

Aberdeen Community Planning Partnership

City Voice 39th Survey Report

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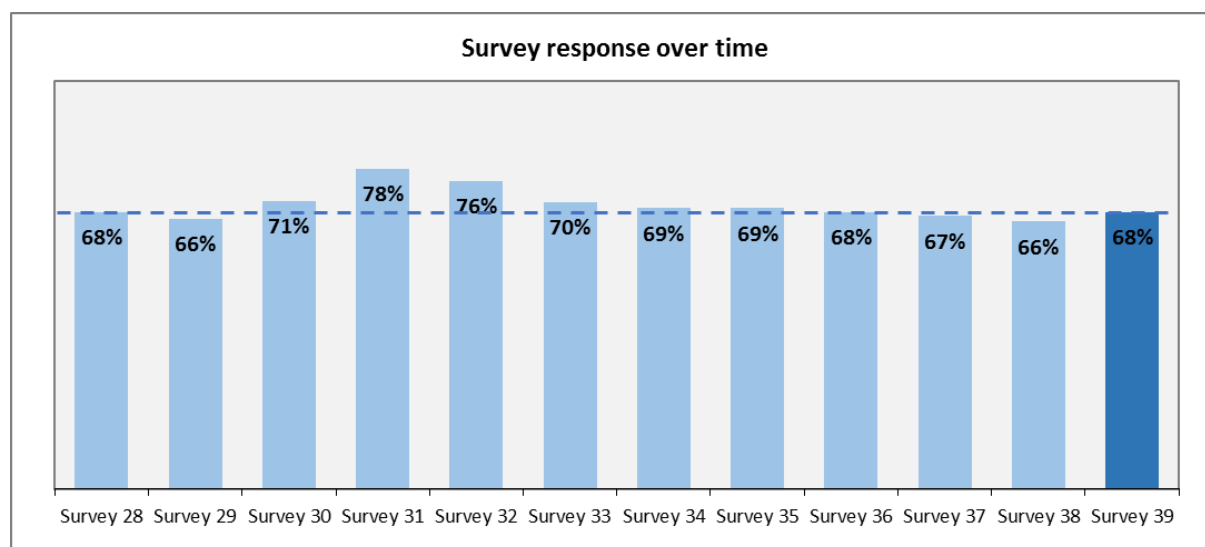
1. INTRODUCTION

- 1.1. Aberdeen City Voice – the Citizens’ Panel for Aberdeen – has been operating as a mechanism for residents to give their views since 2004. A substantial number of postal and online surveys have been conducted with City Voice members over this period, considering a broad range of topics across Community Planning Themes. Feedback has been used by Community Planning Partners to shape service provision and policy, and to measure performance.
- 1.2. This report sets out findings from the 39th City Voice survey. The survey sought panellists’ views on a range of issues affecting people and services in Aberdeen. The specific topics covered by the survey were:
- Equality and diversity;
 - Community justice;
 - The NHS Grampian website; and
 - Education and children’s services.

Survey fieldwork and response

- 1.3. The survey was issued to all 900 current City Voice members in September 2016. By survey close at mid-November, a total of 610 responses had been received representing an overall response rate of 68%. This is a strong response to any survey (+2 points higher than the 38th survey) and indicates continuing strong engagement amongst City Voice members. Survey response was also strong across all parts of Aberdeen, although the North and South areas showed a somewhat higher response rate (both a 67% response) and the Central area a somewhat lower response (62%).

Figure 1: Survey response rates over time



- 1.4. Most importantly, the level of survey response achieved is sufficient to produce robust overall survey results and to permit more detailed analysis of results for specific respondent groups. This has allowed our analysis to consider potential variation in results across a range of socio-demographic groups.
- 1.5. A detailed profile of survey respondents is provided at Figure 2 below. This indicates that although there was a relatively strong response across most socio-demographic groups, the profile of survey respondents indicates that some parts of the wider Aberdeen City population are better represented than others. In particular panellists aged under 35, those of working age who are not in employment, and those who rent their home account for a smaller proportion of survey respondents than the wider population.

Figure 2: Profile of survey respondents

	Survey 39 Respondents		Aberdeen City population
Gender			
Female	312	53%	50%
Male	281	47%	50%
Age			
16-34	38	6%	39%
35-54	200	34%	30%
55-64	146	25%	13%
65+	210	35%	18%
Ethnicity			
European, including British	570	97%	92%
African or Caribbean, Asian and other ethnicities	20	3%	8%
Household Type			
Household with children	130	22%	20%
Household without children	453	78%	80%
Employment Status			
Employed	327	56%	63%
Retired	222	38%	11%
Other	40	7%	26%
Housing Tenure			
Owner occupied	507	86%	57%
Social rented	52	9%	24%
Private rented/ other	30	5%	18%
Location			
North	181	31%	-
Central	195	33%	-
South	216	37%	-

Sources: GRO(S) Mid-Year population estimates, 2011 Census

Note that some socio-demographic information was not available for a small number of respondents.

Analysis and reporting

- 1.6. This report presents frequency results for each of the survey questions. In some cases, the analysis has excluded “don’t know” responses from the percentage base to give a more accurate indication of views amongst residents with experience of services and this is made clear in the report. Full tabular results are appended to the report, including base numbers for all figures presented in the main body of the report.
- 1.7. All survey questions have been cross-tabulated with a range of socio-demographic indicators to assess the extent of any variation in views across key respondent groups. This has included area, gender, age, household type, disability, employment status and housing tenure. We highlight any significant variation in the report text, and detailed results by respondent sub-group are appended to this report.
- 1.8. We round percentages up or down to the nearest whole number; for some questions this means that percentages may not sum to 100%. Similarly, aggregate figures presented in the text (e.g. percentage of respondents answering “very satisfied” or “satisfied”) may not sum to results presented in figures and tables.

2. EQUALITY AND DIVERSITY

- 2.1. This first section considers respondents' views on issues related to equality and diversity in Aberdeen. Findings will help the Council to monitor progress in delivering equalities outcomes to ensure that there is fair and equal opportunities for all in Aberdeen.

Experience of discrimination while using Council services

- 2.2. ***A small number of survey respondents indicated that a member of their household had experienced discrimination when using Council services;*** 3% indicated this, 15 individuals (Figure 3). This was most commonly discrimination relating to a disability (8 individuals), age (4 individuals) or race (4 individuals). Respondents also mentioned discrimination relating to religion, sex and sexual orientation.
- 2.3. Some of those who had experienced discrimination provided further detail on this (6 of the 15 respondents). This included reference to experiences seeking to access Council housing, benefit claims, applications for disability badges, access to social care services, applying to work for the Council, and reference to the manner of Council staff.
- 2.4. Three of those who had experienced discrimination indicated that they had reported this to the Council – all three were very disappointed with the response they received. A small number of those who had not reported their experience of discrimination gave further detail on this. Reasons given for not reporting discrimination included not having “concrete proof” of the discrimination, and feeling that complaining would not have a positive impact (“I do not believe that this would help”).

Figure 3: Experience of discrimination when using Council services

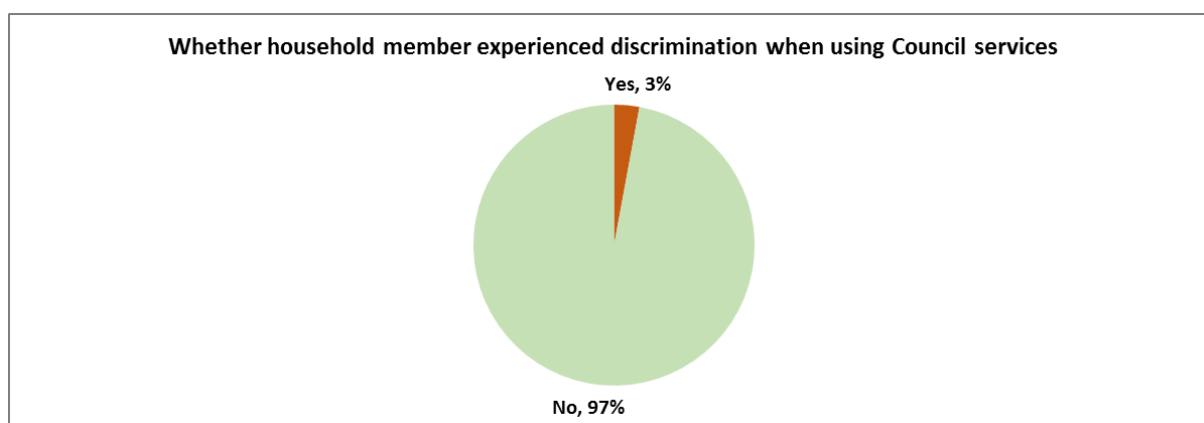
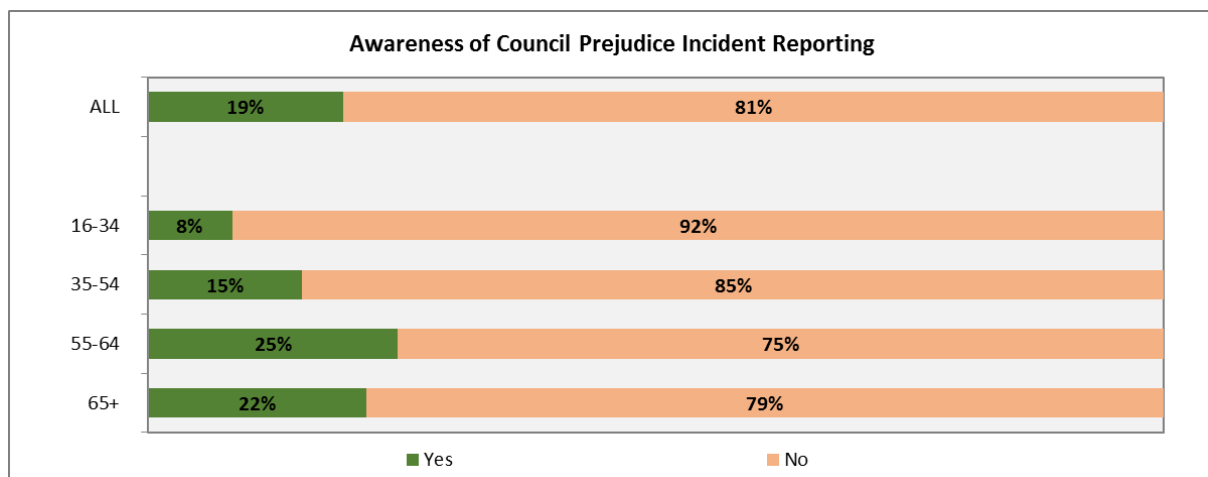


Figure 3 (cont.): Experience of discrimination when using Council services

Whether reported experience of discrimination to Council (base 15)	
Yes	3
No	7
No reply	5
Rating of experience of reporting experience (base 3)	
1 = very satisfied	-
2	-
3	-
4	-
5 = very dissatisfied	3

- 2.5. As Figure 4 indicates, ***relatively few respondents are aware of Council Prejudice Incident Reporting*** for reporting discrimination; around 1 in 5 respondents had heard of this (19%). Survey results suggest that relatively few of those who had experienced discrimination had heard of the Prejudice Incident Reporting, although this is based on small numbers. There appears to be some variation in awareness across age groups, with those aged under 35 less likely than others to be aware of the reporting facility – although awareness was relatively low across all age groups.

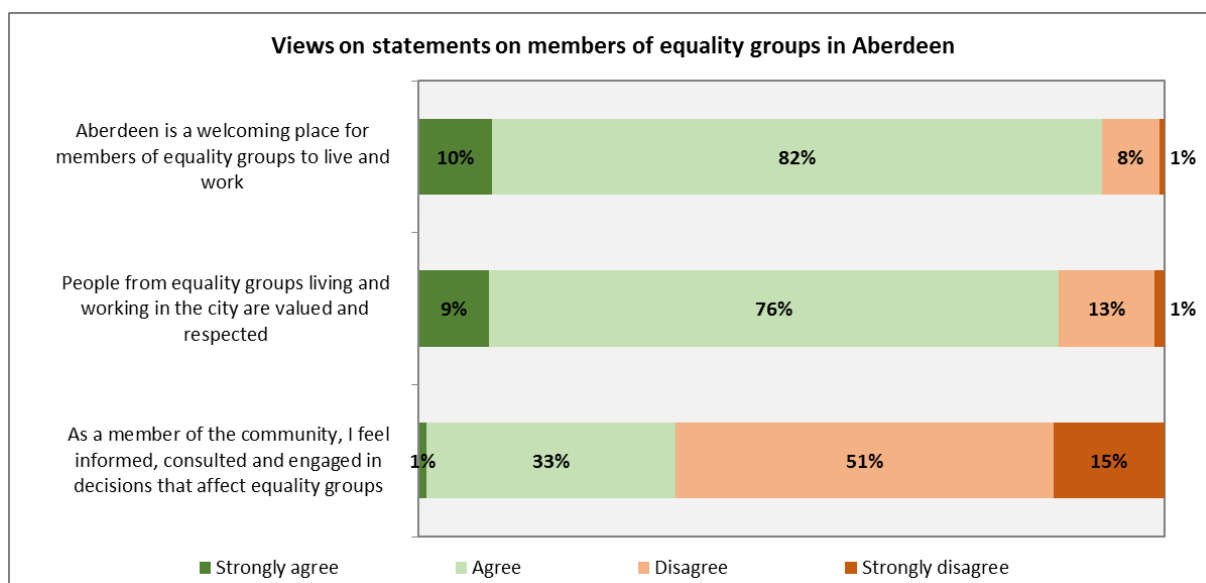
Figure 4: Awareness of Council Prejudice Incident Reporting Form



Equality groups in Aberdeen

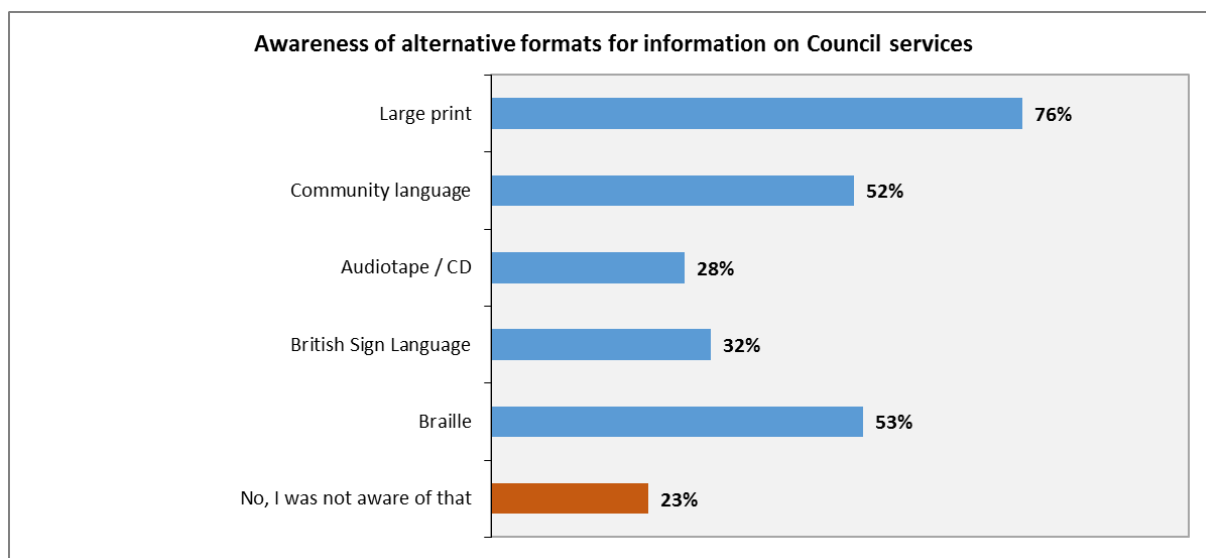
- 2.6. The survey also asked a series of questions relating to equality groups in Aberdeen. A person is considered to be a member of an 'equality group' if they share one of the following protected characteristics age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- 2.7. ***Respondents generally feel that Aberdeen is a welcoming place for members of equality groups, and that members of equality groups are valued and respected in the City.*** More than 9 in 10 respondents agree that Aberdeen is a welcoming place for members of equality groups to live and work (92%), and a similarly large proportion agree that members of equality groups are valued and respected in Aberdeen (85%).
- 2.8. Nevertheless, there remains around 1 in 10 respondents who disagree with these statements; 9% feel that Aberdeen is not a welcoming place for members of equality groups, and 14% feel that equality groups are not valued and respected in the City. This finding was broadly similar across equality groups – for example, there was no significant variation in views across age groups, gender or ethnicity. However, it is notable that those with a disability were significantly less positive than others about attitudes towards equality groups in Aberdeen. Nearly 2 in 5 of those with a disability felt that members of equality groups are not valued or respected in the City.
- 2.9. The majority of respondents do not feel informed, consulted and engaged in decisions that affect equality groups; around two thirds of respondents felt that this is not the case (66%). This finding was consistent across most socio-demographic groups with the majority of respondents in gender, disability and ethnicity equality groups indicating that they do not feel engaged in decisions about equality groups.

Figure 5: Views on issues for equality groups in Aberdeen



- 2.10. ***The majority of respondents are aware that information on Council services is available in alternative formats***; 77% of respondents indicated this (Figure 6). Awareness was strongest in relation to information being available in large print (76% aware of this), in braille (53% aware) and in languages other than English (52%). Respondents were less likely to be aware of information being available in British Sign Language (32% aware of this) and audio (28%).

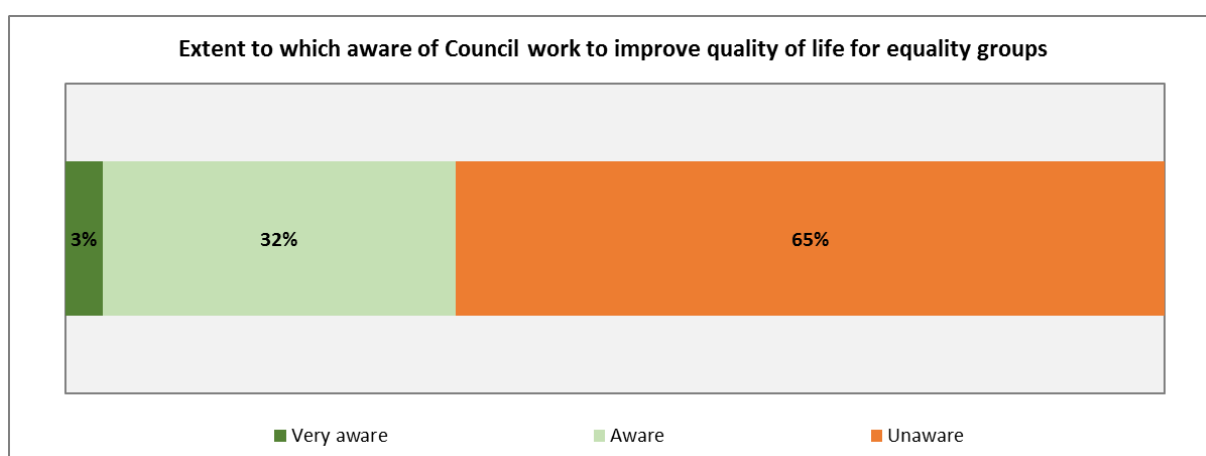
Figure 6: Awareness of information on Council services being available in alternative formats



- 2.11. ***Awareness of the Council's work to improve quality of life for equality groups was relatively limited***; only around a third of respondents feel aware of the Council's work in this area (35%, see Figure 7 over the page). This finding was consistent across most socio-demographic groups. The only significant variation was in relation to respondent age, with those aged 55+ more likely than others to be aware of the Council's work to improve quality of life for equality groups. However, it should be noted that across all age groups, the majority of respondents were not aware of this work.
- 2.12. Respondents offered a range of suggestions for how the Council could improve awareness of work being done to improve the quality of life for people from different equality groups. This included a range of respondents suggesting that the main focus should be on ensuring that members of equality groups are aware of this work, and are able to access available services. Indeed, some questioned whether there was a need to raise awareness of this work across the Aberdeen population more widely.
- 2.13. In terms of specific suggestions for improving awareness, the most common are summarised below.
- Use of advertising was the most common suggestion by some margin. This included reference to local printed press and radio, web-based and social media awareness raising, and use of flyers/posters in local service points.

- Newsletters (printed and/or email) available to those with a specific interest was also suggested.
- Use of direct mail was also suggested by several respondents, including mailing of leaflets and use of regular City-wide mailings such as Council Tax notices.
- A small number of respondents suggested use of specific themed events to promote this work.
- In addition to specific communication methods, a number of respondents suggested that clearer communication (and particularly use of clearer language) was also required to improve awareness.

Figure 7: Awareness of Council's work to improve quality of life for equality groups



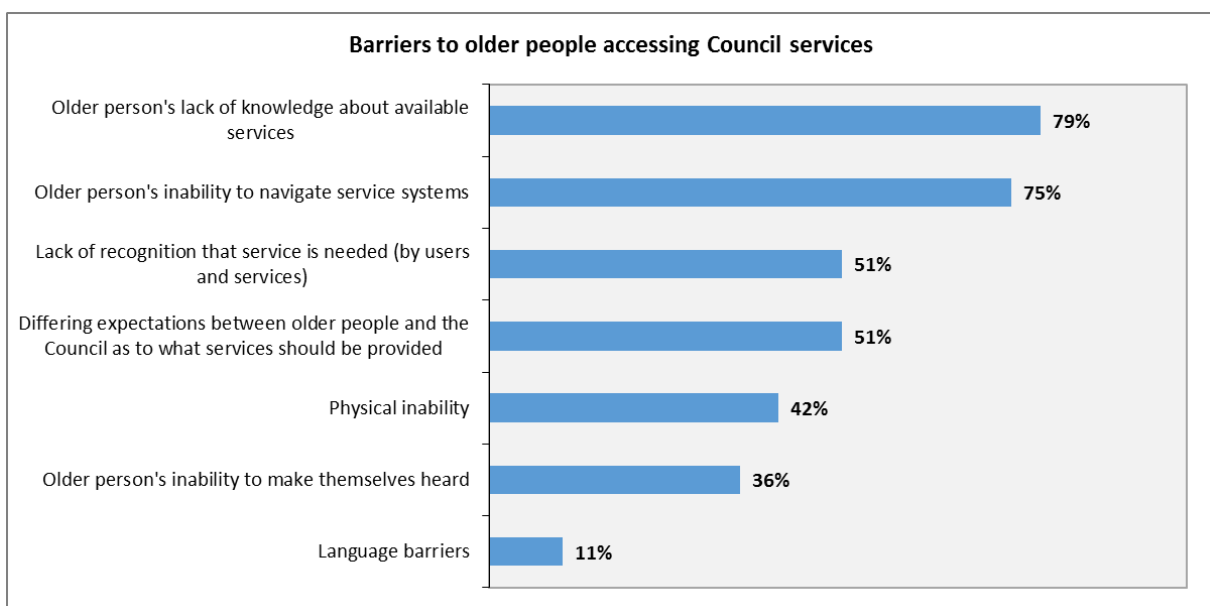
Older people

- 2.14. Finally in relation to equality and diversity, the survey asked for Panellists' views on potential barriers for older people accessing Council services (Figure 8 over the page).
- 2.15. Survey data suggests that ***a lack of awareness of available services and difficulty negotiating service systems are seen as the main barriers to older people accessing Council services*** in Aberdeen. More than three quarters of respondents mentioned these as potential barriers (79% and 75% respectively). A substantial number of respondents also mentioned a failure to recognise the need for a service (by the older person and/or by the service provider), and older people's expectations about the range of available services not being met. Around half of respondents mentioned these as barriers (both mentioned by 51%).
- 2.16. There was some variation across age groups in respondents' views on barriers to older people accessing Council services. Most notably, those aged 55+ were significantly more likely than others to mention a lack of awareness of services and/or difficulty navigating service systems.

2.17. Respondents were invited to provide further comment in relation to barriers to older people accessing Council services. Around 1 in 5 respondents provided comments here, with most of these expanding on the specific barriers to access listed at Figure 8:

- Difficulty navigating Council systems was the most common issue raised in written comments. This included a substantial number of respondents referring to older people who are not comfortable using the internet to access services, and others describing difficulties experienced when trying to contact services by phone (e.g. being passed between multiple services/staff). Several respondents suggested that the mix of services (and the agencies providing these) can be daunting for older people, particularly if neither they nor their family members have experience of “the system”.
- Several respondents suggested that a lack of awareness of services was a significant barrier, and particularly for those aged 50-60 or 60-70 who may not have had any previous need for services.
- Some suggested that services need to take a more proactive approach to engaging with older people, to ensure that services have a good idea of what older people need, and to address any reluctance amongst older people to ask for help.
- Several respondents noted that the 60+ age group is highly diverse in terms of their need for services, and preferences for how to access services.
- Several respondents also suggested that a shortage in service availability and funding is a fundamental issue for older people’s services, and that approaches to reduce barriers to access will have a limited impact if available services cannot meet local needs.

Figure 8: Perceived barriers to older people accessing Council services



Service Response: this is what we are doing

Although these are small numbers who are reporting discrimination, it is noted that the respondents were disappointed with the council response. We have just re-launched the prejudice and discrimination incident form making it far more user friendly so that we encourage reporting of incidents and provide a more timely and effective response. The form can be found on the council's website in the "Report It" section: <http://tinyurl.com/gvjbn2l>. If you don't have internet access please use the contact details below.

It is also noted that respondents with a disability were significantly less positive than others about attitudes towards equality groups in Aberdeen. Aberdeen City Council established the Disability Equity Partnership (DEP), a new forum for people with disabilities in the city, in September 2016. Chaired by Dame Anne Begg, this group aims to improve life in the city for those with disabilities. More information is available online at:

http://www.aberdeencity.gov.uk/council_government/equality_and_diversity/eqd_disability.asp. If you don't have internet access please use the contact details below.

Additionally Aberdeen City Council created a new post of Disability Access Officer and Kelly Johnstone started in this role in August 2016. Kelly's remit includes working with the DEP and other individuals and groups with disabilities to make improvements to information, services, buildings, streets and green spaces in Aberdeen. Kelly's contact details are: kejohnstone@aberdeencity.gov.uk, 01224 522329.

It is concerning that the majority (66%) of respondents do not feel informed, consulted and engaged in decisions that affect equality groups, and, that only around a third of respondents feel aware of the Council's work in improving quality of life for equality groups. The Equalities Team organises and supports community groups with high profile events to mark: Holocaust Memorial Day (January), LGBT History Month (February), International Women's Day (March), Aberdeen Mela (September) and has also established, the new disability partnership and a new Multi-Faith Forum for the city (October 2016).

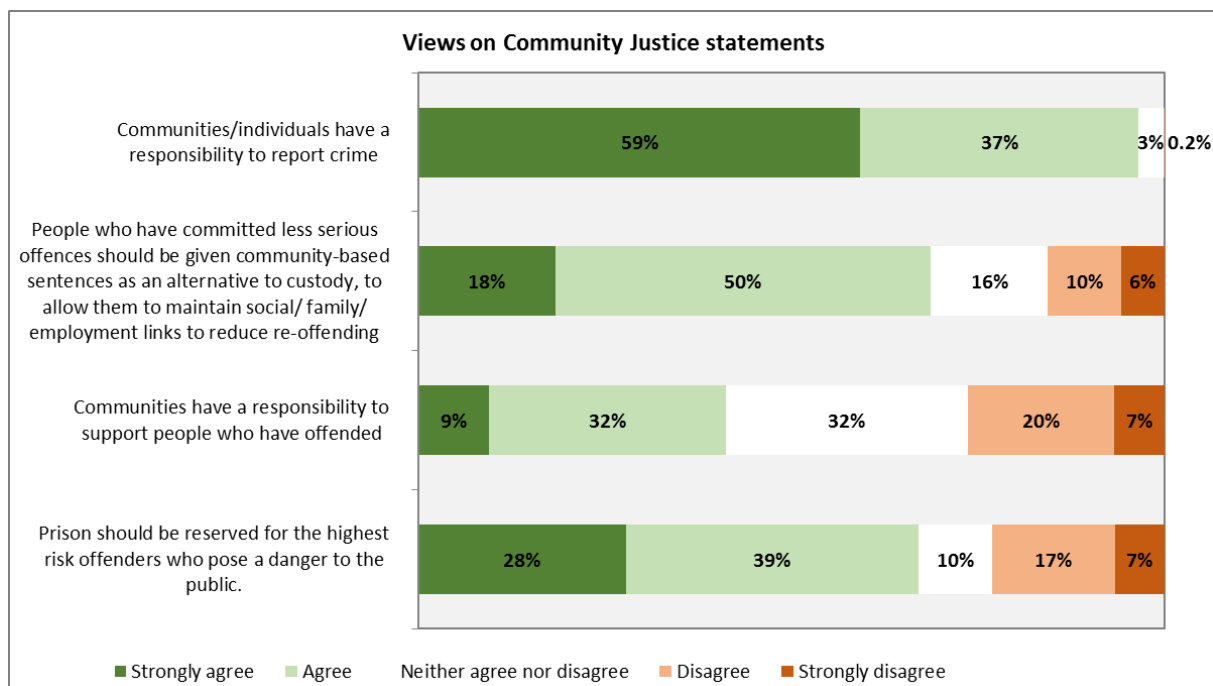
The Equalities Team also produces a fortnightly news collective ('Information for All') promoting its work in this area to show how we are making a difference, as well as sharing information about local/ regional projects and events. We will continue our work with colleagues in Corporate Communications to ensure our key messages are being presented in a range of formats. In order to be added to the mailing list to receive the news collective we would invite people to email: equality_and_diversity@aberdeencity.gov.uk.

The valuable feedback particularly around issues of disability and age will be used to help set the priorities of the Council's new Equality Outcomes to be produced by 30th April 2017. For example, this is a timely reminder that council services should not rely solely on web based information and advice, as many older people are not comfortable using the internet to access services. That lack of awareness of services is a significant barrier, particularly for those aged 50-60 or 60-70 who may not have had any previous need for services.

Laura Penny, Equalities Administrator, Aberdeen City Council
Email: lapenny@aberdeencity.gov.uk Phone: 01224 522506

3. COMMUNITY JUSTICE

- 3.1. This section considers respondents' views on Community Justice in Aberdeen. Community Justice refers to the range of services and organisations that work together to support, manage and supervise people who have committed offences. This process is focused on preventing and reducing reoffending, and local communities and the voluntary sector are central to this.
- 3.2. ***Survey findings show a mix of views on Community Justice*** (see Figure 9 over the page). There was near unanimous agreement that communities and individuals have a responsibility to report crime (97% agreed). Support was less widespread for the balance between community-based and custodial sentences; most agreed that community-based sentences are appropriate for less serious offences (69% agreed) and that prison should be reserved for the highest risk offenders (67% agreed). However, there remained up to around a quarter of respondents who disagreed with these statements; 24% disagreed that prison should be reserved for the highest risk offenders, and 16% with community-based sentences being appropriate for less serious offences.
- 3.3. Views were divided on the extent to which communities have a responsibility to support people who have offended. Around 2 in 5 respondents agreed with this statement (41%), and around a quarter disagreed (26%). It is also notable that around a third of respondents gave a neutral "neither agree nor disagree" answer.
- 3.4. Views on these statements were broadly consistent across local areas and key demographic groups. The only notable variation was in North area respondents being less likely than others to agree with community-based sentences for less serious offences and that communities have a responsibility to support offenders.

Figure 9: Views on Community Justice

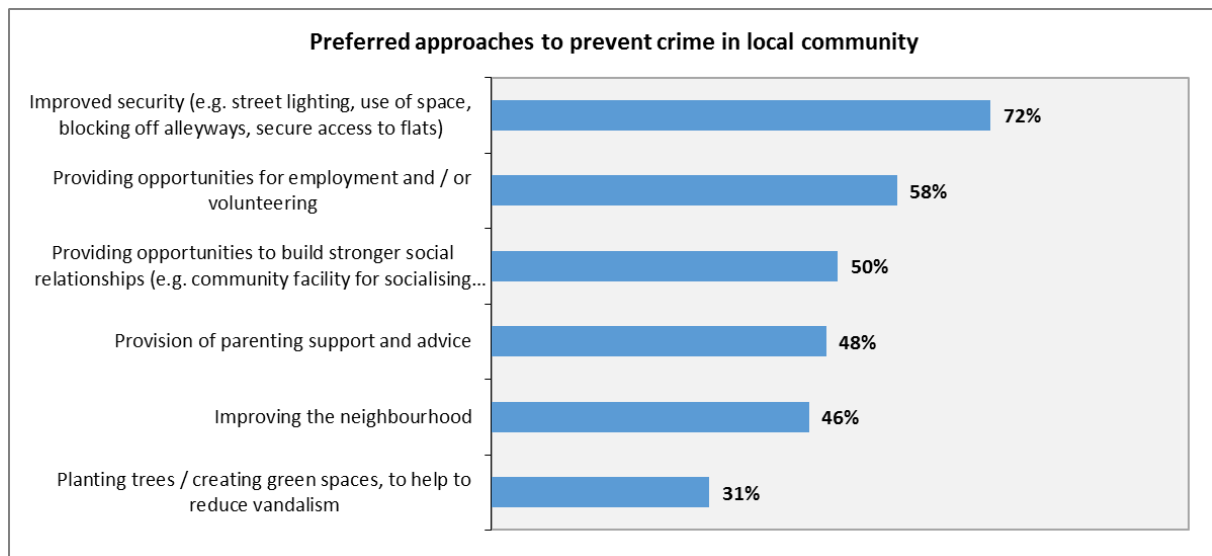
Preventing crime

- 3.5. The survey asked a series of questions relating to crime prevention in Aberdeen. This included views on specific approaches to crime prevention, and interest in contributing to crime prevention.
- 3.6. The survey first asked Panellists about the types of crime that they are most concerned about in their local area. Respondents were invited to describe these crimes in their own words, and written comments made reference to a broad range of issues.
- 3.7. Figure 10 over the page shows the crimes most commonly mentioned by respondents. As this shows, theft is by some margin the most significant crime-related concern for respondents; nearly three quarters of respondents mentioned theft as a concern for them (72%), including half of all respondents for whom this was their most significant crime-related concern (52%).
- 3.8. Vandalism and damage to property was also mentioned by a substantial proportion of respondents (a top 3 concern for 41%), although respondents were less likely to identify this as their most significant concern. Similarly, around a fifth to a quarter of respondents were concerned about alcohol and drug misuse, antisocial behaviour and violence – but relatively few identified these as their most significant concern.

Figure 10: Views on approaches to prevent crime in the local community

Crime issue	1 st priority	2 nd Priority	3 rd priority	Top 3 priority
Theft	51%	34%	22%	72%
Vandalism, damage to property	11%	21%	19%	41%
Alcohol/ substance misuse	11%	8%	10%	23%
Antisocial Behaviour, noise	5%	8%	14%	21%
Violence	8%	11%	11%	21%
Road safety	4%	11%	11%	19%
Littering	2%	3%	7%	9%

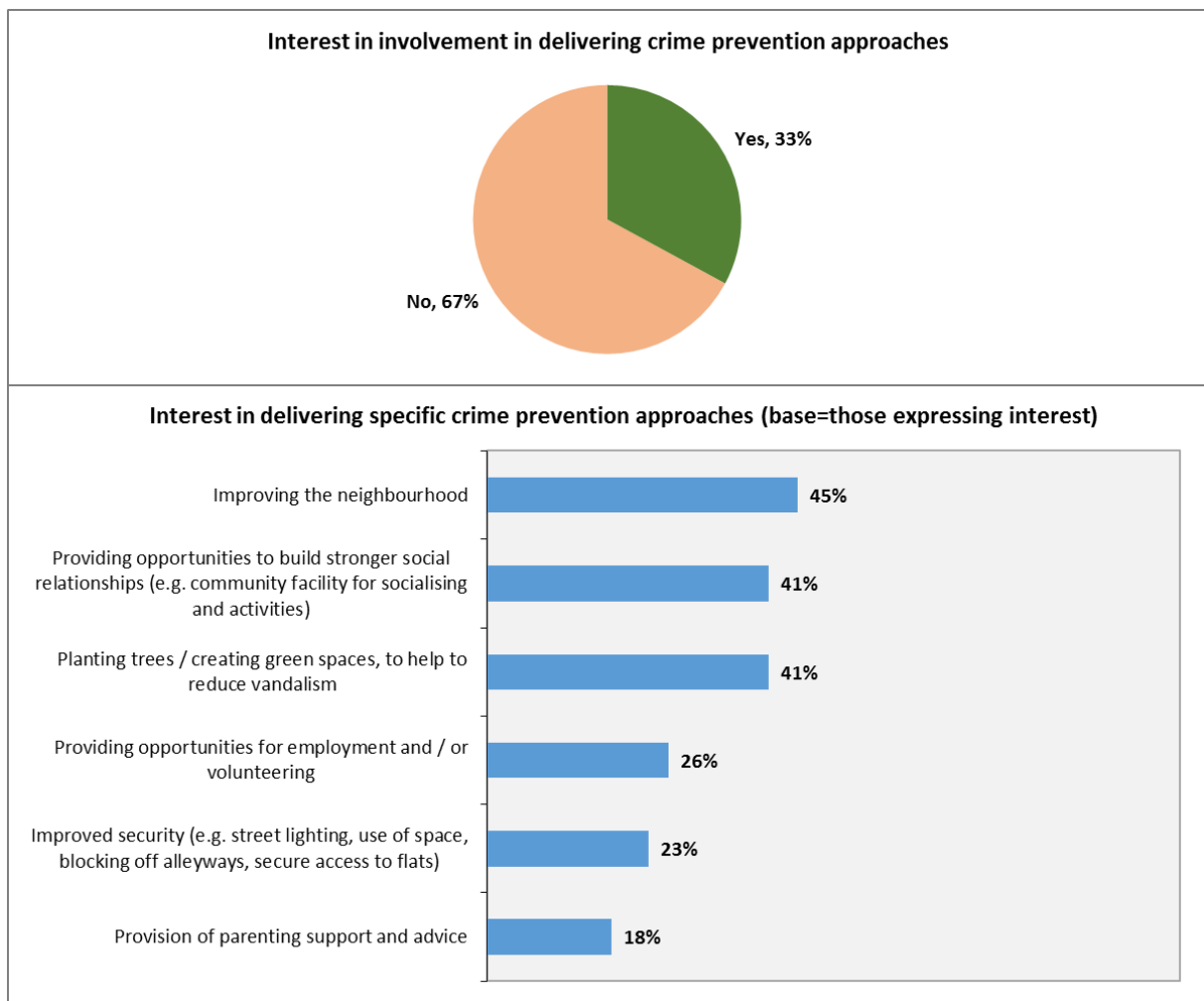
- 3.9. The majority of respondents felt that a range of crime prevention approaches could have a role in their local area. As Figure 11 over the page shows, improving security was the most popular option amongst respondents (72% felt that this could help to prevent crime in their local area). The majority of respondents selected more than one of the options listed at Figure 9, with better opportunities for employment/volunteering, stronger social relationships, parenting support and advice, and neighbourhood improvements also suggested by a substantial proportion of respondents. The only option which was selected by a relatively small minority of respondents was creation of green spaces; fewer than a third of respondents selected this as a crime prevention approach for their local area (31%).
- 3.10. Respondents also mentioned a range of other approaches which they felt could help to prevent crime in their local area. The most common suggestion were more prominent policing and warden patrols, and stronger enforcement and punishment. Respondents also mentioned approaches to improve community cohesion, improving the local environment to engender a sense of pride, improving the range of out of school facilities for children and young people, and using education to improve attitudes and behaviours.
- 3.11. There was some variation across local areas and key demographic groups in views on potential crime prevention approaches:
- The only area variation was in relation to neighbourhood improvements – those in the North and Central of the City were more likely to suggest this for their local area;
 - In terms of age, younger respondents were more likely than others to support neighbourhood improvements and creation of green spaces to prevent crime – under 55s, and particularly under 35s, were more likely than older respondents to support these options; and
 - Female respondents were more likely than others support provision of parenting support and advice to prevent crime.

Figure 11: Views on approaches to prevent crime in the local community

- 3.12. The survey also asked Panellists whether they would be interested in getting involved in any of the crime prevention approaches discussed above. As Figure 12 over the page shows, **around a third of respondents would be willing to get involved in crime prevention** (33%). Younger respondents were most likely to express an interest in getting involved; more than 2 in 5 of those aged under 55 may be willing to get involved in crime prevention.
- 3.13. In terms of how respondents may prefer to get involved in crime prevention, this was most likely to be in relation to neighbourhood improvements (45% of those interested in getting involved), building stronger social relationships (41%), and creating green spaces (41%). Fewer respondents expressed potential interest in providing opportunities for employment or volunteering, improving security, and providing parenting support or advice.
- 3.14. Written survey comments also made reference to a range of tasks where respondents may feel able to contribute to crime prevention work. A number of respondents specifically noted that they already dedicate time to projects, and others felt unable to contribute at present due to time pressures and poor health. However, a number of respondents identified specific ways in which they felt able to contribute – including some seeking better information on how to get involved.
- 3.15. Specific suggestions from respondents included:
- Work to improve the local environment including gardening and maintenance of open areas, tree planting and adopting street trees, litter picks, and exercises to identify improvement priorities for the local environment.

- Providing support and assistance to individuals including assisting in job applications, benefit claims, providing parental support and advice, and working with children and young people;
- Befriending and confidence building including with children and young people, and older people. This included reference to one-to-one work, and supporting social facilities.
- Provide time for a crèche in a community building.
- Developing networks for specific groups including LGBT people.
- Attending and helping to administer Neighbourhood Watch schemes.

Figure 12: Interest in involvement in crime prevention

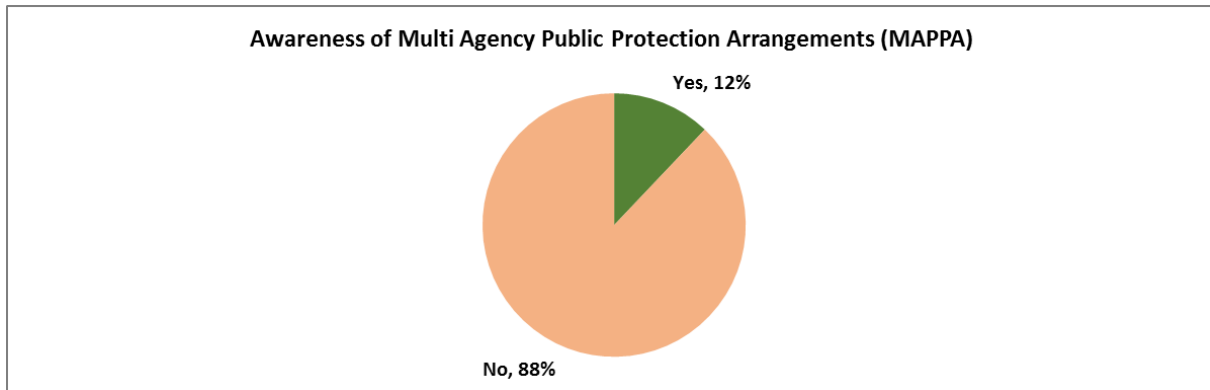


Community Payback

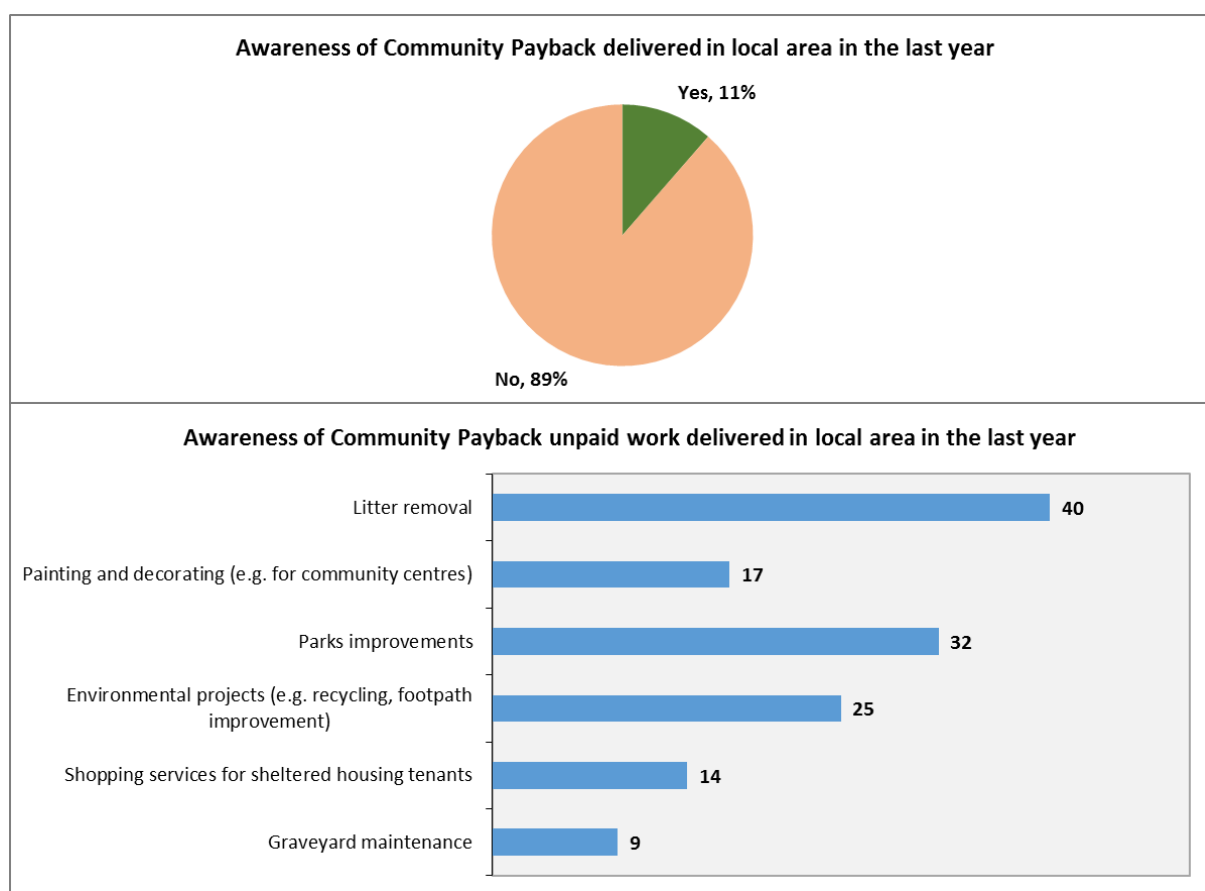
- 3.16. The survey also asked specifically about the use of Community Payback orders in Aberdeen. This included awareness of use of Community Payback, and views on how Community Payback and unpaid work could benefit local communities.

- 3.17. **Survey findings show that relatively few respondents have heard of Multi Agency Public Protection Arrangements (MAPPA).** A little more than 1 in 10 respondents indicated that they were aware of MAPPA (12%), and this finding was consistent across local areas and key demographic groups.

Figure 13: Awareness of Multi Agency Public Protection arrangements (MAPPA)



- 3.18. **Around 1 in 10 respondents were aware of Unpaid Work being undertaken as part of a Community Payback Order in their local area.** As Figure 14 over the page shows, 11% indicated this. As was the case in relation to MAPPA, survey results suggest that awareness of Community Payback is broadly consistent across local areas and key demographic groups.
- 3.19. Those respondents who were aware of Community Payback Order Unpaid Work being delivered in their local area, were asked to indicate the type of unpaid work being delivered. Amongst the 66 respondents answering here, respondents were most likely to mention litter removal (40 respondents), parks improvements (32 respondents) and environmental projects (25 individuals).

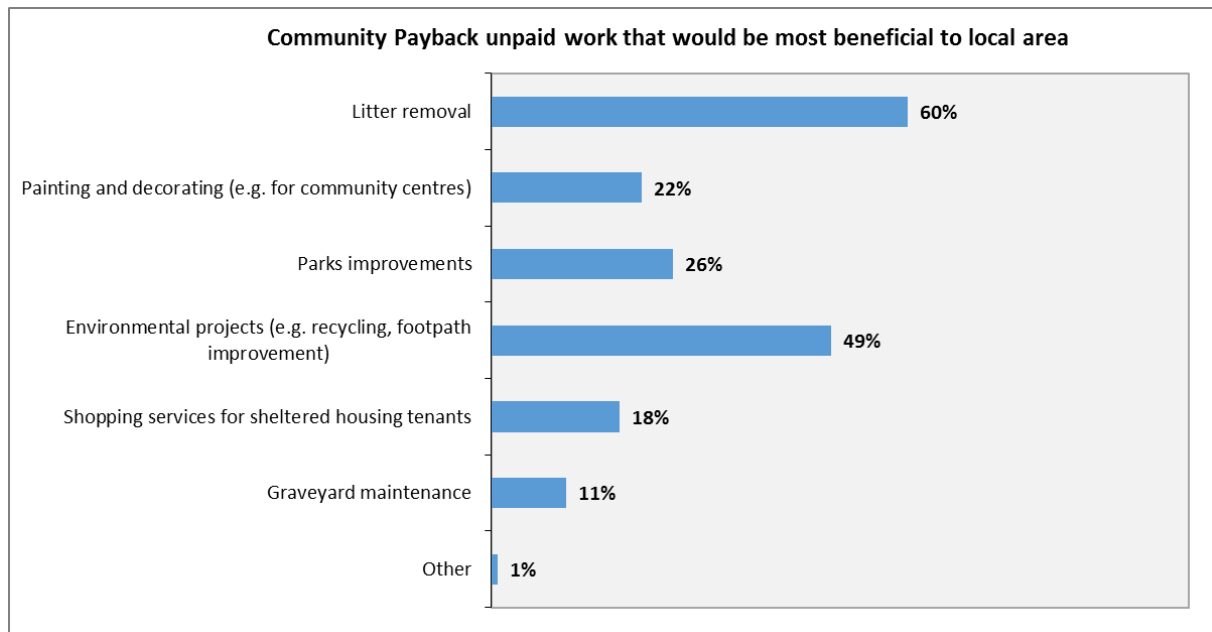
Figure 14: Awareness of Community Payback/Community Service delivered in local area

- 3.20. ***Survey findings suggest that respondents feel that litter removal and environmental projects would be most beneficial to their local area.*** The majority of respondents suggested that litter removal by Community Payback teams would be valuable in their local area (60%), and around half of respondents wished to see environmental projects being delivered by Community Payback teams (49%).
- 3.21. Respondents were less likely to see a role for other unpaid work in their local area. For example, around a fifth to a quarter of respondents wished to see Community Payback teams delivering parks improvements, painting and decorating, and shopping for sheltered housing tenants.
- 3.22. Written comments from respondents identified a range of specific tasks which they felt could be delivered via Community Payback. Consistent with findings shown at Figure 15 over the page, the most common suggestions related to environmental work (litter picking and cleansing, graffiti removal, snow clearance and path gritting) and gardening work (to open spaces, and households' gardens). Suggestions for gardening work through Community Payback included suggestions that this focused on older households who are no longer able to maintain their gardens, and a number of respondents also suggested use of Community Payback teams to provide befriending and support to older people and others. A small number of respondents also

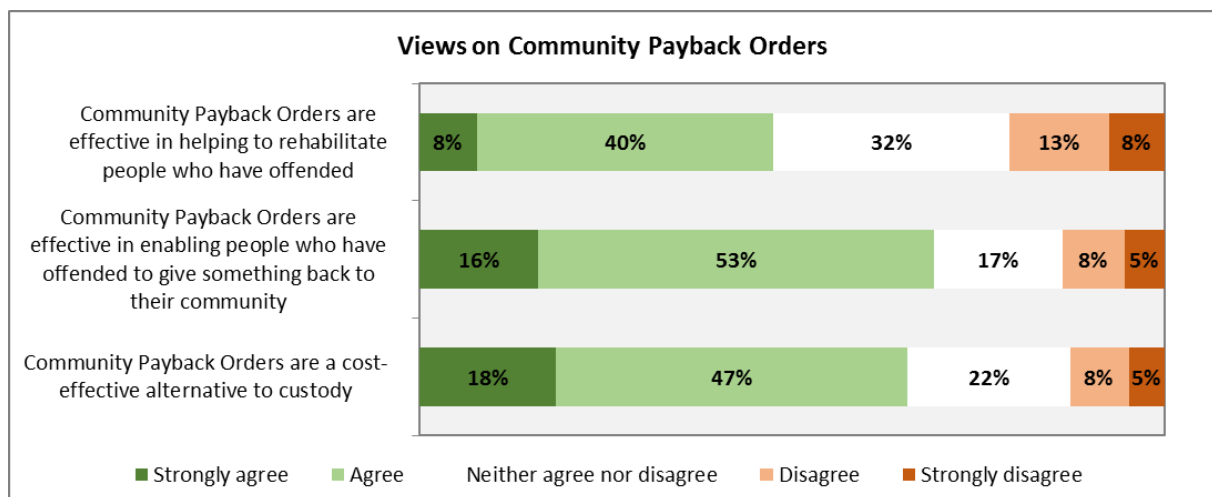
suggested a role for Community Payback to maintain and improve community facilities such as village halls.

- 3.23. Views on these types of unpaid work were consistent across local areas and key demographic groups.

Figure 15: Community Payback/Community Service that would benefit local area



- 3.24. ***Survey findings show generally positive views on Community Payback Orders*** (Figure 16 over the page). The majority of respondents agree that Community Payback Orders are an effective way for people who have offended to give something back to their community (69% agreed) and that Orders are a cost-effective alternative to custody (66% agreed). Only around 1 in 8 respondents disagreed with these statements.
- 3.25. Respondents were also generally positive about Community Payback Orders as a way of rehabilitating people who have offended. Around half of respondents agreed that the Orders are effective for rehabilitation (48%), although around a fifth of respondents disagreed (21%).
- 3.26. These findings were broadly consistent across local areas and key demographic groups.

Figure 16: Views on Community Payback Orders

Service Response: this is what we are doing

Responses and comments provided in relation to Community Justice were much appreciated and will help to inform planning for collaborative working by services to reduce reoffending in Aberdeen.

It was interesting to note that 24% of respondents disagreed that prison should be reserved for the highest risk offenders who pose a danger to the public. The new national Strategy for Community Justice talks about ‘.... continuing our journey towards robust sentencing options’ for people who have committed offences. This includes promoting the use of effective evidence-based community interventions, rather than short term prison sentences (which have been shown not to be effective in reducing the likelihood of reoffending).

It will be of interest to partners to note that ‘theft’ was the most significant crime-related concern for 52% of survey respondents. Nationally and in Aberdeen ‘Crimes of Dishonesty’ as recorded by Police Scotland (including theft, housebreaking, shoplifting, theft of vehicles, etc.) have been reducing over recent years – between 2010/11 and 2015/16, the number of such crimes recorded by the Police fell by 27.5% in Aberdeen.

In terms of approaches which could help to prevent crime in local areas, ‘Improving security’ (e.g. street lighting, use of space, blocking off alleyways, secure access to flats) was the most popular option for 72% of respondents. Again this feedback will be drawn to the attention of relevant partners.

The survey found that approximately a third of respondents would be willing to get involved in crime prevention initiatives in the City, particularly in relation to neighbourhood improvements, building stronger relationships in communities, and creating green spaces. Community Justice Partners will look at creative ways of involving those who have expressed an interest, going forwards.

12% of survey respondents had heard of the Multi Agency Public Protection Arrangements (MAPPA). MAPPA aims to protect the public and reduce serious harm by providing a framework for agencies to share information, jointly assess risk and apply resources proportionately, to manage the risk of serious harm posed to the public by relevant offenders (including registered sex offenders, mentally disordered restricted patients and other offenders who, by reason of their conviction, pose a risk of serious harm to the public). Reoffending by individuals managed under the MAPPA remains very low.

It was encouraging to see that 69% of those who responded were of the view that Community Payback Orders ‘are effective in enabling people who have offended to give something back to their community’, and that 65% regarded them as a cost effective alternative to custody.

Community Justice Partners will be looking at ways to improve the robustness of community sentences locally, and also at increasing awareness of their effectiveness for people from our communities in Aberdeen. We will continue to look at ways of engaging with communities, which is a key element of the new model of Community Justice in Scotland.

Val Vertigans, Policy Coordinator, Community Justice Redesign, Aberdeen City
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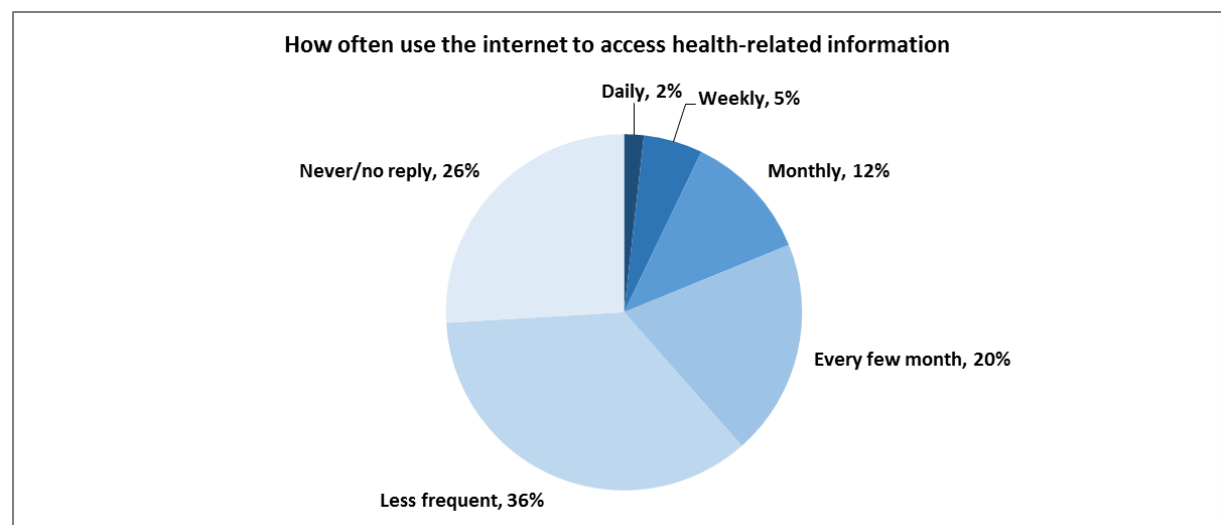
4. NHS GRAMPIAN WEBSITE

- 4.1. This section considers respondents' use of the internet to access health-related information, and specifically their use of and views on the NHS Grampian website.

Using the internet to access health-related information

- 4.2. ***The majority of respondents have used the internet to access health-related information***; 74% have done so (Figure 17). Most of these respondents access health-related information relatively infrequently, with 56% of all respondents doing so no more than every few months. However, there remains around a fifth of all respondents who access health-related information via the internet at least once a month (19%).
- 4.3. Use of the internet to access health information varied across age groups. Those aged under 65, and particularly those aged under 55, are most likely to access health information online – nearly 9 in 10 of those aged under 65 have done so, including around a quarter who do so at least once a month. However, while those aged 65+ are less likely than others to access health information online, the majority have done so at least once.

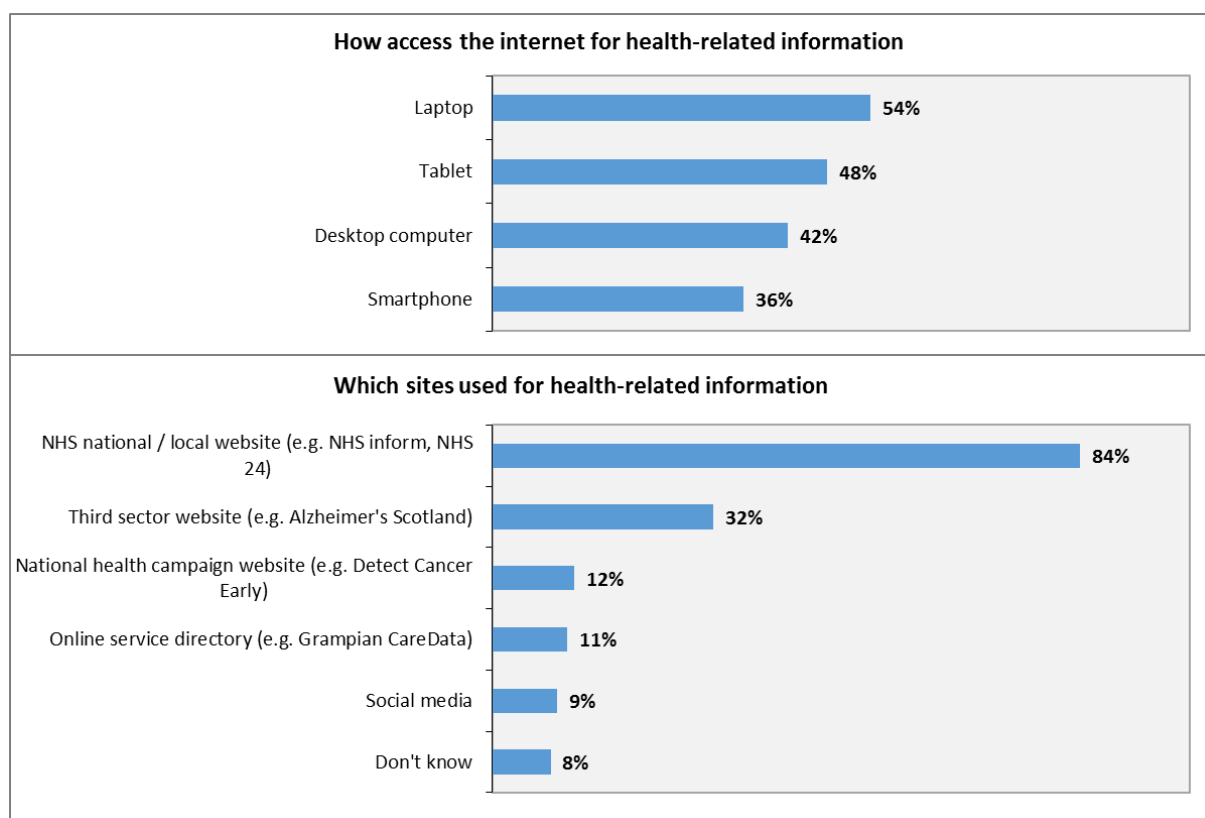
Figure 17: Frequency with which use the internet for health-related information



4.4. The survey also asked those who do access health information online about how they do this, in terms of the devices and sites used (Figure 18). The main points of note here are that:

- A laptop is the most common device used by respondents (54%), closely followed by a tablet (48%) and desktop computer (42%). A little more than a third of respondents use a smartphone to access health information online. It is also notable that more than half of respondents mentioned two or more types of device that they use to access health information online.
- NHS national and local sites are by far the most common sources of online health-related information – more than 4 in 5 respondents have used these sites (84%). The only other types of site mentioned by a substantial number of respondents were those operated by voluntary organisations (used by 32%).

Figure 18: How access health-related information online



4.5. Respondents also mentioned a range of specific sites used to access health-related information, including:

- A range of specific NHS sites including NHS Grampian, NHS Inform, NHS ARI, NHS 24, and ScotBlood;
- Sites for local health services including GP surgeries and Patient Access;

- Other sites providing a range of health information including Boots Web MD, Wikipedia, BBC health pages, and Patient.info.
- A broad range of charities and pages related to specific conditions such as Cancer Research, Marie Curie, British Heart Foundation, British Lung Foundation, Fibromyalgia Scotland, My Diabetes, Mind, Mood Juice, MS Society, National Autistic Society, and North East Sensory Services (NESS);
- Private healthcare sites; and
- Local third sector organisations such as ACVO and Volunteer Aberdeen.

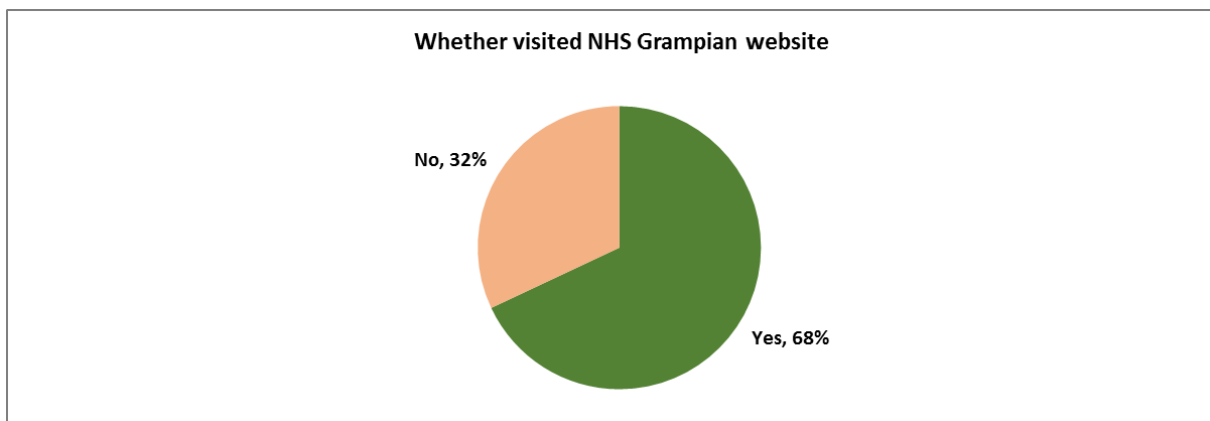
4.6. The survey also invited respondents to mention any specific sites and/or social media channels which they felt are good examples for health-related information. Again respondents referred to a broad range of sites here, and these are listed below.

Health-related websites recommended as good examples	
Alcohol & Drugs Action	Marie Curie
Alzheimer's Scotland	Mental Health.org.uk
Arthritis Research UK	MS Society
BANT	NHS options and NHS choices
BBC	Patient.info
Boots Web MD	ReThink
Breathing Space	Samaritans
British Heart Foundation	Sane
Childline	Scottish Autism
Diabetes UK	Sense
Food Standards Scotland	Slimming World
Future Health	Society of Physiotherapists
Harvard University research site	Stroke Association
Lymphoma Association	Visionary
Macmillan Cancer Support	Yoga journal.

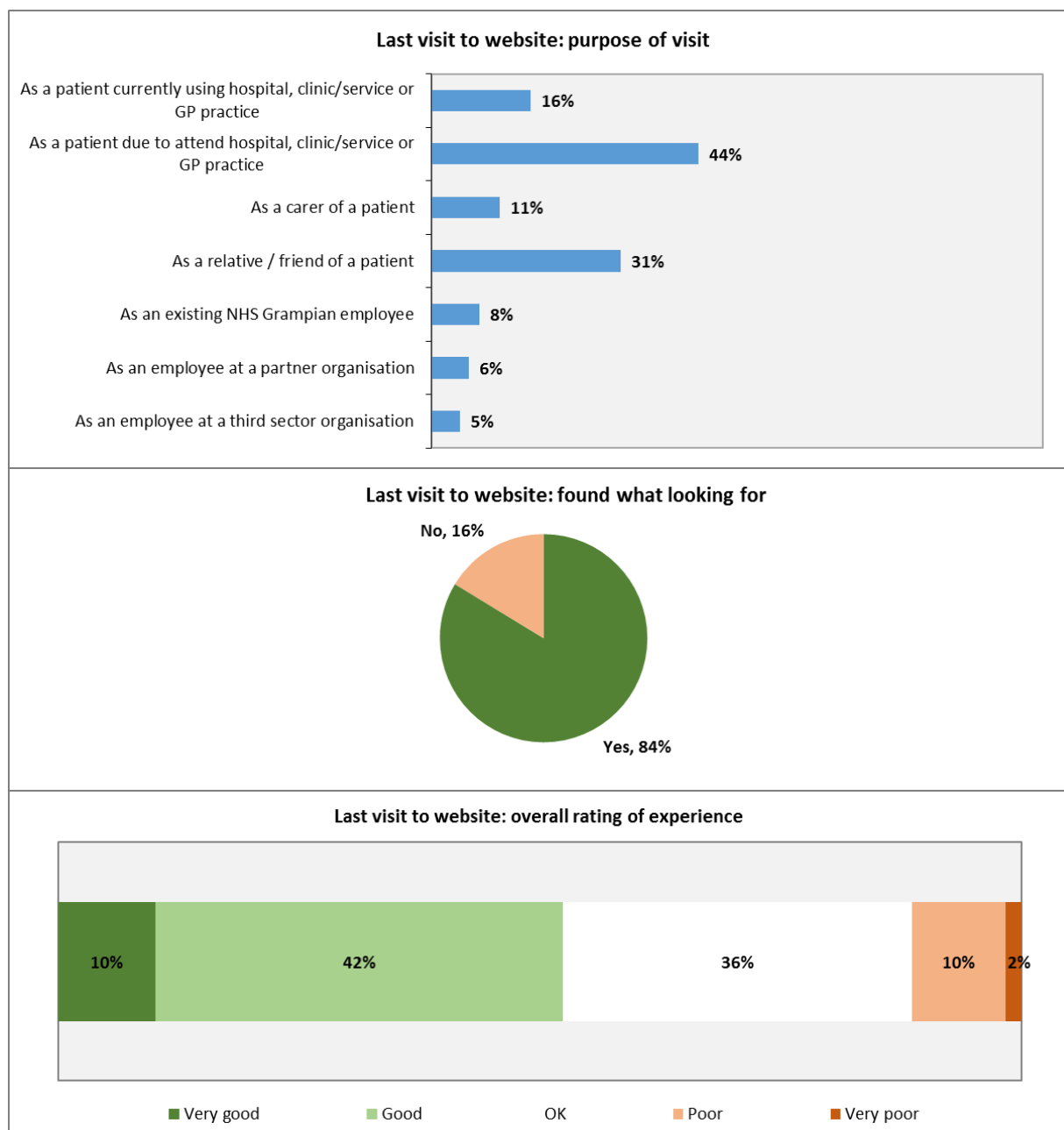
Experience of NHS Grampian website

- 4.7. ***Around two thirds of respondents have visited the NHS Grampian website*** (68%, see Figure 19). This rises to around three quarters of those aged under 55, compared to a little more than half of those aged 65+. Use of the NHS Grampian website was consistent across other demographic groups.

Figure 19: Whether visited NHS Grampian website



- 4.8. Those who had used the NHS Grampian website were asked a series of questions to gauge their experience of and views on the site (Figure 20 over the page). These questions focused on respondents' most recent use of the website, and indicate that:
- Respondents were most likely to have been accessing the site as a patient due to attend hospital, clinic/service or GP practice (44% had accessed the site in this capacity), or on behalf of a friend or relative (31%);
 - Respondents mentioned a range of reasons for their most visit with the most common being to access information on services and/or facilities (directions, opening hours, contact details), and to find information on specific conditions.
 - The great majority of respondents found what they were looking for when they last visited the NHS Grampian website (84% indicated this); and
 - Respondents were generally positive about their experience of using the website – around half of respondents described the experience as “very good” or “good” (52%), and only around 1 in 10 described their experience as “poor” (12%). Perhaps unsurprisingly, respondents were significantly more likely to describe their experience negatively where they had not found the information they were looking for – nearly half of those who had not found the required information described their experience as poor.

Figure 20: Experience during most recent visit to NHS Grampian website

Service Response: this is what we are doing

Reviewing the responses to the questions, we were encouraged to see that around two thirds of respondents have visited our website and that the majority are already using the internet to access health-related information. It was encouraging to see that the majority of respondents were able to find what they were looking for, however it was also clear that some couldn't find what they were looking for and so had a less positive experience of using our site. With hindsight it would have been useful to find out how (including how easy it was) for them to locate the information. As you would imagine, we are more likely to hear from users when they cannot find something on our website than when they do.

The profile of respondents using the internet and the devices they use to access the web offers no surprise and reflects general trends - it reminds us that the website is just one way of engaging with our stakeholders. As of this year, the majority of traffic to our website is now coming through people using tablets and smartphones; this is increasing with fewer people accessing our site using desktop computers and laptops. In response, we redesigned our website homepage last year to ensure that people arriving to our site on tablets and smartphones were presented with a more modern design and main navigation screen.

There are plans to redevelop our public website, using a more modern web system which will offer better functionality, design, be more compliant with modern web standards and be better compatible with modern devices. This work will be led by a project board (membership will include key personnel from the organisation) who will analyse these results, along with further stakeholder engagement activities, to help direct and shape the development of the new NHS Grampian public website.

Kevin McKinnon, Communications Officer, Corporate Communications, NHS Grampian

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5. EDUCATION AND CHILDREN'S SERVICES

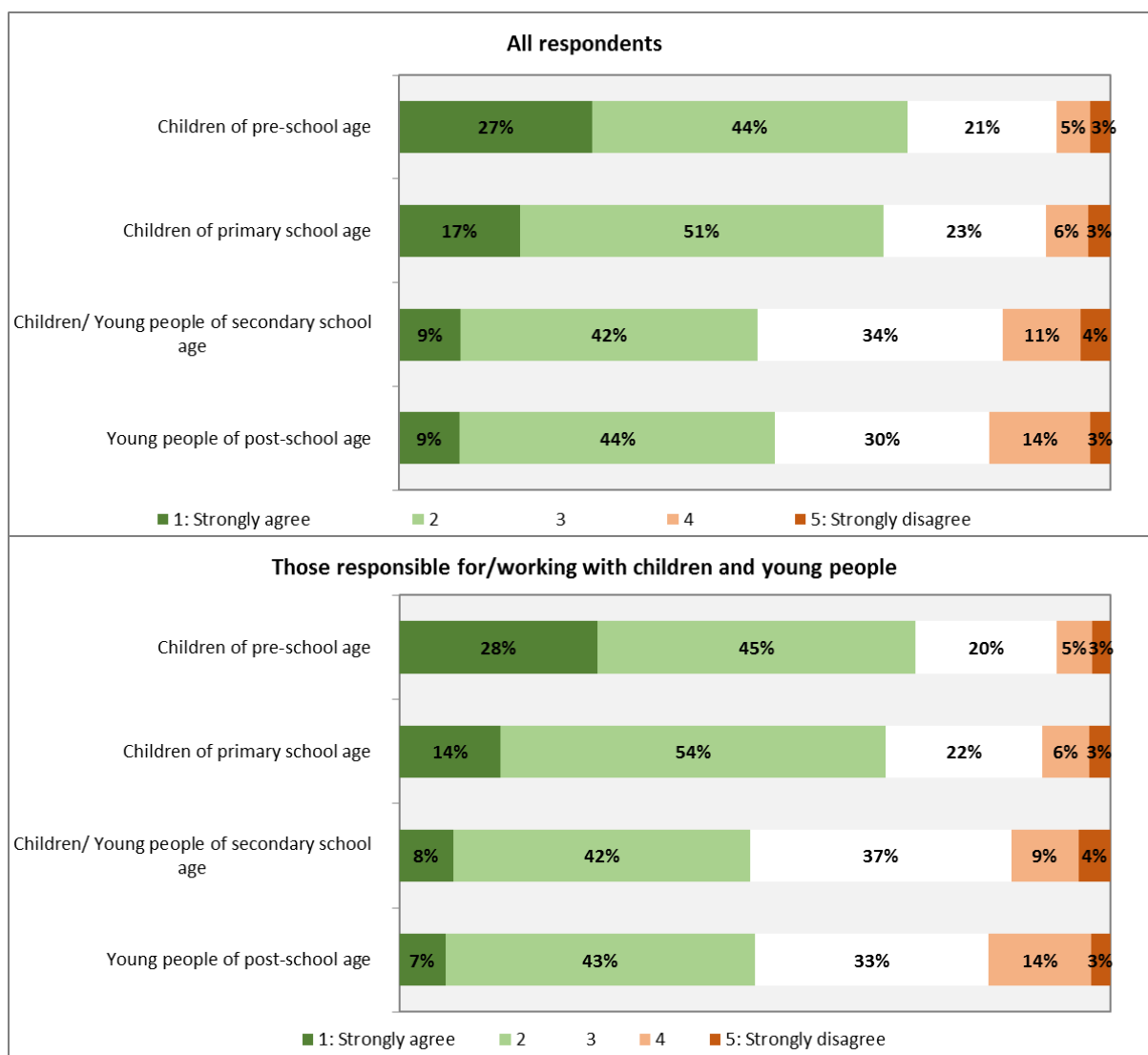
- 5.1. The final part of the survey sought views on issues for children and young people in Aberdeen. Findings here will inform development of the new Children's Services Plan for Aberdeen, and the ongoing work of the Integrated Children's Services Partnership.
- 5.2. This section asked Panellists about their experience and knowledge of issues for children and young people. While the survey made clear that the views of all Panellists were welcomed, it is useful for analysis purposes to consider any variation in views amongst those who are parents or children or young people, and/or who work with children and young people.
- 5.3. Survey responses show that around 2 in 5 respondents are themselves aged under 25, are a parent of somebody aged under 25, and/or work with or provide care to one or more persons aged under 25 (38% fall into one or more these categories). This includes around a quarter of respondents who are a parent of somebody aged under 25 (24%, most commonly parents of post-school age children) and around a third who work with or provide care to somebody under 25 (32%, most commonly working with primary age children).

Figure 21: Whether parent, guardian, carer or work with children or young people under 25

Whether respondent is aged under 25 (base 552)	
Yes	0.7%
No	99%
Whether a parent of somebody aged under 25 (base 531)	
Yes	24%
<i>Pre-school</i>	9%
<i>Primary</i>	24%
<i>Secondary</i>	32%
<i>Post-school</i>	60%
No	76%
Whether work with or provide care to somebody under 25 (base 527)	
Yes	32%
<i>Pre-school</i>	32%
<i>Primary</i>	60%
<i>Secondary</i>	33%
<i>Post-school</i>	21%
No	68%

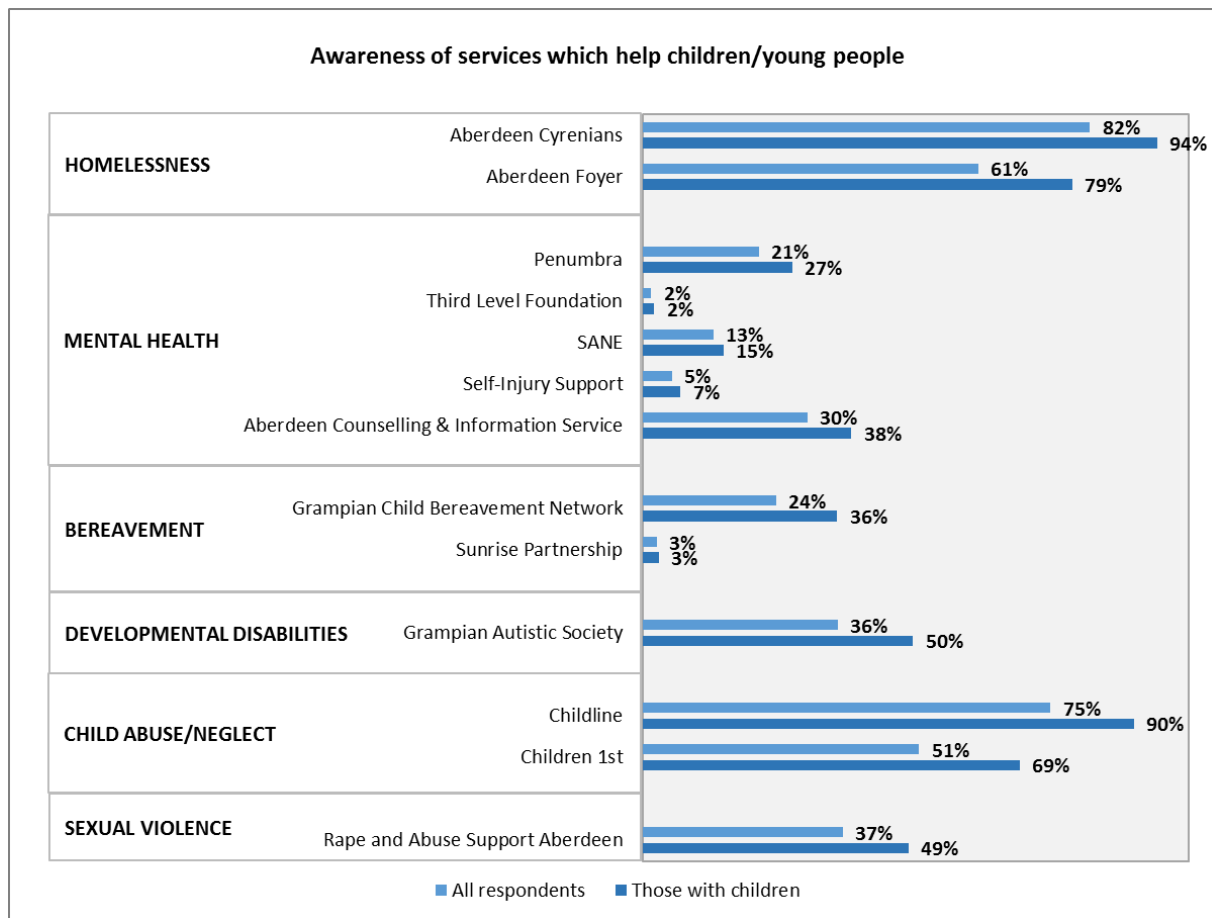
- 5.4. **Survey findings show generally positive views on the extent to which children and young people feel safe in their communities – particularly for younger children.** As Figure 22 shows, the majority of respondents felt that pre-school and primary school age children feel safe in their communities (72% and 68% respectively). Respondents also generally agreed that children and young people of secondary school age or older feel safe in their communities, although views were less positive than for younger children. Around half of respondents suggested that children and young people of secondary or post school age feel safe in their communities, but around 1 in 6 respondents disagreed (15% and 17% respectively).
- 5.5. Survey data suggests that views are consistent across all area and demographic groups, on the extent to which children and young people feel safe in their communities. In particular, those who are parents of or work with children and young people show very similar views to other respondents.

Figure 22: Views on "Children and young people feel safe in their communities"

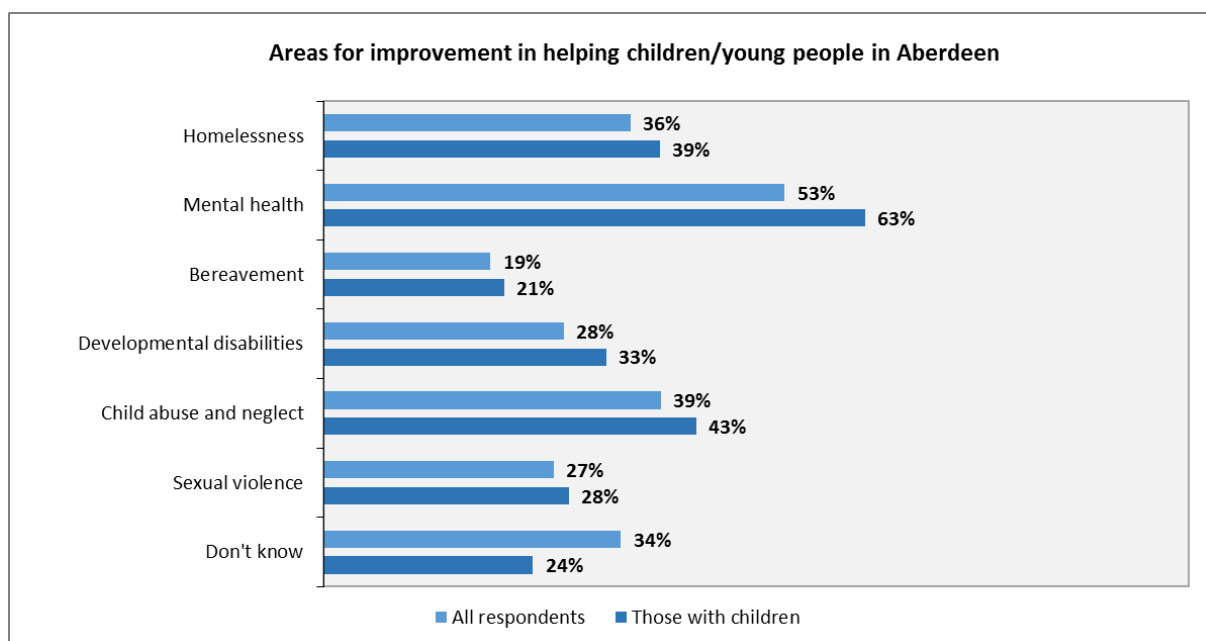


Note: excludes "don't know" responses.

- 5.6. The survey invited respondents to suggest approaches that could improve safety for children and young people in Aberdeen. Around a quarter of respondents provided comments here, and the main suggestions were:
- More policing and more visible police and warden patrols, and stronger enforcement;
 - A focus on education and support for children and young people, in terms of identifying and providing strategies to address safety risks, and ensuring that children and young people with concerns have access to support. Some also suggested a need to minimise school exclusions to enable children to change their attitudes and behaviour;
 - A specific focus on tackling bullying, ensuring children and young people are aware of the risks of bullying and have access to support if needed;
 - Providing more out of school activities for children and young people;
 - More CCTV, street lighting and other security measures;
 - Parenting advice and support; and
 - Better transport for young people, including out of hours public transport and cycle lanes.
- 5.7. The survey next asked about respondents' awareness of the range of services which help children and young people in Aberdeen. As Figure 23 over the page shows, ***most respondents had heard of at least some of the services that help children and young people, although awareness varied across specific services.***
- 5.8. Awareness was most widespread in relation to services related to homelessness (82% had heard of Aberdeen Cyrenians and 61% had heard of Aberdeen Foyer), and services related to child abuse and neglect (75% for Childline and 51% for Children 1st). It is also notable that most of these four most commonly recognised services have a national profile – of these four, Aberdeen Foyer is the only specifically Aberdeen-focused service.
- 5.9. As Figure 23 over the page also shows, respondents who are parents of or work with/care for children and young people were significantly more likely than others to have heard of these services. This was evident in relation to all of the services listed below, but was particularly notable for services related to homelessness, child abuse/neglect, and development disabilities.

Figure 23: Awareness of services which help children and young people in Aberdeen

- 5.10. As Figure 24 over the page shows, respondents identified ***mental health, child abuse/neglect and homelessness as the main priorities for improvement in services that help children and young people in Aberdeen.*** Around half of all respondents identified mental health as an improvement priority (53%), and nearly 2 in 5 identified child abuse/neglect and homelessness as priorities (39% and 36% respectively). Responses from those who are parents of or work with/care for children and young people were very similar in terms of their identification of priority areas.
- 5.11. There is some overlap between these priorities and the areas where respondents are most aware of services; awareness of services is strongest for child abuse/neglect and homelessness. However, it is notable that mental health was identified as the top priority for improvement despite showing relatively low awareness of services.

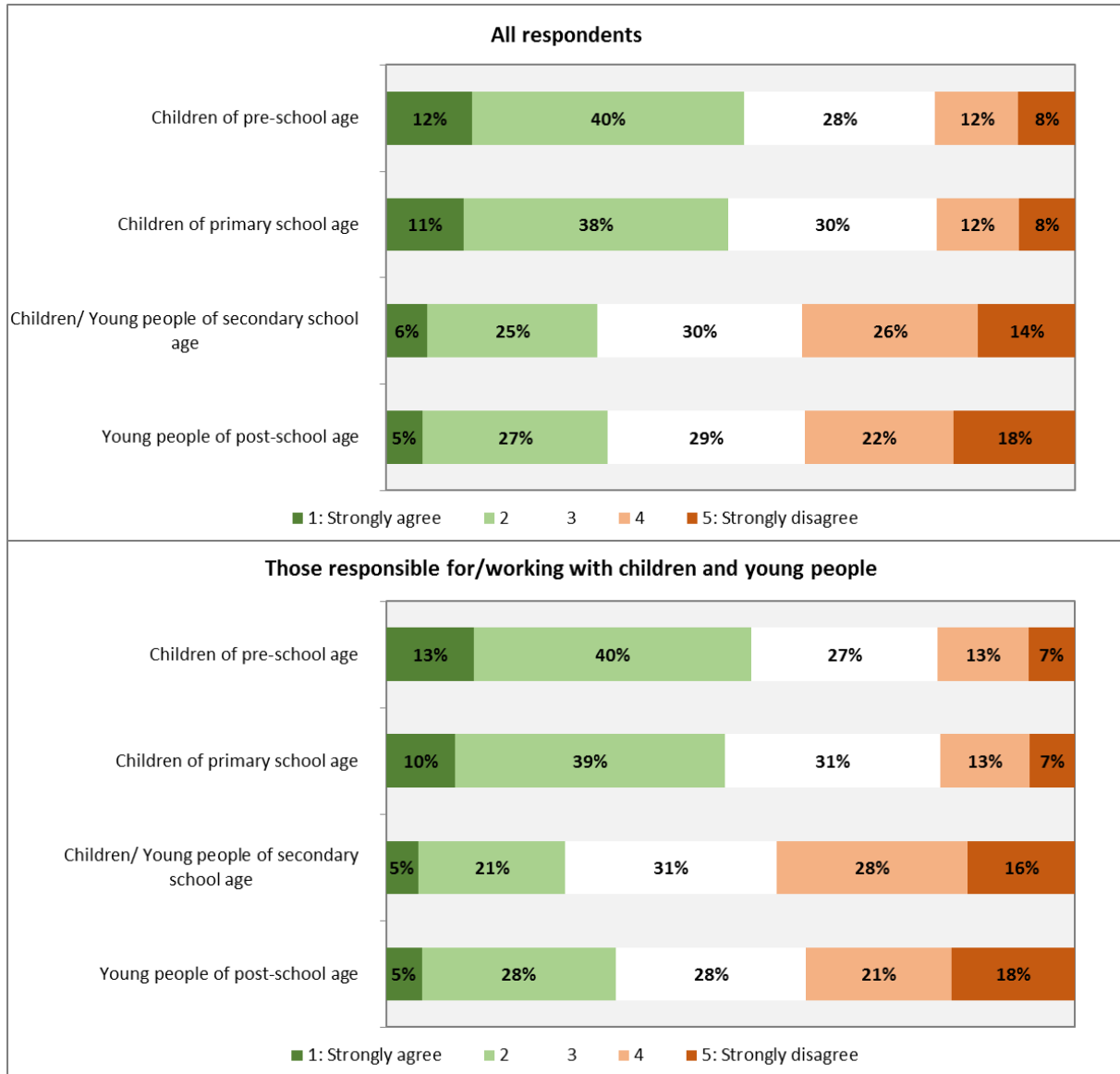
Figure 24: Priorities for improving services that help children and young people in Aberdeen

5.12. Survey findings show mixed views on the extent to which there are enough indoor and outdoor leisure spaces for children and young people. As Figure 25 over the page shows, respondents ***generally agree that there are enough leisure spaces for pre-school and primary school age children, but are more negative about leisure spaces for older children and young people:***

- Around half of respondents agree that there are enough leisure spaces for pre-school and primary school age children (52% and 49% respectively). However, there remains a fifth of respondents who feel that there are not enough leisure spaces for these age groups (20%).
- Relatively few respondents feel that there are enough leisure spaces for children/young people of secondary school or post-school age; only around a third of respondents agree with this (31% and 32% respectively). These are outnumbered by respondents who feel that there are not enough leisure spaces for these age groups (40% for secondary school and 39% for post-school age).

5.13. Survey data suggests that views on access to leisure spaces for children and young people are consistent across all area and demographic groups. This includes for those who are parents of or work with children and young people, who show very similar views to other respondents.

Figure 25: Views on "There are enough indoor and outside leisure spaces for children/young people"

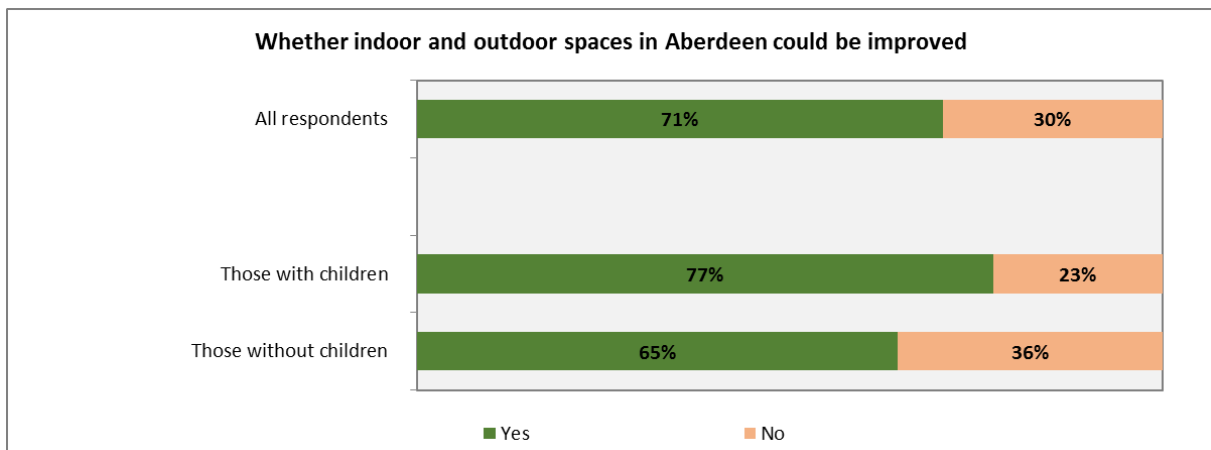


Note: excludes "don't know" responses.

5.14. ***Most respondents feel that indoor and outdoor leisure spaces in Aberdeen can be improved***; 7 in 10 respondents indicated this (71%, Figure 26). This rose to 77% of respondents who are parents of or work with/care for children and young people. Respondents suggested a range of ways in which provision of leisure spaces in Aberdeen could be improved. The main areas identified by respondents were:

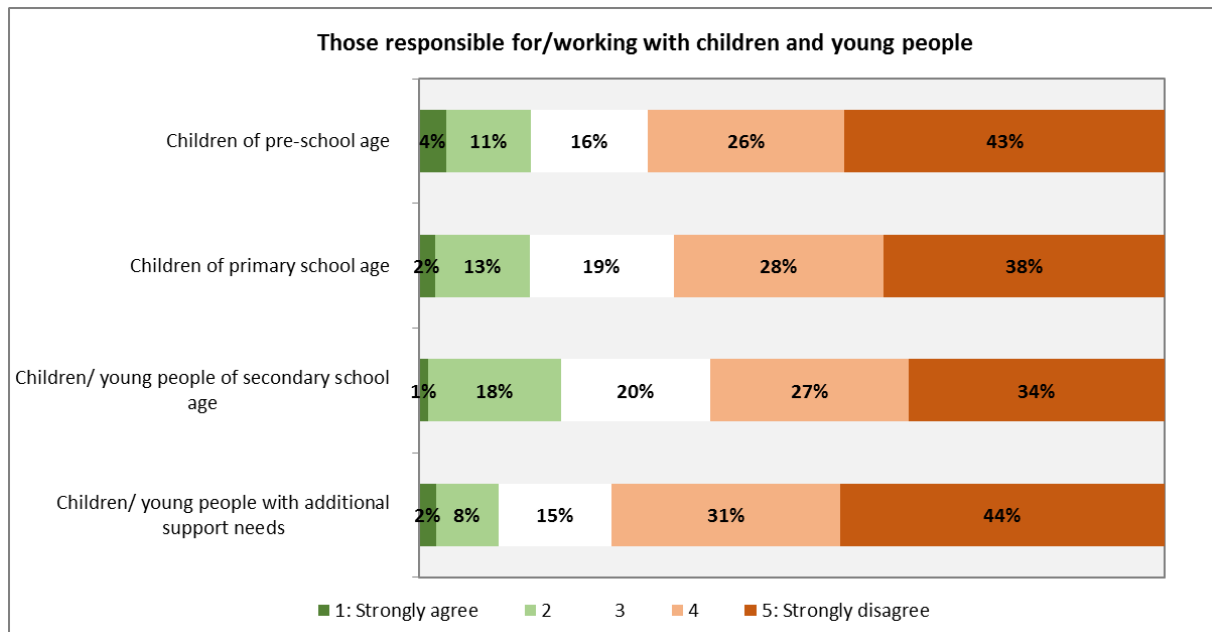
- Providing a broader range of facilities and activities – including for activities for specific age groups, and improving access to facilities in areas with more limited provision;
- Improvements to existing leisure spaces including upgrading equipment, and providing better facilities such as public toilets and better lighting;
- Better maintenance and cleaning of leisure spaces, and particularly for outdoor parks and leisure spaces;
- Making access to leisure spaces more affordable – particularly access to indoor spaces;
- Providing more indoor leisure space options;
- Better supervision and security for outdoor leisure spaces;
- Extending opening times to recognise when young people are likely to use facilities; and
- Preventing the loss of outdoor leisure spaces (e.g. through housing development) and indoor facilities.

Figure 26: Views on whether indoor and outdoor leisure spaces in Aberdeen can be improved



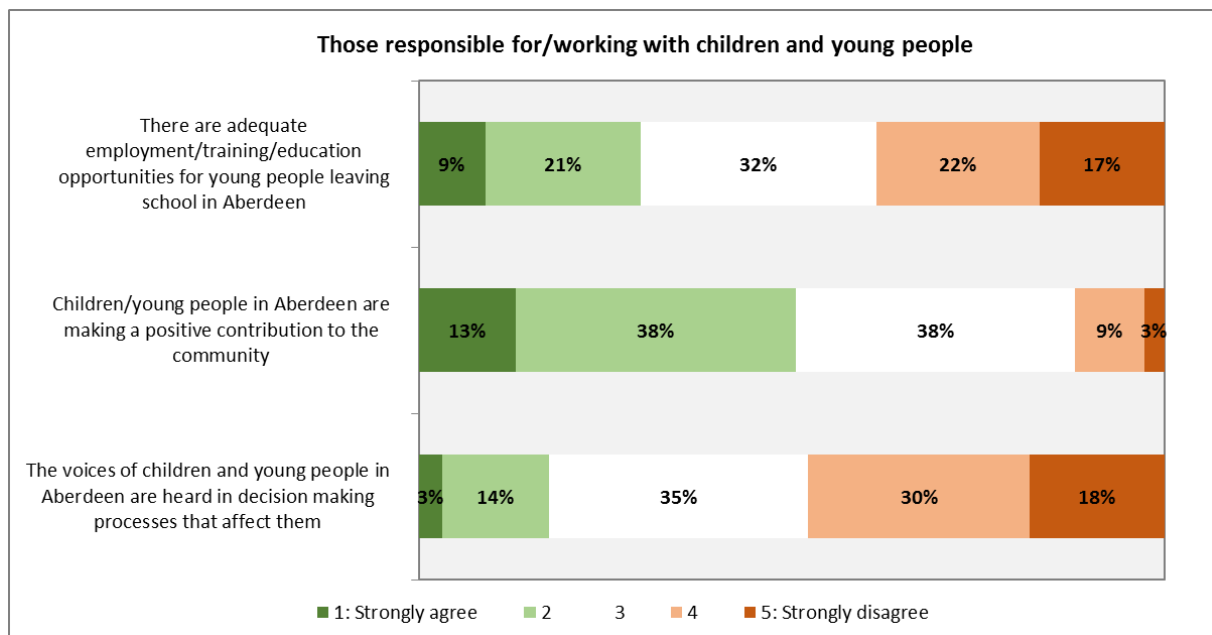
- 5.15. As Figure 27 shows, **those who are parents of or work with/care for children and young people reported generally negative views on access to affordable childcare in Aberdeen.** Around two thirds of respondents disagreed that there is adequate access to affordable childcare for pre-school or primary school age children (69% and 66% respectively), and similar findings were evident in relation to older children. Only around 1 in 7 of those with children agreed that there is adequate affordable childcare (15% for pre-school or primary school age children).

Figure 27: Views on “There is adequate access to affordable childcare in Aberdeen”



Note: excludes “don’t know” responses.

- 5.16. **Those who are parents of or work with/care for children and young people expressed mixed views on opportunities for children and young people in Aberdeen.** As Figure 28 over the page shows, respondents generally feel that children and young people in Aberdeen make a positive contribution to their communities (51% agree, 12% disagree). Views were much less positive in relation to the availability of employment and training/education opportunities for those leaving school, and the extent to which the voices of children and young people are heard in decision making processes. Less than a third of respondents felt that there are adequate opportunities for those leaving school (30%), and less than a fifth felt that children and young people have their voices heard (17%). Nearly half of respondents feel that the voices of children and young people in Aberdeen are not heard in decision making processes (48%).

Figure 28: Views on opportunities for children and young people

Note: excludes "don't know" responses.

- 5.17. The survey also gave respondents the opportunity to provide written comment in relation to their views on the statements listed at Figure 28 above. This included views on the main challenges for young people leaving school in Aberdeen, on how young people are engaging with communities, and on how to engage more with children and young people.
- 5.18. The main points raised by respondents on ***the challenges facing young people leaving school in Aberdeen*** are:
- Difficulties accessing employment opportunities was the most commonly mentioned challenge. This included reference to a lack of job opportunities linked to the current downturn in the oil industry, poorly paid employment being insufficient to meet living costs, the importance of young people having skills relevant to employment, and providing young people with effective careers guidance and support which reflects the current world of employment;
 - Difficulty accessing training and employment was also mentioned by a significant number of respondents. In relation to training this was most commonly related to a perceived reduction in apprenticeships and other training opportunities for young people. For further and higher education this was most commonly related to concerns regarding the prohibitive cost of education, and ensuring children have access to good quality education that will enable them to meet requirements for further and higher education;
 - Access to affordable accommodation was also mentioned by a number of respondents, including in relation to a lack of employment opportunities which could support housing costs; and

- The wider cost of living in Aberdeen was also mentioned as a challenge for young people looking to live independently.

5.19. Fewer respondents felt able to offer a view on ***how young people are engaging with communities***. The main points raised by those providing written comment were:

- The range of volunteering undertaken by young people with local third sector organisations and charities. This included reference to initiatives such as the Duke of Edinburgh Award and schools encouraging young people to consider volunteering;
- Engagement in a range of local arts and other community projects. This included reference to SPECTRA, literature festivals, CREATIVE Aberdeen, the International Youth Festival, and theatre projects;
- Support and befriending activities undertaken by young people for people in their local communities – including for example with older people and those with disabilities; and
- Fundraising activities to support local and overseas charities.

5.20. The main suggestions from respondents on ***how to engage more with children and young people in Aberdeen*** were:

- Engaging with children in schools was by far the most common suggestion. This included suggestions for specific visits to schools by services and organisations to engage with children, and specific school-based events to promote this. Respondents also suggested that schools could do more to promote the value children and young people having their voices heard, and to develop the skills required to achieve this;
- Social media was also suggested by a significant number of respondents as an effective option. This included reference to the importance of using the communication channels which young people prefer, although some respondents suggested that in-person engagement may be a better option for some themes or issues;
- A number of respondents saw a role for representative and/or community groups to give a voice to young people. This included reference to giving representation to young people through community councils, establishing a City Voice-type mechanism for young people, and using local community groups as a means of accessing the views of young people;
- Several respondents suggested that specific events or workshops outside of school would also be valuable, and may reach individuals who may not engage with events within school; and
- Respondents also emphasised the importance of promoting the value of engagement for young people, including for example demonstrating that services have listened to young peoples' views.

Service Response: this is what we are doing

The questions in the City Voice were part of a wider consultation which was conducted by means of group and one-to-one discussions with children and young people in schools and key youth groups and forums across the city. This consultation also sought the views of parents who were attending parent councils and play sessions. The findings will be used to inform the development of the Children's Services Plan 2017-2020 and the ongoing work of the Integrated Children's Services Partnership.

The survey asked respondents about their awareness of a range of services which are available to help children and young people. The most commonly recognised services tended to have a national profile, suggesting that there is a need to raise awareness of Aberdeen-focused services. The relatively low awareness of services for mental health, coupled with the fact that mental health was identified as the top priority for improvement (by 53% of all respondents) is notable. This mirrors the findings of our prior consultation work, with children and young people also identifying mental health as a priority, both in terms of the need to promote more awareness and openness and in terms of improving information and access to help. Many City Voice respondents were also concerned about the availability of leisure spaces for children and young people, especially with respect to older children and young people. This highlights a need for investment in improved leisure spaces, a priority which was also identified during consultation with children and young people. It was notable that only around 1 in 7 of respondents with children agreed that there is adequate affordable childcare in Aberdeen. This is in accordance with statistical information suggesting that certain areas in the city require more investment in this respect. It was also of interest that less than a third of respondents felt that there are adequate opportunities for those leaving school and nearly half of respondents feel that the voices of children and young people in Aberdeen are not heard in decision making processes.

The promotion of mental health and wellbeing, together with the improvement of leisure spaces, childcare and opportunities for school leavers have all been identified as priorities in the Children's Services Plan 2017-2020. Plans to address these issues include the implementation of measures such as an anti-bullying strategy, increasing the availability of school nurses, and mapping available services and supports. In an effort to hear the voices of children and young people and ensure that these are reflected in the Children's Services Plan 2017-2020, we have already undertaken consultation in schools and key youth groups across the city. Going forward, this will remain a priority, with the development and implementation of measures such as a youth engagement charter to ensure effective engagement with young people in relation to decisions that will affect them.

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6. CONCLUDING REMARKS

- 6.1. This report has provided an overview of results from the 39th City Voice survey, the Citizens' Panel for Aberdeen. Further detail is provided in tabular results alongside this report.
- 6.2. The level of survey response achieved for the current survey suggests a **continuing high level of engagement from City Voice members**, with 68% responding (a +2 point increase from the 38th survey). This level of engagement is also evident in the number of respondents taking the time to offer written comment throughout the survey.
- 6.3. Most importantly, the level of survey response achieved is sufficient to produce **robust overall survey results** and to permit **more detailed analysis of results for specific respondent groups**. This has allowed our analysis to consider potential variation in results across a range of socio-demographic groups.
- 6.4. A key focus for the **ongoing Panel programme** will be to maintain – and where possible improve – engagement amongst City Voice members to ensure that consultation results continue to provide a robust and reliable resource for the council and partners. Meaningful feedback of consultation findings is an important factor in maintaining Panel members' engagement, and this is provided via newsletters to Panel members, and the publication of survey outputs via the City Voice website (<http://communityplanningaberdeen.org.uk/cityvoice>).

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