

ABERDEEN CITY VOICE

4TH QUESTIONNAIRE

WELCOME

This is the 4th Questionnaire for Citizens Panellists and the last one funded by the European Commission. We hope to continue the Panel and will ask for your views on this and also your views on how satisfied you have been with your involvement as a Panellist, by issuing a feedback Questionnaire in March. As always please feel free to answer only those questions that you feel comfortable answering, if you have no view on a question just leave it blank.

SAFETY

Fear of Crime

1. How concerned are you about crime in your local area?

Not at all concerned

Not very concerned

Fairly concerned

Very concerned

2. (a) Does fear of any crime prevent you from doing something you want to do?

Yes No

(b) Would you like to comment on what you are prevented from doing?

3. Do you think that your home is secure enough?

Yes No

4. Have you improved the security of your home in the last 3 years?

Yes No

5. How safe do you feel in your home?

During the day

At night

Not at all safe

Not at all safe

Not very safe

Not very safe

Fairly safe

Fairly safe

Very safe

Very safe

6. How safe do you feel going out?

During the day

At night

Not at all safe

Not at all safe

Not very safe

Not very safe

Fairly safe

Fairly safe

Very safe

Very safe

7. Would you like to learn more about personal and home safety?

Yes No

8. How concerned are you when waiting for public transport?

During the day

After dark

Not at all concerned

Not at all concerned

Not very concerned

Not very concerned

Fairly concerned

Fairly concerned

Very concerned

Very concerned

9. Do you stay in more when the nights are darker because you are worried about your safety?

Yes No

10. Please indicate your level of worry about the following types of crimes in your area:-

Crime	<i>Not at all worried</i>	<i>Not very worried</i>	<i>Fairly worried</i>	<i>Very worried</i>
Having your home broken into	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a car or other vehicle broken into/vandalised/stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism or damage to your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bogus callers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug related crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street robbery (mugging)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk people causing problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being insulted or bothered by neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being sexually assaulted or sexually harassed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deliberate setting of fires affecting your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being harassed because of _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(if you wish please specify the type of harassment you have experienced, i.e. because of race, sexual orientation, etc.)

11. Have you ever been a victim of crime?

Yes No

12. What type of crime worries you most? _____

Needle/Syringe Collection

13. (a) Have you ever seen a discarded needle or syringe in your area?

Yes No

(b) Is this an ongoing problem in your neighbourhood?

Yes No

(c) Do you know how to get a needle or syringe safely collected and disposed of?

Yes No

(For Panellists information – the Council should be contacted on 522225 for safe removal of needles and syringes).

Freedom of Information

The Freedom of Information (Scotland) Act 2002 comes into effect on 1st January 2005 and gives, a subject to exemptions, the public a right to see information held by Grampian Police (and other public bodies). Before 1st June 2004 Grampian Police are required to publish a publication scheme showing what information will be made readily available to the public.

In order to inform our thinking on the matter we are keen to know what you are already aware we publish, and the information you feel that we should publish. Full details of The Freedom of Information (Scotland) Act 2002 can be viewed at www.itspublicknowledge.info

1. Please indicate what information you are aware is currently available to the public about Grampian Police, and whether you feel we should continue to publish this information. *(Please tick all that apply).*

	<i>I am aware of this info.</i>	<i>We should continue to publish this info.</i>
Annual Report <i>(includes statistical information about crimes and the Police performance, along with details about each Division and Department)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Force Policing Plan <i>(information about the Police targets and priorities, produced on an annual basis)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Divisional Policing Plan <i>(information about targets and priorities for each Division in the Police service, produced on an annual basis)</i>	<input type="checkbox"/>	<input type="checkbox"/>
Police Strategic Plan <i>(the broad vision for policing our communities, and our approach to achieving it, which generally covers a three year period).</i>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify but do not include reference to leaflets on campaigns or crime prevention advice) _____		

2. The following information is not readily available in the public domain. Please indicate what information you feel that Grampian Police should additionally publish in the public interest. *(Please tick all that apply)*

Police Policies <i>(guidelines which members of staff work to covering a wide variety of issues e.g. recording of crime, internet access policy)</i>	<input type="checkbox"/>
Almanac of Grampian Police <i>(organisational structure, names of members of staff and the roles they fulfil)</i>	<input type="checkbox"/>
Chief Constable's Executive Meetings Minutes <i>(these meetings generally focus on strategic matters)</i>	<input type="checkbox"/>
Ongoing Projects <i>(details about major Police Service projects such as the introduction of new technology, Police Service restructuring)</i>	<input type="checkbox"/>

Annual Accounts
(details of expenditure throughout the Police Service)

Performance Indicators
(targets for various issues, from crime to staff absences, which illustrate how the Police Service is performing)

Other (Please Specify) _____

3. Please detail any comments you have relating to the content, standard or means of presentation of Grampian Police's publicly available information.

PERFORMANCE MANAGEMENT

The Change Team is a small team that has been established within the Council to drive forward a number of projects to continuously improve Council Services.

The aims of the Continuous Improvement Programme are to improve the efficiency of Council Services, to identify improvements that will make better use of Council resources, and to ensure the Council is always looking for ways to make sure its Services best meet the needs of citizens.

The Council Website

1. Do you know that Aberdeen City Council has a website - (www.aberdeencity.gov.uk)?

Yes No *(If no, please go to question 4)*

2. How often do you use the Council website?

Once a week or more

Less frequently than once a week

I don't use it - I don't have access to the internet

I don't use it – but I do have Internet access

I don't use it - I have visited the Council site but don't find it useful

3. If you have used it, which feature(s) do you use?

Theatre/Music Hall event information

Other event information

News releases

Reporting problems with roads, street lighting etc

Feedback page for sending comments or questions to the Council

Council job vacancies

Downloading forms for Council services

A – Z directory of services

Taking part in consultations

Finding out dates of school and public holidays

Committee agendas

To contact Councillors

Other (please state) _____

4. Are there any Council services you would like to be able to apply for online?

Obtaining a parking permit

Paying parking fines

Paying Council Tax and/or rent

Obtaining planning permission/building warrant

Renewing library books/items

Booking sports/leisure activities

Other (please state) _____

5. What would make the web-site more useful to you? _____

6. If you are not a regular user of the site, what additional features or content would encourage you to visit it?

7. The Council is working towards making all of its service information available via the website, as well as providing some actual services (such as payments, bookings and application forms) available on the website. If most or all services or service information could be accessed on line, would this be your preferred way of accessing them?

Yes, using the website would be my first choice for finding out about services

I prefer to speak to Council employees on the telephone

I prefer to meet with Council employees face to face

I would use the website first but would also like to be able to phone someone if necessary

Accessing Council Services and Facilities

1. Do you agree with the statement that 'Access to various Council Services/Facilities is available at times convenient to me?'

Yes No Don't know

If no, please provide suggestions as to improved opening times that would meet your specific requirements. (For example, ability to pay for Council Tax over the phone at, say, 7pm.)

2. Have you heard of 'The Point'? (The Customer Service Centre located on Board Street in the city centre where the Tourist Information Office used to be) (If no, please go to question 7.)

Yes No

3. Have you ever visited 'The Point'?

Yes

No – I have not required any services from this facility

4. If you answered yes to question 2, was the visit helpful?

Yes No Partly

5. Do you feel that there is additional information that could be made available at the Point?
Please comment below:-

6. Are you aware of the opening hours of 'The Point'?

Yes No

7. The Point is open between 8.30am – 5.30pm Monday to Friday with the exception of Tuesday when it opens at 10.00am and Thursday when it closes at 6.30pm; it is also open from 10.00am – 1.00pm on Saturday). Are these times convenient to you?

Yes No

8. If these opening times are not convenient to you, what times would you prefer and why?

9. Would you find it useful to you if Customer Service Centres were available in other parts of the City?

Yes No

10. If you answered yes to question 9, what location would be most helpful?

11. If you contact the Council, what is it you generally want to do?
(Tick all that apply)

- Request Information on a Service
- Request/Apply for a Service
- Pay for a Service
- Provide Feedback on a Service

Other _____

12. Do you feel that Council facilities are accessible for people with disabilities?

- Yes No Don't know

13. If, not, please specify the location where you have noticed or experienced difficulties

Feedback on Council Services

1. In your experience as an Aberdeen citizen, are there any Council Services that you feel are performing poorly?

2. What three key improvements would you wish to see the Council implement and why?

3. In your opinion, are there any Council Services that are performing well? Please specify which Service(s).

4. Do you know that the Council has a Customer Comment Card for providing feedback on service delivery? (If no, please go to the next section)

Yes No

5. If you have used the Customer Comment Card, how beneficial did you find the service?

THE VOLUNTARY SECTOR

Aberdeen Council of Voluntary Organisations (ACVO) is the umbrella body for the voluntary sector frequently referred to as the “Third Sector” in the City, which encompasses most of the city voluntary organisations, local and national. For example, Aberdeen Foyer, Home Start in Aberdeen, The Salvation Army, Aberdeen Cyrenians, Aberdeen Sports Council, The International Centre and so on. The Voluntary Sector is Aberdeen’s 5th largest employer, contributing in excess of £10 million to the local economy. We work in partnership with the Local Authority and other Statutory Agencies particularly through Community Planning, engaging in Challenge Forums covering topics such as Health & Social Care, Homes, Safety, Transport & Environment, etc.

1. Are you aware of the variety of Voluntary Organisations operating in Aberdeen?

Yes No

2. Have you had contact with any of those Voluntary Organisations? If no please go to question 10.

Yes No

3. If yes, did you contact them as:
(tick each box that applies)

- a) a client or service user
- b) a volunteer
- c) a voluntary sector paid employee
- d) a public or private sector employee
- e) other , please specify _____
- _____

4. How did you initially find those Voluntary Organisations?

Referral Local knowledge

Word of mouth Press

Other, please specify _____

5. In your opinion, how easy is it to contact Voluntary Organisations and get access to the services they provide?

6. How would you rate your experience with Voluntary Organisations?

Unimportant			Important		
1	2	3	4	5	6
Unrewarding			Rewarding		
1	2	3	4	5	6

7. Would you recommend involvement with voluntary organisations to others?

Yes No

8. Why? _____

9. What do you think is the value of the Voluntary Organisations to individual citizens of Aberdeen?

Advising	<input type="checkbox"/>	Counselling	<input type="checkbox"/>	Supporting	<input type="checkbox"/>
Ethnic Issues	<input type="checkbox"/>	Campaigning	<input type="checkbox"/>	Enabling	<input type="checkbox"/>
Funding	<input type="checkbox"/>	Disabled	<input type="checkbox"/>	Children	<input type="checkbox"/>
Elderly	<input type="checkbox"/>	Health & Safety	<input type="checkbox"/>		

Other (please specify) _____

10. Where, and in what capacity, do you see the future of Voluntary Organisations?
(Only answer this question if you feel you have sufficient knowledge of the Voluntary Sector to respond. This is a specialist question please do not feel you must submit a view.)

11. Are you currently involved with any Voluntary Organisations?

Yes No

12. If yes, please indicate which organisation/s and in which capacity?

HOMES

The Council is considering the future use of the City's Long Term Empty Houses to develop ways of tackling housing market failure within certain areas of the city.

The report produced will contribute to the improvement of the overall quality of life for Aberdeen citizens and relates directly to the forthcoming Citywide Community Regeneration Strategy, as well as to the council's business planning process, capital improvements investment programmes and other partners development plans.

These questions are asked to find out what people's perceptions are about low demand areas/houses, to establish baseline information and what the Council should do to halt the decline.

1. How long have you lived in this area of the City?

0 - 5 yrs 6 - 10 yrs 11 - 15 yrs 15 yrs +

2. Which of the following were important factors in your decision to move to this area
(please circle a number or tick the box "not applicable")

	Not Important				Very Important	Not Applicable
Close to your place of work	1	2	3	4	5	<input type="checkbox"/>
Close to College/University	1	2	3	4	5	<input type="checkbox"/>
Convenient for shops – basic grocery shopping	1	2	3	4	5	<input type="checkbox"/>
Near to a hospital with a casualty department	1	2	3	4	5	<input type="checkbox"/>
Near to a Doctor's surgery	1	2	3	4	5	<input type="checkbox"/>
Near to good schools	1	2	3	4	5	<input type="checkbox"/>
Good public transport links	1	2	3	4	5	<input type="checkbox"/>
Near to a library	1	2	3	4	5	<input type="checkbox"/>
Safe play area for children	1	2	3	4	5	<input type="checkbox"/>
Places to socialise with friends/ family (pubs, restaurants, etc.)	1	2	3	4	5	<input type="checkbox"/>
Close to friends/family	1	2	3	4	5	<input type="checkbox"/>
Reputation of area	1	2	3	4	5	<input type="checkbox"/>

Other (please give details) _____

4. Thinking about the neighbourhood you live in, how would you rate it as a place to live?

Very Good

Fairly Good

Fairly Poor

Very Poor

No Opinion

5. If you could chose, would you stay here in your present home or would you prefer to move somewhere else?

Stay Here

Prefer to Move

6. If you answered prefer to move at question 5, what is the main reason why you would prefer to move?

7. Do properties remain empty for a long time in your area?

Yes

No

8. If you answered yes to question 7, in your opinion, what is the main reason for this?
(Please tick relevant box(es)).

- Reputation of the area
- Condition of the property
- Neighbours
- The area itself
- Type of property
- Ease of access to public transport
- Car Parking
- Local facilities e.g. shops, schools, etc.
- Lack of funds to renovate/repair
- Other _____

9. Have you been aware of any community revival strategies or similar initiatives in your area?
Please give details of successes/failures/suggestions.

10. Do you have any ideas on initiatives that could help the neighbourhood you live in?

11. What would encourage more people to live in your area?

	No Encouragement				Excellent Encouragement
	1	2	3	4	5
Lower house prices/rental prices	1	2	3	4	5
Improving security – CCTV, street lighting, etc.	1	2	3	4	5
Demolition/refurbishment of derelict buildings	1	2	3	4	5
More investment in the infrastructure of the area - roads, parks, schools, etc.	1	2	3	4	5
Better cleaning of area – graffiti removed, litter cleaned up, etc.	1	2	3	4	5
Encouraging community-led initiatives where local residents can propose schemes for local regeneration	1	2	3	4	5
Better enforcement of anti-social behaviour laws	1	2	3	4	5
More amenities – shops, pubs, health care, sports facilities, etc.	1	2	3	4	5
Better policing of area	1	2	3	4	5

Other (please give details) _____

12. (a) Do you participate in a tenants'/residents' association in your area?

Yes No

(b) If you answered no, is this because

There is not one Don't know if there is one

13. Are there areas where you would not wish to live in?

Yes No

If yes, please state areas _____

GETTING INVOLVED QUESTIONS

Background

In common with all areas in Scotland, Aberdeen now has a community plan. Community Planning is based on the idea that if all the organisations in Aberdeen that can make a difference (1) listen to what local people say they want for their city, (2) agree on the priorities and targets for the next 10 years to address the city's needs, and (3) agree to tackle them together; then real and lasting improvements will be achieved for the city and for the people who live here. Our community plan is called **aberdeen***futures*.

1. Are you aware that the main public agencies including the Council, Police, Fire and Rescue Service, NHS, universities, government agencies, voluntary organisations etc now work together much more closely?

Yes No

2. Did you know that Aberdeen has a community planning partnership with a membership that includes Aberdeen City Council, Grampian Police, NHS Grampian, Communities Scotland, Scottish Enterprise Grampian, Grampian Fire and Rescue Service, Aberdeen Council of Voluntary Organisations, the universities, etc?

Yes No

3. Did you know that Aberdeen has a community plan explaining how the organisations in the city are working together called **aberdeen***futures*?

Yes No

4. Did you know that a Civic Forum, with representatives from all of Aberdeen's communities, meets regularly and is represented on the community planning partnership?

Yes No

5. Did you know that there will eventually be Neighbourhood Community Action Plans for each neighbourhood area of the city?

Yes No

6. How would you prefer to receive progress reports on the Community Plan or Neighbourhood Community Action Plans?

	Community Plan (City Wide Plan)	Neighbourhood Community Action Plan
Press releases to local newspapers, radio & TV	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter to each household	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets in public places	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) _____

7. The Community Plan addresses a number of challenges facing the city. What do you think is the greatest challenge facing the city now and in the next few years?

8. Have you had any involvement in the community plan?

Yes No

If Yes:- In your community

In your work

Other (please specify) _____

9. Do you think life in the city, in general, is:-

Improving

Getting worse

No change

Other (please specify) _____

ABERDEEN LABOUR MARKET PROJECT QUESTIONS FOR CITIZENS' PANEL

The Aberdeen Labour Market Project is a new initiative being developed between the Robert Gordon University and Aberdeen City Council. The project has received funding from the European Social Fund to develop a website that provides comprehensive information about employment and learning in the North East of Scotland. This will allow citizens to make informed decisions about work and learning activities. Possible information to be included is: information about industries in the North East of Scotland, information about local learning projects and contact details for local employment providers such as recruitment agencies and job centres.

1. If you have looked for a new job in Aberdeen in the last 2 years please rate the extent to which the following statements reflected your experience. *(Please circle)*

	Strongly Disagree				Strongly Agree
A lot of the available jobs have low wages	1	2	3	4	5
A lot of available jobs have anti-social working hours	1	2	3	4	5
A lot of available jobs have poor conditions	1	2	3	4	5
A lot of the available jobs are very specialised	1	2	3	4	5
There is a lack of information about local Employment opportunities	1	2	3	4	5
I did not have enough experience to get the job I wanted	1	2	3	4	5
I did not have the skills that employers wanted	1	2	3	4	5
I was not given enough assistance in looking for work	1	2	3	4	5
There are not enough jobs	1	2	3	4	5
I cannot find the training that I need to get the job I want	1	2	3	4	5
I did not have the correct qualifications to get the job I wanted	1	2	3	4	5

Other (Please give details) _____

2. Please rate the ease with which you found work

Very Easy Easy Quite Difficult Very Difficult

The following Questions should be answered by all respondents

3. Do you find it easy to find out about local work/learning activities?

Very Easy Easy Quite Difficult Very Difficult 4. Which sources do you currently use to find information about local work/learning initiatives?
*Tick all that apply*Local Press Word of mouth Aberdeen City Council Local colleges or universities Telephone Book Job Centre Careers Scotland Learndirect Scotland Recruitment Agencies

Other Source (please give details) _____

5. (a) Do you have access to the Internet?

Yes

No

(b) Is this:

At home

At work

In the Local Library

Internet Shops

At a friend or relatives' house

College or University

6. If you answered yes to question 5, do you make use of website-based information about local work/learning initiatives?

Yes

No

7. If Yes, which sites do you use _____

8. If No, is this for any of the following reasons (*tick all that apply*)

I do not know where to look for the information

I do not trust information I find on the Internet

There would not be any relevant information for me

I get all the information I need from other sources

I do not have private access to the Internet and do not feel comfortable/ am not allowed to use the Internet for personal use

9. What information would you find useful in a local labour market website?
(Tick all that apply)

- Information about local employers
- Information about industry sectors (eg growth areas of the economy)
- Details of formal learning institutions such as colleges or universities
- Details of informal local learning opportunities
- Contact details for careers advice
- Information about benefits/entitlements
- Information about support organisations
- Relevant facts and statistics about local employment levels, wages and conditions
- News about careers fairs and other local employment initiatives
- Any other information that you would find useful

10. Which, if any, of the following statements are applicable to you? (tick all that apply)

- I am a full time carer who would like to get back to work
- I am over 50 and am looking for work opportunities
- I would like to change career but am unsure about retraining
- I am interested in updating my skills to make me more employable
- I have a disability but would like to work
- I have taken time off work to bring up a family but would like to get back into employment
- I would like advice about grants/loans to improve my qualifications
- I wish to learn as part of continuous professional development for my work
- I am a school leaver looking for work
- I am a recent graduate looking for work in the local area
- I am interested in participating in a learning course to meet new people
- I have no need to learn for work etc, I wish to purely for my own enjoyment

11. Can you think of a good name for the project website?
(If your suggestion is chosen you will win a prize) _____

GENERAL COMMENTS

Are there any comments you wish to make about being a Panellist, the information you receive or this questionnaire which you wish to make _____

Name _____

Address _____

Please complete this questionnaire and return it by 15th March, 2003 in the post paid envelope provided to:
Hazel Spalding
Assistant Director (Committee)
Legal and Democratic Services
Town House
Aberdeen
AB10 1AQ

If you have any questions Hazel can be contacted on Direct Dial 522607 or e-mail at hspalding@legal.aberdeen.net.uk

Thank you for your help.