

# Aberdeen City Voice



## 4th Questionnaire

- Safety
- Freedom of Information
- Performance management
  - The voluntary sector
    - Homes
  - Getting Involved
- Aberdeen Labour Market Project

## ABERDEEN CITY VOICE

### 4TH QUESTIONNAIRE

#### Introduction

The final survey sample consisted of 702 responses from members of the citizens' panel. The total panel comprises some 1332 citizens of Aberdeen and so the response rate amounts to approximately 53 per cent. The 702 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
- Postcode
- Employment
- Home Ownership
- Health Issues
- Community Council Membership
- Tenants Residents Assoc Membership
- Voluntary Organisation Membership
- Community Group Membership
- School Board Membership
- Ethnicity

However, 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  
Needle/Syringe collection  
Freedom of Information  
Performance Management  
The voluntary sector  
Homes  
Getting involved  
Aberdeen Labour Market Project

## SAFETY

### Fear of Crime

Figure 1: How concerned are you about crime in your local area?

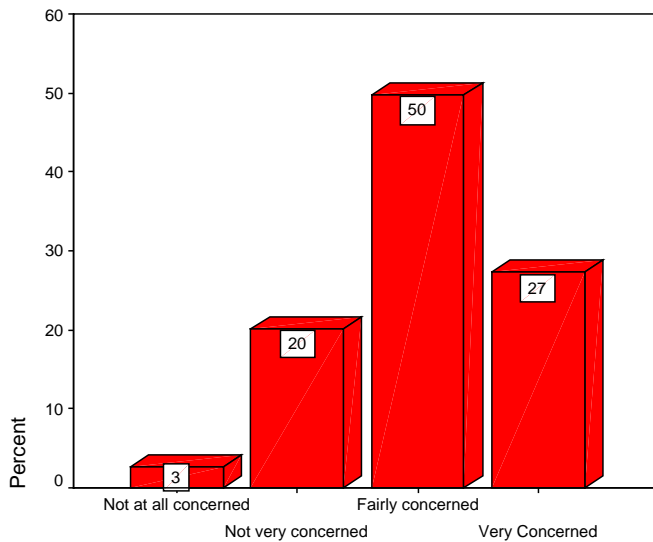


Figure 1 shows that 50% of respondents were fairly concerned about crime and a further 27% were very concerned. In total, 23% of respondents were not at all concerned or not very concerned about crime in their area. This shows that, overall, concern about crime was fairly high amongst respondents. The results were analysed by gender but no significant differences were found. As the question related to crime 'in the local area' it was also possible to break down the responses by ward of the respondent. The wards in which fear of crime was rated 'very concerned' most frequently were:- Auchmill, Cummings Park, Donmouth, Garthdee, Mastrick, St Machar, Seaton, Sunnybank, Torry, Tullos and Woodside.

**Figure 2: Concern about crime crosstabulated by age**

**Crosstab**

		Age 1					
		16-24	25-34	35-54	55-64	65+	no data
1. How concerned are you about crime in your local area?	Not at all concerned	2 8.3%	2 2.4%	8 2.8%	3 2.1%	3 2.1%	1 9.1%
	Not very concerned	3 12.5%	23 27.7%	59 20.9%	25 17.4%	29 20.0%	0 .0%
	Fairly concerned	11 45.8%	42 50.6%	139 49.3%	79 54.9%	67 46.2%	5 45.5%
	Very Concerned	8 33.3%	16 19.3%	76 27.0%	37 25.7%	46 31.7%	5 45.5%
Total		24 100.0%	83 100.0%	282 100.0%	144 100.0%	145 100.0%	11 100.0%

Figure 2 shows the breakdown of responses by age of the panellist. The responses show that there is no direct correlation between age and concern about crime; concern about crime was high amongst all of the age groups.

**Figure 3: Does fear of any crime prevent you from doing something you want to do?**

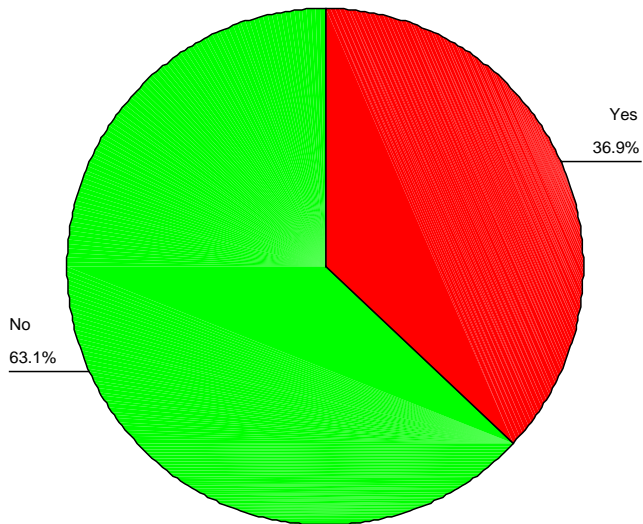


Figure 3 shows that the majority of respondents (approximately 63%) were not prevented from doing something that they wanted to do because of fear of crime. Once again, responses were broken down and relationships examined. There was a statistically significant link between gender and fear of crime preventing doing something that they would like to do; females more likely to refrain. Wards most likely to say that fear of crime prevent them from doing something:

Auchmill, Berryden, Donmouth, Garthdee, Kincorth, Kittybrewster, Mastrick, Sheddocksley, Stockethill, Summerhill, Sunnybank.

Again, there was a strong statistical relationship between experience of crime and being prevented from doing something.

**Figure 4: Fear of crime prevent you from doing anything crosstabulated with age**

		Crosstab					
		Age 1					
		16-24	25-34	35-54	55-64	65+	6
2. (a) Does fear of any crime prevent you from doing something you want to do?	Yes	7 29.2%	23 29.1%	95 34.3%	59 41.3%	60 42.9%	4 36.4%
	No	17 70.8%	56 70.9%	182 65.7%	84 58.7%	80 57.1%	7 63.6%
Total		24 100.0%	79 100.0%	277 100.0%	143 100.0%	140 100.0%	11 100.0%

Figure 4 shows that in this survey the older the respondent the more likely they are to refrain from doing something that they want to do because of fear of crime.

Most of the comments made in this section related to going out at night (53 comments) and some commented specifically about going out alone at night (a further 18 comments), going for walks at night (16

comments) and walking alone (10 comments). There were further comments relating specifically to avoiding the city centre at night (especially on Friday and Saturday nights) from 22 respondents.

More specifically, 3 respondents said that they were afraid of leaving doors unlocked even for short periods of time, 10 were afraid of leaving their house unoccupied for fear of burglary and a further 4 said that the fear of burglary put them off going on holiday. 7 respondents were afraid of going to areas where 'gangs' of youths hung around, 6 said they avoided walking dogs in the evening, 2 avoided using cash points, 4 were afraid to go to entertainment in the evening, 5 respondents made comments about feeling unsafe in their garden/ had experienced vandalism of garden. 3 respondents were afraid to attend evening classes/ the library, 1 was afraid of reporting crimes, 1 avoided using mobile phone in public, one respondents was afraid to open their door at night and one respondent was afraid to leave their family on their own.

**Figure 5: Do you think that your home is secure enough?**

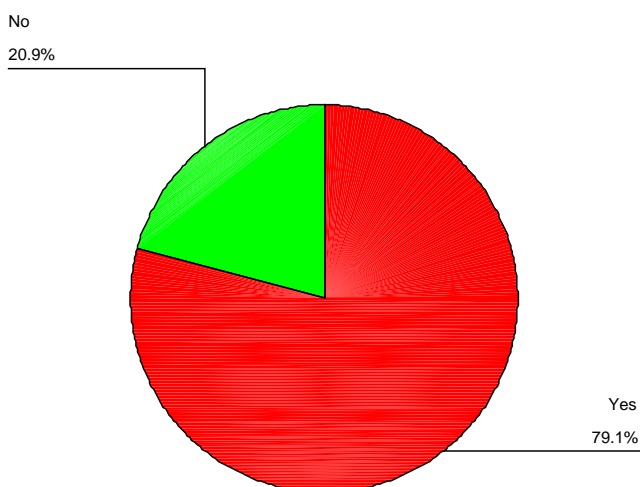


Figure 5 shows that the majority of respondents believed that their home is secure enough. In this instance male respondents were more likely to say that their home is secure enough than females.

**Figure 6: Home secure enough crosstabulated with age**

**Crosstab**

		Age 1					
		16-24	25-34	35-54	55-64	65+	no data
3. Do you think your home is secure enough?	Yes	19 79.2%	54 66.7%	215 76.5%	119 82.1%	127 88.8%	9 81.8%
	No	5 20.8%	27 33.3%	66 23.5%	26 17.9%	16 11.2%	2 18.2%
Total		24 100.0%	81 100.0%	281 100.0%	145 100.0%	143 100.0%	11 100.0%

In Figure 6 it is shown that the older the respondents are more likely to feel that their home is secure than the younger respondents (this result was highly statistically significant).

**Figure 7: Have you improved the security of your home in the last 3 years?**

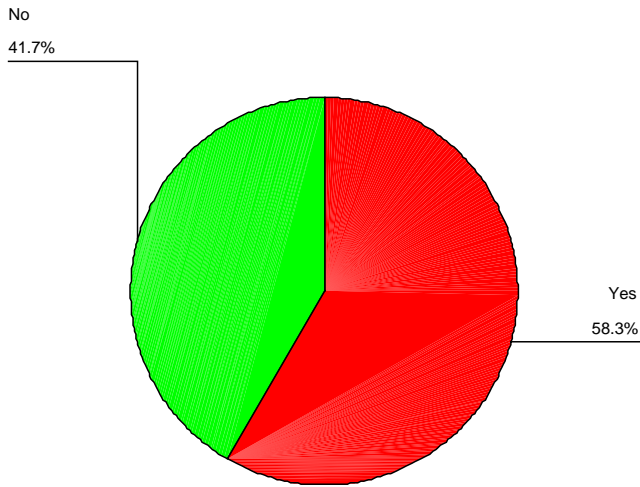


Figure 7 shows that 58.3% of respondents have made improvements to the security of their home in the last 3 years. There was no difference when the results were broken down by gender.

Wards most likely to have made security improvements: Bankhead, Castlehill, Cummings Park, Donmouth, Hazlehead, Hilton, Langstane, Queens' Cross, Springhill, Summerhil, Sunnybank.

Although it proved to be an important factor in earlier questions, there was no statistical relationship between experience of crime and improvement to home security.

**Figure 8: Improved home security crosstabulated by age**

**Crosstab**

		Age 1					
		16-24	25-34	35-54	55-64	65+	no data
4. Have you improved the security of your home in last 3 years?	Yes	8 36.4%	41 51.3%	169 60.1%	84 61.8%	79 58.5%	6 66.7%
	No	14 63.6%	39 48.8%	112 39.9%	52 38.2%	56 41.5%	3 33.3%
Total		22 100.0%	80 100.0%	281 100.0%	136 100.0%	135 100.0%	9 100.0%

Figure 8 shows that the age group that were most likely to have improved the security of their home in the last 3 years was the 55-64 age group. Those least likely to have improved the security were the 16-24 age group although this may be explained in part by the fact that this age group are likely to live with parents or in rented accommodation where they may not be allowed to make changes.



**Figure 9: How safe do you feel in your home, During the day**

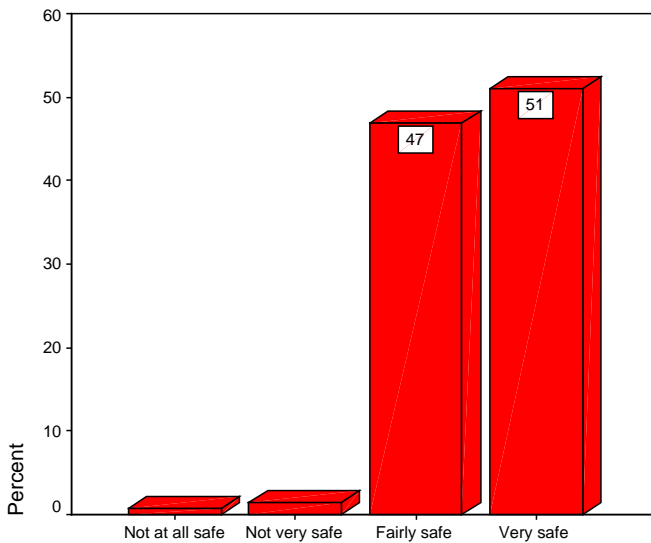


Figure 9 shows that the vast majority of respondents (98%) indicated that they felt either fairly safe or very safe in their homes during the day. As there was an almost universal positive response to this question, there was no significant differences found by breaking the result down by gender or age.

**Figure 10: Feel safe in home at night**

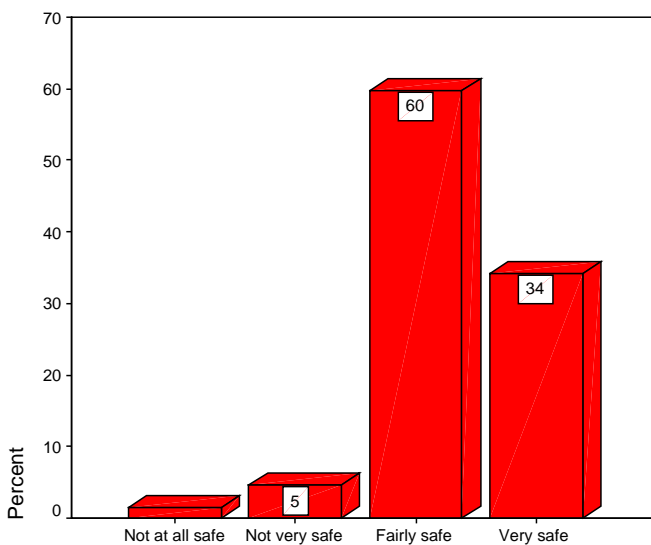


Figure 10 shows that 94% of respondents felt either fairly safe or very safe in their home at night time. There were no differences found between male and female respondents or between age groups.

**Figure 11: How safe do you feel going out During the day**

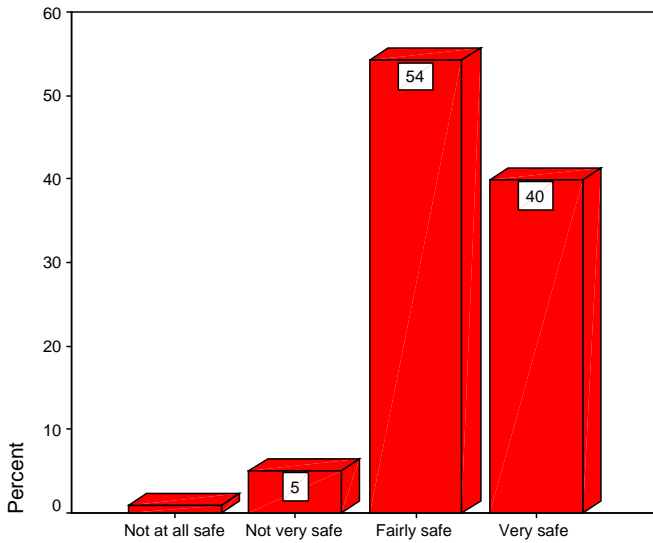


Figure 11 shows that the majority, 94%, of respondents indicated that they felt safe or very safe going out during the day. No differences between male and female respondents or by age.

**Figure 12: How safe do you feel going out At night**

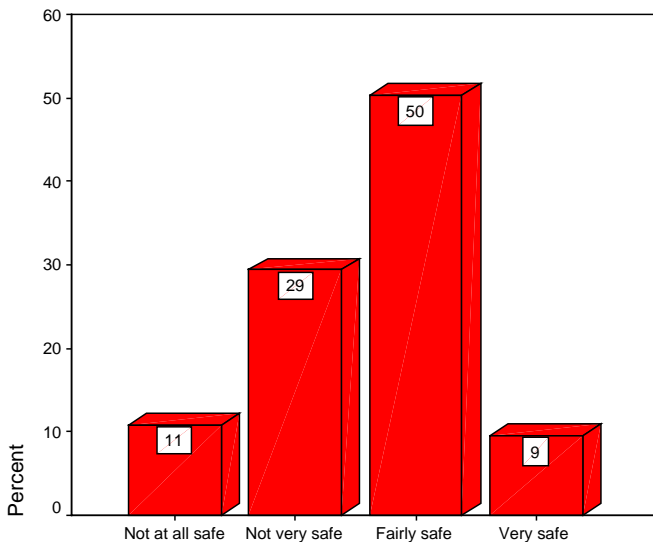


Figure 12 shows that a considerably lower proportion of respondents indicated that they felt safe going out at night. While the majority (59% of respondents) indicated that they felt safe, this is considerably lower than in the other questions. Female respondents indicated that they felt less safe going out at night (statistically significant)

**Figure 13: Feel safe going out at night crosstabulated by age**

		Age						Total
		16-24	25-34	35-54	55-64	65+	no data	
5. How safe do you feel going out at night?	Not at all safe	2 8.7%	4 4.9%	21 7.5%	19 13.8%	26 19.0%	1 10.0%	73 10.9%
	Not very safe	5 21.7%	29 35.8%	82 29.2%	38 27.5%	40 29.2%	4 40.0%	198 29.6%
	Fairly safe	16 69.6%	39 48.1%	147 52.3%	67 48.6%	64 46.7%	4 40.0%	337 50.3%
	Very safe	0 .0%	9 11.1%	31 11.0%	14 10.1%	7 5.1%	1 10.0%	62 9.3%
Total		23 100.0%	81 100%	281 100%	138 100.0%	137 100%	10 100.0%	670 100.0%

Figure 13 shows that older respondents were less likely to feel safe going out at night and more likely to say that they felt unsafe going out at night.

**Figure 14: Would you like to learn more about personal and home safety?**

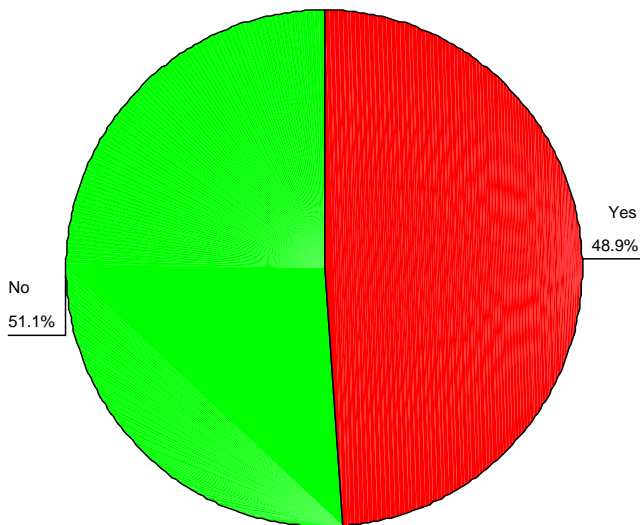


Figure 14 shows that just under 50% of respondents would like to learn more about personal safety, while just over 50% would not.

**Figure 15: How concerned are you when waiting for public transport During the day?**

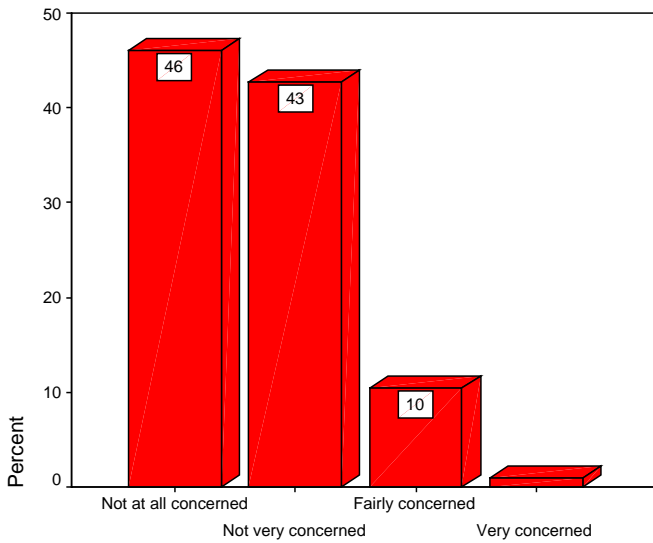


Figure 15 shows that 89% of respondents indicated that they were not at all concerned or not very concerned waiting for public transport during the day. Only 11% wrote that they were fairly or very concerned. There was very little difference between responses from male and female respondents. There was no correlation between age and fear while waiting for public transport during the day.

**Figure 16: How concerned are you when waiting for public transport After dark?**

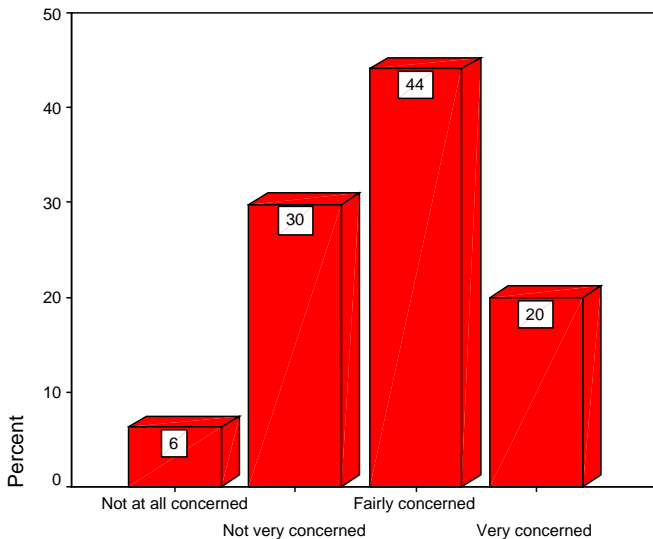


Figure 16 shows that the majority of respondents (64%) felt concern waiting for public transport at night. Only 36% said that they were not at all concerned or not very concerned. There was a strong statistical relationship between gender and fear of waiting for public transport at night; females feel less safe than men. However, there were no obvious variations between concern about waiting for public transport after dark and age of respondent.

**Figure 17: Do you stay in more when the nights are darker because you are worried about your safety?**

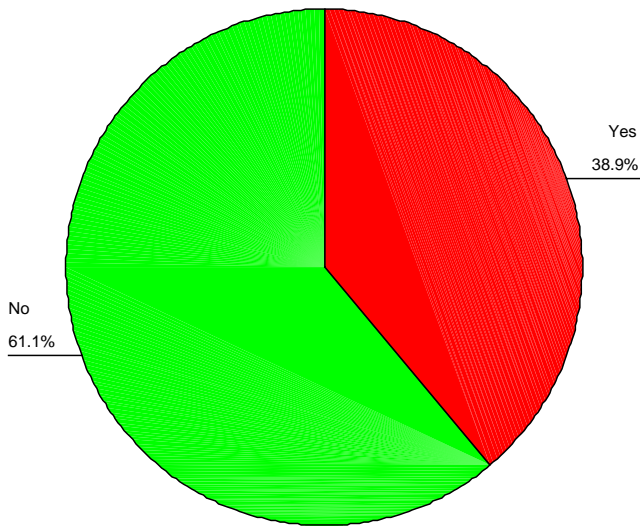


Figure 17 shows that over 60% of respondents do not stay in more when the nights are darker. There was a strong statistical relationship between gender and staying in when it is dark; females more likely to stay in after dark. In addition, a statistical relationship was found between the ward of the respondent and staying in when it is dark. Wards most likely to stay in were: Auchmill, Garthdee, Gilcomston, Kittybrewster, Loirston, Mastrick, Seaton, Sheddocksley, Summerhill, Sunnybank, Torry, Tullos.

**Figure 18: Stay in more when nights are darker crosstabulated with age**

		Age 1					no data	Total
		16-24	25-34	35-54	55-64	65+		
9. Do you stay in more when the nights are darker because you are worried about your safety?	Yes	9 39.1%	27 32.9%	87 31.8%	59 44.7%	70 50.4%	5 45.5%	257 38.9%
	No	14 60.9%	55 67.1%	187 68.2%	73 55.3%	69 49.6%	6 54.5%	404 61.1%
Total		23 100.0%	82 100.0%	274 100.0%	132 100.0%	139 100.0%	11 100.0%	661 100.0%

Figure 18 shows that there is a significant relationship between age and staying in when the nights are darker, older respondents were more likely to stay in.

**Figure 19: Please indicate your level of worry about the following types of crimes in your area:-**

	Not worried		Not very worried		Fairly worried		Very worried	
	Count	%	Count	%	Count	%	Count	%
Having your home broken into	22	3.2%	247	35.9%	320	47%	99	14.4%
Having a car or other vehicle broken into/vandalised/stolen.	43	6.6%	177	27.1%	305	47%	129	19.7%
Vandalism or damage to your property	34	4.9%	269	39.2%	280	41%	104	15.1%
Bogus callers	100	14.5%	345	50.1%	194	28%	50	7.3%
Drug related crime	33	4.8%	177	25.7%	270	39%	209	30.3%
Street robbery (mugging)	40	5.8%	254	36.8%	242	35%	154	22.3%
Drunk people causing problems	71	10.3%	293	42.5%	239	35%	87	12.6%
Being insulted or bothered by neighbours.	383	55.7%	233	33.9%	37	5.4%	35	5.1%
Sexually assaulted or sexually harassed	301	44.1%	261	38.3%	83	12%	37	5.4%
Deliberate setting of fires affecting your property	227	33.2%	299	43.8%	106	16%	51	7.5%
Being harassed because of ...(please specify below)	70	38.9%	37	20.6%	48	27%	25	13.9%

Figure 19 shows the summaries for fear of specific crimes

**Figure 20: mean of statement agreement**

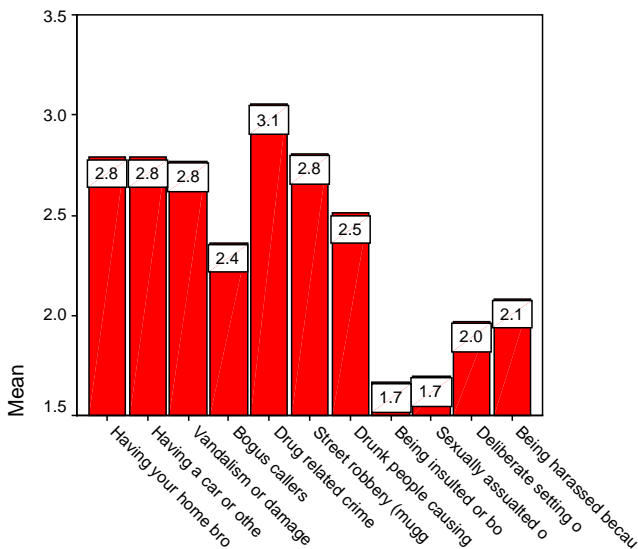


Figure 20 has been included to show the mean of statement agreement to this question. As can be seen, Drug related crime is ranked highest in terms of fear followed by having home broken into, having car broken into, vandalism or damage to property and street robbery.

When the results were broken down by gender, age and ward of respondent (the question related to experience of crime in their area and so ward statistics were applicable) a number of interesting findings were discovered.

**Gender:** In general, there was little difference between the genders in terms of fear of crime although female respondents were slightly more worried about bogus callers and street robbery and were significantly more concerned about sexual attack/ harassment.

**Age:** it could be hypothesised that older respondents were more afraid of crime than younger respondents; this was not found to be the case overall however. In 7 of the questions, the 16-24 age group showed higher levels of concern than older respondents. The only category that the over 65s showed the highest level of worry for was for 'street robbery'. In general, the 25-34 age group were least concerned about crimes.

**Wards:** Ward statistics were also examined to find trends in the data, wards with a high percentage of respondents being 'very concerned' or 'fairly concerned' about crimes were identified. The wards that came up most often were: Mastrick, Donmouth, Hilton, Springhill, Seaton, Summerhill, Gilcomston and Auchmill.

A number of respondents cited reasons that they were harassed, 9 cited that they were harassed by youths and a further 5 that they were harassed by beggars (these people misunderstood question). One respondent said that they feared harassment because of their colour, 2 respondents said that they feared harassment because of their sexual orientation, one cited 'being young', 4 respondents cited 'being English', 3 cited that their employment made them fear harassment and a further respondent cited their military background, 1 respondent had been the victim of a sexual assault and a further 3 cited bad neighbours as a cause for concern.



**Figure 21: Have you ever been a victim of crime?**

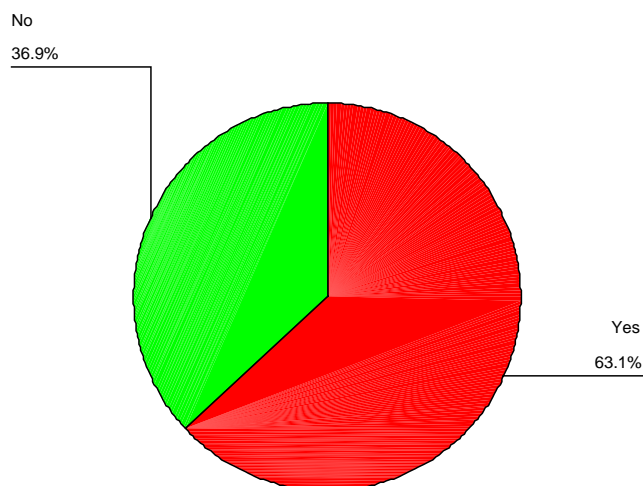


Figure 21 shows that 63% of respondents have been the victim of crime at some point.

When asked what type of crime worried them the most the most common response was breaking into property/ burglary mentioned by 212 panellists, the second most common response was mugging mentioned by 160 respondents, drug related crimes were mentioned by 89 respondents and a further 16 mentioned alcohol related crime. Violence was mentioned by 33 respondents, car crime by 66 respondents, theft by 24 respondents, vandalism by 42 respondents. Crimes perpetrated by young people were mentioned by 16 respondents, Assault was mentioned by 78 respondents. Sexual assault was mentioned by 18 respondents and attacks on the elderly by 7 respondents.

### **Comments from service provider**

***The Aberdeen Safer Community Trust is primarily a grant giving organisation which aims to reduce crime and fear of crime. This data is therefore invaluable to us so that our grants can be prioritised for those most in need, whether it is for particular wards or to tackle the most worrisome crimes. We can also use this information with groups we work closely with such as Grampian Police, Aberdeen City Council and other voluntary organisations. This will allow us to develop projects to tackle the most problematic areas.***

***The statistics also support the need for our senior citizen event 'Older & Wiser: Doorstep Cheats'. This event aims to educate senior citizens about doorstep crime, personal security and realism about fear of crime. In very few of the questions do the over 55's fear crime the least. Statistically however, they are the least likely to be become victims and so this unbalance needs redress. The statistics also show that older people are one of the groups that are being prevented, through fear, from doing what they want to do. Our aim is to allow the 60,000 older residents of Aberdeen to have***

*a happy and worry-free retirement. Additionally, now that we are aware that street robbery is one of the most worrying crimes among the over 65's we can ensure this aspect of personal security is covered by the event to try to make people feel more confident.*

### Needle/Syringe Collection

Figure 22: Have you ever seen a discarded needle or syringe in your area?

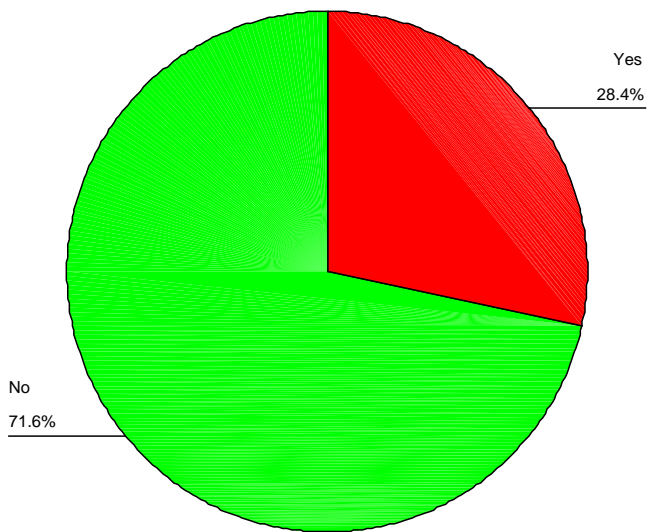


Figure 22 shows that only 28% of respondents have ever seen a discarded needle or syringe in their area.

Figure 23: Is this an ongoing problem in your neighbourhood?

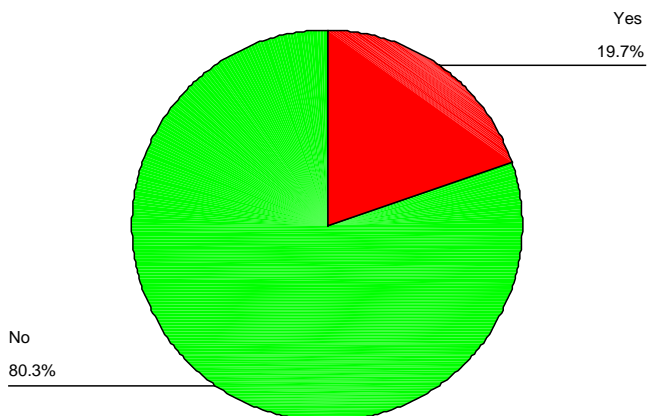


Figure 23 shows that 19% of respondents consider discarded needles or syringes to be an ongoing problem in their area.

**Figure 24: Do you know how to get a needle or syringe safely collected and disposed of?**

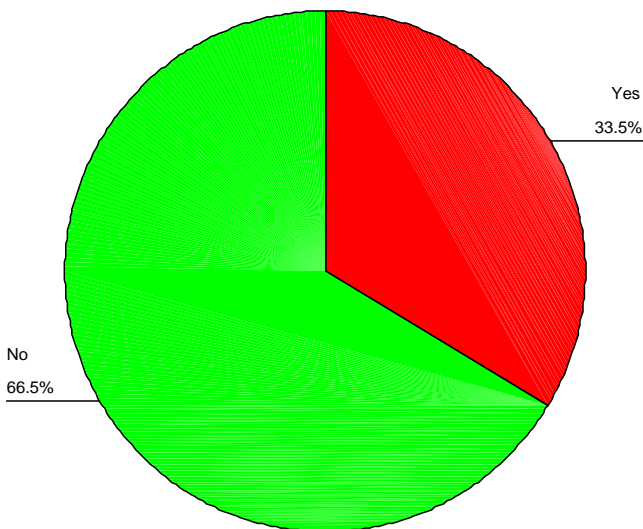


Figure 24 shows that just over one third of respondents are aware of how to get a needle or syringe collected and disposed of.

### **Comments from Service Provider**

#### ***Fig 22 & 23***

***Response to these questions very helpful in highlighting the extent of the problem. Monitoring reports are being maintained to highlight specific areas where there is potential to extend the pilot needle disposal facility. This pilot will be evaluated following a six month trial.***

#### ***Fig 24***

***This has proved a valuable insight into how few people (two thirds) are aware of who to contact. Promotional materials are currently in preparation and were to be targeted at two specific areas of the City. These results will be acted upon and appropriate measures will be taken to ensure wider promotion of the service is achieved.***

## **Freedom of Information**

The Freedom of Information (Scotland) Act 2002 comes into effect on 1st January 2005 and gives, subject to exemptions, the public a right to see information held by Grampian Police (and other public bodies). Before 1st June 2004 Grampian Police are required to publish a publication scheme showing what information will be made readily available to the public.

In order to inform our thinking on the matter we are keen to know what you are already aware we publish, and the information you feel that we should publish. Full details of The Freedom of Information (Scotland) Act 2002 can be viewed at [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

**Figure 25: Current Publications**

	I am aware of this info		We should continue to publish this info.		Both	
	Count	%	Count	%	Count	%
Annual Report	78	13.5%	226	39.1%	274	47.4%
Force Policing Plan	64	13.1%	289	59.3%	134	27.5%
Divisional Policing Plan	53	11.9%	302	67.6%	92	20.6%
Police Strategic Plan	46	9.4%	324	66.1%	120	24.5%

Other information suggested by respondents were: information on convictions and sentencing and other statistical data on crime, drug use, levels of policing. A few respondents commented that they were unaware of any of the information, one respondent suggested putting information in the local press while another suggested expanding web info.

**Figure 26: Should any of the following be published for the public**

	Yes
Almanac of Grampian Police	206
Police Policies	315
Chief Constable's Executive Meetings Minutes	154
Ongoing Projects	356
Annual Accounts	289
Performance Indicators	380

Figure 26 shows that the most popular suggestions for information to be published were Performance Indicators (selected by 380 respondents) and information on ongoing projects (315 respondents selected this option).

When asked to suggest further information that should be available to the public, 4 respondents suggested that they wanted more detailed reports on crime rates in certain parts of the city, 3 respondents wanted to

see more breakdowns of police time (e.g how much time is spent on the beat compared with doing paperwork), 1 respondent wanted figures on successful prosecutions and timescales, 1 respondent wanted more detailed budget breakdowns, one respondent wanted information on police disciplinary matters, 1 wanted tables of reported crimes vs detection rates, 1 wanted info about punishing young offenders and 1 wanted more reflections of personal experiences from police officers.

In the final question of this section panellists were asked to make final comments regarding the availability or presentation of information from Grampian Police. The most frequently made comment was that information should be accessible to all (i.e that the public know where they can get hold of the information), 6 respondents commented that they were unaware that any such information was produced, 6 commented that the information should be publicised better, 6 said that they had 'never seen any' of the information. 5 respondents commented that the information should be easy to understand and/or that it should not be jargonistic, 3 commented that this was all a waste of money, 3 commented that the Grampian Police website should be improved and should contain more info. One respondent commented that they would like to receive a booklet of key contacts specific to their area (such as who their community police officer is and their contact number).

### **Comments from Service Provider**

***Grampian Police adopted the ACPOS model publication scheme for Chief Constables in Scotland. As part of the approval process for the scheme by the Scottish Information Commissioner (SIC) the force had to advise on what public consultation it had undertaken on its scheme. It was impossible to do this pre publication of the scheme due to times restraints so a retrospective exercise was allowed by the SIC.***

***The results of the exercise will be available to the commissioner should he ask for them and the full survey will be added to our web site publication scheme when available.***

***The results of the survey are very encouraging and would indicate that Grampian Police were publishing in its scheme information which the public wanted and what we were permitted by law to publish***

***It is interesting to note some of the information requested by Panel Members is already incorporated in the scheme ie detailed budget is available through the annual accounts as are clear up rates in the performance indicators, Police discipline outcomes may fall foul of Data Protection Legislation.***

***A slight down side are the comments regarding some people being unaware of the existence of this information. This is something we will have to examine.***

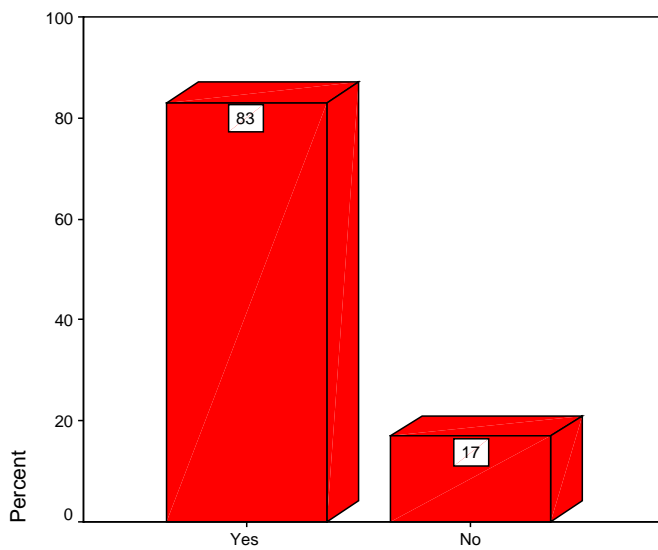
## **PERFORMANCE MANAGEMENT**

The Change Team is a small team that has been established within the Council to drive forward a number of projects to continuously improve Council Services.

The aims of the Continuous Improvement Programme are to improve the efficiency of Council Services, to identify improvements that will make better use of Council resources, and to ensure the Council is always looking for ways to make sure its Services best meet the needs of citizens.

### **The Council Website**

**Figure 27: Do you know that Aberdeen City Council has a website?**



### **Service Response**

***These results are encouraging. The authority will continue to increase the promotion of the website as a means of our customer's obtaining information and/or accessing council services at a time that is convenient to their particular lifestyle.***

**Figure 28: How often do you use the Council website?**

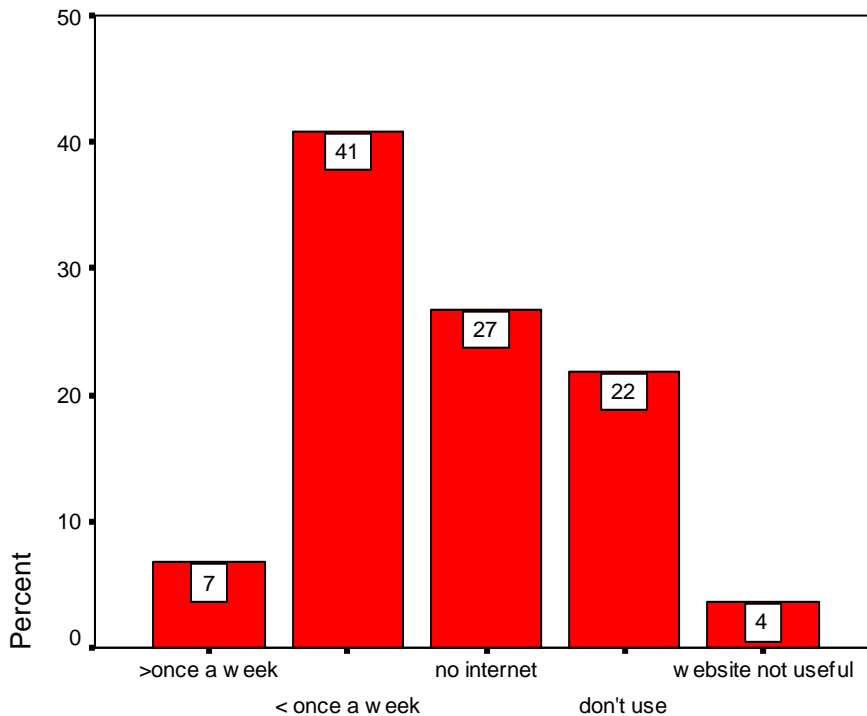


Figure 28 shows that the most popular response to this question was 'use website less than once a week' (41% of respondents selected this option). Out of the respondents that did not use the website, 27% did not have access to the Internet, 22% had access but did not use the council website and a further 4% had used the council website but had not found information of use to them and so did not make a return visit.

### **Service Response**

***The authority will continually look at ways in which the web-site can be improved (by listening to feedback from our customers) with the objective of increasing the frequency of usage from less than once a week to more often.***

***The development of the Council's web-site forms part of the wider objective of improving service delivery through the use of electronic means. The aim is to provide more information regarding our services via the authority web-pages, in order to appeal to a wider audience, whilst at the same time improving the quality of information which is currently popular with our loyal users.***

***In terms of the 4% that responded that the website was 'not useful' the authority will identify areas for improvement, via appropriate feedback mechanisms to reduce this percentage.***

**Figure 29: If you have used it, which feature(s) do you use?**

	Use service
	Count
Theatre/Music Hall information	193
Other event information	132
News releases	76
Reporting problems with roads, street lighting etc	70
Feedback page for sending comments or questions to the Council	20
Council job vacancies	70
Downloading forms for Council services	29
A-Z directory of services	134
Taking part in consultations	22
Finding out dates of school and public holidays	106
Committee agendas	27
To contact Councillors	43

Figure 29 shows that the most popular service used by respondents on the council website were: Theatre and Music Hall information (193 respondents), A-Z of council services (134 respondents), other event information (132 respondents) and Finding out dates of school and public holidays (106 respondents).

Other features that respondents make use of include: planning information (some stated information about the new local plan specifically) used by 10 respondents, 6 respondents use the webcam facility and a further 2 use email greeting cards. 3 respondents use the weather forecast function, 2 use the website for recycling information, 3 respondents commented that they viewed the council website for general interest. One respondent commented that their should be a feature that could be updated very quickly if their were school closures etc.

### ***Service Response***

***Again, it is extremely encouraging that there are a number of services available on the website which are proving to be popular with our customers.***

***The specific suggestion concerning an update facility for school closures was particularly good and will be built into future web-site development plans. In general, it is the aim to incorporate***



***additional services on the web-site (such as booking of sports and leisure facilities for example) and, over time, the features available will be significantly increased.***

**Figure 30: Are there any Council services you would like to be able to apply for online?**

	Use feature
	Count
Obtaining a parking permit	111
Paying parking fines	102
Paying Council Tax and/or rent	130
Obtaining planning permission/building warrant	111
Renewing library books/items	197
Booking sports/leisure activities	208

Figure 30 shows that the feature respondents would like to be able to use most is 'booking sports/leisure equipment' which was chosen by 208 respondents.

Further suggestions for features included: facility to request large items to be picked up for disposal, facility for reporting repairs, guaranteed response time for questions/queries, a secure site for viewing progress on applications (e.g for council houses), renewal of disabled passes, bus passes etc, reporting road problems, info on election times (wards, candidates etc), applying for allotments and viewing the library catalogue online.

When asked what additional features would make the site more useful to them, 5 respondents commented that they wanted the site to be more user-friendly and a further 5 commented that they wanted easier navigation of the site, 4 commented that the information should be updated more regularly, 2 commented that the design of the site could be better and a further 2 wanted more clear information about what can be found in the site. One user wanted the links to be more clear, the final design comment was from a user that wanted the site to have a better search facility.

There were a number of additional content features that users wanted on the website such as: better information on events, more info on different council departments, information about councillors, information on council business and decisions, more leisure and entertainment information, on-line library information, historical information, school information (such as closures and board information) and a list of JPs.

In response to the question of how to make the site more appealing to people that did not use it currently there were a number of comments about not having access to a computer or the internet and one respondent wished to have organised classes on how to use the website. In addition 2 respondents commented that they would like more information on local events, 1 wanted a 'log-in' feature to allow for personalisation and a 'community chat room', 2 respondents suggested an email update facility. 3 respondents commented that the website should be better advertised and that the information that is available should be publicised. 2 commented about the navigation of the existing site and a further respondent commented that the home page is far too cluttered, 2 commented that the webcam feature should be improved, 1 commented that there should be more info for disabled people, 2 commented that there should be more info on local councillors.

### **Service Response**

***Responses to this question are really helpful in terms of assisting the authority in prioritising areas for web-site development. The recommendations received will be taken into consideration not only in the future development plan for our web-site but also to drive forward the modernisation of the way in which we deliver our services; both on the internet but also via the 'back office' processes which will be required to support this delivery.***

**Figure 31: willing to use website**

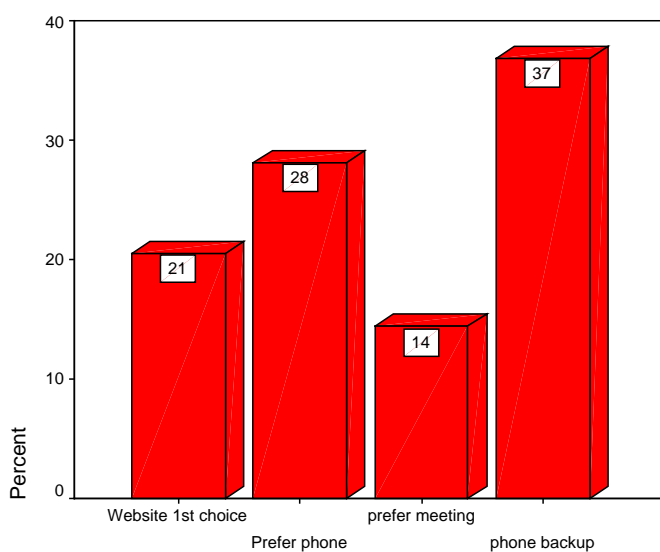


Figure 31 shows that the most popular response was using websites as first point of contact but having the option of phoning if necessary (by 37% of respondents), 28% of respondents prefer to phone for

information, 21% are satisfied using the website to find information that they need while 14% prefer meetings.

The results were crosstabulated by age of respondent and a clear trend emerged with younger respondents being more likely to use the website as their first point of contact while older respondents preferred phoning or meetings.

**Figure 32: willing to use website for info crosstabulated by age**

	Age 1					
	16-24	25-34	35-54	55-64	65+	no data
Website 1st choice	7 31.8%	27 33.8%	70 27.0%	15 12.4%	6 4.9%	0 .0%
Prefer to speak on phone	4 18.2%	12 15.0%	47 18.1%	45 37.2%	61 50.0%	3 30.0%
I prefer to meet with Council employees face	1 4.5%	4 5.0%	25 9.7%	22 18.2%	34 27.9%	3 30.0%
website 1st also likes phone	10 45.5%	37 46.3%	117 45.2%	39 32.2%	21 17.2%	4 40.0%
Total	22 100.0%	80 100.0%	259 100%	121 100.0%	122 100%	10 100%

### **Service Response**

***These results are interesting as they provide the authority with an indication of the preferred means of communicating with the authority. Aberdeen City Council will require to take these responses into account to ensure that we not only adopt a 'socially inclusive' approach (i.e. not discriminating against any particular age-band) but ensure that these preferences are catered for in our plans to modernise service delivery.***

## **Accessing Council Services and Facilities**

**Figure 33: 'Access to various Council Services/Facilities is available at times convenient to me?'**

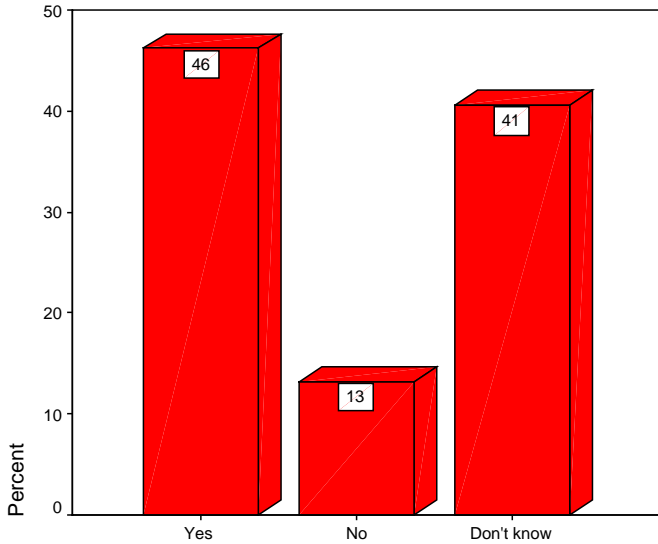


Figure 33 shows that 46% of respondents felt that council services were available at times they suited them. 41% of respondents did not know if council services were available at times convenient to them while 13% indicated that services were not available at times convenient to them.

Most of the comments in this section related to opening hours of council services, particularly from respondents that worked regular office hours. 18 respondents commented that offices and facilities should extend their opening hours to accommodate earlier and later enquiries, 13 respondents commented that weekend services should be available while 4 believed there should be a 24 hour telephone service available. A number of these comments related to the paying of council tax/rent. 3 respondents commented that library opening hours should be extended.

4 respondents commented that the existing telephone service is poor, 1 commented that there should be clearer information about who to contact for what service, 1 commented that there should be better 'joined up services' between departments. 2 respondents commented they were unwilling to pay more council tax to extend services.

### ***Service Response***

***With 41% of respondents not knowing if Council Services/Facilities are available at times convenient to them there is a definite need for further promotion and publicity of the opening hours of our facilities.***

***In addition, as part of a wider Citizen Relationship Management (CRM) Project aimed at improving service delivery, the Council has expressed a commitment to review opening hours and accessibility of our services in line with customer needs/preferences. The views expressed in this survey will be taken into consideration and acted upon as part of that wider review.***

**Figure 34: Have you heard of 'The Point'?**

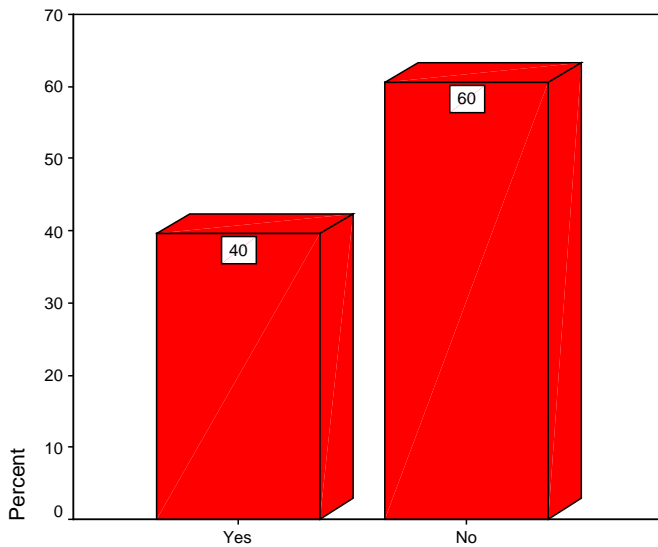


Figure 34 shows that 60% of respondents have not heard of 'The Point' and 40% had heard of the service.

### ***Service Response***

***These results were disappointing and further promotion of The Point, and the services offered by this facility, will be undertaken to raise awareness amongst our customer base.***

**Figure 35: Have you ever visited 'The Point'?**

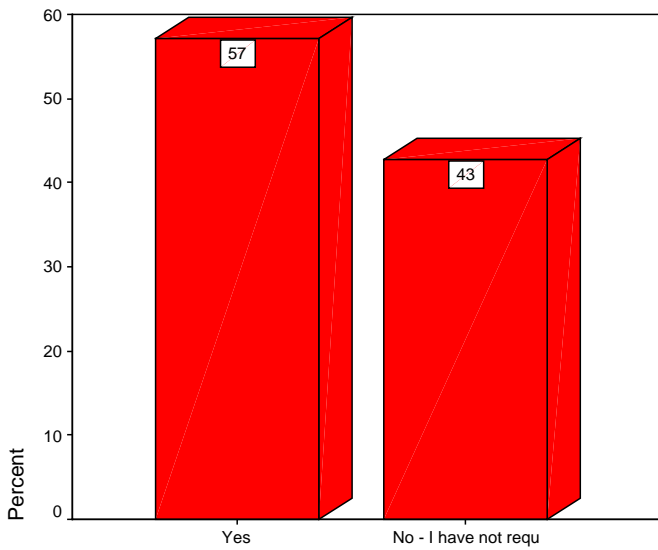


Figure 35 shows that of the respondents that had heard of 'The Point', 57% had used the service while 43% had not required the service.

### **Service Response**

*It is important that we identify the reasons why the 43% that had heard of The Point had not required any services from this facility whilst also ensuring that their needs (if not met by The Point) were satisfied by alternative means i.e. telephone, self-service etc. Notwithstanding this activity, we will develop the facilities at The Point in response to our customer needs and preferences.*

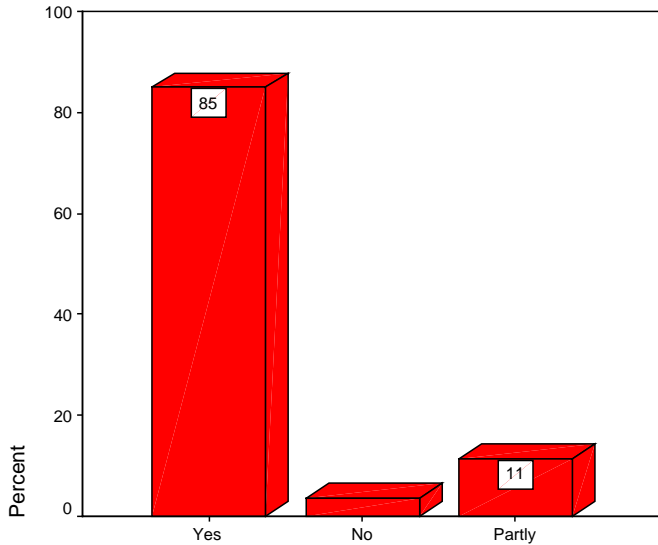
**Figure 36: Was the visit helpful?**

Figure 36 shows that of those respondents that had visited the Point, 85% had found the visit useful while a further 11% had found it partly useful, only 4% did not find the visit useful.

### **Service Response**

*These results were very encouraging and the authority will strive to maintain and improve upon them. We will certainly ensure that the comments and general feedback are communicated to our staff within The Point.*

*Due to the success of The Point, we are also committed to the 'roll-out' of similar facilities in other areas of the City.*

There were very few comments suggesting additional services to be made available. One respondent suggested more information on tourist activities in NE Scotland, 2 commented that they did not know what information was available, 1 commented that bus timetables should be available, 1 commented that there should be more 'general information', 1 commented that there should be more information available on all LA and voluntary organisations, 1 commented that there should be more information available for younger people, 1 commented that there should be information available about caring for elderly neighbours, there were a number of complimentary comments about respondents' experience of using the Point.

**Figure 37: Are you aware of the opening hours of 'The Point'?**

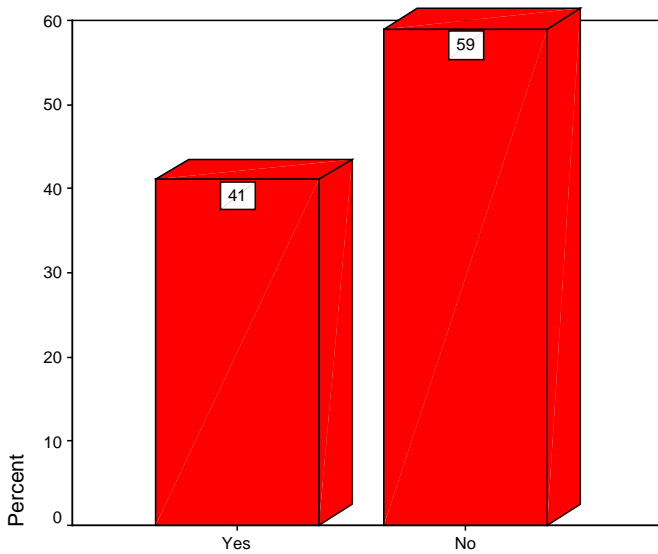


Figure 37 shows that of the respondents that had heard of the Point, nearly 60% were not aware of the opening hours, of those who were aware, 91% of people felt that the Point opening hours are convenient for them.

16 respondents commented that the Point should be open longer on weekdays to allow people who work office hours to use the service, 11 commented that the Point should be open for longer on a Saturday, 3 wrote that it should be open on a Sunday, 2 commented that it should be open late on a Thursday (late night shopping) and 8 wrote that it should be open all weekend. 3 respondents commented that parking is a major problem for them accessing the Point.

### ***Service Response***

***It is intended to review opening hours/accessibility of Council Services as part of a wider Citizen Relationship Management (CRM) Project aimed at improving service delivery.***

***Opening hours are currently extended on a Thursday night until 6:30pm and on Saturdays from 10am - 1pm. Our review will include marketing of these extended hours and subsequent monitoring of their uptake to ensure the use of these facilities is optimised.***



**Figure 38: Would you find it useful to you if Customer Service Centres were available in other parts of the City?**

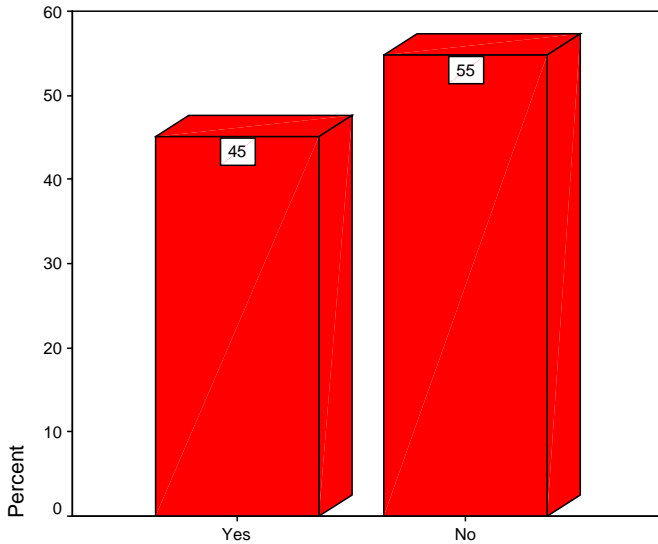


Figure 38 shows that 45% of respondents would find it useful if Customer Service Centres were available in other parts of the city.

There were 57 alternative locations proposed by respondents, those mentioned most often were; Bridge of Don (23 suggestions), Community Centres (14 suggestions), Top of Union Street (13 suggestions), the West End of the city (12 suggestions), Torry (12 suggestions), Bucksburn (11 suggestions), Cults/Culter (11 suggestions), all main districts outwith the with city (10 suggestions), Mastrick (10 suggestions), Kincorth/Altens (9 suggestions), Holburn (9 suggestions), Dyce (9 suggestions), Libraries (9 suggestions), 'Anywhere with good parking facilities' (8 suggestions), Northfield (6 suggestions), Woodside/Hilton (6 suggestions), Garthdee (6 suggestions), shopping centres (6 suggestions), neighbourhood offices (6 suggestions), Bridge of Dee (5 suggestions) and Ferryhill (5 suggestions).

### **Service Response**

***We are committed to the development of a network of one-stop-shops across the city. These responses will be used to feed and inform the development of the Customer Relationship Management (CRM) Strategy.***

**Figure 39: If you contact the Council, what is it you generally want to do?**

	Count
Request Information on a Service	417
Request/Apply for a Service	283
Pay for a Service	94
Provide Feedback on a Service	55

Figure 39 shows that 417 respondents contacted the council to request information on a service, 283 requested/applied for a service, 94 respondents contacted the council to pay for a service and 55 to provide Feedback on a service

Other reasons for contacting the council include: complain/report faults with street lighting (6 comments), housing repairs (7 comments), report damage (4 comments), complain about street bin emptying (4 comments), check on planning applications (4 comments), complain about a neighbour (2 comments), complain (2 comments), professional enquiries (1 comment), report abandoned cars (1 comment).

### **Service Response**

***The feedback here will assist us in prioritising the roll-out of future services. This information will also enable us to create standard processes (for requesting information for example) that will ensure consistency in our approach to the delivery of our services.***

**Figure 40: Do you feel that Council facilities are accessible for people with disabilities?**

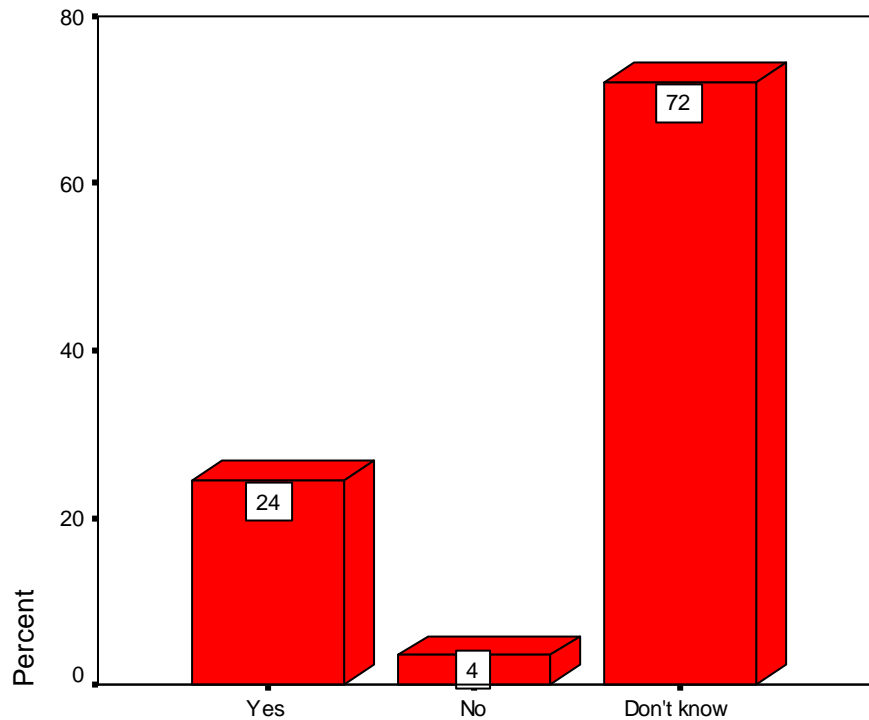


Figure 40 shows that the majority of respondents (72%) did not know if council facilities are accessible to people with disabilities, 24% believed that facilities were accessible while 4% felt that council facilities were not accessible.

Places with accessibility problems include: rest areas (2), culter police station/library, access to council house blocks, schools, Bon Accord baths, HMT, St Nicholas' House, benefits agency, doors to buildings, Provost Skene's House, crossings that don't beep, debating chamber in council, Music Hall, one respondent commented about a lack of telephone assistance for people with mental health problems and one mentioned non-physical accessibility issues such as publications and attitudes of staff.

### **Service Response**

***Aberdeen City Council is committed to providing accessible, quality services for all our citizens. Services work closely with our Disability Advisory Group to bring about the removal of barriers that impede fair and equal participation by people with disabilities. The Disability Advisory Group is currently addressing areas of inaccessibility and the specific responses provided to this question have been provided to our Disability Access Officer for follow-up and action, where appropriate.***

## **Feedback on Council Services**

Respondents were asked to comment if there were any council services they felt were performing poorly. The most frequently mentioned service was roads, in particular road repairs and maintenance mentioned in 74 comments. Cleansing, in particular street sweeping, removal of chewing gum and refuse collection were mentioned by 72 respondents. Other services that respondents felt were performing poorly included:

- Pavement repairs- 29 comments
- Lighting- 14 comments
- Parks/Gardens- 10 comments
- Parking- 6 comments
- Recycling- 20 comments
- Planning-19 comments
- House repairs- 17 comments
- Gritting- 22 comments
- Education (in particular for people with SEN)- 7 comments
- Care for Elderly- 7 comments
- Council Tax- 13 comments
- Traffic Management- 7 comments
- Police- 9 comments
- Housing Department- 24 comments
- Leisure and Recreation- 7 comments
- Social Services- 8 comments
- Transport- 5 comments

Respondents were then asked to identify the 3 key improvements that they wish to see the Council implement. The most frequently made comment was from respondents wanting improvements to the road network (45 comments). Another frequently made comment was from respondents wanting cleaner streets (31 comments). Other comments related to:-

- Anti-Social Neighbours dealt with- 8
- Maintenance of Pavements improved- 16
- More Recycling Points- 11
- Anti-drug strategies-5
- Remove council bureaucracy- 6
- Fine people that litter/don't pick up dog mess- 11
- Improve Planning- 10
- Reduce Council Tax- 7
- Improve Housing Allocation policy- 9
- Improve Street Lighting- 10
- Maintain City Centre better- 8
- Repairs done faster-5
- Pedestrianise City Centre- 6
- Finance handled better- 6
- Sort congestion problems- 12
- Council more customer-focused- 14
- Stricter rules on pub licensing- 5
- More police on beat- 8
- Kerbside recycling- 13
- Extend Library hours-5

- Parking problems- 7
- Improve public transport- 6

On a more positive note, respondents were asked whether there were any council services that they felt were performing well. The service that was cited most often was that of refuse collection (86 comments) and a further 27 positive comments were made regarding the parks department. Other services mentioned included:-

- Library Services- 22 comments
- Leisure/Recreation/Arts- 24 comments
- Cleansing- 26 comments
- Gritters- 11 comments
- Education- 9 comments
- Recycling- 23 comments
- Social Services- 7 comments
- Wheelie Bins- 9 comments
- Repairs- 5 comments
- Sports- 7 comments

### **Service Response**

*The feedback proved very interesting. For example 72 respondents highlighted cleansing as a poorly performing service. However, when asked which service was performing well, refuse collection received 86 positive comments.*

*We will work to continually improve our services with the aim that a greater number of citizens have a positive experience of the services we provide.*

*We will feed this information into our Best Value System in order that it may have a direct impact on improving on our current performance.*

**Figure 41: Do you know that the Council has a Customer Comment Card for providing feedback on service delivery?**

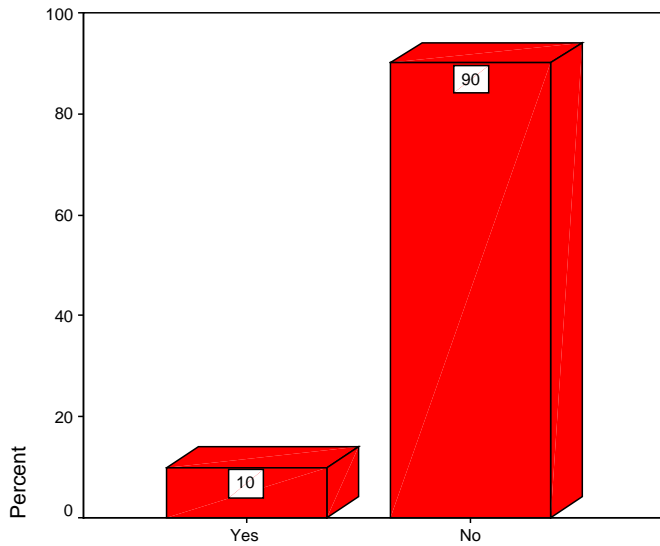


Figure 41 shows that 90% of respondents were not aware that the council had a customer comment card. Only 5 relevant comments were made related to respondents' experience of using customer comment cards; 3 were positive and 2 negative.

### **Service Response**

***On review of these results, the Customer Comment Card evidently requires urgent promotion. We will raise its profile by ensuring our front-line reception staff are aware of its existence and are trained to respond appropriately to our customers who may wish to use the Card.***

## THE VOLUNTARY SECTOR

Aberdeen Council of Voluntary Organisations (ACVO) is the umbrella body for the voluntary sector frequently referred to as the “Third Sector” in the City, which encompasses most of the city voluntary organisations, local and national. For example, Aberdeen Foyer, Home Start in Aberdeen, The Salvation Army, Aberdeen Cyrenians, Aberdeen Sports Council, The International Centre and so on. The Voluntary Sector is Aberdeen’s 5<sup>th</sup> largest employer, contributing in excess of £10 million to the local economy. We work in partnership with the Local Authority and other Statutory Agencies particularly through Community Planning, engaging in Challenge Forums covering topics such as Health & Social Care, Homes, Safety, Transport & Environment, etc.

**Figure 42: Are you aware of the variety of Voluntary Organisations operating in Aberdeen?**

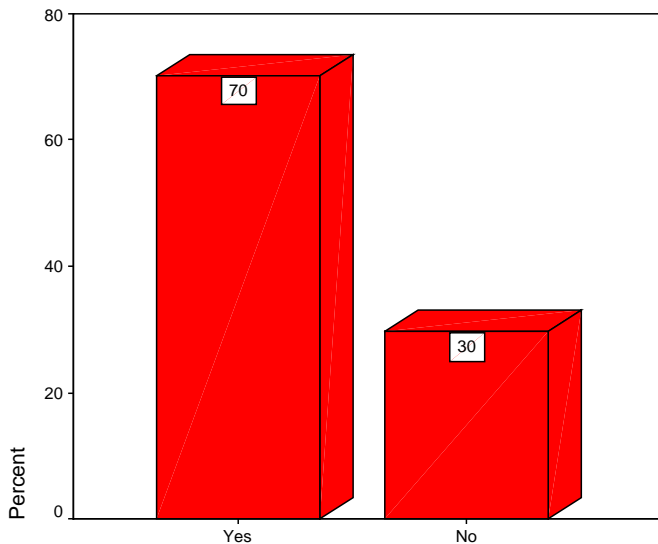


Figure 42 shows that 70% of respondents are aware of the wide variety of voluntary organisations operating in Aberdeen

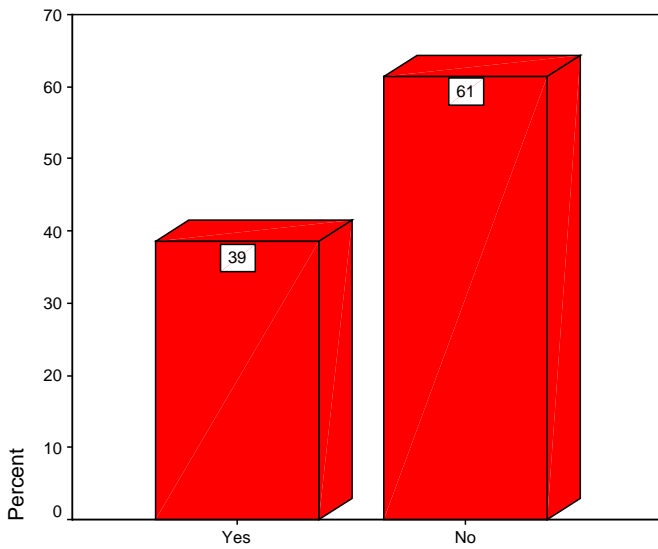
**Figure 43: Have you had contact with any of those Voluntary Organisations?**

Figure 43 shows that only 39% of respondents have had contact with a voluntary organisation.

**Figure 44: Reason for contact**

	Count
a) A Client or service user	88
b) A Volunteer	90
c) A voluntary sector paid employee	15
d) A public or private sector employee	34

Figure 44 shows that the most frequently cited reason for contacting a voluntary organisation was as a volunteer (90 respondents).

In addition 15 respondents donated clothing/furniture, 11 donating money, 6 had contact on behalf of someone else, 1 provider of professional services, one independent examiner of accounts, 4 through work/business, 1 academic, 2 fund raising events, 1 trustee, 1 customer, 2 participated in a sleep out.



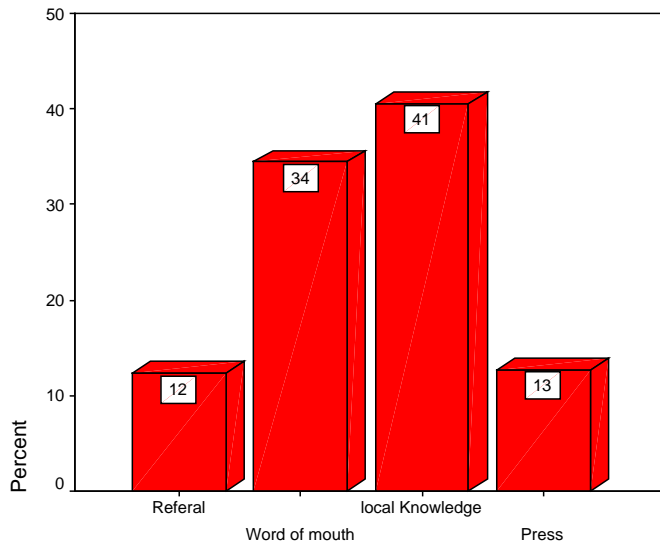
**Figure 45: How did you initially find those Voluntary Organisations?**

Figure 45 shows that 41% of respondents that had used a voluntary organisation heard about it through 'local knowledge' and a further 34% heard about it through 'word of mouth', 13% heard of the organisation through the press and a final 12% were referred.

Respondents were asked to give their opinion on how easy it is to contact voluntary organisations and get access to the services they provide. 66 respondents commented that contacting voluntary organisations is very easy or easy and a further 30 commented that it was fairly/quite easy. 5 respondents commented that it depended on the organisation, 4 commented that it was not easy to contact a voluntary organisation, 3 commented that it was easy if you knew where to look, 4 commented that the organisations had limited resources and so even if you contacted them you may have to wait a long time for service and finally, 3 respondents got information from telephone book/yellow pages.

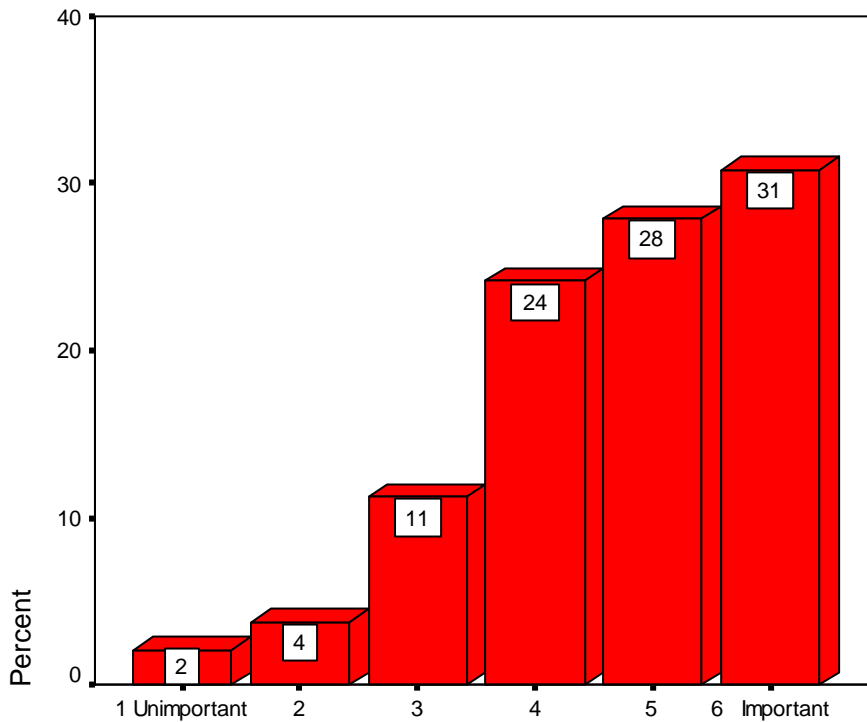
**Figure 46: How would you rate your experience with Voluntary Organisations?**

Figure 46 shows that the majority of respondents rated their experience of using voluntary organisations highly.

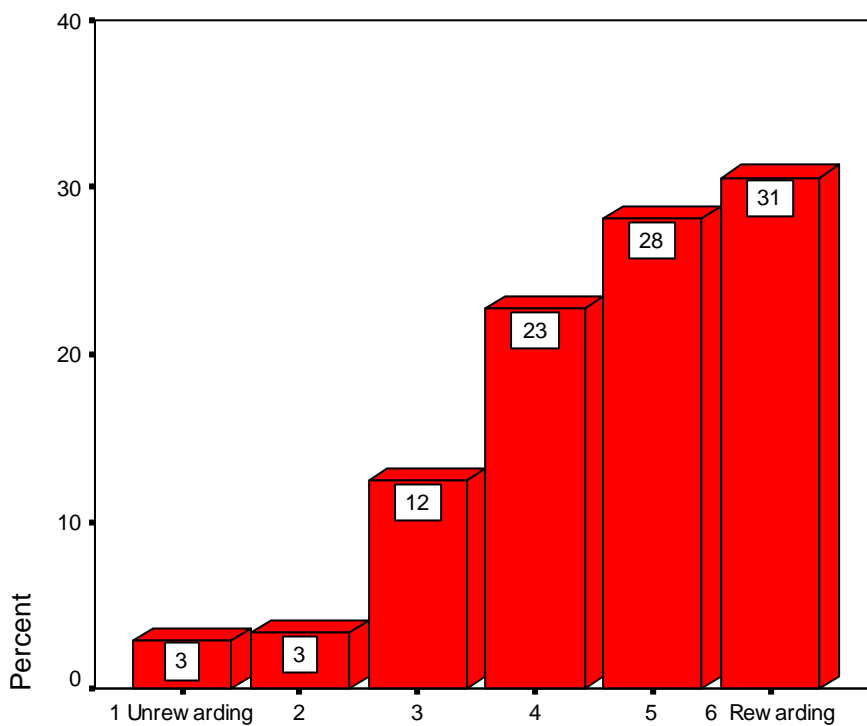
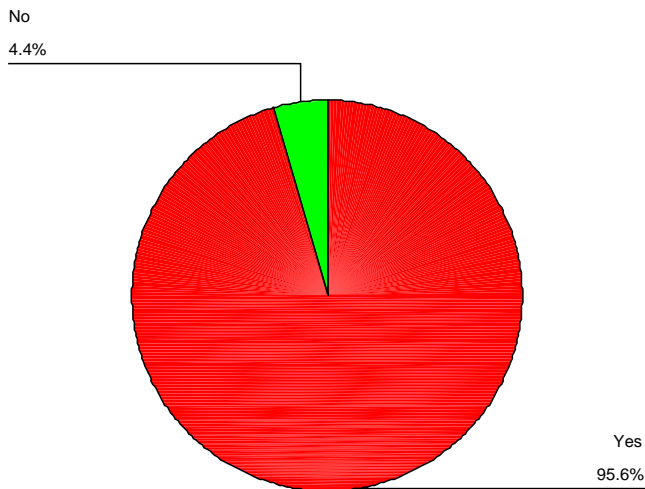
**Figure 47: Did you find the experience rewarding?**

Figure 47 shows that the majority of respondents found the experience rewarding.

**Figure 48: Would you recommend involvement with voluntary organisations to others?**



The comments in response to this question were both from the perspective of people that use voluntary organisations and those that participate as volunteers. The most frequently made comments related to:

Putting something back into the community (31 comments), that the experience of being a volunteer is rewarding/satisfying (27 comments), that these organisations help the vulnerable in society (16 comments), that voluntary organisations provide good services (13 comments), that Voluntary organisations do a good job (6 comments), voluntary organisations can give specialist help (5 comments), that voluntary organisations are a good way to get to know people (6 comments), that it is right to want to help others (6 comments), that using voluntary organisations helps one to meet others in a similar situation (3 comments), that voluntary organisations can give help through difficult times (3 comments), working with a voluntary organisation can help to learn new skills (3 comments), voluntary organisations treat people equally (4 comments), they benefit both the volunteers and the people being helped (4 comments), voluntary organisations fill the gaps in council services (3 comments).

**Figure 49: What do you think is the value of the Voluntary Organisations to individual citizens of Aberdeen?**

	Count
Advising	188
Ethnic Issues	58
Funding	74
Elderly	185
Counselling	167
Campaigning	62
Disabled	148
Health and Safety	77
Supporting	193
Enabling	106
Children	110

Figure 49 shows that respondents felt that the main benefits to citizens in Aberdeen from voluntary organisations are: supporting people (193 responses), advising (188 responses), helping the elderly (185 responses) and counselling (167 responses).

- One respondent wrote that voluntary organisations serve no useful purpose
- One wrote that they all had a part to play
- One suggested respite care
- One wrote that it depended on the organisation
- One wrote that they can benefit unemployed people
- One wrote that it was good to have someone to turn to
- One wrote spreading knowledge
- One wrote that voluntary organisations could act as a go between with council departments.

Respondents were asked where, and in what capacity, they saw the future of voluntary organisations. 8 respondents wrote that voluntary organisations will continue to provide help for those in need, 8 respondents wrote that they should work more in partnership with council; some commented that this should not be an excuse for council to shirk responsibilities, 7 wrote that voluntary organisations will have a very important role, 4 wrote that they could supplement council services, 8 respondents commented that they need more funding to provide a good services and 4 commented that they are vital to the community.

Other comments included:

Reduce costs in council (1 comment), need to be publicised more (1 comment), need to develop assessment tools for interface with public sector (1 comment), better networking between organisations (1 comment), all services should be under one roof (1 comment), should take a lead role in governing city (1 comment).

**Figure 50: Are you currently involved with any Voluntary Organisations?**

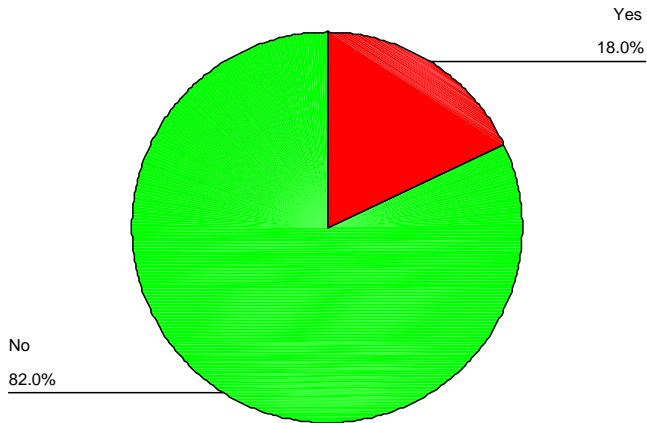


Figure 50 shows that 18% of respondents are currently involved with voluntary organisations.

Involvement with voluntary services

Aberdeen and North East Scotland Music Festival  
 Cruise Bereavement  
 Pillar Aberdeen- 3  
 Mental Health- 2  
 Rosebank Garden Project  
 Aberdeen Cyrenians- 4  
 Salvation Army  
 Barnardos- 2  
 Special Transport 2004  
 Cornerstone Community Care- 2  
 DAWGS  
 VSA- 6  
 Scouts- 5  
 Citizens' Advice Bureau- 3  
 Alcohol Advisory and Counselling Service- 3  
 Oxfam- 2  
 Adult Learning tutor  
 WRVS -2  
 Aberdeen Stroke Organisation  
 Church- 7  
 Royal Air Forces  
 Riding For Disabled  
 Aberdeen Samaritans- 3  
 Victim Support Aberdeen  
 Sister Service for Handicapped  
 Phoenix Clubs  
 Dementia Support in Huntly  
 Alzheimer Scotland  
 Red Cross -2  
 School PTA  
 Instant Neighbour

Aberlour trust  
Childline- 2  
Guide dogs for the Blind- 2  
Children First  
Crossroads  
Trade Union  
Aberdeen Physically disabled swimming group  
Special Needs Forum -2  
Compass Outdoor Centre  
Friends of Camphill medical practice  
SCAN  
Aberdeen Allotments  
RNLI  
Cancer Research  
NSPCC  
AFED  
RNIB  
Friends of Woodlands hospital  
Friends of Roxburgh House  
Third World Centre  
Aberdeen Foyer –3  
Girl Guides  
Neighbourhood Watch  
Local Community Council  
Local Community Centre Management  
Civic Forum  
Environmental Forum and City Crime Prevention Panel  
SETPOINT  
Grampian Society for the blind -2  
St Peters' Heritage Centre  
National Trust  
Cats Protection League- 2  
Easter Anguston Farm  
Age Concern  
Aberdeen Arts Centre  
Castlegate Theatre School  
Save the Children  
Drugs Action  
SACRO  
Aberdeen and North East Rape and Sexual Abuse  
Grampian Racial Equality Council  
Boys Brigade  
Care Watch  
Home Start

## **HOMES**

The Council is considering the future use of the City's Long Term Empty Houses to develop ways of tackling housing market failure within certain areas of the city.

The report produced will contribute to the improvement of the overall quality of life for Aberdeen citizens and relates directly to the forthcoming Citywide Community Regeneration Strategy, as well as to the council's business planning process, capital improvements investment programmes and other partners development plans.

These questions are asked to find out what people's perceptions are about low demand areas/houses, to establish baseline information and what the Council should do to halt the decline.

**Figure 51: How long have you lived in this area of the City?**

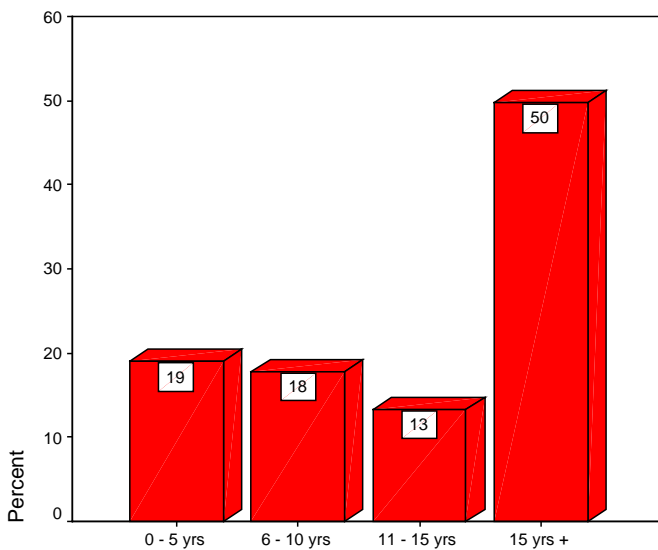


Figure 51 shows that 50% of respondents have lived in the same area for more than 15 years.

**Figure 52: Which of the following were important factors in your decision to move to this area**



	unimportant		2		3		4		very important		N/A	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Close to your place of work	87	14%	60	10%	108	18%	118	20%	106	18%	122	20%
Close to College/ University	134	26%	51	9.9%	43	8.4%	24	4.7%	26	5.1%	235	46%
Convenient for Shops - basic grocery shopping	57	9.2%	56	9.0%	163	26%	176	28%	113	18%	56	9.0%
Near to a hospital with a casualty department	146	25%	116	20%	132	23%	50	8.6%	40	6.8%	100	17%
Near to a Doctor's surgery	107	18%	94	15%	137	23%	117	19%	75	12%	78	13%
Near to good schools	80	14%	44	7.6%	47	8.2%	120	21%	158	27%	127	22%
Good transport links	50	8.0%	47	7.5%	113	18%	176	28%	186	30%	51	8.2%
Near to a library	116	19%	95	16%	152	25%	111	19%	54	9.0%	70	12%
Safe play area for children	87	15%	48	8.5%	71	13%	102	18%	111	20%	146	26%
Places to socialise with friends/family (pubs, restraurants, etc.)	100	17%	115	20%	133	23%	101	17%	60	10%	78	13%
Close to friends/family	121	20%	90	15%	119	20%	84	14%	104	17%	88	15%
Reputation of area	33	5.3%	30	4.9%	95	15%	170	28%	253	41%	36	5.8%
Good parking facilities	62	10%	51	8.5%	113	19%	147	24%	140	23%	89	15%
Type of property found in this area is appealing	15	2.4%	18	2.9%	92	15%	189	31%	262	43%	38	6.2%

Figure 52 shows that the factors rated most highly in the decision to move to an area were: type of property found in area (74% rated important or very important), reputation of area (69% rated important or very important) and good transport links (58% rated important or very important).

The factors rated lowest were: near to a hospital (45% rated not important or low importance), places to socialise (37% rated not important or low importance), close to college/uni, near library and close to friends and family were also rated fairly low with 35% rating these factors as not important or low importance in their decision to move to their area.

Other reasons included:

- Affordable (19 comments)
- Always lived in area/partner was living there (16 comments)
- Plenty of green spaces/convenient for countryside (11 comments)
- Low crime (4 comments)
- No choice (homeless/ emergency/single parent etc)- 9 comments
- Convenient (2 comments)
- Quieter area (4 comments)
- Convenient for bus/walking/cycle lanes (3 comments)
- No parking problems (1 comment)
- Services near by (2 comments)
- Like character/history of area (2 comments)
- Allocated house when moved to this country (1 comment)
- Close to church (1 comment)

**Figure 53: Please indicate the extent to which the following are problems in YOUR area?**

	not problem		2		3		4		serious problem	
	Count	%	Count	%	Count	%	Count	%	Count	%
Many houses are in serious disrepair	427	65.8%	119	18.3%	64	9.9%	16	2.5%	23	3.5%
Problems with anti-social behaviour	212	32.4%	187	28.6%	129	19.7%	79	12.1%	47	7.2%
Area is unclean	268	40.9%	199	30.3%	106	16.2%	51	7.8%	32	4.9%
Vandalism	161	24.2%	219	33.0%	155	23.3%	80	12.0%	49	7.4%
Break ins	95	14.5%	186	28.3%	218	33.2%	113	17.2%	45	6.8%
Inadequate parking	243	37.4%	145	22.3%	112	17.3%	73	11.2%	76	11.7%
Violence against individuals	306	47.0%	203	31.2%	84	12.9%	36	5.5%	22	3.4%
Problems with neighbours	408	62.2%	150	22.9%	44	6.7%	30	4.6%	24	3.7%
Noise	315	48.5%	179	27.6%	80	12.3%	44	6.8%	31	4.8%
Volume of traffic/busy road nearby	213	32.4%	142	21.6%	127	19.3%	98	14.9%	78	11.9%
Inadequate street lighting	262	40.0%	167	25.5%	112	17.1%	62	9.5%	52	7.9%
Groups of people "hanging around"	193	29.4%	167	25.4%	132	20.1%	90	13.7%	75	11.4%
Roads/pavements in poor state of repair	152	23.0%	156	23.6%	150	22.7%	113	17.1%	91	13.7%
High levels of unemployment	375	59.6%	133	21.1%	74	11.8%	25	4.0%	22	3.5%
Area is perceived as unsafe	370	56.8%	153	23.5%	60	9.2%	39	6.0%	29	4.5%
Serious Problems with drugs, etc.	263	40.6%	174	26.9%	113	17.4%	42	6.5%	56	8.6%
Local school is not considered to be good	423	68.6%	121	19.6%	48	7.8%	15	2.4%	10	1.6%
Too many short term lets	431	69.4%	117	18.8%	39	6.3%	19	3.1%	15	2.4%

Figure 53 shows that the factors that were rated as the biggest problems in respondents' neighbourhoods were: break ins (50.4% rated it as a problem or serious problem), roads in disrepair (31% rated as problem or serious problem) and volume of traffic (27% rated problem or serious problem)

**Figure 54: Thinking about the neighbourhood you live in, how would you rate it as a place to live?**

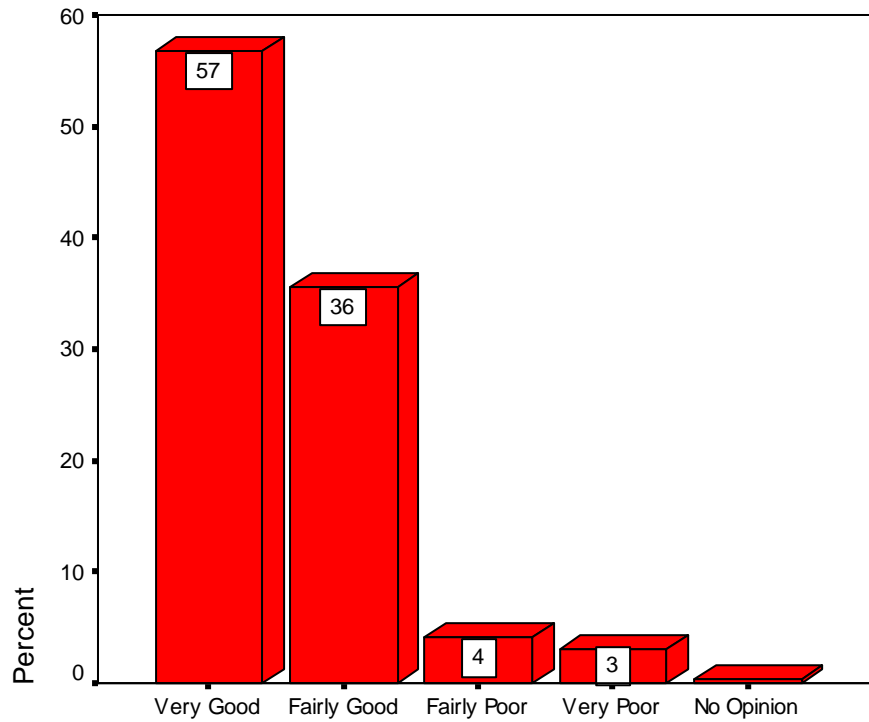


Figure 54 shows that 93% of respondents rated their area as a 'very good' or 'fairly good' piece to live. Only 7% rated their area as 'fairly poor' or 'very poor'.

**Figure 55: Stay in present home or would you prefer to move somewhere else?**

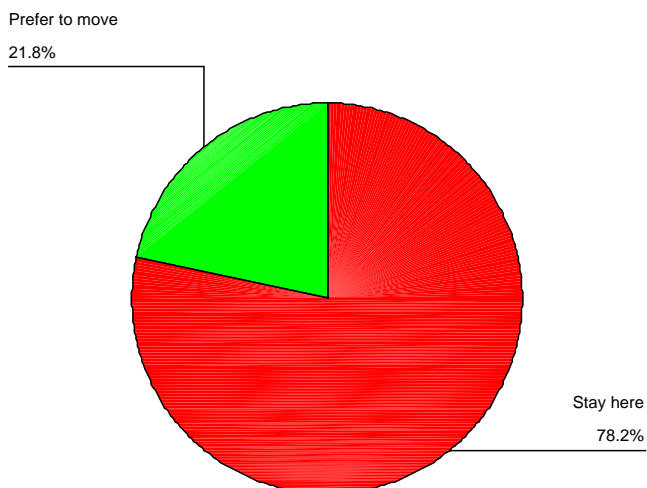


Figure 55 shows that 78.2% would choose to stay in their present area than move to a new one. Of the 23% that would move given the opportunity, reasons cited included:

- Want to move to a bigger property (many commenting that they would like a house rather than a flat)- 17 comments
- Present area is unsafe (10 comments)

- Want quieter area (10 comments)
- Want garden (7 comments)
- Better parking (6 comments)
- Want house in the country (7 comments)
- Bad neighbours (7 comments)
- To be closer to family (6 comments)
- Want smaller house (5 comments)
- Area overdeveloped (4 comments)
- Want to move to a better area (5 comments)

**Figure 56: Do properties remain empty for a long time in your area?**

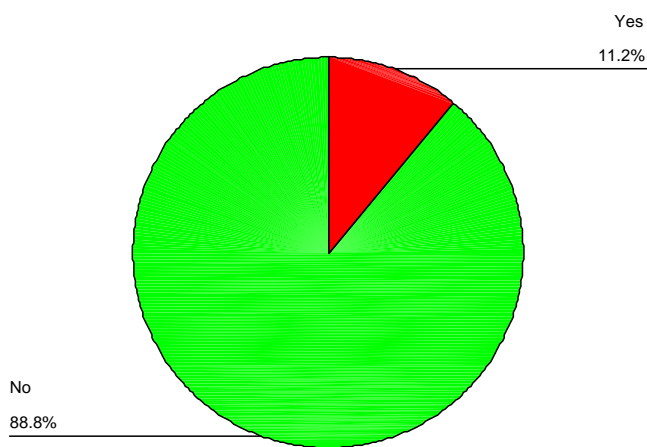


Figure 56 shows that nearly 90% of respondents wrote that properties do not remain empty for a long time in their area.

**Figure 57: what is the main reason for this?**

	Reputation of the area
	Count
Reputation of the area	42
Condition of the property	28
Neighbours	27
The area itself	35
Type of property	21
Ease of access to public transport	4
Car Parking	8
Local facilities e.g. shops, schools, etc.	3
Lack of funds to renovate/repair	23

Figure 57 shows that the main reason respondents cited as an explanation for properties remaining empty in an area for a long time was the reputation of the area (42 respondents cited this as a reason). A further 35 respondents cited the area itself as a problem resulting in properties remaining empty for a long time.

Respondents were asked to give details of community development strategies in their area. 136 respondents were not aware of any community development strategies. Other strategies mentioned included:-

- Neighbourhood watch schemes (8 comments)
- Dyce Community Garden- positive comment
- Community garden- positive comment
- Community warden scheme (3 comments)
- Community centre activities (3 comments)
- Library (2 comments)
- Improvements to city centre
- Conservation groups
- Heritage centre (2 comments)
- Torry seafront revamp
- Torry Youth Project
- Youth shelters
- Buddy system
- SIP- negative comments (2 comments)
- Mastrick shopping centre- positive
- Nigg Village centre
- Pottery excavation
- Friends of Denburn
- Mother and Toddler groups
- Ferryhill Brewery site

Respondents were also asked for ideas on initiatives that may help the neighbourhood that they live in. The most frequently made comments related to: having more police on the beat (28 comments), neighbourhood watch schemes (12 comments), activities for children/teenagers (9 comments), better planning of housing developments (8 comments), stop groups of kids hanging around (6 comments), better traffic management policies (6 comments), deal with anti-social behaviour (6 comments), enforce/reduce speed limits (7 comments), better lighting (6 comments), more leisure facilities (4 comments), parents accountable for children (3 comments), preserve green areas (3 comments).

**Figure 58: What would encourage more people to live in your area?**

	No Encouragement	2	3	4	Excellent Encouragement
	Count	Count	Count	Count	Count
Lower house prices/rental prices	97	57	117	97	83
Improving security- CCTV, street lighting, etc.	85	67	105	103	96
Demolition/refurbishment of derelict buildings	185	85	51	25	49
More investment in the infrastructure of the area - roads, parks, schools, etc.	52	65	118	94	110
Better cleaning of area - graffiti removed, litter cleaned up, etc.	67	92	119	87	94
Encouraging community-led initiatives where local residents can propose schemes for local regeneration	73	82	120	92	65
Better enforcement of anti-social behaviour laws	65	68	84	112	142
More amenities - shops, pubs, health care, sports facilities, etc.	82	85	113	81	93
Better policing of area	36	58	107	119	164

Figure 58 shows that the top 3 rated factors for encouraging people to move to an area are: better policing of area (164 people wrote that this would provide excellent encouragement for people to move to area), better enforcement of anti-social behaviour orders (142 people wrote that this would provide excellent encouragement for people to move to area) and more investment in the infrastructure of the area (110 people wrote that this would provide excellent encouragement for people to move to the area).

A number of respondents commented that their area is already very popular and that no more people could move there. Other comments included:

Better cleaning of area (4 comments), more police on beat (4 comments), more houses (4 comments), local school uncertain, more dog bins, house density too high, too many guest houses, more family accommodation, improve bus shelters, remove anti-social tenants, less students, maintain gardens better and fill empty houses more quickly.

**Figure 59: Do you participate in a tenants'/residents' association in your area?**

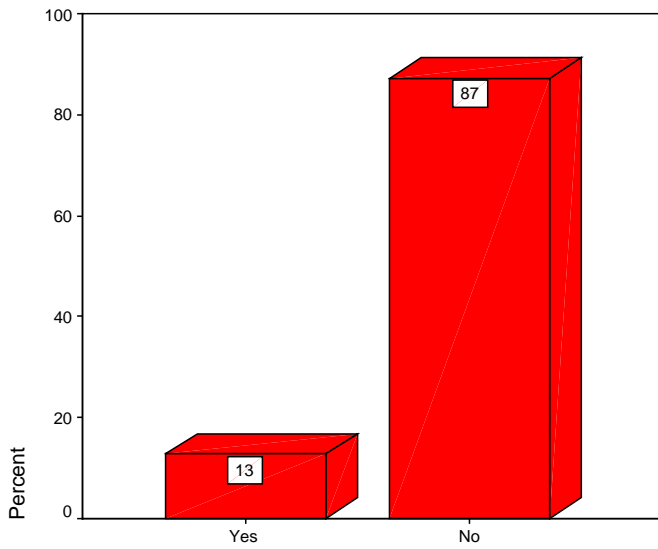
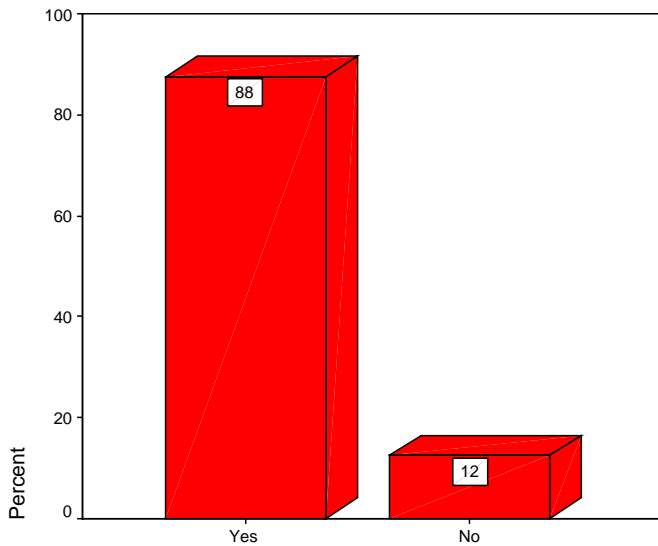


Figure 59 shows that only 13% of respondents participate in a tenants'/residents' association in their area. Of those that did not participate, 27% wrote that this was because there was not one and 73% wrote that they were unsure if there was one.

**Figure 60: Are there areas where you would not wish to live in?**



The areas cited most frequently as places respondents would not like to live were:

- Tillydrone (219 times)
- Northfield (139 times)
- Torry (129 times)
- Mastrick (113 times)
- Logie (83 times)
- Sandilands (79 times)



- Seaton (79 times)
- Manor (62 times)
- Kincorth (47 times)
- Middlefield (42 times)
- Woodside (43 times)
- Fersands (37 times)
- Ferrier (36 times)
- Bridge of Don (32 times)
- Garthdee (15 times)
- Bedford (13 times)
- Froghall (13 times)
- Summerhill (12 times)
- Hilton (9 times)
- Cummings Park (5 times)

### **Comments from Service Provider**

***The set answers to the homes questions in the report will be used to influence the Citywide Regeneration Strategy, will inform the Neighbourhood Community Action Plans (7 of which in the North are to be complete by Dec 05) and will influence the Local Housing Strategy.***

## GETTING INVOLVED QUESTIONS

### Background

In common with all areas in Scotland, Aberdeen now has a community plan. Community Planning is based on the idea that if all the organisations in Aberdeen that can make a difference (1) listen to what local people say they want for their city, (2) agree on the priorities and targets for the next 10 years to address the city's needs, and (3) agree to tackle them together; then real and lasting improvements will be achieved for the city and for the people who live here. Our community plan is called **aberdeen futures**.

**Figure 61: Are you aware that the main public agencies now work together much more closely?**

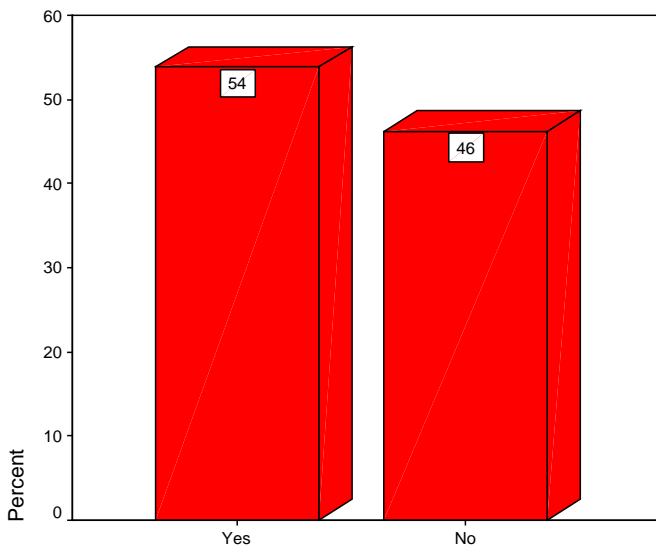


Figure 61 shows that 54% of respondents are aware that the main public bodies now work together much more closely.

**Figure 62: Did you know that Aberdeen has a community planning partnership ?**

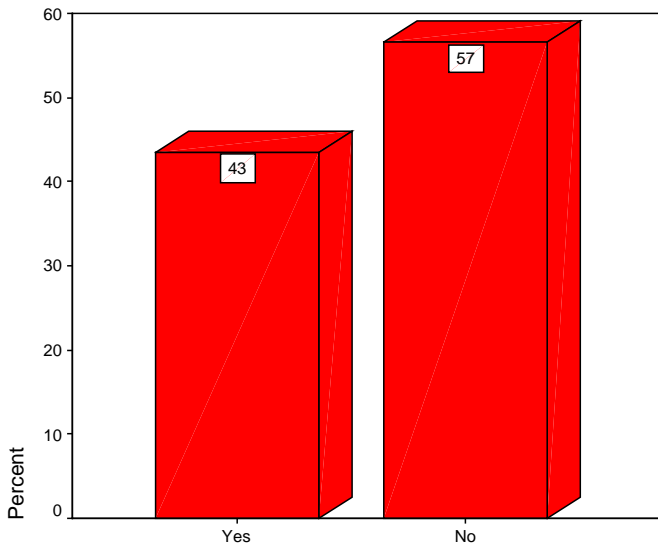


Figure 62 shows that 43% of respondents were aware that Aberdeen has a new community planning partnership

**Figure 63: Did you know that Aberdeen has a community plan explaining how the organisations in the city are working together?**

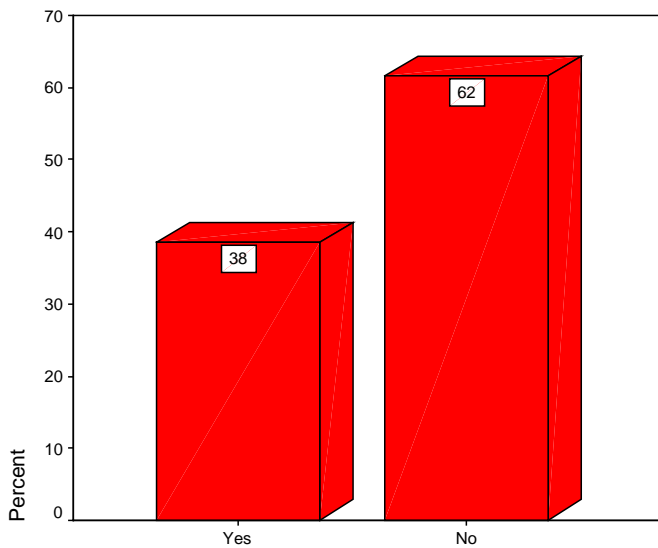


Figure 63 shows that only 38% of respondents are aware of the new Aberdeen Futures plan.

### Comments from Service Provider

*At this early stage in community planning it is good to see that over half the respondents are aware that the main public agencies now work together much more closely, and that most of those who know this also know that the public agencies have formed a community planning partnership. We assume that this awareness comes from either participation in community planning consultation events or from seeing press reports on key events in the development of the partnership. However a smaller number have remembered that community planning is branded as *aberdeenfutures*.*

*We do not expect people to be familiar with the detail of how the community planning process works but we would like the majority of the population to know that there is a community plan, what its general purpose is and that they can contribute as citizens and through community organisations. This suggests that we need to continue and increase publicity.*

Figure 64: Did you know that a Civic Forum, with meets regularly and is represented on the community planning partnership?

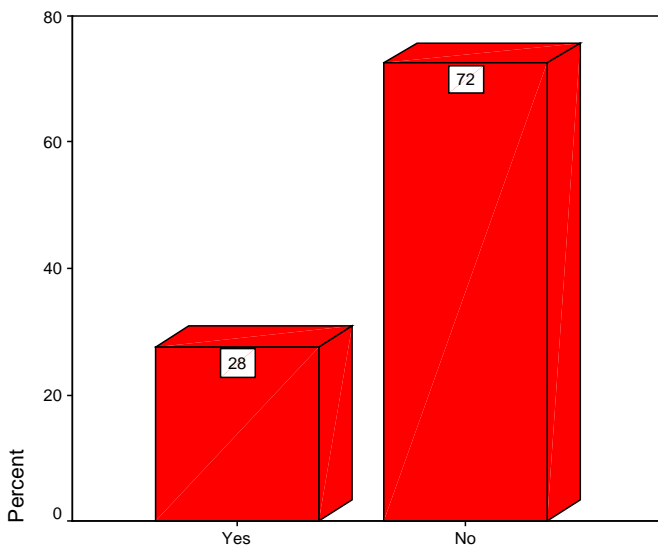


Figure 64 shows that only 28% of respondents were aware of the civic forum

### Comments from Service Provider

*It is not surprising that less than one third of the respondents are aware of the Civic Forum as there has been deliberately little publicity and members have been recruited directly via community councils and community of interest forums. The Civic Forum recently reviewed its first two years of operation and one conclusion was that it now needs to develop a higher public profile (as does community planning in general). As a result the public can expect to hear more about the Civic Forum and the issues it is concerned with. It is intended this will encourage more people to*

***participate in their communities and the community groups that send representatives to the Civic Forum.***

**Figure 65: Did you know that there will eventually be Neighbourhood Community Action Plans for each neighbourhood area of the city?**

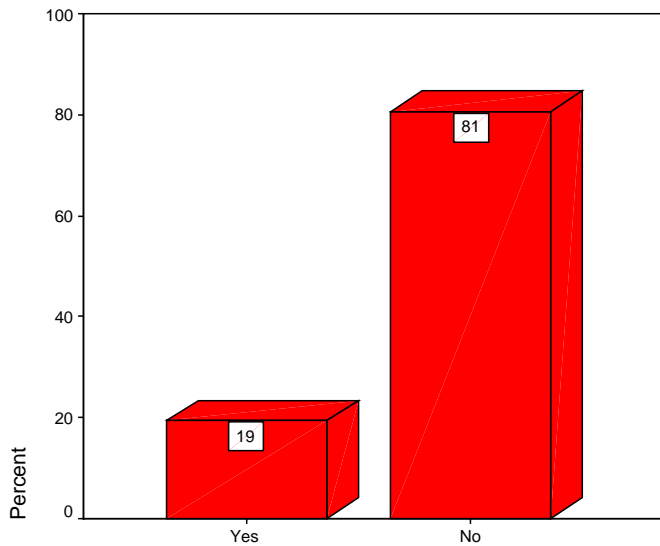


Figure 65 shows that only 19% of respondents were aware that a neighbourhood action plan was being prepared for every neighbourhood.

**Comment from Service Provider**

***Like the Civic Forum it is not surprising that at this stage only about a fifth of the respondents know about the programme of Neighbourhood Community Action Plans. At the time this questionnaire was issued only 12 out of 37 neighbourhoods had plans in place.***

***A rolling programme should complete all neighbourhood plans by the end of 2005. By then we would hope to see a much higher level of awareness as these plans are developed through community participation usually starting with a Planning for Real event.***

**Figure 66: How would you prefer to receive progress reports on the Community Plan or Neighbourhood Community Action Plans?**

	Community Plan (City Wide Plan)	Neighbourhood Community Action Plan
	Count	Count
Press releases to local newspapers, radio & TV	320	85
Website	181	77
Newsletter to each household	256	231
Leaflets in public places	119	79

Figure 66 shows that respondents would most like to receive progress of the Community Plan by press releases to local newspapers, radio and TV. They would most like to receive progress of the Neighbourhood Community Plan by a newsletter to every household.

#### **Comment from Service Provider**

***Whilst most people suggest that progress reports on the Community Plans should be given through local newspapers, TV and radio the other options are also supported. This suggests we should use the whole range of methods.***

***There is a clearer preference for using a newsletter to each household to report on progress on NCAP. There is a commitment to provide regular reports at least annually on the whole plan and possibly at other times on specific issues. A decision on monitoring and reporting is to be taken soon. A newsletter will be considered although there are considerations regarding cost and whether people will read a newsletter.***

#### **Summary of comments:**

- Congestion/ Traffic problems- 78 comments
- Alcohol/Drug abuse- 68 comments
- Economic diversification from oil industry- 53 comments
- Crime- 46 comments
- Inner City Regeneration- 32 comments
- Providing affordable housing- 31 comments
- Anti-Social behaviour problems- 30 comments

- Infrastructure (especially road infrastructure)- 30 comments
- Need to build a bypass- 17 comments
- Unemployment- 16 comments
- High rate of council tax- 15 comments
- Environmental issues (recycling, waste management, pollution etc)- 15 comments
- Improving public transport- 14 comments
- Inappropriate building- 12 comments
- Too many pubs- 9 comments
- Parking- 9 comments
- Cleanliness- 8 comments
- Policing- 8 comments
- Education- 6 comments
- Improving services- 5 comments

### **Comment from Service Provider**

***All of the issues identified are already 'on the agenda' for the community plan. Those identified by the largest number of respondents all have Challenge Forums or other partnerships developing detailed action plans for improvement. The scale of response as shown above will be reported to the community planning partnership for consideration when priorities are being decided.***

**Figure 67: Have you had any involvement in the community plan?**

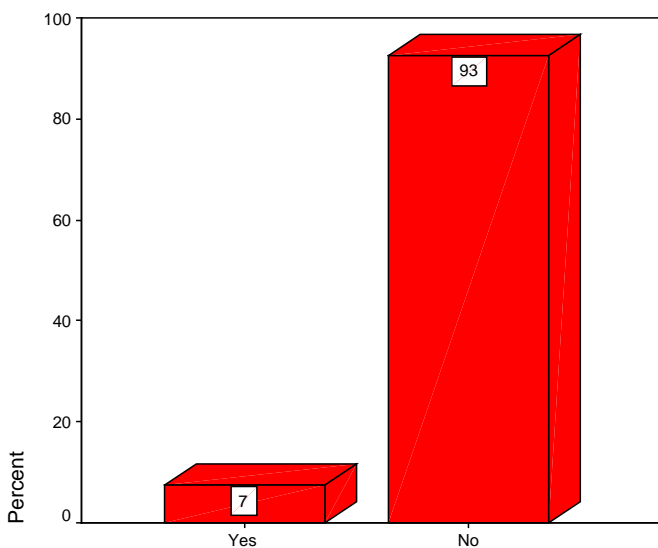


Figure 67 shows that only 7% of respondents have had any involvement in the community plan. Of these, 50% had involvement through the community and 50% through work.

2 more were involved with community councils and one with the green action plan.

### **Comment from Service Provider**

*Although 7% involvement in the community plan is a small percentage this represents quite a large number of people directly involved. We would hope that most citizens will be involved through neighbourhood and city wide consultation and smaller numbers directly through involvement in community organisations and/or their work place. We intend to increase the numbers involved by improving publicity and the methods we use to encourage people to have their say.*

**Figure 68: Rate life in Aberdeen**

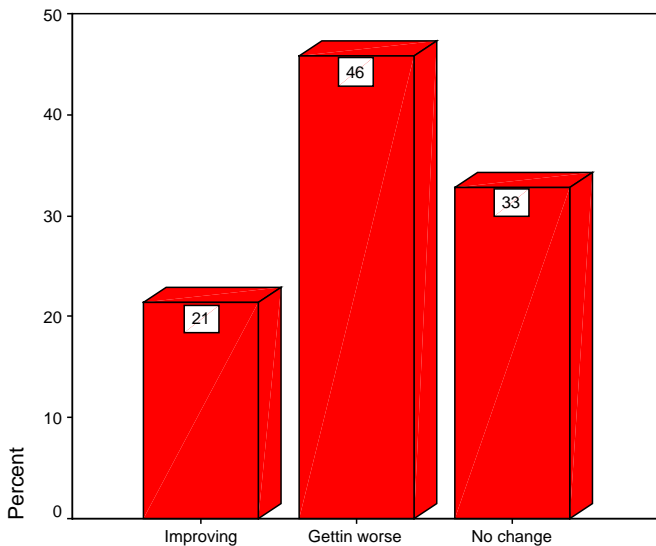


Figure 68 shows that the most popular response was from respondents writing that life in the city was getting worse (46%), only 21% wrote that life is getting better.

### **Comment from Service Provider**

*This kind of question helps us measure in a very general way if the community plan is working. The Community Plan aims to improve Well Being and as work develops over the coming years we would hope to turn the tide of feelings about the quality of life in Aberdeen.*

Comments about this section included: there are too many pubs (9 comments), some aspects of life are improving but others are deteriorating (8 comments), crime is getting worse (7 comments), drink and drug problems are bad (6 comments), too congested ( 5 comments), union street is deteriorating (4 comments), gap between rich and poor widening (2 comments) and there is no civic pride anymore (2 comments).



**Comment from Service Provider**

*All of the Getting Involved Question responses will be reported to the community planning partnership. We plan to repeat these questions in the future to test if there is an increase in awareness of and participation in community planning.*

## **ABERDEEN LABOUR MARKET PROJECT QUESTIONS FOR CITIZENS' PANEL**

The Aberdeen Labour Market Project is a new initiative being developed between the Robert Gordon University and Aberdeen City Council. The project has received funding from the European Social Fund to develop a website that provides comprehensive information about employment and learning in the North East of Scotland. This will allow citizens to make informed decisions about work and learning activities. Possible information to be included is: information about industries in the North East of Scotland, information about local learning projects and contact details for local employment providers such as recruitment agencies and job centres.

**Figure 69: A lot of the available jobs have low wages**

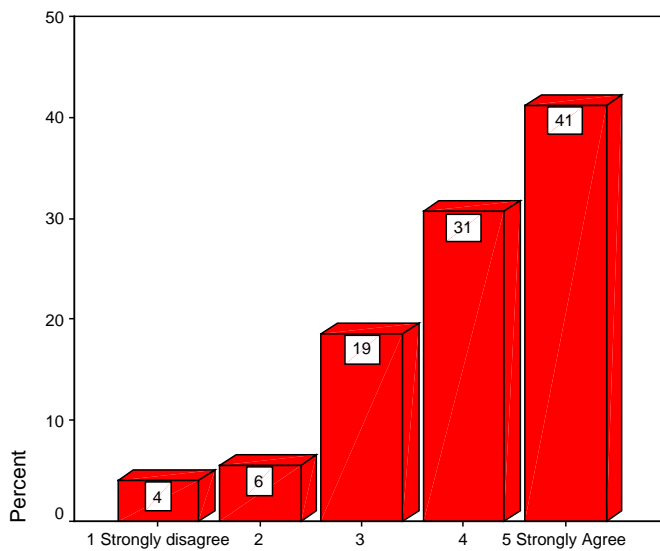


Figure 69 shows that 41% of respondents 'strongly agreed' with the statement "a lot of available jobs have low wages, a further 31% agreed with the statement.

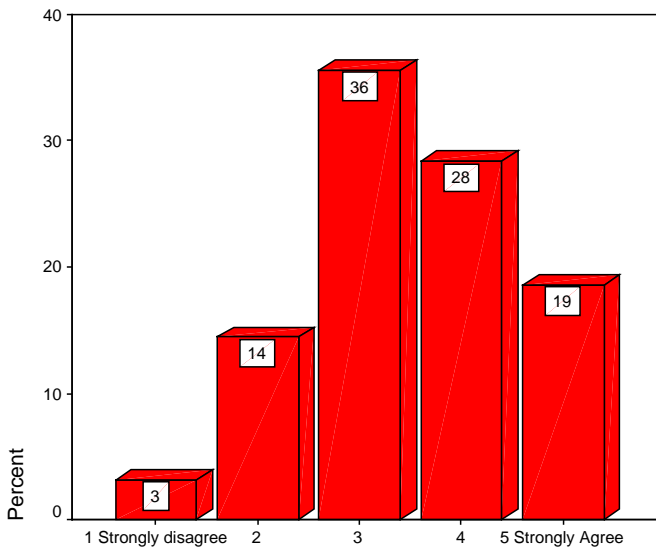
**Figure 70: A lot of available jobs have anti-social working hours**

Figure 70 shows that 19% of respondents strongly agreed with the statement “a lot of available jobs have anti-social working hours” and a further 28% agreed with the statement.

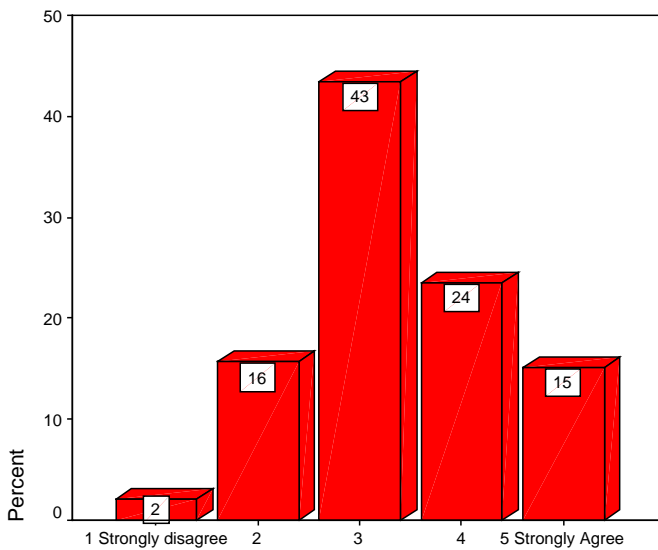
**Figure 71: A lot of available jobs have poor conditions**

Figure 71 shows that 15% of respondents strongly agreed with the statement “a lot of available jobs have poor conditions”, a further 24% agreed with the statement. 43% neither agreed nor disagreed, while 18% disagreed or strongly disagreed.

**Figure 72: A lot of the available jobs are very specialised**

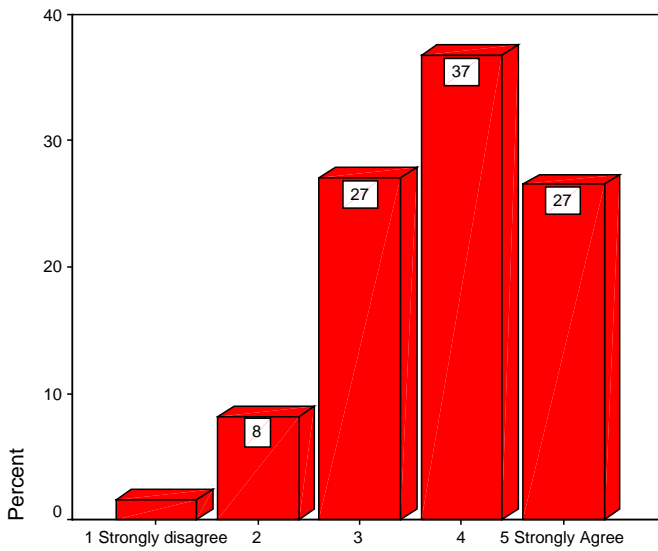


Figure 72 shows that 27% strongly agreed with the statement “A lot of the available jobs are very specialised”, a further 37% agreed with the statement. 27% neither agreed nor disagreed while 9% disagreed or strongly disagreed.

**Figure 73: There is a lack of information about local Employment opportunities**

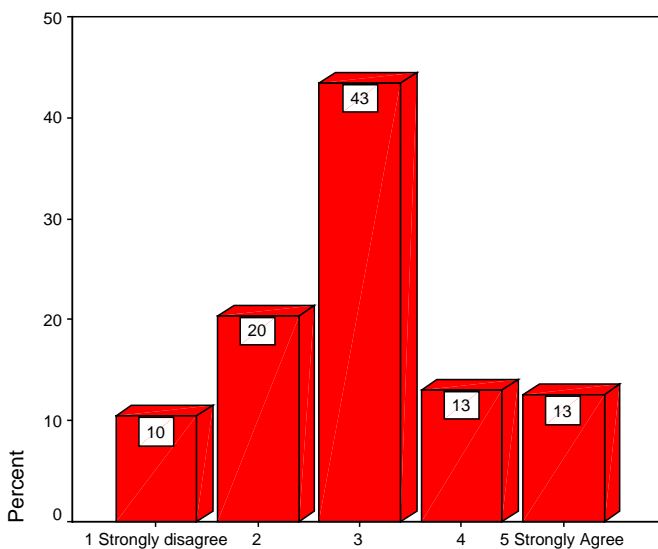


Figure 73 shows that 26% of respondents agreed or strongly agreed with the statement “there is a lack of information about local employment opportunities”, 43% of respondents neither agreed nor disagreed while 20% disagreed and 10% strongly disagreed.

**Figure 74: I did not have enough experience to get the job I wanted**

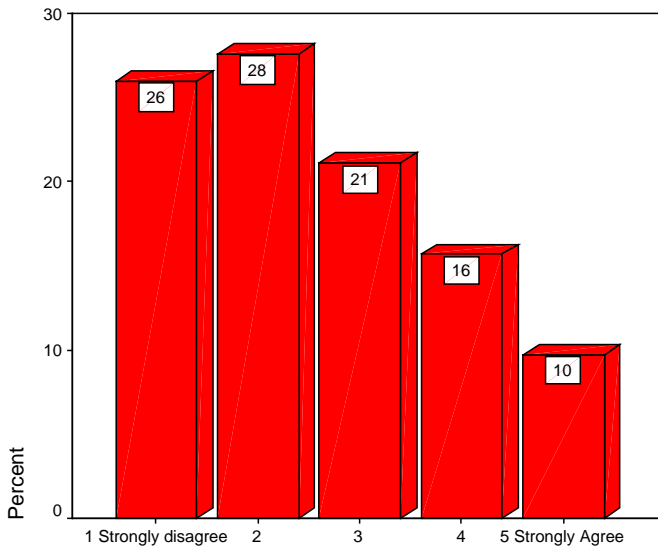


Figure 74 shows that 26% of respondents agreed or strongly agreed with the statement “I did not have enough experience to get the job I wanted”, 21% neither agreed nor disagreed while the majority, 54% disagreed or strongly disagreed with this statement.

**Figure 75: I did not have the skills that employers wanted**

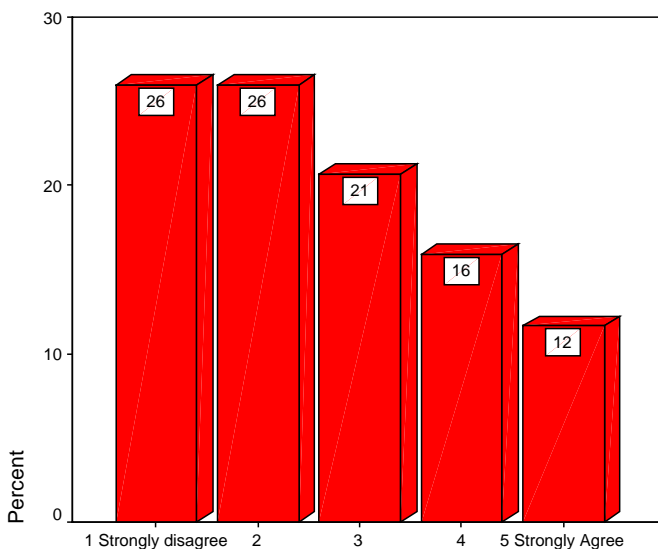


Figure 75 shows that 28% of respondents agreed or strongly agreed with the statement “I did not have the skills that employers wanted”, 21% neither agreed nor disagreed while 52% disagreed or strongly disagreed.

**Figure 76: I was not given enough assistance in looking for work**

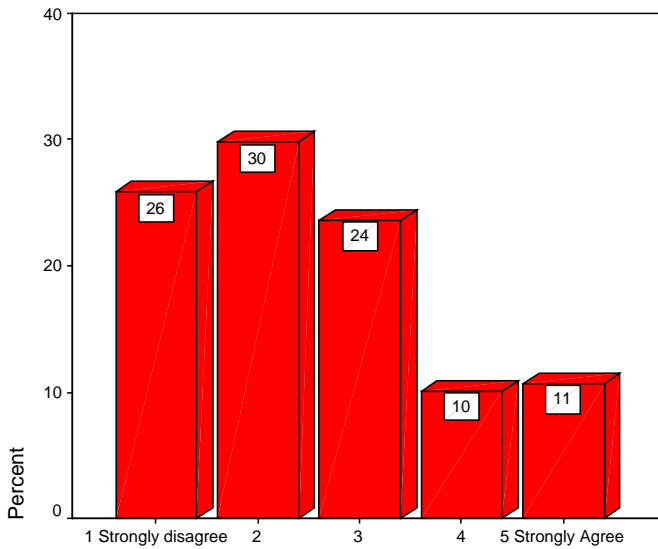


Figure 76 shows that 21% of respondents strongly agreed or agreed with the statement “I was not given enough assistance in looking for work”, 24% neither agreed nor disagreed, 56% of respondents disagreed or strongly disagreed.

**Figure 77: There are not enough jobs**

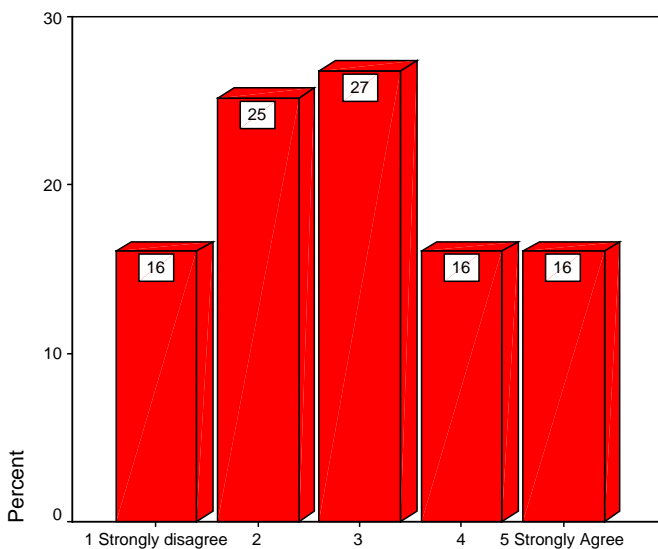


Figure 77 shows that 32% of respondents agreed or strongly agreed with the statement “there are not enough jobs”, 27% neither agreed nor disagreed while 41% disagreed or strongly disagreed with the statement.

**Figure 78: I cannot find the training that I need to get the job I want**

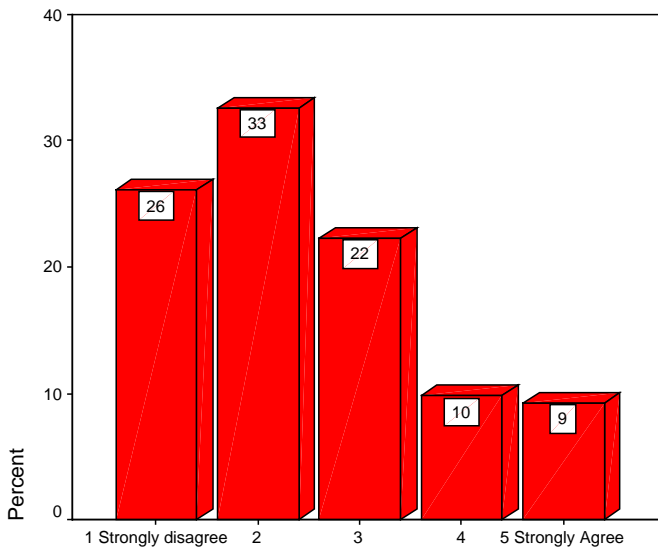


Figure 78 shows that 19% of respondents agreed or strongly agreed with the statement “I cannot find the training that I need to get the job I want”, 22% neither agreed nor disagreed, 59% disagreed or strongly disagreed with the statement.

**Figure 79: I did not have the correct qualifications to get the job I wanted**

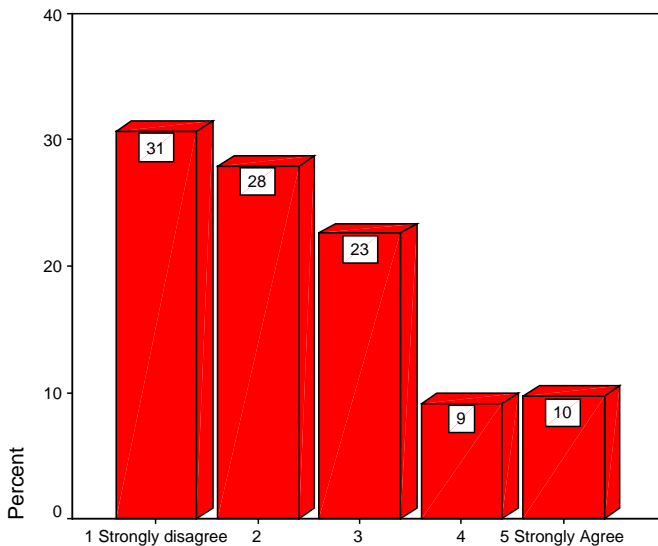


Figure 79 shows that 19% of respondents agreed or strongly agreed with the statement “I did not have the correct qualifications to get the job I wanted”, 23% of respondents neither agreed nor disagreed while 59% disagreed or strongly disagreed with the statement.

Other comments included:

- More low paid jobs in Aberdeen now
- Made redundant after 26 years
- Age discrimination is a problem (2 comments)
- There is work if people are willing to look for it
- Some training courses not available at college/universities
- Reduced job opportunities in Aberdeen due to oil industry decline
- Semi-retired and find it easy to find part-time work
- Job market very tight for specialist/non-oil skills base
- Lack of feedback from applications
- Agencies are rubbish
- Unemployed need more training to get meaningful work
- Have degree but not enough experience to get job of choice (2 comments)

**Figure 80: Please rate the ease with which you found work**

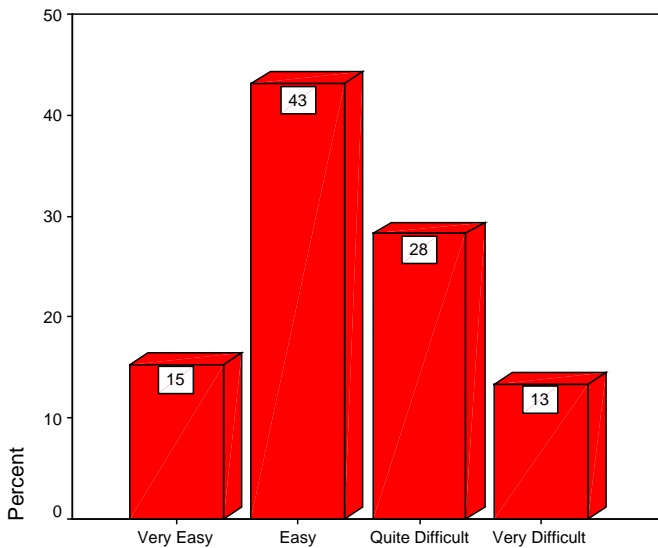


Figure 80 shows that 13% of respondents found it very difficult to find work while 28% found it quite difficult, 43% of respondents found a job easily while 15% of respondents indicated that they found getting a job very easy.



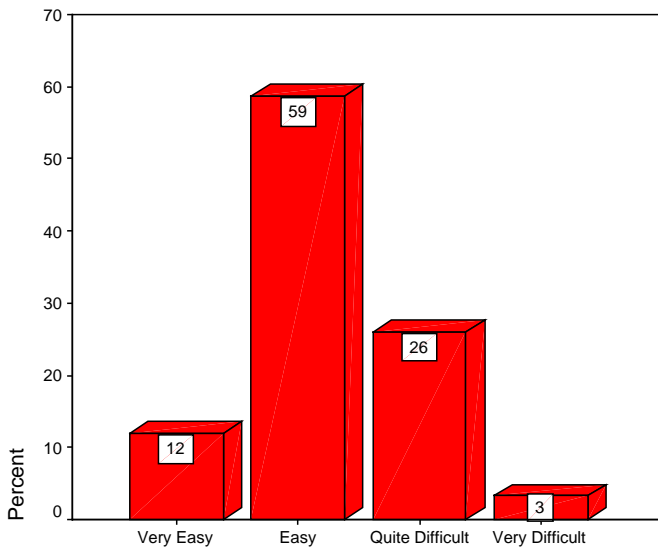
**Figure 81: Do you find it easy to find out about local work/learning activities?**

Figure 81 shows that 12% of respondents find it very easy to find out about local work/learning activities in the Aberdeen area and a further 59% find it easy, 26% find it quite difficult and a further 3% find it very difficult to find out about local work/learning activities.

**Figure 82: Which sources do you currently use to find information about local work/learning initiatives?**

	Count
Local Press	299
Word of Mouth	159
Aberdeen City Council	88
Local colleges or universities	113
Telephone Book	40
Job Centre	95
Careers Scotland	29
Learndirect Scotland	43
Recruitment Agencies	95

Figure 82 shows that the most popular source of finding information about local work/learning initiatives are: the local press (299 responses), word of mouth (159 responses) and local colleges or universities (113 responses).

In addition, 20 people wrote that they used job websites, 1 wrote that they used a further education prospectus, 4 respondents use national newspapers, 1 made speculative applications to companies, 1 used professional journals/ newsletters, 1 used professional institutes, 1 used the library.

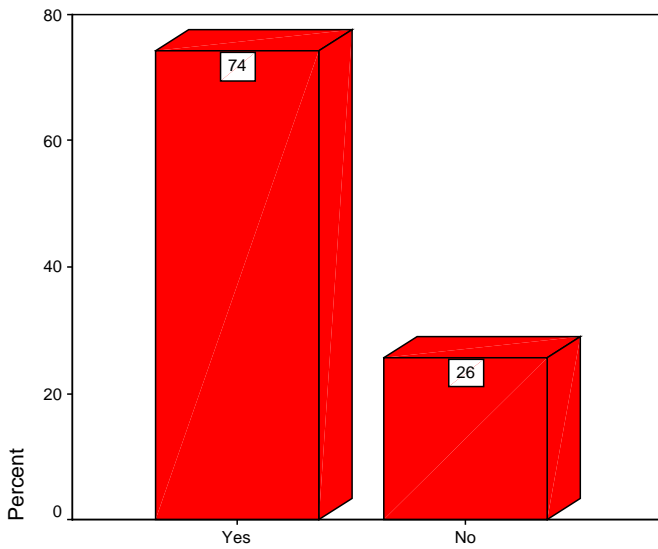
**Figure 83: Do you have access to the Internet?**

Figure 83 shows that 75% of respondents had access to the internet; 72% of these had access at home, 19% had access at work and 5% had access in the local library.

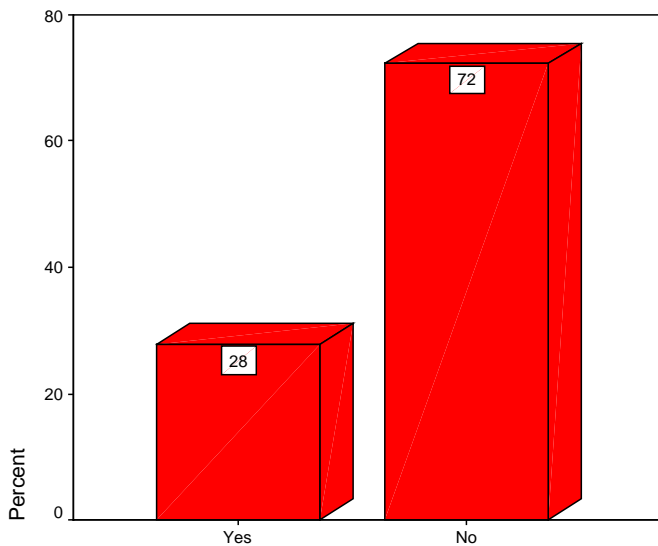
**Figure 84: do you make use of website-based information about local work/learning initiatives?**

Figure 84 shows that 28% of respondents make use of website-based information resources about local work/learning initiatives.

Websites consulted included:

- Council website (30 respondents)
- Aberdeen university (15 respondents)
- Agency websites (11 respondents)
- Aberdeen College (10 respondents)
- This Is North Scotland (10 respondents)

- RGU website (9 respondents)
- Job centre (7 respondents)
- S1 Jobs (5 respondents)
- Company websites (5 respondents)
- BBC (4 respondents)
- Fish4 jobs (4 respondents)
- Learndirect Scotland (4 respondents)
- Jobsplus
- Monster
- Workthing
- Jobs.ac.uk
- Beehive
- Total Jobs
- Oilcareers
- oilandgasjobsearch

**Figure 85: Reasons for not using websites to find local work and learning information**

	Count
I do not know where to look for information	93
I do not trust information I find on the internet	6
There would not be any relevant information for me	76
I get all the information I need from other sources	138
I do not have private access to the internet and do not feel comfortable/ am not allowed to use the internet for personal use	74

Figure 85 shows that the most frequent reason cited for not making use of web based information resources was that the respondents got all the information they need from other sources (138 responses). The secondly most frequently cited reason was that they do not know where to look for the information (93 responses).

**Figure 86: What information would you find useful in a local labour market website?**

	Count
Information about local employers	261
Information about industry sectors (eg growth areas of the economy)	158
Details of formal learning institutions such as colleges or universities	185
Details of informal local learning opportunities	200
Contact details for careers advice	185
Information about benefits/entitlements	171
Information about support organisations	126
Relevant facts and statistics about local employment levels, wages and conditions	140
News about careers fairs and other local employment initiatives	181

Figure 86 shows that the features respondents would most like to see in a local work and learning website were: information about local employers (261 responses) and details of informal local learning opportunities (200 responses).

**Figure 87: Which, if any, of the following statements are applicable to you?**

	Count
I am a full time carer who would like to get back to work	7
I am over 50 and am looking for work opportunities	39
I would like to change career but am unsure about retraining	64
I am interested in updating my skills to make me more employable	81
I have a disability but would like to work	40
I would like advice about grants/loans to improve my qualifications	65
I wish to learn as part of continuous professional development for my work	105
I am a school leaver looking for work	1
I am a recent graduate looking for work in the local area	9
I am interested in participating in a learning course to meet new people	41
I have no need to learn for work etc, I wish to purely for my own enjoyment	126

Figure 87 shows that, while there were a number of respondents that fell into the ‘target groups’ for the website, a great deal of respondents (126) wanted to learn purely for their own enjoyment. A further 105 wanted to learn as part of continuous professional development for work.

#### **Comments from service provider**

***We have found the results of this questionnaire very encouraging in particular when we looked at responses from our ‘target groups’. We have taken on board comments from respondents regarding the website and have amended the project aims and objectives accordingly. In addition these results have been presented as part of a conference paper at an international academic conference in Australia.***



**General comments**

I APPRECIATE THE WHOLE CONCEPT'S EFFORT TO TAP INTO CITIZENS' ATTITUDES. I AM ASSUMING THAT MY NON-COMMENTS WILL BALANCE OUT THE INVOLVED COMMENTS OF OTHERS. THE QUESTIONNAIRE DOES NOT GIVE ME THE CHANCE TO TELL YOU THAT I AM RETIRED

I HOPE THAT THE GENERAL COMMENTS ON ATTACHED PAGE ARE INTENDED TO BE HELPFUL.

I FIND A LACK OF ORIGINALITY AND APPROPRIATE LONG TERM PLANNING IN HOW THE CITY IS GROWING. THE FIRE SERVICE REPORT SHOWS THE GENUINE NEED FOR OLD RAILWAY LINES TO BE RE-OPENED, IF ONLY FOR SHUTTLE SERVICES

GETS BETTER!

IN THE QUESTIONNAIRE THERE ARE SEVERAL INSTANCES WHERE A "DON'T KNOW" CATEGORY WOULD BE HELPFUL. RE THE LABOUR MARKET PROJECT THERE IS NO INDICATION HOW PEOPLE WHO ARE NOT SEEKING WORK SHOULD RESPOND.

HAPPY TO PARTICIPATE BUT FIND THAT MANY OF THE QUESTIONS ARE NOT RELEVANT TO MY SITUATION (SEMI-RETIRED UNIVERSITY LECTURER, HOME OWNER IN COUNTRYSIDE AREA)

I HAVE GAINED A GREAT DEAL OF KNOWLEDGE BEING PANNELLIST.

I VALUE THE OPPORTUNITY TO MAKE MY VIEWS KNOWN AND TO CONTRIBUTE TO ACC'S AWARENESS OF HOW THE CITY DWELLERS PERCEIVE THE COUNCIL AND LIFE IN THE CITY. I AM ALSO VERY INTERESTED IN THE PANEL'S FINDINGS

MANY OF THE QUESTIONS CAN NOT BE ANSWERED BECAUSE THEY DO NOT RELATE TO ME (OR MINE) SPECIFIC AREA AND CONDITIONS, POSITION, ETC. THE ABERDEEN CITY VOICE NEWSLETTER IS MORE OR LESS GOBBLEDEGOOK.

NONE AT PRESENT

I FIND THE WHOLE THING INTERESTING AND INFORMATIVE.

THANK YOU FOR THE OPPORTUNITY TO GIVE MY INPUT BUT MY VIEWS DO NOT ACCORD WITH CURRENT DAY EMPHASIS ON MANAGING (RATHER THAN ACTUALLY DELIVERING) SERVICES AND EXCUSING RATHER THAN PUNISHING CRIME. I DO NOT EXPECT MY INPUT WILL BE GIVEN MUCH CREDENCE

I HAVE ENJOYED BEING A PANELLIST BUT MOST OF THE QUESTIONS WERE DIFFICULT TO ANSWER BRIEFLY. ALSO MORE INFORMATION IS REQUIRED BEFORE ANSWERING QUESTIONS ON SUCH IMPORTANT ISSUES

MAKES ME REALISE HOW MUCH I DONT KNOW ABOUT THE DEVELOPMENTS IN ABERDEEN

WE SHOULD MAKE THE CITY CENTRE ENVIRONMENTALLY FRIENDLY BY BANNING CARS IN THE CITY CENTRE OTHER CITIES HAVE DONE IT SO CAN WE.

I FEEL VERY PRIVILEGES TO BE INVOLVED IN THE QUESTIONNAIRE AS A PANELLIST AND THE INFORMATION I RECEIVE HAS BEEN VERY HELPFUL TO ME AND QUITE A FEW OF THE STAFF AND BOARD OF PILLAR ABERDEEN. THEY HAVE BEEN AMAZED AT THE RESULTS AND HAS BEEN VERY WELL RECEIVED

THERE ARE A LOT OF QUESTIONS I HAVE NOT ANSWERED AS THEY DO NOT APPLY TO ME - I AM AN OAP

I THINK THERE IS MORE OF A NEED TO CONVERT CHURCHES INTO LIVING ACCOMMODATION AS IN THE CITY CENTRE THERE ARE TOO MANY PERMITS BEING GRANTED FOR PUBS AND CLUBS.

VERY SORRY - I HAVEN'T HAD TIME TO FILL THIS QUESTIONNAIRE IN AS MUCH AS I WOULD HAVE LIKE TO . HOPE IT IS OF SOME HELP!

THE OPPORTUNITY TO TAKE PART IN THESE QUESTIONNAIRES HAS BEEN INFORMATIVE AND AN EASY WAY FOR ME TO EXPRESS MY OPINIONS AND GIVE VENT TO MY FRUSTRATIONS AND ANY SUGGESTIONS WHICH MAY COME TO MIND.

GOOD JOB - KEEP IT UP!

VERY EDUCATIONAL QUESTIONNAIRE

AGAIN THE QUESTIONNAIRE IS TOO LONG. PEOPLE WITH FULL-TIME WORK AND FAMILIES DO NOT HAVE THE TIME TO WADE THROUGH A HEAP OF QUESTIONS BUT I WOULD HAVE TO SAY THAT THE QUESTIONS ARE BETTER LAYED OUT AND POSED THAN DECEMBER!

I AM QUITE HAPPY TO CONTINUE AS A PANELLIST AS LONG AS IT HELPS IMPROVE CONDITIONS FOR EVERYONE



I DO BELIEVE WE SHOULD HAVE A4 ENVELOPES TO REPLY. I THINK A LOT OF CARE AND THOUGHT HAS GONE INTO THE QUESTIONNAIRE AND I AM MORE THAN HAPPY WITH THEM HENCE MY LACK OF COMMENTS.

I FEEL VERY UNHAPPY AT THE WAY ABDN COUNCIL HAS BEEN RUN IN A FEW DEPTS & AS A BORN & BRED ABERDONIAN I AM VERY ANGRY & IRRITATED AT THE COUNCILLORS WHO THINK THEY HAVE THE CITY AT HEART BUT ARE TRUELY MONEY GRABBING INPOSTERS - NOT ALL OF THEM!

I HOPE THIS WILL NOT BE A POINTNESS EXERCISE AND PEOPLE'S CRITICISM AND SUGGESTIONS ARE TAKEN ON BOARD. THE COUNCIL EXISTS TO SERVE THE POPULATION AND NOT VICE VERSA

I ENJOY HAVING MY VIEWS HEARD AND BEING UP TO DATE ON LEGAL ISSUES

QUESTIONS COULD BE SIMPLIFIED MORE, THEY CAN BE HARD TO UNDERSTAND EVEN FOR SOMEONE OF AVERAGE INTELLIGENCE.

BEING RETIRED MANY OF THE QUESTIONS ARE NOT RELEVANT TO ME.

DIFFICULT TO ANSWER SOME OF THE QUESTIONS WITHOUT ADDING QUALIFICATION. SOME ACTUALLY MEANT BOTH YES AND NO ANSWERS E.G. Q9 ON P23. I LIKE THE OPPORTUNITY TO COMMENT AND HOPE YOU TAKE NOTE OF ALL THAT WE SAY  
SOME QUESTIONS SEEM POINTLESS I.E. ALL ANSWERS COULD BE APPLICABLE, E.G. 11?  
OBSVIOUSLY NOT ALWAYS THE CASE BUT BETTER QUESTIONS COULD BE DEVELOPED

I FIND BEING A PANELLIST EXTREMELY RELEVANT AS IT TENDS TO MAKE ME THINK OF THE BROADER ABERDEEN PICTURE RATHER THAN THE MORE LOCALISED/PERSONAL ASPECTS OF OUR OWN FAMILY LIFE

I EMJOY FILLING IN THIS QUESTIONNAIRE BUT FEEL AS I HAVE JUST RETIRED I WOULD LIKE TO TAKE OR BE GIVEN MORE INFORMATION ON WHAT I COULD DO TO TAKE A GREATER PART IN THIS

I HAVE LEARNED A LOT ABOUT SERVICES PROVIDED

I ENJOYED BEING A PANELLIST BUT I DO WONDER IF WE ARE BEING LISTENED TO WHEN YOU READ OF THE MANY LUDICROUS DECISIONS MADE BY OUR COUNCIL. IT WOULD BE NICE TO HAVE A FACE TO FACE MEETING SOME DAY

I AM SORRY I CANNOT ANSWER MOST OF YOUR QUESTIONS AGE CONCERNS

I THINK THAT THE CITY IS TRYING TO PROVIDE TOO MUCH AT THE EXPENSE OF ESSENTIAL SERVICES SUCH AS POLICING, REFUSE COLLECTION AND ROADS. WE HAVE HAD DUMPED FRIDGES AND COOKERS ON THE STREET FOR OVER A YEAR NOW AND THE SAME POTHOLES IN THE ROADS FOR 12 YEARS

I FEEL THAT I HAVE BEEN MADE AWARE OF WHAT IS GOING ON "BEHIND THE SCENES" AS IT WERE IN THE DELIVERY OF SERVICES TO THE PEOPLE OF THE CITY. I DO FEEL THAT I LACK KNOWLEDGE TO ANSWER ALL THE QUESTIONS BUT DO MY BEST  
I HAVE FOR SOME TIME BEEN INTERESTED IN GAINING EMPLOYMENT WITH ACC. I FEEL BEING SINGLE WITH A MORTGAGE IT WOULD OFFER MORE SECURITY BUT AFTER FAILED ATTEMPTS I BELIEVE THE VACANCIES ARE PAPER EXERCISES ONLY PLEASE COMMENT

I HAVE BEEN RETIRED FOR 5 YEARS - ALL QUESTIONS UPON EMPLOYMENT ETC. ARE NOT APPLICABLE.

THE QUESTIONS REGARDING CHURCHES OR CONNECTION - AS A LIFELONG KIRK MEMBER WE HAVE A PLACE AND INFLUENCE IN THE AREA - WE HAVE A COMMUNITY NEWS LETTER WHICH FEATURES THE COMMUNITY CENTRE AND LOCAL SERVICES - CHRISTIAN AID COLLECTION WHICH COLLECTS £3K

THANK YOU

FORMS (AS ALWAYS) SEEM TO APPLY TO OTHER PEOPLE. NOT TO ME AND MY SPECIFIC SET OF OPPORTUNITIES/CONCERNS/EXPERIENCES.

YES - CUT DOWN SPENDING OF TAX PAYERS MONEY ON FRIVOLOUS VENTURES SUCH AS THOSE OUTLINED IN THIS DOCUMENT. MAKE EVERYONE PAY COUNCIL TAX AND THEN WE MIGHT START TO GET VALUE FOR MONEY - JUST MIGHT!

FIND QUITE A LOT OF THE QUESTIONS ARE IRRELEVANT TO ME AND THEREFORE DIFFICULT TO ANSWER

I HAVE APPRECIATED THE OPPORTUNITY OF COMPLETING THESE QUESTIONNAIRES ALTHOUGH I CANNOT ANSWER ALL THE QUESTIONS AS SOME ARE NOT RELEVANT TO ME PERSONALLY. I DO HOPE THAT MY CONTRIBUTION HAS BEEN OF SOME USE FOR THE FUTURE PLANNING OF THE COUNCIL.

I THINK THESE QUESTIONNAIRES ARE TOO DETAILED. IF YOU ASKED ALL PANELLISTS THEIR TOP TEN LIST OF IMPROVEMENTS THEY'D LIKE TO SEE AND GO ABOUT ACHIEVING THE MOST POPULAR ONES YOU WOULD HAVE FULFILLED PEOPLE'S REQUESTS.

AM PLEASED TO ASSIST AS WELL AS LEARNING ABOUT FACILITIES IN ABERDEEN

THIS HAS GIVEN A GOOD CROSS-SECTION OF PEOPLE FROM THE CITY AN AVENUE TO VOICE CONCERNS OR PUT FORWARD IDEAS.

SOME QUESTIONS I DIDN'T FEEL COULD BE ANSWERED WITH YES OR NO.

I WAS VERY PLEASED THAT ABERDEEN IS TAKING SUCH A SERIOUS LOOK AT HOW THE AGENCIES WORK TOGETHER AND THAT IT IS LOOKING AT PROVIDING THE SERVICES THAT ARE MOST NEEDED.

THE QUESTIONS/TOPICS OBVIOUSLY VARY, MAKING SOME EASIER THAN OTHERS TO COMPLETE.

I FOUND MORE OF THIS ONE WHERE IT WAS NOT POSSIBLE TO GIVE ANSWERS, LARGELY BECAUSE OF MY PERSONAL CIRCUMSTANCES, LACK OF KNOWLEDGE AND EXPERIENCE. IT MAKES ME WONDER WHETHER I CAN MAKE A WORTHWHILE CONTRIBUTION AND LOOK FORWARD TO THE FEEDBACK IN MARCH

BEING INVOLVED HAS GIVEN ME A GREATER AWARENESS OF THE ISSUES FACING ABERDEEN CITY, THE SERVICES PROVIDED AND THE INITIATIVES BEING TAKEN

I FIND THE QUESTIONNAIRE TO BE VERY GOOD, SOME OF THE COMMENTS BY OTHER PANELLISTS ARE GOOD TOO. THE OLDER GENERATION TO WHICH I AM GETTING CLOSER TO ARE GOOD COMMENTERS  
FIND THE QUESTIONNAIRE QUITE HARD TO COMPLETE AS I KNOW VERY LITTLE ABOUT SOME OF THE CATEGORIES

I HAVE ENJOYED BEING PANELLIST AND HOPE THAT AUTHORITIES MAKE USE OF THE INFORMATION OBTAINED

SOMETIMES THERE IS A NEED FOR "DON'T KNOW" AS AN ANSWER. ANSWERING YES OR NO CAN IMPLY YOU KNOW AND HAVE MADE A DECISION YES OR NO. WHEREAS D/K LETS YOU KNOW I WAS UNAWARE OF IT AT ALL.

BEING A PANELLIST HAS BROUGHT HOME TO ME HOW LITTLE I KNOW ABOUT SERVICES & ORGANISATIONS AVAILABLE TO ALL. I'VE ALWAYS THOUGHT I WAS WELL INFORMED. WELL AWARE OF PROBLEMS IN THE CITY BUT HAD LITTLE IDEA OF HOW MUCH WORK IS DONE TO TRY AND SOLVE THEM.

AS I AM 78 YEARS OLD I FIND MOST OF THE SUBJECTS DO NOT REALLY APPLY TO ME

I AGREE ABOUT ASKING FOR RELEVANT QUESTIONS IN NEAR FUTURE. THIS MAY GIVE ANSWERS IN THE QUESTIONS. I FULLY REALISE CHANGES WILL BE SLOW TO TAKE PLACE.

THE QUESTIONS ABOUT THE COUNCIL SERVICES ASSUME THAT YOU KNOW WHAT ALL THE SERVICES ARE. IF YOU DON'T KNOW WHAT THEY ARE HOW CAN YOU COMMENT ON WHETHER THEY ARE GOOD OR NOT. I HAVE A DISABILITY BUT WOULD LIKE TO WORK IMPLIES THAT PEOPLE WITH A DISABILITY ARE NOT IN EMPLOYMENT.

THE HOMES SECTION QUESTIONS WERE PARTLY BASED ON THERE BEING A NUMBER OF EMPTY PROPERTIES IN ABERDEEN YET THE RESULT OF THE FIRST QUESTIONNAIRE SEEMS TO IMPLY THAT THERE WAS A SHORTAGE OF COUNCIL HOUSES (WHICH WAS NEWS TO ME).

THIS QUESTIONNAIRE HAS BEEN EASIER TO COMPLETE THAN PREVIOUS AND THE INFORMATION RECEIVED IS USEFUL

SOME QUESTIONS ARE NOT APPLICABLE FOR ALL AGES IN COMMUNITY.

I HAVE BROKEN MY RIGHT WRIST AND CANNOT WRITE AT LENGTH BUT I'VE VERY MUCH APPRECIATED THE CHANCE TO HAVE MY SAY AND DISCOVER SO MUCH I WAS NOT AWARE OF.

I THINK THE PANEL IS VERY WORTHWHILE BUT AM CONCERNED ABOUT THE USE THAT IS MADE OF THE INFORMATION.

THIS QUESTIONNAIRE IS VERY POOR & WILL NOT PROVIDE MUCH USEFUL INFO. FOR ANALYSIS. MAJORITY OF SECTIONS ONLY ANSWERABLE BY SMALL PORTION OF THE PANEL IE HOMES IF YOU DO NOT LIVE IN UNDESIRABLE AREAS YOU CANNOT ANSWER QUESTIONS LIKEWISE EMPLOYMENT SECTION

I FIND THAT I CANNOT ANSWER MANY OF THE QUESTIONS SINCE I AM NOW FULL RETIRED BUT I DO CONSULT WITH MY NEIGHBOURS TO TRY TO GET A BETTER PERSPECTIVE

QUESTIONNAIRE IS TOO LONG

I AM NOW RETIRED - 86 YEARS OLD.

FORMFILLING. LOTS OF EOPLE THROW QUESTIONNAIRES IN THE BIN AS THEY DONT UNDERSTAND THE QUESTIONS. ITS TIME THOSE EGGHEADS GOT DOWN TO EARTH AND LIVE IN THE REAL WORLD

I LIKE TO TAKE AN INTEREST IN CURRENT AND LOCAL AFFAIRS AND FIND BEING A PANELLIST BRINGS SOME INTERESTING FACTS TO MY ATTENTION

I'VE ENJOYED TAKING PART AND FOUND OUT A FEW NEW THINGS

THERE ARE STILL TOO MANY BADLY FRAMED QUESTIONS WHERE THE REFERRANTS OF "THE" "THIS" ETC ARE UNCLEAR. THE PROCESS IS INTERESTING - AND THE RESPONSES ARE TOO.

INFORMATION AND INTERESTING TO TAKE PART. FEEDBACK IS GOOD

FAR TOO MUCH MONEY BEING WASTED ON PLANS, INITIATIVES, COUNCILS, WEBSITES AND QUESTIONNAIRES LIKE THIS ONE

I COULD DO WITH A BIGGER BOX TO WRITE MY REPLIES IN

I FEEL SOME OF THE QUESTIONS DIFFULT TO ANSWER - DUE TO OLD AGE PERHAPS

REGARDING THIS QUESTIONNAIRE WHY HAVE YOU PUT "IF NO GO TO QUESTION ....." IN SOME BUT NOT IN PAGE 24, Q7, P18 NOT REALLY RELEVANT IN THE PRIVATE SECTOR. AS YOU SAY IN "ABERDEEN CITY VOICE" SOME PEOPLE WONDER THE VALUE OF ALL THIS - I HAVE TO SAY I AM ONE

EXCELLENT WORK, ENJOYING IT, KEEP IT UP

I WOULD LIKE EVERYONE TO REACH AN AGREEMENT ON THE BASIC TERMS OF LIFE

QUESTIONNAIRE ARE WELL ORGANISED AND SET OUT AND THE INFORMATION I RECEIVE IS CLEAR, ECONOMICAL AND WELL WRITTEN

NEAR TO MY HOUSE, LOGIE MANOR PROPERTY CLEANED AND MODERISED. TENANTS, A SMALL NUMBER, DESTROY AND WILL NOT LOOK AFTER PROPERTY FOR THEIR OWN GOOD. FERRIER, SANDILANDS, HAYTON SEEM TO HAVE SAME PROBLEM.

POSSIBLY TRYING TO COVER TOO MUCH GROUND

IT IS SOMETIMES DIFFICULT TO PROVIDE COMMENTS ON ALL TOPICS IN THE QUESTIONNAIRE DUE TO LACK OF KNOWLEDGE, USE ETC. HOWEVER I HOPE THAT MY FEED BACK IS USEFUL TO YOU

THE QUESTIONNAIRE IS FAIRLY SPECIFIC AND I FOUND ONLY A LIMITED NUMBER OF SECTIONS WHERE I HAD RELEVANT INPUT.

WOULD YOU CONSIDER TOPICS WHICH MIGHT BE OF INTEREST TO SENIOR CITIZENS

I WOULD HOPE THAT BEING A PANELLIST CAN MAKE A DIFFERENCE. PEOPLE ARE SLOW TO PRAISE BUT QUICK TO CONDEMN AND I THINK WE GET GOOD VALUE AND PRETTY GOOD SERVICE FROM PUBLIC SERVICE EMPLOYEES - JUST A FEW THINGS NOT QUITE RIGHT YET

I BELIEVE THAT SURVEYS LIKE THIS HAVE VERY LIMITED RELEVANCE. LA's TEND TO BE BUREAUCRATIC AND OUT OF TOUCH WITH LOCAL PEOPLE. I RESENT COUNCIL TAX FUNDING BEING USED FOR THIS PURPOSE. MANY QUESTIONS IN SURVEY DESIGNED TO PROMPT SPECIFIC ANSWERS

AFTER THIS LATEST RISE IN THE POLL TAX AND RENT MAYBE IT IS TIME TO SCRAP ALL UNNECESSARY PAPERS THAT THE COUNCIL PUT OUT

SOME QUESTIONS ARE RATHER OBSCURE

WHILE THE INTENT OF THE QUESTIONNAIRES IS WELL INTENTIONED, THEY ARE QUITE COMPLEX. I BELIEVE MYSELF TO BE WELL EDUCATED AND COMPETENT BUT I DO NOT FIND THEM EASY TO DEAL WITH.

A GOOD ENDING AFTER A SHAKY START

I LIKE BEING ABLE TO AIR MY VIEWS IN A NON-CONFRONTATIONAL WAY. THIS IS GOOD IF THE OPINIONS EXPRESSED BY ORDINARY MEMBERS OF THE PUBLIC ARE LISTENED TO AND ACTION TAKEN ON THEIR CONCERNS.

I AM PROBABLY A BIT TOO OLD AND NOT REALLY WITH IT. I'VE BEEN AN ABERDONIAN FOR A VERY LONG TIME BUT DON'T GET ABOUT SO MUCH I FEEL NORTHSOUND AND GRAMPIAN TV COULD PUBLICISE ABERDEEN MUCH MORE THAN THEY DO. PLEASE EXCUSE MY ROMANCING

QUITE HAPPY TO CONTINUE AS A PANELLIST. FEEDBACK RECEIVED AND VOICE NEWSLETTER INFORMATIVE.

I AM GLAD I TOOK PART. I HAVEN'T BEEN ABLE TO ANSWER ALL YOUR QUESTIONS BUT HAVE ANSWERED WHAT I COULD HONESTLY. I HAVE BECOME MORE AWARE OF WHAT IS HAPPENING IN THE AREA AS A RESULT OF BEING A PANELLIST AND HAVE A GREATER SENSE OF MY RESPONSIBILITY

I AM CONCERNED ABOUT STREETS NOT FAR FROM MY HOUSE. CARS PARKED BOTH SIDES. IF THERE WERE TO BE A FIRE, THESE EMERGENCY SERVICES WOULD HAVE LIMITED ACCESS.

I FIND BEING A PANELLIST IS BOTH INFORMATIVE AND A LEARNING SITUATION FOR ME.

I FIND THE AREAS YOU ARE COVERING ARE A GREAT RANGE AND WILL HELP IN THE FUTURE FOR ABERDEEN

THE QUESTIONNAIRE WAS CLEARLY LAID OUT EXCEPT FOR LABOUR MARKET QUESTIONS - DID THEY APPLY ONLY TO THOSE SEEKING WORK IN LAST TWO YEARS?

IN THE LABOUR MARKET SECTION IT IS NOT CLEAR WHETHER IF YOU HAVE ANSWERED NO TO QUESTION 1, YOU SHOULD ANSWER THE REST OF THE QUESTIONS

FOR PEOPLE TO AGREE TO BE IN THE PANEL AND THAT YOU GET A 52% RESPONSE IS IN MY OPINION NOT GOOD. I WOULD HAVE THOUGHT THAT A MINIMUM OF 66% RETURN SHOULD BE ATTAINABLE. PERHAPS A PANEL REVIEW IS NEEDED

QUESTIONNAIRES TOO LONG

HAPPY TO CONTINUE BEING A PANELLIST. ONLY BY ASKING QUESTIONS CAN YOU FIND OUT THE NEEDS OF ABERDEEN CITIZENS.

STRAIGHT FORWARD. QUICK

Q9 (P. 14) DOES NOT SEEM TO MAKE SENSE

I HAVE ENJOYED BEING A PANELLIST AND THAT, IN ITSELF, HAS MADE ME MORE AWARE OF WHAT IS AVAILABLE.

AS I AM RETIRED A LOT OF THESE QUESTIONS DO NOT APPLY TO ME

IN DEALING WITH COUNCIL EMPLOYEES IN MOST CASES I'VE FOUND THEM HELPFUL AND ABLE TO GRASP THAT PEOPLE ARE NOT ANGRY WITH THEM. IT IS IN FACT THE PEOPLE WHO SET THE RULES WHO NEED A KICK IN THE BACKSIDE AND A PAY CUT FOR THEIR LACK OF PROGRESS

I HAVE ENJOYED THE OPPORTUNITY TO BE "INVOLVED" AND ALTHOUGH IT MUST MAKE DEPRESSING READING, I DO FEEL IT IS IMPORTANT TO BE ABLE TO VOICE CONCERNS AS WELL AS GIVE CREDIT WHERE IT'S DUE. FEEDBACK HAS BEEN VERY INTERESTING

MANY QUESTIONS NOT ANSWERED AS I AM IN FULL TIME EMPLOYMENT

I DON'T ALWAYS FEEL QUALIFIED TO RESPOND TO PARTICULAR QUESTIONS. AT TIMES QUESTIONS ARE MORE RELEVANT TO WHERE I WORK RATHER THAN WHERE I LIVE AND I WOULD LIKE TO COMMENT IN THAT INSTANCE.

GENERALLY GOOD QUESTIONNAIRE

WISH QUESTIONNAIRE WASN'T SO LONG



SOME OF THE QUESTIONS IN THIS QUESTIONNAIRE ARE AMBIGUOUS. I THINK YOU ARE TRYING TO COVER TOO MUCH IN EACH QUESTIONNAIRE AND IT IS TOO EASY TO LOOSE TRACK OF THE POINT OF THE QUESTION.

QUESTIONNAIRE TOO LONG AND DIFFICULT TO ANSWER IN PARTS

I FOUND THESE ISSUES OF INTEREST TO ME.

THIS QUESTIONNAIRE HAS MADE ME REALISE HOW LITTLE I KNOW ABOUT FACILITIES AND ORGANISATIONS IN ABERDEEN

DID NOT FEEL QUESTIONS WILL LEAD TO ANY DEFINITE CONCLUSIONS.

AN ANNUAL FORUM FOR PANELLISTS CHAIRED BY THE LEGAL AND DEMOCRATIC SERVICES COMMITTEE WOULD BE USEFUL TO ENABLE PANELLISTS TO EXCHANGE VIEWS WITH EACH OTHER AND COUNCIL REPRESENTATIVES

MOST OF THE QUESTION AREAS SEEM PERIPHERAL TO THE MAIN CONCERNS OF ABERDEEN PEOPLE. I WOULD LIKE TO SEE MORE ABOUT WHAT THE COUNCIL SPENDS, WHAT IT SPENDS IT ON AND HOW IT IS SEEKING TO IMPROVE THE BASICS

IS THE QUESTIONNAIRE DOING ANY GOOD?

LET ME SAY - ALTHOUGH NOT VERY RELEVANT TO MYSELF, THE QUESTIONNAIRE HAS MADE ME AWARE THERE IS HELP OUT THERE IF NEEDED. I THINK YOU ARE TRYING TO MAKE THINGS BETTER. ITS NOT THE CITY I KNEW AND LOVED I'M SORRY TO SAY. WHERE HAS THE BEAUTY GONE?

THE QUESTIONNAIRS ARE GOOD AND THOUGHT PROVOKING - BEING RETIRED SOME SECTIONS ARE NOT APPLICABLE WITHOUT HAVING USED SOME OF THE SERVICES AN UNABLE TO COMMENT ON THEM

QUESTIONNAIRE SHOULD BE IN A MORE LOGICAL SEQUENCE

I FOUND THIS QUESTIONNAIRE EASIER TO ANSWER BECAUSE THERE WERE NO LOADED QUESTIONS

ANSWERING QUESTIONS MAKES ME AWARE OF HOW FORTUNATE I AM

FINALLY I COMPLETED ONE ON TIME.

I ENJOY BEING A PANELLIST AND THE INFORMATION I RECEVE IS INTERESTING. RECENTLY I WAS HELPING MY SON LOOK FOR WORK AND FOUND THE LOCAL JOB CENTRE CHAPEL STRET VERY UNHELPFUL. IT APPEARED TO ME THAT THOSE WHO WERE WORKSHY AND ABUSING THE SYSTEM WERE RECEIVING MORE HELP

STIMULATES THOUGHTS AND INFORMS - PERHAPS NEEDS MORE "NOT SURE" OPTIONS - SEVERAL QUESTIONS ASK FOR YES OR NO WHEN TRUTHFUL ANSWER IS PARTLY EITHER AND THERE IS NO WAY TO SHOW THIS GREYNESS

INVOLVEMENT HAS BEEN A TESTING BUT INFORMATIVE EXPERIENCE. I FEEL THAT MY CONTRIBUTION HAS BEEN LIMITED TO AN EXTENT BY THE LOCATION OF MY HOME ON THE EXTREME WESTERN EDGE OF THE CITY WHERE MY LIFE IS AFFECTED BY DEVELOPMENT IN NEIGHBOURING ABERDEENSHIRE

I DO NOT FEEL THAT I CAN ANSWER MANY QUESTIONS ON CITY LIFE AS WE LIVE IN THE COUNTRY PART OF THE CITY AND DO NOT KNOW ENOUGH ABOUT CITY LIFE HAVING LIVED ALL MY LIFE IN THE COUNTRY

ONCE AGAIN - SOME AMBIGUITY IN QUESTIONS - SEE QU. 8

I HOPE THIS INFORMATION IS OF USE

I FIND THE PROCESS INFORMATIVE AND A GREAT TOOL FOR EDUCATING BOTH MYSELF AND NO DOUBT LEADING CIVIC PARTNERS. THESE ARE USEFUL AND SHOULD CONTINUE AS A MEANS OF INVOLVING A LARGE CROSS SECTION OF SOCIETY WITHIN ABERDEEN

BEING A PANELLIST HAS MADE ME MORE AWARE OF OUR COMMUNITY AND MY SURROUNDINGS.. THE QUESTIONNAIRE HAS ALLOWED THE PUBLIC TO VOICE THEIR IDEAS AND HOPEFULLY SOMETHING GOOD WILL HAPPEN. I HAVE FOUND IT VERY INTERESTING

I HAVE ENJOYED BEING A PANELLIST - THE FIRST QUESTIONNAIRE WAS USEFUL BUT THE SECOND AND THIRD HAVE EXPECTED INFORMATION WHICH THE AVERAGE PERSON DOES NOT HAVE.

HAVE FOUND THE QUESTIONNAIRE AT TIMES TOO LONG - ALSO A BIT CONFUSING. WOULD LIKE TO SEE MORE SPECIFIC QUESTIONNAIRES RELATED TO AREA IN WHICH ONE LIVES.

QUESTIONNAIRE SHOULD BE LOGICAL AND OBJECTIVE AND NOT TARGETTED. THIS IS MAN MADE COUNCIL SUPPORT FOR EXISTING COUNCIL PLANS

REPEATEDLY HAVE SAID ARE THESE QUESTIONS BEING ACKNOWLEDGED. SOME OF THESE QUESTIONS I FEEL SHOULD ALREADY BE HAPPENING BY THE OFFICIALS AND MANAGEMENT THAT ARE BEING PAID BY US TO PERFORM MINISTRY DUTIES.

I ENJOY BEING ABLE TO GIVE AN OPINION ON ALL ASPECTS OF LIFE IN ABERDEEN BUT SOME OF THE QUESTIONS THAT REQUIRE A YES/NO ANSWER SEEM TO BE A LITTLE CONTRIVED. SOME QUESTIONS REQUIRE A GREY ANSWER RATHER THAN BLACK OR WHITE

I FOUND IT VERY INTERESTING AND REALISED THERE WAS MORE GOING ON BEHIND THE SCENES THAT I KNEW NOTHING ABOUT. BECAUSE OF BEING ON THE PANEL I HAVE A BETTER KNOWLEDGE OF WHAT MAKES ABERDEEN THE CITY IT IS.

THIS QUESTIONNAIRE OFF-PUTTING - TOO LONG AND ATTEMPTS TO ADDRESS EVERY PROBLEM DEFINITELY NOT HAPPY. WOULD SUGGEST SPECIFIC ANALYSIS.

GOOD EASY TO UNDERSTAND QUESTIONNAIRE

ITS CLEAR, COMPREHENSIVE - BUT BORING. PLEASE WOULD YOU PUT RETURN BY DATE CLEARLY ON THE FRONT PAGE. THANK YOU.

FRUSTRATION. I AM KNOWN AS A LETTER WRITER. DO FIND IT DIFFICULT PUTTING OUR PROBLEMS INTO NUMBER FORM. BUT THIS QUESTIONNAIRE HAS PICKED OUT MOST OF OUR PROBLEMS. THAT AFFECT US. BUT FEEL MORE PEOPLE SHOULD PARTICIPATE. THINGS COULD IMPROVE.

I JUST HOPE SOMETHING IS USEFUL ACROSS THE BOARD , I GUESS ALL OUR ANSWERS ARE VERY DIFFERENT

I ENJOY BEING A PANELLIST THROUGH NOT FAMILIAR WITH WEBSITE AND INTERNET. I MAY LEARN. THE ABERDEEN VOICE IS INTERESTING AND VERY READABLE AND THE GRAMPIAN FIRE BOARD HAVE TO BE COMPLIMENTED ON THE CONCISE AND ATTRACTIVE BOOKLET

AN ENJOYABLE AND INFORMATIVE EXPERIENCE.

THE EVENING EXPRESS SEEMED TO HAVE ALL THE ANSWERS AND SOLUTIONS PROPOSED FOR MOST OF THE QUESTIONS IN THE LAST QUESTIONNAIRE ON THE DAY IT HAD TO BE SUBMITTED - WHY WAS THIS? IS THIS JUST A PAPER EXERCISE OR DO WE HAVE ANY INFLUENCE ON ISSUES IN QUESTION?

WHY NOT DO THIS ON-LINE THEREBY SAVING MONEY ON POSTAGE AND STATIONERY.

BEING A PANELLIST HAS MADE ME MORE AWARE OF VARIOUS INITIATIVES GOING ON IN THE CITY OF WHICH I WAS TOTALLY UNAWARE

THE QUESTIONS ASKED MAKE ME REALISE HOW LITTLE I KNOW ABOUT HOW OUR CITY IS RUN - FUTURE TASK FOR ME

QUESTIONNAIRE IS USEFUL - TELLS ME THAT MY VIEWS ARE BEING LISTENED TO AND I CAN HELP IMPROVE SERVICES

I AM SORRY ABOUT THE STATE OF MY WRITING BUT I HAVE STRONG OPINIONS AND FEEL THERE IS NOT ENOUGH SPACE TO STATE SUCH