Aberdeen Community Planning Partnership

City Voice
45th 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.

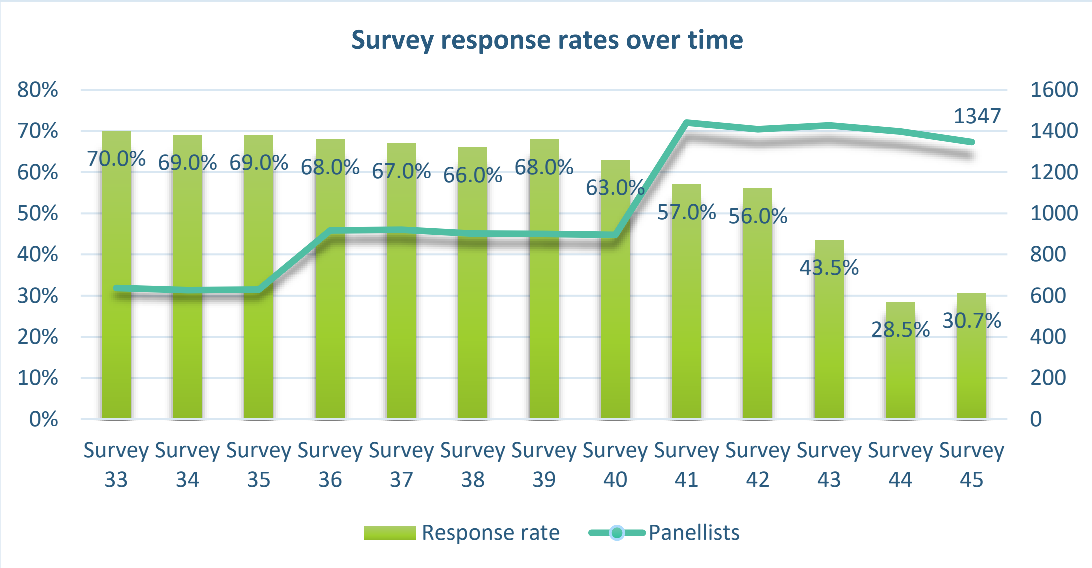
1.1.3. This report sets out the findings from the 45th City Voice Survey. The topics included in this survey are as follows:

- **Prosperous economy**
  - Access to food
  - Your heating
  - Your income and employment
  - Attitudes to online learning
- **Prosperous people**
  - Community safety
  - Hate crime legislation
  - Young people
  - Mental wellbeing
- **Prosperous place**
  - Travel and transport
  - Parking
  - Your neighbourhood
  - Green space

1.1.4. The survey opened on 24th August 2021 and closed on the 15th September 2021. Of the 1,347 panel members who received the questionnaire, a total of 414 completed questionnaires (of which 198 were paper questionnaire and 216 were online) were returned, giving a **response rate of 30.7%.**

1.1.5. This response rate 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 (see Figure 1.1). There may be several reasons for this including survey fatigue or lack of interest/perceived relevance of the topics included in this questionnaire.

Figure 1.1



1.1.6. In addition to the questionnaires received from panel members, the survey was also open to all Aberdeen City residents who had signed up to received Aberdeen City Council consultations. A further **135** questionnaires were received.

Combining the responses from panellists and those from the open questionnaires, the **total number of questionnaires received was 549.** Of these 198 were paper copies and 351 were online. Importantly, therefore, despite the relatively low response rate, the number of responses received is sufficient to provide robust overall survey results and to allow more detailed analyses for specific groups (e.g. locality, gender) if required.

1.1.7. Survey respondents were asked to provide some personal information including gender, year of birth and postcode. These questions were voluntary. Table 1.1 gives a summary profile of respondents, where they have provided the data.

Slightly more women than men completed the survey (50.1% compared to 46.3%). There were very few respondents in the youngest age group – only 1.1% of respondents were under 35 years of age, with the median age of respondents being 66 years. Just over 10% of respondents did not provide a year of birth. Postcode information showed that respondents were fairly evenly spread across the city, with 20.6% of respondents being located in the north of the city, 21.7% in the central area of the city and 29.3% being in the south of the city. 28.4% of respondents did not give a postcode.

Table 1.1: Profile of survey respondents

	Survey Respondents	
	Number	**Percentage**
Gender		
Man	254	46.3%
Woman	275	50.1%
In another way	2	0.4%
Would prefer not to say	13	2.4%
Did not answer	5	0.9%
Age Group		
16-34 years	6	1.1%
35-54 years	105	19.1%
55-64 years	116	21.1%
65-74 years	158	28.8%
75+ years	108	19.7%
Did not say	56	10.2%
Median age (of those who provided Date of Birth)	66 years	
Location		
North	113	20.6%
South	161	29.3%
Central	119	21.7%
Did not provide full postcode	156	28.4%

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 549, i.e. the full number of respondents).

1.2.2. In addition to the basic analysis, additional analysis was conducted to look at differences in responses by locality areas. Responses were analysed by the three locality groups – North, South, Central – excluding those who did not give a postcode and could not be allocated to a locality (giving a maximum base of 393). The report presents findings only where a statistically significant difference (95% confidence level) was found between the three localities.

1.2.3. 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**.

1.2.4. Some 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.

2. Prosperous Economy

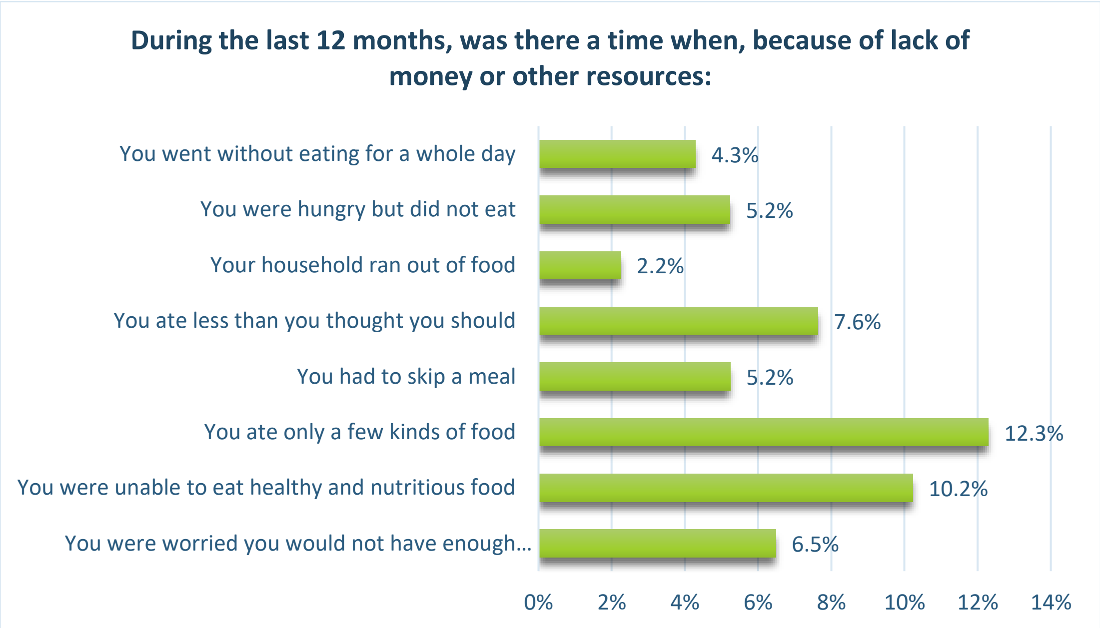
2.1. Access to food

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?

2.1.1. While most respondents did not report concerns around their ability to access healthy or nutritious food, 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.

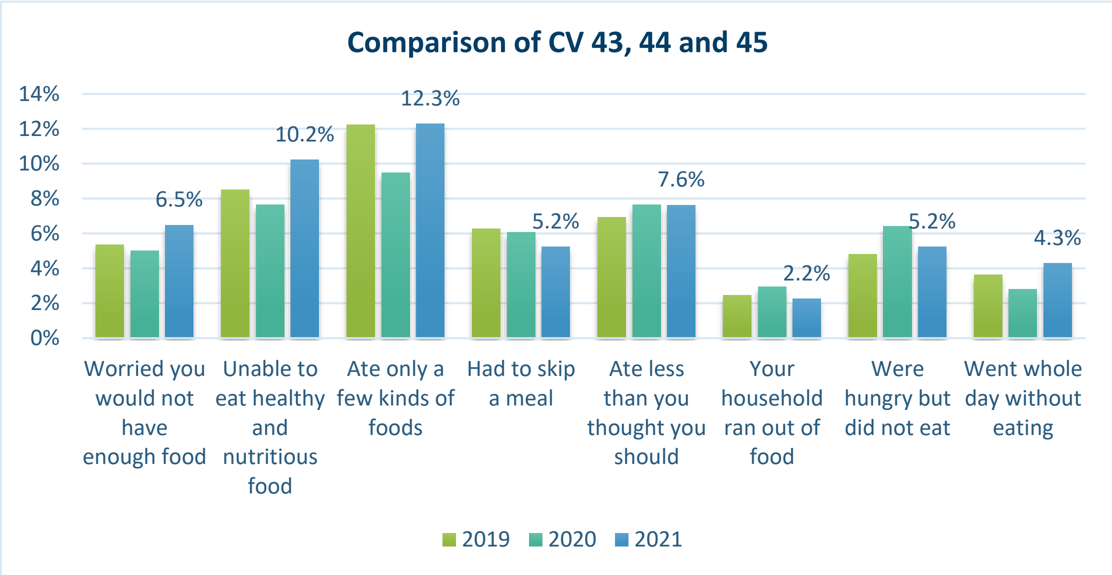
Figure 2.1



Bases: not have enough = 540, healthy and nutritious = 538, few kinds of food = 537, skip a meal = 534, ate less = 537, ran out of food = 534, hungry but did not eat = 535, went without eating = 536

2.1.2. 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 2.2



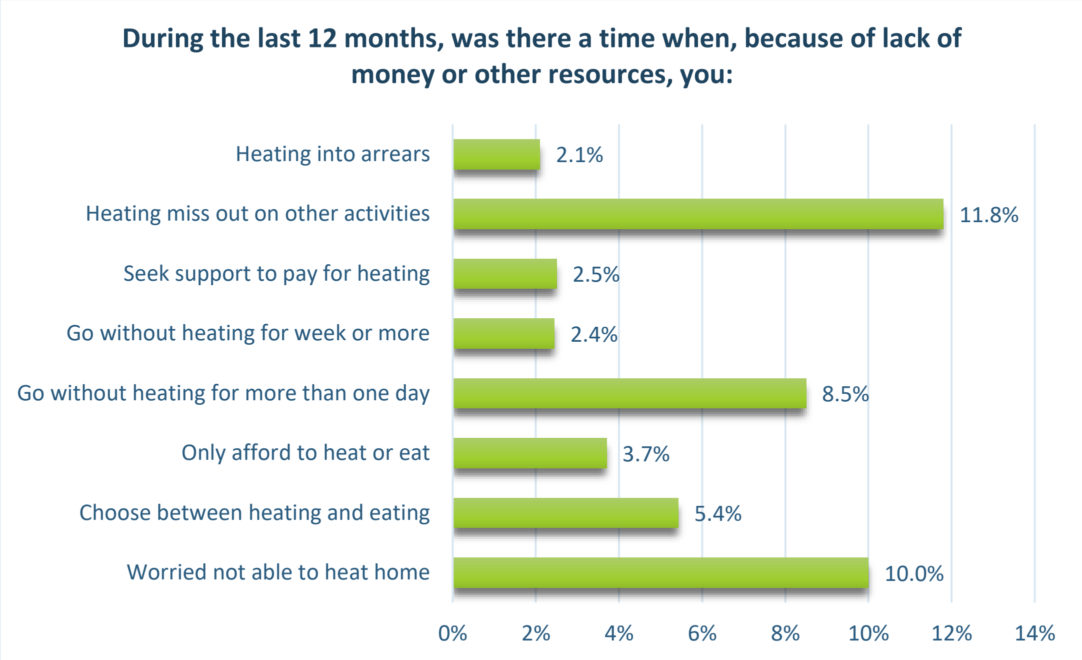
2.2. Your heating

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. 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?

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, 11.8% reported 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 2.3



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.

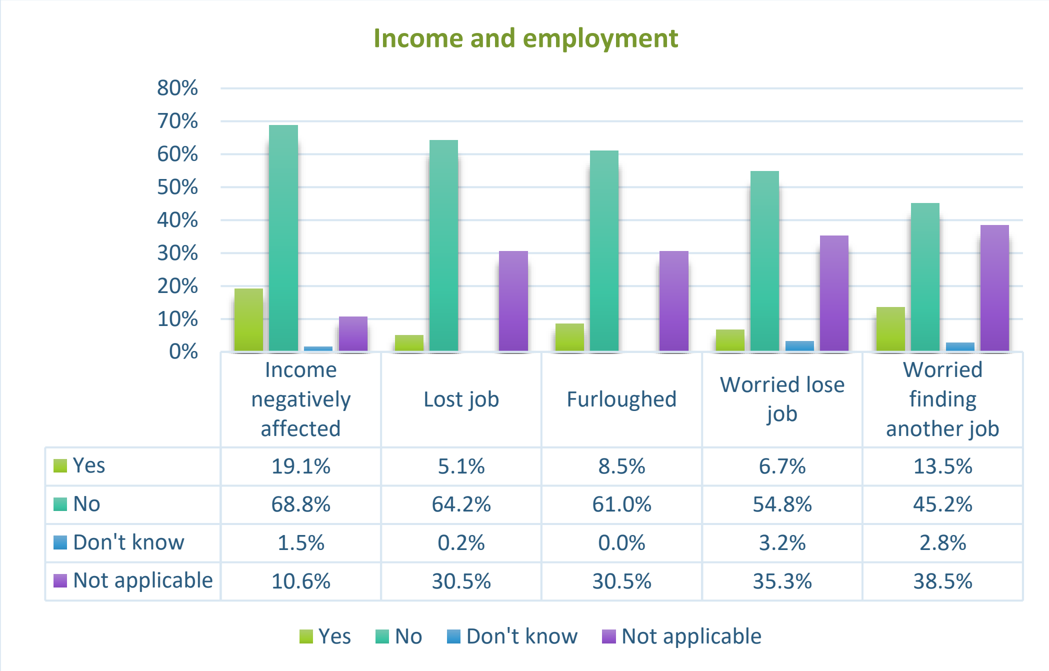
2.3. Your income and employment

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. Specifically it asked:

- Has your income been negatively affected by the pandemic?
- Have you lost your job due to the pandemic?
- Have you been furloughed due to the pandemic?
- Are you worried you will lose your job due to the pandemic?
- Are you worried about finding another job?

2.3.1. Figure 2.4 gives the responses for all those who answered this question. In this set of questions, participants were given a **not applicable** option (e.g. some may not be in employment or be retired). For the questions relating to employment, approximately one third of respondents reported that these questions were not applicable to them.

Figure 2.4

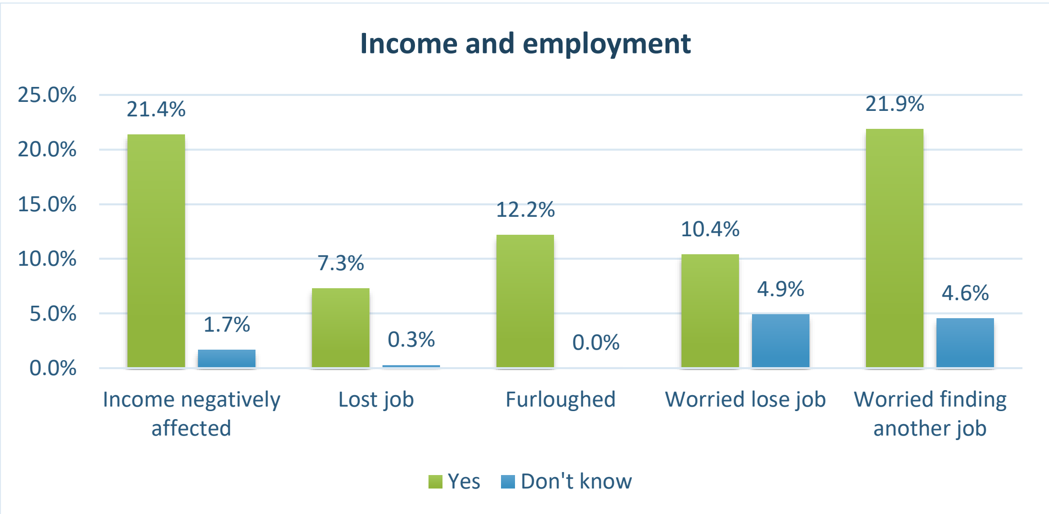


	Income negatively affected	Lost job	Furloughed	Worried lose job	Worried finding another job
Yes	19.1%	5.1%	8.5%	6.7%	13.5%
No	68.8%	64.2%	61.0%	54.8%	45.2%
Don't know	1.5%	0.2%	0.0%	3.2%	2.8%
Not applicable	10.6%	30.5%	30.5%	35.3%	38.5%

Bases: Income negatively affected = 539; lost job = 534; furloughed = 531; worried lose job = 535; worried about finding another job = 535.

2.3.2. The analysis was re-done, excluding those who reported that the question was not applicable to them. Figure 2.5 shows the percentage of respondents who answered either 'yes' or don't know' to the questions. 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 2.5



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

Community Planning Aberdeen Response: 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.

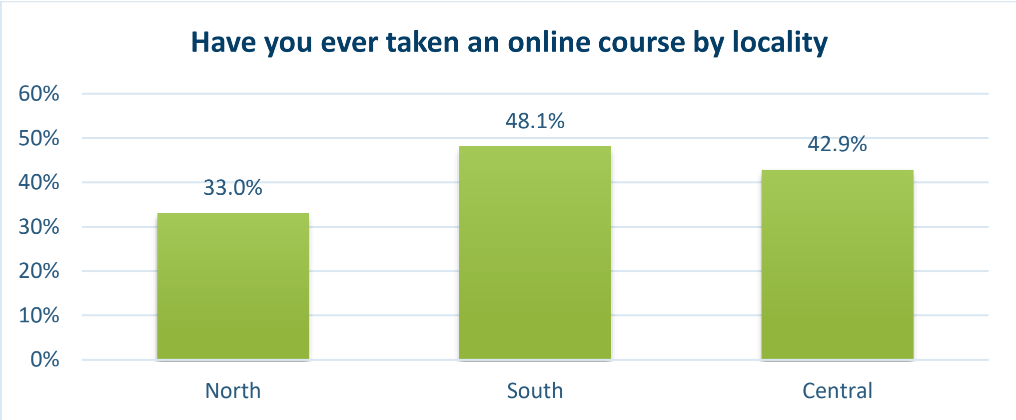
2.4. Attitudes to online learning

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.

2.4.1. The first question asked participants if they had ever taken an online course. 45.2% of respondents reported that they had taken an online course. (Base = 544)

Locality: A significant difference in responses was found by locality, with a lower proportion of those in the North locality (33%) reporting that they had taken an online course compared to South (48.1%), Central (42.9%).

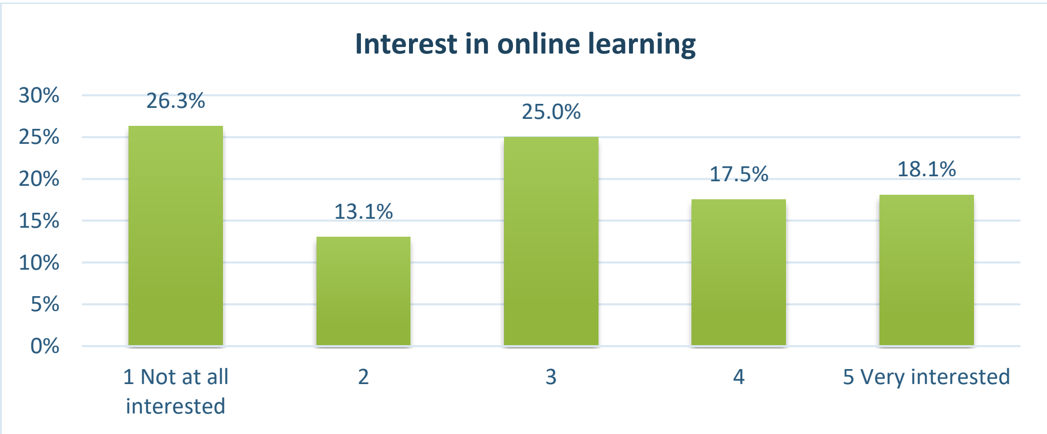
Figure 2.6



Base = 389

2.4.2. 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 2.7

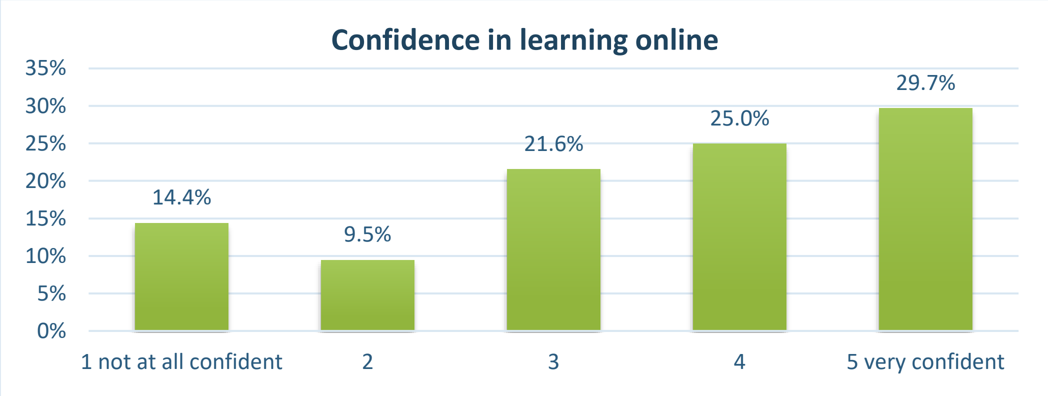


Base = 536

2.4.3. The next question asked participants if they knew where to find information about online learning. Most respondents (54.7%) reported they **did know where to find information**, with 15.6% saying they **did not know**, 13.7% saying they **would like to know** and 16% reporting that they were **not interested in online learning**. (Base = 539)

2.4.4. 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.

Figure 2.8

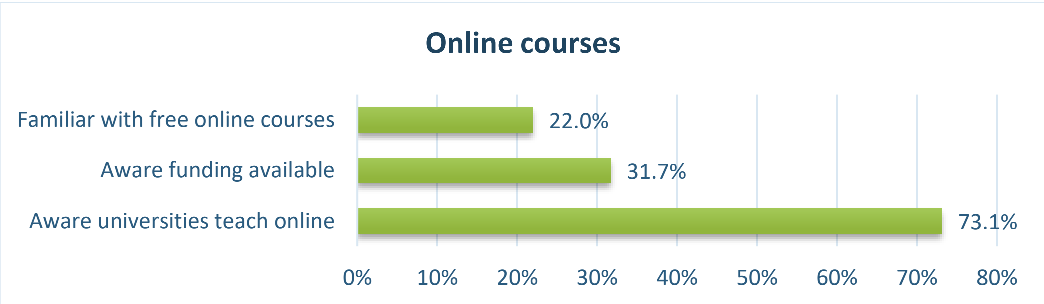


Base = 529

2.4.5. The next set of questions related to awareness of online courses. Participants were asked if they were aware that universities like the University of Aberdeen and Robert Gordon University teach courses online, and if they were aware that these institutions offered funding to people who wish to learn online skills. A further question asked participants if they were familiar with free online courses from providers such as FutureLearn and Coursera/Ed which are often referred to as Massive Open Online Courses (MOOCs).

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 MOOCs. (Figure 2.8).

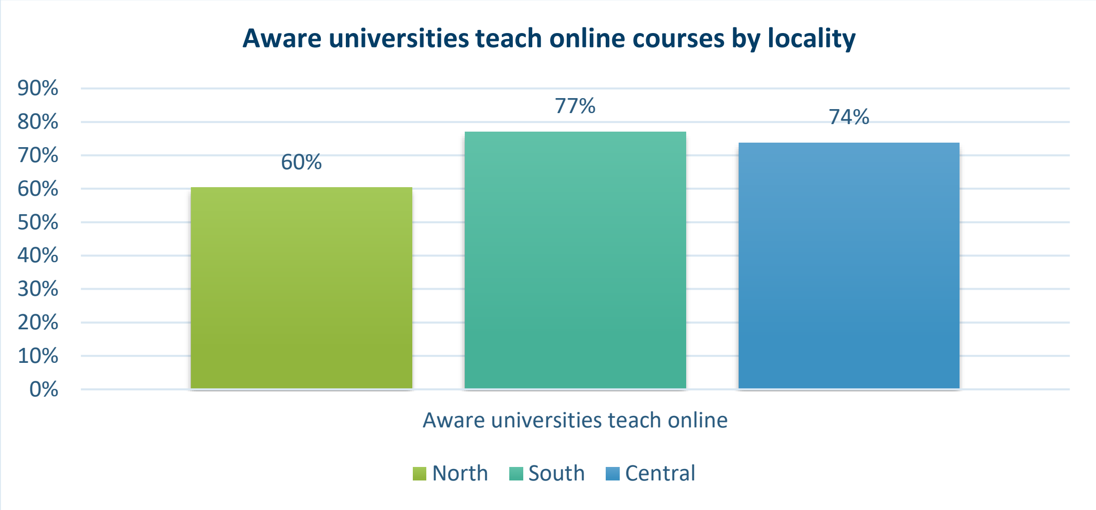
Figure 2.9



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

Locality: The proportion of respondents who were **aware that universities teach online** differed by locality, being lower in the North locality (60.4%) than in either Central (73.7%) or South (77.1%).

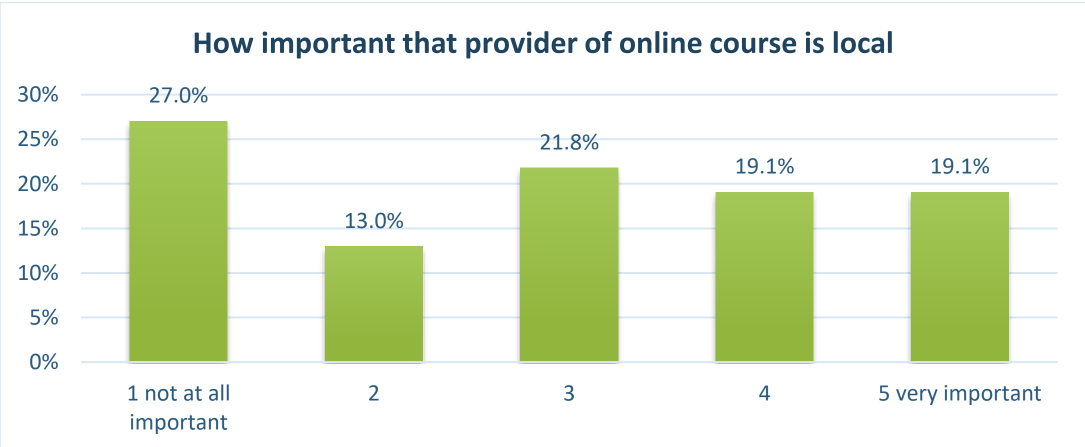
Figure 2.10



Base = 386

2.4.6. Participants were then asked how important it was to them that the provider of an online course is local e.g. University of Aberdeen, Robert Gordon University, North East Scotland College or Scotland's Rural College (SRC). They were asked to rate this on a scale from 1 (not at all important) to 5 (very important). A 'not applicable' option was also included. 11.8% of respondents chose 'not applicable'. Of those for whom the question was applicable, 40% gave a rating of 1 or 2 suggesting that they **did not feel it was important** that the online course provider was local, whereas 38.2% gave a rating of 4 or 5 suggesting that they felt it **was important** that the provider was local. 21.8% gave a rating of 3 suggesting a more **neutral** view.

Figure 2.11

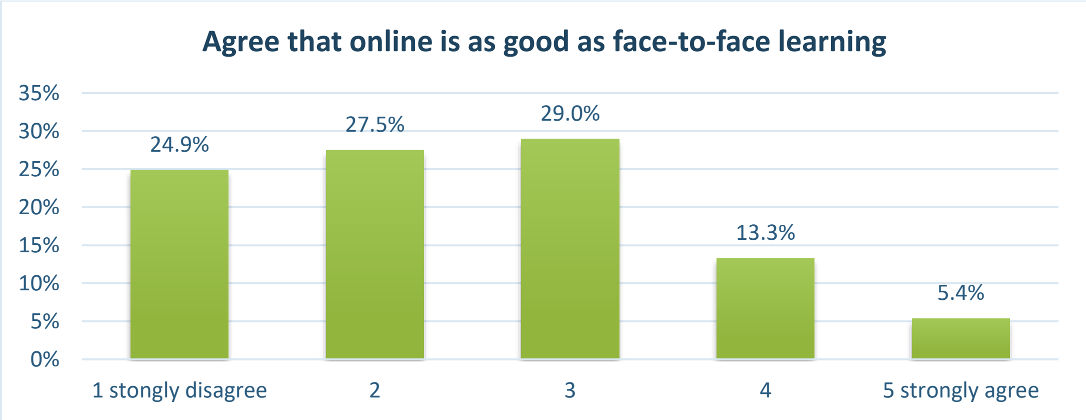


Base = 477

2.4.7. The next question asked participants if they agreed that online learning is as good as face-to-face learning. Participants were asked to rate their agreement on a scale of 1 (strongly disagree) to 5 (strongly agree). A 'not applicable/don't know' option was also included. 13.9% of respondents chose this option. 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.

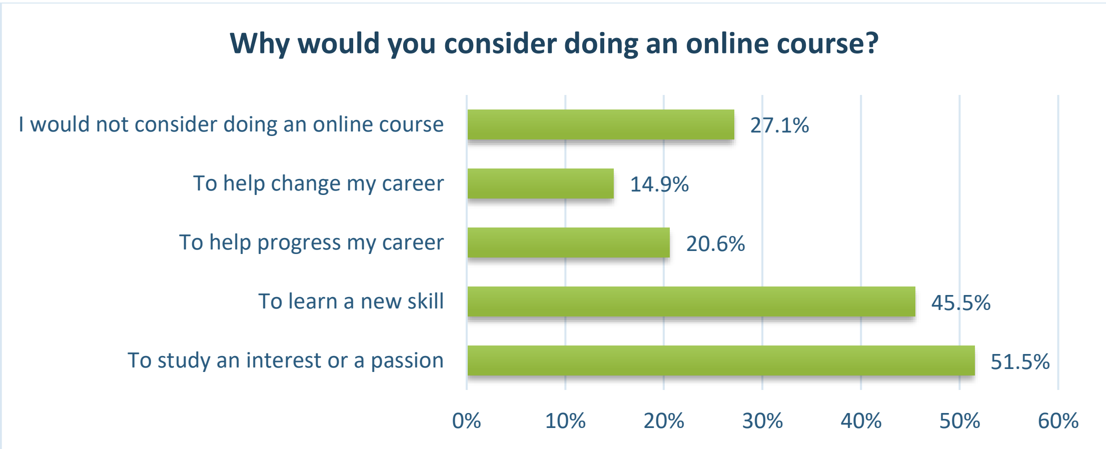
Figure 2.12



Base = 466

2.4.8. Participants were then asked why they would consider doing an online course and were given a list of options to choose (tick all that apply). 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 my career** and 14.9% **to help change my career.** 27.1% of respondents said they **would not consider doing an online course.**

Figure 2.13



Base = 549

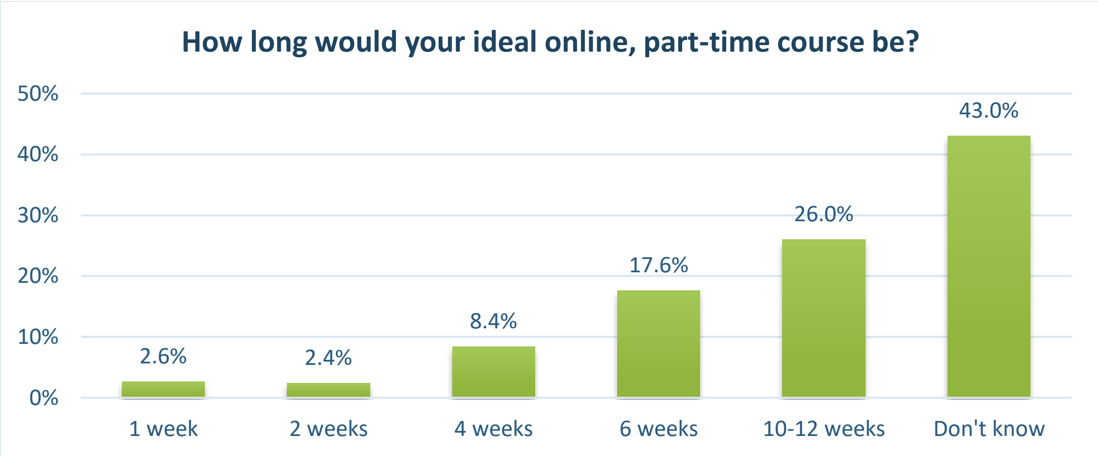
Locality: A significant difference was found by locality in the proportion of respondents who reported they wanted **to study an interest or a passion**. This was higher in the South locality (60.9%) than in either North (39.8%) or Central (47.9%) localities. The proportion of respondents who reported they **would not consider doing an online course** was lower in South (20.5%) than North (31.9%) or Central (33.6%). (Base = 393).

2.4.9. The next two questions related to employment. Firstly participants were asked if they would tell their employer that they were taking an online course. More than half (60.4%) of respondents chose the 'not applicable' option for this question. Of those for whom the question was applicable, 70.6% reported that **yes**, 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. As well as 'yes', 'no' and 'not applicable' options, there was also an option 'I would like information on how to ask my employer'. Again, a relatively high proportion of respondents (61.4%) reported that this was 'not applicable' to them. Of the remaining respondents, 48.6% said that they **would not consider** asking for support, 40.9% said they **would consider** asking their employer for support, and 10.6% said that they **would like information** on how to ask their employer.

2.4.10. 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. 29.4% of respondents reported that this question was not applicable to them. For 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%).

Figure 2.14



Base = 381

2.4.11. The next question asked participants how much they would expect to pay for an online course – more, less or the same as a face-to-face 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.

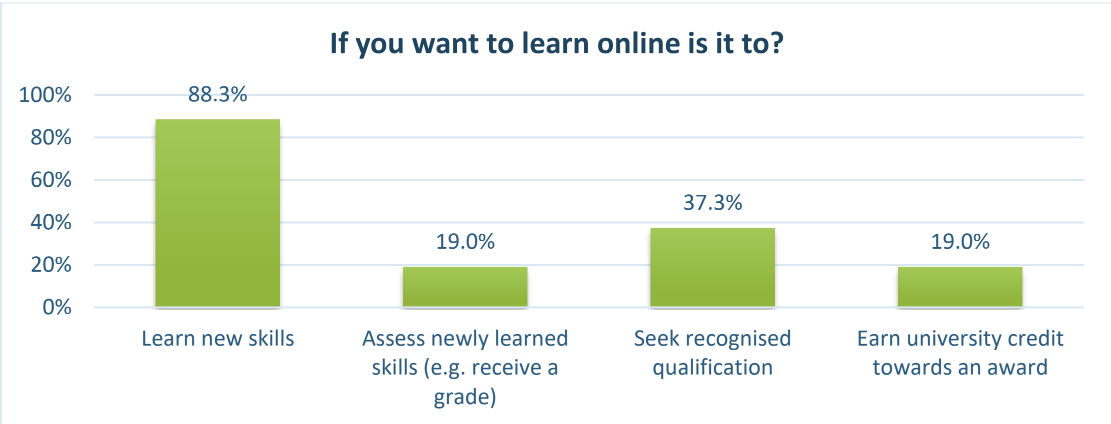
Figure 2.16

Base = 513

2.4.12. The last question asked participants to specify the reason they would want to learn online. Four options were given (tick all that apply) as well as a not applicable option. Over a third (37.5%) of respondents reported the question was **not applicable** to them.

For those for whom the question was applicable, the most common reason chosen was to **learn new skills** (88.3%) followed by to **seek a recognised qualification** (37.3%). 19% of respondents reported they were interested in **earning university credit towards an award** and 19% reported they were interested in **assessing newly learned skills (e.g. receiving a grade at the end of the course)**.

Figure 2.17



Base = 343

2.4.13. 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)

Community Planning Aberdeen Response: 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 behove 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.

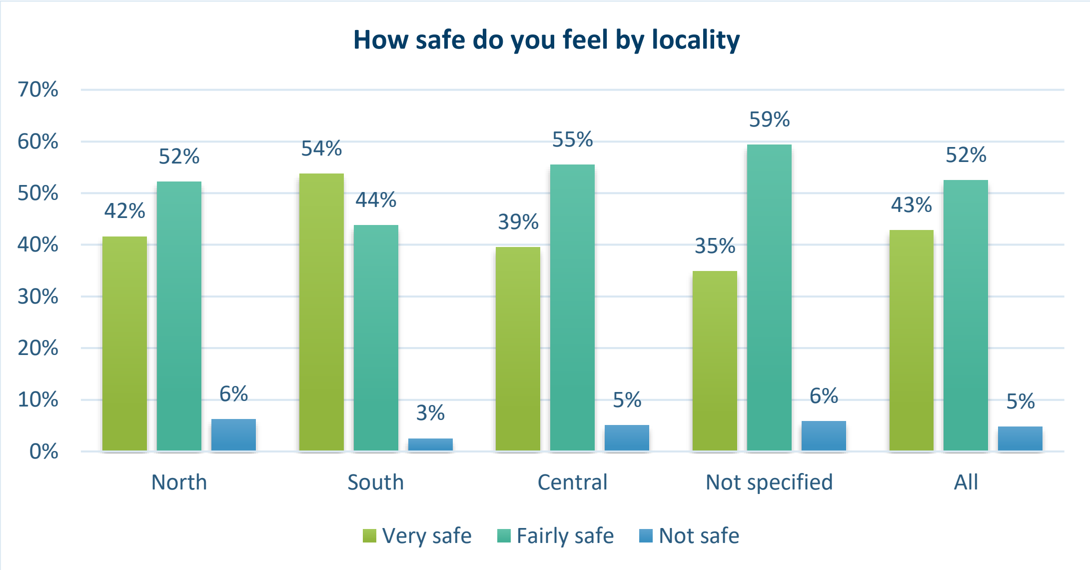
3. Prosperous People

3.1. 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.

3.1.1. 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 felt **not safe**. (Base = 547).

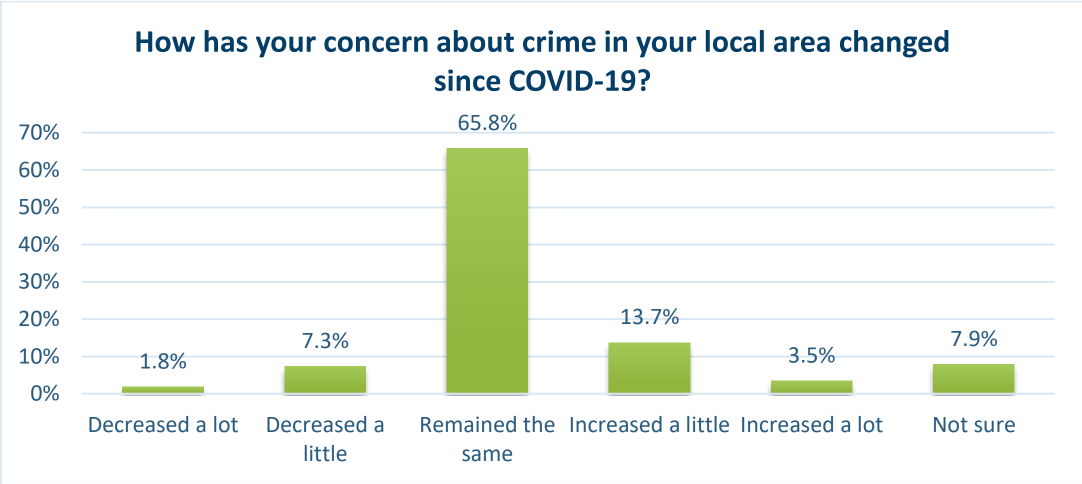
Figure 3.1



Base = 547

3.1.2. The next question asked participant to what extent their concern about crime in their local area changed since COVID-19 started. Most respondents (65.8%) reported that their concern about crime in their local area 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.**

Figure 3.2

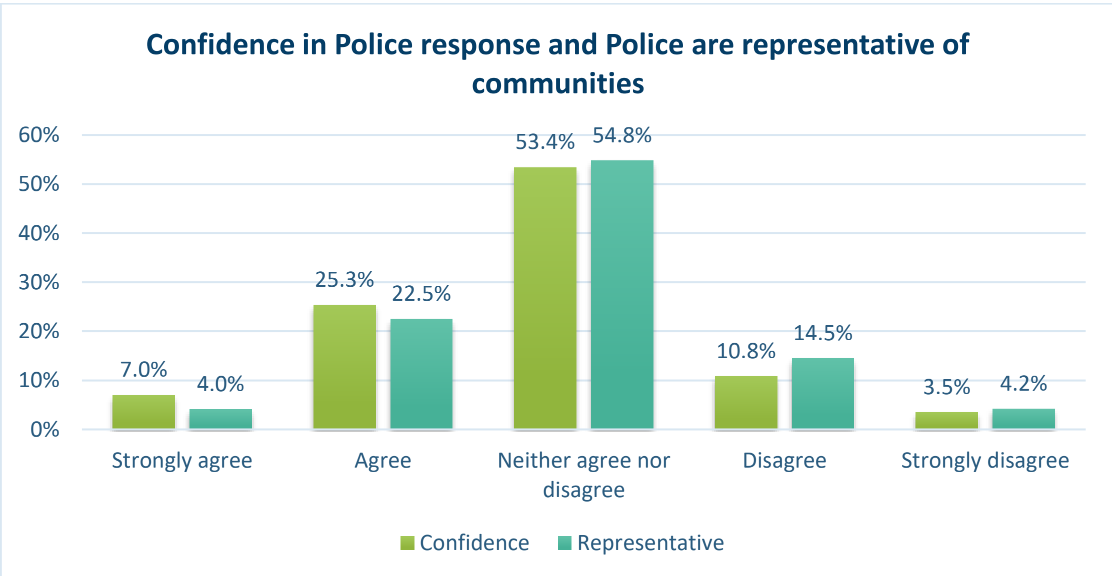


Base = 547

3.1.3. Participants were then asked to rate their agreement with the statement: "I have confidence in the police response to COVID-19 in my local area". Almost a third (32.3%) of respondents **agreed** (either strongly agree or agree) with the statement while 14.3% **disagreed** (either disagree or strongly disagree) with it. The most common response was **neither agree nor disagree** with over half (53.4%) of respondents choosing this option.

3.1.4. The following question asked participants to rate their agreement on whether Police Scotland is representative of the communities it serves. Again, the most common response was **neither agree nor disagree** with 54.8% of respondents choosing this option. A quarter (26.5%) **agreed** (either strongly agree or agree) that Police Scotland was representative of the communities it serves, while 19.7% **disagreed** (either disagree or strongly disagree).

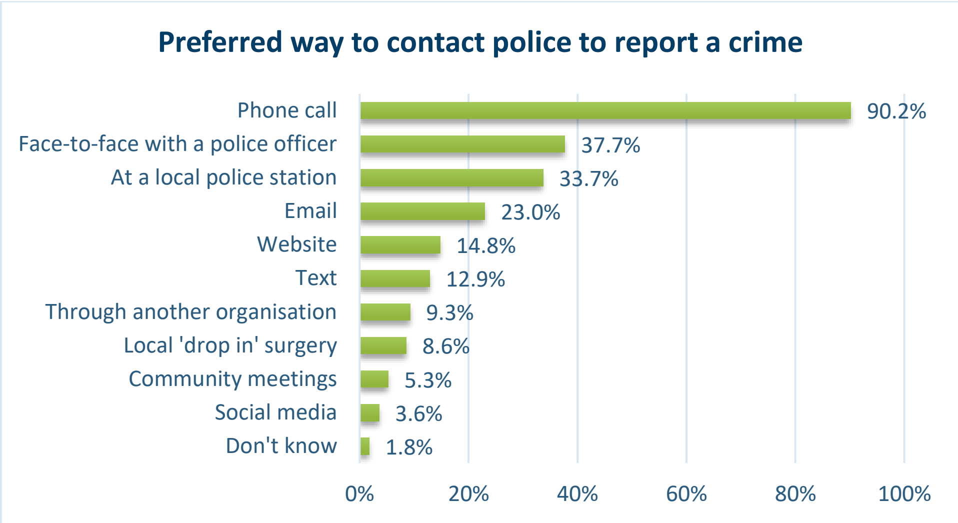
Figure 3.3



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

3.1.5. Participants were then asked what their preferred way of contacting the police to report a crime would be. They were given a list of ten options plus a 'don't know' option and could choose as many options as they wanted. 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 population 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%.

Figure 3.4

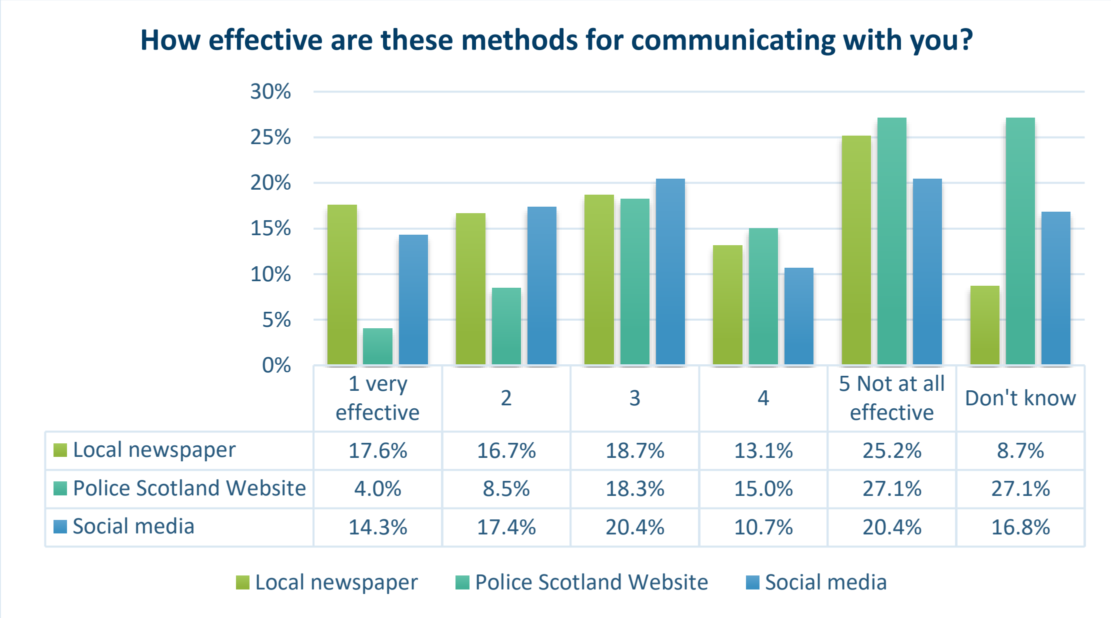


Base = 549

3.1.6. The next question asked participants about the effectiveness of different methods communication for providing information and advice to the public. The three methods of communication were **local newspaper**, **Police Scotland website** and **social media** (e.g. Facebook or Twitter). Participants were asked to rate how effective they thought each of these methods were for communicating with them on a scale of 1 (very effective) to 5 (not at all effective). A 'don't know' option was also provided.

Local newspaper was the most commonly rated as effective (score of 1 or 2) at 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%. The Police Scotland website had the largest percentage of 'don't knows' at 27.1%.

Figure 3.5

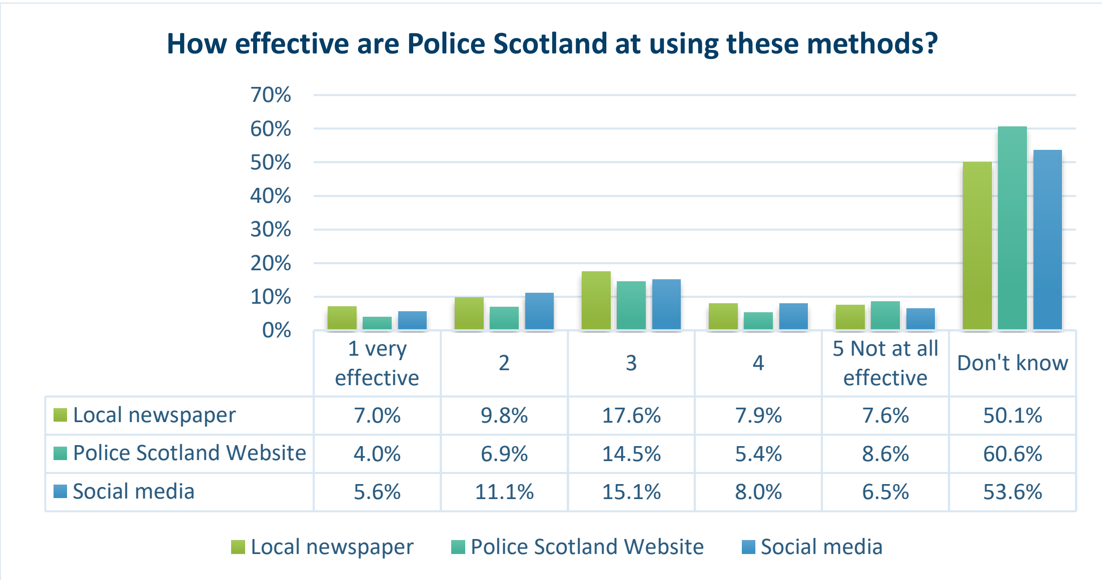


	1 very effective	2	3	4	5 Not at all effective	Don't know
Local newspaper	17.6%	16.7%	18.7%	13.1%	25.2%	8.7%
Police Scotland Website	4.0%	8.5%	18.3%	15.0%	27.1%	27.1%
Social media	14.3%	17.4%	20.4%	10.7%	20.4%	16.8%

Bases: local newspaper = 540, Police Scotland website = 520 and social media = 524

3.1.7. The following question asked participants to rate how effective they thought Police Scotland were at using each of these three methods of communication. The most common response for each of the three methods was 'don't know' with over half of respondents choosing this option (**local newspaper** 50.1%, **Police Scotland website** 60.6% and **social media** 53.6%). The percentage of respondents who thought Police Scotland were effective at using these methods (rating of 1 or 2) was similar for **local newspaper** (16.8%) and **social media** (16.7%) with a lower percentage (10.9%) of respondents rating use of the **Police Scotland website** as effective.

Figure 3.6



	1 very effective	2	3	4	5 Not at all effective	Don't know
Local newspaper	7.0%	9.8%	17.6%	7.9%	7.6%	50.1%
Police Scotland Website	4.0%	6.9%	14.5%	5.4%	8.6%	60.6%
Social media	5.6%	11.1%	15.1%	8.0%	6.5%	53.6%

Bases: local newspaper = 541, Police Scotland website = 523 and social media = 522

3.1.8. 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 common themes is given below:

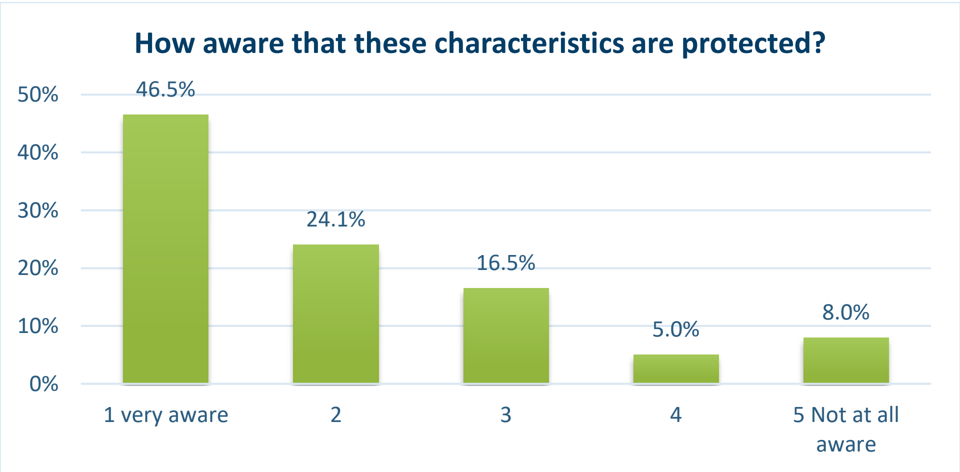
- More police presence on the streets/in communities
- Email updates/leaflets through doors/mobile phone app/local noticeboards
- More use of local TV/radio/social media
- Local 'drop in' surgery
- Bring back local police stations/call centres (rather than Police Scotland)
- Work more closely with local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

3.2. Hate Crime legislation

3.2.1. 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.

3.2.2. 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 3.7



Base = 540

3.2.3. The second question asked participants 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 the did feel less safe. (Base = 504).

3.2.4. 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:

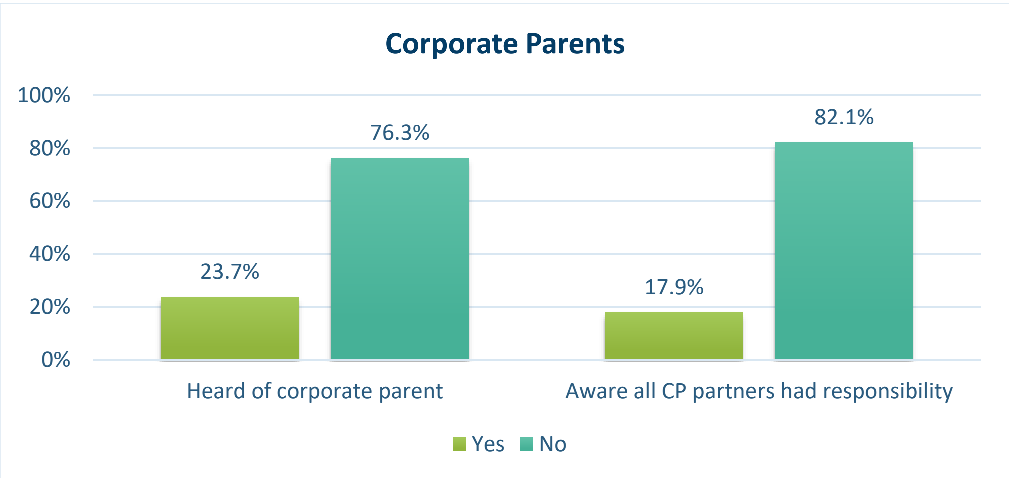
- Education and tolerance /celebrate diversity
- Increase awareness of resources available for information and support
- More local activities and events which bring everyone together
- More encouragement for reporting hate crime and stronger action/deterrents against those committing it
- Everyone should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

3.3. Young People

3.3.1. 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".

3.3.2. Firstly participants were asked if they had heard of the term '**corporate parent**' and then asked if they were aware that ALL community planning partners had the responsibility to be corporate parents. Less than a quarter (23.7%) of respondents reported that they had heard of this term and only 17.9% reported that they were aware that all community planning partners had this responsibility.

Figure 3.8



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

Locality: A higher proportion of respondents from the South locality (29.1%) reported they had heard of the term 'corporate parent' than those from either North (16.2%) or Central (21.0%) localities. (Base = 388).

3.3.3. The next question asked participants if they were care-experienced. Most respondents (94.4%) reported that they were not care-experienced. However, with 2.4% reported they were care-experienced, 2.4% reported they did not know and 0.7% reported they would prefer not to answer. (Base = 541).

3.3.4. The final two questions related to the role of corporate parents in supporting care-experienced young people.

3.3.5. The first of these asked participants what work they were aware of that was being done by corporate parents to successfully support care-experienced young people. This was an open text question. A total of 182 comments were received (although many of these were respondents reporting they were not aware of the work being done). A brief sample of other responses is given below:

- Children's panels
- Foster and kinship care
- Supported accommodation
- Help and training in finding a job
- Named person strategy

3.3.6. The last question asked participants how they thought corporate parents could better support care-experienced young people to ensure that they have the same opportunities as any other young person. This was also an open text question. 165 comments were received (again, many of these from respondents who reported they don't know enough about the topic to provide a useful response). A brief sample of other 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

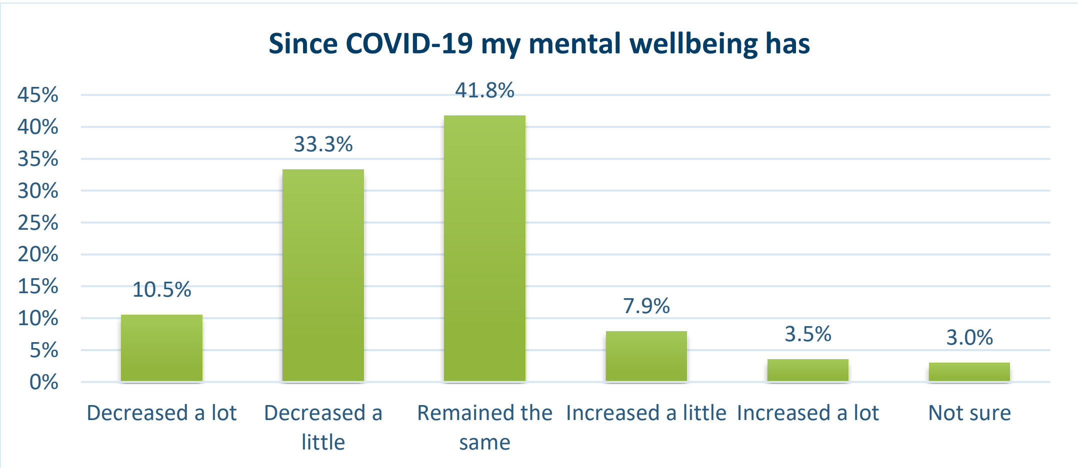
Community Planning Aberdeen Response: This is what we are doing

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.

3.4. Mental wellbeing

3.4.1. 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**.

Figure 3.9

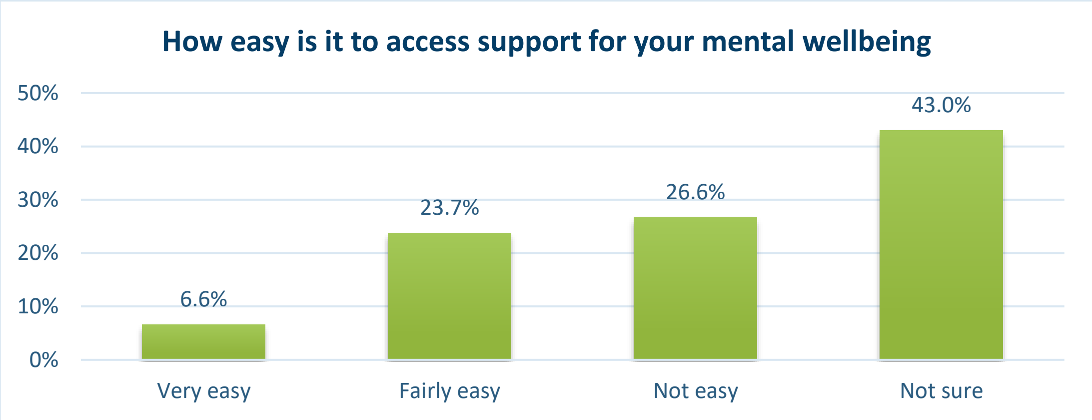


Base = 541

3.4.2. The next question asked participants how easy it is for them to access support for their mental wellbeing. The response options were easy, fairly easy, not easy, and not sure. A 'not applicable' option was also given. 29.6% of respondents chose this option. (Base = 538).

Of those for whom this question was applicable, the most common response was **not sure** with almost 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.

Figure 3.10

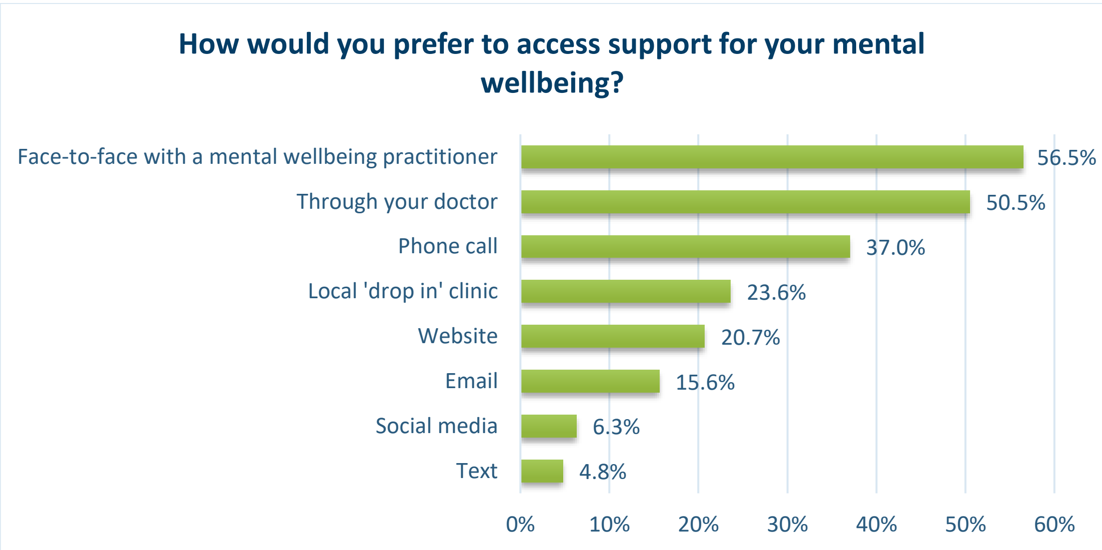


Base = 379

3.4.3. Participants were then asked how they would prefer to access support for their mental wellbeing. They were given as list of options and asked to tick all that apply. A 'not applicable' option was also given. Almost a quarter (24.2%) of respondents chose **not** applicable.

For those for whom the question was applicable, 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 3.11



Base = 416

3.4.4. The next question asked participants 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 comments 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

3.4.5. 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

Community Planning Aberdeen Response: 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

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. There were also questions relating to parking.

4.1.1. The first question in this section asked participants how often (every day, several times a week, once a week, once or twice a month, less than once or twice a month and never) they travel into the city using various modes of transport. The modes of transport were:

- walk
- cycle standard pedal bike
- cycle ebike
- wheeling (active-travel based wheeled transport such as wheelchairs, mobility scooters, adapted bikes, handcycles, scooters, pram)
- bus
- park & ride
- train
- taxi
- motorbike/moped/motorised scooter
- car club vehicle
- non-plug-in car as driver
- plug-in car as driver
- non-plug-in car as passenger
- plug-in car as passenger
- other

Participants were also asked how often they work/study from home.

The percentages for all modes of transport by frequency of use are given in Table 4.1, along with the number of respondents who answered each question. A brief overview of responses is given below.

Based on the proportion of people who reported **ever** using a particular mode of travel (i.e. who used it either every day, several times a week, once a week, once or twice a month or less than once or twice a month), the most common mode of travel into the city was **bus** with 76.0% of respondents having used this mode to travel into the city. The next most common modes of travel into the city were **walking** (64.2%), **non-plug-in car/van as driver** (45.8%), **taxi** (33.4%), **non-plug-in car/van as passenger** (26.4%), **cycle standard pedal bike** (14.2%) and **train** (13.3%). All other modes of travel into the city were **ever** used by less than 10% of respondents, with the least common modes of travel into the city being **motorbike/moped** (2.1%), **wheeling** (2.3%), **plug-in car/van as passenger** (3%), **plug-in car/van as driver** (3.2%), **cycle ebike** (3.4%), **car club vehicle** (5.6%) and **park and ride** (7.6%).

Working/study from home. 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.**

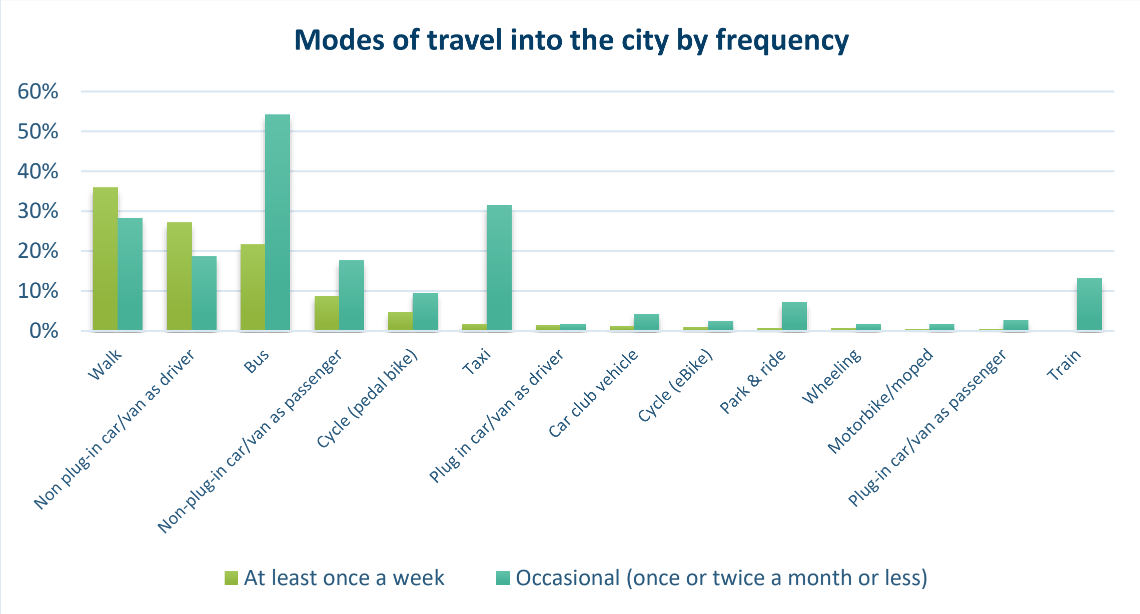
Table 4.1

Mode of travel	Every day	Several times a week	Once a week	Once or twice a month	Less than once or twice a month	Never	Base
Walk	12.4%	14.5%	9.0%	12.6%	15.7%	35.8%	509
Cycle (pedal bike)	0.2%	2.9%	1.6%	2.5%	7.0%	85.8%	487
Cycle (eBike)	0.0%	0.6%	0.2%	0.8%	1.7%	96.6%	474
Wheeling	0.2%	0.2%	0.2%	0.0%	1.7%	97.7%	470
Bus	2.1%	9.9%	9.7%	19.3%	34.9%	24.0%	524
Park & ride	0.0%	0.2%	0.4%	1.7%	5.4%	92.4%	484
Train	0.0%	0.0%	0.2%	2.1%	11.0%	86.7%	482
Taxi	0.2%	0.4%	1.2%	4.9%	26.6%	66.6%	485
Motorbike/moped	0.0%	0.4%	0.0%	0.0%	1.6%	97.9%	485
Car club vehicle	0.0%	0.8%	0.4%	1.2%	3.1%	94.4%	483
Non plug-in car/van as driver	3.6%	13.7%	9.8%	8.2%	10.4%	54.2%	498
Plug in car/van as driver	0.2%	0.4%	0.8%	0.6%	1.1%	96.8%	471
Non-plug-in car/van as passenger	0.4%	3.7%	4.7%	8.4%	9.2%	73.6%	488
Plug-in car/van as passenger	0.2%	0.0%	0.2%	1.1%	1.5%	97.0%	473
Work/study from home	15.6%	10.6%	2.4%	1.9%	2.2%	67.4%	463
Other	1.9%	2.8%	1.9%	1.4%	3.3%	88.7%	212

Locality: Differences in responses by locality were only found for one mode of travel. The proportion of respondents who 'ever' **walked** into the city was higher in the Central locality (82.9%) than in either North (42.2%) or South (66%) localities. (Base = 366).

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 4.1 shows modes of travel into the city by frequency (at least once a week or once or twice a month or less).

Figure 4.1



Bases for each of the travel modes are shown in the final column of Table 4.1.

4.1.2. Participants were then asked about their **usual** mode of travel/transport for different types of journeys. Four types of journeys were specified. These were journeys to:

- Work/Place of Education
- City Centre Day
- City Centre Night
- Main mode for all journeys not to work and not in the City Centre

Participants were given the same list of travel modes as in the question above (plus 'N/A') and asked to identify their **usual** mode of travel/transport for each of the four journey types.

Driving a non-plug-in car/van was the most popular option for the journeys to **work/place of education** and all **journeys not to work and not in the City Centre**. **Bus** was the most common choice for journeys to **City Centre during the day** and also for **City Centre at night.** Table 4.2 shows the number of respondents who reported using each of the modes of travel for each of the four journey types.

Table 4.2

	Work/Place of education	City Centre Day	City Centre night	Main mode for all journeys not to work and not in the City Centre
	Number	Number	Number	Number
Walk	62	143	65	87
Cycle (pedal bike)	11	18	5	28
Cycle (eBike)	3	5	0	18
Wheeling	0	2	0	18
Bus	19	144	92	36
Park & ride	1	5	1	16
Train	3	6	2	21
Car club vehicle	2	3	1	18
Drive non-plug-in car/van	84	98	56	153
Passenger in non-plug-in car/van	6	33	25	52
Drive plug-in car/van	4	8	2	29
Passenger in plug-in car/van	2	8	5	22
Motorcycle/moped/ motorised scooter	1	2	0	17
Taxi/minicab	2	15	39	16
Work/study from home	59	5	1	18
Other	4	6	0	21
N/A	122	60	84	84
Total	385	561	378	654

Base = 549
(Note: while participants were asked to choose only one mode of travel/transport for each journey type, it was not possible to constrain the survey tool – as a result some participants may have ticked more than one option for each journey type, e.g. there are 654 responses for Main mode for all journeys not to work and not in the City Centre, but only 549 respondents.)

Locality: A higher proportion of respondents from Central locality than from either North or South localities reported **walking** as their usual mode of travel for **work/place of education** (14.3% compared to 4.4% and 7.5%), **City Centre day** (42.9% compared to 4.4% and 25.5%) and **City Centre night** (23.5% compared to 0.9% and 9.9%)**.** A higher proportion of those in North (4.4%) reported using the **train** for **City Centre day** than either South (0%) or Central (0%). Respondents from Central (10.1%) were less likely to **drive a non-plug in car** for **City Centre day** than either North (21.2%) or South (21.1%). A higher proportion of respondents from South (11.8%) reported using a **taxi** for **City Centre night** than either North (1.8%) or Central (7.6%). (Base = 393).

4.1.3. Following on from the previous question, panellists were then asked why they chose the specific method they did for each of the journey types. They were given 10 options and asked to choose all that applied. They could also provide their own reason.

Convenience was the most commonly selected option for all journey types. **This is the quickest option** was the second most common option for all journey types and **this option offers the most reliable journey times** was the third most common choice for all journey types**.** Table 4.3 shows the number of respondents who chose each of the options for each journey type.

Table 4.3: Thinking about the mode of transport you use most often, why do you use this mode of travel?

	Work/Place of education	City Centre Day	City Centre night	Main mode for all journeys not to work and not in the City Centre
	Number	**Number**	**Number**	**Number**
Enjoyment	53	121	61	117
Convenience - it is the easiest way to get around/ other options are inconvenient	128	222	119	193
This is the quickest option	103	165	69	147
This is the cheapest option	70	130	63	95
This option offers the most reliable journey time	81	135	64	134
I have a lack of other options	44	52	33	84
To improve health/ to get some exercise	41	97	39	68
Health problems prevent me using another mode	17	33	15	47
It is the most environmentally friendly	28	75	35	47
It is the safest option	37	71	47	68
Other	13	10	3	17
Total	615	1,111	548	1,017

Base: 588

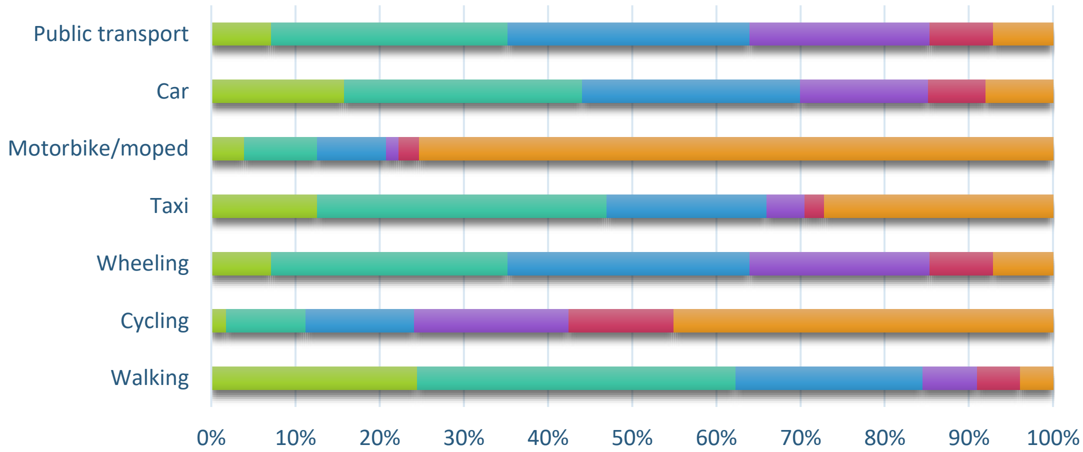
Localities: Respondents from North locality were less likely to choose **enjoyment, reliable journey time, improve health/get exercise** and **environmentally friendly** for trips to **City Centre at night** than those from South or Central localities and also less likely to choose **environmentally friendly** for trips to the **City Centre during the day** than those from North and South localities. Respondents from the South locality were more likely to choose **lack of other options** for trips to the **City Centre at night** than those from either North or Central localities. Respondents from Central locality were more likely to choose **to improve health/get exercise** for trips to **Work/place of education** and trips to **City Centre during the day** than those from either North or South localities. (Base = 393).

4.1.4. Participants were then asked about their perception of getting around in Aberdeen (very easy, easy, neither easy nor difficult, difficult, very difficult and don't know) by 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%).

Figure 4.2

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



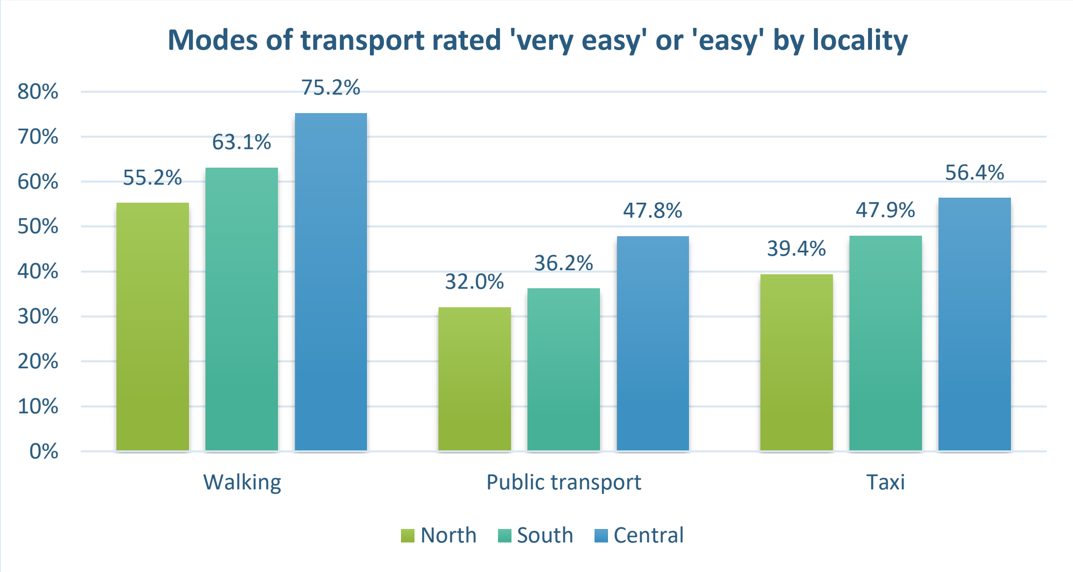
	Walking	Cycling	Wheeling	Taxi	Motorbike/ moped	Car	Public transport
Very easy	24.5%	1.8%	7.1%	12.6%	3.9%	15.8%	7.1%
Easy	37.8%	9.4%	28.1%	34.4%	8.7%	28.3%	28.1%
Neither easy nor difficult	22.2%	12.9%	28.7%	19.0%	8.2%	25.9%	28.7%
Difficult	6.5%	18.3%	21.4%	4.5%	1.5%	15.2%	21.4%
Very difficult	5.1%	12.5%	7.5%	2.3%	2.4%	6.8%	7.5%
Don't know	3.9%	45.0%	7.1%	27.2%	75.3%	8.0%	7.1%

Very easy   Easy   Neither easy nor difficult   Difficult   Very difficult   Don't know

Bases: Walking = 510, Cycling = 487, Wheeling = 470, Public transport =505, Taxi = 485, Motorbike/moped = 462, Car = 513

Locality: There was some variation in responses by locality with a higher proportion of respondents in Central reporting **walking, public transport,** and **taxi** as **very easy** or **easy** compared to respondents in North and South localities.

Figure 4.3



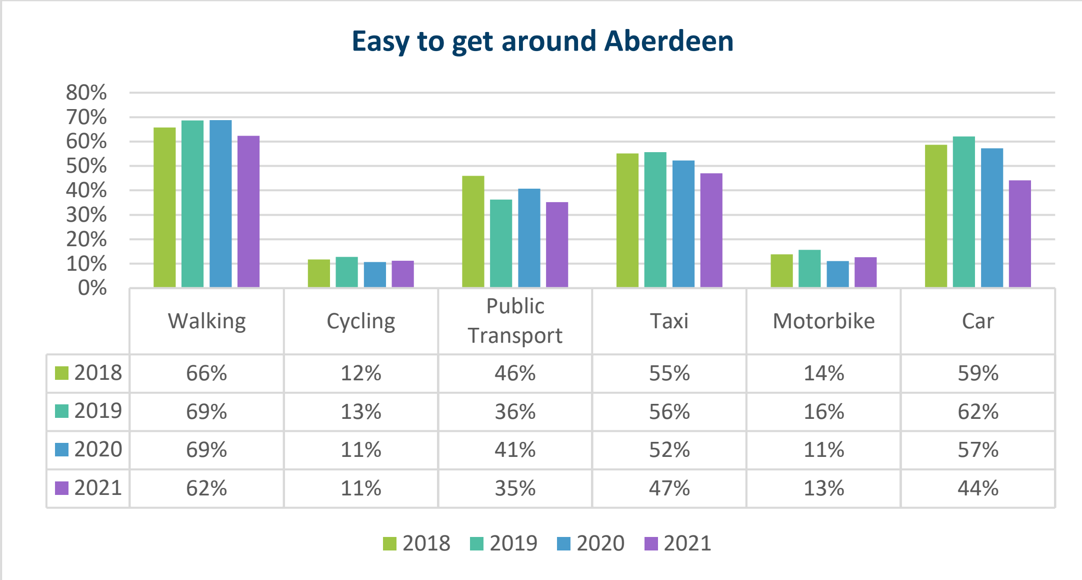
Bases: Walking = 367, Public transport =367, Taxi = 355

If panellists selected **difficult** or **very difficult** to describe a mode of transport**,** 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

4.1.5. 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 4.4



4.1.6. Participants were then 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** (63.2%) and **bus** (51.0%) were the most common choices, with **non-plug-in car as driver** being the next most common at 38.6%. **Walking** was also the most common choice for travel in the **rest of the City** at 59%, with **non-plug-in car as driver** (44.6%) and **bus** (33%) being the next most used forms of transport. Table 4.4 shows percentages for all modes of travel.

Table 4.4: Which modes of travel have you tried in the last year?

Mode of travel	Rest of City	City Centre
Walking	59.0%	63.2%
Cycle standard pedal bike	14.6%	10.0%
Cycle ebike	2.0%	1.1%
Wheeling	0.7%	1.3%
Bus	33.0%	51.0%
Park & ride	0.4%	1.8%
Train	2.6%	3.8%
Taxi	17.1%	19.1%
Motorbike/moped/motorised scooter	0.5%	1.1%
Car club vehicle	2.7%	1.3%
Non-plug-in car/van as driver	44.6%	38.6%
Plug-in car/van as driver	2.6%	1.8%
Non-plug-in car/van as passenger	22.4%	20.9%
Plug-in car/van as passenger	1.5%	1.8%

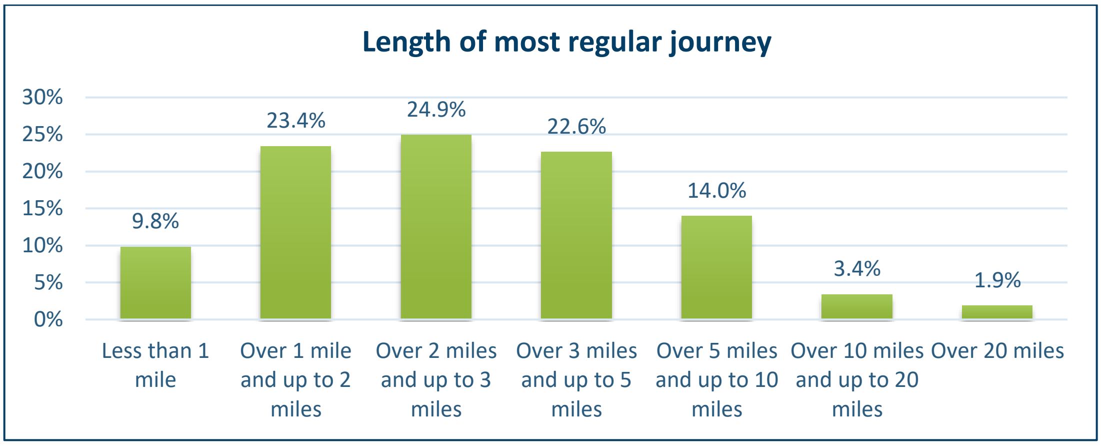
Base = 549

Locality: A higher proportion of respondents in Central (72.3%) reported **walking** in the **City Centre** than those from either North (46%) or South (65.8%). Respondents from Central (14.3%) were also more likely to **pedal bike** in **City Centre** than those from either North (5.3%) or South (6.2%). A higher proportion of those in the North locality (4.4%) reported using **park**

& ride in the **City Centre** than either South (1.2%) or Central (0%). A lower proportion of respondents from the North locality (13.3%) reported using a **taxi** in the **City Centre** than those from either South (25.5%) or Central (21.8%) and a lower proportion from Central locality (28.6%) reported **driving a non-plug-in car** in the **City Centre** than either North (40.7%) or South (43.5%). (Base = 393).

4.1.7. Panellists were then asked to think about the journey they make most regularly and indicate approximately how far (in miles) they travel. Most (58.1%) regular journeys were less than 3 miles, with the most common journey length being **over 2 miles and up to 3 miles** (24.9%). A small percentage (1.9%) reported they travel **over 20 miles** for their most regular journey.

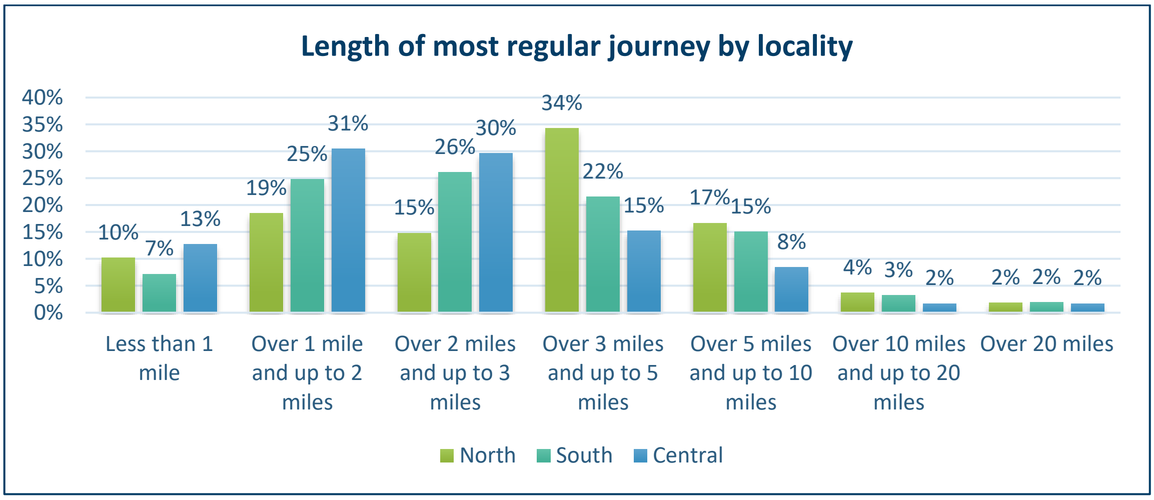
Figure 4.5



Base = 530

Locality: There were differences in length of most regular journey by locality, with higher proportions of those in Central reporting shorter journeys than those in either North or South localities.

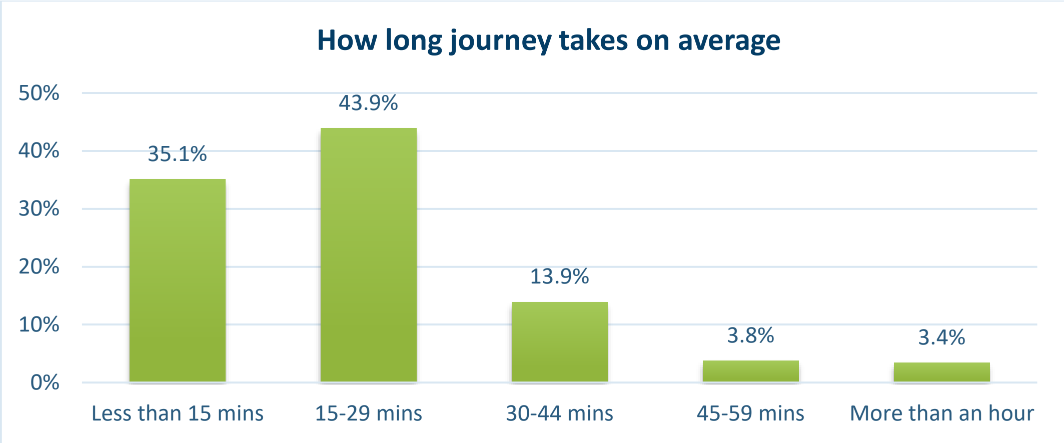
Figure 4.6



Base = 379

4.1.8. Continuing to think about the journey made most regularly, panellists were then asked how long this journey takes on average. Most respondents (79.0%) reported that the average journey time was less than 30 minutes with the most common journey time being **15-19 minutes** (43.9% of respondents).

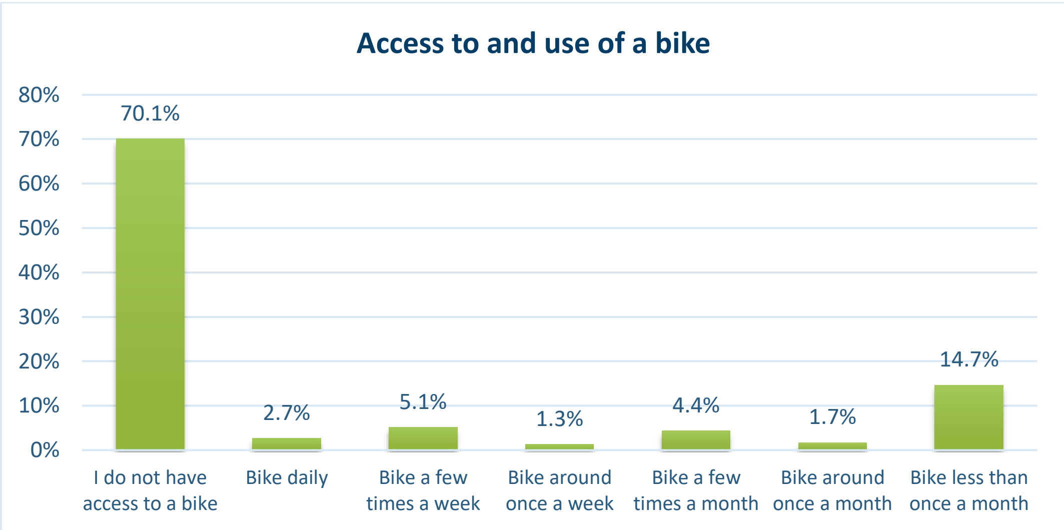
Figure 4.7



Base: 533

4.1.9. The next question asked participants if they had access to a bike and, if so, how often they used it. Most respondents (70.1%) reported that they **do not have access to a bike**. 9.1% of respondents reported they used a bike at least once a week (daily, a few times a week and around once a week) and 14.7% reported they used the bike **less than once a month.**

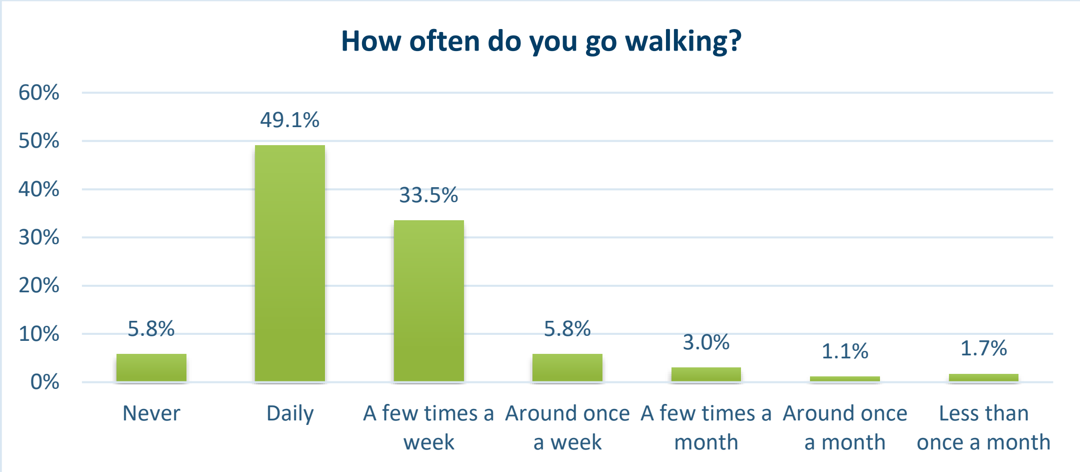
Figure 4.8



Base = 525

4.1.10. Participants were then asked how often they go walking – a continuous walk of at least 15 minutes outdoors. Almost half (49.1%) of respondents reported that they went for a walk **daily**, with a further 33.5% saying that they went for a walk **a few times a week**.

Figure 4.9



Base = 534

4.1.11. The next question explored how travel choices had been impacted since restrictions were brought in during March 2020 due to the COVID-19 pandemic. Participants were asked if they used individual modes of travel **more frequently, the same** or **less frequently.** A **not applicable** option was also given. **Not applicable** was the most common choice for most modes of transport with the exception of **walking, bus,** and **non-plug-in-car as driver.**

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%. Table 4.5 shows percentages for all modes of travel in each of the categories as well as the number of respondents who answered each question.

Table 4.5 Since restrictions were brought in during March 2020 due to the COVID-19 global pandemic, how have your travel choices been affected?

Mode	More frequently	Same	Less frequently	Not applicable	Base
Walk	46.4%	34.1%	10.4%	9.2%	511
Cycle standard pedal bike	7.3%	10.3%	4.5%	77.8%	464
Cycle ebike	1.1%	0.7%	0.9%	97.3%	438
Wheeling	0.5%	1.4%	0.5%	97.7%	435
Bus	3.6%	18.2%	55.8%	22.4%	495
Park & ride	0.0%	2.7%	4.9%	92.4%	446
Train	0.0%	4.6%	20.8%	74.6%	453
Taxi	3.3%	13.9%	28.9%	53.9%	460
Motorbike/moped/motorised scooter	0.7%	0.9%	0.9%	97.5%	443
Car club vehicle	0.2%	1.4%	3.2%	95.2%	441
Non-plug-in car/van as driver	9.9%	23.2%	23.8%	43.1%	466
Plug-in car/van as driver	1.6%	2.3%	3.5%	92.5%	428
Non-plug-in-car/van as passenger	5.1%	13.6%	14.1%	67.1%	447
Plug-in car/van as passenger	0.7%	1.4%	2.2%	95.7%	417
Work/study from home	28.2%	7.3%	1.1%	63.3%	439

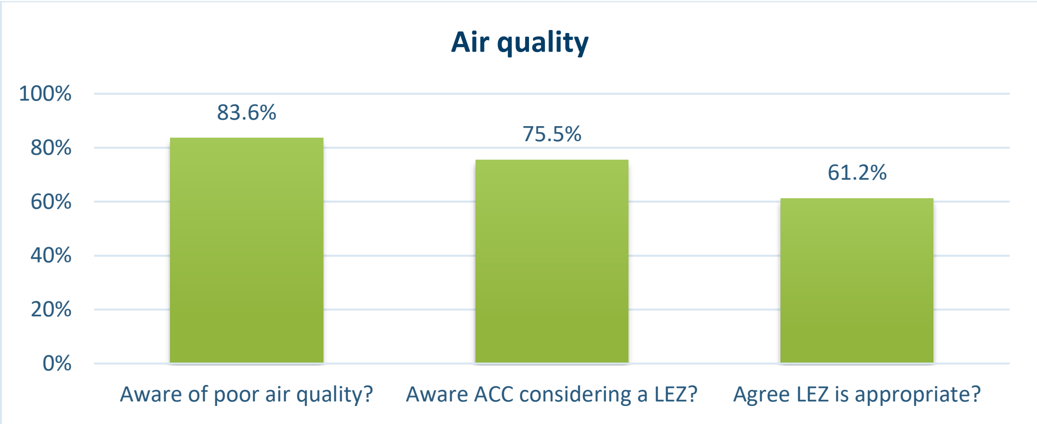
Locality: The proportion of respondents who reported that they **walked more frequently** was higher in the South locality (53.7%) than in either North (41.9%) or Central (41.1%). (Base = 366). Those in the North locality (88%) were less likely than those in South (92.5%) or Central (98%) to report that **park & ride** was not applicable. (Base = 324).

4.1.12. The next few questions related to air quality in the city centre. Participants were asked 3 questions:

- Are you aware that parts of Aberdeen City centre regularly experience poor air quality and that this can be harmful to human health?
- Are you aware that Aberdeen City Council is considering a Low Emission Zone (an area of the city centre where the most polluting vehicles will be unable to enter) to address air quality problems?
- Given that the main source of harmful emissions is road traffic, do you agree that a Low Emission Zone is an appropriate response to this?

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%) 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.

Figure 4.10



Bases: Aware of poor air quality = 536, aware ACC considering an LEZ =535, agree LEZ appropriate = 528

Locality: A higher proportion of respondents in Central (72.2%) than in either North (54.2%) or South (65.4%) reported that they thought that a Low Emission Zone was an appropriate response to the problem of poor air quality. (Base = 378).

4.1.13. The last question in this section related to climate change and asked participants what things they are their family are currently doing and what they would (or wouldn't) be prepared to do in the future to make more sustainable travel choices. Participants were given a list of travel options and asked which of these they **currently did**, which they were **prepared to do** and which they were **not prepared to do**. A **not applicable** option was also given.

The most common thing that respondents reported **currently doing** to make more sustainable travel choices was **walk more** with 63.5% of respondents reporting they currently walk more and a further 19.6% reporting that they are **prepared to walk more**. The next most common things that respondents reported **currently doing** were **use public transport** (30.7%) and **flying less often/less far** (20.5%).

The most common things that respondents reported being **prepared to do** were **using public transport** (40.9%) and **buying/using electric/hybrid vehicles** (39.7%), with the most common things that respondents reported **not being prepared to do** were **join/use city's car club** (32.7%), **opt to car/journey share** (31.3%), **join/use city's bike hire scheme** (27.7%) and **fly less often or less far** (24.2%). Table 4.6 shows percentages for all travel options as well as the number of respondents who answered each question.

Table 4.6: What things are you and your family doing now to make more sustainable travel choices and what would you be prepared to do in the future?

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Walk more	63.5%	19.6%	8.7%	8.2%	515
Cycle more	10.3%	17.6%	20.7%	51.3%	493
Wheel more	1.5%	3.8%	9.4%	85.3%	468
Use public transport	30.7%	40.9%	18.0%	10.4%	501
Join/use city's bike hire scheme	0.0%	15.5%	27.7%	56.8%	484
Join/use city's car club	2.9%	8.3%	32.7%	56.0%	480
Opt to car/ journey share	4.4%	16.6%	31.3%	47.7%	476
Use park and choose	2.7%	18.4%	21.4%	57.4%	477
Buy/use electric/ hybrid vehicles	7.6%	39.7%	18.0%	34.7%	484
Fly less often or less far	20.5%	23.1%	24.2%	32.2%	484
Other	6.8%	6.0%	3.8%	83.5%	133

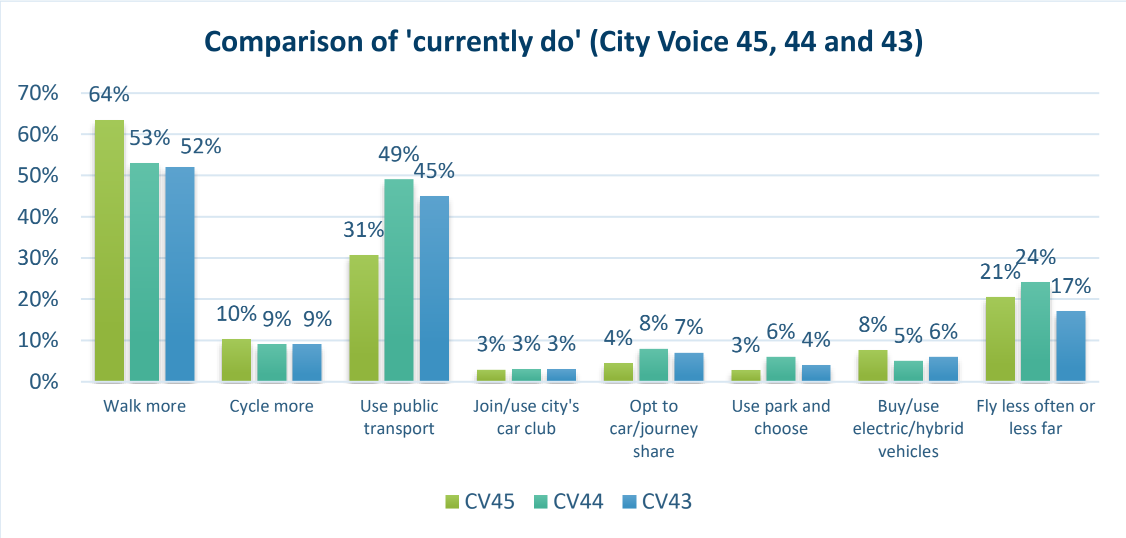
Locality: Significant differences in responses by locality was found for 4 travel choices. Table 4.7 presents percentages for all options for each of the localities for these four travel choices.

Table 4.7: What things are you and your family doing now to make more sustainable travel choices and what would you be prepared to do in the future by Locality

		North	South	Central
Opt to car/journey share (Base = 340)	Currently do	7.4%	2.9%	5.6%
	Prepared to do	11.6%	21.7%	15.0%
	Not prepared to do	28.4%	34.8%	19.6%
	Not applicable	52.6%	40.6%	59.8%
Use park & choose (Base = 341)	Currently do	1.1%	0.7%	3.7%
	Prepared to do	29.5%	14.5%	15.7%
	Not prepared to do	22.1%	26.8%	12.0%
	Not applicable	47.4%	58.0%	68.5%
Buy/use electric/hybrid vehicles (Base = 346)	Currently do	9.3%	3.6%	7.3%
	Prepared to do	35.1%	48.6%	36.7%
	Not prepared to do	23.7%	16.4%	7.3%
	Not applicable	32.0%	31.4%	48.6%
Fly less often or less far (Base = 349)	Currently do	21.9%	22.9%	18.3%
	Prepared to do	10.4%	23.6%	33.0%
	Not prepared to do	25.0%	22.2%	18.3%
	Not applicable	42.7%	31.3%	30.3%

4.1.14. These questions were also asked in the previous two City Voice questionnaires. To allow a basic comparison, Figure 4.10 shows the percentage of respondents who reported they **currently do** each of the travel choices for City Voice 45, 44 and 43.

Figure 4.11

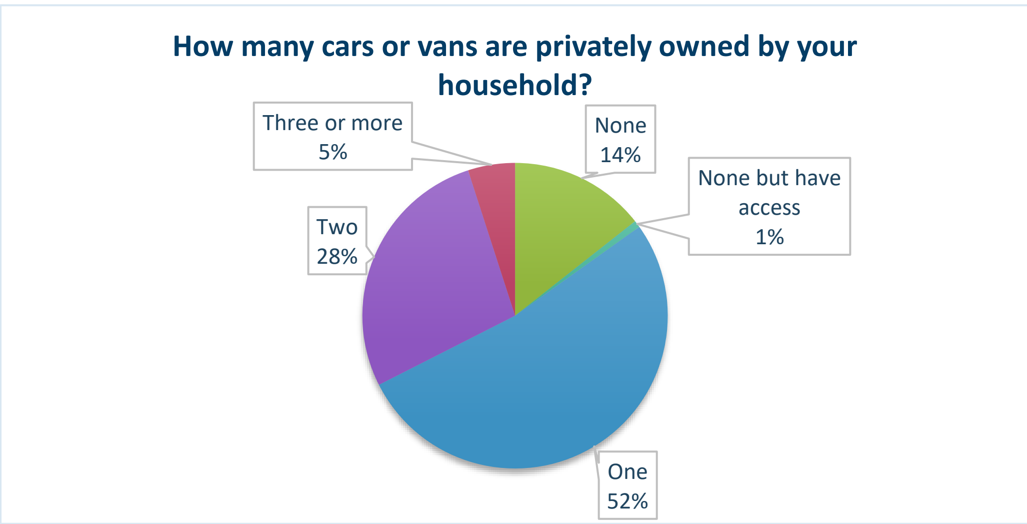


Note: **wheeling** and **join/use the city's bike hire scheme** are not included in this comparison as they were not in previous City Voice questionnaires.

4.2. Parking

4.2.1. Participants were then asked to think about parking. The initial question asked about the number of cars or vans privately owned by their household. Most respondents reported that they own a car or van, with over half (52.4%) saying that they own **one** car/van with a further 27.5% owning **two** cars/vans and 5% having **three or more**. 14.4% of respondents reported that they **did not** own a car or van with 0.7% reporting they did not own a car or van but **had access** to one. (Base = 542)

Figure 4.12



Locality: A higher proportion of respondents in the Central locality (28.4%) reported that did not own a car than respondents in either North (7.1%) or South (12.5%) localities. (Base = 388).

4.2.2. Panellists were then asked where they park when they are at home. Most respondents (71.3%) reported they used **privately owned off-street parking** with 20.6% using **public on-street parking** and 6% using **public off-street parking.** Panellists were also able to provide **other** options, which included: rented garage and mixed – one car on driveway one on street. (Base = 481).

Locality: While still the most common place for parking when at home, a lower proportion of those in Central (47.9%) had **privately owned off-street parking** than those in either North (85.6%) or South (73.9%) localities. (Base = 342).

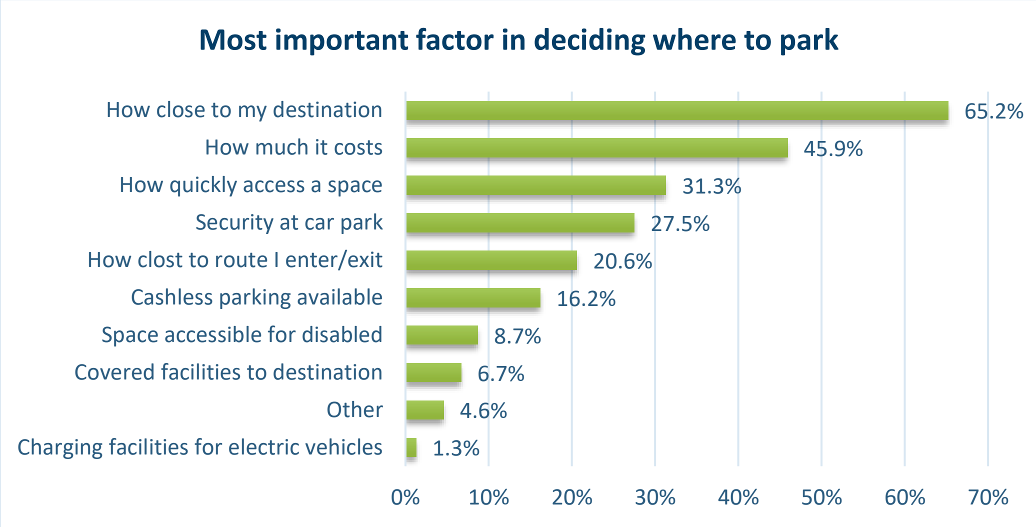
4.2.3. The next question asked participants how long it normally takes them to find parking in the city centre. The most common responses were **5-10 minutes** (40.3%) and **less than 5 mins** (39.4%).

Figure 4.13

Base = 442

4.2.4. Participants were then asked about what factors they think are most important when deciding where to park in the city. They were given a list of options and asked to choose all that applied. The factors most commonly considered important were **how close it is to my destination** (65.2%) followed by **how much it costs** (45.9%) and **how quickly I can access a space** (31.3%).

Figure 4.13



Base: 549

Locality: A higher proportion of those in the South locality (73.9%) identified **closeness to destination** as important when deciding where to park than those in either North (62.8%) or Central (59.7%) localities. (Base = 393).

Respondents were able to provide other factors they consider relating to their parking. Comments include:

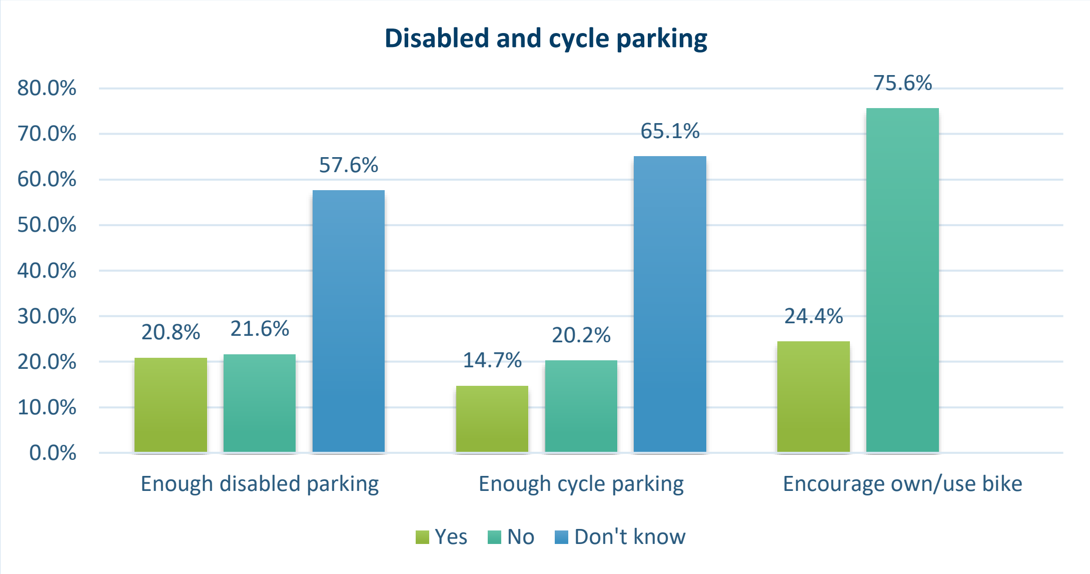
- Availability of child friendly spaces
- Cash payment available
- Accessible by van
- Use private work car park when parking in city centre
- Security of general area

4.2.5. The next set of questions related specifically to disabled parking and cycle parking.

Firstly participants were asked if they thought there were enough disabled parking spaces in the city centre (**yes**, **no** and **don't know** options). 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**.

Participants were then asked if they thought there was enough cycle parking in the city. Again the most common response was **don't know** (65.1% of respondents) with 14.7% saying **yes** and 20.2% saying **no**. A follow-up question (yes/no options) then asked participants if increased secure parking for a bike would encourage them to own and use a bike more often. Most respondents (75.6%) said **no** with 24.4% saying **yes**.

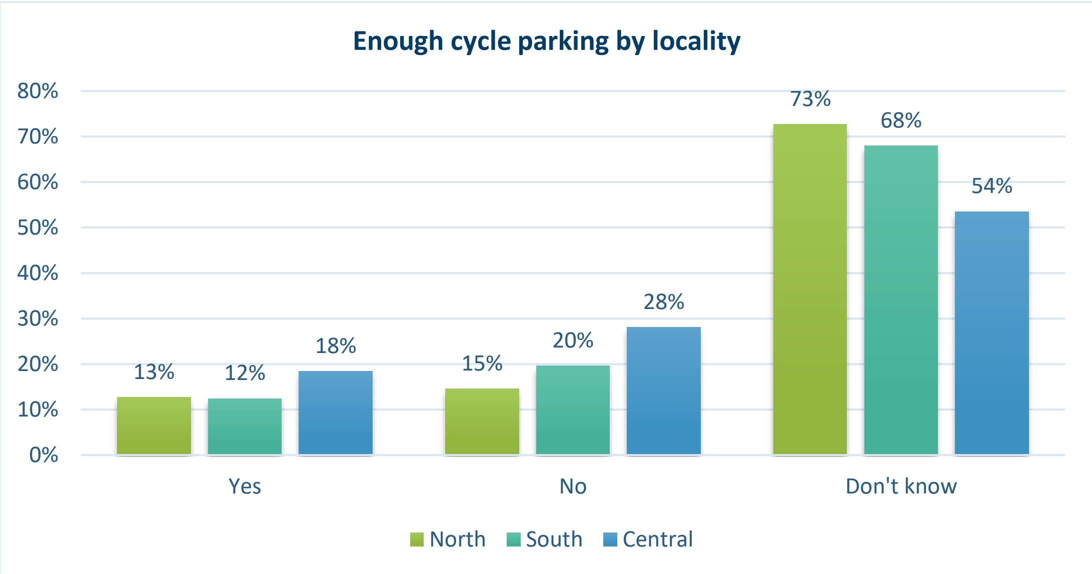
Figure 4.14



Bases: Enough disabled parking = 528, enough cycle parking = 524, encourage you to own/use bike = 504

Locality: There were differences in response by locality for the question on whether there was **enough cycle parking** in the city. While the most common response for all localities was **don't know**, a lower proportion of respondents from Central than either North or South chose this option, and a higher proportion said they thought there was **not enough** cycle parking.

Figure 4.15



Base = 377

Community Planning Aberdeen Response: 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.

4.3. Your neighbourhood

4.3.1. The questions in this section were based on the Place Standard format. Participants were asked to answer a series of 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.

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

- Can you easily walk and cycle around using good quality routes? (Moving around)
- Does public transport meet your needs? (**Public transport**)
- Do traffic and parking arrangements allow you to move around safely and meet your needs? (**Traffic and parking**)
- Do streets and spaces create an attractive place that is easy to get around? (**Streets and spaces**)
- Can you regularly experience good quality natural space? This includes a wide variety of environments from parks and woodlands to green space alongside paths and streets. (**Green space**)
- Do you have access to a range of space and opportunities for play and leisure activities? (**Play and leisure**)
- Do services and amenities (e.g. healthcare, schools, libraries, shops, and restaurants) meet your needs? (**Services and amenities**)
- Is there an active local economy and the opportunity to access good quality jobs? (**Work and local economy**)
- Does housing support the needs of the community and contribute to a positive environment? (**Housing and community**)
- Is there a range of spaces and opportunities to meet people? (**Social interaction**)

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

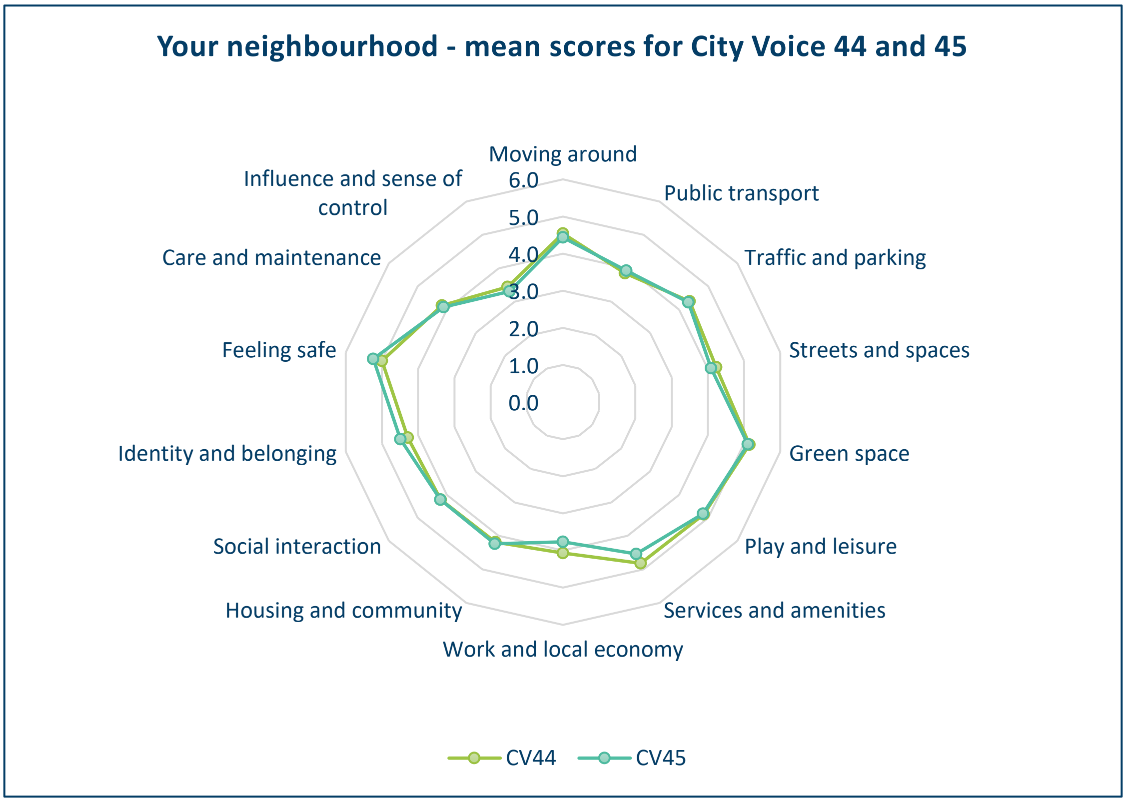
4.3.2. Overall Scores

For each of the 14 topics, 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.

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 4.14) with any changes being relatively small. The items with the largest increase in mean score were **feeling safe** (from 5.0 to 5.2) and **identity and belonging** (from 4.3 to 4.5). 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 4.16



Bases = mixed (detailed below in final column of Table 4.7)

Table 4.8 breaks the responses down in more detail, showing the proportions of respondents who chose each score, as well as the proportion who answered **don't know.** 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	Mean Score	Base	Base excluding 'don't knows'
Moving around	12.0%	6.5%	9.9%	13.8%	17.0%	19.3%	14.6%	6.9%	4.4	535	498
Public transport	14.3%	12.8%	13.4%	11.4%	12.1%	16.0%	10.6%	9.3%	3.9	537	487
Traffic and parking	11.0%	7.3%	11.6%	15.5%	15.9%	18.3%	11.9%	8.6%	4.3	536	490
Streets and spaces	13.6%	9.5%	12.5%	16.8%	15.1%	19.6%	9.0%	3.9%	4.1	536	515
Green space	7.4%	5.0%	6.5%	10.4%	17.1%	23.6%	27.6%	2.2%	5.1	537	525
Play and leisure	7.0%	3.8%	8.6%	15.4%	12.8%	23.9%	16.2%	12.4%	4.8	532	466
Services and amenities	9.5%	9.0%	7.1%	16.2%	19.6%	21.1%	14.7%	2.8%	4.5	536	521
Work and local economy	8.8%	9.9%	9.5%	11.2%	9.3%	8.6%	4.8%	38.0%	3.8	537	333
Housing and community	7.9%	5.8%	10.5%	12.0%	9.9%	12.5%	8.8%	32.6%	4.2	534	360
Social interaction	7.6%	10.1%	13.8%	14.9%	15.5%	17.5%	8.6%	11.9%	4.2	536	472
Identity and belonging	6.0%	10.3%	10.3%	17.2%	17.4%	18.3%	13.2%	7.5%	4.5	536	496
Feeling safe	4.1%	4.3%	7.1%	10.6%	18.1%	32.6%	22.5%	0.7%	5.2	537	533
Care and maintenance	14.1%	10.4%	10.9%	15.2%	16.5%	20.2%	9.3%	3.3%	4.1	539	521
Influence and sense of control	20.1%	14.5%	12.5%	16.7%	11.2%	9.7%	3.5%	11.9%	3.3	538	474

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.

Locality: Significant differences in mean scores by locality were found for 5 of the topics.

- **Public transport** scored more highly in Central (4.6) than in either North (3.8) or South (3.9). (Base = 350).
- **Housing and community** scored lower in Central (3.8) compared to North (4.4) and South (4.6). (Base = 264).
- **Identity and belonging** scored higher in South (4.9) than in North (4.3) or Central (4.5). (Base = 359).
- **Feeling safe** scored higher in South (5.6) than in North (5.2) or Central (5.1). (Base = 383).
- **Care and maintenance** scored higher in South (4.5) than in North (4.1) or Central (4.0). (Base = 377).

Figure 4.17 presents the radar chart for all localities and Table 4.9 shows the mean scores.

Figure 4.17

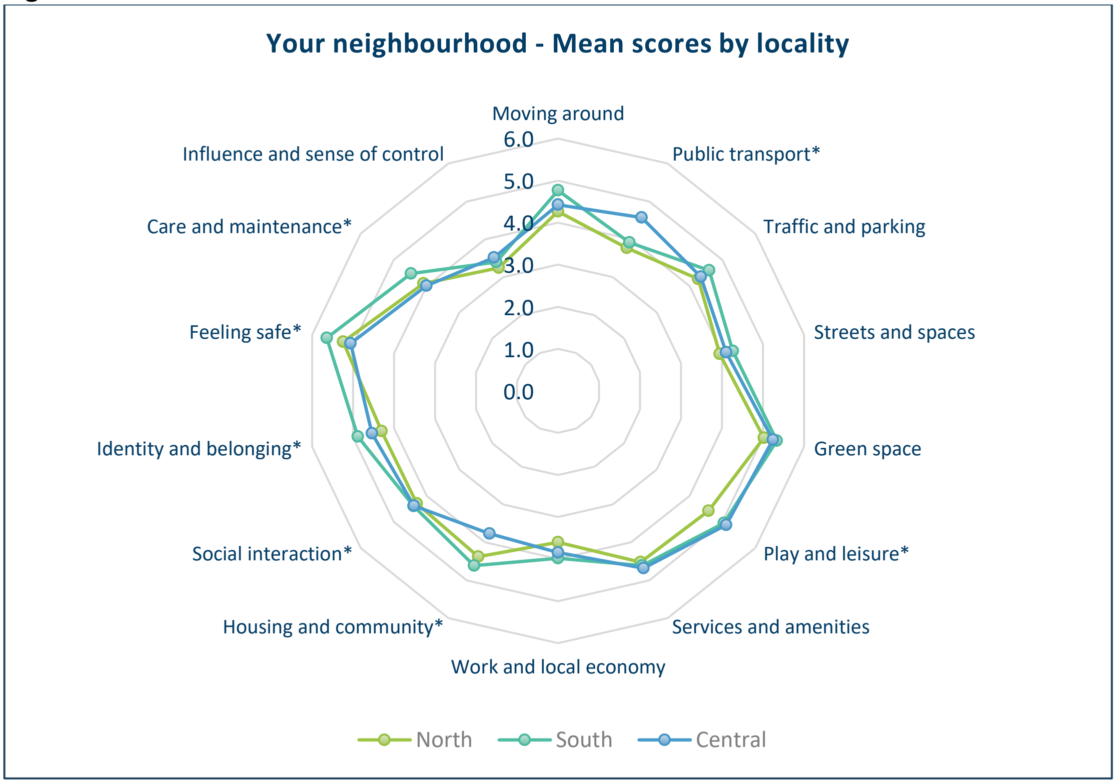


Table 4.9: Your neighbourhood - mean scores by locality

	North	South	Central
Moving around	4.3	4.8	4.4
Public transport*	3.8	3.9	4.6
Traffic and parking	4.3	4.6	4.3
Streets and spaces	3.9	4.3	4.1
Green space	5.0	5.3	5.2
Play and leisure	4.6	5.0	5.1
Services and amenities	4.5	4.6	4.7
Work and local economy	3.6	4.0	3.8
Housing and community*	4.4	4.6	3.8
Social interaction	4.3	4.4	4.4
Identity and belonging*	4.3	4.9	4.5
Feeling safe*	5.2	5.6	5.1
Care and maintenance*	4.1	4.5	4.0
Influence and sense of control	3.2	3.4	3.5

* Statistically significant difference in mean scores

Community Planning Aberdeen Response: 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.

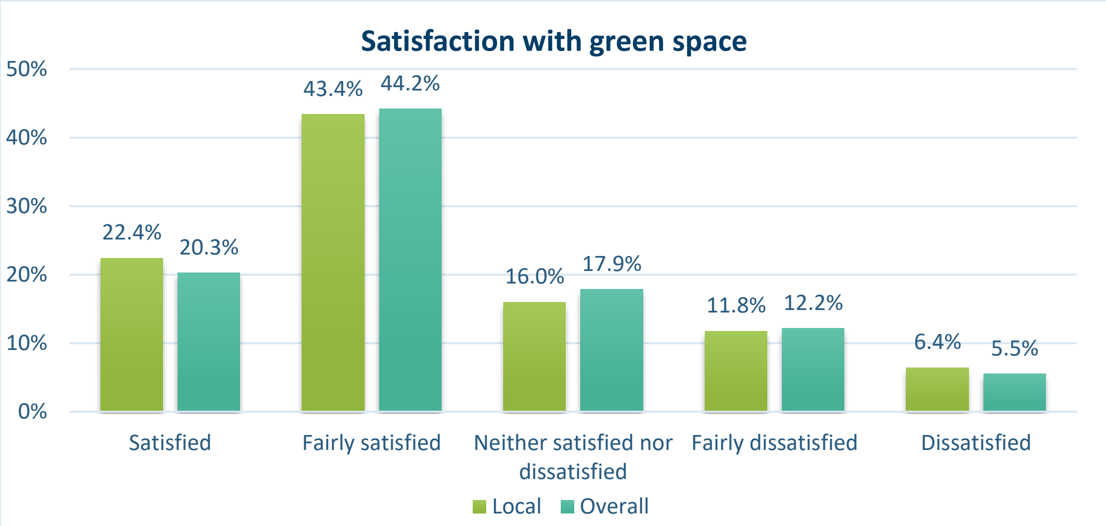
If you are a member of a community group and want to work with us to improve how we all work together, please join our new https://communityplanningaberdeen.org.uk/community-empowerment-network

4.4. 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.

4.4.1. 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 (65.8% and 64.5% respectively).

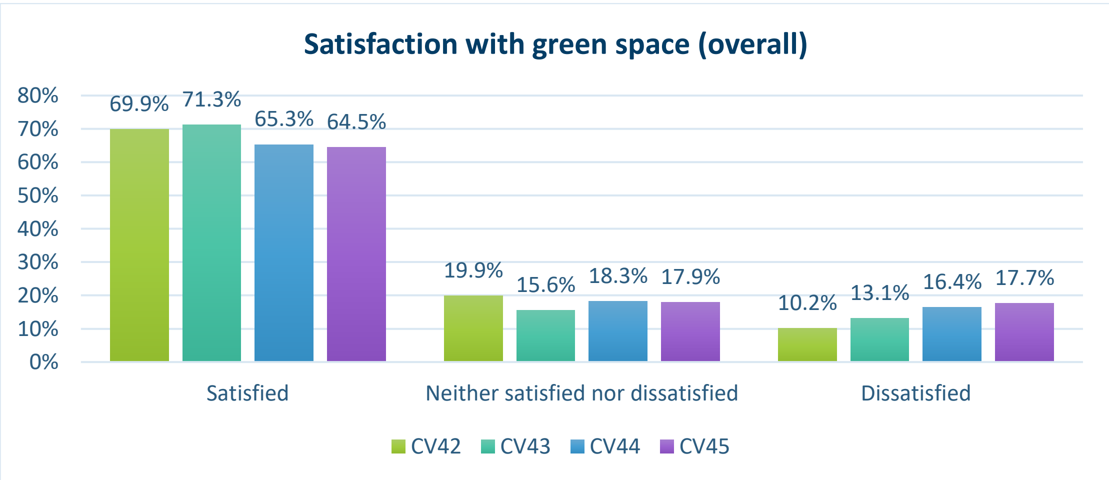
Figure 4.18



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

4.4.2. Comparison with previous City Voice questionnaires suggests that the level of satisfaction (very satisfied or satisfied) with green/open spaces in the city overall has decreased slightly in the past few years.

Figure 4.19

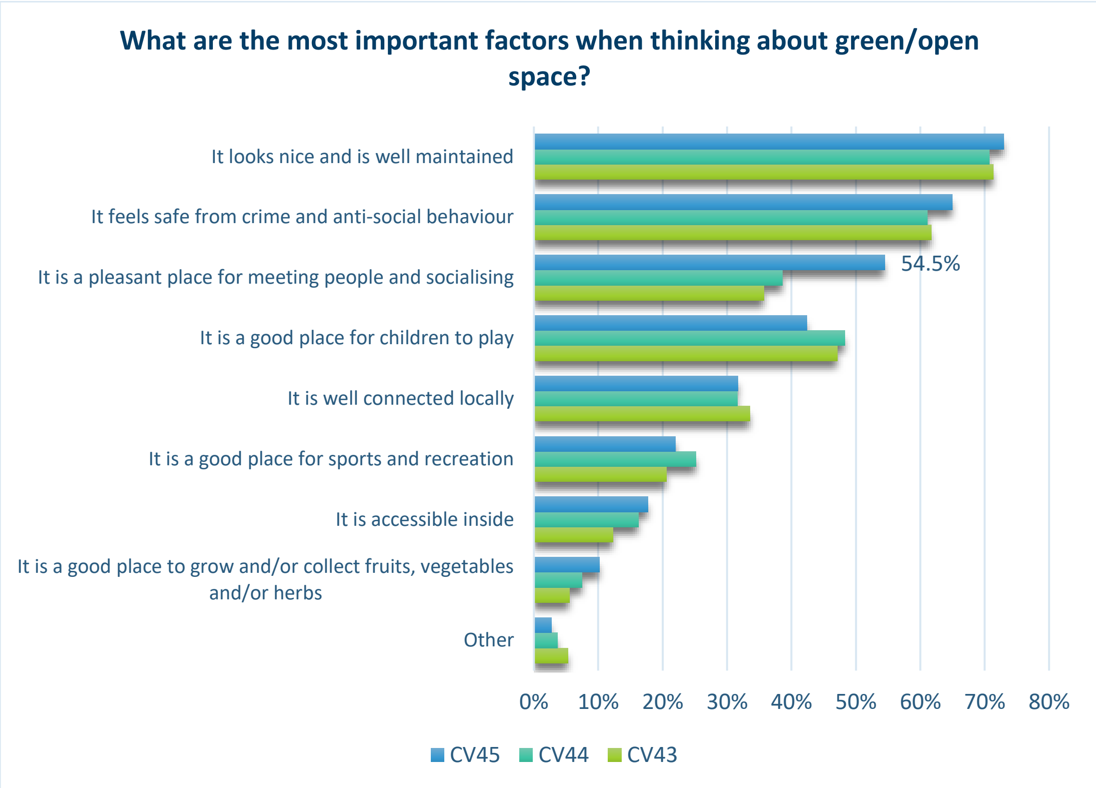


4.4.3. Participants were then asked about the most important factors to them when thinking about green/open space. They were given a list of 8 options and asked to choose their top 3 from the list. They could also provide their own suggestions.

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%).

The responses to this question were broadly similar to responses in City Voice 43 and City Voice 44 (see Figure 4.13), 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 ranked **pleasant place for meeting people and socialising** as important increased substantially, from 39% in City Voice 44 to 54.5% in this City Voice.

Figure 4.20



Base = 549 (CV45)

4.4.4. Panellists were given the opportunity to provide an 'other' option. Some of the 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)

Community Planning Aberdeen Response: 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.