

# Voice!

**Questionnaire 36**

October 2015

*Aberdeen City*  *Voice!*

**ABERDEEN'S CITIZENS PANEL**

## INFORMATION SERVICE

Every year, Aberdeen City Council publishes a large amount of information about the standard of our services and functions. Services are provided directly to members of the public such as refuse collection, libraries or schools. By functions, we mean our internal management activities such as how we manage our finances or engage with local suppliers of goods. We would like to find out what types of information members of the public find most useful and how they would like it to be made available.

**1. Are you interested in information from Aberdeen City Council about the standard of our services and functions?**

- a) Yes
- b) No

**2. If you answered no, why not? (Please comment)**

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**3. Which types of information would you find most useful? (Please tick all that apply):**

- a) Cost of services and functions
- b) Case studies about council projects or specific areas of service provision
- c) Analysis of Aberdeen City Council's performance compared with other councils
- d) Feedback from customer surveys about the quality of our services
- e) Information about changes in our performance over time
- f) Other (please specify)

**4. Which methods of communicating performance information would you find most useful? Please rate your selection with 1-6 (1 = your most preferred option and 6 = your least preferred option).**

1 = most preferred  
and 6 = least preferred

- Hard copy 'performance report' available each year at public buildings and council offices
- A 'Performance Portal', i.e. a webpage with links to all of our performance information on the council's website
- Newsletters issued door to door
- Social media e.g. Twitter, YouTube and Facebook
- Performance Reports to the council's committees published on the council website
- Register for report via email

## CUSTOMER SERVICE

The Customer Service department at Aberdeen City Council provides frontline service delivery on behalf of many other parts of the council. These are designed to be available in ways and means convenient to our customers, whether face-to-face at our Customer Service Centre or local Customer Access Points, over the telephone or online. The department also includes the Complaints Service, Members' Enquiries and Accord Card teams.

### Opening Hours for Telephone Services

*The following questions are about the council's telephone services. These are not about our out-of-hours services (e.g. community alarms and emergency repairs).*

When you call the council's main telephone lines you are directed to the Customer Contact Centre. This is a Customer Service run operation of around fifty advisors trained to answer queries for multiple services. If you call about council tax, housing benefits, housing repairs, roads, street lighting, anti-social behaviour, crisis grants, parking and many other services, you'll get through to one of our advisors.

The Customer Contact Centre is open from 8am to 6pm on weekdays. We also handle a number of calls on behalf of other agencies (for example Aberdeenshire Council). We are currently looking at our opening hours for the Customer Contact Centre and would like to know your thoughts.

**1. Do you phone the Customer Contact Centre to report issues or receive council services?**

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

**2. How often do you contact the Customer Contact Centre by telephone?**

- |                            |                          |
|----------------------------|--------------------------|
| a) Weekly                  | <input type="checkbox"/> |
| b) Monthly                 | <input type="checkbox"/> |
| c) Every 3 month           | <input type="checkbox"/> |
| d) Less than every 3 month | <input type="checkbox"/> |
| e) Don't know              | <input type="checkbox"/> |

**3. Are you happy with the current opening hours for the Customer Contact Centre?**

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

**4. When would you like to be able to contact us by telephone on weekdays? (Please tick all that apply)**

- |                                       |                          |
|---------------------------------------|--------------------------|
| a) Earlier in the morning (6am – 8am) | <input type="checkbox"/> |
| b) During the day (8am – 6pm)         | <input type="checkbox"/> |
| c) Later in the evening (6pm – 8pm)   | <input type="checkbox"/> |
| d) Overnight (8pm – 6am)              | <input type="checkbox"/> |

**5. When would you like to be able to contact us by telephone on weekends? (Please tick all that apply)**

- |                                       |                          |
|---------------------------------------|--------------------------|
| a) Earlier in the morning (6am – 8am) | <input type="checkbox"/> |
| b) During the day (8am – 6pm)         | <input type="checkbox"/> |
| c) Later in the evening (6pm – 8pm)   | <input type="checkbox"/> |
| d) Overnight (8pm – 6am)              | <input type="checkbox"/> |

**CUSTOMER SERVICE – CUSTOMER SERVICE CHARTER**

Aberdeen City Council is introducing a Customer Service Charter along with re-defined Customer Service Standards in late 2015. These will replace the existing Customer Service Standards that can be found on the Aberdeen City Council website:

[http://www.aberdeencity.gov.uk/contact\\_us/crc\\_service\\_standards.asp](http://www.aberdeencity.gov.uk/contact_us/crc_service_standards.asp)

The charter and standards will outline to our customers the ways in which we aim to deliver excellent Customer Service. Aberdeen City Council aims to be open about its performance against these standards. We plan to communicate to our customers our areas of excellence and where we aim to make improvements.

The following questions are to determine the best channels to communicate our performance and to ensure we deliver it as clearly as possible.

**1. Which of the following publications have you received or requested in hard copy, read or printed from the Aberdeen City Council website within the last 12 months?**

- |   |                          |
|---|--------------------------|
| a) Aberdeen City Council Performance Reports                                | <input type="checkbox"/> |
| b) Aberdeen City Master Plan  | <input type="checkbox"/> |
| c) Council Tax Spending Leaflet   | <input type="checkbox"/> |
| d) Service Leaflets (e.g. Waste Collection Leaflet, Doors Open Day Leaflet) | <input type="checkbox"/> |
| e) None of the above (please go to question 5)                              | <input type="checkbox"/> |

**2. How easy did you find it to access the publications you read?**

	Easy	Neither easy nor difficult	Difficult	Not applicable
Aberdeen City Council Performance Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberdeen City Master Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Tax Spending Leaflet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Leaflets (e.g. Waste Collection Leaflet, Doors Open Day Leaflet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected 'Difficult' for any of the publications you read, can you please explain what those difficulties were to you?

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**3. Did you find the publications you read easy to understand?**

	Yes	Neutral	No
Aberdeen City Council Performance Reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberdeen City Master Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council Tax Spending Leaflet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Leaflets (e.g. Waste Collection Leaflet, Doors Open Day Leaflet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. If you answered 'Neutral' or 'No' to the above question please tell us the main reason you found it difficult to understand. (Please tick one box).**

a) Format of the publication, e.g. how the publication was laid out	<input type="checkbox"/>
b) Delivery of the publication, e.g. online, print	<input type="checkbox"/>
c) It wasn't in Plain English	<input type="checkbox"/>
d) Too many graphics, images or pictures	<input type="checkbox"/>
e) Too few graphics, images or pictures	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

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**5. Would you be interested in knowing about how we are performing against our standards?**

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

**6. If you answered with 'yes' to the above question, how often would you like us to publish information about our performance?**

a) Annually	<input type="checkbox"/>
b) 6 monthly	<input type="checkbox"/>
c) Quarterly	<input type="checkbox"/>
d) Monthly	<input type="checkbox"/>
e) Weekly	<input type="checkbox"/>

## HEALTH AND SOCIAL CARE PARTNERSHIP

The Public Bodies Act (Joint Working) (Scotland) 2014 allows Aberdeen City Council and NHS Grampian to work together and integrate Adult Health and Social Care services to improve the health and wellbeing of the local population.

Integration will take place in spring 2016 with the establishment of the Aberdeen City Health and Social Care Partnership. This integration authority will have responsibility for the planning of all Adult Health and Care services that are delivered by the health, care, third and independent sectors.

The Integration Joint Board is the decision making body and it will consist of an equal number of local councillors, NHS Board members and third sector representatives supported by professional advisors such as GP, Chief Social Work Officer, nurse and appropriate staff representatives.

The Partnership will produce a draft Strategic Plan for consultation in October outlining how it intends to deliver integrated health and care services to the local population.

**1. Before reading about it in the City Voice, have you been aware of the forthcoming integration of Adult Health and Social Care services that is taking place in Aberdeen in 2016?**

a) Yes

b) No

The Aberdeen City Health and Social Care Partnership vision is:

“A caring partnership working together with our city communities to enable people to achieve fulfilling and healthier lives and wellbeing”.

**2. On a scale of 1- 5 (with 1 = agree and 5 = disagree) to what extent do you agree or disagree with the Partnership’s proposed vision?**

1 Agree	2	3	4	5 Disagree

“The proposed values for the Aberdeen Health and Social Care Partnership are: Caring, Person Centred, Empowering, Enabling, Co-operative.”

**3. Which of the values do you consider to be most important? Please rate with 1 = most important and 5 = least important (please only use each number once).**

1 = most important  
and 5 = least important

Caring	<input type="checkbox"/>
Person Centred	<input type="checkbox"/>
Empowering	<input type="checkbox"/>
Enabling	<input type="checkbox"/>
Co-operative	<input type="checkbox"/>

**4. Are there any additional values that you think the Partnership should include? If so, please specify:**

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The proposed priorities for the Aberdeen Health and Social Care Partnership are:

- Improve the health and wellbeing of our local population.
- Reduce health inequalities and the inequalities in the wider social conditions that affect our health and wellbeing.
- Strengthen existing community assets and resources that can help local people with their needs and make it easier for people to contribute to helping others in their communities.
- Promote and support self-management and independence for individuals for as long as reasonably possible.
- Develop personalised services that promote and protect the human rights of every individual and which enable our residents to have opportunities to maintain their wellbeing and take a full and active role in their local community.
- Supporting those who are unpaid carers to look after their own health to enable them to maintain their caring role and have a quality of life outside the caring role. Ensure that unpaid carers are equal partners in the planning and delivery of services.
- Working in partnership with our residents, communities and organisations across all sectors to ensure that all our activities are meaningful and effective.
- Deliver high quality services that have a positive impact on personal experiences and outcomes.

**5. Which of these priorities are most important to you? Please choose three.**

a) Improve the health and wellbeing of our local population.	
b) Reduce health inequalities and the inequalities in the wider social conditions that affect our health and wellbeing.	
c) Strengthen existing community assets and resources that can help local people with their needs and make it easier for people to contribute to helping others in their communities.	
d) Promote and support self-management and independence for individuals for as long as reasonably possible.	
e) Develop personalised services that promote and protect the human rights of every individual and which enable our residents to have opportunities to maintain their wellbeing and take a full and active role in their local community.	
f) Supporting those who are unpaid carers to look after their own health to enable them to maintain their caring role and have a quality of life outside the caring role. Ensure that unpaid carers are equal partners in the planning and delivery of services.	
g) Working in partnership with our residents, communities and organisations across all sectors to ensure that all our activities are meaningful and effective.	
h) Deliver high quality services that have a positive impact on personal experiences and outcomes.	

**6. What of the following list matters to you when you need to access health or social care? Please choose the three most important ones.**

a) Person centred	<input type="checkbox"/>
b) Professionalism	<input type="checkbox"/>
c) Community based services	<input type="checkbox"/>
d) No duplication or delays	<input type="checkbox"/>
e) Good communication	<input type="checkbox"/>
f) Being a partner in the care or treatment that is offered to me	<input type="checkbox"/>
g) Service fits in with my life and lifestyle	<input type="checkbox"/>
h) Good quality services	<input type="checkbox"/>
i) Other (please specify):	<input type="checkbox"/>

**7. Drawing upon your own recent experiences of using health or care services, can you indicate how satisfied you / they were on a scale of 1 to 5 (with 1 = very satisfied, 5 = very dissatisfied)?**

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

**ENVIRONMENTAL HEALTH - SEAGULLS**

Aberdeen City Council operates a Pest Control Service within Environmental Health. The council has a legal obligation to survey its area for infestations of rats and mice. It also has an obligation to ensure that property owners eradicate any infestations which have been identified. Property owners are charged for any treatment carried out.

Increasing numbers of complaints have been received by Environmental Health regarding the presence of seagulls in the city.

The council have no statutory duties or powers to take action against gulls. Under the Wildlife and Countryside Act these birds are protected. However, the law provides a general licence system allowing property owners to take action for the purpose of preserving public health, public safety and preventing the spread of disease. This action is carried out on the owners' behalf by specialist pest control operators.

Prior to formulating council policy on this matter it would be helpful to be able to gauge wider public opinion.

**1. Have you experienced problems with seagulls in Aberdeen?**

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

**2. If you answered with 'yes' to the above question, what was the nature of the problem?**

a) Fouling	<input type="checkbox"/>
b) Swooping	<input type="checkbox"/>
c) Noise	<input type="checkbox"/>
d) Stealing food	<input type="checkbox"/>
e) Other (please specify):	<input type="checkbox"/>

**3. Do you think action should be taken to control their numbers?**

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

**4. If you answered with 'yes' to the above question, what action should be taken? (Please tick all that apply)**

a) Nest removal	<input type="checkbox"/>
b) Egg removal or treatment	<input type="checkbox"/>
c) Proofing of buildings	<input type="checkbox"/>
d) Culling	<input type="checkbox"/>
e) Education	<input type="checkbox"/>

**5. Do you think that the council should invest public resources into this issue?**

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

Further information on Living with Urban Gulls can be found on Aberdeen City Council website [www.aberdeencity.gov.uk](http://www.aberdeencity.gov.uk) Choose gulls or seagulls from the A-Z Directory and download the Gulls document.

## REGISTRARS

Aberdeen Registrars provide a registration service for births, deaths and marriages and we undertake wedding ceremonies. We would like to test the demand for some new types of ceremonies we are thinking of introducing, and to understand a bit more about how well we are currently meeting customer needs. We understand that some of these questions are quite personal, so please only answer them if you are comfortable doing so.

**1. Which of the following ceremonies do you think should be introduced?**

a) Baby naming	<input type="checkbox"/>
b) Funeral	<input type="checkbox"/>
c) Renewal of wedding vows	<input type="checkbox"/>
d) Don't know	<input type="checkbox"/>

**2. Due to recent changes in the law, Registrars can conduct a wedding ceremony in almost any location. Were you aware of this?**

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

**3. Have you ever booked a ceremony to get married or enter into a civil partnership?**

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

**4. If you have been married or are currently married who conducted your wedding ceremony? (This question does not include civil partnership as humanists can't conduct civil partnerships)**

- a) A registrar in Aberdeen (please answer question 5 and 6)
- b) A registrar in another location (please **don't** answer question 5, 6 and 7)
- c) A humanist (i.e. non-religious celebrant) (please answer question 7)
- d) A member of a religious body (please **don't** answer question 5, 6 and 7)

**5. On a scale of 1 to 5 (with 1 = very satisfied and 5 = not at all satisfied), how satisfied were you with the service you received from the Registrar?**

	1 very satisfied	2	3	4	5 not at all satisfied
Service received from registrar					

**6. Can you explain why you answered the way you did in question 5?**

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**7. For which of the following reasons did you choose a humanist to conduct your ceremony?**

- a) Content of ceremony
- b) Location of ceremony
- c) Price of ceremony
- d) Other (please specify)

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# WINTER MAINTENANCE

The council's Winter Maintenance Policy for its Adopted Road Network is intended to reduce as far as practicable the effects of adverse weather conditions on the movement of people and goods. The aim is to permit safe travel on the roads that serve bus routes and through traffic.

**1. To assist with the prioritising of limited budgets could you please indicate how satisfied you are with your experience of our most recent performance in each of the following areas: (Please tick one box in each row)**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
The road winter Service Plan 2014/2015 (available on the council's website)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The report of Expected Weather Conditions (available on the council's website)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The gritting of bus routes and other main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The snow-ploughing of bus routes and other main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The gritting of side / local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The snow-ploughing of side / local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The gritting of busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The snow-ploughing of busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The gritting of local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The snow-ploughing of local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. Please indicate your satisfaction with street lighting in winter conditions:**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply / Don't know
Street lighting (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to repair street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. The city council currently spends between £1.5M and £3M on winter maintenance of its roads. Even in a mild winter we must have vehicles, staff, materials and information available to be able to respond when required.**

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Doesn't apply / Don't know

Do you think the council is making adequate provision?

**4. The city council, until recently, installed and maintained grit bins at the roadside, in locations where a need was perceived, to allow road users to use salt to treat areas of concern. It is no longer economic to resource the maintenance of these bins and, in order to provide an adequate service, 1 ton bags of salt can now be provided at approved locations on private property where supervision can be assured to ensure suitable alternative facilities are available.**

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Doesn't apply / Don't know

If you used grit bins, what is your opinion of the service provided?

If you have used the community salt bags, what is your opinion of the service provided?

**5. Have you ever made use of:**

	Yes	No
Grit bins	<input type="checkbox"/>	<input type="checkbox"/>
Community salt bags	<input type="checkbox"/>	<input type="checkbox"/>

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