



voice

Aberdeen's Citizens Panel

Issue 40 / June 2017

voice

Welcome to the 40th citizens' panel newsletter! This newsletter provides feedback to you, a member of Aberdeen's citizens' panel, on the results of the 40th questionnaire which you completed in February 2017. Topics in that questionnaire included: Road maintenance, climate adaption, carers, homes – fuel switching and community safety.

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.

The 41st questionnaire is now open for completion. We hope that you find it as interesting as usual. The questionnaire will be focusing on early learning and childcare, City Centre Masterplan, winter maintenance, transport, economic development, mental health and Walk Aberdeen. 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 40 / June 2017

- **PLACE** - Roads
- **PLACE** - Climate adaption
- **PEOPLE** - Carers
- **ECONOMY** - Home Energy Switching
- **PLACE** - Community Safety
- 'A Year On'

When this survey was conducted the City Voice panel had just a little less than 900 panellists. We are very grateful for all the loyal panel members who repeatedly complete their questionnaires on time. However, we are also very conscious that we need to improve our numbers in specific demographic areas in order to make sure that we are representative. We have to ensure that the City Voice represents the whole city of Aberdeen, young and old, men and women, disabled and not disabled, with children and without children, employed, unemployed, students or retired and people from all areas within Aberdeen. In order to improve our representativeness we have tasked Craigforth (who also does the data analysis for us) to run a city-wide recruitment exercise. This is still ongoing but we can already say it was a big success – our current panel numbers have increased to almost 1400 panellists! Thank you to all our new panel members. Even though we are very happy with this initial success of the recruitment drive, we are hoping that we can improve our representativeness even further. In order to do so we are still looking for people to sign up. Anyone who lives within the boundaries of Aberdeen City and is over 16 years of age can join the City Voice. The City Voice is the perfect tool to make sure that everyone's 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.aberdeencyvoice.org.uk, or email us at cityvoice@aberdeency.gov.uk or call us on: 01224 522935.

We like to use this space to make you aware of some current or upcoming consultations from our Community Planning Partners. In this edition we have the announcement from Aberdeen City Council:

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

40th Questionnaire - Panel Response

Here are the results of the 40th questionnaire which you completed in February 2017. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, we had 895 people on the panel and we received 570 completed questionnaires. That gives us a response rate of 63%. Although our response rate has dipped slightly compared to previous surveys, the results are robust and provide a good indication of your (our panellists) opinions. 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.

PLACE -

Roads

The first set of questions considers respondents' views on the Council's roads maintenance. The set of questions has been used across a number of previous City Voice surveys, and these findings build on previous results to track changes in views over time. The findings will also inform the Council's Asset Management Plan and budget settings.

Satisfaction was strongest in relation to the 'intensity of street lighting', 'time taken to repair street lights', and 'the condition of bus routes and other main roads'. 60% (336 of 360 respondents) were satisfied with the 'intensity

of street lighting in the city centre', 54% (302 of 559 respondents) were satisfied with the 'intensity of street lighting in residential areas', 41% (230 of 561 respondents) were satisfied with the 'condition of bus routes and other main roads', 36% (199 of 553 respondents) were satisfied with the 'time taken to repair street lights' and 34% (191 of 561 respondents) were satisfied with the 'condition of busy footways'. However, 64% (359 of 560 respondents) were dissatisfied with the 'condition of side and local roads', 62% (347 of 560 respondents) were dissatisfied with the 'time taken

to repair roads' and 44% (242 of 551 respondents) were dissatisfied with the 'time taken to repair footways'.

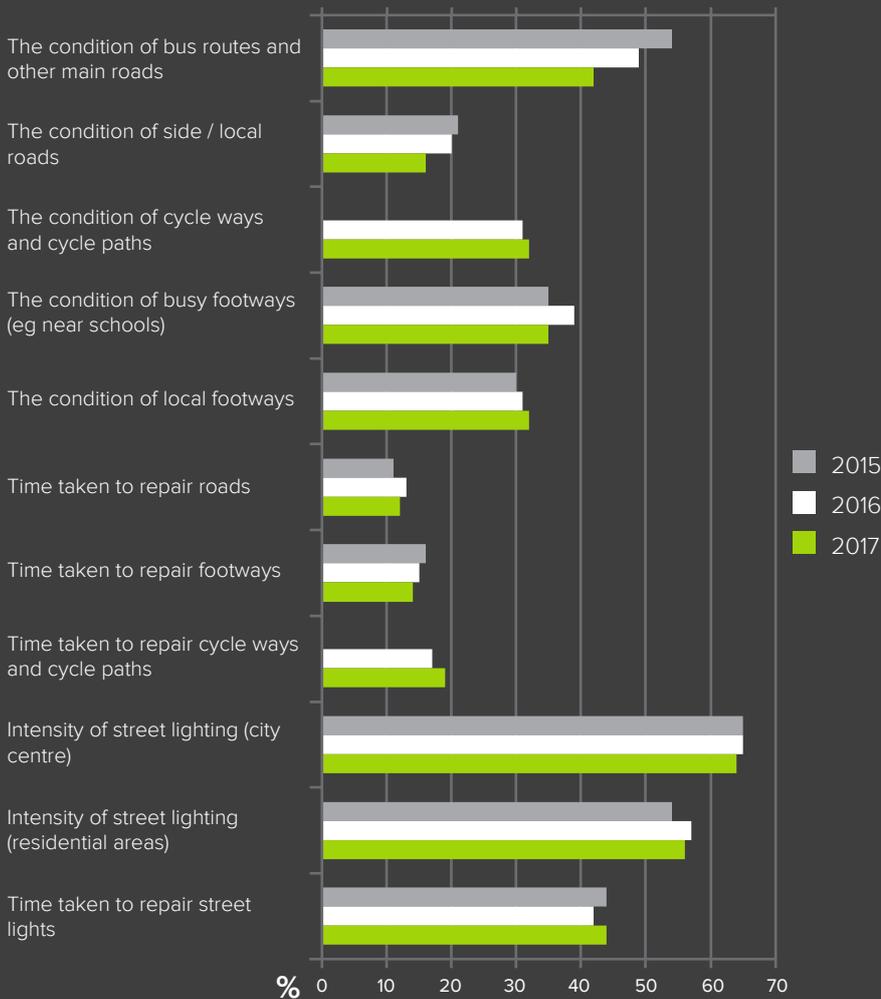
Figure 1 shows that there has been relatively little change over time in views on the Council's roads maintenance. The biggest change has been a 13 point fall since 2015 in satisfaction with the condition of bus routes and other main roads.

Panellists were also asked on spending priorities for roads maintenance in Aberdeen. 73% (404 of 552 respondents) were particularly in favour of more spending for side roads, 53% (293 of 552 respondents) want to see more money directed towards main roads. Relatively few respondents said that they would like to see less spending on any of the issues. In this respect cycle ways was identified by the highest number of panellists - 30% (154 of 513 respondents) suggested that there could be a reduction of money spent.

For further details please go to our website and check out the more detailed report. <http://communityplanningaberdeen.org.uk/cityvoice/city-voice-archive/>

Figure 1

Views on Council performance in relation to roads - time series Percentage of respondents indicating very/fairly satisfied



Base = Variable

This is what we are doing

Aberdeen City Council has now gathered four years of data from the annual questionnaire which is distributed by City Voice. The results of the questionnaire are used to ascertain the general attitude of the public to the condition of the road network. The slight decline recorded in the general level of satisfaction with Aberdeen City Council's roads is reflected in the 3% deterioration in road condition over the last 3 years, as recorded by the national Scottish Road Maintenance Condition Survey (SRMCS). The Road Condition Indicator (RCI) for Aberdeen City currently stands at 28%, which indicates the percentage of road network that has

PLACE -

Climate Adaption

reached a condition where more detailed monitoring or investigation is required.

The performance associated with the provision of street lighting has remained constant; however, the level of satisfaction in the street lighting asset is expected to increase as the introduction of LED lighting is rolled out across the city.

The results also appear to suggest that a substantial proportion of respondents are not expressing an opinion associated with the provision and condition of cycle ways throughout the city. However, it is hoped that the level of public interest in this will increase as Aberdeen City Council looks to increase the provision of cycle facilities. The data gathered from the questionnaire is now in the process of being utilised within a prioritisation process developed in accordance with the Roads Asset Management Plan (RAMP). This new approach based on the level of service chosen by the members will assist with the creation of a strategic list of priorities, which will inform the roads maintenance strategy for all future investment in the roads infrastructure. The roads maintenance strategy will also be instrumental in preventing further deterioration in the road network on the proviso that an appropriate level of investment is provided. All relevant data from the questionnaire will also be used in the preparation of future winter maintenance plans.

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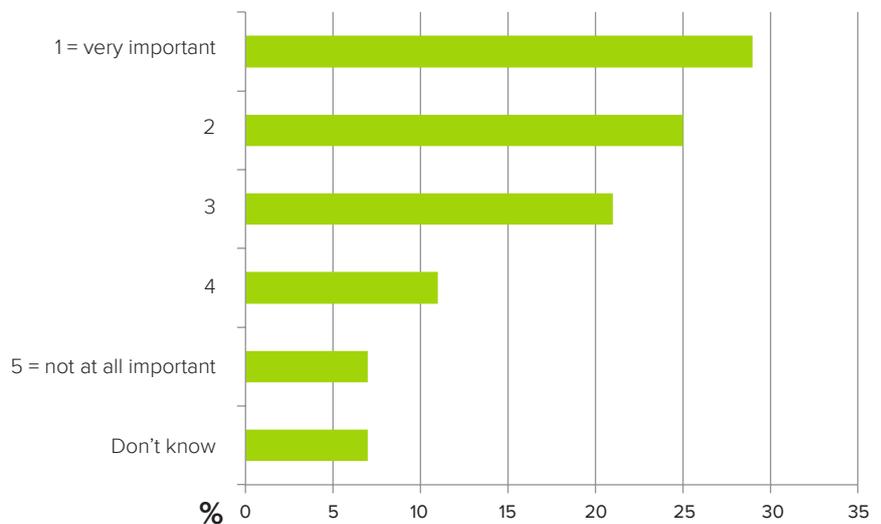
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In this part of the survey panellists were asked about their awareness of, and their views on, action to address climate change.

The first question the panellists were asked was: How important do you think it is that local authorities consider climate change in their decision making processes? 54% (136 of 542 respondents) consider it as 'important' that local authorities consider climate change in their decision making processes. 18% (98 of 542 respondents) said that they do not think that it is important.

Figure 2

On a scale of 1 to 5 (1 = very important and 5 = not at all important) how important do you think it is that local authorities consider climate change in their decision making processes?



Base = 542 respondents

Respondents were asked how aware they are of Aberdeen City Council's climate change strategy. 32% (178 of 538 respondents) said that they have some awareness about the Council's strategy.

Panellists were also asked what they think should be the priority areas for Aberdeen City Council in addressing climate change going forward. The most popular suggestions were the following:

Table 1

What do you think should be the priority areas for Aberdeen City Council in addressing climate change going forward??

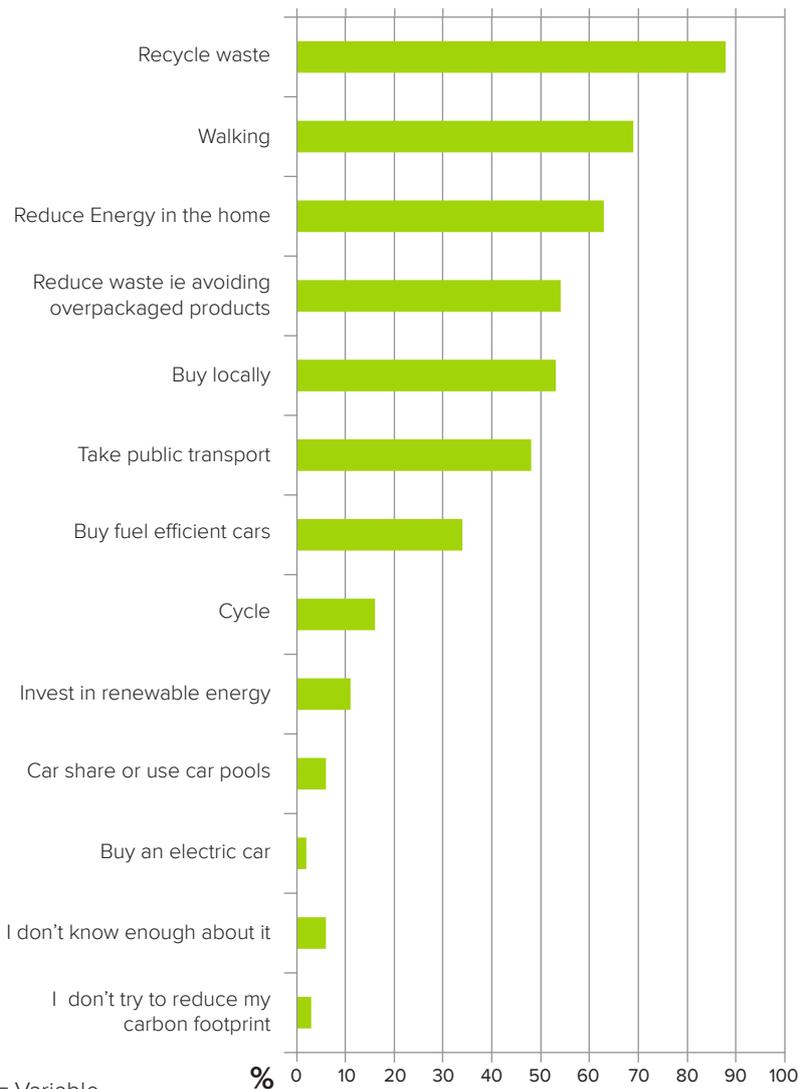
Better public transport	57% (304 of 533 respondents)
Reduce energy in their homes	57% (304 of 533 respondents)
Increase use of renewable energy	56% (298 of 533 respondents)
More opportunities to reuse and recycle waste	51% (272 of 533 respondents)
Supporting community renewable energy projects	49% (261 of 533 respondents)
Managing flood risks	48% (256 of 533 respondents)
Building more sustainable homes and businesses	47% (251 of 533 respondents)

Base = 533 respondents

Panellists were then asked in what areas they personally try to reduce their carbon footprint. 88% (484 of 550 respondents) said they 'recycle waste', 69% (380 of 550 respondents) said they 'walk', and 63% (347 of 550 respondents) said they 'reduce energy in the home' (see Figure 3)

Figure 3

In what areas do you try to reduce your carbon footprint? (Please tick all that apply)



When asked what would encourage them to do more to address climate change, 48% (249 of 519 respondents) answered with 'public transport', 40% (208 of 519 respondents) said 'more opportunity to reuse and recycle', 36% (187 of 519 respondents) said 'opportunity to benefit from community renewable energy schemes', 'information on funding to help reduce energy in the home' and 'general information about what I can do'.

For further details please go to our website and check out the more detailed report. <http://communityplanningaberdeen.org.uk/cityvoice/city-voice-archive/>

This is what we are doing

The survey responses show that there is a need to increase awareness of the activity that Aberdeen City Council is undertaking in relation to climate change. Only 32% of respondents were aware that Aberdeen had a climate change strategy and 54% of people did not know if climate change was a priority for the Council. Aberdeen City Council is in the process of redeveloping their website and we will be able to take account of this feedback. As part of the Powering Aberdeen Partnership Network we are looking at the potential to develop a green business network within the city to promote action by local business. We are also proposing to develop a bespoke website for Powering Aberdeen which will make access to information and case studies in relation to the range of activities taking place across Aberdeen to address climate change easier to find. We will also consider how we can make greater use of our ongoing communication to highlight the activities taking place. The priority area that was identified for the Council to address in relation to climate change was public transport. This was not a surprise. The level of interest in improving energy efficiency and increasing use of renewables was however higher than expected in particular the level of interest in the Council helping to support community renewable energy projects. Transport and community renewables were also identified as being priority areas in relation to the action that people would take themselves to reduce their impacts.

Aberdeen City Council already has in place a programme to improve energy efficiency in housing. The Home Energy Team provides information to residents via their website on how residents can improve energy efficiency in their homes and services, funds and grants that can support them in this. In addition we

PEOPLE- Carers

run a range of funded programmes implementing energy efficiency measures. These programmes are likely to grow and develop in the future with the development of the Scottish Government Scottish Energy Efficiency Programme and we will continue to support both home owners and businesses through these schemes. Aberdeen City Council is also currently investigating the role that renewable energy can play in reducing energy costs. The Council hopes to be able to provide further information on this in the near future as well as information on the potential to develop more renewable energy generation within the city in particular through solar photovoltaic. We note the interest in support for community renewable energy schemes and will be looking at ways we can support these. Community awareness and interest in climate adaption was in general lower than in relation to mitigation but managing flood risk, preparing for and managing severe weather events were still seen as important by respondents.

The feedback from this survey will be used directly to inform the development of our Aberdeen Adapts programme and be taken into account in planned research work to develop community resilience plans, as well as community engagement in climate adaptation.

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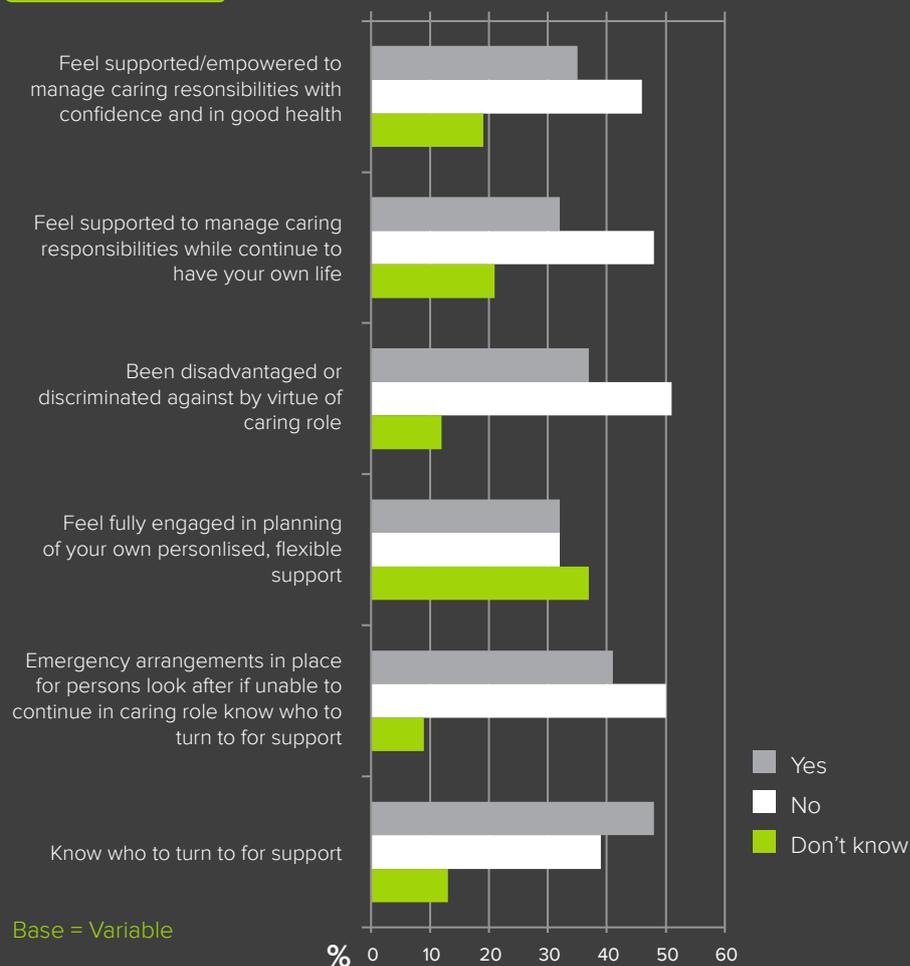
In this section panellists were asked about their experiences of and views on caring. 11% (59 of 519 respondents) indicated that they currently act as a carer. 18% (96 of 519 respondents) said they had previously been a carer and 9% (48 respondents of 519 respondents) said they know someone who is a carer. (When referring to 'carers' in the following paragraphs we mean carers (past and current) and people who know someone who was/is a carer.)

54 respondents (26% of 206 respondents) of those who have caring experience or know a carer said they provide 35 hours or more per week of caring. 11% (23 of 206 respondents) said they provided 25-34 hours, 36% (74 of 206 respondents) 5-24 hours and 12% (25 respondents) said they spend 0-4 hours per week.

The survey also asked questions around respondents' caring experience. Views on this questions are somewhat mixed – largely because a substantial proportion of respondents felt unable to give a view. However, of those people who did offer an opinion only a minority of respondents suggested that carers felt supported to manage their responsibilities with good health (46%, 86 of 187 respondents) or that carers could continue to have their own lives (48%, 88 of 183 respondents). 50% (78 of 156 respondents) said that they do not have an emergency arrangement in place if they are unable to continue. 51% (92 of 181 respondents) said that carers have been disadvantaged or discriminated against by virtue of their caring role.

Figure 4

Views on statements relating to role as carer



Carers who feel supported to manage caring responsibilities with confidence and in good health were asked what helps them in their caring role. The single most common answer was 'family and friends'. Respondents also referred to a broad range of services and agencies, such as community and district nurses and GPs, social care services, third sector services, and community organisations.

Those carers who said that they do not feel supported identified a broad range of support and agencies that could help them in their caring role. For example:

- Better access to day care and respite;
- Better information and advice on how to negotiate the process of access to care and support;
- More support and advice from care managers;
- Access to advocacy for meetings with service providers;
- More support from social care services, ensuring that this is available to families before they reach crisis;
- Social contact and support to tackle feelings of isolation;
- Financial support for those balancing caring responsibilities with employment;
- Better understanding of the challenges facing carers, and the toll that the role can take;
- Treated with respect, e.g. by health professionals.

For carers who had been disadvantaged or discriminated against because of their caring role, the survey asked for further details. The main points raised by these respondents were:

- Additional expenses associated with caring. This included reference to food costs, travel expenses, additional heating costs, and a fall in income where carers have to reduce their working hours.
- A negative impact on carers' career and education. This included several respondents who had to give up employment or education to meet their caring responsibilities, including some taking early retirement at considerable financial cost.
- Impact on carers' life outside their caring role including for example curtailing social and recreational activities.

This is what we are doing

Thank you for the completed Carers Survey contained within the City Voice 40th Report.

It was particularly interesting and humbling to see how many hours of unpaid care was typically provided by carers and their views on what support they received or did not receive from friends/family and others.

We are currently drafting the Aberdeen City Health & Social Care Partnership Strategy and the detailed information contained within the survey will significantly inform the strategy's development.

We intend to publish the final Strategy in November 2017 and hope that many contributors will see it and recognise their contribution towards it.

Dorothy Askew

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ECONOMY -

Home Energy Switching

In the next section panellists were asked about their experience of, and views on, switching energy supplier.

Panellists were asked if their household ever changed the energy supplier for gas or electricity. 23% (124 of 541 respondents) answered with 'yes, within the past year', 12% (65 of 541 respondents) said 'yes, 1-2 years ago', 28% (151 of 541 respondents) said 'yes, more than 2 years ago'. More than a third, 35% (189 of 541 respondents) said 'no', they had never switched the energy supplier and 11 respondents answered with 'don't know'.

When asked what prompted them to switch energy supplier, most of those respondents who had switched energy supplier referred to price comparison websites and other promotions to highlight potential savings on energy bills. A small number of respondents also referred to having responded to direct promotions from energy suppliers, and to being prompted to switch by family or friends having done so.

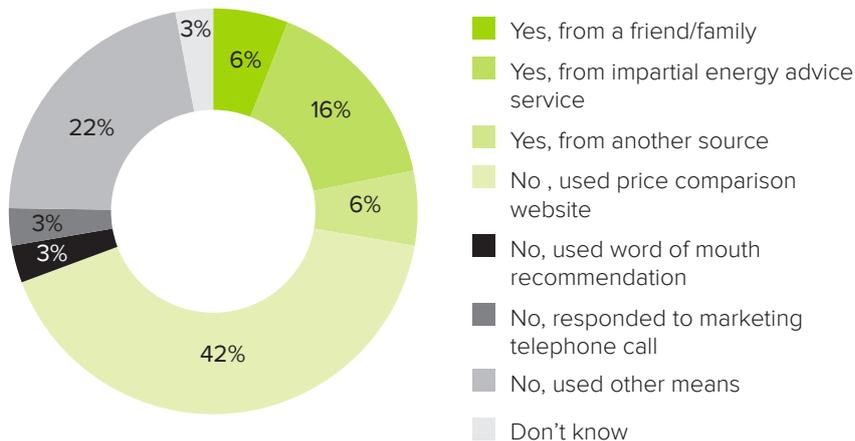
When asked if they had received any support when switching energy supplier, most of the respondents who had switched the supplier said no. 42% (146 of 347 respondents) said 'no, used price comparison website' and 22% (76 of 347 respondents) said they 'used other means'. 16% (56 of 347 respondents) said 'yes, from impartial energy advice service', and 6% (21 of 347 respondents) said 'yes, from a friend/family'.

When asked if they found it 'reasonably straight forward' deciding which company to choose, 83% (290 of 349 respondents) said 'yes' and only 12% (42 of 349 respondents) said 'no'.

Panellists were also asked how much they saved annually by switching energy supplier. 31% (108 of 347 respondents) said 'not sure/don't know', 21% (73 of 347 respondents) said 'between £50-£100' and 16% (56 respondents) said 'between £100-£200'.

Figure 5

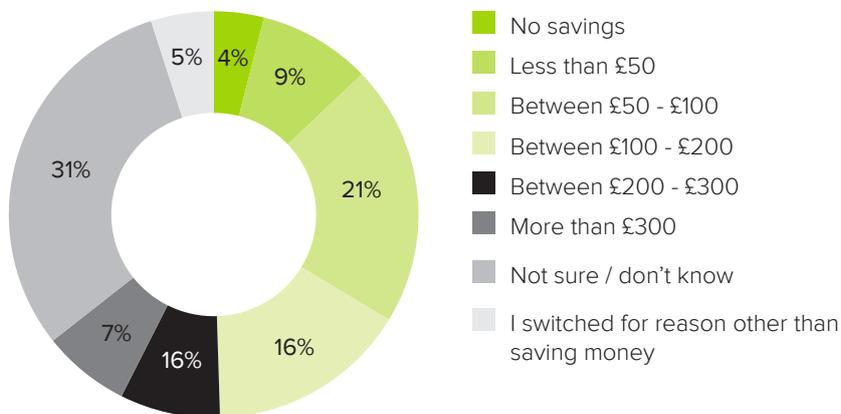
Whether used help or support with process of changing energy supplier



Base = 347 respondents

Figure 6

Whether saved on energy costs by switching supplier



Base = 347 respondents

This is what we are doing

Unfortunately we have not received a service response.

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PLACE -

Community Safety

In the last section of the questionnaire panellists were asked about the extent to which panellists feel safe in their local neighbourhood and in Aberdeen city centre, and views on potential community safety priorities.

A large majority of respondents feel safe walking alone in their local neighbourhood. 54% (298 of 551 respondents) said 'fairly safe' and 38% (209 of 551 respondents) said 'very

safe'. 7% (39 of 551 respondents) answered with 'fairly unsafe' and 2% (11 of 551 respondents) with 'very unsafe'. The extent to which respondents feels safe walking alone in their local neighbourhood is broadly similar across key demographic groups.

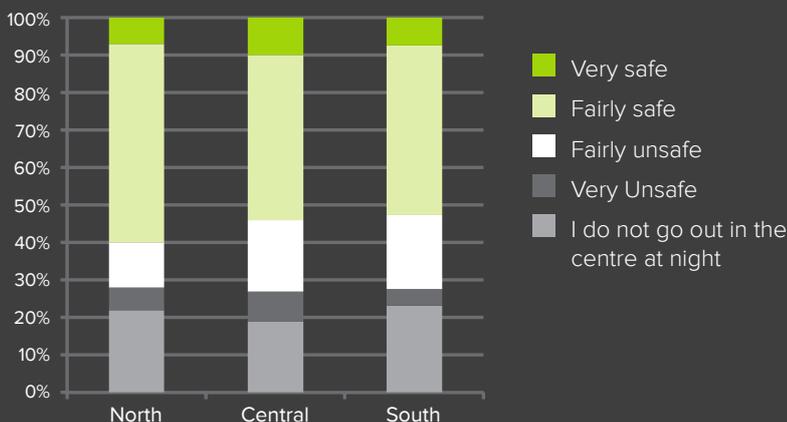
However, respondents were less likely to feel safe on a night out in Aberdeen city centre. Even though it was still a majority of respondents who said that

they feel either 'very safe' or 'fairly safe' on a night out in the city centre of Aberdeen, the number of people who feel 'very safe' is less high than when asked how safe they feel walking alone in their neighbourhood. 8% (44 of 552 respondents) feel 'very safe' and 47% (259 of 552 respondents) feel 'fairly safe' when going out at night in the city centre of Aberdeen. 17% (94 of 552 respondents) feel 'fairly unsafe' and 6% (33 of 552 respondents) feel 'very unsafe'. The number of people who said that they do not go out in the centre at night was 22% (121 of 552 respondents). The answers of the different demographic groups varied (see Figure 7 & 8):

The survey also asked panellists about the community safety issues that they would like to see prioritised in their local neighbourhood. 'Littering / dog fouling' was chosen most often by panellists – 77% (375 of 487 respondents) chose that answer, followed by 50% (244 of 487 respondents) who chose 'anti-social driving (including motorcycle annoyance)', 24% (117 of 487 respondents) 'vandalism / graffiti', 19% (93 of 487 respondents) 'youth annoyance', and 18% (88 of 487 respondents) chose 'alcohol related disorder'.

Figure 7

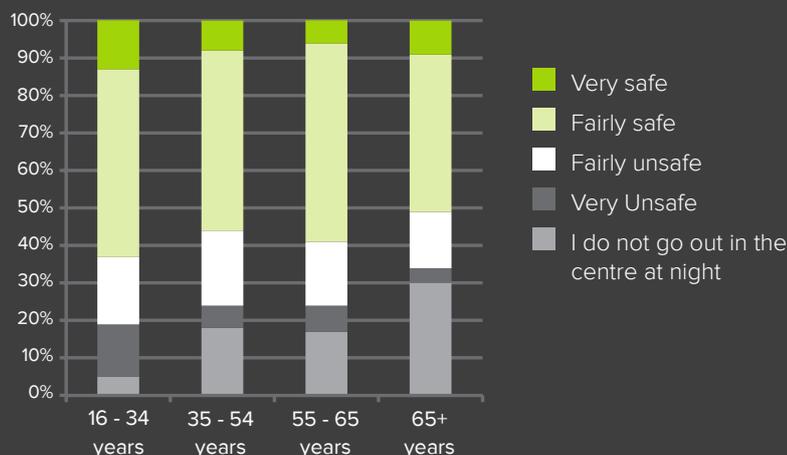
Whether feel safe on night out in Aberdeen city centre – Age variation



Base = 552 respondents

Figure 8

Whether used help or support with process of changing energy supplier



Base = 552 respondents

This is what we are doing

It was interesting to see that youth annoyance has dropped out of the top 3 priorities into 4th place and that littering / dog fouling is number one – we will now work with city wardens and environmental health / services to design some new publicity and initiatives around Scoop and littering enforcement and education.

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'A Year On'

This section looks back at some of the topics which were raised in the 38th edition of the City Voice, in June 2016. This retrospective allows us to consider whether the answers given by the panellists have had any further, longer-lasting impact on the services who submitted the questions.

In June 2016 panellists were asked about how they use the Council's website and the internet as a whole. This took place in the context of the Council's plan to change the website and transform digital services.

A year on

We asked you about use of online Council services because we are working on improving our website and digital services. The results have been used to help us understand the services that you use most often on the website and the ways that you access services by other means (e.g. by telephone or in person). They have also been useful to understand the functionality that you use on the website as well as layout. This information has been used to help inform the improvements required on the website and which service areas we should focus on first. We are working on redesigning our website and improving our online service provision. In particular the results outlined that Waste and Recycling was the most used services on the website and has been chosen as a priority area for improvement. We will continue to use the outputs of the survey to inform future priorities.

In June 2016 questions about community Based Adult learning Services were put to the panellists. The aim was to help determine the current availability of Community Based Adult Learning in Aberdeen.

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.

The Active Aberdeen Partnership had also put questions forward in the 2016 June edition. They were keen to understand how active the people of Aberdeen are in sport and physical activity.

A year on

After feedback from the City Voice and extensive consultation through partners and focus groups, we now have a finalised Strategy 'The Strategy for an Active Aberdeen 2016-2026'. The focus groups were attended by a cross section of the population of Aberdeen, which included sport & physical activity professionals, club representatives, voluntary sector, Health and the local community. Feedback was positive on the direction the strategy was taking but all were keen to see a targeted approach to the inactive and hard to reach groups of the population, rather than just making the active more active. Interestingly, information gained through the City Voice was echoed by the focus groups.

Since then, the annual action plan has been drafted and progress is being made to start delivering on the 3 key aims of the Strategy:

- 1. Increase the number of people who participate in sport and physical activity;*
- 2. Invest in our infrastructure of people and places;*
- 3. Be Inclusive, delivering programmes that meet the needs of the entire community.*

Picking up on Active Commuting that came through from the panel, we have now secured funding for an active travel hub in the Bridge of Don area, which will become a focal point for cycling, walking and initiatives such as healthy and active travel. More information will follow in the near future.

The sport & physical activity theme implementation group (SPA TIG) is responsible for ensuring the action plan is delivered across the City and with all partners working towards the 3 key aims. There will be an update report on progress at 6 months and at the end of the next financial year. This will be available to all.

Future Questionnaires

This newsletter, together with the detailed report of the 40th 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. 41, a summary of the results of the enclosed questionnaire in October 2017, along with the 42nd questionnaire.

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

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Community Planning
in Aberdeen

