

Your Moray Citizens' Panel

Newsletter No. 3 January 2008

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Introduction

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 public perceptions and opinions about a wide range of services delivered across Moray. The surveys undertaken so far have had excellent response rates and the results from these confirm the excellent potential of the Panel both to influence decision-making within the partnership and to improve service delivery.

This newsletter is the third in the series, providing feedback to Panel members on the following surveys: Achieving a Safer Community; Protecting and Enhancing the Environment; and Investing in Children and Young People. The newsletter acts as a vehicle for dealing with topics arising from this important research and in this edition we have responded to the issues you raised.

Full survey results and analysis can be downloaded from the Community Planning Website, www.yourmoray.org.uk, by clicking on the Citizens' Panel button. I hope you find the newsletter both interesting and informative, and I welcome feedback on how we could improve future editions.

Eric McGillivray, Chair,

The Moray Community Planning Partnership

ACHIEVING A SAFER COMMUNITY

SURVEY RESULTS

This survey aimed to gauge your experiences on community safety and crime issues in Moray. Specific topic areas included: community safety and crime levels in Moray; the distribution of Police performance information; fire safety; consumer safety and equalities in Moray. The survey was well received with 895 responses, a response rate of 71%.

Community Safety and Crime

You Said Rubbish, litter and dogs fouling were the most common problems on a daily basis (46%) and under age drinking the most common problem on a weekly basis (25%).

Our Reply Posters, leaflets and the media will be used to launch further anti-dog fouling campaigns. Community Wardens are authorised to issue fixed penalties. Operations to tackle under age drinking and street disorder will take place throughout the year.

Victims of crime

You Said Where respondents have been victims of crime, 35% of you stated that this was graffiti/vandalism and 27% cited car crime.

Our Reply Graffiti will be removed free of charge from all identified areas. Car crime can usually be attributed to a handful of high tariff offenders who are treated as high priority offenders and are dealt with as quickly as possible.

Sale of under aged products

You Said Most of you thought that the sale of products to under aged buyers was a minor problem. However 64% cited sale of alcohol to under 18's as being a major problem.

Our Reply The real problem is the purchasing of alcohol by older people on behalf of young people. All offenders detected will be reported to the Procurator Fiscal. Grampian Police will be undertaking test purchases of alcohol to young people in licensed premises.

Reporting Crime

You Said You were most likely to contact the Police (86%) to report a crime or community safety issue. 1 in 3 of you reporting a crime contacted The Moray Council.

Our Reply The new on-line antisocial behaviour reporting form, available at www.moray.gov.uk, complements the current ASB helpline number (0800 5877197). The Grampian Police service centre can also be contacted on 0845 600 5 700 for all non-urgent incidents. For emergencies, or if a crime is ongoing, you should still call 999.

Views on Community Safety

You Said 42% of you thought that levels of crime had remained about the same in your local area.

Our Reply Data collected and analysed by the Community Safety Partnership shows downward trends in all areas that we monitor. Data is available on the Yourmoray website.

Concerns about crime and safety

You Said You were more concerned about family or friends becoming victims of crime than yourselves.

Our Reply Community Warden shift patterns will be altered to meet local needs. The Wardens can provide support services to anyone who has concerns about crime.

Community Wardens

You Said Most of you had heard of Community Wardens (64%), however only around 1 in 3 of you have actually seen the Wardens.

Our Reply A leaflet explaining the Community Warden scheme and how to contact them can be requested by calling 01343 563623.

Community Safety Initiatives

You Said Priorities included more police on foot at night; more facilities for young people; more police in patrolling cars at night and the increased use of CCTV.

Our Reply Grampian Police operate an intelligence-based tasking and co-ordinating process, meaning that resources are used when and where they are required. We will continue to involve young people in the Street Football project and the Duke of Edinburgh Award Scheme. We will increase the number of Community Wardens and conduct more foot patrols. Our new covert camera system will play an important part in tackling antisocial behaviour.

Police Performance

You Said Making Police performance information available to the public was important, especially in relation to local police initiatives; drug crimes; crimes of violence and road safety; domestic housebreaking and crimes of vandalism.

Our Reply Quarterly performance data is on the Community Planning Website: www.yourmoray.org.uk/Datashare/Police%20Stats/Index.htm, as well as on the Grampian Police web site: www.grampian.police.uk. Grampian Police regularly place articles about local initiatives in the local press, on local radio and via leaflet drops.

Fire Safety

You Said In terms of fire safety precautions and changes, the installation of smoke alarms (59%) and turning off appliances at night (49%) were most commonly used.

Our Reply Grampian Fire and Rescue Service provide advice on reducing the frequency and consequences of accidental dwelling house fires. A free home fire safety visit can be requested via www.grampianfrs.org.uk or by calling 01343 549060 or texting FIRE61611.

Consumer Safety

You Said More than 4 in 5 of you would be in favour of action to discourage doorstep sales.

Our Reply A pilot scheme of 10 no cold calling zones has been successfully introduced to reduce the amount of unwanted visits within Moray with more zones to be introduced soon.

Equality in Moray

You Said Most of you (89%) had not been victims of discrimination. Those who had cited verbal abuse (69%), graffiti (23%) and vandalism (23%).

Our Reply Discrimination can be reported via the ASB helpline on 0800 58 77 197.

PROTECTING & ENHANCING THE ENVIRONMENT SURVEY RESULTS

This survey aimed to gauge your experiences and views on the environment and the importance of environmental issues in Moray. Specific topic areas included: the impact of environmental issues on your life; taking action on environmental issues; energy use in the home; energy use in the work place. The survey was well received with 826 responses, a response rate of 70%.

Environmental issues and climate change

You Said You were generally more concerned about local issues, with recycling (83%), maintaining the quality of towns/villages (80%) and protecting the local natural environment (76%) seen as particularly important issues, significantly more so than wider issues such as use of natural resources and climate change/global warming.

Our Reply The Council has approved a Development Plan which will help enhance and conserve the local environment. The Council has prioritised issues such as recycling which have a local impact. In signing the Climate Change Declaration the Council in co-operation with the Community Planning Partnership will take a lead role in developing a strategic response to Climate Change and CO2 reductions. This will raise the profile of this global issue.

The impact of environmental issues on your life

You Said Waste was seen as the most serious environmental problem in Moray - fly tipping (67%), disposal of household/business waste (62%), sewage treatment (55%) and recycling (52%).

Our Reply This reflects the amount of work that is being done to promote waste management in that it is high in the order of people's environmental priorities. The Council has an excellent record in terms of recycling and is well ahead of national targets.

Taking action on environmental issues

You Said 89% of you felt that the Council should have a leading or significant role in environmental issues. Education/awareness raising in schools (87%) and information provided through newspapers (83%) were seen as by far the most effective methods for communicating environmental issues.

Our Reply The Environmental Forum has ran a very successful Environmental Awards Scheme and this attracted a significant amount of media interest that led to environmental related articles in local papers over consecutive weeks. The Council has organised an Environmental Festival and is rolling out the Eco-Schools Programme.

Energy use in the home

You Said 83% of you said that the reduction of home energy costs was the main reason for installing energy saving measures rather than environmental concerns.

Our Reply This reflects campaigns that have specifically targeted financial savings associated with energy reduction. The environmental message is slowly filtering through.

Energy use in the workplace

You Said Paper recycling (81%) and promotion of energy saving (68%) were the most common energy saving measures implemented by employers.

Our Reply This is a good start and the Environmental Forum is trying to promote other issues including sustainable procurement and green travel.

INVESTING IN CHILDREN AND YOUNG PEOPLE SURVEY RESULTS

This survey aimed to gauge your experiences and views on issues related to children and young people in Moray. Specific topic areas were based on the themes listed in the Integrated Children's Services Plan. The survey was well received with 742 responses, a response rate of 65%.

The Integrated Children's Services Plan for 2008-2011 is currently being drafted and the responses from the Citizens' Panel will inform this process. Due consideration of the views expressed through the Citizens' Panel will take place in relation to the 7 themes. The responses to the individual themes below can be followed up for further information on the Moray Council website.

Safe

You Said 81% of you saw road safety for young people as drivers as a particular problem in Moray, particularly in Keith. Driver safety education (83%) and advanced driver training (78%) were considered the most effective approaches to road safety issues.

Our Reply All pupils in Moray have road safety training as a feature of their curriculum. In addition, secondary school pupils are given the opportunity to attend the annual "Safe Drive Stay Alive" experience at the Aberdeen Exhibition Centre which shows in a no holds barred way the impact of reckless driving behaviour by young people.

Active

You Said Many of you thought that children (78%) and young people (81%) do not get enough physical exercise. You would like to see more free time activities for children and young people. 3 out of 4 of you said that lower cost sports and leisure centres would be the most effective approaches to encouraging greater activity.

Our Reply A number of initiatives (some of which are funded by the Scottish Government) are in place to foster physical exercise and include the following:

- The Health Promoting Schools programme for all Moray school pupils focuses on health in general and includes education/participation in developing healthy lifestyles, including taking exercise.
- The Active Schools programme benefits all pupils in Primary schools through "Stay and Play" sessions.
- The Sports Development Programme led by the Community Learning and Development Sports Development Team focuses on promoting participation and skill development in a range of sporting activity. This takes place all year round, including the school holidays.

In addition, the Moray Council is a major partner in the Girls' and Young Women's Football Development project which covers Moray and Aberdeenshire. This project has attracted Big Lottery funding. Healthy living and the place of physical exercise continues to be a priority.

Healthy and nurtured

You Said 4 in 5 of you said that the top priorities are preventing children and young people drinking on the streets and tackling drug supply and use. 71% identified the importance of drug and alcohol education in schools.

Our Reply A range of initiatives is in place and continues to be developed, for example:

- the work of the Drug and Alcohol Action Team.
- the activities of the Mobile Information Bus which is run in partnership between The Moray Council and Grampian NHS.
- the Healthy Eating programme and the Free Fruit initiative which impact on the eating habits of all pupils in Moray schools.

The need for continued activity in this area is already noted and the views expressed in the survey will be considered for future development.

Achieving

You Said Behavioural standards in schools and extra curricular activities were not rated highly in terms of Moray schools and colleges. 9 out of 10 of you mentioned more and better employment and education and training opportunities outwith Moray as the reason for the perceived trend in young people leaving Moray.

Our Reply Raising educational attainment and the promotion of positive pupil behaviour continue to be major features of the work of the Moray Council and its partners. Educational Services' Service Improvement Plan contains details of current priorities in this area and can be viewed on the Moray Council website. In addition, the work of the local Authority and its schools and the Moray College are inspected regularly and recent reports have, for the most part been very positive. Details of reports can be found on the HMLe website.

Respected, responsible and included

You Said In terms of behavioural issues 9 in 10 of you thought that alcohol misuse was the main problem, as well as drinking in public. Young people hanging around (86%) and graffiti and vandalism (86%) were also mentioned. Lack of parental control and lack of values at home were seen as contributory factors. 7 in 10 of you thought that children and young people need more information about their lives and should be more involved in decisions affecting the community.

Our Reply The points raised by the Panel are in the main addressed by the Community Safety Partnership which is currently reviewing its priorities. The main points raised are currently in the Partnership action plan and are likely to feature in the future. Comments will be considered by the Community Planning Partnership as part of the review process.

Future Surveys

You will have received the survey on the Community Planning theme of 'Building Stronger Communities' towards the end of last year. The final survey on 'Getting in Touch with Local Agencies' will follow shortly.

You can also respond to further consultations, listed on the Community Planning website www.yourmoray.org.uk, by clicking on the Consultations button.

Next Newsletter

Newsletter number four will feedback on comments received in response to the surveys on the Community Planning theme of 'Building Stronger Communities' and 'Getting in Touch with Local Agencies'.

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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