



voice

Aberdeen's Citizens' Panel

Issue 43 / July 2019

voice

Welcome to the 43rd citizens' panel newsletter. This newsletter gives you a summary of the results of the 43rd questionnaire which you received in March. The questionnaire was based around three themes which run through the Local Outcome Improvement Plan 2016-26: Prosperous Economy, Prosperous People, and Prosperous Place. Question topics included: your wellbeing, food security, green/open space, climate change, community justice, City Centre Masterplan, the Community Empowerment Act, travel and transport and parking.

Your involvement in the City Voice is important as it helps to inform and contribute to future plans by all partners of the City Voice. The questionnaire data is analysed by Aberdeen City Council Research and Information Team. As always, all information you give us is kept strictly confidential.

The next city-wide questionnaire is expected to be in early 2020. However, depending on where you live, you may have received one of our Local Voice questionnaires. As always, your participation is completely voluntary.

Thank you for supporting the City Voice and please feel free to get in touch if you have any comments.

Shirley Findlay
Acting City Voice Co-ordinator

Issue 43 / July 2019

- **PROSPEROUS PEOPLE** - Wellbeing
- **PROSPEROUS PEOPLE** - Food Security
- **PROSPEROUS PEOPLE** - Community Justice
- **PROSPEROUS PLACE** - City Centre Masterplan
- **PROSPEROUS PLACE** - Climate Change
- **PROSPEROUS PLACE** - Community Empowerment Act
- **PROSPEROUS ECONOMY** - Travel and Transport



NEWS

We currently have more than 1,400 people on our panel. Most (65.5%) receive an online version of the questionnaire with the remaining panellists receiving a paper copy. If you are currently receiving a paper copy and would like to switch to the online version, please email or call using the details below.

We are still, of course, interested in increasing and broadening our panel (particularly in the younger age groups), so if you know of anyone (family, friends, work colleagues) who lives within the boundaries of Aberdeen City, is over 16 years of age and who would like to join us, they can do

so by either signing up online www.communityplanningaberdeen.org.uk/cityvoice or by emailing us at **cityvoice@aberdeencity.gov.uk**. Alternatively, they can call us on: 01224 522421.

43rd Questionnaire - Response rate

A total of 1,428 questionnaires were sent out to panellists and we received 622 completed questionnaires – equivalent to a response rate of 43.5%. This is lower than in previous surveys – City Voice 42 had a response rate of 56.5%. However, in addition to questionnaires received from panellists, the survey was also open to other Aberdeen City residents. An additional 248 questionnaires were received, giving a total of 870 completed questionnaires.

The information below gives a summary of the main findings from the survey. Please note: due to the nature of the survey (e.g. some questions may be more, or less, relevant to you), not all respondents answer every question. Therefore, unless otherwise specified, the percentages given in the text are a percentage of the respondents who answered those questions and not necessarily a percentage of the total number of respondents. Where possible, the base number of responders is shown under each chart.

PROSPEROUS PEOPLE –

Wellbeing



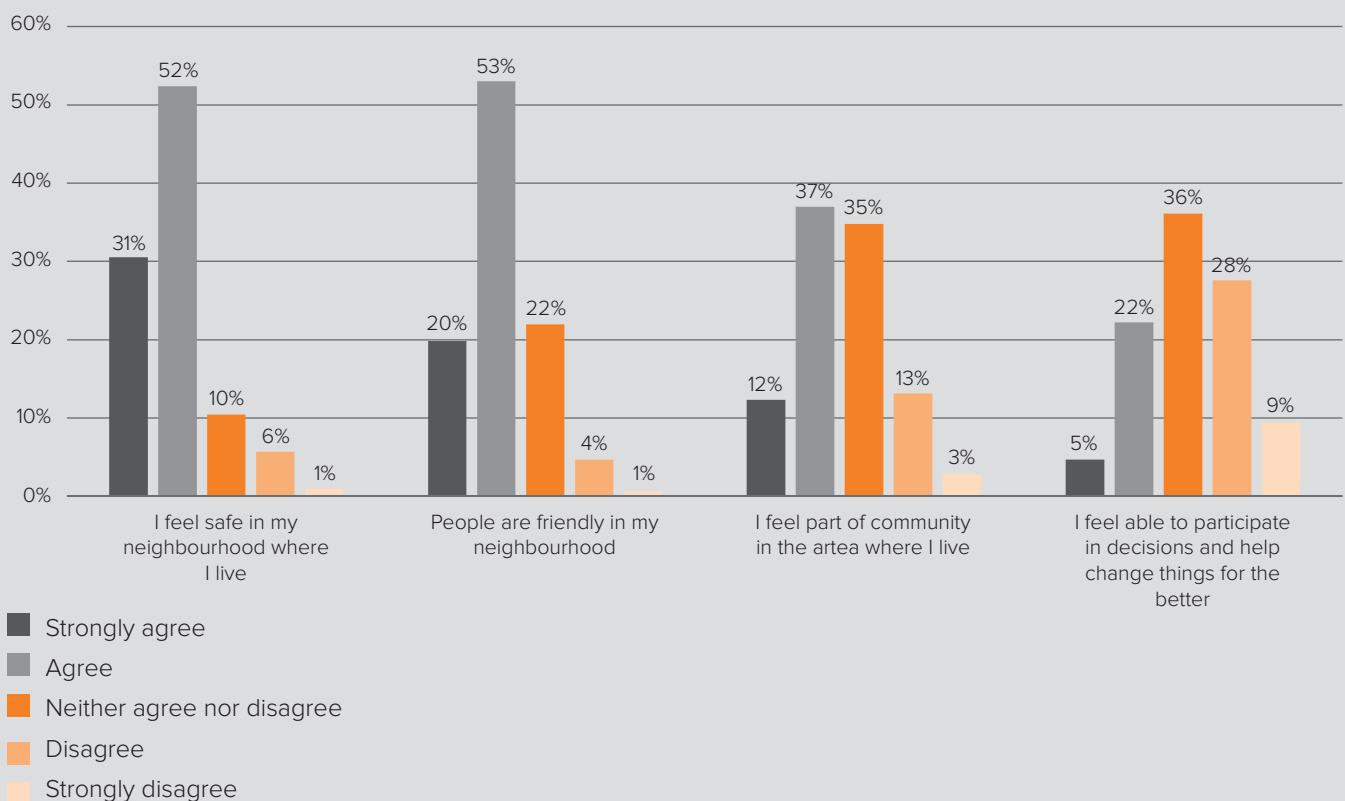
Your community: The first set of questions were intended to help understand how people feel about their community. Questionnaire respondents were asked to rate their agreement (from strongly agree to strongly disagree) with four statements relating to different aspects of their neighbourhood or community. The statements were:

- I feel safe in the neighbourhood where I live
- People are friendly in my neighbourhood
- I feel part of the community in the area where I live
- I feel able to participate in decisions and help change things for the better

Agreement (either agree or strongly agree) with the statements was highest in relation to feeling safe in the neighbourhood where I live (82.9%) and people are friendly in my neighbourhood (72.9%). Almost half of respondents (49.2%) agreed that they felt part of their community, but only 26.8% agreed that they felt able to participate in decisions and help change things for the better.

Figure 1

Thinking about your local area, please rate your agreement with the following statements:



Base = 870

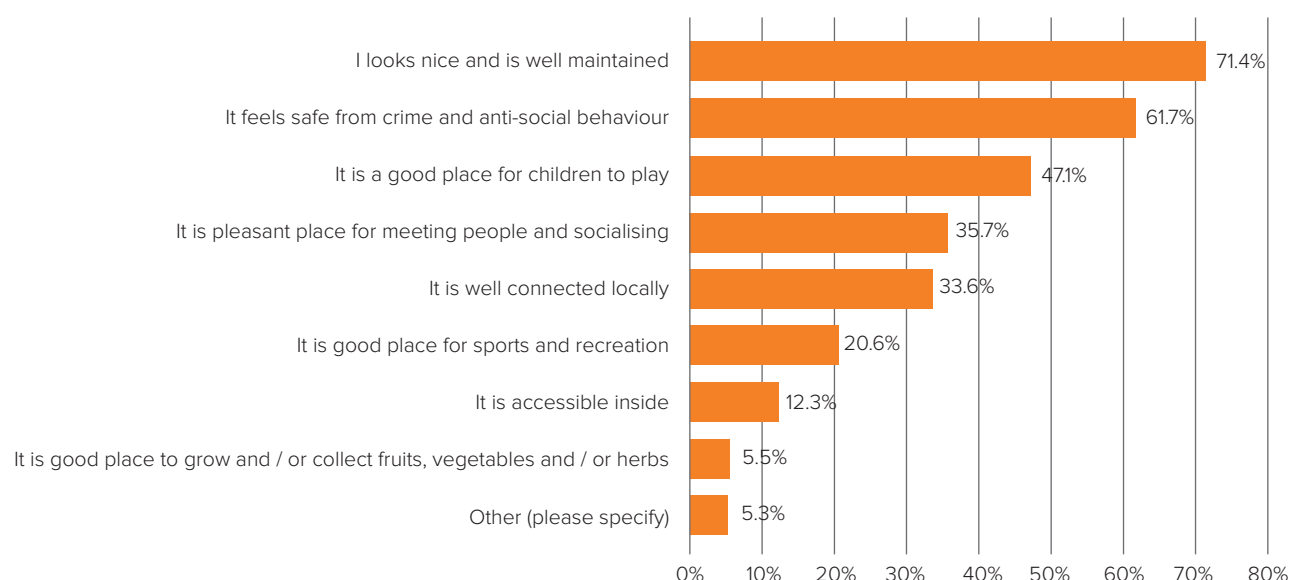
Health: In this section, respondents were asked about the state of their health. Most respondents (75.6%) rated their health as very good (28.9%) or good (46.8%), with 17.6% rating their health as fair. Only a small percentage (6.1%) rated their health as bad (4.7%) or very bad (1.4%).

Activities: Respondents were then asked about activities they had undertaken within the last 4 weeks. The most popular activity was walking (72.3%), followed by gardening (38.0%), and keep fit/aerobics (14.5%).

Green/open space: Following on from the previous question, panellists were asked about their satisfaction with the quality of green/open space, both in their local area and in Aberdeen as a whole. In both cases, most respondents reported they were either satisfied or fairly satisfied (72% for local green/open space and 71.3% for Aberdeen). When asked what factors were considered as most important in relation to green/open space, the most popular responses were; it looks nice and is well maintained (71.4%), it feels safe from crime and anti-social behaviour (61.7%), it is a good place for children to play (47.1%), it is pleasant place for meeting people and socialising (35.7%), it is well connected locally (33.6%), it is good place for sports and recreation (20.6%), it is accessible inside (12.3%), it is good place to grow and / or collect fruits, vegetables and / or herbs (5.5%), and Other (please specify) (5.3%).

Figure 2

Thinking about green/open space, of the following options, which do you think are the most important?



Base: 870. Percentages will not total 100% as panellists could choose more than one option.

This is what we are doing

Our Resilient, Included and Supported Group (<https://communityplanningaberdeen.org.uk/resilient-supported-and-included/>) is a Partnership of public agencies in Aberdeen which is charged with ensuring that Aberdeen is a place where everyone feels safe, supported and included. This includes supporting people to live as independently as possible and take responsibility for their own health and wellbeing.

These results provide a useful insight and update, into the general health of people in Aberdeen and the activities they are involved in. The group is particularly interested in exploring the age groups which need more support from public services and to test change ideas which could improve these results for future years. All community planning partners have a role to play in improving the health and wellbeing of the citizens of Aberdeen and this group is key to making this happen.

Michelle Cochlan
Community Planning Manager

PROSPEROUS PEOPLE –

Food Security

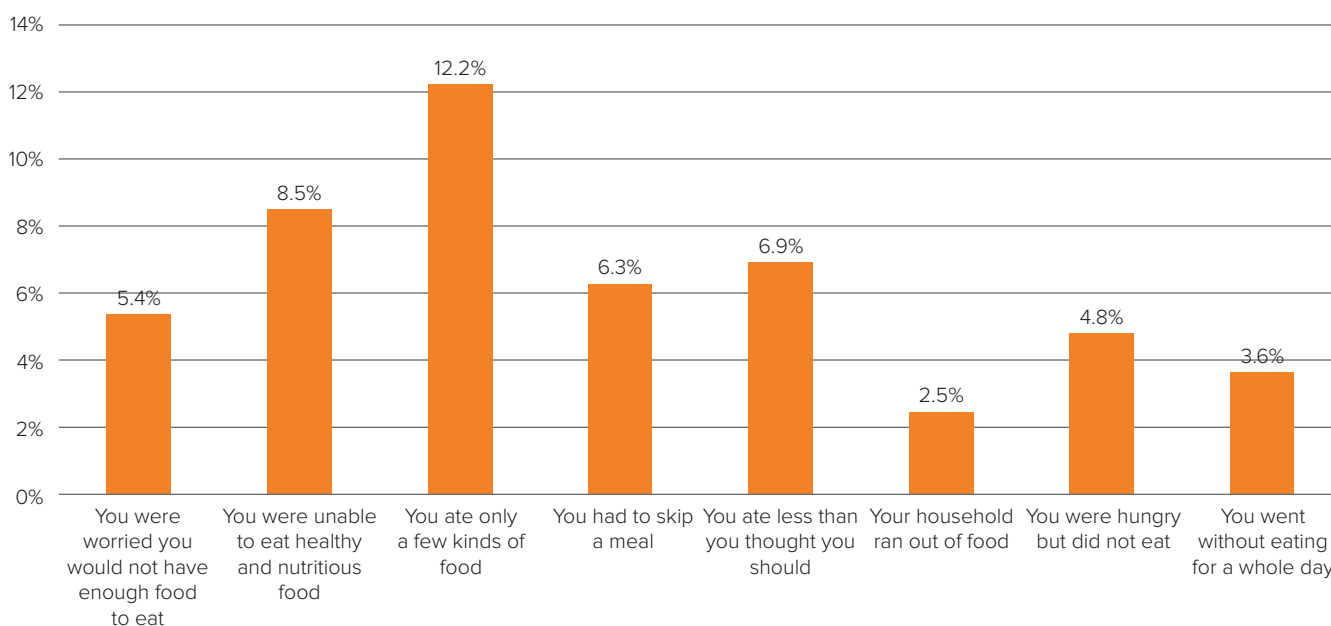


In this section of the questionnaire, panellists were asked a series of questions about their ability to access healthy or nutritious food during the last 12 months due to lack of money or other resources.

While most respondents did not report any issues, there were some who did. For example, 12.2% of respondents reported that, due to a lack of money or other resources, they ate only a few kinds of food and 8.5% reported that they were unable to eat healthy and nutritious food.

Figure 3

During the last 12 months, was there a time when, because of lack of money or other resources:



Bases: not enough food = 856; healthy and nutritious food = 853; only a few kinds of food = 858; skip a meal = 844; ate less = 850; ran out of food = 850; hungry but not eat = 850 and went without eating for a day = 850.

This is what we are doing

Our Sustainable City Group (<https://communityplanningaberdeen.org.uk/sustainable-city-2/>) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is tackling food poverty, with a specific stretch outcome that states 'no one in Aberdeen will go without food due to poverty by 2026'.

The survey results show an important minority of respondents had issues around food in the last 12 months. A range of work is being undertaken in Aberdeen in relation to sustainable, healthy and accessible food for everyone, all along the food journey from growing/sourcing, skills/cooking, eating and ultimately disposing of the waste.

There is also a Sustainable Food City Partnership Aberdeen (<http://www.sustainablefoodcities.org/findacity/cityinformation/userid/462>) which is a cross sector partnership of public agencies which focus on food across six key themes - 3 of which are relevant to the results of this questionnaire:

1. Promoting healthy and sustainable food to the public
2. Tackling food poverty, diet-related ill health and access to healthy food
3. Building community food knowledge, skills, resources and projects.

Michelle Cochlan
Community Planning Manager

PROSPEROUS PEOPLE – Community Justice



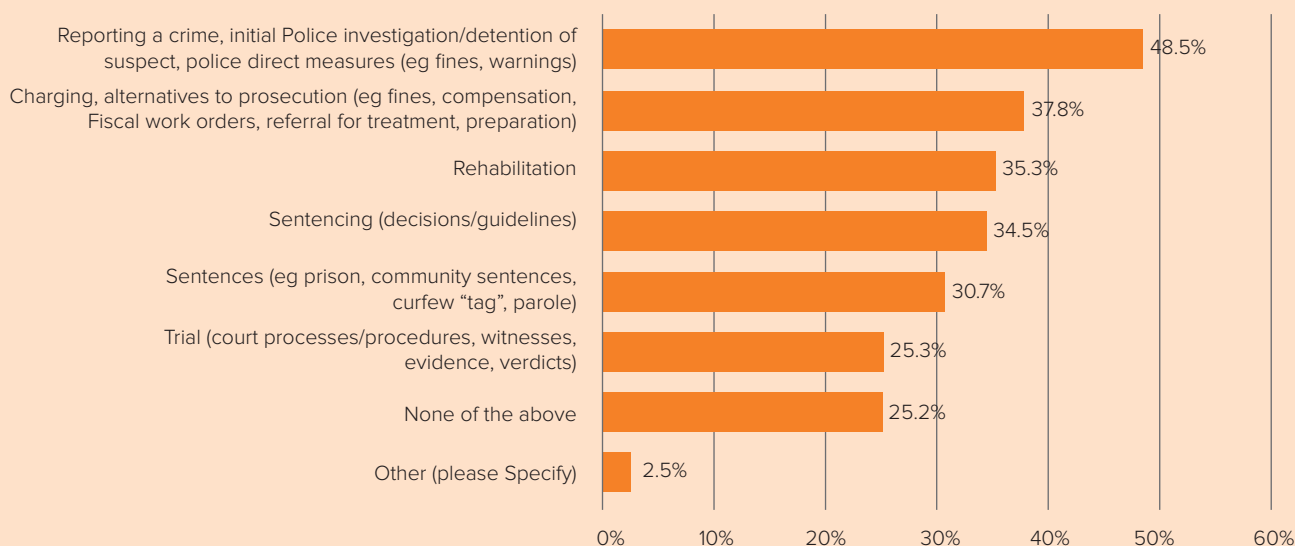
These questions aimed to provide communities with the information they need to actively participate in Community Justice. The results will be used to design the next steps in engaging with communities.

The first question asked panellists if, before reading the information in the questionnaire, they had previously heard of Community Justice. Almost three quarters (72.9%) of respondents reported that they had not.

Panellists were then asked which aspects of the Justice System they would like to learn more about. The areas of most interest were reporting a crime, initial police investigation/detention of suspect, police direct measures (48.5%), followed by charging, alternatives to prosecution (37.8%) and rehabilitation (35.3%).

Figure 4

Which of these topics relating to the Justice system would you like to learn more about?



Base: 870. Percentages will not total 100% as panellists could choose more than one option.

Community Justice services have a clear focus on supporting communities, helping people move away from offending and supporting those harmed by crime. Panellists were asked which services or interventions they would like to learn more about. The most common responses were support for people who have been harmed or affected by crime (55%) followed by Aberdeen problem solving court (35%) and unpaid work in communities (34.7%).

Figure 5

Which of the Community Justice services/interventions listed below would you like to learn more about?



Base = 870: Percentages will not total 100% as respondents could choose more than one option.

Panellists were then asked what they thought would be the best ways to raise awareness and understanding about Community Justice. They were asked to select their top 3 options from a range of choices. The most commonly chosen options were press/magazine articles (59.3%), social media (Facebook, twitter etc.) (59.2%) and leaflets (47.6%).

Panellists were also asked how they would like to provide their views on Community Justice. The most common response was online surveys (61%), followed by questionnaires (54%) and social media (e.g. Facebook, twitter etc.) (25.9%).

This is what we are doing

Community Justice partners need to engage meaningfully with community members to listen to your priorities, views and experiences and learn from them, to shape the future of the justice system and associated support services.

It is essential that communities have the opportunity to better understand how the system and associated services work, arming them to support Community Justice, making it more effective for a safer city.

There was a clear message from the questionnaire responses that many people do not feel they currently know enough about this to be able to contribute. A future focus for partners will include raising the profile of some of the work being undertaken.

The information provided about how we can help people take part in a dialogue about Community Justice will help us to take the next steps of this enhanced engagement in the most effective ways that work best for our communities.

We will use the information and responses provided through this consultation, as well as feedback shared through all of our communities and partners, to develop and then implement actions to take this work forward.

We would encourage you to continue to share your ideas and views with us, as this process is all about supporting and enabling everyone in our communities to learn more and have their say. Please email any further comments or queries to:

CommunityJusticeForAll@aberdeencity.gov.uk

PROSPEROUS PLACE – City Centre Masterplan



The questions in this section asked for views about a range of aspects of the City Centre. Each question asked respondents to provide a score on a scale of 1-7, where 1 = lots of room for improvement and 7 = very little room for improvement. The mean scores for the latest questionnaire (City Voice 43) have been compared to the those from City Voice 41 – the last time these questions were asked. As shown in figure 6, there has been little movement in many of the scores. The largest increase was in traffic and parking and largest decrease in public transport. Now, as then, the categories with the lowest scores were influence and sense of control (2.5) and care and maintenance (2.7), and the category with the highest score was services and amenities (4.4).

Figure 6 City Centre Masterplan Individual Scores

	City Voice 43 Mean Score	City Voice 41 Mean Score
Moving Around	3.7	3.8
Public Transport	3.7	4.2
Traffic and Parking	3.9	3.6
Streets and Spaces	3.4	3.2
Green Space	3.7	3.5
Play and Leisure	3.8	3.9
Services and Amenities	4.4	4.4
Work and Local Economy	3.9	3.6
Housing and Community	3.4	3.3
Social Interaction	4.2	4.2
Identity and Belonging	3.3	3.3
Feeling Safe	4.1	4.3
Care and Maintenance	2.7	2.7
Influence and Sense of Control	2.5	2.5

This is what we are doing

Measures for Traffic and Parking, Streets and Spaces, Green Space, Work and Local Economy, and Housing and Community all showed improvements, consistent with Masterplan objectives.

As part of Phase 1, surveys – e.g. on city living and parking – were commissioned to inform action on the ground. Phase 2, coupled with wider policy initiatives such as the Roads Hierarchy, will accelerate work to create a city centre that is safe, clean, accessible and inclusive, addressing areas of concern highlighted in the questionnaire response.

New businesses have moved into the city centre and empty properties are being turned into homes. Broad Street has been redeveloped as a pedestrian-priority area, offering new event space.

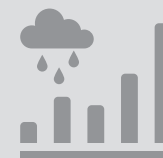
2019 will bring a step change. The revitalisation of Union Terrace Gardens and the transformation of Provost Skene's House into a contemporary visitor attraction will start. Aberdeen Art Gallery is to re-open after a major refurbishment and smaller-scale city centre improvements, including new lighting and signage, are planned.

Queen Street, a residential-led mixed use development, incorporating key public services, cultural assets and high-quality public realm, will be a flagship Phase 2 project.

More than 900 people are currently signed up for alerts to Masterplan consultations. City Voice panellists can sign up by visiting <http://www.aberdeencitycentremasterplan.com>

PROSPEROUS PLACE –

Climate Change



Climate change is an issue that will affect many aspects of our planet. Panellists were presented with a range of activities aimed at reducing the severity of climate change and asked if this is something they currently do or something they are prepared to do. A sample of the responses are included below with details available in the full report.

Figure 7

What do you currently do or are prepared to do?

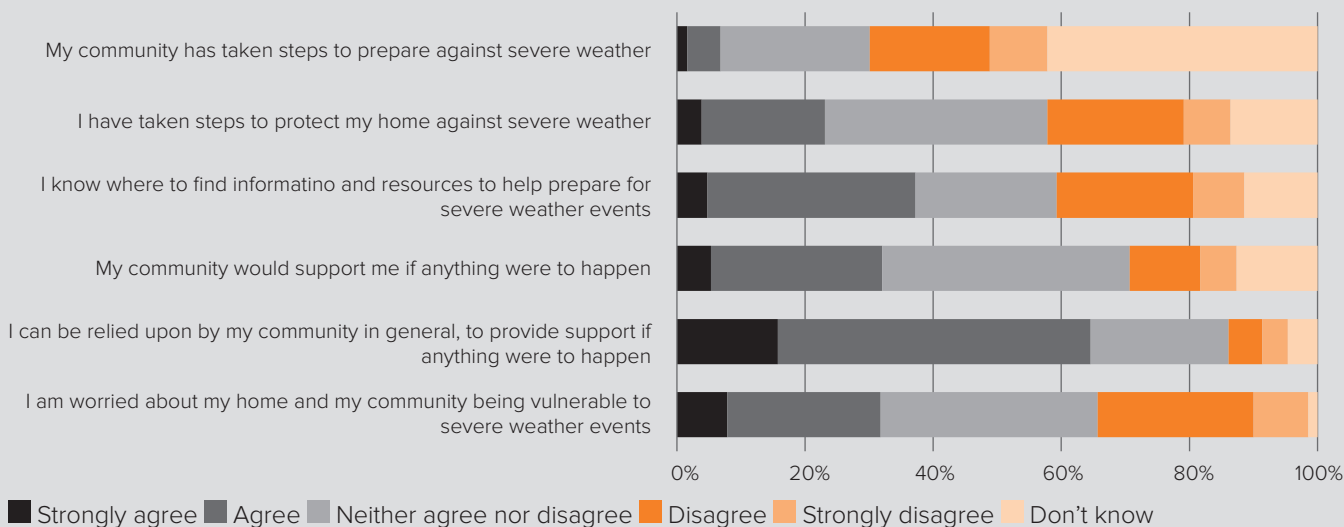
	Currently do n (%)	Prepared to do n (%)	No response (%)
Buy more locally grown and produced food	482 (55.4%)	350 (40.2%)	38 (4.4%)
Grow your own fruits, vegetables, herbs and flowers	199 (22.9%)	277 (31.8%)	394 (45.3%)
Install energy saving light bulbs	773 (88.9%)	61 (7.0%)	36 (4.1%)
Install a smart meter	286 (32.9%)	257 (29.5%)	327 (37.6%)
Turn down the thermostats	682 (72.2%)	95 (10.9%)	147 (16.9%)
Install water efficient devices in your home	368 (42.3%)	214 (24.6%)	288 (33.1%)
Take shorter showers	519 (59.6%)	124 (14.2%)	227 (26.1%)
Buy fewer things	507 (58.3%)	162 (18.6%)	201 (23.1%)
Buy product with less packaging	513 (59.0%)	268 (30.8%)	89 (10.2%)
Choose re-usable products	699 (80.3%)	99 (11.4%)	102 (11.7%)
Walk more	451 (51.8%)	204 (23.5%)	215 (24.7%)
Cycle more	77 (8.8%)	140 (16.1%)	653 (75.1%)
Use public transport	394 (45.3%)	185 (21.3%)	291 (33.4%)
Buy / use electric / hybrid vehicles	50 (5.7%)	259 (29.8%)	561 (64.5%)

Base = 870 (totals may not sum 100% due to rounding) n = number, % = percent

Panellists were asked to rate their agreement or disagreement with a range of statements about their community's readiness in the event of a major weather event. Highest levels of agreement were with the statement **I can be relied upon by my community in general, to provide support if anything were to happen** and lowest levels of agreement were with the statement **my community has taken steps to prepare against severe weather**.

Figure 8

Please rate how much you agree or disagree about you and your community's readiness in the event of a major weather event



Bases (from top to bottom of chart): 747, 728, 836, 846, 844, 839.

Panellists were also asked to provide a comment on steps they, or their community have taken. A sample is included below.

Steps I have taken:

- Trimming large trees; removal of loose objects in the garden
- Roof tiles checked/replaced
- Clear drainage ditches

Steps my community has taken:

- Nothing visible / nothing I am aware of
- Formed a local disaster relief group, includes plans and how to access local hall for evacuated people, first aides, blankets, socks, telephone service to contact volunteers to come and help. It's registered with the emergency services and we've attended talks

This is what we are doing:

Our Sustainable City Group (<https://communityplanningaberdeen.org.uk/sustainable-city-2/>) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is addressing climate change by reducing Aberdeen's carbon emissions and adapting to the impacts of our changing climate.

Thank you for taking the time to complete these questions. The results from this survey provide useful information into what you and your family are doing, or would be prepared to do, to reduce the severity of climate change. Much of the data will be used to provide baseline figures for improvement projects within the Sustainable City Outcome Improvement Group. Additionally, the many free text comments you provided will be helpful in exploring views and issues around climate change.

Ideally, we would hope to repeat these questions at a future date to allow us to look at changes over time.

Jillian Evans

Head of Health Intelligence, NHS Grampian

PROSPEROUS PLACE – Community Empowerment Act



The Community Planning Engagement Group were keen to find out panellists' level of awareness of the Community Empowerment Act. When asked if they knew about the Community Empowerment Act, only 13.1% of respondents said they were aware of it before reading about it in the City Voice. Almost 30% of respondents reported that

they would know where to look for further information on it. Over 90% of respondents felt that communities would benefit from having more information on this, with leaflets (53.3%) and social media (52.9%) being the most commonly selected methods for providing information.

Figure 9

Community Empowerment Act

	Yes		No	
	Number	%	Number	%
Before reading about it in the city voice, did you know about the Community Empowerment (Scotland) Act 2015	113	13.1%	747	86.8%
Would you know where to look for information on the Community Empowerment Act?	255	29.7%	604	70.3%
Do you think communities would benefit from having more information on this?	752	90.7%	77	9.3%

This is what we are doing:

The Community Empowerment Act represents a significant change for communities and public services in Aberdeen and throughout Scotland, including:

- Establishment of Community Planning Partnerships
- The Right of Participation Request
- The Right of Asset Transfer Request
- Community Rights to Buy Land, Allotments
- Common Good
- Participation in Public Decision Making

The feedback provided demonstrates that there is a strong desire from communities to learn more about each of these rights and the opportunities that are available, through a variety of methods (in-person, physical and digital) which will reach as many in the community as possible.

It is essential that communities are empowered by this information and energised by these opportunities to have more say and be a part of addressing issues and shaping the future, in a supported and secure environment.

It is important that people do not feel overwhelmed by the volume of information available or regulations in place, and that we instead share this information and create opportunities which are as accessible and understandable as possible.

Looking ahead, we are committed to sharing this information even more widely and supporting communities to truly harness and make the most of these powers, rights and opportunities.

This will include promoting an environment where ideas can be fully explored and brought into reality, where communities are empowered to take action and where decisions are meaningfully and demonstrably shaped by public feedback, experiences and ideas.

Jonathan Smith

Community Engagement Group

PROSPEROUS ECONOMY –

Travel and transport



This section looks at respondents' experience of and views about different modes of travel in the city. The first question in this section asked participants how often they travel into the city using various modes of transport (walk, cycle, motorbike, car, bus and 'other').

Walk: Walking was the most common daily mode of travel with 17.2% of respondents who answered this question reporting that they walked to the city every day. A further 18.2% said they walked into the city several times a week. Almost a third (31.7%) of respondents said they never walk when travelling into the city.

Car: 13.3% of respondents who answered this question reported that they use their car to travel to the city every day with a further 26.2% using their car to travel into the city several times a week. Overall car was the most

commonly used mode of transport into the city with only 11% of respondents saying they never use a car to travel into the city.

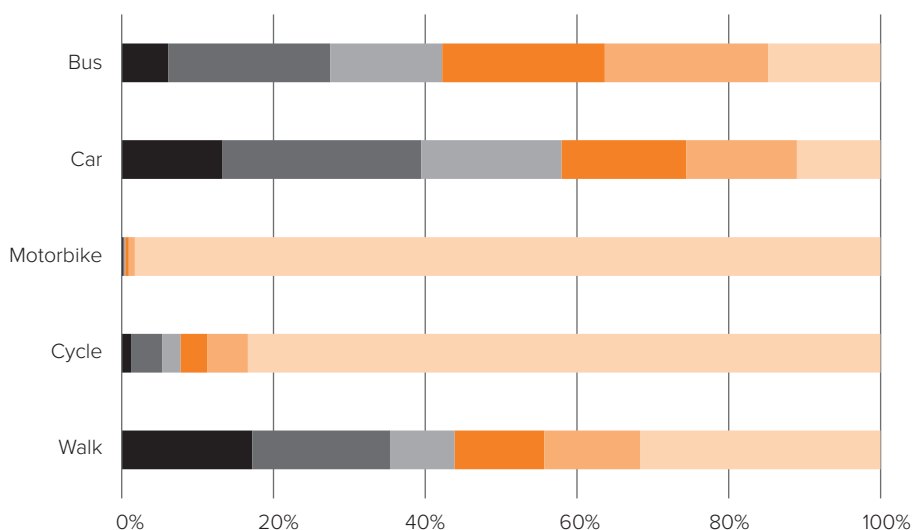
Bus: Just over 6% of respondents reported they use the bus every day with 21.3% using the bus several times a week. 14.8% reported that they never use the bus to travel into the city.

Cycle: Of those who responded to this question, 1.2% stated they cycle into the city every day with a further 4.1% cycling into the city several times a week. Most respondents (83.4%) said they never cycle into the city.

Motorbike: This was the least common form of transport with 98.3% of respondents reporting never using a motorbike to travel into the city.

Figure 10

When you travel into the city, how often do you travel using the following modes?



	Walk	Cycle	Motorbike	Car	Bus
Every Day	17.2%	1.2%	0.2%	13.3%	6.2%
Several times a week	18.2%	4.1%	0.2%	26.2%	21.3%
Once a week	8.5%	2.4%	0.2%	18.5%	14.8%
Once or twice a month	11.8%	3.5%	0.5%	16.5%	21.4%
Less than once or twice a month	12.6%	5.3%	0.8%	14.6%	21.6%
Never	31.7%	83.4%	98.3%	11.0%	14.8%

Bases: Walk = 738, Car = 790, Bus = 812, Cycle = 655, Motorbike = 632.

PROSPEROUS ECONOMY –

Travel and Transport

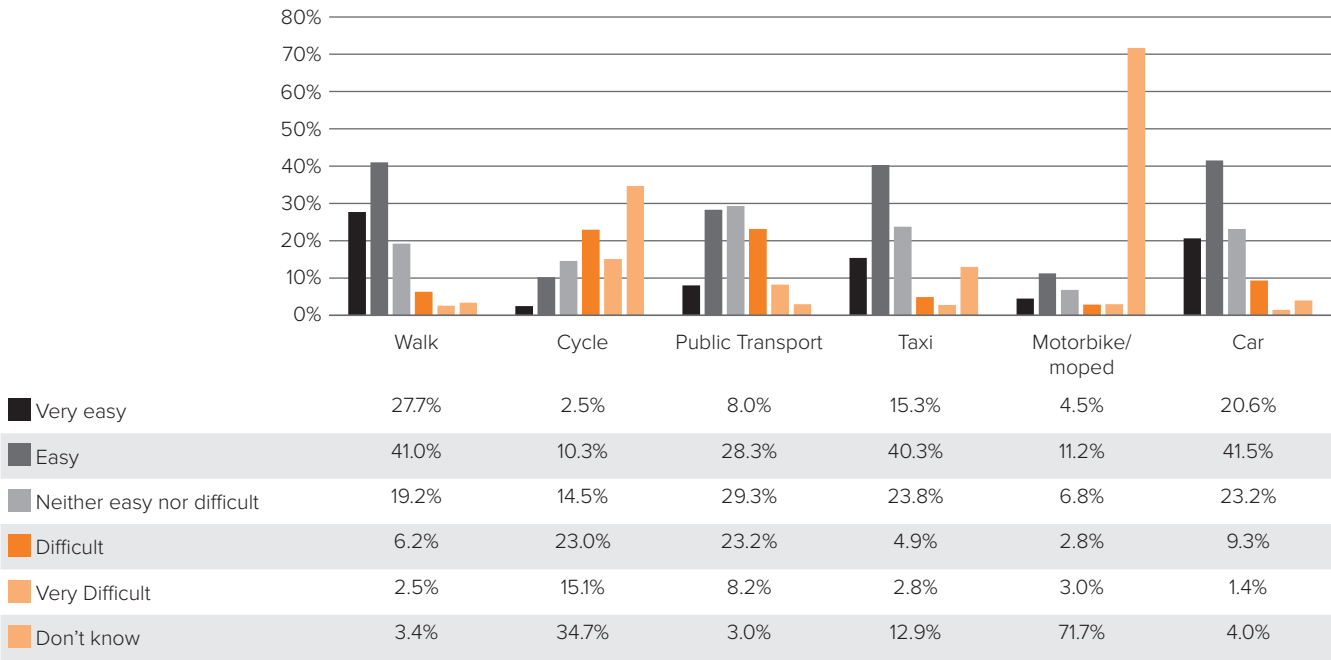


Other: In addition to the travel methods described above, 19.3% of panellists reported using other modes of travel into the city at least a few times a year. These included train, taxi, work van, mobility scooter and carshare.

Panellists were also asked about how easy or difficult they felt it was to get around Aberdeen using six different

modes of transport. Walking and car were the modes of travel most commonly rated as easy or very easy by respondents (68.7% and 62.1% respectively). In contrast, cycling (38.1%) and public transport (31.4%) were the modes of travel most commonly rated as difficult or very difficult.

Figure 11 What is your perception of getting around in Aberdeen by each of the following modes?



Base: walking: 834; cycling:770; public transport: 837; taxi: 757; motorbike/moped: 739; car: 829.

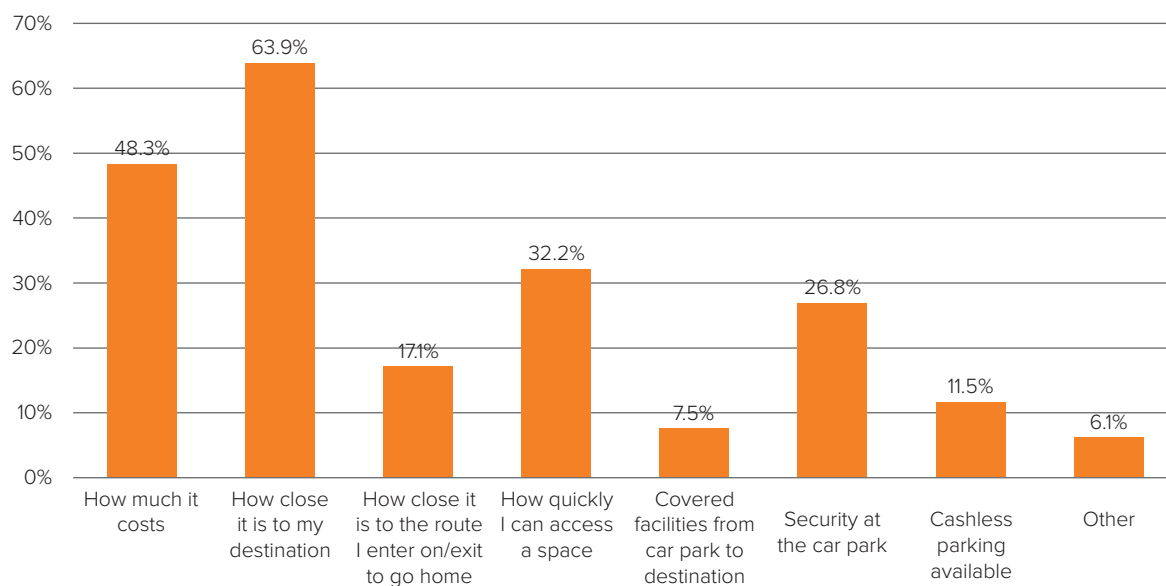
If panellists selected difficult or very difficult, they were invited to provide further information on why this was. A sample of comments are shown below.

- Too much traffic - not enough safe space for cycling
- The buses are slow, crowded, very expensive, and unreliable
- Union Square tailbacks, too many trying to get to the same area
- Pavements are uneven for walking

Finally, panellists were asked about parking in the city centre. When asked about the most important factor in deciding where to park, how close it is to my destination (63.9%) followed by how much it costs (48.3%) were the factors most commonly identified as important by respondents.

Figure 12

When you are deciding where to park in the City Centre, what is the most important factor you consider?



Base = 870

This is what we are doing:

Aberdeen Prospers (<https://communityplanningaberdeen.org.uk/aberdeen-prospers/>) is a Partnership of public agencies in Aberdeen which oversee a number of outcome indicators relating to public transport, the use of low carbon vehicles, and the increase in the number of people cycling into the city as their main mode of transport.

We would like to thank the participants for taking the time to complete these questions. We will use the results to compare against the previous City Voice results and undertake further analysis. We will use the information to assist with the planning of infrastructure, the monitoring of its usage and to inform future bids that we make for funding.

Alan Simpson
Senior Planner

Future Questionnaires

This newsletter, together with the detailed report of the 43rd questionnaire, is available to view on the Community Planning website www.aberdeencityvoice.org.uk. Internet access is provided at libraries throughout Aberdeen City 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:

Shirley Findlay
Acting City Voice Co-ordinator

Tel: 01224 522421
Email: cityvoice@aberdeencity.gov.uk



Community Planning
in Aberdeen

