

**Moray Citizens' Panel**

**Environmental Services Survey  
2013**

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## 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:

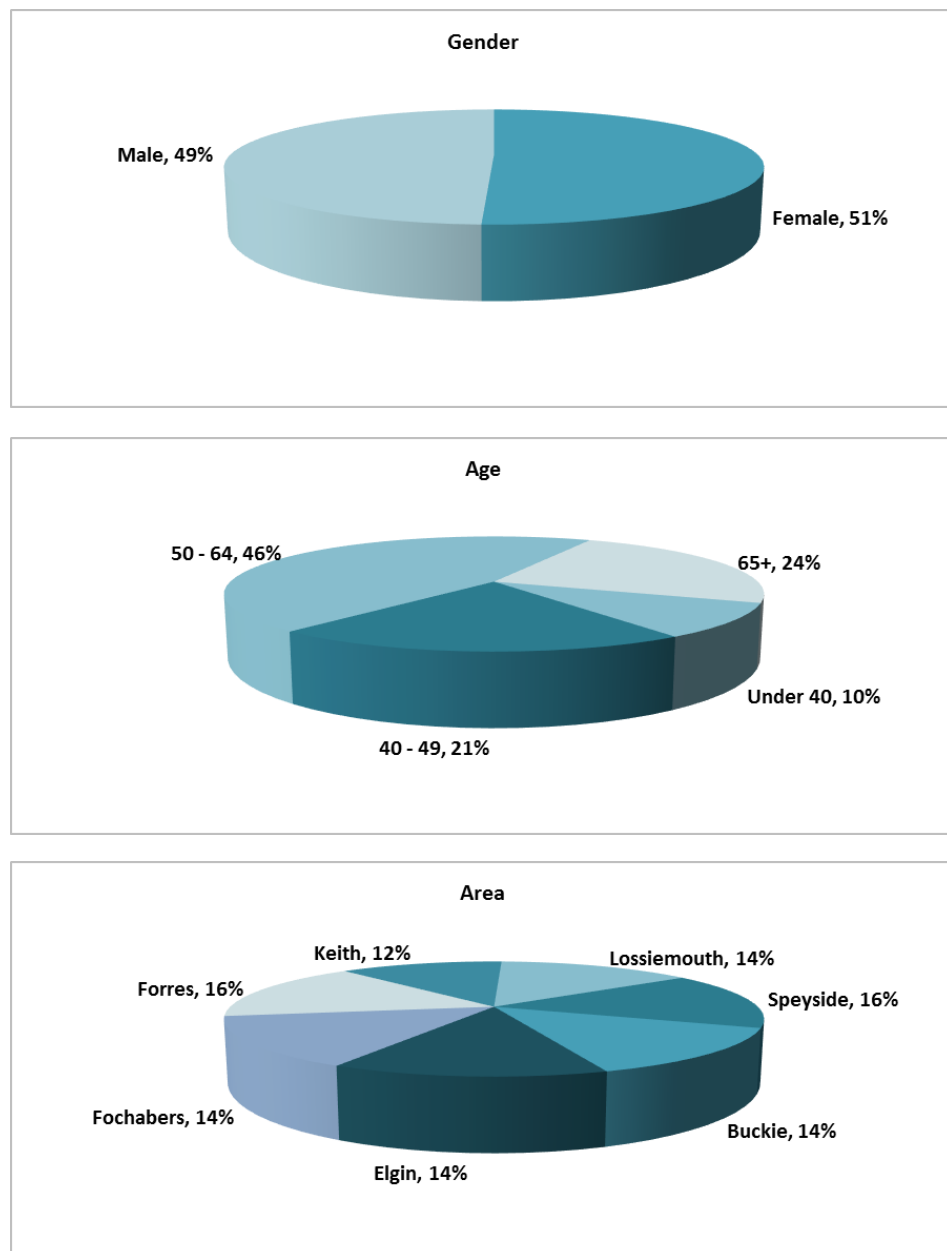
- waste management;
- lands and parks;
- building, cleaning and catering;
- roads maintenance;
- transportation and consultancy;
- service staff; and
- consultation.

### **Survey response**

1.2. The survey fieldwork ran during February and March 2013, and a total of 438 responses had been received by consultation close at the end of March, representing a response rate of 45%. This is a strong level of response to a survey of this kind, particularly as the survey followed another recent panel consultation, and is sufficient to produce robust results.

1.3. Moreover, consultation results have been weighted to minimise any "bias" in the profile of responses (for example resulting from a lower level of response from some demographic groups). Weighting has been conducted on the basis of location and age, to ensure that findings are as representative as possible of all parts of the community in Moray.

1.4. Figure 1 over the page provides an (unweighted) profile of survey respondents.

**Figure 1: Profile of survey respondents**

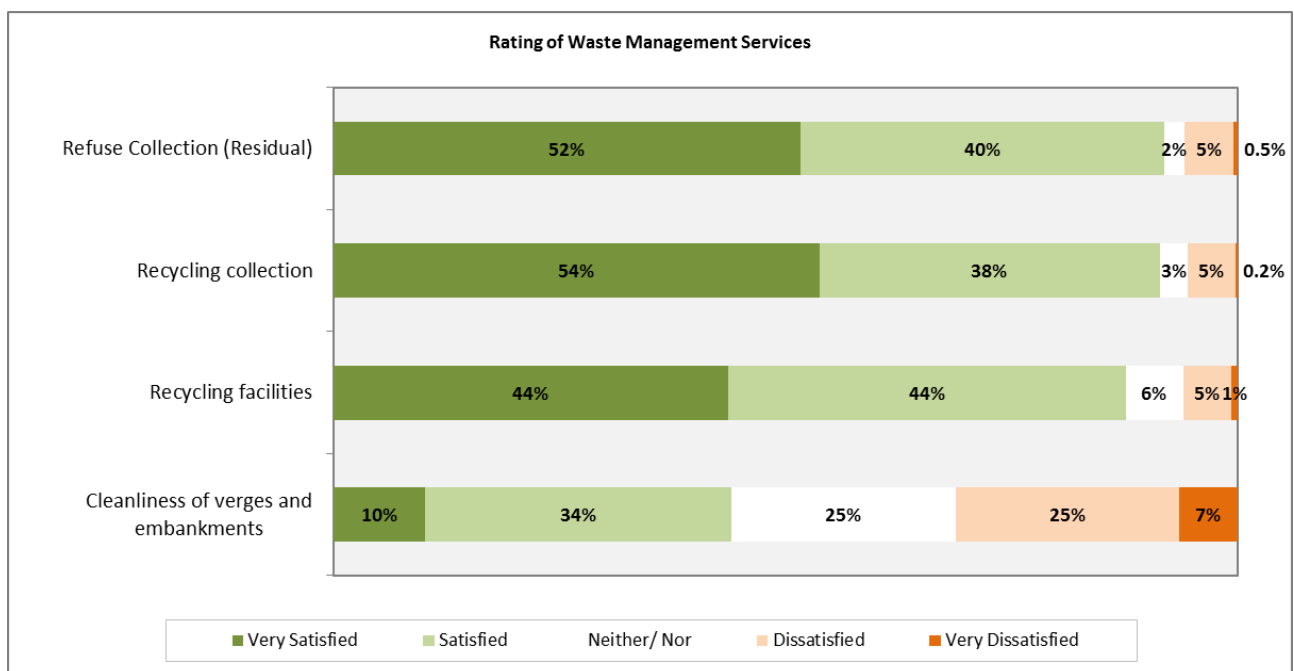
- 1.5. This report provides a full account of survey findings, focusing primarily on the overall balance of views in relation to each of the key themes. Analysis has also considered the extent of variation in views expressed across key groups including age, location and gender – although the scope for this more detailed analysis is limited for environmental services 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.

## 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 great majority of survey respondents had used all of the waste management services listed at Figure 2. Amongst those that had used services, views were most positive in relation to refuse collection and recycling collection, with 92% in each case. Respondents were also very positive in relation to recycling facilities, with 88% satisfied with this service.
- 2.3. Views were significantly less positive in relation to the cleanliness of verges and embankments. Fewer than half of respondents were satisfied with this (44%), and around a third were dissatisfied (32%).
- 2.4. It is notable that respondent views were consistently positive across geographic areas and age groups. Indeed the only notable variation was in views on cleanliness of verges and embankments – those in the Keith and Speyside areas showed somewhat lower satisfaction ratings than others.

**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 (residual)	97%	404	52%	40%	2%	5%	0%
Recycling collection	98%	415	54%	38%	3%	5%	0%
Recycling facilities	98%	410	44%	44%	6%	5%	1%
Cleanliness of verges and embankments	99%	413	10%	34%	25%	25%	7%



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

- Reflecting the profile of service satisfaction set out at Figure 2, the cleanliness of verges and embankments was by some margin the most commonly mentioned issue. This was most commonly in relation to roadside litter, particularly rural roads, and with reference to specific areas within towns, and a number of respondents recognised difficulties in tackling this. Reference was also made here to maintenance and upkeep of verges and embankment, including frequency of grass cutting and weeding.
- Also related to comments on cleanliness of verges and embankments, a number of respondents also highlighted cleanliness of footpaths (including dog fouling and litter).
- Some highlighted dissatisfaction with the range and balance of recycling services (both collection services, and at amenity centres). The most common issue raised in this regard was availability of plastic recycling through collection services and at recycling points, and reference was also made to frequency of collection services.
- There was some dissatisfaction with litter and mess left by recycling collection servicers.

2.6. 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.
- More measures to tackle fly-tipping and litter on the roadside, including:
  - Improving litter awareness through campaigns, greater use of penalties etc.
  - Free household bulk uplifts.
  - More waste bins in public areas.
  - More intensive quarterly cleaning of verges/open spaces in specific “hot spots”.
- More local recycling centres, and longer opening times for recycling centres.
- More frequent collection services.
- Ensuring that recycling collection leaves the street in a cleaner condition, for example allowing staff more time to complete their route.

### 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 (Figure 3), views on the condition of assets managed by lands and parks services (Figures 4-6), and any safety concerns while using these assets (Figure 7).

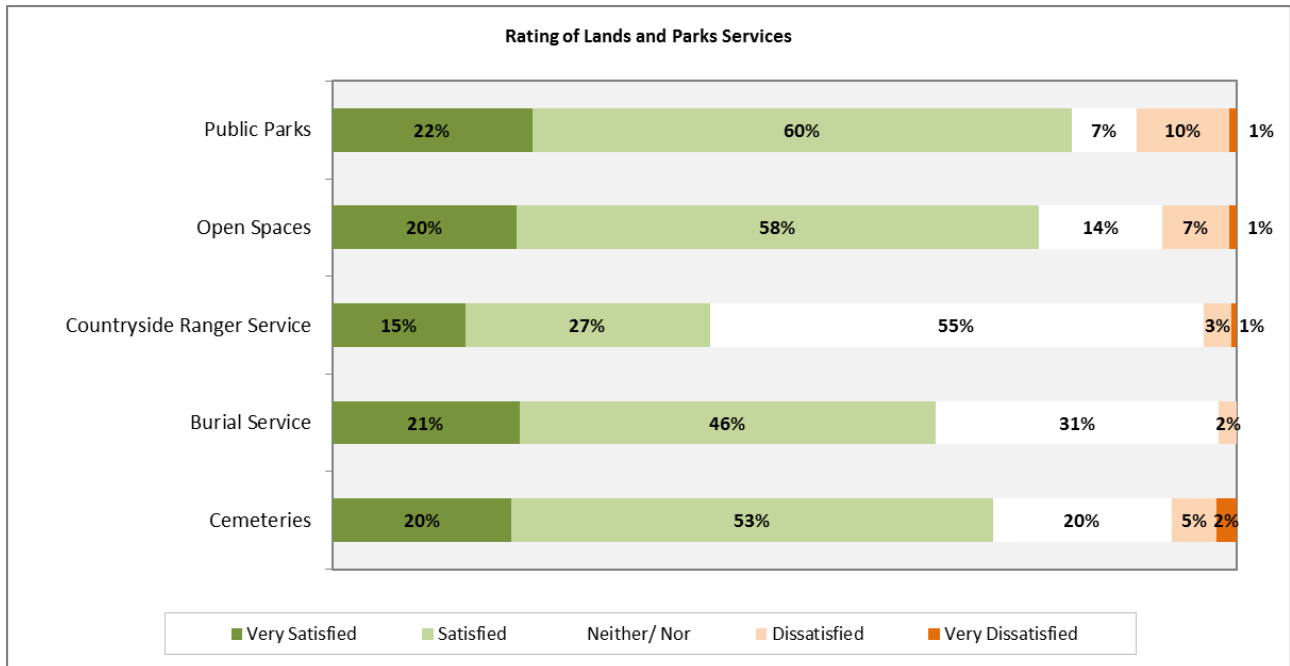
#### Rating aspects of service

- 3.2. Respondents' use of lands and parks services varied significantly. A large majority had used public parks and open spaces in the last year (82% and 87% respectively), and around half had used cemeteries (53%). However, a minority had used the countryside ranger or burial service in the last year (39% and 36% respectively).
- 3.3. Amongst those that had used these services, views were most positive in relation those services that were most widely used - public parks (82% satisfied) and open spaces (78% satisfied). Views were also generally positive in relation to cemeteries and burial services; 73% and 67% respectively were satisfied with the service, and very few expressed dissatisfaction.
- 3.4. Respondents were least positive in relation to the countryside ranger service; fewer than half of those that had used the service in the last year indicated that they were satisfied (42%). However, it is notable that around half gave a neutral "neither/nor" rating, and very few indicated dissatisfaction with the countryside ranger service (4%). This suggests that a substantial proportion of those indicating that they had used the service in the last year did not have a clear view on its quality, and that the great majority who did offer a clear view were satisfied with the service.
- 3.5. 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	82%	344	22%	60%	7%	10%	1%
Open spaces	87%	364	20%	58%	14%	7%	1%
Countryside ranger service	39%	162	15%	27%	55%	3%	1%
Burial service	36%	151	21%	46%	31%	2%	0%
Cemeteries	53%	221	20%	53%	20%	5%	2%





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

- The maintenance and appearance of cemeteries was one of the most common causes of dissatisfaction. This included reference to vandalism, grass-cutting, maintenance of paths, and chipped headstones.
- Dog fouling was mentioned across a range of aspects of the lands and parks service, most commonly parks and open spaces.
- Maintenance of open spaces more generally was also mentioned, including reference to frequency of grass-cutting, collection of grass, and frequency of litter collection.

3.7. Survey respondents also made a number of service improvement suggestions in relation to lands and parks services:

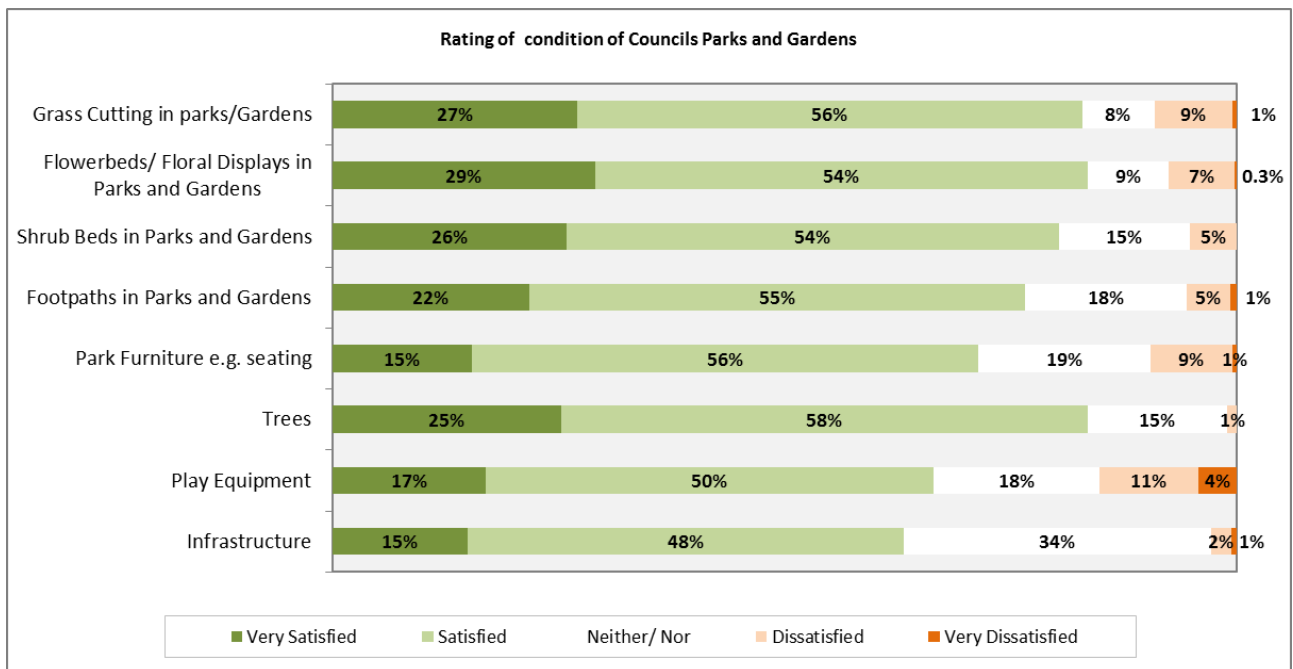
- Stricter enforcement and greater use of penalties for littering.
- More dog wardens, and more enforcement action to tackle dog fouling.
- More frequent bin emptying.
- Better standards in cemetery maintenance.
- More community involvement in maintenance of open spaces, for example community litter picking.

### Rating condition of assets

- 3.8. The survey next asked for views on the general condition of assets managed by the lands and parks service, including council parks and gardens, cemeteries, and footpaths/verges/open spaces.
- 3.9. Views were generally positive in relation to the general condition of council parks and gardens (Figure 4). This was particularly the case in relation to grass cutting (83% satisfied), flowerbeds/floral displays (83%) and trees (83%). Respondents were least positive in their views on play equipment (67% of those using services) and infrastructure (63%). It is also notable that play equipment was the only area where a relatively substantial proportion of respondents expressed dissatisfaction (15%).
- 3.10. There was some limited variation in views on the condition of council parks and gardens across key respondent groups, most notably across geographic areas:
- Forres area respondents were most positive in relation to footpaths and park furniture.
  - Those in the Elgin area were least positive in their views on footpaths in council parks and gardens.
  - Those in the Lossiemouth area were least positive on park furniture.

**Figure 4: 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/gardens	89%	374	27%	56%	8%	9%	1%
Flowerbeds/floral displays in parks & gardens	91%	384	29%	54%	9%	7%	0%
Shrub beds in parks and gardens	91%	386	26%	54%	15%	5%	0%
Footpaths in parks and gardens	89%	375	22%	55%	18%	5%	1%
Park furniture e.g. seating	85%	355	15%	56%	19%	9%	1%
Trees	91%	376	25%	58%	15%	1%	0%
Play equipment	67%	276	17%	50%	18%	11%	4%
Infrastructure	79%	315	15%	48%	34%	2%	1%



3.11. The survey also asked panel members about the kinds of problems they had seen when using council parks and gardens:

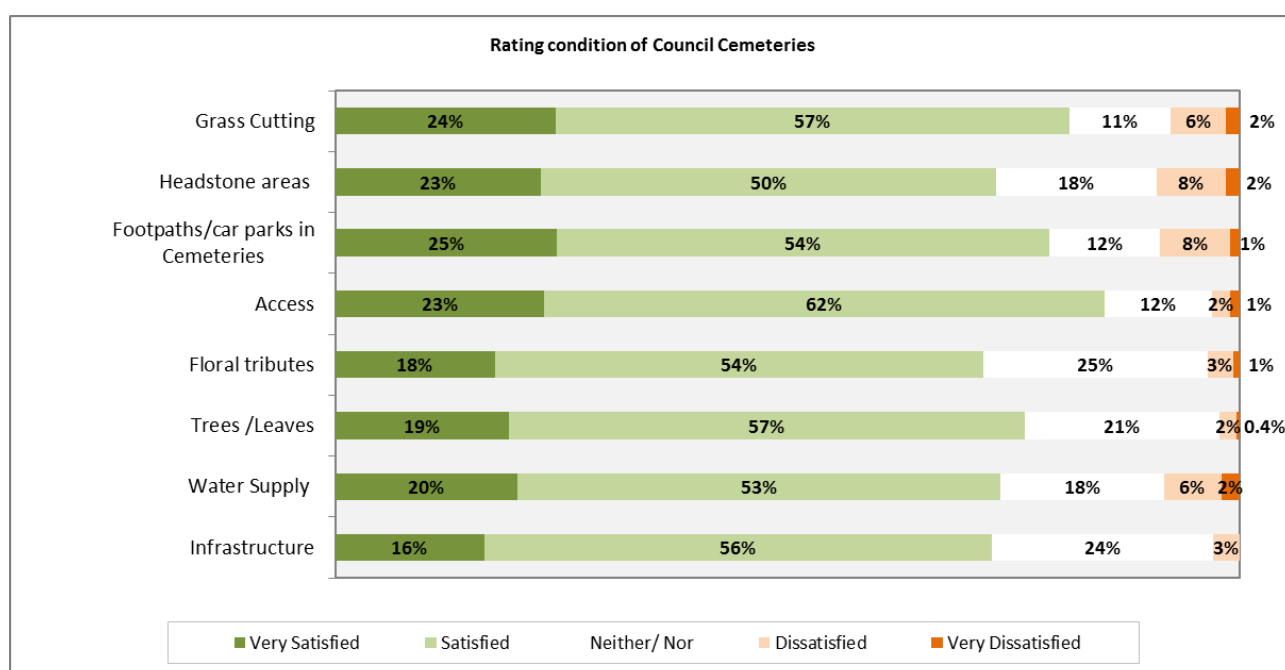
- Dog fouling was the most commonly mentioned problem. Nearly two thirds of those making comment included reference to dog fouling, although this did include some reference to the council's efforts to tackle this.
- Litter was also a commonly mentioned problem, by around half of those making comment.
- Grass cutting and maintenance of paths was also mentioned by a number of respondents, although this was significantly less common than dog fouling or litter (around 1 in 10 mentioned grass cutting or maintenance).

3.12. Respondents were also generally positive on the condition of council cemeteries, with the majority of those having used council cemeteries indicating satisfaction with the condition of most aspects of cemeteries. Views were most positive in relation to the condition of access (85% satisfied), grass cutting (81%), and footpaths/car parks (79%). However views were also generally positive in relation to the condition of other aspects of cemeteries, with at least 7 in 10 of those having used cemeteries indicating satisfaction.

3.13. There was no significant variation in views on the condition of council cemeteries across geographic area or age.

**Figure 5: Rating of general condition of council cemeteries**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
	%	Count					
Grass cutting	89%	374	24%	57%	11%	6%	2%
Headstone areas	91%	384	23%	50%	18%	8%	25%
Footpaths/car parks in cemeteries	91%	386	25%	54%	12%	8%	1%
Access	89%	375	23%	62%	12%	2%	1%
Floral tributes	85%	355	18%	54%	25%	3%	1%
Trees /leaves	91%	376	19%	57%	21%	2%	0.4%
Water supply	67%	276	20%	53%	18%	6%	2%
Infrastructure	79%	315	16%	56%	24%	3%	0%



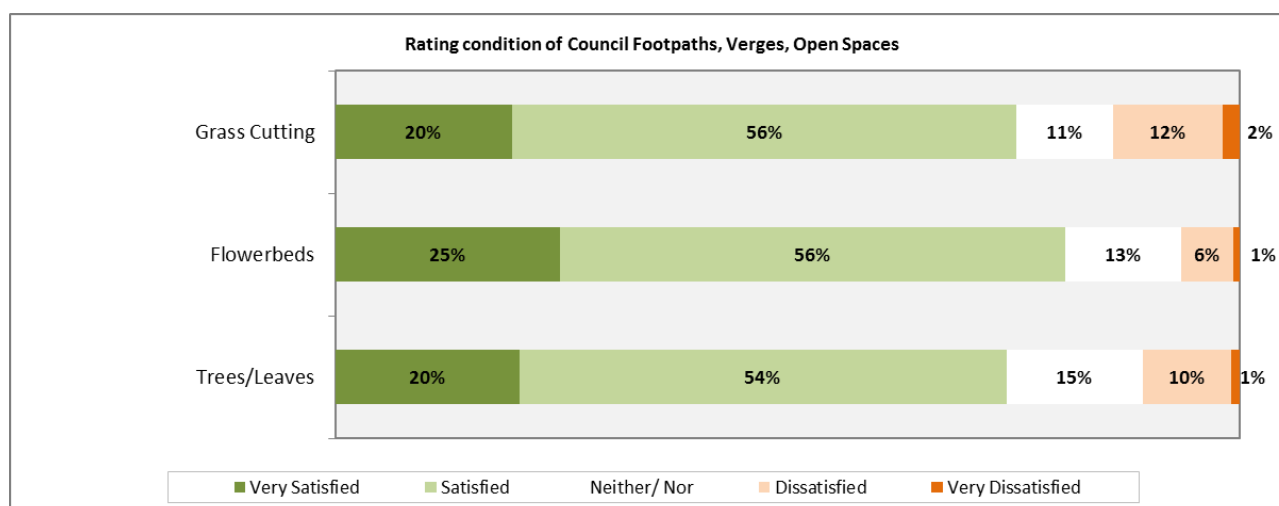
3.14. The survey also asked panel members about the kinds of problems they had seen when using council cemeteries:

- Maintenance of cemeteries was the most commonly mentioned problem. This included reference to poor standard of footpaths, infrequent and/or poor standard of grass cutting, and maintenance of headstones etc.
- 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.
- Antisocial behaviour and/or vandalism within cemeteries was also mentioned by some respondents (around 1 in 20 of those providing comment).

- 3.15. A large majority of respondents were satisfied with the condition of council footpaths, verges and open spaces (Figure 6). Ratings were particularly positive in relation to flowerbeds (81% satisfied), although around three quarters were also satisfied with the condition of grass cutting (76%) and trees/leaves (74%).
- 3.16. There was some limited variation in views on the condition of council footpaths/verges/open spaces across geographic areas. Those in the Fochabers, Elgin and Forres areas were most positive in relation to the condition of grass cutting and trees/leaves. In contrast, Keith area respondents were least positive on these points.

**Figure 6: Rating of general condition of council footpaths/verges/open spaces**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
	Percentage	Count					
Grass cutting	95%	405	20%	56%	11%	12%	2%
Flowerbeds	94%	398	25%	56%	13%	6%	1%
Trees/leaves	94%	398	20%	54%	15%	10%	1%



- 3.17. 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. More than half of those making comment included reference to dog fouling.
  - Litter was also a commonly mentioned problem, by around 2 in 5 of those making comment.
  - Maintenance of footpaths in particular was also mentioned by a number of respondents, although this was significantly less common than dog fouling or litter (around 1 in 10 mentioned maintenance).

### Safety concerns

- 3.18. The final question in this section of the survey asked panel members whether they have concerns about safety or antisocial behaviour while using lands and parks assets (Figure 7). A large majority of respondents indicated that they do not have concerns for their safety in parks, gardens, cemeteries, footpaths, verges or open spaces (71%). Amongst those with concerns, these were most commonly associated with parks/gardens (19%) and footpaths/verges/open spaces (16%).

**Figure 7: Whether concerns for safety or experienced antisocial behaviour in the following areas**

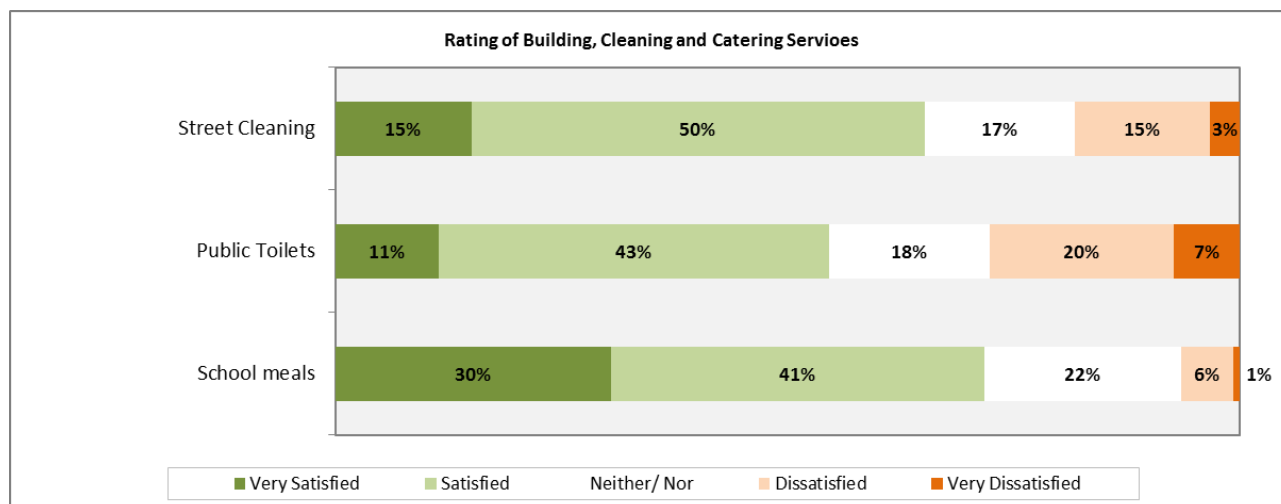
Parks and gardens	19%
Cemeteries	3%
Footpaths/verges/open spaces	16%
None of these	71%

#### 4. BUILDING, CLEANING AND CATERING

- 4.1. The survey next asked panel members for their views on building, cleaning and catering services (Figure 8).
- 4.2. The great majority of respondents had used street cleaning services in the last year (94%), and around two thirds had used public toilets (65%). However, only around a third had used school meals services in the last year (34%).
- 4.3. Amongst those that had used these services, views were most positive in relation to school meals (71% satisfied). In addition around two thirds were satisfied with street cleaning – 65% satisfied, although 18% expressed dissatisfaction with this service. In addition, a little over half of respondents were satisfied with public toilets (54%), although more than quarter of respondents were dissatisfied with this service (27%).
- 4.4. There was no significant variation in views on building, cleaning and catering services across geographic area or age.

**Figure 8: Rating of building, cleaning and catering services over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Street Cleaning	94%	393	15%	50%	17%	15%	3%
Public Toilets	65%	271	11%	43%	18%	20%	7%
School meals	34%	138	30%	41%	22%	6%	1%



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

- In relation to street cleaning, by far the most common issue was a perceived deterioration in service standards and cleanliness – this included particular reference to litter and dog fouling on streets.
- In relation to public toilets, comments included reference to poor standards (e.g. lack of hot water or hand driers), closure of public toilets, and a need for longer opening times for public toilets.
- Comments in relation to school meals included reference to poor quality food, a failure to promote healthy eating (inc reference to the continuing availability of ‘unhealthy options’), and poor value.

4.6. Survey respondents also made a number of service improvement suggestions in relation to building, cleaning and catering services:

- In relation to street cleansing the main suggestions were increased service activity/coverage, more enforcement action, and more community and school involvement in tackling litter.
- Retention of existing facilities, and improvements in standards (hot water, hand driers) were the main suggestions in relation to public toilets.
- Better quality, larger portions and greater variation were the main improvement suggestions in relation to school meals.



## 5. ROADS MAINTENANCE

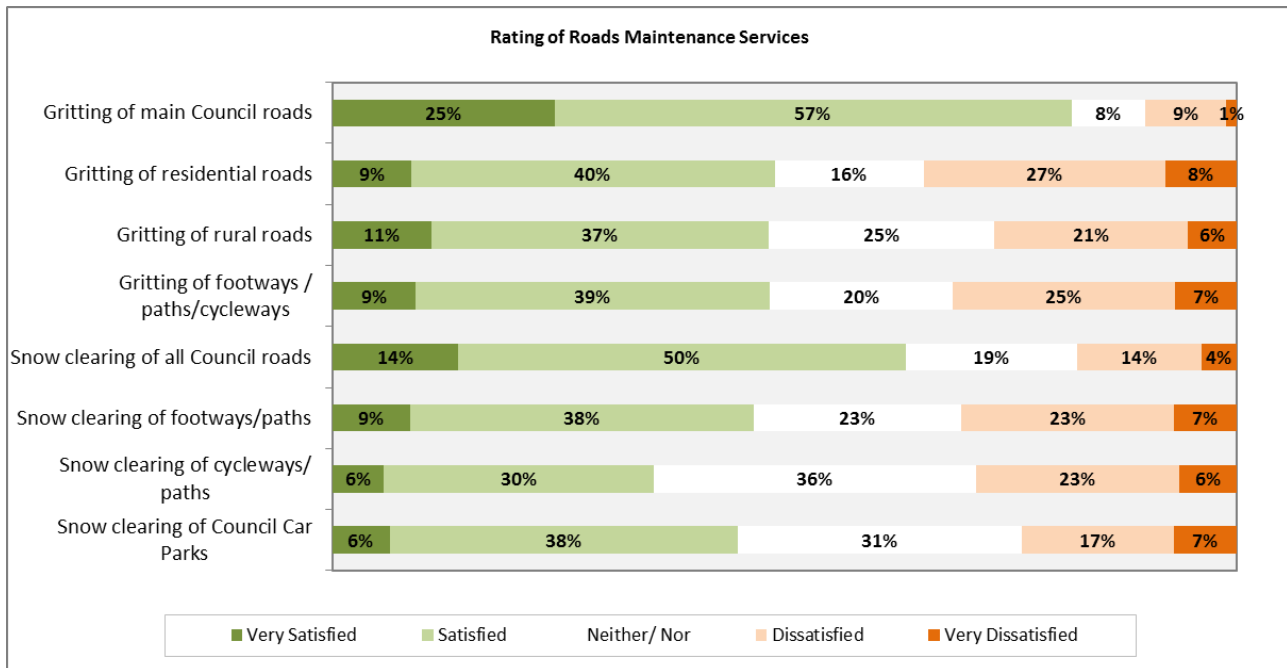
- 5.1. The survey next asked panel members for their views on the roads maintenance service. This included views on the quality of aspects of the service (Figure 9), on the condition of assets managed by the service (Figure 10), on aspects of the service's maintenance of those assets (Figure 11), and on local street lighting (Figure 12).

### Rating aspects of service

- 5.2. 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 (both used by around three quarters of respondents).
- 5.3. 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 (64% satisfied), gritting of main roads was the only service with which the majority of respondents were satisfied.
- 5.4. Looking across other services, a little less than half of respondents were satisfied with gritting of residential roads, rural roads and footways/paths/cycleways (49%, 48% and 48% respectively). Moreover, at least a quarter of survey respondents indicated dissatisfaction with these services.
- 5.5. There was no significant variation in views on roads maintenance services across geographic area or age.

**Figure 9: 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	99%	414	25%	57%	8%	9%	1%
Gritting of residential roads	96%	401	9%	40%	16%	27%	8%
Gritting of rural roads	87%	363	11%	37%	25%	21%	6%
Gritting of footways/paths/cycleways	94%	390	9%	39%	20%	25%	7%
Snow clearing of all council roads	96%	401	14%	50%	19%	14%	4%
Snow clearing of footways/paths	93%	386	9%	38%	23%	23%	7%
Snow clearing of cycleways/paths	76%	314	6%	30%	36%	23%	6%
Snow clearing of council car parks	76%	315	6%	38%	31%	17%	7%



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

- Gritting and snow clearance is focused too heavily on main routes, at the expense of residential and rural roads.
- Footpaths and cycleways are rarely gritted, or are slow to be cleared in poor weather.
- Gritting does not appear to anticipate poor weather, and is therefore less effective.

#### Rating condition of assets

5.7. The great majority of respondents had used the council roads assets listed at Figure 10, the only notable exception being cycle routes (58% of respondents had used these).

5.8. Amongst those that had used these assets, views on their condition were most positive in relation to road signs (76% satisfied). In addition, around two thirds of respondents were satisfied with the condition of pedestrian barriers (69%), road safety barriers (69%), road markings (66%), and footways/paths (63%).

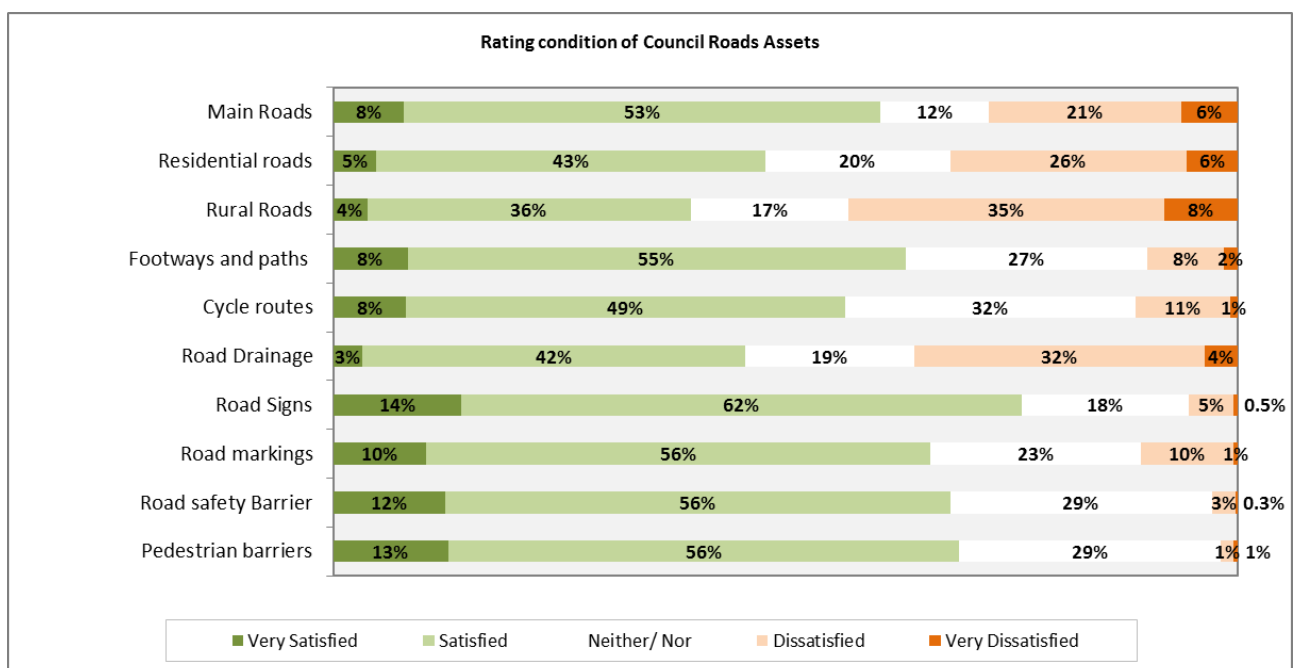
5.9. Views were least positive in relation to the condition of rural roads (40% satisfied), road drainage (45%) and residential roads (48%). These were also the only assets where a substantial proportion of respondents expressed

dissatisfaction. Indeed the condition of rural roads was the only element where dissatisfied respondents outnumbered those who were satisfied (43% and 40% respectively).

- 5.10. There was some limited variation across geographic areas in views on the condition of roads maintenance assets. In particular, Forres area respondents were most positive on the condition of cycle routes and road drainage, while those in the Speyside area were least positive.

**Figure 10: 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	99%	411	8%	53%	12%	21%	6%
Residential roads	99%	403	5%	43%	20%	26%	6%
Rural roads	96%	401	4%	36%	17%	35%	8%
Footways and paths	95%	389	8%	55%	27%	8%	2%
Cycle routes	58%	236	8%	49%	32%	11%	1%
Road drainage	97%	402	3%	42%	19%	32%	4%
Road signs	97%	403	14%	62%	18%	5%	0%
Road markings	97%	400	10%	56%	23%	10%	1%
Road safety barrier	92%	380	12%	56%	29%	3%	0%
Pedestrian barriers	89%	370	13%	56%	29%	1%	1%



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

- Potholes were by far the most commonly mentioned issue, with this including specific reference to residential and rural roads (and a number of respondents making reference to specific locations). This also included reference to poor road maintenance more generally, and use of temporary repairs failing to address potholes.
- Poor drainage on roads was also relatively commonly mentioned, including reference to consistent problems in specific locations where a permanent solution is not found.
- Road markings and road signs in poor condition, including reference to these being difficult to read and potentially causing safety concerns.

#### **Rating maintenance of assets**

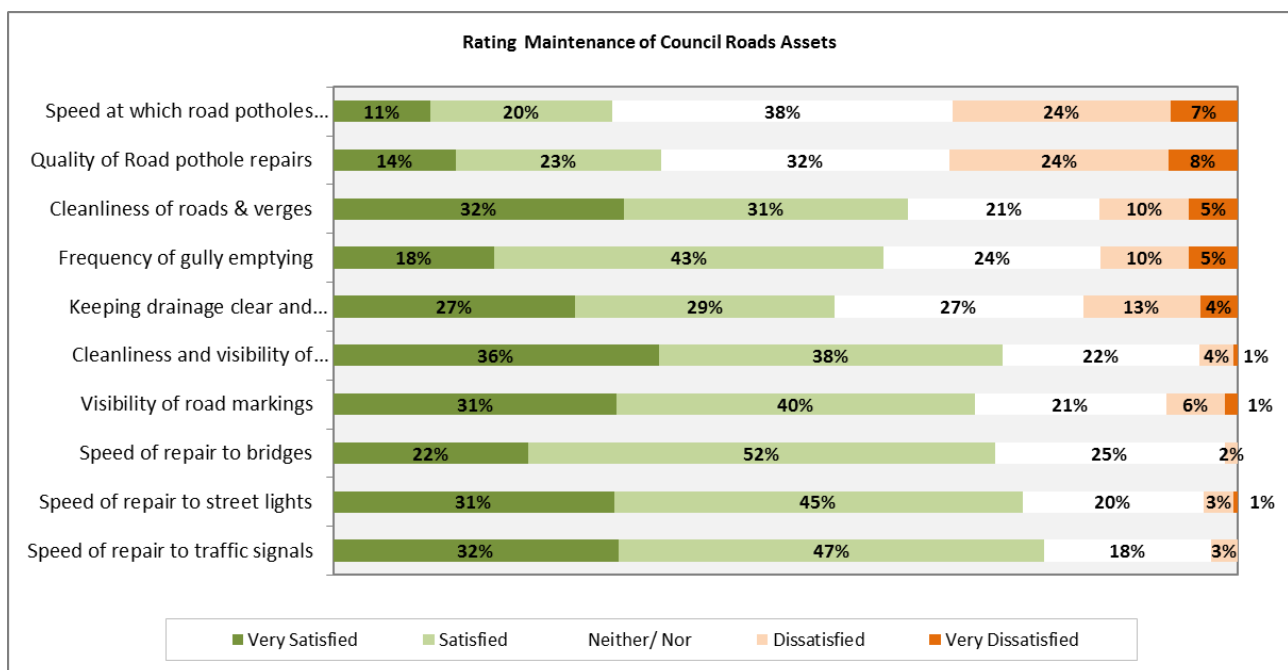
5.12. In relation to maintenance of council road assets, views were most positive in relation to speed of repairs to traffic signals (79% satisfied), speed of repairs to street lights (76%), and cleanliness/visibility of road signs (74%). Respondents were also generally positive on speed of repair to bridges (74% satisfied), visibility of road markings (71%), cleanliness of roads/verges (63%), frequency of gully emptying (61%), and keeping drainage clear/working (56%).

5.13. In contrast, only around a third of respondents were satisfied with the speed and quality of pothole repairs (31% and 37% respectively). Moreover, a similar proportion indicated dissatisfaction with pothole maintenance (31%).

5.14. There was no significant variation across geographic area or age in views on maintenance of council roads assets.

**Figure 11: Rating of maintenance of council roads assets over the last year**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
	Percentage	Count					
Speed at which road potholes repaired	100%	417	11%	20%	38%	24%	7%
Quality of road pothole repairs	99%	414	14%	23%	32%	24%	8%
Cleanliness of roads & verges	98%	405	32%	31%	21%	10%	5%
Frequency of gully emptying	95%	387	18%	43%	24%	10%	5%
Keeping drainage clear and working	98%	408	27%	29%	27%	13%	4%
Cleanliness and visibility of road signs	95%	395	36%	38%	22%	4%	1%
Visibility of road markings	96%	402	31%	40%	21%	6%	1%
Speed of repair to bridges	96%	395	22%	52%	25%	2%	0%
Speed of repair to street lights	95%	391	31%	45%	20%	3%	1%
Speed of repair to traffic signals	95%	396	32%	47%	18%	3%	0%



5.15. Survey respondents also made a number of service improvement suggestions in relation to the roads maintenance service:

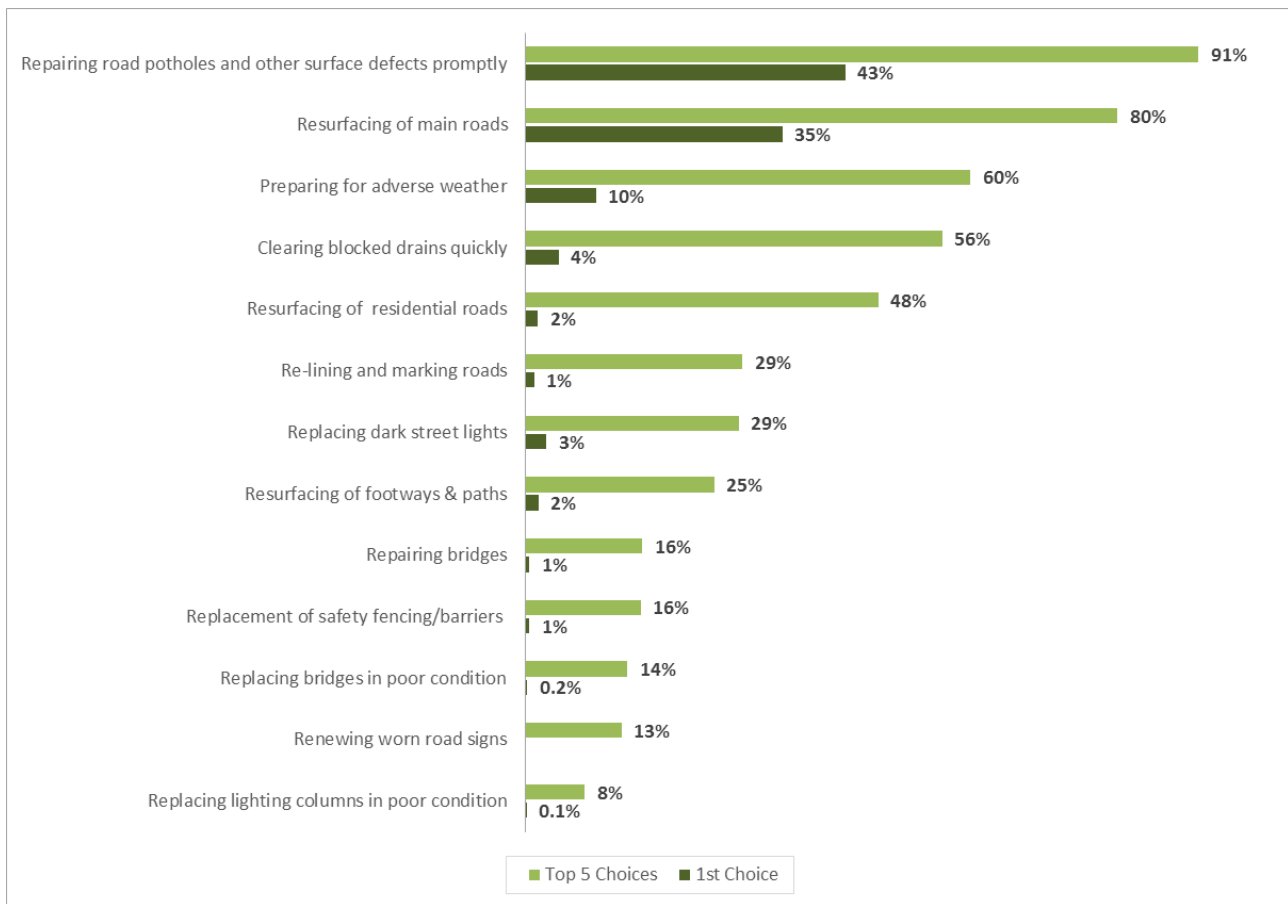
- Faster and more responsive road repairs was by some margin the most commonly mentioned improvement. This included frequent reference to pothole repairs, and a need to use better materials.
- Making decisions to resurface a road which has seen consistent potholes and condition issues, and less “patching”.
- Repair to road markings and signage in response to complaints.
- Improving road drainage through more frequent clearing of road gullies.

### Importance of aspects of service

- 5.16. 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 12 summarises results.
- 5.17. Respondents generally see pothole repairs and resurfacing of main roads as the most important roads maintenance services. These were selected by 91% and 80% respectively as one of the five most important services, including a substantial proportion who saw one or other of these as the most important roads maintenance service. In addition, the following services were also selected as one of the most important roads maintenance services:
- Preparing for adverse weather (60%);
  - Clearing blocked drains quickly (56%);
  - Resurfacing of residential roads (48%);
  - Re-lining and marking roads (29%); and
  - Replacing dark street lights (29%).
- 5.18. There was no significant variation across geographic area or age in views on the importance of roads maintenance services.

**Figure 12: Importance of roads maintenance services**

	Top 5 Choices	1st Choice	2nd Choice	3rd Choice	4th Choice	5th Choice
Repairing road potholes/other surface defects promptly	91%	43%	21%	15%	12%	3%
Resurfacing of main roads	80%	35%	17%	12%	9%	7%
Preparing for adverse weather	60%	10%	12%	11%	12%	17%
Clearing blocked drains quickly	56%	4%	11%	14%	14%	12%
Resurfacing of residential roads	48%	2%	17%	12%	9%	10%
Re-lining and marking roads	29%	1%	6%	7%	8%	6%
Replacing dark street lights	29%	3%	5%	11%	8%	6%
Resurfacing of footways & paths	25%	2%	5%	6%	8%	7%
Repairing bridges	16%	1%	3%	3%	4%	8%
Replacement of safety fencing/barriers	16%	1%	1%	4%	4%	7%
Replacing bridges in poor condition	14%	0%	1%	1%	5%	8%
Renewing worn road signs	13%	0%	1%	1%	4%	7%
Replacing lighting columns in poor condition	8%	0%	1%	2%	4%	2%



## Street lighting

- 5.19. The majority of survey respondents felt that the illumination of street lighting in their area is adequate (73%, Figure 13). Only 13% felt that street lighting illumination is too high, and only 9% felt it was too low. This profile was broadly similar across geographic areas.

**Figure 13: Views on illumination of street lighting in local area**

Too high	13%
Adequate	73%
Too low	9%
Don't know/ No opinion	5%

## 6. TRANSPORTATION AND CONSULTANCY

- 6.1. Next the survey asked panel members for their views on transportation and consultancy services. This included views on the quality of specific services (Figure 14), priorities for cycling facilities (Figure 15), views on lowered kerbs (Figure 16), and rating of utility works (Figure 17).

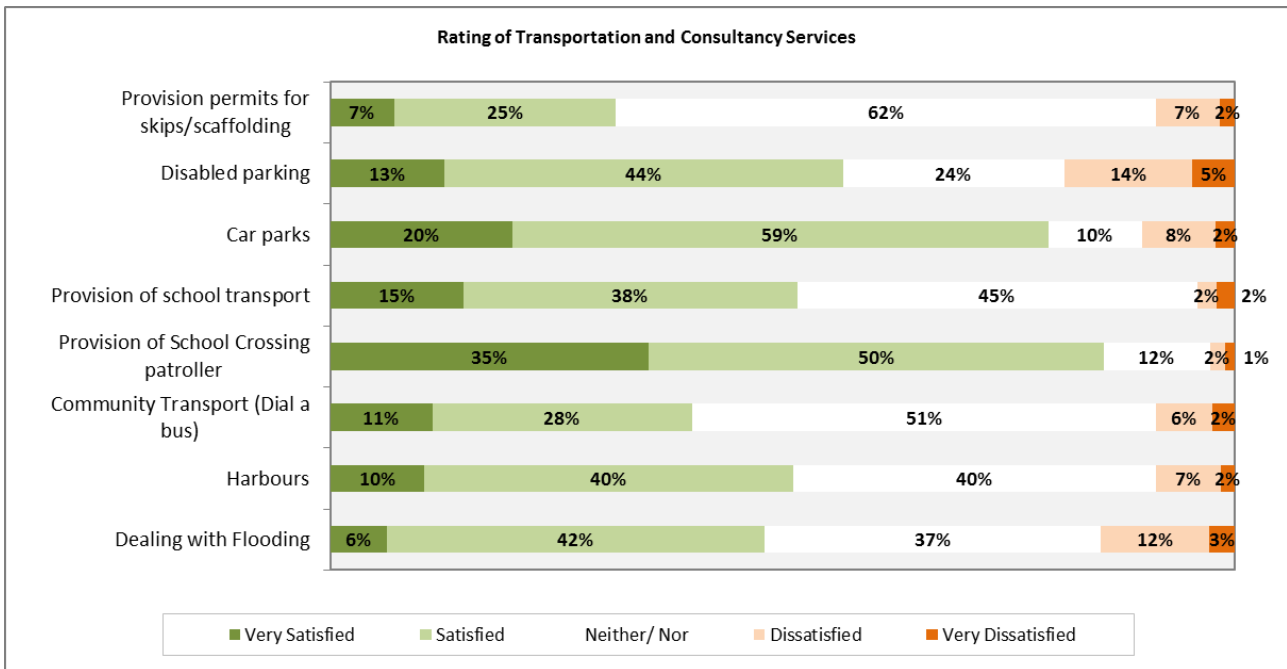
### Rating aspects of service

- 6.2. Panel members' use of transportation and consultancy services varied significantly. Indeed with the exception of car-parks, relatively few had used the services listed at Figure 14.
- 6.3. Amongst those that had used these services, views were most positive in relation to provision of school crossing patrollers (85% satisfied) and car parks (79%). Satisfaction levels were lowest in relation to provision of permits for skips/scaffolding (32%) and community transport (39%). However, relatively few respondents indicated any dissatisfaction with these services. In terms of dissatisfaction levels, views were least positive in relation to disabled car parking (19% dissatisfied) and dealing with flooding (15% dissatisfied).

Figure 14: Rating of transportation and consultancy services over the last year

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Provision permits for skips/scaffolding	14%	55	7%	25%	62%	7%	2%
Disabled parking	31%	128	13%	44%	24%	14%	5%
Car parks	90%	368	20%	59%	10%	8%	2%
Provision of school transport	23%	93	15%	38%	45%	2%	2%
Provision of school crossing patroller	44%	179	35%	50%	12%	2%	1%
Community transport (Dial a bus)	20%	81	11%	28%	51%	6%	2%
Harbours	31%	126	10%	40%	40%	7%	2%
Dealing with flooding	43%	174	6%	42%	37%	12%	3%





### Priorities for cycling facilities

6.4. Turning to cycling facilities, respondents identified the following as the highest priorities for improvement; new routes (38%), improving existing surfaces (29%), and additional cycling crossing points (25%).

Figure 15: Priorities for improving cycling facilities

New routes	38%
Improving existing surfaces	29%
Additional cycle crossing points	25%
Improved signing	22%
Improved lighting	19%
Additional cycle parking facilities	18%
Improved road markings	15%
Don't know / no opinion	35%

### Lowered kerbs

6.5. The majority of respondents felt that provision of lowered kerbs at crossing in their area was adequate (63%). There remained 1 in 5 respondents who felt that lowered kerb provision was inadequate (20%), and this finding was consistent across key respondent groups.

Figure 16: Views on provision of lowered kerbs at crossing in local area

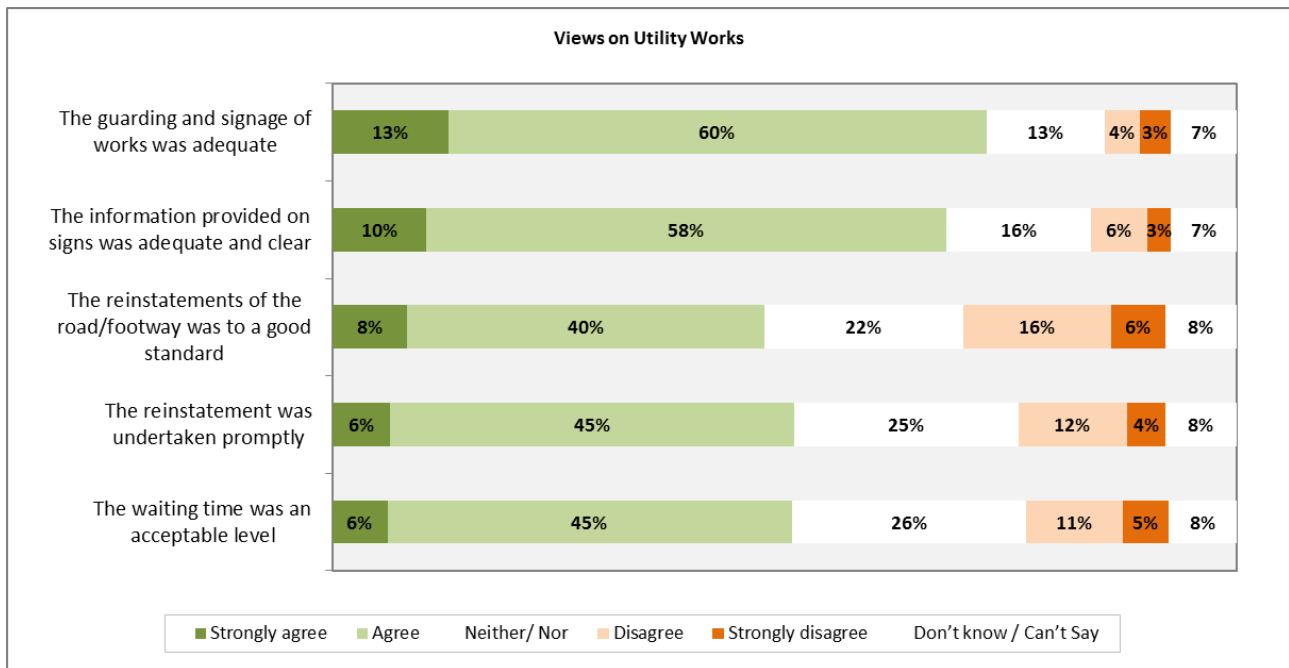
Adequate	63%
Inadequate	20%
Don't know / no opinion	17%

### Rating utility works

- 6.6. Finally on transportation and consultancy services, the survey asked Panel members the extent to which they agreed or disagreed with a series of statements on utility works (Figure 17).
- 6.7. Survey responses suggest most feel that guarding/signage and information on signs is adequate and clear (72% and 68% 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 (48%, 51% and 51%), although relatively few disagreed with this (22%, 16% and 16% respectively).

**Figure 17: Views on utility works**

	Strongly agree	Agree	Neither / Nor	Disagree	Strongly disagree	Don't know
The guarding and signage of works was adequate	13%	60%	13%	4%	3%	7%
The information provided on signs was adequate and clear	10%	58%	16%	6%	3%	7%
The reinstatements of the road/footway was to a good standard	8%	40%	22%	16%	6%	8%
The reinstatement was undertaken promptly	6%	45%	25%	12%	4%	8%
The waiting time was an acceptable level	6%	45%	26%	11%	5%	8%

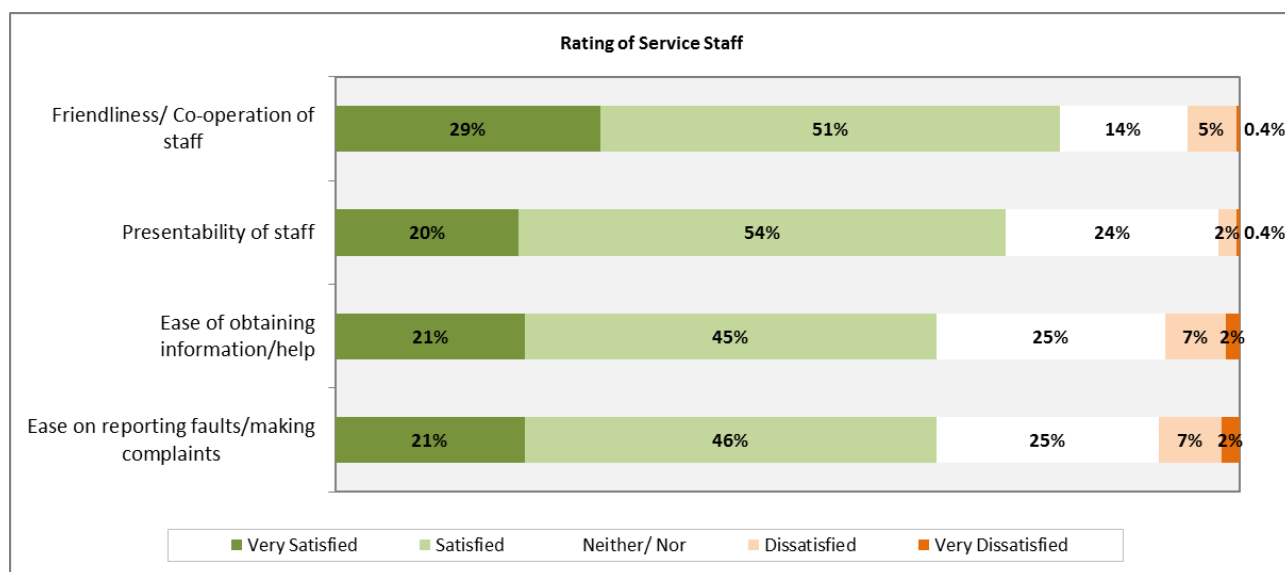


## 7. SERVICE STAFF

- 7.1. The survey moved on to ask panel members for their views on environmental service staff. Individuals were asked to consider their experience of service staff across all environmental service areas and to rate the quality of this.
- 7.2. As Figure 18 indicates, views were generally positive on service staff. This was particularly the case in relation to staff friendliness and co-operation (80% satisfied) and presentability (74%). Satisfaction levels were also high in relation to ease of obtaining information/help (66%) and of reporting faults/making complaints (67%) – less than 1 in 10 were dissatisfied with these aspects of service staff.

**Figure 18: Rating of service staff**

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
	Percentage	Count					
Friendliness/co-operation of staff	62%	256	29%	51%	14%	5%	0%
Presentability of staff	60%	246	20%	54%	24%	2%	0%
Ease of obtaining information/help	61%	253	21%	45%	25%	7%	2%
Ease on reporting faults/making complaints	58%	243	21%	46%	25%	7%	2%



## 8. CONSULTATION

- 8.1. The final section of the survey did not relate specifically to the council's environmental services, but rather asked panel members for their views on consultation. Specifically, panel members were asked to indicate how often they would like to receive panel surveys or other consultations.
- 8.2. As Figure 19 makes clear, panel members are generally willing to receive consultation invites, and particularly panel surveys, relatively frequently. A large majority would be happy to receive panel surveys at least every 4 months (70%), including around half who would be happy to complete surveys at least every 2-3 months (51%). Similarly, more than half of panel members would be willing to receive invites to take part in other consultations at least every 4 months (55%).

**Figure 19: How often would like to receive surveys/consultations**

	Every month	Every 2-3 months	Every 3-4 months	Every 5-6 months	No more than once a year	Don't know/ No opinion
Panel surveys	21%	30%	19%	8%	17%	6%
Invites to take part in other consultations	14%	23%	19%	9%	23%	13%

