

Voice!

Questionnaire 20

June 2010

Aberdeen City  *Voice!*

Aberdeen's Residents Panel

Neighbourhood Planning

Every Neighbourhood in Aberdeen City has a Community Action Plan. The first Neighbourhood Community Action Plans were published in 2005 and since then, we have been working to build a consistent approach across the city and build Neighbourhood Planning into the plans of all the public services (i.e. City Council, Grampian Police, National Health Service, Grampian Fire & Rescue and the other community planning partners).

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

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

1

Do you know if there is a Neighbourhood Community Action Plan for your neighbourhood?

a Yes

b No

2

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

a Yes

b No [go to Q3]

2a

If yes, can you remember how your views were recorded and by whom? (the Council, the Police, Community Council etc)? [Please tick]

Please tick

Who recorded your views?

a At a neighbourhood consultation meeting

b At a community group meeting

c At a service user group meeting

d Through a questionnaire / survey

e Other [Please specify]

3

Are you satisfied with the Neighbourhood Planning process?

a Yes

b No

c Don't know enough about it

3a

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

4

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

a Yes

b No

4b

If you said No to Question 4, please give some more details of why you feel this way?

Business Improvement Districts (BIDs)

Aberdeen City Council is working in partnership with the Aberdeen Business Improvement District Co Ltd to write a proposal for the creation of a Business Improvement District in Aberdeen City Centre. This proposal will go out to local businesses in early 2011 and will be followed by a ballot to see if they support the proposals.

Last year, we consulted with the city centre business community about possible improvement proposals designed to make the city centre more attractive for visitors and shoppers. We now want to hear the views and experiences of City Voice panelists. The information you provide will give us a better understanding of visit needs and frequencies and will ultimately assist in enabling the partnership to decide on which improvements will be of greatest benefit to the city centre and its users.

1 Excluding work (if applicable), what are your reasons for visiting Aberdeen City Centre and how often do you visit?

	Every day	Once or twice a week	Once every 2 weeks	Once a month	Once every couple of months	Twice a year	Once a year	Less than once a year	Never
a Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Restaurant or café	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bank/building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Visiting friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Library/Council Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Bar, pub or club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Entertainment (cinema, theatre, concert etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Just passing through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Thinking about the options you ticked in question 1, can you tell us on average, how long you spend in the city Centre?

	Less than an hour	Between 1-2 hours	2-4 hours	4-6 hours	The whole day
a Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Restaurant or café	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bank/building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Visiting friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Library/Council Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Bar, pub or club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Entertainment (cinema, theatre, concert etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Just passing through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Thinking about the options your ticked in question 1, can you tell us whether you usually do these things on weekdays or weekends?

	Weekdays	Weekends
a Shopping	<input type="checkbox"/>	<input type="checkbox"/>
b Restaurant or café	<input type="checkbox"/>	<input type="checkbox"/>
c Bank/building society	<input type="checkbox"/>	<input type="checkbox"/>
d Visiting friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>
e Library/Council Services	<input type="checkbox"/>	<input type="checkbox"/>
f Bar, pub or club	<input type="checkbox"/>	<input type="checkbox"/>
g Entertainment (cinema, theatre, concert etc)	<input type="checkbox"/>	<input type="checkbox"/>
h Just passing through	<input type="checkbox"/>	<input type="checkbox"/>
i Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>

4

Thinking about the options you ticked in question 1, can you tell us what time of day you are most likely to visit Aberdeen city centre?

	Day	Evening	Night
a Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Restaurant or café	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bank/building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Visiting friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Library/Council Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Bar, pub or club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Entertainment (cinema, theatre, concert etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Just passing through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How long have you been using/visiting Aberdeen city centre?
[Please tick one]

a Less than a year	<input type="checkbox"/>
b Between 1-2 years	<input type="checkbox"/>
c Between 2-5 years	<input type="checkbox"/>
d Between 5-10 years	<input type="checkbox"/>
e Over 10 years	<input type="checkbox"/>
f Not applicable	<input type="checkbox"/>

6

In general, how do you usually travel into Aberdeen city centre?
[Please tick your main mode of transport for day, evening and night if applicable]

	During the day	During the evening	At night
a Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Car (driver or passenger)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Park and Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Motorbike	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Other [Please specify]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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j Not applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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7

If you shop in Aberdeen city centre, how do you usually travel between the different shopping malls (for example, between Union Square and the Bon Accord Centre or the Trinity Centre)?
[Please tick]

a Walk	<input type="checkbox"/>
b Drive/ Passenger	<input type="checkbox"/>
c Bus	<input type="checkbox"/>
d Taxi	<input type="checkbox"/>
e Cycle	<input type="checkbox"/>
f Motorbike	<input type="checkbox"/>
g Other [Please specify]	<input type="checkbox"/>
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h Not applicable	<input type="checkbox"/>

8

What if anything, would encourage you to shop/visit Aberdeen city centre more often or stay longer? [Please tick up to 3 options]

a A better range of shops	<input type="checkbox"/>
b Better parking	<input type="checkbox"/>
c Better public transport	<input type="checkbox"/>
d If it was cleaner/tidier	<input type="checkbox"/>
e If it was more child/family friendly	<input type="checkbox"/>
f If it was easier to get around	<input type="checkbox"/>
g If there was a nicer atmosphere	<input type="checkbox"/>
h More specialist shops	<input type="checkbox"/>
i Nothing	<input type="checkbox"/>
j Other [Please specify]	<input type="checkbox"/>
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9

Over the last 12 months, have you visited any of the following Scottish cities to go shopping? [Please tick all that apply]

a Inverness	<input type="checkbox"/>
b Glasgow	<input type="checkbox"/>
c Edinburgh	<input type="checkbox"/>
d Dundee	<input type="checkbox"/>
e Other [Please specify]	<input type="checkbox"/>
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Voice!

Additional Questions

Eye Health

Regular eye examinations are more than just a way to find out if you need spectacles. They are also vital in helping to detect common eye conditions such as Glaucoma, Cataract and Age Related Macular Degeneration (AMD is a degenerative disease affecting the central part of the retina which causes progressive loss of sight and can lead to blind registration. It usually affects people in their 70s or older)

It is also important for children to have eye examinations to establish that their eyes are developing normally, or to detect any problems which may require treatment. Optometrists (Opticians) are qualified to check your eyesight and can refer you to the hospital eye service quickly if necessary.

Eye examinations should start at an early age to help detect any potential problems. Screening tests are straightforward to perform and involve reading letter charts or matching symbols and sometimes wearing 3D glasses.

NHS Grampian would like to know how much you know about eye care, and whether your children attend your local community optometrist services. The information you provide will then help us to improve eye care services for children and improve awareness of the services currently available.

1 How often do you think the following groups are entitled to a free NHS eye test with their local optician?

	Once every 6 months	Once every year	Once every 2 years	Never	Don't know
a Under 16s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b 16 and over but less than 60	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c 40+ with a close family history of Glaucoma (i.e. mother/father/son/daughter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Patient with raised Ocular Hypertension (eye pressure)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Diabetics of any age	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Patient who has Glaucoma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Age 60+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 When did you last have an eye test? [Please tick one]

a in the last year	<input type="checkbox"/>
b between 1-2 years ago	<input type="checkbox"/>
c between 2-5 years ago	<input type="checkbox"/>
d More than 5 years ago	<input type="checkbox"/>
e never	<input type="checkbox"/>

3 Do you have a family history of any of the following conditions? [Please tick any that apply]

	Yes	No	I don't know
a Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Glaucoma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Age Related Macular Degeneration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Cataract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4 Emergency eye care services are available if you have an urgent eye problem out of hours. Before reading about this in the City Voice, did you know you could access emergency eye care services in Aberdeen City at your local Optician?

a Yes	<input type="checkbox"/>
b No [go to Q5]	<input type="checkbox"/>

4a If you answered Yes to Question 4, have you used the emergency eye care services in the last 12 months?

a Yes	<input type="checkbox"/>
b No	<input type="checkbox"/>

Eye Health and Children

5

Did you know that Optometrists can assess vision in very young children, before they are able to read?

a Yes

b No

6

The government recommends that all children should have their eyes screened (tested) before the age of five. This is to check for common eye conditions like a lazy eye. Before reading about it in the City Voice, were you aware of this?

a Yes

b No

7

Do you have children in your household aged 16 or under?

a Yes

b No [If no, please go to the Diversity and Equality section on page 11]

8

If yes, did your child receive an eye screening (test) before starting primary school? [If you have more than one child, please tell us about the child that entered primary school most recently]

a Yes

b No

c Don't know/can't remember

9

Did your child receive an eye test between the following ages? [If you have more than one child, please tell us about the child who entered primary school most recently]

Yes

No

Don't know/
can't remember/
not applicable

a 4-8 years old

b 9-16 years old

10

Are you aware there is additional help available in schools for visually impaired children?

a Yes

b No [if no, please go to Q12]

11

If you answered 'Yes' to question 10. Who do you think would provide this help?

a Vision Support Teacher

b School Nurse

c Other [please specify]

12

If you suspected that your child has a problem with their eyesight, where would you take them to be checked in the first instance?

a School nurse

b Vision Support Teacher

c GP/ family Doctor

d Optometrist/ Optician

e Hospital eye service

If you have a visually impaired child, further information on local services are available at www.nhsgrampian.org/nhsgrampian/lowvisionwhatnext

Emergency eye care appointments are available through local community optometrists. If you do not have a regular Optometrist you can contact the NHS Helpline Tel 0500 20 20 30 or NHS 24 out with normal working hours.

Diversity and Equality

Aberdeen City Council has developed a Single Equality Scheme and Action Plan which will address better the needs of the community it serves by combining all the equality actions on age, disability, gender, race, religion/faith/belief and sexual orientation into one plan. The Single Equality Scheme is about improving services and access to services for all the equality groups. Equalities is a thread which runs through everything we do as a Council and is built into the way we develop policies and plans and deliver services.

Certain communities are recognised by the Council as communities of interest because research shows that individuals within them are likely to experience unfavourable prejudice, discrimination and disadvantage, for example, older people, ethnic minority people. The Council has developed Communities of interest forums to ensure that there is two-way communication between the Council and the various Communities of interest. These forums include the Ethnic Minority Forum, Aberdeen Women’s Alliance, the Disability Advisory group, the Older Peoples Working Group, and the Aberdeen City Youth Council.

The answers to the following questions will help us to monitor the progress of these initiatives, identify any barriers and obstacles, and provide baseline data that will enable us to track future progress on an annual basis.

1 Before reading about diversity and equality in City Voice, were you aware of the following initiatives? [Please tick]

- a Single Equality Scheme

b Communities of interest forums
- Yes

2 Have you, or a member of your household, experienced discrimination when receiving Council services because of the following during the past 2 years? [Tick all that apply]

- a Your religion/faith/belief

b Your race (or ethnicity)

c You have a disability

d Your age

e Your sexual orientation (lesbian, gay, straight or bisexual)

f Your gender (woman, man or transgender)

g Not experienced discrimination (go to Q4)
-

3 Did you report this incident/experience to anyone?

- a Yes

b No [go to Q3b]
-

3a If yes, how satisfied were you with the response you received? [Please rate from 1 - 5, with 1 being the very dissatisfied and 5 being very satisfied]

Very dissatisfied

Very satisfied

1

2

3

4

5

3b If you did not report the incident/experience, why not?

4 To what extent do you agree or disagree with the following statements?

Strongly Agree

Agree

Disagree

Strongly Disagree

Don't know

a Aberdeen is a welcoming place for communities of interest to live and work.

b People from communities of interest living and working in the City are valued and respected.

Did you know that information on council services is available in the following formats? [Please tick]

- a Large print

b Community languages

c Audiotape/CD

d British Sign Language
- Yes

Over the last year, do you think it's become easier for people with disabilities to access services and facilities in the City?

- a Yes

b No

c Don't know
-

Q7. What more should the Council do to improve the quality of life for equality groups in the City?

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If you would like to know more about the work we do on equalities or about the communities of interest forums, please contact:

Sandra Bruce on 523039
Email sandrab@aberdeencity.gov.uk

Roddy MacTaggart on 523014
Email mactaggart@aberdeencity.gov.uk

Thank you...

for taking the time to complete this questionnaire.

Please return in the prepaid envelope provided or send it to:

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Community Planning in Aberdeen