



voice

Aberdeen's Citizens Panel

Questionnaire 40 February 2017

voice

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. 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. 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. Including the themes into the newsletter and the questionnaire will help us to ensure continuity. The questions in this questionnaire are therefore grouped into the above themes. This way it will be possible to directly link your answers to the relevant themes.

PLACE

Roads

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

The following questions were set a couple of years ago and we would like to develop a continuing picture of the response to our efforts to use the Roads Maintenance budget to best effect. This will involve setting these or very similar questions at regular intervals.

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

- 1 Very Satisfied
- 2 Fairly Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied
- 6 Don't know

The condition of bus routes and other main roads*

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The condition of side / local roads*

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The condition of cycle ways and cycle paths*

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The condition of busy footways* (e.g. near schools, shops etc)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The condition of local footways*

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time taken to repair roads

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time taken to repair footways

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time taken to repair cycle ways and cycle paths

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Intensity of street lighting (city centre)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Intensity of street lighting (residential areas)

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time taken to repair street lights

1	2	3	4	5	6
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- 1 Much more
- 2 More
- 3 The same
- 4 Less
- 5 Much less

Main roads

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Side roads

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cycleways

1 2 3 4 5

Busy footways

1 2 3 4 5

Local footways

1 2 3 4 5

Street lighting

1 2 3 4 5

3 On a scale of 1 to 5 (1 = very aware and 5 = not at all aware) how aware are you of Aberdeen City Council's climate change strategy?

1 2 3 4 5 DON'T KNOW

4 Do you think Aberdeen City Council could do more to address climate change?

- A lot more
- A little more
- You are doing fine
- I don't think it is the Council's role
- Don't know

5 What do you think should be the priority areas for Aberdeen City Council in addressing climate change going forward? Please tick all that apply:

- Increasing use of renewable energy
- Encouraging more renewable energy generation
- Supporting community renewable energy projects
- Managing flood risks
- Preparing for an increase in severe weather events
- Supporting the community to manage severe weather
- Helping people reduce energy in their homes
- Building more sustainable homes and businesses
- Better public transport
- More cycle paths
- Improving walking paths
- More opportunities to reuse and recycle waste
- Better education on climate change
- Working in partnership

Please add any others not covered above:

PLACE

Climate Adaption

This year Aberdeen City Council approved Powering Aberdeen, a programme which sets targets to significantly reduce the city's carbon footprint. To achieve the targets there will need to be more renewable and low carbon energy generated in the city, improved energy efficiency and reductions in emissions from transport. Aberdeen City Council is also developing an Adaptation Strategy setting out how Aberdeen needs to respond to future changes in climate which may lead to disruption to services from extreme weather such as flooding.

1 On a scale of 1 to 5 (1 = very important and 5 = not at all important) how important do you think it is that local authorities consider climate change in their decision making processes?

1 2 3 4 5 DON'T KNOW

2 On a scale of 1 to 5 (1 = very high and 5 = not high at all) how high a priority do you think Aberdeen City Council makes climate change?

1 2 3 4 5 DON'T KNOW

6 On a scale of 1 to 5 (1 = very important and 5 not at all important) how important do you think it is that individuals take action to reduce their carbon footprint?

1 2 3 4 5 DON'T KNOW

7 In what areas do you try to reduce your carbon footprint? Please tick all that apply.

- I don't try to reduce my carbon footprint
- I don't know enough about it
- Buy fuel efficient cars
- Car share or use car pools
- Buy an electric car
- Take public transport
- Cycle
- Walking
- Recycle waste
- Reduce waste i.e. avoiding over-packaged products
- Reduce energy in the home
- Invest in renewable energy
- Buy locally

Please add any others not covered above:

8 What would encourage you to do more to address climate change? Please tick all that apply.

- I don't want to do more to address climate change
- General information about what I can do
- More cycle lanes

- Better public transport
- Opportunity to trial alternative fuelled vehicles
- Information on car share schemes
- More information about how to reduce energy
- More information on renewable energy
- Opportunity to benefit from community renewable energy schemes
- More opportunity to reuse and recycle
- Support for the community to prepare for severe weather
- Information on funding to help reduce energy in the home
- More information about where to buy local produce
- Learning from others (e.g. case studies/examples)

Please add any others not covered above:

PEOPLE

Carers

The Aberdeen City Health and Social Care Partnership provides health and social care services in the city. We are developing a Carers Strategy for Aberdeen and we are keen to find out more about what is important to our carers.

One person in ten in Aberdeen has an unpaid caring role, meaning that almost 20,000 people in the area are informal or unpaid carers. If you are or have been a carer, or if someone close to you has undertaken a caring role then your views are important to us.

You can help inform our strategy by answering the questions overleaf:

1 Are you currently a carer? (Do you look after someone?)

(A carer is generally defined as a person of any age who provides unpaid help and support to a relative, friend or neighbour who due to illness or disability cannot manage to live independently without the carer's help. For the purposes of this survey we do not mean a care worker who is paid to deliver a service.)

- Yes, I am currently a carer
- No, but I have previously been a carer
- No, but I know someone who is a carer
- No, I have never been a carer (Please move on to the next section)

If you answered 'no' but have previously been a carer or if you know someone who is/has been a carer please continue and answer these questions from the perspective of the carer. When we say 'you' we mean 'the carer'.

2 How much caring time do you provide in a 'typical' week?

- Do not provide unpaid care
- 0 – 4 hours per week
- 5 – 24 hours per week
- 25 – 34 hours per week
- 35 hours or more per week

3 Do you feel supported and empowered to manage your caring responsibilities with confidence and in good health?

- Yes
- No
- Don't know

a If you answered with 'yes' what helps you (or previously helped you) in your caring role - e.g. support from friends/family, employer, etc.?

b If you answered with 'no' what support would help?

4 Do you feel supported to manage caring responsibilities while you continue to have your own life outside your caring role?

- Yes
- No
- Don't know

a If you answered with 'yes' what helps you (or helped you previously) in your caring role – e.g. support from friends/family, employer, etc.?

b If you answered with 'no' what support would help?

5 Have you been disadvantaged or discriminated against by virtue of your caring role? For example have you incurred additional expense, travel costs or had to reduce your working hours, missed a chance of promotion or had to give up work?

- Yes
- No
- Don't know

a If you answered with 'yes', please give details:

Please note: if you need support, details of our commissioned carers support service are given at the end of this questionnaire.

6 Do you feel fully engaged in the planning of your own personalised, flexible support?

- Yes
- No
- Don't know

a If you answered with 'yes', what helps you (or helped you previously) in your caring role – e.g. support from friends/family, employer, etc.?

b If you answered with 'no', what support would help you for example: information and advice, respite breaks or other?

7 Do you have 'emergency arrangements' in place for the person you look after if you became unwell and / or felt unable to continue in your caring role?

- Yes
- No
- Don't know

8 Do you know who to turn to? Are you aware of local and national agencies that can help to support you in your caring role for example the VSA's Carers Support Service, NHS Grampian Healthpoint, Carers Scotland, Breathing Space, etc?

- Yes
- No
- Don't know

a If you answered with 'yes' please provide the details of the agencies you are aware of:

9 Would you be happy to be part of a focus group that will support us in developing our strategy?

- Yes
- No

a If you answered with 'yes', could you please provide your contact details:

(we will contact you to let you know when we are planning to hold public consultation events, focus groups on specific topics or if we are circulating a survey.)

Name:

Email:

Address:

Postcode:

If you would like more information or to discuss your caring role please call – VSA Carers Services on 01224 212021 or email carers info@vsa.org.uk alternatively you can find further information on support for carers by visiting our website:

http://www.aberdeencity.gov.uk/social_care_health/social_work/older_people_rehabilitation/men_ServCarers.asp

ECONOMY

Homes – Fuel Switching

If you are a householder who has never changed fuel suppliers, one of the simplest ways to reduce your fuel bills is to change your gas and/or electricity supplier. Some households can save over £5 per week.

This year, the Home Energy team at Aberdeen City Council will embark on a campaign to encourage householders in the city to check whether or not they are getting a good deal for their electricity and gas supply; and to consider making the switch if there is an offer that suits them better.

To inform that campaign, your responses to this short survey will help us get a better understanding of how many householders have changed suppliers, some feedback from those

that have switched, and their preferred method of paying these bills.

1 Are you the person responsible for managing the gas/electric decisions in your household?

- Yes
- No

2 Has your household ever changed your energy supplier for gas or electric?

- Yes
- No (please go to question 11)
- Don't know (please go to question 11)

3 When did your household last switch energy suppliers?

- Within the past year
- One to two years ago
- More than two years ago

4 Please state below, what or who helped you make the decision to switch energy suppliers.

5 Were you satisfied with the process of switching energy suppliers?

- Yes
- No
- Don't know

6 Can you please provide a brief feedback about why you were satisfied / dissatisfied with the process of switching?

7 Did you or a member of your household get support or advice with the process of choosing and changing supplier?

- Yes, from a friend/family
- Yes, from an impartial energy advice service
- Yes, from another source not mentioned above
- No, did it without help, using a price comparison website to help choose
- No, did it without help, following word of mouth recommendation
- No, did it without help, responded to marketing telephone call
- No, did it without help, using other means to those mentioned above
- Don't know

8 Did you find it reasonably straightforward deciding which company to choose?

- Yes
- No
- I was not responsible for switching

9 Approximately, how much have you saved annually by switching supplier?

- No savings
- Less than £50
- Between £50 - £100
- Between £100 - £200
- Between £200 - £300
- More than £300
- Not sure / don't know
- I switched for reasons other than saving money

10 How often do you look at switching energy suppliers?

- More frequently than 6 months
- Around every 6 months
- Annually
- Less frequently than annually
- When my supplier changes prices
- Never

How you pay for the fuel you use every day can affect the price you pay, and therefore the potential savings. Your responses to Questions 11 and 12 will tell us your preferred payment method and help us provide you with the best advice to save money.

11 What is your household fuel bill charging method?

- Quarterly invoice
- Fixed monthly charge
- Fixed weekly/fortnightly charge
- Fixed annual charge
- Pre-payment meter
- Other
- Prefer not to say
- Don't know

12 What is your household's fuel bill payment method?

- Bank transfer (Direct Debit/Standing Order etc.)
- Credit/Debit Card
- Cash (at Paypoint/Post Office etc.)
- Text
- Internet banking
- Telephone banking
- Cheque/Postal Order
- Other
- Prefer not to say
- Don't know

PLACE

Community Safety

Aberdeen City's Community Safety Partnership would like to understand how you feel and what is important to you about safety in your community.

1 How safe do you feel walking alone in your neighbourhood?

- Very safe
- Fairly safe
- Fairly unsafe
- Very unsafe

2 How safe do you feel on a night out in the city centre of Aberdeen?

- Very safe
- Fairly safe
- Fairly unsafe
- Very unsafe
- I do not go out in the centre at night

3 Please select the three things you want to see prioritised in your neighbourhood:

- Youth annoyance
- Vandalism / Graffiti
- Neighbour noise / disputes
- Anti-Social driving (including motorcycle annoyance)
- Drug misuse
- Drug dealing
- Knife / weapon crime
- Alcohol related disorder
- Wilful fire-raising
- Violence
- Littering / dog fouling

4 Are you aware of any of the following Community Safety services or initiatives?

- Purple Flag
- Unight
- City Wardens / Anti Social Behaviour Investigation Team
- Blue Badge Enforcement
- Home Check
- Best Bar None
- Shopsafe

City Voice

Taking part in additional consultations

1 The City Voice is a partnership between Aberdeen City Council, Aberdeen Council of Voluntary Organisations (ACVO), Fire Scotland, Police Scotland, NHS Grampian, and the universities and college. All members receive 3 City Voice surveys a year. We would also like to occasionally invite members to take part in other consultations run by the council or other City Voice partners – for example, the council is running a transport consultation later in 2017 and is keen to include the views of City Voice members.

Your participation is always optional, but if you would prefer NOT to hear about these consultations please tick one or more of the boxes below.

- If you **DO NOT** wish to hear about other council consultations, please tick here
- If you **DO NOT** wish to hear about consultations being run by other City Voice partners, please tick here.

Updating Details

We are updating our panel data base in order to make sure that our analysis is up to date. We would be grateful if you could complete the following questions.

2 How did you find out about joining the panel?

- By receiving an invitation through the post
- By seeing an advert on the internet
- By seeing an advert in the paper
- Leaflet from library
- Leaflet from a council office
- Leaflet from a community centre / sports centre
- Referred by a friend
- Website (Please specify)
- Other (Please specify)

About you

3 Title (for example Mr / Mrs / Dr):

4 Name:

5 Address:

6 Postcode:

7 Telephone:

8 Email:

9 What is your gender? (Please tick one box)

- Male
- Female

10 What is your ethnic group? (Please tick one box)

- Scottish
- Other British
- Other white
- African or Caribbean
- Arab
- Asian
- Other ethnic group

11 What is your year of birth?

12 What is your health in general? (Please tick one box)

- Very Good
- Good
- Fair
- Bad
- Very Bad

13 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

(Include problems related to old age)

- Yes, limited a lot
- Yes, limited a little
- No

14 What is your employment status? (Please tick one box)

- Employee or self employed
- Unemployed
- Student
- Retired
- Permanent sick / disabled
- Other, including looking after the home (Please specify below)

15 Are there any children aged under 16 in your household? [Please tick one box]

- Yes
- No

16 Do you own or rent your home? (Please tick one box)

- Owner occupied
- Rent from Council or housing association
- Rented privately
- Rented with job / business (tied)
- Other (Please specify)

17 We try to save paper (and postage costs) wherever we can, and offer all City Voice members the option to receive surveys by email. Please indicate below how you would prefer to receive City Voice surveys? [Please tick one box]

- Paper / Mail
- Email / Online (please make sure you have provided an email address at Question 8)

Please return your completed form in the prepaid envelope provided. If you have not received an envelope, please return it to the Freepost address below. Alternatively, you can complete this form online at: www.aberdeencityvoice.org.uk

Aberdeen City Voice
Freepost RTLZ-USYG-SHHS
Old Town House
Broad Street
Aberdeen AB10 1FY



Community Planning
in Aberdeen



ABERDEEN
CITY COUNCIL