

Aberdeen's Citizens' Panel Issue 29 / October 2013

# Voice!

Graffiti

**Flyposting**

Community Payback Orders

**Healthfit 2020**

City Voice Feedback



Community Planning  
in Aberdeen



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## **INTRODUCTION**

The final survey sample consisted of 674 responses from members of the Citizens' Panel. The total Panel currently comprises 1020 citizens of Aberdeen, so the response rate amounts to 66.1%. The 674 responses are, in the first instance, considered as a whole. Further analysis can be conducted 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
- Area
- Age
- Employment
- Home Ownership
- Health Issues
- Ethnicity

The report as it stands attempts to provide a 'key findings' breakdown of many of the results by age, gender and neighbourhood area. However, where age-group analysis is included, the two youngest age groups (16-24 and 25-34) are considered in aggregate as one group (i.e. 16-34), due to the under-representation of the very youngest age group (16-24) in the Panel. An overview of the age, gender and neighbourhood breakdown is provided at Appendix A. Please note that we are happy to provide full details of our crosstabulated results on request.

It should be noted that no demographic data was available for 8 respondents. For this reason, there may occasionally be a slight mismatch between the percentage results quoted in relation to the overall population for each question (which includes those panellists for whom demographic data is absent) and any subsequent analysis on the basis of gender, age or neighbourhood (which necessarily excludes these panellists). Despite the occasional minor inconsistency between total results and disaggregated/stratified analysis, the approach adopted is intended to provide the greatest possible degree of analytical accuracy in each case. Please also note that due to a) multiple responses to a question from one or more respondents, and b) the process of rounding percentage figures to one decimal place, total percentage figures given for some questions may not tally to exactly 100.0% (particularly where compounded figures are provided).

The analysis presented here is split into the following main topics:

- Graffiti
- Flyposting
- Community Payback Orders
- Healthfit 2020
- What do you think of the City Voice?

## **GRAFFITI**

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

The Council wants to find out how panellists feel about the extent of graffiti in our city, their perceptions of graffiti in general and the way the Council currently deals with it.

The information panellists provide will be used to assess how the Council is currently delivering the graffiti removal service and will contribute to future service reviews.

The first question asked panellists to rate the extent to which they agreed with two statements about graffiti. The two statements were as follows:

1. Graffiti is vandalism and should never be tolerated
2. Graffiti is an urban art-form that should be valued in some circumstances

Panellists' responses are provided below in Figure 1 (see page 11). In relation to the statement that 'graffiti is vandalism and should never be tolerated', it can be seen that the greatest share of respondents (249; 39.3%) strongly agreed. 208 respondents (32.9%) agreed, 94 (14.8%) neither agreed nor disagreed, 68 respondents (10.7%) disagreed and only 14 respondents (2.2%) strongly disagreed.

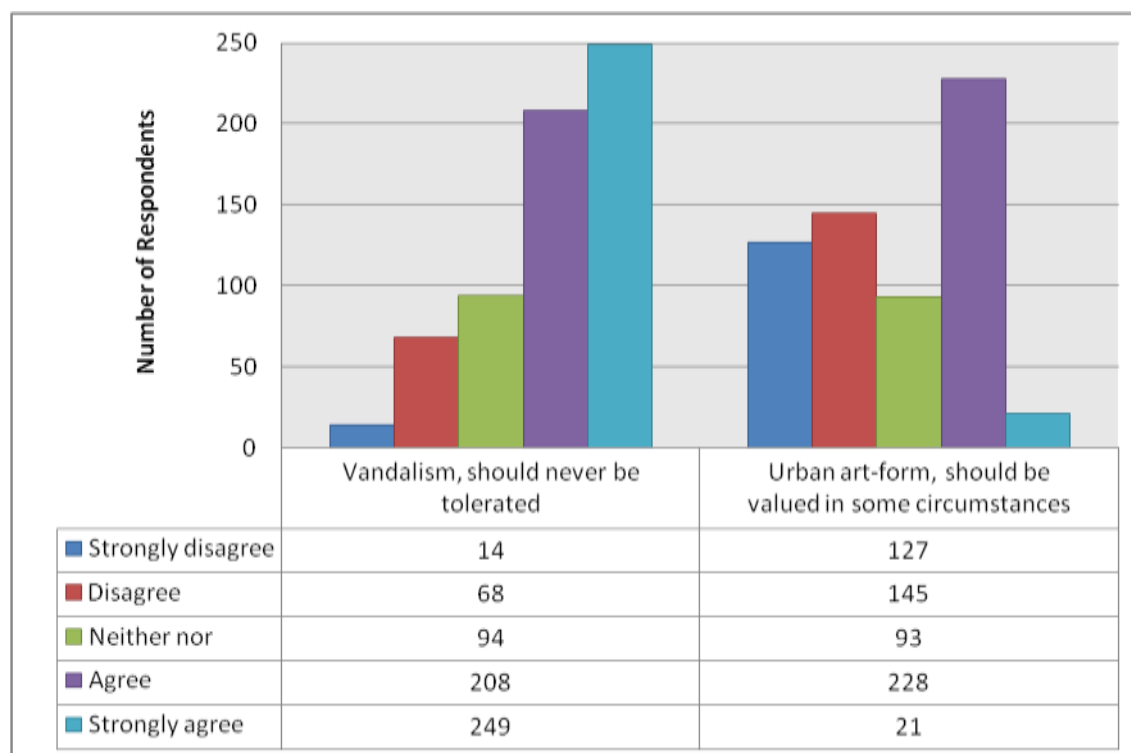
The most popular response among both male and female respondents was 'strongly agree', although the proportion was noticeably larger among males (43.7%) than females (34.7%). In terms of overall levels of agreement (i.e. compounding the figures for 'agree' and 'strongly agree') and overall levels of disagreement (i.e. compounding the figures for 'disagree' and 'strongly disagree'), our analysis shows that overall levels of agreement were higher among males (77.3%) than females (66.9%), whilst the opposite was true in relation to overall levels of disagreement (11.0% of males vs. 15.0% of females). The most popular response in North (49.0%) and South (37.2%) was 'strongly agree' whilst in Central it was 'agree' (32.5%). Overall levels of agreement with the statement were highest in North (80.1%), followed by South (72.2%) and Central (62.9%), whilst overall levels of disagreement were highest in Central (17.8%), followed by South (13.0%) and North (8.7%). The most popular response for those aged 16-34 and 35-54 was 'agree' (34.4% and 34.1%, respectively) whereas it was 'strongly agree' for those aged 55-64 (45.7%) and 65+ (54.3%). Overall levels of agreement and disagreement both correlated with age: agreement levels

were highest among those aged 65+ (83.6%), falling to 79.2% of those aged 55-64, 64.3% of those aged 35-54 and 56.3% of those aged 16-34. Conversely, overall levels of disagreement were highest among those aged 16-34 (17.2%), falling to 15.7% of those aged 35-54, 11.6% of those aged 55-64 and 8.6% of those aged 65+.

Turning to consider the statement that 'graffiti is an urban art-form that should be valued in some circumstances', Figure 1 (see page 11) shows that the greatest share of respondents (228; 37.1%) agreed. 145 respondents (23.6%) disagreed, 127 (20.7%) strongly disagreed and 93 respondents (15.1%) neither agreed nor disagreed. Only 21 respondents (3.4%) strongly agreed with the statement.

The most popular response among both male (30.4%) and female (43.5%) respondents was 'agree'. Overall levels of agreement were higher among females (47.2%) than males (33.6%), whilst overall levels of disagreement with the statement were higher among males (50.7%) than females (38.2%). The most popular response in each broad area of the city was also 'agree' (selected by 30.1% of respondents in North, 41.9% in Central and 39.8% in South). Overall levels of agreement that graffiti should be valued in some circumstances were highest in Central (47.3%), followed by South (43.4%) and North (31.6%). Conversely, overall levels of disagreement were highest in North (50.5%), followed by South (44.7%) and Central (36.6%). The most popular response among respondents aged 65+ was 'strongly disagree' (28.2%). However, for each other age-group, the most popular response was 'agree' (50.8% of those aged 16-34, 42.1% of those aged 35-54 and 33.7% of those aged 55-64). Overall levels of agreement with the statement again correlated with age: they were highest among those aged 16-34 (55.4%), followed by those aged 35-54 (46.6%), those aged 55-64 (34.9%) and those aged 65+ (29.8%). Overall levels of disagreement also correlated, falling from a high of 54.0% of those aged 65+ to 50.6% of those aged 55-64, 38.5% of those aged 35-54 and just 29.2% of those aged 16-34.

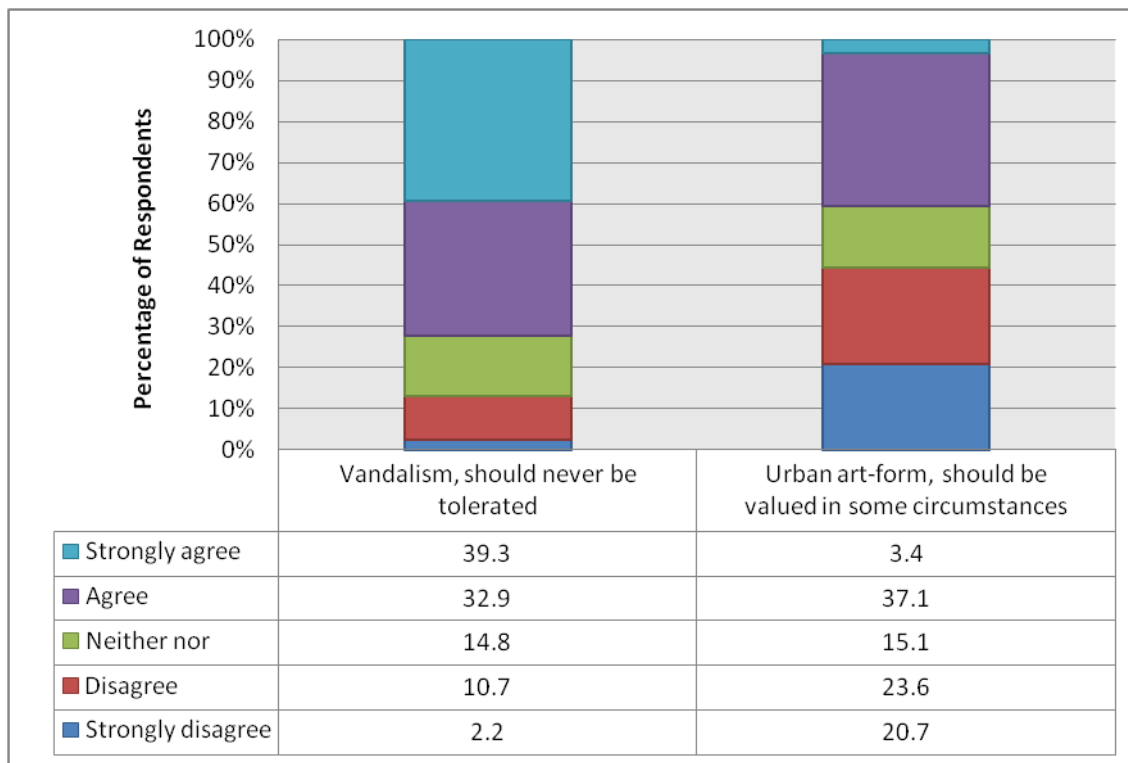
**Figure 1: To what extent do you agree or disagree with each of the following statements?**



**Base = multiple**

The stacked percentage figures for the responses to these two statements are also provided in graphic form below in Figure 2 (see page 12). Again, this reflects the fact that a far larger proportion of respondents strongly agree with the first statement than the second, whilst a much larger proportion of respondents strongly disagrees with the second statement than with the first.

**Figure 2: To what extent do you agree or disagree with each of the following statements?**

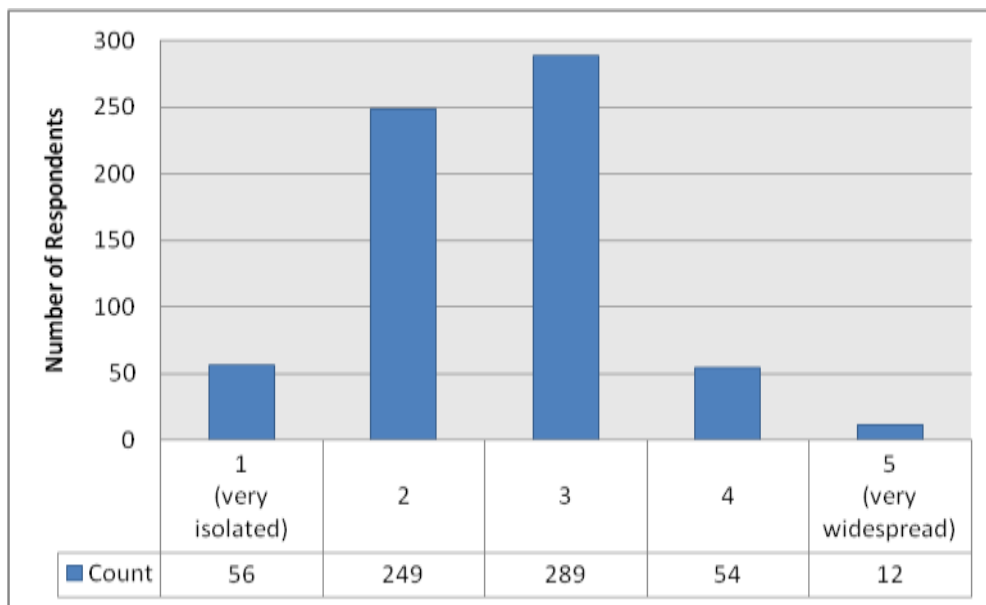


**Base = multiple**

The next question asked panellists to identify how extensive they believe graffiti to be in Aberdeen. Figure 3 below (see page 13) shows that the most popular responses (using the scale of 1-5, wherein '1' is very isolated and '5' is very widespread) were '3' (289 respondents; 43.8%) and '2' (249 respondents; 37.7%). 54 respondents (8.2%) selected '4', whilst 56 respondents (8.5%) opted for '1' and only 12 respondents (1.8%) selected '5 – very widespread'.

There was virtually no difference whatsoever between male and female panellists' responses to this question. There was also very little variation across the three areas of the city. There were some differences between age-groups, though. The most popular response for those aged 16-34 and 35-54 was '2' (45.3% and 40.3%, respectively), whereas for those aged 55-64 and 65+ it was '3' (47.3% and 51.0%, respectively). The proportion of respondents selecting these two options correlated with age: the proportion of respondents selecting '2' was highest among those aged 16-34 (45.3%), dropping steadily through each successively older age-group to a low of 33.3% of those aged 65+. Conversely, the proportion selecting the '3' option was lowest among those aged 16-34 (35.9%), rising steadily in each successively older age-group to a high of 51.0% of those aged 65+. Beyond this, the only other notable age-related results were the different proportions selecting the '1 – very isolated' option in each age-group: this was largest among those aged 35-54 (11.2%), followed by those aged 16-34 (10.9%) and those aged 55-64 (8.7%). However, only 2.7% of those aged 65+ selected this particular option.

**Figure 3: On a scale of 1-5 (where 1 is very isolated and 5 is very widespread), how extensive do you think graffiti is in our city?**

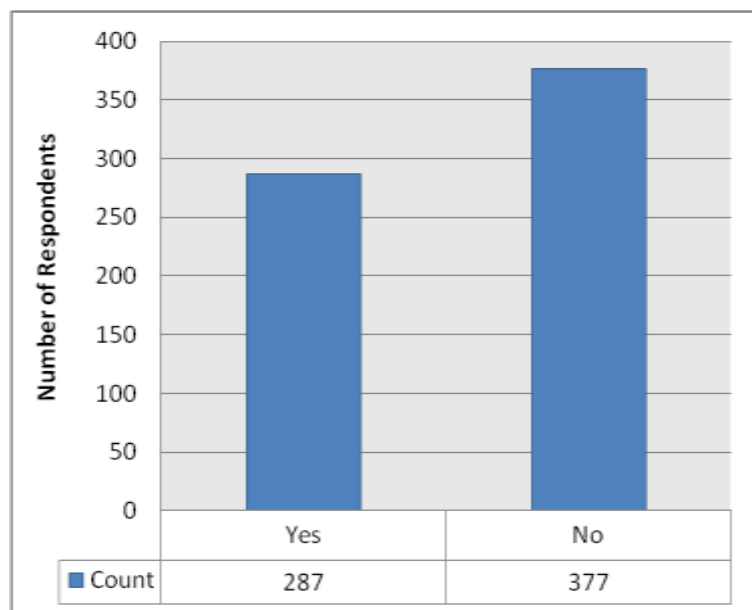


**Base = 660 respondents**

Each panellist was then asked whether or not they had seen graffiti in their local area in the past year. Their responses are provided below in Figure 4 (see page 14), which shows that a majority of respondents (377; 56.8%) have not seen graffiti in their local area in the past year, whilst a large minority (287 respondents; 43.2%) have.

The proportion of female respondents who have seen graffiti (40.3%) was slightly smaller than the equivalent proportion of male respondents (46.5%). Similar proportions of respondents in North (44.6%) and Central (45.6%) have seen graffiti, but the proportion was slightly smaller in South (39.9%). Across different age-groups, the proportion of respondents who have seen graffiti was largest among those aged 35-54 (54.6%), followed by those aged 16-34 (49.2%), those aged 55-64 (36.2%) and those aged 65+ (29.3%).

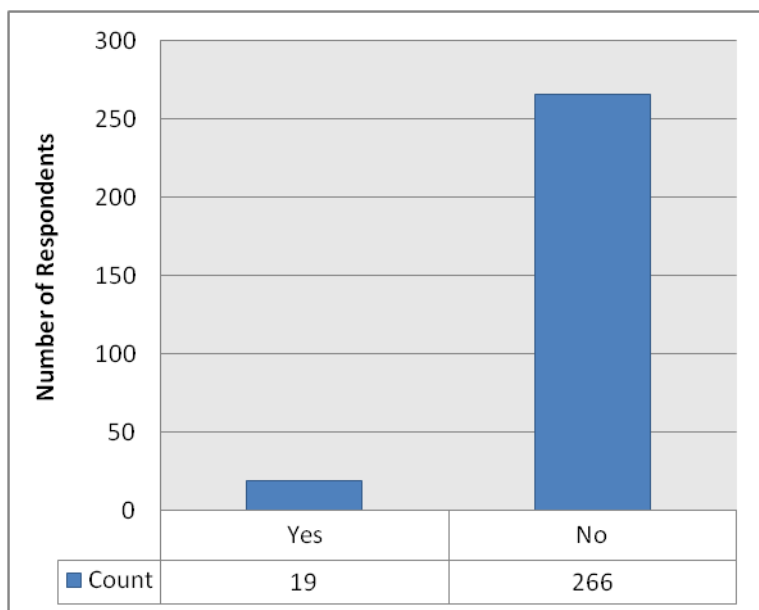
**Figure 4: Have you seen graffiti in your local area in the past year?**



**Base = 664 respondents**

The following questions were directed only to those panellists who said in the previous question that they have seen graffiti in their local area in the past year. They were first asked whether or not they reported the graffiti. Their responses are provided below in Figure 5 (see page 15). These results show that only 19 respondents (6.7%) did report the graffiti. By contrast, a large majority of respondents (266; 93.3%) did not report the graffiti they saw in their local area. Although we would usually discourage deeper analysis of such a small sub-set of respondents, our on this occasion our analysis shows that there was virtually no difference in the proportion of 'yes' responses across gender, geographical and age divisions.

**Figure 5: Did you report the graffiti?**



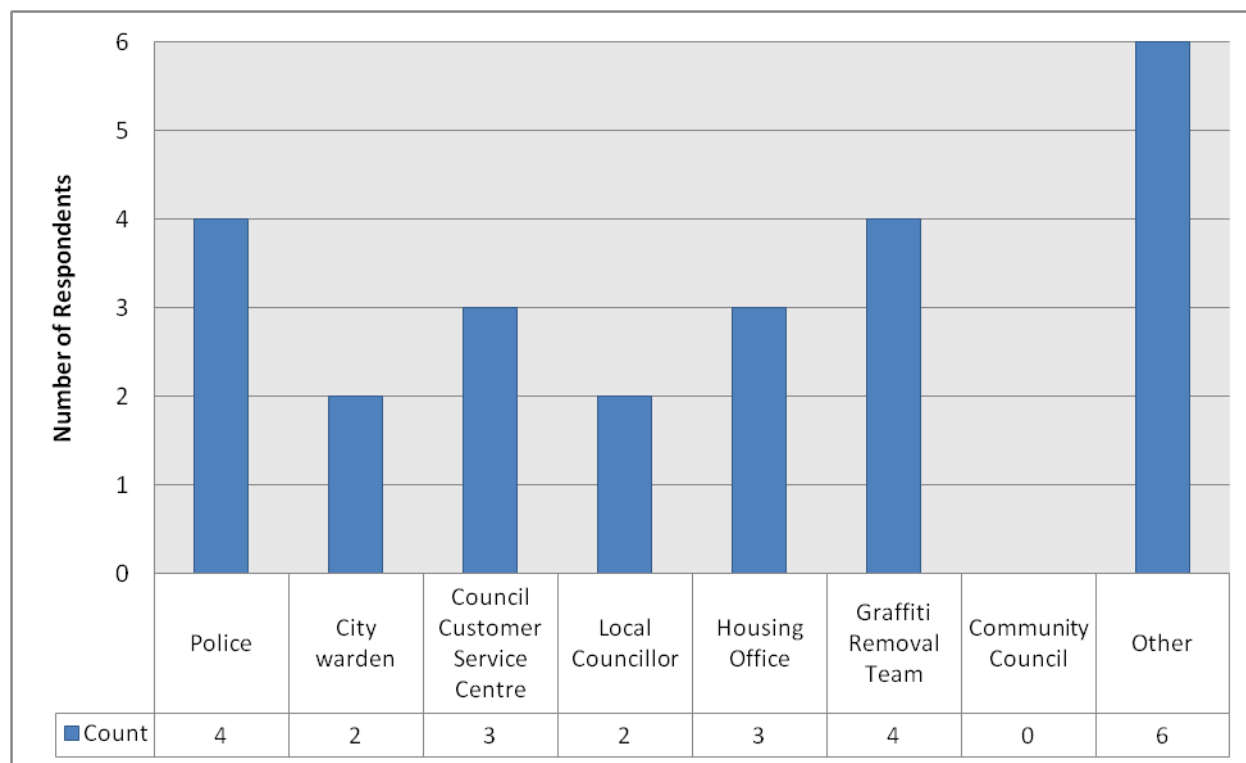
**Base = 285 respondents**

The 19 respondents who said that they did report the graffiti were then asked to identify the organisation(s) to which they reported it. Panellists were given a list of seven different agencies, but were also able to provide their own 'other' response. Their answers are laid out below in Figure 6 (see page 16), which shows that the most popular pre-determined responses were Grampian Police and Aberdeen City Council's Graffiti Removal Team. Both of these were identified by 4 respondents (21.1%). 3 respondents apiece (15.8%) also selected the Council's Customer Service Centre and Housing Office, whilst 2 respondents (10.5%) each selected the City Warden and Local Councillor options. No panellists reported graffiti to their Community Council. 6 panellists (31.6%) provided an 'other' response. Of these, 2 respondents (10.5%) said that they reported the graffiti to the resident or owner of the property in question. Two other respondents (10.5%) reported it to the businesses affected, whilst one apiece (5.3%) reported it to an unspecified website, an unspecified Council department and the person who was the subject of the graffiti.

Again, with such small numbers in each response category, we do not recommend pursuing any additional stratified analysis on the basis of gender, geography or age, as the results are likely to be misleading.



**Figure 6: If yes, who did you report the graffiti to?**

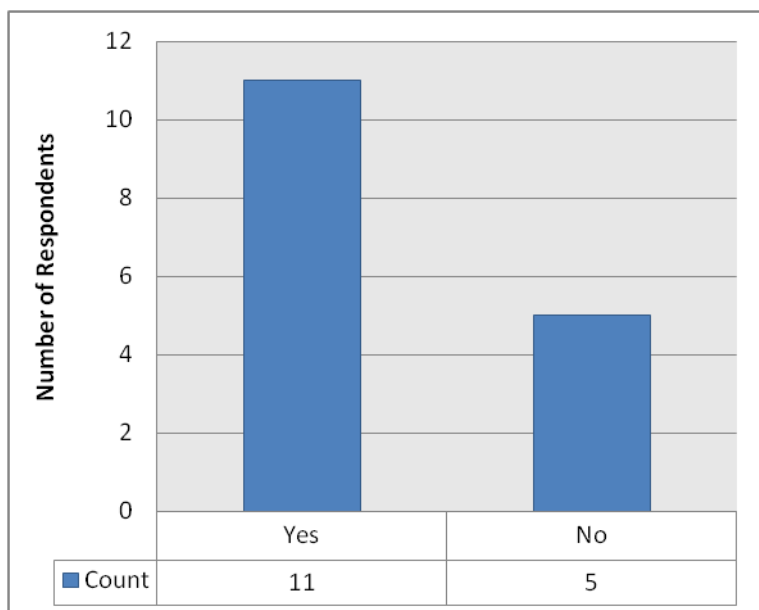


**Base = 19 respondents**

The same 19 respondents were then asked whether or not the graffiti they reported has been removed. Their responses, provided below in Figure 7 (see page 17) show that out of the 16 who responded, 11 (68.8%) said that the graffiti has been removed, whilst 5 (31.3%) said that it has not.

Again, with such small numbers in each response category, we typically discourage any additional stratified analysis as results are likely to be misleading. However, as a result of discussions at the Editorial Board meeting for this topic, we have crosstabulated the responses for this question and the question above ('who did you report the graffiti to?') to provide a breakdown of the percentage of reports to each agency which have resulted in graffiti being removed. We would, though, strongly caution against using these results as a basis for generalizable inferences or policy decisions, as the number of respondents in each category is extremely small (which increases the likelihood of distorted results). With this cautionary note in mind, our analysis shows that 75.0% of the graffiti reported to the police has been removed. This compares with 50.0% of the graffiti reported to City Wardens, 66.7% of the graffiti reported to the Council Customer Service Centre, 50.0% of the graffiti reported to a local Councillor, 100.0% of the graffiti reported to the Housing Office and 75.0% of the graffiti reported to the Graffiti Removal Team.

**Figure 7: Has the graffiti been removed?**



**Base = 16 respondents**

The next question was directed only towards those respondents who previously stated that they had seen graffiti in their local area in the past year but had not reported it (see Figures 4 and 5 above). These respondents were asked why they had not reported the graffiti. Their responses have been aggregated thematically and are listed below in Table 1 (see page 18). The table shows that the most frequently offered reason (73 respondents; 30.0%) was that panellists simply did not know who they should report it to. Following this, the next most popular responses were that panellists didn't think it would make any difference if they reported it (49 respondents; 20.2%), that they assumed somebody else (e.g. the Council, a business, another individual etc.) would see it and deal with it instead (47 respondents; 19.3%), that they weren't so concerned about the graffiti that they felt it necessary to report it (30 respondents; 12.3%) and that they didn't want to report it as it was either inoffensive or aesthetically pleasing (20 respondents; 8.2%). Each of the remaining response categories was mentioned by less than 5.0% of respondents (although their responses are nevertheless included in Table 1). 8 respondents (3.3%) provided a response which was not relevant to the question at hand.

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 1: If you did not report the graffiti, why not?**

Response	Respondents	
	Count	%
Didn't know who to report it to	73	30.0
Didn't think it would make any difference	49	20.2
Assumed somebody else would see it and deal with it	47	19.3
Wasn't concerned enough to report it	30	12.3
Didn't want to - thought it looked good or wasn't offended by it	20	8.2
It had already been reported	12	4.9
It had already been there for a long time	11	4.5
Didn't know I could/should report it to the Council	10	4.1
It's usually dealt with quickly, so didn't bother	7	2.9
Too prevalent to report every single case	7	2.9
Shouldn't be a priority for the Council	4	1.6
Forgot about it	4	1.6
Cleaned it up myself	2	0.8
N/a	8	3.3

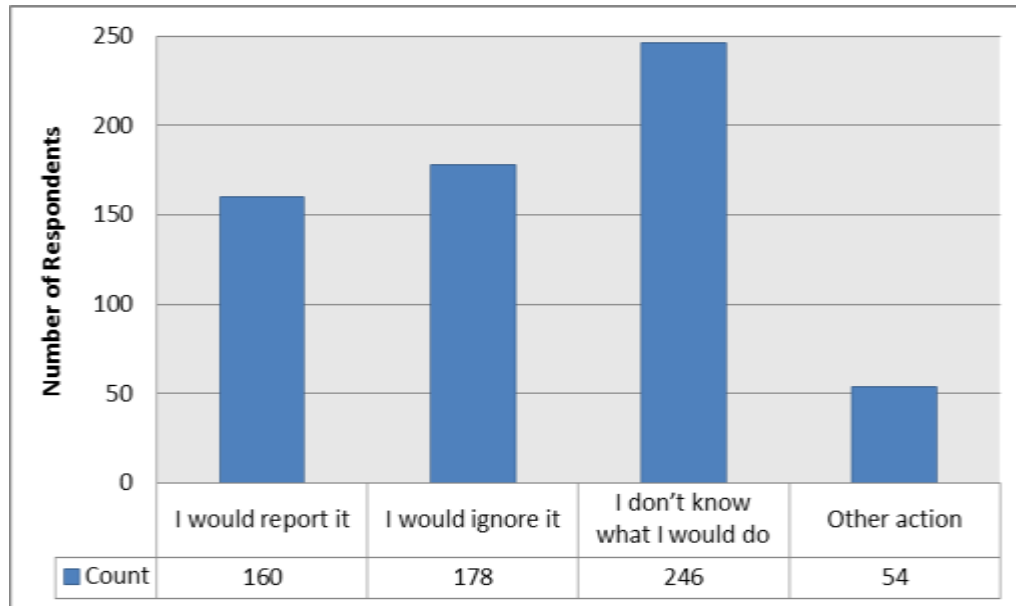
**Base = 243 respondents**

The next question was directed towards all panellists. They were asked what they think they would do if they did see graffiti in their local area. Their responses are provided below in Figure 8 (see page 19), which shows that more than one third of respondents (246; 38.5%) do not know what they would do. 178 respondents (27.9%) say that they would ignore it, whilst 160 respondents (25.0%) stated that they would report it. 54 respondents provided an 'other' response. Of the respondents selecting the 'other' option, Table 2 (see page 19) shows that the most popular response (47 respondents; 7.4%) was that their action would depend upon the location, context, severity or artistic merits of the graffiti. Each of the other 'other' responses was identified by less than 1.0% of respondents, but can nevertheless be seen in Table 2.

There were only minor differences between male and female panellists' responses. 26.2% of male respondents said that they would report graffiti, compared to 21.8% of females. Conversely, 40.5% of female respondents said they did not know what they would do, compared to 36.9% of males. The proportion of respondents who would report graffiti was largest in North (25.5%), followed by South (24.3%) and Central (21.7%). The proportion who would ignore it was largest in Central (29.3%), followed by South (29.1%) and North (24.5%). Finally, the proportion who do not know what they would do was largest in North (42.2%), followed by South (37.4%) and Central (36.9%). In terms of age-group analysis, the proportion of respondents who would report graffiti correlated with age, in that it was largest among those aged 65+ (34.5%), dropping to 30.2% of those aged 55-64, 15.9% of those aged 35-54 and just 12.9% of those aged 16-34. The proportion who would

ignore graffiti was largest among those aged 16-34 (35.5%), followed by those aged 55-64 (30.2%), those aged 35-54 (29.3%) and those aged 65+ (18.3%). Finally, the proportion who do not know what they would do was largest among those aged 35-54 (44.3%), followed by those aged 65+ (38.7%), those aged 16-34 (33.9%) and those aged 55-64 (33.0%).

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



**Base = 639 respondents**

**Table 2: If you did see graffiti in your local area, what do you think you would do about it? ('Other' Responses)**

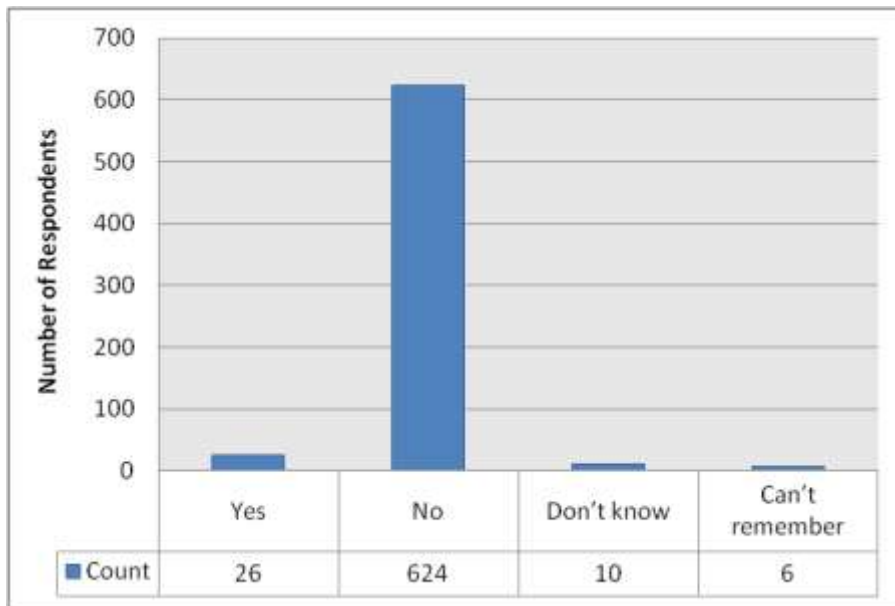
Response	Respondents	
	Count	%
Depends on graffiti's location, content, severity and artistic merit	47	7.4
Would report it if I knew action would be taken	2	0.3
Would ask other locals if we should report it	1	0.2
If possible, clean it myself	1	0.2
N/a	3	0.5

**Base = 639 respondents**

All panellists were then asked whether or not their own property had been affected by graffiti in the last 5 years. Their responses are provided below in Figure 9 (see page 20), which shows that the vast majority of respondents (624; 93.7%) stated that their property had not been affected. Only 26 respondents (3.9%) stated that their property had been affected, whilst 10 respondents (1.5%) said they didn't know and 6 (0.9%) said that they couldn't remember.

The proportion of respondents whose property has been affected was largest by far in Central (10.6%). In comparison, only 1.3% of respondents in South and 0.5% of those in North stated that their property had been affected by graffiti. Interestingly though, the proportion of respondents whose property has been affected by graffiti in the last 5 years correlated with age-group: the proportion was largest among those aged 16-34 (6.2%), dropping to 5.4% of those aged 35-54, 3.2% of those aged 55-64 and just 1.3% of those aged 65+.

**Figure 9: Has your property ever been affected by graffiti in the last 5 years?**

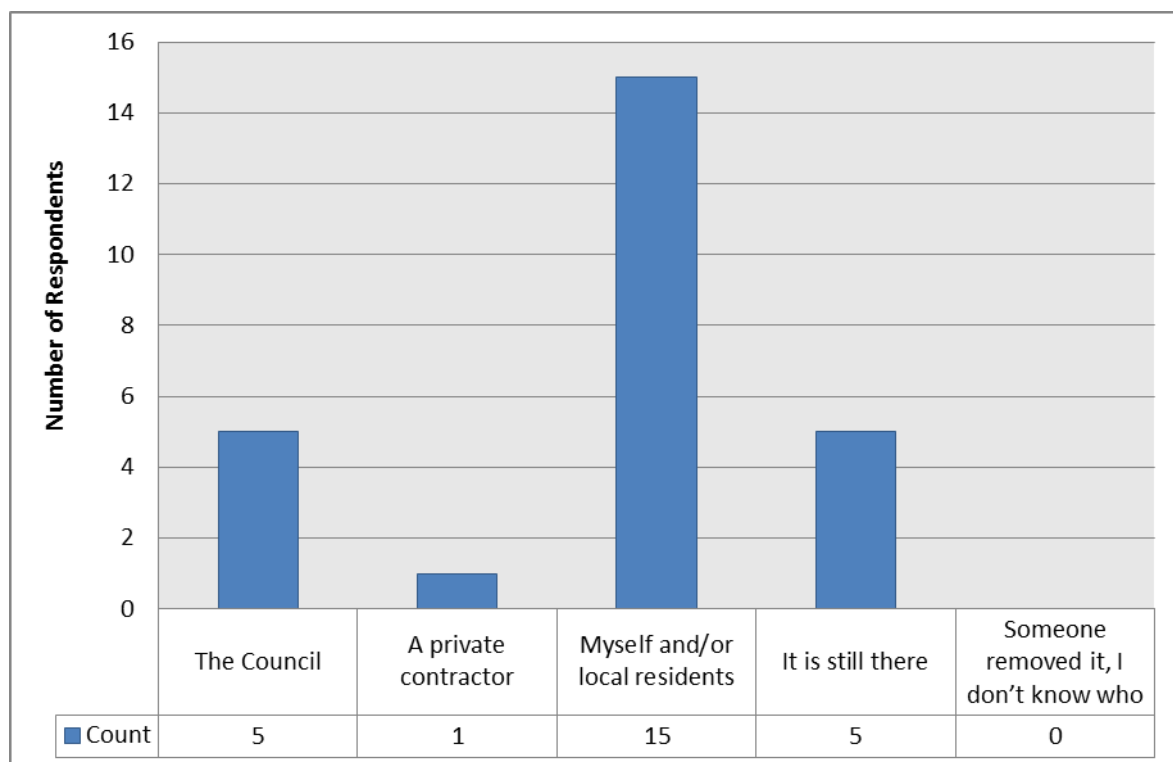


**Base = 666 respondents**

The 26 respondents who said that their property had been affected were then asked who removed the graffiti from their property. Figure 10 below (see page 21) shows that most respondents (15; 57.7%) said that they and/or local residents removed it. 5 respondents apiece (19.2%) said that the Council removed it, or that it is still there. 1 respondent (3.8%) said that a private contractor removed it for them.

Again, with such small numbers in each response category, we do not recommend pursuing any additional stratified analysis on the basis of gender, geography or age, as the results are likely to be misleading.

**Figure 10: If yes, who removed the graffiti from your property?**



**Base = 26 respondents**

The next question was once again directed at all panellists. They were asked to indicate the extent to which they agreed with a number of statements about graffiti. The statements were as follows:

1. It makes me feel unsafe
2. It reduces pride in a neighbourhood
3. It makes an area look untidy/unkept

The extent to which panellists agreed with each of these statements is laid out below in Figure 11 (see page 23). This shows that in relation to the statement that 'graffiti makes me feel unsafe' the most popular response was 'neither agree nor disagree' (35.8%), although this was closely followed by 'disagree' (33.4%). 16.6% agreed with the statement, 9.8% strongly disagreed and only 4.3% strongly agreed. The most popular response among male respondents was 'neither agree nor disagree' (38.3%), whilst among females it was 'disagree' (34.6%). In terms of overall levels of disagreement (i.e. compounding the figures for 'disagree' and 'strongly disagree'), the proportion of females expressing some degree of disagreement (44.8%) was marginally larger than among males (41.7%). Overall levels of agreement were very similar, though. The most popular response in North (35.9%) and South (39.6%) was 'neither agree nor disagree', but in Central it was 'disagree' (38.2%). Overall levels of disagreement were highest in Central (46.7%), followed by North (43.1%) and South (40.4%), but overall levels of agreement were similar across the city. The most popular response differed across age-groups: among those aged 16-34 (46.2%) and 35-

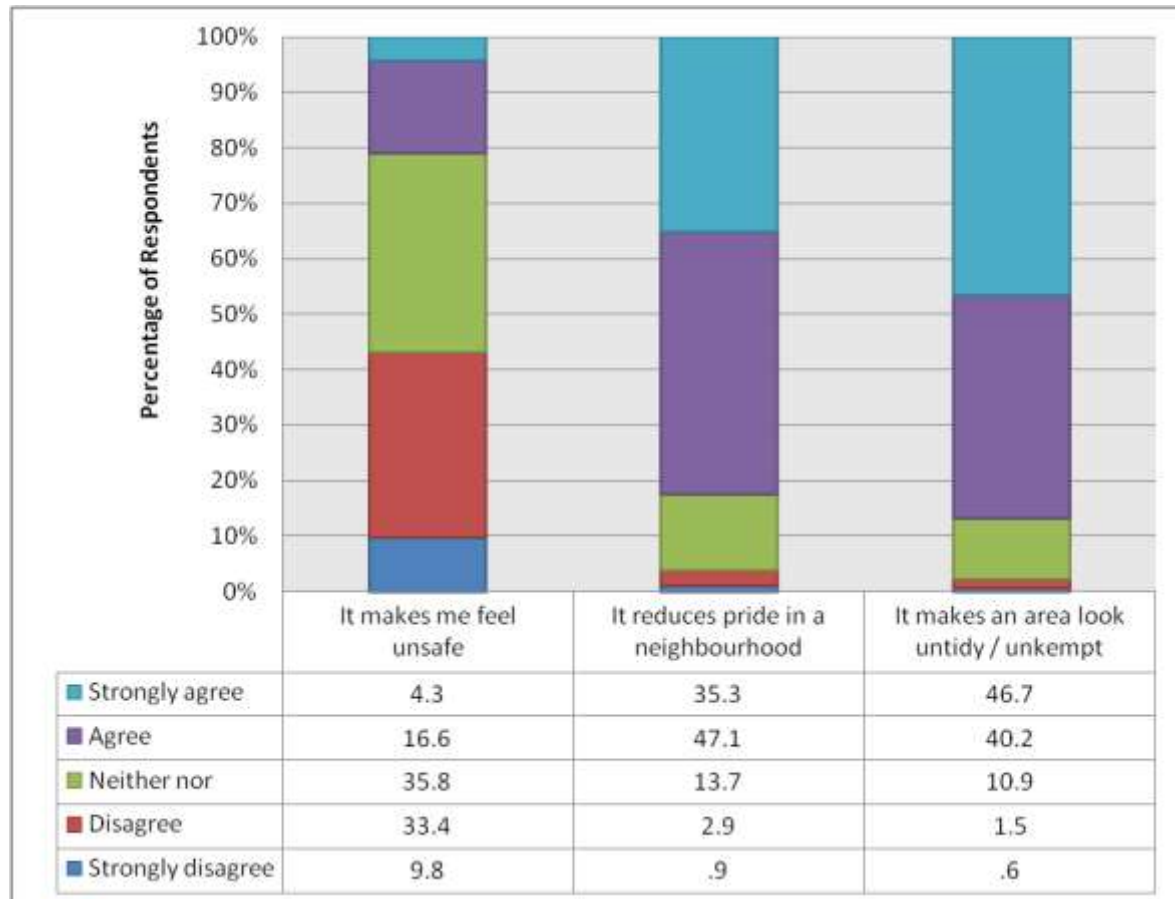
54 (34.5%), it was 'disagree', whilst it was 'neither agree nor disagree' among those aged 55-64 (35.4%) and 65+ (45.2%). Overall levels of disagreement correlated with age-group: the level of net disagreement was highest among those aged 16-34 (52.3%), dropping to 46.0% of those aged 35-54, 39.3% of those aged 55-64 and 38.7% of those aged 65+. There was also some variation in levels of overall agreement: the proportion expressing at least some degree of agreement with the statement was largest among those aged 55-64 (25.3%) and 35-54 (21.8%), and was smaller among those aged 16-34 (13.8%) and 65+ (16.1%).

In relation to the second statement (that graffiti reduces pride in a neighbourhood), the most popular response was 'agree' (47.1%), followed by 'strongly agree' (35.3%). 13.7% of respondents neither agreed nor disagreed, 2.9% disagreed and only 0.9% strongly disagreed. There was virtually no difference between male and female respondents' overall levels of agreement and disagreement to this question, whilst for both genders, 'agree' was the most popular response (46.7% of males vs. 48.1% of females). The most popular response in North, Central and South was 'agree' (43.6%, 46.8% and 51.5%, respectively). Overall levels of agreement in North (83.9%) and South (83.1%) were very similar, but were slightly lower in Central (79.6%). Conversely, overall levels of disagreement were marginally higher in Central (6.0%) than in North (3.3%) and South (2.6%). The most popular response in each age-group was 'agree' (48.4% of those aged 16-34, 49.6% of those aged 35-54, 45.0% of those aged 55-64 and 46.1% of those aged 65+), although for those aged 65+, this was the joint most popular response alongside 'strongly agree'. There was only minor variation in terms of levels of overall disagreement, but the level of overall agreement with the statement correlated with age, from a low of 71.9% of those aged 16-34 to 79.5% of those aged 35-54, 82.2% of those aged 55-64 and 92.2% of those aged 65+.

Finally, in relation to the statement that graffiti makes an area look untidy/unkept, the most popular responses were 'strongly agree' (46.7%) and 'agree' (40.2%). 10.9% neither agreed nor disagreed, 1.5% disagreed and only 0.6% strongly disagreed with the statement. There were few notable gender-related differences in responses to this question. The most popular response for both males and females was 'strongly agree' (45.8% of males vs. 46.8% of females). Overall levels of agreement with the statement were slightly larger among males (88.3%) than females (85.5%), but there was little difference between levels of overall disagreement. The most popular response in North (50.5%) and South (46.9%) was 'strongly agree' but in Central, it was 'agree' (43.0%). Once again, levels of overall agreement were marginally lower in Central (84.5%) than in North (88.8%) and South (87.0%), but there was little difference in terms of overall levels of disagreement. The most popular response for those aged 16-34 and 35-54 was 'agree' (42.2% and 44.6%, respectively), whilst for those aged 55-64 and 65+ it was 'strongly agree' (45.7% and 61.8%, respectively). There was only minor variation in relation to overall levels of disagreement, but there was greater spread in relation to levels of overall agreement, which were highest by far

among those aged 65+ (95.1%), falling to 85.4% of those aged 35-54 and 85.3% of those aged 55-64, before reaching a low of 78.1% of those aged 16-34.

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



**Base = multiple**

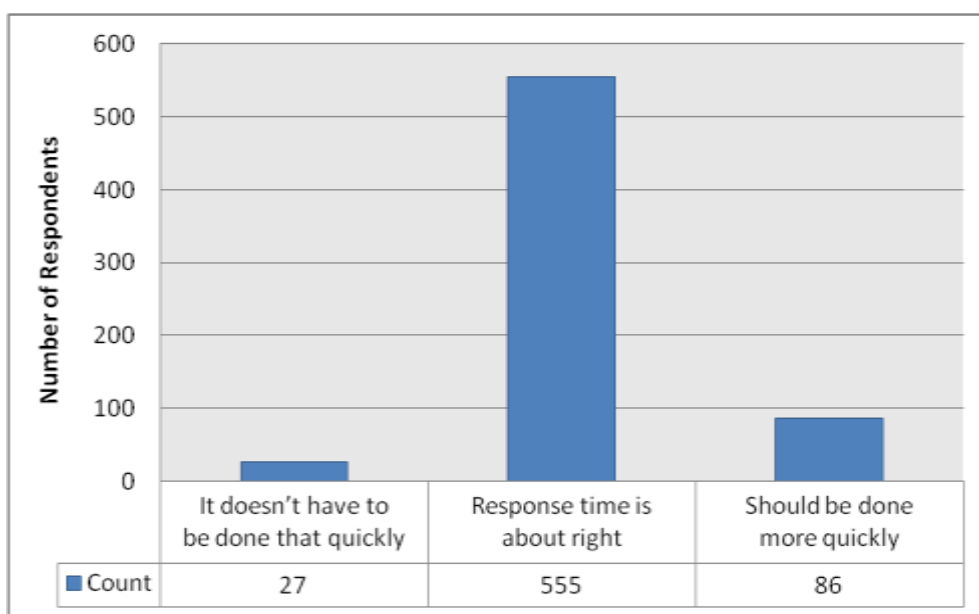
The next question sought to determine how panellists feel about the timescales for removing graffiti in Aberdeen. Prior to answering, panellists were informed that Aberdeen City Council aims to remove offensive graffiti within 48 hours and non-offensive graffiti within 21 working days of being reported. The responses received from panellists are provided below in Figure 12 (see page 24), which shows that a very clear majority of respondents (555; 83.1%) feel that the response time is about right. 86 respondents (12.9%) believe that the graffiti should be removed more quickly, whilst 27 respondents (4.0%) stated that it needn't be done so quickly.

The proportion of male respondents saying that the response time is about right was slightly smaller than that of female respondents saying likewise (80.7% vs. 84.9%, respectively). However, the proportion saying that it should be quicker was slightly larger among males (14.8%) than females (11.4%). The proportion of respondents who said that the response time was about right was largest in North (85.0%), followed by South (83.3%) and Central (80.2%). The proportion of



respondents who said that the response should be quicker was largest in Central (14.0%), followed by South (13.8%) and North (11.2%), whilst the proportion stating that it didn't need to be done so quickly was also largest in Central (5.8%), followed by North (3.7%) and South (2.9%). The proportion of respondents who stated that it should be done more quickly correlated with age-group: thus, the proportion selecting this response rose from 9.2% of those aged 16-34 to 11.5% of those aged 35-54, 13.0% of those aged 55-64 and 17.1% of those aged 65+. However, the 'response time is about right' answer was the most popular in each age-group, from a high of 85.8% of those aged 35-54 to 82.6% of those aged 55-64, 80.0% of those aged 16-34 and 79.6% of those aged 65+. In comparison with the other age-groups, a noticeably larger proportion of those aged 16-34 (10.8%) stated that the response time need not be so quick (compared to 2.7% of those aged 35-54, 4.3% of those aged 55-64 and 3.3% of those aged 65+).

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



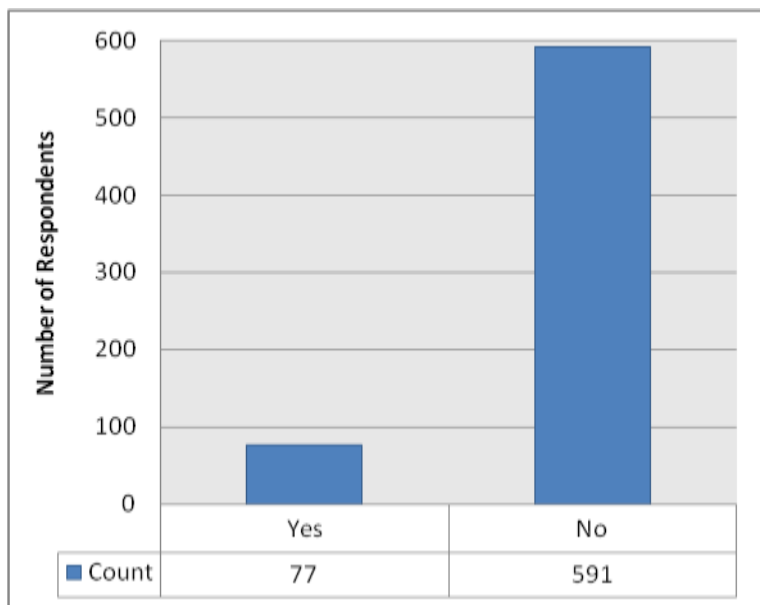
**Base = 668 respondents**

All panellists were then informed that Aberdeen City Council has a dedicated Graffiti Removal Team, and were asked whether or not that were aware of this fact before reading it in the City Voice. The responses provided by panellists are laid out below in Figure 13 (see page 25), which shows that a clear majority of respondents (591; 88.5%) had not heard of the team before reading about it in the City Voice. Conversely, a small minority (77 respondents; 11.5%) had heard of the team beforehand.

The proportion of male respondents claiming prior awareness (13.2%) was slightly larger than the proportion of females who did so (9.4%). Awareness levels were very similar in each area of the

city, and there was only minor variation across age-groups: the proportion of respondents reporting prior awareness was largest among those aged 55-64 (11.9%), followed by those aged 65+ (11.3%), those aged 35-54 (11.2%) and those aged 16-34 (9.2%).

**Figure 13: Aberdeen City Council has a dedicated Graffiti Removal Team. Before reading it in the City Voice, were you aware of this service?**



**Base = 668 respondents**

The final question in this section was targeted at the 77 respondents who said in the previous question that they were aware of the Graffiti Removal Team before reading about it in the City Voice. These panellists were asked to identify how they had heard about the team. Respondents were given a list of predefined options from which to select, but were also able to provide their own 'other' responses. Table 3 (see page 27) shows that the most popular responses were newspaper articles (21 respondents; 27.3%) and word of mouth (15 respondents; 19.5%), although another 15 respondents (19.5%) said that they couldn't remember where they had heard about the team. 9 respondents (11.7%) said they had heard about the team via another Council department, whilst 8 respondents (10.4%) said that they had heard about them through the Council website. Each of the other responses was selected by less than 10.0% of respondents. 8 respondents (10.4%) provided an 'other' response. However, of this 8, half of them (4 respondents; 5.2%) were not relevant to the question at hand. The remaining 4 respondents (5.2%) said that they had simply seen the Graffiti Removal Team at work around Aberdeen.

The only notable differences between male and female respondents was that a much larger proportion of males (41.5%) than females (9.1%) selected the 'newspaper article' option, whilst a larger proportion of females than males selected the 'through another Council department' option (18.2% vs. 7.3% of males), the 'word of mouth' option (27.3% vs. 12.2% of males) and the 'can't

remember' option (27.3% vs. 9.8% of males). The most popular response for males was 'newspaper article' whilst 'word of mouth' was the response most regularly selected by female panellists (although 'can't remember' was also selected by an equal proportion of female respondents). The most popular reply in North and Central was 'word of mouth' (24.0% and 25.0%, respectively), whilst in South, it was 'newspaper article' (44.0%). By way of comparison, only 16.0% of respondents in North (16.0%) and 20.8% of respondents in Central selected the 'newspaper article' option, whilst only 8.0% of respondents in South selected the 'word of mouth' option. Other notable differences were found in relation to the following options: 'through another Council department' (selected by 16.0% of respondents in North and 16.7% in Central, but by only 4.0% in South); 'local Councillor' (selected by 4.0% of respondents in North and 8.3% in Central, but none in South); and 'City Warden' (selected by 20.8% of respondents in Central but only 4.0% in North, and none in South). The most popular response for those aged 16-34 was 'can't remember' (50.0%). For those aged 35-54, 'newspaper article' and 'word of mouth' were the joint most popular selections (20.7% each), whilst for those aged 55-64 and 65+, the most popular response was 'newspaper article' (selected by 27.3% and 47.1%, respectively). Other notable differences related to the following options: 'Aberdeen City Council website' (selected by 18.2% of those aged 55-64 and 10.3% of those aged 35-54, but only 5.9% of those aged 65+ and by nobody aged 16-34); 'newspaper article' (selected by no respondents aged 16-34 but by 20.7% of those aged 35-54, 27.3% of those aged 55-64 and 47.1% of those aged 65+); 'through another Council department' (selected by 16.7% of those aged 16-34, 13.8% of those aged 35-54 and 13.6% of those aged 55-64, but by only 5.9% of those aged 65+); 'local Councillor' (selected by no respondents aged 16-34 or 55-64, but by 3.4% of those aged 35-54 and 11.8% of those aged 65+); 'City Warden' (selected by 33.3% of those aged 16-34, but only 3.4% of those aged 35-54, 9.1% of those aged 55-64 and 5.9% of those aged 65+) and 'police' (selected by 16.7% of those aged 16-34, but only 3.4% of those aged 35-54, 4.5% of those aged 55-64 and 5.9% of those aged 65+).

**Table 3: If yes, how did you hear about the team?**

<b>Response</b>	<b>Respondents</b>	
	<b>Count</b>	<b>%</b>
Newspaper article	21	27.3
Word of mouth	15	19.5
Can't remember	15	19.5
Through another Council department	9	11.7
Aberdeen City Council website	8	10.4
City Warden	6	7.8
Police	5	6.5
Local newsletter	4	5.2
Local Councillor	4	5.2
Community Council	0	0.0
Other	8	10.4

**Base = 77 respondents**

## SERVICE RESPONSE

The finding that the majority of respondents, 72.2% either agree or strongly agree that graffiti is vandalism and should never be tolerated confirms that Environmental Services is following the correct line by removing graffiti as soon as possible and working with Police Scotland to investigate them and assist with prosecutions as and when they arise.

While most respondents 37.1% agreed and another 3.4 strongly agreed that graffiti was an art form and should be valued in some circumstances the majority 51.6% either disagreed or Strongly disagreed. This shows that while the general feeling is against graffiti there are a significant number that feel it is and art form with the majority of the supporters in the younger age bracket. This mixed view of graffiti as art provides some validity to the support of provision of graffiti walls such as that at Transition Extreme where graffiti artists can display their work.

It was pleasing to note the minority of respondents felt that graffiti was widespread or very widespread and that the majority of people hadn't seen graffiti in their area. This emphasises the good work of Environmental Services in identifying and removing graffiti before they have an impact on the community. However, it was disappointing that 93.3% of those who had seen graffiti didn't report it, and that 30% of them didn't know who to report it to with another 20% who didn't think it would make a difference. In addition a third of respondents didn't know what they would do if they saw graffiti in their local area and only a quarter said they would report it. Further more only 11.5% of respondents were aware that Aberdeen City Council has a dedicated graffiti team. These responses point to a lack of awareness of what services the council offers and that individuals can make a difference. Environmental Services will consider how to inform residents of Aberdeen about their work and that of the graffiti team.

Most interesting was the response to the statement that graffiti makes me feel unsafe. Only 20.9% agreed or strongly agreed with this statement. The general view which guides many graffiti policies and procedures is that the presence of graffiti increases people's fear of crime and is an element in the 'broken window theory'. On face of it the response to this question in Aberdeen doesn't back this up. However there are many factors that influence people's feeling of safety and this question is very straight forward with no qualifying extras.

There is more concern from respondents regarding how untidy graffiti makes the neighbourhood look and that it reduces pride in the area. This, along with affirmation that our response times are set correctly, confirms that we are doing the right thing for neighbourhoods by removing graffiti promptly.

Environmental Services is grateful for the panel's feedback. Participation in this process is reported to other local authorities in Britain through our involvement in the Association for Public Service Excellence.

**Lorna Graham**

**Performance and Development Officer - Housing and Environment  
Aberdeen City Council**

## **FLYPOSTING**

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

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

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

The first question asked panellists to rate the extent to which they agreed with two statements about flyposting. The two statements were as follows:

1. Flyposting is informative and useful
2. Flyposting is unsightly and makes the area look untidy

Panellists' responses are provided below in Figure 14 (see page 31). In relation to the statement that 'flyposting is informative and useful', the greatest share of respondents (219; 35.1%) disagreed. 205 respondents (32.9%) neither agreed nor disagreed, 98 (15.7%) agreed, 96 respondents (15.4%) strongly disagreed and only 6 respondents (1.0%) strongly agreed.

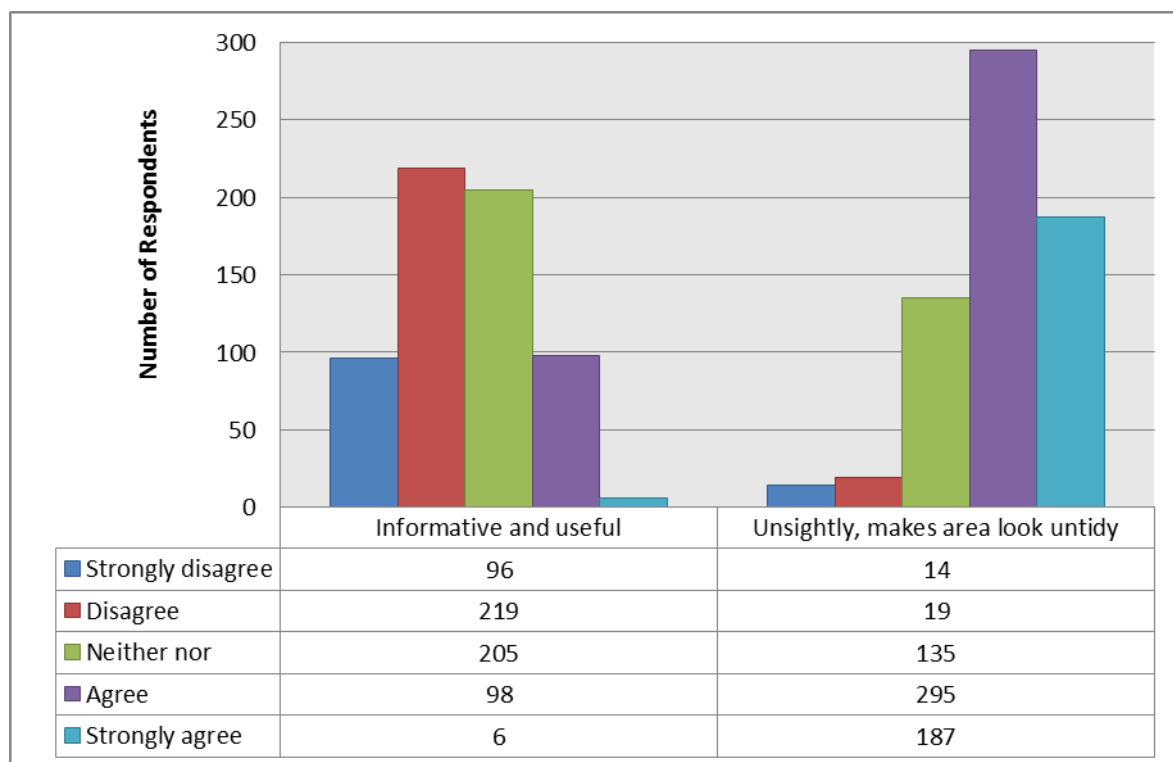
The most popular response among male respondents was 'disagree' (37.8%), whereas it was 'neither agree nor disagree' among females (36.7%). In terms of overall levels of agreement (i.e. compounding the figures for 'agree' and 'strongly agree') and overall levels of disagreement (i.e. compounding the figures for 'disagree' and 'strongly disagree'), our analysis shows that overall levels of agreement were higher among females (19.1%) than males (13.9%), whilst the converse was true in relation to overall levels of disagreement (57.1% of males vs. 44.1% of females). The most popular response in North (36.8%) and South (35.0%) was 'disagree', whilst in Central it was 'neither agree nor disagree' (35.0%). Overall levels of agreement with the statement were highest in Central (19.8%), followed by South (18.2%) and North (11.9%), whilst overall levels of disagreement were highest in North (54.2%), followed by South (51.4%) and Central (45.2%). The most popular response for those aged 35-54 was 'neither agree nor disagree' (35.5%), whereas for

each other age-group the most popular option was 'disagree' (38.5% of those aged 16-34, 38.7% of those aged 55-64 and 35.7% of those aged 65+). Overall levels of agreement were highest among those aged 16-34 (20.0%), followed by those aged 35-54 (18.0%), those aged 55-64 (14.3%) and those aged 65+ (15.5%). Conversely, overall levels of disagreement were highest among those aged 65+ (55.0%), falling to 52.4% of those aged 55-64, 46.5% of those aged 35-54 and 50.8% of those aged 16-34.

Turning to consider the statement that 'flyposting is unsightly and makes the area look untidy', Figure 14 (see page 31) shows that the greatest share of respondents (295; 45.4%) agreed. 187 respondents (28.8%) strongly agreed, 135 (20.8%) neither agreed nor disagreed and 19 respondents (2.9%) disagreed. Only 14 respondents (2.2%) strongly disagreed with the statement.

The most popular response among both male and female respondents was 'agree' (47.2% and 44.4%, respectively). In terms of overall levels of agreement and disagreement, our analysis shows that overall levels of agreement were noticeably higher among males (80.4%) than females (68.4%), although overall levels of disagreement were very similar (4.3% of males vs. 5.6% of females). The most popular response in North, Central and South was 'agree' (43.3%, 50.7% and 43.5%, respectively). Overall levels of agreement were very similar across the three areas, as were overall levels of disagreement. The most popular response in each age-group was 'agree' (56.9% of those aged 16-34, 42.7% of those aged 35-54, 43.1% of those aged 55-64 and 49.3% of those aged 65+). Overall levels of agreement were highest among those aged 65+ (85.4%), followed by those aged 16-34 (76.9%), those aged 55-64 (74.0%) and those aged 35-54 (66.8%). Overall levels of disagreement were very similar across age-groups.

**Figure 14: To what extent do you agree or disagree with each of the following statements?**

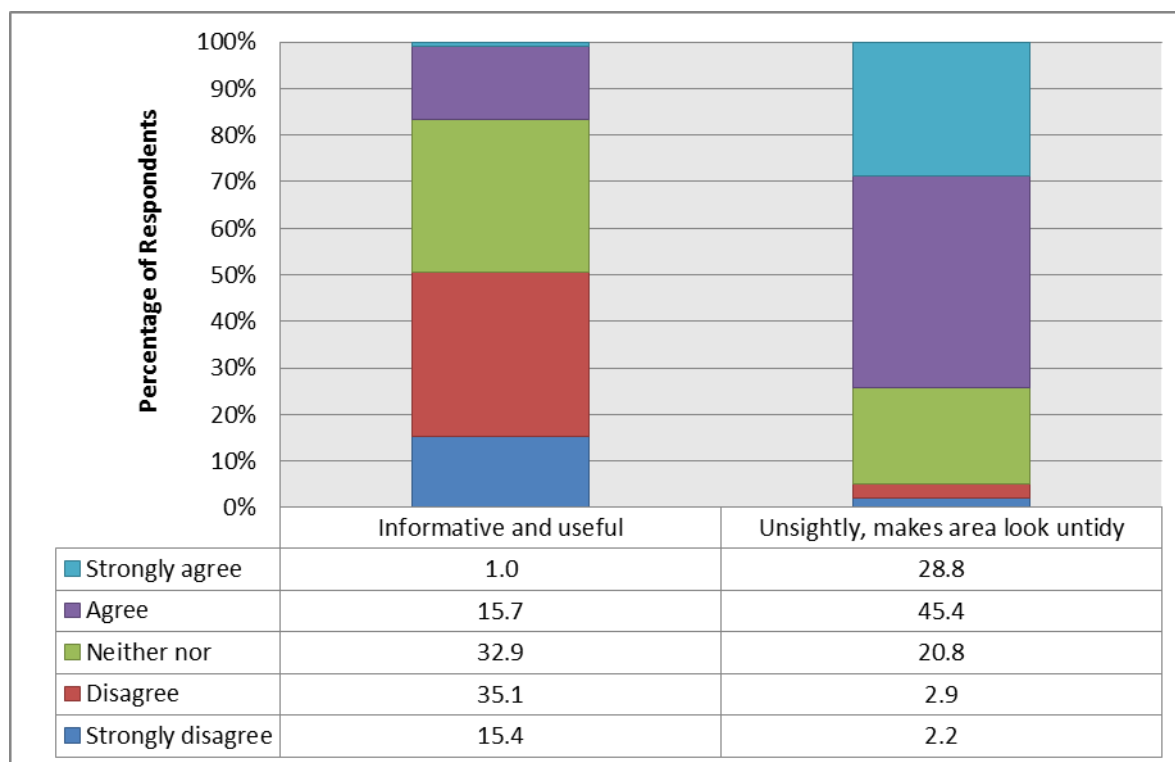


**Base = multiple**

As with the responses relating to graffiti (see Figure 2, page 12), the stacked percentage figures for the responses to these two statements are also provided in graphic form below in Figure 15 (see page 32). The results show clearly the difference in net levels of agreement and disagreement in relation to the two statements: although a majority of respondents disagree to at least some extent with the first statement, just under three quarters of all respondents agree to some extent with the second statement.



**Figure 15: To what extent do you agree or disagree with each of the following statements?**

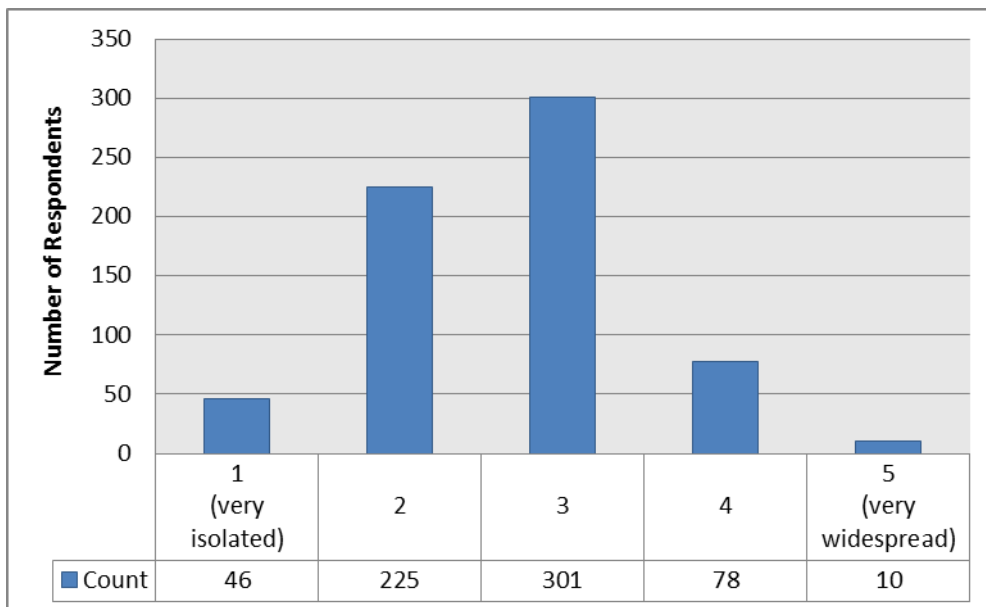


**Base = multiple**

The following question sought to identify how extensive panellists believe flyposting to be in Aberdeen. Figure 16 below (see page 33) shows that the most popular responses (using the scale of 1-5, wherein 1 is very isolated and 5 is very widespread) were '3' (301 respondents; 45.6%) and '2' (225 respondents; 34.1%). 78 respondents (11.8%) selected '4', whilst 46 respondents (7.0%) opted for '1 – very isolated' and only 10 respondents (1.5%) selected '5 – very widespread'.

There was very little difference between male and female panellists' responses to this question. For both, '3' was the most popular response (45.1% of males vs. 46.1% of females). There was also little variation between the responses received from North, Central and South neighbourhood areas. However, the proportion of respondents selecting the '1 – very isolated' option was slightly larger in South (9.2%) than in Central (6.8%) and, in particular, North (4.3%). There were also differences between age-groups. The most popular response for each age-group was '3', although the proportion selecting this ranged from 41.4% of those aged 35-54, 41.5% of those aged 16-34 and 41.8% of those aged 55-64 to 60.0% of those aged 65+. The only other noticeable divergences came in relation to the '1 – very isolated' option (selected by just 3.3% of those aged 65+ and 3.8% of those aged 55-64, but by 7.7% of those aged 16-34 and 10.9% of those aged 35-54) and the '2' option (selected by just 22.7% of those aged 65+, but by 35.5% of those aged 35-54, 39.6% of those aged 55-64 and 40.0% of those aged 16-34).

**Figure 16: On a scale of 1-5 (where 1 is very isolated and 5 is very widespread) how extensive do you think flyposting is in our city?**

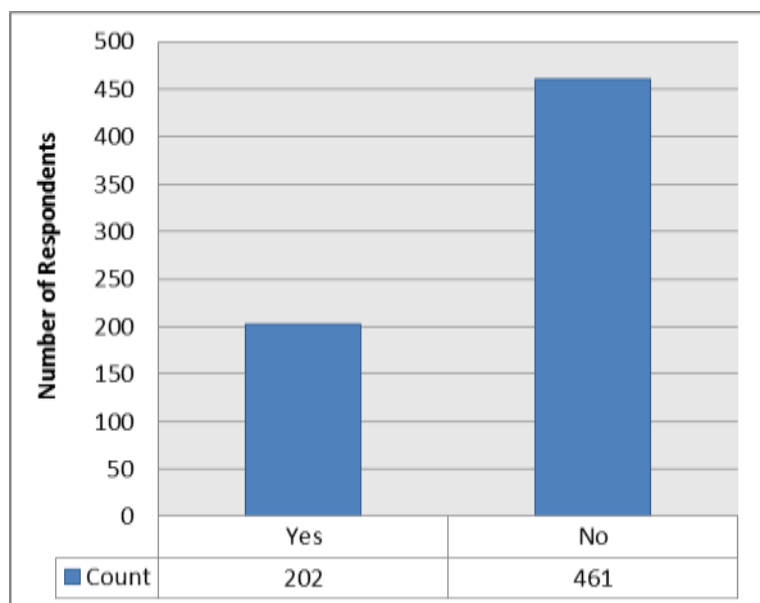


**Base = 660 respondents**

Panellists were subsequently asked to say whether or not they had seen flyposting in their local area over the past year. Their responses are provided below in Figure 17 (see page 34), which shows that a majority of respondents (461; 69.5%) have not seen flyposting in their local area in the past year, whilst a large minority (202 respondents; 30.5%) have.

The proportion of male respondents who have seen flyposting (33.0%) was slightly larger than the equivalent proportion of females (28.2%). The proportion of respondents who have seen flyposting was larger in Central (34.1%) and South (32.1%) than in North (25.1%), whilst there also appeared to be an age-related correlation: the proportion of respondents answering 'yes' was largest among those aged 16-34 (35.4%), followed by those aged 35-54 (34.0%), those aged 55-64 (28.6%) and those aged 65+ (24.7%).

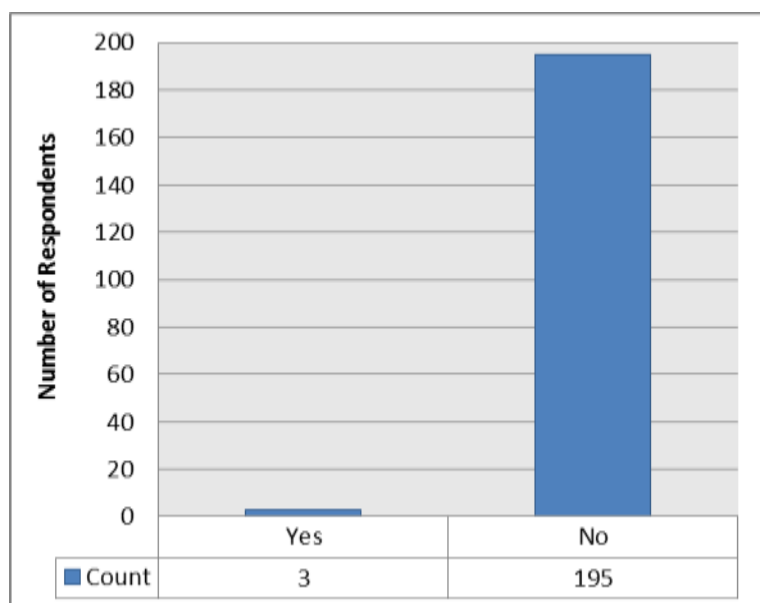
**Figure 17: Have you seen flyposting in your local area in the past year?**



**Base = 663 respondents**

The 202 respondents who said that they had seen flyposting in their local area over the past year were then asked whether or not they had reported it. Figure 18 below shows that only 3 respondents (1.5%) did report the flyposting, whilst 195 respondents (98.5%) did not report it. As with some previous questions, we do not recommend pursuing any additional stratified analysis on the basis of gender, geography or age, as the results are likely to be misleading (due to such small numbers in the 'yes' response category).

**Figure 18: Did you report the flyposting?**

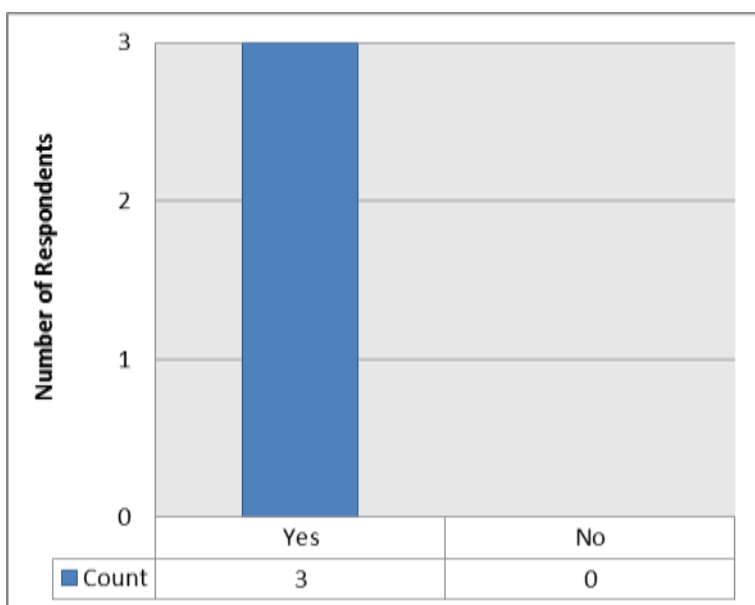


**Base = 198 respondents**

The three respondents who did report flyposting were then asked who they reported it to. Of these respondents, 2 stated that they had reported it to the Council Customer Service Centre, and the remaining panellists gave an answer which was not applicable.

These three panellists were also asked whether or not the flyposting has since been removed. Their responses are provided below in Figure 19 below, which shows that in all 3 cases (100.0%), the flyposting has been removed. Once again, with such small response numbers, we do not recommend pursuing any additional stratified analysis on the basis of gender, geography or age, as the results are likely to be misleading.

**Figure 19: Has the flyposting been removed?**



**Base = 3 respondents**

The 195 respondents who said that their street had been affected by flyposting but that they had not reported it were then asked to explain why they had not reported it. Their responses have been aggregated thematically and are laid out below in Table 4 (see page 36). This shows that the most popular response was that panellists did not want to report the flyposting because the information it conveyed was inoffensive, valuable or important (43 respondents; 25.4%). 35 respondents (20.7%) said that they did not know where to report it, 25 (14.8%) said that they weren't sufficiently concerned about it to report it, 21 respondents (12.4%) said that they didn't know that they could or should report it to the Council, 20 respondents (11.8%) did not report it because they did not feel that it would make any difference, and 12 respondents (7.1%) simply assumed that somebody else would see it and either report it or deal with it themselves. Each other response was provided by fewer than 10 respondents and is not discussed here, although the response categories are nevertheless listed in Table 4 below.

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 4: If you did not report the flyposting, why not?**

Response	Respondents	
	Count	%
Didn't want to - information was inoffensive, valuable or important	43	25.4
Didn't know who to report it to	35	20.7
Wasn't concerned enough to report it	25	14.8
Didn't know I could/should report it to the Council	21	12.4
Didn't think it would make any difference	20	11.8
Assumed somebody else would see it and deal with it	12	7.1
It's usually dealt with quickly, so didn't bother	8	4.7
Unsure whether flyposting or authorised advertising	5	3.0
Too prevalent to report every single case	4	2.4
Cleaned it up myself	3	1.8
Shouldn't be a priority for the Council	3	1.8
Assumed people cleaned it up after they posted it	3	1.8
It was removed before I was able to report it	3	1.8
Don't know	2	1.2
Forgot about it	1	0.6
Had been there for a long time	1	0.6
N/a	4	2.4

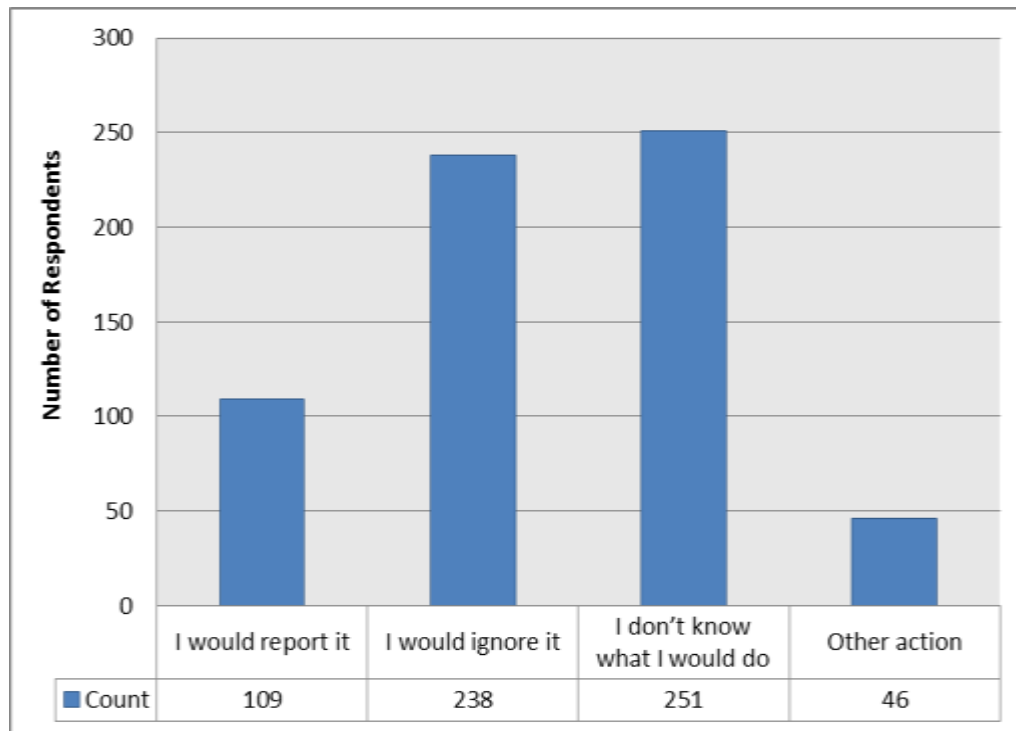
**Base = 169 respondents**

All panellists were then asked what they think they would do if they were to see flyposting in their local area. Their responses are provided below in Figure 20 (see page 37), which shows that 251 respondents (39.0%) said that they did not know what they would do. 238 respondents (37.0%) said that they would ignore it, whilst 109 (16.9%) said that they would report it. 46 panellists provided an 'other' response. Of these, Table 5 (see page 37) shows that 30 (4.7%) said that their reaction would depend entirely upon the content and location of the flyposting. 8 respondents (1.2%) said that they would remove the flyposting themselves, whilst another 8 respondents (1.2%) gave answers which were not relevant to the question.

There were next to no differences between male and female panellists' responses. There were, however, some differences between North, Central and South areas of the city. The most popular response in North (42.9%) and Central (41.5%) was 'I don't know what I would do', whilst in South it was 'I would ignore it' (37.9%). The proportion of respondents who would report flyposting ranged from a low of 12.5% of respondents in Central to 14.1% of respondents in North and 19.8% of respondents in South. The most popular response for panellists aged 16-34 and 55-64 was 'I

would ignore it' (53.2% and 37.3%, respectively), whilst for those aged 35-54 and 65+, it was 'I don't know what I would do' (46.0% and 38.5%, respectively). The proportion of respondents who would report flyposting correlated with age-group, rising from a low of 3.2% of respondents aged 16-34 to 8.0% of those aged 35-54, 22.6% of those aged 55-64 and 25.7% of those aged 65+.

**Figure 20: If you did see flyposting in your local area, what do you think you would do about it?**



**Base = 644 respondents**

**Table 5: If you did see flyposting in your local area, what do you think you would do about it? ('Other' Responses)**

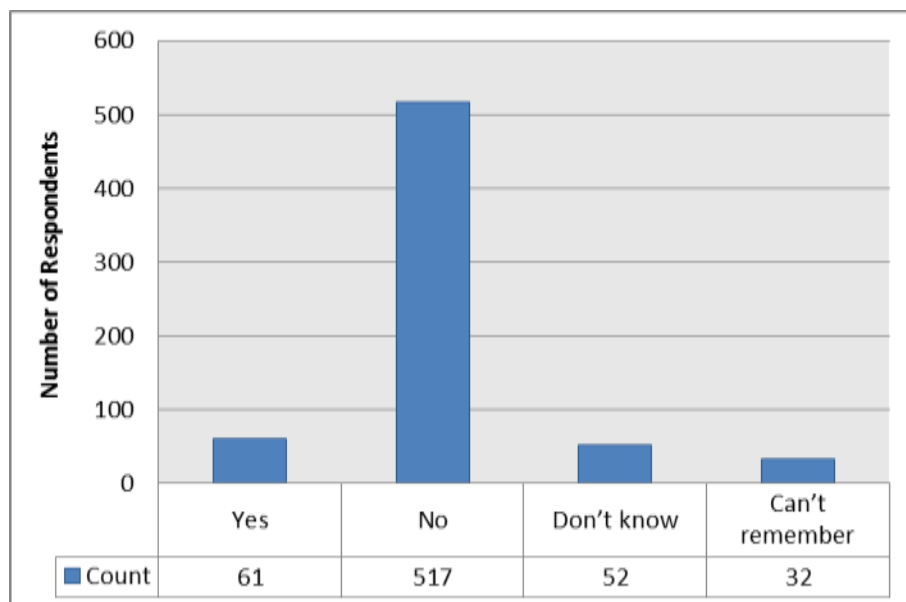
Response	Respondents	
	Count	%
Depends on subject matter and location	30	4.7
I would remove it myself	8	1.2
N/a	8	1.2

**Base = 644 respondents**

All panellists were then asked whether or not their own street has been affected by flyposting in the last 5 years. Their responses are provided below in Figure 21 (see page 38), which shows that a very clear majority of respondents (517; 78.1%) stated that their street had not been affected. Only 61 respondents (9.2%) stated that their street had been affected, whilst 52 respondents (7.9%) said they didn't know and 32 (4.8%) said that they couldn't remember.

The proportion of male respondents who said that their street has been affected by flyposting (13.6%) was larger than the equivalent proportion of female respondents (5.2%). Conversely, the proportion saying that their street had not been affected was larger among females (81.6%) than among males (74.1%). Other than this, their responses were broadly similar. The proportion of respondents whose street has been affected by flyposting was largest among those living in Central (14.0%), followed by those in South (8.4%) and those in North (5.2%). The proportion whose street has not been affected was smallest in Central (63.8%), followed by South (84.0%) and North (85.3%). The proportion answering 'don't know' was noticeably larger in Central (13.0%) than in North (5.7%) and South (5.5%), and the same was also true of the 'can't remember' option (9.2% of respondents in Central vs. 3.8% in North and 2.1% in South). The proportion of respondents whose street has been affected was largest among those aged 16-34 (12.3%), followed by those aged 35-54 (9.8%), those aged 65+ (8.6%) and those aged 55-64 (7.7%). The proportion of respondents whose street has not been affected was largest among those aged 55-64 (84.7%), followed by those aged 65+ (84.2%), those aged 35-54 (74.2%) and those aged 16-34 (60.0%). The proportion of respondents answering 'don't know' correlated with age-group, falling from a high of 21.5% of those aged 16-34 to 9.4% of those aged 35-54, 4.9% of those aged 55-64 and just 3.3% of those aged 65+. There was also variation in relation to the 'can't remember' option, which was most popular among those aged 35-54 (6.6%), followed by those aged 16-34 (6.2%), those aged 65+ (3.9%) and those aged 55-64 (2.7%).

**Figure 21: Has your street been affected by flyposting in the last 5 years?**



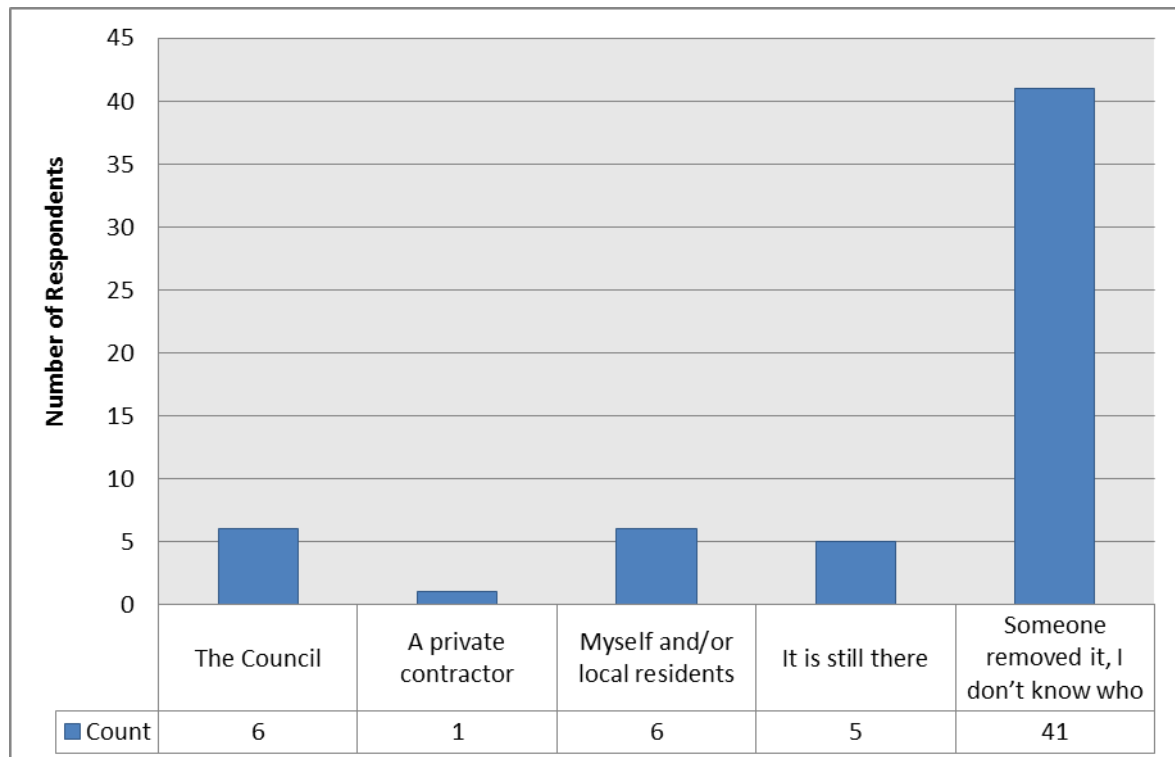
**Base = 662 respondents**

The 26 respondents who said that their street had been affected were then asked who removed the flyposting. Figure 22 below (see page 39) shows that most respondents (41; 69.5%) said that they don't know who removed it (although somebody did remove it). 6 respondents (10.2%) said

that the Council removed it, and an equal number (6 respondents; 10.2%) said that they and/or other local residents removed it. 5 respondents (8.5%) said that the flyposting is still there, and 1 respondent (1.7%) said that a private contractor removed it.

Once again, with such small response numbers in most of the categories, we do not recommend pursuing any additional stratified analysis on the basis of gender, geography or age, as the results are likely to be misleading.

**Figure 22: If yes, who removed the flyposting?**



**Base = 59 respondents**

The next question was once again directed at all panellists. They were asked to indicate the extent to which they agreed with a number of statements about flyposting. As was the case in the section on graffiti (see Figure 11, page 23), the statements were as follows:

1. It makes me feel unsafe
2. It reduces pride in a neighbourhood
3. It makes an area look untidy/unkempt

The extent to which panellists agreed with each of these statements is laid out below in Figure 23 (see page 41). This shows that in relation to the statement that 'flyposting makes me feel unsafe' the most popular responses were 'disagree' (42.3%) and 'neither agree nor disagree' (35.2%). 18.0% strongly disagreed, whilst only 3.6% agreed and only 1.0% strongly agreed with the



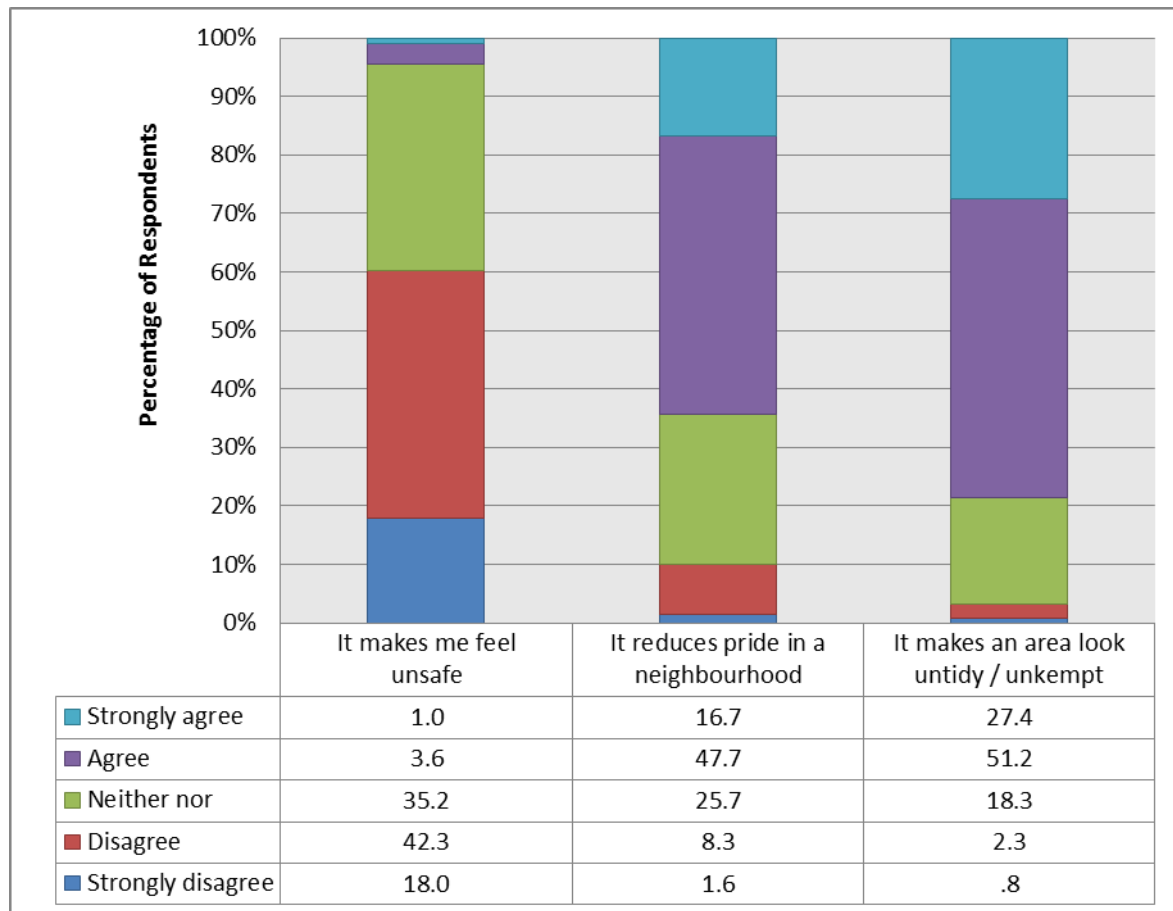
statement. There was very little difference between male and female panellists' responses to this question, whether looking at specific options or levels of overall agreement (i.e. compounding the figures for 'agree' and 'strongly agree') or levels of overall disagreement (i.e. compounding the figures for 'disagree' and 'strongly disagree'). The most popular response in each area was 'disagree', although in North this was the joint most popular response alongside 'neither agree nor disagree'. but overall levels of agreement were similar across the city. However, levels of overall disagreement were slightly higher in Central (65.5%) than in North (56.0%) and South (59.8%). The most popular response for those aged 65+ was 'neither agree nor disagree', whereas for all other age-groups it was 'disagree'. Levels of overall disagreement with the statement correlated with age-group, falling from 76.6% of those aged 16-34 to 62.8% of those aged 35-54, 55.2% of those aged 55-64 and 54.1% of those aged 65+. Levels of overall agreement were highest among those aged 55-64 (7.0%), followed by those aged 65+ (4.1%), those aged 35-54 (4.0%) and those aged 16-34 (0.0%).

In relation to the statement that flyposting reduces pride in a neighbourhood, the most popular response was 'agree' (47.7%), followed by 'neither agree nor disagree' (25.7%). 'Strongly agree' was chosen by 16.7% of respondents, whilst 8.3% disagreed and just 1.6% strongly disagreed. The most popular response for both male and female panellists was 'agree'. Overall levels of disagreement with the statement were higher among females (13.0%) than males (6.4%), whilst overall levels of agreement were higher among males (70.1%) than females (58.9%). Again, the most popular response in North, Central and South was 'agree'. Levels of overall disagreement were similar in each area, whilst levels of overall agreement with the statement were highest in North (70.4%), followed by South (65.2%) and Central (56.6%). The most popular response in each age-group was 'agree'. Levels of overall agreement and disagreement appeared to correlate with age-group. The combined total for the 'disagree' and 'strongly disagree' options was largest among those aged 16-34 (15.6%), dropping to 13.8% of those aged 35-54, 6.8% of those aged 55-64 and just 3.7% of those aged 65+. Conversely, the proportion of respondents selecting either the 'agree' or 'strongly agree' option was smallest among those aged 16-34 (48.4%), rising to 54.7% of those aged 35-54, 71.2% of those aged 55-64 and 80.6% of those aged 65+.

In relation to the final statement (that flyposting makes an area look untidy/unkempt), the most popular response was 'agree' (51.2%), followed by 'strongly agree' (27.4%). 18.3% of respondents neither agreed nor disagreed, 2.3% disagreed and only 0.8% strongly disagreed with the statement. The most popular response for both male and female panellists was 'agree'. Levels of overall agreement with the statement were slightly higher among males (82.6%) than females (74.8%), whilst overall levels of disagreement were marginally higher among females (4.2%) than males (1.7%). The most popular response in each area was 'agree'. Levels of overall agreement were highest in North (81.2%), followed by South (77.9%) and Central (76.4%), whilst levels of

overall disagreement with the statement were also highest in North (5.0%), followed by Central (3.0%) and South (1.3%). The most popular response for all age-groups was 'agree'. There was some minor variation between levels of overall disagreement (1.6% of those aged 16-34, 5.2% of those aged 35-54, 1.1% of those aged 55-64 and 2.2% of those aged 65+), and more pronounced difference between overall levels of agreement (75.0% of those aged 16-34, 72.1% of those aged 35-54, 79.8% of those aged 55-64 and 89.9% of those aged 65+) with the statement.

**Figure 23: To what extent do you agree or disagree with each of the following statements about flyposting?**



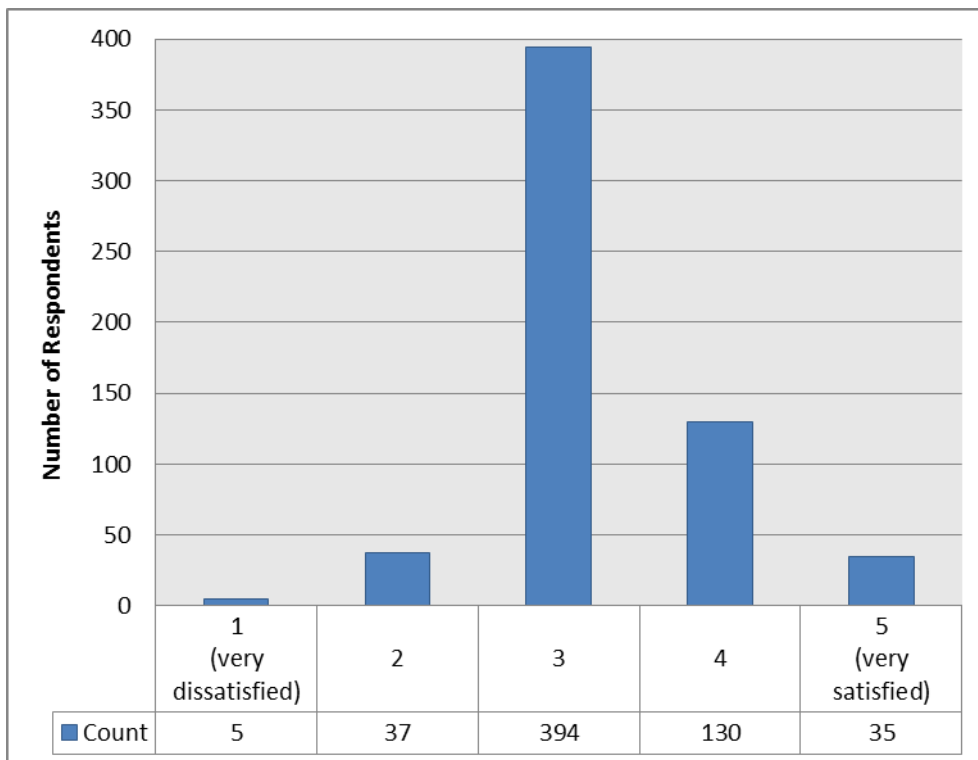
**Base = multiple respondents**

The next question sought to determine how panellists feel about the speed with which Aberdeen City Council currently removes flyposting. The responses received from panellists are provided below in Figure 24 (see page 42), which shows that almost two thirds of respondents (394; 65.6%) selected the '3' option. The next most popular responses were '4' (130 respondents; 21.6%) and '2' (37 respondents; 6.2%). 35 respondents (5.8%) selected the '5 – very satisfied' option and virtually none (5 respondents; 0.8%) selected the '1 – very dissatisfied' option.

The most popular response for both male and female panellists was '3' (62.8% and 68.2%, respectively). In terms of comparing levels of overall satisfaction (i.e. compounding the results for

the '4' and '5 – very satisfied' options) and overall dissatisfaction (i.e. compounding the results for the '1 – very dissatisfied' and '2' options), our analysis shows that the proportion of males expressing some level of dissatisfaction was larger than the equivalent proportion among females (10.3% vs. 3.6%, respectively). There was no major difference between overall levels of satisfaction among males and females. The most popular response in each of the city's three neighbourhood areas was also '3' (62.4% in North, 67.4% in Central and 66.8% in South). There was little difference in terms of levels of overall dissatisfaction, but levels of overall satisfaction were highest in North (29.9%), followed by Central (27.2%) and South (25.7%). The most popular response across all age-groups was, unsurprisingly, '3' (75.8% of those aged 16-34, 63.5% of those aged 35-54, 67.7% of those aged 55-64 and 61.7% of those aged 65+). Levels of overall satisfaction were noticeably lower among those aged 16-34 (19.4%, compared to 28.8% of those aged 35-54, 27.5% of those aged 55-64 and 29.3% of those aged 65+), whilst levels of overall dissatisfaction were slightly higher among those aged 35-54 (7.7%) and 65+ (9.0%) than those aged 16-34 (4.8%) and 55-64 (also 4.8%).

**Figure 24: On a scale of 1-5 (where 1 is very dissatisfied and 5 is very satisfied) how satisfied or dissatisfied are you with the speed Aberdeen City Council currently removes flyposting?**



**Base = 601 respondents**

## SERVICE RESPONSE

The response to the first question was encouraging to Environmental Services. The figures of only 16.7% agreeing or strongly agreeing that fly posting is informative and useful and 74.2% agreeing or strongly agreeing that it is unsightly and makes the area look untidy positively back Aberdeen City Council's zero tolerance approach to fly posting. The good work of Environmental Services in dealing with fly posting is borne out - almost 70% of respondents haven't seen fly posting in their area.

It was disappointing that only 1.5% of the 30.5% who have seen fly posting reported it. It was further disappointing to find that only 16.9% would report flyposting if they saw it and a further 37% would ignore it. Environmental Services will investigate the best means of informing residents of Aberdeen about the service and how individuals can help keep the area tidy.

Most interestingly the response to the statement that flyposting makes me feel unsafe resulted in only 4.6% agreeing or strongly agreeing with the statement. This finding goes against the common perception that the presence flyposting feeds people's insecurity and is an element in the 'broken window theory'. On face of it the responses to this question in Aberdeen doesn't back this up. However, there are many factors that influence people's feeling of safety and this question is very straight forward with no qualifying extras.

There is more concern from respondents regarding how untidy flyposting makes the neighbourhood look and that it reduces pride in the area, with 64.4% agreed or strongly agreed that flyposting reduces pride in the area and 78.6% agreed or strongly agreed that it makes the area look untidy/unkempt. This, along with broad satisfaction regarding our response times confirms that we are doing the right thing for neighbourhoods by removing flyposting promptly.

Environmental Services is grateful for the panel's feedback. Participation in this process is reported to other local authorities in Britain through our involvement in the Association for Public Service Excellence.

**Lorna Graham**

**Performance and Development Officer - Housing and Environment  
Aberdeen City Council**

## **COMMUNITY PAYBACK ORDERS**

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

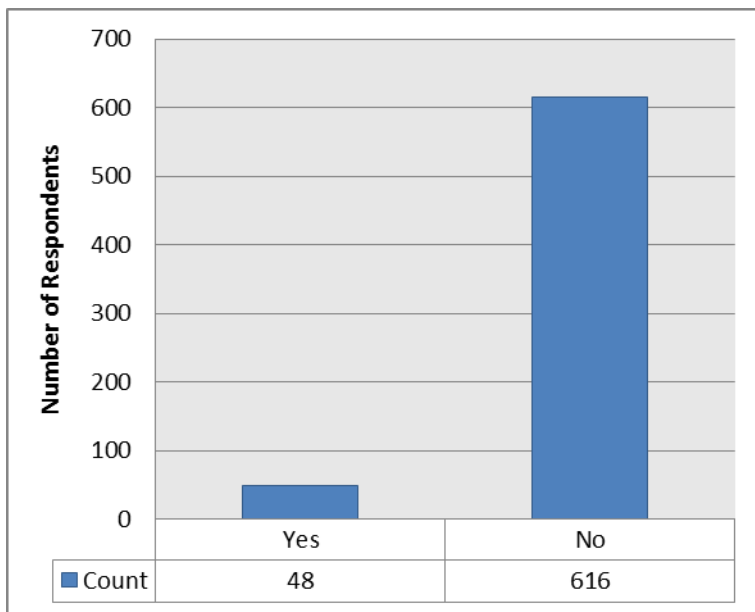
Between February 2012 and 31 January 2013, 798 offenders across Aberdeen undertook a total of 103,328 hours of unpaid work as part of 930 Community Payback Orders. Individuals have shovelled snow, gardened, maintained parks, painted buildings, made and repaired goods for sale in charity shops, participated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

The information panellists provide will be used in several ways. Firstly, it will contribute to the annual report the Council provides for the Scottish Government on progress of CPOs in our city and secondly, it will help the Council to better understand panellists' awareness of the scheme and gauge their views on how CPOs could be used in the future to positively impact our community.

The first question in this section aimed to establish whether or not panellists were aware of any unpaid work which had been done in their local area in the last 12 months as part of Community Payback. The responses received are provided below in Figure 25 (see page 45), which shows that only 48 respondents (7.2%) were aware of any such work being carried out. 616 respondents (92.8%) were not aware of any work of this nature in their local area over the last 12 months.

The proportion of female respondents who are aware of unpaid work of this nature in their local area (10.1%) was larger than the equivalent proportion of male respondents (3.9%). However, there was very little difference in the proportion of respondents answering 'yes' in the three areas of the city (7.5% in North, 7.8% in Central and 6.3% in South). The proportion of respondents who said that they were aware of work of this nature being undertaken in their area was largest among respondents aged 55-64 (9.8%), followed by those aged 65+ (7.3%), those aged 35-54 (5.8%) and those aged 16-34 (4.6%).

**Figure 25: Are you aware of any unpaid work which has been done in your local area in the last 12 months as part of Community Payback?**



**Base = 664 respondents**

The next question was directed to the 48 respondents who stated that they were aware of unpaid work being carried out in their local area over the past 12 months as part of Community Payback. They were asked to identify the type of work being done. Their responses have been aggregated thematically and are provided below in Table 6 (see page 46). This shows that the most frequently observed types of work were gardening (17 respondents; 35.4%), litter picking (14 respondents; 29.2%), maintenance (e.g. painting, repair work) (13 respondents; 27.1%), helping with charity work (3 respondents; 6.3%), helping vulnerable people (also 3 respondents; 6.3%), and community transport (also 3 respondents; 6.3%). Each remaining type of work was identified by less than 5.0% of panellists. The full list of 'raw' responses is provided in Table 27 (see Appendix C, pages 114-115).

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 6: If yes, what type of work was done?**

Response	Respondents	
	Count	%
Gardening	17	35.4
Litter picking	14	29.2
Maintenance (e.g. painting, repairs)	13	27.1
Helping with charity work	3	6.3
Helping vulnerable people	3	6.3
Community transport	3	6.3
Unclear	2	4.2
Delivering community leaflets etc.	2	4.2
Street cleaning	2	4.2
Snow clearing	1	2.1
Unsure	1	2.1
Don't know	1	2.1
N/a	2	4.2

**Base = 48 respondents**

The same group of respondents was also then asked to specify where the Community Payback work took place. Their responses have been aggregated and provided below in Table 7 (see page 47). The table shows that Community Payback work was observed in a wide range of locations in and around Aberdeen, with only three locations (Stewart Park, Bridge of Don and Seaton Park) being identified by more than 5.0% of respondents. Again, the full list of 'raw' responses is provided in Table 28 (see Appendix C, pages 116-117).

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 7: Where did it take place?**

Response	Respondents	
	Count	%
Stewart Park	4	8.9
Bridge of Don	3	6.7
Seaton Park	3	6.7
Kingswells	2	4.4
Aberdeen Beach	2	4.4
St Machar Cathedral	2	4.4
A90	1	2.2
Albury Sport Centre	1	2.2
Allotments (unspecified)	1	2.2
Duthie Park	1	2.2
Balmoral Court	1	2.2
City Centre	1	2.2
Culter Heritage Hall	1	2.2
Cults	1	2.2
Bieldside	1	2.2
Milltimber	1	2.2
Culter	1	2.2
Cove	1	2.2
Danestone	1	2.2
Deeside	1	2.2
Church (unspecified)	1	2.2
Inverurie	1	2.2
Manor Park	1	2.2
Mastrick	1	2.2
My street (unspecified)	1	2.2
Oldmachar Academy	1	2.2
Quarryhill Court	1	2.2
Seaton	1	2.2
Donmouth	1	2.2
Hilton Road	1	2.2
Stocket Grange	1	2.2
Tillydrone	1	2.2
Torry Outdoor Sports Centre	1	2.2
Union Terrace Gardens	1	2.2
Roads and verges (unspecified)	1	2.2
N/a	7	15.6

**Base = 45 respondents**



All panellists were then asked to identify 2 types of unpaid work which they feel would be most beneficial to their local area, bearing in mind that people undertaking unpaid Community Payback work cannot undertake work that would normally be done by paid employees. A list of 6 possible types of work was provided, but respondents were also able to provide their own 'other' responses. The responses to the predefined options are provided below in Table 8 (see page 49), which shows that the most popular types of unpaid work were litter removal (432 respondents; 64.1%) and environmental projects (370 respondents; 54.9%), both of which were selected by a majority of respondents. 192 respondents (28.5%) endorsed parks improvement. Painting and decorating was selected by 170 respondents (25.2%), shopping services for sheltered housing tenants was chosen by 129 respondents (19.1%) and graveyard maintenance was chosen by 108 respondents (16.0%).

The most popular option for both male and female panellists was litter removal (67.7% and 56.9%, respectively). Environmental projects were more popular among male respondents (57.2%) than female respondents (50.7%), whilst the following options were noticeably more popular among female respondents than male respondents: painting and decorating (26.9% vs. 22.4% of males); shopping services for sheltered housing tenants (20.4% vs. 16.6% of males); and graveyard maintenance (17.3% vs. 14.7% of males). Litter removal was also the most popular option across the three areas of the city (65.7% in North, 64.4% in Central and 56.6% in South). The only other notable differences were found in relation to parks improvement (selected by 32.7% in Central but only 26.4% in North and 25.6% in South), environmental projects (selected by 56.3% in Central but only 52.8% in North and 52.5% in South), shopping services for sheltered housing tenants (selected by only 14.0% in South but by 19.9% in North and 22.6% in Central) and graveyard maintenance (selected by 16.3% in Central and 18.2% in South but only 13.4% in North). For each age-group, litter removal was once again the most popular option (63.1% of those aged 16-34, 60.4% of those aged 35-54, 58.3% of those aged 55-64 and 68.8% of those aged 65+). Noticeable differences also emerged in relation to the following options: painting and decorating (selected by 18.8% of those aged 65+ and 22.5% of those aged 55-64, but by 27.7% of those aged 16-34 and 29.2% of those aged 35-54); parks improvement (selected by only 20.8% of those aged 65+, but by 27.7% of those aged 35-54, 31.6% of those aged 55-64 and 36.9% of those aged 16-34); environmental projects (selected by only 41.5% of those aged 16-34, but by 52.9% of those aged 55-64, 55.2% of those aged 65+ and 56.5% of those aged 35-54); shopping services for sheltered housing tenants (selected by only 13.8% of those aged 16-34 and 14.4% of those aged 55-64, but by 19.5% of those aged 65+ and 22.3% of those aged 35-54); and graveyard maintenance (selected by only 9.2% of those aged 16-34, but by 15.8% of those aged 35-54, 16.0% of those aged 55-64 and 19.5% of those aged 65+).

**Table 8: Thinking about the options below, which 2 types of unpaid work would be most beneficial to your local area?**

Response	Respondents	
	Count	%
Litter removal	432	64.1
Environmental projects e.g. recycling, footpath improvement	370	54.9
Parks improvement	192	28.5
Painting and decorating e.g. for community centres	170	25.2
Shopping services for sheltered housing tenants	129	19.1
Graveyard maintenance	108	16.0
Other	46	6.8

**Base = 674 respondents**

46 respondents provided an 'other' response. These have been aggregated thematically and are laid out below in Table 9 (see page 50). This shows that the most popular 'other' responses were snow cleaning and/or gritting (9 respondents; 1.3%), helping vulnerable people (8 respondents; 1.2%), gardening (6 respondents; 0.9%) and a beach cleanup operation (also 6 respondents; 0.9%). Each other response was provided by fewer than 5 respondents. Once again, the full list of 'raw' responses is provided in Table 29 (see Appendix C, pages 118-119).

**Table 9: Thinking about the options below, which 2 types of unpaid work would be most beneficial to your local area? ('Other' responses)**

Response	Respondents	
	Count	%
Snow clearing and/or gritting	9	1.3
Helping vulnerable people	8	1.2
Gardening	6	0.9
Beach cleanup	6	0.9
Removing graffiti and/or flyposting	3	0.4
Chewing gum removal	3	0.4
Assist Council workers in their job (e.g. refuse collection)	2	0.3
Clean road signs	2	0.3
Unclear	2	0.3
Help with churches	1	0.1
Clearing drains	1	0.1
Road improvement and/or maintenance	1	0.1
Looking after public toilets	1	0.1
Collecting prescriptions	1	0.1
Anything which needs to be done in the community	1	0.1
N/a	4	0.6

**Base = 674 respondents**

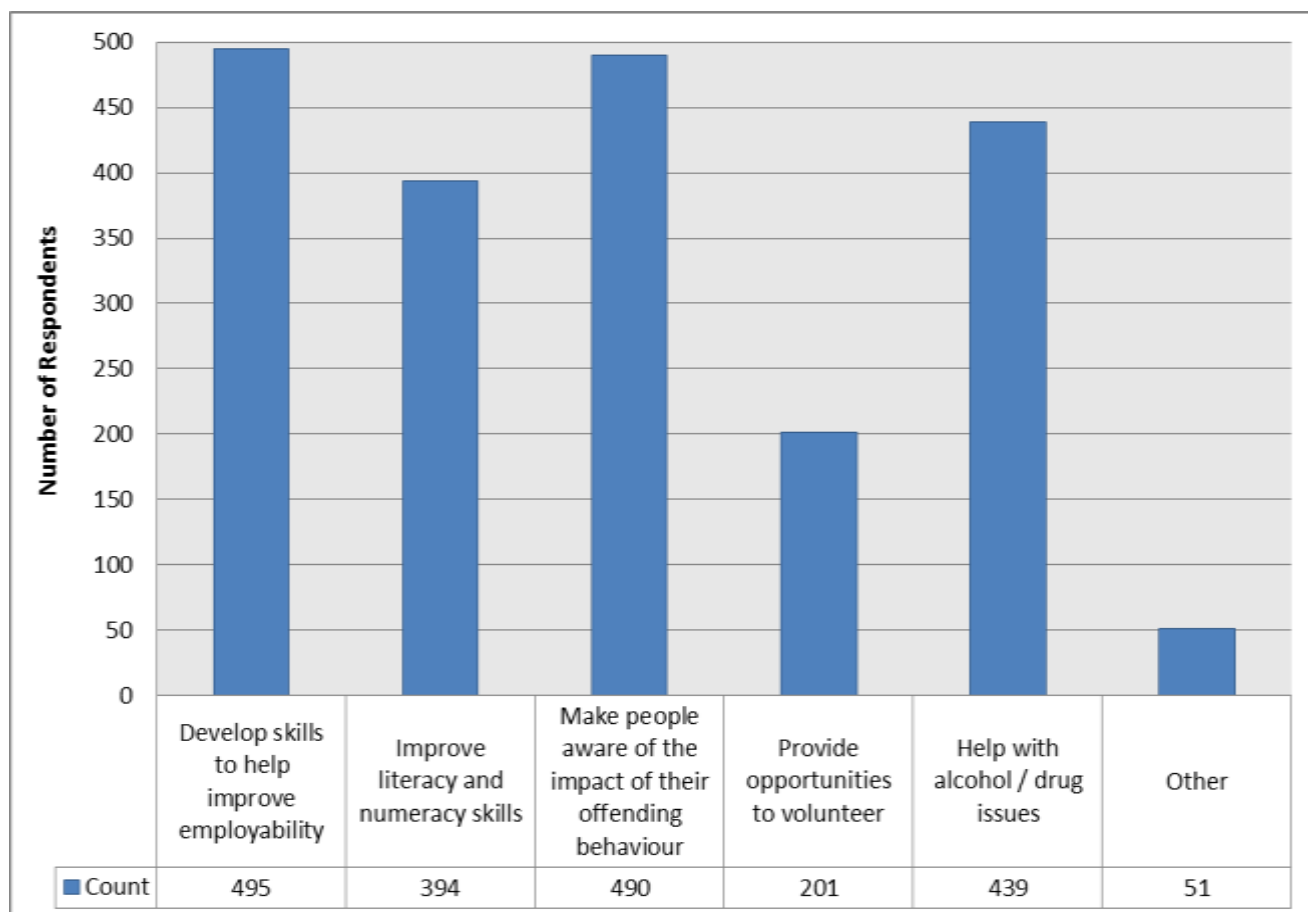
For the next question, it was explained to panellists that Community Payback Orders are aimed at helping people to take a more positive role in their communities. This can be achieved by giving them the skills and experiences that will reduce the risk of reoffending. On this basis, panellists were asked to state which initiatives could help to reduce reoffending. They were provided with a list of 5 possible choices, but were also able to provide their own 'other' responses.

In terms of the predefined responses, Figure 26 below (see page 52) shows that the most popular options were 'developing skills to help improve employability' (495 respondents; 76.5%) and 'making people aware of the impact of their offending behaviour' (490 respondents; 72.7%), followed by 'help with drug / alcohol issues' (439 respondents; 65.1%) and 'improving literacy and numeracy skills' (394 respondents; 58.5). Conversely, 'providing opportunities to volunteer' was less popular (201 respondents; 29.8%).

The most popular response for male respondents was 'make people aware of the impact of their offending behaviour' (72.2%), whereas for female respondents the most popular option was 'develop skills to help improve employability' (75.9%). A greater proportion of female respondents than male respondents also selected the following options: 'improve literacy and numeracy skills' (60.9% vs. 55.9% of males); 'provide opportunities to volunteer' (34.0% vs. 24.6% of males); and

'help with drug / alcohol issues' (68.0% vs. 62.6% of males). The most popular response in North was 'make people aware of the impact of their offending behaviour' (68.1%), whereas in Central and South it was 'develop skills to improve employability' (76.0% and 76.9%, respectively). Differences were also evident in relation to the following options: 'improve literacy and numeracy skills' (selected by 62.4% in South, but only 54.2% in North and 58.7% in Central); 'provide opportunities to volunteer' (selected by 32.2% in South but by only 27.3% in North and 28.8% in Central); and 'help with drug / alcohol issues' (selected by 72.1% in Central but by only 62.4% in South and 62.5% in North). The most popular response for panellists aged 16-34 was 'help with drug / alcohol issues'. For those aged 35-54, the most popular response was 'make people aware of the impact of their offending behaviour'. Those aged 55-64 and 65+ opted for 'develop skills to help improve employability' as their top response. The most prominent divergences between age-groups came in relation to the following options: 'develop skills to help improve employability' (selected by 79.2% of those aged 65+, 75.9% of those aged 55-64 and 72.3% of those aged 35-54, but by only 56.9% of those aged 16-34); 'improve literacy and numeracy skills' (selected by 63.1% of those aged 55-64, 59.2% of those aged 35-54 and 55.2% of those aged 65+, but by only 56.9% of those aged 16-34); 'make people aware of the impact of their offending behaviour' (selected by 76.2% of those aged 35-54, 72.2% of those aged 55-64 and 70.8% of those aged 65+, but by only 60.0% of those aged 16-34); 'provide opportunities to volunteer' (33.1% of those aged 35-54, but by only 27.8% of those aged 55-64, 27.3% of those aged 65+ and 26.2% of those aged 16-34); and 'help with drug / alcohol issues' (selected by 73.8% of those aged 16-34, 68.5% of those aged 35-54 and 66.8% of those aged 55-64, but by only 55.2% of those aged 65+).

**Figure 26: Which of the following initiatives do you think could help to reduce reoffending?**



**Base = 674 respondents**

51 respondents provided an 'other answer. These have been aggregated thematically and are listed below in Table 10 (see page 53). The table shows that a number of panellists appear not to have understood the concept of 'Community Payback', as rather than suggesting initiatives focussed on helping people to take a more positive role in their communities, several made suggestions relating to the justice system, corporal punishment, sentencing policy, national service, boot camps etc. Nevertheless, these answers have been included for the sake of comprehensiveness.

The table shows that the most popular 'other' response (5 respondents; 0.7%) was stiffer penalties for offending and reoffending, presumably based upon an assumption that this would have a deterrent effect on potential reoffenders. After this, the next most popular 'other' responses were better supervision or mentoring for offenders, helping offenders to improve their social skills, getting offenders involved in community groups, and trying to improve their sense of self-worth or self-esteem (all of these were selected by 4 respondents; 0.6%). Each of the remaining 'other' suggestions was made by 3 respondents or fewer. As with other questions in this section, the full list of 'raw' responses is provided in Table 30 (see Appendix C, pages 120-121).

**Table 10: Which of the following initiatives do you think could help to reduce reoffending? ('Other' responses)**

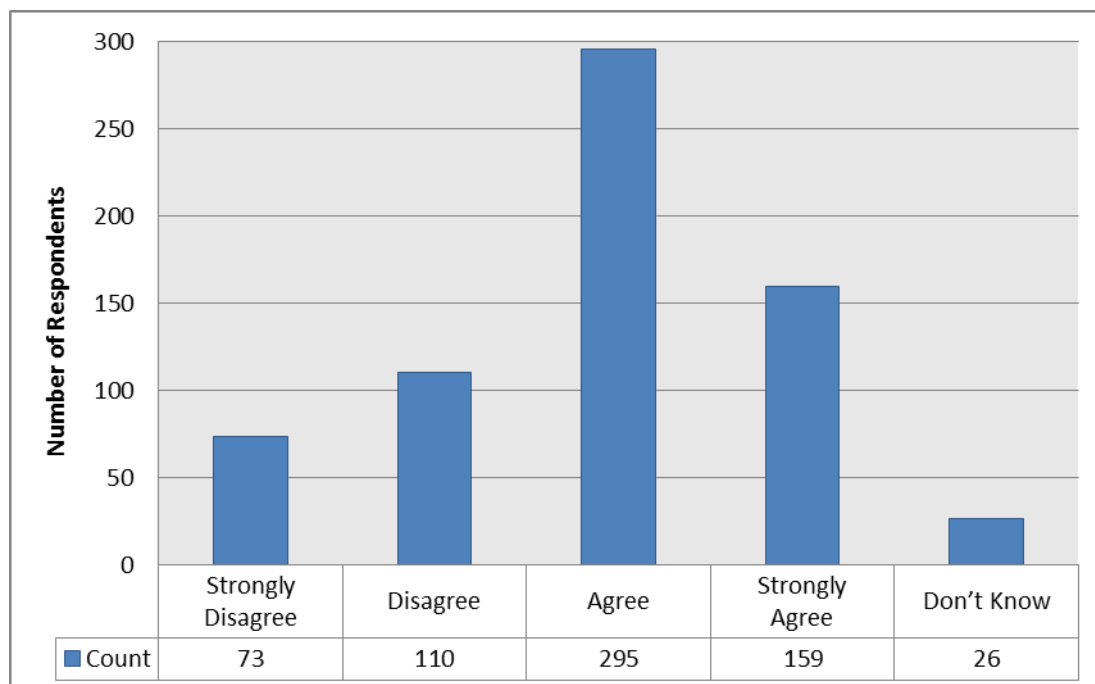
Response	Respondents	
	Count	%
Stiffer penalties for (re)offending	5	0.7
Supervision / mentoring	4	0.6
Improve social skills	4	0.6
Involve in community groups	4	0.6
Improve self-worth and/or self-esteem	4	0.6
Physical work	3	0.4
Outlets for self-expression	3	0.4
Make them help less fortunate people	3	0.4
Corporal punishment	2	0.3
Deal with peer pressure to reoffend	2	0.3
Self-reflection activities	2	0.3
Counselling	2	0.3
Address mental health or emotional issues	2	0.3
Adequate resources to support offenders	2	0.3
Moral education	1	0.1
Boot camp	1	0.1
Better links to people of other age-groups	1	0.1
Public shaming	1	0.1
National service	1	0.1
Work opportunities (e.g. as trainees)	1	0.1
Reduce benefits to incentivise good behaviour	1	0.1
Improve domestic skills	1	0.1
Bespoke support for offenders	1	0.1
Help others to avoid offending	1	0.1
N/a	5	0.7

**Base = 674 respondents**

The next question aimed to establish the extent to which panellists agreed with the following statement: 'Prison should be reserved for the highest risk offenders who pose a danger to the public. Lower risk offenders should carry out their sentence by doing community based work.' The responses received from panellists are laid out below in Figure 27 (see page 54), which shows that 295 respondents (44.5%) agreed with the statement, whilst a further 159 (24.0%) strongly agreed. Conversely, only 110 respondents (16.6%) disagreed, and 73 respondents (11.0%) strongly disagreed. The most popular response for both male and female respondents was 'agree' (44.3% and 44.7%, respectively). Looking at overall levels of agreement (i.e. compounding the results for 'agree' and 'strongly agree'), our analysis shows that the proportion of males expressing at least

some degree of agreement (66.7%) was slightly smaller than the equivalent proportion of female respondents (70.0%). Conversely, the proportion of males expressing some degree of disagreement (i.e. compounding the results for 'disagree' and 'strongly disagree') was slightly larger (29.8%) than the equivalent proportion of female respondents (25.6%). The most popular response across North, Central and South was also 'agree' (44.8%, 40.0% and 48.1%, respectively). Levels of overall agreement were noticeably higher in South (73.6%) and Central (71.7%) than in North (59.4%), whilst the opposite was true in relation to overall levels of disagreement (36.8% in North, compared to 24.9% in Central and 21.8% in South). 'Agree' was also the most popular option for all age-groups (46.2% of those aged 16-34, 42.4% of those aged 35-54, 42.5% of those aged 55-64 and 49.7% of those aged 65+). Levels of overall agreement were highest among those aged 65+ (70.6%), closely followed by those aged 16-34 (69.2%), those aged 35-54 (67.7%) and those aged 55-64 (67.4%). Levels of overall disagreement were highest among those aged 55-64 (30.4%), followed by those aged 35-54 (29.2%), those aged 65+ (24.2%) and those aged 16-34 (21.5%).

**Figure 27: To what extent do you agree or disagree with the following statement? 'Prison should be reserved for the highest risk offenders who pose a danger to the public. Lower risk offenders should carry out their sentence by doing community based work.'**



**Base = 663 respondents**

The final question in this section asked respondents whether they had any other comments about Community Payback Orders. The very general nature of this question means that a huge range of responses was received, covering manifold themes and issues. As was explained at the Editorial Board meeting at which these questions were considered, aggregating these responses

thematically was simply not possible within the timescale available to the analysis team. As such (and as was agreed at the Editorial Board meeting in question), we have provided the full list of 'raw' responses provided by panellists to the question proposers. Due to the fact that some of these comments contained personal details and details of medical treatment, they will not be published in the public domain, and hence are not available here.



## SERVICE RESPONSE

A relatively small percentage, 7.2%, of respondents said that they were aware of unpaid work being carried out in their community. While this is perhaps not surprising – some of the comments further on in the survey suggest that there may be a perception that council employees have done some of the work - there is clearly a need for us to improve how we communicate information about the considerable amount of unpaid work undertaken as part of Community Payback Orders. It is also interesting to note that, of those who said they were aware of unpaid work having taken place; this was across a wide range of locations, across and even beyond, the city.

It is encouraging that most respondents, 68.5%, either agreed or agreed strongly that prison should be reserved for the highest risk offenders who pose a danger to the public. Offenders live in the community and there was recognition in the responses that there are interventions which are delivered as part of a Community Payback Order that can achieve a reduction in reoffending. Some respondents appeared to favour a more correctional, punitive approach but were very much in the minority. There was considerable support in favour of making people aware of the impact of their offending behaviour. This is a constructive way of addressing the issue of the harm caused, whether to individuals or the wider community. Improving employability skills and literacy and numeracy skills, as well as help with alcohol or drug issues were all recognised as key initiatives in helping people to make a more positive contribution to their communities. We are working with partners to further develop all of these initiatives.

We asked an open question, inviting comments on Community Payback Orders. Some comments suggest that there is not universal support for community based sentencing. However the majority of responses were very helpful in terms of our future planning, ranging from suggestions about types of unpaid work that could be undertaken, to comments and suggestions about how to increase public awareness of and confidence in Community Payback Orders. From respondents' comments it is clear that there is a level of misinformation about Community Payback Orders. One very helpful suggestion was to include more information on unpaid work, including the type of work undertaken and the locations, on the council's website, which we will be very happy to do.

The responses and comments will go to the Criminal Justice Performance Management Board and will be considered in conjunction with responses to a wider consultation that is being carried out in the city about Community Payback Orders. This will help to influence the future delivery of the service in Aberdeen. The outcome of the consultation will be reported to the Northern Community Justice Authority.

**Sally Wilkins**

**Planning and Development Manager – Social Care and Wellbeing  
Aberdeen City Council**

## **HEALTHFIT 2020**

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

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

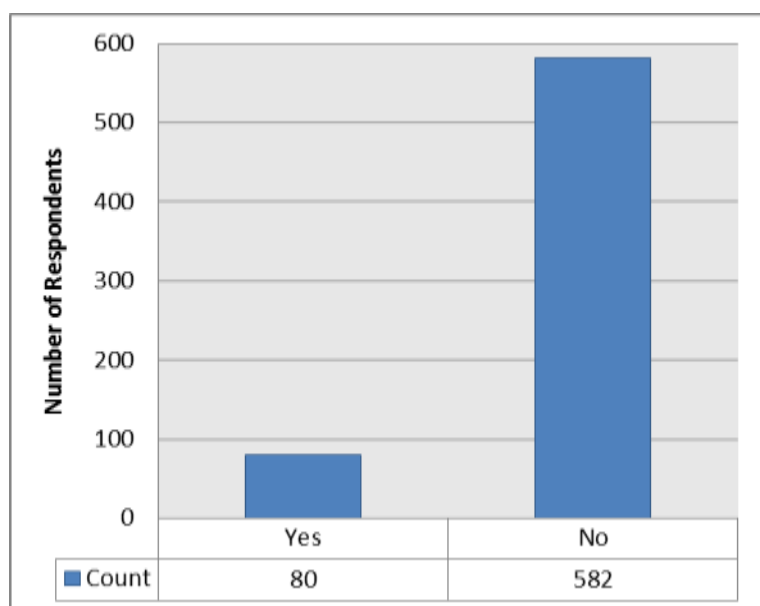
NHS Grampian would like to gauge panellists' awareness of this new vision and hear their views on how NHS Grampian could promote this vision to the people of Aberdeen. NHS Grampian is also interested in hearing about panellists' experiences of recent care with NHS Grampian and for their views on how this could be improved.

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

The first question in this section asked panellists whether or not they were aware of NHS Grampian's 'Healthfit 2020' vision before reading about it in the City Voice. Their responses are laid out below in Figure 28 (see page 58), which shows that 582 respondents (87.9%) were not aware of the 'Healthfit 2020' vision before reading about it in the City Voice. Conversely, 80 respondents (12.1%) were aware of the vision beforehand.

The proportions of male respondents (11.0%) and female respondents (13.3%) who were previously aware of the vision were very similar. This was also true across different aggregated neighbourhood areas (13.7% of respondents in North, 11.6% in Central and 11.3% in South). Awareness appeared to correlate with age-group: it was lowest among those aged 16-34 (4.6%), rising to 10.1% of those aged 35-54 and 13.6% of those aged 55-64, to a high point of 17.4% among those aged 65+.

**Figure 28: Were you aware of NHS Grampian's 'Healthfit 2020' vision before reading about it in City Voice?**



**Base = 662 respondents**

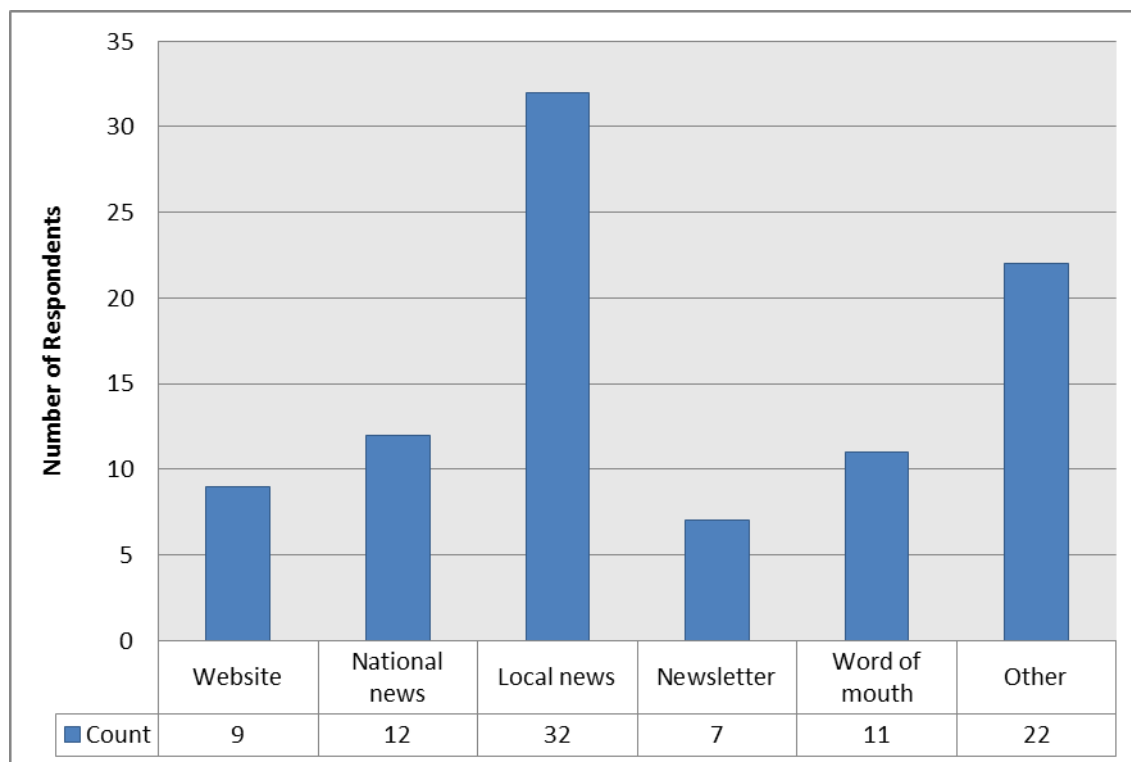
The 80 panellists who said that they were previously aware of the 'Healthfit 2020' vision were subsequently asked how they heard about it. Although given a list of predefined responses to choose from, panellists were also able to submit their own 'other' responses. The responses received are provided below in Figure 29 (see page 59), which shows that the most popular response was 'local news' (32 respondents; 40.0%), followed by 'national news' (12 respondents; 15.0%), 'word of mouth' (11 respondents; 13.8%), a website (9 respondents; 11.3%) and a newsletter (7 respondents; 8.8%). 22 respondents gave an 'other' response: these were 'through work' (19 respondents; 23.8%), at an unspecified meeting (4 respondents; 5.0%), through using an NHS service (2 respondents; 2.5%) or an unspecified newspaper (1 respondent; 1.3%). 1 respondent (1.3%) did not know where he/she heard about the vision.

The most popular response for both males and females was 'local news'. However, this was selected by a much larger proportion of males (55.9%) than females (28.3%). A slightly larger proportion of females (13.0%) than males (8.8%) selected the 'website' option, whereas the converse was true in relation to the 'word of mouth' option (17.6% of males vs. 10.9% of females). 'Local news' was also the most popular response in North (37.9%), Central (41.7%) and South (40.7%). Notable differences between areas could be seen in relation to the 'website' (selected by 22.2% of respondents in South but only 6.9% in North and 4.2% in Central), 'national news' (selected by 25.9% of respondents in South but only 8.3% in Central and 10.3% in North) and 'word of mouth' (selected by 20.7% of respondents in North but only 8.3% in Central and 11.1% in South) options. The most popular response in each age-group was, unsurprisingly, 'local news', although in the case of those aged 16-34, this was the joint most popular response alongside

'website'. There were clear differences between the sources identified by different age-groups. Whereas the 'website' option was selected by 33.3% of those aged 16-34, this dropped to just 16.0% of those aged 55-64, 7.7% of those aged 65+ and 7.7% of those aged 35-54. Whilst 24.0% of those aged 55-64 and 19.2% of those aged 65+ selected the 'national news' option, this dropped to just 3.8% of those aged 35-54 and no respondents aged 16-34. 65.4% of those aged 65+ selected the 'local news' option, compared to just 28.0% of those aged 55-64, 26.9% of those aged 35-54 and 33.3% of those aged 16-34. The 'newsletter' option was selected by 16.0% of respondents aged 55-64, but only 7.7% of those aged 35-54, 3.8% of those aged 65+ and by no respondents aged 16-34. Finally, whilst no respondents aged 16-34 selected the 'word of mouth option', this rose to 3.8% of those aged 65+, 15.4% of those aged 35-54 and 24.0% of those aged 55-64.

It should, however, be borne in mind that the small number of respondents in some of these response categories means that these results should not be treated as having generalizable strength.

**Figure 29: If yes, how did you hear about it?**



**Base = 80 respondents**

The next question was aimed at all panellists, and sought to establish how well informed they feel in relation to some of the main issues facing the NHS. The issues in question are as follows:

1. Population changes (e.g. older population, more people with long term health conditions)

2. Increasing public health challenges (e.g. obesity, physical inactivity, alcohol misuse)
3. Financial pressures (e.g. budget constraints, costs for new treatments)
4. Buildings and equipment (e.g. maintenance of old buildings not suitable for modern healthcare)
5. Staffing (e.g. aging workforce, recruitment difficulties for some jobs)
6. Increasing public expectations (quicker access, availability of treatment)
7. Advances in technology and new drugs

Panellists were asked to state whether they felt very informed, quite informed or not very informed on each of these issues. The responses received are provided below in Figures 30 and 31 (see pages 63-64), which show a frequency count and stacked percentage representation of the results, respectively. For each of these statements, the most popular response was 'quite informed'. Indeed, for five of the seven statements, a clear majority of respondents felt quite informed. However, the proportion who felt very informed and not very informed fluctuated more noticeably.

In relation to the first issue (population changes e.g. older population, more people with long term health conditions), it can be seen that a majority of respondents (345; 52.3%) feel quite informed. 290 respondents (31.7%) feel very informed and 106 (16.1%) feel not very informed. There was no major difference between the proportions of males and females who claimed to be not very informed. However, the proportion of males claiming to be quite informed (57.8%) was slightly larger than the equivalent proportion of females (47.4%), whereas the opposite was true in relation to those who feel very informed (25.7% of males vs. 36.9% of females). The proportion of respondents stating that they are not very informed was largest in North (19.3%), followed by South (15.0%) and Central (14.1%). The proportion of respondents stating that they are quite informed was also largest in North (54.6%), followed by Central (52.4%) and South (50.0%). The proportion of respondents stating that they are very informed was largest in South (35.0%), followed by Central (33.5%) and North (26.1%). Some minor age-related differences emerged: due to the relative complexity of this data, these results may be seen in Table 20 (see page 111, Appendix B).

For the second issue (increasing public health challenges e.g. obesity, physical inactivity, alcohol misuse), 355 respondents (53.9%) felt quite informed, 245 (37.2%) felt very informed and just 59 (9.0%) felt not very informed. However, the proportion of males claiming to be quite informed (58.0%) was slightly larger than the equivalent proportion of females (49.9%), whereas the opposite was true in relation to those who feel very informed (31.8% of males vs. 42.1% of females). The proportion of respondents stating that they are not very informed was largest in North (10.6%), followed by South (9.2%) and Central (7.3%). The proportion of respondents stating that they are quite informed was largest in North (58.0%), followed by Central (52.4%) and South

(51.0%).The proportion of respondents stating that they are very informed was largest in Central (40.3%), followed by South (39.7%) and North (31.4%). Again, age-related differences can be seen in Table 21 (see page 111, Appendix B).

For the third issue (financial pressures e.g. budget constraints, costs for new treatments), 356 respondents (54.3%) felt quite informed, 187 respondents (28.5%) felt very informed and 113 (17.2%) felt not very informed. However, the proportion of males claiming to be quite informed (55.6%) was slightly larger than the equivalent proportion of females (52.5%), whereas the opposite was true in relation to those who feel very informed (25.7% of males vs. 31.3% of females).The proportion of respondents stating that they are not very informed was very similar in each area. The proportion of respondents stating that they are quite informed was largest in North (58.5%), followed by Central (52.2%) and South (51.5%).The proportion of respondents stating that they are very informed was largest in South (30.5%), followed by Central (30.0%) and North (25.1%).Again, age-related differences can be seen in Table 22 (see page 111, Appendix B).

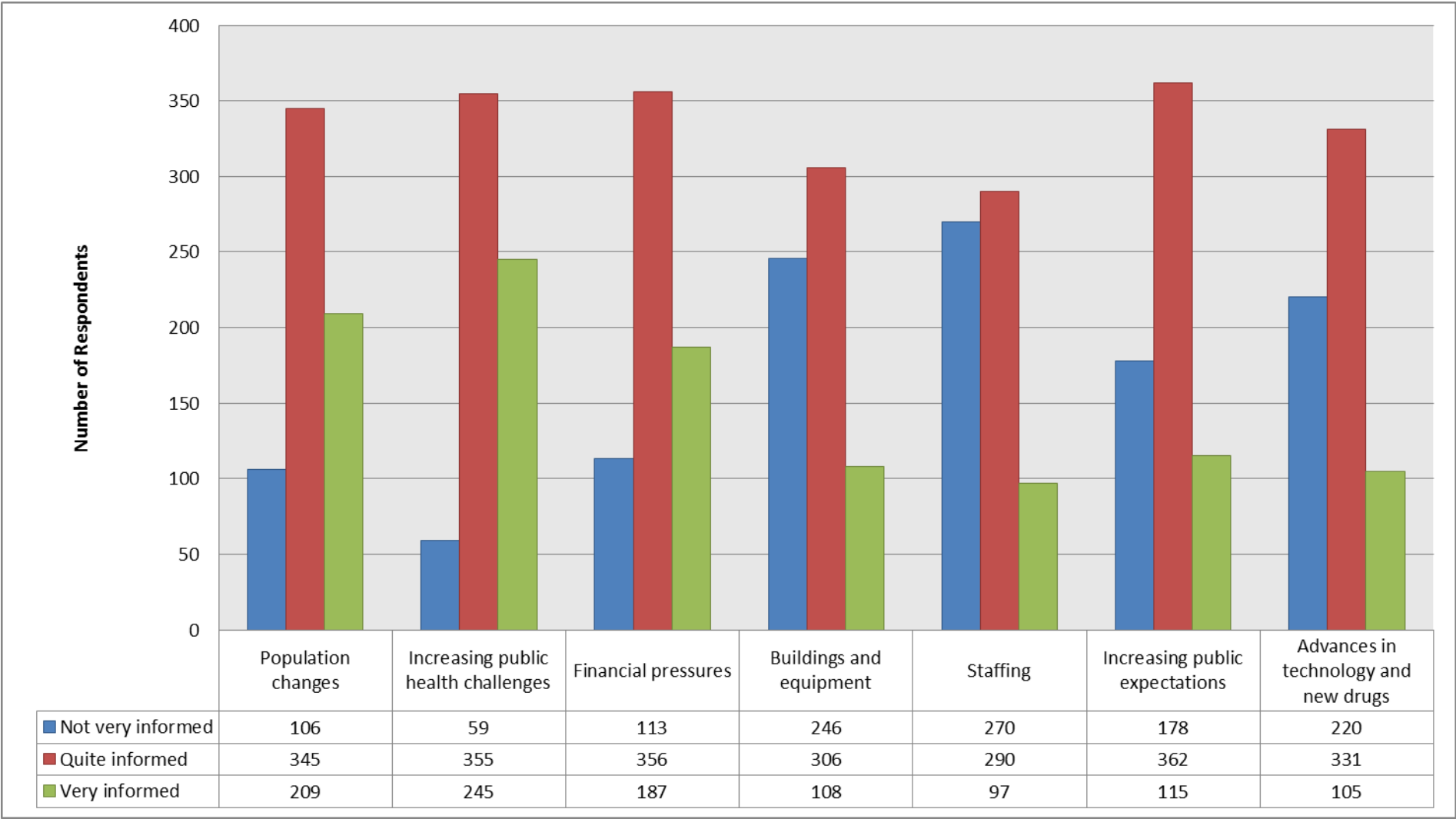
For the fourth issue (buildings and equipment e.g. maintenance of old buildings not suitable for modern healthcare), 309 respondents (46.4%) felt quite informed, 246 (37.3%) felt not very informed and just 108 (16.4%) felt very informed.However, the proportion of males claiming to be quite informed (49.7%) was slightly larger than the equivalent proportion of females (43.2%), whereas the opposite was true in relation to those who feel very informed (13.4% of males vs. 19.0% of females).The proportion of respondents stating that they are not very informed was again very similar in each area.The proportion of respondents stating that they are quite informed was largest in North (47.8%), followed by South (46.0%) and Central (44.9%).The proportion of respondents stating that they are very informed was largest in Central (18.5%), followed by South (15.5%) and North (15.3%).Again, age-related differences can be seen in Table 23 (see page 111, Appendix B).

In relation to the fifth issue (staffing e.g. aging workforce, recruitment difficulties for some jobs), 290 respondents (44.1%) felt quite informed, 270 (41.1%) felt not very informed and only 97 (14.8%) felt very informed.However, the proportion of males claiming to be quite informed (47.0%) was slightly larger than the equivalent proportion of females (41.6%), whereas the opposite was true in relation to those who feel very informed (13.2% of males vs. 16.5% of females).The proportion of respondents stating that they are not very informed was largest in South (42.9%), followed by Central (40.2%) and North (39.4%).The proportion of respondents stating that they are quite informed was largest in North (48.1%), followed by Central (44.6%) and South (40.3%).The proportion of respondents stating that they are very informed was largest in South (16.8%), followed by Central (15.2%) and North (12.5%).Again, age-related differences can be seen in Table 24 (see page 112, Appendix B).

For the sixth issue (increasing public expectations e.g. quicker access, availability of treatment), a majority of respondents (55.3%) once again felt quite informed, whilst 178 (27.2%) felt not very informed and 115 (17.6%) felt very informed. However, the proportion of males claiming to be quite informed (57.4%) was slightly larger than the equivalent proportion of females (52.8%), whereas the opposite was true in relation to those who feel very informed (14.2% of males vs. 20.9% of females). The proportion of respondents stating that they are not very informed was largest in North (29.3%), followed by South (27.0%) and Central (25.6%). The proportion of respondents stating that they are quite informed was also largest in North (57.7%), followed by Central (56.2%) and South (51.5%). The proportion of respondents stating that they are very informed was largest in South (21.5%), followed by Central (18.2%) and North (13.0%). Again, age-related differences can be seen in Table 25 (see page 112, Appendix B).

Finally, a majority of respondents (50.5%) also felt quite informed about the seventh issue (advances in technology and new drugs), with 220 (33.5%) saying that they felt not very informed and 105 (16.0%) saying that they felt very informed. However, the proportion of males claiming to be quite informed (53.4%) was slightly larger than the equivalent proportion of females (47.1%), whereas the opposite was true in relation to those who feel very informed (13.4% of males vs. 18.3% of females). The proportion of respondents stating that they are not very informed was largest in North (37.4%), followed by South (34.7%) and Central (29.4%). The proportion of respondents stating that they are quite informed was largest in Central (52.5%), followed by North (50.0%) and South (48.1%). The proportion of respondents stating that they are very informed was largest in Central (18.1%), followed by South (17.2%) and North (12.6%). Again, age-related differences can be seen in Table 26 (see page 112, Appendix B).

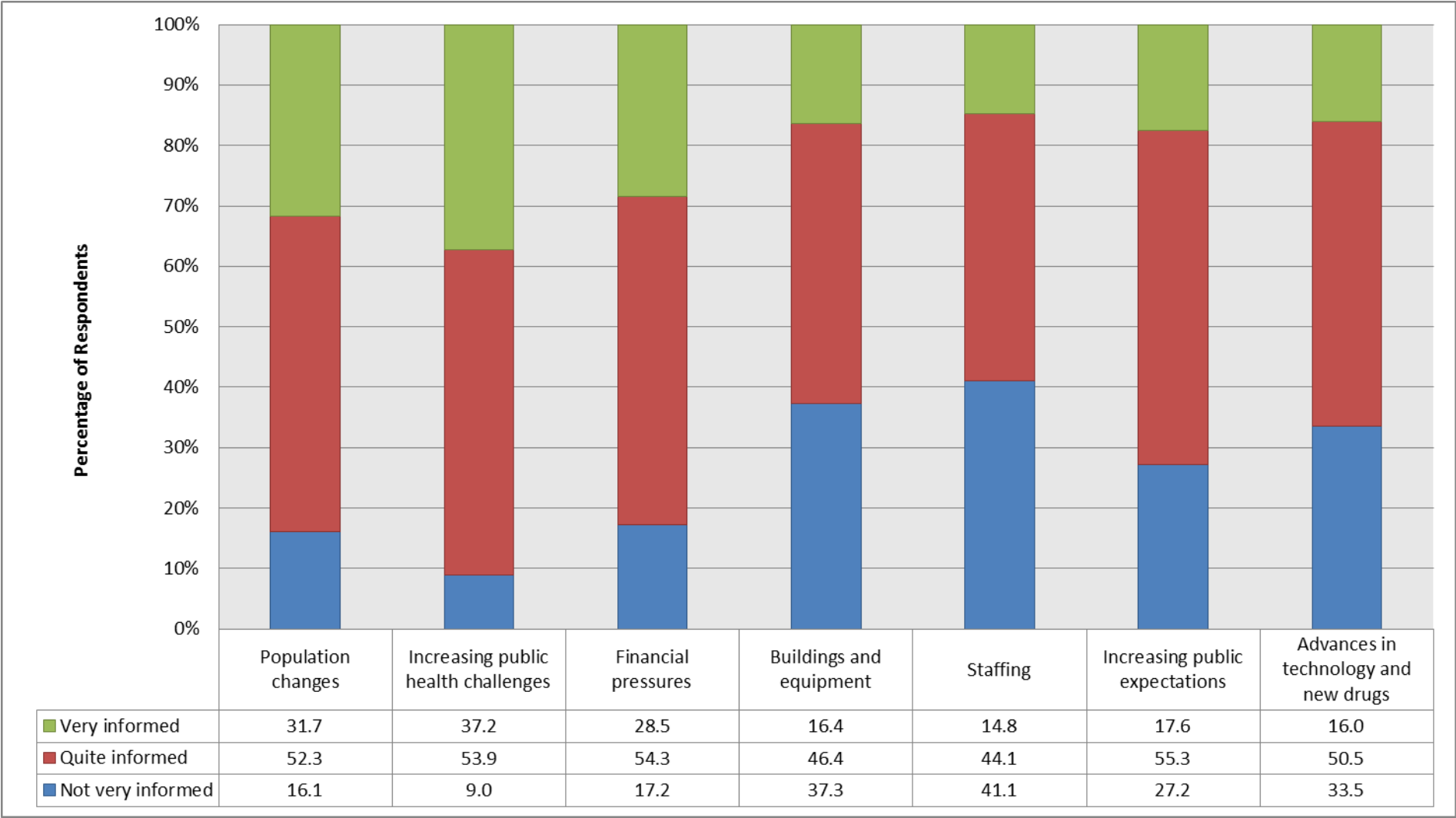
**Figure 30:** Listed below are some of the main issues facing the NHS. You may have heard about some of these in media and press reports. We are interested in finding out how well informed you feel you are on each issue.



**Base = multiple**



**Figure 31: Listed below are some of the main issues facing the NHS. You may have heard about some of these in media and press reports. We are interested in finding out how well informed you feel you are on each issue.**

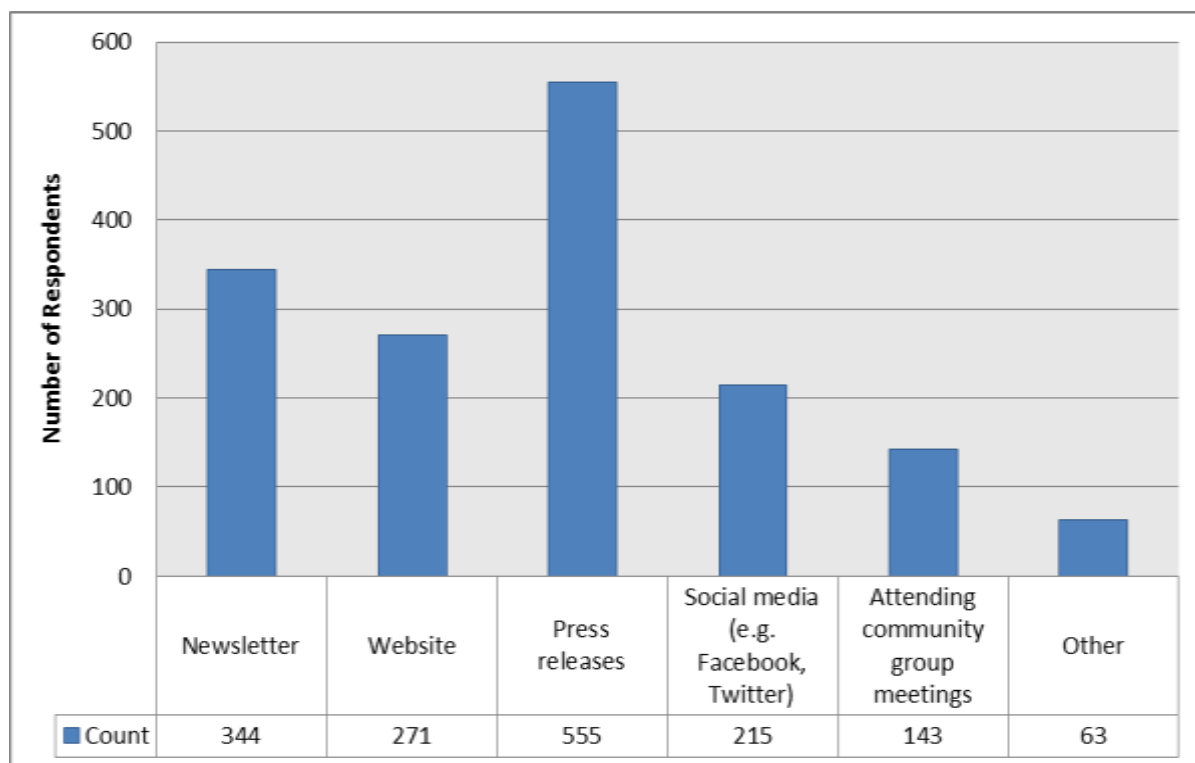


**Base = multiple**

The next question was again directed towards all panellists, and asked them for their opinion on which media would be the best way to raise public awareness of changes that could happen in the NHS over the next 5-10 years. A list of 5 options was provided, but panellists were also able to provide their own 'other' suggestions. The responses received are laid out below in Figure 32 (see page 66), which shows that the most popular response was 'press releases', which was selected by 555 respondents (82.3%). This was followed by 'newsletter' (344 respondents; 51.0%), 'website' (271 respondents; 40.2%), 'social media' (215 respondents; 31.9%) and 'attending community group meetings' (143 respondents; 21.2%).

The most popular response among both male and female respondents was press releases (81.5% and 83.3%, respectively). There were noticeable divergences between male and female respondents in relation to the following options: 'newsletter' (selected by 54.0% of males but only 47.0% of females); 'social media' (selected by 37.4% of females but only 25.9% of males); and 'attending community group meetings' (selected by 24.4% of females but only 16.9% of males). 'Press releases' were also the most popular option across all three areas of the city. Noticeable variation in response from the three areas were found in relation to the following options: 'newsletter' (selected by 51.9% of respondents in both North and Central, but by only 47.5% in South); 'press releases' (selected by 78.7% in north and 81.7% in Central, but by 86.4% in North); 'social media' (selected by just 28.1% of respondents in North, but by 39.2% in South and 52.3% in Central); and 'attending community group meetings' (selected by 20.4% in South but by 17.4% in North and 13.8% in Central). Across the four age-groups, 'press releases' were again the most popular response. Notable differences between the age-groups' responses were found in all of the options: 'newsletter' (selected by 65.6% of those aged 65+, 56.1% of those aged 55-64, 43.5% of those aged 35-54 and just 24.6% of those aged 16-34); 'website' (selected by just 30.5% of those aged 65+, but by 40.0% of those aged 16-34, 41.7% of those aged 55-64 and 45.0% of those aged 35-54); 'press releases' (selected by 78.5% of those aged 16-34, 79.1% of those aged 55-64 and 82.7% of those aged 35-54, but by 87.7% of those aged 65+); 'social media' (selected by 52.3% of those aged 16-34, 39.2% of those aged 35-54, 27.3% of those aged 55-64 and just 16.9% of those aged 65+); and 'attending community group meetings' (suggested by just 13.8% of those aged 16-34, compared to 20.4% of those aged 35-54, 23.0% of those aged 55-64 and 10.4% of those aged 65+).

**Figure 32: In your opinion, which of the following media would be the best way to raise public awareness of changes that could happen in the NHS over the next 5-10 years?**



**Base = 674 respondents**

63 respondents provided an 'other' response to the question. These have been aggregated below in Table 11 (see page 67), which shows that the most popular 'other' responses were television (25 respondents; 3.7%), NHS noticeboards (e.g. in GP surgeries) (24 respondents; 3.6%) and notices in other public spaces, such as shops (12 respondents; 1.8%). 10 respondents (1.5%) suggested using radio information announcements. Each of the other responses was identified by fewer than 10 respondents.

**Table 11: In your opinion, which of the following media would be the best way to raise public awareness of changes that could happen in the NHS over the next 5-10 years? ('Other' responses)**

Response	Respondents	
	Count	%
TV	25	3.7
NHS noticeboards	24	3.6
Notices in public spaces (e.g. shops)	12	1.8
Radio	10	1.5
Newspapers	8	1.2
Flyposting	2	0.3
Multi-media approach	2	0.3
All of them	2	0.3
E-mail	1	0.1
Digital media (e.g. apps)	1	0.1
School	1	0.1
N/a	6	0.9

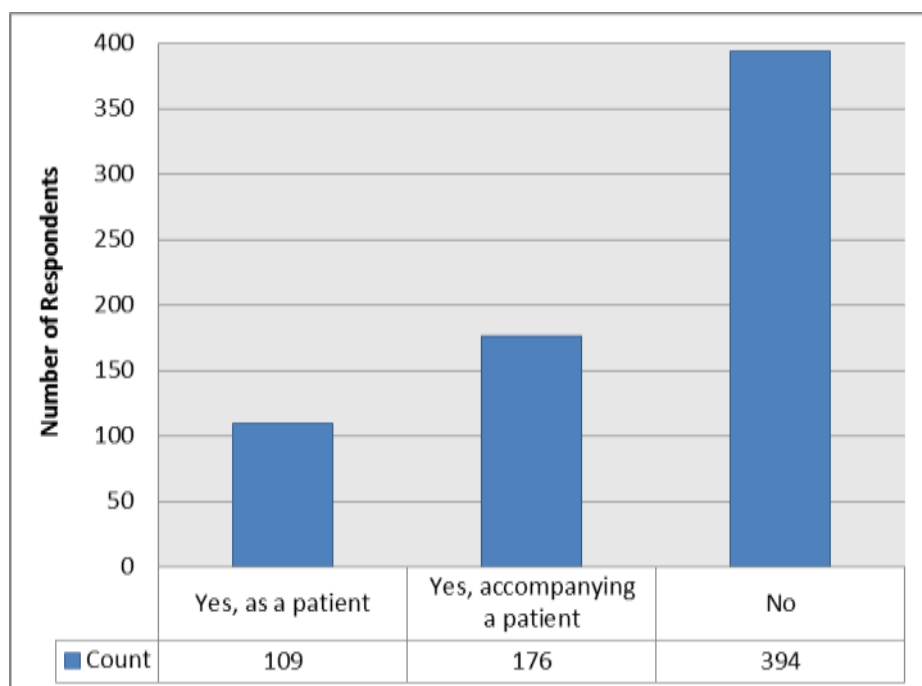
**Base = 674 respondents**

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

Panellists were firstly asked whether they had any experience of unscheduled care (either as a patient or accompanying a patient) during the last 12 months. Their responses are provided below in Figure 33 (see page 68), which shows that a majority of respondents (394; 59.5%) have no experience of this whatsoever. 176 respondents (26.6%) have accompanied a patient to unscheduled care, and 109 respondents (16.5%) have experience of unscheduled care as a patient themselves. The proportion of male respondents answering 'no' (63.3%) was larger than the equivalent proportion among female respondents (54.1%). Conversely, the proportion of female respondents who have had an experience of unscheduled care as a patient (28.9%) was larger than the equivalent proportion of male respondents (23.3%), and the same was true of the proportion of female respondents reporting that they have had an experience of unscheduled care whilst accompanying a patient (18.1% vs. 14.1% of males). There was very little difference across the three areas of the city in relation to the proportion of respondents answering 'no', but the proportion answering 'yes, as a patient' was largest in Central (18.8%), followed by North (16.2%) and South (14.0%). Conversely, the proportion answering 'yes, accompanying a patient' was

largest in South (28.1%), followed by Central (26.4%) and North (24.1%). The proportion of respondents answering 'no' was largest among those aged 55-64 (70.6%), followed by those aged 65+ (57.8%), those aged 16-34 (53.8%) and those aged 35-54 (51.2%). The proportion answering 'yes, as a patient' was largest among those aged 16-34 (24.6%), followed by those aged 65+ (20.1%), those aged 35-54 (14.6%) and those aged 55-64 (12.3%). Finally, the proportion of respondents answering 'yes, accompanying a patient' was largest among those aged 35-54 (35.4%), followed by those aged 16-34 (26.2%), those aged 65+ (20.8%) and those aged 55-64 (18.2%).

**Figure 33: Have you had an experience (either as a patient or accompanying a patient) of unscheduled care in the last 12 months?**

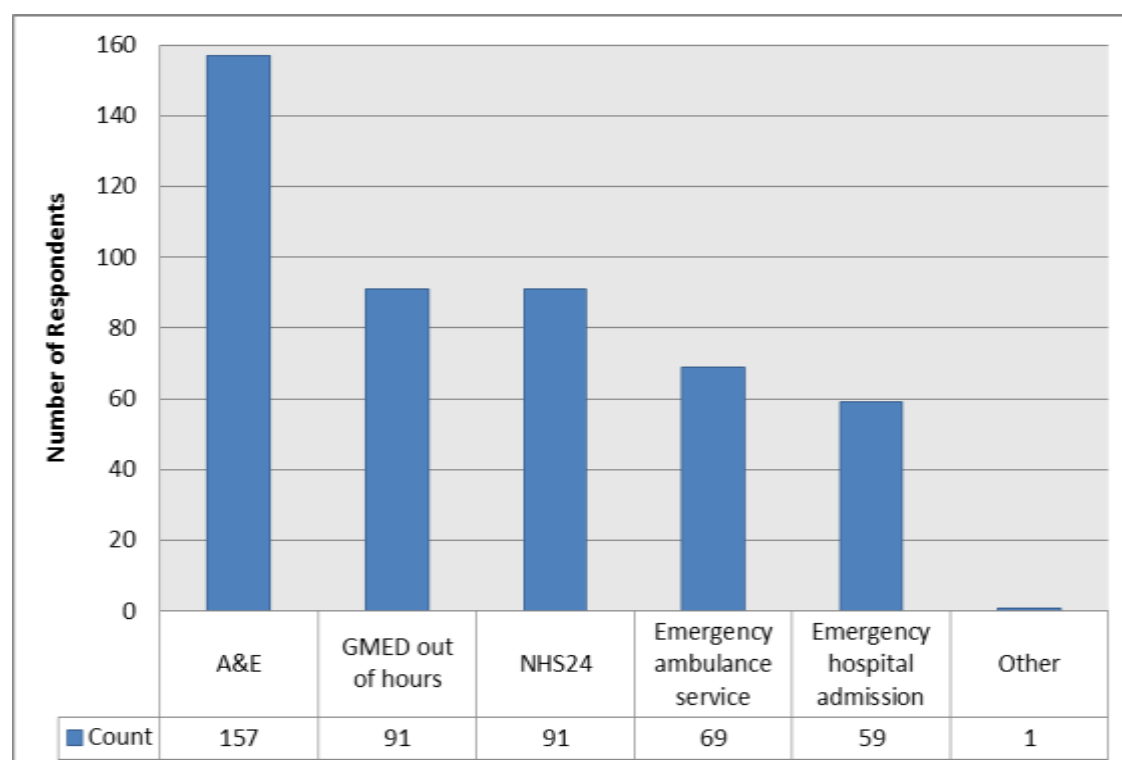


**Base = 662 respondents**

The next question was directed only to the respondents who stated that they did have experience of unscheduled care over the last 12 months (whether as a patient or accompanying a patient). They were asked to identify the unscheduled care service(s) they had used during this time. They were given 5 options to choose from, but were also able to provide their own 'other' responses if need be. The answers received are provided below in Figure 34 (see page 69), which shows that the service used by the largest number of respondents (157; 58.6%) was Accident & Emergency. This was followed by GMED out-of-hours and NHS24 (both 91 respondents; 34.0% each), emergency ambulance services (69 respondents; 25.7%) and emergency hospital admissions (59 respondents; 22.0%). Only 1 respondent (0.4%) provided an 'other' response – this was for a walk-in clinic.

The most popular response for both male and female respondents was A&E (60.0% and 55.1%, respectively). Their other responses were reasonably similar, with the biggest differences evident in relation to NHS24 (used by 35.9% of female respondents but only 30.9% of males) and the emergency ambulance service (used by 27.3% of male respondents but only 23.7% of females). A&E was also the most popular response in North (51.2%), Central (65.9%) and South (54.2%). Notable differences could be seen in relation to the GMED out-of-hours service (used by 36.6% of respondents in North and 36.5% in South, but by only 29.5% in Central), NHS24 (selected by 41.5% in North but only 35.2% in Central and 26.0% in South), the emergency ambulance service (selected by 28.1% in South and 26.8% in North, but by only 20.5% in Central) and emergency hospital admission (selected by 23.9% in Central but only 19.5% in North and 16.7% in South). The most popular response across all age-groups was A&E (60.0% of those aged 16-34, 58.5% of those aged 35-54, 57.7% of those aged 55-64 and 52.5% of those aged 65+). Notable age-related differences could be seen in relation to the following options: GMED out-of-hours (selected by 53.3% of those aged 16-34 but by only 31.7% of those aged 35-54, 32.7% of those aged 55-64 and 31.1% of those aged 65+); NHS24 (used by 53.3% of those aged 16-34, but by only 34.1% of those aged 35-54, 36.5% of those aged 55-64 and 21.3% of those aged 65+); emergency ambulance service (used by only 10.0% of those aged 16-34 but by 23.6% of those aged 35-54, 34.6% of those aged 55-64 and 27.9% of those aged 65+); and emergency hospital admission (selected by only 3.3% of those aged 16-34 but by 20.3% of those aged 35-54, 21.2% of those aged 55-64 and 26.2% of those aged 65+).

**Figure 34: What unscheduled care services did you use?**

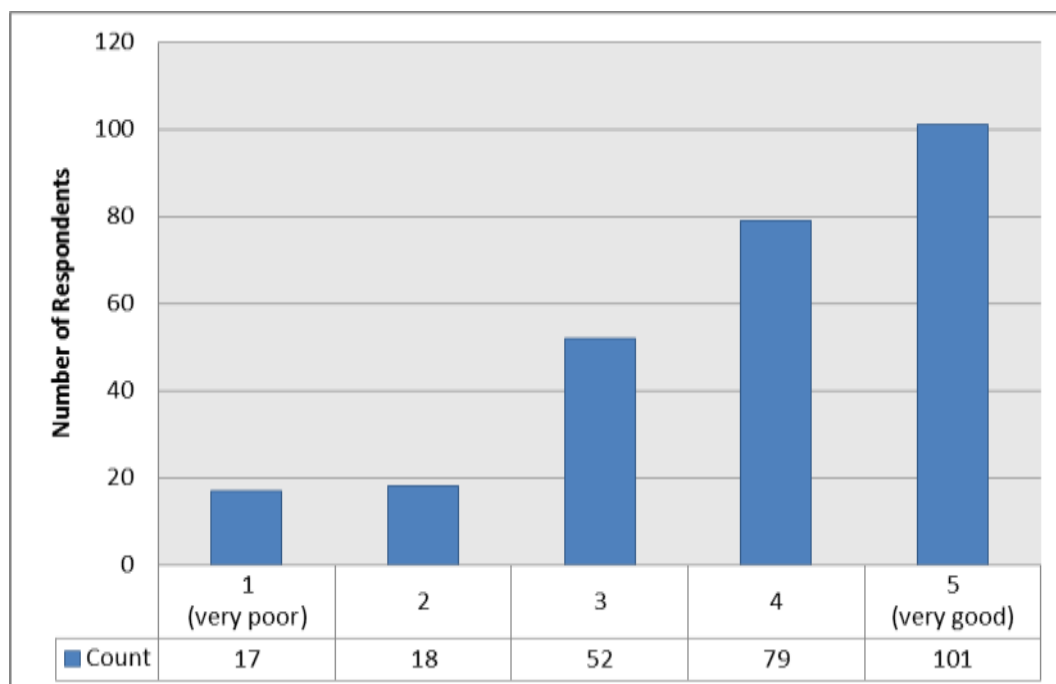


**Base = 268 respondents**

The panellists who had experience of using unscheduled care services (either as a patient or accompanying a patient) were then asked how they would rate their last experience (using a scale of 1-5, wherein 1 = very poor and 5 = very good). Their responses are provided below in Figure 35 (see page 71), which shows that the most popular response was '5 – very good' (101 respondents; 37.8%), followed by '4' (79 respondents; 29.6%), '3' (52 respondents; 19.5%), '2' (18 respondents; 6.7%) and '1' (17 respondents; 6.4%).

The most popular response for both males and females was '5 – very good' (40.4% and 36.5%, respectively). Turning to consider levels of overall satisfaction (i.e. compounding all of the '4' and '5 – very good' scores for a specific service) and dissatisfaction (i.e. compounding all of the '1 – very poor' and '2' scores for a specific service), it can be seen that overall levels of satisfaction were higher among males (75.2%) than females (62.8%), whilst the opposite was true in relation to levels of overall dissatisfaction (15.4% of females compared to 9.2% of males). The most popular response across all three areas of the city was also '5 – very good' (39.5% in North and 37.5% in both Central and South). Overall levels of satisfaction were highest in Central (73.9%), followed by South (66.7%) and North (63.0%). Overall levels of dissatisfaction were very similar in all three areas. The most popular response for those aged 55-64 was '4' (42.3%). For those aged 16-34, the joint most popular responses were '4' and '5 – very good' (both 33.3%). The most popular response for those aged 35-54 and 65+ was '5 – very good' (41.0% and 39.3%, respectively). Overall levels of satisfaction were highest among those aged 55-64 (75.0%), followed by those aged 65+ (70.5%), those aged 16-34 (66.7%) and those aged 35-54 (63.9%). Overall levels of dissatisfaction were highest among those aged 35-54 and 65+ (both 14.8%), followed by those aged 16-34 (10.0%) and those aged 35-54 (7.7%).

**Figure 35: Thinking about your last experience of unscheduled care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience?**



**Base = 267 respondents**

We can also cross-reference the level of satisfaction with the specific service used: this allows us to give an overview of levels of satisfaction for each one. However, it should be borne in mind that some services were used by very few respondents, whilst some of the satisfaction categories also contain very low numbers. As such, these figures are to be treated with caution: on this basis, it is not recommended that they be used as the basis for decisions about future service provision.

The results of this crosstabulation may be seen below in Table 12 (see page 72). If we think once again in terms of levels of overall satisfaction (i.e. compounding all of the '4' and '5 – very good' scores for a specific service) and dissatisfaction (i.e. compounding all of the '1 – very poor' and '2' scores for a specific service), it can be seen that the highest levels of overall satisfaction were found in relation to A&E (64.9%), followed closely by GMED out-of-hours (64.8%), the emergency ambulance service (64.7%), emergency hospital admissions (60.4%) and NHS24 (57.8%). Overall levels of dissatisfaction were highest for NHS24 (17.8%), followed by A&E (15.6%), emergency hospital admissions (15.1%), emergency ambulance service (13.2%) and GMED out-of-hours service (11.0%).



**Table 12: Thinking about your last experience of unscheduled care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience? (%by Service Used)**

Response	Rating				
	1	2	3	4	5
Accident and Emergency	7.1	8.4	19.5	29.2	35.7
GMED out of hours	3.3	7.7	24.2	33.0	31.9
NHS24	10.0	7.8	24.4	31.1	26.7
Emergency ambulance service	7.4	5.9	22.1	19.1	45.6
Emergency hospital admission	5.7	9.4	24.5	18.9	41.5

**Base = multiple**

The next question was again targeted at the panellists who had experience of using unscheduled care services (either as a patient or accompanying a patient) over the last 12 months. They were asked for comments on how their experience might have been improved. Their responses have been aggregated thematically and are provided below in Table 13 (see page 73).

The most popular response by far was that people's experiences would have been improved if they had spent less time waiting for attention / treatment (59 respondents; 41.3%). The next most popular responses were if the GMED and/or NHS24 services were more effective (15 respondents; 10.5%) and that nothing could have improved the experience as the level of care was very good (14 respondents; 9.8%). More compassionate / courteous staff was a factor identified by 11 respondents (7.7%), whilst 10 respondents (7.0%) apiece mentioned better communication of what's happening whilst waiting, and better staffing levels. Each other response was provided by fewer than 10 respondents, but they are nevertheless provided below.

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 13: How could your unscheduled care experience have been improved?**

Response	Respondents	
	Count	%
Less time waiting for attention / treatment	59	41.3
Improve GMED / NHS24 service	15	10.5
Nothing – level of care was very good	14	9.8
Staff to be more compassionate / courteous	11	7.7
Better communication of what's happening	10	7.0
Better staffing levels	10	7.0
Better parking availability / proximity	7	4.9
More effective / appropriate treatment	7	4.9
Speak to medical staff at earliest opportunity	6	4.2
More control of unruly patients	5	3.5
Better cross-service info-sharing/organisation	4	2.8
Cleanliness of facilities	3	2.1
Better personal safety in waiting areas	3	2.1
Better transport links to services / facilities	3	2.1
Building work to be finished asap	3	2.1
Offer minor injury treatment at local surgery	3	2.1
Less paperwork / screening	3	2.1
Initial A&E assessment to be more thorough	2	1.4
Improve communication skills of medical staff	2	1.4
Better accessibility to buildings	2	1.4
More support for vulnerable patients	2	1.4
Offer services (e.g. ultrasound) all week round	2	1.4
More info. on unscheduled care processes etc.	2	1.4

Response	Respondents	
	Count	%
Better ownership of / responsibility for patients	2	1.4
Refreshments whilst waiting	2	1.4
More time with medical staff	1	0.7
Better first response training for staff	1	0.7
Fewer minor complaints handled at A&E	1	0.7
More space to be provided in waiting areas	1	0.7
Ambulance to be warmer inside	1	0.7
Better layout of services at ARI	1	0.7
Avoid being held in a 999 queue	1	0.7
Better training for dealing with dementia	1	0.7
More consistent info on what's happening	1	0.7
Better identification of staff	1	0.7
More comfortable waiting areas	1	0.7
Non-premium phone rates for NHS	1	0.7
24 hour care to be provided by local practice	1	0.7
More ambulances to be made available	1	0.7
Allow friends to accompany patients	1	0.7
More information (unspecified)	1	0.7
More privacy for patients in A&E	1	0.7
Social care assessment before discharging	1	0.7
Reading materials in waiting areas	1	0.7
N/a	4	2.8

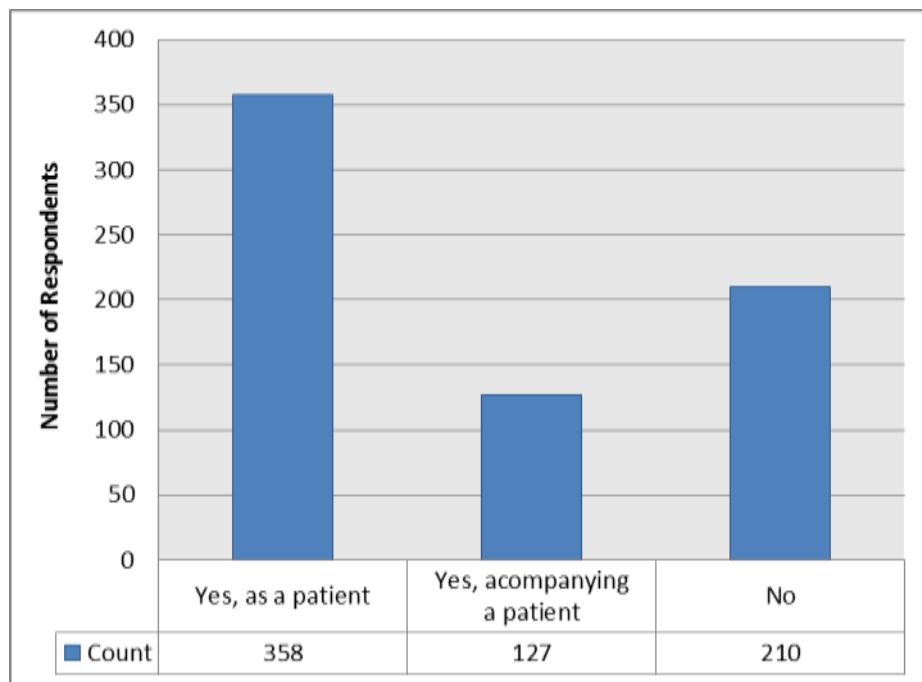
**Base = 143 respondents**

The following questions sought to find out about panellists' experiences of planned care. Planned care is all care that is scheduled or booked in advance, for example outpatient clinic appointments or coming in to hospital for a planned procedure.

Panellists were firstly asked whether they had any experience of planned care (either as a patient or accompanying a patient) during the last 12 months. Their responses are provided below in Figure 36 (see page 75), which shows that a majority of respondents (358; 54.2%) have experience of planned care as a patient. 127 respondents (19.2%) have experience of planned care when accompanying a patient, and 210 respondents (31.8%) have no experience of planned care whatsoever in the last 12 months.

The proportion of males answering 'no' (36.4%) was larger than the equivalent proportion of female respondents (26.9%). The proportion who state that they have had experience of planned care as a patient was larger among females than males (56.1% of females vs. 49.5% of males), whilst the same was true of those respondents who had experience of accompanying a patient to planned care (21.0% of females, compared to 16.6% of males). The proportion of respondents answering 'no' was largest in North (33.8%) and was followed closely by Central (33.2%), but was lower in South (27.7%). The proportion answering 'yes, as a patient' was highest in South (57.9%), followed by Central (51.9%) and North (48.6%), whilst the proportion answering 'yes, accompanying a patient' was highest in North (20.8%), followed by South (18.6%) and Central (17.3%). The proportion answering 'no' was largest among those aged 16-34 (38.5%), followed by those aged 35-54 (36.2%), those aged 55-64 (30.5%) and those aged 65+ (21.4%). The proportion answering 'yes, as a patient' was largest among those aged 65+ (62.3%), followed by those aged 55-64 (56.7%), those aged 16-34 (50.8%) and those aged 35-54 (45.4%). The proportion answering 'yes, accompanying a patient' was highest among those aged 35-54 (21.9%), followed by those aged 65+ (18.8%), those aged 55-64 (16.6%) and those aged 16-34 (13.8%).

**Figure 36: Planned care is all care that is scheduled or booked in advance, for example outpatient clinic appointments or coming in to hospital for a planned procedure. Have you had an experience of planned care in the last 12 months?**



**Base = 661 respondents**

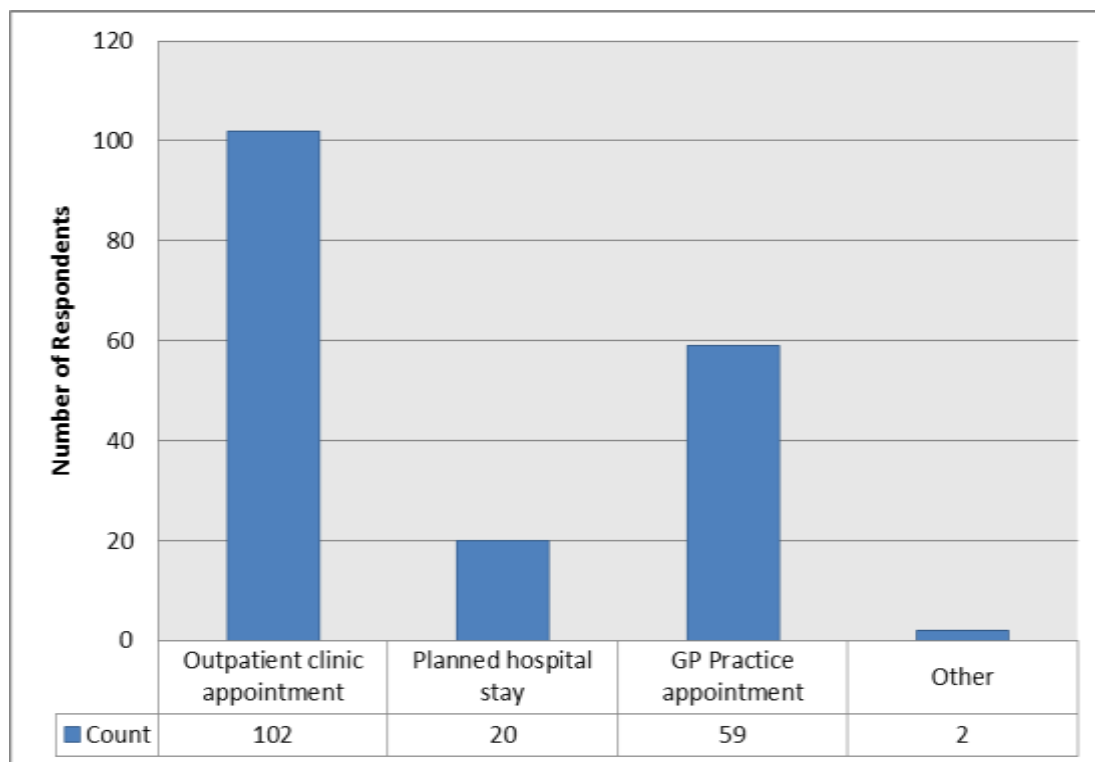
The next question asked panellists to identify which planned care services they used over the last 12 months. However, an inconsistency in the question logic between the online and paper versions of the survey means that online and paper responses must be considered separately. This is because in the paper survey, respondents were asked to identify ALL planned care services in the last 12 months, whilst the online survey asked respondents to identify only the LAST planned care service they had used. As such, it is not possible to reconcile these in a single dataset. However, by considering the responses separately, it is nevertheless hoped that the findings will be of interest.

Considering firstly the online results (showing only the LAST planned care service used by each respondent), Figure 37(see page 76) shows that the most popular response was an outpatient clinic appointment (102 respondents; 55.7%), followed by a GP practice appointment (59 respondents; 32.2%) and a planned hospital stay (20 respondents; 10.9%). 2 respondents (1.1%) provided an 'other' response. Unfortunately, due to a lack of information from the respondents in question, it was not possible to determine whether these responses were relevant to the question and, as such, they are both recorded as 'n/a' responses.

The most popular response for both males and females was an outpatient clinic appointment (52.0% of males compared to 58.3% of females). The proportion of males selecting the planned

hospital stay option (17.3%) was larger than the equivalent proportion of females (6.5%), whilst the opposite was true in relation to a GP practice appointment (30.7% of males compared to 33.3% of females). The most popular response across all three areas of the city was an outpatient clinic appointment (58.5% in North, 56.1% in Central and 53.4% in South). The proportion selecting the planned hospital stay option was largest in South (13.7%), followed by North (11.3%) and Central (7.0%). The proportion selecting the GP practice appointment option was largest in Central (36.8%), followed by North (30.2%) and South (30.1%). Across each age-group, an outpatient clinic appointment was once again the most popular response (57.1% of those aged 16-34, 56.0% of those aged 35-54, 56.3% of those aged 55-64 and 52.2% of those aged 65+). The proportion selecting the planned hospital stay option was largest among those aged 35-54 (13.1%), followed by those aged 65+ (13.0%), those aged 55-64 (12.5%) and those aged 16-34 (0.0%). The proportion selecting the GP practice appointment option was largest among those aged 16-34 (39.3%), followed by those aged 65+ (34.8%), those aged 55-64 (31.3%) and those aged 35-54 (29.8%).

**Figure 37: Thinking about your last experience of planned care, which service did you use? (Online responses only)**



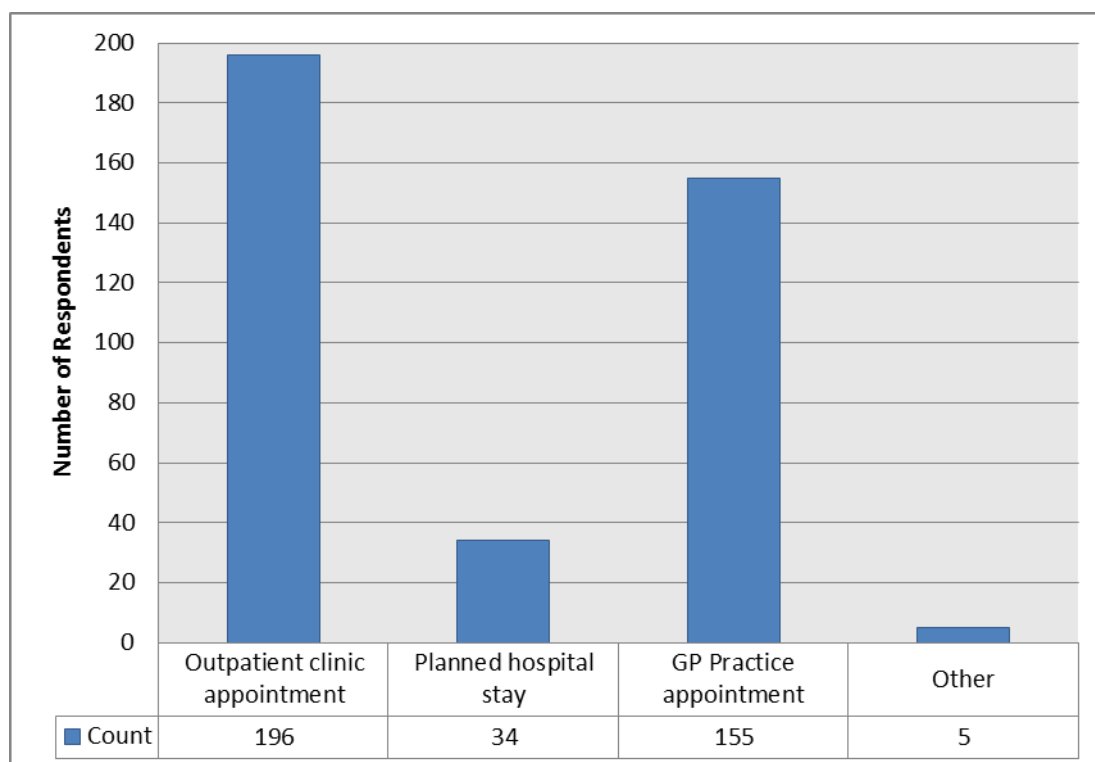
**Base = 183 respondents**

Turning to consider the responses to the same question in the paper survey (showing ALL planned care service used by each respondent), Figure 38(see page 77) shows that the most popular response was an outpatient clinic appointment (196 respondents; 73.4%), followed by a GP practice appointment (155 respondents; 58.1%) and a planned hospital stay (34 respondents;

12.7%). 5 respondents provided an 'other' response: 4 of these (1.5%) related to dental treatment and 1 respondent (0.4%) cited home care visits.

The most popular response for both males and females was an outpatient clinic appointment (76.7% of males compared to 66.9% of females). The proportion of males selecting the planned hospital stay option (13.8%) was larger than the equivalent proportion of females (11.7%), whilst the opposite was true in relation to a GP practice appointment (52.6% of males compared to 62.1% of females). The most popular response across all three areas of the city was an outpatient clinic appointment (69.5% in North, 66.7% in Central and 76.2% in South). The proportion selecting the planned hospital stay option was largest in Central (19.2%), followed by South (9.9%) and North (9.8%). The proportion selecting the GP practice appointment option was largest in South (59.4%), followed by Central (57.7%) and North (56.1%). For those aged 16-34, the most popular response was a GP practice appointment (75.0%, compared to 57.1% of those aged 35-54, 54.4% of those aged 55-64 and 59.1% of those aged 65+). For those aged 35-54 (61.0%), 55-64 (73.4%) and 65+ (80.6%), the most popular response was outpatient clinic appointment (compared to 50.0% of those aged 16-34). The proportion selecting the planned hospital stay option was largest among those aged 16-34 (25.0%), followed by those aged 65+ (15.1%), those aged 55-64 (11.4%) and those aged 35-54 (9.1%).

**Figure 38: Thinking about your last experience of planned care, which service did you use? (Paper responses only)**

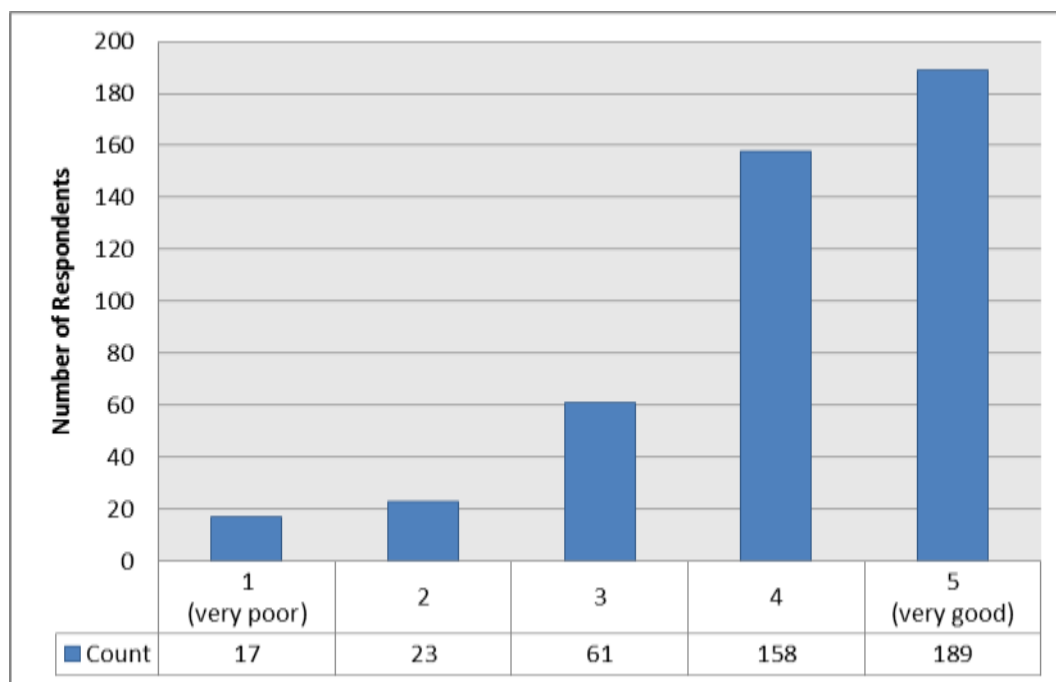


**Base = 267 respondents**

The next question relates to all respondents (both online and paper) who earlier stated that they had experienced planned care (either as a patient or accompanying a patient) in the last 12 months. They were asked to reflect on their last experience of planned care and rate their experience using the same 1-5 scale used in Figure 35 above (see page 71). Their responses are provided below in Figure 39 (see page 79), which shows that as was the case with unscheduled care, the most popular response was '5 – very good' (189 respondents; 42.2%), followed by '4' (158 respondents; 35.3%), '3' (61 respondents; 13.6%), '2' (23 respondents; 5.1%) and '1 – very poor' (17 respondents; 3.8%).

The most popular response for both male and female respondents was '5 – very good' (42.6% and 42.5%, respectively). Turning to consider levels of overall satisfaction (i.e. compounding all of the '4' and '5 – very good' scores for a specific service) and dissatisfaction (i.e. compounding all of the '1 – very poor' and '2' scores for a specific service), it can be seen that overall levels of satisfaction were higher among males (81.6%) than females (74.6%). Conversely, levels of overall dissatisfaction were higher among females (11.5%) than males (4.7%). The most popular response in North (44.4%), Central (39.8%) and South (43.1%) was also '5 – very good', although in the case of Central, this was the joint most popular response alongside '4'. Overall levels of satisfaction were highest in Central (79.7%), followed by South (77.6%) and North (75.6%), whilst overall levels of dissatisfaction were highest in South (9.8%), followed by Central (9.0%) and North (6.7%). For those aged 55-64, the most popular response was '4' (43.3%), but for each other age-group, the most popular response was '5 – very good' (35.0% of those aged 16-34, 43.8% of those aged 35-54 and 45.2% of those aged 65+). Overall levels of satisfaction were highest among those aged 55-64 (84.3%), followed by those aged 65+ (80.0%), those aged 35-54 (74.4%) and those aged 16-34 (62.5%). Conversely, overall levels of dissatisfaction were highest among those aged 16-34 (17.5%), followed by those aged 35-54 (11.9%), those aged 55-64 (6.3%) and those aged 65+ (3.5%).

**Figure 39: Thinking about your last experience of planned care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience?**



**Base = 448 respondents**

We can also cross-reference the level of satisfaction with the specific service used: this allows us to give an overview of levels of satisfaction for each one. However, it should once again be borne in mind that some services were used by very few respondents, whilst some of the satisfaction categories also contain very low numbers. As such, these figures are to be treated with caution: on this basis, it is not recommended that they be used as the basis for decisions about future service provision. The results of this crosstabulation may be seen below in Tables 14 (online responses) and 15 (paper responses) (see page 80).

Dealing firstly with the online responses, if we think once again in terms of levels of overall satisfaction (i.e. compounding all of the '4' and '5 – very good' scores for a specific service) and dissatisfaction (i.e. compounding all of the '1 – very poor' and '2' scores for a specific service), Table 14 (see page 80) shows that the highest levels of overall satisfaction were found in relation to GP practice appointments (81.4%), followed closely by outpatient clinic appointments (80.2%). Overall satisfaction levels with planned hospital stays were considerably lower (55.0%). Overall levels of dissatisfaction were highest for planned hospital stays (10.0%), followed by outpatient clinic appointments (9.9%) and GP practice appointments (6.8%).

Turning now to consider the paper responses, Table 15 (see page 80) shows that the highest levels of overall satisfaction were found in relation to outpatient clinic appointments (79.3%), followed closely by GP practice appointments (77.1%) and, unlike the online responses above,



planned hospital stays (73.5%). Overall levels of dissatisfaction were again highest for planned hospital stays (11.8%), followed by GP practice appointments (8.5%) and outpatient clinic appointments (6.9%).

**Table 14: Thinking about your last experience of planned care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience? (Online responses only) (%by Service Used)**

Response	Rating				
	1	2	3	4	5
Outpatient clinic appointment	6.9	3.0	9.9	29.7	50.5
Planned hospital stay	5.0	5.0	35.0	30.0	25.0
GP Practice appointment	3.4	3.4	11.9	40.7	40.7

**Base = multiple**

**Table 15: Thinking about your last experience of planned care, on a scale of 1-5 (where 1 is very poor and 5 is very good), how would you rate your overall experience? (Paper responses only) (%by Service Used)**

Response	Rating				
	1	2	3	4	5
Outpatient clinic appointment	2.7	4.3	13.8	35.6	43.6
Planned hospital stay	2.9	8.8	14.7	41.2	32.4
GP Practice appointment	2.6	5.9	14.4	37.3	39.9

**Base = multiple**

The final question in this section was again targeted at those panellists who said that they had experience of planned care (either as a patient or accompanying a patient) over the past 12 months. These panellists were asked how their experience could have been improved. As with Table 13 (see page 73), their responses have been aggregated thematically and are provided below in Table 16 (see page 82). The table shows that the most popular response was spending less time waiting (e.g. for an appointment, for diagnosis or for treatment) (60 respondents; 32.8%). 28 respondents (15.3%) said that they couldn't think of anything which would have improved their experience. 19 respondents (10.4%) said that fewer delays or cancellations to appointments (at GP surgeries, hospital clinics, operations etc.) would have improved their experience, whilst 11 respondents (6.0%) suggested a greater degree of compassion, professionalism, courtesy or respect from staff (both medical and administrative). An identical number of respondents (11; 6.0%) pointed to a need for more attentive medical care from nurses, doctors etc. Better availability and/or proximity of parking facilities was identified by 10 respondents (5.5%), as was an improvement in standards of organisation, administration and/or communication with patients (also

10 respondents; 5.5%). Each other potential improvement was suggested by fewer than 10 respondents, but they are nevertheless still reproduced below in Table 16.

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 16: How could your planned care experience have been improved?**

Response	Respondents	
	Count	%
Less time spent waiting	60	32.8
Nothing – experience was very good	28	15.3
Fewer cancelled / delayed appointments	19	10.4
More compassionate / professional / courteous / respectful staff	11	6.0
More attentive medical care	11	6.0
Better availability and proximity of parking	10	5.5
Better organisation/admin/communication	10	5.5
Better cross-service info-sharing/organisation	8	4.4
Better availability of appointment times	7	3.8
Staffing levels	7	3.8
Staff to listen more carefully or for longer	6	3.3
Better communication of what's happening	6	3.3
Better waiting facilities	6	3.3
More effective/appropriate diagnosis/treatment	5	2.7
Better support/info after diagnosis/treatment	5	2.7
Speak to experienced medical staff earlier	4	2.2
Accessibility	3	1.6
Better understanding of patient	2	1.1
Better preparation for hospital discharge	2	1.1
More support for vulnerable patients	2	1.1
More beds available	2	1.1
Better pre-care support / information	2	1.1
More consistent info on what's happening	1	0.5

Response	Respondents	
	Count	%
Transport assistance for disabled patients	1	0.5
Communication skills of medical staff	1	0.5
Easier to contact GP practice	1	0.5
Less expensive bedside TV facilities	1	0.5
Better feedback system for patients	1	0.5
Ensuring that equipment is working	1	0.5
Don't know	1	0.5
More tailored approach	1	0.5
GP practices near place of work	1	0.5
Fewer people attending at any one time	1	0.5
More modern facilities	1	0.5
Treatment closer to home	1	0.5
Not 'fiddling' waiting lists	1	0.5
Treat those in wards and rooms the same	1	0.5
Cleanliness of facilities	1	0.5
N/a	8	4.4

**Base = 183 respondents**

## SERVICE RESPONSE

NHS Grampian welcomes the City Voice survey results which provide a level of information that we have not previously had. The results evidence the lack of awareness of our Healthfit 2020 vision and we are keen to address this. The results also highlight that it would be beneficial to use a range of methods to do this, particularly to ensure we reach all age groups.

The results on how informed the panellists were about the challenges facing the NHS were surprising, with a high level of awareness of population changes, public health challenges and financial pressures but lower levels of awareness about other challenges, for example, buildings and equipment; staffing; and advances in technology. This will help inform where to focus our communication efforts.

We now have a 2020 communication plan and actions include: developing a webpage [www.nhsgrampian.org/healthfit2020](http://www.nhsgrampian.org/healthfit2020) (content being finalised); establishing a Healthfit 2020 public reference/ communication group with an overview role; and continuing to involve public representatives in individual 2020 projects.

We were pleased to hear that, for most panellists, their experiences of unscheduled and planned care were either “very good” or “good”. However, the survey also highlights that, for a minority, their experiences could have been better. Panellists’ suggestions for improvement provide support for our plans around both unscheduled care and planned care which should help to address the issues raised around waiting, communication and co-ordination of care.

These results will be shared with the Steering Groups for planned care and unscheduled care (which includes NHS 24 and Scottish Ambulance Service representation); the unscheduled care project evaluation group, and the Healthfit 2020 public reference group. We will also consider how to share them more widely across the organisation to ensure public feedback fully informs our future plans.

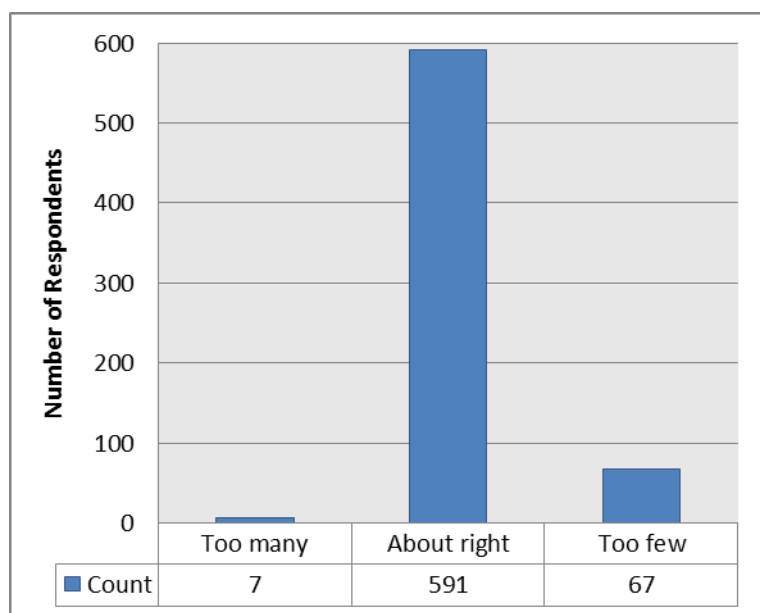
**Laura Dodds**  
**Public Involvement Manager**  
**NHS Grampian**

## **WHAT DO YOU THINK OF THE CITY VOICE?**

The Aberdeen City Voice has been running for almost a decade and is fast approaching its 30th edition. It is a very valuable tool for community planning partners, but in order to build on this success, it's really important that the City Voice understands and acts on panellists' experiences of being involved. The City Voice wants to know what panellists think about the City Voice, and how it could be improved in the future. The information panellists provide will be presented to the City Voice Board, so they can assess how the City Voice is performing, but more importantly look at ways it can be improved in the future.

The first question in this section asked panellists how they felt about the frequency with which questionnaires are issued (currently three times a year). The responses received from panellists are laid out below in Figure 40 below, which shows that only 7 respondents (1.1%) feel that this represents too many questionnaires. Conversely, 591 respondents (88.9%) believe that three times a year is about right, whilst 67 respondents (10.1%) would like to see more questionnaires each year. There were only very minor variations between male and female responses to this question. The same was true of different neighbourhoods' responses. However, the proportion of respondents answering 'about right' was smallest among those aged 16-34 (84.6%), and slightly larger among those aged 35-54 (87.5%), 55-64 (90.8%) and 65+ (90.7%). Conversely, the proportion answering 'too few' was smallest among those aged 65+ (7.9%) and 55-64 (7.6%), and was slightly larger among those aged 16-34 (13.8%) and 35-54 (12.1%).

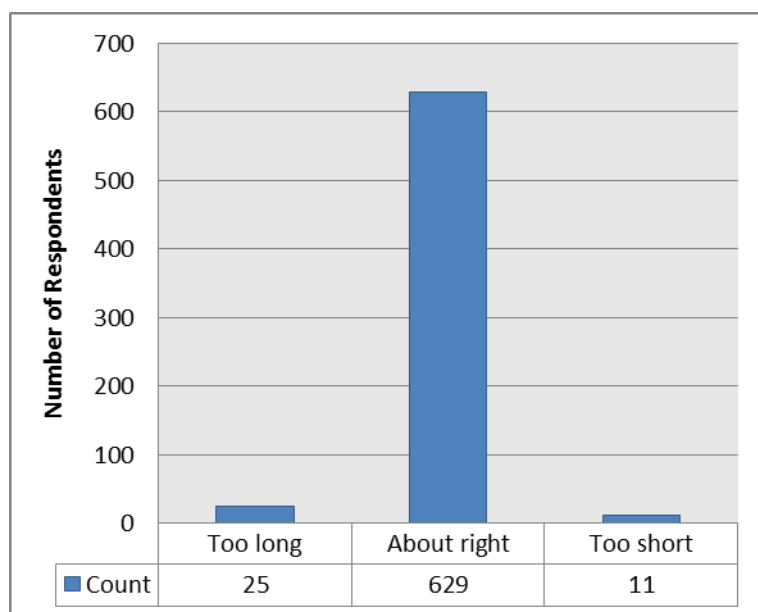
**Figure 40: We currently send out 3 questionnaires a year. Do you think this is...**



**Base = 665 respondents**

The following question asked panellists how they felt about the length of the typical City Voice questionnaire. The answers open to them, and the frequency with which they were selected by respondents, are laid out below in Figure 41 below. This shows that once again, a very clear majority of respondents said that the average questionnaire length is about right (629 respondents; 94.6%). 25 respondents (3.8%) said that they were too long, and 11 (1.7%) said that they were too short. The proportion of male respondents answering 'too long' (5.5%) was marginally larger than among females (2.3%), whereas the opposite was true in relation to 'about right' (92.3% of males vs. 96.8% of females). The proportion of respondents answering 'too long' was marginally larger in Central (5.3%) than in North (3.3%) and South (2.9%). The proportion of respondents answering 'about right' was marginally smaller in Central (92.2%) than in North (95.3%) and South (96.3%). The proportion answering 'too short' was smallest in South (0.8%), followed by North (1.4%) and Central (2.4%). There were only very minor variations between different age-groups in their responses to this question.

**Figure 41: Thinking about the average length of the questionnaires we send you, are they...**



**Base = 665 respondents**

The following question sought to establish the extent to which panellists agreed or disagreed with a number of statements about the City Voice questionnaires. The statements in question were as follows:

1. They are clearly laid out
2. They use clear language
3. They are easy to understand
4. They are interesting
5. They cover a variety of topics

6. The questionnaires give good background information on the topic areas
7. The range of topics is of interest to me
8. I feel confident I can respond to most topics

The responses received from panellists are laid out below in Figures 42 (see page 89) and 43 (see page 90). The former shows the number of respondents selecting each response, whilst the latter provides a stacked percentage chart showing the proportionate breakdown of responses for each statement.

A very clear trend emerged when analysing the results of this question. For each statement, the most popular answer was 'agree', followed in each case by 'strongly agree'. Indeed, the proportion of respondents selecting either a 'disagree' or 'strongly disagree' option exceeded 5.0% on one occasion.

In relation to the first statement ('they are clearly laid out'), Figures 42 and 43 (see pages 89-90) show that 355 respondents (53.6%) agreed and 292 respondents (44.1%) strongly agreed. Only 5 respondents (0.8%) disagreed and 3 respondents (0.5%) strongly disagreed. 7 respondents (1.1%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response among those aged 16-34 and 35-54 was 'strongly agree', whereas for those aged 55-64 and 65+, it was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

For the second statement ('they use clear language'), Figures 42 and 43 (see pages 89-90) show that 350 respondents (53.2%) agreed and 290 respondents (44.1%) strongly agreed. 8 respondents (1.2%) disagreed and only 1 respondent (0.2%) strongly disagreed. 9 respondents (1.4%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response among those aged 16-34 and 35-54 was 'strongly agree', whereas for those aged 55-64 and 65+, it was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

Responses to the third statement ('they are easy to understand') also followed this pattern. Figures 42 and 43 (see pages 89-90) show that 350 respondents (53.0%) agreed and 292 respondents

(44.2%) strongly agreed. 9 respondents (1.4%) disagreed and only 1 respondent (0.2%) strongly disagreed. 8 respondents (1.2%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response among those aged 16-34 and 35-54 was 'strongly agree', whereas for those aged 55-64 and 65+, it was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

In relation to the fourth statement, ('they are interesting'), Figures 42 and 43 (see pages 89-90) show that 381 respondents (58.1%) agreed and 218 respondents (33.2%) strongly agreed. 27 respondents (4.1%) disagreed and 2 respondents (0.3%) strongly disagreed. 28 respondents (4.3%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree'. The proportion of male respondents expressing an overall positive response (89.0%) was marginally smaller than the equivalent proportion among females (93.3%). The most popular response in each neighbourhood area was 'agree'. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller in Central (88.6%) than in North (91.0%) and South (93.6%). The most popular response in each age-group was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

For the fifth statement ('they cover a variety of topics'), Figures 42 and 43 (see pages 89-90) show that 350 respondents (53.0%) agreed and 281 respondents (42.5%) strongly agreed. 15 respondents (2.3%) disagreed and only 2 respondents (0.3%) strongly disagreed. 13 respondents (2.0%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response among those aged 16-34 and 35-54 was 'strongly agree', whereas for those aged 55-64 and 65+, it was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

Figures 42 and 43 (see pages 89-90) show that in relation to the sixth statement ('the questionnaires give good background information on the topic areas'), 396 respondents (60.2%) agreed and 208 respondents (31.6%) strongly agreed. 34 respondents (5.2%) disagreed and only 3 respondents (0.5%) strongly disagreed. 17 respondents (2.6%) selected the 'don't know / no

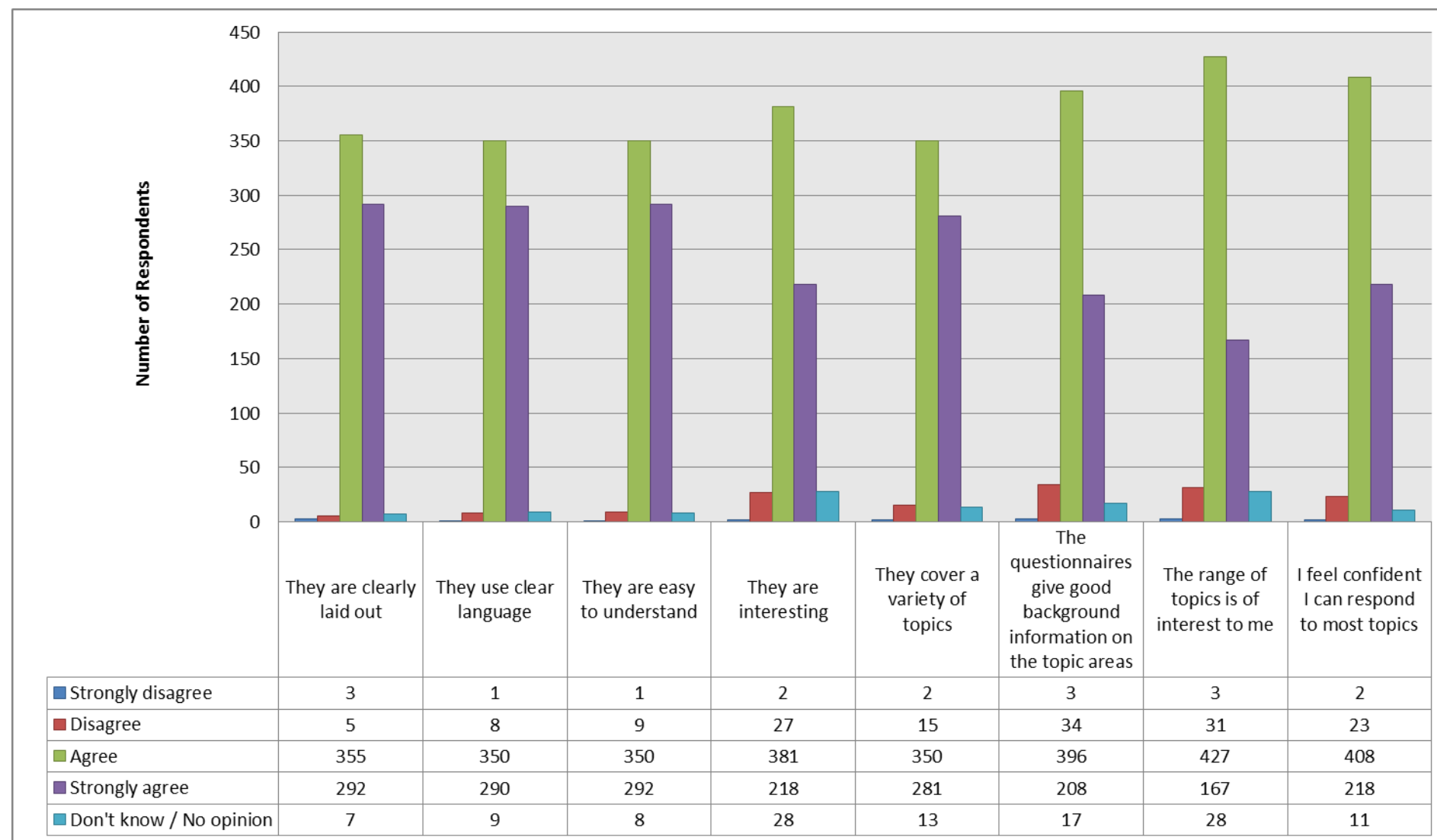


opinion' option. The most popular response among both male and female respondents was 'agree'. The proportion of male respondents expressing an overall positive response (89.6%) was marginally smaller than the equivalent proportion among females (93.6%). The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response in each age-group was 'agree'. There were no major differences between overall levels of agreement in different age-groups.

Responses to the seventh statement ('the range of topics is of interest to me') again repeated this trend. Figures 42 and 43 (see pages 89-90) show that 427 respondents (65.1%) agreed and 167 respondents (25.5%) strongly agreed (this was the statement which attracted the smallest proportion of 'strongly agree' responses). 31 respondents (4.7%) disagreed and 3 respondents (0.5%) strongly disagreed. 28 respondents (4.3%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response in each age-group was 'agree'. The only notable difference in relation to overall levels of agreement in different age-groups was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller among those aged 16-34 (87.7%) than those aged 35-54 (90.2%), those aged 55-64 (92.3%) and those aged 65+ (91.1%).

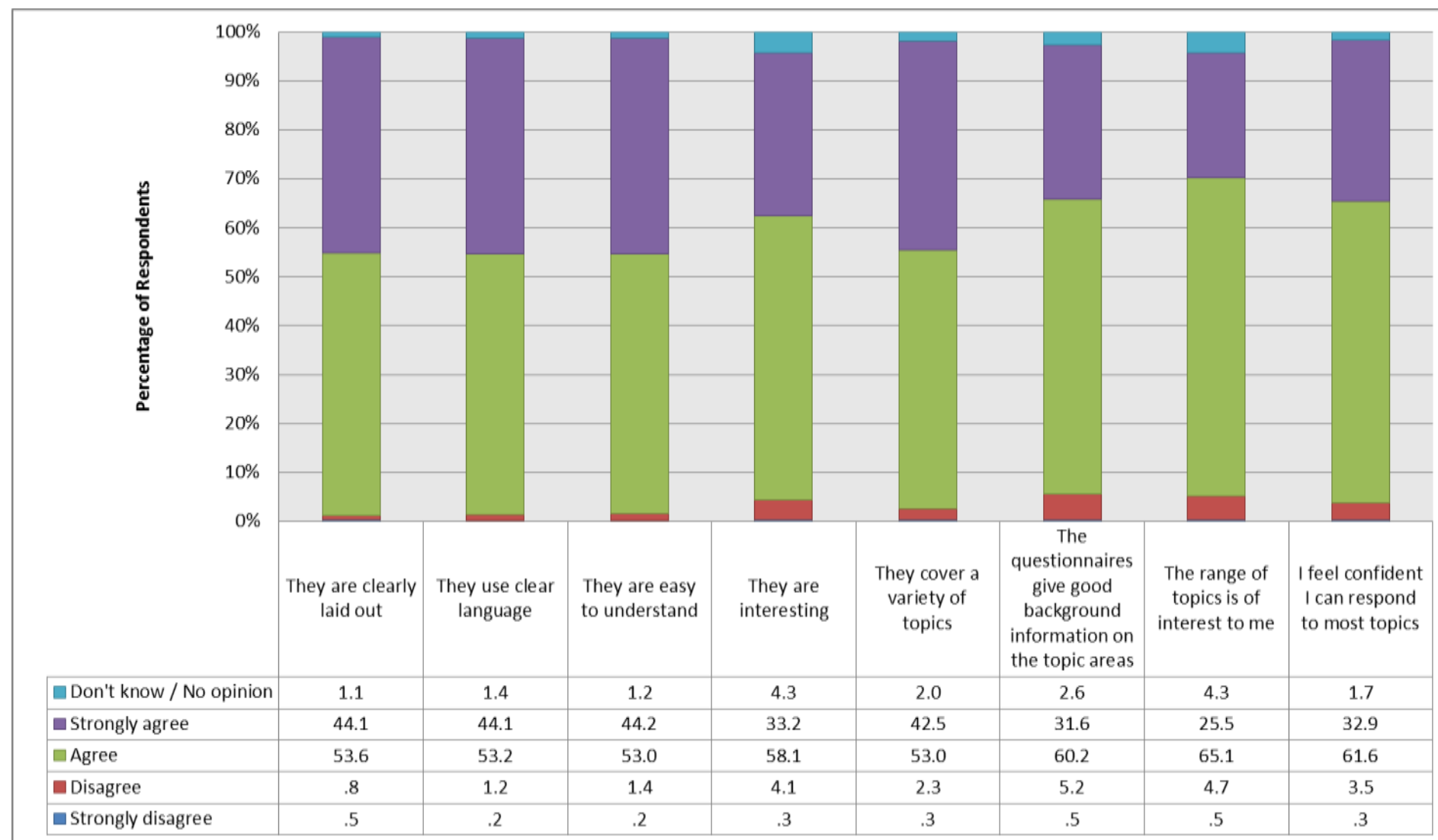
Finally, in relation to the final statement, ('I feel confident I can respond to most topics'), Figures 42 and 43 (see pages 89-90) show that 408 respondents (61.6%) agreed and 218 respondents (32.9%) strongly agreed. 23 respondents (3.5%) disagreed and 2 respondents (0.3%) strongly disagreed. 11 respondents (1.7%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree'. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller in North (62.3%) than in Central (66.0%) and South (66.2%). The most popular response in each age-group was 'agree'. The only notable difference in relation to overall levels of agreement in different age-groups was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller among those aged 35-54 (61.1%) than those aged 16-34 (67.7%), those aged 55-64 (66.5%) and those aged 65+ (68.2%).

**Figure 42: Please can you indicate the extent to which you agree or disagree with the following statements about the questionnaires.**



**Base = multiple**

**Figure 43: Please can you indicate the extent to which you agree or disagree with the following statements about the questionnaires.**



**Base = multiple**

The next question asked panellists for any other comments about the questionnaire. The responses provided have been aggregated thematically below in Table 17 (see page 92). The table shows that the most popular response was one of general approval (16 respondents; 14.7%), followed by a feeling that the response options available to panellists are not always nuanced enough to reflect their opinion (14 respondents; 12.8%). 12 panellists (11.0%) provided suggestions for future topics, whilst an identical number (12; 11.0%) expressed concern over the real-world impact of the City Voice, with some asking for more evidence of impact from the departments who submit questions. 11 respondents (10.1%) suggested including a comments box for every single question, although logistically this would be extremely difficult to implement in a non-tokenistic way. Each other suggestion was made by fewer than 10 respondents, but they are nevertheless recorded below in Table 17. In addition, the full list of 'raw' responses is provided in Table 32 (see Appendix C, pages 132-136).

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 17: If you have any further comments about the questionnaires, please note them below.**

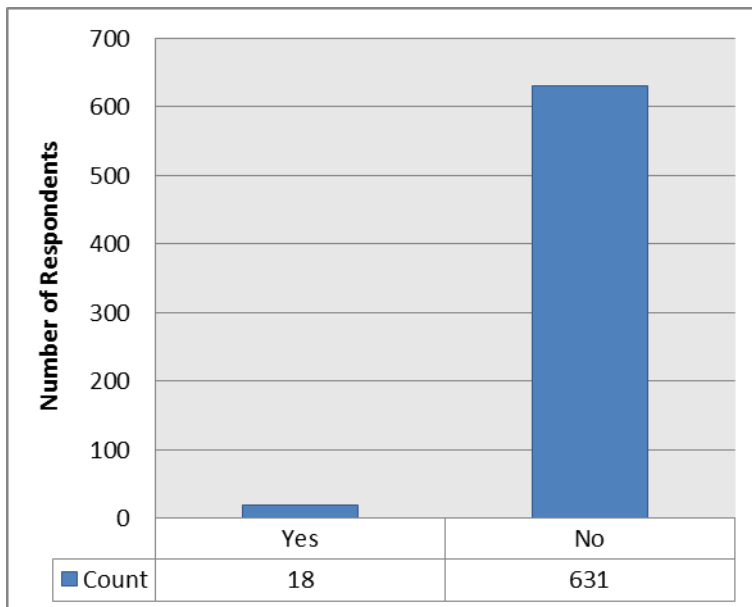
Response	Respondents	
	Count	%
General approval	16	14.7
Sometimes question response options don't reflect my opinion	14	12.8
Suggestion for future topic(s)	12	11.0
Unsure what impact CV really has - should hear more about this	12	11.0
Include a comment box for more questions	11	10.1
CV fails to address meaningful issues	8	7.3
Questions are sometimes leading in support of services	7	6.4
Don't feel qualified to comment on some topics	5	4.6
Include fewer topics per survey	5	4.6
Smaller size (physical)	4	3.7
More background info on questions	4	3.7
Needs more publicity	4	3.7
Appreciate opportunity to contribute voice	3	2.8
Have more frequent surveys	3	2.8
Try to ensure good number of representative panellists	3	2.8
Keeps me abreast of local politics and key issues in the city	3	2.8
Like being able to do it online	3	2.8
CV should have asked about Union Terrace Gardens	2	1.8
More in-depth questions	2	1.8
Please continue the option of completing a paper survey	2	1.8
Include more topics per survey	2	1.8

Response	Respondents	
	Count	%
Concerned about cost of CV	2	1.8
Provide a page / progress indicator for online survey	2	1.8
Include a wider range of topics	1	0.9
Some issues not relevant to my area	1	0.9
Too complicated	1	0.9
Age limit for panellists	1	0.9
Unsure of value of anonymity	1	0.9
Target questions or questionnaires at specific demographics	1	0.9
Don't like questionnaires being numbered	1	0.9
Have less frequent surveys	1	0.9
Provide hyperlinks to newsletters etc.	1	0.9
Make it easier to sign up	1	0.9
Good to return to specific topics again and again	1	0.9
Some questions are unclear	1	0.9
Questionnaire design has improved	1	0.9
Introduce the opportunity to save part-completed online surveys	1	0.9
Use white-on-black lettering	1	0.9
N/a	9	8.3

**Base = 109 respondents**

Panellists were then asked whether they wished to continue to be sent their questionnaires using the method they currently use (i.e. either by post or by e-mail). Their responses are laid out below in Figure 44 below, which shows that although 631 respondents (97.2%) do not wish to change the way they receive future editions, 18 respondents (2.8%) do wish to change.

**Figure 44: Questionnaires are currently sent by either post or email. Do you wish to change the way you receive future editions?**



**Base = 649 respondents**

The following question asked how these 18 panellists wished to receive their questionnaires in future. Each one of them (18; 100.0%) wished to move from a paper questionnaire to an online questionnaire. They provided their e-mail addresses, which were subsequently passed to the City Voice Coordinator by the analysis team.

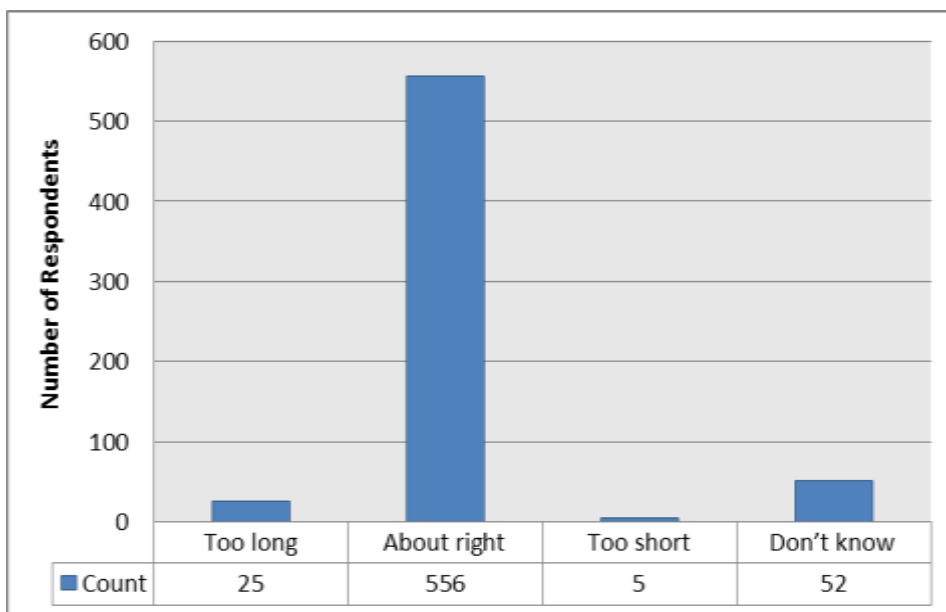
When panellists receive their City Voice questionnaire, they are also sent a copy of the City Voice newsletter. The newsletter updates panellists on the results of the previous questionnaire and contains general information about the Citizen's Panel. Email panellists can view the newsletter via the Community Planning website<sup>1</sup>.

Panellists were asked what they feel about the average length of the City Voice newsletters. Their responses are provided below in Figure 45 (see page 94), which shows that once again, the vast majority of respondents (556; 87.1%) believe that the length is just about right. 25 respondents (3.9%) say that they are too long, whereas only 5 (0.8%) say that they are too short. 52 respondents (8.2%) said that they don't know.

<sup>1</sup>[www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp](http://www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp)

The proportion of male respondents who said that the newsletters are too long (3.0%) was slightly smaller than the equivalent proportion of female respondents (4.8%). Conversely, the proportion of male respondents saying that the length is about right (88.4%) was slightly larger than the proportion of females doing likewise (85.8%). There were no notable differences across neighbourhood areas in relation to this question. However, the 'about right' answer correlated with age-group, rising from a low of 68.9% of those aged 16-34 to 85.1% of those aged 35-54, 90.7% of those aged 55-64 and 93.6% of those aged 65+. The only other notable age-related difference was a correlation with the 'don't know' option, which was selected by 26.2% of those aged 16-34, but by only 8.9% of those aged 35-54, 5.5% of those aged 55-64 and 2.9% of those aged 65+.

**Figure 45: Thinking about the average length of the newsletters we send you, are they...**



**Base = 638 respondents**

The following question sought to establish the extent to which panellists agreed or disagreed with a number of statements about the City Voice newsletters. The statements in question were as follows:

1. They are clearly laid out
2. They use clear language
3. The charts and graphs are easy to understand
4. They are interesting
5. They always tell you what has happened as a result of each questionnaire
6. The newsletters give good background information on the topic areas

The responses received from panellists are laid out below in Figures 46 (see page 98) and 47 (see page 99). The former shows the number of respondents selecting each response, whilst the latter

provides a stacked percentage chart showing the proportionate breakdown of responses for each statement.

A very clear trend emerged when analysing the results of this question. For each statement, the most popular answer was 'agree', followed in each case by 'strongly agree'. Indeed, the proportion of respondents selecting any form of negative response (i.e. 'disagree' or 'strongly disagree') exceeded 5.0% on just one occasion.

In relation to the first statement ('they are clearly laid out'), Figures 46 and 47 (see pages 98-99) show that 419 respondents (66.8%) agreed and 165 respondents (26.3%) strongly agreed. Only 5 respondents (0.8%) disagreed and 2 respondents (0.3%) strongly disagreed. 36 respondents (5.7%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree'. The proportion of male respondents expressing an overall positive response (95.6%) was slightly larger than the equivalent proportion among females (90.9%). The most popular response in each neighbourhood area was 'agree'. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller in Central (90.2%) than in North (94.9%) and South (94.0%). The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (98.5%), followed by those aged 55-64 (96.1%), those aged 35-54 (91.7%) and those aged 16-34 (77.4%).

For the second statement ('they use clear language'), Figures 46 and 47 (see pages 98-99) show that 412 respondents (65.9%) agreed and 165 respondents (27.4%) strongly agreed. 4 respondents (0.6%) disagreed and only 2 respondents (0.3%) strongly disagreed. 36 respondents (5.8%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree'. The proportion of male respondents expressing an overall positive response (95.5%) was slightly larger than the equivalent proportion among females (91.1%). The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller in South (94.4%) and North (93.4%) than in Central (91.7%). The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (99.3%), followed by those aged 55-64 (95.5%), those aged 35-54 (92.1%) and those aged 16-34 (77.4%).

Responses to the third statement ('the charts and graphs are easy to understand') also followed this pattern. Figures 46 and 47 (see pages 98-99) show that 405 respondents (65.2%) agreed and 160 respondents (25.8%) strongly agreed. 9 respondents (1.4%) disagreed and only 2 respondents



(0.3%) strongly disagreed. 45 respondents (7.2%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree', and there were no major differences between overall levels of agreement in different areas of the city. The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (94.7%), followed by those aged 55-64 (94.4%), those aged 35-54 (89.7%) and those aged 16-34 (77.4%).

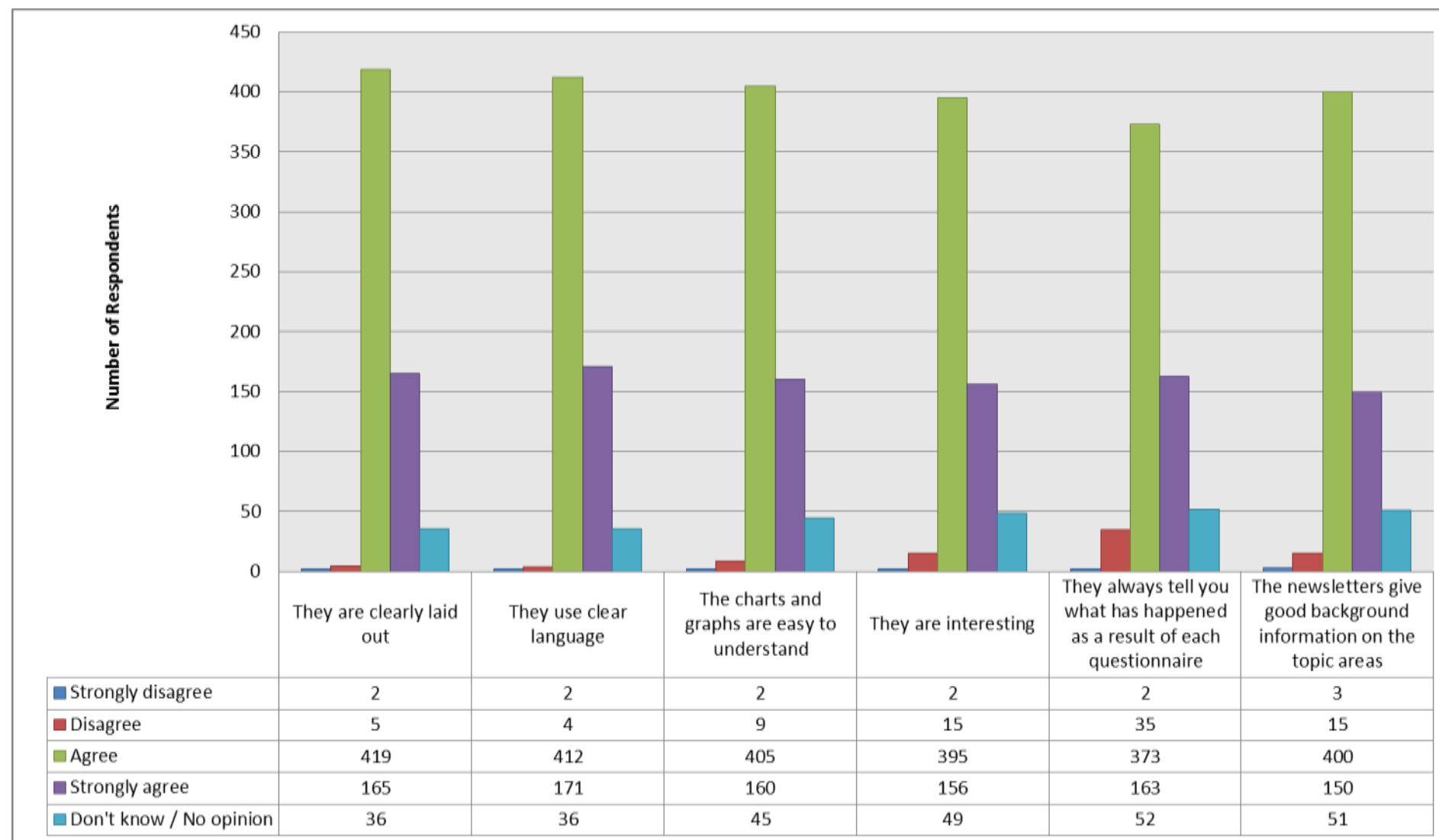
In relation to the fourth statement, ('they are interesting'), Figures 46 and 47 (see pages 98-99) show that 395 respondents (64.0%) agreed and 156 respondents (25.3%) strongly agreed. 15 respondents (2.4%) disagreed and 2 respondents (0.3%) strongly disagreed. 49 respondents (7.9%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The most popular response in each neighbourhood area was 'agree'. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was slightly smaller in Central (86.2%) than in North (91.2%) and South (90.4%). The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (97.0%), followed by those aged 55-64 (92.1%), those aged 35-54 (87.1%) and those aged 16-34 (73.8%).

For the fifth statement ('they always tell you what has happened as a result of each questionnaire'), Figures 46 and 47 (see pages 98-99) show that 373 respondents (59.7%) agreed and 163 respondents (26.1%) strongly agreed. 35 respondents (5.6%) disagreed and only 2 respondents (0.3%) strongly disagreed. 52 respondents (8.3%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was again slightly smaller in Central (82.8%) than in North (87.8%) and South (86.1%). The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (91.2%), followed by those aged 55-64 (87.2%), those aged 35-54 (85.5%) and those aged 16-34 (69.4%).

Figures 46 and 47 (see pages 98-99) show that in relation to the final statement ('the newsletters give good background information on the topic areas'), 400 respondents (64.6%) agreed and 150 respondents (24.2%) strongly agreed. 15 respondents (2.4%) disagreed and only 3 respondents

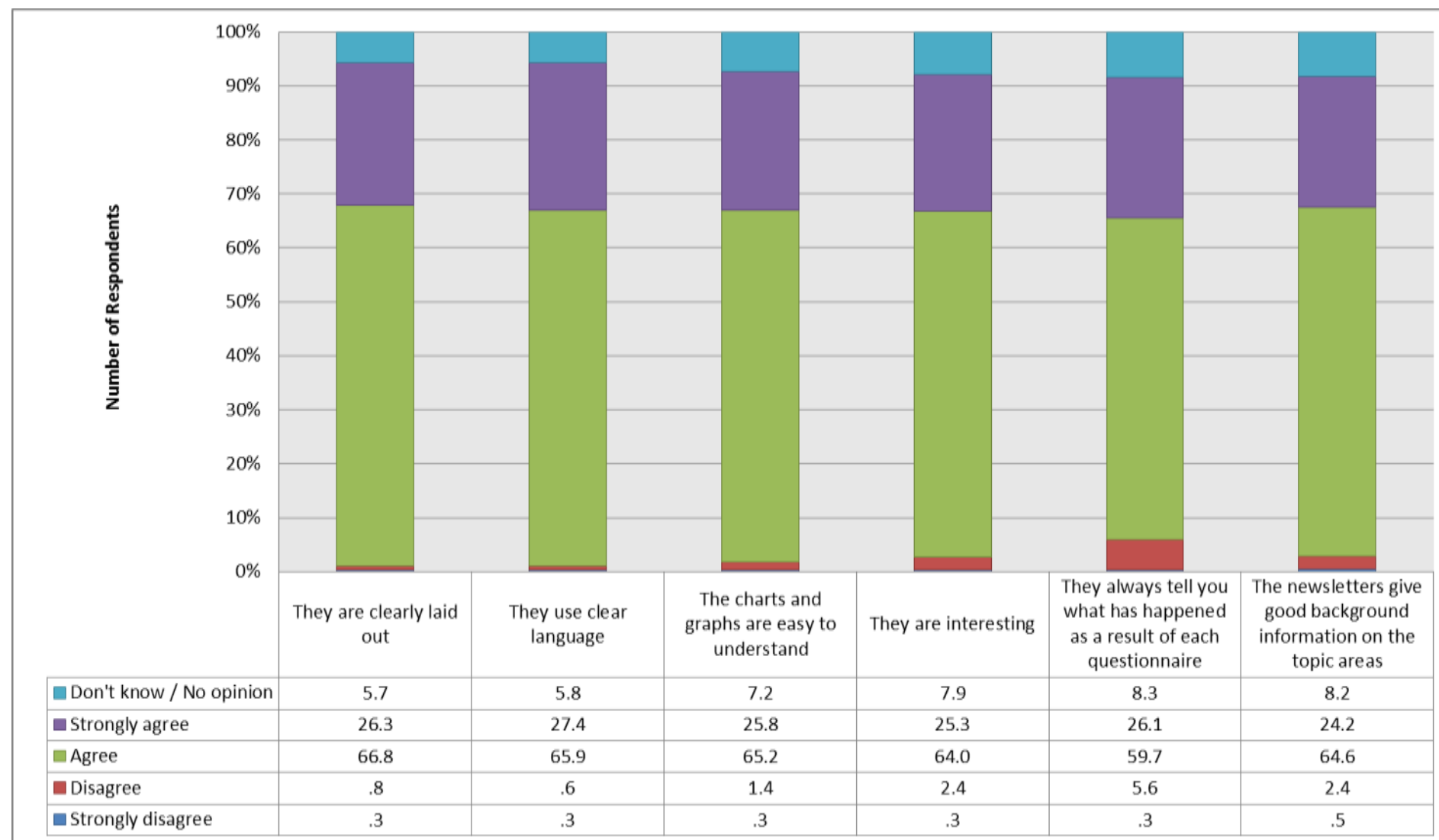
(0.5%) strongly disagreed. 51 respondents (8.2%) selected the 'don't know / no opinion' option. The most popular response among both male and female respondents was 'agree', and there were no major differences between overall levels of agreement between males and females. The only major difference in relation to overall levels of agreement in different areas was that the proportion of respondents providing either an 'agree' or 'strongly agree' response was again slightly smaller in Central (86.8%) than in North (89.6%) and South (89.6%). The most popular response in each age-group was 'agree'. Levels of overall agreement with the statement were highest among those aged 65+ (94.0%), followed by those aged 55-64 (92.0%), those aged 35-54 (88.8%) and those aged 16-34 (67.7%).

**Figure 46: Please can you indicate the extent to which you agree or disagree with the following statements about the newsletters.**



**Base = multiple**

**Figure 47: Please can you indicate the extent to which you agree or disagree with the following statements about the newsletters.**



**Base = multiple**

The next question asked panellists for any other comments about the newsletters. The responses provided have been aggregated thematically below in Table 18 (see page 101). The table shows that of the 77 panellists who provided a comment, the most popular type was one of general approval of the newsletters (13 respondents; 16.9%). 12 respondents (15.6%) left comments saying that the feedback provided by services was too general and/or political, and insufficiently detailed, particularly in terms of the real-world service delivery impact of panellists' responses. 10 respondents (13.0%) said that they never read the newsletter and 9 respondents (11.7%) said that they don't receive the newsletter. Each of the remaining response categories was mentioned by no more than 3 respondents. Nevertheless, they are still included in the table below, whilst the full list of 'raw' responses is also provided in Table 33 (see Appendix C, pages 137-139).

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 18: If you have any further comments about the newsletters, please note them below.**

Response	Respondents	
	Count	%
General approval	13	16.9
Less general, more detailed and tangible info. on impact of CV	12	14.3
I don't read the newsletter	10	13.0
I don't receive the newsletter	9	11.7
Newsletter email should contain links to previous surveys etc.	3	3.9
More survey-specific information on CPP website	3	3.9
Provide more long-term feedback (e.g. 1-2 years after)	2	2.6
The newsletter is too long	2	2.6
The newsletter has a good balance of content	2	2.6
The newsletter is overly simplistic	2	2.6
I didn't know about the newsletter	2	2.6
It's good to see the impact of my contribution	2	2.6
A newsletter with fewer colour pictures would be cheaper	2	2.6
The difficult issues are often glossed over	2	2.6
The graphs provided are very helpful	1	1.3
Newsletters should only be sent to panellists who 'optin'	1	1.3
I prefer the paper copy of the newsletter	1	1.3
The newsletter is well designed	1	1.3
I would like more background info. on the topics in newsletters	1	1.3
More info. on service performance <u>before</u> answering questions	1	1.3
The newsletter can be a bit dense	1	1.3
More detail is needed in the newsletter	1	1.3
Obtain feedback from political representatives too	1	1.3
N/a	14	18.2

**Base = 77 respondents**

Panellists were subsequently asked (using a scale of 1-10) to indicate their level of satisfaction or dissatisfaction with the Citizens' Panel over the last year (or less, if they have only recently joined the panel). The responses received are provided below in Figure 48 (see page 103), which shows that the most popular responses were '8' (188 respondents; 29.6%), '10' (121 respondents; 19.1%) and '9' (102 respondents; 16.1%), followed by '7' (101 respondents; 15.9%), '6' (57 respondents; 9.0%) and '5' (51 respondents; 8.0%). Very few panellists provided a '1', '2', '3' or '4' rating.

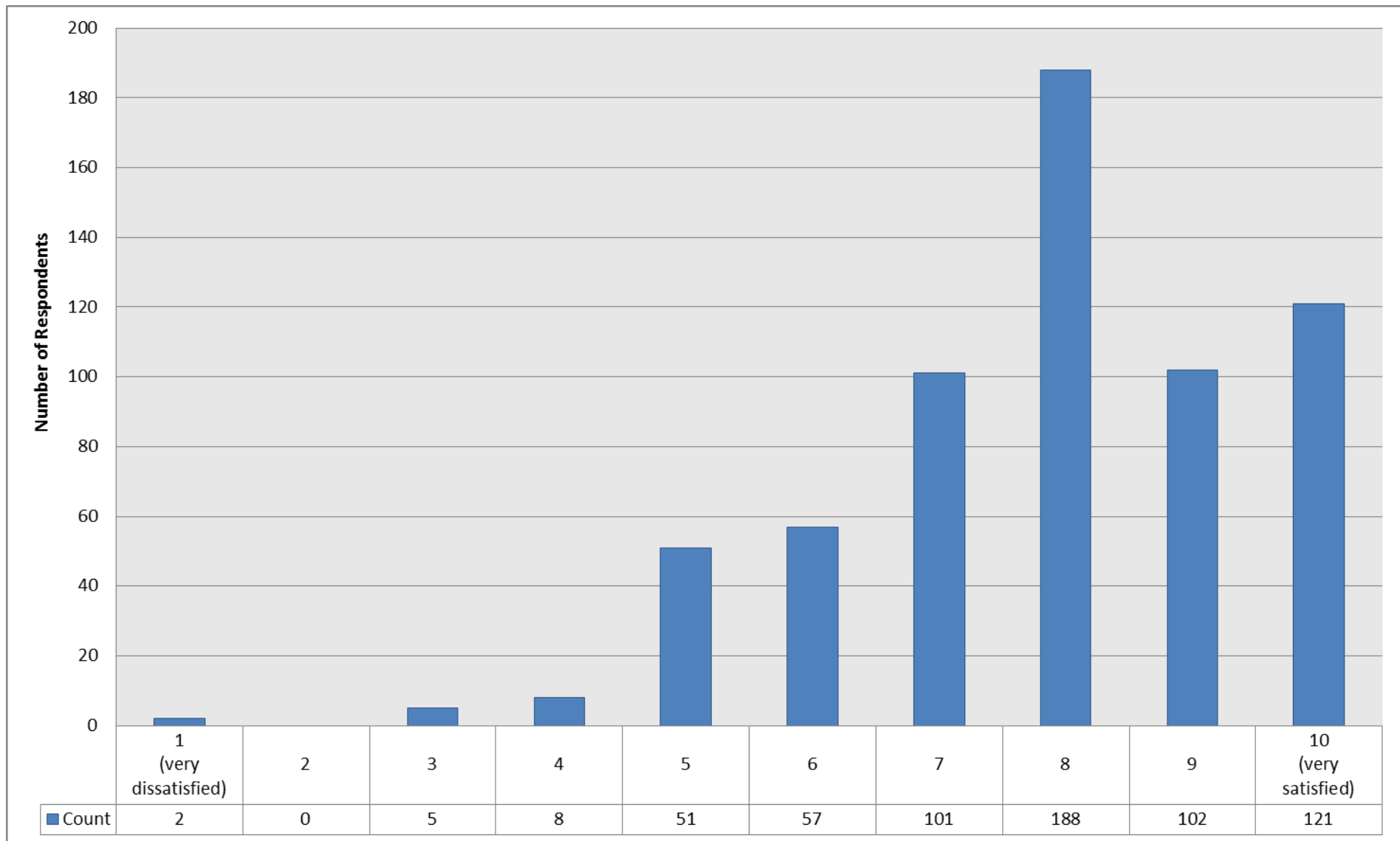
There was virtually no difference between the responses received from male and female panellists. The most popular response for each gender was '8' (28.2% of males vs. 29.8% of females). If we look at aggregated levels of dissatisfaction (i.e. compounding all of the '1', '2', '3', '4' and '5' scores), we see that there is very little difference (11.4% of male respondents, compared to 9.4%

of females). Similarly, there was very little difference in terms of aggregated levels of satisfaction (i.e. compounding all of the '6', '7', '8', '9' and '10' scores), with 88.6% of males expressing some degree of net satisfaction compared to 90.6% of female respondents. Also noteworthy is the fact that a larger proportion of females (23.6%) than males (13.7%) selected the '10 – very satisfied' option.

There was also virtually no difference between different neighbourhood areas. The most popular response in each area was '8' (29.8% in North, 29.3% in Central and 30.1% in South). Overall levels of satisfaction showed little variation across the three areas (89.8% in North, 90.4% in Central and 88.9% in South), as did overall levels of dissatisfaction (10.2% in North, 9.6% in Central and 11.1% in South).

'8' was also the most popular response in each age-group (24.2% of those aged 16-34, 30.5% of those aged 35-54, 28.5% of those aged 55-64 and 43.4% of those aged 65+). Overall levels of satisfaction were lowest among those aged 16-34 (83.9%), but showed little variation in the 35-54 (90.7%), 55-64 (89.4%) and 65+ (90.8%) age-groups. Conversely, overall dissatisfaction was highest among those aged 16-34, with 16.1% of this age-group registering a '1', '2', '3', '4' or '5' response, compared to 9.3% of those aged 35-54, 10.6% of those aged 55-64 and 9.2% of those aged 65+.

**Figure 48: On a scale of 1-10 (where 1 is very dissatisfied and 10 is very satisfied) overall, how satisfied or dissatisfied have you been with the Citizens' Panel during the last year (or shorter if you only recently joined the panel)?**



**Base = 635 respondents**



The final question in this edition of the City Voice asked panellists for any comments or suggestions they may have on how to improve the City Voice. The responses provided have been aggregated thematically below in Table 19 (see page 105). The results show that the most popular response related to uncertainty over the impact the City Voice has in tangible terms, and a desire to see more evidence of impact from the services/departments responsible for specific topics (19 respondents; 24.1%). After this, the most popular response was one expressing general approval of the work done by the City Voice (13 respondents; 16.5%). 5 respondents (6.3%) expressed appreciation for the way that the City Voice allows them to keep abreast of what's happening in the city. 3 respondents (3.8%) said that they would like to see a get-together being arranged for panellists, whilst an identical number (3; 3.8%) said that the City Voice questionnaire should be published in a smaller physical size for convenience and/or cost reasons. 3 respondents (3.8%) also said that cheaper paper stock should be used for City Voice publications in order to save money, whilst the same number of respondents (3; 3.8%) said that they would like to see more topical issues covered in the City Voice. Each remaining response was provided by fewer than 3 respondents. 17 panellists (21.5%) provided a response which was not relevant to the question at hand. Once again, the full list of 'raw' responses is provided in Table 34 (see Appendix C, pages 140-143).

As this was an 'open response' question, we are not able to disaggregate the results by gender, neighbourhood area or age-group.

**Table 19: If you have any other comments or suggestions for improvements, please note them below.**

Response	Respondents	
	Count	%
Unsure what impact CV has	19	24.1
General approval	13	16.5
Helps me keep abreast of what's going on	5	6.3
Hold another panellist get-together	3	3.8
Smaller physical size	3	3.8
Use cheaper paper	3	3.8
More topical issues	3	3.8
Comments box	2	2.5
Opt-in system for newsletter	2	2.5
Many topics do not affect me directly	2	2.5
Concerned about skewed demographics of panel	2	2.5
Make it more interactive - focus groups, interviews etc.	2	2.5
CV should be given direct policy feed-in to Council work	2	2.5
Specific topic suggestions	2	2.5
More depth to the subjects covered	1	1.3
Emphasis on service improvement	1	1.3
Confirmation e-mail when submitting online	1	1.3
More info on how data is kept and used	1	1.3
Good to see impact of contribution	1	1.3
Consult Community Councils for potential topics	1	1.3
Too long between completing survey and receiving feedback	1	1.3
Give panellists option of suggesting topics	1	1.3
Shorter surveys	1	1.3
Stop paper surveys altogether - too costly	1	1.3
Return envelope should be the same size as the questionnaire	1	1.3
Get panellists to write articles etc. for newsletter	1	1.3
Fewer repeat topics in surveys	1	1.3
More feed-in from other agencies	1	1.3
Use pie charts rather than graphs	1	1.3
Tick boxes don't always reflect my opinion	1	1.3
Completely anonymous surveys in future	1	1.3
N/a	17	21.5

**Base = 79 respondents**

## SERVICE RESPONSE

The questions asked in the 29<sup>th</sup> City Voice were our first attempt at trying to measure how well the City Voice is performing. It is really important that we understand and act on our panellists experiences of being involved with the Panel and critically assess what we are doing right, and what we could be doing better! The questions were designed to give us lots of rich data on your personal experiences of the panel, as well as provide us with some baseline information that we can use to monitor our progress in the future.

We are really happy that the vast majority of you feel that the length and frequency of the questionnaires and newsletters is 'about right'. Interestingly, about 70 panellists (roughly 10% of respondents) would like more questionnaires. This gives us some interesting food for thought in regards to panellists being involved in further consultations or 'offshoots' of the City Voice. It was great to hear that generally, satisfaction with the language, clarity and format of the questionnaires and newsletters is very high but this doesn't mean we ignore the minority that didn't feel this way. It was interesting to note that in regards to the questionnaire, the lowest performing categories were about the subject matters being of little interest to the panel. The City Voice covers a wide and extensive range of subjects but we need to try and ensure that the panel feel they are relevant and interesting. With regards to the newsletter, the lowest satisfaction was with the statement 'they always tell you what happened as a result of each questionnaire'. We need to make sure that we raise this with our question submitters so they provide more detailed and tangible information in the future. You also commented that it would be good to hear about the results in the longer term so perhaps we could incorporate this type of feedback into future editions.

Finally, as well as the 'box ticking' questions, you provided some very insightful and useful comments on the City Voice. This has given us loads of ideas for future improvements and we will be discussing this at future City Voice meetings and deciding how we can take these forward.

On behalf of the City Voice Editorial Board and all the Community Planning Partners who have used it, I would like to say thank you for your continued support!

**Tom Snowling**

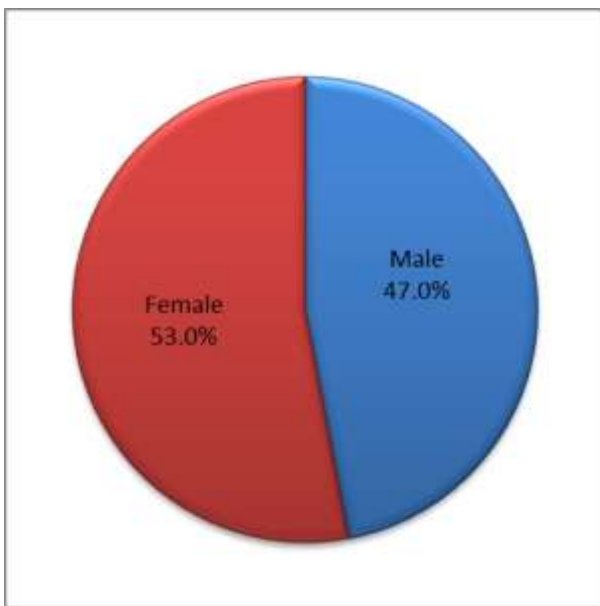
**On behalf of the City Voice Editorial Board**

## **APPENDIX A: OVERVIEW OF RESPONDENTS' CHARACTERISTICS**

This section contains a brief overview of the different demographic characteristics of respondents to the survey.

In relation firstly to gender, a breakdown of respondents is provided below in Figure 49. The results show that a majority of respondents to this particular survey (53.0%) are female, whilst 47.0% are male.

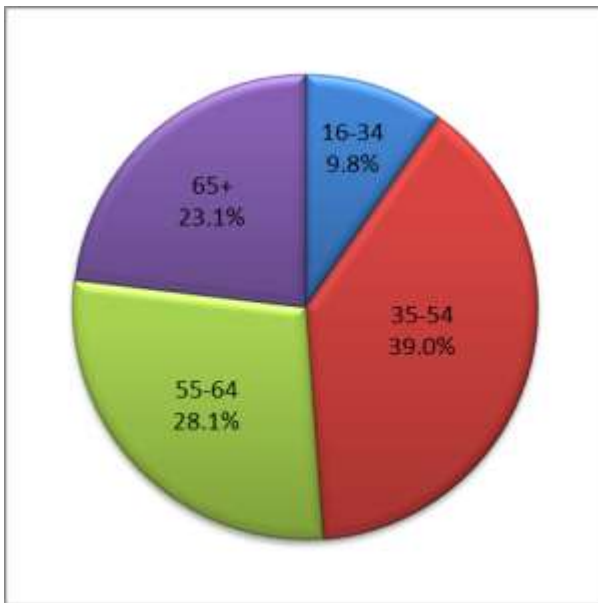
**Figure 49: Gender breakdown of respondents**



**Base =666respondents**

Secondly, Figure 50 (see page 108) shows that when considering the age-group to which respondents belong, the greatest share of respondents are aged 35-54(39.0%), followed by 55-64 (28.1%) and 65+(23.1%). Those aged 16-34 constituted the smallest group of respondents (just 9.8%).

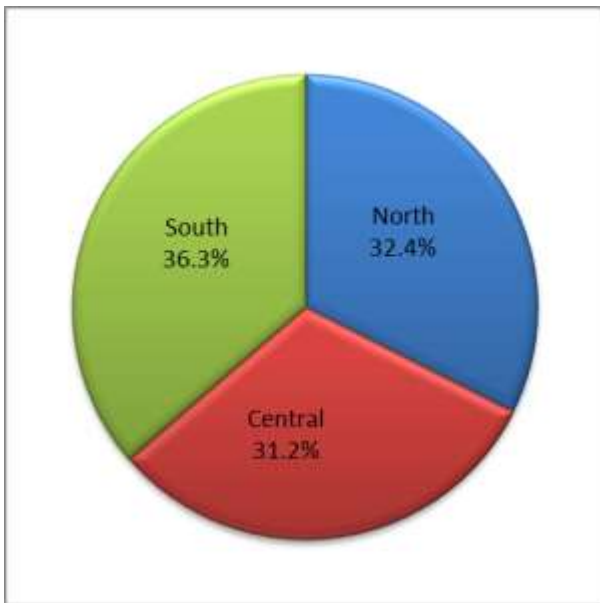
**Figure 50: Age breakdown of respondents**



**Base = 666 respondents**

It is also possible to identify the area of the city in which respondents live. The results are provided below in Figure 51 (see page 109), which shows that there is a relatively even spread of respondents across the North, South and Central areas of the city. The largest share of respondents live in South (36.3%), followed by North (32.4%) and Central (31.2%). The increase in representation in the North of the city in both City Voice 28 and 29 is encouraging, given the previous trend of under-representation in this part of the city. This suggests that the targeted efforts made by the City Voice Co-ordinator to increase representation in these neighbourhoods has resulted in a more even balance between North and Central, although – as with previous editions – the greatest share of respondents is still found in the South of the city.

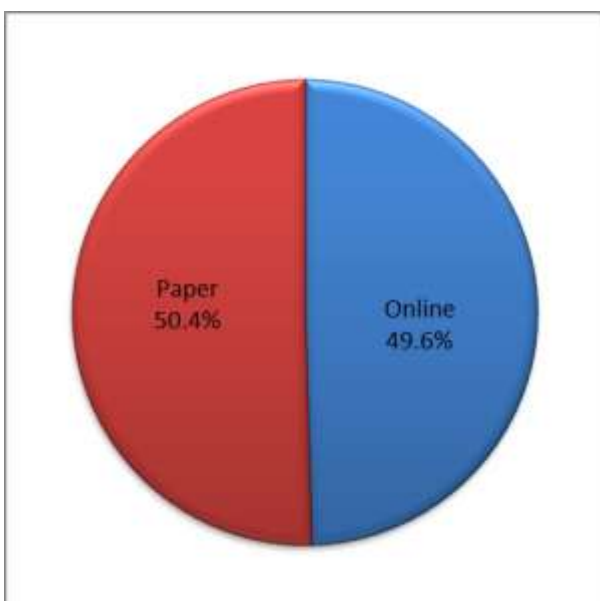
**Figure 51: Neighbourhood breakdown of respondents**



**Base = 666 respondents**

Finally, we consider the distribution of the two different methods available for completing the survey. Figure 52 below shows that a very large minority of respondents (49.6%) completed their survey online, whilst a very small majority (50.4%) returned the paper copy. Compared to the equivalent results from City Voice 28, the proportion of panellists completing their survey online increased by 1.2%. This is likely to increase further in future: with 18 panellists requesting a move from paper to online surveys in the final section of this edition of the City Voice, the next edition (City Voice 30) may be the first in which a majority of responses come from the online version of the survey.

**Figure 52: Survey Response Type**



**Base = 674 respondents**

## **APPENDIX B: CROSSTABULATED OUTPUT**

This section contains tables for some of the questions we have crosstabulated. In particular, we use this section to provide tabulated output for the questions whose complexity makes a detailed in-text discussion difficult.



**Table 20: How well informed do you feel you are on population changes (e.g. older population, more people with long term health conditions)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	15.6	12.9	14.8	23.3
Quite informed	54.7	53.1	54.6	46.7
Very informed	29.7	34.0	30.6	30.0

**Base = multiple**

**Table 21: How well informed do you feel you are on increasing public health challenges (e.g. obesity, physical inactivity, alcohol misuse)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	9.4	5.8	9.3	14.2
Quite informed	57.8	53.3	51.9	54.7
Very informed	32.8	40.9	38.8	31.1

**Base = multiple**

**Table 22: How well informed do you feel you are on financial pressures (e.g. budget constraints, costs for new treatments)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	20.3	14.5	14.8	24.5
Quite informed	56.3	49.4	60.7	52.4
Very informed	23.4	36.1	24.6	23.1

**Base = multiple**

**Table 23: How well informed do you feel you are on buildings and equipment (e.g. maintenance of old buildings not suitable for modern healthcare)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	42.2	35.0	31.5	46.6
Quite informed	45.3	45.1	52.7	40.5
Very informed	12.5	19.8	15.8	12.8

**Base = multiple**

**Table 24: How well informed do you feel you are on staffing (e.g. aging workforce, recruitment difficulties for some jobs)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	48.4	36.6	41.5	44.5
Quite informed	42.2	45.5	43.2	43.8
Very informed	9.4	17.9	15.3	11.6

**Base = multiple**

**Table 25: How well informed do you feel you are on increasing public expectations (quicker access, availability of treatment)?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	25.0	23.8	29.0	32.4
Quite informed	62.5	55.1	54.6	51.7
Very informed	12.5	21.1	16.4	15.9

**Base = multiple**

**Table 26: How well informed do you feel you are on advances in technology and new drugs?(% by Age-Group)**

Response	Age Group			
	16-34	35-54	55-64	65+
Not very informed	42.2	31.3	36.6	31.5
Quite informed	50.0	49.6	47.0	54.8
Very informed	7.8	19.1	16.4	13.7

**Base = multiple**

## **APPENDIX C: 'RAW' RESPONSES – TABULATED OUTPUT**

This section contains 'raw' tabulated output for questions to which 'open' responses were invited. Whilst every effort is made to aggregate panellists' responses thematically, on some occasions it can be useful to see the entire list of responses provided by panellists.

Please note that in some cases the number of entries recorded for each question may exceed the number of 'other' entries cited in the appropriate discussion of the question in the relevant report sections above. This is because in many cases, our analysis finds that 'other' answers can be correctly attributed to one of the existing response options for the question at hand, rather than being treated as an 'other' answer. The responses provided in this section do not take this into account, and represent the entirety of the data before any categorisation, aggregation, redistribution or redaction.

**Table 27: If yes, what type of work was done?**

Response
Assisting in Charity Warehouse sorting out food/donations for giving to those in need.
Assisting with shopping for sheltered housing residents
charity bag collection
Clean up a beach on north bank of Donmouth. Bulb planting in Seaton Park
Clearing litter by side of A90.
Clearing sand on the beach promenade
Clearing up litter.
Collecting litter
Community bus to Asda @ Bridge of Dee.
Community bus to supermarket. Footpath near mastrick c/centre.
Deliver Community Council Newsletters to residents.
Delivering leaflets, tidying of park.
Excavation work
Fernielea Bridge repainted.
Garden work and painting
gardening
Gardening
Gardening
Gardening / cleanup
Gardening and painting of railings.
Gardening etc.
Gardening, I live close to a local park and have seen young lads working there.
gardening, cleaning streets
Gardening.
Helped with beach clean up.
I do not know.
I noticed vegetation removal and tidying of the Deeside Railway Cycle track
Litter removal.
most of that described
Over 55's mens group organised a 'Backies Project' cleaning and painting/repairing childrens play areas in Seaton. They are now replacing & repairing chutes and chairs.
Painter work
Painting
Painting and decorating work, and furniture removal for a local charity.
Painting and tidying buildings.
painting church
painting local tennis court
Painting of a school building.

park maintenance/ snow clearing
Path clearing
Repainting outside of Culter Heritage Hall & of benches inside.
Repainting St Peter's Heritage Hall in Culter.
Rubbish collecting; Helping my old neighbour move house.
Shoppers bus for elderly & disabled.
sports funding
Stewart Park tidy up of broken liquor bottles.
Tidying up local woodland area
Unsure.

**Base = 47 respondents**

**Table 28: Where did it take place?**

Response
?
A90.
Albury Sport centre
Allotments.
As above.
at Duthie Park
At various points along the line
Balmoral Court.
Bridge of Don
Bridge of Don beach north of river Don.
City Centre
Cove
Culter Heritage Hall.
Cults, Bielside, Milltimber& Culter
Danestone
deeside
I know one of the co-ordinators/supervisors - so not sure exactly
in church!
In the bridge of don area
Inverurie.
Kingswells
Kingswells area
Manor park area
Mastrick Close
Old Machar academy area.
On my street.
On the lower promenade along the beach front
Once a week pick up.
Quarryhill court.
Seaton
Seaton Park
Seaton Park and St Machar Cathedral.
See above - Donmouth and Seaton Park.
Somebody cares.
St Machars cathedral
Stewart Park, Hilton Road.
Stewart Park.

Stewart park/ ?
Stocket Grange
The Stewart Park.
tillydrone area
Torry Outdoor Sports Centre
UTG
verges, roads, etc
Via court system.

**Base = 45 respondents**

**Table 29: Thinking about the options below, which 2 types of unpaid work would be most beneficial to your local area? ('Other' responses)**

Response
All of these sound good. Choice should depend on what type of person this is and who will supervise them.
As these are all done by paid employees they should be made to work in the Community doing anything which is needed.
Assist Council workers to cut costs eg - work alongside employees on bin lorry collecting refuse
Beach clean up.
Beach cleaning.
Beach clearing. Surely most of the above is done by paid employees so that leaves few options.
Church's need help from the community also.
clean chewing gum or snow from pavements
Clean roads when its snow and ice in winter and clean beaches including balmadie
Clean roads signs & remove foliage in summer around signs.
cleaning up dog mess @ dumped rubbish
Clearing snow from footpaths.
Clearing street grids so that when it rains the water can run away.
collecting nails and screws from car parks, especially DIY car parks
Could help elderly people clear their garden.
Could help out those in paid employment to get things done quicker & make out city tidier !
cutting grass etc for people in old folks houses
Doing gardening work for pensioners and disabled people.
Fish, fruit & vegetables sold to residents every Friday morning at keen prices from community STAR flat 14a Seaton Drive by volunteers of STAR com.
Flytipping removal.
Gardening for elderly.
general street sweeping
Giving talks on why offended as warning.
Graffiti / Flyposting removal.
graffiti removal . Note: the litter removal in Seaton Park is only done to a basic level and help would be useful.
Grass cutting along sides of paths & tracks.
Help at schools/ Help at community seervices.
Help fill potholes on our roads and grit the paths in the winter
help housebound with garden maintenance if they wished it. Clean the streets of chewing gum --- for those who offend in that way , or litter pick/ dog mess clean up similarly.
Helping the elderly maintain gardens
Helping to remove grafitti, chewing gum on pavements.
Invasive species removal. Such as rhododendron and cherry lorrel (environmental project not carried out by council in most cases of infestation)
Litter removal but also general sweeping of pavements, including winter treatment



Looking after public toilets in order to keep them open or reopen closed ones
maintenance community plants
maintenance of periwinnes moor
Maintenance of small potted plant areas in front of tenements which are a mess
needs some thought, but any task that would connect them to a visible improvement to instill pride/achievement and a visible change/benefit to the community, in this regard I favour d) above but widened to general public space improvement tasks, possibly suggested by communities themselves
None, wouldn't want them in area
picking up dog mess and safely disposing of it.
Picking up dog mess.
Picking up litter and dog dirt.
Pruning of lower branches of trees eg Thomson St - near the sheltered housing. Landscaping - again top of Thomson St.
Removal of dog mess, clean up beach etc
Remove dog mess.
Schools outdoor areas improvement like Hazlewood school, gardening at schools.
Shopping for housebound.
Shoveling snow in the winter.
Snow clearance.
Snow clearing and keeping pavements and public walkways clear of ice.
Snow shovelling when needed !
Surely all these options are paid jobs for which there are already council employees?
Sweeping street regularly, painting lampposts. Washing road signs especially on trunk roads so that the signs can be read.
Taking out hospital patients or house bound people in wheelchairs, as in Norway.
Tending planted trees ie freeing them from ties/netting etc. When mature it appears to me that paid employees are not doing this work.!!!
The woods on Hilton Road tidied up.
These jobs should be done by paid employees. CPO should add value to normal services.
Training to become useful - possibly, employable citizens.
Visiting people who live alone also getting prescriptions from the doctor.
Weeding and tidying of verges of undefined ownership (egDevanha Terrace - no-man's land).
weeding beach sands and retainer walls and litter and stones removal
Weeding of road verges.
Weeding pavements.
What do we pay council tax for ?

**Base = 64 respondents**

**Table 30: Which of the following initiatives do you think could help to reduce reoffending? ('Other' responses)**

Response
Address attachment issues for folk from abusive backgrounds - ie poor parenting.
Addressing underlying mental health issues.
Adequate resourcing or supervision.
As well as 'shock ' tactics by showing people the impact of their actions they also need to explore why they have behaved in the manner in which they did. Perhaps they need to take time to look at themselves using strategies which encourage engagement with oneself- mindfulness sessions, creative exploration of self through art??
Attend Community Council meetings.
Benefits should only be paid in return for work done. Nobody should get something (money) for nothing.
By having something like a "boot camp" where basics respect for themselves and others could be learned through work. To help offenders realise how their actions affect their victims.
Cat of 9 tails.
Dealing with peer or family pressure to offend and giving offenders the confidence to show them they can achieve for a better life, don't let them ring fence themselves into thinking offending is all they can do.
Double the sentce each time till they get it that their behaviour isn't acceptable
Early intervention at school to identify early signs of troubling behavior to allow remedial action to be taken. Probably more a national government responsibility.
Ensure that the work they are given is done and supervised properly
Find out why people offend or reoffend !!!
Generally activities which involve the individual in their community with an aim to improve their empathy for others and foster a feeling of being a part of the community.
give out stiffer penalties for reoffending
Give people a sense of achievement & self worth.
Giving people outlets to express themselves or having spaces for playing sport etc.
Help people less fortunate - in hospices, with dementia, disabled etc.
Help people understand their communities, espeially its vulnerable members, and the costs of providing services.
Identify offenders (ie tabard).
If possible remove the offender from their environment/ peer group.
imprioveself esteem - eg community radio/ arts projects/social skills , etc
Improve parenting skills. harsher penalties for repeat or serious offending
Improve social skills.
Improving understanding of community responsibility.
Involvement in local volunteer groups of their choice.
Let them go and visit care homes, old people in care etc.
Links between young and elderly.
Maintenance of local infrastructure - paths - foilage, litter.
Make the work so difficult and unpleasant that it will deter them from re-offending.
mentoring during CPO by strong role models

Moral education, like we used to get in school as part of religious and moral education but more focus on the moral aspects. Counselling? Maybe even training to be a counsellor to others that get into trouble.
National service.
None as I see it being no deterrent whatsoever!!
nothing
Offenders need to value themselves and find alternative ways to gain status other than offending. Real employment and education is the key.
Physical activity. Experience going home after a good days work and completing the task. Simple but in a lot of cases this good feeling of achieving something is a reward that they can try to experience again.
Properly supported living opportunities, linked to benefits etc,
Provide paid work at trainee level
Providing less benefits so they have an incentive to take pride in themselves and try different schemes.
Raises awareness of civic responsibility.
Relate CPO's directly to victims if possible.
Someone to talk to.
Stiffer prison sentences.
Take a stick to them !
The offenders should be made to clean up litter, help remove fly tipping, gritting paths in winter, help with filling in potholes on the roads, also these payback orders should include children who misbehave at school or who are a problem to society and known to be made troublemakers by the police and I don't just mean they do it once I am talking about years of punishment until they can prove they are no longer a problem to society and get jobs to contribute and take pride in the city rather than turning into the current mess it is at the moment
They need to feel valued.
They should be offered help relative to them, not just 'help with alcohol/drug issues'. They should also be offered responsibility to help other from taking similar paths.
Training in how to budget. Basic domestic skills.
try a hobby" opportunities.
Volunteering when they have been proven to be trustworthy.
Would help with communication skills and forming relationships.

**Base = 52 respondents**

**Table 31: Do you have any other comments about Community Payback Orders?**

Response
1) Sweeping up leaves from paths (public paths) - as once they fall they get soaked, ice over and become slippery for walking on. 2) Also clearing of pavements manually in residential areas from snow & ice.
A good idea if properly organised and run. They need to be monitored and trained so work given is done to a high standard.
A monthly report on the amount and efficacy of Payback work should be published on the council website.
A total of 103,328 hours of unpaid work was done, but how many hours were given to offenders and not done.
Agree with community based work but how will repeat minor offenders be punished if they have already participated in this and it has obviously not been a deterrent. More resources for tackling other problems to do with literacy/numeracy/drugs/alcohol needed
All depend of the person involved. Do they feel any remorse in what they did ? Do they really think they are "paying back" ? The one's I've met have been very helpful.
All offenders should be given a prison sentence, it is supposed to be a punishment for their crimes.
All whom are given it should be made to carry it out.
Any work undertaken in the Community would have to be supervised, and done with in a short time after the order had been placed. Would the council have the workforce to oversee an increase in this type of order.
apparently is quite difficult to arrange tasks that offenders can be allocated to due to restrictions on the kind of projects that can be undertaken
Are all Community Payback Orders carried out and monitored ?
Are old vulnerable people at risk from those who don't comply and re-offend ? Safety if offenders know the vulnerable person and layout of their home !having gained trust - !
Are they enforced or just forgotten about.
As guilty person they should not assist shopping for sheltered housing tenants (Q4e).
As long as they do the community service as given out
As to q6 that depends on the frequency of the crimes committed by the individual
Better supervision
But who checks the community based work is done & done to acceptable level ???
Can they always be guaranteed to be carried out under supervision.
Citizens should be more aware of offenders carrying out Community Payback Orders and they should be made to wear identifiable clothing. More funds should be made available for supervision to ensure they are actually working productively.
Clearing snow from pavements during the winter.
Community based work appears to work in other countries eg. Denmark so should at least be trialled / extended in the UK
Community Payback Orders should be in conjunction with curfews and tagging should be used.
CPO is good for very minor offences but prison should be the ultimate threat for anyone who breaks the law.
CPO looks like a tick box program
CPO should be well supervised so that it is beneficial & not just an easy option.
CPO,s should be used a lot more with more city projects added to the program This would help the city council save money and rehabilitate offenders
CPOs are an essential part of the criminal justice system. However, it is equally essential that

projects are set up for so-called high risk offenders too in order that they can break out of their cycle of offending. For instance, rural prisons ought to require offenders to work on secure farms. The therapeutic effects of this could be incredibly beneficial to all in society.
Currently there is lack of visibility of work being done - would be good to publicise achievements of the community payback orders.
Define lower risk ! What is one persons lower risk will not be anothers !
Depends on the crime.
Do they work?
Don't believe that the payback service is meaningful in terms of the medium term effect on the communities and offenders.
Don't know how individuals under CPO's are identified so wouldn't know if they were 'doing payback' work if I was to see them. Maybe some more info on this could be made available or information in next voice on how to obtain info.
dont do the crime if you do the do the time
Enforcement must be absolute.
Ensure CPO are attended & a level of good standard of work is achieved.
Ensure that offenders complete the hours beach cleaning - remove recyclable material & plastics & stuff from oil related vessels.
ensure that they do have to complete the hours
Everyone should be made to wear bright orange suits so everyone knows who and who they are.
feedbak on how effective it is. Research the number of offenders who re-offend after getting a CPO and feedback to offenders for the good work they do.
Find out the reason people do offend.
From what I have heard you need more staff to cope in making sure CPA's are carried out as quickly as possible. I also think all CPA people should wear a sash/tunic or similar to let the public know that they are doing CPA's.
From what I have read very few offenders actually carry out realistic payback work - very often they stand around to fill in their day or there isn't appropriate work for them to carry out. Having been a victim of crime I want to know that these people are paying for that crime in some way and made to understand how there actions affect their victims. Unfortunately so many of them do not care - that is why they carry out the crimes in the first place.
Generally feel they are a good idea as many people need to face up to their actions but also need to have the time to work out the whys of their actions.
Germany do make offenders of crime etcie farms work cleaning streets as example at weekends if working.
Give list to community council of what has been done in their area.
Good idea totaly under resourced. Supervision becomes inadequate see Q5 ask Community Councils 'whats needed in their area?'.
Have never seen evidence of this work.
High risk offenders are an obvious risk to life and limb however continued repeat offending of low level crime can be very disrupting, create fear and mistrust in a community and in the long term is more disruptive than a "one off " incident of an extreme nature
How many actually complete Payback Orders.
How many offenders do not carry out the Community Payback Orders? I believe they have to stop work if it rains and so on or is that just myth ? I think it is viewed by the public as an easy option. I am not suggesting chain gangs but perhaps a true picture of what they actually do should be conveyed to the public.
how soft are the supervisors?
I agree at Q6 but if these LR offenders continue to offend and no input (ie from 5 above) is helping them, then perhaps prison may have to be the next option.
I agree that lower risk offenders should carry out community based work, but they should be

provided with some sort of uniform so that the general public are aware they are Offenders.
I agree that person should not be for FIRST TIME low risk offenders. However, repeat 'low risk' offenders should be viewed differently and the reasons for repeating should be explored.
I agree with CPO's, but for repeat offenders I think prison should be the preferred option if they have already completed CPO's.
I agree,however the perception amongst the general public,myself included, is that the CPOs are looked upon as the easy option and that the offenders are not given a strict enough work programme to work through and that the supervision is often lax and sometimes non-existent. Often a short sharp stint in prison is just what many of these offenders need prior to the CPO. Also, the public need to be aware of the numbers and locations where the CPOs are being carried out and seen to be carried out, then a more favourable response may be forthcoming from the public
I am aware from neighbours that a number of times people wanting to do community service are turned away due to lack of staff
I am aware of them, but not how they impact Aberdeen
I am not aware how local systems work. Would require information on service (discussion group?).
I am not sure of how effectively community based work is monitored and implemented.
I am not sure offenders should be put with vulnerable groups unless they were strictly supervised.
I am unaware of the statistics regarding re-offending etc but this type of work has the advantage of making the offender stop and think while working in creating an improvement as opposed to putting them in prison where they readily identify with a "tribe" of perennial offenders and are likely to join them.
I believe that the UK is too lenient on offenders. Most see prison as a break from paying bills, a holiday even! But I do believe the high risk offenders do need to be locked up. For the community based work - I think it would be good if we could identify these people while they are working in the community - make them feel uncomfortable in the work they are doing, perhaps less likely to re-offend. Striped hi-vis or similar, but different from the usual yellow.
I did not know there was such a variety of projects involved. I have heard that people get credited with hours if they just turn up, whether there is work or supervision or not.
I do not think they are the correct sentence for all offenders
I don't have sufficient knowledge on the subject.
I don't think they are supervised and made to work a full day's work like any paid employee does, they should be bringing a pack lunch with them so that they can work for a decent amount of hours. They should be wearing some sort waistcoat/jacket with Community service on it. Without proper supervision by staff who know how to handle people and make sure they work you are wasting your time.
I don't think they are worth the time effort and money put into them. may be more effective to have them report to an 'education' centre where they have stuff to learn (citizenship?) and assessments to pass before they are excused
I feel a lot of offenders will just go through the motions or working.
I feel CPO's people should be used more to try to keep green spaces in a much tidier state eg The BMX Park beside Cults Primary School is an utter disgrace. It hasn't been cut in about 18mths & no child could play there as they'd get lost in the jungle it has become.
I feel that community payback orders could be effective at reducing reoffending if properly monitored and supervised. However, at the moment I don't have that trust and would be concerned that some offenders see the orders as a joke and either wouldn't turn up or would do little work if they do turn up. I feel that at present that we have no strong way of enforcing the payback orders for more hardened offenders especially.
I feel that outdoor work of a physical nature would be of benefit to offenders. Often drinking and drug taking are "inside" occupations and if people were exposed to the elements more and used up some of their energy in digging, farm work, tree felling etc. they would have less energy left for crime and might even enjoy what they do.

I feel they should be made to pay back to the community they offended in.
I feel they're far more effective than prison if the aim is to rehabilitate rather than punish - which is how it should be.
I have a concern that in many cases the orders are not carried out or are carried out half heartedly. I would feel more positive about these orders if I was sure that the offender carried out the full amount of time actually carrying out work and that if the work was not up to standard it would not count towards the hours to be done. There is a perception that offenders turn up and shuffle around for a few hours. That makes a mockery of the system and benefits no-one.
I have heard that many offenders on CPO's do not serve their full time due to poor administration of the order. For example - one young man was given 200 hours, but only did a proportion of them because supervisors either didn't turn up or didn't know what the offender was supposed to be doing. Time taken waiting around for supervisors to show is deducted from their time without them lifting a finger to do any work. Also, there are some offenders who don't bother to turn up or simply refuse to honour their CPO and do what they're told. The saying is true 'you can lead a horse to water but you can't make it drink'.
I have heard that offenders do not carry out what is expected of them and get off with it. They should pay back vandalism damage by either cleaning up the mess or working unpaid helping (for example a tradesman to fix the damage for 1 year) or pay money for what they have done. This could be paid when they get a job (if under 18) and they start to earn money. Those in work would pay until the debt is paid - could take years, but this ok.
I have not been aware of any in my own area, but I have known folk on such orders who have worked elsewhere, and I have seen them at work, and it seemed to me that both the offenders and the public benefited from the work done.
I have only known one person who has done this, he says it is a disorganised waste of time (In Aberdeen City).
I know nothing really about the scheme but on the occasions I have came across people on it they looked far from happy and with the result little enthusiasm was being shown and I pitied the group leader. Did the offenders choose this task ?
I think it's a great idea... Their would be value in giving people jobs where they could learn skills to help them in the future..
I think part the difficulty is that victims then feel that they have not recieved justice and that this person is still around to reoffend again.
I think that although there are many jobs they could do to help the elderly and infirm, I worry about them having access to the most vulnerable people in the community.
I think that prison perhaps creates further problems for the individual in that they are mixing with other prisoners and offenders, therefore there is a risk that their own offending behaviour worsens. Community payback is a less expensive solution and, as mentioned above, might prove to have a more positive effect on the individual's contribution to community and society.
I think that the offenders should be made to pay for the offences and hit them in their pockets by for the offences they commit and any money they receive in benifits is the first thing because i believe to keep on handing them money would get to them better than anything and if they had no support they wood soon get the message that people have decided that their behavior has to be paid for
I think that they are a good thing but I don't think they should be used to stop the council from having to pay staff.
I think that, well managed, it's an excellent idea. I am a big advocate of Restorative Justice systems; so this is another aspect of helping offenders to understand the effectct/costs of their actions.
I think the CPO's are waste of time & an extremely lenient way of dealing with offenders. It is shocking what the courts are handing out nowadays, that is why they reoffend as they know they will get next to nothing in way of punishment, very disappointed in the judicial system.
I think the system whereby the public can see offenders doing the work as they wear some kind of uniform would be useful - both as a deterrent to other potential offenders and to make the community feel that they are paying something back
I think they are a very good thing instead of the expense of prison & offenders should pay back to the community.

I think this is a very good way of offenders giving back to the community they have offended in.
I think this is an excellent way to improve some of the areas and facilities that have fallen into dis-use from lack of funding, and it gives people a focus to help them stay out of trouble
I think well managed, they are a great model and resources are well placed against them. Perhaps when there is CPO work being done in a community the community could be made more aware of it & of the benefits...finding ways to increase positive dialogues between communities & offenders can only be a good thing. Hard to achieve though.
I understood that many people who have been given CPOs have not completed them, or have not been allocated work to complete them. My knowledge may be completely out of date however. I'm not a huge believer that CPOs are sufficient deterrents to people re-offending. I have never seen anyone who looks like they might be carrying out CPOs.
I used to clean our church windows as volunteer, we often had lads or young men sent to help cut the grass and they didn't always turn up. I'm not sure if they were properly supervised.
I would agree to lower risk offenders receiving CPOs if I was sure that their work was not an easy option and they were well monitored.
I would like the work to be broadly advertised - it seems strange I am not aware of any of it in my area.
I would like them to be reported.
I would like to see Community Payback Orders also targetted at re-training and/or training offenders to help them get useful employment and make them feel useful in society. Also that they could be used then for useful jobs requiring a skill and not dead-end jobs as would appear to be at present.
I would like to see victims ,getting some reenbursement of damage couosed by offender,,not just for the coucils benefit
I'd be interested in whether the scheme is a sucesss.
I'd like to know where information exists about what activities have been carried out on the community by offenders, what the offenders though about it, and whether they re-offend.
I've always struggled to understand why making people do a few days work is supposed to be a punishment. They should be working for a living anyway.
If someone re-offends after doing CPO then perhaps they should face jail.
In general I think it is a good idea. The council should publise it more, with emphasis placed on the community benefits derived from the programme.
In my view these are not managed well and when not fulfilled things are not progressed to the next stage - also there needs to be intervention in addition to carrying out tasks. Also by the time pay back orders are carried out many offenders appear to have been committed.
In principle, it seems a good idea, however, if it was me and all I was doing was picking up litter, I'd soon start feeling I wasn't worth much. Better to give them something they can feel proud of, be it teaching them new skills to build something for the community they live in. Not working in a neighboring community where the won't see the benefit of their work.
Instead of helping the minority eg Painting a fence for an able person who falls under a high age bracket, these offenders should be made to serve the whole community and used to cut Council costs.
Interested to know how many offenders sentenced to CPO did NOT complete CPO's?
It depends on the individual. For lower risk offenders they should be given a choice to do community service. But poor behaviour/attitude and nil response/disrespect should mean jail.
It is a positive move forward.
It is not fair when those who cause alarm are not told how this effect those of us who are not - no one should commit crime of this sort are get away with it
It is not just 'payback' that is important but the chance for the individual to learn and to be supported. Most people get into offending because they are copying from peers, parents, or they don't know how to cope. It doesn't help that society projects that if you are not married with 2 children, dog, and car, you are a failure. If you feel a failure and have no hope, there is no reason to stop you re-offending. 'Society can be judged by the way it treats its offenders'.
It might be a good idea to have a dedicated contact at each community centre who is trained to



work under the scheme and can match volunteer role models with offenders.
It must be effective and well policed. It should not be seen by the offender as an easy option.
It never works as the people never usually do their payback order work
It seems that when offenders are given Community Payback Orders, regardless of how many times they have previously offended, they don't fulfill their obligation and do the entire or sometimes even part of the hours.
It should be carried out as soon as sentence is given. Why are they not fined? If they got a heavy fine they may think twice about re-offending.
It should be far more regimented and controlled in a manner similar to the USA.
It would be good to have more awareness. I would feel good knowing that offenders were giving back to my community.
It would be interesting to see the % of payback orders fulfilled.
It's a pity the pay-back work is limited to jobs which can't be done by paid employees , because there are many roads/ potholes that need to be more speedily fixed . Couldn't they work under a paid employee.
Justice has to be seen to be done but joe public never see's this happening. CPO's should be strictly enforced and if offenders fail to comply then swiftly returned to court for other enforcement.
Lower risk offender should be jailed at night and made to do community work under strict supervision during the day. This would make them see the downside of prison life and also prevent them sitting around all day watching TV and playing snooker.
Make sure they are carried out.
Make them do the less pleasant jobs such as grave digging, clearing snow (the council seldom clears snow in my area). Other jobs could include picking up litter, cleaning sewers. Any paid employees currently doing this work could be re-deployed onto nicer jobs with more pay. If people sentenced to Community Payback orders fail to carry out the work they should be sent to prison. People should not be allowed to escape Community Payback orders because they claim to be unwell.
Maybe helping at woodend hospital in the garden. They have lost all their gardeners and the garden is looking very sad
More use should be made in cultural and creative sector.
Must be tough enough to not be seen as a soft option.
My opinion is that rehabilitation and prevention of repeat offending is much more important than punishment. It seems to me that investing in helping individuals to be effective contributors to society is better than punishing them and then punishing again when they reoffend.
My perception is like fines most are defaulted.
need more supervisors to enable more people to take part in CPO's need more schemes to enhance employability of those taking part. need more hours outwith office hours i.e. evening and weekends.
Needs to be used more.
needs to be well supervised. Some 'volunteers' simply stole charity bags from our doorsteps when the supervisor van was out of sight. Tidying up litter and footpaths is a great idea. Training in pruning and plant maintenance is good experience too.
No
No to 'chaingang' punishment - but a bit of hard graft should be the norm.
No.
None
Not always enforced!
Offenders see CPOs as the soft option, many do not do them, it is NO deterrant and does not help the victims. Any of these criminlas can pose a danger to the public if cornered or high on drugs etc. Stop trying to decrease the prison bill using this method.Taking addicts out of their environment and going to prsion might help to break the habit - if prisons were kept drug free. At

one time I was told that litter picking was too boring and demeaning for these offenders ( by the person who ran CS then). I pick up litter - so why should not they? Should I go on???
Offenders should be made to wear high-viz clothes with Community Service printed on back
Offenders should be named & shamed, or fined more. We have repeat offender youths responsible for littering & graffiti of a historic area and they don't care if they get caught. They simply re-offend and treat people & property with contempt. If they can afford to buy spray paint & alcohol, then they should be made to pay hefty fines - or their parents should be made to do community payback as well.
Offenders should be well supervised throughout and education should play a major role during and after their sentence.
On their own of no help to the person offending. Why do they offend in the first place ? No parent control or drink or drug habits.
People doing CPO should be visible to the public ie uniforms or markings, so the public know what they are doing. They should also be able to do work that other people get paid for if they can.
Perceptions of CPO's are that they are a soft option.. This is seen by both the public and by offenders. It is commendable that offenders should payback for their offences but sometimes the punishment does not fit the crime.
Personally many offenders see getting a community payback order as getting off. They do completely their time but are still free to have a normal life out with the hours.
Prison is a holiday camp. Most offenders are better off in jail. Prison must be tougher not to scare people into behaving well, but to help people realise the benefits of hard work and living.
Prison is where they should go - apart from the petty criminals
Prison sentences, unless aligned to retraining or educational schemes, are often ineffective, especially short term sentences. Opportunities to participate in useful local community activities would often be more beneficial to low risk offenders
Provided these people get to do work that they can see is beneficial to others and is maintained when they are finished, it seems like the right solution for minor offenders.
Re Q6 - some lower risk offenders should receive prison sentences as community payback not a sufficient deterrent.
Re-offending following periods of community service should result in prison sentence.
Requires proper supervision by trained staff there should be a mixture of work and discussions as to purpose and outcomes
RISK of people not reporting Crime because they feel no action is taken when it comes to court. Fines need to be paid and if 'debt' problems there needs to be action taken to change that debt into 'community service' paybacks.
Scheme does not appear to work. Some report that it is not properly enforced.
Seems an easy option and not enforced vigorously enough.
Sent to a boot camp.
Should also be made to attend 'classroom' type sessions to be educated/helped with solving the problems they have.
Should always be under supervision.
Should be identifiable with hi viz CPO jackets then community can see what is going on.
Should be used a lot more to improve communities not to the extent of chain gang - but more helping people in their own community.
Should make them visible so as to deter future offenders and to make it known they are working as part of the program for the community.
Should only be used if the work's meaningful and is properly supervised and rigorous.
Social Work Dept & Court Service must ensure that (a) There is work to be undertaken (b) offenders actually carry out allocated duties.
Strong supervision of these orders should be enforced.
Supervisor and surveillance need to be robust

The idea of getting individuals involved in their community should be extended to include those not in employment. I feel very strongly that everyone can contribute and nobody should get money handed to them in return for doing nothing.
The impression one has about CPO is that it is an easy option and reduces pressure on prison places. Specific targets should be set and achieved within the hours given eg complete and clean up a certain length of the beach, if not complete offender is given further time or tasks.
The more the better. Fines and prison don't contribute to the community but the work done can. If the stereotype is to be believed they don't have the money to pay the fine, but they do have the time to do the work.
The offenders need to be able to do the work a week at a time if circumstances allow. doing 160 hours at 6 hours a week is ridiculous .possible to reduce to do it within 4 months.
The people on these CPO laugh at the system and in the summer have a good tan, car washing (2 cars), picking up litter, walking around with an empty (Inflated) black bag & on it goes. Who is paying for this...the hard working people, who are stuck inside.....who committed the crime again?
The psychology of CPOs should be to help & develop the characters of those offenders - it should not be geared to 'punishment' ! These people should be given to understand their worth to the community by engaging in their rehabilitation. The set-up should be backed up with positive reinforcement. To avoid misunderstanding , I am not a goody two shoes who thinks these people are 'victims' - I believe very strongly in capital punishment and am opposed to social services.
The purpose of a CPO should be 'punishment'. Offenders should be made to do tasks which they do not necessarily 'want' to do. The system is too lenient.
There always seems to be some excuse why they are never carried out by the offenders. Usually because the council have a lack of staff or some other reason.
There should be more of them.
They appear to be easy to 'get out of' and I often wonder how much 'active worth' some of the people do.
They are an easy option.
they are brilliant if the offender sticks to his or her programme but what are the punishment if they ignore the order
they are good in theory but often suffer through lack of resources or poor training or opportunities/experience for the trainees
They are not worth the time and effort and are ineffectual, those who have to do it just laugh at the system. Need I say more ?.
They can be effective.
they can work, in conjunction with education and seeking understanding of causes of offending, but don't always work, especially if carried out in isolation
They don't receive enough coverage to convince communities that they a're carried out or that they work.
They need to be made meaningful and constructive for offenders, to help them to understand the need to be responsible members of our community.
They need to be more strongly enforced. They are regularly breached & offenders make excuses not to attend.
They need to be seen by both the offenders and the public as a fit for purpose 'sentence' for the crime, it should not be an easy option. Strong Leadership and management/mentoring of offenders during CPO is the key, possibly they should meet a service level agreement (achievement hours, attendance, attitude improvement etc) that is signed off by a mentor before the sentence is completed.
They need to be well supervised and I suspect adequate funding for this will not be readily available.
They never seem to carry out all the hours stated, I once suggested they clear the snow but they need a supervisor. I volunteered - not accepted.
They seem like a really good idea, but I wouldn't like to see them being used as a soft option for repeat offenders.
They should be clearly visible to the community - wear hi-viz vests etc

They should be enforced with risk of jail time if it carried out in time specified.
They should be for longer periods
They should be made to speak to the people they have offended against, realise how it affects that person.
They should be meaningful and purposeful for the offender and perhaps the results of their endeavours should be publicised locally, after the tasks have been completed.
They should be strictly supervised !so the public know they have done the work equal to the crime otherwise they will re-offend.
They should be used instead of issuing fines of £500 or less.
They should do gardens for people who can't.
Think it is a good thing.
This is a difficult question to comment on but the general feeling I get from associates etc. is that it is not treated as seriously as one would expect and not looked on with a "If I don't do this properly I could end up with a more severe punishment".
This is not really a punishment but is regarded as a good laugh. 103,328 hrs of work equates to approximately £1,000,000 of benefit to the community. I don't see this. Further, what is the cost to the council in supervision, training, PPE and insurance etc, etc to administer the "punishment"? The figures don't add up.
Those doing community work should be visible to the public by way of a standard work uniform, but with only a slight identification mark on it. Otherwise the public cannot see if community work is actually being carried out somewhere or not at all !
Those in charge of people who are working to pay back the community need to be carefully selected, their attitude to the situation must be positive and invigorating while showing discipline and attention to detail.
Those who are doing CPC should have some form of uniform so the public can see who they are & it also lets the public see that this system is working which is some cases it isn't.
Those who do not carry out Community Payback Orders should be severely dealt with.
Too much emphasis is put on health and safety, this prevents work being done by offenders on community projects .
Very good idea as hopefully it will encourage them to take pride in their community and reduce re-offending.
Very seldom ever see anyone doing anything. Prison is just a holiday camp - TV - recreation - free food. Far better having work gangs repairing ROADS etc.
Waste of time & public money.
Waste of time as they are not worked hard.
What happens if the person does not undertake the work and does anyone actually check what is done !!
When there is such a shortage of care/support for those who are housebound people who have offended against Society should be given payback orders as frequently as possible to help lighten this problem.
When we had groups working at the allotments they were very poorly supervised. I got one of them following & pestering me. He could have found my name from the Council plot register, but I had no control over what he did. They should make sure the public are not troubled by the people on Payback, or scared by them. (Please don't quote this in print).
Whilst I agree Com Payback benefits the public at large & if used well will benefit the offenders it is not a viable alternative to prison, it is not a sufficient deterrent for repeat burglars for instance.
Whilst I agree that prison is for higher risk offenders it is also for those who are serial offenders or who continually reoffend. Society needs to be protected from those who continually break the law.
Whilst undertaking the work is the punishment the time could be used much more effectively. Offenders should undertake tasks that genuinely improve there prospects in life. Why can't CSCS cards, Food Hygiene certificates, ECDL etc form part of this. There is no need for it to be

meaningless work. Those that fail to complete it should be dealt with more rapidly. At this point there is an opportunity to FORCE people to improve their life chances and not have a jolly day out with their mates.
Who insures they actually do the work ? How meaningful is the activity. Is it just a 'gesture' ?
Why change the name ? It only confuses people.
Why do prisoners that are not high risk, be put to work in repairing of roads etc. This would save them being bored all day, doing nothing of which they complain about.
With Council budget cuts there must be great opportunities in this respect to maintain and improve public facilities.
With regards to question 6, I am unsure about this only as it would depend on what you are classing as low risk offenders.
Work should always be available when people report in to do their unpaid hours.
Working in a charity shop is not a punishment & sometimes the sentences are not carried out. I have heard offenders treat the sentence as a joke.
Would be interested to know how many refuse to do there PO's or skive off.
Would hope that detention would still take place if unwilling to take part in the CPO.
Would like feedback in report as to how effective CPO's are re re-offending rates ? How successful CPO work is in helping people get back to work.
Would like statistics to know if it actually helps with reoffending
Would like to hear if this is working or not.
Yes. Have observed individuals supposedly doing community service and feel they are allowed to do a half hearted job. I would insist on much better standard and increase penalty till this was achieved
You cant change people's behavior without firstly engaging / changing their beleifs

**Base = 232 respondents**

**Table 32:If you have any further comments about the questionnaires, please note them below.**

Response
1 - The proposed civic square alterations in front of Marshal Collage? 2 - What we think of the present council leaders and there forward thinking or not? 3 - The proposals on travelling people and there caravans/sites. Which is a local issue not a government issue?
A comment box with each question would be useful
A smaller page size would permit a smaller envelope which should reduce postage costs and make it easier to find a post box which will take the envelope.
A wider range of topics could be addressed.
A5 questionnaire booklet and envelope would be more convenient.
Ambiguities - eg Graffiti Q1b "...in some circumstances" such as what ?
Ask about current and future plans eg Union Terrace Gardens, Pedestrianisation, Airport, Trains, Buses, Dual Carriageways, Parking in town.
Ask for suggestions to help solve current topics egHaudagain, closure of roads for repairs, bus routes etc.
At my age now I am not mixing the same but I answer to my best of my ability.
At times there are subjects I have no personal knowledge and do not feel qualified to voice an opinion but in general it is informative.
Change the shape of the questionnaire to reduce postage charges.
Could include slightly more information on the background to each question section. some topics I feel are not relevant to the area I live in but I do find them interesting
Disgraceful that the panel was not consulted at any stage with the Union Terrace Gardens.
Do not find long format attractive ! Long questionnaire, A4 or A3 envelope. !
Far too complicated and fail by a long way to address the real issues facing local people
Feel participating gives me chance to contribute to my community.
feel that the choice of answers is not always suitable for my opinion
Frequently there is not a choice of answer to suit.
going by the way the councilor's behave, I think the results of the survey are ignored.
I am not convinced that the city council allows CV responses to affect their policies they seem to serve governments rather than the electorate.
I am now in my mid seventies maybe there should be an age limit ?
I am really not sure how these can be evaluated without some more information about the person ho is responding to the questions.
I am sometimes asked about things I have no experience of (I work full time and don't need / use many services). Do / could you set questions based on demographic of people you are interested in finding out about?
I don't feel that they always deal with the most important issues such as the state of the roads & where all our money goes.
I don't have a computer.
I enjoy doing the feedbacks as i feel i am involved with my fellow citizens
I have just joined the panel, so this was my first questionnaire. It seems very good so far.
I have noted all questionnaires are numbered on front, so you know who the recipient is. I sometimes get annoyed, and would like to put down opinions that you wouldn't like to read,, but I feel like I'm discriminating against people and you wouldn't like what I have to say !!
I just hope that the City Council take heed of the replies and suggestions on all the subjects from

the panel members and take the appropriate actions where required.
I know its hard to use the information if it is too subjectively answered but I feel that Too many of the questions are leading and I don't have the opportunity to give an opinion about a topic or answer the question I think should be asked .There is minimal cost benefit analysis - just good or bad . If you ask people if they want a service they'll say yes.
I know why it is done, but there are often situations where there is a simple Yes/No reply, when the reality is better summed up as 'sometimes' or 'partially'.
I sometimes struggle to find time to respond. Perhaps more frequent shorter questionnaires would be more manageable.
I suspect the people who have time and desire to fill in these questionnaires may not be typical of the total population off Aberdeen. With regards to the question of graffiti - I was recently in bristol which has some attractive and famous graffiti. I think it provides a means of expression for the group of people who do it. Unfortunately good graffiti art is always in the wrong place - it imposes itself on people, whether or not they wish to see it.
I think it's about right. It's true that e-mail/website might be cheaper but I think I would forget or ignore it.
I think its important that the voice exists, it also keeps me up to date with certain issues in the city.
I think there needs to be more comment boxes. For example, with regards to graffiti, I don't believe graffiti to be in any way negative if it is not offensive, but it depends what it shows/says etc however I had no chance to say that. I wasn't sent the newsletter, I received a link to the web page and had to click on the news letter. Generally, I think there only needs to be two per year, and they should include as many subjects as possible. Perhaps core topics each time such as health, education, crime etc followed by more topical sections. Finally, it needs to be easier to sign up for news letters etc. Can you include links to news letters rather than instructions?
I thoroughly enjoy being a member of the panel.
I worry about the cost & whether they are worthwhile.
I would like it to include more about my immediate surroundings/community and other social issues in the city
I would like to see more done with the suggestions and implement them in order to sort out the problems in this city. It feels very much like this is a tick box exercise which the Councillors don't put any weight behind and are more interested in the prestige of their political party rather than the real issues
I would like to see questions regarding schools an children activities.
I'd like to more informed about the usefulness of each questionnaire. Also, there have been occasions when one felt that a hidden agenda influenced the style of certain questions!
If the questionnaires were more frequent but on 1 topic at a time making them shorter I feel this would provide better and specific results.
it is great having it via e-mail
It is not always obvious how the information gathered will support a long term plan.
It seems to me that each questionnaire covers too many topics and therefore it might be better to produce more questionnaires with less questions over the year.
It would be good to know how the survey findings are transposed into action / change on the streets of this city.
It's a good idea to return to previously questioned topics.
keep up good work, try to get a good spread of responders
Keep up the good work.
Made me more aware of role of Local Government and its various policies. Now have more respect for problems & policies.
Many people I have spoken to are unaware of them. Is it widely publicised?
More room for rants when the subject covers a pet hate e.g. the appalling lack of road improvements, the litter in some areas, the treatment of minorities
Most folk I mention voice to dint know about it or that the can join. Better publicity ?

Need MORE on the major developments in the City eg Major architectural developments to important areas of City Centre should NOT allow contracts to be signed or Architects Designs to be accepted until public agree beforehand !
None.
Not sure that some of the topics that I find important are dealt with, e.g. traffic issues, waste removal and other services. It seems a little too focused on community issues for me.
Now we have the web questionnaire, 4 to 6 times works for me
Often I want to qualify my response and find the closed format frustrating.
Often phrased as leading questions sometimes skewed towards favoured responses
On point f) above, I do agree there is enough info provided to be able to form answers to the related question but perhaps as a possible improvement, it would be good to have additional 'Appendixed' information&gt; more detailed links to websites/or additional documents/texts could be useful when there is more time.
Online is big improvement and as such could be longer.
Online one should show how much percent of the way through you are so you know how long you have to go
perhaps it might be a good idea to look further afield for topics like charity giving, charity awareness, volunteering for a charity & many other topics which I could list given a very large piece of paper and a lot of time to outline why. There are many things that the council, NHS & other related agencies should be aware of the feelings & opinions in the community which they serve.
Prefer more information & fewer topics in each one, to help to concentrate on topics.
Probably would like more questions on same topic eg 1-2 topics in each edition.
questionnaires give little depth and are very one way and directive
Questionnaire design is improving and the background information is more useful than it was.
Questionnaires can be printed on piece of papers. This booklet is wastage of money.
Some of it I don't understand or have not heard of some of the topics but I try to answer to the best of my ability.
Some of the questions are difficult to answer multiple choice in a generalised way, & it's hard to know what the correct answer is - good to have the 'don't know'.
Some of the questions just speak about your local area I would like them to cover the beach and other public areas. For example it has been a while since walked along the beach front but was alot of graffitti and vandilism. I also think that we need to protect htese sites from vandilism and littering as can be really bad.
Some questions are a little ambiguous or unclear with specifics
Some questions require much more than a tick box answer can provide.
Sometimes a tick under a category does not allow me to respond properly. Is written comment read & collated to find results?
Sometimes I feel decisions are made before the questions therefore we are only endorsers of Council Decisions.
Sometimes I feel there are too little options as in c) above - I actually agree most of the time but occasionally there is some confusion.
Sometimes I would like to make comment on some questions but there is not always a comment box
Sometimes the questions aren't written that well or perhaps don't give enough opportunity to provide ideas or innovative thinking.
Sometimes there are no 'right ' answers for me --or the question I want to answer isn't asked -- giving the feeling that the questionnaires are slanted towards the answers they want to get.!
Sometimes, and I appreciate it is difficult with this type of survey, the answer options are limiting eg in this edition there was a question about planned NHS experience, I have had both excellent and dreadful experience of different departments, I initially completed re the good experience but was then unable to comment re the poor experience. Overall I think your questionnaires are very



good.
Sometimes wish I could add additional comments, to those asked in question.
Structured questions produce structured answers. Perhaps the opportunity to express personal views might be included.
The ability to complete online was a very positive improvement.
The Council do not seem to be backing up quickly enough the look of Union St Bridge St Market St. Main thoroughfares in Aberdeen are a disgrace.
The language used is clear, but especially in the earlier questionnaires there have been questions that were not well formulated and were impossible to answer clearly. I wrote 'essays' on the subject in early responses. I think the standard of questionnaire formation must have improved.
The more I do the easier I have found them. I had a problem with clicking on some of the tick boxes because they were in the same place as the back button on my windows 8 laptop. I like the opportunity to find out more about what I have been asked about. I am not sure if once you start a questionnaire if you can save it half way through if the phone rang etc.
The questionnaires are fine - action on the conclusions drawn would make the effort worthwhile !!
the questions are often of the closed variety where you feel you must answer in a way that is for the benefit and expected by the questioner
The questions are sometimes leading or structured in a way that may not elicit a range of responses or seek real feedback
There are some questions where an option does not fully apply and there is no DK or DNA option offered.
There could be a section simply asking for any personal concerns.
They are an invaluable tool. I know they are about an individuals response but at times, in a topic I do not feel confident about I feel I would like to confer with my partner, for instance. This may seem to defeat the purpose of some questions but I feel a little discussion would probably help me expand some of my responses.
They do not address key issues. (or rather the source of key issues) eg Parenting, Deprivation etc.
This is one of the main ways I hear about Aberdeen City initiatives and progress. Main reason I have been involved since it started.
This is only my first questionnaire, so have answered #3 accordingly.
To give a proper explanation not enough space to write it in.
Twice now, I find my questionnaire did not reach your office. Thank you for investigating.
Well constructed and only occasionally contain a topic of little personal relevance
Well done - please keep up your excellent work.. Thank you for giving me the opportunity to take part.
Well worth continuing.
What changes as a result? Why bother pretending to listen when public votes are ignored at political whim - this is dodgy ground for democracy
White lettering on black is easier to read than the black on grey of alternate questions so would like this to be used.
Why did the panel not comment on the Union Terrace Gardens issues? It might have helped the issue to be shelved much sooner.
Why is it assumed people reply to views, competitions etc by computer ??
Will our comments be noted or even relevant now that Police & Fire Service is centralised away from Aberdeen?
Would like to know how many pages of questions before I begin each questionnaire as I like to complete the questionnaire as soon as I see it, as not to forget about it, but I often find it takes longer than expected and I feel I rush through it rather than starting it another time. Would like to have the opportunity to provide questions myself as I sometimes feel the questions are very high level and not sure what benefit the Council get from the answers, i.e. travellers is a hot topic just now, why aren't we being asked about that.

You asked on the previous question about ways of spreading knowledge throughout the community of initiatives and developments in the city. The City Voice is one way, so increasing the number of participants might be a good PR exercise.

You could add more topics perhaps - that still wouldn't feel too long. I think it's a great facility - but having lived in the city for 10 years, I had never heard of it until this year, when I picked a leaflet up somewhere (can't remember where) p so maybe some profile raising ?

**Base = 109 respondents**

**Table 33: If you have any further comments about the newsletters, please note them below.**

Response
8e) Sometimes the feedback is quite general which might be due to the timescales. Would be good to get some feedback 1-2 years following a topic that has been surveyed to find out what actual changes have been made and how these surveys influenced that ( or not !).
Although I think the newsletter is too long, the balance between pictures, colour and text is right so perhaps length is needed. I like the graphs and I like the positive image it portrays generally for Aberdeen,
As per Q4 - also big improvements have been made - presumably based on feedback. The team supporting this do a great job and the response rate evidences this.
Ask if we want feedback and send to those who do - cut down in costs by saving in those who don't want feedback - or can look at feedback on line.
Can be a bit simplistic, possibly due to question structure
Can you save a questionnaire half way through? Maybe an introduction paragraph or two before starting questionnaire indicating what topics are to be asked so that some opinions can start forming before we see the options. It could make suggestion boxes like these used more if someone has thought of something and it is not mentioned on the form. I had a problem filling out this form because some of the tick boxes are in the same place as the back button on my windows 8 laptop.
Continuing information on previous topics should be given so that not only 'intention' is indicated but I would like to know when or if put into practice.
Did not receive this oublication
Didn't know they were there Be helpful to provide a direct link to the previous report/issue in the email & put the link near the TOP I missed the link as I read to the link to the questionnaire
Don't read it
Don't read them
Don't really read them.
Dont read it
Follow-up is only after questionnaire returned. Doesn't tell you about longer follow-up in response to answers.
have never seen one
Have not received the newsletter yet so unable to comment.
Haven't had any newsletters yet 1st survey I have filled in.
Haven't yet read one
I am very happy with the system as it is
I cannot recall recieving a questionnaire.
I did not realise that there was a feedback newsletter online. Now I do
I don't know as I do survey by email and don't log on to see the newsletter
I don't remember ever receiving a newsletter.
I don't tend to read them.
I enjoy being part of the panel and am very interested in the results.
I find I am more likely to read the newsletters on paper than via the website although I still prefer to answer online.
I get the e-mail link to the survey but don't get the copy of the newsletter and have to view them on the web or wait til the link to the previous copy comes along with the next survey.
I have never seen a newsletter

I have not received one since moving house last year. I would appreciate a contact point for rectifying this.
I haven't been receiving newsletters
I just wonder how people find out about the work of the council if they are not part of city voice. If I didn't take part I wouldn't have a clue !
I like the "This is what we are doing" section.
I really wonder if anyone in council listens to any citizen of Aberdeen. If they did, Union Terrace Gardens would be completely revamped. It seems to me there is so much hot air about in council with Barney Crocket, the loony Marie Boulton et al that they could blow up St Nicholas House on their own then maybe we might get a decent civic sq without the need for any more glass boxes to hide Provost Skene House.
I think the email you send out could be laid out a bit better, i.e. more prominent link to the previous surveys. <a href="http://www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp">http://www.communityplanningaberdeen.org.uk/Internet/CityVoice/ACVArchive.asp</a> this page could be better laid out, so that each issue had a short list of the topics covered. Many times I have wanted to go back and find a contact number, or additional information I have read about, but cannot remember which issue it is in.
I would like an alert on my email to each newsletter so that I am prompted to read it up
I would like to hear more about drug taker and alcoholics about housing them with decent people. We're being too soft with them.
I've never notice the newsletter, I will have a look
I've never read a newsletter.
If any actions have been taken as a result of the questionnaires, it would be more interesting to follow up on how the actions taken have affected the situations.
If elected members are observant at all, in their travels around the City, they couldn't fail to notice the deterioration of roads & pavements. Please check Bon-Accord Street & Crescent, Albert Street. For extremely unsightly public open space only yards from sheltered housing - check out Thomson St.
If the newsletter was more detailed it would be too like the results on the community planning website. This more concise newsletter gives a clear picture without it being too onerous.
It is a privilege to be able to have a say in this manner. Thank you to all involved. The front cover of voice is always positive and makes one want to read it's contents.
It is not always clear as to what has changed over longer periods of time.
It is not always clear detail or background information on some topics.
It would be good to find out "what we are doing" before the answers to City Voice reviews are published. Is this a reactionary situation ?
Keep up good work by mail & paper, gives people chance to digest content & respond.
keep up the good work, I personally find the process and results very interesting, is there a link/website with an online archive of questionnaires/results/follow up actions?
Many of the issues covered are not resolved merely reflect general population of Aberdeen's opinions. What good is that if things are not made better eg pothole repairs, terrace gardens, Haudagain Roundabout etc etc.
Might be good if someone representing comments, asked questions sometimes the 'what we did' bit is just spin or off -topic.
Need MORE on the major developments in the City eg Major architectural developments to important areas of City Centre should NOT allow contracts to be signed or Architects Designs to be accepted until public agree beforehand !
Newsletter makes completing questionnaire worthwhile because of feedback.
No need for so many large colour photos. Would reducing colour/photos help reduce production costs?
none.
not normally see/read it

not seen yet as a new member
Often raise more questions than answers !! Present as useful & knowledgeable but can be quite nebulous !!
Pavements badly needing repairs. Pavement 'drop downs' are very badly needing lowered or repaired as they are bad for mobility scooters, wheelchairs etc. This is a area needing attention quickly.
Re carers item, June "Voice". I would very much like if carers in residential unit ever asked me re relatives training/management. They NEVER as I trained said relative who has regressed needlessly. It is all top down. A concept of "supporting" me !!although I care for relative 2 nights weekly. When I clearly state person ill & pinpoint area needing medical attention I am told "we'll see to it" which misleads me into thinking they will. They are telling me what they think I want to hear. Very long delays in treating patient condition because of this.
Same answer as Question 4 page 4. Made me more aware of role of Local Government and its various policies. Now have more respect for problems & policies.
Some of the feedback is too political in nature (i.e, saying what we want to hear, not reflecting the reality of what's happening)
Sometimes I feel negative comments are glossed over and paid lip service to.
Sometimes newsletter does not give a balanced view or indicate the ages of panelists that replied etc.
Sorry not had a news letter yet
Thank you
The follow up tells us what they are doing but a follow up telling us what they have done would be of interest & would make one feel that they take on board what has been said.
The newsletter assumes the reader has a detailed memory of the questions under discussion. Sadly, I find that I don't. It would be interesting to have , say for e-mail respondents, a copy of what we send in.
The preamble is often too detailed, too long. Tend to skip over them.
The results of each questionnaire are not always accurate/useful - sometimes they seem rather a general overview of what we might like to hear!
The strategists give us rather dry comment and will only use "Council policy" in expanding analysis. A political comment from an appropriate elected member (Leader, Convenor, ward councillor), without party politicking, would be useful.
There is not an option of , sometimes , it just goes straight from agree to did agree.
They are very informative and interesting.
Too often responses to information sought are standard policy responses (ie. suggesting questions are just a box checking exercise) rather than outlining how meaningful comments have been taken on board.
Unnecessary use of colour photographs which do not usually refer to the content - usual "blurb" (and presumably expensive).
Very clear and interesting to read.
Very rarely read them I'm afraid
We are informed on the results, but not the actions taken based on the results? Feel somethings that we answer, you collate and nothing changes.
x

**Base = 77 respondents**

**Table 34: If you have any other comments or suggestions for improvements, please note them below.**

Response
A bit more depth to the subjects and emphasis on improvement.
A confirmation e-mail would be helpful once I had completed the survey, to prevent me re submitting
Another get together for panellists should be held with some of bodies giving BRIEF briefings !!!
As a matter of interest who collates all the info ?? Who does it go to ?? And who then decides how the info will be used ?? Why not make it half the size and it could fit into a smaller envelope - then it will go into letter box easier. Only a suggestion.
As previously said --room for dialogue when not happy with questions. Don't know how you evaluate or use it though!
Ask if we want feedback and send to those who do - cut down in costs by saving in those who don't want feedback - or can look at feedback on line.
Being elderly, many of the topics do not effect me but are of interest just the same. It is also good to know that action takes place on the various topics raised.
City Planning is a complete joke - The council (whatever political party) is running Aberdeen. So much for oil capital of Europe - laughing stock more like - Union Street is depressing, traffic is terrible - a note of no confidence is needed and all Council administrators sacked.
Doing a good job, hope these questions answered were of benefit.
Don't think the panel really influences some of the Departments covered. Doesn't seem to change attitudes at the top. Is anybody really listening ?
Enjoy being consulted and helps me learn more about the City.
Excuse my grumblings. Keep up the good work.
Feedback on how the Citizen's Panel affects decision making process or outcomes.
Generally think the citizen panel is a good thing - would happily read the newsletter on-line but prefer to get the questionnaire as paper copy - so option not to receive newsletter as paper might be worth considering ?Thanks !
Get council to spend all the money they've made from bus lane misuse & parking fines etc on our disgraceful roads & once & for all get rid of the travellers' problem.
Get Union Street cleaned up by utilising the community service wasters.
Haven't seen any benefits
I am very pleased that one of the comments I have made in the past is being surveyed in this questionnaire. Thank you.
I apologise for the late reply - the summer questionnaire always comes at the wrong time for me.
I can't believe this heavy paper and funny format are good value. I think it is a good idea though. Always learn something! Thank you.
I do feel happy to air my views and this panel does allow one to put forward any other issues that highlight concerns. So keep up the good work !
I don't understand what you are asking here. I have no criteria for judging satisfaction. I fill out the questionnaire and then never hear anything again about what people think or what difference filling it out makes
I dont think what respondents say makes much of a difference on the ground. I also think because the panel is interested individuals this means the results will be skewed. I bet the demographic is older, wealthier more socially/ environmentally responsible individuals answering
I feel priveleged to be part of this panel and look forward to receiving each newsletter.
I feel that once a questionnaire is completed and numbers are counted, it would be nice to receive an update of positive changes made especially NHS.

I feel that we put opinions forward but often our opinions are not registered for future accepted plans for the City.
I had forgotten it is 3 per year and thought I had been missed out! Not sure how you can make it clearer about the frequency though!
I have learned a lot about council srvcies via city voice panel. Not sure how you get this info to all other Aberdeen citizens, regular articles in a variety of media ?
I havent noticed any difference filling out the questionnaires so have no opinion on the citizens panel
I hope healthfit will improve conditions for people with dementia my father broke his hip, the care he received in hospital was a disgrace. He had a bed sore on his back when he came out of hospital and it was still there three months later when he died. Even though it was looked after everyday after coming out of hospital.
I know how hard it is to plan this, but maybe Citizen Panel should use the Community Councils more to seek what they feel are their local topics they would want views on. Would also like more topical questions that are truly effecting the City rather than bland high level questions so members on the Panel really feel they are making a difference to improve the City.
I prefer the paper version but I would also be happy with a version that is smaller and more cheaply produced. This looks like expensive print and paper.
I would appreciate knowing more about the group, diversity size etc. I would also like to know more about what happens with the information that we have submitted - are we making an impact?
I'd like to see the results actually being carried out as a result of the responses.
If you could show the results to Councillors and ask them to implement our ideas.
Is it worthwhile? I doubt it. Does it tick a box? Yes
It takes too long for results of this survey to be received. I am sure many respondents we included here forgotten the questions you have asked in your reply !
It will be interesting to see the next letter
It would be good to canvas panellists opinions as the what subjects they would like to see covered. A panellists evening might also be a good idea.
It would be helpful to know to what extent (If any) authorities are influenced by citizens panel responses to the various issues put to them in questionnaires.
Keep doing a great job! Support other indirect initiatives perhaps! For example "Fair Tax on flying".
Keep up the good work !!! I feel better informed on local issues by being a panel member.
Keep up the good work, I have learnt a lot through the newsletter & questions.
Keep up the good work.
Make it shorter an make sure the items referred to have been suitably dealt with instead of all the unnecessary questions. The money used to print all these questionnaires could be put to better use. Actually this is pointless paper. Get on with sorting all the aforementioned and stop the waste of money printing the questionnaire.
More could be done and represented for Scottish Travelling People, I feel there is so much hostility and racial tension, motivating hate, race relating crimes in and around the City. As I travelled myself I feel passionate about this issue. x
More interactive. Be great if every now and then we were selected to do focus groups or interviews :) for more in depth research. Mystery shopping on council services too
need more information on the statistics from the surveys
Never heard of this panel therefore they are not very informative.
no feedback as to how my responses affect or change public or civic opinion
None- but on another note your website (ie Aberdeen Council's one) does not display who are the heads and managers of depts for example :- Who is head of "Parks and Gardens" is that under environment. Who are the deputy directors of depts and managers ? I could not find out who the directors of horticulture or parks and gardens is. I want to send him/her a letter concerning flowers in Aberdeen, but don't know who to send my letter /e-mail to. Please advise - thanks.

Not convinced the Council pay much attention to peoples opinion.
not normally look / see it
Panel does a worthwhile task.
Perhaps a general comments box at the end -so that you can add any other comments relevant to the topics that wasn't specifically asked for.
Perhaps some issues such as Heathier/Healthfit 2020 could be put to groups or made available at medical centres.
Please change return envelope to same size as questionnaire - local postbox doesn't have a large slot, so have to hobble much further to post it !
See my comments regarding future topics. Also, are there people on the "panel" who may have expertise in certain areas who might be prepared to write an additional article (or articles) for the Newsletter from a "different perspective" either the "user" or "provider" or a service or maybe someone who is active in the community as a volunteer ?? Just a though - for more info please contact me on cavalier1@btopenworld.com with your phone number & I will contact you on my return to Aberdeen at the beginning of July.
Some of the topics covered are not relevant to me or the area I live in but it gives a good perspective of other areas in Aberdeen and helps stop people becoming too insular!
Stop repeating questions - ie questions about footpaths and potholes, yet no improvements made ?
The abandoning of furniture in my area is becoming extremely unsightly - sofas, mattresses, Ikea furniture etc.
The analysis comment could include any subsequent actions to topics covered in the Citizen Panel surveys.
The bus drivers unhelpful behaviour compared to Edinburgh.
The CV results should be used by the city council to consider areas for presenting binding referenda to the city citizens on areas of real concern to the CV panel.
The questionnaires should take into account feedback from other sources eg. Community Council overall Forum; Young Persons Forum. The different information that is being fed back to the Council could be better co-ordinated it would appear.
The use of pie charts instead of bar graphs would help to give a better pictorial view of the analysis of a problem also an outline map of the city showing where various pockets of interest are located.
There is scope I feel for more involvement using this mechanism to guide decision makers.
There need to be more questions which will permit comparison of the city centre with the local area - there are great differences. Questions needed on quality of public transport which permit distinctions between different operators. Questions needed on state of roads.
There used to be a civic reception - is that a reflection of hard times that there no longer is one. It was a way of comparing notes with other respondees !
This exercise is only worthwhile if the authority acts on conclusions drawn.. Results are published but there is scant evidence of follow-up action !!
This is the first one I have completed so unable to answer.
This is the first time that I have taken part
This was my first survey.
Tick boxes - don't always express what I want to say - but with >1kpanelists, I don't know how you would improve this.
Unfortunately, I have had no information from the Panel other than the Questionnaire
Use less expensive paper, perhaps discuss more regarding major issues - Road networks or road planning department. Building is accelerating but the SAME roads are used thus creating further congestion on existing road networks. In addition a RAIL LINK should be planned for Dyce airport as Railway track is close by.
Why are the forms numbered, surely a better response would be received if they were completely anonymous.
Wonder what use some of the information will be. I question it's ability to provide important



information to the Council to improve it's practices. Also I am sure there are more important topics than some we are asked to comment upon.

You seem to see a lot of people with dogs meant for intimidating others. These owners often appear abusive towards their dogs, is there something that can be done to address or highlight this issue? - maybe an topic for a future edition? General antisocial behaviour seems to be on the rise, again possibly a topic for city voice.

**Base = 79 respondents**

Report for Aberdeen Community Planning Partnership  
City Voice – 29<sup>th</sup> Questionnaire

August 2013

Report produced by

The Centre for International Labour Market Studies (CILMS)  
Institute for Management, Governance and Society (IMaGeS)<sup>2</sup>  
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