

Moray Citizens' Panel

Environmental Services Survey

The Moray Council's Environmental Services (Direct Services) provides a wide range of services to Moray residents. This survey asks about your experience of and views on these services

You can also complete the survey online at **www.craigforth.co.uk/MCP13b**. If you have any questions about the survey please contact Craigforth on: **0800 027 2245** or **survey@craigforth.co.uk**.

Waste Management

Q1 Thinking about your use of Waste Management Services over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Refuse Collection (Residual)	1	2	3	4	5	6
Recycling collection	1	2	3	4	5	6
Recycling facilities	1	2	3	4	5	6
Cleanliness of verges and embankments	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any would you like to see made to the Waste Management Service?

Lands And Parks

Q2 Thinking about your use of Lands and Parks Services over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Public Parks	1	2	3	4	5	6
Open Spaces	1	2	3	4	5	6
Countryside Ranger Service	1	2	3	4	5	6
Burial Service	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any would you like to see made to the Lands and Parks Service?

Q3 Below are aspects of the general condition of Council Parks and Gardens. How would you rate these? Please circle ONE option for each

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass Cutting in parks/Gardens	1	2	3	4	5	6
Flowerbeds/ Floral Displays in Parks and Gardens	1	2	3	4	5	6
Shrub Beds in Parks and Gardens	1	2	3	4	5	6
Footpaths in Parks and Gardens	1	2	3	4	5	6
Park Furniture e.g. seating	1	2	3	4	5	6
Trees	1	2	3	4	5	6
Play Equipment	1	2	3	4	5	6
Infrastructure	1	2	3	4	5	6

Q4 When you are visiting Council parks and gardens, which type of problem do you see most often? This might include litter, dog fouling, leaves on footpaths, etc

Q5 Below are aspects of the general condition of Council Cemeteries. How would you rate these? Please circle ONE option for each

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass Cutting	1	2	3	4	5	6
Headstone areas	1	2	3	4	5	6
Footpaths/car parks in Cemeteries	1	2	3	4	5	6
Access	1	2	3	4	5	6
Floral tributes	1	2	3	4	5	6
Trees /Leaves	1	2	3	4	5	6
Water Supply	1	2	3	4	5	6
Infrastructure	1	2	3	4	5	6

Q6 When you are visiting Council Cemeteries, which type of problem do you see most often? This might include litter, dog fouling, leaves on footpaths, etc

Q7 Below are aspects of the general condition of Council Footpaths/Verges/Open Spaces. How would you rate these? Please circle ONE option for each

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Grass Cutting	1	2	3	4	5	6
Flowerbeds	1	2	3	4	5	6
Trees/Leaves	1	2	3	4	5	6

Q8 When you are using Council Footpaths/Verges/Open Spaces, which type of problem do you see most often? This might include litter, dog fouling, leaves on footpaths, etc

Q9 Have you had concerns for your safety or experienced antisocial behaviour in the following areas? Please circle ALL that apply

1	Parks and gardens
2	Cemeteries
3	Footpaths/Verges/Open Spaces
4	None of these

Building, Cleaning And Catering

Q10 Thinking about your use of Building, Cleaning and Catering Services over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Street Cleaning	1	2	3	4	5	6
Public Toilets	1	2	3	4	5	6
School meals	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any would you like to see made to the Building, Cleaning and Catering Service?

Roads Maintenance

Q11 Thinking about your use of Roads Maintenance Services over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Gritting of main Council roads	1	2	3	4	5	6
Gritting of residential roads	1	2	3	4	5	6
Gritting of rural roads	1	2	3	4	5	6
Gritting of footways / paths/cycleways	1	2	3	4	5	6
Snow clearing of all Council roads	1	2	3	4	5	6
Snow clearing of footways/paths	1	2	3	4	5	6
Snow clearing of cycleways/ paths	1	2	3	4	5	6
Snow clearing of Council Car Parks	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

Q12 Below are aspects of the general condition of Council Roads Assets. How would you rate these?**Please circle ONE option for each**

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Main Roads	1	2	3	4	5	6
Residential roads	1	2	3	4	5	6
Rural Roads	1	2	3	4	5	6
Footways and paths	1	2	3	4	5	6
Cycle routes	1	2	3	4	5	6
Road Drainage	1	2	3	4	5	6
Road Signs	1	2	3	4	5	6
Road markings	1	2	3	4	5	6
Road safety Barrier	1	2	3	4	5	6
Pedestrian barriers	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.**Q13 Below are aspects of the maintenance of Council Roads Assets. How would you rate these?****Please circle ONE option for each**

	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Speed at which road potholes repaired	1	2	3	4	5
Quality of Road pothole repairs	1	2	3	4	5
Cleanliness of roads & verges	1	2	3	4	5
Frequency of gully emptying	1	2	3	4	5
Keeping drainage clear and working	1	2	3	4	5
Cleanliness and visibility of road signs	1	2	3	4	5
Visibility of road markings	1	2	3	4	5
Speed of repair to bridges	1	2	3	4	5
Speed of repair to street lights	1	2	3	4	5
Speed of repair to traffic signals	1	2	3	4	5

What improvements if any would you like to be made to the Roads Maintenance Service?

Q14 Please choose five services and rate these in order of importance to you, with 1st choice being most important. Please circle ONE service under each column

	1 st Choice	2 nd Choice	3 rd Choice	4 th Choice	5 th Choice
Resurfacing of main roads	1	1	1	1	1
Resurfacing of residential roads	2	2	2	2	2
Resurfacing of footways & paths	3	3	3	3	3
Repairing road potholes and other surface defects promptly	4	4	4	4	4
Re-lining and marking roads	5	5	5	5	5
Renewing worn road signs	6	6	6	6	6
Replacing dark street lights	7	7	7	7	7
Replacing lighting columns in poor condition	8	8	8	8	8
Repairing bridges	9	9	9	9	9
Replacing bridges in poor condition	10	10	10	10	10
Replacement of safety fencing/barriers	11	11	11	11	11
Preparing for adverse weather	12	12	12	12	12
Clearing blocked drains quickly	13	13	13	13	13

Q15 Would you say the illumination of street lighting in your local area is...

Too high	Adequate	Too low	Don't know/ No opinion
1	2	3	4

Transportation and Consultancy

Q16 Thinking about your use of Transportation and Consultancy Services over the last year, how would you rate the following? Please circle ONE option for each service

	Not used in last year	Very Satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very Dissatisfied
Provision permits for skips/scaffolding	1	2	3	4	5	6
Disabled parking	1	2	3	4	5	6
Car parks	1	2	3	4	5	6
Provision of school transport	1	2	3	4	5	6
Provision of School Crossing patroller	1	2	3	4	5	6
Community Transport (Dial a bus)	1	2	3	4	5	6
Harbours	1	2	3	4	5	6
Dealing with Flooding	1	2	3	4	5	6

If you are not satisfied with any of the above, please give your reasons below.

What improvements, if any would you like to see made to the Transportation and Consultancy Service?

Q17 What do you think are the top three priorities for improving cycling facilities in your area?**Please circle ALL that apply**

New routes	1	Improving existing surfaces	4
Additional cycle crossing points	2	Additional cycle parking facilities	5
Improved signing	3	Improved road markings	6
Improved lighting	2	Don't know / No opinion	5
Other (please write in)			

Q18 Would you say the provision of lowered kerbs at crossings in your area is...

Adequate	Inadequate	Don't know/ No opinion
1	2	3

Q19 Utilities Companies such as gas, electricity and telecommunication have a statutory right to lay apparatus in and over the road. Road works are co-ordinated, if possible, by all of those involved but can still cause delay and inconvenience to the user.**Bearing in mind your experience of utility works, please give your views on the following.****Please circle ONE option for each**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know / Can't Say
The guarding and signage of works was adequate	1	2	3	4	5	6
The information provided on signs was adequate and clear	1	2	3	4	5	6
The reinstatements of the road/footway was to a good standard	1	2	3	4	5	6
The reinstatement was undertaken promptly	1	2	3	4	5	6
The waiting time was an acceptable level	1	2	3	4	5	6

Service Staff**Q20 How would you rate our service staff on the following? Please circle ONE option for each**

	Not used in last year	Excellent	Good	Neither/ Nor	Poor	Very Poor
Friendliness/ Co-operation of staff	1	2	3	4	5	6
Presentability of staff	1	2	3	4	5	6
Ease of obtaining information/help	1	2	3	4	5	6
Ease on reporting faults/making complaints	1	2	3	4	5	6

Consultation

Finally, we're interested in your views as a Panel member on being invited to take part in surveys and other consultations

Q21 How often would you be happy to receive invites to take part in surveys or other consultations?

Please circle ONE only

	Every month	Every 2-3 months	Every 3-4 months	Every 5-6 months	No more than once a year	Don't know/ No opinion
Panel Surveys	1	2	3	4	5	6
Invites to take part in other consultations	1	2	3	4	5	6

Q22 Do you have any other comments about taking part in Panel surveys or other consultations?

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Thank you for helping us with this

Please return your completed questionnaire in the reply envelope provided – NO STAMP IS NEEDED

Any Questions?

Freephone 0800 027 2245 or Email survey@craigforth.co.uk

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