Aberdeen Community Planning Partnership

City Voice
43rd Survey Report

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1. Introduction

1.1. Background

1.1.1. Aberdeen City Voice, Aberdeen's citizens' panel, is run by Community Planning Aberdeen. Members of the panel are contacted on a regular basis, either via postal or email questionnaire survey, to ask for their views on a range of issues that affect the community. Community Planning Aberdeen have produced a Local Outcome Improvement Plan (LOIP) 2016-26 which sets out how public services in Aberdeen are working together to improve our City. The City Voice surveys focus on the three themes which run through the LOIP: Prosperous People, Prosperous Place, and Prosperous Economy. Findings from the surveys are used by Community Planning Partners to inform and shape service provision and policy and to measure performance.

1.1.2. This report sets out the findings from the 43rd City Voice Survey. The topics included in this survey are as follows:

- **Prosperous people**
  - o Wellbeing
  - o Food Security
  - o Community Justice
- **Prosperous place**
  - o City Centre Masterplan
  - o Climate Change
  - o Community Empowerment Act
- **Prosperous Economy**
  - o Travel and transport
  - o Parking

1.1.3. The survey was issued on 11th March 2019. Of the 1,428 panel members who were sent the questionnaire, a total of 622 completed questionnaires were received, giving a **response rate of 43.5%.** Please note that 20 questionnaires were received more than a week after the closing date and therefore were not able to be included in the report.

This response rate is lower than the response rate achieved in the 42nd City Voice questionnaire (56.5%) and follows the downward trend seen in previous surveys (see Figure 1.1). There may be several reasons for this including survey fatigue or lack of interest/perceived relevance of the topics included in this questionnaire. However, there has been an increase in the number of people joining the panel. The larger panel size has resulted in a larger overall number of survey responses. Importantly, therefore, despite the relatively low response rate, the number of responses received is sufficient to provide robust overall survey results and to allow more detailed analyses for specific groups (e.g. age, gender).

Figure 1.1: Survey response rates over time

Base: multiple

1.1.4. In addition to the questionnaires received from panel members, the survey was also open to all other Aberdeen City residents. This was publicised via the Aberdeen City Council Facebook page, a press release was issued, the link was available on the Consultation Hub, and partners were encouraged to make the link available where appropriate. A further **248** questionnaires were received from these sources.

1.1.5. Combining the responses from panellists and those from the open questionnaires, the **total number of questionnaires received was 870.** Of these 257 were paper copies and 613 were online.

1.1.6. Table 1.1 gives a summary profile of respondents, where they have provided the data. It is not a requirement of completing the questionnaire that this information is provided.

Table 1.1: Profile of survey respondents

	Survey Respondents	
	Number	**Percentage**
Gender		
Male	398	45.7%
Female	459	52.7%
Other	3	0.3%
Did not say	10	1.1%
Age Group		
16-34 years	49	5.6%
35-54 years	219	25.2%
55-64 years	221	25.4%
65+ years	344	39.5%
Did not say	37	4.3%

Location		
North	213	24.5%
Central	294	33.8%
South	272	31.3%
Did not say	91	10.4%

1.2. Analysis and reporting

1.2.1. This report presents basic descriptive analyses for each of the survey questions. Not all respondents answered every question, so the base level may not be the same for each question. Therefore, for ease of comparison, all results are presented as percentages and a base level is provided.   (Note: for some questions participants only had the option of ticking or not ticking the given options. In these cases, the base level is taken as 870, i.e. the full number of respondents).

1.2.2. Several questions included a 'comments box' which gave respondents the opportunity to expand on their responses. This report will give only a brief overview of these comments. However, all comments will be sent to the relevant services to allow more in-depth analyses.

2. Prosperous People

The Local Outcome Improvement Plan 2016-26 (LOIP) sets out objectives for ensuring that Aberdeen is a place where everyone feels safe and included, and that those who are vulnerable receive the support they need. The questions in this section are intended to help understand how panellists feel about their community, their health and to find out their views on aspects of criminal justice.
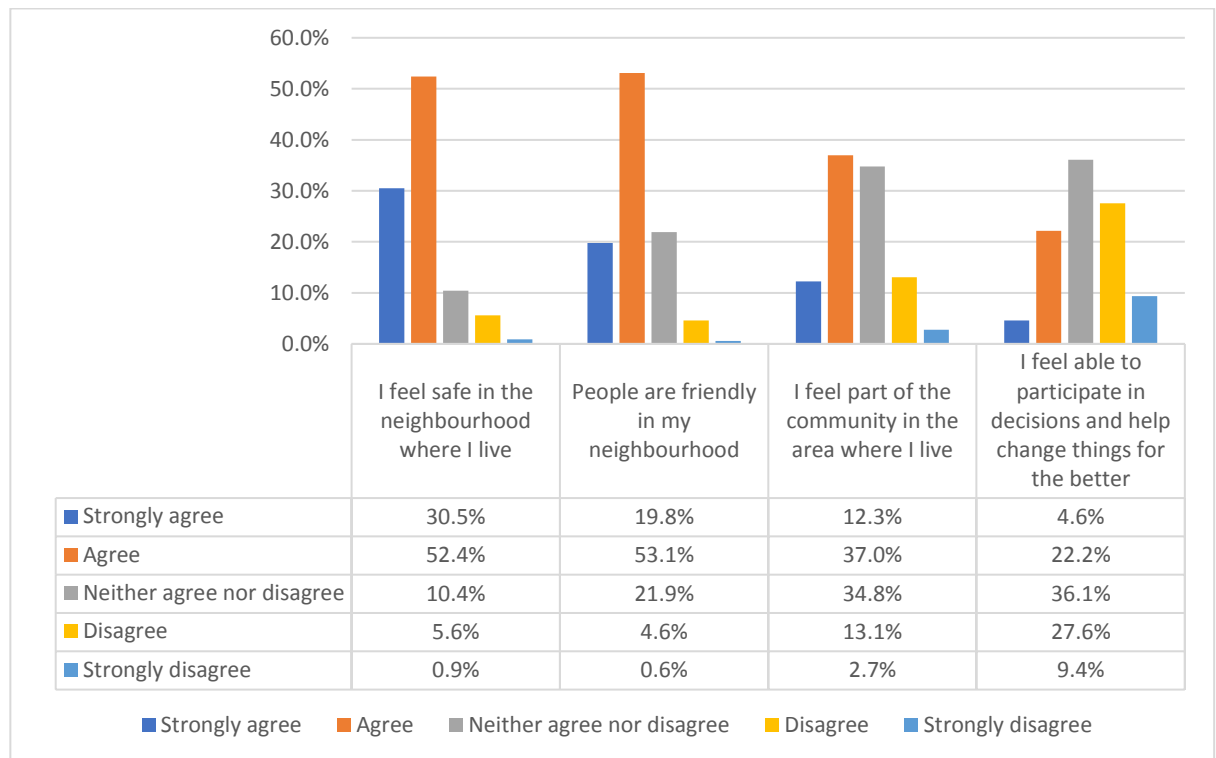
2.1. Wellbeing

2.1.1. This section of the questionnaire asked people to rate their agreement (from strongly agree to strongly disagree) with four statements relating to different aspects of their neighbourhood or community. The statements were:

- I feel safe in the neighbourhood where I live
- People are friendly in my neighbourhood
- I feel part of the community in the area where I live
- I feel able to participate in decisions and help change things for the better

2.1.2. Agreement (either agree or strongly agree) with the statements was highest in relation to feeling **safe in the neighbourhood where I live** (82.9%) and **people are friendly in my neighbourhood** (72.9%). Just under half of respondents (49.3%) agreed that they **felt part of their community.** When asked if they felt **able to participate in decisions and help change things for the better,** only 26.8% of respondents agreed with this statement. The most common response was 'neither agree nor disagree' with 36.1% choosing this option.

Figure 2.1: Thinking about your local area, please rate your agreement with the following statements

	I feel safe in the neighbourhood where I live	People are friendly in my neighbourhood	I feel part of the community in the area where I live	I feel able to participate in decisions and help change things for the better
Strongly agree	30.5%	19.8%	12.3%	4.6%
Agree	52.4%	53.1%	37.0%	22.2%
Neither agree nor disagree	10.4%	21.9%	34.8%	36.1%
Disagree	5.6%	4.6%	13.1%	27.6%
Strongly disagree	0.9%	0.6%	2.7%	9.4%

Bases: feel safe = 864, people are friendly = 863, part of the community = 863, participate in decisions = 852

2.1.3. Respondents were then asked about the state of their health. The majority of respondents (75.6%) rated their health as **very good** or **good.**   Only a small percentage (6.1%) rated their health as **bad** or **very bad**.

Figure 2.2: In general, would you say your health is:
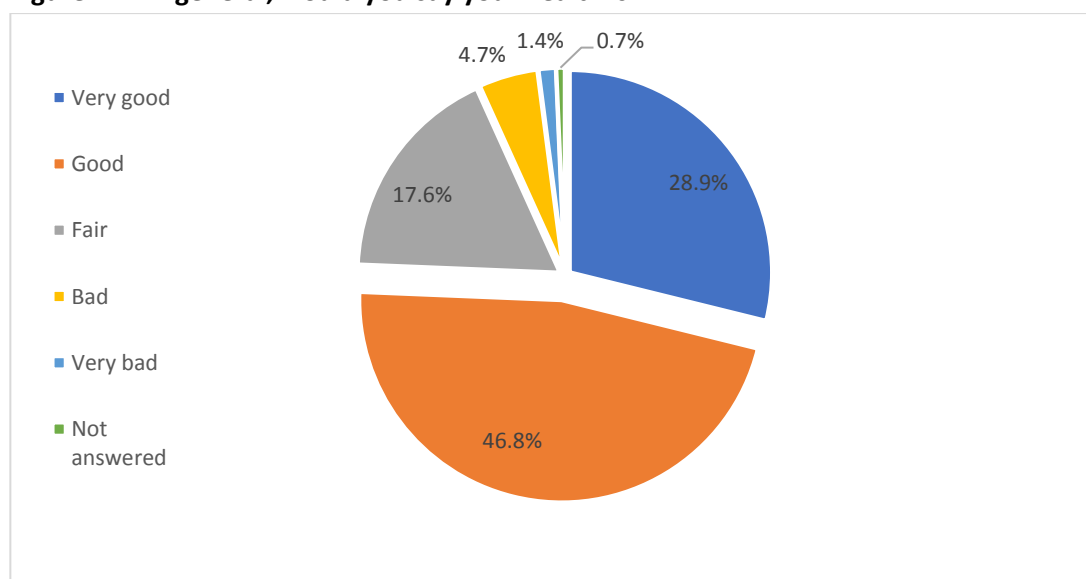
Base: 870

2.1.4. Panellists were then asked about activities they had undertaken within the last 4 weeks. As shown in figure 2.3 the most popular activity was **walking** (72.3%), followed by **gardening** (38.0%), and **Keep fit/aerobics** (14.5%). 13.6% of respondents reported doing an activity not on the list and 13.2% of respondents said they had not done any activities in the past 4 weeks.

Figure 2.3: In the last 4 weeks have you done any of the activities listed below?
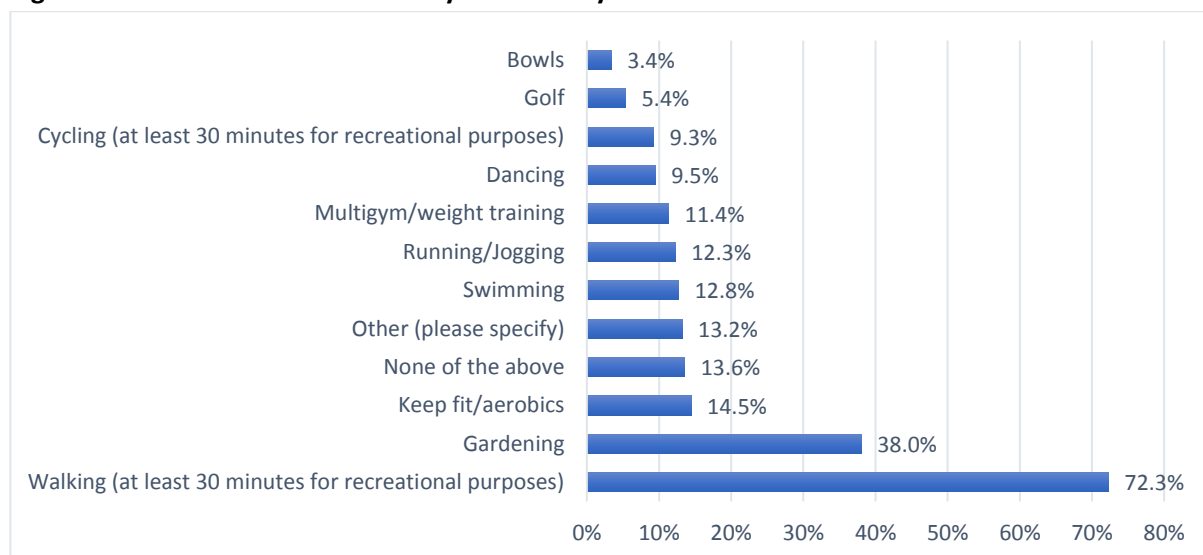
Base: 870. Please note figures will not sum as panellists could choose multiple options

2.1.5. Comments

Panellists were given an opportunity to select a 'other, please specify' option. The most commonly noted activities were:

- Yoga / Pilates – 11 comments
- Martial Arts – 9 comments
- Tennis – 4 comments

Some other activities listed included bell ringing, DIY, rugby, skiing, rowing, and rock climbing.

2.1.6. Panellists were then asked about the quality of their **local** green/open space. As figure 2.4 shows, the majority of respondents (72%) were either **satisfied** or **fairly satisfied**.

Figure 2.4: How satisfied or dissatisfied are you with the quality of local green/open space in Aberdeen City?
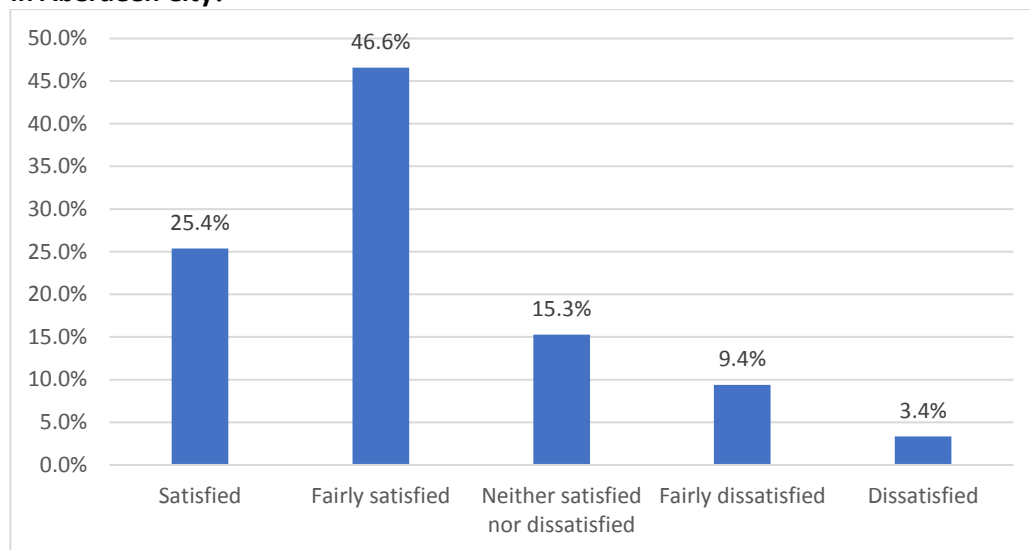
Base: 863

2.1.7. Following on from the previous question, panellists were then asked about their satisfaction of dissatisfaction with the overall quality of green/open space in Aberdeen City. As shown in figure 2.5, 71.3% of respondents were either **satisfied** or **fairly satisfied** with the overall quality.

Figure 2.5: Generally, how satisfied or dissatisfied are you with the overall quality of green/open spaces in Aberdeen?
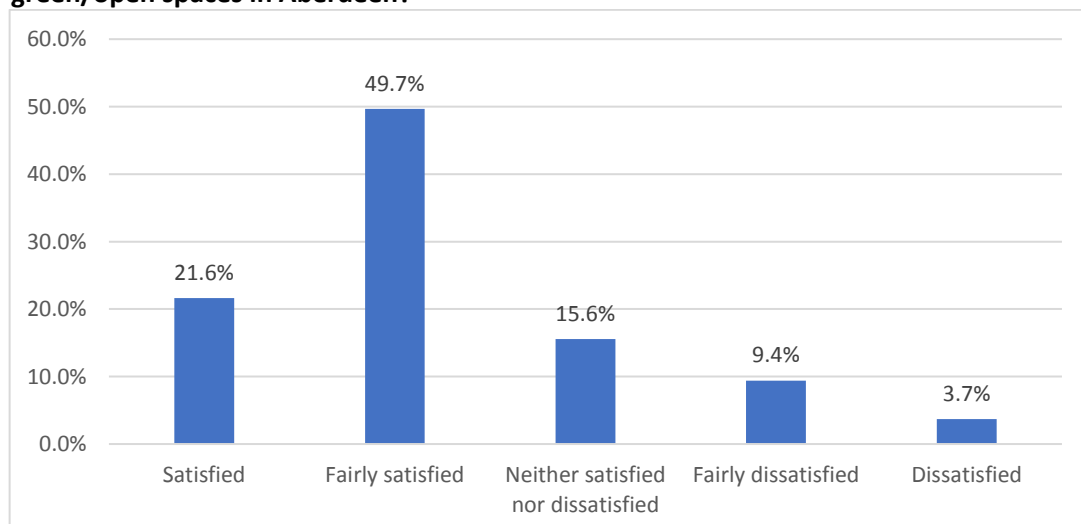
Base: 860

2.1.8. Finally within this first section, panellists were asked about the most important factors to them when thinking about green/open space. As shown in figure 2.6, **looks nice and is well maintained** (71.4%), **safe from crime and anti-social behaviour** (61.7%), and **good place for children to play** (47.1%) were the top three options.

Figure 2.6: Thinking about green/open space, of the following options, which do you think are the most important?
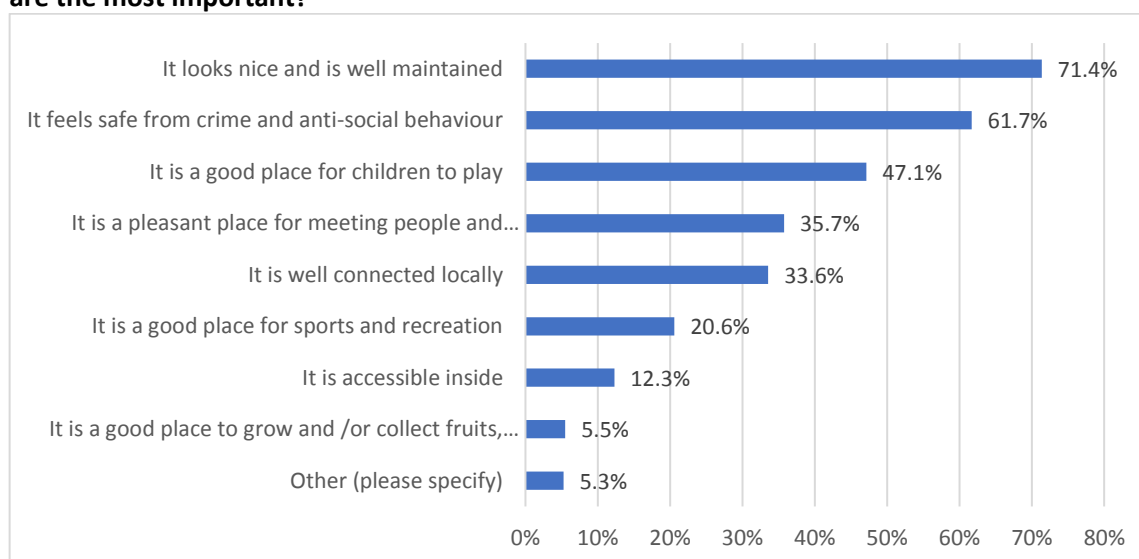
Base: 870

2.1.9. Comments

Panellists were given the option to provide an 'other' option. Some of the comments include:

- dogs kept on leads
- dog park
- it is good for wildlife
- contributes to bio-diversity

Service Response: this is what we are doing

Our Resilient, Included and Supported Group (https://communityplanningaberdeen.org.uk/resilient-supported-and-included/) is a Partnership of public agencies in Aberdeen which is charged with ensuring that Aberdeen is a place where everyone feels safe, supported and included. This includes supporting people to live as independently as possible and take responsibility for their own health and wellbeing.

These results provide a useful insight and update, into the general health of people in Aberdeen and the activities they are involved in. The group is particularly interested in exploring the age groups which need more support from public services and to test change ideas which could improve these results for future years. All community planning partners have a role to play in improving the health and wellbeing of the citizens of Aberdeen and this group is key to making this happen.

2.2. Food security

In this section of the questionnaire, panellists were asked about their ability to access healthy or nutritious food due to lack of money or other resources during the past 12 months.

2.2.1. As figure 2.7 shows, 12.2% of respondents reported they ate **only a few kinds of food,** 8.5% reported they were **unable to eat healthy and nutritious food,** 6.9% said they **ate less than they thought they should** and 6.3% said they had **had to skip a meal**.

Figure 2.7: During the last 12 months, was there a time when, because of lack of money or other resources:

	You were worried you would not have enough food to eat	You were unable to eat healthy and nutritious food	You ate only a few kinds of foods	You had to skip a meal	You ate less than you thought you should	Your household ran out of food	You were hungry but did not eat	You went without eating for a whole day
■ Yes %	5.4%	8.5%	12.2%	6.3%	6.9%	2.5%	4.8%	3.6%
■ No %	93.9%	91.0%	86.7%	93.2%	91.6%	97.2%	94.4%	96.1%
■ Don't know %	0.7%	0.5%	1.0%	0.5%	1.4%	0.4%	0.8%	0.2%

■ Yes %   ■ No %   ■ Don't know %

Bases: not have enough =850, healthy and nutritious = 850, few kinds of food = 850, skip a meal = 850, ate less = 844, ran out of food = 858, hungry = 853, went without eating = 856

Service Response: this is what we are doing

Our Sustainable City Group (https://communityplanningaberdeen.org.uk/sustainable-city-2/) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is tackling food poverty, with a specific stretch outcome that states 'no one in Aberdeen will go without food due to poverty by 2026'.

The survey results show an important minority of respondents had issues around food in the last 12 months. A range of work is being undertaken in Aberdeen in relation to sustainable, healthy and accessible food for everyone, all along the food journey from growing/sourcing, skills/cooking, eating and ultimately disposing of the waste.

There is also a Sustainable Food City Partnership Aberdeen (http://www.sustainablefoodcities.org/findacity/cityinformation/userid/462) which is a cross sector partnership of public agencies which focus on food across six key themes – 3 of which are relevant to the results of this questionnaire:

1. Promoting healthy and sustainable food to the public
2. Tackling food poverty, diet-related ill health and access to healthy food
3. Building community food knowledge, skills, resources and projects.

2.3. Community Justice

These questions aim to provide communities with the information they need to actively participate in Community Justice. The results of these questions will be used to design the next steps in engaging with communities.

2.3.1. Panellists were first asked if they had previously heard of Community Justice. As shown in figure 2.8, almost three-quarters (72.9%) of panellists had **not** previously heard of this service.

Figure 2.8: Before reading this information, had you heard of Community Justice?
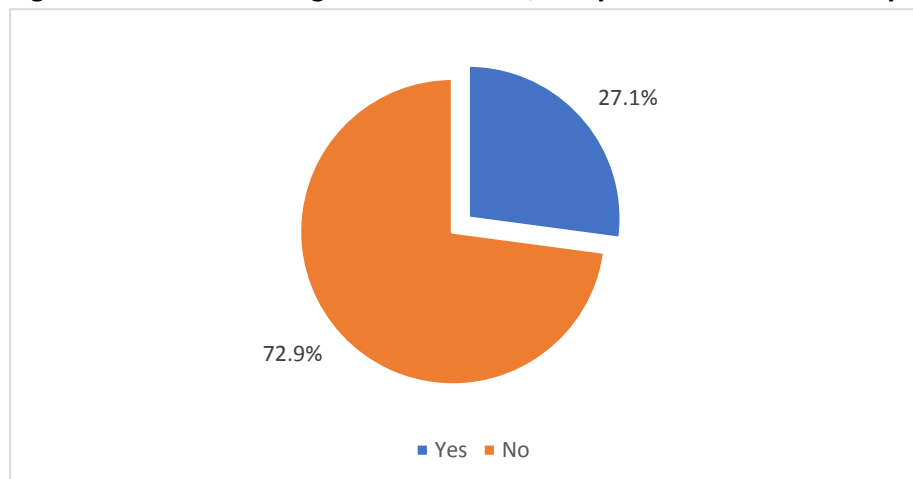
Base: 863

2.3.2. Panellists were then asked their views on various aspects of Community Justice and which areas they wanted more information on. As figure 2.9 indicates, the areas that were of most interest were **reporting a crime, initial police investigation/detention of suspect, police direct measures** (48.5%), followed by **charging, alternatives to persecution** (37.8%).

Figure 2.9: In the next stage of consultation we will be inviting and encouraging your views on all aspects of Community Justice, including those listed below. Which of these topics relating to the Justice system would you like to learn more about?
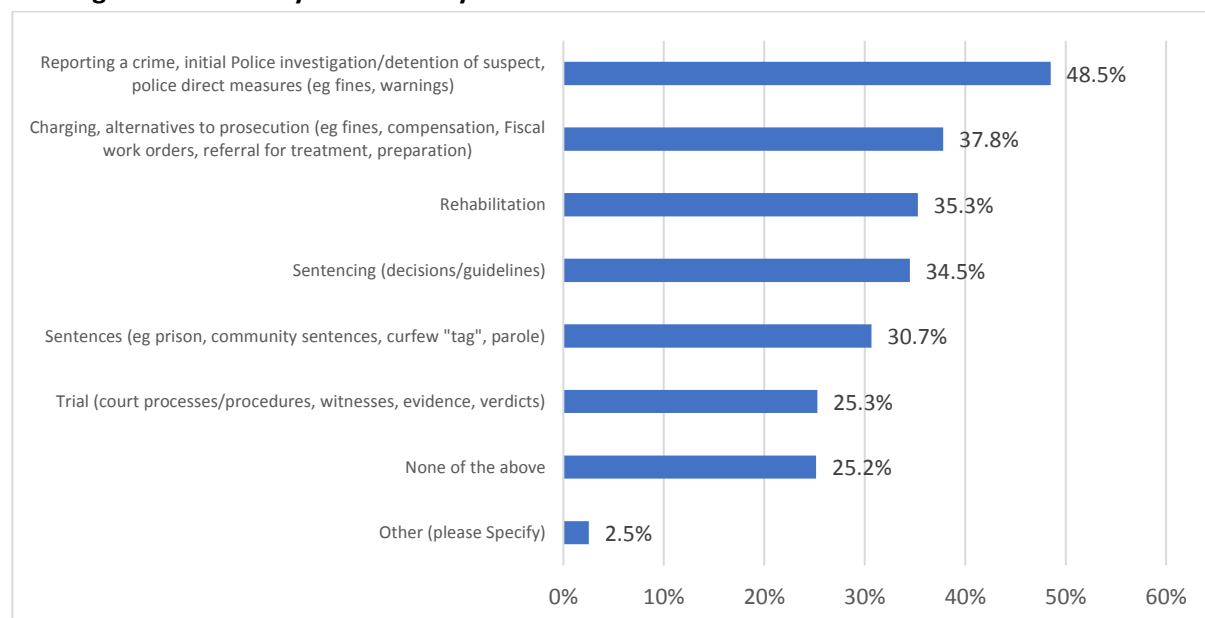
Base: 870. Please note figures will not sum as panellists could choose multiple options
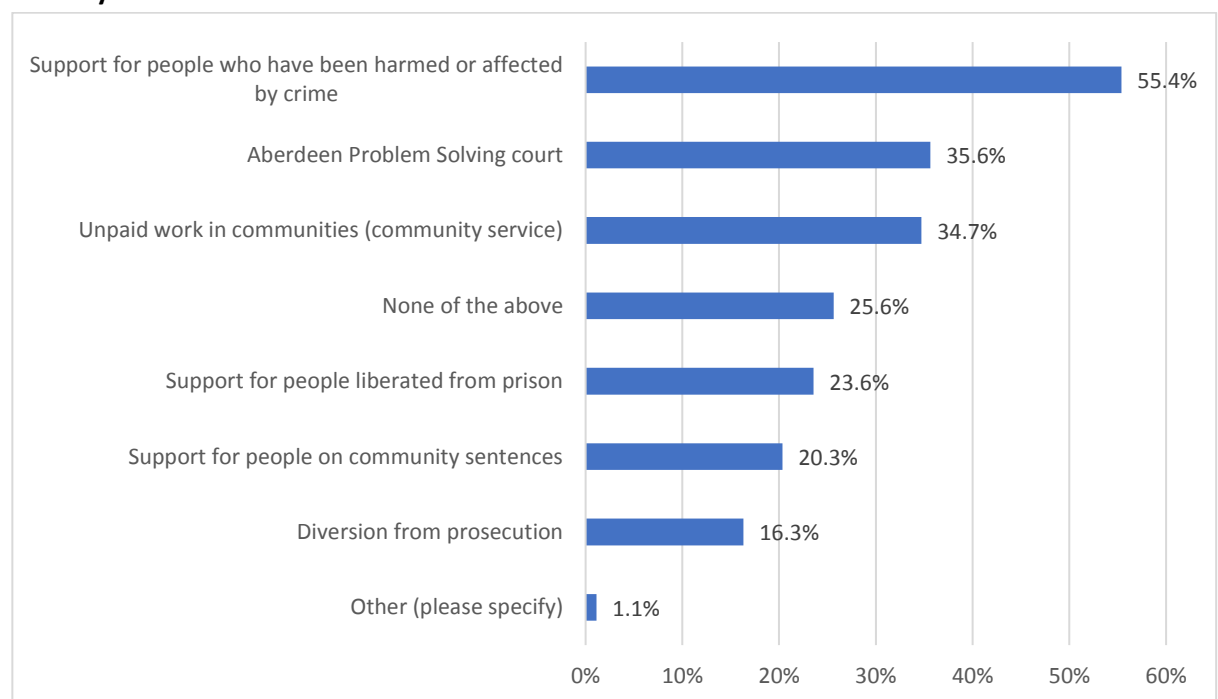
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2.3.3. Comments

Panellists were given the chance to select 'other, please specify'. The key messages coming out of the comments are:

- Communication between Council, Police and community
- Length or severity of sentence
- Support for victims

2.3.4. Community Justice have a clear focus on supporting communities. Panellists were asked which services or interventions they would like to learn more about. As shown in figure 2.10, the most interest was in **support for people who have been harmed or affected by crime** (55%), followed by **Aberdeen problem solving court** (35%).

Figure 2.10: All community justice services and interventions have a clear focus on supporting communities, helping people move away from offending and supporting those harmed by crime. Which of the Community Justice services/interventions listed below would you like to learn more about?

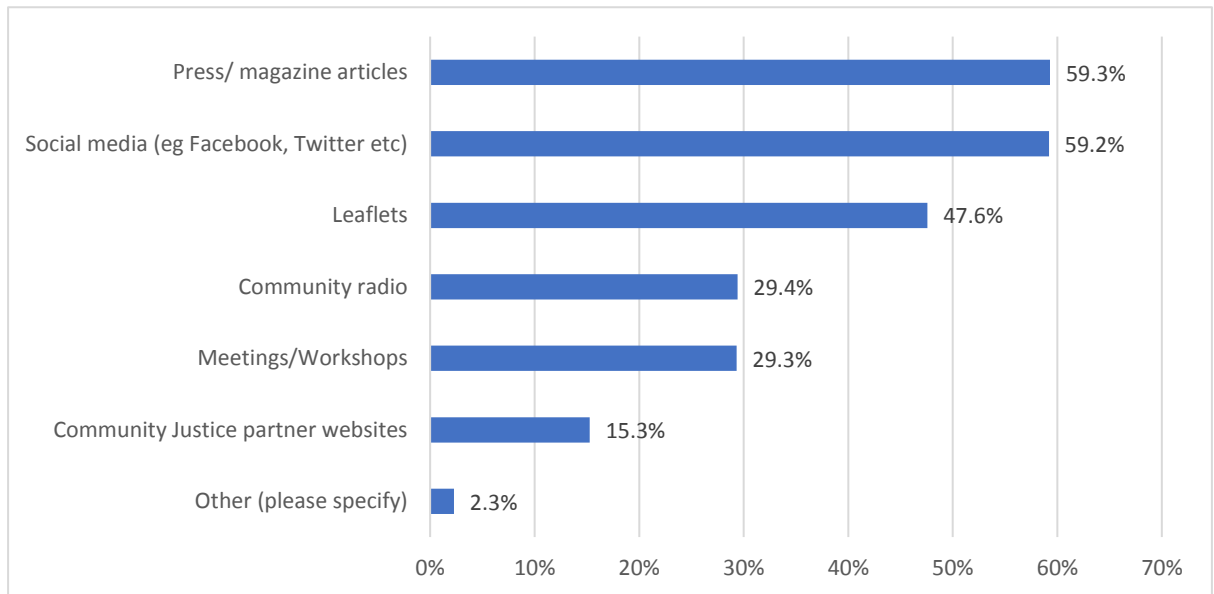Base: 870. Please note figures will not sum as panellists could choose multiple options

2.3.5. Comments

Panellists were given the chance to select 'other, please specify'. The key messages coming out of the comments are:

- Deterring crime
- Support for disability related crime

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2.3.6. Consideration was then given to the best way to raise awareness of Community Justice. Panellists were asked to select their top 3 options. The highest rated options were **press/magazine articles** (59.3%) and **social media (Facebook, twitter etc)** (59.2%), followed by **leaflets** (47.6%).

Figure 2.11: What do you think are the best ways to raise awareness and understanding about Community Justice?

Bases: 870. Please note figures will not sum as panellists could choose multiple options

2.3.7. Comments

Panellists were given the option to select an 'other (please specify)' option. Some comments included:

- Email
- TV
- In local shops
- Through community councils

2.3.8. Panellist were then asked how they would like to provide their views on Community Justice. The response with the highest percentage was **online surveys** (61%), then **questionnaires** (54%), followed by **social media (eg Facebook, twitter etc)** (25.9%).

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Figure 2.12: How would you like to give your views about Community Justice?

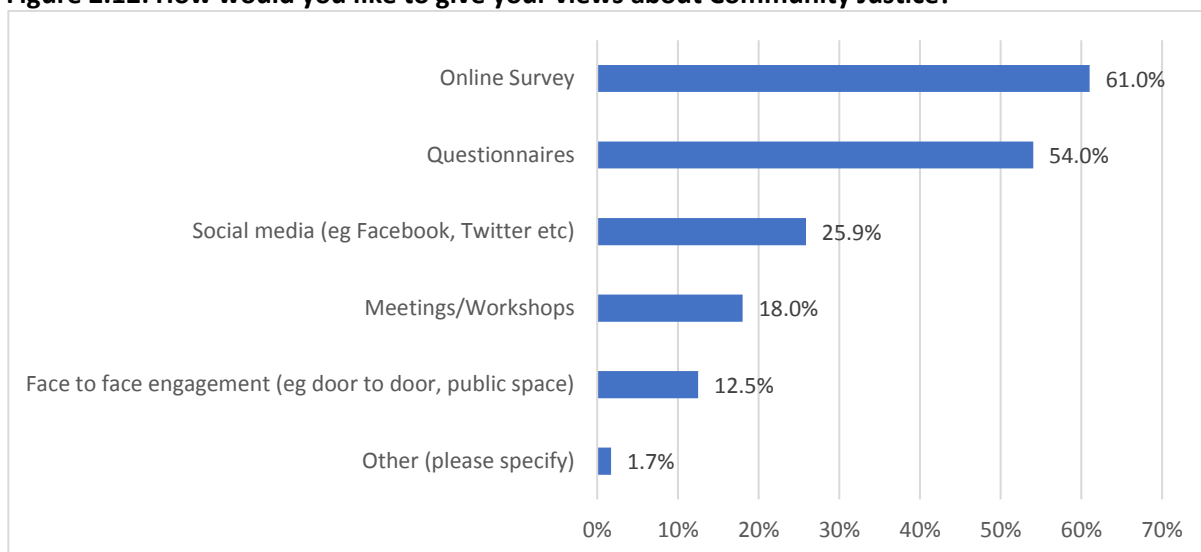Base: 870. Please note figures will not sum as panellists could choose multiple options

2.3.9. Comments

Panellists were given the option of 'other (please specify)'. Some of the comments are included below.

- via the community council
- at low key, garden events
- via the citizens voice

2.3.10. Finally for this section, panellists were given the opportunity to provide further comments on Community Justice. The key messages that have come out from the comments are included below.

- Community service should be more visible, and citizens made aware of the benefits.
- General feeling that there is no real justice in the City. Some panellists have had negative experiences when reporting crime.

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Service Response: this is what we are doing

Community Justice partners need to engage meaningfully with community members to listen to your priorities, views and experiences and learn from them, to shape the future of the justice system and associated support services.

It is essential that communities have the opportunity to better understand how the system and associated services work, arming them to support Community Justice, making it more effective for a safer city.

There was a clear message from the questionnaire responses that many people do not feel they currently know enough about this to be able to contribute. A future focus for partners will include raising the profile of some of the work being undertaken.

The information provided about how we can help people take part in a dialogue about Community Justice will help us to take the next steps of this enhanced engagement in the most effective ways that work best for our communities.

We will use the information and responses provided through this consultation, as well as feedback shared through all of our communities and partners, to develop and then implement actions to take this work forward.

We would encourage you to continue to share your ideas and views with us, as this process is all about supporting and enabling everyone in our communities to learn more and have their say. Please email any further comments or queries to: CommunityJusticeForAll@aberdeencity.gov.uk

3. Prosperous Place

The Local Outcome Improvement Plan 2016-26 includes a commitment to ensuring that our communities are empowered, resilient and sustainable – a place where people are safe from harm. Part of this is a commitment to tackling food poverty and delivering sustainable food provision.

3.1. City Centre Masterplan

3.1.1. The City Centre Masterplan questions are based on the Place Standard format, where a score is assigned to each question. These questions were asked in City Voice Questionnaire 41 and a comparison is made to those scores.

3.1.2. Overall Scores

Each question within this section asked the panellist to provide a score on a scale of 1-7, where 1 = lots of room for improvement and 7 = very little room for improvement. The average (mean) scores for each question from the latest questionnaire (City Voice 43) have been compared to the results in City Voice 41 – the last time these questions were asked. As shown in figure 3.1, there has been little movement in many of the scores. The largest increase was in **traffic and parking** and largest decrease in **public transport**. Now, as then, the categories with the lowest scores were **influence and sense of control** (2.5) and **care and maintenance** (2.7)**,** and the category with the highest score was **services and amenities** (4.4).

Figure 3.1: Answer each question by rating Aberdeen City Centre on a scale of 1-7.

Base: mixed

3.1.3. **Individual Scores.** Table 3.1 shows the mean score for each individual topic compared to the previous questionnaire in more detail. A full breakdown of the scores is available in the appendix.

Table 3.1: City Centre Masterplan Individual Scores

	City Voice 43	City Voice 41
Moving Around	3.7	3.8
Public Transport	3.7	4.2
Traffic and Parking	3.9	3.6
Streets and Spaces	3.4	3.2
Green Space	3.7	3.5
Play and Leisure	3.8	3.9
Services and Amenities	4.4	4.4
Work and Local Economy	3.9	3.6
Housing and Community	3.4	3.3
Social Interaction	4.2	4.2
Identity and Belonging	3.3	3.3
Feeling Safe	4.1	4.3
Care and Maintenance	2.7	2.7
Influence and Sense of Control	2.5	2.5

Base: mixed

Service Response: this is what we are doing

Measures for Traffic and Parking, Streets and Spaces, Green Space, Work and Local Economy, and Housing and Community all showed improvements, consistent with Masterplan objectives.

As part of Phase 1, surveys – e.g. on city living and parking – were commissioned to inform action on the ground. Phase 2, coupled with wider policy initiatives such as the Roads Hierarchy, will accelerate work to create a city centre that is safe, clean, accessible and inclusive, addressing areas of concern highlighted in the questionnaire response.

New businesses have moved into the city centre and empty properties are being turned into homes. Broad Street has been redeveloped as a pedestrian-priority area, offering new event space.

2019 will bring a step change. The revitalisation of Union Terrace Gardens and the transformation of Provost Skene's House into a contemporary visitor attraction will start. Aberdeen Art Gallery is to re-open after a major refurbishment and smaller-scale city centre improvements, including new lighting and signage, are planned.

Queen Street, a residential-led mixed use development, incorporating key public services, cultural assets and high-quality public realm, will be a flagship Phase 2 project.

More than 900 people are currently signed up for alerts to Masterplan consultations. City Voice panellists can sign up by visiting http://www.aberdeencitycentremasterplan.com.

3.3   Climate Change

3.3.1   Climate change is an issue that will affect many aspects of our planet. Panellists were presented with a range of actions that could help reduce the severity of climate change and asked if this is something they **currently do** or something they are **prepared to do.** Respondents were also given the option to give examples of other actions they currently do or are prepared to do. A small sample of these are shown below.

Table 3.2: Your Food – reduce the impact of your food choices by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Buy more locally grown and produced food	482 (55.4%)	350 (40.2%)	38 (4.4%)
Grow your own fruits, vegetables, herbs and flowers	199 (22.9%)	277 (31.8%)	394 (45.3%)
Eat less meat and /or dairy products	362 (41.6%)	224 (25.7%)	284 (32.6%)
Other	• Buy loose fruit and veg • Do shopping as part of travel to other places • Plan meals and don't buy food that isn't on the plan		

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Table 3.3: Your Home – reduce the energy demand of your home by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Install energy saving light bulbs	773 (88.9%)	61 (7.0%)	36 (4.1%)
Install/upgrade to more energy efficient appliances	590 (67.8%)	187 (21.5%)	93 (10.7%)
Upgrade wall, floor and/or roof insultation levels	469 (53.9%)	225 (25.9%)	176 (20.2%)
Install draught proofing for doors and /or windows	470 (54.0%)	230 (26.4%)	170 (19.5%)
Install renewable energy technologies	57 (6.6%)	338 (38.8%)	475 (54.6%)
Other	• Put on a jumper • In the hands of the landlord • Advice for people in traditional properties in conservation areas		

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Table 3.4: Your Home – reduce your use of energy in your home by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Installing a smart meter	286 (32.9%)	257 (29.5%)	327 (37.6%)
Turning down the thermostats	628 (72.2%)	95 (10.9%)	147 (16.9%)
Washing clothes on a lower setting	700 (80.4%)	72 (8.3%)	98 (11.3%)
Not overfilling pans and kettles	729 (83.8%)	75 (8.6%)	66 (7.6%)
Turning off/ unplugging electrical items not in use	640 (73.6%)	132 (15.2%)	98 (11.3%)
Other	• Dry laundry outside and avoid tumble dryer • Choose heavy weight curtains and close them to retain heat • Not prepared to use a smart meter until they become more reliable and secure		

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Table 3.5: Your Home – reduce your use of water in your home by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Installing water efficient devices in your home	368 (42.3%)	214 (24.6%)	288 (33.1%)
Taking shorter showers	519 (59.6%)	124 (14.2%)	227 (26.1%)
Turning the tap off when brushing your teeth	626 (72.0%)	133 (15.3%)	111 (12.8%)
Fix leaks quickly	634 (72.9%)	116 (13.3%)	120 (13.8%)
Use less water in the garden	417 (47.9%)	168 (19.3%)	285 (32.8%)
Other	• Make more use of grey water • Water garden with watering can • Sharing bath water / using cold bath water for watering		

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Table 3.6: Your Waste – reduce waste, re-use products and materials, and recycle by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Buy fewer things	507 (58.3%)	162 (18.6%)	201 (23.1%)
Buy products with less packaging	513 (59.0%)	268 (30.8%)	89 (10.2%)
Choose re-usable products	699 (80.3%)	99 (11.4%)	102 (11.7%)
Repair, rather than dispose of damaged items	566 (65.1%)	169 (19.4%)	135 (15.5%)
Sell/ donate unwanted items for re-use	741 (85.2%)	79 (9.1%)	50 (5.7%)
Recycle all remaining materials, where possible	757 (87.0%)	68 (7.8%)	45 (5.2%)
Other	• Only use home-made cards and brown wrapping paper • I do not feel supported by local government in recycling • Buy clothes in charity shop		

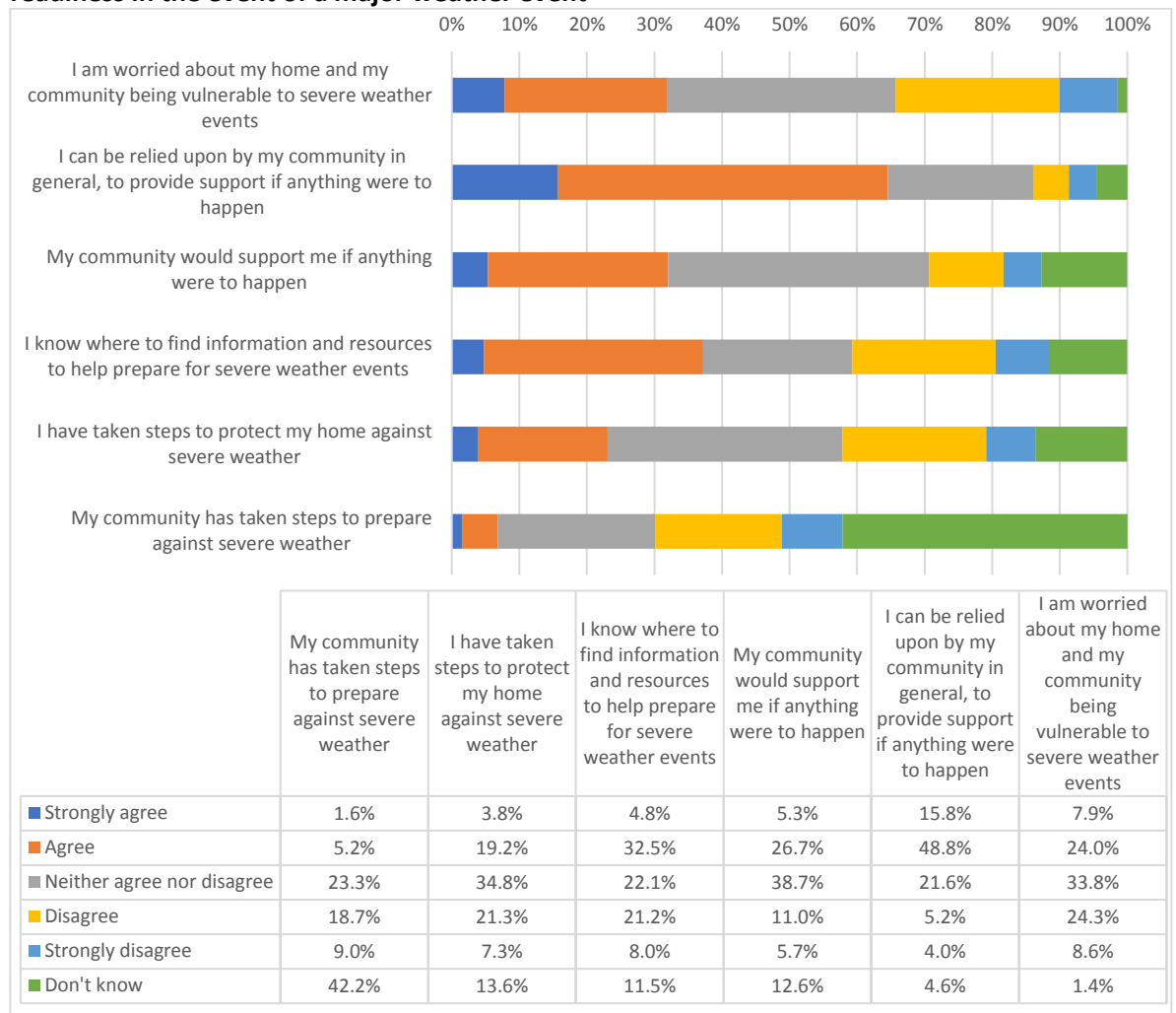Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Table 3.7: Your Travel – make more sustainable travel choices by:

	Currently do n (%)	Prepared to do n (%)	No response n (%)
Walk more	451 (51.8%)	204 (23.5%)	215 (24.7%)
Cycle more	77 (8.8%)	140 (16.1%)	653 (75.1%)
Use public transport	394 (45.3%)	185 (21.3%)	291 (33.4%)
Join/use the city's car club	24 (2.8%)	84 (9.6%)	762 (87.6%)
Opt to car/journey share	64 (7.4%)	72 (8.3%)	734 (84.4%)
Use park & ride instead of driving all the way in	36 (4.1%)	77 (8.9%)	757 (87.0%)
Buy/use electric/ hybrid vehicles	50 (5.7%)	259 (29.8%)	561 (64.5%)
Fly less often or less far	144 (16.5%)	99 (11.4%)	627 (72.1%)
Other	• Very difficult to use buses as they are expensive and very unreliable • Use train and ferry instead of flying when can • Plan journeys to incorporate more than 1 outcome when practical		

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

3.3.2   Extreme weather can have a devastating effect on our homes, businesses and institutions. Panellists were asked to rate their agreement or disagreement with several statements regarding their own and their community's readiness in the event of a major weather event.

Figure 3.2: Please rate how much you agree or disagree about you and your community's readiness in the event of a major weather event

	My community has taken steps to prepare against severe weather	I have taken steps to protect my home against severe weather	I know where to find information and resources to help prepare for severe weather events	My community would support me if anything were to happen	I can be relied upon by my community in general, to provide support if anything were to happen	I am worried about my home and my community being vulnerable to severe weather events
■ Strongly agree	1.6%	3.8%	4.8%	5.3%	15.8%	7.9%
■ Agree	5.2%	19.2%	32.5%	26.7%	48.8%	24.0%
■ Neither agree nor disagree	23.3%	34.8%	22.1%	38.7%	21.6%	33.8%
■ Disagree	18.7%	21.3%	21.2%	11.0%	5.2%	24.3%
■ Strongly disagree	9.0%	7.3%	8.0%	5.7%	4.0%	8.6%
■ Don't know	42.2%	13.6%	11.5%	12.6%	4.6%	1.4%

Bases: My community has taken steps = 747, I have taken steps = 728, I know where to find information = 836, My community would support me = 846, I can be relied upon = 844, I am worried = 839

3.3.3 Panellists were also asked to provide a comment on steps they, or their community have taken. A sample is included below.

Steps I have taken:
- Trimming large trees; removal of loose objects in the garden
- Roof tiles checked/replaced
- Clear drainage ditches

Steps my community has taken:
- Nothing visible / nothing I am aware of
- Formed a local disaster relief group, includes plans and how to access local hall for evacuated people, first aides, blankets, socks, telephone service to contact volunteers to come and help. It's registered with the emergency services and we've attended talks.

Service Response: this is what we are doing

Our Sustainable City Group (https://communityplanningaberdeen.org.uk/sustainable-city-2/) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is addressing climate change by reducing Aberdeen's carbon emissions and adapting to the impacts of our changing climate.

Thank you for taking the time to complete these questions. The results from this survey provide useful information into what you and your family are doing, or would be prepared to do, to reduce the severity of climate change. Much of the data will be used to provide baseline figures for improvement projects within the Sustainable City Outcome Improvement Group. Additionally, the many free text comments you provided will be helpful in exploring views and issues around climate change.

Ideally, we would hope to repeat these questions at a future date to allow us to look at changes over time.
Jillian Evans
Head of Health Intelligence, NHS Grampian

3.4   Community Empowerment Act

3.4.1   The Community Planning Engagement Group were keen to find out panellists' level of awareness of the Community Empowerment Act.

Table 3.8: Community Empowerment Act

	Yes		No	
	Number	**%**	**Number**	**%**
Before reading about it in the City Voice, did you know about the Community Empowerment (Scotland) Act 2015?	113	13.1%	747	86.8%
Would you know where to look for information on the Community Empowerment Act?	255	29.7%	604	70.3%
Do you think communities would benefit from having more information on this?	752	90.7%	77	9.3%

Base: did you know = 860, would you know = 859, more information = 829

3.4.2   Panellists were then asked how we should let people know about the Community Empowerment Act. The most selected answer was **leaflets (464)** followed by **Social media (461), newsletters (417)** and **newspaper articles (411).** Panellists were also able to provide other possible options, these included:

- Community/local radio
- Email
- Community councils

Service Response: this is what we are doing

The Community Empowerment Act represents a significant change for communities and public services in Aberdeen and throughout Scotland, including:
- Establishment of Community Planning Partnerships
- The Right of Participation Request
- The Right of Asset Transfer Request
- Community Rights to Buy Land, Allotments
- Common Good
- Participation in Public Decision Making

The feedback provided demonstrates that there is a strong desire from communities to learn more about each of these rights and the opportunities that are available, through a variety of methods (in-person, physical and digital) which will reach as many in the community as possible.

It is essential that communities are empowered by this information and energised by these opportunities to have more say and be a part of addressing issues and shaping the future, in a supported and secure environment.

It is important that people do not feel overwhelmed by the volume of information available or regulations in place, and that we instead share this information and create opportunities which are as accessible and understandable as possible.

Looking ahead, we are committed to sharing this information even more widely and supporting communities to truly harness and make the most of these powers, rights and opportunities.

This will include promoting an environment where ideas can be fully explored and brought into reality, where communities are empowered to take action and where decisions are meaningfully and demonstrably shaped by public feedback, experiences and ideas.

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4.   Prosperous Economy

The Local Outcome Improvement Plan 2016-26 sets out how public services in Aberdeen are working together to ensure a prosperous economy, now and in the future. The plan includes a commitment to investing in infrastructure to ensure our roads have capacity to cope with demand and meet the needs of residents, students, business and tourists. In this section of the questionnaire, panellists were asked questions relating to travel patterns and how they move around the city. There were also questions relating to parking.

4.1. Travel and transport

4.1.1. The first question in this section asked participants how often they travel into the city using various modes of transport (walk, cycle, motorbike, car, bus and 'other'). See Figure 4.1.

WALK. Walking was the most common daily mode of travel with 17.2% of respondents who answered this question reporting that they walked to the city **every day**, with a further 18.2% walking **several times a week.** 31.7% of respondents **never walk** when travelling into the city.

CYCLE. Of the panellists who responded to this question, 1.2% stated they would cycle into the city **every day**. Most respondents – 83.4% - reported they would **never** cycle into the city.
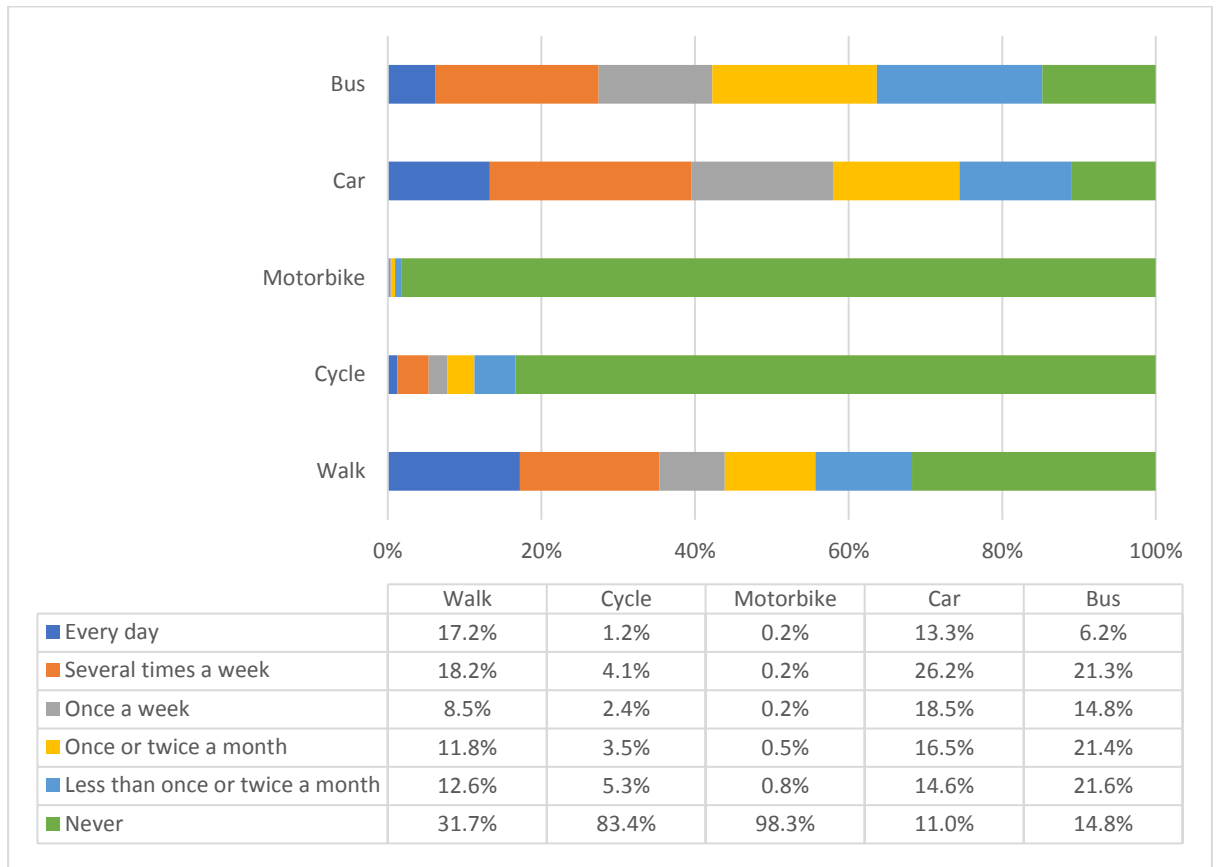
CAR. 13.3% of respondents who answered this question reported that they use the car to travel to the city **every day.** A further 26.2% of panellists use their car to travel into the city **several times a week.** 11% reported that they **never** use their car to travel into the city.

BUS: Of those who answered this question, 6.2% reported using the bus to travel to the city **every day** with a further 21.3% reporting that they use the bus **several times a week.** 14.8% reported that they never use the bus when travelling into the city.

MOTORBIKE: Less than 2% of respondents reported ever using a motorbike to travel into the city.

Other: In addition to the travel methods described above, 19.3% of panellists reported using other modes of travel into the city at least a few times a year. These included train, taxi, work van, mobility scooter and carshare.

Figure 4.1: When you travel into the city, how often do you travel using the following modes?

	Walk	Cycle	Motorbike	Car	Bus
■ Every day	17.2%	1.2%	0.2%	13.3%	6.2%
■ Several times a week	18.2%	4.1%	0.2%	26.2%	21.3%
■ Once a week	8.5%	2.4%	0.2%	18.5%	14.8%
■ Once or twice a month	11.8%	3.5%	0.5%	16.5%	21.4%
■ Less than once or twice a month	12.6%	5.3%	0.8%	14.6%	21.6%
■ Never	31.7%	83.4%	98.3%	11.0%	14.8%

Bases: Walk = 738, Cycle =655, Motorbike = 632, Car = 790, Bus = 812

4.1.2. Panellists were then asked about their **usual** mode of travel/transport for different types of journey. Four types of journey were specified. These were journeys to:

- Work/Place of Education
- City Centre Day
- City Centre Night
- Main mode for all journeys not to work and not in the City Centre

Driving a car/van is a consistently popular option for the four types of journey. Using a taxi to travel into the city centre at night is a highly selected option (136).

Table 4.1: How do you usually travel to work, the city centre and for other trips?

	Work/Place of education	City Centre day	City Centre night	Main mode for all journeys not to work and not in the City Centre
Walk	141	242	139	80
Cycle	31	24	10	28
Bus	86	283	198	91
Park and ride	4	9	3	17
Train	12	10	7	30
Drive car/van	253	254	188	347
Passenger in car/van	27	49	57	61
Motorcycle/ moped	3	1	2	13
Taxi/minicab	8	22	136	26
Other	4	3	1	15
n/a	161	47	72	56

Participants were given a list of nine different travel options (plus 'other' plus 'N/A') and asked to identify their **usual** mode of travel/transport for each of the four journey types. *(Note: while participants were asked to choose only one mode of travel/transport for each journey type, it was not possible to constrain the survey tool – as a result some participants have ticked more than one option for each journey type.)*
Base: mixed

There were a few comments in the 'other' section of this question. The modes of transport included electric scooter and plane. One panellist commented that their mode of transport depended on the time of year / weather.

4.1.3. Following on from the previous question, panellists were then asked why they chose the specific method they did. As shown in table 4.2, **convenience** is the most commonly selected option for all journey types, **quickest option** is the second most common for all journey types and **cheapest option** is the third most common for all journey types**.**

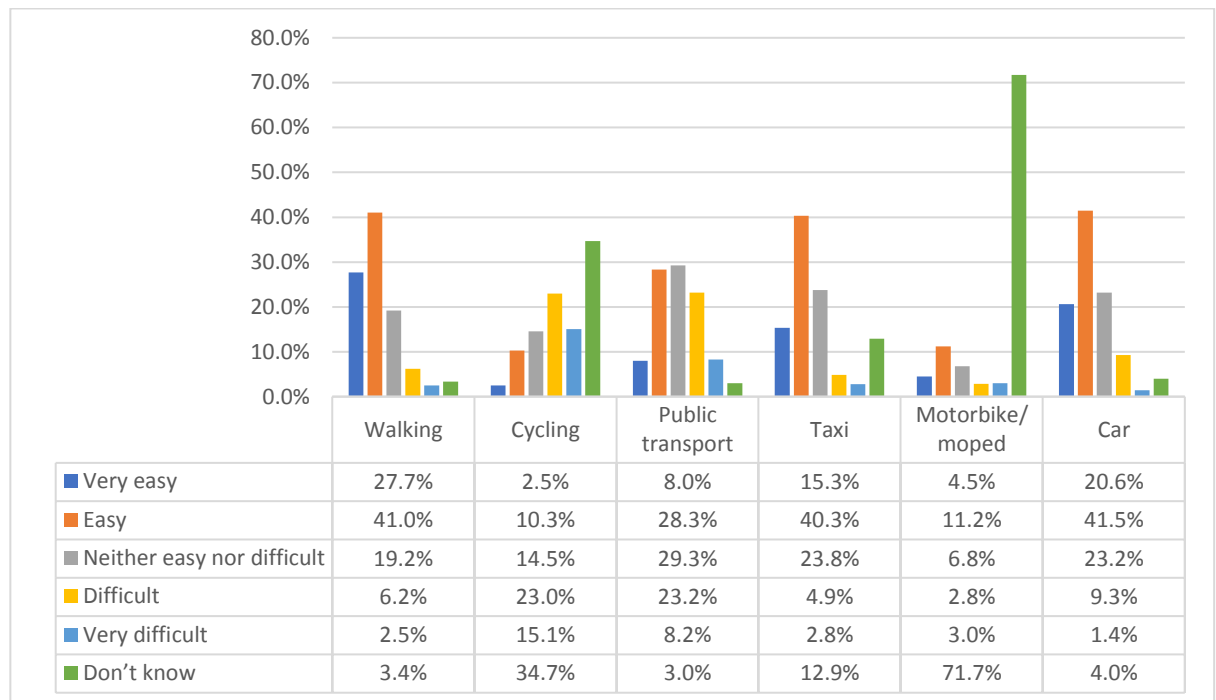**Table 4.2: Thinking about the mode of transport you use most often, why do you use this mode of travel?**

	Work/Place of education	City Centre day	City Centre night	Main mode for all journeys not to work and not in the City Centre
Enjoyment	122	177	89	121
Convenience - it is the easiest way to get around/ other options are inconvenient	306	392	262	310
This is the quickest option	253	294	193	234
This is the cheapest option	191	222	130	168
This option offers the most reliable journey time	154	138	95	125
I have a lack of other options	113	138	64	71
To improve health/ to get some exercise	113	154	56	51
Health problems prevent me using another mode	31	55	24	73
It is the most environmentally friendly	69	123	52	44
It is the safest option	67	82	128	67
Other	38	18	17	19

Base: mixed

Panellists were also given the option to specify an 'other' comment relating to why they chose their specific mode of transport. Comments included pick up and drop off children, safety, poor bus service, and difficulties parking.

4.1.4. Panellists were then asked about their perception of getting around in Aberdeen by six different modes of transport. 68.7% of panellists thought it was **easy** or **very easy** to get around the city by **walking**. 62.1% of panellists thought it **easy** or **very easy** to get around the city by car. In contrast, 38.1% of panellists thought it **difficult** or **very difficult** to get around the city by cycling.

Figure 4.2: What is your perception of getting around in Aberdeen by each of the following modes?


	Walking	Cycling	Public transport	Taxi	Motorbike/ moped	Car
■ Very easy	27.7%	2.5%	8.0%	15.3%	4.5%	20.6%
■ Easy	41.0%	10.3%	28.3%	40.3%	11.2%	41.5%
■ Neither easy nor difficult	19.2%	14.5%	29.3%	23.8%	6.8%	23.2%
■ Difficult	6.2%	23.0%	23.2%	4.9%	2.8%	9.3%
■ Very difficult	2.5%	15.1%	8.2%	2.8%	3.0%	1.4%
■ Don't know	3.4%	34.7%	3.0%	12.9%	71.7%	4.0%

Base: Walking = 834, Cycling = 770, Public transport = 837, Taxi = 757, Motorbike/moped = 739, Car = 829

If panellists selected **difficult** or **very difficult** they were invited to provide further information on why this was. A sample of comments are shown below.

- Too much traffic – not enough safe space for cycling
- The buses are slow, crowded, very expensive, and unreliable
- Union Square tailbacks, too many trying to get to the same area
- Pavements are uneven for walking.

4.1.5. Panellists were then asked about the modes of travel they had used in the last year both within the city centre and in the rest of the city. **Public transport** (72.4%) was the most common mode of travel within the city centre, followed by **walking** (70.8%). **Car** (75.4%) was the most common mode of transport in the rest of the city.

Figure 4.3: Which of the following modes have you tried in the last year?
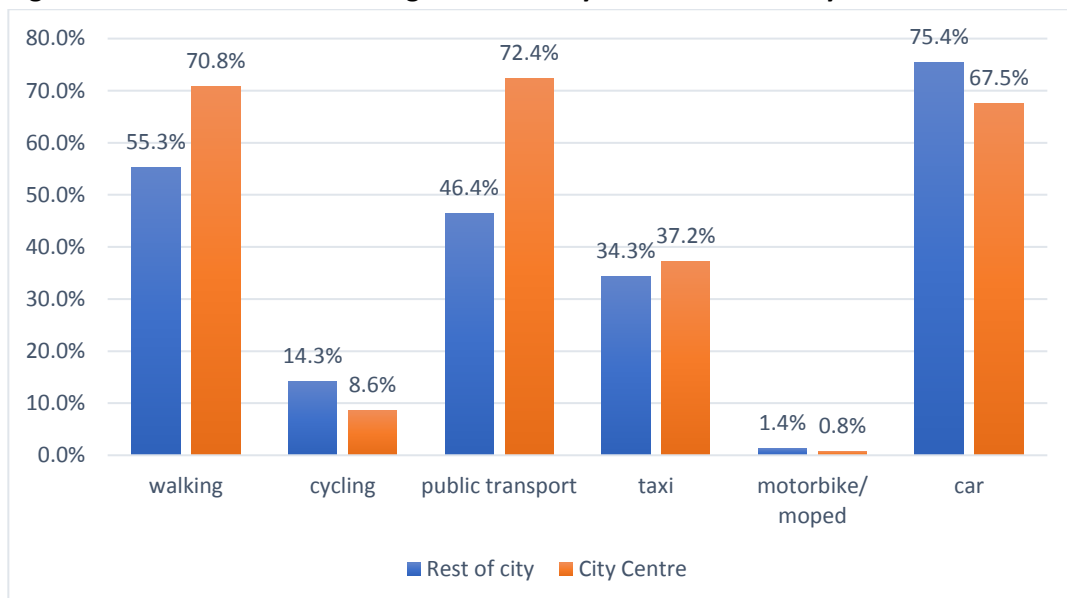
Base: 870

4.1.6. Panellists were then asked to think about the journey they make most regularly and indicate approximately how far (in miles) they travel. Over three quarters (78.4%) of journeys were less than 5 miles, with the most common journey length being **over 3 miles and up to 5 miles** (26.3%). A small percentage (2%) reported they travel **over 20 miles** for their most regular journey.

Figure 4.4: Thinking of the journey you make most regularly (perhaps your journey to work/education or for shopping), approximately how far in miles do you travel?
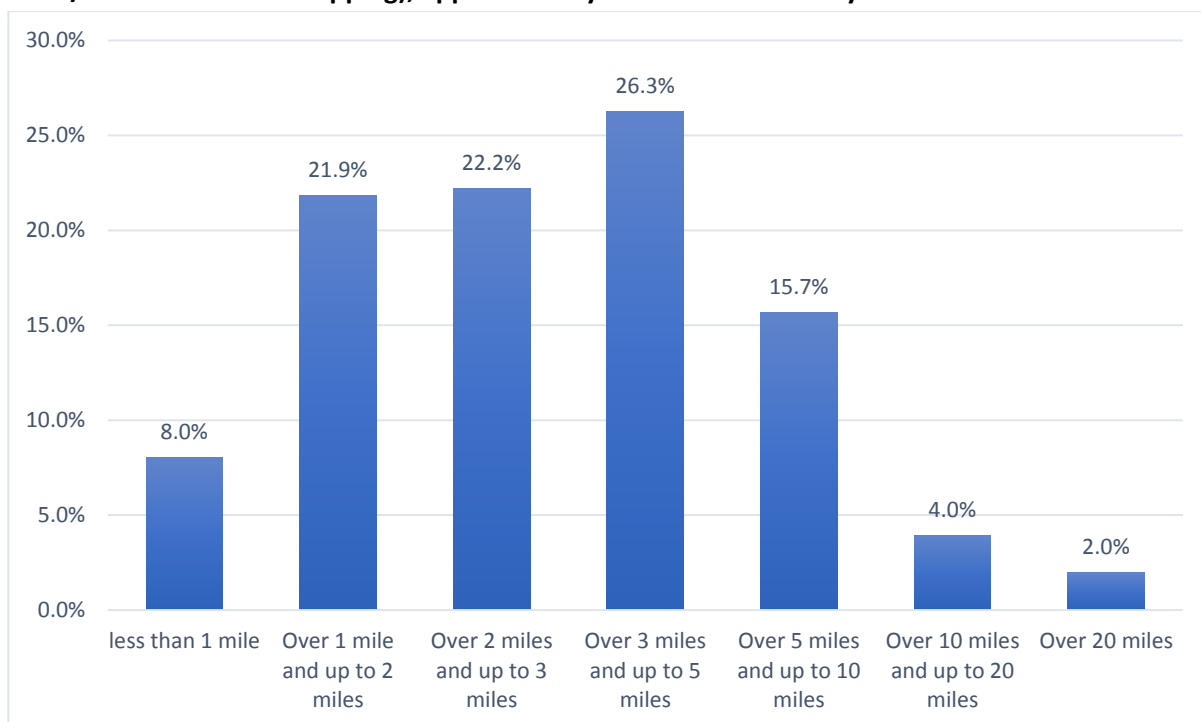
Base: 860

4.1.7. Continuing to think about the journey made most regularly, panellists were then asked how long this journey takes on average. Almost half (49.7%) of respondents to this question reported that this journey takes between **15-29 minutes**.

**Figure 4.5: On average, how long does this journey take?**
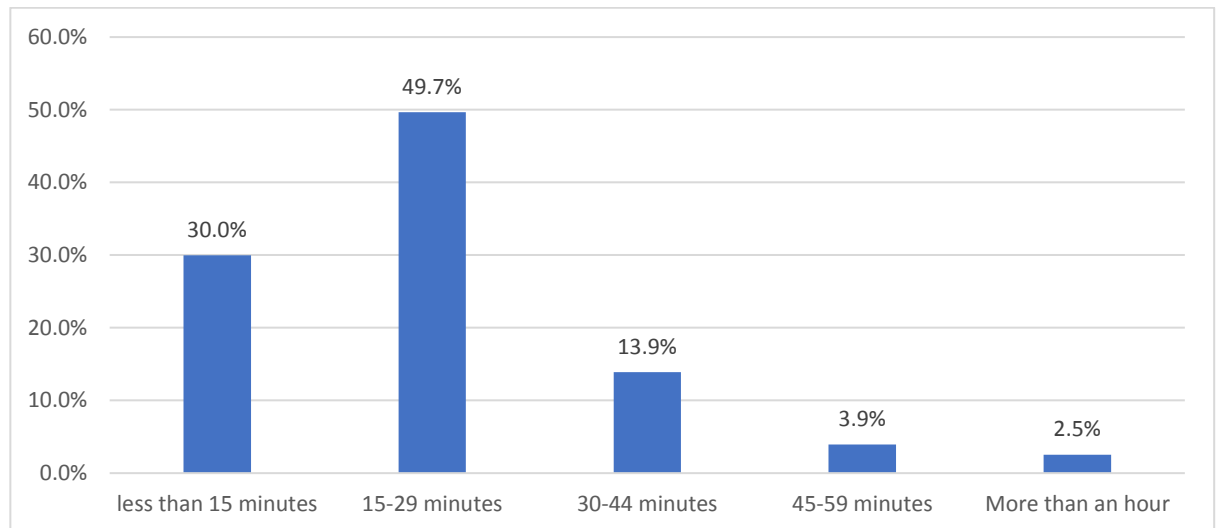
Base: 864

4.2. Parking

4.2.1. Panellists were then asked to think about parking. The initial question asks about the number of cars or vans privately owned by their household. As figure 4.6 shows, 48.4% of respondents own one car/van with a further 29.4% owning two cars/vans. 16.4% of respondents reported that they did not own a car or van.
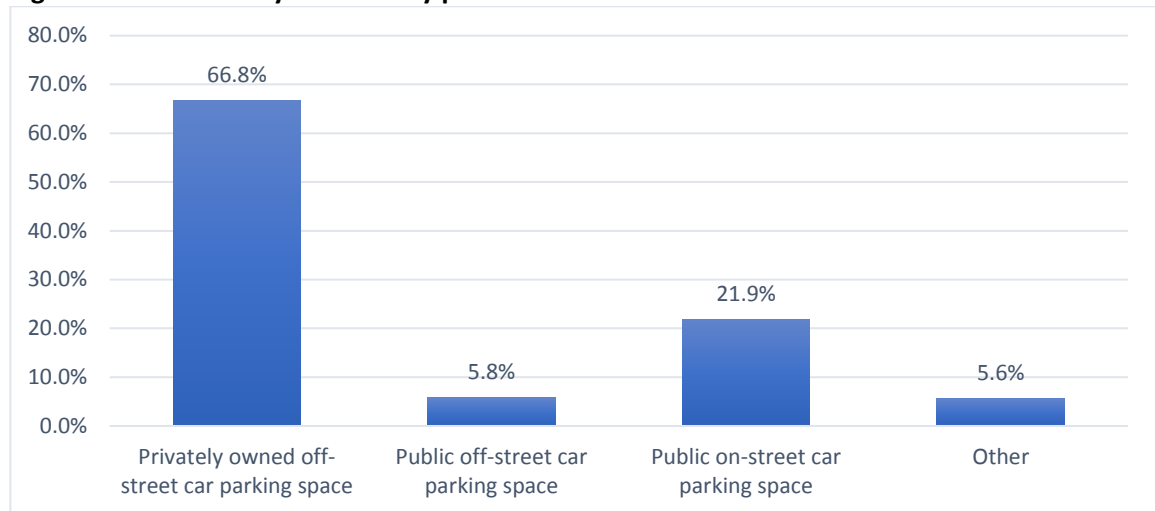
Figure 4.6: How many cars or vans are privately owned by your household?

Base: 864

32
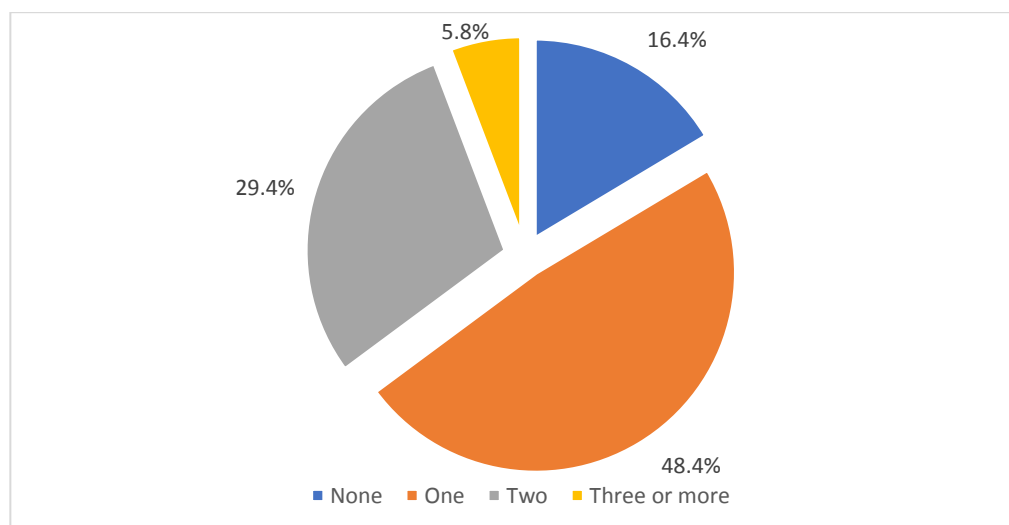
4.2.2. Panellists were then asked where they park when they are at home. As figure 4.7 shows 66.8% of respondents reported using **privately owned off-street car parking.**

**Figure 4.7: Where do you currently park when at home?**

Base: 764

Panellists were also able to provide other comments, which included; private car park, mixed – one car on driveway one on street, and drive way.

4.2.3. Panellists were then asked about the length of time it takes them to find parking within the city centre. As figure 4.8 shows 43.9% of respondents stated that it takes them between **5-10 minutes** to find parking in the City Centre, with a further 32.7% reporting that it takes them **less than 5 minutes** to find parking in the City Centre.

Figure 4.8: How long does it normally take you to find parking in the City Centre?
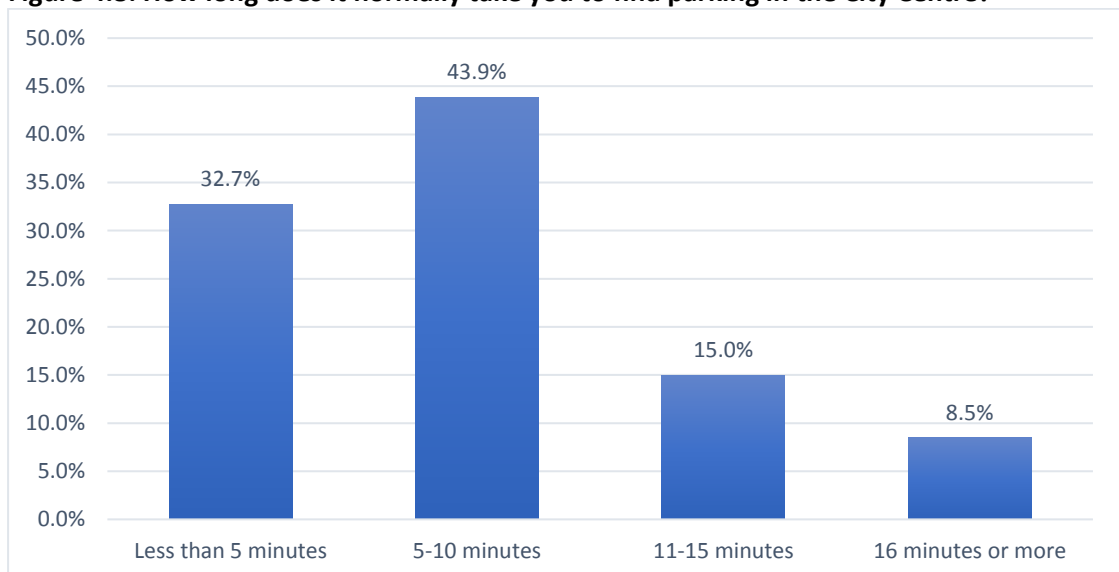
Base: 709

4.2.4. Finally, panellists were asked about important factors when deciding where to park in the city. As figure 4.9 shows, the factor most commonly considered as important by respondents was **how close it is to my destination** (63.9%), followed by **how much it costs** (48.3%).

Figure 4.9: When you are deciding where to park in the City Centre, what is the most important factor you consider?
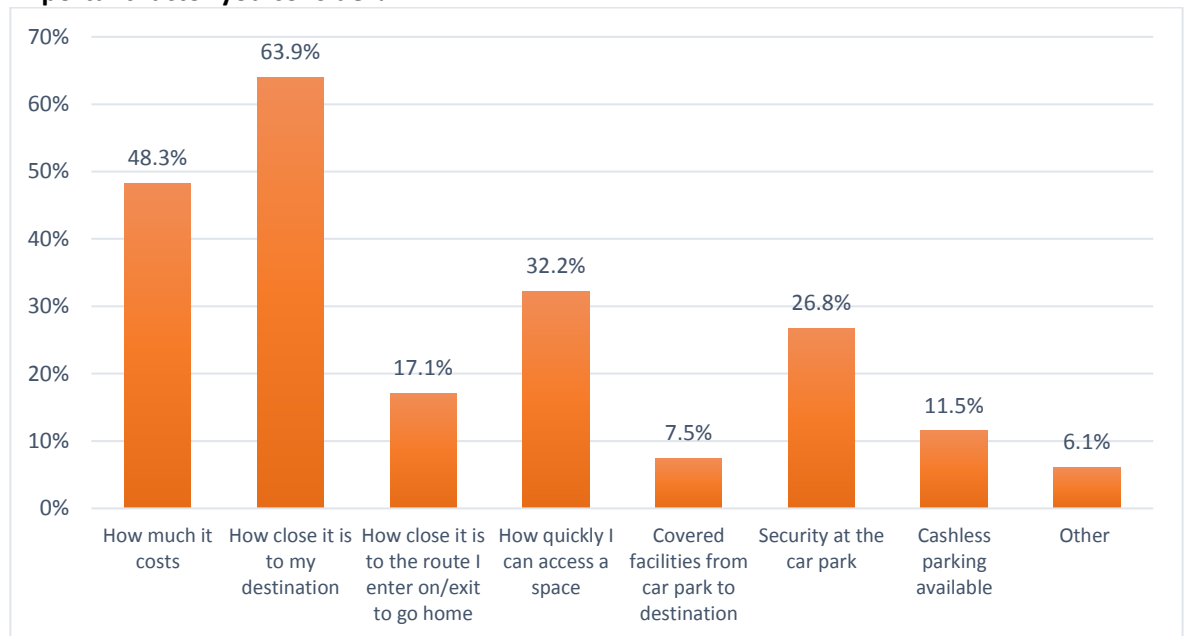
Base: 870

Panellists were able to provide other comments relating to their parking. A sample of comments include:

- That is a disabled parking zone as my wife has a permit
- Size of car parking space (Union Square has the smallest)
- Nearer to my home
- Within parking permit zone.

Service Response: this is what we are doing

Aberdeen Prospers (https://communityplanningaberdeen.org.uk/aberdeen-prospers/) is a Partnership of public agencies in Aberdeen which oversee a number of outcome indicators relating to public transport, the use of low carbon vehicles, and the increase in the number of people cycling into the city as their main mode of transport.

We would like to thank the participants for taking the time to complete these questions. We will use the results to compare against the previous City Voice results and undertake further analysis. We will use the information to assist with the planning of infrastructure, the monitoring of its usage and to inform future bids that we make for funding.

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5.   Appendix

City Centre Masterplan

	Overall Score	1	2	3	4	5	6	7	Base
Moving Around	3.7	14%	13%	15%	18%	17%	17%	6%	763
Public Transport	3.7	19%	14%	14%	15%	14%	16%	8%	806
Traffic and Parking	3.9	14%	11%	15%	20%	17%	16%	7%	752
Streets and Spaces	3.4	17%	18%	18%	20%	16%	9%	2%	830
Green Space	3.7	16%	16%	16%	16%	15%	16%	6%	832
Play and Leisure	3.8	14%	13%	16%	17%	19%	16%	5%	744
Services and Amenities	4.4	7%	10%	10%	20%	20%	25%	9%	808
Work and Local Economy	3.9	11%	12%	16%	24%	19%	14%	4%	550
Housing and Community	3.4	16%	20%	18%	17%	13%	10%	5%	610
Social Interaction	4.2	8%	9%	16%	20%	21%	18%	8%	757
Identity and Belonging	3.3	22%	19%	16%	16%	14%	10%	4%	808
Feeling Safe	4.1	8%	12%	17%	21%	20%	16%	7%	797
Care and Maintenance	2.7	34%	20%	16%	13%	9%	5%	2%	841
Influence and Sense of Control	2.5	39%	22%	15%	12%	5%	4%	2%	801