

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Community

1. Community – allotments - Community gardens- good way of getting people together and building a sense of community spirit
2. Community - allotments - Provide allotments in Elgin and each village greater than say Hopeman
3. Community – comment - to get a real feel for the community and its differing needs
4. Community - communication - Include a return address on consultation forms.
5. Community – communication - Recognise that not everyone chooses to use social media, therefore always consider this in communication.
6. Community – engagement - Be more in touch at grass roots level and be aware of what is available on your doorstep.
7. Community – engagement - Come and visit the community centres and speak to the users about their requirements
8. Community – engagement - consult with community councils/public re charges for local services (one size doesn't fit all)
9. Community – engagement - engage the public by promoting consultations in the press: not everyone accesses information on-line
10. community - engagement - engaging properly with the community getting hands dirty living a real passion for what you're meant to do
11. Community - engagement - Engaging with the public, listening to their suggestions and priorities, and trying to work with local residents, rather than imposing decisions on residents.
12. Community - engagement - give communities more control
13. community - engagement - higher levels of engagement with community groups
14. Community - engagement - Invite the public to sit in at meetings to see where funds are apportioned. Publicise Public meetings properly in a recognised format so that they are not overlooked.
15. Community - engagement - involve private sector
16. Community - engagement - involve the private sector.
17. Community – engagement - Look at setting up better systems for getting feedback from the community about where money is being wasted.
18. Community - engagement - Meaningful engagement with communities. Summarise complicated consultation documents. Engage at a pace people can cope with. Demonstrate that you have listened.
19. Community - engagement - send someone into area to look at it
20. Community - engagement - send someone into area to speak to people
21. Community – engagement - Survey catchment areas of Libraries/Swimming Pools etc. and usage taking account of Social needs and Public Transport availability
22. Community - engagement - Take notice of the people who pay the salaries.
23. Community - engagement - Talk to ordinary people about what works and what doesn't.
24. Community – engagement - The focus group would like to continue meeting regularly to discuss service development in Moray
25. Community - engagement - They should start properly engaging with the public. Some official engagement takes place but most of that is a 'tick-box' exercise. Proper engagement, as opposed to consultation. People are sick of 'consultations' which pretty much ignore their views as they are often a 'done deal' and the decision has already been taken.
26. Community – funding - gradually give money and responsibility to localities to decide whether to have the grass cut or the bins emptied or meals on wheels etc.
27. Community - funding - Revitalise Common Good Trusts to encourage donations.

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28. Community – groups - cut out many of the forums. com council etc. etc. that most people don't even know about,
29. Community – listen - Listen to local concerns and ideas. When engagement made with local communities; actually take on board what people are saying.
30. Community – listen - Listen to what the general public want and not listen to politicians and what they want.
31. Community - listen - Listening more to the people of Moray
32. Community – listen - send someone into area to listen
33. Community – listen - Start listening to staff and the public about the priorities.
34. Community - listen more
35. Community - listen to the local community councils.
36. Community - listen to the public
37. Community - listen to the public
38. Community - listen, listen, listen to the "boots on the ground" people
39. Community - listening to people.
40. Community - listening to your electorate
41. Community – services - Greater use of farming community for winter maintenance.
42. Community – services - Invite people to take care of the street they live in - to make the grasses that grow in the verge opposite their house their own responsibility and to share with neighbours the tidiness of communal areas.
43. Community - talk to people
44. Community – third sector - Encourage partnership with local communities for e.g. sports field, park maintenance, halls etc. Is there any option to co-locate libraries in schools where secondary schools are located?
45. Community – volunteers - Develop gardening groups
46. Community – volunteers - Groups run by volunteers for young people at weekends and during the holidays
47. Community – volunteers - voluntary groups and church groups are already providing widespread support which cost the council nothing at all.
48. Community – youth - Encourage people from a young age to be involved in the community and foster a sense of community spirit so they would want to help out when they are older
49. Community – youth - Involving teenagers in community development schemes.
50. Community –youth - Start showing that local community also needs youngsters as I believe they are being left out in the process how to make things better for everyone. Perhaps a think tank of different ages coming together and tackling some issues that aren't being solved?

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Community care

1. Community care – coordination - more co-ordinated social care with health care
2. community care – elderly - helping people over 65 to communicate and socialise
3. Community care – elderly - Prioritising services for the elderly
4. Community care – foster care - Increase the budget for foster carer recruitment (which has not grown in several years)
5. Community care – home care - meals on wheels should be scrapped. It is an outdated service.
6. Community care – home care - Pay carers a good wage to keep them in job and then there will not be so much training of new staff then. Carers do a great job but always seem stressed.
7. Community care – home care - Provide more carers for the elderly living at home
8. Community care – services - Provide more social cover over Christmas and NY, the most desperate time of year for needy people. Not everyone gets 2 weeks off.
9. Community care – services - we do not need external quangos to run day services
10. Community care – services CPP - Follow Aberdeen's lead for health and wellbeing in older people: Golden Games, football reminiscence/Musical Memories - Link up care homes with Moray College: sports students teach exercise classes, beauty students make people feel good
11. Community care – vulnerable - Prioritising elderly and disabled who have enough life issues to deal with and not having to worry about money.
12. Community care – vulnerable - Re Autism challenges- take notice of wise special suggestions that 'High Achievers' can offer-we often have unusual perceptions and can often 'get to the point quicker!

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Community facilities

1. Community – capacity building - Seek additional external funding, such as lottery, Scottish Urban regeneration funds, Alliance for Health and Social Care, and use this to build community capacity
2. Community facilities – libraries - Charging membership fees for libraries
3. Community facilities - business –like approach - Have all facilities like Community Centres and Swimming Pools come up with sustainable business plans for the future and use the business models/staff structures that currently break even or better across the others."
4. Community facilities – business –like approach - Run leisure centres and sports facilities on a business footing.
5. Community facilities – CAT - Land and building ownership should be investigated so that communities can own their own land. Again a local joint should be addressed so that Moray communities can benefit better from the land and buildings in the area.
6. Community facilities – CAT - Offloading halls and community centres by community asset transfers.
7. Community facilities - CAT - Reduce bureaucracy for CAT process.
8. Community facilities – comment - Planning of facilities for the growing population to try and reduce the strain on services.
9. Community facilities – estate - Be radical, why not close outdated Forres Town Hall and make use of the Academy hall for large Town events, get people out of their comfort zone and used to change!
10. Community facilities – estate - If Moray Council is responsible for Bishopmill Halls I suggest that the radiators (particularly in the small hall) are cleaned. They are a fire hazard and would work more efficiently without an inch of dust!
11. Community facilities - facilities - Better heating facilities Looking rather tired - in need of freshen up Cullen Community Centre and Residential Centre
12. Community facilities – facilities - Drinking fountain at swimming pool/community centre
13. Community facilities - facilities - Encourage use of publically owned venues for workshops / arts / crafts
14. Community facilities - facilities - Improve marketing & use of town halls & turn a profit.
15. Community facilities – funding - Obtain funding for outdoor sports pitches and grass areas
16. Community facilities – funding - Obtain lottery funding / other sources to regenerate parks and open spaces into areas that are multi-functional and all inclusive.
17. Community facilities – information - Advertise Town Hall events more prominently.
18. Community facilities – information - Promote Community facilities (swimming pools etc.) better
19. Community facilities – leisure - Consider trust status for Leisure. Leisure and Libraries under one roof (hub). Monitor closely management/supervisor posts.
20. Community facilities – leisure - Expand the Fit Life scheme to include Moray Leisure Centre, but the leisure facilities as a whole could be hived off to an arm's length organisation independent of the council.
21. Community facilities – leisure - More fitness and exercise classes in swimming pools and fitness suites
22. Community facilities - leisure - Provide more exercise class at Keith, Buckie, Forres swimming pools, i.e. MetaFit, Kettlebells, Step etc.
23. Community facilities - libraries - Story time activities during school holidays for older children 7 yrs. +
24. Community facilities - libraries - Story time at the library during school holidays
25. Community facilities - libraries - central library with books delivered daily to local hub

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26. Community facilities - libraries - do not touch libraries, community centres
27. Community facilities - libraries - funds from libraries can be better used
28. Community facilities – libraries - Keep all eleven libraries open - they provide essential services for enabling social equality and facilitating lifelong learning.
29. Community facilities - libraries - Reduce opening hours of Libraries.
30. Community facilities – libraries - Review mobile library routes in order to service only rural areas
31. Community facilities - libraries - Story time at the library during school holidays
32. Community facilities - libraries - utilise libraries more
33. Community facilities – libraries - Value our public libraries as the important social hubs they are and the vital internet access points for low earners in our modern society!
34. Community facilities - MLC - bring moray leisure centre under council control
35. Community facilities – MLC - have a look as to the supplement given to the leisure centre.
36. Community facilities – MLC - Make Moray Leisure Centre self-financing by reviewing management structures and have Council manage it.
37. Community facilities - outdoor - Rental service for water sport activities
38. Community facilities - outdoor - Rental service for water/sport activities
39. Community facilities – outdoor- water sports/beach surfing etc.
40. Community facilities - pools - swimming pools
41. Community facilities – services - encourage the public to service more public areas including toilets, grassed areas and woodland
42. Community facilities – services - Facilitate play schemes and such like for holiday periods, which parents can afford and children want to attend. "
43. Community facilities – services - Increase services at all libraries; convert them into community hubs (like Elgin already is). Close Dufftown Library or any other which is under used.
44. Community facilities – services - Strive to keep all leisure facilities and libraries open by reducing opening hours at evening and weekends.
45. Community facilities – sports - Expanding on sports programme to get kids moving more regularly
46. Community facilities – support - Lossiemouth (Covesea) lighthouse project, needs help
47. Community facilities – third sector - Better sports facilities and collaboration with sports clubs. Latest example of Elgin city needing to travel to Aberlour to train. Could also work with other highland league clubs or other clubs
48. Community facilities – toilets - public toilet attendant should be reinstated due to the state of several toilets in moray re instate the local bus service to Keith (309 Deveron coaches)"
49. community facilities - toilets - Start charging for public toilets

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Community Safety

1. Community safety – community justice - Community service folk to do work for public - like painting sheds and fences.
2. Community safety – community justice - Have community service offenders repaint the Cooper Park in Elgin so that kids can benefit
3. Community safety - community justice - list publicly what community service has been done weekly,
4. Community safety - community justice - Use people serving community service for cleaning streets, tidying parks and similar areas, cleaning and tidying woodland paths.
5. Community safety – dogs - Charges for services and goods. Pooh bags etc.
6. Community safety – dogs - Putting signs up for dog fouling and littering
7. Community safety - domestic violence support - we need more
8. Community safety – penalties - Enforce on the spot fines for littering, dog fouling, illegal parking etc. Take a zero tolerance stance and make good on your words that you promised for years but which you have failed to deliver.
9. Community safety - penalties - Stronger link with Police for fines for litter louts, naming and shaming.
10. Community safety - safety - look at safety for all residents
11. Community safety - Wardens - Where are they, what do they really do?
12. Community safety – youth - Be proactive. Entrapment to target known delinquents.
13. Community safety - youth - Education in schools about littering and how it affects the local wildlife and the visitors' perceptions of the area. There are a lack of bins around Elgin. The pupils from Elgin Academy leave litter in the woods (the walkies) this is disgusting.

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CPP

1. council – **comment** -Focus on core services to improve people's lives.
2. council – equitable - Be more aware of life in the rural areas, i.e. outside Elgin / Forres.
3. council - equitable - coordination - connecting up services, stop repetition for different ages and make it local
4. council – equitable - More services in rural areas for children and older people - youth cafes, libraries, health centres etc.
5. council - equitable - Stop being parochial and accept the need for strategic focus, built around Buckie, Keith, Elgin, Lossiemouth, Forres and Aberlour.
6. council – equitable - Treat rural areas better. We are made to feel like second - class citizens.
7. council – services - Pay more attention to roads, lighting, potholes, providing proper homecare to the elderly. remember Cullen - just because we are well away from Elgin (who fair ok) do not neglect us.
8. **CPP – accountable - all matters should be out in the open**
9. **CPP – collaboration - Improving collaboration**
10. **CPP – comment - Get rid of dead wood. Strive forward with real innovation before Moray falls behind again. Don't be afraid of using funding from the likes of Big Lottery etc. to start innovation.**
11. **CPP – comment - Thinking about what the people of Moray need and begin to realise that they are here to do what's best for the people and not what's best for them!**
12. **CPP – cooperation - Merge cross working functionality with partners and neighbours e.g. HR, Finance, IT, Procurement, Comms, Legal, Facilities etc. Spend to save on eGov: online forms, apps, corporate management systems which talk to each other, automate functionality.**
13. **CPP – engagement - advertise just what they have discussed and the outcome**
14. **CPP – engagement - talk to people**
15. **CPP - equitable - less expenditure in Elgin make it more widespread**
16. **CPP – equitable - Re-routing money to benefit all communities throughout Moray - not just Elgin**
17. **CPP – front line - Start spending money directly on front line services.**
18. **CPP - general - Set up a People's Banking System (see Ubuntu for more info) together with all other Scottish Councils.**
19. **CPP - information - getting information about what they do out there so more people know.**
20. **CPP - information - Open 'house' days for all partners.**
21. **CPP - information - Publicise what they are about!**
22. **CPP – information - put out more service sheets and annual what's going on**
23. **CPP – information - Simplify the 10 Year Plan. Simplify engagement on the plan. Simplify questions which are far too broad. Working on economic development. TMC sections are not fit for purpose - give its remit to Business Gateway.**
24. **CPP – information - we don't know who or what the partners are or do**
25. **CPP - partnership - clearly define the role of each partner and who is responsible**
26. **CPP – partnership - keep working towards partnerships which make services work more efficiently**
27. **CPP – partnership - not sure how many community partnership meetings there are but I suspect they are too few and too long. should be frequent but very short and preferably with the same representative from each partner every time**
28. **CPP – partnership - real partnership working**
29. **CPP – partnership - Start holding partners to account and ensuring partners deliver what they should be doing instead of the council assuming delivery when it is not obliged to do so.**

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30. CPP – performance - review of services against plan - continuous review
31. CPP – procurement - share procurement
32. CPP – resources - Interagency - co-operation wherever possible to improve a) image of efficiency b) reduction in wanting resources c) less reliance on voluntary agencies
33. CPP – resources - a better co-ordinate approach
34. CPP – resources - closer working
35. CPP – resources - Joined up thinking.
36. CPP – resources - outsource some of the central support e.g. ICT, HR, Legal and financial services.
37. CPP – resources - Partners communicating face-to-face (video conferencing rather than email.) Sharing expertise. Cascading learning.
38. CPP – resources - Pooling resources and skills across all partners
39. CPP – resources - Rationalise computer systems Stop the duplication of paperwork
40. CPP – resources - Revenue is in short supply - Moray has considerable industry - these employers could be brought into C.P. more, and support youth initiatives etc. including finance.
41. CPP - resources - Share core services across other authorities or nationally even – like Police and Fire have done.
42. CPP – resources - share it/finance/hr
43. CPP – resources - share services
44. CPP – resources - Start doing things differently; jointly, with common purpose. Start with a clear vision. Start providing good leadership. Start with the thought, "How can I serve the people of Moray today?"
45. CPP – resources - Start sharing resources.
46. CPP – resources - talking to each other and stop blaming!! start working collectively in order to find solutions
47. CPP – resources - work more together although I think it is moving this way to an extent
48. CPP – services - cut the waiting list time somehow .I' sure people are already prioritize by need.
49. CPP – services - don't look to do anything other than maintain services
50. CPP - services - making sure all utility services work as a team when digging up roads to prevent unnecessary inconvenience to businesses and home owners. therefore saving money on road repairs
51. CPP - services - Start charging for ESOL
52. CPP –resources - Integrate and coordinate many organisations into one main body to lead them. With a greater understanding of commerce and practicality integrated with a good understanding how psychology can be used in design and management, to vastly improve use of facilities. This would increase the foot fall and therefore the revenue of public services which with a good pricing structure, could pay for themselves or be less of drag on expenditure.
53. Forestry Commission – quality - Manage woods better.
54. Health – comment - I would like to see much higher priority on lifestyle and good health choices. Having moved away and returned to Moray I was quite distressed to see how far behind our county is in terms of health initiatives, general population health, culture of good living etc. vs other parts of Scotland. Investment in this area will pay back many times over in terms of reducing pressure on our already stretched health services
55. Health – service - Make more of an effort to reduce obesity in Moray. Put tax on fatty food options e.g. Lorne/sausage rolls. More in-your-face healthy/unhealthy foods/drinks posters showing a basket of healthy choice and cost beside unhealthy choice and cost. Disallow eating or drinking in the high street unless at a table.

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56. HIE – broadband - Pressure on BT, etc. to improve internet speeds/access.
57. HIE - broadband - push for rural broadband to keep local people in Moray and allow them to work
58. Moray college – partnership - Moray College needs sorting out - very weak partner of UHI; non-communicative; non-responsive; failing students; no explanation of recently sacked principal Frank Hughes given.
59. Moray College - services - Gaelic lessons at UHI.
60. Police – access - Have a regular monthly meeting. Have the Chief Constable conduct 'surgeries,' like MPs.
61. Police - access - longer opening hours for police stations
62. Police – equitable - Having a Police presence and office in each community
63. Police - funding - local authorities should not have to contribute to law enforcement beyond up keep of buildings and property owned by the local authority. local authority should insist on far more police visibility.
64. Police – funding - UK police force resource is squandered at present, and the lion share goes into larger city police forces with more representation on funding committees. the local authority should not be making up the shortfall.
65. Police – quality - improve police service
66. Police – services - more police
67. Police – volunteers - Devolve some police tasks to community volunteers like admin/finding missing people.
68. Police – wardens - bring back a traffic warden or two. make a fortune
69. Police – wardens - Introduce traffic wardens, raise visible presence of police
70. Police – wardens - You have cut traffic wardens. You have no wardens policing dog fouling/littering. Both of these would clean up our shabby town and generate income. On the spot fines should not create too much paperwork.
71. SDS – partnership - SDS and LDS should be more involved at the College.
72. SGov– Cllrs - Reducing the amount of councillors, Moray is a small county and does not need so many.
73. SGovt – boundaries - Split Moray between Shire and Highland.
74. SGovt – Cllrs - Cutting number of Cllrs.
75. SGovt – Cllrs - Fewer councillors.
76. SGovt – Cllrs - no expensive travel and accommodation costs for councillors
77. SGovt – Cllrs - Reduce number of Councillors. i.e. Speyside from 3 to 2. Reduce colour printing of leaflets (e.g. this one.)
78. SGovt - funding - tax higher paid people, not everyone if you do decide to start a local tax
79. SGovt - funding - demand more money from central government
80. SGovt - funding - demand more money from central government
81. SGovt – funding - Lobby Scottish Government to continue to pay inflationary increases only - topping up shortfall.
82. SGovt – policy - Devolve property, tasks and funds to local councils, including parts of council tax.
83. SGovt – staff - Better pensions for women (if husband in care home)
84. SGovt – support - ensuring they keep a close watch on those who have been disturbed by universal credit - paying housing benefit to one person in household to pay directly to councils/housing associations/ landlords looks like a potential time bomb . hopefully councils w
85. tsiMORAY – service - Devolving more responsibility for community development to tsiMORAY.

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- 86. tsiMORAY - service - review the need for a costly tsiMORAY
- 87. UK Govt - tax - farming practices are nothing more than self-employed businesses making turnover and profit for personal gain; they take advantage and use local authority maintained roads and cause most wear and tear. a specific road 'operator's' tax would ensure the far
- 88. UK Govt - tax - seek a new 'road tax' for agricultural vehicles to pay for maintenance of rural roads destroyed by farming businesses.

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Economic development

1. Economic development – business - Encourage local / small businesses
2. Economic development – business - encouraging small start-up businesses
3. Economic development – business - Improve support for new businesses to encourage a wider diversity as we do not need any more coffee shops or pubs.
4. Economic development – business - incentivise businesses to encourage regeneration
5. economic development - business - looking at encouraging businesses to open in the area,
6. Economic development – business - Prioritising plans that are good for people rather than plans that are good for corporations
7. Economic development - business - Prioritising plans that protect small local businesses on high streets
8. Economic development - business - support for innovative business ideas
9. Economic development - business - Working alongside local businesses to help them expand. Seek funding to keep public services running.
10. Economic development - business - Working with Europe to provide more employment with European companies in Scotland
11. Economic development – comment - Supporting rural communities.
12. Economic development – employment - A full strategy should be developed to attract and retain young people (16 to 29) to Moray.
13. economic development – employment - Improve graduate work experience [sic] placements & opportunities.
14. Economic development – employment - Prioritising plans that enable good jobs and training for residents, rather than automating or outsourcing all but low paid care and service jobs.
15. Economic development – events - Organising a major festival in Cooper Park, Elgin, to put Moray on the map - something unique and special to the area
16. Economic development – funding - reduce economic development funding
17. economic development – income - cost effective living in area
18. Economic development – income - Look at how to have a better spread of wealth among all Moray residents. A joint local strategy could be developed to address the situation.
19. Economic development – income - Work together to make more money available to help the less well off
20. Economic development – markets - Host craft markets across Moray
21. Economic development – tourism - Increase tourism by making better use of harbours, parks etc.
22. Economic development – tourism - Looking to local facilities, maintaining and promoting Cullen brings tourism money into the area. Holiday makers use local facilities e.g. library, toilets, local shops which provide jobs for locals. Again Moray Council seems incapable of looking at effective ways of saving money. Local areas bring money and jobs into Moray
23. Economic development – tourism - open tourist information
24. Economic development – tourism - Please consider the individual needs of smaller communities. Their pride and identity in the larger area. Cullen has good local and tourist interests which are beneficial to Moray
25. Economic development – tourism - Promote an inviting & save region for residents and tourism alike.
26. Economic development – tourism - promote Moray - encourage tourists
27. Economic development – tourism - Promote paid jobs in the development of Moray's tourism sector! There's much more to Moray than whisky!

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28. Economic development – tourism - Supporting tourist venues would be a good start. I help on the Keith and Dufftown railway and everyone wants money to help advertise our services. We bring a lot of money and enjoyment to the area and should get support
29. Economic development – tourism - TMC corporately take action to develop tourism - create internal tourism team in partnership with existing tourism partners. Moray has a lot to offer but the council doesn't play its part in promoting it. This would be much more beneficial to the economy than a handful of grand infrastructure 'improvements'
30. Economic development – tourism - Work in partnership with local businesses to promote Moray as a disabled-friendly tourist destination. This could help in better access to services and facilities for elderly people, people with a disability and families with young children.
31. Economic development – tourism - Yes, Moray should act as one with partners in Highland, Cairngorm and North Aberdeenshire, so at least the whole of Northern Scotland is sold to visitors, and common problems are resolved without wasteful duplication of effort (e.g. why has this questionnaire not allowed me to be 'an employer'? That shows a curious lack of equal opportunity, and to the detriment of the local labour market?
32. Economic development – town centre - Accept that the 'high street' as a retail outlet is an outdated concept. Empty shops (some empty for many years) are unsightly and degenerating. Could they revert to dwellings? We hear that new housing is desperately needed.
33. Economic development – town centre - encourage use of high street buildings
34. economic development – town centre - Get investment going in Elgin city centre - all of those empty upper floors should be developed into student housing and flats. It would encourage young people to stay in the area as there would be somewhere nice for them to live, and shops/bars/restaurants would open to cater to the captive audience. Encourage the developers to get onto this.
35. Economic development - town centre - revive high streets with cheap rents for small businesses
36. Economic development - town centre - support towns other than Elgin
37. Economic development – town centre - Town centre market place.
38. Economic development – town centres - Buy up vacant shops and residential properties in our town centres to make them more attractive , create jobs and improve appearance for visitors and residents alike and increase local spending and reduce shopping expenditure leakage outwith area.
39. Economic development – unemployment - Use people seeking employment to get work experience filling some of the gaps in the services you provide

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Education

1. Education – active travel - encourage more pupils to walk to school particularly some who are taxied within the town but are more than independent with school walking around town. better assessment for this as it is really not encouraging them to be independent and confident citizen
2. Education – ASN - Provide services in Moray to cut the cost of out of area care placements.
3. Education – ASN - Providing advice and support to schools, pupils, families with Additional Needs issues
4. Education – ASN - Providing more funding for children with additional support needs
5. Education – ASN - Take responsibility for the children's residential units that we pay private organisations to run.
6. Education – catering - Educate school children properly to eat healthily and not go out at lunchtime to buy and consume junk food and drink. Not even allow them out. Provide proper meals in schools and stop the option of going out. In my time we were not allowed out till 16 years old / lower 6th.
7. Education - catering - Keep children in school at lunchtimes and get them to spend their lunch money on school meals instead of at Tesco / chip shops. Huge potential revenue stream.
8. Education – comment - primary school families have far more time and disposable income as a bi-product of local authority free schooling; and yet contribute nothing more than a token amount through council tax like anyone else.
9. Education – curriculum - Education: e.g. in woodwork / technical they could make recycle bins, compost bins and grow plants for the local community. Kids will use it if they have ownership of it. Upcycle materials instead of buying new. Schools to make greenhouses from plastic bottles, then plant seeds for flowers in the display areas.
10. Education - early years - early years emphasis on physical and creative activity for all ages
11. Education – early years - Provide wrap around care in council nurseries to generate income for the council.
12. Education – engagement - Engaging with teens through schools, to reach the 'cool' kids who won't go to youth clubs. Maybe they could help set up a skate park/sports facilities
13. Education – estate - close over expensive schools
14. Education – estate - close schools with less than 10 pupils
15. Education – estate - close small schools and combine them, creating community bases where the building is multi-purpose and has library for the community, some sports and community centre facilities.
16. Education – estate - Close some schools
17. Education - estate - Closing some schools.
18. Education – estate - Look again at school closures, huge saving could be made on this.
19. Education – estate - look at school sizes
20. Education – estate - Make more use of primary schools which remain open after review.
21. Education – estate - Must revisit the school estate.
22. Education – estate - Progress the rationalisation of the school estate
23. Education – estate - Rationalising the school estate. Capacity exceeds demands. Small schools are VERY expensive to run. And the emotional blackmail sometimes indulged in about children's futures being important and schools being the heart of a community needs to be considered dispassionately. Education IS important but where school buildings are is less so. The council MUST be prepared to stand up to parents and others where necessary.
24. Education – estate - Rethink the school estate.

Key

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

25. Education - **estate** - Review of school estate. Close small rural schools OR better still send pupils from overfilled schools in towns to the rural schools. Why should Elgin be the recipients of 2 brand new secondary schools and 1 primary? Send the overspill to the rural schools to solve under-capacity problems.
26. Education - **estate** - School closures, the sooner it starts happening the sooner people will get used to the idea. Nostalgia and emotions are no reason to keep schools open that are financially unsustainable.
27. Education – **estate** - Seriously look at merging small schools. Take a decision and stand by it
28. Education – **estate** - We need another conversation about school estate with closure being a realistic outcome.
29. Education – facilities - Conference calls in schools
30. Education – facilities - Integrate more facilities with secondary schools as has been done at Milne's High School with the library and gym facilities on site
31. Education – facilities - Re-design access to school facilities to make them available to the public in daytime.
32. Education – funding - Devolve education spending to schools and cease central administration."
33. Education - funding - Fundraising for the council at school
34. Education – funding - get academy pupils on placements in local services to encourage a pride in our community which seems to be missing.
35. Education – funding - Reviewing cost per pupil in each school. If the average cost is non-efficient and not good value for public money (above 30% of average cost) then the school could be cut from school estate
36. education – information - Aim for more paperless correspondence - in the 21st century email should be the default. Schools in particular use excessive amounts of paper in letters home which just ends up in the recycling.
37. Education – maintenance - Investing much more in education and on a proper maintenance programme for school buildings. At my son's school there are obvious things that are needing doing. Fascia's and window frames have not been painted for years and the paint has split down to the wood. This means that inevitably the wood and windows will have to be replaced now. It would have been cheaper for the council to have had a regular maintenance programme and just painted these items once every few years. Now, I imagine this will be a much more expensive task of replacement of windows and fascias. Many other items need regular care and maintenance.
38. Education – partnership - Work with Moray Youth Council to develop and carry out a Moray Youth Strategy document
39. Education – quality - Delivering best education
40. Education – school - Getting companies to sponsor schools by developing the 'developing the young work force' programme and forming partnerships with financially benefit schools e.g. a company sponsoring a development of vocational subject teacher salary. Also companies could have advertising hoarding on council buildings / roundabouts etc.
41. Education – school - Introduce zone restrictions for schools.
42. Education – school - make parents commit their time and money to maintain, run primary schooling, particularly if this means maintaining the hundreds of convenient local community schools and crèches.
43. Education – school - Think schools should be more involved in the green spaces maintenance so there's a pride in local areas.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

- 44. Education – school crossing - start replacing lollipop people with pedestrian crossings and make parents responsible for educating children on road safety.
- 45. Education – services - Breakfast clubs in all schools.
- 46. Education – staff - Improving the recruitment of teaching staff
- 47. Education – staff - Providing support staff and proper conditions to implement their inclusion policy in primary schools
- 48. Education – support - More investment into prevention and supporting parents and families before they reach crisis point. Offering structured, relaxed groups for parents and children where parents can make supportive networks and learn about the needs of their child.
- 49. Education – support - Offer greater opportunities for child development groups like peep permanently rather than a short 8 week block
- 50. Education – support - Supporting youths more.
- 51. Education – transport - ban parents from talking to pupils to and from west end primary school to reduce parking
- 52. Education - transport - Generate income by using 'spare seats' in the School Bus Service in rural areas"

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Environment

1. Environment – business - Asking locals to donate a plant for the local flower displays. Forres looks lovely but Elgin has no colour.
2. Environment – cleanliness - Cleaning out drains. Forres smells at times. Drains around library never cleaned. In Elgin bad smell by Wetherspoons and all along that stretch. The underpass badly needs cleaning; no wonder if floods with heavy rain.
3. Environment – cleanliness - I think the council should speak to local businesses and encourage them to tidy the pavement and gutter around their premises. What is a two or three minute job to each business could have a huge impact on the appearance and attractiveness of town centres.
4. Environment - cleanliness - Improve tourist attractions by keeping cleanliness
5. Environment – cleanliness - keep the area tidy
6. Environment - cleanliness - Suggest asking residents to keep their own properties free of weeds and wind-blown litter.
7. Environment – cleanliness - Tidy up the gutters in Elgin and Forres, make the shop owners deal with looking after their premises.
8. environment - energy - Addressing fuel poverty by not supporting expensive wind farms.
9. environment – energy - Installing more electric vehicle charging points, especially at schools, car parks and council offices.
10. Environment – energy - investigating in renewable resources
11. Environment – litter - Communities like Buckie are blighted by litter/waste dumping & derelict sites like the shipyard at the harbour & the former Grampian County Foods Factory. These should be redeveloped/tidied up.
12. Environment – maintenance - Encourage the public to help with maintenance, upkeep and clean all the parks, gardens and the Mosset Burn. I personally as I'm sure others would be in helping on days off to work as a volunteer to help where needed.
13. environment - maintenance - gardens are not kept and it spoils the village
14. environment - maintenance - lifting the grass they cut in play areas
15. Environment – maintenance - reinstate maintenance, weeding and weed prevention in towns and villages.
16. Environment – outdoors - higher level of green space maintenance
17. environment – quality - identify and deliver a quality environment for residents
18. Environment – wildlife - Bring the yearly wildfowl shootings under control! This is deplorable!
19. Environment - wildlife - Cull of seagulls
20. Environment - wildlife - cull of seagulls every year in Elgin
21. Environment - wildlife - Reduce Elgin`s seagull numbers
22. Environment – wildlife - Reduce the seagull population considerably
23. Environment – wildlife -The Moray Council should take a lead in regulating, controlling or outlawing the shooting of geese in the area of the Findhorn Bay Nature Reserve. Their lack of action is a disgrace.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Finance

1. Finance – capital - Dispose of redundant capitol estate to reduce maintenance costs.
2. Finance – comment - check on budget waste
3. Finance – comment - declare defined benefit pension scheme bankrupt
4. Finance - council tax - Get tough with people who don't pay their council tax.
5. Finance - council tax - I would also strongly support the maximum allowable rise in council tax.
6. Finance - council tax - increase council tax
7. Finance - council tax - increase council tax
8. Finance – council tax - Increase council tax
9. Finance – council tax - increase council tax
10. Finance – council tax - Increase council tax – 3% would be acceptable although not 3% per year"
11. Finance - council tax - increase council tax - progressive taxation
12. Finance - council tax - increase council tax by a small amount particularly large houses
13. Finance – council tax - Increase Council Tax further on second homes
14. Finance – council tax - Increase council tax or alternative method.
15. Finance – council tax - Increase council tax to ensure delivery of frontline services .
16. Finance – council tax - Increase local taxation.
17. Finance - council tax - Increase the council tax.
18. Finance – council tax - Put up the Council Tax to help cover the debt!
19. Finance - council tax - Raise Council Tax
20. Finance - council tax - raise council tax
21. Finance - council tax - raise council tax
22. Finance - council tax - raise council tax
23. Finance - council tax - Raising council tax by 3% next year, turning off street lights from 11.30pm to 5.30am especially weekdays, auctioning off unused buildings, vehicles, furniture etc. , local lottery to pay for services, small cash prizes or free council tax for a year.
24. Finance - council tax - Raising council tax rather than cutting services and jobs... If the Scottish government won't deliver funding then a clear message needs to be sent.
25. Finance - estate - review assets held not being used e.g.: estate land and property
26. Finance – estate - sell empty council properties
27. Finance – estate - sell off all council land which has been vacant for more than 2 years
28. Finance – facilities - Look at how council owned facilities could pay their own way or become revenue generating e.g. Make halls available for clubs & groups to use or the public to hire; sell off unused buildings; introduce small charges for use of some free services (libraries, school buses). Look at how tourism to the area can be encouraged - particularly activity holidays (golfing, cycle touring, walking) - by offering incentives to tourism operators to set up in Moray.
29. Finance - funding - reduce social care budget
30. Finance - funding - reduce social care budget
31. Finance – funding - reduce social care budget
32. Finance – funding - rigorously challenge funding bids rather than comparing past allocations and simply allowing % changes
33. Finance – income - charge for translation services
34. Finance – income - increasing shared care to reduce costly residential care
35. Finance – income - tax building/driveways on garden ground (flooding costs)
36. Finance - Income generation.
37. Finance – outsource - Raise income through selling more in-house services such as DLO, DSO, hire schools as facilities out – review hire rates of PPP schools

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

- 38. Finance – penalties - fining more people that litter and allow their dogs to foul public areas
- 39. Finance – penalties - if harbour dues are late impose a 50% surcharge
- 40. Finance - penalties - impose fines as previously mentioned
- 41. Finance – rent - increase council house rent
- 42. Finance – sell services - Hire out skills (potentially several departments could do this).
- 43. Finance – sell services - using available equipment as a source of revenue e.g.: parking, making booklets
- 44. Finance – services - Look at opportunities to increase income to the area and cut dead services or combine them into one of the larger community buildings. Converting other buildings into income generating businesses B&B/restaurants/wine bars?
- 45. Finance – vehicles - Hire out council vehicles including pool cars at weekends – income generation.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Governance and Administration

1. Governance - accountability - Be more open about plans and developments
2. Governance – accountability - Be more open and transparent.
3. Governance – accountability - Being open and transparent - no cooking up jobs, favours etc.
4. Governance – accountable - answer all legitimate queries regarding spending
5. Governance – accountable - Being open with people
6. Governance – accountable - maybe demonstrating they get good value for money
7. Governance – accountable - publish the remuneration scales for local authority employment widely so that people can see whether you really are value for money
8. Governance - accountable - stop having meetings behind closed doors
9. Governance – admin - cut red tape
10. Governance – admin - Reduce energy for use of facilities, review booking procedures.
11. Governance – attitude - Be more approachable / improved customer service
12. Governance – attitude - to treat those who do pay regularly with respect - one missed payment of council tax because we forgot to transfer money to our account resulted in them phoning the day after failure to ask for the money - we certainly were the 'low hanging fruit'
13. Governance – business-like approach - get more business-like - maximise income streams
14. Governance – business-like approach - In libraries for example costs increase as over 60s pay no charges. Letters are no longer sent to children for overdue items, this all wastes money. Doesn't need cuts, just more effectively managed as a business.
15. Governance – business-like approach - Run like a business
16. Governance – Cllrs - Attracting competent councillors with strategic skills who are able to make sensible decisions and understand the implications of making/not making the decisions, while being able to step back from operational matters.
17. Governance - Cllrs - councillors are elected to represent the people
18. Governance – Cllrs - Councillors should try to be more consistent
19. Governance – Cllrs - Nothing except proper administration, listen to public and remember that, especially at meetings, the officials do not run the council. Some civility towards Councillors would be appreciated.
20. Governance – Cllrs - Start using business heads not councillor heads.
21. Governance – Cllrs - Surgeries for councillors etc. widely publicised.
22. Governance – Cllrs - Think Councillors should have to be tested so they are able to do the job.
23. Governance – Cllrs - training elected councillors
24. Governance – comment - A Moray community CALL might be an idea.
25. Governance – comment - being more innovative and modern get up with the times.
26. Governance – comment - challenge spending by public services
27. Governance – comment - Employ common sense
28. Governance – comment - Have a bigger more visible voice Focus on one item at a time Connect all activities to support above item
29. Governance – comment - keep things simple
30. Governance – comment - more to trusted comp
31. Governance – comment - much has already been said. the Moray council is a small unit and has always had difficulty in sustaining services, and so will always have financial difficulties given its statutory requirements.
32. Governance – comment - must be hard
33. Governance – comment - plan
34. Governance – comment - pragmatic thrift

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

35. Governance – comment - promote internally
36. Governance – comment - Promote the positive instead of bemoaning the negative.
37. Governance – comment - sooner rather than later
38. Governance – comment - use common sense - keep new start business
39. Governance – comment - Visit public services to see how good they are, and to learn what they're actually doing.
40. Governance - communication - communicate better
41. Governance - communication - communicate with public (improve)
42. Governance – communication - improve communications with general public - not all of the people in Moray have computers/internet
43. Governance – communication - Make sure all members are trained in how to communicate well - get what they want to say said in the shortest possible way, in a way that most people will be able to hear, instead of defending against, and that encourages the person themselves in feeling great about what they say. This will lessen arguments, and therefore time spent in meetings.
44. Governance – communication - talk to each other about budgets
45. Governance – consultants - take professional advice (not consultants)
46. Governance – consultants - use consultants as project managers rather than salaried staff
47. Governance – coordination - Make more effective use of existing capacity: for example co-ordinate appointments with interpreters; make more use of dial-a-bus vehicles to assist other services
48. Governance - departments - enable efficiency via communication, departments talking to each other,
49. Governance – departments - look at other councils - how effective are they
50. Governance – departments - share more information between departments
51. Governance – duplication - Reduce duplication of services - complete one form for all council services.
52. Governance – efficiency - Become more effective in the allocation of money, time and resources
53. Governance – efficiency - Cut back inefficient committees and sub committees, too much bureaucracy.
54. Governance – engagement - A full listening exercise contacting front line staff to hear their suggestions for how best to improve services and reduce waste.
55. Governance – engagement - engaging more with staff
56. Governance – engagement - Listen to staff
57. Governance – estate - less council premises
58. Governance – facilities - introduce HQ carpark charges
59. Governance – facilities - rationalise all freebies
60. Governance – facilities - reduce expenditure on entertainment and use for necessary services
61. Governance – finance - get someone to check money being wasted
62. Governance – finance - give value for money
63. Governance – finance - Give value for money
64. Governance – finance - look at all costs carefully - consider if/how costs cut can be
65. Governance – finance - Look at the detail - small amounts saved in lots of places save a large amount overall."
66. Governance – finance - must be money being wasted on trivial jobs
67. Governance – finance - Prior to every expenditure ask 1. Do we need this? 2. Are we obliged to fund it? 3. If I have to personally explain this expense to a council tax-payer - can I honestly justify it

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

68. Governance – finance - review of whole "invest to save" agenda
69. Governance – finance - Spending money wisely not on things that don't need payed [sic] for.
70. Governance – finance - stop wasting money
71. Governance – finance - wasting money
72. Governance – information - Advertise your facilities better
73. Governance – information - Encourage paperless and on-line contacts."
74. Governance – information - Look at info being sent out - why does this correspondence need to be 3 glossy paper sheets. 2 booklets not necessary. More info - people less likely to read. Could be reduced cutting costs. "
75. Governance – information - Make Moray Council intranet policies & info more available - link to general Moray Council website.
76. Governance – information - Sell the council better.
77. Governance – leadership - axe services; allow the ball to drop
78. Governance – leadership - Deal with the reality that big ticket changes need to be made rather than death by 1000 cuts.
79. Governance – leadership - don't prevaricate. delay cost money.
80. Governance – leadership - Make decisions in a timely manner and not prevaricate for years while problems get worse.
81. Governance – leadership - make their own decisions and stand accountants
82. Governance – leadership - Making decisions as to how to reduce the deficit in the budget
83. Governance – leadership - maybe when they embark on a project they reveal what's going on 'up-front' rather than with hindsight and via FOI
84. Governance – leadership - start brave decision making. dilution of quality of services causes constant problems which demand even more resources
85. Governance – leadership - Start introducing realism into the debate and discussions less talk and more action.
86. Governance – leadership - Start spending more money on local infrastructure, start making the unpopular decisions rather than always going with the easy options.
87. Governance – leadership - The tough choices that need doing, go through with ideas,. Use common sense.
88. Governance – leadership - Work for the area not the political affiliation.
89. Governance – outsource - Consider sharing administration tasks with other councils more than you do.
90. Governance – outsource - Holding proper discussions with neighbouring authorities about creating a single business support function that can operate independently from authorities but provide specialist legal, hr and computing based support from councils that could also bid for private sector contracts as well. This would remove any suggestion of a conflict of interest in many circumstances. "
91. Governance – outsource - Investigate better ways of working with adjoining authorities for joined up services
92. Governance – outsource - Join with adjoining Councils for Legal and HR
93. Governance – outsource - liaise with neighbouring councils to reduce costs by sharing services/facilities
94. Governance - outsource - Other authorities will quote for private building work, driveways decorating to bring additional income."
95. Governance – outsource - working across boundaries better in the Grampian and Highland areas
96. Governance – outsource - working with outside agencies that have funding to target priorities

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

97. Governance – performance - Clear remit and time deadlines for work completion.
98. Governance – performance - Have a tighter control over your workers and how much time they waste on the mobiles. Especially your tradesmen who are out on jobs and spend more time on mobiles or on tea breaks.
99. Governance – performance - Increased auditing might help. Resist bad instructions from Government !
100. Governance – procurement - Aiming for competitive marketing when using outside companies.
101. Governance – procurement - Bulk purchases in conjunction with other councils, i.e. salt for roads, etc.
102. Governance – procurement - greater and closer liaison with contractors to ensure good value for money.
103. Governance – procurement - is the tail wagging the dog with a lot of outside workers force - productivity or lack of it. Who plans?
104. Governance – procurement - large contracts should be properly costed and over costs not allowed
105. Governance – procurement - more works out to tender
106. Governance – procurement - the council should have their own basic maintenance workforce instead of tendering out work. this would reduce costs over the longer term
107. Governance – procurement -tighten up contractors
108. Governance – service - all should move towards more seamless delivery of services thus improving efficiency and effectiveness.
109. Governance – services - core services and not fanciful ideas
110. Governance – services - I think that the council should concentrate on delivering the services we have.
111. Governance – services - list tasks in priority order and ensure they are affordable
112. Governance - staff - allow your own staff on the ground more budget control
113. Governance - staff - Also stop taking on more highly paid staff e.g. Architects, Quality Improvement Officers
114. Governance – staff - Appropriate staffing levels instead of high overtime levels
115. Governance - staff - Better line management.
116. Governance – staff - Bring back clerks of work.
117. Governance - staff - Clarifying roles and responsibilities. Sharing IT resources with neighbouring authorities.
118. Governance – staff - Clear out middle management
119. Governance - staff - Consider freezing pay structures and reducing working hours across the board.
120. Governance - staff - Cut back top management
121. Governance – staff - Cut managers
122. Governance - staff - cut out the excess of managers and officials
123. Governance - staff - cut staff
124. Governance - staff - cut staff
125. Governance - staff - cut staff
126. Governance - staff - cut staff
127. Governance - staff - cut staff
128. Governance – staff - cut staff
129. Governance - staff - cut the very high officials salaries

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

130. Governance - staff - cutting back on bosses who just move paperwork about.
131. Governance - staff - Cutting management - and it can be done
132. Governance - staff - do the little jobs
133. Governance - staff - employ a maintenance team that are capable of covering the majority of council repairs.
134. Governance - staff - Employ more women in managerial roles.
135. Governance - staff - encourage community not to take over valuable service as we really need official staff but to support services to stop costs rising.
136. Governance - staff - frontline workers numbers to increase to ensure that service users benefit from resources
137. Governance - staff - Get council road workers to actually do some work. Manage their time better.
138. Governance - staff - Get rid of a lot of top men. Many jobs at the top can be put to one person thus saving probably thousands in wages and perks.
139. Governance - staff - get rid of high paid
140. Governance - staff - get rid of salaried staff
141. Governance - staff - Improve efficiency of staff employed and give more accountability.
142. Governance – staff - Invest in front line services that provide a service to everyone rather than back office research officers telling you what you used to do and how many complaints you have received about what you no longer provide
143. Governance - staff - Lead by example - be ruthless with your own "house" and get it in order. Not much chance of those at the top taking a cut in their grossly over-inflated salaries, is there? Plenty of people (myself included) that would gladly step in and do most of your jobs for a lot less than you currently pay!
144. Governance - staff - less overseeing of your own workforce
145. Governance - staff - limit staff to attending a maximum of 1 meeting per day (define a meeting as more than 3 people)
146. Governance - staff - line and branch cutting of all freebies i.e. free car parking, free home decoration kits etc. etc.
147. Governance - staff - look at peoples jobs. how many not required
148. Governance - staff - look at travel expenses for all council officials, employees and representatives, how to reduce this.
149. Governance –staff - Looking after our money and not paying staff for expenses like meals, let them get up earlier if they want breakfast if they are going to and early meeting, let them take a packed lunch if a meeting is on all day.
150. Governance – staff - Looking at staff. Consider redundancies.
151. Governance - staff - lower top management salaries
152. Governance - staff - Make better use of staff in terms of consultancy and hire out expertise (if capacity allows)
153. Governance - staff - make pensions db
154. Governance - staff - pay people on a per project basis
155. Governance - staff - Pay staff a living wage
156. Governance - staff - promote skills sharing e.g.: dact team presenting half day on needs of clients to emergency housing staff and reciprocated
157. Governance - staff - re-assess financial advantages of top heavy management positions
158. Governance - staff - Recruit unemployed people (or retired) to work at elections, not council staff who are being paid twice.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

159. Governance - staff - reduce department heads
160. Governance - staff - Reduce full time employees to 35 hours per week"
161. Governance - staff - Reduce high salaries of 'top dogs.
162. Governance - staff - reduce hr staff
163. Governance – staff - Reduce staffing or apply a small % reduction in wages.
164. Governance - staff - Reduce the amount of managers and senior staff.
165. Governance – staff - Reigning in salaries and cutting jobs at the top. The accounts for 2014/15 show that 96 people in Moray council earn over £50,000 per year. Stop taking away the jobs of those on the front line who earn very little and axe more than a few from the top.
166. Governance - staff - Removing unnecessary and expensive tiers of management
167. Governance – staff - restructuring middle management, it is far too top heavy; no jobs for the boys.
168. Governance - staff - re-think the whole organisational structure and stop this "job for life" mentality
169. Governance - staff - review staff nos - any reduction possible e.g.: on recruitment, is a replacement necessary or can tasks be shared with current staff
170. Governance – staff - revise the top earners salaries.
171. Governance - staff - spend less on themselves
172. Governance - staff - start trusting themselves after all they are being paid for a full time job not just a part of it
173. Governance - staff - stop micro managing services
174. Governance - staff - stop paying union officials wages
175. Governance – staff - Stop wasting money in continuous initiatives such as DBS just to create jobs when they don't exist.
176. Governance - staff - Stop wasting money organise work properly we see an awful lot of men standing idle at roadsides
177. Governance – staff - Supervise workers especially those who play the internet during work day.
178. Governance - staff - too many inflated expense claims
179. Governance - staff - Voluntary redundancy offers of one month's salary per year of service, capped at 12 months.
180. Governance – vehicles - better use of pool cars - cut the fleet
181. Governance – vehicles - cut back stall too much vans and lorries on roads
182. Governance – vehicles - cut down on vans and lorries
183. Governance – vehicles - use or loose pool cars
184. Governance – vehicles - van/car pool eaten
185. Governance – vehicles -money wasted on car and lorry usage

Key

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Health

1. health - access - increasing access to weekend health services
2. Health – comment - Prioritising health care.
3. Health – coordination - linking of alternative health care (abundant in Moray) to conventional health care
4. Health – quality - better GP doctors facilities and availability
5. Health – quality - Improving services at Dr Grays, ridiculous that sick people have to travel to Aberdeen. Listen to what local people think and act accordingly, stop wasting money on ridiculous projects that will fail. Get a joined up system for buses and trains
6. Health - quality -improved drug and alcohol services - this is a major problem in Moray -
7. Health – service - if at all possible open Spynie hospital it is needed
8. Health – service - Look at wellbeing across Moray - generational - keeping everyone active, healthy and providing transport to allow socialising improve mental health.
9. Health – service - More help with Mental Health
10. Health - Service -promoting mental health especially in young –
11. health – Service -services for young anorexic, bulimic people.
12. Health – service- stop bed blocking
13. Health – staff - no agency staff at hospitals
14. Health – staff - prioritise consultant posts at Dr Grays
15. health – telehealth - make more use of technology to save people having to travel long distances

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Housing

1. housing – affordable - build more social housing with shared facilities. for emergency housing.
2. Housing – affordable - Improve affordable housing & opportunities as this will help people feel less 'trapped' in Moray.
3. Housing – affordable - low cost house building
4. Housing - allocation - give local housing to citizen that have already lived in a place a long time and call it home rather than moving them away from their support network. Although I know this isn't always achievable due to housing space and costs.
5. Housing – allocation - Housing for jobless is needed.
6. Housing – allocation - social housing should be offered to working people first.
7. Housing – engagement - knocking on tenants doors to ask what they really think or need and not just surveys with restricted questions...get involved.
8. Housing – estate - check council houses that are only used occasionally
9. housing – estate - housing in Elgin empty for years costs money
10. Housing - estate - Privately own properties.
11. Housing – estate - sell more houses
12. Housing - estate - Take back control of housing in Moray area. Too many landlords that increase rent.
13. Housing – outsource - Transfer all council housing stock to a housing association as was done several years ago in Glasgow.
14. Housing – quality - better options for bed and board while waiting for housing placement. 'royal hotel' in 'Forres' was in dire straits last time I was there about ten years ago maybe less. Could have improved now.
15. Housing – rent - Increase council house rent.
16. Housing - rent - increase council house rents
17. Housing – rent - Increase rent of council houses (comparable with other local authorities) and invest the increase in to new houses (particularly in rural areas).
18. Housing – services - as a landlord the council should be allowed to remove tenants who under occupy there social housing and place them into smaller accommodation.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Infrastructure

1. Development control - planning - Review where Council allows houses to be built which create demand for services such as schools.
2. development control - planning - stricter planning rules to keep character of places
3. drainage – cleanliness - As said before clean all drains. Downpipes from shops many rotten thus pavement flooded when it rains.
4. drainage - cleanliness - clean open spaces and clean graffiti
5. drainage – service - Looking after drains particularly in flood area/coastal villages.
6. drainage – service - sort out drain issue along roadsides
7. lighting – equipment - Lighting (street) on sensors.
8. lighting – equipment - switching to led lighting
9. lighting – street lighting - More street lighting.
10. lighting – street lighting - switching off street lighting in the dead of night to save energy.

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Roads

1. Roads – cleanliness - sweep the streets
2. Roads – development - address road issues to allow safe and efficient movement around and across Moray
3. Roads - development - dual A9 and A96
4. Roads – development - if they haven't got enough money to start with don't go any further e.g.: wittet road
5. roads – development - work with transport Scotland to get a dualled a96 by-pass for Elgin, not route n
6. roads – development - work with transport Scotland to get a dualled a96 by-pass for Elgin, not route n
7. Roads - information - Give us more information on A96 dualling - liaise with Transport Scotland for local people.
8. roads - maintenance - fixing pot holes in the road quicker
9. Roads – maintenance - Invest more in roads upkeep
10. Roads - maintenance - Maintain all roads used by Moray Council vehicles.
11. Roads - maintenance - Repair potholes in the road at an earlier stage to save money in the long run
12. Roads – maintenance - repair roads
13. Roads – maintenance - Start admitting that there are roads around Elgin that are being used as 'Relief Roads' and do proper road centre markings. In this time of prolonged austerity residents already put up with a lot so you must add more safety markings/clear parking spaces for them
14. Roads – quality - make sure road repair programme is maintained to required high standard
15. Roads - signage - consistency on road markings at islands
16. Roads – signage - signs and line marking. some expenditure is desirable but not essential

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Transport

1. Transport - bus - charging pensioners on buses - modest amount e.g. £2 per trip
2. Transport – bus - Contribution towards “free” travel – so long as the administration costs do not exceed the income generated
3. Transport – bus - Improving bus routes and frequency. More so later buses.
4. Transport – bus - Means test the travel concession card and increase entitlement age in line with pension age.
5. Transport - bus - no other buses
6. Transport – bus - Possibly find a way to use Dial M for Moray and other community transport to take people to their nearest library if their local one closes.
7. transport – bus - run more local dial a bus services
8. Transport – bus - Start charging over 60's to use buses, even a small amount
9. Transport – bus - use council buses and mini buses for private hires compete with Deveron and ??? (bring in month)
10. Transport- bus -earlier buses on a Sunday for those working
11. Transport – bus -more community buses
12. Transport – cycle - Cycle path by A96 is dangerous - strewn with large rocks, suddenly stops.
13. Transport – cycle -improve cycle paths
14. Transport – cycle -More bike paths, like the one from Lossie to Elgin. Give bikes priority though. Stop/start is really annoying at junctions and slows down a commute
15. Transport – cycle -Using bicycles (esp. if org has pool bikes) to get to meetings
16. Transport - development - look at the alternatives to the Elgin link road
17. Transport – development - Working with local transport companies to improve the provision of transport to the rural areas. People can't shop and work, both of which help the economy, if they can't get into town because there are no buses. It creates pockets where people are stuck.
18. Transport – parking - Enforcing car parking restrictions.
19. Transport - parking - Introduce pay and display parking in Forres and the Cllrs car park at Elgin Council HQ
20. Transport – parking - mark out spaces in the Cooper park, same as they have at the west of library. fed up of ignorant parking.
21. Transport – parking - raise car park surcharges by 50%
22. Transport – parking - remove all parking fees
23. Transport – parking - start free parking for limited time,
24. Transport - parking - Start-up free parking on the weekend so people use the High Street more
25. Transport – public transport - encourage the use of public transport, Moray is very car orientated and buses are expensive from rural areas into town
26. Transport – public transport - replace underused financed buses with taxis for elderly etc.
27. transport - quality - better transport links
28. Transport – quality - Get more involved with the transport companies - the bus service here is poor; all parts of Moray need to be better connected especially on the weekends.
29. Transport - rail - Dramatically increase parking at rail station. Tour bus service to meet trains. Could the 'Tesco' rail container train to Wick take whisky etc. south? Business park adjacent to Roseisle rail line?

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COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 4 – And are there specific things that you think partners in Moray should start doing?

Waste and recycling

1. Waste – collection - Reinstating waste collections
2. Waste – collection - improve waste collection/segregation waste for 'best value' and to allow moray to enjoy and ??? environment
3. Waste - collection - keep up the collection of garbage and recycling
4. Waste – collection - Monthly refuse collections (would need more bins!)
5. Waste – collection - Using the new incinerator in Aberdeen will mean lorries returning empty. That is BAD practice for any haulage firm. Perhaps that service should go out to tender as private companies will expect a return load of some description which may help the costs.
6. Waste – collections - Toughen up on kerbside collections in rural areas.
7. Waste - penalties - Impose fines by monitoring recycling centres where business are using them as alternative to paying for trade waste collections.
8. Waste - recycling - start recycling more materials e.g.: not just plastic bottles but plastic tubs, cartons, bottle tops as well
9. Waste – recycling - A scheme for a deposit on bottles (plastic) - experienced in Germany. If not under council control, campaign for it.
10. Waste - recycling - Allow for more plastics to be recycled and provide bags for caddie's to stop badly smelling brown bins.
11. Waste - recycling - Consider selling a licence for people to take unwanted items from skip site for recycling or more re use sites like Forres"
12. Waste – recycling - create more recycling
13. Waste - recycling - longer or weekend opening of the recycling centre
14. Waste – recycling - more recycling
15. Waste – recycling - More waste recycling
16. Waste - recycling - Recycling technologies and offering to those who cannot afford.
17. Waste – recycling - Review recycling collections particularly in rural areas and for neighbourhoods with central locations with bigger bins (flats/smaller communities).

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