

Voice!

Questionnaire 19
February 2010

Aberdeen City The logo features the words "Aberdeen City" in a black, cursive-style font. To the right of this text is a black speech bubble with a white outline. Inside the speech bubble, the word "Voice!" is written in a white, cursive-style font.

Aberdeen's Residents Panel

Homes - Fuel Poverty

One of the challenges outlined in Aberdeen’s Community Plan is to ‘eradicate as far as possible, fuel poverty in Aberdeen’. The term ‘fuel poverty’ is defined as ‘paying more than 10% of your disposable income on heating your home to a comfortable standard’. The Council is already working to reduce fuel poverty but is calling on the City Voice panel to provide further information that will enable them to target their work more effectively.

Your responses to the following questions will help the Council to measure the extent of fuel poverty in the City and identify the number and type of households that are more likely to be affected. This information will be used to focus resources on households that are most at risk of fuel poverty.

1 What is the main fuel type used to heat your home?
[Please tick one]

a Mains Gas	<input type="checkbox"/>
b Electricity	<input type="checkbox"/>
c Liquid Petroleum Gas (LPG)	<input type="checkbox"/>
d Oil	<input type="checkbox"/>
e Solid fuel (wood, coal)	<input type="checkbox"/>
f Renewable source	<input type="checkbox"/>
g Other [Please specify]	<input type="checkbox"/>

2 Do you usually heat your whole house (all rooms) during the winter months?

a Yes [go to Q4]	<input type="checkbox"/>
b No	<input type="checkbox"/>

3 If no, can you tell us in column a) which rooms you have in your home and in column b) which rooms you heat? [Please tick]

	Which of the following rooms do you have in your home?	Which of the rooms in your home do you heat?
a Living room	<input type="checkbox"/>	<input type="checkbox"/>
b The hall	<input type="checkbox"/>	<input type="checkbox"/>
c Bedroom 1	<input type="checkbox"/>	<input type="checkbox"/>
d Bedroom 2	<input type="checkbox"/>	<input type="checkbox"/>
e Bedroom 3	<input type="checkbox"/>	<input type="checkbox"/>
f Bathroom	<input type="checkbox"/>	<input type="checkbox"/>
g Kitchen	<input type="checkbox"/>	<input type="checkbox"/>
h Other rooms	<input type="checkbox"/>	<input type="checkbox"/>

4 Approximately, how much of your disposable income (i.e. income after mortgage/rent has been deducted) is spent on heating your home? [Please tick one]

a Less than 5%	<input type="checkbox"/>
b 5-10%	<input type="checkbox"/>
c 10-15%	<input type="checkbox"/>
d 15-20%	<input type="checkbox"/>
e 20% or greater	<input type="checkbox"/>
f Unsure/Don't Know	<input type="checkbox"/>

4a If you ticked 'unsure/don't know' in Q4, please complete the box below and we can work this out for you.

Approximate annual income (less mortgage/rent) _____

Approximate annual spend on heating fuel _____

For further information or advice on fuel poverty and/or energy efficiency please contact Aberdeen City Council’s Home Energy Team.
Tel: 01224 522016 or 01224 522094. More information and advice on energy saving in your home can be found at www.aberdeencity.gov.uk/HousingAdvice/hoa_hes/hoa_HomeEnergySaving.asp

Health and Social Care - Community Pharmacy Service

Community pharmacies, or chemist shops, are a key part of the NHS and are often the first point of contact if you feel unwell and want a remedy to make you feel better. It is important that everyone can easily access a pharmacy so that medicines required for long term disease and conditions can be easily obtained.

You don’t have to make an appointment to speak to a pharmacist and in addition to dispensing prescriptions; pharmacists can give you advice about your medicine. Pharmacies sell over the counter medicines but if you do not pay for your prescriptions they can also provide free treatment for a minor ailment, such as a cold or indigestion. Pharmacists can provide advice on all aspects of improving your health and are currently supporting people to stop smoking.

To help NHS Grampian improve the way these services are provided in Aberdeen, we want to ask you about how you access and use community pharmacies.

1 When you visit your pharmacy, how do you usually travel there?
 [Please tick one box - if you use more than one method, please tick the one you travel furthest by]

- a** Walk
- b** Bus
- c** Car - Driver
- d** Car - Passenger
- e** Taxi
- f** Motorbike
- g** Bicycle
- h** Other [Please specify]

2 How long does it take to travel to the pharmacy you use most regularly?

- a** Less than 5 minutes
- b** Between 5 and 15 minutes
- c** Between 15 and 30 minutes
- d** Between 30 and 45 minutes
- e** Over 45 minutes

3 How easy is it for you to get to the pharmacy on a scale of 1 to 5?

- very easy 1 2 3 4 5 very hard

4 Which 3 factors are most important when deciding which pharmacy to use? [please tick up to 3 options]

- a** Close to home
- b** Close to work
- c** Close to GP practice
- d** Car parking available
- e** Opening times allow me to visit easily
- f** The pharmacy provides a good service
- g** Confidence in the pharmacist
- h** I can get advice without having to make an appointment
- i** They provide a delivery service

5 Do you always use the same pharmacy?

- a** Yes [go to Q6]
- b** No

5a If you answered 'no' to Q5, is it for one of the following reasons? If not, could you specify?

- a** I am not on regular medicines
- b** Someone else collects the prescription
- c** I go to the most convenient pharmacy on the day
- d** Other [please specify]

6 Which of these pharmacy services have you used in the last 12 months [tick all that apply]

- a** Had an NHS prescription dispensed from your pharmacy
- b** Arranged for your pharmacist to collect your NHS prescription directly from your GP practice
- c** Bought over the counter medicines
- d** Getting more information about your medicines
- e** Receiving advice about a health condition
- f** Information to improve your health (e.g. diet advice)
- g** Support with substance dependence (e.g. drugs, alcohol, nicotine)
- h** Travel advice

7 Did you know that the following services are available at community pharmacies? [if yes, please tick]

- a** Urgent supply of repeat medicine you have run out of at the weekend
- b** Support with stopping smoking
- c** Treatment for a minor ailment
- d** Emergency contraception
- e** Chlamydia testing
- f** Asthma review

8 More activities which used to only be done by your GP or practice nurse, are now carried out by pharmacists e.g. asthma review, weight management, flu vaccinations, travel vaccinations. How do you feel about this?

- a** I am happy with this
- b** I don't mind
- c** I am not happy with this

9 Do you have any other comments on community pharmacies in Aberdeen City?

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Safety – Wilful Fires and Home Fire Safety

Last year, Grampian Fire and Rescue Service (GFRS) called upon the City Voice to tell us about their experience of free home fire safety visits and wilful fire raising. Since this time, the fire service has been working to increase awareness in these areas and now wants to measure the impact of these changes. The information you give will help the fire service to target advertising of the free fire safety visits and contribute to the design of future fire safety campaigns.

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 large financial 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).

1 Do you think wilful fire raising is a problem in your local area?

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

2 If yes, over the last year have you noticed a change in the number of wilful fires in your local area?

- a Yes, an increase
- b Yes, a decrease
- c No
- d Don't know

3 Following suggestions made by City Voice panellists last year, Grampian Fire and Rescue Service have widely advertised the problems associated with wilful fire raising. Have you seen or heard any advertising about deliberate fires/wilful fires?

- a Yes
- b No [go to Q5]

4 If you answered 'Yes' to Q3, what kind of advertising was it? [tick all that apply]

- a Radio advert
- b Newspaper advert
- c Billboard and bus advert
- d Leaflet
- e Posters in local shops, pubs, etc
- f Other [please specify]
-

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 designed 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.

5 Were you aware that Grampian Fire and Rescue Service offered fire safety visits at home before reading about it in the City Voice?

- a Yes
- b No

6 Did you know the home fire safety visits are free?

- a Yes
- b No

7 Did you know that a free home fire safety visit can be carried out at a time that suits you, including evenings and weekends?

- a Yes
- b No

8 Have you had a home fire safety visit in the last two years?

- a Yes [go to Q10]
- b No

9 If no, is there a reason why you have not arranged a home safety visit? [please tick one]

- a I feel that my home is safe enough
- b I intend to but I've not got round to it yet
- c I'm not interested
- d I am too busy
- e I had a visit, but it was more than 2 years ago
- f I live in a rented property and didn't know if I was entitled to one
- g I didn't know it could be done at evenings and weekends
- h I don't know how to arrange one
- i It's too difficult to arrange one
- j I didn't know they were free
- k Other [please specify]
-

10 Were you aware that Grampian Fire and Rescue Service can fit free smoke detectors where needed before reading about it in the City Voice?

- a Yes
b No

11 Following suggestions made by City Voice panellists last year, Grampian Fire and Rescue Service has increased its advertising to make people aware that free home fire safety visits are available. Have you seen any advertising about home fire safety visits?

- a Yes
b No [go to Q13]

12 If you answered Yes to Q11, what kind of advertising was it? [tick all that apply]

- a Radio advert
b Television advert
c Newspaper advert
d Billboard and bus advert
e Leaflet
f Posters in local shops, pubs, other places
g At a community event
h On a website
i Other [please specify]

13 National statistics tell us that most fires in the home occur because of smoking materials or unattended cooking. To help us find out if this is likely to be a problem in Aberdeen, please can you tell us whether you or the people you live with, smoke in your home?

- a Yes
b No

14 If you answered yes to Q13, do you have a working smoke detector in your home?

- a Yes
b No

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

Safety – Safer Aberdeen

'Safer Aberdeen' is a council led project that develops and implements crime reduction initiatives. Safer Aberdeen works with the Council, Grampian Police, Grampian Fire and Rescue Service, Crimestoppers and the Aberdeen City Alcohol and Drugs partnership to help make Aberdeen a safe and secure place where people can live, work and socialise day and night without the fear of becoming a victim of crime.

Safer Aberdeen have been involved in a number of projects over the last year including city wardens, Best Bar None, Unight Aberdeen, night time taxi ranks, the promotion of safety messages in the city centre and night time street urinals. The partnership is keen to find out your thoughts and views on these projects.

Over the festive period, Safer Aberdeen ran a safety campaign within the city centre focusing on promoting key safety messages. A window vinyl was displayed on Union Street using an empty shop front and pavement stencils displaying safety messages appeared on main pavements. The aim of the campaign was to raise awareness of the Safer Aberdeen scheme, increase community safety and reduce people's fear of crime.

1 Have you seen either the window vinyl and/or pavement stencils displaying safety messages in the city centre? [please tick]



Vinyl on shop front

- a Yes
b No



Pavement stencils

- a Yes
b No

2 Do you think this is an effective way to promote safety messages in the city centre?

- a Yes
- b No

3 Are you aware of the following safety initiatives currently running under Safer Aberdeen? [please tick all that apply]

- a Begging boxes
- b Taxi marshals
- c Relocated night time taxi ranks
- d Unight Aberdeen
- e Best Bar None

Night time economy

4 In the last 12 months, have you visited Aberdeen city centre for an evening out? (to visit a restaurant, pub, club, theatre, cinema etc)

- a Yes
- b No

5 When you travel home from the city centre after an evening out, what type of transport do you normally use? (Please tick one box)

- | | Before 10pm | After 10pm |
|--|--------------------------|--------------------------|
| a Taxi | <input type="checkbox"/> | <input type="checkbox"/> |
| b Car (drive or get a lift) | <input type="checkbox"/> | <input type="checkbox"/> |
| c Bus | <input type="checkbox"/> | <input type="checkbox"/> |
| d Walk | <input type="checkbox"/> | <input type="checkbox"/> |
| e Other mode of transport [please specify] | <input type="checkbox"/> | <input type="checkbox"/> |
| f Not applicable | <input type="checkbox"/> | <input type="checkbox"/> |

6 If you travel home by taxi after an evening out, roughly how long do you normally have to wait? [Please tick one box]

- a Less than 10 minutes
- b 10-30 minutes
- c More than 30 minutes
- d Not applicable

7 In August 2009, new taxi ranks were introduced on Union Street between midnight and 5am on Saturday and Sunday mornings. Have you used these?

- a Yes
- b No [go to Q10]

8 If yes, do you agree or disagree that the new ranks improve safety?

- a Agree
- b Disagree
- c Don't know

9 Aberdeen City Council has employed more taxi marshals and extended their hours of operation. Have you found that this has improved the night time taxi experience? [Please tick one]

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

10 Overall, on a scale of 1-10 (where 1 is very satisfied and 10 is very dissatisfied) how satisfied are you with the availability of night-time transport in the city centre?

- Very satisfied Very dissatisfied
- 1 2 3 4 5 6 7 8 9 10

11 We have introduced mobile street urinals within the city centre on Friday and Saturday nights. Were you aware that the council installs these for night time use?

- a Yes
- b No

12 Do you agree or disagree that mobile street urinals should be used to help reduce urinating in public?

- a Agree
- b Disagree
- c Don't know

13 How do you feel that your enjoyment of using the city centre in the evening could be improved?

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City Wardens

City wardens have been operating in Aberdeen since January 2009. They undertake high visibility patrols throughout Aberdeen to help ensure safety, cleanliness and a free flow of traffic. We want to measure the impact that the new service is having and get your feedback so we can develop it to best meet the needs of the city.

14 Over the last 12 months, have you seen city wardens in the city centre?

- a Yes
- b No

15 Over the last 12 months, have you seen city wardens in your local area?

- a Yes
- b No

Have you sought assistance from city wardens?

- a Yes
- b No [go to Q17]

16 If yes, how helpful did you find city wardens?

- a Very helpful
- b Helpful
- c Unhelpful
- d Very Unhelpful

17 Do you think city wardens have been effective in making Aberdeen City a safer place?

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

18 How do you think city wardens deal with various problems in your local area?

	Very Well	Quite Well	Not Well	Don't know	I'm not aware this is a problem in my local area
a Antisocial behaviour and crime	<input type="checkbox"/>				
b Illegal parking	<input type="checkbox"/>				
c Dog fouling	<input type="checkbox"/>				
d Littering	<input type="checkbox"/>				

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

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
a My community area benefits from having City Wardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Wardens seem to be well trained and know what they are doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Wardens get on well with people in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Wardens can be easily seen on the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Wardens deal with problems quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f It is easy to get in touch with wardens when you need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community Safety

Two years ago, we asked City Voice panellists some questions about community safety. We now want to repeat some of these questions to see if your views and perceptions have changed in that time.

20 How do you think that levels of crime have changed in the city centre over the last 2 years? [Please tick one]

- a Greatly increased
- b Slightly increased
- c Stayed the same
- d Slightly decreased
- e Greatly decreased

21 What do you think are the top community safety concerns in (a) your local area and (b) the city centre? [Please tick up to THREE concerns for a and b]

	(a) In your local area	(b) city centre
a Drug misuse	<input type="checkbox"/>	<input type="checkbox"/>
b Physical assaults/ attacks	<input type="checkbox"/>	<input type="checkbox"/>
c Sexual assault/ rape	<input type="checkbox"/>	<input type="checkbox"/>
d Threatening behaviour	<input type="checkbox"/>	<input type="checkbox"/>
e Graffiti/ vandalism	<input type="checkbox"/>	<input type="checkbox"/>
f Road safety	<input type="checkbox"/>	<input type="checkbox"/>
g Teenagers/ children causing a nuisance	<input type="checkbox"/>	<input type="checkbox"/>
h Alcohol misuse	<input type="checkbox"/>	<input type="checkbox"/>
i Other [please specify]	<input type="checkbox"/>	<input type="checkbox"/>

22 How safe do you feel in the city centre at the following times?

	Very safe	Fairly safe	Not safe	Very unsafe
a Daytime (before 6pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Evening (6pm-10pm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Night (10pm onwards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How concerned are you about becoming a victim of crime in the city centre?

a Very concerned	<input type="checkbox"/>
b Fairly concerned	<input type="checkbox"/>
c Not really concerned	<input type="checkbox"/>
d Not at all concerned	<input type="checkbox"/>

**24 Below is a list of community safety initiatives. Which three do you think would most improve community safety in your local area?
[Please tick up to 3 options]**

a More police patrolling on foot	<input type="checkbox"/>
b More facilities for teenagers/older children	<input type="checkbox"/>
c More police patrolling in cars	<input type="checkbox"/>
d Anti-drugs/alcohol campaigns	<input type="checkbox"/>
e Use of CCTV	<input type="checkbox"/>
f More city wardens	<input type="checkbox"/>
g Improved street lighting	<input type="checkbox"/>
h Advice on home safety accident prevention	<input type="checkbox"/>
i More crime prevention information	<input type="checkbox"/>
j Improved design of the layout of streets	<input type="checkbox"/>
k More physical security	<input type="checkbox"/>
l Other [please specify]	<input type="checkbox"/>
.....	<input type="checkbox"/>

Thank you...

for taking the time to complete this questionnaire.

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

Freepost Plus RLZR-RYJT-KXJU
 Aberdeen City Voice
 5th Floor
 St Nicholas House
 Aberdeen
 AB10 1AX



Community Planning
in Aberdeen