



Moray Citizens' Panel

Members' Newsletter

Winter 2014/15

Welcome to the latest Moray Citizens' Panel newsletter. This provides feedback on results from the most recent Citizens' Panel survey. The survey achieved a very strong 61% response, and results are already making a difference to services in Moray. You can read the full survey report at www.bit.ly/citizenspanel

In This Issue...

- Welcome
- Results from the latest Citizens' Panel survey
- Call for new members
- How to get in touch

Do you know anyone who would like to have a say on issues affecting people in Moray?

The Citizens' Panel is always open to new members. Anyone living in Moray can join - our members are from across Moray and all parts of the community. To join or find out more...

Call: 0800 027 2245

Go online at: www.bit.ly/moraycp

Health & Social Care Services

The survey asked for your views on the vision drawn up as part of plans to integrate health and social care services in Moray. The great majority of you felt that this is broadly the right vision for Moray. You particularly liked the focus on helping people to live their own independent lives, as part of inclusive communities.

You also supported the principles which will guide our approach to achieving our vision. You felt the key principles were signposting to information or advice, best value, personal services and sharing information.

Using your feedback

Your feedback has already been used to refine our vision statement for health and social care services in Moray. This will soon be going out for further consultation.

Early Years Services

You generally supported more freedom for parents in how they use early learning and childcare provision – using available hours whenever they wish, and being flexible in the providers they use.

Using your feedback

Results from the Citizens' Panel survey will be used with other consultation feedback to decide the future approach to childcare provision in Moray.

You felt that the council should provide out-of-hours day care for children who are 'in need', but were divided on whether the council should provide this for children not 'in need'.

You supported a range of options to provide this out of hours care, and most felt that parents should contribute to the cost.

Larger print, other format or language?

Contact us on: 0800 027 2245 or mcp@craigforth.co.uk

Online Services

Most of you had used online services in the last few months, and a third had used Moray Council online services. Nearly 9 in 10 of you would be interested in using online council services such as reporting problems (like road defects or dog fouling) or arranging bulky goods collections. But more than half of you mentioned things that had stopped you from using online council services. The most common were preferring to speak to someone and not knowing about online services.

Using your feedback

Your feedback will be really valuable in shaping our Digital Services Strategy, to make sure this fits with how residents use the internet. This includes decisions on which services will be made available online.

Most of you said that you would be happy for Moray Council services to share relevant service user information with other council services or other public bodies.

Protecting Children and Young People

Most of those with children in their home had some concerns about online safety or protection for children and young people. However, most of you felt aware of how children and young people use the internet, the kinds of risks they may be exposed to, and how to minimise online risks.

Nearly all of you felt that “as a citizen I have a role to play in keeping all children safe”. Overall, you were less likely to feel that you would be able to recognise a child who was at risk of harm or abuse – but those with children were more confident about this. Most of you felt that you would know what to do if you had a concern about a child at risk of harm or abuse.

Opportunities for Community Engagement

Around a third of you had seen or heard about engagement exercises run by the council in the last two years (not counting the Citizens’ Panel). 1 in 7 had taken part in one or more of these exercises – the most common were on the Western Link Road, Sports & Leisure provision, Local Development Plan and Flood Alleviation.

You were generally positive about council engagement exercises that you had been involved in. However you felt we could do more to make sure people in Moray can take advantage of chances to give their views:

- » Better promotion of exercises through the local press and in public places.
- » Offering people different ways to give their views.
- » Making sure the topics are relevant and of interest to local people.
- » Using local venues that are known to people, and at different dates and times.

Using your feedback

Your views have been passed to the Community Engagement Group who take an interest in how services use community engagement.

The group will be looking at how to improve the approach to the points you raised. This includes improving awareness of engagement exercises, and how services use press and online/ social media to promote opportunities.

The group will use your feedback to help shape the approach used by public services in Moray to make the most of community engagement.

Next Citizens’ Panel survey is due in January 2015

You may have received a copy of the latest survey questionnaire with this newsletter. The survey will be live from mid January at www.bit.ly/mcp2015a

Questions? Details changed?

Contact Craigforth on: 0800 027 2245 or mcp@craigforth.co.uk