

ABERDEEN CITY VOICE

6TH QUESTIONNAIRE

WELCOME

This is the sixth questionnaire for the Citizens Panel. We would like to take this opportunity to warmly welcome the 170 plus new members who have joined the Panel and also to thank our “regular” Panellists for their hard work and continued commitment to our Panel.

There is no newsletter with this questionnaire as we are working on the report on the results of the last questionnaire you completed. This should be ready early August and a copy of the report will be sent to all Panellists with a newsletter at that time.

As usual there are a mixture of questions ranging from your local GP practice to the Beach Boulevard. There is also a very “odd” question which involves you drawing a map of the city centre. If you find this too daunting or irritating then just leave it – it is entirely up to you. This is of course the rule with all our questions if you feel you don’t have a view or you don’t have the personal experience to answer any question or section please leave that and move on. Your time is valuable and we appreciate all responses, large or small, which we receive.

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 predicated 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 affect significantly 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.

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

Yes (go to Q. 3)

No

2. If no, why are you not registered with a Doctor/GP in Aberdeen? _____

_____ (go to Q. 9)

3. Where is your doctor's practice in relation to your home?

Less than 1 mile

1-2 miles

2-5 miles

more than 5 miles

4. When you visit the doctor how do you usually travel there? (please tick one box only)

Walk

Bus

Car

Bicycle

Other (specify) _____

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

*Very
easy*

1

2

3

4

*Very
difficult*

5

6. If you experience difficulty, what makes it difficult? _____

7. How long have you been registered with your current practice?

Less than 1 year

1 - 3 years

4 - 5 years

6 - 10 years

11 - 20 years

More than 20 years

8. Are all of the people living in your house registered with the same practice?

Yes

No

Live alone

9. What is important to you?

a. That you consult with a doctor/practice that knows you and your family

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

b. That you obtain good medical advice and treatment

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

c. That a wide range of services can be obtained from the practice

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

d. That the practice is easy to access i.e. close to your home/work

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

e. The practice opening times allow you to visit easily

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

f. The length of time it takes to get an appointment to see a health professional

<i>Very important</i>					<i>Not important</i>
1	2	3	4	5	

10. From the above list (9 a. to f.) list the 3 statements that you feel are the most important in order of priority (you can just use the letter to indicate your preference)?

- 1. _____
- 2. _____
- 3. _____

11. Are you registered with a practice in your 'local area'?

Yes (go to Q. 14)

No

12. If there was a practice in your 'local area' would you register with the local practice?

Yes (go to Q. 14)

No

13. If no, why would you choose not to relocate to the local practice? _____

14. During the last 5 years which services, provided by your practice, have you used?

(Place a tick in the appropriate box for each service listed.)

Services	Attend regularly for this service	Attend from time to time	Attend rarely for this service	Never used this service
Consultation for problem/symptoms				
Well woman clinic				
Well man clinic				
Smear test				
Contraceptive advice				
Management of my chronic disease (e.g. heart disease, diabetes, asthma, arthritis)				
Immunisation (child and adult)				
Minor injury treatment				
Minor illness (fever, cold and viral illness)				
Baby clinic				
Mental health counselling				
Drug counselling and or treatment				
Smoking advice				
Weight management advice and assistance				
Travel advice and inoculation				
Back and knee pain				

(Please be reassured that all the information you give us will be treated highly confidentially – no Panellist's personal details will ever be released.)

The services outlined in Q.14 are provided by a variety of qualified health care professionals (including doctors, nurses, pharmacists, others e.g. physiotherapists, podiatrists).

15. I would be happy to see someone other than the doctor for any of the following advice and treatment services? This assumes that the health professional is skilled and competent and may be e.g. a nurse, pharmacist, physiotherapist, counsellor, etc.

<u>Services</u>	Yes	No	Not Applicable	If no, Why? (specify)
Consultation for problem/symptoms				
Well woman clinic				
Well man clinic				
Smear test				
Contraceptive advice				
Management of my chronic disease (e.g. heart disease, diabetes, asthma, arthritis)				
Immunisation (child and adult)				
Minor injury treatment				
Minor illness (fever, cold and viral illness)				
Baby clinic				
Mental health counselling				
Drug Counselling and or treatment				
Smoking advice				
Weight management advice and assistance				
Travel advice and inoculation				
Back and knee pain				

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

Female

Male

Could be either (not bothered)

SAFETY

(A) Touch Screen Terminals

Grampian Police are constantly seeking new ways in which to enhance our service to the public. One of these may be the introductions of touch screen terminals at Police Offices so that members of the Public can report Crimes 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.

1. Would you feel confident using this facility?

Yes

No

Don't know

2. If yes, what would you feel confident using this facility for? _____

3. If no, why would you not feel confident using this facility? _____

4. Please include any further comments you may have on this matter. _____

(B) 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 predominately 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.

1. Are you aware of the 'Management Zone' in relation to the Policing of Street Prostitution in the City?

Yes

No

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

High

Medium

Low

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

High

Medium

Low

4. Are you aware of the recently published report by the National Expert Group on Street Prostitution?

Yes

No

Please include any further comments you may have relating to the issue of 'Street

Prostitution? _____

(C) 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 continue to ignore all that has been said and done and the complaints continue to be regularly received.

1. How often on average do you frequent the Beach Boulevard in Aberdeen (this can include merely driving by to get to another destination)?

Never	<input type="checkbox"/>	More than once a week	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>	Once a week	<input type="checkbox"/>
Once a month	<input type="checkbox"/>	Daily	<input type="checkbox"/>

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

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

3. If the answer to question no.2 is yes what do you perceive the major problems are in that area and how best do you think the police should tackle these problems? _____

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

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

5. Do you think the heightened police activity in the area of the Beach Boulevard is the best use of police resources.

Yes

No

6. 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

Low

High

1

2

3

4

5

TRANSPORT AND CONNECTIONS

(A) 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.

1. The City Council wants to make travel quicker and easier. It should:-

Please tick which one of the following statements you most agree with.

- (a) Give preference to car users
- (b) Give preference to non-car users
(that is bus users, cyclists, pedestrians, etc.)
- (c) Give equal preference to all transport users

Other (specify) _____

2. The City Council is considering building some new roads. In principle, is this a good idea?

Yes

No

Don't know / no opinion

3. Please read the following statements and tick the box which most closely matches your view on each one:-

	<i>Agree</i>	<i>Don't know / No Opinion</i>	<i>Disagree</i>
(a) New roads should only be built if some parts of the existing road network are given over to buses, cyclists and pedestrians only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) New roads encourage people to drive more	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) New roads reduce the number of bus, cycle and pedestrian journeys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) New roads help the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- | | | | | |
|-----|---|--------------------------|--------------------------|--------------------------|
| (e) | New roads help improve local air quality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) | New roads will contribute to global warming | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4. (A) The City Council is considering widening some existing roads. In principle, is this a good idea?

Yes

No

Don't know / no opinion

- (B) If roads are widened, which of the following do you think should be allowed to use widened roadspace? (Please tick as many boxes as you wish)

- | | <i>Yes</i> | <i>No</i> |
|---|--------------------------|--------------------------|
| (a) Buses | <input type="checkbox"/> | <input type="checkbox"/> |
| (b) Bicycles | <input type="checkbox"/> | <input type="checkbox"/> |
| (c) Taxis | <input type="checkbox"/> | <input type="checkbox"/> |
| (d) Lorries | <input type="checkbox"/> | <input type="checkbox"/> |
| (e) Car sharers (that is, cars with at least one passenger) | <input type="checkbox"/> | <input type="checkbox"/> |
| (f) Cars with only the driver | <input type="checkbox"/> | <input type="checkbox"/> |

5. Please indicate your thoughts about City Centre car parking:-
(Please tick one box beside each statement (a) to (e).)

	<i>Agree</i>	<i>Don't know / No Opinion</i>	<i>Disagree</i>
(a) More 'long stay' commuter parking is needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) More 'short' and 'long stay' car parking will increase city centre traffic, pollution and congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) The quality of shopper/visitor parking is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) It is easy to find a parking space at or near your city centre destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Additional car parking should be provided on the edge of the city and linked to the city centre by park and ride buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Suppose you were in charge of an imaginary transport budget. What proportions would you spend on each of the following items? Your total must add to 100%.

Fixing pavements and generally improving pedestrian safety	1	
Fixing Roads – repairing potholes, resurfacing, etc.	2	
Building new roads/bridges and widening other roads	3	
Cycling – cycle lanes, off road routes, cycle parking	4	
Buses – extra services and routes, bus passes, park and ride, bus/taxi lanes	5	
Modern Trams – start of a network covering the city	6	
Trains – improved services, new stations and facilities for more railfreight	7	
Any other things (please note below):-	8	

Total		100%
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7. What do you think are the best and worst things about transport in Aberdeen?

BEST: _____

WORST: _____

Now about yourself:-

8. How many cars does your household have use of?

0

1

2

3 or more

9. How often do you use your car, bus or park and ride?

	Bus	Park & Ride	Car
4 or more days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 or 3 days a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Once a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between once a month and less than once a week	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you or other members of your household drive to the city centre, where do you park? ____

11. Approximately how far do you travel to work or place of study? _____

12. Do you ever work in paid employment from home?

Yes

No

(B) Urban Connection

1. Are you aware of the Urban Realm Strategy?

Yes

No

2. What is your main mode of transport when travelling to the city centre?

Car

Taxi

Bus

Train

On foot

Cycle

Motorcycle

3. Consider Golden Square.

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

4. Consider Union Terrace Gardens.

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

5. Consider the Castlegate.

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

6. Consider the Green.

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

7. Some areas of Aberdeen feel less well connected to the city centre than others. 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.

	Very well connected	Well connected	Neither well nor poorly connected	Poorly connected	Very poorly connected
Golden Square					
Union Terrace Gardens					
Castlegate					
The Green					

8. Apart from individual shops, please list the 3 **areas** you **like best** in Aberdeen city centre.

1. _____
2. _____
3. _____

9. Apart from individual shops, please list the 3 **areas** you **like least** in Aberdeen city centre.

1. _____

2. _____

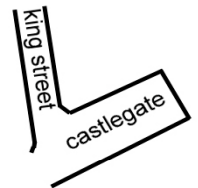
3. _____

10. Map question – see next page This is a very different way to get your views and your responses will be analysed by a specialist team of people at the Robert Gordon University. We do however recognise that this may not appeal to everyone therefore please feel free to miss out this question if you wish.

Instructions: Starting at **CASTLEGATE** (shown on right hand side of map below), please draw the route you would take to **THE GREEN**, and then from **THE GREEN** to **THE BON ACCORD SHOPPING CENTRE**, and then on to **GOLDEN SQUARE**, assuming that you are traveling by foot. **Don't worry if you feel unable to complete this task.**

Please label any street names and landmarks/buildings if you can.

(Please DO NOT look at a map before carrying out this exercise)



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, film making, 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.

1. Do you currently use WhiteSpace ? Yes No
2. What might enable you to make better use of what is available at Whitespace?
(tick any that apply)
- (a) Arts concession card enabling cheaper rates for city residents
- (b) Qualifications at the end of courses
- (c) An opportunity to influence what is provided
- (d) Improved environment in which workshops are provided
- (e) More and varied outreach workshops in your area
3. What do you consider is a reasonable charge per week for a 2 hour workshop, including materials?

£	Stained Glass	Senior Citizens Pottery	Children's Film Workshop	Life Drawing
£1.00 - £4.00				
£4.00 - £6.00				
£6.00 - £10.00				
£10.00 - £20.00				

4. Do you think the WhiteSpace programme should be marketed more widely and available outwith the city?

Yes

No

Don't Know

5. If you were booking a workshop, what times of the day would suit you best?
(tick as many that apply)

(a) Mornings 9am-12noon

(b) Afternoons 1-5pm

(c) Evenings 5-9pm

(d) Weekends

(e) Holiday Intensive (1 week)

(f) One off taster/day sessions

COUNCIL TAX

1. Do you pay Council Tax ?

Yes No

If No, please go to the next Section "Customer Contact Centre".

2. How easy is your Council Tax bill to understand ?

Very easy Fairly Easy

Fairly difficult Very difficult

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

Yes No Didn't read

4. It is hoped that from Mid 2005, new payment methods will be introduced to pay your Council Tax.

Which of the following would you use ?

(a) Debit Card (Maestro / Delta etc)

(b) Credit Card (Access / Visa / Mastercard)

(c) My existing payment method

- 5. Hours of business. Our current opening hours are 8.30 a.m. to 4.30 p.m. Monday to Friday with an opening time of 10.30 a.m. on a Wednesday)

Do you find these opening hours convenient ?

Yes No

If No, at what times would you like us to be open ?

.....

- 6. Overall how satisfied are you with the way that we collect the Council Tax ? (please circle between 1 and 5 where 1 is Very Satisfied and 5 is Dissatisfied)

Very Satisfied 1 2 3 4 5 Dissatisfied

Comments _____

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.

1. Which Council services would you find it most useful to contact the Council about via the telephone? (tick all that apply)

- | | |
|---|--------------------------|
| (a) Council Tax or Housing Benefit | <input type="checkbox"/> |
| (b) Environment (including reporting problems with roads) | <input type="checkbox"/> |
| (c) Housing Repairs | <input type="checkbox"/> |
| (d) Leisure and Libraries | <input type="checkbox"/> |
| (e) Noise disturbance | <input type="checkbox"/> |
| (f) Other Housing (eg allocations, homeless, etc.) | <input type="checkbox"/> |
| (g) Planning matters | <input type="checkbox"/> |
| (h) Recycling | <input type="checkbox"/> |
| (i) Schools | <input type="checkbox"/> |
| (j) Social Work | <input type="checkbox"/> |
| (k) Trading standards / consumer advice | <input type="checkbox"/> |
| (l) Waste (eg bin collections, heavy uplifts) | <input type="checkbox"/> |
| (m) Other (specify) _____ | |

2. 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?

Morning (before 9am)

Evening (after 5pm)

Other (specify) _____

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

Yes

No

4. If you would respond using a reply paid comment form, would you be more likely to respond if your experience was

A positive experience

A negative experience

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

Yes

No

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.

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

I do not mind having to select the Department I want using the numeric keys

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)

I would hang-up as soon as I was confronted with an automated menu

Other (specify) _____

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.

The following questions will help us find out how effective we have been.

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

- Very well informed
- Well informed
- Not well informed
- Not informed at all
- Don't know / no opinion

2) 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
Cleanliness and Waste Management			
Community Care			
Community Safety			
Council Finances			
Housing			
Libraries			
Councillors			
Planning			
Roads and Transport			
Sports and Leisure			
Schools			

Comments _____

- 3) If Aberdeen City Council were to provide you with regular performance information which areas would you be most interested in (please tick as many boxes as you wish)?

Cleanliness and Waste Management	
Community Care	
Community Safety	
Council Finances	
Councillors	
Housing	
Libraries	
Planning	
Roads and Transport	
Sports and Leisure	
Schools	

- 4) How would you like to receive information on the Council's performance (please tick one box)?

A single annual performance report covering all of the Council's Services	
Detailed reports on the Services you use or are interested in	
Both of the above	
No opinion/ Don't know	

- 5) How do you normally find out about the Council's performance in delivering services (please tick as many boxes as you wish)?

Press / Media	
Personal Experience	
Experiences of others (friends/family, etc.)	
Council Publication	
Publications about Aberdeen City Council (Inspections, etc)	

Comments _____

NEIGHBOURHOOD

The Council and other public sector partners are working more closely than ever before. One of the ways this happens is through regular meetings of representatives of the Council, Grampian Police, NHS Grampian, Housing providers, Community representatives and others. This group is called the Aberdeen City Alliance.

The Members of The Aberdeen City Alliance have designated 37 Neighbourhoods across Aberdeen City. The Neighbourhoods were based on what were deemed to be "natural local communities" and the boundaries were chosen following consultation with local community groups (Community Councils, Tenants Groups, Residents Groups, Churches, Management Committees, etc).

Currently, work is progressing to collect information about 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 information and to the consultation exercises for 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.

1. Are you aware of the designated "Neighbourhoods" for Aberdeen City? (there are 3 Areas, North, South and Central, and 37 Neighbourhoods)

Yes

No

2. Are you aware of the name of your own Neighbourhood?

Yes

No

3. Do you agree with the benefits of having Neighbourhood Community Action Plans for each of the 37 Neighbourhoods?

Yes

No

Any Comments _____

4. We are developing what might be called "Service Directories" for each Neighbourhood setting out the standards of service (e.g. collection arrangements for bins, opening hours and availability from local Libraries, Schools, Police contact arrangements, Community Centres, Health provision, etc). Do you think these will be helpful?

Yes

No

Any Comments _____

5. What, in your view, would be the best methods for communicating the work relating to Neighbourhoods and the opportunities to get involved? (Please tick as many boxes as you wish)

- (a) Newsletter to each home
- (b) Publicity in local newspapers
- (c) Mail shots
- (d) Posters in Libraries, Post Offices, Community Centres etc
- (e) Recruiting volunteer Neighbourhood Champions to spread the word

Please complete this questionnaire and return it by 18th July in the post paid envelope provided to:

Hazel Spalding
Assistant Director (Committee)
Town House
Legal and Democratic Services
Town House
Aberdeen
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