



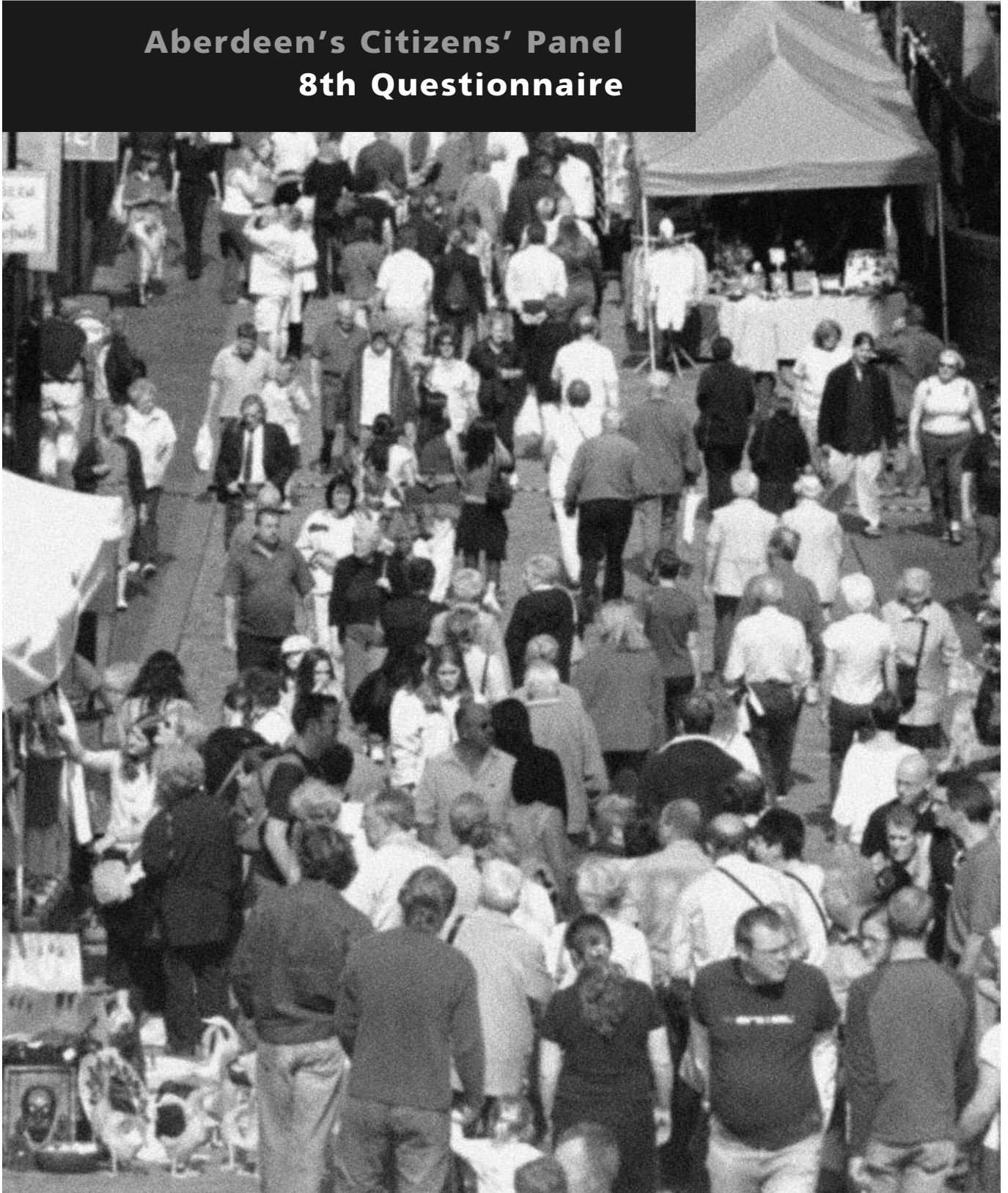
Aberdeen City **voice**



ABERDEEN
CITY COUNCIL

www.aberdeencity.gov.uk

Aberdeen's Citizens' Panel 8th Questionnaire



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BEING INFORMED : Local Consultation

Consultation is an important tool used by councils such as Aberdeen City for assessing the views of the local population and engaging the local people in the policy making process. Recent innovations in computer and Internet technologies have meant that electronic consultations such as online forums and questionnaires are now possible. While electronic consultations can never wholly replace traditional forms of consultations such as meetings, it is important to investigate the potential benefits of these new technologies for improving the local consultation process.

These questions are being asked to find out your experiences of participating in local consultations (both 'traditional' and online) and whether or not you would be willing to engage in online consultations. The results will feed into a report that will be presented to Aberdeen City Council to help develop an effective consultation strategy that will allow for the maximum number of local people to participate and contribute their views to the policy making process.

1. Other than participating in the Citizens' Panel, have you participated in any other local consultations in the last 12 months?

Yes

No

(If No, please go to Q.6)

2. What form did the consultation(s) take? Please tick all that apply.

Public meeting

Letter

Hard-copy questionnaire

Online questionnaire

Focus group

Other (please give details) _____

3. Did any of the consultations relate to an issue in your neighbourhood?

Yes

No

If Yes, please give details _____

4. Do you feel that your views were listened to?

Yes No Don't know

5. Did you receive enough information about the topic you were consulted on, for example the purpose of the consultation and how the results would be used?

Yes No

6. Would you participate in a consultation in future?

Yes No

7. What would encourage you to take part in other consultations?

For each of the following reasons, please indicate how strongly you agree or disagree.

	Strongly Agree	Agree	Disagree	Strongly Disagree
If it was directly relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If they were more widely publicised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If they were at a more suitable time/place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If the process was clearer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there was more feedback given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If they were cost-effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Would you consider taking part in an online consultation?

Yes No (If No, please go to Q.12)

9. What would you like to participate in? Please tick all that apply.

- Online questionnaire
- Discussion forum on a particular topic
- Web chat with councillor/head of service
- Emailing about a specific issue
- Other (please give details) _____

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10. Which Services would you like to be consulted on in an online environment (this would be in addition to 'traditional' forms of consultation)? Please tick all that apply.

<input type="checkbox"/> Social Care	<input type="checkbox"/> Waste Services
<input type="checkbox"/> Community Safety	<input type="checkbox"/> Libraries and cultural activities
<input type="checkbox"/> Customer Services	<input type="checkbox"/> Housing Services
<input type="checkbox"/> Transport and Infrastructure	<input type="checkbox"/> Sports and Leisure
<input type="checkbox"/> Education and Children's Services	<input type="checkbox"/> Policing
<input type="checkbox"/> Health Care	<input type="checkbox"/> Fire Service

11. Do you have any concerns about online consultation? For each of the following reasons, please indicate how concerned or unconcerned you are.

	Very Concerned			Not at all concerned	
	1	2	3	4	5
Do not feel comfortable with the technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not believe that the results would be reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security fears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would prefer to talk face to face	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It would be too expensive to implement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please give details) _____					

I do not have internet access

12. Any further comments relating to local consultations, in particular online consultations:

Public Performance Reporting

There is a legal duty on all Local Government organisations to report publicly on how they are performing. This is called Public Performance Reporting. Grampian Police are already required to report on statutory performance. The Local Government in Scotland Act, passed in 2003, however, requires Grampian Police Force to go one step further and make local information available to local people. To do this, we need to know what information our local communities want, when they want it, and in what format. The answers to the following questions will inform Grampian Police’s approach to Public Performance Reporting.

1. How important do you think it is for Grampian Police to tell you about their performance?

Please tick one box.

- Very important
- Important
- Not very important
- Not at all important
- Don’t know

2. What performance information would you like to know more about?

Please tick all that apply.

- Ongoing Force Projects and Review
- Quality of Service
- Information on local initiatives e.g. Drink driving, underage drinking

Performance relating to:

- | | |
|--|--|
| <input type="checkbox"/> Overall Crime levels | <input type="checkbox"/> Crimes of Violence |
| <input type="checkbox"/> Drug Crimes | <input type="checkbox"/> Hate Crime (e.g. racist crimes) |
| <input type="checkbox"/> Road Safety | <input type="checkbox"/> Crimes of Dishonesty (e.g. shoplifting) |
| <input type="checkbox"/> Domestic Housebreaking | <input type="checkbox"/> Crimes of Vandalism |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Staff Sickness/Absence |
| <input type="checkbox"/> Response to 999 calls | <input type="checkbox"/> Crimes reporting times to the procurator Fiscal |
| <input type="checkbox"/> Other (please give details) _____ | |

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3. Of those you said YES to in Question 2, please indicate which THREE would be most important to you.

1. _____
2. _____
3. _____

4. How would you like to receive performance information? Please tick all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Local Press | <input type="checkbox"/> Leaflets through doors |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Free paper |
| <input type="checkbox"/> Local radio | <input type="checkbox"/> Email |
| <input type="checkbox"/> Other (please give details) _____ | |

If you selected email, please provide your email address:

5. How often would you like this information? Please choose ONE of the following options.

- | |
|--|
| <input type="checkbox"/> Quarterly |
| <input type="checkbox"/> 6-monthly |
| <input type="checkbox"/> Yearly |
| <input type="checkbox"/> Other (please give details) _____ |

Consultation on Major Planning Issues

The Council wants to know how well we communicate on important and contentious town and country planning matters. Town and country planning is the means by which local councils manage the development and use of land. We do this using:

- A Structure Plan to set out the overall land use framework for North East Scotland;
- A Local Plan to allocate specific sites in Aberdeen to particular uses;
- Master Plans for important or contentious development areas that are larger than a single site;
- Planning Briefs to give detailed guidance about the layout and type of development acceptable on a particular site; and
- Planning applications to decide individual development proposals.

These questions are concerned with how we can provide more information and how we can consult better on major planning matters. There is a procedure firmly laid down by law on how we deal with planning applications, so we are not asking about these here.

1. Do you think the Council provides sufficient information on major planning matters e.g. news releases, press coverage, mail shots?

Yes No

2. Are we providing this information in a way that you want it provided? Please tick one box.

Always Sometimes Rarely Never

3. Can you think of better ways for the Council to provide it? Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Community newsletters | <input type="checkbox"/> Focus Groups |
| <input type="checkbox"/> Exhibitions | <input type="checkbox"/> Public meetings |
| <input type="checkbox"/> Internet | <input type="checkbox"/> Email |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Mail shot |
| <input type="checkbox"/> Press coverage | <input type="checkbox"/> News release on web |
| <input type="checkbox"/> Other _____ | |

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4. Do you think we are giving you the chance to have your say on major planning matters e.g. public workshops or meetings, surveys? Please tick one box.

- Always Sometimes Rarely Never

5. Can you think of better ways for us to consult with you on planning matters?

6. In your view, do you think we are consulting people in a manner that is likely to effectively reach all sectors of the Aberdeen community, including incoming commuters and visitors?

- Yes No

If No, which sectors of the Aberdeen community are not being reached? Can you think of ways that they could be reached?

Sectors of the community not being reached	Ways they could be reached
1.	
2.	
3.	
4.	

ARTS, HERITAGE & SPORT : Culture

The City Council is currently exploring the idea of a new Cultural Centre in Aberdeen. Located in the City Centre the Cultural Centre will have the potential to offer an exciting new range of programmes and activities, possibly including dance, drama and music as well as visual arts including video and digital. These will build on what we currently have on offer here in Aberdeen as well as providing a home for new cultural activities as we move into the future. You are invited to consider the following questions and give your views.

1. Which cultural venues in the City do you visit most often? Please indicate your top THREE by writing 1, 2 or 3 in the relevant box. (For example if you visit Aberdeen Art Gallery most often write 1 in the box)

- | | | | |
|--------------------------|------------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | Aberdeen Art Gallery | <input type="checkbox"/> | Aberdeen Arts Centre |
| <input type="checkbox"/> | His Majesty’s Theatre | <input type="checkbox"/> | The Lemon Tree |
| <input type="checkbox"/> | Peacock Visual Arts | <input type="checkbox"/> | Aberdeen Maritime Museum |
| <input type="checkbox"/> | WhiteSpace | <input type="checkbox"/> | The Belmont |
| <input type="checkbox"/> | Other (please specify) _____ | | |

2. Which cultural activities do you most enjoy in the City? Please indicate your top THREE by writing 1, 2 or 3 in the relevant box. (For example if you enjoy Films most write 1 in the box)

- | | | | |
|--------------------------|------------------------------|--------------------------|-------------|
| <input type="checkbox"/> | Drama/plays | <input type="checkbox"/> | Exhibitions |
| <input type="checkbox"/> | Festivals | <input type="checkbox"/> | Films |
| <input type="checkbox"/> | Musicals | <input type="checkbox"/> | Comedy |
| <input type="checkbox"/> | Music | <input type="checkbox"/> | Dance |
| <input type="checkbox"/> | Other (please specify) _____ | | |

3. Do we lack any cultural facilities or activities in the City that you have enjoyed elsewhere and felt it would be good if we could develop such a venue/programme here?

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4. The new Cultural Centre could both present work on tour from the rest of Scotland, the UK and beyond and be a base for local artists to create new work here in Aberdeen.

What are your views on the balance there should be between these two types of activity?

5. Do you think there are enough opportunities in Aberdeen to actively take part in the following types of cultural activities?

	Yes	No	Don't Know
Drama/plays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Festivals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Films	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Musicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comedy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. The new venue needs to look to the future. Given the advances being made in technology, what kinds of activity do you imagine you and your family would want to come together with others to enjoy? In 20 years time will we still go to concerts and plays?

What do you think?

7. The new Cultural Centre is being considered for a City Centre location.

How do you think links can be made with communities across Aberdeen?

Archaeology in Aberdeen

Aberdeen City Council Archaeology Unit is part of Museums and Galleries. It undertakes a wide range of work including excavations, historical research, care of the City's archaeological collections, the mounting of exhibitions, provision of publications, education projects, commemorative plaques, guided walks and tours, and re-enactments.

1. Are you interested in Aberdeen's history and archaeology?

Yes No

2. Do you think a short, inexpensive guide to Aberdeen's archaeology and history should be produced?

Yes No

3. Which of the following themed walking trails would you like to see in Aberdeen City Centre?

Churches and Graveyards

Pubs

Streets

Historic Wells

Banks and Money

Architecture

4. Have you heard about the excavations inside St Nicholas Kirk?

Yes No

If Yes, how did you hear about them?

Local news

Local newspaper

Local radio

City Council website

Walking past

Word of mouth

Other (please give details) _____

5. Have you visited the excavation?

Yes No

6. Have you looked at the information about St Nicholas Kirk excavations on the Council website?

Yes No

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Aberdeen's Museums

Aberdeen has a number of museums operated by the Council. These are Aberdeen Art Gallery, Aberdeen Maritime Museum, Provost Skene's House, and the Tolbooth.

1. Have you visited any of these museums in the last six months? Yes No

If Yes, which one(s):

Please explain what you particularly liked or disliked about any of these museums:

2. What is your main reason for visiting a museum? Please tick ONE option.

- Have never been before
- Out of interest
- A special exhibition is on
- Want to show it to visitors
- To entertain my children
- Have time to spare/was passing by
- To visit the café or shop
- Other (please give details) _____

3. The Council's museums are open 10:00 – 17:00 Monday to Saturday and for 3 hours on a Sunday. What are your views on the opening hours of museums?

- The opening hours are adequate
- Open longer in the evenings
- Open longer on Sundays
- Other (please give details) _____

4. What would you think of a proposal to close museums on Mondays but open them all day on a Sunday instead? Please tick one box.

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

5. If the museums were open late one evening per week, which ONE day of the week would be best for you?

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

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The Tolbooth Museum

The Tolbooth Museum is housed within Aberdeen's historic and atmospheric 17th century prison. The unique museum explores themes such as the history of crime and punishment, Aberdeen and civic history. Currently the Tolbooth Museum opens for a ten-week period over the summer months, with openings for other special events and re-enactments at other times of the year.

1. Have you visited the Tolbooth Museum?

Yes

No

2. Would you like to see the Tolbooth Museum stay open throughout the year or open only during the summer months?

Throughout the year

During the summer

3. Would you like the Tolbooth Museum to be staffed by uniformed attendants or dressed in costume as jailers?

Uniformed attendants

Costume jailers

4. Would you have concerns about the Tolbooth being financially supported by private, public or charitable donations?

Yes

No

If Yes, what:

Activities at Aberdeen Art Gallery

Aberdeen Art Gallery currently hosts a variety of activities for children, families and adults.

These include musical recitals, talks and art activities. We would like to extend the range and frequency of activities, allowing more people to access the artworks held at the Art Gallery.

1. Do you know that you can attend workshops/seminars on a variety of different themes and subject areas at Aberdeen Art Gallery?

Yes No

2. What kind of activities would you be interested in attending at the Art Gallery?

Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Talks/lectures | <input type="checkbox"/> Demonstrations by artists |
| <input type="checkbox"/> Art activities for children | <input type="checkbox"/> Art activities for families |
| <input type="checkbox"/> Art activities for adults | <input type="checkbox"/> Musical performances |
| <input type="checkbox"/> Drama performances | <input type="checkbox"/> Dance performances |
| <input type="checkbox"/> Other (please give details) _____ | |

3. Where would you like us to advertise activities that are taking place at the Art Gallery?

Please tick all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Local newspapers | <input type="checkbox"/> National newspapers |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Television |
| <input type="checkbox"/> Aberdeen City Council website | <input type="checkbox"/> Aberdeen Art Gallery and Museum website |
| <input type="checkbox"/> Posters/flyers | |
| <input type="checkbox"/> Other (please give details) _____ | |

4. Depending on the activity, would you be prepared to pay to attend activities/courses at the Art Gallery?

Yes No

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ADDITIONAL QUESTIONS : The Council Budget

The level of council tax you pay directly affects the level of services that the Council can provide.

Council tax needs to increase at the same time as spending on most services is being cut because of:

- Inflation (pay and price increases)
- Increasing number of people needing services

The level of services that the council can afford to provide depends, in part, on the level of council tax you pay. Some local residents have said they would be willing to pay more council tax for specific improvements in services.

- 1. Below is a list of services provided by the Council. Which services do you think should be the highest priority for the Council? Please indicate your top THREE priorities by writing 1, 2 or 3 in the relevant box.**

<input type="checkbox"/>	Care services for elderly and adults
<input type="checkbox"/>	Refuse collection and waste disposal, including recycling
<input type="checkbox"/>	Community safety, including Neighbourhood wardens
<input type="checkbox"/>	Libraries and cultural activities
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Street cleaning, grass cutting
<input type="checkbox"/>	Highways, transport and planning
<input type="checkbox"/>	Sports and Leisure
<input type="checkbox"/>	Education and Children's services

Are there any more specific services that you feel additional funding should be provided for?

2. Generally, do you think the services that Aberdeen City Council provides represents good value for money? Please tick one box.

Very good value

Good value

Poor value

Very poor value

3. In which two services would you make savings? Please tick TWO boxes.

Care services for elderly and adults

Refuse collection and waste disposal, including recycling

Community safety, including Neighbourhood wardens

Libraries and cultural activities

Customer Service

Street cleaning, grass cutting

Highways, transport and planning

Sports and Leisure

Education and Children's services

Are there any specific services that the Council spends money on where you think savings could be made?

4. Would you prefer to:

a. Pay an average increase of £3 per month (Band D) in council tax, in line with Government expectation ($2\frac{1}{2}\%$) and receive the same level of services

b. Pay a higher increase in council tax for a higher standard of services

c. Pay less council tax and receive a much lower level of services

d. Don't know

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Graffiti

In 2005 Aberdeen City Council established the first full time squad in Scotland to deal with incidents of graffiti.

Twelve months on, the Council would like to take stock of how you perceive the success of the team and how quickly graffiti incidents are being dealt with. Your feedback will allow the Council to plan this service for the future.

1. How would you assess the problem of graffiti in Aberdeen? Please tick one box.

Major Minor No problem No view

2. How would you assess the problem of graffiti in your local community? Please tick one box.

Major Minor No problem No view

3. Has there been any graffiti in your neighbourhood in the last 3 months?

Yes No Don't know

If Yes, how satisfied were you at the response? Please tick one box.

Very Satisfied Satisfied Dissatisfied Very Dissatisfied No view

4. From the time of reporting a graffiti incident, how quickly should it be removed?

	1 day	2 days	5 days	10 days	20 days
Offensive graffiti e.g. racist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others e.g. names/greetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>