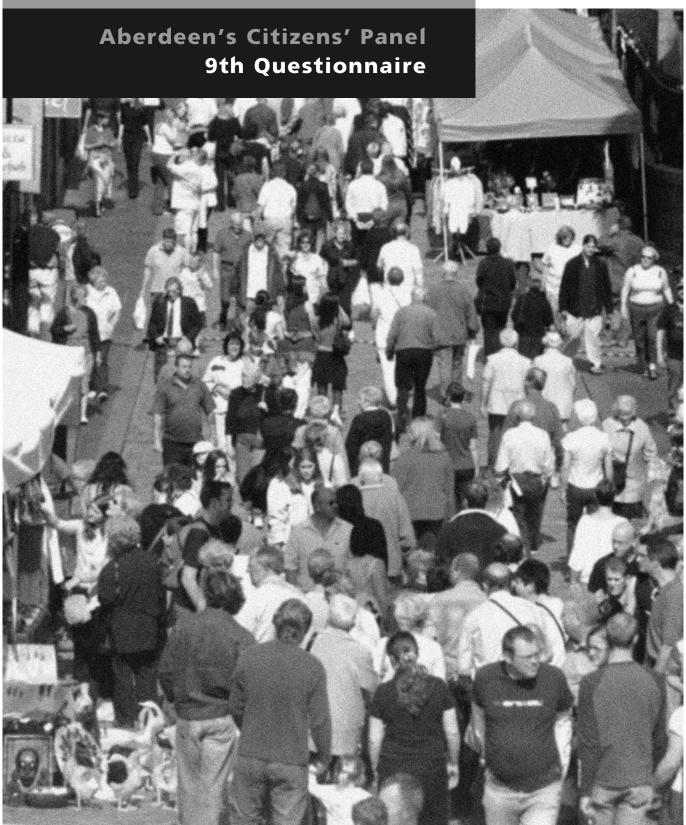




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LAND USE & THE ENVIRONMENT

City Centre Improvements

The Council is currently in the process of creating a Masterplan for the city centre. The first stage of this Masterplan involves assessing the redevelopment schemes that have been proposed or implemented in recent years. Included in the works that have been carried out are various streetscape schemes such as the re-paving of Belmont Street and Back Wynd, widening the pavements in Union Street and the provision of sign boards, such as the boards explaining the history of the Castlegate.

1. In (general, do you think the city centre ha	s been impro	ved by these schemes?
2. In y		t improvemer	nt that could still be made to the city centre?
Comm	unity Stadium		
Aberdee	en City Council and other potential partners	s, including Ab	erdeenshire Council, Aberdeen Football Club,
Aberdee	en City and Shire Economic Forum, The Abe	erdeen City All	iance and the Scottish Executive, are looking into the
potentia	al for a community stadium to serve the No	rth East of Sco	tland. The aim is to develop a facility which is much
more th	an simply a football stadium. It also acts as	s an education	al, training, social, recreational, employment and
commu	nity hub seven days a week for the benefit	of the North E	ast of Scotland. The project would involve a wide
range o	f public and private sector bodies as well as	representative	es from community groups in the city.
3. Do	you support the idea of a community s	stadium in Ah	nerdeen?
J. DO	Yes (Please answer Questions 4 and 5)		No (Go to next section - A CLEAN CITY)
	Tes (Flease answer Questions 4 and 5)		No (Go to hext section // CEE/NV CITY)
If Yes v	vhat facilities do you think should be includ	ed? Please tic	k all that apply
11 105, 1	viat lacilities do you tillin should be lifelad	ca. Fiedse tie	it all triat apply.
	a) All weather pitch		b) Casino
	c) Community Centre		d) Gym
	e) Hotel		f) Ice skating
	g) Indoor bowling		h) Offices
	i) Sports Hall		j) Swimming pool
	k) Squash courts		Sports massage/injury clinic
	m) Other (please specify)		, , ,

•	Where do you think a community stadium would be best located?
•	If you do not support the idea of a community stadium, which of the following statements do you agree with? Please tick all that apply.
	a) Facilities already available elsewhere
	b) Full range of facilities won't be used
	c) Money could be better spent on other community projects
	d) Would increase traffic
	e) Other (please specify)
l.))))	In Aberdeen, how clean do you think the following are? Not clean Very Clean City centre Footpaths Grassy areas Public parks
·)	Roads
2.	On a scale of 1-10, how do you rate the general cleanliness of the city? Please circle one number. Very Poor 1 2 3 4 5 6 7 8 9 10 Are there any specific areas that you see as particularly poor or good?
	Poor Good
	Pool Good

Public Toilets

Aberdeen City Council is currently carrying out a review on public toilet provision in the City, which will include details on the condition, usage and number of toilets in the City. We would like to know your views.

4.	4. Do you think there are any areas in Aberdeen where there should be more pu	ıblic toilets?
	Yes Don't Know	
If Y	If Yes, where should the additional public toilets be located?	
5.	5. Do you think the existing public toilets are:	
	Yes No	
	a) Clean	
	b) Cold	
	c) Easily accessible	
	d) Safe and secure	
	e) Smelly	
	f) Vandalised	
	g) Other (please specify)	
6.	6. Assuming the money was used to improve the condition of public toilets in A	berdeen, do you think it
	is reasonable to make a small charge for using them?	
	Yes No	

Household Waste

Aberdeen City Council currently provides the following household waste collection services:

- A fortnightly kerbside recycling collection of paper, cardboard, glass, plastic bottles and cans (householders
 receiving this service are provided with a white bag to collect paper and card and a black box for cans, plastic
 bottles and glass)
- A fortnightly brown bin collection of garden waste (green waste collection)
- A weekly black bin collection of general waste

/.	Do you use the kerbside recycling collection ser	vice or green wa	ste conection:	
	Yes (Go to Question 8)	No (Go t	to Question 9)	
Ker	bside recycling service			
Gre	en waste collection			
8.	If you answered Yes to either of the above, wh	at changes (if an	y) could be made to this	service?
	Please tick all that apply.			
		Kerbside	Green	
		Recycling	Waste	
a)	Weekly collection of materials for recycling			
b)	More information on WHAT you can recycle	\Box		
c)	More information on the benefits of recycling			
d)	Penalise residents who don't recycle			
e)	None			
f)	Other (please specify)			
Plea	ase go to Question 11.			
Ple <i>a</i> 9.	ase go to Question 11. If you answered No, why don't you use the ser			ollowing list.
		Kerbside	Green	ollowing list.
9.	If you answered No, why don't you use the ser			ollowing list.
9. a)	If you answered No, why don't you use the service	Kerbside	Green	ollowing list.
9. a) b)	If you answered No, why don't you use the service I don't know how to use it	Kerbside	Green	ollowing list.
9.a)b)c)	If you answered No, why don't you use the service I'm not offered this service I don't know how to use it Unreliable service	Kerbside	Green	ollowing list.
a)b)c)d)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time	Kerbside	Green	ollowing list.
a)b)c)d)e)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference	Kerbside	Green	ollowing list.
9. a) b) c) d) e)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) g) h)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) g) h)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items Containers are too small / too big	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) h)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) h) i)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items Containers are too small / too big	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) h) i) j) k)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items Containers are too small / too big No incentives to do so	Kerbside	Green	ollowing list.
9. a) b) c) d) e) f) h) i) j) k)	If you answered No, why don't you use the service I don't know how to use it Unreliable service Too much trouble / takes too much time Recycling makes no difference Not enough room to store materials I don't care about the environment I don't have the containers I don't want to wash items Containers are too small / too big No incentives to do so I use the Recycling Centres / Points instead	Kerbside	Green	ollowing list.

10. What would encourage you to use the service?

		Kerbside Recycling	Green Waste
a)	More reliable service		
b)	More information on WHAT you can recycle		
c)	More information on the benefits of recycling		
d)	Weekly collection of materials for recycling		
e)	Risk of financial penalties for not participating		
f)	Nothing		
g)	Different containers		
h)	Financial incentives		
i)	Don't Know		
j)	Other, please specify	<u> </u>	

11. How do you receive, and how would you prefer to receive, information on recycling and waste prevention issues? Please tick all that apply.

	•		
		How you receive	Prefer to receive
a)	Billboard posters		
b)	Bus shelter posters		
c)	Door-to-door visits		
d)	Email		
e)	Events/roadshows		
f)	Friends, neighbours, relatives		
g)	Information children receive via school		
h)	Internet articles		
i)	Leaflets		
j)	Newspaper adverts		
k)	Newspaper articles		
l)	Radio adverts		
m)	Telephone helpline		
n)	TV advertising		

12.	How well do you think Aberdeen City Council informs you about the following issues?							
	Very Poor Very Well							
a)	Waste prevention (reducing the amount of waste that goes into your general waste bin)							
b)	Reuse practices (reuse of clothing, batteries, terry towelling nappies, paper etc)							
c) d)	The range of materials we collect for recycling Home composting							
In S	cotland we must change the way we dispose of our waste. Sending waste to landfill is not an option for the future.							
Stric	t legislation surrounding landfilling waste increases the need to change disposal methods or Councils will be fined							
con	siderable amounts of money if we do not reduce the amount of biodegradable waste we send to landfill each							
year	. Aberdeen City Council has responsibility to implement measures to reduce the amount of waste sent to landfill.							
13.	Which of the following steps would you like to see Aberdeen City Council take to reduce the amount of household waste that is sent to landfill? Please tick all that apply.							
a)	Offer a weekly collection of materials for recycling							
b)	Give more information on HOW to minimise waste							
c)	Give more information on WHAT you can recycle							
d)	Introduce compulsory recycling							
e)	Introduce financial penalties for those who don't recycle							
f)	Give more information on home composting							
g)	Introduce compulsory home composting							
h)	Charge households for the amount of waste they throw away							

Aberdeen City Council's current recycling and waste minimisation targets are based on the weight of materials collected for recycling, and not the volume. Collecting plastic bottles, which do not greatly add to our recycling targets because they are so light in weight, make up a high proportion of the costs of running the kerbside recycling collection service. Also, as plastic bottles are not biodegradable (the process in which materials break down naturally) they do not count towards our landfill avoidance targets and will not reduce the large fines we are facing to dispose of your waste.

Dispose of waste through an 'Energy from Waste' facility

Offer fortnightly collections of refuse

Other (please specify) _____

i)

j)

k)

80	Aberdeen's City Voice Questionnaire
14.	Do you think Aberdeen City Council should continue to offer a collection of plastic bottles via the kerbside recycling collection service? (Plastic bottle recycling facilities at Recycling Centres and Points would still be available for residents to use). Yes No Don't know
A confidence of the confidence	ne compost units and green cone waste digesters are two methods for recycling kitchen and garden waste. Sompost unit is suitable for leaves, grass, paper, fruit and vegetable scraps and usually produces compost within 2 months. A Green Cone breaks down cooked and uncooked food waste, including meat, fish, bones, dairy ducts, vegetables and fruit. It breaks down waste to its natural components of water, carbon dioxide and a II residue and this nutrient rich mixture feeds the soil.
15.	Do you use a home compost unit or green cone waste digester to recycle your kitchen and garden
	waste? Please tick ONE box only.
a)	I use a Home compost unit only b) I use a Green cone waste digester only
c)	I use both a compost unit AND a waste digester d) I use neither
If yo	ou ticked d) please state why you do not use either a home compost unit or a waste digester.
16.	How do you think we should promote the use of home compost units and green cone waste digesters to residents? Please tick all that apply.
a)	Events (such as Belmont Market)
b)	Internet adverts
c)	Leaflets through the door
d)	Outdoor posters
e)	Newspaper adverts
f)	Television adverts
g)	Other
drir	rently in Aberdeen there are household collections of garden waste, kerbside recycling of plastic bottles, food and k cans, glass, paper and cardboard and a wheeled bin collection of general waste. If Aberdeen City Council could offer you the collection of ONE additional material for recycling,
	what would it be?

ABERDEEN'S IMAGE

Trees and woodlands are an integral part of our natural heritage.	Their presence can have a significant impact on our
environment quality and contribute to the attractiveness, beauty a	and character of Aberdeen.

1.	Do y	ou think t	that	trees mak No	e up	o an important pa	ırt of t	he landsca	ipe of	f Aberdeen?	
If No	o, wh	y not?									
2.	Shou	uld more t	rees	be plante No	ed in	Aberdeen? No Opinion					
If Ye	es, wh	nere? Pleas	se tic	k all that a	pply.						
a)	Car _I	parks									
b)	Oper	n spaces									
c)	Park	s and gard	dens								
d)	Pave	ments									
e)	Stree	et verges									
f)	Othe	er (please sp	pecify	·)							
3.				_		ed should they bo		Scotland ((nativ	ve species) or from other	r
		a) non-n	ative	e species						b) native species	
		c) mixtur	e of ı	non-native	and	native species				d) don't mind/don't know	V
The	Scott	ish Executiv	ve re	cently publ	ished	d an initiative to en	courag	e communi	ty inv	olvement in trees and woo	odlands.
4.	Do y	ou think t	there	should b	e co	mmunity involve	ment i	n the pres	ervat	tion, maintenance and p	lanting
	of tr	ees and w	vood	lands wit	hin t	he city?					
		Yes		No		Don't Know					

'Green Monuments' are old, large trees that not only have important historical links but are also part of our future. In the UK we have iconic buildings, bridges, battlefields, people and of course trees.

5.	As a general rule, do you think large mature trees or 'Green Monuments' of important heritage value be given the same protection as Listed Buildings in Aberdeen?
	Yes No Don't Know
6.	In your opinion what should or could be done to preserve these 'Green Monuments' for future generations?
dec	nk you for the information you have provided. This information is important and will be used to help in future ision making. It will also help to determine whether there is a need for an Urban Tree/Forest/Woodland Strategy the city.
mai	ou want any more information on trees in Aberdeen or are interested in being involved in the preservation, intenance and the planting of trees and woodlands within the city, please contact Duncan McGregor on 224 522440 or dmcgregor@aberdeencity.gov.uk
GEI	NERAL QUESTIONS
Do	orstep Crime
pred pers high	orstep crime is a phrase used to describe crimes committed by people who attempt to take advantage of, dominantly older, residents by calling unannounced at their home (cold calling). Typically, the caller will try to suade the resident to accept their offer of goods or services for which a wholly unacceptable and usually very in charge is made. Sometimes the caller, having "tricked" their way into a resident's home, will simply steal ney or property whilst the householder's attention is diverted.
leaf som	ication of potential victims is a typical and effective means of combating this type of crime, often by means of elet drops to residents' homes and stories in the local media. In addition, as an accompaniment to these measures, ne local authority areas have allowed 'No Cold Caller Zone' signs to be displayed on street furniture (e.g. lamp posts) order to deter potential criminals.
1.	Do you think that displaying 'No Cold Caller Zone' signs on street furniture in Aberdeen would be an
	effective means of combating doorstep crime?
	Yes Don't Know
2.	Would you be happy to have such signs displayed in your area?

Parking Patrols

2. Do you think that this langth of anforcement is required?
3. Do you think that this length of enforcement is required? Yes Don't Know
4. Do you think that additional patrolling will ease congestion throughout the City? Yes Don't Know
Neighbourhood Community Action Plans
The first Neighbourhood Community Action Plans for the City's 37 Neighbourhoods were produced in May 2006.
These plans highlight local issues and priorities within a specific Neighbourhood, as identified by those living in the
Neighbourhood. They also explain what Community Planning Partners are doing to address these issues and priorities
Neighbourhood Community Action Plans can be found in Community Centres, Dentists, Health Centres, Doctors
Surgeries, Post Offices, in Central and local Libraries and the home library service and on the Community Planning
website (www.communityplanningaberdeen.org.uk).
Your feedback will be used to find out how much you know about neighbourhood planning and how the process of
neighbourhood planning can be improved in the future.
5. Have you heard of Neighbourhood Community Action Plans?
Yes (Go to Question 6) No (Go to next section - IKIOSKS)
6. Have you looked at the plan that relates to your Neighbourhood? Yes No
If Yes, on a scale of 1-10, how useful did you find the plan?
Not at all Useful Extremely Useful Don't Know
1 2 3 4 5 6 7 8 9 10
7. If you thought the plan was not useful, please give a reason why.

The Council is looking to increase parking patrols throughout the city dealing with street parking.

This will mean that patrols are in progress for 20 out of 24 hours, seven days a week.

12	Aberdeen's City Voice Questionnaire
8.	Did the plan make it clear who was responsible for carrying out any proposed actions? Yes No
9.	Do you think you have a role in the Neighbourhood Community Action Plan that has been published
	for your area?
a)	Yes I think I have a significant role
b)	Yes I think I have a small role
c)	No I do not think I have a role
40	
10.	Are you aware of how to get local issues included in the Neighbourhood Community Action Plan Process?
	Yes Don't Know
11.	After reading the plan, are you now more likely to get involved in the Neighbourhood planning
	process? This would include opportunities for you to develop and improve services at a local
	neighbourhood level.
	Yes No
If yo	ou would like more information on neighbourhood planning, or would like to know who your local Neighbourhood
Cor	nmunity Planning Officer is, please contact Dave Kilgour on 01224 523035 or dkilgour@aberdeencity.gov.uk
	osks
	May 2006, iKiosks were installed at six sites in Aberdeen. Outdoor iKiosks are situated outside the Art Gallery,
	r Marks & Spencer, at the Music Hall and in the Castlegate. Two indoor single-screen kiosks are located at
	rdeen Royal Infirmary and at the Robert Gordon University's new sports complex. In late September, a further
iKio	sk will be available at Torry Library.
iKio	sks offer residents and tourists free and easy access to information about the city. Information found on the
	sks comes from various sources, including Aberdeen City Council, who are leading the project, Grampian Police,
	Grampian, the Robert Gordon University and Visit Scotland. All iKiosks are accessible to people with disabilities
	help reduce the "digital divide" by giving everyone who uses public services instant access to information on a
	e range of subjects. As the iKiosk Network develops, important notices from the Council, NHS Grampian and
	mpian Police could be displayed in different languages.
Futı	are iKiosk developments could include a link with the Council's Accord smart card, for example, "topping up"
the	electronic purse held on the Accord card along with a credit card. Payments could also be made with the card

for certain Council services.

12.	2. Have you used an iKiosk?											
	Yes No (Go to Question 15)											
If Y	If Yes, on a scale of 1 to 7, how easy was it to use the iKiosk? Please circle one number.											
Ver	y Diffic	ult							Ve	ry Easy		
	1	2	3	4	5	6	7	8	9	10		
13.	Which	n of the	e follo	wing fa	acilities	do y	ou thi	nk sho	ould be	available	on the iKiosks?	
	Please	e tick a	ıll that	apply.								
a)	'Free'	Intern	et calls	to the	Coun	cil for	emerc	gency	notifica	tion (e.g.	gas, and water leaks,	
	housi	ng rep	airs etc	:)								
b)	'Free'	Interne	t calls t	o the C	ouncil t	for info	ormatic	on requ	uests (e.d	g. Council	tax and housing benefits,	
	Counc	il hous	e availa	bility et	c)							
c)	Simpl	e on-li	ne req	uest fo	rms su	ch as i	for 'spe	ecial r	efuse u	olifts'		
d)	Credit	or deb	it card	paymer	nt optio	ns (to	рау Сс	ouncil 1	Γax, rent	s and sunc	lry items such as parking	
	fines,	licensin	g fees (etc)								
e)	Abilit	y to us	e Cour	ncil's Ad	ccord s	mart (card					
f)	Other	service	s (pleas	e specif	⁻ y)							
14.	4. Would you like to see information on the iKiosks available in more languages? Yes No Opinion											
If Y	es, whi	ch lang	uages _									
15.	15. Do you think that iKiosks should display adverts if they help to pay for additional iKiosks at no extra cost to the Council? Yes No Don't Know											
16.	5. Most iKiosks are currently outside. Would you like to see more iKiosks inside Council offices or											
	other public buildings?											
		Yes		No		No	Opinio	n				
17.	Do yo	ou thin	k there	needs	to be	bette	er signs	on th	ne top c	of iKiosks	which can be seen from a	distance,
	explaining their use more clearly?											
		Yes		No		Dor	n't Kno	W				

If you are interested in finding out more about how to use an iKiosk or want to take part in an awareness event, please contact Phil Mills-Bishop on 01224 522695 or pmbishop@aberdeencity.gov.uk

Aberdeen City Council Website

Aberdeen City Council's website (www.aberdeencity.gov.uk) was re-launched in May 2006. The new site is designed to be more accessible to citizens. It provides information on all council services, and in many cases is a way of accessing these services electronically.

We get many comments from people who visit the website but we also want to get more detailed feedback. This will allow us to establish what you want to see on the site and allow us to make improvements.

This is your opportunity to influence how we develop the new site and the range of services and topics that are included.

18.	In the last 12 months, have you visited Al	berdeen City No (Go to Que		osite?	
	res (Go to Question 20)	NO (GO TO QUE	2StiOn 19)		
19.	If No, what is the main reason?				
	a) Do not have access to a computer		b) Not awar	e of it	
	c) Not interested in content		d) Use othe	er sites to get information	
	e) Other (please specify)				_
20.	If Yes, how often do you visit the website	e?			
	a) daily		b) weekly		
	c) monthly		d) less than	once a month	
21.	What is your main reason for visiting the	site?			
	a) Council Jobs		b) Education	al information	
	c) Events diary		d) Roads in	formation	
	e) Other (please specify)				_
22.	In your opinion, is the Council website:				
	r	Yes	No		
a)	Easy to navigate				
b)	Easy to read				
c)	Easy to understand				
d)	Helpful				
e)	Offers services I want				
f)	Quick to load				
g)	Other (please specify)				

If yo	you answered No to any answers of ques	ation 22, why not?
23.	8. Please list up to 3 additional topics	of information you would like to see on the website.
1		
2		
3		
Wh	hy would you like to see these on the we	eb?
24.	I. How do you normally find informat	
۵)	۸.7	Regularly Sometimes Never
a)	A-Z	
b)	Left Hand topic list Search function	
c) d)	Other (please specify)	
u)	Other (please specify)	
25	On the web are you most likely to	use the Council website to look for information on other aspects
	of the City of Aberdeen?	ase the countil website to look for information on other aspects
	Yes No	
If N	No, which website(s) would you use?	
	-,,,	