



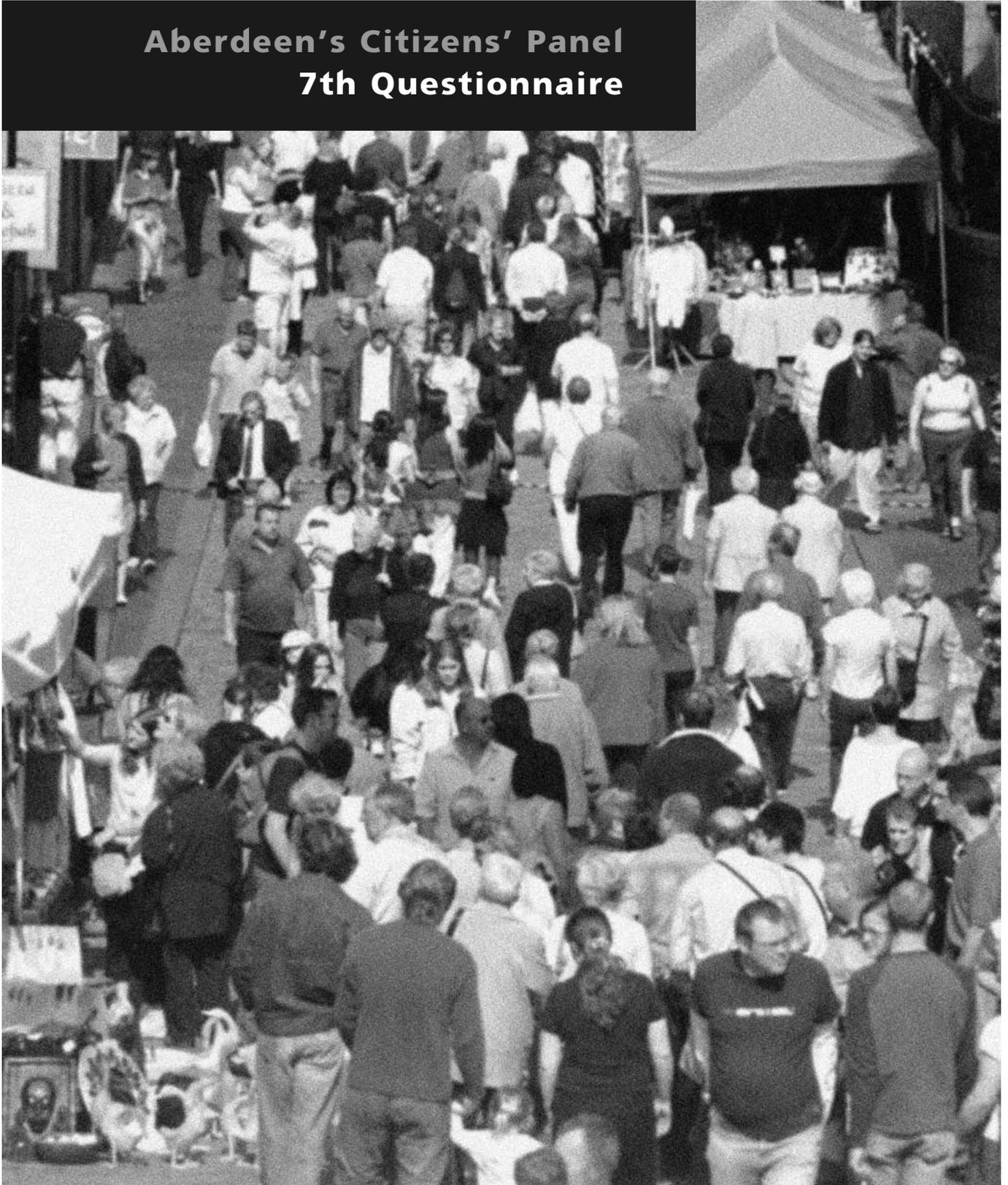
Aberdeen City **voice**



ABERDEEN
CITY COUNCIL

www.aberdeencity.gov.uk

Aberdeen's Citizens' Panel 7th Questionnaire



02 Aberdeen's City Voice Questionnaire

INTRODUCTION

Welcome to the seventh questionnaire of the citizens' panel. It covers the Community Planning themes of:

- Health & Social Care
- Safety
- Getting Involved
- Being Informed

The look and format of this questionnaire is slightly different from those we have issued previously. For most questions, please tick the box or boxes that apply to you - any other instructions will be explained with the relevant question. As with all our questionnaires, please do not feel you must answer all the questions, particularly if you feel you do not have sufficient experience of a service/issue to provide a response. Your time is valuable, and the Council and its Partners appreciate all responses, large or small, that we receive – each response to each question counts. Please return your completed questionnaires, by **Friday 24 March 2006** in the prepaid envelope provided. Any additional comments you may have on the questionnaire or newsletter can also be returned in this envelope. We aim to issue the 8th questionnaire in June and will include a newsletter summarising the results of this survey.

Thanks again for taking the time to complete this questionnaire.



Sonia Boyd

City Voice Administrator

HEALTH & SOCIAL CARE : Children

'For Aberdeen's Children' is Aberdeen's first Integrated Children's Services Plan, reflecting the value that the City places on its children and young people. 'For Aberdeen's Children' has been developed in partnership, combining national and local priorities while setting out the City's intentions and commitment to the children and young people of Aberdeen. Central to the planning process and the delivery of services is the newly established shared vision, which has been adopted by all the partners to guide and underpin all that they do. The vision is:

"We believe that all children and young people in Aberdeen should enjoy being young. Aberdeen will be a city where young people are safe, nurtured, healthy and active; are included, respected and responsible; achieve their full potential; and are supported to participate in decisions that affect them".

1. The following general statements relate to some perceptions of children and young people in Aberdeen. Please indicate whether you agree or disagree with each.

	Agree	Disagree
Aberdeen is a safe place for children and young people to live.	<input type="checkbox"/>	<input type="checkbox"/>
Children and young people have enough opportunities to have their say in matters affecting them.	<input type="checkbox"/>	<input type="checkbox"/>
The welfare of our children is important to Aberdeen's future.	<input type="checkbox"/>	<input type="checkbox"/>
Families with children should be encouraged to stay in the city.	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, do you think the vision in 'For Aberdeen's Children' is achievable?

Yes No Don't Know

3. Can you give examples of where you think we may have difficulty in achieving this vision?

04 Aberdeen's City Voice Questionnaire

SAFETY : Crime Prevention / Reduction

Domestic housebreaking, thefts and break-ins to motor vehicles; all of these crimes and many more besides are commonplace within our society. The Police do all that they can to tackle these issues, however, the private citizen can play their part as well by seeking out the Police for crime prevention and reduction advice.

1. Have you sought crime prevention / reduction advice over the past 12 months?

Yes No

If Yes, were you able to obtain that advice?

Yes No

2. Aside from Police Officers themselves, were you aware that you can also obtain crime prevention / reduction advice from the following sources?

	Yes	No
Police Stations	<input type="checkbox"/>	<input type="checkbox"/>
Grampian Police website	<input type="checkbox"/>	<input type="checkbox"/>
The Point (Broad Street)	<input type="checkbox"/>	<input type="checkbox"/>
iKiosks (throughout Aberdeen from April 2006)	<input type="checkbox"/>	<input type="checkbox"/>

3. Are there any other places in Aberdeen where you think crime prevention / reduction advice should be available?

Safety in the City Centre

Violence, often fuelled by alcohol or drugs, is commonly regarded as being endemic to city centres throughout Scotland.

4. How safe do you feel in the city centre in the day time?

Very Safe Safe Unsafe Very Unsafe

5. When you have been in the city centre in the evening or at night, how safe have you felt?

	Very Safe	Safe	Unsafe	Very Unsafe
During the week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At the weekend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. If you answered Unsafe or Very Unsafe for the previous question, were any of the following contributory factors?

- Drunkenness
- Antisocial Behaviour
- Vandalism
- Violent Crime
- Theft
- Other _____

7. If you were the victim of a violent crime within the city centre, would you report it to the Police?

Yes No

06 Aberdeen's City Voice Questionnaire

Youth Diversion

In recent years the subject of young people indulging in antisocial behaviour has risen to the very top of the political agenda. Boredom and a lack of facilities for young people are often listed as reasons for this behaviour.

8. Do you think there are sufficient facilities available for young people to use during the evening to discourage them from engaging in antisocial behaviour?

Yes No

If No, what do you think is missing?

9. Do you currently help out with a youth group in your area?

Yes (please answer questions 10 and 11) No (please answer question 12)

10. Are you aware of any funding opportunities that are open to youth groups?

Yes No

11. How do you think funding opportunities should be publicised?

12. Do you think an appeal to the general public to help out with youth diversion in your area would be successful?

Yes No

13. Do you think more people would get involved with youth diversion work if appropriate training was offered to them?

Yes No Don't Know

Partnership Working

It is only by working together in partnership that all organisations involved in the City Voice can hope to achieve any lasting solutions. This can sometimes involve organisations being located within the same building to improve communication and co-ordination.

14. Would you like to see Police Stations in Aberdeen being located within shared premises with other organisations?

Yes No

15. If Yes, which organisations would you like to see Grampian Police share premises with?

	Yes	No
Ambulance Service	<input type="checkbox"/>	<input type="checkbox"/>
Community Centre	<input type="checkbox"/>	<input type="checkbox"/>
Fire Service	<input type="checkbox"/>	<input type="checkbox"/>
Housing Office	<input type="checkbox"/>	<input type="checkbox"/>
Medical Centre	<input type="checkbox"/>	<input type="checkbox"/>
Post Office	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>
Social Work Offices	<input type="checkbox"/>	<input type="checkbox"/>
Other _____	<input type="checkbox"/>	<input type="checkbox"/>

08 Aberdeen's City Voice Questionnaire

Trading Standards

The Trading Standards Service is mainly responsible for statutory enforcement of a wide range of consumer protection and trading standards legislation. It also provides advice and guidance to businesses, money advice and debt counselling to consumers and consumer advice.

From 1 April 2006, initial requests for consumer advice will be provided by Consumer Direct Scotland (08454 040506) with follow up advice and investigation carried out by the Trading Standards Service.

We would like to know:

16. In your opinion, how important is each of these services? Please rank on a scale of 1-6.

	Less important			Very important		
	1	2	3	4	5	6
a) investigating unfair trading practices	<input type="checkbox"/>					
b) doing routine inspections at trade premises	<input type="checkbox"/>					
c) providing information for consumers and traders	<input type="checkbox"/>					
d) ensuring counterfeit products are not made or sold	<input type="checkbox"/>					
e) dealing with consumer complaints	<input type="checkbox"/>					
f) checking goods and services for safety and quality standards	<input type="checkbox"/>					
g) providing a comprehensive debt counselling/money advice service	<input type="checkbox"/>					
h) ensuring goods such as cigarettes, solvents, fireworks and restricted DVDs/videos are not sold to children	<input type="checkbox"/>					
i) ensuring that petrol, fireworks and poisons are stored safely	<input type="checkbox"/>					
j) Other _____	<input type="checkbox"/>					

17. Rank, in order, the THREE services you think are most important.

1. _____
2. _____
3. _____

GETTING INVOLVED

These questions are primarily a repeat of those we submitted in the first questionnaire (June 2002).

We hope to run the questions now and again in the future to assess any change in community involvement.

1. Do you intend to vote in the next elections for the following?

- Community Councils (October 2006)
- City Council (May 2007)
- Scottish Parliament (May 2007)
- UK Parliament (probably 2009/2010)
- European Parliament (June 2009)

2. Do you participate in any community organisations?

- Community Councils
- Tenants/residents association
- Neighbourhood Watch
- Faith organisation
- School Board or PTA
- Neighbourhood Planning network
- Other _____

3. Do you participate in any community leisure/sports/arts group?

- Yes No

If Yes, please specify _____

4. Do you give time as a volunteer?

- Yes No

If Yes, please describe what you do:

10 Aberdeen's City Voice Questionnaire

5. Do you attend any of the following community events?

<input type="checkbox"/> local galas	<input type="checkbox"/> school meeting/shows/fairs
<input type="checkbox"/> coffee mornings	<input type="checkbox"/> public consultation meetings
<input type="checkbox"/> local concerts	<input type="checkbox"/> open days
<input type="checkbox"/> fundraising events	
<input type="checkbox"/> Other _____	

6. Is there a Community Council in your area?

Yes No Don't Know

7. Do you receive information about community activities (e.g. invitations to meetings, leaflets, newsletters, etc.)?

Yes No

If Yes, please list what you receive:

8. Do you receive any help or support from a community group or volunteer group (e.g. support/self help group, credit union, befriender, care, tutor, etc.)?

Yes No

9. How likely are you to participate in any of the following opportunities to be consulted by community groups, public authorities or government?

	Very Likely	Quite Likely	Unlikely
Respond to a Planning Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment on draft policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attend Public Meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Return Questionnaires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree to street/doorstep interviews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BEING INFORMED : Communities of Interest

Certain communities are recognised by the Council as Communities of Interest because research evidence has shown that individuals within them are likely to experience unfavourable prejudice, discrimination and disadvantage simply because they are members of this group. They include children and young people, older people, minority ethnic people (including Gypsy Travellers and refugees), people with disabilities, women, people from the lesbian, gay, bisexual and transgender (LGBT) community and people from different religions or beliefs.

The Council has developed specific action plans with these communities in the city to make sure that all sectors of the community have equality of opportunity to access the employment prospects and services provided by the Council. The Council has also developed Communities of Interest Forums to ensure there is a two way channel of communication between the Council and the various Communities of Interest.

1. Have you ever felt discriminated against when receiving services from the Council and other partners?

Yes No

2. Did you know that information on Council Services is available in accessible formats e.g. large print, community languages, audio tapes, British Sign Language, etc.?

Yes No

3. Had you heard about Communities of Interest Forums or Communities of Interest Action Plans?

	Yes	No
Communities of Interest Forums	<input type="checkbox"/>	<input type="checkbox"/>
Communities of Interest Action Plans	<input type="checkbox"/>	<input type="checkbox"/>

4. Are you interested in taking part in a Community of Interest Forum?

Yes No

If Yes, do you know how to go about it?

Yes No

12 Aberdeen's City Voice Questionnaire

6. Do you think it is becoming easier for people with disabilities to access services, buildings, transport and business?

Yes No Don't Know

5. The Fresh Talent initiative was introduced by the Scottish Executive in 2004 to encourage local councils to attract migrant workers. Do you think this has resulted in an increase in the number of migrant workers coming to Aberdeen?

Yes No Don't Know

If Yes, please specify:

7. Do you think the Council is doing enough to tackle all forms of discrimination?

Yes No Don't Know

If No, please specify:

8. Do you think Aberdeen has become more inclusive of the needs of its Communities of Interest over the last few years?

Yes No Don't Know

9. In what ways do you feel the Council should be doing more to raise awareness of the issues experienced by, and the needs of, the Communities of Interest groups?

10. Would you like to learn more about different cultures?

Yes No

Community Planning

Community Planning is an initiative developed by the Scottish Parliament that became a statutory obligation for all local councils in 2003. It has an important role to play in improving public services through effective public partnership working involving local communities.

11. Were you aware of the 'Community Planning' idea?

Yes No

12. Community Planning covers a wide range of areas where public sector agencies (like the Council, Police and NHS) can make a difference to our lives. The following list shows the broad themes that can be covered by a Community Plan. How important is each of these to you?

	Very important	Quite important	Not very important	Not at all important
SAFETY: making our communities safer places to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PUBLIC INVOLVEMENT: giving people more say in their communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JOINT WORKING: public sector bodies working together more effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ENVIRONMENT: making our communities better places to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SOCIAL INCLUSION: ensuring that the needs of disadvantaged groups are met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROSPERITY: ensuring everyone enjoys a good standard of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LEARNING: ensuring all people have access to educational opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HEALTH: ensuring the well-being of all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 Aberdeen's City Voice Questionnaire

13. A number of groups and public bodies participate in the Community Planning process.

From the following list, please indicate which participants you think should be most involved in Community Planning? Please tick all that apply.

<input type="checkbox"/> Business Community	<input type="checkbox"/> Citizens' and Community Groups
<input type="checkbox"/> Council	<input type="checkbox"/> Faith Groups
<input type="checkbox"/> Health Service	<input type="checkbox"/> Police and Fire Service
<input type="checkbox"/> Scottish Executive	<input type="checkbox"/> Universities and Colleges
<input type="checkbox"/> Voluntary Groups	
<input type="checkbox"/> Other _____	

Aberdeen's Community Plan

After public consultation, Aberdeen City created and adopted a Community Plan - *aberdeenfutures*.

This plan sets out what Aberdeen City Council wants the City of Aberdeen to be like in the future, and how the Council will work with other organisations to achieve this.

Underpinning the development and implementation of *aberdeenfutures* is the Council's aim to ensure sustainability, social inclusion and promote strong local democracy. This means that the Community Planning partners will work together with the people of Aberdeen to make sure that everyone, both now and in the future, can share in a better quality of life.

14. Had you heard of Aberdeen's Community Plan (i.e. *aberdeenfutures*)?

Yes No

If Yes, where have you read or heard about it? Please tick all that apply.

<input type="checkbox"/> Newspaper	<input type="checkbox"/> City Voice questionnaire or report
<input type="checkbox"/> Poster	<input type="checkbox"/> Community Group
<input type="checkbox"/> Survey	<input type="checkbox"/> Council/Community Planning website
<input type="checkbox"/> Public Meeting	<input type="checkbox"/> Leaflet/information from the Council
<input type="checkbox"/> Planning for Real Event	<input type="checkbox"/> Leaflet/information from other organisation (e.g. Police/NHS)

15. On a scale of 1 to 5, how much do you think you know about *aberdeenfutures*?

Nothing

A lot

1 2 3 4 5

16. The Aberdeen Community Plan was introduced in 2001. Since then, what changes have you seen in the City? Please consider the following statements and state whether you agree or disagree with them. If you do not know, please leave blank.

	Agree	Disagree
More information is being provided to the public by the Council and its Partners.	<input type="checkbox"/>	<input type="checkbox"/>
There are more opportunities for the public to be involved in major decisions (e.g. Union Street pedestrianisation, third Don crossing).	<input type="checkbox"/>	<input type="checkbox"/>
More opportunities exist for disadvantaged groups to get involved in decisions affecting them.	<input type="checkbox"/>	<input type="checkbox"/>
The gap between the rich and poor has reduced.	<input type="checkbox"/>	<input type="checkbox"/>
More opportunities have been provided for local communities to address planning at a local level.	<input type="checkbox"/>	<input type="checkbox"/>
The sense of civic pride of Aberdeen residents has increased.	<input type="checkbox"/>	<input type="checkbox"/>
The way the Council makes decisions is clearer.	<input type="checkbox"/>	<input type="checkbox"/>
There is an increased awareness of the need to live sustainably to ensure a good quality of life now and in the future.	<input type="checkbox"/>	<input type="checkbox"/>

17. Do you think the Aberdeen City Community Plan is a worthwhile initiative?

Yes No

18. In your opinion, has the Community Plan, as adopted by Aberdeen City Council and its Partners, produced improvements in the City and benefits for the public?

Yes No Don't Know

16 Aberdeen's City Voice Questionnaire

19. Any additional comments

More information on **aberdeen*utures*** and Community Planning can be found on the Aberdeen Community Planning website www.communityplanningaberdeen.org.uk

Grampian Police Website

The Internet now covers all aspects of our lives and is an extremely useful tool for providing information. Businesses and organisations recognise this and invest a great deal of time and resources into developing their own websites.

20. Do you have access to the Internet?

Yes No

21. If Yes, have you ever visited the Grampian Police website (www.grampian.police.uk)?

Yes No

If Yes what type of information did you look for?

22. Did you find the website helpful and easy to understand?

Yes No

If No, how do you think it could be improved?
