

Voice!

Equality and Diversity, Carers,
Transport to Healthcare Information Centre,
City Wardens



Welcome

Welcome to the 28th citizens' panel newsletter! This newsletter gives feedback to you, a member of Aberdeen's citizens' panel, on the results of the 28th questionnaire that you completed in February 2013. Topics in that questionnaire included equality and diversity, carers, the transport to healthcare information centre and city wardens.

Your responses are important in informing and contributing to future plans by all partners of the City Voice. The data is analysed by our research consultants at The Robert Gordon University. As always, all information provided is kept strictly confidential.

The 29th survey, focusing mainly on the Community Planning themes of 'Stronger and Safer' and 'Healthier' is included with this newsletter. Many thanks to all of you who have continued to complete the questionnaires and have returned them promptly over the last couple of years.

Please get in touch if you wish to make any comments on the citizens' panel.

Philippa Mason

City Voice Co-ordinator

Future Questionnaires

This newsletter, and the full results of the 28th questionnaire, is available to view on the Community Planning website

www.aberdeencityvoice.org.uk Internet access is provided at libraries throughout Aberdeen and hard copies will be available at the Marischal College Customer Service Centre and all city libraries. Alternatively, hard copies can be posted to you by contacting me on the details below.

I plan to issue Newsletter No.29, a summary of the results of the enclosed questionnaire in October 2013, along with the 30th Questionnaire.

If you have any further queries or would like to feedback your comments, please contact me:

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Aberdeen City Voice is an initiative by Aberdeen's Community Planning Partnership, including Aberdeen City Council, Police Scotland, Scottish Fire & Rescue Service, NHS Grampian and Aberdeen Council of Voluntary Organisations.

Please recycle this newsletter when you have finished with it



Update

I am delighted to report that we now have 1,019 panellists on the City Voice! This is a new record for us and I'm so pleased that we have hit our 'one thousand' panellist target. I would like to formally welcome all our new panellists and say a big 'thank you' to everyone who has regularly filled in their questionnaires and participated in the panel to date. As a special thank you for all your hard work, we will be randomly selecting a dedicated panellist and sending them a little present.

But as the saying goes, 'the more the merrier'. We are always looking for more citizens to help give us a broader view from across the city. To qualify, panellists must be 16+ years and live within the city boundary. If you know anyone who would be interested in becoming a panellist, just drop us an email or give us a call and we can send them out an information pack.

Other consultations: As well as the consultation work done in the City Voice, there are many other consultations happening in the city that you are invited to take part in. Details of these consultations can be found on the Community Planning website at www.communityplanningaberdeen.org.uk. Just click on 'Consultations'.

How are we performing?: You will notice that Questionnaire 29 includes some questions on the City Voice and asks you for your experiences of being on the citizens panel. It's important that the City Voice strives to improve the service it delivers to its panellists so with this in mind, it would be greatly appreciated if you could let us know what you think of the questionnaires and newsletters. All feedback will be presented to the City Voice Board who will decide on the priority action points for the coming year.



28th Questionnaire - Panel Response

Here are the results of the 28th questionnaire you completed in February 2013. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, there were 989 of you on the panel - we received 671 questionnaires which gives us an overall response rate of 68%. The response rates were very similar for both the online and written returns. Thank you to everyone who responded. The response rate was slightly lower than the last questionnaire so if there is a reason you are not replying, please let me know. Are the questionnaires too complicated? Too long? Are we asking about the things of little interest to you? What would you like us to ask you about? Please let me know by letter, email or telephone.



Fairer - Equality and Diversity

The Scottish Government introduced specific duties for public authorities to produce and publish a set of equalities outcomes by April 2013. An 'equality outcome' is a result that the authority aims to achieve in order to tackle inequality, eliminate discrimination, foster good community relations and advance equality of opportunity.

In order to monitor their progress against these outcomes, Aberdeen City Council asked City Voice panellists to provide information about their experiences of discrimination when receiving Council services. They also wanted to gauge awareness of the services they provide to make it easier for everyone to access council services and identify any barriers that may exist.

Question 1 asked panellists if they, or a member of their household, had experienced discrimination when receiving Council services in the last 2 years, and if so on what basis. The results tell us that 97% of panellists have not experienced any discrimination. Of the 3% who had, the majority felt they had been discriminated against because of a disability. The 3% who had reported discrimination were then asked if they had reported the incident to anyone. 40% of those affected had, but 60% had not.

Panellists were given two statements and asked to what extent they agreed or disagreed. The results can be seen in Figure 1 below.

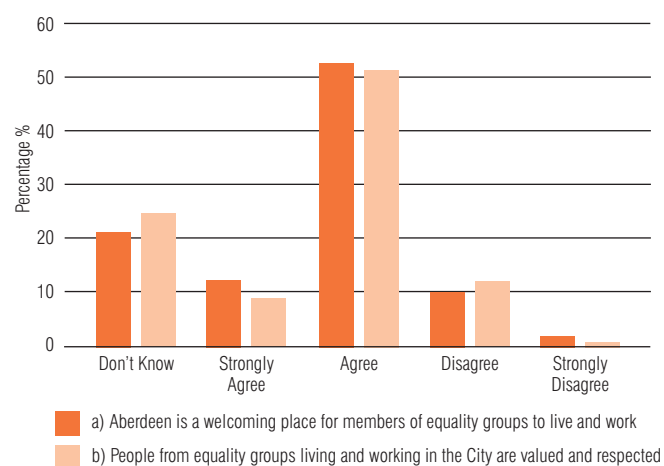


Figure 1 tells us that overall, more people agree with statement 'a' whilst fewer people, although still a majority, agree with statement 'b'. Interestingly, we could see some geographical differences in the responses with panellists in central neighbourhoods more likely to disagree with both statements when compared to their neighbours in the south and north neighbourhoods.

Panellists were asked if they were aware that information on council services was available in a number of formats. 83% of panellists were aware they are available in large print, 63% were aware they were available in community languages, 36% knew they were available on audiotape/ CD and 32% knew that they could be made available in British Sign Language.

The final question in this section asked panellist to provide suggestions for things that the Council could do to improve the quality of life for people from different equality groups in the city. We had a total of 199 responses that were grouped into themes. The most popular response was that the Council should encourage better integration and interaction between different social groups. This was followed by comments on the theme that nothing more should be done by the council as its doing enough already and comments that there should be more focus on all citizens, not just equality groups.





This is what we are doing

The City Voice survey is one of the ways in which we collect information about people's experiences, and this survey has marked a starting point in developing baseline data. We used a variety of methods to gather quantitative and qualitative information to develop our Equality Outcomes to provide a fuller picture of people's perceptions of life in Aberdeen. We will continue do this so that we gain that wider picture of progress towards our Equality Outcomes.

Whilst recognising that in some part this may be due to an increased awareness and confidence in reporting, nevertheless, the information from the Prejudice Incidence Reporting scheme paints a different picture of Aberdeen. These figures show a clear increase year on year in the number of prejudice incidents, in contrast to the 22 from 609 respondents (2.8%) who said in the City Voice survey that they had experienced discrimination.

We also acknowledge that approaching and talking to specific equality groups, such as the Ethnic Minority Forum and the Disability Advisory Group rather than a cross-section of the public, will give different results as these are groups of people with a common interest who have got together to campaign for social justice.

Of the 22 respondents who reported having experienced discrimination, only 6 reported the incident, with only 1 person saying they were satisfied with the response received. Therefore we need to look at increasing people's confidence to report and improving our response to such reporting.

It is interesting to note that the variation in responses across the neighbourhoods shows the greatest share of respondents who disagree that "Aberdeen is a welcoming place for members of equality groups to live and work" is within the Central area. This gives us valuable information in terms of knowing where to focus our resource. Similarly, the variation

in terms of age is interesting. Older people seem to be more aware of the different ways in which council information is available – possibly because there is a greater need for that kind of service among older people.

The most popular response to "What more could the Council do to improve the quality of life for people from different equality groups in the City" is "Actively encourage integration/interaction between groups". This fits perfectly with the Council's duty to foster good relations between different groups. Responses to this final question also demonstrated the need to promote more effectively the Council's positive duties to raise awareness of the lives of some people living and/or working in the city, who continue to face disadvantage and discrimination.

Faiza Nacef

Development Officer
Aberdeen City Council

Fairer -



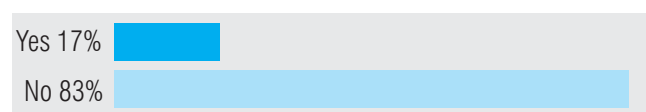
Carers

The Carers Strategy for Scotland (2010-15) estimates that there are approximately 25,000 carers in Aberdeen City. A carer is someone who provides unpaid help and support to a relative, partner, friend or neighbour who is in need of help because they are ill, frail, have a disability, mental illness or have a substance misuse issue.

It's really difficult to keep track of carers and understand the support they need as the caring role is often done unofficially and therefore not recorded or counted. Your responses will give the Aberdeen City Health & Social Care Partnership vital information which will help to help to shape the future policy and support offered to carers in our city.

The first question sought to identify whether or not panellists considered themselves to be carers using the definition provided. Your responses tell us that 83% of panellists do not consider themselves to be carers but 17% do. This is equal to nearly a fifth of the panellists that responded. This result can be seen in Figure 2. There was virtually no difference between the proportion of men and women who said they are carers however, there was some geographical variation. Panellists living in the north of Aberdeen are more likely to be carers (22%), compared with central (15%) or south (14%) neighbourhoods. There was also some clear differences between the age groups with only 6% of panellists in the 16-34 year old responding as carers, compared with 16% of 35-54 year olds and 21% of panellists aged 55-64.

Figure 2: Using the definition stated, would you say you were a 'carer'?



The next set of questions was directed only at the 109 panellists who had identified themselves as carers and attempted to gauge more information about the type of care provided. The results told us that the greatest share of respondents had been in the caring role for between 1-5 years (46%). This was followed by

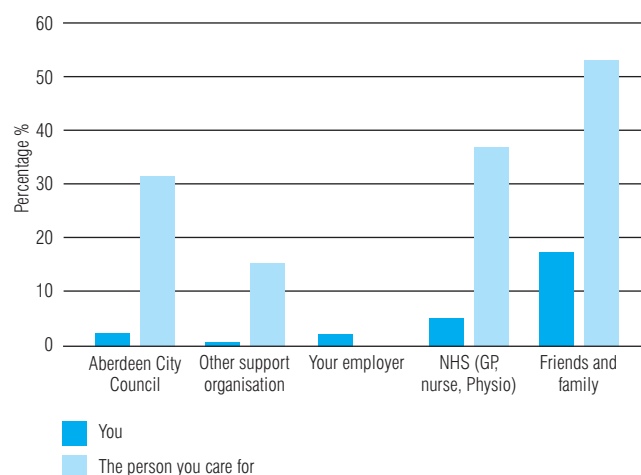
25% of respondents who had been a carer for over 10 years. When we break this information down by gender, the results tell us that a considerably larger proportion of women had been carers for over 10 years (35%) when compared to men (14%).


Panellists identifying themselves as carers were asked what their relationship was with the person they cared for. In most cases, the person being cared for is the carer's parent. This was followed by a carer's husband/wife/partner or another family member.

Panellists were then asked to identify the type of care/help they provide for the person. The most frequently cited types of care were shopping, emotional support, keeping company, accompanying to appointments and help with paperwork. Some interesting gender differences emerged in this question with a higher proportion of female respondents providing what could be grouped as 'personal care' type help (dressing, washing, bathing, cooking, toileting) and a higher proportion of males providing maintenance and transport help (do-it-yourself, getting out and about, gardening, transport).

The next few questions focused on whether or not carers (and the person they cared for) receive help or support from any outside agency. These results can be seen in Figure 3.

Figure 3: Do you or the person you care for get help or support from any of the following?





The results tell us that overall, only a small percentage of carers get help or support from any of the listed organisations or groups. Turning to consider the person that's cared for, 51% of respondents stated that the person they care for gets help or support from friends and family and 37% get help from the NHS. 31% get help from the council and 15% get help or support from another support organisation. These organisations included Carewatch, care homes, Alzheimer's Scotland, CLAN, Archway Respite and many more.

The final question in this section asked carers to identify the one thing that could improve support for them in their role as a carer. 58 panellists provided a response and these were grouped into themes. The most popular responses were assistance with care, access to respite, more consistency of treatment, respect, compassion and understanding from Aberdeen City Council, and that no further support was needed at present.

This is what we are doing

It was extremely encouraging that 109 respondents identified themselves as carers. This is equal to 17% of respondents and this helps to give the results real validity and credibility.

I was surprised that there was virtually no difference between the proportion of male and female respondents who said that they were carers, and this is a significant change from the last time we asked the panel. It was interesting to note that 46 carers had been caring from 1-5 years and that in most cases; the person being cared for is the carer's parent. It was also humbling to note that 49 carers provide care 7 days a week and often up to 4 hours a day. In terms of what could improve support for carers, the main issues raised were care assistance and access to respite.

The results from City Voice 28 will be used to inform our future commissioning intentions for carer support and will be feedback to the Aberdeen City Health and Social Care Partnership Committee. Finally, I would like to personally thank all the carers who took the time to respond to this survey.

Sandy Reid

Programme Development Manager
Aberdeen City Community Health Partnership

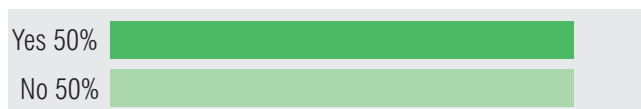


Transport to Healthcare Information Centre

Some people experience problems getting to healthcare appointments, such as local clinics, outpatients or specialist hospital appointments because of transport issues. To try and ease these problems, a new initiative is being piloted in the Grampian region. The Transport to Healthcare Information Centre opened in January 2013 and acts as a dedicated helpline offering advice on accessing suitable transport for the public to get to and from their appointments. City Voice panellists were asked to help measure demand for this service in Aberdeen City and help the Centre to plan for any variations across the Grampian area.

The first question in this section asked panellists if they had attended an NHS healthcare appointment for a specialist service, diagnostic treatment, pre assessment appointment or outpatient service in the last 12 months. The results can be seen in Figure 4 and tell us that half of respondents have attended an appointment in the last year. There was little variation in terms of gender or geographic location but panellists in the 16-34 year old age group were less likely to have attended when compared with older panellists.

Figure 4: In the last 12 months, have you attended an NHS healthcare appointment for a service in any of the categories listed?



Of the panellists who had attended an appointment, 21% has attended at least one appointment at a clinic or service in their local area, whilst 86% had attended at least one appointment at a hospital or clinic elsewhere in Aberdeen.

59% of respondents who attended an appointment had got to the venue using their own vehicle (including car, bike, van) and 26% had gone by bus. We can see some interesting variations when these results are broken down by gender and geographic location. A greater proportion of male respondents selected the 'walk', 'own vehicle' and 'public bus' options whilst a greater proportion of females selected the 'friend or relative drove me there' and 'taxi' options. Panellists in central neighbourhoods are more likely to walk (42%) when compared with panellists in the north (8%) or the south (10%) neighbourhoods.

Panellists were then asked to rate the level of difficulty they encountered when trying to arrange transport to get to healthcare appointments. The results tell us that four-fifths of respondents find it 'easy' or 'very easy' to arrange.

Panellists were also asked for their opinions on how the Transport to Healthcare Information Centre should be promoted. The top three choices were;

1. Information issued with peoples appointment notices	77%
2. Leaflets/posters in GP surgeries	73%
3. Information in local newspapers	54%

The final section asked panellists to consider how they would choose to access this type of service and were given the options of a dedicated telephone number, a website and a mobile phone application. The most popular option was a dedicated telephone number and there was little variation between men and women or between neighbourhood areas. There was a correlation with age though with the dedicated telephone number most popular in the 65+ age group and the website option and mobile phone application most popular in the 16-34 year old age group.

This is what we are doing

It is becoming increasingly important for organisations that have an interest in supporting the public's travel needs to healthcare appointments, to gain an appreciation for how patients make their way to healthcare appointments. As a result of those relevant questions within the City Voice being responded to, Service Design and Operational managers, across a range of local organisations, will now have sample data on recent and probable 'modes of transport' usage. They will be able to use this information both to review existing plans and to devise new initiatives. It will also provide feedback that can be shared with other agencies, charities and volunteer groups and also provides a benchmark for similar future surveys and used as reference point in determining changes or picking up on 'trends'.

It has also been extremely valuable to have received opinions on the value of progressing with a concept that is largely at the development stage. In this particular situation (Transport to Healthcare Information Centre - THInC) there has been an extremely positive response with regards the acknowledged value of such a proposed service. There were also many valuable suggestions for how to promote THInC received with, significantly, a number of ways noted that had previously not been considered.

There is a lot of detail in the feedback report which has not yet been fully analysed. Some of the things that will be explored will be to see if the reported variations between gender are actually significant and if differences across age groups or geography have a fundamental bearing on outcomes / responses. If there are marked differences then this will enable Service Planners to consider different, targeted, approaches and not necessarily assume that one approach will be totally satisfactory for all.

Many thanks to all who took the time to complete the questionnaire.

John Gallagher

Planning Manager (NHS Grampian)

On behalf of the Health and Transport Action Plan Partners

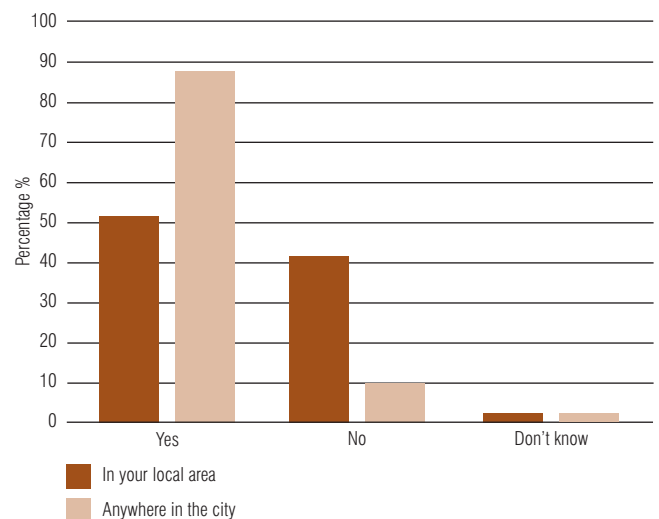


City Wardens

The City Warden Service has now been running for over 4 years. They undertake high visibility patrols throughout the city to help ensure safety, cleanliness and the free flow of traffic. Between April and December 2012, the city wardens issued over 30,000 Penalty Charge Notices for illegal parking, uplifted 164 vehicles for non-payment of Penalty Charge Notices and issued 620 Fixed Penalty Notices to people who litter or let their dog foul and fail to pick it up. The wardens were keen to get panellists' feedback on the service so they can measure the impact they are having and develop their service to best meet the needs of the city.

Panellists were initially asked if they had seen city wardens in their local area/ anywhere else in the city in the last 12 months. The results can be seen in Figure 5. The results tell us that just over half of those panellists who responded have seen wardens in their local area, but almost 90% had seen wardens more generally in the city.

Figure 5: Over the last 12 months, have you seen city wardens in your local area/anywhere else in the city?



Panellists were then asked if they had sought assistance from city wardens in the last year. 8% of panellists said that they had and these panellists were then asked to report on their experience. Two thirds of these panellists said that the warden had been 'helpful' or 'very helpful' whilst a third reported they had been 'unhelpful' or 'very unhelpful'.

Panellists were asked how well they thought city wardens dealt with particular issues in their local area. These issues included antisocial behaviour and crime, illegal parking, dog fouling and littering. In order to show the results more clearly, Figure 6 combines the 'very poorly' and 'poorly' categories together and the 'quite well' and 'very well' categories together.

Figure 6: How well do city wardens deal with the following problems in your area?

	Poorly	Well	Don't know	Not aware this is a problem in my area
Anti-social behaviour and crime	15%	15%	46%	24%
Illegal Parking	22%	29%	30%	19%
Dog Fouling	37%	11%	41%	11%
Littering	38%	12%	38%	12%

Figure 6 tells us that across all issues, a large percentage of panellists didn't know how well city wardens dealt with them. Illegal Parking came out with the highest degree of satisfaction with 29% of panellists reporting wardens dealt very or quite well with this issue. Littering was highlighted as the issue with the highest degree of poorly or very poorly responses. This was very closely followed by dog fouling.

This is what we are doing

I am very grateful to the City Voice panel members for providing feedback on our City Warden Service. These views help us identify our strengths and areas for improvement. We are currently reviewing deployment of City Wardens and the information collected will be analysed alongside various other information to determine future use of our resources.

We are pleased that City Wardens have been highly visible over the past 12 months. High visibility patrols are a key aim of the service helping provide reassurance to residents and deterring antisocial and offending behaviour. Comparing these results with feedback from the 19th City Voice survey, I am delighted that City Wardens are now far more visible in the city. Central parts of the city receive highest deployment of City Wardens and results confirm that they are most visible in these areas. We shall now be working to improve City Wardens profile and accessibility in all areas of the city and particularly outside the city centre.

Improving community safety, cleanliness and parking compliance are the main objectives for City Wardens. It is welcomed that the majority of panellists stating an opinion recognise that City Wardens have been effective in making Aberdeen a safer place. However, responses also clearly show dissatisfaction in our progress towards improving parking compliance and reducing litter and dog fouling. Results are similar to the 2010 survey and since then City Wardens have been substantially more active in enforcing environmental offences particularly in respect of littering. We will now ensure City Wardens' focus is on meeting our core service objectives more effectively.

We will seek more opportunities to publicise City Wardens' work and outcomes being achieved to help demonstrate their activity and positive impacts being made. In doing so, we will also publicise how City Wardens can be contacted, endeavouring to make the service more accessible when residents require assistance.

If you would like more information about the city wardens, please contact us on citywardens@aberdeencity.gov.uk or tel: 01224 627800.

Robin Donald

City Warden Officer
Aberdeen City Council