



voice

Aberdeen's Citizens' Panel

Issue 44 / Oct 2020

voice

Welcome to the 44th citizens' panel newsletter. This newsletter gives you a summary of the results of the 44th 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 community, food security, anti-social behaviour, alcohol consumption, unintentional injuries, travel and transport, parking, digital skills, the living wage, your neighbourhood, climate change, green/open space and the winter maintenance policy.

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 2021. As always, your participation will be completely voluntary.

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

City Voice Co-ordinator
cityvoice@aberdeencity.gov.uk

Issue 44 / October 2020

- **PROSPEROUS PEOPLE** - Community
- **PROSPEROUS PEOPLE** - Food Security
- **PROSPEROUS PEOPLE** - Anti-social behaviour and young people
- **PROSPEROUS PEOPLE** - Alcohol consumption
- **PROSPEROUS PEOPLE** - Unintentional injuries
- **PROSPEROUS ECONOMY** - Travel and transport
- **PROSPEROUS ECONOMY** - Digital skills
- **PROSPEROUS ECONOMY** - Living wage
- **PROSPEROUS PLACE** - Your neighbourhood
- **PROSPEROUS PLACE** - Climate change
- **PROSPEROUS PLACE** - Green space
- **PROSPEROUS PLACE** - Winter Maintenance policy



NEWS

We currently have almost 1,400 people on our panel. Most (65.8%) 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 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.

44th Questionnaire - Response rate

A total of 1,398 questionnaires were sent out to panellists and we received 398 completed questionnaires – equivalent to a response rate of 28.5%. This is lower than in previous surveys – City Voice 43 had a response rate of 43.5%. However, in addition to questionnaires received from panellists, the survey was also open to other Aberdeen City residents. An additional 190 questionnaires were received, giving a total of 588 completed questionnaires.

The information below gives a summary of the main findings from the survey. Please note that 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 – Community

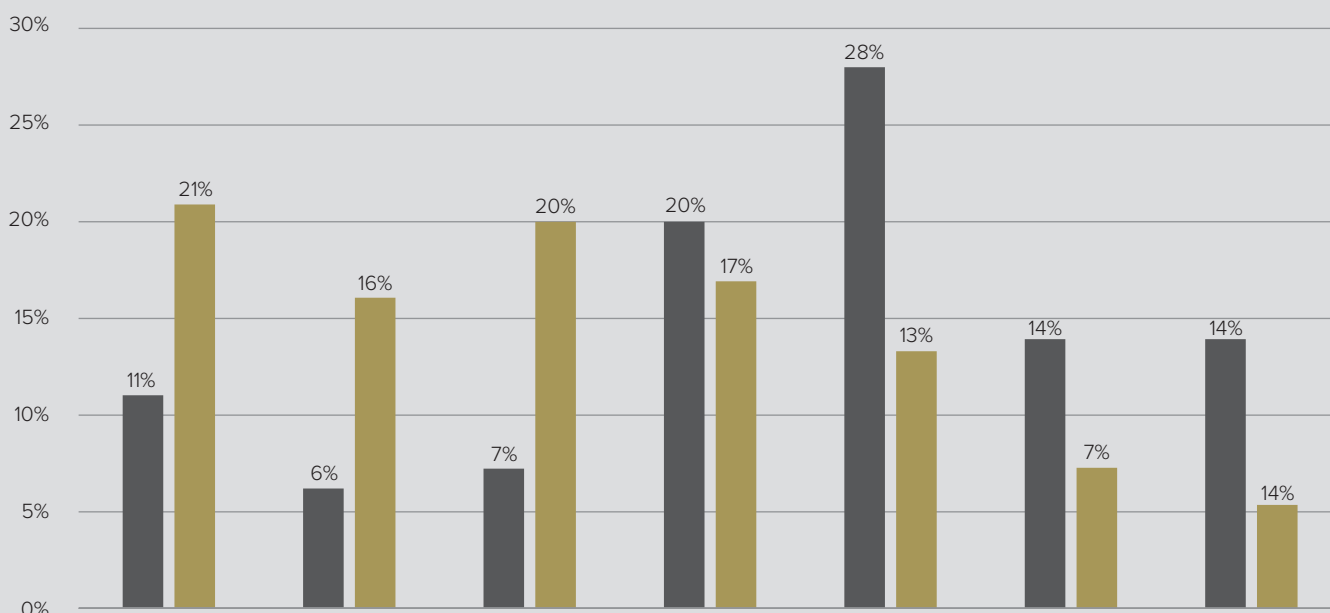


This section of the questionnaire asked participants for their views on involvement in decisions which affect their local community. The first question asked to what extent do you want to get involved with the decisions that affect your community? The second question asked to what extent do you feel you know how to get involved? Respondents were asked to provide their preference on a scale from 1 (not at all) to 7 (a lot).

While some respondents reported that they would not like to be involved in decisions that affect their community, most (55.8%) ticked 5 or above suggesting that they would like to be involved. In contrast, when asked if they knew how to get involved, most respondents (57.2%) ticked 1, 2 or 3 indicating that they may not know how to get involved. This suggests that there may be people who would like to be more involved in decisions affecting their community, but do not know how to get involved.

Figure 1

Involvement in decisions that affect your community



Average score (means): Want to get involved = 4.45, Know how to get involved = 3.29. Bases: Want to get involved = 582, Know how to get involved = 579

- Want to get involved
- Neither agree nor disagree

When asked how you currently find out about what's happening in your community, the most common responses were local newspaper (46.4%) and social media (46.4%). Friends and family, leaflets and notices in shops/ community centres/libraries were the next most common with around 37% of respondents choosing these options.

Participants were then asked what they felt would help them get more involved in the decisions that affect their community. Of the three options provided, the most common was community events with half (50.9%) of respondents choosing this option. Over a third of respondents chose social media (36.9%) and face to face engagement (35.7%). Ten percent of respondents provided

other options. These included: direct e-mail, leaflets and community meetings.

The final question in this section asked participants how they would like to give their view on what was happening in their community. Online surveys (67.5%) and questionnaires (65.1%) were the most common choices with two-thirds of respondents choosing these options. Over a third (35.4%) chose meetings and 30.3% said they would like to give their views in face to face engagement. The least popular choice was social media with 28.2%. Other (1.7%) suggestions included: dedicated community website or direct email.

This is what we are doing

Aberdeen Health & Social Care Partnership is setting up three new Locality Empowerment Groups across the city, which will play a key role in reshaping services and support networks within communities.

Locality Empowerment Groups will be made up of people in the locality who access services themselves or for someone they support. Each group will, over time, work closely with the local area's operational delivery team, which is made up of the health and social care practitioners who deliver services and supports. Aberdeen North, South and Central will each have its own group – led by local people to help ensure health and social care services meet the needs of local populations.

The groups will give local people the chance to put forward ideas to improve health and wellbeing locally and create a better quality of life. The groups will also seek to ensure that as many people as possible in our communities are aware of and able to engage with new plans and proposals for service delivery. They will also allow citizens to work closely with practitioners to make changes happen in their local communities and have the power to influence new developments.

As these questions were asked pre-COVID, we are looking at how we can incorporate the feedback into our future locality plans particularly thinking about how best to involve people within the current social distancing guidelines. We are also working closely with community planning colleagues to align locality planning across Aberdeen City. If you would like to get involved or find out more please visit <https://www.aberdeencityhsc.scot/our-delivery/locality-empowerment-groups/>

PROSPEROUS PEOPLE – Food Security

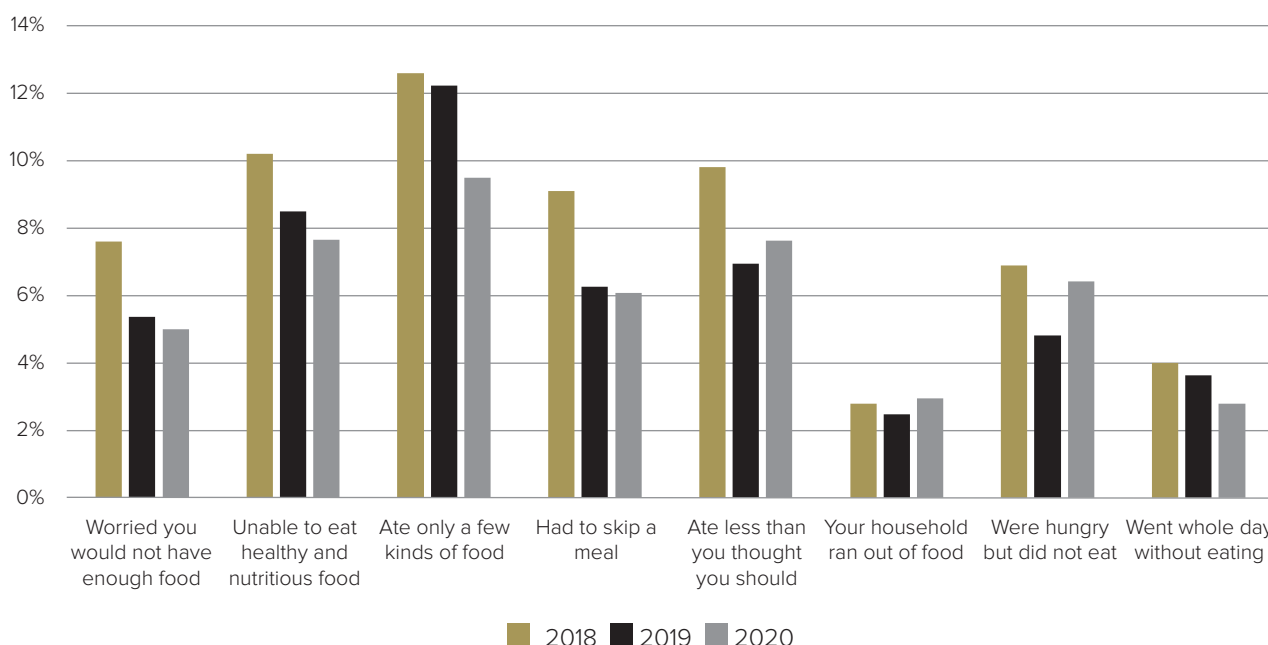


In this section of the questionnaire, panellists were asked a series of questions about their ability to access healthy or nutritious food during the last 12 months. While most respondents did not report concerns around their ability to access healthy or nutritious food due to money or lack of other resources, 9.5% of respondents reported they ate only a few kinds of food, 7.7% reported they were unable to eat healthy and nutritious food, 7.6% said they ate less than they thought they should.

These questions were also asked in City Voice 42 (2018) and City Voice 43 (2019). The chart below shows the percentage of respondents who answered 'yes' to each question. For almost every question, the proportion of respondents who answered 'yes' is lower than in City Voice 42 which suggests a slight improvement in the level of food security amongst City Voice respondents over the past 3 years.

Figure 2

During the last 12 months, was there a time when, because of lack of money or other resources you...? Comparison of CV42, CV43 and CV44



Bases= mixed

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.

PROSPEROUS PEOPLE –



Anti-social behaviour and young people

The section of the questionnaire asked for people's views on anti-social behaviour and young people. When asked who they thought would be most likely to participate in anti-social behaviour most respondents did not feel that anti-social behaviour was restricted to a particular age group with 68.5% of respondents saying they thought that people of any age would be most likely to participate in anti-social behaviour. Almost a quarter of respondents (23.1%) said they thought that young people would be most likely to participate in anti-social behaviour.

The next few questions asked specifically about young people. When asked if they felt young people were fairly treated in their community, almost half of respondents (48.9%) said yes, and over a third (37.7%) said they didn't

know. The next question asked participants if they thought adults understand young people in their community. The most common response was don't know at 42.0%. The remaining response was split fairly evenly between those who thought adults didn't understand young people (29.7%) and those who thought adults did understand them (28.3%).

When asked if they thought there were sufficient activities for young people in your area, most respondents (52.4%) answered no. Participants were then asked if they thought young people make enough use of available facilities. The most common answer was don't know (49.5%). Only 7.7% of respondents reported that they thought young people did making enough use of facilities.

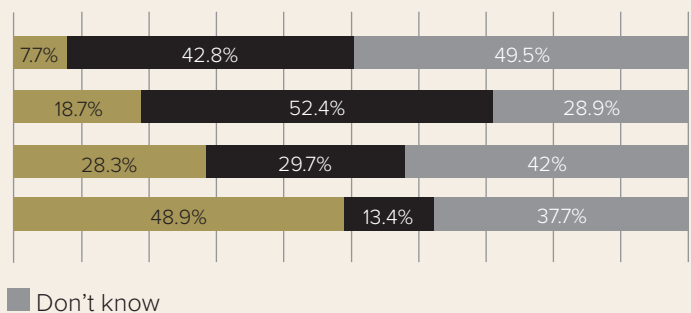
Figure 3 Young people in your community

Do you think young people make enough use of available activities

Do you think there are sufficient activities available for your people in your area?

Do you think adults understand young people in your community?

Do you feel that young people are fairly treated in your community?



Bases: Fairly treated = 583; adults understand young people = 586; sufficient activities = 584 and make enough use of available activities = 586

The final question in this section asked participants if there was one change you think would improve things for young people in your community what would it be? A total of 325 comments were received. Some of the most common themes related to: increased opportunity to participate in a range of activities/sports etc.; providing spaces for young people to meet/socialise (e.g. youth clubs); asking young people for their views about what they want; more involvement from schools/parents; opportunities for involvement with other groups in the community and increased opportunities for apprenticeships/vocational training.

This is what we are doing

This questionnaire exercise forms part of a multi-agency project intended to involve more young people in targeted, community-based activities and to reduce the instances of antisocial behaviour as a result of effective interventions. The first phase of this project has seen new methodology devised, tested and adopted by partners to tackle antisocial behaviour with positive results achieved.

Moving forward the objectives of the project will be consistent with the responses received, mainly to assess current activities available for young people and also to involve them in the decision-making process. Already this has resulted in work to create a youth facility in an identified area of significant antisocial behaviour based on specifications suggested by young people. Work of this nature will continue with a view to improving the quality of life of those affected by antisocial behaviour and also outcomes of those identified as at risk of becoming involved in such behaviour.

PROSPEROUS PLACE –

Alcohol Consumption



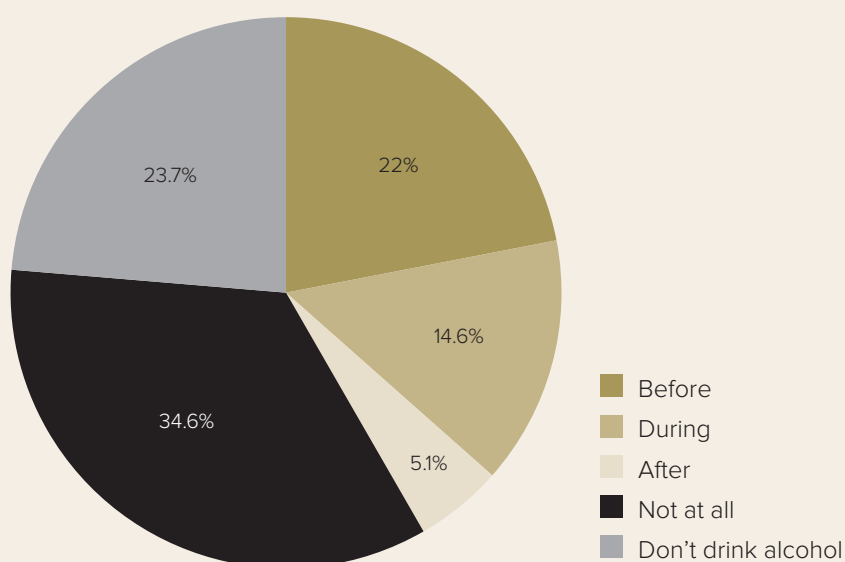
Aberdeen City Alcohol and Drug Partnership are progressing an outcome in the Local Outcome Improvement Plan to increase the population's awareness of responsible drinking. The questions in this section were aimed at helping to understand the knowledge of the population regarding drinking in a responsible way.

The first question asked participants if they knew the maximum number of units of alcohol recommended over a week and gave a list of options. Two-thirds (66.0%) of respondents correctly choose 14 units. The next most common response was don't know at 13.8%.

When asked if they know how many units are in the alcoholic drinks they consume, most respondents (63.2%) said yes and 15% said no they didn't know. Slightly over a fifth (21.7%) of respondents reported that they don't drink alcohol.

Figure 4

Do you think about how many units you are drinking before, during or after you drink alcohol?



The next question asked participants: do you think about how many units you are drinking before, during or after you drink alcohol? The most common response was not at all (34.6%) followed by don't drink alcohol (23.7%). Twenty-two percent of respondents said they thought about how many units they were drinking before they drank alcohol.

Base = 583

The final question in this section asked participants if they were aware of the Drink 14 Campaign. Most (55.1%) respondents reported that they were not aware of the Campaign.

This is what we are doing

Aberdeen City Alcohol and Drug Partnership have several local outcome improvement projects relating to alcohol use in Aberdeen. We aim to ensure that people of Aberdeen are aware of recommendations on drinking alcohol at less harmful levels. We will use this information to help develop a targeted response to increase people's awareness of the potential harms of alcohol and allow people to make informed decisions when drinking alcohol. We will provide information on how to access a range of information on alcohol use and support available for people who may require this for themselves or a loved one.

Thank you for taking the time to complete this section.

PROSPEROUS PLACE –

Unintentional injuries

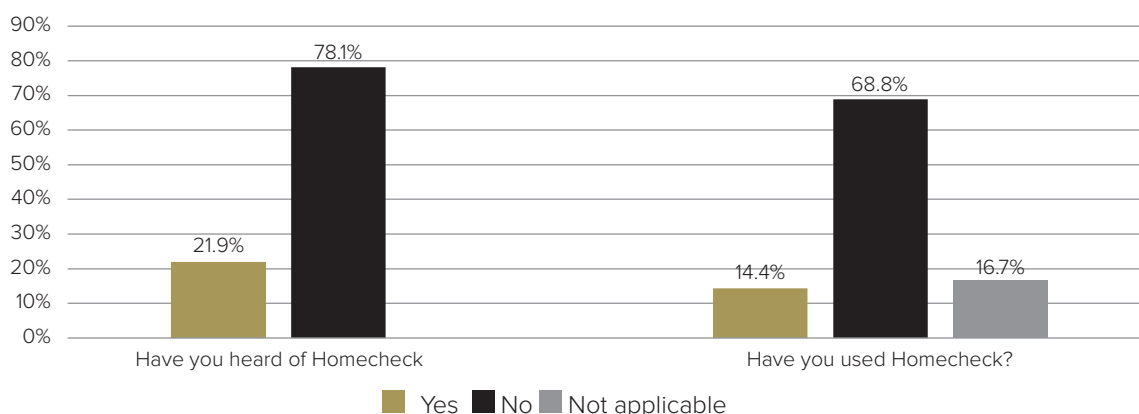


This section of the questionnaire contained questions relating to unintentional injuries, i.e. injuries in children under five years that could be prevented by understanding the risks in the home and taking action to reduce the likelihood of accidents occurring.

Less than a third of respondents (31.2%) said that they regularly have young children in their home and most respondents (60.8%) were not familiar with the term ‘unintentional injuries’ before reading the information provided in the questionnaire. When asked what they thought were the best ways to raise awareness and understanding about risk assessment and reducing unintentional injuries, the most popular choice was social media (50.5%), followed by speaking to other parents or carers (45.4%) and early years partner websites (43.2%). Most respondents (73.1%) said they had the knowledge and relevant tools to help them identify and resolve risks in their home environment. When asked how they would like to give their views or ideas about reducing unintentional injuries, the most common choices were online surveys (43.2%) and questionnaires (42.9%). Social media (24.5%) was the next most common choice. Other suggestions included talks in nurseries/schools and leaflets in GP practices.

The final two questions in this section related to the Homecheck Service. The Homecheck team provide basic home safety advice and installation of safety equipment to any family with a child under the age of 24 months. When asked 21.9% of respondents reported that they had heard of this service. Of those, 14.4% said that they had used the service.

Figure 5 Homecheck service



Bases: Heard of Homecheck = 575, Used Homecheck = 126

This is what we are doing:

Our Local Outcome improvement Project charter group helps us look at how we can make a positive impact on the lives of children and young people by reducing the number of unintentional injuries in children under 5 years old. An Unintentional Injury is the consequence of an accident which could have been avoided. They are a leading cause of attendances at A&E departments. Approximately 5% of deaths in young children are caused by an unintentional injury. Injuries caused by unintentional injuries can be life limiting which in turn may reduce the life chances.

Aberdeen City admissions to A&E have previously been, and are still, substantially higher than the Scottish average (Aberdeen City 1,239 per 100,00 population). Local data indicates the main injuries sustained are Falls, Poisoning and being struck by an inanimate object (not including motorised vehicles).

Since the Covid-19 Lockdown we know that the figures have increased. We know that national data tells us part of this story, we want to find ways to reduce the number of injuries by ensuring parents are equipped with the right information and guidance to help assess and mitigate risk. Thank you for taking the time to complete the questions, your responses will help with planning for provision of relevant, accessible, and practical solutions that make the home a safer environment for children to grow and develop.

PROSPEROUS ECONOMY –

Travel and transport



This section looks at respondents' experience of and views about different modes of travel in the city. Responses to a sample of the questions are provided below, with further details available in the full report.

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 15.3% of respondents who answered this question reporting that they walked to the city every day, with a further 19.2% walking several times a week. 31.2% of respondents never walk when travelling into the city.

Car. Using the car was the second most common daily mode of travel with 12.8% of respondents reporting that they use the car to travel to the city every day. A further 27.2% of respondents reported using their car to travel into the city several times a week, with 18.1% reporting that they use it once a week.

Bus: Of those who answered this question, 4.2% reported using the bus to travel to the city every day with a further

26.7% reporting that they use the bus several times a week. 15.0% reported that they never use the bus when travelling into the city.

Cycle. Of the panellists who responded to this question, only 1.0% stated they cycle into the city every day with a further 3.7% cycling into the city up to once a week. Most respondents – 86.6% - reported they never cycle into the city.

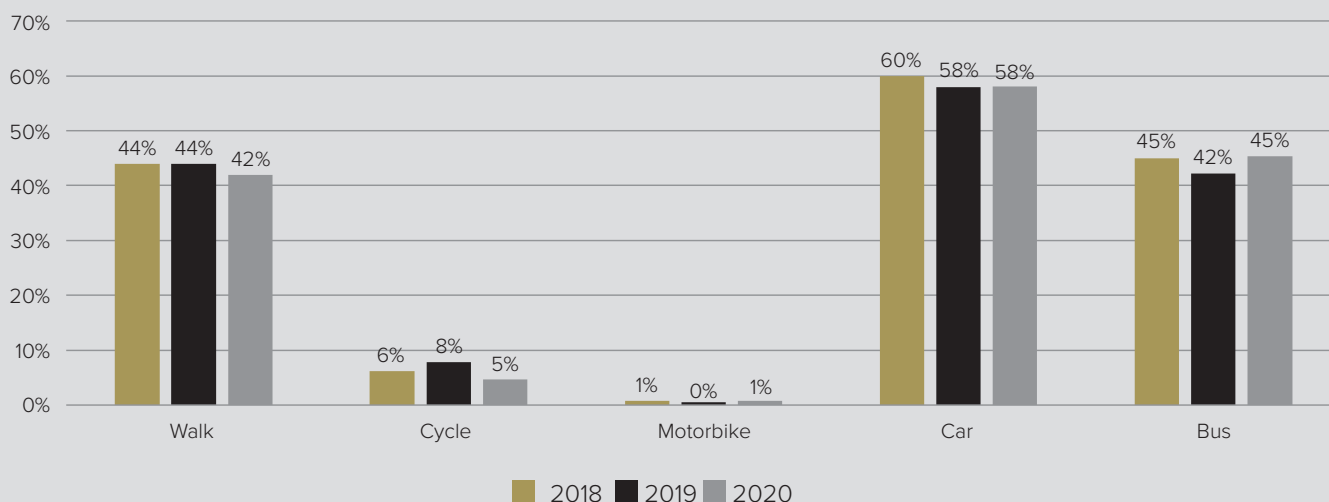
MOTORBIKE: Less than 2% of respondents reported ever using a motorbike to travel into the city.

Other: In addition to the travel methods described above, 18.3% of panellists reported using other modes of travel into the city at least a few times a year. These included train, taxi and lifts from friends.

To allow comparison with responses to this question in previous City Voice questionnaires, the chart below shows the proportion of respondents who used the various modes at least once a week to travel into the City. Overall, the proportions within in category are similar, with slight decreases in walking, cycling and use of the car.

Figure 6

Use of different modes of travel at least once a week into the City – comparison of CV42, CV43 and CV44



Bases= mixed

Participants were also asked about their perception of getting around in Aberdeen by six different modes of transport. Walking was the mode of transport most commonly reported as easy, with 68.8% of respondents saying they thought it was easy or very easy to get around the city by walking. Car and taxi were the next most common at 57.2% and 52.3% respectively. The modes of transport most often rated as difficult or very difficult were cycling (36.5%) and public transport (32.7%).

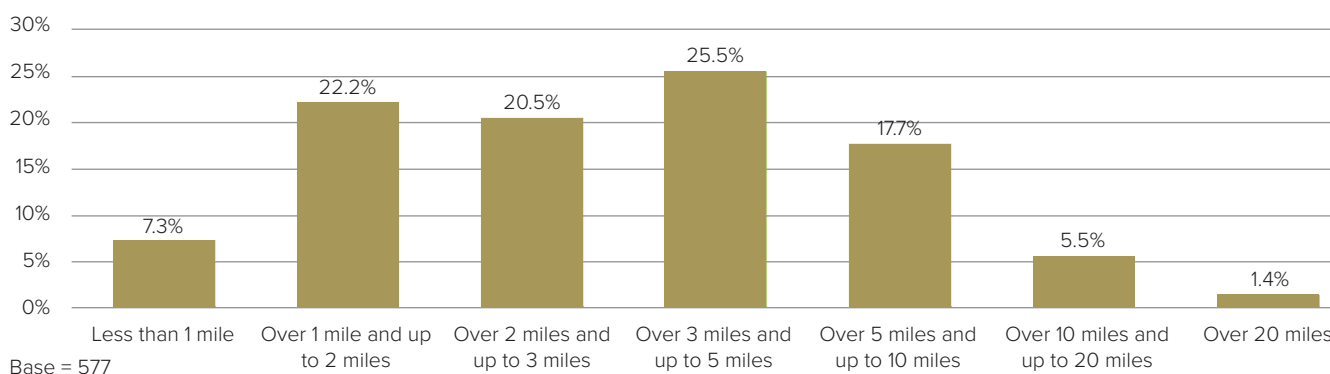
If respondents selected difficult or very difficult, they were invited to provide further information on why this was. A sample of comments is shown below.

- Not safe for cycling – lack of proper cycle lanes, heavy traffic, discourteous drivers
- The bus routes all head to city centre which means you have to change buses to get around the city
- Fewer buses/ buses unreliable/busy
- Lack of affordable parking
- Taxis are too expensive
- Pavements are uneven for walking/cyclists on pavements.

Respondents were also asked to think about the journey they make most regularly and indicate approximately how far (in miles) they travel. Three quarters (75.5%) of regular journeys were less than 5 miles, with the most common journey length being over 3 miles and up to 5 miles (25.5%). Continuing to think about the journey made most regularly, panellists were then asked how long this journey takes on average. Almost half (48.6%) of respondents to this question reported that this journey takes between 15-29 minutes and 31.3% reported that it takes less than 15 minutes.

Figure 7

Thinking of the journey you make most regularly (perhaps your journey to work/education or for shopping), approximately how far in miles do you travel?



Finally, panellists were asked about parking. The most common place for parking when at home was in privately owned off-street car parking (68.3%). The two factors most commonly reported as important when deciding where to park in the city centre were how close it is to my destination (65.5%) followed by how much it costs (56.6%).

This is what we are doing:

The Transportation Strategy and Programmes team at Aberdeen City Council ask these questions in order to understand how people are using the transport network and their experiences of it. Your responses help us to develop our transport policies and strategies such as the Aberdeen Local Transport Strategy, Active Travel Action Plan and Sustainable Urban Mobility Plan for the City and will inform the next Local Transport Strategy which is due to be developed in 2021. They also help us to understand any issues and to identify where improvements need to be made. <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/local-transport-strategy>

The resulting data from your responses can also be useful in helping with future funding bids for transport schemes and to help with the monitoring of these. Your responses have provided both baseline and monitoring data for an EU funded project called Civitas PORTIS which looks at sustainable transport solutions in port cities and helps us evaluate how the activities which the city is undertaking are making an impact on active and sustainable travel. The information also helps Officers. We hope to continue to consult City Voice panellists in 2021 as part of our continued monitoring and evaluation activities and thank you for taking the time to help us.

PROSPEROUS ECONOMY –

Digital Skills



Digital technologies are part of daily life for most people. They are also transforming how we deliver services, allowing communities to engage in different ways. The questions in this section sought to establish the current level of essential digital skills that people feel they have.

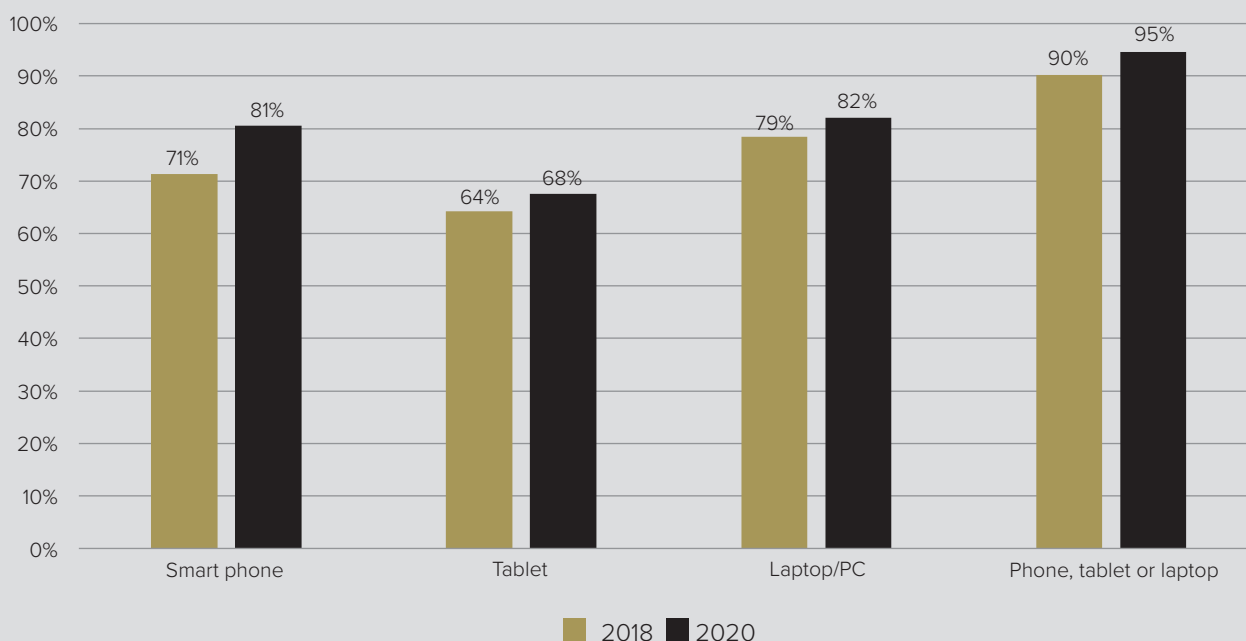
The first question asked if participants owned or had easy access at home to a smart phone, a tablet or a laptop/ PC. Most respondents reported owning or having easy access at home to each of the devices with 82.1% having access to a laptop or PC, 80.6% having access to a smart phone

and 67.5% having access to a tablet. Overall, 94.6% of respondents reported having access to at least one of the devices.

The percentage of respondents who own or have access to each of these devices has increased slightly since this question was first asked in City Voice 42 in 2018. In particular, the proportion of respondents who reported owning/having easy access to a smart phone has increased by 10%.

Figure 8

Do you own or have easy access at home to: (comparison of CV42 and CV44)



Base = 588 (CV44)

The next set of questions asked about foundation digital skills. Participants were given a list of statements relating to digital tasks and asked to select one of three options:

- I can do this
- I can't do this
- I want to learn to do this

For every task on the list, 90% or over of respondents reported I can do this.

Table 1: Foundation digital skills

	I can do this	I can't do this	I want to learn to do this	Base
I can turn on a device and enter any account information required	94%	5%	1%	569
I can use the controls on my device e.g. turn the volume up, use the keyboard	96%	3%	1%	571
I can make use of accessibility tools on my device to make it easier to use	91%	7%	2%	568
I can find applications by choosing the correct icons on the home screen	93%	5%	3%	568
I can connect a device to the internet using the Wi-Fi settings, and insert the password when required	91%	7%	2%	565
I keep login information for a device and any websites secure	90%	7%	3%	565
I can update and change my password when prompted to do so	93%	5%	2%	572

Note: Percentages may not sum to 100% due to rounding.

Participants were then given a series of statements relating to skills required for communicating, handling information, transacting, problem solving and staying safe online. Again, most respondents answered I can do this for all the options, although the levels were lower here than for the foundation digital skills. Understanding how to use privacy settings (8%) and recognising suspicious weblinks (7%) had the highest proportion of respondents who reported I want to learn how to do this.

This is what we are doing:

Thank you to everyone who responded.

I was really interested to see such a high percentage of respondents with access to devices. Although at 95%, something that this pandemic has shown us how much we rely on our ability to use devices to connect with our friends and family and to do basic everyday tasks like banking and grocery shopping. There are still many people who do not have access to the internet or devices and the Connecting Scotland Initiative is looking to ensure that the most vulnerable, and those in the Shielding group in particular, are able to get access and support using digital devices so that they are not suffering in often isolating situations. There is further information about the Connecting Scotland initiative available here - <https://connecting.scot/>

The results from the City Voice will be fed back to the Community Planning Aberdeen Digital Literacy Working Group who are currently working to increase the percentage of people in Aberdeen who feel comfortable using digital tools by 2021. We are continuing to collate responses from other areas of the city to ensure we have asked a wide range of citizens. We will be looking to promote digital literacy through a number of initiatives in the coming months and will be reporting back to Community Planning Aberdeen on a regular basis. We are always interested to hear from local groups and individuals supporting people with digital skills in their community.

PROSPEROUS ECONOMY –

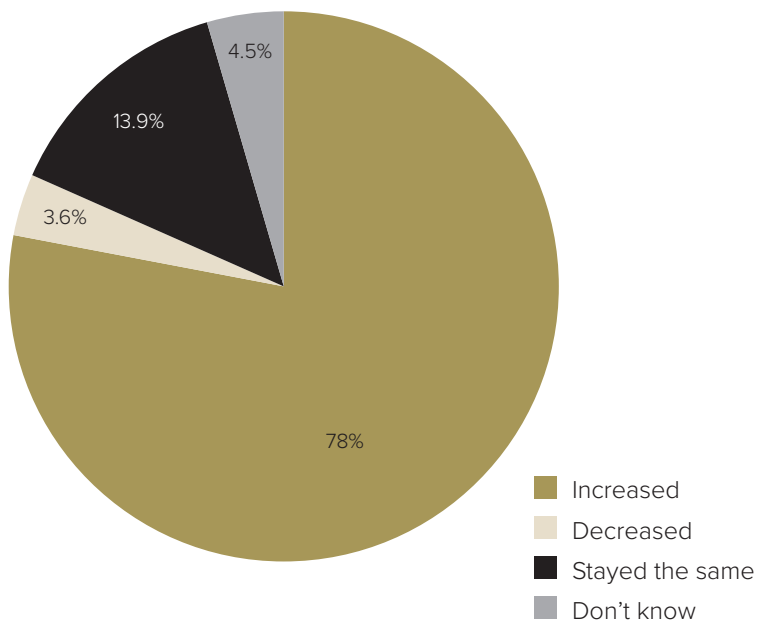
Living wage



In this section of the questionnaire, participants were asked questions relating to the Living Wage. Community Planning partners in Aberdeen are working with Living Wage Scotland to ensure more workers in Aberdeen earn at least the real Living Wage.

Figure 9

Has your cost of living over the past 12 months?



Most respondents (65.8%) reported they were aware of the Real Living Wage set by the Living Wage Foundation, and 36.7% correctly identified the rate as being £9.30 per hour. When asked about their cost of living, 78% of respondents said they thought it had increased over the past 12 months and a fifth (19.9%) reported that there had been a time when their wages did not cover their weekly/monthly outgoings.

Base = 577

Finally, when asked would making Aberdeen a Living Wage City benefit you, almost half (49.6%) of those who answered this question said that it would not benefit them, 32.5% said they didn't know and 17.9% said that it would benefit them. Comments in relation to this question included:

- No direct benefit, but of broader social benefit which would improve things for everyone
- People deserve to be fairly paid for their work
- Retired so doesn't apply
- Concern that it will increase other costs

This is what we are doing:

Engagement with employers in the City on the Real Living Wage has been paused due to the Covid-19 outbreak and will pick up again at the appropriate time as the economy enters the restart and recovery phase. With obvious challenges facing our economy in the future, and the results showing that almost a fifth of respondents had experienced a time during the last 12 months when their wages did not cover their weekly/monthly outgoings, the fair work agenda will need to remain at the forefront of our discussions as lockdown restrictions are eased and the wider economy reopens. As such it is extremely positive there is a high awareness of the Real Living Wage project.

PROSPEROUS PLACE –

Your neighbourhood



In this section of the questionnaire, participants were asked a series of questions and asked to answer them with their local neighbourhood in mind. Everyone will have their own idea about what a local neighbourhood is, but it is usually regarded as anything within a 15-minute walk from your home. For each of the 14 questions, participants were asked to rate their neighbourhood on a scale from 1 to 7, where 1 = lots of room for improvement and 7 = very little room for improvement. The average (mean) scores for each question were then calculated.

Overall, green space (can you regularly experience good quality natural space?) and feeling safe (do you feel safe in your neighbourhood?) were the highest scoring areas with average scores of 5.0 and 4.9 respectively. The lowest scoring areas were work and economy (is there an active local economy and the opportunity to access good quality jobs?), influence and sense of control (do you feel able to participate in decisions and help change things for the better?) and housing and community (does housing support the needs of the community and contribute to a positive environment?) which all had a mean score of less than 3.5.

Figure 10 Your neighbourhood



Bases= mixed

PROSPEROUS PLACE –

Climate change



Climate change is an issue that will affect many aspects of our planet. Panellists were presented with a range of actions that could help reduce the severity of climate change and asked if this is something they currently do, something they are prepared to do or something they are not prepared to do. They were also given a not applicable option. A sample of the responses is included below with details available in the full report.

The actions most commonly reported by respondents as something they currently do were installing energy saving light bulbs (89.9%) and recycling all remaining materials where possible (89.7%). The most common actions that respondents reported being prepared to do were buy more locally grown and produced food (48.5%) and buy/use electric/hybrid vehicles (46.7%).

Table 2: What do you currently do, are prepared to do or are not prepared to do:

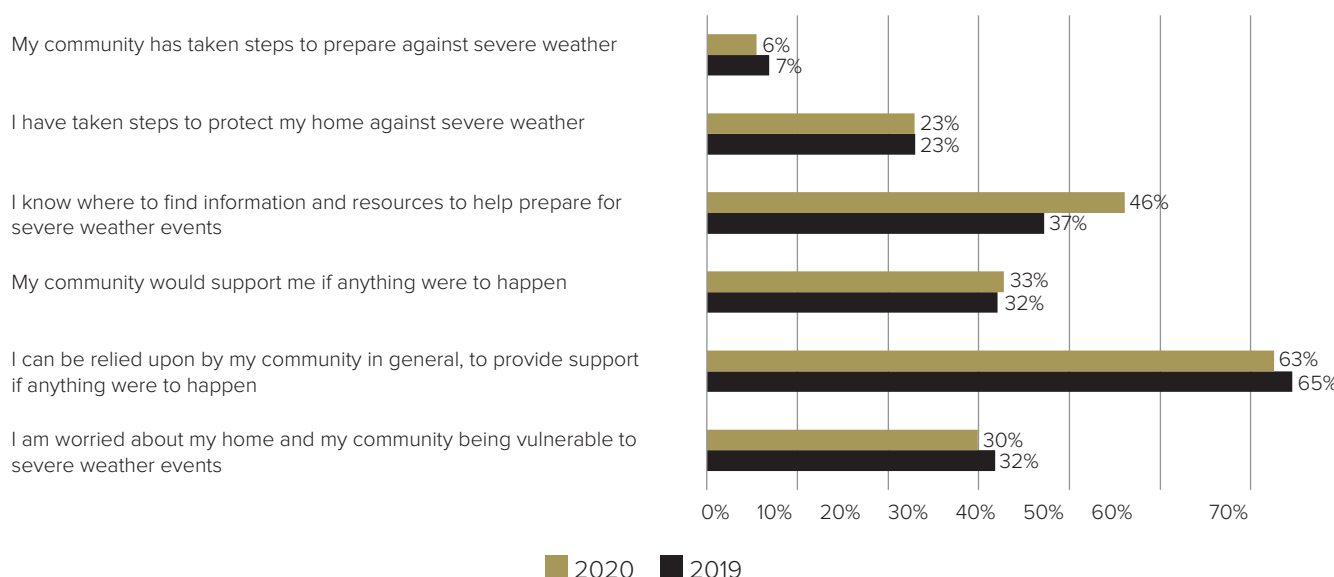
	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Buy more locally grown and produced food	47.3%	48.5%	2.4%	1.7%	581
Grow your own fruits, vegetables, herbs and flowers	20.6%	25.9%	26.6%	26.9%	579
Eat less meat and /or dairy products	39.0%	24.2%	35.1%	1.7%	582
Install energy saving light bulbs	89.9%	6.2%	3.6%	0.3%	582
Install renewable energy technologies	6.2%	36.4%	33.2%	24.3%	569
Install a smart meter	39.4%	26.7%	29.3%	4.7%	574
Install water efficient devices in your home	40.2%	35.5%	15.2%	9.1%	572
Use less water in the garden	49.2%	19.6%	4.5%	26.7%	577
Buy fewer things	67.6%	23.3%	6.5%	2.6%	571
Buy products with less packaging	63.3%	33.6%	1.7%	1.4%	580
Sell/ donate unwanted items for re-use	85.5%	11.9%	0.9%	1.7%	579
Recycle all remaining materials, where possible	89.7%	9.0%	0.7%	0.5%	575
Walk more	53.0%	31.3%	8.5%	7.2%	568
Cycle more	8.9%	17.4%	31.8%	42.0%	529
Use public transport	49.2%	31.0%	15.3%	4.4%	567
Join/use the city's car club	3.2%	10.9%	47.9%	38.0%	534
Buy/use electric/ hybrid vehicles	4.7%	46.7%	24.3%	24.3%	552
Fly less often or less far	24.2%	22.4%	27.6%	25.8%	558

Extreme weather can have a devastating effect on our homes, businesses and institutions. 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.

These questions were also asked in City Voice 43 (2019). The chart below shows the proportion of respondents who agreed (either strongly agree or agree) with the statements for both City Voice 43 and 44. On the whole, the proportions within each of the categories are broadly similar, with the main difference being in the proportion of respondents who agreed that they know where to find information and resources which has increased from 37% in City Voice 43 to 46% in City Voice 44.

Figure 11

Your and your community's readiness in the event of a major weather event – percentage who agreed with the statement (comparison of CV43 and CV44)



Bases = mixed

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:

- General maintenance on house/roof
- Clear gutters
- Arrange for grit bags for icy/snowy weather
- Improved garden drainage (planted trees/avoided tarmac)

Steps my community has taken:

- Not aware of any
- Sand and salt bags made available
- The local Community Council has developed a Resilience Plan and local volunteers have been recruited to help manage emergencies should they arise

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.

Our group is testing new ways to make it easier and safer to walk and cycle in Aberdeen City, aiming to reduce reliance on car use and emissions. We are also testing ways to get greater community involvement in managing the effects of severe weather, particularly flooding. The data collected through City Voice provide us with an overall impression of choice and behaviour, and importantly help us to see if these are changing over time.

PROSPEROUS PLACE –

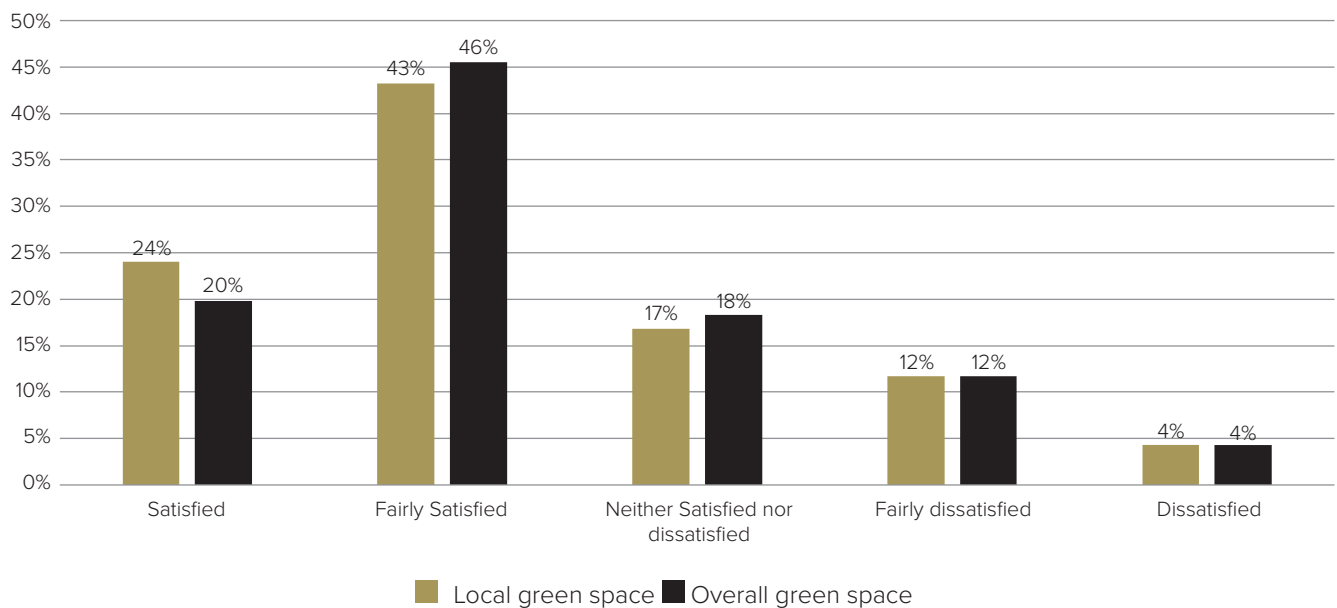
Green Space



This section of the questionnaire asked participants about their satisfaction with the quality of both their local green/open space and overall green/open spaces in the City. In both cases, most respondents reported being satisfied (satisfied or fairly satisfied) with the quality of green/open space (67% and 66% respectively).

Figure 12

How satisfied or dissatisfied are you with the quality of green/open space in Aberdeen City?



Bases = Local green space = 583; Overall green space = 580

Participants were then asked about the most important factors to them when thinking about green/open space. They were given a list of 8 options and asked to choose their top 3 from the list. They could also provide their own suggestions. The three most commonly chosen options were: looks nice and is well maintained (70.7%), safe from crime and anti-social behaviour (61.1%), and good place for children to play (48.3%). Other suggestions included:

- Good for wildlife/promotes biodiversity
- Provision of bins which are emptied regularly/enclosed to avoid seagulls getting access
- Not have large numbers of dogs off leads (e.g. dog-walkers with 6 or 7 dogs)
- Should support adult exercise (e.g. exercise trails, fixed equipment)

PROSPEROUS PLACE –

Winter maintenance policy



The Council's Winter Maintenance Policy for its Adopted Road Network is intended to reduce as far as practicable the effects of adverse weather conditions on the movement of people and goods. Most respondents (54.5%) thought that the council was currently making adequate provision regarding winter maintenance and two thirds (66.5%) were either against or very much against a move to reduce the level of preparedness.

Participants were then asked how satisfied they were with their experience of recent performance in a range of areas. The areas with highest levels of satisfaction (either very satisfied or fairly satisfied) were the gritting of bus routes and other main roads (58.3%) and the snow ploughing of bus routes and other main roads (44.6%). Lowest levels of satisfaction were for gritting and snow ploughing of cycle paths (6.7% and 3.9% respectively) and gritting and snow ploughing of local and residential footpaths (14.2% and 11% respectively).

Participants were also asked about their satisfaction about grit bins, 1 Ton salt bags and large community salt bins. The most common response for all three services was does not apply/don't know with 55.1% giving this response for grit bins, 82.5% giving this response for 1 Ton salt bags and 80.5% giving this response for large community salt bins. Most respondents reported that they had not used any of these services, although a higher proportion had used grit bins (45.8%) than had used 1 ton salt bags (8.4%) or large community salt bins (7.8%).

This is what we are doing:

The public's generally positive response to the council's roads winter maintenance operations is pleasing however we do need to take into account the views of the citizens regarding possible changes to the treatment plans.

While the majority of the public are content with the current level of service it is useful to know that any reductions from the current level of service would not be welcomed by a large majority of the citizens panelled. With almost 85% of those who responded having a neutral or positive view of the Roads Winter Service Plan 2019/20 this shows an improvement in comparison with the last time citizens were polled. The Roads Winter Service Plan is to a large extent a technical document compiled from national guidance to help council officers make treatment and operational decisions. There may be a need to provide a less technically detailed version for the public.

As in previous years the level of satisfaction with the various components of the service closely reflects the priority given to each component within the Roads Winter Service Plan. The satisfaction with the higher priority treatment on bus routes and main roads is much higher than the satisfaction with the lower priority treatment of residential footways. While this is understandable, the prioritisation of the treatments is necessary as the resources required to treat all affected areas simultaneously would be prohibitive in financial and environmental terms. For these reasons winter treatments are prioritised in a similar way by all roads authorities of significant size throughout the country.

With close to 1,000 standard grit bins across the city most residents have ready access to them. The large community bins and 1 ton salt bags have been deployed more recently to help fill gaps in the treatment regime and encourage self-help by individuals and community groups.

During the last year the service has used route optimisation technology to improve our routes and gain efficiency improvements. Treatment tracking was added to the council's website to allow the public to view which areas have been treated in the last few hours. In future the Roads Service intends to further improve our treatments routes with consideration being given to the adoption of new technology such as automated gritting and continuing trials with new materials such as enhanced brine. The location of our weather monitoring stations across the local network is being reviewed and expanded to give officers better live and forecast information to help make better treatment and operational decisions.

Future Questionnaires

This newsletter, together with the detailed report of the 44th questionnaire, is available to view on the Community Planning website www.communityplanningaberdeen.org.uk/cityvoice. Alternatively, paper 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:

City Voice Co-ordinator

Email: cityvoice@aberdeencity.gov.uk



Community Planning
in Aberdeen

