

THE LATEST SURVEYS

The March 2005 surveys have provided some very useful results that are being considered as you read this!

The main message on safety cameras being, despite some big reservations, one of clear support. There was also a clear majority in favour of ACCESS Offices as one of many ways of dealing with the council. This despite the fact that not all of you use them all the time, that some prefer other ways of doing business and that some question the value for money of a number of different options.

E-SURVEY RESULTS 'FIDDLED'

Many of the responses for the safety camera e-survey were almost identical. We suspect that somebody has misused the system.

You might remember that, on the last survey, we asked about stopping anonymous replies. Some people pointed out that this doesn't make much sense for surveys that are mailed backwards and forwards but it does for e-surveys. In fact we need to do it to stop e-surveys being abused again!

Unfortunately because of the e-survey safety camera abuse we cannot treat these results with any degree of seriousness.

To stop the e-surveys being abused again we're asking for a name and address on each e-survey returned. This will prevent anonymous responses and abuse of the system.

The current e-surveys can be found at www.angus.gov.uk/panel.

CLEAR SUPPORT FOR SAFETY CAMERAS DESPITE 'MONEY-MAKING' CONCERNS

The abuse on the e-survey didn't stop some clear results coming from the safety camera survey. More than three-quarters of responses were in favour of safety cameras with nearly 80% supporting their use as a way of making our roads safer. Further only 16% thought there were too many in their local areas.

On the whole there was broad support on other key questions, including getting drivers to stick to speed limits, reducing accidents and catching dangerous drivers.

In spite of this support it is clear that many of you also have an issue with the money-making powers of safety cameras! Only a third thought they weren't an easy way to make money out of motorists and over 80% thought that cameras should be about keeping drivers to speed limits rather than punishing motorists.

CONCERN ABOUT OTHER ROAD RISKS

There were also a huge number of very useful comments on the survey, which showed some very clear patterns.

The most common by far suggested that the breaking and slowing down or speeding up around cameras actually made roads more dangerous. The second most common comment being about money-making!

Something else that was mentioned a lot was the need to reduce speed in towns and villages with signs that display the speed of a car as it passes being suggested. There was also a request for active traffic policing by officers rather than cameras.

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SPEED (SAFETY) CAMERA SURVEY RESULTS

In total 779 responses were received, 529 on paper and 250 responses on an e-survey.

1. Cameras are an easy way of making money out of motorists. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	129 (24%)	163 (31%)	45 (9%)	72 (14%)	102 (20%)
e-survey	199 (80%)	22 (9%)	6 (2%)	9 (4%)	14 (6%)

2. Cameras are meant to encourage drivers to keep to the speed limits, not punish them. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	288 (54.5%)	144 (27%)	26 (5%)	35 (7%)	30 (6%)
e-survey	38 (15%)	29 (12%)	15 (6%)	37 (15%)	131 (52%)

3. Fewer accidents are likely to happen on roads where cameras are installed. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	154 (29%)	166 (31%)	89 (17%)	73 (14%)	40 (8%)
e-survey	34 (14%)	21 (8%)	15 (6%)	48 (19%)	132 (53%)

4. Cameras mean that dangerous drivers are now more likely to get caught. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	164 (31%)	159 (30%)	42 (8%)	75 (14%)	82 (16%)
e-survey	17 (7%)	21 (8%)	8 (3%)	21 (8%)	182 (73%)

5. The use of safety cameras should be supported as a method of reducing casualties. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	265 (50%)	147 (28%)	5 (11%)	31 (6%)	23 (4%)
e-survey	26 (10%)	33 (13%)	17 (7%)	26 (10%)	146 (58%)

6. The primary aim of safety cameras is to save lives. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	230 (43%)	145 (27%)	52 (10%)	54 (10%)	40 (8%)
e-survey	26 (10%)	22 (9%)	11 (4%)	33 (13%)	157 (63%)

7. There are too many safety cameras in our local area. % of returned surveys.

	Strongly agree	Slightly agree	Undecided	Slightly disagree	Strongly disagree
paper	42 (8%)	44 (8%)	137 (26%)	138 (26%)	159 (30%)
e-survey	140 (56%)	16 (6%)	29 (12%)	19 (8%)	44 (18%)

8. What is your overall opinion of safety cameras? % of returned surveys.

	Strongly in favour	Slightly in favour	Undecided	Slightly against	Strongly against
paper	234 (44%)	168 (32%)	40 (8%)	36 (7%)	27 (5%)
e-survey	27 (11%)	22 (9%)	9 (4%)	21 (8%)	170 (68%)

9. Have you heard of the Tayside Safety Camera Partnership and/or the 'Know your limits' campaign? % of returned surveys.

	Yes	No	Don't know
paper	160 (30%)	319 (60%)	18 (3%)
e-survey	134 (54%)	91 (36%)	24 (10%)

10. Where have you heard of it/them? % of returned surveys.

	Newspaper	Poster	Radio	Website	Leaflet	Other
paper	131 (25%)	23 (4%)	50 (9%)	6 (1%)	32 (6%)	13 (2%)
e-survey	58 (23%)	4 (2%)	16 (6%)	58 (23%)	13 (5%)	6 (2%)

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SAFETY CAMERA COMMENTS CONTINUED

All comments, including others about mobile-phone use, tail-gating, country roads and boy-racers will be considered in detail.

SUPPORT FOR ACCESS OFFICES

Although less than half of you have used ACCESS Offices in the past (remember, at present, there isn't one in either Forfar or Arbroath!) the central message coming from the survey is that a majority of you would happily use ACCESS Offices in future!

ACCESS Offices are also the preferred location for doing business with the council, though plenty of you prefer ACCESSLine or libraries instead.

This seems to be explained by both the type of contact, the more complex the more you want face-to-face contact, and by personal preference. Some of you, particularly older people, preferring face-to-face contact rather than using the phone.

SOME CRITICISM OF PAST WORK

Having said all of this, not all the responses were totally positive. There was some criticism of individual offices in some towns and of the attitude of staff. These comments have been passed directly to the relevant managers who have been asked to deal with them as a matter of urgency. To be fair, criticism of staff was outweighed by praise, however, we are committed to customer care and one unhappy customer is one too many.

There was also some criticism of the way in which certain ACCESS Office developments were undertaken in the past. With some discontent at the pattern of closures and new build and the cost of providing a number of different contact points. Unfortunately, by its nature, being able to choose from a number of options is costly, but it appears that most people feel it is worthwhile.

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FUTURE SURVEYS

As we mentioned in the last newsletter our aim is to provide short surveys, more regularly. We're pleased that we've been able to turnaround surveys quickly and intend to continue this approach in future.

We will, however take a break over the summer, from June to September. Though we will provide feedback on the current surveys, probably in July or August.

We also want to give you every opportunity to comment on consultations. So, as was the case last time you can e-mail penmanw@angus.gov.uk or phone 01307 473762 to get a copy of these current exercises:

- Racist Incident Multi Agency Panel - Angus Consultation on Policy Statement and Working Practices
- Core Paths Plan Consultation
- Engaging The Voluntary Sector And Volunteering In Community Planning In Angus - Draft Action Plan

Consultations are also available from www.angus.gov.uk/hys.

You might also want to know that in our continuing attempts to improve the panel we are switching to the cheaper envelopes some of you suggested. We are using the last of our old envelopes on this survey and have started to use smaller second class envelopes! Depending on the luck of the draw you will either get one of the old ones or one of the new ones!

THIS MONTH'S PANEL SURVEYS

The surveys this month cover **libraries, child protection and underage purchases**. E-surveys can be found at www.angus.gov.uk/panel/

ACCESS OFFICE SURVEY RESULTS

A total of 583 responses were received, 529 on paper and 54 on the e-survey.

1. Have you used an ACCESS Office before? % of returned surveys.

	Yes	No	Don't know
paper	225 (43%)	284 (54%)	3 (1%)
e-survey	26 (48%)	27 (50%)	1 (2%)

2. What have you used the ACCESS Office for? % of returned surveys.

	General Enquiry	Payment	Request for service	Complaint	Other
Paper	148 (28%)	65 (12%)	82 (16%)	34 (6%)	18 (3%)
e-survey	17 (31%)	13 (24%)	7 (13%)	3 (6%)	3 (6%)

3. Would you use an ACCESS Office in the future for any of these things? % of returned surveys.

	General Enquiry	Payment	Request for service	Complaint	Other
Paper	349 (66%)	107 (20%)	210 (40%)	148 (28%)	20 (4%)
e-survey	33 (61%)	18 (33%)	17 (31%)	17 (31%)	2 (4%)

4. Have you used ACCESSLine before? % of returned surveys.

	Yes	No	Don't know
Paper	155 (29%)	335 (63%)	7 (1%)
e-survey	33 (61%)	21 (39%)	0 (0%)

5. What have you used the ACCESSLine for? % of returned surveys.

	General Enquiry	Payment	Request for service	Complaint	Other
Paper	87 (16%)	7 (1%)	70 (13%)	34 (6%)	13 (2%)
e-survey	19 (35%)	4 (7%)	18 (33%)	5 (9%)	1 (2%)

6. Would you prefer to use an ACCESS Office, ACCESSLine, a Library or another Council establishment for these tasks? % of returned surveys.

	ACCESS Office	ACCESSLine	Library	Other Council establishment
Paper	229 (43%)	123 (23%)	77 (15%)	16 (3%)
e-survey	9 (17%)	35 (65%)	3 (6%)	4 (7%)

7. Did you know about ACCESS Offices before you got this survey?

	Yes	No
Paper	319 (60%)	179 (34%)
e-survey	50 (93%)	3 (6%)

8. Which of these towns would you visit to go to a council office?

	Arbroath	Brechin	Carnoustie	Forfar	Kirriemuir	Monifieth	Montrose
Paper	143 (27%)	45 (9%)	75 (14%)	154 (29%)	59 (11%)	63 (12%)	73 (14%)
e-survey	8 (15%)	4 (7%)	8 (15%)	19 (35%)	4 (7%)	4 (7%)	5 (9%)

9. Do you live in a council house?

	Yes	No
Paper	59 (11%)	444 (84%)
e-survey	10 (19%)	42 (78%)

10. How old are you?

	16-24	25-34	35-44	45-54	55-64	65-74	75+
Paper	9 (2%)	19 (4%)	71 (13%)	113 (21%)	137 (26%)	115 (22%)	52 (10%)
e-survey	4 (7%)	14 (26%)	15 (28%)	7 (13%)	12 (22%)	2 (4%)	0 (0%)

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