



## Customer Satisfaction Survey

This survey asks about your experience of and views on The Moray Council, the range of services that the council provides, and about priorities for The Moray Council and the Community Planning Partnership. 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/mcp2016a](https://bit.ly/mcp2016a) 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**.

### Getting in touch with the council

We begin by asking about how you get in touch with the council – whether that is finding information on Council services, or contacting the council to request a service.

**Q1 Thinking about if you need to find information on council services (e.g. to find contact details, opening times, etc), can you usually do this easily? Please select ONE only**

Very easy	Fairly easy	Quite difficult	Very difficult	Don't know
1	2	3	4	5

**Q2 How do you usually access information on council services? Please select ALL that apply**

1	Through the council's website
2	Through council mailings (e.g. Council Tax mailing)
3	Through leaflets/posters in council offices
4	Information in the local newspaper
5	Social media (eg Facebook, Twitter)
6	Local area forums, Community Councils, tenants' groups, etc
7	From family and friends
8	Through my Councillor
9	Other (please write in below)

And how do you prefer to do this? (please write in box e.g. if social media write in "5")

**Q3 Can you usually get information on council services in the format that you need (e.g. printed, web-based, large print, braille, audio, alternative languages)? Please select ONE only**

Yes, always	Yes, usually	Not often	Never	Don't know
1	2	3	4	5

If you have had any difficulties getting information on council services in the format that you need, please tell us a little more about this below.

**Q4 Thinking now about if you need to get in touch with a council service (e.g. to request a service, ask a question, etc), can you usually do this easily? Please select ONE only**

Very easy	Fairly easy	Quite difficult	Very difficult	Don't know
1	2	3	4	5

**Q5 How do you usually get in touch with council services? Please select ALL that apply**

1	In person – at the council’s headquarters in Elgin
2	In person – at a local council office or access point
3	By phone – the council’s switchboard (01343 543451)
4	By phone – on another number
5	Through the council’s website
6	By email
7	By letter
8	Other (please write in below)

And how do you prefer to do this? (please write in box e.g. if by email write in “6”)

**Q6 Please add any comments here on your experience of getting in touch with the council.**

## Your views on Moray Council services

Here we ask for your views on Moray Council services overall, and any specific services you have used.

**Q7 Thinking about the services provided by The Moray Council, overall how would you rate these? Please select ONE only**

Very good	Good	Poor	Very poor	Don't know
1	2	3	4	5

**Q8 How do you think the standard of council services has changed over the last 2 years?**

Please select ONE only

Much better	A little better	No real change	A little worse	Much worse	Don't know
1	2	3	4	5	6

**Q9 Overall, do you think the services provided by the council are good or poor value for money?**

Please select ONE only

Very good value	Good value	Poor value	Very poor value	Don't know
1	2	3	4	5

**Q10 The Moray Council provides the following services for all Moray residents. Please indicate which you have used in the last year, and also any services you may have used previously.**

	Used in the last year (select all that apply)	Used more than a year ago (select all that apply)
Maintenance of roads	1	1
Maintenance of footpaths	2	2
Street cleaning	3	3
Street lighting	4	4
Collection of household recycling and waste	5	5
Libraries	6	6
Sports and leisure services	7	7
Community centres and halls	8	8
Parks and open spaces	9	9
Parking and car parks	10	10
Community safety – wardens, noise, dogs	11	11
Council tax collection	12	12
Nursery/primary/secondary schools	13	13
Social care – health	14	14
Social care – children and families	15	15

**Q11 How do you rate each of the services that you have used? Please select ONE option for each**

	Very good	Good	Poor	Very poor	Don't know / Not used
Maintenance of roads	1	2	3	4	5
Maintenance of footpaths	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Collection of household recycling and waste	1	2	3	4	5
Libraries	1	2	3	4	5
Sports and leisure services	1	2	3	4	5
Community centres and halls	1	2	3	4	5
Parks and open spaces	1	2	3	4	5
Parking and car parks	1	2	3	4	5
Community safety – wardens, noise, dogs	1	2	3	4	5
Council tax collection	1	2	3	4	5
Nursery/primary/secondary schools	1	2	3	4	5
Social care – health	1	2	3	4	5
Social care – children and families	1	2	3	4	5

## Your experience of council services over the last year

Based on your overall experience of using The Moray Council services in the last year, please answer the following questions.

**Q12 Thinking about when you are contacting council services, to what extent do the following apply? Please select ONE option for each**

	Every time	Usually	Sometimes	Rarely or never	Don't know
It is easy to find the service or person that I need	1	2	3	4	5
Calls and service requests are picked up quickly	1	2	3	4	5
Council staff get back to me when they promised	1	2	3	4	5
Council staff are understanding of my circumstances	1	2	3	4	5
Council staff are professional	1	2	3	4	5
Council staff treat me with respect when I contact them	1	2	3	4	5

**Q13 Thinking about how council services deal with your enquiries or service requests, to what extent do the following apply? Please select ONE option for each**

	Every time	Usually	Sometimes	Rarely or never	Don't know
Council services make sure that I am clear on what they will do in response to my request	1	2	3	4	5
Council services make sure that I am clear on the timescale for their response	1	2	3	4	5
Council services keep me informed about what is happening with my service request	1	2	3	4	5
Council services communicate with each other when needed to resolve my request	1	2	3	4	5
Council services keep to their agreed timescales	1	2	3	4	5
Council services deal with my service requests quickly	1	2	3	4	5
Council services' response is to a high quality standard	1	2	3	4	5
Council services resolve my enquiries and requests	1	2	3	4	5

**Q14 Thinking about how council services consult with you and seek to improve their services, to what extent do the following apply? Please select ONE option for each**

	Every time	Usually	Sometimes	Rarely or never	Don't know
Council services give me an opportunity to provide feedback on my experience	1	2	3	4	5
I am able to raise problems or complaints if necessary	1	2	3	4	5
Council services try to improve the service they provide to customers	1	2	3	4	5

**Q15 How do you think Moray Council services compare with other services that you use?**

**Please select ONE option for each**

	<b>Moray Council services are better</b>	<b>About the same</b>	<b>Moray Council services are worse</b>	<b>Don't know</b>
Other public services (e.g. health services, Government services, colleges and universities, other councils)	1	2	3	4
Private companies and services	1	2	3	4

**Are there other services that you think The Moray Council could learn from?**

**Q16 Please add any comments here on your experience of council services over the last year.**

## Your most recent experience of using council services

Here we ask a few more detailed questions, specifically about the last time that you contacted The Moray Council.

**Q17 Please provide a few details about the last time you contacted The Moray Council.**

When was this?

What were you contacting the Council about?

Who did you get in touch with about this?

**Q18 How did you contact the council, at the time of your most recent contact?**

**Please select ONE only**

1	In person – at the council's headquarters in Elgin
2	In person – at a local council office or access point
3	By phone – the council's switchboard (01343 543451)
4	By phone – on another number
5	Through the council's website
6	By email
7	By letter
8	Other (please write in below)

**Q19 Would you say that your most recent enquiry, request or complaint has been resolved?**

**Please select ONE only**

1	Yes, it was resolved when I first contacted the council about the issue
2	Yes, it was resolved after my first contact with the council
3	No, it is not yet resolved
4	Don't know/can't say

**Q20 If you feel that your enquiry, request or complaint has not been resolved, can you tell us a little more about this?**

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**Q21 Thinking about the council service and staff that you dealt with during your most recent contact, how would you rate the following? Please select ONE option for each**

	Very satisfied	Satisfied	Neither Nor	Dissatisfied	Very dissatisfied	Don't Know
Ease of contacting the right person	1	2	3	4	5	6
Staff friendliness/treating you with respect	1	2	3	4	5	6
Staff knowledge	1	2	3	4	5	6
Staff understanding of my circumstances	1	2	3	4	5	6
Making sure you are clear on what the service will do	1	2	3	4	5	6
Making sure you are clear on the timescale for the service's response	1	2	3	4	5	6
Keeping you informed of what was happening	1	2	3	4	5	6
Staff/services communicating with each other to resolve your request	1	2	3	4	5	6
Keeping to the agreed timescale	1	2	3	4	5	6
Providing a high quality response	1	2	3	4	5	6

**Q22 And overall how would you rate the service, during your most recent contact with the council?**

**Please select ONE only**

Very good	Good	Poor	Very poor	Don't know
1	2	3	4	5

**Q23 Please add any comments here on your experience during your most recent contact with the council.**

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# Priorities for Community Planning & Council Finances

**Community planning** is a process which helps public agencies to work with the community to plan and deliver better services which make a real difference to people's lives. The Community Planning Partnership is responsible for this in Moray and consists of The Moray Council, NHS Grampian, Police Scotland, the Scottish Fire and Rescue Service, tsIMORAY, Moray College UHI, Highlands and Islands Enterprise, Skills Development Scotland, and HITRANS. More information is available at <http://www.yourmoray.org.uk>.

Over the next few months the Community Planning Partnership (CPP) will be undertaking a range of engagement activities to gauge the views of our residents. The questions below will help us with this, and will help deliver better public services in a time of great financial change.

**Council finances** need to balance at the end of each financial year. The council has made changes to reduce annual operating costs by becoming ever more efficient in its operations. Over the last few years doing this has saved £24 million a year. Now we need to go further as efficiency savings alone will not be enough to tackle the gap in our budget. The forecast indicates that, if no action is taken, all our reserves will be used up by March 2018 and the council will face a recurring annual shortfall of £12m.

The council needs to redefine what we do and how we do it in order to address the lack of funding. Many of the services that the council provides are statutory, meaning we must provide them, but the way in which we do so is up to us. We may have to change the way we deliver services in order to be able to keep providing them. Other service provision is discretionary, meaning that we have the choice of how much we spend on these areas. We want to minimise the impact on you and ensure that the changes we make meet the needs of the largest number of Moray's people. To help us make the right decisions, it is vital that you engage with us to have an influence on what we do.

## Q24 What are the three most important priorities for you and your family just now?

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

## Q25 Thinking about services provided by Community Planning Partners in Moray, what three things should partners be doing differently to improve things for Moray residents?

### Planning and delivering services with communities:

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

### Balancing council finances:

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

## Q26 Are there specific things that you think partners in Moray should stop doing?

### Planning and delivering services with communities:

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

**Q26 Are there specific things that you think partners in Moray should stop doing?**

**Balancing council finances:**

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

**Q27 And are there specific things that you think partners in Moray should start doing?**

**Planning and delivering services with communities:**

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

**Balancing council finances:**

1<sup>st</sup>

2<sup>nd</sup>

3<sup>rd</sup>

**Q28 Thinking about the range of services and organisations working in your local area, what do you feel that you might be able to get involved in?**

**Q29 Can you suggest any changes that might help you to get more involved in your local area?**

## And Finally...

**Q30 We will be holding a discussion group with Citizens' Panel members on 28th September to gather views on priorities for The Moray Council. Would you be interested in taking part? If so, please provide your details below and we will be in touch once details are finalised.**

Name

Email

Telephone

**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).