

Voice!

Questionnaire 15
September 08

Aberdeen City  *Voice!*

Aberdeen's Residents Panel

The Environment

Household Waste

In September 2006, we asked the City Voice panel questions about the waste and recycling collection services in Aberdeen City. We now want to find out if you think these services have improved and seek your views on new services that are due to be introduced over the next few years. To help us analyse the questions more fully, we are also requesting additional information on your household and property type.

- 1 How many people permanently live at your address?**
[please write the number in the box]

a Number of adults

b Number of children (aged 0-16)

- 2 What type of property do you live in?**

a House (includes detached and semi-detached properties)

b Flat (includes tenement properties, high-rise flats and courtyard developments)

Kerbside recycling

- 3 Is your property served by the kerbside recycling collection? (the collection of materials for recycling in a black box and white sack)**

a Yes

b No [please go to Q5]

c Don't know [please go to Q7]

- 4 If 'YES', do you use the service?**

a Yes

b No

[please go to Question 7]

- 5 If your property is NOT served by the kerbside recycling collection service, are you provided with communal recycling collection facilities? (These are recycling facilities shared with your neighbours and include on-street paper recycling bins or recycling bins in communal areas)**

a Yes

b No [please go to Q7]

c Don't know [please go to Q7]

- 6 If 'YES', do you use the your communal recycling collection facilities?**

a Yes

b No

Garden waste recycling

- 7 Is your property served by the kerbside garden waste collection service? (the fortnightly collection of garden waste in a brown wheeled bin)**

a Yes

b No [go to Q9]

c Don't know [go to Q11]

- 8 If 'YES' do you use the service?**

a Yes

b No

- 9 If you are offered the kerbside recycling and garden waste collection service but DO NOT use them, why don't you use the service? [Please tick up to 3 for each service]**

	Kerbside Recycling	Garden Waste
a I don't know how to use it	<input type="checkbox"/>	<input type="checkbox"/>
b Too much trouble / takes too much time	<input type="checkbox"/>	<input type="checkbox"/>
c Not enough room to store materials	<input type="checkbox"/>	<input type="checkbox"/>
d I don't care about the environment	<input type="checkbox"/>	<input type="checkbox"/>
e I don't have a brown wheeled bin / my brown bin was lost / stolen and I haven't requested a new one	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f I don't have a black box / white sack / my black box / white sack was lost / stolen and I haven't requested a new one	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g The brown wheeled bins / black boxes / white sacks are too small	<input type="checkbox"/>	<input type="checkbox"/>
h The brown wheeled bins / black boxes / white sacks are too big	<input type="checkbox"/>	<input type="checkbox"/>
i I use recycling centres / points instead	<input type="checkbox"/>	<input type="checkbox"/>
j No incentive to do so	<input type="checkbox"/>	<input type="checkbox"/>
k Don't know	<input type="checkbox"/>	<input type="checkbox"/>
l Other [please specify below]	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>

10 If you are offered the kerbside recycling and garden waste collection service but you DO NOT use them, what would encourage you to use the service?

[Please tick up to 3 options for each service]

Kerbside Garden Waste

a More information on what you can recycle / compost	<input type="checkbox"/>	<input type="checkbox"/>
b More information on the benefits of recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
c Weekly collections of materials for recycling	<input type="checkbox"/>	<input type="checkbox"/>
d If more items were accepted for recycling / composting	<input type="checkbox"/>	<input type="checkbox"/>
e If more information was provided on what happens to the materials once they have been collected	<input type="checkbox"/>	<input type="checkbox"/>
f If the Council provided different containers (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>
.....		
g If my general waste was collected fortnightly instead of weekly	<input type="checkbox"/>	<input type="checkbox"/>
h Don't know	<input type="checkbox"/>	<input type="checkbox"/>
i Nothing	<input type="checkbox"/>	<input type="checkbox"/>
j Other [please specify below]	<input type="checkbox"/>	<input type="checkbox"/>
.....		

Waste Management Initiatives

Even after waste minimisation and recycling activities, we all still create waste that needs to be disposed of. Currently, all general waste collected from refuse bins in Aberdeen is sent to a landfill site just outside the Bridge of Don. This landfill is expected to be full in 2009/10 and decisions will shortly have to be taken on how your waste will be disposed of in the future.

The Council has to meet tough targets to reduce the amount of waste we send to landfill. If these targets are not met, we will be charged large financial penalties. The alternative option to landfill is to use waste treatment options that use the waste to generate heat and electricity.

11 What steps would you like to see Aberdeen City Council take to handle your household waste in the future? [please tick 1 option]

a Develop new landfill site in Aberdeen	<input type="checkbox"/>
b Develop a facility in Aberdeen, which uses non-recyclable waste to generate heat and power for local residents	<input type="checkbox"/>
c Other [please specify below]	<input type="checkbox"/>
.....	

The costs of your refuse collection and disposal are funded by your Council Tax. In 2007/08, the average cost of refuse collection from each property was £1.28 per week. The average cost of waste disposal for each property was a further £1.24 per week.

Aberdeen City Council provides a wheeled bin with a capacity of 240-litres to all households (with the space to store a wheeled bin) for the collection of their general waste. Households who need additional capacity currently pay a one-off charge for the delivery of an additional bin. This means that the collection and disposal of their **additional** waste is paid for by all other households in the City.

12 Do you think households who create more waste should pay for the collection of their additional waste? (This charge would not apply where residents have special circumstances that mean a large volume of non-recyclable waste is created on a regular basis) [Please tick 1 option]

a Yes	<input type="checkbox"/>
b No [go to Question 14]	<input type="checkbox"/>

13 If 'YES', how much more should they pay per week? [Please tick 1 option]

a Equal to the waste collection costs (Between £1.00 - £1.50)	<input type="checkbox"/>
b Equal to the waste collection AND disposal costs (Between £2.00 - £2.50)	<input type="checkbox"/>
c Other [please specify]	<input type="checkbox"/>
.....	

The kerbside and garden waste recycling collection services are available to the majority of residents in Aberdeen City. These services allow you to recycle over 60% of your waste. This figure goes up to 66% if you also use the recycling centres/ points for textiles, scrap metal etc. New services, including the collection of food waste, will also help residents to recycle even more of their waste.

As more than half of an average household bin can now be recycled, we need to encourage all residents to reduce, reuse and recycle to reduce the amount of waste we send to landfill. In 2009, residents with individual wheeled bins for their refuse collection will have their household waste collected on a fortnightly, rather than weekly basis. This service has been operating in pilot areas since September 2006 where over 74% of residents rate the new refuse collection service as 'very good' or 'good'.

14 If you currently use an individual wheeled bin for the collection of your rubbish, do you have any concerns about the change to a fortnightly collection? [If you DO NOT use an individual wheeled bin, or you live in a pilot area and already have fortnightly collection of your waste, please go to Q17]

- a Yes
- b No [please go to Q17]

15 If YES, what is your 1 main concern about the change to this service? [please tick 1 option]

- a Not enough information has been provided on why the Council are changing my waste collection service
 - b My waste will smell if not collected each week
 - c I have a large family and I won't have enough space to store all my non-recyclable waste
 - d I have children in disposable nappies and I won't have enough space to store all my non-recyclable waste
 - e I have a medical condition that creates extra waste so I won't have enough space to store all my non-recyclable waste
 - f My waste will attract flies and vermin if not collected each week
 - g If I go on holiday, my waste may not be collected for a month
 - h My neighbours might use my wheeled bin for their excess waste
 - i Other [please specify]
-

16 What steps can the Council take to address your concern? [please tick up to 3 options]

- a Provide more information on WHAT materials can be separated for recycling
 - b Provide more information on HOW to minimise and reuse waste
 - c Offer home visits by people who can advise me how to minimise / recycle my waste
 - d Offer garden waste / food waste collections to residents who are not currently offered a brown wheeled bin
 - e Offer larger / additional wheeled bins to large families / families with children in disposable nappies / householders with a medical condition that creates unavoidable additional waste if they prove they are recycling
 - f Provide information on the steps that can be taken to reduce the risk of smells, flies and vermin
 - g Provide more information on alternative methods to dispose of excess waste
 - h Other [please specify]
-

17 If you could recycle ONE additional material in Aberdeen City, what would it be?

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Environment

A Clean City

A clean city is a challenge for all cities. Aberdeen City Council focuses on the state of the streets and the waste collected to ensure our city remains clean. It is an offence to drop or leave litter in any public place, even throw it from a vehicle. The Council's Environmental Wardens help the local community to maintain a litter free environment and have the power to issue Fixed Penalty Notices or fines should the need arise. The Scottish Executive sets the Fixed Penalty cost of £50 and the City Council policy is to issue fines to all adults that are caught littering.

1 On a scale of 1-10 (where 1 = very unclean and 10 = very clean), overall how clean do you think Aberdeen City is? [please tick 1 box]

Very unclean Very Clean

1 2 3 4 5 6 7 8 9 10

2 How does Aberdeen's levels of cleanliness compare to other Scottish cities? [Please tick 1 box]

- a Aberdeen is cleaner
- b Aberdeen is the same
- c Aberdeen is dirtier
- d Don't know

3 Of the list below, where should the Council be prioritising their efforts to make the City clean? [Please tick up to 3 boxes]

- a Abandoned vehicles
- b Dog fouling
- c Flytipping (dumping of litter including tyres, fridge's etc)
- d Flyposting
- e Improving availability of recycling facilities in the street
- f Improving planting/ greenspace
- g Litter (including gum removal)

4 The Council has a strict policy of fining any adult that is caught littering or allowing their dog to foul in the street. How do you feel about this policy? [please tick 1 box]

- a** Strongly Agree
- b** Agree
- c** Don't know / No opinion
- d** Disagree
- e** Strongly disagree

5 How do you think we can encourage the public to keep the city clean? [please tick up to 3 options]

- a** Raise awareness with children
- b** Raise awareness with adults
- c** Raise awareness with businesses
- d** Encourage participation in community clean ups
- e** Halt street cleansing for a short period of time to show levels of littering within the city centre.
- f** Issue on-the-spot fines for people who break the law
- g** Don't know
- h** Other [please specify]

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Aberdeen in Bloom

'Aberdeen in Bloom' is an initiative that aims to improve the environmental quality of the City for residents, communities and visitors. Aberdeen has been involved with the 'Britain in Bloom' competition since 1963. The City also competes in 'Nations in Bloom', 'World in Bloom' and 'Communities in Bloom'. We want to find out what you think about our participation in these initiatives and how important you think it is to continue taking part.

1 Were you aware that Aberdeen City participates in annual "In Bloom" competitions?

- a** Yes
- b** No

2 On a scale of 1-10 (where 1 = very important and 10 = not at all important), how important do you think competing in "In Bloom" competitions is to the reputation and promotion of our city?

Very Important Not At All Important

1 2 3 4 5 6 7 8 9 10

3 Do you think it is beneficial for the Council to continue to invest its resources into competing in "In Bloom" competitions?

- a** Yes
- b** No

Grassland Action Plan

Aberdeen City Council has introduced semi-natural areas of native flowers and grasses around the City to help improve the diversity of our grasslands and encourage native plants and wildlife. Examples of these sites can be found at the Den of Maidencraig Local Nature Reserve and Donmouth Local Nature Reserve. Other sites can be found at the roadside near Girdleness Lighthouse and on the grass verges on Great Northern Road. We want to know what you think about this policy and how we could improve this as new areas of natural grasslands are introduced.

1 Were you aware of this policy?

- a** Yes
- b** No

2 How do you feel about increasing the number of natural grassland areas in Aberdeen City?

- a** Very positive
- b** Positive
- c** No opinion
- d** Negative
- e** Very negative

3 If you said 'negative' or very negative' to Question 2, what are your main concerns? [please tick up to 3 option]

- a** The sites encourages littering
- b** The sites have limited access
- c** The sites are too big
- d** The sites are located in the wrong areas
- e** It's not attractive
- f** It looks messy
- g** It's not safe
- h** Other [please specify below]

.....

4 Which of the following suggestions do you think would help improve awareness of these new native grassland areas?

[please tick up to 3 options]

- a Public events and planting days
- b Community information leaflets
- c Community and school participation in managing the sites
- d Locating sites in areas highly visible to the public, for example road verges.
- e Wildlife information boards
- f Promotion through 'Britain in Bloom'

Transport and Connections – Local Transport Strategy

Local Transport Strategy – Annual Questions

Aberdeen City has a Local Transport Strategy (LTS) which sets out the Council's transport policies and actions until 2012. One of the main objectives of the Local Transport Strategy is to encourage more walking, cycling and use of public transport.

To find out what impact the strategy is having, we are asking you to tell us about your current travel patterns. We asked the same questions last year to give us 'baseline' information and your new responses will allow us to measure what impact the strategy is having. Your results will provide vital information that will tell us how well the policy is working.

A copy of the Local Transport Strategy and further information can be found at: www.aberdeencity.gov.uk/ACCI/nmsruntime/saveasdialog.asp?IID=16272&SID=2866

1 How many cars or vans are owned or available for use by your household? [Please tick 1 box]

- a None (Please go to Q. 3)
- b One car or van
- c Two cars or vans
- d Three or more cars or vans

2 What years were your cars/vans first registered? If you don't know, please leave blank.

- 1
- 2
- 3
- 4
- 5

3 If you normally travel to work by car as a driver or a passenger, what are your main reasons for doing so?

[please tick ALL that apply]

- a Car essential to perform job
- b Dropping off / collecting children
- c Give others a lift
- d Public transport not available
- e Public transport not reliable
- f Health reasons
- g Public transport not frequent enough
- h Public transport not quick enough
- i Cheap
- j Safe
- k Allowance / Company Car
- l Other [please specify below]

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4 Please tell us how you and your family usually travel to your work or school/college/university if in full time education. Please tick the MAIN MODE of travel for each adult and/or child only. For example, if you are an offshore worker we are most interested in how you travel to the air/heliport, or how your child travels to school.

Person 1 Person 2 Person 3 Person 4 Person 5

[Please indicate whether Adult (A) or Child (C)]

.....

- a Do not work/study [Please go to Question 6]
- b Walk
- c Driver car/van
- d Passenger car/van
- e Motorcycle/moped
- f Bicycle
- g School bus
- h Work bus
- i Ordinary (service) bus
- j Taxi/minicab
- k Rail
- l Horse-riding
- m Other [please specify below]

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5 To what extent do you think you are, or would be, safe from crime when travelling by bus and train in the evenings?

[please tick 1 box for each option]

	Very Safe	Fairly Safe	Not Particularly Safe	Not Safe At All	Don't Know
a Bus	<input type="checkbox"/>				
b Train	<input type="checkbox"/>				

6 To what extent do you agree or disagree with the following statements? If you do not use the bus or the train, please go to Question 7. [Please tick 1 box for each option]

	Strongly Agree	Tend To Agree	Neither Agree Nor Disagree	Tend To Disagree	Strongly Disagree	No Opinion
Generally, when I use the bus:						
6a a The buses are on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The buses are frequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service runs when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The service is stable and isn't regularly changing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e The buses are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f The buses are comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g I feel personally safe and secure on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h It is simple deciding the type of ticket I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Finding out about routes and times is easy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j It's easy changing from buses to other forms of transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k The fares are good value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Strongly Agree Tend To Agree Neither Agree Nor Disagree Tend To Disagree Strongly Disagree No Opinion

Generally, when I use the train:

6b a The trains are on time	<input type="checkbox"/>					
b The trains are frequent	<input type="checkbox"/>					
c The service runs when I need it	<input type="checkbox"/>					
d The service is stable and isn't regularly changing	<input type="checkbox"/>					
e The trains are clean	<input type="checkbox"/>					
f The trains are comfortable	<input type="checkbox"/>					
g I feel personally safe and secure on the train	<input type="checkbox"/>					
h It is simple deciding the type of ticket I need	<input type="checkbox"/>					
i Finding out about routes and times is easy	<input type="checkbox"/>					
j It's easy changing from trains to other forms of transport	<input type="checkbox"/>					
k The fares are good value	<input type="checkbox"/>					

7 On how many days in the last seven have you travelled more than a quarter of a mile (400m) by the following options?

	None	1-2 Days	3-5 Days	6-7 Days	Don't Know
a Bike – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
b Bike – for the pleasure of cycling or to keep fit	<input type="checkbox"/>				
c Foot – to travel to work, go shopping or visit friends	<input type="checkbox"/>				
d Foot – for the pleasure of walking/jogging/running, to keep fit or to walk the dog.	<input type="checkbox"/>				

8 Which of the following improvements and initiatives would encourage you to use an alternative mode of transport.
[Please tick ALL that apply]

a More frequent public transport	<input type="checkbox"/>
b More reliable public transport	<input type="checkbox"/>
c Cheaper public transport	<input type="checkbox"/>
d Safer public transport	<input type="checkbox"/>
e Quicker public transport	<input type="checkbox"/>
f Better pedestrian facilities	<input type="checkbox"/>
g Vehicle exclusion zones for safer walking and cycling	<input type="checkbox"/>
h Promotion of routes for walking and cycling	<input type="checkbox"/>
i More cycle parking at destination (for example shops/work)	<input type="checkbox"/>
j Cycle parking at origin (for example at home)	<input type="checkbox"/>
k Cycle training	<input type="checkbox"/>
l Dedicated off road cycle paths	<input type="checkbox"/>
m Dedicated on road cycle paths	<input type="checkbox"/>
n Cycle loan scheme (buy a bike through employer, pay no VAT)	<input type="checkbox"/>
o Showers / changing facilities at work	<input type="checkbox"/>
p Incentives for car-sharers (for example priority parking)	<input type="checkbox"/>
q Guaranteed lift home scheme for car sharers	<input type="checkbox"/>
r Availability of car pool / car club at work	<input type="checkbox"/>
s Opportunity to work remotely	<input type="checkbox"/>
t Expanded park and ride service	<input type="checkbox"/>
u Extra bus routes	<input type="checkbox"/>
v Nothing	<input type="checkbox"/>
w Other [please specify below]	<input type="checkbox"/>

.....

9 Of those you have ticked above, which ONE is the most important?

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Thank you...

for taking the time to complete this questionnaire.

Please return in the prepaid envelope provided or send it to:

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Community Planning
in Aberdeen