



voice

Aberdeen's Citizens' Panel

Issue 45 / March 2022

voice

Welcome to the 45th citizens' panel newsletter. This newsletter gives you a summary of the results of the 45th questionnaire which you received in August. 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: access to food, your heating, your income and employment, attitudes to online learning, community safety, hate crime legislation, young people, mental wellbeing, travel and transport, parking, your neighbourhood, and green space.

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 mid-2022. 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 45 / March 2022

- **PROSPEROUS ECONOMY** - Access to food
- **PROSPEROUS ECONOMY** - Your heating
- **PROSPEROUS ECONOMY** - Your income and employment
- **PROSPEROUS ECONOMY** - Attitudes to online learning
- **PROSPEROUS PEOPLE** - Community safety
- **PROSPEROUS PEOPLE** - Hate crime legislation
- **PROSPEROUS PEOPLE** - Young people
- **PROSPEROUS PEOPLE** - Mental Wellbeing
- **PROSPEROUS PLACE** - Travel and transport
- **PROSPEROUS PLACE** - Your neighbourhood
- **PROSPEROUS PLACE** - Green space



NEWS

We currently have over 1,300 people on our panel. Most (65.4%) 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

45th Questionnaire - Response rate

A total of 1,347 questionnaires were sent out to panellists and we received 414 completed questionnaires – equivalent to a response rate of 30.7%. This is slightly higher than the response rate achieved in the 44th City Voice questionnaire (28.5%) but continues the comparatively low rate seen in recent surveys. However, in addition to questionnaires received from panellists, the survey was also open to other Aberdeen City residents. An additional 135 questionnaires were received, giving a total of 549 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 ECONOMY –

Access to food

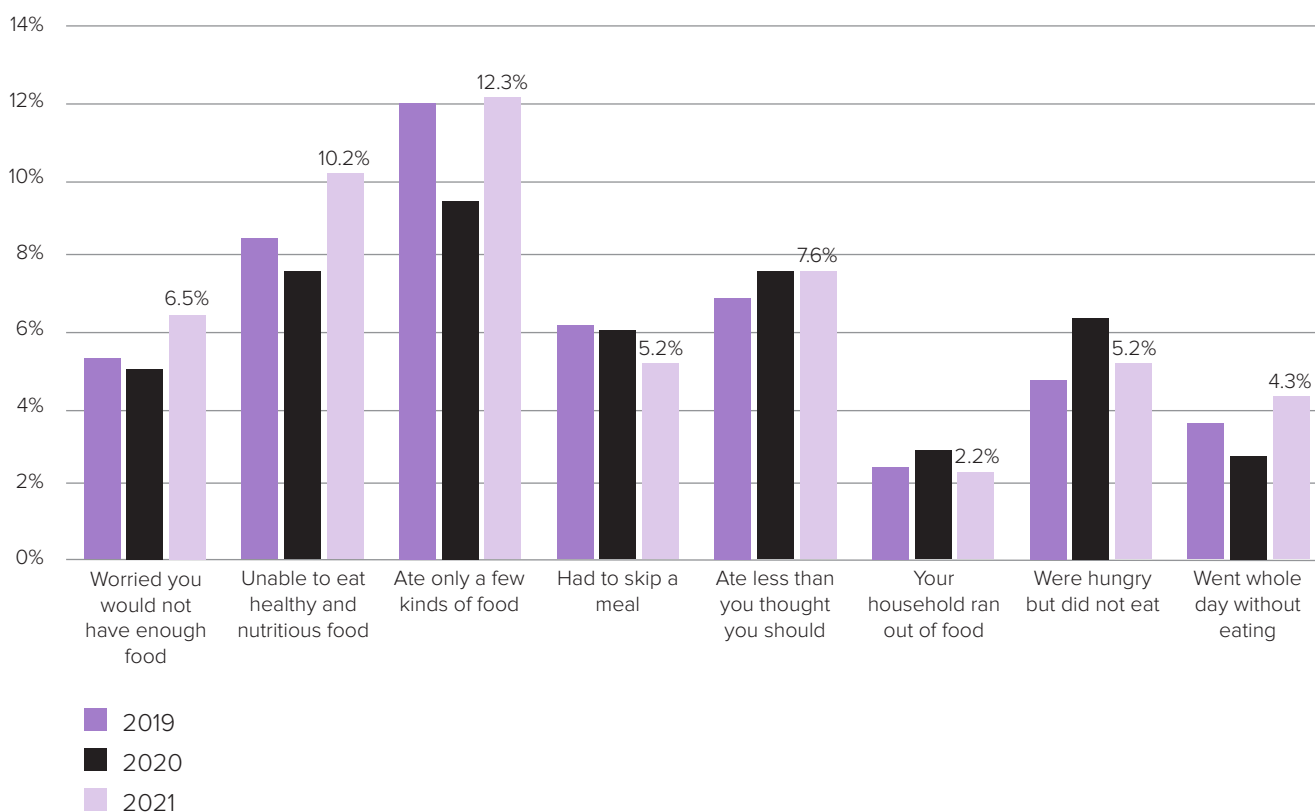


In this section of the questionnaire, panellists were asked a series of questions about their ability to access healthy or nutritious food during the last 12 months. While most respondents did not report concerns around their ability to access healthy or nutritious food due to money or lack of other resources, 12.3% of respondents reported they ate only a few kinds of food, 10.2% that they were unable to eat healthy and nutritious food, 7.6% that they ate less than they thought they should and 6.5% that they were worried they would not have enough food to eat due to money or lack of other resources.

These questions were also asked in City Voice 43 (2019) and City Voice 44 (2020). The chart below shows the percentage of respondents who answered 'yes' to each question. Since 2020, the proportion of respondents who reported they were worried they would not have enough food to eat, were unable to eat healthy and nutritious food, ate only a few kinds of food and went a whole day without eating has increased.

Figure 1

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



Bases= mixed

PROSPEROUS ECONOMY –

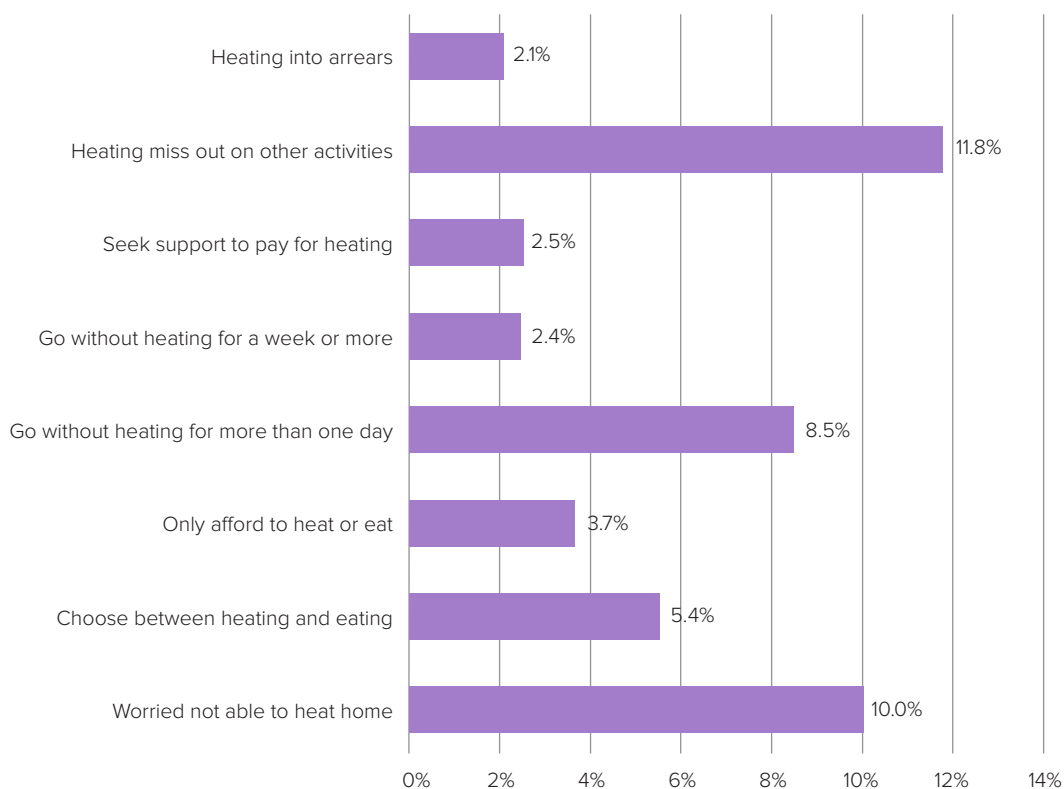
Your heating



Some individuals are unable to heat their homes for a number of different reasons. This set of questions were intended to give more information about heating and the choices people make. While most respondents did not report concerns about their ability to heat their homes, 11.8% said that paying for heating meant them missing out on other activities, 10% were worried that they would not be able to heat their homes and 8.5% went without heating for more than one day.

Figure 2

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



Bases: worried not able to heat home = 539; choose between heating and eating = 534; only afford to heat or eat = 535; go without heating for more than one day = 532; go without heating for week or more = 531; seek support to pay for heating = 530; miss out on other activities = 535 and paying for heating gone into arrears = 530.

PROSPEROUS ECONOMY –

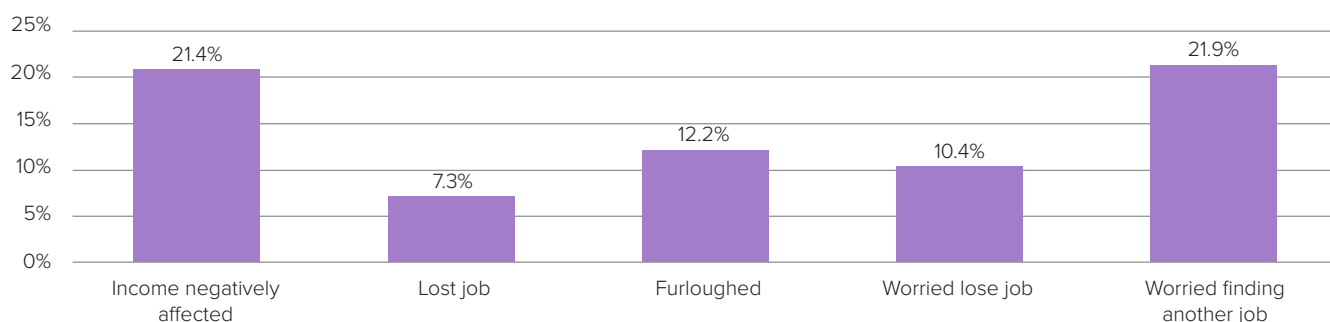
Your income and employment



Some people have been negatively affected financially by the COVID-19 pandemic. The next set of questions asked about the impact of COVID-19 on income and employment. Excluding those for whom the question was not applicable, over a fifth (21.9%) of respondents reported they were worried about finding another job, 21.4% reported that their income had been negatively affected by the pandemic, 12.2% reported that they had been furloughed, 10.4% that they were worried they would lose their job due to the pandemic and 7.3% that they had lost their job due to the pandemic.

Figure 3

How has your income or employment been affected by COVID-19?



Bases: Income negatively affected = 482; lost job = 371; furloughed = 369; worried lose job = 346; worried about finding another job = 342

This is what we are doing

By answering these questions, you have helped us to understand how secure you feel at this time in terms of access to food, heating and income.

The impact of the pandemic has been, and will continue to be, felt unequally by people and communities across Aberdeen. This is likely to contribute to greater levels of poverty, inequality and associated vulnerabilities. Throughout the pandemic, we have seen a significant increase in the requirement for support with food provision with many of those requests for emergency food provision coming from people who had never used a food bank previously.

This is why Community Planning Aberdeen has placed an increased focus on poverty in the Local Outcome Improvement through new Stretch Outcome 1 'No one will suffer due to poverty by 2026'. We seek to mitigate the causes of immediate and acute poverty through projects which will ensure all people across the City have access to food, fuel, shelter and finance.

To support delivery of the stretch outcome, a new Anti-Poverty Outcome Improvement Group has been established to oversee a wide range of projects.

Our plans will focus on continuing to promote community pantries, improve energy efficiency ratings of households experiencing fuel poverty, increasing uptake of unclaimed benefits, supporting people into employment and ensuring support is there for the most vulnerable people, families and groups.

PROSPEROUS ECONOMY –

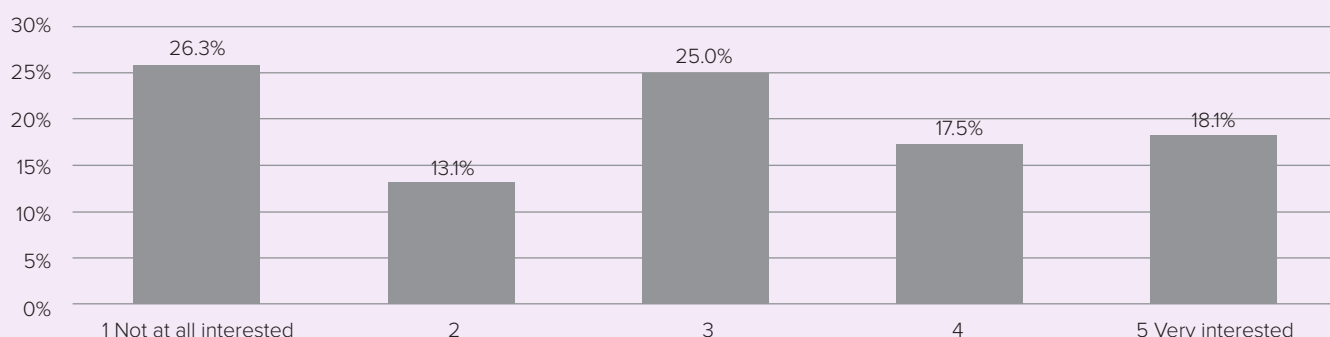
Attitudes to online learning



The University of Aberdeen is one of several local Further and Higher Education providers that offer a range of learning opportunities online. The next set of questions were asked to help the University inform how they develop, deliver, and promote online learning. Firstly participants were asked if they had ever taken an online course. Less than half (45.2%) of respondents reported that they had taken an online course (base = 544).

Participants were then asked to rate their interest in online learning on a scale from 1 (not at all interested) to 5 (very interested). 39.4 % of respondents rated their interest as 1 or 2 suggesting they were not interested in online learning while 35.6% gave a rating of 4 or 5 suggested that they were interested in online learning. A quarter of respondents (25%) gave a rating of 3 suggesting a neutral response to online learning.

Figure 4 Please rate your interest in online learning

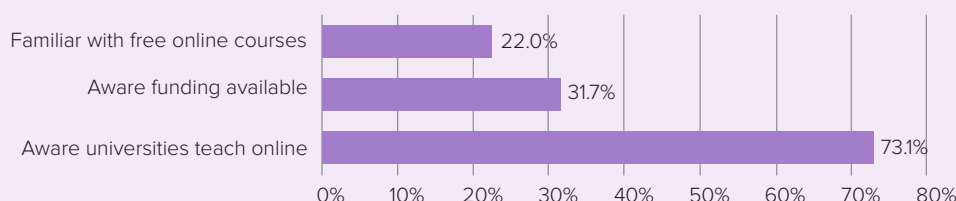


Base = 536

When asked if they knew where to find information about online learning, most respondents (54.7%) said that they did know where to find information. Participants were then asked to rate how confident they felt using online or web-based platforms to learn. The rating scale was from 1 (not at all confident) to 5 (very confident). Most respondents (54.7%) gave a rating of 4 or 5 on the scale suggesting they were confident about using online platforms to learn. Almost a quarter (23.9%) gave a rating of 1 or 2 suggesting they were not confident about learning online.

The next set of questions related to awareness of online courses. While most respondents (73.1%) reported being aware that universities teach courses online, less than a third (31.7%) were aware that they offered funding for people who want to learn online and only 22% were familiar with the free online courses or Massive Open Online Courses (MOOCs).

Figure 5 Awareness of online courses



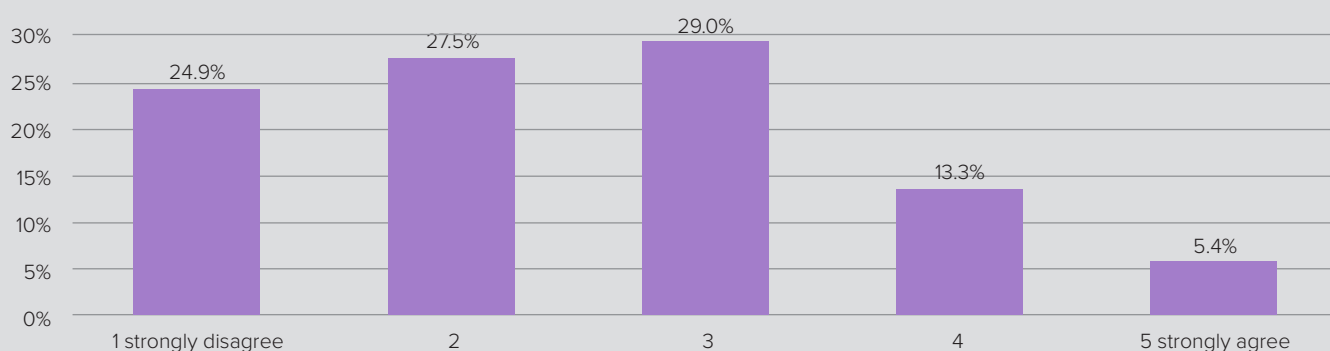
Bases: Aware universities teach courses online = 540; aware funding available = 539; familiar MOOCs = 541

Participants were then asked to rate how important it was to them that the provider of an online course is local (e.g. University of Aberdeen or Robert Gordon University). Of those for whom this question was applicable, 40% gave a rating of 1 or 2 suggesting that they did not feel it was important, 38.2% gave a rating of 4 or 5 suggesting that they did feel it was important that and 21.8% gave a rating of 3 suggesting a more neutral view.

The next question asked participants if they agreed that online learning is as good as face-to-face learning. Of those for whom the question was applicable, over half (52.4%) gave a rating of 1 or 2 suggesting that they do not think online learning is as good as face-to-face learning. 18.9% of respondents gave a rating of 4 or 5 suggesting that they do think online is as good as face-to-face and 29% gave a neutral response.

Figure 6

Do you agree that online is as good as face-to-face learning?



Base = 466

Participants were then asked why they would consider doing an online course and were given a list of options to choose. The most common options chosen were to study an interest or a passion (51.5%) and to learn a new skill (45.5%) with 20.6% of respondents saying they would consider doing an online course to help progress their career and 14.9% to help change their career. Over a quarter (27.1%) of respondents said they would not consider doing an online course.

The next two questions related to employment. When asked if they would tell their employer that they were taking an online course, most respondents (70.6%) for whom this question was applicable said that they would tell their employer (base = 214). The next question asked if participants would consider asking their employer to support (financial or other) their online learning. Of those for whom this question was applicable, 48.6% said that they would not consider asking for support, 40.9% said they would consider asking for support, and 10.6% said that they would like information on how to ask their employer. (Base = 208).

Participants were then asked how long their ideal online, part-time course length would be. Time options of 1 week, 2 weeks, 4 weeks, 6 weeks, 10-12 weeks were given along with a 'don't know' option and a 'not applicable' option. Of those for whom this question was applicable, the most common response was don't know with 43% of respondents choosing this option, with the next most common option being 10-12 weeks (26%).

The next question asked participants how much they would expect to pay for an online course. Most respondents (83%) reported that they would expect to pay less than for a face-to-face course, with 16.2% saying they would expect to pay the same and only 0.8% saying they would expect to pay more for an online course than a face-to-face course.

The last question asked participants to specify the reason they would want to learn online. The most common reason chosen was to learn new skills (88.3%) followed by to seek a recognised qualification (37.3%). (Base = 343)

Participants were given an opportunity to share any other views they had about online learning. A total of 96 comments were received. A brief sample is given below:

- Different people have different learning styles – online learning may suit some and not others
- Depends on the subject – some more suited to online and others not
- Would be useful to have a single platform where all training available in Aberdeen or online was available in a single place
- Online learning may be difficult for those who do not have the computing skills/knowledge – particularly if no support is available
- A mix of on-line and face-to-face would be beneficial (interaction with others/discussions/support/feedback/networking etc)

This is what we are doing:

The University of Aberdeen welcomed the opportunity to gain valuable insight into Aberdeen City residents' attitudes towards online learning in 2021. The University is always looking to improve the breadth, depth and quality of its online provision to meet the demand of the local population as well as a global audience.

As an institution with over 20 years' experience in online and distance learning, we were heartened to see a high percentage of respondents had either taken an online course or were interested in doing so. However, a quarter of participants had a neutral response to online learning, which represents a significant opportunity for online providers. It would behoove us (and other providers) to communicate the benefits of online learning to this audience.

Looking at the responses regarding where to find information about online learning, the availability of funding for online courses, and familiarity with MOOCs, there is an onus on the University to communicate its offerings and related funding support more widely, noting the age profile of the response sample is older than our traditional marketing audience.

Two questions elicited quite definitive responses from the survey respondents, with over half indicating that online learning is not as good as face-to-face learning and 83% expecting to pay less for an online course than a face-to-face course. This would indicate that the University and other online education providers have a significant gap to close in communicating the value, academic rigour, recent innovations in, and benefits of online learning, particularly to the 65+ age group.

The University acknowledges that in both the quantitative and qualitative data there is reference to the power of networking with others during face-to-face learning and the risk of isolation and loneliness when studying online. Though the University has some measures in place to encourage communities for online students, we must do better to offer synchronous opportunities for online students who wish to have them and to build in social learning to our academic teaching.

The comments received indicate that there are technology barriers to online learning, with some respondents expressing nervousness about IT problems and perceived lack of support, or lack of required hardware and WiFi. The University offers IT support to its online students and can signpost to services for those who need financial support to purchase laptops etc. We can do better in communicating these wrap-around support services so that students feel they are capable of online learning and do not feel excluded.

There were a few comments that mentioned the power of online learning for older generations, as a means "to encourage mental activity to combat dementia, depression and also provide a conduit to social interaction and enhanced social welfare." The University will reflect on its provision to meet the demands of this audience.

PROSPEROUS PEOPLE –

Community Safety



This section related to community safety and Police response, particularly in light of changes in past year as a result of COVID-19.

The first question asked participants how safe they felt in their local area (options of very safe, fairly safe, not safe and not sure). The responses indicated that most respondent felt safe in their local area with 42.8% reporting they felt very safe and 52.5% reporting they felt fairly safe. However, 4.8% of respondents reported that they did not feel safe. (Base = 547)

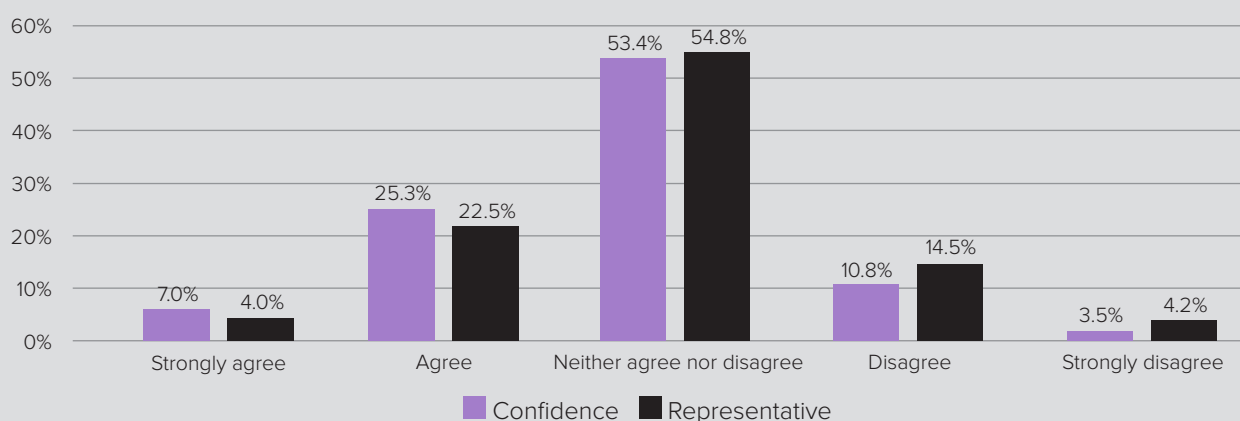
When asked to what extent their concern about crime in their local area had changed since COVID-19, most

respondents (65.8%) reported that it had remained the same. 17.2% reported that their concern had increased (a little or a lot) and 9.1% reported that it has decreased (a little or a lot). The remaining respondents (7.9%) said they were not sure.

Participants were then asked to rate their agreement with the statements “I have confidence in the police response to COVID-19 in my area” and “Police Scotland is representative of the communities it serves”. The most common response to both of these statements was “neither agree nor disagree” with over half of respondents choosing this option for both.

Figure 7

Confidence in Police response and Police Scotland are representative of communities



Bases: Confidence in Police response to COVID-19 = 545, Police are representative of the communities they serve = 546

Participants were then asked what their preferred way of contacting the police to report a crime would be. From the options given, by far the most preferred method of contacting the police to report a crime was phone call with 90.2% of respondents choosing this option. The next most popular choices were face-to-face with a police officer (37.7%) and at a local police station (33.7%). The least popular option was social media at 3.6%

The final questions in this section related to the effectiveness of different methods of communication (local newspaper, Police Scotland website and social media) for providing information and advice to the public. Local newspaper was the most commonly rated as effective (34.3%), however a higher proportion of respondents (38.3%) rated this method as not effective. Social media was rated as effective by 31.7% of respondents, however a similar proportion (31.1%) rated it as not effective. The Police Scotland website was only rated as effective by 12.5% of respondents and not effective by 42%. When

asked how effective Police Scotland were at using these methods of communication, the most common response for all three methods was “don’t know” with 50.1% choosing this option for local newspaper, 60.6% for Police Scotland website and 53.6% for social media.

Participants were then given an opportunity to indicate how they felt Police Scotland could improve their communications with local communities. 193 comments were received. A brief sample of is given below:

- More police presence on the streets/in communities
- Email updates/leaflets through doors/mobile phone app/local noticeboards
- More use of local TV/radio/social media
- Local ‘drop in’ surgery
- Bring back local police stations/call centres (rather than Police Scotland)
- Work more closely with local community groups

PROSPEROUS PEOPLE –

Hate crime legislation

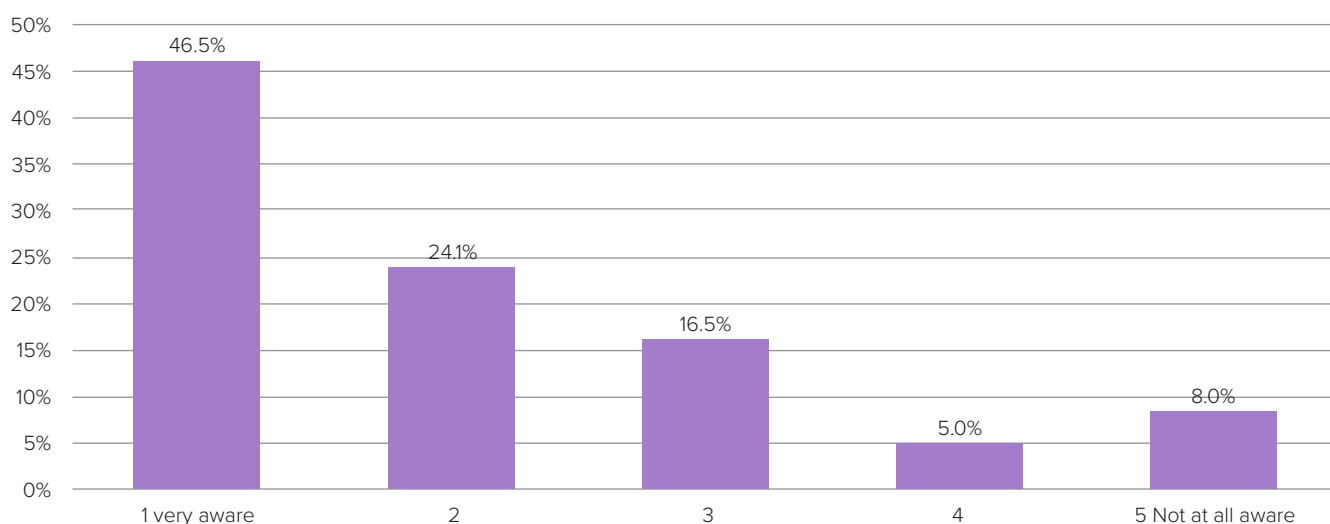


Certain characteristics are protected under Hate Crime legislation. Hate crime is defined as any crime which is perceived by the victim or any other person as being motivated (wholly or partly) by malice or ill will towards a social group. There are five groups or protected characteristics covered by the hate crime legislation. These are: disability, race, religion, sexual orientation, and transgender identity.

The first question asked participants how aware they were that these characteristics are protected on a scale from 1 (very aware) to 5 (not at all aware). Most respondents (70.6%) reported that they were aware (rated 1 or 2 on the scale) that these characteristics are protected.

Figure 8

How aware are you that these characteristics are protected?



Base = 540

Participants were then asked if they felt less safe as a result of their disability, race, religion, sexual orientation, or transgender identity. While most respondents (81.7%) reported that they did not feel less safe, almost a fifth (18.3%) reported that they did feel less safe. (Base = 504).

The final question in this section asked participants how they felt that those with protected characteristics could be better supported. A text box was given so that participants could provide comment. A total of 167 comments were received. A brief sample of comments is given below:

- Education and tolerance /celebrate diversity
- Increase awareness of resources available for information and support
- More local activities and events which bring everyone together
- More encouragement for reporting hate crime and stronger action/ deterrents against those committing it
- Everyone should feel safe – not just those with protected characteristics

PROSPEROUS PEOPLE –

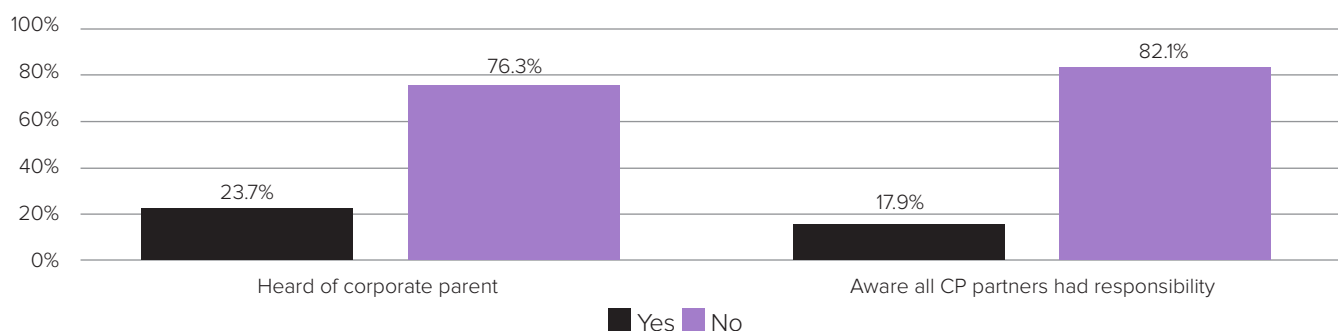
Young People



This section had questions relating to ‘corporate parenting’. The Children and Young People (Scotland) Act 2014 defines corporate parenting as the “formal and local partnerships between all services responsible for working together to meet the needs of looked after children, young people and care leavers”.

When asked, less than a quarter (23.7%) of respondents reported that they had heard of the term ‘corporate parent’ and only 17.9% said they were aware that all community planning partners had this responsibility.

Figure 9 Corporate Parents



Bases: Heard of corporate parent = 539, Aware that all CP partners had responsibility = 541

Participants were asked how they thought corporate parents could better support care-experienced young people to ensure they have the same opportunities as any other young person. This was an open text question to which 165 comments were received. A brief sample of responses is given below:

- Greater co-ordination between agencies involved
- Improved/additional provision and support for 16+ years
- Offer physical activities – learn new skills/part of a team/meet people with common interests
- Counselling available when needed
- Employment schemes
- Mentors/befrienders/one-to-one support
- Listen to their experiences/ask them what they need

This is what we are doing:

Police Scotland is an organisation which has always policed with the consent of the public and believe it is vital we engage with everyone to get an understanding of what we are doing well and also the areas in which we could be better. We are constantly evolving as a society and we must keep clear links with the community so we can understand how we can communicate better. We found it interesting that members of the public are clearly open to a variety of means of contact with Police Scotland, and we will use this information to inform our Local Policing Teams. We have a dedicated officer who keeps the public updated via numerous social media platforms on a daily basis. Hate Crime remains a priority for Police Scotland and we continue to work with partners to educate all persons and take robust action against those who commit these offences. The questions surrounding Corporate Parenting were included to establish what awareness the public have of this important role and it has become apparent more work is required to provide better information to the public. Corporate Parenting is a responsibility of all statutory agencies and we all need to be working together to fulfil our obligations to young people.

PROSPEROUS PEOPLE –

Mental Wellbeing



This set of questions were about mental wellbeing and in particular about support for mental wellbeing.

The first question asked whether participants felt their mental wellbeing had changed since COVID-19 started. 43.8% of respondents reported that they felt their mental wellbeing had decreased (either a little or a lot) since COVID-19, with 41.8% reporting that it had remained the same and 11.4% saying that they felt their wellbeing had increased. (Base = 541).

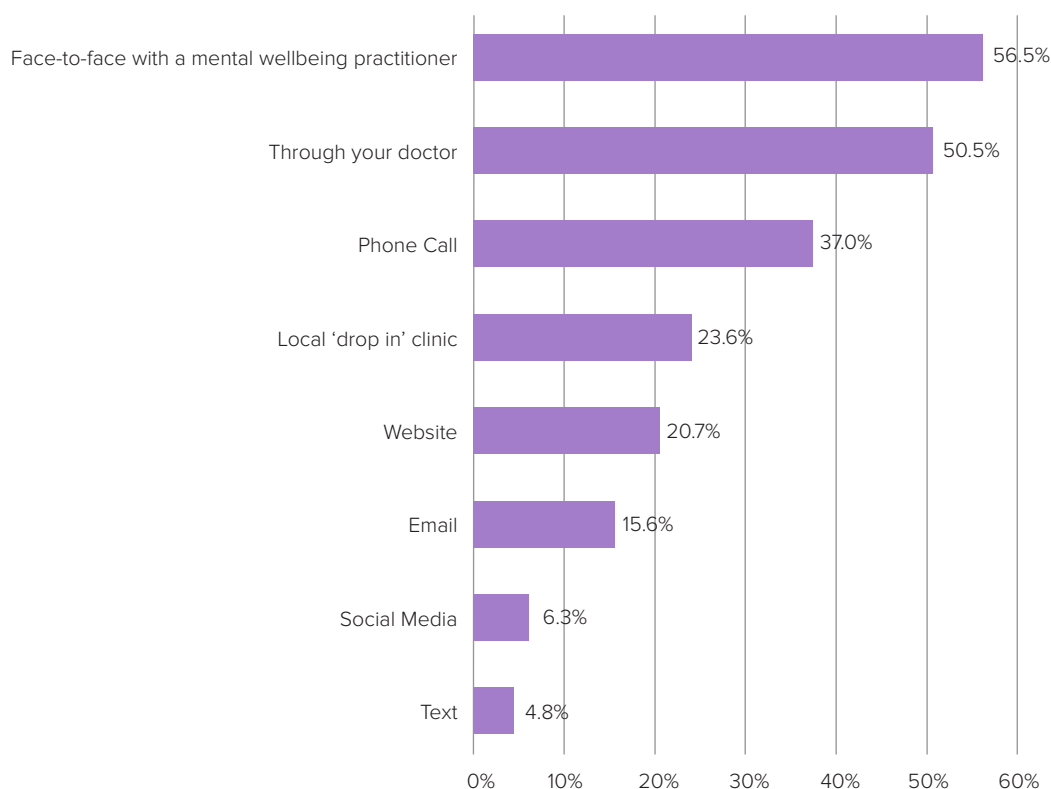
Participants were then asked how easy it was for them to access support for their mental wellbeing. Of those for

whom this question was applicable, the most common response was 'not sure' with 43% of respondents choosing this option. A further 26.6% reported that it was not easy for them to access support with 23.7% saying it was fairly easy and 6.6% that it was very easy to access support. (Base = 379).

When asked how they would prefer to access support for their mental wellbeing, the most preferred options were face-to-face with a mental wellbeing practitioner at 56.5%, through your doctor at 50.5% and phone call at 37%. The least preferred options were text (4.8%) and social media (6.3%).

Figure 10

How would you prefer to access support for your mental wellbeing?



Base = 461

Participants were then asked what support they had found helpful for their mental wellbeing. This was an open text question, and 208 comments were received. A brief sample of is given below:

- Green spaces/being outdoors
- Counselling
- Talking to friends and family (in person and via phone/text/zoom etc.)
- Exercise
- CBT
- Employer online resources
- Headspace app/Calm app/online websites

The last question in this section asked participants what support they thought could be improved to support their mental wellbeing. Again, this was an open text question. 167 comments were received. A brief sample is given below:

- More resources/staff (e.g. to reduce waiting lists)
- Drop-in centres
- More education (schools and parents) so that signs of poor mental wellbeing can be recognised early
- Access/easy referrals to specialists
- Access to GPs (difficulty getting appointments/referrals)
- More awareness of what support is currently available
- Employers being more pro-active regarding employee wellbeing
- Free websites for mindfulness/wellbeing

This is what we are doing:

Your input is invaluable in helping us understand how to ensure residents within Aberdeen City access the mental health and wellbeing supports that meet their needs.

It is clear from the responses provided that many of you value contact with another person, especially when it comes to accessing support and getting help to improve your mental wellbeing.

We are using the information provided by you to continue to develop community based, accessible mental wellbeing services and our aim is to deliver support in the North, South and Central Aberdeen City localities. This means that support and services will be tailored to the needs of the residents within each of the local communities.

PROSPEROUS PLACE –

Transport and Travel



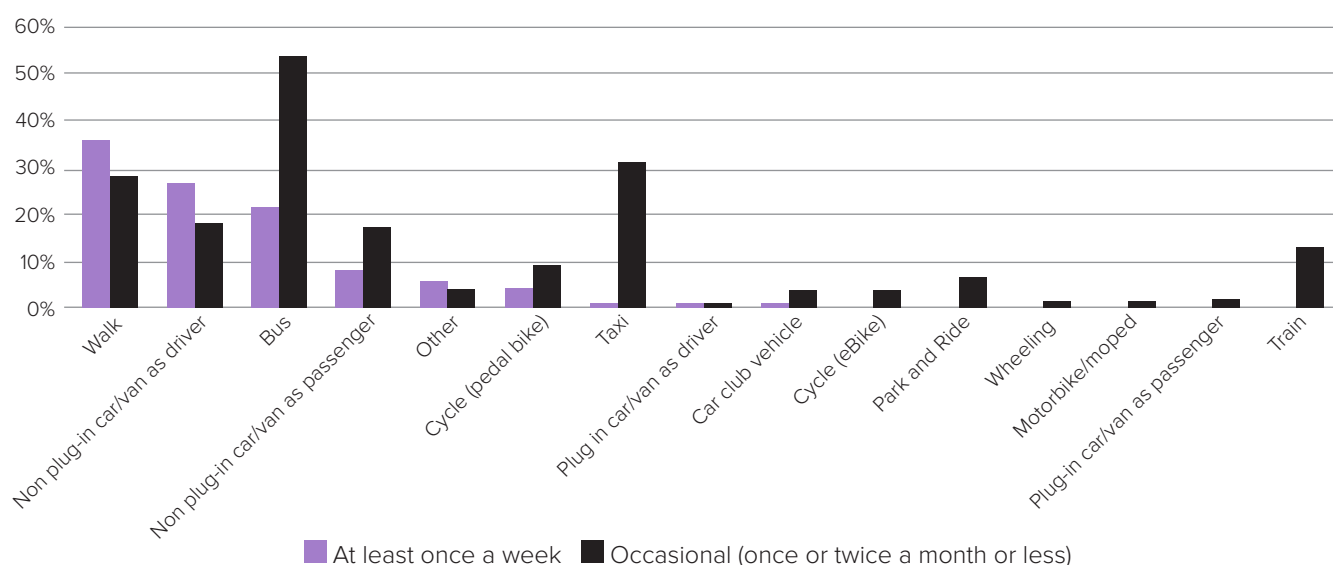
This section looks at respondents' experience of and views about different modes of travel in the city. Responses to a sample of the questions are provided below, with further details available in the full report.

The first question in this section asked participants how often they travel into the city using various modes of transport (walk, cycle pedal bike, cycle e-bike, wheeling, bus, park & ride, train, taxi, motorbike/moped, car club vehicle, non-plug-in car/van as driver, plug-in car/van as driver, non-plug-in car as passenger, plug-in car/van as passenger and 'other').

Frequency of use varied for different modes of travel. For example, walking was the most common frequent mode of travel into the city with 35.9% of respondents who answered this question reporting that they walked into the city at least once a week (i.e. every day, several times a week or once a week). The next most common frequently used mode of travel into the city was non-plug-in car/van as driver with 27.1% using this mode at least once a week. All other modes of travel into the city were more commonly used on an occasional basis (i.e. once or twice a month or less). For example, while bus was also frequently used (21.7% at least once a week), more respondents (54.2%) used the bus on an occasional basis (i.e. once or twice a month or less than once a month). Similarly, only 1.8% of respondents reported using a taxi at least once a week, while 31.5% reported using it once or twice a month or less.

Figure 11

Use of different modes of travel into the city by frequency



Base = 461

While not a mode of travel, in light of the restrictions due to COVID-19, participants were also asked how often they work/study from home. 15.6% reported that they work/study from home every day, 10.6% that they work/study from home several times a week and 2.4% once a week.

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 62.3% of respondents saying they thought it was easy or very easy to get around the city by walking. Taxi and car were the next most common with 47.0% and 44.1% respectively reporting that they thought it easy or very easy to get around the city by these modes of transport. The modes of transport most commonly rated as difficult or very difficult were cycling (30.8%), wheeling (28.9%) and public transport (32.7%).

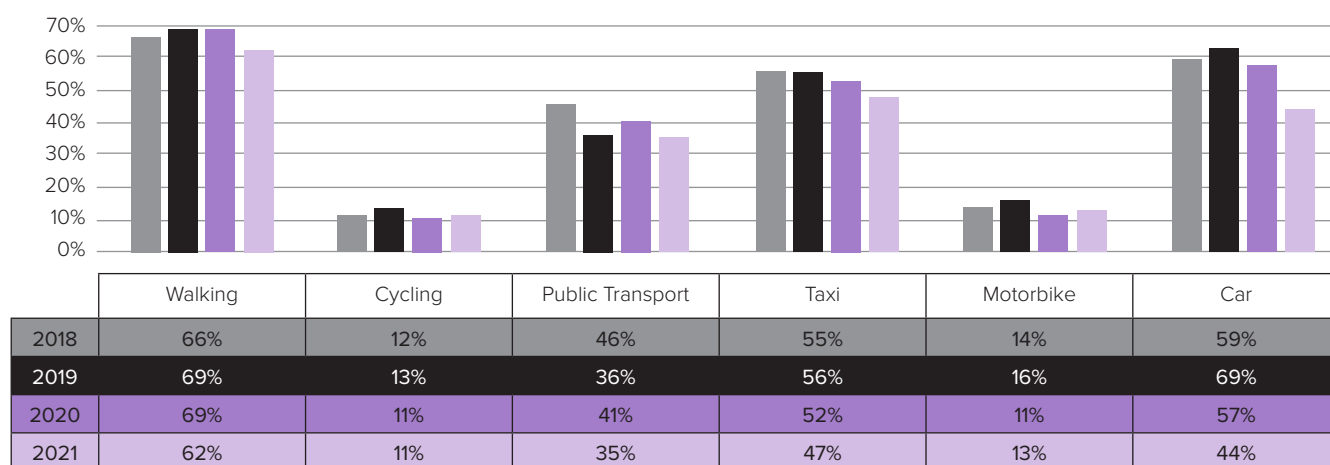
If respondents selected difficult or very difficult, they were invited to provide further information on why this was. 227 comments were received. A sample of comments is shown below.

- Road closures due to COVID restrictions/one way systems/road works make it difficult/confusing to navigate through the city by car
- Restrictions on Union Street make it difficult for disabled people to access the city (cars cannot stop to unload and bus stops mean using the wooden walkways which is difficult for wheelchair users).
- Parking limited and expensive
- The bus routes all head to city centre – have to change buses to get around the city
- Avoiding public transport due to COVID-19
- Buses expensive/poor service in evenings/difficult to use due to new restrictions
- Pavements are uneven for walking (particularly for those with mobility issues) or wheeling
- Too many cyclists on pavements – dangerous for pedestrians
- Not safe for cycling – lack of proper or continuous cycle lanes, heavy traffic, discourteous drivers, potholes

Comparison with previous City Voice questionnaires shows that walking is still the mode of travel most commonly reported as easy or very easy, although the proportion of respondents giving this rating has fallen from 69% in each to the two previous questionnaires to 62% in this questionnaire. The most notable change relates to car with the proportion rating this as easy or very easy decreasing from 57% in City Voice 44 to 44% in City Voice 45. The percentage of respondents rating public transport as easy or very easy has also dropped from 41% to 35%.

Figure 12

Percentage rating different modes of transport as easy or very easy



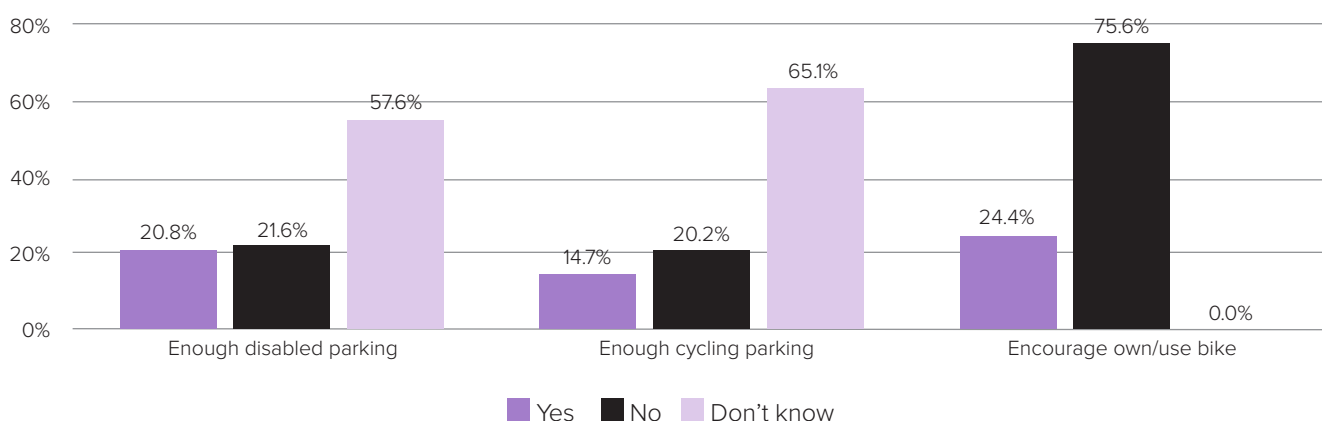
Bases = mixed

Panellists were also asked how their travel choices had been impacted since restrictions were brought in during March 2020 due to the COVID-19 pandemic – whether they used individual modes of travel ‘more frequently’, ‘the same’ or ‘less frequently’. The mode of travel most commonly reported as being done more frequently was walking with 46.4% of respondents reporting that they walked more frequently since restrictions were brought in. The next most common was work/study from home with 28.2% of respondents reporting that they worked/study from home more frequently. The bus was the mode of travel most commonly reported as being used less frequently (55.8% of respondents), followed by taxi (28.9%) and non-plug-in car/van (23.8%). Walking was also the mode of travel most commonly reported as being the same as before the pandemic at 34.1%.

The next questions related to air quality in the city centre. When asked, most respondents (83.6%) reported that they were aware that parts of the city centre regularly experience poor air quality and three quarters (75.5%) said that they were aware that Aberdeen City Council was considering a Low Emission Zone. A smaller proportion (61.2%) said they agreed that a Low Emission Zone was an appropriate response.

Finally, panellists were asked about parking. The most common place for parking when at home was in privately owned off-street car parking (71.3%). 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' (65.2%) followed by 'how much it costs' (45.9%). Panellists were also asked about disabled parking and cycle parking. Firstly participants were asked if they thought there were enough disabled parking spaces in the city centre. The most common response to this question was 'don't know' (57.6% of respondents) with 20.8% saying yes and 21.6% saying no. The same question was asked about cycle parking. Again the most common response was 'don't know' (65.1% of respondents) with 14.7% saying yes and 20.2% saying no. When asked if increased secure bike parking would encourage you to own and use a bike more often, almost a quarter (24.4%) of respondents said that it would.

Figure 13 Disabled parking and cycle parking



Bases: Disabled parking = 528, cycle parking = 524, encourage own/use bike = 504

This is what we are doing:

Thanks to everyone who took the time to answer the Place satisfaction, transport, parking and climate change questions in the City Voice. As many of these questions have been asked annually since 2017, your answers give us useful data on how people are using the transport network, what you think of it and how your movements may change in the future. All of this helps inform the City's transport plans, policies and projects, including the development of the next Local Transport Strategy for Aberdeen, which we are currently working on.

PROSPEROUS PLACE –

Your neighbourhood



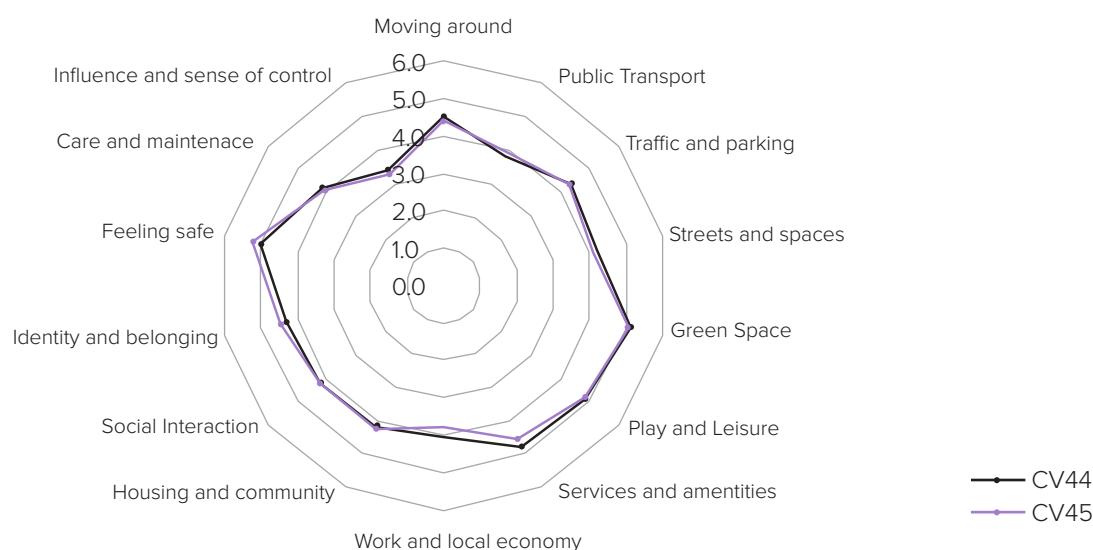
In this section of the questionnaire, participants were asked to rate their different aspects of their neighbourhood on a scale from 1 to 7, where 1 = lots of room for improvement and 7 = very little room for improvement. The average (mean) scores for each question were then calculated.

Overall, feeling safe and green space were the highest scoring areas with average scores of 5.2 and 5.1

respectively. The lowest scoring areas were influence and sense of control (mean score of 3.3), work and local economy (3.8) and public transport (3.9). The same questions were also asked in City Voice 44. On the whole the responses in City Voice 44 and 45 are similar (see Figure 14) with any changes being relatively small. The largest decreases in mean score were for work and local economy (from 4.1 to 3.8) and services and amenities (from 4.8 to 4.5).

Figure 14

Your neighbourhood – mean scores for City Voice 44 and 45



Bases = mixed

This is what we are doing:

By answering these questions you have helped us understand how you feel about the place where you live and your local community. We will share these results with our Locality Empowerment Groups which are community groups representing the views of people living in the North, South and Central localities of Aberdeen. These three localities cover every neighbourhood within the City.

We have worked with the North, South and Central Locality Empowerment Groups and Priority Neighbourhood Partnerships to develop Locality Plans which set out community ideas for improvement across a wide range of projects. Your feedback on these questions will ensure the Locality Plans reflect your views and the views of the wider community. To find out more about your Locality Plan and to get involved in shaping and taking it forward through your Locality Empowerment Group or Priority Neighbourhood Partnership, visit <https://communityplanningaberdeen.org.uk/localities/>

We note that one of the lowest scoring areas in this section of the questionnaire was influence and sense of control (mean score of 3.3). The Locality Empowerment Groups and Priority Neighbourhood Partnerships are one way we are testing to give people a greater say in what happens in their local community. Increasing awareness of the opportunity for any community member to get involved in these groups is an ongoing priority.

But we also understand the importance of being flexible in approach and connecting with people, organisations and groups in the community on their own terms. The Community Empowerment Group is a city wide group which aims to put people at the heart of Community Planning Aberdeen's decision making and is exploring different ways of engaging people to ensure their voices are heard. These results confirm that this is a priority for the Community Empowerment Group and Community Planning Aberdeen as a whole.

If you are a member of a community group and want to work with us to improve how we all work together, please join our new <https://communityplanningaberdeen.org.uk/community-empowerment-network>

PROSPEROUS PLACE –

Green space

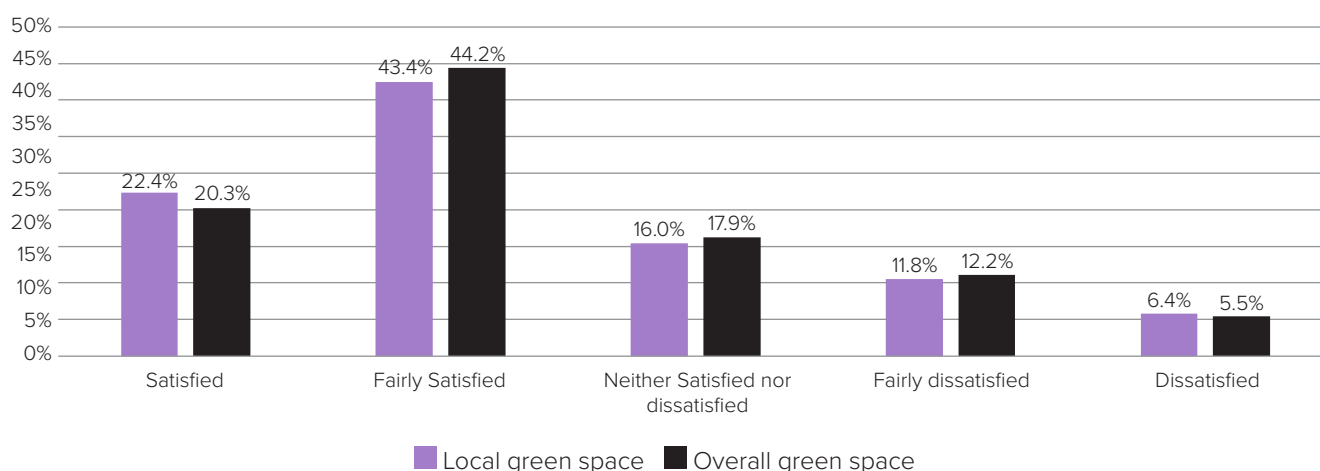


The final set of questions asked about satisfaction with green spaces in the City. Green space includes a wide variety of different environments from parks, playing fields, play areas, allotments and community gardens, woodland and more natural areas, canal paths and riversides.

Panelists were asked 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 or fairly satisfied with the quality of green/open space (65.8% and 64.5% respectively).

Figure 15

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



Bases: Local green space = 544; Overall green space = 543

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 (73%), safe from crime and anti-social behaviour (65%), and it is a pleasant place for meeting people and socialising (54.5%). Other suggestions included: Good for wildlife/nature and promotes biodiversity, More seating, Some grassy areas look unsightly/unkempt, Should support adult exercise (e.g. exercise trails, fixed equipment)

The responses to this question were broadly similar to responses in City Voice 43 and City Voice 44, both in terms of the order of importance placed and the percentage of respondents who choose these options as important. The most notable exception to this was that the proportion of respondents who identified pleasant place for meeting people and socialising as important increased substantially, from 39% in City Voice 44 to 54.5% in this City Voice.

This is what we are doing:

The public's feedback on our green space is very important as it tells us where we need to improve and also helps us shape programmes of work, policy and longer term strategies. It is good to see that most respondents reported being satisfied or fairly satisfied with the quality of Aberdeen's green/open space. We have faced significant challenges over the last 18 months but have continued to work hard to look after our parks, play areas, green spaces, woodland and open spaces.

It is good to see that the respondents consider our green spaces well maintained and safe. We are looking to manage more spaces for nature in the future. This will include more natural areas, tree planting, wildflower, and wetlands. We believe this will be welcomed by most users of these spaces but there will be further information and consultation involved as this work progresses.

Future Questionnaires

This newsletter, together with the detailed report of the 45th 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:

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Community Planning
in Aberdeen

