%
Grampian Fire and rescue	33	10%	6	7%	39	10%
Grampian Police	76	24%	12	14%	88	22%
NHS Grampian	87	27%	20	24%	107	26%
HIE Moray	37	12%	11	13%	48	12%
Joint Community Councils	20	6%	10	12%	30	7%
Moray Citizens Advice Bureau	17	5%	6	7%	23	6%
Moray Chamber of Commerce	3	1%	0	0%	3	1%
Moray College	55	17%	18	21%	73	18%
Moray Voluntary Service Organisation	29	9%	57	67%	86	21%
RAF	25	8%	8	9%	33	8%
Volunteer Centre Moray	29	7%	23	27%	45	11%
Base	319		85		404	

- 2.20. Those who had been consulted by MCPP members in the past 3 years were also asked about the *method(s)* of consultation used.
- 2.21. Postal surveys and public meetings were the most commonly mentioned consultation methods, with between 1 in 3 and 2 in 5 respondents having taken part in these forms of consultation with MCPP members (39% and 35% respectively).
- 2.22. In addition, more than 1 in 4 respondents had been involved in a consultation meeting with interested parties (28%) and a similar proportion had received a consultation document inviting comments (27%); both of these were particularly common amongst community organisations. Feedback forms on a specific service was the only other consultation method mentioned by a substantial proportion of respondents (1 in 5, 20%).
- 2.23. It is also interesting to note that respondents were more likely to have been involved in a consultation meeting than a discussion group; only around 1 in 10 mentioned the latter (11%). Similarly, respondents were much more likely to mention having received a consultation document for comment (27%) than having seen a newspaper (6%) or website article (3%). This may be indicative of the greater impact which material delivered to individuals or made available through public spaces has greater impact than information made available through the press.

Table 6: Consultation Methods

	Panel		Organisations		ALL	
	Num	%	Num	%	Num	%
Public meeting	97	33%	33	42%	130	35%
Consultation meeting with interested parties	66	22%	38	49%	104	28%
Focus group / discussion group	27	9%	16	21%	43	11%
Postal survey	110	37%	37	47%	147	39%
Face to face survey	44	15%	7	9%	51	14%
Telephone survey	30	10%	4	5%	34	9%
Internet survey	15	5%	2	3%	17	5%
Feedback form on a specific service	57	19%	17	22%	74	20%
Consultation document inviting comments	76	26%	27	35%	103	27%
Newspaper article inviting comments	20	7%	2	3%	22	6%
Website article inviting comments	8	3%	3	4%	11	3%
Don't know / can't say	7	2%	2	3%	9	2%
Never been consulted in any of these ways	30	10%	3	4%	33	9%
Base	297		78		375	

- 2.24. Respondents were also asked to rate the effectiveness of the range of consultation methods, and to indicate which of the methods they had experienced had been the most effective.
- 2.25. Overall, respondents tended to rate in-person consultation methods as most effective. In particular, consultation meetings, focus groups and face to face surveys were rated most positively, each with well over 4 in 5 respondents rating as effective (85%, 84% and 84% respectively) including up to 2 in 5 rating as very effective.
- 2.26. Moreover, around 2 in 3 of those with personal experience of consultation meetings felt that this was the **most effective** form of consultation they had been involved in. It is also worth noting that although public meetings were not rated as highly as other face to face methods by all respondents, most of those who had experience of public meetings felt that this was the most effective method they had been involved in.
- 2.27. In addition, it is interesting that respondents were much more positive about face to face surveys than postal surveys; indeed they were more than three times as likely to rate face to face surveys as “very effective” than postal surveys (41% compared to just 12%). Nevertheless, there remained nearly 3 in 4 of all respondents who felt that postal surveys were an effective form of consultation.
- 2.28. It is also notable that respondents were very positive regarding the effectiveness of newspaper articles inviting comment with more than 1 in 3 rating as very effective (35%). However, it should be noted that very few respondents had personal experience of this form of consultation (just 6%, see Table 6).

- 2.29. Respondents were least positive about the effectiveness of consultation documents and website articles inviting comments; 69% and 54% respectively feeling that these were effective methods of consultation. Moreover, nearly half of all respondents felt that website articles inviting comment were an *ineffective* method of consultation (45%).

Table 7: How effective were the methods of consultation?

	Very Effective	Fairly Effective	Ineffective
Public meeting	26%	48%	26%
Consultation meeting with interested parties	38%	47%	14%
Focus group / discussion group	34%	50%	16%
Postal survey	12%	60%	28%
Face to face survey	41%	43%	15%
Telephone survey	28%	44%	28%
Internet survey	6%	65%	29%
Feedback form on a specific service	17%	54%	29%
Consultation document inviting comments	15%	54%	30%
Newspaper article inviting comments	35%	48%	17%
Website article inviting comments	9%	45%	45%

Views on Consultation in Moray

- 2.30. Finally on consultation, respondents were asked to indicate the extent to which they agreed or disagreed with a series of statements regarding consulting the public in Moray (Table 8). It should be noted that in relation to some statements a substantial proportion of respondents felt unable to offer a clear view, with up to 2 in 5 selecting “neither agree nor disagree”. These responses have been excluded from the “net” figures presented below.
- 2.31. Amongst those who did offer a clear opinion, views were somewhat mixed. For example, respondents were generally unsure of the extent to which public agencies in Moray are genuinely interested in the views of the public; a net rating of just +2%, with nearly 1 in 3 agreeing (31%) but a similar proportion disagreeing (29%).
- 2.32. Similarly, the majority of respondents felt that most public consultation in Moray is a waste of time because decisions have already been taken (net +56%), and most agreed that public agencies in Moray only consult the public because they are told to do so by the Scottish Executive (net +66%). More than half agreed with the former statement (56%), with just 1 in 6 disagreeing (16%), while half agreed with the latter (50%) and just 1 in 10 disagreed (10%).
- 2.33. Despite these apparent concerns regarding the motivations of public agencies in Moray when consulting the public, respondents were clearly in favour of more public consultation by these agencies. Nearly 3 in 4 of those expressing a clear view agreed with this (74%) and only around 1 in 20 disagreed (6%); a net rating of +84%.

- 2.34. Respondents were similarly clear in their agreement with the statement that **how** agencies consult the public is not as important as whether they **act** on public views. As many as 4 in 5 of those expressing a clear view agreed with this (81%) giving a net rating of +82%.

Table 8: Overall Views on Consultation in Moray

	NET	Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree
Public agencies in Moray are genuinely interested in the views of the public	+2%	2%	29%	39%	22%	7%
Most public consultation in Moray is a waste of time because decisions have already been made	+56%	18%	38%	28%	14%	2%
There should be more public consultation by public agencies in Moray	+84%	28%	46%	19%	5%	1%
How public agencies consult the public is not as important as whether they act on people's views.	+82%	36%	45%	11%	7%	1%
Public agencies in Moray only consult the public because they are told to by the Scottish Executive	+66%	16%	34%	40%	9%	1%

3. COMMUNITY PLANNING IN MORAY

- 3.1. Community planning brings together local organisations, groups and the community to tackle common needs and concerns. The first Moray Community Plan was launched in March 2001, and the second Plan sets out the key priorities to be addressed in Moray over the next five years (2006-10).
- 3.2. Respondents were asked a series of questions relating to community planning and the Moray Community Plan, including questions relating to their awareness and understanding of community planning (Tables 9 and 10), their views on the importance of community planning for Moray (Table 11) and their awareness of the Moray Community Plan (Table 12 and 13).

Community Planning

- 3.3. While overall awareness of community planning was high with nearly 3 in 4 respondents having heard of community planning (73%), it was clear that a substantial proportion of respondents had little understanding of what community planning involves.
- 3.4. For example, only a little over 1 in 20 respondents indicated that they “knew a lot about” community planning (7%). Furthermore, a little over 1 in 5 respondents had never heard of community planning (22%) and a further 1 in 3 indicated that they had heard of the term but was unsure of what it involves (32%). This indicates that more than half of respondents have little of no understanding of what community planning involves.

Table 9: Awareness of Community Planning

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Fully aware, know a lot about	47	6%	20	21%	67	7%
Heard of, know a little about	268	33%	42	43%	310	34%
Heard of, but unsure of what it is	261	32%	26	27%	287	32%
Never heard of	194	24%	6	6%	200	22%
Don't know / can't say	35	4%	3	3%	38	4%
Base	805		97		902	

- 3.5. Unsurprisingly, there was a marked difference in awareness of community planning between Panel members and community organisations. Panel members were four times more likely than community organisations to have never heard of community planning; nearly 1 in 4 Panel members indicated this (24%) compared to just over 1 in 20 organisations (6%).
- 3.6. Moreover, community organisations were much more likely than Panel members to have a good understanding of what community planning involves. More than 1 in 5 organisations (21%) were “fully aware” of community planning and what it involves, compared to just over 1 in 20 Panel members (6%).

- 3.7. There was also some indication that awareness and understanding of community planning varies somewhat across age cohorts and geographical areas:
- Younger respondents were generally less aware of community planning than others; nearly 3 in 10 of those aged under 45 had never heard of community planning compared to around 1 in 5 of those aged 45-64. Moreover, younger respondents were also less likely to understand what community planning involves, with only around 1 in 3 indicating that they know a lot or a little about community planning.
 - In terms of area, respondents from the Buckie area were least aware of community planning and what it involves, while those from the Elgin and Fochabers areas most aware. 1 in 3 of those in the Buckie area had never heard of community planning compared to around 1 in 5 in the Elgin and Fochabers areas. Around 2 in 5 of those in the Elgin and Fochabers areas felt that they know a lot or a little about community planning.
- 3.8. Respondents were also asked to indicate the way(s) in which they had been involved with or heard about Community Planning. Again a substantial proportion of respondents indicated that they had never heard of or been involved in community planning, including a small number of those who indicated in Table 9 above that they were aware of community planning.
- 3.9. In terms of those who had heard of or been involved in community planning, the local press (including newspapers, radio and television) was by far the most common source of awareness; more than 1 in 3 of all respondents had heard of community planning in this way (35%).
- 3.10. In addition, around 1 in 6 respondents had heard of community planning through public notices (16%). However, information provided through the internet appears to have had a lesser impact; fewer than 1 in 10 had heard of community planning through the Council website (8%) and fewer than 1 in 20 through the Moray Community website (4%).
- 3.11. A relatively small proportion of all respondents had been **actively involved** in community planning, with around 1 in 6 having attended a community planning event (17%) and 1 in 8 having involvement in a local community group or forum (13%).
- 3.12. However, as would be expected, involvement in such activities was far more common amongst community organisations; nearly half had attended a community planning event (44%) and around 1 in 3 were involved in a local community group or forum (34%). Only around 1 in 7 Panel members had attended a community planning event (14%) and only 1 in 10 been involved in a community group (10%).

Table 10: Source of Awareness of Community Planning

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Attendance at a Community Planning event (eg public meeting, consultation)	96	14%	39	44%	135	17%
Through involvement in a local community group/ forum	73	10%	30	34%	103	13%
Having heard of a Community Planning event	69	10%	18	20%	87	11%
Having seen the Moray Community Plan	64	9%	28	31%	92	12%
Through local public notices (eg Council Offices, libraries)	113	16%	15	17%	128	16%
Through the local press (newspaper, radio, television)	246	35%	31	35%	277	35%
Through the Moray Community website (www.moraycommunity.org.uk)	27	4%	8	9%	35	4%
Through the Moray Council website	53	8%	8	9%	61	8%
Through another website	4	1%	2	2%	6	1%
Other	38	5%	2	2%	40	5%
Not heard of/ involved in community planning	256	36%	14	16%	270	34%
Base	706		89		795	

- 3.13. Finally on community planning, respondents were asked how important they considered community planning to be for Moray.
- 3.14. Although awareness, and in particular understanding of community planning is relatively low, it is clear that the majority of both Panel members and community organisations feel that community planning is important for Moray. Nearly 3 in 4 (73%) of all respondents felt that community planning is important for Moray, including nearly 2 in 5 who felt that it is “very important” (38%). Only around 1 in 20 respondents felt that community planning was unimportant for Moray (6%).
- 3.15. It was notable that respondents who were aware of community planning were generally more positive about its importance for Moray. In particular, more than 4 in 5 of those who had heard of community planning felt that it was important (81%), compared to just over half of those who had never heard of community planning (51%).

Table 11: Importance of Community Planning in Moray

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Very important	308	39%	35	38%	343	38%
Fairly important	278	35%	36	39%	314	35%
Neither/ nor	53	7%	14	15%	67	8%
Fairly unimportant	21	3%	2	2%	23	3%
Very unimportant	24	3%	3	3%	27	3%
Don't know/ Can't say	115	14%	3	3%	118	13%
Base	799		93		892	

- 3.16. While there were no significant variations in views on the importance of community planning across age cohorts or between genders, there were some notable differences across geographic areas. In particular, those in the Elgin area were more likely than others to consider community planning important, with more than 4 in 5 indicating this. This is likely to be linked to the greater awareness of community planning amongst respondents in this area (see 3.7).

The Moray Community Plan

- 3.17. The first Moray Community Plan was launched in March 2001, and the second Plan sets out the key priorities to be addressed in Moray over the next five years (2006-10). Survey respondents were asked both about their level of awareness of the Plan (Table 12) and also how they had heard about or seen the Plan (Table 13).
- 3.18. As was found in relation to community planning as a whole, overall awareness of the Moray Community Plan was high although relatively few were knowledgeable on the substance of the Plan. Around 7 in 10 respondents had heard of the Plan (71%), but only a little over 1 in 20 indicated that they “knew a lot” about the Plan (7%).
- 3.19. Moreover, 1 in 4 respondents had never heard of the Moray Community Plan (25%) and a further c3 in 10 had heard of the Plan but were unsure of its substance (29%). In total, nearly half of respondents had little or no awareness of the substance of the Moray Community Plan (44%).
- 3.20. However, it should again be noted that awareness and understanding of the Plan was significantly higher amongst community organisations than amongst Panel members. Nearly 9 in 10 organisations had heard of the Plan - 87%, compared to 68% of Panel members - including nearly 1 in 4 who “knew a lot” about the Plan; 23% compared to just 5% of Panel members.
- 3.21. There were some significant differences in awareness of the Moray Community Plan across key demographic groups. Younger respondents were less likely than others to have heard of the Plan; again this is similar to findings on overall awareness of community planning. In terms of area, respondents in the Forres and Keith areas were most likely to have heard of the Plan, while those in the Buckie area were least aware of the Plan.

Table 12: Awareness of the Moray Community Plan

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Fully aware, know a lot about	38	5%	22	23%	60	7%
Heard of, know a little about	273	34%	40	42%	313	35%
Heard of, but unsure of what it is	236	29%	21	22%	257	29%
Never heard of	217	27%	8	8%	225	25%
Don't know / can't say	45	6%	4	4%	49	5%
Base	802		95		897	

- 3.22. Respondents were also asked to indicate the way(s) in which they had seen or heard of the Moray Community Plan. It should be noted that again a substantial proportion of respondents indicated that they had not seen or heard of the Plan.
- 3.23. Amongst those who had heard of the Plan, the most common sources of awareness were notably similar to those reported in relation to community planning as a whole (see Table 10). The local press was by far the most common source of awareness, mentioned by more than 1 in 3 respondents (36%). In addition, around 1 in 6 indicated that they had seen or heard of the Plan through local public notices (17%). Relatively few had seen or heard of the Plan through the Council or Moray Community websites (7% and 5% respectively).
- 3.24. A relatively small proportion of respondents indicated that they had heard of the Plan through active involvement in community planning; around 1 in 7 had done so through involvement in a local community group (15%) and around 1 in 10 through a local public meeting (9%).
- 3.25. However, again it is notable that community organisations were much more likely than Panel members to have seen/ heard of the Plan through these means. Nearly half of organisations had heard of the Plan through a local community group or forum (47%) and nearly 3 in 10 through a public meeting (28%).

Table 13: Source of Awareness of Moray Community Plan

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Through involvement in a local community group/ forum	77	11%	40	47%	117	15%
At a local public meeting, event	47	7%	24	28%	71	9%
Through local public notices (eg Council Offices, libraries)	124	17%	13	15%	137	17%
Through the local press (newspaper, radio, television)	272	38%	21	24%	293	36%
Through the Moray Community website (www.moraycommunity.org.uk)	31	4%	7	8%	38	5%
Through the Moray Council website	47	7%	6	7%	53	7%
Through another website	4	1%	0	0%	4	0%
Other	26	4%	7	8%	33	4%
Not seen/ heard of Moray Community Plan	247	34%	13	15%	260	32%
Base	718		86		804	

4. THE MORAY COMMUNITY PLANNING PARTNERSHIP

- 4.1. The Moray Community Planning Partnership (MCP) is responsible for taking forward Community Planning in Moray, and is responsible for managing the Moray Citizens' Panel. It incorporates 13 partners, including public and voluntary agencies and community groups. The Moray Council has lead responsibility for implementing actions agreed by the Partnership.
- 4.2. Respondents were asked about their awareness of the Partnership (Table 14), and also recall of the Partnership logo (Table 15). In addition, respondents were asked the extent to which they had heard of each of the newly formed local neighbourhood forums (Table 16) and how effective they felt these forums were (Table 17).

Awareness of the Partnership

- 4.3. Overall, awareness of the MCP was relatively high with around 2 in 3 having heard of the Partnership (67%). It is also notable that community organisations were significantly more likely to have heard of the MCP than Panel members; more than 4 in 5 (84%) compared to 2 in 3 (65%).
- 4.4. However, few respondents felt that they "knew a lot about" the Partnership (7%), and in particular the c3 in 10 (28%) who indicated that they had never heard of the MCP is perhaps surprising given the Partnership's advertised role in managing the Moray Citizens' Panel. It may be significant that the first Panel newsletter, which features MCP member logos prominently had not been issued at the time of this survey.
- 4.5. It is interesting to note that there were fewer variations in awareness of the MCP across demographic groups than was found in relation to community planning and the Moray Community Plan. Indeed, there were no significant variations across age cohorts or by gender. Variations across the seven community planning areas were also relatively small with awareness amongst Keith area respondents somewhat higher than in other areas; awareness was lowest in the Buckie area.

Table 14: Awareness of the Moray Community Planning Partnership

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Fully aware, know a lot about	44	6%	20	21%	64	7%
Heard of, know a little about	257	32%	44	47%	301	34%
Heard of, but unsure of what it is / what it involves	217	27%	15	16%	232	26%
Never heard of	241	30%	9	10%	250	28%
Don't know / can't say	45	6%	6	6%	51	6%
Base	800		94		894	

- 4.6. Respondents were also asked about whether they had seen the MCP logo, excluding any correspondence relating to the Moray Citizens' Panel (the logo is reproduced on the front page of all survey forms).

- 4.7. Recall of the logo was similar to, if somewhat lower than overall awareness of the Partnership. In total, 6 in 10 respondents recalled having seen the logo (60%), although only 3 in 10 of these had “definitely” seen the logo (30%). Almost 1 in 4 of all respondents indicated that they had definitely not seen the MCPP logo (23%) while a further c1 in 5 were unsure of having seen the logo (18%).
- 4.8. Again community organisations were considerably more likely than Panel members to recall having seen the logo. Nearly half of community organisations indicated that they had definitely seen the logo (47%), compared to just over 1 in 4 Panel members (27%).
- 4.9. It was also notable that younger respondents were more likely than others to recall having seen the logo. In particular, around 3 in 5 of Panel members aged under 45 felt that they had seen the logo, compared to fewer than half of those aged 65+. In terms of area, Buckie and Speyside area respondents were most likely to recall having seen the logo, with around 2 in 3 respondents in each area having seen the logo. Those in the Lossiemouth area were least likely to have seen the MCPP logo.

Table 15: Recall of the Partnership Logo

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Definitely seen	221	27%	45	47%	266	30%
Possibly seen	239	30%	30	32%	269	30%
Definitely not seen	194	24%	10	11%	204	23%
Not sure/ can't say	150	19%	10	11%	160	18%
Base	804		95		899	

Local Neighbourhood Forums

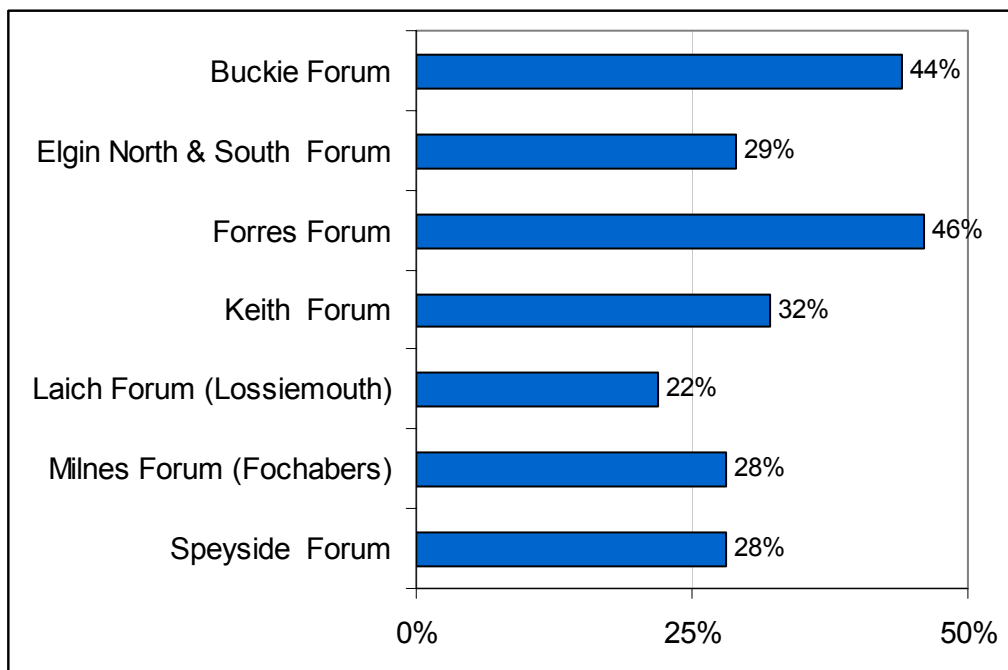
- 4.10. As part of the Community Planning process, 8 Local Neighbourhood Forums have recently been created across Moray, involving members of the local community, local interest groups and voluntary organisations. Respondents were asked about their awareness of the forums and views on the forums' effectiveness.
- 4.11. Awareness of the local neighbourhood forums appears to be relatively low; across each, around 7 in 10 respondents indicated that they had definitely not heard of the forum (between 68% and 73%). Indeed, around 6 in 10 of all respondents indicated that they had not heard of **any** of the forums (59%).
- 4.12. In terms of specific groups, awareness is slightly higher in relation to the Fochabers and Buckie forums than in relation to others, each with around 1 in 5 respondents having heard of the forum (20% and 19% respectively). Awareness is lowest in relation to the Milnes and Laich forums with nearly 3 in 4 having never heard of these forums (73%). It is interesting that these are the only two forums which **do not** take the main town in area as the forum name.

Table 16: Awareness of Local Neighbourhood Forums

	HEARD OF...			DEFINITELY NOT HEARD OF	NOT SURE/ CAN'T SAY
	ALL	Definitely	Possibly		
Buckie Forum	19%	10%	9%	69%	12%
Elgin North Forum	16%	7%	9%	70%	14%
Elgin South Forum	16%	7%	9%	70%	14%
Forres Forum	20%	9%	11%	68%	12%
Keith Forum	18%	11%	7%	70%	13%
Laich Forum (Lossiemouth)	13%	8%	5%	73%	14%
Milnes Forum (Fochabers)	14%	6%	8%	73%	13%
Speyside Forum	18%	9%	9%	69%	13%

- 4.13. However, it is important to note that the neighbourhood forums are intended to serve their local area and that the “impact” of a forum is most significant in its respective community planning area. Figure 1 below indicates awareness of each forum amongst Panel members in their respective areas.
- 4.14. This indicates that awareness of forums is greater in their local areas than figures in Table 16 above suggest, although there remain some significant variations in local impact of some forums. In particular, local awareness is greatest in relation to Forres and Buckie forums with nearly half of Panel members in these areas having heard of their local forum (46% and 44% respectively).
- 4.15. However, local awareness remains low in relation to some forums. In particular only around 1 in 5 Panel members in the Lossiemouth area had heard of their local forum (22%), and a little over 1 in 4 Fochabers and Speyside area respondents had heard of their respective forums (28%).

Figure 1: Awareness of Forums in Respective Area



- 4.16. Respondents were also asked to consider how effective they felt that local neighbourhood forums would be in representing the views of their local communities (Table 18).
- 4.17. Given the generally low awareness of forums, it is perhaps unsurprising that views were split on their overall effectiveness with a substantial proportion of respondents unable to offer a view on the forums' effectiveness (29%). While those who felt that the forums would be effective (28%) outnumbered those who disagreed, there remained nearly 1 in 4 who felt that forums would be ineffective (24%).
- 4.18. It is perhaps surprising that there were few significant variations in views on the effectiveness of the local neighbourhood forums by area, although it is notable that those in the Elgin area were somewhat more positive about the likely effectiveness of the forums overall, while those in the Keith and Speyside areas were least positive.

Table 17: Perceived effectiveness of the Forums

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Very effective	19	2%	3	3%	22	2%
Fairly effective	202	25%	25	27%	227	26%
Neither/ nor	153	19%	19	20%	172	19%
Fairly ineffective	122	15%	17	18%	139	16%
Very ineffective	62	8%	9	10%	71	8%
Don't know/ can't say	238	30%	21	22%	259	29%
Base	796		94		890	

- 4.19. Where respondents stated that they felt the forums would be ineffective, the survey asked for the main reasons for this view. Respondents provided a wide range of reasons, although a number of common themes emerged.
- 4.20. There was some concern that forums would be little more than "just another layer" of bureaucracy, and in relation to this a number of respondents noted the existence of other local community groups and representative bodies such as community councils. There was some confusion regarding how the forums would fit in with existing groups, and the "extra value" that forums would provide.
- 4.21. There was some scepticism regarding the extent to which any local representative bodies can have genuine influence in the decision making process, with comments that "decisions are already made by public bodies in Moray" and "I do not believe they have much effect on the final decision process".
- 4.22. A number of respondents also felt that forums would be unlikely to be truly representative of the people, and therefore the views, of their local area. Some commented that individuals involved in the forums would represent "only certain parts of the community", and in particular that forums would attract only individuals with "specific interests".

- 4.23. Respondents also expressed some concern that the lack of awareness of forums would hinder their ability to adequately represent the views of their respective communities: "I am a concerned citizen and have not come across these initiatives".

5. MORAY COMMUNITY PLAN THEMES

5.1. The Moray Community Plan is divided into seven themes which represent the key areas for development in Moray and the Planning Partnership works under these themes.

- Achieving a Safer Community;
- Achieving a Healthy & Caring Community;
- Building Stronger Communities;
- Improving Travel Facilities, Choices & Safety;
- Investing in Children and Young People;
- Protecting & Enhancing the Environment; and
- Working for Increased Prosperity.

5.2. Respondents were asked the extent to which they understood each of the themes (Table 19), and also how important they felt each theme was for Moray (Table 20).

Understanding

5.3. Overall levels of understanding were high with up to 9 in 10 respondents indicating that they understood the themes wholly or in part.

5.4. Understanding was highest in relation to “achieving a safer community” with 9 in 10 (90%) respondents indicating that they understood this theme to some extent, and more than half indicating that they “wholly” understood the theme (54%). Respondents also generally understood themes relating to “healthy/ caring communities”, “travel facilities” and “protecting/ enhancing the environment”; for each, around half “wholly” understood the themes.

5.5. Understanding was lowest in relation to “working for increased prosperity”, although there remained 4 in 5 respondents who understood the theme wholly or in part (81%). Nevertheless, 1 in 10 respondents indicated that they did not understand this theme.

Table 18: Understanding of Community Plan Themes

	UNDERSTAND...			DO NOT UNDERSTAND	DON'T KNOW / CAN'T SAY
	ALL	Wholly	In part		
Achieving a Safer Community	90%	54%	36%	3%	8%
Achieving a Healthy/ Caring Community	87%	50%	37%	6%	8%
Building Stronger Communities	82%	41%	41%	9%	10%
Improving Travel Facilities, Choices & Safety	87%	49%	38%	5%	8%
Investing in Children/ Young People	86%	47%	39%	6%	9%
Protecting/ Enhancing the Environment	87%	47%	40%	6%	8%
Working for Increased Prosperity	81%	40%	41%	10%	10%

5.6. It is interesting to note that Panel members were generally somewhat more likely than community organisations to indicate that they understood the Community Plan themes, with the differential as much as +10% in the case of “achieving a safer community”.

- 5.7. In terms of area, respondents in the Elgin and Forres areas were generally most likely to understand the Community Plan themes. Understanding of the themes was generally lowest in the Fochabers area.

Importance

- 5.8. Both Panel members and community organisations overwhelmingly felt that the Community Plan themes were important for Moray, with around 9 in 10 respondent rating each of the themes as important and more than half rating each theme as “very important” (Table 20).
- 5.9. It is also worth noting that views on the importance of Community Plan themes appear to be linked to understanding of the themes; it is notable that the themes rated as most and least important are also the most and least understood.
- 5.10. Respondents rated “achieving a safer community” highest in terms of importance; more than 9 in 10 felt that this theme was important (96%) including nearly 8 in 10 who rated the theme as “very important” (79%).
- 5.11. “Achieving a healthy/ caring community” and “investing in children/ young people” were also rated particularly highly, each with more than 9 in 10 rating as important (96% and 95%) and around 7 in 10 as very important (71% and 72%).
- 5.12. “Working for increased prosperity” was rated lowest in terms of importance, although there remained nearly 9 in 10 who felt that this was an important theme for Moray (89%) and more than half that it was a very important theme (52%). Again, it is worth noting that this theme was also rated lowest in terms of respondent understanding.

Table 19: Importance of Community Plan Themes for Moray

	IMPORTANT...			UNIMPORTANT	NEITHER / NOR
	ALL	Very	Fairly		
Achieving a Safer Community	96%	79%	17%	0%	3%
Achieving a Healthy/ Caring Community	96%	71%	25%	0%	4%
Building Stronger Communities	90%	52%	38%	1%	9%
Improving Travel Facilities, Choices & Safety	93%	62%	31%	1%	5%
Investing in Children/ Young People	95%	72%	23%	1%	4%
Protecting/ Enhancing the Environment	95%	63%	32%	0%	5%
Working for Increased Prosperity	89%	52%	37%	2%	9%

6. THE MORAY COMMUNITY PLANNING WEBSITE

- 6.1. The Moray Community Planning website (www.moraycommunity.org.uk) is an integral tool in the dissemination of information on community planning in Moray, including information on the new local neighbourhood forums and the Moray Community Plan. Respondents were asked about their prior and likely future interaction with the website.

Prior Use of Website

- 6.2. First respondents were asked the extent to which they had visited the Moray Community website previously (Table 20), and also about their reasons for having done so (Table 21).
- 6.3. Relatively few respondents have visited the Moray Community website; just 1 in 7 of all respondents (14%), rising to 1 in 5 for Community Organisations (20%). There were no clear patterns in how recently respondents had visited the website, although it is worth noting that most of those who had visited the site had done so in the past 3 months. More than 4 in 5 of all respondents indicated that they had never visited the website (83%).
- 6.4. However, contact with the Moray Community website appears to vary somewhat across demographic groups, with the website having a greater impact on some respondent groups.
- 6.5. For example, respondents in the Buckie and Lossiemouth areas were most likely to have visited the Moray Community website, while those in the Speyside and Forres areas were least likely. In addition, it is notable that those aged 45-64 were somewhat more likely than others to have visited the website, with around 1 in 6 having done so compared to around 1 in 10 other respondents.

Table 20: Visits to the Moray Community Planning website

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Yes...	98	13%	19	20%	117	14%
<i>in the last week</i>	16	2%	4	4%	20	2%
<i>in the last month</i>	20	3%	5	5%	25	3%
<i>in the last three months</i>	23	3%	7	7%	30	3%
<i>in the last 6 months</i>	13	2%	2	2%	15	2%
<i>more than 6 months ago</i>	26	3%	1	1%	27	3%
No, never	650	85%	65	68%	715	83%
Don't know/ can't say	21	3%	12	13%	33	4%
Base	768		96		864	

- 6.6. Given the relatively low level of prior contact with the Moray Community website, information on reasons for visits is somewhat limited (Table 21).

- 6.7. However, it is notable that those visiting the website typically did so in order to access information on the Community Planning Partnership (1 in 3) or on community planning in Moray more generally (around 3 in 10). In addition, around 1 in 5 of those visiting the website had done so to access information on the local neighbourhood forums.
- 6.8. It is also notable that a substantial proportion of respondents had visited the website in order to access specific documents, including the Moray Community Plan. In total, 2 in 5 of those visiting the website had been seeking to access the Moray Community Plan or other documents.

Table 21: Reasons for Visiting Moray Community Website

	Num	%
Information on the Moray Community Planning Partnership	41	34%
Information on local neighbourhood forums	25	21%
Information on Moray Citizen's Panel	16	13%
Other information/ news on Community Planning in Moray	35	29%
Give views/ feedback to the MCPP	4	3%
To access the Moray Community Plan	22	18%
To access other documents	32	27%
Other	16	13%
Base	120	

Future Use of Website

- 6.9. Those respondents who had **not** visited the Moray Community website were asked about the likelihood of their using the website in the future (Table 22).
- 6.10. Overall, views were split with the number of respondents who were unlikely to visit the website in the future (42%) outnumbering those who felt they would be likely to do so (38%). Nevertheless, it should be noted that there remained nearly 2 in 5 respondents who felt that they may make use of the website in the future. Panel members were somewhat more likely than community organisations to indicate that they may use the website in the future (39% and 32% respectively).

Table 22: Likelihood of visiting the website in future

	Panel		Organisations		All	
	Num	%	Num	%	Num	%
Very likely	57	9%	5	7%	62	8%
Fairly likely	200	30%	19	25%	219	30%
Neither/ nor	95	14%	14	18%	109	15%
Fairly unlikely	133	20%	19	25%	152	21%
Very unlikely	143	22%	11	14%	154	21%
Don't know/ Can't say	37	6%	8	11%	45	6%
Base	665		76		741	

7. INFORMING THE PUBLIC

- 7.1. Finally, respondents were asked a number of questions about how good individual MCPP members are at informing the public of their activities. Looking forward, questions were asked on respondents' preferred methods for receiving information on MCPP activities, how the Partnership can best gather local people's views and whether there are specific sectors of the community with which the Partnership should develop links.

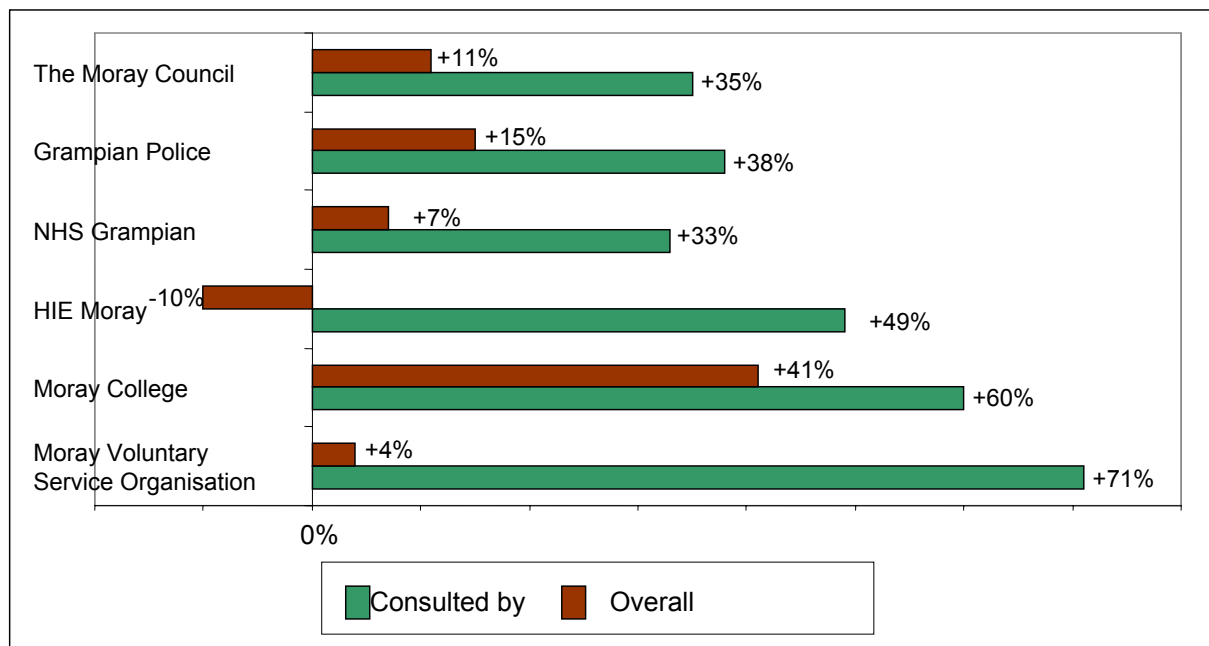
MCPP Members Informing the Public

- 7.2. Table 23 below sets out respondent views on how good MCPP member agencies are at informing the public of their activities. It should be noted that across all agencies, a substantial proportion of respondents felt unable to offer a clear view on individual agencies' performance in this area. These respondents are excluded from the net figures presented in the table below.
- 7.3. Amongst those offering a clear view, rating of individual agencies varied significantly and it should be noted that the extent to which agencies have regular contact with members of the public also varies.
- 7.4. Respondents rated Moray College as by far the best agency in terms of informing the public of their actions with a net rating of +41%; this was the only agency which most respondents rated as "good" (54%). In addition, it is worth noting that a substantial minority of respondents rated the following agencies as good at informing the public of their actions:
- The Moray Council: 44% "good", net +11%
 - Grampian Police: 41% good, net +15%
 - Grampian Fire and Rescue: 38% good, net +17%
 - Royal Air Force: 35% good, net +15%.
- 7.5. NHS Grampian and Moray Voluntary Service Organisation were the only other MCPP members rated positively in terms of informing the public; net ratings of +7% and +4% respectively and around 1 in 3 respondents rating as "good".
- 7.6. In terms of informing the public, respondents were most negative about the Joint Community Councils (net -25%), Moray Chamber of Commerce (net -25%) and Communities Scotland (-23%). However, it should be noted that the number of respondents rating these agencies as "poor" at informing the public of their actions is not substantially higher than for most other agencies. Rather, negative ratings for these agencies appear to be primarily due to the substantial proportion of respondents who did not offer a clear view on these agencies.

Table 23: Views on MCPP Members at Informing the Public (all respondents)

	NET	GOOD		NEITHER / NOR	POOR		DON'T KNOW
		Very	Fairly		Fairly	Very	
The Moray Council	+11%	6%	38%	19%	18%	13%	5%
Communities Scotland	-23%	1%	9%	28%	17%	16%	29%
Grampian Fire and Rescue	+17%	7%	31%	26%	13%	8%	15%
Grampian Police	+15%	6%	35%	20%	17%	9%	12%
NHS Grampian	+7%	5%	30%	26%	18%	10%	12%
HIE Moray	-10%	3%	16%	28%	16%	13%	24%
Joint Community Councils	-25%	2%	8%	27%	19%	16%	28%
Moray Citizens Advice Bureau	-3%	4%	21%	25%	15%	13%	23%
Moray Chamber of Commerce	-25%	1%	7%	29%	16%	17%	30%
Moray College	+41%	10%	44%	19%	7%	6%	13%
Moray Voluntary Service Organisation	+4%	6%	22%	26%	12%	12%	22%
Royal Air Force	+15%	8%	27%	23%	10%	10%	22%
Volunteer Centre Moray	-10%	3%	14%	29%	13%	14%	27%

- 7.7. Although ratings of agencies presented above relates to **informing** the public rather than **consultation** specifically, there is evidence that rating of an agency is substantially better amongst those who have been involved in consultation with that agency.
- 7.8. Figure 2 below compares the net rating of specific agencies on informing the public between all respondents and those who have been consulted by that agency. It should be noted that only agencies where 40 or more individuals have been involved in consultation are included.
- 7.9. Figure 2 indicates that individuals who have been actively consulted by an agency are far more positive about the agency in terms of informing the public of their actions. The change in ratings is particularly notable in relation to HIE Moray and Moray Voluntary Service Organisation, with ratings improving drastically from -10% and +4% for all respondents to +49% and +71% amongst those who have been consulted. Indeed, MVSO is given the highest net rating amongst respondents involved in consultation with agencies.

Figure 2: Views on MCPP Members at Informing the Public (Net rating)

Future Methods for Informing/ Consulting the Public

- 7.10. Respondents were next asked about the best ways in which the MCPP can inform the public about its activities (Table 24) and how best to gather community views (Table 25).
- 7.11. In terms of all methods that may be effective, articles in the local press were by some margin the most popular amongst respondents, mentioned by more than 4 in 5 (84%). In addition, a substantial majority of respondents mentioned a regular newsletter delivered to the door of all households in Moray (68%), leaflets distributed with Council Tax notices (61%) and regular reports available at public places (61%).
- 7.12. It is also worth noting that a sizeable minority of respondents felt that regular reports made available in the internet would be an effective method of informing the public of the MCPP's actions (39% mentioning).
- 7.13. However, ranking of these methods changed somewhat when respondents were asked to select the single most effective potential method. While local press articles and newsletters delivered to the door remained the most common preferences, newsletters were significantly more likely than press articles to be selected as the most effective method (49% and 28% respectively).

Table 24: Future Methods of Informing the Public

	All Methods	Most Effective Method
Regular reports presented at local public meetings	34%	2%
Regular reports available at local public places	61%	6%
Regular reports published on the internet	39%	4%
Leaflets/ bulletins distributed with Council Tax bills	61%	12%
Regular newsletter delivered to door	68%	49%
Articles in the local press	84%	28%
Other	5%	1%
Base	880	762

- 7.14. In addition to informing the public of its actions, the Planning Partnership were also keen to gather views on the effectiveness of potential ways in which it can gather views of local people in the future. Respondents were asked to select all methods which they felt would be effective, and also to indicate the three most effective methods.
- 7.15. Newspaper articles inviting comment were ranked as the most effective method of future consultation. Nearly 3 in 5 mentioned this as a potentially effective method (57%) and 1 in 10 identified this as the most effective method (10%).
- 7.16. Feedback forms on specific services and postal surveys were ranked 2nd and 3rd respectively, and were the only other methods mentioned by more than half of respondents (53% and 52% respectively). However, it should be noted that postal surveys were much more likely than newsletters or feedback forms to be identified as the most effective method; 1 in 5 (20%) respondents felt that postal surveys would be the most effective way for the MCPP to gather views of local people.
- 7.17. Other methods of future consultation identified as potentially effective included consultation meetings (46% mentioning), public meetings (44%) and face to face surveys (43%). Again it is worth noting that face to face surveys were more likely to be identified as the most effective method of future consultation than most other methods (15%).
- 7.18. There were some interesting differences in views of Panel members and community organisations on the effectiveness of methods for future consultation.
- 7.19. In particular, community organisations were much more likely than Panel members to mention consultation meetings as an effective method of consultation; indeed this was by far the most commonly mentioned method amongst organisations (more than 7 in 10 mentioning).
- 7.20. In contrast, Panel members were significantly more likely to mention postal surveys and internet surveys of the general public as effective consultation methods, with more than half and 1 in 5 mentioning these methods respectively.

Table 25: Future Methods of Consulting the Public

	1 st	2 nd	3 rd	ALL		Rank
Newspaper article inviting comment	10%	13%	16%	511	57%	1
Feedback forms on specific services	9%	13%	13%	477	53%	2
Postal surveys of the general public	20%	12%	8%	465	52%	3
Consultation meetings with specific interested parties	11%	9%	7%	407	46%	4
At public meetings	13%	7%	10%	389	44%	5
Face to face surveys of the general public	15%	12%	7%	387	43%	6
Discussion groups with general public	6%	8%	7%	323	36%	7
Consultation document inviting comment	5%	7%	6%	268	30%	8
At local Community Council meetings	3%	5%	6%	259	29%	9
At local Councillor's surgeries	1%	2%	5%	193	22%	10
Website article inviting comments	1%	1%	4%	176	20%	11
Internet surveys of the general public	1%	4%	4%	166	19%	12
Through Moray Citizens' Panel	0%	1%	3%	141	16%	13
Telephone survey of general public	1%	5%	4%	132	15%	14
Other	1%	1%	1%	25	3%	15
Base	866	841	817	892		

Links with Specific Groups

- 7.21. Finally, respondents were asked to indicate which, if any, sectors of the community the MCPP should focus on building specific links with (Table 26). Again respondents were asked to select all groups with which the MCPP should develop specific links, and also to identify the top three priorities.
- 7.22. Most respondents highlighted the importance of the MCPP developing links with a wide range of specific groups; indeed 8 of the 12 specific groups listed were mentioned by more than half of respondents. Young people and older people were the most commonly mentioned specific groups overall, each mentioned by more than 4 in 5 respondents (83% each). In particular, young people much more likely than other groups to be identified as the top priority; 3 in 10 felt that this was the most important group for the MCPP.
- 7.23. In addition, parents of young children and people with disabilities were also mentioned by a substantial majority of respondents (73% and 71% respectively). Again it should be noted that parents of young children were particularly likely to be highlighted as the top priority for the MCPP (17% selecting).
- 7.24. It is interesting to note that while the four most commonly mentioned groups related to specific socio-demographic categories, most respondents also highlighted the need for the MCPP to build specific links with the business community and voluntary groups in Moray (66% and 62% respectively).

- 7.25. There were few significant differences in the groups identified by Panel members and community organisations. Unsurprisingly, community organisations were considerably more likely than Panel members to mention voluntary groups as a priority for the MCPP (nearly 9 in 10 mentioning). Panel members were particularly likely to suggest that links be developed with parents with young children.

Table 26: Developing Links with Specific Groups

	1 st	2 nd	3 rd	ALL		Rank
Young people	30%	20%	11%	741	83%	1
Older people	15%	23%	17%	736	83%	2
Parents of young children	17%	14%	9%	648	73%	3
People with disabilities	4%	9%	13%	628	71%	4
The business community	11%	12%	14%	590	66%	5
Voluntary groups	7%	7%	10%	548	62%	6
School age children	8%	5%	5%	471	53%	7
Unemployed people	1%	3%	8%	442	50%	8
Ethnic minorities	0%	1%	3%	385	43%	9
Commuters	1%	3%	5%	373	42%	10
Women's interest groups	1%	2%	2%	303	34%	11
Religious groups	0%	1%	2%	266	30%	12
Other	5%	0%	1%	85	10%	13
BASE	844	816	800	890		

* * *

APPENDIX 1 SURVEY FORM



Involving and Consulting the Public

This survey asks for the experience and views of your group/organisation on Community Planning in Moray, including your consultation experience, views on Community Planning in Moray and how best to involve the public in the Community Planning process.

Please write in below the name of the organisation that you represent.

This information will be used by independent researchers in the analysis of survey responses - our report will not ascribe views to specific groups and your responses will not be passed on to the Moray Community Planning Partnership.

Your Experience of Consultation

Q1 Has your group taken any of the following actions **over the past 5 years** to tackle an issue or problem affecting people in your local area? And how effective or ineffective were these actions?

Please tick all actions that you have taken. For each action taken, tell us the extent to which you thought it was effective or ineffective.

	Tick all actions taken	Very effective	Fairly effective	Ineffective
Contacted local office of appropriate public body (eg local Council office or Police station)	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Contacted other office/ HQ of appropriate public body	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Contacted local press (radio, television or newspaper)	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Contacted a local councillor, MSP or MP	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Attended a public meeting or forum to discuss the issue	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Attended a local tenants or residents group	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Attended a protest meeting/ joined an action group	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Signed or helped to organise a petition on the issue	<input type="checkbox"/> 8	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Other (please write in)	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We did none of these things	<input type="checkbox"/> 10			
Don't know/ can't remember	<input type="checkbox"/> 11			

And which action do you think was the **most effective**?

Please write a number (01-09) from Q1 in the box below

Most effective method

Q2 Has your group/organisation been consulted by any of the following members of the Moray Community Planning Partnership **in the past 3 years**? **Please tick ALL that apply**

The Moray Council	<input type="checkbox"/> 1	Joint Community Councils	<input type="checkbox"/> 7
Communities Scotland	<input type="checkbox"/> 2	Moray Citizens Advice Bureau	<input type="checkbox"/> 8
Grampian Fire and Rescue	<input type="checkbox"/> 3	Moray Chamber of Commerce	<input type="checkbox"/> 9
Grampian Police	<input type="checkbox"/> 4	Moray College	<input type="checkbox"/> 10
NHS Grampian	<input type="checkbox"/> 5	Moray Voluntary Service Organisation	<input type="checkbox"/> 11
HIE Moray (formerly Moray Badenoch & Strathspey Enterprise)	<input type="checkbox"/> 6	Royal Air Force	<input type="checkbox"/> 12
		Volunteer Centre Moray	<input type="checkbox"/> 13

Q3 If your group/organisation **has** been consulted in the past 3 years by one or more members of the Partnership, in which of the following ways were you consulted? And how effective or ineffective were these methods?

Please tick all methods that you have been consulted by. For each method, tell us the extent to which you thought it was effective or ineffective.

	Tick all actions taken	Very effective	Fairly effective	Ineffective
Public meeting	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Consultation meeting with interested parties	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Focus group/ discussion group	<input type="checkbox"/> 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Postal survey	<input type="checkbox"/> 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Face to face survey (in your home or elsewhere)	<input type="checkbox"/> 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Telephone survey	<input type="checkbox"/> 6	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Internet survey	<input type="checkbox"/> 7	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Feedback form on a specific service	<input type="checkbox"/> 8	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Consultation document inviting comments	<input type="checkbox"/> 9	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Newspaper article inviting comments	<input type="checkbox"/> 10	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Website article inviting comments	<input type="checkbox"/> 11	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
We have never been consulted in any of these ways	<input type="checkbox"/> 12			
Don't know/ can't say	<input type="checkbox"/> 13			

And which method do you think was **most effective**?

Please write a number (01-11) from Q3 in the box below

Most effective method

Q4 To what extent does your group/organisation agree or disagree with the following general statements about consulting with the public in Moray? Please tick **ONE** option for each statement

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree
Public agencies in Moray are genuinely interested in the views of the public	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Most public consultation in Moray is a waste of time because decisions have already been made	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
There should be more public consultation by public agencies in Moray	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How public agencies consult the public is not as important as whether they act on people's views	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Public agencies in Moray only consult the public because they are told to by the Scottish Executive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Community Planning

Community Planning brings together local organisations, groups and the community to tackle common needs and concerns. The first Moray Community Plan was launched in March 2001. The second Community Plan, covering the period 2006 to 2010, has just been published and sets out the key priorities to be addressed in Moray over the next five years.

Q5 To what extent would you say your group/organisation is **aware or unaware** of Community Planning and what it involves? **Please tick ONE only**

Fully aware, know a lot about	<input type="checkbox"/> 1
Heard of, know a little about	<input type="checkbox"/> 2
Heard of, but unsure of what it is/ what it involves	<input type="checkbox"/> 3
Never heard of	<input type="checkbox"/> 4
Don't know/ can't say	<input type="checkbox"/> 5

Q6 If your group/organisation **has** been involved in or heard of Community Planning, in what ways has it done this? **Please tick ALL that apply**

Attendance at a Community Planning event (eg public meeting, consultation)	<input type="checkbox"/> 1	Through the local press (newspaper, radio, television)	<input type="checkbox"/> 6
Through involvement in a local community group/ forum	<input type="checkbox"/> 2	Through the Moray Community website (www.moraycommunity.org.uk)	<input type="checkbox"/> 7
Having heard of a Community Planning event	<input type="checkbox"/> 3	Through The Moray Council website	<input type="checkbox"/> 8
Having seen the Moray Community Plan	<input type="checkbox"/> 4	Through another website	<input type="checkbox"/> 9
Through local public notices (eg in Council offices, libraries)	<input type="checkbox"/> 5	Other (please write in)	<input type="checkbox"/> 10
We have not heard of or been involved in Community Planning			<input type="checkbox"/> 11

Q7 In the opinion of your group or organisation, how **important or unimportant** is Community Planning for Moray? **Please tick ONE only**

Very important	Fairly important	Neither/ nor	Fairly unimportant	Very unimportant	Don't know/ Can't say
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q8 To what extent is your group/organisation aware or unaware of the **Moray Community Plan**? **Please tick ONE only**

Fully aware, know a lot about	<input type="checkbox"/> 1
Heard of, know a little about	<input type="checkbox"/> 2
Heard of, but unsure of what it is	<input type="checkbox"/> 3
Never heard of	<input type="checkbox"/> 4
Don't know/ can't say	<input type="checkbox"/> 5

Q9 If you **have** seen or heard of the Moray Community Plan, where was this? **Please tick ALL that apply**

Through involvement in a local community group/ forum	<input type="checkbox"/> 1	Through the Moray Community website (www.moraycommunity.org.uk)	<input type="checkbox"/> 5
At a local public meeting. event	<input type="checkbox"/> 2	Through The Moray Council website	<input type="checkbox"/> 6
Through local public notices (eg in Council offices, libraries)	<input type="checkbox"/> 3	Through another website	<input type="checkbox"/> 7
Through the local press (newspaper, radio, television)	<input type="checkbox"/> 4	Other (please write in)	<input type="checkbox"/> 8
I have not seen or heard of the Moray Community Plan			<input type="checkbox"/> 9


The Moray Community Planning Partnership

The Moray Community Planning Partnership is responsible for taking forward Community Planning in Moray. It incorporates 13 partners, including public and voluntary agencies and community groups. The Moray Council has lead responsibility for implementing actions agreed by the Partnership.

Q10 To what extent is your group/organisation aware or unaware of the *Moray Community Planning Partnership*? Please tick **ONE** only

Fully aware, know a lot about	<input type="checkbox"/> 1
Heard of, know a little about	<input type="checkbox"/> 2
Heard of, but unsure of what it is	<input type="checkbox"/> 3
Never heard of	<input type="checkbox"/> 4
Don't know/ can't say	<input type="checkbox"/> 5

Q11 The Moray Community Planning Partnership logo is reproduced below. Can you recall having seen this logo elsewhere (excluding correspondence relating to the Moray Citizens' Panel)? Please tick **ONE** only

	Definitely seen	Possibly seen	Definitely not seen	Not sure/ Can't say
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

As part of the Community Planning process, 8 *Local Neighbourhood Forums* have recently been created across Moray to improve communication between local communities and the Community Planning Partnership. The Forums involve members of the local community, local interest groups and voluntary organisations.

Q12 To what extent is your group/organisation aware or unaware of the following Local Neighbourhood Forums? Please tick **ONE** option for each Forum

	Definitely heard of	Possibly heard of	Definitely not heard of	Not sure/ Can't say
Buckie Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Elgin North Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Elgin South Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Forres Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Keith Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Laich Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Milnes Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Speyside Neighbourhood Forum	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q13 How effective or ineffective do you think the Forums will be in getting the views of local communities to public bodies and agencies in Moray? Please tick **ONE** only

Very effective	Fairly effective	Neither/ nor	Fairly ineffective	Very ineffective	Don't know/ Can't say
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q14 If your group/organisation thinks that the Forums will be *ineffective* in getting across the views of local communities, why is this? **Please write in below**

The Moray Community Plan Themes

The Moray Community Plan is divided into the 7 themes listed below, and the Community Planning Partnership works under these themes. Please read through the themes and then answer the questions below.

Achieving a Safer Community - fear of crime, anti-social behaviour, alcohol and drug misuse, road safety and home accidents.

Achieving a Healthy & Caring Community - health improvement, health services, community care and social work services.

Building Stronger Communities - housing and homelessness, lifelong learning, supporting the involvement of all sections of the community in community life and promoting volunteering opportunities.

Improving Travel Facilities, Choices & Safety - range of transport issues, including key transport routes in and out of Moray, public transport, community transport options and promotion of walking and cycling opportunities.

Investing in Children and Young People - schools and education, and the range of services/ facilities for children and young people.

Protecting & Enhancing the Environment - sustainable development, renewable energy and waste recycling, and focus on the natural and built environment.

Working for Increased Prosperity - economic development of towns and rural areas across Moray, support for local businesses, tourism, employment training and careers guidance.

Q15 To what extent would you say your group/organisation *understands* what each of the themes relates to and involves? **Please tick ONE option for each theme**

	Wholly understand	Understand in part	Do not understand	Don't know/ Can't say
Achieving a Safer Community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Achieving a Healthy & Caring Community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Building Stronger Communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Improving Travel Facilities, Choices & Safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Investing in Children and Young People	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Protecting & Enhancing the Environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Working for Increased Prosperity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q16 And how *important or unimportant* do you think each theme is for Moray?

Please tick **ONE** option for each theme

	Very important	Fairly important	Neither/ Nor Not sure	Fairly unimportant	Very unimportant
Achieving a Safer Community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Achieving a Healthy & Caring Community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Building Stronger Communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Improving Travel Facilities, Choices & Safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Investing in Children and Young People	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Protecting & Enhancing the Environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Working for Increased Prosperity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

The Moray Community Planning Website (www.moraycommunity.org.uk)

Q17 Has your group/organisation ever visited the Moray Community Planning website? If yes, when did you *most recently* visit the website? Please tick **ONE** only

Yes, in the last week	<input type="checkbox"/> 1	Yes, more than 6 months ago	<input type="checkbox"/> 5
Yes, in the last month	<input type="checkbox"/> 2	No, never (go to Q19)	<input type="checkbox"/> 6
Yes, in the last 3 months	<input type="checkbox"/> 3	Don't know/ can't say (go to Q19)	<input type="checkbox"/> 7
Yes, in the last 6 months	<input type="checkbox"/> 4		

Q18 If **yes**, which of the following have you visited the website for? Please tick **ALL** that apply

Information on the Moray Community Planning Partnership	<input type="checkbox"/> 1	To give your views/ feedback to the Community Planning Partnership	<input type="checkbox"/> 5
Information on Local Neighbourhood Forums	<input type="checkbox"/> 2	To access the Moray Community Plan	<input type="checkbox"/> 6
Information on the Moray Citizens' Panel	<input type="checkbox"/> 3	To access other documents	<input type="checkbox"/> 7
Other information/ news on Community Planning in Moray	<input type="checkbox"/> 4	Other (please write in)	<input type="checkbox"/> 8

Q19 If you *have not* visited the Moray Community Planning website, how likely or unlikely would you be to do so in the future? Please tick **ONE** only

Very likely	Fairly likely	Neither/ nor	Fairly unlikely	Very unlikely	Don't know/ Can't say
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Informing the Public

The Moray Community Planning Partnership needs to gather the views of all parts of the local community, and needs to inform local people about its activities and performance. Here we ask for your views on how good members of the Partnership are at consulting the public, and how the Partnership should involve and inform local people in the future.

Q20 In the opinion of your group/organisation, how good or poor are the following Moray Community Planning Partnership member agencies at **informing the public** of their activities in Moray?

Please tick ONE option for each agency

	Very good	Fairly good	Neither/ Nor	Fairly poor	Very poor	Don't know
The Moray Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Communities Scotland	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Grampian Fire and Rescue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Grampian Police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
NHS Grampian	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
HIE Moray (formerly Moray Badenoch & Strathspey Enterprise)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Joint Community Councils	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Moray Citizens Advice Bureau	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Moray Chamber of Commerce	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Moray College	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Moray Voluntary Service Organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Royal Air Force	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Volunteer Centre Moray	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q21 Which of the following would be effective methods by which the Partnership could inform people in Moray about its activities and performance? And which would be the **most effective** method?

Please tick ALL that you think would be effective, and the ONE method you think would be most effective

	All methods	Single most effective
Regular reports presented at local public meetings	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Regular reports available at local public places (eg libraries, GP surgeries, Council offices)	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Regular reports published on the internet	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Leaflets/ bulletins distributed with Council Tax bills	<input type="checkbox"/> 4	<input type="checkbox"/> 4
A regular newsletter delivered to every household in Moray	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Articles in the local press (newspapers, radio, TV)	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Other (please write in)	<input type="checkbox"/> 7	<input type="checkbox"/> 7

Q22 The Partnership also needs to be in touch with local communities in Moray to understand people's views on local services, their needs and priorities. In the opinion of your group/organisation, which of the following methods would be a good way of doing this? **Please tick ALL that apply**

At public meetings	<input type="checkbox"/> 1	Consultation document inviting comment	<input type="checkbox"/> 9
Consultation meetings with specific interested parties	<input type="checkbox"/> 2	Newspaper article inviting comments	<input type="checkbox"/> 10
Discussion groups with the general public	<input type="checkbox"/> 3	Website article inviting comments	<input type="checkbox"/> 11
Postal surveys of the general public	<input type="checkbox"/> 4	At local Councillor's surgeries	<input type="checkbox"/> 12
Face to face surveys of the general public	<input type="checkbox"/> 5	At local Community Council meetings	<input type="checkbox"/> 13
Telephone surveys of the general public	<input type="checkbox"/> 6	Through the Moray Citizens'	<input type="checkbox"/> 14
Internet surveys of the general public	<input type="checkbox"/> 7	Other (please write in)	<input type="checkbox"/> 15
Feedback forms on specific services	<input type="checkbox"/> 8		

And which three would be the **most effective** way for the Partnership to gather local views?

Please write a number (01-15) from Q22 in each of the boxes below

1 st	<input type="text"/>
2 nd	<input type="text"/>
3 rd	<input type="text"/>

Q23 The Moray Community Planning Partnership thinks that it is important that the views of all parts of the local community are represented. Which of the following groups does your group/organisation think the Partnership should develop specific links with? **Please tick ALL that apply**

School age children	<input type="checkbox"/> 1	Commuters	<input type="checkbox"/> 8
Young people	<input type="checkbox"/> 2	Voluntary groups	<input type="checkbox"/> 9
Parents of young children	<input type="checkbox"/> 3	The business community	<input type="checkbox"/> 10
Older people	<input type="checkbox"/> 4	Women's interest groups	<input type="checkbox"/> 11
People with disabilities	<input type="checkbox"/> 5	Unemployed people	<input type="checkbox"/> 12
Ethnic minorities	<input type="checkbox"/> 6	Other (please write in)	<input type="checkbox"/> 13
Religious groups	<input type="checkbox"/> 7		

And which do you think would be the **most important** groups for the Partnership to develop links with?

Please write a number (01-13) from Q23 in each of the boxes below

1 st	<input type="text"/>
2 nd	<input type="text"/>
3 rd	<input type="text"/>

THANK YOU FOR YOUR HELP

Please return your completed questionnaire using the reply PRE PAID envelope provided to:
Community Planning Officer, The Moray Council, Council HQ, High St, Elgin IV301BX

ANY QUERIES?

Tel: (01343) 563343 or Email roy.anderson@moray.gov.uk

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