

Questionnaire 27 October 2012

Aberdeen City Voice!

ABERDEEN'S CITIZENS PANEL

SMARTER

The Council Budget

In Autumn 2010, panellists were asked to identify the priorities for the Council budget. The results, along with the findings of other engagement activity led to the Council's annual priority-based budget (PBB) and the creation of 'The Next Five Years – 2011 - 2016' the Council's five year business plan.

As we reach the half-way point in 'The Next Five Years' we acknowledge there have been many changes both within and outwith the Council. With this in mind, we are keen to come back to City Voice panellists to find out if the priorities you identified in 2010 are still relevant and appropriate and to ensure we do not miss any important changes.

The information you provide, along with the results of wider community engagement will help to inform the priority-based budget for the financial year 2013 -14.

Q1. Below is a list of services provided by Aberdeen City Council. Which services are most important to you? (Please tick up to 5 options)

 a) Care for Older People b) Care for Adults c) Care for Children and Young People d) Social Work for Criminal Justice e) Schools f) Adult learning activities g) Activities for young people h) Sports facilities and services
c) Care for Children and Young People d) Social Work for Criminal Justice e) Schools f) Adult learning activities g) Activities for young people
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e) Schools f) Adult learning activities g) Activities for young people
f) Adult learning activities g) Activities for young people
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h) Sports facilities and services
i) Community centres
j) Libraries
k) Museums / galleries / theatres
I) Rubbish collection, recycling and street cleaning
m) Road and pavement maintenance
n) Street lighting
o) Parks and open spaces
p) Environmental Health
q) Planning and development of land and buildings
r) Council Housing (repairs, rents allocations)
r) Council Housing (repairs, rents allocations) s) Allocation of benefits
s) Allocation of benefits
s) Allocation of benefits t) Tackling anti-social behaviour
s) Allocation of benefits t) Tackling anti-social behaviour u) Consumer Advice

02. Which of the services listed below (if any) would you like to see us spend more on, even if it means spending less on another? (Please tick up to 5 options)

a) Care for Older People	
b) Care for Adults	
c) Care for Children and Young People	
d) Social Work for Criminal Justice	

e) Schools	
f) Adult learning activities	
g) Activities for young people	
h) Sports facilities and services	
i) Community centres	
j) Libraries	
k) Museums / galleries / theatres	
I) Rubbish collection, recycling and street cleaning	
m) Road and pavement maintenance	
n) Street lighting	
o) Parks and open spaces	
p) Environmental Health	
q) Planning and development of land and buildings	
r) Council Housing (repairs, rents allocations)	
s) Allocation of benefits	
t) Tackling anti-social behaviour	
u) Consumer Advice	
v) Economic Development	
w) Other (please specify)	

Q3. Which services (if any) would you be prepared for us to spend less on? (Please tick up to 5 options)

a) Care for Older People	
b) Care for Adults	
c) Care for Children and Young People	
d) Social Work for Criminal Justice	
e) Schools	
f) Adult learning activities	
g) Activities for young people	
h) Sports facilities and services	
i) Community centres	
j) Libraries	
k) Museums / galleries / theatres	
I) Rubbish collection, recycling and street cleaning	
m) Road and pavement maintenance	
n) Street lighting	
o) Parks and open spaces	
p) Environmental Health	
q) Planning and development of land and buildings	
r) Council Housing (repairs, rents allocations)	
s) Allocation of benefits	
t) Tackling anti-social behaviour	
u) Consumer Advice	
v) Economic Development	
w) Other (please specify)	

Further engagement activity on the Council's budget will be taking place over the next few months. To find out more, please visit Aberdeen City Council website at www.aberdeencity.gov.uk.

GREENER

Waste Services

Over the last 5 years, we have asked the City Voice panellists questions about the waste and recycling collection services in Aberdeen City. Your responses help us to monitor the use and awareness of these services and by comparing results year on year, we can assess our progress and focus on the areas that require more work. The information you give us is also used to help plan future initiatives that will encourage people to reduce, reuse and recycle.

Q1. How many people permanently live at your address?

a) Number of adults

b) Number of children (aged 0-16)

O2. What type of property do you live in? (please tick one)

a) House (includes detached, semi-detached, and terraced properties)b) Flat (includes tenement properties, high-rise flats and courtyard developments)

Recycling and Kerbside services

Q3. Are you offered any of the following?

a) Kerbside recyclir	g (black box and whit	e bag)
Yes	No	Don't know
b) Garden waste (b	rown bin)	
Yes	No	Don't know
c) Food Waste (gree	en caddy/brown bin)	
Yes	No	Don't know
d) Communal or on-	street recycling (inclu	ding containers in bin stores)
Yes	No	Don't know
If 'YES', which se	rvices do you use?	
a) Kerbside recycli	ng (black box and whit	te bag)
b) Garden Waste (I	prown bin)	
c) Food waste (gre	en caddy/brown bin)	

d) Communal or on-street recycling (including containers in bin stores)

Q4.

Q5. If you are offered any of these services but do not use them, please tell us why not? (Please tick the ONE main reason for each applicable column)

	Kerbside	Garden waste	Food waste
a) I don't know how to use it			
b) Too much trouble/takes too much time			
c) Not enough room to store containers			
d) I don't care about the environment			
e) I don't have a bin/kitchen caddy/box			
and bag to use the service			
f) The containers are too small			
g) The containers are too big			
h) I use recycling centres/points instead			
i) I compost at home			
j) No incentive to do so			
k) Other (please specify)			

Q6. What would encourage you to use them? (please tick up to 3 for each service)

	Kerbside	Garden waste	Food waste
a) More information on what you can			
recycle/compost			
b) More information on the benefits			
c) Weekly collections			
d) If more items were accepted			
e) If more information was provided on what			
happens to the materials once they			
have been collected			
f) Personal rewards for recycling/composting			
(e.g. Coupons or vouchers)			
g) Community rewards for recycling/composting			
(e.g. awards to local schools, funding			
for community amenities)			
h) Fines for producing too much rubbish and not			
recycling/composting			
i) If the Council provided different containers			
(please give us more details)			
(
j) More information about collection days			
k) Nothing			
I) Other (please specify)			

Food Waste Collection Service

If you do not use or do not have the food waste service, please go to Q8.

07. The Council currently provides free bioliners for the kitchen caddy used with the food waste service. Due to financial pressures we are reviewing our budgets. Would you continue to use this service if the Council stopped providing free bioliners?

a) Yes	
b) No	

Future Service Delivery

To comply with national legislation and ensure equality of service to all our residents, the Council will be changing and expanding recycling collections in Aberdeen City. The existing box and bag kerbside recycling service will be replaced with a new recycling collection and a new service will be introduced for flats.

Q8. If you have an individual wheeled bin for your general refuse, which of the following recycling collections would you prefer? (where the box and bag collection is currently in place, the new system would replace this)

If you do not have an individual wheeled bin, please go to Question 9.

a) An additional wheeled bin for all recycling (paper, card, plastic bottles, cans and glass) to replace the existing box and bag
b) A additional wheeled bin for recycling with a separate container for glass
c) A additional wheeled bin for recycling with glass collected separately

Please go to Question 10

through recycling points

Q9. For flats that do not currently have access to the kerbside box and bag system, the Council operates some on-street paper and cardboard recycling facilities (blue-lidded bins back-to-back with general refuse bins), some communal facilities (in bin stores or car parks) and has a network of recycling points which are often at locations such as supermarkets.

If you use communal or on-street bins (including those in bin stores and chutes), which of the following recycling collections would you be prepared to use? (please tick all that apply)

a) Recycling containers for mixed recyclables (including glass) next to refuse bins/in bin stores
b) Recycling containers for mixed recyclables next to refuse bins/in bin stores with glass collected at Recycling Points
c) All recycling collected through an increased network of local Recycling Points

Aberdeen City Council currently provides each household with either 1 x 240 Litre black wheeled bin or communal bins for disposal of non-recycled waste. Some households produce more waste than can be collected in one refuse container and the cost of additional collections is spread across the city through council tax.

- Q10. Do you think households that create more waste should pay for the collection of their additional waste? (This charge would not apply where residents have special circumstances, such as a medical condition, which creates extra waste)
 - a) Yes
 - b) No
- 011. The Council collects paper, cardboard, food and drink cans, plastic bottles, glass bottles and jars for recycling from the kerbside as well as a combined garden/food waste collection. In your experience, after recycling these materials, what are the main materials left in your general refuse bin? (Please tick the top 2 options)

a) Rigid plastics (yoghurt pots, tubs, trays etc.)b) Plastic films (including plastic bags)

c) Textiles (clothing, bedding etc.)

d) Cartons (including tetra-pak)

e) Pet waste

f) Other (please specify)

Open Space Strategy

Last year, the Council published its Open Space Strategy 2011-2016. 'Open spaces' refer to green areas within and on the edges of settlements. These can include parks, gardens, playing fields, woodland, river corridors, play areas, amenity spaces (grass cut areas around residential and business areas and road verges), allotments and civic space. The strategy sets out a new vision and aims to improve the quality of our open spaces in the City. Responses to the following questions will help the Council to assess the progress of the strategy and contribute towards delivery of an action plan outlining prioritises for future work.

Greenspace Scotland defines quality open space as being accessible and well connected, attractive and appealing and close to the community. Aspects of this might include having low levels or no litter and well maintained facilities and areas.

Q1. On a scale of 1-10 (where 1 is very dissatisfied and 10 is very satisfied) generally how satisfied are you with the quality of open spaces in the City?

1 (very (dissatisfied)	2	3	4	5	6	7	8	9	10 (very satisfied)

02. On a scale of 1-10 (where 1 is very dissatisfied and 10 is very satisfied), generally how satisfied are you with safety in the City's open spaces? (you may wish to consider issues including levels of crime and anti-social behaviour, vandalism and dog fouling)

1 (very (dissatisfied)	2	3	4	5	6	7	8	9	10 (very satisfied)

Q3. Have you seen any publicity or promotion of the City's open spaces in the last 12 months?

a) Yes	
b) No	

Part of the Open Space Strategy aims to involve communities in developing open space / green space management plans to maintain the City's open spaces. This involvement might include actively doing work in the open spaces, attending meetings or drafting and preparing documents.

Q4. Have you been, or are you currently involved in developing open space / green space management plans?

- a) Yes, currentlyb) Yes, in the past but not nowc) No
- Q4a. If Yes, please provide the name of the group you were / are involved in.

Q4b. If no, are you interested in getting involved in developing open space / green space management plans?

- a) Yes
- b) No
- Q4c. If yes, do you know who to contact or how to get involved?
 - a) Yes b) No
- Q5. Have you been, or are you currently involved in park user groups (such as 'friends of' groups)?

a) Yes, currentlyb) Yes, in the past but not nowc) No

Q5a. If yes, please name the group you are involved in.

Q5b. If no, are you interested in getting involved in park user groups?

a) Yes b) No

Q5c. If yes, do you know who to contact or how to get involved?

- a) Yes
- b) No

If you would like more information about getting involved in managing open spaces or developing open space / greenspace management plans or park user groups, please contact Aftab Majeed on Tel: 01224 523464 or email amajeed@aberdeencity.gov.uk. A copy of the Open Space Strategy 2011-2016 can be found at www.aberdeencity.gov.uk/openspace

Low carbon society

In June 2011, Community Planning Aberdeen reviewed its priorities and adopted the five Scottish Government key themes which include 'Greener'. This theme deals with issues relating to land use, the environment, transport and housing. A working group was established to identify the key priorities for this theme and these were identified as 'waste' and 'low carbon society'.

The working group commented that 'low carbon society' is difficult to define and can mean different things to different people. To help the group focus their work over the next 2 years, they want to know what panellists think about a low carbon society and how and where the group should focus their efforts on achieving this aspiration.

Q1. Aberdeen City aspires to being a 'low carbon society'. In your view, which of the following are the most important aspects of a low carbon society? (Please tick up to 3 options)

a) Increased energy efficiency	
b) Use of renewable energy	
c) Use of greener modes of transport (walking, cycling, public	
transport) / reducing travel	
d) Reducing the resources we use (reduce, reuse, recycle)	
e) Changing our behaviour / working practices	
f) Efficient use of land	
g) Other (please specify)	

02. Which low carbon sectors do you think it is most important for the Greener theme to focus on? (Please tick up to 3 options)

a) Buildings and construction	
b) Planning issues such as the identification	of appropriate
development locations and protection of gree	en spaces
c) Transport & travel	
d) Energy generation / renewables	
e) Waste reduction & recycling	
f) Sustainable purchasing / Fairtrade	
g) Awareness raising / training / behaviour c	hange
h) Other (please specify)	

Q3. A low carbon society could result in benefits for individual citizens, businesses and the city as a whole now and in the future. Which of the following do you think would be most beneficial? (Please tick up to 3 options)

	a) Cleaner, greener transport	
	b) Creation of new green jobs	
	c) Business opportunities	
	d) Using less resources, less landfill, resource efficiency	
	e) Improved air quality / environment	
	f) Resilience to a changing climate	
	g) Protection of greenbelt / access to green spaces	
1	h) Other (please specify)	

Q4. Do you have any further comments on how Aberdeen could focus on becoming a low carbon society?

Trees and Woodland

Aberdeen City Council's 'Tree for Every Citizen' project was recently completed. The project was set the target to plant 210,000 trees, one for every citizen, across the city. It has resulted in the successful establishment of some 100 hectares of new woodland within the city. These woodlands will provide a wide range of benefits to the local communities and are valuable wildlife habitats.

Q1. Before reading about it in City Voice, did you know about the 'Tree for Every Citizen' tree planting project?

a) Yes b) No

02. What is your opinion of the 'Tree for Every Citizen' tree planting project?

a) It was a worthwhile project	
b) It was not a worthwhile project	
c) Don't know	
d) No opinion	

Q3. When the Council considers future tree planting projects, what type(s) of land do you think should be planted? (tick all that apply)

a) Existing open space	
b) Farm land	
c) Sports pitches	
d) Parks and gardens	
e) Amenity space (for ex. pocket parks or small grassland areas)	
f) Pavements	
g) Street verges	

Q4. If there are any specific types or species of trees that you would like to see planted as part of future tree planting projects, please can you specify?

Q5. Would you like to see more trees planted in the gardens of private properties that front on to streets?

a) Yes		
b) No		

Q6. Would you like to see more trees planted in the city's streets?

a)	Yes
b)	No

Q6a. If yes, are there any particular types or species?

The Scottish Government has set a target, through the Scottish Forestry Strategy, of 25% woodland cover by the year 2050. It recognises that local authorities have a key role to play in helping to achieve this target and has produced guidance to aid local authorities in the preparation of Forestry and Woodland Strategies. Aberdeen City Council has started to prepare a strategy to help manage its forests, trees and woods which are collectively known as the 'Urban Forest'.

Q7. The Granite City Forest is the name being given to the Urban Forest in Aberdeen. Is the term 'Urban Forest' new to you?

a) Yes	
b) No	

Q8. Do you think that trees are important in the urban area?

a) Yes b) No (go to guestion 10)

Q9. If yes, what in your opinion are the three main benefits trees provide in the urban area?

a) Filter harmful pollution
b) Improve air quality
c) Help to make the city look nice
d) Offer cooling shade
e) Provide shelter
f) A sustainable resource
g) Wildlife habitat
h) Other, please specify

Q10. If you answered 'no' to Question 8, can you tell us why?

Aberdeen City Council is currently developing the Tree and Woodland Strategy. Consultation will continue this year with a draft strategy available in 2013. If you would like further information about trees and woodland in Aberdeen City, you can visit the webpage

http://www.aberdeencity.gov.uk/planning_environment/planning/trees_woodlands /pla_trees_woodlands.asp or contact Duncan McGregor on 01224 522440.

City Greenspace

Aberdeen City Council manages a range of green spaces, from formal parks and gardens to woodlands and natural countryside areas. We would like your views on the following to help us decide what to focus on in the future. The information you provide will feed into the Open Space / Greenspace Strategy action plans and help us to plan our long term priorities.

Q1. Which is your favourite large formal park in Aberdeen City? (tick one)

a) Duthie Park	
b) Hazlehead Park	
c) Seaton Park	
d) Victoria Park	
e) Westburn Park	
f) I don't have a favourite park	

02. How often do you visit your favourite park?

a) Daily	
b) 2-6 times a week	
c) Once a week	
d) 1-3 times a month	
e) 6-11 times a year	
f) 1-5 times a year	
g) Less than once a year	

Q3. What do you like most about your favourite park? (Please tick up to three)

a) Water features	
b) Formal planting	
c) Layout	
d) Choice of flowers	
e) Peace and quiet	
f) Play areas	Γ
g) Mature trees	
h) Open space	
i) Other (please specify)	

Q4. Which aspect of your favourite park is most in need of improvement? (Please tick one)

a) Water features	
b) Formal planting	
c) Layout	
d) Choice of flowers	
e) Peace and quiet	
f) Play areas	
g) Mature trees	
h) Open space	
i) Nothing	
j) Other (please specify)	

05. Natural areas are areas of longer grass and native wildflowers, trees and shrubs, which can provide a habitat for a wide variety of bees, insects, small mammals and birds. To what extent do you agree that Aberdeen City Council should introduce more natural areas to formal parks?

b) Agree	
c) Neither agree nor disagree	
d) Disagree	
e) Strongly disagree	

Q6. Wildflower meadow areas alone also provide a habitat for bees, insects, small mammals and bird. They also produce a splash of colour at certain times of the year. To what extent do you agree that Aberdeen City Council should introduce more wildflower meadow areas within parks, road verges and other greenspace areas?

a) Strongly agree	
b) Agree	
c) Neither agree nor disagree	
d) Disagree	
e) Strongly disagree	

07. The Aberdeen City Council's Countryside Ranger Service offers a wide programme of year round outdoor and wildlife orientated activities and events. Which of the following Countryside Ranger Service events have you attended in the last 12 months? (tick all that apply)

a) Family fun events	
b) Bat walks / events	
c) Bird walks / events	
d) Bees or insect events	
e) Health walks	
f) Rock pooling	
g) Conservation work	
h) Archaeological event	
i) Night event	
j) None of the above	

Q8. If there are any relevant types of events that you would like to see included in the Countryside Ranger service events schedule, please tell us what they are.

09. Hazlehead Park is Scotland's first climate change park. The park will now be managed to meet the demands of climate change. Which climate change sectors do you think it is most important to focus on at Hazlehead Park? (Please tick up to 3 options)

a) Awareness raising and education	
b) Change in management of growing species / species mix	
c) Naturalising existing ponds / creating new ponds	
d) Changing grassland management (creating more natural areas)	
e) Diversification of habitats	
f) Sustainable drainage	
g) Water management	
h) Sustainable materials	
i) New tree planting and woodland expansion	
j) Don't know / No opinion	
k) Other (please specify)	

ADDITIONAL QUESTIONS

Roads

Aberdeen City Council is participating in a nationwide project to develop an Asset Management Plan for its roads. The Council has to maintain 500 miles of road, 1,000 miles of footway and 30,000 street lights. Feedback on the public perception of the quality of Roads Maintenance is vital to the Asset Management Plan.

Q1. To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with our present performance in each of the following areas. Please note, those options marked with a * refer to quality and upkeep, not how clean they are.

	Very dissatisfied	Fairly dissatisfied	Neither dissatisfied nor satisfied	Fairly satisfied	Very satisfied	Don't know
a) The condition of bus routes and other main roads*						
b) The condition of side / local roads*						
c) Time taken to repair roads						
d) The condition of busy footways* (e.g. near schools, shops etc)						
e) The condition of local footways*						
f) Time taken to repair footways						
g) Intensity of Street lighting (city centre)						
h) Intensity of Street lighting (residential areas)						
i) Time taken to repair street lights						

Q2. In order to help us to prioritise our budget, from the areas listed below, which (if any) would you like to see us spend more on, or be prepared for us to spend less on?

	More	The same	Less
a) Main roads			
b) Side roads			
c) Busy footways			
d) Local footways			
e) Street lighting			



Community Planning