



# Your Moray Citizens' Panel

Newsletter No. 1 - October 2006

The Moray Community Planning Partnership would like to thank all members of the Citizens' Panel for making this such a successful venture. Originally planned to have a membership of 850 the recruitment campaign established a panel of over 1200, which reflects the enthusiasm of Moray residents to participate in the consultation process.

The Panel allows consultation on a scale never previously attempted- providing valuable feedback on public perceptions and opinions about a wide range of services delivered across Moray. The three surveys undertaken so far all had response rates well over 70%, which is excellent for postal surveys. Craigforth, the consultants will carry out a further six surveys, which will be based upon the remaining themes of Community Planning.

Reports on findings from **Getting in Touch with Local Services** and **Travel and Transport** have been submitted to the Partners. The results from these surveys confirm the excellent potential of the Panel both to influence decision making within the Partnership and to improve service delivery. The results of the 3<sup>rd</sup> survey on **Community Safety** will be available later in October.

This newsletter is the first in a series that will provide feedback to Panel members after every 2 surveys, and act as a vehicle for dealing with issues arising from this important research. I hope you find it both interesting and informative, and I welcome feedback on how we could improve future editions.

*Eric McGillivray, Chair The Moray Community Planning Partnership*

## MCPPP Partners



## Survey 1: Getting in Touch with Local Services

This first survey aimed to gauge your level of contact with some of the local agencies involved in the MCPPP - in particular Council services, health services, emergency services and voluntary organisations. In addition to the extent and frequency of contact, the survey also looked at views on the service received.

The survey was issued to all Panel members - 1319 at the time of the survey. **1043** of you completed and returned the questionnaire giving a response rate of **79%**. This is an excellent response rate for our first survey - thank you.

### Extent of Contact with Agencies

The extent to which you had contacted Community Planning Partnership members varied considerably. You were most likely to have contacted NHS services (particularly GP surgeries - 94%) and the Council (89%). You also tended to contact these agencies more frequently - most of you had done so 2 or more times in the past two years.

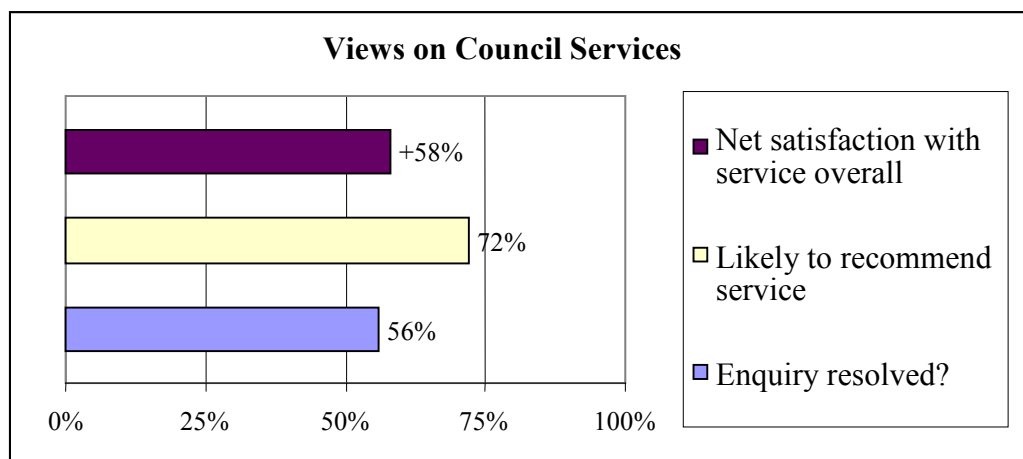
Use of websites run by Community Planning Partnership members also varied, with The Moray Council website by far the most commonly visited (47%). Those who had visited the websites were generally very positive in your **overall** rating of the websites.

## Contact with The Moray Council

Your most recent contact with The Moray Council typically involved a request for a service or for information. The Council headquarters in Elgin was by far the most common point of contact, although nearly 1 in 5 of you had contacted your local Council office. Telephone was the most common method of contact, used by more than 2 in 3.

Most making contact by telephone indicated that you had got through to the Council at the first attempt, and the majority of those visiting in person were seen at your appointment time. However, some **problems** were reported:

- Nearly 1 in 4 were unable to get through on the phone at the first attempt. This was a particular problem for those of you making contact about an environmental matter.
- More than 1 in 4 of those visiting the Council in person had to wait to be seen, although very few had to wait for longer than 15 minutes.



The chart to the left sets out your views on your most recent contact with the Council.

Satisfaction with The Council service **overall** was high, with a net rating of +58%. More than 7 in 10 of you were satisfied, including 1 in 3 who were very satisfied.

You were most positive about the ease of contacting the right person, staff friendliness and staff helpfulness. You were less positive about the ability of staff to handle your enquiry, and how The Council kept you informed of the progress of your enquiry.

Most of you indicated that your enquiry had been resolved. Satisfaction with the service received was much higher amongst those of you who felt that your enquiry had been resolved. Around 3 in 4 of you indicated that you would be likely to recommend the service to others.

## Contact with Health Services in Moray

Around half of you indicated that your most recent contact with health services in Moray was regarding a wholly non-urgent matter - only around 1 in 7 of you indicated that it was "very urgent".

Most of you (72%) indicated that your most recent contact had been with a GP-related service (including practice nurse and out-of-hours GP). Just over 1 in 10 of you had contacted Accident & Emergency or another hospital department (12%).

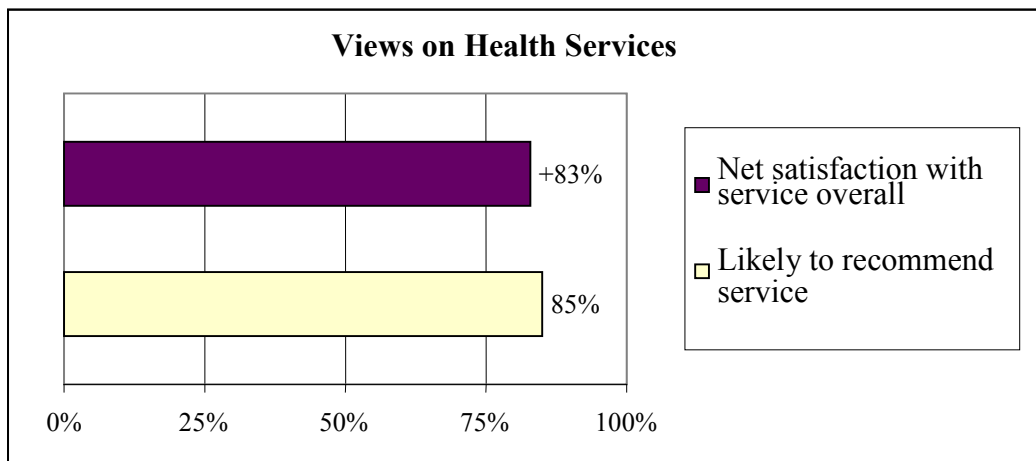
The main **problems** experienced when getting in touch with health services were:

- Most were given an appointment within 1 week, although more than 1 in 10 had to wait for a month or more (most of these were regarding a "non-urgent" matter).
- Only around 1 in 3 of you were seen by your appointment time and more than 1 in 5 had to wait for longer than 15 minutes. Those visiting A&E had to wait longest.
- However, only 1 in 20 of you felt that the wait was a "major inconvenience". Around 1 in 3 had to wait longer than they would have liked.

The chart to the right sets out your views on your most recent contact with health services in Moray.

Satisfaction with the service **overall** was very high, with a net rating of +83%. Nearly 9 in 10 of you indicated that you were satisfied with the service received, and well over half were very satisfied.

Satisfaction was high for all aspects of the service received. However, you were least satisfied with the ease of contacting the service and efficiency of arranging an appointment. The great majority of you indicated that you would be likely to recommend the service to others.



### Contact with Emergency Services in Moray

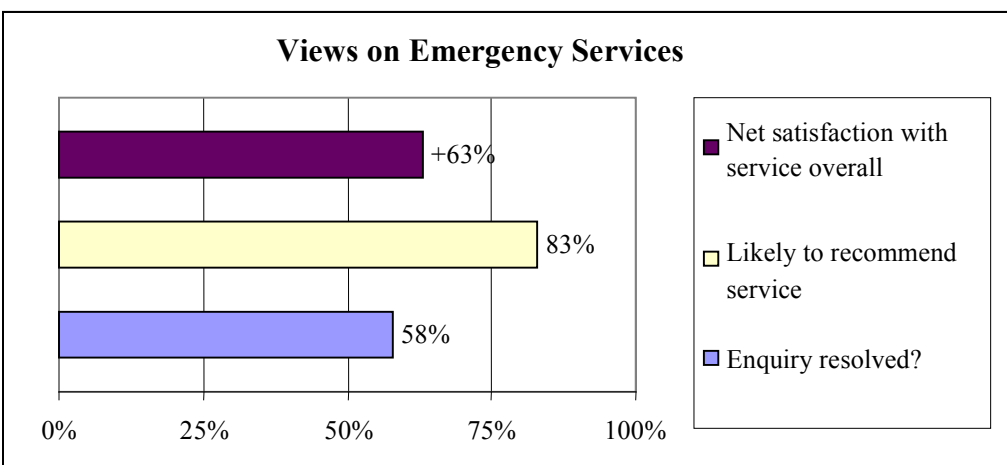
Most of you indicated that your most recent contact with the emergency services had been with the Police (more than 3 in 4), 1 in 5 with the Ambulance Service and 1 in 20 with Fire & Rescue.

You typically contacted the emergency services to request a service or something to be done - ie with the Police a crime which had been committed or anti-social behaviour, with the Ambulance Service an urgent transfer to hospital. Most of you indicated that your most recent contact was about a “very urgent” or “worrying” matter.

Telephone was by far the most common **method** of contacting the Emergency services - more than 3 in 4 of you had made contact by telephone, including around 1 in 3 who had dialled “999”.

A little under half of you indicated that your enquiry was resolved over the phone, and most others that the matter was resolved after in-person contact with the service. Only around 1 in 14 felt that the matter was not yet resolved.

Nearly half of those requesting a visit from the service indicated that the service arrived within 30 minutes, and 7 in 10 that the service arrived within the hour. Waiting times varied significantly by service and perceived urgency of contact - nearly 2 in 3 of you reporting a “very urgent” matter were seen within 30 minutes. Most of you felt that the waiting time was not a problem, although nearly 1 in 10 felt that it was “far too long” (typically those whose contact was “very urgent”).



The chart to the left sets out your views on your most recent contact with the emergency services.

Satisfaction with the service **overall** was high, with a net rating of +63%. Nearly half of you indicated that you were “very satisfied” with the service received.

All three emergency services were given positive satisfaction ratings, although there was some variation. You were more satisfied with the Ambulance service (+90%) than the Police (+53%). We were unable to produce an accurate satisfaction rating for Fire & Rescue services.

You were most positive about the manner and attitude of service staff, the ease of contacting the right person, and staff knowledge/ understanding. You were least positive about the ability of staff to deal with your request and how the service kept you informed of the progress of your enquiry.

Although most of you indicated that your enquiry had been resolved, there remained nearly 1 in 4 who were awaiting resolution. Nevertheless, the great majority of you indicated that you would recommend the services to others.

## Contact with Voluntary Organisations in Moray

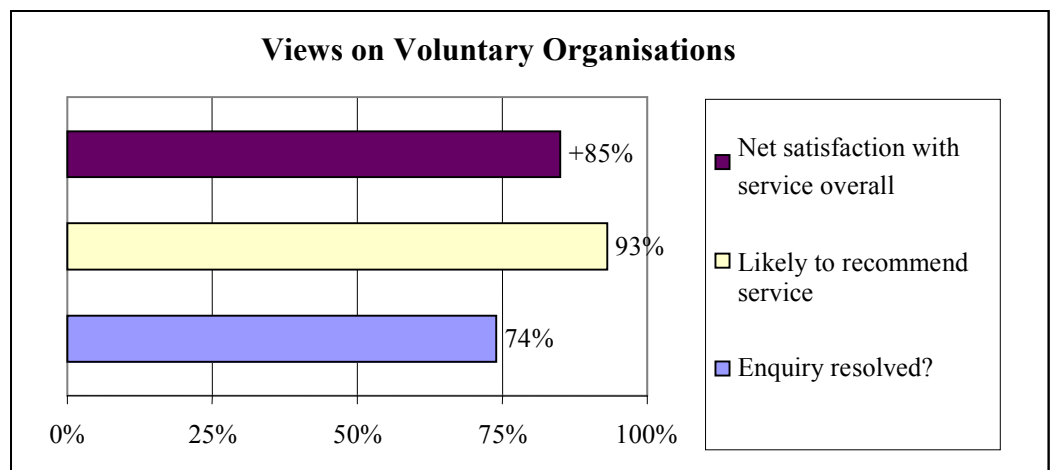
Although most of you were aware of specific voluntary organisations in Moray, relatively few had made contact with these organisations. You tended to be most aware of national organisations such as the Red Cross and Oxfam, and were also more likely to have contacted these.

You typically contacted voluntary organisations to ask for information. Unlike other local agencies, most of you had made your most recent contact in person rather than over the phone. Relatively few of you had made an appointment with the service, but the great majority were seen upon your arrival or by your appointment time.

The chart to the right sets out your views on your most recent contact with a voluntary organisation in Moray.

Satisfaction with the service **overall** was very high - a net rating of +85% and most of you indicated that you were "very satisfied".

Although you were again less positive about the ability of staff to deal with your request and how you were kept informed of the progress of your enquiry, these were still given very positive ratings. Reflecting the high satisfaction ratings, more than 9 in 10 of you indicated that you would be likely to recommend the organisation to others with a similar requirement.



## Survey 2: Travel and Transport

This second Panel survey looked at your experience of and views on a range of travel and transport issues, including public transport, travel to work/ school, parking, drink driving/ road safety, outdoor access and the environment.

The survey was issued to all Panel members - 1294 at the time of the survey. **1002** of you completed and returned the questionnaire giving a response rate of **77%**. Again this is an excellent response rate - thank you.

## **Existing Travel Habits**

The car was by far the most dominant mode of transport for journeys related to work, main grocery and non grocery shopping and for recreational activities. Only 1 in 10 of you walked for any of these activities and only 1 in 20 took public transport. The great majority of you see your car as being “very important”, although this is less so in the Elgin area.

## **Public Transport**

The vast majority of you live within 1 mile of a bus stop. Most of those living in the Elgin and Forres areas live within 2 miles of a rail station, but most others live 5 or more miles away.

Use of public transport is infrequent - very few of you use it once a week, and most report never using public transport. It is only for occasional longer distance journeys that most of you would consider using public transport. Most of you would be unlikely to use public transport for other journeys, even if services were available.

The introduction of more affordable fares, better service integration, more frequent bus services and better bus routes were the most commonly mentioned improvements to encourage greater public transport use.

The Access Moray Card/ Fair Travel Scheme enables young people, older people and those with disabilities to access concessionary travel. The majority of you had never heard of the Card, although around 2 in 5 had heard at least something about it. Most of those able to comment felt that the Card was important and to a lesser extent effective.

## **Travel to Work, School and College**

Distances travelled to work varied considerably, although more than 1 in 3 of you travel 40+ miles per day there and back. Those in the Speyside, Keith and Buckie areas tend to have the longest journeys to work. Nevertheless, very few of you find your journey to work too far.

The (in)frequency of bus services and the lack of appropriate services were the most commonly mentioned reasons for not using public transport to get to work. Very few of you currently take part in car sharing arrangements (only 6%) although almost half would consider doing so.

The most common form of travelling to school or college is to walk, followed by the school bus - particularly for secondary school children - and car. Very few cycle or take public transport.

Half of those whose children do not walk or cycle felt that nothing could be done to change this. Concerns about pupil safety when walking or cycling were raised - there was strong support for car free zones and speed restrictions around schools.

## **Parking**

The majority of you are satisfied with current parking provision in Moray, although satisfaction was higher for “off street” rather than “on street” facilities. It is when visiting hospital that the most severe car parking problems are encountered. Most of you find town centre parking easy, although many would like to see provision further improved. There is strong support for more strict enforcement of local parking regulations.

## **Road Safety and Drink Driving**

Improving the standard of existing roads is seen as by far the most important measure that could be taken to improve road safety. More restricted speed areas and pedestrian zones were the next most popular, but considerably less so.

The vast majority of you think that the drink driving limit is less than it actually is, and more than half of you would like to see the limit reduced to zero. Views are split as to whether Moray has more of a drink driving problem than elsewhere, although very few believe that it less of a problem. However, most of you feel that not enough is known about the scale of the issue in Moray.

The vast majority of you would report anyone they knew to be drink driving, and for many even where they suspected this to be the case. Lenient sentences were seen as the biggest problem in the effectiveness of anti drink driving campaigns.

## **Outdoor Access, Transport and the Environment**

Almost all of you had heard of the Speyside Way, although only those in the Speyside and Fochabers areas were likely to know “a lot” about it. Few of you had heard about the Moray Core Paths Plan. In terms of selecting core paths, most of you felt that it was most important to focus on routes used by local people and those linking communities.

Views on ways of reducing the environmental impact of transport were varied. Using rail rather than road for goods distribution and making more use of local producers were by far the most popular. The introduction of car charging in cities was the least popular option.

Very few of you had used alternative forms of transport to your car in the past year for travelling to work, shop or for recreation –less than 1 in 10 had done so. The great majority of you had never taken public transport to work and most had never done so for either shopping or leisure.

The most popular suggestion to encourage greater use of bicycles was the creation of more cycle lanes/ paths - preferably segregated from main traffic. However, 1 in 3 of you feel that nothing can be done to increase cycling any further. However, 1 in 3 felt that nothing further can be done to increase the use of bicycles.

## **Transport Overall and Priorities for Investment**

When presented with a range of statements about transport and travel in Moray, the most strongly felt were that:

- Road links to Inverness and Aberdeen are poor, as are links to the South of Scotland
- It is easy to get a taxi in Moray
- Road maintenance of minor roads in Moray had not improved in recent years.

In terms of future investment priorities for the Council, the most popular in rank order were:

- 1 The maintenance of existing roads and parking facilities
- 2 Ensuring that improved road and rail links out of Moray are included in Scottish Executive investment plans
- 3 The development of new roads and parking facilities
- 4 The improvement of local public transport serves.

## **ANY QUESTIONS?**

To find out more about any aspect of the Moray Citizens’ Panel, please contact:

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If you have a question about a letter or survey form that you have received, or wish to update your contact details, please contact:

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