

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Community

1. community – allotments - more allotments
2. Community – allotments - more community gardens (with Council support)
3. Community – capacity building - Building resilience, so that call on emergency and protection services is reduced
4. Community – capacity building - encouraging more local self-help groups to form
5. Community – capacity building - Engage with local groups to increase voluntary contribution to improving Moray
6. Community – capacity building - here needs to be a greater focus on community capacity building. Requires a more selective approach to funding community groups, but with a more long-term financial commitment to enable community groups to build capacity, for example 5-year funding instead of annual or even three-year funding. Engage better with community groups, particularly those representing more vulnerable groups that will assist in ensuring better outcomes for people
7. Community – capacity building - Improve social inclusion
8. Community – capacity building - Supporting communities to create support networks and being more involved in their communities. The CPP need to be supporting families from the beginning to create positive communities and to be more involved.
9. community – capacity building - teach people how to do things for themselves
10. Community – capacity building -Communities need to take more responsibility of the maintenance of services in their area.
11. community – CAT - encourage handover of council assets to community control
12. community – CAT - invite community ownership of some services such as libraries, leisure services - use of more volunteers
13. Community - CAT - outdoor all weather facilities that are transferable to a community group or local club.
14. Community - CAT - Promote and support transfer for services under asset transfer provisions of the Community Empowerment Act
15. Community – CAT - Support asset transfer etc. of public toilets - they need to be kept open and should have Defibs located in areas that are popular.
16. Community – CAT - transfer community centres/halls to community partnership
17. community – CAT - using communities to deliver services
18. Community – CAT -Transfer of assets to local groups, sale of unused buildings
19. Community – community safety - persons involved in blackening ceremonies
20. Community – empowerment - Community empower community organisations to deliver services
21. Community - empowerment - empower communities. give real power to elected community councils and allow them to make decisions give them the power to decide how to spend money in their area. work with them properly, communicate regularly.
22. Community - empowerment - Greater community involvement in service delivery.
23. Community – empowerment - improve community action and feedback
24. Community – empowerment - increase community power
25. Community – empowerment - more community involvement - less consultancy
26. community – engagement - Ask people face to face and stop whingeing
27. Community – engagement - Ask residents questions.
28. Community - engagement - asking and listening to communities

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

29. Community - engagement - asking individual community members for thoughts on issues which relate to them.
30. Community – engagement - Be inclusive with people who use services - Allow people to influence how services are delivered - Demonstrate how they have achieved the above
31. Community - engagement - being prepared to go out and talk to people - not in meetings - but in streets, doctors' surgeries, school playgrounds, bus stops. doubt if there is such bravery around!!
32. community – engagement - Consult and listen to public views on council matters
33. Community - engagement - consult more openly with the public
34. Community - engagement - consultation with wider samples of community opinions
35. Community - engagement - consulting groups to decide how to spend budgets
36. Community - engagement - consulting public - i.e. closure of mental health facility in Elgin - no consult took place
37. Community - engagement - do what they say keep people happy
38. Community – engagement - Encourage community involvement in delivering services and be prepared to support these efforts
39. community - engagement- engage with community
40. community – engagement - engage with the local community
41. Community – engagement - Engagement then consulting
42. Community – engagement - expanding on q25 using expertise of those at the public face... I strongly believe that regular consultation (not formal questionnaires or formal gatherings where staff are somewhat intimidated about telling the truth of situations they see every day in their jobs) with public-facing employees in all departments - by casual conversation on a weekly basis by managers who don't give the impression they are checking up on anybody can inform senior managers of which turn in the road to take next
43. Community – engagement - get more engagement on financial issues
44. Community – engagement - get public involved
45. Community – engagement - I am completely unaware of any engagement activity
46. Community - engagement - I am not sufficiently informed to comment
47. Community - engagement - I feel I have insufficient knowledge of the workings of Moray council to comment further
48. Community - engagement - I truly believe this question is appalling - I am extremely disappointed in these questions
49. community – engagement - increase engagement with disenfranchised youth
50. Community - engagement- involve folk that actually know
51. community – engagement - local consultation
52. community – engagement - more consultation
53. Community - engagement - not having any experience what is happening at moment, I am unable to answer this question
54. Community - engagement - not qualified to offer advice
55. Community - engagement - nothing that I can think of
56. community – engagement - public consultation
57. community - engagement - public questionnaires/clip boards in high streets
58. Community - engagement - services are imposed - we should agree what is what
59. Community - engagement - Speak directly to public
60. community – engagement - take on board community feedback
61. community - engagement - talk more with communities before any action

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

62. community - engagement - talk to real people and listen
63. community - engagement - talk to them more
64. community - engagement - talking to communities
65. Community – engagement - tenant involvement....not just questionnaires but actual face to face
66. Community – engagement - understanding their concerns
67. Community – engagement -Improve community engagement projects so that they are accessible [sic] for a wider audience [sic.]
68. Community - engagement -more consultation with residents
69. Community – engagement -Talk to the public and find best areas to spend money and continue to do so
70. Community – engagement -The Group was dismissive of the Council’s Facebook campaign. They recognised the need for the Council to consult but were concerned about the provocative nature of some messages that were posted by the Council. They would like to see a more balanced debate and more information on what areas of spend actually delivered to enable them to make informed decisions.
71. Community – funding - devolve budgets and services to community councils
72. Community - funding - fund community groups to deliver services
73. Community – funding - Fund raising events
74. community - funding - stop forcing volunteer groups out of business due to high rent increases
75. community – funding - stop giving money (grants) to arty farty rubbish
76. Community – information - advertise for volunteers
77. Community - Listen / relate.
78. Community – listen and act on majority needs work within a budget accessibility to key decision makers
79. community – listen better to public
80. Community - listen more to communities.
81. Community – listen -Most importantly is listen to your public.
82. Community – listen -The Group were also concerned about whether the Council would actually listen to the messages it receives. Referred back to the Education Review and the breaking ranks of some Councillors when difficult decisions were required to be taken
83. community - listen to practitioners and other front-line staff
84. community - listen to practitioners and other front-line staff
85. Community - listen to residents, consult with residents, let residents know what's happening.
86. community - listen to the locals
87. community - listen to the people instead of going ahead with unwanted road schemes
88. community - listen to the residents
89. community - listen to the residents
90. community - listen to the residents
91. community - listen to users and to the local communities
92. community - listen to users and to the local communities
93. community - listen to your own workforce on the ground
94. community - listening
95. community - listening to communities
96. community - listening to community concerns using local knowledge
97. community - listening to local advice.
98. Community – service delivery - assist communities to take up some of the slack from cut back already implemented.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

99. Community – service delivery - remove non-regulatory services to charitable partners and support with grant in aid
100. Community – service delivery - There could be more community involvement / businesses being involved with managing public services i.e. Public toilets, libraries, community halls. They could put together business models for managing toilets (charging like they do abroad)
101. Community – support - allocate a community development officer to be permanently based (e.g. the clock tower or library in Dufftown) to develop the community economically and socially.
102. Community – support - get community support and funding for worthwhile causes
103. Community – support - Investigate and introduce more service level agreements with community groups and orgs to deliver services.
104. Community - support - Keeping groups for mental health open
105. Community – support - look at the structures of the groups and how these may be streamlined and made more efficient
106. Community - support - More support for community groups
107. Community – support - More support for local community councils who are more efficient locally.
108. Community – support - prioritise needs of new migrant families from Syria - tell residents how many families (miniscule numbers) and ask existing residents for their practical help and support. many will say yes
109. Community – support - Provide more assistance to get people online and digital.
110. community – support - supporting local communities and groups better
111. Community – support - there is, I understand, now a community council liaison officer - why? comm. councils are a like
112. Community – volunteers - Cadets could do voluntary work like cutting the grass as they need to perform community service anyway. The council could fund gardening equipment so that community members could carry out gardening tasks
113. Community – volunteers - Engage in community activities to enlighten personal experience
114. Community – volunteers - Increase use of volunteers to improve participation and success in sport.
115. Community – volunteers - link to schools and colleges for volunteers. there are qualifications linked to work experience and volunteering and often students go to the private sector
116. Community – volunteers - look for more opportunities for volunteers
117. community – volunteers - more voluntary helping certain areas
118. community – volunteers - support for volunteers who work in the community
119. community – volunteers - work with voluntary labour or on a simple reward principle

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Community care

1. Community care - care in the community
2. Community care - care in the community
3. Community care - care in the community - actually reaching people in their homes who need quality service. stronger links with dementia and cancer services.
4. Community care – community care - concentration on care
5. Community care – elderly - Better care for aged
6. Community care - elderly - Care of the elderly
7. Community care - elderly - do more for the elderly
8. Community care - elderly - Ensure support for elderly is available
9. Community care - elderly - improve elderly day care
10. Community Care - elderly - Prioritising services for the aging PDP
11. Community care – elderly- Improve support for the elderly
12. Community Care – funding - Care facilities - more funding
13. Community care – funding - More from budget into care; more carers
14. Community care - funding - reduce social care budget
15. Community care - funding - reduce social care budget
16. Community care – funding - reduce social care budget
17. Community care - funding - reduce social service spending.
18. Community care – home care - Employing more carers
19. Community care – home care - Improve access to get carers
20. Community care – home care - More care workers to keep elderly infirm at home
21. Community care – home care - Support unpaid carers
22. Community care – information - Finding new ways to share info (Carers Strategy) rather than saying, 'We tried.' Respect/dignity/confidentiality when requested.
23. Community care – information - Publicity for the residential centre
24. Community care – quality - better social services
25. Community care – services - Burghead, Cummingston and Hopeman are poorly provided for apart from the BALL group-provide a local day service. Have a luncheon club.
26. Community care – services - Fostering/inclusion.
27. Community care – services - welfare and caring services
28. Community care - Social care
29. Community care – staff - changing uniform for carers - unnecessary
30. Community care – staff - employ more carers directly and not tender out so much work.
31. Community care – vulnerable - Actually create Autism support for Adults; the little that there was has virtually disappeared-Advocacy and Spynie do not respond to phone calls.
32. Community care – vulnerable - Care and security for all in care homes and people with a disability
33. Community care – vulnerable - Develop drop in services for people with disabilities and better signposting/promotion of help available
34. Community care – vulnerable - no activities for disabled adults in our area

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Community facilities

1. Community facilities - access - Don't stick to how it's aye been - let other sports clubs access hall hire.
2. Community facilities – access - Make venues accessible
3. Community facilities – access - Make venues more inviting
4. Community facilities – access - More access to computers at library.
5. Community facilities – community centres - Community Centres need more money spent on them
6. Community facilities – community centres - Ensuring community centres are kept open
7. Community facilities - community centres - investing in the community centre
8. Community facilities - community centres - Keep Community Centres open
9. Community facilities - community centres - Keep our local Community Centre in Cullen open, for clubs, meetings, education etc.
10. Community facilities – community centres - Publicity for more groups to use centre
11. Community facilities – community centres - Stop threatening to close vital community centres e.g. Cullen I don't know what else - do you
12. Community facilities – community centres - village halls, focal point for family
13. Community facilities - estate - Closing old Town Halls and other redundant buildings
14. Community facilities – events - Develop community events more.
15. community facilities – funding - decrease finance of libraries
16. community facilities – funding - do not treat leisure facilities as a "cash cow"
17. Community facilities – funding - Increase funding to Elgin Leisure Centre
18. community facilities – funding - privatise leisure facilities
19. Community facilities – funding - Spend more money on communities outwith Elgin
20. Community facilities - Improve parks and leisure spaces
21. Community facilities - Improve sport and leisure facilities
22. Community facilities - Improving and maintain leisure facilities
23. Community facilities – leisure - More leisure
24. Community facilities – leisure - More leisure, swimming pools
25. Community facilities - libraries
26. Community facilities - libraries - put libraries into school buildings
27. Community facilities – libraries - Book club for adults
28. Community facilities – libraries - centralise library services - one library in Elgin
29. community facilities – libraries - end row and keep our libraries
30. Community facilities – libraries - Keep Cullen library open as it serves an important role in the community
31. Community facilities - libraries - keep libraries open
32. Community facilities - libraries - keep libraries open
33. Community facilities – libraries - Keep libraries open
34. Community facilities – libraries - Keep our local Cullen library open
35. Community facilities – libraries - Keeping libraries open - some villages have very little else and the mobile library only visits once every 6 weeks
36. Community facilities – libraries - Keeping libraries open.
37. Community facilities – libraries - Libraries are a must if you want children to learn and read properly
38. Community facilities – libraries - Maintain the current provisions of libraries
39. Community facilities – libraries - More new books for the library

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

40. Community facilities – libraries - More new books for the library
41. Community facilities – libraries - More new books in the library
42. Community facilities – libraries - Publicise and maintain library services.
43. Community facilities – libraries - reduce library hours
44. Community facilities – libraries - Stop closing libraries
45. Community facilities – libraries - Transfer libraries to schools and provide a separate public access
46. Community facilities - libraries are valued as are leisure swim facilities
47. Community facilities – libraries - Look at footfall in libraries and reduce access accordingly if footfall is low. Consider investing in another mobile vehicle to cover areas where libraries need to close due to lack of use.....or undertake some form of charging system for use of books.
48. Community facilities – local - as there is little communities and not all people have cars
49. Community facilities – local - more community based
50. Community facilities – local - To keep local services open such as the community centre in Cullen again as it serves local people
51. Community facilities – local - where this is possible (e.g. small community centres part time libraries etc.)
52. Community facilities – maintenance - Care of community assets, libraries, museums, children's provision
53. Community facilities – maintenance - Carry out repairs properly on existing community buildings. Improve insulation for better heating efficiency
54. Community facilities - maintenance - Keeping our parks, public toilets and towns to a better standard.
55. Community facilities - maintenance - maintain existing infrastructure improve facilities
56. Community facilities – MLC - close leisure centre
57. Community facilities – MLC - Close Moray Leisure Centre when new one opens.
58. Community facilities – MLC - improve and modernise the moray leisure centre which is uninspiring for people with young families looking for something to do on a wet Sunday! how about some cool flume rides like the aquadome in inverness.
59. Community facilities – MLC - introduce pay and display parking at Elgin leisure centre
60. Community facilities – MLC - too much funding is given to moray leisure centre - they need to do more to self-finance
61. Community facilities – pools - Reduce number of swimming pools
62. Community facilities – pools - swim lane in pool to facilitate swimming for exercise
63. Community facilities – services - better and cheaper fitness access,
64. Community facilities – services - Continue to keep a community base open for Cullen people and visitors for all year round activities
65. Community facilities – services - ensuring leisure facilities cater to different users rather than those that are already fit and not discouraging those who need it most.
66. Community facilities – services - Greater access to activities, development and sport within the community.
67. Community facilities – services - invest in more family friendly areas
68. Community facilities – services - longer opening hours.
69. community facilities – services - more for young people & not just towns
70. Community facilities – services - Remember that Elgin is not the only place in Moray. Provide services equally. This may need greater effort rurally.
71. Community facilities – services - safe enjoyable leisure, recreational spaces/facilities

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

72. Community facilities – services - Support arts and tourism to bring in employment and money to area
73. Community facilities – services - Visit more diverse leisure centres/community and residential centre
74. Community facilities – sports - improve sports facilities such as public playing fields
75. Community facilities – sports - More opportunities for participating in sports for the families with low incomes
76. Community facilities – sports - stop support for sport centres
77. Community facilities – third sector - Citizens Advice Bureau in Forres
78. Community facilities – TIC - Opening not closing tourist information centres
79. Community facilities – TIC - Reopen Tourist Information Centres. They are a vital link for tourists and the local attractions
80. Community facilities – toilets - Clean up the public toilets in Cullen
81. Community facilities – toilets - Keep toilets open, where will you go - visitors certainly do not know
82. Community facilities – toilets - Keeping public toilets open more
83. Community facilities – toilets - longer opening hours for public toilets
84. Community facilities – toilets - Opening more public toilets - not closing them
85. Community facilities – toilets - public toilets for the visitors
86. Community facilities – toilets - Public toilets in Dufftown need some work. Water is backing up in every loo.
87. Community facilities – use - better use of facilities we already have like community centre get people in there
88. Community facilities – youth - Providing space for teens to get busy in a constructive and creative way.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Community Safety

1. Community safety – ASB - tackle anti-social behaviour: drunks, litterers and dog fouling.
2. Community safety – ASB - Tougher on anti-social behaviour
3. Community safety – community justice - encourage volunteer working and make more use of the community payback scheme
4. Community safety – criminal justice - Look at criteria / restrictions on criminal justice service to broaden the service.
5. Community safety – dogs - Go after owners of dogs who won't pick up after them, more determine to fine them. Owning a dog is a luxury. So others shouldn't have to suffer for it.
6. Community safety - dogs - Keeping on top of dog fouling
7. community safety – dogs - responsible dog owners
8. community safety – penalties - impose fines for littering, dog fouling, car parking
9. Community safety – penalties -litter wardens needed - on spot fines
10. community safety – safety - Community safety and the car park is safe
11. Community safety – safety - Making the area safer
12. Community safety – safety - More security - cameras, etc.
13. Community safety – safety - personal safety - Allow people to protect their own property
14. Community safety – safety - public safety
15. community safety – wardens - more community wardens
16. community safety - wardens - re intro wardens
17. Community safety – youth - Educate the young of Buckie not to be litter louts & to appreciate their environment.
18. Community safety – youth - Educate young adults with the danger to wildlife & humans of the litter.
19. community safety - youth - they cause a lot of disruption, some bad behaviour and much discarded food and drink packaging
20. community safety – youth - town centres are no go areas for older/disabled people when children arrive to buy food and drink

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

CPP

1. Council
2. Council - centralisation - Avoid centralising of so many services e.g. schools and community services
3. Council - centralisation - Avoid too much centralisation of services - the general public confuse quite readily
4. Council - comment - Make money count
5. Council – comment - Stop gripping and targeting vulnerable groups.
6. Council - departments - review council departments - possibly combine with other councils
7. Council – equitable - Doing things for the majority rather than the minority
8. Council – equitable - more local
9. Council – equitable - Reduce spend on services which only a few use, e.g. Dial a bus
10. Council - Front line - Keeping front line services.
11. Council - front line - Moray Council – maintain priority services
12. Council - Front line - Stop closing frontline services
13. Council - funding - Give higher priority to libraries, museums, schools and services that enrich communities
14. Council - funding - Make fair financial decisions
15. council – partnership - stick to basic council services, drop partnerships
16. Council - services - Cut Economic Development budget as not making a difference
17. Council - services - funnel expenditure into most necessary services, e.g. school books
18. Council – services - Only remove non-essential services to save money.
19. CPP – access - Greater access to services for everyone
20. CPP – access - Make more services easy to access locally
21. CPP – centralisation - Cease services going to central belt
22. CPP – comment - priorities all have an impact of our community and it's well being
23. CPP - comment - remember elderly population and those in precarious financial situations.
24. CPP – comment - Spending money on what people need, not just because they want it. We have to pay for everything. Stop assuming all us old folk are dependant and costly. It makes a negative attitude and some of us care for ourselves.
25. CPP - communication - Better communication - there appears to be a lack of what is provided by the different sectors so duplication of some services occurs resulting in wasted money. Adapting for local issues - what suits Forres or Elgin for example, is not going to be right for Speyside communities. One size does not fit all. Look at the geography and the actual demographics and provide accordingly to areas.
26. CPP - communication - better communication between departments
27. CPP – communication - closer communication between all parties
28. CPP - communication - communication between these groups
29. CPP – communication - create a more community feel - via internet news letter
30. CPP – communication - do more online communication
31. CPP – communication - find some method of informing communities
32. CPP – communication - give us more information.
33. CPP – communication - keeping residents well informed
34. CPP - communication - no use just advertising above changes in press
35. CPP - council – services - Improve services for children and older people
36. CPP - development - stop hindering people wanting to live and build in Moray
37. CPP – duplication - - reduce duplication of services

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

38. CPP – duplication - avoidances of duplication of services
39. CPP – duplication - **don't** duplicate services
40. CPP – duplication - ensure there is no duplication between provision of services by different separate organisations e.g.. council and organisations funded to provide same/similar services.
41. CPP – duplication - ensuring that similar tasks are not duplicated across different partners
42. CPP – duplication - identify any work where it overlaps with another person
43. CPP - duplication - independent analysis of end to end processes that involve multiple organisations in order to streamline processes.
44. CPP – duplication - less members of staff to do same jobs
45. CPP – duplication - Looking for duplication within Health & Social Care integration to save money.
46. CPP – duplication - looking for reduction in overlapping clerical functions between service sectors, and excessive verbiage in information request forms.
47. CPP – duplication - Merge Departments and cut management
48. CPP - duplication - reduce services that do not provide a different service
49. CPP – duplication - too many people working at the same job
50. CPP – duplication - working together, use same computerised system that saves duplication of paperwork Communicating with each other effectively
51. CPP – efficiency - acting within a short timescale to implement improvements.
52. CPP – efficiency - don't take so long with plans
53. CPP - engagement - communicate fully with public before implementing any changes
54. CPP – engagement - Engage people who have greater experience of the world beyond going to school and university and going to football matches. Find people with vision, imagination and understanding of a wider spectrum of humanity!
55. CPP – engagement - feedback on what has been achieved
56. CPP – engagement - involve all partners where possible and public as fully as possible
57. CPP - engagement - online discussion platform
58. CPP – engagement - Speak to service users and each other. Do what their service users want them to do, not what they think we want.
59. CPP – engagement - to report back effectively
60. CPP – engagement CPP - keep up the consultations
61. CPP – engagement CPP - not being swayed by small numbers of people who do not see bigger pictures
62. CPP – equitable - not catering primarily for larger communities
63. CPP - equitable - prioritise what is important to every community in Moray not just the towns
64. CPP - equitable - remembering that Moray doesn't stop at new Elgin.
65. CPP - equitable - remembering there are more places in Moray than Elgin
66. CPP - equitable - **stop** spending money on Elgin
67. CPP - equitable - to be equitable - sensitive to needs not hair brained stuff
68. CPP - equitable- **stop** assuming everything should be Elgin based. provide better local services in other towns and villages.
69. CPP – finance - needless expenditure on looking good, e.g.. fancy Christmas lights, Santa in helicopter, art installations and equivalent
70. CPP - finance CPP- share budgets with partners
71. CPP - General - abolish defined benefit pension
72. CPP - general - if a camera on site - they'll be there
73. CPP – inequalities - Addressing with a higher priority isolation issues

Key

Black – MC budget consultation, survey; **Black/purple highlight** – focus groups; **Black/green highlight** – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

74. CPP – information - Explain exactly what the partnership wants from the community organisations to ensure their future
75. CPP – information - Explain what community planning is.
76. CPP - information - Less obvious ones (HITRANS, MIJB, tsiMORAY) need more coverage to explain who they are & what they do. Speaking to people out & about in all areas of Moray - toddler clubs, schools - to get a broader picture. Explain what they can do - at the minute this just looks like another collection of government organisations without a specific aim.
77. CPP – information - Less reliance on information
78. CPP – information - Like myself, I think most of Moray will not even know who you are or what you do.
79. CPP – information - make more public the work they do so residents can see what the issues are and how they are with, maybe making use of social media
80. CPP – information - media outreach
81. CPP - information - More "paper" information
82. CPP – information - more publicity and information
83. CPP - information - provide more info and what they are doing and why to, the public
84. CPP - information - provide more information
85. CPP – information - Public awareness of their role
86. CPP - information - Understanding community needs through risk and economic profiling
87. CPP - information - who and what are the partners? are they paid for by us in addition to council staff?
88. CPP – leadership - have long term workable strategies in place
89. CPP – leadership - Implementing strategies rather than just creating them.
90. CPP – leadership - make effective efficient realistic plans
91. CPP – leadership - Not just listen to all residents, but act
92. CPP - leadership - take hard decisions in the interests of efficiency
93. CPP - leadership - take long term view and step by step changes may be more affordable and give opportunity for review and regular improvement
94. CPP - leadership - think about the future
95. CPP - leadership - think out plans viable (not pish)
96. CPP – outcome - Ensuring Moray is a clean safe and well maintained area for both residents, visitors and industry.
97. CPP – outsource - continue constructive/meaningful commissioning with 3rd sector - longer contracts/sustainable arrangements to enable their planning processes
98. CPP – partnership - - Work across political, organisational and geographical borders
99. CPP – partnership - Closer liaison.
100. CPP – partnership - closer links between partners
101. CPP – partnership - coordination of services
102. CPP – partnership - ensuring that they work together
103. CPP – partnership - Implementing structures to ensure all partners are involved, actively.
104. CPP – partnership - improve external linkages with key agencies elsewhere
105. CPP – partnership - Joined up services
106. CPP – partnership - Liaise with each other
107. CPP – partnership - more joint working between health and social services
108. CPP – partnership - More proactive Actual Partnership working and not just on paper
109. CPP – partnership - real partnership working rather than a talk shop

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

110. CPP – partnership - Stop throwing money away on needless services, downsizing in non-critical areas, sharing more resources
111. CPP – partnership - upstream approach - proactive - engage with early years more.
112. CPP – partnership - work together
113. CPP – partnership - work together more
114. CPP – partnership - working together more
115. CPP – procedures - Adhering to Equality legislation (EIAs.)
116. CPP – quality - Do the things they do more and better.
117. CPP – quality - Give value for money
118. CPP - quality - just concentrate on improving essentials
119. CPP - resources - Better integration of services, reducing duplication and sharing assets.
120. CPP - resources - better use of resources
121. CPP - resources - better use of resources
122. CPP – resources - Give attention and funding to ways of allowing different agencies/parts of the Council to work well together, so each organisation doesn't have to reinvent the wheel
123. CPP – resources - how could services be combined in a cost effective way without loss of amenity
124. CPP – resources - pool resources with other organisations - police, NHS etc.
125. CPP – resources - Share support services with other public bodies
126. CPP – resources - Share with other authorities the development of policy the government wants us to implement i.e. fostering continuing care and named person.
127. CPP – resources - Sharing back up services. Providing clarity of responsibility.
128. CPP – resources - streamline all aspects
129. CPP - resources - There should be a greater focus on prevention. This will mean that there needs to be investment by one department/service which can lead to savings in other departments. For example: a different approach to clearing snow would not necessarily lead to savings for Direct Services but could lead to savings for the NHS or Health and Social Care by reducing hospital admissions. There will need to be a commitment to a joint approach between departments or even across community planning partners.
130. CPP – resources - work with private companies to deliver services
131. CPP – resources - working together better. Have multi-skilled staff. There are too many individuals that have jobs that aren't essential to the growth of Moray. Moray has many resources that aren't used to their full potential. Strategies that are drawn up aren't innovative enough and the Partnership is not prepared to take risks in order to radically change the outlook for families in the area.
132. CPP – services - Best use of services
133. CPP – services - closure or cut-backs in certain service areas.
134. CPP – services - concentrate on core services
135. CPP – services - cut back on non-essentials and concentrate on health and elderly and education
136. CPP – services - ensuring services are sustainable
137. CPP - services - focusing on core services
138. CPP – services - rationalise service delivery - make more collaborative use of assets
139. CPP – services - Spending money on things that are necessary
140. CPP - targeted - different parts of Moray need different service (especially in winter months).
141. CPP - targeted - Greater focus on prevention (early intervention)
142. CPP – targeted - recognising that the needs of rural and 'urban' Moray are quite different

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

143. CPP - targeted - since Moray is diverse in area. rural needs differ from Elgin/coast.
144. CPP – technology - develop a partnership to improve a rapid internet service.
145. CPP – vision - Have a clear, coordinated vision.
146. CPP – vision - Long term planning to deliver major improvements over a longer period rather than to just axe them
147. CPP - vision - prioritising long term gains.
148. CPP – vision - Provide an inspiring vision for Moray such that communities will feel improved motivation to help deliver against all the priorities. The plan reads like a dull and uninspired and lifeless document. In particular, the economic partnership targets show little or no vision for improvements. Most services hang off economic improvements (i.e.. potential increased finances/budgets) therefore this appears to show little desire for improvements.
149. CPP – vision - clear objectives
150. CPP –resources - Ensure that all projects are feasible [sic] and provide the best use of resources.
151. CPP- resources - estate - sharing premises
152. Health – access - Health centres not having phone numbers which cost patients money
153. HIE - economic development - leave economic development to the private sector and enterprise agencies
154. HIE - Economic development - Reduce economic development service - allow HIE, Chamber of Commerce, Federation of small businesses and Elgin BID to do this
155. HIE – facilities - Better connections (Wi-Fi/signal) for outreaching areas
156. HIE - facilities - Better mobile coverage for rural areas
157. HIE – facilities - get that broadband run out right across the area.
158. HIE – facilities - Invest in Broadband so we can all be connected
159. HIE – facilities - mobile telephone connections
160. Moray College – engagement - interacting with community & businesses properly.
161. Moray college – partnership - Employers work more collaboratively with Moray College.
162. Moray college – services - cut back on "trendy" college courses and target courses that provide solid core skills for life.
163. Moray college - services - increase provision of training/development via the internet for those living in outlying areas with limited public transport.
164. Moray college – services - More Moray College evening classes and distance learning and part time
165. Moray College – services - outreach centres (Dufftown for ex.) for education courses for disadvantaged families who cannot travel.
166. NHS
167. NHS
168. NHS
169. NHS
170. NHS – communication - more communication between health services
171. NHS – funding - lobbying NHS to divert finance to Dr Grays hospital
172. NHS – partnership - with NHS and other bodies e.g. food banks etc.
173. NHS – quality - better consultant services at Dr Grays
174. NHS – quality - better services at Dr Grays hospital - more Moray based consultants , more local control.
175. NHS – services - improve NHS waiting times
176. NHS – services - improved services within Grampian NHS

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

177. NHS – services - More NHS dentists
178. NHS – services - re NHS Grampian, improving system for booking appointments with doctors
179. NHS - services - to restore and maintain services recently removed from Dr Grays ophthalmic services in particular.
180. NHS – staff - encourage more doctors to come to Moray
181. NHS – staff - ensure NHS service retain and recruit quality staff to provide efficient health provision.
182. NHS - support
183. NHS – support - helping NHS
184. NHS – support - keep helping NHS Grampian to maintain service
185. police
186. police – comment - policing is a joke, non-existent
187. police – community - policing issues in neighbourhoods
188. Police - crime - Make it easier to report crime
189. Police - equitable - Introducing, better Police presence in villages
190. Police – equitable - policing rural areas should be reviewed.
191. police – front line - concern at lack of police numbers in Moray and general lack of police presence
192. police - front line - improved police presence throughout
193. police – front line - Increase number of Police officers and/or community wardens
194. Police - front line - Increasing the number of Police officers in Moray
195. Police - front line - Increasing the presence of local Police and not just in Tesco, reintroducing Traffic Wardens; parking in Elgin is a joke. Cars parked on the zig zags outside of schools and neither the Police or council are interested; each saying it is the other's responsibility!
196. police – front line - more community wardens more police officers
197. Police - front line - More Police in the public eye
198. Police – front line - more police officers
199. Police - front line - more police officers in Moray
200. Police - front line - More Police on the beat
201. police – front line - more visible local police presence
202. Police - front line - More visible Policing
203. police – front line - police available on foot patrol
204. police - front line - police more visible
205. Police - front line - start putting a "bobby on the beat" again I would like to see a police presence on the high street again. the only time I see a policeman is in his car trying to catch speeding motorists
206. Police - front line - We have no police presence in Dufftown; more local bobbies, stations & community policing required.
207. police – funding - police to raise more money by more speed traps
208. Police – funding - should not be a council matter to contribute local policing needs.
209. Police – penalties - Traffic police to fine drivers who drive too slowly on main roads.
210. police - police Scotland
211. police - police Scotland
212. police – traffic - a traffic warden to cover all of Moray
213. Police - traffic - bring back traffic wardens.
214. Scottish fire and rescue

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

- 215. Scottish fire and rescue
- 216. Scottish fire and rescue services
- 217. SDS - Employers: schemes for taking on new employees - (SDS) - stopped Yes scheme, etc.
- 218. SGov – funding - Scottish government spend money in southern regions; no large capital investment here to encourage settlement, industry or tourism.
- 219. SGovt – Cllrs - less councillors
- 220. SGovt – Cllrs - Reduce Cllrs do we need all
- 221. SGovt - Cllrs - reduce number of councillors
- 222. SGovt – Cllrs - reduce number of councillors
- 223. SGovt - Cllrs - reduce the number of councillors
- 224. SGovt – Cllrs - Reduce the number of councillors
- 225. SGovt - Cllrs - reduce the number of councillors by 25% to reduce overheads
- 226. SGovt – Cllrs - Review / reduce number of Ward Councillors
- 227. SGovt – Cllrs- Reduce the amount of councillors and their expenses
- 228. SGovt – funding - allowing local authorities to increase council tax
- 229. SGovt – funding - pressing the Scottish government to provide more money to local authorities
- 230. SGovt - pressing the Scottish government not to interfere with local authorities when they wish to close schools
- 231. SGovt- Cllrs - re-assign council boundaries (less councillors)
- 232. UK Govt - Keep the Working Tax Credit going
- 233. UK Govt - spending on immigration

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Economic development

1. Economic Development
2. Economic development – business - decrease high street store rates
3. Economic development – business - Encouraging more retailers into the area to give more choice and less travelling
4. Economic development – business - encouraging more retail into the area
5. economic development – business - Encouraging new businesses to start up to fill the High Street
6. Economic development – business - Encouraging small businesses.
7. Economic development – business - get a genuine farmers market in the high street every weekend
8. Economic development – business - More businesses attracted to area.
9. Economic development – business - Much more focus on attracting and retaining high quality retail outlets which complement the bigger stores. More integrated approach to promotion of Moray. Moray is a fantastic "product" with its beauty, whisky, golf, history etc. but no-one south of about Pitlochry has ever heard of it. Surely with a concerted partnership between community and council we could up our game here.
10. Economic development – business - Much more weekly markets in the way they have in the rest of Europe! Where everyone can bring something to sell, at small stalls, too, and indoors! More education on healthy eating & drinking! Classify private rental properties into price categories related to their different qualities! No insulation? £200/month, for example.
11. Economic development – comment - concern about the proposed new 12 million leisure centre when there is so unemployment in the area
12. Economic development – comment - Enabling participation, so that under-employment and economic inactivity is stemmed.
13. Economic development – employment - Allow people to make a living
14. Economic development – employment - Alternative employment rather than Oil and Gas
15. Economic development – employment - Boost local economy/ job opportunities to stop the brain drain of our best young people
16. Economic development - employment - bringing people, jobs and business to the area
17. Economic development – employment - Encouraging more non-essential workers into area i.e. doctors etc.
18. Economic development – employment - Ensure jobs for graduates.
19. economic development – employment - increasing youth employment opportunities
20. Economic development – employment - More apprentice/work experience placements for those aged over 21 who have slipped through the net.
21. Economic development – employment - More local job prospects.
22. economic development – employment - more practical support for youth unemployment
23. Economic development – employment - provide more local sponsored apprenticeships to inspire the younger generation.
24. economic development – employment - support in comers who have work ideas.
25. Economic development – employment - Work experience & paid work for people with hidden disabilities.
26. Economic development – events - assisting community events without charge
27. Economic development - events - encouraging events which bring in money
28. Economic development - events - events/fund raisers

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

29. economic development – events - try to combine events like theme day, highland games and craft fairs with health fairs and events in community centre and town hall so facilities bring in money on these days too.
30. Economic development – funding - approve more aid farms
31. Economic development - information - better maps of Cullen and the nearby towns
32. Economic development – planning - regenerating brownfield sites i.e. Grant Lodge, old Linkwood sawmill...
33. Economic development – rates - reduce business rates to enable more small shops to open
34. Economic development – rates - Stop trying to price these organisations out of business by ever increasing fees, rates etc.
35. economic development – services - keep the access dept. which benefits locals and tourists
36. Economic development – tourism - concentrate on bringing more tourists to the area
37. Economic development - tourism - encourage more visitors
38. Economic development – tourism - higher emphasis on tourism
39. economic development - tourism - increase tourism
40. economic development - tourism - make Moray a nice place to visit
41. Economic development – tourism - More needs to be done to encourage employment and tourism. There aren't enough nice mid-range hotels - you could do a lot with the whisky trade, whisky tours to all the distilleries, and 'staycations' tied to the hotels but it doesn't seem very joined up. And no wonder young people leave, there is nothing to keep them here - no vibrant high street with a buzz about it with shops/bars/restaurants.
42. Economic development – tourism - progress plans to develop Moray as a tourist destination
43. Economic development – tourism - promotion of tourism focusses on Elgin, the four towns and coastal strip. what about the other areas e.g. Speyside
44. Economic development - tourism - tourist information as there's lack of in Buckie
45. economic development – tourism - tourist routes not as well loved as before
46. Economic development - tourism - walking brings tourists to the area to spend money
47. Economic development - Tourism.
48. Economic development – town centre - Encourage the development of small businesses and local town centres rather than large variety development such as the new Tesco on common good land in Forres
49. economic development – town centre - pay full attention to the needs of the centre of Elgin in terms of improvement
50. Economic development – town centre -Tackle decline of Elgin centre through reduction of rents, compulsory purchase and better planning consents
51. Economic development – unemployment - Being unemployed for a certain length of time could trigger community service
52. Economic development – unemployment - Make sure of unemployed in voluntary areas in exchange for training

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Education

1. Education
2. Education
3. Education
4. education
5. education
6. education
7. Education – ASN - Educating- ASN children have support.
8. Education – ASN - more SFL support
9. Education – ASN - Reduce spending on education ASN etc.
10. education – ASN - would be good to have one designated school where EAL pupils went on arrival in area concentrating on English language to allow pupils to enter their zoned school with the basics saving having EAL support being spread thinly all over the area.
11. Education – comment - Focus on the next generation, not the last. Children are the future, yet a lot of money gets thrown at older people services.
12. Education – comment - take control of education
13. Education – communication - All schools to email all letters to save money
14. education – communication - Direct communication - not having to go via school links to access families. Far less paperwork - esp. with requests from schools for expertise/advice/training
15. Education – communication - Engage Grandparents in school discussions; promote more community involvement in schools; develop a learning ethos for the council and partnerships.
16. Education – curriculum - Better choice of courses
17. education – curriculum - children who prefer practical subjects as opposed to academic should have a chance to work on community projects
18. Education – curriculum - Education sustainability for all types of learning and learning environment.
19. Education – curriculum - Flexible course choice for senior phase across all High schools, (e.g. if there are 3 in Buckie, 4 in Elgin and 3 in Forres all wanting to do the same course, why can't it be run virtually)
20. Education – curriculum - Looking into curriculum for excellence
21. Education – curriculum - Make education more [illegible] shorter days and not much homework.
22. Education – curriculum - More activities to involve children in reading
23. Education – curriculum - Reduce spending on studies that don't lead to anything
24. Education – curriculum - Stop showing films to students as a substitute for proper learning and encouraging opportunities to experience new cultures/holidays during term time for up to 3 weeks during a school year.
25. Education – curriculum - Utilise and teach primary children more about the country around them as many are undereducated & is a primary tool going unused
26. Education – early years - Pre 5 provision – non mandatory; this should be a different budget not education.
27. Education - education provision
28. Education - estate - A further review of the school estate, merge schools with small attendances (where both suitable & Possible)
29. Education – estate - amalgamate rural schools, closing when necessary
30. Education - estate - amalgamating small schools to reduce costs
31. Education - estate - amalgamation and closure of certain rural schools
32. Education – estate - Close a number of rural schools

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

33. Education - estate - close empty schools
34. Education – estate - Close half empty schools and ensure curriculum for excellence is achieved
35. Education – estate - Close primary schools with under capacity school rolls
36. Education – estate - close rural schools
37. Education - estate - Close rural schools with low numbers
38. Education - estate - Close small schools
39. Education - estate - close small schools
40. Education - estate - close some schools
41. Education - estate - Close some smaller schools
42. Education - estate - close uneconomical schools
43. Education - estate - close very small schools
44. Education - estate - close very small schools
45. Education - estate - Closing rural schools/ rationalising school estate
46. Education - estate - consolidate schools with low numbers
47. education - estate - doing all they can to keep rural schools open
48. Education – estate - Forres has two schools in town centre. Close one. Cut wages but doing this.
49. Education – estate - Keep rural schools open
50. Education – estate - Keep schools open, close rural schools
51. Education - estate - keep schools open/build new ones
52. Education – estate - Look at school estate and do so thing about it this time!
53. Education - estate - Look at the School Estate
54. Education – estate - Our school is fantastic, keep rural schools open.
55. Education - estate - provide rational school closure programme
56. Education - estate - rationalisation of schools estates and possible closure of uneconomic schools however unpopular.
57. Education – estate - Rationalise school areas
58. Education - estate - Rationalise school estate
59. Education - estate - rationalise school estate
60. Education - estate - Rationalise school estate - too many facilities
61. Education - estate - rationalise the school estate
62. Education - estate - re visit education and closure of small schools
63. Education - estate - Reduce number of Schools and monitor value for money on renovations
64. Education - estate - rethinking school roles - closure and amalgamating some school populations should save money.
65. Education - estate - Review school estate with a view to reducing – reduce cost per head to educate.
66. Education – estate- Review school estate (community by community basis).
67. Education – facilities - The parent’s council would like to see school buildings being used more like Hubs where other services can be co-located for the benefit of the local community. One example was libraries where it was indicated that both the school and the local area had library provision. Could this not be rationalised?
68. Education – facilities - The point of energy use in schools was also mentioned. Many schools are too hot and the Council should be looking at this as an issue across the school estate.
69. Education – facilities - There was a feeling also that the school canteens could be used to generate more income. Could the meals they produce be used to generate more income (i.e. could these be sold to the wider community just as they do with meals on wheels?).
70. Education – FE - More choice of further education;

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

71. Education – FE - There is not enough choice of further education and employment opportunities for young people within Moray so people have to travel to larger cities.
72. Education – funding - Budgeting for education supplies
73. Education – funding - education budget increase
74. Education – funding - Funding to provide more support staff in primary schools
75. Education – funding - Greater investment in education/training
76. Education – funding - improve funding to education,
77. Education – funding - Invest more in education and maintenance of school buildings
78. Education – funding - More money for education
79. education – funding - primary schooling should be more 'parent' funded, not local authority.
80. Education – funding - Providing an education fit for purpose - resourcing
81. education – funding - school parent groups to fund activities desirable but not essential
82. Education – funding - secondary school funding.
83. Education – funding - Spending less on education
84. education – funding - spending money on early intervention in education
85. Education - funding - Spending money on enough quality teachers and support staff.
86. Education - funding - Spending more money in education
87. Education - funding - Stop the cuts to school services, esp. support services
88. Education – GIRFEC - Children's education - welfare and wellbeing but a definite no to named persons
89. Education – home schooling - be willing to close schools encourage home schooling
90. Education – lifelong learning - Adult education.
91. education – lifelong learning - more education opportunities for older people, e.g. night classes or part-time education
92. Education – maintenance - Carry out school repairs
93. Education – maintenance - fix the school buildings, close the emptier ones
94. Education – maintenance - Have schools in better conditions like Pilmuir primary school. It doesn't look like a school therefore I believe youngster may feel it's OK to vandalize.
95. Education – maintenance - maintaining schools
96. Education – maintenance - safe robust schools buildings
97. Education – partnership - Integration and coordination for provisions for children of all abilities, including health care.
98. Education – partnership - Working more with schools and Moray College to better provide young people with a good basis in life, e.g. through teaching basic skills that are actually useful in life. Engage more with the local community on what needs to change
99. education – prioritising education
100. Education – quality - good education
101. Education – quality - Greater urgency to improve provision of education
102. Education – quality - maintain the high level of education and training available to the community.
103. education – quality - Maximise quality, not quantity in education
104. Education – quality - Reducing number of schools and concentrating resources in fewer but better schools
105. Education - school - concentration schools
106. Education – school - Keep schoolchildren in at lunchtimes
107. education – school - leave the schools as they are

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

108. Education – school - Look at falling school roles - children leaving in p7 amount coming in at p1
109. education – school - make rational decisions in school planning issues including improvements and zoning
110. education – school - make schools safe and out of the hands of inadequate partnerships
111. education – school - more healthy competition in schools
112. Education – school - More support in schools
113. Education - school - Pupils to make things for the community EG compost bins for the local residents who are unable / vulnerable.
114. Education – school - reducing days off in schools - costly for parents
115. education – school - schools need and will always need support.
116. Education – school crossing - Put responsibilities back on to parents (crossing patrols) with possible parent teacher associations developing volunteering opportunities for parents on a rota basis (council support regarding: disclosures).
117. education – school crossing - stop lollipop ladies/men
118. Education – schools
119. Education – services - By education children and young adults
120. Education – services - end school breakfast clubs etc...
121. education – services - using internet based teaching where there are limitations to qualified teachers.
122. Education – staff - Appreciate that teachers are already at the working capacity and additional meetings/paperwork is too big an ask
123. Education – staff - Improving teacher retention with in schools, our child has had 9 different teachers for Maths in the first three years of secondary school
124. Education – staff - Investing in support staff to enable effective and efficient learning in schools to ensure better outcomes in longer term.
125. Education – staff - Keep employing classroom assistants
126. Education – staff - Maintain support in classrooms from Primary School Assistants
127. Education – staff - More teachers & support staff.
128. Education – staff - More teachers for schools
129. Education – staff - Prioritise spending in schools to allow for teachers to be employed and jobs to be attractive (not part time, half days/week)
130. Education – staff - providing adequate levels of classroom support
131. Education – staff - Re-introducing specialist teachers (music, sport, art) in primary schools
132. Education – staff - support officers / QIOs who provide very little
133. Education – support - Helping teenagers with homework
134. Education – support - More support available for families and young people
135. Education – transport - £4 million on school transport. Shift some responsibility (where safe to do so) for getting to school on to parents and families. Do they all need free transport? Voluntary car sharing schemes for parents to share responsibility when they are driving kids to school.
136. Education - transport - Ban parents driving pupils to West End Primary School
137. Education – transport - Ban parents taking kids to and from school by car
138. Education – transport - Provide school busses to avoid kids using cars
139. Education – zoning - Review school boundaries to save on duplicate transport on the same road for different schools and utilise smaller schools

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Environment

1. Environment – cleanliness - Cleaner streets
2. Environment – cleanliness - cleaning Elgin up
3. Environment – cleanliness - Improve street cleaning
4. Environment – cleanliness - Keeping the town centres clean & tidy for tourists.
5. Environment – cleanliness - Promoting a clean and well maintained environment including streets, parks and public facilities.
6. Environment – cleanliness - street cleaning (Buckie is a tip!!!) as is rest of Moray
7. environment – cleanliness - street cleaning litter removal
8. Environment – cleanliness - Street cleansing
9. Environment - cleanliness - tidy up the community
10. environment – comment - more emphasis on the environment
11. Environment – comment - More natural and less intervention in lands and parks – Moray would be fine with a natural approach to lands and parks, leaves don't need to be hovered up.
12. environment - comment - towards zero carbon
13. Environment – development - Improve environmental planning to tackle environmental degradation.
14. Environment – enforcement - Stop smoking outside shops, supermarkets and workplaces. No food from foodbanks if you smoke should be a rule.
15. environment – funding - invest into keeping local amenities local
16. Environment – funding - Reduce expenditure on roads by reducing the amount of cutting of verges and putting these areas to wild flowers and grasses
17. Environment – litter - litter cleaning
18. Environment - Litter Respecting things Friendly
19. Environment - Litter Respecting things Friendly
20. Environment – maintenance - Better maintenance of public ground
21. Environment – maintenance - cut back and overhanging trees or bushes
22. Environment - maintenance - Cut grass less frequently
23. Environment - maintenance - Cutting grass at narrow country roadsides before the end of summer! (Verges don't look like that in towns!)
24. Environment - maintenance - do more for environment e.g.: flowers, paths, dog mess
25. Environment - maintenance - Ensure walking paths are in good re pair
26. environment - maintenance - environment to trim trees and hedges overhanging streets
27. Environment - maintenance - Grass cutting and cut back trees beside road signs
28. Environment - maintenance - higher level of amenity landscape maintenance
29. Environment - maintenance - Keep parks & grass areas cut & cleared
30. Environment - maintenance - Maintain flower basket/hangers as agreed and paid for by the public
31. Environment - maintenance - Maintain public spaces and facilities to improve tourism
32. environment - maintenance - plant fruit trees and bushes,
33. Environment - maintenance - Please stop leaving clumpy wet grass on paths
34. Environment - maintenance - public areas upkeep
35. environment - maintenance - roads and pavements - to spray weekly on frontages
36. Environment - Outdoors - Encouraging more outdoor activities and learning
37. Environment – outdoors - improve parks and open spaces
38. Environment – outdoors - Look after our environment / outdoor services to provide opportunities for locals and to boost tourism

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

- 39. Environment – outdoors - Look after paths, public access area. Nature etc.
- 40. Environment – outdoors - outdoor activities
- 41. Environment – outdoors - protection of green spaces
- 42. Environment – staff - employ someone who is interested in spraying weed killer where needed and not just anywhere which is what I have observed
- 43. Environment – staff - stop reducing ranger and access staffing
- 44. Environment – wildlife - Annual cull of seagulls
- 45. Environment – wildlife - Commence annual cull of sea gulls in Elgin
- 46. Environment – wind farms - Come off the 'wind farm' bandwagon

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Finance

1. finance – capital - Cut non-essential capital spending.
2. finance – comment - don't know how they can improve with a limited budget
3. finance - comment - they spend on useless things
4. finance - comment - wasted millions on a pet project nobody wants
5. finance - comment - wasting money on continual debate over wards road
6. finance – communication - make detailed financial figures widely available to the public via the council website. full disclosure will allow better understanding and new ideas for saving money and being more efficient.
7. finance – communication - publish all council spending
8. Finance – council tax - 3-5% rise in council tax
9. Finance - council tax - a recalculation for council tax purposes of properties that have had extensions
10. Finance – council tax - All were willing to “pay more for their services” but that the Council must have regard for those who may not be in a financial position to meet such an obligation. Increase in Council Tax – 3% would be ok.
11. Finance – council tax - council tax held. in my opinion the public would accept a reasonable increase provided basic services were improved
12. Finance - council tax - council tax increase
13. Finance – council tax - Don't penalise larger properties with council tax charges
14. Finance – council tax - Help with council tax for low income but not, not receiving any benefits due to owning a second property which is rented out in England which provides the main income.
15. finance - council tax - Increase Council Tax
16. Finance - council tax - Increase council tax
17. finance - council tax - increase council tax
18. finance - council tax - increase council tax
19. Finance - council tax - Increase council tax - surely after no increase for many years even a small increase will generate more income
20. finance - council tax - increase council tax by just a small amount
21. finance - council tax - increase the council tax
22. finance - council tax - increase the council tax to protect vital services
23. Finance - council tax - once your efficiency is proven, increase council tax
24. Finance – council tax - Put investment back into public services. Put Council Tax up by £10 only in all bands.
25. Finance - council tax - raise council tax
26. Finance - council tax - raise council tax
27. Finance - council tax - raise council tax
28. Finance - council tax - raise council tax for high value properties. better collection of overdue council tax.
29. Finance - council tax - raise the council tax in line with inflation.
30. Finance – council tax - Raising Council Tax
31. Finance – council tax - up the council tax to gain more revenue
32. finance - council tax -increase council tax slightly
33. finance – estate - Do not give property away to community groups - get as near to market value as possible
34. Finance – estate - Offering accommodation to businesses at commercial rates.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

35. finance – estate - Sell off all the old buildings you own now you have your new place.
36. finance - estate - sell off community hall
37. finance - estate - sell off compulsory purchase houses and offices at market value
38. finance – estate - Sell unused assets e.g. field opposite Eight Acres hotel, houses bought for Relief Road project.
39. finance - estate - sell unused estate
40. finance - estate - sell unused properties
41. finance - estate - selling off assets
42. Finance – financial support - Reduce loans or payments to regular users, who are abusing the system
43. Finance – financial support - welfare
44. Finance – income - charge for certain services
45. finance – income - charge more for council products
46. finance – income - charge more for your services.
47. Finance – income - Charge parents for part of the cost of accommodating their children in foster or residential care. This has been done in other areas. We spend too much on meeting the parents 'rights' to contact but don't encourage enough their responsibilities once the kids are accommodated.
48. finance – income - chase non-payers of council tax
49. finance – income - chase those who are not paying their council tax
50. finance – income - collect all monies due/pay bills promptly
51. finance – income - cut back on benefit and tax dodgers.
52. Finance – income - Everyone should pay a nominal amount for any service. Libraries etc.
53. Finance – income - Generate income instead of cutting costs
54. Finance – income - Generate more income through car parks and other means
55. finance – income - get the rates that are in areas.
56. finance – income - increase charges for harbours and marinas
57. Finance – income - Increase fees e.g. Occasional Licence
58. finance – income - increase prices for sports/indoor facilities/charge for using internet
59. Finance – income - Introduce charges/increase charges and if necessary means test. Increase licensing charges to at least cover the cost of administration.
60. finance – income - look for alternative financing through private the sector
61. Finance – income - Need to look at a range of charges re affordability etc. so can raise more of money locally and reduce dependence on central government cash.
62. finance – income - partner with private finance e.g. moray leisure centre
63. finance – income - possible more effective collection of outstanding debts
64. finance – income - pursue the public who don't pay council tax
65. Finance – income - raising money from the public by raffles etc. for specific causes
66. Finance – income - Try and avoid raising charges
67. finance – income - try to access private/grant funding.
68. Finance – information - Councillors should be provided with broken down information on potential budget cuts i.e. in reality which jobs have been identified or what provision will be withdrawn in order to make the decisions which are needed.
69. finance – penalties - Fine those who refuse to recycle their waste
70. Finance – rent - raise council rents in line with commercial rates.
71. Finance – rent - Raise the rent on council houses - it's not fair that some people get a nearly-free ride while the rest of us who work hard have to pay our own way

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

72. finance – rent - stop asking volunteer groups to help balance the books through high rent

73. finance – revenues - Avoid centralisation of invoices

74. finance - revenues - speed up banking procedures

75. Finance – sell services - Advertise the direct works services for hire for private projects

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Governance and Administration

1. Governance – access - be able to contact direct and not through council
2. Governance – access - be available for all and not just for a few who know someone
3. Governance – access - easier access i.e.: getting in contact
4. Governance – access - Improve on-line and out of hours access to the Council
5. Governance – access - Make more services available beyond 9-5
6. Governance – access - more accessible
7. Governance – access - More online services
8. Governance – access - Opening hours of the contact centre should be extended - not just office hours
9. governance - access - single point of contact
10. Governance - Accessibility
11. Governance – accountability - be far more transparent about finances
12. Governance – accountability - being more open and not trying to change government
13. Governance – accountability - departments be accountable
14. governance – accountability - some areas better served with street cleaning but reason for this should be made more public.
15. governance - accountability - to audit effectively and be transparent
16. Governance – accountable - Maintain transparency in all decisions.
17. Governance – admin - cut back on bureaucracy
18. Governance - admin - cut down the bureaucracy
19. Governance – admin - cutting spending on red tape
20. Governance - admin - Less red tape (and associated costs)
21. Governance - admin - quicker responses
22. governance – admin - reduce excess administration
23. governance – admin - reduce red tape
24. Governance – admin - Reducing paperwork / procedures
25. governance – admin - streamline council admin
26. Governance – attitude - acting in best interests of community and not planners / commercial third party interests
27. Governance – attitude - Be more open and accountable.
28. Governance - attitude - Council needs to be more frugal
29. governance - attitude - telling the truth
30. Governance – attitude - Treat public with civility
31. Governance – benefits - Offer housing benefit on current circumstances, not last years, as it might have been quite different then
32. Governance – business-like approach - employ people who have experience running large businesses
33. Governance – business-like approach - Increase ability to run services like a business in order to profit more
34. Governance - business-like approach - More business-like / commercial of services.
35. Governance – business-like approach - Take a completely business view of services like harbours (esp. Buckie) and ensure charges levied make them viable. A perfect example was the cafe at Elgin Library which was loss-making under Moray Council but is now making a profit. It is our understanding that ideas from staff were turned down without investigation into their benefits - why? Who made such decisions? Ensure that there are officers with business backgrounds involved in such as Elgin Town Hall, Community Centres and swimming pools and ensure they

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

have adequate and sustainable business plans drawn up for all which reflect the way that those which are profitable (or even breakeven) are "copied".

36. governance - business-like approach - take lessons from profit making private
37. Governance – Cllrs - councillors listening to their constituents
38. Governance – Cllrs - cut down councillors perks too high salary
39. Governance – Cllrs - Cut overheads - reduce the number of Cllrs by 6.
40. Governance – Cllrs - Don't give the councillors as much freedom to make decisions
41. Governance – Cllrs - drop the political dogma and do the job!
42. Governance – Cllrs - elected councillors should take expenses only - no salary
43. Governance – Cllrs - Encourage local politicians to stop their point scoring ways and work together
44. Governance – Cllrs - Everyone, all parties and Independents should work together
45. Governance – Cllrs - expenses for Cllrs - do they really have to get back £3 for a meal deal
46. Governance – Cllrs - get SNP to do something this term
47. Governance – Cllrs - Make the difficult decisions e.g. school and library closures. Don't delay decisions due to pressure from vocal minority pressure groups.
48. governance - Cllrs - removing politics from the decision making
49. governance – cllrs - stop council perks e.g.: free parking - extra revenue. make staff pay for parking, coffee etc. like anyone does. save pennies, pounds add up
50. Governance – Cllrs - To look at different ways of saving money within Moray Council itself, looking within its own group e.g. councillors expenses etc.
51. Governance - collaboration
52. Governance – comment - difficult job
53. Governance – comment - discussing and thinking about changes
54. Governance – comment - Doing things differently
55. Governance – comment - doing what is expected of them
56. Governance – comment - Ensuring their future
57. Governance – comment - get worse every year
58. Governance – comment - Get your own house in order
59. governance – comment - leave this to those with their fingers on the pulse
60. Governance – comment - quit the bickering
61. Governance – communication - better communication
62. Governance – consultants - council should stop wasting money e.g.: they find professionals to give them advise which costs thousands and then they abandon the idea
63. Governance – consultants - councillors do their job and stop using consultants so as to pass the buck
64. Governance – consultants - desist from using external consultants
65. Governance – consultants - do not use consultants to tell you what to do ask the public
66. Governance – consultants - employ less "consultants"
67. governance – consultants - reduce the amount of expensive consultations on things which there's no funds for anyway.
68. Governance – consultants - reduce the use of consultants. they are expensive as seen in the matter of the Elgin "bypass". surely there is enough expertise within the council to fulfil most of the duties that a consultant may carry out.
69. governance – consultants - some ideas appear to be ill thought out. do not always require consultants

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

70. governance - consultants - stop employing consultants highly paid officials in offices surely capable of doing their job
71. governance - consultants - stop paying consultants to tell you what to do. very cost heavy and provide no real change. start projects - throw money at it and then abandon it
72. governance - consultants - stop paying consultants to tell you what to do. very cost heavy and provide no real change. start projects - throw money at it and then abandon it
73. governance - consultants - stop paying for consultants at every turn. the amount that is paid for this is ridiculous. if a council employee/appointed person can't do the job - sack them
74. Governance – departments - Simplify and clarify departmental responsibilities
75. governance – departments - streamline departments
76. Governance – duplication - Making sure that different services link up and work together so as not to duplicate services.
77. governance - duplication - stop duplication
78. governance - duplication - too many vehicles to do one job
79. Governance – efficiency - be more efficient
80. Governance - efficiency - Better Administration
81. Governance - efficiency - capable of sorting our things for ????. this would help a little by getting rid of something not needed
82. Governance – efficiency - council to take waste to single separation centres for selection and recovery of items of worth rather than follow "targets" which do not maximise value of waste
83. Governance – efficiency - create more efficiencies if that is possible
84. Governance - efficiency - drastically reduce the number of committees all doing virtually the same things
85. Governance – efficiency - Identifying out of date practices
86. Governance – efficiency - improve on response and keeping time scales
87. Governance – efficiency - less waste
88. Governance – efficiency – Look for ways to be more efficient - do the same for less money
89. Governance - efficiency - Look to remove all unneeded costs. Use own meeting spaces, not external. Stop all discretionary grants to non-statutory projects and events. Stop all travel to 'conferences' and 'workshops' unless funded by the business promoting them.
90. Governance – efficiency - review areas of overspend
91. governance - efficiency - stop doing things that are not necessary
92. governance - efficiency - stop unnecessary work/projects
93. Governance – efficiency - Stop wastage
94. Governance – engagement - council decision making should involve more lay members
95. Governance – engagement - involve some private companies in the consultation
96. Governance – engagement - more normal folk involved
97. governance - engagement - root and branch survey of council
98. Governance – engagement - Stop consulting, take decisions through
99. Governance – engagement - Stop paying out fortunes to do surveys on things like parking provision. Send some of your own staff out to collect data.
100. Governance - engagement - stop wasting money on these surveys
101. Governance - engagement - Stop wasting time and money on consulting about things - spent the money and effort on actually doing something
102. Governance - engagement - use the expertise of those face to face with public in brainstorm sessions
103. Governance – estate - close buildings

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

104. Governance - estate - just have Elgin office, close all other units
105. governance – estate - rationalising premises, including schools
106. governance – estate - reduce the HQ overhead
107. governance - estate - use existing buildings and do them up rather than new buildings
108. governance – estate - utilise buildings better (schools etc.)
109. Governance – estate CPP - Brighten up some of the buildings: get kids involved with drawings / painting external buildings.
110. Governance – facilities - council buildings heating should be regulated in house building by building.
111. Governance - Finance - analysing cost centres before it is "too late"
112. Governance - Finance - applying realistically financed services
113. Governance - Finance - balancing budgets
114. Governance - Finance - balancing the books'
115. Governance – finance - cut unnecessary spending
116. Governance – finance - desist from speculative compulsory purchase
117. Governance – finance - Don't borrow what you can't afford to repay
118. governance - finance - Don't spend what you can't afford
119. Governance – finance - if you haven't got the money don't spend it
120. Governance – finance - less excess spending
121. governance - finance - live within budget
122. Governance – finance - Look at the cost of central services
123. Governance - finance - Lower cost of services
124. Governance – finance - maintaining a 'reserve' for emergencies
125. Governance – finance - make funding available to access dept.
126. Governance – finance - make sure money is spent weekly and you have right priorities. it is easy these days to waste money
127. Governance – finance - prioritising expenditures - as we all need to do with domestic finances
128. Governance – finance - set fixed budgets which cannot be overspent without a detailed report and culpability being placed firmly at the door of the miscreant's door. The budget for each dept. must be signed as agreed by the dept. head prior to start of each financial year.
129. governance - finance - use reserves
130. governance - finance - using council monies wisely
131. Governance – in house - bring more social services in house
132. Governance – information - better coverage i.e.. advertising, posters, meetings at local parks/schools (I realize posters are used widely already)
133. Governance - information - more information on the homepage
134. Governance - information - more publicity on the services available at specific times of year. Christmas, new year etc.
135. governance - information - stop wasting paper
136. Governance – leadership - bite the bullet, but after consultation
137. Governance – leadership - Come up with an action plan
138. Governance – leadership - Radically improving the strategic leadership of Moray at officer and particularly at councillor level. This should include integration of corporate services and specialist services with other councils/other providers to reduce costs and improve strategic and service decision making. This does not mean the continuation/instigation of new, so called, project management posts for the vetting of projects as was recently the case at additional costs

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

of £185,000, when surely the responsibility for such scrutiny must lie with the Corporate Management Team and appropriately skilled service managers. That new expenditure is totally unacceptable at a time when services are being radically reduced.

139. Governance - maintain levels
140. Governance - maintain levels
141. Governance - maintain levels
142. Governance – outsource - Centralise council tax collection to government or call centres - reduce staffing here
143. Governance – outsource - companies re all costs
144. Governance – outsource - Corporate services could be done differently if they are shared and centralised with other councils, departments. Duplication of systems – payroll, accounting, telephone switchboards and administration, could this be shared with Highland, Grampian, Scotland?
145. Governance – outsource - integrate services and/or share services (e.g. with Aberdeenshire/ highland). for example, integrate library with school, community / leisure centre in Keith thus removing need to maintain library building.
146. Governance – outsource - investigate combining services such as public libraries in schools such as highland does, thus saving the overheads on staffing etc. without loss of service (could cost to set up)
147. Governance – outsource - look at joint delivery/planning with other authorities for e.g. roads, education, property etc., finance, legal hr
148. Governance – outsource - Look at what other services could be shared with other Local Authorities.
149. Governance – outsource - take advantage of private competitive contracts
150. Governance – outsource - Turn DLO's (and possibly other sections) into arms-length trading entities to gain external income, sometimes merged with neighbours to gain economies of scale.
151. governance - outsource council - share services with other local councils where possible
152. Governance – outsource council- joint ventures with neighbouring councils
153. governance - outsource council- where possible share work with another council
154. Governance – performance - Building works - introduce effective supervision & strict targets (for every worker there are 2/3 idle!)
155. Governance – performance - each sector to produce prior to each financial year areas where efficiencies[cost reductions]could be achieved during the following financial year-and then held to account for same.
156. Governance – performance - ensuring services are audited regularly to make them as efficient as possible
157. Governance – performance - Monitor closely at the care provided by services to protect the vulnerable.
158. Governance – procurement - adherence to council contracts - reduce maverick spend.
159. Governance – procurement - buy things needed in bulk from lowest bids
160. Governance – procurement - cut costing of projects through deals with contractors
161. Governance – procurement - maintenance contracts should be independently evaluated, by private pqs, to ensure better value.
162. Governance – procurement - put works out to tender
163. Governance – procurement - Review Procurement - how much is it costing to finance travel times for tradesmen

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

164. governance - procurement - review procurement - travel costs are expensive for tradesmen, most of which appear to be 'procured' from Elgin and surrounding area
165. governance - procurement - stop over spending on projects get proper costings
166. Governance – procurement - Work with other authorities re procurement
167. Governance – quality - better maintenance, not just a quick job
168. Governance – quality - better quality materials last longer
169. Governance – quality - better tempering
170. Governance – quality - Do things better
171. Governance - quality - doing jobs to a standard that a contractor would be expected to do...(unanswerable)
172. Governance – quality - good quality services
173. Governance – quality - hard work
174. Governance – quality - Improve services.
175. Governance – quality - Keep up the good standards
176. governance - quality- reduce overheads further - withdraw from BSI quality assurance scheme
177. governance - quality - should seek permission to avoid the mess left by them
178. governance - quality - they are very good at delivering services
179. Governance - Services
180. Governance - services - Have a children's play bit at the front door, so it's easier to speak to someone in the main building
181. Governance - services - Increased activities under the Fit Life Card
182. Governance – services - Only provide those services that the Council is required to provide and doing so in as integrated manner as possible within a strategic network and to the required statutory level. Essential within this is being honest with the public about what this means and how and where the public and crucially other providers might assume responsibility for continuation of delivery. Essential within this is a radical reduction of corporate and support services. Also essential is to ensure that those services which have not experienced budget cuts are scrutinised for efficiencies and remodelling on an ongoing basis.
183. governance - services - stop delivering those services that are non-statutory
184. Governance – services - Stop making cuts and closing things like schools, public toilets, libraries.
185. Governance – services - Streamline council services
186. Governance – staff - actually make back office staff redundant if not needed
187. Governance – staff - administration - top jobs over heavy
188. Governance – staff - All staff, including managers work the 'shop floor'
189. Governance – staff - car "dead wood" from council departments
190. Governance – staff - central administration costs
191. Governance – staff - consider the balance between management and workers in all services
192. Governance – staff - consider the effects of not filling vacant posts on those remaining in the service.
193. Governance – staff - cut admin costs
194. Governance – staff - cut admin staff
195. Governance – staff - cut back on the top positions
196. Governance - staff - cut back staff on some departments.
197. Governance - staff - cut bureaucracy and the associated high salaries - pay group floor staff instead

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

198. Governance – staff - Cut down on highly paid staff
199. Governance – staff - cut down on unnecessary stuff as in pen pushers
200. Governance – staff - cut down the number of officials
201. Governance - staff - cut extra management and back office staff.
202. Governance - staff - cut number of councillors
203. Governance - staff - cut staff
204. Governance - staff - cut staff
205. Governance - staff - cut staff
206. Governance - staff - cut staff
207. Governance - staff - cut staff
208. Governance - staff - cut staff
209. Governance - staff - cut staff half most don't do a full day's work
210. Governance - staff - cut the number of salaries over £100,000
211. Governance - staff - cutting staff
212. Governance – staff - do more to improve job stability for frontline council staff.
213. Governance – staff - Downsize staff by natural wastage
214. Governance – staff - employ fewer staff numbers in all services
215. Governance – staff - Employing more workers and fewer Chiefs, Heads, Directors, Managers. Restoring bus and train services that used to exist. Investing in infrastructure.
216. Governance – staff - ensure council workers work to capacity; often staff can be seen sitting in vans, inactive for a seemingly long time
217. Governance – staff - equalize salaries - reduce higher staff salaries
218. Governance - staff - fewer highly paid officials.
219. Governance – staff - flatten management structures.
220. Governance – staff - Front line staff instead of management
221. Governance – staff - get rid of the higher paid administrators
222. Governance – staff - Giving employees a greater sense of security about jobs rather than hanging threats over their heads year on year.
223. Governance – staff - Have staff that are interested (HQ)
224. Governance – staff - head office staff
225. Governance – staff - Instead of cutting services, cut staffing levels from the top.
226. Governance – staff - Investigate excess support and advisors
227. Governance – staff - keep pressure on staff requirements. reduce number of "management" (non-productive posts)
228. Governance – staff - Leave front of house staff, cut above
229. Governance – staff - less managers
230. Governance – staff - less managers on high salaries
231. Governance – staff - Less middle management posts
232. Governance – staff - less people sat in vans doing nothing for hours i.e. road works
233. Governance – staff - look after your good existing staff so they will not wish to leave, saving money on retraining
234. Governance – staff - look at HQ staffing and whether all posts are relevant.
235. Governance – staff - maintain sufficient staff and contracts to provide the resources to
236. Governance – staff - Make cuts to staff from the TOP down. Stop paying staff expenses for things like breakfasts, lunches, etc. Staff should have to pay for their own meals the same as everyone else does!
237. Governance – staff - manager level staff - do time and motion studies on their roles

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

238. Governance – staff - more "coal-face' staff and less "clerical-support' staff.
239. Governance – staff - More flexible work regimes: hours, jobs, nos of personnel
240. Governance - staff - more workers and less administrators moray council
241. Governance – staff - more workers fewer managers
242. Governance – staff - Not employing extra managers.
243. Governance – staff - not listening to other professionals and having to do a visit with own staff
244. Governance – staff - one man working 4 men watching
245. Governance – staff - overpaid top jobs
246. Governance – staff - Pay cut at the top - lead by example!!!!
247. Governance – staff - Pay the Chiefs less and Indians more
248. Governance – staff - Raise morale and efficiency of Moray Council Staff
249. Governance – staff - Reduce back office staff
250. Governance – staff - Reduce high level managers/directors
251. governance - staff - reduce levels of management
252. Governance – staff - Reduce manager posts
253. Governance – staff - Reduce non-essential staff
254. governance – staff - reduce number of managers
255. Governance – staff - Reduce salaries for highest paid employees.
256. governance - staff - reduce staff
257. Governance – staff - reduce staff following a review.
258. governance - staff - reduce staff following performance study
259. governance – staff - reduce staff numbers
260. Governance – staff - Reduce staffing levels of all grades across the council
261. governance – staff - reduce the large salaries for the heads of department
262. governance - staff - reduce the numbers of "chiefs" and employ more "Indians"
263. Governance – staff - Reduce top level management
264. Governance – staff - reduce unnecessary expenditure - why have 2 part-time depute teachers instead of one full time? cost twice as much in salary and remember the pension.
265. Governance – staff - Reduce your admin burden and unnecessary paper work
266. Governance – staff - re-engage redundant (?) members of access dept.
267. Governance – staff - Restructure mid management. Back office staff trained to do seasonal work i.e. winter maintenance.
268. Governance – staff - Review / reduce levels of Administration
269. Governance – staff - review of expenses/allowances
270. governance - staff - review salaries of top positions
271. governance - staff - review staff requirements at headquarters in Elgin
272. governance - staff - review very senior managers remuneration
273. governance - staff - salary cuts
274. governance - staff - scale down number of managers
275. governance - staff - seriously looking at the number of managers and the levels of non-contact with clients
276. governance - staff - set target/timescales for reduced number of salaried staff
277. governance - staff - slim down expensive management
278. governance - staff - sort expenses
279. Governance – staff - Sort out lazy staff issues

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

280. governance - staff - spending on staffing on double occasions i.e. voting staff paid councils and Scottish Gov
281. governance - staff - staff training
282. governance - staff - staffing cuts
283. Governance – staff - Stop creating jobs that we don't need
284. Governance – staff - Stop creating more managers to head up "new" working groups
285. Governance – staff - Stop employing more staff to do the same jobs in a different way
286. governance - staff - stop financing "expensive" trips for information gathering
287. governance - staff - stop paying employees that have time of sick
288. Governance - staff - Stop paying high earners so much
289. Governance - staff - Stop people who sit behind desks and don't go out into the real world making decisions
290. governance - staff - stop trips to see what anyone else is doing
291. governance - staff - stop wasting money on staff
292. governance - staff - strip back on salaries/fixed income positions in staff
293. governance – staff - teacher training days in holidays and not subsidised most professionals do CPD in own time
294. governance - staff - there is a bit of wastage in Moray management
295. Governance – staff - too many bosses.
296. Governance – staff - Training for their job. Learning how to speak to people. Seeing job through.
297. governance - staff - weed out the people who do little work for large salaries
298. Governance – staff - have staff working from home
299. Governance – support - make the pensions defined benefit
300. Governance – technology - improve technology systems
301. Governance – technology - Print less (particularly in house & Cllrs reports). Invest in digital technology for all staff and for customers.
302. Governance – technology - Spend less on technology at Moray council offices. Most businesses cannot afford new technology and are "making do". Should the council have spent large sums of money on their recent investment in submitting planning applications? Who does this benefit and how many people are actually able to use this facility.
303. governance – technology - think about overseas visits or courses. pointless. do them online.
304. governance - technology - to understand not everybody are computer geeks
305. governance - technology - website that helps people share their skills & time beyond council provision
306. Governance – vehicles - Council vans - why do employees use these on own time??
307. Governance – vehicles - less council cars
308. Governance – vehicles - stop them taking vans home
309. governance – vehicles - workmen taking home vans

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Health

1. Health
2. Health – access - Improve access to healthcare services
3. health – access - improve access to mental health service
4. Health – access - making health services available to all
5. Health – access NHS - Easier access to Doctors on the day you need to see one rather than having to wait several days.
6. Health – access NHS - Encourage doctors to scrap the appointment scheme and just have opening hours, the current system is a failure. My last doctors opened at 8.30 and as you went in you got a number, then you were called by that number. You did not have to wait 4 -7 days as you do at Dufftown where all they do is defer treatments (diagnosis)
7. health – communication - more discussion with health professionals about what is happening with patients and their requirements
8. Health – quality - Better health services
9. health – quality - Improve GP practices. Think about problem caused for people traveling distances to get to appointments in the health care system.
10. health – quality - improve mental health services
11. health – services - Establish more clinics in Moray so that there is less need to travel to Aberdeen for treatment.
12. Health – services - Increase health and social care
13. health – services - More efficient use of health's [sic] services (closer services are needed. Use Raigmore rather than ARI. Eye problems done closer to home.) More community beds needed in Elgin. (More efficient use of ambulances.) Take more care when emptying bins: dropped rubbish attracts seagulls.
14. Health – services - More GPs
15. Health – services - Provide more mental health service, provide more activities for youth
16. health – services - Reducing waiting time for Doctors and hospital appointments
17. Health – services - **Stop** reducing health services in Moray
18. Health – services - Youth mental health.
19. health – staff - Employing more nurses but less managers
20. Health – staff - More health visitors
21. health – staff - Recruiting and training more nurses and ambulances and personnel
22. health – staff - Staffing hospitals and being fair on staff
23. Health – penalties - charge for failing to attend a NHS appointment.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Housing

1. housing
2. Housing – affordable - Build more council houses
3. Housing – affordable - Build more council houses
4. Housing - affordable - Build more houses
5. Housing – affordable - freeing up more houses and flats for social housing. there are so many people needing this accommodation and so little available.
6. Housing - affordable - More affordable housing
7. Housing - affordable - more council houses
8. housing – affordable - more housing - not enough are being built
9. housing - affordable - more social housing
10. Housing - affordable - Provide more Council Houses
11. Housing – affordable - Providing more affordable housing
12. housing – affordable - use vacated school land for affordable housing
13. Housing – allocation - prioritise more accommodation for all vulnerable families
14. Housing – allocation -Reduce housing waiting times
15. housing – derelict buildings - tidy up/demolish derelict buildings
16. Housing – efficiency - rationalise housing system
17. Housing - Homeless.
18. Housing – maintenance - Maintenance of housing and estates
19. housing – maintenance - some unnecessary spending on refurbishing damaged/ desecrated housing. is it not possible to step in before this becomes a massive issue?
20. Housing – services - expand housing services
21. housing - sheltered - more sheltered housing for elderly
22. Housing - sheltered - There was a view that sheltered housing should be increased to reflect the demographics of Moray but not sure how this would link in to the wider Health and Social Care objectives.
23. Housing – support - Shared ownership housing - help with deposits

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Infrastructure

1. development control – development - Applying stricter criteria to rural development
2. development control – engagement - when planning dept. apply new zoned green areas - write to residents who are affected
3. development control – engagement - why should we have to buy local paper to find planning changes that affect us directly
4. development control - housing - Less house building,
5. development control - housing - minimal loss of countryside habitat with new housing developments
6. development control - income - build housing to generate income benefits
7. development control - income - increasing contributions from developers
8. Development control – Local plan – facilities -Investing in land for the future business growth
9. development control - planning - Encourage the sustainability and resilience of local communities rather than encouraging over development and the excessive enlargement of communities by large housing developments
10. development control – planning - liaising with communities affected by planning applications
11. development control – planning - make decisions based on the views of those potentially affected by plans
12. development control - planning - not give planning permission for houses in woodlands
13. development control - planning - slash planning & building regulation bureaucracy
14. development control - planning - speed up planning applications
15. development control - planning - speed up planning process
16. flood - Flood Works
17. flood – funding - spending on flood alleviation exceeded the estimated cost
18. harbours – dredger - dredging the river may have helped
19. Harbours – dredger - Get rid of Dredger as it is a 'white elephant'
20. Harbours - funding - Increased spending on recreational harbours
21. Infrastructure – drainage - Clean the drains regularly.
22. Infrastructure – drainage - Improve & clean out drains. Downpipes from shops repaired. Clear plants from gutters.
23. Infrastructure – funding - Investing more in local infrastructure (roads bridges)
24. Infrastructure – lighting - Street lighting
25. Infrastructure – lighting - Street lights left on in daytime - switch them off & renegotiate a cheaper contract.
26. Infrastructure – quality - better infrastructure
27. Infrastructure – quality - Better maintenance of pathways
28. infrastructure – quality - improve infrastructure maintenance.
29. infrastructure - Roads, lighting and refuge
30. lighting – equipment - Cheaper LED lighting options
31. lighting - road lighting - malvening after midnight
32. lighting – street lighting - Review street lightning possibly switch it all off except at junctions (revisit previous consultation) or switch every second one off.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Personal

1. Personal – comment - all ok for me on my own
2. personal – comment - no one phones to see if I am ok
3. Personal – communication - what I have seen at headquarters has given me real hope that communication happens and happens very well when I have witnessed staff members listening and responding appropriately.
4. Personal – finance - Make it easier/cheaper for me to use the High Street
5. Personal - pavements - I now use a rollator to get around and find that where pavements have been patched they are uneven also often slope towards road
6. Personal – services - Given my current needs, I am happy with the current level of service provided.
7. personal – services - talking to one mother, NHS, social club and volunteers
8. Personal –services - happy with above services

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Roads

1. roads
2. roads – cleanliness - make sure high street is clean
3. roads – cleanliness - road cleaning.
4. Roads – comment - Scotland's roads were the best in UK. 10 years ago not now
5. roads – comment - terrible
6. Roads – development - Build the Western Link road.
7. Roads – development - Clear planning between Link Road and dualling A96
8. Roads – development - completely forget the Elgin western relief road
9. Roads – development - Elgin ring road not to go ahead
10. Roads – development - eliminate vanity projects (e.g. Wittet drive project)
11. Roads – development - Forget the Elgin link road
12. Roads – development - Give lower priority to roads and road building projects, be willing to give up the idea of sweetheart deals with large companies
13. Roads – development - money wasted on Deanshaugh
14. Roads – development - no bypass if we can't afford it!
15. Roads – development - no more Wittet drink fiascos
16. Roads – development - redirect A96 through Pluscarden valley - most direct route between Inverness and Aberdeen
17. Roads – development - stop wasting money on new road ideas and consultants
18. Roads – development - stop wasting monies on new roads in Elgin which were not required
19. Roads – dualling - A9 dual carriage way
20. Roads – dualling - Scottish government via transport Scotland to reach decision for preferred route for a96 dualling around Elgin asap as uncertainty creating blight on property sales in search areas identified.
21. Roads – dualling - work with transport Scotland to get a dualled a96 by-pass for Elgin, not route n
22. Roads – dualling - work with transport Scotland to get a dualled a96 by-pass for Elgin, not route n
23. Roads – dualling - Working with partners to get better rail transport here faster (for people, traveling to Inverness and Aberdeen, and for freight)
24. roads – enforcement - stop the yellow line parking in Elgin
25. Roads - finance - Roads need more money spent
26. roads – finance - Spend zero on road improvement schemes
27. Roads - gritting - Prioritising gritting of pavements/cycle paths in winter - or at least doing it at some point!
28. Roads – gritting - Sanding etc. in winter of pavements
29. Roads – gritting - Snow and ice clearing on all streets (not just council houses)
30. Roads - maintenance
31. Roads - maintenance - Adoption of streets in villages which were maintained in the past.
32. roads – maintenance - around 400 houses have been built near me and the two streets leading from the estate into the schools etc. are virtually impassable at times of day. could a one way system be introduced? the use of streets leading to schools etc. need attention.
33. Roads - maintenance - carry out road repairs before they become too big
34. Roads - maintenance - continue upkeep of roads (we can't afford it to be reduced)
35. Roads - maintenance - Fill in potholes and notify on social media if roads not treated
36. roads - maintenance - fill in the pot holes

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

37. Roads - maintenance - Fill potholes
38. Roads - maintenance - fixing roads and pavements
39. Roads - maintenance - Have council repair potholes more quickly to minimise spend in long run and improve motorist safety
40. Roads - maintenance - I agree with umpteen other people that roads should be repaired properly - all roads, not just main roads
41. Roads - maintenance - Improve maintenance programme on roads/schools etc. so that major repair bills are avoided
42. Roads - maintenance - improvements to roads
43. Roads – maintenance - Improving road surfaces
44. Roads - maintenance - maintain arterial rural roads effectively
45. Roads - maintenance - Maintain existing roads rather than build new ones.
46. Roads - maintenance - Maintain roads - this is a safety issue
47. Roads - maintenance - Maintain some roads
48. Roads - maintenance - maintaining roads
49. Roads - maintenance - maintenance of access routes
50. Roads – maintenance - Maintenance of roads to be kept as at present or increased
51. Roads - maintenance - Maintenance of roads, streets, pavements and potholes
52. Roads - maintenance - maintenance/winter maintenance
53. roads - maintenance - more precise road maintenance program
54. Roads - maintenance - More Roads Maintenance
55. Roads - maintenance - Pot holes
56. Roads - maintenance - potholes
57. Roads - maintenance - proper road maintenance scheme
58. roads - maintenance - Property resurface lower Reidhaven St Cullen
59. Roads - maintenance - Repair roads, especially verges and drain covers - these are increasingly an issue.
60. Roads - maintenance - Repairing roads properly not patch jobs
61. Roads - maintenance - Repairs
62. Roads - maintenance - road maintenance
63. roads - maintenance - road maintenance needs an overhaul.
64. Roads - maintenance - Road maintenance.
65. Roads - maintenance - Road maintenance. Fill pot holes and resurfacing of some roads.
66. Roads - maintenance - Roads are a disgrace, patched multiple times
67. roads - maintenance - rural road maintenance
68. Roads - maintenance - Spend money on existing roads to attract business
69. roads - maintenance - stop patching up roads - do the job properly for a longer affect
70. Roads - maintenance - Surfaces of roads, footpaths and signage
71. Roads – quality - Better care of the roads especially in winter
72. Roads – quality - better road maintenance
73. Roads - quality - Better road maintenance in general. Pot holes etc. - a terrible state
74. Roads - quality - Better road surface condition
75. roads - quality - worse than 3rd world roads
76. roads - quality - worse than 3rd world roads
77. Roads – safety - Improve road safety by cutting back/down seed grown trees/shrubs to increase visibility on corners/bends etc.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

78. Roads – safety - making safer crossings and cycle paths. when junctions aren't safe install islands in the middle.
79. Roads – safety - Parking on double yellow lines, parking on pavements (necessitating pedestrians to walk on the road), parking on street corners i.e. anywhere other than an approved car park - is becoming a danger to pedestrians; community wardens could help make towns safer
80. roads – safety - road safety - potholes Tarrow road
81. roads – safety - roads speed ramps as all it takes is a person to be hit
82. Roads – services - Improved road and transport services
83. Roads – signs - Have a 'no through road' sign at top of lower Reidhaven St and a footpath to harbour sign , Cullen
84. Roads – traffic - sort out the traffic in Elgin along new school. ??? only road to the chaos
85. roads –signage - road worker signs should be signed out and back in. the person signing them out being responsible for their return

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Transport

1. Transport – access - Transport more easily available
2. Transport – active travel - including plans for active travel infrastructure in plans for new roads/houses/schools/etc.
3. Transport – bus - Charging over 60's bus fares in order that under 60's can afford to use buses also
4. Transport – bus - Dial a Bus system - Revamp to allow longer hours and easier booking system. Take Stagecoach to task over lack of services.
5. transport – bus - Dial-a-Bus hours of availability extended. More police on foot patrol. Get empty shops in Elgin High Street back in use.
6. Transport – bus - General feeling that free transport for the elderly is not always necessary and all felt that they would be prepared to pay towards travel even with a free bus pass. This could be paying towards each journey or purchasing a concessionary card. Moray council to take a lead in employability strategy which would provide more opportunities and direction to get school leavers into teaching trades. This would cut down on the expense of supply teachers in the longer term. The Dentist training academy in Spynie was sighted as a good example of how things can change locally. More proactive support and information available around community asset transfer and community trusts.
7. Transport – bus - Improve transport links, e.g. more rural buses
8. Transport – bus - Improved bus service
9. Transport – bus - Improved transport (e.g. buses)
10. Transport – bus - Keep up the bus service as it is
11. Transport - bus - Later buses to Dufftown
12. Transport - bus - Later running buses (i.e. till 10 pm)
13. Transport - bus - Maintain bus services including Dial A Bus - a lifeline service for vulnerable residents.
14. Transport - bus - more bus services
15. transport - bus - More hours for dial-a-bus
16. Transport - bus - Regular buses evenings and weekends.
17. Transport - bus - Re-instate bus to Keith
18. Transport - bus - Reinstating transport links e.g. Buckie to Keith bus
19. transport – bus - review supported local bus services (buses to train station etc.)
20. Transport – bus - transport should be reviewed as rural bus services are poor
21. Transport – bus -have a little bus so people can get to Buckie
22. transport – cycle - Creating cycle paths
23. Transport - cycle - Enhancing cycle routes between communities
24. Transport – cycle - Improve cycle paths
25. Transport - cycle - Make more cycle paths as not everyone has car and buses are expensive and not always available
26. transport – cycle - more cycle paths
27. Transport - cycle - planning more dedicated, safe cycle lanes from suburbs right into centre of Elgin
28. transport – cycle - safe cycle routes
29. transport – finance - invest in integrated transport
30. Transport - finance - maintain or increase rural transport
31. Transport - infrastructure - Improve transport links
32. Transport - infrastructure - better road and transport links,

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

33. transport – infrastructure - improve roads network
34. Transport – infrastructure - Improve rural transport, ensure equal support to remote village - less Elgin focused,
35. Transport – infrastructure - Improve transport infrastructure to the south - Edinburgh and beyond
36. Transport – infrastructure - Improved transport
37. transport – infrastructure - rural transport facilities suffer due to focus on Elgin
38. Transport - links
39. Transport - maintenance - better maintenance of busses and roads
40. transport - maintenance - construction and maintenance of cycle lanes/paths
41. transport – maintenance - improve roads and transport links.
42. Transport – parking - better parking facilities to give access to local shops e.g.: in Aberlour
43. transport - parking - doubling car park fees to £2 but allowing town workers to use pre-paid meter card (like prescription pre-payments)
44. Transport - parking - free parking after 3pm
45. Transport - parking - Have sufficient parking available
46. Transport - parking - More parking in Elgin
47. transport - parking - pay and display car parking in Forres (which has large car parks)
48. Transport – parking - Resolve on street parking issues/illegal parking
49. Transport – parking - sort out the parking in Elgin
50. Transport - parking - Start pay and display car parking in Forres.
51. Transport – parking -Disabled parking.
52. Transport - public transport
53. Transport - public transport - Improve public transport - i.e. more buses to Dufftown. (we have none at all on a Sunday)
54. Transport - public transport - Better public transport!
55. Transport - public transport - finding ways to help the older population with transport.
56. Transport – public transport - Focus on affordable, joined up public transport.
57. Transport – public transport - Improve on public transport routes and costs
58. transport - public transport - Improving public transport and developing cycle networks
59. Transport – public transport - Make transport run later.
60. Transport - public transport - More frequent and cheaper public transport service;
61. Transport – public transport - Provide / enable better/more frequent public transport.
62. Transport – public transport - Public transport links to Aberdeen and Inverness are not frequent enough and are too expensive. If you have low income you would be put off travelling. Some routes within Moray are pretty poor: for example in order to start at work or college in Aberdeen at 9.00 am, you need to catch the 6.30 train from Elgin, however there is no early bus from Lossiemouth to Elgin to meet this train. Also, you can't catch a bus from Elgin to Burghead or Hopeman after 6.00 pm. Therefore you need a car. When you compare all of these things to what is on offer in the Central Belt, people in Moray are at a big disadvantage. How can you expect young people to stay in the area when everyday things that are taken for granted elsewhere are not available here? Therefore the three improvements are:
63. Transport – public transport - reducing some subsidies for the more well off elderly who use the public transport
64. transport - public transport - support services including public transport
65. transport - public transport - support services including public transport
66. Transport – public transport -Improved bus or train services

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

67. Transport – public transport -Transport across Moray should be rationalised to ensure there is "joined up travel" where and when possible.
68. Transport – quality - Better public transport
69. Transport - quality - Better public transport - i.e. no link to Keith from Buckie
70. Transport - quality - Better transport links
71. transport – rail - enlarge Elgin rail station car park on the Asda side of the tracks, to encourage rail use
72. Transport – rail - Link to Keith station
73. Transport – rail - Transport to Keith station for hospital appointments
74. transport – safety - safe school transport strategies
75. transport – services - Improving road links
76. Transport – traffic - remove traffic lights near Aldi, there is a subway! and lights near Halfords. this would reduce congestion and end need for a bypass, saving money

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey

COMMENTS/SUGGESTIONS FROM SURVEYS & Focus Groups

Question 2 - Thinking about services provided by Partner, what three things should we be doing differently to improve things for you?

Waste and recycling

1. Waste - access - Have more recycling bins
2. Waste – access - Have recycle bins in in the community. E.g. parks and near schools.
3. Waste – access - Have recycling bins in the community and every moray council building.
4. Waste – access - Improving things for us would be reinstating the individual waste and recycling collections along the Ellivreid to Croftglass Road (Glenrinnnes)
5. Waste – access - Provide more recycling points around town - a lot of rubbish put into town centre bins is actually recyclable but you have to bin it because there are no recycle bins next to the waste bins; this would save money in the long run
6. Waste – bins - By having recycle bins will prevent broken glass.
7. Waste – bins - place bins on places where a lot of litter is, make bins more noticeable
8. waste – cleanliness - tidy up waste areas
9. Waste - collection - brown bins could be emptied monthly
10. Waste – collection - Bin collections on 3 weekly rota residuals/recycling/no collection
11. Waste – collection - Collect less rubbish
12. Waste – collection - emptying bins weekly
13. Waste – collection - have a plan to remove garden rubbish. I was told they did not do this
14. Waste – collection - Larger rural bins, less collections
15. Waste - collection - Less frequent bin collections
16. Waste - collection - More frequent bin collections in streets
17. Waste - collection - More frequent recycling collections to enable more recycling
18. Waste - collection - refuse collections - assess how households use bins
19. Waste – collection - Uplifting cans/plastics/paper bins less often and garden waste less often in winter.
20. waste – efficiency - Amend working practices to make refuse collection and recycling more efficient
21. waste - efficiency - step back and look at the waste costs
22. Waste – efficiency -Look at how waste is collected / disposed of and make the service more efficient.
23. Waste – finance - Spend a lot less on recycling. Moray is already way ahead of other councils. Put a stop to any further improvements until they absolutely have to be done. This is not a necessity in the present time. Money should be spent on education which is an absolute priority. Work on the attainment gap - all schools should offer the same standard of education and not be focussed on the schools that have the loudest voices or affluent catchment.
24. Waste - Improve refuse collection to include litter picking/tackle dumping.
25. Waste – income - Keep waste collection as is, charge for trade waste
26. Waste – information - Analyse frequency of kerbside collections
27. waste – maintenance - rubbish collection from verges and green areas
28. Waste – penalty - introduce compulsion of recycling to reduce landfill
29. Waste – policy - More green policies - reducing packaging
30. Waste – recycling - Change plastic recycling to include recycling for numbers 1-9
31. Waste – recycling - Improve Elgin Recycling Centre
32. Waste – recycling - Recycle plastics too, to eliminate rubbish dumping completely
33. Waste – recycling - You should recycle more plastics, my rubbish is 75% plastic packaging
34. Waste - Refuse/recycling
35. Waste - Waste management, littering, fly-tipping etc.

Key

Black – MC budget consultation, survey; Black/purple highlight – focus groups; Black/green highlight – community group; Red – Citizens panel, customer satisfaction survey; Orange – CPP consultation, survey