

Moray Citizens' Panel

Environmental Services Survey Report

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CONTENTS

1.	INTRODUCTION	1
	Survey Response.....	1
2.	WASTE MANAGEMENT	3
3.	LANDS AND PARKS.....	7
	Rating Aspects of Service	7
	Rating Condition of Assets	9
	Safety Concerns.....	12
4.	ROADS MAINTENANCE.....	14
	Rating Aspects of Service	14
	Rating Condition of Assets	18
	Street Lighting	21
	Importance of Aspects of Service.....	22
	Suggested Service Improvements	23
5.	TRANSPORTATION	24
	Rating Aspects of Service	24
	Priorities for Cycling Facilities.....	26
	Accessibility of Streets.....	27
	Transport to Healthcare Information Centre (THInC)	28
	Utility Works.....	29
	Flood Risk Management.....	30
6.	SCHOOL CATERING.....	32
7.	SERVICE STAFF	33

INDEX OF FIGURES

Figure 1: Profile of survey respondents	2
Figure 2: Rating of waste management services.....	3
Figure 3: Rating of waste management services over time	4
Figure 4: Changes that could make respondents use recycling centres/depots more often ...	5
Figure 5: Rating of lands and parks services.....	7
Figure 6: Rating of lands and parks services over time	8
Figure 7: Rating of general condition of council parks and gardens	9
Figure 8: Rating of general condition of council parks and gardens over time.....	10
Figure 9: Rating of general condition of council cemeteries.....	11
Figure 10: Rating of general condition of council cemeteries over time	11
Figure 11: Rating of general condition of council footpaths/verges/open spaces	12
Figure 12: Rating of general condition of council footpaths/verges/open spaces over time.	12
Figure 13: Whether experienced safety concerns or ASB in areas managed by lands and parks	13
Figure 14: Rating of maintenance of council roads assets	15
Figure 15: Rating of maintenance of council roads assets over time	15
Figure 16: Rating of winter maintenance	16
Figure 17: Rating of winter maintenance over time	17
Figure 18: Rating of general condition of council roads assets.....	19
Figure 19: Rating of general condition of council roads assets over time	19
Figure 20: Biggest concerns for each type of roads/footways/cycle routes	20
Figure 21: Views on street lighting	21
Figure 22: Importance of roads maintenance services	23
Figure 23: Rating of transportation services	24
Figure 24: Rating of transportation services over time.....	25
Figure 25: Priorities for improving cycling facilities	27
Figure 26: Views on accessibility of local streets for those with disabilities, pushchairs, etc	27
Figure 27: Awareness of and potential interest in THInC services.....	28
Figure 28: Views on utility works	29
Figure 29: Views on utility works over time	29
Figure 30: Views on Moray flood schemes	30
Figure 31: Views on consultation on Moray Council six-year plans to reduce flood risk	31
Figure 32: Views on council assistance, advice and awareness raising on flood risk	31
Figure 33: Rating of school catering services	32
Figure 34: Rating of school catering services over time.....	32
Figure 35: Rating of environmental service staff	33
Figure 36: Rating of environmental service staff over time	33

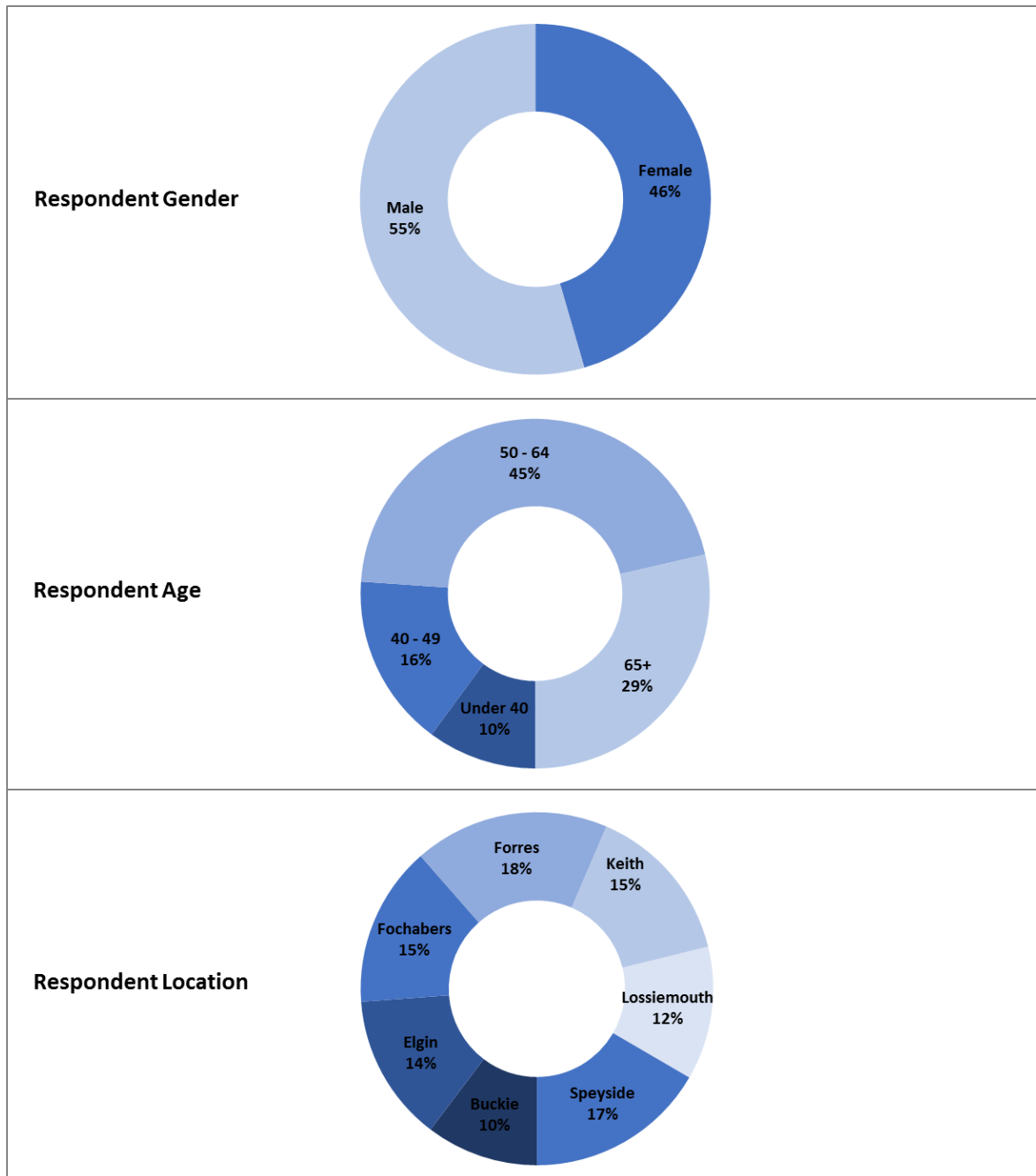
1. INTRODUCTION

- 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;
 - Transportation and flood risk management;
 - School catering; and
 - Environmental service staff.
- 1.2. The survey was the fourth of panel members' views in relation to environmental services, and a key focus was on tracking views over time. This report provides a full account of survey findings, considering the overall balance of views in relation to each of the key themes, and how these compare with previous surveys where comparable data is available.
- 1.3. 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.

Survey Response

- 1.4. The survey fieldwork took place during November and December 2015. A total of 491 responses were received by fieldwork close, an overall response rate of 52%. This is a strong level of response to a survey of this kind, and is consistent with the response to the previous 2014/15 survey. Figure 1 over the page provides a profile of survey respondents.

Figure 1: Profile of survey respondents

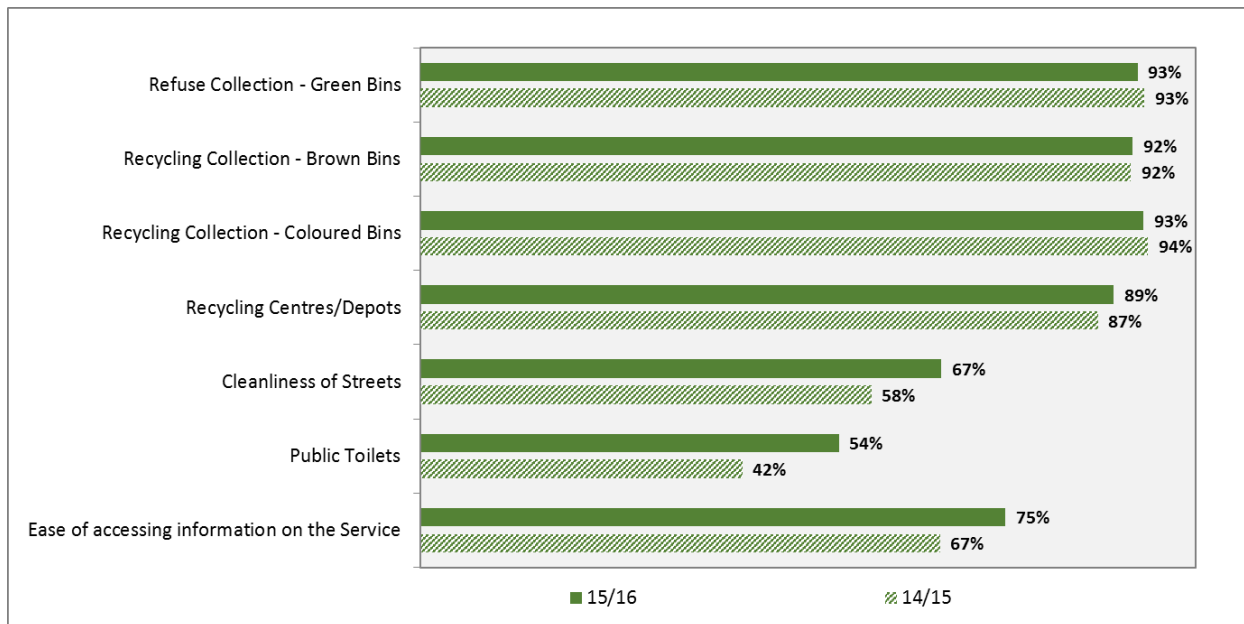


2. WASTE MANAGEMENT

- 2.1. This section considers panel members' views in relation to the council's waste management services. The survey asked about views on specific aspects these services, and what would encourage panel members to make more use of recycling centres and depots. The survey also invited suggestions for improvements to waste management services.
- 2.2. The majority of survey respondents had used all of the services listed at Figure 2. Nearly all respondents had used refuse, recycling and street cleaning services, and a little more than half 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 93% for coloured bin collection. Respondents were also very positive in relation to recycling centres and depots, with 89% satisfied with these.
- 2.4. Views were less positive in relation to the cleanliness of streets and public toilets; 67% and 54% respectively were satisfied, and nearly a fifth were dissatisfied with each of these services. However, it should be noted that these results show a significant improvement on the previous survey, by +12% in relation to public toilets and +9% in relation to street cleanliness.
- 2.5. Respondents were generally positive about the ease of accessing information on the waste management service. Three quarters of respondents were satisfied with this (75%), and less than 1 in 20 were dissatisfied.
- 2.6. The profile of views was similar across Moray. Indeed, the only notable variation was in views on recycling centres and depots - those in the Forres, Fochabers and Keith areas were most positive on this, while those in the Speyside area showed lower satisfaction.

Figure 2: Rating of waste management services

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Refuse collection, green bins	486	99%	53%	40%	3%	3%	1%
Recycling collection, brown bins	465	95%	52%	40%	4%	3%	1%
Recycling collection, coloured bins	479	98%	54%	39%	2%	3%	1%
Recycling centres/depots	451	92%	49%	41%	6%	4%	1%
Cleanliness of streets	489	99%	19%	49%	16%	13%	4%
Public toilets	265	54%	12%	42%	27%	14%	4%
Ease of accessing information on the waste management service	354	81%	30%	46%	21%	3%	1%

Figure 3: Rating of waste management services over time

Note: Ratings based only on those who have used service in the last year.

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 from written comments were:

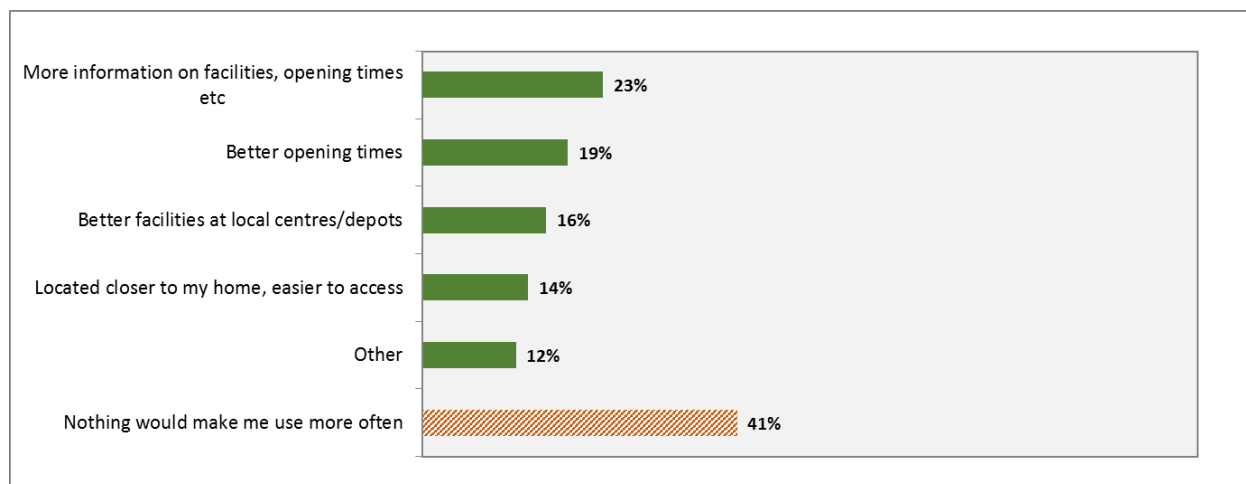
- Consistent with the satisfaction ratings set out above, the cleanliness of streets and public toilets were amongst the most common issues. In terms of cleanliness of streets, this was primarily in relation to rural and residential roads with respondents mentioning issues such as litter, broken glass and dog fouling. In relation to public toilets, respondents primarily raised concerns regarding their condition and cleanliness, and referred to closure of a number of public toilets.
- Kerbside recycling services were also referenced by a substantial number of those making comment. These respondents made reference to dissatisfaction with the frequency or collections, and the range of items recycled.
- 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. As Figure 4 over the page shows, around 60% of survey respondents suggested that changes to recycling centres and depots could encourage them to use these more often. More information on centres and depots was the most popular option (23% felt that this would encourage this to make greater use of recycling centres and depots). Better opening times and

better facilities at centres/depots were also highlighted by a number of respondents (19% and 16% respectively).

- 2.9. The survey suggests some area variation in the changes preferred by respondents. This was most evident in relation to information on depots/centres, opening times, and more local/accessible depots/centres:
- Those in the Buckie and Keith areas were more likely than others to suggest more information on available facilities, opening times, etc.
 - Those in the Fochabers and Elgin areas were more likely than others to suggest better opening times.
 - Those in the Speyside and Keith areas were significantly more likely than others to suggest depots/centres located closer to home and/or easier to access.

Figure 4: Changes that could make respondents use recycling centres/depots more often



- 2.10. Survey respondents also made a number of service improvement suggestions in relation to waste management services:

- Expanding recycling collection services to accept a broader range of materials, and particularly plastics. Respondents also referred to a need for better information on which materials can (and cannot) be recycled, and where to dispose of non-recyclables.
- Reference was also made to increasing the collection frequency for recyclables and/or providing larger boxes. Reference was also made to more flexibility in the service to accept cases where recycling boxes or food caddies are not large enough for all waste.
- More measures to tackle fly-tipping and litter on the roadside, including:
 - Improving litter awareness through education and promotion

- Making bulk uplifts cheaper or free to encourage use of this service.
- More waste bins in public areas.
- Greater use of penalties.
- More street cleaning.
- More monitoring of cleanliness/littering of key areas.
- Improvements to local recycling depots and centres, including reference to more depots and centres, and more or better facilities at existing centres.
- More public toilets.

3. LANDS AND PARKS

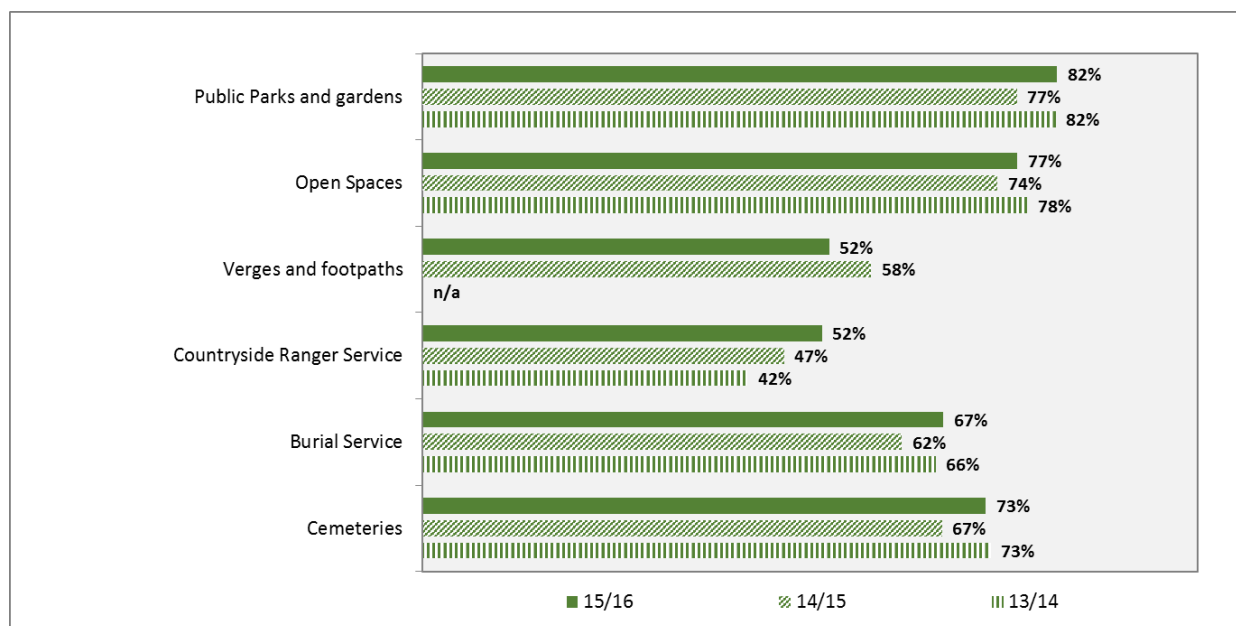
- 3.1. This section considers panel members' views in relation to the council's lands and parks services. The survey asked about views on specific aspects of these services, including the condition of lands and parks assets, and safety in areas managed by lands and parks services.

Rating Aspects of Service

- 3.2. Respondents' use of lands and parks services varied significantly. A large majority had used public parks and gardens, open spaces, and verges and footpaths in the last year (84%, 90% and 95% respectively), and a little more than half had used cemeteries (53%). However, a minority had used the countryside ranger or burial service (36% and 38% respectively).
- 3.3. Amongst those that had used these services, views were most positive in relation to public parks/gardens and open spaces; more than three quarters were satisfied with each of these services (82% and 77% respectively). Views were also positive in relation to cemeteries and burial services; 73% and 67% respectively were satisfied with these services.
- 3.4. Views were less positive on the countryside ranger service, with 52% 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 less than 1 in 20 indicated dissatisfaction with the service.
- 3.5. Respondents were least positive about verges and footpaths. Around half were satisfied with the service (52%), but more than a quarter expressed dissatisfaction with verges and footpaths (28%).
- 3.6. There was no significant variation in views on lands and parks services across geographic area. Most of the services listed at Figures 5 and 6 show some improvement in satisfaction ratings from the 2014/15 survey, but these are not statistically significant and for most services follow a small fall in satisfaction ratings from the 2013/14 survey.

Figure 5: Rating of lands and parks services

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Public parks and gardens	412	84%	24%	58%	7%	7%	3%
Open spaces	444	90%	14%	62%	15%	7%	2%
Verges and footpaths	465	95%	9%	44%	19%	22%	6%
Countryside ranger service	175	36%	14%	38%	44%	1%	3%
Burial service	186	38%	21%	47%	27%	5%	1%
Cemeteries	259	53%	25%	47%	16%	9%	2%

Figure 6: Rating of lands and parks services over time

Note: Ratings based only on those who have used service in the last year.

- 3.7. 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.
 - Litter and 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 standard of footpaths, and frequency of grass-cutting and litter collection. A number of respondents suggested that this had deteriorated over recent years.
- 3.8. Survey respondents also made a number of service improvement suggestions in relation to lands and parks services:
- Improvements to address littering, including more frequent litter picking, greater enforcement for littering, and greater community involvement (e.g. community litter picking, adopting open areas).
 - Action to tackle dog fouling, including better provision/emptying of dog waste bins, enforcement and greater use of penalties.

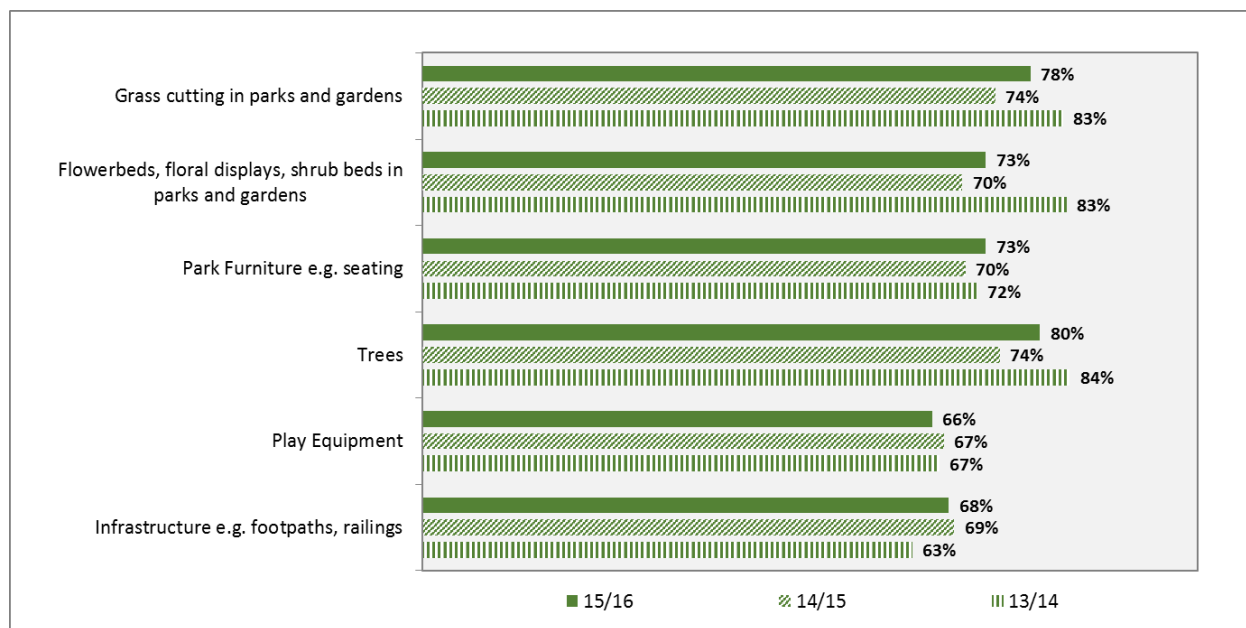
- Better standards in cemetery maintenance.
- Better maintenance of footpaths in open spaces and other areas managed by lands and parks services.

Rating Condition of Assets

- 3.9. 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.
- 3.10. Views were positive here (Figure 7). This was particularly the case in relation to trees (80% satisfied), grass cutting (78%), park furniture (73%) and flowerbeds/floral displays/etc. (73%). There was relatively little variation in views across services, and those with the lowest rating still showed two thirds of respondents satisfied (play equipment 66%, infrastructure 68%). In terms of dissatisfaction, respondents were most likely to be dissatisfied with play equipment (14%) and flowerbeds etc. (13%).
- 3.11. The profile of views on the condition of lands and parks assets is broadly consistent with that reported in the 2014/15 survey. However, there was some area variation in views on the condition of council parks and gardens. Those in the Fochabers, Forres and Lossiemouth areas were generally most positive in their views, while those in the Buckie and Keith areas were least positive.

Figure 7: 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	437	89%	19%	60%	13%	6%	2%
Flowerbeds, displays, shrub beds	450	92%	26%	46%	15%	11%	2%
Park furniture e.g. seating	411	84%	14%	58%	21%	6%	1%
Trees	441	90%	25%	55%	14%	4%	1%
Play equipment	268	55%	16%	50%	20%	12%	2%
Infrastructure e.g. footpaths, railing	439	90%	14%	54%	20%	10%	2%

Figure 8: Rating of general condition of council parks and gardens over time

Note: Ratings based only on those who have used service in the last year.

3.12. 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, by some margin. Around half 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 parks and open spaces was also mentioned by a number of respondents. This included reference to park equipment and furniture, and footpaths.
- Frequency and quality of grass cutting was mentioned by a number of respondents.
- Antisocial behaviour, including drinking alcohol and drug use, was mentioned by a number of respondents.

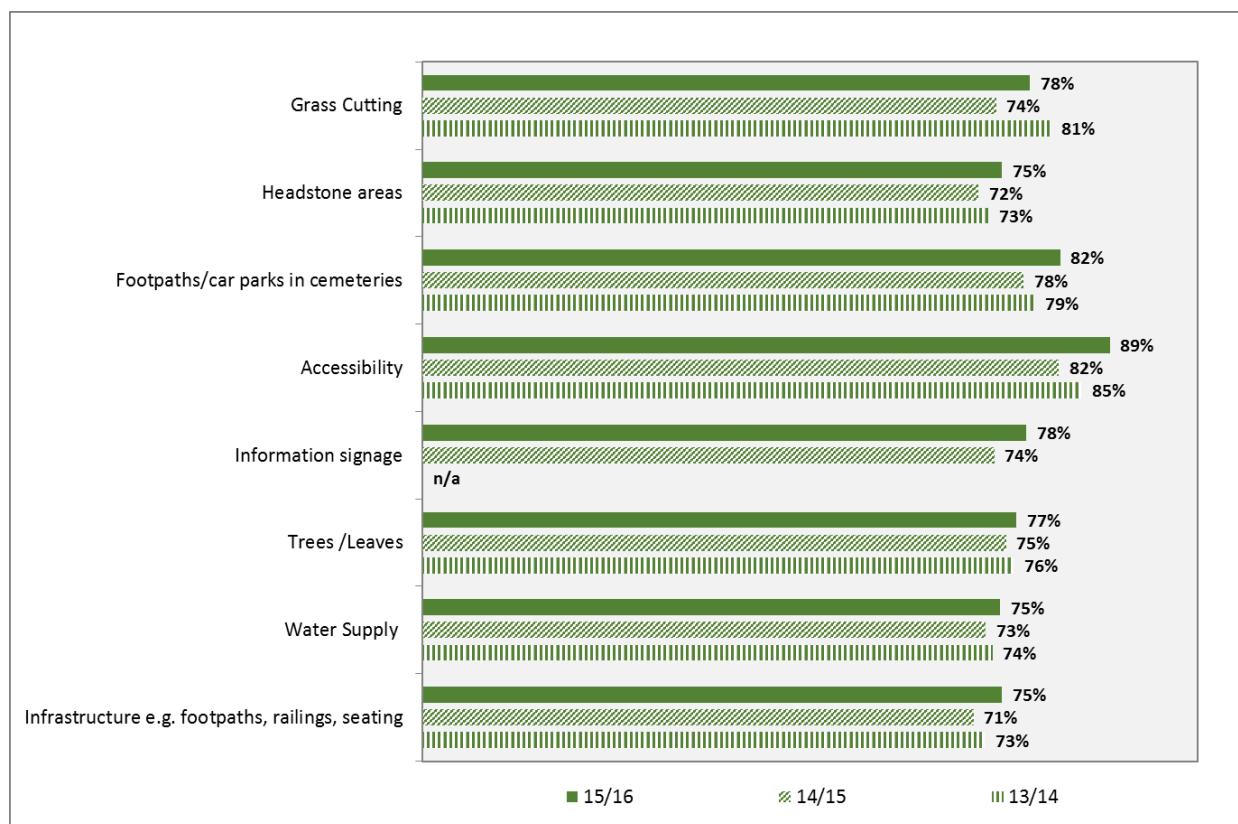
3.13. Respondents were also generally positive on the condition of council cemeteries (Figure 9), with the majority of those having used the service satisfied with the condition of most aspects of cemeteries. Views were most positive in relation to accessibility and the condition of footpaths/car parks (89% and 82% satisfied respectively). Views were also positive in relation to the condition of other aspects of cemeteries, with at least three quarters of those who had used cemeteries indicating satisfaction.

3.14. This profile of views is similar to that reported in the 2014/15 survey, with small (but not statistically significant) increases in reported satisfaction across all of the services listed at Figures 9 and 10 – although results over the past three surveys show some upward and downward changes. There was no significant variation in views on the condition of council cemeteries across geographic area or age.

Figure 9: Rating of general condition of council cemeteries

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass cutting	277	56%	27%	51%	10%	9%	2%
Headstone areas	273	56%	22%	53%	15%	8%	2%
Footpaths/car parks in cemeteries	274	56%	20%	62%	12%	4%	1%
Accessibility	273	56%	21%	67%	10%	1%	-
Information signage	273	56%	16%	62%	20%	3%	-
Trees/leaves	275	56%	14%	62%	14%	6%	3%
Water supply	256	52%	17%	57%	18%	4%	4%
Infrastructure e.g. footpaths, railings, seating	274	56%	15%	59%	20%	4%	1%

Figure 10: Rating of general condition of council cemeteries over time



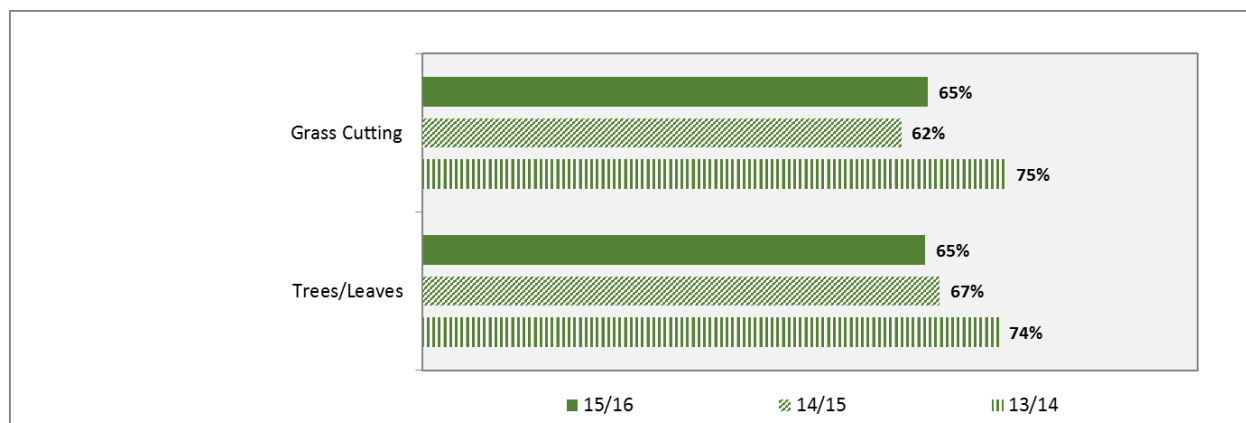
Note: Ratings based only on those who have used service in the last year.

- 3.15. The majority of respondents were satisfied with the condition of council footpaths, verges and open spaces (Figure 11). Around two thirds of respondents were satisfied with trees/leaves and grass cutting on footpaths, verges and open spaces (65% satisfied). However, it is notable that there remained nearly a fifth of respondents who were dissatisfied with grass cutting on council footpaths, verges and open spaces (18%).
- 3.16. These results are very similar to those reported in the 2014/15 survey, although they remain below those reported in the 2013/14 survey. There was some variation across areas in views on the condition trees and leaves on council footpaths/verges/open spaces. Those in the Fochabers area were most positive, while Keith and Speyside area respondents were least positive.

Figure 11: Rating of general condition of council footpaths/verges/open spaces

	Used in last year		Very Satisfied	Satisfied	Neither/Nor	Dissatisfied	Very Dissatisfied
Grass cutting	466	95%	13%	52%	17%	14%	4%
Trees/leaves	464	95%	13%	52%	19%	14%	2%

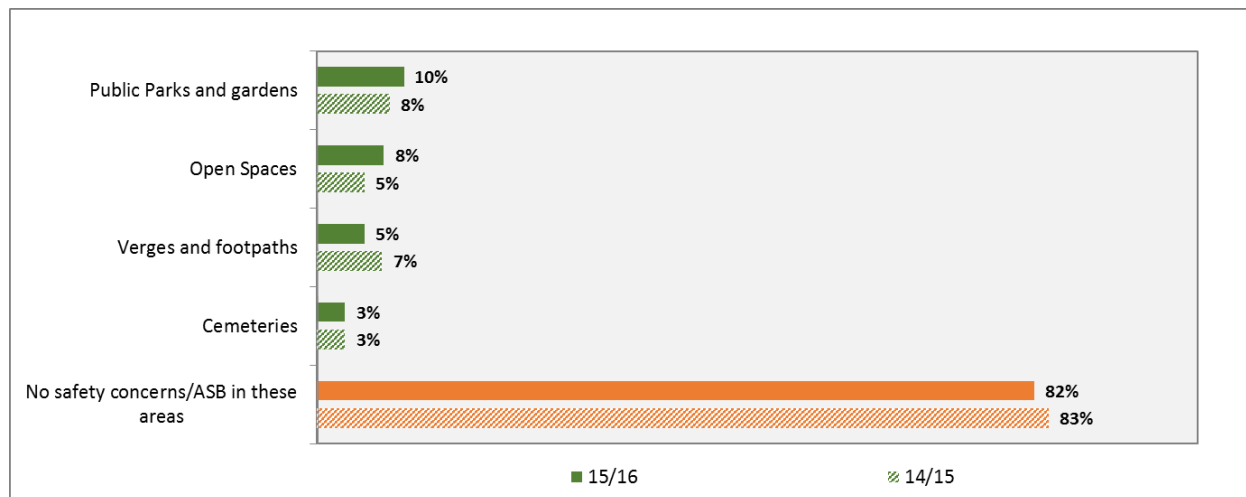
Figure 12: Rating of general condition of council footpaths/verges/open spaces over time



Note: Ratings based only on those who have used service in the last year.

Safety Concerns

- 3.17. The final question in this section of the survey asked panel members whether they had experienced any concerns about safety or antisocial behaviour (ASB) while using lands and parks assets (Figure 13 over the page).
- 3.18. A large majority of respondents indicated that they did not have concerns for their safety in parks, gardens, cemeteries, footpaths, verges or open spaces (82%). This is very similar to the finding from the previous survey.
- 3.19. Amongst the small number of respondents who had concerns, these were most commonly associated with public parks and gardens (10%) and open spaces (8%).

Figure 13: Whether experienced safety concerns or ASB in areas managed by lands and parks

3.20. The survey also asked panel members about the kinds of safety concerns they had experienced in areas managed by the lands and parks service. Respondents made reference to a broad range of concerns here, with the most common being:

- Drinking alcohol in public.
- Drug use and drug paraphernalia.
- Antisocial behaviour, including reference to feeling intimidated by large groups.
- Broken glass, litter and dog fouling.
- Cycle safety on cycle routes and footpaths.
- Poor lighting in some areas.
- Dogs not being controlled in public areas.

4. ROADS MAINTENANCE

- 4.1. This section considers panel members' views in relation on the roads maintenance service. The survey asked for panel members' views on specific aspects of these services, including the condition of roads assets, street lighting in the local area, and the relative importance of specific parts of the roads maintenance service. The survey also invited suggestions for improvements to roads maintenance services.

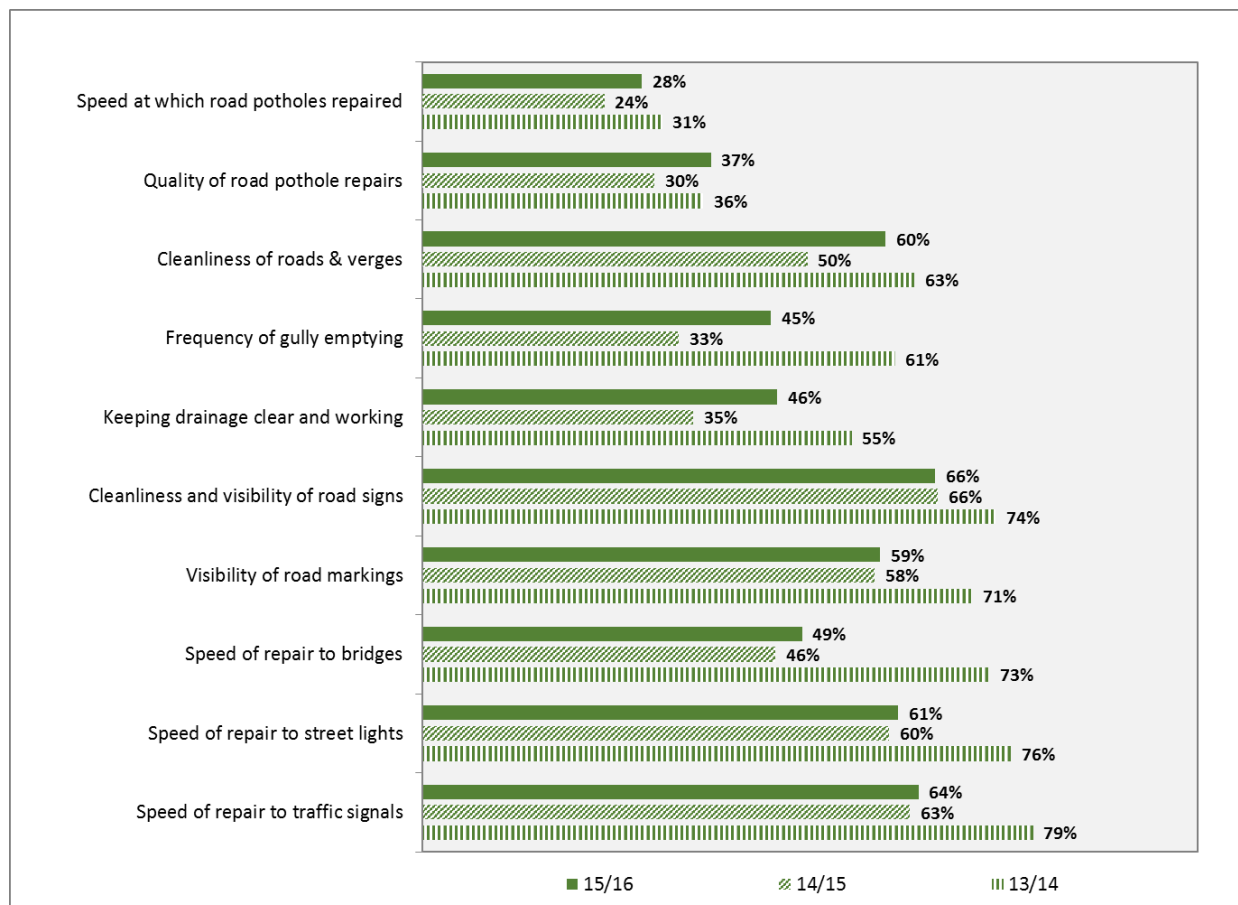
Rating Aspects of Service

- 4.2. The survey asked for panel members' views on the maintenance of roads assets in Moray, and also on the winter maintenance of roads and footpaths.
- 4.3. First, 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 (64%), speed of repairs to street lights (61%), and cleanliness of roads/verges (60%). Respondents were also generally positive on visibility of road markings (59% satisfied).
- 4.4. In contrast, only around a quarter to a third of respondents were satisfied with the speed of pothole repairs (28% satisfied), and quality of pothole repairs (37%). A substantial proportion of respondents indicated dissatisfaction with these aspects of maintenance of roads assets; 52% for speed and 39% for quality of pothole repairs.
- 4.5. Although the overall profile of views was broadly similar to that reported in the 2014/15 survey - most positive on road signs and traffic signals, least positive on pothole repairs - there has been some significant change in satisfaction levels for specific aspects of road maintenance. In particular, survey results show significant increases in satisfaction for the following aspects of cleanliness and drainage, although results for the three service areas listed below remain below those reported in the 2013/14 survey:
- There has been a +12% increase in satisfaction with frequency of gully emptying.
 - There has been a +10% increase in satisfaction with cleanliness of roads and verges.
 - There has been a +11% increase in satisfaction with keeping drainage clear and working.
- 4.6. There was relatively little variation in these views across geographic areas. However, it is notable that those in the Fochabers area generally reported the strongest satisfaction with maintenance of roads assets, and Keith area respondents the lowest satisfaction.

Figure 14: Rating of maintenance of council roads assets

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Speed of potholes being repaired	475	97%	3%	26%	20%	44%	8%
Quality of road pothole repairs	476	97%	2%	35%	24%	32%	7%
Cleanliness of roads & verges	484	99%	7%	52%	15%	20%	5%
Frequency of gully emptying	445	91%	5%	40%	31%	19%	6%
Keeping drainage clear and working	471	96%	6%	40%	27%	23%	4%
Cleanliness & visibility of road signs	484	99%	8%	58%	20%	12%	2%
Visibility of road markings	483	98%	7%	52%	21%	16%	4%
Speed of repair to bridges	357	73%	5%	44%	43%	7%	1%
Speed of repair to street lights	413	84%	11%	50%	26%	9%	4%
Speed of repair to traffic signals	379	77%	10%	54%	33%	2%	1%

Figure 15: Rating of maintenance of council roads assets over time

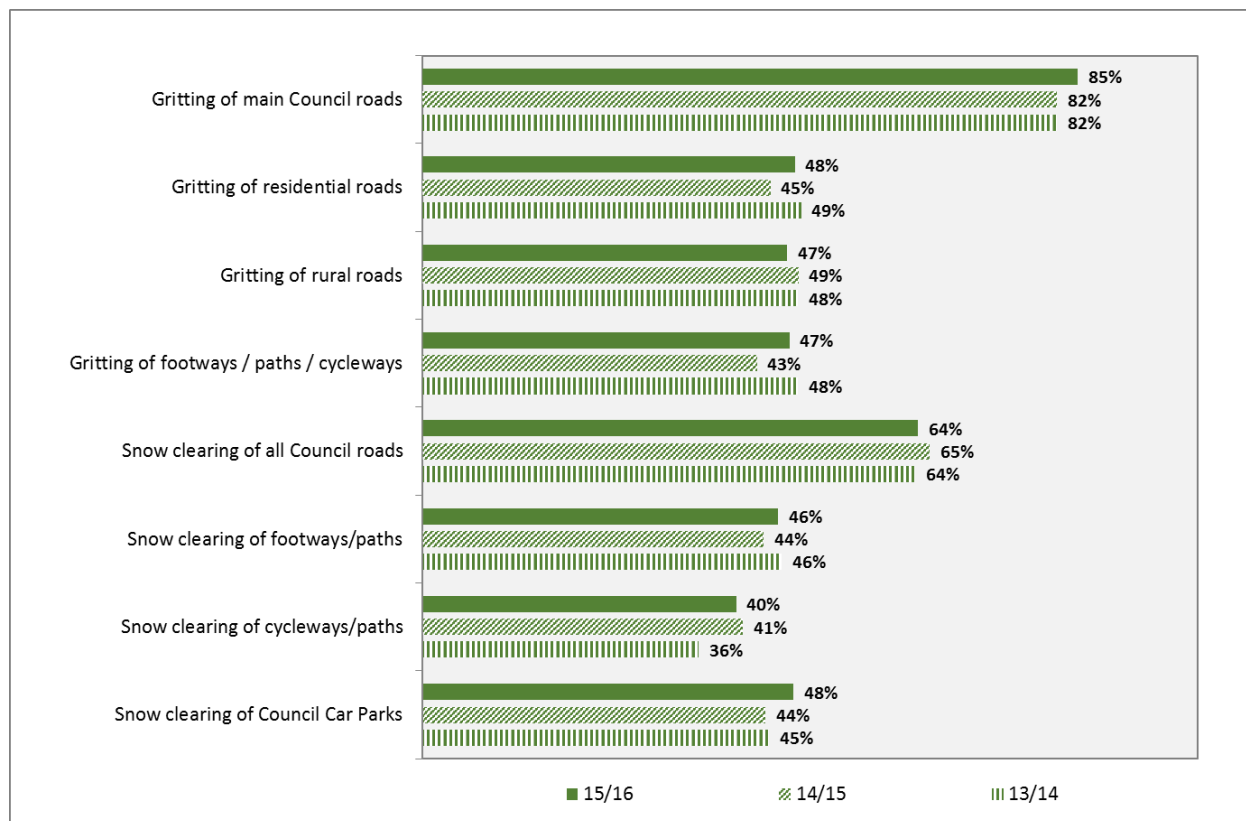


Note: Ratings based only on those who have used service in the last year.

- 4.7. Perhaps unsurprisingly, the great majority of respondents had experience of most elements of winter maintenance of roads assets in the last year (Figure 16 below). While clearing snow from cycleways/paths and council car parks were used to a slightly lesser degree, these services were still used by a majority of respondents – at least three quarters of respondents.
- 4.8. Amongst those that had used the services, views were most positive in relation to gritting of main council roads. A large majority of respondents were satisfied with this aspect of the roads maintenance service (85%). Views were also positive about snow clearing of council roads, with two thirds indicating satisfaction with this aspect of service (64%). However, these were the only services with which the majority of respondents were satisfied.
- 4.9. A little less than half of respondents were satisfied with other aspects of winter maintenance, including gritting of residential roads (48%), rural roads (47%) and footways/paths/cycleways (47%), and snow clearing of footways (46%) and council car parks (48%). At least a fifth of respondents indicated dissatisfaction with these services, with this rising to around 30% dissatisfaction in relation to gritting of residential roads, rural roads and footways/paths/cycleways.
- 4.10. Respondent views on winter maintenance were similar to those reported over the previous two surveys, with no statistically significant change in service ratings over recent years.
- 4.11. There was limited area variation in views on winter maintenance, particularly in relation to gritting of rural roads and snow clearing of footways:
- In relation to gritting of rural roads, Buckie and Forres area respondents showed significantly lower satisfaction than others.
 - In relation to snow clearing of footways, Elgin area respondents show the strongest satisfaction, while those in the Buckie and Keith areas were least satisfied.

Figure 16: Rating of winter maintenance

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Gritting of main council roads	487	99%	21%	63%	9%	5%	1%
Gritting of residential roads	470	96%	9%	39%	22%	23%	7%
Gritting of rural roads	454	92%	8%	40%	25%	24%	4%
Gritting of footways/paths/ cycleways	462	94%	6%	41%	23%	24%	6%
Snow clearing of all council roads	467	95%	9%	55%	21%	13%	2%
Snow clearing of footways/paths	455	93%	7%	39%	29%	21%	5%
Snow clearing of cycleways/paths	369	75%	7%	34%	40%	15%	4%
Snow clearing of council car parks	402	82%	7%	41%	37%	12%	4%

Figure 17: Rating of winter maintenance over time

Note: Ratings based only on those who have used service in the last year.

4.12. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with maintenance of roads assets and winter maintenance. The main issues highlighted by respondents were:

- Pot holes and other concerns regarding condition of roads. This included reference to the time taken to repair potholes, and the quality of “patch” repairs in some cases.
- Gritting and snow clearance of residential and rural roads, and concern that the focus on main roads disadvantages residential and rural routes. This included reference to a number of specific routes.
- Drainage problems and gully clearing on roads and footpaths.
- Suggestions that roads maintenance, particularly for rural roads, has deteriorated in recent years.
- The length of time taken to clear footpaths and cycleways in poor weather.
- Cleanliness and maintenance of verges.
- Gritting and snow clearance of council car parks.

- 4.13. The survey also asked panel members what changes to winter maintenance would help them to get around more easily over the winter months. Better snow clearance and gritting of roads was by far the most common suggestion by respondents. This included particular reference to residential and rural roads, including some who suggested a need for evening and night-time gritting of rural roads. Respondents also mentioned gritting and snow clearance of footpaths and cycle routes. These comments referred to both the timeliness and extent of snow clearance, and some suggested a “smarter” approach to winter maintenance, that recognises specific trouble spots. Respondents also suggested doing more to encourage households to clear the footpaths adjoining their homes, including making salt more readily available to households.

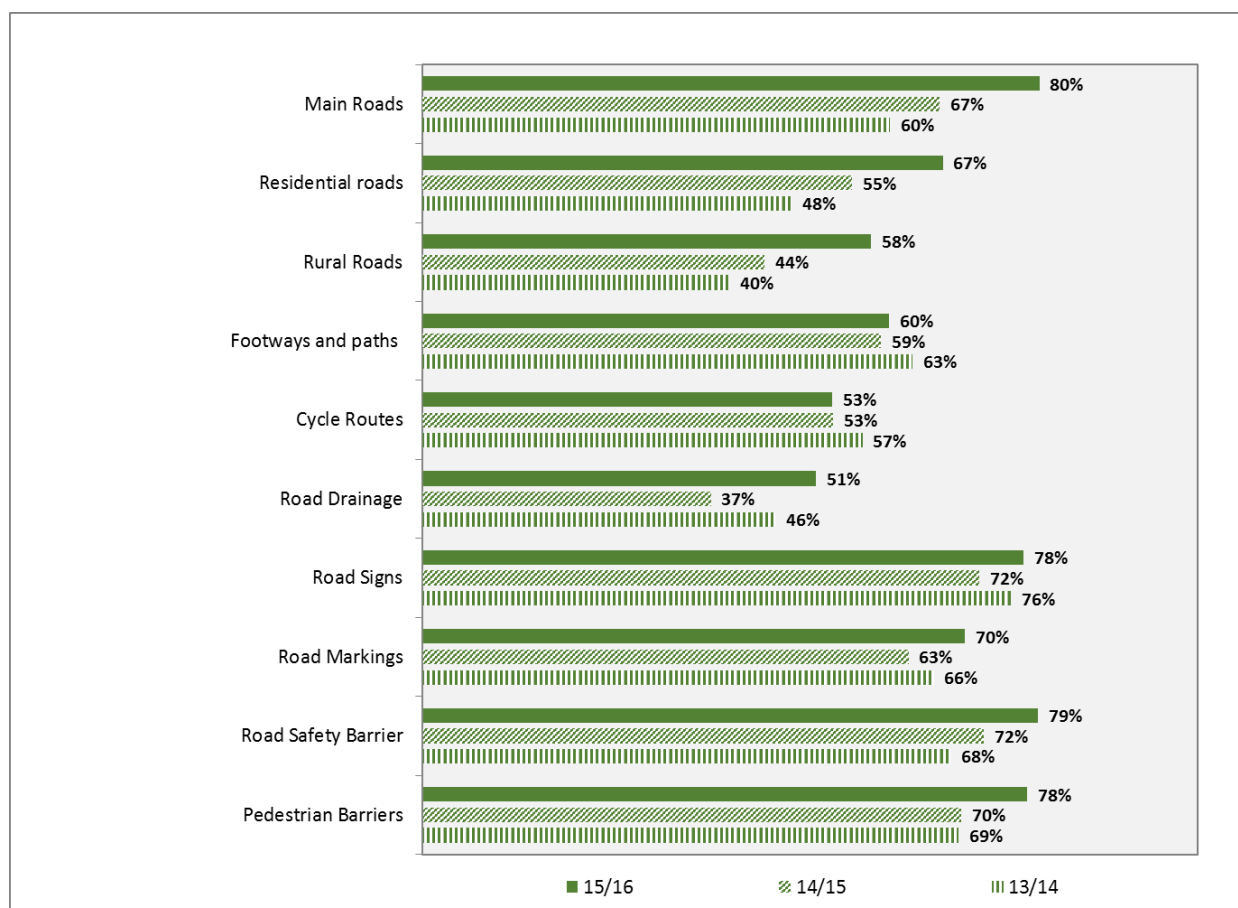
Rating Condition of Assets

- 4.14. The great majority of respondents had used most of the council roads assets listed at Figure 18 over the page, the only notable exception being cycle routes (64% of respondents had used these).
- 4.15. Amongst those that had used these assets, views on their condition were most positive in relation to main roads (80% satisfied), road safety barriers (79%), pedestrian barriers (78%), and road signs (78%).
- 4.16. Views were least positive in relation to the condition of rural roads (58% satisfied), cycle routes (53%) and road drainage (51%). Rural roads and road drainage were also the assets where respondents were most likely to express dissatisfaction (19% dissatisfied with rural roads and 21% with road drainage).
- 4.17. The overall balance of views on condition of roads maintenance assets was broadly similar to that reported in the 2014/15 survey. However, there has been significant improvement in satisfaction across a number of aspects:
- A +14% increase in satisfaction with condition of rural roads (this is now +18% higher than reported in 2013/14).
 - A +14% increase in satisfaction with road drainage (although this is not significantly higher than the level of satisfaction reported in the 2013/14 survey).
 - A +13% increase in satisfaction with condition of main roads (this is now +19% higher than reported in 2013/14).
 - A +12% increase in satisfaction with condition of residential roads (this is now +19% higher than reported in 2013/14).
- 4.18. Survey results suggest little area variation in satisfaction with the condition of Moray’s roads. Indeed, the only significant variation is in satisfaction with condition of footways – Elgin area respondents show the strongest satisfaction, and Buckie and Keith respondents the lowest satisfaction.

Figure 18: Rating of general condition of council roads assets

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Main roads	491	100%	11%	69%	10%	9%	1%
Residential roads	483	98%	10%	57%	18%	13%	2%
Rural roads	482	98%	7%	51%	22%	18%	1%
Footways and paths	467	95%	6%	54%	30%	9%	1%
Cycle routes	316	64%	6%	47%	36%	10%	1%
Road drainage	481	98%	6%	45%	28%	18%	3%
Road signs	488	99%	9%	69%	17%	5%	0%
Road markings	487	99%	9%	61%	18%	10%	1%
Road safety barrier	462	94%	12%	68%	16%	4%	1%
Pedestrian barriers	454	92%	10%	68%	20%	2%	-

Figure 19: Rating of general condition of council roads assets over time

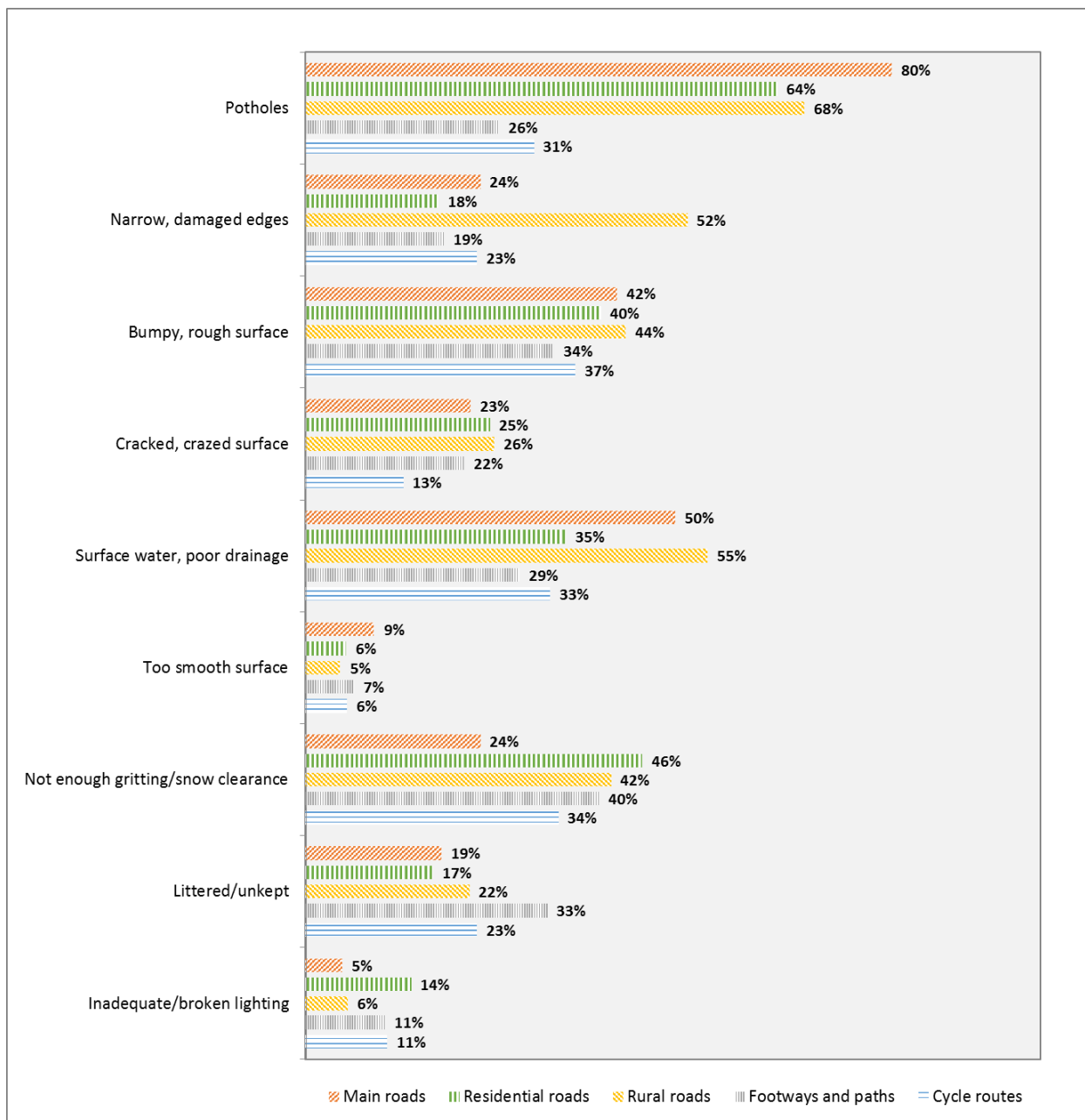


Note: Ratings based only on those who have used service in the last year.

4.19. 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 20 over the page.

- 4.20. Overall, potholes were by some margin the most common concern highlighted by respondents. A large majority identified potholes as a significant concern in relation to Moray’s roads, particularly for main roads (a concern for 80% of respondents). Nearly half of respondents identified potholes as their single biggest concern for the condition of roads assets.
- 4.21. In addition to potholes, rough surfaces, surface water/drainage (particularly on main and rural roads), and insufficient gritting/snow clearance (particularly on residential and rural roads, and footways) were concerns for a substantial proportion of respondents.

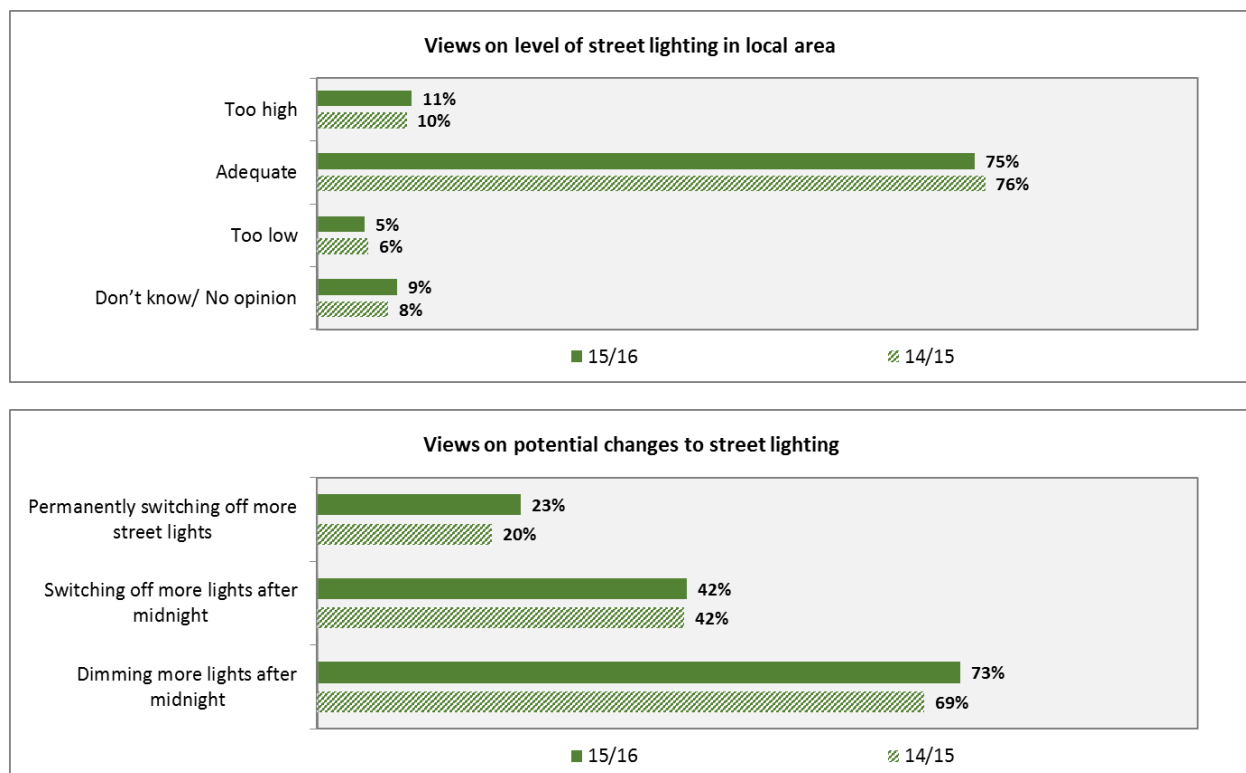
Figure 20: Biggest concerns for each type of roads/footways/cycle routes



Street Lighting

- 4.22. The majority of survey respondents felt that the illumination of street lighting in their area is adequate (75%, Figure 21). Only 11% felt that street lighting illumination is too high, and only 5% felt it was too low. The profile of views was very similar to that reported in 2014/15, and was broadly similar across geographic areas.
- 4.23. The survey also asked respondents for views on potential changes to street light illumination. Respondents were most likely to agree with dimming more street lights after midnight, with 73% agreeing. This was the only of the three options to receive majority support. In relation to the other options presented in the survey, 42% of respondents agreed with switching off more lights after midnight, and 23% with permanently switching off more street lights.

Figure 21: Views on street lighting

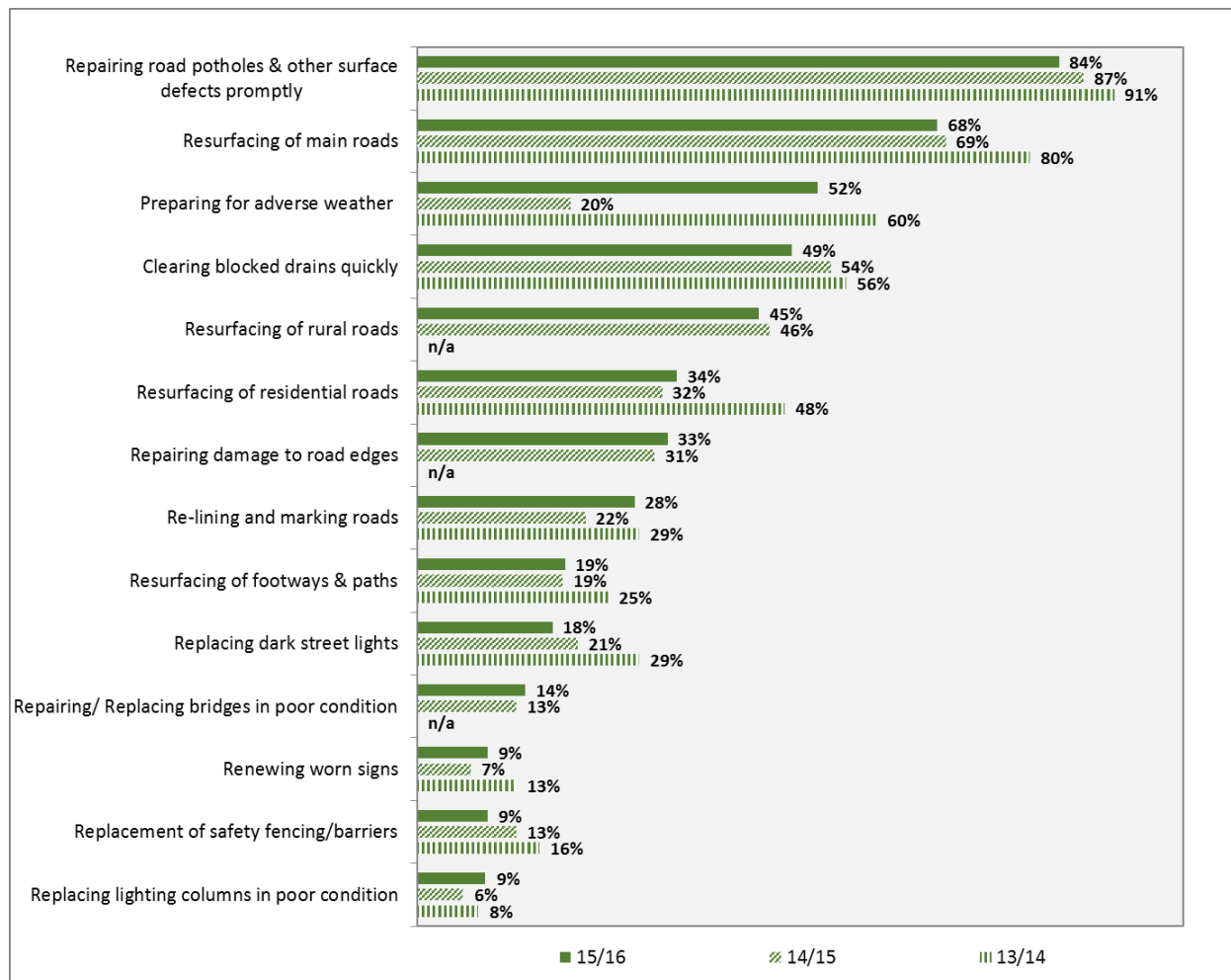


- 4.24. The survey also invited respondents to suggest improvements in relation to the street lighting. A number of those making comment here elaborated on their support or opposition for the three options listed above. However, other improvement suggestions were offered with the most common being in relation to upgrade of current street lighting to whiter, low energy options which minimise light pollution. It was also suggested that selective dimming of lights may help to save energy. However, 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

- 4.25. In addition to views on the quality of specific elements of roads maintenance services, the survey also asked individuals to rank the importance of these services. Respondents could select up to five service areas, in descending order of importance. Figure 22 over the page summarises results.
- 4.26. Respondents ranked repairing of potholes and other defects as the most important roads maintenance services; 84% of respondents selected this as one of the five most important services, and more than 40% saw this as the most importance roads maintenance service. In addition, the following services were selected by respondents as amongst the most important roads maintenance services:
- Resurfacing of main roads (68% selecting in top five).
 - Preparing for adverse weather (52%).
 - Clearing blocked drains quickly (49%).
 - Resurfacing of rural roads (45%).
- 4.27. This ranking of service priorities was broadly similar to that reported by previous surveys – the top ranking for repairing potholes and resurfacing main roads in particular has been consistent over the previous three surveys. However, there has been a notable increase in the relative priority ascribed to preparing for adverse weather. There has been a +32% increase in the proportion of respondents ranking this amongst their top five priorities, returning this aspect of service to the level of priority reported in the 2013/14 survey.
- 4.28. There was no significant variation across geographic area in views on the importance of roads maintenance services.

Figure 22: Importance of roads maintenance services



Suggested Service Improvements

4.29. Survey respondents made a number of service improvement suggestions in relation to the roads maintenance service. Comments included reference to a range of specific locations and examples, but the following common themes were evident:

- Quicker and more responsive road repairs were the most commonly mentioned improvements. This included promotion of options for reporting of road defects.
- Better standard of repairs including reference to materials used to fill potholes, and “less patch fixing”.
- A number of respondents made reference to the delivery of the roads maintenance service, including reference to greater resources and staffing required to maintain roads to a better standard, and suggestions that the service could be delivered more efficiently.
- Improved verge maintenance.
- Improving road drainage.

5. TRANSPORTATION

- 5.1. This section considers panel members’ views in relation to a number of elements of the council’s transportation services. This includes views on specific aspects of these services, including cycling facilities, accessibility of streets, the THInC service, utility works, and flood risk management.

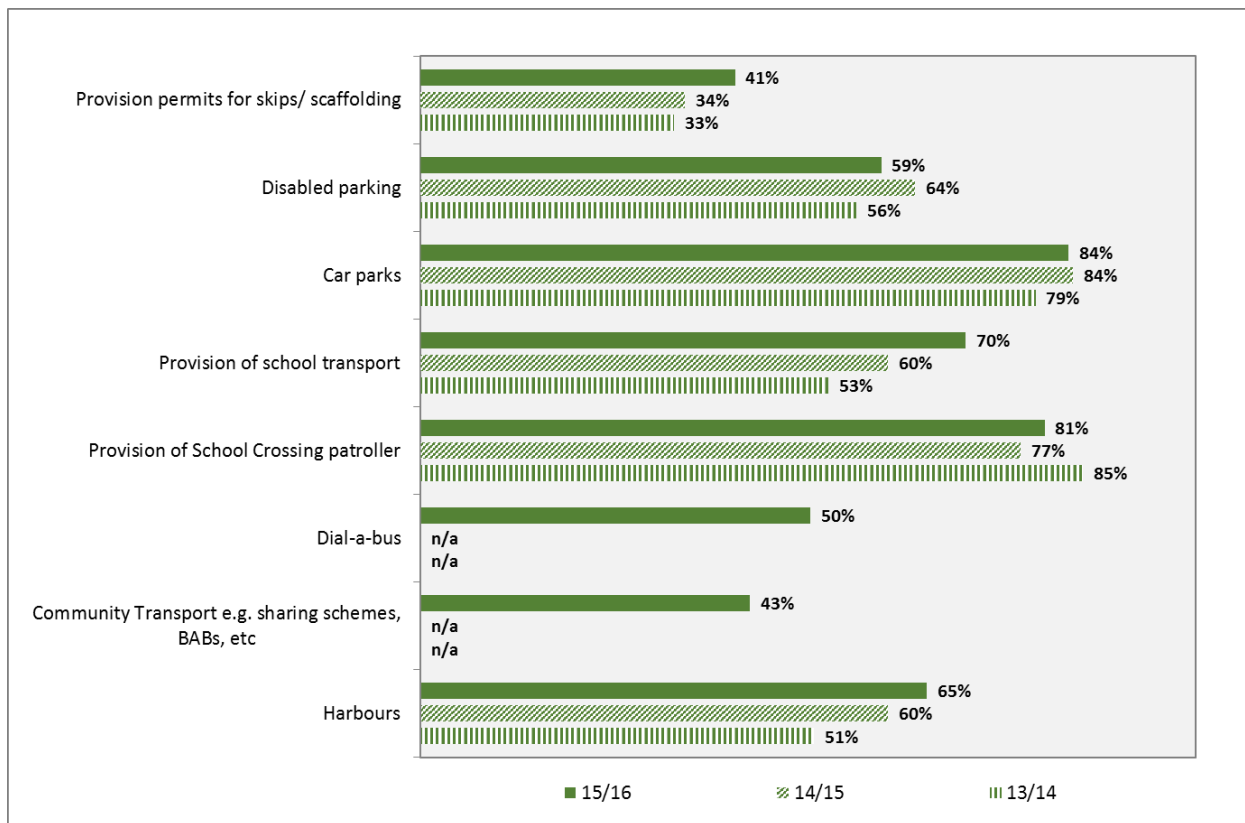
Rating Aspects of Service

- 5.2. Panel members’ use of transportation services varied significantly. Indeed, with the exception of council car-parks, relatively few respondents had used the services listed at Figure 23. Service user numbers were particularly low for provision of permits for skips/scaffolding, Dial-a-bus and community transport.
- 5.3. Amongst those that had used services, views were most positive in relation to provision of car parks (84% satisfied) and school crossing patrollers (81%). Satisfaction levels were also high in relation to provision of school transport (70%) and harbours (65%). Satisfaction levels were lowest in relation to provision of permits for skips/scaffolding (41% satisfied) and community transport (43%).
- 5.4. Views on transport, engineering design and flood risk management remained broadly unchanged from the 2014/15 survey. While a number of service aspects saw increases in respondent satisfaction, the relatively small number of service users on whom these results are based means that the changes are not statistically significant.

Figure 23: Rating of transportation services

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Permits for skips, scaffolding	50	10%	14%	27%	57%	3%	-
Disabled parking	127	26%	23%	37%	15%	18%	8%
Car parks	452	92%	22%	62%	11%	5%	1%
Provision of school transport	94	19%	24%	46%	28%	2%	-
School crossing patroller	169	34%	39%	42%	16%	2%	1%
Dial-a-bus	70	14%	22%	28%	38%	3%	8%
Community transport	66	13%	16%	26%	51%	4%	2%
Harbours	173	35%	15%	50%	23%	7%	5%

Figure 24: Rating of transportation services over time



Note: Ratings based only on those who have used service in the last year.

5.5. Survey respondents were also asked about the reasons for any dissatisfaction with the above services. Respondents highlighted a range of concerns about services, and the main issues were:

- Around a quarter of respondents made reference to concerns regarding the time taken to respond to and/or action service requests.
- Parking provision was the most common issue raised by respondents. This was primarily in relation to disabled parking provision and availability of parking more widely, as well as the cost of parking.
- Availability of community transport, including suggestions that this is extended to tourists and visitors unable to access alternative transport.
- Reference to drainage problems, and a view that investment could be better balanced between flooding and drainage.
- A need for better and more coordinated school crossing patrol provision.
- Reference to the poor appearance of specific harbour areas.

5.6. Survey respondents also made a number of service improvement suggestions in relation to transportation services:

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

Priorities for Cycling Facilities

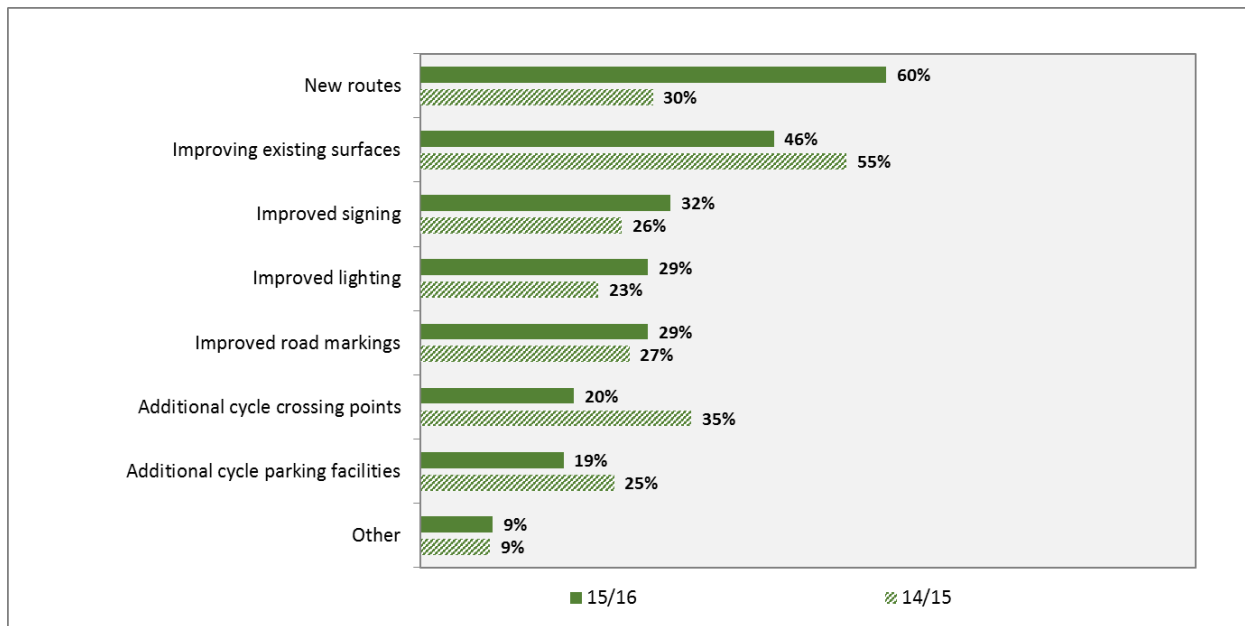
5.7. As Figure 25 over the page shows, respondents identified new cycle routes and improving existing surfaces as the top priorities for improvement to cycling facilities in Moray (these were mentioned by 60% and 46% of respondents respectively). These results indicate some change in priorities for improving cycling facilities since the 2014/15 survey. While new routes and improving services have consistently been amongst the most commonly mentioned improvements, there has been a significant increase in the proportion of respondents suggesting new cycle routes.

5.8. The survey invited panel members to identify specific locations where new or improved cycling facilities are required. A number of respondents made general reference to types of roads (particularly rural and main roads), but a number of specific locations were also mentioned:

- In and around Elgin, including the A96 between Elgin and Fochabers, B9103 Linkwood to Elgin, and B9015 to Fochabers, and from the housing estate to the south of Elgin into the town centre.
- In and around Lossiemouth including Lossiemouth to Elgin, Lossiemouth to Hopeman and Burghead, and the main road from the town centre to join with the existing cycle route path from the RAF base to Elgin.
- Lossiemouth to Elgin.
- The A941.
- The A95.
- Completing the cycle route between Forres and Findhorn.
- Craigellachie to Elgin (via Rothes) on the old train line.
- In and around Cullen.

- Cycle route between Bogmoor and Fochabers
- Dufftown Maltkiln Bridge
- In and around Keith.
- Footpaths from Dufftown to Golf Club and the Giants Chair.
- Improve the cycle route from Portknockie to Findochty.
- Improve the cycle route alongside Portgordon bowling club.

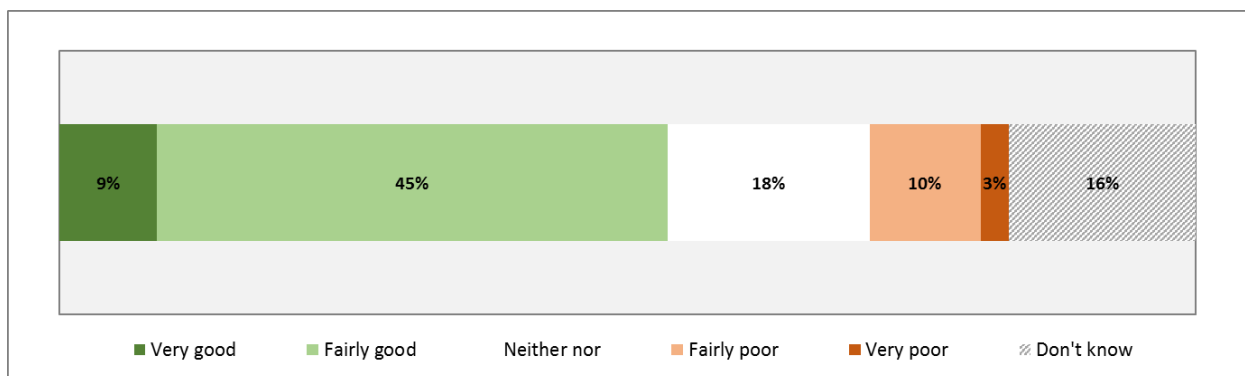
Figure 25: Priorities for improving cycling facilities



Accessibility of Streets

5.9. A little more than half of respondents described the accessibility of streets in their local area as “very good” or “fairly good” (54%). However, a substantial proportion of respondents did not give a clear view on this question (34% selected “neither/nor” or “don’t know”), and only around 1 in 8 respondents felt that the accessibility of local streets is poor.

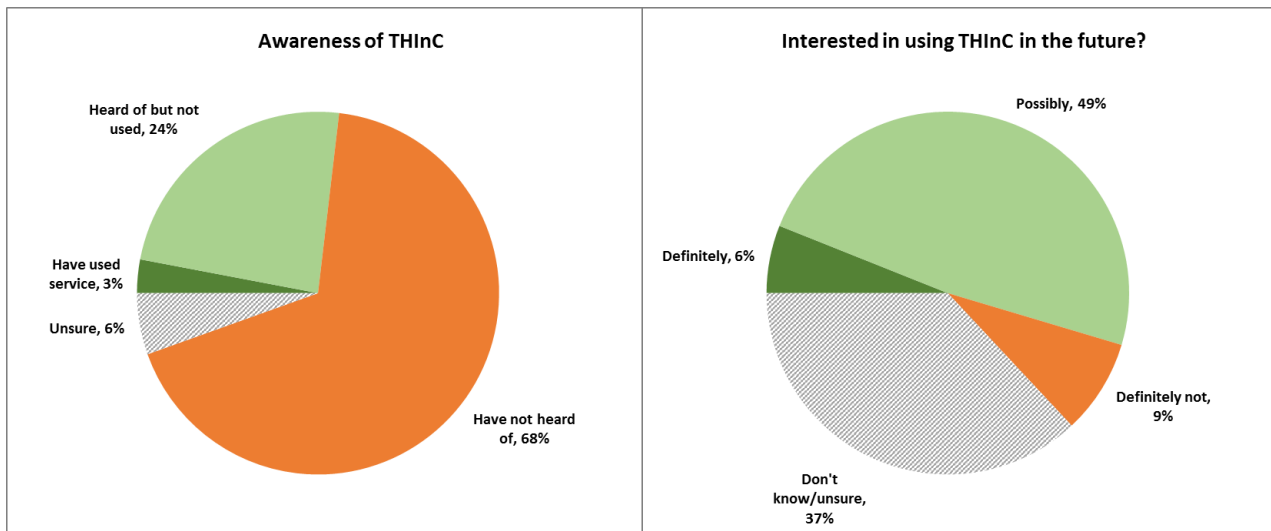
Figure 26: Views on accessibility of local streets for those with disabilities, pushchairs, etc



Transport to Healthcare Information Centre (THInC)

- 5.10. The Transport to Healthcare Information Centre (THInC) provides guidance and practical transport advice over the phone for residents who have difficulty getting to or from medical appointments, for example if they lack personal transport.
- 5.11. As Figure 27 below indicates, a little more than a quarter of respondents were aware of the THInC service (27%). This included 3% of all respondents who had used the service. The majority of respondents indicated that they had not heard of the service (68%), and this was consistent across respondent age groups.
- 5.12. Survey results suggest that there may be relatively widespread interest in using THInC in the future; more than half of respondents indicated that they may be interested in the service (55%), although only around 1 in 20 would be “definitely” interested. Interest was particularly widespread amongst those aged 50+, with around two thirds of these respondents indicating that they may be interested in using THInC in the future.

Figure 27: Awareness of and potential interest in THInC services



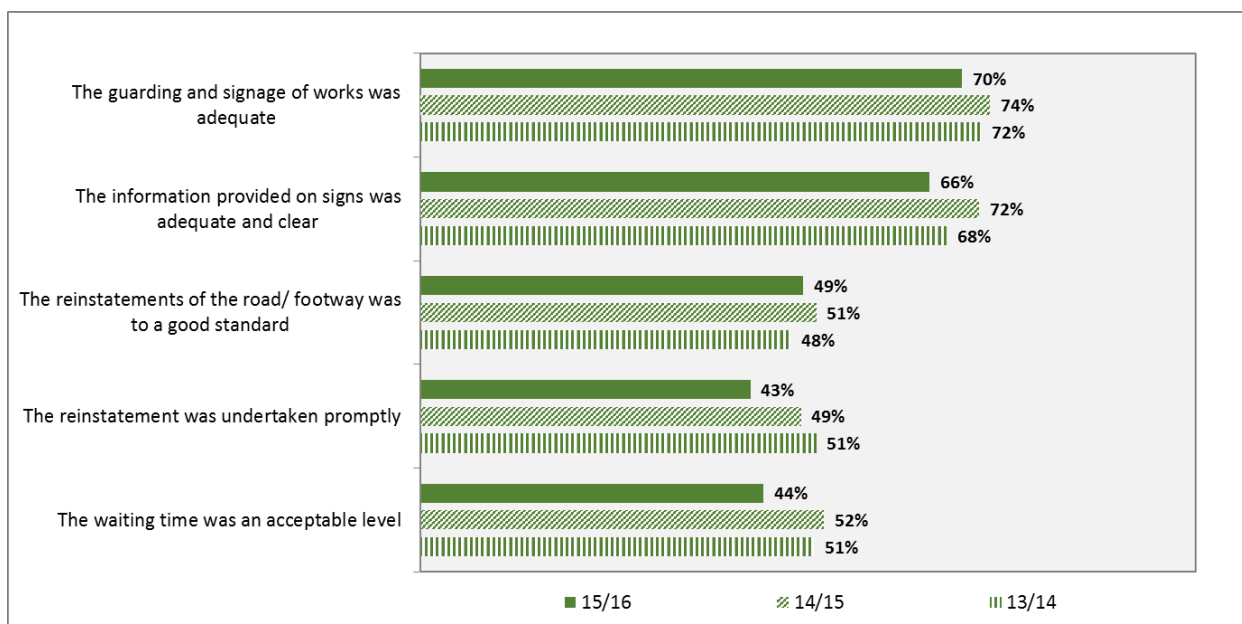
Utility Works

- 5.13. The survey asked panel members the extent to which they agreed or disagreed with a series of statements around the approach to utilities works on roads in Moray (Figure 28).
- 5.14. The majority of respondents were happy with the guarding and signage of works, and the information provided on signage (70% and 66% respectively). However, views were somewhat more divided on the standard and speed of reinstatement of roads/footways, and on waiting times. Fewer than half of respondents saw these as acceptable (49%, 43% and 44% respectively), although relatively few disagreed with this (16%, 20% and 18% respectively).
- 5.15. The profile of views was very similar to that reported in the 2014/15 survey, indeed there has been no significant variation in views on utility works over the previous two surveys.

Figure 28: Views on utility works

	Strongly Agree	Agree	Neither/Nor	Disagree	Strongly Disagree	Don't Know/ Can't Say
The guarding and signage of works was adequate	10%	60%	15%	4%	1%	10%
The information provided on signs was adequate and clear	9%	57%	18%	5%	2%	10%
The reinstatements of the road/footway were to a good standard	8%	42%	21%	13%	6%	10%
The reinstatement was undertaken promptly	6%	37%	25%	12%	8%	12%
The waiting time was an acceptable level	5%	40%	28%	11%	6%	12%

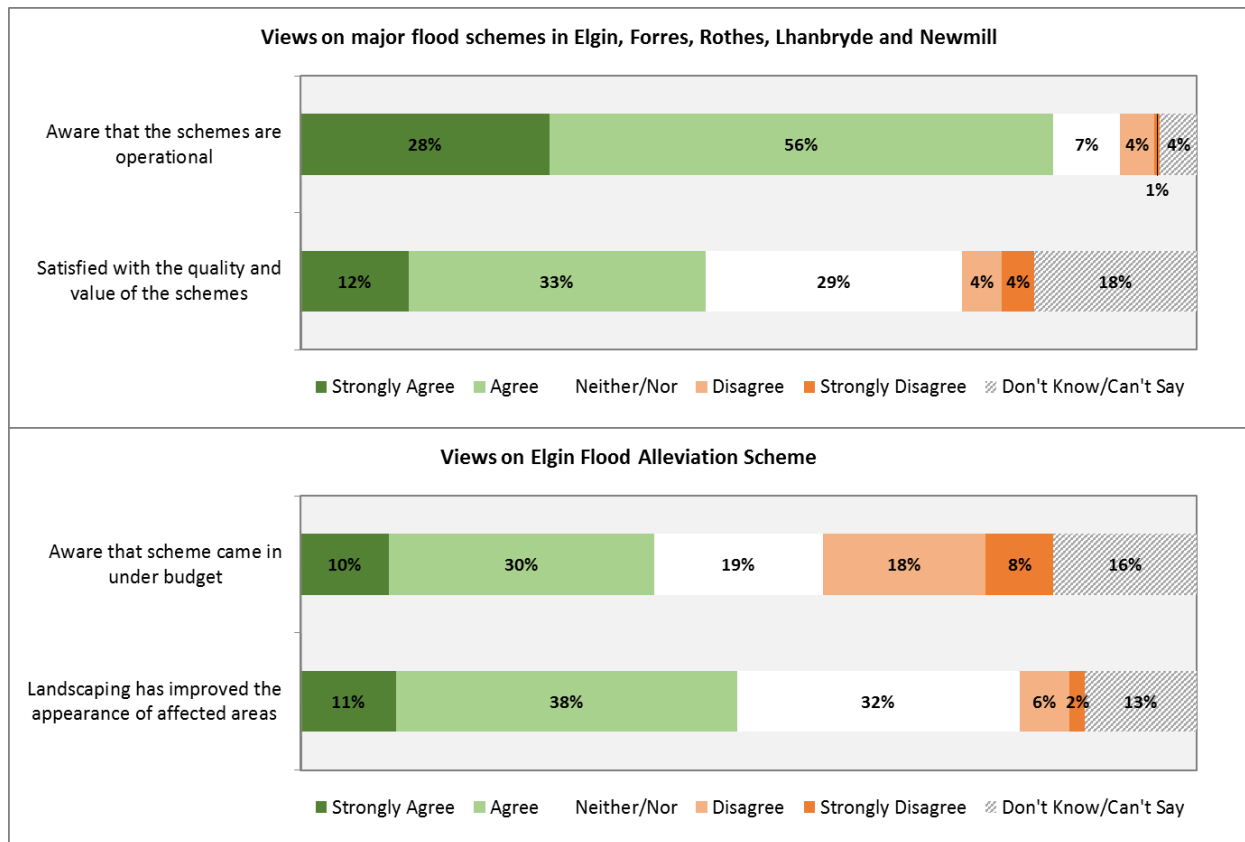
Figure 29: Views on utility works over time



Flood Risk Management

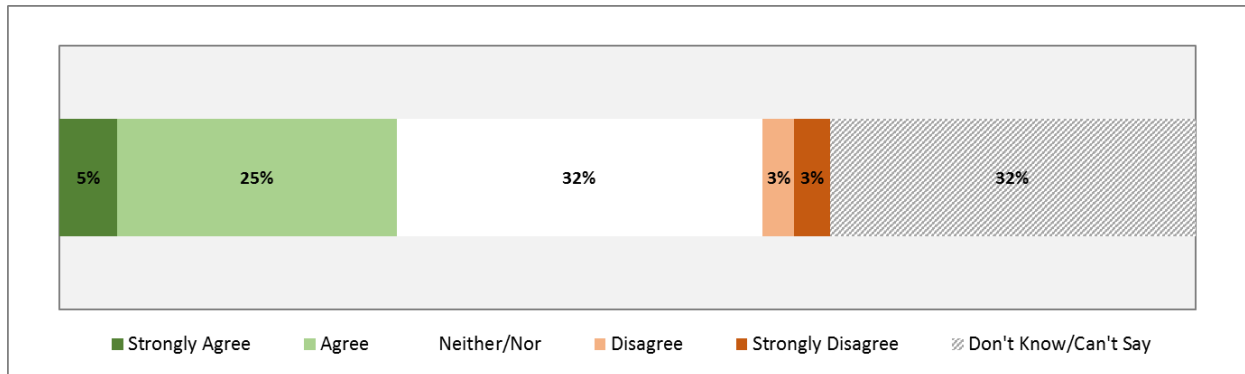
- 5.16. Finally, in relation to transportation services, the survey asked a series of questions in relation to awareness of recently completed flood schemes (Figure 30), and views on plans to reduce flood risk (Figures 31 and 32).
- 5.17. A large majority of respondents indicated that they were aware that flood alleviation schemes in Elgin, Forres, Rothes, Lhanbryde and parts of Newmill are now operational (84% indicated this). A little less than half of respondents indicated that they are satisfied with the quality and value of the schemes, although this rises to 55% when “don’t know” respondents are excluded. Satisfaction also varied somewhat by area, with Forres area respondents the most satisfied, and those in the Buckie area (which does not have a flood scheme) showing the lowest satisfaction.
- 5.18. Looking specifically at the Elgin flood alleviation scheme, 40% of respondents indicated that they were aware that the scheme came in under budget, and around a quarter had not been aware of this (26%). Around half of respondents felt that the scheme had improved the appearance of affected areas (49%). However, this rises to 80% of Elgin area respondents with a view on the question.

Figure 30: Views on Moray flood schemes



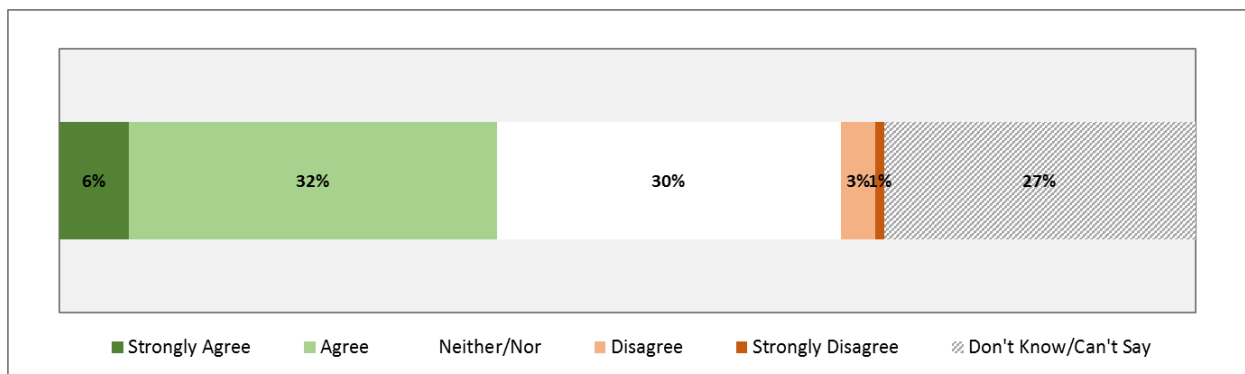
5.19. The council has recently worked with SEPA, Scottish Water, and neighbouring councils to consult on a six-year flood risk reduction plan (Figure 31). Relatively few respondents offered a clear view on this consultation process; around a third selected “don’t know” (32%), and a similar proportion selected “neither/nor” (32%). Amongst those offering a clear view, respondents were more likely to indicate that they were satisfied with the consultation process for the flood risk plan (30% of all respondents). Only around 1 in 20 were not satisfied with the consultation process (6%).

Figure 31: Views on consultation on Moray Council six-year plans to reduce flood risk



5.20. As part of the council’s flood risk reduction plan, it offers a range of assistance in accessing insurance, advice on flood risk, and raising awareness on how to protect against and prepare for flooding (Figure 32). Again a substantial proportion of respondents did not give a clear view on this approach, but amongst those offering an opinion, respondents were most likely to indicate that they were satisfied with this as an approach to reducing flood risk (38%). Less than 1 in 20 disagreed with this approach (4%).

Figure 32: Views on council assistance, advice and awareness raising on flood risk



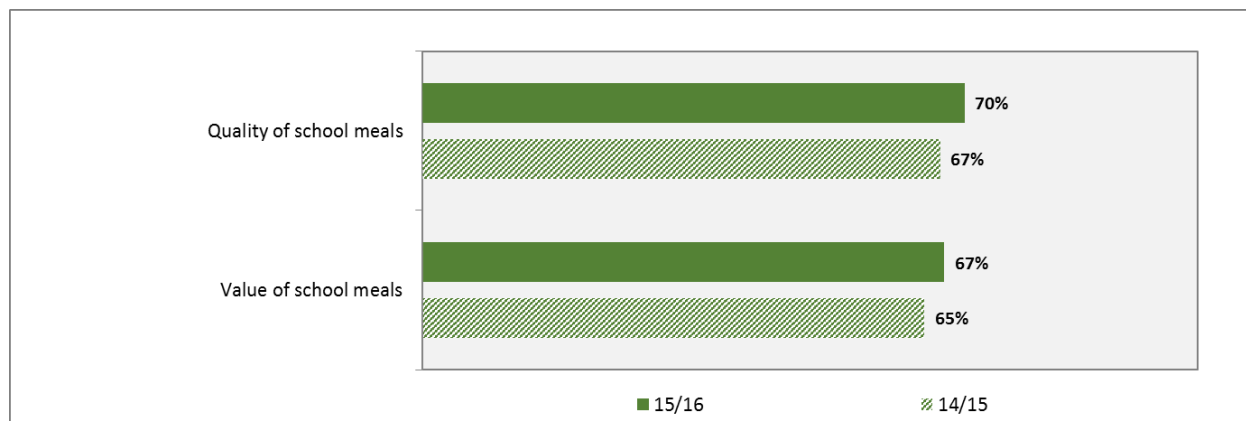
6. SCHOOL CATERING

- 6.1. This section considers panel members' views in relation to school catering services. A quarter of respondents indicated that they had used the service in the last year, and the satisfaction ratings presented at Figures 33 and 34 are based on these responses.
- 6.2. More than two thirds of those who had used the school catering service were satisfied with the quality and value of school meals (70% on quality, 67% on value). Only 2% of respondents were dissatisfied with the quality or value of school meals. These findings are very similar to those reported in the previous survey.

Figure 33: Rating of school catering services

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Quality of school meals	121	25%	34%	36%	28%	2%	-
Value of school meals	120	25%	31%	37%	31%	2%	-

Figure 34: Rating of school catering services over time



Note: Ratings based only on those who have used service in the last year.

- 6.3. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with school catering services, and suggesting improvements.
- 6.4. A small number of respondents suggested that school meals are of poor quality and/or unappealing, and have limited choice. However, most of those making comment here expressed a positive view regarding the quality of school meals. This is also reflected in the limited number of respondents who suggested changes or improvements to school meals. These changes primarily focused on ensuring that school menus are based on engagement with pupils to identify healthy meals that pupil will enjoy. Respondents also mentioned a focus on fresh ingredients with no use of pre-packaged meals, and banning of "junk food" in schools.

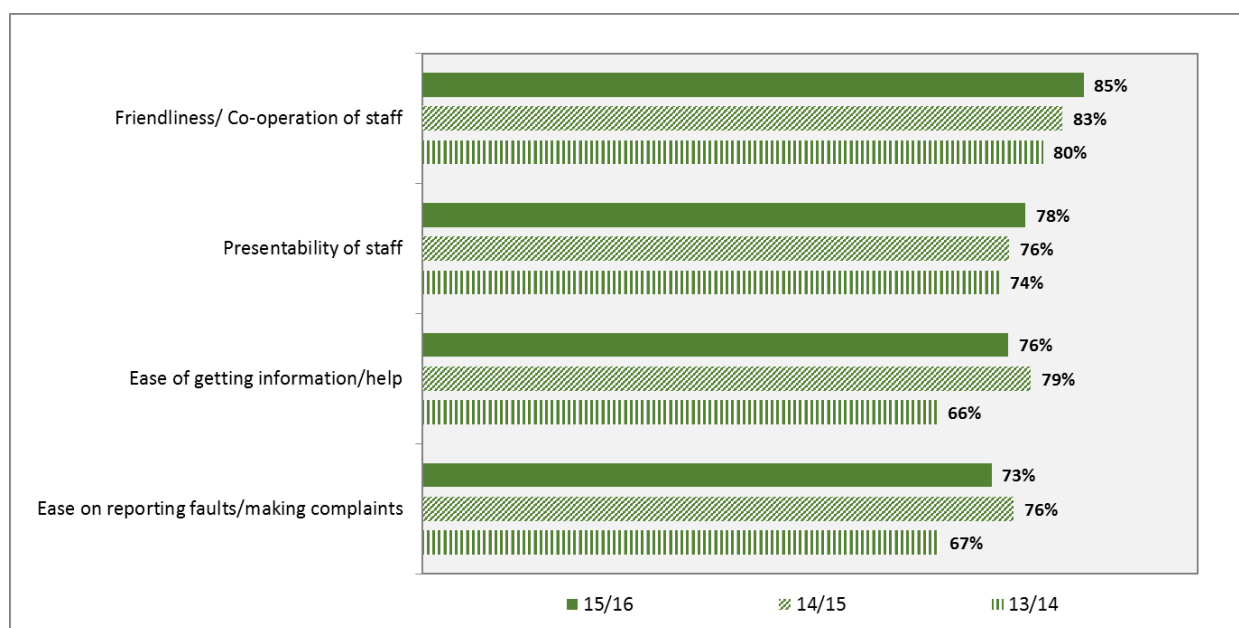
7. SERVICE STAFF

- 7.1. This section considers panel members' views on their contact with environmental service staff. As Figure 35 below shows, up to around 60% 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 85% of respondents satisfied with this. Satisfaction levels were also high in relation to other aspects of respondents' contact with staff; presentability of staff (78% satisfied), ease of getting the information/help needed (76% satisfied), and ease of reporting faults/making complaints (73%). Less than 1 in 10 respondents were dissatisfied with any aspect of their contact with service staff.
- 7.3. Views on service staff have remained positive, with no significant change in satisfaction ratings since the 2014/15 survey.

Figure 35: Rating of environmental service staff

	Used in last year		Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Friendliness/ Co-operation of staff	287	59%	50%	36%	11%	2%	1%
Presentability of staff	268	55%	37%	41%	22%	-	-
Ease of getting information/help you need	298	61%	37%	38%	18%	5%	1%
Ease of reporting faults/making complaints	270	55%	33%	40%	19%	7%	1%

Figure 36: Rating of environmental service staff over time



Note: Ratings based only on those who have used service in the last year.

7.4. Survey respondents were also given an opportunity to add further comments giving reasons for any dissatisfaction with service staff. Reflecting the very positive satisfaction ratings shown at Figure 35, a small number of respondents provided comment here. This included a number of respondents reiterating their positive experience of service staff, and others making reference to problems with the speed of service response which were not directly related to contact with service staff. In terms of comments around contact with service staff, these were:

- Ensuring that all staff have a good knowledge of the fully range of council services.
- Ensuring staff are polite and sensitive to customers' circumstances.
- Improving communication, including reference to customers "chasing around the telephone system", and a need for more prompt and reliable returning of calls.
- Difficulty in identifying the service or individual that customers should approach with a specific query, and a need to make it easier for customers to find the contact numbers that they need.

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