

Voice!

Questionnaire 16

February 09

Aberdeen City  *Voice!*

Aberdeen's Residents Panel

Safety

Home Fire Safety

Smoke alarms are the first line of defence against fire. They are designed to detect fire in its early stages and can give you those precious few moments to get out safely. Grampian Fire and Rescue Service can provide a FREE home fire safety visit and if required, can provide and fit a free smoke alarm, including smoke alarms for the deaf or hard of hearing.

This safety check is carried out by firefighters from your local fire station and will take approximately 20 minutes. It can be conducted at a time convenient to you and is free to all residents of the City of Aberdeen.

1 Before reading about it in the City Voice, did you know that Grampian Fire and Rescue Service offered free fire safety visits at home?

- a** Yes
- b** No [If no, please go to Q8]

2 If yes, how did you find out about home fire safety visits? [Please tick]

- a** At a local community event
- b** From a Home Fire Safety Visit leaflet
- c** From a website
- d** Radio advertising
- e** Television advertising
- f** Newspaper
- g** From merchandising such as shopping bags, mugs and water bottles
- h** Word of mouth
- i** Other [Please specify]

3 Have you had a home fire safety visit in the last 2 years?

- a** Yes [If yes, please go to Q5]
- b** No

4 If no, is there a reason why you have not arranged a home safety visit? [Please tick]

- a** I didn't know I could have one
- b** I feel that my home is safe enough
- c** I intend to, but I've not got round to it yet
- d** I'm not interested
- e** I am too busy
- f** I had a visit, but it was more than 2 years ago
- g** I live in a rented property and didn't know if I was entitled to one
- h** I don't know how to arrange one
- i** Other [Please specify]

[Please go to Q8]

5 If yes, how did you make contact to ask for the visit? [Please tick]

- a** By phone
- b** By email
- c** By text
- d** By website
- e** By request form
- f** By Home Fire Safety Visit leaflet
- g** Other [Please specify]

6 How satisfied were you with the visit? (1=very satisfied, 5= very dissatisfied)

- 1
- 2
- 3
- 4
- 5

6a If you ticked 4 or 5, can you give us details of why you felt dissatisfied?

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7 Did you make changes to your home fire safety following the visit?

- a** Yes
- b** No

8 Did you know that Grampian Fire and Rescue Service can fit free smoke detectors where needed?

- a** Yes
- b** No

9 Do you have a smoke detector (or a number of smoke detectors) in your home?

- a** Yes
- b** No

10 If yes, how often do you check it? [Please tick 1]

- a** Weekly
- b** Monthly
- c** Every couple of months
- d** Every 6 months
- e** Once a year
- f** I don't know
- g** Other [Please specify]

If you would like to arrange a free home fire safety visit, please contact us. Telephone **01224 696666** or Text FIRE to **61611**. You can also email us at **info@grampianfrs.org.uk**

Wilful Fire Raising

Wilful fire raising is the deliberate or malicious starting of fires to cause damage and destruction or endanger life. These fires put lives at risk, destroy property and wildlife, damage our environment and have a direct impact on our resources. Most wilful fires are started in piles of rubbish or wheelie bins, on open grassland or in unsecured areas of property (shared storage rooms or communal hallways).

Grampian Fire and Rescue Service aims to reduce the number of willful fires occurring in Aberdeen City. We do this by speaking to the public at community events and using advertising. We also work with the Council to arrange the free collection of large refuse items, provide home fire safety visits, and work in partnership with our Community Planning Partners including Grampian Police.

1 Has there been a wilful fire in or around your home or local area in the last 2 years?

- a** Yes
- b** No [Go to Q3]
- c** Don't know [Go to Q3]

2

If yes, do you know if the fire service attended to deal with the incident?

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

3 Over the last 2 years, have you noticed a change in the number of wilful fires in your local area? [Please tick]

- a** They have decreased
- b** They have stayed the same
- c** They have increased
- d** I don't know

4 Grampian Fire and Rescue Service do some work specifically with young people to inform them of the dangers and consequences of wilful fire-raising. Please can you look at the list below and tell us which 2 options you think would be most effective for reaching and informing young people? [please tick 2 options]

- a** Through regular visits by firefighters to primary and secondary schools as part of subjects in the curriculum
- b** Through visits from firefighters to youth groups such as brownies, cubs, after-school clubs or youth clubs
- c** Through social networking sites such as Bebo or MySpace
- d** Through advertising aimed specifically at young people – radio, television, press, billboards
- e** Other [Please specify]

5 Grampian Fire and Rescue Service aims to make all our residents aware of the dangers and consequences of wilful fire-raising. Please can you look at the list below and tell us which 2 options you think would be most effective for reaching our wider community?

- a** TV advertising
- b** Radio advertising
- c** Press advertising
- d** Billboards and bus adverts
- e** Distribution of leaflets to homes and communities
- f** Use of websites
- g** Specific community events – either organised by or attended by the fire service
- h** Other [Please specify]

7 The majority of wilful fires in the City of Aberdeen occur at the weekend. Grampian Fire and Rescue Service is exploring the possibility of increasing our presence in the communities where wilful fires are most likely to occur. This may mean fire and rescue service vehicles being seen more in the community. Do you think this would help the prevention of wilful fire-raising?

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

7a If no, why not?

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Do you have any suggestions for other ways we can work towards reducing the number of wilful fires?

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Health and Social Care

MRSA Screening

Since August 2008, NHS Grampian has been taking part in a Scottish study to screen (test) all patients for MRSA when they are admitted to Aberdeen Royal Infirmary or the orthopaedic wards in Woodend Hospital. MRSA stands for Meticillin Resistant Staphylococcus Aureus. This is a bacterium that lives on the skin and can cause a number of common infections. This study will help the NHS decide if a national screening programme for people coming into hospital would be of benefit.

We want to find out your views on MRSA, how it spreads and your awareness of the MRSA screening programme. The information you give us will contribute to helping the NHS improve the healthcare services offered to the residents of Aberdeen City and across Scotland.

1 Before reading about it in the City Voice, had you heard of MRSA?

- a Yes
- b No

2 Did you know that MRSA is mainly spread by hand contact?

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

3 Did you know that the risk of spreading MRSA can be reduced by simple things like hand washing?

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

4 Generally, how concerned are you about the risk of MRSA in our City's hospitals? [Please tick 1 box]

- a I am not worried about MRSA
- b I am a bit worried about MRSA
- c I am very worried about MRSA

5 Before reading about it in the City Voice, were you aware of the NHS Grampian MRSA Screening programme?

- a Yes
- b No [If no, please go to Q7]

6 If yes, how did you find out about the MRSA Screening programme? [Please tick all that apply]

- a I was screened when admitted to the hospital
- b Posters in hospital
- c MRSA Screening Leaflet
- d I was told by a doctor (or other healthcare professional)
- e Media (Newspaper, TV, radio)
- f Word of mouth
- g Other [Please specify]

7 Does the fact we are screening patients for MRSA, generally change your views about MRSA? [Please tick one box]

- a I feel less worried about MRSA
- b I feel about the same
- c I feel more worried about MRSA

8a If you said you feel 'the same' or 'more worried' in question 8, can you tell us the reasons why?

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If you have any questions about MRSA, please contact NHS Grampian's Free Healthline on **0500 20 20 30**.

'Looked After Children'

Some children and young people have difficult life experiences that may require some sort of intervention from the Local Authority, the Law Courts or Children's Hearings. This can sometimes lead to that child or young person becoming 'looked after' by their local authority.

The term 'looked after' means that the council takes on the responsibility to look after these children in the same way a good parent would. This is also known as 'corporate parenting'. Aberdeen City Council currently looks after about 670 children. As well as taking on the day to day responsibilities, the council also has a role in developing these children and young people into responsible and independent adults who go on to have successful and productive lives.

Later this year, the Council is planning to raise awareness of the difficulties sometimes faced by looked after children. Before we do this, we want to know about your knowledge, perceptions and experiences.

1 Before reading the information above, had you ever heard of the term 'looked after children'?

a Yes

b No

2 Out of the following list, please tick which you think are the 2 most likely reasons for a child/ young person to become 'looked after'. [Please tick up to 2 options]

Reason for becoming looked after:

a Lack of parental care (this can include failing to feed or clothe a child properly, allowing a child to wander the streets unsupervised late at night, allowing/ providing a child access to harmful substances etc).	<input type="checkbox"/>
b Victim of a serious offence (including ill treatment, abandonment, neglect, exposure, incest, sexual offence, burning or bodily injury)	<input type="checkbox"/>
c They have committed an offence	<input type="checkbox"/>
d Truantiing from school	<input type="checkbox"/>
e Misusing alcohol, drugs and/or solvents	<input type="checkbox"/>
f Beyond the control of a relevant person (i.e. parent/ carer)	<input type="checkbox"/>
g The child has been abandoned/ orphaned or the parent is no longer able to look after the child due to illness.	<input type="checkbox"/>
h Other [Please specify]	<input type="checkbox"/>

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3 Please tick which of the following services/ organisations you think has a responsibility to care for 'looked after children'. [Tick as many as you think are relevant]

a Social Work department	<input type="checkbox"/>
b Education department	<input type="checkbox"/>
c Councillors/ Elected Members	<input type="checkbox"/>
d Health Services (NHS)	<input type="checkbox"/>
e Voluntary Organisations (e.g. Barnardos)	<input type="checkbox"/>
f Independent Organisations (e.g. some residential schools)	<input type="checkbox"/>
g The Police	<input type="checkbox"/>
h Housing Services department	<input type="checkbox"/>
i Further education organisations – e.g., Colleges and Universities	<input type="checkbox"/>
j All of the above	<input type="checkbox"/>

Children can be 'looked after' in foster care, residential schools, children's homes and secure units but they can also be 'looked after' whilst remaining at home with their parents. This may involve parents being told by the legal authority to work with social workers to make positive changes to the child's life. The progress is then monitored and action is taken if the family do not comply.

4 Before reading the information above, were you aware that children could be 'looked after' but still living at home?

a Yes

b No

5 Are there any children’s services in your local area that provide support to ‘looked after children’? This may include children’s homes, counselling or drop in services, fostering services, family centres or accommodation for formerly looked after children (by the Aberdeen Cyrenians or the Aberdeen Foyer)

- a** Yes
- b** No [Go to Q6]
- c** Don’t know [Go to Q6]

5a If yes, how do you feel about having these services in your local area?

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6 If you have any additional comments to make about children’s services in Aberdeen City (including children’s homes), please tell us in the section below.

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Homes

Good Apple Homes

Aberdeen City Council owns and manages approximately 23,000 homes. Since 2002, the housing service has been promoted as ‘goodapple homes’. The new name and branding was designed to provide a positive and modern image of council houses in our City. We are interested in assessing if the marketing and branding of goodapple homes has been effective and are looking at ways to improve this in the future.

1 Before reading about it in the City Voice, had you heard of goodapple homes?

- a** Yes
- b** No

1a If yes, how did you hear about goodapple homes? [Tick all that apply]

- a** In my local housing office
- b** In the local newspaper
- c** Word of mouth
- d** Council website
- e** Other council building (sports centre, library)
- f** The Point
- g** Access Points (Mastrick or Kincorth)
- h** I don’t know
- i** Other (please specify)

1b If yes, did you know that goodapple homes is the name of Aberdeen City Councils’ housing service?

- a** Yes
- b** No

For more information about goodapple homes please visit www.aberdeencity.gov.uk/goodapple

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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 St Nicholas House
 Aberdeen
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Community Planning
in Aberdeen