

## Moray Citizens' Panel

### Environmental Services Survey 2014

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

#### Waste Management

##### Q1

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

	Not used in last year	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Refuse Collection (Residual-Green Bins)	1	2	3	4	5	6
Recycling Collection	1	2	3	4	5	6
Recycling Collection ( Green/ Food Waste)	1	2	3	4	5	6
Recycling Facilities	1	2	3	4	5	6
Cleanliness of Public Spaces	1	2	3	4	5	6
Public Toilets	1	2	3	4	5	6
Ease of obtaining information on the general Waste Management Service.	1	2	3	4	5	6

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

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

## Lands and Parks

Q2

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

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

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

*What improvements, if any would you like to see made to the Land and Parks Service.*

Q3

Below are aspects of the general condition of Council Parks and Gardens.

How would you rate these?

Please circle ONE option for each

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

Q4

When you are visiting Council parks and gardens, which type of problem do you see most often?

This might include litter, dog fouling, leaves on footpaths, etc.

**Q5**

**Below are aspects of the general condition of Council Cemeteries. How would you rate these? Please circle ONE option for each.**

	Not used in last year	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Grass cutting	1	2	3	4	5	6
Headstone areas	1	2	3	4	5	6
Footpaths/car parks in cemeteries	1	2	3	4	5	6
Access	1	2	3	4	5	6
Floral tributes	1	2	3	4	5	6
Trees / Leaves	1	2	3	4	5	6
Water Supply	1	2	3	4	5	6
Infrastructure	1	2	3	4	5	6

**Q6**

**Below are aspects of the general condition of Council Footpaths/Verges/Open Spaces. How would you rate these? Please circle ONE option for each.**

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

**Q7**

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

1	Parks and gardens
2	Cemeteries
3	Footpaths / Verges / Open Spaces
4	None of these

## Catering

Q8

Thinking about any experience your children may have of the School Catering Service over the last year, how would you rate the following? Please circle ONE option.

	Not used in last year	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
School Meals	1	2	3	4	5	6

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

*What improvements would you like made to the catering service?*

## Roads Maintenance

Q9

Thinking about your use of Roads Maintenance Services over the last year, how would you rate the following? Please circle ONE option for each service.

	Not used in last year	Very Satisfied	Satisfied	Neither / Nor	Dissatisfied	Very Dissatisfied
Gritting of main Council roads	1	2	3	4	5	6
Gritting of residential roads	1	2	3	4	5	6
Gritting of rural roads	1	2	3	4	5	6
Gritting of footways / paths / cycleways	1	2	3	4	5	6
Snow clearing of all Council roads	1	2	3	4	5	6
Snow clearing of footways/paths	1	2	3	4	5	6
Snow clearing of cycleways / paths	1	2	3	4	5	6
Snow clearing of Council Car Parks	1	2	3	4	5	6

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

**Q10**

**Below are aspects of the general condition of Council Road Assets.  
How would you rate these? Please circle ONE option for each.**

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

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

**Q11**

**If you were not satisfied with road, footway and cycle route conditions in question10, which aspect is most concerning? Please circle ONE option for each.**

	Too many Potholes	Too Narrow with damaged edges	Too Bumpy	Too cracked and crazed	Too much surface water	Too smooth (surface)
Main Roads	1	2	3	4	5	6
Residential Roads	1	2	3	4	5	6
Rural Roads	1	2	3	4	5	6
Footways and paths	1	2	3	4	5	6
Cycle Routes	1	2	3	4	5	6

**Q12**

**Below are aspects of the maintenance of Council Roads Assets. How would you rate these? Please circle ONE option for each**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither / Nor</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Speed at which road potholes repaired	1	2	3	4	5
Quality of Road pothole repairs	1	2	3	4	5
Cleanliness of roads & verges	1	2	3	4	5
Frequency of gully emptying	1	2	3	4	5
Keeping drainage clear and working	1	2	3	4	5
Cleanliness and visibility of road signs	1	2	3	4	5
Visibility of road markings	1	2	3	4	5
Speed of repair to bridges	1	2	3	4	5
Speed of repair to street lights	1	2	3	4	5
Speed of repair to traffic signals	1	2	3	4	5

***What improvements if any would you like to be made to the Roads Maintenance Service?***

**Q13**

**Please choose five services and rate these in order of importance to you, with 1<sup>st</sup> choice being most important. Please circle ONE option for each**

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

**Q14**

**Would you say illumination of street lighting in your local area is...**

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

**Q15**

**Regarding illumination of street lighting in your area, should the Council be...**

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

***What improvements if any would you like to be made to the Street Lighting Service?***

## Transportation, Engineering Design and Flood Risk Management

Q16

Thinking about your use of Transportation, Engineering Design and Flood Risk Management Service over the last year, how would you rate the following?  
Please circle **ONE** option for each service

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

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

*What improvements, if any would you like to see made to the Transportation, Engineering Design and Flood Risk Management Service?*

Q17

What do you think are the top three priorities for improving cycling facilities in your area?  
Please circle the three that apply

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

*Other (please write in)*



**Q18**

<b>Would you say the provision of lowered kerbs in your area is .....</b>		
<b>Adequate</b>	<b>Inadequate</b>	<b>Don't know/No opinion</b>
1	2	3

**Q19**

<b>Utilities Companies such as gas, electricity and telecommunication have a statutory right to lay apparatus in and over the road. Road works are co-ordinated, if possible, by all those involved but can still cause delay and inconvenience to the user. Bearing in mind your experience of utility works, please give your views on the following. Please circle ONE option for each</b>						
	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither/Nor</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know/Can't Say</b>
The guarding and signage of works was adequate	1	2	3	4	5	6
The information provided on signs was adequate and clear	1	2	3	4	5	6
The reinstatements of the road/footway was to a good standard	1	2	3	4	5	6
The reinstatement was undertaken promptly	1	2	3	4	5	6
The waiting time was an acceptable level	1	2	3	4	5	6
<i>Can you please tell us which utility/utilities were involved in your answer above</i>						

**Service Staff**

**Q20**

<b>How would you rate our service staff on the following? Please circle ONE option for each service.</b>						
	<b>Not used in last year</b>	<b>Excellent</b>	<b>Good</b>	<b>Neither/Nor</b>	<b>Poor</b>	<b>Very Poor</b>
Friendliness/Co-operation of staff	1	2	3	4	5	6
Presentability of staff	1	2	3	4	5	6
Ease of obtaining information/help	1	2	3	4	5	6
Ease of reporting faults/making complaints	1	2	3	4	5	6

**Thank you for helping us with this  
Please return your completed questionnaire in the reply envelope provided  
– NO STAMP IS NEEDED**