



**Moray Council Budget Consultation  
Focus Group Meeting**

**Wednesday 28 September 2016**

**Elgin Academy**

## Contents

Introduction .....	ii
Agenda.....	iv
Attendance List (Participants) .....	v
Attendance List (Elected Members) .....	vii
Attendance List (Senior Officers) .....	vii
Attendance List (Facilitators).....	vii
Executive Summary .....	1
Focus Group Feedback.....	4
Citizen’s Panel.....	4
Young People .....	7
Equalities .....	9
Communities.....	11
Parent Council.....	13
Sport and Leisure .....	15
Over 60s .....	17
Business .....	18
Evaluation Results.....	20
Appendix 1: Correspondence .....	25

## **Introduction**

Moray Council began a round of budget consultations with a wide range of residents and community based organisations across Moray starting the week beginning 29<sup>th</sup> August through to the week ending the 10<sup>th</sup> of October 2016.

Given the anticipated shortfall in the council budget over the next few years, elected members are about to start the task of addressing how best to prioritise and respond to the needs of communities and those living and working in Moray.

A high profile publicity campaign highlighting how residents, community groups and businesses could participate was launched leading up to and during the consultation period. To ensure people had their say and to better understand the issues that may affect them and their community; consultation information was distributed in both hard copy and digital format.

Additionally, live themed question and answer discussions took place on Facebook between members of the public and senior council staff. The aim was to ensure that any queries were answered by the most appropriate council departmental staff members.

Elected members were also keen to listen to and receive feedback from community based focus groups comprising a cross section of the community that included, elderly, young people, citizen's panel members, community based groups, parent councils, equalities, sport and business.

Round table discussions took place at Elgin Academy in the afternoon of Wednesday 28<sup>th</sup> September 2016.

Here then, is the response from those round table discussions, including the names of those who attended and participant's evaluation of what they thought of the event.

The contents of the suggestions put forward by participants at Elgin Academy will be included and considered alongside the wider feedback of the budget consultation.

Thank you to all who gave up their time to attend this event.

**Cllr Stewart Cree,**

Leader of Moray Council Administration Group

DRAFT

## Agenda

**Moray Council Budget Consultation Meeting  
Focus Groups  
Wednesday 28<sup>th</sup> September 2016  
Elgin Academy: Assembly Hall  
1.30pm – 4.00pm**

1.30	Domestics/ fire exits / assembly points in event of a fire etc.	CSU
1.35.pm	Welcome & Introductions Purpose of Meeting	Stewart Cree, Leader Moray Council
1.40.pm	Council priorities: Where your money is currently spent and Council Financial Forecast Summary	Mark Palmer, Corporate Director
1.50.pm	Community priorities: In round table discussions, Focus Group members discuss what they feel should be the councils key spending priorities – utilising 6 key questions to stimulate focussed discussions. (See below)	Chaired /facilitated by council staff member
2.35.pm	Comfort Break	.
2.45.pm	Community priorities: A continuation of the earlier discussion. Focus Group members to discuss what they feel should be the council's key spending priorities – again utilising the 6 key questions to stimulate focussed discussions.	Chaired and facilitated by council staff member
3.30.pm.	Maximum 3 minute feedback from each of the focus group tables. <i>Feedback - This session is to allow participants to listen to a summary of responses to the 6 questions – the aim is to let each table hear if their conclusions vary from other tables. It may be the feedback focuses on the table's top 3 priorities. Given the tight timeframe, facilitator to feedback.</i>	Table representative.
3.55.pm	What happens next? Thank you for participating.	Stewart Cree, Leader Moray Council
	<i>The 6 Key Questions.</i> <ol style="list-style-type: none"> <li>1. What are your three top priorities?</li> <li>2. What should the council be doing differently?</li> <li>3. What should we stop doing?</li> <li>4. What should we start doing?</li> <li>5. What could you or your community become involved in?</li> <li>6. What would help you do this?</li> </ol>	

## Attendance List (Participants)

Name	Group Rep	ASG	Focus Group
Hamish Cameron			Citizen's Panel
Joan Kilpatrick			Citizen's Panel
John Channon			Citizen's Panel
Mr Vernon W Carey			Citizen's Panel
Doris Hepburn			Citizen's Panel
Niamh Parsons	Forres Academy	Forres	Young People
Cara Tasse	Lossiemouth High School	Lossiemouth	Young People
Rhiannon Cleghorn	Lossiemouth High School	Lossiemouth	Young People
Steven Park	Moray College	Moray	Young People
Scott Fiske	Moray College	Moray	Young People
Matthew Edwards	Elgin Academy	Elgin	Young People
Caitlyn Gallagher	Elgin Academy	Elgin	Young People
Emma Winchester	Speyside High School	Speyside	Young People
Jack Singer	Forres Academy	Forres	Young People
Ellie Pearce	Forres Academy	Forres	Young People
Judith Franklin	Moray Women's Aid	Moray	Equalities
Sylvia Stobbart	c/o Moray DUO	Moray	Equalities
Dave Black	Grampian Regional Equality Council	Moray	Equalities
Ann Robertson	North East Sensory Service	Moray	Equalities
Irena Paterson			Equalities
Nabil Ramzy	Educational Psychology		Equalities
Myra Orr	Sensory Education Service		Equalities
Michael McKenzie	Moray Wheelchair Curling Club	Moray	Equalities
Wendy Menzies	Alzheimer Scotland	National	Equalities
Anita Milne	Moray Area Forum	Moray	Community Groups
Andrea Fuller	MFCHA	Moray	Community Groups
Pamela Winchester	Aberlour Community Association	Speyside	Community Groups
Gordon Methven	Elgin Community Council	Elgin	Community Groups
Karen Pryce	Strathisla Community Council	Keith	Community Groups
Samantha Fraser	Forres Community Council	Forres	Community Groups
Linda Gordon	St Thomas RC PS PC	Keith	Parent Council
Laura Simmers	Keith Grammar School PC	Keith	Parent Council
Lynsey Watt	Findochty Primary School PC	Buckie	Parent Council
Anne-Marie Sword	Elgin Academy PC	Elgin	Parent Council
Rachel Watt	Parent Council (TBC)		Parent Council

<b>Name</b>	<b>Group Rep</b>	<b>ASG</b>	<b>Focus Group</b>
Stuart McQuaker	Sports Club Chairman		Sports & Leisure
Elaine Penny	Active Schools Volunteer		Sports & Leisure
Karen Norvell	Sports Club Rep		Sports & Leisure
George Cowie	Sports Hub Rep		Sports & Leisure
Ann Rossiter	sportMoray (local sports council)		Sports & Leisure
Jason Fletcher	SFEAR Kickboxing and Fitness Centre		Sports & Leisure
Gregor Hands	Young Person involved in Sport		Sports & Leisure
Mark Russell	Exercise/Fitness		Sports & Leisure
Sandra McLennan		Forres	Over 60s
Charlie Watson		Speyside	Over 60s
Colin Hanover		Milne's	Over 60s
Terry Brown		Laich	Over 60s
Kath Bruce		Laich	Over 60s
Muriel Barclay		Keith	Over 60s
Sheila Quirie		Elgin	Over 60s
Sandy Dixon			Over 60s
Maureen Halkett	Unique Ladieswear	Lossiemouth	Businesses
Graham Murdoch	Murdoch Buchers	Forres	Businesses
Martin Taylor	Farming		Businesses
Mary Vance	Sole Trader		Businesses
Ian Denness	MMS Almac Ltd		Businesses
David Roberston	Bijou		Businesses
Pearl Hamilton	Federation of Small Businesses / Pearl's Pet Care	Moray	Businesses
Angus Dixon	Forester		Businesses
Tony Harley	Handyman / Self Employed		Businesses
James Johnston	Moray Strategic Business Forum	Moray	Businesses
Elliot Robertson	Robertson Homes	Moray	Businesses
Gill Neil	Elgin BID	Elgin	Businesses

## Attendance List (Elected Members)

Elected Member	Party	Ward
Gary Coull	Scottish National Party	Keith and Cullen (2)
Stewart Cree	Independent (Leader)	Keith and Cullen (2)
Sonya Warren	Scottish National Party	Buckie (3)
Margo Howe	Scottish National Party	Fochabers Lhanbryde (4)
John Cowe	Independent	Heldon and Laich (5)
Chris Tuke	Independent	Heldon and Laich (5)
Allan Wright	Scottish Conservative and Unionist (Convener)	Heldon and Laich (5)
Patsy Gowans	Scottish National Party	Elgin City North (6)
Kirsty Reid	Scottish National Party	Elgin City North (6)
Mike Shand	Scottish National Party	Elgin City North (6)
John Divers	Scottish Labour Party	Elgin City South (7)
George Alexander	Independent	Forres (8)
Lorna Creswell	Independent	Forres (8)

## Attendance List (Senior Officers)

Senior Officer	Title
Roddy Burns	Chief Executive
Rhona Gunn	Corporate Director: Economic Development, Planning & Infrastructure
Mark Palmer	Corporate Director: Corporate Services
Ian Todd	Budget Event Co-ordinator

## Attendance List (Facilitators)

Facilitator	Focus Group
Anne Griffin (Area Public Health Coordinator)	Citizen's Panel
Sarah Crowe (Community Support Officer)	Young People
Don Toonen (Equal Opportunities Officer)	Equality
Gillian Bailey (Community Support Officer)	Community Groups
Richard Anderson (Head of Housing & Property)	Parent Council
Graham Jarvis (Head of Lifelong Learning, Culture and Sport)	Sports & Leisure
Tracey Ray (Community Support Officer)	Over 60s
Jim Grant (Head of Development Services)	Business
Alison McLaughlin	Admin Support



## Executive Summary

As one part of a multi stranded budget consultation process the focus group held on the 28<sup>th</sup> September sought views in response to six questions posed regarding their priorities of service delivery, improvements that can be made and what needs to happen to make these improvements. The event was attended by 63 members of the public (28 males and 35 females) who represented eight groups<sup>1</sup> of society. All ASG's were represented by at least one person and with the exception of Speyside and Glenlivet all council wards were represented by at least one elected member, with half of all elected members in attendance. Each group was assigned facilitators with experience relating to their assigned groups. The responses from the individual groups can be found within the main body of this report.

Seven out of the eight groups completed the first four questions, however only three completed all six questions. The responses from the eight groups show many similarities across the first four questions. An overarching theme throughout all the groups was that of Education and/or areas relating to education. Below are the similarities shown by the groups to each of the first four questions.

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

<b>Priority</b>	<b>Number of Groups</b>
Education	7 of 7
Health & Social Care	4 of 7
Transport	3 of 7
Direct Services <sup>2</sup>	3 of 7

- The provision of health care specifically for the elderly and vulnerable was of particular concern for more than one of the groups, although no reference was made to health related services within the over 60s group.

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<sup>1</sup> Participating groups and representation: Citizens Panel(5), Young people (10), Equalities (9), Community Groups (6), Parent Council (5), Sports & Leisure (8), Over 60's (8) & Business representatives (12)

<sup>2</sup> Roads, Recycling, Street Lighting etc

**2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

<b>Areas of Improvements</b>	<b>Number of Comments</b>
Education and associated services <sup>3</sup>	6
Community Engagement/Involvement	4
Efficiency	3
Direct services <sup>4</sup>	2
Staffing	2

- Three of the eight groups suggested that the school estate should be rationalised.
- One group made reference to Moray Council councillors not making the tough decision to rationalise the estate from previous education review.

**3. Are there specific things that you think the Moray Council should stop doing?**

<b>Areas</b>	<b>Number of Groups</b>
Education and associated services <sup>5</sup>	5
Leisure	3
Toilets	3
Outsourcing <sup>6</sup>	2

- Two of the groups raised concerns about the subsidies given to Moray Leisure Centre stating they believed that funding should be withdrawn. One additional group raised a point outwith the posed six questions enquiring about the running costs of Moray Leisure centre.
- Two of the three groups making comments about public toilets thought it was acceptable to close them. The other group indicated that they didn't like the idea of having to pay for their use.
- Two of the groups indicated that the use of external consultants was costly and unnecessary.

<sup>3</sup> School Transport, school crossings, Rationalise school estate

<sup>4</sup> Roads, Recycling, Street Lighting etc

<sup>5</sup> School Transport, school crossings, Rationalise school estate

<sup>6</sup> The use of external consultants.

**4. Are there specific things that you think the Moray Council should start doing?**

<b>Areas</b>	<b>Number of Groups</b>
Education and associated services <sup>7</sup>	4
Community Engagement	3
Council Tax	2
Efficiency	2
Staffing	2

- Three of the groups suggested that the school estate should be reviewed again leading to closures of non viable schools, one group accepted that schools had to close and better use should be made of those that remain open.
- Three groups suggested that more engagement with communities could benefit the operation of some services. The main focus of one group in particular was to improve community engagement, with most suggestions relating to this area.
- The two groups who made comments about council tax suggested raising it by a small amount. One other group suggested an increase to Council house rents to bring Moray Council in line with other local authorities.

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<sup>7</sup> School Transport, school crossings, Rationalise school estate

# Focus Group Feedback

## Citizen's Panel

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

- 1) Health and Social Care – particularly around the elderly and the vulnerable population in Moray.
- 2) Education.
- 3) Corporate Services – lengthy discussion around the need for good leadership, governance, employees and structures – without this the rest of the departments, services would not be able to function effectively.

Also discussed: Direct Services are a priority as these are services which cannot be done by volunteers or community representatives and these services are needed to keep us all safe.

### **2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

- 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?
- £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.
- 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.
- 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).
- 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.

**3. Are there specific things that you think the Moray Council should stop doing?**

- More negotiation to reduce/stop the interest payable on Council loans.
- Stop employing external consultants and use internal expertise – sharing expertise within Community Planning Partners.
- Stop employing external trainers and use internal or community planning partners.
- Review the need for employing external music provision in primary schools.

**4. Are there specific things that you think the Moray Council should start doing?**

- Reviewing cost per pupil in each school. If the average cost is non efficient and not good value for public money (above 30% of average cost) then the school could be cut from school estate.
- Contribution towards “free” travel – so long as the administration costs do not exceed the income generated.
- Start charging for public toilets.
- Increase council tax – 3% would be acceptable although not 3% per year.

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

- Residents could be involved in street cleaning.
- More opportunities and support around befriending the elderly (local/in same street).
- Cleaning and managing public toilets.
- Administration and rotas around community involvement in community responsibility activities.

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**

- It was suggested that the local community councils could be actively involved in coordinating a register, rota around community volunteering responsibilities / projects i.e. know who would like to be involved in maintaining flower beds, managing toilets, driving an elderly person shopping – and be able to organise a rota and manage who does what.

**Misc**

- Group would like more information about the costs of Moray Leisure Centre? If the centre is being subsidised by the public purse then the costs of the facility are of interest to the public.
- What are public consultants being used for in Moray Council and what is the cost?
- What is the cost to the public purse around the running of children's activities over the summer holidays?

## Young People

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

#### 1) Education

- Stop cutting support staff.
- Potential to merge schools that are located close together (particularly in rural areas).
- Conference calls for classes.
- Scan books so that they can be read online- this could also enable some libraries to be closed.

#### 2) Transport

- Could pupils use the normal bus service?
- Are free bus passes sustainable?
- More buses in rural areas.
- Promote cycling- for example, 20% discount in cafes if you wear a helmet
- Bus prices should reflect age of the young person - change adult to 18 - not 16!

#### 3) Streamline community services

- Combine schools and public libraries.
- Combine community centres and village halls.

### 2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?

- 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.
- Being unemployed for a certain length of time could trigger community service.

### 3. Are there specific things that you think the Moray Council should stop doing?

- Stop increasing council tax- some adults could be very affected by any hike in council tax - for example, those who already do not have much money left after paying bills and childcare costs.
- Stop subsidising prices for swimming pools etc. to make them more sustainable.
- Stop cutting support teachers as some pupils really need them.

- Plan for the future now- instead of building schools at the same time; space them out so that they do not need replacing at the same time.
- Have specialist teachers teaching at different schools on a rota system so that teachers can be shared between schools.
- Better advertising for Elgin Youth Café.
- More bins - litter is being dropped on the street as there are not enough bins.
- Young people don't like the idea of paying to use public toilets.

**4. Are there specific things that you think the Moray Council should start doing?**

- Community gardens - good way of getting people together and building a sense of community spirit.
- Encourage people from a young age to be involved in the community and foster a sense of community spirit so they would want to help out when they are older.
- Develop gardening groups.
- Groups run by volunteers for young people at weekends and during the holidays.
- Fundraising for the council at school.
- Conference calls in schools.

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**



## Equalities

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

- 1) Education
- 2) Housing
- 3) Health

It also felt that all proposals will have to be assessed on their impact on people's quality of life, health and wellbeing. The focus of these assessments should be on getting things right first time.

### **2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

- 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.
- Greater community involvement in service delivery.
- There 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.

### **3. Are there specific things that you think the Moray Council should stop doing?**

- Stop producing glossy brochures.
- Keep a closer check on where money is being wasted. It should do this through more effective channels of communication with community groups.

**4. Are there specific things that you think the Moray Council should start doing?**

- Look at setting up better systems for getting feedback from the community about where money is being wasted.
- Make more effective use of existing capacity: for example co-ordinate appointments with interpreters; make more use of dial-a-bus vehicles to assist other services.
- Seek additional external funding, such as lottery, Scottish Urban regeneration funds, Alliance for Health and Social Care, and use this to build community capacity.
- Work in partnership with local businesses to promote Moray as a disabled-friendly tourist destination. This could help in better access to services and facilities for elderly people, people with a disability and families with young children.
- The focus group would like to continue meeting regularly to discuss service development in Moray.

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

- The group is keen to help out with gathering information and feedback about the effectiveness of services.
- Community groups getting more involved with litter picking.
- Pilot a community scheme on a small scale on an issue where it could reap results fairly quickly in order to convince people that more community involvement in service delivery is a feasible option.

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**

- Long-term funding commitment.
- Try out more local democracy projects, such as the participatory budgeting.

## Communities

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

- 1) Quality of education
- 2) Health and social care (but needs reviewed)
- 3) Transport infrastructure – maintenance / winter maintenance

### **2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

Council needs to be more frugal:

- Print less (particularly in house & Cllrs reports).
- Invest in digital technology for all staff and for customers.
- Review street lighting possibly switch it all off except at junctions (revisit previous consultation) or switch every second one off.
- Investigate and introduce more service level agreements with community groups and organisations to deliver services.
- 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).
- Introduce charges/increase charges and if necessary means test.
- Increase licensing charges to at least cover the cost of administration.
- 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.

### **3. Are there specific things that you think the Moray Council should stop doing?**

- Providing services you can't afford by communities taking on swimming pools/libraries/community centres/halls (Community Interest Companies/Trusts/SCIOs).
- Stop giving tsi Moray funding and invest in CSU and local voluntary organisations.
- Review visiting specialists in primary school – with a view to reduce/remove all.
- Reduce the need for supply teachers by reducing number of schools.
- Stop giving out dog poo bags.

**4. Are there specific things that you think the Moray Council should start doing?**

- Consider freezing pay structures and reducing working hours across the board.
- Hire out skills (potentially several departments could do this).
- Increase rent of council houses (comparable with other local authorities) and invest the increase in to new houses (particularly in rural areas).
- Means test the travel concession card and increase entitlement age in line with pension age.
- Impose fines by monitoring recycling centres where business are using them as alternative to paying for trade waste collections.
- Toughen up on kerbside collections in rural areas.
- Review recycling collections particularly in rural areas and for neighbourhoods with central locations with bigger bins (flats/smaller communities).
- Review mobile library routes in order to service only RURAL areas.
- We need another conversation about school estate with closure being a realistic outcome.
- Introduce zone restrictions for schools.

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

- Participatory Budgeting.
- Take on services.
- Work in partnership - both council and other communities.

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**

- Participatory Budgeting.
- Council services which the council are struggling should be put out to the community to STEP UP or LOSE IT and follow through.
- Develop more volunteering opportunities (toilets/halls/grass cutting etc).
- CSU needs to be provided by the council.
- Communities developing to take over services need to be supported by CSU.

## Parent Council

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

#### 1) Education

Should be the council's number 1 priority as it helps to maintain sustainable communities. The status quo cannot continue. The option to rationalise the school estate was not taken but there is probably need to look at this again.

#### 2) Health and social care

There was concern that services for the elderly, vulnerable and disabled should be protected.

#### 3) Direct services

They want their roads protected and feel that the council has a good waste collection service. They also value street-lighting and would not want to see budgets slashed in these three areas. There was some concern about the Council's decision to stop cutting communal grass as often and felt that it did not create a good impression of the area.

### 2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?

- The parent councils 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?
- 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.
- 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?).
- 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.
- 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.

- 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.
- 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.

**3. Are there specific things that you think the Moray Council should stop doing?**

- Schools with low numbers need to be reviewed and a decision taken as to whether there are alternative/better options to educate the children. There would however need to be consideration of any new costs (i.e. bus transport, etc.).
- The group was mixed on the use of school crossing patrols and while some took the view that they should continue others felt parents should be doing more. As a compromised position, there was a view that where roads are particularly busy or have higher risk levels that these should be maintained while others may have less relevance.
- Finally on schools, they questioned the need to give all P1 and P3 children free school meals. Those that can afford to pay should pay!
- Did feel that public toilets could be closed.
- All felt that the funding for Moray Leisure Centre should cease and no subsidy should be given.

**4. Are there specific things that you think the Moray Council should start doing?**

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**

- The Council should make better use of volunteers particularly those retired who might want to put something back into the community.

## Sport and Leisure

- 1. What are the three most important priorities for you and your family just now?**

*No response provided.*

- 2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

- Better integration of services, reducing duplication and sharing assets. Offering accommodation to businesses at commercial rates.
- Review school estate with a view to reducing / reduce cost per head to educate.
- Reduce staffing levels of all grades across the council.

- 3. Are there specific things that you think the Moray Council should stop doing?**

- Review school transport; if people wish to live out with towns, make them provide transport to school.

- 4. Are there specific things that you think the Moray Council should start doing?**

- Make Moray Leisure Centre self-financing by reviewing management structures and have council manage it.
- Hire out council vehicles including pool cars at weekends – income generation.
- Raise income through selling more in-house services such as DLO, DSO, hire schools as facilities out – review hire rates of PPP schools.
- Share core services across other authorities or nationally even – like Police and Fire have done.
- Reduce duplication of services - complete one form for all council services.
- Increase services at all libraries; convert them into community hubs (like Elgin already is). Close Dufftown Library or any other which is under used.
- Make more use of primary schools which remain open after review.
- Re-design access to school facilities to make them available to the public in daytime.
- Reduce energy for use of facilities, review booking procedures.
- Review where council allows houses to be built which create demand for services such as schools.
- Reduce bureaucracy for CAT process.

- 5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**
  
- 6. Can you suggest any changes or support that might help you to get more involved in your local area?**

DRAFT



## **Over 60s**

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

- 1) Maintenance of burial grounds
- 2) Street lighting / roads maintenance
- 3) Education

### **2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

- Restructure mid management.
- Back office staff trained to do seasonal work i.e. winter maintenance.
- Review school estate (community by community basis).
- Look at criteria / restrictions on criminal justice service to broaden the service.
- Pre 5 provision – non mandatory; this should be a different budget not education.

### **3. Are there specific things that you think the Moray Council should stop doing?**

- External consultants / external contractors.
- Dredger.

### **4. Are there specific things that you think the Moray Council should start doing?**

- Fewer councillors.
- Split Moray between Shire and Highland.
- Lighting (street) on sensors.
- Increase council tax or alternative method.

### **5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

### **6. Can you suggest any changes or support that might help you to get more involved in your local area?**

## **Business**

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

*No clear identification of the top three priorities.*

- 1) Affordable business premises (incubator / sharing)
- 2) Town centre infrastructure / parking
- 3) Connecting road / rail – transport (public)
- 4) Postcode (Delivery IV)
- 5) Strong planning policy to protect town centre retail
- 6) Quality of environment / litter. Parks
- 7) Business rates – review / discount
- 8) Procurement / local / supply chain development
- 9) Education – promotional skills – prepared for work

### **2. Thinking about services provided by the Moray Council, what three things should we be doing differently to improve things for you?**

- More business like / commercial of services.
- Listen / relate.

### **3. Are there specific things that you think the Moray Council should stop doing?**

- Close public toilets – alternative delivery.
- More community asset transfer.
- More shared infrastructure across the public sector.

### **4. Are there specific things that you think the Moray Council should start doing?**

- Greater use of farming community for winter maintenance.
- Manage woods better.
- Sell the council better.

**5. Thinking about the range of services provided in your local area, what do you feel that you might be able to get involved in to help deliver?**

- Comfort scheme.
- Buying assets (toilets) etc.
- More cooperation / listening.
- Involvement with Trusts etc.
- Ask more – knock on the door.
- More vocal and pushy.

**6. Can you suggest any changes or support that might help you to get more involved in your local area?**

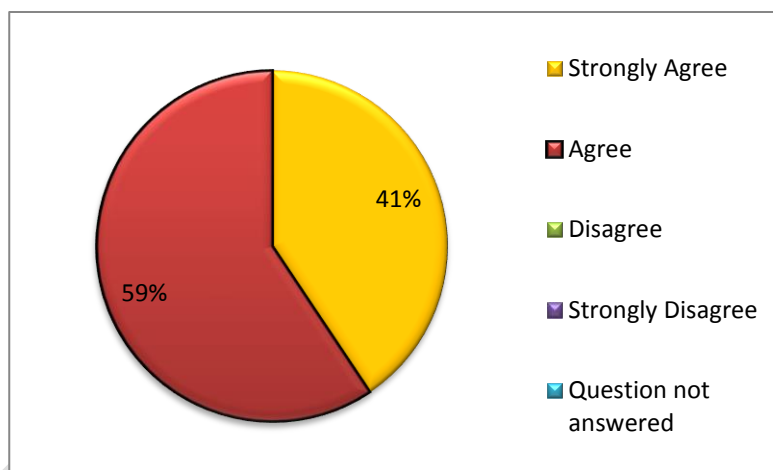
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## Evaluation Results

Number of Focus Group Members	63
Number of completed Evaluations received	32

### 1. Did you feel that the purpose of the meeting was clear to you?

Strongly Agree	13
Agree	19
Disagree	
Strongly Disagree	
Question not answered	

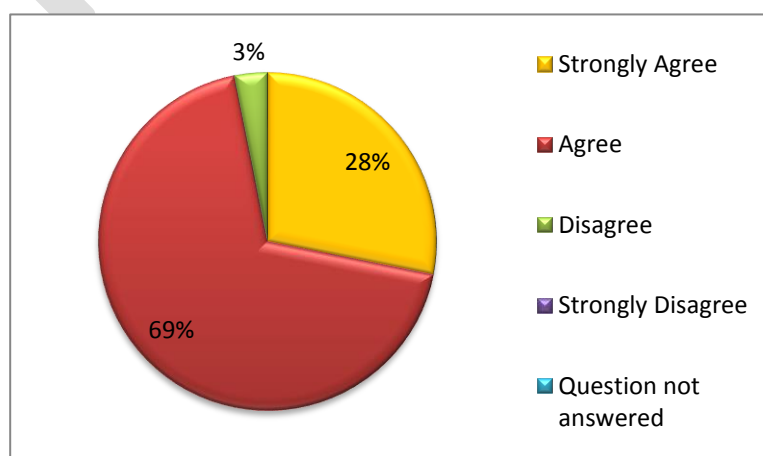


#### Comments received

- Think we should have had the financial / stats earlier, not the day before.
- I read the information before coming into the meeting which was very helpful.
- It became clearer as the meeting progressed.
- Yes, I think we knew what was required.
- Information provided beforehand was essential.
- Yes, it was perfectly clear. The consultation was made clear in the outcome paperwork.
- The purpose of the meeting was made clear.
- The purpose was too great to give justice to the task.

### 2. Did the information made available help you to contribute to the discussion?

Strongly Agree	9
Agree	22
Disagree	1
Strongly Disagree	
Question not answered	



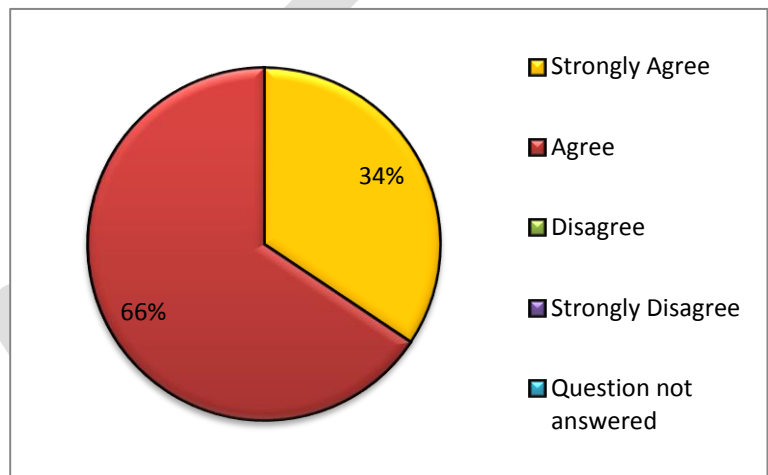
#### Comments received

- It gave me a chance to look at the material sent from the council.
- Clarified what was responsibilities of the council.
- General outline given on the internet as paper copy would have been preferable.
- It gave the background to help stimulate discussion.

- It made us think about how we could change / improve things in our area.
- Did it need to be in colour and be sent out separately – costly.
- Yes it did.
- Did not need to be colour / glossy and posted – waste of resources.
- Very good additional information given by facilitators.
- Useful information to read beforehand; to inform meaningful discussions.
- In a broad sense yes, but it doesn't show the large impact of Government directive / restrictions. Almost all suggestions have issues tied to in through Law.
- Cost of presenting so much material are very complicated to grasp even having most of the material prior to the meeting.

**3. Did you find that the format of the meeting was useful?**

Strongly Agree	11
Agree	21
Disagree	
Strongly Disagree	
Question not answered	



**Comments received**

- I thought it was very useful and excellent way to offer our opinions.
- Efficient but sufficiently informal to be comfortable.
- The varied views were interesting and enlightening.
- However, some conflicting arguments which were not useful.
- Yes, but because of size and height of room; talking from other groups a problem.
- Group discussions always helps to see what other people think and give you a different perspective.
- Too much to discuss; should be more focused.
- Very good opportunity for all in group to have input to discussion.
- Totally appropriate.
- Interesting how many of the different groups raised similar points.
- Yes it did, but the subject matter was huge and would need exploring more to fully understand the impact of the suggestions.
- Too lengthy introduction of pack made it more complicated.
- Small group, well facilitated.

**4. What further information would have been useful to help you or your organisation to respond constructively to the discussion?**

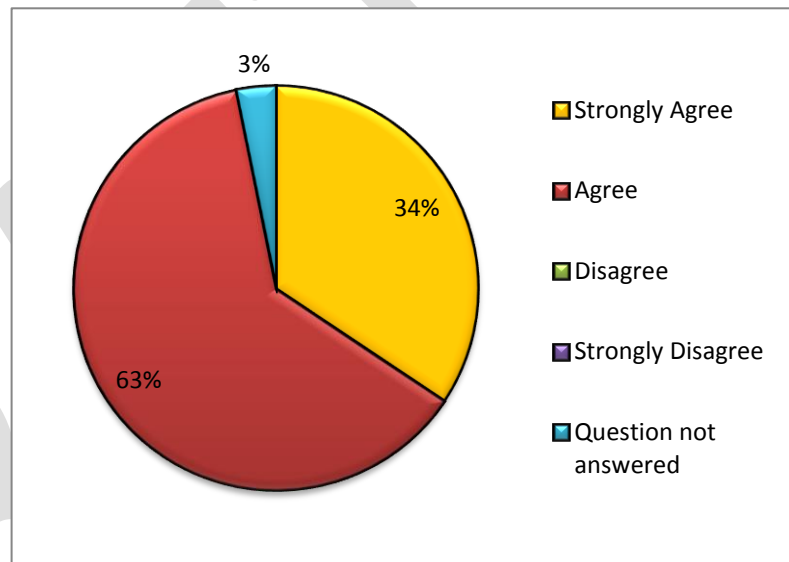
**Comments received**

- Knowing council priorities / how they think they might make savings, what their ideas are to generate income.
- It's really tricky to try and fit in discussions in the time allocated.

- More time, not able to dissect all the information.
- Paper copies not the internet.
- A better breakdown of services than just an amount of money which seemed to be over and over for the same thing with a difference in titles.
- I think that the money spent on the paperwork was a waste of money. Electronically would have been easier and better.
- Accurate 2015 budget. What the money was actually spent on – catering – schools - council what?
- Nothing else required for this type of event.
- Repeat session to drill into the issues.
- Perhaps more time to discuss, given the make up of the groups which probably caused more complication for the council. An individual tried to complicate the Education structure, and the make up of the various groups.

### 5. Was the venue suitable?

Strongly Agree	11
Agree	20
Disagree	
Strongly Disagree	
Question not answered	1

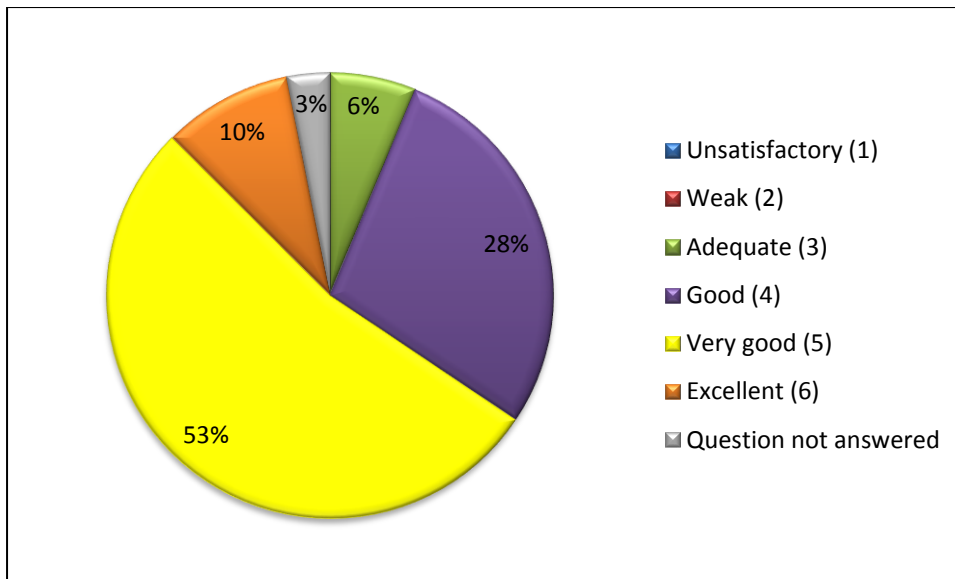


#### Comments received

- Nice venue but a bit noisy when kids were in the corridor outside the door.
- Plenty room, clean and easy to get there.
- Easily accessible except for hearing because of size of the room and so many groups.
- Facility was excellent.

### 6. How would you score this meeting? (please tick one of the following)

Unsatisfactory (1)	
Weak (2)	
Adequate (3)	2
Good (4)	9
Very good (5)	17
Excellent (6)	3
Question not answered	1



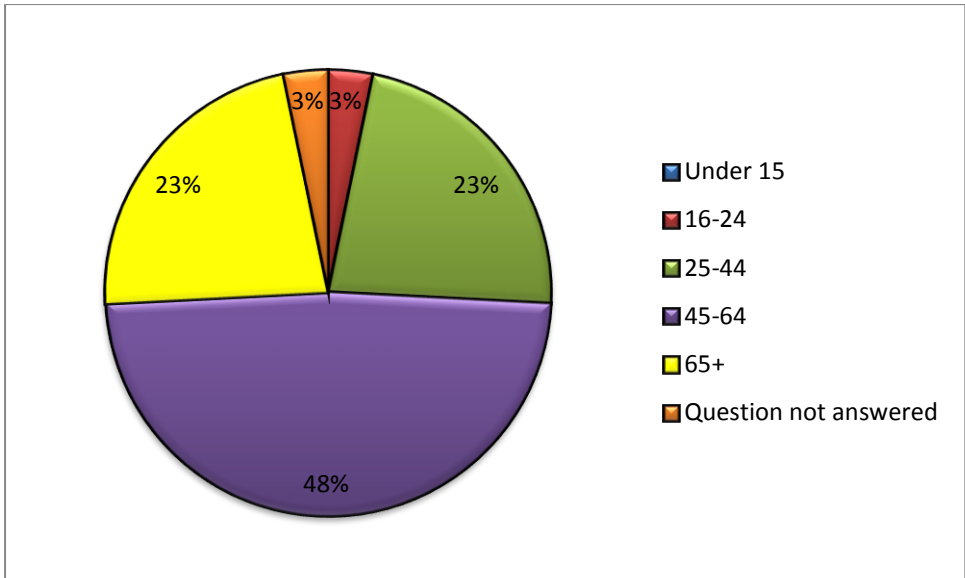
**7. Please add any comments on the meeting process.**

**Comments received**

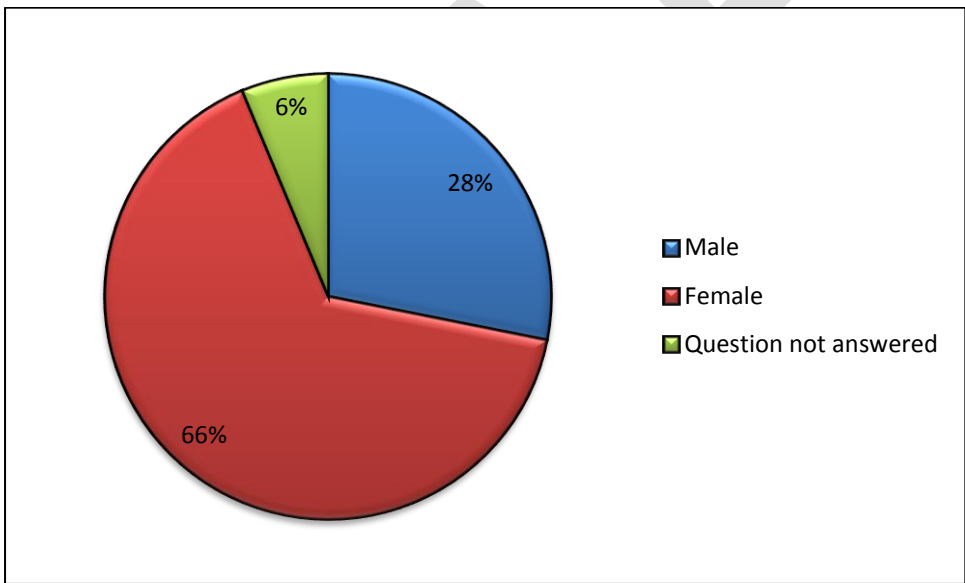
- No printed material required, it could have all been electronic.
- Time factor.
- I thought it was a good process, with all the groups having their own discussions at the table. Then it was interesting listening to all the other groups at the end.
- I'd rather had the councillors sitting at tables rather than going around groups.
- I think it is important for people to engage in discussions since this encourages further thoughts.
- More informal meeting of people from community and organisations to discuss, promote ideas, hopefully radical and innovative.
- Good to hear the feedback from the other groups, highlighting areas in some cases we had not discussed.
- Appropriate to achieve the meeting objectives.
- Table set up worked well and allowed likeminded people to submit similar views and discussion points.
- Need more of these meetings involving more people from communities.
- It was beneficial to hear other peoples opinions out with my particular field / organisation.

**Equal opportunity information**

Under 15	
16-24	1
25-44	7
45-64	15
65+	7
Question not answered	1



Male	9
Female	21
Question not answered	2



**Post Codes**  
(OF THOSE PROVIDED)

AB56 4QH	AB55 5EA	AB56 4QF	IV30 1NX
AB55 5ET	IV31 6NS	IV30 1BD	IV31 6NJ
IV31 6TE	IV31 6QR	IV36 2UF	IV30 1PP
IV30	AB56 5PF	IV30 5YU	IV30 6YN
AB55 5BQ	AB56 1EP	IV36 1FE	IV30 1TQ
IV32 7EZ	AB54 7JS	AB38	AB38 9NJ
IV36 1FF	IV30 8LP		



## Appendix 1: Correspondence



### Chief Executive's Office

Ian Todd

Community Support Unit Manager

Council Offices, High Street, Elgin IV30 1BX

Telephone: 01343 563346

Mobile: 07800670669

DX: \_\_\_\_\_

E-mail: [insertthere@moray.gov.uk](mailto:insertthere@moray.gov.uk)

Website: [www.moray.gov.uk](http://www.moray.gov.uk)

Your Reference:

Our reference: 230-16384

John Ferguson

*Community Planning & Development Manager*

16/08/2016

Dear

**Moray Council: Budget Consultation Focus Group meeting  
Wednesday 28<sup>th</sup> September at Elgin Academy 1:30pm – 4:00pm**

Moray Council will begin a round of consultations with a wide range of residents and community based organisations across Moray starting the week beginning 29<sup>th</sup> August through to the week ending the 10<sup>th</sup> of October 2016.

Given the anticipated shortfall in the council budget over the next few years, elected members are beginning the task of addressing how best to prioritise and respond to the needs of communities and those living and working in Moray.

A high profile publicity campaign highlighting how residents, community groups and businesses can participate will be launched leading up to and during the consultation period. To ensure people can have their say and better understand the issues that may affect them and their community; consultation information will be distributed in both hard copy and digital format.

As well as encouraging those living and working in Moray to complete a hard copy or digital online questionnaire; live question and answer discussions will take place on Facebook between members of the public and senior council staff. To ensure any queries are answered by the most appropriate member of staff.

Elected members are also keen to establish short-life community based focus groups comprising a cross section of the community to include, elderly, young people, community based groups, parent councils, disabled, sport and business.

The aim of the focus groups is for elected members to engage in round-table discussions with a cross section of the community at an engagement/consultation event on Wednesday 28<sup>th</sup> September at Elgin Academy between 1:30pm and 4:00pm.

You have been identified as someone who elected members believe could assist them in identifying how best to address and progress with priorities in the coming years.

or

Your group/organisation has been identified as one who may wish to nominate a member to attend the meeting at Elgin Academy on the 28<sup>th</sup> of September.

If you wish to participate at the meeting at Elgin Academy on the 28<sup>th</sup> September, could you please reply to this correspondence no later than Friday 9<sup>th</sup> September 2016.

Yours sincerely,

Ian Todd, CSU Manager