

# Voice!

**Economy People**  
**Place Technology**

Active Aberdeen Partnership  
Roads Winter Maintenance Policy  
Economic Development  
City Wardens  
Adult Learning  
Transforming Online Council Services



Community Planning  
in Aberdeen

# Welcome

Welcome to the 38th citizens' panel newsletter! This newsletter gives feedback to you, a member of Aberdeen's citizens' panel, on the results of the 38th questionnaire that you completed in June 2016. Topics in that questionnaire included: Active Aberdeen Partnership, Roads Winter Maintenance Policy, Economic Development, City Warden Service, Adult Learning and Transforming Online Council Services.

Your responses perform an important function by informing and contributing to future plans by all partners of the City Voice. The data is analysed by our research consultants from Craigforth. As always, all information provided is kept strictly confidential.

The 39th questionnaire is now open for completion. We hope that you find it as interesting as usual. The questionnaire will be focusing on equality and diversity, community justice, the NHS Grampian website, and education and children's services. I would like to thank all of you for your continued support in completing our questionnaires.

Please get in touch if you wish to make any comments on the citizens' panel.

**Annina Cavelti Kee**  
City Voice Co-ordinator

## Future Questionnaires

This newsletter, together with the detailed report of the 38th questionnaire, is available to view on the Community Planning website [www.aberdeencityvoice.org.uk](http://www.aberdeencityvoice.org.uk). Internet access is provided at libraries throughout Aberdeen and hard copies will be available at Marischal College Customer Service Centre and all city libraries. Alternatively, hard copies can be posted to you by contacting me on the details below.

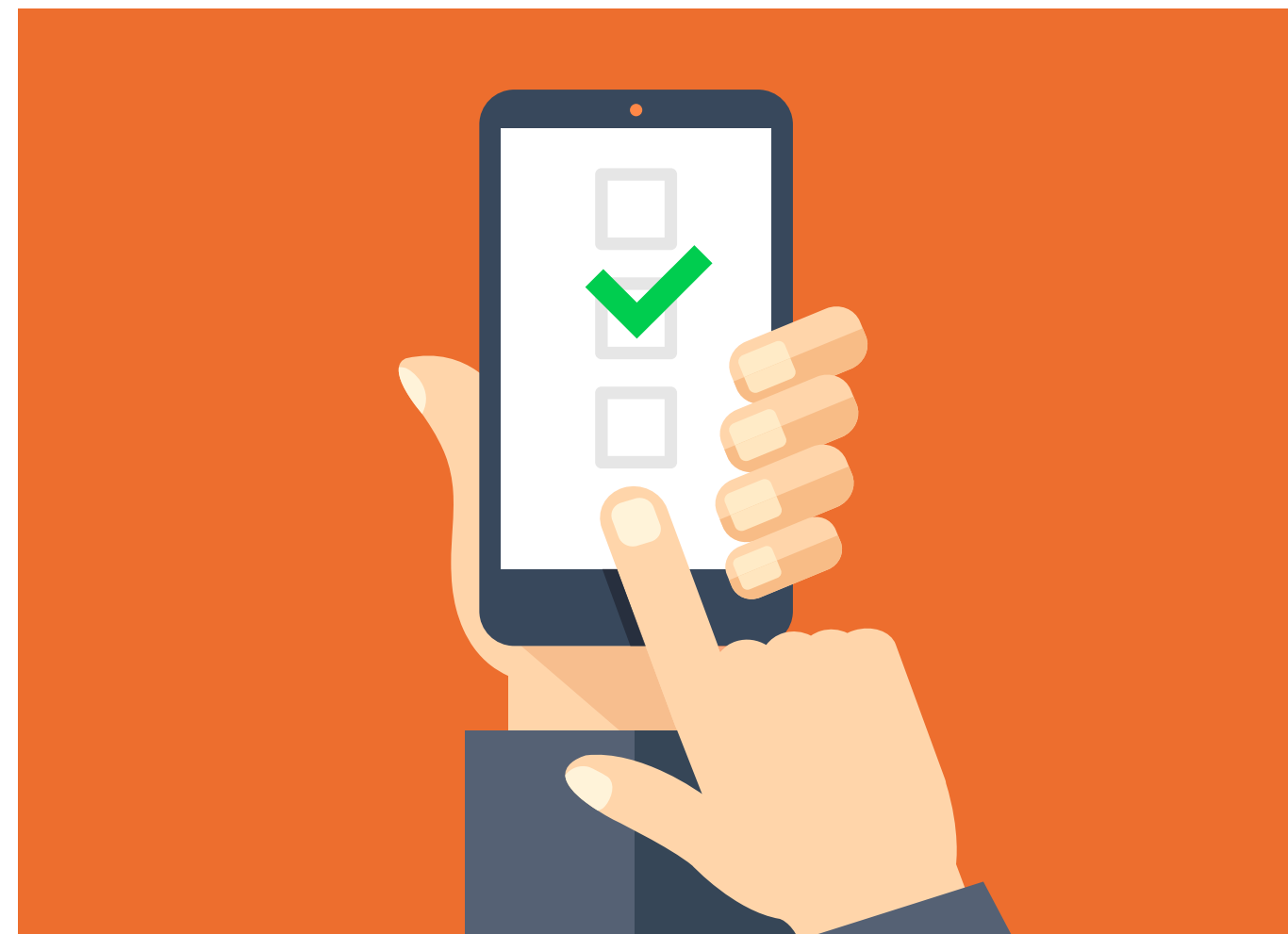
If you have any further queries or would like to feedback your comments, please contact:

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



You will see that the questions in the 39th City Voice questionnaire are being grouped into themes. Community Planning Aberdeen has introduced four new themes to achieve its vision for a place where all people can prosper. The four themes are:

- **Economy** (Aberdeen has a flourishing, thriving and successful local economy)
- **People** (People in Aberdeen are happy and healthy and enjoy positive life outcomes)
- **Place** (People experience Aberdeen as the best place to invest, live and visit)
- **Technology** (Innovative, integrated and transformed public services).

Aberdeen City Voice, Aberdeen's citizen panel, is run by Community Planning Aberdeen. Members of Community Planning Aberdeen are Aberdeen City Council, Scottish Fire and Rescue Service, Police Scotland, NHS Grampian, Aberdeen Council of Voluntary Organisations (ACVO), and the universities and college. The City Voice gives Community Planning partners the opportunity to engage directly with Aberdeen's citizens. In order to make sure that the results gained through this process are used in the most effective way, it is important that the City Voice reflects the vision of Community Planning Aberdeen. Introducing the themes into the newsletter and the questionnaire will help us to ensure continuity. Help us to raise the profile of the City Voice by telling your friends and family about us and encourage them to sign up as well! The

only requirement is that they are over 16 and live in Aberdeen City. They can sign up online at [www.aberdeencityvoice.org.uk](http://www.aberdeencityvoice.org.uk), or email us at [cityvoice@aberdeencity.gov.uk](mailto:cityvoice@aberdeencity.gov.uk) or call us on: 01224 522935.

Remember...you can follow us on our blog <https://aberdeencityvoice.wordpress.com/> and we are on the Aberdeen City Council's facebook page and twitter feed!

### 38th Questionnaire - Panel Response

Here are the results of the 38th questionnaire you completed in June 2016. The results have now been analysed and a summary is presented in this newsletter. At the time of issuing the questionnaire, we had 902 people on the panel and we received 591 completed questionnaires. This gives us an overall response rate of 66%. It is encouraging to see such a good response rate. Thank you to everyone who participated!

It is vital for the success of the City Voice that we keep response rates as high as possible so please continue to complete your questionnaire. If you wish to change the format that you receive the questionnaire in, i.e. move from hardcopy to electronic questionnaires or from electronic ones to a hardcopy format, please do not hesitate to contact us. If there are impediments that have prevented you from replying to past surveys, please let me know and we will look for solutions.

Please recycle this newsletter when you have finished with it

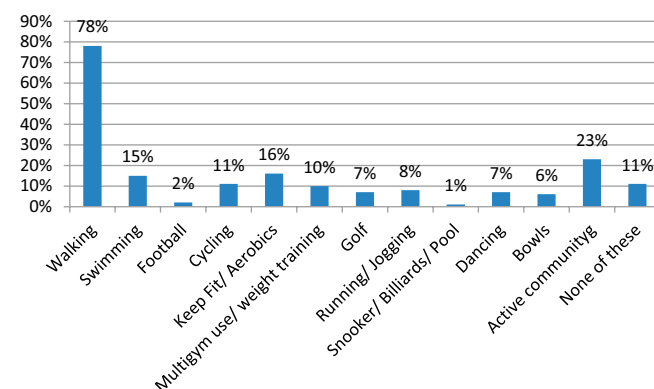


# Active Aberdeen Partnership

The first set of questions put to panellists concerned panellists' engagement in sport and physical activity. The findings will inform the development of the Active Aberdeen Partnership's strategy to make Aberdeen the most active city in Scotland by 2020.

The survey shows that 509 of 572 respondents were physically active in the last 4 weeks. Most respondents listed walking as their physical activity (446 respondents), followed by active commuting, e.g. walking, cycling, running (132 respondents), keep fit/aerobics (92 respondents) and swimming (86 respondents). (See Figure 1)

**Figure 1: Physical activity undertaken in the last 4 weeks**



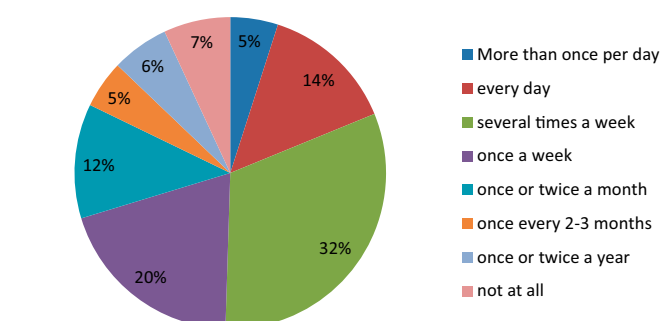
Base = 572 respondents

Active Aberdeen Partnership was also interested to learn how often in the previous 4 weeks people had been physically active. 52 of 573 respondents stated that they were not active in the last four weeks, 115 said they were active on 1-3 days, and 109 respondents

on 4-7 days. At the other end of the scale - 143 respondents said that they had been active 20+ days in the last four weeks

The majority of respondents go outdoors for leisure or recreation at least once a week. 580 people responded to this question - 29 go outdoors more than once per day, 81 go every day and 186 several times a week. 116 respondents go outdoors once a week, 70 once or twice a month and 29 once every 2-3 months. 35 go outdoors once or twice a year and 41 stated that they don't go outdoors at all. (See Figure 2.)

**Figure 2: How often you go outdoors for leisure and recreation in Scotland**



Base = 580 respondents

In addition to engagement in physical activity, panellists were also asked about any unpaid work that they provide to sports or physical activity groups. 58 of 582 respondents answered that they have provided unpaid help to a sports or physical activity group.

## This is what we are doing

We are currently out to consultation on the Strategy for an Active Aberdeen and the information provided by the City Voice has been very useful.

The strategy, which is a strategy owned by all partners in the City through the Active Aberdeen Partnership, has 3 key aims:

- 1) Increase the number of people who participate in sport and physical activity
- 2) Invest in our infrastructure of people and places
- 3) Be Inclusive, delivering programmes that meet the needs of the entire community

The information received on how many people are active is promising and we, as the Active Aberdeen Partnership, will endeavour to keep those people active on a regular basis as well as helping the inactive to become active. This will include looking at active commuting and how we can develop this further to increase the number of people actively commuting to and from work/education.

Volunteering is an important area of work where all partners in the City are keen to develop. It is great to see 10% of the respondents already volunteer in sport & physical activity and we will work with the community and key agencies to increase the number of volunteering opportunities, as well as supporting volunteers in the appropriate way.

There will be focus groups in October where we will look in more detail as to how we will make the strategy come to life and have a positive impact on the City. If you are interested in attending a focus group, please email me at [jobell1@sportaberdeen.co.uk](mailto:jobell1@sportaberdeen.co.uk)

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# Roads Winter Maintenance Policy

In this section panellists were asked about their satisfaction with the winter road maintenance.

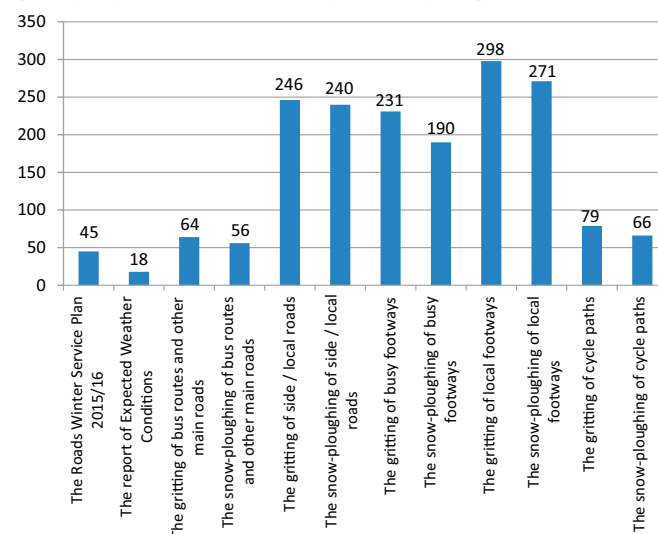
In general, views were positive on the Roads Winter Maintenance Plan. 194 of 555 respondents were either very satisfied or fairly satisfied with the Roads Winter Maintenance Plan, whereas 50 were either fairly or very dissatisfied. 211 answered that they didn't know/ doesn't apply and 111 were neither satisfied nor dissatisfied.

Views were also generally positive in relation to the gritting and snow ploughing of bus routes and main roads; more than two thirds of respondents were satisfied with these (393 of 561 respondents for gritting and 386 of 567 respondents for snow ploughing).

Less positive was the reaction to the gritting and snow ploughing of other roads, footways and cycle paths. (See Figure 3) Dissatisfied respondents outnumbered satisfied ones across all aspect of winter maintenance for these routes. 246 of 536 respondents were dissatisfied with the gritting of side/local roads, 240 of 510 respondents were dissatisfied with the snow-ploughing of side/ local roads, 231 of 534 respondents were dissatisfied with the gritting of busy footways, 190 of 499 respondents were dissatisfied with the snow-ploughing of busy footways, 298 of 531 respondents were dissatisfied with the gritting of local footways, 271 of 531 respondents were dissatisfied with the snow-ploughing of local footways, 79 of 225 respondents were dissatisfied with the gritting of cycle paths, and 66 of 218 respondents were dissatisfied with the snow-ploughing of cycle paths.



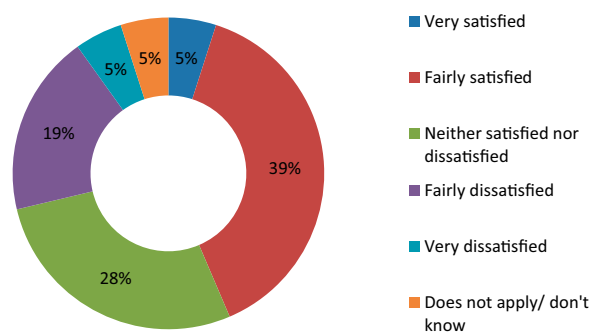
**Figure 3: Dissatisfaction with gritting and snow-ploughing of streets, footways and cycle paths**



Base = variable

Respondents were also somewhat divided in terms of their overall satisfaction with the Council's Winter Maintenance provision (between £1.5M and £3M per year). 245 of 557 respondents said that they were either very satisfied or fairly satisfied with the Council's provision while 134 of 557 respondents expressed dissatisfaction. (See Figure 4)

**Figure 4: Views on Aberdeen City Council Winter**



Base = 557 respondents

Panellists were also asked about their views on street lighting in winter conditions. Here the response was generally positive. 438 of 541 respondents said that they were satisfied with the street lighting in the city centre and 399 of 562 respondents were satisfied with it in residential areas. When asked how satisfied they are with the time taken to repair street lights, panellists' views were slightly less positive - 237 of 448 respondents said that they were satisfied with how long it takes to repair street lights.

### This is what we are doing

The public's generally positive response to the Council's Winter Maintenance operations is pleasing. There is a high degree of satisfaction regarding the treatment of the main roads and bus routes. The lower satisfaction regarding the side road treatment is reflective of the priority that the operational plan places on various sections of the network.

The Council has placed a large number of grit bins at strategic locations throughout the road network to allow residents to undertake treatment if necessary. These are particularly useful where the Council cannot quickly treat a particular area. This approach does seem to be popular with residents and road users with only 5% of 547 respondents having some degree of dissatisfaction with this approach. The grit bins however do have a limited capacity, and while the bins are filled in advance of winter or any forecast snow event, the salt in them is used after a couple of days. The subsequent draw on labour and plant to replenish the grit bins is not always available during a prolonged period of bad weather. To overcome this problem the Council has been deploying larger bags of salt, these require less resources to deploy. Again the public seem to have a low degree of dissatisfaction with this approach (4% of 511 respondents).

It is pleasing to note that respondents are generally satisfied with our performance on providing street lighting at the most sensitive time of the year, when residents are out during the hours of darkness.

There are a number of issues that we will need to address namely the time taken to repair the street lighting when a fault does develop. The high level of 'don't know' answers regarding knowledge of policies and operational issues also does indicate that we may need to undertake more work to communicate with the public.

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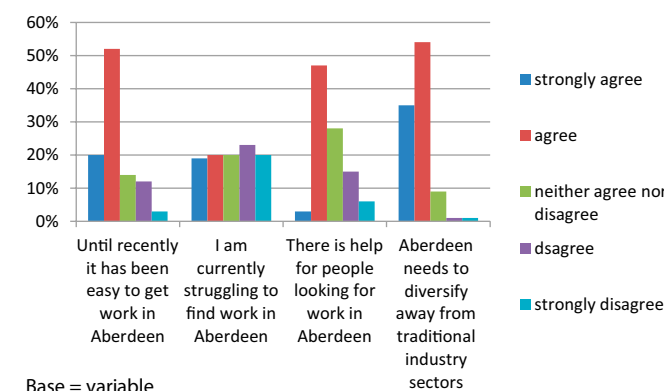


In this section panellists were asked about their views on employment and business in Aberdeen. This included views on the current employment situation in the city, on travel to work in Aberdeen, and on Aberdeen as a good business location.

The survey asked for views on a range of statements relating to the current employment situation in Aberdeen. Survey results show somewhat mixed views on employment in the city, with the main points of note being:

- 309 of 429 respondents said that until recently it has been easy to get work in Aberdeen.
- 48 of 124 respondents said that they are currently struggling to find work in Aberdeen
- 172 of 344 respondents think that there is help for people looking for work in Aberdeen.
- 440 of 494 respondents said that Aberdeen needs to diversify away from traditional industry sectors.

**Figure 5: Views on current employment situation in Aberdeen**



Base = variable

There was a range of issues and concerns raised by our panellists (a substantial number of these were pointed out by respondents who said it was not necessarily relevant to their personal situation).

**Employment opportunities:** There seems to have been a common view that the downturn in the oil market has had a major

impact on employment in the city. In this context many expressed an interest in a broader range of employment opportunities in the city. It was pointed out that available opportunities are often lower paid jobs. The high cost of living in the city was highlighted as an issue for those seeking employment.

**Diversifying Aberdeen's economy:** A large number of respondents were concerned that Aberdeen's economy is too reliant on the oil and gas industry and suggested that this is a significant risk for employment opportunities. Many respondents feel that there is a need to diversify the city's economy, and some suggested that the broad set of skills in Aberdeen could be transferred to other industries. In terms of industries, respondents referred to renewable energies, fishing, ship/boat building, printing, financial services, and education.

The views on ease of travelling to work in Aberdeen seem to be divided. 156 of 399 respondents agreed that it is easy to travel to work in Aberdeen, 164 disagreed. However, concerns were raised over the road congestion during peak travel times and the quality and cost of public transport.

Views on Aberdeen as a business location were mixed. Most respondents agreed that Aberdeen is a good business location - 285 of 467 respondents. Nearly half of the respondents agree that Aberdeen has a good reputation for attracting investment (210 of 438 respondents). However, only 165 of 423 respondents agree that Aberdeen is a good place to start a new business, while 102 disagreed. 165 of 347 respondents said that public services are good at supporting businesses in Aberdeen with 101 respondents disagreeing with that statement.

Most of the concerns raised for Aberdeen as a business location saw a need for more investment to attract businesses - with a particular emphasis on a more diverse set of businesses. Some panel members also see the need for a greater support for smaller businesses. These respondents suggested that high business rates and rents acted as a deterrent to smaller businesses moving to the city. They suggested that the Council and others could do more to address this.

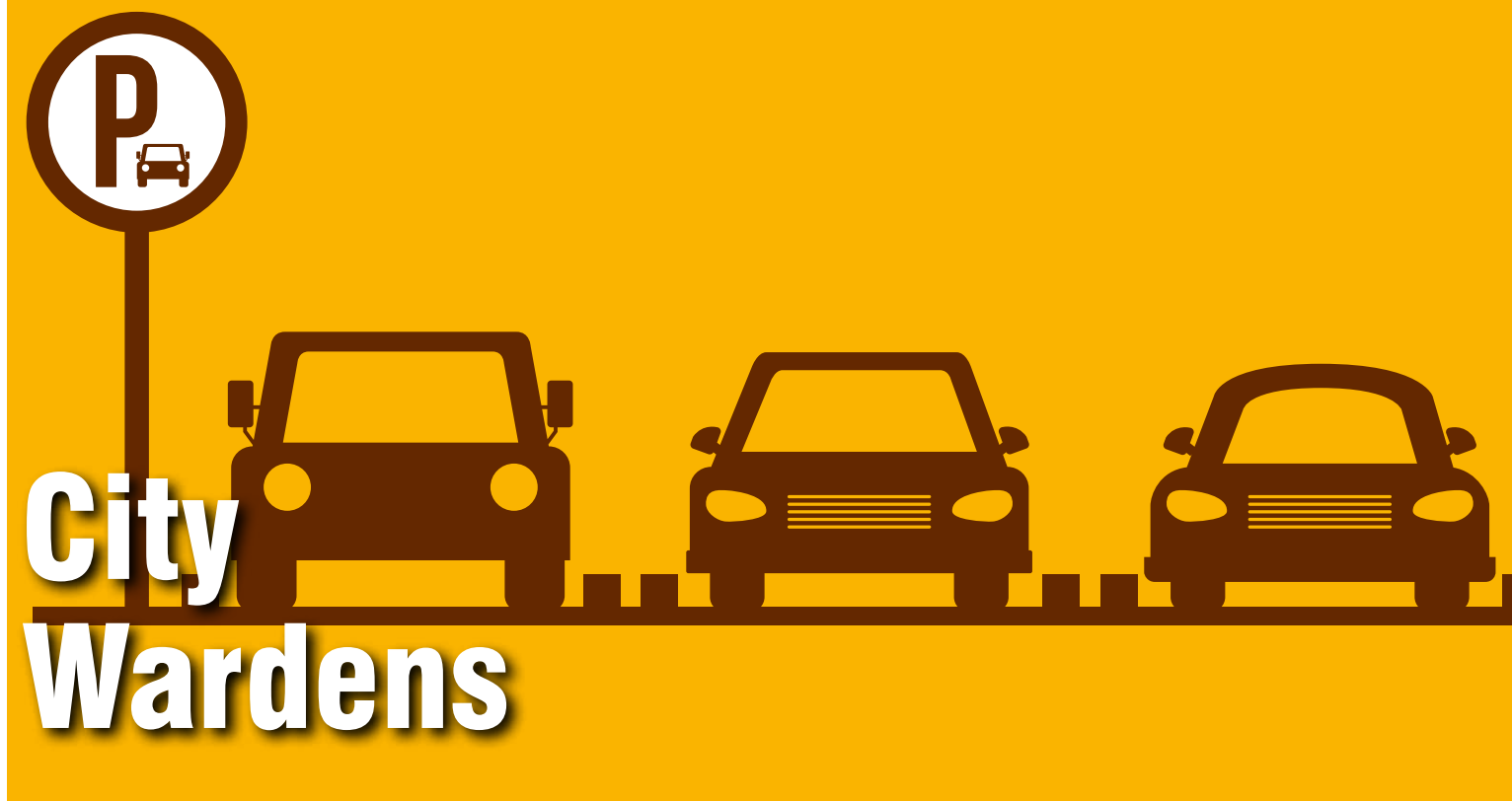
### This is what we are doing

The results suggest that there are mixed views on the support that the public sector provides for employment opportunities. Only 29% of respondents reported that public services are good at supporting businesses in Aberdeen compared with the same percentage who didn't. Similarly only 50% of people felt that there is help for people in Aberdeen looking for work. Respondents also provided further comment in relation to their views on business in Aberdeen. A substantial number of respondents also raised concerns around the extent to which Aberdeen is, or will continue to be, a good business location. This was most commonly with reference to a perceived reliance on the oil and gas industry, and the impact of the recent industry downturn having had a negative impact on the City.

Most of those raising concerns for Aberdeen as a business location saw a need for more investment to attract businesses. This included a particular focus on attracting a more diverse set of businesses to the City. In terms of specific forms of investment, the most common suggestions were transport links - the range and cost of services from Aberdeen Airport, insufficient transport links from the City Centre to the airport, and a need for better transport links to Central Scotland. Respondents also suggested a need for investment to upgrade retail opportunities in the City, including improvement to the high street. Some of those who wished to see more investment to attract a more diverse set of businesses to the City, made specific reference to a need for greater support for smaller businesses. These respondents suggested that high business rates and rents acted as a deterrent to smaller businesses moving to the City, and suggested that the Council and others could do more to address this.

The message suggests the Council and others could do more to promote their activities around employment assistance and supporting and encouraging new business. The results will be passed to the relevant policy and service people to digest and consider in terms of how they communicate their work.

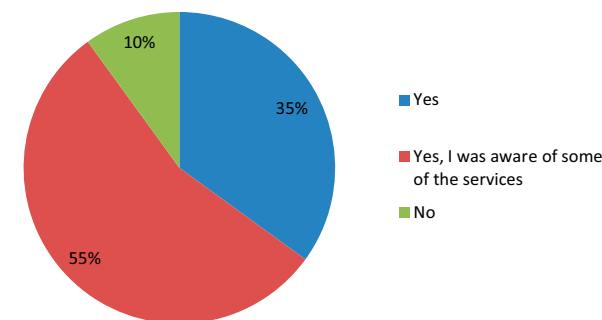
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This section considers respondents' views on Aberdeen City Council's City Warden Service. The service has been operating in Aberdeen since 2009, with City Wardens undertaking high visibility patrols across the city to help maintain safety, cleanliness and the free flow of traffic.

The majority of the respondents had heard of the City Wardens service, however, most of them were only aware of some of the City Wardens' activities. (See Figure 6)

**Figure 6: Awareness of City Warden Services**

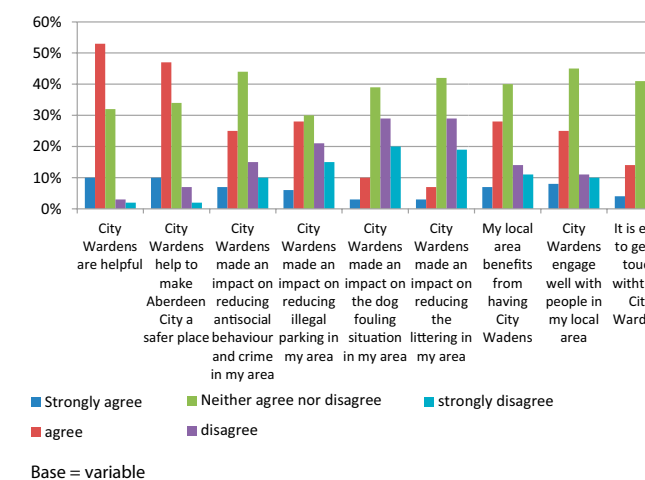


Base = 576 respondents

Panellists seem to have relatively little contact with City Wardens. Only 136 respondents said that they had sought assistance from a City Warden (of 577 respondents). Of these, only 40 indicated that this interaction happened in the last 12 months.

The survey asked for views on various aspects of the City Warden service. The majority of respondents feel that the City Wardens are helpful (276 of 438 respondents). A majority of the respondents also feel that the City Wardens help make Aberdeen City a safer place, i.e. 282 of 494 respondents. However, respondents are less positive on the impact of City Wardens on the incidence of specific issues - particularly on dog fouling and littering. Nearly half of the respondents were of the view that City Wardens have not had an impact on these issues in their area (185 of 386 respondents and 182 of 381 respondents respectively) (See Figure 7).

**Figure 7: Views on City Wardens**



### This is what we are doing

As part of an ongoing service review the City Warden Service will use the information provided by the panel to ensure our Service meets the needs of our customers. There will be specific discussions on the areas highlighted in the report such as dealing with dog fouling and litter matters, as well as looking into how we can make the City Warden Service more accessible for our customers.

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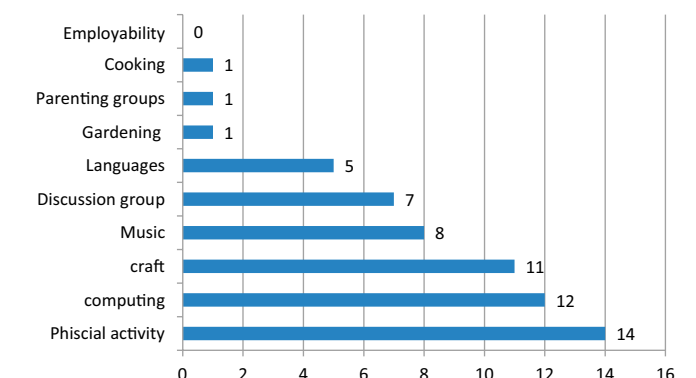


In this section panellists were asked about their views on community-based Adult Learning in Aberdeen. Most respondents (302 of 569 respondents) reported that they had not seen information about community-based Adult Learning classes in their area, however, a substantial minority (228 of 569 respondents) said they had seen such information.

Interestingly, there was some variation across respondent age groups, with those aged 55 years and over more likely than others to have seen information on Adult Learning in their area. This age group, and particularly those aged 65 years and over, typically saw this information via leaflets, newspapers and notice boards. However, relatively few people have actually participated in Adult Learning in the last 12 months. Only 39 of 560 respondents said that they had.

The Adult Learning undertaken most commonly involved physical activity, computing or craft classes. (See Figure 8)

**Figure 8: Type of Adult Learning undertaken in the last 12 months**



Base = 44 respondents

When asked if they were planning to attend any Adult Learning classes in the next 12 months, 76 of 545 respondents answered with 'yes', 294 answered with 'no' and 180 respondents said that they don't know. The most popular courses amongst those who said they were planning to attend adult learning classes



were those related to physical activities (38 of 97 respondents), followed by craft (33 of 97 respondents), computing (30 of 97 respondents), languages (24 of 97 respondents) and music (23 of 97 respondents).

**This is what we are doing**

The response provided useful information in relation to the current range and availability of adult learning opportunities in Aberdeen.

It was good to note that information regarding adult learning was seen in local areas, particularly that which involved Community Centre provision. The number of those engaging with learning opportunities was however very small at only 39 of 560 respondents. This was quite surprising. Some indication of why uptake is so low might be that 147 of 367 respondents said that adult learning opportunities were not well promoted. There were also a number of perceived gaps in provision, including language classes, IT (at a range of levels), arts and crafts, literacy and classes which lead to qualifications. This will require further investigation to determine whether this is the case or whether this is the result of insufficient promotion. The results of the survey will be taken to the Community Learning and Development (CLD) Board on the 20th of September. This Board oversees the implementation of the 3 year CLD strategic Plan for Aberdeen. Key providers of Adult Learning for example, NESCOL (North East Scotland College), Workers Educational Association, Community Associations, Sport Aberdeen, sit on this Board. There will be discussion related to the results and how they can be used to inform future learning provision and its promotion. The results will also be shared with the city- wide adult learning groups which are related to IT, English for Speakers of Other Languages (ESOL) and Literacy. Again this will allow discussion with partners in terms of future adult learning provision.

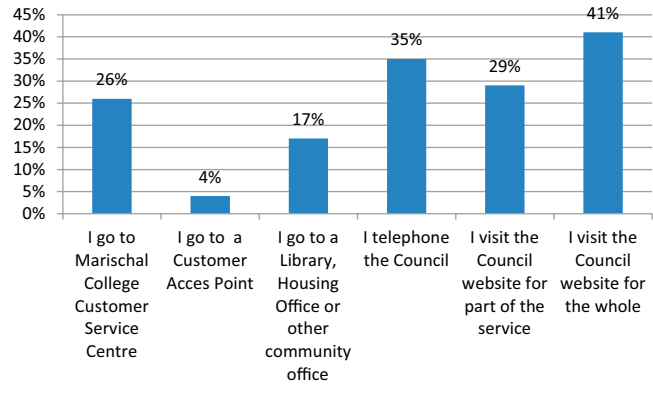
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# Transforming Online Council Services

In this section panellists were asked about their views on how to 'transform online Council services'. A large majority of respondents had used at least one Aberdeen City Council service in the last year - 408 of 544 respondents. 136 respondents stated that they did not use any Council services in the last 12 months. Most used was the waste and recycling service (229 respondents), followed by libraries and information services (152 respondents) and City events (e.g. Winter Festival, SPECTRA Festival, etc.) by 125 respondents. 114 people said that they had used the Roads and Streets services, and 104 people had used Council Tax and Housing Benefits. (See Figure 9.) Panellists were asked about how they usually access Aberdeen City Council services. The largest number of respondents - 191 respondents of 467, visit the Council website for the whole service, 135 for part of the service. 163 respondents telephone the Council, 121 respondents (of 467 respondents) visit Marischal College reception, 79 respondents visit a Library, Housing Office or another community office and 18 respondents go to one of the Access Points throughout the city. (See Figure 9)

**Figure 9: How usually access Aberdeen City Council services**



Base = 467 respondents

The Council website is most commonly used by those aged under 65 and those with children, while telephone and in-person options are most commonly used by those aged 65+ and those living in the central area.

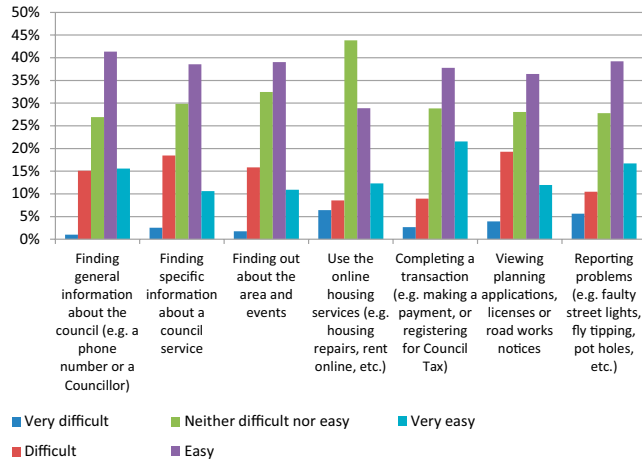
The survey also asked panellists if they have used the internet in the past 518 of 563 respondents answered with 'yes', 23 said that they have not used the internet and 23 respondents said that they have used a PC/tablet/smartphone.

The majority of respondents who have used the internet (508 respondents) said that they feel very comfortable using the internet and only 10 said that they feel not at all comfortable.

When asked if panellists have used the Aberdeen City Council website, the majority of respondents (458 of 558 respondents) answered with 'yes' and 100 answered with 'no'. Panellists were asked to rate the Aberdeen City Council website, 1 = not very good and 5 = excellent: 28 of 468 respondents rated the website with a 5, with 201 respondents rating it a 4 and 145 a 3. Only 49 gave it a 2 and 23 rated it at a 1. 28 respondents said it was not applicable to them.

226 respondents (of 397 respondents) finding it easy to find general information about the Council. 212 respondents (of 423 respondents) said they considered it easy to find specific information about a Council service, 174 respondents (of 348 respondents) considered it easy to find out about the area and events, 33 of 80 respondents said it was easy to use the online housing services, 107 of 179 respondents considers it easy to complete a transaction, 120 of 249 respondents considers it easy to view planning applications, licenses or road works notices and 123 of 227 respondents said it is easy to report problems. (See Figure 10)

**Figure 10: Prioritising Aberdeen City Council services**



Base = variable

**This is what we are doing**

As we continue to progress our digital transformation strategy, this data is invaluable to us. Work is currently being done to evaluate which of our services should be prioritised for delivering online and how we need to support our customers to manage this. The responses here shows that our draft priorities are closely aligned with what you want to see and gives us a good footing for making a success of this change. Much of the data will also support development of further digital initiatives, finding new ways of using technology throughout our city. Understanding how you use the internet more generally gives us a good idea of what people want to be able to do online and of the different skillsets of our customers. In particular it is very exciting to see that nine out of ten customers would describe themselves as "digitally comfortable" across all the different age groups. While we will continue to provide services in different formats (e.g. face to face or by telephone), the more customers who can access online services, the more we can invest in delivering those services to you.

We are also undertaking an extensive refresh of our website. It is encouraging to see that nearly half of respondents rated the current website at four out of five or higher. However, we want to see this figure grow much higher! Your feedback will help us to learn from the websites you like, tailor the design to the way you use the website, and make the best use of this valuable resource.

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# 2016

## A YEAR ON

This section looks back at some of the topics which were raised in the 35th edition of the City Voice, in June 2015. The idea is to find out if the answers given by the panellists had any further, longer-lasting impact on the services who submitted the questions.

In June 2015, The Aberdeen City Alcohol & Drugs Partnership (ADP) posed questions in the City Voice Survey on the topics of awareness and understanding of the Aberdeen City Licensing Board and Statement of Licensing Policy, 'no' and 'low' alcohol drinks and the proximity of off-sales licensed premises from home address.

### A year on:

*Results of the survey indicated that there is poor awareness of the Statement of Licensing Policy and its content. The findings from this survey have been shared with Aberdeen City Licensing Board and will be useful to them as they re-vamp their website and prepare for the review of the Licensing Board Statement of Licensing Policy. We have been advised that a Communications Strategy will be developed to launch the revised Statement of Licensing Policy which will address many of the points raised by respondents. (This review has been postponed by Scottish Government to co-incide with local elections and will now be completed by November 2018.)*

*Varying responses were received in relation to "no" and "low alcohol drinks". This data has been shared with the licensed trade and the Weekend Partnership\* and has been used to enhance the criteria for the Best Bar None Best Public Health Award for 2016.*

*The majority of respondents (77%) felt that the number of places they had to buy alcohol in their local area was "About right" with only 10% thinking that they had "Too many" and 2.5% "Too few". This question had been asked previously in the 26th City Voice Survey with the majority of respondents (74%) reporting that the number of places to buy alcohol in their local area was "About right" with 12.5% thinking they had "Too many" and 1.5% "Too few". The data on the proximity of off-sales has also been highlighted to the Licensing Board and will be used when evidence is gathered for the review of the Statement of Licensing Policy during 2017/18. Respondents also indicated that the mapping of licensed premises within neighbourhood areas should be continued and this approach has been used by NHS Grampian in their response to an interim review to re-assess overprovision of off-sales premises in the city.*

*\* Aberdeen City ADP is a member of the Weekend Partnership. This group meet on a monthly basis and membership is extended to anyone involved in the "night time economy" of the city. Members represent, Police Scotland, Scottish Ambulance Service, Scottish Fire & Rescue Service, Aberdeen & Robert Gordon Universities, Community Safety Partnership, Transport Providers, City Wardens, Licensed Trade, Door Staff, Street Pastors etc. The group work collectively on action plans to "Create a culture of responsible drinking" and to "Reduce violent crime in the city centre".*

Police Scotland submitted question in June 2015 to seek panellists' views to find out how Legal Highs have affected the panellists' community.

### A year on

*"One year on from our questions regarding NPS North East Division and its partners have made huge strides in reducing the harm caused by NPS. In the run up to NPS being made illegal in May 2016 we had to use our initiative to keep people safe. In August 2015 we worked collaboratively with our partners to close a store selling NPS using Anti-Social Behaviour Legislation. Keen to build on that work we then worked with our partners to clear all of the NPS stores in Aberdeen of their products under unsafe product legislation. These actions were in conjunction with an extensive series of educational inputs in secondary schools across the city. The result of this extensive work with our partners at Aberdeen City Council, NHS, Trading Standards and Scottish Ambulance Service has seen a dramatic fall in the number of ambulance calls to incidents involving NPS in 2016 and a significant fall in clients presenting to Alcohol and Drug Action citing NPS as the primary reason for their visit.*

*These results demonstrate the value of the partnership work that has taken place in the last year in relation to NPS. However, there is still work to do and we are not complacent. There is no safe way to take NPS and they are not legal anymore. Anyone that is concerned regarding their usage of drugs and/or alcohol can contact their GP or Alcohol and Drugs Action who can provide advice and support 7 days a week [www.alcoholanddrugsaction.org.uk](http://www.alcoholanddrugsaction.org.uk)*

	2014/15				2015			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Across Direct Access services - Average NPS clients	8%	8%	11%	13%	15%	14%	13%	6%