



# Moray Citizens' Panel

## Designing Better Services

The Moray Council's "Designing Better Services" project is seeking to improve access to and the quality of Council services. As part of this project the Council are keen to hear your views and experience of contacting Council services, how accessing services could be made easier, and about other service improvements you would like to see.

### Your Contact with Moray Council Services

First we ask about the ways in which you have contacted Council services in Moray

**Q1 Have you made contact with Moray Council about any of the following in the last two years? Include all in person, telephone or email/internet contact.**

**Please circle ALL that apply, and also indicate your MAIN reasons for contacting the Council**

	ALL REASONS FOR CONTACT	MAIN REASONS FOR CONTACT (up to 3)
Refuse/ bin collection	1	1
Street cleaning/ dog fouling	2	2
Environmental health	3	3
Road repairs	4	4
Street lighting	5	5
Pavements	6	6
Winter maintenance (eg gritting)	7	7
Council tax or housing benefit	8	8
Housing (eg tenants' enquiries, repairs, rent)	9	9
Housing application enquiries	10	10
Social services or community care	11	11
Education inc further education and careers	12	12
Planning/ building control	13	13
Trading standards/ consumer protection	14	14
Registration of births, deaths or marriages	15	15
Leisure services	16	16
Libraries	17	17
<b>No contact with the Council in past 2 years</b>	18	

**Q2 Thinking about all of these services, overall how often would you say you have contacted the Moray Council in the last two years? Please circle ONE only**

Yes, once or twice only	1	<b>Go to Q3</b>
Yes, 3 to 5 times	2	
Yes, more often	3	
No contact in the last 2 years	4	<b>Go to Q15</b>
Don't know/ Can't say	5	

**Q3 And how often have you contacted Council services in the following ways in the last 2 years? Please circle ONE option for each**

	Often	Occasionally	Rarely	Never
In person (eg at Access Point)	1	2	3	4
Over the telephone	1	2	3	4
By letter or fax	1	2	3	4
By email	1	2	3	4
Via the Council website	1	2	3	4

## Your Most Recent Contact with Council Services

Here we ask about your experience of your **most recent contact** with Moray Council services.

**Q4 When was your most recent contact with Moray Council services? Please circle ONE only**

In the last month	1	<b>Go to Q5</b>
1 to 3 months ago	2	
3 to 6 months ago	3	
6 to 12 months ago	4	
1 to 2 years ago	5	
More than 2 years ago	6	<b>Go to Q15</b>

**Q5 What was this most recent contact about? Please circle ONE only**

Refuse/ bin collection	1	Housing application enquiries	10
Street cleaning/ dog fouling	2	Social services or community care	11
Environmental health	3	Education inc further ed., careers service	12
Road repairs	4	Planning/ building control	13
Street lighting	5	Trading standards/ consumer protection	14
Pavements	6	Registration of births, deaths or marriages	15
Winter maintenance	7	Leisure services	16
Council tax or housing benefit	8	Libraries	17
Housing (eg tenants' enquiries, repairs, maintenance, rent)	9	Other (please write in)	18

**Q6 How did you first get in touch with Moray Council services at this time? Please circle ONE only**

In person	1	By email	4
By telephone	2	Through the Council's website	5
By letter or fax	3	Other (please write in)	6

**Q7 And why did you choose this method of contact? Please circle ALL that apply**

The quickest way to contact the Council	1
The easiest/ most convenient way to contact the Council	2
The best way to discuss a complicated issue	3
The best way to discuss a confidential issue	4
The only contact method I knew	5
Other (please write in)	6

**Q8 If your most recent contact was in person or by phone, which of the following happened?**

**Please circle ONE only**

The first person I spoke to dealt with my enquiry/ request	1
I was passed to someone else	2
I was told someone would get back to me	3
I was told to contact the service again at another time	4

**Q9 And if you were passed on to someone else, were they able to help? Please circle ONE only**

They understood my request and were able to help	1
They were able to help once I had explained my request again	2
They could not help but referred me to someone who could	4
They were not the appropriate person and did not know how to help	5
I don't know/ can't remember	6

**Q10 Still thinking about your most recent contact with Council services...would you say that your enquiry or request was resolved? Please circle ONE only**

Yes - at first point of contact or within 24 hours	1
Yes - within 2 weeks of my contact	2
Yes - 2 to 4 weeks after my contact	3
Yes - a month or longer after my contact	4
No - but I expect it to be resolved	5
No - and I do not expect it to be resolved	6
Don't know/ Can't say	7

## Overall Experience of Your Most Recent Contact

Finally we ask for your views on the service received at the time of your most recent contact.

**Q11 Thinking first about your initial contact with the service, how would you rate the following?**

**Please circle ONE option for each**

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
Ease of contacting the right person	1	2	3	4	5
The friendliness of staff	1	2	3	4	5
The helpfulness of staff	1	2	3	4	5
Staff knowledge	1	2	3	4	5
Staff understanding of your requirements	1	2	3	4	5
The information you were given	1	2	3	4	5

**Q12 Now thinking about the service's response, how would you rate the following?**

**Please circle ONE option for each**

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
Staff ability to handle your request	1	2	3	4	5
How well you were kept informed about what was happening	1	2	3	4	5
The extent to which the Council resolved your query or request	1	2	3	4	5

**Q13** How satisfied or dissatisfied would you say you were with the overall service received at the time of your most recent contact? Please circle ONE only

Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
1	2	3	4	5

**Q14** And how likely would you be to recommend the Council service you used most recently - for example for others with a similar query or requirement? Please circle ONE only

Very likely	Fairly likely	Neither/ Nor	Fairly unlikely	Very unlikely
1	2	3	4	5

## Accessing Council Services

Here we ask about your views and preferences on how people access Council services in Moray.

**Q15** To what extent are you aware of the following ways to access Moray Council services? Please circle ONE option for each

	Have used	Not used but aware of	Never heard of
Moray Council Access Points	1	2	3
Telephone Service Centre	1	2	3
Self service through Council website	1	2	3

**Q16** And to what extent do you think you would be interested in accessing Council services in these ways? Please circle ONE option for each

	Definitely interested	Possibly interested	Definitely not interested
Moray Council Access Points	1	2	3
Telephone Service Centre	1	2	3
Self service through Council website	1	2	3

**Q17** Thinking specifically about accessing Council services via walk-in Access Points, how important or unimportant do you think the following are? Please circle ONE option for each

	Very important	Fairly important	Not very important	Not at all important
Wide range of services available	1	2	3	4
Access Points open in evenings/ weekends	1	2	3	4
Able to complete service request at Access Point, not just leave a message	1	2	3	4
Able to make appointments to meet staff	1	2	3	4
Private interview facilities available	1	2	3	4
Access Points in convenient locations	1	2	3	4
Access Points have adequate parking	1	2	3	4

**Q18** Now thinking about accessing Council services via the telephone, how important or unimportant do you think the following are? Please circle ONE option for each

	Very important	Fairly important	Not very important	Not at all important
Wide range of services available	1	2	3	4
Telephone service available in evenings/ weekends	1	2	3	4
Able to complete service request over telephone, not just leave a message	1	2	3	4
Able to make appointments to meet staff	1	2	3	4

## Now thinking about accessing services via the Council website...

**Q19** To what extent would you prefer to access services via the Council website, to using services in person or over the telephone? Please circle ONE option for each

Definitely prefer online option	1	<b>Go to Q21</b>
Prefer online for some services, but prefer in person or telephone for others	2	
Rarely or never prefer online option	3	

**Q20** Would any of the following put you off using Council services online? Please circle ALL that apply

Do not have access to the internet	1	I prefer to speak to a real person	5
I'm unfamiliar with using the internet	2	I don't think I would receive a quick response to an online query	6
Concerns about security/ confidentiality	3		
Other (please write in)			7

**Q21** Still thinking about accessing services online, which of the following have you done or would you be interested in doing via the Council website? Please circle ONE option for each

	Have used	Have not used...		
		Definitely interested	Possibly interested	Definitely not interested
Make a payment online (eg Council Tax, rent)	1	2	3	4
Buy items through the Council's eShop	1	2	3	4
Report a problem (eg roads, antisocial behaviour)	1	2	3	4
Request a service	1	2	3	4
Use the Council library service	1	2	3	4
Seek information or advice on Council services	1	2	3	4
View planning applications	1	2	3	4
Seek heritage information (eg family tree)	1	2	3	4
Provide comment or feedback online	1	2	3	4
Make a general enquiry (eg by emailed)	1	2	3	4

**Q22 Based on your experience of using Council services online, how would you rate the following? If you have never used Council services online please skip this question.**

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Range of online services available	1	2	3	4	5	6
Ease of finding what you were looking for	1	2	3	4	5	6
Ease of using online services	1	2	3	4	5	6
Quality of information provided	1	2	3	4	5	6
Speed of response to enquiry	1	2	3	4	5	6

**Q23 If the Council were to make more services available online or by phone, which of the following should be their priority? Please circle UP TO THREE for each column**

	ONLINE circle up to 3	BY PHONE circle up to 3
<u>Education Services</u> Inc schools & pre-school, adult learning, Moray Training	1	1
<u>Environmental Services</u> Inc planning services, building standards, environmental health, waste/recycling	2	2
<u>Housing Services</u> Inc Council housing, homelessness, tenant information, housing strategy	3	3
<u>Leisure Services</u> Inc community centres, libraries, museums, sports facilities, countryside	4	4
<u>Roads &amp; Transport Services</u> Inc road maintenance, street cleaning, road safety, school travel, transport strategy	5	5
<u>Community Services</u> Inc Council Tax and benefits, social work services, community councils, young people	6	6
<u>Social Care and Health Services</u> Inc children and families, community care, disabilities, criminal justice	7	7
<u>Other (please write in)</u>	8	8

## Barriers to Accessing Council services

**Q24 Have you experienced any of the following difficulties or barriers in accessing Moray Council services? Please circle ALL that apply**

Do not know who to get in touch with	1	Poor physical access to Council offices	8
Do not have Council contact details	2	Doors difficult to manage	9
Opening hours are not convenient for me	3	Signs unclear to those with sight problems	10
Difficult to get convenient appointment time	4	Signs not in my first language	11
Poor attitude/ manner of Council staff	5	Difficulty/lack of help with written material	12
Difficulty getting to Council offices	6	Hearing induction loop not available	13
Lack of car parking at Access Points	7	Translation/interpretation not available	14
Other (please write in)			15

**And which of these would you say is the most significant difficulty? Please write a number from 1 to 15 in the box (eg "3" for opening hours)**

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**Q25 Do any of the following make it more difficult for you to access and use Council services?**

Please circle ALL that apply

Poor sight, blindness	1
Impaired hearing, deafness	2
Difficulty reading or writing	3
Mobility difficulties	4
Physical disability or wheelchair user	5
English not my first language	6
Other (please write in)	7

**Q26 To what extent do you think the following would make it easier for you or others to make better use of Council services in Moray? Please circle ONE option for each**

	Very useful	Fairly useful	Not very useful	Not at all useful	Don't know
Large print material	1	2	3	4	5
Information in other formats (eg Braille, audio)	1	2	3	4	5
Help with written material (eg completing forms)	1	2	3	4	5
More hearing induction loop facilities	1	2	3	4	5
Availability of text type	1	2	3	4	5
More access to services via email	1	2	3	4	5
More services available online	1	2	3	4	5
Council website more accessible for those with impaired vision	1	2	3	4	5
Access to services via text messaging	1	2	3	4	5
More written material in other languages	1	2	3	4	5
More translation/ interpretation services	1	2	3	4	5

## Improving Moray Council Services

Here we ask for your suggestions on how Council services in Moray could be improved.

**Q27 To what extent do you feel the following should be priorities for improvement for Council services in Moray? Please circle ONE option for each**

	Very important	Fairly important	Not very important	Not at all important
<b>Accessing services...</b>				
Being able to contact services in the evening	1	2	3	4
Being able to contact services at the weekend	1	2	3	4
More Council services available online	1	2	3	4
Better information provided on available services	1	2	3	4
Better disabled access to Council premises	1	2	3	4
<b>Quality of services...</b>				
More helpful Council service staff	1	2	3	4
More knowledgeable Council service staff	1	2	3	4
Requests/ enquiries dealt with more quickly	1	2	3	4
Customers better informed of progress of request	1	2	3	4
More public involvement in service development	1	2	3	4
More public feedback and sharing of information	1	2	3	4

**Q28** Are there any other improvements you would like to see in Moray Council services?  
Please write in below.

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**Q29** And are there aspects of customer service that you feel Moray Council services do well?  
Please write in below.

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## Future consultation

**Q30** We would like to hold a number of discussion groups with Panel members taking part in this survey, to discuss your views in more detail. Would you be interested in taking part?

Yes	1	No	2
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If yes, please give your details below

Name

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Telephone

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Email (if available)

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**Q31** The Council would also to contact those taking part in the survey, for possible future consultation on improving Council services. Your participation would be entirely voluntary. Would you be interested in taking part? If so we will pass your contact details to the Council.

Yes	1	No	2
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## THANK YOU FOR YOUR HELP

Please return your completed questionnaire using the reply PRE PAID envelope provided to:  
Craigforth, 19 Scion House, Stirling University Innovation Park, STIRLING, FK9

### ANY QUERIES?

Freephone 0800 027 2245

Or

Email [c.thornton@craigforth.co.uk](mailto:c.thornton@craigforth.co.uk)

Information you send to us is strictly confidential. It will be processed in accordance with the Data Protection Act (1998).



## Finally, about you...

Here we ask some brief details about you and your circumstances. Please be assured that your responses will remain **completely confidential**, and will be used only in survey analysis.

**Q32 Are you: Please circle ONE only**

Male	1	Female	2
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**Q33 Your age group: Please circle ONE only**

Under 30	1	50 - 59	4
30 - 39	2	60 - 69	5
40 - 49	3	70 and over	6

**Q34 How would you describe your ethnic group? Please circle ONE only**

White Scottish or other British	1	African, African British	5
Irish or other European	2	Caribbean, Caribbean British	6
Mixed background	3	Other ethnic background (please write in)	7
Asian, Asian British	4		

**Q35 Including yourself, how many people are in your household? Please write in a number for each**

Pre-school age children (usually under 5 years old)

Primary school age children (usually 5-12 years old)

Secondary school age children

Adults (including you)


**Q36 Does your household own or rent your accommodation? Please circle ONE only**

Own home with mortgage	1	Rent from Housing Association or Co-op	4
Own home outright (no mortgage or loan)	2	Rent from private landlord/letting agency	5
Rent from Council	3	Rent from other	6

**Q37 Which of the following best describes your employment status? Please circle ALL that apply**

Employee - full time	1	Retired	6
Employee - part time	2	Student	7
Self employed	3	Not working due to ill health/ disability	8
Government training scheme	4	Looking after home and family	9
Unemployed	5	Voluntary unpaid work	10

**Q38 Do any of the following restrict your daily activities? Please circle ALL that apply**

Impaired hearing	1
Poor sight, blindness	2
Problems with physical mobility	3
Other (please write in)	4