

Voice!

Questionnaire 25
March 2012

Aberdeen City  **Voice!**

ABERDEEN'S RESIDENTS PANEL

WINTER MAINTENANCE

With respect to the winter maintenance of public roads and footways, the council intends to reduce, as far as practicable, the effects of adverse weather conditions on the movement of people and vehicles to permit safe travel on the more important roads in the city. We currently spend over £1million on winter maintenance regardless of weather conditions. We are aware that we are experiencing a mild winter, and therefore all questions may not be applicable. However, we intend to ask these questions over a number of years in order to gain an insight into the satisfaction with winter maintenance over time.

- 1. To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with our present performance in each of the following areas.**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a) The gritting of main roads and bus routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The snow ploughing of main roads and bus routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The gritting of side / local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The snow ploughing of side / local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The gritting of busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) The snow ploughing of busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) The gritting of local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) The snow ploughing of local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) The condition of side / local roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) The condition of main roads and bus routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) The condition of busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) The condition of local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please also indicate your level of satisfaction or dissatisfaction with street lighting in winter conditions.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a) Intensity of street lighting (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Intensity of street lighting (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Time taken to repair street lights (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Time taken to repair street lights (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Roads Winter Service Plan 2011-2012 is available here
http://www.aberdeencity.gov.uk/web/files/Roads/winter_service_plan_2011_2012.pdf

3. Have you previously seen or read the Roads Winter Service Plan 2011-2012?

Yes No

4. If yes, how satisfied were you with the plan?

a) Very satisfied	<input type="checkbox"/>
b) Fairly satisfied	<input type="checkbox"/>
c) Neither satisfied or dissatisfied	<input type="checkbox"/>
d) Fairly dissatisfied	<input type="checkbox"/>
e) Very dissatisfied	<input type="checkbox"/>

5. Have you seen or used the Aberdeen City Council website in order to gain information on local weather conditions?

Yes No

6. If yes, how satisfied were you with the reporting of weather conditions?

a) Very satisfied	<input type="checkbox"/>
b) Fairly satisfied	<input type="checkbox"/>
c) Neither satisfied or dissatisfied	<input type="checkbox"/>
d) Fairly dissatisfied	<input type="checkbox"/>
e) Very dissatisfied	<input type="checkbox"/>

7. On a scale of 1 – 10 (where 1 = very poor and 10 = excellent) how well do you think Aberdeen City Council has performed in relation to winter maintenance during this particular winter (2011 - 2012)?

Very Poor Excellent

1 2 3 4 5 6 7 8 9 10

RESHAPING CARE FOR OLDER PEOPLE

Reshaping Care for Older People is a high priority nationally and for the city of Aberdeen. This aims to maximise the health, wellbeing and independence of its Older People. To enable health and social care partners to implement local plans for making better use of their resources, the Scottish Government has established a four year Change Fund. The Change Fund will provide finance to enable changes and improvements to services. It is a joint resource between NHS boards, local authorities, the third sector and independent sector. The following questions will help us to plan services for the future.

- 1. Where do you think the emphasis should be in order to help people become or remain healthy and independent as they get older? (please tick one option)**

- | | |
|---|--------------------------|
| a) More information about existing services | <input type="checkbox"/> |
| b) More services | <input type="checkbox"/> |
| c) More support in the community | <input type="checkbox"/> |
| d) Other (please specify) | <input type="checkbox"/> |
-

- 2. If, when you are older, you find it more difficult or are unable to look after yourself and your home what sort of care and support would you prefer?**

- | | |
|---------------------------------|--------------------------|
| a) Support to stay in own home | <input type="checkbox"/> |
| b) Move in with relatives | <input type="checkbox"/> |
| c) Move into sheltered housing | <input type="checkbox"/> |
| d) Move into a residential home | <input type="checkbox"/> |
| e) Don't know | <input type="checkbox"/> |
| f) Other (please specify) | <input type="checkbox"/> |
-

- 3. Some older people feel isolated. Which of the following options do you think would be most effective in overcoming isolation among older people? (please tick the 3 options you feel are most important)**

- | | |
|--|--------------------------|
| a) Transport services | <input type="checkbox"/> |
| b) Befriending services | <input type="checkbox"/> |
| c) Skills development, e.g. IT | <input type="checkbox"/> |
| d) Employability development (e.g. help with filling in application forms) | <input type="checkbox"/> |
| e) Volunteering opportunities for older people | <input type="checkbox"/> |
| f) Financial assistance / advice | <input type="checkbox"/> |
| g) Leisure opportunities | <input type="checkbox"/> |
| h) Social opportunities | <input type="checkbox"/> |
| i) Carers services | <input type="checkbox"/> |
| j) Respite services | <input type="checkbox"/> |
| k) Information, advice, advocacy | <input type="checkbox"/> |
| l) Other public health and well-being services | <input type="checkbox"/> |
| m) None of the above | <input type="checkbox"/> |

4. Not including routine health/dental checkups, do you receive a regular (i.e. daily/weekly/monthly) service from any of the following? (please tick all that apply)

	Yes	No
a) NHS Grampian	<input type="checkbox"/>	<input type="checkbox"/>
b) Social Work	<input type="checkbox"/>	<input type="checkbox"/>
c) Third sector	<input type="checkbox"/>	<input type="checkbox"/>

5. Regardless of whether you use the following services or not, how important do you think these services are? Please tell us on a scale of 1-5 (where 1= not at all important and 5= very important)

	1 (not at all important)	2	3	4	5 (very important)
a) Initiatives to maximise independence and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Flexible carer support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) End of life care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Services that reduce isolation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Information about services and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Equipment and adaptations to help you remain at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you provide care for an older person who falls into any of the following categories? (please tick all that apply)

	Yes
a) Frail	<input type="checkbox"/>
b) Disabled	<input type="checkbox"/>
c) Ill	<input type="checkbox"/>
d) Mental Health problem	<input type="checkbox"/>
e) Substance misuse problem	<input type="checkbox"/>

7. If yes, which of the following types of additional support would be most helpful to you and/or the person you care for? (please tick all that apply)

a) Initiatives to maximise independence and wellbeing	<input type="checkbox"/>
b) Flexible carer support	<input type="checkbox"/>
c) End of life care	<input type="checkbox"/>
d) Services that reduce isolation	<input type="checkbox"/>
e) Information about services and support	<input type="checkbox"/>
f) Equipment and adaptations to help older people remain at home	<input type="checkbox"/>
g) Other (please specify)	<input type="checkbox"/>

8. Are there any other important issues we need to consider when Reshaping Care for Older People?

If you have any pressing concerns or questions in relation to reshaping care for older people, please contact: Sandy Reid, Programme Development Manager, Social Care and Wellbeing, Aberdeen City Council Tel – 01224 522245

QUALITY OF LIFE

The economic manifesto of Aberdeen City and Shire Economic Future (ACSEF) includes a vision of our area as being one of the most interesting and enjoyable locations in the UK in which to visit, live, work and grow up. This means having a good quality of life.

In October 2009 we asked you – the City Voice panellists – to give your views on a series of topics which we thought could contribute to a good quality of life and to suggest any other relevant factors. From the results we were able to see what was important to quality of life in Aberdeen. We would now like to find out what you think has changed in the period since we first asked about your quality of life: have things got better, stayed the same or got worse?

1. The following factors are all important, to a greater or lesser degree, to our quality of life in Aberdeen. In relation to your own quality of life, please indicate how you think each of these factors has changed over the past two years. (please tick one box for each)

	Much better	A bit better	No change	A bit worse	Much worse	Don't know
Transport						
a) Local public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Levels of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Maintenance of roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) National and international transport connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Much better A bit better No change A bit worse Much worse Don't know

Shopping & entertainment

a) Range of shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Choice of bars and restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Cultural facilities (cinemas, museums, theatres, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Housing & the environment

a) Access to the countryside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Air quality / Levels of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Attractive city centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Access to parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Choice of housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Availability of affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Economy & jobs

a) Employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Level of earnings/ incomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Impact of volunteering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lifelong learning

a) Quality of schools/ education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Further/Higher Education opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Activities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community safety

a) Level of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Level of anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health & well-being

a) Quality of local health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Access to community facilities (e.g. libraries, community centres)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Access to social services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Access to sports facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Please use the boxes below to list any other factors (not listed above) that you consider important to your quality of life and tick the box next to each factor to indicate how you think each one has changed over the past two years.

Much better A bit better No change A bit worse Much worse Don't know

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Having considered the various factors that can contribute to a good quality of life, and how they have changed in Aberdeen over the past two years, how would you rate your own quality of life now? Please indicate on the following scale from 1 to 7, where 1 is very poor and 7 is very good.

Very Poor							Very Good	
1	2	3	4	5	6	7		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Community Planning
in Aberdeen