



# Aberdeen City **voice**

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## Aberdeen's Citizens' Panel Report on the 10th Questionnaire



**Aberdeen's Image**  
**Health & Social Care**  
**Land Use & the Environment**  
**Grampian Fire & Rescue Service**

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# Introduction

The final survey sample consisted of 686 responses from members of the citizens' panel. The total panel comprises some 790 citizens of Aberdeen and so the response rate amounts to approximately 87 percent. The 686 responses are, in the first instance, considered as a whole. Further analysis will be conducted on those results which provoke further investigation and where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

- Gender
- Area
- Age
- Employment
- Home Ownership
- Health Issues
- Ethnicity

Beyond this it is also possible to cross tabulate the various results in order to see if any interesting relationships can be established between the various responses to the different issues covered in the questionnaire.

The analysis presented here is split into the following Community Planning themes:

- Aberdeen's Image
- Health and Social Care
- Land Use & the Environment

# **ABERDEEN'S IMAGE**

## **The West End**

Over the last couple of years there have been a number of planning applications seeking a change of use in the shops in the west-end of the city centre. The changes are mainly from retail use to either commercial use such as estate agents, banks and building societies, or to leisure and entertainment uses such as pubs, clubs, restaurant and betting shops. The west-end of the city centre is the area from Union Row and Bon Accord Terrace to Alford Place and Holburn Street.

These planning applications have generally been resisted in order to protect the ground floor shopping function of Union Street. It can be argued, however, that as a result there are now too many vacant shop units in the west-end of Union Street. There is another argument that there is less demand for shopping in the west-end of the city centre and instead people want a mix of retail, commercial and leisure uses.

We want to find out what you think about the west-end of Union Street, in particular whether you think that allowing a greater mix of uses in the west-end of the city centre would be a good idea and will improve the vitality of the area.

**Figure 1: Do you think the west-end of Union Street is an attractive place to shop?**

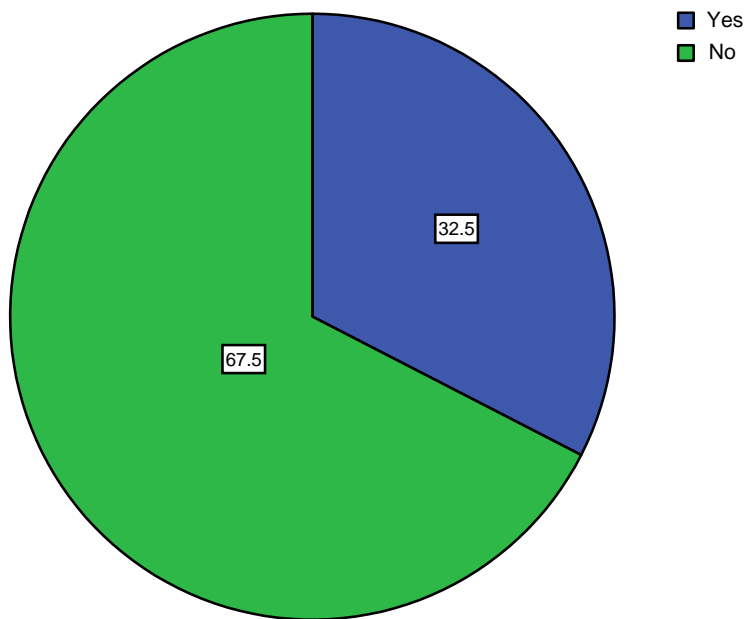


Figure 1 shows that 68% of panellists believe that the West End of Union Street is not an attractive place to shop. When broken down by age the results show that nearly 40% of 35-54 year olds believe that the West End is an attractive place to shop while in the 65+ age group this falls to 22%.

Panellists were asked "If no, why not?" The comments are summarised below:

- Too many vacant premises (84 comments)
- Not enough shops (78)
- Untidy/unclean/run down (66)
- Too many pubs/clubs (57)
- Lack of variety of shops (45)
- Shops are poor quality (37)
- Poor parking (29)
- Too many finance outlets (22)
- Too much traffic (20)
- Too many charity shops (14)
- Malls are at the other end (13)
- Too many restaurants/takeaways (13)
- Too many commercial units (10)
- Some good independent shops – especially Chapel and Thistle Street (8)
- Beggars (7)



- Should pedestrianise (6)
- Too many betting shops (5)
- No department stores or major stores (5)
- More convenient to shop in centres (4)
- Rates/rents should be reduced to encourage small businesses (4)
- Too crowded (4)
- Prefer retail parks/shopping centres (2)
- Too many estate agents (2)
- Should have more cafes etc (2)
- Wheelie bins causing smell (2)
- City centre has little individual identity (2)
- Shopping centres led to a decline in Union Street (2)
- Better choice in the Centres (2)
- Planning has divided the community
- Should be more displays
- Should be more specialist food shops
- Area not well served by buses
- Nothing there
- Exposed to weather
- Ugly mix of granite and modern materials
- Good selection of coffee shops/restaurants and pubs
- Difficult to access
- Inhospitable
- Nice by day but unsafe at night
- People smoking outside bars
- Needs modernisation
- Expensive



**Figure 2: Do you think that there is a good balance between typical retail shops and non-retail uses like commercial and leisure/entertainment units in the west-end of Union Street?**

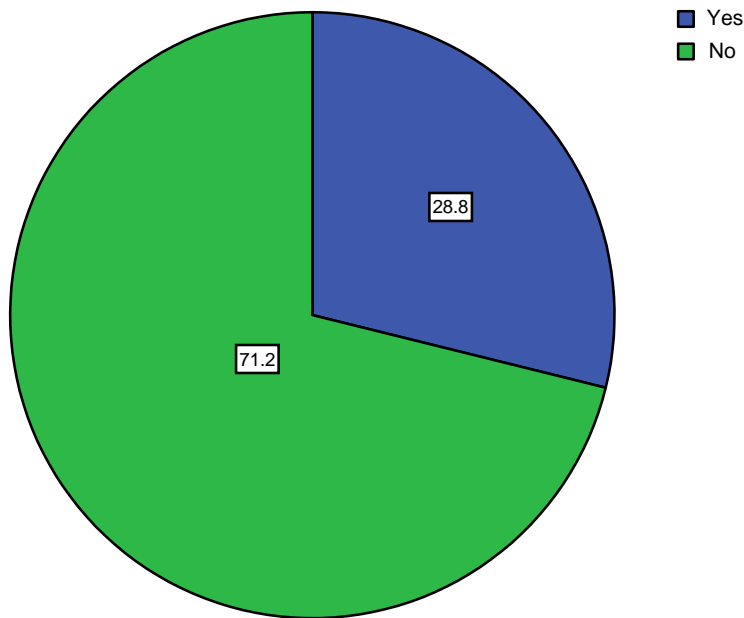


Figure 2 shows that 71% of panellists do not think that there is a good balance between retail and non-retail uses in the West-end of Union St. When the results were broken down by the age of panellist it was found that 36% of 25-34 year olds believe that there is a good mix whilst in the 65+ age group this falls to only 18%.

**Figure 3: If NO, what type of uses would you like to see more of?**

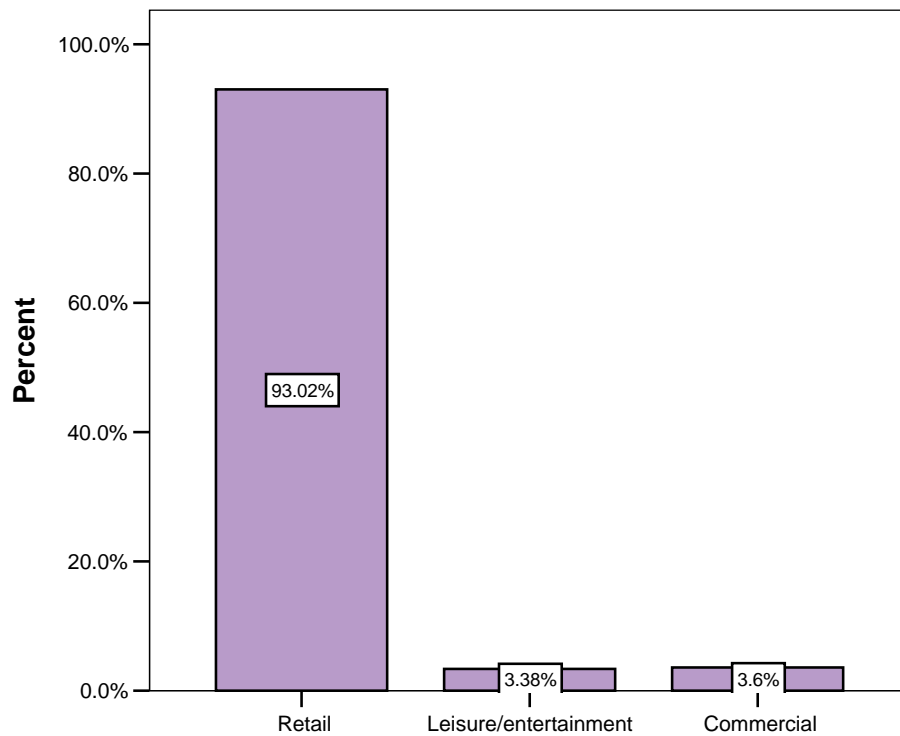


Figure 3 shows that 93% of panellists would like to see more retail premises in the West End of Union Street. Approximately 4% would like to see more commercial premises while 3% would like more leisure/entertainment premises.

**Figure 4: Rather than having empty units in the west-end of Union Street, would you rather they were occupied by commercial or leisure/entertainment uses?**

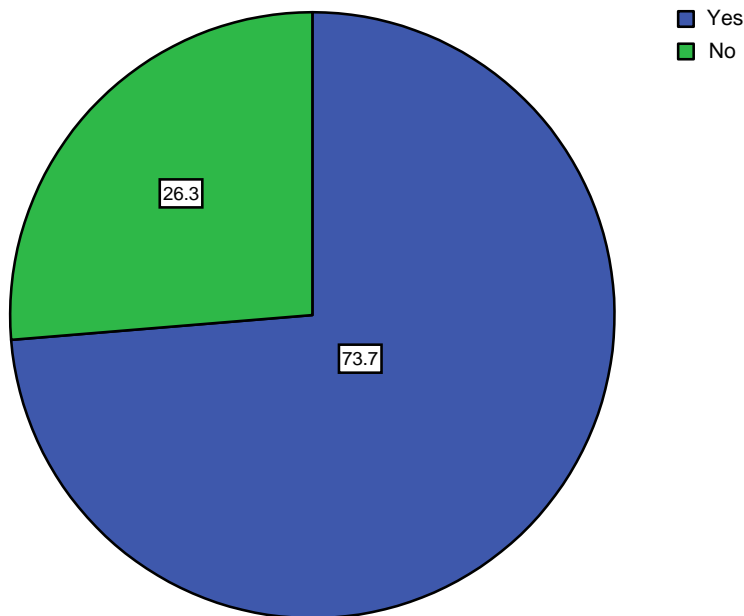


Figure 4 shows that nearly 74% of panellists who answered this question would rather the units were occupied by commercial or leisure/entertainment uses than be left empty. When the results were crosstabulated by age it was found that approximately 90% of 25-34 year olds supported this proposal whilst only 65% of over 65s did.

**Table 1: Where do you do most of your shopping for the following items?**

	City Centre		Retail Park		Supermarket		Internet	
	Count	%	Count	%	Count	%	Count	%
a) Clothing	539	83.3%	34	5.3%	53	8.2%	21	3.2%
b) Footwear	532	84.0%	50	7.9%	30	4.7%	21	3.3%
c) Household goods	200	31.2%	233	36.3%	174	27.1%	34	5.3%
d) Furniture	205	34.3%	358	60.0%	4	.7%	30	5.0%
e) Electrical goods	189	29.1%	326	50.2%	61	9.4%	73	11%

Table 1 shows that the majority of panellists shop for clothing and footwear in the City Centre whilst retail parks are the most popular location for shopping for Household goods (36%), Furniture (60%) and Electrical goods (50%).

## **Service Response**

The majority of respondents said that they did not think that the west-end of Union Street was an attractive place to shop, which to some extent was a result that we had expected. The main reason given for this was that there are too many vacant shop units at the west-end, which is something we are trying to address through a review of the Union Street Frontages Policy Guidelines.

It was interesting to see that 93% of the respondents said that they would like to see more retail at the west-end of Union Street. It was also interesting to note that, whilst people want more retail at the west-end, the City Centre is only people's main shopping destination for clothing and footwear. When it came to household goods, furniture and electrical goods most of the respondents said that they shopped at retail parks for those goods.

It has often been argued that there is less demand for retail at the west-end of the City Centre and that people want a mix of uses. It was therefore interesting to see that 74% of respondents said that they would rather have commercial or leisure/entertainment uses than empty units at the west-end. It was also interesting to note that a larger proportion of the 25-34 year olds supported the proposal to have alternative uses rather than empty shops units at the west-end, in comparison to the over 65s.

These results, along with the results from a specific consultation exercise on the use of shop units at the west-end of Union Street, will be included in a report to the planning committee in the summer. If there is support from the public and specific stakeholders, it may be appropriate to relax the planning guidelines that control the percentage of shops and non-retail uses (e.g. banks and restaurants) at the west-end of Union Street. The aim of this would be to reduce the number of vacant shop units and improve the vitality and viability of the City Centre.

## HEALTH & SOCIAL CARE

Woolmanhill Hospital and Denburn Health Centre are due to close over the next few years and the services provided at these sites will be moved to other facilities in Aberdeen. It is proposed that one of these facilities will be the new Aberdeen Community Health and Care Village.

NHS Grampian and Aberdeen Community Health Partnership want to make sure that the people of Aberdeen and surrounding areas can influence these changes. The following questions are part of the consultation process and we would welcome your views.

### Woolmanhill Hospital and Denburn Health Centre

Woolmanhill Hospital and Denburn Health Centre are no longer suitable for providing modern health services. Some services that are currently provided at Woolmanhill will move to Foresterhill and others will move to the new Health and Care Village. Some of the services currently provided at Denburn will also be moved to the Health and Care Village. The three GP Practices at Denburn will move, but a GP Practice will be retained in the city centre and suitable sites are currently being sought.

**Figure 5: Were you aware that Woolmanhill Hospital is closing?**

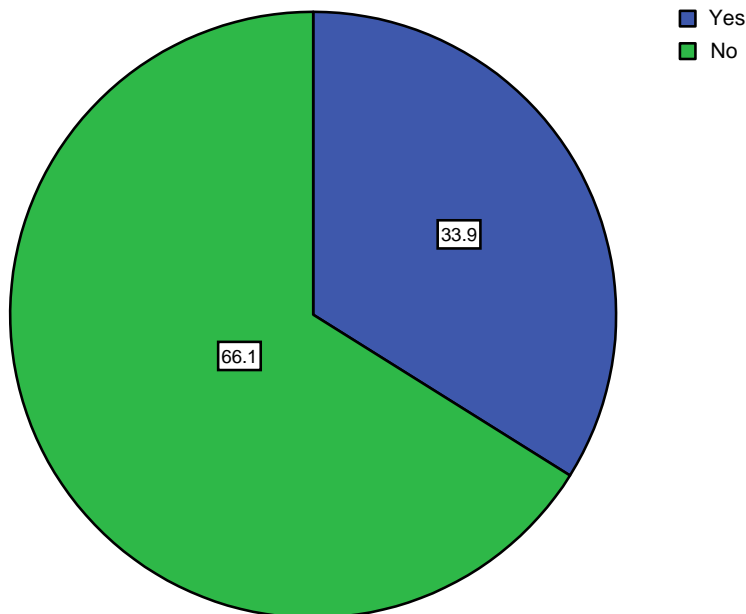


Figure 5 shows that two thirds of panellists were not aware that Woolmanhill hospital is closing. Awareness of the closure was lowest in the 16-24 age group and highest in the over 65 age group. Approximately 48% of panellists have/do attend a clinic, surgery or department at Woolmanhill. Of the people who use/have used the hospital, approximately 40% are aware that it is closing.

**Figure 6: Were you aware that the Denburn Health Centre is closing?**

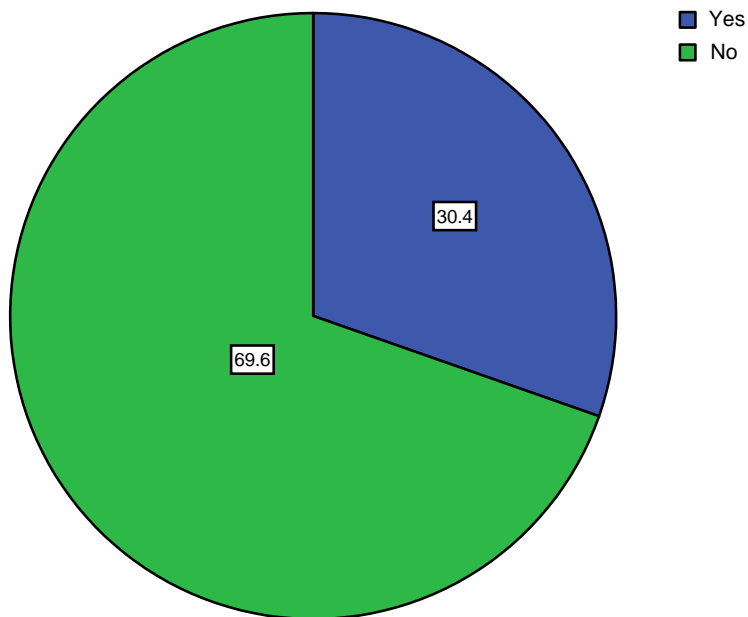


Figure 6 shows that nearly 70% of panellists are not aware that the Denburn health centre is closing. Once again the awareness of the closure was higher amongst older panellists than younger panellists. Approximately 19% of panellists attend/have attended the Denburn Health Centre for a clinic, surgery or department. Of the people who use/have used the hospital, approximately 55% are aware that it is closing.

Panellists made the following comments regarding aspects about Woolmanhill hospital that they like:

- Location (178 comments)
- Easy Access – buses etc. (67)
- Granite building (50)
- Good Car parking (43)
- Friendly staff (27)
- Compact (8)
- No waiting time (6)
- Lots of clinics (2)

- Pleasant atmosphere (2)
- Café (2)
- More personalised service
- New city offices
- Like pavilion area
- Good toilets
- Clean
- Well managed
- Spacious building

Panellists made the following comments regarding aspects that they dislike about Woolmanhill hospital:

- Old and outdated (135 comments)
- Lack of parking (105)
- Don't like interior of building (39)
- Inside not well signposted/difficult to navigate (11)
- Access to building can be difficult (10)
- Waiting areas (8)
- Too cramped (5)
- Needs modernisation (4)
- Location (3)
- Cold (3)
- Long waits (3)
- Lack of privacy during consultation (2)
- Surrounding roads too busy (2)
- Appearance of building (2)
- Too many stairs (2)
- Not well served by public transport
- Parking too expensive
- Too clinical in appearance
- Needs updated
- Unfriendly
- Overcrowded
- No café
- No cycle routes
- Does not seem clean
- Unsafe for pedestrians

Panellists made the following comments regarding things that they like about Denburn hospital:

- Central location (63 comments)
- Good car parking (26)
- Easy Access (26)



- Access to chemists (5)
- Easy disabled access (4)
- Staff are pleasant (4)
- Lift from car park (4)
- Comfortable surroundings (3)
- Pleasant building (3)
- Easy to navigate (2)
- Spacious (2)
- Exterior layout
- Good selection of leaflets
- Treatment rooms
- The view of the library etc
- Facilities
- modern

Panellists made the following comments regarding things that they dislike about Denburn Health Centre:

- Outside of building unattractive/old (25 comments)
- Parking intimidating/unpleasant (12)
- Difficult to find way around (9)
- Having to pay to park (7)
- Old fashioned interior (7)
- Lack of parking (6)
- Have to wait too long for an appointment (3)
- Strange access route (2)
- Staff unpleasant (2)
- Too cramped (2)
- Delays at reception
- Need a reception for all departments in the building
- Difficult to navigate between car park and clinic
- Difficult to access with public transport
- Location
- Toilets
- Airless
- Building too small
- Unclean
- Don't like the entrance
- No identity
- Too big

**Figure 7: How do you normally travel to Woolmanhill or Denburn?**

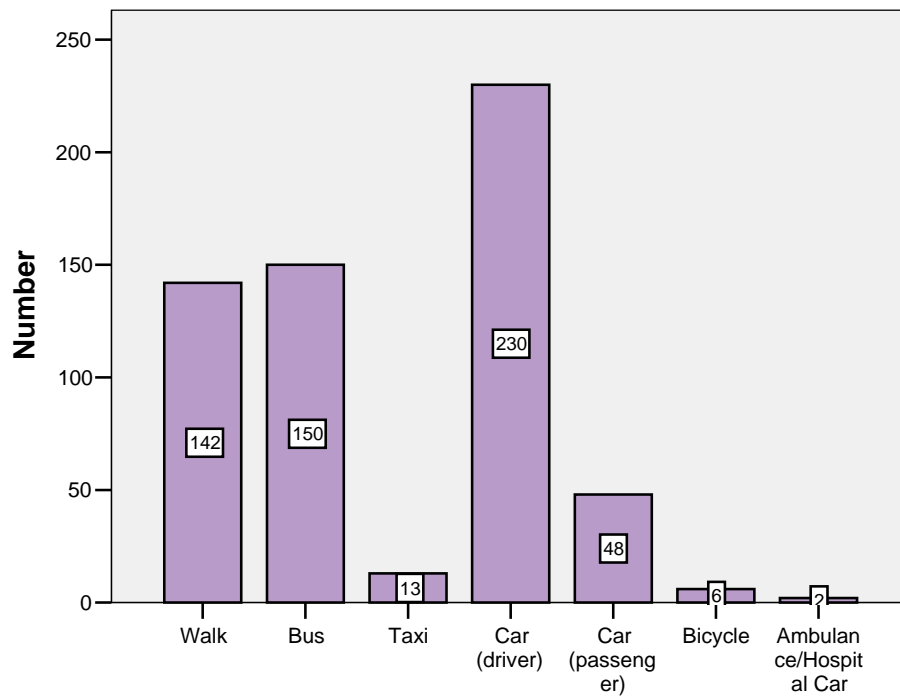


Figure 7 shows the modes of transport that panellists use to travel to Woolmanhill or Denburn. As can be seen, the most popular method is driving (230 responses) followed by bus (150 responses) and walking (143 responses).

**Figure 8: How easy was it to get there?**

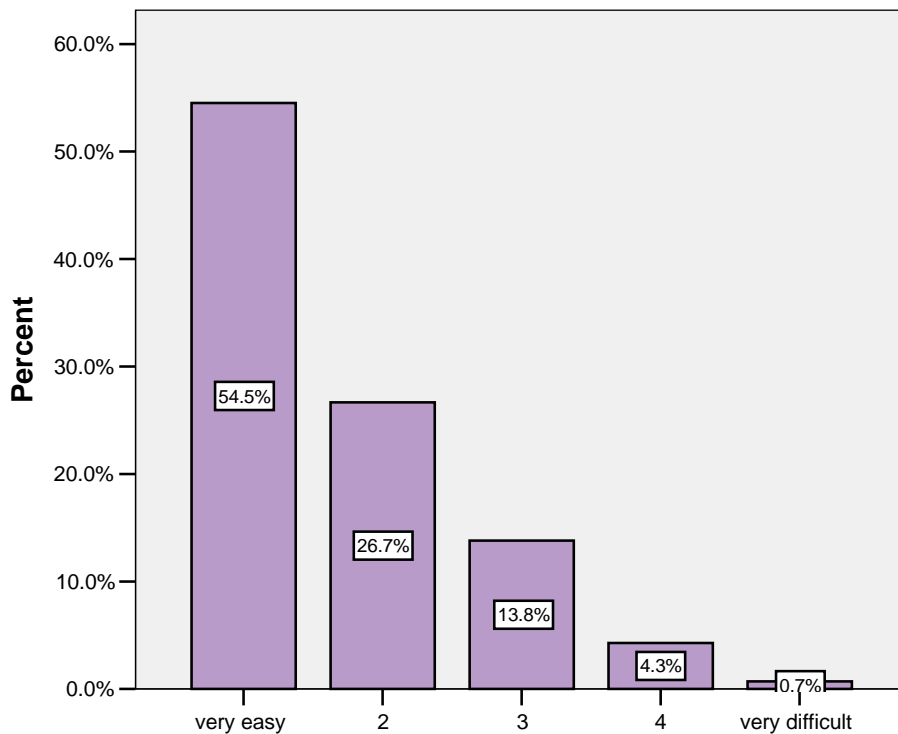


Figure 8 shows that approximately 55% of panellists found it very easy to get to Woolmanhill or Denburn Health Centres. Only 5% found it difficult or very difficult.

## **New Health Facilities**

The Scottish Executive and NHS Grampian recognise the need to change the way we deliver health services to make sure that patients receive good quality care. The main aim is to deliver services within communities with patients only being cared for in hospital when they are acutely ill and in need of complex care.

One of a number of projects being planned is the Health and Care Village. This new facility will be housed in a building close to the centre of the city and will provide a range of diagnostic and treatment services, for example x-ray, physiotherapy, podiatry, minor surgery, out-patients clinic and sexual health services. The following questions are aimed at finding out what aspects of the new facilities are important to you.

**Figure 9: How are you most likely to travel to the new health building?**

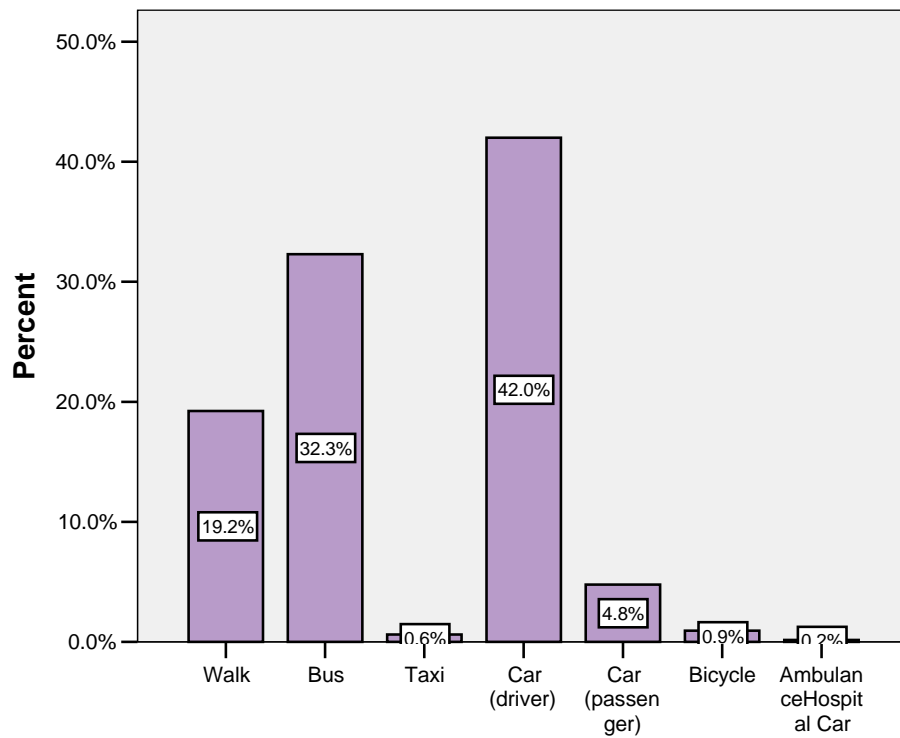


Figure 9 shows that the most popular way of travelling to the new health building is by car (42% of panellists) followed by bus (33%) and walking (19%).

**Figure 10: How easy is it to get to the City Centre?**

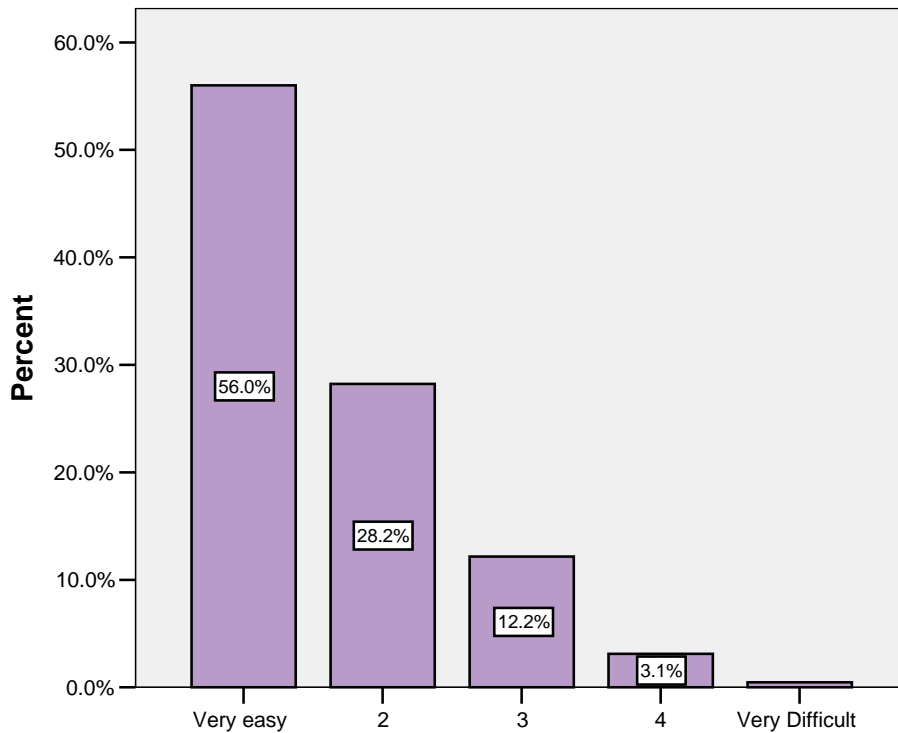


Figure 10 shows that the majority of panellists (55%) find it very easy to get to the city centre and a further 28% rated it fairly easy. There was no significant difference when the results were broken down by age, gender or whether panellists have children.

The results were broken down by Neighbourhood and some variance was observed. However, it should be noted that when the results are broken down by Neighbourhood the numbers in each are small and so the findings may be unreliable. The Neighbourhoods that least panellists rated getting to the City Centre as very easy or easy were:

- Denmore
- Kingswells
- Oldmachar
- Garthdee
- Cults/Bieldside/Milltimber

**Table 2: How important do you think the following features are in the new health village**

	Very Important	2	3	4	Not Important
	Count	Count	Count	Count	Count
Easy access to parking	430	114	66	17	22
Easy access to bus routes	559	74	17	5	7
Bicycle storage/security	111	127	198	89	86
Well lit, safe access to building	490	131	31	3	1
Welcoming/attractive building	316	212	95	22	3
Disabled access throughout building	511	86	37	7	11
Clear signposting	480	145	34	2	2
Helpful, welcoming reception staff	459	160	37	2	1
Comfortable waiting area	297	257	97	5	4
Children's play facilities	133	224	191	53	40
Refreshment facilities	112	202	236	69	36
Access to general health information	233	209	153	41	18
Access to council/voluntary sector info	116	172	229	72	35

Figure 11 shows the preferences stated by panellists for the facilities in the new health centres. The factor cited as 'very important' by the most panellists was 'Easy access to bus routes' (cited by 559 panellists), followed by 'Well lit, safe access to building' (490) and 'Clear signposting' (480). 'Helpful, welcoming staff' was also important (cited by 459 panellists) as was 'Easy access to parking' (430).

**Figure 11: How would you like to be kept informed about this project as it progresses?**

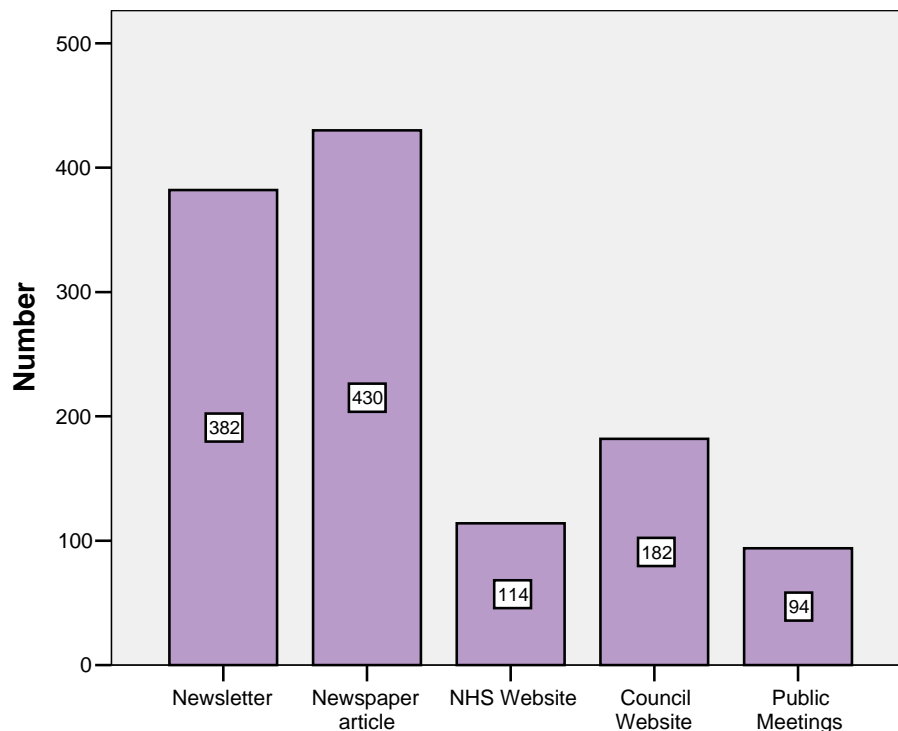


Figure 11 shows that the option selected by the most panellists was 'Newspaper article' which was selected by 430 panellists followed by 'Newsletters' selected by 382 panellists. 182 panellists indicated that they would like to be kept informed via the Council Website.

Other suggested ways of staying informed included:

- Emails (10 comments)
- Leaflet/posters at health centres/GP surgeries (7)
- All media – including TV and radio (4)
- Free newspapers
- Library notice boards

## **Service Response**

Similar questions were asked of service users at both Woomanhill Hospital and Denburn Health Centre recently during 150 patient interviews.

The information obtained from both initiatives are already influencing planning for the new facilities. The project team has a better understanding of what's important to people, for example, good access to parking and close



proximity to main bus routes. We also understand better what you like and don't like about the current facilities and this will help us to create a picture of what the new facilities need to be like to meet the needs of future users of services.

This information is extremely valuable resource for use by the project team over the coming months.

# LAND USE & THE ENVIRONMENT

## Environmental Strategies

Environmental strategies and policies are important to counteract the risks associated with climate change.

At a local level Aberdeen City Council has a team which is dedicated to taking forward projects to reduce the environmental impact of both the City and internally within its own business. The national media portrays information on the environment on a daily basis but knowledge on what Aberdeen City Council is doing with regard to the environment is less well known. The Environmental Sustainability Team is responsible for the following strategies, projects and events:

- **Waste Management** – waste collection and disposal strategy for City householders, business waste and internally within the Council.
- **Biodiversity** – a strategy to promote the health and variety of species (plants, animals, insects etc.) which live in the natural environment.
- **Public Health Protection** – Pollution Control, Contaminated Land, Air Quality, Pest Control, Statutory Nuisance, Port Health, Infectious Disease Control, Animal Health & Welfare, Food Standards & Hygiene and Health & Safety Enforcement.
- **Clean City** – tackling litter reduction, fly posting etc.
- **Global Footprint** – a tool to measure the amount of resources we use compared with what is available in the world.
- **Strategic Environmental Assessment** – a statutory requirement whereby the Council must assess every strategy, policy, plan and programme it produces to determine its effect on the environment.
- **Sustainable Development** – a collection of methods to create and sustain development in order to relieve poverty, ensure a good standard of living for all and satisfy the basic needs of all people.
- **Aberdeen EcoCity Events** – to provide members of the public with information on environmental topics from a variety of local environmental groups as well as from the Environment Sustainability Team.
- **Energy Efficiency** – renewable energy projects, ensuring Council buildings are energy efficient, promoting energy efficiency within Council offices and schools.

- **Climate Change** – the changes to either the earth’s global climate or to regional climates over time.
- **Sustainable Procurement** – ensuring that goods bought by Aberdeen City Council are not only value for money but are fit for purpose and will last the longest, therefore, moving away from the theory that the cheapest product is best.

The purpose of these questions is to find out what you know about Aberdeen City Council’s environmental strategies, projects and events. This information will help the Environmental Sustainability Team to prepare future press releases, publications and Aberdeen EcoCity events.

**Figure 12: One a scale of 1-5, how important do you think environmental strategies, projects and events should be for the Council?**

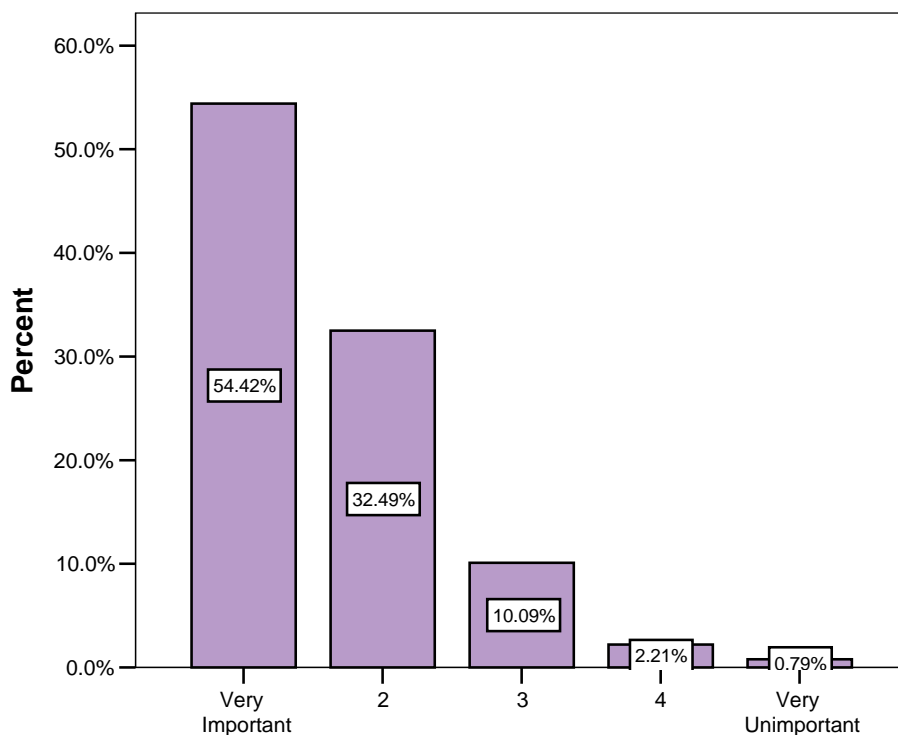


Figure 12 shows that 54% of panellists believe that environmental strategies, projects and events should be very important for the Council. A further 32.5% believe they should be considered important. When broken down by gender it was observed that 61% of females rated this very important as opposed to 47% of men.

**Table 3: Which of the following strategies and plans have you heard of?**

	No		Yes	
	Count	%	Count	%
Waste Management	75	10.9%	611	89.1%
Biodiversity	527	76.8%	159	23.2%
Public Health Promotion	365	53.2%	321	46.8%
Clean City	226	33.0%	459	67.0%
Global Footprint	434	63.3%	252	36.7%
Sustainable Development	493	71.9%	193	28.1%
Aberdeen EcoCity Event	540	78.7%	146	21.3%
Energy Efficiency	220	32.1%	466	67.9%
Climate Change	298	43.4%	388	56.6%
None	662	96.5%	24	3.5%

Table 3 shows the strategies and plans that the panellists have heard of. The strategy that most panellists had heard of was the Waste Management strategy (611 had heard of this strategy). There was also a high level of awareness for the Clean City initiative (459) and Energy Efficiency which 466 panellists had heard of. The initiatives that fewest panellists had heard of were Aberdeen Eco City Event (146) and Biodiversity which 159 panellists had heard of.

**Table 4: Having read the explanations of the strategies, projects and events, which 3 do you think are the most important?**

	Choice 1	Choice 2	Choice 3
Waste Management	294	114	85
Biodiversity	4	18	21
Public Health Promotion	131	134	73
Clean City	63	122	110
Global Footprint	11	23	19
Sustainable Development	53	77	96
EcoCity Events	4	10	6
Energy Efficiency	27	105	148
Climate Change	38	21	49

Table 4 shows that Waste Management was selected as the first choice by the most panellists (294 times), followed by Public Health Promotion which was selected 131 times as the first choice. The initiatives selected least often were EcoCity Events which was selected 20 times in total and Biodiversity which was selected 33 times in total.

**Figure 13: Which of the following publications do you read?**

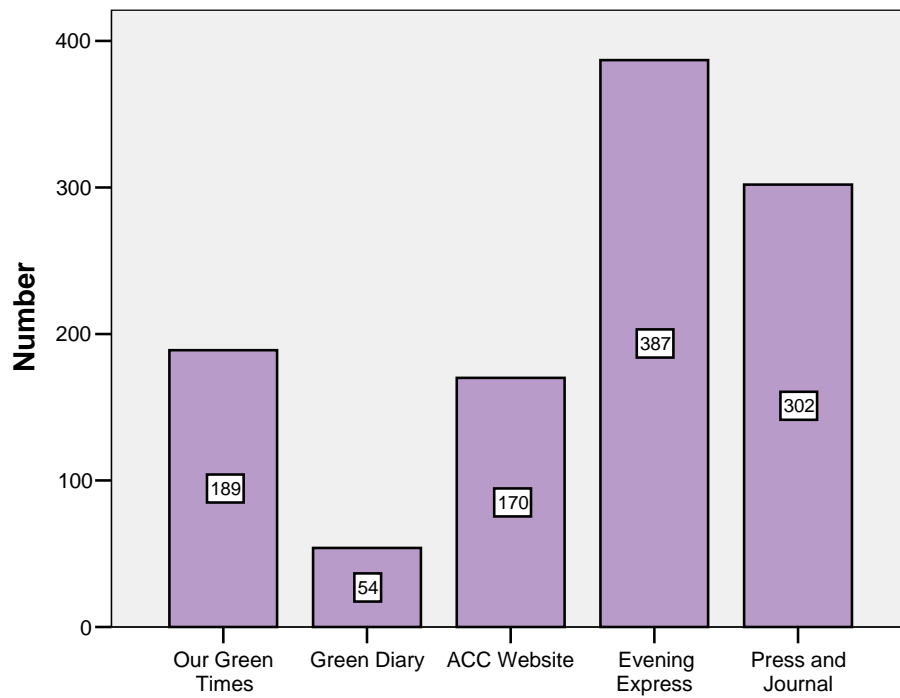


Figure 13 shows that the publication read by the most panellists was the Evening Express (read by 387 panellists) followed by the Press and Journal (302). The publication read the least often is the Green Diary, which is read by 54 panellists.

**Figure 14: Apart from in Our Green Times and the Green Diary, where would you most like to read about the Council's environmental strategies**

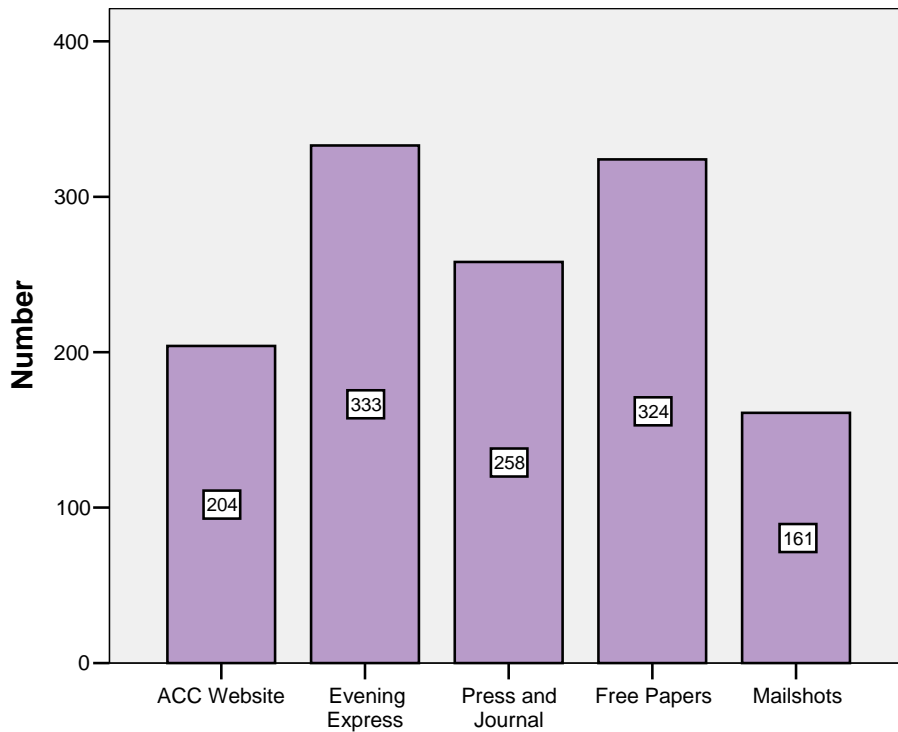


Figure 14 shows that the option selected by the most panellists is the Evening Express (selected by 333 panellists), followed by Free Papers (324). The least popular option was mailshots selected by 161 panellists.

Other suggestions included:

- Email updates from the website (7 comments)
- Library displays (6)
- Newsletter
- Scotsman
- Council Tax information packs
- TV
- Media in general
- Environmental forum
- Local magazines
- Mail shots (on recycled paper)
- Internet
- Radio
- Posters

**Table 5: Are there any environmental sustainability strategies, projects and events that you would like to know more about?**

	No		Yes	
	Count	%	Count	%
Waste Management	496	72.3%	190	27.7%
Biodiversity	549	80.0%	137	20.0%
Public Health Promotion	484	70.6%	202	29.4%
Clean City	500	72.9%	186	27.1%
Global Footprint	560	81.6%	126	18.4%
Sustainable Development	516	75.2%	170	24.8%
Aberdeen EcoCity Event	532	77.6%	154	22.4%
Energy Efficiency	476	69.4%	210	30.6%
Climate Change	549	80.0%	137	20.0%
None	615	89.7%	71	10.3%

Table 5 shows that the strategies that the most panellists would like to find out about are:

- Energy Efficiency (210 comments)
- Public Health Promotion (202)
- Waste Management (190)

As already mentioned, the idea behind EcoCity events is to provide members of the public with information on environmental topics. We generally hold EcoCity events alongside existing events such as the Aberdeen Highland Games. Exhibitors at these events are from a variety of local environmental groups as well as from the Environmental Sustainability Team.

Panellists were asked if there were any other events where it would be appropriate to promote EcoCity, the results are summarised below:

- Open air markets (81 comments)
- Duthie Park Events (26)
- Public Events/Festivals (23)
- Shopping Centres (22)
- Oil Exhibitions (17)
- Schools (15)
- Aberdeen Exhibition and Conference Centre (13)
- Fun Runs (13)
- School Fetes (12)
- Music Hall (11)
- Free at the Dee (10)



- Tartan day (10)
- Sporting Events (7)
- Aberdeen Football Club (7)
- Local parks (6)
- Colleges/Universities (5)
- Doors open day (4)
- Community Galas (4)
- Community Centres (4)
- Event highlighting Environmental Strategy team (3)
- Publicise EcoCity events (3)
- Theatre (3)
- Hazlehead (3)
- Beach (3)
- Techfest (3)
- Libraries (3)
- Youth Festival (2)
- Workplaces (2)
- Open air concerts (2)
- Community Council (2)
- The Art Gallery (2)
- Local radio (2)
- Supermarkets (2)
- Pride (2)
- Satrosphere (2)
- TV adverts (2)
- Networks and links to other environmental groups
- New Year Party
- Run up to Christmas
- Exhibitions on Union Street when pedestrianised
- National Days
- Information on a website
- Civic Forum
- Make planning applications comply to guidelines
- ARI community corner
- Tourism events
- Firework displays
- Aberdeen Youth Festival
- Cinema
- Community notice boards
- Local Radio
- Beach and public places clean ups
- Community based nature reserves
- Free newspapers
- Evening Express and Press & Journal
- Internet

- Restaurants/Snack bars
- Museums
- Cinema and Theatres
- Roadshows
- Meetings in Council wards
- Large gatherings of young people
- Bon Accord Baths
- Pubs
- Highland games
- City Assembly Debates
- Master Planning Seminar
- Advertising Pillars
- Station House wi-fi project
- Highland games for disabled people
- Pedestrianised areas
- Polling stations

## **Service Response**

The panellists indicated that environmental strategies, projects and events are important for the Council. This shows that past and future investments in such strategies are worth the effort. The information gained will assist in our review how we deploy future effort.

Both nationally and locally significant resources have been invested into Waste Management, Clean City and Energy Efficiency awareness and initiatives. So while it was no surprise to see that the first choice of most panellist was Waste Management but were surprised to see that it was followed by Public Health Promotion. The next surprise was that the natural environment, otherwise known as biodiversity, was unknown to 76.8% of panellists and was seen, along with EcoCity, as the least important. Biodiversity is a national priority and susceptible to Climate Change. Biodiversity is also an area of risk for the North East of Scotland. It is therefore important that our service, along with operational and external colleagues work together to ensure that the general public understand the importance of our natural environment for today and the future.

This process has helped us indicate weaknesses in current areas of awareness and given an indication of the best media to use. EcoCity is a new concept and the ideas from panellists as to where it would be best to promoted is very helpful and will be used in future planning. This has been an excellent process where we have learned where there are strengths and weaknesses. The Citizen's Panel has, yet again, given us valuable feedback to adjust plans and consider the movement of effort and resources.

## Gypsy Travellers

As you may be aware, there are particular issues which arise around unauthorised Gypsy Traveller encampments in the city. There are difficulties in attracting many Gypsy Travellers to the official Traveller site at Clinterty because of its location and the quality and range of facilities on offer there.

Gypsy Travellers have consistently told us over the years that what they would use is a network of official short-term halting sites across the country. The Scottish Parliament and the Scottish Executive have recommended this as the way forward and Aberdeen City Council has approved, in principle, the development of short-term halting sites. These sites would comprise a basic standing with access to water, toilet and waste collection provision as these are the features which Gypsy Travellers say they require. The Council is consulting with Gypsy Travellers direct, but in trying to decide potential locations for short-term halting sites, the Council would like to involve you in drawing up the criteria against which the suitability of any potential locations can be assessed.

**Table 6: Please rank the criteria for the location of short term halting sites in order of priority.**

	Priority 1		Priority 2		Priority 3		Priority 4		Priority 5	
	Count	%	Count	%	Count	%	Count	%	Count	%
Access to public transport	81	14%	93	16%	146	25%	145	24.9%	118	20%
Access to shops	68	12%	130	22%	181	31%	133	23.0%	67	12%
Access to medical services	142	25%	165	29%	149	26%	73	12.6%	49	8.5%
Privacy/screening/landscaping	223	38%	132	22%	67	11%	107	18.2%	58	9.9%
Proximity to housing/businesses	134	23%	45	7.9%	18	3.1%	61	10.6%	315	55%

Table 6 shows that the criteria that panellists ranked as the most important were: 'Privacy/screening/landscaping' (223 panellists) followed by 'Access to medical services' (142). The criteria ranked lowest was 'Proximity to housing/businesses' (315).

Panellists were asked if there are any other criteria which should be taken into consideration for the location of short-term halting sites. A selection of comments are summarised below:

- Access to education (68 comments)
- Waste collection facilities (33)
- Charges for use of services provided (24)
- Access to services (21)

- Feelings of local residents (15)
- Cleaning of site on departure (12)
- Number of members on the site – size of the site (10)
- Distance from residential housing (10)
- Supervision of site (9)
- Responsibility for cleanliness (8)
- Clear and enforced rules and guidelines (7)
- Detailing how short a short-term stay is? (7)
- Fines/penalties or prosecution for non compliance with rules (6)
- Access to leisure facilities and play areas (6)
- Regular council checks (5)
- Awareness of local bye laws (5)
- Regular police checks (4)
- A maximum stay period (4)
- Right to freedom from harassment and discrimination (4)
- No access to lay-bys (3)
- Complying with rules and regulations (3)
- Provision of recycling facilities (3)
- Ease of access to main roads (3)
- Employment opportunities (3)
- Lifestyle of travelling people (3)
- Safety requirements (3)
- Security (3)
- Screening of travellers
- Crime
- Noise
- Cost
- Meeting centre for both travellers and locals

Panellists were asked when thinking about short-term halting sites, what they thought the main concerns of local residents would be. A selection of comments are summarised below:

- Litter/mess during and after stay (305 comments)
- Noise (142)
- Crime (70)
- Waste disposal (51)
- Appearance of the site and local area (51)
- Cleanliness (49)
- Theft (42)
- Proximity to local housing (36)
- Anti-social behaviour (32)
- Environmental issues (32)
- Security (29)
- Dumping of waste (29)
- Devaluation of property (24)
- Animal fowling and noise (24)
- Vandalism (23)

- Safety (17)
- Waste management (17)
- Cost to local residents (17)
- Hygiene (15)
- Privacy of local residents (13)
- Nuisance factor (11)
- Disruption (11)
- Intimidation (10)
- Conflict (9)
- Public health (8)
- Disregard for others property (7)
- Short-term becomes longer-term (7)
- Sanitation (7)
- Fire hazard (6)
- Lack of respect for local residents (6)
- Cold calling (5)
- Increased traffic (4)
- Site location (40)
- Strangers (3)
- Harassment (3)
- Fear of the unknown (2)
- Smell (2)
- Alcohol abuse (2)
- Drug abuse (2)
- Lack of respect for the area (2)
- Implications for schools (2)
- Danger to their children (2)
- Fighting
- Speed of traffic
- Lack of communication
- Lack of community awareness
- Smoke

Panellists were asked when bearing in mind their answers to Question 1, and that Gypsy Travellers have a right to a range of services, are there any sites in Aberdeen that you think would be appropriate as short-term halting sites for Gypsy Travellers. A selection of comments are summarised below:

- Hazlehead – old caravan site/park (51 comments)
- Bridge of Don (33)
- Nigg (31)
- Clinerty (22)
- Altens (industrial estate) (21)
- Beach area (20)
- Torry/Balnagask (17)
- Cove (13)
- Kingswells (10)
- Dyce (10)

- Industrial estates (10)
- Outskirts of the city (10)
- Near services (9)
- Away from residential property (8)
- Aberdeen Exhibition and Conference Centre (7)
- Bridge of Dee/Garthdee (7)
- Bucksburn (7)
- Balmedie (5)
- Cults (5)
- Seaton (5)
- Tullos (industrial estate) (4)
- Stoneywood (4)
- Portlethen (4)
- Outwith the city (4)
- Rubislaw quarry (3)
- Westhill (3)
- Stonehaven road lay-by (3)
- Brown field sites (2)
- Harbour (2)
- Peterculter (2)
- Loch of Loriston (2)
- Northfield (2)
- Duthie park (2)
- On a bus route (4)
- Gordon Barracks
- Westburn park
- Woodside
- Ellon road

Panellists were asked if there was anything else that should be taken into consideration before deciding on the location of short-term halting sites in the city. A selection of comments are summarised below:

- Opinions of local residents (55 comments)
- Consultation with the public of possible sites (22)
- Charges for services and use of site (15)
- Set rules and regulations to be adhered to (13)
- Rights and needs of local residents (10)
- Location to residential housing (9)
- Gypsy Travellers opinions (11)
- Police patrol (9)
- Access to education (8)
- Maximum number of travellers (8)
- Will Gypsy Travellers use the sites (7)
- Impact on local residents (7)
- Raising awareness/educating local residents about Gypsy Travellers lifestyles (6)
- Cost of providing the sites (6)

- Site mutually agreed by both residents and travellers (6)
- Enforce that they are only short term sites (5)
- How long is short term? (5)
- Environmental impact (5)
- Increased communication between travellers and local residents (4)
- Management of sites (4)
- Security of sites (4)
- Size of the site (3)
- Effect on tourism (3)
- Waste collection facilities (3)
- Council liaison with travellers (3)
- Traffic issues (2)
- Maintenance of sites (2)
- Number of sites (2)
- Safety issues (2)
- Success/failure of other sites (2)
- Advice for travellers (2)
- Site office/warden (2)
- CCTV (2)
- Adequate space
- Pressure on local schools
- Number of travellers expected to use the site(s)
- Access to bus routes
- Compensation to residents

## Service Response

It was very encouraging to see the interest generated in this topic as it will be essential to get the community on board with the concept of short-term halting sites for Gypsy Travellers. There is widespread recognition that until such land is identified, there will be a never-ending cycle of Gypsy Travellers moving from one unauthorised site to another.

The respondents indicated that the most important criteria for the location of short-term halting site was first "Privacy/screening/landscaping" followed by "Access to medical services" and closely behind "Proximity to housing/businesses". An additional criteria which was suggested should be taken into consideration was "access to education" for the Gypsy Travellers. By far the greatest concern of local residents regarding short-term halting sites was given as "litter/mess during and after stay".

It is important to stress here that the short-term halting sites would be managed sites and would not be unauthorised sites.

The most popular suggestion given for potential locations for Gypsy Traveller sites were:



- Hazlehead - old caravan site/park (51 comments)
- Bridge of Don (33)
- Nigg (31)

This shows that the panellists thinking is in line with that of the Gypsy Travellers Inter-Agency Group, which are continuing to look for potential sites at the North, South and West of the City.

These ideas, plus the necessity to engage with local residents before deciding on sites, was taken to the Inter-Agency Group meeting of 28 May and fed into the work to move forward on identifying sites.

# Fire Service Three Year Strategic Planning Consultation Questionnaire

The Fire Service Three Year Strategic Plan sets out their proposals for making Grampian a safer place to live, work and visit. Specific questions were included to enable us to gauge the level of stakeholder support surrounding several of our key planning themes. As part of the official consultation process, Aberdeen City Voice panellists were asked to comment on the proposals. In all we promoted a twelve-week consultation exercise and in addition to the City Voice members we also consulted with members of both Aberdeenshire and Moray Citizens panels. Our previous experience of consultation involving Panel members was a positive factor in our decision to utilise this approach once more.

## Improving Community Safety

**Figure 15: How important or unimportant is to you that GRFS develop a programme of workplace risk assessments for whole-time fire fighters?**

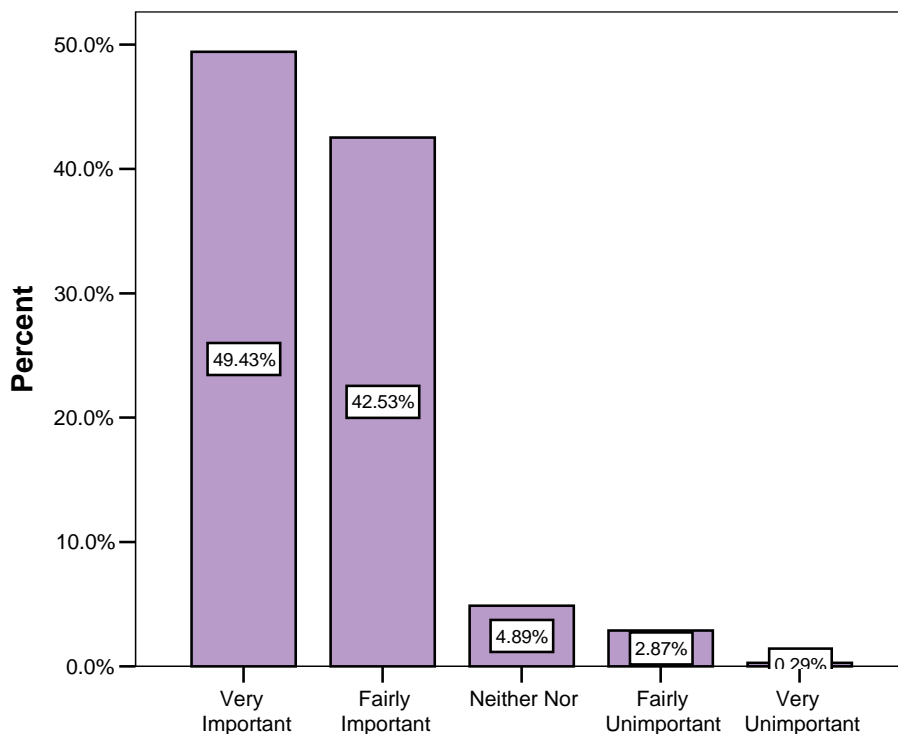


Figure 16 shows that nearly 50% of panellists consider it to be very important that GFRS develop a programme of workplace risk assessments for whole-time fire fighters. A further 43% consider it to be Fairly Important.

**Table 7: How important or unimportant is it to you that GFRS delivers targeted education to the following groups?**

	Very Important		Fairly Important		Neither Nor		Fairly Unimportant		Very Unimportant	
	Count	%	Count	%	Count	%	Count	%	Count	%
Children	275	76.2%	80	22.2%	4	1.1%	2	.6%		
Young people	250	69.4%	100	27.8%	7	1.9%	3	.8%		
Older People	179	50.0%	144	40.2%	24	6.7%	9	2.5%	2	.6%

Table 8 shows that over 76% of panellists consider it to be very important that GFRS delivers targeted education to Children. Approximately 70% consider it to be very important that education is delivered to Young people, while 50% consider it to be very important to deliver education to Older People.

**Figure 16: How important or unimportant is it to you that GFRS works with other agencies and the community to develop better services?**

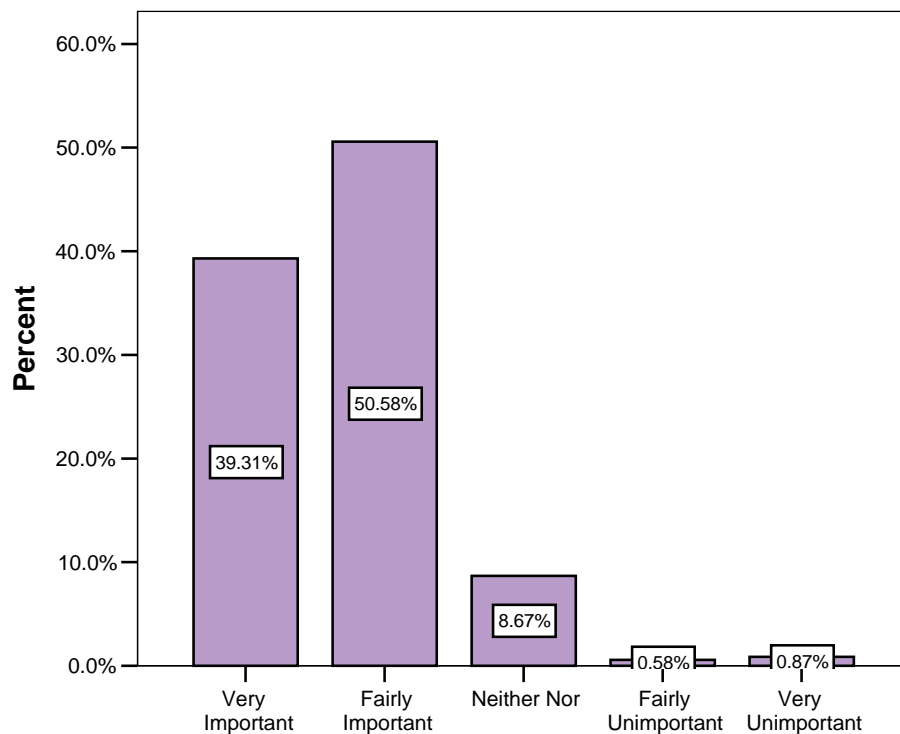


Figure 17 shows that approximately 40% of panellists consider it to be very important that GFRS works with other agencies and the community to develop better services under the Community Planning process. A further 51% consider it to be fairly important.

## Responding to Calls for Help

**Figure 17: How important or unimportant is it to you that GFRS reviews that location of stations, personnel and equipment now that they have responsibility for rescues?**

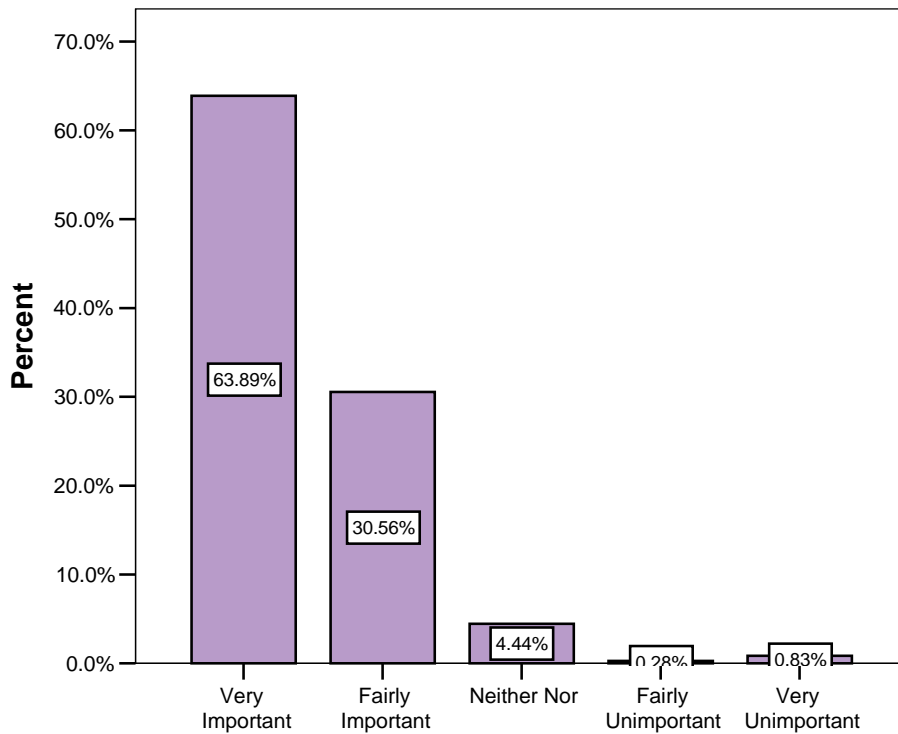


Figure 18 shows that the majority of panellists (nearly 64%) consider it to be very important that GFRS reviews the location of stations, personnel and equipment now that they have responsibility for rescues. A further 31% consider this to be fairly important.

**Figure 18: How important or unimportant is it to you that GFRS implements a trial of a co-responder scheme in the Aberdeenshire area?**

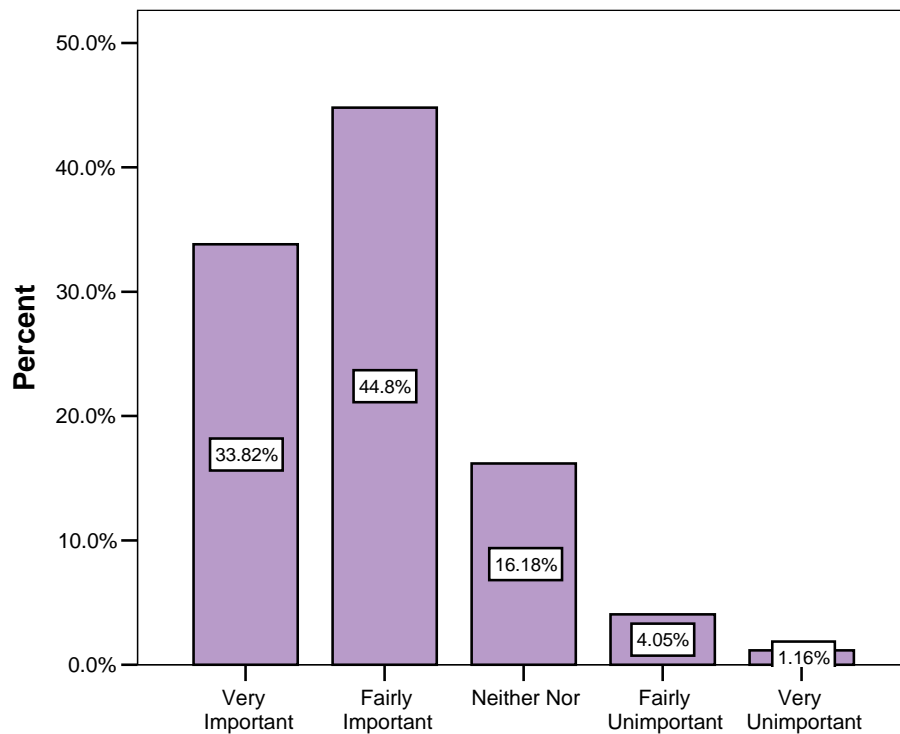


Figure 19 shows that approximately 34% of panellists consider it to be very important that GFRS implements a trial of co-responder schemes in the Aberdeenshire area while nearly 45% of panellists consider it to be fairly important. Approximately 16% of panellists consider this to be neither important nor unimportant.

## Planning and Support for Service Delivery

**Figure 19: How important or unimportant is it to you that GFRS invests in improving the process for publication of performance information and consultation on this?**

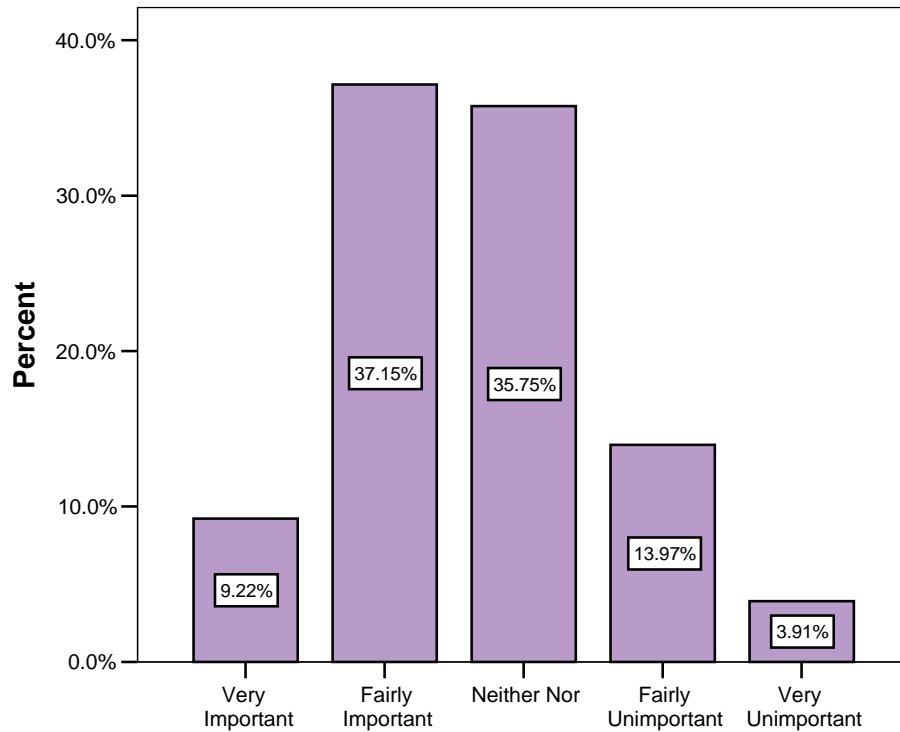


Figure 20 shows that approximately 37% of panellists consider it to be fairly important that GFRS invests in improving the process for publication of performance information and consultation. Approximately 36% of panellists consider this to be neither important nor unimportant and approximately 14% consider it to be fairly unimportant.

## Investing in Our Staff and Organisation

**Figure 20: How important or unimportant is it to you that GFRS invests in enhancing the skills of staff working with children dedicated to the Cadet scheme?**

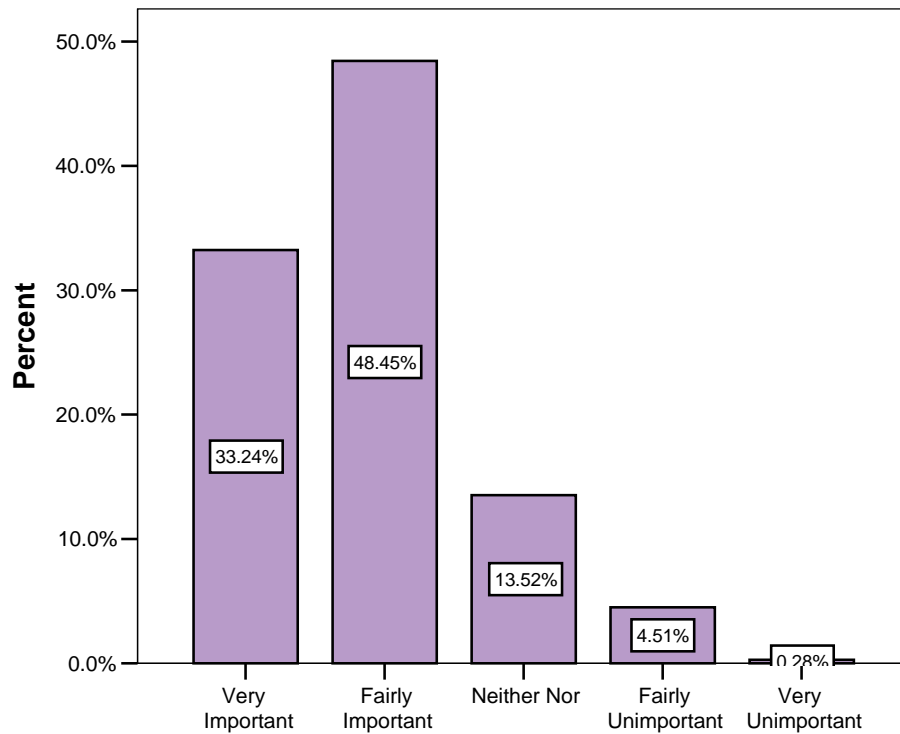


Figure 21 shows that approximately 33% of panellists consider it to be very important that GFRS invests in enhancing the skills of staff working with children dedicated to the Cadet scheme. Approximately 49% consider this to be fairly important while 14% consider it to be neither important nor unimportant.

**Figure 21: How important or unimportant is it to you that GFRS continues to take action to promote diversity and equality in the workplace?**

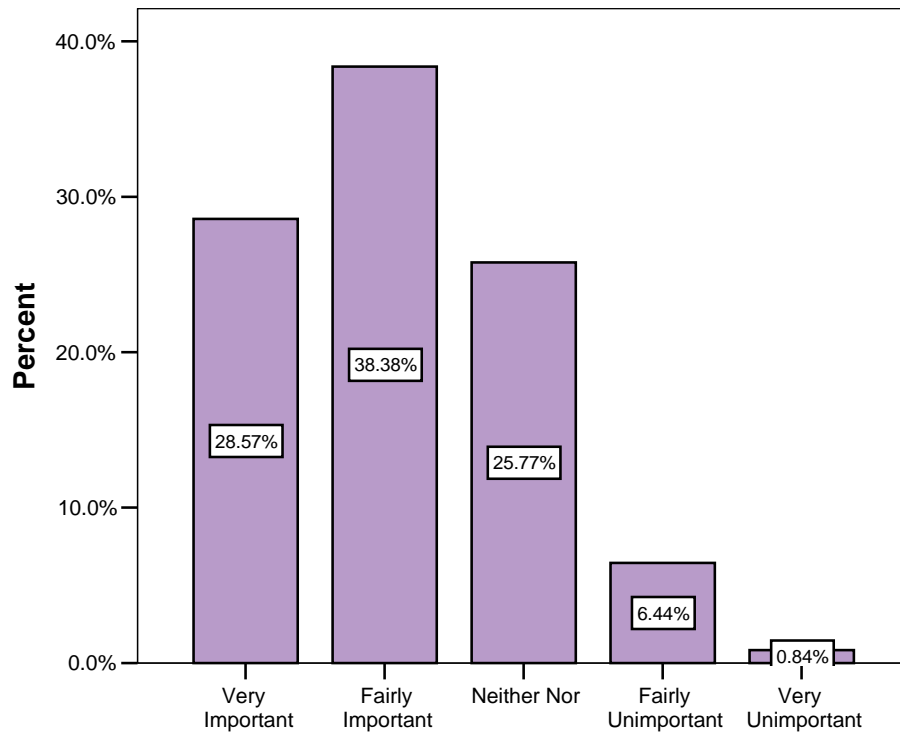


Figure 22 shows that approximately 29% of panellists consider it to be very important that GFRS continues to take action to promote diversity and equality in the workplace and a further 38% consider this to be fairly important. Approximately 26% of panellists consider it to be neither important nor unimportant.



**Figure 22: How important or unimportant is it to you that GFRS develop relevant recruitment and internal selection processes that will promote diversity within GFRS?**

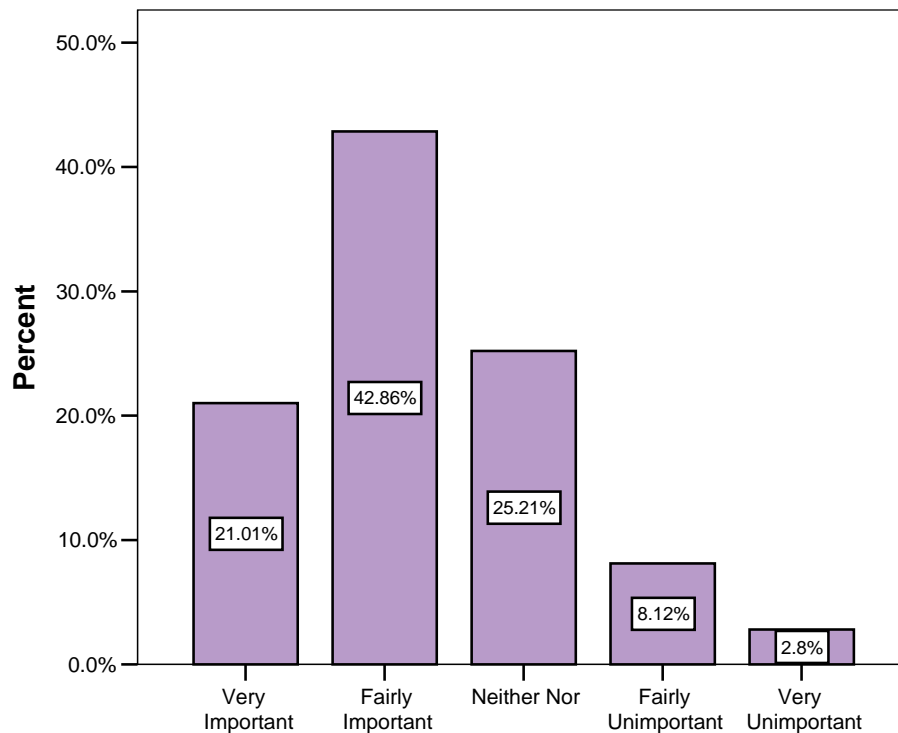


Figure 23 shows that 21% of panellists consider it to be very important that GFRS develop relevant recruitment and internal selection processes that will promote diversity within GFRS. Approximately 43% consider this to be fairly important while 25% consider it to be neither important nor unimportant.

## Service Response

We are delighted with the level of response received from the members of the City Voice. All the results will be used to inform our Corporate (Management) Team as they review and prepare their final planning proposals. Our finalised plan is programmed to be publicly available from 2 July 2007 and will contain summary details of our consultation process and results. In addition we expect that our full consultation analysis report will be made publicly available through our Website ([www.GrampianFRS.org.uk](http://www.GrampianFRS.org.uk)) or on request.