

Aberdeen City Voice



6th Questionnaire

- Health
- Safety
- Transport and Connection
- Culture (arts and heritage)
 - Council Tax
- Customer Contact Centre
- Performance management
- Neighbourhoods

ABERDEEN CITY VOICE

6TH QUESTIONNAIRE

INTRODUCTION

The final survey sample consisted of 634 responses from members of the citizens' panel. The total panel comprises some 1,006 citizens of Aberdeen and so the response rate amounts to approximately 63 per cent. The 634 responses are, in the first instance, considered as a whole. Further analysis will be conducted on those results which provoke further investigation and where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

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

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

The analysis presented here is split into the following main topics:

- Health
- Safety
- Transport and Connections
- Culture
- Council Tax
- Customer Contact Centre
- Performance management
- Neighbourhoods

HEALTH

During the next 15 years the population of Aberdeen is predicated to change quite significantly, for example the population of the city is predicted to fall by 12%. The number of young people in the population is likely to fall by 25% - 30% with a significant growth in the elderly population (e.g. a predicted 50% increase in the number of people over 85 years of age).

Despite a fall in the population, the demand for health services is likely to grow because of the ageing population. At the same time the number of people of working age is set to fall by about 15%. This is likely to significantly affect the availability of manpower and is set against the existing national shortage of some specialist skills e.g. dentists, radiographers and speech and language therapists.

The health service in Grampian is trying to plan services for the future in light of a whole variety of factors including the population changes and their likely impact. The following questions seek to help us understand better your thoughts in relation to services now and in the future and to influence our thinking when considering how best to ensure good health services for all in Aberdeen over the coming years.

Figure 1: Are you registered with a doctor/GP in Aberdeen?



Figure 1 shows that nearly all the respondent (over 99%) are registered with a doctor/GP in Aberdeen. There were only 2 comments from respondents who are not registered:

- Stay closer to a practice outside Aberdeen
- No doctor to register with

Figure 2: Where is your doctor's practice in relation to your home?

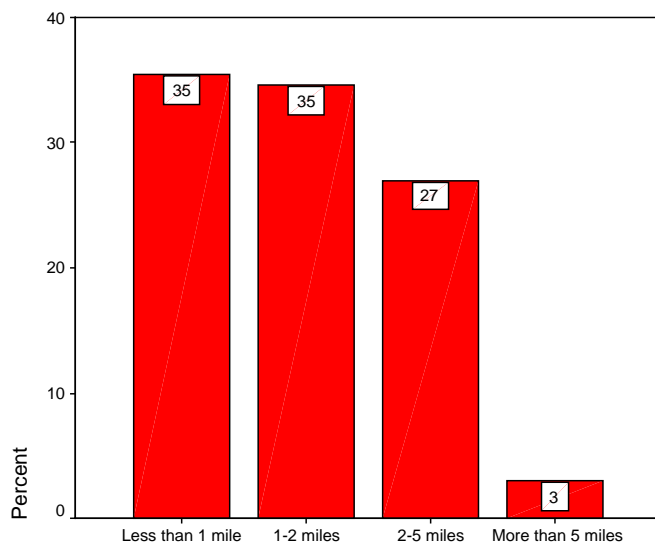


Figure 2 shows that 35% of respondents live less than 1 mile from their practice and a further 35% live between 1 and 2 miles from their practice. 27% of respondents live 2-5 miles from their practice and 3% live more than 5 miles away.

Figure 3: When you visit the doctor how do you travel there?

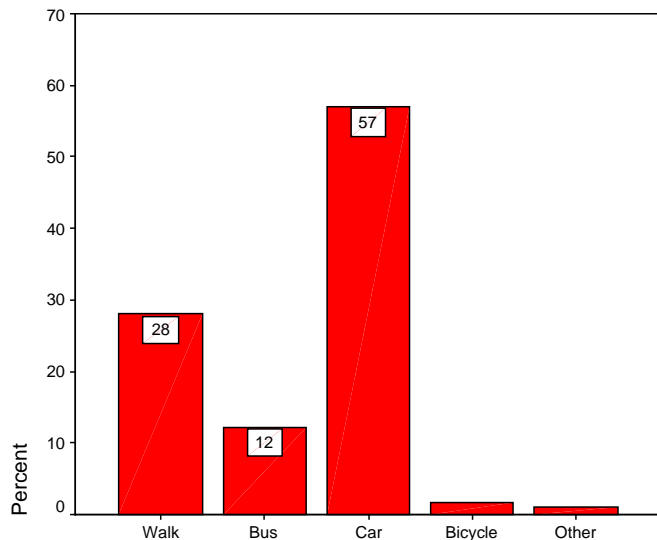


Figure 3 shows that the majority of respondents (57%) travel to their doctor by car, 28% of respondents indicated that they walk to the doctor, 12% travel to their doctor by bus and the remainder travel by bicycle or other forms of transport.

When the results were cross-tabulated by age it was discovered that travelling to the doctor by car was most popular in all age ranges and bus users were most likely to be in the 65+ age bracket.

Figure 4: How easy is it to get to the practice on a scale of 1 - 5?

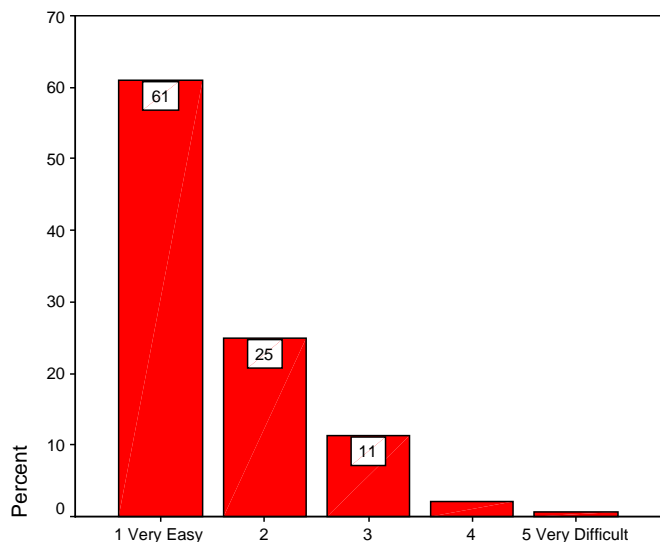


Figure 4 shows that the majority of respondents (61%) find it very easy to get to their GP practice and a further 25% find it easy to get to their practice. Only 3% of respondents indicated that they find it difficult or very difficult to get to their practice. No significant differences were found when the results were cross-tabulated by age.

Reasons given for difficulties in getting to practices included:

- Traffic congestion (15 responses)
- Poor bus service (15 responses)
- Disability (4 responses)
- Parking (17 responses)
- Walking difficulties (7 responses)
- Too far away from practice (2 responses)

Figure 5: How long have you been registered with your current practice?

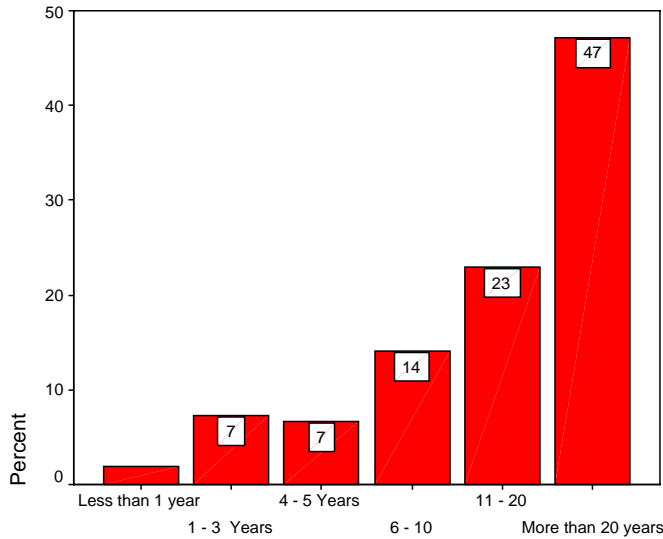


Figure 5 shows that 47% of respondents had been with their current practice for more than 20 years and 23% had been registered with their current practice for between 11 and 20 years. 14% of respondents had been registered with their current practice for 6-10 years, 7% for 4-5 years and a further 7% for 1-3 years. Under 2% of respondents had been registered for less than 1 year

Figure 6: Are all of the people living in your house registered with the same practice?

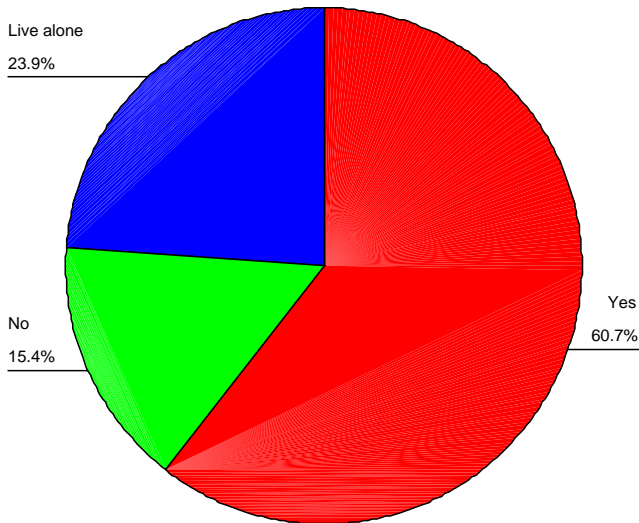


Figure 6 shows that the majority of respondents (approximately 61%) indicated that all the people living in their house were registered with the same practice, 24% of respondents live

alone and approximately 15% of respondents indicated that members of the household were registered with different practices.

What is important to you?

Figure 7: That you consult with a doctor/practice that knows you and your family

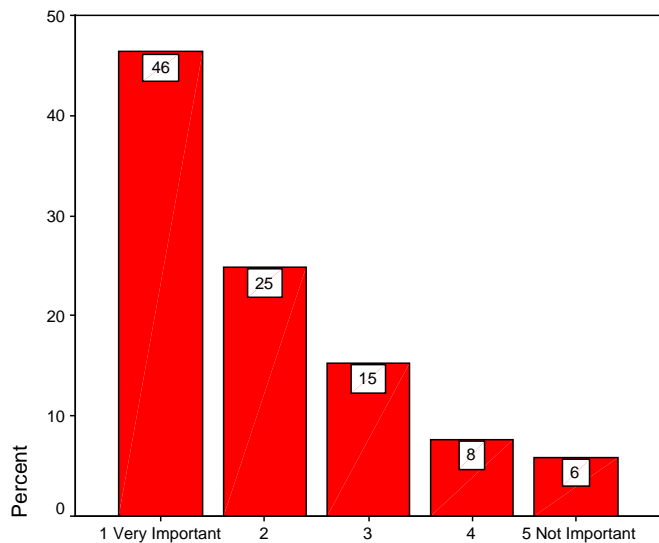


Figure 7 shows that 46% of respondents considered it very important that they consult with a doctor/practice that knows them and their family and a further 25% considered it fairly important.

Figure 8: That you obtain good medical advice and treatment

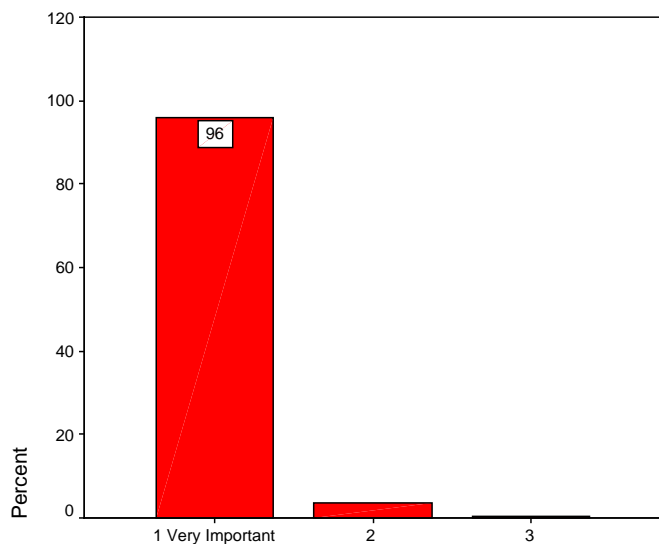


Figure 8 shows that 96% of respondents considered it very important that they obtain good medical advice and treatment.

Figure 9: That a wide range of services can be obtained from the practice

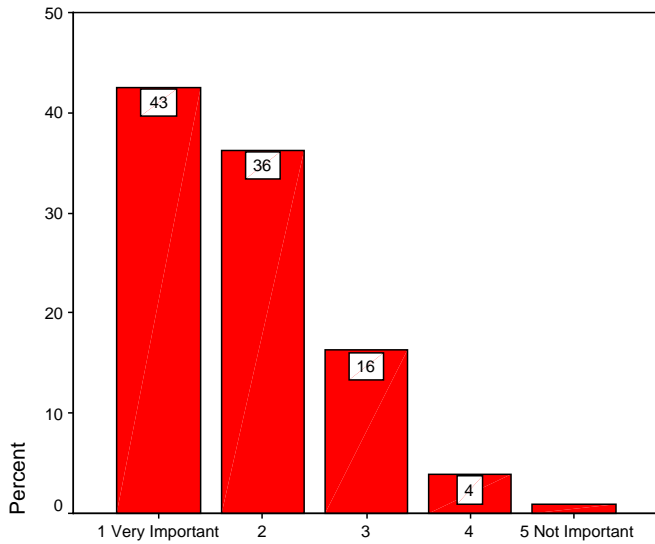


Figure 9 shows that 79% of respondents considered it to be very or fairly important that a wide range of services can be obtained from the practice. Only 5% of respondents considered it to be fairly unimportant or not important.

Figure 10: That the practice is easy to access i.e. close to your home/work

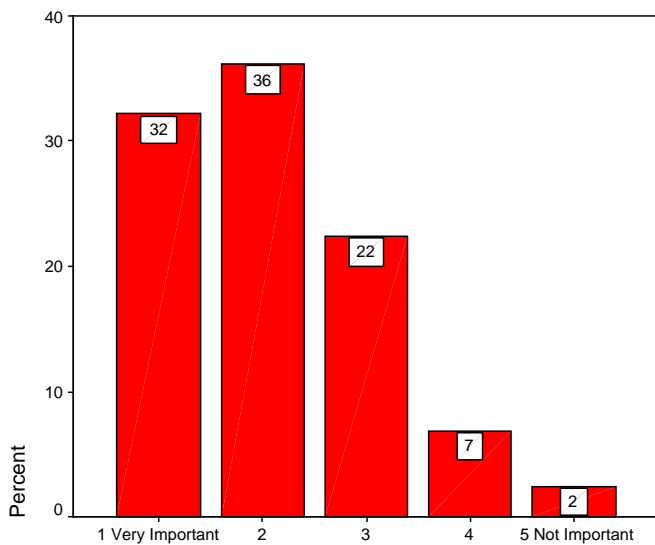


Figure 10 shows that 68% of respondents considered ease of access to their practice very or fairly important while 9% considered this to be fairly unimportant or not important.

Figure 11: The practice opening times allow you to visit easily

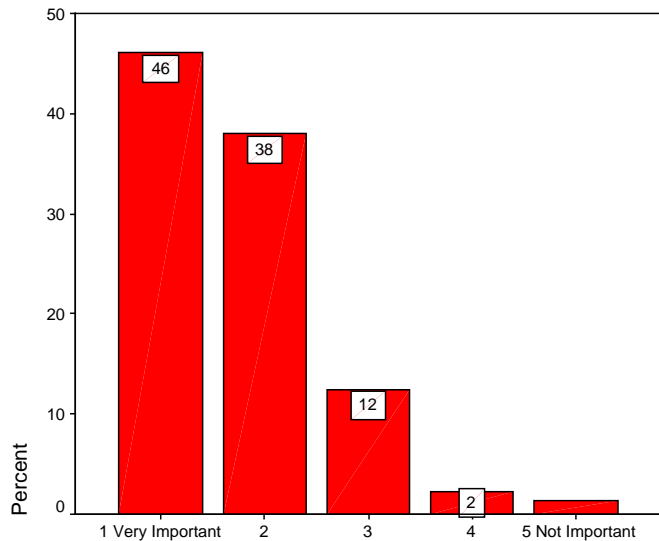


Figure 11 shows that 46% of respondents considered practice opening times very important and a further 38% considered this to be fairly important. 12% indicated a neutral response and approximately 4% considered this to be fairly unimportant or not important.

Figure 12: The length of time it takes to get an appointment to see a health professional

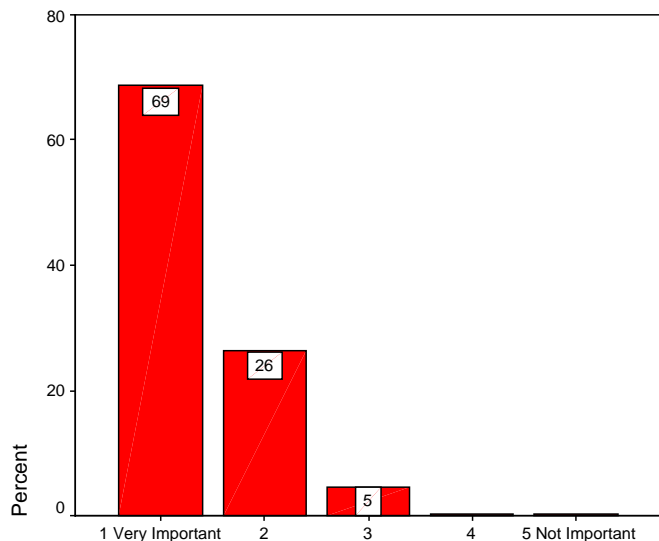


Figure 12 shows that 69% of respondents considered the length of time it takes to get an appointment to be very important and a further 26% considered it to be fairly important.

Figure 13: Mean of statement agreement

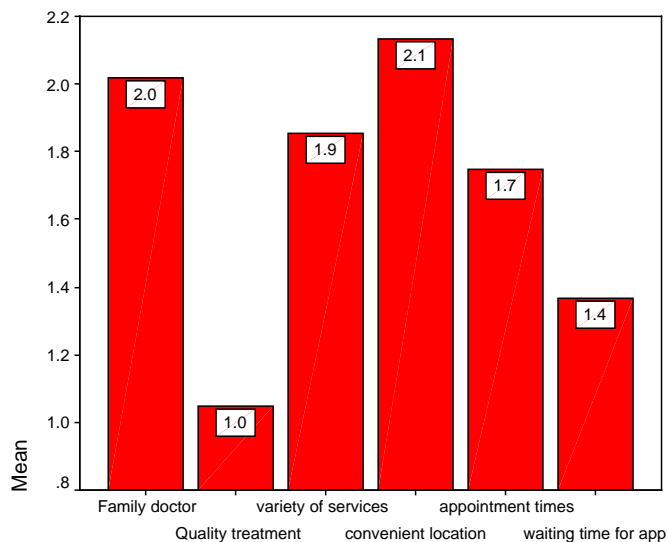


Figure 13 shows the mean results for the previous 6 questions to provide a comparative guide. In this instance, the lower the mean figure the stronger the level of agreement to the statement. The statements that were agreed with most strongly related to the high quality of treatment and waiting times for appointments.

Table 1: List the 3 statements that you feel are the most important in order of priority?

	1st choice	2nd Choice	3rd choice
Family Doctor	120	89	86
Quality of Service	323	187	50
Range of Services	5	60	124
Convenient Location	6	37	57
Appointment times	4	65	124
Waiting time for an appointment	158	179	173

Table 1 shows the statements that respondents considered to be most important. They are: quality of service, waiting times for appointment and having a family doctor. These findings are consistent with the analysis of individual statements.

Figure 14: Are you registered with a practice in your 'local area'?

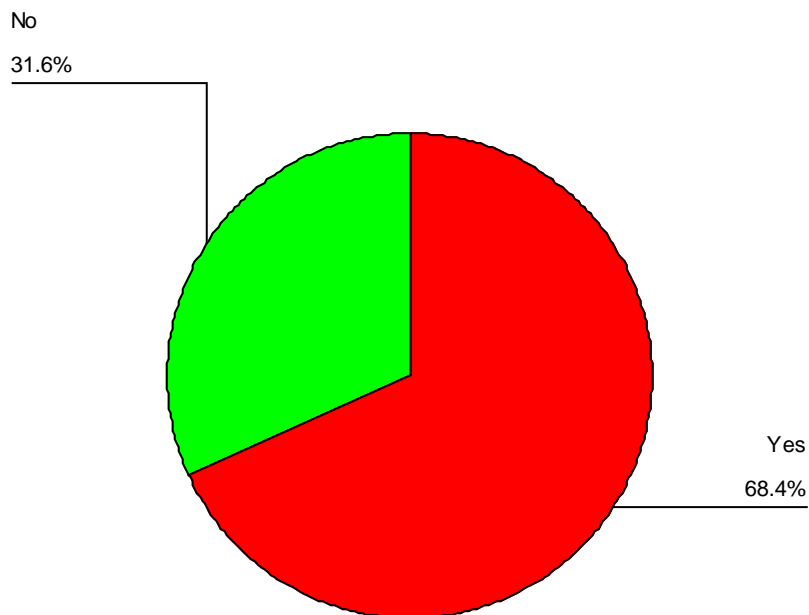


Figure 14 shows that the majority of respondents (approximately 68%) are registered with a practice in their local area.

Figure 15: If there was a practice in your 'local area' would you register with the local practice?

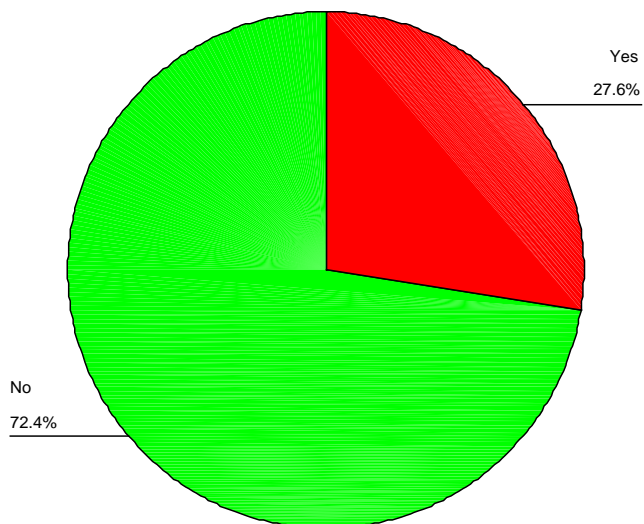


Figure 15 shows that of the respondents that were not registered with a practice in their local area, 72% indicated that they would not register with a local practice if one was available.

The main reason cited for not relocating to the local practice was that the respondents were happy with their current doctor (100 responses). Some mentioned specifically that they had been at the same practice all their lives or that the GP knew their family history and so they did not want to move.

Other reasons given included:

- 4 respondents stated that they did not trust their local practice
- 4 said that they thought that the journey was acceptable
- 3 said that their practice is close to their work.
- 2 said that it was too much hassle to relocate
- 2 said that their GP offered a good range of services that were not available at the local practice.

Table 2: During the last 5 years, which services, provided by your practice, have you used?

	Attend regularly for this service		Attend from time to time		Attend rarely for this service		Never used this service	
	Count	%	Count	%	Count	%	Count	%
Consultation for problem/symptoms	111	19.1%	280	48.1%	168	28.9%	23	4.0%
Well woman clinic	19	4.7%	49	12.0%	32	7.9%	307	75.4%
Well man clinic	18	4.7%	21	5.4%	25	6.5%	322	83.4%
Smear test	123	28.5%	64	14.8%	35	8.1%	210	48.6%
Contraceptive advice	26	6.6%	35	8.8%	26	6.6%	309	78.0%
Management of my chronic disease (e.g. heart disease, diabetes, asthma, arthritis)	101	21.5%	73	15.5%	38	8.1%	258	54.9%
Immunisation (child and adult)	48	11.3%	86	20.3%	81	19.1%	209	49.3%
Minor injury treatment	12	2.7%	72	16.3%	136	30.8%	221	50.1%
Minor illness (fever, cold and viral illness)	23	5.0%	110	24.1%	184	40.3%	140	30.6%
Baby clinic	17	4.3%	21	5.4%	20	5.1%	333	85.2%
Mental health counselling	6	1.5%	17	4.3%	22	5.6%	350	88.6%
Drug counselling and or treatment	1	.3%	1	.3%	5	1.3%	386	98.2%
Smoking advice	3	.7%	12	3.0%	21	5.2%	366	91.0%
Weight management advice and assistance	10	2.5%	19	4.7%	34	8.5%	339	84.3%
Travel advice and inoculation	11	2.5%	69	16.0%	104	24.1%	248	57.4%
Back and knee pain	35	7.6%	92	20.0%	105	22.8%	229	49.7%

Table 2 shows that the services used most regularly were: consultation for problems/symptoms, management of chronic diseases and Smear tests. The services used least regularly were drug counselling, smoking advice and weight management advice and assistance.

Table 3: I would be happy to see someone other than the doctor for any of the following advice and treatment services?

	Yes		No		Not Applicable	
	Count	%	Count	%	Count	%
Consultation for problem/symptoms	378	67.6%	171	30.6%	10	1.8%
Well woman clinic	235	50.3%	22	4.7%	210	45.0%
Well man clinic	231	51.0%	30	6.6%	192	42.4%
Smear test	233	49.3%	31	6.6%	209	44.2%
Contraceptive advice	199	43.8%	25	5.5%	230	50.7%
Management of my chronic disease (e.g. heart disease, diabetes, asthma, arthritis)	238	46.6%	103	20.2%	170	33.3%
Immunisation (child and adult)	362	73.7%	26	5.3%	103	21.0%
Minor injury treatment	487	90.7%	21	3.9%	29	5.4%
Minor illness (fever, cold and viral illness)	423	80.4%	77	14.6%	26	4.9%
Baby clinic	108	24.7%	25	5.7%	304	69.6%
Mental health counselling	181	40.0%	52	11.5%	219	48.5%
Drug counselling and or treatment	114	26.3%	20	4.6%	300	69.1%
Smoking advice	134	29.8%	21	4.7%	294	65.5%
Weight management advice and assistance	269	57.1%	19	4.0%	183	38.9%
Travel advice and inoculation	427	83.4%	12	2.3%	73	14.3%
Back and knee pain	354	68.1%	86	16.5%	80	15.4%

Table 3 shows that, overall, respondents were willing to see someone other than a doctor for most problems; 90.7% of respondents would be happy to see someone other than a doctor for minor injury treatment and 80% would be happy for a minor illness. However, 31% indicated that they would not be happy seeing anyone other than a doctor for consultation for problems/symptoms and 20% indicated that they would not be happy for management of a chronic disease.

Reasons for not seeing someone other than a doctor for Consultation:

- Doctor Best Qualified/Doctor is best – 43 responses
- Prefer Doctor that they know – 4 responses
- Nurses are inexperienced/ under qualified – 8 responses
- Depends on the problem – 6 responses
- Problems are serious – 3 responses
- Pay for proper advice
- Health Service being 'dumbed' down
- Would delay treatment from a doctor
- Doctor might see something that others may miss

Reasons for not seeing someone other than a doctor for Well Woman Clinic

- Tradition/trust
- Involves intimate examination

Reasons for not seeing someone other than a doctor for Well Man Clinic

- Never used service – 2 comments
- Tradition/Trust
- Doctor is better
- Involves intimate examination – 2 comments

Reasons for not seeing someone other than a doctor for a Smear Test

- They do not know me
- Tradition/Trust
- Prefer doctor to nurse – 2 comments
- Doctor may notice other things
- One respondent contracted an infection after appointment with a nurse
- Intimate examination

Reasons for not seeing someone other than a doctor for Contraceptive Advice

- They do not know me
- Tradition/trust
- Doctor is better
- Intimate examination
- Service not available

Reasons for not seeing someone other than a doctor for Management of chronic disease

- Do not know them/ prefer to see same person – 3 comments
- Prefer to see qualified specialist – 15 comments

- Tradition/trust – 2 comments
- Would do if appropriate – 2 comments
- Doctor could monitor changes – 3 comments
- Too specialised a condition – 4 comments
- Pay to get proper advice

Reasons for not seeing someone other than a doctor for Immunisation

- Do not know person
- Tradition/Trust
- Not qualified
- Doctor may notice more serious problem – 2 comments
- Not for children

Reasons for not seeing someone other than a doctor for Minor Injury treatment

- Do not know person
- Tradition/Trust
- Self treat unless antibiotics are needed
- Not qualified
- Just in case it may be more serious – 2 comments
- Not for children

Reasons for not seeing someone other than a doctor for Minor Illness

- Would only discuss with doctor
- Would not go if it was minor – 2 comments
- Tradition/trust
- Doctor better qualified – 7 comments
- Treatment from doctor may be delayed – 2 comments
- Doctor needs to prescribe
- Doctor may spot something more serious – 2 comments

Reasons for not seeing someone other than a doctor for Baby clinic

- Tradition/Trust

Reasons for not seeing someone other than a doctor for Mental Health problems

- Too complex; needs a doctor – 3 comments
- Want to see own GP – 2 comments
- Tradition/Trust
- Doctor more qualified – 4 comments
- No confidence in nurses
- Would want to see a psychiatrist

- Pay for proper advice
- Depend on severity of condition

Reasons for not seeing someone other than a doctor for Drug Treatments/Counselling

- Tradition/Trust
- Needs a doctor
- Not qualified

Reasons for not seeing someone other than a doctor for Smoking Advice

- Tradition/Trust
- Non smoker – 3 comments
- Not qualified

Reasons for not seeing someone other than a doctor for Weight Management

- Happy with weight – 2 comments
- Tradition/Trust
- Not qualified

Reasons for not seeing someone other than a doctor for Travel advice

- Tradition/Trust
- Not qualified

Reasons for not seeing someone other than a doctor for Back/Knee pain

- Needs a doctor – 9 comments
- Doctor familiar with problem
- Tradition/Trust – 2 comments
- Doctor better qualified/experienced – 7 comments
- May need referral – 3 comments
- Would go to chiropractor
- Pay for proper advice
- May lead to a delay in treatment
- Only after initial consult with doctor

Figure 16: When attending for healthcare advice and treatment I prefer to be seen by a:

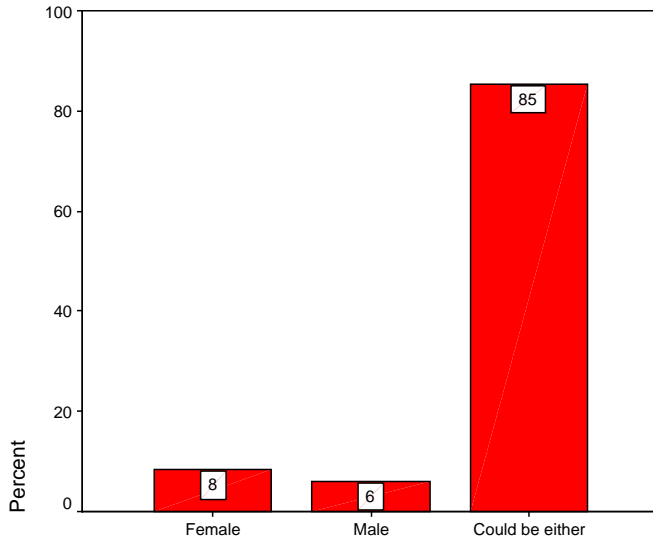


Figure 16 shows that most respondents (85%) had no preference to be seen by a male or female for healthcare advice and treatment, 8% indicated that they would prefer to be seen by a female while 6% indicated that they would rather be seen by a male.

Response from Service Provider

The findings of the survey seem to suggest that the people of Aberdeen often stay with the same practice for many years. The practice is often within 2 miles of their home and the features that are most important to people relate to; the quality of service provided, short waiting time for an appointment and a feeling of belonging (family doctor).

One of the most interesting finding from the survey is that a considerable number of people stated that they would be happy to see a qualified health professional other than a doctor for a wide variety of services as long as they were competent to deal with the problem/issue.

This model of care is already in place for a variety of services. The range of services provided by the wider healthcare team will continue to grow and develop over coming years as the health service seeks to ensure the continued delivery of quality care against the backdrop of an increasingly elderly population and the availability of fewer health professionals due to a reduced working age population.

It is also interesting to note, however, that a number of people felt that not seeing a doctor indicated a “dumbing down of the health service” or felt that “the doctor is best qualified” or “nurses are inexperienced”.

More work needs to be done to understand better peoples concerns and to reassure them that the evidence indicates that in Aberdeen and Scotland generally, services already being led/provided by health professionals other than a doctor are excellent high quality services.

The survey findings demonstrate a need for NHS in Grampian to work with the people of Aberdeen to ensure that the diverse and changing healthcare workforce are able to meet the health care needs of the changing population while maintaining quality, confidence and trust.

SAFETY

Touch Screen Terminals

Grampian Police are constantly seeking new ways in which to enhance their service to the public. One of these may be the introduction of touch screen terminals at Police Offices so that members of the Public can report Crime (or crimes committed) or seek advice even when the Police Station is unmanned. This may involve typing, with the terminal providing a direct on line link to the Police and partner agencies and give access to a wide range of services.

Figure 17: Would you feel confident using this facility?

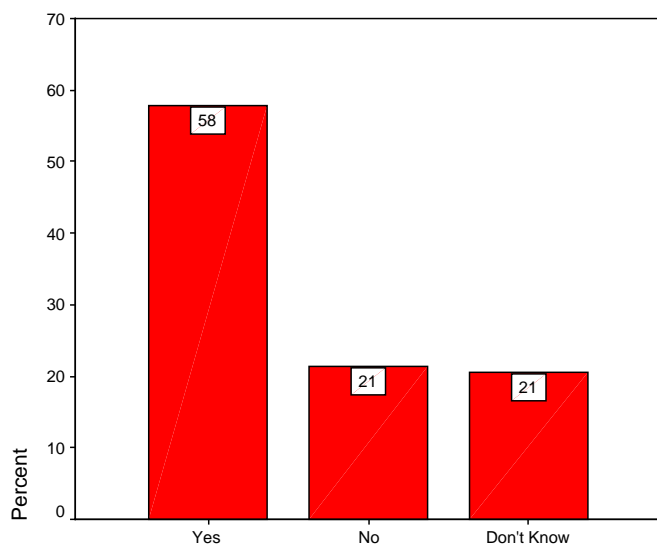


Figure 17 shows that 58% of respondents would be confident using the facility, 21% would not be confident using the facility and a further 21% did not know. Cross-tabulating the data revealed no significant difference in opinions within gender or age groups of respondents.

Respondents were asked if they were willing to use the facilities, what they would feel confident using the facility for. Some of the responses included:

- Minor offences – 78 responses
- Reporting crimes or complaints – 69 comments
- Seeking advice – 37 comments
- Anything for which police assistance is required – 30 comments
- Report vandalism – 16 comments
- Reporting Anti-Social Behaviour – 11 comments
- Lost property – 11 comments
- Minor road accidents – 9 comments
- Local problems – 8 comments
- Conveying information – 6 comments

- Non-urgent matters – 6 comments
- Crimes that you want logged but that may not be solved – 6 comments
- To receive information – 4 comments
- When you want to report something anonymously – 4 comments
- Report drug dealing – 3 comments
- Reporting recurring incidents – 2 comments
- Report crimes immediately – 2 comments
- Assistance with reporting crime – 2 comments
- Reporting crimes that may be embarrassing – 2 comments
- Another way of contacting police if necessary – 2 comments
- It will be easy to use – 2 comments
- Would use as long as it is user-friendly – 2 comments
- Report contact details
- General Enquiries
- Way of accessing police when none are available
- Reporting crimes witnessed but not when victim
- Some urgent information
- Reporting Robbery
- Reporting Assault

Respondents who indicated that they would not feel confident using the facility were also asked to comment why this was the case. A summary of the responses can be found below:

- Prefer face to face contact with police – 32 comments
- Concerned that no action would be taken – 15 comments
- Worried about safety; being observed by perpetrator – 14 comments
- Not able to use computers – 13 comments
- Concern over confidentiality of information submitted – 8 comments
- Would not feel safe at unmanned station – 6 comments
- Police stations should not be unmanned – 6 comments
- People could make mistakes on the touch screen – 3 comments
- Serious crimes need face to face contact – 3 comments
- Not an appropriate way to report crime – 2 comments
- Don't understand/not enough information – 2 comments
- Money should be spent on more police – 2 comments
- Separates people from police – 2 comments
- Would be vandalised – 2 comments
- Don't think it would work
- Too complex
- Only useful if an immediate response is not required
- Terminal would be too slow
- May be too upset if just witnessed crime
- Depends on ease of use
- Not used to this kind of facility
- Would be too general
- Machine may be broken
- Open to abuse
- Should be able to email information to police

- Would not act as a deterrent
- Evidence of police cut backs
- Is there enough staff to monitor reports?
- Dumbing down police service
- Better to implement a phone line for the same service

A summary of further comments related to this matter included:

- Prefer to speak to someone – 32 comments
- Concerns that the response will be slow or ineffective –19 comments
- Easier to report crime by phone –15 comments
- Police should be more visible – 14 comments
- Vandalism concerns – 14 comments
- Stations should not be unmanned – 12 comments
- Safety concerns for person reporting crime – 8 comments
- Accessibility issues for people who were less able to use technology – 7 comments
- System may be open to abuse – 7 comments
- Too expensive – 6 comments
- Anonymity of the system would be a positive benefit – 6 comments
- Good idea – 5 comments
- Confidentiality must be assured for people reporting crimes – 4 comments
- This may lead to a distancing of police from public – 4 comments
- Must be user-friendly – 4 comments
- Need to give training on operating system – 3 comments
- Good source of information – 3 comments
- May be too traumatised to use technology – 3 comments
- Should have an ‘emergency response button’ – 2 comments
- Terminal may break down – 2 comments
- Older people would not be comfortable with technology – 2 comments
- Would prefer to use the Internet – 2 comments
- Will encourage more people to report crime – 2 comments
- Depends on the variety of services offered – 2 comments
- Bad cost cutting exercise – 2 comments
- Good method for reporting crime quickly – 2 comments
- Limited access to services
- Should not be used to water down police service
- Concerns about getting a response
- Serious crime needs police
- Video terminals would be better
- Will save time for police for minor crimes
- Good idea for when no police are around
- Use of new technology could be beneficial provided the basics are also right
- Terminal would meet most people’s needs
- May free up police manpower
- Should be widely available
- Would like to try out system if required
- Should be able to speak to someone if experiencing difficulties with system

Prostitute Management Zone

Grampian Police operates a Management Zone which is situated in the North East corner of the harbour area of Aberdeen, where prostitutes are allowed to operate their work, without the fear of prosecution, provided that there are no complaints from members of the public and they are not involved in committing any ancillary crimes including Drug Misuse, thefts, assaults or robberies. The Management Zone was a policy decision of Grampian Police and was drawn up tactically in an area which would have least impact to the public at large i.e. an industrial area consisting mainly of heavy industrial work, with a predominantly male work force. Prostitutes using this area are not generally reported for the offence of loitering.

The overall aim of the Management Zone is to create a relatively safe environment where Street Prostitutes can operate and where the impact to the public at large is minimised as far as is reasonably practicable. Sex workers are only allowed to loiter, and pick up customers in the Zone and are not allowed to carry out "their work" in the zone.

Figure 18: Are you aware of the 'Management Zone' in relation to the Policing of Street Prostitution in the City?

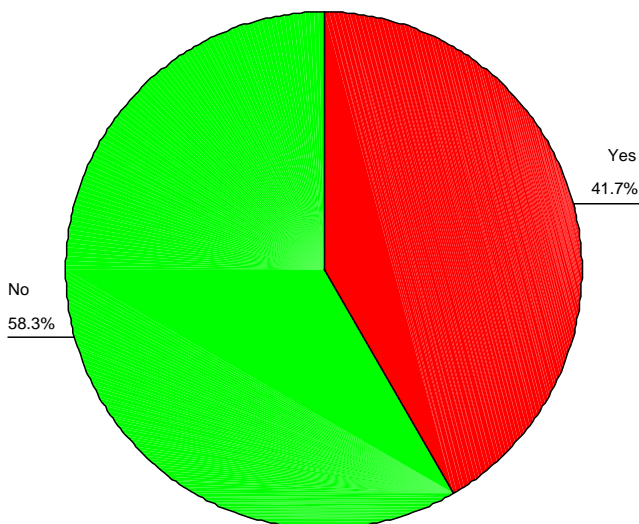


Figure 18 shows that the majority of respondents (approximately 58%) were not aware that there is a 'management zone' in Aberdeen.

Figure 19: Where do you think Grampian Police should place the Policing of Street Prostitution within the Management Zone in its priorities?

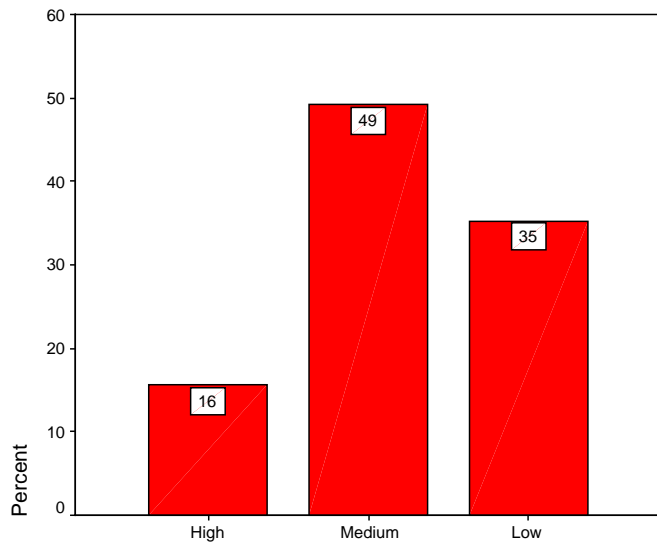


Figure 19 shows that 16% of respondents believed that the policing of street prostitution should be given a high priority within the management zone, 49% believed that it should be given a medium priority and 35% believed that the policing of street prostitution should be given a low priority in the management zone

Figure 20: Where do you think Grampian Police should place the Policing of Street Prostitution outwith the Management Zone in its priorities?

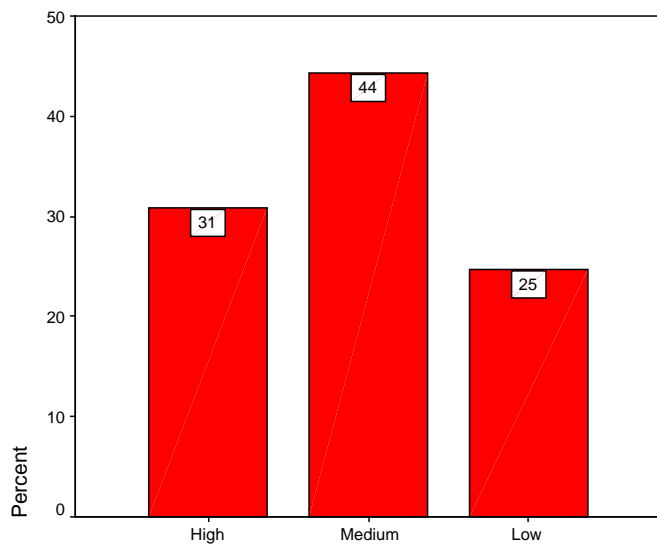


Figure 20 shows that approximately 44% of respondents believed that the Policing of street prostitution should be given a medium priority, 31% believed that it should be given a high priority and approximately 25% believed that the Policing of street prostitution should be given a low priority out with the management zone.

Figure 21: Are you aware of the recently published report by the National Expert Group on Street Prostitution?

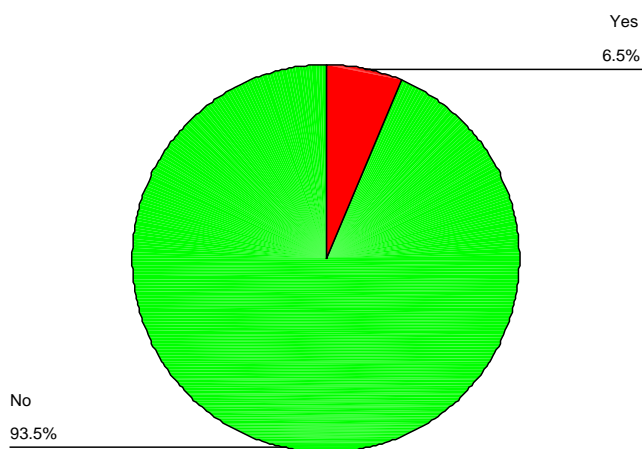


Figure 21 shows that the majority of respondents (approximately 94%) were not aware of the report published by the National Expert Group on Street Prostitution.

Further comments relating to the issue of 'Street Prostitution' included:

- Supportive comments relating to the management zone – 40 comments
- Should provide a safe environment for workers – 25 comments
- Brothels should be legalised/licensed – 12 comments
- Should tackle the problems that lead to prostitution – 10 comments
- Prostitution should not be tolerated – 10 comments
- Must be away from children and residential areas – 9 comments
- Criminalise the people that use prostitutes not the women – 9 comments
- There are more important issues than prostitution – 8 comments
- Should not be a criminal offence – 7 comments
- Should try to help people out of prostitution – 7 comments
- Related criminal activity e.g. drug misuse should not be tolerated – 6 comments
- Industry should be controlled and regulated – 5 comments
- Management Zone not in a good area – 4 comments
- Prostitutes are victims – 2 comments

- This is a matter for elected representatives
- Should not just move the problem around
- Should have enlightened policies towards prostitution
- Prostitution puts off tourists
- Leniency encourages prostitution
- Resources should be targeted to stopping child and forced prostitution
- Prostitution is linked with other crimes

Beach Boulevard

The Beach Boulevard, Aberdeen, has over the decades been seen as a traditional meeting place for motorists. This has raised a certain amount of issues in terms of people who live, work and pass through the area, reporting careless and reckless driving, in a number of ways such as: speeding, racing, the screeching of tyres etc. Moreover, the congregation of the motorists has lead to significant and sustained complaints from the public regarding the 'motorists' committing acts of anti-social behaviour, such as playing car stereo music too loud, shouting, dropping litter, drinking etc.

Grampian Police has carried out a number of operations over the period and reported many hundreds of motorists for road traffic offences and/or public order offences. Moreover, they have continued to try and educate the motorists to behave reasonably. However, a persistent minority continues to ignore all that has been said and done and the complaints continue to be regularly received.

Figure 22: How often on average do you frequent the Beach Boulevard in Aberdeen?

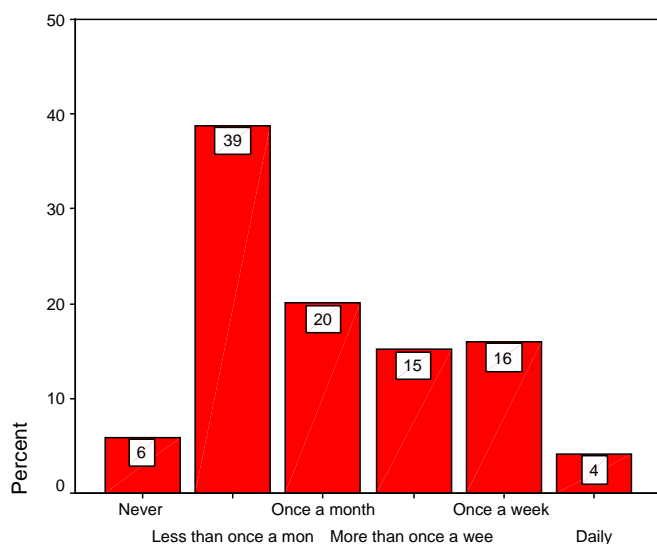


Figure 22 shows that 4% of respondents frequent the Beach Boulevard daily, 16% go there once a week, 15% more than once a week, 20% once a month, 39% of respondents frequent the Beach Boulevard less than once a month and 6% never go there.

Figure 23: Do you perceive there to be a problem in relation to Antisocial Driver Behaviour on the Beach Boulevard area of Aberdeen?

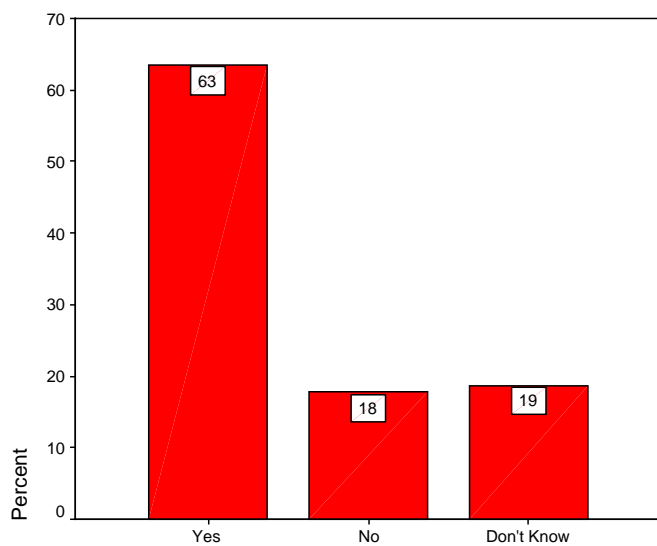


Figure 23 shows that 63% of respondents perceive that there is a problem in relation to antisocial driver behaviour in the Beach Boulevard area.

Respondents were asked to identify the major problems are in the area and how best they think the police should tackle these problems. A summary of responses can be found below:

- Dangerous driving (especially by young people) – 80 comments
- Anti-Social behaviour (loud music, gangs, intimidating atmosphere etc) – 73 comments
- Speeding is the main problem – 47 comments
- Greater police presence needed – 43 comments
- Impound cars – 25 comments
- Persistent offenders should be dealt with severely – 23 comments
- Install traffic calming measures – 32 comments
- Ban cars in evening – 18 comments
- Automatic/Heavy fines – 17 comments
- Disruption to residents and other road users – 16 comments
- Zero tolerance approach – 13 comments
- Give the people a dedicated area – 10 comments
- Problem is with a minority that should be targeted – 9 comments
- Redesign the road – 7 comments

- Problems have gone on for years and not been resolved properly – 7 comments
- More CCTV – 6 comments
- Educate people about responsible driving – 5 comments
- Police are tackling problem appropriately - 5 comments
- Move the young people on – 5 comments
- Ban the worst offenders from area – 4 comments
- Parking enforcement – 3 comments
- Police should focus on more serious problems – 3 comments
- They may just move somewhere else – 3 comments
- Stopping cars bad for business – 2 comments
- Need ASBOs – 2
- Illegal parking – 2 comments
- Clamp cars
- Positive approach to encourage dialogue between police and motorists.

Figure 24: Have you been aware of the ongoing Police activity in the area of the Beach Boulevard regarding tackling the Antisocial Driver Behaviour issue?

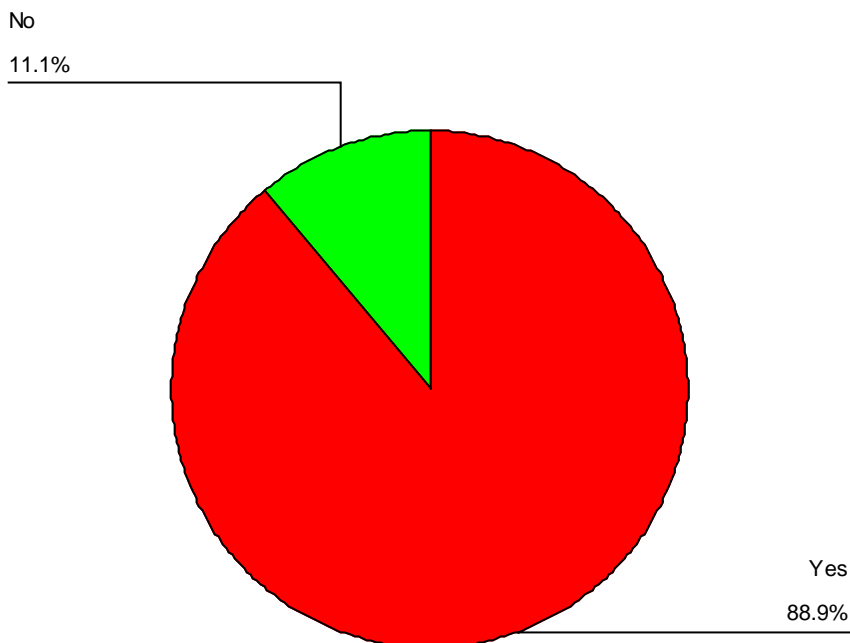


Figure 24 shows that nearly 90% of respondents were aware of the ongoing police activity regarding Antisocial Driver Behaviour in the Beach Boulevard area.

Figure 25: Do you think the heightened police activity in the area of the Beach Boulevard is the best use of police resources?

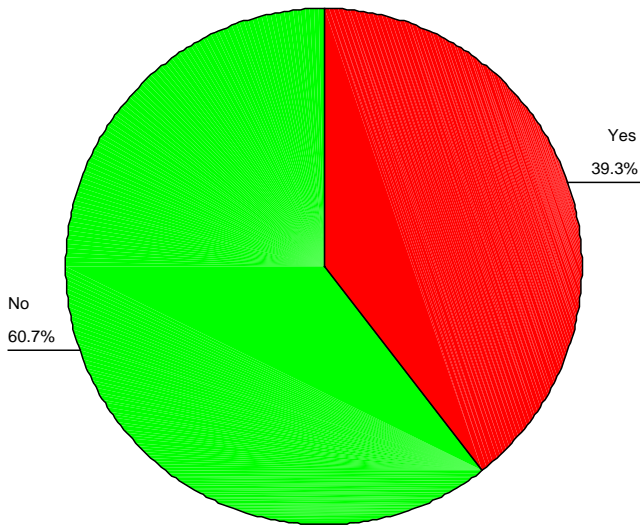


Figure 25 shows that the majority of respondents (60%) do not think that the heightened police activity in the beach boulevard area is the best use of police resources, while 40% think that it is.

Figure 26: On the following scale, please indicate what priority you would give to this issue when compared with the daily demands placed on Police officers in Aberdeen

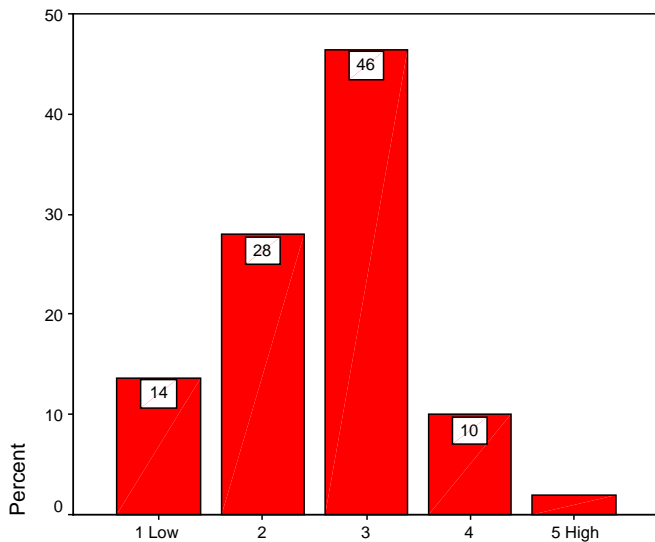


Figure 26 shows that 14% of respondents felt that the issue should be given a low priority, 28% felt that it should be a fairly low priority, 46% indicated that they thought the issue should be a

medium priority, 10% felt it should be fairly high and only 2% indicated that it should be a high priority issue.

Response from Service Provider

Touch screen facility for public to report crimes or seek advice

It is pleasing to see that over half of the respondents were confident in using any potential touch screen facility. Although the Police would rather deal with the public face to face, in this age of high demand we already have a Service Centre dealing with the public over the phone. By using the 0845 600-5-700 Service Centre number the public can expect a professional and consistent service and any touch screen facility would have to provide the same quality of service.

While there are no plans to introduce a touch screen facility in the near future, it remains one of the communication options for consideration by the Police.

Prostitute Management Zone

It was interesting to see that although over half of the respondents were unaware of the management zone there were more comments supporting the management zone than were against it. The local residents and businesses in and around the management zone are, of course, aware of the situation and the Police engage with them through meetings to discuss any concerns they may have over issues which may arise.

Perhaps unsurprisingly, only a small number of people were aware of the report by the National Expert Group on Street Prostitution. The Police liaise with agencies who provide support services to those who are involved in prostitution and will continue to do so in order to work towards a more long term solution to the problem of prostitution.

Police will be monitoring the situation in terms of the proposed legislation which means that both buyers and sellers of sexual services will be subject to Scots law as well as any other issues which may arise to warrant changes to the current situation.

Beach Boulevard

Given the high media interest in the Beach Boulevard area it is not surprising that most people have heard of the issues and a high proportion believe that dangerous driving and antisocial behaviour are major problems in the area.

The majority of respondents (61%) felt that the heightened use of police activity in the area was not best use of police resources and 74% of respondents felt the issue should be a medium to fairly low priority compared to daily demands placed on police officers in Aberdeen.

The use of anti social behaviour legislation reduced the number of anti-social behaviour incidents by 43% over the same period in the previous year.

It would not be a sustainable solution to have heightened police activity in the area given current resources. As a long-term solution to the problem the Police feel that a multi agency approach is required. There are ongoing discussions with other agencies and local residents and businesses regarding possible solutions such as closing the Beach Boulevard at certain times of the night and providing venues for the drivers to use as an alternative to the Beach Boulevard.

TRANSPORT AND CONNECTIONS

Aberdeen's Transport Strategy – what we want to do and achieve.

Ease problems for all forms of travel, whether by car, public transport, delivery vehicle, by bicycle or on foot.

At the same time we want to improve the attractiveness of the most sustainable forms of transport so that travellers will increasingly choose these.

Our strategy will:-

- Help reduce congestion
- Demonstrate the benefits of different forms of travel
- Improve travel opportunities for the third of households in Aberdeen that don't have access to a car

The impact will be to:-

- Help the growth and diversification of Aberdeen's economy by providing a first class transport system that will encourage investment in the City
- Improve the environment, particularly air and noise pollution and reduce use of non-renewable resources
- Continue to reduce road casualties and improve the health of Aberdeen's residents
- Be more socially inclusive

The results of this questionnaire will be used to help shape the development of a draft Local Transport Strategy. The draft should be available for public consultation early in 2006.

In this questionnaire reference is made to 'buses, bicycles and pedestrians'. Readers should take this to include motorcycles, taxis and other options to the car unless it says otherwise.

Figure 27: The City Council wants to make travel quicker and easier. It should give preference to:

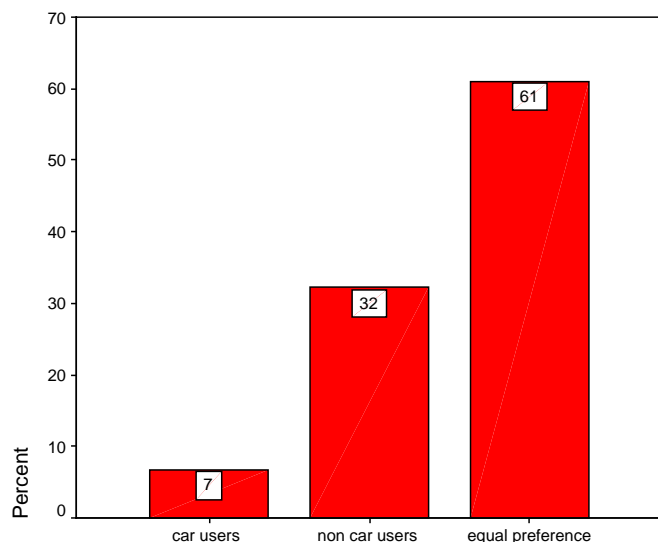


Figure 27 shows that 61% of respondents felt that equal preference should be given to car users and non car users, 32% thought that preference should be given to non car users and 7% felt that preference should be given to car users.

Other suggestions included:

- Make public transport cheaper/ more reliable – 7 comments
- More cycle lanes – 5 comments
- Allow cars and motorbikes in bus lanes – 4 comments
- Get rid of cycle and bus lanes – 3 comments
- Stop cyclists using pavements – 2 comments
- Preference to disabled drivers – 2 comments
- Discourage car use – 2 comments
- Improve buses
- Fewer traffic lights
- Fly-overs on roundabouts
- More parking
- Equal preference to everyone at peak times
- Get rid of traffic calming measures
- Need a bypass
- Bus companies charge too much compared with other cities
- Keep buses in bus lanes
- Better road markings
- Traffic segregation
- Encourage employers to vary start/stop times

Figure 28: The City Council is considering building some new roads. Is this a good idea?

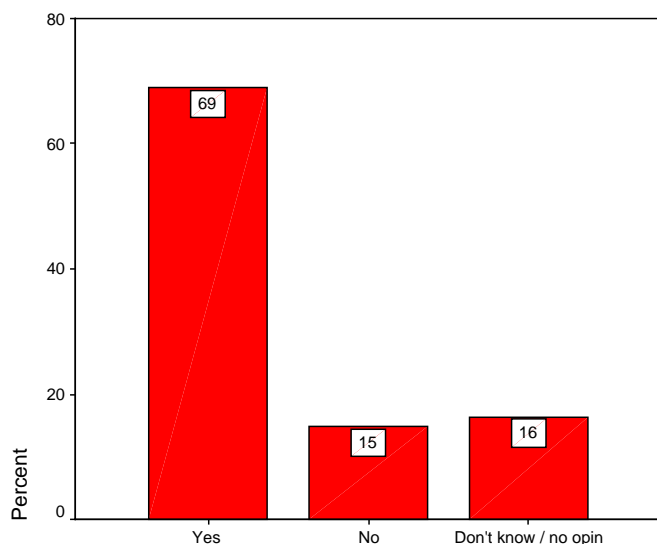


Figure 28 shows that 69% of respondents thought that building new roads was a good idea, 15% thought that it was not a good idea while 16% indicated that they did not know. Agreement amongst respondents whose household had at least one car was higher.

Table 4: Attitudes towards new roads

	Agree		Don't Know / No Opinion		Disagree	
	Count	%	Count	%	Count	%
(a) New roads should only be built if some parts of the existing road network are given over to buses, cyclists and pedestrians only	242	40.1%	106	17.5%	256	42.4%
(b) New roads encourage people to drive more	236	39.2%	92	15.3%	274	45.5%
(c) New roads reduce the number of bus, cycle and pedestrian journeys	104	17.6%	169	28.6%	318	53.8%
(d) New roads help the local economy	350	57.8%	171	28.2%	85	14.0%
(e) New roads help improve local air quality	178	29.7%	161	26.9%	260	43.4%
(f) New roads will contribute to global warming	158	26.6%	177	29.8%	259	43.6%

Table 4 shows that the statement that received the strongest level of agreement was that “New roads help the local economy” with 350 respondents indicating that they agree with this statement. The statement with the lowest level of agreement was “New roads reduce the number of bus, cycle and pedestrian journeys”.

Figure 29: The City Council is considering widening some existing roads. Is this a good idea?

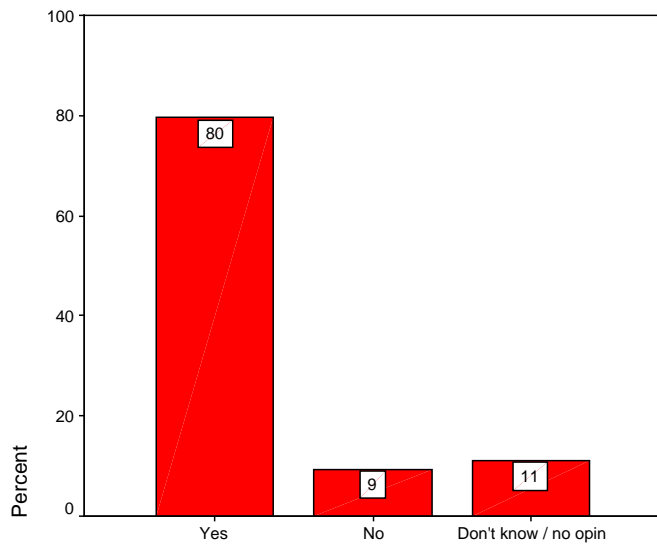


Figure 29 shows that 80% of respondents thought that widening some roads was a good idea, 9% of respondents did not think that this was a good idea while 11% indicated that they did not know. Agreement was higher amongst respondents whose households had use of at least one car.

Table 5: If roads are widened, which of the following do you think should be allowed to use widened road space?

	Yes		No	
	Count	%	Count	%
(a) Buses	534	91.4%	50	8.6%
(b) Bicycles	481	85.7%	80	14.3%
(c) Taxis	395	73.7%	141	26.3%
(d) Lorries	219	42.9%	291	57.1%
(e) Carsharers (that is, cars with at least one passenger)	437	79.6%	112	20.4%
(f) Cars with only the driver	230	45.5%	275	54.5%

Table 5 shows that the vehicles that the most respondents thought should be allowed to use the widened roads were buses with 534 responses. The vehicle with the lowest support for using the wider roads was lorries with 219 responses although this was only slightly lower than cars with only the driver which received 230 responses.

Table 6: Please indicate your thoughts about City Centre car parking:-

	Agree		Don't know/No Opinion		Disagree	
	Count	%	Count	%	Count	%
(a) More 'long stay' commuter parking is needed	299	49.8%	128	21.3%	173	28.8%
(b) More 'short' and 'long stay' car parking will increase city centre traffic, pollution and congestion	249	41.6%	133	22.2%	216	36.1%
(c) The quality of shopper/visitor parking is good	239	39.4%	131	21.6%	237	39.0%
(d) It is easy to find a parking space at or near your city centre destination	176	29.0%	97	16.0%	333	55.0%
(e) Additional car parking should be provided on the edge of the city and linked to the city centre by park and ride buses	351	57.5%	120	19.7%	139	22.8%

Table 6 shows that nearly 50% of respondents believed that more 'long stay' commuter parking is needed in the city centre, however approximately 42% believed that more short and long stay car parking will increase city centre traffic, pollution and congestion. 29% agreed that it is easy to find a parking space at or near their destination and nearly 40% agreed that the quality of shopper/visitor parking is good. Approximately 58% of respondents believed that additional car parking should be provided on the edge of the city and linked into the city centre by park and ride buses.

Figure 30: Suppose you were in charge of an imaginary transport budget. What proportion would you spend on each of the following items?

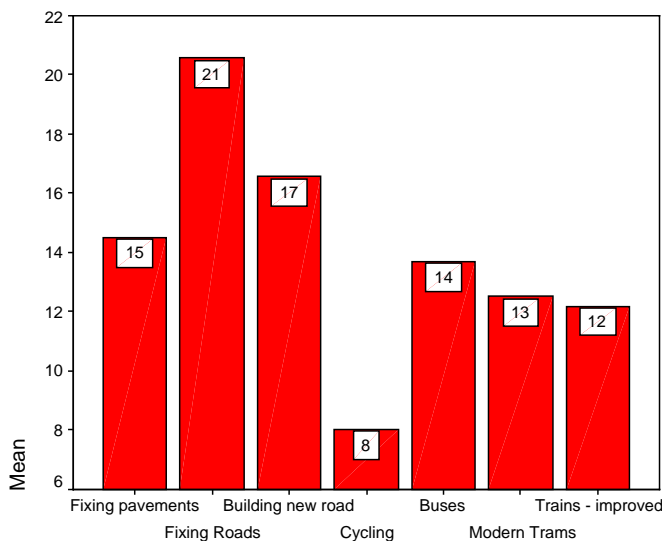


Figure 30 shows the mean figures for all the responses to this question. Responses that did not add up to 100% were discarded leaving a total of 434 valid responses.

As can be seen from Figure 30, respondents believe that the highest proportion of money should be spent on fixing roads (21% of budget), 17% should be spent on building new roads, 15% on fixing pavements, 14% on buses, 13% on modern trams, 12% on improving trains and 8% of the budget should be spent on cycling.

Respondents were asked to comment on what the **best** aspects of transport in Aberdeen were.

The list below provides a summary of responses:

- Overall bus network – 113 comments
- Buses reliable/frequent – 58 comments
- Buses are clean/modern – 36 comments
- Bus/taxi lanes – 32 comments
- Park and Ride services – 26 comments
- Good bus routes – 20 comments
- Free travel for pensioners – 16 comments
- Relative lack of congestion – 15 comments
- Easy access into city – 13 comments
- Taxi service good – 13 comments
- Good parking facilities – 13 comments
- Helpful bus drivers – 11 comments
- Traffic ok outside rush hour – 10 comments
- Improving cycle lanes – 10 comments
- Overall road infrastructure – 9 comments
- Good bus service during the day – 6 comments
- Most places accessible by foot – 5 comments
- Train service good – 5 comments
- Proposed bypass will help – 5 comments
- Relatively short journeys – 3 comments
- 20s plenty zones – 3 comments
- Easy access to bus and train stations – 3 comments
- Pedestrianised areas – 3 comments
- Disabled access on buses – 3 comments
- Bus shelters are good – 2 comments
- Some good roundabouts – 2 comments
- 24 hour airport – 2 comments
- Late bus service good – 2 comments
- Electronic Information points in bus stops – 2 comments
- Short term parking – 2 comments
- Schools Network
- Best public transport in the UK
- Can walk most places in city centre

- All day bus tickets
- Pavements improved
- Cheap
- Upgrading Deeside line
- 2 new cycle path bridges over Holburn and Hardgate

Respondents were asked to comment on what the **worst** aspects of transport in Aberdeen were. The list below provides a summary of responses:

- Congestion/too many cars – 65 comments
- Bus fares too high – 56 comments
- Bus service not reliable enough – 44 comments
- Too few bus routes (especially outside city centre) – 33 comments
- Bridge of Don congestion – 32 comments
- Roads in poor condition – 31 comments
- Not cycle friendly – 30 comments
- Bus lanes are bad – 30 comments
- Bridge of Dee congestion – 28 comments
- Need the bypass – 27 comments
- Haudagain roundabout – 25 comments
- Delays at rush hours – 17 comments
- Too many lorries – 17 comments
- Bad driving – 15 comments
- Poor evening/weekend transport – 15 comments
- Train links should be better developed – 14 comments
- All bus routes go through city centre – 14 comments
- Bus/Taxi drivers attitudes – 13 comments
- Parking too expensive – 12 comments
- Inappropriate traffic calming measures – 12 comments
- Not enough parking – 11 comments
- Traffic lights/crossings inappropriately placed – 10 comments
- Roadworks lead to congestion – 9 comments
- Too many cycle lanes – 8 comments
- Should be more pedestrianisation – 7 comments
- Taxi fares too high – 7 comments
- Cyclists riding dangerously – 7 comments
- Anti-social behaviour on buses – 7 comments
- City Centre parking inadequate – 6 comments
- Buses driving dangerously – 6 comments
- Unloading vehicles cause delays – 5 comments
- Illegal parking not enforced – 5 comments
- School runs cause congestion – 5 comments
- Introduce tram network – 5 comments
- Not enough disabled parking – 4 comments
- Buses too full at peak times – 4 comments
- Park and ride – 4 comments
- Too many parking restrictions in residential areas – 4 comments
- Bad driving by taxis – 4 comments

- Not enough buses from airport into town – 3 comments
- Buses in poor condition – 3 comments
- Vandalised bus shelters – 2 comments
- Traffic islands – 2 comments
- Buses not child friendly – 2 comments
- Lack of access to hospital by bus – 2 comments
- Need more flyovers – 2 comments
- Roads in industrial estates too narrow – 2 comments
- Not enough taxis – 2 comments
- Pavements in poor state – 2 comments

Figure 31: How many cars does your household have use of?

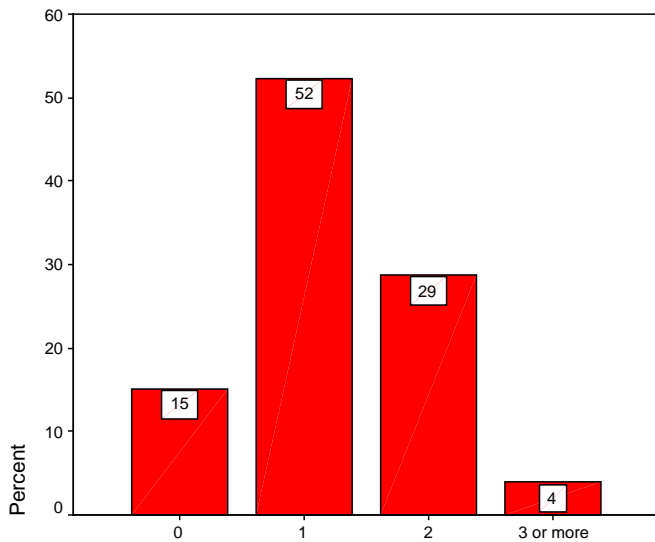


Figure 31 shows that the vast majority of respondents (85%) have the use of at least one car in their household: 52% had one car, 29% had 2 cars, 4% had 3 or more, while 15% had no access to a car.

Table 7: How often do you use your car, bus or park and ride?

	Bus	Park & Ride	Car
	Count	Count	Count
4 or more days a week	89	2	386
2 or 3 days a week	76	2	86
Once a week	78	9	32
Between once a month and less than once a week	106	18	9
Less than once a month	99	35	4
Never	41	292	19

Table 7 shows the figures for frequency of bus, car and Park and Ride use amongst respondents. Cars are the most frequently used form of transport, followed by buses. Park and Ride facilities were used least frequently.

Respondents were asked if they or other members of their household drive to the city centre, where do they park? Locations cited by five or more respondents are listed below:

- Bon Accord Centre - 54 responses
- Union Street - 52 responses
- Belmont Street - 48 responses
- Union Terrace - 41 responses
- Schoolhill - 26 responses
- Duthie Park - 16 responses
- Art Gallery - 12 responses
- Rosemount - 12 responses
- Castlegate - 11 responses
- Beach - 10 responses
- Thistle Street - 9 responses
- Golden Square - 9 responses
- St Nicholas Centre - 7 responses
- Academy - 7 responses
- Theatre - 7 responses
- The Green - 6 responses
- Chapel Street - 6 responses
- Shopping malls - 6 responses
- George Street - 6 responses
- Marischal College - 6 responses
- Provost Skene House - 6 responses
- St. Nicholas Church – 5 responses
- Rose Street - 5 responses
- West End - 5 responses
- Market Street -5 responses

Respondents were also asked to indicate approximately how far they travelled to work or place of study. The responses were difficult to analyse as they were not in numeric form. In addition some respondents did not indicate the unit of measurement they were using (e.g. miles or km) and so some assumptions had to be made that may have affected the reliability of the results.

A summary of the information can be found below:

- Under 1 mile - 18
- 1 mile - 22
- 1-2 miles -18
- 1-5 miles -1
- 1-7 miles -1
- 0-100 miles -1
- 1-20 miles -1
- 2 miles - 39
- 2-3 miles -12
- 3 miles - 48
- 3-4 miles - 8
- 4 miles - 6
- 4-5 miles - 4
- 5 miles - 50
- 5-6 miles - 1
- 6 miles - 11
- 6-7 miles - 2
- 7 miles - 21
- 7-8 miles - 2
- 8 miles - 11
- 9 miles - 5
- 10 miles - 2
- 11 miles - 1
- 12 miles - 6
- 13 miles - 2
- 14 miles - 1
- 15 miles- 3
- 20 miles - 2
- 25 miles - 1
- 29 miles - 1
- 36 miles - 1
- 130 miles - 1

Figure 32: Do you ever work in paid employment from home?

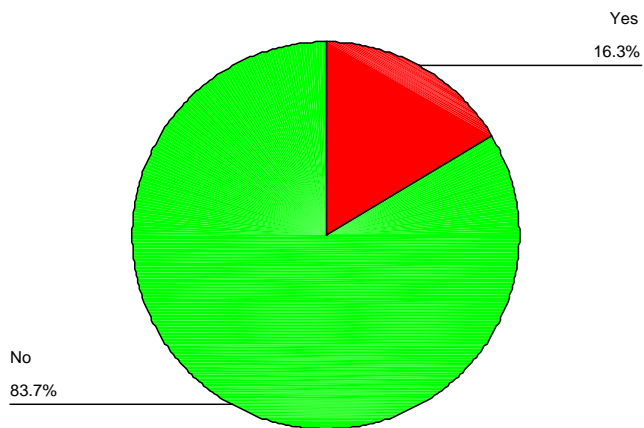


Figure 32 shows that approximately 16% of respondents indicated that they worked from home while nearly 84% said that they never work from home.

Urban Connection

Figure 33: Are you aware of the Urban Realm Strategy?

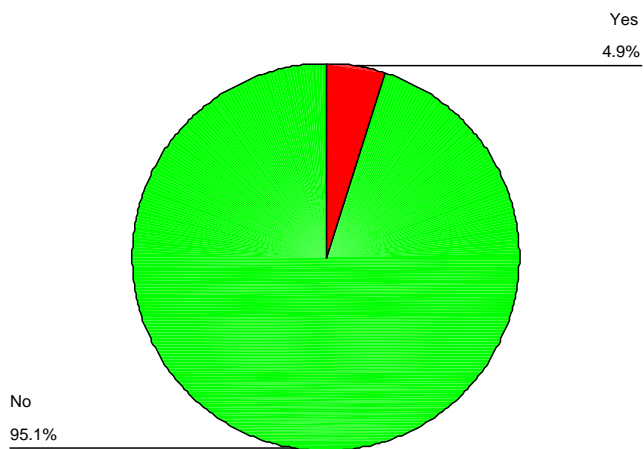


Figure 33 shows that the majority of respondents (approximately 95%) were not aware of the Urban Realm strategy.

Figure 34: What is your main mode of transport when travelling to the city centre?

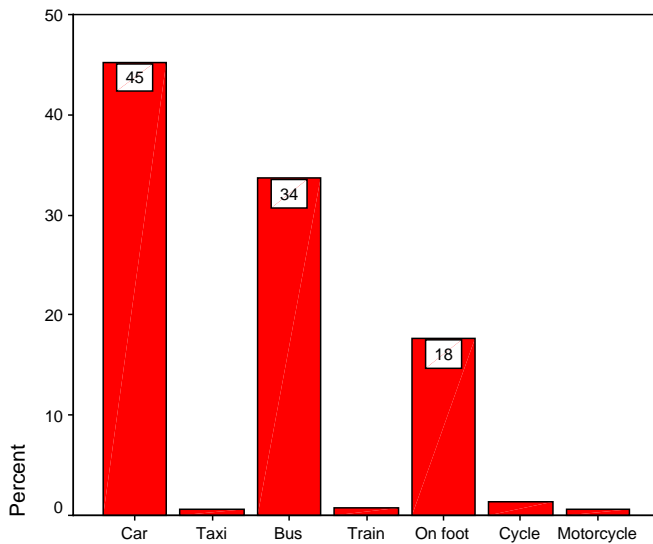


Figure 34 shows that the most popular mode of transport for travelling into the city centre was by car (45%) followed by bus with 34% and on foot with 18%.

Can you think of ways that Golden Square could be improved so that you would use it more often than you currently do?

The following list provides a summary of the comments and suggestions from Panellists:

- The most popular idea was to make a green space in the square by removing some or all of the parking spaces. A significant number of people favour either entirely or partially pedestrianising the square.
- After removing or reducing the amount of space taken up by cars, many suggested creating an outdoor cafe terrace space and including more retail in the mix of tenants in the surrounding buildings.
- Pedestrianisation of the entire thing/making a garden or park (65 comments)
- Pedestrianise some of it (19 comments)
- Like it as it is (19 comments)
- Improve existing parking offering by organising it differently (16 comments)
- Change tenants of the surrounding buildings (9 comments)
- Underground parking lot (3 comments)
- Multi-storey car park (3 comments)
- Parking costs are currently too high (14 comments)
- Offer free parking (3 comments)
- Offer short term parking for free (5 comments)
- Offer longer term parking (10 comments)
- Need more spaces overall (3 comments)
- Need more disabled spaces (5 comments)
- Fill the square with cafes and other outdoor seating areas (23 comments)
- Establishments are too posh

- British Legion parking attendant gives preferential treatment to some
- Make the square more people friendly
- It can be very difficult to get a space there
- Shopping on west side of Union street not good enough to justify parking in Golden Square
- Show off the architecture more
- Motorcycle parking spaces
- Make it more of a community space
- Move parking to fish market area
- Reduce rent and rate so businesses can survive
- Improve lighting
- Put glass over the car park in the middle
- Hold a market
- Marquee styled centre piece with glass roof
- Continental-type cafes
- Make it a feature
- Art gallery space
- Shops on ground floor, offices above
- Could be used to encourage culture and art
- Seating areas with fountains
- Make it all pay and display
- "reinstate its character"
- seating and a small central bandstand
- improve paving
- garden of remembrance with statue of Robert the Bruce in the centre
- provide space for small retailers (not multinationals)
- an external extension to Music Hall
- a centre for historical significance for Aberdeen
- glass roof
- display famous roses
- "create a pleasant seating area" - need a place to rest away from the bustle of Union Street
- get rid of pay and display
- limit the number of cars in the square during the week
- little play area for children
- increase parking fare so permit-holding residents can get a space
- outdoor heating for cafe areas
- encourage boutiques into the area
- encourage more 'socialising businesses' to the square
- get rid of cobblestones and replace with tarmac so we can drive faster
- "give it a continental feel"

Can you think of ways that Union Terrace Gardens could be improved so that you would use them more often than you currently do?

The following list provides a summary of the responses and comments from panellists:

- Improving the safety was on the minds of several people (102). They suggested a variety of things to alleviate the security concerns, chiefly improving the circulation in the park and improving the lighting. Some people even went as far as to say that the trees should be cut down to make it less sinister.
- Reinstating leisure facilities (boules, draughts, etc) and cultural events (concerts) was also a popular view (86).
- Many people (43) would like to see cafes, restaurants and/or retail. In addition, some people suggested these facilities be housed in the arches (10).
- Improving accessibility for disabled, older people and parents with pushchairs was named as a suggested improvement by 32 respondents.
- Raising the gardens was cited by 28 respondents
- Improving the toilets was suggested by 23 people. Some even specifically requested the Victorian toilets be restored.
- 22 people would like to see the park made into parking spaces. Some people suggested putting a multi-storey car park there and building a park on top of it.
- 21 people would like to see more family friendly facilities, such as a children's play park.
- 12 respondents specifically want more seating. (There were also many who suggested cafes principally because they want somewhere to sit.)
- 12 respondents advised that the Council should 'clean/tidy it up'.
- Almost the same amount of people, however, reported that they like it as it is.
- 5 people would like to see the horticultural aspect of the garden enhanced.
- 4 were concerned about the amount of pollution (noise and air) coming from the traffic below.
- 4 respondents made reference to Princes Street Gardens in Edinburgh as the model Aberdeen should use when remodelling the Union Terrace Gardens.
- Winter ice rink (3), market stalls (2), greenhouses (1), bus stance (2)
- 2 people said they don't use it because it's not a main thoroughfare. This was alluded to in other peoples' answers that referred to circulation and general usefulness of the space.

Can you think of ways that the Castlegate could be improved so that you would use them more often than you currently do?

The following list provides a summary of the responses and comments from panellists:

- The most popular idea, with 66 mentions, was to have markets or have more markets. Some even mentioned car boot sales.
- Improving the retail/restaurant/bar/cafe offering in the buildings in the square garnered 45 requests.
- 36 people mentioned that they think festivals/art events/concerts in the space would be beneficial.

- 27 people think that the space should be opened up once again to traffic, some even saying it would be a good link through to Beach Boulevard.
- 27 people also believe that there are safety concerns in the square. Many mentioned that there are too many 'winos' and that they need to be removed from Castlegate.
- 26 people want to see some aesthetic improvements made to the space (mentioning that plants and trees would break up the greyness of it.)
- 22 respondents feel that there needs to be some protection from the elements, especially the wind.
- 19 people would like to see open air table service.
- 16 people expressed the wish that the space be 'cleaned up'.
- 16 respondents complained that the paving of the Castlegate is difficult to walk on and should be replaced/repaired.
- 11 people want there to be more seating.
- 9 people would like it to be made into a parking area.
- 9 respondents would like the space left as it is.
- 5 people mentioned they'd like the Castlegate to have family/children's facilities or activities.
- 5 people would like the (underground) toilets reinstated.

Further comments included:

- "Publicise its history more."
- "Encase in glass, develop city centre garden sanctuary/rest and refreshment area."
- "Find a way to rejuvenate the citadel (new tourist office) creating a draw for visitors – this would regenerate the area."
- "I love the Castlegate. What happened to the big project for the Citadel?"
- "It's too far away from things."
- "Send Councillors to the likes of Edinburgh to see how to cater for all aspects (tourism, their own people's views, etc.)"
- "Install underground toilets with a tramway roundabout at street level."
- As well as markets, many people mentioned car boot sales.
- "Bring back timmer market weekly."
- "Better shops, street entertainment like Covent Garden."
- "Features such as an ice rink in the winter."
- "More car friendly."
- "Whole area needs refurbishment and renewal (could this be Aberdeen's equivalent of Royal Mile?) Some of the shops on the south side are exceedingly unsightly."
- "Support businesses like La Lombarda who are trying."
- "Should still be open from Justice Street through to Union Street."
- "There needs to be more going on."
- "Demolish and re-house all the people in the highrise flat at the back – redevelop this space – it's the best view of the harbour in the city."
- "[make it a] bus hub for the city centre."
- "Aberdeen is too cold for open air cafes."
- "Ice rink available for longer during the winter."
- "The Castlegate reflects a pedestiranised Union Street after 6pm. Open it to buses and taxis. Disabled Parking and motorcycle parking. Perhaps a tourist bus base."
- "Change it into a 'train' terminal for a train service up and down Union Street."
- "Retractable transparent roofing on North side to enable more consistent use of outside space."

- “Crèche area for shoppers.”
- “As a terminus destination for pedestrianised, tram supported, traffic free Union Street.”

Can you think of ways that the Green could be improved so that you would use it more often than you currently do?

The following list provides a summary of the responses and comments from panellists:

- 45 people had a comment about the accessibility of the Green. Either for older, disabled people or parents; or because the quality of the steps are deteriorated and therefore dangerous. One person did mention that there are no accessibility issues because the Green can be found by going under Union Street beside the Prince of Wales entrance.
- 40 people mentioned that they would like to see more market stalls or a return of the regular market.
- 18 people suggested incorporating landscaping or bench seating.
- 16 respondents think that the Green needs to be better signposted and promoted.
- 16 people would like to see some kind of performance or art in the space.
- 15 suggest that there should be more outdoor seating for the cafes, or more cafes with outdoor seating.
- 14 people would like to see more cafes, bars and/or restaurants.
- 14 people are concerned about safety in the Green. (Many suggest, familiarly, ‘get rid of the drunks’.)
- 10 people would like the area to be pedestrianised.
- 9 would like to see better or more shops.
- 8 people noted that there needs to be better parking facilities nearby.
- 8 people suggest that the space needs to be cleaned up and better maintained.
- 8 think it’s great as is.
- 6 suggest adding a cover (either temporary or permanent) to shelter the outdoor space and allow for other uses.
- 4 people would like to see something in the space for children.
- 2 people suggest that the Council publicises the history of the Green.
- 2 suggest making the space into parking.
- 1 suggests opening it to two-way traffic.

Further comments:

- “Inject a more cosmopolitan feel.”
- “Brighten up the area from M&S to the Green under Union Street.”
- “Import ‘Pampolero’ bulls (from Auchnagatt) of the like and liven up the area from ‘The Queen to the Joint Station’.”
- “Install escalator in place of existing steps and then expat international fair in the area.”
- “Restaurants try to emulate Neil’s yard in Covent Garden.”
- “Improve walkway under Union Street to get there.”
- “Cover over area.”
- “Close dangerous walk to Windmill Brae.”
- “[It would be] better if it did not have the Trinity Centre dominating it.”

- “Get rid of rabbit warren or narrow streets; open the area up and support the businesses that are investing in the area.”
- “A road off Union Street at Back Wynd steps on stilts to Joint Station.”
- “Return of the proper Farmers Market.”
- “The eating places in the Green are already very popular so how about encouraging specialist type shops – a book shop, antiques, a conservatory to encourage all year round usage – make it a real ‘chill out’ zone.”
- “Due to its position in relation to Union Street, i find I forget it’s there. Possibly a novel way to make it more accessible would be to have a small funicular railway/cable car to connect it to Union Street. I’m sure a lot of people avoid the Green.”
- “Cleaned-up. Made to feel more cheerful.”
- “[currently is a] gloomy granite canyon.”
- “Niche shops. Local produce and goods on sale.”
- “Better promotion of restaurants.”
- “Re-open the Victorian toilets.”

Figure 35: Please tick against the 4 areas listed below to indicate how well connected, or otherwise, you feel the area is to the rest of the city centre.

	Golden Square		Union Terrace Gardens		Castlegate		The Green	
	Count	%	Count	%	Count	%	Count	%
Very well connected	149	26.6%	108	19.2%	64	11.4%	29	5.3%
Well connected	240	42.9%	198	35.2%	209	37.3%	113	21%
Neither well nor poorly connected	118	21.1%	119	21.1%	152	27.1%	137	25%
Poorly connected	47	8.4%	110	19.5%	104	18.5%	198	36%
Very poorly connected	6	1.1%	28	5.0%	32	5.7%	72	13%

Figure 35 shows that most respondents felt that Golden Square is very well connected or well connected, fewer respondents felt that Union Terrace Gardens and the Castlegate is well connected and the majority of respondents felt that The Green was poorly or very poorly connected.

Apart from individual shops, respondents were asked to list the 3 areas that they like best in Aberdeen City centre. The following list provides a summary of the areas that respondents liked the best. Some responses were very specific and so were aggregated into other categories. As there were a large number of places suggested, only places that got 10 responses or more are included in this list.

- Union Street - 123 responses
- Belmont Street - 122 responses
- Bon Accord Centre - 112 responses
- Union Terrace Gardens - 57 responses
- Trinity Centre - 49 responses
- St Nicholas area - 61 responses
- Schoolhill - 60 responses
- St Nicholas Centre - 40 responses
- George Street - 35 responses
- Rosemount - 34 responses
- Union Terrace Area - 31 responses
- Castlegate - 31 responses
- Chapel Street - 31 responses
- Art Gallery - 29 responses
- Duthie Park - 28 responses
- Golden Square - 28 responses
- Beach/Promenade - 30 responses
- Holburn area - 26 responses
- The Green - 25 responses
- West End - 23 responses
- Theatre - 23 responses
- Thistle Street - 22 responses
- Rose Street - 20 responses
- Marischal College - 19 responses
- The Academy - 18 responses
- Shopping areas - 16 responses
- Library - 15 responses
- Back Wynd - 12 responses
- Harbour - 12 responses
- Market Street - 12 responses

Apart from individual shops, respondents were asked to list the 3 areas that they like least in Aberdeen city centre. The following list provides a summary of the areas that respondents liked the best. Some responses were very specific and so were aggregated into other categories. As there was a very large number of places suggested, only places that got 10 responses or more are included in this list.

- Market Street area - 133 responses
- Union Street - 123 responses
- Castlegate - 115 responses
- George Street - 112 responses
- The Green - 59 responses
- Bus/Train Station area - 59 responses
- Bridge Street - 58 responses
- King Street - 58 responses

- Guild Street - 41 responses
- St Nicholas area (includes house and Kirk) - 33 responses
- Holburn - 27 responses
- Bon Accord Centre - 25 responses
- St Nicholas Centre - 22 responses
- Justice Mill - 21 responses
- Union Terrace Gardens - 21 responses
- Aberdeen Market - 20 responses
- Trinity Centre - 21 responses
- Harbour - 19 responses
- Windmill Brae - 17 responses
- Crown Street - 10 responses
- Shopping areas - 10 responses

Response from Service Provider

City Development Services are currently conducting a Review of the Council's Local Transport Strategy. The findings from this questionnaire will be considered alongside similar responses from the general public in helping formulate the direction for the strategy review.

A cross-party Members/Officers Working Group has been established to bring forward the Review and it is intended to present these findings to the Group. In particular, the results challenge some significant misconceptions regarding transport policy in the City – in fact, a majority support balanced or pro-public transport strategies rather than pro-car, and although most would like to see new or widened roads, they believe that these should afford priority to buses.

Such findings will be the cornerstone for building a new Local Transport Strategy review upon, aligning to national guidance and political aspirations for the City.

CULTURE (Arts and Heritage)

WhiteSpace is the city centre venue for the Arts Development team. Arts Development has the lead role for the delivery of participatory arts activities for Aberdeen City Council. These questions are designed to ascertain what changes we need to make to our service to encourage more participation and to improve the quality.

At WhiteSpace, we have a range of arts workshops to suit all ages from children to senior citizens. This includes ceramics, filmmaking, stained glass, photography and oil painting. There is a fee for participation, though classes are subsidised and concessions are available. For further details, please contact the reception at WhiteSpace on (01224) 523640.

Figure 36: Do you currently use WhiteSpace ?

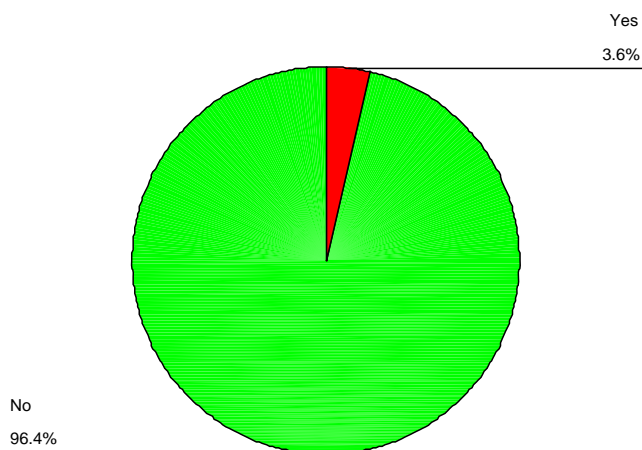


Figure 36 shows that approximately 4% of respondents currently use Whitespace. A slightly higher percentage of females used Whitespace than males - there was not a significant variation in age of respondents.

Table 8: What might enable you to make better use of what is available?

	Count
(a) Arts concession card enabling cheaper rates for city residents	161
(b) Qualifications at the end of courses.	102
(c) An opportunity to influence what is provided	81
(d) Improved environment in which workshops are provided	58
(e) More and varied outreach workshops in your area	163

Table 8 shows that the biggest incentive to use Whitespace would be to have more and varied outreach workshops in respondents' areas (163 responses) followed by Arts concession card that would enable cheaper rates for city residents (161 responses). 102 panellists indicated that qualifications at the end of the course would enable them to make better use of what is available, 81 wished the opportunity to influence what is available and 58 would like to see an improved environment in which workshops are provided.

Table 9: What do you consider is a reasonable charge per week for a 2 hour workshop, including materials?

	£1.00 - £4.00	£4.00 - £6.00	£6.00 - £10.00	£10.00 - £20.00
	Count	Count	Count	Count
Stained Glass	64	153	105	46
Senior Citizens Pottery	235	96	21	9
Children's Film Workshop	216	92	29	12
Life Drawing	102	139	74	27

Table 9 shows a summary of what respondents considered to be a reasonable charge for a workshop.

Figure 37: Do you think the WhiteSpace programme should be marketed more widely and available outwith the city?

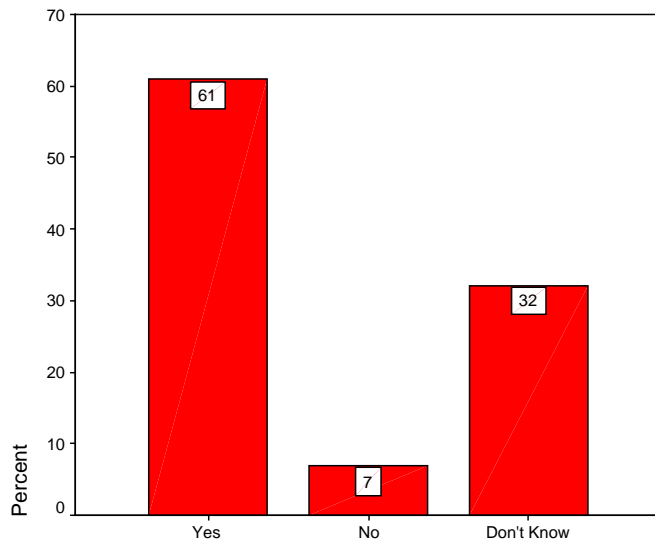


Figure 37 shows that 61% of respondents believed that the Whitespace programme should be marketed more widely and available out with the city, 7% thought that it should not and 32% of respondents did not know.

Table 10: If you were booking a workshop, what times of the day would suit you best?

	Count
Mornings 9am-12noon	126
Afternoons 1-5pm	112
Evenings 5-9pm	236
Weekends	175
Holiday Intensive (1 week)	82
One off taster/day sessions	266

Table 10 shows that the most popular form of booking would be for one off taster/day sessions with 266 responses followed by evening courses with 236 responses.

Response from Service Provider

The Cultural Service Development team, along with colleagues in Museums and Galleries, are currently working on a Service Review and forward planning for the next five years. Along with existing participant questionnaires, the responses of the 6th Citizens' Panel will be used to assist with the planning of the Cultural Services work in the City, in its action plan for 2006-21010.

COUNCIL TAX

Figure 38: Do you pay Council Tax ?

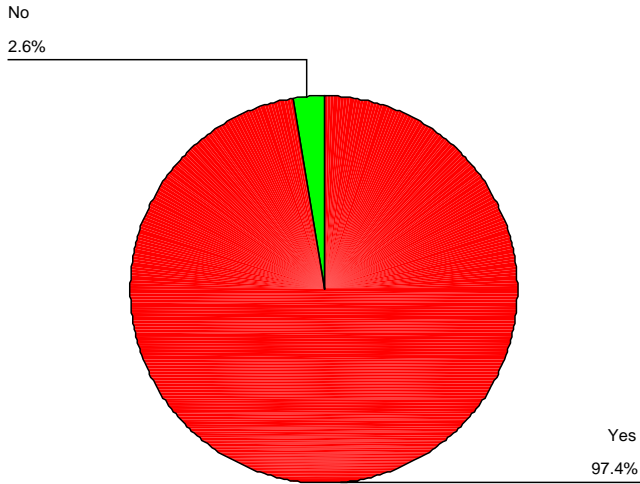


Figure 38 shows that 97% of respondents pay Council Tax.

Figure 39: How easy is your Council Tax bill to understand ?

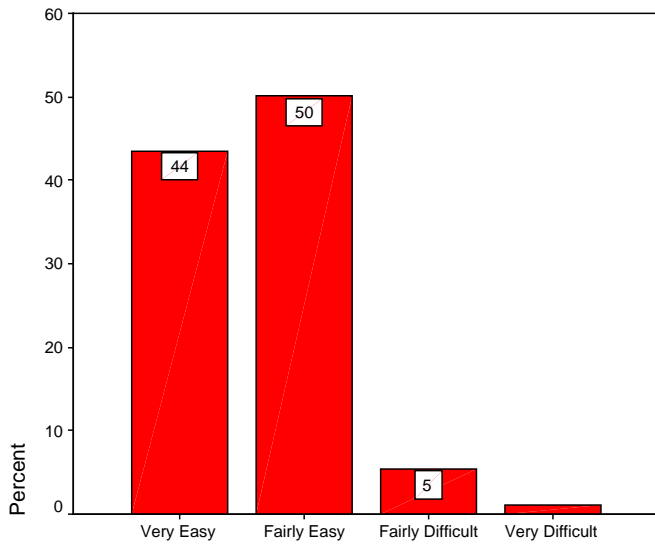


Figure 39 shows that 44% of respondents felt that their Council Tax bill is easy to understand and a further 50% felt that it is fairly easy to understand. Only 5% find it fairly difficult and 1% find it very difficult.

Figure 40: Did the Information leaflets enclosed with your Council Tax bill provide useful information?

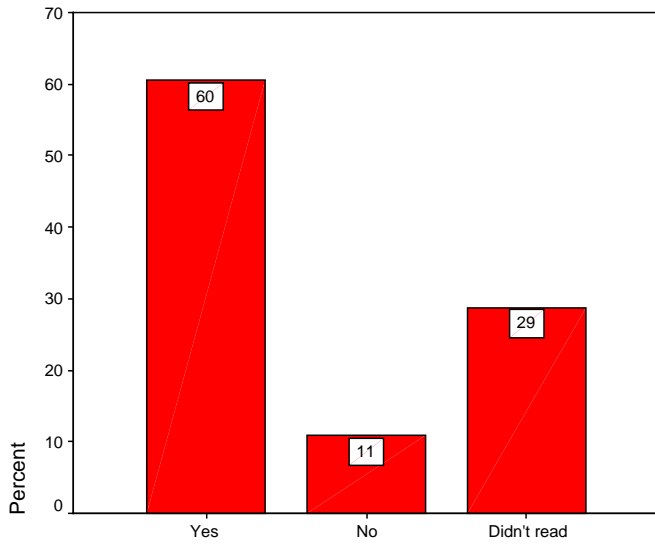


Figure 40 shows that 60% of respondents felt that the information leaflets enclosed with the council tax bill is useful, 11% did not think that they are useful and 29% did not know.

Figure 41: Which new methods of payment would you use?

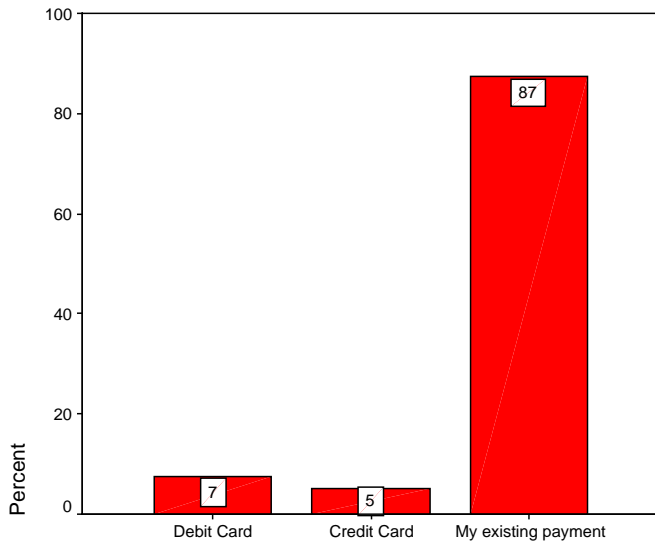


Figure 41 shows that the majority of respondents (87%) would keep their existing payment method, 7% indicated that they would pay by debit card and 5% would pay by credit card.

Figure 42: Do you find the existing opening hours for the Council Tax office convenient?

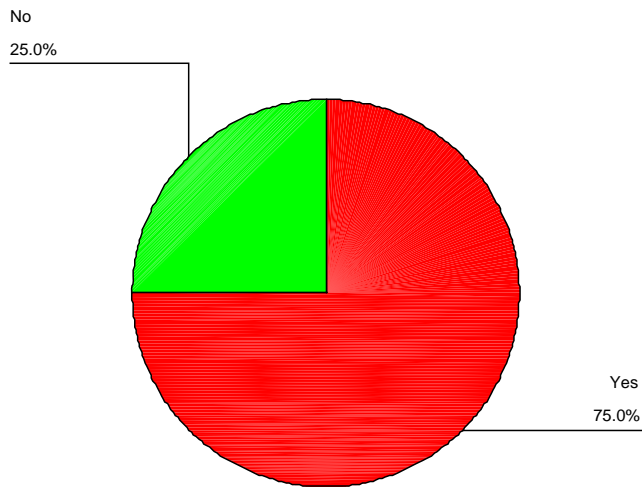


Figure 42 shows that 75% of respondents find the existing opening hours for the Council Tax office convenient.

Alternative suggestions for opening times included:

- Later every day - 33
- All day Wednesday
- Weekends - 14
- Saturday mornings - 27
- Earlier - 16
- Evenings - 11
- Later at least once a week - 22
- Pay by direct debit

Figure 43: Overall how satisfied are you with the way that we collect the Council Tax ?

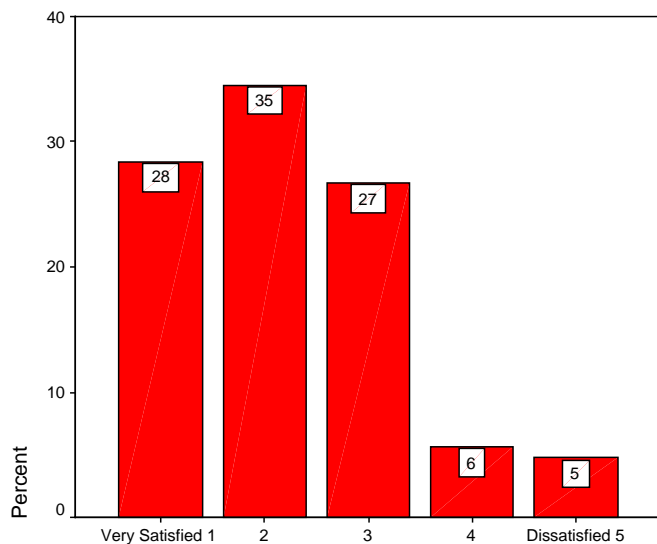


Figure 43 shows that 28% of respondents indicated that they are very satisfied with the way that Council Tax is collected and a further 35% indicated that they are satisfied. 27% of respondents indicated a neutral response and 11% indicated that they were fairly dissatisfied or dissatisfied.

Further comments by respondents:

- Unpaid payments should be addressed more vigorously - 41 comments
- Pay by direct debit with no problems - 28 comments
- Council tax too expensive - 16 comments
- Council tax unfair - 7 comments
- Direct debit should be 12 payments over the year - 5 comments
- Council should help people that have difficulty paying - 3 comments
- Had trouble with direct debit - 2 comments
- Difficult to get through on the telephone - 2 comments
- No easy parking for disabled people
- Should be able to pay at the bank
- Money is collected efficiently
- Direct debit date should be flexible
- People more aware of benefits
- Water charge rate should be standard
- Increases in rates are too high
- Would like to pay by credit card
- Council tax should be related to income
- Should be able to pay with internet banking
- Late payment letters are too aggressive
- Takes too long to arrange payments when moved house
- Don't understand council tax
- Email enquiry very efficient
- Council should be more efficient to reduce costs

Response from Service Provider

The results of the survey are very much in line with the Services own annual survey.

How easy is your Council Tax bill to understand?

95% found the Council Tax bill very easy or fairly easy to understand. This would support the Service's decision to have the Plain English Crystal Clear Mark for its annual Council Tax bill.

Did the information leaflets enclosed with your Council Tax bill provide useful information?

In terms of the usefulness of the information sheets enclosed with the Council Tax bills, whilst 60% felt it was useful it was disappointing that 29% did not know. It may be the nature of the subject matter, however, the Service is always looking at ways to make financial information more user friendly. It should also be noted that the Council must include a Scottish Water Leaflet with the issue of Council Tax statements.

Which new methods of payment would you use?

The majority of respondents, 87% indicated that they would keep their existing payment method with 7% indicating that they would pay by debit card and 5% by credit card. The Service provides a variety of payment options including the availability to pay since 1 April 2006 at the Post Office. The Service is now also enabling payment via Debit Card and Credit Card and will shortly be enabling payment via the Internet and via 24 hour telephone.

Do you find the existing opening hours for the Council Tax office convenient?

75% respondents found the existing opening hours for Council Tax office as convenient and the respondents indicated a variety of alternative suggestions including later everyday, Saturday morning and later at least once a week. The Service is as aware of the modernising Agenda and will seek to examine the practicalities and operational hours from 8.00 am to 6.00 pm, open late on a Thursday evening to 7.00 pm, opening on a Saturday 10.00 am to 1.00 pm, or to whatever opening arrangements the Council wishes to consider.

Overall how satisfied are you with the way that we collect Council Tax?

63% indicated that they were satisfied. 27% provided a neutral response with 11% being fairly satisfied or dis-satisfied. It is disappointing that 27% provided a neutral response but this may be due to the statutory nature of the Service. This compares with the Services own survey that 92% were satisfied or fairly satisfied.

A variety of comments were submitted which cover a wide range of observations including, Council Tax increases are too high, Council Tax should be abolished, which appear not to be related to satisfaction regarding Council Tax administration. The majority of comments (41) indicated that unpaid payments should be addressed more vigorously. Pay by direct debit no problems (28). Overall the survey see the Service in a good light and the Service will seek to evaluate the practical issues of introducing extended opening hours.

CUSTOMER CONTACT CENTRE

Aberdeen City Council is committed to improving the quality of services which our customers receive, and we have developed a programme of work called Customers First to help us deliver these improved services.

We know from previous Citizen's Panel responses that the majority of our customers would prefer to access Council services by telephone, and so one of the key parts of Customer First is the development of our telephone services. Our aim is to develop a 'contact centre' where customers can get in touch using telephone, email or writing, to discuss their situation.

We are also aware that to improve our services, we need to listen to our customers. We already have a customer comment card, but are looking for ways to encourage customers to use it – both to complain and to compliment our services and employees.

Table 11: Which Council services would you find it most useful to contact the Council about via the telephone?

	Count
Council Tax or Housing Benefit	313
Environment (including reporting problems with roads)	461
Housing Repairs	151
Leisure and Libraries	288
Noise disturbance	368
Other Housing (eg allocations, homeless, etc.)	97
Planning matters	270
Recycling	342
Schools	181
Social Work	156
Trading standards / consumer advice	349
Waste (eg bin collections, heavy uplifts)	517

Table 11 shows that the most popular service to be able to contact the council about over the telephone was waste (517 responses) followed by environmental issues (461 responses) and noise disturbance (368 responses).

Other comments from respondents regarding telephone services:

- Need more staff answering the phone – 3 comments
- Grievance issues – 2 comments
- Complaints should be actioned faster
- Street lighting problems – 2 comments
- Reporting of parking problems
- Road verges
- Traffic problems
- Make more use of the web/email
- Suggestion box
- Tree pruning
- Community classes/groups
- Residential care issues

Figure 44: The Contact Centre will be open between core hours (9am-5pm, Monday-Friday). If the hours were to be extended, when would it be most suitable for you?

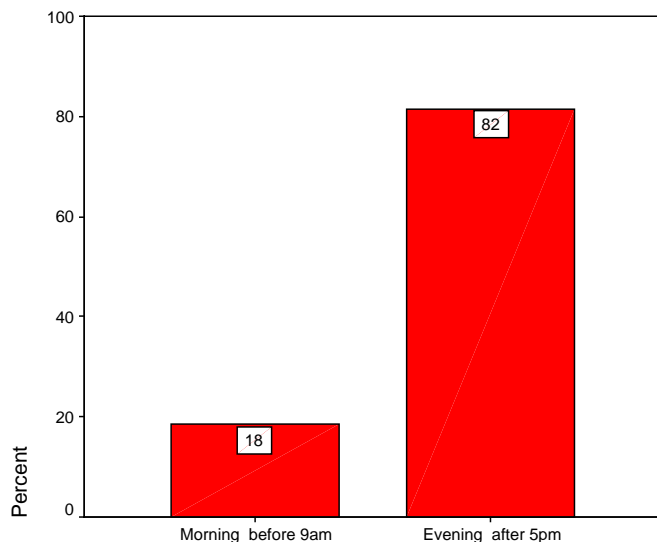


Figure 44 shows that 82% of respondents indicates that evening opening hours would be most convenient for them and 18% indicated that morning before 9am would be the most convenient opening hours.

Other suggested opening times included:

- Saturday morning – 27 comments
- Weekend – 17 comments
- Saturday – 4 comments
- Keep existing hours – 4 comments
- Evenings – 2 comments
- Any time
- Reduce hours and save council tax

- Late on a Thursday
- One late night a week

Figure 45: If, following a transaction with the Council, you were sent a reply paid comment form, would you respond?

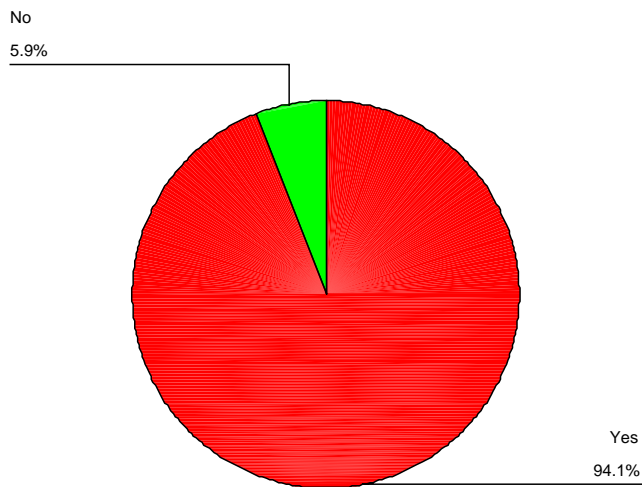


Figure 45 shows that 94% of respondents would respond to a comment form following a transaction with the council while 6% would not respond.

Figure 46: If you would respond using a reply paid comment form, would you be more likely to respond if your experience was

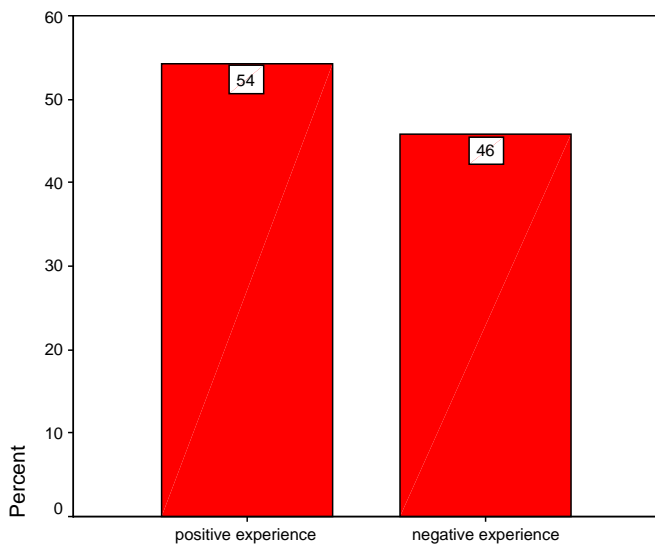


Figure 46 shows that 54% of respondents would be more likely to respond if they had had a positive experience and 46% would be more likely to respond if they had had a negative experience.

Figure 47: If you would not respond using a comment form, would you be happy to speak over the telephone about your experience?

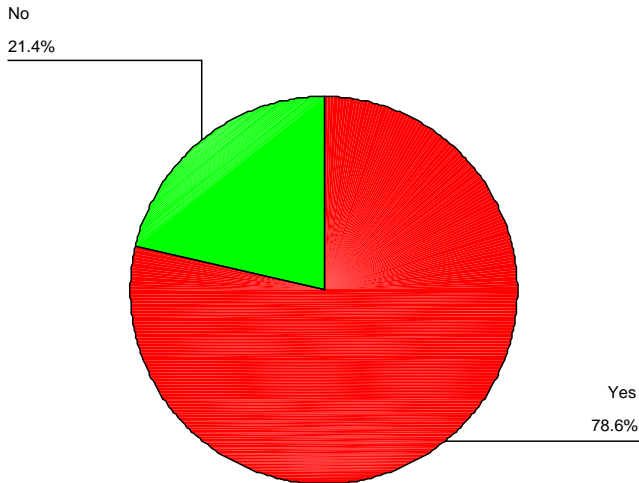


Figure 47 shows that 79% of respondents would be willing to speak to someone over the telephone if they would not respond using the comment form.

The use of automated menus by call centres, where users are greeted by a recorded message and asked to indicate the department they want to speak to by pressing the numeric keys, is increasing.

Table 12: How do you feel about selecting the department you want using the numeric keys?

	Count
I do not mind having to select the Department I want using the numeric keys	161
It's okay to have to select the Department I want, as long as I am then put through straight away (and am not just forwarded to another menu)	419
I would hang-up as soon as I was confronted with an automated menu	56

Table 12 shows that the most popular response to this question was that respondents would be willing to use a numeric key system provided that they are put through straight away (419 responses), 161 respondents indicated that they did not mind selecting the department that they would like with the keypad. 56 respondents indicated that they would hang up if they had to use an automated menu.

Further comments regarding automated telephone systems:

- Would prefer to talk to a person – 13 comments
- Don't like the system – 10 comments
- Should always have the option of talking to someone – 8 comments
- Get lost in the menus if there are too many options – 7 comments
- Do not like the hold music – 5 comments
- Difficult to use keypad if you do not know which department you need – 5 comments
- Older people find key pad difficult – 4 comments
- Do not like being kept on hold – 3 comments
- Response should be prompt – 2 comments
- Prefer keypad if helpdesk is going to be outsourced – 2 comments
- Direct numbers should be listed
- Do not have a touch tone phone
- Person should be able to answer query
- Difficult for deaf people to use
- Prefer the option of email
- Sometimes the menus don't have the option required
- There should be a free number to call

Response from Service Provider

Which council services would you find it most useful to contact the Council about via the telephone?

Responses to this question are really helpful in terms of assisting the authority in prioritising services to be transferred into the Contact Centre. The recommendations received will be taken into consideration not only in the future development plan for our Contact Centre but also to drive forward the modernisation of the way in which we deliver our services. We are pleased to confirm however that the council has identified Environmental Services (including Waste) to be transferred into the Contact Centre in the first phase.

The contact centre will be open between core hours (9am – 5pm, Monday – Friday). If the hours were to be extended, when would it be most suitable for you?

As part of our Customer Relationship Management (CRM) Project aimed at improving service delivery, the Council has expressed a commitment to review opening hours 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.

If following a transaction with the Council, you were sent a reply paid comment form, would you respond?

We recognise the importance of understanding how our customers' expectations match their experience of Council services. In many areas of service delivery we already have procedures in place to capture the feelings of our customers. The overwhelming indication that reply paid comment forms would be used needs to be considered by service managers when design feedback mechanisms.

If you would respond using a reply paid comment form, would you be more likely to respond if the experience was positive or negative?

This is an exceptionally encouraging response. Ultimately the nature of comments will be determined by the quality of our services.

If you would not respond using a comment form, would you be happy to speak over the telephone about your experience?

We are committed to improving our services and recognise that we need to listen to our customers. As part of our Customer Relationship Management (CRM) project, the Council has expressed a commitment to review ways in which feedback can be gathered from customers. The views expressed in this survey will be taken into consideration and acted upon as part of this project.

How do you feel about selecting the department you want using the numeric keys?

The views expressed in this survey will be taken into consideration and acted upon as part of the Customer Relationship Management (CRM) project.

PERFORMANCE REPORTING

Aberdeen City Council provides a wide range of services to the people who live and work in the City. We try to provide information on how well we perform in the delivery of these services and we are keen that this information reaches as many people as possible. It is also important to us that the information is relevant and can be clearly understood by the reader.

Figure 48: Overall, how well informed do you feel about the performance of Aberdeen City Council:-

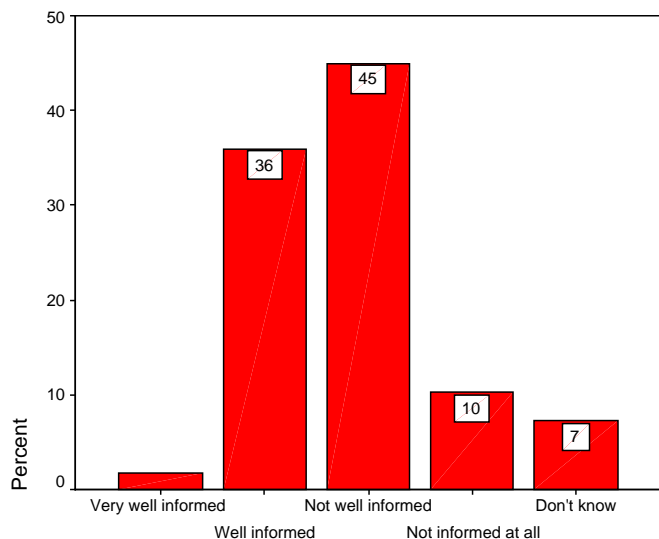


Figure 48 shows that 45% of respondents do not feel well informed about the performance of Aberdeen City Council and a further 10% do not feel informed at all. 36% of respondents indicated that they felt well informed and less than 2% felt very informed.

Table 13: For each of the following Council services, do you feel well informed or not about their performance?

	Well informed		Not well informed		Don't know/ No opinion	
	Count	%	Count	%	Count	%
Cleanliness and Waste Management	292	51.0%	239	41.7%	42	7.3%
Community Care	57	10.5%	315	58.0%	171	31.5%
Community Safety	79	14.5%	307	56.4%	158	29.0%
Council Finances	145	25.9%	315	56.3%	100	17.9%
Housing	57	10.7%	262	49.2%	213	40.0%
Libraries	155	28.3%	258	47.1%	135	24.6%
Councillors	137	24.7%	312	56.2%	106	19.1%
Planning	122	22.0%	329	59.4%	103	18.6%
Roads and Transport	135	24.4%	337	60.9%	81	14.6%
Sports and Leisure	150	27.7%	270	49.9%	121	22.4%
Schools	145	27.1%	224	41.9%	166	31.0%

Table 13 shows that the services that respondents felt most well informed about was Cleanliness and Waste Management (51% of respondents said that they were well informed), this was the only service that the majority of respondents indicated that they were well informed about. The service that the most respondents indicated that they were not well informed about was Roads and Transport (61% said that they were not well informed).

Further comments:

- Local press is important in informing people - 11 comments
- Do not actively seek information - 10 comments
- People want to see visible improvements in services - 5 comments
- Not enough information available - 4 comments
- Only seek out information of specific interest - 4 comments
- Local press is bias - 3 comments
- Assessments and reports are bias - 3 comments
- Not enough accountability of councillors - 3 comments
- More financial reporting - 3 comments
- Do not know where to seek out information - 3 comments
- Money should be spent on improving services not reporting them - 3 comments
- All information is available if you look - 2 comments
- Council website excellent source of information - 2 comments
- Council services are generally poor - 2 comments
- Local Community Council is very useful
- More informed about high profile issues
- Councillors are not honest about performance
- Difficult to inform people unless they have a specific interest
- Councillors are out of touch with views of people
- Needs more graphics
- Information is not sent to householders

Table 14: If Aberdeen City Council were to provide you with regular performance information which areas would you be most interested in?

	Count
Cleanliness and Waste Management	386
Community Care	171
Community Safety	265
Council Finances	287
Councillors	225
Housing	107
Libraries	176
Planning	285
Roads and Transport	394
Sports and Leisure	245
Schools	155

Table 14 shows that the information that respondents would most like to be provided with would be Roads and Transport (394 responses) followed by Cleanliness and Waste Management (386 responses), Council Finances (287 responses) and Planning (285 responses).

Figure 49: How would you like to receive information on the Council’s performance?

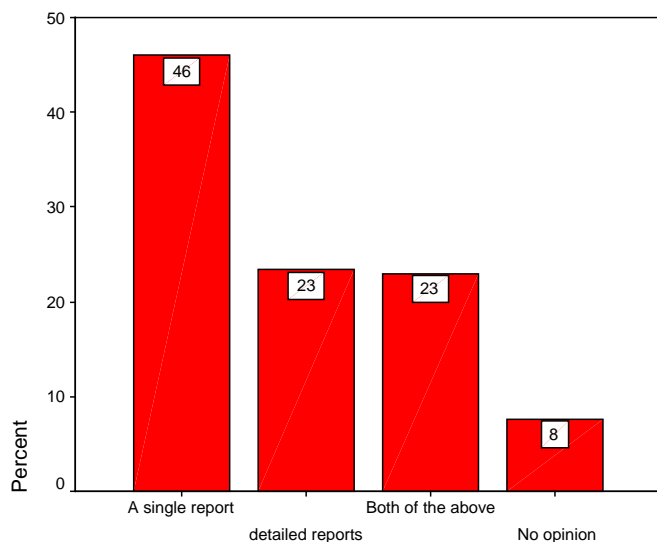


Figure 49 shows that 46% of respondents would like to receive the information on Council Performance in a single report, 23% would like to receive the information in detailed reports and a further 23% would like to receive both. 8% of respondents indicated that they had no opinion on the matter.

Table 15: How do you normally find out about the Council's performance in delivering services?

	Count
Press / Media	534
Personal Experience	231
Experiences of others (friends/family, etc.)	232
Council Publication	131
Publications about Aberdeen City Council (Inspections, etc)	78

Table 15 shows that the most popular way for respondents to find out about the council's performance in delivering services was through the press/media with 534 responses. 232 indicated that the experiences of others was the way that they find out about the council's performance in delivering services and 231 indicated that they found out through personal experience. 131 respondents said that they found out about Council performance through Council Publications and 78 from publications about Aberdeen City Council.

Comments:

- Press distort the information about the council – 2 comments
- Get information about performance from the press – 2 comments
- More detailed reports would be good
- Service would cost too much
- Council services are poor standard
- Reduce costs and council tax not reporting performance – 3 comments
- Breaking neighbourhood services into 3 was not a good idea
- Council has too many supervisory staff
- Would like detailed accounts of council trips
- Need more information about what is happening in schools
- Council publications are not realistic
- Information about the Accord Card is unclear
- More online information would be good
- Reports could be emailed to Citizens to minimise cost and environmental impact

Response from Service Provider

The Office of Chief Executive, in Aberdeen City Council, will lead development of Public Performance Reporting based on the principles:

1. We continue to produce corporate public performance reports, but consider serialisation throughout the year to focus on those areas people are interested in. Currently restricted circulation should also be reviewed;
2. Lead Officers (and Members) should liaise on a planned basis with the local press on performance issues;
3. Service level reporting to target audiences (e.g. School to parents, Housing to tenants) should continue, but be constantly reviewed as part of the planned Public Performance Reporting scheduling.

NEIGHBOURHOODS

The Members of The Aberdeen City Alliance (TACA) have designated 37 Neighbourhoods across Aberdeen City. The Neighbourhoods were based on what were deemed to be "natural local communities" which were put out for consultation to local community groups (Community Councils, Tenants Groups, Residents Groups, Churches, Management Committees, etc) and the comments received were used to finalise the boundaries.

Currently, work is progressing to collate data on each of these Neighbourhoods (e.g. existing resources, facts on Health Inequalities, Demography, relative disadvantage etc.)

In addition, work is ongoing to collate existing consultation exercises on needs and priorities for each Neighbourhood and to carry out new consultation exercises where required, such as through Planning for Real exercises.

The intention is to have Neighbourhood Community Action Plans relating to each of the 37 Neighbourhoods by March 2006 (this timescale will mean that the Action Plans will have been through the budget setting process of key organisations so that they are resourced Action Plans rather than wish lists) - the priorities identified will have related to the data and to the consultation exercises relating to each Neighbourhood.

The idea is that there will be a number of short, medium and longer term actions relating to local need.

Clearly public funds are scarce and there are many competing interests, but through this process the intention is to make City wide policies more sensitive to local need and more flexible in application as well as bringing the work of the Council's Partners such as Grampian Police and NHS Grampian "closer to home" for residents of the City.

We are also creating "networks" of key people from the Council and other public sector organisations and from the Community in each Neighbourhood or groups of Neighbourhoods - again, to bring Services closer to citizens/residents.

Figure 50: Are you aware of the designated "Neighbourhoods" for Aberdeen City?

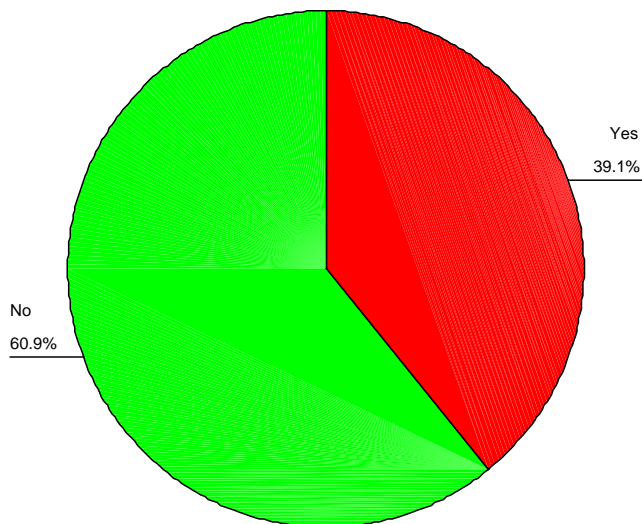


Figure 50 shows that approximately 61% of respondents were not aware of the designated Neighbourhoods for Aberdeen City.

Figure 51: Are you aware of the name of your own Neighbourhood?

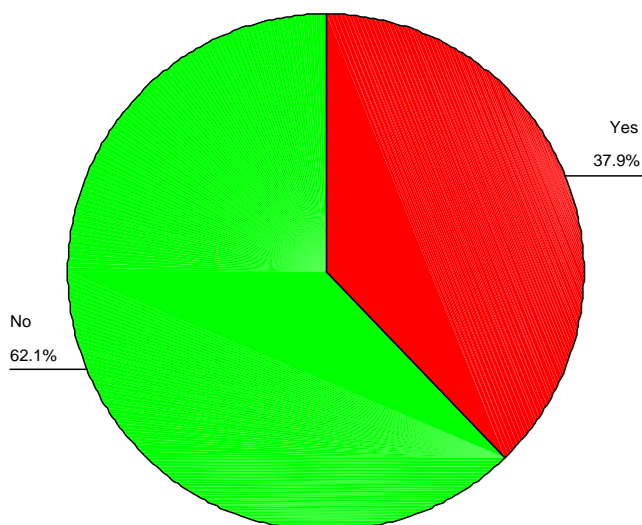


Figure 51 shows that 62% of respondents were not aware of the name of their Neighbourhood.

Figure 52: Do you agree with the benefits of having Neighbourhood Community Action Plans for each of the 37 Neighbourhoods?

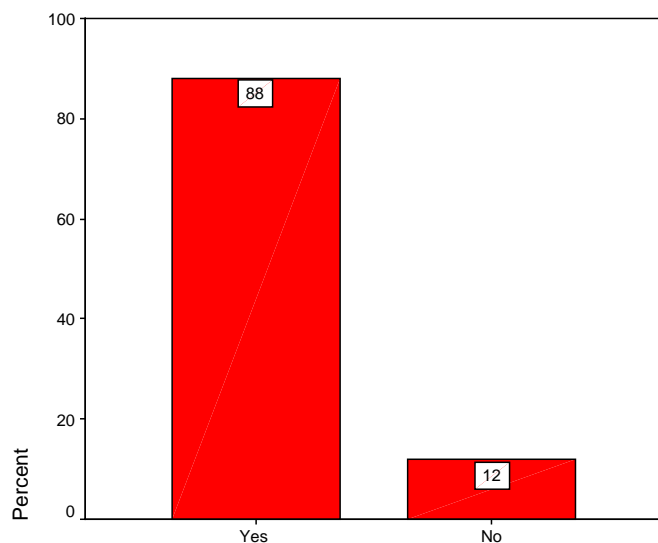


Figure 52 shows that the majority of respondents (88%) agreed with the benefits of having Neighbourhood Community Action Plans.

- Plans must be implemented and not just discussed – 10 comments
- Do not have information to make decision – 7 comments
- System is too fragmented – 6 comments
- Equal consideration must be given to all areas – 6 comments
- Gives local people the chance to influence what happens in their area – 6 comments
- Concerns that the system will not be cost effective – 5 comments
- Whole community must be encouraged to get involved – 4 comments
- Too much additional bureaucracy – 3 comments
- Different areas have different needs and so it makes sense to have separate communication – 3 comments
- May install a greater sense of community in the areas – 3 comments
- Not convinced it will make a difference – 3 comments
- Benefits are not publicised – 2 comments
- Sounds like a good idea – 2 comments
- Neighbourhood planning could detract from the City wide planning – 2
- Would be better to deal with problems as they arise
- Could make one plan for all the areas –2
- Decisions could be made on a political bias
- Must be properly budgeted
- Use the community council services could be targeted quickly to areas of need
- Difference between Neighbourhoods and wards is not clear
- Prioritising ideas could be beneficial

Figure 53: We are developing what might be called "Service Directories" for each Neighbourhood setting out the standards of service you think these will be helpful?

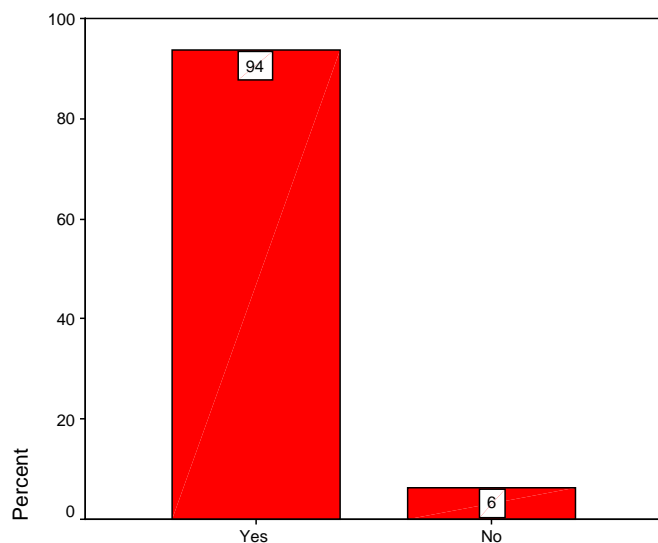


Figure 53 shows that 94% of respondents indicated that they would find a 'Service Directory' useful.

Further comments:

- May help people become aware of what is happening in their area – 3 comments
- Good idea – 3 comments
- Duplicating information
- Costly – 7 comments
- Every household could get a directory like the waste management information
- Must be well publicised
- Should be widely available – 2 comments
- Must be updated regularly – 4 comments
- Should not be sent out to every house – 2 comments
- Long overdue
- Not necessary – 6 comments
- Need more information – 2 comments
- Need a contact point for the groups
- Would like to know about after school clubs
- Concise information would be ok – 3 comments
- Will help newcomers to the area – 3 comments
- Help generate community spirit
- Nobody will read them
- Previous experience of a directory was negative
- Do not need to be specific to an area – 2 comments
- Should include maps
- Monitoring should not divert resources from the implementation – 2 comments
- Should include information about the police: who to call in what circumstances
- Internet or telephone number more effective

Table 16: What, in your view, would be the best methods for communicating the work relating to Neighbourhoods and the opportunities to get involved?

	Yes
	Count
Newsletter to each home	485
Publicity in local newspapers	278
Mail shots	108
Posters in Libraries, Post Offices, Community Centres etc	167
Recruiting volunteer Neighbourhood Champions to spread the word	86

Table 16 shows that the methods that the respondents thought would be most effective were a newsletter to each home (485 responses) and publicity in local newspapers (278 responses). Posters in Libraries etc. was the 3rd most popular option with 167 responses, Mail shots received 108 response and Champions to spread the word received 86.

Response from Service Provider

The results from the panel are extremely encouraging.

That close to 40% of respondents are aware of their designated Neighbourhood and are aware of their own Neighbourhood is a higher figure than anticipated at this stage. Clearly we have been promoting this with individual groups such as Community Councils and Forums and through individual events such as Planning for Real, but I had anticipated approximately 20-25% recognition.

Clearly as we start to communicate more individually to households (as in the recent news edit sheets) we can expect the recognition rate to go even higher and it would be useful to check this through a future panel.

The results of 88% agreeing with the benefits of having Neighbourhood community Action Plans for each Neighbourhood and for 94% wanting to see us produce Service Directories which set out the standards of service for each Neighbourhood are extremely encouraging.

This endorses the way that we are progressing this work. The feedback indicates that any Service Directory needs to be concise. Also the response endorses the way in which we are going produce a summary Neighbourhood Community Action Plan for households and a fuller document as a reference document where appropriate.