

Voice!

Questionnaire 29
June 2013



ABERDEEN'S CITIZENS PANEL

STRONGER AND SAFER – GRAFFITI

Graffiti is unauthorised writing or drawing on any surface in a public place. Aberdeen City Council takes a zero tolerance approach to graffiti and has a dedicated city-wide team that removes graffiti from all council properties and provides free surveys and quotes for graffiti removal from non-council properties.

The Council wants to find out how you feel about the extent of graffiti in our city, your perceptions of graffiti in general and the way we currently deal with it.

The information you provide will be used to assess how we are currently delivering the graffiti removal service and will contribute to future service reviews.

1. To what extent do you agree or disagree with each of the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a) Graffiti is vandalism and should never be tolerated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Graffiti is an urban art-form that should be valued in some circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. On a scale of 1-5 (where 1 is very isolated and 5 is very widespread), how extensive do you think graffiti is in our city?

1	2	3	4	5
<input type="checkbox"/>				
(very isolated)				(very widespread)

3. Have you seen graffiti in your local area in the past year?

a) Yes	<input type="checkbox"/>
b) No (please go to Q8)	<input type="checkbox"/>

4. Did you report the graffiti?

a) Yes	<input type="checkbox"/>
b) No (if no, please go to Q 7)	<input type="checkbox"/>

5. If yes, who did you report the graffiti to? (Please tick all that apply)

a) Police	<input type="checkbox"/>
b) City Warden	<input type="checkbox"/>
c) Council Customer Service Centre	<input type="checkbox"/>
d) Local Councillor	<input type="checkbox"/>
e) Housing Office	<input type="checkbox"/>
f) Graffiti Removal Team	<input type="checkbox"/>
g) Community Council	<input type="checkbox"/>
h) Other (please specify)	<input type="checkbox"/>

6. Has the graffiti been removed?

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

7. If you did not report the graffiti, why not?

8. If you did see graffiti in your local area, what do you think you would do about it?

a) I would report it	<input type="checkbox"/>
b) I would ignore it	<input type="checkbox"/>
c) I don't know what I would do	<input type="checkbox"/>
d) Other action (please specify)	<input type="checkbox"/>

9. Has your property ever been affected by graffiti in the last 5 years?

a) Yes	<input type="checkbox"/>
b) No (go to Q11)	<input type="checkbox"/>
c) Don't know (go to Q11)	<input type="checkbox"/>
d) Can't remember (go to Q11)	<input type="checkbox"/>

10. If yes, who removed the graffiti from your property?

a) The Council	<input type="checkbox"/>
b) A private contractor	<input type="checkbox"/>
c) Myself and/or local residents	<input type="checkbox"/>
d) It is still there	<input type="checkbox"/>
e) Someone removed it, I don't know who	<input type="checkbox"/>

11. To what extent do you agree or disagree with the following statements about graffiti?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a) It makes me feel unsafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) It reduces pride in a neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) It makes an area look untidy / unkempt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Aberdeen City Council aims to remove offensive graffiti within 48 hours and non-offensive within 21 working days of the report. What do you think of these timescales for removing graffiti?

- a) It doesn't have to be done that quickly
- b) Response time is about right
- c) Should be done more quickly

13. Aberdeen City Council has a dedicated graffiti removal team. Before reading about it in the City Voice, were you aware of this service?

- a) Yes
- b) No

14. If yes, how did you hear about the team?

- a) Aberdeen City Council website
- b) Newspaper article
- c) Through another council department
- d) Local Councillor
- e) Community Council
- f) City Warden
- g) Police
- h) Local newsletter
- i) Word of mouth
- j) Can't remember
- k) Other (please specify)

If you would like to report an incidence of graffiti or request graffiti removal, please telephone the Council's Environmental Services line on 08456 08 09 19 or 01224 219 281.

STRONGER AND SAFER –FLYPOSTING

Aberdeen City Council welcomes the promotion of activities taking place within our city. However, the need to promote has to be balanced with the need to maintain a clean and welcoming city for everyone. Flyposting is the display of advertising material in an unauthorised place: that is, on buildings, lampposts, railings, telephone boxes, trees or street furniture, without the owner’s consent.

The Council currently operates a zero tolerance policy on flyposting and has implemented an anti-flyposting strategy.

The Council wants to find out how you feel about the extent of flyposting in our city, your perceptions of flyposting in general and the way we currently deal with it. The information you provide will be used to assess current service delivery and contribute to future service reviews.

1. To what extent do you agree or disagree with each of the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a) Flyposting is informative and useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Flyposting is unsightly and makes the area look untidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. On a scale of 1-5 (where 1 is very isolated and 5 is very widespread), how extensive do you think flyposting is in our city?

1	2	3	4	5
<input type="checkbox"/>				
(very isolated)				(very widespread)

3. Have you seen flyposting in your local area in the past year?

a) Yes	<input type="checkbox"/>
b) No (please go to Q8)	<input type="checkbox"/>

4. Did you report the flyposting?

a) Yes	<input type="checkbox"/>
b) No (please go to Q7)	<input type="checkbox"/>

5. If yes, who did you report the flyposting to? (Please tick all that apply)

a) Police	<input type="checkbox"/>
b) City Warden	<input type="checkbox"/>
c) Council Customer Service Centre	<input type="checkbox"/>
d) Local Councillor	<input type="checkbox"/>
e) Housing Office	<input type="checkbox"/>
f) Graffiti Removal Team	<input type="checkbox"/>
g) Community Council	<input type="checkbox"/>
h) Other (please specify)	<input type="checkbox"/>

6. Has the flyposting been removed?

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

7. If you did not report the flyposting, why not?

8. If you did see flyposting in your local area, what do you think you would do about it?

a) I would report it	<input type="checkbox"/>
b) I would ignore it	<input type="checkbox"/>
c) I don't know what I would do	<input type="checkbox"/>
d) Other action (please specify)	<input type="checkbox"/>

9. Has your street been affected by flyposting in the last 5 years?

a) Yes	<input type="checkbox"/>
b) No (go to Q11)	<input type="checkbox"/>
c) Don't know (go to Q11)	<input type="checkbox"/>
d) Can't remember (go to Q11)	<input type="checkbox"/>

10. If yes, who removed the flyposting?

a) The Council	<input type="checkbox"/>
b) A private contractor	<input type="checkbox"/>
c) Myself and/or local residents	<input type="checkbox"/>
d) It is still there	<input type="checkbox"/>
e) Someone removed it, I don't know who	<input type="checkbox"/>

11. To what extent do you agree or disagree with each of the following statements about flyposting?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a) It makes me feel unsafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) It reduces pride in a neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) It makes an area look untidy / unkempt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. On a scale of 1-5 (where 1 is very dissatisfied and 5 is very satisfied) how satisfied or dissatisfied are you with the speed Aberdeen City Council currently removes flyposting?

1	2	3	4	5
<input type="checkbox"/>				
(very dissatisfied)				(very satisfied)

If you would like to report an incidence of flyposting, please telephone the Council's Environmental Services line on 08456 08 09 19 or 01224 219 281.

A copy of the Council Flyposting Strategy can be found on the Aberdeen City Council Website.

SAFER AND STRONGER – COMMUNITY PAYBACK ORDERS

As part of a Community Payback Order (CPO) imposed by the court, individuals may be required to undertake unpaid work previously known as 'community service'. This involves undertaking unpaid work for the benefit of the community and is designed to punish the offender, but also 'payback' to the community for any harm caused.

Between February 2012 and 31 January 2013, 798 offenders across Aberdeen undertook a total of 103,328 hours of unpaid work as part of 930 Community Payback Orders. Individuals have shovelled snow, gardened, maintained parks, painted buildings, made and repaired goods for sale in charity shops, participated in recycling projects, provided shopping services for some of our sheltered housing tenants and so much more.

The information you give us will be used in several ways. Firstly, it will contribute to the annual report we provide for the Scottish Government on progress of CPOs in our city and secondly, it will help us understand your awareness of the scheme and gauge your views on how CPOs could be used in the future to positively impact our community.

1. Are you aware of any unpaid work which has been done in your local area in the last 12 months as part of Community Payback?

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

2. If yes, what type of work was done?

3. Where did it take place?

4. Thinking about the options below, which 2 types of unpaid work would be most beneficial to your local area? (Please note, those doing unpaid work cannot undertake work that would normally be done by paid employees.)

- | | |
|---|--------------------------|
| a) Litter removal | <input type="checkbox"/> |
| b) Painting and decorating, e.g. for community centres | <input type="checkbox"/> |
| c) Parks improvement | <input type="checkbox"/> |
| d) Environmental projects, e.g. recycling, footpath improvement | <input type="checkbox"/> |
| e) Shopping services for sheltered housing tenants | <input type="checkbox"/> |
| f) Graveyard maintenance | <input type="checkbox"/> |
| g) Other (please specify) | <input type="checkbox"/> |

Community Payback Orders are aimed at helping people to take a more positive role in their communities. This can be achieved by giving them the skills and experiences that will reduce the risk of reoffending.

5. Which of the following initiatives do you think could help to reduce reoffending? (Please tick all that apply)

a) Develop skills to help improve employability	<input type="checkbox"/>
b) Improve literacy and numeracy skills	<input type="checkbox"/>
c) Make people aware of the impact of their offending behaviour	<input type="checkbox"/>
d) Provide opportunities to volunteer	<input type="checkbox"/>
e) Help with alcohol/ drug issues	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

6. To what extent do you agree or disagree with the following statement?

“Prison should be reserved for the highest risk offenders who pose a danger to the public. Lower risk offenders should carry out their sentence by doing community based work.”

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"/>

7. Do you have any other comments about Community Payback Orders?

HEALTHIER – HEALTHFIT 2020

NHS Grampian is undergoing changes to ensure services are fit for purpose over the coming decade. To help us do this, we have adopted a new vision, 'Healthfit 2020'. This vision sets out in practical terms how the NHS could change by becoming more person centred; applying best practice; improving efficiency; developing our staff; using technology effectively and re-organising facilities.

These changes will also mean working as one with local authorities and the third sector with more community responsibility and support.

We would like to gauge your awareness of this new vision and hear your views on how we could promote it to the people of Aberdeen. We are also interested in hearing about your experiences of recent care with NHS Grampian and for your views of how this could be improved.

Your responses, along with the results of other engagement activities, will be used to inform changes in major modernisation programmes in NHS Grampian.

1. Were you aware of NHS Grampian's 'Healthfit 2020' vision before reading about it in City Voice?

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

1a. If yes, how did you hear about it? (Please tick all that apply)

- | | |
|---------------------------|--------------------------|
| a) Website | <input type="checkbox"/> |
| b) National news | <input type="checkbox"/> |
| c) Local news | <input type="checkbox"/> |
| d) Newsletter | <input type="checkbox"/> |
| e) Word of mouth | <input type="checkbox"/> |
| f) Other (please specify) | <input type="checkbox"/> |

2. Listed below are some of the main issues facing the NHS. You may have heard about some of these in media and press reports. We are interested in finding out how well informed you feel you are on each issue.

	Not very informed	Quite informed	Very informed
a) Population changes (e.g. older population, more people with long term health conditions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Increasing public health challenges (e.g. obesity, physical inactivity, alcohol misuse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Financial pressures (e.g. budget constraints, costs for new treatments)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Buildings and equipment (e.g. maintenance of old buildings not suitable for modern healthcare)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not very informed	Quite informed	Very informed
e) Staffing (e.g. aging workforce, recruitment difficulties for some jobs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Increasing public expectations (quicker access, availability of treatment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Advances in technology and new drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. In your opinion, which of the following media would be the best way to raise public awareness of changes that could happen in the NHS over the next 5-10 years? (Please tick all that apply)

a) Newsletter	<input type="checkbox"/>
b) Website	<input type="checkbox"/>
c) Press releases	<input type="checkbox"/>
d) Social media (e.g. Facebook, Twitter)	<input type="checkbox"/>
e) Attending community group meetings	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

4. 'Unscheduled Care' is care which cannot be foreseen or planned in advance. Demand can occur any time and services to meet this demand must be available 24 hours a day, seven days a week. Examples of unscheduled care include Accident and Emergency, GMED out of hours and emergency ambulance services.

4a) Have you had an experience (either as a patient or accompanying a patient) of unscheduled care in the last 12 months?

a) Yes, as a patient	<input type="checkbox"/>
b) Yes, accompanying a patient	<input type="checkbox"/>
c) No (go to Q5)	<input type="checkbox"/>

4b) What unscheduled care services did you use? (Please tick all that apply)

a) Accident and Emergency	<input type="checkbox"/>
b) GMED out of hours	<input type="checkbox"/>
c) NHS24	<input type="checkbox"/>
d) Emergency ambulance service	<input type="checkbox"/>
e) Emergency hospital admission	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

4c) Thinking about your last experience of unscheduled care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience?

1	2	3	4	5
<input type="checkbox"/>				
(very poor)				(very good)

4d) How could your experience have been improved?

5. 'Planned care' is all care that is scheduled or booked in advance, for example outpatient clinic appointments or coming in to hospital for a planned procedure.

5a) Have you had an experience of planned care in the last 12 months?

a) Yes, as a patient	<input type="checkbox"/>
b) Yes, accompanying a patient	<input type="checkbox"/>
c) No	<input type="checkbox"/>

5b) Thinking about your last experience of planned care, which service did you use? (Please tick all that apply)

a) Outpatient clinic appointment	<input type="checkbox"/>
b) Planned hospital stay	<input type="checkbox"/>
c) GP Practice appointment	<input type="checkbox"/>
d) Other (please specify)	<input type="checkbox"/>

5c) Thinking about your last experience of planned care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience?

1	2	3	4	5
<input type="checkbox"/>				
(very poor)				(very good)

5d) How could your experience have been improved?

If you would like to find out more about Healthfit 2020 please click on the Healthfit 2020 link at www.nhsgrampian.org/involvingyou.

If you would like to receive email updates (including details of future involvement opportunities), please email nhsgrampian.involve@nhs.net and ask to be included on the Grampian 2020 mailing list.

ADDITIONAL QUESTIONS – WHAT DO YOU THINK OF THE CITY VOICE?

The Aberdeen City Voice has been running for almost a decade and we are fast approaching our 30th edition. It is a very valuable tool for our community planning partners but in order to build on this success, it's really important that we understand and act on your experiences of being a panellist. We want to know what you think about the City Voice and how we could improve it in the future.

The information you give us will be presented to the City Voice Board so we can assess how we are performing, but more importantly look at ways we can improve in the future.

CITY VOICE QUESTIONNAIRES

1. We currently send out 3 questionnaires a year. Do you think this is...

a) Too many	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too few	<input type="checkbox"/>

2. Thinking about the average length of the questionnaires we send you, are they...

a) Too long	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too short	<input type="checkbox"/>

3. Please can you indicate the extent to which you agree or disagree with the following statements about the questionnaires.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ No opinion
a) They are clearly laid out	<input type="checkbox"/>				
b) They use clear language	<input type="checkbox"/>				
c) They are easy to understand	<input type="checkbox"/>				
d) They are interesting	<input type="checkbox"/>				
e) They cover a variety of topics	<input type="checkbox"/>				
f) The questionnaires give good background information on the topic areas	<input type="checkbox"/>				
g) The range of topics is of interest to me	<input type="checkbox"/>				
h) I feel confident I can respond to most topics	<input type="checkbox"/>				

4. If you have any further comments about the questionnaires, please note them below.

5. Questionnaires are currently sent by either post or email. Do you wish to change the way you receive future editions?

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

6. If yes, please tell us how you wish to receive future editions?

a) Paper	<input type="checkbox"/>
b) Email	<input type="checkbox"/>

6a. If you would like to change from paper to email, please can you provide an email address below.

CITY VOICE NEWSLETTERS

When you receive your City Voice questionnaire, you are also sent a copy of the City Voice newsletter. The newsletter updates you on the results of the previous questionnaire and contains general information about the citizen's panel. Email panellists can view the newsletter via the Community Planning website www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp

7. Thinking about the average length of the newsletters we send you, are they...

a) Too long	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too short	<input type="checkbox"/>
d) Don't know	<input type="checkbox"/>

8. Please can you indicate to what extent you agree or disagree with the following statements about the newsletters.

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know/ No opinion
a) They are clearly laid out	<input type="checkbox"/>				
b) They use clear language	<input type="checkbox"/>				
c) The charts and graphs are easy to understand	<input type="checkbox"/>				
d) They are interesting	<input type="checkbox"/>				
e) They always tell you what has happened as a result of each questionnaire	<input type="checkbox"/>				
f) The newsletters give good background information on the topic areas	<input type="checkbox"/>				

9. If you have any further comments about the newsletters, please note them below.

Overall Satisfaction

10. On a scale of 1-10 (where 1 is very dissatisfied and 10 is very satisfied) overall, how satisfied or dissatisfied have you been with the Citizens Panel during the last year (or shorter if you only recently joined the panel)?

1 (very dissatisfied)	2	3	4	5	6	7	8	9	10 (very satisfied)

11. If you have any other comments or suggestions for improvement, please note them below.



Community Planning
in Aberdeen