

voice

Aberdeen's Citizens Panel

Issue 39/ February 2017

voice

Happy New Year and welcome to the 39th citizens' panel newsletter! This newsletter provides feedback to you, a member of Aberdeen's citizens' panel, on the results of the 39th questionnaire - the one you completed in October 2016. Topics in that questionnaire included: Equality and Diversity, Community Justice, NHS Grampian Website and Education and Childrens' Services.

Your responses perform an important function by informing and contributing to future plans by all partners of the City Voice. The data is analysed by our research consultants from Craigforth. As always, all information provided is kept strictly confidential.

We are delighted to have reached our 40th questionnaire and want to thank all our panellists for their continued support. The 40th questionnaire is now open for completion and we hope that you find it as interesting as usual. The questionnaire will be focusing on road maintenance, climate adaption, carers, fuel switching and community safety. I would like to thank all of you for your continued support in completing our questionnaires.

Please get in touch if you wish to make any comments on the citizens' panel.

Annina Cavelti Kee
City Voice Co-ordinator

Issue 39/ February 2017

- **PEOPLE** - Equality and Diversity
- **PLACE** - Community Justice
- **PLACE** - NHS Grampian Website
- **PEOPLE** - Education and Children's Services
- 'A Year On'

As you will have noticed – the City Voice has a new look! We thought it was time for something new and fresh. Not only did we feel that the start of a new year was the right time, we are also sending out the 40th edition of the City Voice questionnaire. This seemed to be the perfect time to give the City Voice a new look. We hope you like it as much as we do!

But the 40th edition is not only a good time to update the look of the City Voice – we also want to say thank you to all our panellists who are supporting the City Voice! Without your support we would not be able to provide the services within Community Planning with the important and valuable insight into what you - the community - think of our project ideas or what people living in the city want for themselves and for their city. We are very grateful for your commitment to the City Voice and we genuinely appreciate your feedback. Thank you very much!!

In order to continue to be your voice we need to make sure that we not only maintain but increase the number of our panellists. We want to represent the whole city – south, north and central, young and old, with family, without family, people with a disability, employed, unemployed, self-employed or retired. Anyone who lives within the boundaries of Aberdeen City and is over 16 years of age can join the City

Voice. This way they can make sure that their views and ideas are heard. Please, help us to raise the profile of the City Voice by telling your friends and family about us and encourage them to sign up as well. They can sign up online at www.aberdeencityvoice.org.uk, or email us at cityvoice@aberdeencity.gov.uk or call us on: 01224 522935.

We also would like to use this space to make you aware of some current or upcoming consultations that are run by any of our Community Planning Partners. In this edition we have an announcement from Aberdeen City Council:

Sign up for news updates from Aberdeen City Council

Subscribe to Aberdeen City Council's new email alert service and get news and service updates sent straight to your inbox. Our new email alerts make it easy for you to get updates on Council topics that interest you, including:

- The latest consultations and how you can have your say.
- Dates and agendas for Council and Committee meetings.
- The latest news on a range of topics, including business, environment, planning, housing and transport.
- Details of events, festivals and other things going on in Aberdeen.

To subscribe, go to www.aberdeencity.gov.uk and sign up using the 'Stay Informed' box on the right hand side of the website.

Your email address will be kept confidential, and you can change your details or cancel the service at any time.

We are making you aware of this because you are a City Voice panel member. You will still receive the City Voice questionnaires and updates but will not receive any other emails unless you sign up for them using the link above.

Aberdeen City Council would also like to make you aware of an upcoming consultation about transport:

Aberdeen City Council is asking people what they think about how travelling around Aberdeen could be improved for all travel methods after the Aberdeen Western Peripheral Route (AWPR) opens.

This consultation will go live in mid-February. You will be able to access it via the Aberdeen City Council website.

Remember...you can follow us on our blog <https://aberdeencityvoice.wordpress.com/> and we are on the Aberdeen City Council's facebook page and twitter feed!

39th Questionnaire - Panel Response

Here are the results of the 39th questionnaire which you completed in October 2016. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, we had 900 people on the panel and we received 610 completed questionnaires. This gives us an overall response rate of 68%. It is encouraging to see such a good response rate. Thank you to everyone who participated!

It is vital for the success of the City Voice that we keep response rates as high as possible so please continue to complete your questionnaire. If you wish to change the format that you receive the questionnaire in, i.e. move from hardcopy to electronic questionnaires or from electronic ones to a hardcopy format, please do not hesitate to contact us. If there are impediments that have prevented you from replying to past surveys, please let us know and we will look for solutions.

PEOPLE -

Equality and Diversity

The first set of questions considers respondents' views on issues related to equality and diversity in Aberdeen. The information will help the Council to monitor progress in delivering equalities outcomes to ensure that there is fair and equal opportunities for all in Aberdeen.

A small number of panellists (2.9% or 15 of 522 respondents) said that they experienced discrimination when using council services: 8 panellists experienced a discrimination relating to a disability, 4 in relation to race.

Other panellists said they experienced discrimination relating to religion, sex and sexual orientation.

Respondents were also asked if they feel that Aberdeen is a welcoming place for members of equality groups, and that members of equality groups are valued and respected in the city. (A person is considered to be a member of an 'equality group' if they share one of the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation). 92% (377 of 410

respondents) said that they think Aberdeen is a welcoming place for members of equality groups to live and work, 85% (315 of 371 respondents) said that members of equality groups are valued and respected in Aberdeen. It is notable however, that those with a disability were significantly less positive than others about attitudes towards equality groups in Aberdeen. Nearly 2 in 5 felt that members of equality groups are not valued or respected in the city. (see Figure 1)

77% (452 of 587 respondents) know that information on council services is available in alternative formats. Awareness was strongest in relation to information being available in large print with 76% (446 of 587 respondents), 53% (311 respondents) are aware that council information is available in Braille, 52% (305 respondents) know that information is available in languages other than English, 32% (188 respondents) know about the option of British Sign Language and 28% (164 respondents) about the possibility of audiotape / cd. However, the council's work to

improve quality of life for equality groups is not very well known. Only 35% of respondents feel aware of the council's work in this area (205 of 588 respondents).

Older People

In relation to equality and diversity, the survey also asked for panellists' views on potential barriers for older people accessing council services. It appears that a lack of awareness of available services (344 of 546 respondents) and difficulty negotiating service systems (328 of 546 respondents) are seen as the main barriers to older people accessing council services in Aberdeen. This was followed by the lack of recognition that a service is needed (lack by users and services) – as identified by 224 respondents. 224 respondents also suggested that differing expectations between older people and the council as to what services should be provided could be a barrier for older people accessing council services.

FIGURE 2

What (if any) do you feel are the barriers in older people (60+) accessing council services (%)



Base = 546 respondents

This is what we are doing

Although these are small numbers who are reporting discrimination, it is noted that the respondents were disappointed with the council response. We have just re-launched the prejudice and discrimination incident form making it far more user friendly so that we encourage reporting of incidents and provide a more timely and effective response. The form can be found on the council's website in the "Report It" section: <http://tinyurl.com/gvjbn2l>. If you don't have internet access please use the contact details below.

It is also noted that respondents with a disability were significantly less positive than others about attitudes towards equality groups in Aberdeen. Aberdeen City Council established the Disability Equity Partnership (DEP), a new forum for people with disabilities in the city, in September 2016. Chaired by Dame Anne Begg, this group aims to improve life in the city for those with disabilities. More information is available online at: http://www.aberdeencity.gov.uk/council_government/equality_and_diversity/eqd_disability.asp. If you don't have internet access please use the contact details below.

Additionally Aberdeen City Council created a new post of Disability Access Officer and Kelly Johnstone started in this role in August 2016. Kelly's remit includes working with the DEP and other individuals and groups with disabilities to make improvements to information, services, buildings, streets and green spaces in Aberdeen. Kelly's contact details are: kejohnstone@aberdeencity.gov.uk, 01224 522329.

It is concerning that the majority (66%) of respondents do not feel informed, consulted and engaged in decisions that affect equality groups, and, that only around a third of respondents feel aware of the Council's work in improving quality of life for equality groups. The Equalities Team organises and supports community groups with high profile events to mark: Holocaust Memorial Day (January), LGBT History Month (February), International Women's Day (March), Aberdeen Mela (September) and has also established, the new disability partnership and a new Multi-Faith Forum for the city (October 2016).

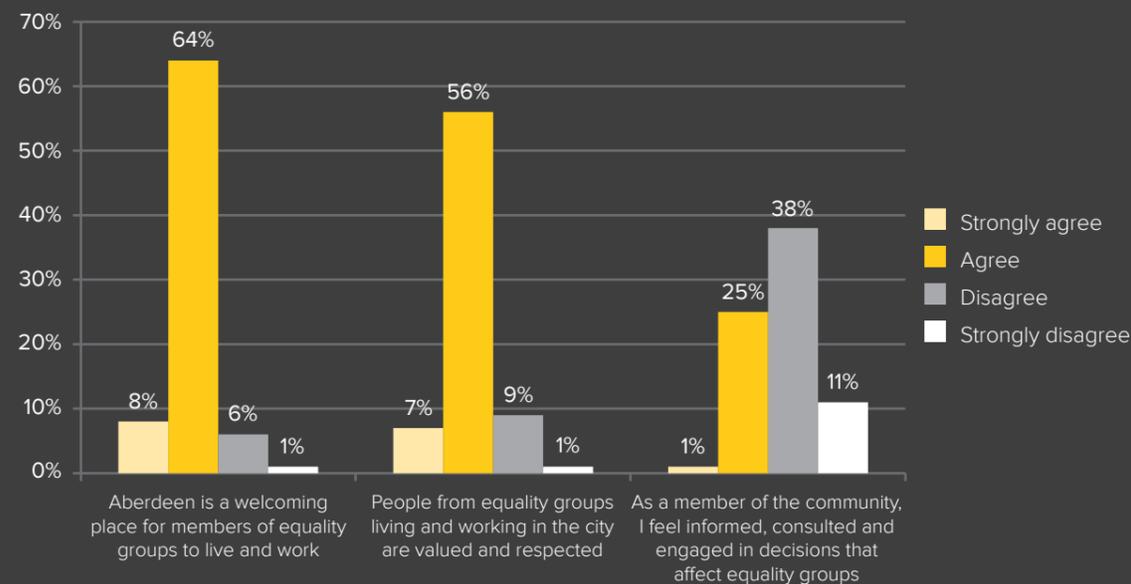
The Equalities Team also produces a fortnightly news collective ('Information for All') promoting its work in this area to show how we are making a difference, as well as sharing information about local/ regional projects and events. We will continue our work with colleagues in Corporate Communications to ensure our key messages are being presented in a range of formats. In order to be added to the mailing list to receive the news collective we would invite people to email: equality_and_diversity@aberdeencity.gov.uk.

The valuable feedback particularly around issues of disability and age will be used to help set the priorities of the Council's new Equality Outcomes to be produced by 30th April 2017. For example, this is a timely reminder that council services should not rely solely on web based information and advice, as many older people are not comfortable using the internet to access services. That lack of awareness of services is a significant barrier, particularly for those aged 50-60 or 60-70 who may not have had any previous need for services.

Laura Penny

Equalities Administrator
Aberdeen City Council
Email: lapenny@aberdeencity.gov.uk
Phone: 01224 522506

FIGURE 1 Views on issues for equality groups in Aberdeen



Base = variable

PLACE - Community Justice

This part of the survey considers respondents' views on Community Justice in Aberdeen. Community Justice refers to the range of services and organisations that work together to support people who have committed offences. This process is focused on preventing and reducing reoffending. Local communities and the voluntary sector are central to this.

There was almost unanimous agreement (96%) that communities and individuals have a responsibility to report crime (559 of 582 respondents). Respondents showed less widespread agreement (67% or 388 of 579 respondents) when it came to the suggestion that people who have committed less serious offences should be given community-based sentences as an alternative to custody, to allow them to maintain social/family/employment links to reduce re-offending. Responses to the question if communities have a responsibility to support people who have offended are somewhat mixed: 9% (51 respondents of 571) strongly agreed with this statement, 31% (177 respondents) agreed, 32% (183 respondents) said they neither agree nor disagree, 19%

(108 respondents) disagreed and 7% (40 respondents) strongly disagreed. Panellists also had a varied response to whether prison should be reserved for the highest risk offenders who pose a danger to the public. 28% (161 of 576 respondents) strongly agreed with this statement, 39% (225 respondents) agreed, 10% (58 respondents) neither agreed nor disagreed, 17% (98 respondents) disagreed and 7% (40 respondents) strongly disagreed.

Panellists were asked about the types of crime that they are most concerned about in their local area. Respondents were invited to describe these crimes in their own words, and written comments made reference to a broad range of issues: 'Theft' seems to be the most significant crime-related concern, 72% mentioned it as a concern for them, including half of all respondents for whom this was their most significant crime-related concern (52%). Vandalism and damage to property was also mentioned by a substantial proportion of respondents – 41% said it was a top 3 concern but it does not seem to be one of the most significant concerns. (See Table 1)

Table 1

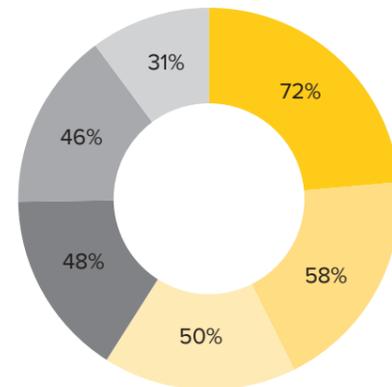
Crime Issue	1st priority	2nd priority	3rd priority	Top 3 priority
Theft	51%	34%	22%	72%
Vandalism, damage to property	11%	21%	19%	41%
Alcohol/ substance misuse	11%	8%	10%	23%
Antisocial behaviour, noise	5%	8%	14%	21%
Violence	8%	11%	11%	21%
Road safety	4%	11%	11%	19%
Littering	2%	3%	7%	9%

Base = 610 respondents

Panellists were then asked which of the following options could help to prevent crime in the community. 72% (412 of 517 respondents) chose 'improving security as a measure to prevent crime'. Other options were 'better opportunities for employment/volunteering' – chosen by 58% (300 respondents), 'stronger social relationships' selected by 50% (259 respondents), 'parenting support and advice' by 48% (248 respondents), and 'neighbourhood improvements' 46% (238 respondents).

Figure 3

Which of these options could be used in your community to help prevent crime.



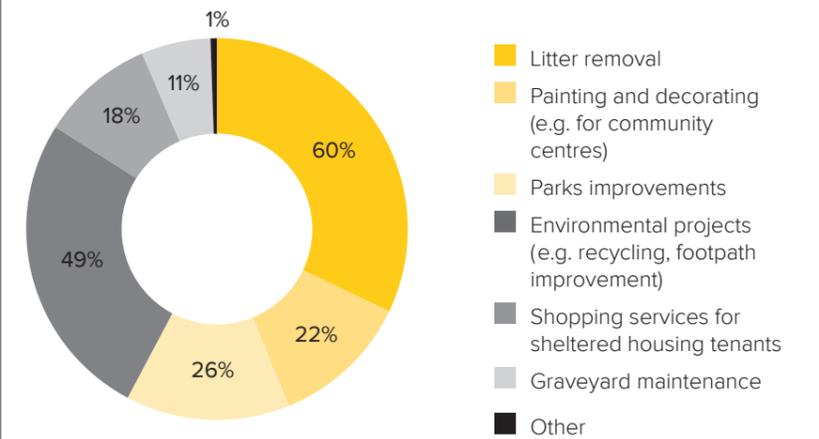
- Improved security (e.g. street lighting, use of space, blocking off alleyways, secure access to flats)
- Providing opportunities for employment and / or volunteering
- Providing opportunities to build stronger social relationships (e.g. community facility for socialising and activities)
- Provision of parenting support and advice
- Improving the neighbourhood
- Planting trees / creating green spaces, to help reduce vandalism

Base = 517 respondents

Panellists were then asked if they are interested in being involved in crime prevention. 67% (362 of 541 respondents) said 'no', 33% (179 respondents) said 'yes'. It seems that younger respondents were most likely to express an interest in getting involved; more than 2 in 5 of those aged under 55 may be willing to get involved in crime prevention. Only 11% (64 of 578 respondents) were aware of Community Payback Orders being delivered in their local area. Those respondents who were aware of it were asked to indicate the type of unpaid work being delivered. Litter removal was mentioned most often (by 40 respondents), followed by park improvements (32 respondents) and environmental projects (25). When asked which of the Unpaid Works (Community Payback) would be most beneficial to their local area, 60% (366 of 610 respondents) mentioned 'litter removal', followed by 'environmental projects', 49% (299 respondents), 26% (159 respondents) said 'park improvements', 22% (134 respondents) mentioned 'painting and decorating' (e.g. community centres), 18% (110 respondents) 'Shopping services' for sheltered housing tenants, 11% (67 respondents) selected 'Graveyard maintenance' and 1% 'other' (6 respondents). The most common suggestions related to environmental work (litter picking and cleansing, graffiti removal, snow clearance and path gritting) and gardening work (to open spaces, and households' gardens).

Figure 4

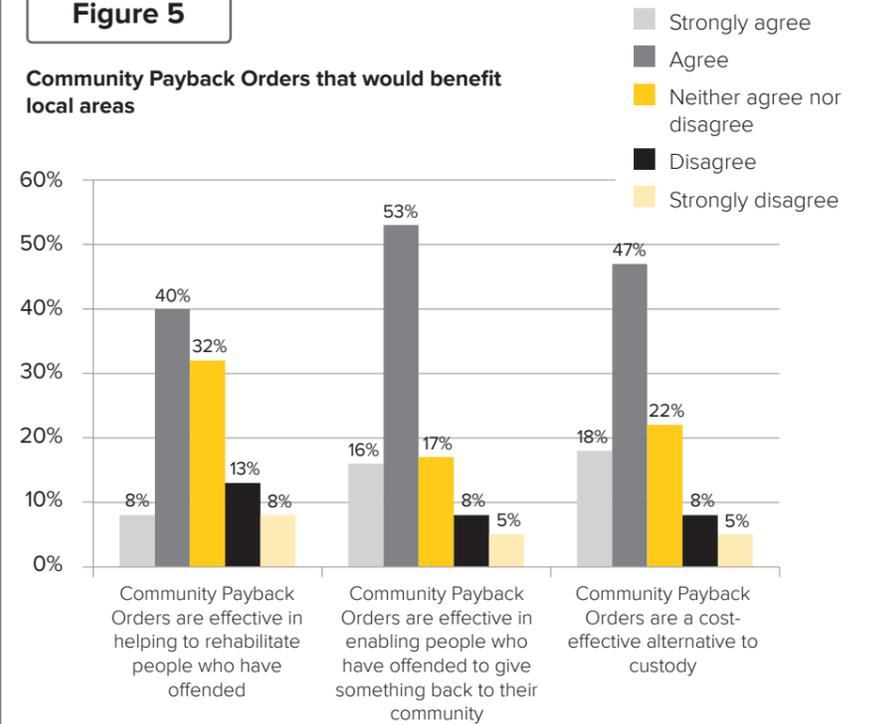
Which TWO types of Unpaid Work, would be, or would continue to be, most beneficial to your local area?



Base = 610 respondents

Figure 5

Community Payback Orders that would benefit local areas



Base = variable

PLACE -

This is what we are doing

Responses and comments provided in relation to Community Justice were much appreciated and will help to inform planning for collaborative working by services to reduce reoffending in Aberdeen.

It was interesting to note that 24% of respondents disagreed that prison should be reserved for the highest risk offenders who pose a danger to the public.

The new national Strategy for Community Justice talks about ‘... continuing our journey towards robust sentencing options ...’ for people who have committed offences. This includes promoting the use of effective evidence-based community interventions, rather than short term prison sentences (which have been shown not to be effective in reducing the likelihood of reoffending).

It will be of interest to partners to note that ‘theft’ was the most significant crime-related concern for 52% of survey respondents. Nationally and in Aberdeen ‘Crimes of Dishonesty’ as recorded by Police Scotland (which include theft, housebreaking, shoplifting, theft of vehicles, etc.) have been reducing over recent years – between 2010/11 and 2015/16, the number of such crimes recorded by the Police fell by 27.5% in Aberdeen.

In terms of approaches which could help to prevent crime in local areas, ‘Improving security’ (e.g. street lighting, use of space, blocking off alleyways, secure access to flats) was the most popular option for 72% of respondents. Again this feedback will be drawn to the attention of relevant partners.

The survey found that approximately a third of respondents would be willing to get involved in crime prevention initiatives in the City, particularly in relation to neighbourhood improvements, building stronger relationships in communities, and creating green spaces. Community Justice Partners will look at creative ways of involving those who have expressed an interest, going forwards.

12% of survey respondents had heard of the Multi Agency Public Protection Arrangements (MAPPA). MAPPA aims to protect the public and reduce serious harm by providing a framework for agencies to share information, jointly assess risk and apply resources proportionately, to manage the risk of serious harm posed to the public by relevant offenders (including registered sex offenders, mentally disordered restricted patients and other offenders who, by reason of their conviction, pose a risk of serious harm to the public). Reoffending by individuals managed under the MAPPA remains very low.

It was encouraging to see that 69% of those who responded were of the view that Community Payback Orders ‘are effective in enabling people who have offended to give something back to their community’, and that 65% regarded them as a cost effective alternative to custody.

Community Justice Partners will be looking at ways to improve the robustness of community sentences locally, and also at increasing awareness of their effectiveness for people from our communities in Aberdeen. We will continue to look at ways of engaging with communities, which is a key element of the new model of Community Justice in Scotland.

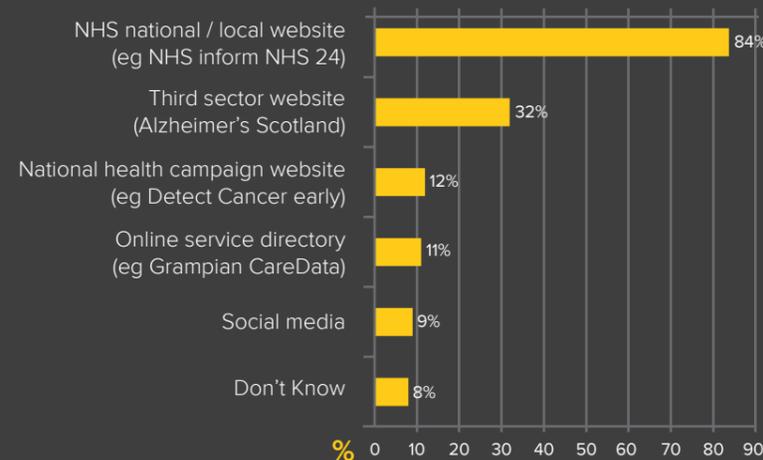
Val Vertigans

Policy Coordinator, Community Justice Redesign
Aberdeen City
Email: VaVertigans@aberdeencity.gov.uk
Phone: 07342 060939

NHS Grampian Website

Figure 7

Where do you go online to access health-related information?



Base = 407 respondents

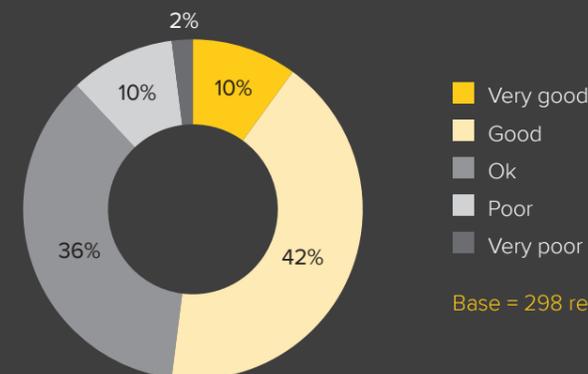
When asked if they have visited the NHS Grampian website, 68% (289 of 425 respondents) answered with ‘yes’.

Respondents were most likely to have been accessing the site as a patient due to attend hospital, clinic/service or GP – 44% (122 of 277 respondents), followed by 31% (86 respondents) who looked at the site as a friend or relative of someone who was a patient.

Finally, panellists were asked to rate their overall experience when they last visited the website. 42% (125 of 298 respondents) rated it as ‘good’, 36% (107 respondents) as ‘ok’, 10% (30 respondents) rated it as ‘very good’ and equally 10% (30 respondents) rated it as ‘poor’. 2% (6 respondents) rated it as ‘very poor’.

Figure 8

Last visit to website: overall rating of experience



Base = 298 respondents

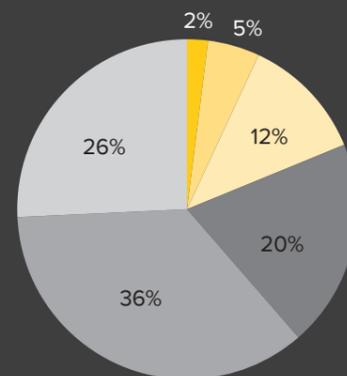
This section considers respondents’ use of the internet to access health-related information, and specifically their use of and views on the NHS Grampian website.

The majority of respondents (74%, 451 of 610 respondents) have used the internet to access health-related information.

Asked how often panellists use the internet for health-related information, 36% (220 of 610 respondents) said they use it less frequent than every few month. 20% (122 respondents) indicated that they use it every few month, 12% (73 respondents) monthly and only 5% (31 respondents) weekly and 2% (12 respondents) daily.

Figure 6

Frequency with which use the internet for health-related information



- Daily
- Weekly
- Monthly
- Every few month
- Less frequent
- Never / no reply

Base = 610 respondents

This is what we are doing

Reviewing the responses to the questions, we were encouraged to see that around two thirds of respondents have visited our website and that the majority are already using the internet to access health-related information. It was encouraging to see that the majority of respondents were able to find what they were looking for, however it was also clear that some couldn’t find what they were looking for and so had a less positive experience of using our site. With hindsight it would have been useful to find out how for them to locate the information. We are more likely to hear from users when they cannot find something on our website than when they do.

The profile of respondents using the internet and the devices they use to access the web offers no surprise and reflects general trends - it reminds us that the website is just one way of engaging with our stakeholders. As of this year, the majority of traffic to our website is coming through people using tablets and smartphones; with fewer people accessing our site using desktop computers and laptops. In response, we redesigned our website homepage last year to ensure that people arriving to our site on tablets and smartphones were presented with a more modern design.

There are plans to redevelop our public website, using a more modern web system which will offer better functionality, design, be more compliant with modern web standards and be better compatible with modern devices. This work will be led by a project board who will analyse these results, along with further stakeholder engagement activities, to help direct and shape the development of the new NHS Grampian public website.

Kevin McKinnon

Communications Officer
Corporate Communications, NHS Grampian
Email: kevin.mckinnon@nhs.net
Phone: 01224 552885

PEOPLE -

Education and Children's Services

The final part of the survey sought views on issues for children and young people in Aberdeen. Findings here will inform development of the new Children's Services Plan for Aberdeen, and the ongoing work of the Integrated Children's Services Partnership.

24% (127 of 531 respondents) are a parent of somebody under the age of 25, 32% (169 of 527 respondents) indicated that they work with or provide care to children and/or young people under the age of 25 years of age.

Survey findings show generally positive views on the extent to which children and young people feel safe in their communities – particularly for younger children. The majority of respondents felt that pre-school and primary school age children feel safe in their communities - 72% (197 of 274 respondents) and 68% (194 of 285 respondents) respectively. Views were less positive when it comes to how safe children and young people of secondary school and post school feel - 51% (147 of 289 respondents) and 53% (151 of 284 respondents) respectively. Survey data suggests that views are consistent across all areas and demographic groups, on the extent to which children and young people feel safe in their communities. In particular, those who are parents of or work with children and young people show very similar views to other respondents.

Different approaches were suggested that could improve safety for children and young people in Aberdeen. Around a quarter of respondents provided comments. The main suggestions were:

- More CCTV, street lighting and other security measures
- Parenting advice and support
- Better transport for young people, including out of hours public transport and cycle lanes.
- More policing and more visible police and warden patrols, and stronger enforcement
- A focus on education and support for children and young people
- A specific focus on tackling bullying, ensuring children and young people are aware of the risks of bullying and have access to support if needed
- Providing more out of school activities for children and young people

- More CCTV, street lighting and other security measures
- Parenting advice and support
- Better transport for young people, including out of hours public transport and cycle lanes.

Panelists identified mental health 53% (255 of 482 respondents), child abuse/neglect 39% (188 respondents) and homelessness 36% (174 respondents) as the main priorities for improvement in services that help children and young people in Aberdeen. This was followed by sexual violence 27% (130 respondents) and bereavement 19% (92 respondents).

Figure 9 shows that respondents who have children/work with children rated the priorities similarly to the other respondents when asked about areas for improvement in helping children/young people in Aberdeen

Overall, respondents agree that there are enough leisure spaces for pre-school and primary school age

children, but are more negative about leisure spaces for older children and young people. 52% (194 of 374 respondents) think that there is enough indoor and outside leisure spaces for children of pre-school age, 49% (189 of 386 respondents) think there are enough spaces for children of primary school age, 31% (118 of 380 respondents) believe there are enough facilities for children/young people of secondary school age and 32% (116 of 511 respondents) think there are enough options for indoor and outside leisure for young people of post-school age.

Those who are parents of or work with/care for children and young people reported generally negative views on access to affordable childcare in Aberdeen.

Those who are parents of or work with/care for children and young people expressed mixed views on opportunities for children and young people in Aberdeen. (Figure 10)

Figure 9

Areas for improvement in helping children/young people in Aberdeen

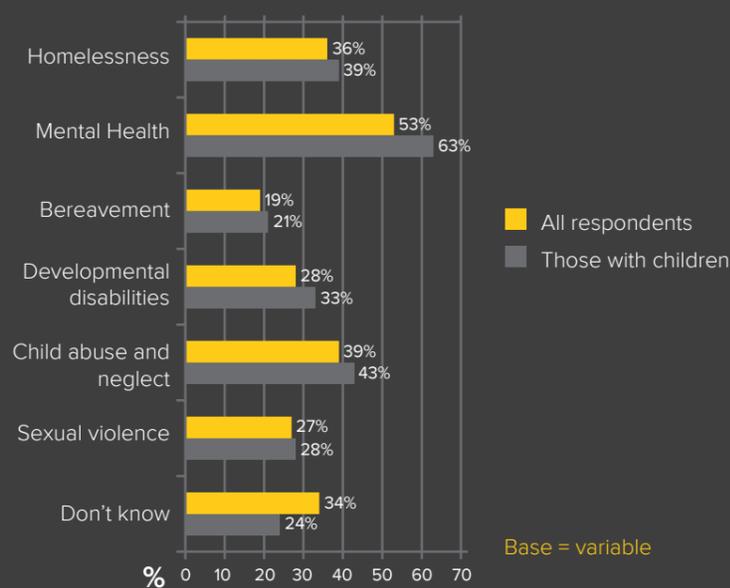


Figure 10

Views on 'There is adequate access to affordable childcare in Aberdeen' – those responsible for/working with children and young people

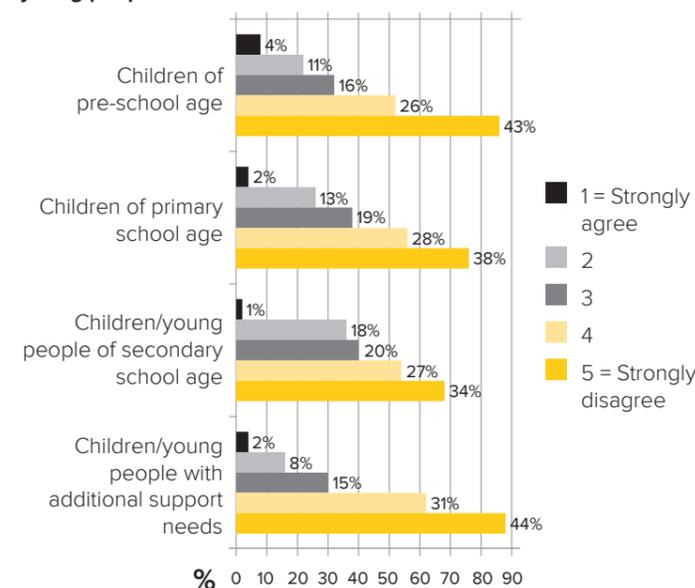
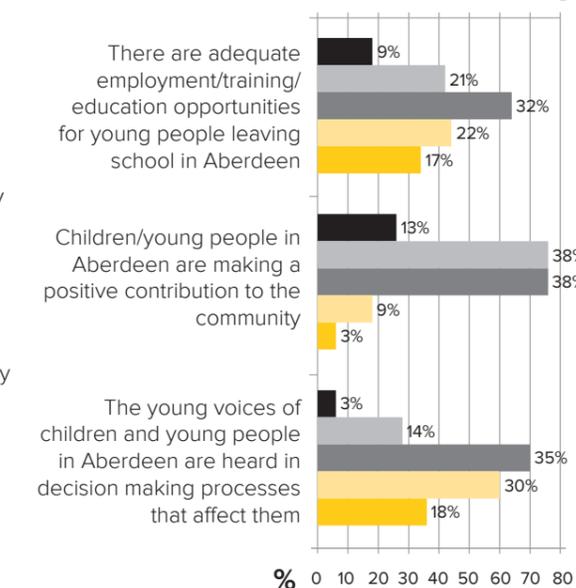


Figure 11

Views on opportunities for children and young people - those responsible for/working with children and young people



This is what we are doing

The questions in the City Voice were part of a wider consultation which was conducted by means of group and one-to-one discussions with children and young people in schools and key youth groups and forums across the city. This consultation also sought the views of parents who were attending parent councils and play sessions. The findings will be used to inform the development of the Children's Services Plan 2017-2020 and the ongoing work of the Integrated Children's Services Partnership.

The survey asked respondents about their awareness of a range of services which are available to help children and young people. The most commonly recognised services tended to have a national profile, suggesting that there is a need to raise awareness of Aberdeen-focused services. The relatively low awareness of services for mental health, coupled with the fact that mental health was identified as the top priority for improvement (by 53% of all respondents) is notable. This mirrors the findings of our prior consultation work, with children and young people also identifying mental health as a priority, both in terms of the need to promote more awareness and openness and in terms of improving information and access to help. Many City Voice respondents were also concerned about the availability of leisure spaces for children and young people, especially with respect to older children and young people. This highlights a need for investment in improved leisure spaces, a priority

which was also identified during consultation with children and young people. It was notable that only around 1 in 7 of respondents with children agreed that there is adequate affordable childcare in Aberdeen. This is in accordance with statistical information suggesting that certain areas in the city require more investment in this respect. It was also of interest that less than a third of respondents felt that there are adequate opportunities for those leaving school and nearly half of respondents feel that the voices of children and young people in Aberdeen are not heard in decision making processes.

The promotion of mental health and wellbeing, together with the improvement of leisure spaces, childcare and opportunities for school leavers have all been identified as priorities in the Children's Services Plan 2017-2020. Plans to address these issues include the implementation of measures such as an anti-bullying strategy, increasing the availability of school nurses, and mapping available services and supports. In an effort to hear the voices of children and young people and ensure that these are reflected in the Children's Services Plan 2017-2020, we have already undertaken consultation in schools and key youth groups across the city. Going forward, this will remain a priority, with the development and implementation of measures such as a youth engagement charter to ensure effective engagement with young people in relation to decisions that will affect them.

Catriona Mallia
Development Officer
Email: cmallia@aberdeencity.gov.uk
Phone: 01224 522673

'A Year On'

This section looks back at some of the topics which were raised in the 35th edition of the City Voice, in June 2015. This retrospective allows us to consider whether the answers given by the panellists had any further, longer-lasting impact on the services who submitted the questions.

In October 2015 panellists were asked about the forthcoming integration of Adult Health and Social Care services.

A year on:

The City Voice forum was asked in the autumn of 2015 to contribute to the public consultation on our draft strategic plan in relation to the (then) forthcoming integration of health and social care services. In particular, the forum was asked to comment on our proposed vision, values, strategic priorities and locality model as well as offering an answer to the question, 'what matters to you'. In excess of 450 responses were received and factored into the revision of the Strategic Plan which was published on 1st April 2016, the national 'Go Live' date for the integration of health and social care services. As the Aberdeen City Health and Social Care Partnership approaches the end of its first year in operation there is a confidence that we are well placed to continue the transformation of our integrated services to deliver improved experiences and outcomes for the people of Aberdeen who use our health and social care services.

In October 2015 Aberdeen City Council put questions to the panel in order to find out about what types of information members of the public find most useful and how they would like it to be made available.

A year on

"The responses to this question provided us with very helpful information about the types of performance information of most value to our citizens. It was interesting to learn that information about the cost of providing services and how we as a council compare with other service providers across Scotland was of particular interest to people. Also, perhaps not surprisingly given the numbers of people who now access information in this way, a marked preference to receive information through the council's website was expressed.

As a result of the feedback we received, we are undertaking a complete overhaul of the performance page on our website: 'Aberdeen Performs.' Once complete, we hope people will be able to quickly and easily access the subject areas which are of especial interest to them, with better use of visual aids which will convey how performance is changing, how we compare and the steps being taken to improve our performance. These changes are under way and will be completed during 2017. We look forward to continuing to receive feedback from our customers and citizens so that the information we provide best meets their needs."

Future Questionnaires

This newsletter, together with the detailed report of the 39th questionnaire, is available to view on the Community Planning website www.aberdeencityvoice.org.uk. Internet access is provided at libraries throughout Aberdeen and hard copies will be available at Marischal College Customer Service Centre and all city libraries. Alternatively, hard copies can be posted to you by contacting me on the details below.

We plan to issue Newsletter No. 40, a summary of the results of the enclosed questionnaire in June 2017, along with the 41st Questionnaire.

If you have any further queries or would like to feedback your comments, please contact:

Annina Cavelti Kee
City Voice Co-ordinator

Tel: 01224 522935
Email: cityvoice@aberdeencity.gov.uk



Community Planning
in Aberdeen

