

# *Voice!*

**Questionnaire 38**

June 2016

*Aberdeen City*  *Voice!*

**ABERDEEN'S CITIZENS PANEL**

## ACTIVE ABERDEEN PARTNERSHIP

The Active Aberdeen Partnership is developing a strategy to make Aberdeen the most active city in Scotland by 2020 and is keen to understand how active the people of Aberdeen are in sport and physical activity.

**1. In the last four weeks, have you done any of the activities listed below? (Please tick all that apply.)**

**Note: please do not include teaching, coaching or refereeing.**

a) Walking (at least 30 minutes for recreational purposes)	<input type="checkbox"/>
b) Swimming	<input type="checkbox"/>
c) Football	<input type="checkbox"/>
d) Cycling (at least 30 minutes for recreational, health, training or competition purposes)	<input type="checkbox"/>
e) Keep Fit / Aerobics	<input type="checkbox"/>
f) Multigym use / weight training	<input type="checkbox"/>
g) Golf	<input type="checkbox"/>
h) Running / jogging	<input type="checkbox"/>
i) Snooker / Billiards / Pool	<input type="checkbox"/>
j) Dancing	<input type="checkbox"/>
k) Bowls	<input type="checkbox"/>
l) Active commuting (e.g. walking, cycling, running)	<input type="checkbox"/>
m) Other - please specify (e.g. Angling, Badminton, Judo, Horse-riding, Skiing, Sailing, Yoga)	<input type="checkbox"/>
n) None of these	<input type="checkbox"/>

**2. On how many days in the last 4 weeks did you do at least one of these activities?**

a) 0	<input type="checkbox"/>
b) 1 – 3	<input type="checkbox"/>
c) 4 – 7	<input type="checkbox"/>
d) 8 – 11	<input type="checkbox"/>
e) 12 – 15	<input type="checkbox"/>
f) 16 – 19	<input type="checkbox"/>
g) 20+	<input type="checkbox"/>
h) Don't know	<input type="checkbox"/>

**3. Over the course of a 'normal' week do you undertake a total of 150 minutes (2.5 hours) of moderate intensity activity, or 75 minutes of vigorous intensity? (Definition of moderate is 'raised heart rate', able to talk but not sing; definition of vigorous is 'breathing hard and fast', unable to say more than a few words without pausing for breath.)**

a) Yes, always	<input type="checkbox"/>
b) Yes, usually	<input type="checkbox"/>
c) Sometimes	<input type="checkbox"/>
d) Not often	<input type="checkbox"/>
e) Never	<input type="checkbox"/>

**4. How often, on average, have you been outdoors for leisure and recreation in Scotland in the last 12 months?**

- a) More than once per day
- b) Every day
- c) Several times a week
- d) Once a week
- e) Once or twice a month
- f) Once every 2-3 months
- g) Once or twice a year
- h) Not at all

**5. Have you provided any unpaid help to a sport or physical activity group (e.g. coaching, organising, refereeing, committee work, assisting etc.) at any time in the past 12 months?**

- a) Yes
- b) No

**6. If you answered with yes to question 5 above, thinking about all the unpaid help that you have provided to sport or physical activity, how frequently do you do this?**

- a) Several times a week
- b) About once a week
- c) Less than once a week, but at least once a month
- d) Less than once a month, but at least five or six times a year
- e) A few times a year
- f) Less often
- g) Never

**7. Again, thinking about the unpaid help you provide for sport and physical activity, how many hours in total would you estimate you spend on these activities in a month?**

- a) Less than 1 hour
- b) 1 – 6 hours
- c) 7 – 13 hours
- d) 14 – 20 hours
- e) 21 – 27 hours
- f) 28+ hours

## ROADS – WINTER MAINTENANCE POLICY

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. Even in a milder winter we must have vehicles, staff, materials and information available to be able to respond when required.

- 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	Does not apply / don't know
The Roads Winter Service Plan 2015/16 (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"/>
The gritting of cycle paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The snow-ploughing of cycle paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2. The City Council currently spends between £1.5M and £3M on winter maintenance of its roads.**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Does not apply / don't know
How satisfied are you with the winter maintenance provision the council is taking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. 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 provide new grit bins. In order to provide an adequate service, 1 Ton bags of salt can now be provided on request at approved locations on private property where supervision can be assured.**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Does not apply / don't know
If you used grit bins, what was your opinion of the service provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you have used the community salt bags, what is your opinion of the service provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Does not 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"/>

## ECONOMIC DEVELOPMENT

The Council's Economic Development Service is responsible for delivering the Council wide contribution to the overall economic objectives of the city, and the surrounding region. This includes participation in international, national and regional economic development networks, supporting the implementation of the City Region Deal, City Centre Masterplan and the Strategic Infrastructure Plan and the development of a city and regional economic performance dashboard for use by the Council, its external partners and Community Planning Aberdeen.

We need to ensure that the work that we do in creating employment opportunities and helping people create new businesses reflects the needs of the communities.

The following questions relate to the current employment situation in Aberdeen.

**1a. How much do you agree with the following statements in relation to the current employment situation in Aberdeen? (Please tick one box in every row.)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply / don't know
Until recently it has been easy to get work in Aberdeen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am currently struggling to find work in Aberdeen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is help for people looking for work in Aberdeen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberdeen needs to diversify away from traditional industry sectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1b. Could you explain why you answered the way you did in question (1a) above?**

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The next question relates to travelling to work in Aberdeen.

**2a. How much do you agree with the following statement about travelling to work in Aberdeen?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply / don't know
It is easy to travel to work in Aberdeen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2b. Could you explain why you answered the way you did in question (2a) above?**

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The following questions relate to Aberdeen as a business location.

**3a. How much do you agree with the following statements about business in Aberdeen? (Please tick one box in every row.)**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply / don't know
Aberdeen is a good business location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberdeen has a good reputation for attracting investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aberdeen is a good place to start a new business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public services are good at supporting businesses in Aberdeen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3b. Could you explain why you answered the way you did in question (3a) above?**

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## CITY WARDEN SERVICE

The City Warden Service has been operating in Aberdeen since January 2009. They undertake high visibility patrols throughout the city to help ensure safety, cleanliness and free flow of traffic.

Did you know their activities included the following?

Between April 2015 and March 2016, the City Wardens:

- issued over 34,000 Penalty Charge Notice for illegal parking;
- uplifted 94 vehicles for non-payment of Penalty Charge Notices or obstructive parking;
- issued over 327 Fixed Penalty Notices to people who litter or let their dog foul and fail to pick it up;
- They have also made 7,309 reports to partners including Police Scotland, Scottish Fire and Rescue as well as other partnership agencies, including Aberdeen City Council departments. These reports consist of environmental, anti-social behaviour and general fault reporting.

The City Wardens attend daily briefings within the Community Safety Hub along with both internal and external partners including Council Housing, Social Work and Antisocial Investigation Team, Police Scotland and Scottish Fire and Rescue Service. The City Wardens are part of this Hub. They are involved in how the Community Safety Partnership can best serve the city.

The City Warden Service wants to measure the impact its service is having and to get panellists' feedback so they can develop the service to best meet the needs of the city.

**1. Before reading about it in the City Voice did you know what the role of City Wardens entails?**

- |                                             |                          |
|---------------------------------------------|--------------------------|
| a) Yes                                      | <input type="checkbox"/> |
| b) Yes, I was aware of some of the services | <input type="checkbox"/> |
| c) No                                       | <input type="checkbox"/> |

**2. Over the last 12 months, have you seen City Wardens in your local area?**

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

**3. Over the last 12 months, have you seen City Wardens anywhere else in the city?**

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

**4. Have you sought assistance from City Wardens?**

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

**5. If you answered with yes to question 4 above, did you seek assistance in the last 12 months?**

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

**6. How strongly do you agree or disagree with the following statements:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply / don't know
City Wardens are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City Wardens help to make Aberdeen City a safer place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City Wardens made an impact on reducing antisocial behaviour and crime in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City Wardens made an impact on reducing illegal parking in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City Wardens made an impact on the dog fouling situation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The City Wardens made an impact on reducing the littering in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My local area benefits from having City Wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Wardens engage well with people in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get in touch with the City Wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ADULT LEARNING

This section is about Community Based Adult Learning Services. These services are not provided by the Council but Aberdeen City Council does work to support these services within the community. Services may include:

- Craft classes
- Local history
- Upholstery
- Discussion groups
- Music groups
- Spanish lessons
- Employability related activities

Some of the providers of these classes include:

- Community centres
- Faith organisations
- Community projects
- Voluntary organisations
- External learning providers

The following questions relate to Community Based Adult Learning Services. The answers provided will assist us in determining the current availability of Community Based Adult Learning in Aberdeen. This will allow us to determine where improvements in provision could be made.

**1. Have you seen any information about Community Based Adult Learning Classes in your area?**

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

**2. If you answered yes to question 1 above, was this via: (Please tick all that apply.)**

a) Article in a newspaper	<input type="checkbox"/>
b) Aberdeen City Council website	<input type="checkbox"/>
c) Other website	<input type="checkbox"/>
d) Notice Board	<input type="checkbox"/>
e) In a leaflet or other publication	<input type="checkbox"/>
f) Social media	<input type="checkbox"/>
g) Other (please specify)	<input type="checkbox"/>

**3. If you have seen information about Community Based Adult Learning Classes, please indicate what the venue for the class was. (Please tick all that apply.)**

a) Community Centre	<input type="checkbox"/>
b) Library	<input type="checkbox"/>
c) Sports Centre	<input type="checkbox"/>
d) School	<input type="checkbox"/>
e) Don't know	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

**4. Have you participated in any Community Based Adult Learning in the past 12 months?**

- a) Yes
- b) No

**5. If you have participated in Community Based Adult Learning, please specify what this was related to. (Please tick all that apply.)**

- a) Employability
- b) Languages
- c) Craft
- d) Computing
- e) Discussion group
- f) Music
- g) Gardening
- h) Parenting groups
- i) Physical activity
- j) Cooking
- k) Other (please specify)

**6. Which organisation provided the adult learning you attended?**

- a) Community Centre
- b) Faith organisations
- c) Community projects
- d) Voluntary organisations
- e) External learning providers
- f) Aberdeen City Council
- g) Don't know / don't remember

**7. Do you plan to attend any adult learning classes in the next 12 months?**

- a) Yes
- b) No
- c) Don't know

**7a. If answered with yes to question 7 above, please specify which area(s) you might be interested in:**

- a) Employability
- b) Languages
- c) Craft
- d) Computing
- e) Discussion group
- f) Music
- g) Gardening
- h) Parenting groups
- i) Cooking
- j) Physical activities
- k) Other (please specify)

**8. How much do you agree with the following statements?**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply / don't know
There is a good range of community based Adult Learning activities in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Learning opportunities are well promoted in my community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. Do you think there is a gap in the provision of adult learning?**

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

If you answered with yes, could you please indicate what area(s) you think are missing?

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## TRANSFORMING ONLINE SERVICES FOR OUR CUSTOMERS

Aberdeen City Council is changing the website and transforming digital services. This means changing what we do to improve the range of online services we offer and to make the website more relevant, accessible and user friendly. Whether it is reporting a pothole, paying your council tax or getting a place in a school for your child, it should be quick and easy to do online.

We are also looking at how we can personalise information for you, create customer accounts and make better use of social media. For example, we may be able to direct you towards information, based on details such as your postcode (e.g. who your councillor is, or your bin collection date) or interests you tell us about (e.g. events taking place in Aberdeen or specific pieces of news).

To do this, we would like to know how you use our current website and the internet as a whole. Knowing more about how you contact the council, the services you use and how you use them will help us decide what changes to make to deliver best value for our customers.

We understand that some panellists are not internet users. We are still interested in your thoughts and would ask you to complete these questions so we can understand the sorts of services you might use if they were available online. Regular internet usage is not required to answer most of the questions.

### Services you use

**1. Which Aberdeen City Council services have you used in the last 12 months, e.g. to get advice and information or to make a payment or book an appointment? (Please tick all that apply.)**

a) Housing and housing repairs	<input type="checkbox"/>
b) Council Tax and Housing Benefits	<input type="checkbox"/>
c) Roads and Streets	<input type="checkbox"/>
d) Parking and traffic management	<input type="checkbox"/>
e) Parks, grounds and related services	<input type="checkbox"/>
f) Waste and recycling	<input type="checkbox"/>
g) Planning	<input type="checkbox"/>
h) Environmental Health or Trading Standards	<input type="checkbox"/>
i) Registrar of Births, Deaths & Marriages	<input type="checkbox"/>
j) Democratic Services (Councillors, Committees, Archives, Elections, etc.)	<input type="checkbox"/>
k) Education, schools and nurseries	<input type="checkbox"/>
l) Libraries and Information Services	<input type="checkbox"/>
m) Museums and galleries	<input type="checkbox"/>
n) City events (e.g. Winter Festival, SPECTRA Festival, etc.)	<input type="checkbox"/>
o) Community Safety (City Wardens, Anti-Social Behaviour Team)	<input type="checkbox"/>
p) Adult or Children's Social Work services and support	<input type="checkbox"/>
q) Services for businesses (e.g. trade waste, business rates, economic development)	<input type="checkbox"/>
r) I don't use any council services regularly	<input type="checkbox"/>
s) Other (please specify)	<input type="checkbox"/>

**2. How do you usually access those services? (Please tick all that apply.)**

a) I go to Marischal College Customer Service Centre	<input type="checkbox"/>
b) I go to a Customer Access Point (Kincorth, Mastrick, Tillydrone, Woodside)	<input type="checkbox"/>
c) I go to a Library, Housing Office or other community office	<input type="checkbox"/>
d) I telephone the council	<input type="checkbox"/>
e) I visit the council website for part of the service (e.g. I am able to make a payment online but still need to speak to someone in person)	<input type="checkbox"/>
f) I visit the council website for the whole service (I can do everything I need online and don't need to call or see someone as well)	<input type="checkbox"/>
g) I do something else (please specify)	<input type="checkbox"/>

**You and the internet**

**3. Have you ever used the internet?**

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

**4. If you answered with no to question 3 above, have you ever used a computer, tablet or smartphone?**

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

**5. What, if anything, has stopped you using the internet?**

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If you answered "no" to questions 3 and 4 above, please go to question 9.

**6. Which of the following do you do online? (Please tick all that apply.)**

a) News and local events (e.g. BBC News, Press & Journal, What's on)	<input type="checkbox"/>
b) Communicating with people (e.g. Skype, Facetime, What's App)	<input type="checkbox"/>
c) Research, information and general browsing (e.g. Google, Bing)	<input type="checkbox"/>
d) Getting directions or using maps	<input type="checkbox"/>
e) Click and collect in store	<input type="checkbox"/>
f) Ordering for delivery (e.g. Amazon)	<input type="checkbox"/>
g) Grocery shopping (e.g. Asda, Tesco)	<input type="checkbox"/>
h) Sharing and socialising (e.g. Facebook, Twitter)	<input type="checkbox"/>
i) Don't use the internet at all	<input type="checkbox"/>

**7. On a scale of 1 to 5, (where 1 = not at all comfortable and 5 = very comfortable), how comfortable are you using the internet?**

1= Not at all comfortable	2	3	4	5 = Very comfortable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. Are there any websites that you particularly like that we can learn from, and why?**

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**You and OUR website**

**9. Have you visited Aberdeen City Council’s website before?**

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

If you answered ‘no’ to question 9 please go to question 14.

**10. If you answered with yes to question 9 above, how often do you visit our website? (Please tick one box only.)**

a) Daily	<input type="checkbox"/>
b) Weekly	<input type="checkbox"/>
c) Monthly	<input type="checkbox"/>
d) Every few months	<input type="checkbox"/>
e) Once or twice a year	<input type="checkbox"/>

**11. If you answered with ‘yes’ to question 9 above, please rate how you found the following tasks out of five, where 1 = very difficult and 5 = very easy.**

	1 = Very difficult	2 = Difficult	3 = Neither difficult nor easy	4 = Easy	5 = Very easy	I have not tried this
Finding general information about the council (e.g. a phone number or a Councillor)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding specific information about a council service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding out about the area and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use the online housing services (e.g. housing repairs, rent online, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing a transaction (e.g. making a payment, or registering for Council Tax)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing planning applications, licenses or road works notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reporting problems (e.g. faulty street lights, fly tipping, pot holes, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. Do you use our search box or A to Z features on the website?  
(Please tick ONE box.)**

- |                                                  |                          |
|--------------------------------------------------|--------------------------|
| a) Yes, I use the search box                     | <input type="checkbox"/> |
| b) Yes, I use the A to Z                         | <input type="checkbox"/> |
| c) Yes, I use both the search box and the A to Z | <input type="checkbox"/> |
| d) No, I don't use these features                | <input type="checkbox"/> |

**13. On a scale of 1 to 5, where 1 = not very good and 5 = excellent, how would you rate your overall experience with our website?**

- |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1= Not very good         | 2                        | 3                        | 4                        | 5 = Excellent            | Not applicable           |
| <input type="checkbox"/> |

**14. To help us prioritise which services would be most useful to you, please select FIVE options from the list below that you would be most likely to use:**

- |                                                                                     |                          |
|-------------------------------------------------------------------------------------|--------------------------|
| a) Housing and housing repairs                                                      | <input type="checkbox"/> |
| b) Council Tax and Housing Benefits                                                 | <input type="checkbox"/> |
| c) Roads and Streets                                                                | <input type="checkbox"/> |
| d) Parking and traffic management                                                   | <input type="checkbox"/> |
| e) Parks, grounds and related services                                              | <input type="checkbox"/> |
| f) Waste and Recycling                                                              | <input type="checkbox"/> |
| g) Planning                                                                         | <input type="checkbox"/> |
| h) Environmental Health or Trading Standards                                        | <input type="checkbox"/> |
| i) Registrar of Births, Deaths & Marriages                                          | <input type="checkbox"/> |
| j) Democratic Services (Councillors, Committees, Archives, Elections, etc.)         | <input type="checkbox"/> |
| k) Education, schools and nurseries                                                 | <input type="checkbox"/> |
| l) Libraries and Information Services                                               | <input type="checkbox"/> |
| m) Museums and galleries                                                            | <input type="checkbox"/> |
| n) City events (e.g. Winter Festival, SPECTRA Festival, etc.)                       | <input type="checkbox"/> |
| o) Community Safety (City Wardens, Anti-Social Behaviour Team)                      | <input type="checkbox"/> |
| p) Adult or Children's Social Work services and support                             | <input type="checkbox"/> |
| q) Services for businesses (e.g. trade waste, business rates, economic development) | <input type="checkbox"/> |

This work is jointly led by our Communications & Promotions, HR & Customer Service and IT & Transformation services.

For more detail on the project please contact Alexander Ryland (Customer Experience Officer, [aryland@aberdeencity.gov.uk](mailto:aryland@aberdeencity.gov.uk) telephone: **direct dial (01224) 346064** | Switchboard **03000 200 291**) or Jacqueline Gillanders (Public Performance & Digital Reporting Manager, [jagillanders@aberdeencity.gov.uk](mailto:jagillanders@aberdeencity.gov.uk)).

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