

Moray Citizens' Panel

Getting in Touch with Local Agencies

The Moray Citizens' Panel has been established by the Moray Community Planning Partnership, and for the first survey we would like to ask you about your contact with Community Planning Partnership member agencies. The questionnaire asks you which of the member agencies you have had contact with, and then asks about your most recent experience of making contact with each of **Moray Council services**, **health services**, **emergency services** and **voluntary organisations**.

Q1 How many times would you say you have contacted each of the following Moray Community Planning Partnership members over the *past 2 years*? Please tick one option for each service/organisation

	Contacted once	Contacted two or three times	Contacted more than three times	No contact in past 2 years, but previously	Never contacted
Moray Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
NHS - accident and emergency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
NHS - other hospital services (as an in patient or outpatient)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
NHS - GP surgery, clinic, district nurse	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Ambulance service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fire and Rescue services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Local voluntary organisations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Citizens Advice Bureau	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
HIE Moray (formerly Moray Badenoch and Strathspey Enterprise)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Moray Chamber of Commerce	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Moray College	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Communities Scotland	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Council Services

Here we ask about your **most recent contact** with Moray Council services. If you have not been in contact with any Council service in the past 2 years, please go to **Q18**.

Q2 Thinking about your *most recent* contact with Moray Council, what was this contact about? Please tick one only

Refuse/ bin collection	<input type="checkbox"/> 1	Social services or community care	<input type="checkbox"/> 11
Street cleaning/ dog fouling	<input type="checkbox"/> 2	Education, including further/higher education and careers service	<input type="checkbox"/> 12
Environmental health	<input type="checkbox"/> 3	Planning/ building control	<input type="checkbox"/> 13
Road repairs	<input type="checkbox"/> 4	Trading standards/ consumer protection	<input type="checkbox"/> 14
Street lighting	<input type="checkbox"/> 5	Registration of births, deaths or marriages	<input type="checkbox"/> 15
Pavements	<input type="checkbox"/> 6	Leisure services	<input type="checkbox"/> 16
Winter maintenance (eg gritting)	<input type="checkbox"/> 7	Libraries	<input type="checkbox"/> 17
Council tax or housing benefit	<input type="checkbox"/> 8	Don't know/ can't say	<input type="checkbox"/> 18

Housing (tenants' enquiries eg, repairs, rent) 9

Other (please specify) 19

Housing application enquiries 10

Q3 Still thinking about your most recent contact, who was the main person that you got in touch with?
Please tick one only

Someone at the Council Headquarters in Elgin 1

Someone at another local Council office 7

Someone at the Council offices in Buckie 2

Someone at a local Community Centre 8

Someone at the Council offices in Dufftown 3

Someone at other Council premises (eg library, leisure centre) 9

Someone at the Council offices in Forres 4

Someone at a school, college, university or careers service 10

Someone at the Council offices in Keith 5

A local Councillor 11

Someone at the Council offices in Lossiemouth 6

Other (please specify) 12

Q4 Which of the following best describes the reason for your most recent contact with the Council?
Please tick one only

Asking for information 1

Giving information 2

Asking for a service or something to be done 3

Making a complaint about a service 4

How you contacted the service

Q5 Thinking about the service that you most recently contacted, how did you get the telephone number, address or email?
Please tick one only

The Phone Book 1

Other website 7

Yellow Pages or Thomson Local Directory 2

Local newspaper/radio 8

Directory enquiries 3

Friend, colleague or relative 9

Council leaflet or bulletin 4

My own list of numbers and addresses 10

A letter, bill or other correspondence sent by the Council 5

Somewhere else (please specify below) 11

Moray Council website 6

Don't know/ can't remember 12

Q6 How did you first get in touch with the Council, at the time of your most recent contact?
Please tick one only

By phone (go to Q7) 1

By letter or fax (go to Q14) 3

In person (go to Q10) 2

By email (go to Q14) 4

Q7 If you telephoned, how quickly did you get through? **Please tick one only**

First time I rang (go to Q9) 1

After three or more attempts 3

Second time I rang 2

Can't remember/ don't know 4

Q8 If you did not get through first time, why was this? **Please tick one only**

The line was engaged 1

There was no reply - the phone "rang out" 2

There was an answering machine on 3

Can't remember/ don't know 4

- Q9 Once you got through on the telephone, were you:** **Please tick one only**
- | | | | |
|---|----------------------------|-------------------------------------|----------------------------|
| dealt with straight away? | <input type="checkbox"/> 1 | asked to telephone back later? | <input type="checkbox"/> 3 |
| transferred to somebody else or asked to call another number? | <input type="checkbox"/> 2 | told you would be telephoned later? | <input type="checkbox"/> 4 |

- Q10 If you visited the Council service in person, how did you complete the *main part* of your journey?**
Please tick one only

- | | | | |
|-----------------|----------------------------|------------------------|----------------------------|
| On foot | <input type="checkbox"/> 1 | In your own car | <input type="checkbox"/> 5 |
| By bicycle | <input type="checkbox"/> 2 | Driven by someone else | <input type="checkbox"/> 6 |
| By bus or train | <input type="checkbox"/> 3 | Other (please specify) | <input type="checkbox"/> 7 |
| By taxi | <input type="checkbox"/> 4 | | |

- Q11 Had you made an appointment to go and see someone about your enquiry, request for service or complaint?** **Please tick one only**

- | | | | | | |
|-----|----------------------------|----|----------------------------|---------------------------|----------------------------|
| Yes | <input type="checkbox"/> 1 | No | <input type="checkbox"/> 2 | Can't remember/ can't say | <input type="checkbox"/> 3 |
|-----|----------------------------|----|----------------------------|---------------------------|----------------------------|

- Q12 How quickly were you seen once you arrived?** **Please tick one only**

- | | | | |
|---|----------------------------|-------------------------------|----------------------------|
| As soon as I arrived, or at my appointment time | <input type="checkbox"/> 1 | After waiting over 30 minutes | <input type="checkbox"/> 4 |
| After waiting up to 15 minutes | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 5 |
| After waiting between 15 and 30 minutes | <input type="checkbox"/> 3 | | |

- Q13 And would you say that this was:**

- | | |
|--|----------------------------|
| far too long, a major inconvenience? | <input type="checkbox"/> 1 |
| longer than I would have liked, but not a major inconvenience? | <input type="checkbox"/> 2 |
| not a problem? | <input type="checkbox"/> 3 |

- Q14 If you contacted the Council by letter, fax or email did you get a reply?** **Please tick one only**

- | | | | |
|---|----------------------------|---|----------------------------|
| Yes | <input type="checkbox"/> 1 | No, and I am not expecting to receive a reply | <input type="checkbox"/> 3 |
| No, but I am expecting to receive a reply | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 4 |

Your views on the service received

- Q15 Thinking about the people who dealt with your *most recent* contact with the Council, how satisfied or dissatisfied were you with the following?** **Please tick one option for each aspect**

- | | Very satisfied | Fairly satisfied | Neither/ Nor | Fairly dissatisfied | Very dissatisfied | Don't know/ can't say |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Ease of contacting the right person | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Their friendliness | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Their helpfulness | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Their knowledge | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Their understanding of my situation | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Their ability to deal with my request or problem | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| How well they kept me informed of what was happening | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| The service OVERALL | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

Q16 Would you say that your enquiry, request or complaint has been resolved? Please tick one only

- | | | | |
|---|----------------------------|----------------------------------|----------------------------|
| Yes, it was resolved immediately/within 24 hours | <input type="checkbox"/> 1 | No, but it will be | <input type="checkbox"/> 5 |
| Yes, it was resolved within 2 weeks of my contact | <input type="checkbox"/> 2 | No, and I do not expect it to be | <input type="checkbox"/> 6 |
| Yes, it was resolved between two weeks and a month after my contact | <input type="checkbox"/> 3 | Don't know/ can't say | <input type="checkbox"/> 7 |
| Yes, it was resolved a month or longer after my contact | <input type="checkbox"/> 4 | | |

Q17 Overall, how likely or unlikely would you be to recommend the service that you contacted most recently to other people with a similar query or requirement? Please tick one only

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very likely | Fairly likely | Neither/ Nor | Fairly unlikely | Very unlikely |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Health Services

Here we ask about your **most recent contact** with health services in Moray, whether this was as a patient yourself or on behalf of a member of your family. If you have not been in contact with **any** health service in Moray in the past 2 years (eg hospital, GP services), please go to **Q36**.

Q18 Thinking about your most recent contact with health services in Moray, which of the following services did you use? Please tick one only

- | | | | |
|--|----------------------------|--|-----------------------------|
| Family doctor or GP - during surgery hours | <input type="checkbox"/> 1 | Dentist | <input type="checkbox"/> 8 |
| Practice nurse, who works with your GP | <input type="checkbox"/> 2 | Accident/ emergency department at hospital | <input type="checkbox"/> 9 |
| Out of hours GP service | <input type="checkbox"/> 3 | Other hospital department as an outpatient | <input type="checkbox"/> 10 |
| Community nurse, health visitor or community midwife | <input type="checkbox"/> 4 | Inpatient or day patient service at hospital/ day unit | <input type="checkbox"/> 11 |
| Physiotherapist | <input type="checkbox"/> 5 | NHS 24 (the NHS telephone helpline) | <input type="checkbox"/> 12 |
| Psychologist | <input type="checkbox"/> 6 | Other (please specify) | <input type="checkbox"/> 13 |
| Chiropodist | <input type="checkbox"/> 7 | | |
-

Q19 Did you get in touch with this service: Please tick one only

- | | |
|--|----------------------------|
| on your own behalf? | <input type="checkbox"/> 1 |
| on behalf of someone else (family member or friend)? | <input type="checkbox"/> 2 |

Q20 In your opinion, how urgent was your most recent contact? Please tick one only

- | | |
|--------------------------|----------------------------|
| Very urgent | <input type="checkbox"/> 1 |
| Worrying, but not urgent | <input type="checkbox"/> 2 |
| Non-urgent | <input type="checkbox"/> 3 |

How you contacted the service

Q21 Thinking about the service that you most recently contacted, how did you get the telephone number, address or email? Please tick one only

- | | | | |
|--|----------------------------|---------------------------------------|-----------------------------|
| The Phone Book | <input type="checkbox"/> 1 | Other website | <input type="checkbox"/> 7 |
| Yellow Pages or Thomson Local Directory | <input type="checkbox"/> 2 | Local newspaper/radio | <input type="checkbox"/> 8 |
| Directory enquiries | <input type="checkbox"/> 3 | Friend, colleague or relative | <input type="checkbox"/> 9 |
| NHS leaflet or bulletin | <input type="checkbox"/> 4 | My own list of numbers and addresses | <input type="checkbox"/> 10 |
| A letter or other correspondence sent by the NHS | <input type="checkbox"/> 5 | Somewhere else (please specify below) | <input type="checkbox"/> 11 |
| NHS website | <input type="checkbox"/> 6 | Don't know/ can't remember | <input type="checkbox"/> 12 |
-

Q22 Did your most recent contact involve a visit or consultation? If so, where did this consultation take place? Please tick one only

Yes - consultation at a hospital, practice or clinic (go to Q26) 1

Yes - consultation at home (go to Q26) 2

No, it did not involve a face to face consultation 3

Q23 If your most recent contact *did not* involve a visit or consultation, how did you get in touch with the service? Please tick one only

By phone 1

By letter, fax or email (go to Q34) 2

Q24 If you contacted the service by telephone, how quickly did you get through? Please tick one only

First time I rang (go to Q26) 1

After three or more attempts 3

Second time I rang 2

Can't remember/ don't know 4

Q25 If you did not get through first time, why was this? Please tick one only

The line was engaged 1

There was an answering machine on 3

There was no reply - the phone "rang out" 2

Can't remember/ don't know 4

Your visit or consultation

Q26 Had you made an appointment before the visit or consultation? Please tick one only

Yes, by phone (go to Q27) 1

Yes, by visiting the service (go to Q29) 3

Yes, at an earlier visit (go to Q29) 2

No, I just turned up (go to Q30) 4

Q27 If you telephoned, how quickly did you get through? Please tick one only

First time I rang (go to Q29) 1

After three or more attempts 3

Second time I rang 2

Can't remember/ don't know 4

Q28 If you did not get through first time, why was this? Please tick one only

The line was engaged 1

There was an answering machine on 3

There was no reply - the phone "rang out" 2

Can't remember/ don't know 4

Q29 How long did you have to wait for an appointment - eg how long was it between your request for the appointment and the actual appointment date? Please tick one only

Given an appointment for the same/next day 1

Between one and three months 5

Up to a week 2

Between three and six months 6

Between one and two weeks 3

More than six months 7

Between two weeks and one month 4

Can't remember/ don't know 8

Q30 If your consultation was at a hospital, practice or clinic how did you complete the *main part* of your journey? Please tick one only

On foot 1

In your own car 5

By bicycle 2

Driven by someone else 6

By bus or train 3

Hospital transport 7

By taxi 4

Other (please specify) 8

Q31 How quickly were you seen once you arrived?

Please tick one only

- | | | | |
|---|----------------------------|--|----------------------------|
| As soon as I arrived, or at my appointment time | <input type="checkbox"/> 1 | After waiting over 30 minutes | <input type="checkbox"/> 4 |
| After waiting up to 15 minutes | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 5 |
| After waiting between 15 and 30 minutes | <input type="checkbox"/> 3 | Not relevant - service visited me in my home | <input type="checkbox"/> 6 |

- Q32 And would you say that this was:** **Please tick one only**
- far too long, a major inconvenience? 1
- longer than I would have liked, but not a major inconvenience? 2
- not a problem? 3

- Q33 If you had to wait for longer than 30 minutes, was an explanation given?** **Please tick one only**
- Yes 1 No 2 Can't remember/ don't know 3

Your views on the service received

- Q34 Thinking about the people who dealt with you at your *most recent* visit or consultation, how satisfied or dissatisfied were you with the following?** **Please tick one option for each aspect**

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know/ can't say
Ease of contacting the service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Efficiency of service in arranging appointment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Manner/ attitude of reception staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Manner/ attitude of medical and nursing staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Medical/ nursing information and advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Medical/ nursing treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clarity about future treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The service OVERALL	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

- Q35 Overall, how likely or unlikely would you be to recommend the service that you contacted most recently to other people with a similar query or requirement?** **Please tick one only**

Very likely 1 Fairly likely 2 Neither/ Nor 3 Fairly unlikely 4 Very unlikely 5

Emergency Services (Police, Fire, Ambulance)

Here we ask about your *most recent contact* with emergency services in Moray. If you have not been in contact with *any* emergency services in the past 2 years, please go to **Q54**.

- Q36 With which of the emergency services have you *most recently* been in contact?** **Please tick one only**

Police 1 Fire and Rescue service 2 Ambulance service 3

- Q37 Thinking about your *most recent* contact with the emergency services, what was your contact about?** **Please tick one only**

A crime which had been committed - involving yourself or a member of your family	<input type="checkbox"/> 1	Urgent transfer to hospital	<input type="checkbox"/> 9
A crime which had been committed - involving someone else	<input type="checkbox"/> 2	A request for patient transport that was not an emergency	<input type="checkbox"/> 10
The possibility or threat of a crime being committed	<input type="checkbox"/> 3	An accident or emergency matter	<input type="checkbox"/> 11
Crime prevention	<input type="checkbox"/> 4	A fire already in progress	<input type="checkbox"/> 12
To report anti-social behaviour	<input type="checkbox"/> 5	A potential risk of fire	<input type="checkbox"/> 13
A road traffic matter	<input type="checkbox"/> 6	Fire legislation/ regulations	<input type="checkbox"/> 14
A license matter	<input type="checkbox"/> 7	Fire safety or a fire risk assessment	<input type="checkbox"/> 15
A community, charity or local event	<input type="checkbox"/> 8	Something else (please specify)	<input type="checkbox"/> 16

Q38 Still thinking about your most recent contact with emergency services in Moray, how urgent would you say the contact was? Please tick one only

- Very urgent 1
- Worrying, but not urgent 2
- Non-urgent or a routine matter 3

Q39 Which of the following best describes the reason for your most recent contact with the emergency services? Please tick one only

- Asking for information 1
- Giving information 2
- Asking for a service or something to be done 3
- Making a complaint about the service 4

How you contacted the service

Q40 How did you first get in touch with the emergency service, at the time of your most recent contact? Please tick one only

- By phone (go to Q41) 1
- In person (go to Q45) 2
- By letter or fax (go to Q48) 3
- By email (go to Q48) 4
- Through another person (go to Q49) 5

Q41 If you telephoned, which number did you phone? Please tick one only

- 999 (go to Q43) 1
- Another number (go to Q42) 2

Q42 And how did you get that telephone number? Please tick one only

- The Phone Book 1
- Yellow Pages or Thomson Local Directory 2
- Directory enquiries 3
- Police, Fire & Rescue or NHS website 4
- Other website 5
- Local newspaper/radio 6
- Friend, colleague or relative 7
- My own list of important numbers/ addresses 8
- Somewhere else (please specify) 9
- Don't know/ can't remember 10

Q43 Once you were put through on the telephone to the service or station that you needed, were you: Please tick one only

- dealt with straight away? 1
- transferred to somebody else or asked to call another number? 2
- asked to telephone back later? 3
- told you would be telephoned later? 4

Q44 Was your enquiry, request or complaint resolved over the telephone, or did you visit the service or ask the service to visit you? Please tick one only

- Yes, it was resolved over the phone (go to Q51) 1
- No, I visited the service (go to Q45) 2
- No, the service visited me (go to Q49) 3
- No, it is not yet resolved (go to Q51) 4

Q45 If you visited the service in person, how did you complete the *main part* of your journey? Please tick one only

- On foot 1
- By bicycle 2
- By bus or train 3
- By taxi 4
- In your own car 5
- Driven by someone else 6
- Other (please specify) 7

Q46 Had you made an appointment to go and see someone about your enquiry, request for service or complaint? Please tick one only

Yes 1 No 2 Can't remember/ can't say 3

Q47 How quickly were you seen once you arrived? Please tick one only

As soon as I arrived, or at my appointment time 1 After waiting over 30 minutes 4
 After waiting up to 15 minutes 2 Can't remember/ don't know 5
 After waiting between 15 and 30 minutes 3 Not relevant - service visited me in my home 6

Q48 If you contacted the organisation by letter, fax or email, did you get a reply? Please tick one only

Yes 1 No, and I am not expecting to receive a reply 3
 No, but I am expecting to receive a reply 2 Can't remember/ don't know 4

Q49 If you or someone else asked for the Police, Fire & Rescue or ambulance service to visit you, how long did it take them to arrive? Please tick one only

Under 15 minutes 1 Between 1 day and 2 weeks 6
 Between 15 and 30 minutes 2 Between 2 and 4 weeks 7
 Between 30 and 60 minutes 3 More than 4 weeks 8
 Between 1 and 3 hours 4 Can't remember/ don't know 9
 Between 3 hours and a day 5 I did not ask for a visit 10

Q50 Thinking about the length of time you had to wait to be seen if you visited the service in person, or the length of time it took the service to visit you, would you say that this was: Please tick one only

far too long, a major inconvenience? 1
 longer than I would have liked, but not a major inconvenience? 2
 not a problem? 3

Your views on the service received

Q51 Thinking about the people who dealt with your *most recent* contact with the emergency services, how satisfied or dissatisfied were you with the following? Please tick one option for each aspect

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know/ can't say
Ease of contacting the service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their friendliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their helpfulness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their knowledge	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their understanding of my situation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their ability to deal with my problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How well they kept me informed about what was happening	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their OVERALL handling of my enquiry	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q52 Would you say that your enquiry, request or complaint has been resolved? Please tick one only

Yes, it was resolved immediately/within 24 hours 1 No, but it will be 5
 Yes, it was resolved within 2 weeks of my contact 2 No, and I do not expect it to be 6
 Yes, it was resolved between two weeks and a month after my contact 3 Don't know/ can't say 7
 Yes, it was resolved a month or longer after my contact 4

Q53 Overall, how likely or unlikely would you be to recommend the service that you used most recently to other people with a similar query or requirement? Please tick one only

- Very likely 1 Fairly likely 2 Neither/ Nor 3 Fairly unlikely 4 Very unlikely 5

Voluntary Organisations

First we ask about your awareness of local voluntary organisations in Moray, and your views on volunteering in Moray.

Q54 To what extent would you say you are *aware* or *unaware* of the following voluntary organisations *in Moray*? Please tick one option for each aspect

	Have visited	Not visited, but know about/ have heard of	Don't know about
Moray Voluntary Service Organisation (MVSO)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
The Volunteer Centre Moray	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Aberlour Childcare Trust	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Age Concern	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Alzheimer Scotland	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Moray Against Poverty	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Moray Carers Project	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Oxfam	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Red Cross	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
RSPCA	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Shelter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Other: Please write in:	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q55 To what extent would you say that the following are barriers to people working as volunteers in Moray? Please tick one option for each factor

	Very significant	Fairly significant	Neither/ nor	Fairly insignificant	Very insignificant
Work commitments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Family commitments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Lack of transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Lack of support for volunteers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Lack of awareness of local voluntary organisations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Lack of motivation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The type of work that voluntary organisations do	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

We now ask about your **most recent contact** with a voluntary organisation in Moray. If you have not been in contact with **any** voluntary organisations in Moray over the past 2 years, please go to **Q70**.

Q56 With which voluntary organisation have you *most recently* been in contact? Please write in *one name* below

Q57 Thinking about this *most recent* contact, which of the following best describes your reason for contacting the organisation? Please tick one only

- | | | | |
|--|----------------------------|--|----------------------------|
| Asking for information | <input type="checkbox"/> 1 | Making a complaint - about the organisation itself | <input type="checkbox"/> 6 |
| Giving information | <input type="checkbox"/> 2 | Making a complaint - about another organisation | <input type="checkbox"/> 7 |
| Asking for a service or something to be done | <input type="checkbox"/> 3 | | <input type="checkbox"/> 8 |

How you contacted the service

Q58 How did you get the telephone number, address or email for the organisation? Please tick one only

- | | | | |
|---|----------------------------|---------------------------------------|-----------------------------|
| The Phone Book | <input type="checkbox"/> 1 | Other website | <input type="checkbox"/> 7 |
| Yellow Pages or Thomson Local Directory | <input type="checkbox"/> 2 | Local newspaper/ radio | <input type="checkbox"/> 8 |
| Directory enquiries | <input type="checkbox"/> 3 | Friend, colleague or relative | <input type="checkbox"/> 9 |
| A leaflet or bulletin from the service | <input type="checkbox"/> 4 | My own list of numbers and addresses | <input type="checkbox"/> 10 |
| A letter or other correspondence sent by the service/organisation | <input type="checkbox"/> 5 | Somewhere else (please specify below) | <input type="checkbox"/> 11 |
| Moray Council website | <input type="checkbox"/> 6 | Don't know/ can't remember | <input type="checkbox"/> 12 |

Q59 How did you first get in touch with the organisation, at the time of your most recent contact?

Please tick one only

- | | | | |
|-----------------------|----------------------------|------------------------------|----------------------------|
| By phone (go to Q60) | <input type="checkbox"/> 1 | By letter or fax (go to Q66) | <input type="checkbox"/> 3 |
| In person (go to Q62) | <input type="checkbox"/> 2 | By email (go to Q66) | <input type="checkbox"/> 4 |

Q60 If you telephoned, how quickly did you get through? Please tick one only

- | | | | |
|-------------------------------|----------------------------|------------------------------|----------------------------|
| First time I rang (go to Q62) | <input type="checkbox"/> 1 | After three or more attempts | <input type="checkbox"/> 3 |
| Second time I rang | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 4 |

Q61 If you did not get through first time, why was this? Please tick one only

- | | | | |
|---|----------------------------|-----------------------------------|----------------------------|
| The line was engaged | <input type="checkbox"/> 1 | There was an answering machine on | <input type="checkbox"/> 3 |
| There was no reply - the phone "rang out" | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 4 |

Q62 If you visited the organisation in person, how did you complete the *main part* of your journey?

Please tick one only

- | | | | |
|-----------------|----------------------------|------------------------|----------------------------|
| On foot | <input type="checkbox"/> 1 | In your own car | <input type="checkbox"/> 5 |
| By bicycle | <input type="checkbox"/> 2 | Driven by someone else | <input type="checkbox"/> 6 |
| By bus or train | <input type="checkbox"/> 3 | Other (please specify) | <input type="checkbox"/> 7 |

By taxi 4

Q63 Had you made an appointment to go and see someone about your enquiry, request for service or complaint? Please tick one only

- | | | | | | |
|-----|----------------------------|----|----------------------------|---------------------------|----------------------------|
| Yes | <input type="checkbox"/> 1 | No | <input type="checkbox"/> 2 | Can't remember/ can't say | <input type="checkbox"/> 3 |
|-----|----------------------------|----|----------------------------|---------------------------|----------------------------|

Q64 How quickly were you seen once you arrived? Please tick one only

- | | | | |
|---|----------------------------|-------------------------------|----------------------------|
| As soon as I arrived, or at my appointment time | <input type="checkbox"/> 1 | After waiting over 30 minutes | <input type="checkbox"/> 4 |
| After waiting up to 15 minutes | <input type="checkbox"/> 2 | Can't remember/ don't know | <input type="checkbox"/> 5 |
| After waiting between 15 and 30 minutes | <input type="checkbox"/> 3 | | |

Q65 And would you say that this was: Please tick one only

- | | |
|--|----------------------------|
| far too long, a major inconvenience? | <input type="checkbox"/> 1 |
| longer than I would have liked, but not a major inconvenience? | <input type="checkbox"/> 2 |
| not a problem? | <input type="checkbox"/> 3 |

Q66 If you contacted the organisation by letter, fax or email, did you get a reply? Please tick one only

- Yes 1 No, and I am not expecting to receive a reply 3
 No, but I am expecting to receive a reply 2 Can't remember/ don't know 4

Your views on the service received

Q67 Thinking about the people who dealt with your *most recent* contact with a voluntary organisation, how satisfied or dissatisfied were you with the following? Please tick one option for each aspect

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know/ can't say
Ease of contacting the service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their friendliness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their helpfulness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their knowledge	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their understanding of my situation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their ability to deal with my problem	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
How well they kept me informed about what was happening	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Their OVERALL handling of my enquiry	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q68 Would you say that your enquiry, request or complaint has been resolved? Please tick one only

- Yes, it was resolved immediately/within 24 hours 1 No, but it will be 5
 Yes, it was resolved within 2 weeks of my contact 2 No, and I do not expect it to be 6
 Yes, it was resolved between two weeks and a month after my contact 3 Don't know/ can't say 7
 Yes, it was resolved a month or longer after my contact 4

Q69 Overall, how likely or unlikely would you be to recommend the organisation that you contacted most recently to other people with a similar query or requirement? Please tick one only

- Very likely 1 Fairly likely 2 Neither/ Nor 3 Fairly unlikely 4 Very unlikely 5

Using the internet to contact or find out about local agencies

Finally, we ask about your experience of making contact with or finding out about agencies via the internet.

Q70 The following websites are run by local agencies in Moray. How often would you say you have visited each over the past 2 years? Please tick one option for each website

	Visited once or twice	Visited occasionally	Visited regularly	Never visited	Don't know/can't say
Moray Council website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
NHS Grampian website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Grampian Police website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Grampian Fire and Rescue website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Citizens Advice Bureau website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
HIE Moray (formerly Moray, Badenoch and Strathspey Enterprise)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Moray College website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Communities Scotland website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Moray Community Planning Partnership website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q71 If you have visited the **Council, NHS or Police** websites over the past 2 years, how would you rate each on the following?
Please tick one option for each aspect

	Very good	Fairly good	Neither/ Nor	Fairly poor	Very poor	Don't know/ can't say
Moray Council website						
Ease of use - easy to find what you want	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Appearance/ design	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Range and quality of information available	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of interactive service (eg pay bills, make appointment)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The website OVERALL	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
NHS Grampian website						
Ease of use - easy to find what you want	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Appearance/ design	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Range and quality of information available	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of interactive service (eg pay bills, make appointment)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The website OVERALL	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Grampian Police website						
Ease of use - easy to find what you want	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Appearance/ design	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Range and quality of information available	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of interactive service (eg pay bills, make appointment)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The website OVERALL	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Moray Community Planning Partnership website						
Ease of use - easy to find what you want	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Appearance/ design	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Range and quality of information available	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The website OVERALL	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

THANK YOU FOR YOUR HELP

Please return your completed questionnaire using the reply PRE PAID envelope provided to:
Craigforth, 19 Scion House, Stirling University Innovation Park, STIRLING FK9

ANY QUERIES?

Freephone 0800 027 2245 or Email c.thornton@craigforth.co.uk

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