

Moray Citizens' Panel

Environmental Services Survey 2014

Corporate Policy Unit

March 2014

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1 Introduction

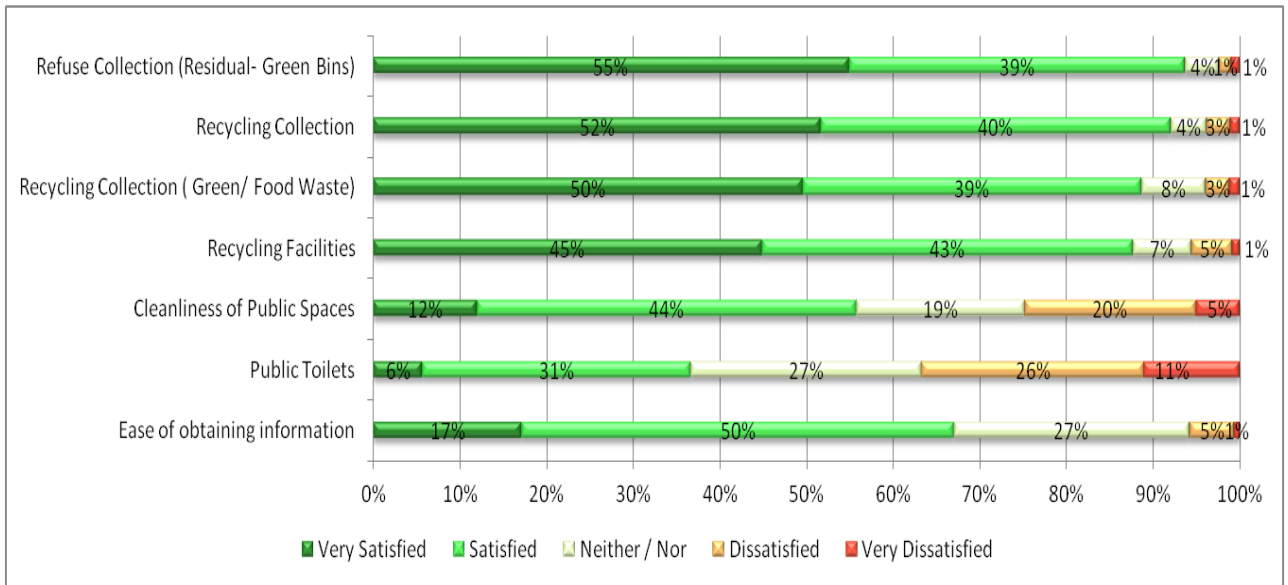
- 1.1 The present survey sought citizen's panel members' views and experience across a range of Moray Council environmental services, including the following specific areas:
 - waste management;
 - lands and parks;
 - catering;
 - roads maintenance;
 - transportation engineering design, and flood risk management; and
 - service staff.
- 1.2 The survey fieldwork ran during January and February 2014, and a total of 386 responses had been received by consultation close on 14 February, representing a response rate of 44%. This is a strong level of response to a survey particularly as the same panel had a similar survey the year before.
- 1.3 A similar survey of the same citizen's panel conducted in early 2013 has allowed comparison between the 2014 and 2013 results. Throughout this report a comparison is given when it is available.

2 Waste management

- 2.1 The survey began by asking for panel members' views on waste management services provided by the council.
- 2.2 The great majority of survey respondents had used all of the waste management services listed at Figure 1 with the exception of public toilets. Amongst those that had used services, views were most positive in relation to refuse collection, recycling collection and recycling collection (green/food waste) with 94%, 92% and 89% respectively being satisfied. Respondents were also very positive in relation to recycling facilities, with 87% satisfied with this service.
- 2.3 Views were still positive but less so in relation to the cleanliness of public places and the ease of obtaining information with 56% and 67% respectively being satisfied. A quarter of the respondents were dissatisfied with the cleanliness of public places.
- 2.4 In 2014 there were 37% satisfied and also 37% dissatisfied with public toilets. In 2013 the percentage satisfied with public toilets was 54% (figure 4) and toilets are the main reason people gave for dissatisfaction with the services (figure 2)

Figure 1: Rating of waste management services over the last year

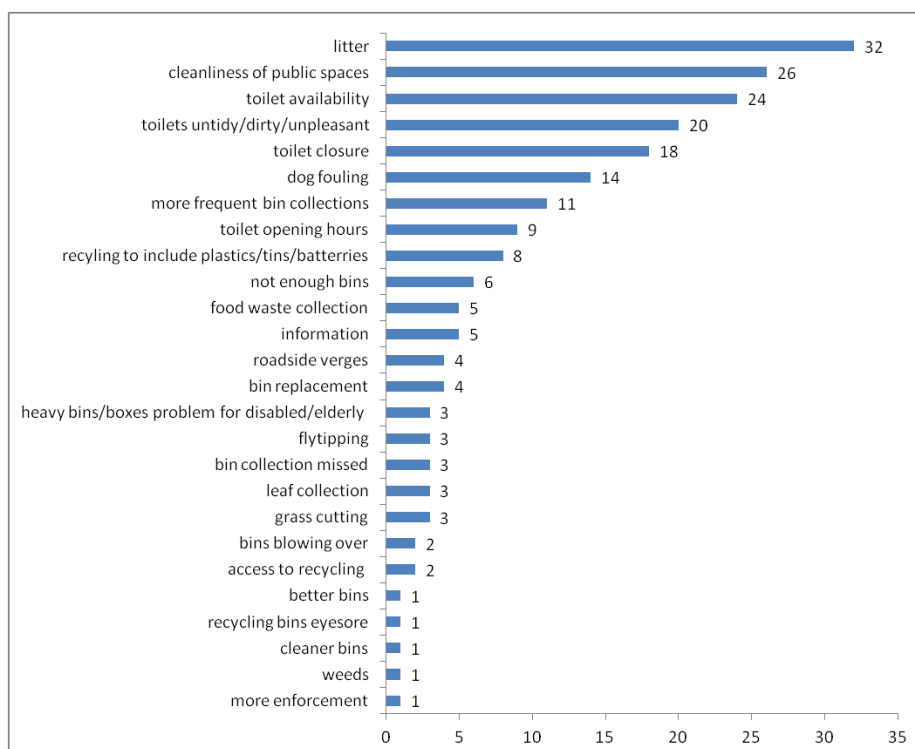
	Service used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
	%	Count					
Refuse Collection (Residual- Green Bins)	99%	381	55%	39%	4%	1%	1%
Recycling Collection	97%	362	52%	40%	4%	3%	1%
Recycling Collection (Green/ Food Waste)	89%	333	50%	39%	8%	3%	1%
Recycling Facilities	98%	357	45%	43%	7%	5%	1%
Cleanliness of Public Spaces	98%	375	12%	44%	19%	20%	5%
Public Toilets	69%	262	6%	31%	27%	26%	11%
Ease of obtaining information on the general Waste Management Service.	82%	309	17%	50%	27%	5%	1%



2.5 Respondents, who said that they were not satisfied with one or more services, were invited to say why they were not satisfied with services and the results are given in figure 2 below

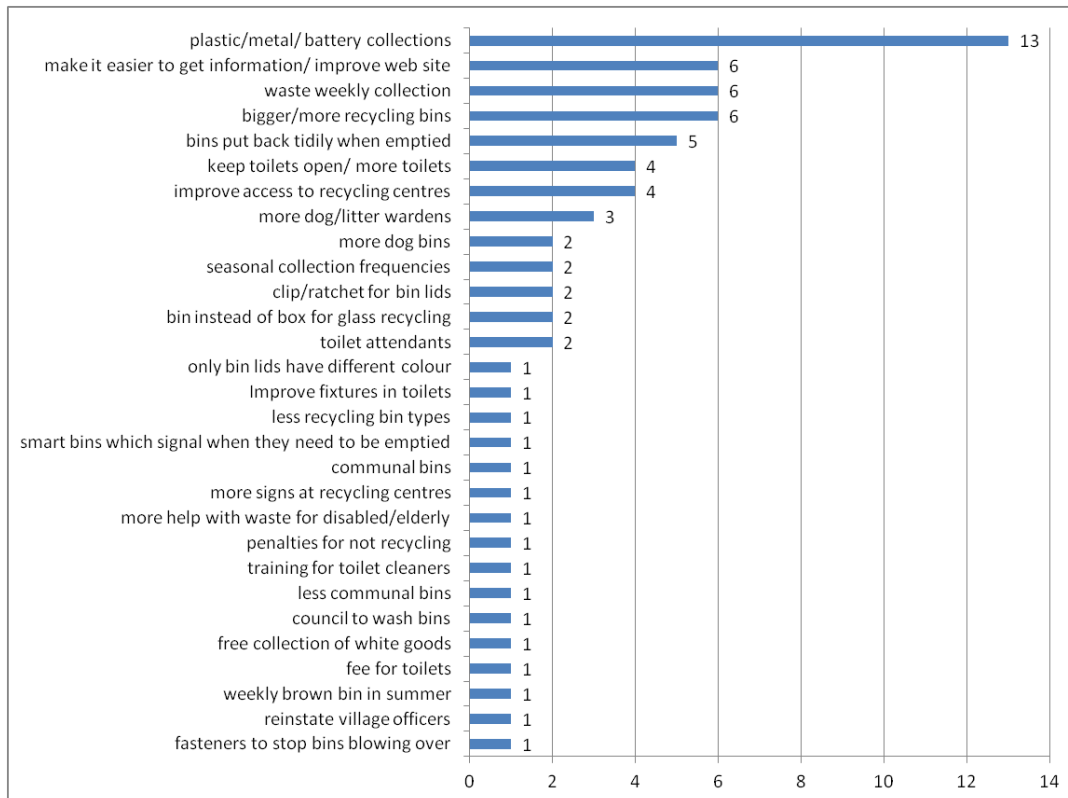
2.6 The main reasons given were litter, cleanliness of public spaces and dog fouling. However more respondents (63) made comments about public toilets than any other topic. Toilet availability, opening hours, closures, and tidiness were all reasons for not being satisfied. There were also some comments around not being happy with some aspects of refuse/recycling collections.

Figure 2: reasons for not being satisfied with waste services



- 2.7 Respondents were invited to give improvement ideas. The ideas are shown in figure 3 below.
- 2.8 An increase in the capability to recycle more types of rubbish is top of the list.
- 2.9 Although toilets are the main reason for not being satisfied with the services only 4 people said that they would like more provision or that toilet closures should be stopped.

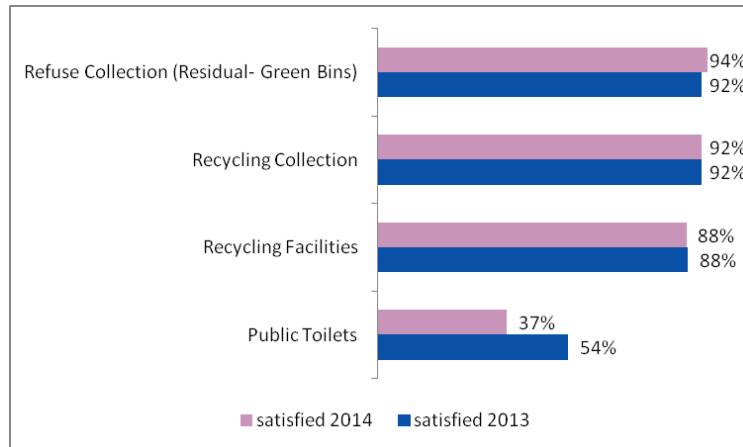
Figure 3: Improvement ideas for waste services



- 2.10 Figure 4 below shows the satisfaction rates with the services in 2014 and 2013 for the questions which occurred in both surveys.
- 2.11 As mentioned above the satisfaction rates are very positive apart from public toilets where the satisfaction rate has fallen sharply from approximately half being satisfied in 2013.

Figure 4: Comparison between 2014 and 2013 survey results for waste management

	satisfied 2014	satisfied 2013
Refuse Collection (Residual- Green Bins)	94%	92%
Recycling Collection	92%	92%
Recycling Facilities	88%	88%
Public Toilets	37%	54%



Summary

- 2.12 There were very positive views on refuse collection and recycling. The improvement ideas show that there is some support for extending recycling to include plastics and other material. Also there is potential to improve information delivery.
- 2.13 The views on cleanliness of public spaces are at variance with the national score for street cleanliness. Perhaps there is an opportunity to publicise more how well we are doing in comparison to others.
- 2.14 There is a lot of interest in public toilets. The respondents' satisfaction rate with public toilets fell sharply in 2014. There is perhaps an opportunity to communicate more about what facilities are available and when they are available.
- 2.15 The satisfaction rate, in 2014, with waste collection and recycling services has improved on the very positive rating in 2013.

3 Lands and parks

3.1 The survey next asked for views on the council’s lands and parks services. This included questions on specific elements of the service (Figure 5), views on the condition of assets managed by lands and parks services (Figures 9, 12, 14), and any safety concerns while using these assets (Figure 16). Respondents’ reasons for not being satisfied with services, improvement ideas, and most common problem encountered are given in Figures 6, 7, and 11 respectively.

Rating aspects of service

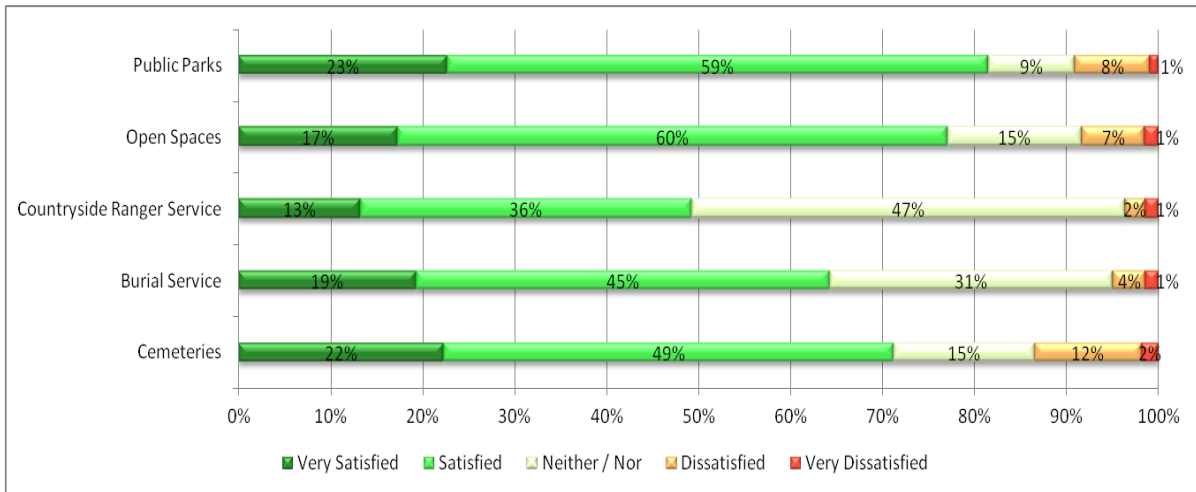
3.2 Respondents’ use of lands and parks services varied significantly. A large majority had used public parks and open spaces in the last year (84% and 89% respectively), and around half had used cemeteries (57%). However, a minority had used the countryside ranger or burial service in the last year (36% and 37% respectively).

3.3 Amongst those that had used these services, views were most positive in relation those services that were most widely used - public parks (82% satisfied) and open spaces (77% satisfied). Views were also generally positive in relation to cemeteries and burial services; 71% and 64% respectively were satisfied with the service, and very few expressed dissatisfaction.

3.4 Respondents were least positive in relation to the countryside ranger service; fewer than half of those that had used the service in the last year indicated that they were satisfied (49%). However, it is notable that around half gave a neutral “neither/nor” rating, and very few indicated dissatisfaction with the countryside ranger service (3%). This suggests that a substantial proportion of those indicating that they had used the service in the last year did not have a clear view on its quality, and that the great majority who did offer a clear view were satisfied with the service.

Figure 5: Rating of lands and parks services over the last year

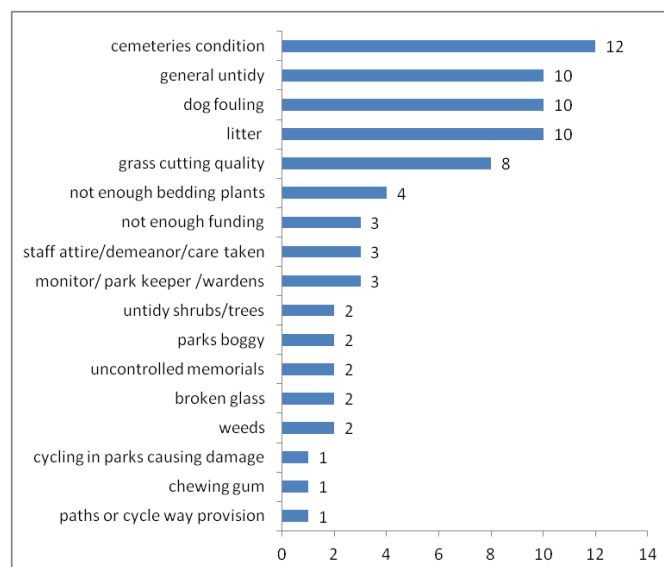
	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Public Parks	84%	318	23%	59%	9%	8%	1%
Open Spaces	89%	336	17%	60%	15%	7%	1%
Countryside Ranger Service	36%	136	13%	36%	47%	2%	1%
Burial Service	37%	140	19%	45%	31%	4%	1%
Cemeteries	57%	215	22%	49%	15%	12%	2%



3.5 Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. In practice, a range of respondents highlighted concerns about services, including some from those who indicated that they were satisfied with all services. The main issues emerging from written comments were:

- The maintenance and appearance of cemeteries was one of the most common causes of dissatisfaction. This included grass-cutting and maintenance of paths.
- Dog fouling was mentioned across a range of aspects of the lands and parks service, most commonly parks and open spaces.
- Maintenance of open spaces more generally was also mentioned, including reference to frequency of grass-cutting, collection of grass, and frequency of litter collection.

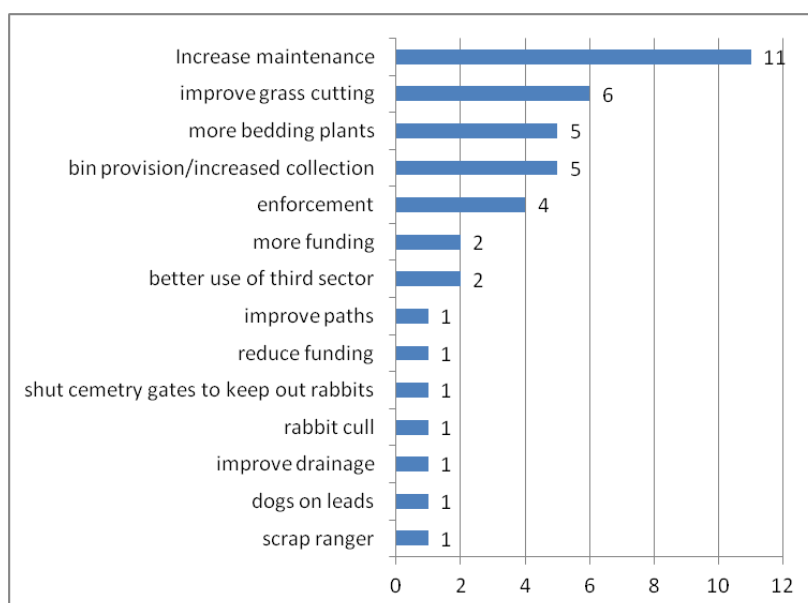
Figure 6: Reasons for dissatisfaction with lands and parks service



3.6 Survey respondents also made a number of service improvement suggestions in relation to lands and parks services:

- The most common improvement idea was a general increase in resources deployed to maintenance and in particular that grass is not allowed to grow too long and that cuttings are collected
- More bedding plants and hanging baskets were ideas which were linked to tourism.
- Stricter enforcement and greater use of penalties for littering.
- More dog wardens, and more enforcement action to tackle dog fouling.
- More frequent bin emptying.

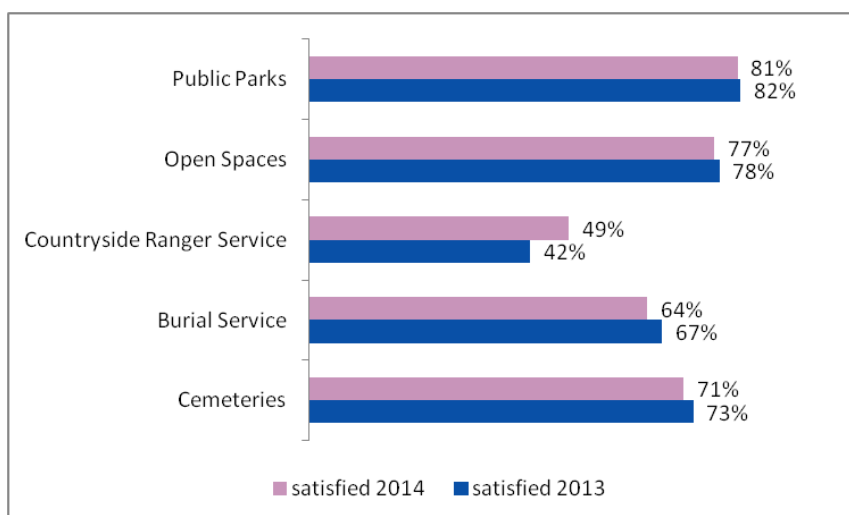
Figure 7: Improvement ideas for lands and parks service



3.7 A comparison between survey results in 2014 and 2013 shows the satisfaction rate is very similar but, with exception of the ranger service, there is a slight decrease of up to 3% for the other services

Figure 8: Comparison between 2014 and 2013 survey results for lands and parks

	satisfied 2014	satisfied 2013
Public Parks	81%	82%
Open Spaces	77%	78%
Countryside Ranger Service	49%	42%
Burial Service	64%	67%
Cemeteries	71%	73%



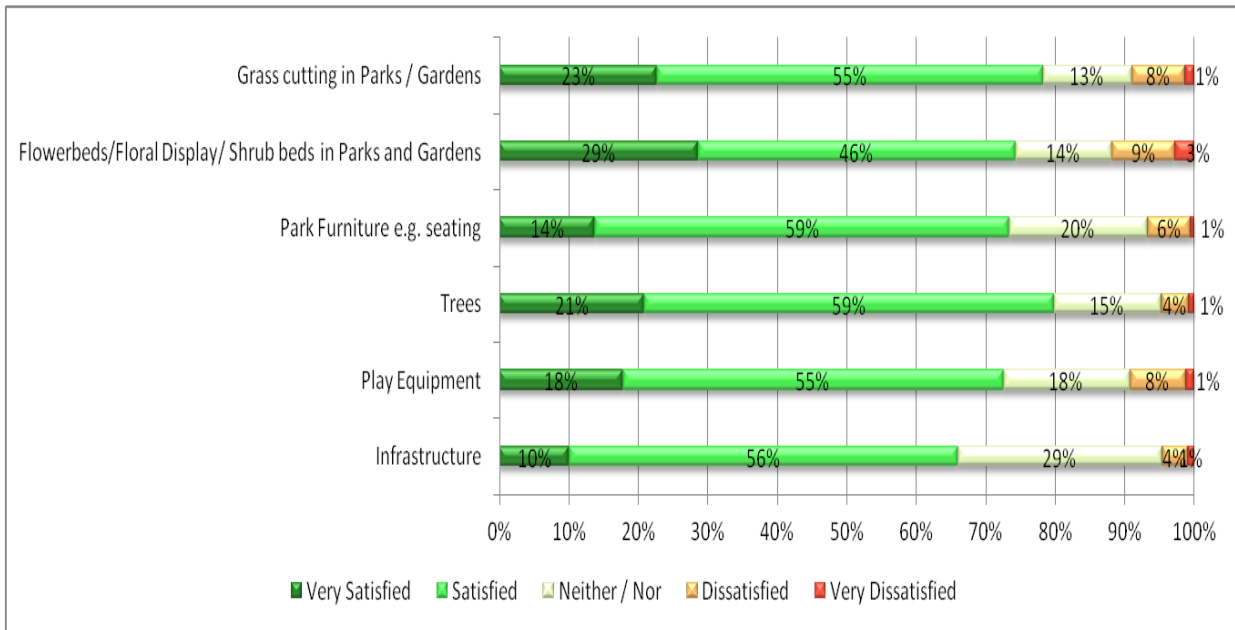
Rating condition of assets

3.8 The survey next asked for views on the general condition of assets managed by the lands and parks service, including council parks and gardens, cemeteries, and footpaths/verges/open spaces.

3.9 Views were generally positive in relation to the general condition of council parks and gardens (Figure 9). Grass cutting (81% satisfied), flowerbeds/floral displays (75%) and trees (80%). play equipment (73% of those using services) and infrastructure (76%) were all positive responses. The only aspect for which more than 1 in 10 of respondents were dissatisfied was Flowerbeds/Floral Display/ Shrub beds (12% dissatisfied).

Figure 9: Rating of the general condition of council parks and gardens

	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Grass cutting in Parks / Gardens	91%	343	23%	55%	13%	8%	1%
Flowerbeds/Floral Display/ Shrub beds in Parks and Gardens	93%	353	29%	46%	14%	9%	3%
Park Furniture e.g. seating	82%	311	14%	59%	20%	6%	1%
Trees	93%	350	21%	59%	15%	4%	1%
Play Equipment	60%	225	18%	55%	18%	8%	1%
Infrastructure	82%	296	10%	56%	29%	4%	1%

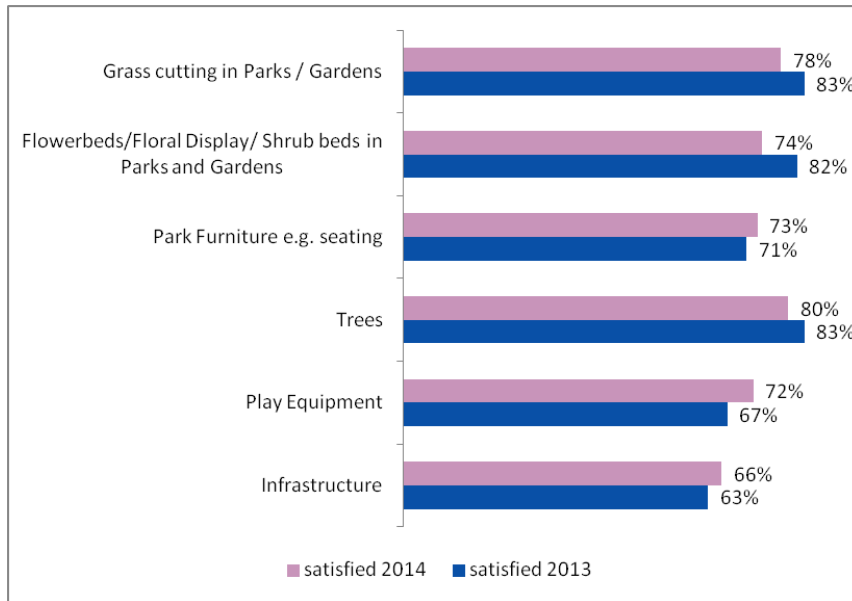


3.10 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are very similar

3.11 The largest differences are decreases in satisfaction with grass cutting and flowerbeds/floral display/shrub beds and an increase in satisfaction with play equipment. The Flowerbeds/floral display/shrub beds decrease was the largest at 8% and reinforces what respondents said in 3.5 and 3.6 above.

Figure 10: Comparison between 2014 and 2013 survey results for general condition of parks and gardens

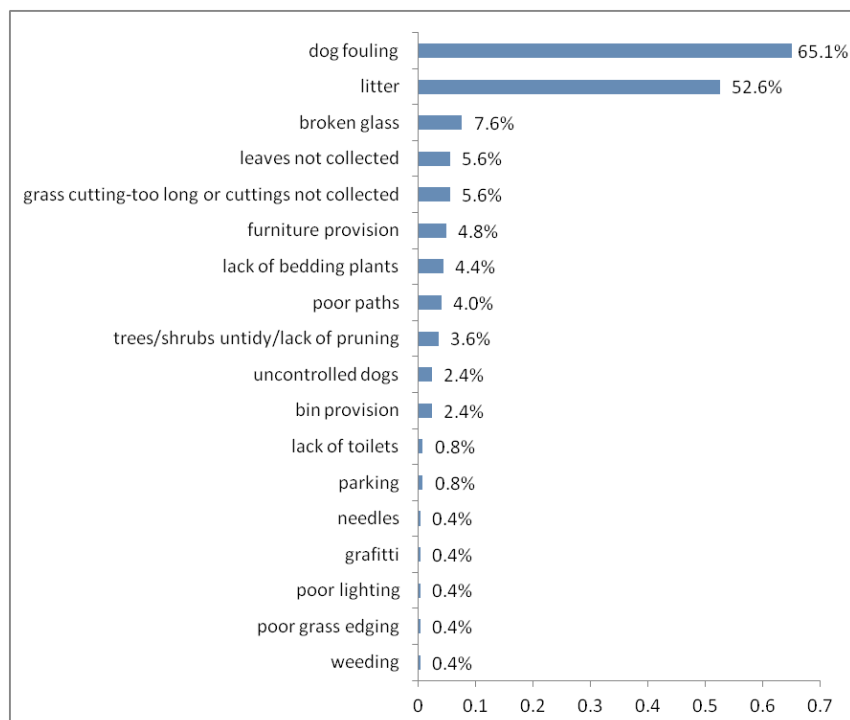
	satisfied 2014	satisfied 2013
Grass cutting in Parks / Gardens	78%	83%
Flowerbeds/Floral Display/ Shrub beds in Parks and Gardens	74%	82%
Park Furniture e.g. seating	73%	71%
Trees	80%	83%
Play Equipment	72%	67%
Infrastructure	66%	63%



3.12 The survey also asked panel members about the kinds of problems they had seen when using council parks and gardens:

- Dog fouling was the most commonly mentioned problem. Nearly two thirds of those making comment included reference to dog fouling.
- Litter was also a commonly mentioned problem, by around half of those making comment.
- Broken glass, lack of bedding plants, non collection of leaves, grass cutting and maintenance of paths was also mentioned by a number of respondents

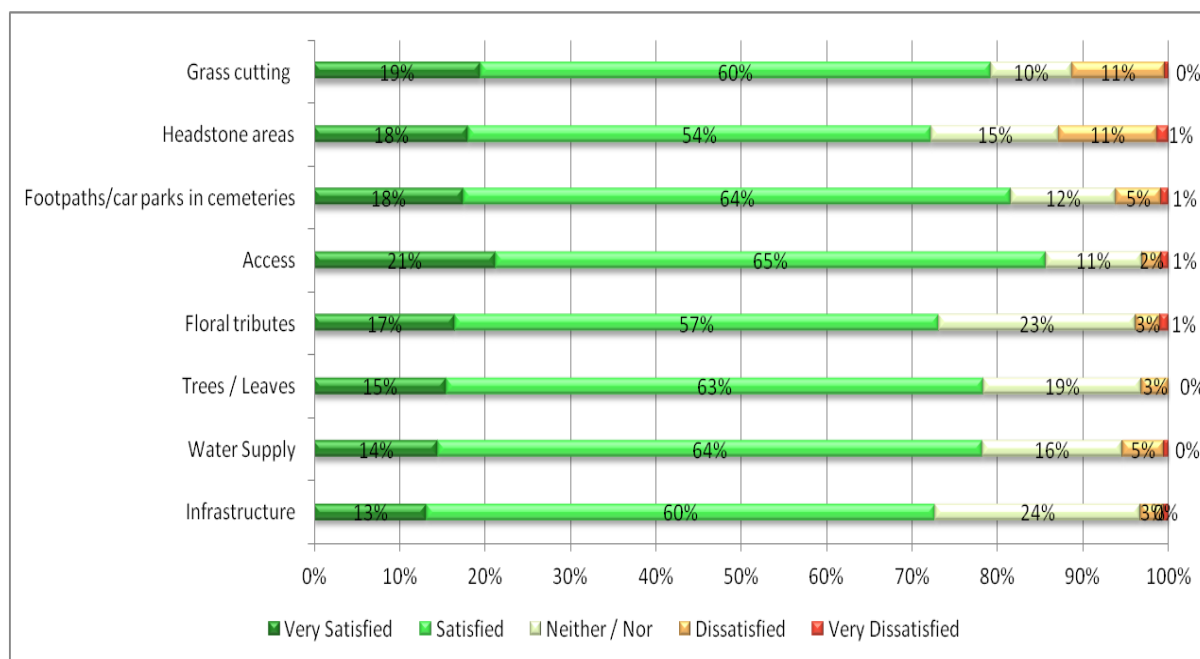
Figure 11: Problem seen most often when visiting parks and gardens



3.13 Respondents were also generally positive on the condition of council cemeteries, with the majority of those having used council cemeteries indicating satisfaction with the condition of most aspects of cemeteries. Views were most positive in relation to the condition of access (86% satisfied), grass cutting (79%), and footpaths/car parks (82%). However views were also generally positive in relation to the condition of other aspects of cemeteries, with at least 7 in 10 of those having used cemeteries indicating satisfaction.

Figure 12: Rating of general condition of council cemeteries

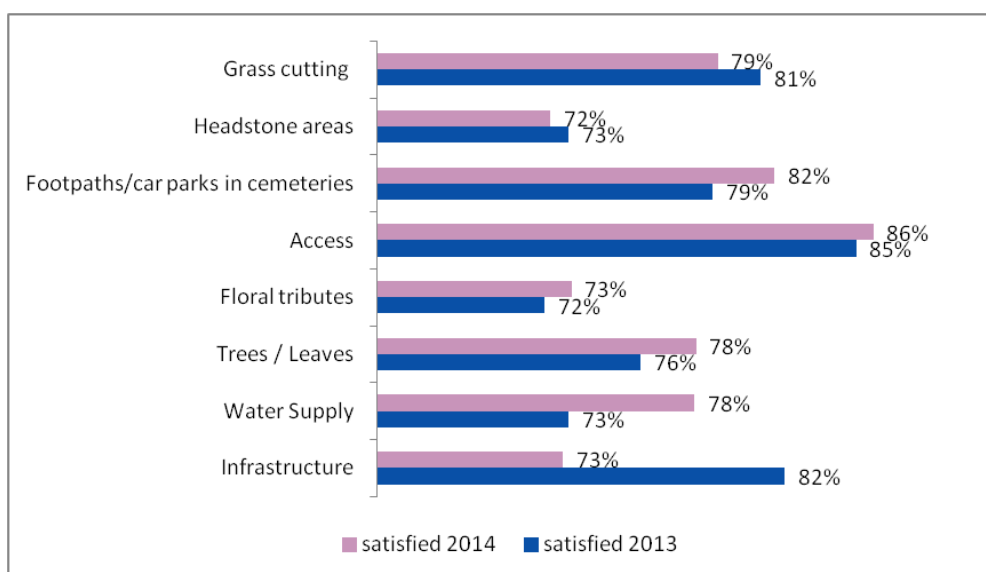
	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Grass cutting	62%	231	19%	60%	10%	11%	0%
Headstone areas	61%	227	18%	54%	15%	11%	1%
Footpaths/car parks in cemeteries	62%	228	18%	64%	12%	5%	1%
Access	62%	231	21%	65%	11%	2%	1%
Floral tributes	58%	212	17%	57%	23%	3%	1%
Trees / Leaves	62%	226	15%	63%	19%	3%	0%
Water Supply	56%	207	14%	64%	16%	5%	0%
Infrastructure	59%	213	13%	60%	24%	3%	0%



3.14 A comparison between survey results in 2014 and 2013 shows the satisfaction rates were broadly positive in 2013 and remain so in 2014. The total satisfied for all aspects are almost exactly equal for both years at 78% approximately. Grass cutting and headstone areas views are slightly down and views on infrastructure (73% satisfied) are more sharply down. The other aspects have more positive views in 2014.

Figure 13: Comparison between 2014 and 2013 survey results for the condition of cemeteries

	satisfied 2014	satisfied 2013
Grass cutting	79%	81%
Headstone areas	72%	73%
Footpaths/car parks in cemeteries	82%	79%
Access	86%	85%
Floral tributes	73%	72%
Trees / Leaves	78%	76%
Water Supply	78%	73%
Infrastructure	73%	82%



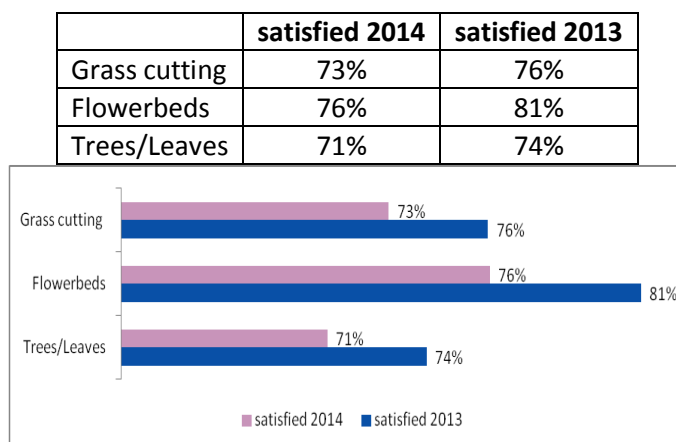
3.15 A large majority of respondents were satisfied with the condition of council footpaths, verges and open spaces (Figure 14). The dissatisfaction rate for grass cutting and flower beds is higher in 2014 than for the previous year. Dissatisfaction with flowerbeds increased in 2014 to 12% against 7% in 2013.

Figure 14: Rating of general condition of council footpaths/verges/open spaces

	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Grass cutting	94%	356	15%	58%	12%	15%	1%
Flowerbeds	94%	351	22%	54%	11%	11%	1%
Trees/Leaves	95%	359	15%	55%	18%	10%	1%

3.16 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are slightly down for all aspects in 2014.

Figure 15: Comparison between 2014 and 2013 survey results for condition of footpaths/verges/open spaces



Safety concerns

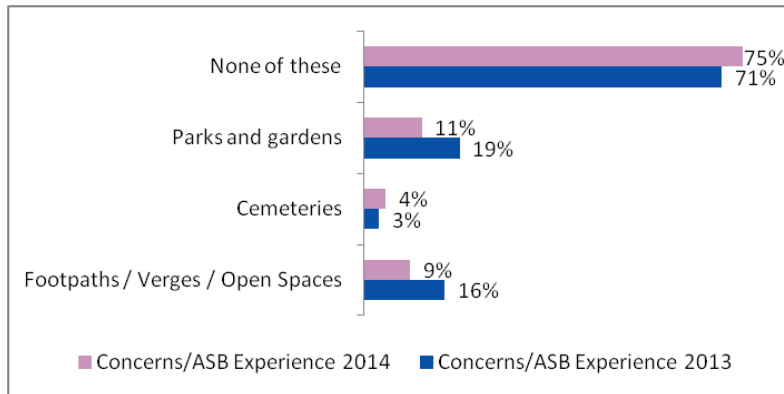
3.17 The final question in this section of the survey asked panel members whether they have concerns about safety or antisocial behaviour while using lands and parks assets (Figure 16).

3.18 A large majority of respondents indicated that they do not have concerns for their safety in parks, gardens, cemeteries, footpaths, verges or open spaces (75%). Amongst those with concerns, these were most commonly associated with parks/gardens (11%) and footpaths/verges/open spaces (9%)

3.19 A comparison between survey results in 2014 and 2013 shows that the safety concerns have reduced by 8% in parks and gardens and have nearly halved for footpaths/verges/open spaces.

Figure 16: Whether concerns for safety or experienced antisocial behaviour in the following areas

	2014	2013
None of these	75%	71%
Parks and gardens	11%	19%
Cemeteries	4%	3%
Footpaths / Verges / Open Spaces	9%	16%



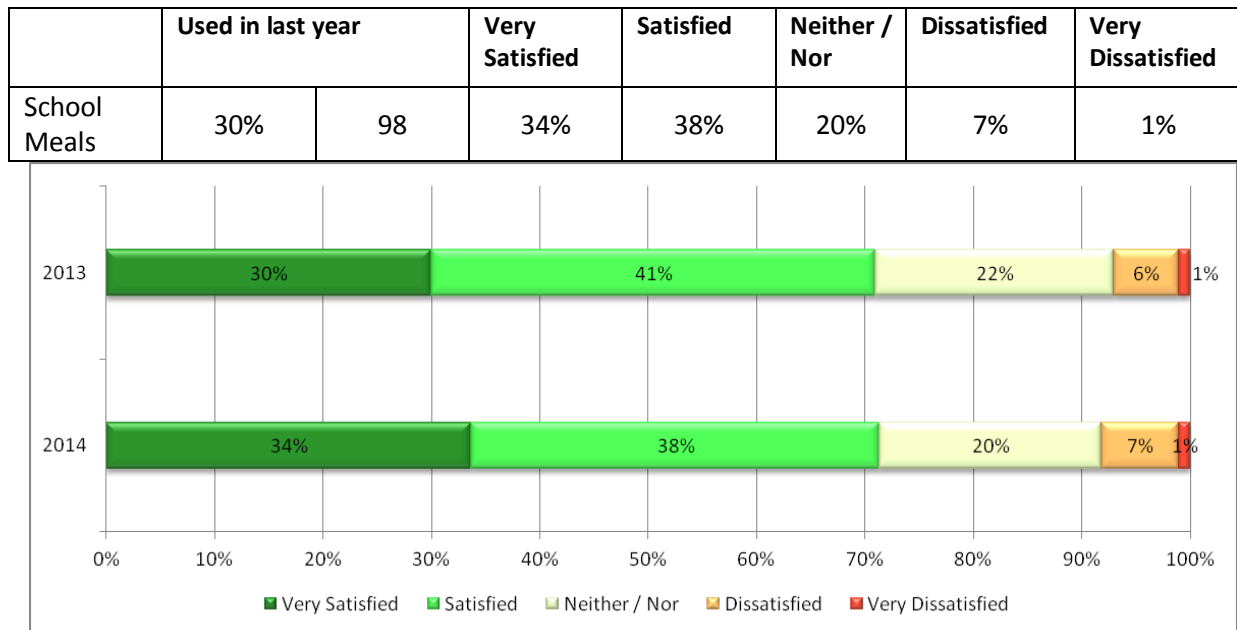
Summary

- 3.20 With the exception of the ranger service (49% satisfaction rating and 47 % neither/nor) all Lands & Parks services achieved positive satisfaction ratings.
- 3.21 The dissatisfaction ratings were low with all service ratings being less than 10% with the exception of the cemetery service at 14% dissatisfaction rate. The aspects of cemeteries which respondents were dissatisfied with were grass cutting and the headstone area. However both of these aspects attracted high satisfaction rates of 79% and 72% respectively.
- 3.22 The condition of assets attracted positive ratings. They were broadly the same for the 2014 and 2013 surveys. In 2014 grass cutting and floral displays attracted 5-6% less in satisfaction rating. By far the most common problems commented on were dog fouling and litter.
- 3.23 Safety concerns when using assets improved slightly in 2014 from 2013. In 2014 8 out of 10 respondents had no safety concerns.

4 Catering

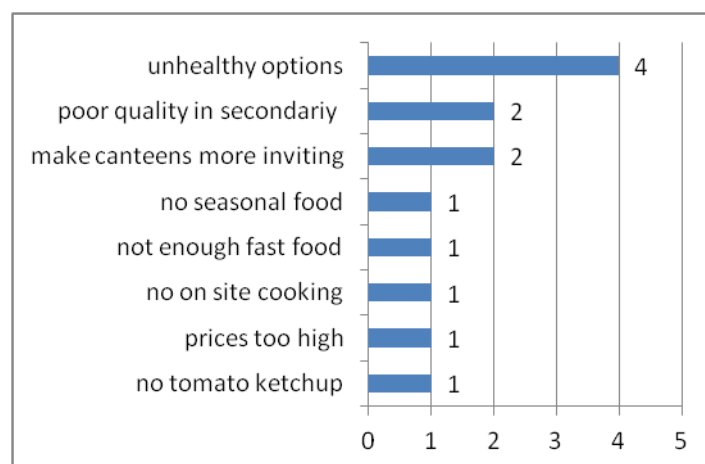
- 4.1 The survey next asked panel members for their views on building, cleaning and catering services (Figure 17)
- 4.2 The graph below shows that the survey results in 2014 are very similar to the 2013 results. Both surveys show that there are 8%, or less, of respondents who are dissatisfied with catering services. More than 7 out of 10 who used the service were satisfied.

Figure 17: Rating of catering services (2014 survey data table and a graphical comparison with the 2013 survey)



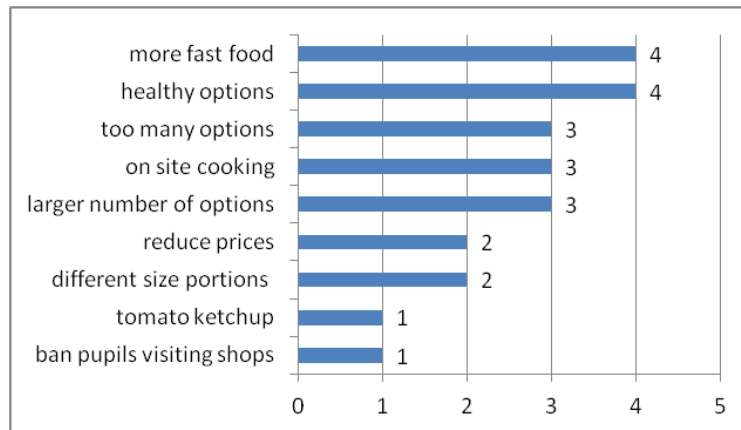
- 4.3 Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction catering services.
- 4.4 4 respondents said that there were too many unhealthy options on the menus. Figure 18 below shows the range of opinions

Figure 18: Reasons for being dissatisfied with the catering service



- 4.5 Survey respondents also made a number of service improvement suggestions in relation to catering services
- 4.6 Figure 19 below shows that the improvement ideas are sometimes at variance with other respondents ideas (e.g. healthy versus fast food options, and fewer versus more options). On site cooking and reducing prices were suggested.

Figure 19: Improvement ideas for catering



Summary

- Nearly 3 quarters of respondent who had used the service (72 of 98) were satisfied with catering and only 8% were dissatisfied.
- Responses were almost the same for the 2014 and the 2013 surveys

5 Roads maintenance

5.1 The survey next asked panel members for their views on the roads maintenance service. This included views on the quality of aspects of the service (Figure 20), on aspects of the service's maintenance of those assets (Figure 23), on the condition of assets managed by the service (Figure 27), and on local street lighting (Figure 32).

Rating aspects of service

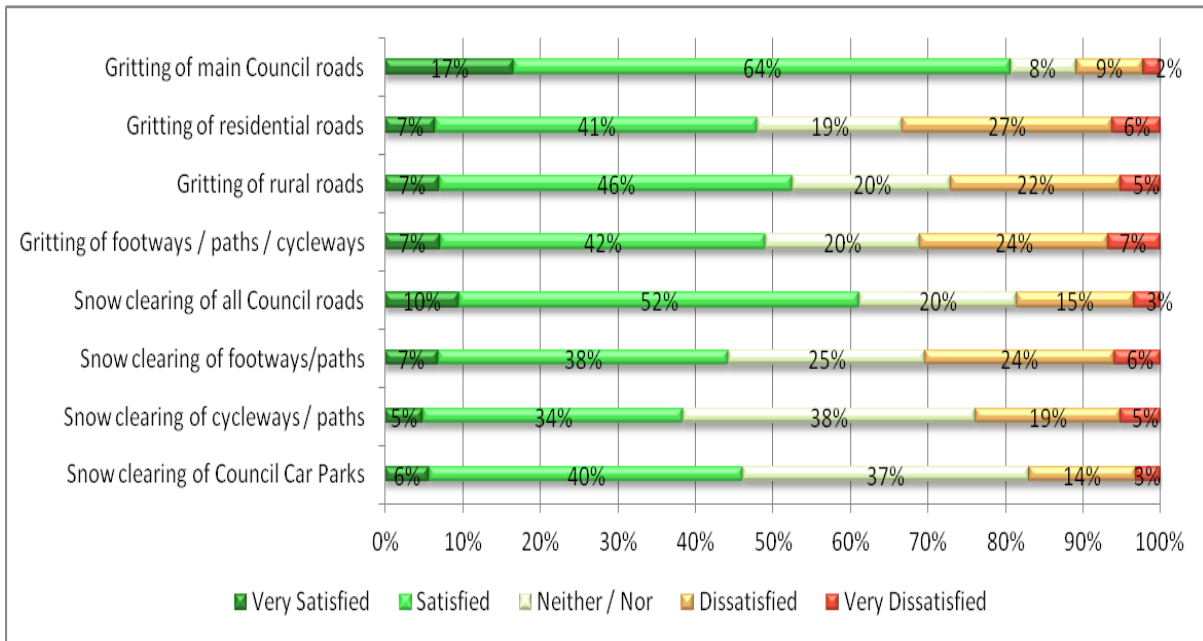
5.2 Perhaps unsurprisingly, the great majority of respondents had used most elements of the roads maintenance service in the last year. The only aspects which a somewhat smaller majority of respondents had used were snow clearing of cycleways/paths and snow clearing of council car parks (both used by around three quarters of respondents).

5.3 Amongst those that had used the services, views were most positive in relation to gritting of main council roads - 81% were satisfied with this service. Indeed, together with snow clearing of council roads (62% satisfied) and gritting of rural roads (53% satisfied), gritting of main roads was the only service with which the majority of respondents were satisfied.

5.4 Looking across other services, a little less than half of respondents were satisfied with gritting of residential roads, and footways/paths/cycleways (48%, and 49% respectively). Moreover, at least a quarter of survey respondents indicated dissatisfaction with these services. There have not been many snowy days in the winter of 2013/14, at least up until the survey ended, but 30% of respondents were dissatisfied snow clearing of footpaths or pavements.

Figure 20: Rating of the roads maintenance services

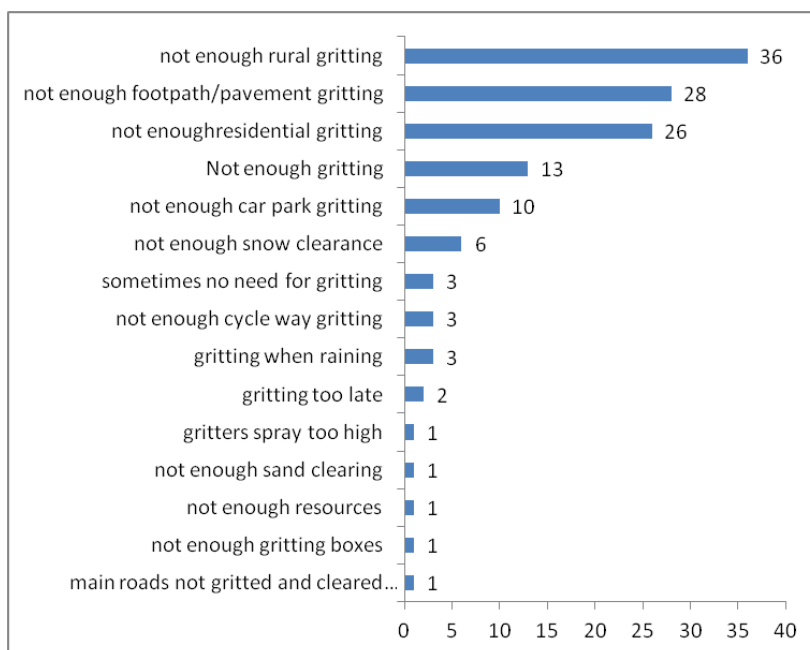
	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Gritting of main Council roads	99%	367	17%	64%	8%	9%	2%
Gritting of residential roads	94%	352	7%	41%	19%	27%	6%
Gritting of rural roads	89%	329	7%	46%	20%	22%	5%
Gritting of footways / paths / cycleways	91%	338	7%	42%	20%	24%	7%
Snow clearing of all Council roads	95%	355	10%	52%	20%	15%	3%
Snow clearing of footways/paths	90%	336	7%	38%	25%	24%	6%
Snow clearing of cycleways / paths	74%	268	5%	34%	38%	19%	5%
Snow clearing of Council Car Parks	77%	282	6%	40%	37%	14%	3%



5.5 Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. In practice, a range of respondents highlighted concerns about services, including some from those who indicated that they were satisfied with all services. The main issues emerging from written comments were:

- Gritting and snow clearance is focused too heavily on main routes, at the expense of residential and rural roads.
- Footpaths, car parks, and cycleways are rarely gritted, or are slow to be cleared in poor weather.

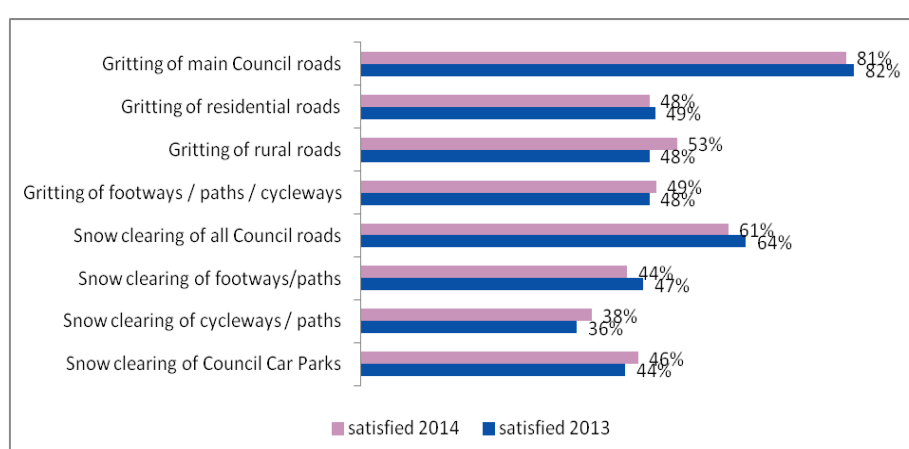
Figure 21: Reasons for dissatisfaction with the roads maintenance service



5.6 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are very similar.

Figure 22: Comparison between 2014 and 2013 survey results for roads maintenance services

	satisfied 2014	satisfied 2013
Gritting of main Council roads	81%	82%
Gritting of residential roads	48%	49%
Gritting of rural roads	53%	48%
Gritting of footways / paths / cycleways	49%	48%
Snow clearing of all Council roads	61%	64%
Snow clearing of footways/paths	44%	47%
Snow clearing of cycleways / paths	38%	36%
Snow clearing of Council Car Parks	46%	44%



Rating condition of assets

5.7 The great majority of respondents had used the council roads assets listed at Figure 23, the only notable exception being cycle routes (55% of respondents had used these).

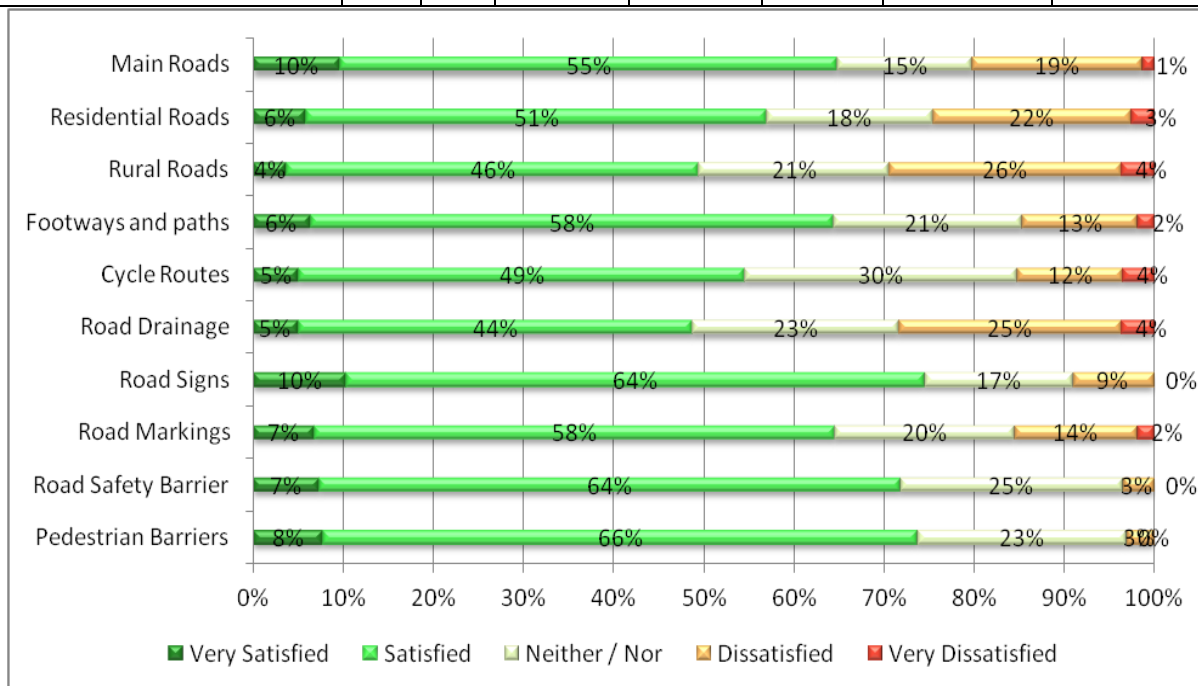
5.8 Amongst those that had used these assets, views on their condition were mostly positive in relation to road signs (74% satisfied), pedestrian barriers (74%), and road safety barriers (71%). In addition, around two thirds of respondents were satisfied with the condition of road markings (65%), and footways/paths (64%).

5.9 Views were least positive in relation to the condition of rural roads (50% satisfied), road drainage (49%) and residential roads (57%). These were also the only assets where a substantial proportion of respondents expressed dissatisfaction.

Figure 23: Rating of the maintenance of the council's roads assets

	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Main Roads	99%	367	10%	55%	15%	19%	1%
Residential Roads	98%	358	6%	51%	18%	22%	3%

Rural Roads	96%	354	4%	46%	21%	26%	4%
Footways and paths	91%	334	6%	58%	21%	13%	2%
Cycle Routes	55%	198	5%	49%	30%	12%	4%
Road Drainage	99%	363	5%	44%	23%	25%	4%
Road Signs	99%	368	10%	64%	17%	9%	0%
Road Markings	99%	367	7%	58%	20%	14%	2%
Road Safety Barrier	93%	340	7%	64%	25%	3%	0%
Pedestrian Barriers	89%	324	8%	66%	23%	3%	0%



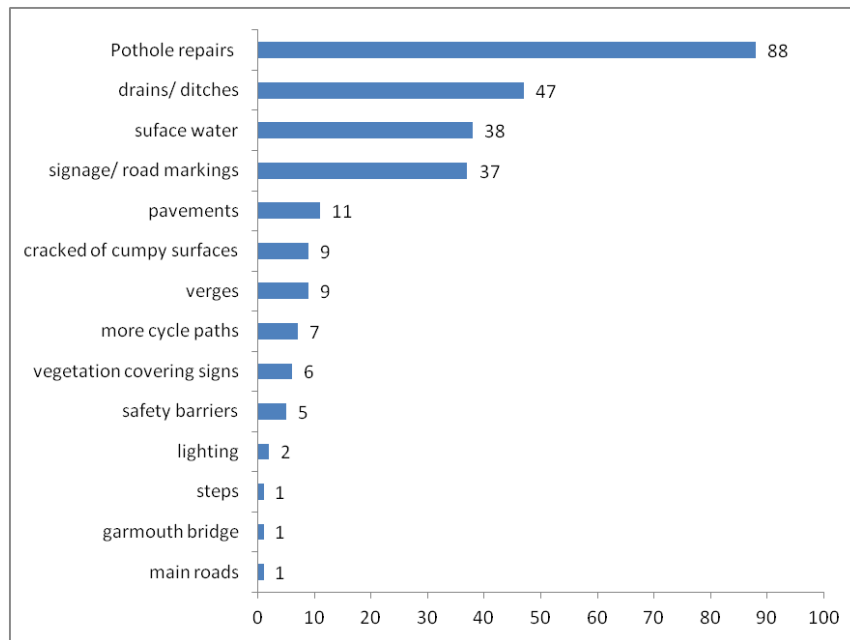
5.10 Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. In practice, a range of respondents highlighted concerns about services, including some from those who indicated that they were satisfied with all services. The main issues emerging from written comments were:

5.11 Potholes were by far the most commonly mentioned issue, with this including specific reference to residential and rural roads (and a number of respondents making reference to specific locations). This also included reference to poor road maintenance more generally, and use of temporary repairs failing to address potholes.

5.12 Poor drainage on roads was also relatively commonly mentioned, including reference to consistent problems in specific locations where a permanent solution is not found. The related problem of surface water was also mentioned many times.

5.13 Road markings and road signs in poor condition were also mentioned.

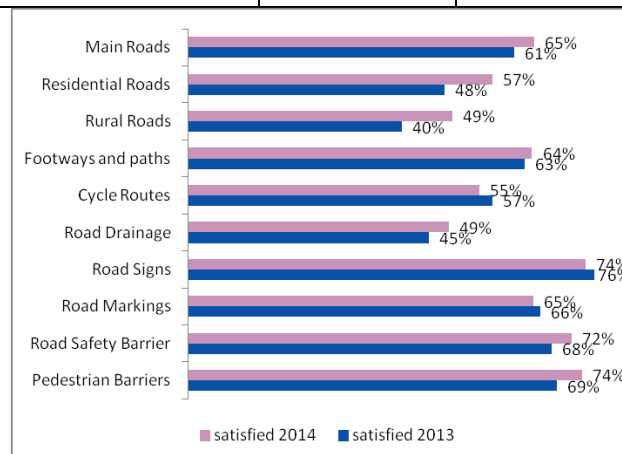
Figure 24: Aspects of road assets which respondents found unsatisfactory



5.14 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are similar. The satisfaction rates for residential and rural roads both improved by nearly a quarter of the 2013 value.

Figure 25: Comparison between 2014 and 2013 survey results for maintenance of roads assets

	satisfied 2014	satisfied 2013
Main Roads	65%	61%
Residential Roads	57%	48%
Rural Roads	49%	40%
Footways and paths	64%	63%
Cycle Routes	55%	57%
Road Drainage	49%	45%
Road Signs	74%	76%
Road Markings	65%	66%
Road Safety Barrier	72%	68%
Pedestrian Barriers	74%	69%

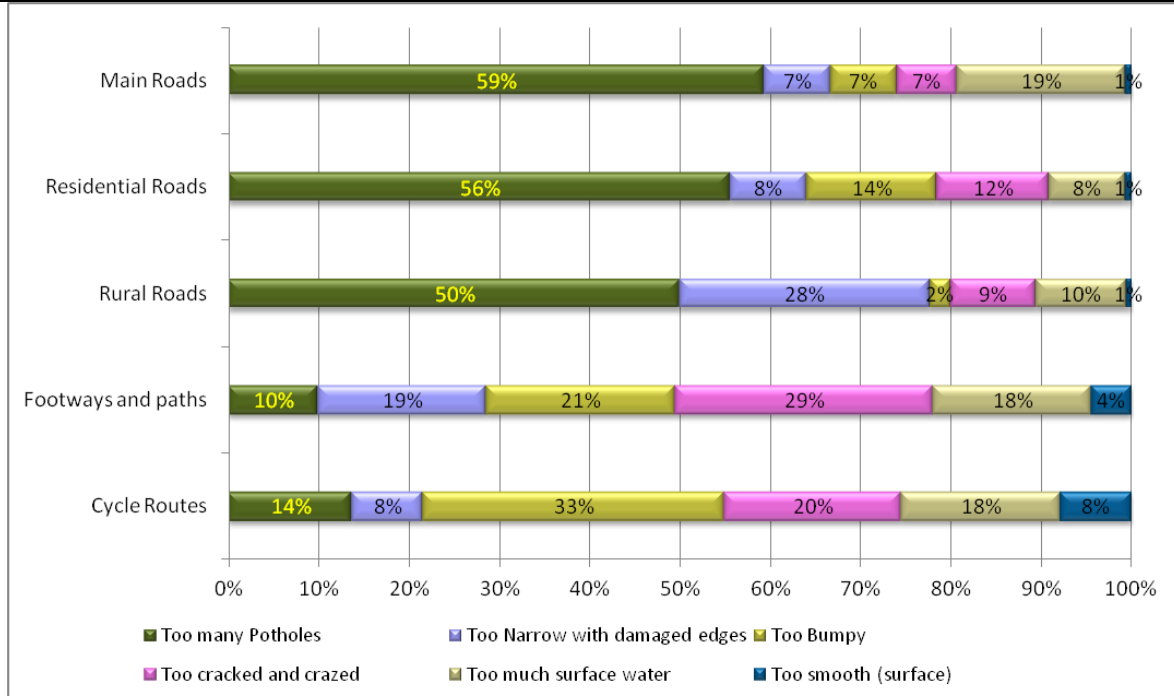


5.15 Survey respondents were asked that if they were dissatisfied with some assets which aspect of the asset did they think was most concerning. In practice, a range of respondents highlighted concerns about services, including some from those who indicated that they were satisfied with the services.

- The main concern on all types of roads was potholes. At least half of respondents chose potholes.
- Surface water on main roads and the narrowness and edge condition of rural roads were also common responses
- For cycle ways and footpaths the main concerns were bumpiness and being cracked and crazed.

Figure 26: The most concerning aspect of an asset for those dissatisfied

	Too many Potholes	Too Narrow with damaged edges	Too Bumpy	Too cracked and crazed	Too much surface water	Too smooth (surface)
Main Roads	59%	7%	7%	7%	19%	1%
Residential Roads	56%	8%	14%	12%	8%	1%
Rural Roads	50%	28%	2%	9%	10%	1%
Footways and paths	10%	19%	21%	29%	18%	4%
Cycle Routes	14%	8%	33%	20%	18%	8%



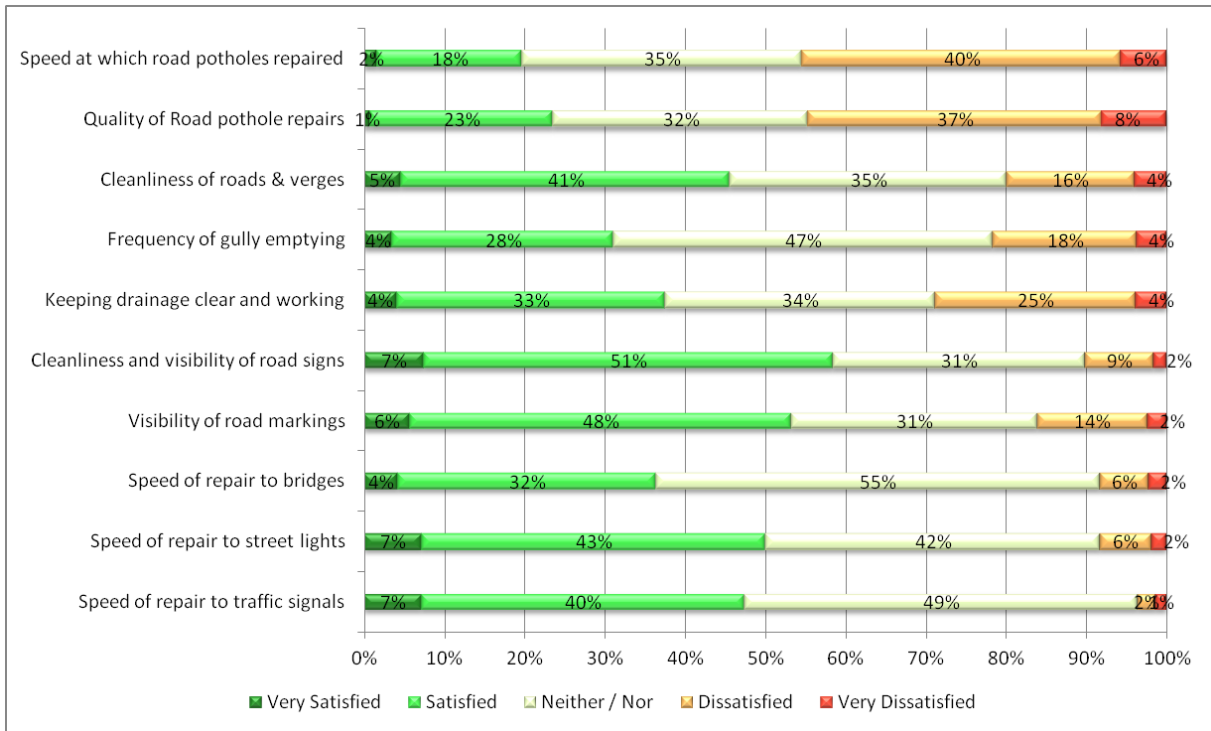
Rating maintenance of assets

5.16 In relation to maintenance of council road assets, only visibility of road markings (54% satisfied), speed of repairs to street lights (50% satisfied), and cleanliness/visibility of road signs (58% satisfied) attracted more than a 50% satisfaction rating.

5.17 Less than a quarter of respondents were satisfied with the speed (20% satisfied) or quality (24% satisfied) of pothole repairs. There were far more respondents dissatisfied than satisfied with each of these aspects (45% dissatisfied for both).

Figure 27: Rating of the general condition of council roads assets

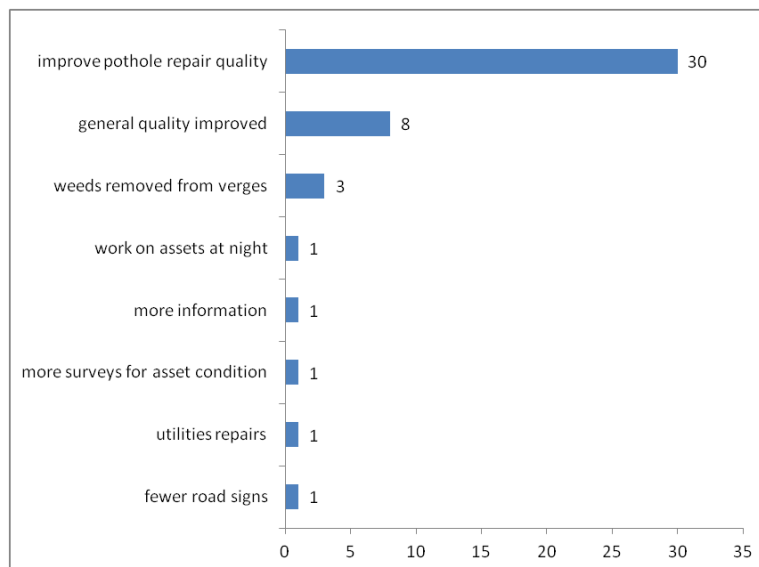
	No. of Respondents	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Speed at which road potholes repaired	370	2%	18%	35%	40%	6%
Quality of Road pothole repairs	374	1%	23%	32%	37%	8%
Cleanliness of roads & verges	371	5%	41%	35%	16%	4%
Frequency of gully emptying	370	4%	28%	47%	18%	4%
Keeping drainage clear and working	368	4%	33%	34%	25%	4%
Cleanliness and visibility of road signs	375	7%	51%	31%	9%	2%
Visibility of road markings	372	6%	48%	31%	14%	2%
Speed of repair to bridges	360	4%	32%	55%	6%	2%
Speed of repair to street lights	362	7%	43%	42%	6%	2%
Speed of repair to traffic signals	365	7%	40%	49%	2%	1%



5.18 Survey respondents were also given an opportunity to suggest improvement ideas for the maintenance of road assets.

- The main comment by far was to improve the quality of pothole repair.
- Other ideas included weeding verges and working on roads at night.

Figure 28: Improvement ideas for maintenance of road assets

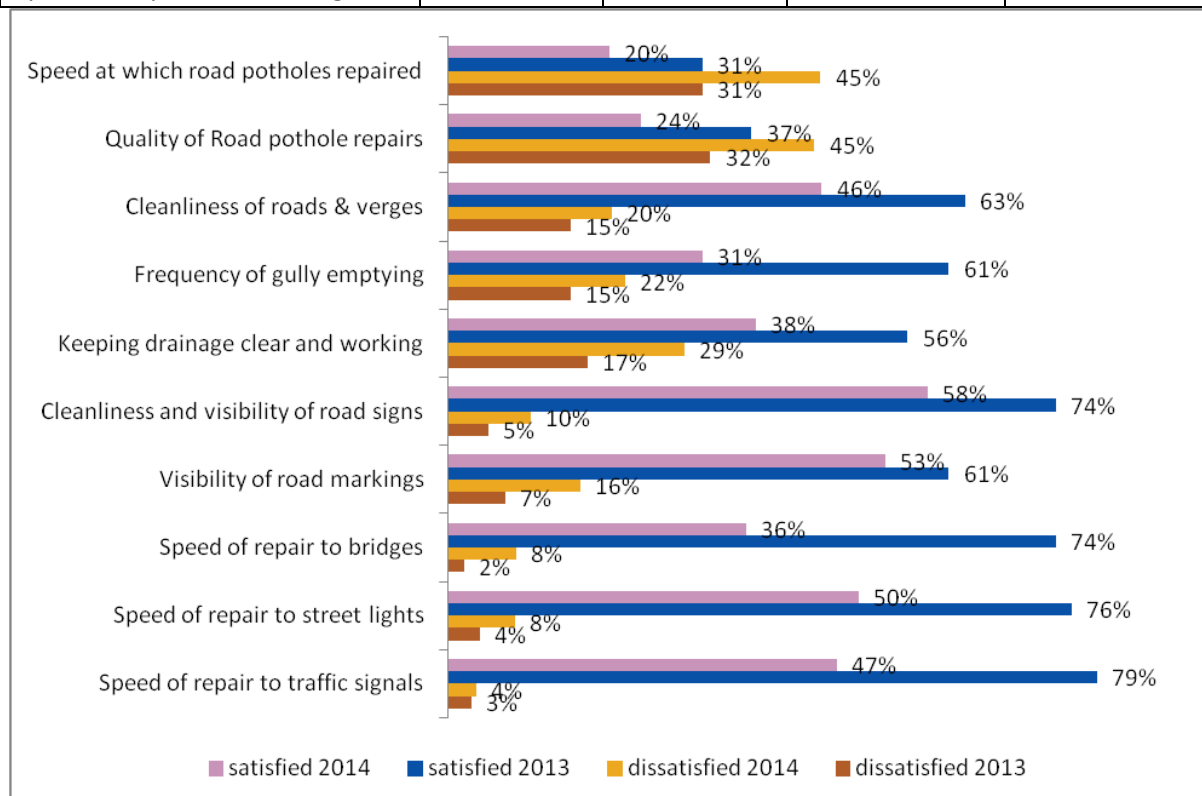


5.19 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are very different.

5.20 The average satisfaction rate in 2013 for all aspects was 61% in 2013 against 40% in 2014. This represents an average satisfaction rate drop of 21% in 2014. There was also an increase in the average dissatisfaction rate of 8% in 2014. The dissatisfaction rate with the quality and speed of pothole repair increased the most at 13% and 14% increase respectively.

Figure 29: Comparison between 2014 and 2013 survey results for general condition of road assets

	satisfied 2014	satisfied 2013	dissatisfied 2014	dissatisfied 2013
Speed at which road potholes repaired	20%	31%	45%	31%
Quality of Road pothole repairs	24%	37%	45%	32%
Cleanliness of roads & verges	46%	63%	20%	15%
Frequency of gully emptying	31%	61%	22%	15%
Keeping drainage clear and working	38%	56%	29%	17%
Cleanliness and visibility of road signs	58%	74%	10%	5%
Visibility of road markings	53%	61%	16%	7%
Speed of repair to bridges	36%	74%	8%	2%
Speed of repair to street lights	50%	76%	8%	4%
Speed of repair to traffic signals	47%	79%	4%	3%



Importance of aspects of service

5.21 In addition to asking for panel members' views on the quality of specific elements of roads maintenance services, the survey also asked individuals to rank the importance of these services. Survey respondents could select up to 5 service areas, in descending order of importance. Figure 30 summarises results and figure 31 gives a comparison between 2014 and 2013 survey results.

5.22 Respondents generally see pothole repairs and resurfacing of main roads as the most important roads maintenance services. These were selected by 89% and 69% respectively as one of the five most important services, including a substantial proportion who saw one or other of these as the most importance roads maintenance service. In addition, the following services were also selected as one of the most important roads maintenance services:

- Preparing for adverse weather (57%);
- Clearing blocked drains quickly (55%);
- Resurfacing of rural (46%) residential (35%)roads;
- Re-lining and marking roads (30%);and
- Replacing dark street lights (28%).

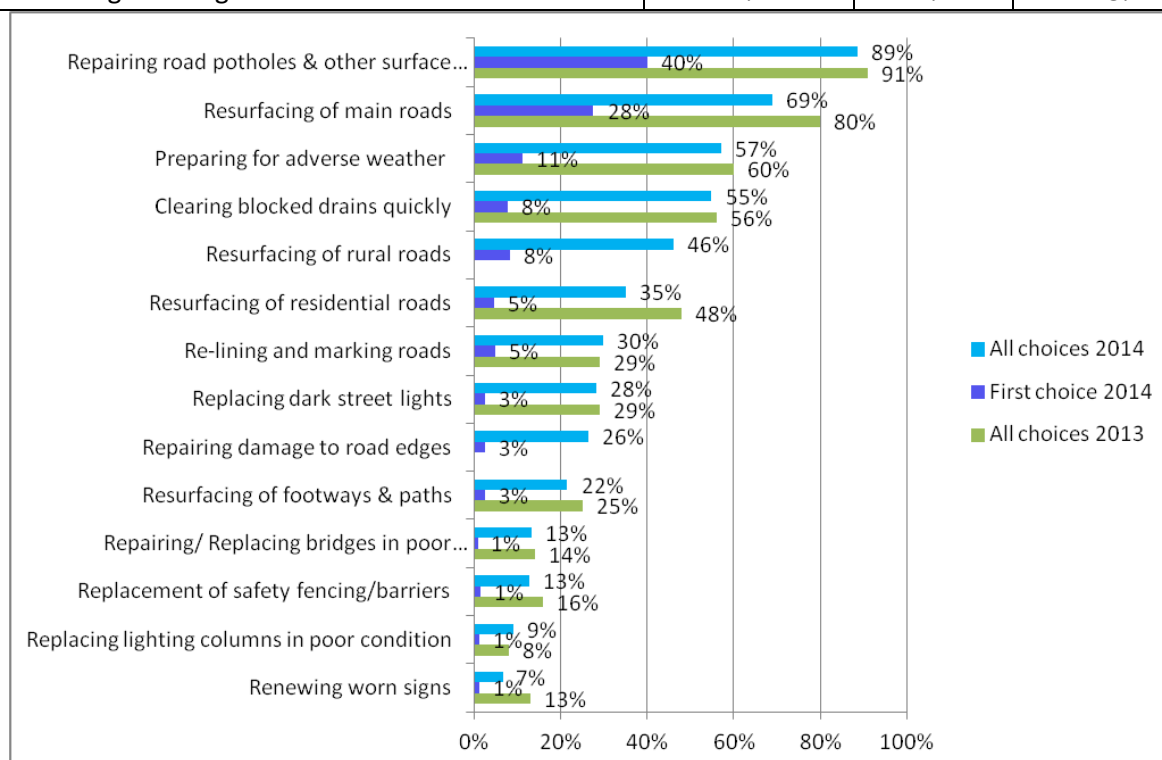
Figure 30: Importance of roads maintenance services

	1st choice	2nd choice	3rd choice	4th choice	5th choice
Repairing road potholes & other surface defects promptly	40%	23%	11%	9%	6%
Resurfacing of main roads	28%	11%	10%	9%	11%
Preparing for adverse weather	11%	13%	11%	11%	12%
Clearing blocked drains quickly	8%	10%	11%	14%	11%
Resurfacing of rural roads	8%	8%	11%	10%	9%
Resurfacing of residential roads	5%	8%	9%	8%	5%
Re-lining and marking roads	5%	3%	7%	7%	7%
Replacing dark street lights	3%	4%	8%	7%	7%
Repairing damage to road edges	3%	5%	5%	7%	7%
Resurfacing of footways & paths	3%	3%	3%	5%	7%
Repairing/ Replacing bridges in poor condition	1%	3%	3%	2%	5%
Replacement of safety fencing/barriers	1%	2%	1%	4%	4%
Replacing lighting columns in poor condition	1%	1%	3%	1%	3%
Renewing worn signs	1%	1%	2%	2%	0%

5.23 A comparison between survey results in 2014 and 2013 shows that the importance of each service has remained fairly constant over the two survey periods. (In 2013 the survey did not include options for 'resurfacing of rural roads' and 'repairing damage to road edges')

Figure 31: Comparison between 2014 and 2013 survey results for views on importance of the roads maintenance service

	All choices 2014	First choice 2014	All choices 2013
Repairing road potholes & other surface defects promptly	89%	40%	91%
Resurfacing of main roads	69%	28%	80%
Preparing for adverse weather	57%	11%	60%
Clearing blocked drains quickly	55%	8%	56%
Resurfacing of rural roads	46%	8%	n/a
Resurfacing of residential roads	35%	5%	48%
Re-lining and marking roads	30%	5%	29%
Replacing dark street lights	28%	3%	29%
Repairing damage to road edges	26%	3%	n/a
Resurfacing of footways & paths	22%	3%	25%
Repairing/ Replacing bridges in poor condition	13%	1%	14%
Replacement of safety fencing/barriers	13%	1%	16%
Replacing lighting columns in poor condition	9%	1%	8%
Renewing worn signs	7%	1%	13%



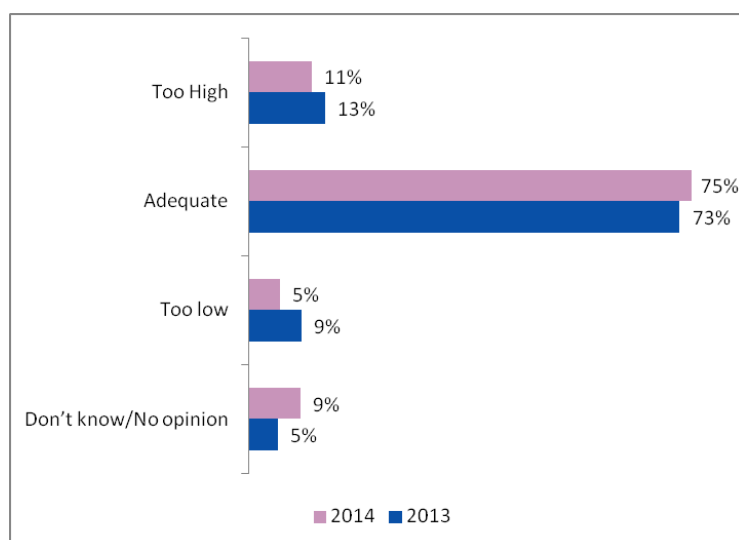
Street lighting

5.24 The majority of survey respondents felt that the illumination of street lighting in their area is adequate (75%, Figure 32). Only 11% felt that street lighting illumination is too high, and only 5% felt it was too low.

5.25 A comparison between survey results in 2014 and 2013 shows that the results are broadly similar.

Figure 32: Views on illumination of street lighting in local area for 2014 and 2013

	2014	2013
Too High	11%	13%
Adequate	75%	73%
Too low	5%	9%
Don't know/No opinion	9%	5%



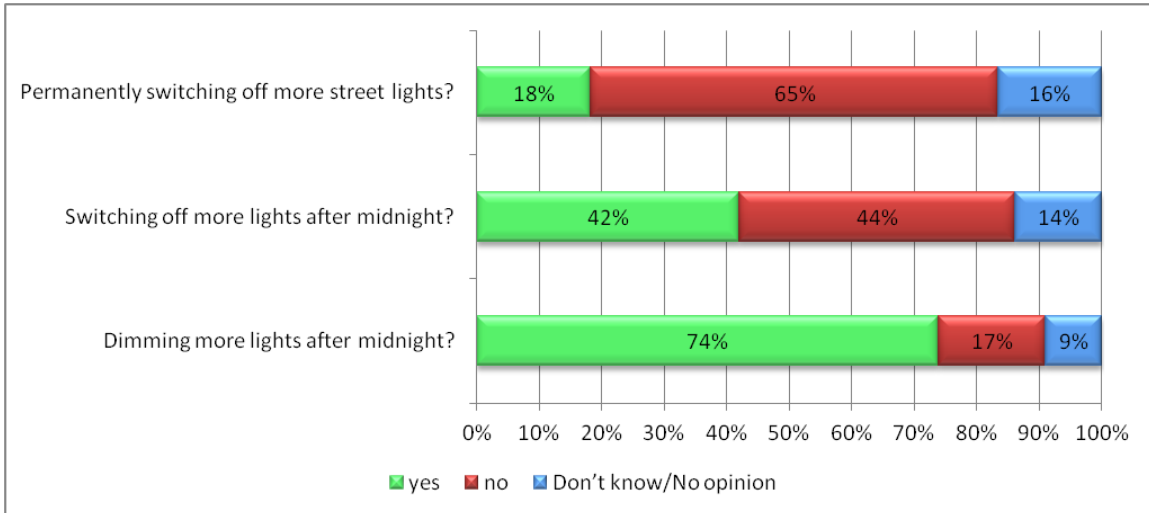
5.26 The respondents views on what the council should be doing with illumination is shown in Figure 33 below.

5.27 Nearly 3 quarters of respondents thought that dimming lights after midnight was a good idea. 42% were in favour of switching off more lights after midnight.

5.28 65% were against permanently switching off some lights.

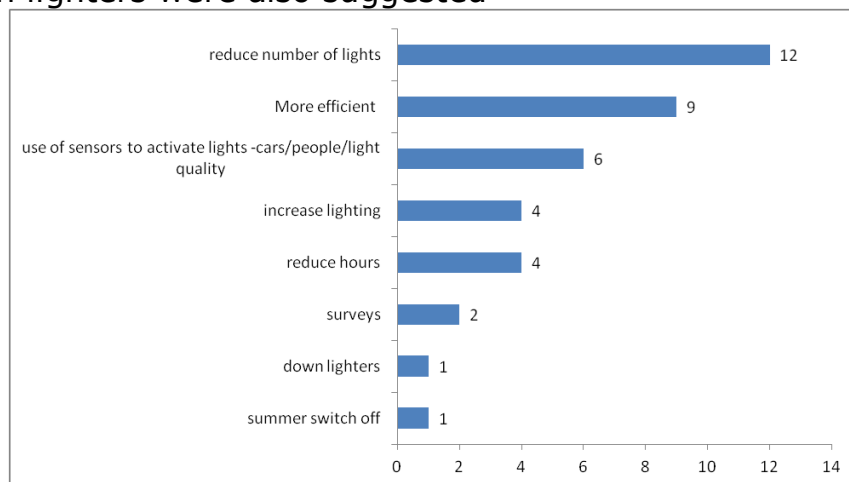
Figure 33: Views on what the council should do with lighting

	yes	no	Don't know/No opinion
Permanently switching off more street lights?	18%	65%	16%
Switching off more lights after midnight?	42%	44%	14%
Dimming more lights after midnight?	74%	17%	9%



5.29 Survey respondents were also given an opportunity to suggest improvement ideas for the street lighting service

- A reduction in the number of lights was most commonly suggested.
- More power efficient lights, the use of sensors and more use of down lighters were also suggested



Summary

- 5.30 For rating aspects of the service the respondents were mostly positive about snow clearing and gritting. 8 out of 10 were satisfied with the gritting of main roads. About half were satisfied with other roads and around 40% were satisfied with paths. Survey responses for 2013 were similar.
- 5.31 For rating conditions of the assets respondents were most positive about the condition of barriers and road signs at over 72% satisfaction rating. Other asset conditions had satisfaction ratings between 49% and 65%. This perception of asset condition is at variance with the high ranking achieved nationally. Perhaps there is an opportunity to publicise more our comparative standing with road assets.
- 5.32 The satisfaction rating of maintenance of assets fell markedly in 2014 from 2013. Twice as many were dissatisfied than were satisfied with pothole repairs in 2014. In 2013 the numbers satisfied and dissatisfied were about the same. All other aspects of maintenance saw sizeable drops in satisfaction ratings.
- 5.33 Respondents saw repairing potholes as the most important aspect for the service. Other aspects which many chose were resurfacing, preparing for adverse weather and clearing ditches.
- 5.34 3 quarter of respondents thought that street lighting is adequate. There was good support for some energy saving options. Nearly 3 quarters thought dimming lights after midnight was a good idea and 42% were in favour of switching some lights off after midnight.

6 Transportation, Engineering Design and Flood Risk Management

6.1 Next the survey asked panel members for their views on transportation Engineering Design and Flood Risk Management This included views on the quality of specific services (Figure 34), priorities for cycling facilities (Figure 38), views on lowered kerbs (Figure 40), and rating of utility works (Figure 41).

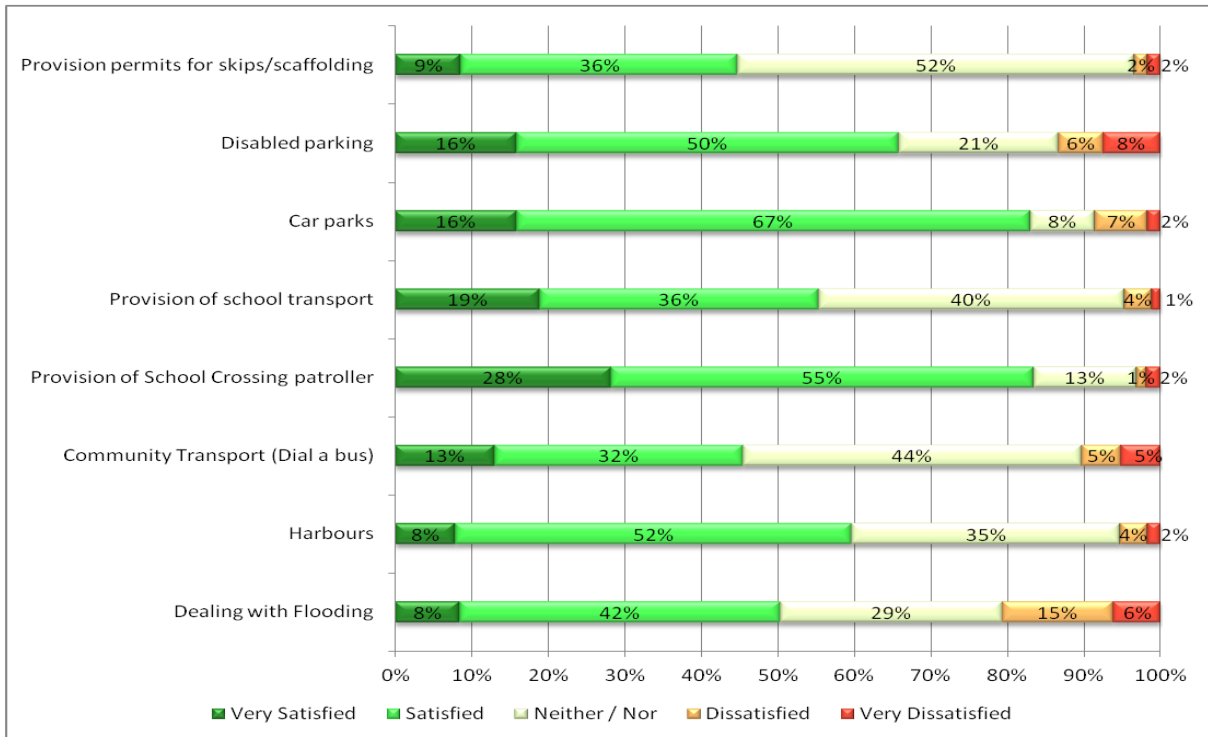
Rating aspects of service

6.2 Panel members' use of transportation and consultancy services varied significantly. Indeed with the exception of car-parks, relatively few had used the services listed at Figure 34.

6.3 Amongst those that had used these services, views were most positive in relation to provision of school crossing patrollers (83% satisfied) and car parks (83%). Satisfaction levels were lowest in relation to provision of permits for skips/scaffolding (45%) and dial-a-bus (45%). However, relatively few respondents indicated any dissatisfaction with these services. In terms of dissatisfaction levels, views were least positive in relation to disabled car parking (14% dissatisfied) and dealing with flooding (21% dissatisfied).

Figure 34: Rating of transportation, engineering design and flood risk management services

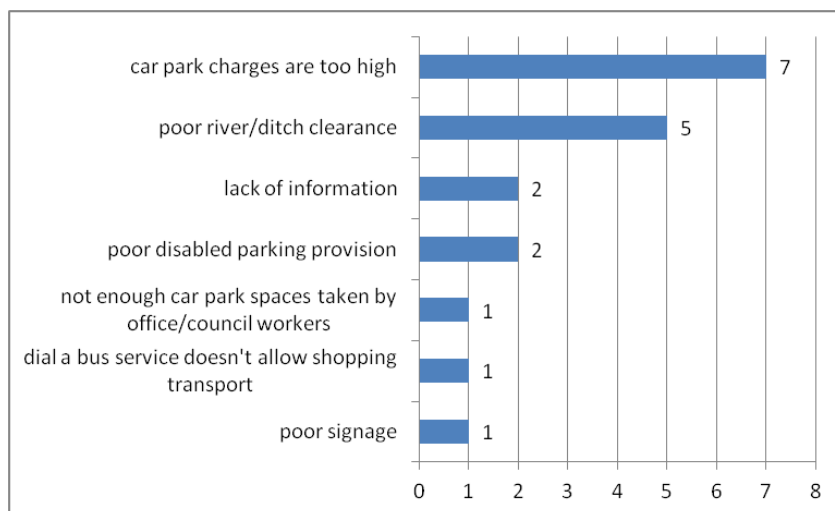
	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Provision permits for skips/scaffolding	16%	58	9%	36%	52%	2%	2%
Disabled parking	33%	120	16%	50%	21%	6%	8%
Car parks	94%	347	16%	67%	8%	7%	2%
Provision of school transport	23%	85	19%	36%	40%	4%	1%
Provision of School Crossing patroller	43%	156	28%	55%	13%	1%	2%
Community Transport (Dial a bus)	21%	77	13%	32%	44%	5%	5%
Harbours	31%	114	8%	52%	35%	4%	2%
Dealing with Flooding	49%	179	8%	42%	29%	15%	6%



6.4 Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. In practice, a range of respondents highlighted concerns about services, including some from those who indicated that they were satisfied with all services. The main issues emerging from written comments were:

- Car parking charges were too high
- There was not enough dredging of rivers and ditch clearance

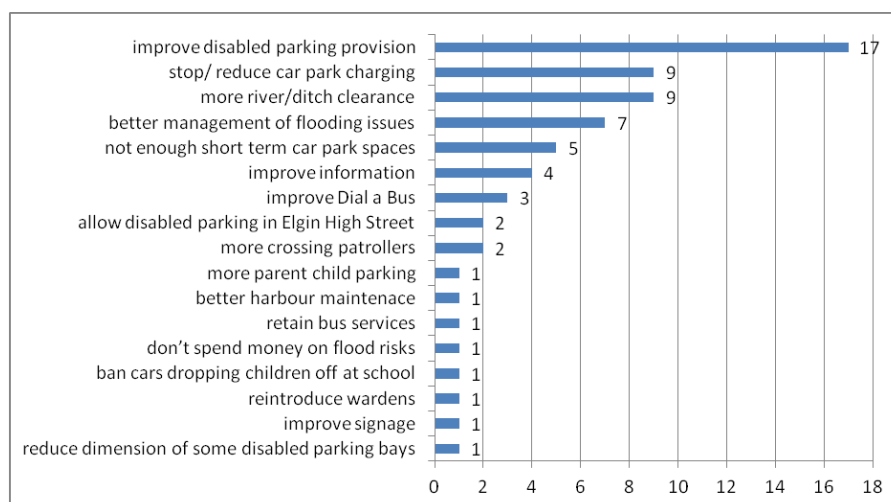
Figure 35: Reasons for dissatisfaction with transportation, engineering design and flood risk management services



6.5 Survey respondents were also given an opportunity to suggest improvement ideas for the transportation, engineering design and flood risk management services. The improvement ideas are given below in Figure 36.

- Improving disabled parking was the most common suggestion.

Figure 36: Improvement ideas for transportation, engineering design and flood risk management services

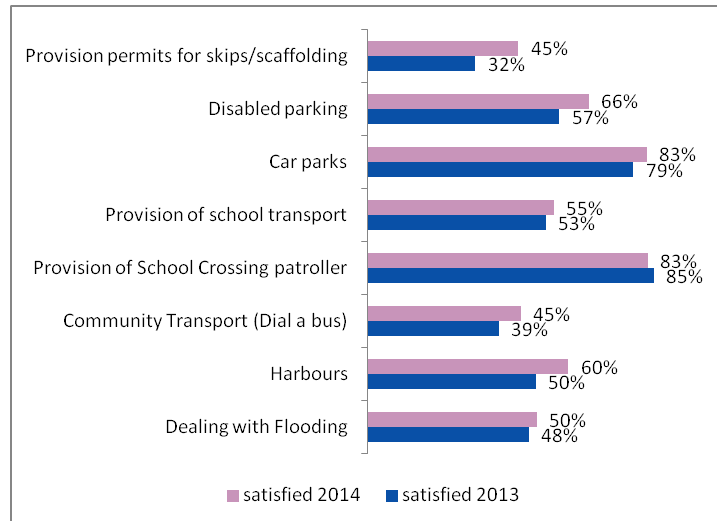


6.6 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are similar but are slightly better generally in 2014. The one exception to this was the provision of school crossing patroller (83% satisfied) which is slightly down but the vast majority remain satisfied.

6.7 The provision permits for skips/scaffolding satisfaction rate of 45% remains low but is 13% higher than the 2013 rating.

Figure 37: Comparison between 2014 and 2013 survey results for ratings of transportation, engineering design and flood risk management services

	satisfied 2014	satisfied 2013
Provision permits for skips/scaffolding	45%	32%
Disabled parking	66%	57%
Car parks	83%	79%
Provision of school transport	55%	53%
Provision of School Crossing patroller	83%	85%
Community Transport (Dial a bus)	45%	39%
Harbours	60%	50%
Dealing with Flooding	50%	48%



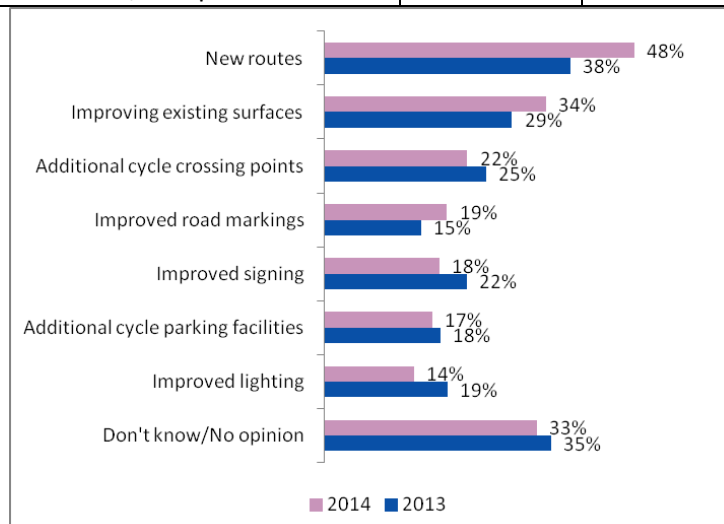
Priorities for cycling facilities

6.8 Turning to cycling facilities, respondents identified the following as the highest priorities for improvement; new routes (48%), improving existing surfaces (34%), and additional cycling crossing points (22%).

6.9 A comparison between survey results in 2014 and 2013 shows views on cycling have moved toward new routes and improving existing surfaces while in general other priorities scored less well.

Figure 38: Priorities for improving cycling facilities in 2014 and 2013

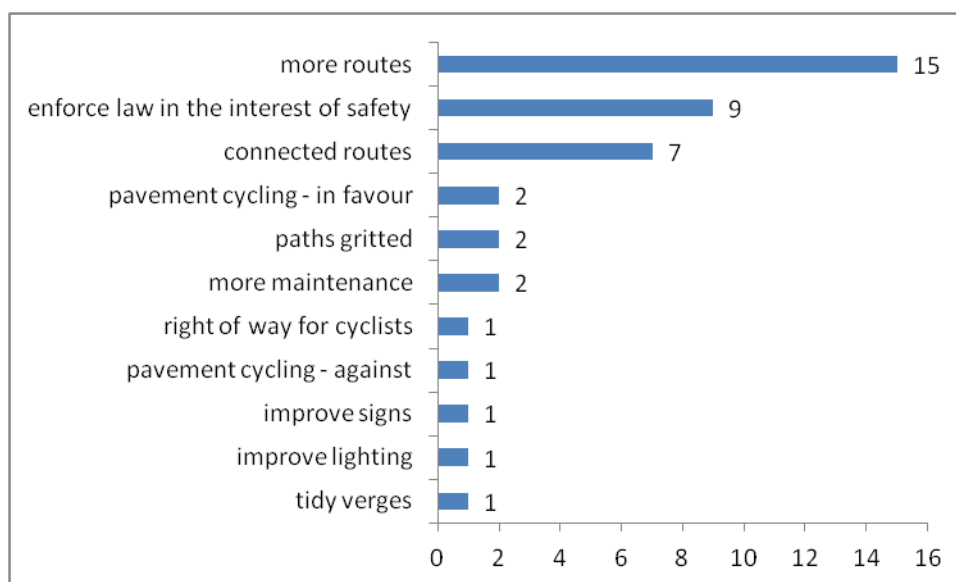
	2014	2013
New routes	48%	38%
Improving existing surfaces	34%	29%
Additional cycle crossing points	22%	25%
Improved road markings	19%	15%
Improved signing	18%	22%
Additional cycle parking facilities	17%	18%
Improved lighting	14%	19%
Don't know/No opinion	33%	35%



6.10 Survey respondents were also given an opportunity to suggest improvement ideas to improve cycling facilities

- Providing more routes was the top suggestion and there were a number of respondents who wanted existing routes connected.
- Enforcing the law in the interests of safety, including cyclists having lights on their bikes, was also mentioned by a number of people.

Figure 39: Other ideas to improve cycling facilities



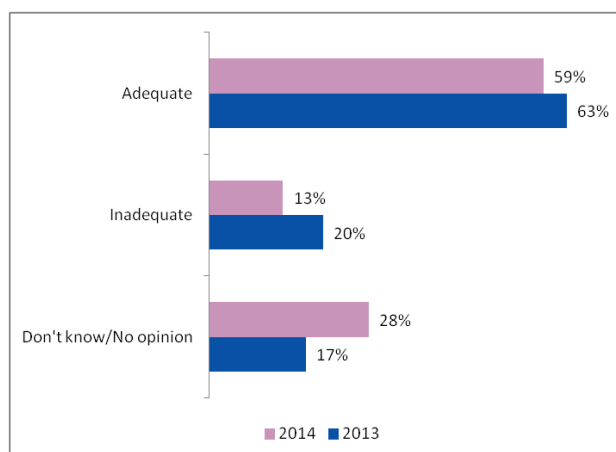
Lowered kerbs

6.11 The majority of respondents felt that provision of lowered kerbs at crossing in their area was adequate (59%).

6.12 A comparison between survey results in 2014 and 2013 shows that 9% fewer of respondents didn't know or didn't have an opinion on this. Around 60% thought that the provision was adequate in both the 2014 and 2013 survey.

Figure 40: Views on provision of lowered kerbs in 2014 and 2013

	2014	2013
Adequate	59%	63%
Inadequate	13%	20%
Don't know/No opinion	28%	17%



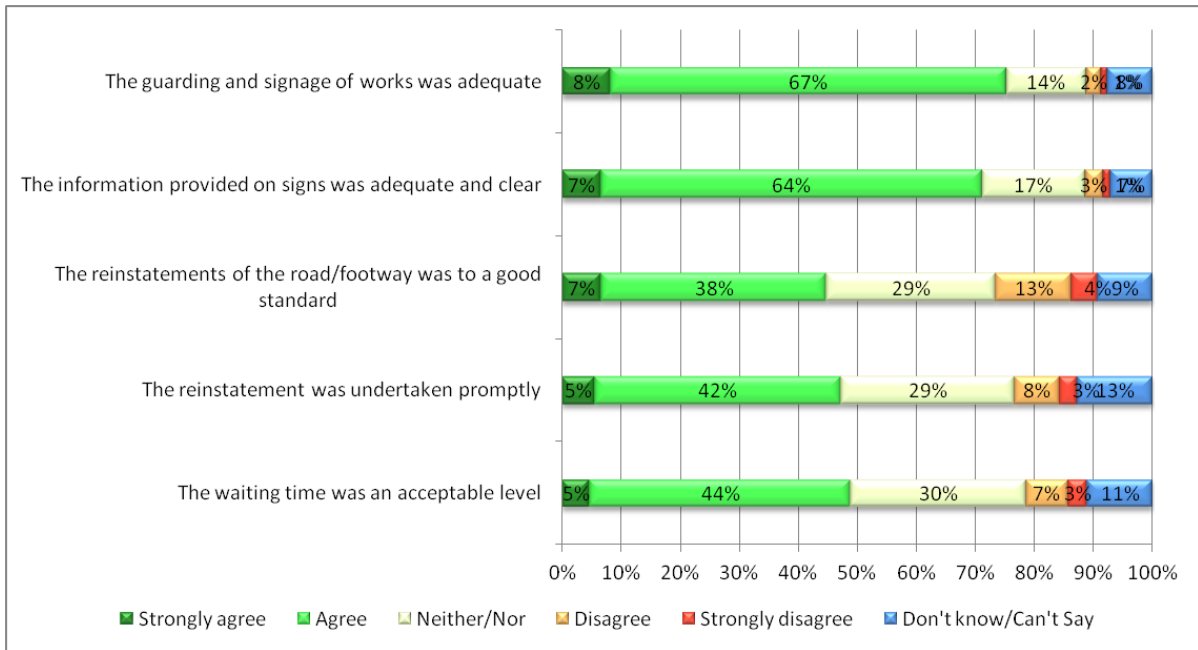
Rating utility works

6.13 Finally on transportation and consultancy services, the survey asked Panel members the extent to which they agreed or disagreed with a series of statements on utility works (Figure 41).

6.14 Survey responses suggest most feel that guarding/signage and information on signs is adequate and clear (75% and 71% respectively). Views were somewhat more divided on the standard and speed of reinstatement of roads/footways, and on waiting times. Only around half of respondents saw these as acceptable (45%, 47% and 49%), although relatively few disagreed with this (17%, 11% and 10% respectively)

Figure 41: Views on utility works

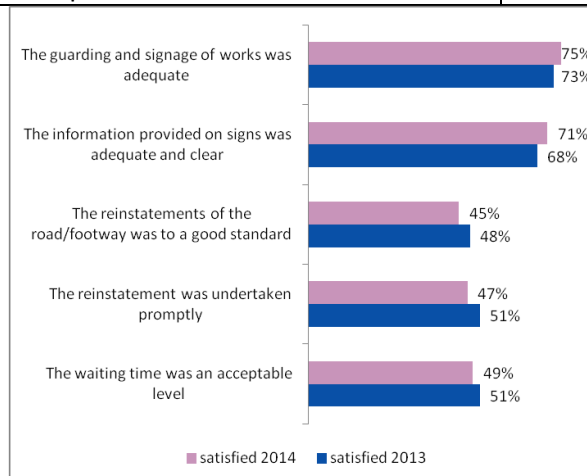
	Strongly agree	Agree	Neither/Nor	Disagree	Strongly disagree	Don't know/Can't Say
The guarding and signage of works was adequate	8%	67%	14%	2%	1%	8%
The information provided on signs was adequate and clear	7%	64%	17%	3%	1%	7%
The reinstatements of the road/footway was to a good standard	7%	38%	29%	13%	4%	9%
The reinstatement was undertaken promptly	5%	42%	29%	8%	3%	13%
The waiting time was an acceptable level	5%	44%	30%	7%	3%	11%



6.15 A comparison between survey results in 2014 and 2013 shows the satisfaction rates are very similar. The respondents were slightly less satisfied with reinstatements and waiting times in 2014.

Figure 42: Comparison between 2014 and 2013 survey results for utility works

	satisfied 2014	satisfied 2013
The guarding and signage of works was adequate	75%	73%
The information provided on signs was adequate and clear	71%	68%
The reinstatements of the road/footway was to a good standard	45%	48%
The reinstatement was undertaken promptly	47%	51%
The waiting time was an acceptable level	49%	51%



6.16 The respondents were asked which utility/utilities were involved in their answer in figure 41. Unfortunately the respondents who answered with more than one utility did not state whether their answer applied to all equally. The figures 43-46 below correspond to the responses which could be linked to one utility.

- Dissatisfaction was least with Electricity and most with Gas.

Figure 43: Water

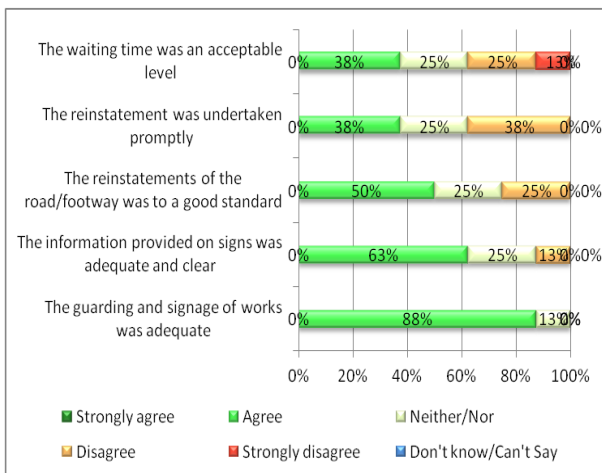


Figure 44: Electricity

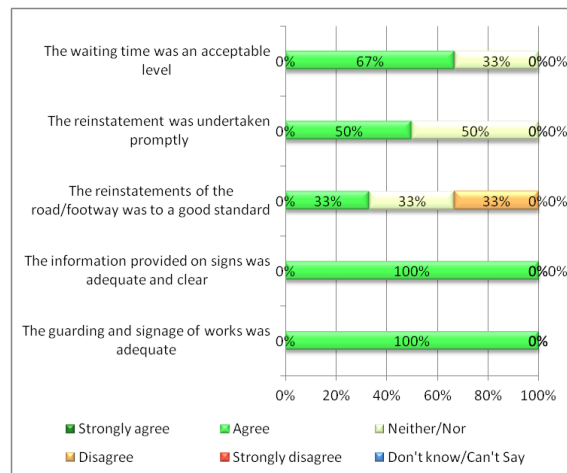


Figure 45: Communications

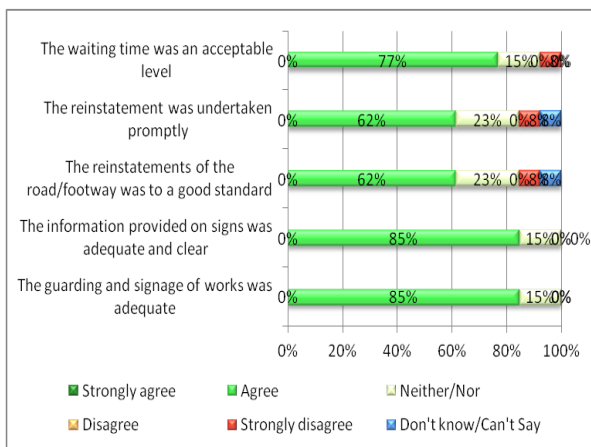
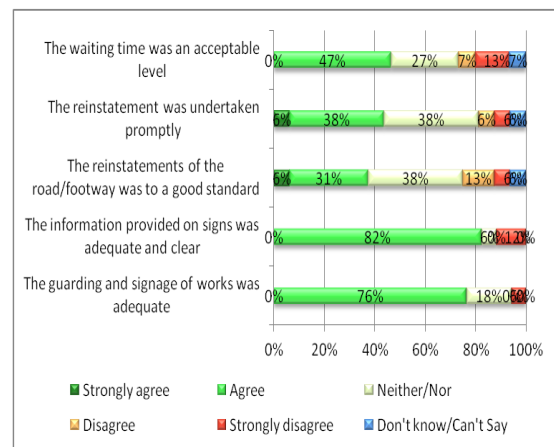


Figure 46: Gas



Summary

- Respondents were mostly positive about aspects of service. The only aspects which received an dissatisfaction rating of 10% or more were dealing with flooding, disabled parking, and Dial a bus (at 21%, 14% and 10% dissatisfaction rating respectively). Not many respondents took the opportunity to say why they were dissatisfied. 5 respondents said that they were dissatisfied with river dredging and ditch clearance and 7 said that car park charges were too high.

- There were more response about improving services. The most common was improving disabled parking facilities. A number mentioned reducing car park charges, and increasing river dredging and ditch clearance.
- There was more interest in 2014 than 2013 in improving cycling facilities by creating new routes and improving surfaces. Respondents ideas for improvement included enforcing the law with cyclists for safety reasons (lights, brakes etc). However the main idea was more connected routes. This may already be in hand with the flood alleviation work.
- There were more respondents in 2014 than in 2013 who did not have an opinion about lowered kerbs. However around 60% thought that they were adequate in 2013 and 2014, although slightly less in 2014.
- The satisfaction rating for Utility Works showed that over 70% were satisfied with guarding, signage, and information but the rating dropped to around 50% for reinstatements and waiting times. Respondents were most dissatisfied with Gas Utility Works and least dissatisfied with Electricity Utility Works.

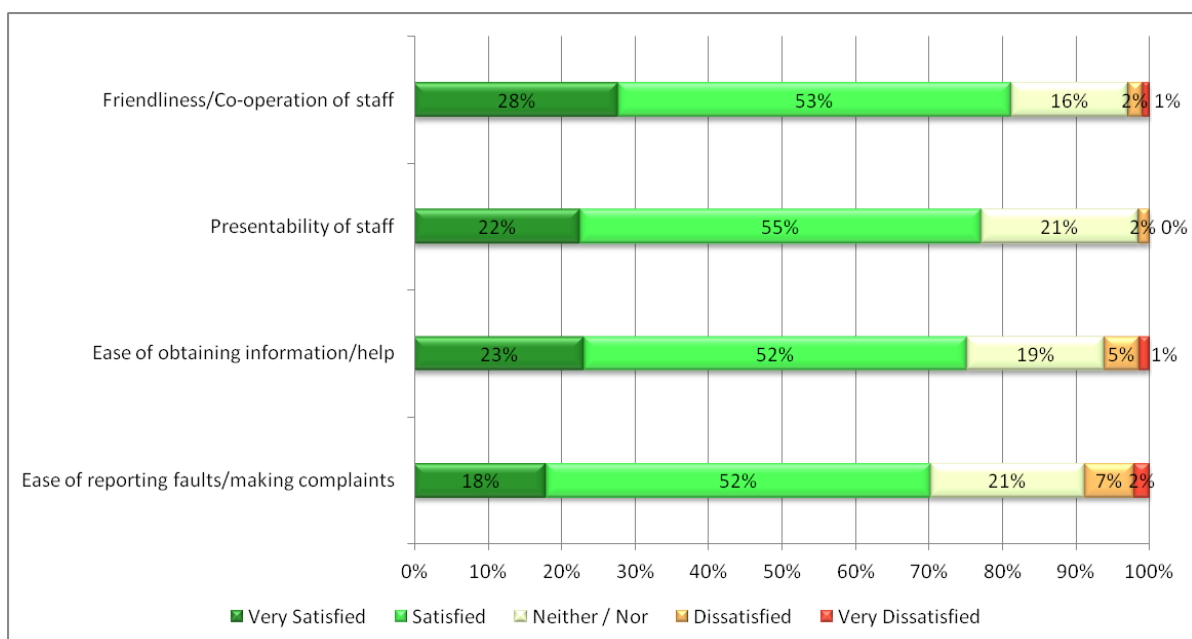
7 Service Staff

7.1 The survey moved on to ask panel members for their views on environmental service staff. Individuals were asked to consider their experience of service staff across all environmental service areas and to rate the quality of this.

7.2 As Figure 47 indicates, views were generally positive on service staff. This was particularly the case in relation to staff friendliness and co-operation (81% satisfied) and presentability (77%). Satisfaction levels were also high in relation to ease of obtaining information/help (75%) and of reporting faults/making complaints (70%) – less than 1 in 10 were dissatisfied with these aspects of service staff.

Figure 47: Rating of service staff

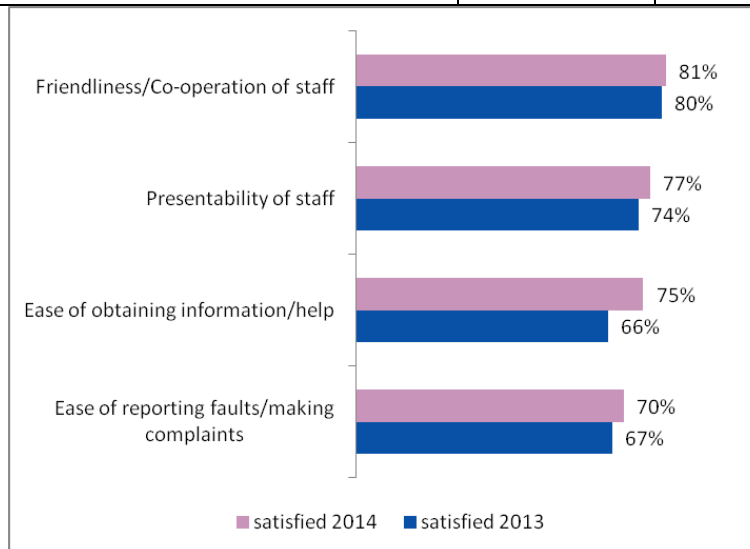
	Used in last year		Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Friendliness/Co-operation of staff	56%	206	28%	53%	16%	2%	1%
Presentability of staff	51%	187	22%	55%	21%	2%	0%
Ease of obtaining information/help	57%	209	23%	52%	19%	5%	1%
Ease of reporting faults/making complaints	52%	191	18%	52%	21%	7%	2%



7.3 A comparison between survey results in 2014 and 2013 shows that the positive results in 2013 improved in every aspect in 2014.

Figure 48: Comparison between 2014 and 2013 survey results for ratings of staff

	satisfied 2014	satisfied 2013
Friendliness/Co-operation of staff	81%	80%
Presentability of staff	77%	74%
Ease of obtaining information/help	75%	66%
Ease of reporting faults/making complaints	70%	67%



Summary

7.4 About 3 quarters of respondents were satisfied with service staff. Less than 3% of respondents were dissatisfied with the friendliness and presentability of staff. There were only slightly higher percentages dissatisfied with getting information or making complaints.

7.5 The results in the 2014 survey are an improvement on the 2013 survey.