

2. How would you like to complete your City Voice questionnaire in the future?

Continue with the paper copy that gets mailed to me	<input type="checkbox"/>
Complete the survey online	<input type="checkbox"/>
Don't know / No preference	<input type="checkbox"/>

3. If you have an email account and would like to complete your City Voice questionnaires online, please provide your email address.

Email: _____

4. Please provide any further comments on how we communicate with yourself and other City Voice panellists.



Questionnaire 23

June 2011



ABERDEEN'S RESIDENTS PANEL



LOCALITY PLANNING

The first Neighbourhood Community Action Plans were published in 2005 and there is now a Plan for each of the 37 neighbourhoods in Aberdeen. From the outset we have been working on a consistent approach across the city and incorporating Neighbourhood Planning into the plans of all the public services in Aberdeen (ie. Aberdeen City Council, Grampian Police, NHS Grampian, Grampian Fire & Rescue and other community planning partners).

Over the next few years we want to increase residents' level of involvement in plans to improve the quality of life in their neighbourhood. This means finding out what a community wants and building this into the way we provide local services. To do this we already have consultation events and meetings with community groups but our aim is to have more of an ongoing conversation between local people and the managers of local services (ie. housing, education, police, health, social work, waste disposal, fire prevention, libraries, roads, sports facilities, etc). This is increasingly important given the financial challenges now facing public services.

The following questions will help us to understand how involved you currently feel in the Neighbourhood Planning process and how we could improve this in the future.

1. Before reading about it in the City Voice, did you know there was a Neighbourhood Community Action Plan for your neighbourhood?

a) Yes b) No

2. Apart from the City Voice, have you been asked for your views on local issues and services in your neighbourhood over the past year?

a) Yes b) No
(If No, please go to Question 3)

2a. If yes, can you remember how your views were recorded? (tick as many as applicable)

At a neighbourhood consultation meeting	<input type="checkbox"/>
At a community group meeting	<input type="checkbox"/>
At a service user group meeting	<input type="checkbox"/>
Through a questionnaire / survey	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

2b. If yes, can you remember which agency or individual recorded your views?

Aberdeen City Council	<input type="checkbox"/>
Community Council	<input type="checkbox"/>
Residents' Association	<input type="checkbox"/>
Grampian Police	<input type="checkbox"/>
Special interest group	<input type="checkbox"/>
First Bus	<input type="checkbox"/>
Newspaper / media	<input type="checkbox"/>
Politician or political candidate	<input type="checkbox"/>
Don't remember	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

3. Are you satisfied with the Neighbourhood Planning process?

a) Yes b) No c) Don't know enough about it

3a. If you are not satisfied, please can you tell us why?

4. Do you feel you can influence what happens in your neighbourhood?

a) Yes b) No

4a. If you said No to Question 4, please provide details of why you feel this way?

If you want to find out more about Neighbourhood Community Action Plans, they can be viewed on the Community Planning in Aberdeen website: <http://www.communityplanningaberdeen.org.uk/Internet/NCAP/NCAPs.asp>

INTEGRATED CHILDREN'S SERVICES

The Integrated Children's Services Partnership is the high-level strategic planning group responsible for ensuring that we improve services and deliver better outcomes for children and young people in the city, as set out in the Integrated Children's Services Plan 2011-2015 and in the Single Outcome Agreement. It represents all the key public and third sector agencies that deliver services for children and young people in the city. Visit <http://www.aberdeengettingitright.org.uk> for more information about the ICS Partnership.

The Integrated Children's Services Partnership has developed a plan that sets out the strategic objectives and high level actions for services for children and young people over the next four years. It focuses on five key outcome themes for children and young people that we want to see improved and which will help us achieve our vision. The five outcome themes are:

- 1. Getting the best start in life**
- 2. Achieving their potential**
- 3. Responsible and included citizens**
- 4. Safe and protected**
- 5. Successful transitions to adulthood.**

1. How well do you feel each outcome is currently being achieved for the children and young people of Aberdeen?

	Very poorly	Poorly	Well	Very well	Don't know
Getting the best start in life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Achieving their potential	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsible and included citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe and protected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Successful transitions to adulthood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. At what stage do you feel we should target investment in children and young people to get the best long term outcomes? (Tick one only)

Pre-birth	<input type="checkbox"/>
Pre-school	<input type="checkbox"/>
Primary school age	<input type="checkbox"/>
Secondary school age	<input type="checkbox"/>
Post school	<input type="checkbox"/>

LOOKED AFTER CHILDREN

While we work with all children and young people there are some who have difficult life experiences that may require some sort of intervention from the council, the Law Courts or Children's Hearings. This can sometimes lead to that child or young person becoming 'looked after' by their council.

The term 'looked after' means that the council takes on the responsibility to look after these children in the same way a good parent would. This is also known as 'corporate parenting'.

1. Before reading the information above, had you ever heard of the term 'looked after children'?

a) Yes b) No

2. Before reading about it here, were you aware that children could be 'looked after' by their council but still live at home?

a) Yes b) No

3. Please tick which of the following services/ organisations you think have a responsibility to care for 'looked after children'. (Tick as many as you think are relevant)

Please tick

Social Care and Wellbeing, Aberdeen City Council	<input type="checkbox"/>
Education, Culture and Sport, Aberdeen City Council	<input type="checkbox"/>
Housing and Environment, Aberdeen City Council	<input type="checkbox"/>
Councillors/ Elected Members	<input type="checkbox"/>
Health Services (NHS Grampian)	<input type="checkbox"/>
Third Sector / Voluntary Providers (e.g. Barnardos)	<input type="checkbox"/>
Independent Providers (e.g. some residential schools)	<input type="checkbox"/>
The Police	<input type="checkbox"/>
Further education providers – e.g. Colleges and Universities	<input type="checkbox"/>

FAMILY SERVICES

1. If you wanted information about the services available to children, young people and their families in Aberdeen, which of the following agencies would you turn to? (tick all that apply)

GP practice	<input type="checkbox"/>
Community centre	<input type="checkbox"/>
Library	<input type="checkbox"/>
Internet	<input type="checkbox"/>
Family & friends	<input type="checkbox"/>
Aberdeen City Council	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

FAMILY INFORMATION SERVICE (FIS)

The Family Information Service (FIS) provides free, comprehensive and up-to-date information and advice about all services for children (0-18yrs) and their families in Aberdeen. Our directory of services is for parents/guardians, carers and professionals.

1. Before reading the information above, were you aware of the Family Information Service (FIS)?

a) Yes b) No
If no please move onto Family Learning questions

1a. If yes, have you used the Family Information Service (FIS) before?

a) Yes b) No
If yes please answer 1b

1b. What type of information did you access from the Family Information Service? (Please tick all appropriate options)

Childcare	Childminders	<input type="checkbox"/>
	Nurseries	<input type="checkbox"/>
	Out of school care	<input type="checkbox"/>
Education	Nursery schools	<input type="checkbox"/>
	Primary schools	<input type="checkbox"/>
	Secondary schools	<input type="checkbox"/>
	Education support services	<input type="checkbox"/>
Family Support Services	Social care and Wellbeing services	<input type="checkbox"/>
	Housing and homelessness	<input type="checkbox"/>
	Bereavement	<input type="checkbox"/>
	Divorce	<input type="checkbox"/>
	Counselling	<input type="checkbox"/>
	General Health	<input type="checkbox"/>
	Domestic Abuse	<input type="checkbox"/>
	Drugs and Alcohol	<input type="checkbox"/>
	Employment	<input type="checkbox"/>
	Financial Help	<input type="checkbox"/>
	Libraries	<input type="checkbox"/>
	Sport	<input type="checkbox"/>
	Parent and toddler groups	<input type="checkbox"/>

If you want to find out more about the Family Information Services (FIS), you can contact them on:

Text: 07825 053136

Tel: 01224 443344

All telephone enquiries: (Monday to Friday 10am – 4pm)

Email: fis@aberdeencity.gov.uk

Web: <http://aberdeencity.gov.uk/fis>

FAMILY LEARNING

Family Learning is an early years project which aims to improve the attainment of children aged 3 to 6 years by working directly with their parents/guardians/carers to provide opportunities to become more involved in their children's learning.

In partnership with schools and other agencies we provide various courses and events on behaviour management, confidence and assertiveness, curriculum homework support, family English classes.

1. Before reading the information above, were you aware of the Family Learning Project?

a) Yes b) No

If you would like to find out more about Family Learning, you can contact them on

Tel: 01224 260028

email: enquiries@familylearningaberdeen.org.uk

web: <http://www.familylearningaberdeen.com>

GRANITE FESTIVAL

During May 2011 Aberdeen celebrated its first Granite Festival. The programme included talks, walks and activities exploring the history of Aberdeen's granite industry and architecture, and the lives of granite workers.

Aberdeen Art Gallery & Museums ran the Granite Festival programme and hopes to make it an annual event. We are interested in discovering how successful the festival was and how it should develop in future years.

1. Were you aware of the Granite Festival that took place in May 2011?

a) Yes b) No
(If No, please go to Question 4)

1a. If Yes, how did you hear about it? (please tick all that apply)

TV	<input type="checkbox"/>
Radio	<input type="checkbox"/>
Newspaper	<input type="checkbox"/>
Granite Festival leaflet	<input type="checkbox"/>
Diary - newsletter produced by Aberdeen Art Galleries and Museums (AAGM)	<input type="checkbox"/>
Aberdeen City Council or AAGM website	<input type="checkbox"/>
Social networking website	<input type="checkbox"/>
Word of Mouth	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

2. Did you attend any Granite Festival events?

a) Yes b) No
(If No, please go to Question 3)

2a. If Yes, what type of events did you attend?

Launch Day	<input type="checkbox"/>
Lunchbreak Concerts	<input type="checkbox"/>
Talks	<input type="checkbox"/>
Reminiscence Drop In Sessions	<input type="checkbox"/>
Guided Tours	<input type="checkbox"/>
Family Activities	<input type="checkbox"/>

2b. Overall, how would you rate the Granite Festival event(s) you attended? (1 = very poor and 10 = excellent)

Very Poor Excellent

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. If you knew about the Granite Festival but did not attend any of the events, what were the main reasons for that? (please tick all that apply)

The times of the events were unsuitable	<input type="checkbox"/>
The venues were too far away	<input type="checkbox"/>
Not interested in the subject	<input type="checkbox"/>
Didn't know the events were free	<input type="checkbox"/>
Other reasons (please specify)	<input type="checkbox"/>

4. If you were unaware of the Granite Festival, do you think you would have attended any of the events if you had known about them?

a) Yes b) No c) Don't know

5. Do you think that the Granite Festival should become a regular event?

a) Yes b) No
 (If No, please go to Question 6)

5a. If Yes, how often do you think it should be held?

Every year	<input type="checkbox"/>
Every two years	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

5b. The events at this year's Granite Festival were free. Would you be willing to pay a fee to attend some events at a future Festival?

a) Yes b) No c) Don't know

6. If you do not think the Granite Festival should become a regular event, what are your reasons for this?

7. Please use this space for any other comments or suggestions you have about the Granite Festival.

INVOLVEMENT / ENGAGEMENT OF THE COMMUNITY

Aberdeen City Council, and its partners, are committed to effective information giving, consultation and engagement with the people who receive services. In 2009 we conducted a city-wide survey which included the views of residents on these issues. We now wish to follow this up by asking these questions again to get an indicator of whether the actions we have taken have had an effect on people's views. Responses to these questions will shape the way we plan consultation and involvement of local people in the decisions which affect them.

1. How well informed do you feel about each of the following?

	Very well informed	Fairly well informed	Fairly uninformed	Very uninformed	Don't know
How to get involved in local decision-making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to complain to or compliment the Council about services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the Council spends its money on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of service you should expect from the Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether the Council is delivering on its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well the Council is performing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, how well informed do you feel about the Council and the services it provides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What are the main ways that you receive information about what the Council does? (tick all that apply)

Newspapers	<input type="checkbox"/>
Leaflet or information sent to home	<input type="checkbox"/>
Council Newsletter	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Council's website	<input type="checkbox"/>
Council meetings/community council meetings	<input type="checkbox"/>
Through local councillor	<input type="checkbox"/>
Visiting a Council office	<input type="checkbox"/>
Radio	<input type="checkbox"/>
kiosk	<input type="checkbox"/>
Internet news sites	<input type="checkbox"/>
Posters/leaflets in public buildings	<input type="checkbox"/>
Public meetings	<input type="checkbox"/>
Emails	<input type="checkbox"/>
Information in an alternative format (Braille etc)	<input type="checkbox"/>
Voluntary or community groups	<input type="checkbox"/>
Don't get any information about the Council	<input type="checkbox"/>

3. How would you like to receive this information in the future? (tick all that apply)

Leaflet or information sent to home	<input type="checkbox"/>
Council Newsletter	<input type="checkbox"/>
Newspapers	<input type="checkbox"/>
Council's website	<input type="checkbox"/>
Council meetings/community council meetings	<input type="checkbox"/>
Through local councillor	<input type="checkbox"/>
Emails	<input type="checkbox"/>
Internet news sites	<input type="checkbox"/>
Radio	<input type="checkbox"/>
Visiting a Council office	<input type="checkbox"/>
Ikiosk	<input type="checkbox"/>
Posters/leaflets in public buildings	<input type="checkbox"/>
Public meetings	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>
Information in an alternative format (Braille etc)	<input type="checkbox"/>
Voluntary or community groups	<input type="checkbox"/>
Don't get any information about the Council	<input type="checkbox"/>

4. Thinking of the issues that concern you in Aberdeen, how much do you feel you can influence these issues in your local area?

Influence a lot	<input type="checkbox"/>
Influence a little	<input type="checkbox"/>
No influence	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

5. How much involvement would you like in the decisions that the Council makes about your local area?

More involvement	<input type="checkbox"/>
About the same as current	<input type="checkbox"/>
Less involvement	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

6. Which types of opportunities to express your views have you used in the last 12 months? (Tick all that apply)

Written consultations (surveys)	<input type="checkbox"/>
Telephone surveys	<input type="checkbox"/>
Public website(s)	<input type="checkbox"/>
Public meetings (local)	<input type="checkbox"/>
Public meetings (city-wide)	<input type="checkbox"/>
Councillor surgeries	<input type="checkbox"/>
Council committee meetings	<input type="checkbox"/>
Local media	<input type="checkbox"/>
"Drop in" points (shop, school, etc)	<input type="checkbox"/>
Have not used any	<input type="checkbox"/>

6a. If you have expressed your view to the council, do you think the opportunities available were:

Very good	<input type="checkbox"/>
Fairly good	<input type="checkbox"/>
Fairly poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

6b. How would you improve the opportunities available for residents to express their views to the Council?

Involved more frequently	<input type="checkbox"/>
Involved on wider range of issues	<input type="checkbox"/>
More control of the agenda	<input type="checkbox"/>
Contribution to have greater impact	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

7. To what extent do you agree or disagree with the following statements about what the Council does?

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The Council involves residents when making decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council listens to the interests of residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council acts on the concerns of residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Council treats everyone fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ELECTRONIC SURVEY

We are thinking of offering our panellists the option of completing their City Voice questionnaires online. This is something we have considered for a while, but we now believe we can achieve this on a low cost and secure basis. Some of you may have completed your 2011 Census questionnaire online.

The following questions are aimed at assessing the level of support for the online option. Depending on the results, we hope to have everything in place to enable you to complete the next City Voice questionnaire online (or maybe the one after). If you prefer to complete your questionnaire in the usual way, i.e. by filling in the paper copy and returning it in the Freepost envelope, that's OK. We're not planning to stop that method of getting your views.

1. Do you have a personal email address (eg. yourname@btinternet.com)?

a) Yes b) No