

Voice!

Questionnaire 28
February 2013

Aberdeen City  **Voice!**

ABERDEEN'S CITIZENS PANEL

FAIRER – EQUALITY AND DIVERSITY

Local authorities have a central role to play in improving the lives of the people of their cities. This includes tackling disadvantage and inequality wherever they exist and bringing people together. In addition to this, the Scottish Government introduced specific duties for public authorities to produce and publish a set of 'equalities outcomes' by April 2013. An 'equality outcome' is a result that the authority aims to achieve in order to further one or more of the following needs: eliminate discrimination, advance equality of opportunity and foster good relations.

In preparation for these outcomes, Aberdeen City Council undertook a comprehensive evidence review and consultation. This gave us a baseline for developing priority areas of concern to allow us to measure progress and demonstrate that we have made a real difference in key areas of inequality.

The answers to the following questions will help the Council to monitor the progress in different areas of equality, identify any barriers and provide data that will enable us to track future progress.

1. Have you, or a member of your household, experienced discrimination when receiving Council services because of the following during the past two years? (tick all that apply)

a) Age	<input type="checkbox"/>
b) Disability	<input type="checkbox"/>
c) Gender reassignment	<input type="checkbox"/>
d) Marriage and civil partnership	<input type="checkbox"/>
e) Pregnancy and maternity	<input type="checkbox"/>
f) Race	<input type="checkbox"/>
g) Religion and belief	<input type="checkbox"/>
h) Sex	<input type="checkbox"/>
i) Sexual orientation	<input type="checkbox"/>
j) Not experienced discrimination (go to Q5)	<input type="checkbox"/>

2. Did you report this incident/experience to anyone?

a) Yes	<input type="checkbox"/>
b) No (go to Q4)	<input type="checkbox"/>

3. If yes, how satisfied were you with the response you received? (Please rate from 1 - 5, with 1 being very dissatisfied and 5 being very satisfied)

Very dissatisfied Very satisfied

1	2	3	4	5
<input type="checkbox"/>				

4. If you did not report the incident/experience, why not?

The term 'equality group' refer to persons who share a relevant protected characteristic. The public sector equality duty covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

5. To what extent do you agree or disagree with the following statements?

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know
a) Aberdeen is a welcoming place for members of equality groups to live and work.	<input type="checkbox"/>				
b) People from equality groups living and working in the City are valued and respected.	<input type="checkbox"/>				

6. Did you know that information about Council services is available in the following formats? (please tick all that apply)

	Yes
a) Large print	<input type="checkbox"/>
b) Community languages	<input type="checkbox"/>
c) Audiotape / CD	<input type="checkbox"/>
d) British Sign Language	<input type="checkbox"/>

7. How aware do you feel you are on what the council is doing to improve the quality of life for different equality groups? (please tick one)

a) Very aware	<input type="checkbox"/>
b) Aware	<input type="checkbox"/>
c) Unaware	<input type="checkbox"/>

8. What more could the Council do to improve the quality of life for people from different equality groups in the City?

If you would like to know more about the work we do on equalities, please contact the Equality Team at: equality_and_diversity@aberdeencity.gov.uk

FAIRER – CARERS

Do you look after someone? The Carers Strategy for Scotland (2010-15) estimates that there are approximately 25,000 carers in Aberdeen City. A carer is someone who provides unpaid help and support to a relative, partner, friend or neighbour who is in need of help because they are ill, frail, have a disability, mental illness or have a substance misuse issue. Keeping track of how many people are carers or what support they need can be difficult as this role is often done unofficially and therefore not recorded or counted.

The Aberdeen City Health & Social Care Partnership are currently reviewing the support it offers to carers and wants to reach out to as many carers as possible to help shape future policy and support. We want to compare the results from this questionnaire with a previous survey to see if the caring situation has changed and if so, how. We also hope this survey will raise the profile of carers in Aberdeen City and encourage more of them to seek support.

1. Using the definition above, would you say you were a 'carer'?

- | | |
|----------------------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No (go to page 7) | <input type="checkbox"/> |

2. How long have you been a carer? (please tick)

- | | |
|---------------------|--------------------------|
| a) Less than a year | <input type="checkbox"/> |
| b) 1 – 5 years | <input type="checkbox"/> |
| c) 5 – 10 years | <input type="checkbox"/> |
| d) Over 10 years | <input type="checkbox"/> |

3. How many people do you care for? (please tick)

- | | |
|--------------|--------------------------|
| a) 1 | <input type="checkbox"/> |
| b) 2 | <input type="checkbox"/> |
| c) 3 | <input type="checkbox"/> |
| d) 4 or more | <input type="checkbox"/> |

**4. What is your relationship with the person(s) you care for?
(please tick all that apply)**

- | | |
|---------------------------------------|--------------------------|
| a) I care for a parent | <input type="checkbox"/> |
| b) I care for my son/daughter | <input type="checkbox"/> |
| c) I care for my husband/wife/partner | <input type="checkbox"/> |
| d) I care for a friend | <input type="checkbox"/> |
| e) I care for a neighbour | <input type="checkbox"/> |
| f) I care for another family member | <input type="checkbox"/> |
| g) Other (please specify) | <input type="checkbox"/> |

5. Do you live in the same house as the person you mainly (if you care for more than one person) care for? (please tick)

- | | |
|--------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No | <input type="checkbox"/> |

6. During an average week, on how many days do you provide care? (please tick)

1	2	3	4	5	6	7

7. How long, on an average day, do you spend caring? (please tick)

a) Up to 4 hours	<input type="checkbox"/>
b) 4 – 8 hours	<input type="checkbox"/>
c) 8 – 12 hours	<input type="checkbox"/>
d) More than 12 hours	<input type="checkbox"/>

8. What type of care/help do you provide for the person? (or persons) (please tick all that apply)

a) Getting in and out of bed	<input type="checkbox"/>
b) Dressing	<input type="checkbox"/>
c) Washing	<input type="checkbox"/>
d) Bathing	<input type="checkbox"/>
e) Cooking	<input type="checkbox"/>
f) Feeding	<input type="checkbox"/>
g) Medication	<input type="checkbox"/>
h) Toileting	<input type="checkbox"/>
i) Housework	<input type="checkbox"/>
j) Laundry	<input type="checkbox"/>
k) Emotional Support	<input type="checkbox"/>
l) Shopping	<input type="checkbox"/>
m) Keeping company	<input type="checkbox"/>
n) Do-it-yourself	<input type="checkbox"/>
o) Getting out and about	<input type="checkbox"/>
p) Gardening	<input type="checkbox"/>
q) Keeping safe or supervising	<input type="checkbox"/>
r) Help to communicate	<input type="checkbox"/>
s) Help with paperwork	<input type="checkbox"/>
t) Transport	<input type="checkbox"/>
u) Accompanying to appointments	<input type="checkbox"/>
v) Other (please specify)	<input type="checkbox"/>

9. Do you or the person you care for get help or support from any of the following? (Please tick as appropriate)

	You	Person you care for
a) Aberdeen City Council	<input type="checkbox"/>	<input type="checkbox"/>
b) Other support organisation (please name)		
<hr/>		
c) Your employer	<input type="checkbox"/>	<input type="checkbox"/>
d) NHS (GP, Nurse, Physiotherapist)	<input type="checkbox"/>	<input type="checkbox"/>
e) Friends and family	<input type="checkbox"/>	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>

10. Please describe the main support you, or the person you care for, receives from them (if applicable):

11. Thinking about yourself, do you have any health issues that impact on your caring role? If yes, please tell us about them if you wish.

12. Please tell us what one thing could improve support for you in your role as a carer?

If you have any concerns or questions in relation to support for carers, please contact Sandy Reid, Programme Development Manager, Aberdeen City Community Health Partnership, Tel – 01224 522245
Email - SandyReid@aberdeencity.gov.uk

ADDITIONAL QUESTIONS – TRANSPORT TO HEALTHCARE INFORMATION CENTRE

Some people experience problems getting to healthcare appointments, such as local clinics, outpatient or specialist hospital appointments because of transport issues. To try and ease these problems, a new initiative is being piloted in the Grampian region. Aberdeen City, Aberdeenshire and Moray councils, along with NHS Grampian, the Scottish Ambulance Service and Nestrans have joined forces to address the transport difficulties faced by patients by supporting the Transport to Healthcare Information Centre.

The centre opened in January 2013 and acts as a dedicated helpline offering advice on accessing suitable transport for the public to get to and from their appointments where they may have no personal means of transport. For the first three months the pilot will cover 3 areas; patients from across the region going to the Dental School and the Eye Clinic and the whole of Moray. Following evaluation, we hope to roll out across all regions and services. The information City Voice panellists provide will help us to measure demand for this service in Aberdeen City and help us to plan for variations across the Grampian area.

Those health services included in the pilot will be NHS hospital or health service referral appointments (e.g. specialist or consultant services, diagnostic treatments, pre-assessment appointments for planned hospital treatment, outpatient services following treatment). The pilot will NOT cover visits to GPs, appointments unrelated to an NHS referral (e.g. attending a private podiatrist), or emergency visits.

1. In the last 12 months, have you attended an NHS healthcare appointment for a service in any of the categories described below?

Specialist or consultant services, diagnostic treatment (e.g. scan), pre-assessment appointment from planned hospital treatment, outpatient services following treatment. Do NOT include visits to your GP, emergency hospital visits or appointments unrelated to an NHS referral.

- | | |
|-------------------|--------------------------|
| a) Yes (Go to Q2) | <input type="checkbox"/> |
| b) No (Go to Q4) | <input type="checkbox"/> |

2. Where did you go for the appointment(s)? Please tick all that apply for appointments during the last 12 months.

- | | |
|--|--------------------------|
| a) A clinic or service in your local area (not a hospital) | <input type="checkbox"/> |
| b) A hospital or clinic elsewhere in Aberdeen | <input type="checkbox"/> |
| c) Somewhere else (please specify) | <input type="checkbox"/> |

3. If you attended a healthcare appointment in the last 12 months, please say how you got there. You may tick more than one box if you took more than one type of transport to get there.

a) Walk	<input type="checkbox"/>
b) Own vehicle (car, bike, van etc)	<input type="checkbox"/>
c) Friend or relative drove me	<input type="checkbox"/>
d) Public bus	<input type="checkbox"/>
e) Community bus	<input type="checkbox"/>
f) Train	<input type="checkbox"/>
g) Taxi	<input type="checkbox"/>
h) Patient Transport Service	<input type="checkbox"/>
i) Can't remember	<input type="checkbox"/>
j) Other (please specify)	<input type="checkbox"/>

4. Have any of the following happened to you in the last 12 months if you had an invitation to a healthcare appointment? (please tick)

	Yes
a) You missed an appointment because something else came up	<input type="checkbox"/>
b) You missed an appointment because you forgot about it	<input type="checkbox"/>
c) You missed an appointment because you could not get suitable transport	<input type="checkbox"/>
d) You were late for an appointment because of transport availability	<input type="checkbox"/>
e) You had to rearrange an appointment to fit in with transport availability	<input type="checkbox"/>

5. Thinking about the next 6 months, if you had to attend a healthcare appointment, how do you think you would get there? You may tick more than one box if you think you would take more than one type of transport.

a) Walk	<input type="checkbox"/>
b) Own vehicle (car, bike, van etc)	<input type="checkbox"/>
c) Friend or relative will drive me	<input type="checkbox"/>
d) Public bus	<input type="checkbox"/>
e) Community bus	<input type="checkbox"/>
f) Train	<input type="checkbox"/>
g) Taxi	<input type="checkbox"/>
h) Patient Transport Service	<input type="checkbox"/>
i) Don't know	<input type="checkbox"/>
j) Other (please specify)	<input type="checkbox"/>

6. Overall how easy or difficult do you find it to arrange transport to get to a healthcare appointment? Please tick one box.

Very difficult	Quite difficult	Quite easy	Very easy	Don't know
<input type="checkbox"/>				

7. Thinking about the pilot Transport to Healthcare Information Centre, which of the following aspects of the service do you think would be useful to you? Please tick all that apply.

- | | |
|--|--------------------------|
| a) Informing you about their detailed travel options | <input type="checkbox"/> |
| b) Rearranging appointments on your behalf where appropriate, to link with available transport | <input type="checkbox"/> |

8. Which of the following best describes your attitude to the pilot Transport to Healthcare Information Centre? Please tick one box.

- | | |
|---|--------------------------|
| a) It will be a useful service and I think it will be of benefit to me or a member of my household | <input type="checkbox"/> |
| b) It will be a useful service but I don't think it will be of benefit for me or a member of my household | <input type="checkbox"/> |
| c) I don't think this service is needed | <input type="checkbox"/> |

9. Which of the following do you think would be the best method(s)/ place(s) to promote a service such as this? Please tick all that apply.

- | | |
|---|--------------------------|
| a) Leaflets / posters in GP surgeries | <input type="checkbox"/> |
| b) Leaflets / posters in hospitals | <input type="checkbox"/> |
| c) Information on NHS / other partners' websites | <input type="checkbox"/> |
| d) Information in local newspapers | <input type="checkbox"/> |
| e) Information issued with people's appointment notices | <input type="checkbox"/> |
| f) Other (please specify) | <input type="checkbox"/> |
-

10. Were you to access a service such as this, which of the following do you think you would use? Please tick all that apply.

- | | |
|---------------------------------|--------------------------|
| a) A dedicated telephone number | <input type="checkbox"/> |
| b) A website | <input type="checkbox"/> |
| c) Mobile phone app | <input type="checkbox"/> |

11. Your answers to the following will help us to interpret the results to the preceding questions.

- | | Yes | No |
|---|--------------------------|--------------------------|
| a) Do you have a disability or other condition that limits your mobility? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Do you have access to a motor car or other private vehicle (your own or someone else's)? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Do you have access to the internet? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Are you comfortable using the internet / transacting online? | <input type="checkbox"/> | <input type="checkbox"/> |

Please watch the local press for updates on the Transport to Healthcare Information Centre and if you have any specific enquiries regarding the project please contact Alex Geddes, HTAP Programme Manager; e-mail Alex.Geddes@grampian.pnn.police.uk - Tel 01224 305212

ADDITIONAL QUESTIONS – CITY WARDENS

The City Warden Service has been operating in Aberdeen since January 2009. They undertake high visibility patrols throughout the city to help ensure safety, cleanliness and free flow of traffic. The City Warden Service has been recognised nationally winning several awards including the British Parking Awards 2011 'Parking in the Community' category and a Bronze Award from COSLA in the 'One to Watch' category.

Between April and December 2012, the City Wardens issued over 30,000 Penalty Charge Notice for illegal parking, uplifted 164 vehicles for non-payment of Penalty Charge Notices and issued over 620 Fixed Penalty Notice's to people who litter or let their dog foul and fail to pick it up. They have also made 11,500 reports to our partners in Grampian Police, Grampian Fire and Rescue as well as other partnership agencies including Aberdeen City Council departments. These reports consist of Environmental, Anti-Social Behaviour and General fault reporting.

The new Community Safety Hub is now operational with the first staff from the Council, Grampian Police and Grampian Fire and Rescue Service moved into the Hub in January. The City Warden's will be part of this Hub, being involved in daily briefings on how the Community Safety Partnership can best serve the city.

The City Warden Service want to measure the impact our service is having and to get your feedback so we can develop it to best meet the needs of the city.

1. Over the last 12 months, have you seen city wardens in your local area?

- | | |
|---------------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No | <input type="checkbox"/> |
| c) Don't know | <input type="checkbox"/> |

2. Over the last 12 months, have you seen city wardens anywhere else in the city?

- | | |
|---------------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No | <input type="checkbox"/> |
| c) Don't know | <input type="checkbox"/> |

3. Over the last 12 months, have you sought assistance from city wardens?

- | | |
|------------------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No (Go to Q5) | <input type="checkbox"/> |

4. If yes, how helpful did you find city wardens?

- | | |
|-------------------|--------------------------|
| a) Very Unhelpful | <input type="checkbox"/> |
| b) Unhelpful | <input type="checkbox"/> |
| c) Helpful | <input type="checkbox"/> |
| d) Very helpful | <input type="checkbox"/> |

5. How strongly do you agree or disagree with the following statement. (Please tick one)

“The City wardens have been effective in making Aberdeen City a safer place”

a) Strongly disagree	<input type="checkbox"/>
b) Disagree	<input type="checkbox"/>
c) Agree	<input type="checkbox"/>
d) Strongly agree	<input type="checkbox"/>
e) Don't know	<input type="checkbox"/>

6. How well do you think City Wardens deal with the following problems in your area?

	Very Poorly	Poorly	Quite Well	Very Well	Don't know	Not aware this is a problem in my area
a) Antisocial behaviour and crime	<input type="checkbox"/>					
b) Illegal parking	<input type="checkbox"/>					
c) Dog fouling	<input type="checkbox"/>					
d) Littering	<input type="checkbox"/>					

7. To what extent do you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Don't know
a) My local area benefits from having City Wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Wardens are well trained and know what they are doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Wardens engage well with people in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Wardens are visible on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Wardens deal with problems effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) It is easy to get in touch with wardens when you need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like more information about the City Wardens, please contact us on citywardens@aberdeencity.gov.uk or tel: 01224 627800. Information can also be found on the Aberdeen City Council website http://www.aberdeencity.gov.uk/community_life_leisure/crime_prevention/city_warden/crp__warden.asp



Community Planning
in Aberdeen