



## Environmental Services Survey

This survey asks about your experience of and views on the range of Environmental Services provided by The Moray Council. The questionnaire should only take a few minutes to complete. We hope you find it interesting.



You can also complete the survey online if you prefer: [bit.ly/mcp2015c](http://bit.ly/mcp2015c) or scan the code:

If you have any questions about the survey or the panel, please call Craigforth on **freephone 0800 027 2245** or email **MCP@craigforth.co.uk**.

### Lands and Parks

**Q1 Thinking about your use of Lands and Parks Services and facilities 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 and gardens	1	2	3	4	5	6
Open spaces	1	2	3	4	5	6
Verges and footpaths	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 Land and Parks Service?**

**Q2 How would you rate the general condition of council parks and gardens?**

**Please circle ONE option for each**

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Grass cutting in parks and gardens	1	2	3	4	5	6
Flowerbeds, floral displays, shrub beds 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 e.g. footpaths, railings	1	2	3	4	5	6

**When visiting council parks or gardens which types of problem do you see most often? This might be litter, dog fouling, leaves on footpaths, unkept flowerbeds, damaged park furniture.**

**Q3 How would you rate the general condition of council cemeteries? Please circle ONE 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
Accessibility	1	2	3	4	5	6
Information signage	1	2	3	4	5	6
Trees/leaves	1	2	3	4	5	6
Water supply	1	2	3	4	5	6
Infrastructure e.g. footpaths, railings, seating	1	2	3	4	5	6

**Q4 How would you rate the general condition of council footpaths, verges and open spaces?**

**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
Trees/leaves	1	2	3	4	5	6

**Q5 Have you had any concerns for your safety or experienced antisocial behaviour in any of the following areas? Please circle ALL that apply and use the box below to tell us about this.**

Public parks and gardens	Open spaces	Verges and footpaths	Cemeteries	No safety concerns or ASB in these areas
1	2	3	4	5

## Waste Management

**Q6 Thinking about your use of Waste Management Services and facilities 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 – green bins	1	2	3	4	5	6
Recycling collection – brown bins	1	2	3	4	5	6
Recycling collection – coloured bins	1	2	3	4	5	6
Recycling centres/depots	1	2	3	4	5	6
Cleanliness of streets	1	2	3	4	5	6
Public toilets	1	2	3	4	5	6
Ease of accessing information on the Waste Management Service	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?**

**Q7 Thinking particularly about recycling centres/depots in Moray, is there anything that would help you use these more often? Please circle ALL that apply**

1	More information on centres/depots (available facilities, opening times etc)
2	Better facilities at local centres/depots
3	Better opening times
4	Centres/depots located closer to my home, easier to access
5	Other (please write in below)
6	<b>Nothing would make me use recycling centres/depots more often</b>

## Transportation

**Q8 Thinking about your use of the following services over the last year, how would you rate these? 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
Dial A Bus	1	2	3	4	5	6
Community Transport (inc sharing schemes such as Speyside Car Share, BABs, etc)	1	2	3	4	5	6
Harbours	1	2	3	4	5	6

**If you are not satisfied with these services, why is this? Please circle ALL that apply and use the box below to tell us a little more about the reasons for your answer**

Time to respond to request	Time to action request	Refusal of request	Other
1	2	3	4

**What improvements, if any, would you like to see made to the services listed at Q8?**

**Q9 Thinking now about improving cycling facilities in your local area, what do you think are the TOP THREE priorities? Please select UP TO 3 options**

1	New routes	5	Improving existing surfaces
2	Additional cycle crossing points	6	Additional cycle parking facilities
3	Improved signing	7	Improved road markings
4	Improved lighting	8	Don't know/No opinion

Other (please write in)

Please let us know of any specific locations for new or improved cycling facilities.

**Q10 The Access to Streets project is one of the ways that the Council is making Moray's streets accessible to all, and safer for all. This includes providing barrier free street routes for those with visual/physical impairment, and those with pushchairs.**

**How would you rate the accessibility of streets in your local area for those with disabilities, those with pushchairs, etc?**

Very good	Fairly good	Neither nor	Fairly poor	Very poor	Don't know
1	2	3	4	5	6

**Can you tell us more about your answer here? Please write in below.**

**Q11 The Transport to Healthcare Information Centre (THInC) provides guidance and practical transport advice over the phone, for people having difficulty getting to or from medical appointments if they don't have personal transport. The Centre doesn't book transport but can provide travel advice, bus or train times, and details of other services such as dial-a-bus or voluntary car schemes.**

**Have you heard of the Transport to Healthcare Information Centre (THInC)?**

Heard of, and have used the service	Heard of, but have not used the service	Have not heard of	Don't know/Unsure
1	2	3	4

**If you have used the THInC service, how often is this? And what did you think of the service?**

**Do you think the THInC is a service that you might use in the future?**

Definitely	Possibly	Definitely not	Don't know/Unsure
1	2	3	4

**Q12 Utilities Companies have a statutory right to lay apparatus in and over the road. Road works are co-ordinated where possible, but can still cause delays and inconvenience. Based on your experience, 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

**Please tell us which utility or utilities you are referring to in your answers here.**

## Flood Risk Management

**Q13 Moray's major flood schemes are now operational, protecting well over 2,000 properties in Elgin, Forres, Rothes, Lhanbryde and part of Newmill. Please answer the following.**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
I was aware that the schemes are operational	1	2	3	4	5	6
I am satisfied with the quality and value of the schemes	1	2	3	4	5	6

**Q14 The Elgin Flood Alleviation Scheme was around £13.5million under budget, and involved visual changes to parts of Elgin (e.g. Cooper Park, Borough Briggs). Please answer the following.**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
I was aware that the scheme came in under budget	1	2	3	4	5	6
The landscaping has improved the appearance of the affected areas	1	2	3	4	5	6

**Q15 The Council has worked with SEPA, Scottish Water, and neighbouring councils to consult on its six-year plans to reduce flood risk. Please answer the following.**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
I was satisfied are you with this consultation process	1	2	3	4	5	6

**Q16 The Council offers a range of assistance in accessing insurance, advice on flood risk, and raising awareness on how to protect against and prepare for flooding. Please answer the following.**

	Strongly agree	Agree	Neither/ Nor	Disagree	Strongly disagree	Don't know
I am satisfied with this as one way to reduce flood risk	1	2	3	4	5	6

## School Catering

**Q17 Thinking about any experience your children have of the school catering service 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
Quality of school meals	1	2	3	4	5	6
Value of school meals	1	2	3	4	5	6

**If you are not satisfied with the school catering service, please give your reasons below.**

**Q18 What improvements, if any, would you like to see made to the Catering Service?**

# Roads Maintenance

**Q19 Thinking about maintenance of roads assets in Moray over the last year, how would you rate the following? Please circle ONE option for each**

	No opinion	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Speed at which road potholes are repaired	1	2	3	4	5	6
Quality of road pothole repairs	1	2	3	4	5	6
Cleanliness of roads & verges	1	2	3	4	5	6
Frequency of gully emptying	1	2	3	4	5	6
Keeping drainage clear and working	1	2	3	4	5	6
Cleanliness and visibility of road signs	1	2	3	4	5	6
Visibility of road markings	1	2	3	4	5	6
Speed of repair to bridges	1	2	3	4	5	6
Speed of repair to street lights	1	2	3	4	5	6
Speed of repair to traffic signals	1	2	3	4	5	6

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

**Q20 Thinking about winter maintenance of roads and footpaths in Moray over the last year, how would you rate the following? Please circle ONE option for each**

	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.**

**Q21 What changes to maintenance this winter would help you to get around more easily?**

**Q22 How would you rate the general condition of Council roads assets? Please circle ONE 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.**

**Q23 What are your biggest concerns for each of the following? Please circle ALL that apply**

	Main Roads	Residential Roads	Rural Roads	Footways and paths	Cycle Routes
Potholes	1	1	1	1	1
Narrow, damaged edges	2	2	2	2	2
Bumpy, rough surface	3	3	3	3	3
Cracked, crazed surface	4	4	4	4	4
Too much surface water, poor drainage	5	5	5	5	5
Too smooth surface	6	6	6	6	6
Not enough gritting/snow clearance	7	7	7	7	7
Littered/unkept	8	8	8	8	8
Inadequate/broken lighting	9	9	9	9	9

**Do you have any other concerns about the condition of roads etc in Moray?**

**And which of these is your single biggest concern for the condition of roads etc in Moray?**

**Q24 Thinking about street lighting in your area, which of the following best describes your view?**

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

**And do you think that Moray Council should be...**

	Yes	No	Don't know/No opinion
Permanently switching off more street lights?	1	2	3
Switching off more lights after midnight?	1	2	3
Dimming more lights after midnight?	1	2	3

**Q25 What improvements, if any, would you like to see made to the Street Lighting Service?**

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**Q26 Thinking about Roads Maintenance activities, which do you think are most important?**

**Please circle ONE service under each column.**

	1 <sup>st</sup> choice	2 <sup>nd</sup> choice	3 <sup>rd</sup> choice	4 <sup>th</sup> choice	5 <sup>th</sup> choice
Resurfacing of main roads	1	1	1	1	1
Resurfacing of residential roads	2	2	2	2	2
Resurfacing of rural roads	3	3	3	3	3
Resurfacing of footways & paths	4	4	4	4	4
Repairing road potholes & other surface defects promptly	5	5	5	5	5
Repairing damage to road edges	6	6	6	6	6
Re-lining and marking roads	7	7	7	7	7
Renewing worn signs	8	8	8	8	8
Replacing dark street lights	9	9	9	9	9
Replacing lighting columns in poor condition	10	10	10	10	10
Repairing/ replacing bridges in poor condition	11	11	11	11	11
Replacement of safety fencing/barriers	12	12	12	12	12
Preparing for adverse weather	13	13	13	13	13
Clearing blocked drains quickly	14	14	14	14	14

**Q27 What improvements, if any, would you like to see made to the Roads Maintenance Service?**

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## Environmental Service Staff

**Q28 Thinking about your contact with service staff for Environmental Services, how would you rate the following? Please circle ONE option for each**

	Not used in last year	Very satisfied	Satisfied	Neither/ Nor	Dissatisfied	Very dissatisfied
Friendliness/Co-operation of staff	1	2	3	4	5	6
Presentability of staff	1	2	3	4	5	6
Ease of getting information/help you need	1	2	3	4	5	6
Ease of reporting faults/making complaints	1	2	3	4	5	6

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

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**THANKS FOR YOUR HELP**

Please return your completed form using the envelope provided – NO STAMP IS NEEDED

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