

Report for Aberdeen Community Planning Partnership

City Voice – 33rd Questionnaire

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INTRODUCTION

Aberdeen City Voice is the name given to a panel of Aberdeen residents who are contacted on a regular basis and asked for their views on a range of issues. This is the report of the 33rd questionnaire, which covered the following topics:

- Committee services
- Members' support
- Recycling motivation
- Hydrogen bus project
- Green spaces

The final survey sample consisted of 637 responses from members of the Citizens' Panel. The total Panel currently comprises 908 citizens of Aberdeen, so the response rate amounts to 70.2%. The 637 responses are, in the first instance, considered as a whole. Further analysis can be conducted where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

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

The report as it stands attempts to provide a 'key findings' breakdown of selected results by age, gender and neighbourhood area, where it was felt that the results merited discussion. However, where age-group analysis is included, the two youngest age groups (16 - 24 and 25 - 34) are considered in aggregate as one group (i.e. 16 - 34), due to the under-representation of the very youngest age group (16 - 24) in the Panel. Full details of the age, gender and neighbourhood breakdown is provided at Appendix A. Please note that we are happy to provide full details of the cross tabulated results on request.

It should be noted that no demographic data was available for 4 respondents. For this reason, there may occasionally be a slight mismatch between the percentage results quoted in relation to the overall population for each question (which includes those panellists for whom demographic data is absent) and any subsequent analysis on the basis of gender, age or neighbourhood (which necessarily excludes these panellists). Despite the occasional minor inconsistency between total results and disaggregated/stratified analysis, the approach adopted is intended to provide the greatest possible degree of analytical accuracy in each case. Please also note that due to a) multiple responses to a question from one or more respondents, and b) the process of rounding percentage figures to one decimal place, total percentage figures given for some questions may not tally to exactly 100.0% (particularly where compounded figures are provided).

COMMITTEE SERVICES

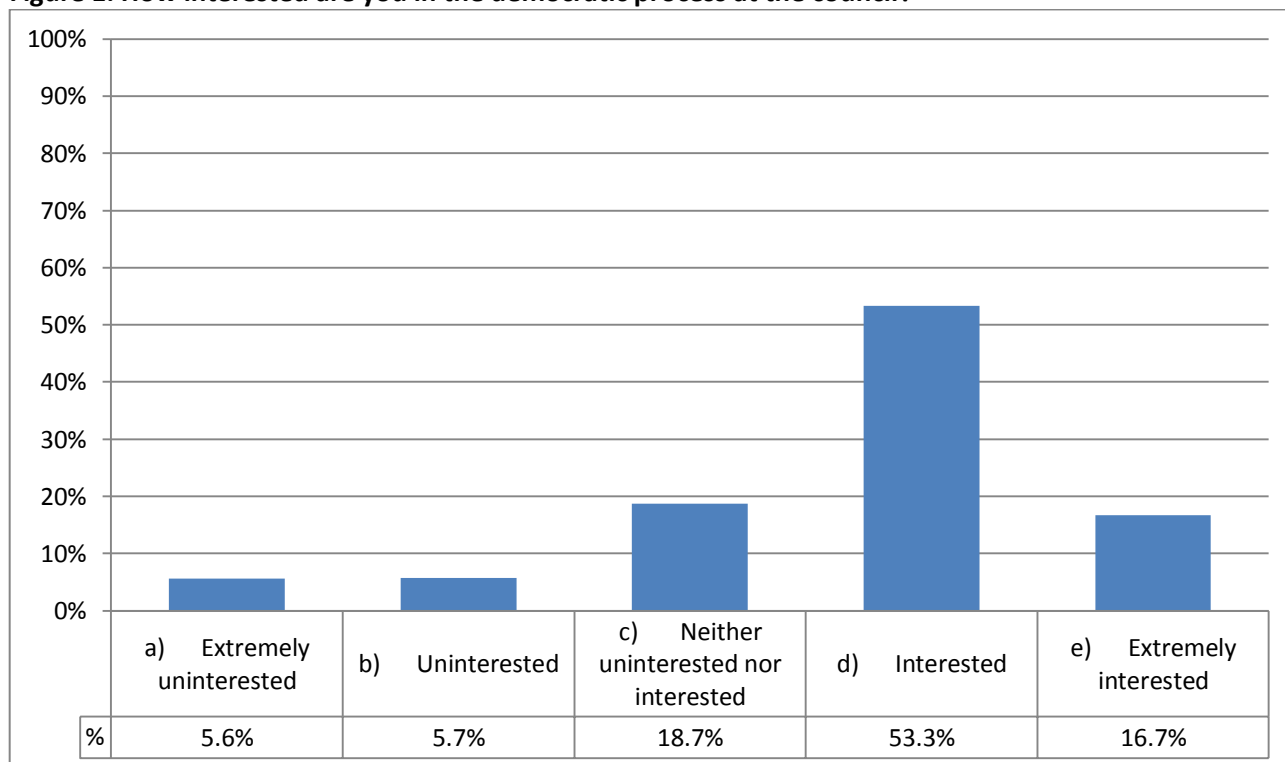
The Committee Service Team with Aberdeen City Council is responsible for the democratic process throughout the council supporting both council and committee meetings. Council and committees make decisions about the delivery of services to the citizens of Aberdeen, including the allocation of a budget to these services, such as education, social work, housing, transport, licensing and planning. The Committee Service Team want to make the democratic process more accessible to the public, ensuring that committee information is easily available to all. In order to do this they have recently redesigned their webpages, and are using Twitter to promote meetings and to share information on committee decisions. They would like to encourage members of the public to attend these meetings and to become more involved in the democratic process.

The first question in this section asked panellists: How interested are you in the democratic process at the council (for example, decisions taken by the council, committee meetings etc.)? Respondents were invited to choose one of the following options:

- a) Extremely uninterested
- b) Uninterested
- c) Neither uninterested nor interested
- d) Interested
- e) Extremely interested

A large majority of the respondents (334; 53.3%) indicated that they were interested in the democratic process at the council. The second most popular option was neither uninterested nor interested (117; 18.7%) followed by extremely interested (105; 16.7%) then uninterested (36; 5.7%) and finally extremely uninterested (35; 5.6%).

Figure 1: How interested are you in the democratic process at the council?



Base = 627

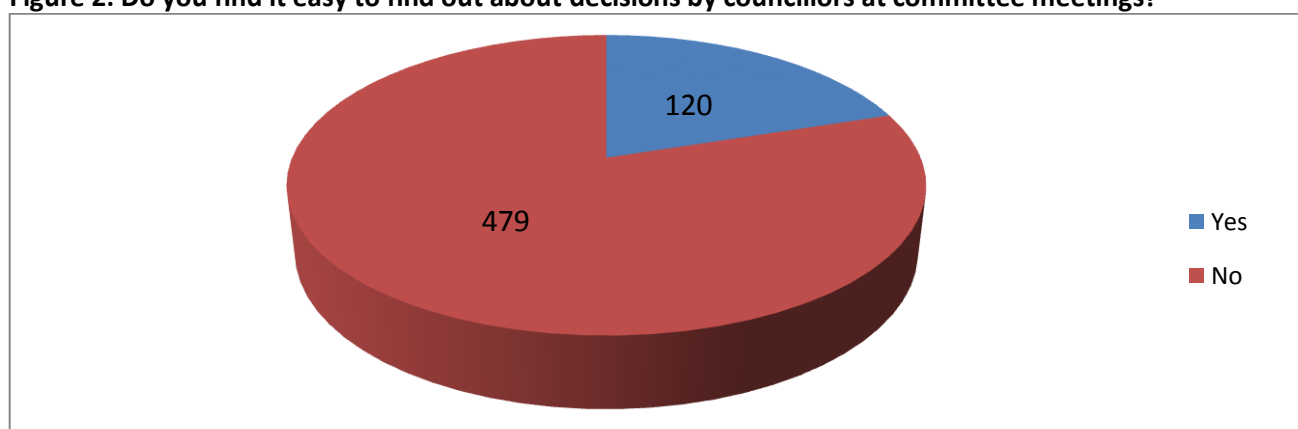
Disaggregation by Gender reveals fairly uniform results, with one notable exception being that male respondents were more likely than female respondents to be extremely interested in the democratic process (20.1%; compared with 13.5% females).

A slightly greater proportion of those respondents living in the Northern neighbourhoods of Aberdeen indicated that they are extremely interested (19.8%; compared with 16.9% Central and 14.1% South) or that they are neither uninterested nor interested (21.4%; compared with 16.9% Central and 18.3% South) in the democratic process at the council.

Disaggregation by Age Group did reveal some differences. For example, zero respondents in the 16-34 category indicated that they were extremely uninterested in the democratic process (0.0%; compared with 7.0% of 35-64 year olds, 6.8% of 55-64 year olds, and 4.0% of those aged 65+). Those in the youngest age category were also most likely to be extremely interested (22.5%; compared with 13.6% 35-54 year olds, 15.6% 55-64 year olds, and 19.2% of those aged 65+) or interested (60.0%; compared with 56.3% of 35-54 year olds, 46.3% of 55-64 year olds, and 54.0% of those aged 65+) in the democratic process.

The panellists were then asked if they found it easy to find out what decisions have been taken by councillors at committee meetings. As can be seen from the pie chart below, the vast majority indicated that they did not find it easy to find out about these decisions (479; 80.0%) while only 20.0% (120) indicated that they did find it easy.

Figure 2: Do you find it easy to find out about decisions by councillors at committee meetings?



Base = 599

Results for this question were generally consistent across Genders and Neighbourhoods. There were some minor differences between the Age Groups, however. Those respondents who fall within the middle two Age Groups were slightly more likely than the others to find it easy to find out what decisions have been taken by councillors at committee meetings (20.5% of 35-54 year olds and 22.0% of 55-64 year olds answered yes; compared with 18.9% of 16-34 year olds and 18.8% of those aged 65+).

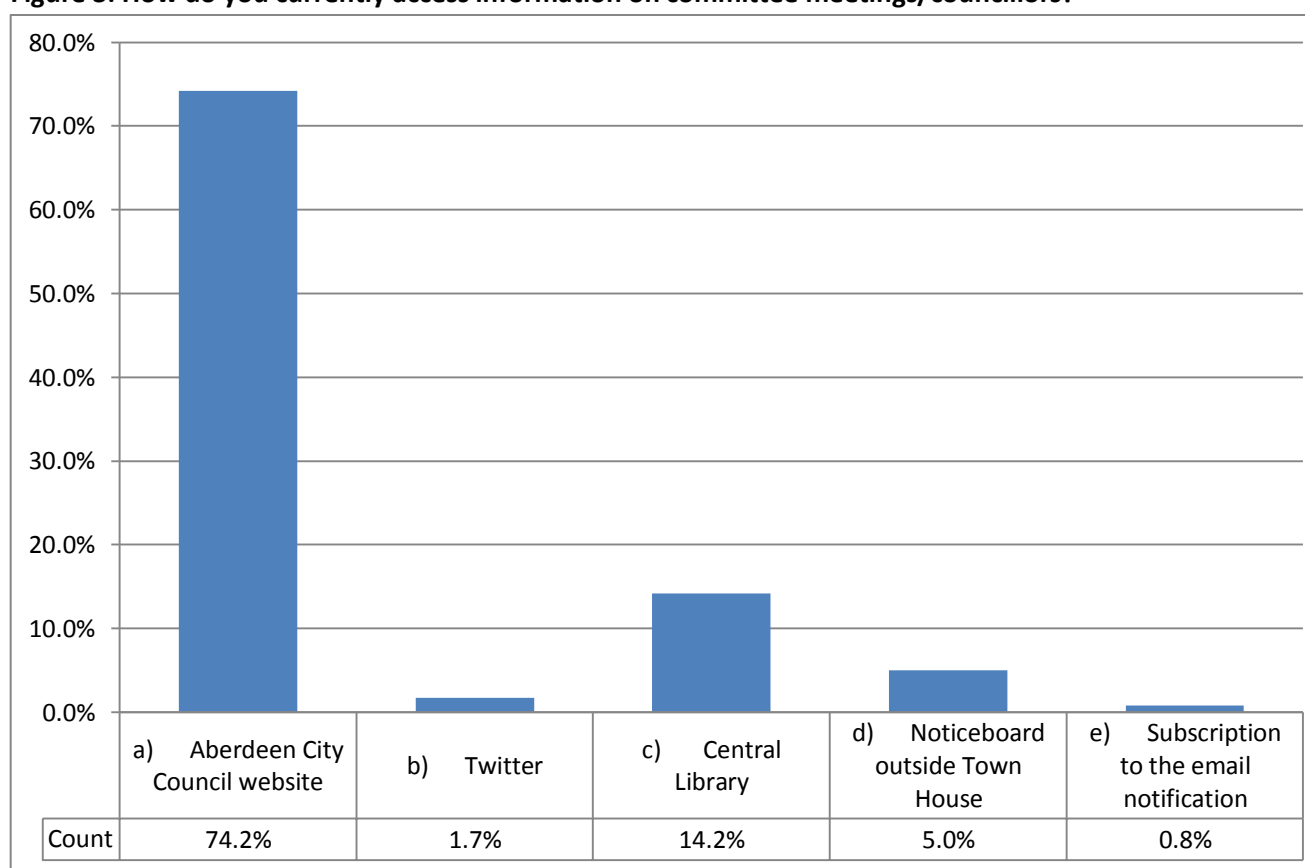
A follow-up question asked those participants who had answered “Yes” to the previous question to indicate how they currently access information on committee meetings/councillors. Eligible participants were invited to tick all that applied of the following options:

- a) Aberdeen City Council website

- b) Twitter
- c) Central Library
- d) Noticeboard outside Town House
- e) Subscription to the email notification to advise that agendas are published
- f) Other (please specify)

As can be seen in the chart below, the vast majority indicated that they access information on Aberdeen City Council website (89; 74.2%). The next most popular response was the Central Library (17; 14.2%) then the noticeboard outside Town House (6; 5.0%). Both Twitter (2; 1.7%) and subscription to email notification (1; 0.8%) received very low response rates.

Figure 3: How do you currently access information on committee meetings/councillors?



Base = 120

Responses given for section f) Other are summarised in the table below. Please note that some respondents mentioned multiple places in their response. As can be seen in the table, the most popular place mentioned was for information was in the press.

Table 1: Other places where panellists access information on committee meetings/councillors

Press	21
TV and other media	3
Web	2
Community council/community wing committee meetings	2
Job centre	1
Local councillor	1

Base = 26

Disaggregation by Gender reveals few differences for this question, with the only minor exception being that male respondents were more likely than female to select the noticeboard outside the Town House option (6.6% males; 3.4% females). Analysis of the results by Neighbourhood did reveal some differences. Most notably (and, perhaps, understandably), those in Central neighbourhoods were much more likely than those in Northern or Southern neighbourhoods to select the Central Library option (26.8% Central; 6.3% North; 8.5% South).

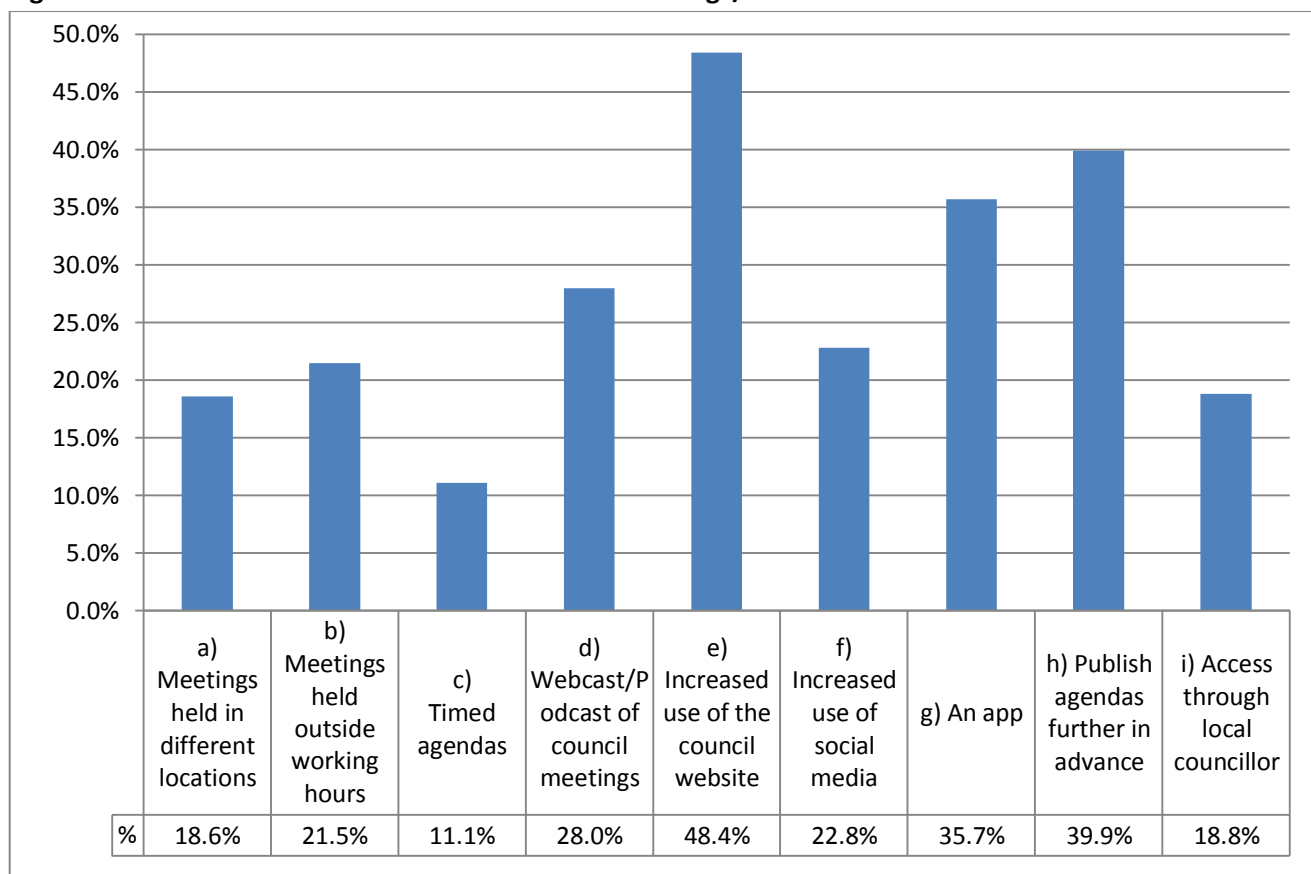
There were also differences when disaggregated by Age Group. Those in the younger two Age Groups were much more likely than those in the older two Age Groups to choose Aberdeen City Council website (85.7% of 16-34 year olds and 90.7% of 35-54 year olds; compared with 77.4% of 55-64 year olds and 51.3% of those aged 65+). In turn, the oldest Age Group was much more likely to choose the noticeboard outside the Town House option (0.0% of 16-34 year olds; 0.0% of 34-54 year olds; 3.2% of 55-64 year olds; 12.8% of those aged 65+) and the Central Library option (14.3% of 16-34 year olds; 4.7% of 35-54 year olds; 9.7% of 55-64 year olds; 28.2% of those aged 65+).

Panellists who had answered “No” to question 2 were then asked to indicate what they thought could be done to make committee meeting decisions and committee meetings more accessible to the public. The participants were invited to select all that apply from the following options:

- a) Committee meetings held in different locations
- b) Committee meetings held outside working hours
- c) Timed agendas
- d) Webcasting/Podcasting of council meetings
- e) Increased use of the council website
- f) Increased use of social media (Twitter/Facebook)
- g) A downloadable app that allows you to receive information about committee meetings
- h) Publishing agendas further in advance of the meeting
- i) Being able to access information on decisions through your local councillor
- j) Other (please specify)

As can be seen in the figure below, the most popular response to this question was increased use of the council website (232; 48.4%) followed by: publishing agendas further in advance (191; 39.9%); a downloadable app (171; 35.7%); webcasting or podcasting (134; 28.0%); increased use of social media (109; 22.8%); meetings held outside working hours (103; 21.5%); access through local councillor (90; 18.8%); meetings held in different locations (89; 18.6%); and timed agendas (53; 11.1%).

Figure 4: What could be done to make committee meetings/decisions more accessible?



Base = 479

The table below summarises the responses given for j) Other. As is shown, the most popular response was more press coverage of the meetings and decisions, either through encouraging local press to cover the issues, or through placing a page in the press.

Table 2: Other things that could be done to make committee meetings/decisions more accessible

A page in local press/encourage press to cover meetings	34
Response not applicable to the question	15
Council publication/newsletter/radio station	7
Better advertising generally and greater accessibility of relevant documents	6
More information on who to approach about decisions	3
Develop an easier to navigate council website	3
Subscriber email alerts system	3
Information in libraries	2
Community council involvement	2
Don't know	2

Base = 75

Disaggregation by Gender shows little difference in the figures, aside from a few exceptions. Firstly, female respondents were more likely than male respondents to choose committee meetings held in different locations (20.1% females; 16.2% males). Second, female respondents were also more likely than males to select the increased use of social media option (27.6% females; 17.1% males). However, male respondents were more likely than female respondents to choose the increased use of the council website option (51.4%

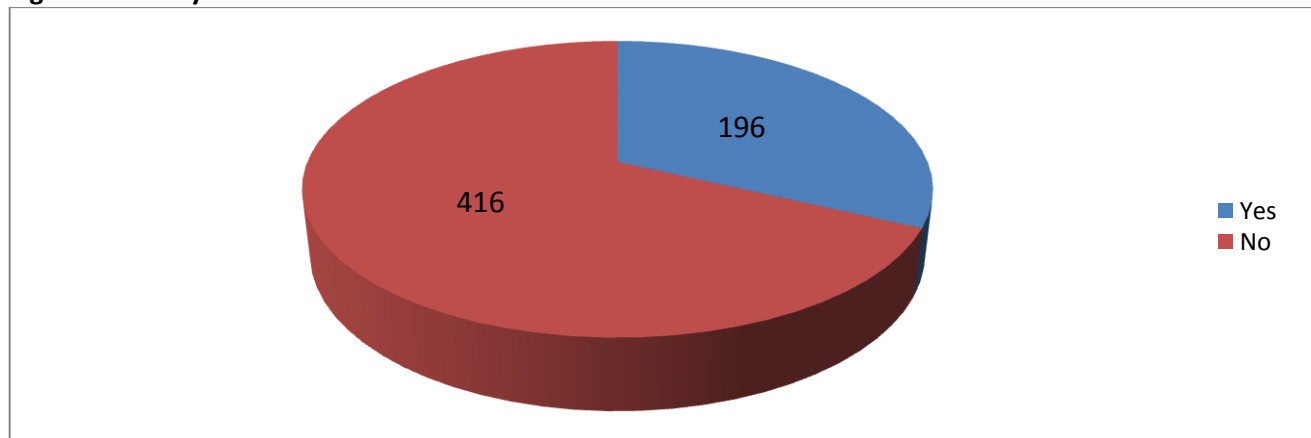
males; 46.1% females). Disaggregation by Neighbourhood also reveals some differences. Most notably, respondents living in Central areas were more likely than those living in Northern or Southern areas to select committee meetings held outside working hours (29.9% Central; 18.3% North; 15.6% South) and a downloadable app (42.9% Central; 30.8% North; 33.5% South).

There are also some differences when looking at the results by Age Group. For example, a lower proportion of those in the 65+ Age Group selected the options which involved technology or the internet: webcasting/podcasting of council meetings (17.2% of those aged 65+ compared with 30.0% of 16-34 year olds, 37.7% of 35-54 year olds, and 30.0% of 55-64 year olds); increased use of council website (34.9% of those aged 65+ compared with 46.7% of 16-34 year olds, 59.9% of 35-54 year olds, and 52.7% of 55-64 year olds); increased use of social media (9.5% of those aged 65+ compared with 40.0% of 16-34 year olds, 33.5% of 35-54 year olds, and 21.8% of 55-64 year olds); and a downloadable app (24.9% of those aged 65+ compared with 50.0% of 16-34 year olds, 44.3% of 35-54 year olds, and 35.5% of 55-64 year olds).

Those respondents in the oldest Age Group were in turn more likely to choose: committee meetings held in different locations (26.6% of those aged 65+ compared with 10.0% of 16-34 year olds, 19.2% of 35-54 year olds, and 6.4% of 55-64 year olds); timed agendas (16.0% of those aged 65+ compared with 6.7% of 16-34 year olds, 9.6% of 35-54 year olds, and 6.4% of 55-64 year olds); and publishing agendas further in advance of the meeting (45.6% of those aged 65+ compared with 30.0% of 16-34 year olds, 37.1% of 35-54 year olds, and 37.3% of 55-64 year olds).

The next question in this section asked panellists if they had accessed committee information on the council website. The majority had not (416; 68.0%) while only 32.0% (196) had.

Figure 5: Have you accessed committee information on the council website?

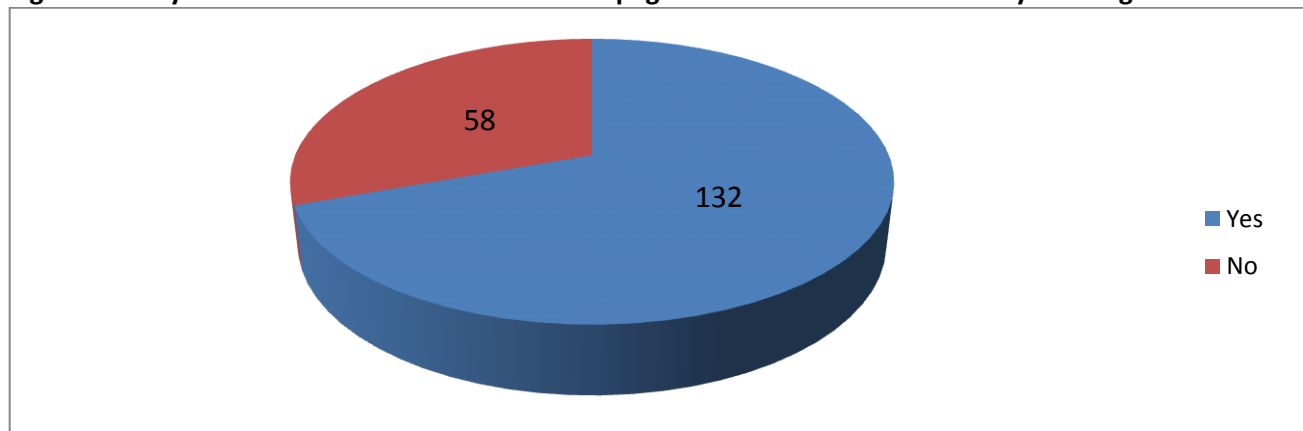


Base = 612

The Gender breakdown for this question revealed very little difference between the responses. Additionally, the results by Neighbourhood were also generally consistent, with only a slight increase in the number of panellists living in Central neighbourhoods indicated that they had not accessed committee information on the council website (70.6%) compared with those in the South (67.4%) and North (65.9%). Analysis of this question by Age Group also revealed some differences, namely that those respondents in the oldest Age Group were more likely to indicate that they had not accessed committee information on the council website (73.1% of those aged 65+ compared with 65.0% of 16-34 year olds, 64.3% of 35-54 year olds, and 66.7% of 55-64 year olds).

A follow-up question in this section asked panellists who had answered “Yes” to the previous question to indicate if they found the pages easy to navigate. As the figure shows, the majority did find the pages easy to navigate (132; 69.2%) while a minority did not (58; 30.5%).

Figure 6: Did you find the committee information pages on the council website easy to navigate?



Base = 190

When the responses for this question are analysed by Gender it is clear to see that a greater proportion of male respondents than female respondents indicated that they found the committee pages easy to navigate (73.4% male; 65.3% female). Analysis by area of Aberdeen also provides some interesting insights. Those respondents living in Northern neighbourhoods of Aberdeen were more likely to indicate that they found the pages easy to navigate (74.6%) than those living in Central (71.9%) or Southern (63.0%). Finally for this question, analysis of the age of the respondents reveals that the youngest age group were more likely than the other age groups to indicate that they found the committee information pages easy to navigate (78.6% of 16-34 year olds compared with 66.7% of 35-54 year olds, 72.3% of 55-64 year olds, and 67.9% of those aged 65+).

Those panellists who had answered “No” to question 6 (which asked those who had accessed committee information on the council website whether they found the pages easy to navigate) were asked to indicate why they didn’t find the pages easy to navigate. A summary of the responses is provided below. As can be seen in the table below, a majority of the respondents mentioned issues with the search function on the website, while another popular response was that it was difficult to find information if you weren’t exactly sure of the exact name or category of the committee, meeting, or issue.

Table 3: Why did you not find the committee information pages easy to navigate?

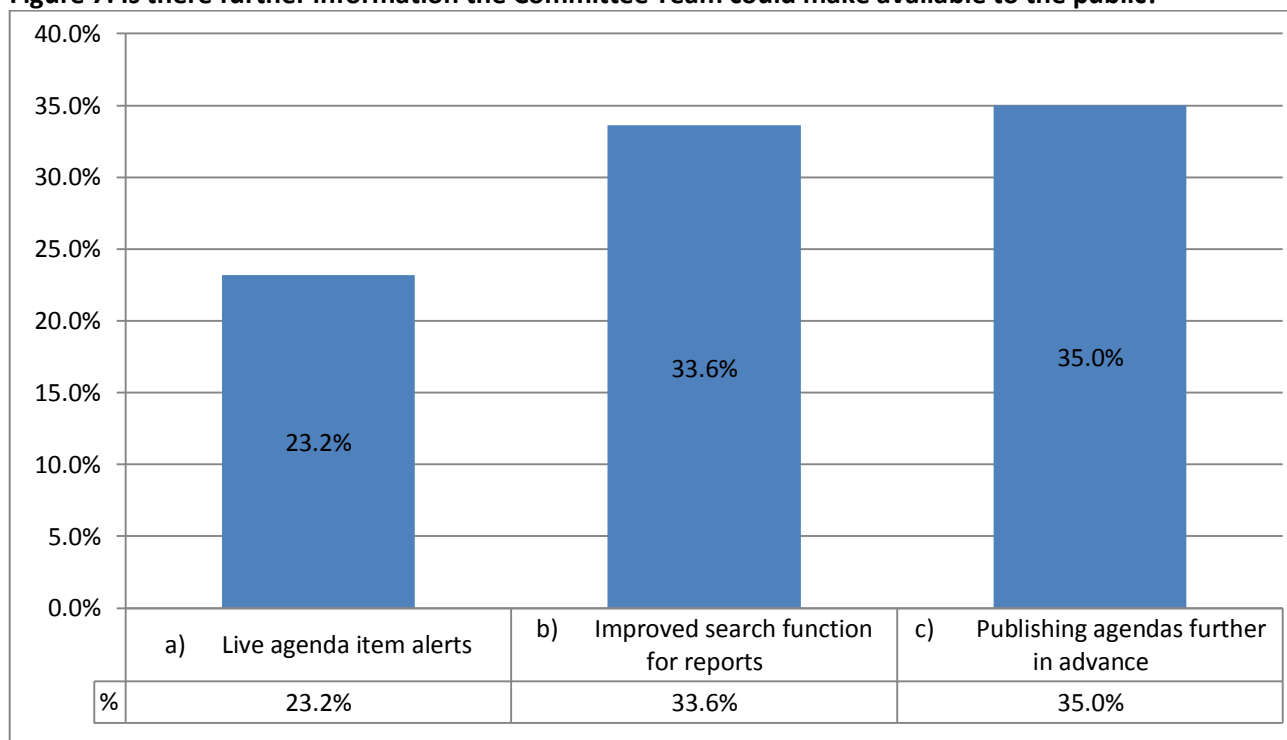
Search function not easy to use/returns too many results/returns outdated information	18
Difficult to find relevant information if you are not sure of the exact name or category	15
Links/categories/sections not obvious and/or difficult to navigate	7
Generally difficult to use	7
Too complex/confusing	6
Not user friendly	5
Difficulty with computers generally	3
Site crashed	2
Use of jargon	2
Put off by the user survey which appears when accessing the site	1
Difficult to access attachments etc.	1
Agendas too long so takes a long time to find relevant information	1

Base = 54

Panellists were then informed that it is currently possible to view agenda papers, draft and final minutes and decision sheets through Twitter and the Aberdeen City Council website. They were asked if there was any further information the Committee Team could make available to the public. Panellists were invited to tick all that applied from the following options:

- a) Live agenda item alerts on the council website, so that the public can track the progress of the meeting
- b) Improved search function for committee reports
- c) Publishing agendas further in advance of the meeting
- d) Other (please specify)

As can be seen in the chart below, the most popular option was publishing agendas further in advance (223; 35.0%), closely followed by improved search function (214; 33.6%), then live agenda alerts (148; 23.2%).

Figure 7: Is there further information the Committee Team could make available to the public?

Base = 637

A summary of the responses given for d) Other is given in the table below. As can be seen in the table, a large number of respondents mentioned the need for information to be made available elsewhere for those who do not have computers or access to the internet.

Table 4: Other information the Committee Team could make available to the public

More information available through other outlets for those not online	35
More video clips/webcasts and social media engagement	5
Facility for public to sign up to email or text alerts and register interest in meetings	4
More information in plain English	4
Response not applicable to the question	4
A more coherent webpage with all attachments etc. in one place	3
Don't know	3
Regularly updated calendar of dates of publication of minutes and reports	2
More background information	1
Satisfied with current provision	1

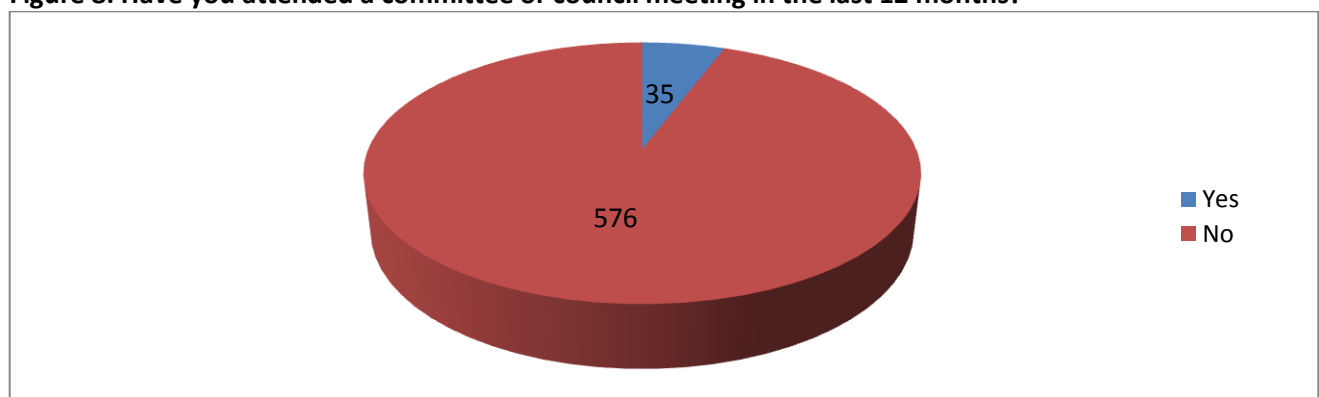
Base = 61

The gender breakdown revealed little difference in the responses however, disaggregation by Neighbourhood reveals a few minor differences. Panellists in Southern areas were less likely to select the live agenda item alerts on the council website option (19.7%) than those in Northern (24.9%) and Central (26.5%) areas. Panellists in Northern areas of Aberdeen were less likely to select the improved search function for committee reports option (29.7%) than those in Central (36.3%) and Southern (34.4%) areas.

Analysis by Age Group also reveals some differences. Respondents in the older two Age Groups were less likely to choose live agenda item alerts on the council website than the younger two Age Groups (24.8% of 55-64 year olds and 15.4% of those aged 65+ chose this option compared with 27.5% of 16-34 year olds and 30.0% of 35-54 year olds). Those in the oldest two Age groups were also less likely to choose improved search function for committee reports than the younger two Age Groups (33.6% of 55-64 year olds and 28.6% of those aged 65+ compared with 40.0% of 26-34 year olds and 37.8% of 35-54 year olds).

The next question in this section asked: Have you attended a committee or council meeting in the last 12 months? A large majority indicated that they have not (576; 94.3%), while only 5.7% (35) indicated that they have.

Figure 8: Have you attended a committee or council meeting in the last 12 months?



Base = 611

Analysing this question by gender shows that the male respondents were more likely than female respondents to indicate that they have attended a committee or council meeting (7.1% male; 4.5% female). Additionally, a larger proportion of respondents living in the Central areas of Aberdeen have attended a meeting (7.6%) compared with the proportion of those living in Northern areas (5.6%) and those in Southern areas (4.3%). Disaggregation by Age Group revealed largely consistent results, with those respondents in the youngest Age Group slightly more likely to have attended a committee or council meeting recently (7.7% 16-34; 5.2% 35-54; 5.6% 55-64; 6.0% 65+).

A follow up question asked those who had not attended a committee or council meeting in the last 12 months what might encourage them to attend in the future. A summary of the responses is given in the table below. Interestingly, two respondents mentioned that an 'open day' of sorts would be appreciated, with scope for showing the public where the meetings take place, giving information on how to get involved, and where to go for more information or to keep up-to-date. This response was echoed by several other respondents who did not know they could attend meetings and wished to have better information on how to attend and participate.

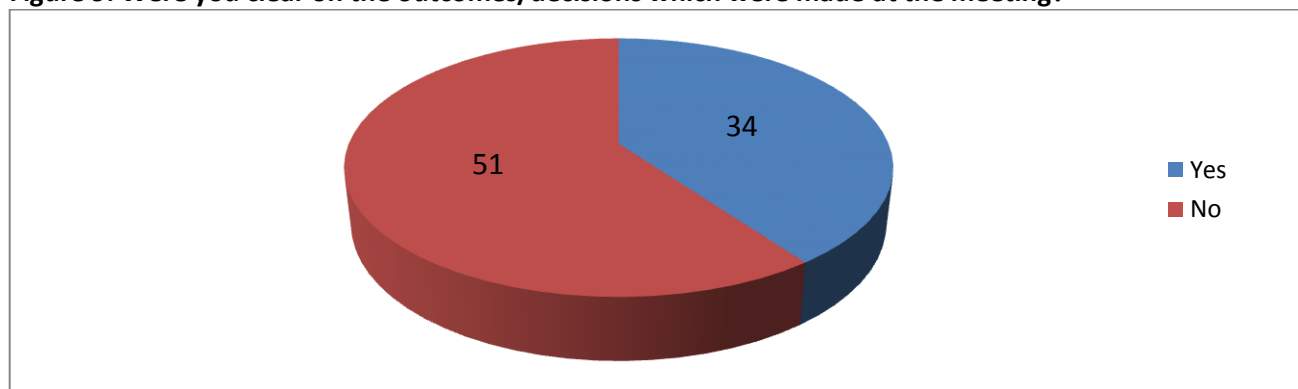
Table 5: What might encourage you to attend a committee or council meeting in the future?

A pertinent local issue or one of personal interest	65
Convenient times (outside working hours) and/or locations	58
Getting advance notice of the meeting	46
Don't know/not sure/no interest/nothing	42
Evidence that public opinion is important and can influence the decision	40
Better/clearer information on the meetings and how to attend	36
Knowing about upcoming meetings	34
Better publicity about the meetings through various channels	30
Better trust in councillors and/ or council and cessation of party political agendas	29
Finding the time	26
Invitation to the meeting and/or knowing that the public can attend	19
Better car parking facilities/public transport	13
Better accessibility to relevant documentation in a range of ways	10
Attendance allowance/support from employers/other incentives	9
Not applicable	7
Better provision for those who cannot attend in person (web cast etc.) to get involved	6
Being allowed to question councillors/register agreement or disagreement	5
I can't attend due to ill health	4
Provision for those visually/hearing impaired	3
Efficient meetings kept to strict timings	3

Base = 374

A further follow-up question was directed towards those who had attended a meeting. The question asked if the panellist was clear on the outcomes/decisions which were made. A majority of the respondents said they were not (51; 60.0%), while 40.0% (34) said they were.

Figure 9: Were you clear on the outcomes/decisions which were made at the meeting?



Base = 85

Female respondents were much more likely than male respondents to indicate that they were clear on the outcomes/decisions made at meetings (51.4% female; 32.0% male). Additionally, those panellists living in Northern areas of Aberdeen were much more likely to indicate that they were clear on the outcomes/decisions (60.9%) compared with Central areas (33.3%) and Southern areas (31.0%). Disaggregation by Age Group reveals fairly consistent results, with a slightly smaller proportion of respondents in the 55-64 year Age Group indicating that they were clear on the outcomes (33.3%) compared with 16-34 year olds (40.0%), 35-54 year olds (40.9%) and those aged 65+ (42.5%).

Those panellists who had not been clear on the outcomes/decisions which were made at a meeting they attended (those who had answered “No” to the previous question) were then asked if there was anything that could be done at the meeting to make this clearer for the public. A summary of the responses is provided in the table below.

Unfortunately a majority of the responses did not address the question and very few respondents answered at all.

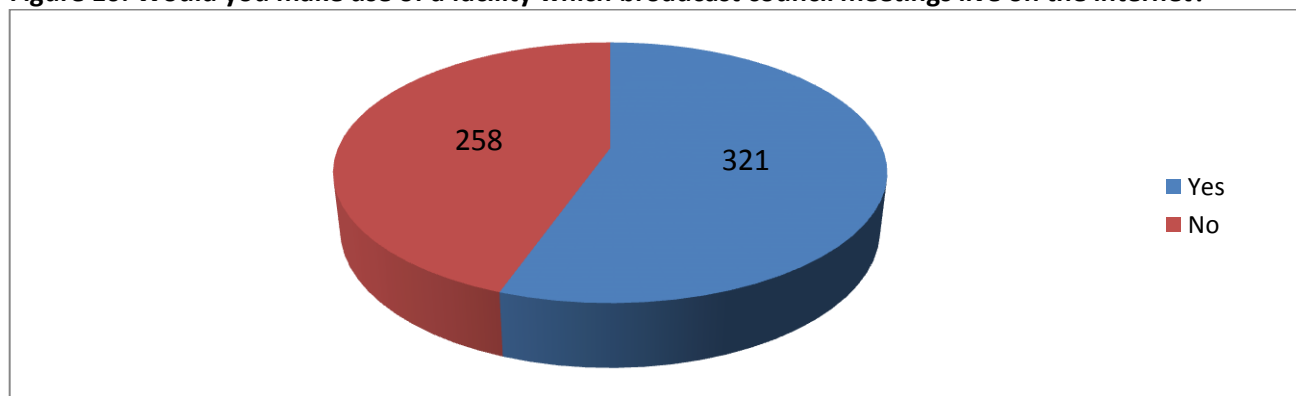
Table 6: Is there anything we could do at the meeting to make outcomes/decisions clearer?

Response not applicable to the question	6
Facility to supply contact address for updates on decision and subsequent activity (i.e. appeals)	3
Don't know	3
Final summary by convenor/chair	3
Communicate decision more clearly through a variety of avenues	3
Detailed presentation of amendments and recommendations on screen at the meeting	2
More information given in advance	2
Ensuring all present can hear speakers adequately	2
Current system is adequate	1

Base = 22

Next, the panellists were asked to consider the following question: The council is looking to broadcast council meetings live on the internet – would you use this facility? As can be seen in the chart below, a majority said that they would use this facility (321; 55.4%), while 44.6% would not (258).

Figure 10: Would you make use of a facility which broadcast council meetings live on the internet?

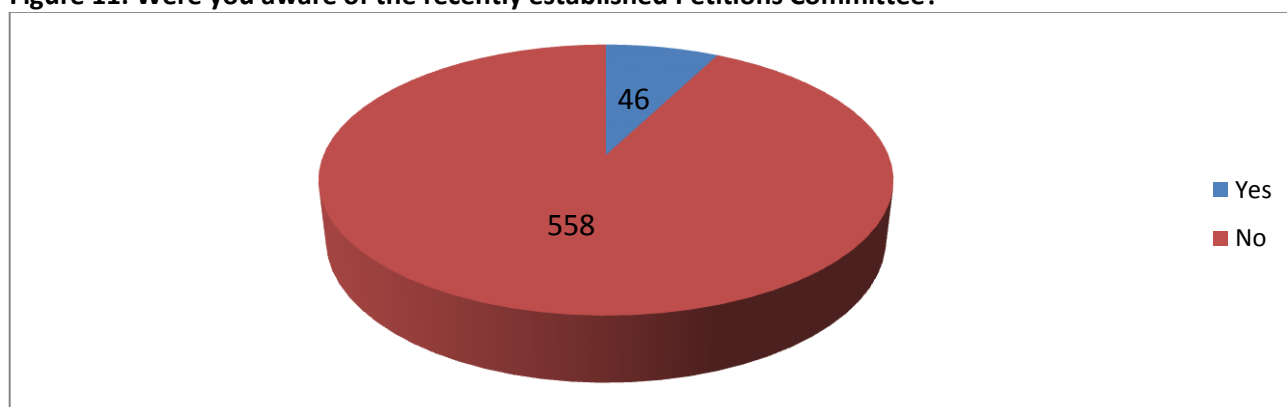


Base = 579

A slightly greater proportion of male respondents than female respondents indicated that they would use the facility (58.6% male; 52.3% female). There were small differences between the responses from panellists living in the North, Central and South areas of Aberdeen, with respondents living in Central areas more likely to indicate that they would use the facility (57.4% Central compared with 55.0% Northern, and 54.0% Southern). There were also differences in the proportions when considering the Age Group of respondents. For example, those in the youngest Age Group were much more likely to indicate that they would consider using this facility (74.4% 16-34; 59.8% 35-54; 56.4% 55-64; 46.5% 65+).

The following question in this section of the questionnaire asked panellists if they were aware that there was a recently established Petitions Committee which enables the public to ask the Council to look at particular issues (with only 250 signatures required to validate the request). As can be seen in the chart below, a very large majority of the respondents indicated that they were not aware (558; 92.4%) while only 7.6% (46) were aware.

Figure 11: Were you aware of the recently established Petitions Committee?

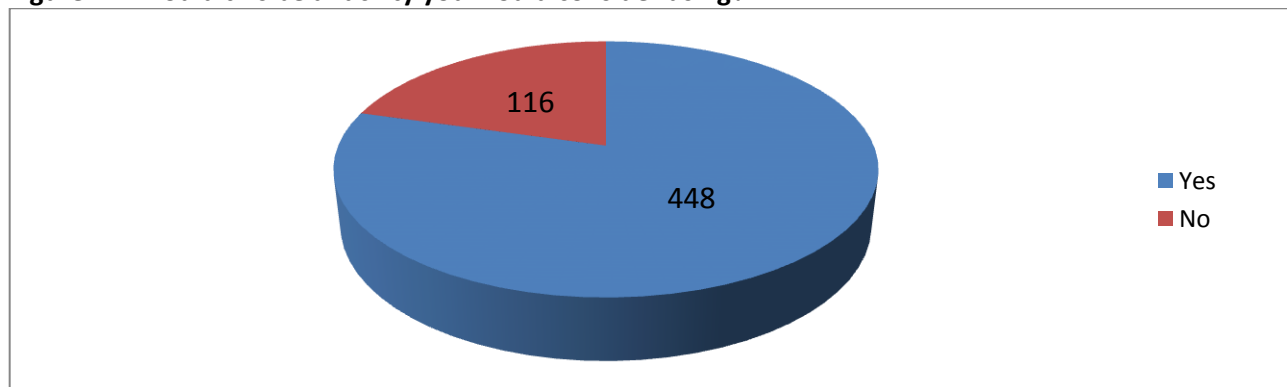


Base = 604

The Gender breakdown for this question revealed generally consistent results. However, analysis by Neighbourhood indicates that those respondents living in Central areas of Aberdeen were more likely to be aware of the Petitions Committee (9.8% Central; 6.2% North; 6.5% South). Disaggregation by Age Group also reveals some differences, with those aged 65+ much more likely to be aware of the recently established committee (11.4% 65+; 5.1% 16-34; 5.3% 35-54; 5.6% 55-64).

Panellists were then asked if this (the Petitions Committee) would be a facility they would consider using. As can be seen in the pie chart below, a large majority of the panellists indicated that they would consider using this facility (448; 79.4%) while 20.6% (116) would not.

Figure 12: Would this be a facility you would consider using?



Base = 564

The Gender breakdown for this question revealed generally consistent results. However, the results by Neighbourhood reveal that panellists living in Central areas of Aberdeen are more likely to indicate that they would consider using the facility (86.0% Central; 77.8% Northern; 75.1% Southern). Disaggregation by Age Group revealed that younger respondents were more likely to indicate that they would consider using the facility than older respondents (84.6% 16-34; 85.5% 35-54; 79.5% 55-64; 72.6% 65+).

The final question in this section asked those who had answered “No” to the previous question, to give a reason why they wouldn’t use the facility. A summary of the responses is given below. As can be seen in the table, the majority of respondents who answered this question felt that there would be little point in getting together a petition as they felt that views would not be heard and that this would not affect change. Additionally, respondents felt that while it would be a useful facility, it was almost impossible to get the required 250 signatures.

Table 7: Why would you not use this facility?

Lack of trust that views would be heard and would influence decision due to previous experience	28
Too difficult to get 250 signatures	12
Lack of interest	10
Do not have access to internet or the skills required to use internet	10
Lack of time	8
No need to use this facility/nothing to petition for	6
There are better ways to get views heard	4
N/A	2
Could not use this function due to disability/impairments	2
There is already too much focus and time spent on committee meetings	2
Not sure what facility is for	1

Base = 77

SERVICE RESPONSE

We were pleased to see that there was a high level of interest in the democratic process, and it was gratifying to see such a high number of the 16-34 age group were keen to be engaged in democracy, as well as those respondents aged 65 and above. We were particularly interested that 80% of respondents did not feel that it was easy to find out about decisions taken by Councillors at Committee meetings, as the result backs up comments we have previously received from members of the public who have attended Committee meetings, or who have contacted us after a meeting in relation to a particular item. This will help to inform our thinking about how we can widen access to democracy. The team has already been considering whether there are any visual aids which can be employed at meetings which would assist in communicating information to those in attendance (for example, clearly displaying the outcome of a vote where there may have been more than one amendment to what was being proposed). The team also makes use of Twitter to publicise when Committee decision sheets have been published to our website (this is done within four days of the meeting being held), and based on the results of the questionnaire, we may need to look into how we can promote and publicise these decisions more widely to members of the public.

We were also pleased that a majority of the respondents make use of the information we publish to the Council website, and that in the main, people find the pages easy to navigate. We had similar concerns that the search facility online was not particularly user-friendly, and will share the results of the questionnaire with colleagues in IT to ascertain whether this can be improved. It was also interesting to see that people make use of the Central Library to access information on Committee meetings and Councillors. We recently held information sessions at the Central Library to try to promote involvement in the democratic process and we will be holding further public sessions in future, perhaps in a different location.

We note that the majority of respondents suggested making more use of the Council website in order to increase access to committee meetings and decisions. We recently undertook an overhaul of our webpages to make them more user-friendly, and will speak to IT colleagues to see if we can make better use of the Council website. It was very interesting to note that a high percentage of those questioned would be interested in an app – this is something we would be keen to take forward if possible. We will also have further discussions about how to promote involvement in democracy to those who are not able to use the online information.

The responses to the questions on the Petitions Committee are extremely helpful. The Petitions Committee was set up to enable the public to get involved with the Council and at the moment, the take-up has been very low. We were concerned that the public were perhaps not aware of the petitions facility, and the results of the questionnaire support this. We also note the comment that it is difficult for people to obtain the necessary 250 signatures to proceed with a petition, and the fact that not everyone is able to use the epetition facility. The Committee will also accept paper petitions, but perhaps we need to make this clearer to the public. Officers were asked to review the Petitions Committee after a year, and we will be able to use the findings from the City Voice questionnaires to inform that report. We will also have further discussions within the team about how we can promote the Petitions Committee. As part of our discussion on the results of the City Voice, we have agreed to update the Petitions webpage with a 'You Said...We Did' section so that the public can see what has happened with previous petitions in terms of action by the Council.

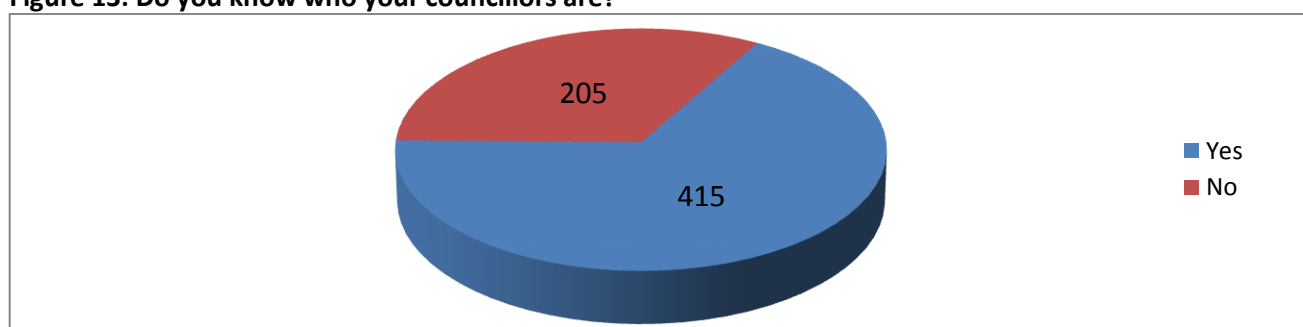
Martin Allan, Committee Services Manager, Aberdeen City Council

MEMBERS SUPPORT

Members' Support is a small team whose primary role is to provide a non-political, comprehensive support service to the councillors to assist them in carrying out their duties. The support they provide falls within categories such as administration, secretarial work and research. They are responsible for preparing rotas to ensure that councillors attend statutory duties such as signing duty and opening of tenders. Further to this they are responsible for ensuring councillors are informed and have access to the guidelines surrounding the wide variety of council, councillor and statutory duties.

The first question in this section asks: Do you know who your councillors are? As can be seen in the pie chart below, the majority of respondents do know who their councillors are (415; 66.9%), while 33.1% (205) do not.

Figure 13: Do you know who your councillors are?

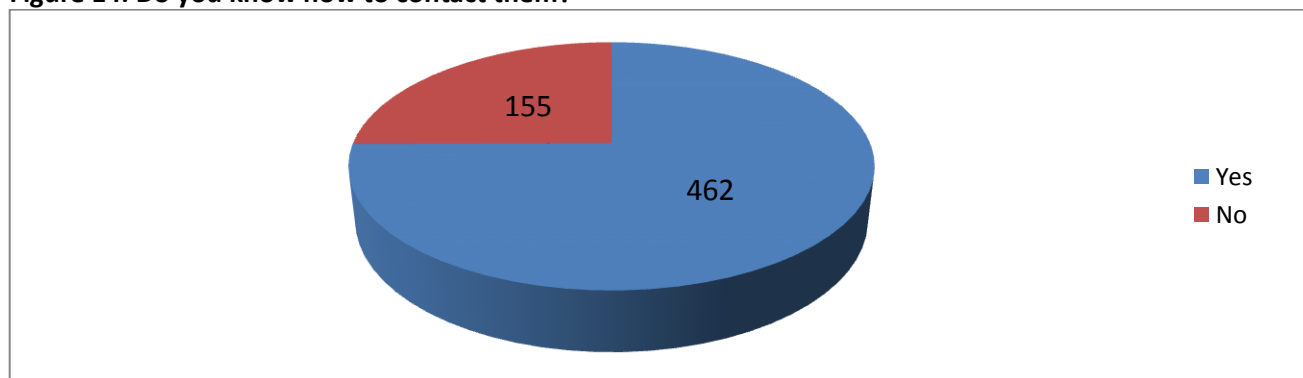


Base = 620

Disaggregation by Gender revealed generally consistent results. However, results by Neighbourhood showed some differences, namely, that respondents in the Southern areas were more likely to indicate that they do know who their councillors are (73.3% Southern; 63.0% Northern; 63.0% Central). Analysis by Age Group provides some interesting figures once again. A greater proportion of respondents in the oldest two Age Groups indicated that they do know who their councillors are (69.0% 55-64 year olds and 73.2% of those aged 65+ compared with 52.5% of 16-34 year olds and 61.5 % of those aged 35-64).

The next question in this section asked panellists if they know how to contact their councillors. The majority indicated that they do know how to contact their councillors (462; 74.9%), while 25.1% (155) do not.

Figure 14: Do you know how to contact them?

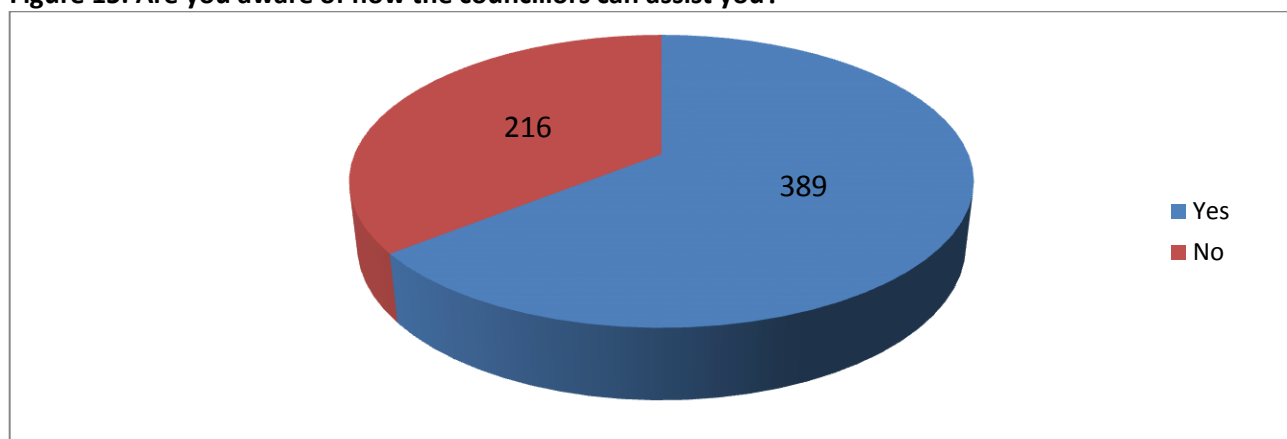


Base = 617

A slightly larger proportion of male respondents indicated that they do know how to contact their councillors (76.3%) than female respondents (73.7%). Meanwhile, respondents living in the South were most likely to indicate that they do know how to contact their councillors (80.6%) followed by respondents living in Central areas (73.6%) then those living in the South of Aberdeen (68.9%). Disaggregation by Age Group revealed broadly similar results, with those aged 35-54 slightly more likely to indicate that they do know how to contact their councillors (78.4% 35-54 year olds compared with 72.5% 16-34 year olds, 73.8% 55-64 year olds, and 72.2% of those aged 65+).

Next, panellists were asked to indicate if they were aware of how the councillors could assist them. Of those who responded, the majority of respondents are aware of how councillors can assist them (389; 64.3%), while 35.7% (216) are not aware.

Figure 15: Are you aware of how the councillors can assist you?



Base = 605

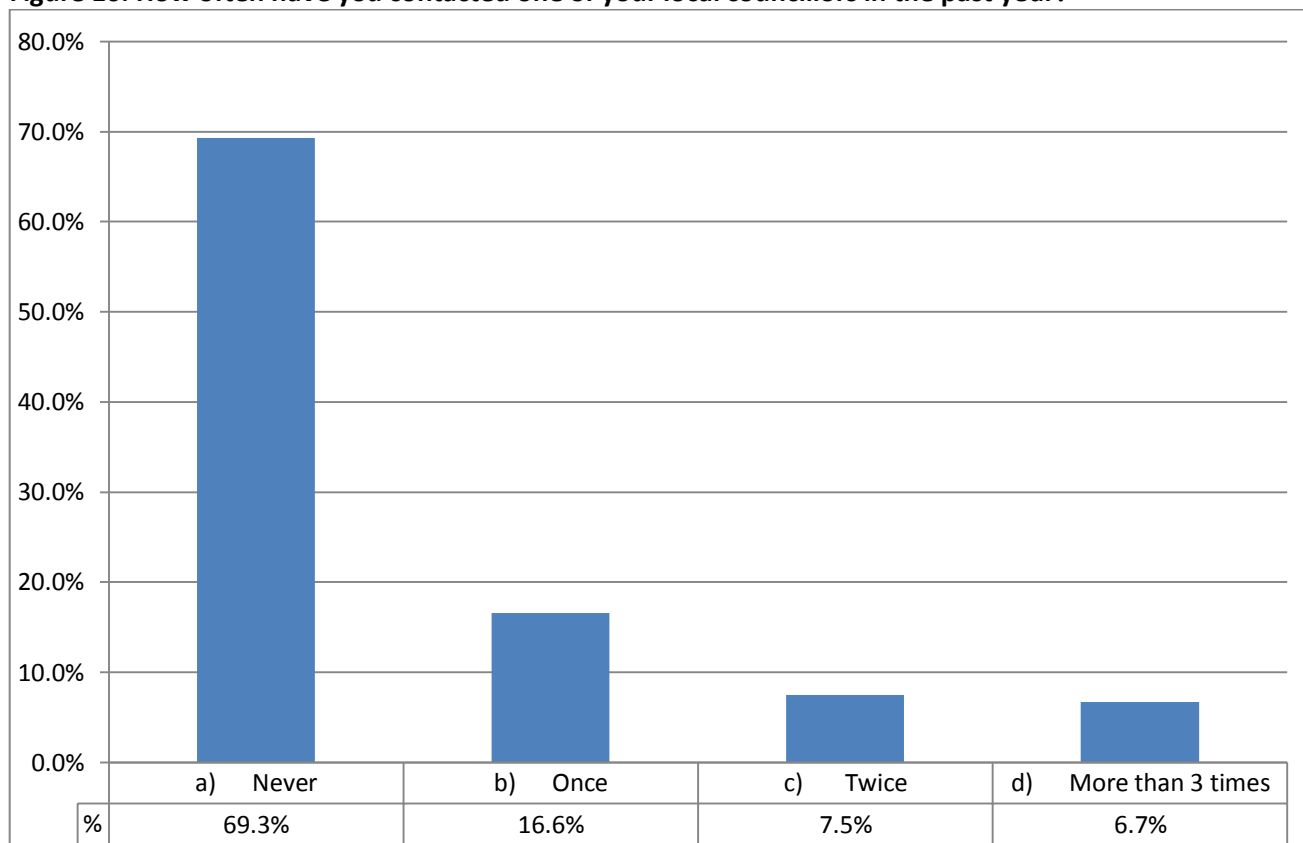
When analysed by Gender, the male respondents were slightly more likely than female respondents to be aware of the potential assistance of councillors (65.4% male; 63.3% female). Analysing the responses by Neighbourhood shows a greater proportion of those in the South were aware of how councillors could assist them (70.7% South; 59.4% North; 61.0% Central). A greater proportion of those in the oldest two Age Groups indicated that they were aware of how councillors could assist them (68.1% 55-64; 67.9% 65+; 62.5% 16-34; 58.1% 35-54).

Panellists were then asked to indicate how often they had contacted one of their local councillors in the past year. The options given were:

- a) Never
- b) Once
- c) Twice
- d) More than 3 times

As can be seen in the bar chart below, the most popular option was never (427; 69.3%), followed by once (102; 16.6%); then twice (46; 7.5%), lastly more than 3 times (41; 6.7%).

Figure 16: How often have you contacted one of your local councillors in the past year?



Base = 616

Analysis by Gender reveals that male panellists were more likely to have contacted their councillors more than three times in the past year (8.8% male; 4.1% female). Additionally, panellists living in Northern neighbourhoods were also more likely to have contacted their councillors more than three times (8.9% North; 6.6% Central; 4.3% South).

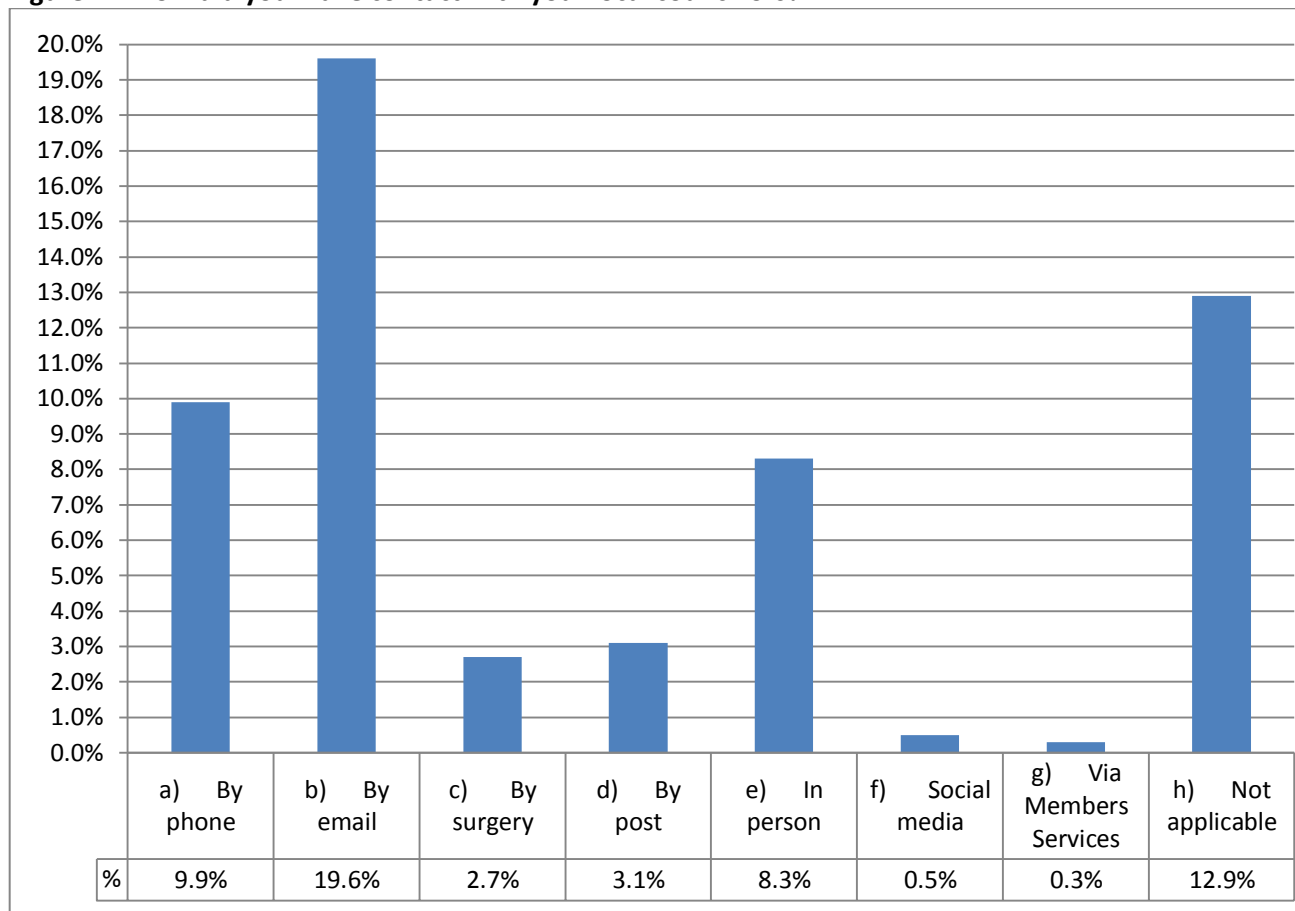
There were some differences in the responses to this question from different Age Groups. For example, those in the youngest Age Group were more likely to have never contacted their councillors (82.5% 16-34; 73.1% 35-54; 71.5% 55-64; 62.4% 65+). The oldest two Age Groups were more likely to have contacted their councillors more than three times in the last year (8.3% 55-64; 7.2% 65+; 2.5% 16-34; 4.8% 35-54).

A follow-up question asked: How did you make contact with them? Panellists were invited to tick all that applied of the following options:

- a) By phone
- b) By email
- c) By surgery
- d) By post
- e) In person
- f) Social media
- g) Via Members Services
- h) Not applicable
- i) Other (please specify)

As can be seen in the bar chart below, the most popular option was by email (125; 19.6%), followed by: not applicable (82; 12.9%); by phone (63; 9.9%); in person (53; 8.3%); by post (20; 3.1%); by surgery (17; 2.7%); social media (3; 0.5%); and via Members' Services (2; 0.3%).

Figure 17: How did you make contact with your local councillors?



Base = 637

Panellists were also given a final option – “i) Other (Please specify)”. The comments panellists submitted for part i) are summarised in the table below.

Table 8: Other ways people made contact with local councillors

Through Community Council	4
Response not applicable to the question	4
Knowing them personally	2
Through work	2
Parent council meeting	1
Residents Association meeting	1

Base = 14

Most of the options received broadly similar attention from both male and female panellists. Next, we will consider the Neighbourhood of the panellists. Respondents from Southern areas of Aberdeen were less likely to indicate that they would contact councillors by phone (6.6% South; 11.4% North; 12.3% Central) and were more likely to indicate that they would make contact by post (4.5% South; 1.1% North; 2.9% Central). Both Central respondents and Southern respondents were more likely than Northern respondents to make contact in person (9.8% Central; 8.6% South; 5.9% North).

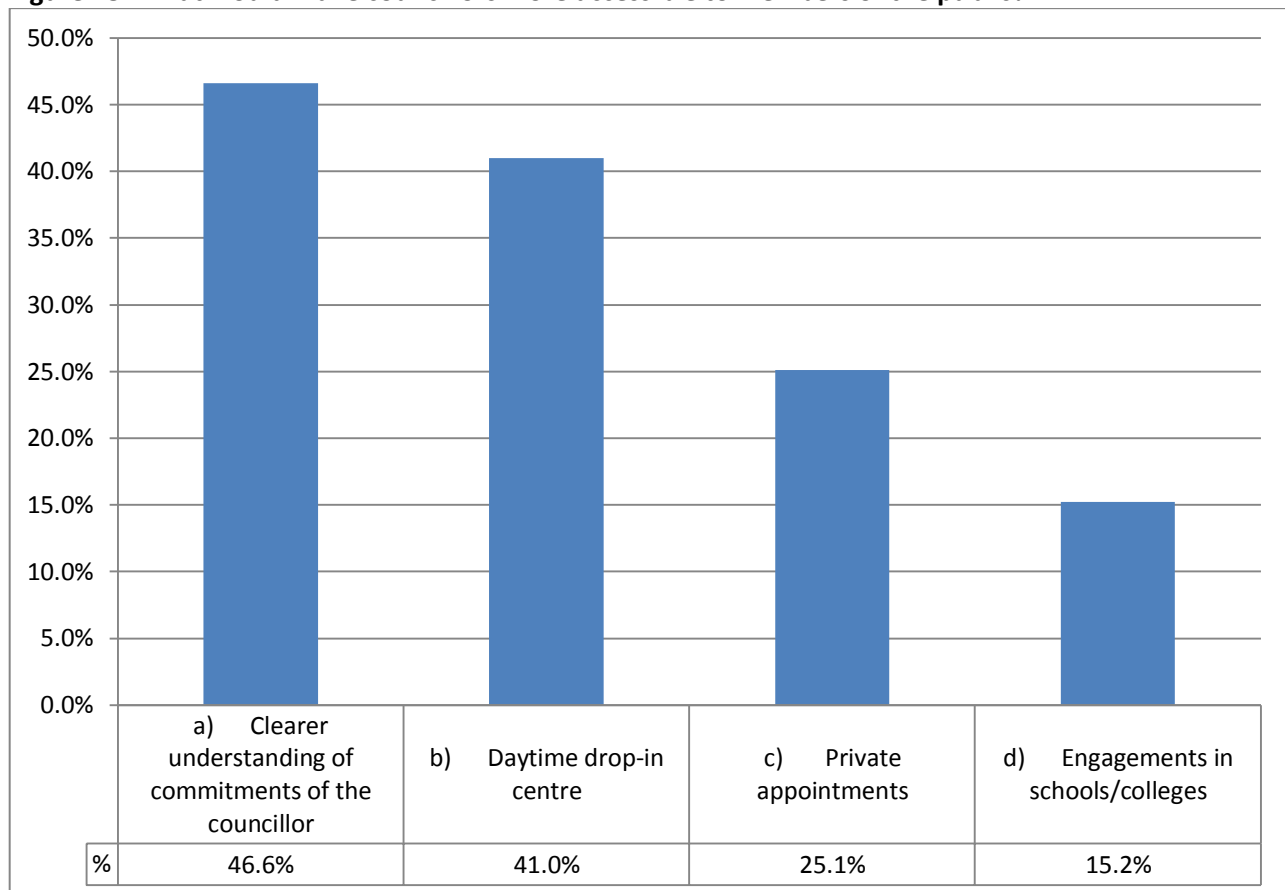
There was also disparity in the results when analysing by Age Group. Those aged 65+ were more likely than those in other Age Groups to indicate that they made had contact by phone (16.3% 65+; 0.0% 16-34; 6.0% 35-54; 8.1% 55-64); by surgery (5.3% 65+; 0.0% 16-34; 1.8% 35-54; 0.7% 55-64); by post (4.4% 65+; 0.0% 16-34; 1.8% 35-54; 3.4% 55-64); or in person (11.0% 65+; 5.0% 16-34; 6.9% 35-54; 6.7% 55-64).

Panellists were next asked to consider what would make councillors more accessible to members of the public. Respondents were invited to tick all applicable options in the following list:

- a) Clearer understanding of commitments of the councillor
- b) Daytime drop-in centre
- c) Private appointments
- d) Engagements in schools/colleges
- e) Other (please specify)

As can be seen in the bar chart below, the majority of the panellists indicated that clearer understanding of the commitments of the councillor would make them more accessible (297; 46.6%), followed by: daytime drop-in centre (261; 41.0%); private appointments (160; 25.1%); and engagement in schools and colleges (97; 15.2%).

Figure 18: What would make councillors more accessible to members of the public?



Base = 637

Responses given in the “other” section are summarised below. A majority of respondents favoured being visited in their home or flyers delivered to their home or alternatively having a meeting or drop-in session in their neighbourhood.

Table 9: Other suggestions to make councillors more accessible to members of the public

Door-to-door visits/flyers and/or drop-in meetings in each relevant locale	16
Access by email/through forms on website	9
Councillors are accessible enough now	8
Better information about who the councillors are and how to get in touch and their availability	7
Better use of social media/online presence	7
Better use of other media/advertising	6
Better engagement with electorate	5
Drop-in sessions in evening	5
Responding to/answering queries	5
Better information about which public/community meetings they will attend	4
Don't know/ not sure	3
More regular access/surgeries	3
Provision for those who are housebound to meet with councillors	2
Ensure local magazine for each area	1
Regular planned meeting with electorate	1
Listing in phone directory	1

Base = 70

Disaggregation by Gender revealed that female respondents were more likely to indicate that daytime drop-in sessions would make councillors more accessible (45.5% female; 35.9% male). When analysing the results by Neighbourhood, a few subtle differences can be observed. For example, panellists living in Central areas were more likely to favour the clearer understanding of the commitments of the councillor option (51.0% Central; 46.5% North; 43.0% South); and the daytime drop-in centre option (43.1% Central; 41.1% North; 38.9% South).

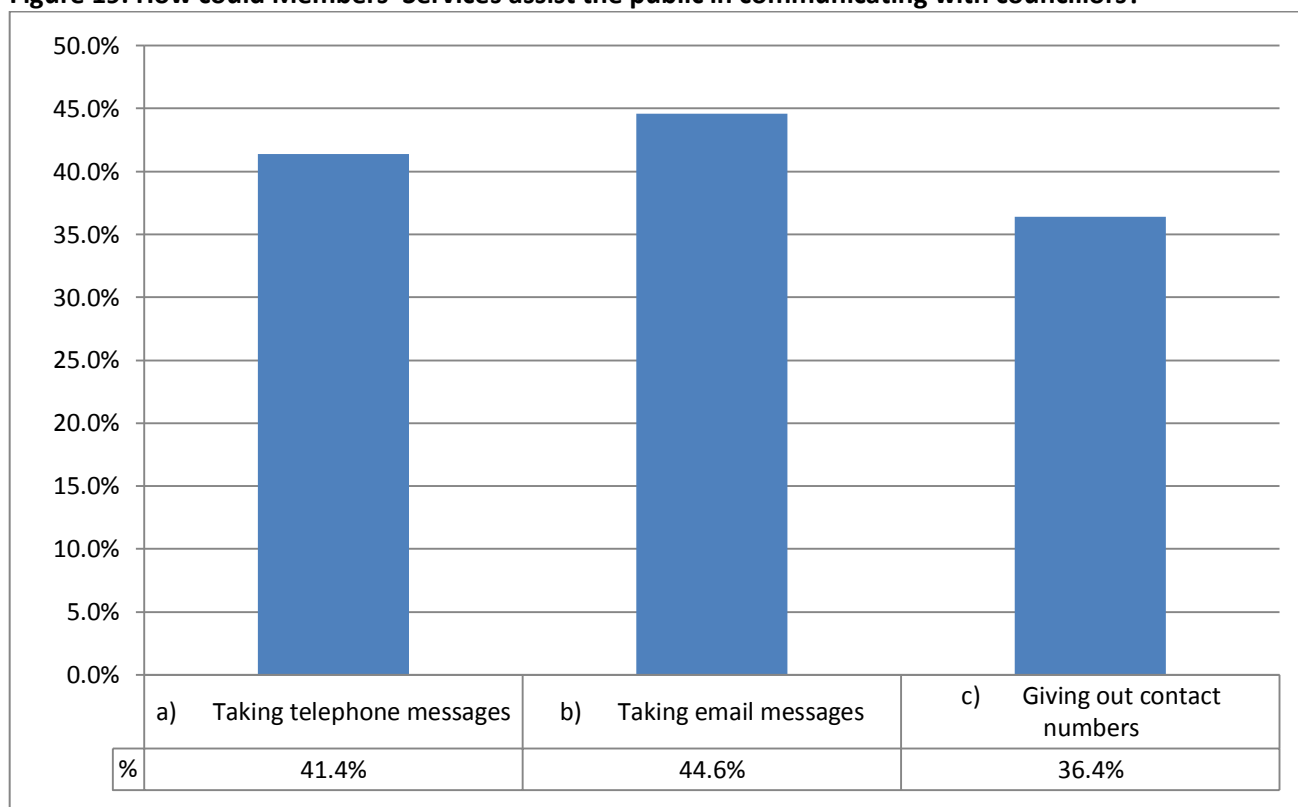
The breakdown by Age Group also reveals some interesting figures. Those in the oldest Age Group were much more likely to favour the daytime drop-in centre (52.0% 65+; 37.5% 16-34; 32.7% 35-54; 36.9% 55-64). Meanwhile, those in the youngest Age Group were more likely to favour engagement in schools/colleges (25.0% 16-34; 16.6% 35-54; 12.1% 55-64; 14.1% 65+).

The next question in this section asked panellists how the Members' Services team could assist members of the public in communicating with councillors. Panellists were invited to tick all that applied from the following options:

- a) Taking telephone messages
- b) Taking email messages
- c) Giving out contact numbers
- d) Other (please specify)

The most popular option was taking email messages (284; 44.6%), followed by taking telephone messages (264; 41.4%) and giving out contact numbers (232; 36.4%).

Figure 19: How could Members' Services assist the public in communicating with councillors?



Base = 637

Female respondents were much more likely than male respondents to select the taking telephone messages option (46.1% female; 35.9% male). They were also slightly more likely to select giving out contact numbers (38.9% female; 33.6% male). When looking at the data by Neighbourhood, respondents in Central areas were much more likely to choose taking telephone messages (48.0% Central; 38.9% North; 37.3% South). Results by Age Group revealed that those in the youngest Age Group were more likely to choose the taking email messages option (60.0% 16-34; 47.9% 35-54; 54.4% 55-64; 32.6% 65+).

A summary of the comments provided by panellists for the "Other" option is provided below.

Table 10: Other ways Members' Services could assist the public in communicating with councillors

Better advertising/publicity about what Members' Services can do and how to contact them	10
Tracking queries/actions and follow-up	8
Arranging meetings with councillors and public/support to arrange meetings	6
Providing information to residents in each ward about issues and councillor accessibility	4
Response not applicable to the question	4
By being aware of public needs and the issues in the city	2
Members' Services do all they can – it is up to the councillor to follow through	2
Don't know	2
Home visits for housebound	2
All of the above	2
Messages for councillors should go direct to councillor, not through intermediary	1
Ensure that queries are passed to councillors, not to staff	1

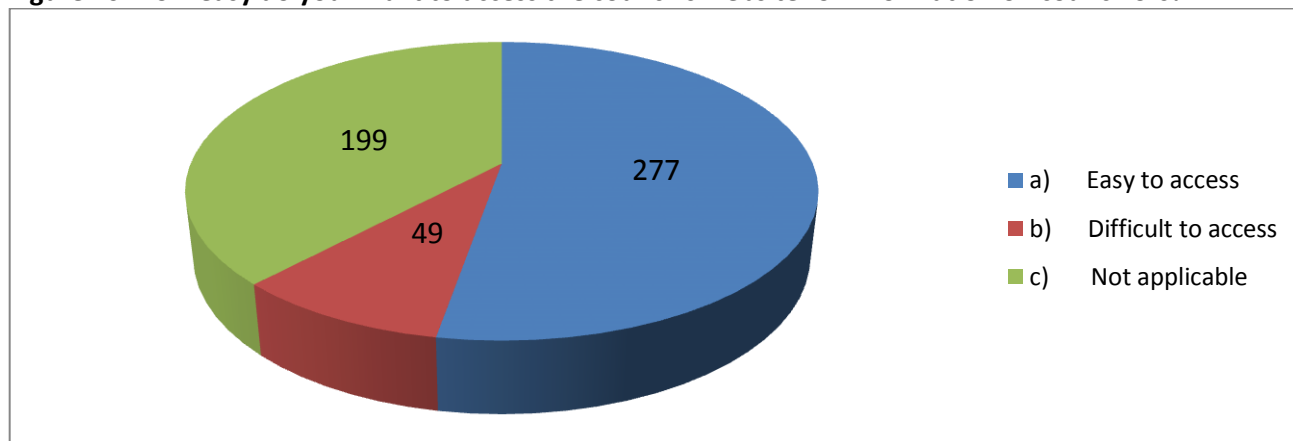
Base = 44

The panellists were then informed that the council’s website contains detailed information on councillors and were asked to rate the accessibility of this information. The options given were:

- a) Easy to access
- b) Difficult to access
- c) Not applicable

As can be seen in the pie chart below, the majority find the information easy to access (277; 52.8%), with the next most popular response being not applicable (199; 37.9%), and lastly difficult to access (49; 9.3%).

Figure 20: How easy do you find it to access the council’s website for information on councillors?



Base = 525

There was also a “comment” option given with a summary of those responses included in the table below. The large proportion of not applicable answers for this question is attributable to respondents commenting on earlier questions or giving general opinions about the council, rather than providing more information about how easy or difficult it is to access the information on councillors on the website.

Table 11: Comments on ease of access to the council’s website for information on councillors

Don't know/haven't looked	20
Difficult due to lack of access to internet/do not have skills to access internet	19
Answer not applicable to the question	16
Did not know the information was there	7
Could be easier to find/ more prominent on website	5
Got this information elsewhere so didn't need to access website	4
Difficult due to search inadequate function	4
Not particularly easy or difficult, just not user friendly	3
Difficult due to lack of knowledge about which councillor to contact	2
Reasonably easy	1
Difficult due to technical issues with the website	1

Base = 81

Disaggregation by Gender reveals that male respondents were more likely than female respondents to find the information easy to access (58.4% male; 47.8% female). The results by Neighbourhood also revealed some slight differences, with respondents in the Northern areas of Aberdeen more likely to indicate that they found the information difficult to access (11.0% North; 9.6% Central; 7.4% South). Lastly, the proportion

of respondents finding the information difficult to access increases as age rises (5.9% 16-34; 8.3% 35-54; 9.5% 55-64; 10.5% 65+).

The final question in this section asks: Are there any improvements or suggestions you have for the website that will help members of the public to access their local councillor? A summary of the responses is given below. Unfortunately, a large proportion of the responses were not suggestions for the website.

Table 12: Improvements or suggestions for the website that will help access to local councillors

Not applicable (or not a website suggestion)	27
None/ satisfied with current website	26
More detailed information on councillors/how they voted	7
Generally more user-friendly	5
Detailed ward information using postcodes/street names	4
Don't know	3
Improved search function	3
Improved sitemap and layout	3
Councillors blogs	1
Web form to send messages to councillors	1
Timeline for responses/action and recording of queries	1
Information on how to complain about a councillor	1
Better publicising of the website and its features	1
Improved live broadcasts/podcasts	1
Ask the public what they want/need from the website	1
Simpler language	1
Email update signup	1

Base = 87

SERVICE RESPONSE

We were encouraged that the majority of respondents knew who their Councillors were and also how to contact them. We think there is a task for Officers and Elected Members to increase these majorities along with the % of people who were aware of how the Councillors can assist citizens.

The general demographics indicated in the report show that the need to contact Elected Members is greater in the North and Central areas of the City and this statistic, along with other stats were interesting but may well reflect the wider demographics in the City. In terms of how citizens contact Members we were not surprised that via e-mail and by phone were high and we would like to progress the promotion of the service via social media to the extent that if the questionnaire was repeated in years to come the use of social media to contact Members would increase. We were encouraged by the responses on other ways to contact the Members and will progress these ideas through our Improvement Plan. It has started us thinking more creatively and we will explore other ways of contact. What we found concerning is that 82.5% of 16-34 year olds have never contacted their councillors. This may be addressed through greater involvement with schools and universities in the democratic process.

In terms of what would make councillors more accessible to members of the public what surprised us (based on the earlier stat that a majority understood how councillors can assist citizens) is that 46.6% suggested that a clearer understanding of the commitments of the councillors would help make them more accessible. We think that this is an area that needs to be explored further. It was encouraging to see that the main areas that Members' Support can help the public in communicating with the Councillors was evenly split as this is replicated in the day to day office activity.

As a Team we are very interested in exploring the other suggestions of how Members' Services could assist the public in communicating with the Members. We had concerns that the website search facility online was not particularly user-friendly, and will share the results of the questionnaire with colleagues in IT to ascertain whether this can be improved.

Overall the results have been very thought provoking and will spur us on to continue to improve the service. Many thanks to the panellists for their responses.

Stephanie Dunsmuir

Committee Service Officer

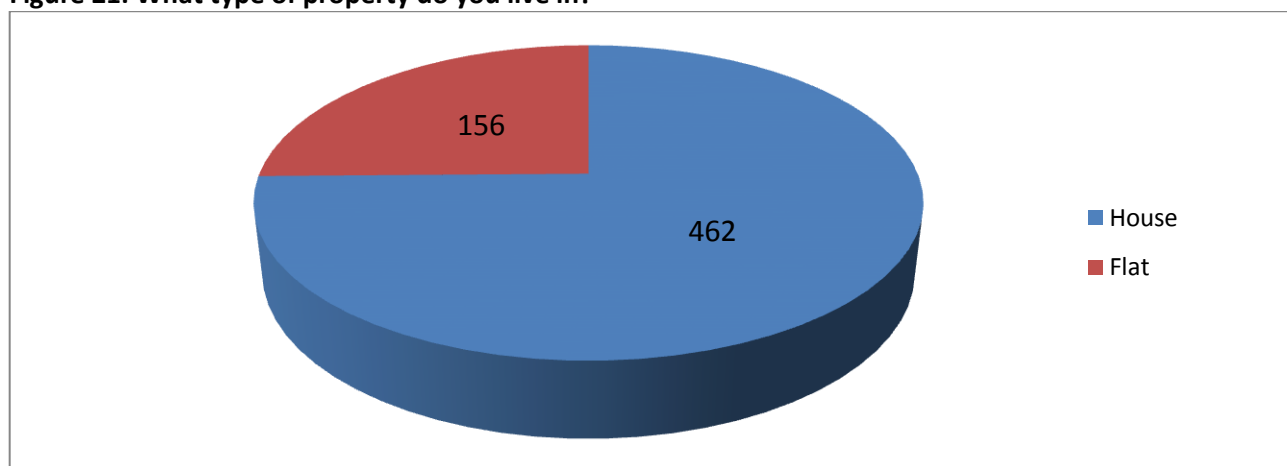
Aberdeen City Council

RECYCLING MOTIVATIONS

Over the last 10 years Waste Services have asked panellists about their opinion on a wide range of issues and have found the responses to be very helpful. This time they aimed to find out more about panellists motivations to recycle. The answers will Waste Services in directing their communication campaigns for the roll out of forthcoming services, pilots and community projects across the city.

Note that the questions for this section are not disaggregated by Gender, Age and Neighbourhood, but are instead analysed by housing type as requested by the project partners. The majority of respondents indicated that they live in a house (462; 72.5%) rather than a flat (156; 24.5%). Some respondents declined to answer this question (19; 3.0%).

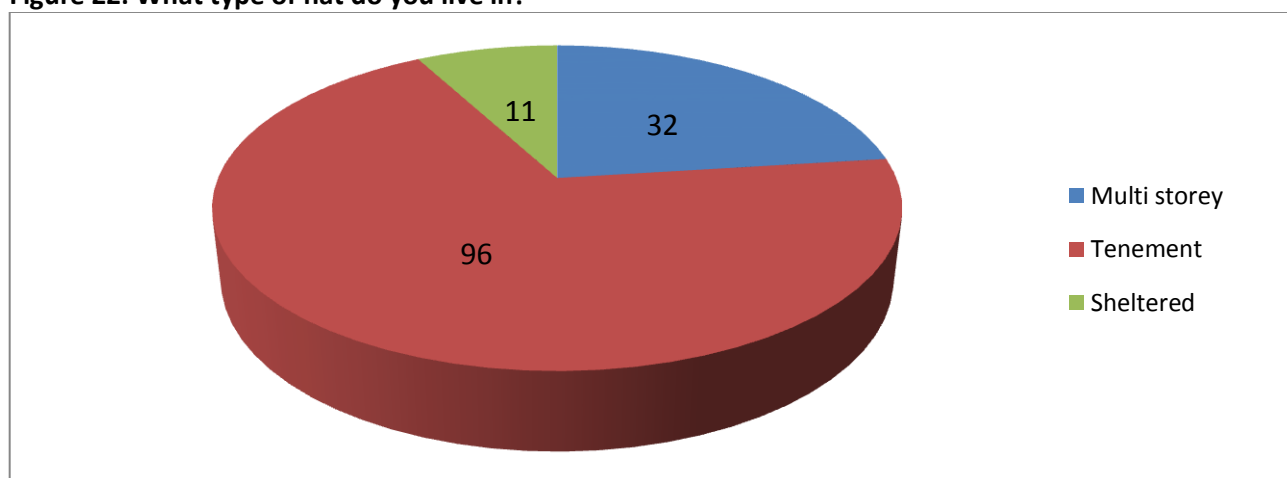
Figure 21: What type of property do you live in?



Base = 618

Of the 156 respondents who indicated that they live in a flat, the majority indicated that they live in a tenement (96; 61.5%), followed by those who selected multi storey (32; 20.5%), then sheltered (11; 7.1%). It should be noted that a number of respondents who had indicated that they live in a flat declined to answer the follow-up question about type of flat (17; 10.9%).

Figure 22: What type of flat do you live in?



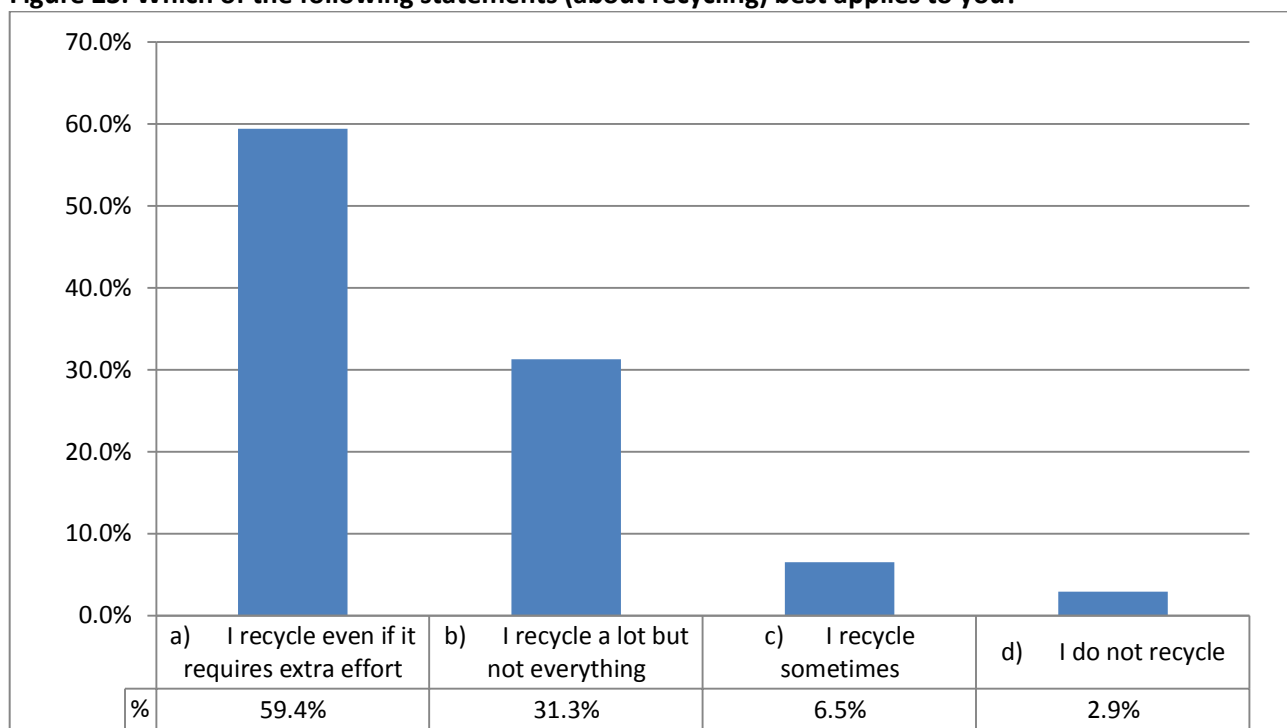
Base = 139

The first question in this section asks panellists to indicate which of the following statement best applies to them:

- a) I recycle even if it requires extra effort
- b) I recycle a lot but not everything
- c) I recycle sometimes
- d) I do not recycle

The majority indicated that they recycle even if it requires extra effort (368; 59.4%). The next most popular option was I recycle a lot but not everything (194; 31.3%), then I recycle sometimes (40; 6.5%), lastly I do not recycle (18; 2.9%).

Figure 23: Which of the following statements (about recycling) best applies to you?



Base = 620

Those respondents living in a house were more likely than those living in a flat to choose the option I recycle even if it requires extra effort (64.5% house; 44.5% flat); however, those living in a flat were more likely than those living in a flat to indicate that they recycle sometimes (15.5% flat; 3.5% house). Those respondents living in sheltered flats were most likely to indicate that they recycle even if it requires extra effort (54.5% sheltered; 39.4% multi storey; 42.1% tenement); but they were also more likely to indicate that they do not recycle at all (18,2% sheltered; 9.1% multi-storey; 8.4% tenement).

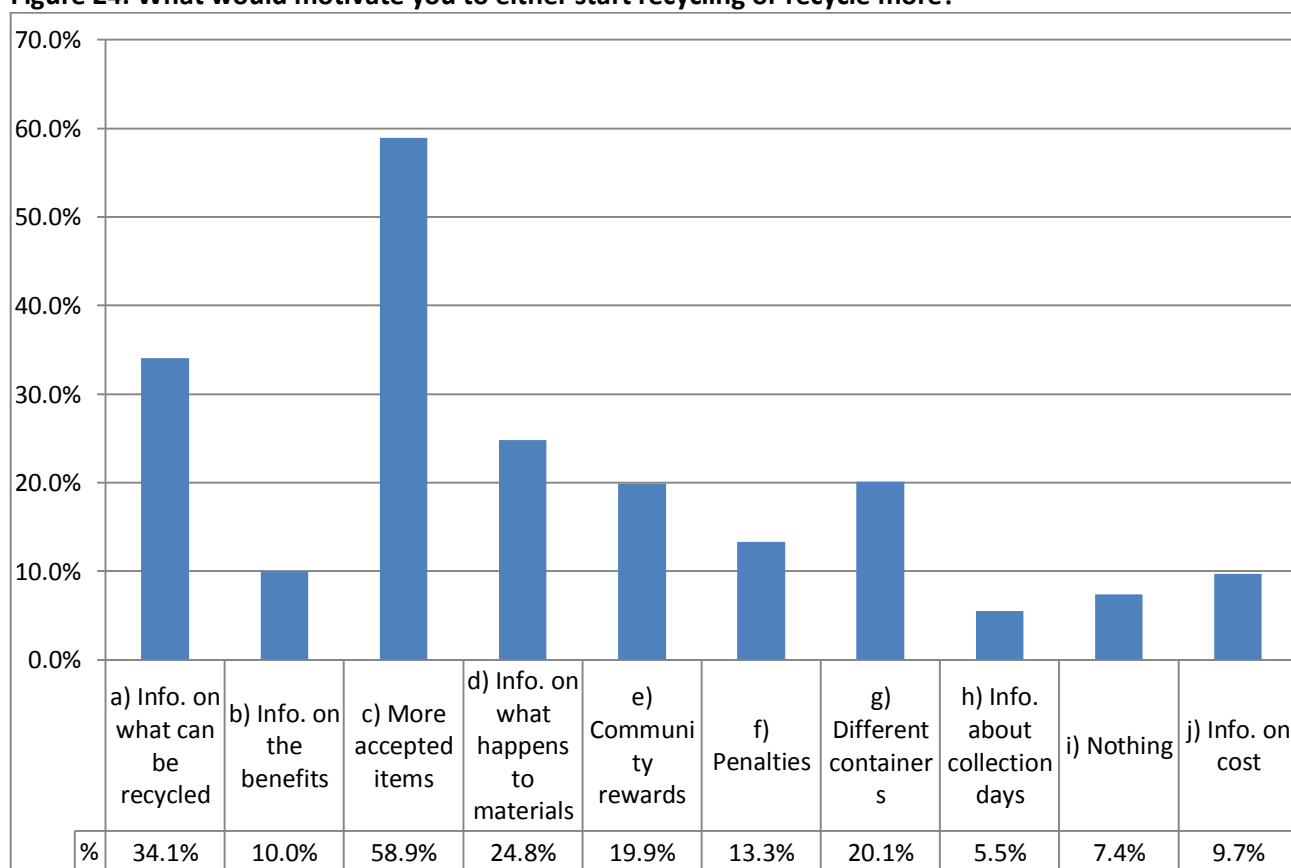
The next question asks: What would motivate you to either start recycling or recycle more. The options given were:

- a) More information on what you can recycle
- b) More information on the benefits
- c) If more items were accepted for recycling
- d) If more information was provided on what happens to the materials once they have been collected
- e) Community rewards for recycling (e.g. awards for local schools, funding for local amenities)

- f) Penalties for producing too much rubbish and not recycling
- g) If the council could provide different containers
- h) More information about collection days
- i) Nothing
- j) Information on the overall cost of recycling
- k) Other (please specify)

The most popular option was if more items were accepted for recycling (375; 58.9%) followed by: more information on what you can recycle (217; 34.1%); more information on what happens to the materials after collection (158; 24.8%); if the council could provide different containers (128; 20.1%); community awards for recycling (127; 19.9%); penalties for producing too much rubbish and not recycling (85; 13.3%); more information on the benefits (64; 10.0%); information on the overall cost of recycling (62; 9.7%); nothing (47; 7.4%); and more information about collection days (35; 5.5%).

Figure 24: What would motivate you to either start recycling or recycle more?



Base = 637

A summary of the comments provided by panellists in the “other” section is supplied below.

Table 13: What would motivate you to either start recycling or recycle more? (other)

Better access to recycling facilities / better kerbside recycling /community recycling for flats	35
Response similar to given options	12
Sorting the recycling into fewer containers	9
Seeing others doing their part	6
Response not applicable to the question	6
Picture guide to what can/can't be recycled and consistency on allowed/not allowed items	5
Food waste container or communal compost heap	4
Free pick up for larger items	4
If the council stops using landfill as a solution for materials it cannot yet recycle	4
More frequent collections	4
Cleaner streets so the recycling bins didn't get so dirty/if collectors took more care with containers	3
Facilities which can deal with demand	3
Financial incentive	3
If it was generally easier	3
If supermarkets used less packaging	3
Specific collection times to prevent bins sitting out all day	2
Containers that don't blow away/ are a more suitable size	2
More assistance at recycling centres	1
Help for elderly/disabled	1
More recycling centres	1
If the council was rewarded for hitting recycling targets	1

Base = 103

Those respondents living in a house were more likely to indicate that a facilitator to recycling would be if more items were accepted for recycling (64.3% house; 48.1% flat). However, greater proportions of those living in a flat than those living in a house indicated that motivators for recycling would be: penalties for producing too much rubbish and not recycling (17.9% flat; 12.1% house); if the council could provide different containers (27.6% flat; 18.2% house); and more information about collection days (10.9% flat; 3.7% house).

Disaggregation by flat type reveals that a greater proportion of those living in multi storey flats would be motivated to recycle if there was more information on what happens to the materials after collection (30.3% multi storey; 28.1% tenement; 18.2% sheltered); and indeed more likely to indicate that nothing would motivate them to recycle more (9.1% multi storey; 5.2% tenement; 0.0% sheltered). Respondents living in tenements were proportionately more likely to indicate that a positive contributing factor to their recycling habits would be: more information on what you can recycle (tenement 42.7%; multi-storey 24.2%; sheltered 27.3%); more information on the benefits (13.5% tenement; 9.1% multi storey; 0.0% sheltered); community awards for recycling (21.95% tenement; 21.2% multi-storey; 9.1% sheltered); penalties for producing too much rubbish and not recycling (20.8% tenement; 18.2% multi storey; 9.1% sheltered); and more information about collection days (13.5% tenement; 12.1% multi storey; 0.0% sheltered). Respondents living in sheltered housing were more likely to choose: if the council could provide different containers (36.4% sheltered; 9.1% multi storey; 34.4% tenement).

The panellists were then asked: What type of communication have you seen or heard from the council about recycling? The options given were:

- a) Newspaper article
- b) Newspaper advert

- c) Radio advert
- d) Billboard
- e) Leaflet through door
- f) Social media (e.g. Twitter, Facebook)
- g) Door to door visit from recycling officer
- h) Council website
- i) Community group meetings
- j) Educational recycling activities at schools
- k) Community events such as road shows
- l) Information on the amount that is recycled by the council each year
- m) Information on other recycling schemes in the UK
- n) Other (please specify)

The most popular option was leaflet through door (385; 60.4%), followed by: newspaper article (250; 39.2%); newspaper advert (163; 25.6%); council website (148; 23.2%); community events such as road shows (95; 14.9%); billboard (47; 7.4%); information on the amount that is recycled by the council each year (40; 6.3%); educational recycling activities at schools (34; 5.3%); radio advert (24; 3.8%); information on other recycling schemes in the UK (19; 3.0%); social media (17; 2.7%); door-to-door visit from recycling officer (14; 2.2%); and finally, community group meetings (13; 2.0%).

Respondents were also given the option to comment on other communications. A summary of these responses is given below.

Table 14: Other types of communication about recycling from the council

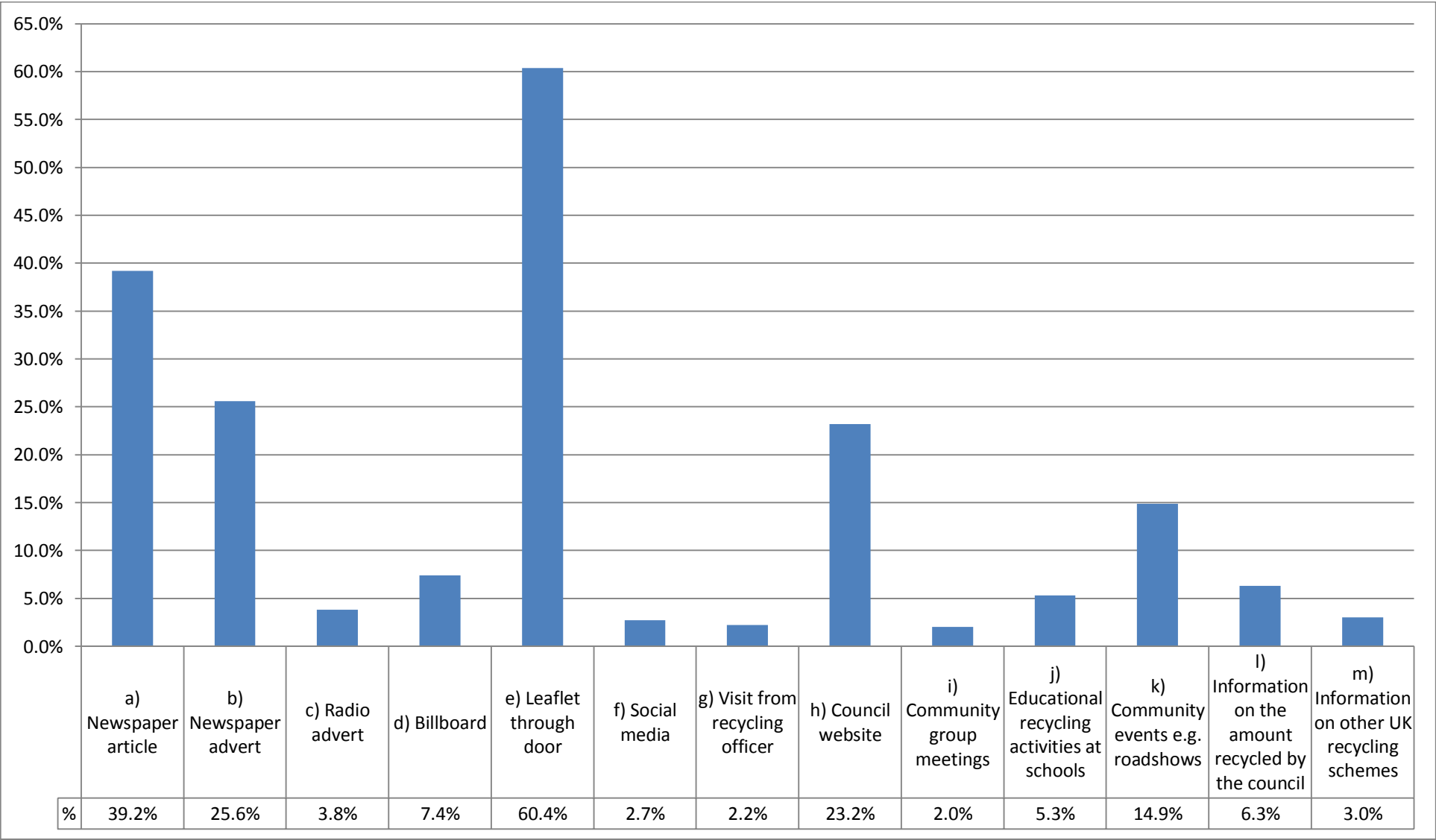
Have heard nothing	12
Response not applicable to the question	10
Information at the recycling centre/ stickers on bins/ from rubbish collectors	8
Response similar to given options	4
Word of mouth	2
Through work/volunteering	1
Have asked for assistance re. recycling and have received no response	1
Information at the supermarket	1
Library	1
Directly from a councillor or staff member	1

Base = 41

The results by property type were largely consistent, with a few exceptions. Respondents living in flats were more likely than those living in houses to choose: social media (5.1% flat; 1.9% house); and door to door visit from recycling officer (5.8% flat; 1.1% house). Meanwhile those living in houses were more likely to choose: newspaper advert (29.0% house; 17.9% flat); and educational recycling activities at schools (6.7% house; 1.9% flat).

Results by flat type were a little more varied. Most notable examples of this include those living in sheltered flats favouring a newspaper article (63.6% sheltered; 33.3% multi storey; 40.6% tenement); and a radio advert (9.1% sheltered; 3.0% multi-storey; 4.2% tenement). Meanwhile those living in multi storey flats favoured a billboard (12.1% multi storey; 8.3% tenement; 0.0% sheltered); and the council website (30.3% multi story; 22.9% tenement; 9.1% sheltered).

Figure 25: What type of communication from the council about recycling are you aware of?



Base = 637

The following question in this section asks panellists to select their top 3 ways they would like to receive information. Panellists were invited to choose from the following options:

- a) Newspaper article
- b) Newspaper advert
- c) Radio advert
- d) Billboard
- e) Leaflet through door
- f) Social media (e.g. Twitter, Facebook)
- g) Door to door visit from recycling officer
- h) Council website
- i) Community group meetings
- j) Educational recycling activities at schools
- k) Community events such as road shows
- l) Other (please specify)

The most popular option was leaflet through door (477; 74.9%), with newspaper article coming second (212; 33.3%) closely followed by council website coming third (209; 32.8%). Out of interest, the least popular option was community group meetings (22; 3.5%).

A summary of the responses for the “other” option is given in the table below.

Table 15: Name the top 3 ways you would like to receive information (other)

Email signup	11
Would not welcome informational leaflets as it creates more to recycle	4
N/A	2
Information sent with council tax paperwork	2
Adverts/information at recycling centres	1
Recycling magazine/paper/leaflet	1
Do not need information	1
Adverts on buses	1
TV advert	1

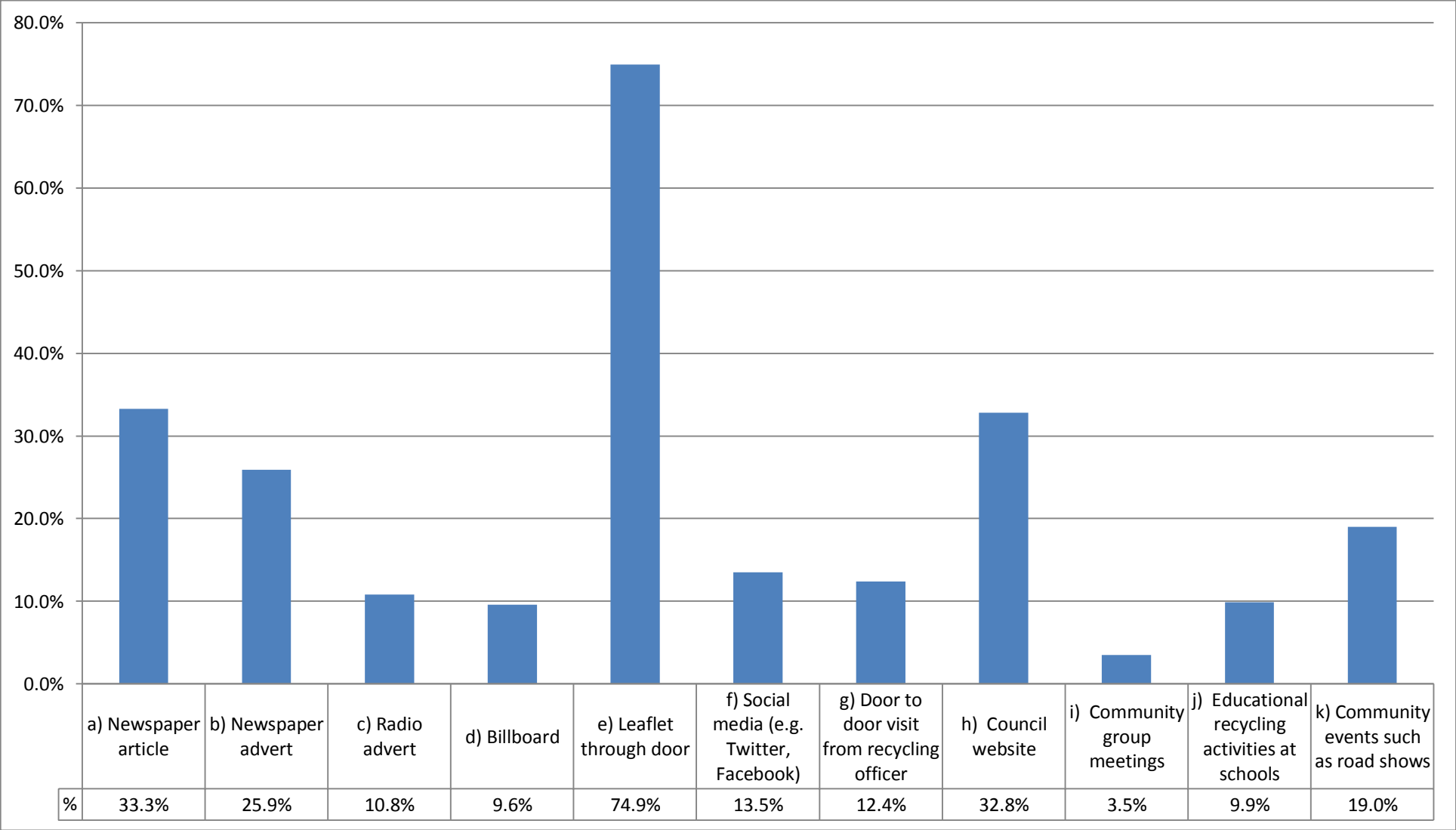
Base = 27

A ranking of the results by demographic type is shown below.

Rank	Flat	House	Multi storey	Tenement	Sheltered
1	Leaflet through door	Leaflet through door	Leaflet through door	Leaflet through door	Leaflet through door &
2	Newspaper article	Newspaper article	Council website	Newspaper article	Newspaper article
3	Council website	Council website	Community events	Council website	Community events

See the full breakdown of figures for housing type in the appendices.

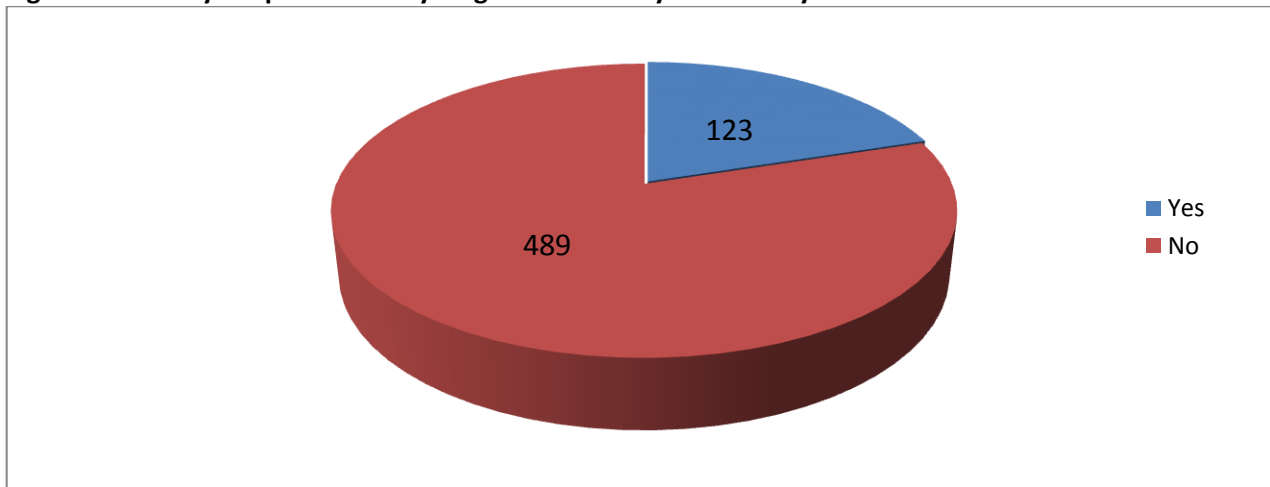
Figure 26: Name the top three ways you would like to receive information



Base = 637

Lastly for this section, the panellists were asked: Have you spoken to our recycling officers at any community events such as road shows? A large majority of respondents had not (489; 79.9%), while 20.1% had (123).

Figure 27: Have you spoken to recycling officers at any community events such as road shows?



Base = 612

Those living in houses were slightly more likely to answer that they have spoken to recycling officers (21.1% house; 17.0% flat). Meanwhile, those living in sheltered flats were much more likely to have spoken with recycling officers than those respondents living in other types of flat (27.3% sheltered; 18.8% multi storey; 15.8% tenement).

SERVICE RESPONSE

The Waste and Recycling service would like to thank all questionnaire respondents for their valuable input as the feedback will be used to inform short term and long term services, changes and associated communications for awareness raising.

To help us pinpoint awareness raising for different types of properties across the city, our first question asked about what housing type the questionnaire respondents currently live in and the majority reside in a house (72.5%). Within the flat sector we further drilled down to find out what type of accommodation respondents lived in and 61.5% are in tenements. Through analysing the responses from these different property groups, it helps us to identify appropriate awareness raising strategies and identify any groups that are not recycling and what would motivate them to start. Encouragingly the data shows strong support for recycling with 59.4% indicating they recycled even if it required extra effort. Non recyclers were in a low minority at 2.9% and within this group 18.2% were sheltered housing respondents. This identifies where further awareness work is required and can focus various housing sectors to help improve recycling rates.

Positively, the question which focused on motivations for either starting or recycling more, the most popular response was if more items were accepted (58.9%). This is an important finding as the service will be rolling out a mixed recycling service to all city residents from 2016 which will increase the variety of materials collected. A significant percentage was also keen to receive more information on what can be recycled. This again aids us in planning the communications for delivering the new service. Previously annual communication has only been sent to households (e.g. collection calendars), but not to flats. However, recently as part of the food recycling rollout to flats, we delivered the first annual communication to these properties which included what materials could/ could not be recycled, the process and benefits of recycling etc. In the future we plan to incorporate additional information about other services within the annual communication. In addition to the annual calendar for households, more awareness raising information will be included.

As a service we needed to identify which type of media works for delivering information to city residents ensuring that resources are used most efficiently. Interestingly the most popular option was a traditional approach of a leaflet through the door (60.4%) followed by information provided in an article or advert in the newspaper and this was consistent across all property types. This is consistent with results from a door step survey for food recycling in 2014 and from previous focus groups. Additionally it gives us further confidence we are taking the correct approach for rolling out new services and also reinforces the value of delivering an annual programme of communication to city residents. In addition to current marketing, we also asked how residents would like to see information provided for future service changes and once again the majority favoured a leaflet through the door (74.9%) followed by a newspaper article (33.3%). This information is valuable for when we deliver service changes with the mixed recycling being rolled out and assists us in allocating resources.

Finally we asked questionnaire respondents if they had spoken to our Recycling Officers at any community event and surprisingly a low 20.1% said they had done so. The Recycling Officers are an essential part of our service in delivering any service changes and informing the public about recycling and waste issues. This finding will be considered ensuring the public are made more aware of this valuable resource, especially when we roll out the mixed recycling across the city and any other service changes in the future.

Hannah Lynch, Waste Strategy Officer, Aberdeen City Council

HYDROGEN BUS PROJECT

The Aberdeen hydrogen bus project is a £19million project which has funding from Europe, the UK Government and the Scottish Government. The Hydrogen Bus Project will see 10 hydrogen powered vehicles introduced into the existing Stagecoach and First bus fleets in Aberdeen, and be operational by the end of 2014. The project will also see a state-of-the-art hydrogen refuelling station built in the centre of Aberdeen, which will produce hydrogen on site via electrolysis (the splitting of water into hydrogen and oxygen).

The hydrogen buses have 10 hydrogen tanks on the roof, which store 40kg of hydrogen gas on each vehicle, which is then used to power the bus. The buses are zero emission vehicles with only water produced at the tailpipe.

The information from this survey will help to gauge the public's attitudes and understanding of current hydrogen technology, and the bus project, before, during and after the project. The data gathered will be shared with project partners and other projects looking to work with hydrogen technology.

For more information on the hydrogen bus project please visit:

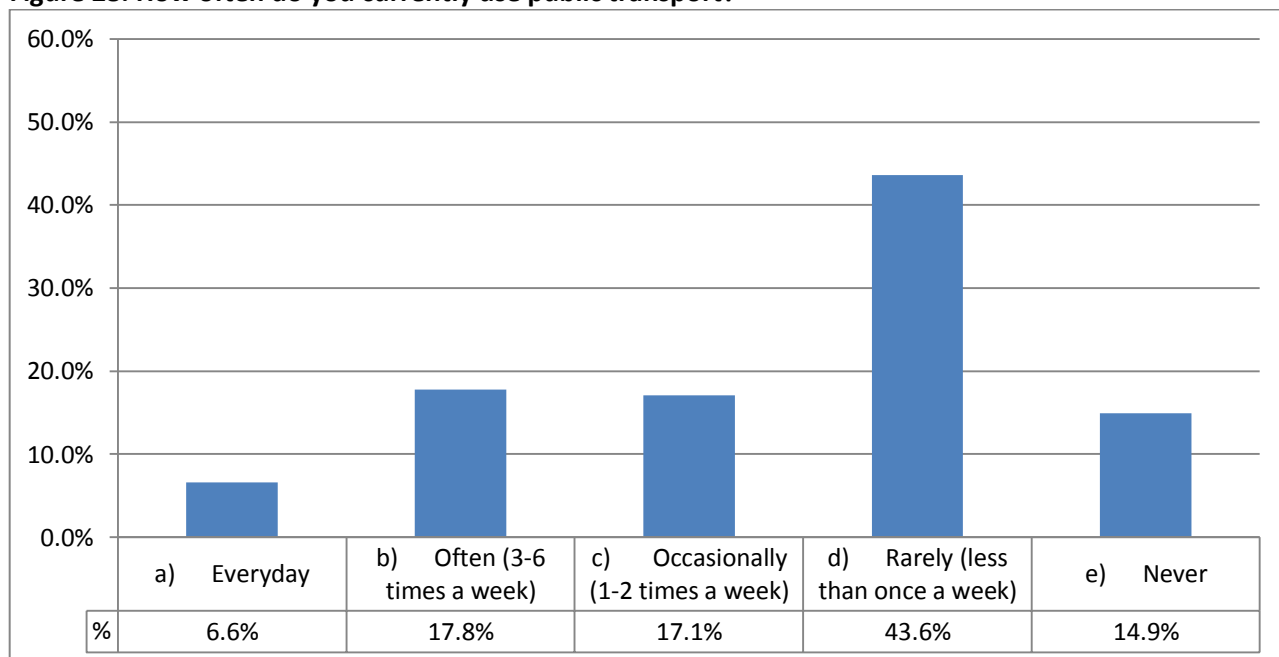
www.aberdeeninvestlivevisit.co.uk/hydrogen

The first question in this section asked respondents to indicate how often they currently use public transport. The options given were:

- a) Everyday
- b) Often (3-6 times a week)
- c) Occasionally (1-2 times a week)
- d) Rarely (less than once a week)
- e) Never

A majority of respondents use public transport rarely (270; 43.6%). The next most popular response was often (110; 17.8%), followed by: occasionally (106; 17.1%); never (92; 14.9%); and lastly, everyday (41; 6.6%).

Figure 28: How often do you currently use public transport?



Base = 619

Disaggregation by Gender reveals generally consistent results. A minor exception to this would be that male respondents were more likely than female respondents to use public transport often (20.5% male; 15.5% female). Results by Neighbourhood were also generally consistent, although it could be noted that respondents from the Southern areas of Aberdeen were more slightly likely to use public transport everyday (7.2% South; 5.6% North; 7.0% Central) or often (20.3% South; 18.4% North; 14.5% Central).

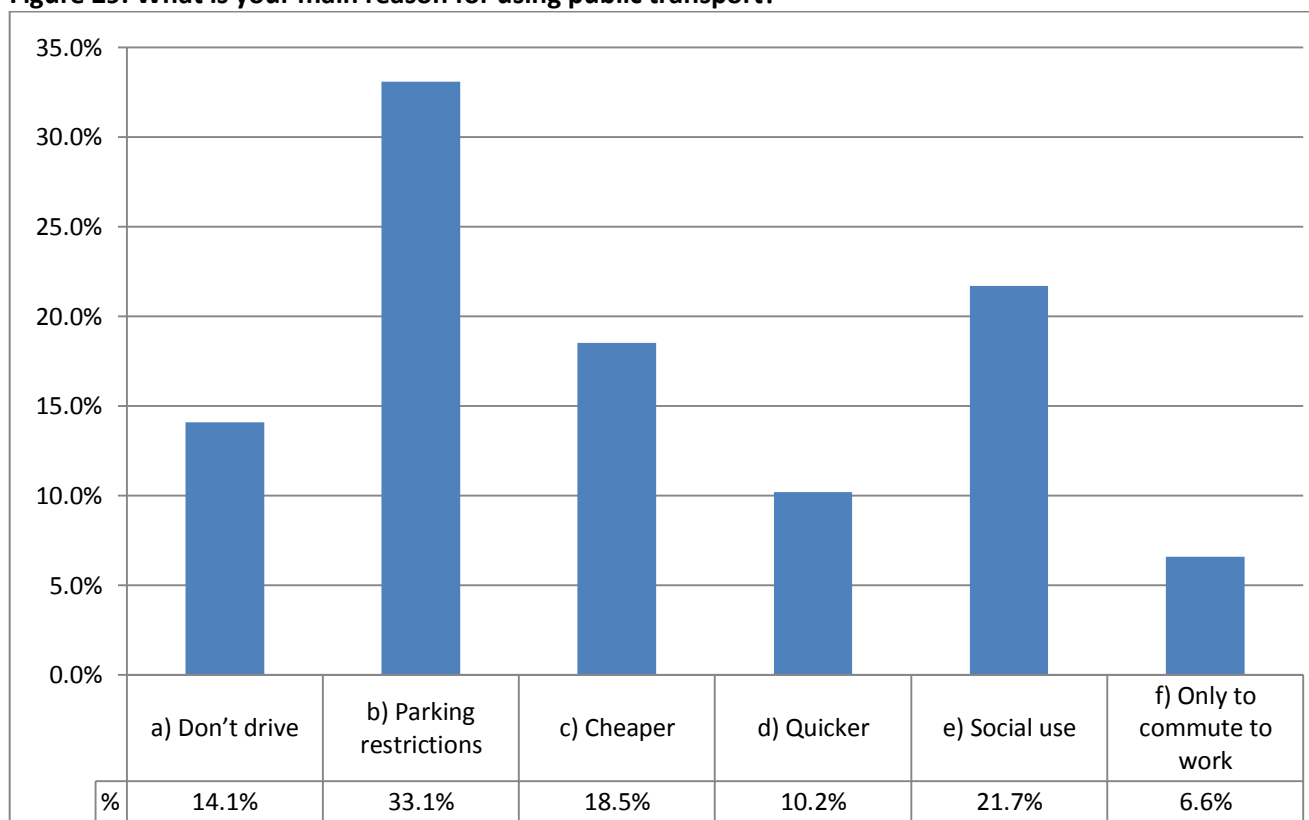
Analysis of the results by Age Group revealed that those in the older two Age Groups were more likely to indicate that they used public transport everyday (9.6% 55-64 year olds and 8.1% of those aged 65+ compared with 0.0% of 16-34 year olds and 4.3% of 35-54 year olds). In turn, those respondents who represent the 16-34 Age Group were most likely to indicate that they never use public transport (25.0% 16-34; 17.2% 35-54; 17.8% 55-64; 9.0% 65+).

The next question in this section asked panellists to indicate their main reasons for using public transport. Panellists were invited to select all that applied for the following options:

- a) Don't drive
- b) Parking restrictions
- c) Cheaper
- d) Quicker
- e) Social use
- f) Only to commute to work
- g) Other (please specify)

The most popular option was parking restrictions (211; 33.1%), then: social use (138; 21.7%); cheaper (118; 19.5%); don't drive (90; 14.1%); quicker (54; 10.2%); only to commute to work (42; 6.6%).

Figure 29: What is your main reason for using public transport?



Base = 637

Responses given for the “other” option are summarised in the table below.

Table 16: What is your main reason for using public transport? (Other)

Comment repeats options given	16
If car is unavailable/ broken/ getting serviced	15
To enable me to drink on an evening out	13
Comment N/A to the question	12
Environmental concerns/ to ease congestion	10
Have a bus pass/ discount card	9
Convenience	7
Don't use public transport	6
Parking too costly	5
Only use if poor weather/tired/too far/in a hurry/finish work late	5
Don't currently own a car	4
To enable me to read/work while commuting and/or it is less stressful	3
It is the only suitable option	2
Work scheme	2
Only if it is the last option available	2
To teach children how to use	1
If it is only a short journey, I try to use public transport	1
Walking to the bus stop keeps me fit	1

Base = 108

There were few differences between the responses from male or female panellists for this question, largely around driving and parking. For example, a greater proportion of female respondents indicated that they don't drive (17.5% female; 10.3% male) and a greater proportion of male respondents indicated that parking

restrictions were a factor (37.2% male; 29.5% female). Disaggregation by Neighbourhood reveals fairly consistent results, while there are a few minor differences around cost (16.2% Northern; 17.6% Central and 21.3% Southern respondents indicated that they used public transport because it is cheaper) and speed (8.6% Northern; 8.3% Central; and 13.1% Southern respondents indicated that they use public transport because it is quicker).

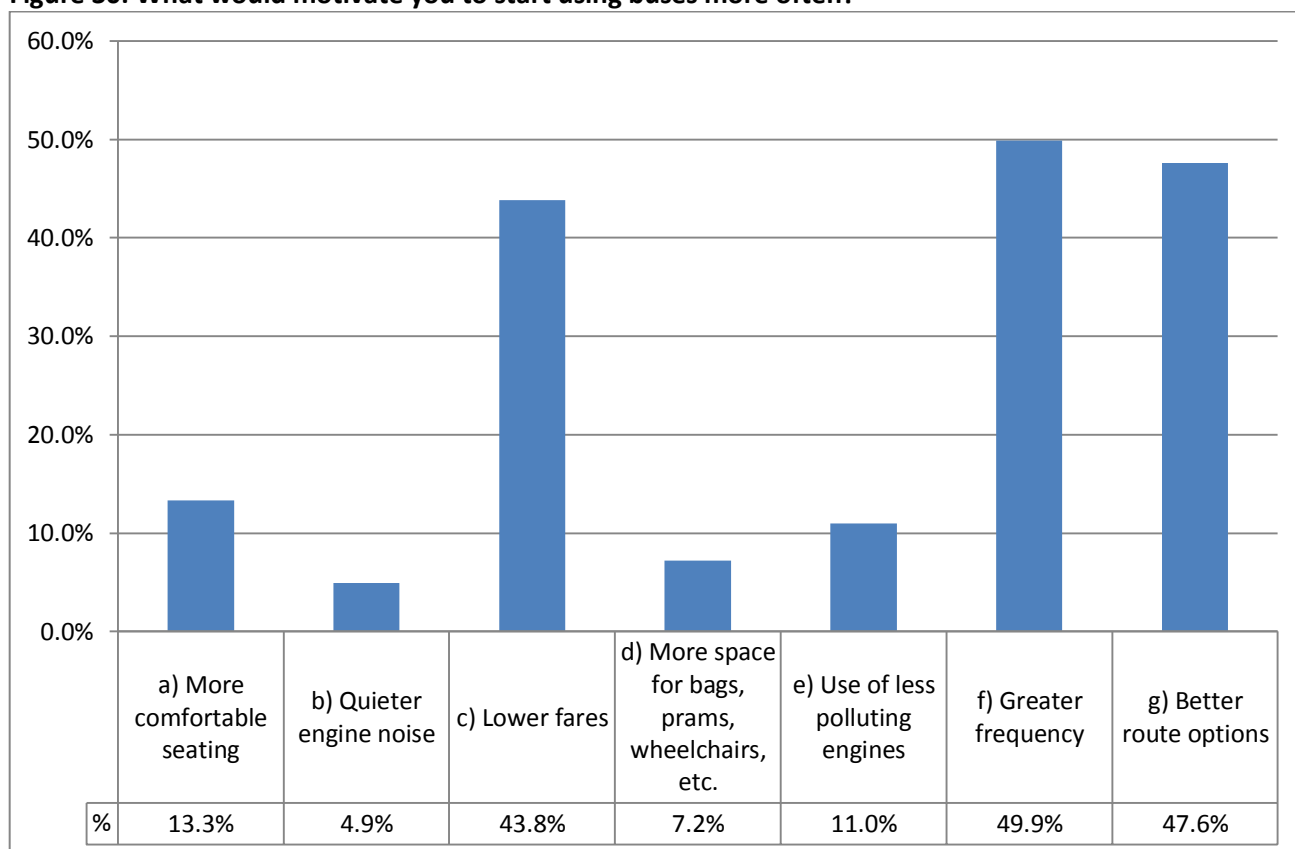
When analysing the data by Age Group, it is interesting to note that despite a greater proportion of panellists in the 65+ Age Group indicating that they don't drive (20.3% 65+; 10.0% 16-34; 7.8% 35-54; 14.8% 55-64), a large proportion of the same Age Group found that parking restrictions were a contributing factor to use of public transport (44.9% 65+; 22.5% 16-34; 26.3% 35-54; 28.2% 55-64).

Panellists were then asked what would motivate them to start using buses more often. The panellists were asked to choose only 3 options from the following:

- a) More comfortable seating
- b) Quieter engine noise
- c) Lower fares
- d) More space for bags, prams, wheelchairs, etc.
- e) Use of less polluting engines
- f) Greater frequency
- g) Better route options

As can be seen in the chart below, the most popular options by far were greater frequency (318; 49.9%), better route options (303; 47.6%), and lower fares (279; 43.8%). The next most popular option was more comfortable seating (85; 13.3%), followed by: use of less polluting engines (70; 11.0%); more space (46; 7.2%); and lastly, quieter engine noise (31; 4.9%).

Figure 30: What would motivate you to start using buses more often?



Base = 637

Results by Gender were again largely consistent apart from male respondents proportionately more likely to favouring quieter engine noise (6.6% male; 3.0% female). Disaggregation by neighbourhood revealed that respondents in the North were proportionally more likely than those in the Central or Southern areas of Aberdeen to favour more comfortable seating (17.3% North; 11.8% Central; 7.5% South); quieter engine noise (6.5% North; 3.9% Central; 4.1% South); space for bags, prams and wheelchairs (9.2% North; 6.4% Central; 6.1% South); and better route options (56.8% North; 44.6% Central; 43.0% South). Meanwhile, respondents in central areas favoured use of less polluting engines (14.2% Central; 9.2% North; 9.8% South).

Disaggregation by Age Group revealed that the oldest Age Group was more motivated than other Age Groups by the following: more comfortable seating; quieter engine noise; and use of less polluting engines. Perhaps not surprisingly due to the bus pass for senior citizens, those in the oldest Age Group were much less concerned with lower fares than other Age Groups (19.8% 65+; 55.0% 16-34; 64.5% 35-54; 48.3% 55-64). Those in the 16-34 Age Group were proportionately more likely to be motivated by more space for bags, prams and wheelchairs (12.5% 16-34; 6.0% 35-54; 7.4% 55-64; 7.0% 65+) and much less likely than the other Age Groups to be motivated by greater frequency (35.0% 16-34; 50.2% 35-54; 53.0% 55-64; 50.2% 65+).

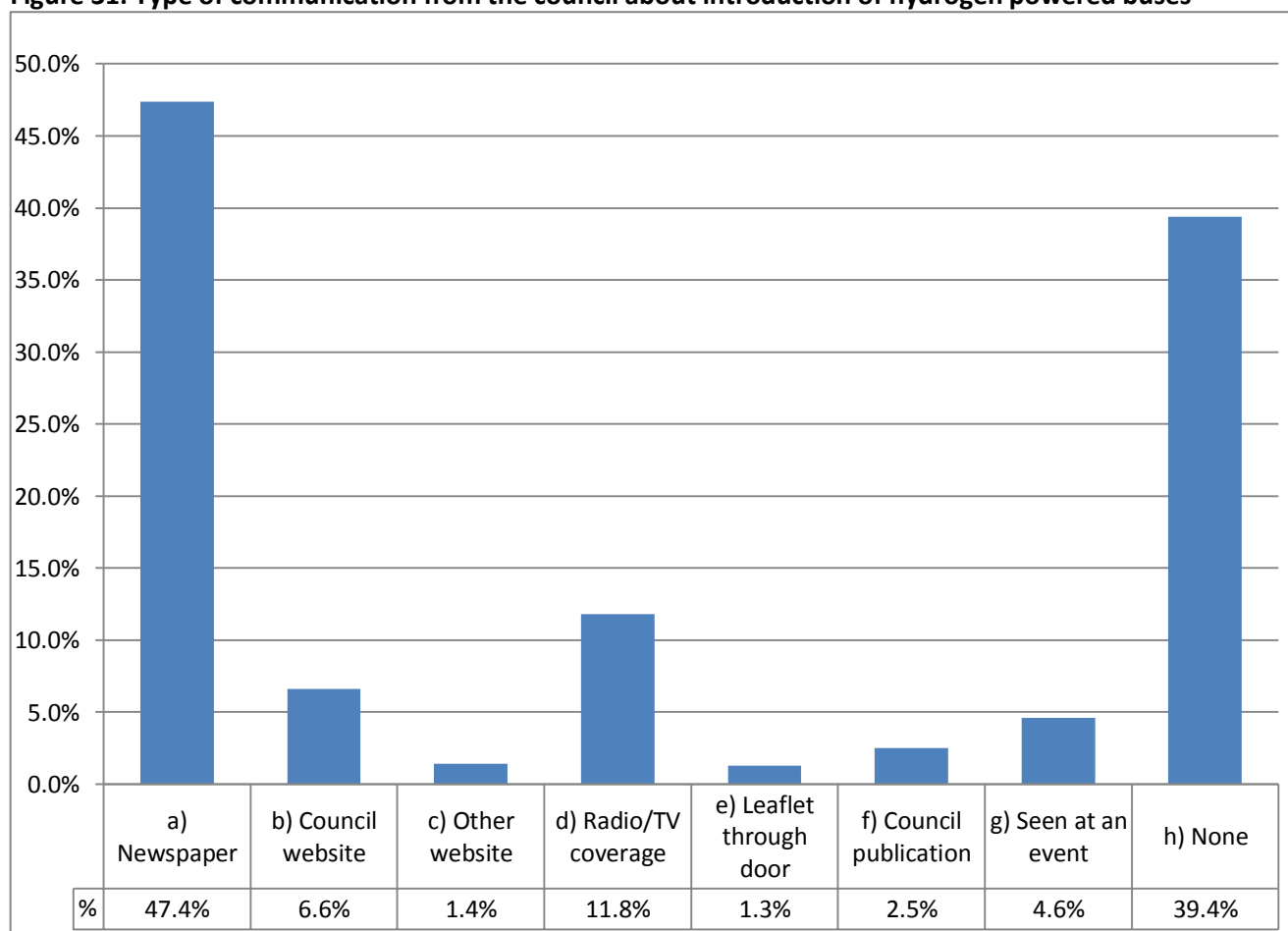
The next question asked panellists to indicate what type of communication they had seen or heard from the council about the introduction of hydrogen buses into the city. Panellists were invited to tick all that applied from the following options:

- a) Newspaper
- b) Council website
- c) Other website
- d) Radio/TV coverage

- e) Leaflet through door
- f) Council publication
- g) Seen at an event
- h) None
- i) Other (please specify)

The most popular option was newspaper (302; 47.4%), followed by: none (251; 39.4%); radio/TV coverage (75; 11.8%); council website (42; 6.6%);

Figure 31: Type of communication from the council about introduction of hydrogen powered buses



Base = 637

The responses for “other” are summarised in the table below.

Table 17: Other types of communication from the council about hydrogen powered buses

Advert on a bus	12
Through knowing someone who works on the project/at the council/work	5
Response not applicable to the question	3
Not sure	2
ACVO	1
Comment repeats options given	1
I do not know what hydrogen powered means	1
Magazine article	1

Base = 26

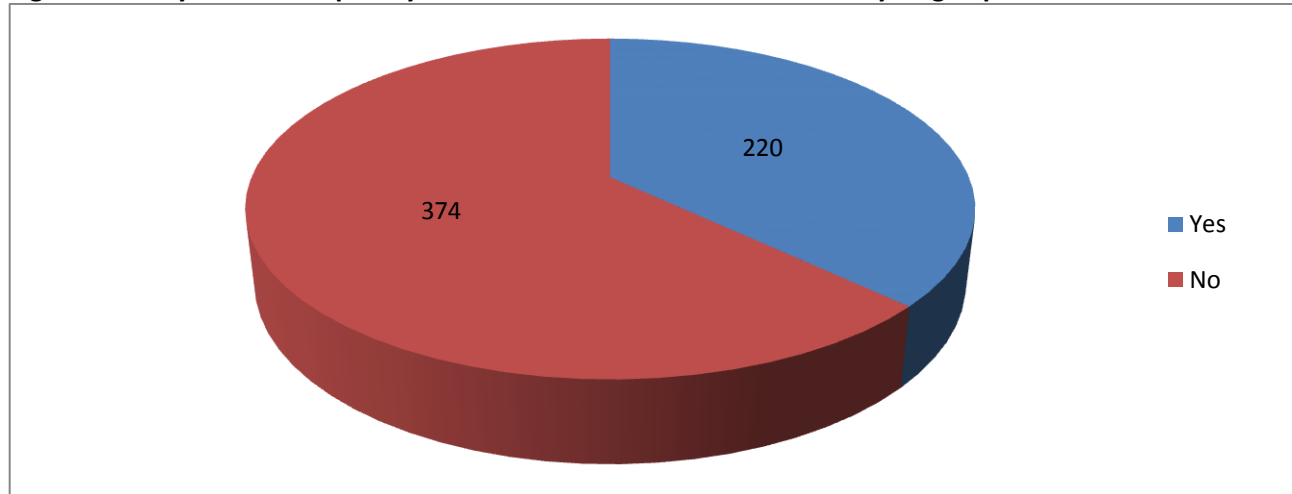
Disaggregation reveals some minor differences between the responses from male or female respondents. For example, a larger proportion of males than females selected newspaper (50.8% male; 44.9% female); and council publication (3.3% male; 1.8% female). By contrast, female respondents were more likely than male respondents to select none of the types of communication about hydrogen buses (41.3% female; 37.2 % male).

Results by Neighbourhood were largely consistent, with two notable examples: a greater proportion of respondents in the South had seen at an event (7.0% South; 2.7% North; 3.4% Central). Additionally, proportionately more respondents from Central areas had seen none of the types of communication about Hydrogen buses (44.1% Central; 37.3% North; 36.9% South).

Disaggregation by Age Group also reveals some interesting trends. For example, those in the oldest Age Group were proportionately more likely to choose newspaper (61.7% 65+; 35.0% 16-34; 32.7% 35-54; 51.7% 55-64). However, those in the youngest Age Group were more likely to choose council website (12.5% 16-34; 7.4% 35-54; 6.7% 55-64; 4.8% 65+). Additionally, the respondents in the youngest two Age Groups were more likely than those in the oldest two Age Groups to have seen none of the types of communication (47.5% 16-34; 49.8% 35-54; 35.6% 55-64; 30.4% 65+).

Panellists were then asked to consider if they felt that they had been kept adequately informed about the introduction of hydrogen powered buses. The majority of respondents felt that they were not adequately informed (374; 63.0%) while 37.0% (220) felt that they were.

Figure 32: Do you feel adequately informed about the introduction of hydrogen powered buses?



Base = 594

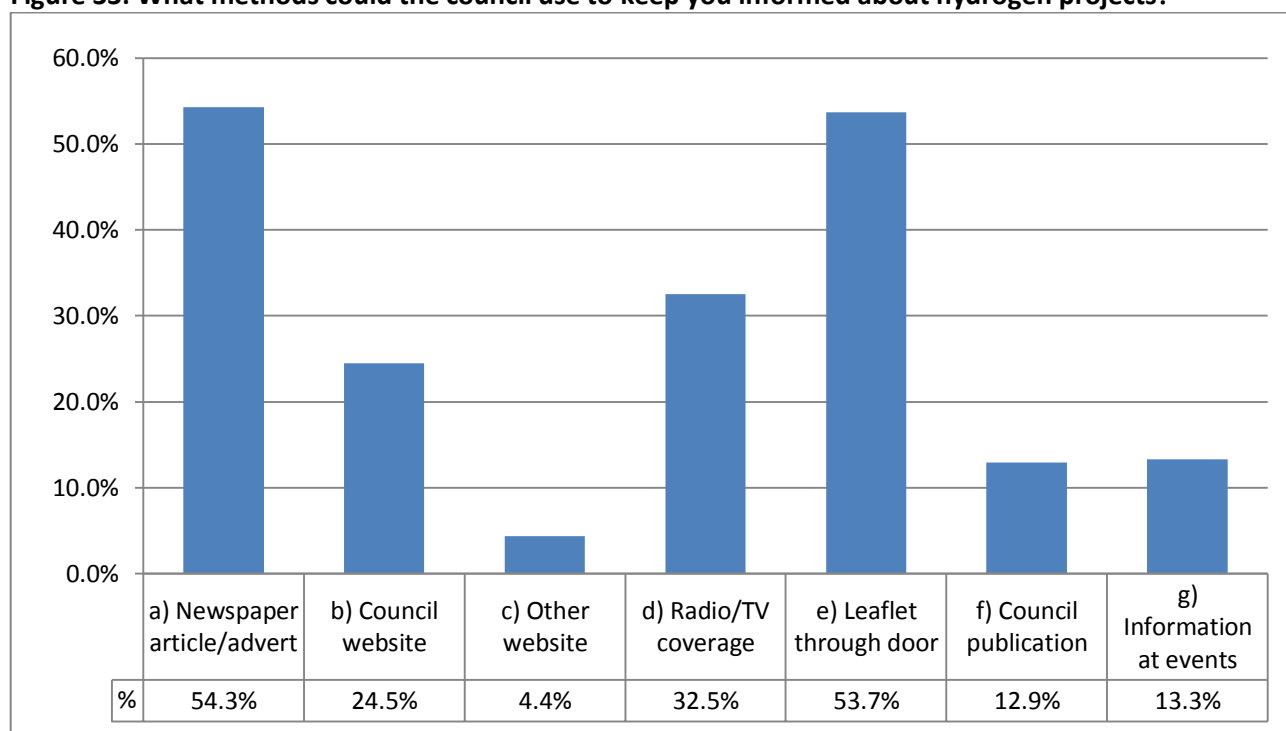
A greater proportion of male respondents feel adequately informed (40.3%) than female respondents (34.3%). Additionally, a greater proportion of Northern respondents feel adequately informed (41.9% North; 33.9% Central; 36.6% South). Finally, a greater proportion of 55-64 year olds feel adequately informed (45.3% 55-64; 37.5% 16-34; 31.0% 35-54; 37.7% 65+).

The sixth question in this section asked: What methods could the council use to keep you more informed about this and similar hydrogen projects in the future? Panellists were invited to select from the following options, ticking all that applied:

- a) Newspaper article/advert
- b) Council website
- c) Other website
- d) Radio/TV coverage
- e) Leaflet through door
- f) Council publication
- g) Information at events
- h) Other (please specify)

The most popular options were newspaper article/advert (346; 54.3%) and leaflet through door (342; 53.7%), followed by: radio/TV coverage (207; 32.5%); council website (156; 24.5%); information at events (85; 13.3%); council publication (82; 12.9%); and other website (28; 4.4%).

Figure 33: What methods could the council use to keep you informed about hydrogen projects?



Base = 637

The “Other” responses are summarised in the table below.

Table 18: Other methods the council could use to keep you informed about hydrogen projects

Social media	15
Email newsletter sign-up/app	14
Adverts on buses/at bus stops	13
Response not applicable to the question	6
Don't want more information	5
Information available at libraries/doctors waiting rooms etc.	2
Events held outside working hours	1
ACVO bulletins	1
Billboards	1
Information to community councils	1

Base = 57

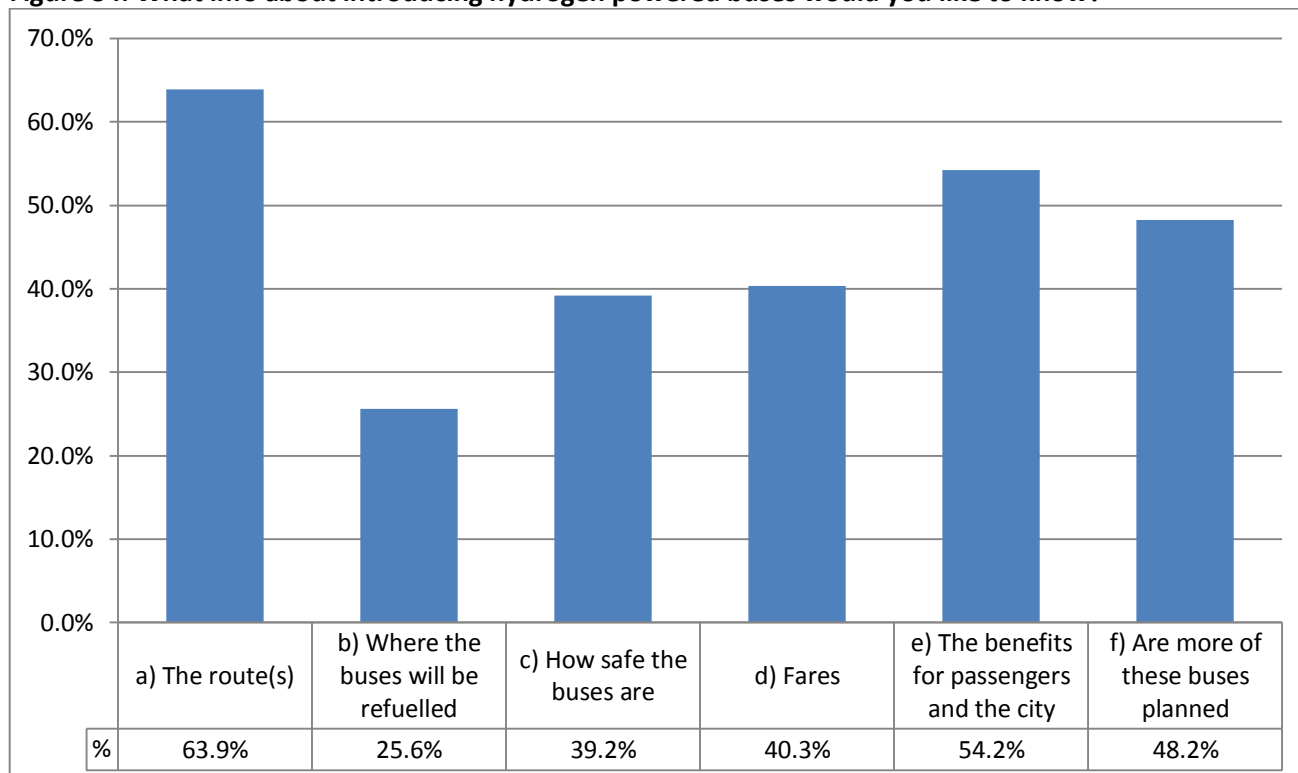
A greater proportion of female respondents than male respondents chose: radio/tv coverage and information at events, while higher proportions of male respondents than female respondents chose the other options. Results were remarkably consistent by Neighbourhood, with one notable exception being that a higher proportion of those in Central areas chose council publication (16.7% Central; 11.4% North; 10.2% South). Results by Age Group were generally consistent with previous results of similar type, where older respondents favoured: newspapers, radio/tv coverage, leaflet through door, and council publication; while younger respondents preferred: the council website, other website, information at events.

The next question asks: What information about the council's plans to introduce hydrogen powered buses into the city would you like to know more about? The options given were:

- a) The route(s) the buses will be running on
- b) Where the buses will be refuelled
- c) How safe the buses are
- d) What the fares will be on these buses
- e) The benefits the buses will deliver for passengers and the city
- f) Are more of these buses planned for the city in the future
- g) Other (please specify)

The most popular response was the routes the buses will be running on (407; 63.9%), followed by: the benefits the buses will deliver for passengers and the city (345; 54.2%); are more of these buses planned for the city in the future (307; 48.2%); what the fares will be on these buses (257; 40.3%); how safe the buses are (250; 39.2%); and where the buses will be refuelled (163; 25.6%).

Figure 34: What info about introducing hydrogen powered buses would you like to know?



Base = 637

A summary of the "other" responses are given in the table below.

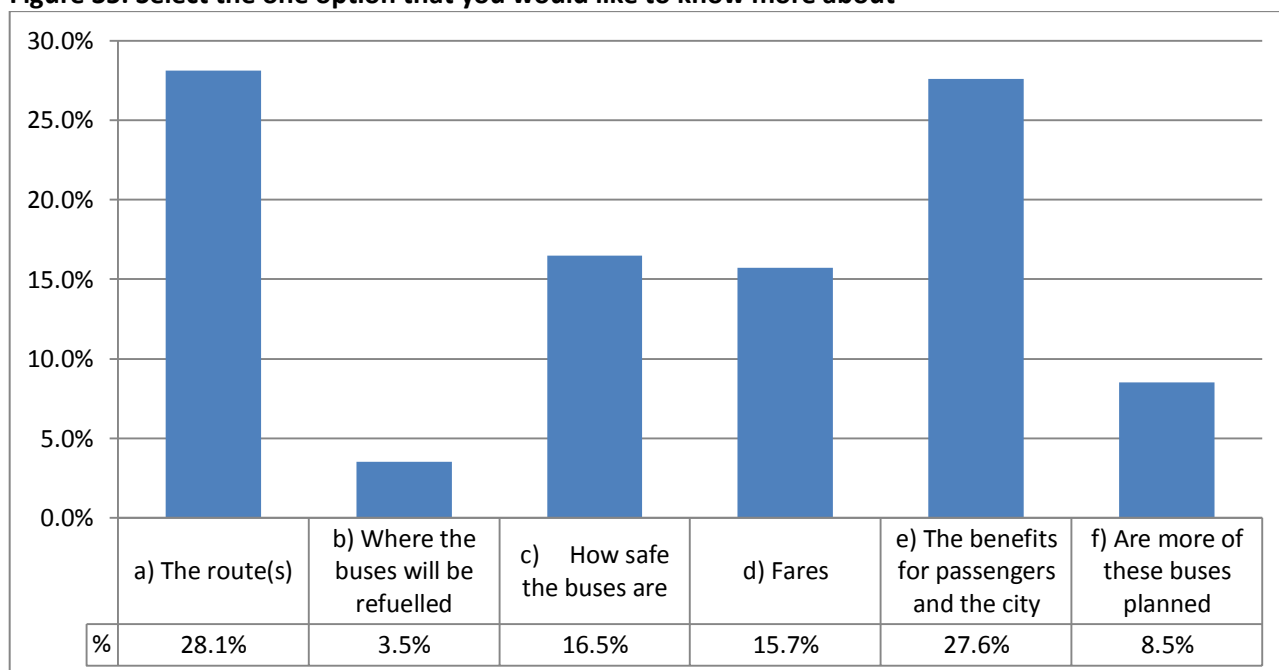
Table 19: Other info about introducing hydrogen powered buses you would like to know

Response not applicable to the question	9
Don't want any information	8
Cost to the council/public of providing these buses	7
Comparative analysis of the carbon footprint/energy used/pollution vs. conventional buses	6
More about what the buses are like (noise, size, effect of vapour and water waste, reliability etc.)	6
Comparative analysis of cost vs. conventional buses	4
Response is a repeat of the given options	4
More about how the buses fit into the bigger picture of Aberdeen's transport plan	3
All of the above	1
Safety of the fuel itself and its storage	1
What incentives and penalties the council will give operators	1
Where the profit from the buses go	1

Base = 49

Results of the disaggregation by Gender, Neighbourhood and Area for this question are available in the appendices.

A follow-up question then asked panellists to pick only one option from those listed in the previous question as the main one they would like to know more about. As can be seen in the chart below, the majority chose the routes the buses will be running on (152; 28.1%), closely followed by the benefits for passengers and the city (149; 27.6%). The next most popular answer was how safe the buses are (89; 16.5%); then what the fare will be on these buses (85; 15.7%); then are more of these buses planned for the city in the future (46; 8.5%); then where the buses will be refuelled (19; 3.5%).

Figure 35: Select the one option that you would like to know more about

Base = 540

A summary of the responses given in "Other" are included in the table below.

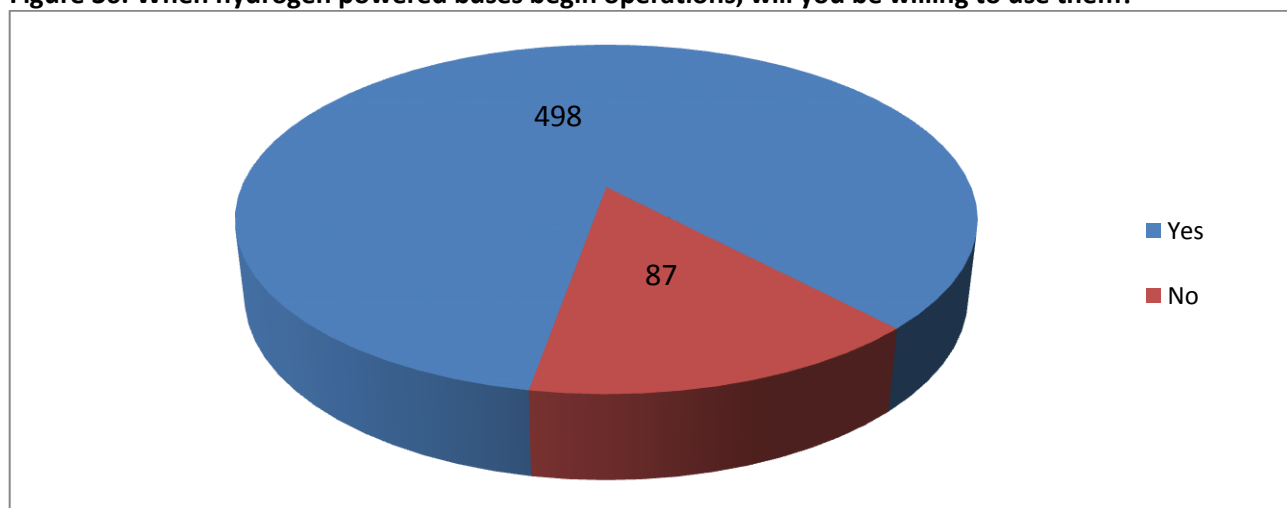
Table 20: One option you would like to know more about

Cost to the council/public of providing these buses	5
More about how the buses fit into the bigger picture of Aberdeen's transport plan	3
Response not applicable to the question	3
None	3
Comparative analysis of the carbon footprint/energy used/pollution vs. conventional buses	2
Safety of the fuel itself and its storage	1
How many people are using them	1
More about what the buses are like (noise, size, effect of vapour and water waste, reliability etc.)	1
Response is a repeat of the given options	1

Base = 20

The most popular response for each demographic category, without exception, was the route(s) the buses will be running on. Further details available in the appendices.

The next question asked: Thinking of hydrogen powered buses in particular, when they begin operations, will you be willing to use them? The majority of respondents are willing to use them (498; 85.1%) compared with 14.9% (87) who are not willing to use them.

Figure 36: When hydrogen powered buses begin operations, will you be willing to use them?

Base = 585

The results by Gender, Neighbourhood and Age Group were generally consistent.

A follow-up question asked those panellists who had answered “No” to the previous question about using hydrogen buses, to provide a reason for their answer. A summary of those responses can be found in the table below.

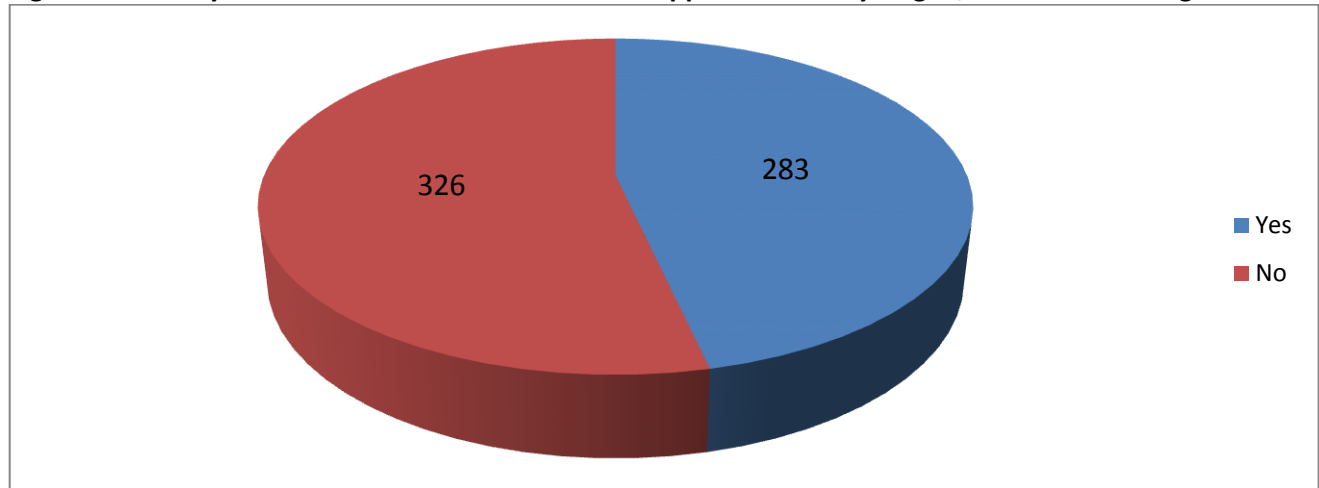
Table 21: If no, please provide a reason for your answer

I don't generally use buses	39
Bus services too slow/unreliable/infrequent/inconvenient/dirty	21
Bus services too expensive	10
Doesn't seem safe	9
Only if they run on the routes I use	8
Maybe	3

Base = 82

Lastly in this section, panellists were asked about their awareness of hydrogen technologies. Specifically, the question posed was: Were you aware that hydrogen and fuel cell technologies have been around for over 100 years, and are already used in a number of different applications including transport? A slight majority indicated that they were not aware of this (326; 53.5%), compared with 46.5% (283) who were aware.

Figure 37: Were you aware of the historical uses and applications of hydrogen/fuel cell technologies?



Base = 609

A larger proportion of male respondents were aware (55.8% male; 37.9% female). Respondents in the South were slightly more likely to indicate that they were aware (50.0% South; 42.9% North; 45.7% Central). Interestingly, the youngest Age Group was most likely to indicate that they were not aware (62.5% 16-34; 51.9% 35-54; 53.5% 55-64; 53.2% 65+).

SERVICE RESPONSE

The results of this survey indicate a low number of people use public transport, with only 6.6% of respondents using public transport every day, and most, 43.6% using public transport rarely. This figure is consistent with the low number of Aberdeen commuters who use public transport – only 14% (Scottish Household Survey 2012). The main motivations for using public transport more often were not surprising – greater frequency and lower fares, this information will be passed on to our partners and discussed to see if this is something the hydrogen buses could help to address.

One point which was surprising is that 63% of respondents felt they had not been adequately informed about the introduction of the hydrogen buses. This is something we will look to address by including more information on the council website, and informing the media of all upcoming activities with the hydrogen buses. These are two of the most popular methods in which respondents would like to be kept more informed; we will also look into having an e-newsletter sign up available.

We were not surprised by the number of respondents who wished to know the routes the buses will be used on, 63.9%. Unfortunately this information is unavailable until First and Stagecoach have fully tested the buses and decided on a route, this information will be made public once available.

One last positive note is we were pleased to see that the majority of respondents would be willing to use the hydrogen buses when they come into service, 85.1%.

These results will be shared with the project partners and funders, and will also help the project team provide more relevant information to the public, via a method which they are most likely to use. This survey will be repeated during the bus project operations, which will provide the team with a comparison on if we have improved public perceptions and improved any initial concerns raised in this survey.

Emily Teece

Graduate City Development Officer

Aberdeen City Council

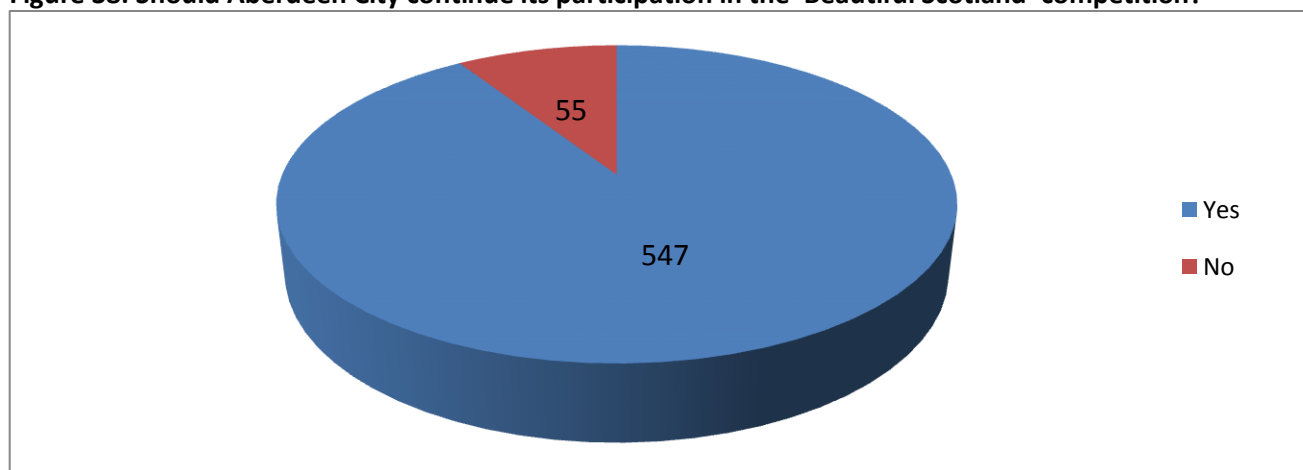
GREEN SPACES

Aberdeen City Council currently maintains approximately 827 hectares of green space, which brings benefits to both its residents and visitors. The council sought to find out what panellists think of these green spaces, how they are maintained and the service they provide as well as their thoughts on Aberdeen's participation in Keep Scotland Beautiful's 'Beautiful Scotland' competition, formally known as Scotland in Bloom.

In addition, the council sought feedback on how business activities, for example dog walkers and personal trainers, affect the use and enjoyment of the park and open spaces.

The first question in this section asked: Should Aberdeen City continue its participation in the national 'Beautiful Scotland' competition? The vast majority indicated that they do feel that participation should continue (547; 90.9%), while only 9.1% (55) felt that it shouldn't.

Figure 38: Should Aberdeen City continue its participation in the 'Beautiful Scotland' competition?

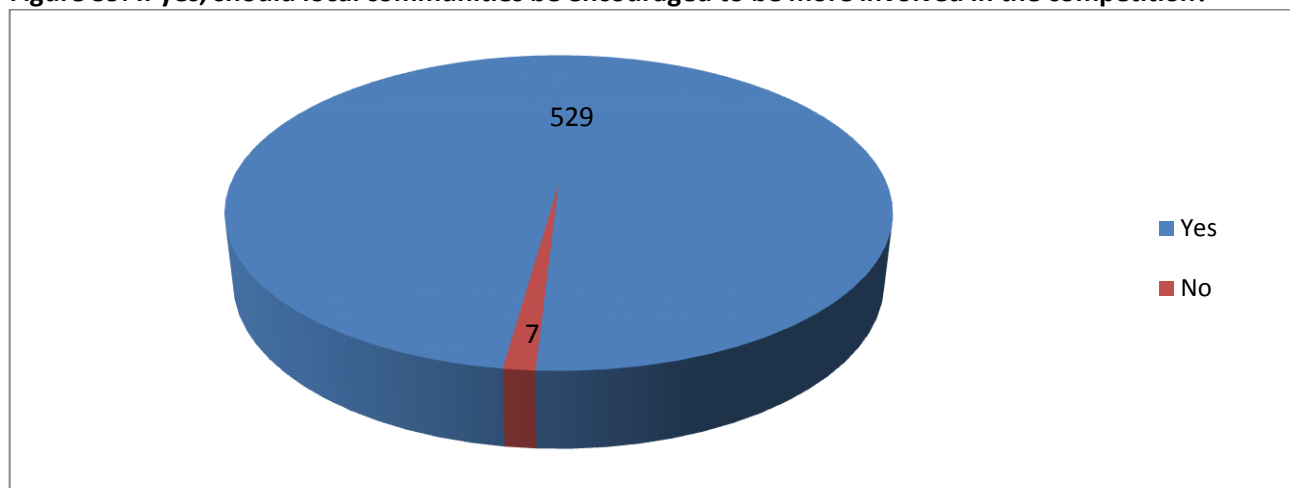


Base = 602

The results were fairly consistent in Gender and Neighbourhood. A slight difference was observed in the analysis by Age Group: those in the youngest Age Group were proportionally more likely to answer no (15.4% 16-34; 5.5% 35-54; 11.2% 55-64; 9.2% 65+).

Those panellists who had answered "Yes" to the previous question, were then asked if local communities should be encouraged to be more involved in the competition. A very large majority of the respondents felt that local communities should be encouraged (529; 98.7%); while only 1.3% (7) felt that they shouldn't.

Figure 39: If yes, should local communities be encouraged to be more involved in the competition?



Base = 536

Results were fairly consistent across the different demographic groupings.

The third question in this section asks panellists to rate the importance of a range of topics around the theme of green spaces. Please note that tables of figures showing the % total response for each part of each topic are available in the appendices. As this is a very detailed question, only the most interesting results are discussed here in the text. Demographic breakdown is not discussed, but full tables of figures are supplied in the appendices.

Panellists were asked to rate their level of satisfaction for each of the below topics as follows:

- Extremely important
- Very important
- Important
- Not very important
- Not at all important
- Not applicable

The first section dealt with the importance of services provided. The topics covered were:

- a) Provision of flower beds/floral displays
- b) Provision of outdoor sports pitches/playing fields
- c) Provision of children's play areas
- d) Provision of public parks
- e) Provision of tree maintenance services
- f) Provision of Ranger Service
- g) Provision of Allotments

As can be seen in figure 40 below, a majority of respondents rated provision of public parks as extremely important (46.7%). Meanwhile a majority of respondents rated provision outdoor sports pitches/playing fields (36.6%), provision of children's play areas (37.8%) and provision of tree maintenance services (38.1%) as very important. Lastly, a majority of respondents rated provision of flower beds/floral displays (39.3%), provision of ranger service (41.8%) and provision of allotments (35.1%) as important.

The second section of this question covered the importance of service standards. The topics were:

- h) High standards of maintenance of public grass areas
- i) Standard of litter clearance in horticultural areas
- j) Standard of maintenance of children's play areas
- k) Standard of maintenance of outdoor pitches/playing fields
- l) Feeling of personal safety in public parks
- m) Organised events in public areas
- n) Keeping public parks clear of dog fouling
- o) Ensuring dogs are kept under control in parks
- p) Provision of public toilets in parks

As can be seen in figure 41 below, the majority of respondents rated standard of maintenance of children's play areas (45.3%), feelings of personal safety in public parks (46.2%), keeping public parks clear of dog fouling (57.2%), ensuring dogs are kept under control in parks (53.7%) and provision of public toilets in parks (41.8%) as extremely important. The majority of respondents rated high standards of maintenance of public grass areas (40.2%), standards of litter clearance in horticultural areas (38.6%), and standard of maintenance of outdoor pitches/playing fields (40.1%) as very important. Meanwhile, a majority rated organised events in public areas (40.5%) as important.

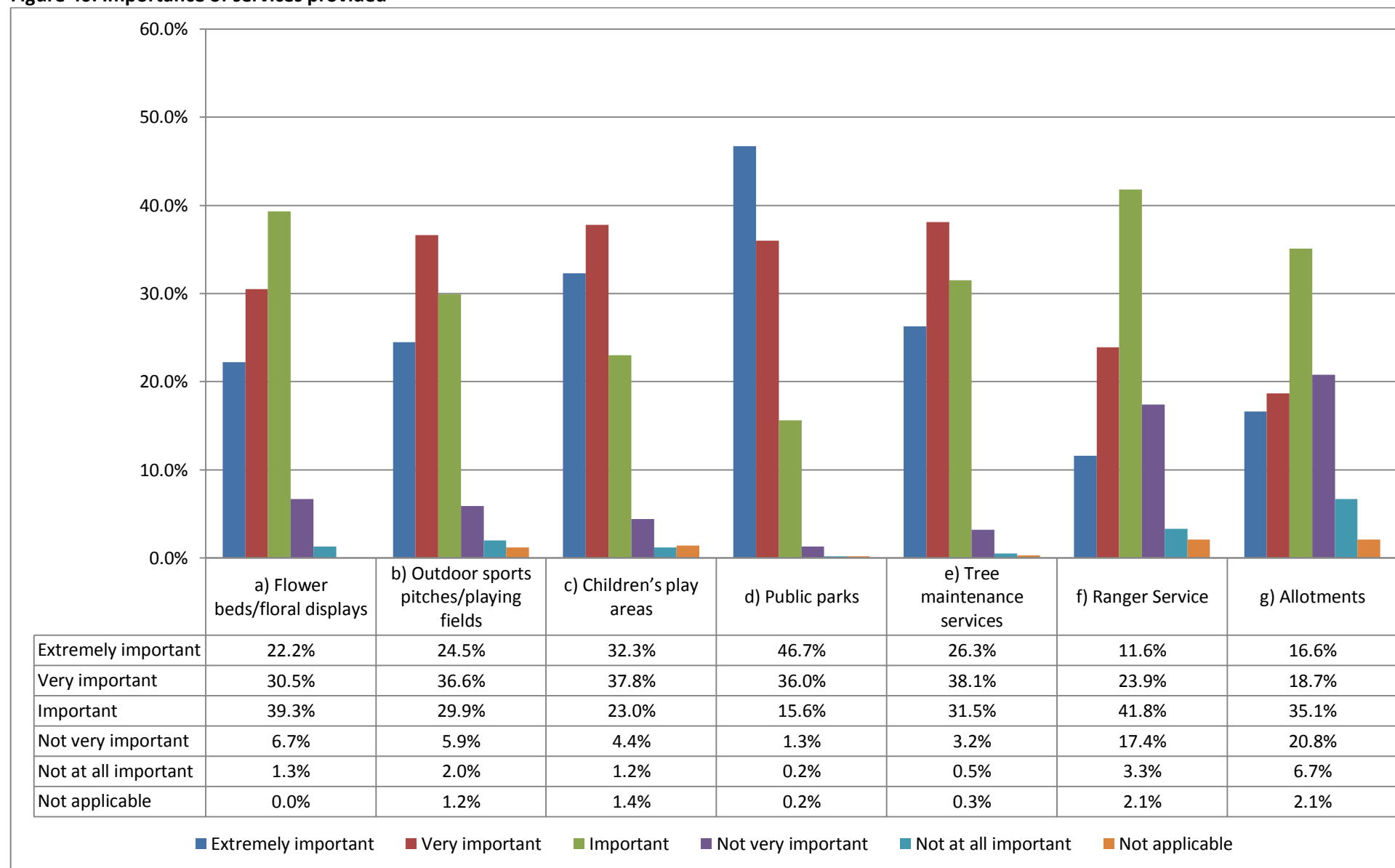
The third and final question in this section looks at staff and information in relation to green spaces in the city. The topics covered are:

- q) Friendliness/co-operation of staff
- r) Presentability of staff
- s) Ease of obtaining information/help
- t) Ease of reporting deficiencies/making complaints

As can be seen in figure 42 below, the majority of respondents rated friendliness/co-operation of staff (36.0%) as very important. Meanwhile, the topics: presentability of staff (34.7%); ease of obtaining information/help (38.1%); and ease of reporting deficiencies/making complaints (38.2%) were rated by a majority of respondents as important.

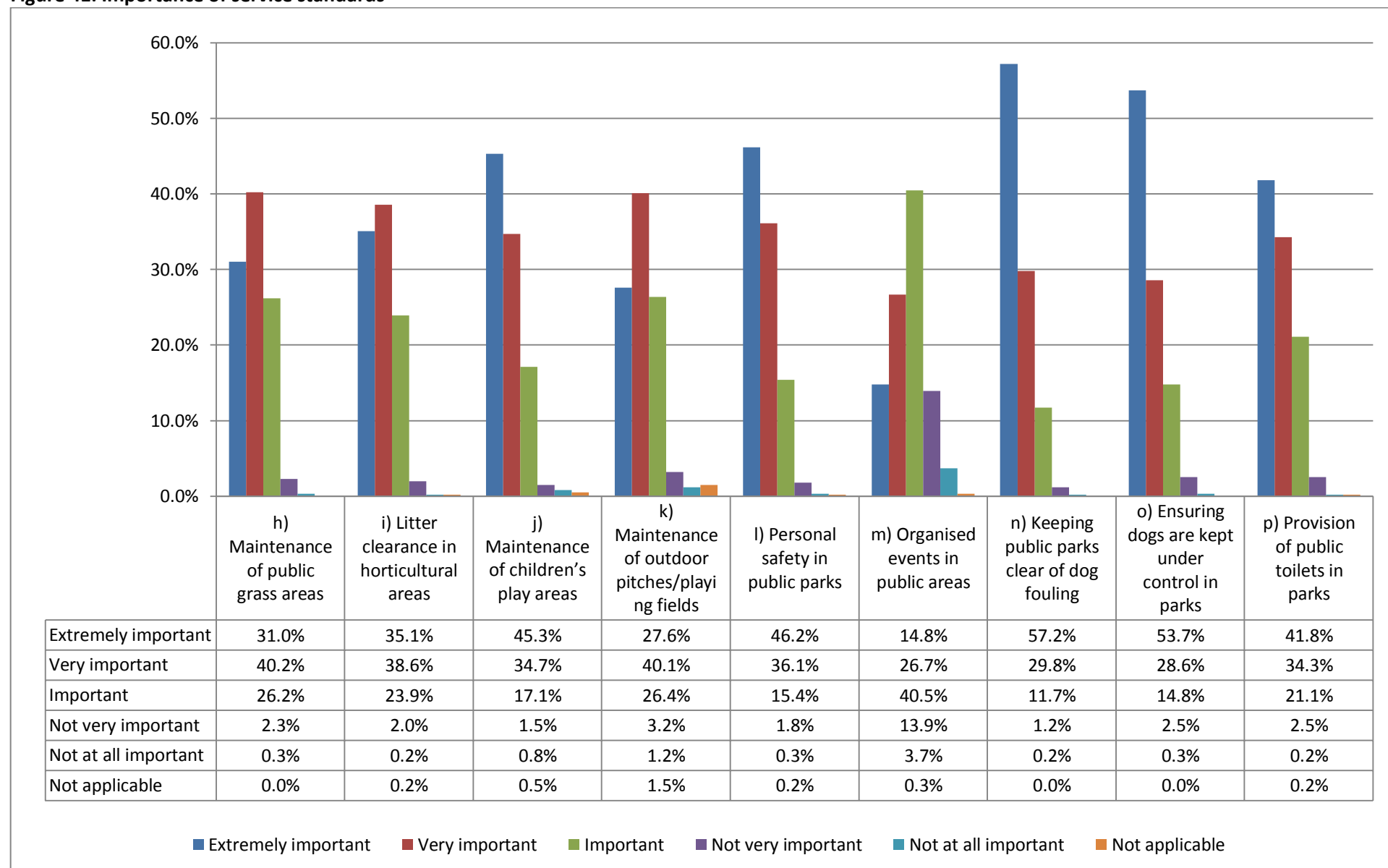
Disaggregation of results by gender, neighbourhood and age are available in the tables in the appendices. They are not discussed within the text due to the complexity and volume of topics covered in this question.

Figure 40: Importance of services provided



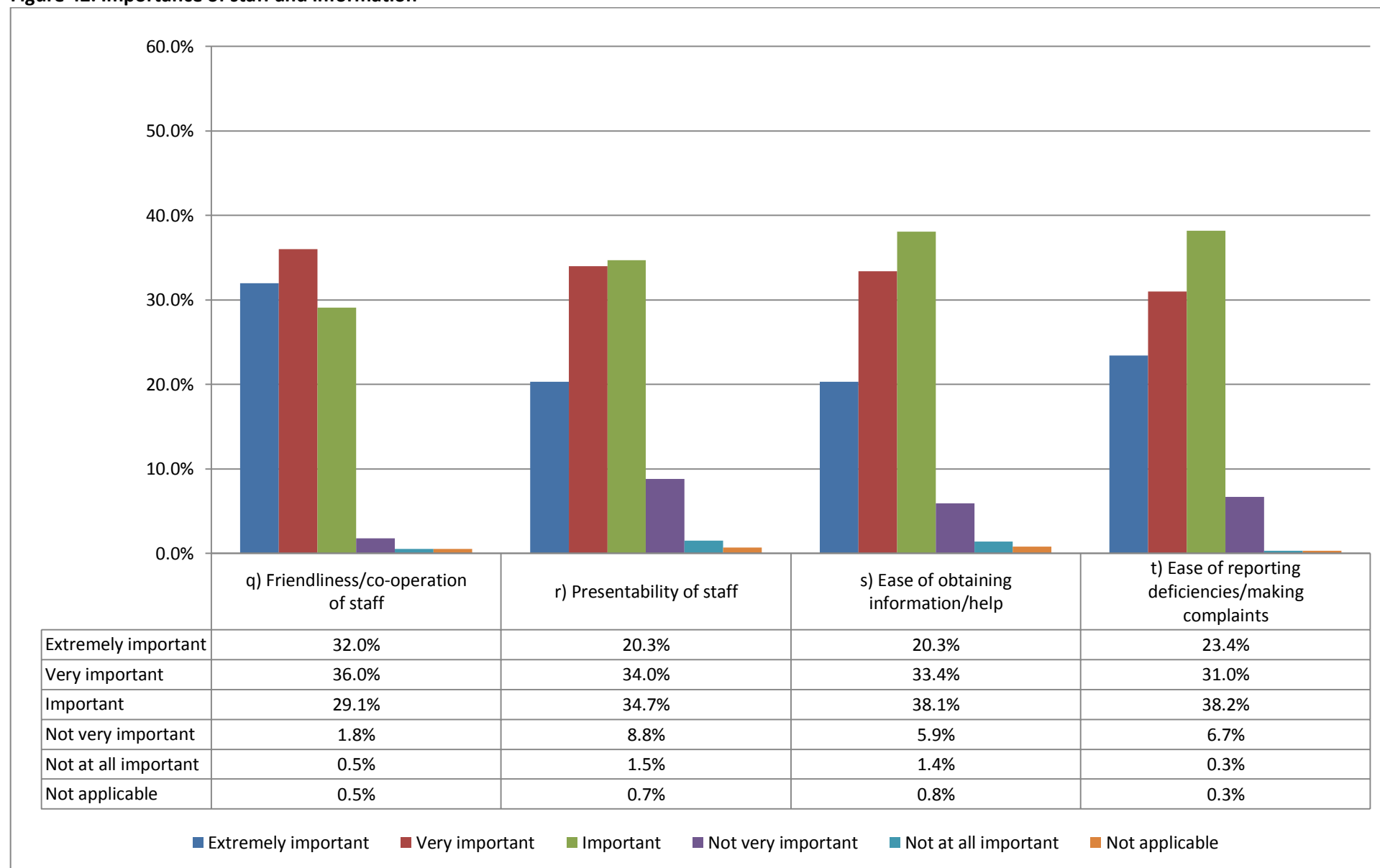
Base = multiple

Figure 41: Importance of service standards



Base = multiple

Figure 42: Importance of staff and information



Base = multiple

The next question asks panellists to rate performance in several areas related to green spaces. Specifically, the questionnaire asked: “How do you think we are doing? Please tell us how you think we are performing with regard to each of the following aspects of green space provision”.

Please note that tables of figures showing the % total response for each part of each topic are available in the appendices. As this is a very detailed question, only the most interesting results are discussed here in the text. The topic areas were a repeat of those used in the previous question, only this time panellists were asked to assign the following ratings:

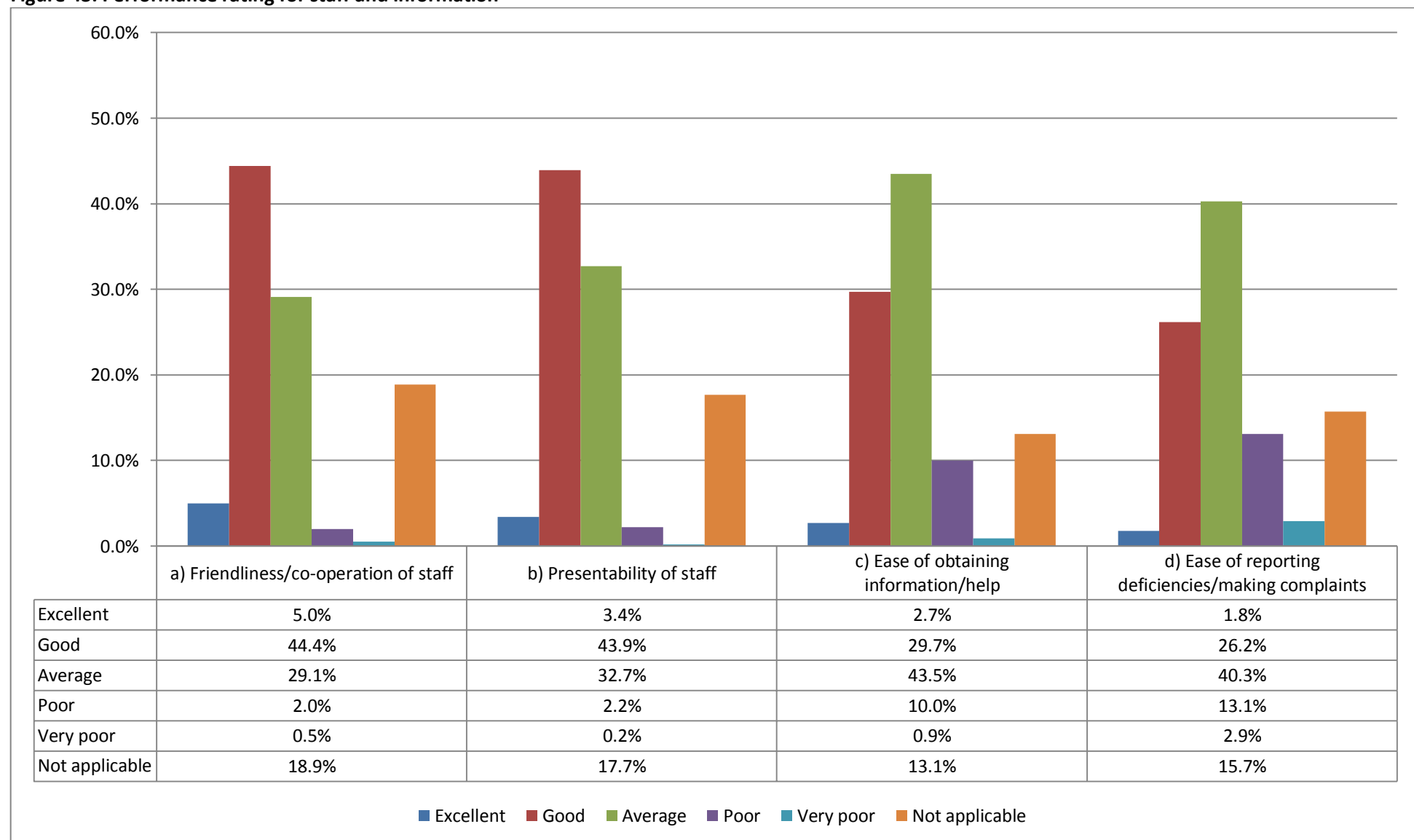
Excellent
Good
Average
Poor
Very poor
Not applicable

The first part of the question deals with performance in the staff and information section. As can be seen in figure 43 below, the majority of respondents rated friendliness/co-operation of staff (44.4%) and presentability of staff (43.9%) as good. Meanwhile, a majority of respondents rated ease of obtaining information/help (43.5%); and ease of reporting deficiencies/making complaints (40.3%) as average.

The second section dealt with performance of the services provided. As can be seen in figure 44 below, the majority of respondents rated provision of flower beds/floral displays (51.1%), provision of outdoor sports pitches/playing fields (48.7%), provision of children’s play areas (46.8%), and provision of public parks (55.6%) as good. A majority of the respondents rated provision of tree maintenance services (38.9%), provision of ranger service (35.0%), and provision of allotments (36.1%) as average.

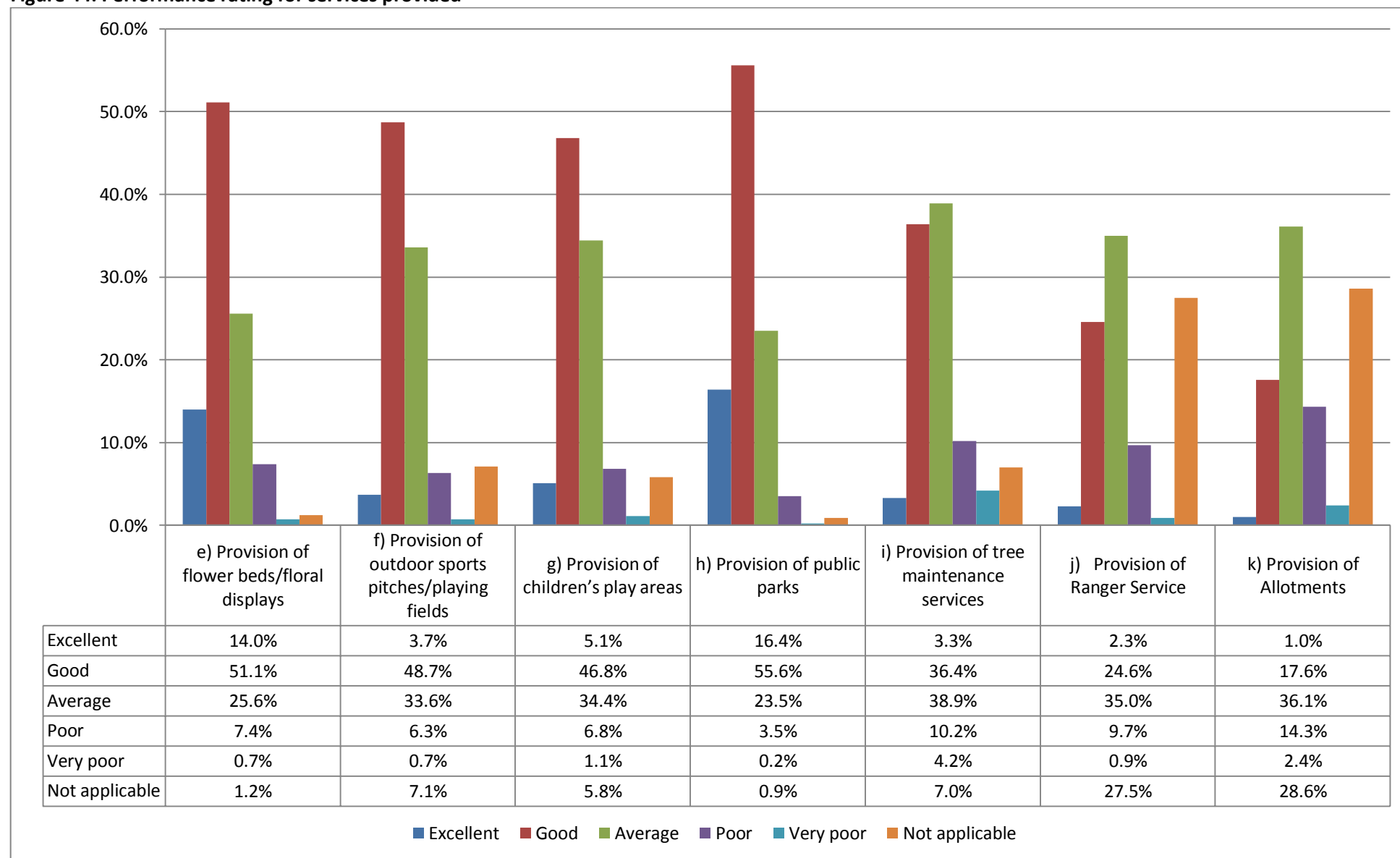
Finally, the third section of this question covered performance and service standards. As can be seen in figure 45 below, a majority of respondents rated high standards of maintenance of public grass areas (38.2%) and feelings of personal safety in public parks (47.1%) as good. Meanwhile, standard of litter clearance in horticultural areas (46.0%), standard of maintenance of children’s play areas (37.8%), standard of maintenance of outdoor pitches/playing fields (41.7%), organised events in public areas (44.0%), keeping public parks clear of dog fouling (40.1%), ensuring dogs are kept under control in parks (44.6%), and provision of public toilets in parks (36.0%) were all rated average by a majority of respondents.

Figure 43: Performance rating for staff and information



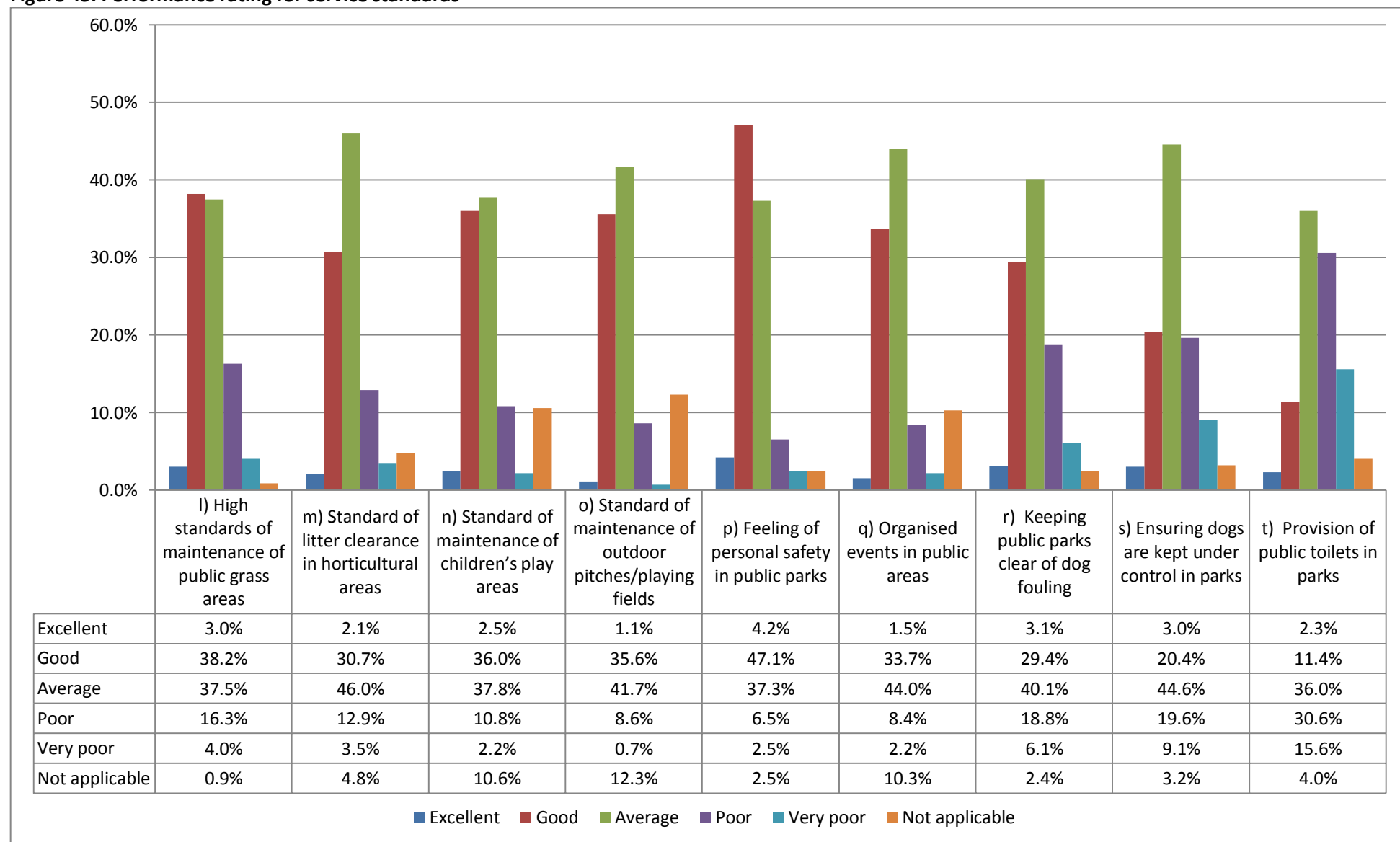
Base = multiple

Figure 44: Performance rating for services provided



Base = multiple

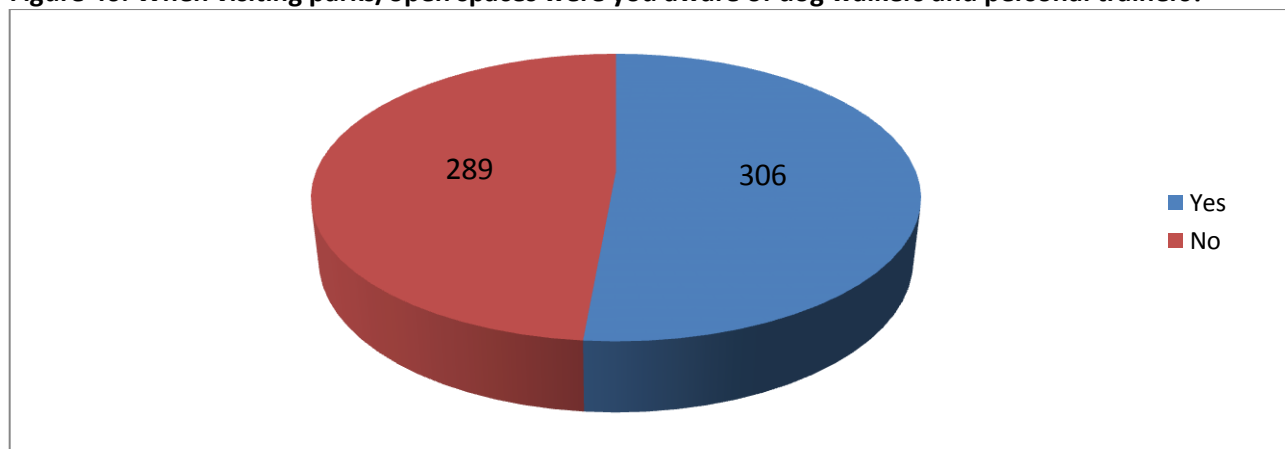
Figure 45: Performance rating for service standards



Base = multiple

The fifth question in this section asks: During your visits to our parks and open spaces in the last 6 months have you been aware of the activities of professionals such as dog walkers and personal trainers? As can be seen in the pie chart below, a slight majority of respondents were aware of these activities (306; 51.4%), while 48.6% (289) were not aware.

Figure 46: When visiting parks/open spaces were you aware of dog walkers and personal trainers?



Base = 595

A larger proportion of female respondents were aware (53.6% female; 49.5% male). Those respondents living in Southern neighbourhoods were also more aware (56.0% South; 46.2% North; 51.3% Central). Lastly, respondents in the younger two Age Groups were more likely to be aware (60.5% 16-34; 59.4% 35-54; 47.9% 55-64; 45.0% 65+).

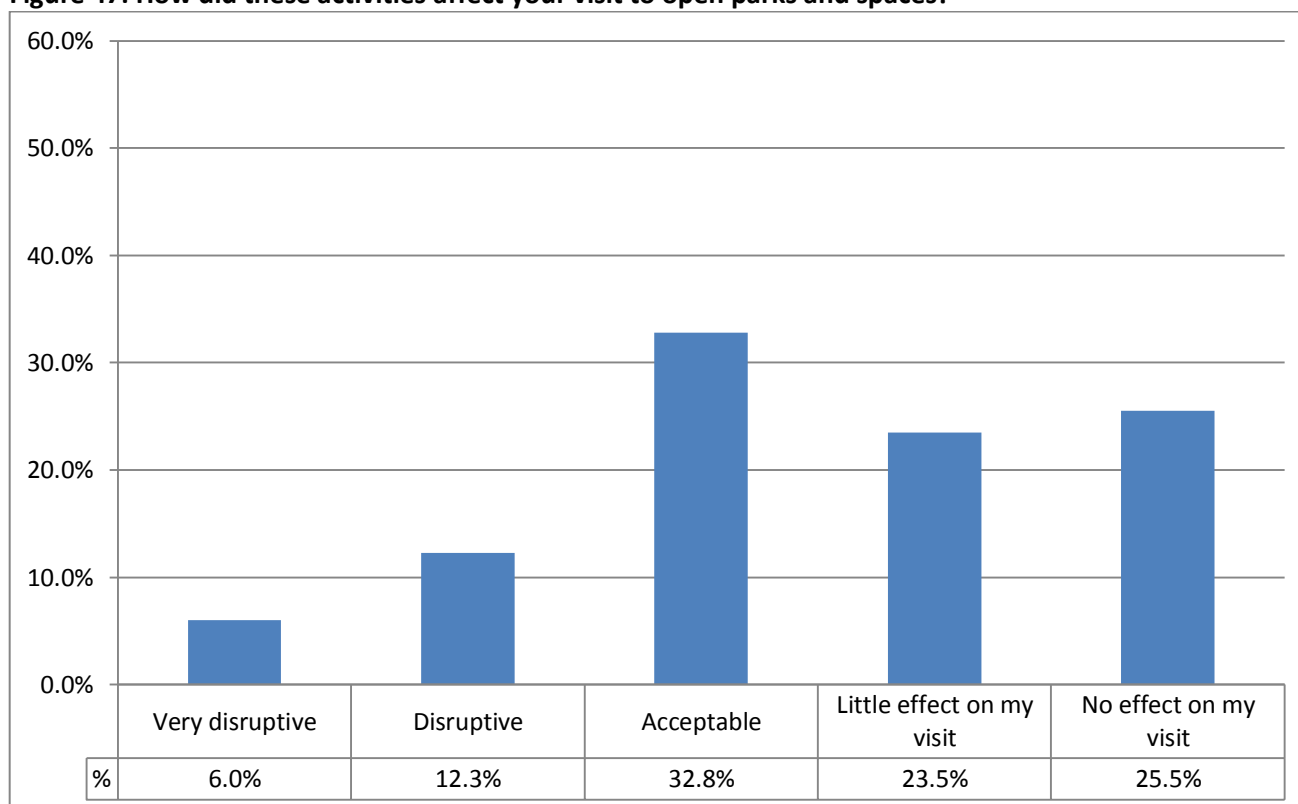
The final question in this section and in the questionnaire as a whole, asks those panellists who answered “Yes” to the previous question to describe how the professional activities affected their visit.

The options given were:

- Very disruptive
- Disruptive
- Acceptable
- Little effect on my visit
- No effect on my visit

The majority of respondents found the activities acceptable (99; 32.8%), while the next most popular option was no effect on my visit (77; 25.5%), then: little effect on my visit (71; 23.5%); disruptive (37; 12.3%); lastly, very disruptive (18; 6.0%).

Figure 47: How did these activities affect your visit to open parks and spaces?



Base = 302

There was also a comment box provided, a summary of responses given is shown below.

Table 22: How did these activities affect your visit to open parks and open spaces (comments)

Affected by dogs not under control/dog foul not being picked up	25
Happy for anyone to use parks as long as they treat it with respect and don't affect other users	15
Majority of professional activities are fine	9
Trainers/professionals are sometimes rude/ loud/ intimidating	7
Increased use by professionals leads to restricted parking/overcrowding/littering/mess	7
Fine with business activities as long as they generate income for the council	5
Response not applicable to the question	3

Base = 69

A greater proportion of female respondents found the activity acceptable (35.2% female; 29.5% male); while a greater proportion of male respondents found the activity to have no effect on their visit (29.5% male; 22.2% female). A larger proportion of respondents in Central Aberdeen felt that the activity was very disruptive (12.0% Central; 5.3% North; 1.6% South). A larger proportion of respondents in the older two Age Groups found the activity disruptive (17.9% 55-64; 15.4% 65+; compared with 8.7% 16-34; 7.5% 35-54). Lastly, the youngest Age Group was most likely to indicate that the activity had no effect on their visit (60.9% 16-34; 25.8% 35-54; 17.9% 55-64; 22.0% 65+).

SERVICE RESPONSE

Environmental Services was delighted to see that the vast majority of respondents backed both Aberdeen's participation in Keep Scotland Beautiful's 'Beautiful Scotland' competition and the involvement of local communities in that aim. Aberdeen City Council believes that Beautiful Scotland is important to the city and it is great that the entry has the whole hearted support of its residents.

The high importance indicated for the provision of both public parks and play parks reflects the current priorities of Environmental Services. It is therefore heartening to see that 72% felt that our provision of public parks is good or excellent and 51.9% rated the provision of children's play areas as good or excellent. The questions in this survey relating to the priorities of green spaces and the related performance were included in the 2011 City Voice 24. The answers given this year provided excellent data that will allow comparisons to be made and will help determine the direction and focus of service delivery.

The questions relating to professional dog walkers and personal trainers provided interesting data. Local authorities throughout Scotland have seen an increase in these professionals using their parks and open spaces and the worry is that their activities are impacting on other users. The result that just over 50% were aware of the professionals' activities and of them 18.3% found their activities disruptive or very disruptive would indicate that currently the public does not have a problem with their work. However the fact that a small number of people's visit to the park was disrupted in some way by the work of these professionals is worth noting and may need to be reviewed again in the future.

These results will be presented to the Service Management Team and will provide good statistical evidence that will influence budgetary and policy decisions. Environmental Services would like to thank the panellists and the City Voice Team for their time and effort in providing this valuable data.

Lorna Graham

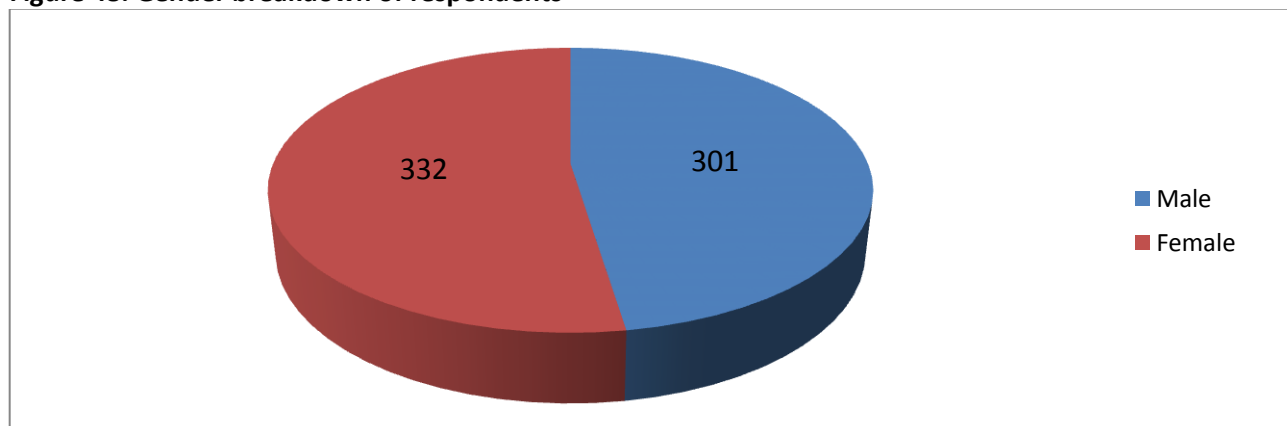
Performance and Development Services

Aberdeen City Council

APPENDIX A: OVERVIEW OF RESPONDENTS' CHARACTERISTICS

This section contains a brief overview of the different demographic characteristics of respondents to the survey. First, in relation to gender, a breakdown of respondents is provided in the figure below. The results show that a majority of respondents to this survey are female (332 respondents; 52.1%), whilst 301 (47.3%) are male.

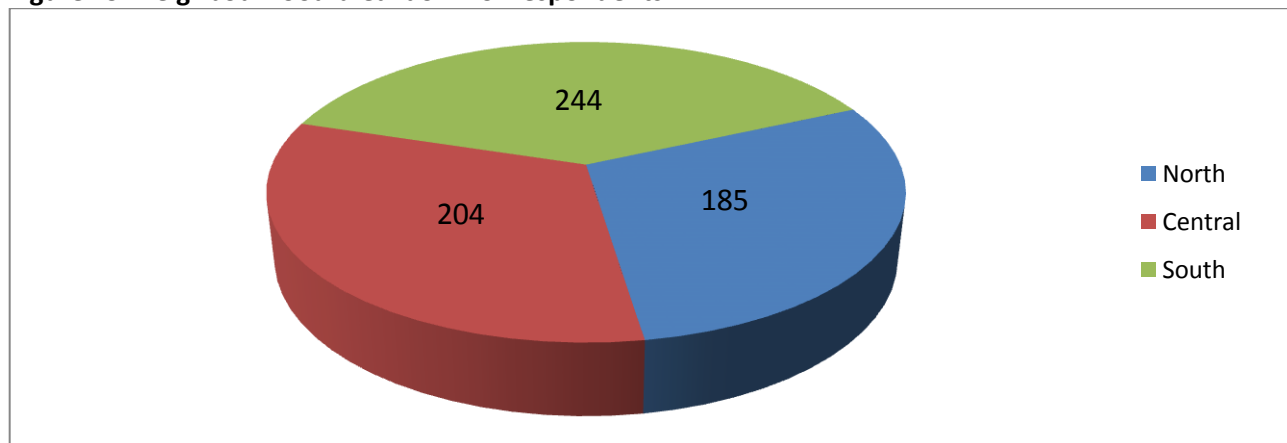
Figure 48: Gender breakdown of respondents



Base = 633

The figure below shows the breakdown of respondents by neighbourhood. As can be seen there is a relatively even spread across the three areas. The largest share of respondents live in South (244 respondents; 38.3%), followed by Central (204; 32.0%) and then North (185; 29.0%).

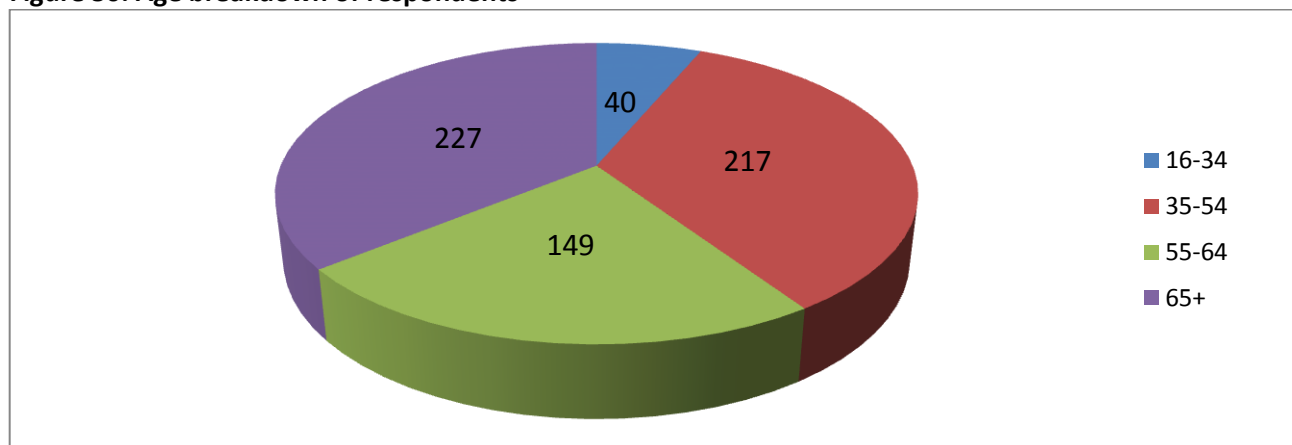
Figure 49: Neighbourhood breakdown of respondents



Base = 633

The survey responses according to age group are provided in the pie chart below. The greatest proportion of respondents was over the age of 65 (227 respondents; 35.6%). This was followed by those aged between 35 – 54 (217; 34.1%), then 55 – 64 year olds (149; 23.4%), and lastly 16 – 34 year olds (40; 6.3%).

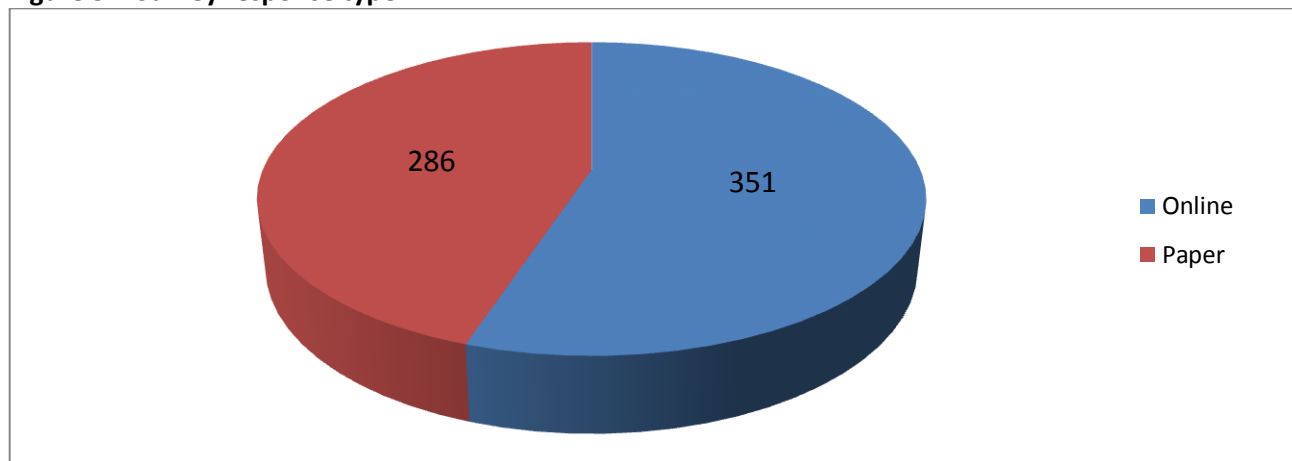
Figure 50: Age breakdown of respondents



Base = 633

Panellists are given the choice to complete the questionnaire on paper or online. The pie chart below shows the proportion of respondents' preferred method of completion. The majority (351 responses; 55.1%) were submitted online, with 286 respondents (44.9%) choosing to complete the paper questionnaire.

Figure 51: Survey response type



Base = 637

APPENDIX B: CROSSTABULATED OUTPUT

This section contains tables for some of the questions we have cross-tabulated. In particular, we use this section to provide tabulated output for the questions whose complexity makes a detailed in-text discussion difficult.

Table 23: How interested are you in the democratic process at the council?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Extremely uninterested	35	12	22	8	13	13	0	15	10	9
%	5.6%	4.0%	6.7%	4.4%	6.5%	5.4%	0.0%	7.0%	6.8%	4.0%
b) Uninterested	36	15	21	9	11	16	1	14	8	13
%	5.7%	5.0%	6.4%	4.9%	5.5%	6.6%	2.5%	6.6%	5.4%	5.8%
c) Neither uninterested nor interested	117	55	62	39	34	44	6	35	38	38
%	18.7%	18.5%	19.0%	21.4%	16.9%	18.3%	15.0%	16.4%	25.9%	17.0%
d) Interested	334	156	177	90	109	134	24	120	68	121
%	53.3%	52.3%	54.3%	49.5%	54.2%	55.6%	60.0%	56.3%	46.3%	54.0%
e) Extremely interested	105	60	44	36	34	34	9	29	23	43
%	16.7%	20.1%	13.5%	19.8%	16.9%	14.1%	22.5%	13.6%	15.6%	19.2%

Base = multiple

Table 24: Do you find it easy to find out what decisions have been taken at committee meetings?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	120	61	59	32	41	47	7	43	31	39
%	20.0%	21.6%	18.8%	18.3%	21.0%	20.8%	18.9%	20.5%	22.0%	18.8%
b) No	479	222	254	143	154	179	30	167	110	169
%	80.0%	78.4%	81.2%	81.7%	79.0%	79.2%	81.1%	79.5%	78.0%	81.3%

Base= multiple

Table 25: How do you currently access information on committee meetings/councillors?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Aberdeen City Council website	89	44	45	23	31	35	6	39	24	20
%	74.2%	72.1%	76.3%	71.9%	75.6%	74.5%	85.7%	90.7%	77.4%	51.3%
b) Twitter	2	1	1	1	0	1	0	1	1	0
%	1.7%	1.6%	1.7%	3.1%	0.0%	2.1%	0.0%	2.3%	3.2%	0.0%
c) Central Library	17	9	8	2	11	4	1	2	3	11
%	14.2%	14.8%	13.6%	6.3%	26.8%	8.5%	14.3%	4.7%	9.7%	28.2%
d) Noticeboard outside Town House	6	4	2	0	2	4	0	0	1	5
%	5.0%	6.6%	3.4%	0.0%	4.9%	8.5%	0.0%	0.0%	3.2%	12.8%
e) Subscription to email notification	1	1	0	0	1	0	0	0	0	1
%	0.8%	1.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	2.6%

Base = multiple

Table 26: What could be done to make committee meetings and decisions more accessible to the public?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Committee meetings held in different locations	89	36	51	26	28	33	3	32	7	45
%	18.6%	16.2%	20.1%	18.2%	18.2%	18.4%	10.0%	19.2%	6.4%	26.6%
b) Committee meetings held outside working hours	103	44	56	26	46	28	8	45	22	25
%	21.5%	19.8%	22.0%	18.2%	29.9%	15.6%	26.7%	26.9%	20.0%	14.8%
c) Timed agendas	53	26	26	14	17	21	2	16	7	27
%	11.1%	11.7%	10.2%	9.8%	11.0%	11.7%	6.7%	9.6%	6.4%	16.0%
d) Webcasting/Podcasting of council meetings	134	58	76	41	43	50	9	63	33	29
%	28.0%	26.1%	29.9%	28.7%	27.9%	27.9%	30.0%	37.7%	30.0%	17.2%
e) Increased use of the council website	232	114	117	64	79	88	14	100	58	59
%	48.4%	51.4%	46.1%	44.8%	51.3%	49.2%	46.7%	59.9%	52.7%	34.9%
f) Increased use of social media (Twitter/Facebook)	109	38	70	32	37	39	12	56	24	16
%	22.8%	17.1%	27.6%	22.4%	24.0%	21.8%	40.0%	33.5%	21.8%	9.5%
g) A downloadable app	171	80	90	44	66	60	15	74	39	42
%	35.7%	36.0%	35.4%	30.8%	42.9%	33.5%	50.0%	44.3%	35.5%	24.9%
h) Publishing agendas further in advance of the meeting	191	91	98	59	62	68	9	62	41	77
%	39.9%	41.0%	38.6%	41.3%	40.3%	38.0%	30.0%	37.1%	37.3%	45.6%
i) Access information on decisions through local councillor	90	39	49	24	27	37	6	27	20	35
%	18.8%	17.6%	19.3%	16.8%	17.5%	20.7%	20.0%	16.2%	18.2%	20.7%

Base = multiple

Table 27: Have you accessed the committee information on the council website?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	196	98	97	61	58	76	14	76	48	57
%	32.0%	33.3%	30.8%	34.1%	29.4%	32.6%	35.0%	35.7%	33.3%	26.9%
b) No	416	196	218	118	139	157	26	137	96	155
%	68.0%	66.7%	69.2%	65.9%	70.6%	67.4%	65.0%	64.3%	66.7%	73.1%

Base = multiple**Table 28: Did you find the committee information pages easy to navigate?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	132	69	62	44	41	46	11	50	34	36
%	69.5%	73.4%	65.3%	74.6%	71.9%	63.0%	78.6%	66.7%	72.3%	67.9%
b) No	58	25	33	15	16	27	3	25	13	17
%	30.5%	26.6%	34.7%	25.4%	28.1%	37.0%	21.4%	33.3%	27.7%	32.1%

Base = multiple**Table 29: Is there any further information the Committee Team could make available to the public?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Live agenda item alerts on the council website	148	72	76	46	54	48	11	65	37	35
%	23.2%	23.9%	22.9%	24.9%	26.5%	19.7%	27.5%	30.0%	24.8%	15.4%
b) Improved search function for committee reports	214	103	110	55	74	84	16	82	50	65
%	33.6%	34.2%	33.1%	29.7%	36.3%	34.4%	40.0%	37.8%	33.6%	28.6%
c) Publishing agendas further in advance of the meeting	223	108	113	62	73	86	13	76	55	77
%	35.0%	35.9%	34.0%	33.5%	35.8%	35.2%	32.5%	35.0%	36.9%	33.9%

Base = multiple

Table 30: Have you attended a committee or council meeting in the last 12 months?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	35	21	14	10	15	10	3	11	8	13
%	5.7%	7.1%	4.5%	5.6%	7.6%	4.3%	7.7%	5.2%	5.6%	6.0%
b) No	576	274	300	167	183	224	36	201	135	202
%	94.3%	92.9%	95.5%	94.4%	92.4%	95.7%	92.3%	94.8%	94.4%	94.0%

Base = multiple**Table 31: Were you clear on the outcomes/decisions made at the meeting you attended?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	34	16	18	14	11	9	2	9	6	17
%	40.0%	32.0%	51.4%	60.9%	33.3%	31.0%	40.0%	40.9%	33.3%	42.5%
b) No	51	34	17	9	22	20	3	13	12	23
%	60.0%	68.0%	48.6%	39.1%	66.7%	69.0%	60.0%	59.1%	66.7%	57.5%

Base = multiple**Table 32: Would you use a facility which broadcasts council meetings live on the internet?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	321	163	156	94	109	116	29	119	79	92
%	55.4%	58.6%	52.3%	55.0%	57.4%	54.0%	74.4%	59.8%	56.4%	46.5%
b) No	258	115	142	77	81	99	10	80	61	106
%	44.6%	41.4%	47.7%	45.0%	42.6%	46.0%	25.6%	40.2%	43.6%	53.5%

Base = multiple**Table 33: Were you aware of the recently established Petitions Committee?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	46	23	22	11	19	15	2	11	8	24
%	7.6%	8.0%	7.1%	6.2%	9.8%	6.5%	5.1%	5.3%	5.6%	11.4%
b) No	558	266	290	167	174	215	37	198	134	187
%	92.4%	92.0%	92.9%	93.8%	90.2%	93.5%	94.9%	94.7%	94.4%	88.6%

Base = multiple**Table 34: Would the Petitions Committee be a facility you would consider using?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	448	219	227	126	160	160	33	165	105	143
%	79.4%	79.3%	79.6%	77.8%	86.0%	75.1%	84.6%	85.5%	79.5%	72.6%
b) No	116	57	58	36	26	53	6	28	27	54
%	20.6%	20.7%	20.4%	22.2%	14.0%	24.9%	15.4%	14.5%	20.5%	27.4%

Base = multiple**Table 35: Do you know who your councillors are?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	415	199	214	114	126	173	21	128	100	164
%	66.9%	67.2%	66.7%	63.0%	63.0%	73.3%	52.5%	61.5%	69.0%	73.2%
b) No	205	97	107	67	74	63	19	80	45	60
%	33.1%	32.8%	33.3%	37.0%	37.0%	26.7%	47.5%	38.5%	31.0%	26.8%

Base = multiple

Table 36: Do you know how to contact your councillors?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	462	225	235	124	145	191	29	163	107	161
%	74.9%	76.3%	73.7%	68.9%	73.6%	80.6%	72.5%	78.4%	74.8%	72.2%
b) No	155	70	84	56	52	46	11	45	36	62
%	25.1%	23.7%	26.3%	31.1%	26.4%	19.4%	27.5%	21.6%	25.2%	27.8%

Base = multiple**Table 37: Are you aware of how the councillors can assist you?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	389	189	198	104	119	164	25	118	98	146
%	64.3%	65.4%	63.3%	59.4%	61.0%	70.7%	62.5%	58.1%	68.1%	67.9%
b) No	216	100	115	71	76	68	15	85	46	69
%	35.7%	34.6%	36.7%	40.6%	39.0%	29.3%	37.5%	41.9%	31.9%	32.1%

Base = multiple**Table 38: How often have you contacted one of your local councillors in the past year?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Never	427	205	221	131	133	162	33	152	103	138
%	69.3%	69.7%	69.3%	72.8%	67.2%	68.9%	82.5%	73.1%	71.5%	62.4%
b) Once	102	42	60	21	37	44	2	33	23	44
%	16.6%	14.3%	18.8%	11.7%	18.7%	18.7%	5.0%	15.9%	16.0%	19.9%
c) Twice	46	21	25	12	15	19	4	13	6	23
%	7.5%	7.1%	7.8%	6.7%	7.6%	8.1%	10.0%	6.3%	4.2%	10.4%
d) >3 times	41	26	13	16	13	10	1	10	12	16
%	6.7%	8.8%	4.1%	8.9%	6.6%	4.3%	2.5%	4.8%	8.3%	7.2%

Base = multiple**Table 39: How did you make contact with your councillors?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) By phone	63	29	33	21	25	16	0	13	12	37
%	9.9%	9.6%	9.9%	11.4%	12.3%	6.6%	0.0%	6.0%	8.1%	16.3%
b) By email	125	62	62	33	39	52	7	42	30	45
%	19.6%	20.6%	18.7%	17.8%	19.1%	21.3%	17.5%	19.4%	20.1%	19.8%
c) By surgery	17	8	9	5	4	8	0	4	1	12
%	2.7%	2.7%	2.7%	2.7%	2.0%	3.3%	0.0%	1.8%	0.7%	5.3%
d) By post	20	9	10	2	6	11	0	4	5	10
%	3.1%	3.0%	3.0%	1.1%	2.9%	4.5%	0.0%	1.8%	3.4%	4.4%
e) In person	53	21	31	11	20	21	2	15	10	25
%	8.3%	7.0%	9.3%	5.9%	9.8%	8.6%	5.0%	6.9%	6.7%	11.0%
f) Social media	3	1	2	0	1	2	0	2	1	0
%	0.5%	0.3%	0.6%	0.0%	0.5%	0.8%	0.0%	0.9%	0.7%	0.0%
g) Via Members Services	2	1	1	1	1	0	0	1	1	0
%	0.3%	0.3%	0.3%	0.5%	0.5%	0.0%	0.0%	0.5%	0.7%	0.0%
h) Not applicable	82	42	40	27	28	27	12	31	21	18
%	12.9%	14.0%	12.0%	14.6%	13.7%	11.1%	30.0%	14.3%	14.1%	7.9%

Base = multiple

Table 40: What would make councillors more accessible to members of the public?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Clearer understanding of commitments of the councillor	297	135	160	86	104	105	20	111	66	98
%	46.6%	44.9%	48.2%	46.5%	51.0%	43.0%	50.0%	51.2%	44.3%	43.2%
b) Daytime drop-in centre	261	108	151	76	88	95	15	71	55	118
%	41.0%	35.9%	45.5%	41.1%	43.1%	38.9%	37.5%	32.7%	36.9%	52.0%
c) Private appointments	160	74	83	50	55	52	8	55	39	55
%	25.1%	24.6%	25.0%	27.0%	27.0%	21.3%	20.0%	25.3%	26.2%	24.2%
d) Engagements in schools/colleges	97	42	54	33	34	29	10	36	18	32
%	15.2%	14.0%	16.3%	17.8%	16.7%	11.9%	25.0%	16.6%	12.1%	14.1%

Base = multiple**Table 41: How could Members' Services assist members of the public in communicating with councillors?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Taking telephone messages	264	108	153	72	98	91	16	80	69	96
%	41.4%	35.9%	46.1%	38.9%	48.0%	37.3%	40.0%	36.9%	46.3%	42.3%
b) Taking email messages	284	133	150	81	102	100	24	104	81	74
%	44.6%	44.2%	45.2%	43.8%	50.0%	41.0%	60.0%	47.9%	54.4%	32.6%
c) Giving out contact numbers	232	101	129	71	87	72	9	79	57	85
%	36.4%	33.6%	38.9%	38.4%	42.6%	29.5%	22.5%	36.4%	38.3%	37.4%

Base = multiple**Table 42: How would you rate the detailed information on councillors on the website?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) easy to access	277	146	130	79	88	109	21	108	70	77
%	52.8%	58.4%	47.8%	51.3%	53.0%	54.0%	61.8%	59.7%	55.6%	42.5%
b) difficult to access	49	23	25	17	16	15	2	15	12	19
%	9.3%	9.2%	9.2%	11.0%	9.6%	7.4%	5.9%	8.3%	9.5%	10.5%
c) not applicable	199	81	117	58	62	78	11	58	44	85
%	37.9%	32.4%	43.0%	37.7%	37.3%	38.6%	32.4%	32.0%	34.9%	47.0%

Base = multiple

Table 43: Which of these statements best applies to you?

	Total	Property		Type of flat		
		Flat	House	Multi storey	Tenement	Sheltered
a) I recycle even if it requires extra effort	368	69	296	13	40	6
%	59.4%	44.5%	64.5%	39.4%	42.1%	54.5%
b) I recycle a lot but not everything	194	48	143	12	30	3
%	31.3%	31.0%	31.2%	36.4%	31.6%	27.3%
c) I recycle sometimes	40	24	16	5	17	0
%	6.5%	15.5%	3.5%	15.2%	17.9%	0.0%
d) I do not recycle	18	14	4	3	8	2
%	2.9%	9.0%	0.9%	9.1%	8.4%	18.2%

Base = multiple**Table 44: What would motivate you to either start recycling or recycle more?**

	Total	Property		Type of flat		
		Flat	House	Multi storey	Tenement	Sheltered
a) More information on what you can recycle	217	59	157	8	41	3
%	34.1%	37.8%	34.0%	24.2%	42.7%	27.3%
b) More information on the benefits	64	17	46	3	13	0
%	10.0%	10.9%	10.0%	9.1%	13.5%	0.0%
c) If more items were accepted for recycling	375	75	297	17	45	5
%	58.9%	48.1%	64.3%	51.5%	46.9%	45.5%
d) More information on what happens to the materials after collection	158	43	115	10	27	2
%	24.8%	27.6%	24.9%	30.3%	28.1%	18.2%
e) Community awards for recycling	127	31	95	7	21	1
%	19.9%	19.9%	20.6%	21.2%	21.9%	9.1%
f) Penalties for producing too much rubbish and not recycling	85	28	56	6	20	1
%	13.3%	17.9%	12.1%	18.2%	20.8%	9.1%
g) If the council could provide different containers	128	43	84	3	33	4
%	20.1%	27.6%	18.2%	9.1%	34.4%	36.4%
h) More information about collection days	35	17	17	4	13	0
%	5.5%	10.9%	3.7%	12.1%	13.5%	0.0%
i) Nothing	47	9	38	3	5	0
%	7.4%	5.8%	8.2%	9.1%	5.2%	0.0%
j) Information on the overall cost of recycling	62	12	50	2	8	1
%	9.7%	7.7%	10.8%	6.1%	8.3%	9.1%

Base = multiple

Table 45: What type of communication have you seen or heard from the council about recycling?

	Total	Property		Type of flat		
		Flat	House	Multi storey	Tenement	Sheltered
a) Newspaper article	250	59	188	11	39	7
%	39.2%	37.8%	40.7%	33.3%	40.6%	63.6%
b) Newspaper advert	163	28	134	6	18	1
%	25.6%	17.9%	29.0%	18.2%	18.8%	9.1%
c) Radio advert	24	6	17	1	4	1
%	3.8%	3.8%	3.7%	3.0%	4.2%	9.1%
d) Billboard	47	13	33	4	8	0
%	7.4%	8.3%	7.1%	12.1%	8.3%	0.0%
e) Leaflet through door	385	99	284	22	60	5
%	60.4%	63.5%	61.5%	66.7%	62.5%	45.5%
f) Social media (e.g. Twitter/Facebook)	17	8	9	2	6	0
%	2.7%	5.1%	1.9%	6.1%	6.3%	0.0%
g) Door to door visit from recycling officer	14	9	5	2	6	1
%	2.2%	5.8%	1.1%	6.1%	6.3%	9.1%
h) Council website	148	35	112	10	22	1
%	23.2%	22.4%	24.2%	30.3%	22.9%	9.1%
i) Community group meetings	13	2	11	1	1	0
%	2.0%	1.3%	2.4%	3.0%	1.0%	0.0%
j) Educational recycling activities at schools	34	3	31	0	3	0
%	5.3%	1.9%	6.7%	0.0%	3.1%	0.0%
k) Community events such as roadshows	95	28	67	9	16	1
%	14.9%	17.9%	14.5%	27.3%	16.7%	9.1%
l) Information on the amount that is recycled by the council each year	40	9	31	3	6	0
%	6.3%	5.8%	6.7%	9.1%	6.3%	0.0%
m) Information on other recycling schemes in the UK	19	5	14	2	3	0
%	3.0%	3.2%	3.0%	6.1%	3.1%	0.0%

Base = multiple

Table 46: Name the top 3 ways you would like to receive information

	Total	Property		Type of flat		
		Flat	House	Multi storey	Tenement	Sheltered
a) Newspaper article	212	46	165	7	31	7
%	33.3%	29.5%	35.7%	21.2%	32.3%	63.6%
b) Newspaper advert	165	31	134	6	21	2
%	25.9%	19.9%	29.0%	18.2%	21.9%	18.2%
c) Radio advert	69	22	47	3	16	1
%	10.8%	14.1%	10.2%	9.1%	16.7%	9.1%
d) Billboard	61	19	42	2	13	1
%	9.6%	12.2%	9.1%	6.1%	13.5%	9.1%
e) Leaflet through door	477	113	361	25	66	7
%	74.9%	72.4%	78.1%	75.8%	68.8%	63.6%
f) Social media (e.g. Twitter/Facebook)	86	24	61	6	16	0
%	13.5%	15.4%	13.2%	18.2%	16.7%	0.0%
g) Door to door visit from recycling officer	79	28	51	4	19	4
%	12.4%	17.9%	11.0%	12.1%	19.8%	36.4%
h) Council website	209	45	162	10	29	1
%	32.8%	28.8%	35.1%	30.3%	30.2%	9.1%
i) Community group meetings	22	6	16	1	4	1
%	3.5%	3.8%	3.5%	3.0%	4.2%	9.1%
j) Educational recycling activities at schools	63	11	52	3	7	0
%	9.9%	7.1%	11.3%	9.1%	7.3%	0.0%
k) Community events such as road shows	121	36	84	8	20	6
%	19.0	23.1%	18.2%	24.2%	20.8%	54.5%

Base = multiple**Table 47: Have you spoken to our recycling officers at any community events such as road shows?**

	Total	Property		Type of flat		
		Flat	House	Multi storey	Tenement	Sheltered
a) Yes	123	26	96	6	15	3
%	20.1%	17.0%	21.1%	18.8%	15.8%	27.3%
b) No	489	127	360	26	80	8
%	79.9%	83.0%	78.9%	81.3%	84.2%	72.7%

Base = multiple

Table 48: How often do you currently use public transport?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Everyday	41	16	25	10	14	17	0	9	14	18
%	6.6%	5.5%	7.7%	5.6%	7.0%	7.2%	0.0%	4.3%	9.6%	8.1%
b) Often (3-6 times a week)	110	60	50	33	29	48	7	21	21	61
%	17.8%	20.5%	15.5%	18.4%	14.5%	20.3%	17.5%	10.0%	14.4%	27.6%
c) Occasionally (1-2 times a week)	106	46	58	31	26	47	6	26	24	48
%	17.1%	15.7%	18.0%	17.3%	13.0%	19.8%	15.0%	12.4%	16.4%	21.7%
d) Rarely (less than once a week)	270	129	140	87	89	93	17	117	61	74
%	43.6%	44.0%	43.3%	48.6%	44.5%	39.2%	42.5%	56.0%	41.8%	33.5%
e) Never	92	42	50	18	42	32	10	36	26	20
%	14.9%	14.3%	15.5%	10.1%	21.0%	13.5%	25.0%	17.2%	17.8%	9.0%

Base = multiple**Table 49: What are your main reasons for using public transport?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Don't drive	90	31	58	27	26	36	4	17	22	46
%	14.1%	10.3%	17.5%	14.6%	12.7%	14.8%	10.0%	7.8%	14.8%	20.3%
b) Parking restrictions	211	112	98	61	61	88	9	57	42	102
%	33.1%	37.2%	29.5%	33.0%	29.9%	36.1%	22.5%	26.3%	28.2%	44.9%
c) Cheaper	118	61	57	30	36	52	7	18	25	68
%	18.5%	20.3%	17.2%	16.2%	17.6%	21.3%	17.5%	8.3%	16.8%	30.0%
d) Quicker	65	37	28	16	17	32	2	16	11	36
%	10.2%	12.3%	8.4%	8.6%	8.3%	13.1%	5.0%	7.4%	7.4%	15.9%
e) Social use	138	67	70	40	45	52	11	52	31	43
%	21.7%	22.3%	21.1%	21.6%	22.1%	21.3%	27.5%	24.0%	20.8%	18.9%
f) Only to commute to work	42	20	22	11	13	18	2	19	18	3
%	6.6%	6.6%	6.6%	5.9%	6.4%	7.4%	5.0%	8.8%	12.1%	1.3%

Base = multiple

Table 50: What would motivate you to start using buses more often?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) More comfortable seating	85	45	39	32	24	28	3	24	14	43
%	13.3%	15.0%	11.7%	17.3%	11.8%	11.5%	7.5%	11.1%	9.4%	18.9%
b) Quieter engine noise	31	20	10	12	8	10	1	7	6	16
%	4.9%	6.6%	3.0%	6.5%	3.9%	4.1%	2.5%	3.2%	4.0%	7.0%
c) Lower fares	279	128	151	85	89	105	22	140	72	45
%	43.8%	42.5%	45.5%	45.9%	43.6%	43.0%	55.0%	64.5%	48.3%	19.8%
d) More space for bags, prams, wheelchairs, etc.	46	18	27	17	13	15	5	13	11	16
%	7.2%	6.0%	8.1%	9.2%	6.4%	6.1%	12.5%	6.0%	7.4%	7.0%
e) Use of less polluting engines	70	36	34	17	29	24	4	21	13	32
%	11.0%	12.0%	10.2%	9.2%	14.2%	9.8%	10.0%	9.7%	8.7%	14.1%
f) Greater frequency	318	148	168	94	108	114	14	109	79	114
%	49.9%	49.2%	50.6%	50.8%	52.9%	46.7%	35.0%	50.2%	53.0%	50.2%
g) Better route options	303	141	160	105	91	105	21	105	77	98
%	47.6%	46.8%	48.2%	56.8%	44.6%	43.0%	52.5%	48.4%	51.7%	43.2%

Base = multiple

Table 51: Communication seen or heard from the council about introducing hydrogen powered buses

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Newspaper	302	153	149	94	91	117	14	71	77	140
%	47.4%	50.8%	44.9%	50.8%	44.6%	48.0%	35.0%	32.7%	51.7%	61.7%
b) Council website	42	23	19	16	11	15	5	16	10	11
%	6.6%	7.6%	5.7%	8.6%	5.4%	6.1%	12.5%	7.4%	6.7%	4.8%
c) Other website	9	6	3	3	3	3	0	5	2	2
%	1.4%	2.0%	0.9%	1.6%	1.5%	1.2%	0.0%	2.3%	1.3%	0.9%
d) Radio/TV coverage	75	38	37	25	19	31	6	23	16	30
%	11.8%	12.6%	11.1%	13.5%	9.3%	12.7%	15.0%	10.6%	10.7%	13.2%
e) Leaflet through door	8	4	4	2	4	2	0	1	3	4
%	1.3%	1.3%	1.2%	1.1%	2.0%	0.8%	0.0%	0.5%	2.0%	1.8%
f) Council publication	16	10	6	6	7	3	1	3	5	7
%	2.5%	3.3%	1.8%	3.2%	3.4%	1.2%	2.5%	1.4%	3.4%	3.1%
g) Seen at an event	29	13	16	5	7	17	2	12	6	9
%	4.6%	4.3%	4.8%	2.7%	3.4%	7.0%	5.0%	5.5%	4.0%	4.0%
h) None	251	112	137	69	90	90	19	108	53	69
%	39.4%	37.2%	41.3%	37.3%	44.1%	36.9%	47.5%	49.8%	35.6%	30.4%

Base = multiple**Table 52: Have you been adequately informed about the introduction of hydrogen powered buses?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	220	116	104	72	65	83	15	62	63	80
%	37.0%	40.3%	34.3%	41.9%	33.9%	36.6%	37.5%	31.0%	45.3%	37.7%
b) No	374	172	199	100	127	144	25	138	76	132
%	63.0%	59.7%	65.7%	58.1%	66.1%	63.4%	62.5%	69.0%	54.7%	62.3%

Base = multiple

Table 53: Methods to keep you more informed about buses and similar hydrogen projects in the future

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Newspaper article/advert	346	175	169	101	102	141	17	95	82	150
%	54.3%	58.1%	50.9%	54.6%	50.0%	57.8%	42.5%	43.8%	55.0%	66.1%
b) Council website	156	85	71	44	44	68	12	61	49	34
%	24.5%	28.2%	21.4%	23.8%	21.6%	27.9%	30.0%	28.1%	32.9%	15.0%
c) Other website	28	19	9	9	9	10	4	11	6	7
%	4.4%	6.3%	2.7%	4.9%	4.4%	4.1%	10.0%	5.1%	4.0%	3.1%
d) Radio/TV coverage	207	89	116	58	69	78	11	80	46	68
%	32.5%	29.6%	34.9%	31.4%	33.8%	32.0%	27.5%	36.9%	30.9%	30.0%
e) Leaflet through door	342	170	169	102	121	116	20	111	80	128
%	53.7%	56.5%	50.9%	55.1%	59.3%	47.5%	50.0%	51.2%	53.7%	56.4%
f) Council publication	82	43	37	21	34	25	5	26	15	34
%	12.9%	14.3%	11.1%	11.4%	16.7%	10.2%	12.5%	12.0%	10.1%	15.0%
g) Information at events	85	35	50	27	25	33	6	34	19	26
%	13.3%	11.6%	15.1%	14.6%	12.3%	13.5%	15.0%	15.7%	12.8%	11.5%

Base = multiple**Table 54: What would you like to know about the council's plans around hydrogen buses?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) The route(s) the buses will be running on	407	181	223	117	128	159	31	133	92	148
%	63.9%	60.1%	67.2%	63.2%	62.7%	65.2%	77.5%	61.3%	61.7%	65.2%
b) Where the buses will be refuelled	163	61	101	52	50	60	12	53	36	61
%	25.6%	20.3%	30.4%	28.1%	24.5%	24.6%	30.0%	24.4%	24.2%	26.9%
c) How safe the buses are	250	103	145	76	81	91	14	64	60	110
%	39.2%	34.2%	43.7%	41.1%	39.7%	37.3%	35.0%	29.5%	40.3%	48.5%
d) What the fares will be on these buses	257	114	142	86	83	87	21	104	71	60
%	40.3%	37.9%	42.8%	46.5%	40.7%	35.7%	52.5%	47.9%	47.7%	26.4%
e) The benefits the buses will deliver for passengers and the city	345	168	174	111	108	123	21	114	69	138
%	54.2%	55.8%	52.4%	60.0%	52.9%	50.4%	52.5%	52.5%	46.3%	60.8%
f) Are more of these buses planned for the city in the future	307	137	168	95	93	117	20	96	75	114
%	48.2%	45.5%	50.6%	51.4%	45.6%	48.0%	50.0%	44.2%	50.3%	50.2%

Base = multiple

Table 55: Which one option would you like to know more about?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) The route(s) the buses will be running on	152	68	83	41	46	64	13	42	28	68
%	28.1%	26.9%	29.2%	25.3%	26.4%	31.8%	35.1%	23.9%	22.4%	34.2%
b) Where the buses will be refuelled	19	7	12	8	2	9	1	4	5	9
%	3.5%	2.8%	4.2%	4.9%	1.1%	4.5%	2.7%	2.3%	4.0%	4.5%
c) How safe the buses are	89	35	54	30	27	32	5	24	25	35
%	16.5%	13.8%	19.0%	18.5%	15.5%	15.9%	13.5%	13.6%	20.0%	17.6%
d) What the fares will be on these buses	85	38	46	26	30	28	9	38	20	17
%	15.7%	15.0%	16.2%	16.0%	17.2%	13.9%	24.3%	21.6%	16.0%	8.5%
e) The benefits the buses will deliver for passengers and the city	149	81	67	48	52	48	6	51	37	54
%	27.6%	32.0%	23.6%	29.6%	29.9%	23.9%	16.2%	29.0%	29.6%	27.1%
f) Are more of these buses planned for the city in the future	46	24	22	9	17	20	3	17	10	16
%	8.5%	9.5%	7.7%	5.6%	9.8%	10.0%	8.1%	9.7%	8.0%	8.0%

Base = multiple**Table 56: Will you be willing to use hydrogen buses when they begin operations?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	498	246	249	148	149	198	31	159	121	184
%	85.1%	86.0%	84.1%	88.1%	79.3%	87.6%	79.5%	80.7%	85.8%	89.8%
b) No	87	40	47	20	39	28	8	38	20	21
%	14.9%	14.0%	15.9%	11.9%	20.7%	12.4%	20.5%	19.3%	14.2%	10.2%

Base = multiple**Table 57: Were you aware of the historical uses and applications of hydrogen/fuel cell technologies?**

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	283	163	119	75	90	117	15	99	67	101
%	46.5%	55.8%	37.9%	42.9%	45.7%	50.0%	37.5%	48.1%	46.5%	46.8%
b) No	326	129	195	100	107	117	25	107	77	115
%	53.5%	44.2%	62.1%	57.1%	54.3%	50.0%	62.5%	51.9%	53.5%	53.2%

Base = multiple

Table 58: Should Aberdeen City continue its participation in the national 'Beautiful Scotland' competition?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	547	263	283	159	177	210	33	189	127	197
%	90.9%	91.0%	91.3%	89.3%	91.7%	92.1%	84.6%	94.5%	88.8%	90.8%
b) No	55	26	27	19	16	18	6	11	16	20
%	9.1%	9.0%	8.7%	10.7%	8.3%	7.9%	15.4%	5.5%	11.2%	9.2%

Base = multiple

Table 59: Should local communities be encouraged to be more involved in the competition?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
a) Yes	529	249	279	150	176	202	32	185	121	190
%	98.7%	97.3%	100.0%	97.4%	100.0%	98.5%	97.0%	98.9%	99.2%	98.4%
b) No	7	7	0	4	0	3	1	2	1	3
%	1.3%	2.7%	0.0%	2.6%	0.0%	1.5%	3.0%	1.1%	0.8%	1.6%

Base = multiple

Table 60: Importance of green space provision – Services provided

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Provision of flower beds/floral displays in public areas (%)										
Extremely important	22.2%	19.2%	24.4%	28.7%	21.5%	17.2%	20.0%	23.9%	18.3%	22.8%
Very important	30.5%	33.2%	28.2%	19.5%	31.9%	37.8%	42.5%	20.4%	34.5%	35.3%
Important	39.3%	40.2%	38.8%	42.5%	39.8%	36.9%	27.5%	45.8%	38.0%	36.7%
Not very important	6.7%	5.9%	7.4%	8.0%	5.2%	6.9%	10.0%	8.5%	7.7%	3.7%
Not at all important	1.3%	1.4%	1.3%	1.1%	1.6%	1.3%	0.0%	1.5%	1.4%	1.4%
Not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provision of outdoor sports pitches/playing fields (%)										
Extremely important	24.5%	24.3%	24.3%	23.0%	24.6%	25.0%	27.5%	24.9%	16.3%	28.5%
Very important	36.6%	38.0%	35.6%	30.5%	40.3%	38.6%	27.5%	38.0%	42.6%	33.3%
Important	29.9%	28.5%	31.1%	37.9%	25.7%	27.2%	40.0%	32.7%	31.9%	23.7%
Not very important	5.9%	6.3%	5.5%	5.2%	6.8%	5.7%	5.0%	2.9%	7.8%	7.7%
Not at all important	2.0%	1.8%	2.3%	2.3%	2.1%	1.8%	0.0%	1.0%	0.7%	4.3%
Not applicable	1.2%	1.1%	1.3%	1.1%	0.5%	1.8%	0.0%	0.5%	0.7%	2.4%
Provision of children's play areas (%)										
Extremely important	32.3%	32.7%	31.5%	32.6%	35.3%	29.1%	41.0%	35.1%	27.7%	30.4%
Very important	37.8%	37.3%	38.7%	35.5%	38.4%	39.6%	28.2%	36.6%	42.6%	38.2%
Important	23.0%	24.6%	21.6%	25.6%	20.5%	23.3%	30.8%	23.8%	22.7%	21.3%
Not very important	4.4%	3.2%	5.6%	4.7%	3.2%	5.3%	0.0%	3.5%	4.3%	6.3%
Not at all important	1.2%	0.7%	1.3%	0.6%	1.1%	1.3%	0.0%	0.5%	2.1%	1.0%
Not applicable	1.4%	1.4%	1.3%	1.2%	1.6%	1.3%	0.0%	0.5%	0.7%	2.9%
Provision of public parks (%)										
Extremely important	46.7%	45.2%	47.9%	43.9%	49.7%	46.1%	60.0%	49.8%	41.5%	44.4%
Very important	36.0%	33.9%	38.2%	34.1%	36.0%	37.8%	20.0%	36.9%	40.1%	35.7%
Important	15.6%	19.4%	12.0%	19.1%	13.8%	14.3%	20.0%	12.3%	16.9%	16.9%
Not very important	1.3%	1.1%	1.6%	2.9%	0.5%	0.9%	0.0%	1.0%	0.7%	2.4%
Not at all important	0.2%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.0%	0.7%	0.0%
Not applicable	0.2%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.5%
Provision of tree maintenance services (%)										
Extremely important	26.3%	25.0%	27.1%	32.0%	22.1%	25.0%	30.0%	23.9%	24.6%	28.5%
Very important	38.1%	36.8%	39.7%	32.0%	41.6%	40.4%	35.0%	41.3%	37.3%	36.7%
Important	31.5%	33.6%	29.7%	30.8%	32.1%	31.6%	30.0%	31.3%	33.8%	30.4%
Not very important	3.2%	3.9%	2.6%	4.7%	3.2%	2.2%	2.5%	3.0%	3.5%	3.4%
Not at all important	0.5%	0.4%	0.6%	0.6%	0.5%	0.4%	0.0%	0.5%	0.7%	0.5%
Not applicable	0.3%	0.4%	0.3%	0.0%	0.5%	0.4%	2.5%	0.0%	0.0%	0.5%
Provision of Ranger Service (%)										
Extremely important	11.6%	8.9%	13.5%	14.5%	11.0%	9.1%	15.4%	12.2%	8.0%	11.8%
Very important	23.9%	21.9%	25.9%	19.3%	24.9%	26.8%	30.8%	29.1%	19.7%	20.5%
Important	41.8%	43.7%	40.1%	44.0%	40.9%	40.9%	28.2%	37.8%	43.8%	47.2%
Not very important	17.4%	20.4%	14.8%	16.9%	19.3%	16.4%	17.9%	16.3%	22.6%	14.9%
Not at all important	3.3%	3.0%	3.7%	4.2%	1.7%	4.1%	0.0%	3.1%	2.2%	5.1%
Not applicable	2.1%	2.2%	2.0%	1.2%	2.2%	2.7%	7.7%	1.5%	3.6%	0.5%
Provision of Allotments (%)										
Extremely important	16.6%	12.4%	20.0%	12.0%	15.6%	20.3%	17.9%	21.2%	9.6%	15.7%
Very important	18.7%	17.5%	20.0%	17.4%	22.0%	17.1%	23.1%	19.7%	22.1%	14.7%
Important	35.1%	35.3%	35.0%	38.3%	33.9%	33.8%	23.1%	35.5%	33.8%	38.1%
Not very important	20.8%	25.5%	16.7%	23.4%	22.6%	17.6%	25.6%	18.7%	23.5%	20.3%
Not at all important	6.7%	6.5%	7.0%	6.6%	4.8%	8.6%	2.6%	4.4%	10.3%	7.6%
Not applicable	2.1%	2.9%	1.3%	2.4%	1.1%	2.7%	7.7%	0.5%	0.7%	3.6%

Base = multiple

Table 61: Importance of green space provision – Service standards

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
High standards of maintenance of public grass areas (%)										
Extremely important	31.0%	28.8%	32.7%	36.9%	30.5%	26.4%	22.5%	32.7%	26.2%	33.6%
Very important	40.2%	42.8%	37.8%	35.8%	46.8%	38.1%	42.5%	36.6%	39.0%	43.9%
Important	26.2%	27.0%	25.6%	25.6%	20.0%	32.0%	32.5%	25.7%	33.3%	21.0%
Not very important	2.3%	1.4%	3.2%	1.1%	2.6%	3.0%	2.5%	4.5%	0.7%	1.4%
Not at all important	0.3%	0.0%	0.6%	0.6%	0.0%	0.4%	0.0%	0.5%	0.7%	0.0%
Not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Standard of litter clearance in horticultural areas (%)										
Extremely important	35.1%	33.0%	36.4%	38.0%	40.1%	27.8%	46.2%	32.8%	29.7%	37.8%
Very important	38.6%	39.0%	38.6%	35.1%	37.5%	42.7%	25.6%	37.7%	42.8%	39.7%
Important	23.9%	24.8%	23.4%	24.6%	19.8%	27.3%	25.6%	27.0%	25.4%	20.1%
Not very important	2.0%	3.2%	1.0%	2.3%	2.1%	1.8%	2.6%	2.5%	1.4%	1.9%
Not at all important	0.2%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.0%	0.7%	0.0%
Not applicable	0.2%	0.0%	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%
Standard of maintenance of children's play areas (%)										
Extremely important	45.3%	46.2%	44.2%	46.5%	47.1%	42.5%	50.0%	50.0%	38.6%	43.9%
Very important	34.7%	33.3%	36.0%	31.4%	34.9%	37.2%	22.5%	31.2%	44.3%	34.1%
Important	17.1%	17.2%	17.2%	18.6%	15.9%	17.3%	27.5%	17.8%	13.6%	17.1%
Not very important	1.5%	1.8%	1.3%	1.7%	1.1%	1.8%	0.0%	0.5%	2.1%	2.4%
Not at all important	0.8%	0.7%	1.0%	0.6%	0.5%	1.3%	0.0%	0.5%	1.4%	1.0%
Not applicable	0.5%	0.7%	0.3%	1.2%	0.5%	0.0%	0.0%	0.0%	0.0%	1.5%
Standard of maintenance of outdoor pitches/playing fields (%)										
Extremely important	27.6%	22.4%	32.1%	24.7%	29.2%	27.9%	29.7%	29.1%	21.3%	29.6%
Very important	40.1%	44.4%	36.0%	40.6%	37.4%	41.9%	29.7%	39.4%	41.8%	41.3%
Important	26.4%	27.3%	26.0%	28.2%	29.2%	23.1%	32.4%	27.1%	31.2%	22.1%
Not very important	3.2%	2.4%	3.9%	2.9%	2.6%	3.9%	0.0%	3.9%	4.3%	2.3%
Not at all important	1.2%	2.1%	0.3%	1.8%	1.0%	0.9%	2.7%	0.5%	0.7%	1.9%
Not applicable	1.5%	1.4%	1.6%	1.8%	0.5%	2.2%	5.4%	0.0%	0.7%	2.8%
Feeling of personal safety in public parks (%)										
Extremely important	46.2%	40.6%	51.5%	49.1%	43.9%	46.1%	62.2%	42.9%	49.3%	44.7%
Very important	36.1%	35.4%	36.5%	36.8%	40.8%	31.1%	18.9%	39.9%	30.7%	38.6%
Important	15.4%	20.5%	10.7%	12.9%	13.3%	19.3%	16.2%	14.8%	17.9%	14.4%
Not very important	1.8%	2.8%	1.0%	1.2%	1.0%	3.1%	0.0%	2.5%	2.1%	1.4%
Not at all important	0.3%	0.7%	0.0%	0.0%	1.0%	0.0%	2.7%	0.0%	0.0%	0.5%
Not applicable	0.2%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.5%
Organised events in public areas (%)										
Extremely important	14.8%	11.0%	18.2%	12.4%	18.1%	13.5%	24.3%	17.8%	12.4%	11.5%
Very important	26.7%	22.4%	30.7%	28.4%	23.8%	27.9%	16.2%	27.2%	24.8%	29.3%
Important	40.5%	42.3%	38.9%	40.2%	40.9%	40.5%	35.1%	35.1%	40.9%	46.6%
Not very important	13.9%	17.4%	10.6%	14.8%	11.9%	14.9%	16.2%	14.9%	18.2%	9.6%
Not at all important	3.7%	6.0%	1.7%	4.1%	4.7%	2.7%	8.1%	4.5%	3.6%	2.4%
Not applicable	0.3%	0.7%	0.0%	0.0%	0.5%	0.5%	0.0%	0.5%	0.0%	0.5%
Keeping public parks clear of dog fouling (%)										
Extremely important	57.2%	55.6%	58.1%	58.5%	62.8%	50.7%	54.1%	57.1%	57.9%	56.5%
Very important	29.8%	29.2%	30.8%	30.4%	26.0%	33.2%	18.9%	31.0%	28.6%	31.9%
Important	11.7%	13.5%	10.1%	9.9%	9.7%	14.8%	21.6%	11.8%	12.1%	9.7%
Not very important	1.2%	1.4%	1.0%	1.2%	1.0%	1.3%	2.7%	0.0%	1.4%	1.9%
Not at all important	0.2%	0.3%	0.0%	0.0%	0.5%	0.0%	2.7%	0.0%	0.0%	0.0%
Not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ensuring dogs are kept under control in parks (%)										
Extremely important	53.7%	51.0%	55.7%	54.3%	59.5%	47.6%	44.7%	53.2%	53.2%	55.3%
Very important	28.6%	28.5%	29.1%	30.6%	25.6%	30.1%	18.4%	27.6%	29.8%	31.2%
Important	14.8%	16.7%	13.3%	13.9%	9.7%	20.1%	28.9%	16.3%	14.2%	11.6%
Not very important	2.5%	3.1%	1.9%	1.2%	4.1%	2.2%	5.3%	3.0%	2.1%	1.9%

Not at all important	0.3%	0.7%	0.0%	0.0%	1.0%	0.0%	2.6%	0.0%	0.7%	0.0%
Not applicable	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provision of public toilets in parks (%)										
Extremely important	41.8%	35.4%	47.2%	49.1%	41.5%	35.8%	35.1%	35.1%	41.4%	48.6%
Very important	34.3%	38.5%	30.4%	30.6%	35.4%	36.2%	24.3%	33.2%	35.0%	36.7%
Important	21.1%	23.6%	19.1%	17.9%	20.5%	24.5%	29.7%	27.2%	21.4%	14.2%
Not very important	2.5%	2.1%	2.9%	1.7%	2.1%	3.5%	8.1%	4.5%	1.4%	0.5%
Not at all important	0.2%	0.3%	0.0%	0.0%	0.5%	0.0%	2.7%	0.0%	0.0%	0.0%
Not applicable	0.2%	0.0%	0.3%	0.6%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%

Base = multiple

Table 62: Importance of green space provision – Staff and information

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Friendliness/co-operation of staff (%)										
Extremely important	32.0%	27.9%	35.2%	35.3%	34.2%	27.0%	29.7%	32.8%	30.2%	31.9%
Very important	36.0%	35.7%	36.5%	33.5%	33.7%	40.0%	24.3%	35.3%	35.3%	39.4%
Important	29.1%	32.9%	26.1%	30.0%	27.5%	30.4%	37.8%	27.0%	33.1%	27.7%
Not very important	1.8%	1.8%	1.9%	1.2%	2.6%	1.7%	2.7%	3.9%	0.7%	0.5%
Not at all important	0.5%	1.1%	0.0%	0.0%	1.0%	0.4%	2.7%	0.5%	0.7%	0.0%
Not applicable	0.5%	0.7%	0.3%	0.0%	1.0%	0.4%	2.7%	0.5%	0.0%	0.5%
Presentability of staff (%)										
Extremely important	20.3%	18.6%	21.1%	24.4%	19.7%	16.8%	13.5%	20.7%	18.1%	21.5%
Very important	34.0%	33.7%	34.7%	32.7%	31.6%	37.6%	18.9%	30.0%	34.1%	41.1%
Important	34.7%	38.0%	31.8%	35.7%	34.2%	34.5%	40.5%	34.0%	38.4%	32.1%
Not very important	8.8%	6.8%	10.7%	6.5%	11.4%	8.4%	16.2%	11.8%	8.7%	4.8%
Not at all important	1.5%	2.2%	1.0%	0.6%	2.1%	1.8%	5.4%	3.0%	0.7%	0.0%
Not applicable	0.7%	0.7%	0.6%	0.0%	1.0%	0.9%	5.4%	0.5%	0.0%	0.5%
Ease of obtaining information/help (%)										
Extremely important	20.3%	13.9%	25.6%	23.8%	20.3%	16.8%	16.2%	21.9%	16.5%	21.1%
Very important	33.4%	33.1%	33.8%	35.1%	31.8%	33.6%	18.9%	28.4%	38.1%	37.8%
Important	38.1%	43.1%	34.1%	35.7%	39.1%	39.8%	48.6%	39.3%	34.5%	38.3%
Not very important	5.9%	7.1%	4.9%	5.4%	6.3%	6.2%	5.4%	7.0%	9.4%	2.9%
Not at all important	1.4%	1.8%	1.0%	0.0%	1.6%	2.2%	5.4%	2.0%	1.4%	0.0%
Not applicable	0.8%	1.1%	0.7%	0.0%	1.0%	1.3%	5.4%	1.5%	0.0%	0.0%
Ease of reporting deficiencies/making complaints (%)										
Extremely important	23.4%	18.9%	26.5%	28.2%	24.4%	17.6%	24.3%	23.0%	17.3%	26.2%
Very important	31.0%	31.4%	31.0%	28.2%	32.1%	32.6%	16.2%	27.9%	32.4%	36.2%
Important	38.2%	41.4%	35.8%	38.8%	35.8%	40.5%	40.5%	40.7%	42.4%	33.3%
Not very important	6.7%	7.5%	6.1%	4.7%	6.2%	8.8%	13.5%	7.4%	7.9%	4.3%
Not at all important	0.3%	0.4%	0.3%	0.0%	1.0%	0.0%	2.7%	0.5%	0.0%	0.0%
Not applicable	0.3%	0.4%	0.3%	0.0%	0.5%	0.4%	2.7%	0.5%	0.0%	0.0%

Base = multiple

Table 63: Performance of green space provision – Staff and information

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Friendliness/co-operation of staff (%)										
Excellent	5.0%	3.0%	7.0%	5.7%	6.2%	3.7%	8.8%	5.8%	4.8%	4.0%
Good	44.4%	44.6%	44.6%	38.0%	45.5%	48.6%	35.3%	37.4%	44.4%	53.0%
Average	29.1%	32.2%	25.6%	33.5%	23.6%	29.6%	17.6%	25.8%	30.2%	32.7%
Poor	2.0%	2.6%	1.4%	2.5%	2.8%	0.9%	0.0%	2.1%	2.4%	2.0%
Very poor	0.5%	0.4%	0.7%	0.6%	1.1%	0.0%	0.0%	1.1%	0.8%	0.0%
Not applicable	18.9%	17.2%	20.7%	19.6%	20.8%	17.1%	38.2%	27.9%	17.5%	8.4%
Presentability of staff (%)										
Excellent	3.4%	1.9%	4.9%	4.4%	3.9%	2.4%	8.8%	4.2%	2.4%	2.5%
Good	43.9%	41.2%	46.6%	36.9%	46.6%	47.2%	38.2%	38.4%	45.7%	49.2%
Average	32.7%	39.0%	26.1%	35.6%	29.8%	32.1%	20.6%	28.4%	32.3%	38.2%
Poor	2.2%	2.6%	1.8%	3.8%	1.7%	1.4%	0.0%	3.2%	0.8%	2.5%
Very poor	0.2%	0.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
Not applicable	17.7%	15.0%	20.5%	18.8%	18.0%	17.0%	32.4%	25.8%	18.1%	7.5%
Ease of obtaining information/help (%)										
Excellent	2.7%	1.9%	3.5%	2.5%	3.9%	1.9%	5.9%	3.2%	0.8%	3.1%
Good	29.7%	29.4%	30.4%	29.3%	27.0%	32.9%	23.5%	26.5%	30.7%	33.8%
Average	43.5%	46.2%	40.6%	36.9%	48.9%	43.3%	32.4%	42.9%	45.7%	44.1%
Poor	10.0%	11.5%	8.5%	15.9%	8.4%	6.7%	11.8%	9.0%	7.1%	12.3%
Very poor	0.9%	1.1%	0.7%	1.3%	0.6%	1.0%	0.0%	0.5%	0.8%	1.5%
Not applicable	13.1%	9.9%	16.3%	14.0%	11.2%	14.3%	26.5%	18.0%	15.0%	5.1%
Ease of reporting deficiencies/making complaints (%)										
Excellent	1.8%	1.1%	2.5%	2.5%	1.1%	1.9%	5.9%	1.6%	2.4%	1.0%
Good	26.2%	25.9%	26.9%	26.1%	22.5%	30.0%	20.6%	26.8%	25.2%	27.8%
Average	40.3%	42.5%	38.4%	38.2%	44.9%	38.1%	23.5%	35.8%	43.3%	45.9%
Poor	13.1%	14.3%	11.1%	13.4%	14.6%	10.5%	17.6%	12.6%	9.4%	13.9%
Very poor	2.9%	3.8%	2.2%	2.5%	3.4%	2.9%	0.0%	3.2%	0.8%	4.6%
Not applicable	15.7%	12.4%	19.0%	17.2%	13.5%	16.7%	32.4%	20.0%	18.9%	6.7%

Base = multiple

Table 64: Performance of green space provision – Services provided

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Provision of flower beds/floral displays in public areas (%)										
Excellent	14.0%	10.4%	17.5%	8.3%	16.9%	16.1%	16.7%	10.7%	11.9%	18.3%
Good	51.1%	54.1%	48.7%	49.1%	54.5%	50.2%	52.8%	48.7%	53.3%	52.1%
Average	25.6%	25.8%	24.8%	29.0%	23.3%	24.2%	13.9%	29.9%	25.9%	22.5%
Poor	7.4%	7.9%	7.0%	11.2%	4.2%	7.2%	5.6%	9.1%	7.4%	6.1%
Very poor	0.7%	0.7%	0.7%	1.2%	0.0%	0.9%	0.0%	0.5%	0.7%	0.9%
Not applicable	1.2%	1.1%	1.3%	1.2%	1.1%	1.3%	11.1%	1.0%	0.7%	0.0%
Provision of outdoor sports pitches/playing fields (%)										
Excellent	3.7%	4.0%	3.4%	4.2%	5.3%	1.9%	5.6%	3.6%	2.3%	4.3%
Good	48.7%	46.2%	51.7%	40.7%	53.2%	51.9%	44.4%	46.7%	49.6%	51.7%
Average	33.6%	36.7%	30.1%	39.5%	30.3%	31.0%	25.0%	37.9%	34.6%	29.5%
Poor	6.3%	5.8%	6.4%	8.4%	4.3%	6.0%	8.3%	6.2%	4.5%	6.8%
Very poor	0.7%	1.5%	0.0%	0.6%	0.0%	1.4%	0.0%	0.5%	0.8%	1.0%
Not applicable	7.1%	5.8%	8.4%	6.6%	6.9%	7.9%	16.7%	5.1%	8.3%	6.8%
Provision of children's play areas (%)										
Excellent	5.1%	3.6%	6.2%	3.6%	7.0%	4.2%	8.6%	4.6%	3.1%	5.8%
Good	46.8%	43.8%	50.3%	41.3%	47.8%	51.2%	48.6%	46.2%	45.4%	49.0%
Average	34.4%	38.7%	29.8%	40.7%	34.4%	28.6%	17.1%	38.5%	36.9%	31.1%
Poor	6.8%	6.6%	7.2%	9.6%	5.4%	6.1%	5.7%	5.1%	7.7%	8.3%
Very poor	1.1%	1.8%	0.3%	0.6%	0.0%	2.3%	2.9%	0.5%	1.5%	1.0%
Not applicable	5.8%	5.5%	6.2%	4.2%	5.4%	7.5%	17.1%	5.1%	5.4%	4.9%
Provision of public parks (%)										
Excellent	16.4%	13.4%	19.5%	9.5%	21.1%	18.0%	19.4%	14.8%	17.8%	16.8%
Good	55.6%	57.8%	54.0%	54.8%	56.3%	56.2%	50.0%	63.3%	53.3%	51.4%
Average	23.5%	23.1%	23.2%	28.6%	20.0%	21.7%	22.2%	19.4%	25.2%	25.5%
Poor	3.5%	4.3%	2.7%	6.0%	2.1%	2.8%	0.0%	2.6%	3.0%	5.3%
Very poor	0.2%	0.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%
Not applicable	0.9%	1.1%	0.7%	1.2%	0.5%	0.9%	8.3%	0.0%	0.7%	0.5%
Provision of tree maintenance services (%)										
Excellent	3.3%	3.0%	3.7%	1.8%	4.8%	3.3%	8.8%	2.6%	3.0%	3.4%
Good	36.4%	33.0%	40.1%	30.9%	39.9%	38.3%	47.1%	41.8%	37.3%	29.8%
Average	38.9%	44.1%	34.0%	41.2%	35.6%	39.7%	26.5%	36.1%	38.8%	43.4%
Poor	10.2%	10.7%	9.8%	15.2%	8.5%	7.9%	0.0%	6.7%	12.7%	13.7%
Very poor	4.2%	4.4%	3.7%	5.5%	1.6%	5.1%	0.0%	2.6%	4.5%	5.9%
Not applicable	7.0%	4.8%	8.8%	5.5%	9.6%	5.6%	17.6%	10.3%	3.7%	3.9%
Provision of Ranger Service (%)										
Excellent	2.3%	0.8%	3.7%	1.3%	3.4%	2.0%	14.7%	1.1%	2.4%	1.1%
Good	24.6%	17.4%	31.3%	21.4%	28.0%	24.0%	29.4%	29.1%	23.0%	19.9%
Average	35.0%	45.5%	25.4%	37.7%	32.0%	35.7%	23.5%	31.2%	32.5%	43.2%
Poor	9.7%	10.3%	8.8%	9.7%	10.3%	8.7%	0.0%	8.5%	10.3%	11.9%
Very poor	0.9%	0.4%	1.5%	1.3%	0.6%	1.0%	0.0%	1.6%	0.0%	1.1%
Not applicable	27.5%	25.7%	29.4%	28.6%	25.7%	28.6%	32.4%	28.6%	31.7%	22.7%
Provision of Allotments (%)										
Excellent	1.0%	0.4%	1.5%	0.0%	1.9%	1.1%	5.9%	1.1%	0.9%	0.0%
Good	17.6%	13.3%	21.5%	9.5%	17.5%	23.8%	23.5%	19.1%	16.8%	15.4%
Average	36.1%	41.6%	31.2%	45.3%	33.8%	31.2%	26.5%	32.8%	31.8%	44.4%
Poor	14.3%	15.5%	12.7%	13.9%	15.6%	12.7%	11.8%	13.7%	15.0%	14.2%
Very poor	2.4%	2.2%	2.7%	2.9%	3.1%	1.6%	5.9%	2.7%	4.7%	0.0%
Not applicable	28.6%	27.0%	30.4%	28.5%	28.1%	29.6%	26.5%	30.6%	30.8%	25.9%

Base = multiple

Table 65: Performance of green space provision – Service standards

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
High standards of maintenance of public grass areas (%)										
Excellent	3.0%	2.2%	3.7%	1.2%	4.3%	3.3%	2.8%	2.1%	3.8%	3.4%
Good	38.2%	33.6%	43.1%	29.3%	40.6%	43.7%	50.0%	37.9%	34.8%	39.4%
Average	37.5%	37.6%	37.3%	40.9%	40.6%	32.1%	30.6%	37.4%	37.9%	38.4%
Poor	16.3%	19.2%	13.2%	22.0%	10.7%	16.3%	8.3%	17.4%	17.4%	15.3%
Very poor	4.0%	5.9%	2.4%	5.5%	2.7%	4.2%	2.8%	4.6%	5.3%	3.0%
Not applicable	0.9%	1.5%	0.3%	1.2%	1.1%	0.5%	5.6%	0.5%	0.8%	0.5%
Standard of litter clearance in horticultural areas (%)										
Excellent	2.1%	1.5%	2.7%	2.5%	2.7%	1.4%	5.6%	2.1%	1.5%	2.0%
Good	30.7%	26.4%	35.0%	24.2%	29.8%	36.9%	33.3%	35.1%	27.6%	28.6%
Average	46.0%	49.8%	42.9%	51.6%	52.1%	36.9%	36.1%	40.2%	50.0%	51.3%
Poor	12.9%	15.2%	10.2%	13.7%	9.0%	15.0%	5.6%	11.3%	14.2%	14.1%
Very poor	3.5%	3.3%	3.4%	3.1%	2.7%	4.2%	2.8%	5.2%	2.2%	2.5%
Not applicable	4.8%	3.7%	5.8%	5.0%	3.7%	5.6%	16.7%	6.2%	4.5%	1.5%
Standard of maintenance of children’s play areas (%)										
Excellent	2.5%	1.9%	3.2%	1.9%	3.2%	2.5%	2.9%	2.1%	3.1%	2.5%
Good	36.0%	33.1%	39.3%	29.0%	37.8%	40.7%	37.1%	38.3%	35.4%	34.8%
Average	37.8%	40.6%	34.7%	41.4%	40.0%	32.4%	25.7%	37.2%	36.9%	40.4%
Poor	10.8%	12.4%	9.1%	17.3%	8.6%	7.4%	11.4%	9.0%	12.3%	11.1%
Very poor	2.2%	2.3%	2.1%	2.5%	1.1%	2.9%	2.9%	3.2%	1.5%	1.5%
Not applicable	10.6%	9.8%	11.6%	8.0%	9.2%	14.2%	20.0%	10.1%	10.8%	9.6%
Standard of maintenance of outdoor pitches/playing fields (%)										
Excellent	1.1%	0.8%	1.4%	0.0%	2.7%	0.5%	2.9%	1.6%	0.0%	1.1%
Good	35.6%	33.6%	38.0%	29.3%	35.9%	41.0%	40.0%	39.6%	35.7%	31.6%
Average	41.7%	43.4%	39.5%	48.4%	40.8%	36.5%	34.3%	40.1%	42.6%	43.2%
Poor	8.6%	12.1%	5.4%	11.5%	8.7%	6.5%	5.7%	7.0%	10.1%	10.0%
Very poor	0.7%	1.1%	0.4%	0.6%	1.1%	0.5%	2.9%	0.5%	0.8%	0.5%
Not applicable	12.3%	9.1%	15.2%	10.2%	10.9%	15.0%	14.3%	11.2%	10.9%	13.7%
Feeling of personal safety in public parks (%)										
Excellent	4.2%	5.2%	3.4%	4.3%	4.3%	4.1%	5.7%	4.6%	3.0%	4.4%
Good	47.1%	47.4%	47.1%	38.0%	49.2%	52.5%	37.1%	43.4%	50.0%	51.0%
Average	37.3%	35.9%	38.0%	46.0%	34.8%	32.3%	37.1%	40.3%	34.1%	35.8%
Poor	6.5%	7.4%	5.7%	6.7%	7.0%	6.0%	5.7%	7.1%	7.6%	5.4%
Very poor	2.5%	1.9%	3.0%	2.5%	3.7%	1.4%	5.7%	2.0%	3.0%	2.0%
Not applicable	2.5%	2.2%	2.7%	2.5%	1.1%	3.7%	8.6%	2.6%	2.3%	1.5%
Organised events in public areas (%)										
Excellent	1.5%	0.4%	2.5%	0.0%	2.2%	1.9%	2.9%	1.6%	0.8%	1.6%
Good	33.7%	26.0%	40.8%	28.4%	27.8%	43.0%	22.9%	31.7%	35.7%	36.5%
Average	44.0%	48.4%	39.8%	49.0%	48.3%	36.2%	37.1%	43.4%	43.4%	46.0%
Poor	8.4%	8.1%	8.5%	5.8%	9.4%	9.2%	11.4%	10.6%	6.2%	6.9%
Very poor	2.2%	3.1%	1.4%	3.2%	2.8%	1.0%	8.6%	2.1%	2.3%	1.1%
Not applicable	10.3%	14.0%	7.0%	13.5%	9.4%	8.7%	17.1%	10.6%	11.6%	7.9%
Keeping public parks clear of dog fouling (%)										
Excellent	3.1%	4.0%	2.4%	4.2%	4.3%	1.4%	5.6%	3.1%	0.0%	4.8%
Good	29.4%	23.2%	35.4%	23.6%	25.7%	37.2%	38.9%	32.6%	32.3%	23.1%
Average	40.1%	42.0%	38.1%	47.3%	35.8%	38.1%	22.2%	39.4%	37.6%	45.2%
Poor	18.8%	18.8%	18.7%	17.6%	24.1%	15.1%	19.4%	15.5%	20.3%	20.7%
Very poor	6.1%	9.4%	3.1%	4.8%	8.6%	5.0%	8.3%	6.7%	7.5%	4.3%
Not applicable	2.4%	2.5%	2.4%	2.4%	1.6%	3.2%	5.6%	2.6%	2.3%	1.9%
Ensuring dogs are kept under control in parks (%)										
Excellent	3.0%	3.7%	2.4%	3.8%	3.2%	2.4%	8.3%	3.2%	0.0%	4.0%
Good	20.4%	16.3%	24.5%	13.8%	16.0%	29.5%	27.8%	22.6%	22.1%	16.1%
Average	44.6%	44.1%	44.4%	54.1%	39.6%	41.0%	38.9%	41.6%	43.5%	48.2%

Poor	19.6%	20.7%	18.9%	17.6%	24.6%	17.1%	11.1%	18.4%	19.1%	23.1%
Very poor	9.1%	11.5%	7.0%	6.9%	13.9%	6.7%	8.3%	9.5%	12.2%	7.0%
Not applicable	3.2%	3.7%	2.8%	3.8%	2.7%	3.3%	5.6%	4.7%	3.1%	1.5%
Provision of public toilets in parks (%)										
Excellent	2.3%	3.6%	1.0%	3.1%	2.7%	1.4%	2.9%	1.6%	0.0%	4.4%
Good	11.4%	9.5%	13.4%	8.6%	8.0%	16.8%	17.1%	13.0%	14.3%	7.4%
Average	36.0%	36.1%	36.1%	33.7%	36.2%	37.9%	31.4%	39.9%	30.8%	36.8%
Poor	30.6%	30.3%	30.6%	30.1%	34.6%	27.1%	25.7%	27.5%	32.3%	32.8%
Very poor	15.6%	16.4%	14.8%	20.2%	16.5%	11.2%	14.3%	10.9%	18.8%	18.1%
Not applicable	4.0%	4.0%	4.1%	4.3%	2.1%	5.6%	8.6%	7.3%	3.8%	0.5%

Base = multiple

Table 66: When visiting parks/open spaces were you aware of dog walkers and personal trainers?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	306	141	164	79	100	126	23	120	68	94
%	51.4%	49.5%	53.6%	46.2%	51.3%	56.0%	60.5%	59.4%	47.9%	45.0%
No	289	144	142	92	95	99	15	82	74	115
%	48.6%	50.5%	46.4%	53.8%	48.7%	44.0%	39.5%	40.6%	52.1%	55.0%

Base = multiple

Table 67: How have these activities affected your visit?

	Total	Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Very disruptive	18	8	10	4	12	2	2	9	4	3
%	6.0%	5.8%	6.2%	5.3%	12.0%	1.6%	8.7%	7.5%	6.0%	3.3%
Disruptive	37	18	19	12	11	14	2	9	12	14
%	12.3%	12.9%	11.7%	15.8%	11.0%	11.2%	8.7%	7.5%	17.9%	15.4%
Acceptable	99	41	57	24	35	39	3	38	22	35
%	32.8%	29.5%	35.2%	31.6%	35.0%	31.2%	13.0%	31.7%	32.8%	38.5%
Little effect on my visit	71	31	40	20	16	35	2	33	17	19
%	23.5%	22.3%	24.7%	26.3%	16.0%	28.0%	8.7%	27.5%	25.4%	20.9%
No effect on my visit	77	41	36	16	26	35	14	31	12	20
%	25.5%	29.5%	22.2%	21.1%	26.0%	28.0%	60.9%	25.8%	17.9%	22.0%

Base = multiple