

Aberdeen Community Planning Partnership

# City Voice

## 46th Survey Report

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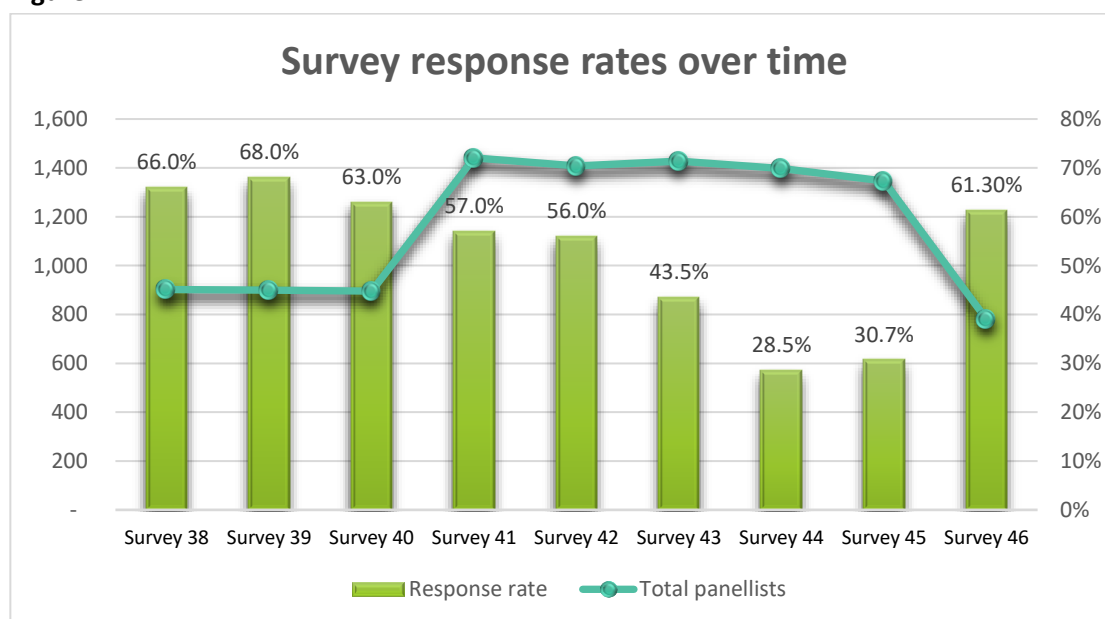
# 1. Introduction

## 1.1. Background

- 1.1.1. Aberdeen City Voice, Aberdeen's citizens' panel, is run by [Community Planning Aberdeen](#). Community Planning Aberdeen is a partnership of public, private and third sector organisations working together to improve outcomes for people and communities across the City.
- 1.1.2. Members of the panel are contacted on a regular basis, either via postal or email questionnaire survey, to ask for their views on a range of issues that affect the community. Community Planning Aberdeen have produced a [Local Outcome Improvement Plan](#) (LOIP) 2016-26 (refreshed July 2021) which sets out how public services in Aberdeen are working together to improve our City. The City Voice surveys focus on the three themes which run through the LOIP: Prosperous People, Prosperous Place, and Prosperous Economy. Findings from the surveys are used by Community Planning Partners to inform and shape service provision and policy and to measure performance.
- 1.1.3. At the start of 2022, a review of the City Voice was carried out. This identified a number of recommendations. A copy of the [full report](#) and the [summary report](#) can be found on the [City Voice](#) website. The first of the review recommendations was to undertake a refresh of the panel as low response rates to recent surveys indicated that a large proportion of people on the panel were no longer participating. The refresh involved contacting existing panel members to see whether they wished to remain on the panel, as well as a recruitment exercise to bring new members onto the panel. This exercise has now been completed and this is the first City Voice questionnaire that is going out to the refreshed panel.
- 1.1.4. Other recommendations from the review include moving from producing one long questionnaire each year, to several shorter (themed) questionnaires. This programme will start in earnest in 2023. However a number of the questions regularly included in previous questionnaires are used to measure success in delivering our LOIP. These are brought together in this survey to ensure we have a continuous run of data. The topics included in this survey are as follows:
  - **Prosperous economy**
    - Access to food
    - Your heating
    - Energy use and climate change
    - Digital skills
  - **Prosperous people**
    - Alcohol – responsible drinking
  - **Prosperous place**
    - Travel and transport
    - Your neighbourhood
    - Green space

- 1.1.1. The survey opened on 2<sup>nd</sup> December 2022 and closed on the 18<sup>th</sup> December 2022. At the time of the survey, there were a total of 797 people on the City Voice panel. Of the 781 panel members who received the questionnaire (i.e. excluding those which were undelivered), a total of **479** completed questionnaires were returned. This gives a **response rate of 61.3%**.
- 1.1.2. The response rate for City Voice 46 is considerably higher than the response rate achieved in recent surveys – effectively twice the rate achieved in Surveys 44 and 45 (see Figure 1.1). The reason for the improved response rate is almost certainly linked to the refresh of the panel. While the number of people on the panel has dropped (from 1,347 to 797), those currently on the panel have indicated their interest in being on the panel (either by confirming their desire to stay on the panel or by recently joining) and are therefore more likely to respond. Given the timing of the questionnaire (run up to Christmas) the improvement in response rate was particularly encouraging. Another factor which may have contributed to the improved response rate was that, in line with review recommendations, this questionnaire was also shorter than recent City Voice questionnaires.

**Figure 1.1**



- 1.1.3. Of the 479 completed questionnaires were received, 94 were paper questionnaires and 385 were online. The response rate for those receiving paper or online surveys was similar at 62.3% and 61.1% respectively.
- 1.1.4. A detailed profile of survey respondents is provided in Table 1.1 below, along with a profile of current panellists and the Aberdeen City population. This shows that while there was a relatively strong response across all parts of the city, the profile of survey respondents indicates that some parts of the wider Aberdeen City population are better represented than others. In particular younger panellists are under-represented compared to the wider population.

**Table 1.1: Profile of survey respondents and comparison with panel and Aberdeen City**

	CV46 Survey respondents (n=479)	City Voice Panel (n=797)	Aberdeen City population
	Number (Percentage)	Number (Percentage)	Percentage
<b>Gender</b>			
Male	230 (48.0%)	367 (46.0%)	49.8%
Female	248 (51.8%)	429 (53.8%)	50.2%
Missing	1 (0.2%)	1 (0.1%)	
<b>Age Group</b>			
16-34 years	19 (4.0%)	48 (6.0%)	30.1%
35-54 years	78 (16.3%)	169 (21.2%)	26.6%
55-64 years	117 (24.4%)	201 (25.2%)	11.7%
65-74 years	130 (27.1%)	186 (23.3%)	8.9%
75+ years	92 (19.2%)	118 (14.8%)	7.1%
Missing	43 (9.0%)	75 (9.4%)	
<b>Median age</b> (of those who provided Date of Birth)	65 years	62 years	38 years
<b>Location</b>			
North	144 (30.1%)	241 (30.2%)	31.3%
South	180 (37.6%)	285 (35.8%)	33.9%
Central	155 (32.4%)	270 (33.9%)	34.8%
Missing	-	1 (0.1%)	
<b>SIMD Quintile</b>			
1 (most deprived)	37 (7.7%)	59 (7.4%)	10.1%
2	68 (14.2%)	141 (17.7%)	22.4%
3	55 (11.5%)	99 (12.4%)	16.0%
4	81 (16.9%)	121 (15.2%)	14.4%
5 (least deprived)	238 (49.7%)	376 (47.2%)	37.1%
Missing		1 (0.1%)	
<b>Ethnicity</b>			
Scottish	364 (76.0%)	585 (73.4%)	75.3%
Other British	59 (12.3%)	97 (12.2%)	7.6%
Other White	24 (5.0%)	49 (6.1%)	9.1%
African or Caribbean	8 (1.7%)	20 (2.5%)	2.5%
Arab	1 (0.2%)	2 (0.3%)	0.1%
Asian	3 (0.6%)	11 (1.4%)	4.3%
Other	13 (2.7%)	23 (2.9%)	0.9%
Missing	7 (1.5%)	10 (1.3%)	
<b>Survey type</b>			
Online	385 (80.4%)	645 (80.9%)	-
Paper	94 (19.6%)	152 (19.1%)	-

Source: Data for Aberdeen City population estimates are based on National Records of Scotland, mid-2020 population estimates. Percentages for Ethnic groups for Aberdeen City are from 2011 Census. SIMD comparison is based on population at SIMD20 (V2).

## 1.2. Analysis and reporting

- 1.2.1. This report presents basic descriptive analyses for each of the survey questions. Not all respondents answered every question, so the base level may not be the same for each question. Therefore, for ease of comparison, the results are generally presented as percentages of those who responded, and a base level is provided. (Note: for some questions, participants only had the option of ticking or not ticking the given options. In these cases, the base level is taken as 479, i.e. the full number of respondents).
- 1.2.2. Several questions included a 'comments box' which gave respondents the opportunity to expand on their responses. This report will give only a brief overview/sample of these comments. **However, all comments will be sent to the relevant services to allow more in-depth analyses.**
- 1.2.3. Most of the questions included in this year's City Voice have also been in previous City Voice questionnaires. Where relevant, findings from previous questionnaires have been included to give an indication of trends/changes over time.
- 1.2.4. The level of responses received is sufficient to provide robust overall survey results and to permit more detailed analyses for specific groups – allowing us to look at potential variation in results across a range of socio-demographic groups. Additional analyses were conducted for five groups (age group, gender, SIMD quintile, locality and ethnicity). While the results of these analyses are not presented in the body of this report, an Appendix is attached which provides an overview of where statistically significant differences (95% confidence level) in responses were found. Caution is advised in interpreting these results as the numbers in some sub-groups may be very small.

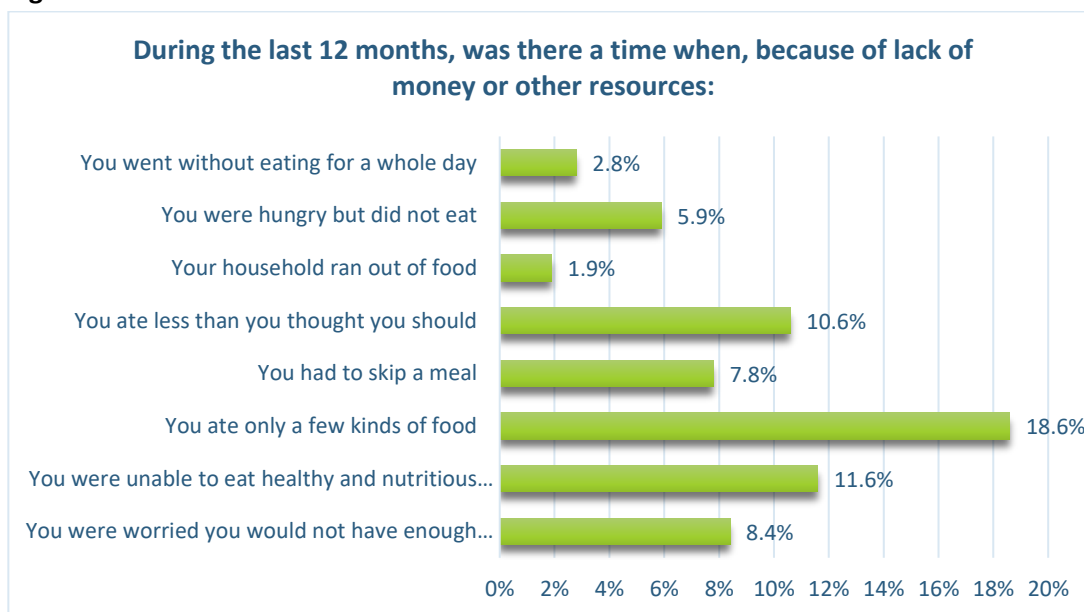
## 2. Prosperous Economy

### 2.1. Access to food

- 2.1.1. In this section of the questionnaire, panellists were asked about their ability to access healthy or nutritious food. Specifically, it asks if **during the last 12 months, there was a time when, because of lack of money or other resources:**
  - You were worried you would not have enough food to eat?
  - You were unable to eat healthy and nutritious food?
  - You ate only a few kinds of food?
  - You had to skip a meal?
  - You ate less than you thought you should?
  - Your household ran out of food?
  - You were hungry but did not eat?
  - You went without eating for a whole day?

- 2.1.2. While most respondents did not report concerns around their ability to access healthy or nutritious food due to money or lack of other resources, 18.6% of respondents reported they ate **only a few kinds of food**, 11.6% that they were **unable to eat healthy and nutritious food**, 10.6% that they **ate less than they thought they should** and 8.4% that they **were worried they would not have enough food to eat**.

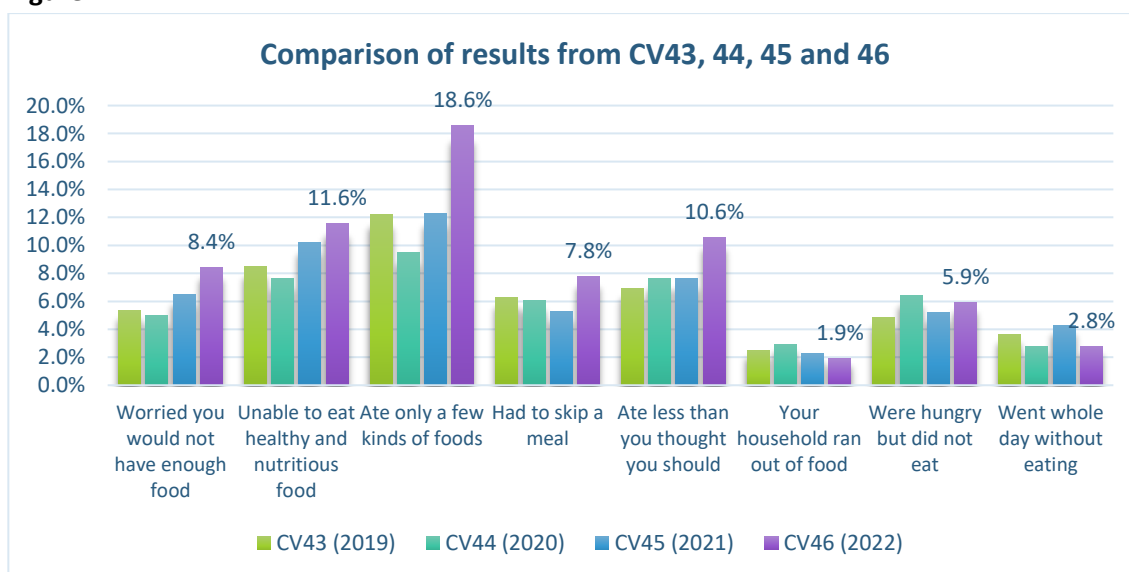
Figure 2.1



Bases: not have enough = 478, healthy and nutritious = 475, few kinds of food = 472, skip a meal = 473, ate less = 471, ran out of food = 469, hungry but did not eat = 471, went without eating = 470

- 2.1.3. These questions were also asked in City Voice 43 (2019), City Voice 44 (2020) and City Voice 45 (2021). The chart below shows the percentage of respondents who answered 'yes' to each question. Since 2021, the proportion of respondents who answered 'yes' has increased in most categories, with the largest increase being in the proportion who reported they **ate only a few kinds of food** (from 12.3% to 18.6%).

Figure 2.2





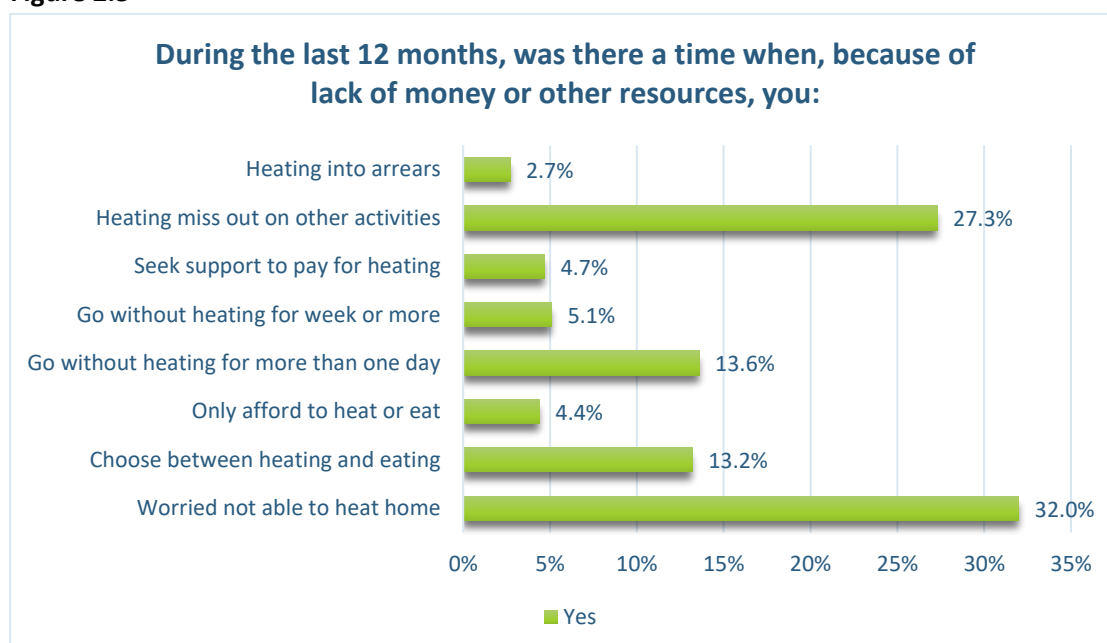
## 2.2. Your heating

2.2.1. 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. Specifically, it asks if **during the last 12 months, was there a time when, because of lack of money or other resources:**

- You were worried you would not be able to heat your home?
- You were worried about having to choose between heating your home or eating?
- You could only afford to either heat your home or feed yourself/your family?
- You had to go without heating for more than one day?
- You had to go without heating for one week or more?
- You have had to seek support for paying for heating?
- Paying for heating has meant that you have had to miss out on other activities?
- Paying for heating has meant that you have gone into arrears e.g. rent, Council Tax?

2.2.2. Figure 2.3 shows the percentage of respondents who answered yes to the questions. While most respondents did not report concerns about their ability to heat their homes, almost a third (32%) said they were **worried that they would not be able to heat their homes** and over a quarter (27.3%) reported that **paying for heating meant them missing out on other activities**. 13.6% of respondents reported they **went without heating for more than one day** and 13.1% said they were **worried about having to choose between heating and eating**.

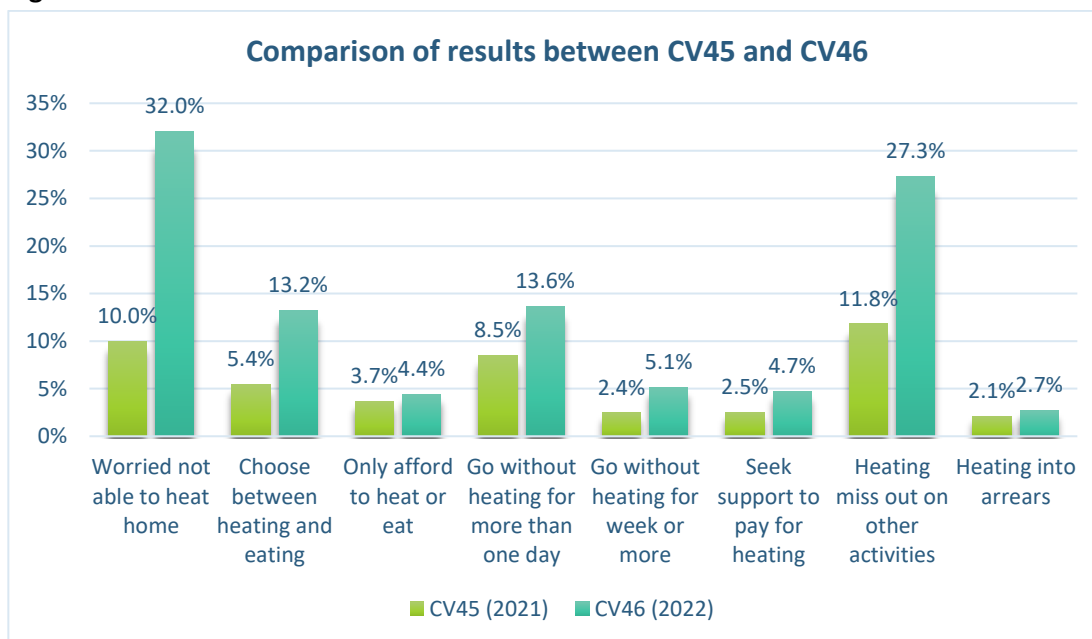
Figure 2.3



Bases: worried not able to heat home = 478; choose between heating and eating = 478; only afford to heat or eat = 473; go without heating for more than one day = 472; go without heating for week or more = 467; seek support to pay for heating = 469; miss out on other activities = 473 and paying for heating gone into arrears = 475.

- 2.2.3. These questions were asked for the first time in City Voice 45 (2021). The chart below shows the proportion of respondents who answered ‘yes’ to each question in City Voice 45 and 46 to allow comparison. There have been increases in the percentage who answer ‘yes’ across all questions, with the most notable being increases in the proportion of respondents who report being **worried about not being able to heat their home** (from 10% to 32%) as well the proportion who say that **paying for heating has meant they have had to miss out on other activities** (increase from 11.8% to 27.3%).

**Figure 2.4**



### Community Planning Aberdeen Service Response: This is what we are doing

Community Planning Aberdeen is keenly aware of the pressures that households are experiencing around the issues around being able to balance the costs of energy use and being able to provide sufficient and healthy meals for family members in the current climate.

In response, early intervention teams within Aberdeen City Council, NHS Grampian and Aberdeen Health and Social Care Partnership supported by an extended range of other internal and external partners, e.g. ACVO, EHRC, higher education providers, seeks to better understand the scale of the crisis at locality level and direct available, and additional, resource to support those residents most in need.

The outputs from the City Voice survey assist to quantify our current understanding, based on day-to-day contacts with services across the Partnership, of the extent of citizen demand around this issue, and allow us to further tailor the CPP response.

To date, the response has focused on direct measures of early intervention such as enhanced contact with, and signposting of support information, (local and national) for those residents which each partner organisation has material involvement with through a knowledge of current vulnerabilities related to income or health deprivation.

On a practical level, the provision of accessible Warm Spaces within a variety of public buildings, is being delivered by Aberdeen City Council, with similar schemes being offered by a number of partner, voluntary and community organisations to extend the geographic reach of this support as widely as is possible.

<https://www.aberdeencity.gov.uk/services/people-and-communities/warm-spaces>

Although not limited to Aberdeen City Council funding, financial support for a range of assistance measures, delivered through food, and other, charitable partners on the front-line has been made available by the Partnership, the impacts of which are currently being evaluated.

<https://www.aberdeencity.gov.uk/services/help-cost-living>

In terms of each of these interventions, the information provided through consecutive and similar future City Voice questionnaires, will enable the Partnership to better track the effectiveness of these measures by offering exclusive localised outcome data to supplement current national research.

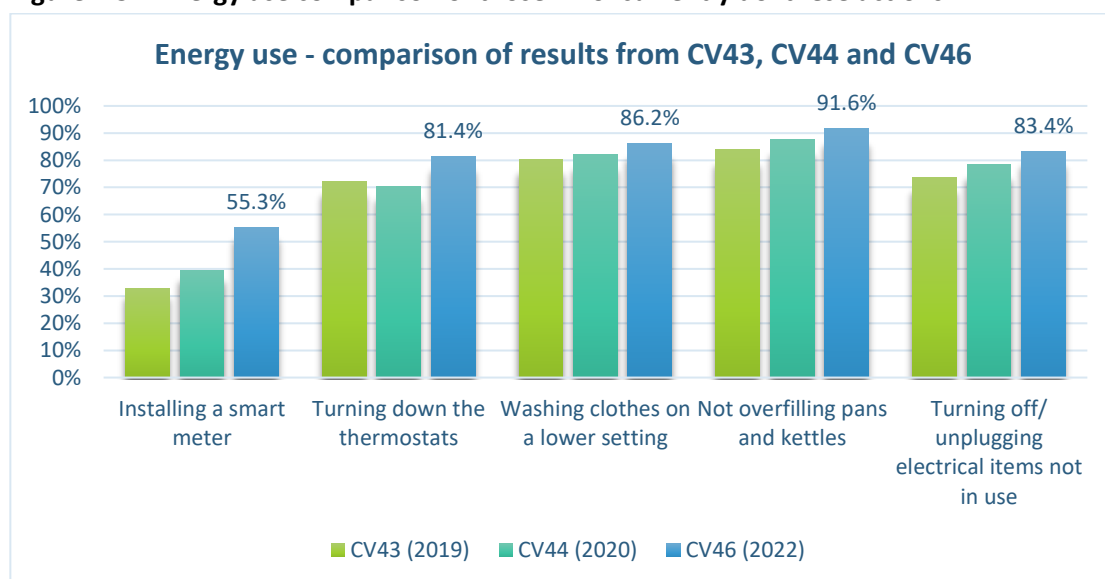
## 2.3. Energy use and climate change

- 2.3.1. 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 energy demand and energy use in their homes, 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. Respondents were also given the opportunity to give examples of **other** actions they currently do or are prepared to do.
- 2.3.2. The tables below present the findings from City Voice 46, including a small sample of 'other' actions respondents reported doing. As these questions were previously asked in City Voice 43 and 44, the charts below each table show the percentage of respondents who reported that they currently do each of the actions for City Voice 43, 44 and 46 to allow comparison.
- 2.3.3. Overall the results suggest that most respondents are already taking steps to reduce the amount of energy they use e.g. turning down heating thermostats or switching off/unplugging electrical items not in use. Common other ways of reducing energy use include wearing extra layers of clothing and reducing use of appliances such as ovens, dishwashers or tumble driers. Most respondents also reported that they currently are, or would be prepared to, undertake actions which would reduce energy demand, e.g. install more energy efficient appliances or upgrade insulation levels. The exception to this is installing renewable energy technologies such as solar panels, where over half of respondents (55.4%) reported either they were not prepared to do this, or that this option was not applicable (e.g. those living in rented accommodation).

**Table 2.1 – Reducing energy use**

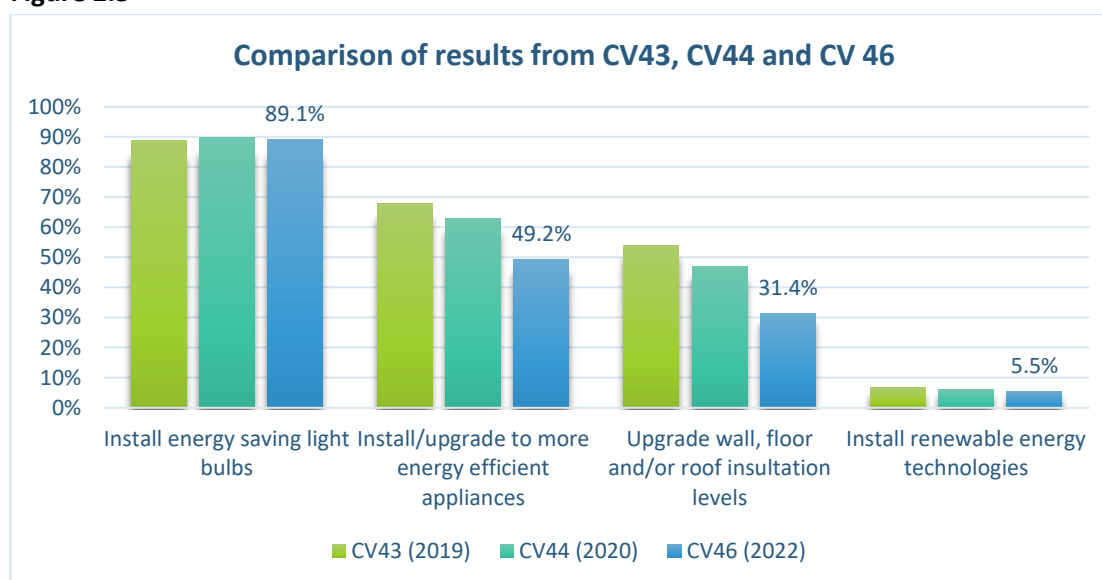
	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Installing a smart meter	55.3%	18.6%	22.5%	3.6%	472
Turning down the thermostats	81.4%	9.7%	6.1%	2.7%	473
Washing clothes on a lower setting	86.2%	9.3%	3.2%	1.3%	472
Not overfilling pans and kettles	91.6%	5.7%	1.9%	0.8%	474
Turning off/unplugging electrical items not in use	83.4%	12.8%	3.6%	0.2%	477
Other	28.1%	7.5%	2.6%	61.8%	228
Other	<ul style="list-style-type: none"> <li>• Use appliances such as tumble drier/fan oven/dishwasher less</li> <li>• Use appliances at night when electricity is cheaper</li> <li>• Less heating - change setting and/or timer on thermostats</li> <li>• Wear more layers/extra clothing</li> <li>• Batch cooking/microwave/slow cooker/air-fryer</li> <li>• Only heat/light the rooms being used</li> </ul>				

**Figure 2.5 – Energy use comparison of those who ‘currently do’ these actions**



**Table 2.2 – Reducing energy demand**

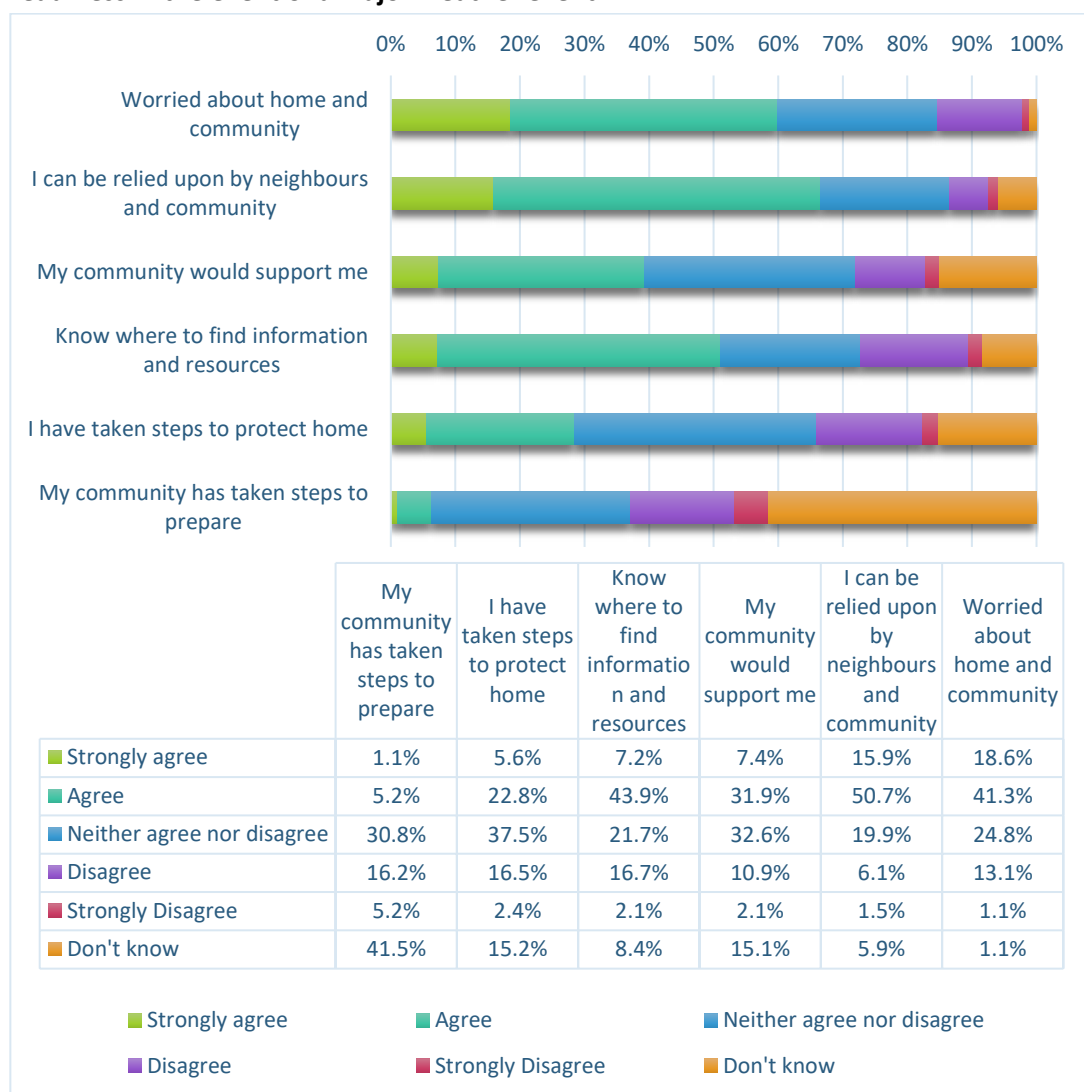
	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Install energy saving light bulbs	89.1%	8.6%	1.5%	0.8%	478
Install/upgrade to more energy efficient appliances e.g. fridge, boiler	49.2%	33.8%	10.8%	6.3%	474
Upgrade wall, floor and/or roof insulation levels	31.4%	38.4%	13.7%	16.5%	474
Install renewable energy technologies e.g. solar panels	5.5%	38.6%	36.2%	19.6%	469
Other	34.5%	17.4%	5.2%	42.9%	310
Other	<ul style="list-style-type: none"> <li>• Only heat rooms being used/turn down heating</li> <li>• Keep doors/curtains closed/use thermal curtains/draught excluders</li> <li>• Turn off appliances when not in use</li> <li>• Use more energy efficient methods e.g. slow cooker or microwave rather than oven, shower instead of bath</li> <li>• Council/privately rented/granite buildings – limited options for installing insulation or renewable energy technologies</li> <li>• Associated costs – can be expensive</li> </ul>				

**Figure 2.5**

2.3.4. Extreme weather can have a devastating effect on our homes, businesses and institutions. Panellists were asked to rate their agreement or disagreement with several statements regarding their own and their community's readiness in the event of a major weather event.

- 2.3.5. Over half (59.9%) of respondents agreed (either strongly agree or agree) that they were **worried about their home and community being vulnerable to severe weather events**. While 66.6% of respondents agreed that they could be **relied upon to by their neighbours or community to provide support if anything were to happen**, only 39.3% agreed that **their community would support them if anything were to happen**. Just over half (51.1%) of respondents said they would **know where to find information and resources to help prepare for severe weather events**. Over a quarter (28.4%) of respondents reported they had **taken steps to protect their home against severe weather** and only 6.3% thought that **their community had taken steps to prepare against severe weather** with the most common response to this final statement being **don't know** (41.5% of respondents).

**Figure 2.6: Please rate how much you agree or disagree about you and your community's readiness in the event of a major weather event**



Bases: My community has taken steps = 458, I have taken steps = 461, I know where to find information = 471, My community would support me = 476, I can be relied upon = 477, I am worried = 472

2.3.6. Panellists were also asked to provide comments on steps they, or their community have taken. A sample is given below.

**Steps I have taken:**

- Stocked up on dry/tinned food
- Alternative heating/lighting purchased in case of power outages
- Bought sandbags for flood protection
- General maintenance on house/roof/cleared gutters
- Arrange for grit bags for icy or snowy weather/cleared pavements for neighbours
- Cut down/trimmed trees in garden in case they blow down
- Insulated pipes

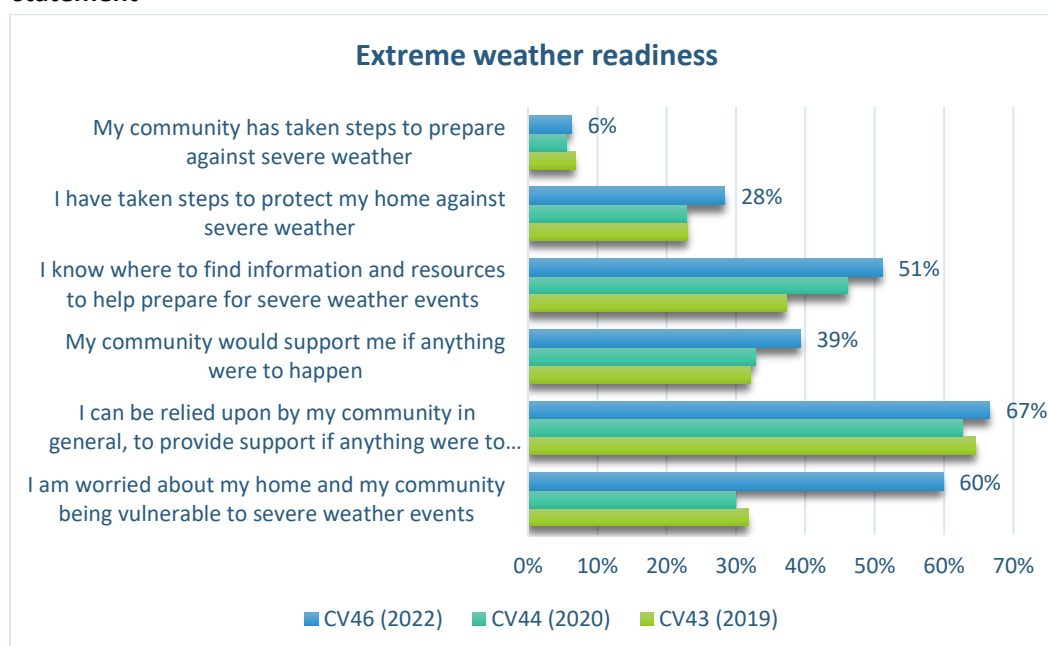
**Steps my community has taken:**

- Not aware of any
- Sand and salt bags made available
- Local resilience committee formed
- Creation of warm spaces
- Neighbourhood WhatsApp group/community Facebook page
- Flood defences improved

There were also a number of comments that indicated that more could be done (by the Council) including clearing gullies and drains, gritting pavements in icy weather,

2.3.7. These questions were asked in previous City Voice questionnaires. The chart below shows a comparison of the proportion of respondents who agreed (either strongly agree or agree) with each of the statements for City Voice 43, 44 and 46. In most cases, the proportions within each of the categories are broadly similar, although all have increased since previous surveys. The most striking difference is in the proportion of respondents who report they are **worried about my home and community being vulnerable to severe weather events**. This has doubled from 30% in 2020 to 60% in 2022.

**Figure 2.7: Comparison of results from CV 43, 44 and 46 – percentage who agree with the statement**



## Community Planning Aberdeen Service Response: This is what we are doing

The survey results demonstrate that the vast majority of respondents are working hard to decrease their energy consumption. We were struck by the range of behaviour changes respondents were implementing from switching off appliances, to trying more energy efficient ways of cooking. The main driver for these energy reductions is the high cost of electricity and gas. The main focus area is reducing energy consumed in heating, both by reducing heating times and temperatures. Unfortunately, it seems that a number of respondents are currently unable to heat their homes to a reasonable level which may impact their health.

ACC and other organisations within Aberdeen are providing a network of warm hubs that Aberdeen residents can go to. Every warm space is unique, however, all warm spaces will offer a friendly welcome and comfortable environment to meet friends or socialise. Some spaces offer additional services such as hot showers and warm drinks. Information is available - <https://www.aberdeencity.gov.uk/services/people-and-communities/warm-spaces>

It is good to see that a number of respondents have made energy efficiency improvements to their properties. Some comments highlighted a lack of information about where to go to get insulation and about available grants. Aberdeen City Council provides funding to Scarf, a not for profit organisation, to deliver energy efficiency advice and services to households in Aberdeen. Scarf can advise on what is possible for your property and also advise of funding opportunities available to you as well as simple changes you can make to save energy. Scarf can be contacted by phone on 0808 129 0888 during working hours or by email on [info@scarf.org.uk](mailto:info@scarf.org.uk)

Aberdeen City Council are always looking for ways to help the residents of Aberdeen save energy and improve the energy efficiency of their homes. As part of Climate Week North East on the 24<sup>th</sup> March and 31 March we will be running webinars to provide information and tips, *'How to keep your home warmer, helping the planet and your pocket'*. To book visit <https://climateweeknortheast.org/events/>. We also have information on our website <https://www.savingenergyaberdeen.co.uk/>. We will use the results of this survey to help inform future events and information we provide.

### Extreme weather

It is pleasing to see that more respondents are taking steps to protect their homes against severe weather and know where to find information and resources for severe weather events. However, it is concerning to see the increase in the numbers of respondents who are worried about being vulnerable to severe weather events.

ACC is working with Scottish Water and SEPA to adapt Aberdeen to the potential impact of climate change by identifying priority areas for flood schemes and installing early warning systems to allow rapid response in the case of a severe weather event. Information regarding flooding risk and precautions residents can take may be found on the "Information about Flooding" area of the ACC website :



<https://www.aberdeencity.gov.uk/services/environment/information-about-flooding>.

Within this area you are able to follow links to SEPA's website where you can find out whether you are in a high risk area

<https://www.sepa.org.uk/environment/water/flooding/flood-maps/> and information about grants which are available to protect individual properties against flooding

<https://www.aberdeencity.gov.uk/services/environment/information-about-flooding/property-level-protection-flood-grant>.

Recent winter weather, and in particular the 18th-20th of January, posed an unusually severe challenge for the winter maintenance teams. On 3 consecutive days there was precipitation at times of rapidly falling temperatures. This caused widespread ice over the entire Aberdeen network with rain freezing when it landed on the road and footway surfaces as well as washing off salt spread as preventative treatment.

This resulted in priority one routes requiring repeated re-treatment and this in turn limited the amount of the network we were able to treat. During this period, all available resources were deployed on winter maintenance, and the roads service was supported by colleagues in the Grounds service who assist with footway gritting and grit bin refills throughout winter. Our winter maintenance plan is approved by the Elected Members each year and a copy is [attached](#).

Aberdeen City Council has some 36,000 gullies, hakes, and culverts throughout the city, which are prone to more severe and frequent flooding events due to the effects of climate change. In addition to our cyclical maintenance programme for these assets, we also have a priority list which are cleaned more frequently and when storms are forecast.

## 2.4. Digital skills

- 2.4.1. 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 following set of questions sought to establish the current level of essential digital skills that people feel they have.

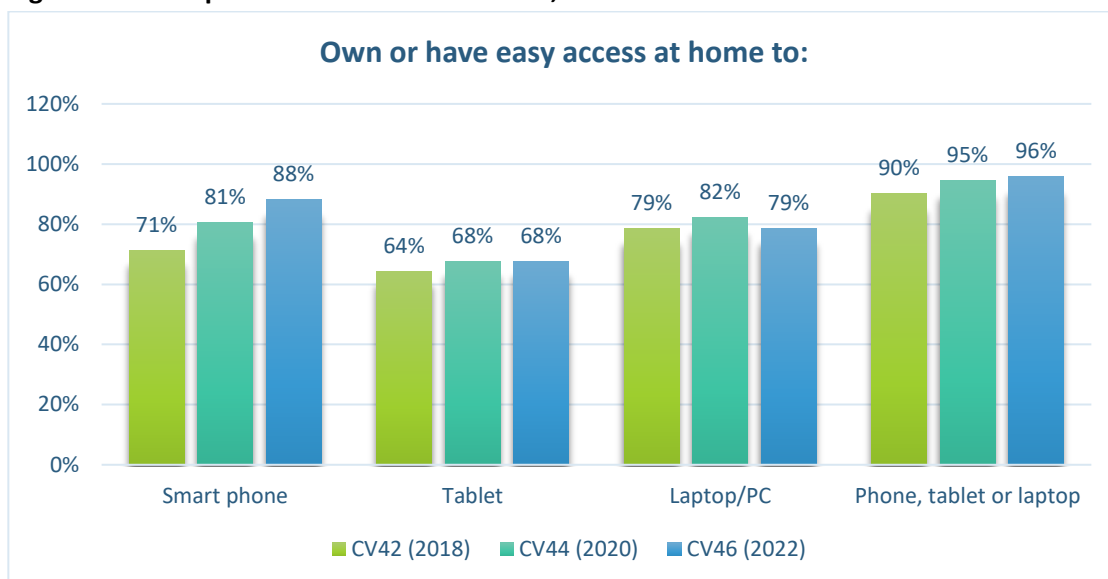
The first question asked if participants **owned or had easy access at home** to:

- A smart phone
- A tablet
- A laptop or PC

Most respondents reported owning or having easy access at home to each of the devices with 88.3% having access to a **smart phone**, 78.5% having access to a **laptop or PC** and 67.6% having access to a **tablet**. Overall, 95.8% of respondents reported having access to at least one of the devices. (Base = 479)

These questions were asked previously in City Voice 42 (2018) and City Voice 44 (2020). Since the questions were first asked in 2018, the proportion of respondents who own or have easy access to a **smart phone** has increased from 71% to 88% and the proportion who have access to at least one of the devices has increased from 90% to 96%.

**Figure 2.8: Comparison of results from CV42, CV44 and CV46 – access to devices**

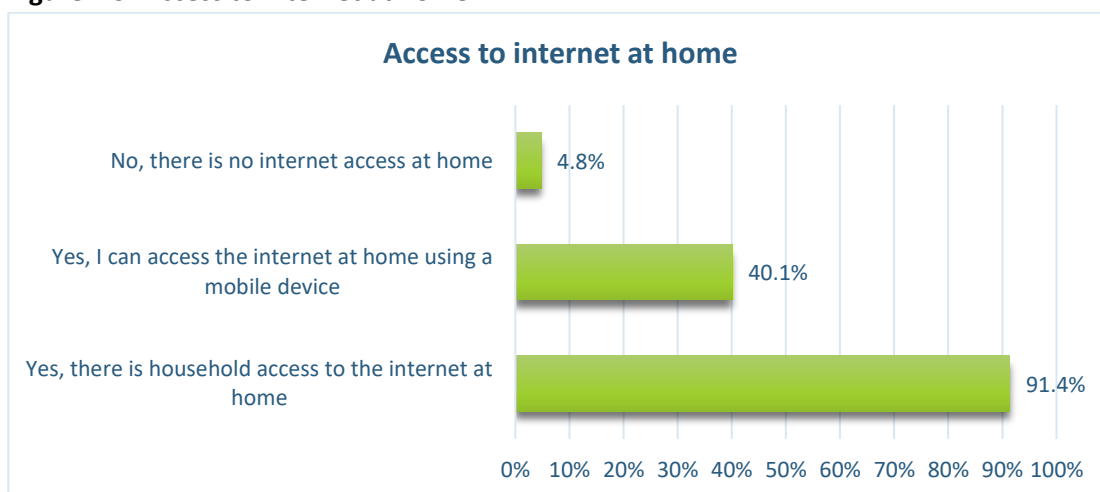


2.4.2. Participants were then asked if they had access to the internet at home and given the options:

- Yes, there is household access to the internet at home
- Yes, I can access the internet at home using a mobile device
- No, there is no internet access at home

Most respondents (91.4%) reported having household access to the internet, however almost 5% said they could not access the internet at home.

**Figure 2.9: Access to internet at home**



**Base = 479**

2.4.3. 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

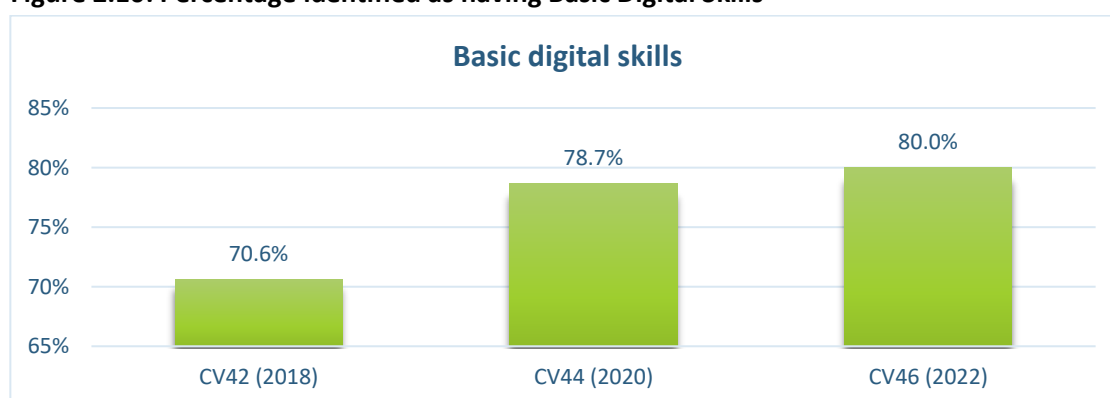
For every task on the list, 90% or over of respondents reported **I can do this**. A full list of tasks and responses is given in Table 2.3 below.

**Table 2.3: Foundation digital skills**

	I can do this	I can't do this	I want to learn how to do this	Base
I can turn on a device and enter any account information required	94.0%	4.1%	1.9%	469
I can use the controls on my device e.g. turn the volume up, use the keyboard	94.9%	4.0%	1.1%	472
I can make use of accessibility tools on my device to make it easier to use	90.8%	6.2%	3.0%	469
I can find applications by choosing the correct icons on the home screen	92.7%	5.6%	1.7%	468
I can connect a device to the internet using the Wi-Fi settings, and insert the password when required	91.4%	6.6%	1.9%	467
I keep login information for a device and any websites secure	90.2%	6.8%	3.0%	468
I can update and change my password when prompted to do so	92.1%	5.4%	2.6%	467

Those who answer '**I can do this**' to all seven of the foundation skills are categorised as having 'basic digital skills'. On that basis, 80% of respondents were identified as having basic digital skills – slightly higher than when these questions were asked in City Voice 44 (78.8%) and almost 10% higher than when asked in City Voice 42 (although it should be noted that the questions asked in City Voice 42 were not exactly the same so are not directly comparable).

**Figure 2.10: Percentage identified as having Basic Digital Skills**



## Community Planning Aberdeen Service Response: This is what we are doing

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. Confidence in using digital technology and accessing the internet are seen as key challenges for some residents across the City. Information from the City Voice can help us to understand where support may be needed.

A number of initiatives have been aimed at increasing digital access. For example, as part of the Connecting Scotland initiative, (April 2020 and December 2021), 1,420 iPads and Chromebooks and were distributed across Aberdeen City. These devices were distributed to individuals who were shielding due to Covid-19, families, looked after children and young people, elderly individuals and those on low incomes or who were unemployed. Many of those receiving a digital device as part of this initiative were also provided with a mobile Wi-Fi device (MiFi) giving them access to the internet.

Additionally, during the past two years libraries and adult learning and development staff have also offered support, via a variety of programmes, to assist individuals to increase their basic digital skills. This occurred in conjunction with a promotional campaign to raise awareness of the ability to access PCs in libraries which resulted in an increase of over 6,000 library PC users post Covid-19.

<https://www.aberdeencity.gov.uk/services/libraries-and-archives/learning-opportunities/elearning-resources>

Digital literacy, access to the internet and higher-level digital skills are recognised as important in supporting individuals to engage fully with opportunities and good, fair work. Community Planning Aberdeen continues to enhance both digital literacy and the higher-level digital skills required by many employers.

## 3. Prosperous People

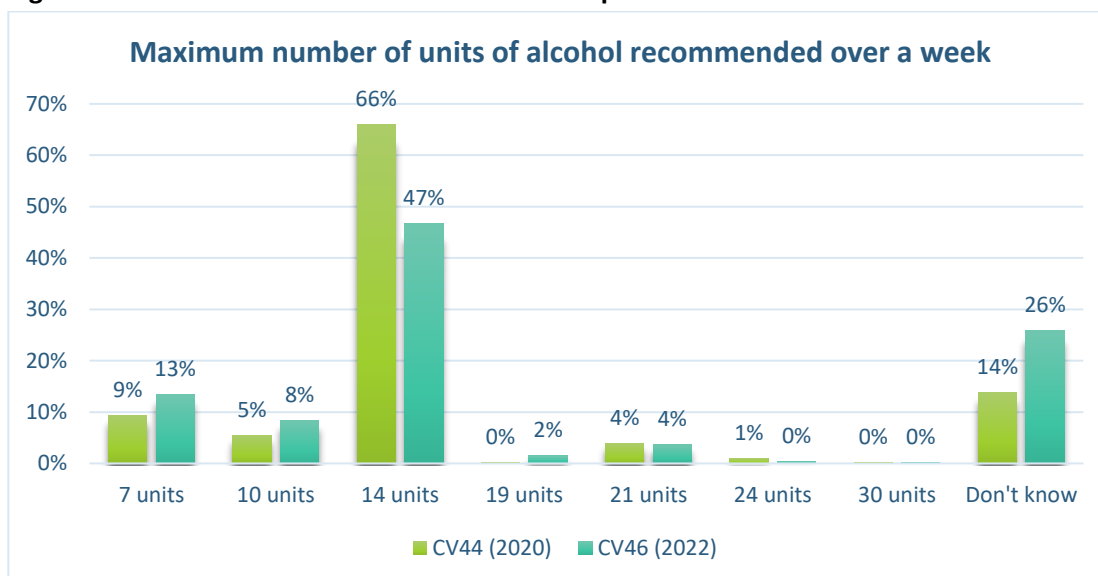
### 3.1. Alcohol Consumption

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.

- 3.1.1. 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. Less than half (46.7%) of respondents correctly choose 14 units. The next most common response was don't know at 25.9%.

These questions were asked previously in City Voice 44. At that time, the proportion who correctly identified 14 units as the maximum recommended number of units was higher at 66%.

**Figure 3.1: Recommended units of alcohol – comparison of CV44 and CV46**

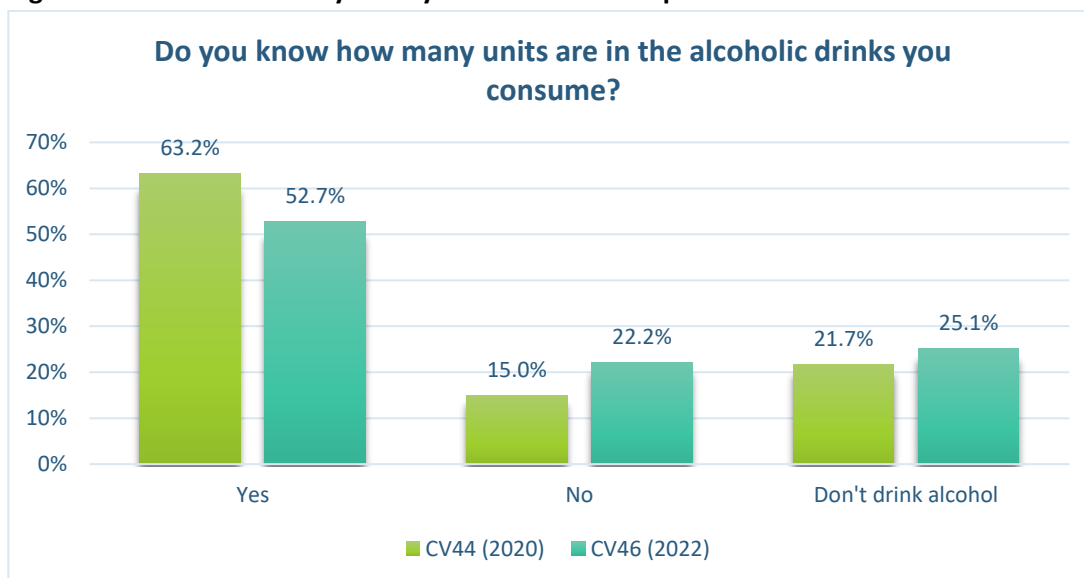


Bases: CV46 = 471, CV44 = 583

- 3.1.2. When asked if they know how many units are in the alcoholic drinks they consume, most respondents (52.7%) said yes and 22.2% said no, they didn't know. A quarter (25.1%) of respondents reported that they don't drink alcohol.

Comparison with responses from City Voice 44 shows a higher proportion of respondents said they knew how many units are in the alcoholic drinks they consume (63.2% in CV44 compared to 52.7% in CV46).

**Figure 3.2: Know how many units you consume – comparison of CV44 and CV46**

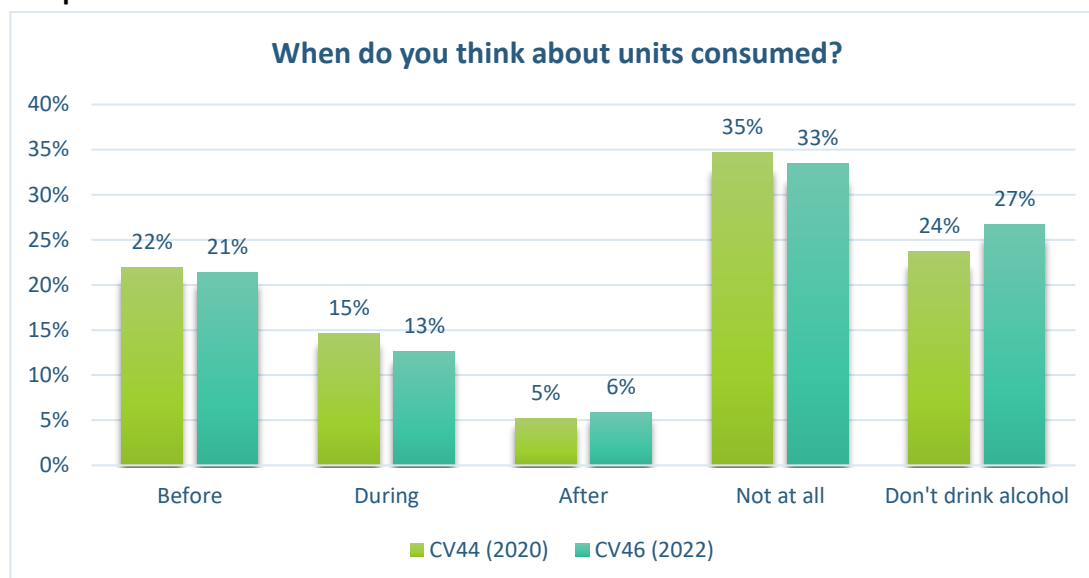


Bases: CV 46 = 474, CV44 = 585

- 3.1.3. The next question asked participants: do you think about how many units you are drinking before, during or after you drink alcohol or not at all? The most common response was not at all (33.4%) followed by don't drink alcohol (26.7%). 21.4% of respondents said they thought about how many units they were drinking before they drank alcohol.

Comparison with responses in City Voice 44 shows proportions are broadly similar across all categories for both surveys.

**Figure 3.3: When do you think about how many units of alcohol you are drinking – comparison of CV44 and CV46**



Bases: CV46 = 476, CV44 = 583

### Community Planning Aberdeen Service Response: 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 are continuing to work with partners such as Alcohol and Drugs Action to promote their Alcohol Aberdeen website to promote responsible drinking, including awareness of non-alcoholic drinks. In addition, we are working with communities to support people to understand the drinking guidelines and ensure that this message is reaching all of the community. We are doing this by providing alcohol awareness resources in Housing offices and by providing alcohol awareness training to our Housing and Support Staff.

<https://www.alcoholaberdeen.org.uk/>

## 4. Prosperous Place

### 4.1. Travel and transport

In this section of the questionnaire, panellists were asked questions relating to travel patterns and how they move around the city.

- 4.1.1. Participants were asked which modes of travel they had used in the last year either within the **City Centre** or in the **rest of the city**. For travel within the **City Centre**, **walking** (76.8%) and **bus** (61.4%) were the most common choices, with **taxi** (29.0%) and **non-plug-in car as driver** (27.1%) being the next most common. **Walking** was also the most common choice for travel in the **rest of the City** at 66.8%, with **bus** (53.0%) and **non-plug-in car as driver** (33.2%) being the next most used forms of transport.

Comparison with results from 2021 (City Voice 45) shows that a higher proportion of respondents in 2022 (City Voice 46) walked, used the bus, train or taxi in both the Rest of the City and the City Centre than in the previous year. While the percentage of respondents using a standard pedal bike was lower in 2022 than in 2021, there was a slight increase in the percentage of respondents using e-bikes (although this was still relatively low). Table 4.1 shows percentages for all modes of travel for both CV45 and CV46 to allow comparison.

**Table 4.1: Which modes of travel have you tried in the last year?**

	City Voice 46		City Voice 45	
	Rest of City	City Centre	Rest of City	City Centre
Walking	66.8%	76.8%	59%	63%
Cycle standard pedal bike	11.1%	7.5%	15%	10%
Cycle ebike	3.3%	1.5%	2%	1%
Wheeling	1.3%	1.0%	1%	1%
Bus	53.0%	61.4%	33%	51%
Park & ride	2.7%	1.5%	0%	2%
Train	13.2%	7.9%	3%	4%
Taxi	31.9%	29.0%	17%	19%
Motorbike/moped/motorised scooter	1.5%	1.5%	1%	1%
Car club vehicle	2.1%	1.7%	3%	1%
Non-plug-in car/van as driver	33.2%	27.1%	45%	39%
Plug-in car/van as driver	3.5%	2.7%	3%	2%
Non-plug-in car/van as passenger	25.1%	21.9%	22%	21%
Plug-in car/van as passenger	3.3%	3.3%	2%	2%

Bases: CV46 = 479, CV45 = 549

### Community Planning Aberdeen Service Response: This is what we are doing

This data helps us to understand how people travel or are willing to travel in different transport modes. The walking and cycling data are used as part of reporting and monitoring for the Local Outcome Improvement Plan, walking and cycling stretch targets. It is very

useful for us to see if there is a difference year on year or whether any changes are part of a trend/culture change. Compared with 2021, it is encouraging to see that figures for people driving continue to fall while figures for walking, along with bus, train and taxi use continue to rise, suggesting that people are able to choose alternatives to the car to get about and are doing so. Although it is disappointing to see a drop in cycling levels, the launch of a number of cycle projects recently such as the cycle hire scheme in Aberdeen in November 2022, the Bike Recycling Project and a number of community initiatives, such as I Bike Communities, should help to raise the profile of cycling and more people, better access to it. Overall though, it's encouraging to see greater use being made of sustainable transport across the city.

## 4.2. Your neighbourhood

- 4.2.1. The questions in this section were based on the Place Standard format. Participants were asked to answer the questions with their **local neighbourhood** in mind. While everyone will have their own idea about what a local neighbourhood is, for the purpose of these questions participants were asked to think about the area within a 15-minute walk from their home. Previously a broader set of questions has been asked but, for the purposes of this questionnaire, we asked only two questions.

The questions asked are given below and their short name is given in brackets:

- Does your neighbourhood have a positive identity, and do you feel that you belong?  
(**Identity and belonging**)
- Do you feel able to participate in decisions and help change things for the better?  
(**Influence and sense of control**)

### 4.2.2. Overall Scores

For both of the questions, participants were asked to give a score on a scale of 1-7, where 1 = lots of room for improvement and 7 = very little room for improvement. Participants were also given a **don't know** option. The average (mean) scores for each topic (excluding don't knows) were then calculated.

**Identity and belonging** had a mean score of 4.2 – slightly lower than the figure of 4.5 in City Voice 45. **Influence and sense of control** had a mean score of 3.3 – the same as when this question was asked in City Voice 45.

Table 4.2 breaks the responses down in more detail, showing the proportion of respondents who chose each score, as well as the proportion who answered **don't know** for CV45 and CV46. It also gives the mean scores and the number of respondents who answered each question.



**Table 4.8: Your neighbourhood - percentages and mean scores**

	1	2	3	4	5	6	7	Don't know	5 and above	Base	Mean Score	Base excluding 'don't knows'
Does your neighbourhood have a positive identity and do you feel you belong? (CV45)	6.0%	10.3%	10.3%	17.2%	17.4%	18.3%	13.2%	7.5%	48.9%	536	4.5	496
Does your neighbourhood have a positive identity and do you feel you belong? (CV46)	10.5%	5.9%	11.1%	18.9%	22.5%	15.5%	6.7%	8.8%	44.7%	476	4.2	434
Do you feel able to participate in decisions and help change things for the better? (CV45)	20.1%	14.5%	12.5%	16.7%	11.2%	9.7%	3.5%	11.9%	24.4%	538	3.3	474
Do you feel able to participate in decisions and help change things for the better? (CV46)	19.3%	13.4%	13.6%	18.9%	11.9%	7.5%	3.4%	11.9%	22.8%	477	3.3	420

Percentages are based on all responses to each question (shown in the 'Base' column). Mean scores are calculated excluding 'Don't Knows' with the base number for these given in the final column.

### Community Planning Aberdeen Service Response: This is what we are doing

What people think of a place can affect how they feel. A strong local identity can help us feel pride in our place, our community and in ourselves as a result. There are so many positive aspects to being part of a group or community. Being part of a shared space, whether physical or virtual gives people the chance to be inspired, solve problems, share ideas and work together. There is no limit to what they can do for their local community.

Community Planning Aberdeen has developed a Community Empowerment Strategy to support how community members come together to achieve their common goals. The strategy also aims to strengthen how the Community Planning Partnership is working together with communities on shared priorities.

There are several ways we do this at the moment. Our Community Learning and Development Team work with partners to build the capacity of people to make and lead change in their lives for the better. We have also set up Locality Empowerment Groups and Priority Neighbourhood Partnerships with bring local people together to work on key issues that are important to the community. Promoting the Fairer Aberdeen Fund and other external funding opportunities also helps community groups access the financial support they need to thrive.

But there is room for improvement. It is disappointing to see the decrease in the proportion of respondents that feel a sense of belonging to their local community and feel able to take part in decisions and help make changes for the better. The Strategy includes seven improvement projects which will test new ways of supporting communities to network and make connections and improve how their voices are heard. Your responses to these questions help us understand the neighbourhoods in our City where people feel least

connected to their local community and where people feel least able to take part in decisions. We will target these neighbourhoods as part of our improvement projects to find out what we can do to make things better.

To find out more about the Community Empowerment Strategy and the work we are doing with communities please go to

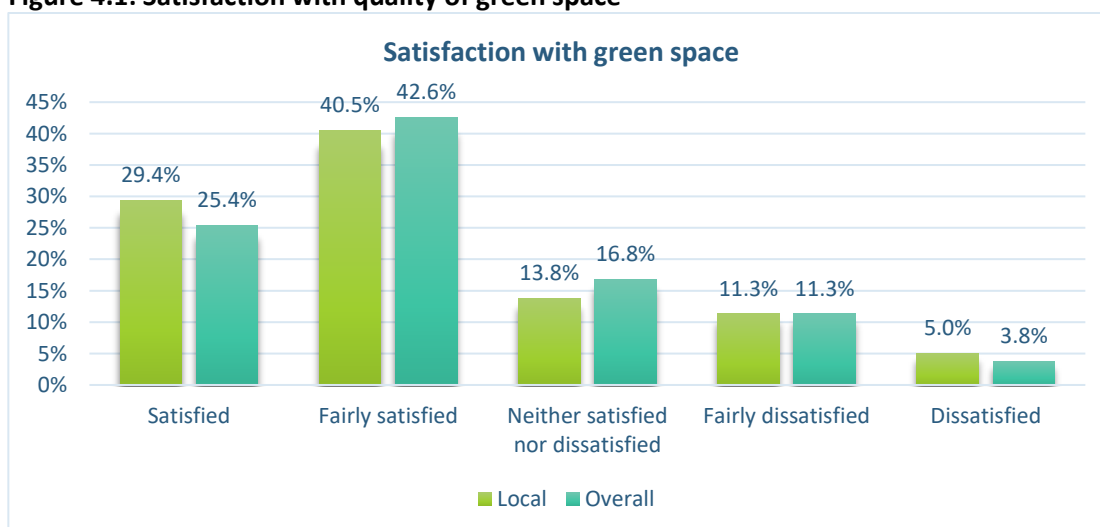
<https://communityplanningaberdeen.org.uk/ourcommunities/>

### 4.3. Green Space

The final set of questions asked about satisfaction with **green /open space** 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.

- 4.3.1. Panellists 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 (66.9% and 68.0% respectively).

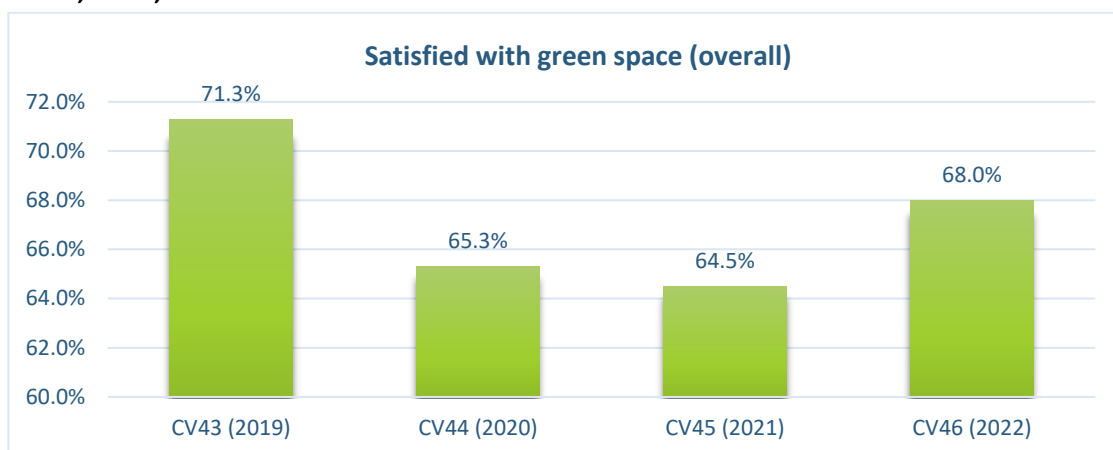
**Figure 4.1: Satisfaction with quality of green space**



Bases: Local green space = 477; Overall green space = 476

- 4.3.2. Comparison with previous City Voice questionnaires suggests that the proportion of respondents who report being satisfied (satisfied or fairly satisfied) with overall quality of green/open spaces in the city increased slightly in CV46 compared to CV44 and CV45.

**Figure 4.2: Satisfaction with overall quality of green space in the City – comparison with CV 43, CV44, CV45 and CV46**



### Community Planning Aberdeen Service Response: This is what we are doing

Improving the City's natural environment is a priority for Community Planning Aberdeen. Across the City we provide a variety of natural spaces including parks and woodlands, fields, streams and rivers, green space alongside paths and roads and tree-lined streets. These can be good for wildlife, improve air quality and benefit our health and wellbeing.

In recent years people have become more aware of the value of nature to them and their families. Aberdeen's green spaces were pivotal during the pandemic when people relied on these public spaces to stay connected with family, friends and neighbours and when they were most needed for health.

Your responses to these questions help us gauge your satisfaction with green space in the City and help us identify areas where there may be issues. We are delighted to note the increase overall in satisfaction with green space since 2020 and 2021 but not this is still slightly less than the rates in 2019. The responses also point to some neighbourhoods where satisfaction is lower and where we may seek to make some improvement with the support of local community volunteers and groups.

We have over 4,000 people volunteering to improve and maintain green spaces across the City. Volunteers are vital in helping to care for and invest in these areas. If you are interesting in volunteering or getting involved in a local green space group in your area please go to <https://www.aberdeencity.gov.uk/services/leisure-culture-and-parks/countryside-ranger-service>

## 5. User Panel

- 5.1.1. As part of the review conducted early last year, it was recommended that a City Voice User Panel be established. The final question asked participants if they would be interested in being part of a user panel.

- 5.1.2. There was a positive response with over half (52.8%) of respondents indicating that they may be interested in joining the panel.

### Community Planning Aberdeen Service Response: This is what we are doing

Thank you to everyone who said they would be interested in joining the City Voice User Panel – we are very grateful for your support.

As mentioned in the questionnaire, we are hoping to set up a panel of approximately 20 people who are willing to provide regular feedback on planned questionnaires before they go out to the broader panel. To try to ensure the User Panel is broadly representative of the wider City Voice panel, in selecting members we will aim to achieve a balanced mix in the panel (e.g. gender, age group and locality). This will allow us to get feedback from a range of people with different viewpoints.

As always, we also welcome feedback or comments from all members of the panel at any time: [cityvoice@aberdeencity.gov.uk](mailto:cityvoice@aberdeencity.gov.uk)

### Other ways of getting involved

City Voice is just one way we gather the views of people and communities across the City. There are many ways you can get involved in the work of Community Planning Aberdeen to make things better for your local community and influence how public services are delivered in your area to meet your needs. You could join the Civic Forum which is an umbrella group of communities of interest across the City with representation on the Community Planning Aberdeen board. You could join one of the Locality Empowerment Groups or Priority Neighbourhood Partnerships set up for your local area to ensure we are planning and delivering improvements with local residents. Or perhaps you would like to become a community connector and contribute to one of our improvement projects which focus on specific issues that may be of interest to you and your community.

If you are part of a wider community group, you could also join our Community Empowerment Group. ALL community groups and organisations are welcome to this network where we learn, connect and explore how we can work better together to do more together. Click on the links below to find out more.

[Opportunities for communities to get involved in our work](#)

[Join the Community Empowerment Network](#)

[Sign up for receiving more information through community update emails](#)

[Find out more about Community Planning Aberdeen](#)

## 6. Final Comments

At the end of the questionnaire, panellists were given the opportunity to provide comments on any aspects of the questionnaire or its contents. A total of 107 comments were received. Some of these comments related to specific sections in the questionnaire (e.g. energy use or green space) and were passed directly to the relevant services. Other comments were more general or covered a range of issues. These were passed to the Community Planning Team.

This report has provided an overview of the results from the 46<sup>th</sup> City Voice survey, the Citizens' Panel for Aberdeen. If you have any comments or queries about this report, please contact: [cityvoice@aberdeencity.gov.uk](mailto:cityvoice@aberdeencity.gov.uk)

## Appendix 1 – Sub-group analyses

The tables below provide an overview of questions where statistically significant differences in responses were found. For ease of presentation, the tables do not give the full results. Rather, for each question, breakdown of responses for one answer 'option' has been provided. For example, in the Access to Food questions, respondents had to options of answering 'yes', 'no' or 'don't know'. The tables only give percentages for the 'yes' option.

**Table A1: Responses by SIMD quintile**

	SIMD Quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>Access to Food (yes)</b>						
Worried you would not have enough food	32.4%	17.6%	9.1%	7.4%	2.1%	8.4%
Unable to eat healthy and nutritious food	19.4%	23.5%	14.8%	17.3%	4.2%	11.6%
Ate only a few kinds of foods	39.4%	28.4%	25.5%	19.8%	11.0%	18.6%
Had to skip a meal	31.4%	13.4%	5.6%	7.4%	3.4%	7.8%
Ate less than you thought you should	29.4%	14.7%	14.8%	13.8%	4.7%	10.6%
Your household ran out of food	9.1%	6.1%	0.0%	0.0%	0.9%	1.9%
Were hungry but did not eat	17.6%	10.3%	7.4%	4.9%	3.0%	5.9%
Went whole day without eating	11.4%	2.9%	1.9%	2.5%	1.7%	2.8%
<b>Your heating (yes)</b>						
Worried not able to heat home	44.4%	55.9%	47.3%	38.3%	17.6%	32.0%
Choose between heating and eating	37.8%	26.9%	18.2%	7.4%	6.3%	13.2%
Only afford to heat or eat	18.2%	8.8%	5.5%	3.7%	1.3%	4.4%
Go without heating for more than one day	28.6%	22.4%	20.4%	17.3%	6.0%	13.6%
Go without heating for week or more	11.8%	12.5%	9.1%	4.9%	1.3%	5.1%
Seek support to pay for heating	8.8%	13.8%	3.7%	3.7%	2.1%	4.7%
Heating means you miss out on other activities	45.7%	42.6%	34.5%	25.9%	18.8%	27.3%
Heating into arrears	8.6%	7.4%	3.6%	1.2%	0.8%	2.7%
<b>Energy Demand (Currently do)</b>						
Install renewable energy technologies	2.9%	3.0%	5.6%	10.1%	5.1%	5.5%
<b>Energy Use (Currently do)</b>						
Turning down the thermostats	66.7%	77.6%	83.3%	75.3%	86.4%	81.4%
Not overfilling pans and kettles	85.7%	97.1%	90.9%	86.3%	92.8%	91.6%

Turning off/ unplugging electrical items not in use	86.5%	87.9%	81.8%	81.5%	82.8%	83.4%
Extreme Weather (agree)						
Worried about home and community	88.2%	67.2%	65.5%	48.1%	56.6%	60.0%
I have taken steps to protect home	17.6%	21.9%	20.4%	33.3%	32.0%	28.4%
Digital – Access to devices (Yes)						
Smart phone	75.7%	83.8%	89.1%	88.9%	91.2%	88.3%
Tablet	51.4%	52.9%	69.1%	63.0%	75.6%	67.6%
Laptop/PC	64.9%	64.7%	74.5%	81.5%	84.5%	78.5%
Phone, tablet or laptop	86.5%	94.1%	92.7%	97.5%	97.9%	95.8%
Digital – Access to internet						
Yes, there is household access to the internet at home	78.4%	82.4%	87.3%	95.1%	95.8%	91.4%
No, there is no internet access at home	16.2%	5.9%	9.1%	1.2%	2.9%	4.8%
Digital – Basic skills						
Basic digital skills	73.0%	72.1%	78.2%	77.8%	84.5%	80.0%
Alcohol Consumption (Yes)						
Maximum recommended units (14 units)	30.3%	39.7%	50.9%	48.1%	49.6%	46.7%
Know how many units in drinks you consume	33.3%	40.9%	43.6%	58.8%	59.1%	52.7%
Travel (Yes)						
Walk – Rest of City	62%	54%	62%	63%	74%	67%
Walk – City Centre	73%	66%	78%	77%	80%	77%
Wheeling – Rest of City	5%	4%	0%	0%	0%	1%
Bus – rest of City	62%	62%	56%	53%	48%	53%
Taxi – City Centre	22%	21%	33%	21%	35%	29%
Non-plug in car as driver – Rest of City	11%	22%	38%	49%	33%	33%
Non-plug in car as driver – City Centre	16%	19%	24%	40%	28%	27%
Non-plug in car as passenger – Rest of City	11%	21%	24%	36%	25%	25%
Non-plug in car as passenger – City Centre	8%	19%	18%	26%	24%	22%
Your neighbourhood						
Identity and belonging (mean score)	3.97	3.6	4	4.11	4.5	4.21
Green Space (satisfied)						

Local Greenspace	55.6%	61.8%	69.1%	66.7%	75.5%	69.8%

Note: Caution is advised in interpreting results as the numbers in some groups may be very small.

**Table A2: Responses by Locality**

	Locality			
	North	South	Central	All
<b>Access to Food (Yes)</b>				
Had to skip a meal	6.3%	5.6%	11.8%	7.8%
<b>Reduce Energy Demand (currently do)</b>				
Upgrade wall, floor and / or roof insulation levels	38%	37%	18%	31%
Install renewable energy technologies, e.g. solar panels	6%	9%	1%	6%
<b>Digital - access to devices (Yes)</b>				
Tablet	72.9%	70.0%	60.0%	67.6%
<b>Travel (Yes)</b>				
Cycle - City Centre	4.2%	6.1%	12.3%	7.5%
E-bike - City Centre	0.7%	0.0%	3.9%	1.5%
Park & Ride - City Centre	3.5%	0.0%	1.3%	1.5%
Train - Rest of the City	6.9%	13.3%	18.7%	13.2%
Car Club - Rest of the City	0.7%	0.6%	5.2%	2.1%

Note: Caution is advised in interpreting results as the numbers in some groups may be very small.

**Table A3: Responses by Gender**

	Gender		
	Male	Female	All
<b>Your heating (Yes)</b>			
Paying for heating has meant that you have gone into arrears	4.0%	1.6%	2.7%
<b>Energy Use (Currently do)</b>			
Not overfilling pans and kettles	89.4%	93.5%	91.5%
<b>Extreme weather (Agree)</b>			
I have taken steps to protect my home against severe weather	33.9%	23.4%	28.5%
<b>Alcohol (Yes)</b>			
Maximum recommended units (14 units)	44.9%	48.6%	46.8%



Travel (Yes)			
Cycle – Rest of City	17.4%	5.2%	11.1%
Cycle - City Centre	10.9%	4.4%	7.5%
Motorbike – Rest of City	3.0%	0.0%	1.5%

Note: Caution is advised in interpreting results as the numbers in some groups may be very small.

**Table A4: Responses by Age Group**

	Age Group					
	16-34	35-54	55-64	65-74	75+	All
<b>Access to Food (Yes)</b>						
Worried you would not have enough food	21.1%	16.7%	9.4%	3.1%	5.5%	8.5%
Unable to eat healthy and nutritious food	26.3%	19.5%	13.8%	3.8%	12.2%	12.0%
Ate only a few kinds of foods	42.1%	25.6%	19.1%	11.6%	17.0%	18.6%
Had to skip a meal	26.3%	11.5%	8.6%	4.7%	4.5%	7.9%
Ate less than you thought you should	26.3%	11.5%	14.7%	7.0%	9.1%	11.2%
Were hungry but did not eat	21.1%	10.3%	6.1%	2.3%	2.2%	5.6%
<b>Your heating (Yes)</b>						
Worried not able to heat home	63.2%	37.2%	29.3%	32.3%	22.8%	31.7%
Only afford to heat or eat	10.5%	7.7%	5.2%	1.6%	3.4%	4.4%
Go without heating for more than one day	52.6%	18.2%	12.9%	10.2%	6.7%	13.5%
Heating means you miss out on other activities	42.1%	37.2%	28.7%	23.3%	18.9%	27.1%
Heating into arrears	10.5%	7.7%	0.9%	0.8%	1.1%	2.5%
<b>Energy Demand (Currently do)</b>						
Install energy saving light bulbs	78.9%	85.7%	95.7%	90.0%	84.8%	89.2%
Install renewable energy technologies e.g. solar panels	0.0%	2.6%	7.8%	3.1%	12.8%	6.1%
Energy demand 'other'	7.7%	34.0%	28.2%	46.9%	36.5%	35.2%
<b>Energy Use (Currently do)</b>						
Installing a smart meter	42.1%	60.3%	53.5%	56.6%	52.8%	55.0%
Turning down the thermostats	63.2%	72.7%	87.7%	86.9%	74.4%	80.9%
<b>Extreme Weather (agree)</b>						
I can be relied upon by my neighbours and community	47.4%	61.5%	69.8%	70.8%	64.8%	66.6%
My community would support me	31.6%	36.4%	37.9%	36.2%	51.6%	39.7%
I know where to find information	36.8%	48.7%	50.4%	55.8%	52.2%	51.5%
I have taken steps to protect my home against severe weather	10.5%	17.9%	28.4%	37.6%	30.9%	28.9%

<b>Digital – Access to devices (Yes)</b>						
Smart phone	100.0%	98.7%	93.2%	83.8%	78.3%	88.5%
Laptop/PC	84.2%	88.5%	82.9%	73.1%	64.1%	77.1%
Phone, tablet or laptop	100.0%	98.7%	97.4%	93.8%	91.3%	95.4%
<b>Digital – Access to internet</b>						
Yes, there is household access to the internet at home	89.5%	97.4%	94.0%	90.0%	83.7%	91.1%
No, there is no internet access at home	5.3%	0.0%	1.7%	6.9%	12.0%	5.3%
<b>Digital – Basic skills</b>						
Basic digital skills	100.0%	94.9%	84.6%	76.9%	63.0%	80.3%
<b>Alcohol Consumption (Yes)</b>						
Know how many units in drinks you consume	47.4%	44.9%	66.1%	53.9%	38.0%	51.9%
<b>Travel (Yes)</b>						
Walk – City Centre	94.7%	87.2%	76.9%	73.8%	64.1%	75.9%
Cycle – Rest of City	5.3%	14.1%	16.2%	6.2%	1.1%	9.2%
Cycle – City Centre	15.8%	11.5%	6.0%	6.2%	1.1%	6.4%
Wheeling – City Centre	0.0%	3.8%	0.9%	0.0%	0.0%	0.9%
Bus – City Centre	63.2%	46.2%	56.4%	67.7%	67.4%	60.6%
Train – City Centre	26.3%	9.0%	8.5%	3.1%	10.9%	8.3%
Car Club – Rest of City	10.5%	3.8%	0.0%	1.5%	2.2%	2.1%
Car club – City Centre	10.5%	5.1%	0.0%	0.8%	1.1%	1.8%
Non-plug in car as driver – City Centre	26.3%	39.7%	33.3%	23.8%	16.3%	27.8%
Non-plug in car as passenger – City Centre	21.1%	26.9%	28.2%	16.9%	14.1%	21.3%
<b>Your neighbourhood</b>						
Identity and belonging (mean score)	3.1	4.1	4.4	4.1	4.5	4.2
<b>Green Space (Satisfied)</b>						
Local Greenspace	31.6%	65.4%	71.8%	71.5%	71.4%	68.7%

Note: Caution is advised in interpreting results as the numbers in some groups may be very small.

**Table A5: Responses by Ethnicity**

	Ethnicity				
	Scottish	Other British	Other White	Other	All
<b>Access to Food (Yes)</b>					
Had to skip a meal	5.9%	10.2%	16.7%	24.0%	7.9%
Ate less than you thought you should	9.2%	10.2%	20.8%	24.0%	10.8%
Were hungry but did not eat	4.8%	8.5%	8.3%	16.0%	6.0%
<b>Your heating (Yes)</b>					
Worried not able to heat home	31.4%	23.7%	54.2%	48.0%	32.5%
Only afford to heat or eat	12.6%	8.5%	20.8%	29.2%	13.4%
Only afford to either heat home or feed yourself/family	4.5%	0.0%	4.2%	16.0%	4.5%
Heating means you miss out on other activities	25.1%	24.1%	50.0%	48.0%	27.5%
<b>Energy Use (Currently do)</b>					
Installing a smart meter	54.6%	56.1%	62.5%	64.0%	55.7%
<b>Extreme Weather (agree)</b>					
I can be relied upon by my neighbours and community	70.0%	62.1%	37.5%	56.0%	66.6%
My community has taken steps to protect my home against severe weather	6.0%	5.6%	4.2%	16.7%	6.4%
<b>Digital – Access to devices (yes)</b>					
Laptop/PC	75.0%	88.1%	95.8%	88.0%	78.4%
<b>Alcohol Consumption (Yes)</b>					
Know how many units in drinks you consume	53.6%	56.9%	50.0%	28.0%	52.5%
<b>Travel (Yes)</b>					
Walk – City Centre	73.6%	86.4%	91.7%	80.0%	76.5%
Cycle – City Centre	5.8%	18.6%	8.3%	8.0%	7.6%
Park & Ride – Rest of City	2.70%	0.00%	12.50%	0.00%	2.80%
Car club – City Centre	0.5%	6.8%	4.2%	4.0%	1.7%
Non-plug in car as driver – City Centre	25.5%	42.4%	12.5%	32.0%	27.3%
<b>Green Space (Satisfied)</b>					
Overall Greenspace	66.8%	84.7%	41.7%	72.0%	68.0%

Note: Caution is advised in interpreting results as the numbers in some groups may be very small.

‘Other’ = African or Caribbean, Arab, Asian and ‘Other’