



# Moray Citizens' Panel

## Building Stronger Communities

This theme aims to ensure that everyone living in Moray has equal access to lifelong learning opportunities, housing and other key services regardless of age, gender or disability. The survey begins by asking for overall views on your local community, before looking at getting involved in your community, accessing housing, adult learning, volunteering and equal opportunities in Moray.

### A Sense of Community

First we ask about your local community, and what you feel makes a strong community.

**Q1 How would you describe the sense of community in your local area? Please circle ONE only**

Very strong	Fairly strong	Fairly weak	Very weak	No opinion
1	2	3	4	5

**Q2 To what extent do you agree or disagree with the following statements about your local community? Please circle ONE option for each statement**

	Strongly agree	Agree	Neither/nor	Disagree	Strongly disagree	Don't know
If I was alone and needed help, I could rely on friends/ relatives in my neighbourhood	1	2	3	4	5	6
If my home was empty, I could rely on friends/ relatives in my neighbourhood to watch it	1	2	3	4	5	6
I feel I could turn to friends/ relatives in my neighbourhood for advice or support	1	2	3	4	5	6

**Q3 What do you think are the *three most important* things for building a strong community? Please write in below in order of importance**

1st

2nd

3rd

### Getting Involved

Here we ask for your views on consultation and participating in decision making within Moray.

**Q4 Have you or anyone in your household been involved in consultation or community decisions, *not including* the Citizens' Panel? This may have been through a community meeting, local representative group, survey questionnaire or consultation document. Please circle ONE only**

Yes, in last 2 years	1	<b>Go to Q5</b>
Yes, more than 2 years ago	2	
No, never	3	<b>Go to Q7</b>

Don't know/ can't say	4
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**Q5 Can you recall which organisations were involved in this consultation, again excluding your involvement in the Moray Citizen's Panel? Please circle ALL that apply**

The Moray Council	1	HIE Moray	5
Grampian Fire and Rescue	2	Communities Scotland	6
Grampian Police	3	Other (please write in)	7
NHS Grampian	4		

**Q6 Thinking about your experience of consultation or participation in Moray *overall*, how would you rate this on the following? Please circle ONE option for each**

	Very good	Fairly good	Neither/ nor	Fairly poor	Very poor	Don't know
Enough information provided (eg background info, consultation documents, etc)	1	2	3	4	5	6
Clarity of information provided	1	2	3	4	5	6
How well the consultation was conducted	1	2	3	4	5	6
Your views being taken into account	1	2	3	4	5	6
Feedback given on results and actions	1	2	3	4	5	6

**Q7 Do you think there is enough consultation of local people, or opportunities for local people to get involved in decision making in Moray? Please circle ONE only**

Plenty of opportunities	Sufficient, but prefer more	Not enough, definitely need more	Don't know/ Can't say
1	2	3	4

**Q8 How would you rate the Council and other local agencies on the following? Please circle ONE option for each**

	Very good	Fairly good	Neither/ nor	Fairly poor	Very poor	Don't know
<b>The Moray Council...</b>						
Do enough to involve local people	1	2	3	4	5	6
Take account of views given	1	2	3	4	5	6
Give feedback on results of involvement	1	2	3	4	5	6
<b>Other agencies/ services...</b>						
Do enough to involve local people	1	2	3	4	5	6
Take account of views given	1	2	3	4	5	6
Give feedback on results of involvement	1	2	3	4	5	6

**Q9 To what extent are you aware of the following in your local area? Please circle ONE for each**

	Fully aware, know a lot about	Heard of, but don't know much about	Not heard of at all	Don't know
Area Forums (previously known as "Local Neighbourhood Forums")	1	2	3	4
Other local resident or tenant groups	1	2	3	4

Community Councils	1	2	3	4
Village Hall Committees	1	2	3	4
Other (please write in)	1	2	3	4

**Q10 How do you think agencies in Moray should *give feedback* to local residents on the results of consultation/ participation, and any action taken? Please circle ALL that apply**

Articles in the local press	1
Regular reports to local public meetings	2
Leaflets/ posters in local public places (eg libraries, Council offices, GP surgeries)	3
Reports made available in local public places	4
Information/ reports made available on the internet	5
Leaflets/ bulletins delivered to your door (eg with other Council correspondence)	6
Other (please write in)	7

**Q11 To what extent would *you* be interested in getting more involved than you are presently in local issues and decision making? Please circle ONE only**

Definitely interested	Possibly interested	Probably not interested	Definitely not interested	Don't know/ Can't say
1	2	3	4	5

**Q12 And how might you like to get more involved in local issues? Please circle ALL that apply**

Joining a local resident or tenant group	1	Taking part in occasional surveys	4
Joining a Community Council	2	Other (please write in)	5
Attending occasional meetings or events	3		

**Q13 Do you think that any of the following *prevent people in Moray* from getting involved in local issues or decision making? Please circle ALL that apply**

Not aware of opportunities to get involved	1	Lack of free time, other commitments	5
Not enough opportunities available	2	Lack of interest in getting more involved	6
Opportunities not relevant or interesting	3	Other (please write in)	7
Difficult to get to (lack of/cost of transport)	4		

**Q14 What kind of impact do you think these measures would have on the number of people getting involved in local decisions? Please circle ONE only**

Major impact, many more people	Minor impact, few more people	Little or no impact, no real change	Don't know/ Can't say
1	2	3	4

## Housing in Moray

Now we ask for your views on housing in Moray.

**Q15 To what extent do you think the following are problems in Moray? Please circle ONE option for each**

	Major problem	Minor problem	No problem at all	Don't know
Not enough properties available <b>to buy</b>	1	2	3	4
Properties available <b>to buy</b> are not affordable	1	2	3	4

Properties available <b>to buy</b> are in poor condition	1	2	3	4
Not enough Council/ Housing Association properties <b>to rent</b>	1	2	3	4
Not enough properties available for <b>private rent</b>	1	2	3	4
Properties for <b>private rent</b> are not affordable	1	2	3	4
Properties for <b>private rent</b> are in poor condition	1	2	3	4

**Q16 And to what extent do you think these are more of a problem in Moray than *elsewhere in Scotland*? Please circle ONE option for each**

	Much more	A little more	About the same	A little less	Much less	Don't know/
Not enough properties available <b>to buy</b>	1	2	3	4	5	6
Properties available <b>to buy</b> are not affordable	1	2	3	4	5	6
Properties available <b>to buy</b> are in poor condition	1	2	3	4	5	6
Not enough Council/ HA properties available <b>to rent</b>	1	2	3	4	5	6
Not enough properties available for <b>private rent</b>	1	2	3	4	5	6
Properties for <b>private rent</b> are not affordable	1	2	3	4	5	6
Properties for <b>private rent</b> are in poor condition	1	2	3	4	5	6

**Q17 Which of the following do you think would help people to access housing in Moray? Please circle ALL that apply**

More "affordable" new homes available to buy	1
More homes available to rent from the Council	2
More homes available to rent from Housing Associations	3
More homes available for private rent	4
More plots available for "self build"	5
Other (please write in)	6

**And which do you think would be the *single most effective*? Please write a number (1-6) from Q17 in the box**

## Adult Learning

Here we ask for your views on opportunities for adult learning in Moray. This includes opportunities such as leisure-based evening classes, The Big Plus campaign, vocational training (HNC, HND), degree courses, other (non-degree) courses and Open University courses.

**Q18 Have you taken or would you be interested in taking part in an adult learning course, group or activity? Please circle ONE only**

Yes, in the last 2 years	1	<b>Go to Q19</b>
Yes, more than 2 years ago	2	
No, but definitely interested in doing so	3	<b>Go to Q21</b>
No, but possibly interested in doing so	4	
No, definitely not interested in doing so	5	<b>Go to Q23</b>

**Q19 Please describe the *most recent* course, group or activity you have taken part in.**

Please write in below

Title of course

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Venue (eg library, school)

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Provider (eg Council, Moray College)

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Led to a qualification? (circle one)

Yes	1	No	2
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**Q20 To what extent do you agree or disagree with the following statements about this *most recent* course, group or activity? Please circle ONE option for each statement**

	Strongly agree	Agree	Neither/nor	Disagree	Strongly disagree	Don't know
It was easy to find out about the course	1	2	3	4	5	6
The facilities were <i>not</i> good	1	2	3	4	5	6
It was held at an inconvenient time	1	2	3	4	5	6
The course was relevant to me	1	2	3	4	5	6
I gained new skills/ learned new things	1	2	3	4	5	6
I enjoyed the course, group or activity	1	2	3	4	5	6
It was <i>not</i> good value for money	1	2	3	4	5	6
I would consider attending another activity	1	2	3	4	5	6

**Q21 If you have taken or would be interested in taking part in adult learning, what are your main reasons for this? Please circle ALL that apply**

Related to your current employment	1	Return to education	6
Improve your job prospects	2	To access further or higher education	7
Learn new skills or subject area	3	Enjoyment of the course or group	8
Improve literacy or numeracy	4	Meet new people	9
Gain a qualification	5	Other (please write in)	10

**Q22 What kind of adult learning course, group or activity might you be interested in taking part in the future? Please circle ALL that apply**

Online based course or activity	1
Distance learning (eg you complete most work in your home)	2
Class based (eg based on classes in a specific venue)	3
Mixed	4

**Q23 Where do you think would be good places to run adult learning activities? Please circle ALL that apply**

Local libraries	1	Sports centres	5
Local schools or colleges	2	Learndirect centres	6
In the workplace	3	Day or drop in centres	7
Community centres/ Church halls	4	Other (please write in)	8

And which would be the **best place**? Please write a number (1-8) from Q23

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**Q24** Do you feel there are **enough opportunities** for adult learning in Moray? Please circle ONE only

Plenty of opportunities	Sufficient, but prefer more	Not enough, definitely need more	Don't know/ Can't say
1	2	3	4

**Q25** And how aware would you say you are of the following in relation to adult learning opportunities in Moray? Please circle ONE option for each

	Fully aware, know a lot about	Heard of, know a little about	Not heard of at all	Don't know/ Can't say
Adult learning opportunities available	1	2	3	4
Funding available for those interested	1	2	3	4
Support available (eg course funding, Hardship fund, help with childcare)	1	2	3	4

**Q26** Do you think that any of the following **prevent people in Moray** from taking part in adult learning opportunities? Please circle ALL that apply

Not sure what is available	1	Lack of free time, other commitments	6
Not enough courses available locally	2	Lack of childcare/ cost of childcare	7
Courses not at convenient times	3	Lack of interest	8
Cost of courses	4	Other (please write in)	9
Difficulties getting to courses, eg lack of transport, inconvenient locations	5		

## Volunteering

The last Panel survey asked about volunteering with children and young people specifically. Here we ask for your views and any experience of volunteering in Moray more generally.

**Q27** Have you or are you currently giving up time to help any clubs, charities or organisations within Moray in an **unpaid capacity**? Please circle ONE only

Yes, currently volunteer	1	<b>Go to Q28</b>
Yes, have volunteered in last 2 years	2	
Yes, have volunteered more than 2 years ago	3	
No, but may be interested in volunteering	4	<b>Go to Q32</b>
No, and not interested in volunteering	5	

**Q28** What kind of organisations have you done this for? Please circle ALL that apply

Voluntary organisation or charity	1	Youth or childrens group	6
Church or religious group	2	School Board, PTA or parents' group	7
Sports club	3	Trade Union	8
Social club	4	Other (please write in)	9
Community group (Community Council, residents group)	5		

**Q29 And how often do you volunteer? Please circle ONE only**

At least once a week	1
Several times a month, but not every week	2
About once a month	3
Not every month but at least once a year	4
Less often	5
I have only volunteered once	6

**Q30 Do you feel that volunteering gives you any of the following benefits? Please circle ALL that apply**

Better self confidence	1	Better physical health	6
Better or new skills	2	Better mental or emotional health	7
Improved employment prospects	3	A sense of achievement	8
Enjoyment	4	Improved sense of community	9
Better social life	5	Other (please write in)	10

**Q31 Would you recommend unpaid volunteer work to others? Please circle ONE only**

<b>Definitely recommend</b>	<b>Possibly recommend</b>	<b>Probably not recommend</b>	<b>Definitely not recommend</b>	<b>Don't know/ Can't say</b>
1	2	3	4	5

## Equal Opportunities and Access

Finally we ask for your views on the extent to which local people in Moray face barriers in accessing services and opportunities.

**Q32 How convenient or inconvenient do you find it to make use of the following services in Moray? Please circle ONE option for each**

	<b>Very convenient</b>	<b>Fairly convenient</b>	<b>Neither/ nor</b>	<b>Fairly inconvenient</b>	<b>Very inconvenient</b>	<b>Don't know</b>
Post offices	1	2	3	4	5	6
Banks/ building societies	1	2	3	4	5	6
GP surgery	1	2	3	4	5	6
Chemist/ pharmacist	1	2	3	4	5	6
Hospital outpatients department	1	2	3	4	5	6
Small amount grocery/ food shopping	1	2	3	4	5	6
Petrol station	1	2	3	4	5	6
Public transport	1	2	3	4	5	6

**Q33 To what extent do you think the following are *barriers* to people in Moray accessing services and opportunities? Please circle ONE option for each**

	<b>Major problem</b>	<b>Minor problem</b>	<b>No problem at all</b>	<b>Don't know</b>
Transport for people with mobility problems	1	2	3	4
Access to buildings for people with mobility problems	1	2	3	4
Facilities for people with hearing/sight impairment	1	2	3	4
Language barriers	1	2	3	4

Attitudes towards people from different cultures	1	2	3	4
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**Q34 Are there any other barriers that people in Moray face when accessing services? Please write in**

**Q35 And how important or unimportant do you think it is that local services ensure they are accessible to people facing these barriers? Please circle ONE only**

<b>Very Important</b>	<b>Fairly Important</b>	<b>Fairly unimportant</b>	<b>Not at all important</b>	<b>Don't know/ Can't say</b>
1	2	3	4	5

**Q36 How do you think the following specific groups are treated in Moray? Please circle ONE option for each**

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither/ nor</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
<b>People with disabilities...</b>						
...are welcomed by local people	1	2	3	4	5	6
...are treated fairly in Moray	1	2	3	4	5	6
...are discriminated against in Moray	1	2	3	4	5	6
<b>People from ethnic minority groups...</b>						
...are welcomed by local people	1	2	3	4	5	6
...are treated fairly in Moray	1	2	3	4	5	6
...are discriminated against in Moray	1	2	3	4	5	6
<b>People from outside the UK...</b>						
...are welcomed by local people	1	2	3	4	5	6
...are treated fairly in Moray	1	2	3	4	5	6
...are discriminated against in Moray	1	2	3	4	5	6

**Q37 Which of the following groups in Moray do you think may need support in accessing services? Please circle ALL that apply**

Older people	1	School age children	5
People with disabilities	2	Young people	6
People from ethnic minority groups	3	Unemployed people	7
People from outside the UK	4	Other (please write in)	8

**And which of these do you think need the *most support*? Please write a number (1-8) from Q37 in the box**



## **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](mailto:c.thornton@craigforth.co.uk)**

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