

Moray Citizens' Panel

# Environmental Services Survey 2015 Report

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April 2015

## CONTENTS

<b>1.</b>	<b>INTRODUCTION .....</b>	<b>1</b>
	Survey Response.....	1
<b>2.</b>	<b>WASTE MANAGEMENT .....</b>	<b>3</b>
<b>3.</b>	<b>LANDS AND PARKS.....</b>	<b>6</b>
	Rating Aspects of Service .....	6
	Rating Condition of Assets .....	8
	Safety Concerns.....	13
<b>4.</b>	<b>ROADS MAINTENANCE.....</b>	<b>15</b>
	Rating Aspects of Service .....	15
	Rating Condition of Assets .....	17
	Rating Maintenance of Assets.....	20
	Street Lighting .....	22
	Importance of Aspects of Service.....	23
<b>5.</b>	<b>TRANSPORT, ENGINEERING DESIGN &amp; FLOOD RISK MANAGEMENT .....</b>	<b>26</b>
	Rating Aspects of Service .....	26
	Priorities for Cycling Facilities.....	28
	Lowered Kerbs.....	29
	Rating Utility Works.....	29
<b>6.</b>	<b>SCHOOL CATERING.....</b>	<b>31</b>
<b>7.</b>	<b>SERVICE STAFF .....</b>	<b>33</b>
<b>8.</b>	<b>EXPERIENCE AS A PANEL MEMBER.....</b>	<b>35</b>

## INDEX OF FIGURES

Figure 1: Profile of Survey Respondents .....	1
Figure 2: Rating of Waste Management Services over the last year .....	3
Figure 3: Rating of Lands and Parks Services over the last year .....	6
Figure 4: Rating of Lands and Parks Services 2015 and 2013.....	7
Figure 5: Rating of general condition of Council Parks and Gardens .....	9
Figure 6: Rating general condition of Council Parks and Gardens 2015 and 2013 .....	9
Figure 7: Rating of general condition of Council Cemeteries.....	10
Figure 8: Rating general condition of Council Cemeteries 2015 and 2013 .....	11
Figure 9: Rating of general condition of Council Footpaths/Verges/Open Spaces.....	12
Figure 10: Rating general condition of Council Footpaths/Verges/Open Spaces 2015 and 2013.....	13
Figure 11: Whether concerns for safety or experienced antisocial behaviour in the following areas .....	14
Figure 12: Rating of Roads Maintenance Services over the last year .....	16
Figure 13: Rating of Roads Maintenance Services 2015 and 2013 .....	17
Figure 14: Rating of general condition of Council Roads Assets over the last year .....	18
Figure 15: Rating general condition of Council Roads Assets 2015 and 2013 .....	19
Figure 16: Biggest concerns for each type of roads/footways/cycle routes.....	20
Figure 17: Rating of maintenance of Council Roads Assets over the last year .....	20
Figure 18: Rating maintenance of Council Roads Assets 2015 and 2013.....	22
Figure 19: Views on illumination of street lighting in local area .....	22
Figure 20: Views on potential street light changes .....	23
Figure 21: Importance of Roads Maintenance Services.....	24
Figure 22: Rating of Transport, Engineering Design & Flood Risk Management Services over the last year .....	26
Figure 23: Rating of Transport, Engineering Design & Flood Risk Management Services 2015 and 2013.....	27
Figure 24: Priorities for improving cycling facilities .....	28
Figure 25: Views on provision of lowered kerbs at crossing in local area.....	29
Figure 26: Views on utility works .....	29
Figure 27: Rating of utility works 2015 and 2013.....	30
Figure 28: Rating of School Catering Services over the last year .....	31
Figure 29: Rating of Environmental Service Staff.....	33
Figure 30: Rating of Environmental Service Staff 2015 and 2013 .....	34
Figure 31: Views on experience as a Panel member.....	36

## 1. INTRODUCTION

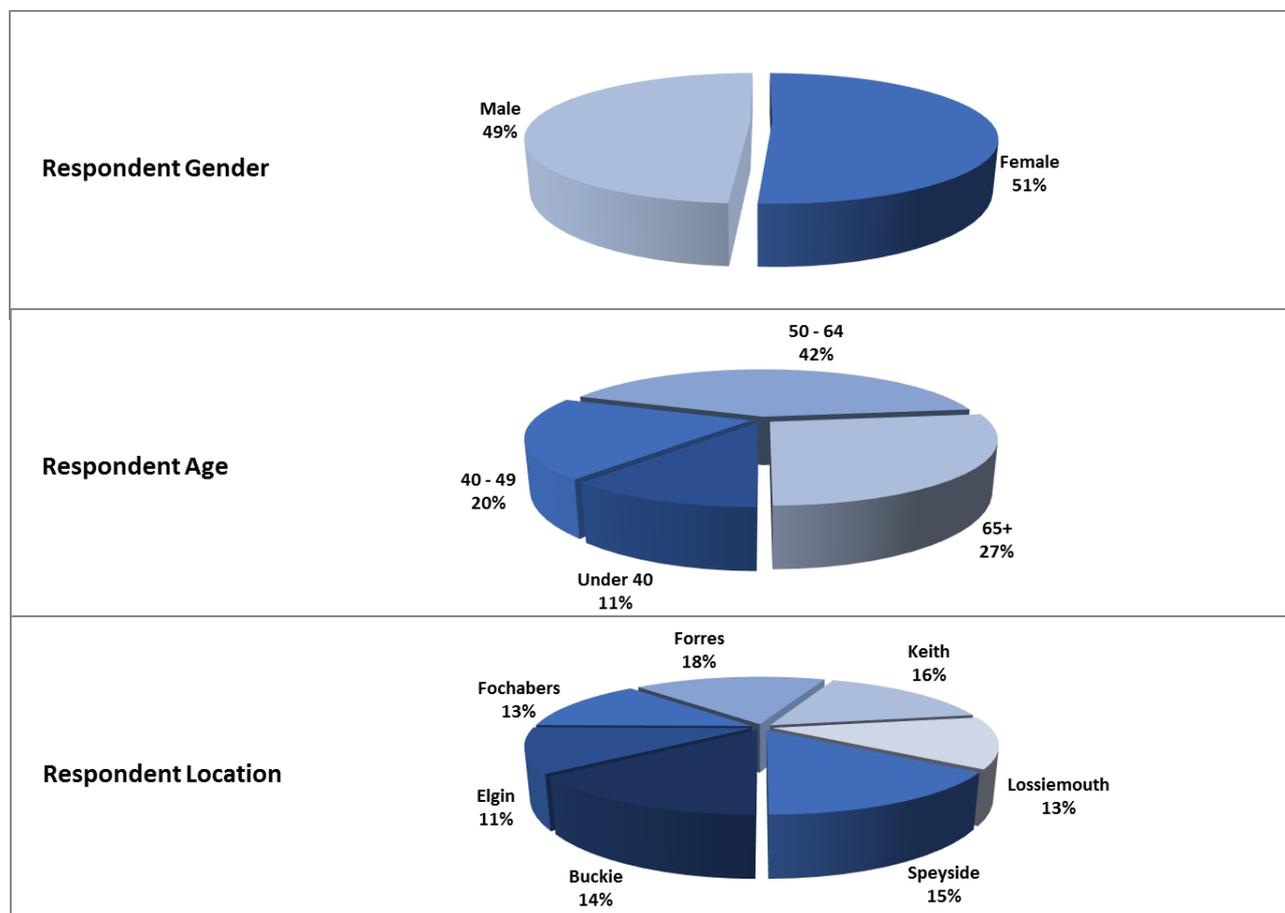
1.1. The present survey sought Panel members' views and experience across a range of Moray Council Environmental Services, including the following specific areas:

- Waste Management;
- Lands And Parks;
- Roads Maintenance;
- Transport, Engineering Design & Flood Risk Management;
- School Catering;
- Service Staff; and
- Experience as a Panel Member.

### Survey Response

1.2. The survey fieldwork ran from January to early March 2015, and a total of 503 responses had been received by consultation close at the end of March (282 postal and 221 online), an overall response rate of 53%. This is a strong level of response to a survey of this kind, and represents a +8% increase on response to the previous Environmental Services survey conducted in 2013. Figure 1 below provides a profile of survey respondents.

Figure 1: Profile of Survey Respondents



- 1.3. This report provides a full account of survey findings, focusing primarily on the overall balance of views in relation to each of the key themes, and where relevant how these compare with the previous Environmental Services survey conducted in 2013.<sup>1</sup>
- 1.4. Analysis has also considered the extent of variation in views expressed across key groups including age, location and gender – although the scope for this more detailed analysis is limited where services are used by a minority of survey respondents. This report highlights significant variations in views across these groups, based on 95% confidence interval statistical significance tests.

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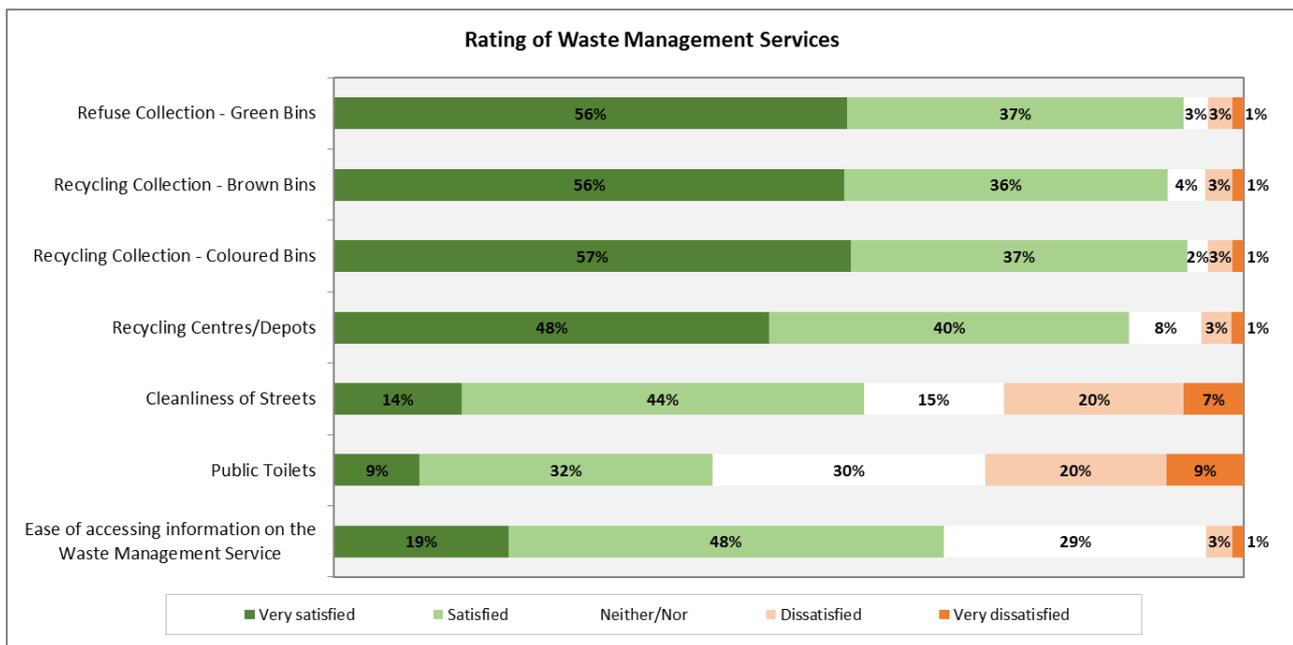
<sup>1</sup> Some changes to the survey questionnaire mean that results to the present survey are not comparable with those from 2013 – comparison data is only provided where this is robust.

## 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 majority of survey respondents had used all of the Waste Management services listed at Figure 2. Nearly all respondents had used refuse, recycling and street cleaning services, and nearly two thirds had used public toilets.
- 2.3. Amongst those that had used services, views were most positive in relation to refuse collection and recycling collection. More than 90% of respondents were satisfied with these services: 93% for refuse collection, 92% for brown bin collection and 94% for coloured bin collection. Respondents were also very positive in relation to recycling centres and depots, with 87% satisfied with these.
- 2.4. Views were significantly less positive in relation to the cleanliness of streets and with public toilets (58% and 42% satisfied, respectively). More than a quarter of respondents were dissatisfied with each of these services.
- 2.5. Respondents were generally positive about the ease of accessing information on the Waste Management Service. Around two thirds of respondents were satisfied with this, and very few were dissatisfied (4%). A substantial proportion of respondents did not give a clear view on this (29%).
- 2.6. The profile of views was similar across geographic areas and age groups. Indeed the only notable variation was in views on cleanliness of streets - those in the Forres area were most positive on this, while those in the Elgin, Speyside and Buckie areas showed lower satisfaction.

**Figure 2: Rating of Waste Management Services over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Refuse collection – green bins	411	100%	56%	37%	3%	3%	1%
Recycling collection – brown bins	380	93%	56%	36%	4%	3%	1%
Recycling collection – coloured bins	405	99%	57%	37%	2%	3%	1%
Recycling centres/depots	364	91%	48%	40%	8%	3%	1%
Cleanliness of streets	407	100%	14%	44%	15%	20%	7%
Public toilets	257	63%	9%	32%	30%	20%	9%
Ease of accessing information on the Waste Management Service	319	80%	19%	48%	29%	3%	1%



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

- Consistent with the satisfaction ratings set out at Figure 2, the cleanliness of streets was the most commonly mentioned issue. This was primarily in relation to roadside litter and dog fouling on rural and residential roads (including on footpaths). Comments also highlighted concerns relating to verges and embankments in poor condition on rural roads.
- Recycling facilities were also referenced by a substantial number of those making comment. Dissatisfaction here focused on the range of items recycled, most commonly in relation to the kerbside collection of plastics although some noted that this facility is to be introduced shortly. Reference was also made to the frequency of collection services.
- A small number of respondents commented on the extent to which refuse and recycling collections leave streets in a clean and tidy condition.

2.8. Survey respondents also made a number of service improvement suggestions in relation to Waste Management services:

- Expanding recycling collection services to include more plastics was one of the most common suggestions. Reference was also made to increasing the collection frequency for recyclables and/or providing larger boxes.

- More measures to tackle fly-tipping and litter on the roadside, including:
  - Improving litter awareness through education and promotion
  - Greater use of penalties.
  - Making bulk uplifts cheaper or free to encourage use of this service.
  - More waste bins in public areas.
  - More monitoring of cleanliness/littering of key areas, and a small number suggesting occasional intensive cleaning of verges/open spaces.
- More or larger local recycling facilities.

### 3. LANDS AND PARKS

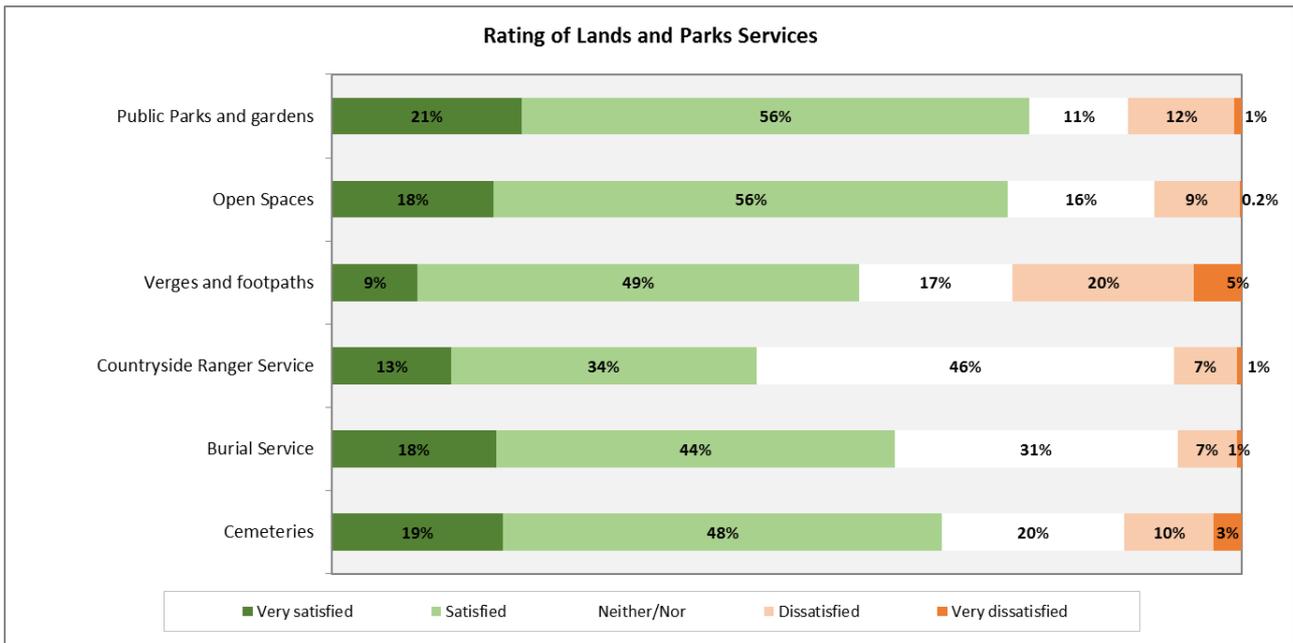
- 3.1. The survey next asked for views on the Council's Lands and Parks services. This included questions on specific elements of the service (Figures 3 and 4), the condition of assets managed by Lands and Parks services (Figures 5 to 10), and any safety concerns while using these assets (Figure 11).

#### Rating Aspects of Service

- 3.2. Respondents' use of Lands and Parks services varied significantly. A large majority had used public parks, open spaces and verges/footpaths in the last year (83%, 91% and 97% respectively), and a little more than half had used cemeteries (55%). However, a minority had used the Countryside Ranger or burial service in the last year (36% and 37%).
- 3.3. Amongst those that had used these services, views were most positive in relation to public parks/gardens and open spaces; around three quarters of respondents were satisfied with each of these services (77% and 74% respectively). Views were also generally positive in relation to cemeteries and burial services; 67% and 62% respectively were satisfied with the service, and few expressed dissatisfaction.
- 3.4. Views were less positive on the Countryside Ranger Service, with 47% satisfied with the service. However this is primarily due to a large proportion of respondents giving a neutral "neither/nor" rating, which may indicate that these respondents have not had direct experience of the service. It is notable that few respondents indicated dissatisfaction with the Countryside Ranger Service (8%).
- 3.5. Respondents were least positive about verges and footpaths. Although more than half of those who had used the service were satisfied (58%), this was also the Lands & Parks service with which respondents were most likely to be dissatisfied: a quarter of respondents expressed dissatisfaction with verges and footpaths.
- 3.6. There was no significant variation in views on Lands and Parks services across geographic area or age.

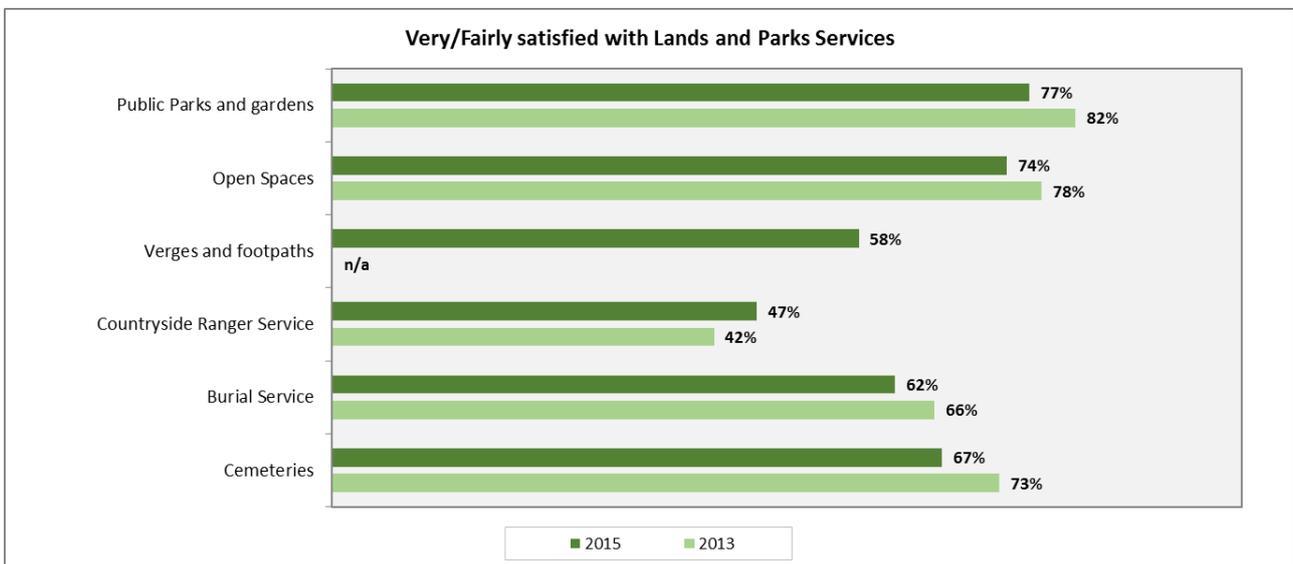
Figure 3: Rating of Lands and Parks Services over the last year

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Public parks and gardens	342	83%	21%	56%	11%	12%	1%
Open spaces	372	91%	18%	56%	16%	9%	0%
Verges and footpaths	396	97%	9%	49%	17%	20%	5%
Countryside Ranger Service	146	36%	13%	34%	46%	7%	1%
Burial Service	151	37%	18%	44%	31%	7%	1%
Cemeteries	224	55%	19%	48%	20%	10%	3%



3.7. As Figure 4 shows, the profile of views across Lands & Parks services was broadly similar to that reported in the 2013 survey. Services show some small (upward and downward) change from the previous survey, but these are not statistically significant.

**Figure 4: Rating of Lands and Parks Services 2015 and 2013**



3.8. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. A small number of respondents provided comment here, and the main issues were:

- The maintenance and appearance of cemeteries was one of the most commonly referenced causes of dissatisfaction. This included

reference to vandalism, grass-cutting, maintenance of paths, and chipped headstones.

- Dog fouling was mentioned across a range of Lands and Parks service assets, including parks and open spaces, and cemeteries.
- The availability and condition of play parks was highlighted by some respondents.
- Maintenance of open spaces more generally was also mentioned, including reference to frequency of grass-cutting and litter collection.

3.9. Survey respondents also made a number of service improvement suggestions in relation to Lands and Parks services:

- More frequent litter picking, greater enforcement of penalties for littering, and greater community involvement in maintenance of open spaces (e.g. community litter picking, adopting streets/open areas).
- More action to tackle dog fouling, including enforcement and greater use of penalties.
- Better standards in cemetery maintenance.

#### **Rating Condition of Assets**

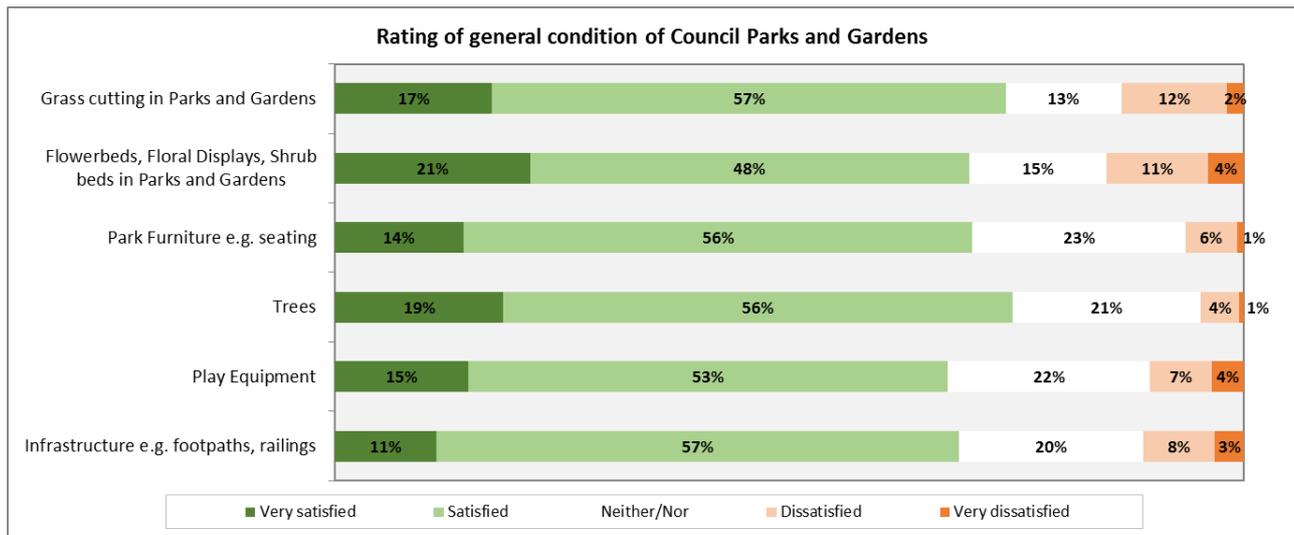
3.10. The survey next asked for views on the condition of assets managed by the Lands & Parks service – including Council parks and gardens, cemeteries, and footpaths/verges/open spaces.

3.11. Views were generally positive on the condition of Council parks and gardens (Figure 5). This was particularly the case in relation to grass cutting (74% satisfied) and trees (74%) although there was relatively little variation in views across services (ranging from 67% to 74% satisfied). In terms of areas of dissatisfaction, it is notable that respondents were most likely to be dissatisfied with flowerbeds etc and grass cutting (15% and 14% dissatisfied respectively).

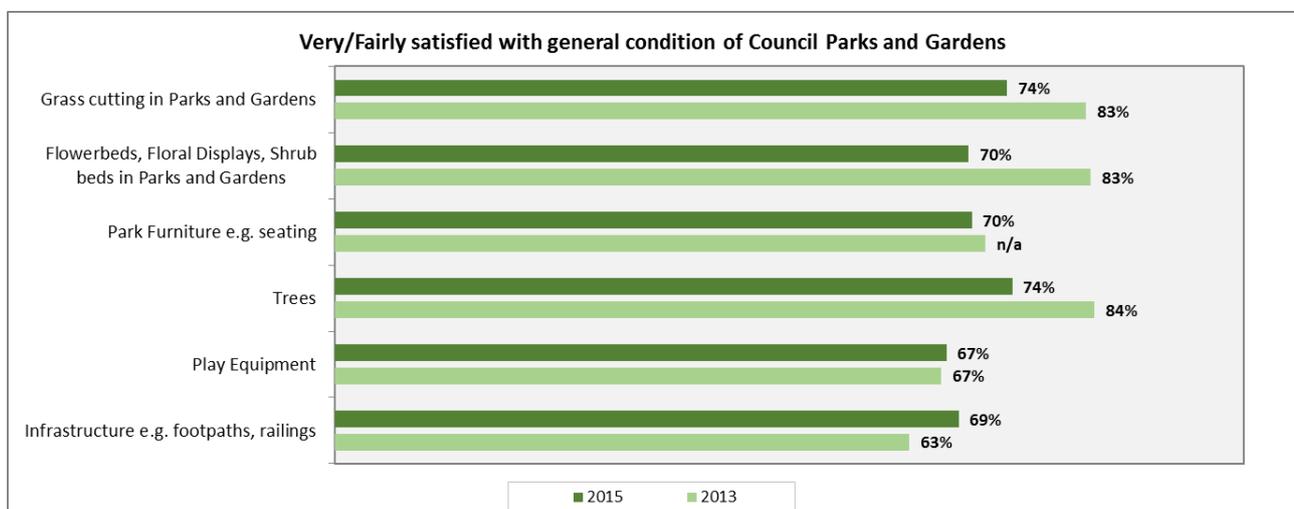
3.12. There was some limited variation in views on the condition of Council parks and gardens across respondent groups. In particular, in relation to flowerbeds, park furniture, trees and infrastructure, Forres and Lossiemouth respondents were generally most positive in their views, and Elgin area respondents were least positive.

**Figure 5: Rating of general condition of Council Parks and Gardens**

	Used in last year		Very Satisfied	Satisfied	Neither/Nor	Dissatisfied	Very Dissatisfied
Grass cutting in parks and gardens	370	91%	17%	57%	13%	12%	2%
Flowerbeds, floral displays, shrub beds	377	93%	21%	48%	15%	11%	4%
Park furniture, e.g. seating	354	87%	14%	56%	23%	6%	1%
Trees	377	93%	19%	56%	21%	4%	1%
Play equipment	251	62%	15%	53%	22%	7%	4%
Infrastructure	376	93%	11%	57%	20%	8%	3%



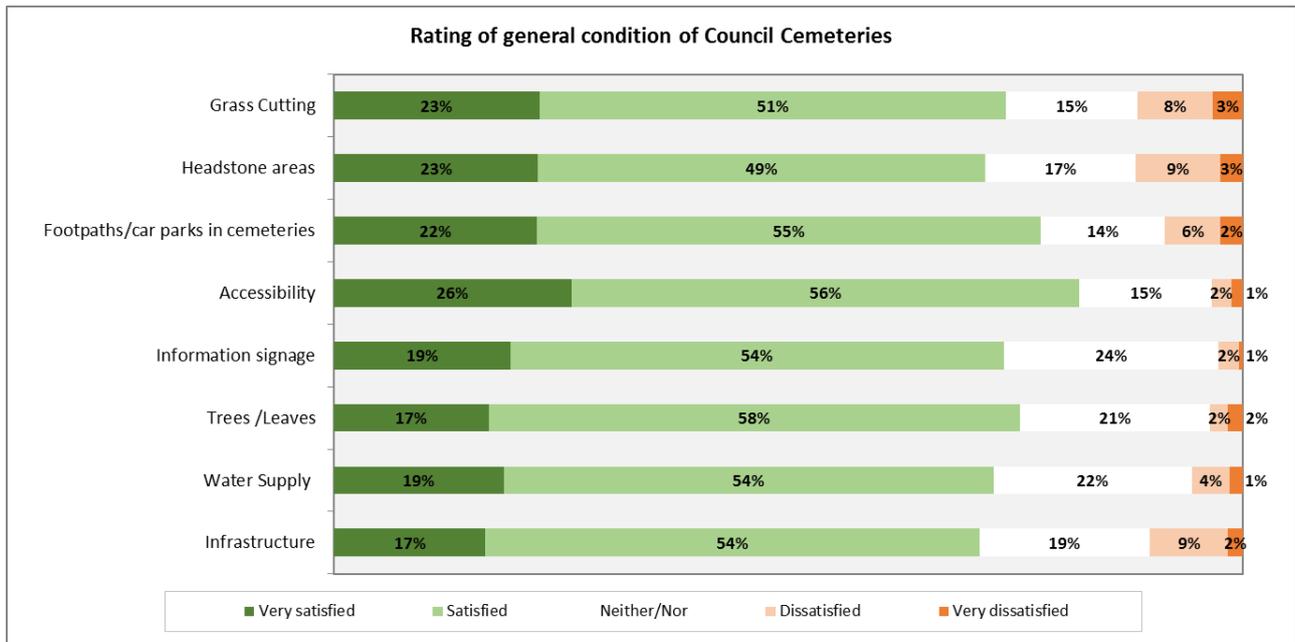
3.13. The profile of respondent views on the condition of Lands & Parks assets has remained broadly unchanged from the 2013 survey, with ratings more positive in relation to grass cutting and trees, and less positive in relation to play equipment and infrastructure. However there has been some change in the rating of the condition of grass cutting, trees and flowerbeds/floral displays. The 13% reduction in the rating of flowerbeds/floral displays is the only statistically significant change.

**Figure 6: Rating general condition of Council Parks and Gardens 2015 and 2013**

- 3.14. 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, although this also included some appreciation of work undertaken to tackle this.
  - Littering (including reference to broken glass) was also a commonly mentioned problem, by around half of those making comment.
  - The condition and maintenance of paths was also mentioned by a number of respondents.
  - Frequency and quality of grass cutting was mentioned by a number of respondents.
  - Antisocial behaviour, including drinking alcohol, was mentioned by a small number of respondents.
- 3.15. Respondents were also generally positive on the condition of Council cemeteries, with the majority of those having used the service satisfied with the condition of most aspects of cemeteries. Views were most positive in relation to accessibility and the condition of footpaths/car parks (82% and 78% satisfied respectively). However views were also generally positive in relation to the condition of other aspects of cemeteries, with at least 7 in 10 of those who had used cemeteries indicating satisfaction.
- 3.16. There was no significant variation in views on the condition of Council cemeteries across geographic area or age.

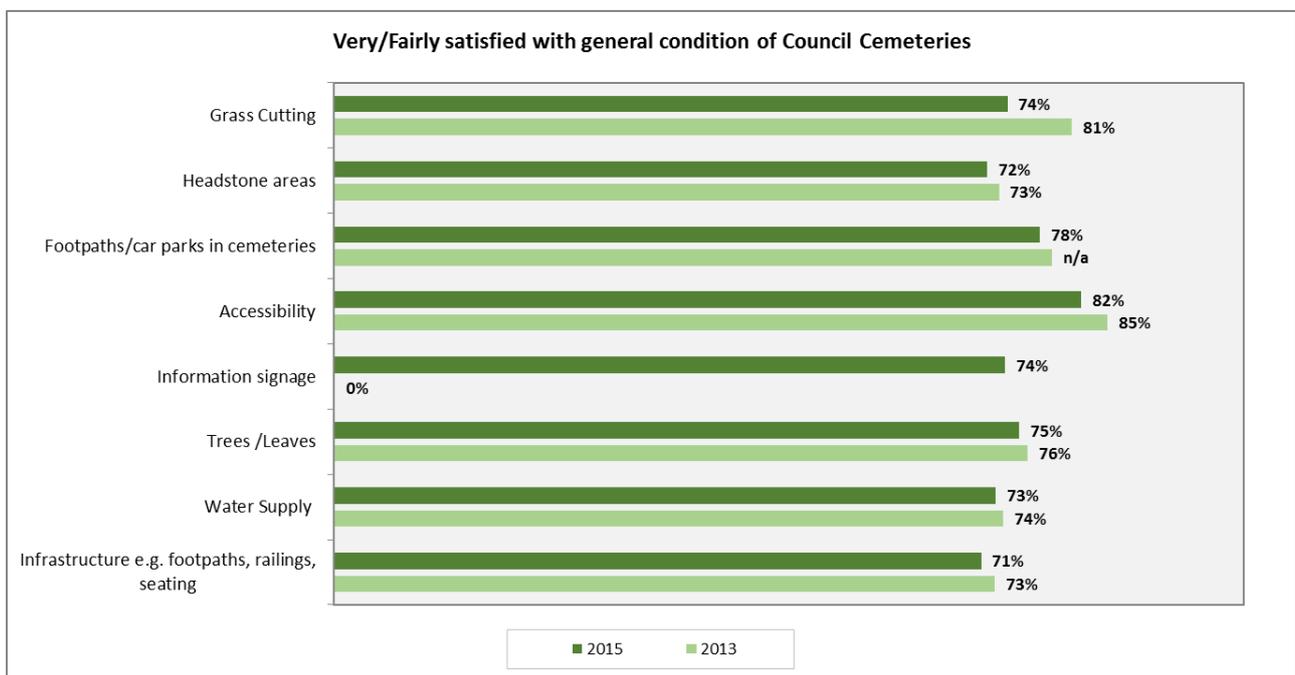
**Figure 7: Rating of general condition of Council Cemeteries**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass Cutting	242	60%	23%	51%	15%	8%	3%
Headstone areas	236	59%	23%	49%	17%	9%	3%
Footpaths/car parks in Cemeteries	242	60%	22%	55%	14%	6%	2%
Accessibility	241	60%	26%	56%	15%	2%	1%
Information signage	236	59%	19%	54%	24%	2%	1%
Trees/leaves	240	60%	17%	58%	21%	2%	2%
Water supply	219	55%	19%	54%	22%	4%	1%
Infrastructure (footpaths, railings, etc)	234	59%	17%	54%	19%	9%	2%



3.17. As Figure 8 shows, views on the condition of Council cemeteries were broadly similar to those reported in 2013. Indeed there has been no statistically significant upward or downward change in ratings since 2013.

**Figure 8: Rating general condition of Council Cemeteries 2015 and 2013**



3.18. The survey also asked Panel members about the kinds of problems they had seen when using Council cemeteries. Some respondents specifically made comment that local cemeteries were very well kept, but a range of concerns or problems were highlighted:

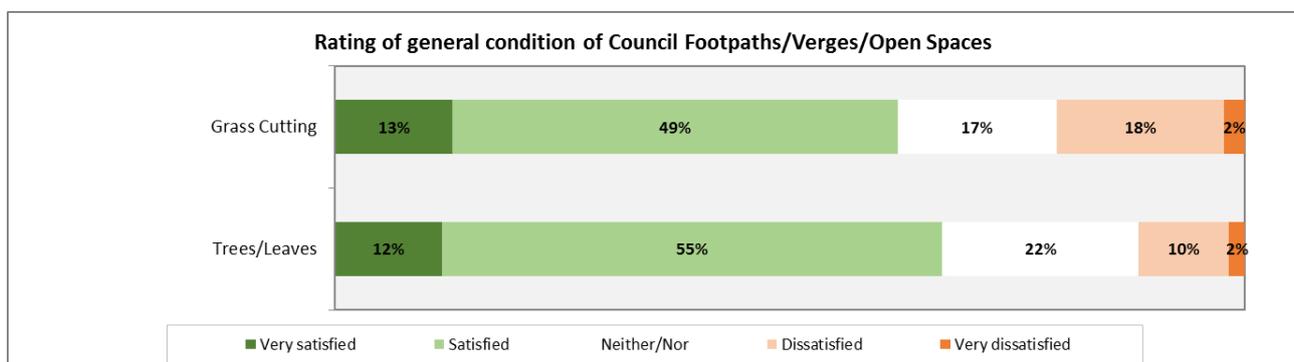
- Maintenance of cemeteries was the most commonly mentioned problem. This included reference to grass cutting (frequency and clearing away cut grass from graves), maintenance of headstones (including clearing flowers, etc), and poor condition of footpaths.
- Dog fouling was also relatively commonly mentioned, although it is notable that this appears to be a significantly less common problem for cemeteries than for open spaces.
- Litter was also a commonly mentioned problem.

3.19. The majority of respondents were satisfied with the condition of Council footpaths, verges and open spaces (Figure 9). Two thirds of respondents were satisfied with trees/leaves on footpaths, verges and open spaces (67% satisfied), and a similar proportion were satisfied with grass cutting (62%). Nevertheless, there remained 20% of respondents who were dissatisfied with grass cutting on Council footpaths, verges and open spaces, and 12% dissatisfied with trees/leaves.

3.20. There was some limited variation in views on the condition of Council footpaths/verges/open spaces across geographic areas. Those in the Buckie and Lossiemouth areas were most positive in relation to the condition of trees/leaves, while Elgin area respondents were least positive.

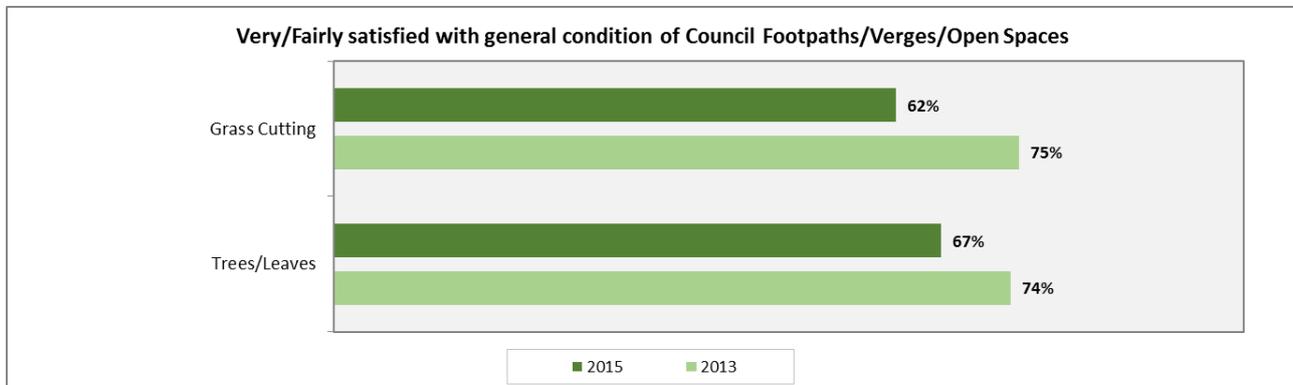
**Figure 9: Rating of general condition of Council Footpaths/Verges/Open Spaces**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass Cutting	396	97%	13%	49%	17%	18%	2%
Trees/Leaves	393	97%	12%	55%	22%	10%	2%



- 3.21. As Figure 10 shows, there has been a fall in satisfaction with the condition of Council footpaths, verges and open spaces since the previous survey. In particular, there has been a statistically significant 14% fall in satisfaction with grass cutting of Council footpaths, verges and open spaces.

**Figure 10: Rating general condition of Council Footpaths/Verges/Open Spaces 2015 and 2013**



- 3.22. The survey also asked Panel members about the kinds of problems they had seen when using Council footpaths, verges and open spaces:
- Dog fouling was the most commonly mentioned problem, with most of those commenting on problems using footpaths, verges and open spaces making reference to dog fouling.
  - Litter was the other commonly mentioned problem, by a little less than half of those making comment.
  - Grass cutting and maintenance of verges/footpaths was also mentioned by a number of respondents, including reference to the frequency of grass cutting.

### Safety Concerns

- 3.23. The final question in this section of the survey asked Panel members whether they have concerns about safety or antisocial behaviour while using Lands & Parks assets (Figure 11).
- 3.24. A large majority of respondents indicated that they do not have concerns for their safety in parks, gardens, cemeteries, footpaths, verges or open spaces (83%). This represents a significant increase on the 2013 survey (+12%).
- 3.25. Amongst the small number of respondents who had concerns, these were most commonly associated with parks and gardens (8%) and verges/footpaths (7%).

**Figure 11: Whether concerns for safety or experienced antisocial behaviour in the following areas**

	<b>2015</b>	<b>2013</b>
Parks and gardens	8%	19%
Open spaces	5%	16%
Verges and footpaths	7%	
Cemeteries	3%	3%
None of these	83%	71%

## 4. ROADS MAINTENANCE

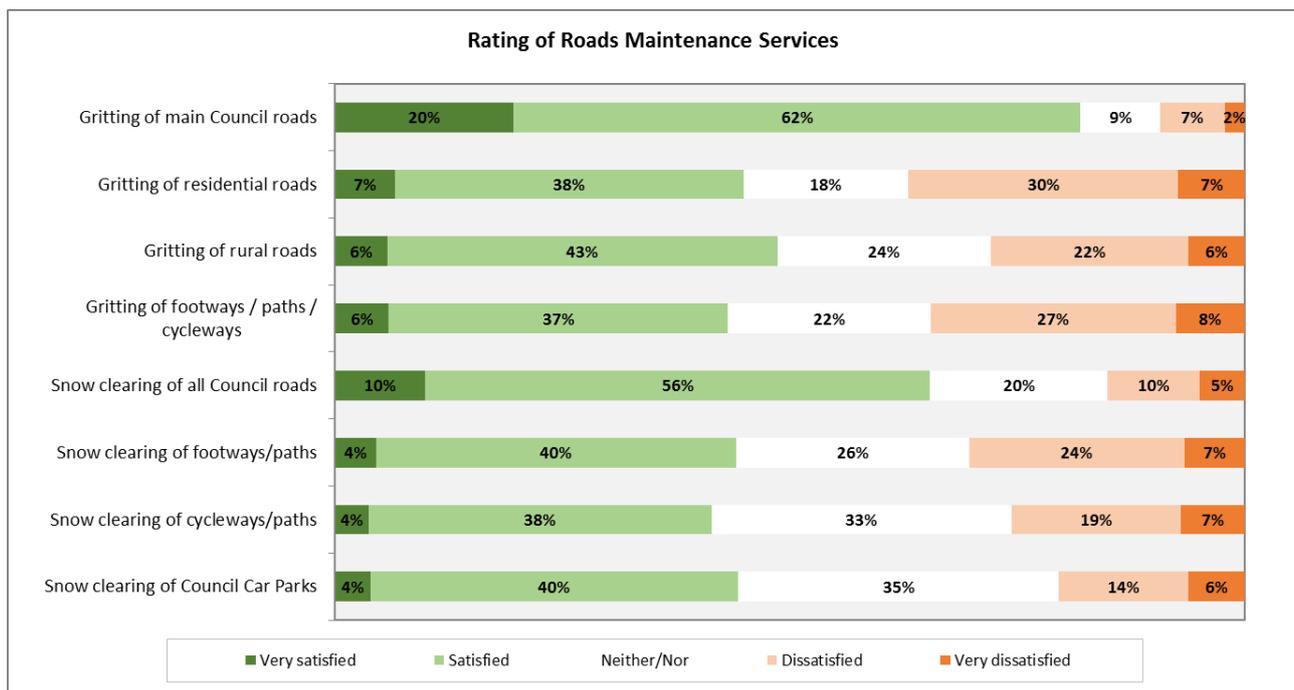
- 4.1. The survey next asked Panel members for their views on the Roads Maintenance service. As was the case for Lands & Parks, this included questions on the quality of aspects of the service (Figures 12 and 13), on the condition of assets managed by the service (Figures 14 to 16), on aspects of the service's maintenance of those assets (Figures 17 and 18), and on local street lighting (Figures 19 and 20).

### Rating Aspects of Service

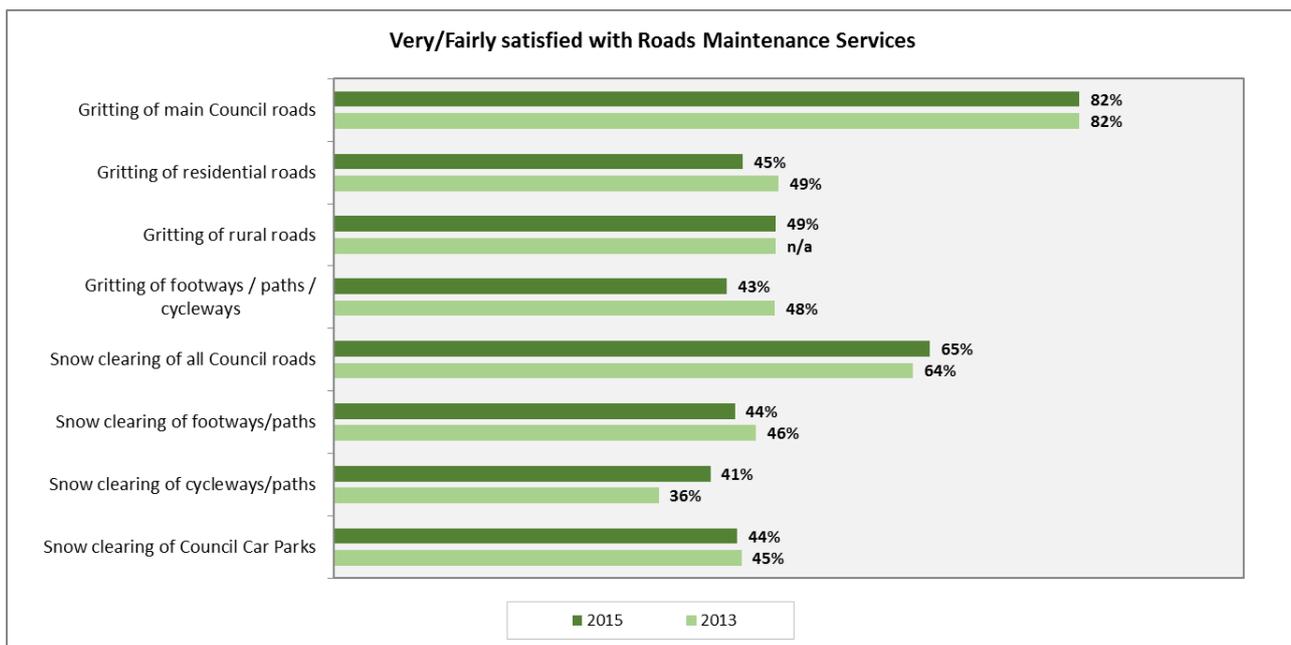
- 4.2. Perhaps unsurprisingly, the great majority of respondents had used most elements of the Roads Maintenance service in the last year. The only aspects which a somewhat smaller majority of respondents had used were snow clearing of cycleways/paths and snow clearing of Council car parks (although both had been used by more than 8 in 10 respondents).
- 4.3. Amongst those that had used the services, views were most positive in relation to gritting of main Council roads - 82% were satisfied with this service. Indeed, together with snow clearing of Council roads (65% satisfied), gritting of main roads was the only service with which the majority of respondents were satisfied.
- 4.4. Looking across other services, a little less than half of respondents were satisfied with gritting of residential roads, rural roads and footways/paths/cycleways (45%, 49% and 43% respectively). Moreover, at least a quarter of survey respondents indicated dissatisfaction with these services. A similar proportion of respondents were satisfied with snow clearing of footways, cycleways and council car parks (44%, 41% and 44% respectively), and at least a fifth of respondents were dissatisfied with these.
- 4.5. There was limited area variation in views on Roads Maintenance services. This was notable in relation to gritting of footways and snow clearing of cycleways and car parks; on this points, Lossiemouth and Fochabers respondents tended to be most positive, and Buckie and Elgin respondents least positive.

**Figure 12: Rating of Roads Maintenance Services over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Gritting of main council roads	408	100%	20%	62%	9%	7%	2%
Gritting of residential roads	397	97%	7%	38%	18%	30%	7%
Gritting of rural roads	383	95%	6%	43%	24%	22%	6%
Gritting of footways / paths / cycleways	394	97%	6%	37%	22%	27%	8%
Snow clearing of all council roads	385	95%	10%	56%	20%	10%	5%
Snow clearing of footways/paths	379	94%	4%	40%	26%	24%	7%
Snow clearing of cycleways / paths	327	82%	4%	38%	33%	19%	7%
Snow clearing of council car parks	336	84%	4%	40%	35%	14%	6%



- 4.6. Respondent views on Roads Maintenance services were similar to those reported in 2013, with no statistically significant change in service ratings over recent years.

**Figure 13: Rating of Roads Maintenance Services 2015 and 2013**

4.7. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. A number of respondents noted that there had been relatively little snow in the last year, but nevertheless the following main issues emerged:

- The most common issue was gritting and snow clearance of residential and rural roads, and concern that the focus on main roads disadvantages residential and rural routes.
- The length of time taken to clear footpaths and cycleways in poor weather.

### Rating Condition of Assets

4.8. The great majority of respondents had used most of the Council roads assets listed at Figure 10, the only notable exception being cycle routes (57% of respondents had used these).

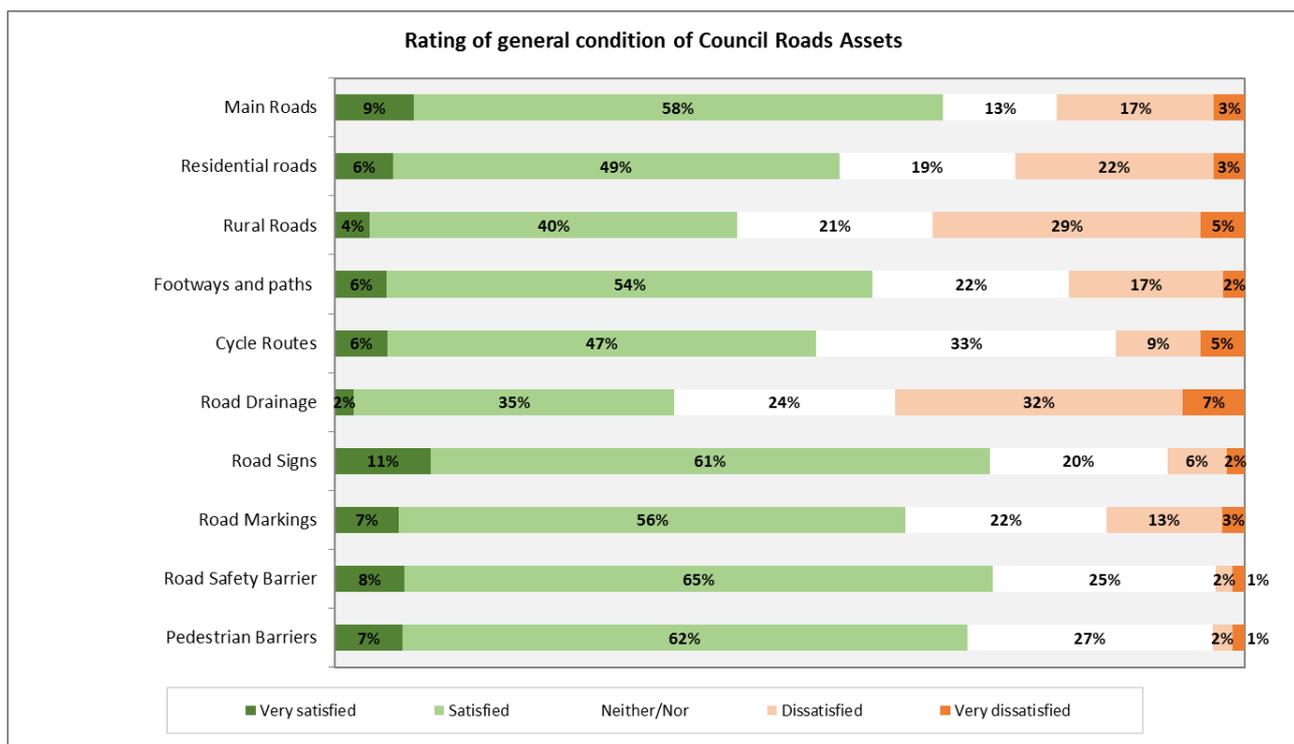
4.9. Amongst those that had used these assets, views on their condition were most positive in relation to road signs (72% satisfied), road safety barriers (72%), pedestrian barriers (70%), and main roads (67%).

4.10. Views were least positive in relation to the condition of rural roads (44% satisfied) and road drainage (37%). These were also the assets where respondents were most likely to express dissatisfaction (34% dissatisfied with rural roads and 38% with road drainage). In addition, 25% of respondents were dissatisfied with the condition of main roads, and 21% the condition of residential roads.

- 4.11. There was some variation across geographic areas in views on the condition of Roads Maintenance assets. In relation to the condition of roads, those in the Lossiemouth, Forres and Keith areas were generally most positive, and Elgin and Fochabers respondents were least positive. In relation to footways and cycleways, Lossiemouth respondents were most positive and Elgin respondents least positive.

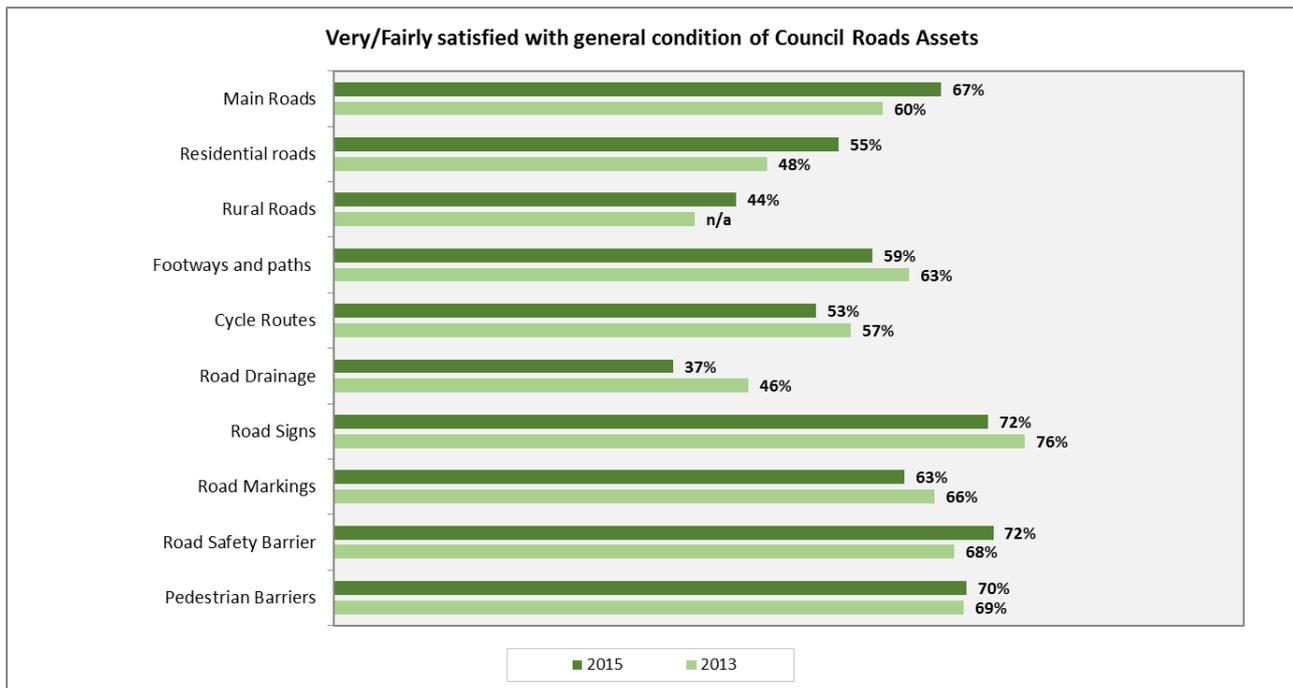
**Figure 14: Rating of general condition of Council Roads Assets over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Main roads	406	100%	9%	58%	13%	17%	3%
Residential roads	399	98%	6%	49%	19%	22%	3%
Rural roads	396	97%	4%	40%	21%	29%	5%
Footways and paths	389	98%	6%	54%	22%	17%	2%
Cycle routes	227	57%	6%	47%	33%	9%	5%
Road drainage	397	99%	2%	35%	24%	32%	7%
Road signs	399	99%	11%	61%	20%	6%	2%
Road markings	400	99%	7%	56%	22%	13%	3%
Road safety barrier	384	96%	8%	65%	25%	2%	1%
Pedestrian barriers	377	94%	7%	62%	27%	2%	1%



- 4.12. Respondent views on the condition of council roads are broadly similar to those reported in the previous survey. A number of upward and downward changes are evident at Figure 15 (over the page), the largest of these being a 8% increase in satisfaction with condition of residential roads, and 8% fall in satisfaction with road drainage. However these are not statistically significant changes.

**Figure 15: Rating general condition of Council Roads Assets 2015 and 2013**



- 4.13. In addition to views on the condition of specific council roads, the survey also asked respondents to indicate their biggest concerns for each of the types of roads, footways and cycleways listed at Figure 16.
- 4.14. Overall, potholes were by some margin the most common concern highlighted by respondents. Nearly half of respondents cited this as their single biggest concern about the condition of council roads, footways and cycle ways (44%).
- 4.15. Potholes were also the biggest concern across the specific roads and cycleways listed at Figure 16 – including main roads, residential roads, rural roads and cycle routes. In relation to footways and paths, insufficient gritting/snow clearance and littering/unkept were the biggest concerns.

**Figure 16: Biggest concerns for each type of roads/footways/cycle routes**

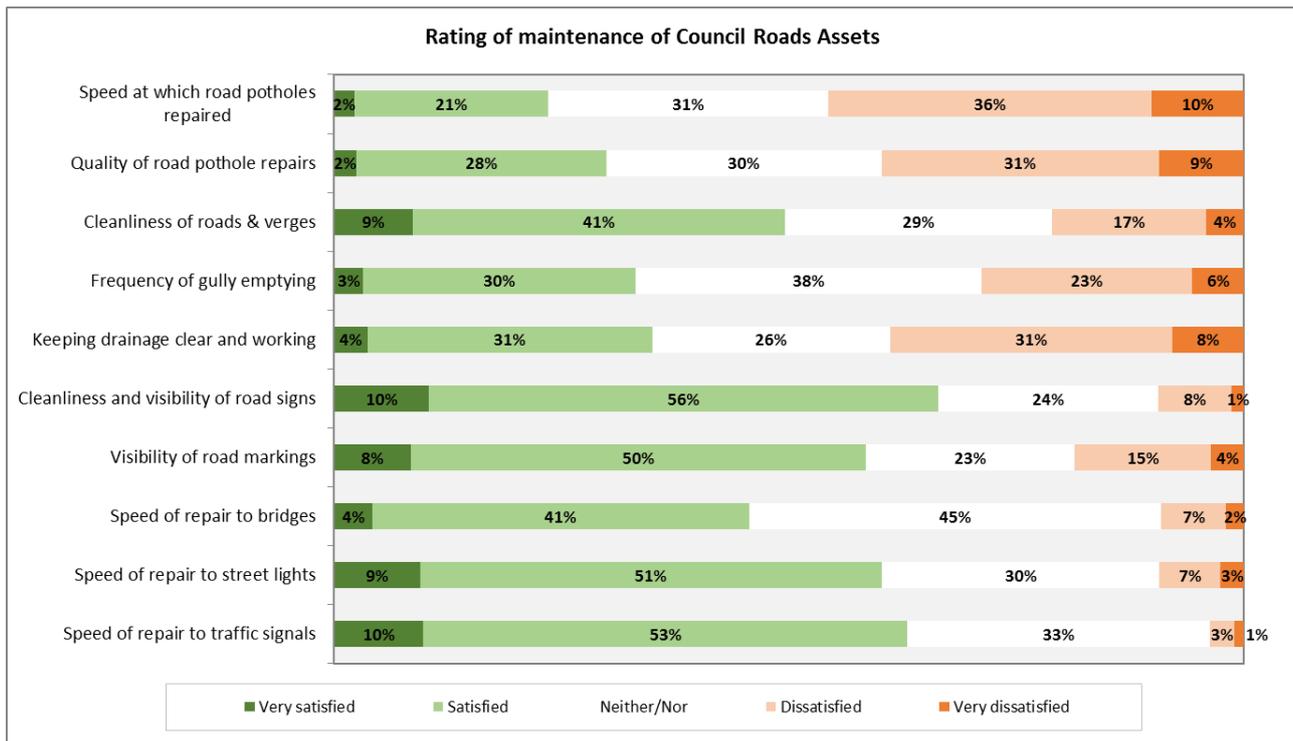
	SINGLE BIGGEST CONCERN	Biggest concern for...				
		Main roads	Residential roads	Rural roads	Footways & paths	Cycle routes
Potholes	44%	77%	64%	78%	24%	30%
Too much surface water, poor drainage	13%	53%	41%	58%	21%	25%
Bumpy, rough surface	5%	34%	37%	44%	33%	24%
Not enough gritting/snow clearance	5%	22%	44%	39%	45%	27%
Narrow, damaged edges	3%	23%	20%	47%	21%	21%
Cracked, crazed surface	2%	23%	23%	29%	22%	10%
Littered/unkept	2%	21%	25%	23%	42%	26%
Inadequate/broken lighting	0.4%	6%	9%	6%	13%	14%
Too smooth surface	-	6%	3%	5%	9%	7%
Other	26%	2%	1%	0.4%	4%	14%

### Rating Maintenance of Assets

- 4.16. In relation to maintenance of Council road assets, views were most positive in relation to cleanliness/visibility of road signs (66% satisfied), speed of repairs to traffic signals (63%), and speed of repairs to street lights (60%). Respondents were also generally positive on visibility of road markings (58% satisfied), and cleanliness of roads/verges (50%).
- 4.17. In contrast, only around a quarter to a third of respondents were satisfied with the speed of pothole repairs (24% satisfied), quality of pothole repairs (30%), frequency of gully emptying (33%), and keeping drainage clear and working (35%). Moreover, a substantial proportion of respondents indicated dissatisfaction with these aspects of maintenance of roads assets (29% to 46% dissatisfied).
- 4.18. There was no significant variation across geographic area or age in views on maintenance of Council Roads Assets.

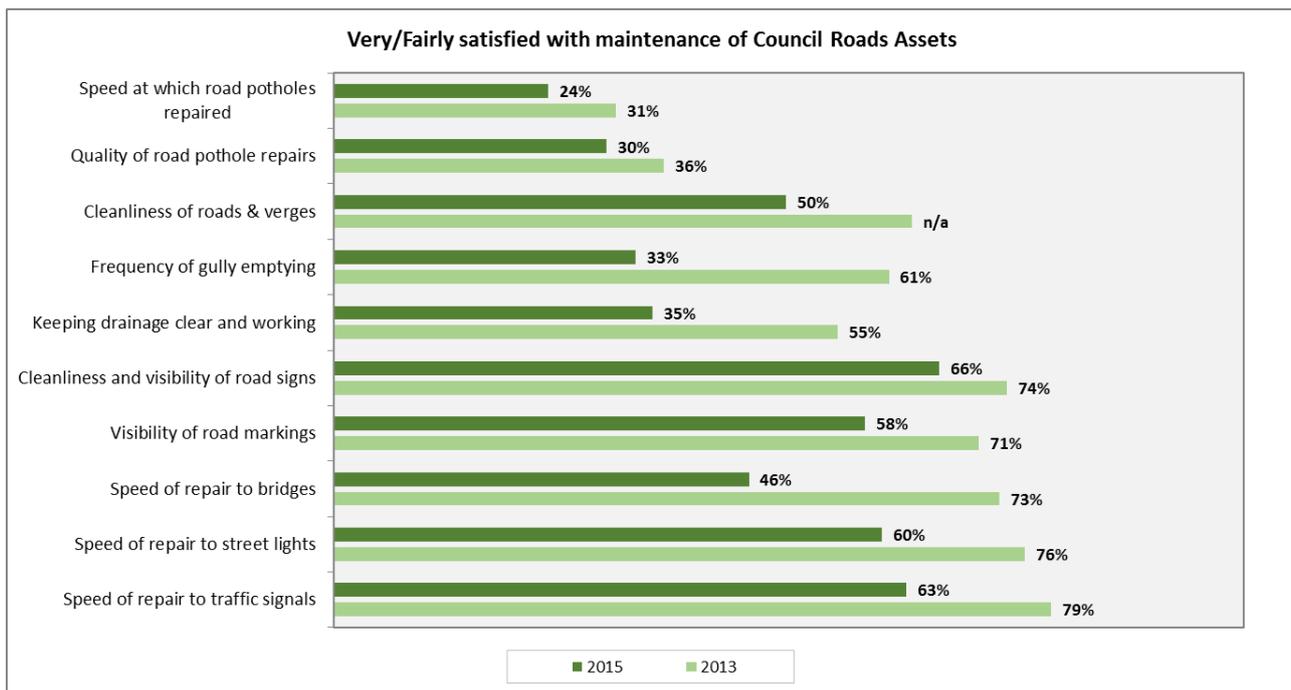
**Figure 17: Rating of maintenance of Council Roads Assets over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Speed of road potholes being repaired	366	91%	2%	21%	31%	36%	10%
Quality of road pothole repairs	374	92%	2%	28%	30%	31%	9%
Cleanliness of roads & verges	385	96%	9%	41%	29%	17%	4%
Frequency of gully emptying	350	88%	3%	30%	38%	23%	6%
Keeping drainage clear and working	381	95%	4%	31%	26%	31%	8%
Cleanliness and visibility of road signs	384	97%	10%	56%	24%	8%	1%
Visibility of road markings	382	96%	8%	50%	23%	15%	4%
Speed of repair to bridges	263	67%	4%	41%	45%	7%	2%
Speed of repair to street lights	309	78%	9%	51%	30%	7%	3%
Speed of repair to traffic signals	295	75%	10%	53%	33%	3%	1%



4.19. Although the overall profile of views was broadly similar to that reported in 2013 (most positive on road signs and traffic signals, least positive on pothole repairs), there has been some significant falls in respondent satisfaction on some aspects of road maintenance:

- The most significant fall in satisfaction was in relation to frequency of gully emptying (-28% fall), speed of repair to bridges (-28%) and keeping drainage clear and working (-20%).
- There has also been a significant fall in satisfaction with speed or repair to street lights and traffic signals (both by -16%).

**Figure 18: Rating maintenance of Council Roads Assets 2015 and 2013**

### Street Lighting

- 4.20. The majority of survey respondents felt that the illumination of street lighting in their area is adequate (76%, Figure 19). Only 10% felt that street lighting illumination is too high, and only 6% felt it was too low. The profile of views was very similar to that reported in 2013, and was broadly similar across geographic areas.

**Figure 19: Views on illumination of street lighting in local area**

	2015	2013
Too high	10%	13%
Adequate	76%	73%
Too low	6%	9%
Don't know/ No opinion	8%	5%

- 4.21. The survey also asked respondents for views on potential changes to street light illumination (Figure 20). Respondents were most likely to agree with dimming more street lights after midnight (69% agreeing), and this was the only of the three options to receive majority support. In addition, 42% of respondents agreed with switching off more lights after midnight, and 20% with permanently switching off more street lights.

**Figure 20: Views on potential street light changes**

	Yes	No	Don't know
Permanently switching off more street lights?	20%	67%	14%
Switching off more lights after midnight?	42%	48%	10%
Dimming more lights after midnight?	69%	23%	8%

4.22. The survey also invited respondents to suggest improvements in relation to the street lighting. A number of those making comment here elaborated on their support or opposition for the three options listed at Figure 20. However, a number of other improvement suggestions were made:

- The most common suggestion was to upgrade lighting, for example to low energy options, and/or away from yellow sodium lighting.
- A number of respondents suggesting that the service seeks to reduce light pollution.
- Others suggested that care is needed to ensure that sufficient street lighting is in place where needed for security purposes.
- A small number of respondents made reference to lighting issues at specific locations.

### **Importance of Aspects of Service**

4.23. 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 21 summarises results.

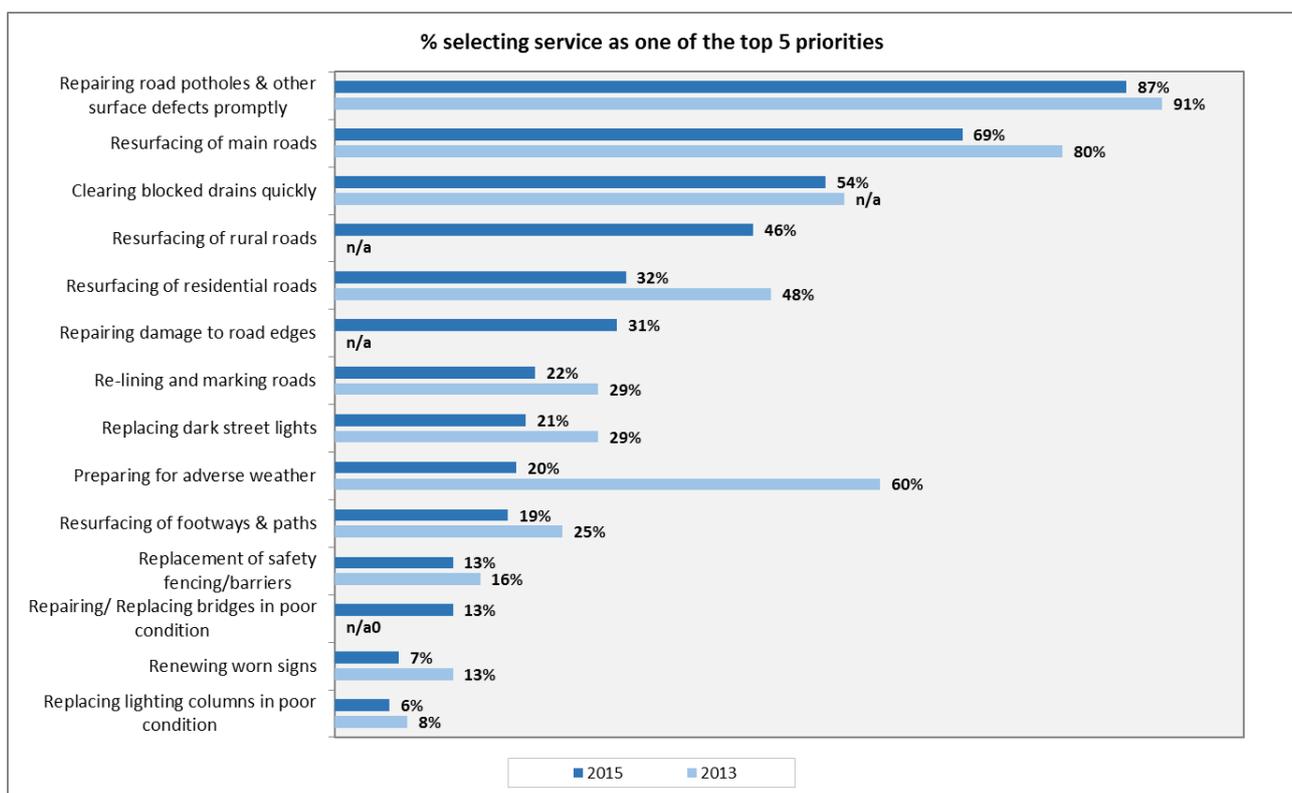
4.24. Respondents ranked prompt repairing of potholes and other defects as the most important Roads Maintenance services; this was selected by 87% as one of the five most important services, and nearly half of respondents saw this as the most importance Roads Maintenance service. In addition, the following services were also selected as one of the most important Roads Maintenance services:

- Resurfacing of main roads (69% selecting in top 5);
- Clearing blocked drains quickly (54%);
- Resurfacing of rural roads (46%);
- Resurfacing of residential roads (32%); and
- Repairing damage to road edges (31%.

- 4.25. This ranking of service priorities was broadly similar to that reported in 2013, with the top two priorities unchanged. However there has been a notable change in the relative priority ascribed to preparing for adverse weather; the proportion of respondents who ranked this amongst their top 5 priorities has fallen from 60% in the 2013 survey to 20% in the current survey.
- 4.26. There was no significant variation across geographic area or age in views on the importance of Roads Maintenance services.

**Figure 21: Importance of Roads Maintenance Services**

% selecting service as one of top 5 priorities	2015	2013
Repairing road potholes & other surface defects promptly	87%	91%
Resurfacing of main roads	69%	80%
Clearing blocked drains quickly	54%	56%
Resurfacing of rural roads	46%	-
Resurfacing of residential roads	32%	48%
Repairing damage to road edges	31%	-
Re-lining and marking roads	22%	29%
Replacing dark street lights	21%	29%
Preparing for adverse weather	20%	60%
Resurfacing of footways & paths	19%	25%
Replacement of safety fencing/barriers	13%	16%
Repairing/ Replacing bridges in poor condition	13%	-
Renewing worn signs	7%	13%
Replacing lighting columns in poor condition	6%	8%



4.27. Survey respondents also made a number of service improvement suggestions in relation to the Roads Maintenance service:

- Quicker and more responsive road repairs was the most commonly mentioned improvement. This included promotion of the means for communities to report road defects.
- Better standard of repairs including reference to materials used to fill potholes, and making decisions to resurface a road which has seen consistent potholes and condition issues.
- A number of respondents made reference to the delivery of the roads maintenance service, including reference to greater resources to maintain roads to a better standard, and suggestions that the service could be delivered more efficiently.
- Improving road drainage.

## 5. TRANSPORT, ENGINEERING DESIGN & FLOOD RISK MANAGEMENT

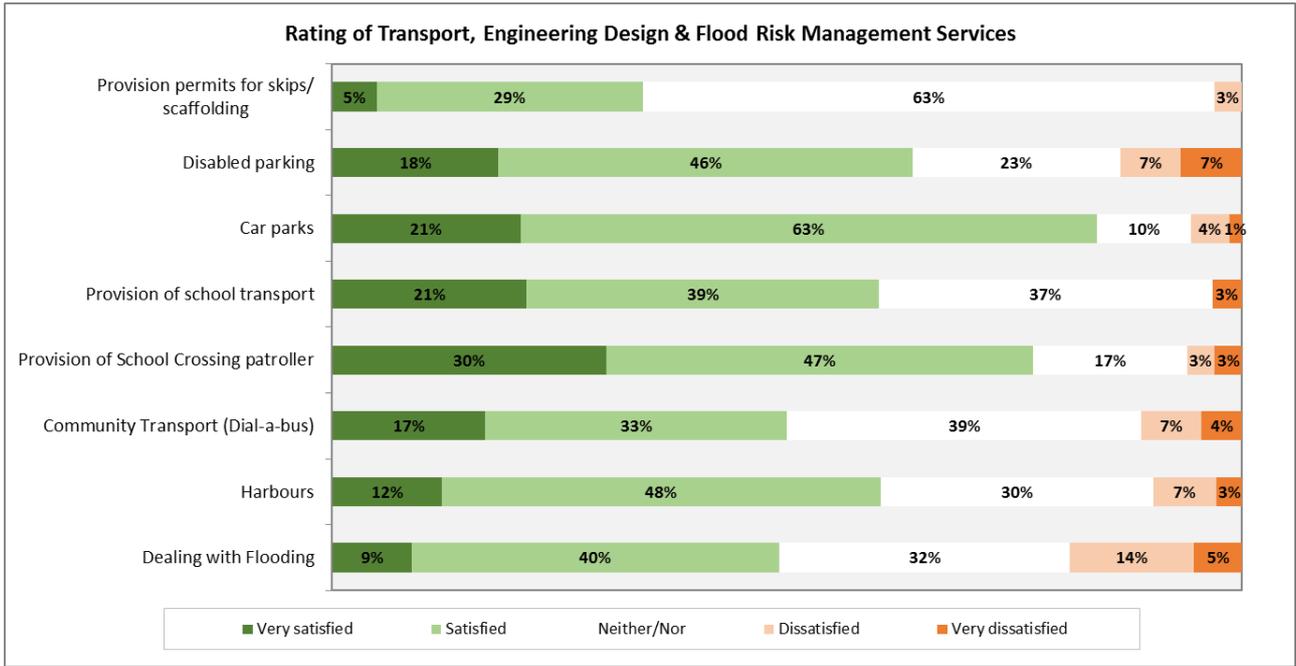
- 5.1. Next the survey asked Panel members for their views on Transport, Engineering Design and Flood Risk Management services. This included views on the quality of specific services (Figures 22 and 23), priorities for cycling facilities (Figure 24), views on lowered kerbs (Figure 25), and rating of utility works (Figures 26 and 27).

### Rating Aspects of Service

- 5.2. Panel members' use of Transportation and Consultancy services varied significantly. Indeed with the exception of car-parks, relatively few respondents had used the services listed at Figure 22. Service user numbers were particularly low for provision of permits for skips/scaffolding, community transport and school transport.
- 5.3. Amongst those that had used these services, views were most positive in relation to provision of car parks (84% satisfied) and school crossing patrollers (77%). Satisfaction levels were also relatively high in relation to disabled parking (64%) and harbours (60%).
- 5.4. Satisfaction levels were lowest in relation to provision of permits for skips/scaffolding (34%) and dealing with flooding (49%). It is also notable that dealing with flooding was the service area with which respondents were more likely to be dissatisfied (19%).

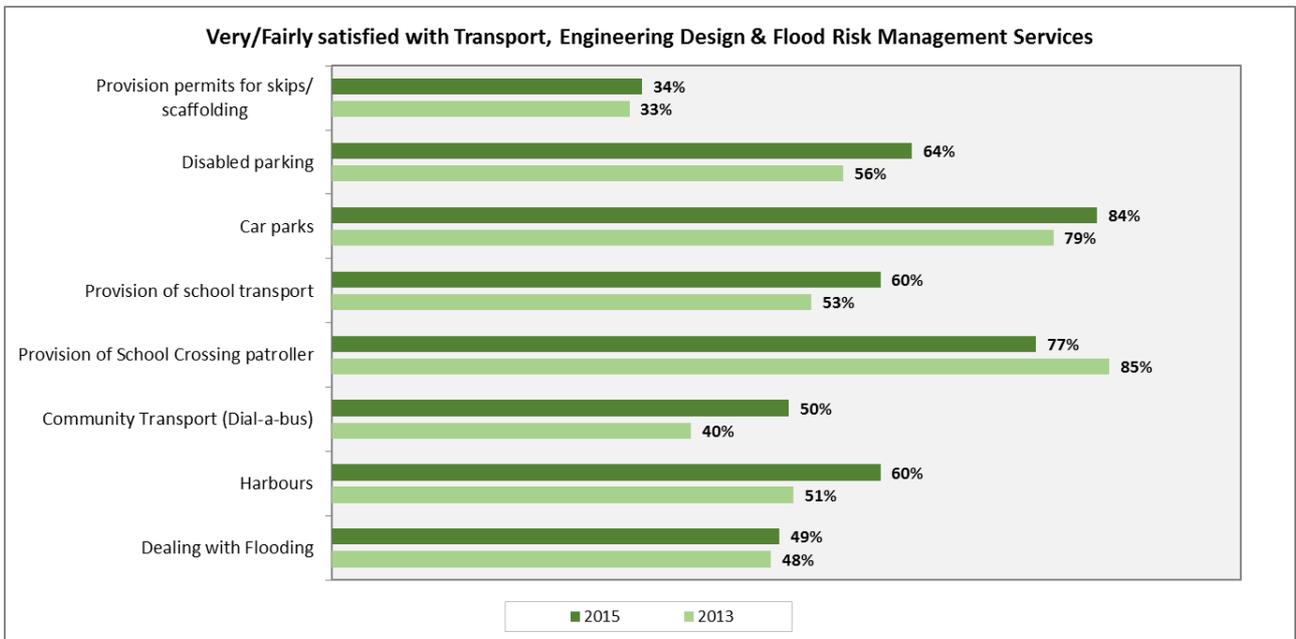
**Figure 22: Rating of Transport, Engineering Design & Flood Risk Management Services over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Provision permits for skips/scaffolding	65	16%	5%	29%	63%	3%	0%
Disabled parking	132	33%	18%	46%	23%	7%	7%
Car parks	377	95%	21%	63%	10%	4%	1%
Provision of school transport	98	25%	21%	39%	37%	0%	3%
Provision of School Crossing patroller	172	43%	30%	47%	17%	3%	3%
Community Transport (Dial a bus)	90	23%	17%	33%	39%	7%	4%
Harbours	141	36%	12%	48%	30%	7%	3%
Dealing with Flooding	228	57%	9%	40%	32%	14%	5%



5.5. Views on Transport, Engineering Design and Flood Risk Management remained broadly unchanged from the 2013 survey. A number of service areas saw small increases in respondent satisfaction, but none of these were statistically significant.

**Figure 23: Rating of Transport, Engineering Design & Flood Risk Management Services 2015 and 2013**



5.6. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with the above services. Respondents highlighted a range of concerns about services, and the main issues were:

- Parking provision was the most common issue raised by respondents. This was primarily in relation to disabled parking provision (availability, location/accessibility, and policing of disabled parking use) but also included reference to the cost of parking.
- Availability of community transport.
- Reference to drainage problems, and a view that investment could be better balanced between flooding and drainage.

5.7. Survey respondents also made a number of service improvement suggestions in relation to Transport, Engineering Design & Flood Risk Management Services:

- Improvements to parking provision were the most common suggestions. This included more suggestions for more parking provision (including specifically at schools), more disabled parking provision, free parking provision (particularly in town centres), and better enforcement of parking regulations.
- Expanding and/or improving community transport.
- More dredging of rivers, burns and harbours.
- Improving drainage (including on roads).
- Improvements to school transport.

### Priorities for Cycling Facilities

5.8. In relation to cycling facilities, respondents identified improving existing surfaces (55%) and additional cycling crossing points (35%) as the top priorities. These were broadly similar to the priorities identified by the 2013 survey, although fewer respondents to the current survey identified new cycle routes as a priority.

**Figure 24: Priorities for improving cycling facilities**

	<b>2015</b>	<b>2013</b>
Improving existing surfaces	55%	45%
Additional cycle crossing points	35%	38%
New routes	30%	58%
Improved road markings	27%	23%
Improved signing	26%	34%
Additional cycle parking facilities	25%	28%
Improved lighting	23%	29%

Excludes “don’t know/no opinion” responses

### Lowered Kerbs

- 5.9. The majority of respondents felt that provision of lowered kerbs at crossing in their area was adequate (57%). Around 1 in 7 respondents felt that lowered kerb provision was inadequate (14%), and this finding was consistent across key respondent groups.

**Figure 25: Views on provision of lowered kerbs at crossing in local area**

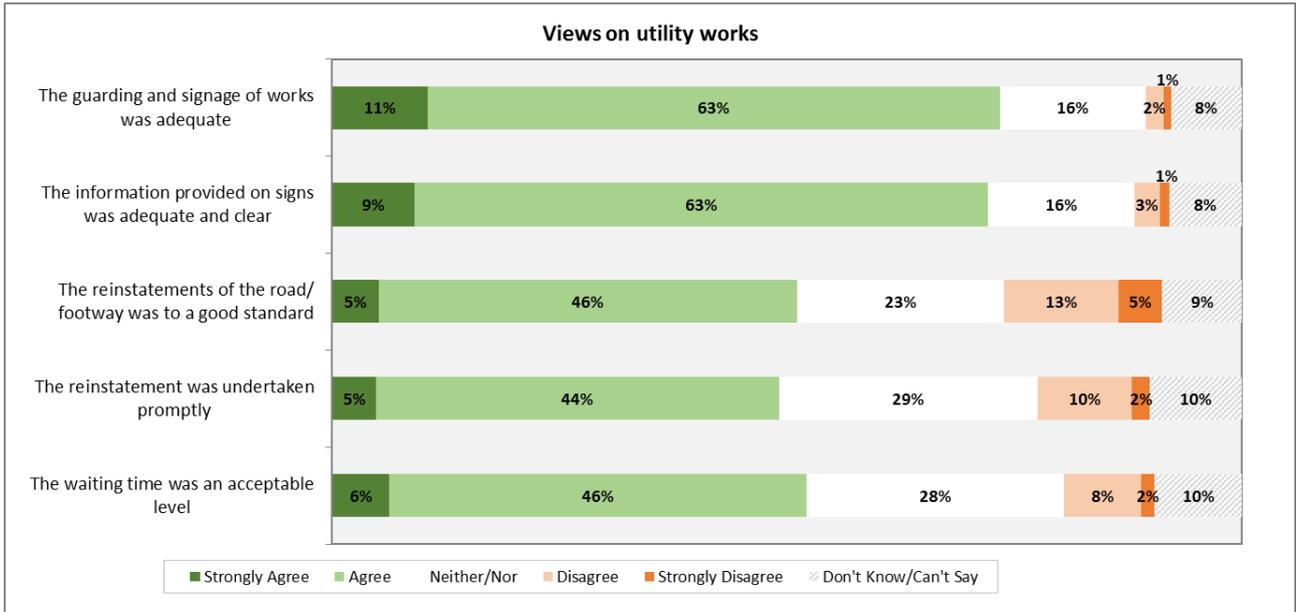
	2015	2013
Adequate	57%	63%
Inadequate	14%	20%
Don't know / No opinion	29%	17%

### Rating Utility Works

- 5.10. Finally on Transport, Engineering Design & Flood Risk Management, the survey asked Panel members the extent to which they agreed or disagreed with a series of statements on utility works (Figures 26 and 27).
- 5.11. Survey responses suggest that most feel that guarding/signage and information on signs is adequate and clear (74% and 72% 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 (51%, 49% and 52% respectively), although relatively few disagreed with this (17%, 12% and 10% respectively).

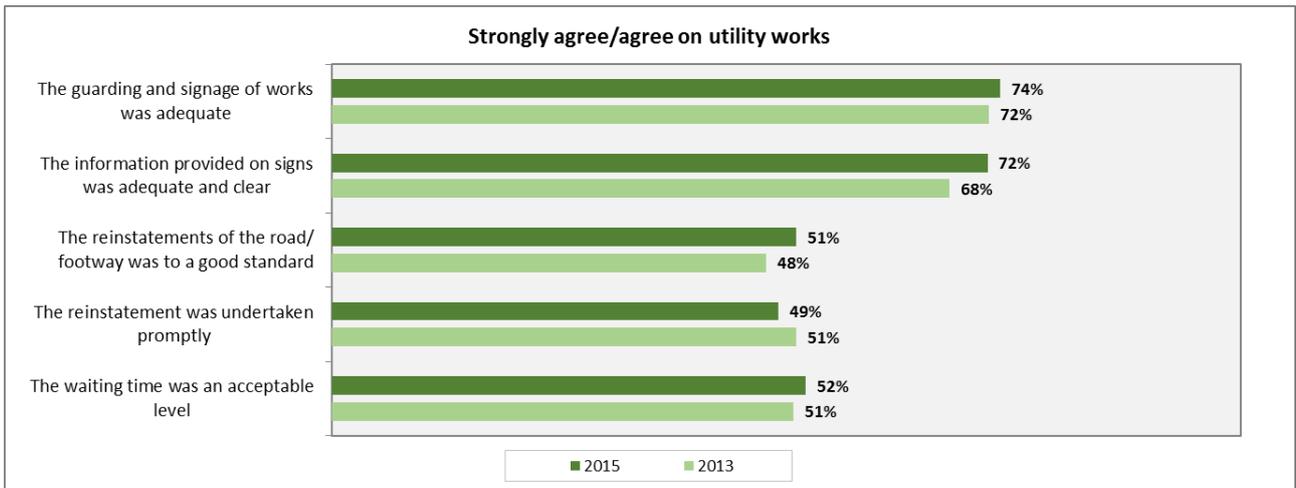
**Figure 26: Views on utility works**

	Strongly agree	Agree	Neither / Nor	Disagree	Strongly disagree	Don't know
The guarding and signage of works was adequate	11%	63%	16%	2%	1%	8%
The information provided on signs was adequate and clear	9%	63%	16%	3%	1%	8%
The reinstatements of the road/footway was to a good standard	5%	46%	23%	13%	5%	9%
The reinstatement was undertaken promptly	5%	44%	29%	10%	2%	10%
The waiting time was an acceptable level	6%	46%	28%	8%	2%	10%



5.12. The profile of views was very similar to that reported in the 2013 survey, with no significant variation in views on utility works.

Figure 27: Rating of utility works 2015 and 2013

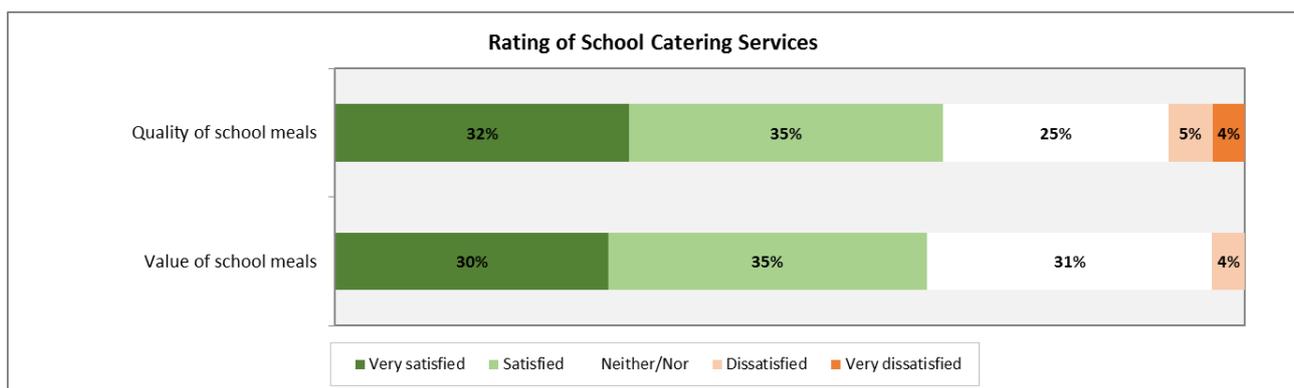


## 6. SCHOOL CATERING

- 6.1. The survey next asked Panel members for their views on School Catering services (Figure 28). Just under a quarter of respondents had used the school catering service in the last year; 23% commented on one or both of the service aspects listed at Figure 28.
- 6.2. Amongst those that had used the service, around two thirds were satisfied with the quality of school meals (67%) and the value of school meals (65%). Fewer than 1 in 10 respondents were dissatisfied with the quality of school meals, and less than 1 in 20 were dissatisfied with the value of meals.
- 6.3. There was no significant variation in views on school catering across geographic area or age.

**Figure 28: Rating of School Catering Services over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Quality of school meals	84	23%	32%	35%	25%	5%	4%
Value of school meals	83	22%	30%	35%	31%	4%	



- 6.4. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with school catering services. A small number of respondents provided comment here with the main concerns being: poor quality school meals, limited or poor choice in school meals including concerns that school meal choices are unhealthy, and the cost of school meals.
- 6.5. Survey respondents also made a number of service improvement suggestions in relation to school catering services. Again a relatively small number of respondents made comment here and the main suggestions reflected concerns highlighted above:
- Better quality school meals, including reference to fresh ingredients, and the importance of school meals in ensuring children have healthy diets.

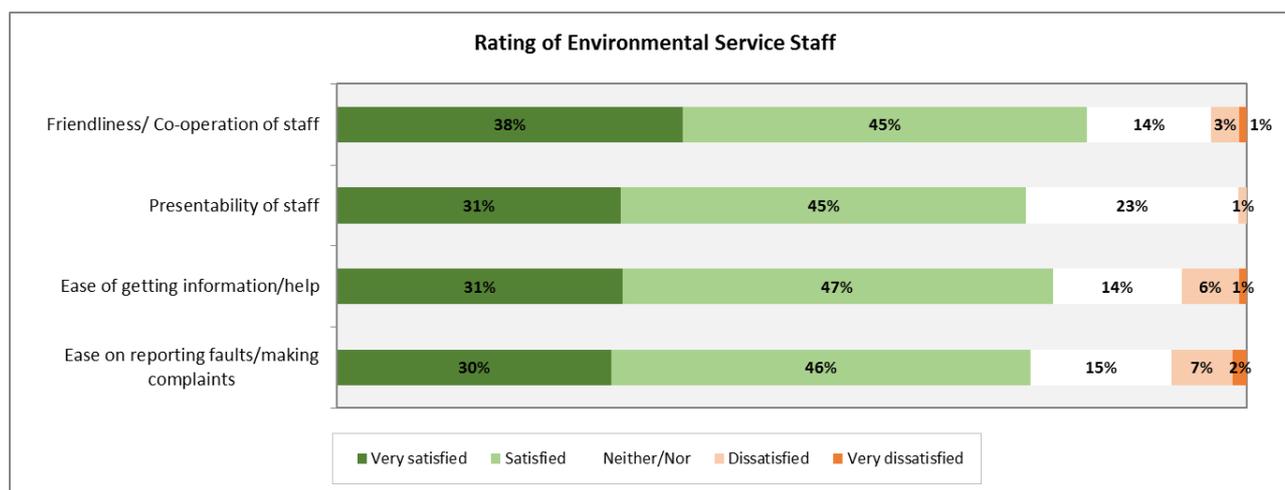
- Better choice of school meals, including suggestions for allowing greater flexibility. This included a small number of respondents referring to better accommodation of specific dietary requirements.
- Larger portion sizes.

## 7. SERVICE STAFF

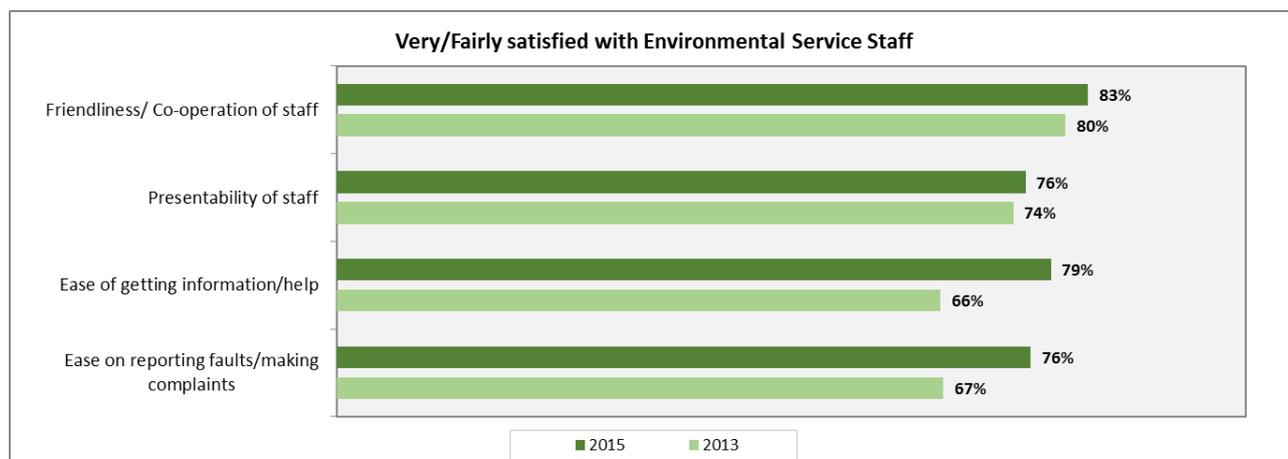
- 7.1. The final part of the survey on Environment Services sought Panel members' views on service staff. Panel members were asked to consider their contact with staff across all Environment service areas, and to rate the quality of this. As Figure 29 shows, a little more than half of respondents had been in touch with Environment Service staff in the last year and were able to comment on their experience.
- 7.2. Views were very positive on Service staff. This was particularly the case in relation to staff friendliness and co-operation, with 83% of respondents satisfied with this. However, satisfaction levels were also high in relation to other aspects of respondents' contact with staff; ease of getting the information/help needed (79% satisfied), presentability of staff (76%), and ease of reporting faults/making complaints (76%). Less than 1 in 10 respondents were dissatisfied with any aspect of their contact with Service staff.

Figure 29: Rating of Environmental Service Staff

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Friendliness/ Co-operation of staff	234	59%	38%	45%	14%	3%	1%
Presentability of staff	218	55%	31%	45%	23%	1%	
Ease of getting information/help you need	224	56%	31%	47%	14%	6%	1%
Ease of reporting faults/making complaints	206	52%	30%	46%	15%	7%	2%



- 7.3. As Figure 30 over the page shows, views on Service staff have remained positive since the 2013 survey. Indeed survey results show a +12% increase in satisfaction with ease of getting information/help and +10% increase in satisfaction with ease of reporting faults/making complaints – although these are not statistically significant changes.

**Figure 30: Rating of Environmental Service Staff 2015 and 2013**

- 7.4. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with service staff. A small number of respondents provided comment here, including some who reported positive experience of engaging with service staff. For those referring to dissatisfaction with service staff this included examples of staff being “abrupt” or not showing sympathy for individuals’ circumstances, failing to properly deal with enquiries and/or failing to return calls, difficulty identifying the correct staff member to deal with an enquiry.

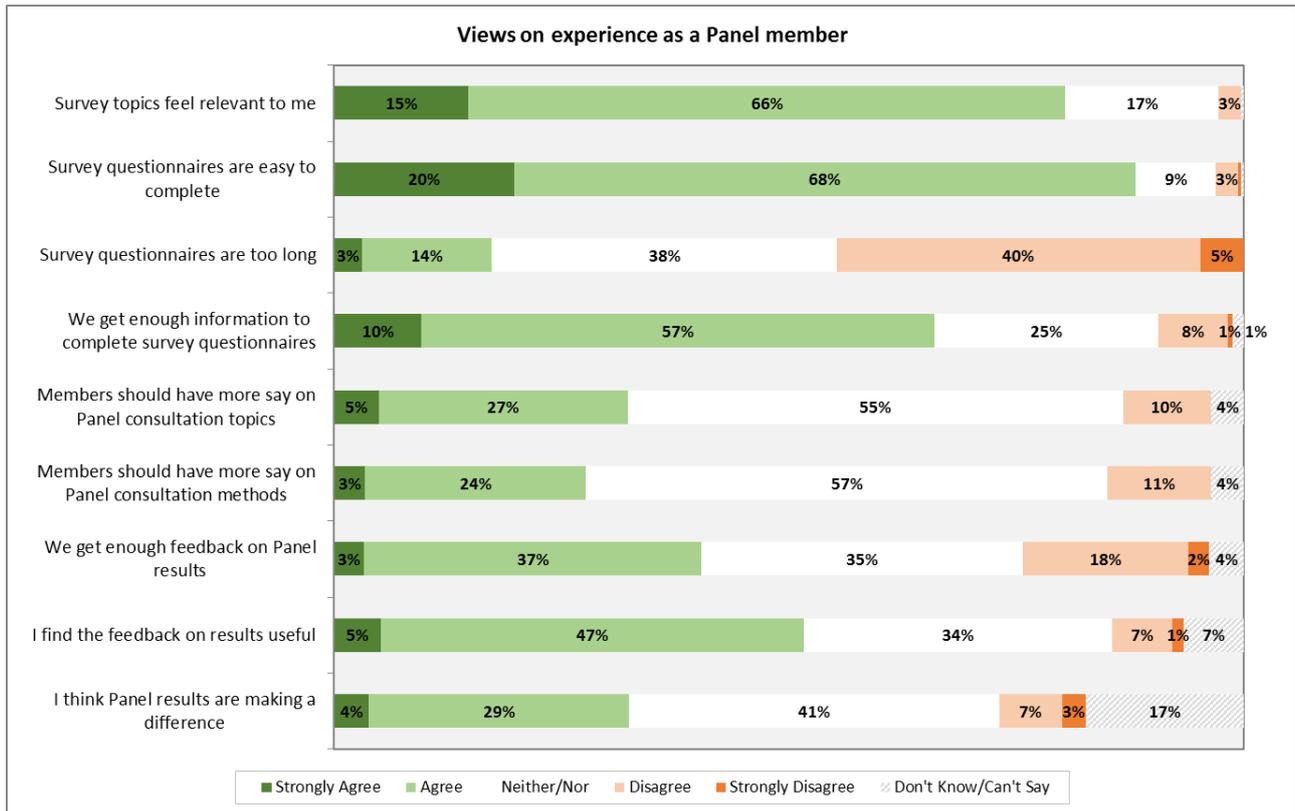
## 8. EXPERIENCE AS A PANEL MEMBER

8.1. The final section of the survey did not relate specifically to the Council's Environment Services, but rather asked Panel members for their views on their time on the Citizens' Panel. The survey asked individuals the extent to which they agreed or disagreed with a series of statements about Panel consultations. As Figure 31 shows:

- The great majority of respondents felt that Panel survey topics are relevant to them (80% agreed, 3% disagreed), and that questionnaires are easy to complete (88% agreed, 3% disagreed).
- Views were not as positive in relation to the length of survey questionnaires' although relatively few felt that questionnaires are too long (17%), fewer than half of respondents specifically indicated that questionnaires are not too long (45%).
- The majority of respondents felt that they get enough information to complete questionnaires (66% agreed, 8% disagreed).
- Most respondents did not have a clear view on whether Panel members should have more say on Panel consultation topics or methods. Amongst the c40% who did give a clear view, most felt that Panel members should have more of a say on consultation topics (32% agreed, 10% disagreed) and methods (28% agreed, 11% disagreed).
- Around two thirds of respondents gave a clear view on the feedback that Panel members receive about consultation results. Amongst these respondents, most felt that they receive enough feedback (40% agreed, 20% disagreed) and that the feedback is useful (52% agreed, 8% disagreed).
- Survey responses were less clear on the extent to which members feel that Panel results are making a difference. Only around a third of respondents did feel that results are making a difference (32%); a substantial proportion did not give a clear view (41% neither/nor) and a tenth felt that results are not making a difference (10%).

Figure 31: Views on experience as a Panel member

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
Survey topics feel relevant to me	15%	66%	17%	3%		0.3%
Survey questionnaires are easy to complete	20%	68%	9%	3%	0.3%	0.3%
Survey questionnaires are too long	3%	14%	38%	40%	5%	
We get enough information to complete survey questionnaires	10%	57%	25%	8%	1%	1%
Members should have more say on panel consultation topics	5%	27%	55%	10%		4%
Members should have more say on panel consultation methods	3%	24%	57%	11%		4%
We get enough feedback on panel results	3%	37%	35%	18%	2%	4%
I find the feedback on results useful	5%	47%	34%	7%	1%	7%
I think Panel results are making a difference	4%	29%	41%	7%	3%	17%



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