

Moray Citizens' Panel

Involving and Consulting the Public

This survey asks for your experience and views 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.

Your Experience of Consultation

Q1 Have you taken any of the following actions **over the past 5 years** to tackle an issue or problem affecting you, someone in your household, or 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 <i>local</i> office of appropriate public body (eg local Council office or Police station)	1	1		3
Contacted other office/ HQ of appropriate public body	□ 2	1	□ 2	□ 3
Contacted local press (radio, television or newspaper)	□ 3	1	 2	□ 3
Contacted a local councillor, MSP or MP	4	1	 2	□ 3
Attended a public meeting or forum to discuss the issue	 5	1	 2	□ 3
Attended a local tenants or residents group	 6	1	□ 2	□ 3
Attended a protest meeting/ joined an action group	 7	1	□ 2	□ 3
Signed or helped to organise a petition on the issue	□ 8	1	 2	□ 3
Other (please write in)	 9	1	 2	З
I did <i>none</i> of these things	1 0			
Don't know/ can't remember	□ 11			
And which action do you think was the <i>most effective</i> ? Please write a number (01-09) from Q1 in the box below Most effective method				

Q2 Have you been consulted by any of the following members of the Moray Community Planning Partnership *in the past 3 years* (excluding your membership of the Moray Citizens' Panel)? Please tick ALL that apply

The Moray Council	□ 1	Joint Community Councils	 7
Communities Scotland	□ 2	Moray Citizens Advice Bureau	□ 8
Grampian Fire and Rescue	3	Moray Chamber of Commerce	9
Grampian Police	4	Moray College	1 0
NHS Grampian	□ 5	Moray Voluntary Service Organisation	1 1
HIE Moray (formerly Moray Badenoch &	 6	Royal Air Force	1 2
Strathspey Enterprise)	6	Volunteer Centre Moray	1 3

Q3 If you have 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	□ 1	□ 1		□ 3
Consultation meeting with interested parties		□ 1		□ 3
Focus group/ discussion group	3	□ 1		3
Postal survey	4	1	□ 2	3
Face to face survey (in your home or elsewhere)	 5	1	□ 2	3
Telephone survey	 6	1	□ 2	3
Internet survey	 7	□ 1		3
Feedback form on a specific service	□ 8	□ 1		3
Consultation document inviting comments	9	□ 1		3
Newspaper article inviting comments	1 0	1	□ 2	3
Website article inviting comments	□ 11	□ 1		3
I have <i>never</i> been consulted in any of these ways	□ 12			
Don't know/ can't say	□ 13			
And which method do you think was <i>most effective</i> ? Please write a number (01-11) from Q3 in the box below		·		
Most effective method				

Q4 To what extent do you 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 <i>interested</i> in the views of the public	1	 2	3	 4	 5
Most public consultation in Moray is a waste of time because decisions have already been made	1	 2	З	 4	 5
There should be <i>more</i> public consultation by public agencies in Moray	1	 2	З	 4	 5
How public agencies consult the public is not as important as whether they <i>act</i> on people's views	1	 2	З	 4	 5
Public agencies in Moray only consult the public because they are <i>told to</i> by the Scottish Executive	1	 2	□ 3	 4	□ 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 you are aware or unaware of Community Planning and wh	at it involves?
	Please tick ONE only	
	Fully aware, know a lot about	1
	Heard of, know a little about	□ 2
	Heard of, but unsure of what it is/ what it involves	□ 3
	Never heard of	4
	Don't know/ can't say	 5

1	Through the local press (newspaper radio television)	
 2	Through the Moray Community website (www.moraycommunity.org.uk)	Ţ
а з	Through The Moray Council website	Ţ
4	Through another website	Ţ
□ 5	Other (please write in)	
	2 2 3	(newspaper, radio, television) Through the Moray Community website (www.moraycommunity.org.uk) Through The Moray Council website Through another website Other (please write in)

Q7 In your opinion, 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
1	□ 2	□ 3	4	□ 5	□ 6

Q8 To what extent are you aware or unaware of the *Moray Community Plan*? Please tick ONE only

Fully aware, know a lot about	□ 1
Heard of, know a little about	□ 2
Heard of, but unsure of what it is	3
Never heard of	4
Don't know/ can't say	□ 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	1	Through the Moray Community website (www.moraycommunity.org.uk)	 5	
At a local public meeting. event	 2	Through The Moray Council website	 6	
Through local public notices (eg in Council offices, libraries)	З	Through another website	1 7	
Through the local press (newspaper, radio, television)	 4	Other (please write in)	■ 8	
I <i>have not</i> seen or heard of the Moray Community Plan				

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 are you aware or unaware of the *Moray Community Planning Partnership*? Please tick ONE only

Fully aware, know a lot about	1
Heard of, know a little about	□ 2
Heard of, but unsure of what it is	□ 3
Never heard of	 4
Don't know/ can't say	 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
1	□ 2	□ 3	 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 are you 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	1	 2	□ 3	□ 4
Elgin North Neighbourhood Forum	1	 2	□ 3	□ 4
Elgin South Neighbourhood Forum	1	 2	□ 3	□ 4
Forres Neighbourhood Forum	 1	 2	3	 4
Keith Neighbourhood Forum	 1	 2	3	 4
Laich Neighbourhood Forum	1	 2	□ 3	□ 4
Milnes Neighbourhood Forum	1	 2	3	 4
Speyside Neighbourhood Forum	 1	 2	3	 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
1	□ 2	□ 3	 4	□ 5	 6

this? Please	be <i>ineπective</i>	in getting across	the views of local	communities, why i

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 you *understand* 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	1	□ 2	□ 3	4
Achieving a Healthy & Caring Community	1	□ 2	□ 3	4
Building Stronger Communities	1	□ 2	□ 3	4
Improving Travel Facilities, Choices & Safety	1	□ 2	□ 3	4
Investing in Children and Young People	1	□ 2	□ 3	4
Protecting & Enhancing the Environment	1	 2	3	4
Working for Increased Prosperity	□ 1	□ 2	З	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	□ 1	□ 2	3	□ 4	□ 5
Achieving a Healthy & Caring Community	1	 2	3	4	 5
Building Stronger Communities	1	□ 2	□ 3	4	□ 5
Improving Travel Facilities, Choices & Safety	1	□ 2	3	4	 5
Investing in Children and Young People	□ 1		3	4	 5
Protecting & Enhancing the Environment	1		3	4	 5
Working for Increased Prosperity	□ 1	 2	□ 3	4	□ 5

The Moray Community Planning website

Q17 Have you ever visited the Moray Community Planning website (www.moraycommunity.org.uk)? If yes, when did you *most recently* visit the website? Please tick ONE only

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Yes, in the last week	1	Yes, more than 6 months ago	□ 5
Yes, in the last month	□ 2	No, never (go to Q19)	 6
Yes, in the last 3 months	□ 3	Don't know/ can't say (go to Q19)	7
Yes, in the last 6 months	 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	1	To give your views/ feedback to the Community Planning Partnership	 5
Information on Local Neighbourhood Forums	□ 2	To access the Moray Community Plan	9 6
Information on the Moray Citizens' Panel	3	To access other documents	 7
Other information/ news on Community Planning in Moray	4	Other (please write in)	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	Fairly	Neither/	Fairly	Very	Don't know/
likely	likely	nor	unlikely	unlikely	Can't say
1		□ 3	 4	□ 5	

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 your opinion, 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	□ 1	□ 2	 3	4	□ 5	 6
Communities Scotland	□ 1	 2	3	4	□ 5	 6
Grampian Fire and Rescue	□ 1	□ 2	 3	4	□ 5	 6
Grampian Police	□ 1	□ 2	3	4	□ 5	□ 6
NHS Grampian	1	 2	□ 3	4	□ 5	□ 6
HIE Moray (formerly Moray Badenoch & Strathspey Enterprise)	1	 2	3	4	 5	 6
Joint Community Councils	1	 2	3	4	□ 5	 6
Moray Citizens Advice Bureau	1	 2	□ 3	4	□ 5	□ 6
Moray Chamber of Commerce	□ 1	□ 2	 3	4	□ 5	 6
Moray College	1	 2	□ 3	4	□ 5	□ 6
Moray Voluntary Service Organisation	□ 1	□ 2	Вз	4	 5	 6
Royal Air Force	□ 1	□ 2	Вз	4	 5	 6
Volunteer Centre Moray	□ 1	□ 2	З	4	□ 5	 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	□ 1	□ 1
Regular reports available at local public places (eg libraries, GP surgeries, Council offices)	 2	□ 2
Regular reports published on the internet	□ 3	□ 3
Leaflets/ bulletins distributed with Council Tax bills	4	4
A regular newsletter delivered to every household in Moray	 5	 5
Articles in the local press (newspapers, radio, TV)	 6	 6
Other (please write in)	1 7	1 7

<u> </u>	Consultation meetings with specific interested parties Discussion groups with the general public Postal surveys of the general public	□ 2 □ 3	Consultation document inviting comment	
	Postal surveys of the general public	Пз	Newspaper article inviting comments	[
-			Website article inviting comments	Ţ
-		4	At local Councillor's surgeries	Ţ
-	Face to face surveys of the general public	□ 5	At local Community Council meetings	Ţ
	Telephone surveys of the general public	 6	Through the Moray Citizens'	Į
	Internet surveys of the general public	7	Other (please write in)	Ţ
ı	Feedback forms on specific services	□ 8		
	3rd			
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The local decision of	he Moray Community Planning Partnership the cal community are represented. Which of the evelop specific links with? Please tick ALL the School age children Young people Parents of young children Older people	e followir at apply 1 2 3 4	Commuters Voluntary groups The business community Women's interest groups	ulc [

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

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).