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## Introduction

The final survey sample consisted of 635 responses from members of the citizens' panel. The total panel comprises some 798 citizens of Aberdeen and so the response rate amounts to approximately 79 per cent. The 635 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 main topics:

- Safety
- Health and Social Care

# SAFETY

## Safety in Aberdeen City Centre

Aberdeen's shops, restaurants, pubs and clubs are busier than ever, but by-products of the increased numbers of people coming into the city centre, especially at night, include alcohol-related crime and antisocial behaviour.

As a result, this behaviour may also have the effect of discouraging people from coming into the city centre. To combat this, in June 2007 Grampian Police expanded the numbers of officers on foot patrol in the city centre area.

**Figure 1: Since 1 June 2007, how do you think the number of police officers on foot patrol in the city centre has changed?**

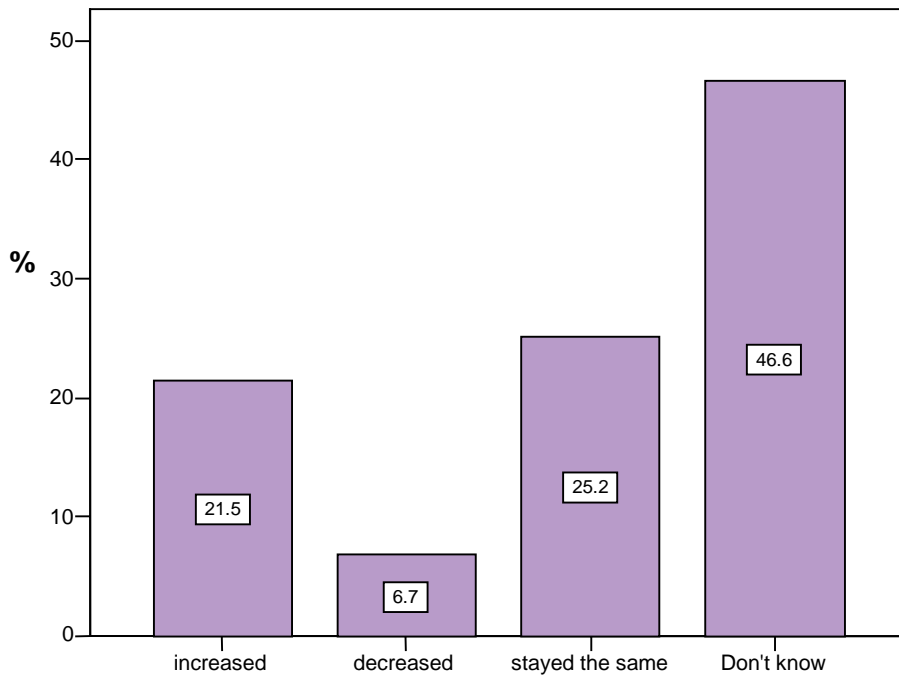


Figure 1 shows that approximately 21.5% of respondents believe that the number of police officers in Aberdeen has increased since June 2007. Approximately 7% believe that the number has decreased while approximately 25% believe that the number has stayed the same. Around 47% of respondents indicated that they did not know if the number has changed.

When the results were broken down by age it was found that 45% of 16-24 year olds believed that the number of police officers has increased as compared to 16.5% of over 65 year olds.

**Figure 2: Since 1st June 2007 have you spoken to any uniformed police officers on foot patrol within the city centre?**

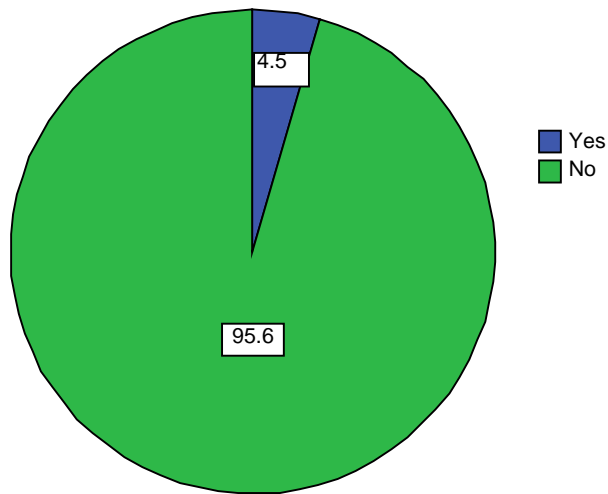


Figure 2 shows that less than 5% of the Panel, (which is 27 panellists) have spoken to a uniformed officer within the city centre.

**Table 1: If Yes, how satisfied were you with the response they gave you?**

How satisfied were you?	No.
Very satisfied	12
Satisfied	14
Neither satisfied nor dissatisfied	4
Very dissatisfied	1

Table 1 shows that 12 of the panellists who had spoken to a uniformed officer were very satisfied, 14 indicated that they were satisfied, 4 indicated that they were neither satisfied nor dissatisfied and 1 was very dissatisfied.

**Table 2: Since the introduction of more police officers on foot patrol within the city centre in June 2007, do you feel more confident about visiting Aberdeen city centre at the following times?**

	Yes		No		Don't know	
	Count	%	Count	%	Count	%
During the period from 6am to 12pm	248	42.8%	137	23.6%	195	33.6%
During the period from 12pm until 6pm	274	47.2%	136	23.4%	171	29.4%
During the period from 6pm until 12am	130	22.1%	287	48.8%	171	29.1%
During the period from 12am until 6am	47	8.1%	329	57.0%	201	34.8%

Table 2 shows that approximately 43% of respondents indicated that they felt more confident about visiting the city centre between 6am and 12pm. Approximately 47% indicated that they felt more confident visiting the city centre during the period from 12pm until 6pm. Only 22% indicated that they felt more confident visiting the city centre between 6pm and 12am with approximately 49% indicating that they did not feel more safe. Between the hours of 12am and 6am only 8% of respondents indicated that they felt more confident visiting the city centre since the introduction of more police officers with 57% of respondents indicating that they did not feel more confident.

When the results were broken down by age and gender the most noticeable variance came in the time periods 6pm to 12am, where 55% of panellists over the age of 65 indicated that they did not feel more safe in the city centre as compared with only 30% of 16-24 year olds and 39% of 25-34 year old panellists.

During the time period 12am to 6am 40% of 16-24 year olds indicated that they felt more safe in the city centre and 16% (approx.) of 25-34 year olds also indicated that they felt more safe. Only 5.8% of 55-64 year olds indicated that they feel more safe and only 1.4% of over 65s indicated that they feel more safe during this time period.

To keep Aberdeen City residents aware of developments, the Police regularly provide updates to the media. These updates may include progress on tackling specific problems in a particular area or street. Many of these updates are included within the daily newspapers, radio and television broadcasts.

**Figure 3: How do you think the number of updates from Grampian Police in the media has changed?**

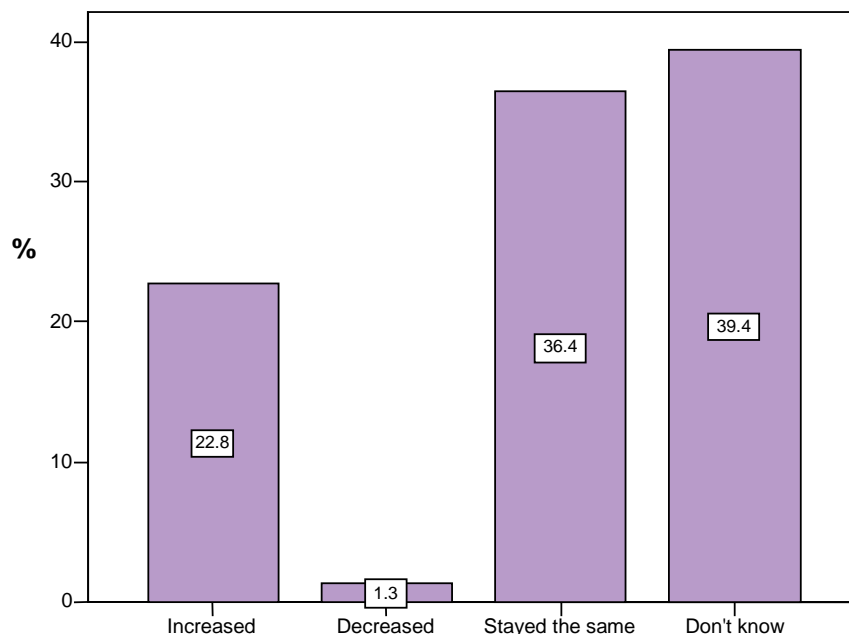




Figure 3 shows that approximately 23% of respondents believe that the number of updates from Grampian Police in the media has increased. Approximately 1% of respondents believes that the number of updates has decreased while approximately 36% think that the number of updates from Grampian Police has stayed the same. Approximately 39% of respondents indicated that they did not know if the number of updates from Grampian Police in the media has changed.

**Figure 4: When you hear about a successful Police operation in Aberdeen city centre from the local media are you?**

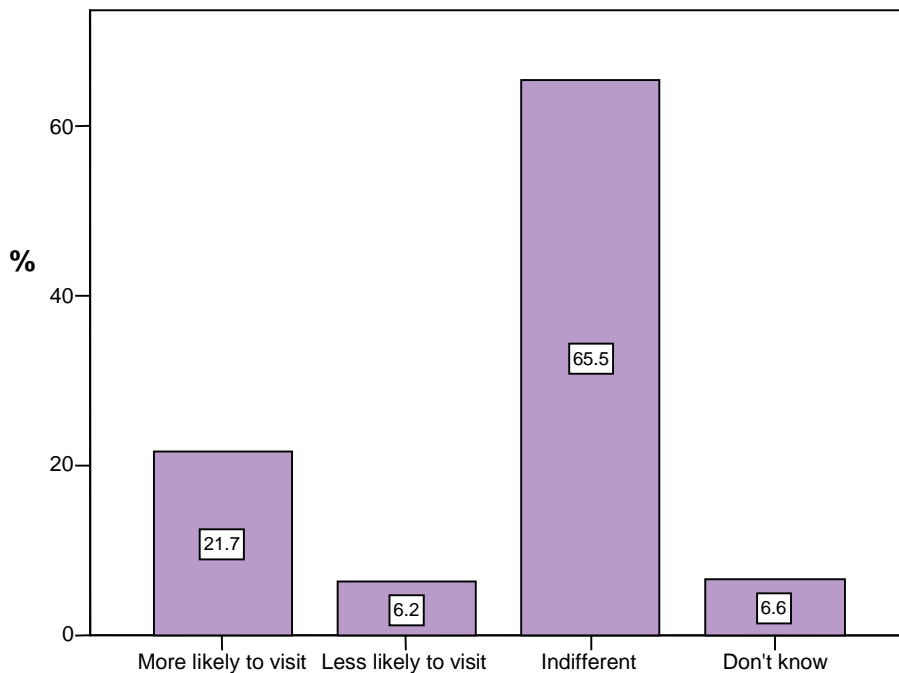


Figure 4 shows that approximately 22% of respondents indicated that they are more likely to visit the city centre when they hear about a successful Police operation in Aberdeen city centre, approximately 6% indicated that they are less likely to visit while 65.5% indicated that they are indifferent and approximately 7% indicated that they don't know.

## **Service Response**

Grampian Police, City Centre Unit officers have contact with a high percentage of those aged 16-24 years old. They have obviously noticed the increased Police presence, which I see as a positive factor.

Although only a small percentage of the panellists have had direct contact with the Police, the feedback is very positive in terms of satisfaction with that contact.

The timeframes where people feel confident visiting the city centre is important as it is perhaps an indicator of the level of police presence. We are acutely aware of the correlation between police presence and public confidence, particularly within a busy city centre environment.

Overall, as a result of the feedback, Grampian Police will be assessing the shift pattern/level of coverage from the City Centre Unit and will make improvements to increase the level of visibility in the late evenings/early hours of the morning. We will also do more to market the work of the Team in the media, to increase public awareness/understanding.

## Community Safety

Aberdeen Council and its Community Planning partners understand that your local environment and personal safety is central to your quality of life. We want to know what you consider to be the highest priority community safety concerns and what actions should be taken to address these. As well as understanding the big picture, we also need to understand community safety concerns in your local area.

We are currently developing Community Action Plans and the information you give us will help us to understand and tackle the specific community safety concerns in your local area and in neighbourhoods across the city. We will also use the results to track our progress in tackling these issues.

**Table 3: What are your top community safety concerns in your local area?**

	No		Yes	
	Count	%	Count	%
Drug misuse	366	57.6%	269	42.4%
Physical assaults/ attacks	446	70.2%	189	29.8%
Housebreaking	257	40.5%	378	59.5%
Sexual assault / rape	568	89.4%	67	10.6%
Threatening behaviour	436	68.7%	199	31.3%
Car Crime	376	59.2%	259	40.8%
Graffiti/ vandalism	377	59.4%	258	40.6%
Road safety	381	60.0%	254	40.0%
Teenagers / children causing a nuisance	325	51.2%	310	48.8%
Alcohol misuse	407	64.1%	228	35.9%
Domestic abuse/ violence	578	91.0%	57	9.0%
Fire raising	557	87.7%	78	12.3%
Racial harassment/ assault	594	93.5%	41	6.5%
Misuse of fireworks	413	65.0%	222	35.0%
Harassment of gay/ lesbian people	617	97.2%	18	2.8%
Problems with neighbours	547	86.1%	88	13.9%
Fire safety	550	86.6%	85	13.4%
Accidents and safety at home	544	85.7%	91	14.3%
Threatening aggressive dogs	535	84.3%	100	15.7%

Table 3 shows that the most commonly cited community safety concerns in the local areas were:

- Housebreaking (59.5%)
- Teenagers/children causing a nuisance (48.8%)
- Drug Misuse (42.4%)
- Car Crime (40.8%)

Panellists were asked to select which 3 community safety concern caused them greatest concern. These back up the results from Table 3 as the most selected were:

Housebreaking (273)  
 Teenagers/children causing a nuisance (221)  
 Drugs (193)

**Table 4: What are your top community safety concerns city wide?**

	No		Yes	
	Count	%	Count	%
Drug misuse	109	17.2%	525	82.8%
Physical assaults/ attacks	120	18.9%	515	81.1%
Housebreaking	355	55.9%	280	44.1%
Sexual Assault/ rape	386	60.8%	249	39.2%
Threatening behaviour	215	33.9%	420	66.1%
Car crime	367	57.8%	268	42.2%
Graffiti / vandalism	311	49.0%	324	51.0%
Road safety	356	56.2%	278	43.8%
Teenagers/ children causing a nuisance	312	49.1%	323	50.9%
Alcohol misuse	183	28.8%	452	71.2%
Domestic abuse/ violence	486	76.5%	149	23.5%
Fire raising	453	71.3%	182	28.7%
Racial harassment/ assault	478	75.3%	157	24.7%
Misuse of fireworks	488	76.9%	147	23.1%
Harassment of gay/ lesbian people	553	87.1%	82	12.9%
Problems with neighbours	550	86.6%	85	13.4%
Fire safety	518	81.6%	117	18.4%
Accidents and safety at home	558	87.9%	77	12.1%
Threatening aggressive dogs	491	77.3%	144	22.7%

Table 4 shows that the most commonly cited community safety concerns citywide are:

- Drug Misuse (82.8%)
- Physical assaults (81.1%)
- Alcohol misuse (71.2%)

Panellists were asked to select which 3 community safety concerns caused them greatest concern citywide. These back up the results from Table 4 as the most selected were:

- Drugs (411)
- Physical Assaults (341)
- Alcohol misuse (260)

Issues highlighted by panellists in the open comment section included:

- Not enough police on patrol
- Poor driving
- Aggressive beggars
- Poor cycling
- Broken streetlights
- Bogus tradesmen
- Broken glass
- Flytipping
- Motorcycles/quads on recreational areas
- Selfish parking
- Unacceptable noise at night
- Broken pavements
- Prostitution
- Litter
- Antisocial behaviour from neighbours
- Drug/alcohol misuse amongst youths
- Dog fouling
- Burning of bins

**Table 5: What are the main road safety issues in your local area?**

	No		Yes	
	Count	%	Count	%
Drink or drug driving	471	74.2%	164	25.8%
Drivers who speed	134	21.1%	501	78.9%
Drivers who use mobile phones	226	35.6%	409	64.4%
Children playing in the road	526	82.8%	109	17.2%
Parking in restricted areas outside schools	438	69.0%	197	31.0%
Road Tax and MOT offences	556	87.6%	79	12.4%
Drivers not wearing seatbelts	565	89.0%	70	11.0%
Parking on double yellow lines	457	72.0%	178	28.0%
Tyre/ light/brake/exhaust offences	578	91.0%	57	9.0%
Parking on pavements	388	61.1%	247	38.9%
Abandoned vehicles	568	89.4%	67	10.6%
Cycling on pavements	416	65.5%	219	34.5%
Noisy exhausts	503	79.2%	132	20.8%

Table 5 shows that the most frequently cited road safety issues are:

- Drivers who speed (78.9%)
- Drivers who use mobile phones (64.4%)
- Parking on pavements (38.9%)

Panellists were asked to indicate the top 3 problems. For local areas these were:

- Drivers who speed (543 selections)
- Drivers who use mobile phones (317 selections)
- Drink or drug driving (130 selections)

For city wide these were:

- Drivers who speed (417 selections)
- Drivers who use mobile phones (408 selections)
- Drink or drug driving (285 selections)

Issues that panellists commented on included:

- Bad mannered drivers
- Aggressive driving
- Using local roads as short cuts
- Drivers running red lights
- Noisy public transport vehicles
- Too many 4x4s
- Lack of yellow lines on corners
- Non badge holders parking in disabled spaces
- Ignoring rules of junctions
- Cycling offences (lack of lights, cycling on pavements, disobeying traffic laws)
- Taxis causing congestion
- Lack of safe cycle lanes
- Roadworks causing delays
- Drivers disobeying roundabout rules
- Mini motos
- Noisy car stereos
- Driving the wrong way on one way streets
- Traffic calming measures
- Blocked roads on football match days
- Bendy buses
- Parking in front of driveways
- Emergency vehicles speeding
- Congestion
- Drivers ignoring the 20 mph limit
- Potholes in the road
- Cars parking in resident only spaces
- Improper use of indicators
- Driving too close to the car in front
- Exhaust fumes
- Lack of pedestrian crossings
- Inadequate road markings especially on roundabouts

**Table 6: What are the main road safety issues city wide?**

	No		Yes	
	Count	%	Count	%
Drink or drug driving	282	44.4%	353	55.6%
Drivers who speed	160	25.2%	475	74.8%
Drivers who use mobile phones	120	18.9%	515	81.1%
Children playing in the road	558	87.9%	77	12.1%
Parking in restricted areas outside schools	415	65.4%	220	34.6%
Road Tax and MOT offences	487	76.7%	148	23.3%
Drivers not wearing seatbelts	520	81.9%	115	18.1%
Parking on double yellow lines	381	60.0%	254	40.0%
Tyre/ light/ brake/ exhaust offences	531	83.6%	104	16.4%
Parking on pavements	431	67.9%	204	32.1%
Abandoned vehicles	538	84.7%	97	15.3%
Cycling on pavements	416	65.5%	219	34.5%
Noisy exhausts	501	78.9%	134	21.1%

Table 6 shows that the most frequently cited road safety issues are:

- Drivers who use mobile phones (81.1%)
- Drivers who speed (74.8%)
- Drink or drug driving (55.6%)

**Figure 5: How do you think the levels of crime have changed in your local area over the last 2 years?**

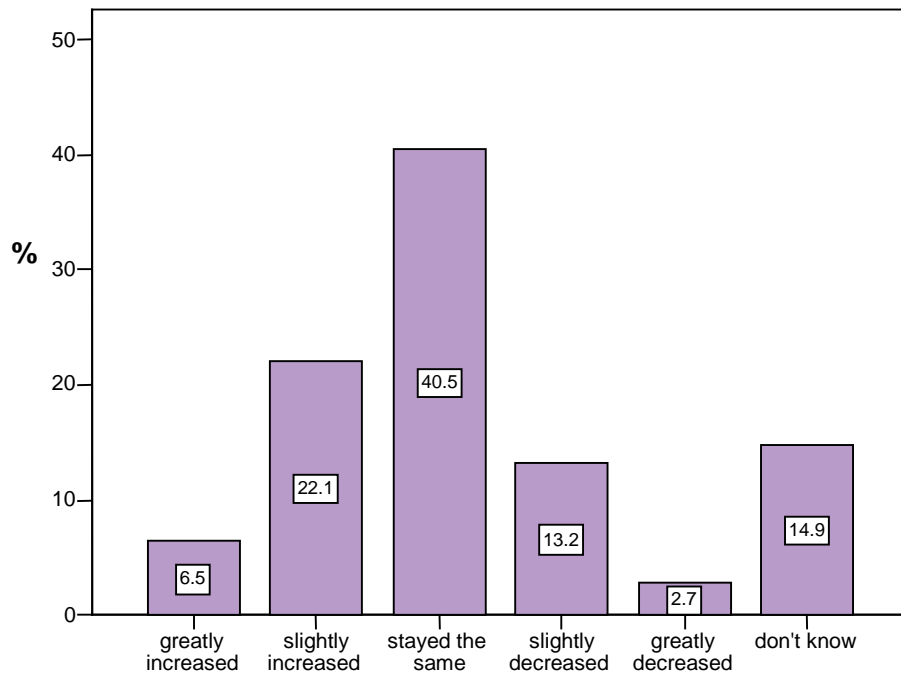


Figure 5 shows that the highest level of response was from panellists indicating that they believe levels of crime have stayed the same - 40.5%. Approximately 22% of panellists indicated that levels of crime in their local area has slightly increased, 6.5% indicated that levels of crime had greatly increased.

When the results were broken down by area it was found that 7.4% of panellists living in Central areas indicated that levels of crime had greatly increased and a further 27% reported that levels had slightly increased which was higher than panellists in North and South areas reported.



**Figure 6: How do you think the levels of crime have changed city wide over the last 2 years?**

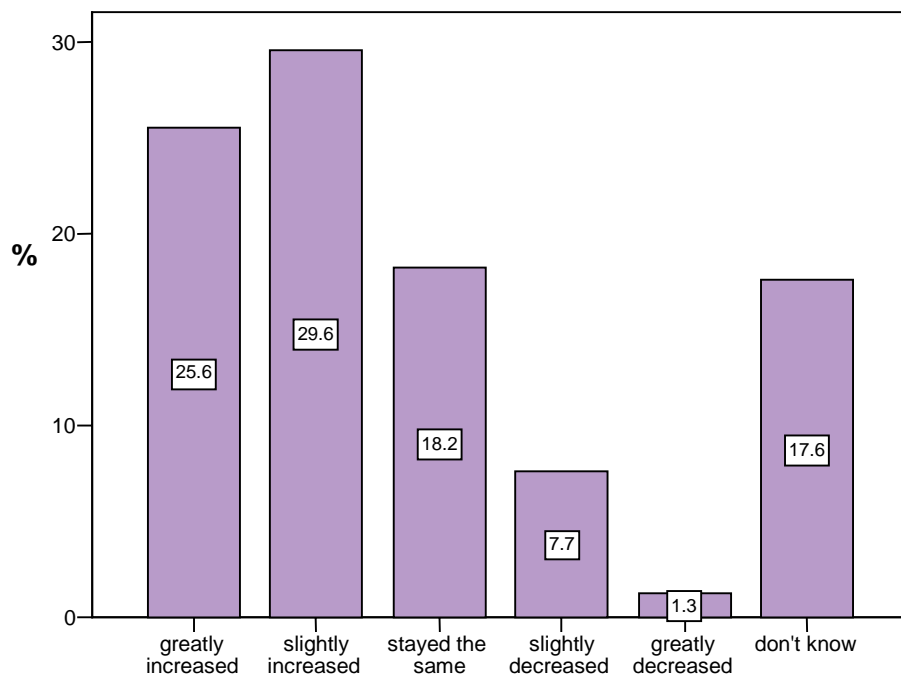


Figure 6 shows that approximately 26% of panellists believe that the levels of crime have greatly increased over the last 2 years, approximately 30% believe that levels of crime have slightly increased, approximately 18% believe that levels of crime have stayed the same and 7.7% believe that levels of crime have slightly decreased. Only 1.3% of respondents indicated that they believe levels of crime have greatly decreased.

**Figure 7: How do you think the levels of antisocial behaviour in your local area have changed in the last 2 years?**

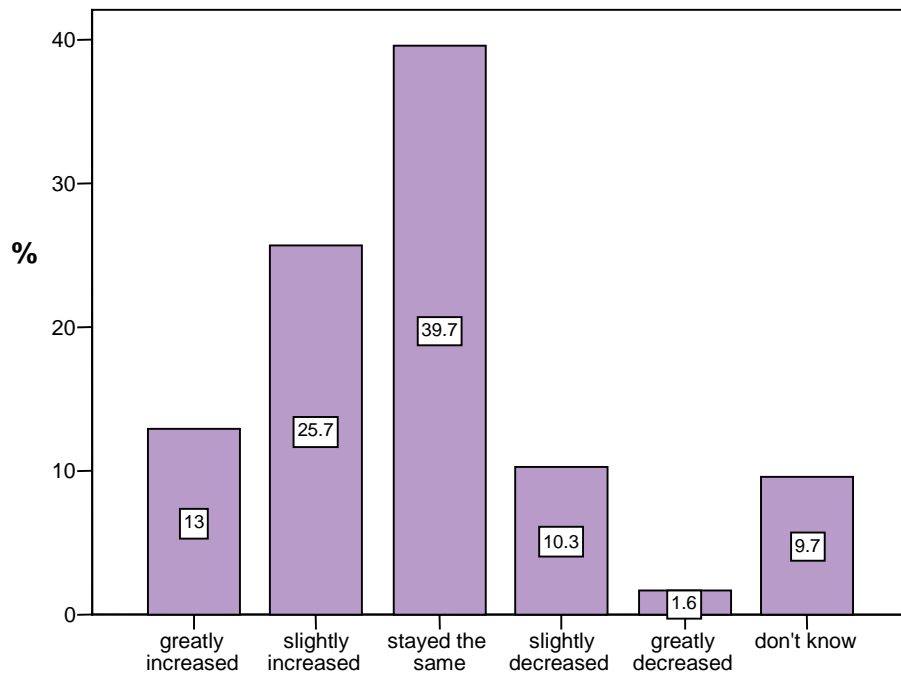


Figure 7 shows that approximately 40% of respondents believe that levels of antisocial behaviour have stayed the same in the local area. Approximately 26% believe that it has slightly increased and a further 13% believe that it has greatly increased. Approximately 10% believe that antisocial behaviour has slightly decreased and a further 1.6% that it has greatly decreased.

The results were broken down by area and it was found that in the North areas 14.4% reported that antisocial behaviour had greatly increased and 30% (approx.) reported that it had slightly increased which was higher than reported by panellists living in South and Central areas.

**Figure 8: How do you think levels of antisocial behaviour have changed city wide over the last 2 years?**

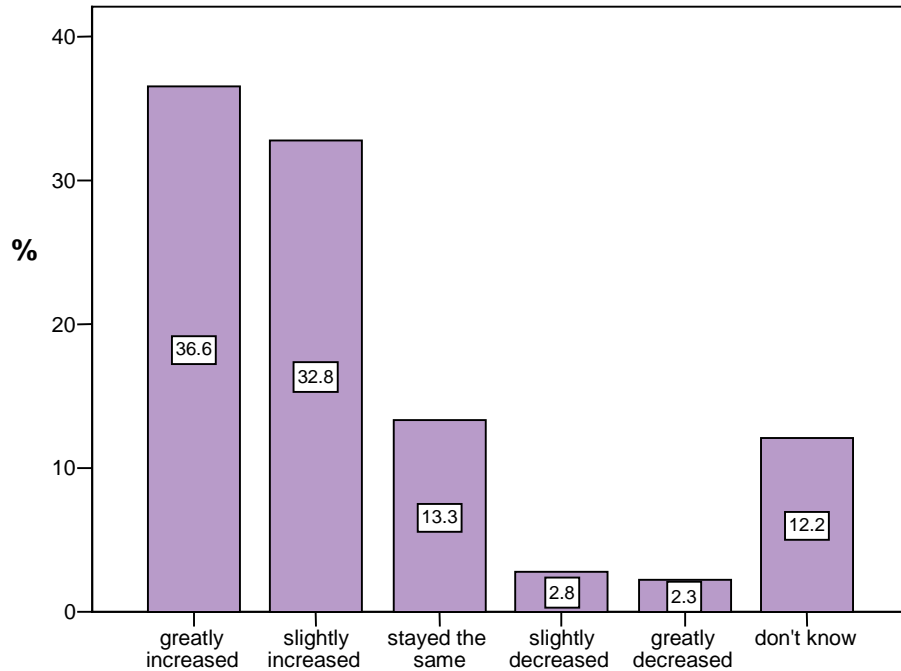


Figure 8 shows that approximately 37% of respondents believe that the levels of antisocial behaviour have greatly increased and a further 33% (approx.) believe that levels have slightly increased city wide. Approximately 13% believe that it has stayed the same, approximately 3% believe that it has slightly decreased and approximately 2% believe that it has greatly decreased.

**Table 7: Which of the offences/problems have you witnessed in your local area in the last 2 years?**

	No		Yes	
	Count	%	Count	%
Dog fouling	150	23.6%	485	76.4%
Inconsiderate driving	169	26.6%	466	73.4%
Drunkenness	431	67.9%	204	32.1%
Teenagers/ children causing a nuisance	329	51.8%	306	48.2%
Graffiti/ vandalism	425	66.9%	210	33.1%
Hooliganism/ shouting/ swearing/ fighting	379	59.7%	256	40.3%
Abandoned cars	533	83.9%	102	16.1%
Road accidents	516	81.3%	119	18.7%
Drinking in unlicensed public areas	474	74.6%	161	25.4%
Misuse of fireworks	389	61.3%	246	38.7%
Threatening behaviour	517	81.4%	118	18.6%
People taking illegal drugs	539	84.9%	96	15.1%
Problems with neighbours	546	86.0%	89	14.0%
Car crime	471	74.2%	164	25.8%
Physical assaults/ attack	587	92.4%	48	7.6%
Housebreaking	502	79.1%	133	20.9%
Accidents at home requiring medical aid	607	95.6%	28	4.4%
Racial harassment	620	97.6%	15	2.4%
Domestic abuse	624	98.3%	11	1.7%
Harassment of gay/ lesbian people	628	98.9%	7	1.1%
None of the above	625	98.4%	10	1.6%

Table 11 shows that the most frequently witnessed offences/problems were:

- Dog Fouling (76.4%)
- Inconsiderate driving (73.4%)
- Teenagers/children causing a nuisance (48.2%)
- Hooliganism/shouting/swearing/fighting (40.3%)

**Table 8: Which of the offences/problems listed below have you witnessed or experienced city wide in the last 2 years?**

	No		Yes	
	Count	%	Count	%
Dog fouling	293	46.1%	342	53.9%
Inconsiderate driving	147	23.1%	488	76.9%
Drunkenness	198	31.2%	437	68.8%
Teenagers/ children causing a nuisance	354	55.7%	281	44.3%
Graffiti/ vandalism	283	44.6%	352	55.4%
Hooliganism/ shouting/ swearing/ fighting	309	48.7%	326	51.3%
Abandoned cars	503	79.2%	132	20.8%
Road accidents	431	67.9%	204	32.1%
Drinking in unlicensed public areas	397	62.5%	238	37.5%
Misuse of fireworks	517	81.4%	118	18.6%
Threatening behaviour	376	59.2%	259	40.8%
People taking illegal drugs	467	73.5%	168	26.5%
Problems with neighbours	598	94.2%	37	5.8%
Car crime	507	79.8%	128	20.2%
Physical assaults/ attack	493	77.6%	142	22.4%
Housebreaking	571	89.9%	64	10.1%
Accidents at home requiring medical aid	617	97.2%	18	2.8%
Racial harassment	590	92.9%	45	7.1%
Domestic abuse	616	97.0%	19	3.0%
Harassment of gay lesbian people	616	97.0%	19	3.0%
None of the above	624	98.3%	11	1.7%

Table 8 shows that the most frequently witnessed offences/problems city wide that panellists reported were:

- Inconsiderate driving (76.9%)
- Drunkenness (68.8%)
- Graffiti/vandalism (55.4%)
- Hooliganism/shouting/swearing/fighting (51.3%)

Other problems reported included:

- Underagers being sold alcohol
- Urinating in public (2)
- Cyclists breaking the law (2)
- Damage to cars
- Shoplifting
- Fly tipping (4)
- Aggressive dogs (3)
- Travellers occupying unofficial site
- Bogus workmen
- Garden sheds tampered
- Someone climbed into car

- theft (2)
- chewing gum
- aggravated burglary in local shop
- misuse of disabled spaces
- mini motor bikes
- people feeding birds
- throwing stones at buildings
- prostitution

**Figure 9: How safe do you feel in your local area during the daytime?**

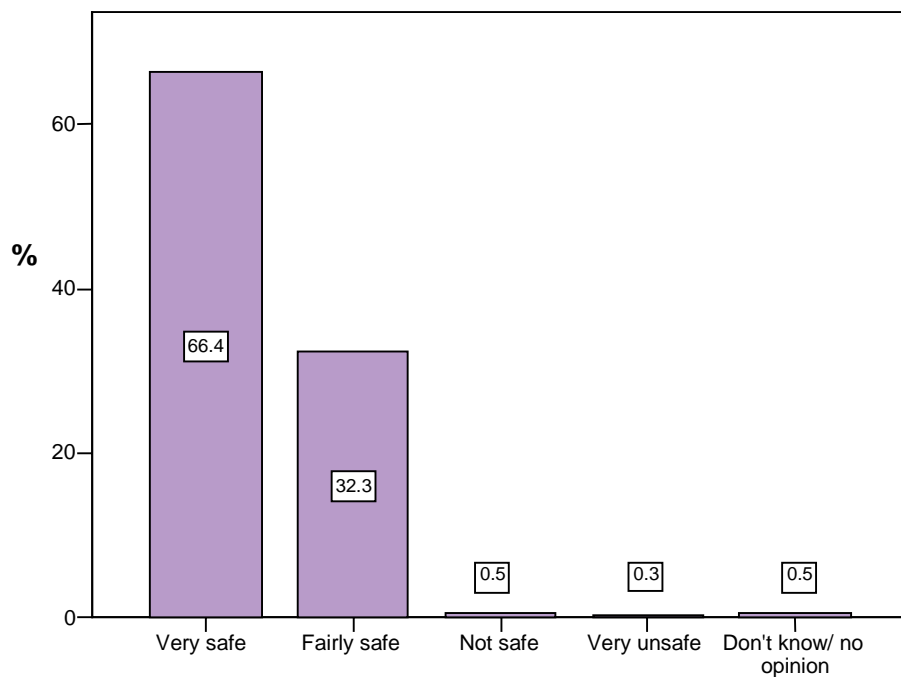


Figure 9 shows that approximately 2/3rds of respondents felt very safe in their local area during the day and approximately 32% indicated that they felt fairly safe. Fewer than 1% of respondents indicated that they felt not safe or very unsafe.

**Figure 10: How safe do you feel in your local area during the evening?**

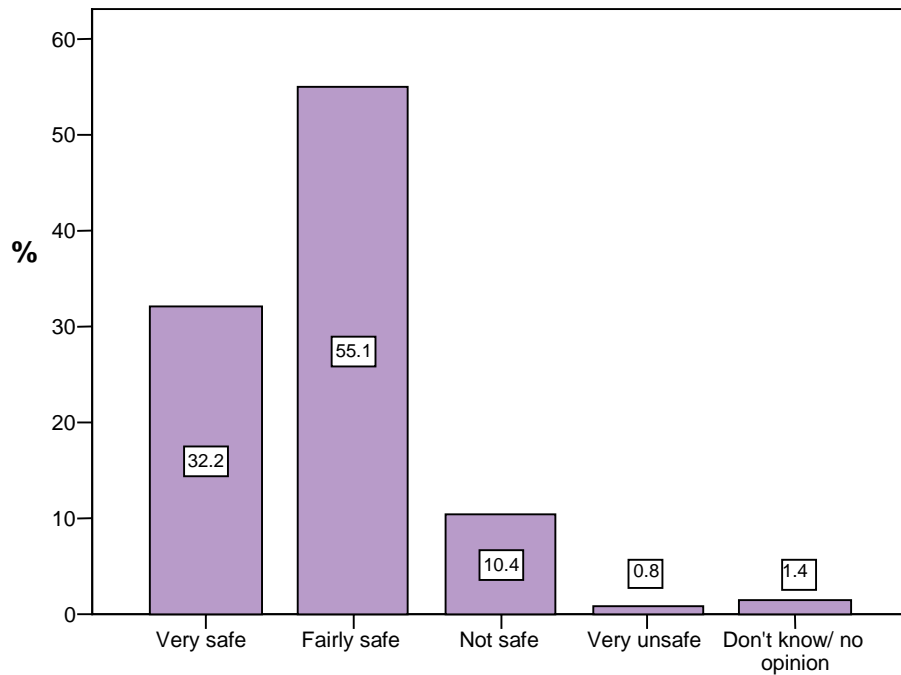


Figure 10 shows that approximately 32% of respondents indicated that they feel very safe in their local area during the evening and a further 55% indicate that they feel fairly safe in their local area during the evening. Approximately 10% indicated that they did not feel safe and approximately 1% indicated that they felt very unsafe. The results were broken down by area and it was found that 16.3% of panellists living in Central areas indicated that they felt unsafe during this time period.

**Figure 11: How safe do you feel in your local area at night time?**

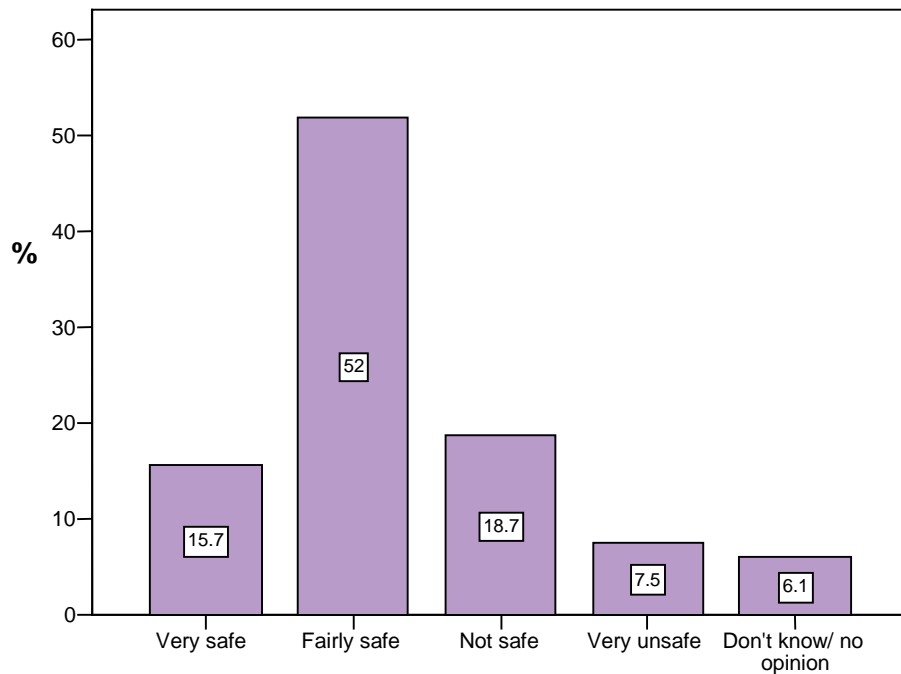


Figure 11 shows that approximately 16% of respondents indicated that they felt very safe in their local area at night time and a further 52% indicated that they felt fairly safe. Approximately 19% of respondents indicated that they did not feel safe and 7.5% felt very unsafe.

Breaking the results down by age, gender and area revealed that over 65s appear to be more afraid in their local area at night time with 36% indicating that they felt not safe or very unsafe. Further, residents living in Central areas were also more likely to indicate that they do not feel safe at night time compared with panellists living in South and North areas.



**Figure 12: How concerned are you about becoming a victim of crime in your local area?**

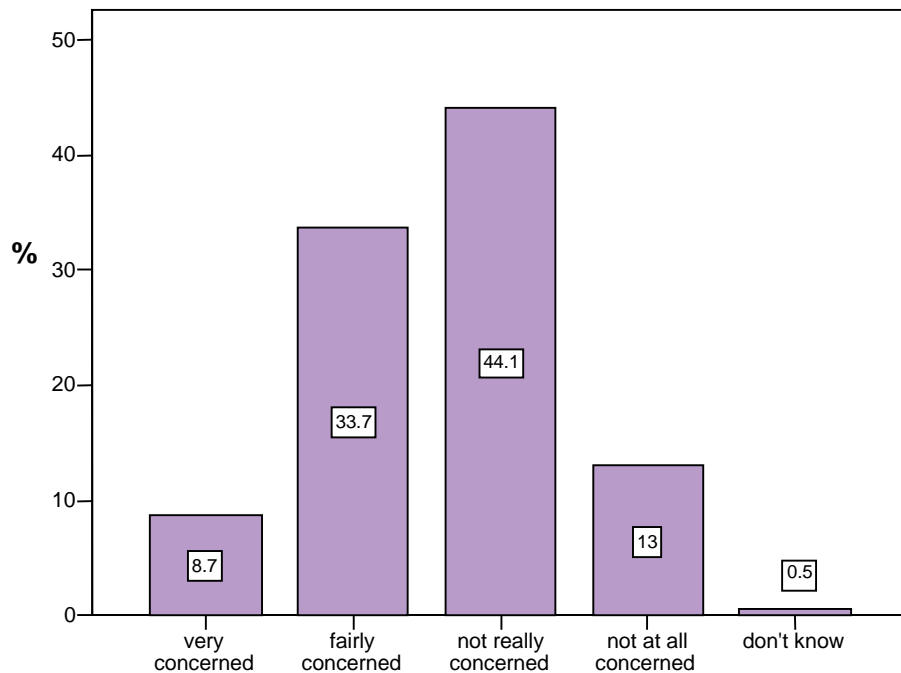


Figure 12 shows that approximately 9% of respondents are very concerned about becoming a victim of crime in their local area and approximately 34% are fairly concerned. Approximately 44% are not really concerned and approximately 13% are not at all concerned. When the results were broken down by age it was discovered that over 65 year olds indicated a higher level of concern than panellists in other age groups with 51% indicating that they were very concerned or fairly concerned. Panellists living in Central areas also showed a higher level of concern than those living in other areas with 50% of panellists indicating that they are very concerned or fairly concerned.

**Figure 13: How concerned are you about becoming a victim of crime city wide?**

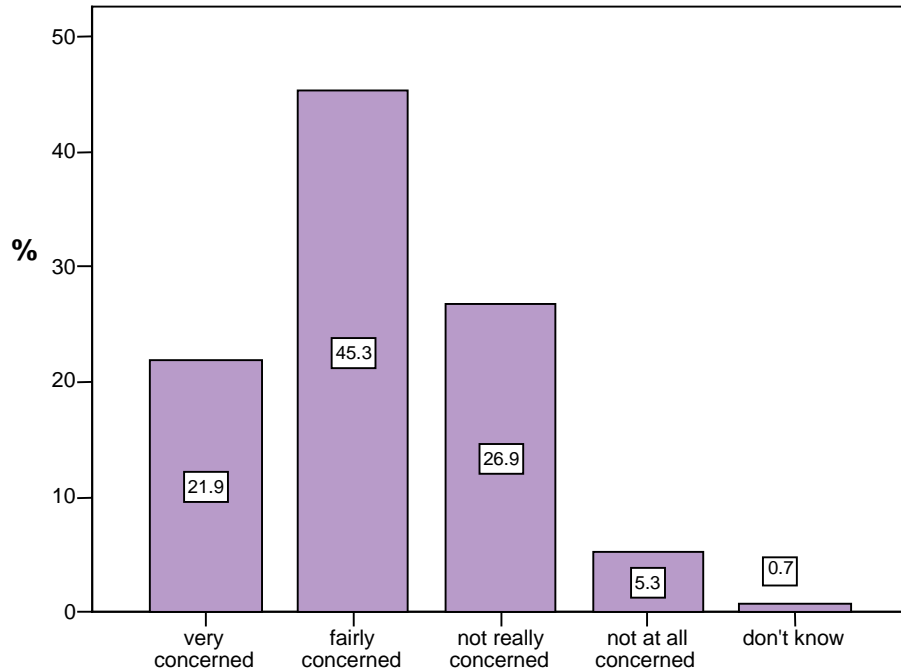


Figure 13 shows that approximately 22% of respondents are very concerned about becoming a victim of crime city wide and a further 45% (approx.) are fairly concerned. Approximately 27% of respondents indicated that they are not really concerned and approximately 5% are not at all concerned.

**Table 9: Have you undertaken any of the following safety measures in the last 3 years?**

	No		Yes	
	Count	%	Count	%
improved/ increased home security	359	56.5%	276	43.5%
improved/ increased vehicle security	514	80.9%	121	19.1%
installed a smoke alarm	421	66.3%	214	33.7%
installed a carbon monoxide detector	468	73.7%	167	26.3%
installed CCTV in home	618	97.3%	17	2.7%
fitting safety gates	613	96.5%	22	3.5%
grab rails	601	94.6%	34	5.4%
microwave testing	605	95.3%	30	4.7%
fitting smoke alarms	546	86.0%	89	14.0%
child safety packs	615	96.9%	20	3.1%
joined a neighbourhood watch scheme	597	94.0%	38	6.0%
sought advice on accident prevention at home	621	97.8%	14	2.2%
sought crime prevention advice	599	94.3%	36	5.7%
sought fire safety advice	608	95.7%	27	4.3%
sought water safety advice	628	98.9%	7	1.1%
avoided certain places	352	55.4%	283	44.6%
avoided going out alone at night	411	64.7%	224	35.3%
carry a personal alarm	591	93.1%	44	6.9%
free home fire safety visit	608	95.7%	27	4.3%

Table 9 shows that the most frequently undertaken safety measures are:

- Avoiding certain places (44.6%)
- Improved/increased home security (43.5%)
- Avoiding going out alone at night (35.3%)

Other measures included:

- Improved the defence of rear garden (2)
- Take a mobile phone for personal safety (3)
- Got a dog
- Bought a fire extinguisher
- Sought advice of local police for personal safety (2)
- Lock car when travelling at night
- Got stickers for the house from council
- Get taxis in City centre
- Fitted more secure doors and windows
- Lock up things stored outside
- Do not go out at night
- Take family by car for safety (2)
- Installed back door light
- Safety blocks on windows

**Table 10: Which three community safety initiatives would improve community safety in your local area?**

	No		Yes	
	Count	%	Count	%
More police patrolling on foot	176	27.7%	459	72.3%
More facilities for teenagers/ older children	316	49.8%	319	50.2%
More police patrolling in cars	413	65.0%	222	35.0%
Anti drugs / alcohol campaigns	508	80.0%	127	20.0%
use of CCTV	490	77.2%	145	22.8%
Community wardens	443	69.8%	192	30.2%
street lighting	493	77.6%	142	22.4%
advice on home safety accident prevention	611	96.2%	24	3.8%
More crime prevention information	604	95.1%	31	4.9%
improved design of the layout of streets	582	91.7%	53	8.3%
more physical security	608	95.7%	27	4.3%

Table 10 shows that the most frequently cited community safety initiatives are:

- More police patrolling on foot (72.3%)
- More facilities for teenagers/older children (50.2%)
- More police patrolling in cars (35%)

Other suggestions included:

- Improve design of streets
- Special one way street offence
- More outside neighbourhood contacts
- Volunteering schemes
- Neighbours 'looking out' for each other
- Impose fines on owners for dog fouling
- Quicker police responses
- Educate parents to take responsibility for children (4)
- Anti-television video games campaign
- Lock up convicted criminals for longer
- Unmarked police cars
- More neighbourhood watch schemes (2)
- Publicly name and shame law breakers
- Zero tolerance for crime
- Community wardens
- More traffic wardens
- Encourage more people to walk to/from the city centre
- More prisons
- More severe punishment for offenders
- Better pedestrian access
- More help for families affected by drug/alcohol problems
- Ensure dogs are kept on leads (2)
- More signs near schools

- Better education of children about the impact of crime and antisocial behaviour
- Put bright lights in dark corners
- Prevent begging
- Speed cameras
- Create community meeting places

**Figure 14: Have you reported an incident of antisocial behaviour in the last 2 years?**

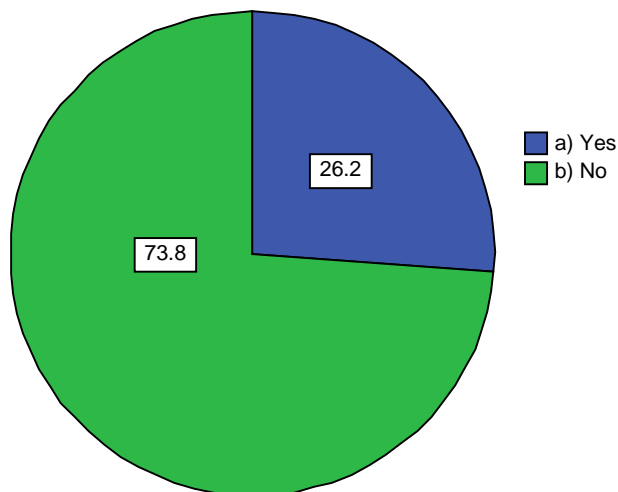


Figure 14 shows that approximately 26% of panellists have reported an incident of antisocial behaviour in the last 2 years. Of these, approximately 88% reported the problems to the police, approximately 17% reported it to Aberdeen City Council, approximately 3% reported the problem to a Community Warden and 4.5% reported it to their local neighbourhood office.

Panellists who had reported an incident of Antisocial behaviour were also asked how satisfied they were with the response - 20% indicated that they were very satisfied, approximately 39% indicated that they were satisfied, approximately 28% indicated that they were unsatisfied and approximately 10% indicated that they were very unsatisfied.

Comments included:

- Increase in anti-social behaviour in area (7)
- More drunk people walking the streets in the early hours of the morning (5)
- Use of fireworks should be limited.
- Make earlier closing times for pubs and clubs (2)
- Children should be taught social responsibilities in schools (3)
- Very few problems with anti-social behaviour in area (33)
- Union street has been taken over by binge drinking culture
- Problems with drug dealing
- Police response to anti-social behaviour complaints can be poor (12)

- People washing their car in the cold weather causes a nuisance
- Street lighting can be poor (3)
- Police did not respond to 999 calls (2)
- There should be more discipline in schools, homes etc
- No green areas for young people
- Teenage drinking should be targeted (3)
- Community police visited to introduce themselves which was very comforting
- There should be more to do for young people in the evenings (10)
- Parents should take more responsibility for their children's behaviour (10)
- Cars speeding causes concerns (5)
- Litter is a problem especially around school areas and shops
- Teenagers drinking in Children's play areas (2)
- There should be more cycle lanes
- Large recycling bins being kicked over
- Community Centres and schools should be used for community development (3)
- Police should monitor some black spots for inconsiderate and dangerous driving
- Teenagers 'hanging around' (20)
- Young people could volunteer with the police to learn respect
- Cycle theft by children is a problem
- Media can sometimes encourage people to be more afraid than they should be
- Road safety issues (4)
- People should be prosecuted and have more publicity of campaigns to prevent littering/dog fouling (2)
- People causing environmental damage with no consequence
- Longer prison sentences (2)
- There should be fewer pubs and clubs in the city centre (2)
- There should be more community wardens (2)
- Little changes when anti-social behaviour is reported (4)
- Old people are threatened on buses
- Not enough police on foot (10)
- Alcohol/drugs are the source of most of the problems (3)
- Should be litter bins at bus stops
- Unlawful and inconsiderate parking is a problem (3)
- More should be done at the early stages of problems
- Not enough being to tackle housebreakings
- Problems with shelters and seats at bus stops (3)
- Community should know who their local policeman is
- Increases in violence and drink driving
- Problems with dog fouling (2)
- Do not report anti-social behaviour because of fear of recrimination
- Community wardens have made a positive impact (2)
- Housebreaking has increased in the area
- Concerned about an increase in knife crime
- Problems with noisy motorbikes
- Thieves selling stolen goods around the doors

- People propping open doors to avoid using buzzers (2)

## **Service Response**

We are delighted to have received the data from the latest panel and are busy pouring over the results. We want to break the figures down to the three neighbourhood areas so that we can find out what the neighbourhood views are.

It is interesting to see that housebreaking features as the most commonly cited local community safety concern, especially as the number of housebreaking crimes has consistently fallen and levelled over the past few years. Therefore, we will need to consider how we communicate that message to members of the public. City wide, it is clear that people are concerned about drug crime, physical assaults and alcohol misuse. All three of these subjects are priority themes for the community safety partnership and support our own analysis of safety priorities in Aberdeen.

In relation to road safety, it is not surprising to see that 'drivers who speed' comes out top of the local issues. More surprising is that 38.9% of respondents highlighted 'parking on pavements' as a road safety risk. This is an area of road safety that we will need to investigate further in light of the panel results. An unexpected result relates to 81% of panel members raising 'drivers who use mobile phones' as their main city wide road safety issue. Clearly the public are witnessing road safety issues as they go about their business and this is an area of enforcement that we will need to do some work on with our partners.

It is always interesting from a community safety practitioner's viewpoint to see how the fear of crime impacts on the quality of life compared to actual crime. The questionnaire reveals interesting results as to where and when people feel at most risk and as a partnership we need to assess how we tackle people's fear of crime and perception of danger.

The questionnaire results will undoubtedly be a valuable source of information as we develop our community action plans, the data will be used to identify and target our resources for the benefit of our communities.

# HEALTH AND SOCIAL CARE

## Adult Protection

Aberdeen City Council has a duty to protect vulnerable people in our community. These people may include children, older people, people with mental health issues and disabled people. The Council also has a duty to raise public awareness of this issue and ensure that residents know what to do if they suspect a vulnerable person is at risk from harm.

We want to find out whether you know what you should do if you suspect a vulnerable adult is at risk of harm. The information you give us will help us to understand residents' current knowledge, raise awareness and help us improve the way we communicate this information in the future.

As well as physical, mental and sexual harm, vulnerable adults may be at risk from other forms of harm. New legislation now protects vulnerable adults from emotional abuse, neglect and deprivation, misuse of medication and dietary misuse.

**Figure 15: Were you aware of the new protection for vulnerable adults?**

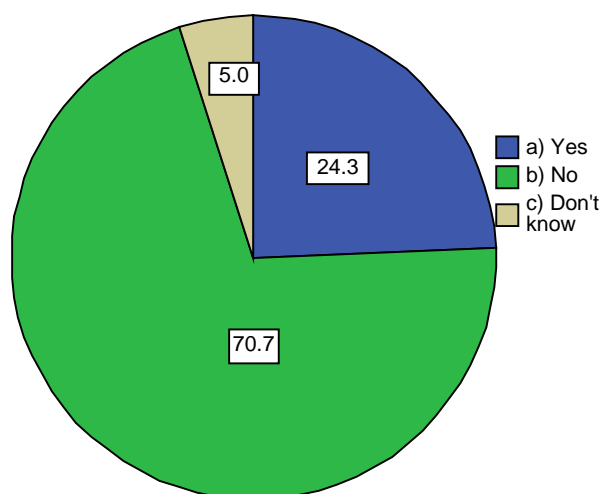


Figure 14 shows that approximately 71% of respondents were not aware of the new protection for vulnerable adults while 24% indicated that they are aware of the new protection for vulnerable adults.



**Table 11: If you suspected a vulnerable adult was at risk from harm, what would you do?**

	Yes	
	Count	%
Tell the Social Work Duty Team	277	43.6%
Tell your Councillor	54	8.5%
Tell your MP/ MSP	20	3.1%
Tell a family member/ friend	192	30.2%
Tell the Police	394	62.0%
Report it to the Care Commission	65	10.2%
Report it to the NHS (GP, health visitor)	141	22.2%
Tell no one	6	.9%
Don't know	54	8.5%

Table 11 shows that 62% of respondents would tell the police if they suspected a vulnerable adult was at risk. Approximately 44% of respondents indicated that they would tell the social work duty team and 30% would tell a family member/friend.

Other suggestions included:

- Keep an eye on them
- Try to deal with the problem personally (3)
- Seek advice from a lawyer
- Would depend on the problem/situation (5)
- Tell the council (2)
- Alert neighbours to keep a lookout
- Speak to the person (4)
- Ask neighbours if they suspect the same
- Consult citizens' advice (2)

**Table 12: Which of these methods do you think will be most effective at getting the information across?**

	No		a) Yes	
	Count	%	Count	%
An information leaflet available in Council buildings, libraries, etc	298	46.9%	337	53.1%
Information on the Council website	424	66.8%	211	33.2%
Posters displayed in community facilities	339	53.4%	296	46.6%
Local press and media coverage	123	19.4%	512	80.6%

Table 12 shows that the most effective methods that panellists believe will be are local press and media coverage (81% of panellists selected this method). Approximately 53% of panellists believe that an information leaflet available in Council buildings, libraries etc would be effective. Approximately 47% of panellists believe that posters should be displayed in community facilities and 33% (approx.) believe that information should be placed on the council website.

## Service Response

It is very encouraging that almost a quarter of respondents said that they were aware of the new protection for adults at risk of harm. It is also really encouraging to see that most respondents felt that they would want to act on any suspicions or concerns they may have. Most people said they would inform the police, although 43% said they would contact the social work duty team, which is excellent news.

Although the Adult Support and Protection (Scotland) Act places a primary duty on local authorities, it is expected that this should be in cooperation with partners. In the Grampian area we have already developed an Interagency Policy on Supporting and Protecting Adults at Risk of Harm. This is a joint document which includes ourselves, Aberdeenshire and Moray Councils, Grampian Police, NHS Grampian, the Care Commission and the Voluntary Sector. Within the partnership we are working on developing local protocols which will clarify roles and responsibilities within agencies. This will include an information sharing protocol. In effect this should mean that, wherever a concern is reported, it will be referred on and investigated appropriately. The important message is always to report suspicions and concerns - it is heartening to see most people would do so.

One of the questions was about how best to get the information across. In conjunction with the Grampian Steering Group for Vulnerable adults we have developed and circulated a public information leaflet. This is widely available across Aberdeen, so it is good to see that just over half of the respondents felt this would be a good means of letting people know what to look for and what to do about it. More than 80% of respondents suggested using the local media. This is certainly something we can think about for the future.

The Grampian Interagency Policy: Supporting and Protecting Adults at Risk of Harm, and the public information leaflet are already available on Aberdeen City Council's website, so it is good to see that around a third of respondents felt that this would be helpful.

These replies really underlined the fact that we need to use as many channels as possible to communicate information. I am really grateful to everyone for taking the time to let me know their thoughts about this important issue.

## Alcohol consumption

Recently, there has been a lot of media coverage about increasing alcohol consumption. Although we have some information about drinking habits in Scotland generally, we don't have information on the situation in Aberdeen.

We want to find out about your drinking habits both at home and socially so we can improve alcohol-related policy based on your needs, views and expectations. The first few questions ask you about your personal drinking habits. If you do not wish to answer these questions, please feel free to skip these and start at Question 5.

In questionnaire 11, we asked you to tell us about your experience of the city centre in the evening. Since then, we have introduced several initiatives and we are now interested in hearing your views on these.

**Figure 16: How often do you drink alcohol?**

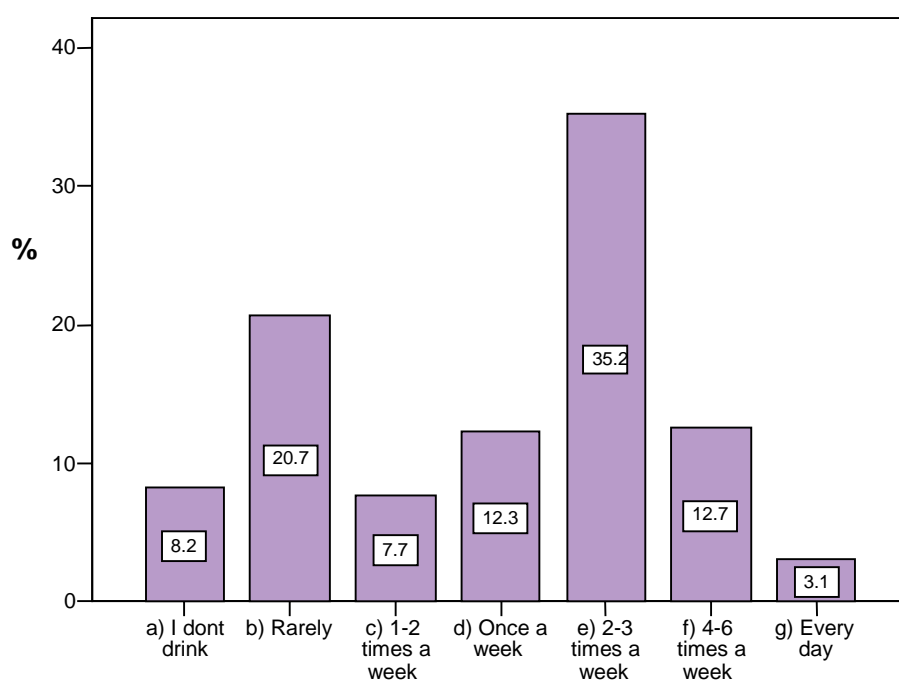


Figure 16 shows that approximately 8% of respondents indicated that they do not drink, approximately 21% indicated that they rarely drink, approximately 8% indicated that they drink 1-2 times a week, 12% indicated that they drink once a week, approximately 35% indicated that they drink 2-3 times per week and approximately 13% indicated that they drink 4-6 times per week. Approximately 3% of respondents indicated that they drink every day.

**Table 13: Crosstabulation of drinking habits by gender of panellists**

		Gender			Total
		Male	Female		
a) I dont drink	Count	0	26	24	50
	% within Gender	.0%	8.3%	8.3%	8.2%
b) Rarely	Count	3	38	85	126
	% within Gender	42.9%	12.2%	29.4%	20.7%
c) 1-2 times a week	Count	1	28	18	47
	% within Gender	14.3%	9.0%	6.2%	7.7%
d) Once a week	Count	1	32	42	75
	% within Gender	14.3%	10.3%	14.5%	12.3%
e) 2-3 times a week	Count	0	134	80	214
	% within Gender	.0%	42.9%	27.7%	35.2%
f) 4-6 times a week	Count	2	44	31	77
	% within Gender	28.6%	14.1%	10.7%	12.7%
g) Every day	Count	0	10	9	19
	% within Gender	.0%	3.2%	3.1%	3.1%
Total	Count	7	312	289	608
	% within Gender	100.0%	100.0%	100.0%	100.0%

Table 13 shows that overall frequency of alcohol consumption is greater with male panellists than female panellists.

**Table 14: Alcohol consumption by age**

		Age					
		16-24	25-34	35-54	55-64	65+	
a) I dont drink	Count	0	1	4	7	12	26
	% within Gender	.0%	9.1%	8.0%	3.2%	7.6%	16.0%
b) Rarely	Count	3	1	11	39	33	39
	% within Gender	42.9%	9.1%	22.0%	17.6%	21.0%	24.1%
c) 1-2 times a week	Count	1	3	6	18	8	11
	% within Gender	14.3%	27.3%	12.0%	8.1%	5.1%	6.8%
d) Once a week	Count	1	2	5	37	16	14
	% within Gender	14.3%	18.2%	10.0%	16.7%	10.2%	8.6%
e) 2-3 times a week	Count	0	3	20	90	47	54
	% within Gender	.0%	27.3%	40.0%	40.7%	29.9%	33.3%
f) 4-6 times a week	Count	2	1	3	26	32	13
	% within Gender	28.6%	9.1%	6.0%	11.8%	20.4%	8.0%

g) Every day	0	0	1	4	9	5
	.0%	.0%	2.0%	1.8%	5.7%	3.1%
Total	7	11	50	221	157	162
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 14 shows that frequency of drinking alcohol is highest in the 35-54 year old age group.

**Figure 17: In the last few years, how would you say your alcohol intake has changed?**

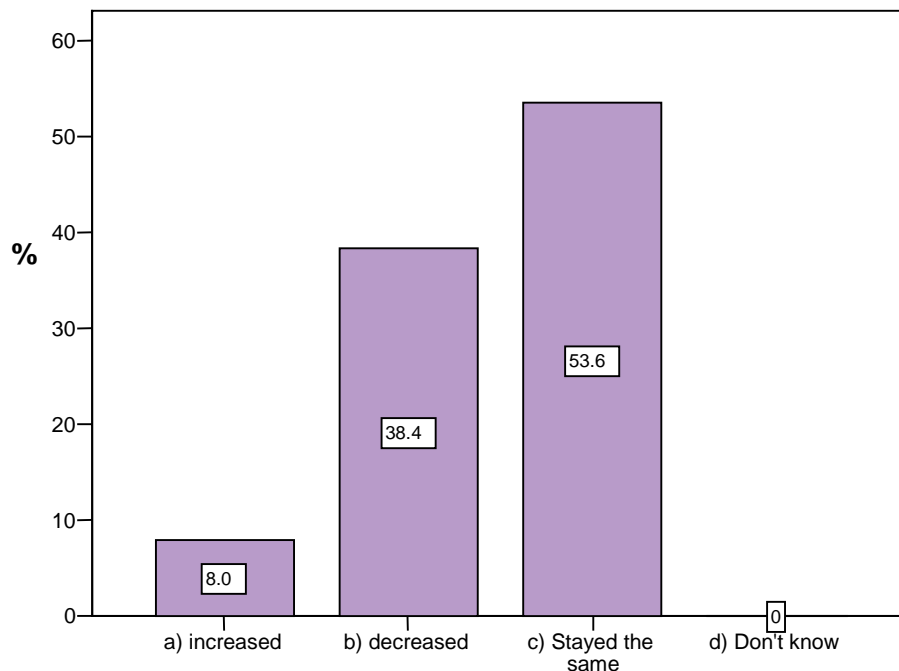


Figure 17 shows that the majority of panellists (approximately 54%) have indicated that their alcohol intake has stayed the same over the last few years. Approximately 38% indicated that their alcohol intake has decreased while 8% (approx.) indicated that their alcohol intake has increased.

Panellists were asked to give reasons if their alcohol intake has increased. Reasons given include:

- Easily available and cheap (6)
- Have recently retired and so have a drink with dinner (3)
- Boredom (2)
- Socialise more (9)
- Older, more housebound
- More nights out because have a better job

- Increased stress (5)
- Have children
- No longer breastfeeding
- More leisure time
- Habit
- Used to drive more instead of drinking

**Figure 18: If you are going out for the evening to a pub, bar or club, do you ever have a few drinks at home or at a friend's house before you go into town?**

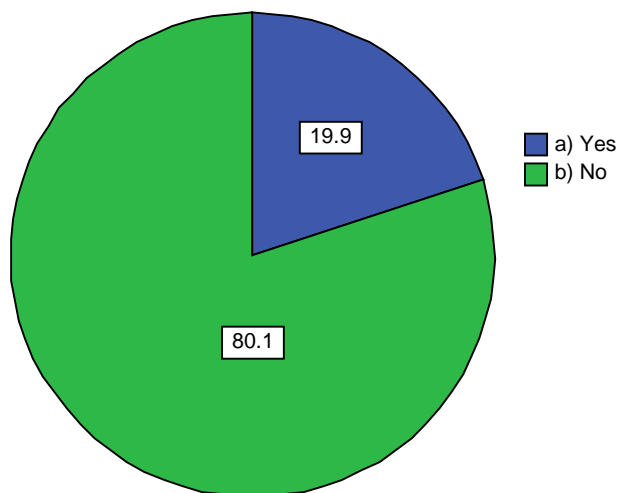


Figure 18 shows that approximately 20% of respondents have a drink at home or at a friend's house before going into town. Of these, approximately 75% indicated that they did so occasionally, approximately 17% indicated that they did this almost every time that they go out for an evening and approximately 8% indicated that they drank at their house or at a friend's house every time they go out for an evening. The crosstabulations revealed that younger panellists were significantly more likely to report that they had a drink at home before going out as shown in the table below:

**Table 15: Do you drink alcohol at home or at a friend's house before going out crosstabulated by age:**

		Age					
			16-24	25-34	35-54	55-64	65+
a) Yes	Count	1	9	27	46	17	10
	% within Age	14.3%	81.8%	58.7%	21.7%	11.8%	7.6%
b) No	Count	6	2	19	166	127	122

	% within Age	85.7%	18.2%	41.3%	78.3%	88.2%	92.4%
Total	Count	7	11	46	212	144	132
	% within Age	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Figure 19: What is the major reason that you drink before going out?**

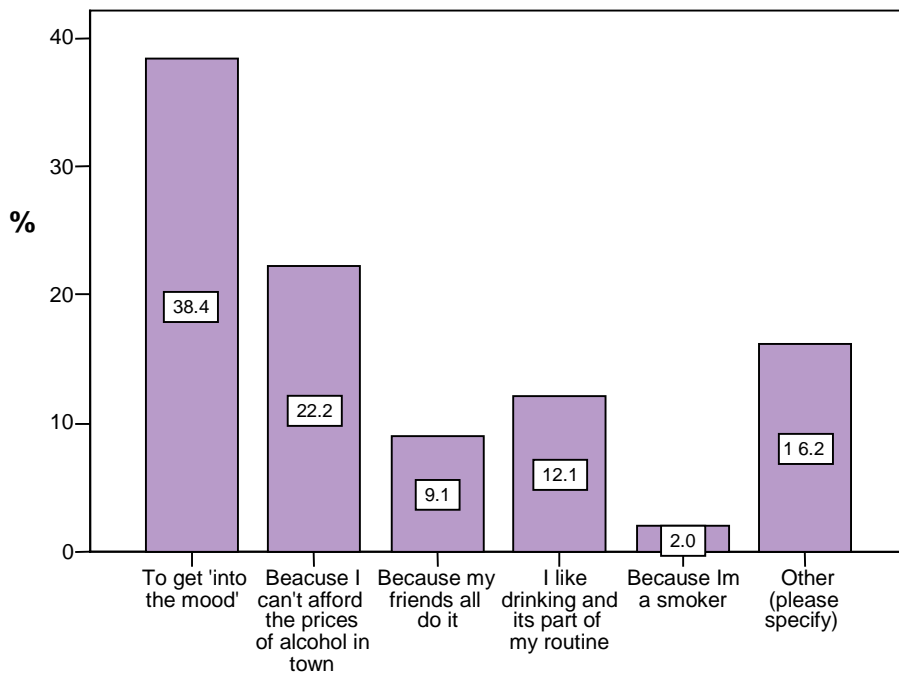


Figure 19 shows that the most frequently cited reasons for drinking before going out to a pub, bar or club is 'to get into the mood' (approximately 38% of respondents), followed by 22% indicating that the reason is because 'I can't afford the prices of alcohol in town'.

Other reasons include:

- To get together and share taxi costs
- To wind down from the day
- Getting ready

- Go to a friend's for dinner before going out (3)
- Because I want to
- To relax (2)
- To have a chat/cards etc before going out
- To socialise (2)
- To meet up and go out together (4)
- Normally don't go out until later so have a few drinks in the house first
- Meet prior to going to restaurant
- To save cash and socialise

**Figure 20: Have you ever seen people taking their own alcohol into pubs, clubs and bars?**

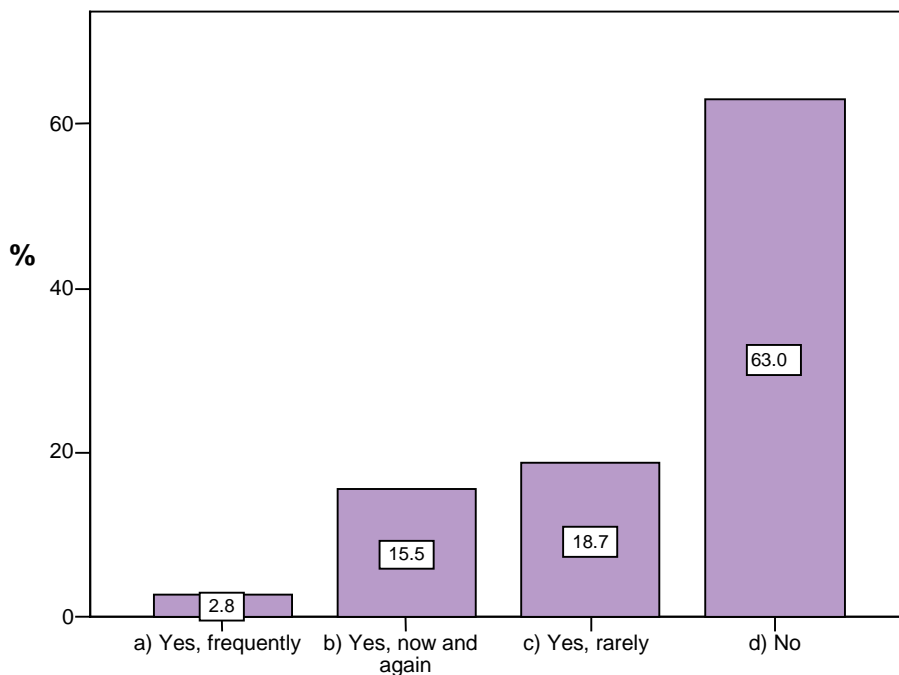


Figure 20 shows that most panellists (approximately 63%) have not seen people taking their own alcohol into pubs, clubs and bars. Approximately 19% have seen it rarely and a further 16% have seen people taking in their own alcohol 'now and again'.

**Figure 21: Does the level of alcohol consumption in Aberdeen concern you?**



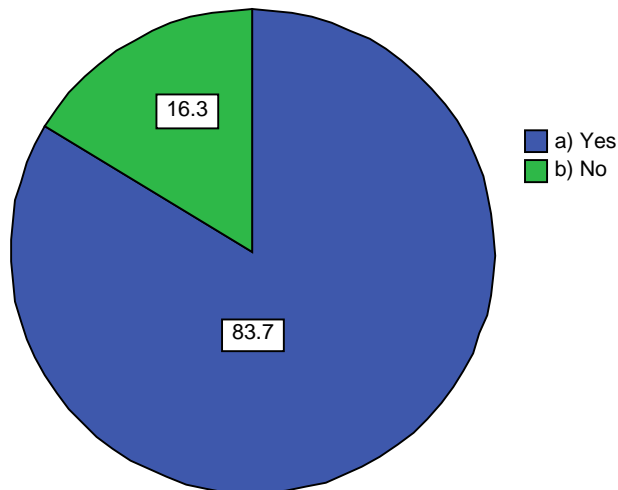


Figure 21 shows that approximately 84% of respondents indicated that the level of alcohol consumption in Aberdeen concerns them. Female panellists were more likely to report that levels of alcohol consumption concerned them. Older panellists were more likely to report that levels of alcohol consumption concerned them.

**Figure 22: Do you think that the Council/Government should be doing more to reduce alcohol sales and consumption?**

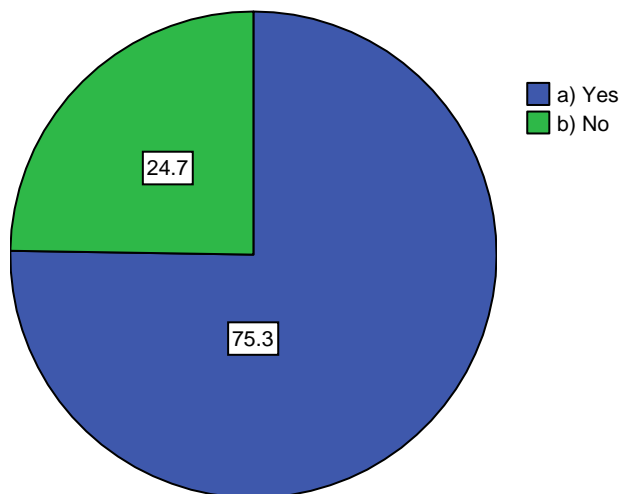


Figure 22 shows that approximately 75% of respondents believe that the council/government should be doing more to reduce alcohol sales and consumption. Female panellists were more likely to indicate that the government should do more to reduce alcohol sales and consumption. Older panellists were more likely to report that the government should do more as compared with younger panellists.

**Figure 23: Do you think the licensing trade should be doing more to encourage responsible drinking?**

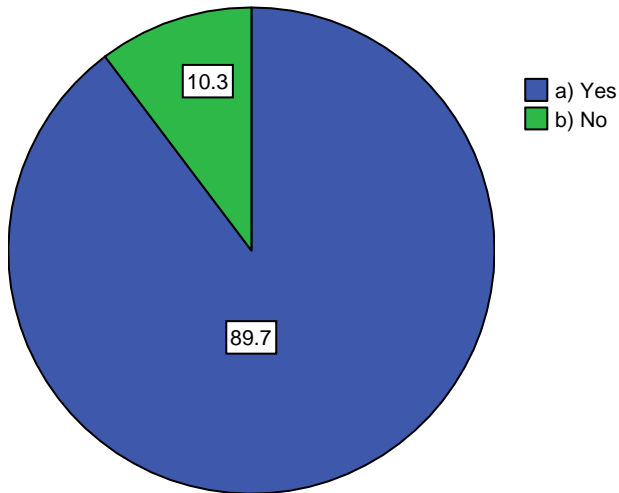


Figure 23 shows that approximately 90% of respondents believe that the licensing trade should be doing more to encourage responsible drinking.

**Figure 24: Do you believe that the Council should have a role in limiting promotions?**

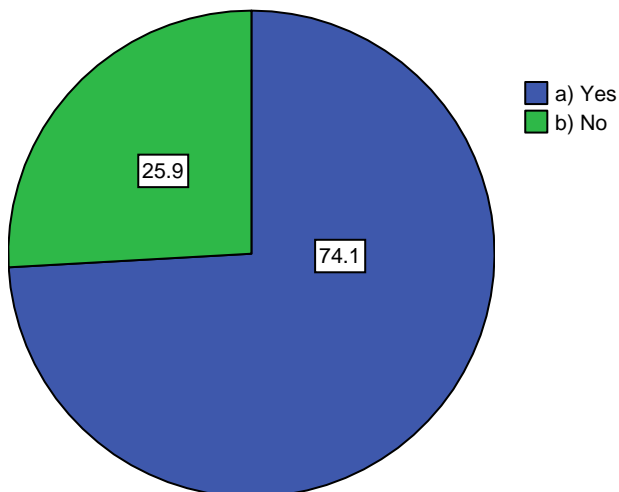


Figure 24 shows that approximately 74% of respondents believe that the Council should have a role in limiting promotions like the 50p vodka promotions.

**Figure 25: Would you be in favour of a minimum pricing policy being introduced?**

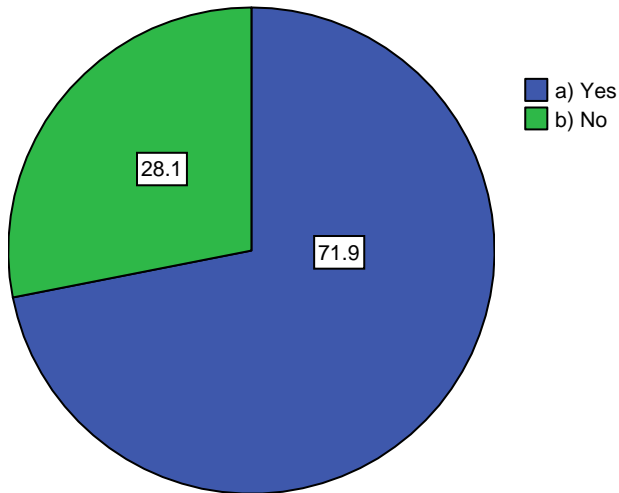


Figure 25 shows that approximately 72% of respondents are in favour of a minimum pricing policy.

**Figure 26: What do you think the minimum price for a standard measure of vodka should be set at?**

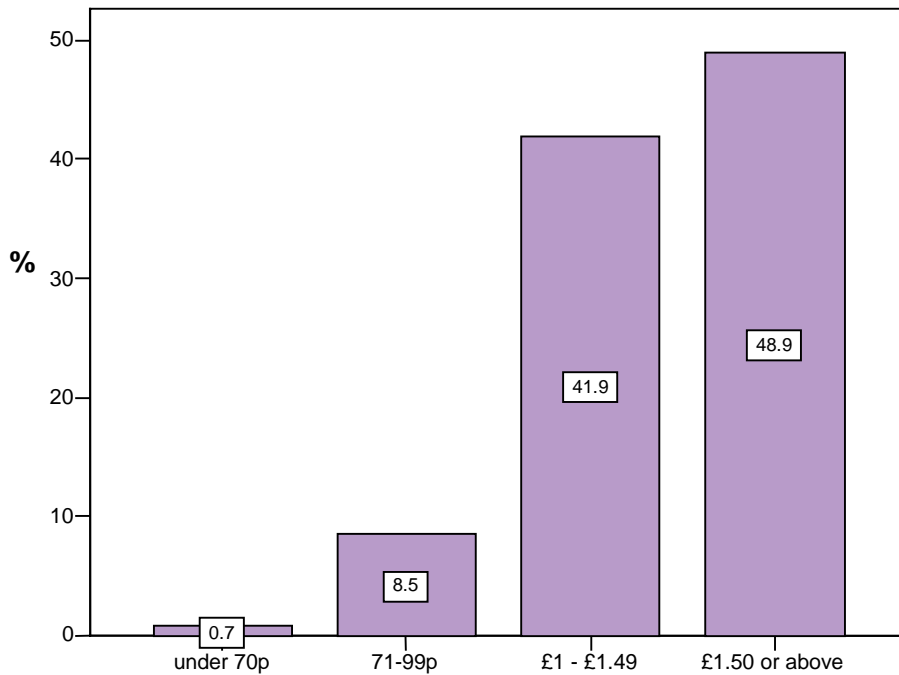


Figure 26 shows that approximately 49% of respondents believe that the minimum price for vodka should be set at £1.50 or above. Approximately 42% believe that the minimum price should be between £1- £1.49. Approximately 8% of respondents believe it should be between 7-99p and less than 1% indicated that it should be under 70p.

**Figure 27: Do you think that a minimum alcohol pricing policy in supermarkets and shops would be an effective measure to reduce binge drinking and alcohol related antisocial behaviour?**

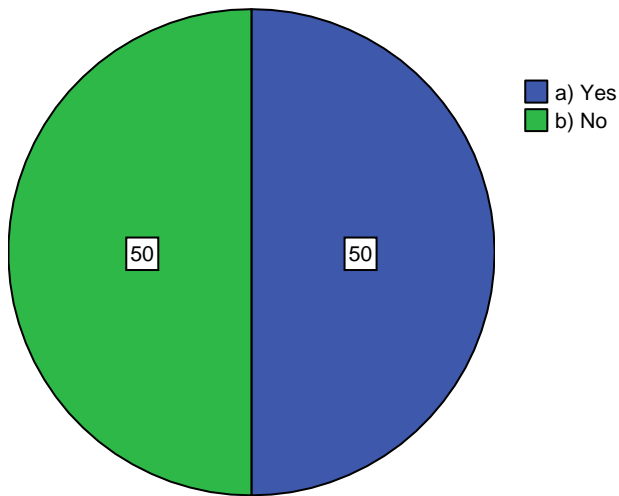


Figure 27 shows that 50% of respondents believe that a minimum alcohol pricing in supermarkets and shops would be an effective measure to reduce binge drinking and alcohol related antisocial behaviour.

**Figure 28: Since the last City Voice questionnaire, we have introduced mobile street urinals within the city for night time use. Were you aware that the council has installed these for night time use?**

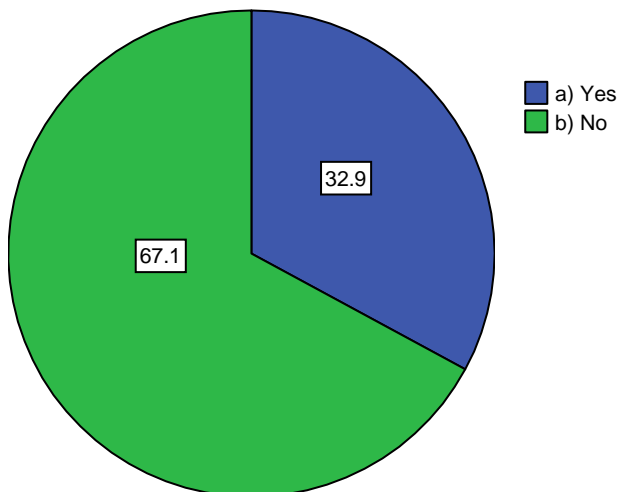


Figure 28 shows that approximately 33% of respondents were aware of the mobile street urinals that have been installed by the council. Approximately 67% of respondents were not aware.

**Figure 29: Aberdeen City Council has now employed more taxi marshals and extended their hours of operation. Have you found that this has improved the night time taxi experience?**

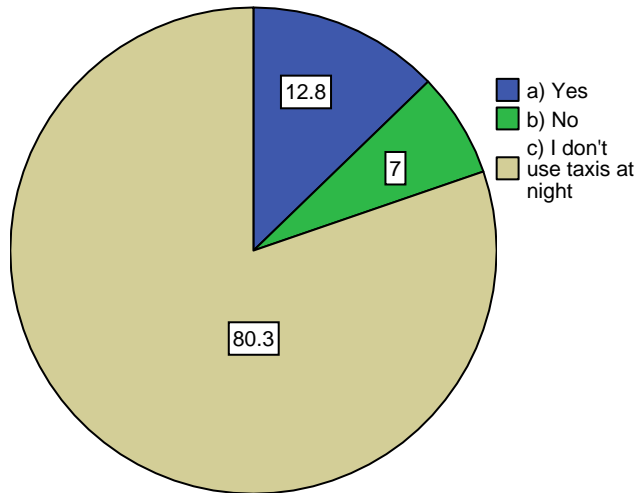


Figure 29 shows that the majority of respondents (approximately 80%) indicated that they do not use taxis at night. Approximately 13% indicated that the taxi marshals have improved the night time taxi experience but 7% indicated that the night time taxi experience was not improved.

## Service Response

Alcohol consumption in Aberdeen continues to be a concern for many of you, particularly amongst the older panellists. Consequently over 75% of you felt that Council or Government should do more to reduce it.

Although most of you felt that licensees should encourage responsible drinking, it was of interest to note the proportion of customers who concealed drinks on them. A staggering 63% of you said you had observed people taking their own alcohol into pubs, clubs and bars. A predominate proportion of the younger panellists said that they drank alcohol before they went out at night. This is very valuable information: no research has been carried out into this aspect of behaviour. Understanding how people behave can be used to plan how responsible drinking can be achieved and what obstacles to achieving it.

Turning to promotions, you will have seen media coverage regarding concern about low cost alcohol and binge drinking in Scotland. With these concerns in mind, we asked if you felt that Aberdeen City Council had a role in limiting alcohol promotions, the majority of you said "yes", and gave strong support for a minimum pricing policy.

When asked what you felt the minimum price for a measure of Vodka should be a 90.8% of you supported a minimum price of £1 or more (45% supported a price of £1.50 or more). This information will be used to investigate the feasibility of introducing a voluntary code for minimum pricing in licensed premises in Aberdeen.

Fewer of you supported a minimum pricing policy for alcohol sales in supermarkets and shops. Here there was a clear 50:50 split.

At the end of 2007, Aberdeen became the only city in Scotland to introduce street urinals. This was in response to many of you raising concerns (in a previous questionnaire) regarding the problem of street urination. Therefore the question of the night time street urinals was asked. Only 33% of you were aware that they had been introduced. More of you might have already seen them (six-foot high grey plastic structures), but don't know what they are. Clearly this is something that needs advertising!

On a happy note, further to the 11<sup>th</sup> City Voice questionnaire, more of you are having a positive experience of using the night time taxis

The citizen's panel has allowed us the opportunity to gain important feedback regarding drinking alcohol and pricing. Your views will direct decisions regarding new initiatives, and raises other questions that will be asked in future questionnaires. Many thanks for taking the time to answer and give your views. With your co-operation Aberdeen will become a safer, vibrant and cleaner city in the evening.