

Aberdeen City Voice



5th Questionnaire

- Safety
- Environment
- Learning and Leisure
- Homes

| | |
|---|-----------|
| <u>TABLE OF FIGURES</u> | 3 |
| <u>TABLE OF TABLES</u> | 4 |
| <u>INTRODUCTION</u> | 5 |
| <u>SAFETY</u> | 6 |
| <u>SPEED CAMERAS</u> | 6 |
| <u><i>Response from Service Provider</i></u> | 11 |
| <u>COMMUNITY SAFETY</u> | 12 |
| <u><i>Response from Service Provider</i></u> | 16 |
| <u>FIRE SAFETY MESSAGES</u> | 17 |
| <u><i>Response from Service Provider</i></u> | 19 |
| <u>SACRO - ABERDEEN COMMUNITY MEDIATION SERVICE</u> | 20 |
| <u><i>Response from Service Provider</i></u> | 21 |
| <u>ENVIRONMENT</u> | 22 |
| <u>RECYCLING CENTRES AND POINTS</u> | 22 |
| <u>MARKETING CAMPAIGN AWARENESS</u> | 33 |
| <u><i>Response from Service Provider</i></u> | 39 |
| <u>ECOLOGICAL FOOTPRINT PROJECT</u> | 40 |
| <u><i>Response from Service Provider</i></u> | 43 |
| <u>LEARNING AND LEISURE CULTURAL COMMISSION CONSULTATION</u> | 44 |
| <u>BARRIERS</u> | 44 |
| <u>CULTURAL RIGHTS AND ENTITLEMENTS</u> | 48 |
| <u><i>Response from Service Provider</i></u> | 51 |
| <u>HOMES</u> | 52 |
| <u><i>Response from Service Provider</i></u> | 64 |

Table of Figures

| | |
|--|----|
| Figure 1: Cameras are an easy way of making money out of motorists | 6 |
| Figure 2: Cameras are meant to encourage drivers to keep to the speed limits, not punish them | 7 |
| Figure 3: Fewer accidents are likely to happen on roads where cameras are operated | 7 |
| Figure 4: Cameras mean that dangerous drivers are now more likely to get caught | 8 |
| Figure 5: The use of safety cameras should be supported as a method of reducing casualties | 9 |
| Figure 6: The primary aim of safety cameras are to save lives | 9 |
| Figure 7: There are too many safety cameras in my local area | 10 |
| Figure 8: Do you (or anyone in your household) own a car? | 10 |
| Figure 9: How would you rate your neighbourhood as a place to live | 12 |
| Figure 10: Noisy Neighbours | 13 |
| Figure 11: Vandalism and Graffiti | 13 |
| Figure 12: Groups of young people hanging around | 14 |
| Figure 13: People who have been drinking/using drugs | 15 |
| Figure 14: Rubbish or litter lying about | 15 |
| Figure 15: Was the fire safety message a local message to residents of Aberdeen or was it a national message to the whole of Scotland or the UK? | 17 |
| Figure 16: Have you made any change to your lifestyle as a result of the information? (Such as stopped smoking, reduced the number of cigarettes smoked or reduced your alcohol consumption) | 18 |
| Figure 17: Were you previously aware of the Community Mediation Service? | 20 |
| Figure 18: Would you get in touch with the Community Mediation Service if you had a dispute with your neighbour? | 21 |
| Figure 19: What type of house do you live in? | 22 |
| Figure 20: There are currently a number of Recycling Centres and Points in Aberdeen City. Do you use these services? | 22 |
| Figure 21: How often do you take materials to the Recycling Centres or Points? | 24 |
| Figure 22: When is it most convenient for you to take your materials to the Recycling Centres and Points? | 25 |
| Figure 23: Are you aware that a campaign is running to encourage you to recycle your household waste? | 33 |
| Figure 24: Have you heard of a campaign called Waste Aware Aberdeen? | 34 |
| Figure 25: Did you receive a Waste Aware Grampian Guide through your door? | 36 |
| Figure 26: If you kept the guide did you find it useful? | 37 |
| Figure 27: What pages have you found useful within the guide? | 37 |
| Figure 28: If you did not keep it – why didn't you keep it? | 38 |
| Figure 29: How important are environmental problems personally for you? | 40 |
| Figure 30: I think that my lifestyle can be damaging to the environment | 41 |
| Figure 31: Have you heard of the Ecological Footprint? | 42 |
| Figure 32: Do you know that the Council is running an Ecological Footprint project? | 43 |
| Figure 33: Have you used the Council housing service | 52 |
| Figure 34: I am satisfied with the range of services available at my local office | 53 |
| Figure 35: Staff respond promptly and efficiently to my queries | 53 |
| Figure 36: Council housing services are delivered in a non discriminatory way | 54 |
| Figure 37: The process of applying for a Council house is straightforward | 54 |
| Figure 38: The Council deals effectively and sympathetically with tenants in arrears of rent | 55 |
| Figure 39: Staff respond promptly and efficiently if I make a complaint | 55 |
| Figure 40: Information about the Council Housing Service is easy to access | 56 |
| Figure 41: I know or would know who to contact for specific advice about Council Housing Services | 56 |
| Figure 42: My local Council housing office is conveniently located | 57 |
| Figure 43: The Council provides clear information on the performance of its Housing service | 57 |
| Figure 44: Council housing services represent good value for money | 58 |
| Figure 45: The Council lets its houses efficiently | 59 |
| Figure 46: The Council manages its houses efficiently | 59 |
| Figure 47: The Council provides appropriate support to tenants who require support | 60 |
| Figure 48: Rent levels for Council tenants are reasonable | 60 |
| Figure 49: Council Housing estates are generally well kept | 61 |
| Figure 50: The Council keeps its houses in a good state of repair | 62 |
| Figure 51: I am aware of the services the Council provides for homeless people | 62 |

| | |
|--|----|
| Figure 52: Information and advice for homeless or those who may become homeless is easy to access... | 63 |
| Figure 53: The Council deals effectively with homelessness in the City | 63 |

Table of Tables:

| | |
|---|----|
| Table 1: Are you aware of any of the following Fire Safety messages which have been publicised over the last 12 months?..... | 17 |
| Table 2: What do you do to prepare materials for recycling? | 26 |
| Table 3: Why do you use your Recycling Centres and Points?..... | 27 |
| Table 4: What are the benefits of using your Recycling Centres & Points? | 28 |
| Table 5: Are there any problems you have encountered when using your Recycling Centres and Points? | 29 |
| Table 6: What improvements (if any) could be made to your Recycling Centres and Points? | 30 |
| Table 7: Why don't you use the Recycling Centres and Points? | 31 |
| Table 8: What would encourage you to use these Recycling Centres and Points? | 32 |
| Table 9: How did you find out about this campaign? | 35 |
| Table 10: Which actions have you undertaken in the last 12 months as a result of your concerns for the environment? | 41 |
| Table 11: Which if the following things effect your decision not to take part in cultural and arts activities? .. | 45 |
| Table 12: Which of the following would make a difference and encourage you to take part in or attend cultural and arts activities?..... | 46 |

5TH QUESTIONNAIRE

INTRODUCTION

The final survey sample consisted of 579 responses from members of the citizens' panel. The total panel comprises some 1200 citizens of Aberdeen and so the response rate amounts to approximately 48 per cent. This response rate is lower than in previous citizens' panel surveys.

The 579 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 (55% of respondents male, 43% female)
- Area (25% central, 31% north, 42% south)
- Age (16-24: 2.4% , 25-34: 11.2%, 35-54: 42.7%, 55-64: 21.8%and 65+ :18.5%)
- Employment (Employed: 53%, Self-Employed:6.7%, Unemployed: 2%, Student 1.4%, retired/permanently sick: 29%, Other: 4.7%)
- Home Ownership (Owner: 80.7%, rented from council: 12.8%, rented privately 1.9%, rented from H/A: 1.2%, rented from job/business: 0.3%)
- Health Issues (No illness: 80.7%, illness issues: 16.9%)
- Ethnicity (only 3.4% not British)

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:

Safety

Environment

Learning and Leisure

Homes

SAFETY

Speed Cameras

Since October 2002, the North East Safety Camera Partnership (NESCAMP) have been working with Grampian Police, Aberdeen City Council, Aberdeenshire Council, Moray Council, the Scottish Executive and local District Courts to reduce the number of persons killed and seriously injured on the roads within Grampian.

Information gathered by analysing accidents for the last 3 years was used to identify sites and routes which are particularly dangerous and speed reduction measures were carried out in these areas.

The Partnership uses mobile and fixed cameras, along with education and communication, to improve our roads for all users.

Panellists were asked to respond to a series of statements by indicating whether they strongly agree, agree, disagree, strongly disagree or don't know.

Figure 1: Cameras are an easy way of making money out of motorists

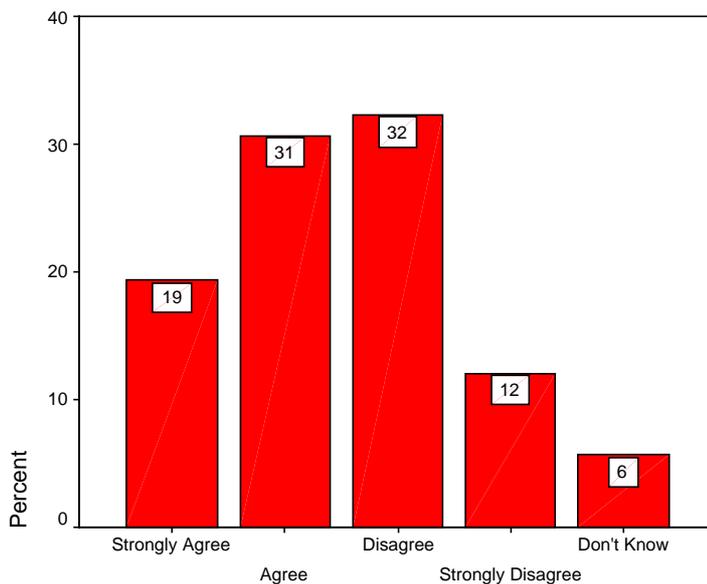


Figure 1 shows that respondents had varied opinions as whether cameras are an easy way of making money out of motorists; 31% of respondents agreed and 19% strongly agreed while 32% disagreed and 12% strongly disagreed. When the results were cross tabulated by gender a difference was noted; 42.9% of women agreed or strongly agreed that cameras were an easy way of making money out of motorists compared with 55.3% of males. There was also a difference in perception between car owners 52.6% of whom agreed or strongly agreed while only 35.3% of non-car owners agreed or strongly agreed.

Figure 2: Cameras are meant to encourage drivers to keep to the speed limits, not punish them

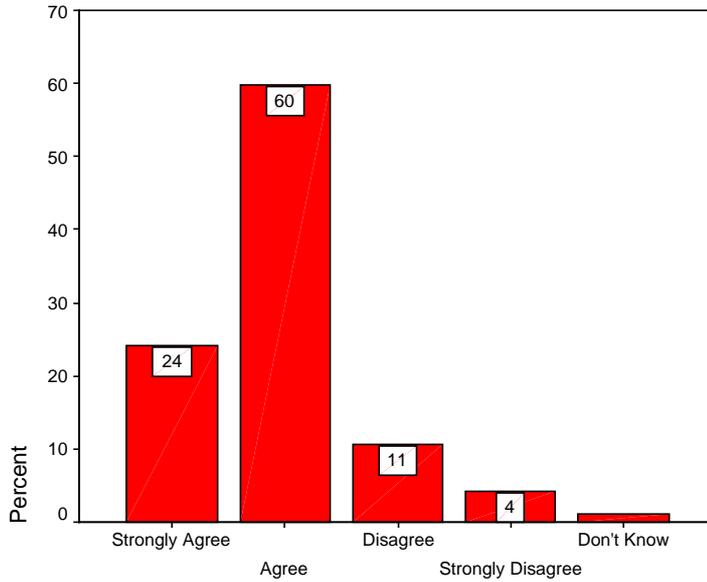


Figure 2 shows that a majority of respondents (84%) either agreed or strongly agreed with the statement that cameras are there to encourage drivers to keep to the speed limit. Only 15% of respondents disagreed or strongly disagreed.

Figure 3: Fewer accidents are likely to happen on roads where cameras are operated

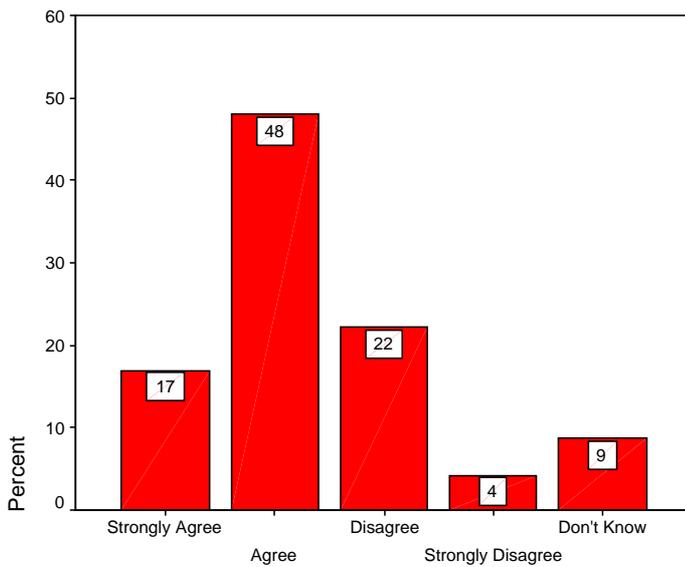


Figure 3 shows that 48% of respondents agreed and 17% strongly agreed that fewer accidents are likely when cameras are present. In response to this statement 22% disagreed and 4% strongly disagreed and from cross tabulation it was found that over 90% of those that disagreed or strongly disagreed were car owners.

Figure 4: Cameras mean that dangerous drivers are now more likely to get caught

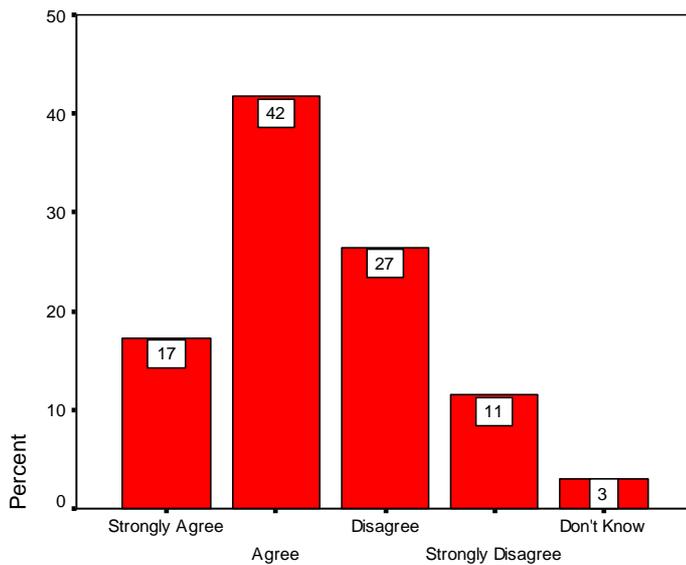


Figure 4 shows that the majority of respondents either agreed or strongly agreed that cameras mean that dangerous drivers are more likely to get caught.

Figure 5: The use of safety cameras should be supported as a method of reducing casualties

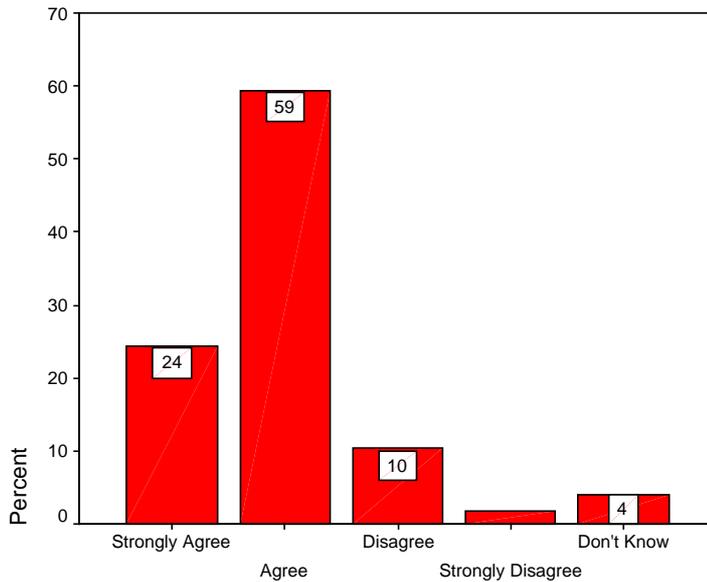


Figure 5 shows that the majority of respondents (59%) agreed that cameras should be supported as a means of reducing casualties and a further 24% strongly agreed. In total 13% either disagreed or strongly disagreed with the statement while 4% of respondents did not know.

Figure 6: The primary aim of safety cameras are to save lives

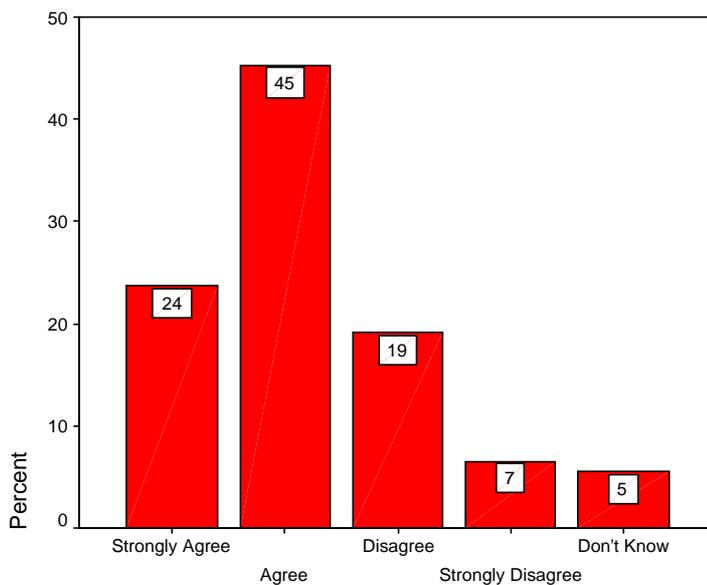


Figure 6 shows that the majority of respondents (69%) either agreed or strongly agreed that the primary aim of cameras is to save lives. In total 26% either disagreed or strongly disagreed.

Figure 7: There are too many safety cameras in my local area

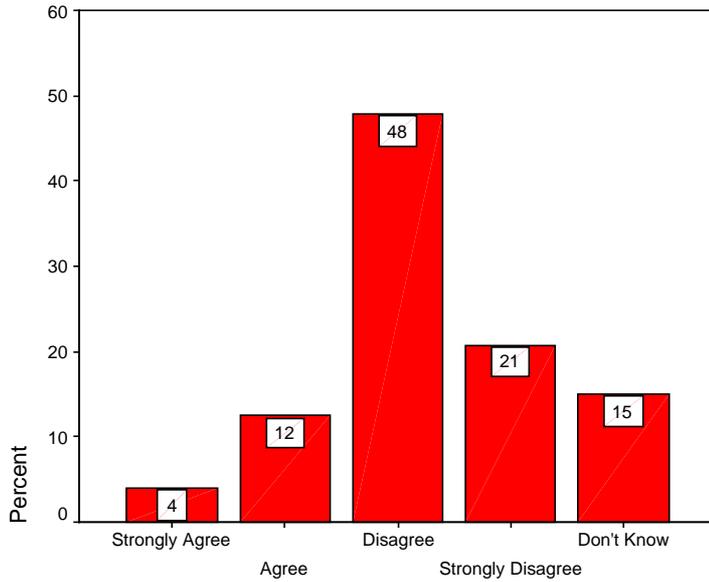


Figure 7 shows that the majority (69%) disagree or strongly disagreed with the statement that “there are too many safety cameras in my local area”. In total 15% of responses were ‘don’t know’. Of the 12% of respondents that agreed 92.6% are car owners and 7.4% do not have a car. The results were also cross tabulated by area and ward but no significant differences were found.

Figure 8: Do you (or anyone in your household) own a car?

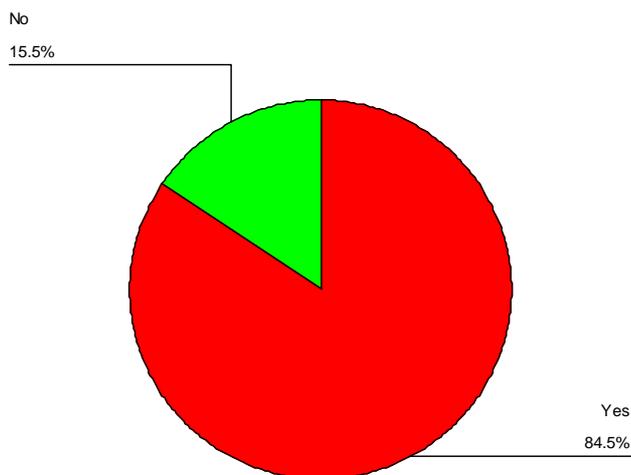


Figure 8 show a high majority (84.5%) of respondents own a car either themselves or someone else within the household.

Response from Service Provider

In the recently published document *Platform For Success 2005-2008*, Grampian Police has identified its purpose as 'keeping our communities safe' and in relation to roads policing more specifically to 'make our roads safer by reducing death, injury and crime'.

Safety cameras have been with us for a decade now and it is encouraging to see that the citizens of Aberdeen clearly understand and agree that the aim of the cameras is to reduce road casualties and influence driver behaviour.

That said, it continues to be a concern to the Partnership that a perception exists that safety cameras can be seen as an easy option of making money out of motorists.

The Partnership would refute this suggestion and would take every opportunity to emphasise that both mobile and static safety cameras are deployed at locations where there is an evidenced history of road casualties occurring because of collisions there.

Indeed, the intelligent analysis of collision data remains the foundation of safety camera site selection and this ties in neatly with the National Intelligence Model employed by Grampian Police in the deployment of resources.

To further enhance our capability in this sphere, the Partnership have also recently employed a Data Analyst, specifically to work on the deployment of safety cameras, both evaluating historical sites and identifying potential future sites.

Analysis will show that speeds, and indeed collisions rates, are falling at camera sites, making our roads safer for all.

If all motorists obeyed speed limits however, these collision rates would undoubtedly fall further still. Until they do, it is a reality that the Safety Cameras will continue to operate.

Community Safety

Figure 9: How would you rate your neighbourhood as a place to live

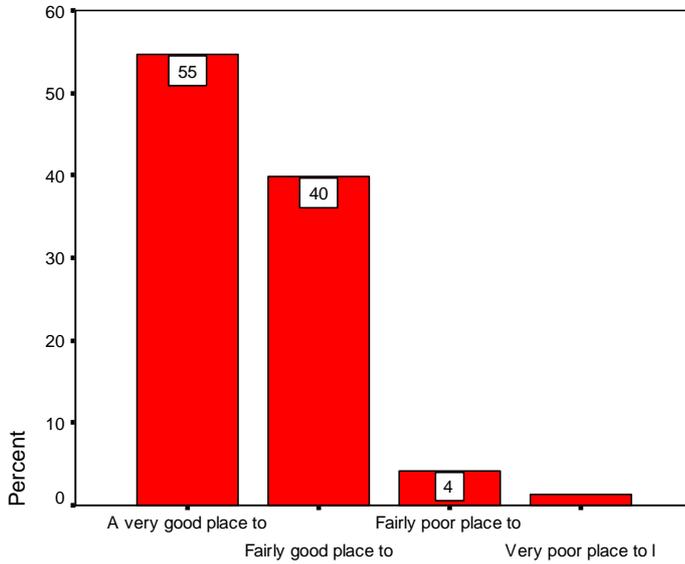


Figure 9 shows a majority of respondents (55%) state that their Neighbourhood was a very good place to live, and 40% stating a fairly good place to live. With 5% responding their neighbourhoods were either fairly poor or very poor place to live. From the 4% that felt their Neighbourhood was a fairly poor place to live it was possible to establish the area most frequently noted, Auchmill, St Machar, Springhill, Bankhead/Stoneywood, Hilton, Kincorth, Seaton, Murtle and Cummings Park.

In the following questions respondents were asked to indicate how common certain community safety issues were in their area:

Figure 10: Noisy Neighbours

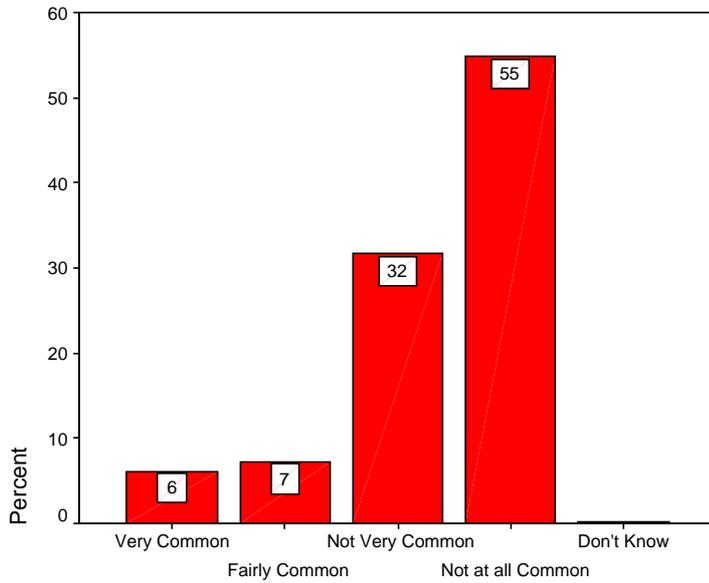


Figure 10 shows that the majority (55%) rated noisy neighbours as not at all common, with a further 32% stating not very common at all. However, 13% said that noisy neighbours were either fairly or very common issue within their neighbourhood. Of the 6% that rated noisy neighbours as very common, the greatest number came from the St. Machar ward.

Figure 11: Vandalism and Graffiti

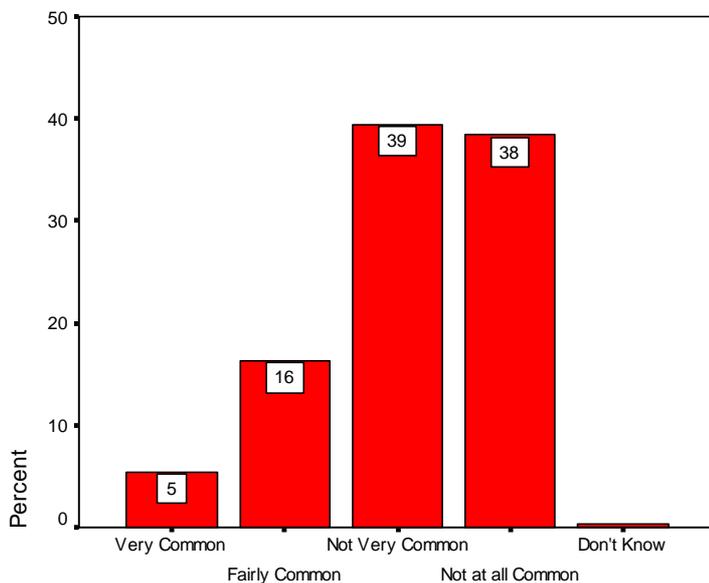


Figure 11 shows that 39% of respondents indicated that vandalism and graffiti was not very common at all, with a further 38% saying it was not at all common. In total a positive majority of 77%. However 21% said vandalism and graffiti was fairly common or very common. The area of Garthdee had the greatest number of counts for vandalism and graffiti being very common.

Figure 12: Groups of young people hanging around

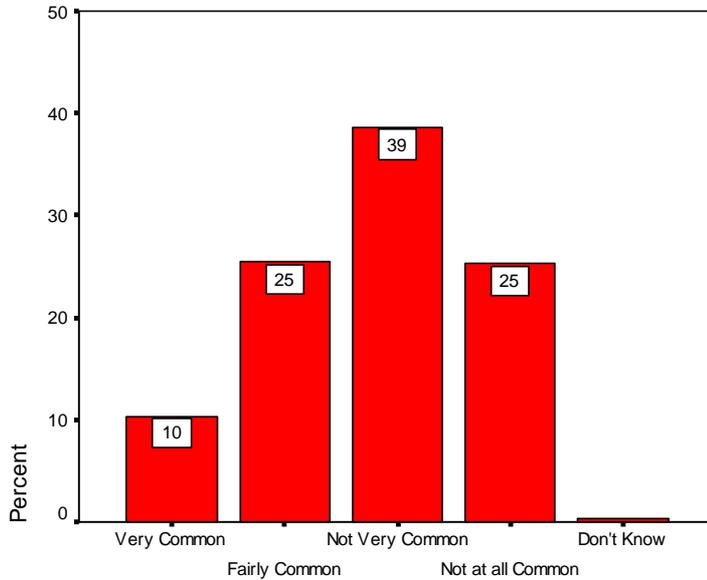


Figure 12 shows that 35% of respondents noted groups of young people hanging around as very or fairly common, however 25% of respondents also noted that this issue was not common at all. This shows the varying importance of certain issues within different neighbourhoods. The areas which responded most to the issue being very common were: Auchmil, Garthdee, Seafield and Summerhill.

Figure 13: People who have been drinking/using drugs

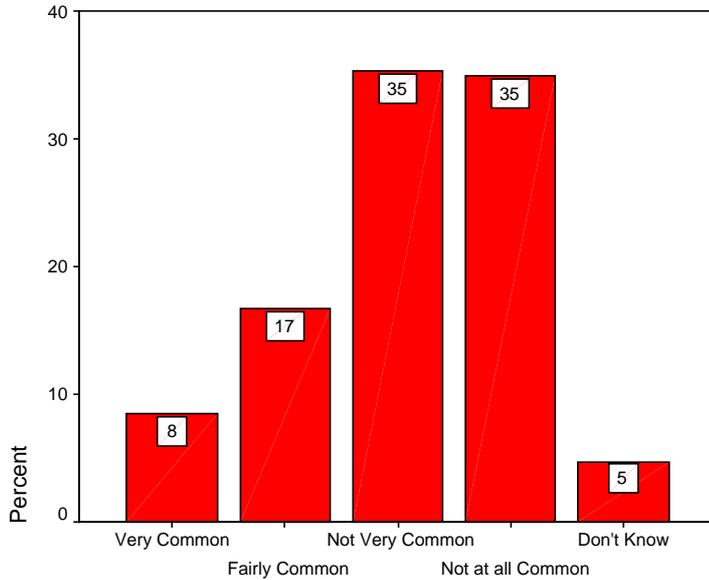
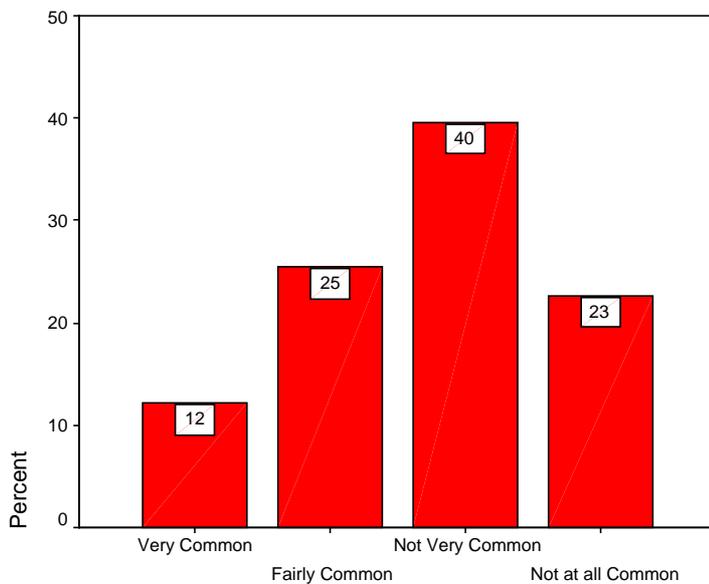


Figure 13 shows that the majority (70%) felt that the issue of people who have been drinking/using drugs was either not very common or not at all common. However 25% felt that it was very common or fairly common. The area that reported the highest incidence was Garthdee.

Figure 14: Rubbish or litter lying about



On the issue of rubbish or litter lying around 63% of respondents said it was not very common or not at all common, however 37% felt it was either a very common or fairly common issue. The areas in which rubbish and litter were found to be very common were Castlehill, Seaton, St Machar, Summerhill and Bridge of Don.

Response from Service Provider

It's heartening that the majority of people regard Aberdeen as a safe, clean place. This reflects the picture from other local and national surveys where Aberdeen generally fares well in comparison to other cities.

It is important however that we don't become complacent and that quality of life in the city is maintained and improved. The Council and its partners, including the Police, Fire and Rescue Services, Childrens Reporter, SACRO and Victim Support are working hard to tackle anti-social behaviour and this survey will help us target areas where there are problems.

Aberdeen received over £1.7m funding this year and last year from the Scottish Executive to tackle anti-social behaviour, and similar sums will be available in the next 2 years. This has allowed us to

- Have teams of Community Wardens based in areas where there are higher than average levels of anti-social behaviour. Wardens act as the eyes and ears of the community, report problems, welcome new residents, help victims, and build links with all parts of their community including young people.
- Extend the Mediation Service to all households in Aberdeen whether rented or owner-occupier. This very successful service helps neighbours resolve disputes before they escalate into more serious problems. They can also help resolve longer-term problems. This is an independent service operated through SACRO.
- Provide support to victims of anti-social behaviour through Victim Support Aberdeen
- Establish Aberdeen Families Project with NCH Scotland to provide intensive support and supervision to troubled and troublesome families
- Extend the Council's Neighbour Complaints Unit to support victims of all tenures.

The Beach Boulevard area of the city is the first area in Scotland to benefit from the use of a new dispersal of groups power introduced in the Anti-Social Behaviour (Scotland) Act 2003. This power allows the police to designate an area that has been the subject of 'serious, persistent and significant' anti-social behaviour. The police can then ask groups of 2 or more in that area who are causing anti-social behaviour to 'disperse' (leave the area) for up to 24 hrs. Residents report that levels of disturbance have reduced since the dispersal order was introduced. Partners are working on long term solutions to the problem.

Fire Safety Messages

Table 1: Are you aware of any of the following Fire Safety messages which have been publicised over the last 12 months?

| | number of responses |
|--|---------------------|
| Never cook after drinking Alcohol | 172 |
| Never leave cooking unattended | 207 |
| "Fireworks - be safe not sorry!" | 460 |
| "Deliberate fires put lives at risk" | 197 |
| Cigarettes - put it out, put it right out" | 251 |

When asked whether they were aware of any of the fire safety messages publicised over the last 12 months, it found that "Fireworks – be safe not sorry!" message had the greatest awareness among respondents at 460. The lowest awareness was the message "Never cook after drinking alcohol" with a count of 172. With the total response to the questionnaire at 579 responses, this shows that awareness of the five messages was below 50% for four out of the five fire safety messages

Figure 15: Was the fire safety message a local message to residents of Aberdeen or was it a national message to the whole of Scotland or the UK?

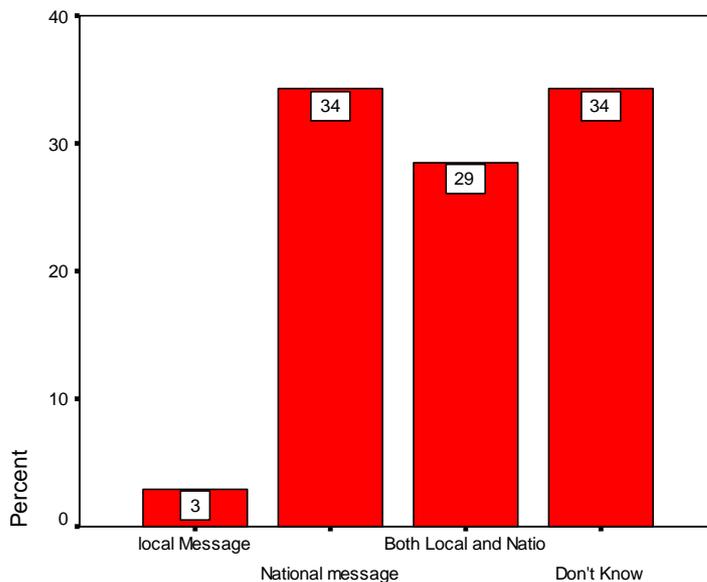
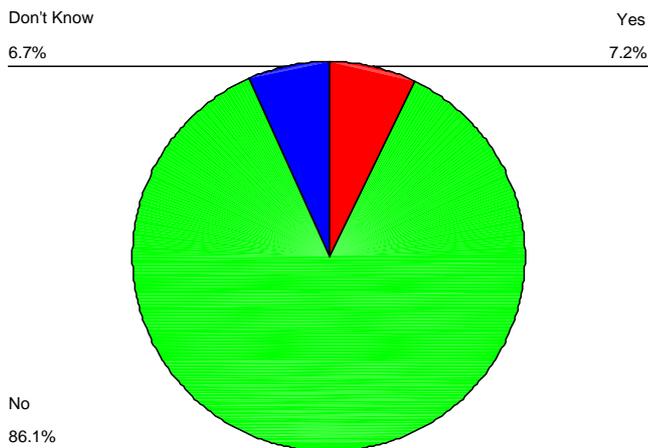


Figure 15 shows that 34% of respondents stated the fire safety message was a national message and 34% did not know whether it was a local, national or both local and national. 29% said it was both local and national. Only 3% of respondents said that the message was a local message.

Figure 16: Have you made any change to your lifestyle as a result of the information? (Such as stopped smoking, reduced the number of cigarettes smoked or reduced your alcohol consumption)



The majority (86.1%) said they had made no change to their lifestyles as a result of the information. 7.2% said yes they had made a change due to the information. Of the respondents who had made a change to their lifestyle 56.1% were female.

Respondents were also asked to list any lifestyle changes they had made as a result of the information. The most popular response to lifestyle changes was that of stopping smoking (12) followed by reducing the consumption of both smoking (8) and drinking (7). Other lifestyle changes commented included increasing levels of exercise (3), only allowing smokers to smoke outside (3) others (2) commented on how they have provided guidance and education to others on benefits of lifestyle change. Fire safety measures taken included never cook when they have had alcohol (1), no candles (1) and check the fire alarm (1). Many of the comments added that they had made the changes to improve their health and other commented that they had always been health conscious and did not have to make any changes (6).

Response from Service Provider

Participating in this questionnaire was very useful for the Service. It has provided us with a mechanism that we can use to gauge the retention of fire safety messages used in campaigns and the methods that were used to communicate the messages.

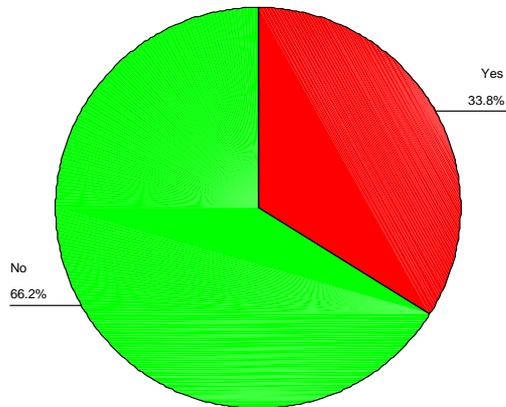
The number of persons that were able to recall specific messages was very encouraging.

THE WAY FORWARD

Grampian Fire and Rescue Service will continue to use campaigns as a method of promoting specific fire safety topics. More use of local radio and buses to carry fire safety messages and information will be made. This should further increase the awareness and education of the public on fire safety.

Sacro - Aberdeen Community Mediation Service

Figure 17: Were you previously aware of the Community Mediation Service?

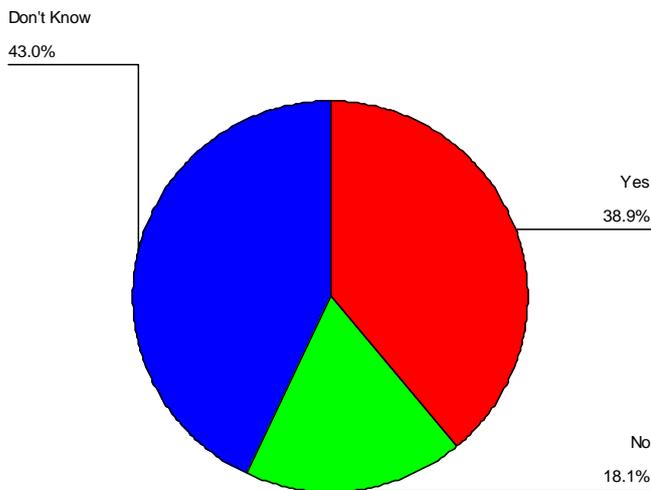


The figure shows that the majority of respondents (66.2%) were not previously aware of the Community Mediation Service. 33.8% were aware of the service.

When the results were cross tabulated it established that the majority of respondents who had previously heard of the Community Mediation Centre came from the following wards:

- Bridge of Don (7 counts)
- Broomhill (7 counts)
- Hazlehead (7 counts)
- Nigg (7 counts)
- Hilton (6 counts)
- Loirston (6 counts)
- Midstocket (6 counts)
- Murtle (6 counts)

Figure 18: Would you get in touch with the Community Mediation Service if you had a dispute with your neighbour?



When asked “would you get in touch with the Community Mediation Service if you had a dispute with you neighbour”, the highest response was ‘don’t know’ (43%). However, 38.9% would contact the Service if a dispute arose, with 18.1 % saying they would not make contact.

Of the respondents who responded ‘Yes’ 59.4% had previously never heard of the service.

Response from Service Provider

Referrals to our Service are usually received through main agencies e.g., Aberdeen City Council, Grampian Police, Housing Associations and we are currently working near to capacity. However, we do seek to make the service accessible to all and self-referrals are encouraged. As your survey suggested that over half of those questioned were unaware of our existence, we will continue to deliver a range of promotional activities and develop methods to evaluate the effectiveness of this approach to information sharing.

Our grateful thanks for the opportunity to be included in the survey and to all who responded.

ENVIRONMENT

Recycling Centres and Points

Figure 19: What type of house do you live in?

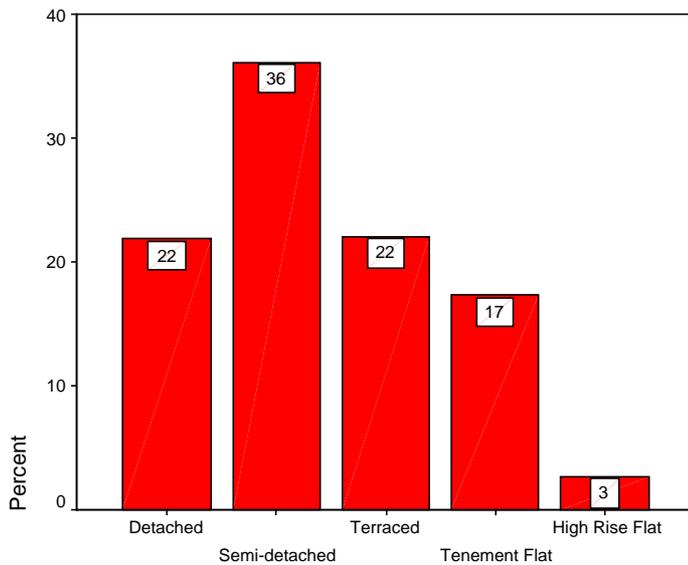


Figure 19 shows that 36% of respondents live in a semi-detached house, with only 3% living in high rise flats. The figure for those living in detached houses and terraced houses were the same at 22%. Additional housing types cited included: four in a block of flats (12), converted flats (4), lower (1), ground (3) and upper floor flats (3), self contained flats (2), cottage (1) retirement/sheltered homes (2).

Figure 20: There are currently a number of Recycling Centres and Points in Aberdeen City. Do you use these services?

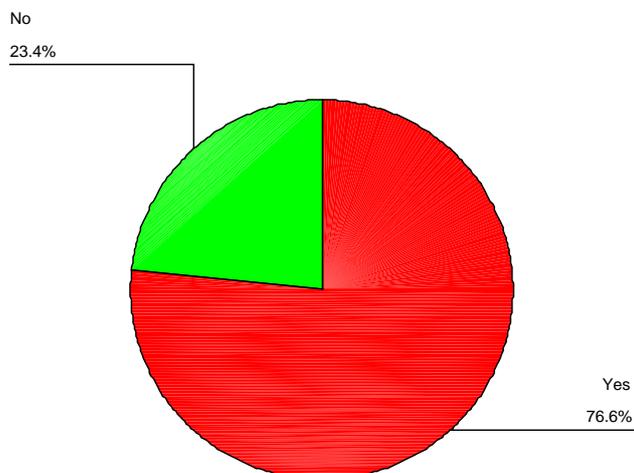


Figure 20 shows that the majority of respondents (76.6%) use the current Recycling Centres and Points in Aberdeen City. However, 23.4% do not use any of the services. Cross tabulating the results by age showed that the 25-34 age group were the least likely to use the recycling points with 35.4% of this age group citing that they did not use this service.

Wards least likely to use the centres of points: Gairn, Hilton, Langstane, Mastrick, Seaton, Sheddocksley, St Machar.

The Recycling Centres or Points most frequently used were a range of supermarkets throughout the city. Supermarkets cited include Sainsbury (85), ASDA (79), Tesco (35), Somerfield (14) and Safeway (18). 26 respondents commented that they use local collections provided by the council every 2 weeks in their area.

Other respondents cited areas of Aberdeen where they use recycling facilities:

- Airyhall (65)
- Bridge of Don (44)
- Bucksburn (14)
- Pitmedden Road (16)
- Kingswell Park and Ride (13)
- Bankhead (10)
- Culter (14)
- Westhill (14)
- Tullos (54)
- Perwinnes Moss (23)
- Cove (9)
- Hilton (8)
- Aberdeen University (5)

Other recycling services used included Sclattie park skips (5), household waste Altens (8), car parks (3), Greenwell dump (1). 2 respondents commented on Cults having no recycling points, 1 that Tillydrone had none and 2 commented that they had no transport to get to the recycle points.

Figure 21: How often do you take materials to the Recycling Centres or Points?

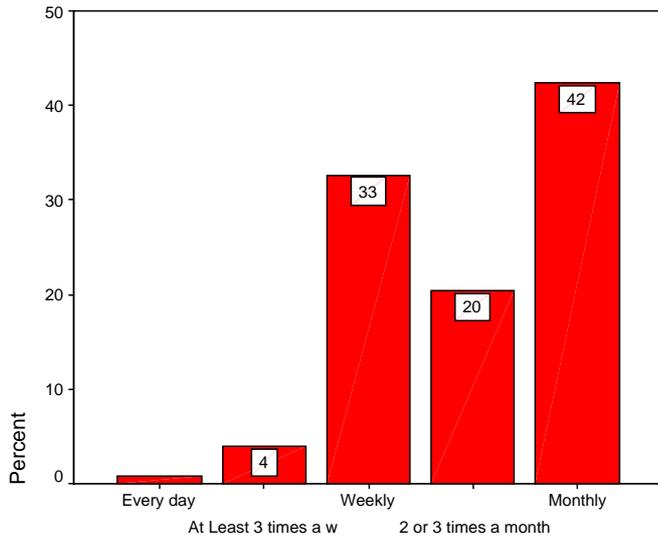
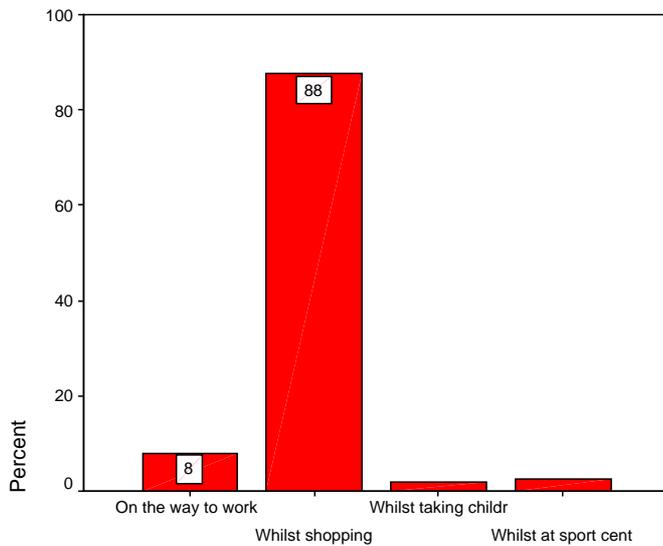


Figure 21 shows that 42% of respondents who do use the Recycling Centres and Points in Aberdeen use the facilities on a monthly basis and 33% use them weekly.

Other responses included: as required (20), 2/3 times a year (18), when the bag/box is full (6), when they miss the kerbside collection (2), depends on the volume (1) and when doing DIY (1). 20 respondents commented that their use of the services had reduced with the introduction of kerbside collections.

Figure 22: When is it most convenient for you to take your materials to the Recycling Centres and Points?



The majority (88%) of recycling point users find the service most convenient to use whilst shopping. This corresponds with the previous response to where are the recycling points or centres you most commonly use located, which found supermarkets as the most frequently used location.

Respondents commented on other times convenient to them when recycling. 52 respondents visited recycling points at the weekends, 16 said anytime and 11 when necessary. Other comments were more specific stating:

- Fortnightly collection (10)
- Make a special trip (13)
- Evenings (6)
- Depends on the size of the item (4)
- Little traffic
- While out for a walk
- After work
- Day off

Two commented that the service was not convenient and this was followed by 3 who stated they have no transport so cannot get to centres and 1 respondent would use the collection service if pick ups were every week.

Table 2: What do you do to prepare materials for recycling?

| | number of responses |
|--|---------------------|
| Crush cans | 145 |
| Rinse glass bottles and jars | 319 |
| Remove all tops from plastic bottles | 262 |
| Rinse aluminium food containers | 149 |
| Rinse cans | 195 |
| Tie shoes together | 30 |
| Remove lids from glass bottles & jars | 310 |
| Remove window from envelopes | 102 |
| Flatten cardboard boxes | 356 |
| Plastic bottles placed into plastic bags | 71 |
| Empty Containers | 192 |
| Paper placed into plastic bags | 192 |
| Remove labels from plastic bottles/containers/cans | 83 |
| Rinse Plastic bottles | 222 |
| Squash plastic bottles flat | 190 |
| Wash Textiles | 55 |
| Keep household chemicals in original containers | 77 |
| Place textiles in a plastic bag | 79 |
| Cans placed into plastic bags | 45 |
| Unable to specify | 3 |

Table 2 shows the number of respondents who prepare recycled materials in a certain way. The most frequent preparation is to flatten cardboard boxes with a count of 356 and rinse glass bottles with a count of 319.

When respondents specified other preparations these included: putting items in separate containers provided by the council for fortnightly collections (16), take textiles to charity shops (3), dispose of materials not accepted by collection (3), always remove plastic bags (1) and separating items, i.e. bottle segregation (2).

Table 3: Why do you use your Recycling Centres and Points?

| | number of responses |
|--------------------------------|---------------------|
| Environmental reasons | 365 |
| Easy to Use | 194 |
| Clean Site | 93 |
| Reduces need for Landfill | 315 |
| Saves resources | 259 |
| Only way to recycle | 138 |
| Good service | 117 |
| Saves energy | 177 |
| Reduces risk of global warming | 190 |
| Don't Know | 5 |

When asked why do you use Recycling Centre and Points, 'environmental reasons' was cited most frequently with 365 responses. This was followed by 'reduces the need for landfill' (315) and 'saves resources' (259). Other reasons stated out with those on the table are: 'reduces household waste' (4), 'a means to removing items that collection bin can't take' (3). The following each had one count:

- Try to be green
- Bin is full
- Clothes and shoes help raise money for charities
- Very convenient to access
- Helping others
- Too many people in the world dumping rubbish and wasting
- Handy
- Not enough bin collections
- Better than kerbside collections
- Centre always tidy – point not always
- Scrap glass is required for cullet for glass manufacturing

Table 4: What are the benefits of using your Recycling Centres & Points?

| | number of responses |
|-------------------------------------|---------------------|
| Community reasons | 171 |
| Feel good factor | 201 |
| Saves resources | 272 |
| Reduces risk of global warming | 209 |
| Don't know | 11 |
| Environmental reasons | 339 |
| Handy/convenience | 161 |
| Reduces waste in residual waste bin | 251 |
| Saves Energy | 177 |
| Reduces need for landfill | 314 |
| None | 1 |

Table 4 shows the benefits of using Recycling Centres and Points cited by respondents. The most frequently cited were the benefits for 'environmental reasons' (339), 'reduces the need for land fill' (314) and 'saves resources' (272).

The high number of responses for 'reduces the need for land fill' and 'saves resources' corresponds with the high number of responses given to these issues as a reason for using the Recycling Centres and Points. There were no other benefits stated by respondents.

Table 5: Are there any problems you have encountered when using your Recycling Centres and Points?

| | number of responses |
|---------------------------------|---------------------|
| Too much trouble | 7 |
| Takes too much time to recycle | 6 |
| No transport to the sites | 17 |
| Don't want to wash items | 11 |
| Unreliable service | 1 |
| Containers full / overflowing | 181 |
| Don't know | 21 |
| Messy sites | 57 |
| I have to travel too far | 18 |
| Don't know where facilities are | 5 |
| Don't know how to use them | |
| Too expensive | 1 |
| Unclear signage / labelling | 5 |

When asked of problems users have encountered when using the service, the greatest problem noted was that of containers being full with 181 responses. Problems such as the service being too expensive and unreliable had only one count.

Other problems encountered were: queues (6), access to and from the site (5), no recycling for plastic and aluminium cans (4), opening hours (3). 16 respondents commented that they had no problems with the service.

Table 6: What improvements (if any) could be made to your Recycling Centres and Points?

| | number of responses |
|--|---------------------|
| More reliable service | 11 |
| More local Recycling Points | 100 |
| More info on WHAT you can recycle | 139 |
| More info on the benefits of recycling | 62 |
| Collect more materials | 160 |
| Don't know | 14 |
| Recycling Points emptied more often | 138 |
| More info on WHERE you can recycle | 54 |
| Ability to recycle plastic | 99 |
| Cleaner recycling points | 43 |
| Increase general waste collections | 35 |

The table above details the improvements that could be made. 160 respondents stated that more materials could be collected, more information on what you can recycle (139) and recycling points emptied more often. These results relate to the previous table detailing problems. The most frequent problem was that of full containers and emptying containers is one of the most frequently stated points for improvements. Other improvements are: weekly collections (3), more places to recycle batteries (4), variable hours (2) and recycle bins for all materials available to all houses across the city (2)

Table 7: Why don't you use the Recycling Centres and Points?

| | number of responses |
|--|---------------------|
| Recycling makes no difference | 5 |
| Have too far to travel | 28 |
| Takes too much time | 14 |
| No transport to facilities | 36 |
| Don't want to wash items | 7 |
| Unreliable service | 2 |
| Not sure | 6 |
| No kerbside collection | 42 |
| Don't care about the environment | 1 |
| Not enough rooms to store recyclable materials at home | 29 |
| Not interested | 2 |
| Don't know where the facilities are | 13 |
| Don't know how to recycle | 3 |
| Too expensive | |
| No incentives | 4 |
| Recycling will make no difference | 3 |

Table 7 shows the reasons why respondents gave for not using the Recycling Centres or Points. The greatest count was 42 for no kerbside collection. Other frequent responses were no transport to facilities (36) and not enough rooms to store recyclable materials at home (29).

Additional reasons cited for not using the services include: little to recycle (6), disabled (2), no transport (1), and no space (1). However 21 respondents commented that although they do not use the Recycling Centres and Points they do use the kerbside collections.

Table 8: What would encourage you to use these Recycling Centres and Points?

| | number of responses |
|--|---------------------|
| More reliable service | 12 |
| More local Recycling Points | 52 |
| More info on WHAT you can recycle | 35 |
| More info on the benefits of recycling | 16 |
| Clearer labelling/signage | 5 |
| Recycling Points emptied more often | 5 |
| More info on WHERE you can recycle | 36 |
| Ability to recycle plastic | 14 |
| Cleaner recycling points | 5 |
| Don't know | 10 |

The table above shows what would encourage respondents who currently do not use the service to begin using the service. The most frequent response was more local recycling points (52) would encourage respondents.

Additional information cited by respondents to encourage use was: kerbside collections (10), more recycling points in local areas (6), storage (2), increase the size of slots (1) and not having to wash everything first and remove labels (1).

Marketing Campaign Awareness

Figure 23: Are you aware that a campaign is running to encourage you to recycle your household waste?

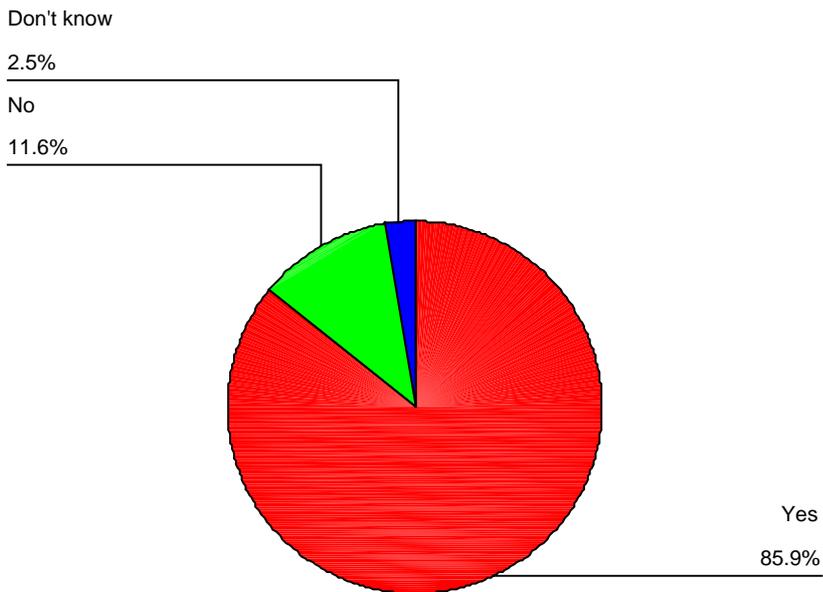


Figure 23 shows that the majority of respondents (85.9%) are aware that a campaign is running. 11.6% are not aware of the campaign. Of those that are not aware of the campaign 62.5% are male compared with 34.4% female. However the age group that is most aware of the campaign is that of 35-54. The respondents that were unaware of the campaign the highest percentage of respondents were from the following wards of Duthie, Murtle and Cults.

Figure 24: Have you heard of a campaign called Waste Aware Aberdeen?

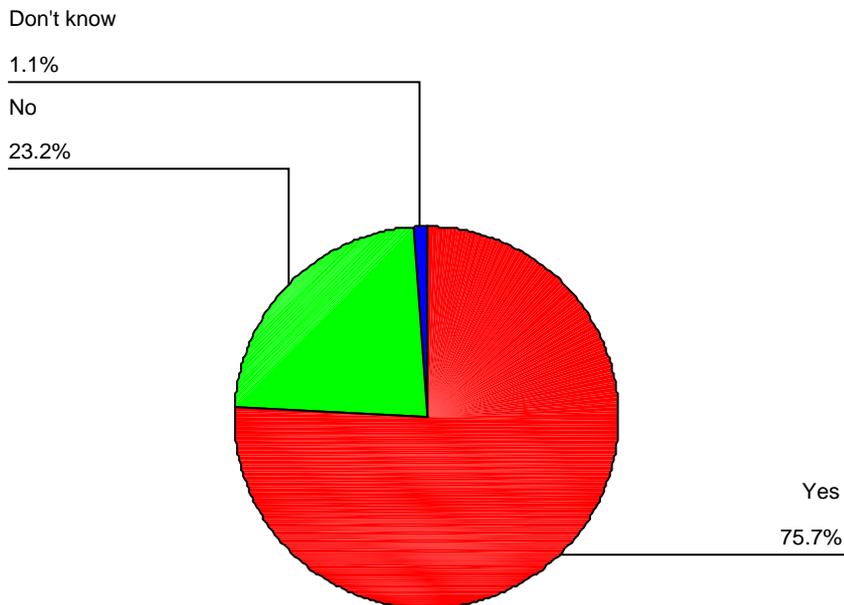


Figure 24 shows that the majority (75.7%) of respondents have heard of a campaign called Waste Aware Aberdeen. The age group with the highest percentage of respondents who had heard of the campaign were 16-24 year olds while approximately 30% of the 35-54 age group had not heard of the campaign.

Table 9: How did you find out about this campaign?

| | |
|------------------------|-----|
| | |
| A4 Posters | 44 |
| Billboards | 67 |
| Bus Shelters | 71 |
| Contamination Leaflets | 17 |
| Door to door survey | 14 |
| Event | 13 |
| Heard it from children | 11 |
| Postcards | 5 |
| Press Article | 138 |
| Television ad | 68 |
| Word of mouth | 43 |
| Waste Aware Guide | 248 |
| Website | 17 |
| Adtrailer | 11 |
| Bin labels or stickers | 34 |
| Bus sides | 83 |
| Display boards | 16 |
| Educational | 8 |
| Leaflets | 113 |
| Press Ad | 123 |
| Radio Ad | 44 |
| Vehicle Livery | 35 |
| Waste Aware Bus | 26 |
| Phone line | 2 |

The table above shows how respondent found out about the campaign. The most frequently cited response about how people heard about the campaign was: through the waste aware guide (248), press article (138), press ad (123) and leaflets (113).

Figure 25: Did you receive a Waste Aware Grampian Guide through your door?

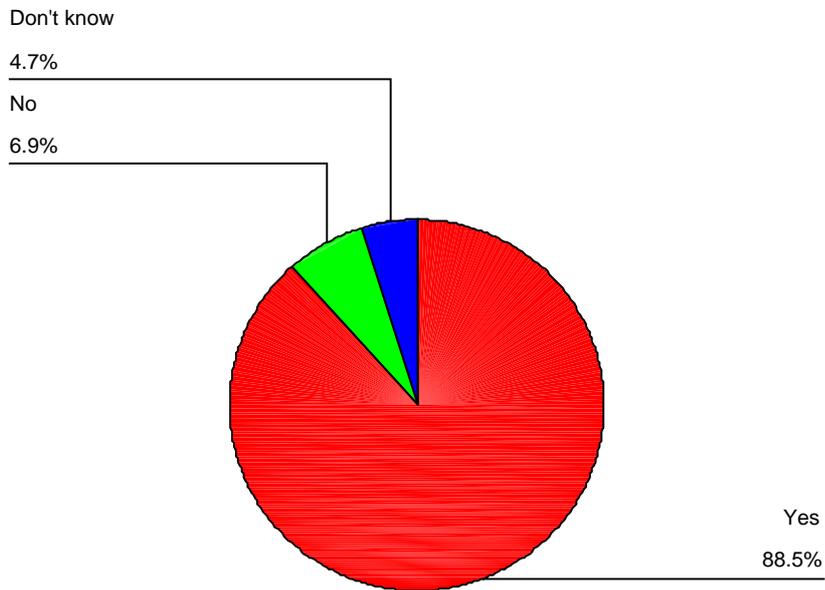


Figure 25 shows that 88.5% of respondents had received a Waste Aware Grampian Guide through the door.

Figure 26: If you kept the guide did you find it useful?

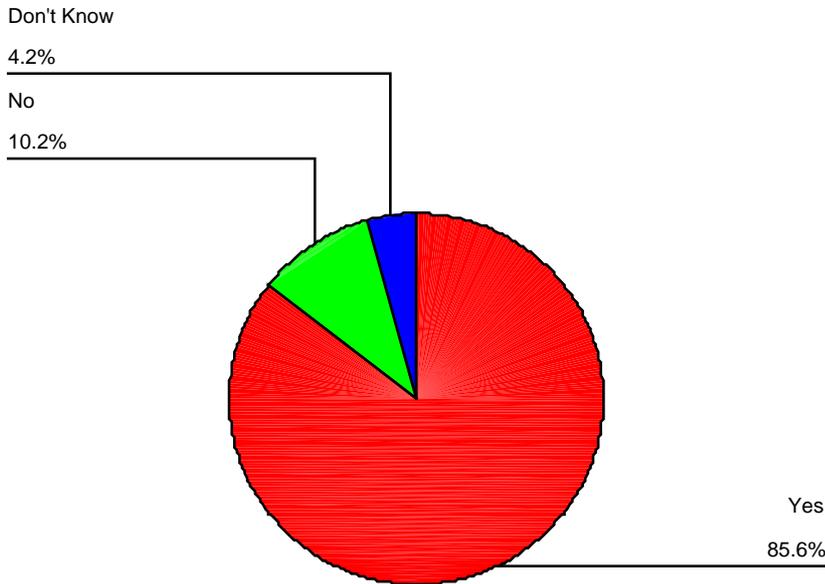


Figure 26 shows that a majority of respondents find the guide useful. 10.2% of respondents did not find the guide useful and made the following comments to detail why it was not useful: it provided no new information (8), too expensive to produce (5), waste of resources (4) common sense (3), not specific (1) and it brought confusion, i.e. over textiles and plastics what can you recycle (2). The respondents that did not find the guide useful for the reasons noted above the majority (78.6%) use the Recycling Centres and Points.

Figure 27: What pages have you found useful within the guide?

| | |
|-------------------|-----|
| Reduce | 90 |
| Kebside | 191 |
| Recycling Centres | 156 |
| General Waste | 112 |
| Don't know | 14 |
| Reuse | 82 |
| Recycling Points | 134 |
| Bulky Uplift | 149 |
| Additional Info | 54 |
| Nothing | 17 |

The table show the pages which were found to be most useful. The following pages received the greatest counts, kerbside (191), recycling centres (156), bulky uplift (149) and recycling points (134). However 17 counts found nothing useful within the guide.

Figure 28: If you did not keep it – why didn't you keep it?

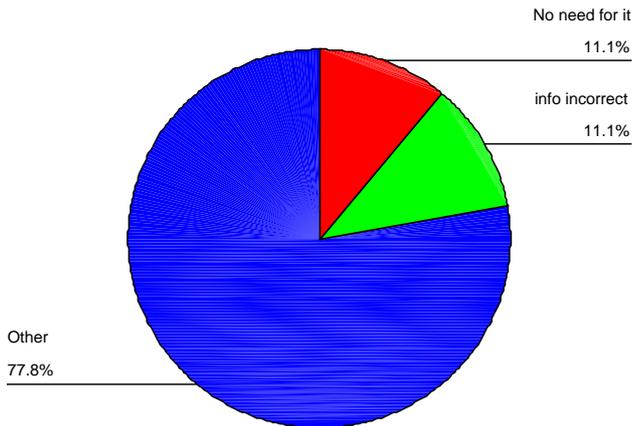


Figure 28 shows that 11.1 % did not keep the guide as they had no need for it and a further 11.1% said the information was incorrect. 77.8% stated other reasons for not keeping the guide. These reasons included:

- Knew all the information already (12 comments)
- Guide is a waste of money (4 comments)
- Guide not environmentally friendly (2 comments)
- Information ambiguous on textiles
- Information ambiguous on lids
- Not enough information on recycling batteries and plastic other than bottles
- A leaflet would have been better
- Already do what we can

Response from Service Provider

The Waste Aware Team has been actively looking for more recycling points across the city and has asked local community councils to help identify potential sites. We are endeavouring to place a site in cults or Bieldside shortly. To date no suitable sites have been identified in Tillydrone however we would be happy to look into this matter.

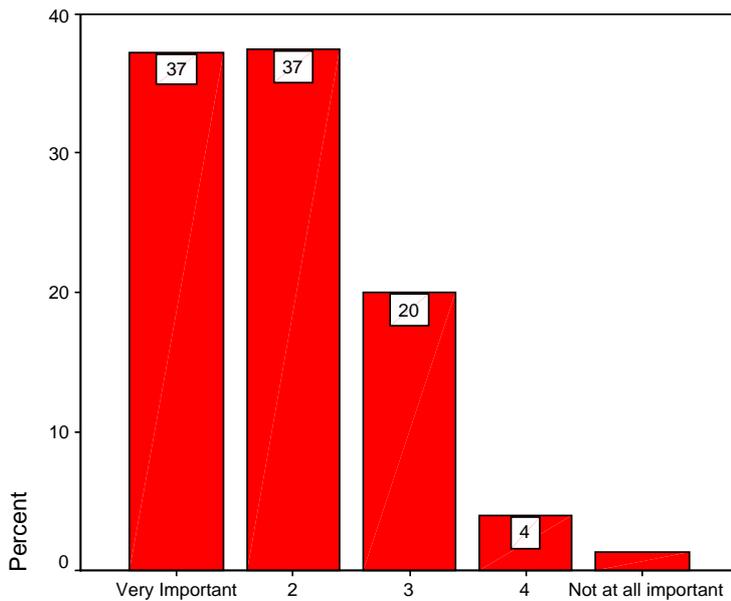
Our recycling Points are monitored on a daily basis and since the acquisition of a new collection vehicle the incidence of overflowing bins has been virtually eliminated. As kerbside collections are rolled out across the city we expect that the recycling points will be for excess materials only. The rollouts of recycling materials are due to be completed by the end of 2006.

To raise further awareness across the city we have scheduled a number of school and community visits. More recently we worked on a plastic bag project with the local students in the Peterculter area and ran a Yellow Pages competition with schools across the city.

ENVIRONMENT

Ecological Footprint Project

Figure 29: How important are environmental problems personally for you?



When asked how important environmental issues are to them personally, a majority (74%) of respondents gave a positive response, 37% for both very important and important. However, 20% stated that environmental issues were neither important nor unimportant. When cross tabulated with whether you do or do not use the recycling centres and points, the data showed that of the respondents who stated environmental problems were very important to them 82.5% did use the recycling centre and points. This pattern followed when respondents who said environmental problems are not at all important 57.1% did not use the recycling centres or points.

Figure 30: I think that my lifestyle can be damaging to the environment

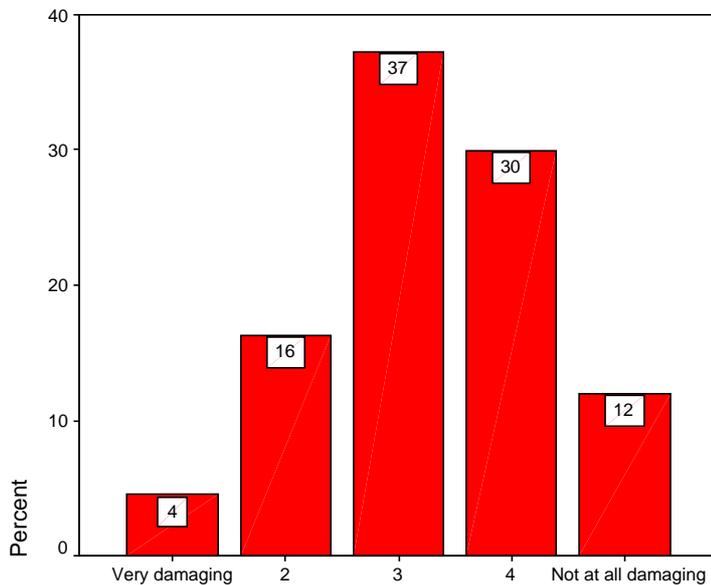


Figure 30 shows that in total 42% of respondents think that their lifestyle does not damage or is not at all damaging. Of respondents that think their lifestyle can be very damaging 91.7% use the recycling facilities. However, of respondents that said their lifestyle was not at all damaging the percentage of respondents that use the facilities available reduces to 57.1%

Table 10: Which actions have you undertaken in the last 12 months as a result of your concerns for the environment?

| | Count |
|--|-------|
| Take public transport to work instead of the car | 101 |
| Walked or used bicycle instead of the car | 195 |
| Used energy saving light bulbs at home | 320 |
| Action which saved electricity or fuels in your house (e.g. switch off TV, pc, laptop, lights when not needed) | 418 |
| Chosen organic produce | 150 |

When asked what actions have you taken in the last 12 months as a result of your concerns for the environment respondents answered most frequently, Action which saved electricity or fuels in your house (418) and used energy saving light bulbs at home (320). Additional actions stated out with the table included most frequently, recycling (45), composting (13) and using public transport (13). Others were:

- Walk more (6)
- Reduce car usage/combine trips (6)
- Buy products with less packaging (6)
- Reduce or change heating systems (6)
- Insulated walls or lofts (4)reduce use of air flights (3)

The majority of comments stated that they were reducing, reusing or recycling certain materials, i.e. reducing car use, reusing shopping bags and recycling garden waste.

Figure 31: Have you heard of the Ecological Footprint?

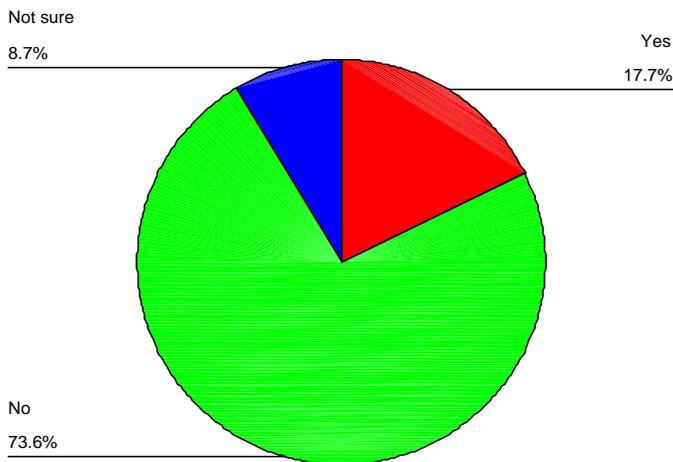


Figure 31 shows that the majority (73.6%) of respondents had not heard of the ecological footprint and a further 8.7% not sure whether they had or had not heard of it.

Figure 32: Do you know that the Council is running an Ecological Footprint project?

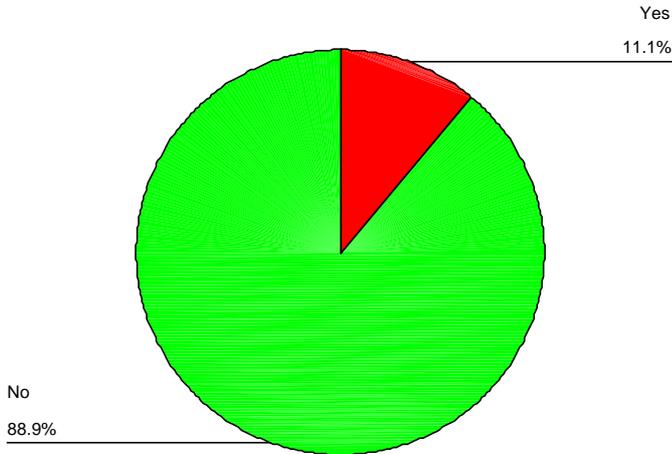


Figure 32 shows that the majority (89.9%) of respondents were not aware that the council was running an Ecological Footprint project. 11.1% of respondents were aware of this project.

Response from Service Provider

This survey was very useful for us, and we hope that this opportunity will still exist in the future. The survey, which was being conducted at the beginning of the Ecological Footprint project, provided a very important baseline for capturing environmental awareness, and awareness of the Ecological Footprint project, in Aberdeen. Of particular importance was the outcome that for 74 per cent, environmental problems are important and the majority of this group will engage in certain environmental actions – yet 42 per cent of the public do not relate their lifestyles to environmental impacts. Also important were the very low awareness-levels of the ecological footprint and the project itself, something that could be expected at this stage. These results show that efforts must be directed towards closing the knowledge gap between lifestyles and environmental consequences, and towards raising awareness about the Ecological Footprint. One of the project's major aims is to increase the understanding about this relationship, and to inform decisions to live more sustainably.

LEARNING AND LEISURE CULTURAL COMMISSION CONSULTATION

The Scottish Executive has established an independent **Cultural Commission** “to look seriously and maturely at our culture and decide the framework for its support in the future”. The Cultural Commission’s remit as outlined in the Cultural Policy Statement, April 2004 takes its inspiration and direction from the First Minister Jack McConnell’s St. Andrew’s Day speech in 2003. In order to establish Scotland as a “vibrant, cosmopolitan, competitive country and an internationally recognised creative hub”, Scotland needs a new cultural vision and a radically different way of delivering and sustaining cultural services and activities. This implies significant change.

The Commission’s task is to take the policy and to provide practical recommendations on how Scottish Ministers and the Scottish Executive implement it.

The Commission’s remit is wide-ranging and includes the consideration of cultural rights and entitlements; the responsibilities of public sector agencies and local authorities; guidance for the private and voluntary sectors; and an assessment of the current institutional infrastructure, to

Barriers

The Cultural Commission is interested in exploring barriers to attendance and participation in cultural and arts activities, in understanding the public’s view and perceptions, and in developing strategies to lower or remove these barriers.

Cultural and arts activities include:- going to the cinema; going to concerts; going to the theatre; visiting museums; visiting galleries; visiting historical buildings or ancient monuments; going to the library; visiting a festival; taking part in craft activities, or dancing, drawing or painting; playing a musical instrument; singing; acting; photography, film making and animation; writing stories or poems; and lots, lots more.

If you could take part in any cultural and arts activities what would you take part in or attend?

A wide range of activities were cited such as: Martial Arts, Bingo, storytelling, opera, ballet, song writing, making food with local products, poetry and belly dancing.

The most commonly cited cultural and arts activities were:

- Theatre (142 respondents)
- Concerts (116 respondents)
- Galleries (86 respondents)
- Cinema (107 respondents)
- Library (60 respondents)
- Museums (91 respondents)
- Historical Buildings (67 respondents)
- Festivals (39 respondents)
- Photography (32 respondents)
- Dancing (41 respondents)
- Playing musical instrument (19 respondents)
- Historical Monuments (24 respondents)
- Acting (14 respondents)
- Singing/Choirs (20 respondents)
- Exhibitions (11 respondents)
- Writing (13 respondents)
- Music (20 respondents)

A number of respondents mentioned supporting arts and cultural activities specific to Scotland such as Ceilidhs, North East poetry and Folk Music.

Table 11: Which if the following things effect your decision not to take part in cultural and arts activities?

| | number of responses |
|-------------------------------------|---------------------|
| Lack of activities in my area | 152 |
| Too expensive | 111 |
| Not interested | 55 |
| Lack of public transport | 31 |
| Lack of time | 215 |
| Lack of information | 174 |
| Not for the likes of me | 29 |
| I would be laughed at by my friends | 1 |
| Can't because of family or work | 80 |
| No one to go with | 49 |

Other reasons given included:

- Activities are not on at suitable times
- Age, health and mobility problems
- Parking problems
- Lack of money
- Childcare issues
- Afraid to go out at night
- Events are targeted at particular groups and should be more inclusive to people from different social and cultural backgrounds
- Venues are uncomfortable
- Events aimed at young people
- Costs of transport
- Quality of events is often poor

Table 12: Which of the following would make a difference and encourage you to take part in or attend cultural and arts activities?

| | number of responses |
|--|---------------------|
| More choice in my area | 198 |
| Cheaper tickets | 196 |
| The chance to participate in or see something for free | 114 |
| Cheaper public transport | 52 |
| More information on what is happening in my area | 245 |
| Changing the opening hours or the times /showings | 81 |
| More friendly and helpful staff or teachers | 19 |
| Help with childcare | 34 |
| Better public transport | 51 |

Other reasons given included:

- Better advertising of events
- Access for disabled people
- Community links
- Better staffing of facilities
- Being more strict with anti-social behaviour
- Car parking
- Better opening hours
- More continuity with classes- some start but are not continued
- Wider evening class programmes

Cultural Rights and Entitlements

The First Minister wants to work towards more equitable cultural provision for the people of Scotland regardless of where they live, how old they are, or how much money they have.

What are the areas where we should have cultural rights? (*These could include:- access; opportunity; ownership; expression; education; knowledge; environment; respect; and equality*)

Response to this question was quite limited and many of these were quite negative about the question disputing whether 'cultural rights' is a valid concept or not understanding what was expected of them from the question. Other respondents were very positive about cultural rights arguing that they are a basic human right and that everyone should have their cultural heritage respected.

Main themes of responses:

- Access (27 responses)
- Opportunity (18 responses)
- Education (17 responses)
- Knowledge (12 responses)
- Equality (13 responses)
- Ownership (5 responses)
- Expression (6 responses)
- Respect (13 responses)
- Cultural rights should be available for everyone (10 responses)
- More funding should be available for cultural activities (5 responses)
- Cultural activities promoted in schools; free trips, musical tuition, gaelic lessons, greater emphasis in curriculum
- Rights must come with responsibilities (3 responses)
- No such thing as a single scottish cultural identity
- Create a stronger heritage and be proud (3 responses)
- Should be facilitated by interagency working
- More focus on people in rural areas
- Should be a deliberative forum for cultural rights
- Right to be different
- Should be driven from a local level

Selected quotations:

“Cultural rights are restricted by lack of funding by local government and Scottish Executive due to lack of interest, ignorance and political motivation. An even handed approach to all cultural activities should be apparent to all in the years to come.”

“I believe in the broad availability of cultural rights for all and would not attempt to restrict these rights in any way.”

“ A culture of civic and national pride should be encouraged. More flagging up of achievements by prominent Scots both past and present. Tartan day is a good one and should be acted on in local and national level.”

How should these be worded?

Once again the response to this question was quite limited and some respondents did not understand what was being asked.

Many of the responses emphasised that the cultural rights should be worded in a way that is easy to understand and fair to a cultures, not jargonistic, elitist or patronising.

Main themes of responses:

- Everyone should be allowed access to learn (2 responses)
- Easy to understand (5 responses)
- Not elitist
- Respectful to all cultures (3 responses)
- Connection between rights and responsibilities (2 responses)
- Everyone has the right to be themselves
- Proud heritage and prosperous future
- Education- (2 responses)
- Redefine concept of rights
- People encouraged to get involved

Selected quotations included:

“Our local cultural assets are for everyone in the community to enjoy freely, by right and by heritage.”

“People have to learn to respect themselves by using arts from birth- freedom for self expression- people should be educated towards freedom and taught to respect each other and the environment.”

“In legal text, simple language, Doric, Gaelic and minority languages spoken in Scotland; advertise in media and tv; copies sent to all households, taught in schools.”

“Cleverly, should be listed with obligation, people quick to assert their rights ignoring their obligations to society, rights should not be taken for granted, precious commodity denied in some countries.”

“People should be persuaded to get involved and their views are valued. Schools should educate children to see this as their right and expect culture as part of their lives.”

How should we put these into practice?

This question also received a limited response and focused on practical solutions; such as providing more information about what is on and providing more funding especially to encourage local talent. Once again education was mentioned many times by respondents.

Main themes of responses:

- Culture should be for everyone (2 responses)
- Adequate funding (4 responses)
- Education especially at schools (12 responses)
- Events more affordable (5 responses)
- Enforce existing legislation (2 responses)
- Better information about what is on (3 responses)
- Encourage local talent
- More publicity
- Events on at more diverse venues (3 responses)
- Multi-cultural representation on local and national implementing/steering groups
- More times available for courses
- Support for more small scale events
- Integrated public transport

Selected quotations:

- “local talent should be encouraged to flourish. Aberdeen has taken steps to have pride in our cultural mix- this can only be a good thing. Barriers across age, income, physical activities should be constantly challenged.”
- “education system which values culture rather than passing exams- encourage self directed learning and more opportunities for people to meet and practice or express culture e.g. ceilidh or small group performances with little expense spared I predict.”
- “Aberdeen needs to take a less ‘conservative’ approach to arts and support a wider range of small scale events as well as the bigger city activities (e.g. youth festival) many small groups fail because they are not under written by council funds.”

Response from Service Provider

The report of the responses to the Cultural Commission's questions was provide to the Commission as one of a number of inputs to its work made by the City. The Cultural Commission's final report was published in June, making 124 recommendations for the development of culture in Scotland. The report is available at www.culturalcommission.org.uk. The response of the Scottish Executive to the report is now awaited and is expected by the end of 2005.

HOMES

Aberdeen City Council owns and manages approximately 25,000 houses in the City which are let to our tenants at an average rent of £46.33 per week. Our properties include very sheltered and sheltered housing, amenity housing and flatted and cottage style housing.

Anyone over 16 can apply for Council housing through Homechoice which operates a common housing register for all social housing landlords in the City. The Council provides a range of services to our applicants and tenants from a number of local offices and sub offices. Services provided include assistance for homeless people, allocation of houses, rent collection and rent management advice, repairs, estate management and support for vulnerable tenants.

Figure 33: Have you used the Council housing service

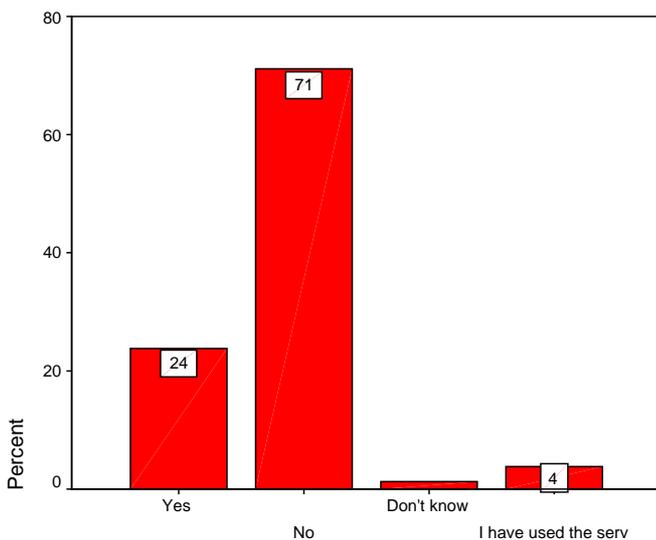


Figure 33 shows that the majority of respondents (71%) had not used the council housing service. Only 24% of respondents had used the service themselves and a further 4% had used the service for a family member.

Questions 2-7 were only answered by service users of the council housing services.

Figure 34: I am satisfied with the range of services available at my local office

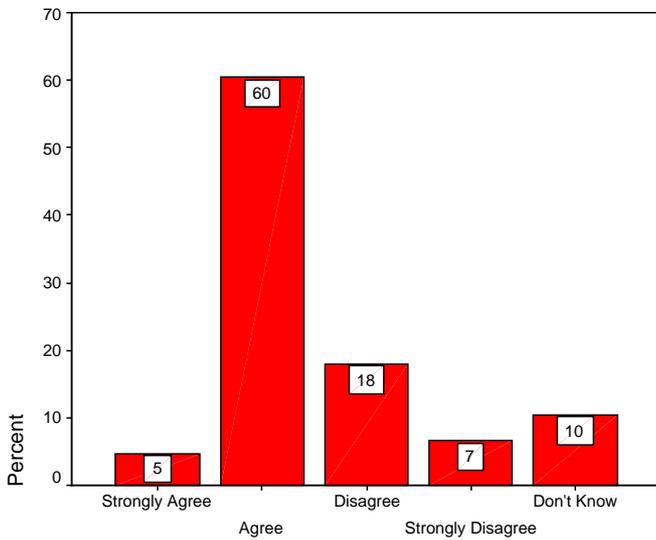


Figure 34 shows that the majority of service users are satisfied with the range of services available at their local office with 65% either agreeing or strongly agreeing.

Figure 35: Staff respond promptly and efficiently to my queries

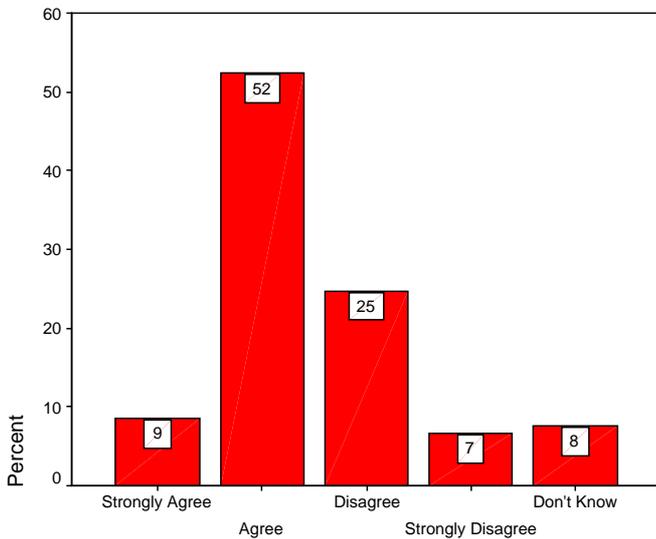


Figure 35 shows that the majority of service users (61%) either agree or strongly agreed that staff respond promptly and efficiently to queries.

Figure 36: Council housing services are delivered in a non discriminatory way

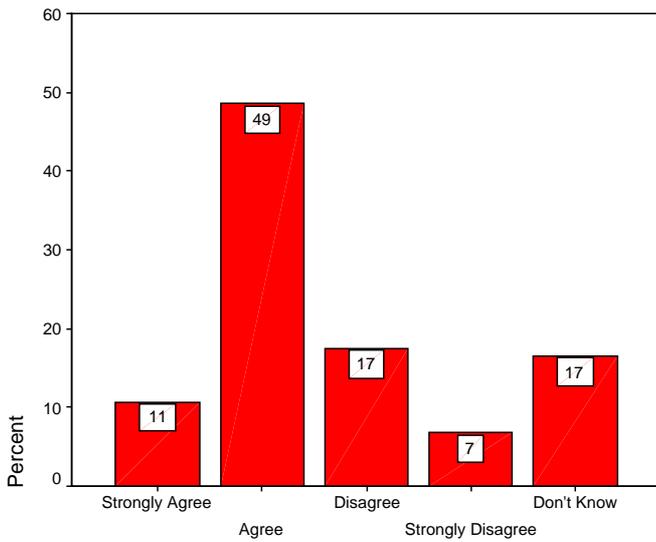


Figure 36 shows that 60% of respondents either agreed or strongly agreed that council housing services are delivered in a non discriminatory way. 24% of respondents disagreed or strongly disagreed and 17% indicated that they did not know.

Figure 37: The process of applying for a Council house is straightforward

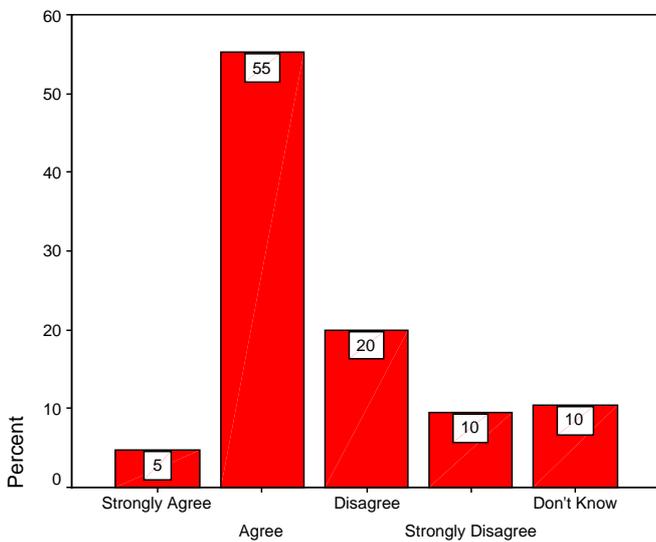


Figure 37 shows that 60% of respondents agreed or strongly agreed that applying for a council house is straightforward, however 30% disagreed or strongly disagreed.

Figure 38: The Council deals effectively and sympathetically with tenants in arrears of rent

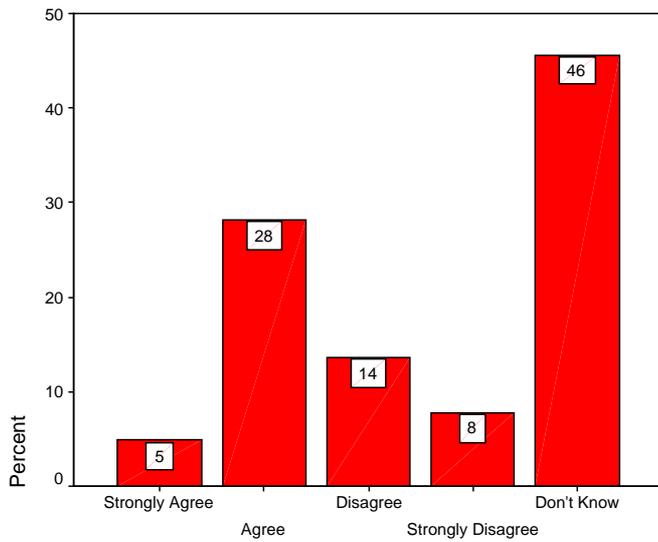


Figure 38 shows that 33% of respondents agreed or strongly agreed that the council deals effectively and sympathetically with tenants in arrears of rent. 32% of respondents disagreed or strongly disagreed and 46% did not know.

Figure 39: Staff respond promptly and efficiently if I make a complaint

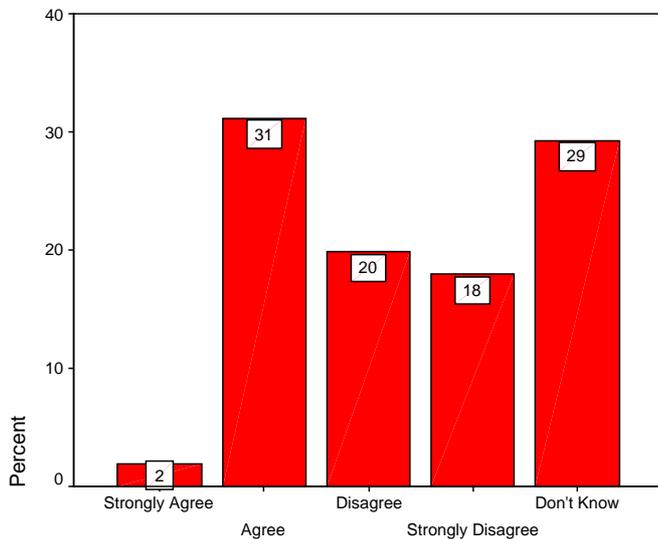


Figure 39 shows that only 33% of respondents agreed or strongly agreed that staff respond promptly and efficiently if they make a complaint, 38% disagreed or strongly disagreed and 29% did not know.

Any respondents could answer the following questions:

Figure 40: Information about the Council Housing Service is easy to access

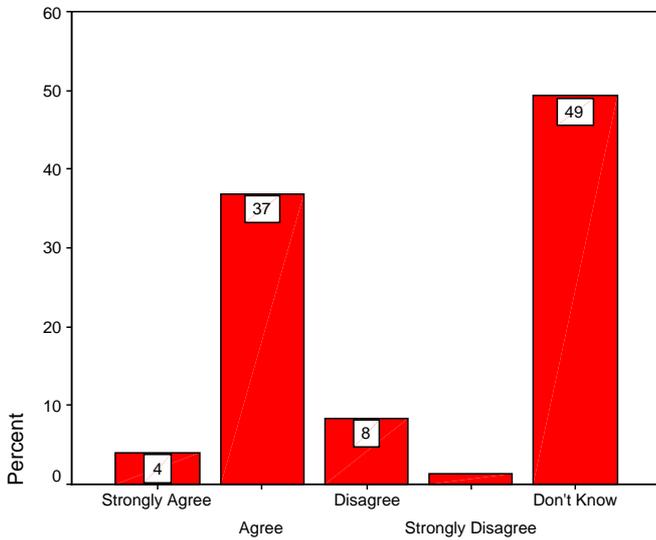


Figure 40 shows that 41% of respondents agreed or strongly agreed with the statement 'information about the council housing service is easy to access'. 49% did not know.

Amongst service users 66% agreed or strongly agreed and 17% disagreed or strongly disagreed

Figure 41: I know or would know who to contact for specific advice about Council Housing Services

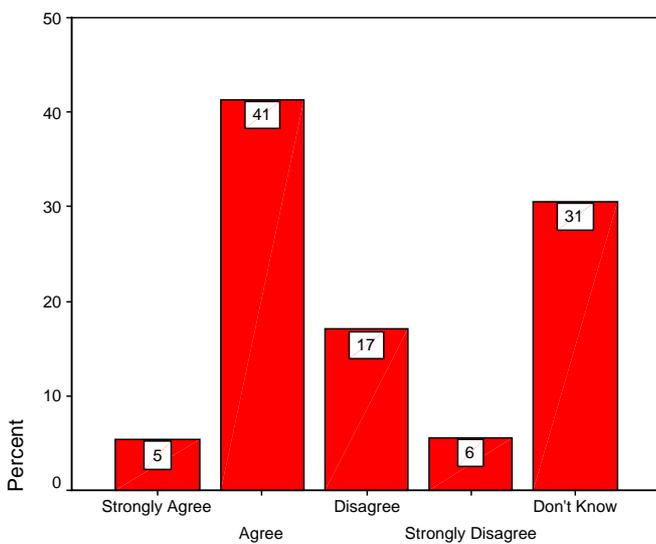


Figure 41 shows that 46% of respondents agreed or strongly agreed with the statement 'I know or would know who to contact for specific advice about council housing services'. 23% disagreed or strongly disagreed and 31% did not know.

Amongst service users 72.8% agreed or strongly agreed and 17% disagreed or strongly disagreed.

Figure 42: My local Council housing office is conveniently located

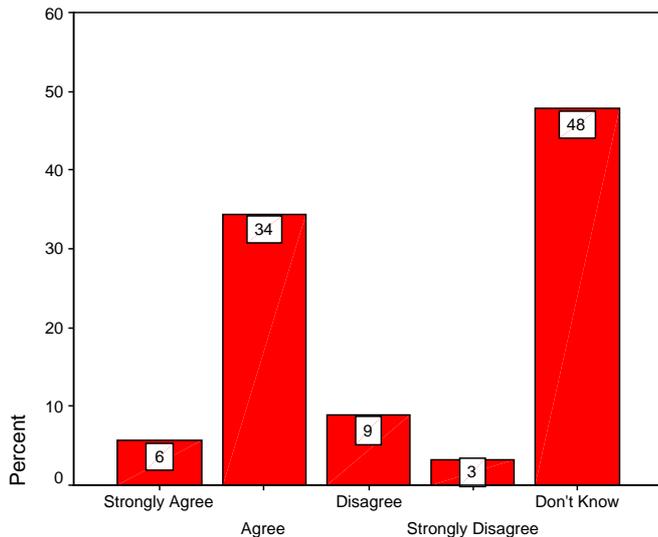


Figure 42 shows that 40% of respondents agreed or strongly agreed that their local council housing office is conveniently located, only 12% disagreed or strongly disagreed and 48% did not know.

Amongst service users 75% agreed or strongly agreed while 18% disagreed or strongly disagreed.

Figure 43: The Council provides clear information on the performance of its Housing service

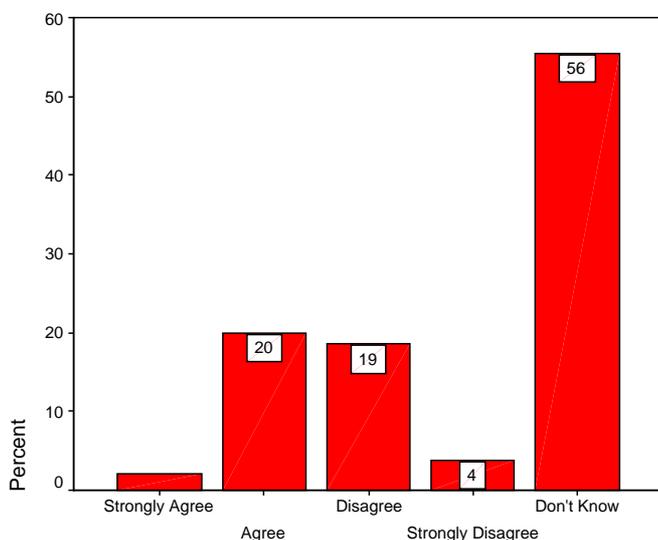


Figure 43 shows that the majority of respondents did not know whether the council provides clear information on the performance of its Housing service. Approximately 22% agreed or strongly agreed with the statement while 23% disagreed or strongly disagreed.

Amongst service users approximately 46% agreed or strongly agreed while 32% disagreed or strongly disagreed with the statement.

Figure 44: Council housing services represent good value for money

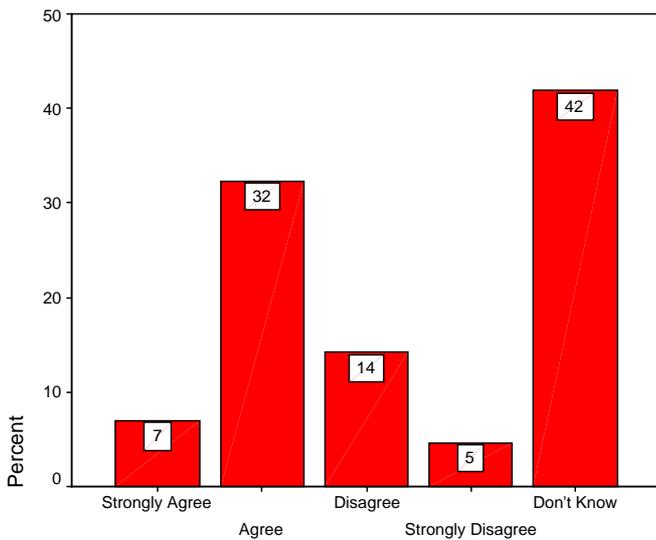


Figure 44 shows that 39% of respondents agreed or strongly agreed that council housing services represent good value for money while 19% disagreed or strongly disagreed, 42% did not know.

Amongst service users 47% strongly agreed or agreed while 16% disagreed or strongly disagreed.

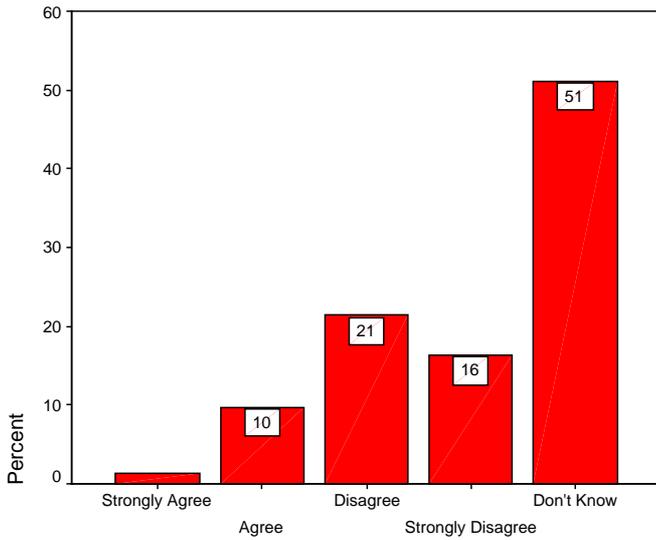
Figure 45: The Council lets its houses efficiently

Figure 45 shows that once again the majority of respondents (51%) did not know if the council lets its houses effectively. Only 11.4% of respondents agreed or strongly agreed with the statement while 37% disagreed or strongly disagreed with the statement.

Amongst service users 18% agreed or strongly agreed and 64% disagreed or strongly disagreed.

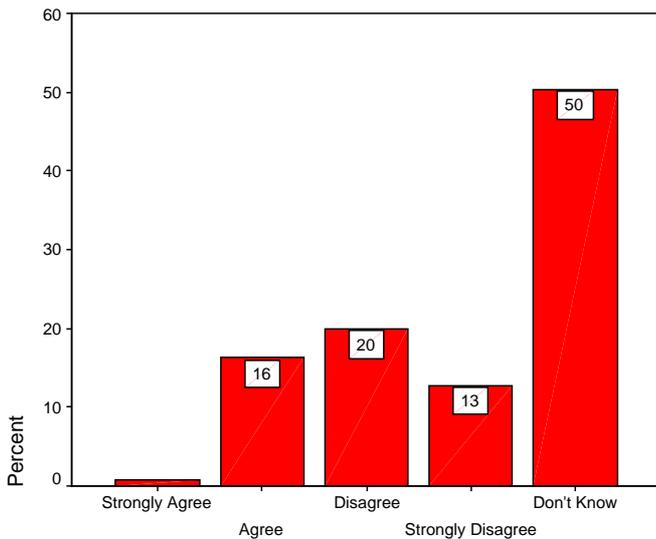
Figure 46: The Council manages its houses efficiently

Figure 46 shows that approximately 17% of respondents agreed or strongly agreed with the statement 'the council manages its houses effectively' whilst 33% disagreed or strongly disagreed with the statement. Once again a large percentage of respondents (50%) indicated that they did not know.

Amongst service users 31% agreed or strongly agreed and 50% disagreed or strongly disagreed.

Figure 47: The Council provides appropriate support to tenants who require support

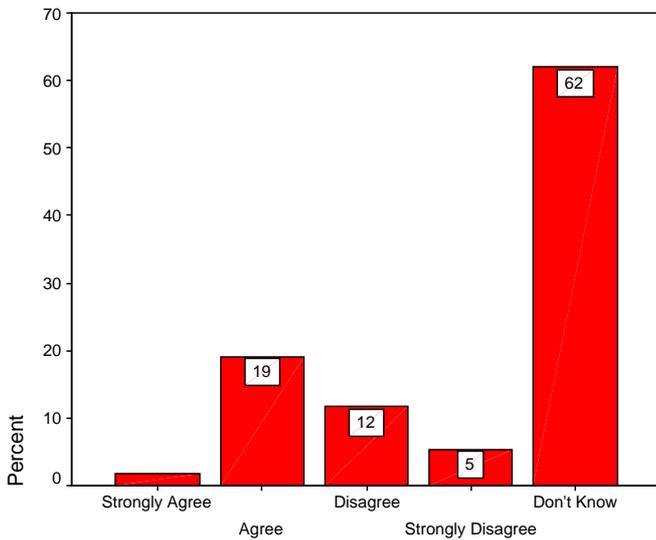


Figure 47 shows that the majority of respondents (62%) did not know if the council provides appropriate support to tenants who require support. Approximately 21% of respondents either agreed or strongly agreed with the statement while approximately 17% disagreed or disagreed strongly.

Amongst respondents that had previously used the service the percentage agreeing or strongly agreeing was much higher at 36% however there was also an increase in the numbers disagreeing or strongly disagreeing at approximately 29%.

Figure 48: Rent levels for Council tenants are reasonable

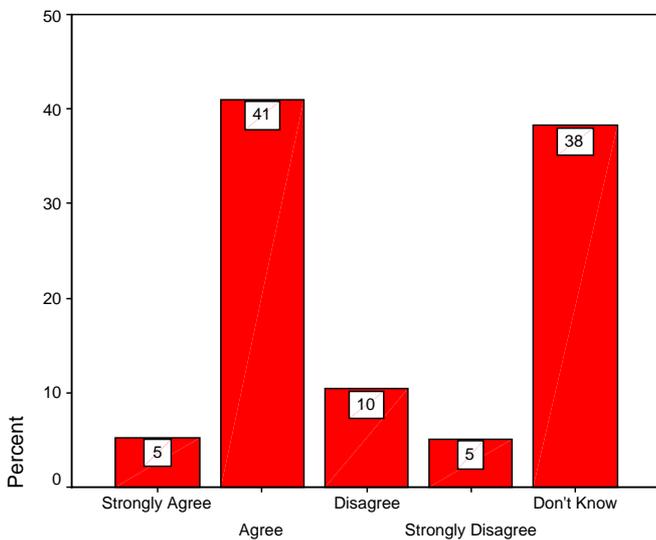


Figure 48 shows that 46% of respondents agreed or strongly agreed with the statement that 'rent levels for council tenants are reasonable' while 15% disagreed or strongly disagreed. 36% did not know.

Amongst service users the percentage agreeing or strongly agreeing was 56% and 30% disagreed or strongly disagreed.

Figure 49: Council Housing estates are generally well kept

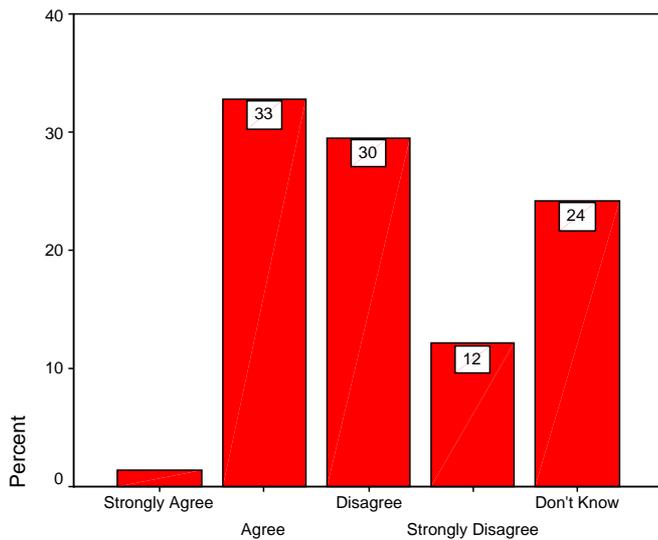


Figure 49 shows that approximately 34% of respondents either agreed or strongly agreed with the statement while 42% disagreed or strongly disagreed and 24% did not know.

Amongst service users 44% agreed or strongly agreed while 42% disagreed or strongly disagreed.

Figure 50: The Council keeps its houses in a good state of repair

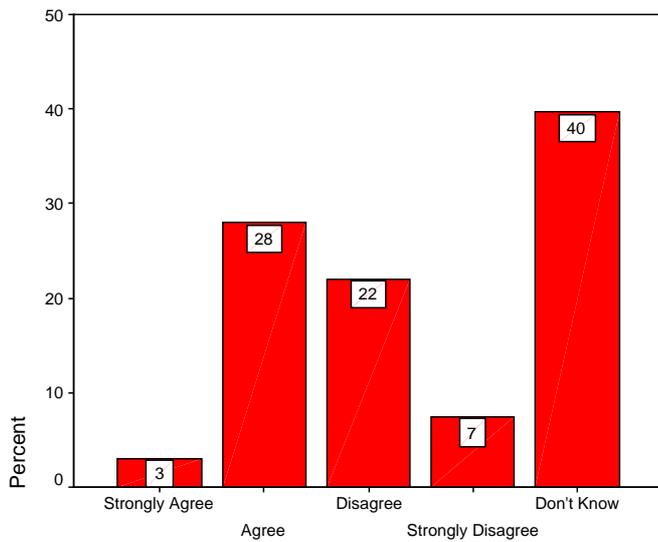


Figure 50 shows that 31% of respondents agreed or strongly agreed that the council keeps its houses in a good state of repair, 29% disagreed or strongly disagreed and 40% did not know.

Amongst service users 47% agreed or strongly agreed while 47% disagreed or strongly disagreed.

Figure 51: I am aware of the services the Council provides for homeless people

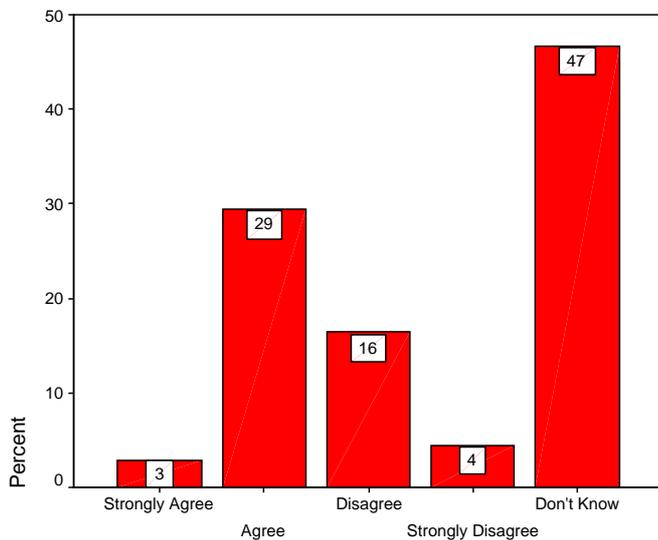


Figure 51 shows that 32% agreed or strongly agreed that they were aware of the services that the Council provides for homeless people, 20% disagreed or strongly disagreed while 47% did not know.

Figure 52: Information and advice for homeless or those who may become homeless is easy to access

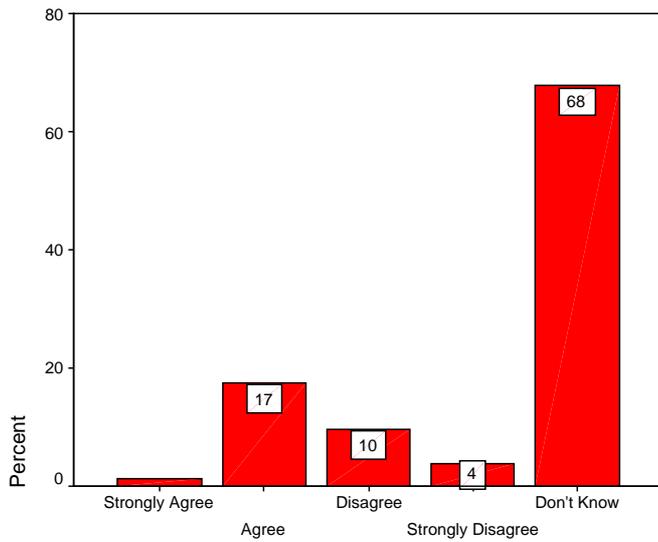


Figure 52 shows that 18% of respondents agreed or strongly agreed that information and advice for homeless or those who may become homeless is easy to access.

Figure 53: The Council deals effectively with homelessness in the City

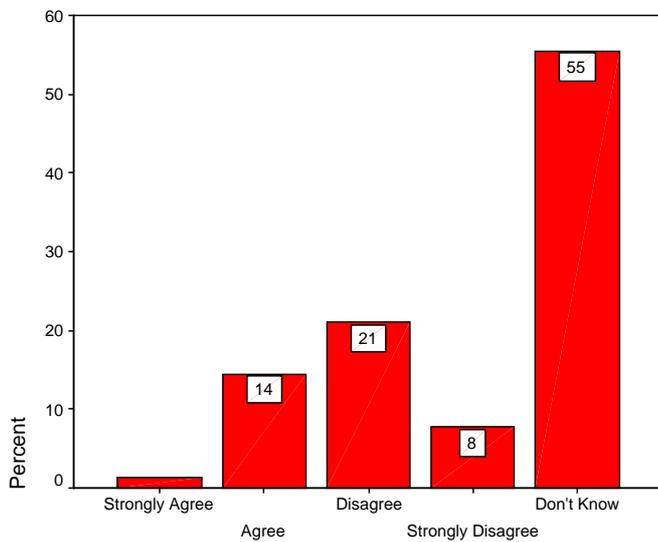


Figure 53 shows that 15% of respondents agreed or strongly agreed that the council deals effectively with homelessness in the City, 29% disagreed or strongly disagreed and 55% indicated that they did not know.

Response from Service Provider

The responses were encouraging and they have been notified to the Housing Inspectors from Communities Scotland for the Housing inspection. The findings will also be used to inform current training for front line housing staff and for the delivery plan fore the Scottish Quality standard"