



ABERDEEN CITY CITIZENS PANEL

3RD QUESTIONNAIRE REPORT



ABERDEEN CITY VOICE**3RD QUESTIONNAIRE****Introduction**

The final survey sample consisted of 701 responses from members of the citizens' panel. Given that the total panel comprises some 1332, the response rate amounts to approximately 53 per cent. The 701 responses are, in the first instance, considered as a whole. Further analysis will be conducted on those results which provoke further investigation and where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

- Gender
- Postcode
- Employment
- Home Ownership
- Health Issues
- Community Council Membership
- Tenants Residents Assoc Membership
- Voluntary Organisation Membership
- Community Group Membership
- School Board Membership
- Ethnicity

However, beyond this it is also possible to cross-tabulate the various results in order to see if any interesting relationships can be established between the various responses to the different issues covered in the questionnaire.

The analysis presented here is split into the following main topics

Clean City

Roads/ Transport Survey

Safety

Planning

Budget

CLEAN CITY

The first section of the questionnaire relates to the collection of household waste. Respondents were invited to answer questions concerning the provision of services and proposals to alter/improve service delivery.

The first question relates to the council proposal to extend the hours of the refuse collection service until 7.30 pm Monday to Friday-

Figure 1: Collect domestic refuse in your area until 7.30 pm Monday to Friday?

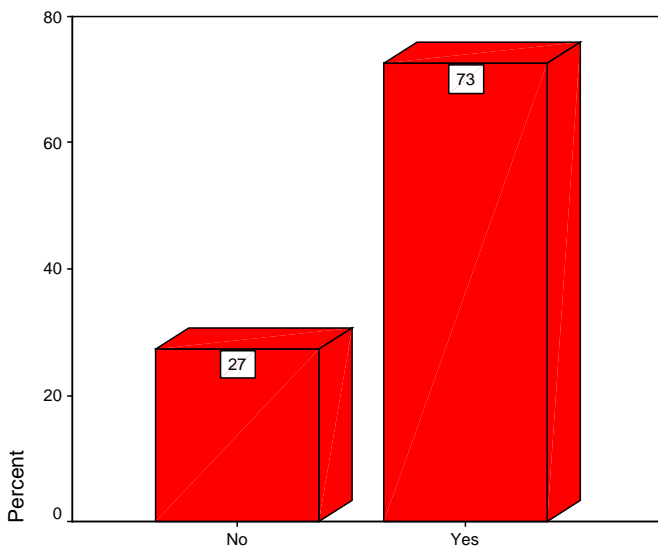


Figure 1 shows that 73% of respondents were in favour of the proposal and only 27% were opposed to the proposal. The results were crosstabulated with respondents' wards to identify areas where the proposals were most and least popular. In several areas 100% of respondents were in favour of the proposals: Castlehill, Duthie, Gairn, Langstane, St Machar, Newhills, Summerhill and Sunnybank.

Areas in which the proposals were least popular were: Donmouth ward (66.7% opposed), Danestone (41.7% opposed), Hilton (45.5% opposed), Nigg (42% opposed) and Dyce (43.8% opposed).

It should be noted that these statistics should only be used as an indicator; breaking down the data by ward results in very small groups and so the data is statistically unreliable.

Figure 2: Collect domestic refuse until 7.30 pm on Saturdays?

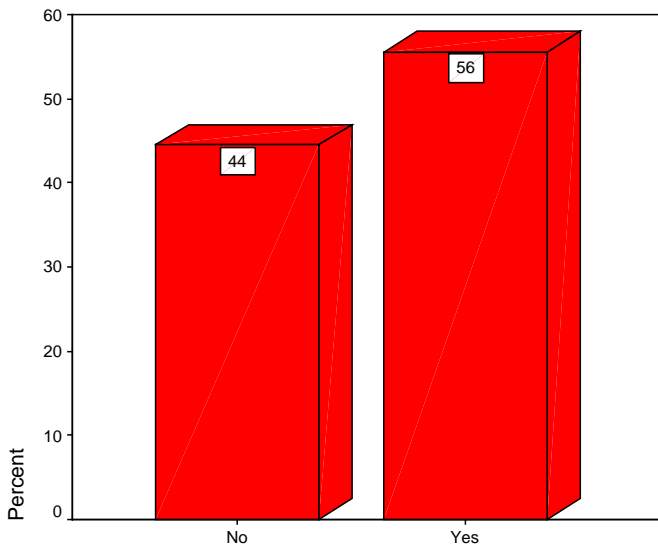


Figure 2 shows that there was a lower level of support for the proposal to collect domestic refuse on Saturdays until 7.30 pm; 56% of respondents were in favour of the proposal and 44% were opposed.

When the results were crosstabulated by ward it emerged that the wards where the proposals were most popular were: Berryden (83% in favour) Bridge of Don (71% in favour), Duthie (76.2% in favour), Langstane (100% in favour), Newhills (100% in favour), St Machar (75%), Summerhill (84%) and Tullos Hill (80%). The wards where the proposals were least popular were: Mastrick (60% opposed), Midstocket (57% opposed), Murtle (57% opposed), Nigg (67% opposed), Oldmachar (67% opposed), Dyce (59% opposed) and Seaton (60% opposed).

Respondents were also asked to suggest an alternative finishing time for domestic refuse collection; 50% did not offer a suggestion and of those who did, the largest number of responses proposed a finishing time of between 4 and 7pm.

Comments on refuse collection.

There were a number of key points raised in the comments that citizens reported.

The most common point raised (on 35 occasions) was that extending the time that refuse is collected will further increase congestion problems during the rush hour and would be hindered by parked cars.

A number of respondents (25) also expressed concern about bins left out on the street being unsightly and hazardous. Particular mention was made of dangers to children playing, danger to refuse collectors and that the proposal would result in bins being left out on the street for longer periods of time which is unhygienic and unattractive.

Cost was also of great concern to respondents (24 related comments). A great many people were concerned that extending the hours of refuse collection would lead to increases in council tax bills to pay for more lorries and overtime for the refuse collectors who may not otherwise be in favour of extending their working hours.

Other comments included: suggestions that collections could start earlier rather than finish later (4 comments), concerns about security (8 comments), that the existing service is satisfactory (8 comments), that people are not worried about the hours of service, provided the service is reliable (9 comments) and concerns about noise,- in particular around the elderly and people with small children (4 comments).

2. Collection Of Segregated Recyclables

The Council currently has a separate collection for household paper waste and it is also rolling out a garden waste collection service. It plans to increase the amount of waste recycled to 25% of the total produced by households within the next few years. To achieve this it needs to collect other recyclable items from homes, such as glass, plastic bottles and cans. The Council is piloting a scheme of collecting recyclable waste and in order to consider how best to 'roll out' this initiative across the City, it asked Panellists for their views.

Figure 3: Willing to take part in a voluntary recycling scheme

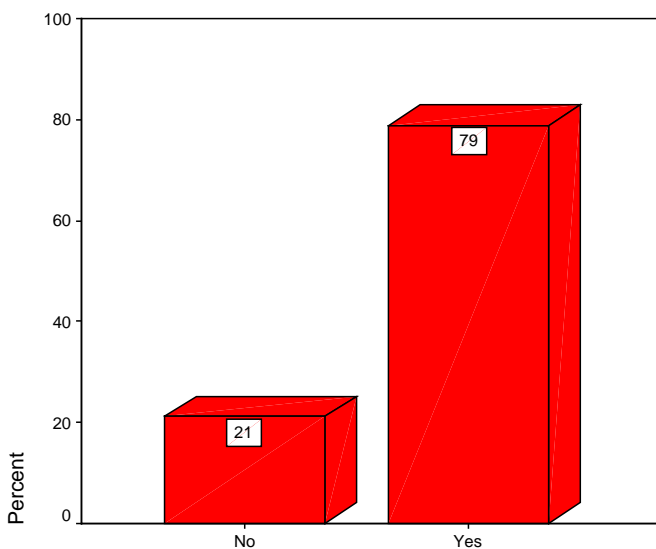


Figure 3 shows that over $\frac{3}{4}$ of respondents (79%) reported that they would be willing to participate in a voluntary recycling scheme. This shows that the majority of the panel are supportive of this proposal. The results were crosstabulated with respondents' wards so that the council may see where the areas of greatest and least willingness to participate are found. This revealed that overall support for the proposal can be found in all wards with only 1 ward (Seaton) having a higher "no", than "yes" response. In Queen's Cross ward 100% of respondents declared that they were willing to participate. These statistics should be treated with caution because in a number of cases the respondents' wards were not known; this means that breaking down the data into ward statistics results in a low number of cases in each ward, reducing the statistical significance of the data.

3. “Two Items Free” And “Special Collections”

Each household in Aberdeen is entitled to have two bulky items of household furniture collected for disposal free of charge, twice a year. There is also a special collection service, for which householders are charged according to the amount of waste involved. The panellists were asked whether or not they were aware of these services:

Figure 4: Aware of Two Items Free service

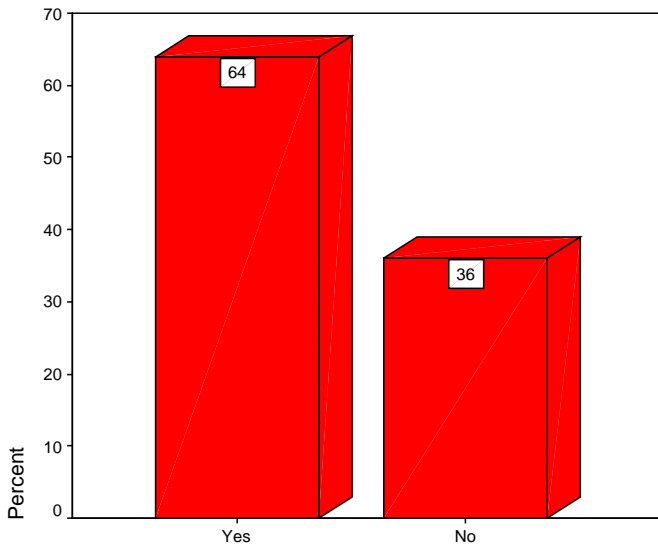


Figure 4 shows that nearly 2/3rds of respondents (64%) were aware that the council provides the 'two items free' service.

Figure 5: Aware of special collections

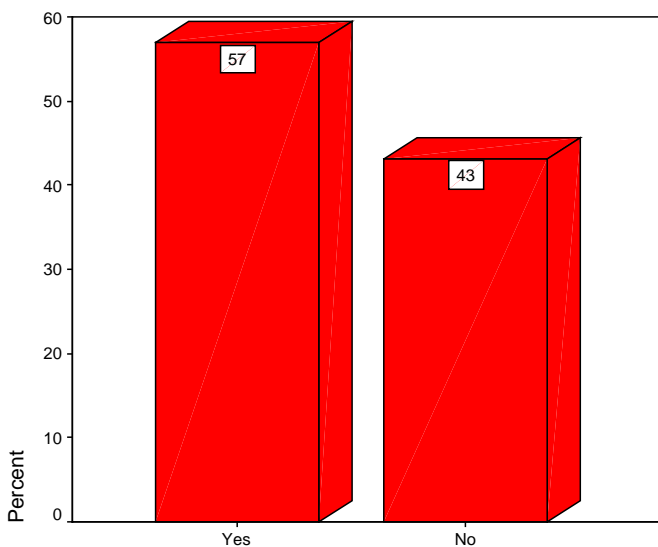


Figure 5 shows that over half of respondents (57%) were aware that the council offers the 'special collections' service.

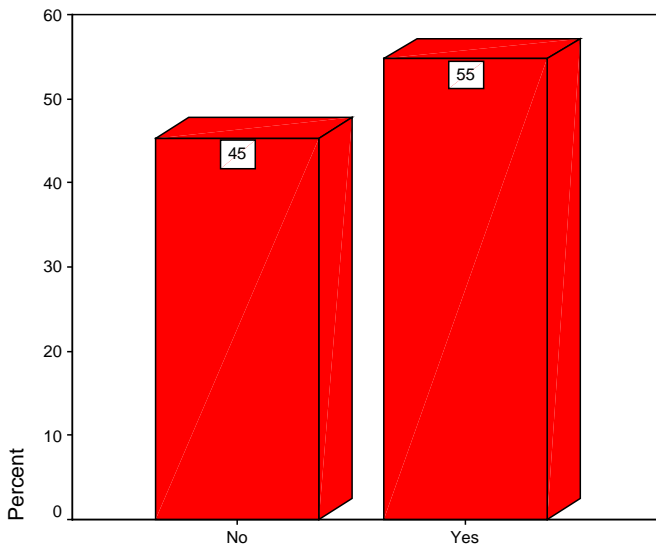
Figure 6: Support retaining existing service

Figure 6 shows that 55% of respondents were in favour of retaining the existing service where items to be collected are left outside to await collection within the following few days.

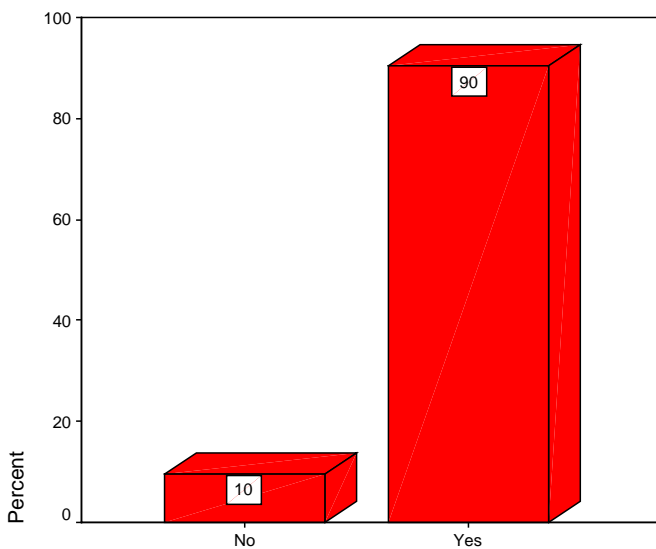
Figure 7: Introduce appointment times for collection

Figure 7 shows that the majority of respondents (90%) supported introducing appointment times for the collection of items from households. This somewhat contradicts the previous question as 259 respondents have answered “yes” to both questions. This may indicate that respondents did not understand the questions, or that they are broadly satisfied with the existing service but would prefer an appointment system to be introduced.

The most common comments relating to these issues concerned items being left out for a number of days being unsightly and/or encouraging vandalism (38 comments). Further comments included: respondents being concerned about the cost of the scheme and concerns about the effect on people who work of introducing an appointment scheme.

4. Street Cleansing

The Litter Code, which is compulsory, requires streets be cleaned up until 8pm seven days a week. Work is now in hand to extend, over time, Aberdeen's current hours of street cleaning to comply with this.

Respondents were asked whether they supported the extension of mechanical street sweeping to 8pm, 7 days a week.

Table 1: Support for extension of mechanical street sweeping in certain areas

		Yes	No	Total
City Centre	Count	651	38	689
	%	94.5%	5.5%	100.0%
Shopping centres outwith city Centre	Count	607	83	690
	%	88.0%	12.0%	100.0%
The whole City	Count	486	209	695
	%	69.9%	30.1%	100.0%

Table 1 shows that the majority of respondents are in favour of the extension of mechanical street sweeping activities in the city centre (95%) and shopping centres outwith the city centre (88%). Support was lower for mechanical street sweeping across the whole city (70% in favour) but was still supported by the majority of respondents.

Comments from service provider

The provision of Refuse collection and Street Sweeping Services throughout the City was reviewed throughout the latter part of 2003, and new working arrangements came into force on 15 January 2004. The hours of service have been extended, rostered working has been introduced, and the domestic refuse collection routes have been extended. These changes are intended to improve the service, and the savings made by increasing the utilisation of some vehicles on the domestic refuse collection routes will be targeted to enhance the service. Consideration was given to the extension of the refuse collection service into weekends, however no action was taken in this regard, and the survey results bear out that weekend collections would be less popular than extending the hours into the early evenings on weekdays.

Recycling

A kerbside recycling collection service was introduced in February 2004 in Bridge of Don, and it will be extended to other areas of the City in a phased roll out programme over the next four years. The survey results showed that 79% of respondents indicated a willingness to be involved in the recycling scheme, and this result is extremely encouraging.

Two Items free and Special collections

A good majority of those who took part in the survey are aware of the 'two items free' and the 'special collection' services. There are however those who are still unaware of the services, and this highlights a need for further publicity. Most people wish items to be collected from outside their premises as at present. A popular improvement to the service would be to arrange a day for the collection to take place thus reducing the need to leave items out on the pavements / public areas for a number of days, and this is a proposal currently under consideration.

Street Cleansing

The majority of respondents are in favour of the extension of mechanical street sweeping across the city, with 94.5% of respondents supporting the extension of the service in the City Centre. Steps have been taken to extend this service, and additional street sweepers will be employed as from May 2004. Rostered working has been introduced for street sweeping crews to enhance the service provided, and to utilise vehicles and equipment more efficiently.

ROADS/TRANSPORT SURVEY

The second section of the questionnaire sought to gather views on the wide range of ways in which roads are managed and maintained in Aberdeen. These questions are very significant because the road network is the one service provided by the Council that is used by almost every citizen on a daily basis. Aberdeen City Council has around 880km of roads, 1200km of footways and over 30,000 street lights to manage and maintain. Roads are also locations for many other services, such as telephone lines, electricity, gas, water and sewers.

Figure 8: Mode of transport to work

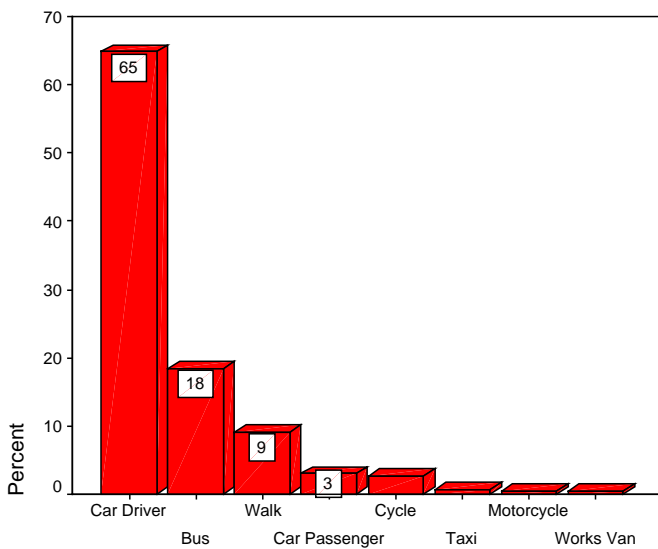


Figure 8 shows the mode of transport that respondents typically use to get to work. Travelling to work by car is most popular; nearly 2/3rds of respondents (65%) drive to work and an additional 3% get to work as a car passenger. Travelling by bus was the second most popular response, however, this is used by only 18% of respondents. Only 9% of respondents walk to work and less than 3% cycle. The remaining 2% of responses were made up of people who travel by taxi, motorcycle or in a work van.

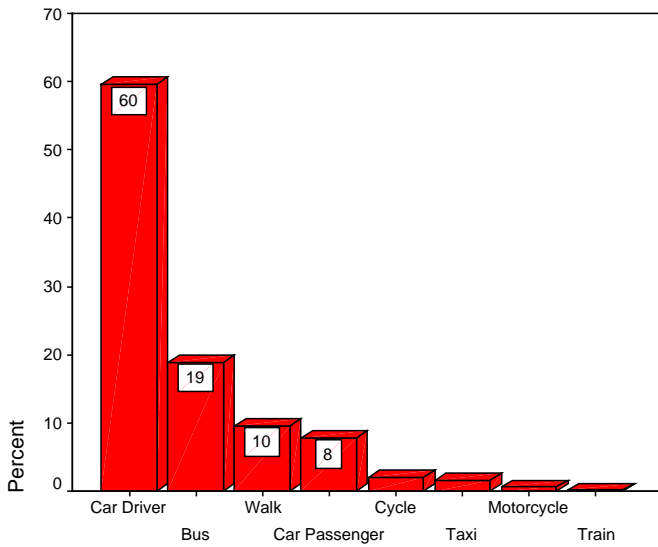
Figure 9: Mode of transport outside work

Figure 9 shows that the mode of transport used by respondents outside of work follow a similar pattern: cars account for 68% of responses with bus travel coming a distant second (less than 20%), 10% of respondents walk and a small percentage cycle, travel by motorbike, train and taxi.

Service Response

The information gathered from the survey returns for this section can be used to provide an update on existing data sources, National Census 2001 and Scottish Household Survey, to assist in the preparation of the Local Transport Strategy.

6. Traffic Management

The term 'traffic management' is not about forward planning of the transport network but about how existing road use is adjusted or regulated to meet agreed objectives. The Council consults with local communities over traffic management more than it is required to do by legislation. Panellists were asked questions to determine their knowledge of, and attitudes to, the new proposals.

Figure 10: Familiar with term 'Area Traffic Management'

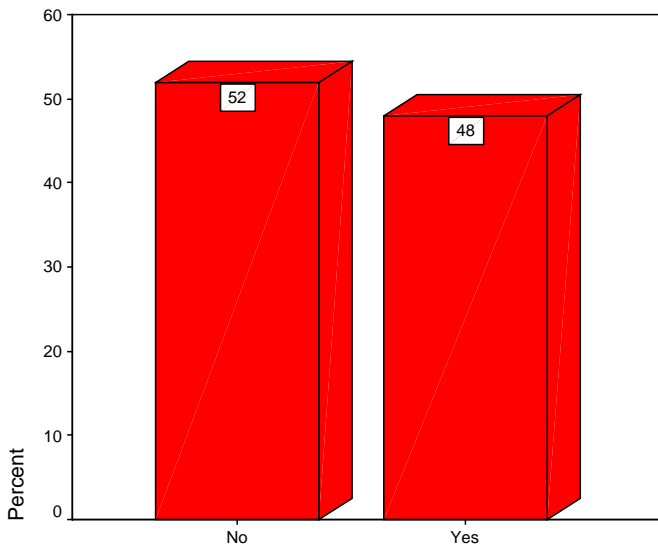


Figure 10 shows that approximately half of respondents (52%) are not familiar with the term 'Area Traffic Management'.

There are three stages when members of the public are invited to comment on Area Traffic Management

- (1) at an early stage when problems of Traffic Management are being identified
- (2) once preliminary proposals are made
- (3) formal statutory consultation

Respondents were asked to select the methods they think are the best, in terms of value for money, of letting people in the area know about the consultation, from the following choices:

- Letter to every property
- Feature in the local press
- Leaflets
- Public Notice in Press
- Notices on the Street
- Radio Adverts

Respondents selected as many responses as they thought were relevant.

Table 2: method of distributing information

	Count
Letter to every property	362
Feature in the local press	351
Leaflets	213
Public Notice in the Press	208
Notices on the Street	182
Radio Adverts	126

The methods of informing people of consultations that were best received were: sending a letter to every property and having a feature in the local press both receiving around 360 responses. Advertising with leaflets and public notices in the press received approximately 200 responses while the suggestions of having notices on the street and radio adverts received 182 and 126 responses respectively.

The 'Other Comments' section contained a number of interesting comments: several respondents wrote that they were not in a position to comment on how 'cost effective' a method of contact is, while 8 respondents commented that while letters to every household would be expensive, this would be the only method to guarantee that all people were aware of the consultation.

Other suggested methods of informing people included: website, email, notices in public places and tv adverts.

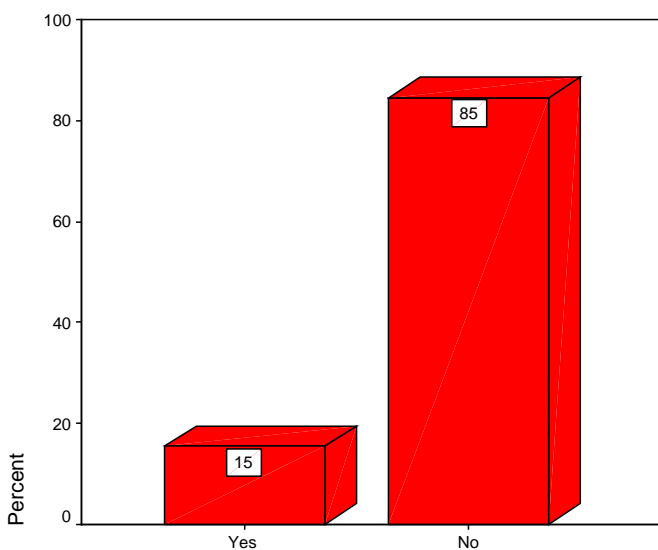
Figure 11: Participated in a consultation in the last 3 years

Figure 11 shows that 85% of respondents have not participated in a public consultation at any stage in the process to develop Area Traffic Management or parking proposals. Of the 15% that had participated (105 respondents), 50% participated at the preliminary consultation stage, 21% at the statutory stage and 28% were not sure. These respondents were also asked if the issues that they raised were adequately dealt with; 44% said that they were, 31% said that they were not and 25% said that they did not know.

Of the respondents that had not participated at any stage of a consultation 76% indicated that this was due to a lack of awareness of the consultation.

Figure 12: Objected to traffic order

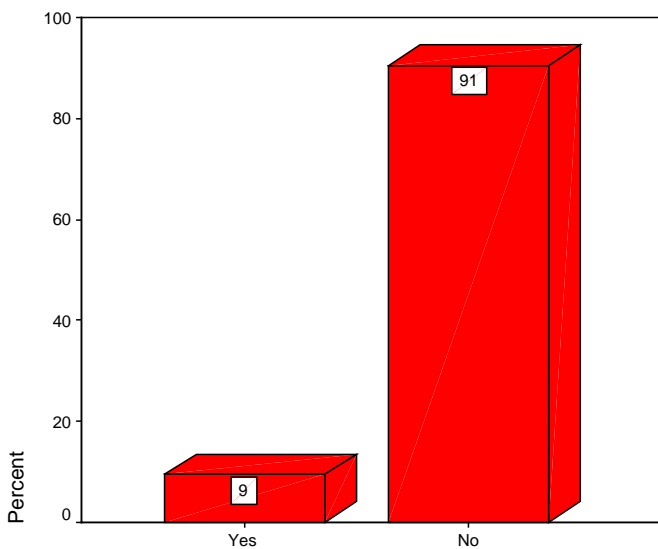


Figure 12 shows that only 9% of respondents (54 in total) had ever objected to a traffic order. Of these, 19 (42%) had met with an official to discuss the issues raised, 26 people (55%) felt that they had sufficient opportunity to highlight their comments and 14 (35%) felt that their comments were adequately reported to councillors.

All respondents were asked whether they felt that the timescale for the complaints system, which through the legal procedures and implementation can take over two years, is acceptable. In response to this question 80% of respondents felt that this was an unacceptable timescale.

There were no comments in the 'other comments' section.

Service Response

The Council has recently approved the continuation of the area traffic management review process. This section and the resultant feedback will assist in the ongoing development of the process and of encouraging greater involvement of local communities.

Road Safety

In this section respondents were asked to rate safety initiatives to determine which methods they consider to be important in making the roads in Aberdeen safer. The results have been summarised in the following table:

Table 3: Impact on safety

	Not Important	2	3	4	Very Important
	%	%	%	%	%
(A) Yellow Lines preventing parking	6.6%	11.9%	27.7%	23.0%	30.8%
(B) Advisory 20mph Limits	8.2%	11.2%	24.1%	27.4%	29.2%
(C) Mandatory 20mph limits	4.9%	5.9%	13.6%	28.1%	47.4%
(D) Traffic Calming	10.6%	12.5%	30.4%	24.2%	22.3%
(E) Pedestrian Refuge Islands at bus stops	6.3%	7.5%	21.7%	30.7%	33.8%
(F) Zebra Crossings	2.1%	3.8%	16.9%	30.6%	46.6%
(G) Traffic Light Crossings	.4%	1.3%	9.2%	28.1%	60.9%
(H) Upgrading Roads in the Countryside	2.1%	6.5%	25.3%	33.4%	32.7%
(I) Low speed zones around Schools	.7%	1.2%	6.5%	20.4%	71.2%
(J) Enforcement (Speed/Red Light/ Bus Lane) Cameras	7.7%	12.6%	21.2%	24.7%	33.8%
(K) Road Safety Education for Children	.1%	1.0%	5.6%	19.8%	73.5%
(L) Road Safety Education for Adults	2.5%	7.1%	21.4%	26.4%	42.7%
(M) Road Signs and Lines	2.1%	5.4%	23.0%	29.9%	39.6%

As shown in Table 3, the safety measures that respondents considered to be most important were: low speed zones around schools (71.2% rated 'very important') and road safety education for children (73.5% rated 'very important'). Traffic calming measures were not well received with 23% of respondents rating this option as 1 or 2 in the scale. Enforcement cameras were also unpopular with 20% of respondents rating this option 1 or 2 and only 33% rating it as 5 (very important).

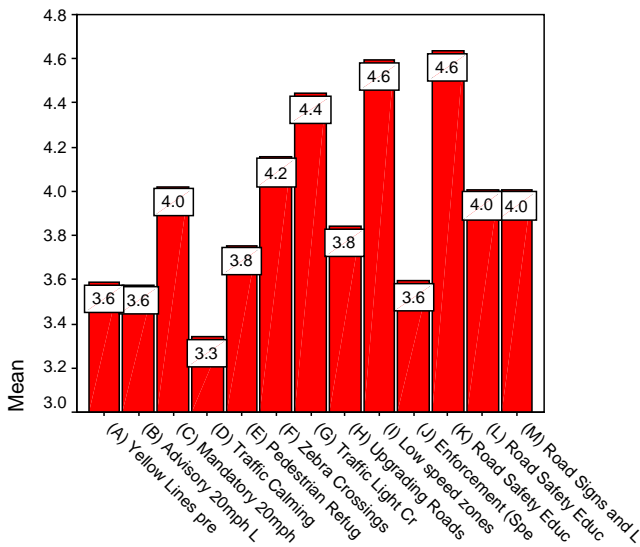
Figure 13: Mean of statement agreement

Figure 13 has been included to show the mean results for the level of agreement with each statement to provide a quick reference guide for results. All factors were rated above average at 3.3 (Traffic Calming) or higher, with many statements graded at between 4 and 5 (maximum score would be 5), indicating that respondents considered all the factors important in reducing the risk of accidents on the roads. The factor that emerged as the most important from this question was 'Road safety education for children' with a mean response of 4.6.

Respondents were also asked to select the three options from the list that they consider to be the most important. The 3 factors that were selected most regularly were:

Road Safety Education for children (331 responses)

Low Speed Zones around schools (310 responses)

Traffic Light Crossings (229 responses)

Service Response

The findings from this section will be used to help us prepare budgets for road safety expenditure and to identify areas where greater attention to road safety education could be targeted. The results will be shared with partners who also have a role to play in terms of road safety, and especially road safety education.

Cycling

The following questions relate to respondents' cycling habits.

Figure 14: Do you have regular access to a bike?

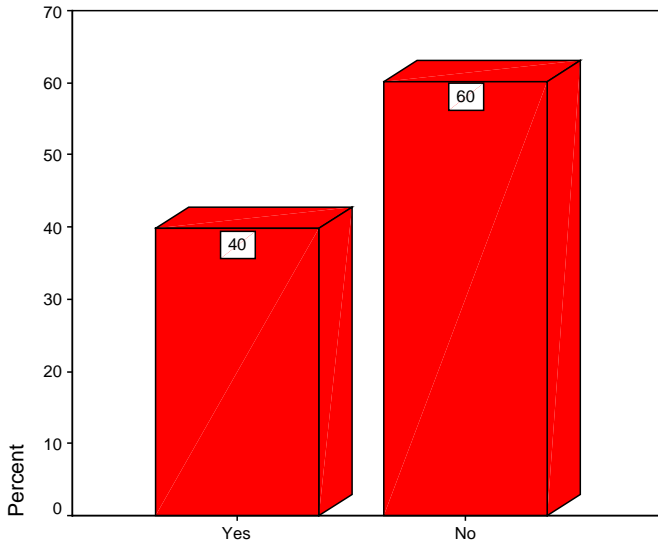


Figure 14 shows that 40% of respondents have access to a bike. Of the respondents that have access to a bike only 31% claim to cycle regularly - 4% (25 respondents) said that they cycle to work while 19% (131 respondents) indicated that they cycle for recreation/fitness.

Of the respondents that cycle to work the majority travel between 1 and 3 miles and take the most direct route rather than the signposted route.

There was some irregularity with the results in this section; more people answered the 'how far do you cycle to work' question than claim to cycle to work and even more answered the 'signposted or direct route' question.

Figure 15: Reasons for not cycling to work

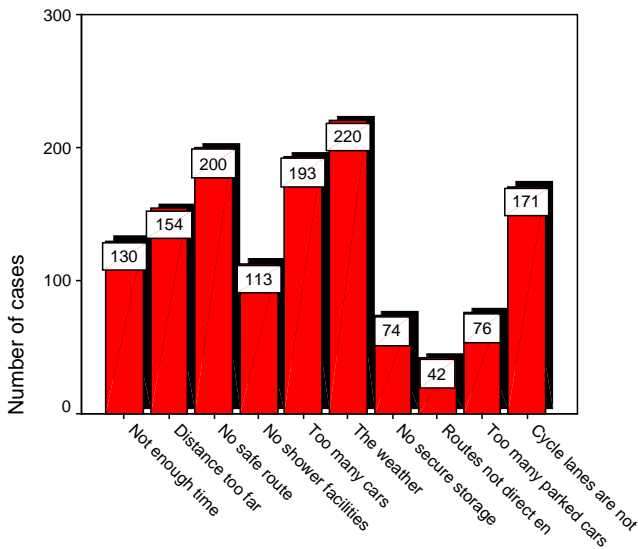


Figure 15 shows the reasons cited for not travelling to work by bike; ‘the weather’ was the most frequently reported reason (220 responses) as well as ‘no safe route’ (200 responses) and ‘too many cars’ (193 responses). The fact that cycle lanes are not continuous was cited as a reason by 171 respondents.

Service Response

Results from this section will be used in the development of the Local Transport Strategy and will be shared with the Aberdeen Cycling Forum.

Buses

Figure 16: How often do you use buses as a form of travel?

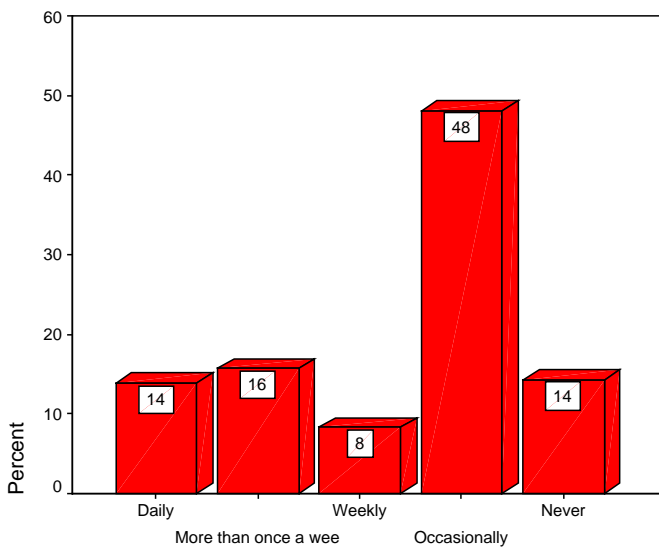


Figure 16 shows that 48% of respondents use buses occasionally, 16% use the buses more than once a week, 14% use buses daily, 8% weekly and 14% never use the buses.

When the results were analysed by the age of respondent it was found that the over 65 age group were most likely to use buses regularly; 42% use buses daily or more than once a week. The 16-24 age group also use buses regularly with 40% of respondents in this category using buses daily or more than once a week.

Out of the respondents that 'Never' use the buses, the highest percentage were in the 35-54 age group; 17% of whom said that they never use buses.

Table 4: Factors that influence decision to use buses

	Not Important		2		3		4		Very Important	
	Count	%	Count	%	Count	%	Count	%	Count	%
The frequency of service	8	1.2%	5	.8%	47	7.1%	173	26.3%	426	64.6%
The Proximity to your home or destination	4	.6%	6	.9%	89	13.7%	219	33.7%	331	51.0%
The speed of journey	20	3.1%	40	6.3%	211	33.1%	217	34.1%	149	23.4%
The Cost	57	9.0%	51	8.1%	139	22.0%	155	24.6%	229	36.3%
Exact fare payment	142	23.4%	110	18%	193	31.8%	97	16.0%	65	10.7%
Quality of vehicle	29	4.6%	71	11%	213	34.0%	203	32.4%	110	17.6%
Lack of personal Space	88	14.2%	129	21%	204	33.0%	110	17.8%	87	14.1%
The reliability of the service	5	.8%	6	.9%	34	5.3%	183	28.3%	419	64.8%
The availability of timetable and route information	10	1.6%	24	3.8%	104	16.3%	217	34.0%	283	44.4%
Cleanliness of shelters	34	5.3%	79	12%	221	34.6%	179	28.0%	126	19.7%
Real time information on bus arrivals	28	4.4%	56	8.8%	152	23.9%	207	32.5%	194	30.5%
The weather	77	12.2%	91	14%	185	29.4%	145	23.0%	132	21.0%
Personal Security	37	5.8%	87	14%	150	23.4%	158	24.7%	208	32.5%

As can be seen from Table 4, the factors that were considered to be most important in the decision to use buses are: the frequency of the service, the reliability of the service and the proximity to your home or destination.

Figure 17: Mean results for the level of agreement with each statement

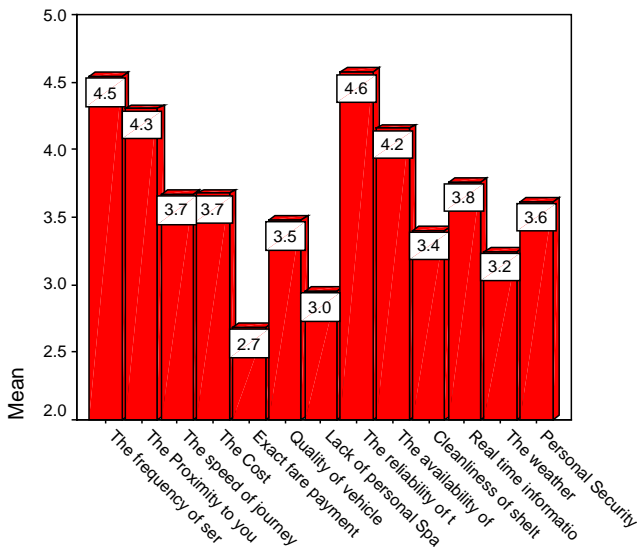


Figure 17 shows the mean results for this question on the scale of 1-5 with 1 being 'Not Important' and 5 being 'Very Important'. All factors were rated above average (i.e scored higher than 2.5) and 4 scored between 4 and 5. The factor which had the lowest mean score was 'exact fare method' which only scored 2.7.

In response to the open question about where public transport could be improved in Aberdeen, there were a large variety of responses many mentioning specific bus routes which were too numerous to include. The main areas that problems were reported were; Bridge of Don (27 comments), Dyce (25 comments), ARI (15 comments), the Beach (11 comments), Airport (10 comments), Altens (10 comments) and Anderson Drive (10 comments).

Many panellists made comments relating to the infrequency of services to the industrial estates. A popular point of criticism was that most bus routes are via Union Street and so it takes a long time to get between peripheral areas such as the Bridge of Don to Bridge of Dee/Altens/ Dyce.

A large number of comments were also made regarding the offpeak and weekend bus services which are inadequate in many areas; Cove was specifically mentioned as was Ferryhill and Airyhall.

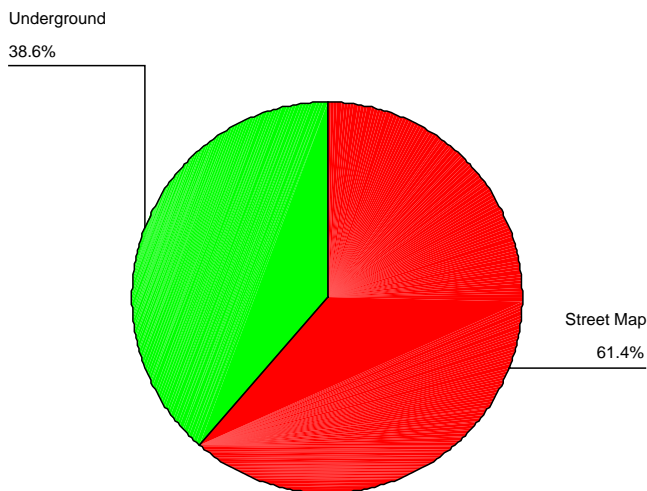
Figure 18: Format of bus route information

Figure 18 shows that over 60% of the public would prefer the information in the form of a Street Map instead of a 'London Underground' style format.

Service Response

The results from this section will provide supporting data for monitoring of targets in the Quality Partnership for public transport, for the development of public transport services, information and the Local Transport Strategy in Aberdeen.

Parking

The issue of parking and its availability is regularly raised with the Council and its partners. This section attempts to deal with three topics. Respondents were asked to give their views on the availability of parking, the quality of parking, and the charges.

Availability

Figure 19: Where do you usually park in the city centre?

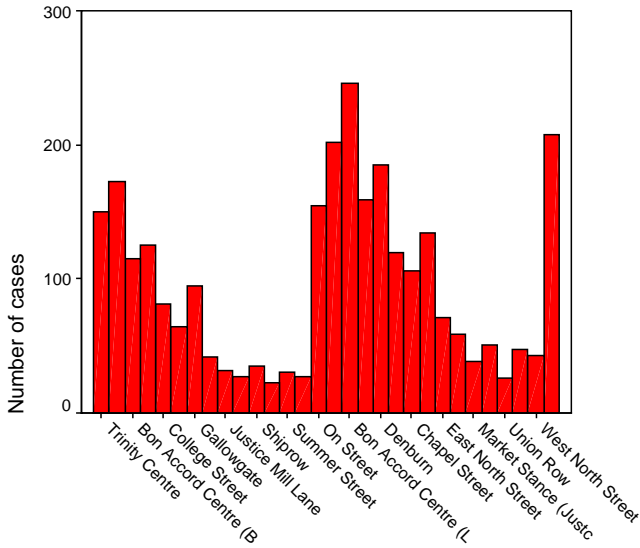


Table 5: Do you usually find a space in car parks?

	Yes		No	
	Count	%	Count	%
Trinity Centre	162	80.2%	40	19.8%
Bon Accord Centre (Loch Street)	190	77.2%	56	22.8%
Bon Accord Centre (Berry Street)	118	74.2%	41	25.8%
Denburn	163	88.1%	22	11.9%
College Street	102	85.7%	17	14.3%
Chapel Street	81	76.4%	25	23.6%
Gallowgate	68	50.7%	66	49.3%
East North Street	45	63.4%	26	36.6%
Justice Mill Lane	35	59.3%	24	40.7%
Market Stance (Justce Street)	21	55.3%	17	44.7%
Shiprow	31	60.8%	20	39.2%
Union Row	20	76.9%	6	23.1%
Summer Street	25	53.2%	22	46.8%
West North Street	29	67.4%	14	32.6%
On Street	122	58.9%	85	41.1%

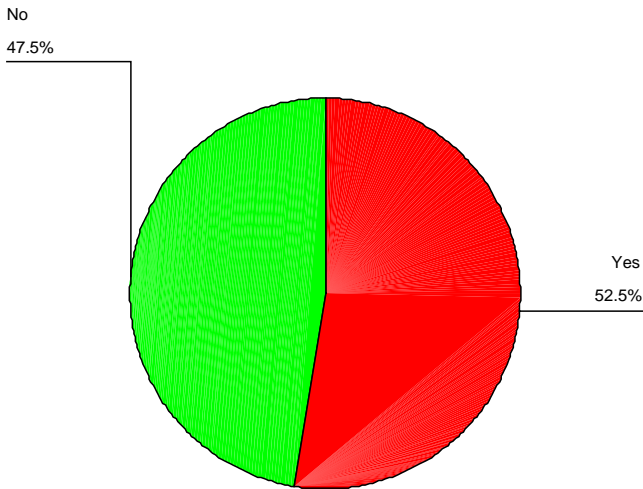
Figure 20: Enough car parking in city centre

Figure 20 shows that just over half of respondents thought that there is enough car parking in the city centre, while the remaining 48% thought that there is not enough parking.

The comments section revealed that there was some dissatisfaction among respondents about car parking in the city centre. A number of respondents (11) made comments about car parking facilities around the Holburn area, there were several comments (5) regarding the lack of parking available around the beach area and several comments relating specifically to areas around new property developments.

Quality

Table 6: Factors influencing where to park

	Not Important		2		3		4		Very Important	
	Count	%	Count	%	Count	%	Count	%	Count	%
Convenience to location Visited	8	1.3%	12	2.0%	64	10.6%	175	29.0%	344	57.0%
Appearance	63	11.3%	85	15%	208	37.1%	148	26.4%	56	10.0%
Security	7	1.2%	10	1.7%	63	10.6%	168	28.2%	347	58.3%
Lighting	13	2.2%	9	1.5%	77	13.1%	181	30.8%	307	52.3%
Availability of Spaces	2	.3%	5	.9%	37	6.3%	176	30.1%	364	62.3%
Presence of Attendants	50	8.6%	103	18%	188	32.3%	139	23.9%	102	17.5%
Cleanliness	29	5.0%	59	10%	199	34.1%	189	32.4%	108	18.5%
Toilets	123	21.4%	139	24%	146	25.3%	88	15.3%	80	13.9%
Direction Signing	76	13.4%	95	17%	164	28.9%	124	21.9%	108	19.0%
Costs	21	3.6%	28	4.9%	138	24.0%	157	27.3%	232	40.3%
Presence of Parking Wardens	106	18.8%	118	21%	189	33.5%	93	16.5%	58	10.3%
Payment Method	70	12.2%	73	13%	181	31.5%	139	24.2%	112	19.5%

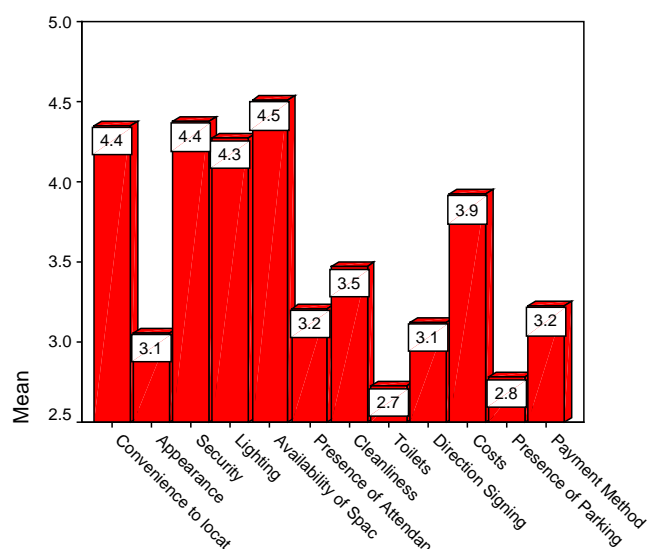
Figure 21: Mean of statement agreement

Table 6 and Figure 21 reveal the factors that respondents considered most important when deciding where to park. The respondents were asked to rate factors on a scale of 1 to 5 with 1 being 'not important' and 5 being 'very important'. The factors that emerged as most important were: the availability of spaces, security, convenience to location visited and lighting, which all had a mean response of between 4 and 5. The factors which were rated as least important were: toilets and presence of Parking Wardens, although these factors still had a mean score of over 2.5 which shows that respondents considered them to be fairly important.

Charges

There are different charges for on and off street parking, based on the closeness to the city centre and on the length of stay. There are also permits available for various groups i.e. residents and businesses. Respondents were asked, in terms of value for money, how they rate the charges for parking in Aberdeen.

Table 7: charges for parking

	very poor		poor		average		good		very good	
	Count	%	Count	%	Count	%	Count	%	Count	%
On Street in the City Centre	146	31%	113	24%	168	36%	27	5.7%	19	4.0%
On Street in the Peripheral Areas	69	18%	93	24%	161	42%	48	12.5%	12	3.1%
Off Street Short Stay (e.g. Gallowgate)	75	21%	73	20%	154	43%	41	11.4%	18	5.0%
Off Street Multi-Storey	65	17%	70	19%	158	42%	58	15.6%	21	5.6%
Residents Permits	57	28%	27	13%	59	29%	31	15.3%	29	14%
Business Permits	33	25%	19	14%	51	39%	13	9.8%	16	12%

Table 7 reveals that opinion of car parking charge systems is fairly low; very few respondents awarded 'good' or 'very good' scores to any of the statements. Opinion was lowest about the parking charge system

in place on streets in the city centre with 55% of respondents saying that it was very poor or poor. Business Permits emerged with the highest score on average due to the large 'average' score given (39% of respondents).

Service response

Car parking by its nature is not solely provided by the public sector as many of the city centre parking areas form part of large retail developments. The information in this section gives an indication of the reasons for choosing a particular car park when compared to others and will not only help in the development of the Local Transport Strategy but also aspects of the Union Street project and associated elements of the Urban Realm Strategy.

12. Roadworks

Roadworks are a common occurrence on the network as repairs are required not only to the road but also to electricity cable, gas mains, water mains and sewers under the carriageway and footways. For public safety reasons road closures are sometimes required, causing inconvenience to road users. Prior notification and signage are important aspects of the public being aware of what is going on and why. In this section respondents were asked to rate their opinions of factors associated with roadworks on a scale of 1 to 5 with 1 being 'very poor' and 5 being 'very good'.

Table 8: Opinion of roadworks

	very poor		poor		average		good		very good	
	Count	%	Count	%	Count	%	Count	%	Count	%
Advanced Notification of Works	99	14.8%	124	18.6%	262	39%	127	19%	56	8.4%
Advanced Signing	75	11.4%	148	22.6%	266	41%	123	19%	44	6.7%
Information on site	87	14.0%	131	21.1%	304	49%	68	11%	31	5.0%
Barriers and signing at Roadworks	35	5.3%	74	11.3%	270	41%	217	33%	59	9.0%
Measures for pedestrians	57	8.7%	95	14.5%	277	42%	175	27%	49	7.5%
Courtesy to General Public	63	9.6%	99	15.1%	303	46%	153	23%	39	5.9%
Working Hours on Site	86	13.5%	122	19.2%	300	47%	104	16%	23	3.6%
Tidiness of Site	38	6.0%	98	15.5%	351	56%	122	19%	23	3.6%
Standard of Completed Works	36	5.6%	62	9.6%	285	44%	207	32%	57	8.8%

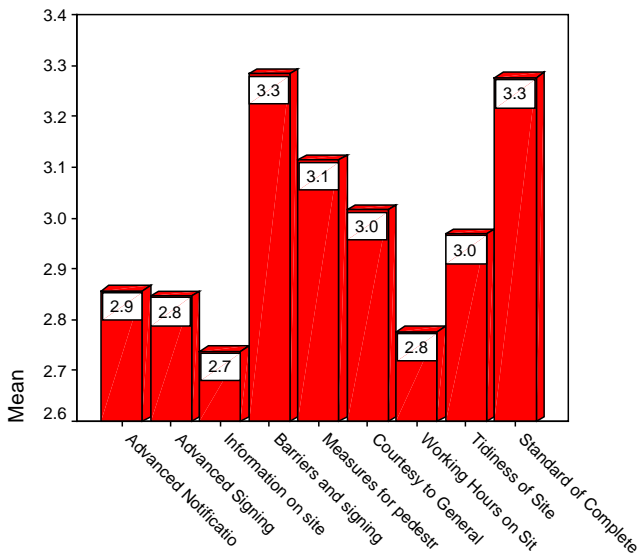
Figure 22: Mean of Statement agreement

Table 8 and Figure 22 reveal that the respondents are, in general, reasonably satisfied with roadworks in the city; all factors received a mean score above average (i.e above 2.5) although none were rated very highly (highest score was 3.3).

The factor that was ranked the lowest was information on site; 35% of respondents rated this as 'very poor' or 'poor' and only 16% rated it as good or very good.

Barriers and signing at Roadworks received a relatively high mean score of 3.3 with 42% of respondents rating it as either good or very good.

Service response

This section provides an indication of the public perception of control of roadworks in the city. Currently there is a Considerate Contractor scheme operating for roadworks and the results indicate the relative success of the scheme and where greater attention has to be given to informing the public.

13. Performance

The Council has a responsibility to get the best value for the money it spends on any service. This section was included because It will help us plan for the future if we know what your understanding is of the service we offer at present.

Figure 23: Do you know which roads are responsibility of ACC and which of Scottish Executive?

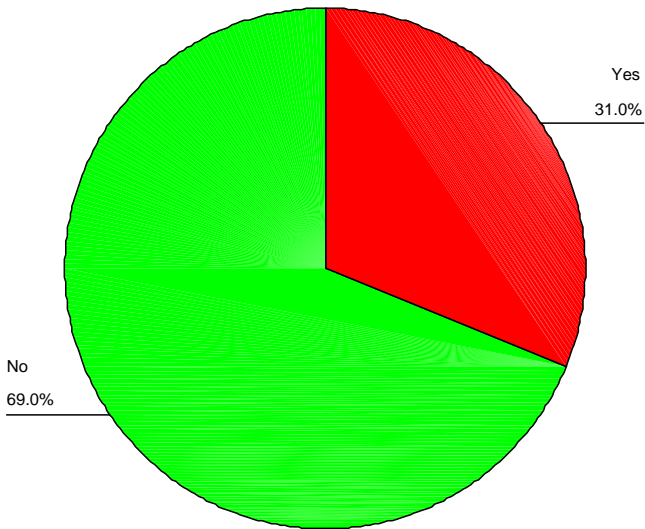


Figure 23 shows that over 2/3rds of respondents did not know which roads are the responsibility of Aberdeen City Council and which are the responsibility of the Scottish Executive.

Figure 24: Know how to report road defects

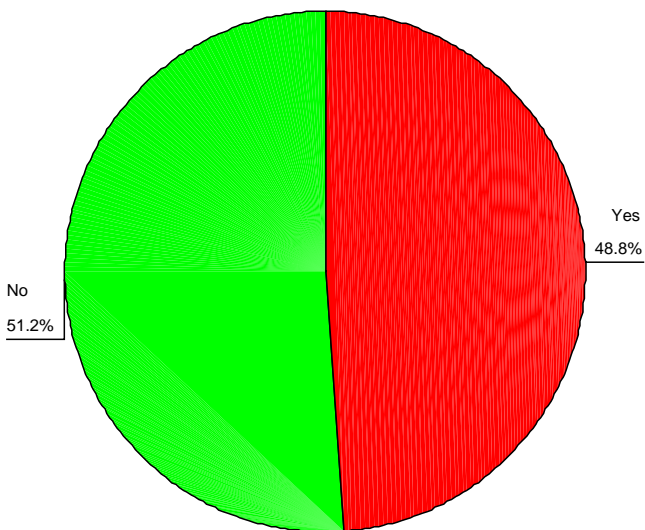


Figure 24 shows that over half of respondents (51%) did not know how to contact the council to report road defects during office hours. Even fewer respondents were aware of how to contact the council to report road defects out of office hours - over 80% of respondents did not know.

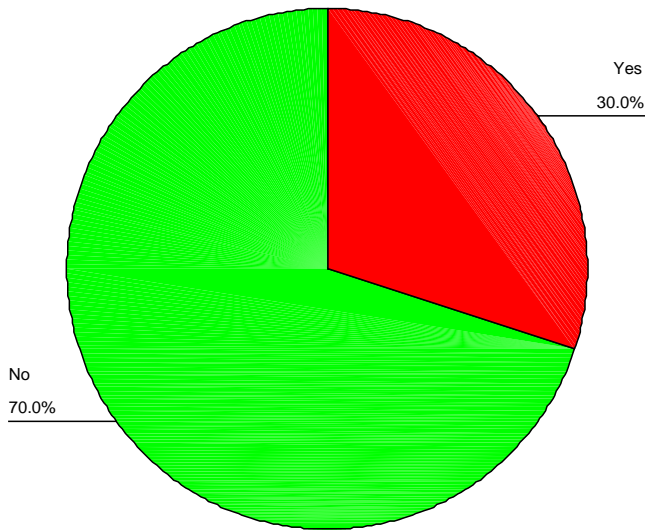
Figure 25: Did you receive sufficient explanation of why work is undertaken?

Figure 25 shows that 70% of respondents do not feel that they get sufficient explanation of why works are being undertaken.

Respondents were asked whether or not they were aware that the yellow grit boxes are for public use; approximately 60% of respondents were not aware that this is the case.

Respondents were asked to rank their opinions on the time taken for repairs on a scale of 1 to 5; 1 being 'very poor' and 5 being 'very good'.

Table 9: Opinion of time taken for repairs

	very poor		poor		average		good		very good	
	Count	%	Count	%	Count	%	Count	%	Count	%
(a) Street lights	80	12.4%	130	20%	286	44%	120	18.6%	28	4.3%
(b) Footways	134	21.2%	213	34%	233	37%	48	7.6%	5	.8%
(c) Carriageways	70	11.3%	160	26%	300	49%	82	13.3%	6	1.0%
(d) Road Drains	71	11.9%	120	20%	298	50%	96	16.0%	14	2.3%
(e) Traffic Signs	35	5.8%	84	14%	319	53%	141	23.3%	25	4.1%
(f) Road markings	48	7.9%	125	21%	299	49%	109	18.0%	24	4.0%
(g) Traffic Lights	29	4.6%	54	8.6%	241	39%	223	35.7%	78	12.5%
(h) Overgrown Vegetation	144	23.2%	193	31%	198	32%	71	11.4%	15	2.4%
(i) Consideration for Road Users During repairs	81	12.7%	130	20%	293	46%	119	18.7%	13	2.0%
(j) Treatments of carriageways during Ice and Snow	142	21.6%	152	23%	223	34%	112	17.0%	28	4.3%
(k) Treatment of Footways during ice and Snow	231	35.5%	203	31%	129	20%	71	10.9%	17	2.6%
(l) Tidiness of Site after completion of Works	33	5.2%	81	13%	334	53%	161	25.3%	27	4.2%

Table 9 shows that while the respondents were generally satisfied with the time taken for repairs (the mode response was generally to rate the time taken for a repair as 3 or 'average') there was a degree of dissatisfaction amongst respondents regarding time taken for repairs. This was particularly evident with treatment of footways during ice and snow, where 66% of respondents rated this as 'poor' or 'very poor' and only 13.5% rated it as 'good' or 'very good'.

Repair of road markings scored rather better although nearly 30% of respondents rated it as 'poor' or 'very poor' and 22% rated it as 'good' or 'very good'.

In the comments section there were a great deal of comments relating to snow clearing activities which would have been very topical for the time that the questionnaire was issued. There were 13 comments relating to the inadequacy of gritting/snow clearing on pavements and a further 15 comments complaining that side streets and streets in residential areas outside the city centre were not treated promptly/ at all during the snow.

There were 11 comments regarding the time taken for repairs to be carried out and a further 11 comments that the quality of repair work was not high and therefore needed to be redone in a short time. Several respondents (5) commented that there should be better strategic planning initiatives between council services and contractors so that the disruption to the public can be minimised when major repair work is required (i.e coordinating projects so that roads do not need to be dug up so often).

Service Response

The responses in this section not only identify the areas where service delivery could be improved, especially in explaining why works are being undertaken, but they also provide a benchmark of satisfaction for road users in how road maintenance services are currently delivered. This is the first time that such detailed info has been gathered from such a large sample and the feedback allows areas for improvement to be identified and introduced as part of the process of aberdeen futures.

14.The Internet

The Internet is becoming an additional tool the Council uses to improve its delivery of service. This section seeks feedback from you on how the Council website should be used in terms of roads and transport.

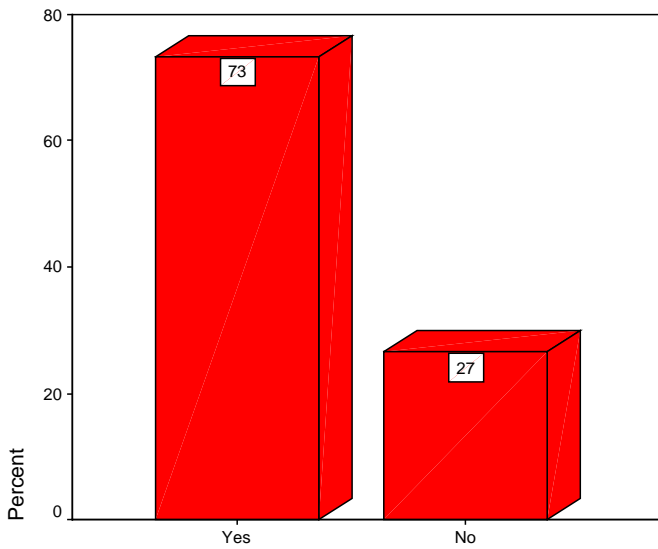
Figure 26: Access to the Internet

Figure 26 shows that 73% of respondents have access to the Internet, 83% of whom (403 respondents) use it regularly.

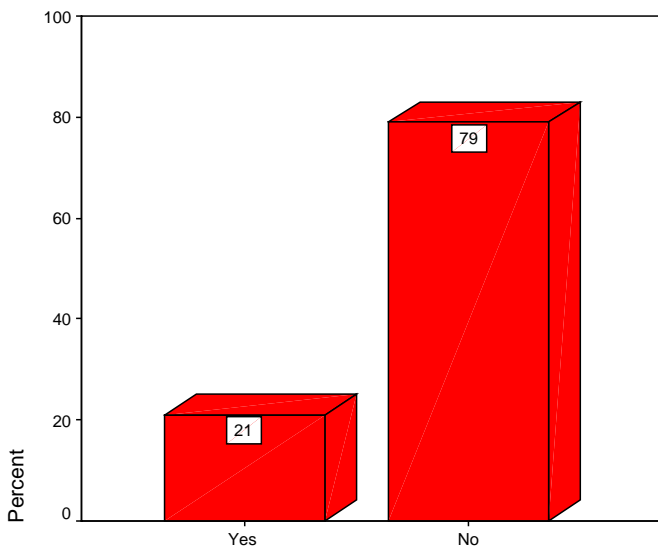
Figure 27: Aware that council website can be used to report faults

Figure 27 reveals that 79% of respondents were not aware that they could report faults through the council website. Of those that were aware of the service only 34 respondents had used the service, 30 of whom found the service useful.

Comments regarding how the service could be improved mainly related to better publicity of the service (15 comments) and improving the speed of replies to comments (5 comments). One respondent commented that the council website was not easy to navigate and another advised that having one large site is a barrier to use (said that it would be better to have several small sites). There were also a couple of comments that the Internet is not an adequate substitute for other forms of communication.

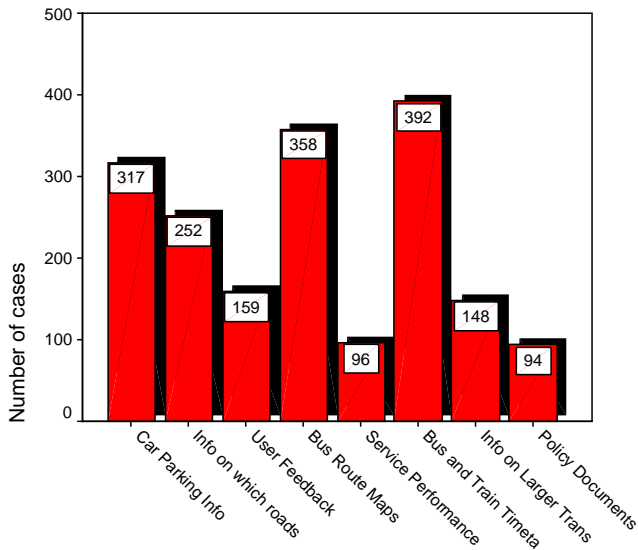
Figure 28: What information regarding roads should be on website

Figure 28 shows the information that respondents thought would be appropriate to display on the council's website; bus and train timetables were the most popular; 392 respondents think that this would be appropriate information. Bus route maps was also a popular suggestion (358 responses) as was car parking information (317 responses) and information about which roads the council is responsible for maintaining (252 responses). Policy documents only received 94 responses and Service Performance was also unpopular with only 96 responses.

Service response

The development of the Council's web-site forms part of the wider objective of improving service delivery through the use of electronic means. This section provides public feedback on those areas where electronic service delivery should be prioritised as far as transport is concerned.

15. Impression of the Network

In this section respondents were asked to identify various locations where they were dissatisfied with or have concerns about, the condition of the roads network. This section proved very difficult to analyse due to a number of factors; the way that the data was entered into SPSS with one column for each of the groups of 5 locations meant that statistical analysis was impossible. Further to this, panellists gave responses that were both very general such as 'everywhere' or 'city centre' and very specific such as 'my street' and also many used colloquialisms or have different ways of identifying different areas and so it was very difficult to determine if two separate respondents were referring to the same area or not. In addition to this a number wrote 'see above answer' to some of the questions not realising that questions were analysed separately; these were not counted.

As a pedestrian can you highlight up to five locations in the City where you feel safety could be improved.

Respondents were asked to identify areas that posed a danger to pedestrians in the City. A large number of locations (290) were identified and so only areas that were mentioned 5 or more times have been included in the list below:

- Union Street- 71
- Anderson Drive- 35
- Market Street- 24
- King Street- 20
- Haudagain Roundabout- 19
- Bridge Street- 15
- Holburn Street-14
- George Street- 13
- City Centre- 12
- Queen's Cross Roundabout- 11
- Beach Esplanade- 10
- Justice Mill- 8
- St Machar Drive- 8
- Great Northern Road- 8
- Westburn Road- 7
- Guild Street- 7
- Bridge of Don-7
- Schoolhill- 7
- North Deeside Road- 7
- Ellon Road- 6
- Mastrick -6
- Queen's Road- 6
- Rosemount- 5
- Lang Stracht- 5
- Garthdee Shopping area- 5
- Train Station- 5
- Union Terrace- 5
- Duthie Park- 5
- Bedford Road- 5
- Holburn Junction- 5
- Northfield- 5
- Berryden Road- 5

As a cyclist can you highlight up to five locations in the City where you feel safety could be improved.

There were fewer locations identified in this section because fewer respondents cycle. 98 locations were identified in total. Below is a list of locations/ factors that were mentioned 5 or more times:

- Anderson Drive- 16
- Proper cycle network is needed- 14
- King Street- 11
- Everywhere- 10
- Union Street – 7
- Haudagain Roundabout- 6
- All Roundabouts- 6
- Cars parked in cycle lanes- 5
- Bridge of Don- 5

- City Centre- 5
- Holburn Street- 5
- Wellington Road- 5

Identify up to five locations where road safety could be improved

Respondents were then asked to identify, as a car driver or passenger, up to five locations in the City where they feel safety could be improved. In this question 389 different areas with problems were identified. Many of these were only mentioned once or twice and so only areas mentioned 5 or more times have been included in the list below:

- Haudagain Roundabout- 121
- Queens Cross Roundabout- 36
- Bridge of Dee- 28
- Bridge of Dee Roundabout – 17
- Anderson Drive- 15
- Queens Cross- 14
- Lang Stracht –14
- King Street –12
- Roundabouts in general –12
- Union Street- 12
- Queens Road Roundabout- 10
- Bridge Street – 9
- Great Northern Road – 9
- Beach Boulevard – 8
- Holburn Street- 8
- Mounthooly Roundabout – 8
- Ellon Road- 7
- Bridge of Don – 7
- City Centre – 6
- George Street – 6
- St Machar Drive Roundabout – 6
- Anderson Drive Roundabout – 5
- Berryden Road – 5
- Bus Lanes – 5
- Duthie Park Roundabout – 5
- North Anderson Drive - 5
- Wellington Road – 5

Identify up to five locations where congestion affects your journey

Respondents were also asked to identify, as a road user, up to five locations in the City where they consider congestion affects their journeys. 322 locations were mentioned; locations mentioned 5 or more times are listed below:

- Haudagain Roundabout – 149
- Bridge of Dee – 124
- King Street – 65

- Anderson Drive – 61
- Bridge of Don – 54
- Market Street – 49
- Union Street – 40
- Wellington Road – 33
- Parkway – 31
- Great Northern Road – 29
- North Anderson Drive – 27
- Ellon Road – 26
- Great Western Road – 23
- Bridge of Dee roundabout – 20
- Lang Stracht – 19
- Auchmill Road – 18
- Bridge Street – 16
- Holburn Street – 16
- Queens Road – 14
- Berryden – 13
- Guild Street – 13
- College Street – 13
- Kingswells Roundabout – 12
- Bridge of Dee (Old bridge) – 12
- Garthdee shopping area – 12
- Holburn Junction – 11
- Persley Bridge – 10
- South St Machar Drive – 10
- Anderson Drive – 10
- Anderson Drive/ Great Western Road junction – 10
- Hutcheon Street – 9
- George Street – 9
- Dyce – 9
- West Tullos Road – 9
- Queens Cross Roundabout – 9
- Queens Cross – 9
- Garthdee Roundabout – 8
- Great Southern Road – 8
- Westburn Road – 8
- Riverside Drive – 8
- St Machar Drive Roundabout – 7
- Bridge of Dee (new bridge) – 7
- City Centre – 7
- Altens – 7
- Seafield Road – 6
- Garthdee Road – 6
- Garthdee – 6
- Schoolhill – 6
- Union Terrace – 6
- Virginia Street – 6
- Airport – 6
- St Machar Drive to King Street Roundabout – 6
- Kings Gate – 6
- Bridge of Don bridge – 6
- Berryden Road – 5
- Kittybrewster – 5
- Station – 5

- Skene Square – 5
- Stoneywood road – 5
- Rosemount – 5
- Queen Elizabeth Bridge – 5
- Mounthooly – 5
- Mugiemoos Road – 5
- King Street to Bridge of Don – 5
- Holburn Street Roundabout – 5
- Broomhill Road – 5

Identify up to five locations where major road repairs in the City are required

In this section 122 different roads or areas were mentioned, the ones mentioned 5 or more times are listed below:

- Beach Esplanade- 16
- Wellington Road- 10
- Bridge of Dee- 8
- King Street –7
- Urquhart Road – 6
- North Deeside Road -6
- Anderson Drive –6
- Dyce Road- 5
- Haudagain Roundabout –5
- Bucksburn to Kingswells Road- 5

General comments about roads in Aberdeen

Several comments recurred in this section including: the need for a bypass (12 comments), road markings are often unclear (9 comments), there is a need for more cycle lanes (9 comments) in particular the need for continuous cycle lanes, a dissatisfaction with traffic calming measures such as speed bumps (10 comments), general unacceptable congestion problems in city (7 comments) and the need for more bridges over rivers (5 comments). The most common comment was respondents expressing dissatisfaction with bus lanes; 18 respondents commented that bus lanes contribute to congestion, are ineffective and a waste of money.

Service response

The final sections are of assistance in identifying areas where safety, congestion and maintenance issues are in need of being addressed. This section is of assistance in developing the Local Transport Strategy, and identifying locations where improvements are required either by major works or through traffic management measures.

Safety

Grampian Police have operated a CCTV system in Aberdeen City Centre for the past seven years. The system was originally funded by a group of interested parties, including the City Centre Traders Association, Grampian Police and Aberdeen City Council. Originally it included a handful of cameras only. A recent expansion of the system to include the Beach area means that there are now 71 cameras in place, monitored on a 24 hour, 7 day basis by civilian employees of Grampian Police based at Queen Street, Aberdeen.

Panellists were asked several questions regarding the installation of CCTV in Aberdeen in order to determine their attitudes to it and perceptions of the effectiveness of it.

Figure 29: Agree with the installation of CCTV in Aberdeen



Figure 29 shows that there is overwhelming support for CCTV in Aberdeen with 96% of respondents declaring that they agree with the installation of cameras. The results were analysed by age and no discernable differences were found as may have been expected.

Respondents were asked for their opinions on what effect, if any, CCTV has on a variety of crimes/anti social behavioural problems.

Figure 30: Effect of CCTV on vandalism

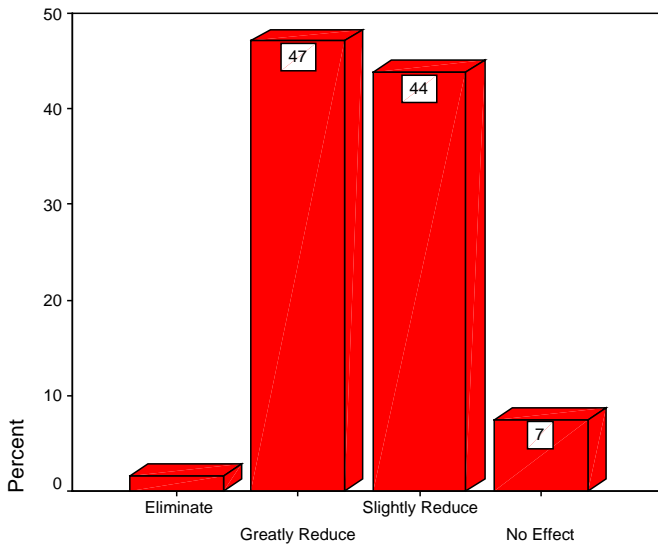


Figure 30 shows that the panel believes that CCTV has an effect on vandalism; 47% of respondents thought that CCTV greatly reduces vandalism while a further 44% believe that CCTV slightly reduces vandalism. Few panellists believe that CCTV eliminates vandalism however (11 respondents), and 55 respondents believe that CCTV has no effect on vandalism.

Figure 31: Effect of CCTV on drunkenness

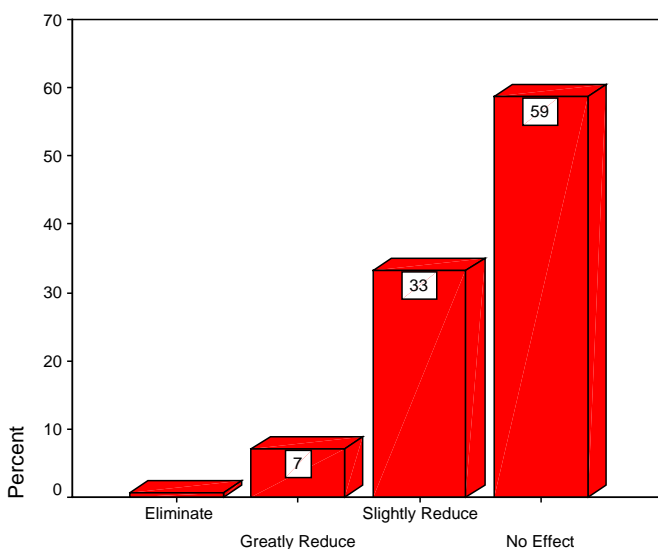


Figure 31 shows that the majority of the panel feel that CCTV has little or no effect on drunkenness: 59% of the panel think that it has no effect and 33% of the panel believe that CCTV slightly reduces drunkenness. Only 7% of respondents think that it greatly reduces drunkenness while less than 1% (only 5 respondents) think that CCTV eliminates the problem.

Figure 32: Effect of CCTV in public disorder

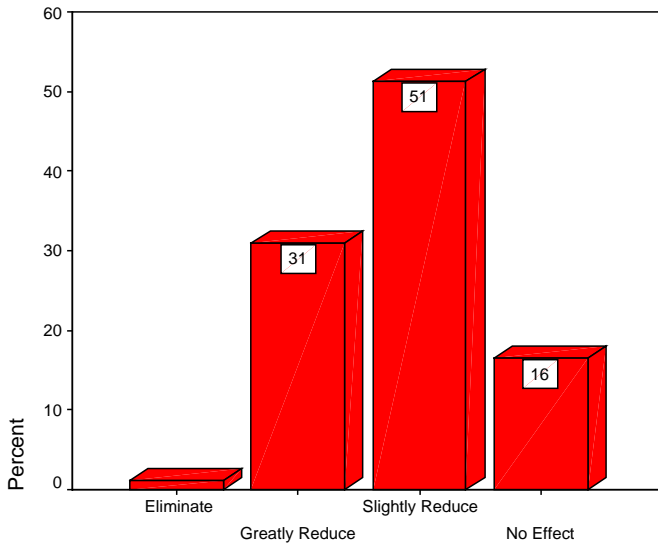


Figure 32 shows that the panel believes that CCTV has an effect on public disorder; 31% believe that CCTV greatly reduces public disorder while a further 51% believe that it slightly reduces the problem. Only 2% (8 respondents) feel that CCTV eliminates public disorder while 16% believe that it has no effect.

Figure 33: Effect on assault

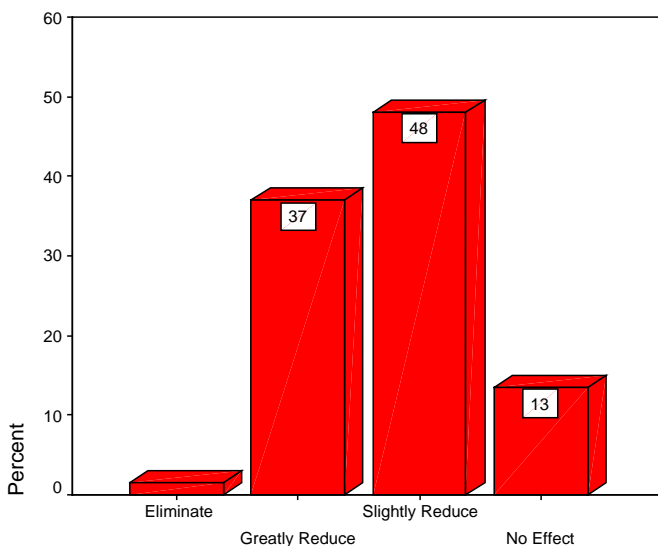


Figure 33 shows that the panel believes that CCTV does have an effect on assault; 37% believe that it greatly reduces assault and a further 48% believe that it slightly reduces assault. Only 1.5% (10 respondents) believe that CCTV eliminates the problem, 13% believe that it has no effect on assault.

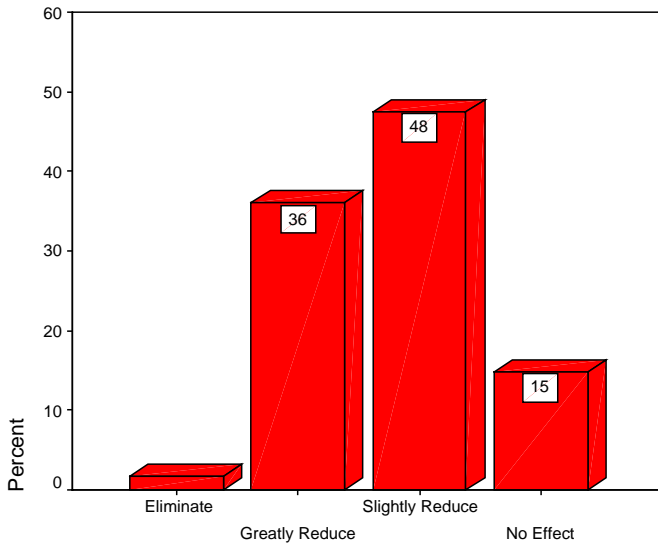
Figure 34: Effect of CCTV on violence

Figure 34 shows that 36% of the panel believes that CCTV greatly reduces violence, 48% feel that it slightly reduces violence, 15% think that CCTV has no effect and 1.6% think that it eliminates violence.

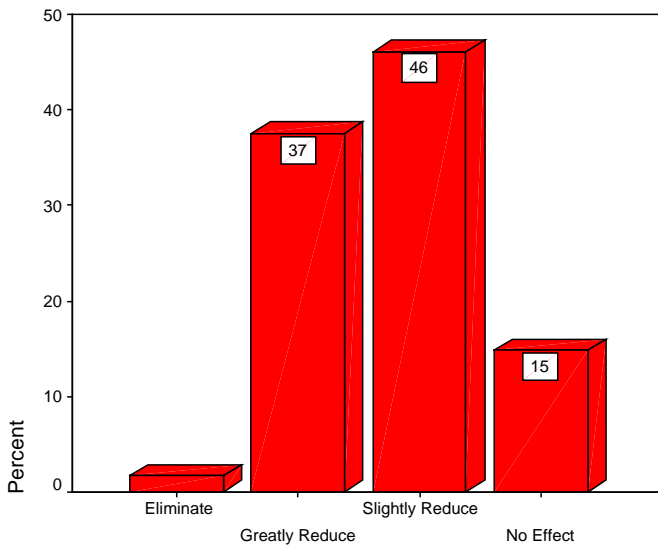
Figure 35: Effect of CCTV on shoplifting

Figure 35 shows that 37% of the panel believes that CCTV greatly reduces shoplifting, 46% feel that it slightly reduces shoplifting, 15% think that CCTV has no effect and 1.6% think that it eliminates shoplifting.

Figure 36: Effect of CCTV on mugging

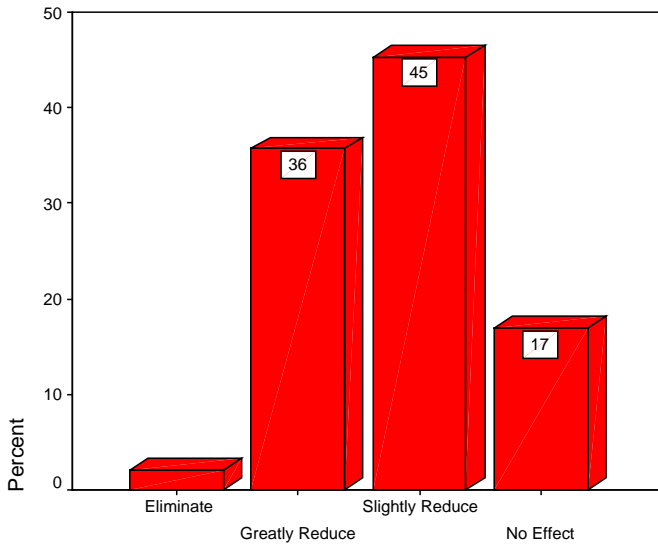


Figure 36 shows that 36% of the panel believes that CCTV greatly reduces mugging, 45% feel that it slightly reduces mugging, 17% think that CCTV has no effect and 2% think that it eliminates mugging.

Figure 37: Effect of CCTV on drug offences

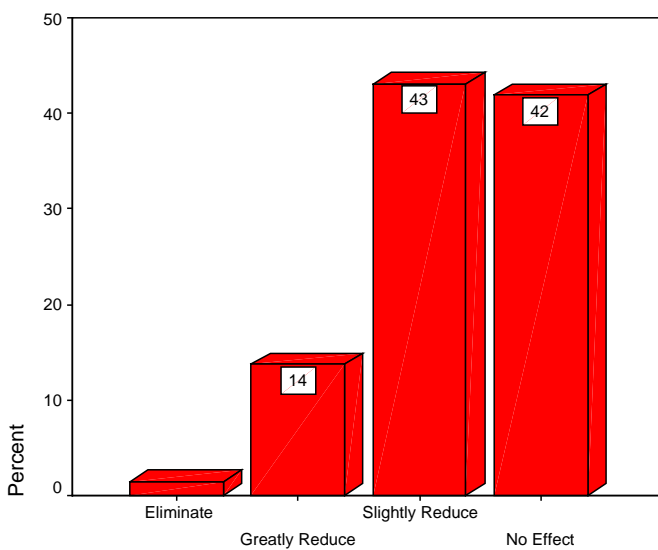


Figure 37 shows that many panellists do not feel that CCTV has a strong effect on reducing drug offences; 42% of respondents think that CCTV has no effect on this problem. While 43% feel that CCTV slightly

reduces drug offences only 14% think that it greatly reduces the problem and approximately 1% think that CCTV eliminates drug offences.

Figure 38: Mean effect of CCTV on crime

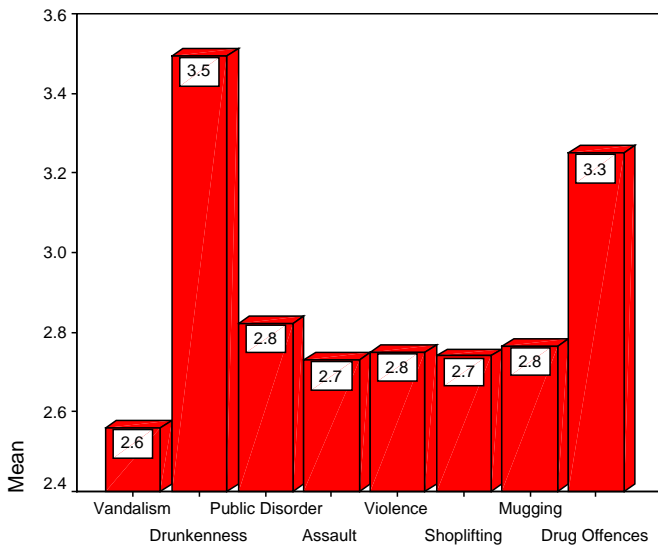


Figure 38 shows the mean results for effects of CCTV on crime/anti social behaviour. Respondents were asked to rate the answers on a 4 point scale with 1 being 'eliminate' and 4 being 'no effect' and so in this instance the lower the mean response to the statements the greater the effect respondents feel CCTV has on the crime.

With this in mind it can be observed that overall the panel feel that cctv does have an effect on most of the crimes in the survey; vandalism has the lowest mean response of 2.6 indicating that the panel feel that CCTV has a significant impact on this problem. Public Disorder, Assault, Violence, Shoplifting and Mugging all also had low mean responses indicating that the panel feel that CCTV has an effect between greatly and slightly reducing the crimes. The mean results for drunkenness and drug offences were higher indicating that the panel do not feel that CCTV is effective in combating these problems.

The panel were asked to state their level of agreement with statements relating to CCTV in Aberdeen.

Figure 39: CCTV makes you feel safer at night

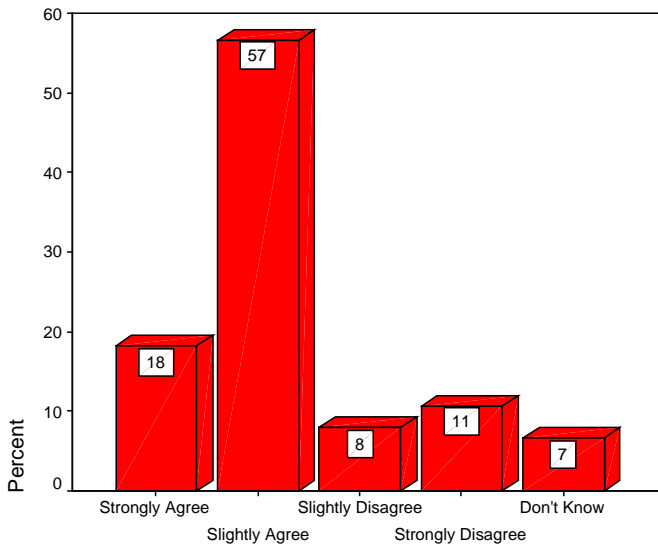


Figure 39 shows that 57% of the panel slightly agreed that CCTV 'makes you feel safer at night' while a further 18% strongly agreed with the statement. Only 19% of respondents slightly disagreed or strongly disagreed with the statement while 7% did not know.

Figure 40: CCTV makes you feel safer during the day

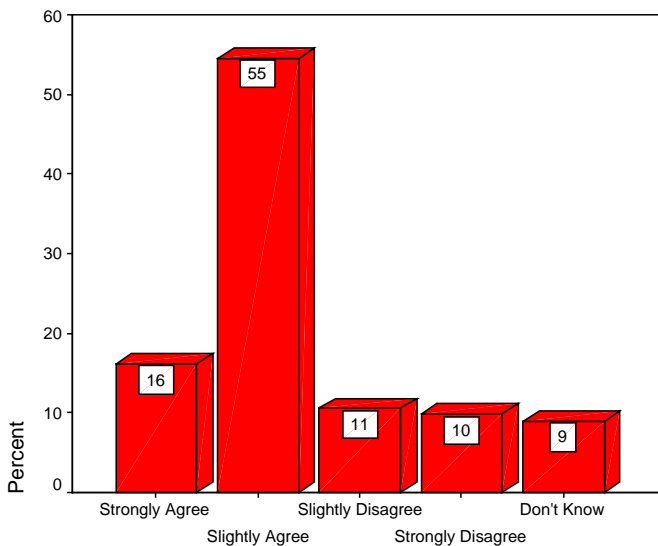


Figure 40 shows a similar result for the statement that 'CCTV makes you feel safer during the day'; 55% slightly agreed with the statement and 16% strongly agreed. A higher percentage, 21%, slightly or strongly disagreed with the statement while 9% did not know.

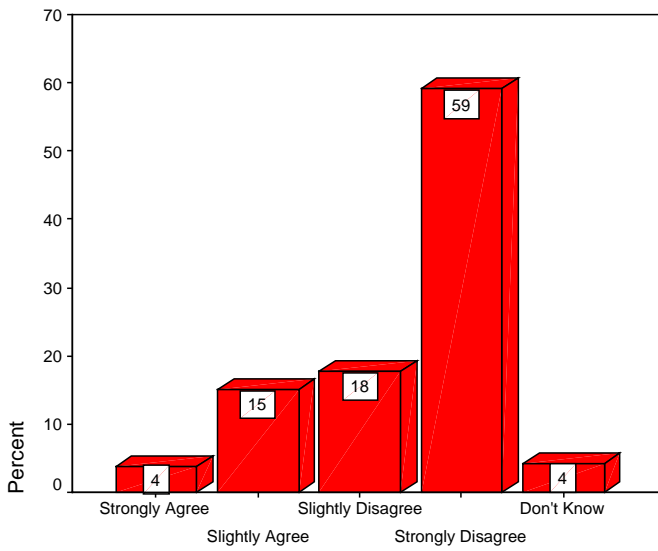
Figure 41: CCTV invades your privacy

Figure 41 shows that the majority of the panel did not agree with the statement that 'CCTV invades your privacy'; 77% slightly disagreed or strongly disagreed with the statement. Only 19% slightly agreed or strongly agreed that 'CCTV invades your privacy', the remaining 4% did not know.

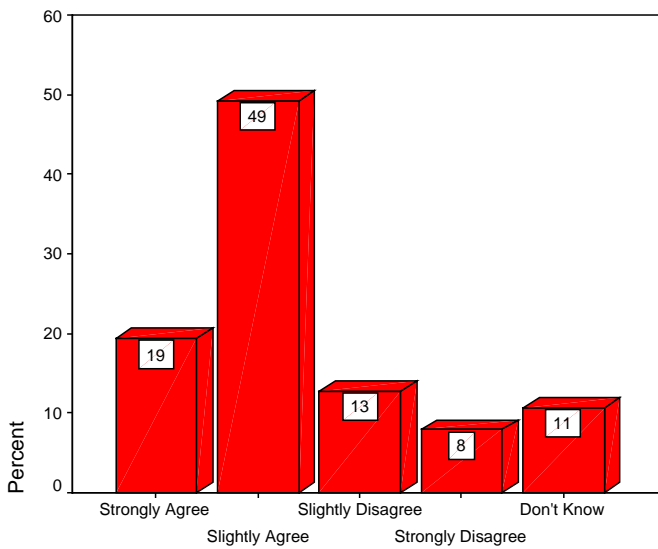
Figure 42: CCTV moves crime to other areas

Figure 42 shows that 68% of respondents either agreed or strongly agreed with the statement 'CCTV moves crime to other areas'. Only 21% slightly or strongly disagreed with the statement while 11% did not know.

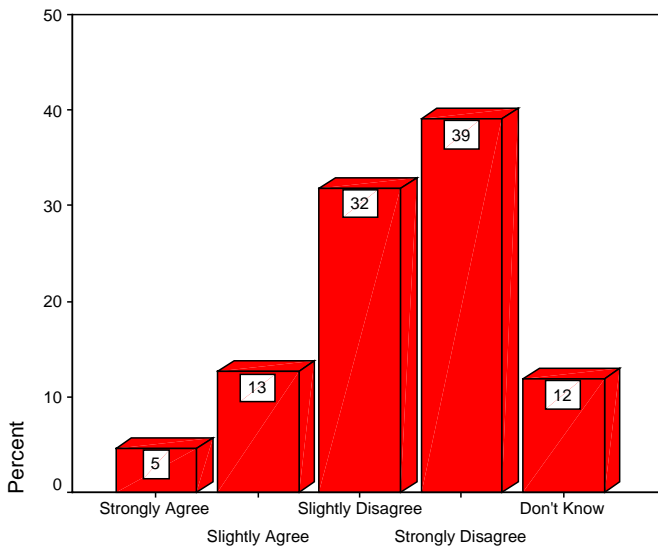
Figure 43: CCTV has no effect

Figure 43 shows that the majority of panellists did not agree with the statement 'CCTV has no effect'; 32% slightly disagreed and 39% strongly disagreed. Only 18% of respondents strongly agreed or slightly agreed with the statement, the remaining 12% did not know.

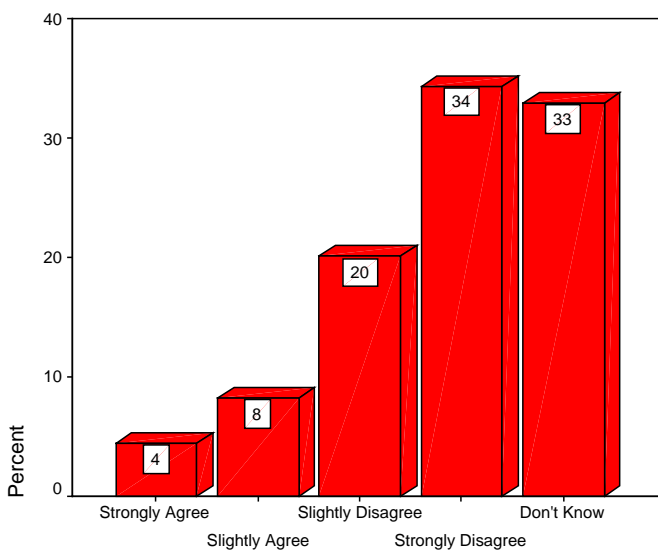
Figure 44: CCTV costs too much

Figure 44 is interesting because it shows that one third of respondents answered 'don't know' to this question. This shows that a large percentage of respondents are unaware of the cost of CCTV in the city and were therefore unable to comment on how cost effective it is. However, 54% of respondents disagreed or strongly disagreed with the statement and only 12% agreed or strongly agreed showing that most respondents did not agree that CCTV 'costs too much'.

Figure 45: CCTV reduces the number of officers patrolling the city centre

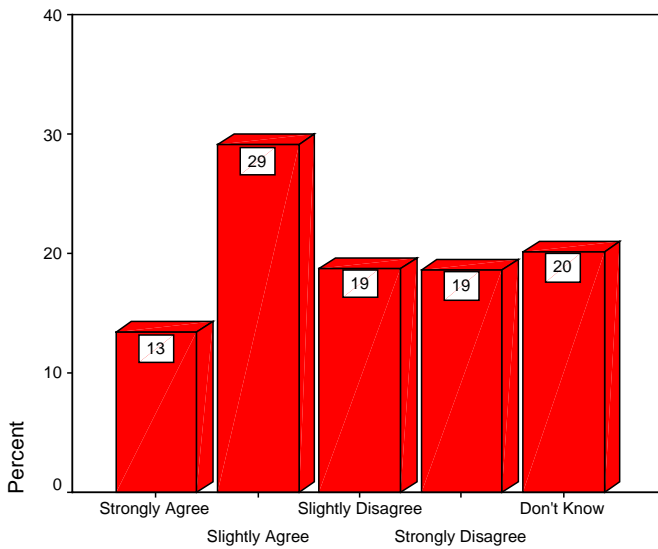


Figure 45 shows that the spread of responses to this statement was quite even; 13% strongly agreed that it 'Reduces the number of officers patrolling the town centre', a further 29% slightly agreed with the statement. 'Slightly disagree' and 'strongly disagree' both received 19% and 20% of respondents did not know.

Figure 46: CCTV helps police respond more quickly to street crime

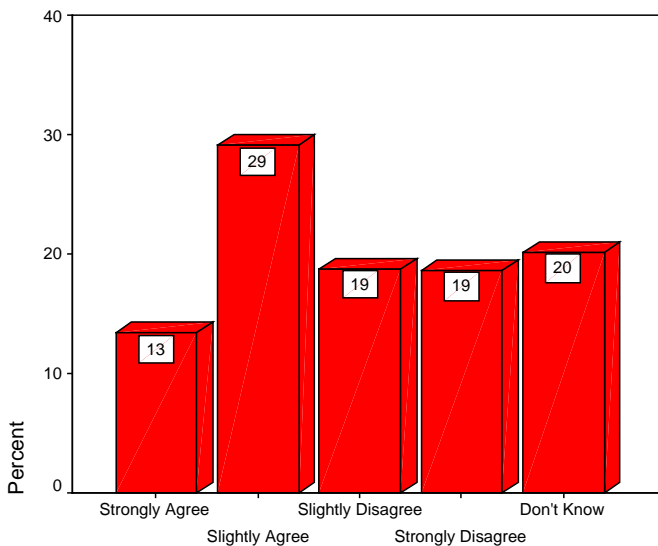


Figure 46 shows a similar response with 42% agreeing or strongly agreeing with the statement, 38% disagreed or strongly disagreed and 20% did not know.

Figure 47: Has your behaviour changed with the introduction of CCTV?

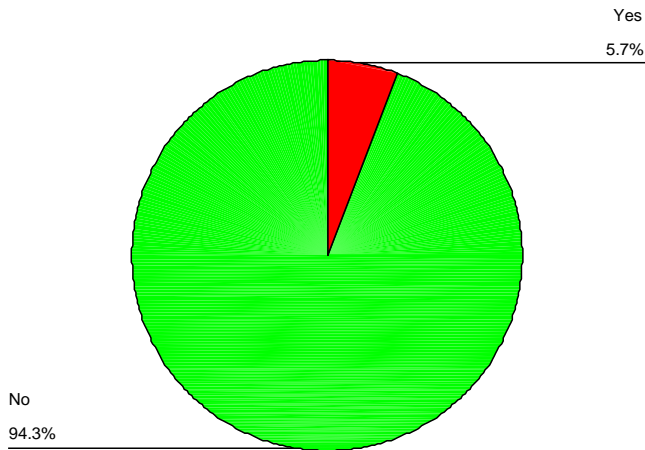


Figure 47 shows that the vast majority, nearly 95% of respondents, have not changed their behaviour with the introduction of CCTV.

Comments regarding CCTV:

The most frequently raised issue in the comments section for CCTV was from respondents expressing the fact that they had no criminal tendencies/ were law abiding citizens and therefore had nothing to be afraid of from the introduction of CCTV (124 comments).

A number of respondents believe that CCTV is only useful as a tool for catching offenders after a crime has been committed rather than as a crime prevention measure (15 comments).

A frequently raised point was that CCTV is ineffective without the police force to back it up and that it should not be used as an excuse for reducing police patrols (21 comments).

As one respondent wrote:

“I have no criminal tendencies therefore am not affected by the introduction of CCTV. I only view it as an after the event tool in detection with the exception of use through public disorder for police intelligence and information. “

A number of respondents wrote that they are largely unaware of the cameras (27 comments).

There were also comments that the CCTV cameras did not make respondents feel safer (especially at night) and that they still feared crime (18 comments).

There were 15 comments about respondents being happy about the introduction of CCTV and a further 4 wrote that it should be extended.

9 respondents wrote that they feel CCTV is ineffective.

Comments from service provider (Grampian Police)

As part of Grampian Police's Policing Plan for the forthcoming year, Vandalism will be high on our list of priorities. The Chief Inspector Neighbourhood and Partnerships has ownership of this crime and it is being targeted not only by the Police but in partnership with Aberdeen City Council.

One of the tools in reducing vandalism and identifying offenders is through the use of CCTV. One of the biggest items of property being vandalised is cars and the most common bit damaged is the wing mirrors. This is particularly the case during Friday and Saturday nights when people under the influence of alcohol are heading home. CCTV is used to monitor such behaviour.

CCTV is a great tool in the reduction of retail crime. A dedicated unit of 5 Officers deals with all retail crime within the city centre in addition to 3 Neighbourhood Officers. CCTV does not replace Officers on foot, it greatly enhances their job. For example on Friday and Saturday nights there are 28 Officers on foot patrol and in vans patrolling the City Centre. CCTV is used to follow well known shoplifters and information is passed via a radio link to all retail security guards. This has the effect of deterring those individuals.

It appears that people have become used to CCTV within the city centre and forget it is there. There has been a number of high profile cases where people have been caught due to the CCTV and is a great weapon in catching offenders.

In particular CCTV is useful in nipping disorder in the bud by sending Police units to incidents early it prevents disorder.

In the immediate term the CCTV system will be upgraded to a digital system which will enhance quality of picture and give a more enhanced system.

18. Project Aberdeen

This project was initiated with the aim of facilitating the implementation of Intelligence Led Policing across Aberdeen. It features a review of the Force structure and is considering ways of providing an improved policing service to our communities and making better use of our resources. 'Project Aberdeen' has already merged Bucksburn and Queen Street into one City Division as of 1 April 2003. It is anticipated that additional benefits of this reorganisation will include:

- Further development of Intelligence Led Policing methods across the entire City.
- Greater direct contact between the community and police staff.
- Increased operational cohesion and efficiency within the City and more effective relationships with the Local Authority and other partner Agencies.

The panellists were asked a number of questions relating to Intelligence Led Policing and related activities within Aberdeen:

Figure 48: Aware of the recent unification of Queen Street and Bucksburn Command areas?

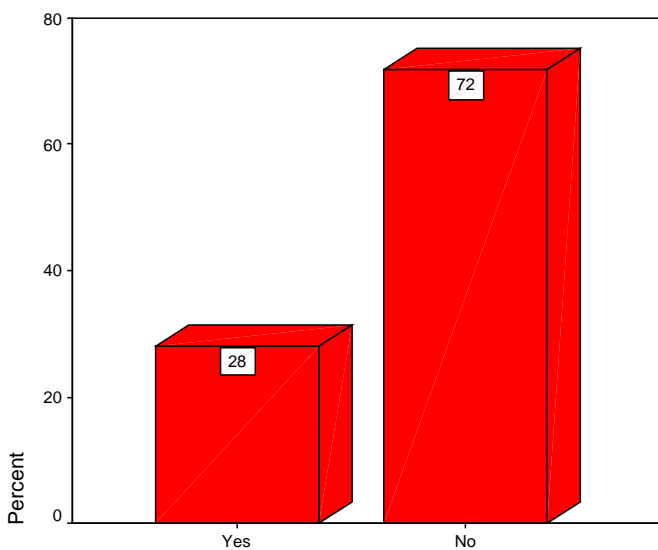


Figure 48 shows that 72% of respondents were not aware of the unification of the Queen Street and Bucksburn Command areas. This may explain why nearly 60% of respondents answered 'don't know' to the following question: "Do you feel this unification will assist Grampian Police to be able to deploy resources in a more efficient manner?". Only 31% of respondents answered 'yes' to this question while 10% answered 'no'.

Figure 49: Consideration should be given to further develop the concept of Intelligence Led Policing

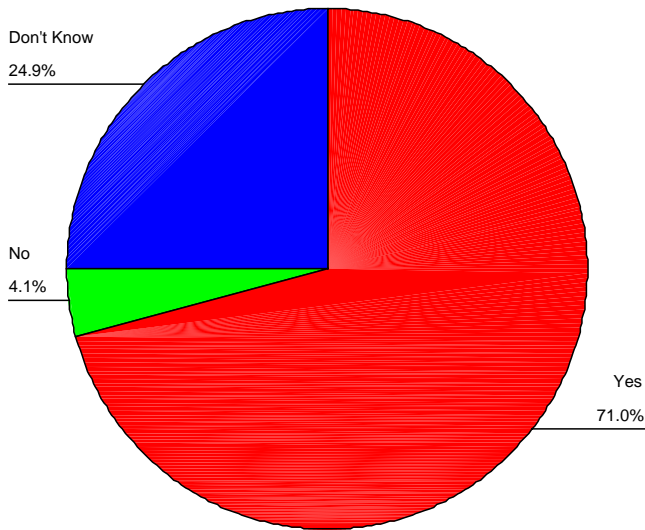


Figure 49 shows that the majority of respondents (71%) were in favour of consideration of how to further develop the concept of Intelligence Led Policing. Only 4% of respondents were opposed to developing the concept while 25% did not know.

By restructuring the resources of Grampian Police it is intended to further develop and improve joint approach methods utilised by the police, Local Authorities and other associated agencies. This may involve an Inspector taking direct responsibility for a particular area to improve these relationships.

Figure 50: Reorganisation would allow improvements to take place

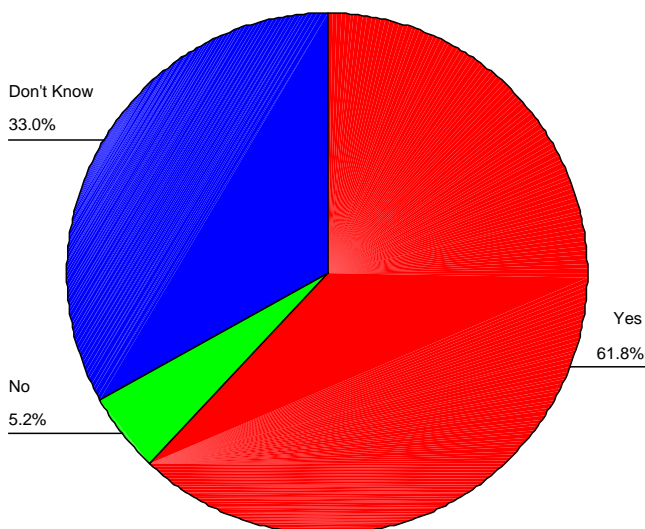


Figure 50 shows that approximately 62% of respondents believe that restructuring the resources of Grampian Police will allow improvements to take place. Only 5% of respondents disagreed and one third did not know.

PLANNING

Local Plan Preparation

This part of the questionnaire is designed to identify the level of awareness amongst Panellists of the consultation on the Local Plan.

Figure 51: Are you aware that a new Local Plan is being prepared for Aberdeen?

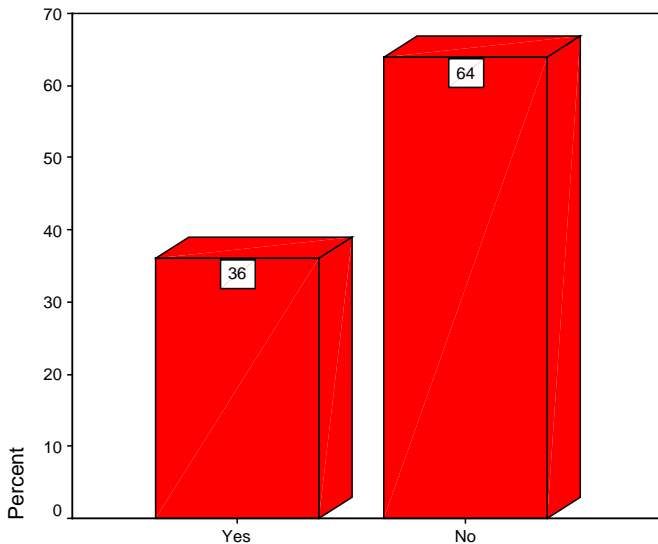


Figure 51 shows that nearly two thirds of respondents were not aware that a new local plan is being prepared for Aberdeen; only 36% were aware of it. It is unsurprising then that 90% of respondents did not feel that publicity for how to get involved in the Local Plan Process is adequate. Only 38 respondents received the message of the New Local Plan 'Green Spaces-New Places' from their local community council or local community group.

Respondents were asked what knowledge they had of Local Plan preparation process so far.

The most frequent answer was that they had no knowledge of the process - 216 comments. A further 70 respondents commented that they had very limited knowledge of the Local Plan preparation process.

35 respondents wrote that their only knowledge came from reading the local press.

6 respondents wrote that they were aware that the plan involved developing areas previously reserved as 'Green Belt' areas.

6 respondents wrote that the plan involved new housing developments.

5 respondents wrote that they thought the plan had something to do with the bypass.

6 respondents wrote that they had attended a consultation.

3 respondents were on a sub committee related to the Local Plan.

5 respondents gain information about the plan by looking at the council website.

Involvement

Figure 52: attended a local plan event in the last 3 months

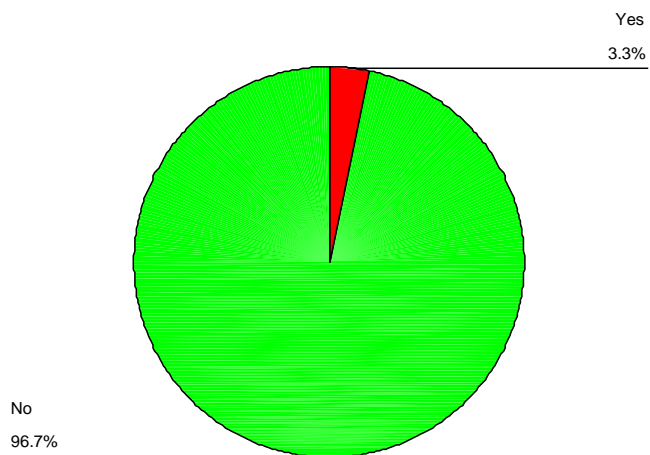


Figure 52 shows that only 3% of respondents have attended a Local Plan event in the last 3 months.

Figure 53: How involved do you feel in the Local Plan preparation process?

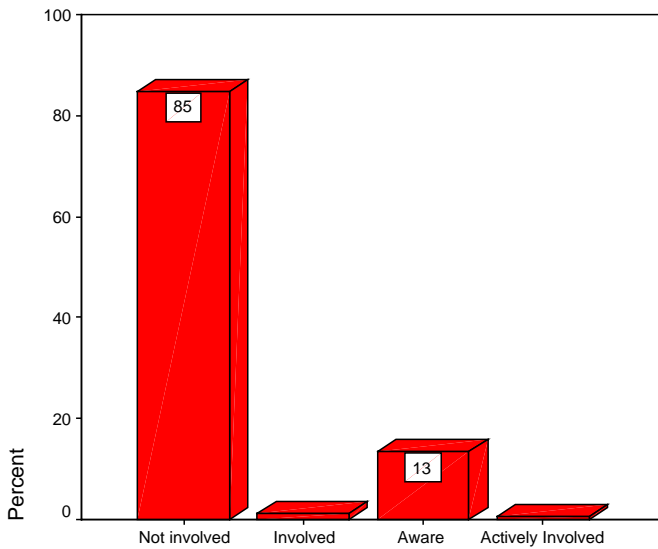


Figure 53 shows that 85% of respondents feel that they are not involved in the Local Plan preparation process. 13% of respondents replied that they are aware of the process. Only 2% of respondents replied that they are 'involved' or 'actively involved'.

Panellists were asked what steps could be taken to make them feel more involved in the process:

99 respondents said that they needed more information, many said that they were unaware of the plan's existence and a large number commented that they wanted to know more about areas of the plan that directly affect them. In a similar vein, 43 respondents said that the plan should be publicised more widely so that people know how to get involved.

41 respondents wrote that there should be letters delivered to every household.

45 respondents wrote that there should be more newsletters/leaflets (2 suggested these could be sent with council tax bills).

7 respondents suggested more information/consultation on website and a further 4 suggested notification by email.

9 suggested more meetings.

33 suggested better media coverage of the plan.

5 wanted more one to one consultation.

15 suggested questionnaires.

5 commented that they wanted a guarantee that their views will be listened to and a further 9 said that they had no wish to get more involved with the local plan.

Panellists were then asked to how they wish to be consulted on changes affecting the local plan in their areas.

- 226 respondents said that they wanted to be notified by letter.
- 83 respondents said that they wanted to be notified by newsletter/leaflets
- 56 respondents said that they wanted to be notified by the local media.
- 23 said by email.
- 17 said by the website.
- 24 said that they would like a questionnaire.
- 21 said that they wanted to be invited to a local meeting.
- 8 said that that they wanted information to be posted in public places.
- 8 said that they wanted to be informed through the local community council.
- 14 said that they just wanted more information in general.

CONTENT OF THE NEW LOCAL PLAN

Development Strategy

The Development Strategy for the new Local Plan “Green Spaces - New Places” was approved for consultation at the Development Plan Sub-Committee on the 11th September, 2003.

Several questions were included for Panellists who wished to comment in detail on the Plan in order to gauge Pannellists’ views on the Plan and also to ascertain what knowledge Panellists have of the Plan.

Figure 54: Does the Development Strategy contained in “Green Spaces - New Places” strike the correct balance between economic growth and protecting and enhancing the unique countryside of Our City?

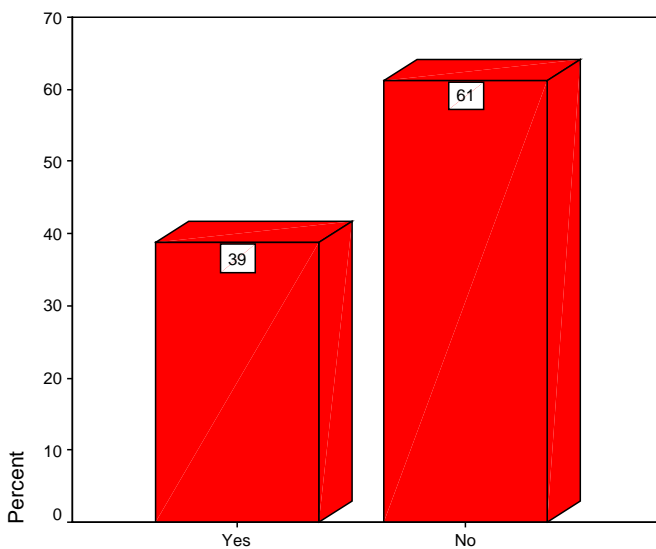


Figure 54 shows that of the panellists that answered this question 60% did not believe that the new plan strikes the correct balance between economic growth and protecting the environment. Please note, however, that 590 panellists did not answer this question and so Figure 54 only represents the views of 111 panellists. When only the views of people that indicated that they were aware of the new local plan preparations were analysed it was found that opinion was even lower; 66% of these panellists indicated that they did not believe that the local plan strikes the balance between economic growth and protecting the environment.

Views on Incremental expansion

This proposal involves identifying sites if and when new developments are needed. This proposal allows for flexibility but can also be seen as short-termist and may exacerbate problems rather than solve them, in particular problems of service delivery and facilities.

There were far fewer comments in this section than in early sections and opinion is divided. Some thought that this was the best option:

“Preferred option as we can analyse the effect of developments as they are in progress rather than being committed to a long term plan. This is demonstrated by the findings of the green belt review of 2000 are no longer appropriate.”

A further 2 respondents made similar comments about the benefits of a flexible plan, 2 comments simply stating that they agree with the plan, 1 said that this option is realistic and 1 thought that this option would provide a good return on investment.

There were, however, a number of negative comments.

There were 5 comments stating that they believed that this plan is shortsighted:

“Short-term fix. Suits developers and business but not necessarily the environment.”

There were 3 comments relating to the fact that the plan seems to lack a coherent strategy. 1 person thought that this plan will increase congestion and 2 that thought the plan will lead to urban sprawl.

Views on High Density Urban

This proposal would involve developing areas of open space and redeveloping existing buildings and areas rather than developing on greenfield sites. Although this scenario saves green belt land and the countryside, its cost would be the loss of open space and access thereto. Town cramming could reduce amenity and harm the environment and this could exacerbate urban depopulation. Although it could help some services, it could over pressurise others - some schools such as Harlaw Academy and the Grammar are near capacity for instance.

There were not a large number of comments in response to this proposal and again these were split with some people thinking this was a good idea:

“Essential for creation of ‘compact city’ as per E.U. reducing community pollution and travelling time.”

A further 5 panellists commented simply that they “agree” with this plan, 1 panellist feels that there is possible room for expansion in the Holburn area and another feels that it is a good idea if the balance of

house types is correct and more people are attracted into the city centre. There was also a comment that better use could be made of existing housing.

On the other hand, there were a number of negative comments such as:

“Don’t agree with use of gardens and playing fields. Need to keep grass/plants and trees - helps reduce CO2 levels.”

A further 3 respondents commented that they disapprove of reducing the number of open spaces within the city centre, 5 believe that this would be detrimental to the areas in question (mentioning social and economic problems, overdevelopment and problems with vandalism). 2 respondents feel that there are limited areas that can be used, 1 respondent feel that this is unsustainable, 1 thinks that the plan would be expensive, 3 simply wrote that they “disagree” and another wrote that the plan is unrealistic.

Views on WPR Development Corridor

Development would run alongside (or either side of) the WPR corridor with a series of 'green lungs' between it and the existing urban area. We could then see development connecting Bridge of Don to Dyce, Newhills to Kingswells and Countesswells to Cults. The green lungs could then be provided at Grandholme, Sheddocksley and Hazlehead.

Although access to the countryside lungs will be maintained, they would not be as wildlife friendly with less scope for the use of green corridors. It would help fund and make full use of the WPR, although the inevitable extra car use and congestion could reduce effectiveness of WPR as a bypass and distributor road.

Once again there were few comments and these represented a range of views.

On the positive side one respondent wrote:

“Sets out boundary from start - useful for transportation system, suited in conjunction with incremental expansion scheme.”

3 respondents made comments that the proposed development is needed, 2 more wrote that a little development is acceptable but that it should not lead to large scale developments. Some comments were positive but included a caveat that the matching services must be provided.

Most comments with regard to this proposal were negative:

“WPR corridor would only work with narrow ribbon development along the WPR. My fear would be that it would be opening the floodgates to wholesale development in the green belt.”

Concern about the elimination of the green belt was expressed by 2 other panellists: 2 thought that the idea was very poor, 1 wrote that this plan will increase congestion, another 3 wrote that development along road corridors should be prevented (no possibility for expanding roads). Two respondents wrote that the plan is unsustainable and another that the route is a quick fix solution.

Views on Green Network and Development Fingers

In this proposal the green belt would be divided into a series of green wedges with new communities between them. The green wedges could be based on some of Aberdeen's prime assets (e.g. the river valleys, wildlife sites and woodlands) whilst the development corridors would be based on sustainable transportation routes into the city. Possible development fingers could be developed along the A96, A944 and A93 at Newhills, Maidencraig and Deeside.

This scenario makes the provision of all modes of transport easier, although it may make access to the city centre appear more remote. Easy access could be provided to the countryside wedges and orbital greenways which would also act as wildlife corridors and green lungs. If larger areas are identified by creating a larger base community it will be easier to deliver services and facilities.

As with the other ‘comment areas’ in this section there were not a large number of comments and these were fairly diverse.

On the positive side, 6 respondents made comments indicating that they agree with the proposals, one respondent wrote that they think the green belt should be abolished and another that the proposal is good for the environment.

There were more negative comments, however; 3 panellists wrote that green issues were being neglected in this scheme; one person wrote that the scheme is unsustainable, a number expressed concern that the plan was outlined in vague terms and that they would be sceptical until provisional maps were available. One respondent wrote that development fingers were bad, another that they could never agree to a scheme that would see the green belt destroyed and another that the city boundary should remain where it is.

Greenfield : Brownfield Shift

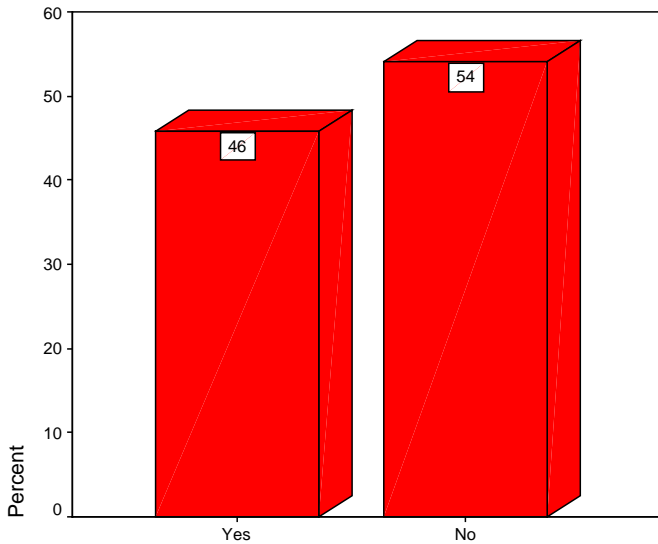
The Structure Plan, North East Scotland Together (NEST), allocates 5700 new homes to Aberdeen between January 2000 - December 2010 of which:

- 1200 homes (21% of 5700 total) were on greenfield sites
- 4500 homes (79% of 5700 total) were on brownfield sites

Due to severe shortages of affordable family housing in the City, a slow down in the development of new housing compared to flats, and a lack of brownfield sites in Aberdeen, it was decided whilst working within the total allocation of new housing to Aberdeen that the New Local Plan should **adjust** the split between the greenfield and brownfield housing to:

- 2700 homes (47% of 5700 total) on greenfield sites
- 3000 homes (53% of 5700 total) on brownfield sites

Figure 55: Agree with proposed adjustment to greenfield/brownfield split



Of the panellists that answered this question, 54% did not agree with the proposed split between greenfield and brownfield sites while 46% agree. It should be noted that the response rate to this question was very low; 41% did not answer the question.

Development Land Requirements

The Structure Plan by NEST approved by the Scottish Ministers in 2001, requires that 2300 new housing units and 40-75 hectares of marketable employment land be provided in Aberdeen. These must be allocated through the New Local Plan “Green Spaces - New Places”. Panellists were asked: where do you think it would be most appropriate for this to be accommodated?

- Should be built next to existing housing schemes – 3 comments
- Built where services can be expanded easily (e.g roads, shops etc)- 18 comments
- Redevelop derelict buildings/ wasteground – 22 comments
- No development on greenfield sites- 15 comments
- Revitalise impoverished areas- 6 comments
- Build near to proposed bypass route- 11 comments
- Build in Kingswells area- 9 comments
- Build in Bridge of Don- 7 comments
- Build in Cove area- 13 comments
- Build in Westhills area- 7 comments
- Build in Bucksburn area- 6 comments
- No need for new buildings (population declining, enough houses already)- 6 comments
- Build in Dyce area- 10 comments

Figure 56: Spread or focus development land throughout city

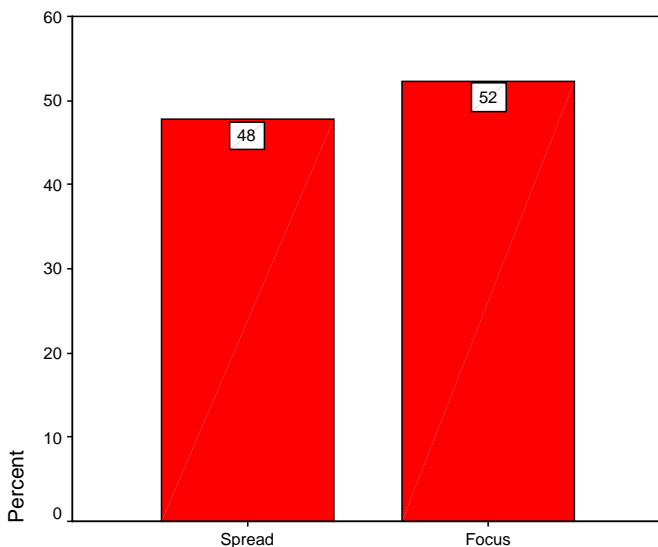


Figure 56 shows that opinion is fairly evenly split on whether to spread new development land throughout the city so that all areas take a share; 48% of respondents chose this option while 52% thought it would be better to focus on a development corridor to ensure a critical mass for new services, shops, schools etc is reached. There was a low response rate to this question; 34% did not answer.

Development Area

Respondents were asked to identify if there is a need for more housing / employment / business land / facilities in selected areas of the city.

Table 10: Need for more employment/business land

	Yes	No
	Count	Count
Murcar	53	55
Mundurno	42	60
Whitestripes	33	63
Dyce	58	65
Newhills	64	43
Maidencraig	39	34
Hazlehead	64	79
Deeside	71	85
Cove/Loirston	72	60

Table 11: Need for more housing land

	Yes	No
	Count	Count
Murcar	53	55
Mundurno	42	60
Whitestripes	33	63
Dyce	58	65
Newhills	64	43
Maidencraig	39	34
Hazlehead	64	79
Deeside	71	85
Cove/Loirston	72	60

Table 12: Need for more service land

	Yes	No
	Count	Count
Murcar	74	21
Mundurno	60	22
Whitestripes	62	24
Dyce	81	27
Newhills	73	21
Maidencraig	40	16
Hazlehead	82	42
Deeside	76	54
Cove/Loirston	111	13

Community Identity

Respondents were asked whether they think that the new development areas / communities should be bound in with existing areas to allow sharing, support and regeneration for existing and new facilities, or kept more separate to develop unique identities.

Figure 57: Should new development areas/communities be bound in or kept separate?

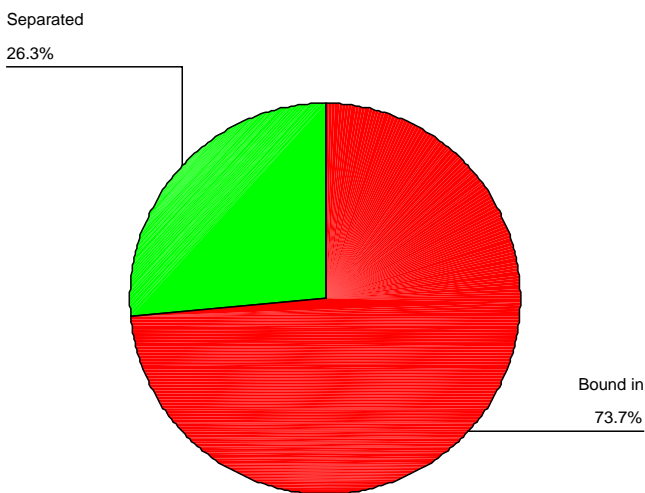


Figure 57 shows that nearly $\frac{3}{4}$ of panellists that responded to this question feel that the new development areas should be bound in with existing communities. This is in keeping with the previous comments section where a large number of respondents wrote that they feel new developments should be extensions of existing communities and that they should allow for extension of amenities in these areas. As with other questions in this section the response rate was fairly low; 33% of respondents did not answer this question.

Masterplans

Respondents were asked to identify the main points they think need to be considered in the masterplanning of the new development areas and City GreenSpace. They were given 9 suggestions to rate on a scale where 1 was 'Not Important' and 5 was 'Very Important'.

Table 13: Masterplanning of new development areas

	Not Important		2		3		4		Very Important	
	Count	%	Count	%	Count	%	Count	%	Count	%
Housing Design, house types	9	1.6%	9	1.6%	102	18.3%	181	32.6%	255	46%
Provision of Affordable Housing	9	1.6%	16	2.9%	71	12.7%	140	25.1%	322	58%
Urban Design	13	2.4%	20	3.7%	165	30.4%	197	36.3%	147	27%
Designing Out Crime	6	1.1%	8	1.5%	59	10.8%	169	30.9%	305	56%
Mix of New Uses	9	1.7%	18	3.4%	209	39.7%	197	37.5%	93	18%
Linkages to countryside areas	11	2.0%	38	7.0%	186	34.1%	186	34.1%	125	23%
Pedestrian and Cycle Routes	19	3.4%	38	6.9%	152	27.6%	190	34.5%	152	28%
Maintenance of GreenSpaces	3	.5%	9	1.6%	65	11.8%	168	30.4%	308	56%
Protection of wildlife and biodiversity	5	.9%	18	3.2%	70	12.6%	136	24.4%	328	59%

Figure 58: Mean of statement agreement

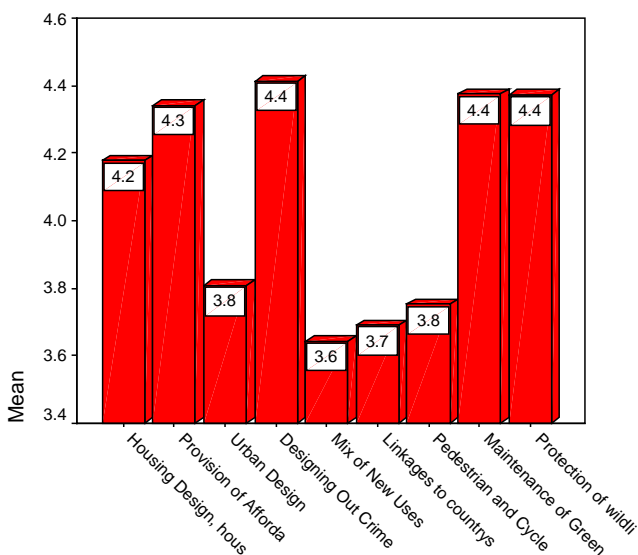


Table 13 and Figure 58 show a summary of the results for the questions related to master planning of new areas. As can be seen, all factors had a mean score of over 2.5 which shows that respondents rated all factors above 'average' (i.e. above 2.5). Factors that were rated most important overall were: Designing out crime, Maintenance of Green Spaces and Protecting Wildlife and Biodiversity. Factors that were rated lowest were: Mix of new uses and linkages to country areas.

Other issues it is important to consider

In this section most comments related to ensuring that the infrastructure is sufficient to cope with the new developments and subsequent rise in traffic, children attending schools etc. There were 16 comments that the road system must be able to cope with the additional traffic (references were made to problems in Bridge of Don and Kingswells). A further 15 comments were made about ensuring adequate public service links. There were 12 comments relating to the provision of services in general in new developments, an additional 6 comments were made about schools, 1 comment about youth facilities, 3 comments about children's play areas and 9 comments about recreation.

The quality and impact of new developments were also commented on; 10 comments were made about protecting the environment (not building in green belt etc), 5 comments were made that the architecture should be sensitive to local area, 5 comments were made regarding developers not sticking to the terms of their contract and a further 4 comments were made that views of residents living near the site of proposed developments should be made.

Finally, 6 comments were made that there should be more affordable housing (in particular housing suitable for families) built. There were also 6 comments suggesting that existing housing should be redeveloped rather than building entirely new sites.

New Uses

Table 14: Which of the following types of new uses do you feel it is appropriate to include in the new development areas / communities?

	Yes		No	
	Count	%	Count	%
Flats	300	63.4%	173	36.6%
Health Care facilities	549	98.4%	9	1.6%
Library	478	89.8%	54	10.2%
Family Housing	520	97.0%	16	3.0%
Sheltered Housing	480	93.0%	36	7.0%
Affordable Housing	518	93.7%	35	6.3%
Business/Employment Land	292	64.7%	159	35.3%
Primary Schools	515	94.7%	29	5.3%
Academy	430	83.8%	83	16.2%
Supermarket	417	79.7%	106	20.3%
Local/District Centre	479	90.7%	49	9.3%

Other Uses

The most frequent comments in this section related to additional facilities that should be included in new developments. Leisure facilities were commented on the most; there were 37 comments that a sports centre should be included in a new development, 18 comments that there should be play areas (safe) for children and a further 13 comments related to providing facilities for older children to keep them occupied. A further 17 comments related to the construction of a community centre, 3 respondents suggested facilities for older people, 6 respondents commented that there should be adequate shopping facilities, 6 suggested provision of religious facilities, 4 suggested a pub and a further 4 thought there should be restaurants.

Several panellists also suggested that it should be ensured that there are adequate public transport links (9 comments), 8 suggested that there should be more green spaces, 11 respondents thought that there should be a local police station and 6 suggested health facilities.

Comments from the Service Provider

The questions on the Local Plan were split into two sections aimed at gauging levels of awareness and involvement in the Local Plan preparation process and to seek views on the proposed content and strategy of the new Local Plan.

Since the results have been received reference has been made to the interaction with the Citizens' Panel in the Finalised Aberdeen Local Plan which was put before the Development Plan Sub-Committee on the 29 January and then to a Special Meeting of Council on the 9th March 2004. Additionally we are currently considering putting the detailed results before the new Aberdeen Land Use Forum and using the Forum to provide feedback to influence any future set of questions for the Citizens' Panel, to help ensure a higher response rate and level of understanding of the questions.

Whilst there was disappointment that 64% of panellists were not aware that a new Local Plan was being prepared for Aberdeen at the time of responding, solace was taken in the fact that the questionnaire went out during the early stages of the Local Plan engagement cycle, with more masterplanning workshops and press coverage to follow. At that stage, the involvement embarked upon had been of a discretionary nature in advance of the formal statutory process. However, the

responses demonstrated a lack of awareness illustrating that the message had not been spread throughout the wider community by the Community Councils, who had been seen by the Service as a first point of contact for disseminating the information.

Public views are welcomed in preparing a new Local Plan and the questionnaire has helped in revealing a need to reach the wider public through new innovative methods of engagement and consultation.

BUDGET

There are two main Revenue Budgets prepared by the Council on an annual basis.

1. The General Fund Revenue Budget - provides details of planned expenditure on all Services – apart from Council Housing. The Current year's General Fund Revenue Budget is around £330 million. The funding of these services comes from three sources:

- a) Revenue Support Grant funding from the Scottish Executive
- b) Council Taxes
- c) Fees and charges for the use of specific Council Services

The majority of funding comes from Scottish Executive grants (75% of the annual funding requirement). The remainder is generated by Council Taxes (23%) with fees and charges generating around 2% of the overall funding requirement.

The City Council, like all other local authorities, has a difficult balancing act to perform between providing adequate levels of service provision and affordable Council Tax increases.

The Band D Council Tax, i.e. the middle banding is £1,020 per annum, which equates to £19.61 per week.

2. The Housing Revenue Account (HRA) Budget – meets the cost of maintenance, administration and management of the Council's housing stock. The annual HRA budget is around £55 million. The main source of income to meet this expenditure is from Council House rents.

The Council is not permitted to make any contribution from the General Fund Budget to the HRA Budget, i.e. the Council Taxpayer makes no contribution toward the cost of Council Housing. The average weekly rent is £43.22.

Figure 59: Do you think that Aberdeen City Council does the best it can with the money available?

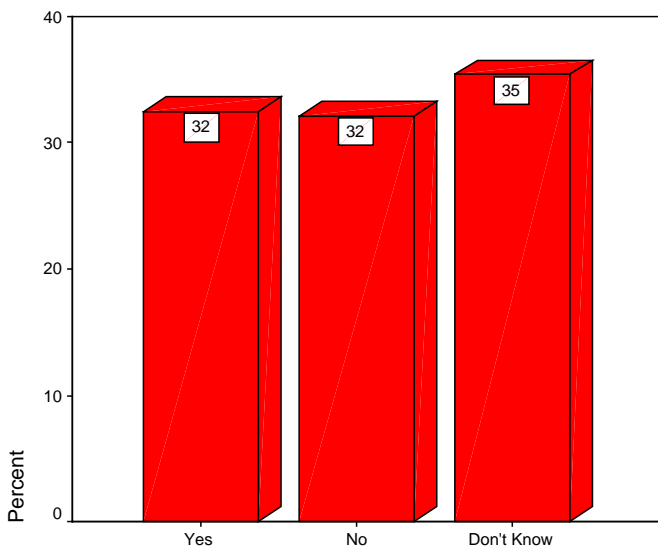


Figure 59 shows that 32% of respondents feel that Aberdeen City Council does its best to maximise the budget, 32% think that it does not do the best it can and 35% do not know.

Areas where Council services do not provide value for money

There were a large number of comments in this section and a few areas of council services were highlighted on a number of occasions; the issue of council tax was raised 20 times, in particular issues with value for money and the single person's discount not being enough. There were 17 comments that service provision was poor in general and a further 14 comments that council employees were responsible for wasting resources (in particular perks for councillors and the fact that there are too many council employees).

The roads service received the most complaints overall; there were 37 comments regarding road and pavements mostly relating to repair and congestion. There were also 9 comments regarding street lighting and 9 comments regarding car parking.

The cleansing services were also commented upon; insufficient street cleaning (especially in the city centre) received 18 comments, refuse collection received 8 comments regarding poor service and a further 8 comments were made about the maintenance of parks and other green areas in the city. There were also 3 comments regarding the lack of consideration for environmental issues.

Education received 10 comments.

Housing received 16 comments, in particular about council housing (some arguing that too much money was spent on council housing and others saying that council housing was too expensive for tenants and that repairs were slow).

There were 13 comments regarding social work; once again some arguing that too much money was spent on social work but there were 5 comments complaining that services for elderly or disabled people were not sufficient.

Leisure facilities were also criticised; 5 comments about lack of youth facilities, 2 comments about the lack of facilities for children, 6 complaints about leisure in general, 3 complaints about the amount of money the council spends on celebrations and 4 comments regarding the deterioration of sports facilities in the city.

Policing received 3 comments.

There were a number of comments about the poorer areas of the city which some residents feel are neglected when it comes to services in particular; Mastrick, Northfield, Tillydrone and Logie.

Figure 60: Decisions about future spending plans.

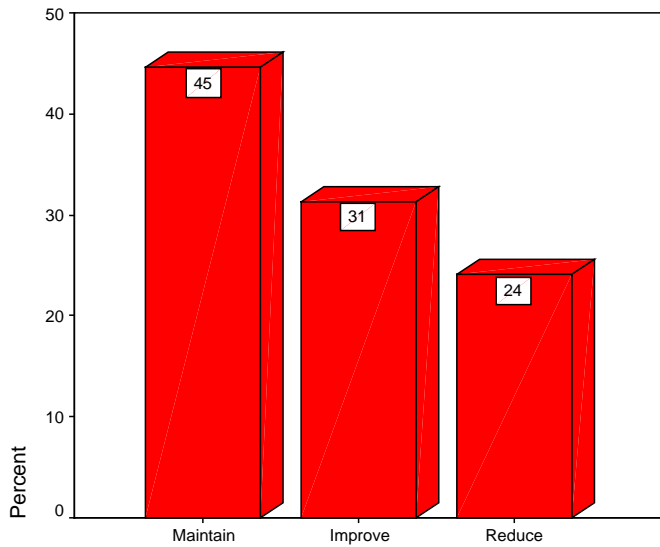


Figure 60 shows that 45% of respondents feel that current levels of service should be maintained even if this means an increase in Council Tax, 31% of respondents feel that levels of service should be improved even if this means a greater increase in Council Tax and 24% think that levels of service should be reduced to keep Council Tax rises to a minimum.