

Voice!

Questionnaire 39

October 2016

Aberdeen City  *Voice!*

ABERDEEN'S CITIZENS PANEL

Community Planning Aberdeen has introduced four new themes to achieve its vision for a place where all people can prosper. The four themes are:

ECONOMY

Aberdeen has a flourishing, thriving and successful local economy

PEOPLE

People in Aberdeen are happy and healthy and enjoy positive life outcomes

PLACE

People experience Aberdeen as the best place to invest, live and visit

TECHNOLOGY

Innovative, integrated and transformed public services.

Aberdeen City Voice, Aberdeen's citizen panel, is run by Community Planning. Members of Community Planning Aberdeen are Aberdeen City Council, Scottish Fire and Rescue Service, Police Scotland, NHS Grampian, Aberdeen Council of Voluntary Organisations (ACVO), and the universities and college. City Voice gives Community Planning partners the opportunity to engage directly with Aberdeen's citizens. In order to make sure that the results gained through this process are used in the most effective way, it is important that the City Voice reflects the vision of Community Planning Aberdeen. Including the themes into the newsletter and the questionnaire will help us to ensure continuity. The questions in this questionnaire are therefore grouped into the above themes. This way it will be possible to directly link your answers to the relevant themes.

EQUALITY AND DIVERSITY

Aberdeen City Council has been working on delivering services which promote your council area as a fairer and more just place to live. In April 2015 we published our Equality Outcomes for 2015-17 following extensive engagement with communities, employees, voluntary organisations and other partners.

These Equality Outcomes are a statement of where we want to reach over the two years from 2015- 2017, so that there is fair and equal opportunities for all, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Your answers to the following questions will help the Council to monitor the progress we have achieved in different areas of equality since 2015.

- 1. Do you feel that you, or a member of your household, have experienced discrimination when receiving Council services because of the following during the past year? (Please tick all that apply)**

a) Age	<input type="checkbox"/>
b) Disability	<input type="checkbox"/>
c) Gender reassignment	<input type="checkbox"/>
d) Marriage and civil partnership	<input type="checkbox"/>
e) Pregnancy and maternity	<input type="checkbox"/>
f) Race	<input type="checkbox"/>
g) Religion and belief	<input type="checkbox"/>
h) Sex	<input type="checkbox"/>
i) Sexual orientation	<input type="checkbox"/>
j) Not experienced discrimination (go to question 6)	<input type="checkbox"/>
k) Other (please specify)	<input type="checkbox"/>

- 2. Could you give further details about the incident / experience? (Please note this is optional - please answer only if you feel comfortable doing so.)**

- 3. Did you report this incident / experience to the Council?**

a) Yes	<input type="checkbox"/>
b) No (go to question 5)	<input type="checkbox"/>

- 4. If yes, on a scale of 1 to 5, where 1 = very satisfied and 5 = very dissatisfied, how satisfied were you with the response you received?**

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

5. If you did not report the incident / experience, why not?

6. Are you aware that the Council has a Prejudice Incident Reporting Form for reporting discrimination that happens anywhere across the city?

Definition: "A prejudice incident is any incident motivated by malice towards a social group or any individual within a social group."

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

The term 'equality group' refers to persons who share a relevant protected characteristic. The public sector equality duty covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

7. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Aberdeen is a welcoming place for members of equality groups to live and work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People from equality groups living and working in the city are valued and respected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a member of the community, I feel informed, consulted and engaged in decisions that affect equality groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Are you aware that information about Council services is available in the following formats? (Please tick all that apply)

a) Large print	<input type="checkbox"/>
b) Community languages	<input type="checkbox"/>
c) Audiotape / CD	<input type="checkbox"/>
d) British Sign Language	<input type="checkbox"/>
e) Braille	<input type="checkbox"/>
f) No, I was not aware of that	<input type="checkbox"/>

**9. How aware do you feel you are about what the Council is doing to improve the quality of life for different equality groups?
(Please tick one box)**

a) Very aware	<input type="checkbox"/>
b) Aware	<input type="checkbox"/>
c) Unaware	<input type="checkbox"/>

10. What could the Council do to improve your awareness of the work that is being done to improve the quality of life for people from different equality groups in the city?

OLDER PEOPLE

Older people form a growing population within Aberdeen City. This population is diverse in its needs and is one of the main users of public services and may have experienced inequality at some point.

We want to improve the access to Council services for older people. In order to do this we would like to find out what you feel the main barriers to accessing Council services are.

(Council services include social work, housing and education for example.)

The questions relate to older people (aged 60 years and above).

You can answer these questions based on your own experience or the experience of an older person that you know.

1. What (if any) do you feel are the barriers in accessing Council services? (Please tick all that apply)

a) Lack of initial recognition that the service is needed (by both service user and service provider)	<input type="checkbox"/>
b) Older person's lack of or inadequate knowledge about what services are available	<input type="checkbox"/>
c) Older person's inability to make themselves heard	<input type="checkbox"/>
d) Older person's inability to navigate the service systems	<input type="checkbox"/>
e) Physical inability	<input type="checkbox"/>
f) Language barriers	<input type="checkbox"/>
g) Differing expectations between older people and the Council as to what services should be provided	<input type="checkbox"/>
h) Not Applicable (Please tick this box if you have no contact with older people, therefore are unsure of the barriers they face.)	<input type="checkbox"/>

2. Do you have any additional comments?

For anything further, please contact:

Equalities Team

Communities, Housing and Infrastructure

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COMMUNITY JUSTICE

Crime in Aberdeen fell by 43% between 2006 and 2015 – in 2014-15 alone it fell by 10%! - and, with the help of communities, we would like to work to reduce offending even further. A new model for Community Justice will come into effect from 1st April 2017. It is intended to increase communities’ awareness and understanding of community justice and promote participation in the planning, delivery and evaluation of community justice services and policy.

To start this process we would welcome your responses and suggestions to the questions set out below.

Community Justice is described as “the collection of individuals, agencies and services that work together to support, manage and supervise people who have committed offences, from the point of arrest, through prosecution, community disposal or custody and alternatives to these. Local communities and the third sector are a vital part of this process which aims to prevent and reduce further offending and the harm that it causes”.

1. Please indicate the extent of your agreement or disagreement with the following statements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Communities / individuals have a responsibility to report crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who have committed less serious offences should be given community-based sentences as an alternative to custody, to allow them to maintain social / family / employment links to reduce re-offending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communities have a responsibility to support people who have offended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prison should be reserved for the highest risk offenders who pose a danger to the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What are the three main kinds of crime that you are most concerned about in your area?

- i) _____
- ii) _____
- iii) _____

3. The factors below have been shown to contribute to preventing crime. Which of these options could be used in your community to help prevent crime? (Please tick all that apply):

a) Providing opportunities to build stronger social relationships, for example the use of a community facility for socialising and activities	<input type="checkbox"/>
b) Providing opportunities for employment and / or volunteering	<input type="checkbox"/>
c) Provision of parenting support and advice	<input type="checkbox"/>
d) Improving the neighbourhood	<input type="checkbox"/>
e) Planting trees / creating green spaces, to help to reduce vandalism	<input type="checkbox"/>
f) Improved security, e.g. better street lighting, creative use of space to prevent offending, blocking off alleyways, secure access to blocks of flats	<input type="checkbox"/>
g) Other (please specify)	<input type="checkbox"/>

4. Would you be interested in being involved in any of these options in your community?

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

5. If you answered with 'Yes' to question 4 above, please indicate which one(s). (Please tick all that apply)

a) Providing opportunities to build stronger social relationships, for example the use of a community facility for socialising and activities	<input type="checkbox"/>
b) Providing opportunities for employment and / or volunteering	<input type="checkbox"/>
c) Provision of parenting support and advice	<input type="checkbox"/>
d) Improving the neighbourhood	<input type="checkbox"/>
e) Planting trees / creating green spaces, to help to reduce vandalism	<input type="checkbox"/>
f) Improved security, e.g. better street lighting, creative use of space to prevent offending, blocking off alleyways, secure access to blocks of flats	<input type="checkbox"/>
g) Other ideas:	<input type="checkbox"/>

Please provide any additional information about how you could become involved:

6. Are you aware of the Multi Agency Public Protection Arrangements, known as 'MAPPA'?

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

The purpose of MAPPA is public protection and the reduction of serious harm. MAPPA aims to achieve this by providing a framework for agencies to share information, jointly assess risk and apply resources proportionately to manage the risk of serious harm posed to the public by relevant offenders.

This includes registered sex offenders, mentally disordered restricted patients and other offenders managed in the community who, by reason of their conviction, pose a risk of serious harm to the public.

COMMUNITY PAYBACK ORDERS (CPOS)

Community Payback Orders (previously Probation and Community Service) are imposed by the courts and are intended to enable people who have committed offences to 'payback' to communities: firstly by requiring an offender to make reparation, often in the form of Unpaid Work; and secondly by requiring them to address and change their offending behaviour.

During 2015-16 a total of 1,132 Community Payback Orders were imposed on offenders in Aberdeen, 90% of which included an Unpaid Work Requirement. Approximately 80,000 hours of unpaid work were carried out on a wide range of individual placements and work parties. Work included helping with the revitalisation of the St Nicholas Centre rooftop seating area, and maintaining parks and green spaces.

The information you give us will be used to help us understand your awareness of the scheme and gauge your views on how CPOs could be used in the future to positively impact on your community.

7. Are you aware of any Unpaid Work (Community Service) which has been done in your local area in the last 12 months as part of Community Payback?

- a) Yes
- b) No

8. If you answered with 'Yes' to question 7 above, were any of the below types of work done? (Please tick all that apply)

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

9. Thinking about these options, which TWO types of Unpaid Work, would be, or would continue to be, most beneficial to your local area?

- a) Litter removal
- b) Painting and decorating, e.g. for community centres
- c) Parks improvement
- d) Environmental projects, e.g. recycling, footpath improvement
- e) Shopping services for sheltered housing tenants
- f) Graveyard maintenance
- g) Other (as specified in the response at 8g) above)

Do you have any other ideas about Unpaid Work projects which would be of benefit to your local area? Please give details:
 (Please note that those doing Unpaid Work cannot undertake work that would normally be done by paid employees.)

10. Please indicate the extent of your agreement or disagreement with the following statements about Community Payback Orders.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Community Payback Orders are effective in helping to rehabilitate people who have offended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Payback Orders are effective in enabling people who have offended to give something back to their community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Payback Orders are a cost-effective alternative to custody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any further comments about any of the above:

If you have any further comments/questions please contact:

Val Vertigans

Policy Coordinator

Community Justice Redesign

Tel: 07342 060939

Email: VaVertigans@aberdeencity.gov.uk

NHS GRAMPYAN WEBSITE

NHS Grampian’s public website (www.nhsgrampian.org) provides information about the organisation and of health services provided by the NHS in Grampian. It also highlights health improvement information and signposts people to other relevant health related sites.

Our existing website has been in operation since 2005 and attracts over half a million visits every year from around the world. We are now planning to develop a new and improved version of our website.

Before we begin this project, we would like to know how you currently use the internet to access health-related information, as well as what you think about our existing website. The questions and the responses you provide will help us to shape the future redesign of the website and ensure that it has the health and health service information you are looking for.

1. How often do you use the internet to access health-related information (such as information about hospitals, services, health information and healthy living advice)? (Please tick one option only)

a) Daily	<input type="checkbox"/>
b) Weekly	<input type="checkbox"/>
c) Monthly	<input type="checkbox"/>
d) Every few months	<input type="checkbox"/>
e) Less frequent	<input type="checkbox"/>
f) Never – please explain where you access those types of health-related information	<input type="checkbox"/>

If you selected ‘Never’ there are no further questions to answer in this section. Please proceed to the next set of questions on page 14. Otherwise please proceed.

2. When accessing health-related websites (including social media) on the internet, which device(s) do you use? (Please tick all that apply)

a) Desktop computer	<input type="checkbox"/>
b) Laptop	<input type="checkbox"/>
c) Smartphone	<input type="checkbox"/>
d) Tablet	<input type="checkbox"/>
e) Other (please specify)	<input type="checkbox"/>

**3. Where do you go online to access health-related information?
(Please tick all that apply)**

- a) NHS national / local website (such as NHS inform, NHS 24)
 - b) Online service directory (such as Grampian CareData)
 - c) Third sector website (such as Alzheimer’s Scotland)
 - d) National health campaign website (such as Detect Cancer Early)
 - e) Don’t know
 - f) Social media (such as Facebook, Twitter etc.)
(please specify which social media sites)
-
- g) Other (please specify)

Could you please provide the specific name(s) of the sites selected above?

4. Please tell us about other health-related websites or social media channels that you have used and think are good examples for healthcare.

5. Have you visited the NHS Grampian website before (www.nhsgrampian.org)?

- a) Yes (go to Question 6)
- b) No - please explain your reason for selecting this answer and then proceed to Question 7

**6. When you last visited our website:
a. In what capacity did you visit our website, as a:
(Please tick all that apply)**

- a) As a patient currently in hospital, attending one of our clinics / services or local GP practice
- b) As a patient due to attend hospital, one of our clinics / services or local GP practice
- c) As a carer of a patient
- d) As a relative / friend of a patient
- e) As an existing NHS Grampian employee
- f) As an employee at partner organisation (e.g. local authority etc.)
- g) As an employee at third sector organisation
- h) Other (please specify)

b. Could you tell us what information you were looking for?

c. Did you find the information you were looking for?

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

d. Please rate your overall experience of using our website

Very Good	Good	OK	Poor	Very Poor
<input type="checkbox"/>				

7. What would you like to see on the NHS Grampian website?

For more information about the NHS Grampian website, please contact:

Kevin McKinnon
Communications Officer
NHS Grampian
Tel: 01224 552885
E-mail: kevin.mckinnon@nhs.net

EDUCATION AND CHILDREN’S SERVICES

The Integrated Children’s Services Partnership is responsible for the strategic planning of services for children and young people across Aberdeen City. In line with the Children and Young People’s Act, we are currently working to develop a new Children’s Services Plan for 2017-2020.

We would like to ask you for your opinions on some of the issues related to the development of this plan. We are interested in exploring everybody’s opinions, whether you are a young person yourself, and whether or not you have or work with children or young people.

1. Are you under the age of 25?

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

2. If you answered ‘Yes’ to question 1 above, can you tell us how old you are?

3. Are you a parent of somebody under the age of 25?

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

4. If you answered ‘Yes’ to question 3 above, what age are your children? (Please select all that apply):

a) Pre-school	<input type="checkbox"/>
b) Primary	<input type="checkbox"/>
c) Secondary	<input type="checkbox"/>
d) Post-School	<input type="checkbox"/>

5. Do you work with or provide care (e.g. as a parent / grandparent, etc.) to children and / or young people under the age of 25 years?

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

6. If you answered ‘Yes’ to question 5 above, can you tell us what your role(s) is / are?

7. If you answered ‘Yes’ to question 5 above, can you tell us what age group you work with or provide care to? (Please tick all that apply)

a) Pre-school	<input type="checkbox"/>
b) Primary	<input type="checkbox"/>
c) Secondary	<input type="checkbox"/>
d) Post-School	<input type="checkbox"/>

8. On a scale from 1 to 5, where 1 = strongly agree and 5 = strongly disagree, how much do you agree that children and young people of different ages feel safe in their communities in Aberdeen?

	1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
Children of pre-school age	<input type="checkbox"/>	<input type="checkbox"/>				
Children of primary school age	<input type="checkbox"/>	<input type="checkbox"/>				
Children / Young people of secondary school age	<input type="checkbox"/>	<input type="checkbox"/>				
Young people of post-school age	<input type="checkbox"/>	<input type="checkbox"/>				

9. What areas (if any) do you feel could be improved upon with respect to helping children and young people feel safer in their communities in Aberdeen?

10. Below is a list of local and national services which offer help and support to children and / or young people (and in some cases, to adults too) for a range of problems. Have you heard of any of these services? (Please tick all that apply)

Homelessness:

- a) Aberdeen Cyrenians
- b) Aberdeen Foyer

Mental health:

- a) Penumbra
- b) Third Level Foundation
- c) SANE
- d) Self-Injury Support
- e) Aberdeen Counselling and Information Service (ACIS) Youth

Bereavement:

- a) Grampian Child Bereavement Network
- b) Sunrise Partnership

Developmental disabilities:

- a) Grampian Autistic Society
- b) Child abuse and neglect
- c) Childline
- d) Children 1st

Sexual violence:

- a) Rape and Abuse Support Aberdeen

**11. What areas (if any) do you feel could be improved upon with respect to helping children and young people in Aberdeen?
(Please tick all that apply)**

a) Homelessness	<input type="checkbox"/>
b) Mental health	<input type="checkbox"/>
c) Bereavement	<input type="checkbox"/>
d) Developmental disabilities	<input type="checkbox"/>
e) Child abuse and neglect	<input type="checkbox"/>
f) Sexual violence	<input type="checkbox"/>
g) Don't know	<input type="checkbox"/>
h) Other (please specify)	<input type="checkbox"/>

12. On a scale of 1 to 5, where 1 = strongly agree and 5 = strongly disagree, to what extent do you agree that there are enough indoor and outside leisure spaces (e.g. play areas; green spaces; sports facilities) in Aberdeen for:

	1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
Children of pre-school age	<input type="checkbox"/>	<input type="checkbox"/>				
Children of primary school age	<input type="checkbox"/>	<input type="checkbox"/>				
Children / Young people of secondary school age	<input type="checkbox"/>	<input type="checkbox"/>				
Young people of post-school age	<input type="checkbox"/>	<input type="checkbox"/>				

13. Do you think the quality of the indoor and outdoor spaces in Aberdeen could be improved?

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

If you answered 'Yes' to question 13 above, how do you think indoor and outdoor spaces in Aberdeen could be improved?

14. On a scale of 1 to 5, where 1 = strongly agree and 5 = strongly disagree, do you agree that there is adequate access to affordable childcare in Aberdeen?

	1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
Children of pre-school age	<input type="checkbox"/>					
Children of primary school age	<input type="checkbox"/>					
Children / Young people of secondary school age	<input type="checkbox"/>					
Children / Young people with additional support needs	<input type="checkbox"/>					

15. On a scale from 1 to 5, where 1 = strongly agree and 5 = strongly disagree, to what extent do you agree that there are adequate employment and / or educational / training opportunities for young people in Aberdeen when they leave school?

1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
<input type="checkbox"/>					

16. What do you perceive to be the main challenges (if any) faced by young people in Aberdeen leaving school today (e.g. difficulty in finding employment; lack of options in training / further education)?

17. On a scale from 1 to 5, where 1 = strongly agree and 5 = strongly disagree, to what extent do you agree that children and / or young people in Aberdeen are making a positive contribution to the community?

1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
<input type="checkbox"/>					

18. In what ways (if any) do you feel young people are engaging with the community (e.g. volunteering; promoting creativity in Aberdeen)?

19. On a scale from 1 to 5, where 1 = strongly agree and 5 = strongly disagree, how much do you agree that the voices of children and young people in Aberdeen are heard in the decision making processes that affect them?

1 = Strongly agree	2	3	4	5 = Strongly disagree	Don't know
<input type="checkbox"/>					

20. How do you think we could be engaging more with children and young people in Aberdeen to make sure their views are heard and acted upon (e.g. talking to children and young people in schools; engaging through social media forums)?

If you have any questions, please contact:

Catriona Mallia

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Thank you . . .

for taking the time to complete this questionnaire. Please return in the pre-paid envelope provided or send it to

Freepost RTLZ-USYG-SHHS
Aberdeen City Voice
Town House, Broad Street
Aberdeen AB10 1FY



Community Planning in Aberdeen