Aberdeen Community Planning Partnership

City Voice
40th Survey Report

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June 2017

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1. INTRODUCTION

1.1. Aberdeen City Voice – the Citizens' Panel for Aberdeen – has been operating as a mechanism for residents to give their views since 2004. A substantial number of postal and online surveys have been conducted with City Voice members over this period, considering a broad range of topics across Community Planning Themes. Feedback has been used by Community Planning Partners to shape service provision and policy, and to measure performance.

1.2. This report sets out findings from the 40th City Voice survey. The survey sought panellists' views on a range of issues affecting people and services in Aberdeen. The specific topics covered by the survey were linked to the four new themes introduced by Community Planning Aberdeen (Economy; People; Place; Technology):

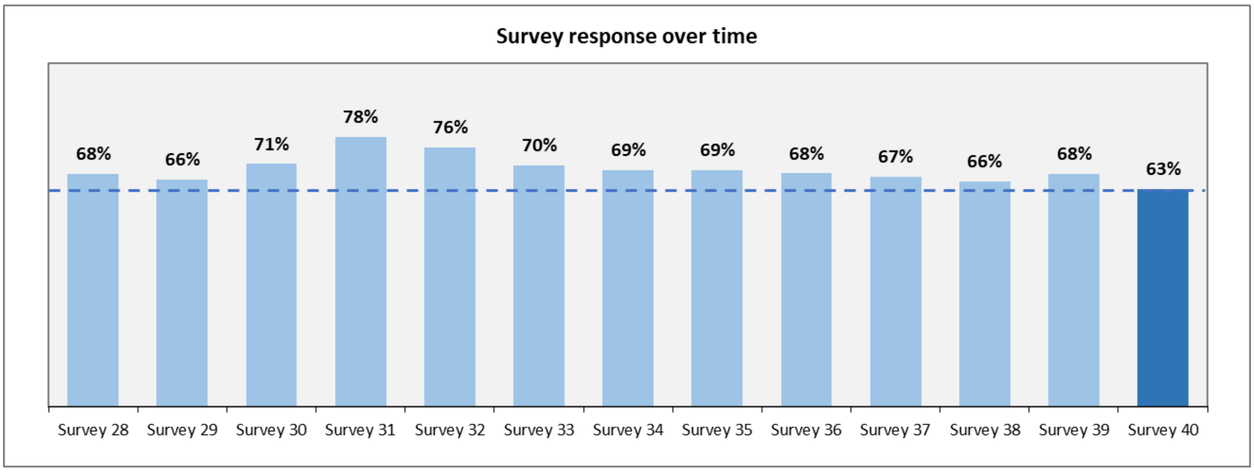
- Place: roads, climate adaption, and community safety;
- People: experience of carers; and
- Economy: experience of switching energy provider.

Survey fieldwork and response

1.3. The survey was issued to all 895 current City Voice members in February 2017. By survey close at late March, a total of 570 responses had been received representing an overall response rate of 63%. This is a strong response to any survey indicating continuing engagement amongst City Voice members, although this response is 3-5% lower than recent surveys. A large scale Panel refreshment exercise is currently underway and is expected to have a positive effect on response to forthcoming surveys.

1.4. Survey response was strong across all parts of Aberdeen, although the North and South areas showed a somewhat higher response rate (66% and 64% respectively) and the Central area a somewhat lower response (58%).

Figure 1: Survey response rates over time



1.5. Most importantly, the level of survey response achieved is sufficient to produce robust overall survey results and to permit more detailed analysis of results for specific respondent groups. This has allowed our analysis to consider potential variation in results across a range of socio-demographic groups.

1.6. A detailed profile of survey respondents is provided at Figure 2 below. This indicates that although there was a relatively strong response across most socio-demographic groups, the profile of survey respondents indicates that some parts of the wider Aberdeen City population are better represented than others. In particular panellists aged under 35, those of working age who are not in employment, and those who rent their home account for a smaller proportion of survey respondents than the wider population.

Figure 2: Profile of survey respondents

	Survey 40 Respondents		**Aberdeen City population**
Gender			
Female	289	52%	50%
Male	268	48%	50%
Age			
16-34	22	4%	39%
35-54	197	35%	30%
55-64	143	26%	13%
65+	195	35%	18%
Ethnicity			
European, including British	536	97%	92%
African or Caribbean, Asian and other ethnicities	17	3%	8%
Household Type			
Household with children	123	22%	20%
Household without children	433	78%	80%
Employment Status			
Employed	300	54%	63%
Retired	215	39%	11%
Other	37	7%	26%
Housing Tenure			
Owner occupied	484	87%	57%
Social rented	47	8%	24%
Private rented/ other	23	4%	18%
Location			
North	174	31%	-
Central	180	32%	-
South	203	36%	-

Sources: GRO(S) Mid-Year population estimates, 2011 Census
Note that some socio-demographic information was not available for a small number of respondents.

Analysis and reporting

1.7. This report presents frequency results for each of the survey questions. In some cases, the analysis has excluded "don't know" responses from the percentage base to give a more accurate indication of views amongst residents with experience of services and this is made clear in the report. Full tabular results are appended to the report, including base numbers for all figures presented in the main body of the report.

1.8. All survey questions have been cross-tabulated with a range of socio-demographic indicators to assess the extent of any variation in views across key respondent groups. This has included area, gender, age, household type, disability, employment status and housing tenure. We highlight any significant variation in the report text, and detailed results by respondent sub-group are appended to this report.

1.9. We round percentages up or down to the nearest whole number; for some questions this means that percentages may not sum to 100%. Similarly, aggregate figures presented in the text (e.g. percentage of respondents answering "very satisfied" or "satisfied") may not sum to results presented in figures and tables.

2. PLACE: ROADS

2.1. This first section considers respondents' views on the Council's roads maintenance. The set of questions has been used across a number of previous City Voice surveys, and these findings build on previous results to track changes in views over time. Findings will also inform the Council's Asset Management Plan and budget setting.

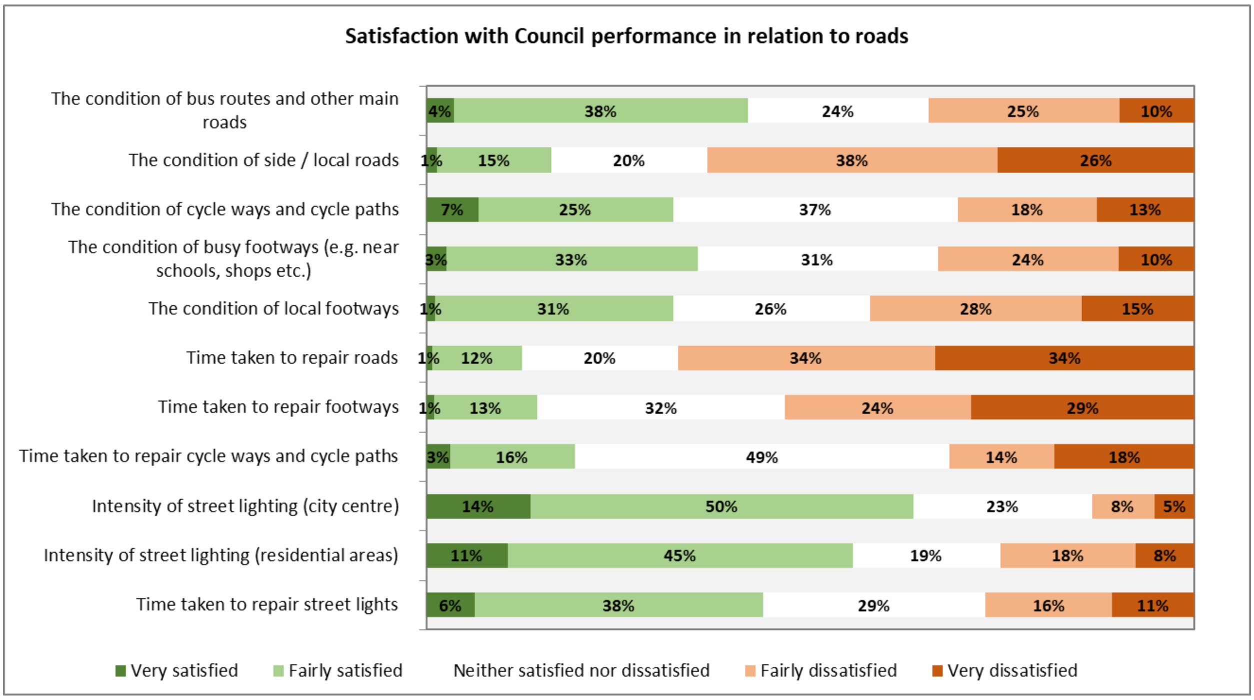
2.2. As Figure 3 shows, views were somewhat mixed on roads maintenance in Aberdeen and satisfaction levels varied considerably.

2.3. ***Satisfaction was strongest in relation to the intensity of street lighting, time taken to repair street lights, and the condition of bus routes and other main roads*** (64% satisfied with city centre lighting, 56% with residential area lighting, 44% with street lighting repair times, and 42% with condition of main roads). These were the only aspects of service where satisfied respondents clearly outnumbered dissatisfied respondents.

2.4. ***The aspects of roads maintenance showing the lowest satisfaction levels were the time taken to repair roads and footways*** (12-14% satisfied, 53-67% dissatisfied) and ***the condition of side / local roads*** (16% satisfied, 63% dissatisfied). Satisfaction levels were also low in relation to time taken to repair cycle ways and cycle paths (19% satisfied, 32% dissatisfied).

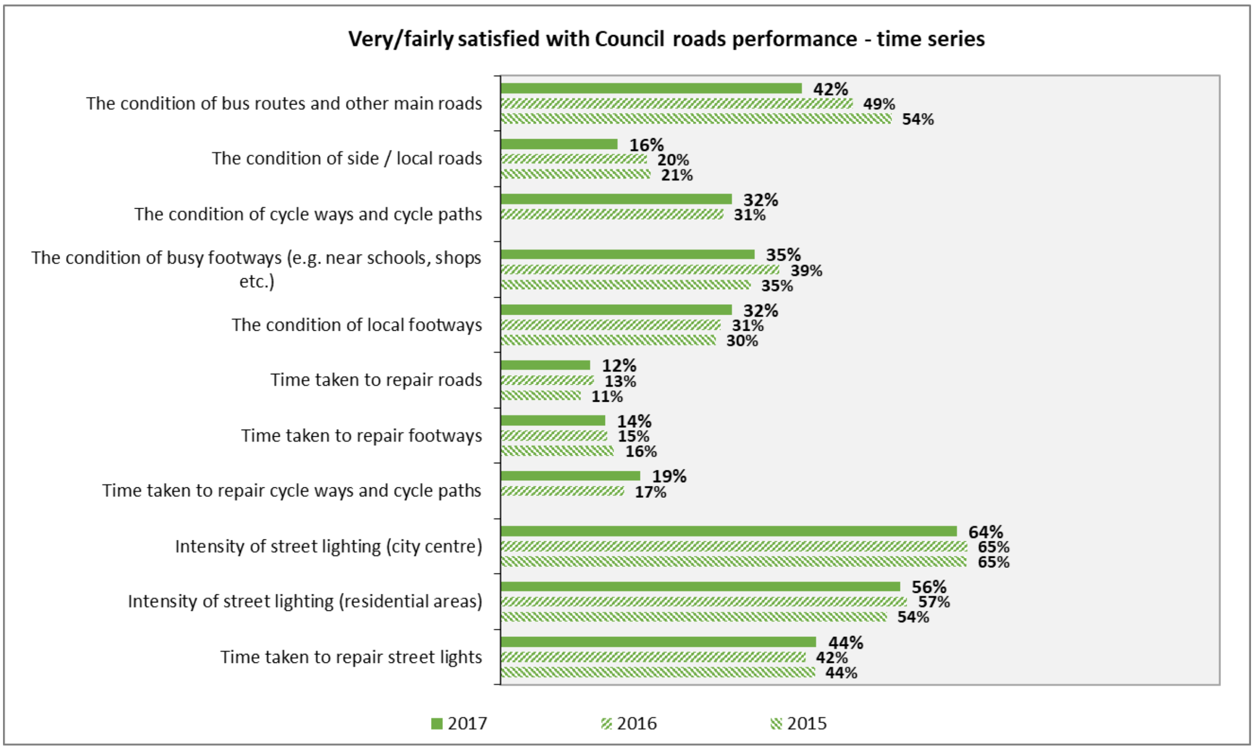
2.5. This profile of views was broadly similar across the main demographic groups. The only significant area variation was in relation to the condition of cycle ways; those in the North area showed higher satisfaction levels than those in other parts of the City (particularly those in the South area).

Figure 3: Views on Council performance in relation to roads



2.6. As Figure 4 shows, there has been relatively little change over time in views on Council roads maintenance. Indeed the only significant change has been a -13 point fall since 2015 in satisfaction with the condition of bus routes and other main roads.

Figure 4: Views on Council performance in relation to roads – time series

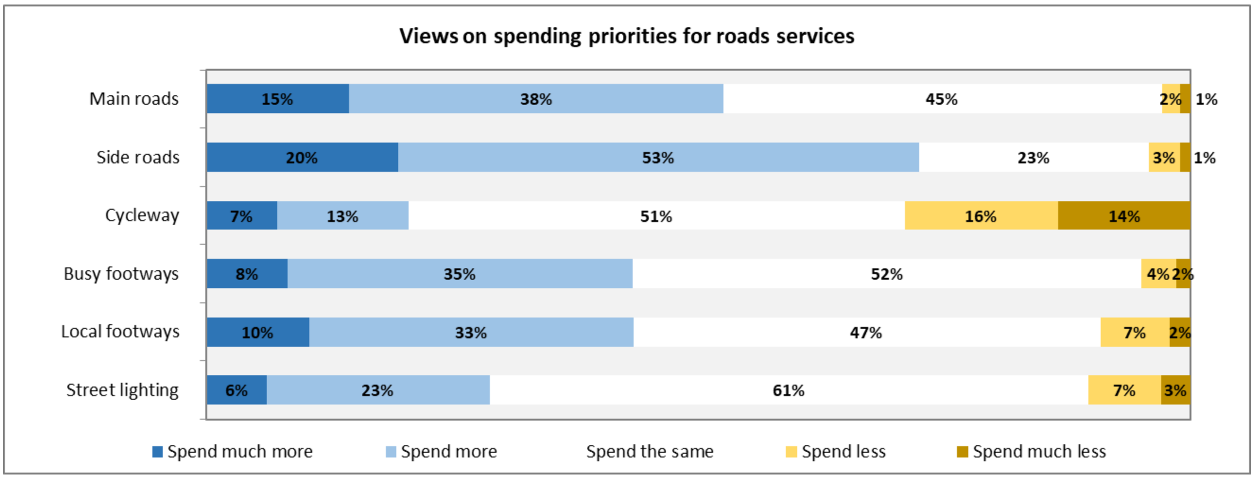


2.7. The survey also asked for views on spending priorities for roads maintenance in Aberdeen. Specifically, respondents gave their views on the extent to which they wished to see more spending or less spending on specific aspects of roads maintenance.

2.8. As Figure 5 over the page indicates, ***relatively few respondents indicated that they would wish to see less spending on any aspect of roads maintenance***. This was most likely to be suggested in relation to cycle ways (30% suggested a reduction in spending here), and to a lesser extent street lighting (10%) and local footways (9%).

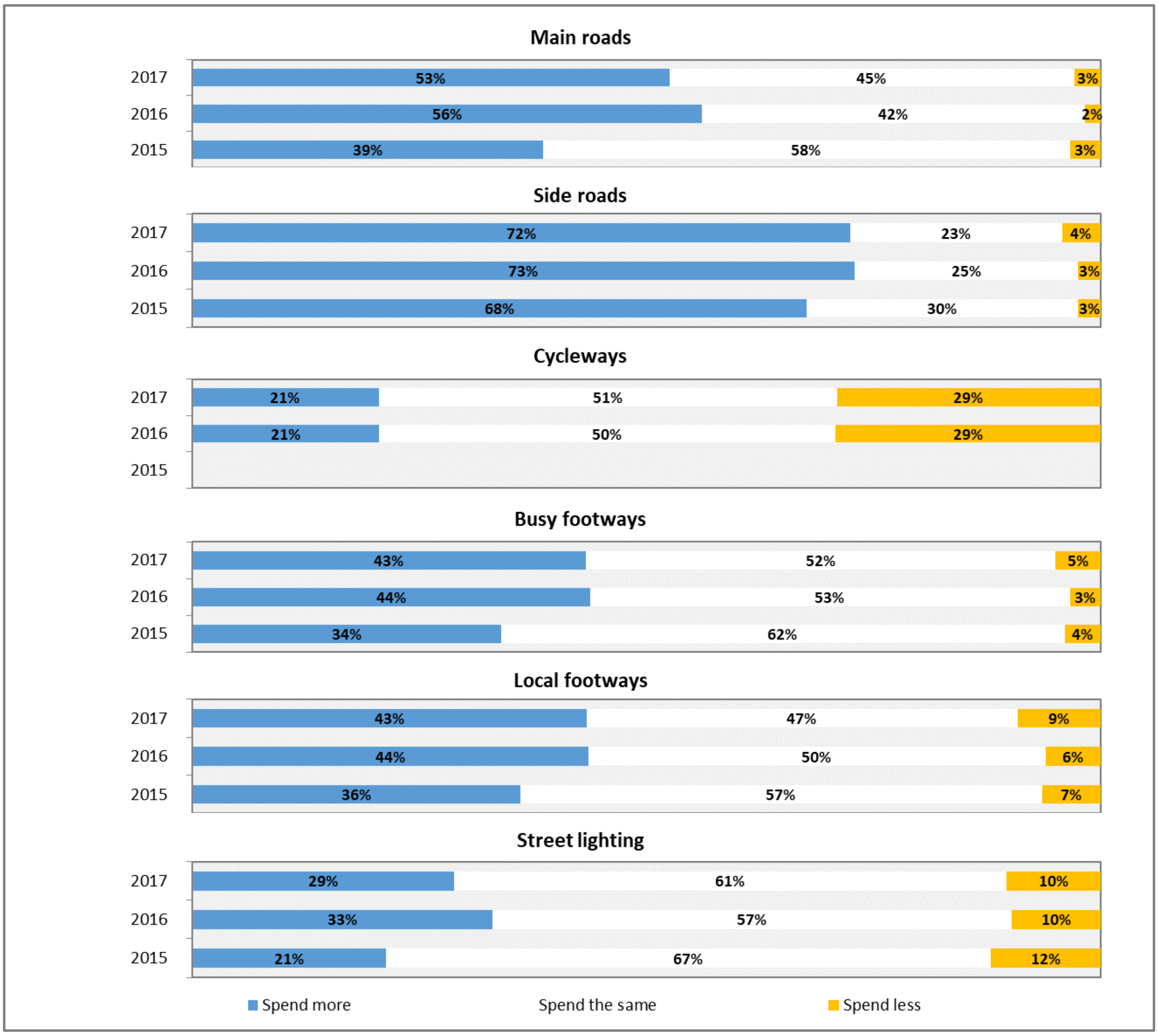
2.9. ***The majority of respondents suggested an increase in spending on one or more specific aspects of roads maintenance***, and there were a number of areas where respondents were particularly keen to see an increase in spending. This was most notable in relation to side roads (72% suggested an increase in spending) and main roads (a little more than half suggested an increase, 53%). A substantial proportion of respondents also wished to see increased spending on busy footways (43% suggested an increase) and local footways (43%).

Figure 5: Views on spending priorities for roads maintenance



2.10. As Figure 6 below shows, the balance of views on spending priorities has remained broadly consistent over time. Indeed, there has been no significant change in survey findings since the 2016 survey.

Figure 6: Views on spending priorities for roads services – time series



Service Response: this is what we are doing

Aberdeen City Council has now gathered four years of data from the annual questionnaire which is distributed by City Voice. The results of the questionnaire are used to ascertain the general attitude of the public to the condition of the road network.

The slight decline recorded in the general level of satisfaction with Aberdeen City Council's roads is reflected in the 3% deterioration in road condition over the last 3 years, as recorded by the national Scottish Road Maintenance Condition Survey (SRMCS). The Road Condition Indicator (RCI) for Aberdeen City currently stands at 28%, which indicates the percentage of road network that has reached a condition where more detailed monitoring or investigation is required.

The performance associated with the provision of street lighting has remained constant; however, the level of satisfaction in the street lighting asset is expected to increase as the introduction of LED lighting is rolled out across the city.

The results also appear to suggest that a substantial proportion of respondents are not expressing an opinion associated with the provision and condition of cycle ways throughout the city. However, it is hoped that the level of public interest in this will increase as Aberdeen City Council looks to increase the provision of cycle facilities. The data gathered from the questionnaire is now in the process of being utilised within a prioritisation process developed in accordance with the Roads Asset Management Plan (RAMP). This new approach based on the level of service chosen by the members will assist with the creation of a strategic list of priorities, which will inform the roads maintenance strategy for all future investment in the roads infrastructure. The roads maintenance strategy will also be instrumental in preventing further deterioration in the road network on the proviso that an appropriate level of investment is provided. All relevant data from the questionnaire will also be used in the preparation of future winter maintenance plans.

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3. PLACE: CLIMATE ADAPTION

3.1. This section considers respondents' awareness of and views on action to address climate change. This includes views on Aberdeen City Council's approach to addressing climate change, and on the role of individuals in reducing carbon footprint.

The role of local authorities

3.2. ***Survey findings suggest that respondents generally feel that it is important for local authorities to consider climate change in their decision making*** (see Figure 7 below). A little more than half of respondents agreed that this is important (54%), although there remained nearly 1 in 5 who disagreed (18%).

3.3. Views on the importance of local authorities considering climate change are broadly consistent across local areas and key demographic groups. Indeed, the only notable variation was in relation to gender, with females more likely than males to feel that it is important for local authorities to consider climate change in their decision making.

Figure 7: Views on importance of local authorities considering climate change in decision making

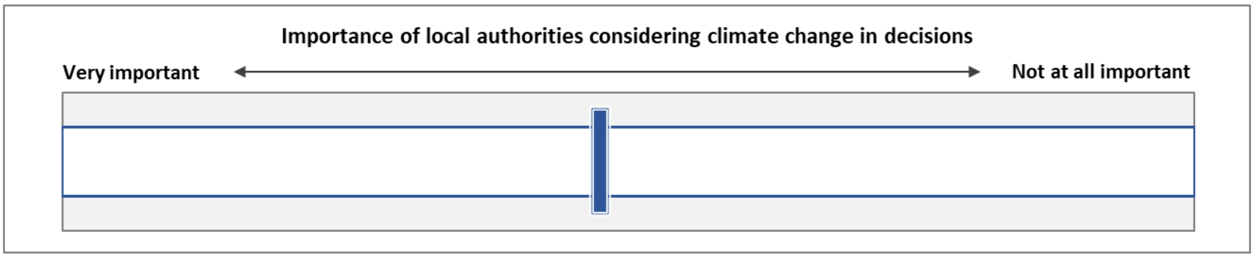


Chart represents average score (out of 5).

3.4. The survey also asked for views specifically in relation to Aberdeen City Council's approach to addressing climate change. As Figure 8 over the page shows, relatively few respondents indicated that they were aware of the Council's climate change strategy; only around a third of respondents had some awareness of this (32%). This level of awareness was broadly similar across key socio-demographic groups.

3.5. Views were somewhat divided on the extent to which Aberdeen City Council makes climate change a priority. Around a quarter of respondents felt that the Council makes climate change a high priority (24%), but a similar proportion disagreed (21%). This reflects in part a large proportion of respondents who were not able to give a clear view on this issue; more than half of respondents gave a neutral score or answered "don't know".

3.6. Survey responses suggest some link between respondents' views on the extent to which local authorities should consider climate change, and on the priority which they feel Aberdeen City Council ascribe priority to climate change. For example, most of those who feel it is important for local authorities to consider climate change in their decisions also feel that Aberdeen City Council make climate change a priority. However, there remains around 1 in 7 (15%) of all respondents who think it is important for local authorities to consider climate change, and who feel that Aberdeen City Council could give this more priority.

Figure 8: Views on Aberdeen City Council approach to climate change

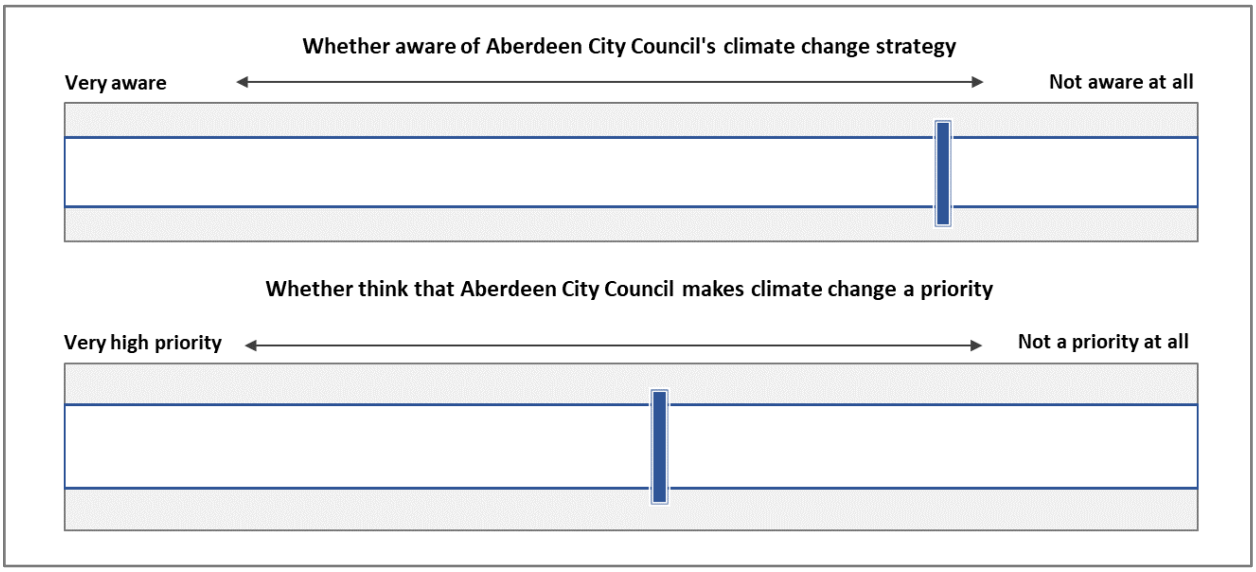


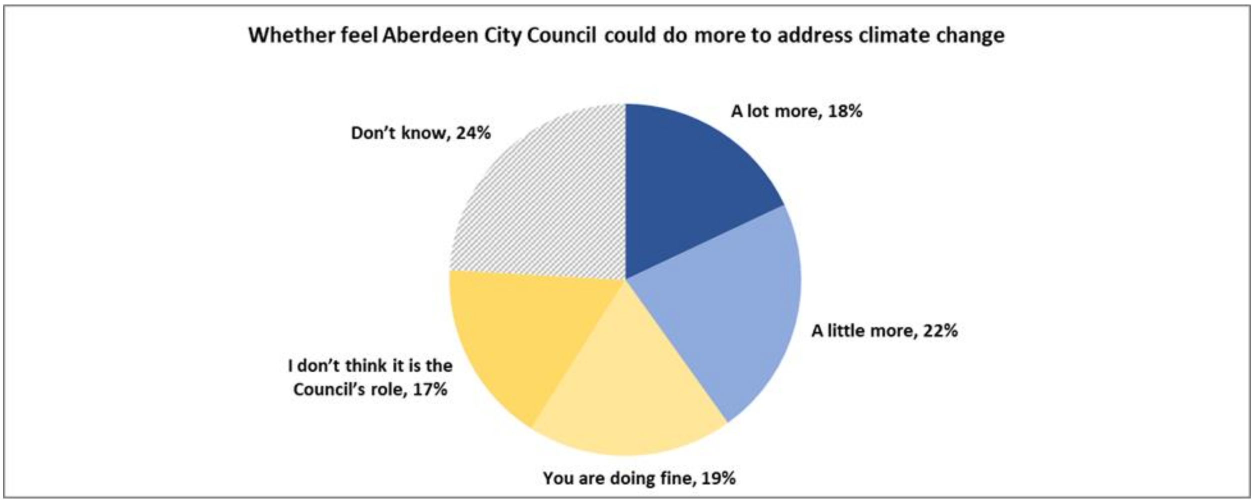
Chart represents average score (out of 5).

3.7. As Figure 9 over the page shows, ***2 in 5 respondents felt that Aberdeen City Council could do more to address climate change*** (40%). This included around 1 in 5 (18%) who felt that the Council could do "a lot" more to address climate change; most of these were respondents who felt that it is very important for local authorities to consider climate change in their decision making (Figure 7) and/or that Aberdeen City Council does not ascribe very high priority to climate change (Figure 8).

3.8. A little more than a third of respondents felt that the Council could not do more to address climate change (36%). This group was divided between those who feel that the Council is doing enough (19%), and those who feel that this is not the Council's role (17%). It is notable that a further 1 in 4 respondents felt unable to offer a view on whether the Council could do more to address climate change; nearly all of these respondents reported a low level of awareness of the Council's climate change strategy (at Figure 8).

3.9. There was little variation across key demographic groups in views on whether the Council could do more to address climate change. Indeed, the only significant variation was in relation to area; those in the Central area were more likely than others to feel that the Council could do more.

Figure 9: Views on whether Aberdeen City Council could do more to address climate change



3.10. The survey also asked Panellists for their views on what should be the priority areas for Aberdeen City Council in addressing climate change. As Figure 10 over the page shows, ***respondents identified a broad range of priority areas for the Council in addressing climate change***. The most common were better public transport (57% saw this as a priority), helping people to reduce energy in their homes (57%), increasing use of renewable energy (56%), and more opportunities to reuse and recycle waste (51%).

3.11. These were the only priorities areas supported by more than half of respondents. However, a number of other areas were also identified as priorities by a substantial proportion of respondents. These included supporting community renewable energy projects (49%), encouraging more renewable energy generation (49%), managing flood risks (48%), and building more sustainable homes and businesses (47%).

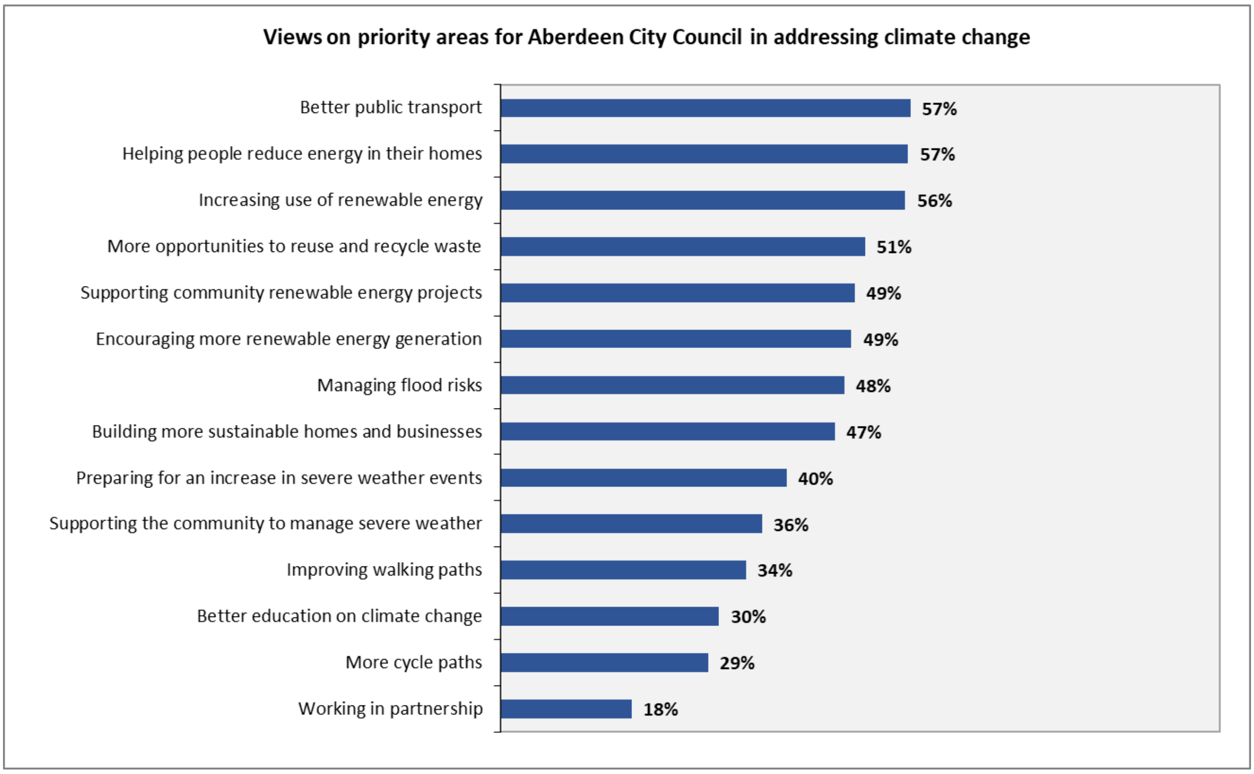
3.12. In terms of areas which respondents saw as less of a priority in addressing climate change, relatively few respondents mentioned working in partnership (18%), more cycle paths (29%), or better education on climate change (30%).

3.13. Around 1 in 10 respondents also mentioned other priority areas for the Council in addressing climate change. Most of these reflected the themes evident in the priorities listed at Figure 10, in particular changing transport use and the role of renewable energy:

- Improving traffic flow and reducing congestion to reduce carbon emissions – including specific reference to the issue of air pollution;
- Changing use of transport modes including reference to specific approaches to increase use of public transport, encouraging and supporting use of electric vehicles, and the potential for a more ambitious approach to supporting cycling and walking as modes of transport;

- A range of views on the role of specific forms of renewable energy including reference to wind power, off-shore wave power, solar power (including support to households wishing to install solar panels, and the potential to require new build development to include renewable energy technologies;
- Reducing food and other waste from businesses and public sector organisations in the City;

Figure 10: Priority areas for Aberdeen City Council's approach to addressing climate change



The role of individuals

3.14. The survey also asked a series of questions relating to the role of individuals in addressing climate change and reducing the carbon footprint. As Figure 11 over the page shows, ***survey findings show that most respondents feel that it is important for individuals to take action to reduce their carbon footprint***. Around two thirds of respondents indicated that this is important (67%), and fewer than 1 in 10 disagreed (8%).

3.15. There was some variation in views across key demographic groups, most notably in relation to age and gender. Those of working age and female respondents were significantly more likely to support individuals taking action to reduce their carbon footprint, than those aged 65+ and males.

Figure 11: Views on role of individuals in reducing carbon footprints

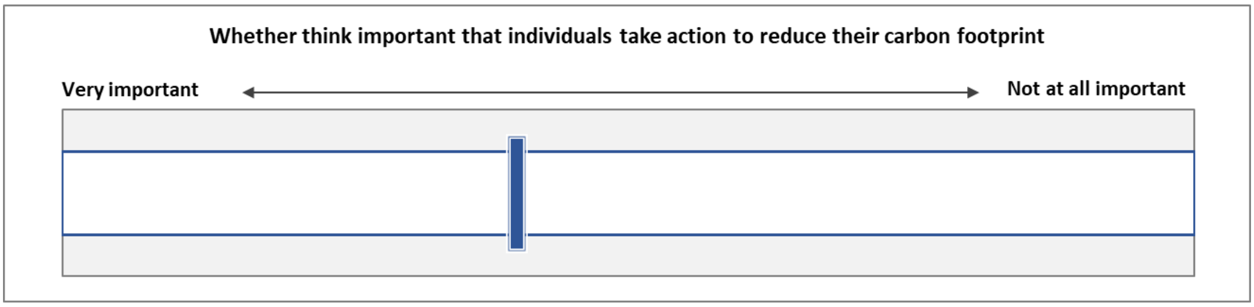
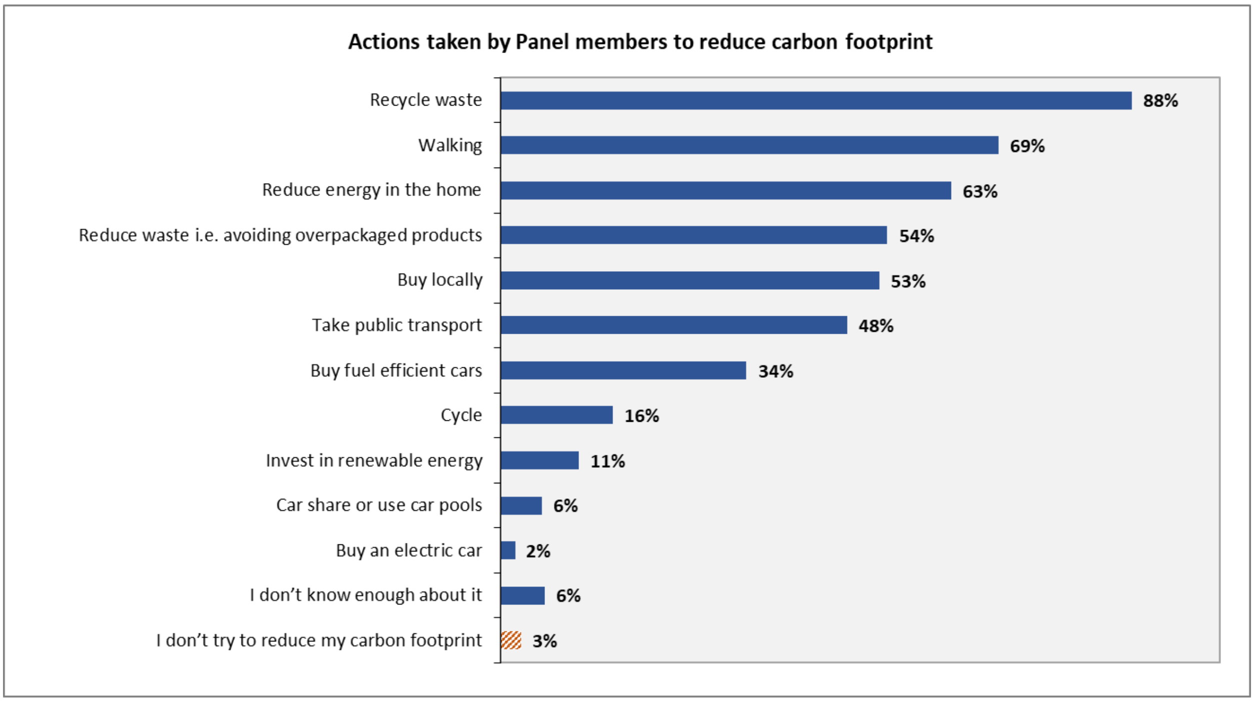


Chart represents average score (out of 5).

3.16. Panellists were also asked about actions that they had taken to reduce their carbon footprint. As Figure 12 below shows, ***nearly all respondents try to reduce their carbon footprint, and had taken a range of actions to do so***. Recycling waste was the most common action (mentioned by 88%) and a majority of respondents also referred to walking (69%), reducing energy in the home (63%), reducing waste (54%), and buying locally (53%).

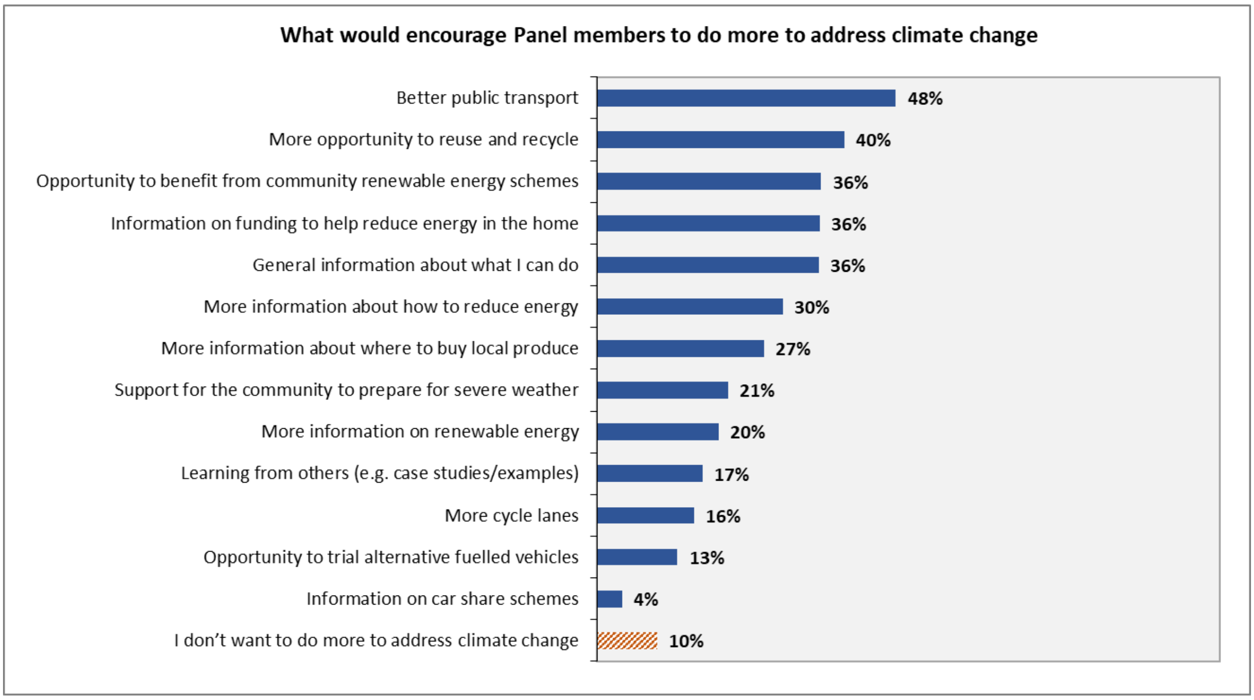
3.17. A substantial proportion of respondents had also taken public transport (48%) or bought fuel efficient cars (34%). Relatively few respondents had invested in renewable energy (11%), car shared (6%), or bought an electric vehicle (2%). It is also notable that only around 1 in 20 respondents indicated that they did not have enough information to reduce their carbon footprint (6%).

Figure 12: Actions taken by Panellists to reduce carbon footprint



3.18. ***A large majority of respondents indicated that they could be encouraged to do more to address climate change, and referred to a range of changes that could support this***. As Figure 13 below shows, 9 in 10 of respondents indicated that they could be encouraged to do more, and better public transport was the most common suggestion to encourage this (mentioned by 48% of all respondents). Respondents also suggested increasing opportunities to reuse and recycle (40%), opportunities to benefit from community renewable energy schemes (36%), more information on funding to reduce home energy use (36%), and general information on what individuals can do to address climate change (36%). It is notable that interest in more information on how individuals can help to address climate change was particularly widespread amongst those aged 55+.

Figure 13: What could encourage Panellists to do more to address climate change



Service Response: this is what we are doing

The survey responses show that there is a need to increase awareness of the activity that Aberdeen City Council is undertaking in relation to climate change. Only 32% of respondents were aware that Aberdeen had a climate change strategy and 54% of people did not know if climate change was a priority for the Council.

Aberdeen City Council is in the process of redeveloping their website and we will be able to take account of this feedback. As part of the Powering Aberdeen Partnership Network we are looking at the potential to develop a green business network within the city to promote action by local business. We are also proposing to develop a bespoke website for Powering Aberdeen which will make access to information and case studies in relation to the range of activities taking place across Aberdeen to address climate change easier to find. We will also consider how we can make greater use of our ongoing communication to highlight the activities taking place.

The priority area that was identified for the Council to address in relation to climate change was public transport. This was not a surprise. The level of interest in improving energy efficiency and increasing use of renewables was however higher than expected in particular the level of interest in the Council helping to support community renewable energy projects. Transport and community renewables were also identified as being priority areas in relation to the action that people would take themselves to reduce their impacts.

Aberdeen City Council already has in place a programme to improve energy efficiency in housing. The Home Energy Team provides information to residents via their website on how residents can improve energy efficiency in their homes and services, funds and grants that can support them in this. In addition we run a range of funded programmes implementing energy efficiency measures. These programmes are likely to grow and develop in the future with the development of the Scottish Government Scottish Energy Efficiency Programme and we will continue to support both home owners and businesses through these schemes. Aberdeen City Council is also currently investigating the role that renewable energy can play in reducing energy costs. The Council hopes to be able to provide further information on this in the near future as well as information on the potential to develop more renewable energy generation within the city in particular through solar photovoltaic. We note the interest in support for community renewable energy schemes and will be looking at ways we can support these.

Community awareness and interest in climate adaption was in general lower than in relation to mitigation but managing flood risk, preparing for and managing severe weather events were still seen as important by respondents.

The feedback from this survey will be used directly to inform the development of our Aberdeen Adapts programme and be taken into account in planned research work to develop community resilience plans, as well as community engagement in climate adaptation.

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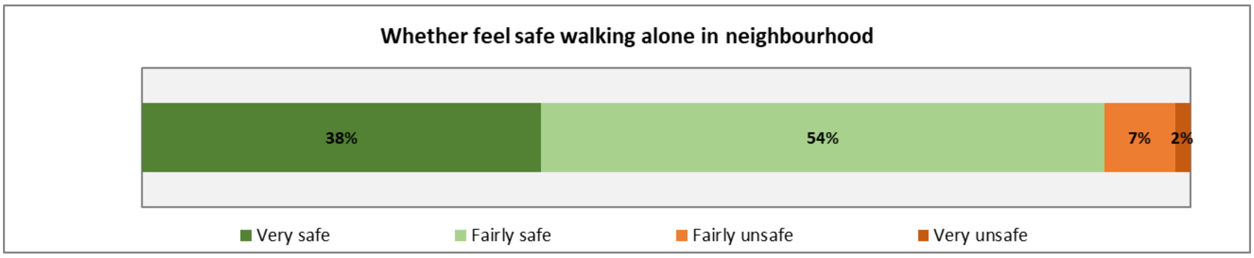
4. PLACE: COMMUNITY SAFETY

4.1. This section considers Panellists' views on the third issue under the 'Place' theme; community safety. This includes the extent to which Panellists' feel safe in their local neighbourhood and in Aberdeen city centre, and views on potential community safety priorities.

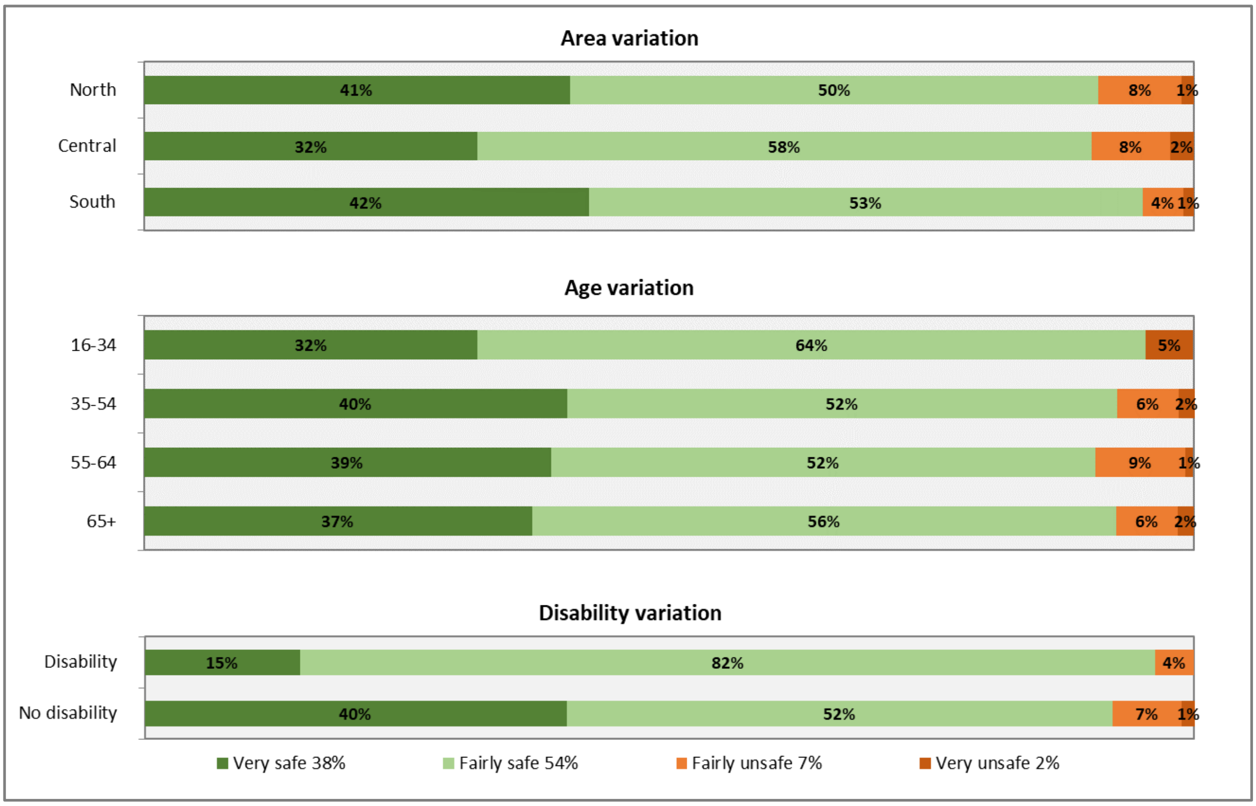
4.2. ***A large majority of respondents feel safe walking alone in their local neighbourhood***; 92% indicated this (Figure 14). This included around 2 in 5 respondents who feel "very safe" walking alone in their neighbourhood (38%). Fewer than 1 in 10 respondents indicated that they feel unsafe walking alone in their neighbourhood (8%).

Figure 14: Whether feel safe walking alone in local neighbourhood



4.3. As Figure 15 over the page shows, the extent to which respondents feel safe walking alone in their local neighbourhood is broadly similar across key demographic groups. The survey shows some small variation across local areas and age groups, but these are not significant. Indeed the only notable variation is in relation to disability; those with a disability are significantly less likely than others to feel "very safe" when out alone in their local neighbourhood.

Figure 15: Whether feel safe walking alone in local neighbourhood - variation



4.4. ***Respondents were less likely to feel safe on a night out in Aberdeen city centre, than when they are out alone in their local neighbourhood***. More than half of respondents feel safe when on a night out in Aberdeen city centre (55%, see Figure 16), but there remained around 1 in 4 of all respondents who disagreed (23%). A further 22% of respondents indicated that they do not go out in the city centre at night.

4.5. As Figure 17 over the page shows, there was some variation across key demographic groups in the extent to which respondents go out in the city centre at night, but there was no significant variation in the extent to which respondents' feel safe when out in the city centre at night.

Figure 16: Whether feel safe on night out in Aberdeen city centre

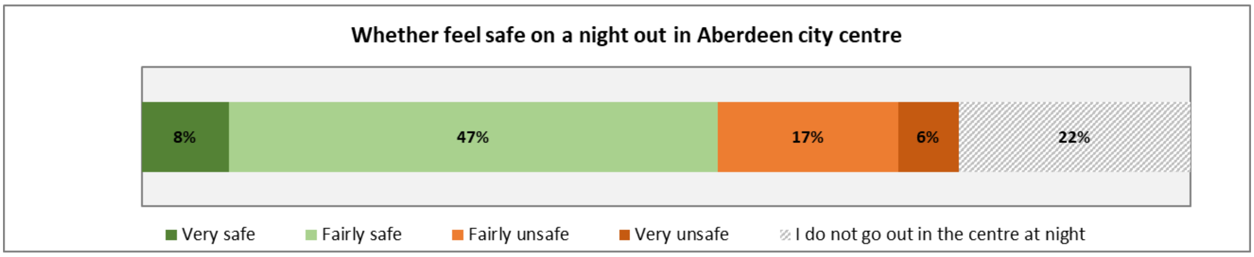
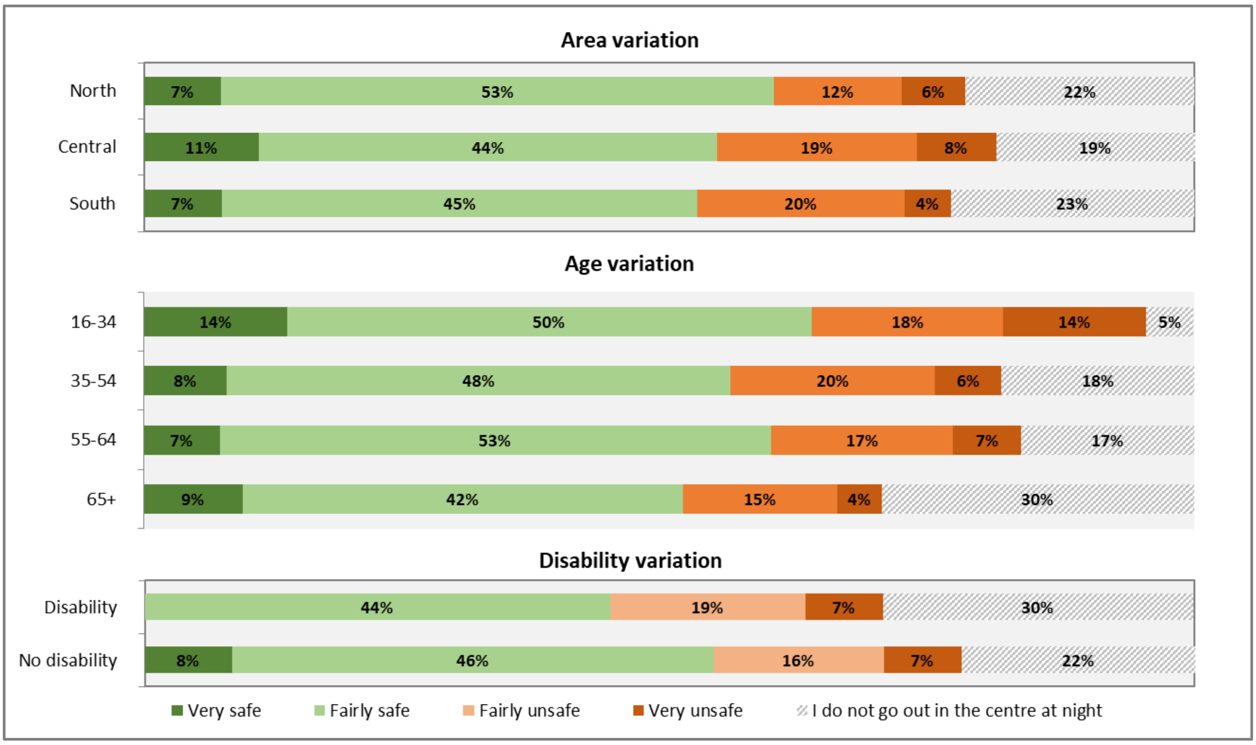
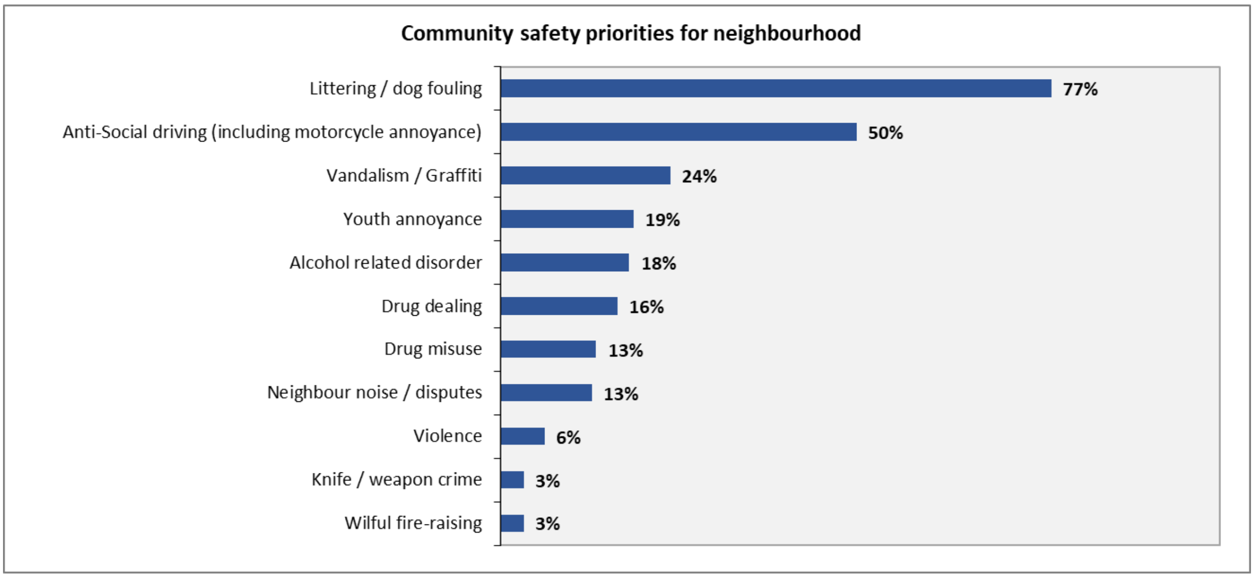


Figure 17: Whether feel safe on night out in Aberdeen city centre - variation



4.6. The survey also asked Panellists about the community safety issues that they would like to see prioritised ion their local neighbourhood. ***Littering/dog fouling and antisocial driving were the most commonly mentioned community safety priorities*** (by 77% and 50% respectively). Significantly fewer respondents mentioned other community safety issues such as vandalism/graffiti (24%), youth annoyance (19%), alcohol-related disorder (18%) and drug dealing (16%). Fewer than 1 in 10 respondents mentioned the most serious crime and community safety issues such as violence, knife/weapon crime and wilful fire-raising. This profile of priorities was consistent across local areas.

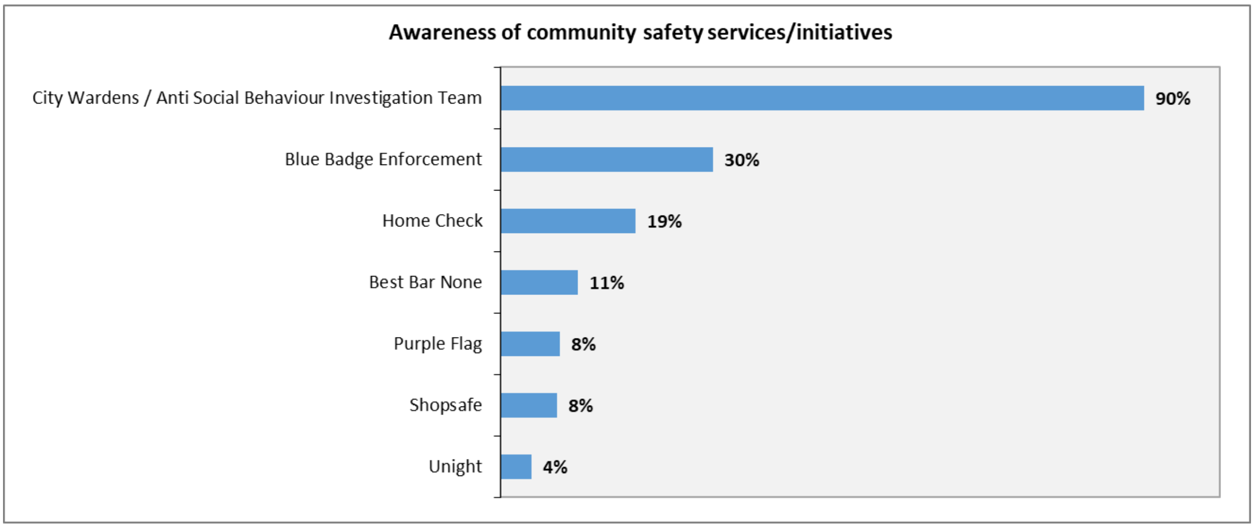
Figure 18: Views on community safety priorities for local neighbourhood



4.7. Finally in relation to community safety, the survey asked about Panellists' awareness of community safety services and initiatives.

4.8. As Figure 19 below shows, awareness was very strong in relation to City Wardens and the Anti-Social Behaviour Investigation Team; 9 in 10 respondents had heard of these (90%). Awareness was more limited in relation to other initiatives such as Blue Badge Enforcement (30% aware), Home Check (19%) and Best Bar None (11%).

Figure 19: Awareness of community safety services and initiatives



Service Response: this is what we are doing

It was interesting to see that youth annoyance has dropped out of the top 3 priorities into 4th place and that littering / dog fouling is number one – we will now work with city wardens and environmental health / services to design some new publicity and initiatives around Scoop and littering enforcement and education.

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5. PEOPLE: CARERS

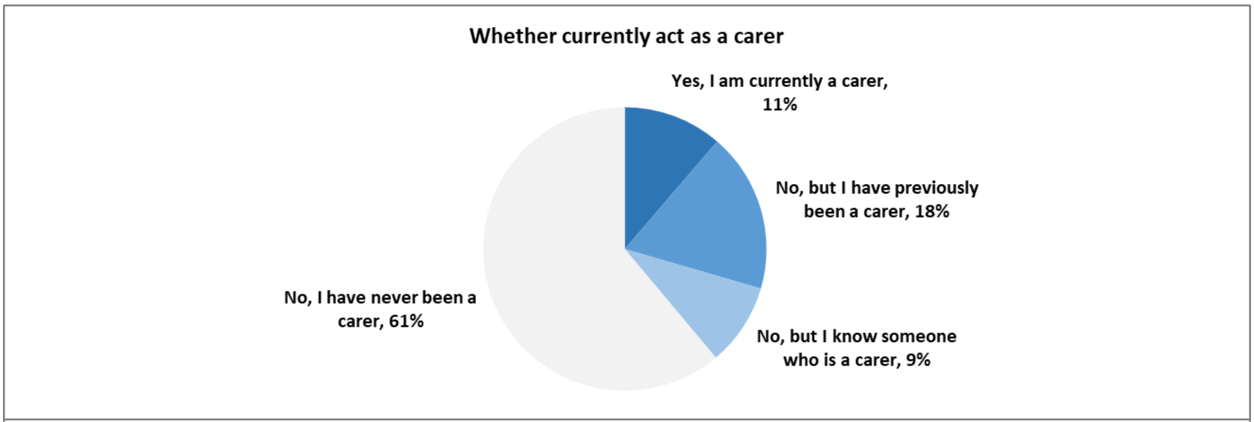
5.1. This section considers Panellists' experience of and views on caring. This topic sits under the 'People' theme and includes questions around Panellists' caring responsibilities, and the extent to which they feel supported to deliver their caring role.

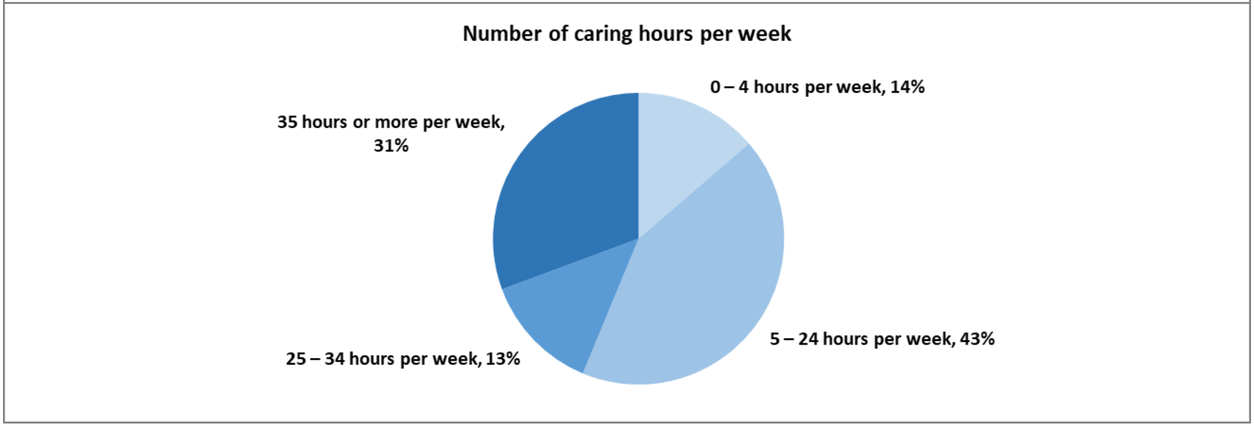
Caring responsibilities

5.2. ***A little more than 1 in 10 respondents indicated that they currently act as a carer*** (11%, see Figure 20). A further 18% of respondents had previously been a carer, and 11% know someone who is a carer. This indicates that ***overall, around 3 in 10 respondents have current or previous experience of caring*** (29%). Those aged 55+ were more likely than others to have experience as a carer; more than a third of those aged 55+ had caring experience, compared to less than a quarter of younger respondents.

5.3. ***Most of those who have caring experience or who know a carer indicated that they give up to 34 hours of caring input in a 'typical' week*** (69%, see Figure 20). A further 31% of respondents indicated that they provide 35 hours or more of caring input in a week – around half of these respondents were aged 65+.

Figure 20: Incidence of caring experience



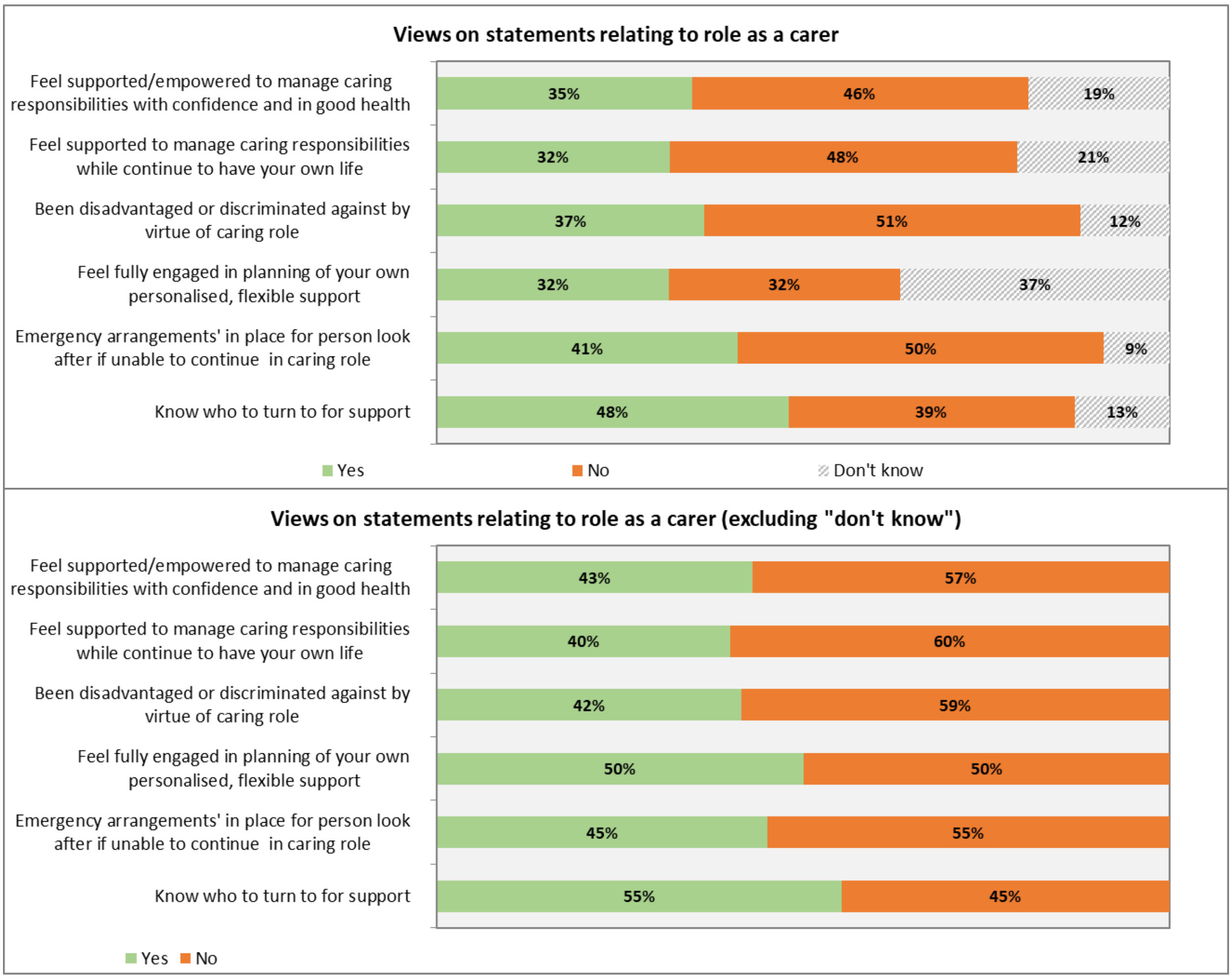


Views on role as a carer

5.4. The survey asked a series of questions around respondents' caring experience, including the extent to which carers feel supported to deliver their caring responsibilities, and issues encountered as a result of the role.

5.5. ***Views were somewhat mixed on carers' responsibilities, the extent to which this impacts on the carer's health and own life, support for carers, and having emergency arrangements in place***. As Figure 21 shows, and this was in part due to a substantial proportion of respondents who felt unable to give a view. However, it is notable that even amongst those able to offer a clear view, the minority of respondents suggested that carers feel supported to manage their responsibilities with good health and while continuing to have their own life (40-43% of those able to offer a view agreed with these statements), and had emergency arrangements in place if the carer is unable to continue (45%). Similarly, half of those able to offer a view have emergency arrangements in place (50%), and only a little more than half know who to turn to for support. Around 2 in 5 of those able to offer a view have been disadvantaged through their caring role (42%).

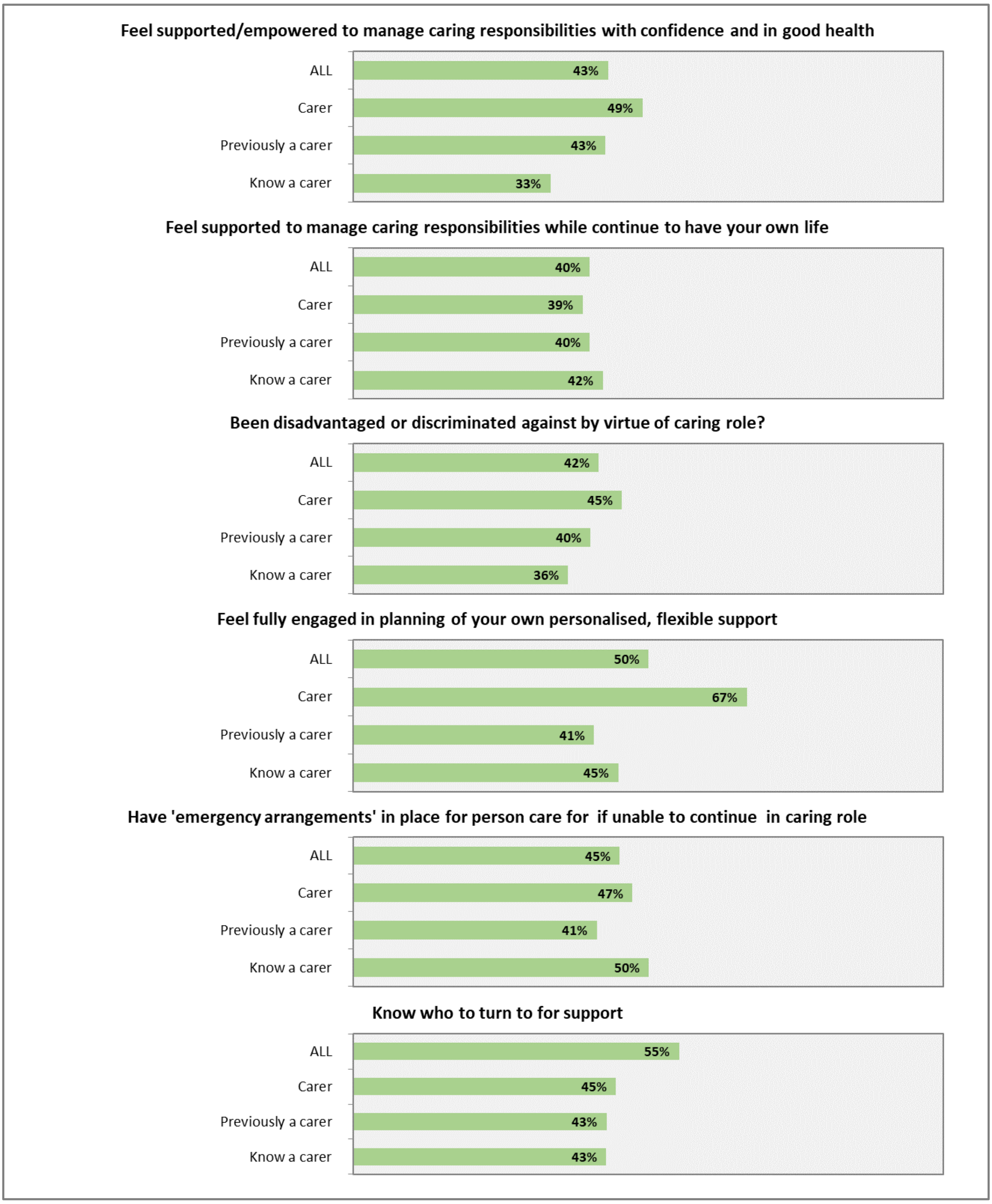
Figure 21: Views on statements relating to role as a carer



Note: based on those with direct or indirect knowledge of caring.

5.6. As Figure 22 below shows, views were broadly similar across those with direct and indirect knowledge of caring. Indeed the only notable variation was in relation to the extent to which carers feel fully engaged in the planning of their support – those who are currently acting as carers were significantly more positive than others on this point.

Figure 22: Views on statements relating to role as a carer – by caring experience



Note: based on those with direct or indirect knowledge of caring, excludes "don't know" responses.

5.7. The survey also gave respondents the opportunity to provide written comment in relation to each of the six statements listed above at Figures 21 and 22. The key issued raised by respondents are summarised below.

5.8. In relation to carers feeling ***supported to manage caring responsibilities with confidence and in good health***, the survey asked respondents what helps them in their caring role (or what would help them if they do not feel supported). The main points raised by respondents were:

- For carers who do feel supported, family and friends were the single most common source of this support mentioned by respondents. This included a number of older respondents referring to support from their adult children. Respondents also referred to a broad range of services and agencies. This included primary health services such as community and district nurses and GPs, social care services, third sector services, and community organisations. A small number of respondents also referred to support from employers to accommodate their caring responsibilities.
- Those who do not feel well supported referred to a broad range of support and agencies that could help them in their caring role. These included:
    - Better access to day care and respite.
    - Better information and advice on how to negotiate the process of access care and support.
    - More support and advice from care managers.
    - Access to advocacy for meetings with service providers.
    - More support from social care services, ensuring that this is available to families before they reach crisis.
    - Social contact and support to tackle feelings of isolation.
    - Financial support for those balancing caring responsibilities with employment.
    - Better understanding of the challenges facing carers, and the toll that the role can take.
    - Treated with respect, e.g. by health professionals.

5.9. In relation to carers feeling ***supported to manage caring responsibilities while continuing to have their own life outside caring***, the survey asked respondents what helps them in their caring role (or what would help them if they do not feel supported). The main points raised by respondents were:

- For carers who do feel supported to manage their caring role while continuing to have their own life, family and friends were again the single most common source of this support. The great majority of those who feel well supported in this area referred to the importance of input from family members and friends. A small number of respondents also referred to support from health and social care services, third sector services, and community organisations. Several respondents also referred to support from employers for example in reducing hours of work where necessary.

- Those who do not feel well supported again referred to a broad range of changes that could help them to balance their caring role with a life of their own. This included a number of comments highlighting the difficulty for carers in maintaining this balance – for example, "A carer can never really relax". Specific issues and changes highlighted by respondents included:
    - Better access to respite care to provide carers with regular breaks.
    - Better understanding of the pressures on carers, particularly the emotional impact of a caring role and the importance of carers taking a break. This included reference to the importance of emotional support and social contact for carers – including specifically contact with other carers.
    - Better information on support and respite available – a number of respondents were unclear on this, and some referred to having 'stumbled on' support services by chance.
    - More active support and advice from care managers.
    - Financial support to enable carers to take breaks.

5.10. For carers who ***had been disadvantaged or discriminated against because of their caring role***, the survey asked for further details. The main points raised by respondents were:

- Additional expenses associated with caring was the most common issue raised by respondents. This included reference to food costs, travel expenses, additional heating costs, and a fall in income where carers have to reduce their working hours.
- A negative impact on carers' career and education was also mentioned by a number of respondents. This included several respondents who had to give up employment or education to meet their caring responsibilities, including some taking early retirement at considerable financial cost.
- Impact on carers' life outside their caring role including for example curtailing social and recreational activities.

5.11. In relation to carers feeling ***fully engaged in the planning of their own personalised support***, the survey asked respondents what helps them in their caring role (or what support would help them if they do not feel supported). The main points raised by respondents were:

- For carers who do feel engaged in the planning of their own support, a number referred to support from family and friends as a significant factor in this. These respondents also referred to the important role of care managers, health professionals and social care services, third sector organisations such as Alzheimer's Scotland and MS Society, and community organisations such as church groups.
- Those who do not feel engaged in the planning of their own support referred to a number of changes that could help them in this area. These primarily related to support that could help them as carers, rather than specifically in relation to planning of this support. Issues raised by respondents included:
    - Several respondents suggested a need for better information and advice to carers on the support that may be available.
    - Respondents also mentioned the particular need for more respite provision, and referred to the importance of this in enabling carers to maintain their own health.
    - Emotional support and social contact was highlighted by some respondents, including a small number who had established relationships with a group of carers providing this support to one another.
    - Better understanding of the challenges that carers face in meeting their caring responsibilities.
    - Support specifically in relation to delivering their caring role such as assistance with transport and meals.

5.12. In relation to carers ***knowing who to turn to for support in their caring role***, the survey asked respondents about the agencies that they are aware of. The agencies referred to by respondents are listed below:

Aberdeen Care & Repair	Hillylands
Alzheimer's Scotland	MacMillan Nurses
Archway	Margaret Blackwood
Bon Accord Centre	National Osteoporosis Society
Breathing Space	NHS Grampian
Care Homes	NHS Grampian Healthpoint
Carers Scotland	Rosehill Centre
CLAN Cancer Support	Roxburghe House
Community Nurses	Social Care Services
Cornerstone	VSA Carers Support

Service Response: this is what we are doing

Thank you for the completed Carers Survey contained within the City Voice 40th Report.

It was particularly interesting and humbling to see how much hours of unpaid care was typically provided by carers and their views on what support they received or did not receive from friends/family and others.

We are currently drafting the Aberdeen City Health & Social Care Partnership Strategy and the detailed information contained within the survey will significantly inform the strategy's development.

We intend to publish the final Strategy in November 2017 and hope that many contributors will see it and recognise their contribution towards it.

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6. ECONOMY: HOME ENERGY SWITCHING

6.1. The final part of the survey asked about Panellists' experience of and views on switching energy supplier. This falls within the 'Economy' theme, and included questions on individuals' experience of switching supplier, and on the ease and impact of the switching process.

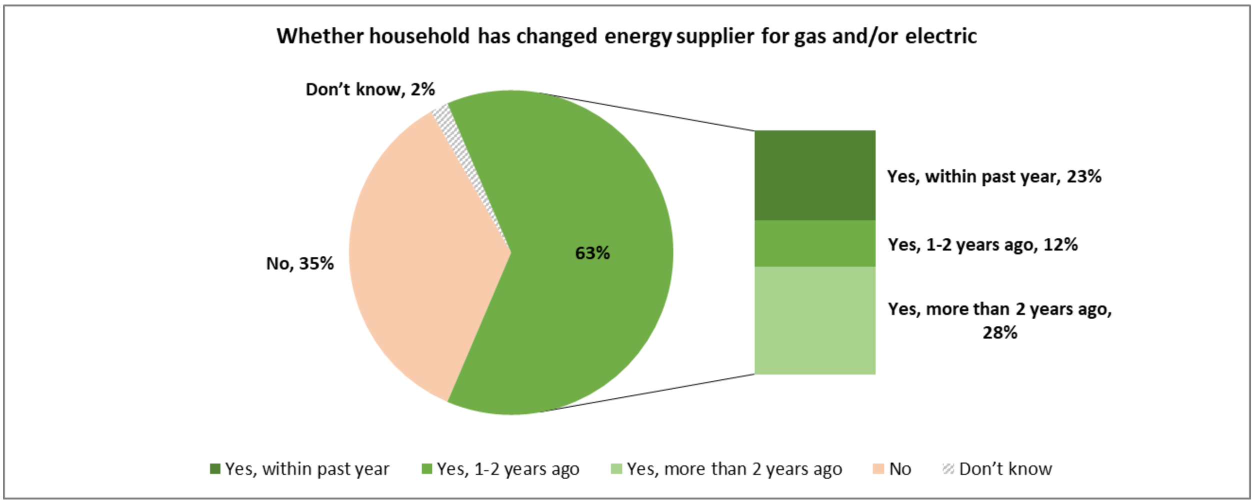
Whether switched energy supplier

6.2. ***The majority of respondents had switched energy supplier at some point (63%), although there remained more than a third of respondents who had never switched supplier (35%)***. A little more than half of those who had switched supplier had done so in the last 2 years (35% of all respondents). Survey responses show that those aged 65+ were significantly less likely than others to have switched energy supplier; this age group accounted for around 2 in 5 of those who had never switched supplier.

6.3. Most of those who had switched energy supplier provided written comment regarding what prompted them to switch. The great majority of these referred to price comparison websites and other promotions to highlight potential savings on energy bills. This included some respondents referring to being members of energy 'clubs' which monitor potential savings and facilitate the switching process. A small number of respondents also referred to having responded to direct promotions from energy suppliers, and to being prompted to switch by family or friends having done so.

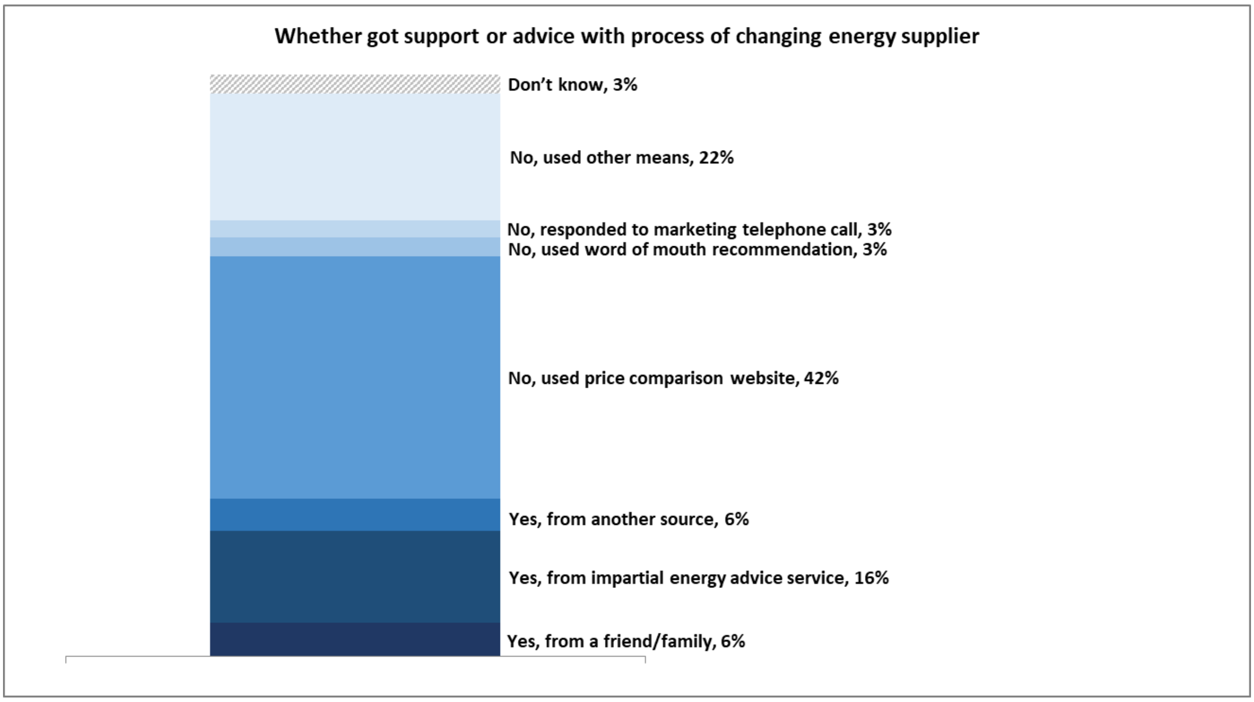
6.4. In terms of other motivations for switching, some respondents referred specifically to being dissatisfied with the cost and service provided by the existing supplier having prompted them to look at alternatives. A small number of respondents also referred to having switched to an 'ethical' and/or renewable energy supplier.

Figure 23: Whether ever changed energy supplier



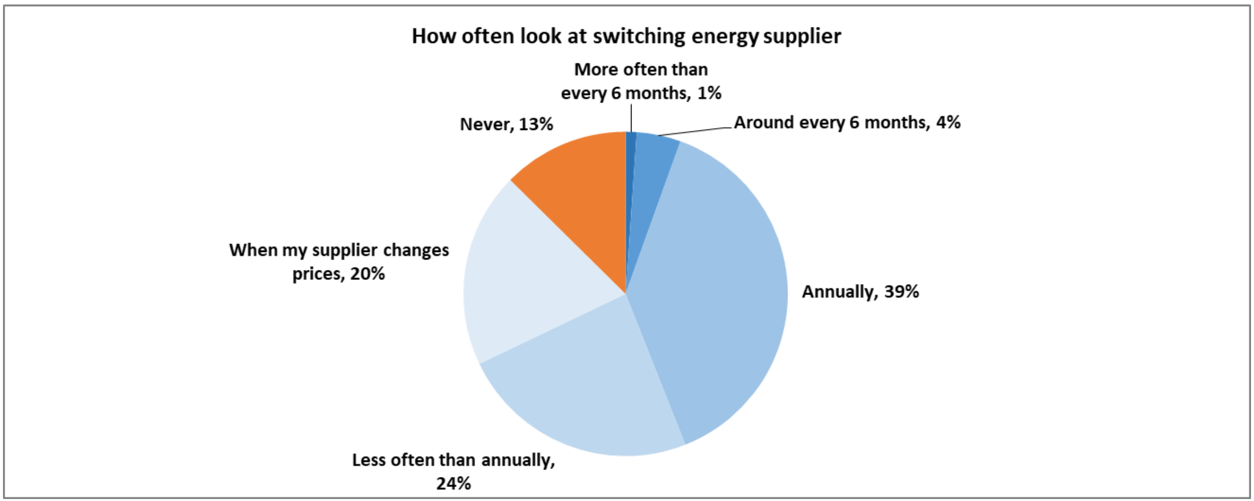
6.5. ***Most of those who had switched energy supplier indicated that they did not receive any support or advice to do so*** (76%, see Figure 24). A large proportion of these respondents used a price comparison website to change energy supplier (42%). The minority of respondents who had received help or support included those who had used an impartial energy advice service (16%) and those who had received help or support from friends or family (6%).

Figure 24: Whether used help or support with process of changing energy supplier



6.6. ***Nearly half of those who had switched energy supplier indicated that they look at switching at least once a year*** (44%, see Figure 25 over the page). A further quarter of respondents look at switching less often (24%), and 1 in 5 indicated that they look at switching specifically in response to their present supplier changing prices (20%). Survey data suggests that those aged under 55 tend to look at switching supplier more often than older respondent; around half of those aged under 55 look at switching every year, compared to around a third of those aged 65+.

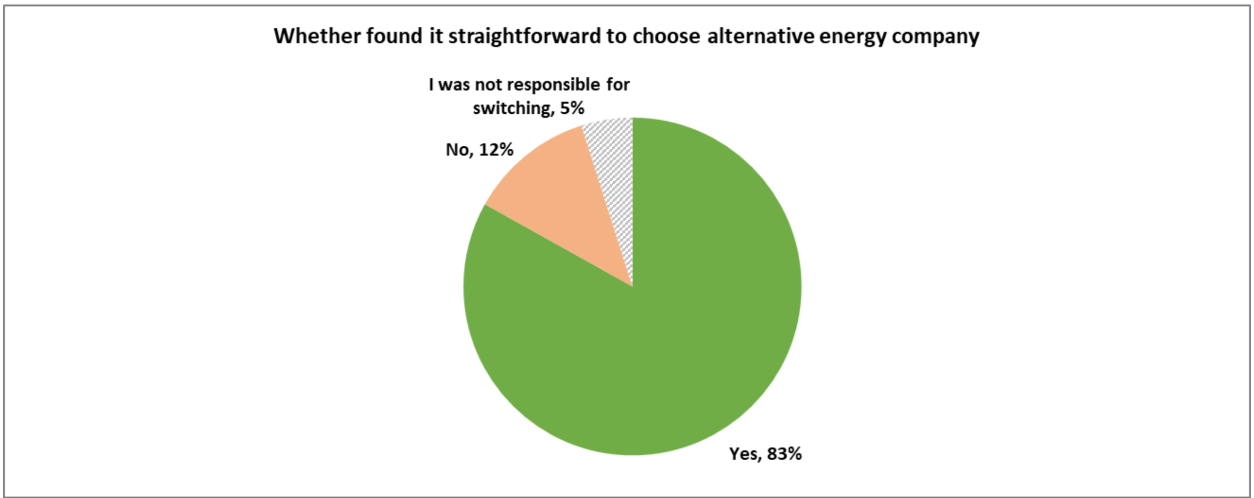
Figure 25: How often look at switching energy supplier



Views on process of switching energy supplier

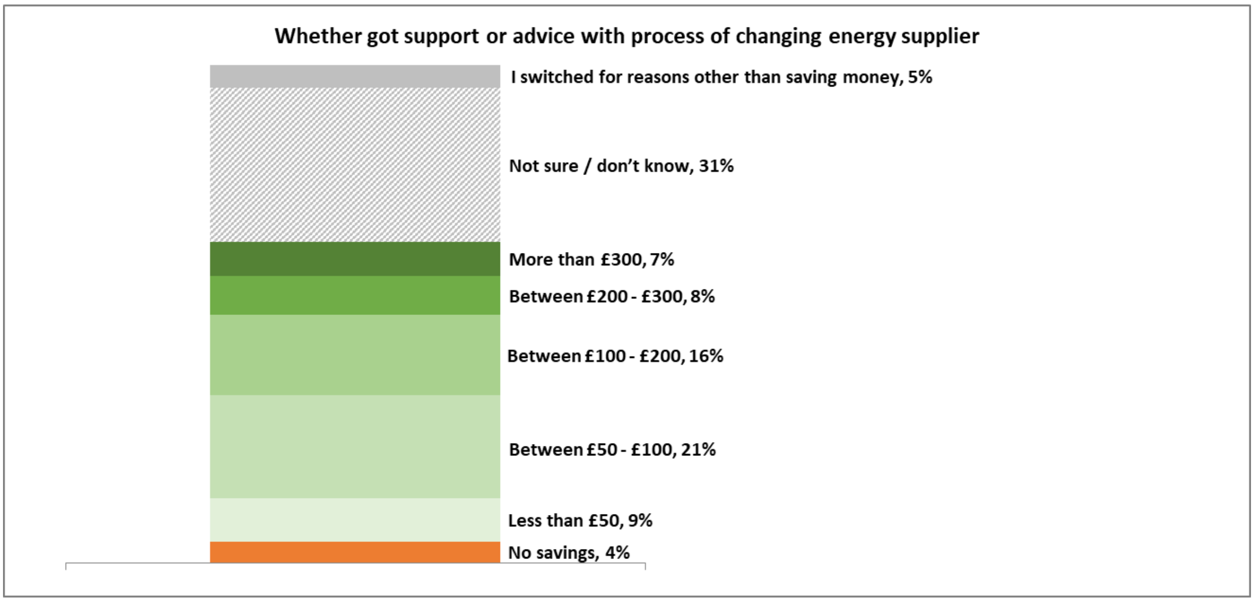
6.7. As Figure 26 below shows, ***a large majority of respondents found the process of switching energy supplier reasonably straightforward*** (83%). This finding was consistent across key demographic groups, and also did not vary significantly dependent on which respondents received help or support to switch.

Figure 26: Whether found switching energy supplier straightforward



6.8. ***The majority of those who had switched energy supplier indicated that this had resulted in a saving on their energy costs*** (60%, see Figure 27 over the page). This included around a third of those who had switched who indicated that they had saved at least £100 per year on their energy costs (31%). Fewer than 1 in 20 respondents indicated that switching supplier had not resulted in any saving in their energy costs (4%), although nearly a third of respondents were unsure of whether they had saved on energy costs (31%).

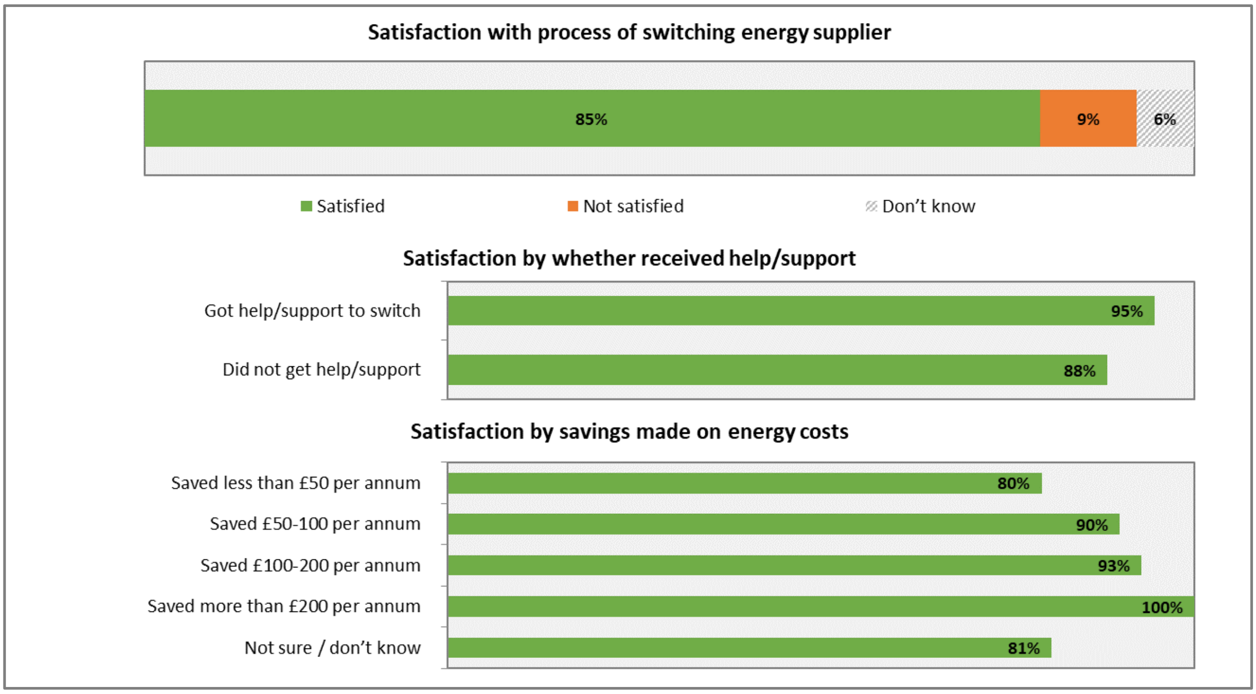
Figure 27: Whether saved on energy costs by switching supplier



6.9. ***A large majority of those who had switched energy supplier were satisfied with the process*** (85%, see Figure 28 below). Fewer than 1 in 10 respondents indicated that they had not been satisfied by the process.

6.10. Perhaps unsurprisingly, survey data suggests that satisfaction was higher amongst those who had made the largest savings on their energy costs. For example, satisfaction was well over 90% for those who had saved at least £100 per year compared to 80% for those who had saved less than £50 per year. Satisfaction also appeared to be affected to some degree by whether respondents had received help or support to switch - although satisfaction was very high across both groups.

Figure 28: Satisfaction with process of switching energy supplier



Household fuel bills

6.11. All respondents were asked about how they pay for their household fuel. As Figure 29 below shows, the majority of respondents have a fixed monthly charge for their household fuel (66%), while a further 22% of respondents pay via quarterly invoice. Very few respondents referred to an alternative charging method. In terms of payment method, a large majority of respondents pay by Direct Debit or Standing Order (84%). Around 1 in 10 respondents indicated that they pay via credit/debit card or in cash (6% and 5% respectively).

Figure 29: Household fuel bill charging and payment methods

Charging method	
Quarterly invoice	22%
Fixed monthly charge	66%
Fixed weekly/fortnightly charge	0%
Fixed annual charge	3%
Pre-payment meter	3%
Other	3%
Prefer not to say	2%
Don’t know	2%
Payment method	
Bank transfer (Direct Debit/Standing Order etc.)	84%
Credit/Debit Card	6%
Cash (at Paypoint/Post Office etc.)	5%
Text	-
Internet banking	1%
Telephone banking	-
Cheque/Postal Order	1%
Other	1%
Prefer not to say	2%
Don’t know	1%

Service Response: this is what we are doing

Unfortunately we have not received a service response.

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7. CONCLUDING REMARKS

7.1. This report has provided an overview of results from the 40th City Voice survey, the Citizens' Panel for Aberdeen. Further detail is provided in tabular results alongside this report.

7.2. The level of survey response achieved for the current survey suggests a **continuing high level of engagement from City Voice members**, with 63% responding. However, this response is 3-5% lower than recent surveys and the current large scale Panel refreshment exercise is expected to have a positive effect on response to forthcoming surveys.

7.3. Most importantly, the level of survey response achieved is sufficient to produce **robust overall survey results** and to permit **more detailed analysis of results for specific respondent groups**. This has allowed our analysis to consider potential variation in results across a range of socio-demographic groups.

7.4. A key focus for the **ongoing Panel programme** will be to maintain – and where possible improve – engagement amongst City Voice members to ensure that consultation results continue to provide a robust and reliable resource for the council and partners. Meaningful feedback of consultation findings is an important factor in maintaining Panellists' engagement, and this is provided via newsletters to members, and the publication of survey outputs via the City Voice website (http://communityplanningaberdeen.org.uk/cityvoice).

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APPENDIX: TABULAR RESULTS

Tabular results, including base numbers, are provided over the following pages for each of the Figures presented in the main body of the report.

Introduction

Figure 30: Survey response rates over time

Survey 40	63.3%
Survey 39	67.8%
Survey 38	65.5%
Survey 37	66.9%
Survey 36	67.9%
Survey 35	68.8%
Survey 34	68.8%
Survey 33	70.2%
Survey 32	75.5%
Survey 31	78.4%
Survey 30	70.6%
Survey 29	66.1%
Survey 28	67.8%

Place: Roads

Figure 31: Views on Council performance in relation to roads

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	*Base*
The condition of bus routes and other main roads	4%	38%	24%	25%	10%	*548*
The condition of side / local roads	1%	15%	20%	38%	26%	*557*
The condition of cycle ways and cycle paths	7%	25%	37%	18%	13%	*343*
The condition of busy footways (e.g. near schools, shops etc.)	3%	33%	31%	24%	10%	*527*
The condition of local footways	1%	31%	26%	28%	15%	*547*
Time taken to repair roads	1%	12%	20%	34%	34%	*513*
Time taken to repair footways	1%	13%	32%	24%	29%	*456*
Time taken to repair cycle ways and cycle paths	3%	16%	49%	14%	18%	*295*
Intensity of street lighting (city centre)	14%	50%	23%	8%	5%	*531*
Intensity of street lighting (residential areas)	11%	45%	19%	18%	8%	*549*
Time taken to repair street lights	6%	38%	29%	16%	11%	*457*

Figure 32: Views on spending priorities for roads maintenance

	Spend much more	Spend more	Spend the same	Spend less	Spend much less	*Base*
Main roads	15%	38%	45%	2%	1%	*552*
Side roads	20%	53%	23%	3%	1%	*554*
Cycleway	7%	13%	51%	16%	14%	*513*
Busy footways	8%	35%	52%	4%	2%	*536*
Local footways	10%	33%	47%	7%	2%	*536*
Street lighting	6%	23%	61%	7%	3%	*542*

Place: Climate Adaption

Figure 33: Views on importance of local authorities considering climate change in decision making

1	29%
2	25%
3	21%
4	11%
5	7%
Don't know	7%
Base	542

Figure 34: Views on Aberdeen City Council approach to climate change

Awareness of Aberdeen City Council's climate change strategy	
1	2%
2	10%
3	21%
4	16%
5	37%
Don't know	15%
Base	538
How high a priority do you think Aberdeen City Council makes climate change?	
1	7%
2	17%
3	28%
4	14%
5	7%
Don't know	28%
Base	539

Figure 35: Views on whether Aberdeen City Council could do more to address climate change

A lot more	18%
A little more	22%
You are doing fine	19%
I don't think it is the Council's role	17%
Don't know	24%
Base	539

Figure 36: Priority areas for Aberdeen City Council's approach to addressing climate change

Better public transport	57%
Helping people reduce energy in their homes	57%
Increasing use of renewable energy	56%
More opportunities to reuse and recycle waste	51%
Supporting community renewable energy projects	49%
Encouraging more renewable energy generation	49%
Managing flood risks	48%
Building more sustainable homes and businesses	47%
Preparing for an increase in severe weather events	40%
Supporting the community to manage severe weather	36%
Improving walking paths	34%
Better education on climate change	30%
More cycle paths	29%
Working in partnership	18%
Base	533

Figure 37: Views on role of individuals in reducing carbon footprints

How important do you think it is that individuals take action to reduce their carbon footprint?	
1	40%
2	26%
3	21%
4	5%
5	3%
Don't know	4%
Base	522

Figure 38: Actions taken by Panellists to reduce carbon footprint

Recycle waste	88%
Walking	69%
Reduce energy in the home	63%
Reduce waste i.e. avoiding overpackaged products	54%
Buy locally	53%
Take public transport	48%
Buy fuel efficient cars	34%
Cycle	16%
Invest in renewable energy	11%
Car share or use car pools	6%
Buy an electric car	2%
I don't know enough about it	6%
I don't try to reduce my carbon footprint	3%
Base	550

Figure 39: What could encourage Panellists to do more to address climate change

Better public transport	48%
More opportunity to reuse and recycle	40%
Opportunity to benefit from community renewable energy schemes	36%
Information on funding to help reduce energy in the home	36%
General information about what I can do	36%
More information about how to reduce energy	30%
More information about where to buy local produce	27%
Support for the community to prepare for severe weather	21%
More information on renewable energy	20%
Learning from others (e.g. case studies/examples)	17%
More cycle lanes	16%
Opportunity to trial alternative fuelled vehicles	13%
Information on car share schemes	4%
I don't want to do more to address climate change	10%
Base	519

Place: Community Safety

Figure 40: Whether feel safe walking alone in local neighbourhood

Very safe	38%
Fairly safe	54%
Fairly unsafe	7%
Very unsafe	2%
Base	551

Figure 41: Whether feel safe on night out in Aberdeen city centre

Very safe	8%
Fairly safe	47%
Fairly unsafe	17%
Very unsafe	6%
I do not go out in the centre at night	22%
Base	552

Figure 42: Views on community safety priorities for local neighbourhood

Littering / dog fouling	77%
Anti-Social driving (including motorcycle annoyance)	50%
Vandalism / Graffiti	24%
Youth annoyance	19%
Alcohol related disorder	18%
Drug dealing	16%
Drug misuse	13%
Neighbour noise / disputes	13%
Violence	6%
Knife / weapon crime	3%
Wilful fire-raising	3%
Base	487

Figure 43: Awareness of community safety services and initiatives

City Wardens / Anti Social Behaviour Investigation Team	90%
Blue Badge Enforcement	30%
Home Check	19%
Best Bar None	11%
Purple Flag	8%
Shopsafe	8%
Unight	4%
Base	373

People: Carers

Figure 44: Incidence of caring experience

Are you currently a carer?	
Yes, I am currently a carer	11%
No, but I have previously been a carer	18%
No, but I know someone who is a carer	9%
No, I have never been a carer	61%
Base	532
How much caring time do you provide in a 'typical' week?	
Do not provide unpaid care	15%
0 – 4 hours per week	12%
5 – 24 hours per week	36%
25 – 34 hours per week	11%
35 hours or more per week	26%
Base	206

Figure 45: Views on statements relating to role as a carer

	Yes	No	Don't know	*Base*
Feel supported/empowered to manage caring responsibilities with confidence and in good health	35%	46%	19%	*187*
Feel supported to manage caring responsibilities while continue to have your own life	32%	48%	21%	*183*
Been disadvantaged or discriminated against by virtue of caring role	37%	51%	12%	*181*
Feel fully engaged in planning of your own personalised, flexible support	32%	32%	37%	*174*
Emergency arrangements' in place for person look after if unable to continue in caring role	41%	50%	9%	*156*
Know who to turn to for support	48%	39%	13%	*177*

Economy: Home Energy Switching

Figure 46: Whether ever changed energy supplier

Yes, within past year	23%
Yes, 1-2 years ago	12%
Yes, more than 2 years ago	28%
No	35%
Don't know	2%
Base	541

Figure 47: Whether used help or support with process of changing energy supplier

Yes, from a friend/family	6%
Yes, from impartial energy advice service	16%
Yes, from another source	6%
No, used price comparison website	42%
No, used word of mouth recommendation	3%
No, responded to marketing telephone call	3%
No, used other means	22%
Don't know	3%
Base	347

Figure 48: How often look at switching energy supplier

More often than every 6 months	1%
Around every 6 months	4%
Annually	39%
Less often than annually	24%
When my supplier changes prices	20%
Never	13%
Base	364

Figure 49: Whether found switching energy supplier straightforward

Yes	83%
No	12%
I was not responsible for switching	5%
Base	349

Figure 50: Whether saved on energy costs by switching supplier

No savings	4%
Less than £50	9%
Between £50 - £100	21%
Between £100 - £200	16%
Between £200 - £300	8%
More than £300	7%
Not sure / don't know	31%
I switched for reasons other than saving money	5%
Base	347

Figure 51: Satisfaction with process of switching energy supplier

Satisfied	85%
Not satisfied	9%
Don't know	6%
Base	348

Figure 52: Household fuel bill charging and payment methods

Charging method	
Quarterly invoice	22%
Fixed monthly charge	66%
Fixed weekly/fortnightly charge	0%
Fixed annual charge	3%
Pre-payment meter	3%
Other	3%
Prefer not to say	2%
Don’t know	2%
Base	541
Payment method	
Bank transfer (Direct Debit/Standing Order etc.)	84%
Credit/Debit Card	6%
Cash (at Paypoint/Post Office etc.)	5%
Text	-
Internet banking	1%
Telephone banking	-
Cheque/Postal Order	1%
Other	1%
Prefer not to say	2%
Don’t know	1%
Base	538