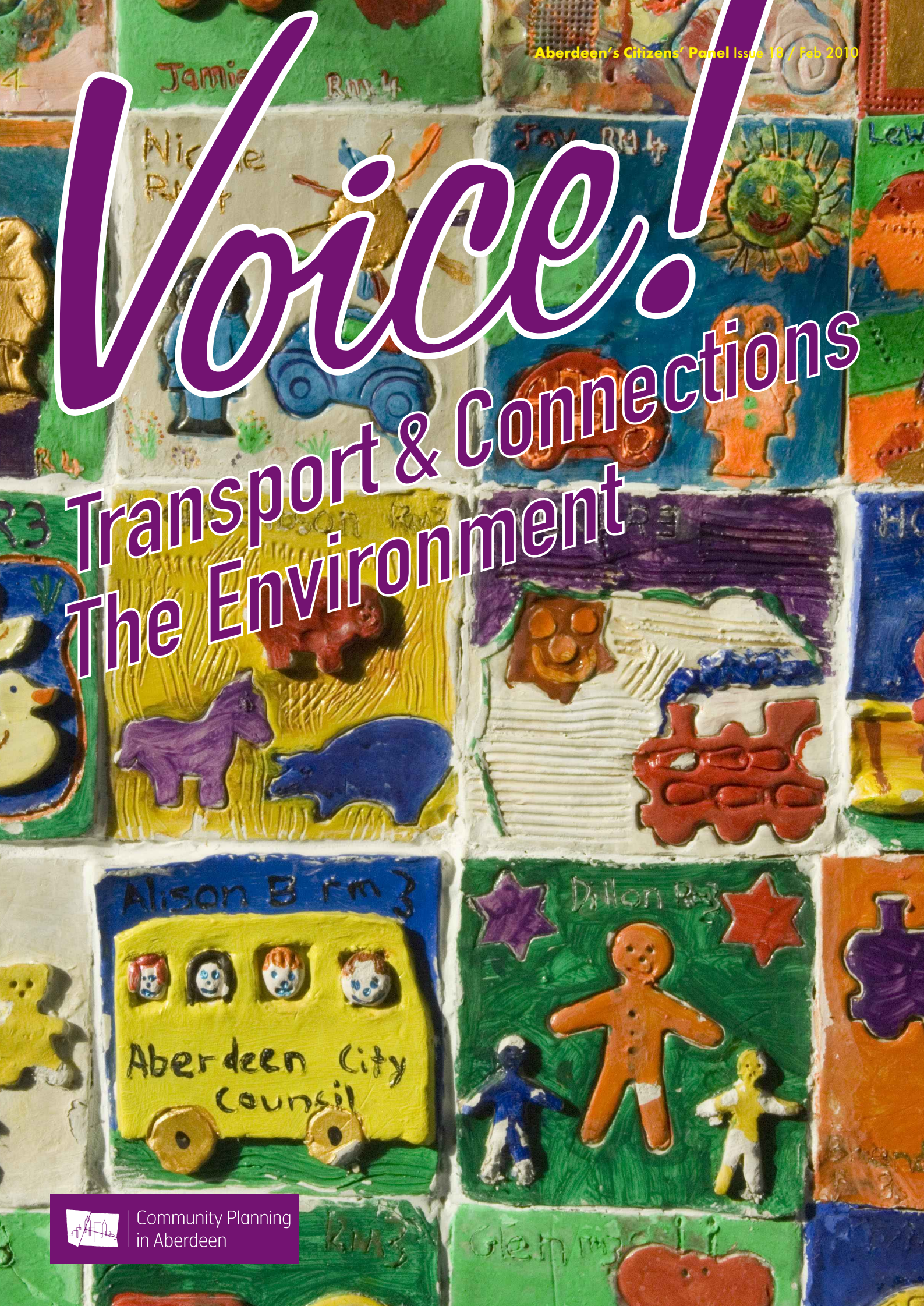


Voice!

Transport & Connections

The Environment



Welcome

Welcome to the 18th citizens' panel newsletter! This newsletter gives feedback to you, a member of Aberdeen citizens' panel, on the results of the 18th questionnaire. Topics in this questionnaire covered the Community Planning themes of the Environment and Transport & Connections.

This newsletter provides a summary of the results of the questionnaire you completed in October 2009, and how we plan to use this information. Your responses are important in informing and contributing to future plans by all partners of the City Voice.

Questionnaire data is analysed by our research consultants at The Robert Gordon University. As always, all information provided is kept strictly confidential.

The 19th survey, focusing mainly on the Community Planning themes of Health & Social Care, Safety and Homes is included with this newsletter. Many thanks to all of you who have continued to complete the questionnaires and have returned them promptly over the last couple of years. Please continue to get in touch if you wish to make any comments on the citizens' panel.

Philippa Mason
City Voice Co-ordinator

Future Questionnaires

This newsletter, and the full results of the 18th questionnaire, are available to view on the Community Planning website www.aberdeencityvoice.org.uk

Internet access is provided at libraries throughout Aberdeen City and hard copies are available at The Point (Broad Street), and all city libraries.

Alternatively, hard copies can be posted out by contacting me on the details below.

I plan to issue Newsletter No.19, a summary of the results of the enclosed questionnaire in June 2010, along with the 20th Questionnaire.

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

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

Please recycle this newsletter when you have finished with it 

Happy New Year

Phew! I can't believe how quickly the last year has gone by but as we welcome a new decade, I would like to take this opportunity to wish all our panellists a happy and peaceful new year and thank you for your continued support of the Aberdeen City Voice.

The City Voice Needs YOU!

Recruit a friend 2010 - The City Voice is designed to help represent the views of the whole community. We currently recruit panellists in several ways including a randomly selected postal recruitment, recruitment drives at community events and by producing a range of posters, leaflets and adverts – we try to get as much free publicity as possible! There is a natural turnover in panellist numbers as residents join and leave, but we are always looking at ways to get more people involved. In this edition of the City Voice newsletter I am calling for your help! Do you know of someone who might be interested in taking part? Do you have a friend, work colleague or family member that might be interested in joining? Do you know of someone who is keen to make a difference but doesn't know how to get involved? If so, I have enclosed a City Voice recruitment form for you to pass on. As long as they are aged 16+ and live within the Aberdeen City boundary, they are eligible to join.

Timetable for 2010

We have now completed the City Voice timetable for 2010. The approximate dates and themes are as follows:

Questionnaire 19 – February 2010

(Health & Social Care, Safety, Homes)

Questionnaire 20 – June 2010

(Locality Planning, Lifelong Learning, Children & Young People)

Questionnaire 21 – September 2010

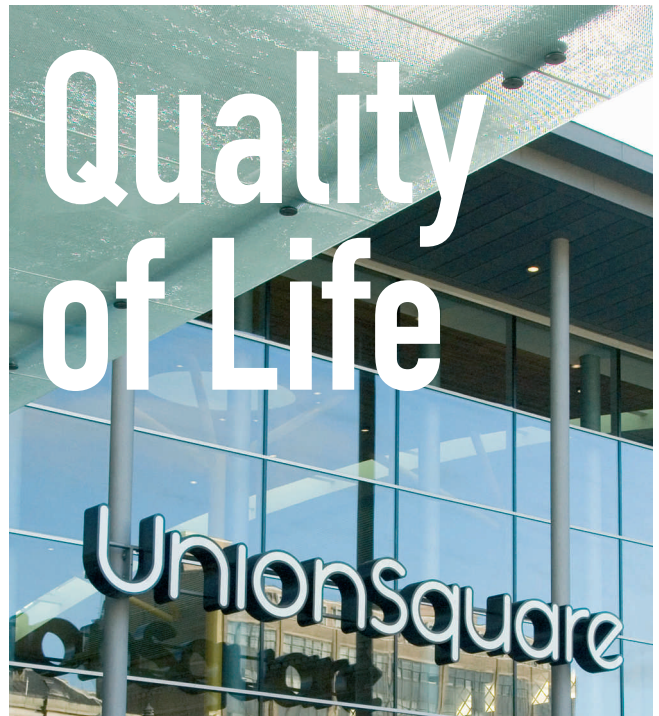
(the Environment, Prosperity & Jobs, Transport & Connections)

We 'theme' each questionnaire to make sure that all the Community Planning priority themes get a chance to be explored, but each questionnaire also has a small section for additional questions. These questions may be highly topical, 'one off' sets of questions or questions that can't wait for their allocated slot due to time constraints. We try to keep the City Voice timescale both structured and flexible to account for this.

18th Questionnaire – Panel Response

Here are the results of the 18th questionnaire you kindly completed in October 2009. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, there were 883 of you on the panel – we received 736 questionnaires which gives us an overall response rate of 83%. Questionnaire 18 unfortunately coincided with the post strike and was slightly longer than usual. We thought that this combination of factors may have reduced the questionnaire response rate but I'm happy to report that this wasn't the case. Once again, City Voice panellists have gone the extra mile to make sure their views were accounted for, so on behalf of all our Community Planning partners, I would like to say thank you!

Please let me know if there are any reasons for you not replying. Are the questionnaires too complicated? Too long? Are we asking about the things of little interest to you? What would you like us to ask you about? Please let me know by letter, email or telephone.



The economic manifesto of Aberdeen City and Shire Economic Future (ACSEF) includes a vision of our area as being one of the most interesting and enjoyable locations in the UK in which to visit, live, work and grow up. This means having a good quality of life. However, it is difficult to define what quality of life means - it can mean different things to different people.

City Voice panellists were asked to consider a range of factors that can contribute to a good quality of life. There were 26 factors in all and these were grouped into seven broad themes: transport, shopping and entertainment, housing and the environment, economy and jobs, children and young people, community safety, and health and well-being.

Of the seven themes, community safety was given the highest ranking by panellists. 92.6% rated 'level of crime' in the top two highest levels of importance, while 92.0% gave 'level of anti-social behaviour' the same level of importance. The most important individual factor was 'quality of local health services', which was ranked in the top two highest level of importance by 93.1% of panellists. The factor with the lowest rating was 'choice of bars and restaurants' which was only ranked by 30.4% of panellists. 'Access to sports facilities' (48.5%) and 'national and international transport connections' (49.0%) were also ranked relatively low as quality of life factors.

This is what we are doing

Your results, along with the results of the same questions asked to the Aberdeenshire Citizens' panel (Viewpoint) will be presented to the ACSEF Management Board in the Spring. Knowing what is important to our residents will help ACSEF to focus their resources on the topics that matter and we will update City Voice panellists on how ACSEF plan to take this work forward in due course.

Tom Snowling

Senior Research Officer
Aberdeen City Council



Aberdeen City Council has a Local Transport Strategy (LTS) which sets out its transport policies and actions until 2012.

One of the main objectives of the LTS is to encourage more walking, cycling and use of public transport. To find out what impact this policy is having, the Council wanted to find out about your travel patterns so they could measure current patterns against the baseline data they collected from you last year and monitor the progress.

The main mode of transport reported for adults living in panellist households was 'driving to work' (47%), followed by 'walking' (12%) and 'service bus' (8%). For children in panellist households, the most common mode of transport to school was walking (56%), followed by passenger in a car (22%). 9% indicated that children take a school bus and 4% indicated that the main mode of transport was an ordinary service bus.

Panellists who travelled to work by car were asked what their main reason was for doing this. The top reasons remain largely the same as last year

- 15% of panellists saying that their car was essential to perform their job
- 13% saying that public transport was not quick enough
- 12% saying that public transport was not frequent enough
- 12% saying that public transport was not reliable.

Perceptions of safety on trains and buses were slightly higher than last year with approximately 73% of panellists stating that they felt 'very safe' or 'fairly safe' when using buses in the evenings and 77% using the train. Female panellists were more likely to report feeling unsafe when travelling by bus or train but different age groups showed no significant variation.

The results show a continued increase in satisfaction with performance of the train service, but a decrease in the satisfaction with buses.

This is what we are doing

Your results told us that your travel behaviour is largely unchanged from last year - with the exception of car use increasing and bus use decreasing.

This is reflected in your opinions of the bus service, where the only unchanged response was that it was simple deciding on the type of ticket needed. All other responses are showing negative trends. The greatest drop was with the question of whether the buses were frequent; where 10% less panelists from last year agreed with this statement.

Clearly the results show that further work is needed in certain areas, and we will be forwarding the City Voice results to the bus companies, as well as working on a number of measures to improve public transport provision. The City Council is currently looking at several projects over the next year. These include a bus punctuality improvement partnership, bus information strategy, parking strategy, a low emissions zone, review of taxi ranks, car club, access from the north projects, access from the south projects and assisting with the delivery of the transport proposals within the Local Development Plan.

Once again, City Voice panelists have been invaluable in helping with the development and monitoring of the Local Transport Strategy. This year's results will form a core part of the Transport Annual Progress Reports, as they did last year. The 2009 report is currently available to view on the Council's website, and the 2010 report will be put up in May this year. If you would like to find out more information on the Local Transport Strategy, please visit Aberdeen City Council website on www.aberdeencity.gov.uk/Planning/sl_pla/pla_transportstrategy.asp

Louise Napier

Senior Planner (Infrastructure Strategy)
Aberdeen City Council

Household Waste

Recycling is an activity that potentially affects every household in the City. The City Council surveys the panel annually to find out if they are still recycling and what could be done to encourage greater participation.

The results this year told us that 87% of you had access to kerbside recycling. Of that percentage approximately 77% of you use it. This is a drop in last year's figures where almost 92% of panellists with access to kerbside recycling used the service. This trend is also reflected in recycling of green waste but the decrease is not to the same degree. Panellists who were offered the recycling service but didn't use it were asked why? The top three reasons were;

- 1 I use recycling centres/points instead
- 2 Not enough room to store materials
- 3 I don't have a black box/white sack or its been lost or stolen.

It is interesting to note that the main reasons given for not using the kerbside recycling service were not due to panellists not wanting to recycle, but that they are choosing to recycle in a different way (recycling centres) or that they lacked the proper equipment or space.

The Council also wanted to find out your views on the waste initiatives they are considering. Even after waste minimisation and recycling activities, the City still creates waste that needs to be disposed of. Currently, all general waste collected from refuse bins in Aberdeen is sent to a landfill site just outside the Bridge of Don but this landfill is expected to be full later this year and decisions will have to be taken on how your waste will be disposed of in the future. Questionnaire 18 shows a slight increase in support for developing a facility that uses non-recyclable waste to generate heat and power for local residents (from 90% to 93%).

The final set of questions in this section concentrated on plans to introduce fortnightly non-recyclable waste collection in the City. It is interesting to see that the number of panellists who currently use a wheeled bin for the collection of rubbish and have concerns about this change in service has decreased slightly (from 61% to 56%). When asked what the main concerns were, the top two responses were unchanged

- 1 The waste will smell if not collected weekly
- 2 The waste will attract flies and vermin if not collected every week.

This is what we are doing

The results from the household waste section of the 18th City Voice have certainly brought some interesting issues to light and provide a valuable insight into the thoughts and behaviour of Aberdeen City residents. The opportunity to repeat questions year on year has great benefit in assessing the impact our actions are having on the community and helps to identify trends in behaviour, which will inform future policy and practice.

While the number of respondents with access to recycling facilities (either kerbside or communal) has risen, there has been a drop in the number of people using the services. Although disappointing, it is useful to know as it shows that we need to do more work on promoting existing services and not simply focus on new or up-and-coming ones. The data will be passed to the Waste Aware team to assist in their planning for future campaign work.



This spring will see the introduction of alternate weekly collections (AWC) in many parts of Aberdeen City. Therefore, it is encouraging to see that compared with the results from last year, there has been a drop in the number of people concerned about moving to AWC. The significance of and reasons for this are not clear but this may be due to the introduction of the food waste collections which has removed a significant proportion of this biodegradable waste from the general refuse bin. Additionally, the introduction of AWC has been highlighted in the press and so awareness leading to acceptance may have had an impact. Equally, AWC has been operational in Aberdeenshire for some time now and this too, could have had an impact on perceptions in Aberdeen City. There also continues to be overwhelming support for the development of a treatment facility (generating heat and power) to deal with the city's residual waste rather than the creation of a new landfill site.

The information that has been gathered will be exceptionally useful since we are currently revising the Aberdeen City Waste Strategy. The draft document is currently out for public consultation and the data gathered from this City Voice will inform the final version of the strategy as part of this process. If you want to read or comment on the draft Aberdeen City Waste strategy, a copy can be found at www.aberdeencity.gov.uk/Rubbish/rub/rub_WasteStrategy.asp

Laura Blair

Waste Strategy Officer
Aberdeen City Council



Aberdeen City Council manages and maintains approximately 880km of roads, 1200km of footways and over 30,000 street lights. The Council were interested in what the City Voice panel thought about several areas of roads management including traffic management, road safety, parking, management of roadworks and performance on repairs.

Traffic Management

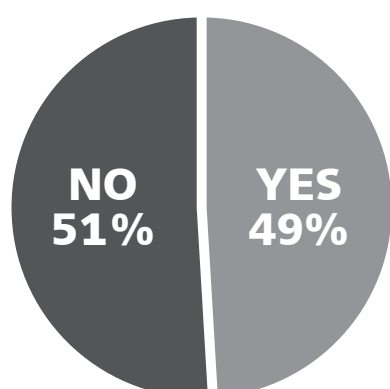
As the City changes and develops, the way the Council manages the traffic coming into and flowing out of the City also changes. These changes include new parking lines, parking zones, speed limits and speed humps. An important part of this process is consultation with local communities.

The Council were keen to find out how residents wanted to be made aware of local traffic management consultations. Your top three answers were;

- 1 A letter to every property in the affected area
- 2 Features in the local press
- 3 Public notices in the press

The Council were also keen to find out if the Panel had read the information the Council publishes in the 'Public Notices' section of the local press in the last 12 months. The results shown in Figure 1 tells us that 49% of panels have read them in the last 12 months and 51% of panellists had not.

Figure 1: The Council regularly publishes information on traffic management proposals and consultations in the 'Public Notices' section of the local press. Have you read these in the last 12 months?



Parking

Aberdeen City Council were interested in finding out car parking preferences when visiting the City Centre. They also wanted to know whether panellists found it easy to park at their preferred car park. Panellists could comment on up to 3 car parks and the most popular were as follows.

- 245 respondents indicated that they park at the Bon Accord Centre (Loch street) - and 47% indicated that they find a space easily
- 238 respondents indicated that they park in the Denburn car park - 54% indicated that they find a space easily
- 217 respondents indicated that they park more generally 'On Street' - 22% indicated that they find a space easily

Panellists were asked what factors they thought were important when choosing a car park. The most important factors were

- 1 Convenience to location (61% of respondents thought this was important).
- 2 Availability of spaces (59% of respondents thought this was important)
- 3 Security (53% of respondents though this was important).

Factors panellists thought were least important were the presence of parking wardens and toilets. The council also wanted to know if panellists used the electronic car park information boards around the City. These signs were introduced in 2008 and advise drivers if spaces are available in particular car parks. 47% of drivers have used these signs to help make a decision on where to park.



Roadworks

Roadworks are becoming a more common occurrence as repairs are required not only to the road, but also to electricity cables, gas mains, water mains and sewers. Sometimes, the road needs to be closed, causing inconvenience to road users. Prior notification and signage are important aspects of the public being aware of what is going on and why. The Council were keen to find out what the panel thought about their performance when undertaking roadworks. Panellists were asked to give their opinion on a scale of 1-5 where 1 = very poor and 5 = very good. Your results have been summarised in Figure 2.



Repairing faults

Performance for repairs was rated highest for 'traffic lights' with 12.1% of respondents indicating the Council were 'very good' and a further 37% of respondents rating the Council as 'good' at this. 'Street lights' were also rated relatively highly with 6% of respondents rating the Council 'very good' in terms of repairing street lights and a further 24.3% rating the Council as 'good'.

Respondents rated 'treatment of pavements during ice and snow' poorly with 35.1% rating this performance as 'very poor' and a further 25.1% rating the performance as 'poor'. 'Roads' were also rated poorly with 30.8% of respondents rating the performance for repairing roads as 'very poor' and a further 33.9% rated this as 'poor'. 'Repairs to pavements' was also rated poorly with 26.3% of respondents indicating that the Council were 'very poor' and a further 33.5% indicating that the council was poor in terms of performance for repairs.

This is what we are doing

Firstly, I would like to thank City Voice panellists for providing their thoughts and opinions on road management in the City. Roads management affects everyone in the City, as well as those who live outwith the City boundaries, but it is very difficult to gauge public opinion on such a big subject so your responses provide us with invaluable information on our performance.

It was good to see panellists support of low speed zones and mandatory zones. It has become Council policy to provide these, especially in housing estates and around schools. It is also interesting to note that although panellists agree on the need for low speed zones, there is a dislike of using speed cushions to control speed. This backs up the anecdotal evidence we have received on this issue and we will look into it for future schemes.

The information you have given us will be used in several ways. Firstly, we will compare your responses to the responses we received when we asked some of the same questions in the 5th City Voice questionnaire to see where we have improved and where we need to do more. A comparison of these results and new issues will be taken to our performance management meeting (Roadstat) where the results will be discussed and improvements suggested. If these results require a policy change, we will take these to committee but if the changes are in regards to improved working practices, these will be implemented by service managers.

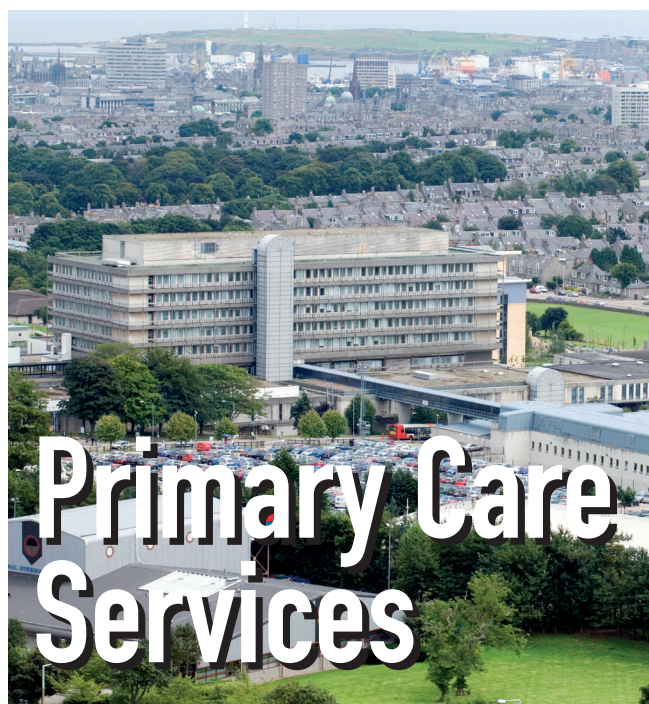
Some of your results gave us information on projects that we work on in partnership with other services, contractors and organisations. It was interesting to see that panellists were generally unhappy about the cleanliness of bus shelters for example. We have a contract for this work and will be exploring how this could be improved. As well as road management, your results will be shared with other departments and partners. The results have already been passed to colleagues in passenger transport in the Planning service and they will also be taken to our monthly meeting with First Bus and discussed there. We will keep the City Voice up to date with the improvements and changes in future newsletters.

Mike Cheyne

Roads Manager
Aberdeen City Council

Figure 2: On a scale of 1-5, we want to know how you would rate our performance in the following when we undertake roadworks?

Factor	Poor or Very Poor	Neutral	Good or Very Good	Don't know
Advanced notification of major works	22%	39%	36%	3%
Advanced signing of areas to avoid	23%	41%	34%	2%
Information and reason for works	34%	39%	23%	4%
Barriers and signing	13%	44%	41%	2%
Measures for pedestrians	21%	40%	32%	7%
Verbal information given by workmen	33%	18%	6%	43%
Working hours on site	28%	33%	13%	26%
Tidiness of site	19%	42%	23%	16%
Standard of completed works	19%	40%	29%	12%



'Primary Care' is the first point of contact if you are feeling unwell. The term 'primary care' includes GP's / doctors, GP Practices, health centres, nurses and all other practice staff. NHS Grampian is currently looking at ways to improve service delivery in primary care services to ensure the most efficient use of resources and wanted to find out your opinions on possible changes to the existing service.

The results told us that 99% of panellists are currently registered with a GP in Aberdeen, of which 53% had been registered with their current GP Practice for more than 20 years. The main reasons given for being registered with that particular GP Practice was that it was 'close to home' (56%). This was followed by 'family connections' at 15%. The full results for this question are shown in Figure 3.

Approximately 80% of panellists live less than 2 miles from their GP Practice and almost 50% travelled there by car – a third of panellists walk.

Panellists were asked if there was a GP Practice closer to their home than the one they currently visited, would they register with that GP Practice? Interestingly, although over 50% of panellists said their main reason for being registered with their current GP Practice was because it was close to their home, 80% of panellists said they would not move to a closer practice if it was available. Reasons given for not wanting to change include;

- Already very close to GP surgery
- Happy with the current GP
- Easier to stay with the same practice
- Current GP knows my health problems
- Trust and have confidence in current GP

NHS Grampian also wanted to find out your opinion on a couple of other initiatives they are exploring. Panellists were asked how they felt about receiving more treatments in their GP practice which could save a visit to hospital, and how they felt about services that had traditionally been carried out by GPs such as taking blood, now being carried out by nurses and other health professionals. For both questions, approximately 98% of panellists said they were happy or did not mind.

This is what we are doing

These results will be used to help inform the primary care redesign programme. At this stage, they will be shared with members of the Aberdeen City Health partnership, the Primary Care Communications group, The Primary Care Programme Board and the Public Reference Group. The results will be used more specifically to help us plan the next stages of the programme and enable us to prioritise the areas that we should tackle first. This is a long term programme, but we will keep you up to date with the developments as they happen.

We would like to thank panellists for taking part in this questionnaire as all of this information will be used to shape how services might be delivered and how primary care in the city could work in the future.

Lauren Tweedley

PFPI Officer
NHS Grampian

Figure 3: What is your main reason for being with this GP Practice?

