Moray Citizens' Panel

Survey 1: Getting in Touch with Local Agencies

Final Report APPENDICES

by

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APPENDIX 1: SURVEY FORM



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	□ 1		3	4	□ 5
	NHS - accident and emergency	□ 1		3	4	□ 5
	NHS - other hospital services (as an in patient or outpatient)	1	□ 2	3	4	□ 5
	NHS - GP surgery, clinic, district nurse	□ 1	\square_2	3	□ 4	□ 5
	Ambulance service	□ 1	\square_2	□ 3	□ 4	□ 5
	Police	□ 1	□ 2	3	□ 4	□ 5
	Fire and Rescue services	□ 1	□ 2	3	□ 4	□ 5
	Local voluntary organisations	□ 1	□ 2	3	□ 4	□ 5
	Citizens Advice Bureau	□ 1	\square_2	3	□ 4	□ 5
	HIE Moray (formerly Moray Badenoch and Strathspey Enterprise)	1	□ 2	3	4	□ 5
	Moray Chamber of Commerce	□ 1		а з	4	□ 5
	Moray College	□ 1		 3	4	□ 5
	Communities Scotland	□ 1		3	4	□ 5
Here	we ask about your most recent contact wi any Council service in the past 2 years, please Thinking about your most recent contact w	go to Q1	18.	-		contact
	Please tick one only					
	Refuse/ bin collection	□ 1		ces or commur including furthe	-	1 1
	Street cleaning/ dog fouling	\square_2		and careers ser	•	□ 12
	Environmental health	□ 3	Planning/ b	uilding control		1 3
	Road repairs	4	•	ndards/ consun	•	1 4
	Street lighting	□ 5	•	•	hs or marriages	
	Pavements	G 6	Leisure serv	vices		1 6
	Winter maintenance (eg gritting)	□ ₇ □ ₈	Libraries Don't know/	/ can't say		☐ ₁₇ ☐ ₁₈
	Council tax or housing benefit Housing (tenants' enquiries eg, repairs, rent)	□ 8 □ 9		se specify)		☐ 18 ☐ 19
	Housing application enquiries	□ 10	Cirior (picar	ос оросу,		19

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 Someone at the Council offices in Buckie	☐ 1 ☐ 2	Someone at another local Council office Someone at a local Community Centre	□ ₇ □ 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	1 0		
	Someone at the Council offices in Keith	<u> </u>	A local Councillor	<u> </u>		
	Someone at the Council offices in Lossiemouth	G 6	Other (please specify)	12		
Q4	Which of the following best describes the re	ason for v	your most recent contact with the Council?			
Q-T	Which of the following best describes the re	a3011 101 j	Please tick of	one only		
	Asking for information			<u> </u>		
	Giving information Asking for a service or something to be done			\square_2 \square_3		
	Making a complaint about a service			4		
Ηον	w you contacted the service					
Q5	Thinking about the service that you most readdress or email?		ntacted, how did you get the telephone num ick one only	ber,		
	The Phone Book	<u> </u>	Other website	7		
	Yellow Pages or Thomson Local Directory Directory enquiries	□ ₂ □ ₃	Local newspaper/radio Friend, colleague or relative	□ 8 □ 9		
	Council leaflet or bulletin	3 4	My own list of numbers and addresses	1 9		
	A letter, bill or other correspondence sent by the Council	 5	Somewhere else (please specify below)	1 1		
	Moray Council website	 6	Don't know/ can't remember	1 2		
Q6	How did you first get in touch with the Coun	cil, at the tick one				
	By phone (go to Q7)	□ 1	By letter or fax (go to Q14)	З		
	In person (go to Q10)	□ 2	By email (go to Q14)	4		
Q7	If you telephoned, how quickly did you get t	hrough?	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	s this?	Please tick one only			
	The line was engaged There was no reply - the phone "rang out" There was an answering machine on Can't remember/ don't know			1 2 3 G		
				4		
Q9	Once you got through on the telephone, wer	-	Please tick one only	_		
	dealt with straight away? transferred to somebody else or asked to call	□ 1	asked to telephone back later?	□ 3		
	another number?	\square_2	told you would be telephoned later?	4		

			Please tick	one only				
	On foot By bicycle By bus or train		1 2 3	Driven I	own car by someone els blease specify)			□ 5 □ 6 □ 7
	By taxi		 4					
Q11	Had you made an appointmen complaint?		see someone ase tick one (enquiry, requ	est for servi	ce or	
	Yes	1 No]₂ Can't rer	nember/ can'	t say	3
Q12	How quickly were you seen or	ved?	Please tick one only					
	As soon as I arrived, or at my ap	pointment	1	After waiting	g over 30 minu	tes		4
	After waiting up to 15 minutes After waiting between 15 and 30) minutes	□ 2 □ 3	Can't remer	nber/ don't kno	w		 5
Q13	And would you say that this w	as:						
	far too long, a major inconvenier longer than I would have liked, be not a problem?		or inconvenie	nce?				1 2 3
Q14	If you contacted the Council b	y letter, fax	or email did	you get a re	ply? Plea	se tick one	only	
	Yes No, but I am expecting to receive	e a reply	☐ 1 ☐ 2		m not expecting mber/ don't kno		reply	□ 3 □ 4
You	ır views on the service r	eceived						
Q15	Thinking about the people who dissatisfied were you with the		-		act with the C		satisfie	d or
		Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't k can't	
	Ease of contacting the right person	1	□ 2	 3	4	□ 5		6
	Their friendliness	□ 1	□ 2	3	4	□ 5		6
	Their helpfulness	□ 1	□ 2	□ 3	□ 4	□ 5		6
	Their knowledge	□ 1	□ 2	□ 3	4	\square_5		6
	Their understanding of my situation	□ 1	□ 2	3	4	□ 5		6
	Their ability to deal with my request or problem	1	□ 2	□ 3	4	□ 5		l 6
	How well they kept me informed of what was happening	□ 1	□ 2	З	4	 5		6
	The service OVERALL	□ 1	 2	□ 3	□ 4	 5		6
Q16	Would you say that your enqu	iry, request	or complain	t has been r	esolved?	Please tick o	one only	1
	Yes, it was resolved immediately			1	No, but it will			 5
	Yes, it was resolved within 2 we Yes, it was resolved between tw	-		2	No, and I do	·	o be	1 6
	after my contact			□ 3	Don't know/ o	an't say		7
	Yes, it was resolved a month or	longer after	my contact	□ 4				

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

Q10

	Very likely	Fairly likely	Neither/ No	Fairly unlikely Very unlikel	ly
	1	□ 2	3	□ 4	
He	alth Services				
		ecent contact witl	n health se	ervices in Moray, whether this was as a pat	ient
-	self or on behalf of a membo ay in the past 2 years (eg ho			not been in contact with <i>any</i> health service to Q36 .	e in
Q18	Thinking about your <i>most</i> services did you use?		h health se Please tick	ervices in Moray, which of the following one only	
	Family doctor or GP - during	• •	□ 1	Dentist	□ 8
	Practice nurse, who works w	ith your GP	□ 2	Accident/ emergency department at hospital	9
	Out of hours GP service Community nurse, health visi	itor or community	3	Other hospital department as an outpatient Inpatient or day patient service at hospital/	10
	midwife	ntor or community	4	day unit	1 1
	Physiotherapist		 5	NHS 24 (the NHS telephone helpline)	12
	Psychologist		 6	Other (please specify)	13
	Chiropodist		7		
Q19	Did you get in touch with th	nis service:		Please tick one only	
	on your own behalf? on behalf of someone else (fa	amily member or frien	d)?		☐ 1 ☐ 2
Q20	In your opinion, how urgen	t was your most rec	ent contac	et? Please tick one only	
	Very urgent				1
	Worrying, but not urgent Non-urgent				☐ 2 ☐ 3
Hov	v you contacted the s	ervice			
Q21	Thinking about the service address or email?	that you most recen	itly contac	ted, how did you get the telephone number Please tick one only	r,
	The Phone Book		□ 1	Other website	 7
	Yellow Pages or Thomson Lo	ocal Directory	□ 2	Local newspaper/radio	□ 8
	Directory enquiries		□ 3	Friend, colleague or relative	9
	NHS leaflet or bulletin A letter or other corresponde	nee cent by the NUS	□ ₄ □ ₅	My own list of numbers and addresses Somewhere else (please specify below)	10 11
	NHS website	rice sent by the NHS	□ ₅	Don't know/ can't remember	11
Q22		ct involve a visit or	consultati	on? If so, where did this consultation take	
	place?			Please tick one only	
	Yes - consultation at a hospit Yes - consultation at home (g		go to Q26)		□ ₁ □ ₂

No, it did not involve a face to face consultation

□ ₃

Q20	service? Please tick one only								
	By phone	1	By letter, fax or email (go	to Q34)	1 2				
Q24	If you contacted the service by telephone, h	ow quick	ly did you get through?	Please tick one only	,				
	First time I rang (go to Q26) Second time I rang	□ 1 □ 2	After three or more attem Can't remember/ don't kn	•	□ 3 □ 4				
Q25	If you did not get through first time, why was	this?		Please tick one only	,				
	The line was engaged There was no reply - the phone "rang out"	☐ 1 ☐ 2	There was an answering Can't remember/ don't kn		□ 3 □ 4				
Υοι	ır visit or consultation								
Q26	Had you made an appointment before the vis	sit or con	sultation?	Please tick one only					
	Yes, by phone (go to Q27) Yes, at an earlier visit (go to Q29)	1 2	Yes, by visiting the service No, I just turned up (go to	,-	□ 3 □ 4				
Q27	If you telephoned, how quickly did you get th		Please tick one only	/					
	First time I rang (go to Q29) Second time I rang	1 2	After three or more attem Can't remember/ don't kn	•	□ 3 □ 4				
Q28	If you did not get through first time, why was		Please tick one only	/					
	The line was engaged There was no reply - the phone "rang out"	1 2	There was an answering Can't remember/ don't kn		□ 3 □ 4				
Q29	How long did you have to wait for an appoint appointment and the actual appointment dat		g how long was it betwee	n your request for the Please tick one only					
	Given an appointment for the same/next day Up to a week Between one and two weeks Between two weeks and one month	1 2 3 4	Between one and three n Between three and six m More than six months Can't remember/ don't kn	onths	5 6 7 8				
Q30	If your consultation was at a hospital, practic journey?	ce or clin		the <i>main part</i> of you ease tick one only	ur				
	On foot By bicycle By bus or train By taxi	1 2 3 3 4	In your own car Driven by someone el Hospital transport Other (please specify)		□ 5 □ 6 □ 7 □ 8				
Q31	How quickly were you seen once you arrived	l?	Ple	ease tick one only					
	As soon as I arrived, or at my appointment time After waiting up to 15 minutes After waiting between 15 and 30 minutes	□ 1 □ 2 □ 3	After waiting over 30 min Can't remember/ don't kn Not relevant - service visi	iow	□ 4 □ 5 □ 6				

Q32	And would you say that to far too long, a major incon longer than I would have linot a problem?	venience?	najor inconve	Please tick one only onvenience?						
Q33	If you had to wait for long	ger than 30 mir	nutes, was a	ın explana	ntion given?	Please ti	ck one onl	у		
	Yes	☐ 1 No				Can't rememb	er/ don't kr	now 🔲 3		
You	ır views on the servi	ice received	l							
Q34	Thinking about the peop or dissatisfied were you					it or consulta one option fo				
			Very satisfied		Neither/ No	or Fairly dissatisfied	Very dissatisfied	Don't know/ can't say		
	Ease of contacting the ser	vice	□ 1	□ 2	□ 3	□ 4	□ 5	□ 6		
	Efficiency of service in arra			□ 2	□ 3	4	□ 5	□ 6		
	Manner/ attitude of reception		□ 1		□ 3	4	 5	 6		
	Manner/ attitude of medica	_	aff □₁	□ 2	□ 3	4	□ 5	G 6		
	Medical/ nursing information and advice			□ 2	□ 3	4	□ 5	G 6		
	Medical/ nursing treatment		□ 1 □ 1	□ ₂	□ 3	□ 4	 5	G 6		
	Clarity about future treatment			□ ₂	□ 3	□ 4	 5	G 6		
	The service OVERALL		□ 1		□ 3	4	□ 5	 6		
Q35	Overall, how likely or unlikely would you be to recommend the service that you contacted most recent to other people with a similar query or requirement? Please tick one only									
	Very likely	Fairly likely	Nei	ther/ Nor	Fairl	ly unlikely	Very	unlikely		
	□ 1			3		4	Ţ	5		
Here	nergency Service we ask about your most act with any emergency s	t recent cont	act with en	nergency	services in	Moray. If yοι	ı have not	been in		
Q36	With which of the emerge	ency services l	nave you <i>m</i>	ost rece	<i>ntly</i> been i	n contact?	Please tick	cone only		
	Police	☐ ₁ Fire	and Rescue	e service	1 2	Ambulance se	ervice	 3		
Q37	Thinking about your <i>mo</i>	st recent con		e emerger se tick one		s, what was y	our conta	ct about		
	A crime which had been co		vina			er to hospital		 9		
	yourself or a member of your A crime which had been co		vina	٦. A	request for p	patient transpo	ort that was			
	someone else	a crimo hoina c		ar	n emergency		nattor	☐ 10 ☐ 11		
	The possibility or threat of Crime prevention	a crime being c			fire already	r emergency n in progress	เาสแษา	☐ 11 ☐ 12		
	To report anti-social behav	viour			potential risl	. •		12		
	A road traffic matter	-			•	n/ regulations		14		
	A license matter		I		•	a fire risk asse	essment	1 5		
	A community, charity or lo	cal event	1	□ 8 Sc	omething els	se (please spe	cify)	1 6		

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 Worrying, but not urgent Non-urgent or a routine matter			1 2 2 3					
Q39	Which of the following best describes the reaservices?	son for	your most recent contact with the emergency Please tick one only						
	Asking for information Giving information Asking for a service or something to be done Making a complaint about the service			1 2 2 3 3 4					
Hov	v you contacted the service								
Q40	How did you first get in touch with the emerg		ervice, at the time of your most recent contact? tick one only						
	By phone (go to Q41) In person (go to Q45) By letter or fax (go to Q48)	1 2 3	By email (go to Q48) Through another person (go to Q49)	☐ 4 ☐ 5					
Q41	If you telephoned, which number did you pho	one?	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 Yellow Pages or Thomson Local Directory Directory enquiries Police, Fire & Rescue or NHS website Other website	1 2 3 3 4 D 5	Local newspaper/radio Friend, colleague or relative My own list of important numbers/ addresses Somewhere else (please specify) Don't know/ can't remember	6 7 8 9					
Q43	Once you were put through on the telephone		service or station that you needed, were you: tick one only						
	dealt with straight away?	□ 1	asked to telephone back later?	3					
	transferred to somebody else or asked to call another number?	1 2	told you would be telephoned later?	4					
Q44	Was your enquiry, request or complaint reso the service to visit you?		er the telephone, or did you visit the service or a tick one only	ask					
	Yes, it was resolved over the phone (go to Q51) No, I visited the service (go to Q45)	□ ₁ □ ₂	No, the service visited me (go to Q49) No, it is not yet resolved (go to Q51)	□ 3 □ 4					
Q45	If you visited the service in person, how did y		plete the <i>main part</i> of your journey? tick one only						
	On foot By bicycle By bus or train By taxi	1 2 2 3 3 4	In your own car Driven by someone else Other (please specify)	□ 5 □ 6 □ 7					

Q46	Had you made an appointment to go and see someone about your enquiry, request for service or complaint? Please tick one only							or		
	Yes	□ 1 No	0			 2	Can't rememl	ber/ can't sa	ау 🗖 з	
Q47	How quickly were you seen	once you	arrived?		Р	lease tick	one only			
	As soon as I arrived, or at my After waiting up to 15 minutes After waiting between 15 and	3		1 2 3	Can't re	emember/	30 minutes don't know vice visited m	e in my hon	□ 4 □ 5 ne □ 6	
Q48	If you contacted the organisation by letter, fax or email, did you get a reply? Please tick one only									
	Yes No, but I am expecting to rece	eive a reply] 1			expecting to r don't know	eceive a rep	oly 3	
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	Betwee	n 1 day an	d 2 weeks		□ 6	
	Between 15 and 30 minutes			2		n 2 and 4			7	
	Between 30 and 60 minutes			3		an 4 week	_		□ 8	
	Between 1 and 3 hours Between 3 hours and a day				Can't remember/ don't know I did not ask for a visit			9		
	Between 3 hours and a day			15	i did no	t ask ior a	VISIL		10	
Q50	Thinking about the length o length of time it took the se							e in persor Please tick		
	far too long, a major inconver longer than I would have liked not a problem?		major inco	onvenie	nce?				1 1 2 1 3	
You	ır views on the service	receive	ed							
Q51	Thinking about the people v satisfied or dissatisfied wer						ith the emer k one option			
				ery sfied	Fairly satisfied	Neither/ No	Fairly or dissatisfied	Very dissatisfied	Don't know/ can't say	
	Ease of contacting the service)		1		Вз				
	Their friendliness] ₁		□ 3	□ ₄	_ 5	□ ₆	
	Their helpfulness] 1		□ 3	□ 4	□ 5	 6	
	Their knowledge] 1	\square_2	□ 3	4	□ 5	\square 6	
	Their understanding of my situ] 1	□ 2	□ 3	□ 4	□ 5	□ 6	
	Their ability to deal with my pr] 1	□ 2	□ 3	□ 4	□ 5	 6	
	How well they kept me inform was happening	ed about w	hat \Box] 1	\square_2	□ 3	□ 4	□ 5	□ 6	
	Their OVERALL handling of n	ny enquiry] 1	□ 2	□ 3	4	□ 5	□ 6	
Q52	Would you say that your en	quiry, requ	uest or co	mplain	t has be	en resolve	ed? F	Please tick	one only	
	Yes, it was resolved immedia	tely/within 2	24 hours		□ 1	No. I	out it will be		 5	
	Yes, it was resolved within 2 v	•					and I do not e	expect it to b		
	Yes, it was resolved between			nth	□ 3		t know/ can't	•	 7	
	after my contact Yes, it was resolved a month	or longer a	fter my co	ntact	— ₃			,	_ ,	

		Neither/ Nor		Fairly unlikely	Ve	ery unlikely
	□ 1	□ 3		4		□ 5
O	luntary Organisations					
rst	we ask about your awareness of local voluntary oray.	organisati	ons in Mor	ay, and you	r views on v	olunteerin
. 1	To what output would you are sure and are		af tha fal		-1	aatiana in
J T	To what extent would you say you are aware or Moray?	unawar		ick one optic		
	•	Have visited	No	ot visited, but kn	OW Don'	t know about
	Manaya Valuntana Camina Omanication (MVCO)		at	oout/ have heard	of Doil	
	Moray Voluntary Service Organisation (MVSO)	□ 1		□ 2		□ 3
	The Volunteer Centre Moray	□ 1		Q 2		□ 3
	Aberlour Childcare Trust	□ 1		□ 2		□ 3
	Age Concern	□ 1				□ 3
	Alzheimer Scotland	□ 1		□ 2		□ 3
	Moray Against Poverty	□ 1		\square_2		□ 3
	Moray Carers Project	□ 1		\square_2		□ 3
	Oxfam	□ 1		\square_2		□ 3
	Red Cross	□ 1		\square_2		□ 3
	RSPCA	□ 1				□ 3
	Shelter	□ 1		□ 2		□ 3
	Other: Please write in:	1				Пз
				_ 2		_ 3
55	To what extent would you say that the following	are barriei	s to peopl	e working as	s volunteers	s in Moray?
				ick one opti	on for each	factor
		Very significant	Fairly significant	Neither/ nor	Fairly insignificant	Very insignifican
	Work commitments			Вз		
	Family commitments	_ ·		_ °	_ ·	_ 5
	Lack of transport			□ 3		□ 5 □ 5
	Lack of support for volunteers	□₁		□ 3	□ 4	□ 5
	Lack of support for volunteers Lack of awareness of local voluntary organisations			□ 3	4	□ 5
	Lack of motivation			□ 3 □ 3	□ 4	
	The type of work that voluntary organisations do	□ 1 □ 1		□ 3 □ 3	4 4	□ 5 □ 5
	The type of work that voluntary organisations do	4 1	4 2	4 3	4	4 5
'e n	now ask about your <i>most recent contact</i> with	a voluntar	y organisa	tion in Mora	y. If you ha	ve not bee
	now ask about your <i>most recent contact</i> with ontact with <i>any</i> voluntary organisations in Moray				-	ve not bee
СО	ontact with <i>any</i> voluntary organisations in Moray	over the p	ast 2 years	s, please go	-	ve not bee
СО	ontact with <i>any</i> voluntary organisations in Moray With which voluntary organisation have you <i>mo</i>	over the p	ast 2 years	s, please go	-	ve not bee
СО	ontact with <i>any</i> voluntary organisations in Moray	over the p	ast 2 years	s, please go	-	ve not bee
СО	ontact with <i>any</i> voluntary organisations in Moray With which voluntary organisation have you <i>mo</i>	over the p	ast 2 years	s, please go	-	ve not bee
СО	ontact with <i>any</i> voluntary organisations in Moray With which voluntary organisation have you <i>mo</i>	over the p	ast 2 years	s, please go	-	ve not bee
со 56	with any voluntary organisations in Moray With which voluntary organisation have you mo Please write in one name below	over the p	ast 2 year	s, please go	to Q70 .	
СО	with any voluntary organisations in Moray With which voluntary organisation have you mo Please write in one name below Thinking about this most recent contact, which	over the p	ast 2 years tly been in	s, please go i contact? st describes	to Q70.	
со 56	with any voluntary organisations in Moray With which voluntary organisation have you mo Please write in one name below	over the p	ast 2 years tly been in	s, please go	to Q70.	

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 Yellow Pages or Thomson Local Directory Directory enquiries A leaflet or bulletin from the service A letter or other correspondence sent by the service/organisation Moray Council website	1 2 2 3 3 4 4 5 5 G 6	Other website Local newspaper/ radio Friend, colleague or relative My own list of numbers and addresses Somewhere else (please specify below) Don't know/ can't remember	7 8 9 10 11					
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) In person (go to Q62)	□ ₁ □ ₂	By letter or fax (go to Q66) By email (go to Q66)	□ 3 □ 4					
Q60	If you telephoned, how quickly did you go	et through?	Please tick one only						
	First time I rang (go to Q62) Second time I rang	1 1 2	After three or more attempts Can't remember/ don't know	☐ 3 ☐ 4					
Q61	If you did not get through first time, why	was this?	Please tick one only						
	The line was engaged There was no reply - the phone "rang out"	□ ₁ □ ₂	There was an answering machine on Can't remember/ don't know	□ 3 □ 4					
Q62	If you visited the organisation in person,	how did you Please tick	u complete the <i>main part</i> of your journey?						
	On foot By bicycle By bus or train	1 2 3	In your own car Driven by someone else Other (please specify)	□ 5 □ 6 □ 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 □₁ No		☐ 2 Can't remember/ can't say	□ 3					
Q64	How quickly were you seen once you arri	ved?	Please tick one only						
	As soon as I arrived, or at my appointment t After waiting up to 15 minutes After waiting between 15 and 30 minutes	ime \square_1	After waiting over 30 minutes Can't remember/ don't know	☐ 4 ☐ 5					
Q65	And would you say that this was:		Please tick one only						
	far too long, a major inconvenience? longer than I would have liked, but not a manot a problem?	jor inconveni	ence?	1 2 3					

						_
	Yes	□ 1	No, and I	am not expectir	ng to receive a	a reply \square_3
	No, but I am expecting to receive a reply	□ 2	Can't ren	nember/ don't kn	OW	4
You	r views on the service received	I				
					_	
Q67	Thinking about the people who dealt wit satisfied or dissatisfied were you with the satisfied were your wit			ontact with a vo		
		Very satisfied	Fairly satisfied		airly Very	
	Ease of contacting the service	□ ₁			1 ₄ 1 ₅	,
	Their friendliness	□ 1		□ 3] 4	 6
	Their helpfulness	□ 1		□ 3	1 4 1 5	 6
	Their knowledge	□ 1	□ 2	□ 3	1 ₄ 1 ₅	1 6
	Their understanding of my situation	□ 1	□ 2	□ 3] 4	 6
	Their ability to deal with my problem	□ 1	\square_2	□ 3] 4	 6
	How well they kept me informed about what	at 🗖 1		3 3	1 ₄ 1 ₅	 6
	was happening Their OVERALL handling of my enquiry	□ 1		□ 3	1 ₄ 1 ₅	 6
				_,		_ ·
Q68	Would you say that your enquiry, reque	st or complai	nt has beei	n resolved?	Please t	ick one only
	Yes, it was resolved immediately/within 24	hours	□ 1	No, but it wi	ll be	 5
	Yes, it was resolved within 2 weeks of my	contact	\square_2	No, and I do	to be \Box_6	
	Yes, it was resolved between two weeks a	nd a month	Вз	Don't know/	can't sav	 7
	after my contact Yes, it was resolved a month or longer after	or my contact	□ 4		· · · · · · · · · · · · · · · · · · ·	
	res, it was resolved a month of longer and	er my contact	4			
069	Overall, how likely or unlikely would you	u he to recom	mend the	organisation the	at vou contac	cted most
Q69	Overall, how likely or unlikely would you recently to other people with a similar q				at you contac ease tick one	
Q69	recently to other people with a similar q		rement?		ease tick one	only
Q69		uery or requi	r/ Nor	Ple	ease tick one	
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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						carreag
Ease of use - easy to find what you want	1	□ 2	□ 3	□ 4	□ 5	□ 6
Appearance/ design	1	□ 2	□ 3	□ 4	□ 5	□ 6
Range and quality of information available	□ 1		□ 3	□ 4	□ 5	□ 6
Availability of interactive service (eg pay bills, make appointment)	1	 2	3	4	 5	 6
The website OVERALL	□ 1		□ 3	□ 4	□ 5	□ 6
NHS Grampian website						
Ease of use - easy to find what you want	□ 1	□ 2	□ 3	4	□ 5	□ 6
Appearance/ design	□ 1		□ 3	4	□ 5	□ 6
Range and quality of information available	□ 1		□ 3	4	□ 5	□ 6
Availability of interactive service (eg pay bills, make appointment)	1	 2	3	4	 5	 6
The website OVERALL	□ 1		□ 3	□ 4	□ 5	□ 6
Grampian Police website						
Ease of use - easy to find what you want	1	\square_2	□ 3	□ 4	□ 5	□ 6
Appearance/ design	□ 1	□ 2	□ 3	4	□ 5	□ 6
Range and quality of information available	□ 1		□ 3	4	□ 5	□ 6
Availability of interactive service (eg pay bills, make appointment)	1	 2	3	4	 5	 6
The website OVERALL	1		□ 3	4	□ 5	□ 6
Moray Community Planning Partnership website						
Ease of use - easy to find what you want	1	\square_2	□ 3	□ 4	□ 5	□ 6
Appearance/ design	□ 1	□ 2	□ 3	4	□ 5	□ 6
Range and quality of information available	□ 1	□ 2	□ 3	4	□ 5	□ 6
The website OVERALL	□ 1	□ 2	□ 3	4	□ 5	□ 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

All information you send to us is strictly confidential. It will be processed and held in accordance with the principles of the Data Protection Act (1998).

APPENDIX 2: ADDITIONAL TABLES

Table A2.1: Ever Contacted Local Agencies?

Agency	Yes	No	Base
Moray Council	89%	11%	981
NHS - A&E	58%	42%	904
NHS - Other Hospital	76%	24%	920
NHS - GP surgery	94%	6%	983
Ambulance service	22%	78%	889
Police	56%	44%	917
Fire and Rescue services	13%	87%	890
Local voluntary organisations	33%	67%	880
Citizens Advice Bureau	27%	73%	890
HIE Moray	19%	81%	887
Moray Chamber of Commerce	3%	97%	886
Moray College	44%	56%	904
Communities Scotland	2%	98%	883

Table A2.2: Visited Local Agency Website

Agency website	Yes	No	Don't Know	Base
Moray Council website	47%	51%	2%	935
NHS Grampian website	15%	82%	3%	908
Grampian Police website	9%	88%	3%	911
Grampian Fire and Rescue website	2%	95%	3%	904
Citizens Advice Bureau website	6%	91%	3%	908
HIE Moray website	8%	89%	3%	907
Moray College website	27%	70%	3%	917
Communities Scotland website	3%	93%	3%	909
Moray Community Planning Partnership website	7%	90%	3%	912

Table A2.3: Views on Key Aspects of Websites

Website/ Aspect	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor
Moray Council website (base=438)			•		
Ease of use - easy to find what you want	14%	60%	14%	9%	2%
Appearance/ design	12%	56%	25%	7%	1%
Range and quality of information available	14%	58%	18%	8%	2%
Availability of interactive service	9%	31%	47%	9%	4%
The website OVERALL	8%	59%	24%	7%	1%
NHS Grampian website (base = 135)					
Ease of use - easy to find what you want	17%	56%	24%	2%	1%
Appearance/ design	12%	59%	27%	2%	-
Range and quality of information available	17%	59%	23%	1%	1%
Availability of interactive service	9%	25%	58%	7%	1%
The website OVERALL	12%	56%	27%	5%	-
Grampian Police website (base=90)					
Ease of use - easy to find what you want	20%	53%	18%	9%	-
Appearance/ design	21%	52%	21%	6%	-
Range and quality of information available	20%	48%	23%	8%	1%
Availability of interactive service	13%	31%	56%	-	-
The website OVERALL	14%	55%	22%	9%	-
MCPP website (base=64)					
Ease of use - easy to find what you want	9%	53%	28%	6%	3%
Appearance/design	11%	56%	28%	2%	3%
Range and quality of information available	9%	53%	22%	11%	5%
The website OVERALL	9%	56%	23%	9%	2%

Table A2.4: Satisfaction with aspects of Council service

Aspect	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting right person	38%	42%	10%	5%	3%	2%
Their friendliness	41%	39%	13%	3%	2%	2%
Their helpfulness	42%	37%	10%	5%	4%	2%
Their knowledge	37%	37%	15%	5%	4%	3%
Their understanding of my situation	37%	34%	14%	7%	4%	3%
Their ability to deal with my request or problem	37%	36%	9%	9%	7%	2%
How well they kept me informed of what was happening	27%	34%	19%	6%	10%	4%
The service OVERALL	33%	39%	12%	7%	7%	1%

Table A2.5: Satisfaction with aspects of Health Service

Aspect	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting the service	50%	36%	6%	4%	3%	1%
Efficiency of service in arranging appointment	50%	33%	7%	5%	4%	1%
Manner/ attitude of reception staff	56%	32%	7%	3%	2%	0%
Manner/ attitude of medical and nursing staff	68%	25%	3%	2%	1%	0%
Medical/ nursing information and advice	60%	30%	5%	2%	1%	2%
Medical/ nursing treatment	63%	28%	4%	2%	1%	2%
Clarity about future treatment	57%	29%	8%	3%	2%	2%
The service OVERALL	57%	32%	5%	3%	3%	-

Table A2.6: Satisfaction with aspects of Emergency services

Aspect	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting right person	51%	34%	5%	5%	3%	2%
Their friendliness	54%	35%	7%	2%	0%	1%
Their helpfulness	56%	31%	8%	3%	1%	1%
Their knowledge	50%	32%	11%	4%	1%	1%
Their understanding of my situation	51%	31%	9%	5%	3%	1%
Their ability to deal with my request or problem	48%	24%	13%	8%	5%	2%
How well they kept me informed of what was happening	40%	26%	14%	8%	7%	4%
The service OVERALL	48%	29%	8%	8%	6%	1%

Table A2.6: Awareness of Voluntary Organisations

	Have visited	Not visited, but heard of	Don't know about	BASE
Moray Voluntary Service Organisation (MVSO)	11%	51%	39%	950
The Volunteer Centre Moray	5%	30%	65%	932
Aberlour Childcare Trust	5%	60%	36%	942
Age Concern	2%	83%	15%	950
Alzheimers Scotland	2%	68%	30%	940
Moray Against Poverty	2%	37%	61%	920
Moray Carers Project	7%	61%	32%	942
Oxfam	24%	70%	6%	960
Red Cross	30%	66%	4%	962
SSPCA	13%	80%	7%	951
Shelter	13%	73%	14%	948
OTHER	67%	17%	16%	181

Table A2.7: Satisfaction with aspects of Voluntary service

Aspect	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting right person	71%	24%	4%	1%	1%	1%
Staff friendliness	75%	21%	2%	1%	1%	1%
Staff helpfulness	73%	21%	3%	1%	1%	1%
Staff knowledge	66%	24%	6%	1%	1%	2%
Staff understanding	64%	25%	8%	1%	1%	1%
Staff ability to deal with request or problem	56%	23%	15%	2%	1%	3%
Kept informed of progress	55%	23%	14%	2%	2%	5%
The service OVERALL	62%	26%	7%	1%	2%	2%

Table A2.8: Perceived significance of potential barriers to volunteering

	Very significant	Fairly significant	Neither/ nor	Fairly insignificant	Very insignificant
Work commitments	58%	35%	6%	1%	0%
Family commitments	49%	44%	5%	1%	0%
Lack of transport	24%	40%	24%	10%	2%
Lack of support for volunteers	15%	33%	39%	10%	2%
Lack of awareness of local voluntary organisations	24%	45%	21%	8%	2%
Lack of motivation	31%	41%	19%	7%	2%
The type of work that local voluntary organisations do	10%	34%	38%	14%	4%

APPENDIX 3: "OTHER" VOLUNTARY ORGANISATIONS CONTACTED

Adult Literacy 1 Adult Literacy & Numeracy 1 Babs Dial A Bus 1 Barnardos 1 Barnardos In Elgin 1 Barracy 1 Barracy 1 Barracy 1 Blind 1 Blythwood 1 British Heart Foundation 1 Buckie Drop In (Club) 1 Cairngorm National Park Board Member 1 Cairngorm National Park Board Member 1 Cairngorm National Park Board Member 1 Capability Scotland 1 Cats Protection 1 Charity Shops 1 Chest, Heart & Stroke Volunteer Helper 1 Chest, Heart & Stroke Volunteer Helper 1 Chest, Heart & Stroke Scotland 1 Child Trust 1 Child Trust 1 Childere First 1 Children First 1 Children First 1 Children First 1 Children Fi	Organisation	Number
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Blythwood 1 British Heart Foundation 1 Buckie Drop In (Club) 1 Cairngorm National Park Board Member 1 Capability Scotland 1 Cats Protection 1 Charity Shops 1 Chest, Heart & Stroke Volunteer Helper 1 Chest, Heart And Stroke Scotland 1 Child Trust 1 Child Trust 1 Childcare Trust 2 Children First 1 Christian Aid 1 Church Of Scotland 1 Dava Way Group - Pathway Promotion 1 Disability In Moray (Non Existant) 1 Donated goods to Sue Ryder Shop in Buckie 1 Drug And Alcohol Forum 1 Dufftown 2000 1 Duke Of Edinburgh Awards Scheme 1 Elgin Round Table 1 Elgin Youth Cafe 1 Enable 1 Fibromyalgia Support Group 2 Findhorn Foundation 1 Forres Area Credit Union 2 Forres Community Council 1 Friends Of The Earth 1 Grays Hospital Visitor / Mealmate 1 Handy Person Services Moray 1 Have donated goods to various volunteer organisation outlets 1 Have Not Been In Contact 1 Health Promotions 1	Barrk	1
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Organisation Number Highland Hospice 1 Highland Hospice Shop 1 Hospital Helper In WRVS 1 I am chairperson of Abbeyfield Society 1 Ladybird Group 1 Laich Medical Centre Patient Participation Group 1 Lead Scotland 1 Local Community Association 2 Local Sheltered Housing In Lunch Clubs 1 Lossiemouth Senior Citizens Luncheon Club 1 Macmillan 1 Macmillan Cancer Relief (For Hospice Elgin) 1 Malcolm Sargent Cancer Care Based In Inverness 1 MAP 1 Moray Alcohol & Addiction Service 2 Moray Field Club 2 Moray Field Club 2 Moray Girls Football 1 Moray Heritage Centre - Elgin Library 1 Moray New Futures (SCVO) 1 Moray Patient Participation Forum 1 Moray Voluntary Service Organisation 1 Moray Young Carers 2 Moray Young Carers 2 Moray Youth Action 1 <
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PSBYT 1
RDA, Riding For The Disabled 1
Reap 1
Reboot 2
Rocking Horse Development Group 1
Royal Air Force Association 1
Scotland Supporting Diabetes Research 1
Scouts 1
Shopmobility 1
Speyside Council 1
SSAFA Forces Help 1
St Andrews Ambulance Service 2

Organisation	Number
Sunshine Playgroup, Keith	1
The Compassionate Friends	1
The Handy Person Service	1
The Moray Society	1
The Oaks Palliative Day Care Centre	2
The Oaks Palliative Day Care Centre, Elgin (Hospice)	1
The Shops	1
Thrift Shop Kinloss	1
Tolbooth St Forres	1
Transport In Dufftown	1
Unicef	1
Victim Support	2
Was a 'Meals On Wheels' volunteer for 5 yrs	1
Whale & Dolphin Conservation Sociery	1
Work In Highland Hospice	1

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