



Moray Citizens' Panel

Contacting Local Agencies

This survey returns to a number of topics covered by the first Moray Citizens' Panel survey to identify any changes over time in Panel members' contact with Community Planning Partnership member agencies. The questionnaire asks about your experience of making contact with each of **Moray Council services**, **health services**, **emergency services** and **voluntary organisations**. The final section of the questionnaire gives you an opportunity to provide us with feedback on your experience of being a Panel member, and to suggest potential ways to further improve the Panel in the future.

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 circle ONE option for each

	Contacted once	Contacted 2-3 times	Contacted more than 3 times	No contact in past 2 years, but previously	Never contacted
Moray Council	1	2	3	4	5
NHS - Accident and Emergency	1	2	3	4	5
NHS - other hospital services	1	2	3	4	5
NHS - GP surgery, district nurse	1	2	3	4	5
Ambulance service	1	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	2	3	4	5
HIE Moray	1	2	3	4	5
Moray Chamber of Commerce	1	2	3	4	5
Moray College	1	2	3	4	5
Communities Scotland	1	2	3	4	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 **Q15**.

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

Refuse/ bin collection	1	Social services or community care	11
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Street cleaning/ dog fouling	2	Education inc further ed., careers service	12
Environmental health	3	Planning/ building control	13
Road repairs	4	Trading standards/ consumer protection	14
Street lighting	5	Registration of births, deaths or marriages	15
Pavements	6	Leisure services	16
Winter maintenance (eg gritting)	7	Libraries	17
Council tax or housing benefit	8	Don't know/ can't say	18
Housing (e.g. tenants' enquiries, repairs, rent)	9	Other (please write in)	19
Housing application enquiries	10		

Q3 And which of the following best describes the reason for your most recent contact with the Council? Please circle 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

Q4 Still thinking about your most recent contact, who was the main person that you got in touch with? Please circle ONE only

Someone at Council Headquarters in Elgin	1	Someone at a school, college, university or careers service	5
Someone at a local Council office	2	A local Councillor	6
Someone at a local Community Centre	3	Other (please write in)	7
Someone at other Council premises (eg library, leisure centre)	4		

How You Contacted the Service...

Q5 How did you first get in touch with the Council, at the time of your most recent contact? Please circle ONE only

By phone	1	Go to Q6
In person	2	Go to Q9
By letter or fax	3	Go to Q12
By email	4	

Q6 If you telephoned, how quickly did you get through? Please circle ONE only

First time I rang	1	Go to Q8
Second time I rang	2	Go to Q7
After three or more attempts	3	
Can't remember/ don't know	4	

Q7 If you did not get through first time, why was this? Please circle 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

Q8 Once you got through on the telephone, were you: Please circle ONE only

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

Q9 If you visited the Council service in person, had you made an appointment? Please circle ONE only

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

Q10 How quickly were you seen once you arrived? Please circle 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		

Q11 And would you say this was: Please circle 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

Q12 If you contacted the Council by letter, fax or email did you get a reply? Please circle ONE only

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

The Service You Received...

Q13 Would you say that your enquiry, request or complaint has been resolved? Please circle ONE only

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

Q14 Thinking about the people who dealt with your *most recent* contact with the Council, how satisfied or dissatisfied were you with the following? Please circle ONE option for each aspect

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
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	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	6
How well they kept me informed of what was happening	1	2	3	4	5	6
The service OVERALL	1	2	3	4	5	6

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 **Q29**.

Q15 Thinking about your *most recent* contact with health services in Moray, which of the following services did you use? Please circle ONE only

GP Practice during surgery hours	1	Other hospital – as inpatient	6
Out of hours GP service	2	NHS 24	7
Community nurse, health visitor, community midwife	3	Dentist	8
Accident & Emergency department at hospital	4	Other (please write in)	9
Other hospital – as outpatient	5		

Q16 Did you get in touch with this service: Please circle ONE only

On your own behalf?	1
On behalf of someone else (family member or friend)?	2

Q17 In your opinion, how urgent was your most recent contact? Please circle ONE only

Very urgent	Worrying, not urgent	Non-urgent
1	2	3

How You Made Contact With the Service...

Q18 Did your most recent contact involve a visit or consultation? Please circle ONE only

Yes - consultation at a hospital, practice or clinic	1	Go to Q21
Yes - consultation at home	2	
No, contacted by phone only	3	Go to Q19
No, contacted by letter/ fax/ email only	4	Go to Q28

Q19 If you contacted the service by phone, how quickly did you get through? Please circle ONE only

First time I rang	1	Go to Q28
Second time I rang	2	
After three or more attempts	3	Go to Q20
Can't remember/ don't know	4	

Q20 If you did not get through first time, why was this? Please circle 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...

Q21 Had you made an appointment before the visit or consultation? Please circle ONE only

Yes, by phone	1	Go to Q22
Yes, at an earlier visit	2	Go to Q23
Yes, by visiting the service	3	
No, I just turned up	4	Go to Q24

Q22 If you telephoned, how quickly did you get through? Please circle ONE only

First time I rang	1
Second time I rang	2
After three or more attempts	3
Can't remember/ don't know	4

Q23 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 circle 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

Q24 If your consultation was at a hospital, practice or clinic how did you complete the *main part* of your journey? Please circle 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

Q25 How quickly were you seen once you arrived? Please circle 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 - visited me in my home	6

Q26 And would you say that this was: Please circle 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

Q27 If you had to wait for longer than 30 minutes, was an explanation given? Please circle ONE only

Yes	No	Can't remember/ Don't know
1	2	3

The Service You Received...

Q28 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 circle ONE option for each aspect

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

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 **Q43**.

Q29 With which of the emergency services have you *most recently* been in contact?

Please circle ONE only

Police	Fire & Rescue Service	Ambulance service
1	2	3

Q30 And what was this *most recent* contact about? Please circle ONE only

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

Q31 How urgent would you say your most recent contact was? Please circle ONE only

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

Q32 Which of the following best describes the reason for your most recent contact with the emergency services? Please circle ONE only

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

How You Contacted the Service...

Q33 How did you first get in touch with the emergency service, at the time of your most recent contact? Please circle ONE only

By phone	1	Go to Q34
In person	2	Go to Q37
By letter or fax	3	Go to Q39
By email	4	
Through another person	5	Go to Q39

Q34 If you telephoned, what number did you phone? Please circle ONE only

999	Another Number
1	2

Q35 Once you were put through to the service or station that you needed, were you: Please circle ONE only

dealt with straight away?	1	asked to telephone back later?	3
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transferred to somebody else or asked to call another number?	2	told you would be telephoned later?	4
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Q36 Was your enquiry, request or complaint resolved over the telephone, or did you visit the service or ask the service to visit you? Please circle ONE only

Yes, it was resolved over the phone	1	Go to Q41
No, I visited the service	2	Go to Q37
No, the service visited me	3	Go to Q39
No, it is not yet resolved	4	Go to Q41

Q37 Did you make an appointment to go and see someone about your enquiry, request for service or complaint? Please circle ONE only

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

Q38 How quickly were you seen once you arrived? Please circle 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 - visited me in my home	6

Q39 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 circle 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

Q40 Thinking about the time you had to wait to be seen if you visited the service in person, or if the service visited you, would you say that this was: Please circle 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

The Service You Received...

Q41 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 circle ONE option for each aspect

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting the service	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	5	6
Their understanding of my situation	1	2	3	4	5	6
Their ability to deal with my problem	1	2	3	4	5	6
How well they kept me informed about what was happening	1	2	3	4	5	6
Their OVERALL handling of my enquiry	1	2	3	4	5	6

Q42 Would you say that your enquiry, request or complaint has been resolved? Please circle ONE only

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

Voluntary Organisations

Q43 To what extent would you say you are *aware* or *unaware* of the following voluntary organisations *in Moray*? Please circle **ONE** option for each

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

Q44 To what extent do you think the following are barriers to people working as volunteers in Moray? Please circle **ONE** option for each

	Very significant	Fairly significant	Neither/ Nor	Fairly insignificant	Very insignificant
Work commitments	1	2	3	4	5
Family commitments	1	2	3	4	5
Lack of transport	1	2	3	4	5
Lack of support for volunteers	1	2	3	4	5
Lack of awareness of local voluntary orgs	1	2	3	4	5
Lack of motivation	1	2	3	4	5
Type of work that voluntary organisations do	1	2	3	4	5

Your Most recent Contact with Voluntary Organisations...

If you have not been in contact with **any** voluntary organisations in Moray over the past 2 years, please go to **Q56**.

Q45 With which voluntary organisation have you *most recently* been in contact?

Please write in **one name** below

Q46 Thinking about this *most recent* contact, which of the following best describes your reason for contacting the organisation? Please circle ONE only

Asking for information	1
Giving information	2
Asking for a service or something to be done	3
Making a complaint about the organisation itself	4
Making a complaint about another organisation	5

Q47 How did you first get in touch with the organisation, at the time of your most recent contact? Please circle ONE only

By phone	1	Go to Q48
In person	2	Go to Q49
By letter or fax	3	Go to Q52
By email	4	

Q48 If you telephoned, how quickly did you get through? Please circle ONE only

First time I rang	1
Second time I rang	2
After three or more attempts	3
Can't remember/ don't know	4

Q49 Had you made an appointment to go and see someone about your enquiry, request for service or complaint? Please circle ONE only

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

Q50 How quickly were you seen once you arrived? Please circle ONE only

As soon as I arrived, or at my appointment time	1
After waiting up to 15 minutes	2
After waiting between 15 and 30 minutes	3
After waiting over 30 minutes	4
Can't remember/ don't know	5

Q51 And would you say that this was: Please circle 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

Q52 If you contacted the organisation by letter, fax or email, did you get a reply? Please circle ONE only

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

The Service You Received...

Q53 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 circle ONE option for each aspect

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of contacting the service	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	5	6
Their understanding of my situation	1	2	3	4	5	6
Their ability to deal with my problem	1	2	3	4	5	6
How well they kept me informed about what was happening	1	2	3	4	5	6
Their OVERALL handling of my enquiry	1	2	3	4	5	6

Q54 Would you say that your enquiry, request or complaint has been resolved? Please circle ONE only

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

Q55 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 circle ONE only

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

Using the internet to contact or find out about local agencies

Q56 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 circle ONE option for each website

	Visited once	Visited occasionally	Visited regularly	Never visited	Don't know/ can't say
Moray Council website	1	2	3	4	5
NHS Grampian website	1	2	3	4	5
Grampian Police website	1	2	3	4	5
Grampian Fire and Rescue website	1	2	3	4	5
Citizens Advice Bureau website	1	2	3	4	5
HIE Moray	1	2	3	4	5
Moray College website	1	2	3	4	5
Communities Scotland website	1	2	3	4	5
Moray Community Planning Partnership website	1	2	3	4	5

Your experiences of the Citizens' Panel

The Moray Citizens' Panel has now been running for more than 3 years - thank you again for giving your views over this time. In this final section of the questionnaire we would like to hear your views and experience of the Panel to date, and how it might be further improved in the future.

Your Experience So Far...

Q57 Overall, how have you found being on the Citizens' Panel? Please circle ONE only

Very enjoyable	Fairly enjoyable	Not very enjoyable	Not at all enjoyable	No opinion
1	2	3	4	5

Q58 How interesting or uninteresting have you found the *survey topics* on the Citizens' Panel? Please circle ONE only

Very interesting	Fairly interesting	Not very interesting	Not at all interesting	No opinion
1	2	3	4	5

Q59 And how easy or difficult have you found the *questionnaires* on the Citizens' Panel? Please circle ONE only

Very easy	Fairly easy	Fairly difficult	Very difficult	No opinion
1	2	3	4	5

Q60 How satisfied or dissatisfied have you been with the following aspects of the Moray Citizens' Panel in the last three years or so? Please circle ONE option for each aspect

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
Clarity of survey forms/ covering letters	1	2	3	4	5	6
Feedback newsletters	1	2	3	4	5	6
Telephone contact with Craigforth (who manage the Panel)	1	2	3	4	5	6
Telephone contact with the Council (regarding the Panel specifically)	1	2	3	4	5	6
Email contact with Craigforth or the Council regarding the Panel	1	2	3	4	5	6
The range of topics covered by surveys	1	2	3	4	5	6
The relevance of topics covered	1	2	3	4	5	6
The frequency of surveys	1	2	3	4	5	6
The Panel OVERALL	1	2	3	4	5	6

Future Changes...

Q61 Which THREE from the following would you most like to see covered in future Panel surveys?

Please circle THREE only

Community safety	1
Education & Adult Learning	2
Volunteering	3
Quality of local environment	4
Wider environmental issues	5
Arts & entertainment	6
Council services & local government	7
Housing	8
Equal opportunities	9
Traffic & Transport	10
Health and social care	11
Crime, policing & anti-social behaviour	12
Sports & recreation	13
Jobs & the economy	14

Q62 And are there any *other* specific topics which you would like to see covered? Please write in

Q63 Which if any of the following changes would you like to see to the way in which the Moray Citizens' Panel is run? Please circle ALL that apply

More frequent surveys	1
Less frequent surveys	2
Longer questionnaires	3
Shorter questionnaires	4
Topics that are more relevant or interesting to me	5
More space to write in my own answers	6
Better/ more feedback on survey results	7
More focus groups and telephone interviews	8
Other (please write in below)	9

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).