

Voice!

Questionnaire 21
September 2010



Aberdeen City  *Voice!*

Aberdeen's Residents Panel

The Environment

Household Waste

Over the last 3 years, we have asked the City Voice panel questions about the waste and recycling collection services in Aberdeen City. We now want to find out if you think these services have improved and seek your views on new services that are due to be introduced over the next few years.

To help us analyse the questions more fully, can you first give us some additional information on your household and property type.

1 How many people permanently live at your address?

[Please write the number in the box]

a Number of adults

b Number of children (aged 0-16)

2 What type of property do you live in? [Please tick]

a House (includes detached and semi-detached properties)

b Flat (includes tenement properties, high-rise flats and courtyard developments)

Kerbside recycling

3 Is your property served by the kerbside recycling collection? (the collection of materials for recycling in a black box and white sack)

a Yes

b No [please go to Q5]

c Don't know [please go to Q7]

4 If 'YES', do you use the service?

a Black box

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

b White bag [Please go to Q7]

5 If your property is NOT served by the kerbside recycling collection service, are you provided with communal recycling collection facilities? (These are recycling facilities shared with your neighbours and include on-street paper recycling bins or recycling bins in communal areas)

a Yes

b No [Please go to Q7]

c Don't know [Please go to Q7]

6 If 'YES', do you use your communal recycling collection facilities?

- a Yes
- b No

Garden waste recycling

7 Is your property served by the kerbside garden waste collection service? (the fortnightly collection of garden waste in a brown wheeled bin)

- a Yes
- b No [Go to Q9]
- c Don't know [Go to Q9]

8 If 'YES' do you use the service?

- a Yes
- b No

9 If you are offered the kerbside recycling and/or garden waste collection service but you DO NOT use them, what would encourage you to use the service? [Please tick up to 3 options for each service] If you do use them or they are unavailable, please go to Q10.

	Kerbside	Garden waste
a More information on what you can recycle / compost	<input type="checkbox"/>	<input type="checkbox"/>
b More information on the benefits of recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
c Weekly collections of materials for recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
d If more items were accepted for recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
e If more information was provided on what happens to the materials once they have been collected	<input type="checkbox"/>	<input type="checkbox"/>
f Rewards for recycling (for example coupons or vouchers)	<input type="checkbox"/>	<input type="checkbox"/>
g Fines for producing too much rubbish and not recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
h If the Council provided different containers [Please give us more details]	<input type="checkbox"/>	<input type="checkbox"/>
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i More information about collection times	<input type="checkbox"/>	<input type="checkbox"/>
j Nothing	<input type="checkbox"/>	<input type="checkbox"/>
k Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>
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Recent Service Changes

On the 17th May 2010, Aberdeen City Council introduced alternate weekly collections for those properties with an individual wheeled bin which are also offered the kerbside recycling service.

10 If you have alternate weekly collections, do you have any concerns about this change to the service? [Please tick]. If you do not have alternate weekly collections, please go to question 12

- a Yes
- b No [Please go to Question 12]

11 If Yes, what is your ONE main concern about the change to this service? [Please tick 1 option]

- a Not enough information has been provided on why the Council are changing my waste collection service
- b My waste will smell if not collected each week
- c I have a large family and don't have enough space to store my non-recyclable waste
- d I have children in disposable nappies and don't have space to store my non-recyclable waste
- e I have a medical condition that creates extra waste so I don't have space to store my non-recyclable waste
- f My waste attracts flies and vermin
- g If I go on holiday my waste may not be collected for a month
- h My neighbours use my bin for their excess waste
- i There is an increase in fly-tipping
- j Other [Please specify]

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In December 2009, the Council expanded the food waste collections. These are now available to all householders with a brown bin.

12 If you have a brown bin, do you use the food waste service?

- a Yes
- b No
- c I do not have a brown bin

13 If you answered No to Question 12, why do you not use this service to compost your food waste? [Please tick 1 option]

- a I didn't know it was available
- b I do not have any food waste
- c I do not have space for the kitchen caddy
- d I don't know how to use the service
- e I compost my food waste in my garden
- f Other [Please specify]

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Waste Management Initiatives

Even after waste minimisation and recycling activities, we all still create waste that needs to be disposed of. Currently, all general waste collected from refuse bins in Aberdeen is sent to a landfill site just outside the Bridge of Don. This landfill is expected to be full by December 2010 and decisions will have to be taken on how your waste will be disposed of in the future. The Council has to meet tough targets to reduce the amount of waste for both environmental and financial reasons. The alternative option to landfill is to use waste treatment options that use the waste to generate heat and electricity.

14 What steps would you like to see Aberdeen City Council take to handle your household waste in the future [Please tick one option]

a Develop a new landfill site in Aberdeen City	<input type="checkbox"/>
b Develop a facility in Aberdeen, which uses non-recyclable waste to generate heat and power	<input type="checkbox"/>
c Other [Please specify]	<input type="checkbox"/>

The costs of your refuse collection and disposal are publicly funded. Aberdeen City Council provides a wheeled bin with a capacity of 240-litres to all households (with the space to store a wheeled bin) for the collection of their general waste. Households meeting set criteria can pay a one-off charge for the delivery/provision of an additional refuse bin. This means that the collection and disposal of their ADDITIONAL waste is paid for by all other households in the City.

15 Do you think households who create more waste should pay for the collection and/or disposal of their additional waste? (This charge would not apply where residents have special circumstances that mean a large volume of non-recyclable waste is created on a regular basis, for example if they have a medical condition that produces excess waste) [Please tick one option]

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

16 If Yes, how much more should they pay per week?

a Equal to the waste collection costs (between £1 - £1.50)	<input type="checkbox"/>
b Equal to the waste collection AND waste disposal costs (between £2.50-£3)	<input type="checkbox"/>
c Other [Please specify]	<input type="checkbox"/>

17 We are developing initiatives to expand recycling and composting facilities in the city. Please tell us which of the following initiatives you think would be the most effective?

[Please tick up to 3 options]

a More on-street/communal recycling facilities for flatted areas of the city without kerbside recycling	<input type="checkbox"/>
b Food waste collections for areas of the city without brown bins	<input type="checkbox"/>
c Litter recycling facilities in the city centre	<input type="checkbox"/>
d Reverse vending machines (where empty containers can be returned to a machine and a discount voucher is given out in return)	<input type="checkbox"/>
e More local recycling points (for paper, cardboard, cans, plastic bottles and glass bottles)	<input type="checkbox"/>
f More recycling centres (larger facilities where you can recycle many other items such as batteries, electrical equipment, garden waste, wood and scrap metal, and safely dispose of household chemicals, paint etc)	<input type="checkbox"/>
g Other [Please specify]	<input type="checkbox"/>

Transport and Connections

Local Transport Strategy – Annual Questions

Aberdeen City has a Local Transport Strategy (LTS) which sets out the Council's transport policies and actions until 2012. One of the main objectives of the Local Transport Strategy is to encourage more walking, cycling and use of public transport.

To find out what impact the strategy is having, we are asking you to tell us about your current travel patterns. Your results will provide vital information that will tell us how well the policy is working.

A copy of the Local Transport Strategy and further information can be found at:

www.aberdeencity.gov.uk/Planning/sl_pla/pla_transportstrategy.asp

1 How many cars or vans are owned or available for use by your household? [Please tick 1 box]

a None	<input type="checkbox"/>
b One car or van	<input type="checkbox"/>
c Two cars or vans	<input type="checkbox"/>
d Three or more cars or vans	<input type="checkbox"/>

2 If you normally travel to work by car as a driver or a passenger, what are your main reasons for doing so? [Please tick ALL that apply]

a Car essential to perform job	<input type="checkbox"/>
b Dropping off / collecting children	<input type="checkbox"/>
c Give others a lift	<input type="checkbox"/>
d Public transport not available	<input type="checkbox"/>
e Public transport not reliable	<input type="checkbox"/>
f Health reasons	<input type="checkbox"/>
g Public transport not frequent enough	<input type="checkbox"/>
h Public transport not quick enough	<input type="checkbox"/>
i Cheap	<input type="checkbox"/>
j Safe	<input type="checkbox"/>
k Allowance / Company Car	<input type="checkbox"/>
l Other [Please specify]	<input type="checkbox"/>

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3 Please tell us how you and your family usually travel to your work or school/college/university if in full time education. Please tick the MAIN MODE of travel for each adult and/or child only. For example, if you are an offshore worker we are most interested in how you travel to the air/heliport, or how your child travels to school. Please tell us about your personal travel mode under 'Person 1'

Please indicate in the circle whether Adult (A) or Child (C)	Person 1	Person 2	Person 3	Person 4	Person 5
a Do not work/study	<input type="checkbox"/>				
b Walk	<input type="checkbox"/>				
c Driver car/van	<input type="checkbox"/>				
d Passenger car/van	<input type="checkbox"/>				
e Motorcycle/moped	<input type="checkbox"/>				
f Bicycle	<input type="checkbox"/>				
g School bus	<input type="checkbox"/>				
h Work bus	<input type="checkbox"/>				
i Ordinary (service) bus	<input type="checkbox"/>				
j Taxi/minicab	<input type="checkbox"/>				
k Rail	<input type="checkbox"/>				
l Park and Ride bus service	<input type="checkbox"/>				
m Other [Please specify]	<input type="checkbox"/>				

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4 On how many days in the last seven have you travelled more than a quarter of a mile (400m) by the following options?

	None	1-2 days	3-5 days	6-7 days	Don't know
a Bike – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
b Bike – for the pleasure of cycling or to keep fit	<input type="checkbox"/>				
c Foot – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
d Foot – for the pleasure of walking/jogging/running, to keep fit or to walk the dog.	<input type="checkbox"/>				

5 If you travel by bike to work, go shopping or visit friends (option 'a' in Question 4) on average, how far do you cycle in a single journey?

a Under 1 mile	<input type="checkbox"/>
b Between 1 to 3 miles	<input type="checkbox"/>
c Between 3 to 5 miles	<input type="checkbox"/>
d Between 5 to 10 miles	<input type="checkbox"/>
e Over 10 miles	<input type="checkbox"/>

6 If you don't travel by bike to work, go shopping or visit friends, why not? [Tick as many boxes as apply]

a Not enough time	<input type="checkbox"/>
b Distance too far	<input type="checkbox"/>
c No safe route	<input type="checkbox"/>
d No shower facilities at workplace	<input type="checkbox"/>
e Too many cars	<input type="checkbox"/>
f The weather	<input type="checkbox"/>
g No secure storage	<input type="checkbox"/>
h Routes not direct enough	<input type="checkbox"/>
i Too many parked cars obstructing route	<input type="checkbox"/>
j Cycle lanes are not continuous	<input type="checkbox"/>
k I don't own a bike	<input type="checkbox"/>
l My health	<input type="checkbox"/>
m Other [Please specify]	<input type="checkbox"/>
.....	<input type="checkbox"/>

7 During a typical month, on how many days do you use the bus service in Aberdeen?

a Every day	<input type="checkbox"/>
b 2-6 days each week	<input type="checkbox"/>
c 1 day each week	<input type="checkbox"/>
d 1 day each fortnight	<input type="checkbox"/>
e 1 day each month	<input type="checkbox"/>
f Less than 1 day each month	<input type="checkbox"/>
g Never	<input type="checkbox"/>

8a 'Park and Ride' services allow people to park in car parks at Bridge of Don and Kingswells and get on a bus that takes them into the city centre. Is there a park and ride service, either that you pass, or could use with a short detour, for your usual route to work / study / daily journey?

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

8b If yes, do you use it?

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

8c If no, why not?

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9 To what extent do you think you are, or would be, safe from crime when travelling by bus and train in the evenings?

[Please tick 1 box for each option]

	Very Safe	Fairly Safe	Not Particularly Safe	Not at all safe	Don't know
a Bus	<input type="checkbox"/>				
b Train	<input type="checkbox"/>				

10 To what extent do you agree or disagree with the following statements? [Please tick 1 box for each option] If you do not use the bus or the train, please go to Question 11.

10a Generally, when I use the bus:

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
a The buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The buses are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The service is stable and isn't regularly changing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e The buses are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f The buses are comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g I feel personally safe and secure on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h It is simple deciding the type of ticket I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Finding out about routes and times is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Its easy changing from buses to other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
k The fares are good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l The journey is made in good time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m The service is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n A bus stop is close to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o The bus shelters are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p Real time information boards in the bus shelter are available and correct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10b Generally, when I use the train:

	Strongly Agree	Tend to Agree	Neither Agree or Disagree	Tend to Disagree	Strongly Disagree	No Opinion
a The trains are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The trains are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The service is stable and isn't regularly changing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e The trains are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f The trains are comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g I feel personally safe and secure on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h It is simple deciding the type of ticket I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Finding out about routes and times is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Its easy changing from trains to other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k The fares are good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11 Which of the following improvements and initiatives would encourage you to use a bike, public transport, walk or car share?
[Please tick ALL that apply]**

a More frequent public transport	<input type="checkbox"/>
b More reliable public transport	<input type="checkbox"/>
c Cheaper public transport	<input type="checkbox"/>
d Safer public transport	<input type="checkbox"/>
e Quicker public transport	<input type="checkbox"/>
f Better pedestrian facilities	<input type="checkbox"/>
g Vehicle exclusion zones for safer walking and cycling	<input type="checkbox"/>
h Promotion of routes for walking and cycling	<input type="checkbox"/>
i More cycle parking at destination (i.e. shops/work)	<input type="checkbox"/>
j Cycle parking at origin (i.e. at home)	<input type="checkbox"/>

k Cycle training	<input type="checkbox"/>
l Dedicated off road cycle paths	<input type="checkbox"/>
m Dedicated on road cycle paths	<input type="checkbox"/>
n Cycle loan scheme (buy a bike through employer, pay no VAT)	<input type="checkbox"/>
o Showers / changing facilities at work	<input type="checkbox"/>
p Incentives for car-sharers (e.g. priority parking)	<input type="checkbox"/>
q Guaranteed 'lift home' scheme for car sharers at work	<input type="checkbox"/>
r Availability of car pool / car club at work	<input type="checkbox"/>
s Opportunity to work remotely (for example, at home)	<input type="checkbox"/>
t Expanded park and ride service	<input type="checkbox"/>
u Extra bus routes	<input type="checkbox"/>
v Nothing	<input type="checkbox"/>
w Other [Please specify]	<input type="checkbox"/>

12 Of those you have ticked in Q11, which ONE is the most important?

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Transport and Connections

Road Management

Aberdeen City Council is responsible for managing and maintaining 880km of roads, 1200km of footways and over 30,000 street lights. Roads are also locations for many other services we use, such as telephone lines, electricity, gas, water and sewers. The following questions seek to gather your views on the wide range of ways in which Aberdeen's roads are managed and maintained.

Road Safety

Aberdeen City still has one of the lowest rates of road accidents in the UK. This has been achieved through a mixture of increased road awareness and various safety initiatives.

1 On a scale of 1-5 (where 1 is very unimportant and 5 is very important), what level of importance would you give to each of the following road safety initiatives?

	Very unimportant				Very important
	1	2	3	4	5
a Yellow Lines preventing parking	<input type="checkbox"/>				
b Advisory 20mph limits	<input type="checkbox"/>				
c Mandatory 20mph limits	<input type="checkbox"/>				
d Traffic calming (ex. speed humps)	<input type="checkbox"/>				
e Zebra crossings	<input type="checkbox"/>				
f Traffic light crossings	<input type="checkbox"/>				
g Low speed zones around schools	<input type="checkbox"/>				
h Enforcement (speed / bus lane) cameras	<input type="checkbox"/>				
i Road safety education for children	<input type="checkbox"/>				
j Road safety education for adults	<input type="checkbox"/>				

	1	2	3	4	5
k Road signs and lines (ex. 'Give Way' and 'Stop' signs)	<input type="checkbox"/>				
l Police patrols	<input type="checkbox"/>				
m School crossing patrols	<input type="checkbox"/>				

Parking

2 Have you parked (as a driver or passenger) in the city Centre in the last 12 months?

a Yes	<input type="checkbox"/>
b No [If no, go to Q6]	<input type="checkbox"/>

3 When parking in the city centre, where do you normally park? [Please tick up to 3 places you park most often]. We would also like to know if you easily find a parking space at these locations.

	Tick up to 3 places you park most often	Easily	Sometimes	Rarely
a Trinity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Bon Accord Centre (Loch Street)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bon Accord Centre (Berry Street)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Denburn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e College Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Chapel Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Gallowgate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h East North Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Justice Mill Lane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Shiprow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Summer Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l West North Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m On Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n Union Square	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 When deciding on where to park in the city centre, we would like to know (on a scale of 1-5 where 1 is very unimportant and 5 is very important), how you rate the importance of the following factors?

	Very unimportant 1	2	3	4	Very important 5
a Convenience to location	<input type="checkbox"/>				
b External appearance	<input type="checkbox"/>				
c Security	<input type="checkbox"/>				
d Lighting	<input type="checkbox"/>				
e Availability of spaces	<input type="checkbox"/>				
f Presence of attendants	<input type="checkbox"/>				

	1	2	3	4	5
g Cleanliness	<input type="checkbox"/>				
h Toilets	<input type="checkbox"/>				
i Direction signing	<input type="checkbox"/>				
j Presence of parking wardens	<input type="checkbox"/>				
k Payment method	<input type="checkbox"/>				
l Cost	<input type="checkbox"/>				
m Access	<input type="checkbox"/>				
n Number of disabled spaces	<input type="checkbox"/>				
o Shopmobility facilities	<input type="checkbox"/>				
p Other [Please specify]	<input type="checkbox"/>				

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5 In 2008, Aberdeen City Council introduced electronic car park information boards around the city. These boards tell you if spaces are available in particular car parks. Have you found these signs useful when parking in Aberdeen city centre?

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

Roadworks

Roadworks are becoming a more common occurrence as repairs are required not only to the road, but also to electricity cable, gas mains, water mains and sewers. Sometimes, we have to close the road, causing inconvenience to road users. Prior notification and signage are important aspects of the public being aware of what is going on and why.

6 On a scale of 1-5 where 1 is very poor and 5 is very good, how would you rate Aberdeen City Council's performance when undertaking roadworks?

	Very poor 1	2	3	4	Very good 5	Don't Know
a Advanced notification of major works	<input type="checkbox"/>					
b Advanced signing of areas to avoid and diversion signing	<input type="checkbox"/>					
c Information and reason for works at roadwork site	<input type="checkbox"/>					
d Barriers and signing at roadworks	<input type="checkbox"/>					
e Measures for pedestrians	<input type="checkbox"/>					
f Verbal information given by workmen to the public	<input type="checkbox"/>					
g Working hours on site	<input type="checkbox"/>					
h Tidiness of site	<input type="checkbox"/>					
i Standard of completed works	<input type="checkbox"/>					
j Completion times	<input type="checkbox"/>					

7 Performance - Time taken for repairs

On a scale of 1-5 (where 1 is very slow and 5 is very fast), we would like to know on average, how you would rate our performance on the time taken to address the faults to the following?

	Very slow 1	2	3	4	Very fast 5	Don't Know
a Repairing street lights	<input type="checkbox"/>					
b Repairing pavements	<input type="checkbox"/>					
c Repairing the road surface	<input type="checkbox"/>					
d Maintaining road drains / gullies	<input type="checkbox"/>					
e Maintaining traffic signs	<input type="checkbox"/>					
f Maintaining road markings	<input type="checkbox"/>					
g Repairing traffic lights	<input type="checkbox"/>					
h Dealing with overgrown vegetation	<input type="checkbox"/>					
i Treating roads during ice and snow	<input type="checkbox"/>					
j Treating pavements during ice and snow	<input type="checkbox"/>					

Prosperity and Jobs

Information Services

Aberdeen City Libraries provide a range of information services and resources relating to employment and careers. These include access to databases and online services to locate job vacancies, finding out about companies and providing information on starting your own business. Our public access computers are available free of charge to compile CVs and prepare job applications. We also operate Career Information Points from the Central Library and a number of community libraries across the city, providing careers support to residents of all ages.

We would like to find out the level of awareness and need in the community for our services relating to finding employment and providing careers information. We are constantly reviewing the range of information services delivered to match changing demands. The information you provide will contribute to shaping the service for the future.

1 Have you looked for careers or employment information or advice in the last 12 months?

- a** Yes
- b** No [Go to Q3]

2 If yes, where did you look for this advice?

[Please tick all that apply]

a Jobcentre	<input type="checkbox"/>
b Internet	<input type="checkbox"/>
c Newspaper/ Magazines	<input type="checkbox"/>
d School/ College/ University careers advisor	<input type="checkbox"/>
e Library Careers Information Service	<input type="checkbox"/>
f Other careers advice service [Please specify]	<input type="checkbox"/>

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3 Are you aware of any of the following services offered by the Library service? If you are aware of these services, which of these have you used in the last 12 months?

	I am aware of this service [Please tick]	I have used this service in the last 12 months? [Please tick]
a Business Information (Central Library)	<input type="checkbox"/>	<input type="checkbox"/>
b Patent Information (PATLIB) (Central Library)	<input type="checkbox"/>	<input type="checkbox"/>
c Careers Information Point (Central Library)	<input type="checkbox"/>	<input type="checkbox"/>
d Careers Information Point (Airyhall Library)	<input type="checkbox"/>	<input type="checkbox"/>
e Careers Information Point (Dyce Library)	<input type="checkbox"/>	<input type="checkbox"/>
f Careers Information Point (Kincorth Customer Access Point)	<input type="checkbox"/>	<input type="checkbox"/>
g Careers Information Point (Mastrick Library)	<input type="checkbox"/>	<input type="checkbox"/>
h Europe Direct Centre (Central Library)	<input type="checkbox"/>	<input type="checkbox"/>

4 The Libraries' Information Service offers a variety of assistance to Aberdeen City residents, free of charge, relating to employment and careers. If you needed to use our service, which of the following would you find useful? [Please tick all that apply]

a Help with looking for a job	<input type="checkbox"/>
b Advice on changing careers	<input type="checkbox"/>
c Advice on how you could get more qualifications	<input type="checkbox"/>
d Help with writing a CV or completing an application form	<input type="checkbox"/>
e Help with preparing for an interview	<input type="checkbox"/>
f Help with returning to employment after a break	<input type="checkbox"/>
g Help with looking for grants and funding	<input type="checkbox"/>
h Help with looking for work in other European countries	<input type="checkbox"/>
i Help with setting up your own business	<input type="checkbox"/>
j Help with finding out about companies	<input type="checkbox"/>
k Help with finding out about patents, trademarks, design and copyright	<input type="checkbox"/>
l Other [Please specify]	<input type="checkbox"/>

.....

5 Do you think that Aberdeen City Libraries should continue to provide support and information on careers and employment?

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

Additional Questions

Adult Protection

Aberdeen City Council has a duty to protect people at risk in our community. These people may include children or adults who are unable to protect themselves from someone harming them, because of a disability, mental disorder, illness, physical or mental infirmity. The Council also has a duty to raise public awareness of this issue and to ensure that residents know what to do if they suspect an adult is at risk from harm.

We want to find out how aware you are of these issues, in particular adult protection issues, and whether you know what you should do if you suspect an adult is at risk of harm. The information you give us will help us to understand residents' current knowledge, raise awareness and help us improve the way we communicate this information in the future.

1 The Adult Support and Protection (Scotland) Act 2007 protects adults at risk from harm, which includes physical, neglect, financial, sexual or psychological harm. The Act came into force in October 2008. Before reading about it in the City Voice, were you aware of this protection for adults at risk of harm?

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

2 If you suspected an adult was at risk from harm, what would you do? [Please tick all that apply]

- | | |
|------------------------------------|--------------------------|
| a Tell the Social Work Duty Team | <input type="checkbox"/> |
| b Tell the Adult Protection Unit | <input type="checkbox"/> |
| c Tell your Councillor | <input type="checkbox"/> |
| d Tell your MP/ MSP | <input type="checkbox"/> |
| e Tell a family member/ friend | <input type="checkbox"/> |
| f Tell the Police | <input type="checkbox"/> |
| g Report it to the Care Commission | <input type="checkbox"/> |
| h Report it to the NHS | <input type="checkbox"/> |
| i Tell no one | <input type="checkbox"/> |
| j Don't know | <input type="checkbox"/> |
| k Other [Please specify] | <input type="checkbox"/> |

3 Aberdeen City Council now has a duty to inform our residents about what they should do if they suspect an adult is at risk from harm. Which of these methods do you think will be most effective at getting this information across? [Please tick one]

a Produce an information leaflet available in Council buildings, libraries, hospitals, care homes and other community buildings	<input type="checkbox"/>
b Provide information on the Council and Community Planning Partner websites	<input type="checkbox"/>
c Produce posters for display in community facilities	<input type="checkbox"/>
d Other [Please specify]	<input type="checkbox"/>
.....	

4 As well as raising awareness of adult protection issues, we want to improve the way we deliver this service. In order to help us do this, we would like to know if you are aware of an adult at risk of harm who has been reported to us.

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

4b If 'yes' what was your view of the support received?

	Agree	Disagree	Don't Know
a The person was listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The person received help promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The harm was prevented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The views expressed in the City Voice will be handled in confidence but if you need to speak to someone in relation to this issue, please contact the Adult Protection Unit on 01224 264085.

The Grampian Policy: Protecting and Supporting Adults at risk of harm can be found at: www.aberdeenshire.gov.uk/about/departments/support_protect_adults_harm.asp

The Council Budget

Aberdeen City Council is planning for the serious economic challenges faced by the public sector across the UK over the next few years. The Council is currently preparing a five year business plan 2011-16 which will identify our priorities and ensure that we continue to deliver the essential services which the people and businesses of Aberdeen need.

Scottish Government figures however show that the Council will have to achieve this with significantly less money over the coming years. Projections indicate that it can expect a sizable reduction over the next four years. The Council has made it clear that some of the services which it has delivered in the past may not be possible in the future.

The following questions are the start of our engagement with the community on making these tough decisions. Over the coming months, the Council will be talking to residents, businesses and our Community Planning Partners about how we can achieve these savings. The results from the City Voice consultations, as well as the results for the wider community consultation, will be used to inform our work as we set our priorities for the next five years.

1 Below is a list of services provided by Aberdeen City Council. Which services are most important to you?

[Please tick up to 5 options]

a Care for Older People	<input type="checkbox"/>
b Care for Adults	<input type="checkbox"/>
c Care for Children and Young People	<input type="checkbox"/>
d Social Work for Criminal Justice	<input type="checkbox"/>
e Schools	<input type="checkbox"/>
f Adult learning activities	<input type="checkbox"/>
g Activities for young people	<input type="checkbox"/>
h Sports facilities and services	<input type="checkbox"/>
i Community centres	<input type="checkbox"/>
j Libraries	<input type="checkbox"/>
k Museums / galleries / theatres	<input type="checkbox"/>
l Rubbish collection, recycling and street cleaning	<input type="checkbox"/>
m Road and pavement maintenance	<input type="checkbox"/>
n Street lighting	<input type="checkbox"/>
o Parks and open spaces	<input type="checkbox"/>
p Environmental Health	<input type="checkbox"/>
q Planning and development of land and buildings	<input type="checkbox"/>
r Council Housing (repairs, rents allocations)	<input type="checkbox"/>
s Allocation of benefits	<input type="checkbox"/>
t Tackling anti social behaviour	<input type="checkbox"/>
u Consumer Advice	<input type="checkbox"/>
v Economic Development	<input type="checkbox"/>
w Other [Please specify]	<input type="checkbox"/>
.....	<input type="checkbox"/>

2 Which of the services listed below (if any) would you like to see us spend more on, even if it means spending less on another?

[Please tick up to 5 options]

a Care for Older People	<input type="checkbox"/>
b Care for Adults	<input type="checkbox"/>
c Care for Children and Young People	<input type="checkbox"/>
d Social Work for Criminal Justice	<input type="checkbox"/>
e Schools	<input type="checkbox"/>
f Adult learning activities	<input type="checkbox"/>
g Activities for young people	<input type="checkbox"/>
h Sports facilities and services	<input type="checkbox"/>
i Community centres	<input type="checkbox"/>
j Libraries	<input type="checkbox"/>
k Museums / galleries / theatres	<input type="checkbox"/>
l Rubbish collection, recycling and street cleaning	<input type="checkbox"/>
m Road and pavement maintenance	<input type="checkbox"/>
n Street lighting	<input type="checkbox"/>
o Parks and open spaces	<input type="checkbox"/>
p Environmental Health	<input type="checkbox"/>
q Planning and development of land and buildings	<input type="checkbox"/>
r Council Housing (repairs, rents allocations)	<input type="checkbox"/>
s Allocation of benefits	<input type="checkbox"/>
t Tackling anti social behaviour	<input type="checkbox"/>
u Consumer Advice	<input type="checkbox"/>
v Economic Development	<input type="checkbox"/>
w Other [Please specify]	<input type="checkbox"/>

3 Which services (if any) would you be prepared for us to spend less on? [Please tick up to 5 options]

a Care for Older People	<input type="checkbox"/>
b Care for Adults	<input type="checkbox"/>
c Care for Children and Young People	<input type="checkbox"/>
d Social Work for Criminal Justice	<input type="checkbox"/>
e Schools	<input type="checkbox"/>
f Adult learning activities	<input type="checkbox"/>
g Activities for young people	<input type="checkbox"/>
h Sports facilities and services	<input type="checkbox"/>
i Community centres	<input type="checkbox"/>
j Libraries	<input type="checkbox"/>
k Museums/ galleries/ theatres	<input type="checkbox"/>
l Rubbish collection, recycling and street cleaning	<input type="checkbox"/>
m Road and pavement maintenance	<input type="checkbox"/>
n Street lighting	<input type="checkbox"/>
o Parks and open spaces	<input type="checkbox"/>
p Environmental Health	<input type="checkbox"/>
q Planning and development of land and buildings	<input type="checkbox"/>
r Council Housing (repairs, rents allocations)	<input type="checkbox"/>

s Allocation of benefits	<input type="checkbox"/>
t Tackling anti social behaviour	<input type="checkbox"/>
u Consumer Advice	<input type="checkbox"/>
v Economic Development	<input type="checkbox"/>
w Other (please specify)	<input type="checkbox"/>
.....	

Body Worn Video

In June 2010, having successfully applied for funding from the Fairer Scotland Fund, Grampian Police launched the Body Worn Video (BWV) pilot in some areas of the City. This pilot involved some police officers wearing cameras on their uniforms and body armour, similar to the size of a mobile phone. These cameras have been designed specially for law enforcement, are clearly marked with the label 'CCTV' and have been used by other police forces across the UK.

The pilot was introduced in the Grampian area to help increase crime detection rates and reduce the time spent investigating complaints against the police. This in turn helps to reduce the time officers spend on paperwork and can enable them to spend more time patrolling our communities. Grampian Police are now keen to evaluate this pilot to see whether this project has the public support to be rolled out on a wider basis. Your views and opinions will be fed back to the Scottish Government evaluation project and the Fairer Scotland Fund Board.

1 Before reading about it in the City Voice, did you know that Grampian Police had launched the Body Worn Video pilot in Aberdeen City?

a Yes	<input type="checkbox"/>
b No [Go to Q3]	<input type="checkbox"/>

2 If you answered 'Yes' to Question 1, where did you hear about the pilot? [Please tick as many as apply]

a Television news programme	<input type="checkbox"/>
b Newspaper / magazine	<input type="checkbox"/>
c Radio	<input type="checkbox"/>
d Online / website	<input type="checkbox"/>
e From speaking to a police officer	<input type="checkbox"/>
f From speaking to family, friends or relatives	<input type="checkbox"/>
g Other [Please specify]	<input type="checkbox"/>
.....	

3 What impact, if any, will the use of body worn video cameras on police officers have on how safe you feel? [Please tick one]

a It will make me feel safer	<input type="checkbox"/>
b It will make me feel less safe	<input type="checkbox"/>
c It will have no effect on how safe I feel	<input type="checkbox"/>

3a If you ticked 'b' in Question 3, please tell us why you feel like this?

.....

4 What impact, if any, will the use of body worn video cameras on police officers have on safety in your local community?

a It will make the local community safer	<input type="checkbox"/>
b It will make the local community less safe	<input type="checkbox"/>
c It will have no effect on safety in the local community	<input type="checkbox"/>

4a If you ticked 'b' in Question 4, please tell us why you feel like this?

.....

5 Body worn video cameras are currently only being piloted by police officers in some areas of the city. Before the police make a decision about whether to introduce the cameras across the city, they would like to know if you support their use? [Please tick one]

a I support the police using body worn cameras	<input type="checkbox"/>
b I don't support the police using body worn cameras	<input type="checkbox"/>
c I don't know	<input type="checkbox"/>
d No opinion	<input type="checkbox"/>

6 Do you have any other comments about police officers wearing body worn video cameras?

.....

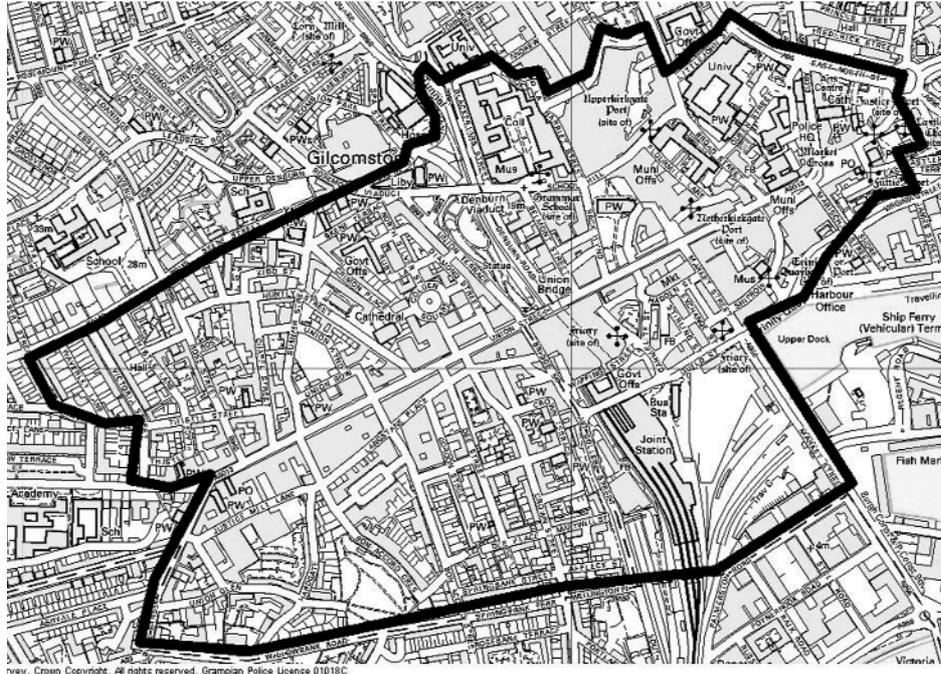
7 Body worn video cameras have been used by other public sector organisations in the UK including the fire service and the NHS. Please can you tell us if you support the use of body worn video in the following local organisations?

	I Support Their Use	I Don't Support Their Use	Don't Know	No Opinion
a Grampian Fire & Rescue Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Aberdeen City Council City Wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Scottish Ambulance Service Paramedics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d NHS Grampian nursing or security staff in Accident & Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safety in Aberdeen City

Aberdeen's shops, restaurants, pubs and clubs are busier than ever, but by-products of the increased numbers of people coming into the city centre, especially at night, include alcohol-related crime and antisocial behaviour. As a result, this behaviour may also have the effect of discouraging people from coming into the city centre.

To combat this, in 2007 Grampian Police reorganised officers on foot patrol in the City Centre area, as defined in the map below. This work was developed further in April 2010 when the Aberdeen Division was restructured into a series of Local Policing Teams. These new teams allow for better communication between police officers and communities.



The information City Voice panellists gives us is vital in helping us assess the impact of these changes and will influence how we deploy our resources in the future.

- 1 Over the past two years, have you noticed a change in the number of police officers on foot patrol in the city centre? [Please tick one]**

- a Increased
- b Decreased
- c No change
- d Don't know

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

- 2 Over the past two years, have you spoken to any uniformed police officers on foot patrol within the city centre?**

- a Yes
- b No [Please go to question 3]

<input type="checkbox"/>
<input type="checkbox"/>

2a If yes, how satisfied were you with their response they gave you?
 [Please tick one]

- a Very Satisfied
- b Satisfied
- c Neither Satisfied nor Dissatisfied
- d Dissatisfied
- e Very Dissatisfied

2b If you were at all dissatisfied with the response you received, can you explain why?

.....

.....

To keep Aberdeen City residents aware of developments, the Police regularly provide updates to the media. These updates may include progress on tackling specific problems in a particular area or street. Many of these updates are included within the daily newspapers, radio and television broadcasts.

3 How do you think the number of published updates from Grampian Police in the media has changed in the last 3 years?
 [Please tick one]

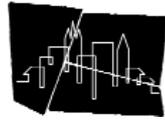
- a Increased
- b Decreased
- c Stayed the same
- d Don't know

4 When you hear about a successful police operation in Aberdeen city centre from the local media are you...

- a More likely to visit the city centre
- b Less likely to visit the city centre
- c Indifferent
- d Don't know

5 How do you think the levels of anti social behaviour have changed in the city centre over the last two years? [Please tick one]

- a Greatly increased
- b Slightly increased
- c Stayed the same
- d Slightly decreased
- e Greatly decreased
- f Don't know



Community Planning
in Aberdeen

