Aberdeen City **voice**

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**Aberdeen's Citizens' Panel
Report on the 7th Questionnaire**

Health and Social Care

Safety

Getting Involved

Being Informed

Table of Contents

Table of Figures

Table of Tables

Aberdeen City Voice – report on the findings of the 7th Questionnaire

INTRODUCTION

The final survey sample consisted of 575 responses from members of the citizens' panel. The total panel comprises some 1,006 citizens of Aberdeen and so the response rate amounts to approximately 57 per cent. The 575 responses are, in the first instance, considered as a whole. Further analysis will be conducted on those results which provoke further investigation and where the various project partners direct further investigation. The further analysis will take the form of targeted analysis on the basis of the personal information of the respondents. This information allows breakdown on the basis of the following variables:

- Gender
- Area
- Age
- Employment
- Home Ownership
- Health Issues
- Ethnicity

Beyond this it is also possible to cross-tabulate the various results in order to see if any interesting relationships can be established between the various responses to the different issues covered in the questionnaire.

The analysis presented here is split into the following main topics:

- Health and Social Care
- Safety
- Getting Involved
- Being Informed

HEALTH AND SOCIAL CARE

Children

'For Aberdeen's Children' is Aberdeen's first Integrated Children's Services Plan, reflecting the value that the City places on its children and young people. 'For Aberdeen's Children' has been developed in partnership, combining national and local priorities while setting out the City's intentions and commitment to the children and young people of Aberdeen.

Central to the planning process and the delivery of services is the newly established shared vision, which has been adopted by all the partners to guide and underpin all that they do.

The vision is:

"We believe that all children and young people in Aberdeen should enjoy being young. Aberdeen will be a city where young people are safe, nurtured, healthy and active; are included, respected and responsible; achieve their full potential; and are supported to participate in decisions that affect them".

Table 1: Responses to statements related to perceptions of children and young people in Aberdeen

	Agree		Disagree	
	number	%	number	%
Aberdeen is a safe place for children and young people to live.	401	75.9%	127	24.1%
Children and young people have enough opportunities to have their say in matters affecting them.	270	54.8%	223	45.2%
The welfare of our children is important to Aberdeen's future.	528	98.9%	6	1.1%
Families with children should be encouraged to stay in the city.	467	90.2%	51	9.8%

Table 1 shows the responses to statements relating to perceptions of children and young people in Aberdeen. Nearly 76% of respondents agreed with the statement "Aberdeen is a safe place for children and young people to live" while 24% disagreed with this statement. Opinion was more divided in the response to the second statement: "Children and young people have enough opportunities to have their say in matters affecting them". Approximately 55% of respondents agreed with this statement while 45% disagreed. Nearly 99% if respondents agreed with the statement "The welfare of our children is important to Aberdeen's future" while 90% agreed that "Families with children should be encouraged to stay in the city".

No significant differences were found when these results were cross-tabulated with Age, Gender, Area or Number of Children between the ages of 0-15.

Figure 1: Overall, do you think the vision in 'For Aberdeen's Children' is achievable?
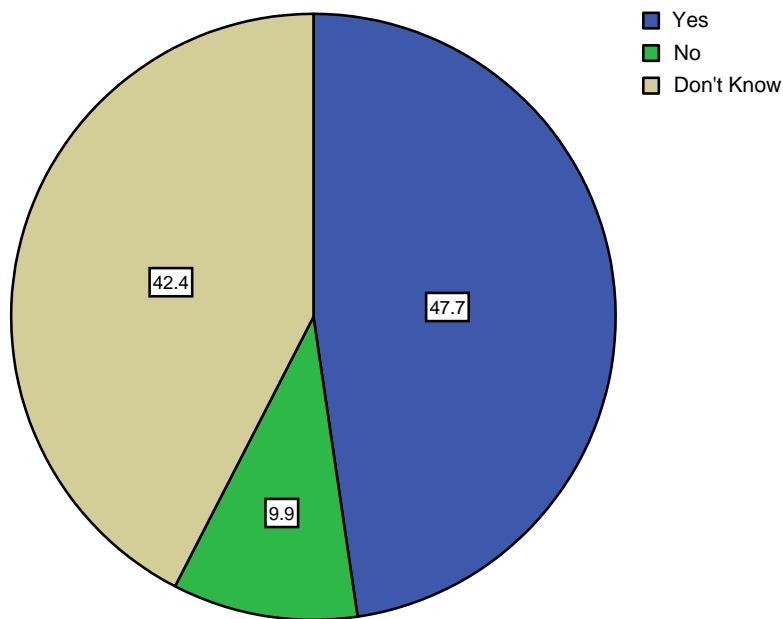
Figure 1 shows that approximately 48% of respondents believe that the vision in 'For Aberdeen's Children' is achievable. Only 10% of respondents did not agree that the vision is achievable while 42% did not know.

Respondents were asked to give examples of where they think there may be difficulties in achieving the vision. The responses are summarised below:

- Lack of parental discipline/support (38 comments)
- Problems with drink/drugs (30 comments)
- May be difficult in deprived areas (22 comments)
- Facilities for children/young people e.g. youth centres, sports facilities (15 comments)
- Children need to be taken seriously and adults should listen to their views (14 comments)
- Lack of respect amongst young people (13 comments)
- Children need to learn about social responsibility and respect for others (10 comments)
- Education standards are key to the success (6 comments)
- Could be financial difficulties with implementing the plan (4 comments)
- Young people need to be motivated to take part in the scheme (4 comments)

- Target resources to minority groups (3 comments)
- Need to address problems of anti-social behaviour (3 comments)
- Need to make the city safer (3 comments)
- Not enough social workers (3 comments)
- Problems with bullying in school (3 comments)
- Need more collaboration between the police, social services and other agencies (3 comments)
- Crimes should be punished more severely (2 comments)
- Social inequality is still very strong in Aberdeen (2 comments)
- Need to break the cycle of apathy (2 comments)
- Many young families move out of the city (2 comments)
- More resources need to be devoted (2 comments)
- Need to consult with children not impose adults wishes
- Conflict between what young people want and what older people want
- The media is to blame
- Need more after school and holiday care places
- Young people is too heterogeneous a group to deal with as a whole
- Children need to get out in the fresh air more often
- Transition between primary and secondary needs to be addressed better
- More open play areas
- Unemployment

Service Response

The Integrated Children's Services - Local Planning Group find these results very interesting. The perceptions of children and young people in Aberdeen are very heartening. The responses as to why it may be difficult to achieve our vision show that the public have similar concerns to ourselves, but also understand the resource issues we face.

The information will be used to inform the Integrated Children's Services Plan 2006 Update Report and the 2006 Position of Children and Young People in the City.

SAFETY

Crime Prevention/Reduction

Domestic housebreaking, thefts and break-ins to motor vehicles; all of these crimes and many more besides are commonplace within our society. The Police do all that they can to tackle these issues, however, private citizens can play their part as well by seeking out the Police for crime prevention and reduction advice.

Figure 2: Have you sought crime prevention/reduction advice over the past 12 months?
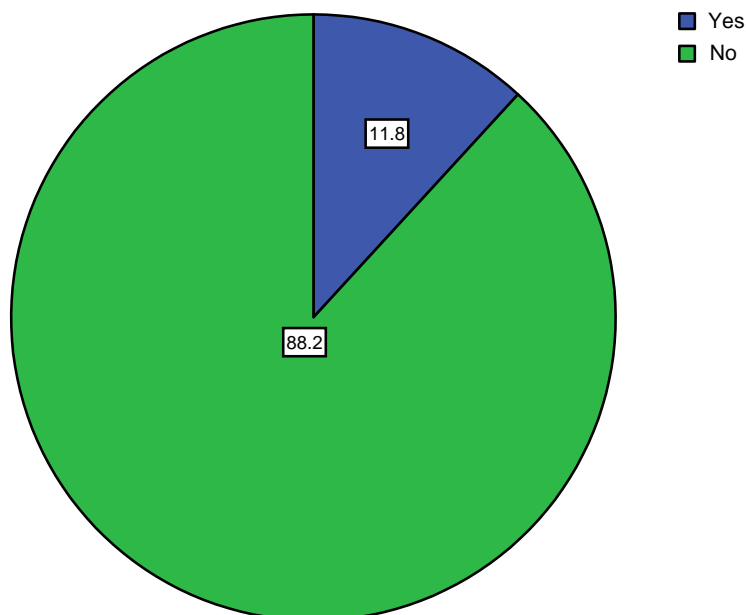
Figure 2 shows that the majority of respondents (88%) have not sought crime prevention/reduction advise over the past 12 months. The cross tabulations show no significant differences in age/gender/area responses.

Figure 3: If Yes, were you able to obtain that advice
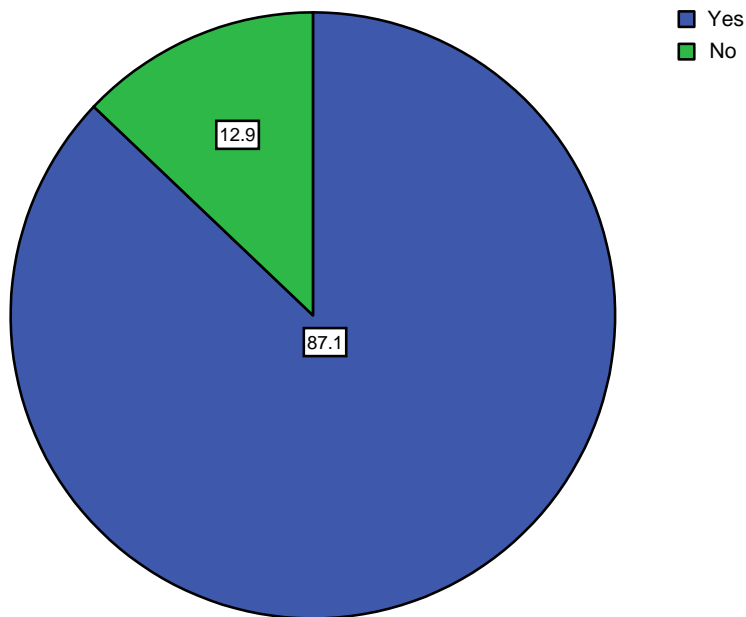
Figure 3 shows that, of the people that had sought advice on crime prevention in the last 12 months, 87% were able to obtain the advice that they were looking for.

Table 2: Awareness of Crime prevention/reduction advice from sources other than Police Officers

	Yes		No	
	Count	%	Count	%
Police Stations.	493	87.7%	69	12.3%
Grampian Police website.	343	64.6%	188	35.4%
The Point (Broad Street).	144	26.2%	405	73.8%
ikiosks (throughout Aberdeen from April 2006).	59	11.6%	449	88.4%

Table 2 shows that nearly 88% of respondents were aware that they could get information from Police Stations, 65% were aware that they could get information from the Grampian Police website, 26% were aware that they could get information from The Point while only 12% were aware that they could get information from iKiosks.

10

Respondents were asked if there were any other places in Aberdeen where they thought that crime prevention/reduction advice should be available. The results are summarised below:

- Libraries (107 comments)
- Community Centres (61 comments)
- Schools (44 comments)
- Supermarkets (38 comments)
- Shopping Centres (37 comments)
- Post Office (20 comments)
- Doctors (13 comments)
- Hospital/Health Centres (12 comments)
- Colleges (7 comments)
- More police on the beat (6 comments)
- Council Offices (5 comments)
- Day centres for elderly (4 comments)
- Churches (4 comments)
- Universities (4 comments)
- Community wardens (4 comments)
- Dentists (4 comments)
- In some areas with high crime (3 comments)
- Local rent offices (3 comments)
- Street signs (3 comments)
- Citizens Advise Bureau (3 comments)
- Banks/Building societies (3 comments)
- Neighbourhood watch (3 comments)
- Shops (3 comments)
- Council Website (2 comments)
- Train stations (2 comments)
- Bus stations (2 comments)
- Free newspapers (2 comments)
- Pubs (2 comments)
- Leaflets around everyone's homes (2 comments)
- Cafes (2 comments)
- Youth clubs
- Museums
- Sheriff court
- Workplaces
- Music Hall/Lemon Tree
- Phone Kiosks
- Adverts on buses
- Public toilets
- Garages
- Open air events in the park
- Chemists
- Village halls
- High street shops
- Travelling caravan
- Car parks
- Public Transport
- Stick contact numbers on peoples' wheelie bins
- Petrol stations

- The carer's centre on Belmont Street
- Leisure Centres
- Clubs/Societies
- Job Centres
- Local Shops
- Give feedback on reported crime
- Local police stations should be manned
- Airport
- Car parks

Service Response

These questions will be used to determine how we can better engage with the public and offer our services to enable them to reduce opportunities for crime directed towards them and their property. This has direct links with the Partnership Working section. It may not in itself result in direct action but it is entirely feasible that it will involve a more focussed approach being taken to imparting crime reduction advice.

Safety in the City Centre

Violence, often fuelled by alcohol or drugs, is commonly regarded as being endemic to city centres throughout Scotland.

Figure 4: How safe do you feel in the city centre during the day time?
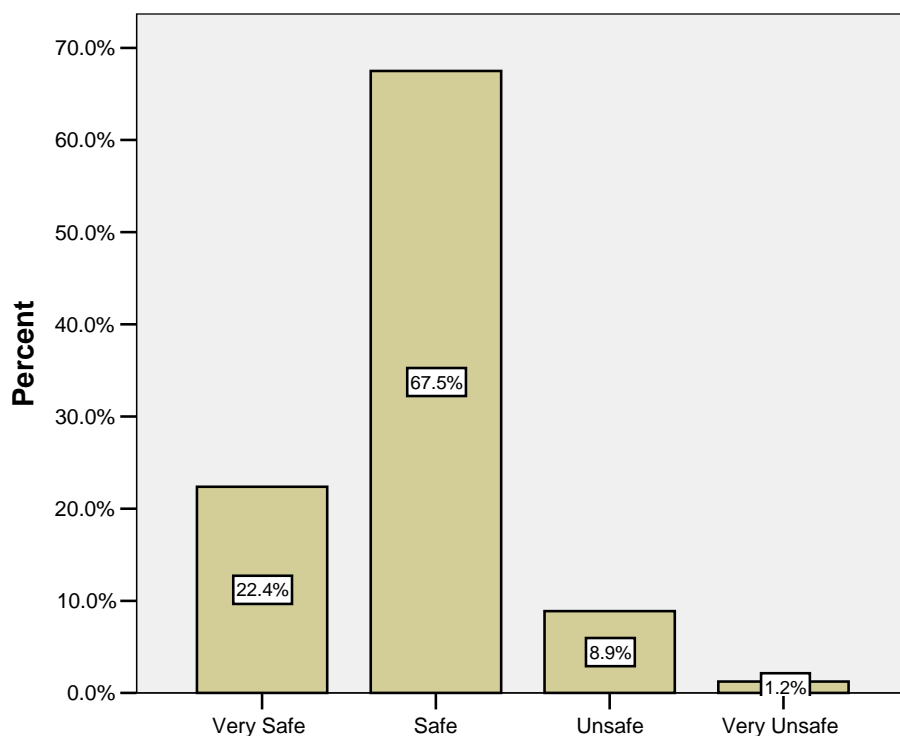
Figure 4 shows that the majority of respondents (approximately 90%) feel safe or very safe in the city centre during the daytime. Approximately 9% indicated that they feel unsafe while 1% feel very unsafe.

When the results were cross-tabulated by gender it was found that 11% of women feel unsafe in the city centre during the day as compared with 7% of men. Older respondents were more likely to cite that they felt unsafe in the city centre than younger respondents did.

Figure 5: How safe do you feel in the city centre in the evening or at night during the week?
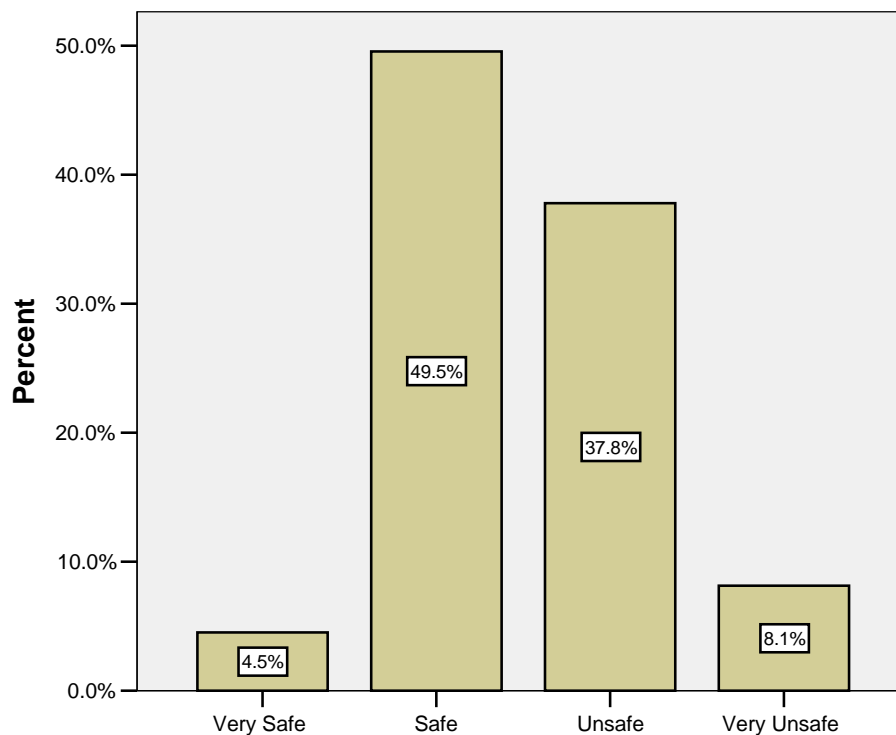
Figure 5 shows that approximately 50% of respondents have felt safe in the city centre in the evening or at night during the week and a further 4.5% felt very safe. However, 38% of respondents indicated that they felt unsafe in the city centre in the evening/night during the week and a further 8% felt very unsafe.

There were no significant differences in Male/Female responses.

Older respondents were more likely to state that they felt unsafe or very unsafe than younger respondents did. For example, approximately 60% of respondents in the over 65 age group cited that they felt unsafe or very unsafe as opposed to approximately 40% in the 25-34 age group and the 35-54 age group.

Figure 6: How safe do you feel in the city centre in the evening/night at the weekend?
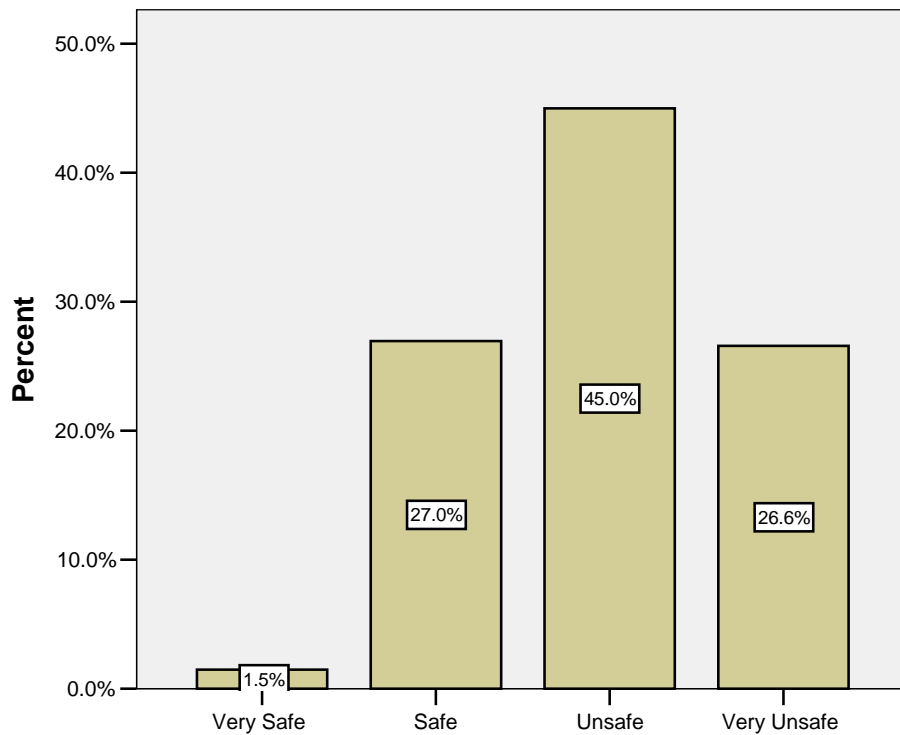
Figure 6 shows that only 28.5% of respondents cited that they felt very safe or safe in the city centre in the evening/night at the weekend, 45% of respondents felt unsafe and approximately 27% felt very unsafe.

There were no significant differences between Male/Female respondents.

Older people were more likely to cite that they felt unsafe or very unsafe but the results were closer than in the previous question - 82% of over 65s cited that they felt unsafe or very unsafe compared with 69% of 35-54 year olds and 67% of 25-34 year olds.

Table 3: Contributory factors to feeling unsafe in the City Centre at night

	Count
Drunkenness	349
Antisocial Behaviour	351
Vandalism	112
Violent Crime	122
Theft	93

Table 3 shows that Antisocial Behaviour was the most commonly cited reason given for feeling unsafe in the city centre at night (351 respondents). This was closely followed by Drunkenness with 349 respondents indicating that this made them feel unsafe. Violent crime received 122 responses, vandalism was cited 112 times and theft 93 times.

Other factors that were cited included:

- Drugs (15 comments)
- Begging (11 comments)
- Large groups of youths (9 comments)
- Fear of crime (6 comments)
- Muggings (4 comments)
- Lack of visible policing (3 comments)
- Being approached by strangers
- Young men trying to stop cars
- Bad driving
- People loitering in doorways
- Lack of citizenship
- Disrespect
- Swearing
- Street fights
- Assaults

Figure 7: If you were the victim of a violent crime within the city centre, would you report it to the Police?
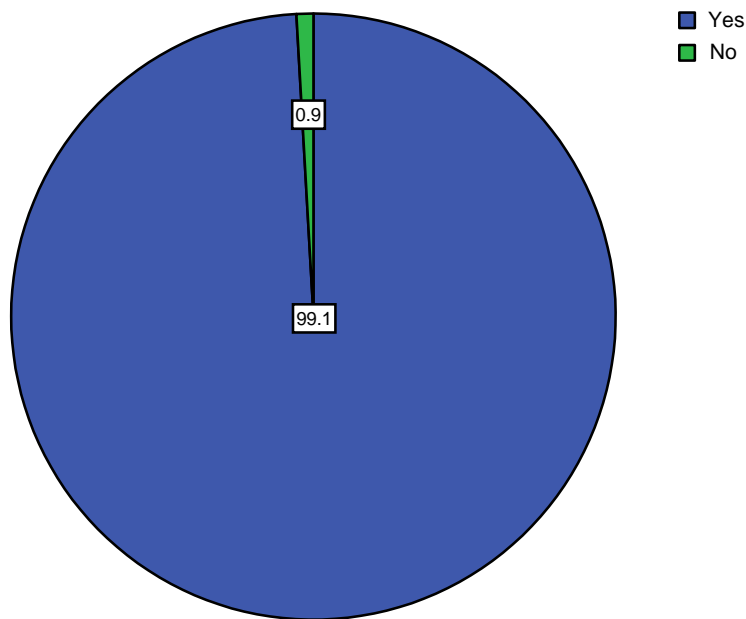
Figure 7 shows that over 99% of respondents would report a violent crime to the police.

Service Response

These questions are very pertinent at the moment due to the imminent launch of the Best Bar None scheme, as part of the 'Safer Aberdeen' programme which relates to the city centre economy. In addition, the information will be used in future funding applications as evidence. It is entirely likely that it will result in direct action, for example the placement of portable CCTV cameras within the city centre.

Youth Diversion

In recent years the subject of young people indulging in antisocial behaviour has risen to the very top of the political agenda. Boredom and a lack of facilities for young people are often listed as reasons for this behaviour.

Figure 8: Do you think there are sufficient facilities available for young people to use during the evening to discourage them from engaging in antisocial behaviour?
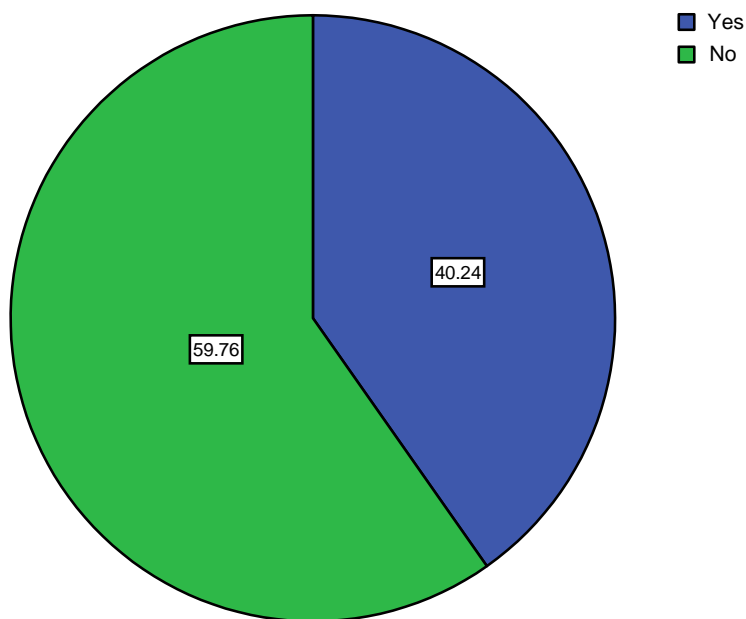
Figure 8 shows that approximately 60% of respondents do not believe that there are sufficient facilities available for young people to use during the evening to discourage them from engaging in antisocial behaviour.

Respondents were asked what facilities were missing. A summary of the responses is on the following page:

- Youth clubs (70 comments)
- Sports facilities/clubs - some respondents made the additional comment that these should be affordable (34 comments)
- Welcoming/safe meeting places such as coffee shop/internet cafe (35 comments)
- Parental control/guidance (20 comments)
- Free/cheap activities for those that can't afford it (14 comments)
- More community centres (13 comments)
- Some respondents commented that there are plenty of facilities but young people don't use them (12 comments)
- Skateboarding facilities (9 comments)

- People should ask the young people what they would like (9 comments)
- Drop in Centres in areas where any young people live (8 comments)
- Activities focussed on the 13-17 age group (4 comments)
- Schools should be open in the evening (4 comments)
- Safe play areas outside (4 comments)
- Need to get enough volunteers to run youth clubs (4 comments)
- Getting more people involved in their community (3 comments)
- Not enough facilities in general (2 comments)
- Need the political will- funding, staffing and resources (2 comments)
- Youths need to want to behave (2 comments)
- Certain areas are better provided for than others - Northfield, Cove, Ferryhill were cited as areas that do not have enough (2 comments)
- Organisational pastimes
- Accessible to a range of ages
- Activities at the weekend/evening
- Encouragement and opportunity to participate
- Need to make youth clubs more appealing to young people
- Education from a young age so that they know what is available
- Innovative ideas such as providing funding for recording studios etc
- Young people should learn to amuse themselves in a socially acceptable way
- Lack of facilities is not the reason for antisocial behaviour

Figure 9: Do you currently help out with a youth group in your area?
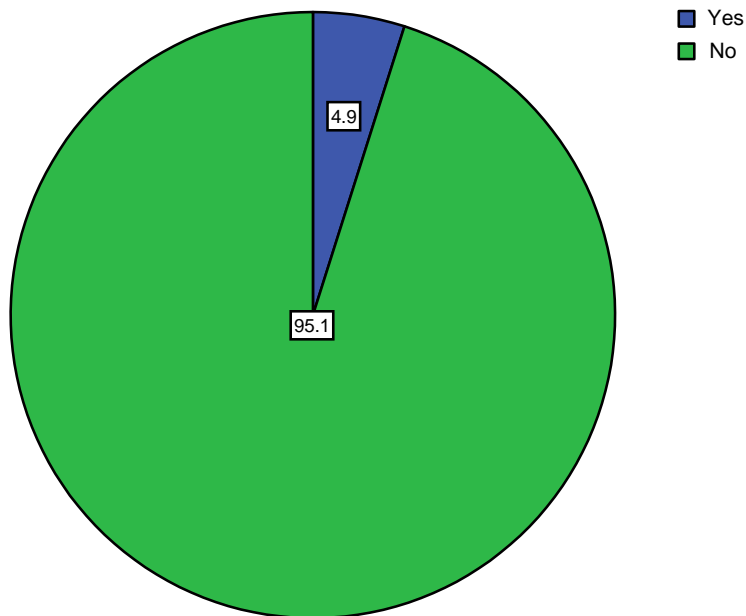
Figure 9 shows that only 5% of respondents currently help out with a youth club in their area. Of these 63% were in the 35-54 age group. Approximately 61% of respondents that helped out with youth clubs were aware of the funding opportunities open to youth groups.

Respondents were asked how they thought funding opportunities should be publicised. The responses are summarised below:

- Local Press (57 comments)
- Schools/Colleges (22 comments)
- Community Centres (13 comments)
- Council websites (7 comments)
- Direct contact with youth groups (6 comments)
- Libraries (4 comments)
- Posters (4 comments)
- Direct mailing (3 comments)
- Everywhere
- Local shops
- Social events
- In establishments where funding is most needed
- Should be more support with applications and paperwork
- Aberdeen City Council
- Bowling alleys
- Swimming pools
- Youth clubs
- Local Tenant's groups
- Local directory
- General council publications

- Word of mouth
- Presentations
- Local Supermarkets
- Post offices
- Churches
- Shopping Centres

Figure 10: Do you think an appeal to the general public to help out with youth diversion in your area would be successful?
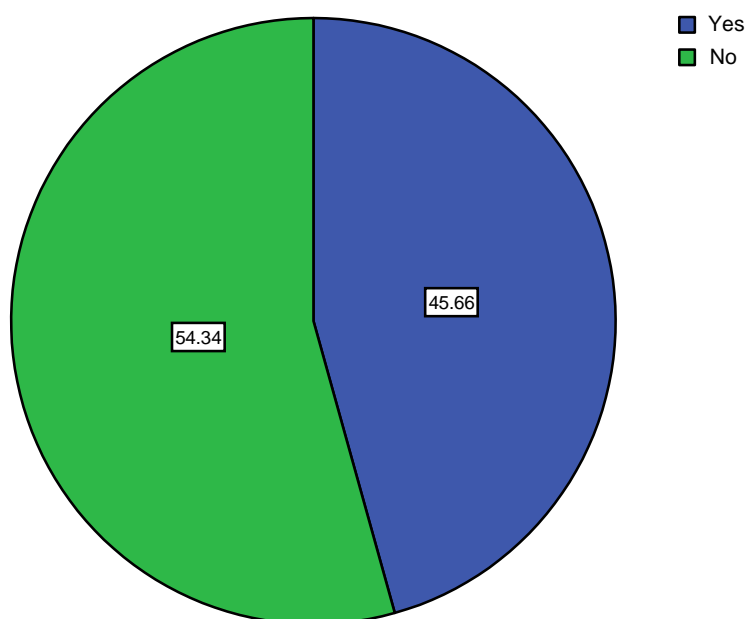
Figure 10 shows that 46% of respondents thought that an appeal to the general public to help out with youth diversion in their area would be successful.

Approximately 51% of respondents thought that more people would get involved with youth diversion work if appropriate training were offered to them. 12.4% said No and 36% did not know.

Service Response

These questions will be used to try and engage with the local community to help us devise and manage youth diversion schemes. The officers most likely to be involved in this would be Crime Reduction or Neighbourhood staff. The Police realise that we can not devise these initiatives in isolation and rely upon the involvement of others, however, if that is not forthcoming it becomes much more difficult to embark upon anything. Like Crime Reduction this may not result in direct action but it will enable a more focussed approach being taken to devising youth diversion schemes.

Partnership Working

It is only by working together in partnership that all organisations involved in the City Voice can hope to achieve any lasting solutions. This can sometimes involve organisations being located within the same building to improve communication and co-ordination.

Figure 11: Would you like to see Police Stations in Aberdeen being located in shared premises with other organisations?
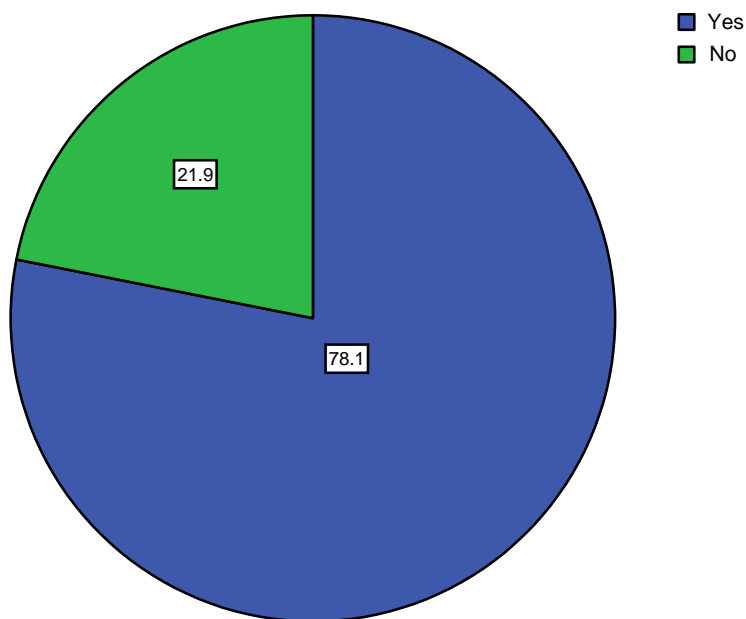
Figure 11 shows that the majority of respondents (approximately 78%) would like to see Police Stations in Aberdeen being located with shared premises with other organisations.

Table 4: Which organisations would you like to see Grampian Police share premises with?

	Count
Ambulance Service	182
Community Centre	331
Fire Service	174
Housing Office	161
Medical Centre	198
Post Office	113
Schools	285
Social Work Offices	206

Table 4 shows that the most popular organisation amongst respondents was the Community Centre (331 responses), followed by Schools (285 responses) and Social Work Offices (206 responses).

Other organisations that were suggested were:

- Shopping Centres (21 comments)
- Supermarkets (5 comments)
- Hospitals (5 comments)
- Accident and Emergency (4 comments)
- Libraries (3 comments)
- Chemist (2 comments)
- Library
- Sports Centres
- Early years provision
- Doctor's surgeries
- Council Offices
- Age Concern
- Pubs and night clubs
- Shop environment for police
- Places that are open 24 hours
- Multi-storey flats

Service Response

Grampian Police are committed to partnership working and are looking to join up with Aberdeen City Council's Customer First Programme which entails one stop shops being created in key locations throughout the city. By knowing which places the public would like to see Police Offices located we can provide a better response. It is very likely that direct action will result and in future Police Offices may be co-located in places such as Accident & Emergency Units, libraries and schools.

Trading Standards

The Trading Standards Service is mainly responsible for statutory enforcement of a wide range of consumer protection and trading standards legislation. It also provides advice and guidance to businesses, money advice and debt counselling to consumers and consumer advice.

From 1 April 2006, initial requests for consumer advice will be provided by Consumer Direct Scotland (08454 040506) with follow up advice and investigation carried out by the Trading Standards Service.

Figure 12: a) investigating unfair trading practices
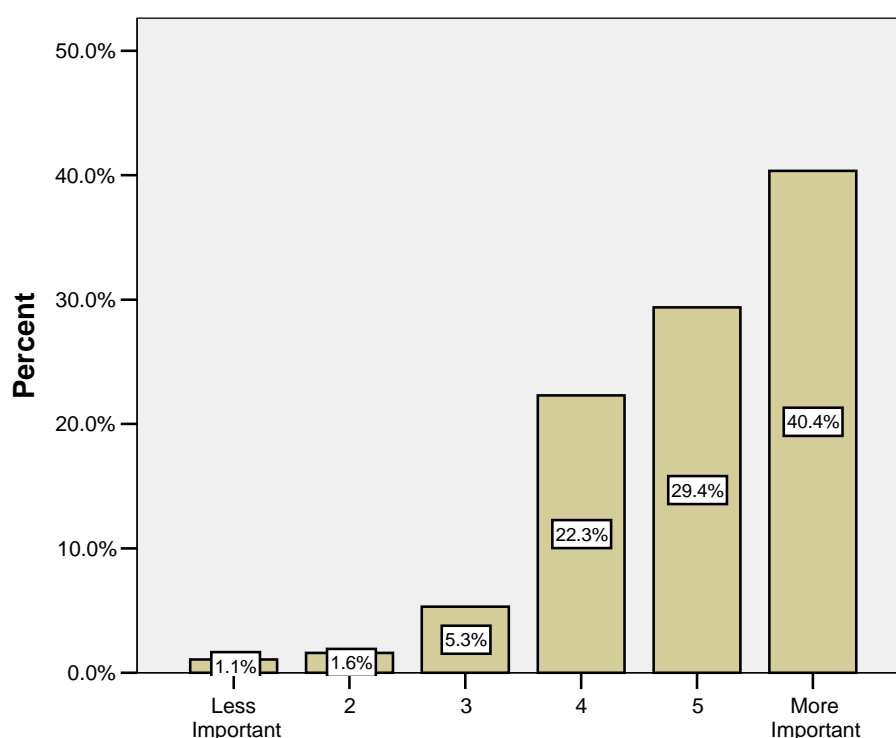
Figure 12 shows that 40% of respondents rated "investigating unfair trading practices" at the highest level of importance and a further 29.4% rated it at the second highest level of importance.

Figure 13: b) doing routine inspections at trade premises
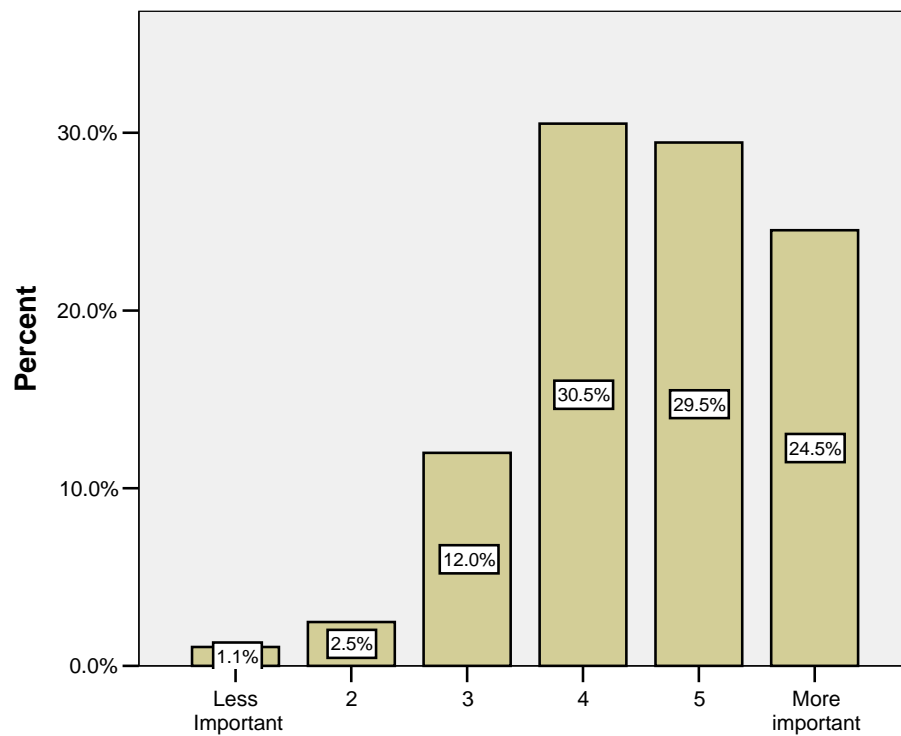
Figure 13 shows that 24.5% of respondents rated "doing routine inspections at trade premises" at the highest level of importance and a further 29.5% rated it as the second highest level of importance.

Figure 14: c) providing information for consumers and traders
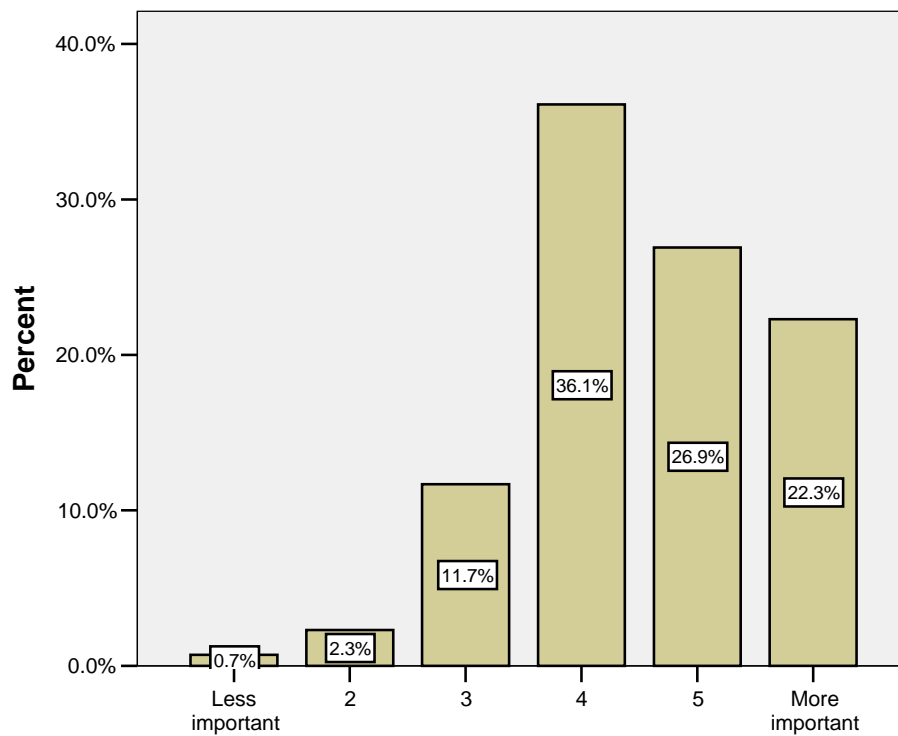
Figure 14 shows that 22.3% of respondents rated "providing information for consumers and traders" as being of the highest level of importance while a further 27% rated it as the second highest level of importance.

Figure 15: d) ensuring counterfeit products are not made or sold
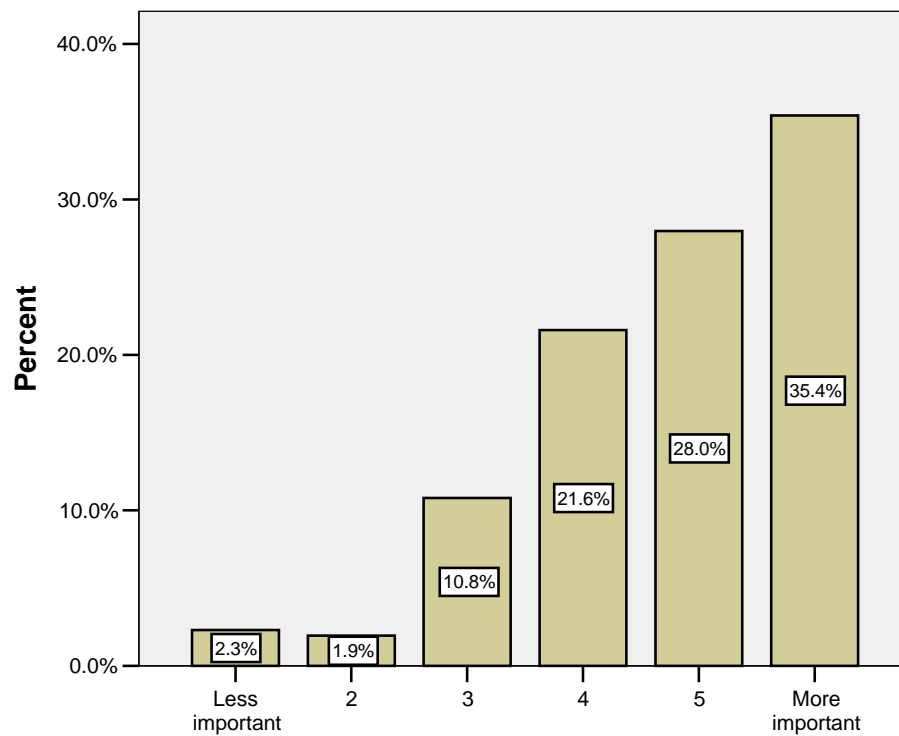
Figure 15 shows that "ensuring counterfeit products are not made or sold" was rated at the highest level of importance by 35.4% of respondents while a further 28% rated this as the second highest level of importance.

Figure 16: e) dealing with consumer complaints
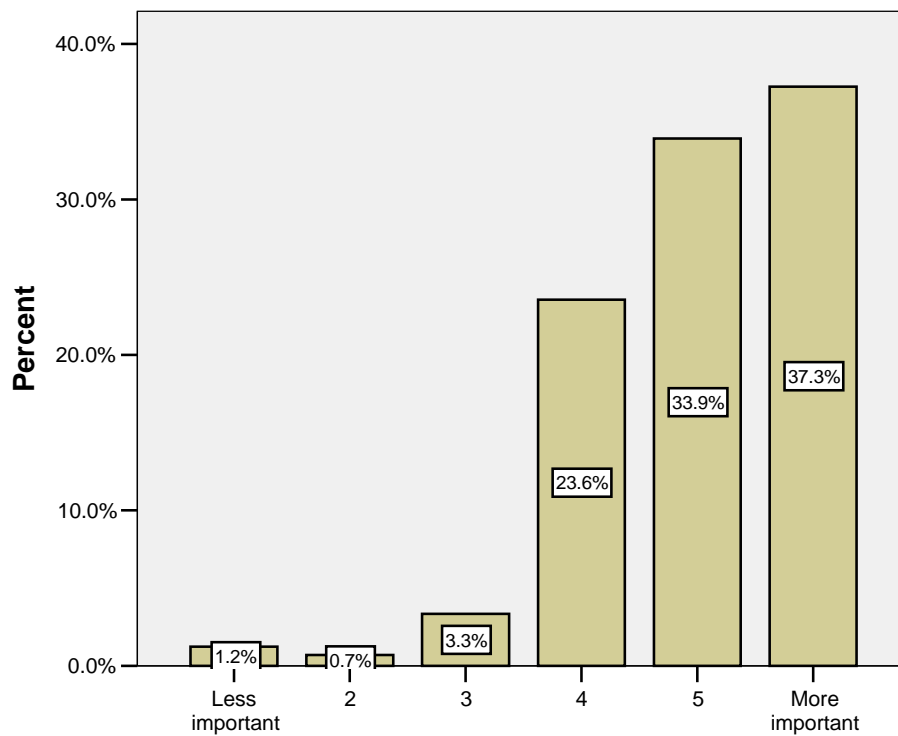
Figure 16 shows that 37.3% of respondents rated "dealing with consumer complaints" as being the highest level of importance and a further 34% rated this at the second highest level of importance.

Figure 17: f) checking goods and services for safety and quality standards
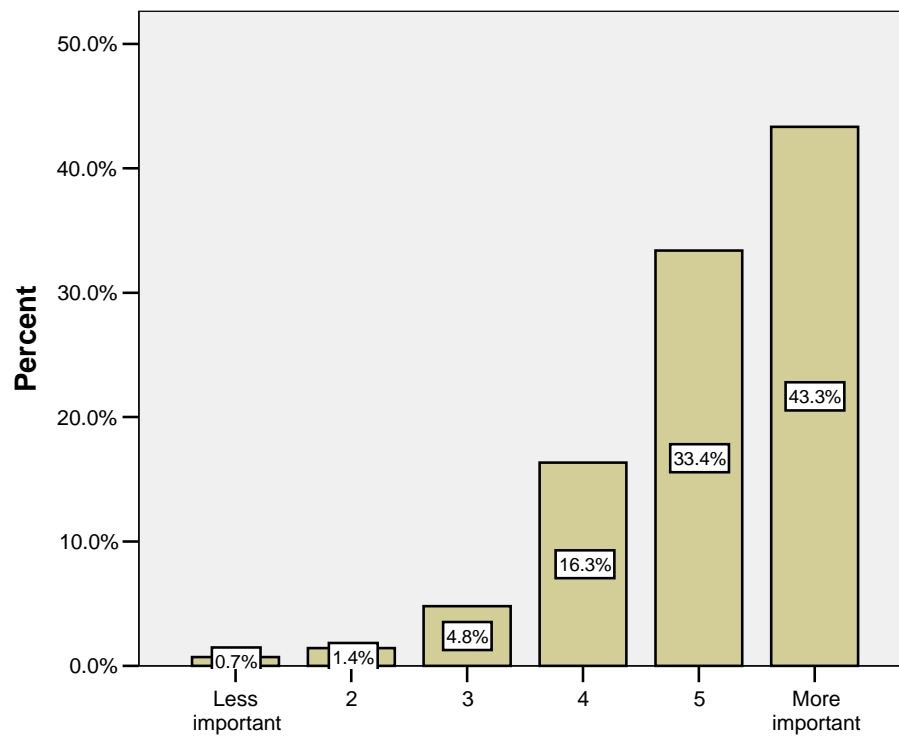
Figure 17 shows that 43.3% of respondents rated "checking goods and services for safety and quality standards" as the highest level of importance and a further 33.4% of respondents rated this as the second highest level of importance.

Figure 18: g) providing a comprehensive debt counselling/money advice service
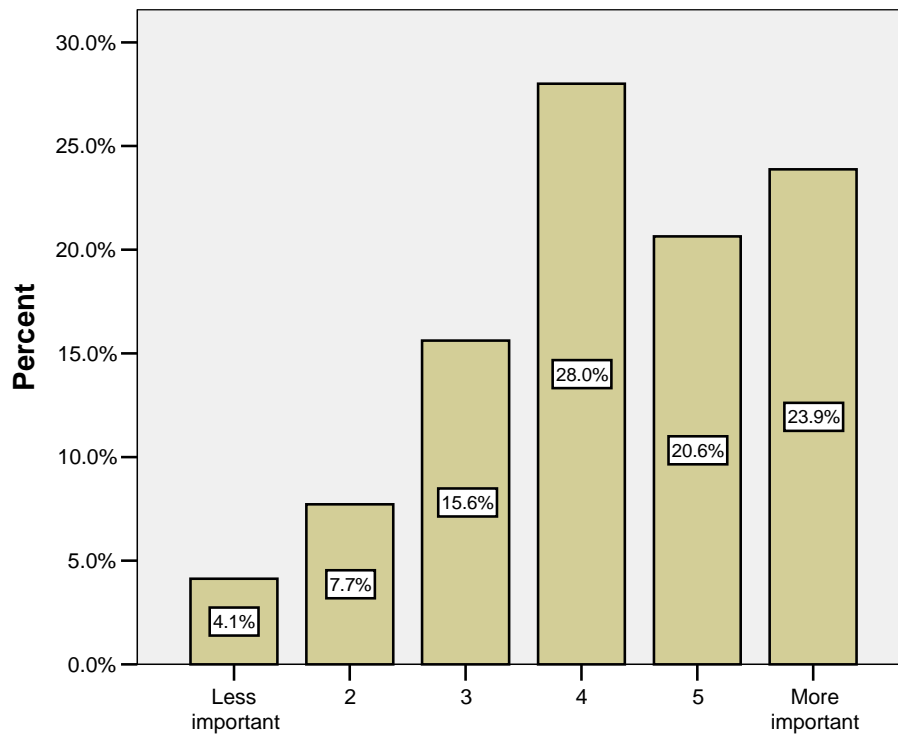
Figure 18 shows that approximately 24% of respondents rated "providing a comprehensive debt counselling/money advice service" as the highest level of importance and a further 20.6% of respondents rated this as the second highest level of importance.

Figure 19: h) ensuring goods such as cigarettes, solvents, fireworks and restricted DVDs/videos are not sold to children
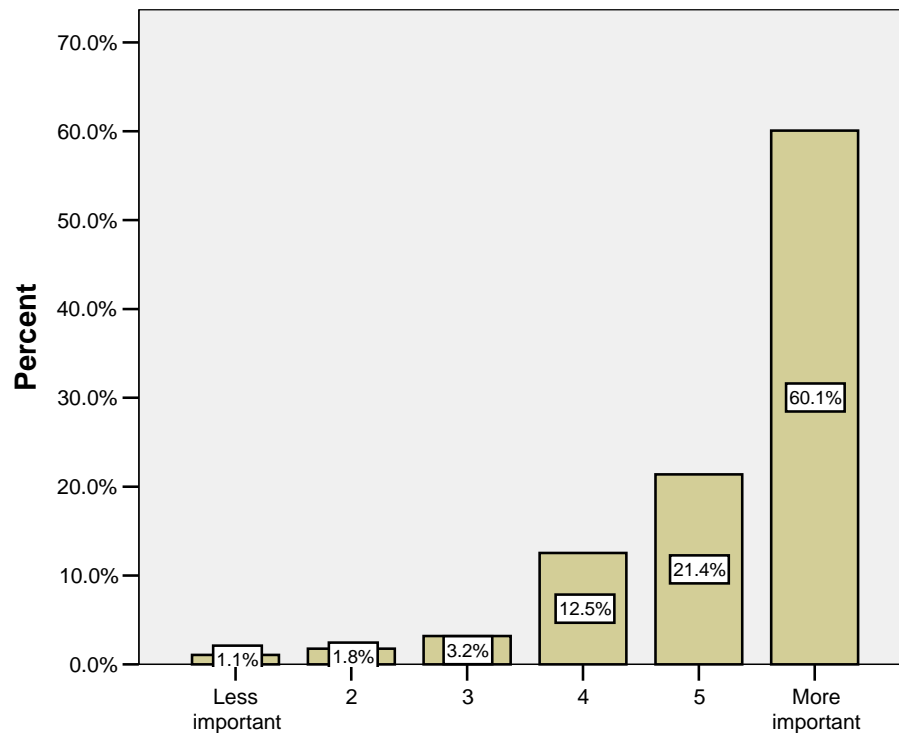
Figure 19 shows that 60% of respondents rated "ensuring goods such as cigarettes, solvents, fireworks and restricted DVDs/videos are not sold to children" as the highest level of importance and a further 21.4% rated this as this as the second highest level of importance.

Figure 20: i) ensuring that petrol, fireworks and poisons are stored safely
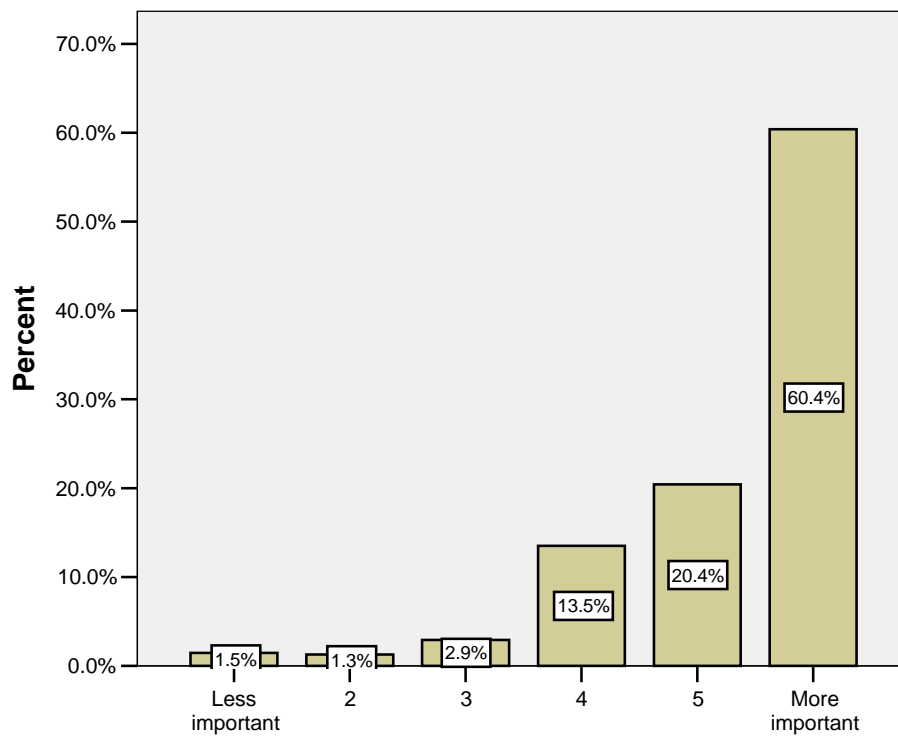
Figure 20 shows that 60.4% of respondents rated "ensuring that petrol, fireworks and poisons are stored safely" as the highest level of importance and a further 20.4% rated this at the second highest level of importance.

Figure 21: Mean of statement agreement
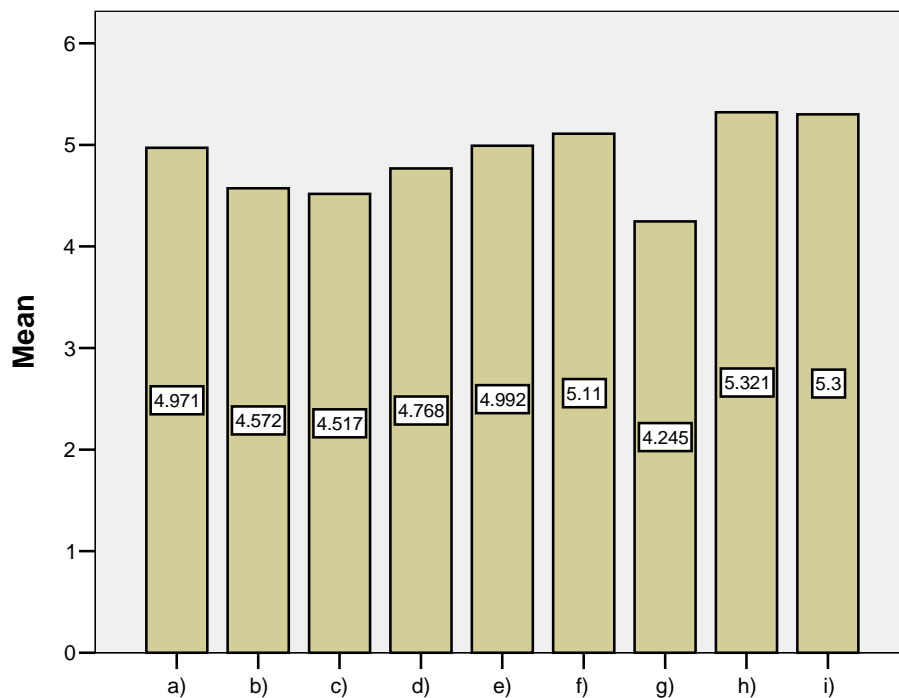
Figure 21 shows the mean of statement agreement from respondents from the previous 8 questions. The higher the number the more important respondents rated the statement. The statements with the highest score were: "ensuring goods such as cigarettes, solvents, fireworks and restricted DVDs/videos are not sold to children" and "ensuring that petrol, fireworks and poisons are stored safely".

Other services that were mentioned were:

- Catching rogue traders (3)
- Preventing underage drinking (3)
- Monitoring service providers
- Providing feedback
- Ensuring that trading facilities don't spread litter and cause environmental damage
- Stopping vandalism
- Stopping door to door sales
- Internet fraud
- Providing up to date lists of trades people
- Ensuring that information is provided when requested
- Prosecutions
- Ensuring that prices are clear
- Following through on complaints
- Ensuring that cars are taxed/MOT etc

Figure 22: Three services ranked in order of importance

		Rank 1.	Rank 2.	Rank 3.
investingating unfair trading practices	Count	104	60	56
	%	20.0%	11.5%	10.8%
doing routine inspections at trade premises	Count	33	34	49
	%	6.3%	6.5%	9.5%
providing information for consumers and traders	Count	14	16	32
	%	2.7%	3.1%	6.2%
ensuring counterfeit products are not made or sold	Count	21	44	43
	%	4.0%	8.4%	8.3%
dealing with consumer complaints	Count	55	75	78
	%	10.6%	14.4%	15.1%
checking goods and services for safety and quality standards	Count	76	94	77
	%	14.6%	18.0%	14.9%
providing a comprehensive debt counselling/moey advice service	Count	27	29	32
	%	5.2%	5.6%	6.2%
ensuring cigarettes etc are not sold to children	Count	149	103	75
	%	28.7%	19.8%	14.5%
ensuring that petrol, fireworks and poisons are stored safely	Count	39	64	73
	%	7.5%	12.3%	14.1%
other	Count	2	2	3
	%	.4%	.4%	.6%

Figure 22 shows that the 3 services ranked most highly overall are:

- Ensuring goods such as cigarettes, solvents and fireworks are not sold to children
- Checking goods and services for safety and quality standards
- Investigating unfair trading practices

Service Response

The Trading Standards Service welcomes the results of the questionnaire. It is noted that all of the issues identified were considered to be important by members of the citizens' panel.

The results mirror to a certain extent the responses from business and consumers who use the Service and who are regularly surveyed. The issues which are rated the most important are:

- ensuring goods such as cigarettes, solvents, fireworks and restricted DVDs/videos are not sold to children
- ensuring that petrol, fireworks and poisons are stored safely

When ranked in order overall the following were also ranked highly:

- checking goods and services for safety and quality standards
- investigating unfair trading practices

The Trading Standards Service has always given high priority to investigating unfair trading practices and as a result of a partnership arrangement with Consumer Direct, which will deal with first contact consumer advice, the Service will be able to devote more resources to the investigation of unfair trading practices.

Ensuring that petrol, fireworks and poisons has also always been given high priority and it is pleasing to note support for this in the responses.

Ensuring age restricted products are not sold to children has featured as one of the top two most important issues for the three groups surveyed. During the current year officers from the Trading Standards Service will be visiting retail premises in Aberdeen and will be advising traders of their responsibilities in relation to age restricted products. The Council's Accord Card is to be PASS approved which means it meets recognised national standards as a proof of age card. Traders are encouraged to ask young persons to produce their Accord Card and via an Accord Card reader to check the persons age band. The Service will also be carrying out a test purchase project involving young persons to check that retailers are adhering to the law in relation to sales of age restricted products.

The Trading Standards Service will be participating in a number of national projects together with other Scottish Local Authority Trading Standards Services. These projects will involve the checking of goods for safety and/or quality aspects. In addition, as part of their routine visits to trade premises and investigation of consumer complaints issues of safety and quality will be addressed.

GETTING INVOLVED

These questions are primarily a repeat of those we submitted in the first questionnaire (June 2002). We hope to run the questions now and again in the future to assess any change in community involvement.

Table 5: Do you intend to vote in the next elections for the following?

	Count
Community Councils (October 2006)	329
City Council (May 2007)	506
Scottish Parliament (May 2007)	510
UK Parliament (probably 2009/2010)	506
European Parliament (June 2009)	396

Figure 23 shows that the election that respondents were most likely to vote in was the Scottish Parliament election in May 2007 (510 respondents indicated that they would vote in this election). This was more than indicated that they would vote in the City Council election and UK parliament election (506 indicated that they would vote in these elections), 396 indicated that they would vote in the European Parliament election and 329 indicated that they would vote in the Community Councils elections.

Table 6: Do you participate in any community organisations?

	Count
Community Councils	24
Tenants/residents association	42
Neighbourhood Watch	113
Faith organisation	72
School Board or PTA	35
Neighbourhood Planning network	17

Table 6 shows that 113 respondents participate in Neighbourhood watch, 73 participate in a Faith organisation, 42 participate in a Tenants/residents association. A further 35 respondents participate in a School Board or PTA,

24 participate in Community Councils and 17 participate in a Neighbourhood Planning Network.

Respondents were asked which other community organisations they were involved with. The results are summarised below:

- Scouts/Youth (4)
- Voluntary group (3)
- After school club (2)
- Scottish Country Dancing Association
- Princess Royal trust
- Used to be committee member of local playgroup and community council
- Storytelling club
- Oral history group
- Adult education
- Disabled swimming
- Swimming club
- Old Aberdeen heritage society
- Friends of the 47th
- School helper
- Local residents' group
- Culter in Bloom
- TP HSP - Tenant Participation Housing Business Planning Group
- Tenants magazine and tenants service review
- Coaching table tennis
- Forum
- Regeneration
- Community road safety group
- Brownies
- Local church
- Milltimber community association
- Duke of Edinburgh
- Political party
- PTA
- Credit union
- CLAN
- Heritage society
- City and community groups
- Book group
- Opposition to AWPR
- Newsletter group
- VSA

Figure 23: Do you participate in any community leisure/sports/arts group?
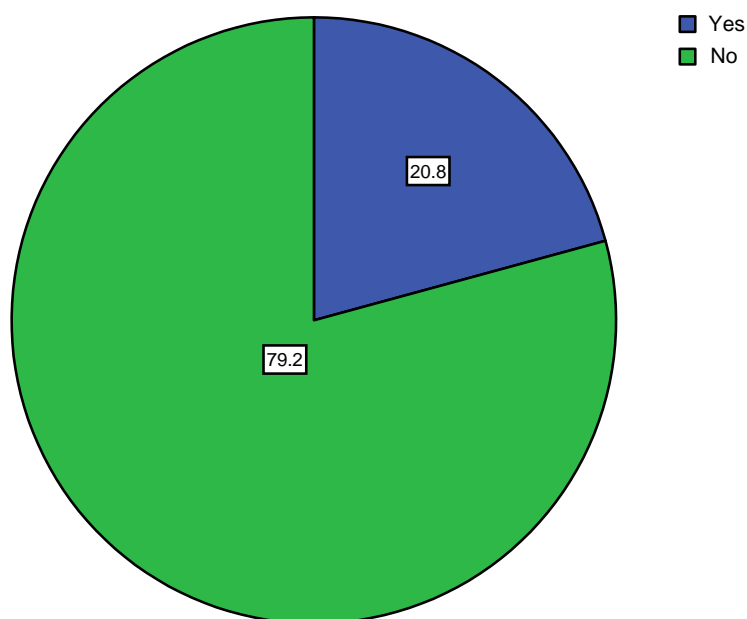
Figure 23 shows that approximately 21% of respondents participate in community leisure/sports/arts groups.

Respondents were asked which community leisure/sports/arts groups they attended. The results are summarised below:

- Exercise group (14 comments)
- Bowls (8 comments)
- Swimming (8 comments)
- Over 50s group (5 comments)
- Arts/Craft group (5 comments)
- Computer classes (5 comments)
- Choir (5 comments)
- Hill walking (4 comments)
- Yoga (4 comments)
- Badminton (4 comments)
- Digital photography class (3 comments)
- Golf (3 comments)
- Dancing (2 comments)
- Drama (2 comments)
- Table Tennis (2 comments)
- Martial arts (2 comments)
- Philately (stamp collecting)
- Silverburn Community AWPR group
- Parks
- Friends of Cruickshank Botanic Gardens
- Sports
- Bingo
- SCAT

- Gym
- Library
- Book group
- OAP club
- Lions club
- School Board
- Parent Support Group
- Aberdeen Gang Show (performing arts)
- Aberdeen Universities Work
- Amateur orchestra
- Riding for the disabled
- Granite city hockey club
- Aquaerobics
- Fundraising activities
- Church of Women's Association
- Aberdeen Jazz festival
- Community Centres
- Local History Group
- City moves
- Guides
- Line Dancing
- Run a special needs youth club
- Beavers
- Italian Language classes
- Tennis
- Run school chess club
- Chairman of a field sports group
- Pub quiz
- Primary school football club
- Summerhill/Mastrick ramblers
- Heritage trust
- Whist
- Classes at LEC
- Mother and Toddler groups
- Bridge clubs
- Netball
- Folk of the North East

Figure 24: Do you give time as a volunteer?
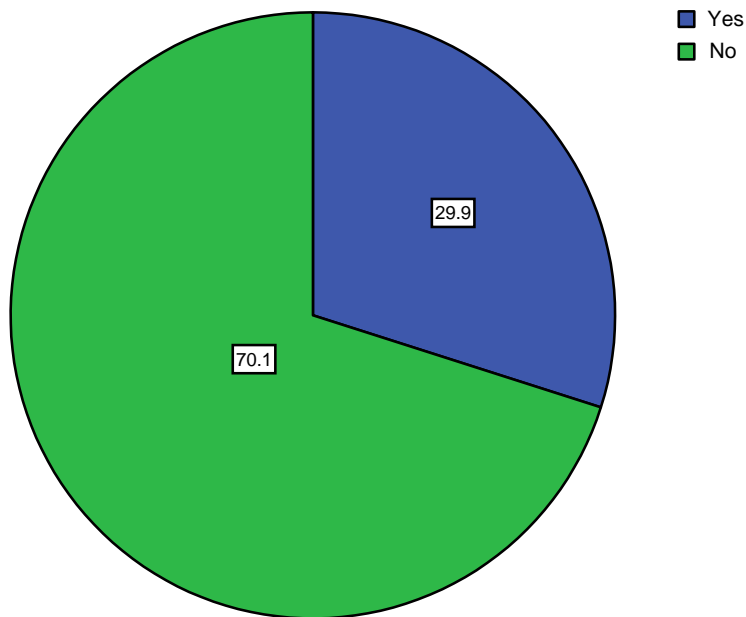
Figure 24 shows that approximately 30% of respondents give time as a volunteer.

Respondents were asked to elaborate on what they did in the voluntary organisations. The results are summarised below:

- Church activities (23)
- Charity shop (6)
- Worked with VSA (5)
- Collecting/fundraising for charities (5)
- Citizens' Advise Bureau (4)
- Scouts (4)
- WVRS (3)
- Tutor adult learning (3)
- Volunteer patient for medical students (3)
- National Trust for Scotland (3)
- Local newsletter (2)
- Youth clubs (2)
- Volunteer at Samaritans (2)
- Volunteer at CLAN (2)
- Roxburghe house (2)
- Childline volunteer counsellor (2)
- Gordon Highlanders Association (2)
- Help older people (2)
- Neighbourhood watch (2)
- School board (2)
- Martial arts instructor (2)
- Homestart Aberdeen
- Women's guild

- Broomhill activity centre
- Culter in bloom
- Coach children
- Run a senior's table tennis club
- Welfare officers
- Assist at choir events
- Management committee of Age Concern Aberdeen
- Lesbian group organiser
- Member of a local co-operative
- Grampian society for the blind
- Vice chair of local forum
- Help out at community centres
- Chair of gala committee
- Assist with Northfield community disco
- Tenant rep
- Justice of the peace
- Vice chairman of housing association
- SSAFA forces help
- School netball team
- Paired reading with children
- Collect for MacMillan cancer relief
- Provide building maintenance for the Milltimber community building
- Duke of Edinburgh
- Playgroup committee member
- Committee member of the Cruickshank Botanic Garden
- Mental Health carer's group
- Counsellor
- School Board
- Volunteer at Cornerstone Community Care
- Chairperson
- Trustee for Riding for the Disabled
- DAG
- Bereavement Counselling
- Facilitating a self help group
- Helping run a friendship group
- Hospital
- Membership secretary
- Help at church cafe
- Selling raffle tickets, helping at stalls
- Organise workshops/concerts for music groups
- Help with Scottish country dancing at park house
- Witness service at sheriff and high courts
- Anthony Nolan Trust, help out at coffee bar at Aberdeen sheriff court
- NHS research ethics committee
- Committee member
- Neighbourhood planning network
- Regeneration group
- Golf club for junior golfers
- Not to a known community, but to individuals needing help
- British Heart Foundation
- Alcohol Counselling
- Vice president on organising committee

- Bowls
- Consultant for university scientific research
- Local home for the elderly
- Secretary of rider's association
- MBC newsletter distribution
- Blood donations
- Lions Club
- MS fundraising events
- Volunteer for victim support
- Friend of Camphill
- Phoenix club drive
- Beach clean
- Storytelling to community groups
- Organising oral history events
- CPT- leisure volunteer
- Secretary at women's association
- Director of Jazz Aberdeen
- Children's Choir
- Secretary of allotments society
- Run school chess club
- Help homeless people
- Help at school events
- Work in Cats protection shop
- Friends of Elmwood
- Joint Futures committee member
- School football coaching
- Christian aid
- Brownies/guides
- Co-ordinate volunteers at 2 local castles
- Boys Brigade
- Community safety partnership
- Community health partnership
- Carer

Figure 25: Do you attend any of the following community events?

	Count
Local galas	198
School meeting/shows/fairs	171
Coffee mornings	128
Public consultation meetings	174
Local concerts	149
Open days	150
Fundraising events	182

Figure 25 shows that 198 respondents attend Local Galas, 182 attend Fundraising events, 174 attend public consultation meetings and 171 attend school meeting/shows/fairs.

No other events were mentioned.

Figure 26: Is there a Community Council in your area?
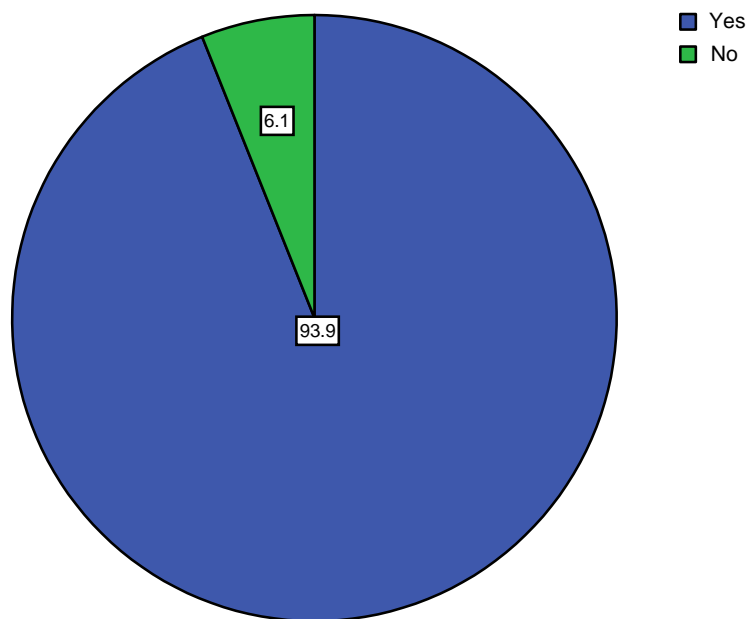
Figure 26 shows that there is a community council in 94% of respondents' communities

Figure 27: Do you receive information about community activities
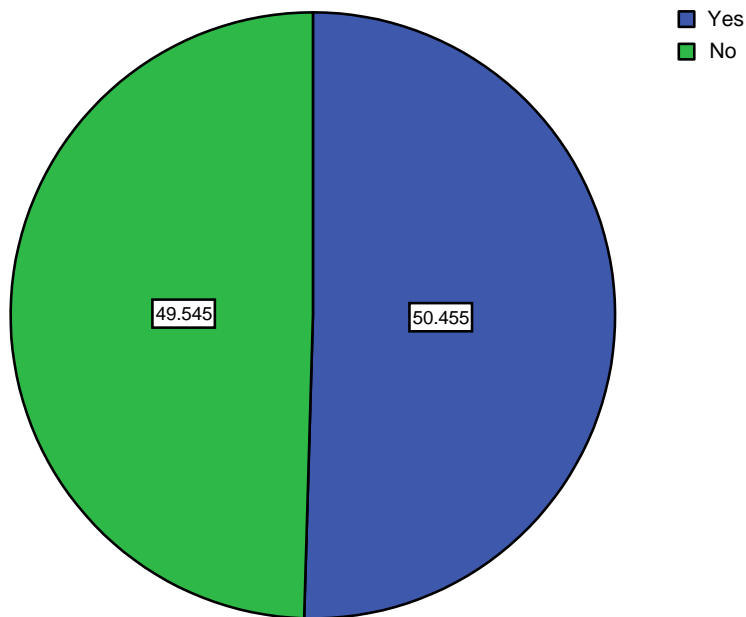
Figure 27 shows that approximately 50% of respondents receive information about community activities.

A summary of the information received is below:

- Newsletter (108 responses)
- Local Magazine (47 responses)
- Mail shots/leaflets (17 responses)
- MBC newsletter (12 responses)
- Church newsletters (9 responses)
- Newsletter from Local Councillor (7 responses)
- Invitations to meetings (5 responses)
- Information from schools (3 responses)
- Tenants/Residents Association newsletter (3 responses)
- Community Council newsletters (2 responses)
- Information about school closures
- Information about the area
- Community Association leaflets
- WPR meeting letters
- Discussion groups
- Website
- Public notices
- Information from Fersands and Fountain project
- Information from Theatres
- Information from Voluntary organisations
- Information about evening classes
- Information on MP surgery
- Neighbourhood watch meetings
- Leaflet from Community Centres
- School Newsletters

- Info on local Adult classes
- Hutcheon Low Action Group

Figure 28: Do you receive any help or support from a community group or volunteer group?
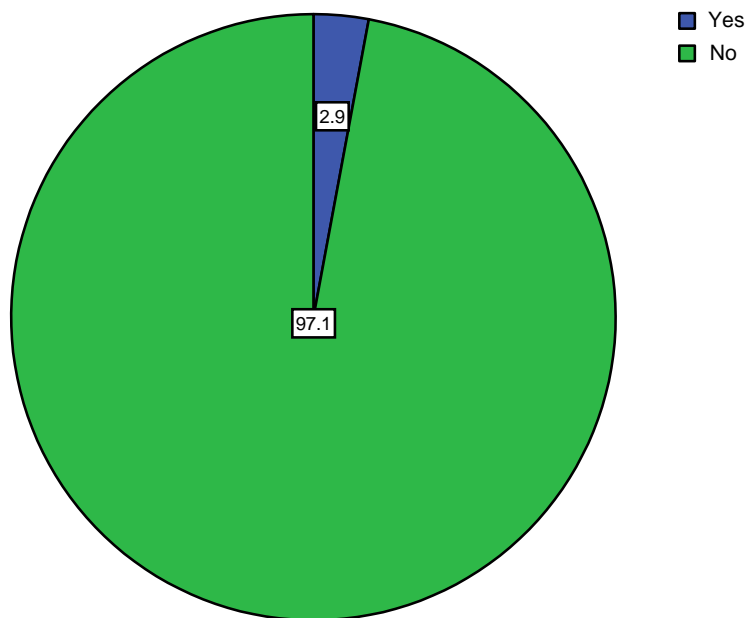
Figure 28 shows that 3% of respondents receive help or support from a community group or volunteer group (e.g. support/self help group, credit union, befriender, care, tutor etc)

Figure 29: Would you respond to a Planning Notice?
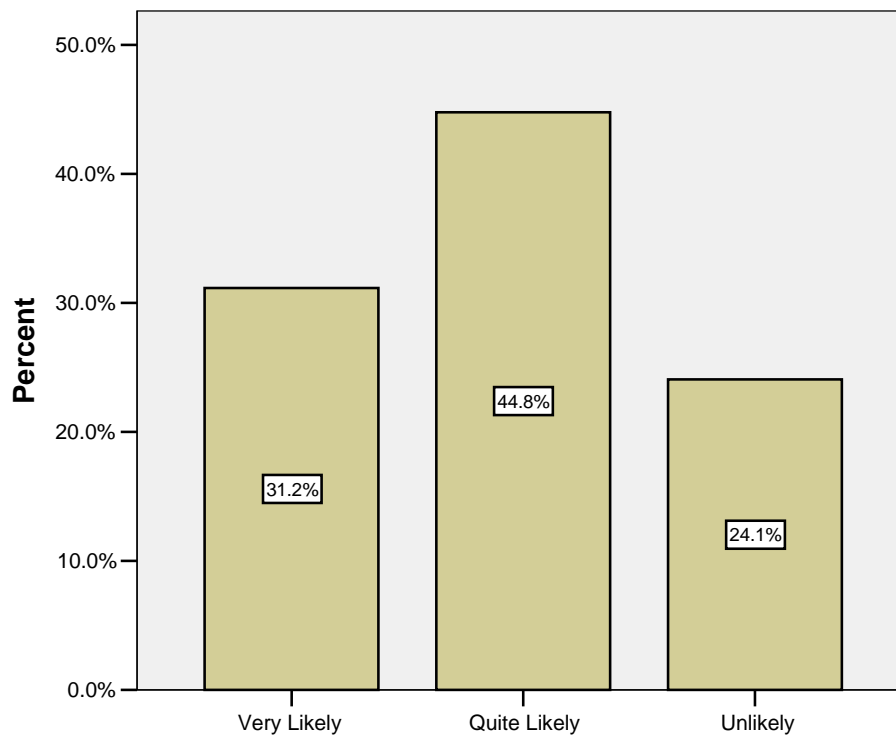
Figure 29 shows that approximately 31% of respondents stated that they would be 'Very Likely' to respond to a Planning Notice, a further 49% stated that they would be 'Quite Likely' to respond. Approximately 24% of respondents stated that they would be 'Unlikely' to respond.

Figure 30: Would you comment on draft policies?
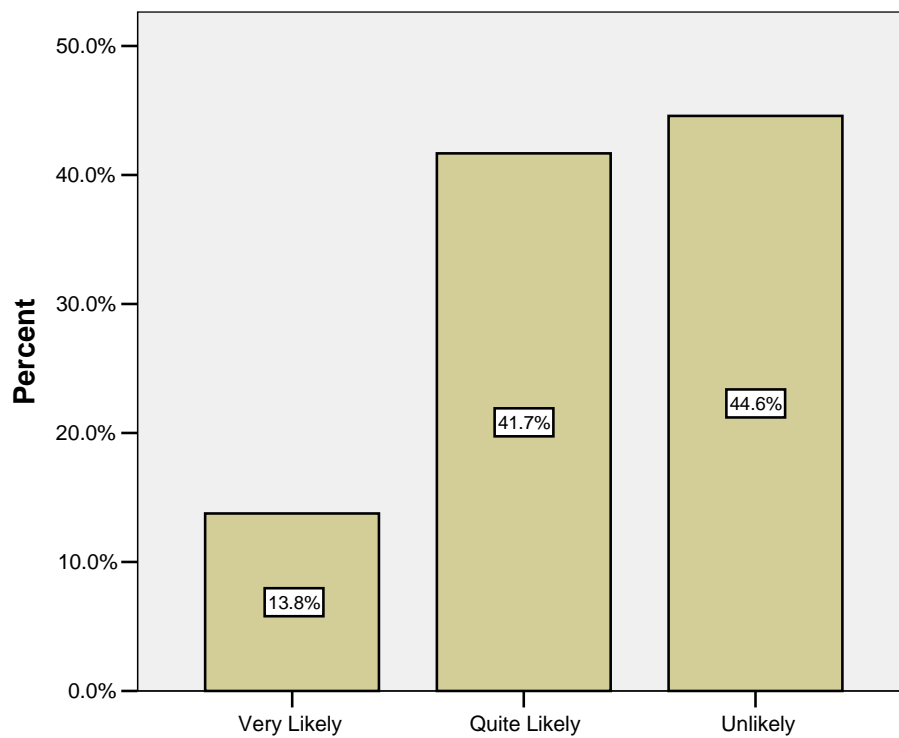
Figure 30 shows that 13.8% of respondents cited that they would be 'Very Likely' to Comment on draft policies and a further 42% cited that they would be 'Quite Likely'. Approximately 45% of respondents cited that it was 'Unlikely' that they would Comment on draft policies.

Figure 31: Would you attend Public Meetings?
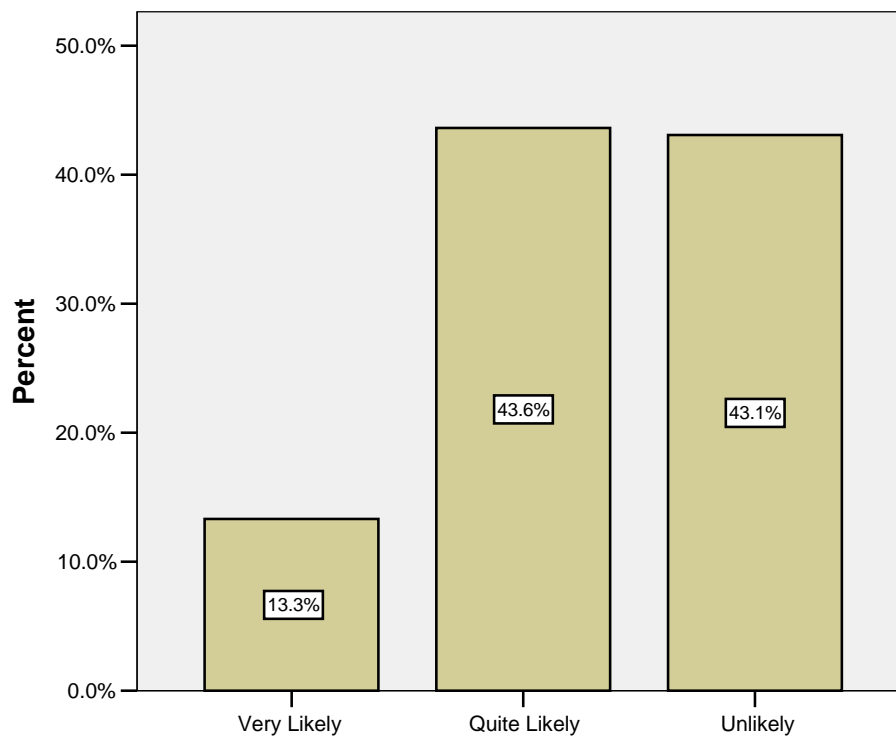
Figure 31 shows that 13.3% of respondents cited that it was 'Very Likely' that they would attend public meetings. Approximately 44% cited that it was 'Quite Likely' that they would attend and 43% cited that it was 'Unlikely.

Figure 32: Would you return questionnaires?
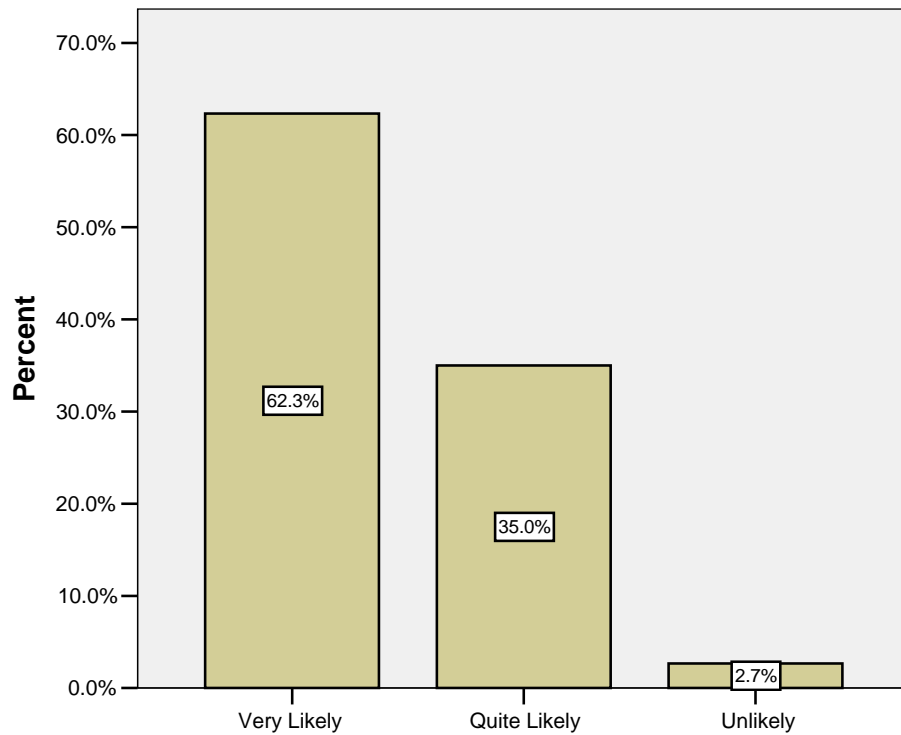
Figure 32 shows that the majority of respondents (approximately 62%) cited that it was 'Very Likely' that they would return questionnaires and a further 35% cited that it was 'Quite Likely' that they would return questionnaire. Only 3% of respondents indicated that it was Unlikely that they would return questionnaires.

Figure 33: Would you agree to street/doorstep interviews
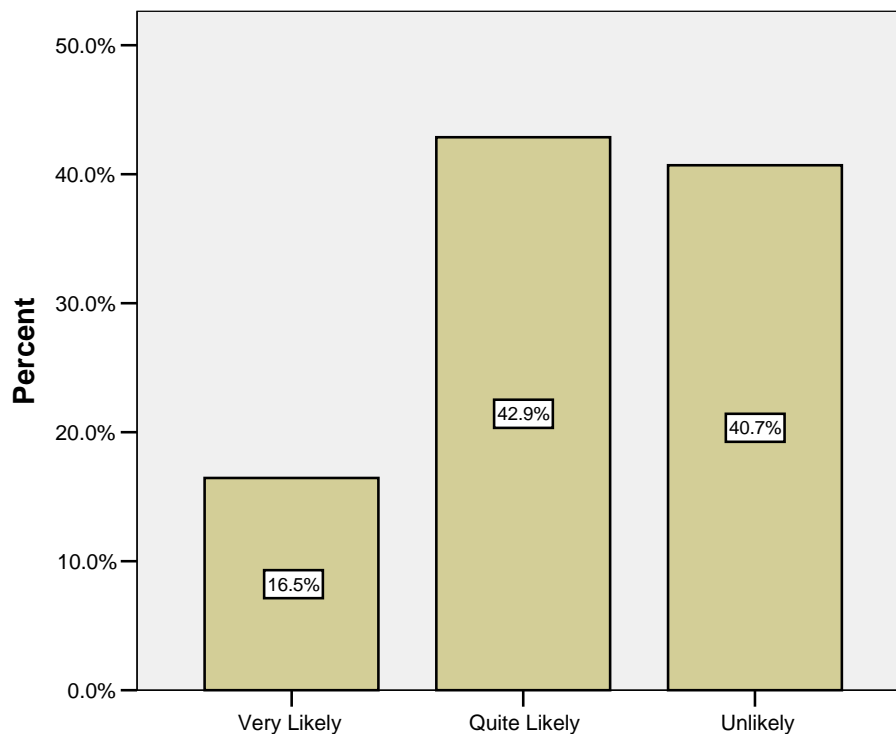
Figure 33 shows that 16.5% of respondents indicated that they would be 'Very Likely' to Agree to doorstep interviews and a further 43% indicated that it was 'Quite Likely' that they would agree. Approximately 41% of respondents indicated that it was 'Unlikely' that they would be willing to participate in street/doorstep interviews.

Service Response

These questions were also posed in the very first Questionnaire. It is our intention to repeat them from time to time to see if there is an increase in participation in voting, community groups and other forms of citizen involvement. This will help measure the impact of the work we are doing to increase and improve the influence community views have in decision-making and in more active communities generally.

The analysis of these answers is still underway so we will report further in one of the newsletters.

BEING INFORMED

Communities of Interest

Certain communities are recognised by the Council as Communities of Interest because research evidence has shown that individuals within them are likely to experience unfavourable prejudice, discrimination and disadvantage simply because they are members of this group. They include children and young people, older people, minority ethnic people (including Gypsy Travellers and refugees), people with disabilities, women, people from the lesbian, gay, bisexual and transgender (LGBT) community and people from different religions or beliefs.

The Council has developed specific action plans with these communities in the city to make sure that all sectors of the community have equality of opportunity to access the employment prospects and services provided by the Council. The Council has also developed Communities of Interest Forums to ensure there is a two-way channel of communication between the Council and the various Communities of Interest.

Figure 34: Have you ever felt discriminated against when receiving services from the Council and other partners?
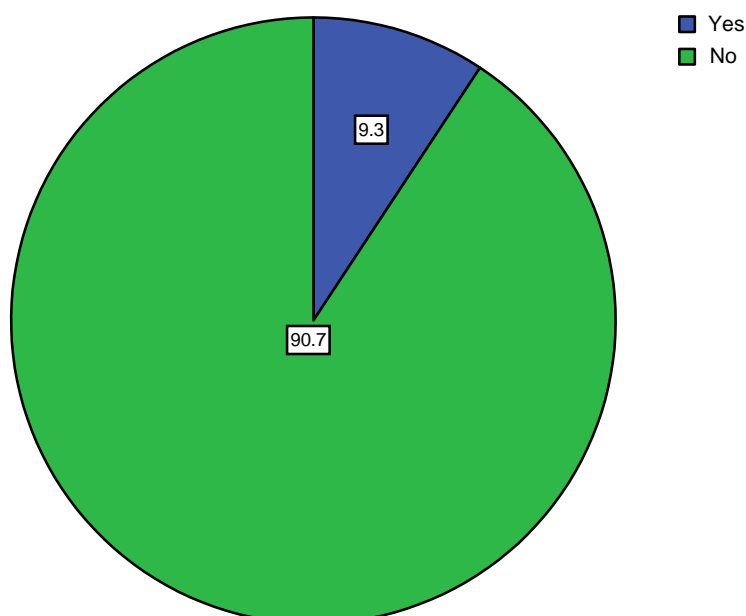
Figure 34 shows that 9.3% of respondents felt that they had ever felt discriminated against when receiving services from the Council and other partners.

Figure 35: did you know that information on Council Services is available in accessible formats?
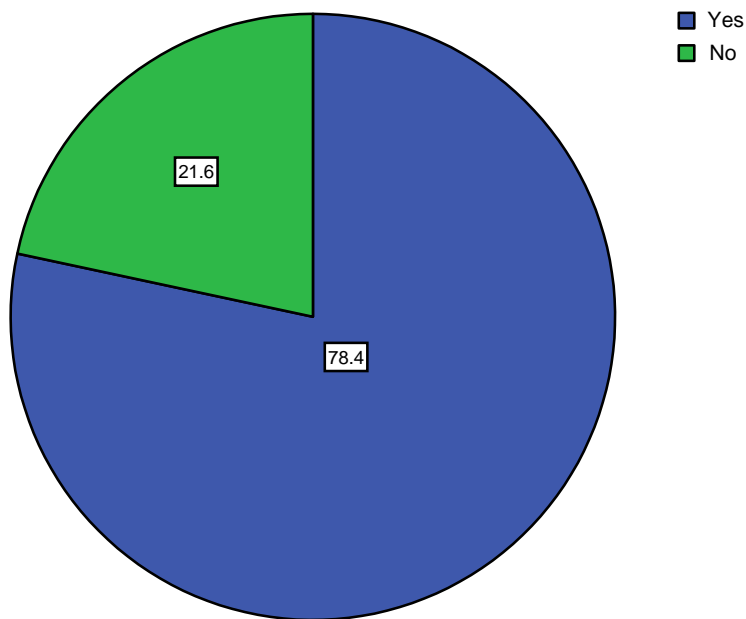
Figure 35 shows that approximately 78% of respondents are aware that information on Council Services are available in accessible formats

Table 7: Had you heard about Communities of Interest Forums or Communities of Interest Action Plans?

	Yes		No	
	Count	%	Count	%
Communities of Interest Forums	72	12.9%	487	87.1%
Communities of Interest Action Plans	66	12.0%	486	88.0%

Table 7 shows that approximately 13% of respondents had heard about Communities of Interest Forums and 12% had heard about Communities of Interest Action Plans. The majority of respondents had not heard of either.

Figure 36: Are you interested in taking part in a Community of Interest Forum?
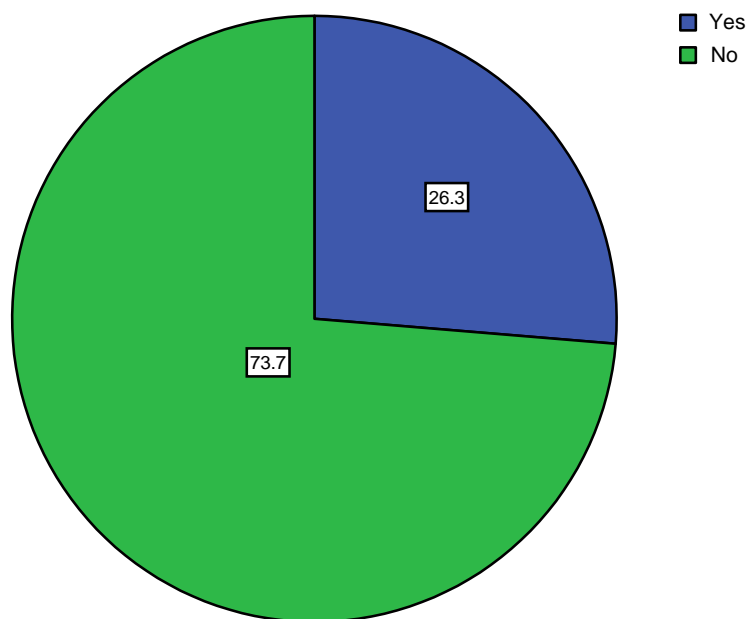
Figure 36 shows that approximately 26% of respondents are interested in taking part in a Communities of Interest Forum. Of these, only 6% were aware of how to go about it.

The Fresh Talent Initiative was introduced by the Scottish Executive in 2004 to encourage local councils to attract migrant workers.

Figure 37: Do you think that the Fresh Talent initiative has resulted in an increase in the number of migrant workers coming to Aberdeen?
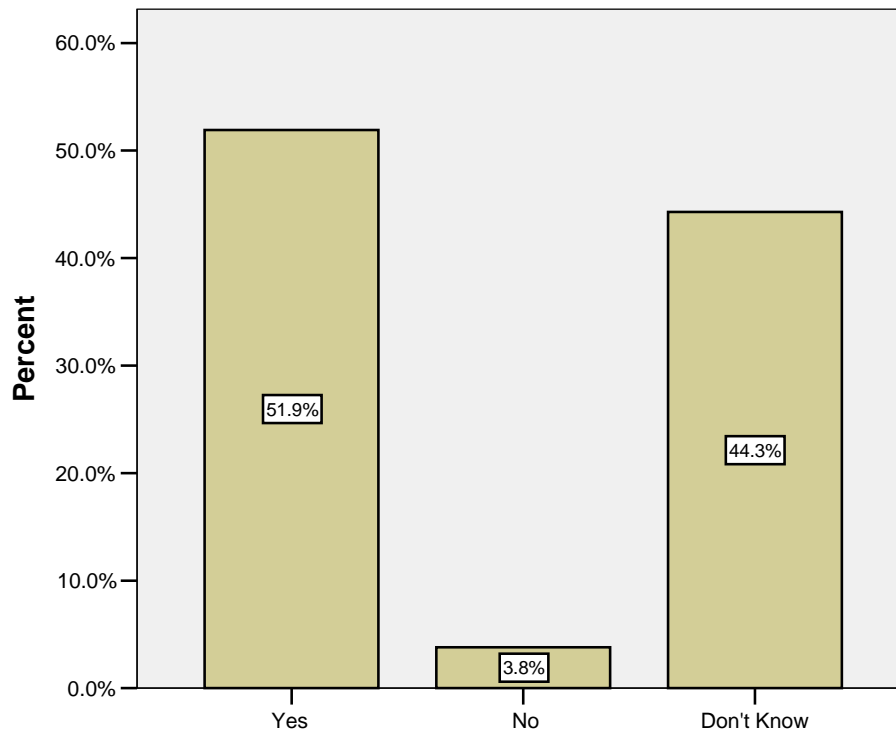
Figure 37 shows that approximately 52% of respondents believe that the Fresh Talent initiative has resulted in an increase in the number of migrant workers coming to Aberdeen. Approximately 4% indicated that they did not believe that this was the case while 44% don't know.

Respondents were asked to specify. The results are summarised below:

- Increase in workers from Eastern Europe (60 comments)
- More foreign bus drivers (38 comments)
- City feels more 'cosmopolitan'/hear more languages spoken (22 comments)
- Service sector (20 comments)
- General perception of more foreign workers (16 comments)
- Dentists (15 comments)
- Fish processing (14 comments)
- Hospital staff (13 comments)
- Working in shops (10 comments)
- Care staff (8 comments)
- Migrant workers in the workplace (4 comments)
- Working in low paid jobs (4 comments)
- Building/Construction (3 comments)
- Catering (3 comments)

- Fresh Talent initiative (3 comments)
- Working as trades people (3 comments)
- Hear about it in the media (2 comments)
- Number of ethnic minority people have increased (2 comments)
- Building Trade
- Hotel Industry
- Vehicle repair and truck driving
- Significant number of Poles but do not think this is because of the Fresh Talent Initiative
- People working in Temp agencies
- Vets
- Farming
- Working in garages
- More overseas students
- More foreign lecturers
- Oil industry

Figure 38: Do you think it is becoming easier for people with disabilities to access services, buildings, transport and business?
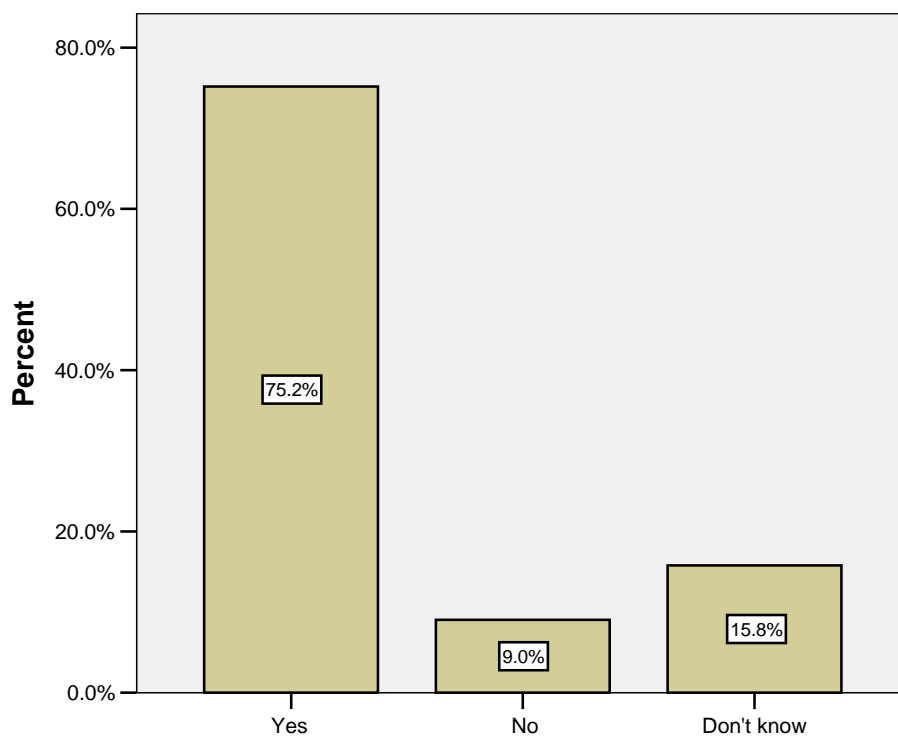
Figure 38 shows that 75% of respondents think it is becoming easier for people with disabilities to access services, buildings, transport and business. 9% of respondents did not believe this is the case and 16% did not know. Of respondents that have previously indicated that they have health problems, 17% did not believe that it is becoming easier for people with disabilities to access services, buildings, transport and business.

Figure 39: Do you think that the council is doing enough to tackle all forms of discrimination?
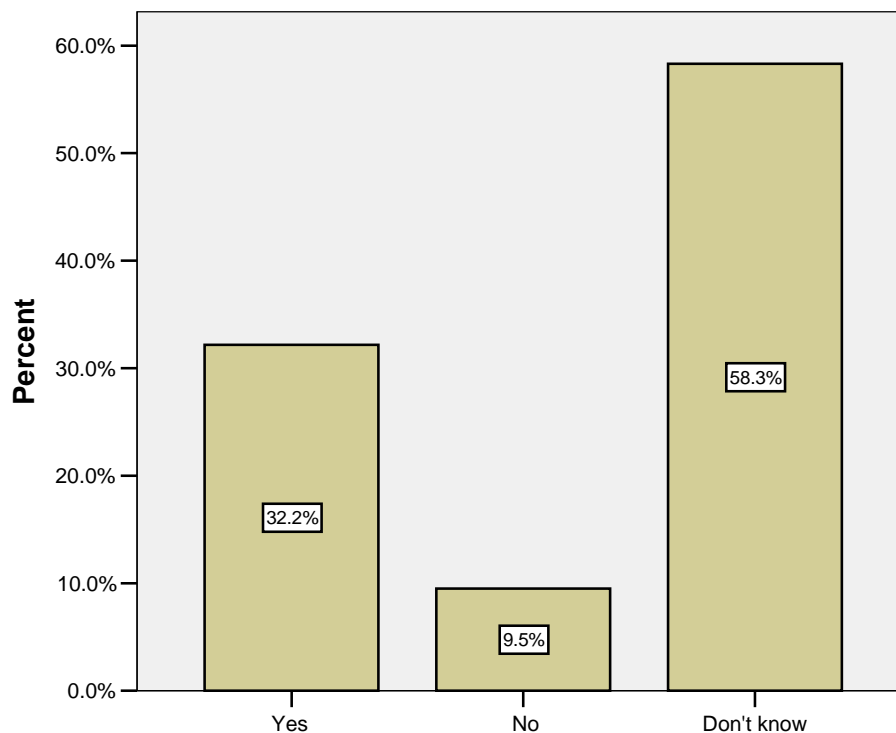
Figure 39 shows that approximately 32% of respondents believe that the council is doing enough to tackle discrimination. 9.5% of respondents believe that they are not doing enough and 58% did not know.

Respondents were asked to specify how the council could do more to tackle discrimination, the results are summarised below:

- Do not believe that much is done
- Doing too much
- Take too lenient an approach
- Work places still discriminate against employees
- Discrimination against pedestrians in roads maintenance
- Discrimination is made worse by constantly pointing it out and emphasising it
- Young children may suffer as a consequence
- Should be a higher profile against racism, sexism, treatment of workers under single status
- Unlikely anyone could do enough as there is so much unspoken prejudice against groups
- When looking at and spending money on the minority groups, the council is discriminating against the majority
- Bus drivers from European countries are very polite and do a good job
- There is still an assumption that everyone is heterosexual
- Council should be even handed in its development facilities to all council areas

- Equal pay
- Age discrimination
- Still poverty in the City
- Discrimination runs very deep in Scotland - there should be more awareness of how we behave
- Racism is endemic in Aberdeen with local government, police and other governmental institutions paying lip service
- The press is full of reports about council workers being discriminated against. If their reports are true then the council are not doing enough
- Aware of the Scottish Executive "no place for racism" but unaware of council initiatives
- Bus drivers (2 comments)
- You can never do enough due to the attitude of some people
- Problems of school bullying
- Forget the needs of local people (4 comments)
- Experience of hearing a manager exhibiting discrimination
- Bigotry is often inborn
- Should have a helpline
- Disability access

Figure 40: Do you think that Aberdeen has become more inclusive of the needs of its Communities of Interest in recent years?

Figure 40 shows that the majority of respondents (approximately 59%) do not know if Aberdeen has become more inclusive of the needs of Communities of Interest in recent years. Approximately 31% believe that it has become more inclusive while 10% do not.

Respondents were asked in what ways the Council should be doing more to raise awareness of the issues experienced by, and the needs of, the Communities of Interest groups.
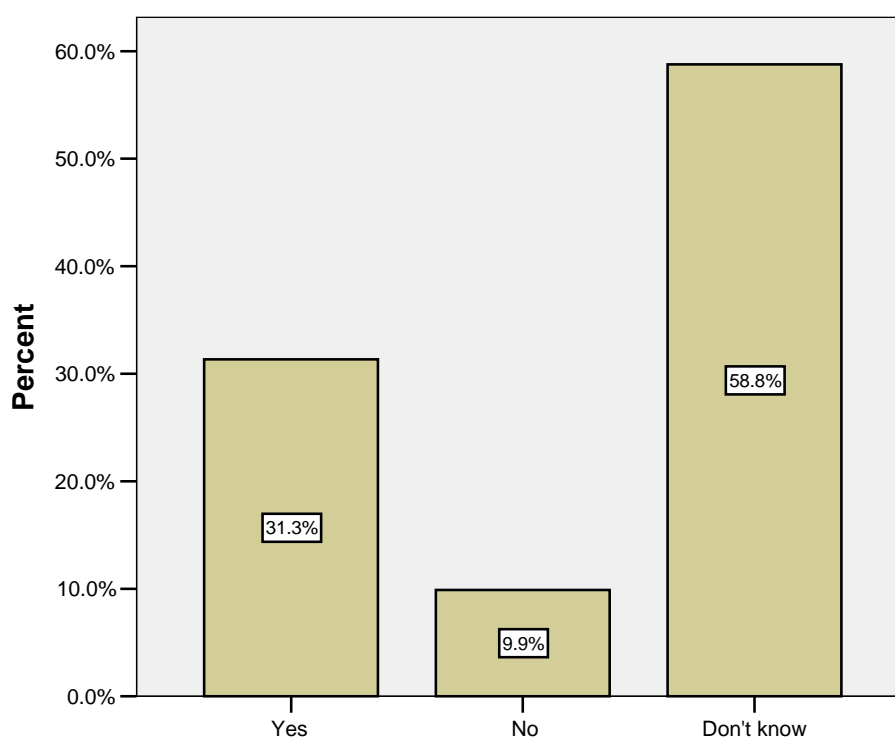
The results are summarised below:

- Using local press (20 comments)
- Advertising (8 comments)
- Newsletters/leaflets (6 comments)
- Giving more information to the general public (6 comments)
- More consultation with residents (5 comments)
- Have an international day/culture day (4 comments)
- Education in schools (3 comments)
- WebPages (3 comments)
- More community centres (3 comments)
- Local councillor could arrange meetings (3 comments)
- Some believe that more is being done for communities of interest than the local people (3 comments)
- Council does enough (2 comments)
- Needs more funding (2 comments)
- Plans should be translated into action (2 comments)
- Elderly should be catered for as they become isolated and ignored by the community (2 comments)
- Information in supermarkets (2 comments)
- Social events to encourage interaction between communities (2 comments)
- Notices in Post Offices
- Notices in Libraries
- Notices in Community Centres
- Notices in Schools
- Housing people in better flats
- Council needs to alter strategy because it is too top heavy
- Council is doing quite a lot for community interests
- Some people always feel discriminated against
- Should leave communities to 'get on with it'
- Improve facilities in certain areas
- Scheme to link up incoming families with local families
- Should stick to a 'common sense' approach
- Overspending could lead to discrimination
- Funding should go directly to groups
- Stalls in Shopping areas
- All people should be treated the same and there should be no positive discrimination
- Council should promote fair treatment of everyone
- Setting up groups
- Racial and sectarian reduction - community TV, council meetings, broadcasts on the internet
- Stop condoning low level racism
- Raise educational expectations in schools, especially those from a less well off social background
- Need to be careful not to pigeon hole certain groups
- Council are not in tune with the views of communities

- Help people to integrate into the city to avoid 'ghettos'
- Finances dictate how much can be done
- Waste of money

Figure 41: Would you like to learn more about other cultures?
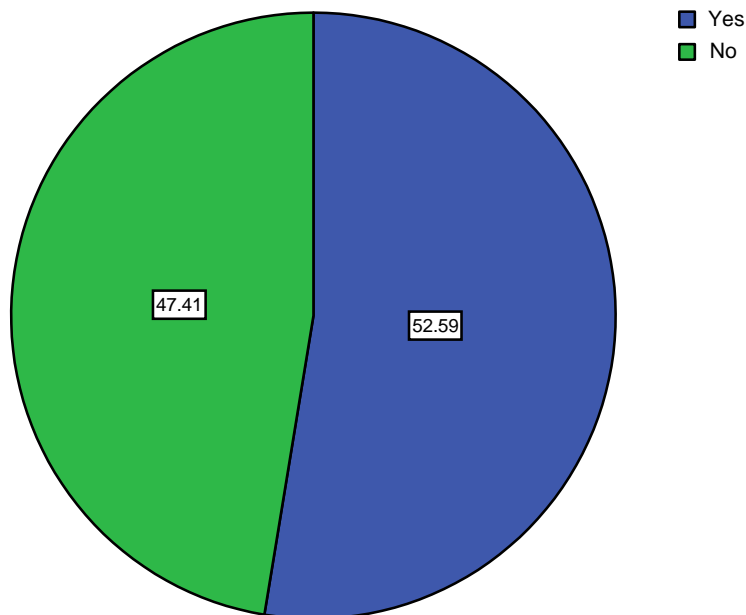
Figure 41 shows that approximately 53% of respondents would like to learn more about other cultures.

Service Response

There are some positive responses from you which we need to follow up

- 53% of you would like to learn more about different cultures, and
- 26% of you are interested in taking part in communities of interest forums

We have been trying to inform the public that our documents are available in alternative formats and it would appear we have had some success but we do not intend resting on our laurels. 78% of you knew about this.

However, there are also some negatives which need our immediate attention. For example, one in ten people reported having felt discriminated against when receiving services from the Council and other partners. We will continue to monitor this situation very closely. We are disappointed at the lack of awareness of the Communities of Interest Forums and Action Plans as 9 out of 10 of you had not heard of these although more than 50% of you were aware of the Fresh Talent Initiative.

Action is being taken to promote awareness which includes:

- the launch of the first Communities of Interest Report
- publication of a Plain English version of the Council's Race Equality Scheme
- distribution of Disability Advisory Group Leaflet
- a number of awareness raising events/initiatives on equalities to take place over the next 12 months

Whilst we are pleased to learn that over 75% think that Aberdeen is becoming a more accessible city, sadly only 32% of you think that the Council is doing enough to tackle all forms of discrimination. This particular statistic, along with others, shows an urgent need to ensure all the Council's visions, principles and policies are translated into action to make a difference on the ground.

These comments along with other data will greatly help us develop our services to make our city more inclusive.

Community Planning

Community Planning is an initiative developed by the Scottish Parliament that became a statutory obligation for all local councils in 2003. It has an important role to play in improving public services through effective public partnership working involving local communities.

Figure 42: Were you aware of the 'Community Planning' idea?
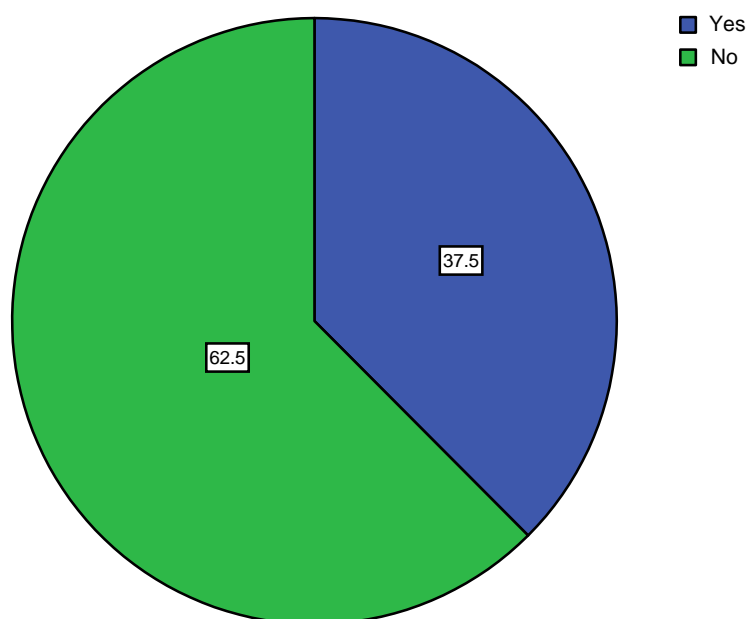
Figure 42 shows that the majority of respondents (62.5%) were not aware of the community planning idea. When the results were cross-tabulated with gender it was found that 41% of females were aware compared with 34.4% of males. Older respondents were more likely to be aware than the younger respondents (39% of over 65s as compared to 15% in the 16-24 age group). There was also variation in awareness within the City; 41% of respondents were aware of the community plan in the South with only 32% of respondents from the Central area had heard of the Plan.

It was decided to cross tabulate the results to check comparisons between those that take an active role in the community are more aware than those that are not. This involved creating a new variable where all respondents that indicated that they participated in community organisations (getting involved Q2) and those that gave time as a volunteer (getting involved Q4) were included.

When this variable was cross tabulated with the awareness of the community plan it was found that, of those playing a more active role in the community, 46% of respondents had heard of the community plan compared with only 29% of those not involved.

Table 8 Community Planning covers a wide range of areas where public sector agencies can make a difference to our lives. How important is each of these to you?

	Very Important	Quite Important	Not Very important	Not at all important
	Count	Count	Count	Count
Safety	487	78	3	
Public Involvement	190	343	31	4
Joint Working	250	275	37	3
Environment	408	147	9	2
Social Inclusion	237	278	45	4
Prosperity	279	243	38	3
Health	395	159	8	2
Learning	426	129	7	2

Table 8 shows that the areas of the public sector that respondents considered to be the most important. Of the 8 options, safety was the agency that the respondents cited most as being 'very important' (487 respondents). Learning was also cited as being 'very important' by 426 respondents while Environment was also cited 408 times as being 'very important'. Few respondents cited any services as being 'not very important' or 'not at all important' however, social inclusion was cited by 49 respondents as being not important or not at all important.

Table 9: A number of groups and public bodies participate in the Community Planning process. Please indicate which THREE participants you think should be most involved in Community Planning?

	Count
Business Community	229
Citizens' and Community Groups	283
Council	283
Faith Groups	88
Health Service	208
Police and Fire Service	277
Scottish Executive	128
Universities and Colleges	133
Voluntary Groups	167

Table 9 shows that the top three group selected by respondents are:

- Citizens' and Community Groups (283 respondents)
- Council (283 respondents)
- The Business Community (229 respondents)

Faith groups were cited the least with 88 respondents.

Aberdeen's Community Plan

After public consultation, Aberdeen City created and adopted a Community Plan - aberdeen*futures*. This plan sets out what Aberdeen City Council wants the City of Aberdeen to be like in the future, and how the Council will work with other organisations to achieve this.

Underpinning the development and implementation of aberdeen*futures* is the Council's aim to ensure sustainability, social inclusion and promote strong local democracy. This means that the Community Planning partners will work together with the people of Aberdeen to make sure that everyone, both now and in the future, can share in a better quality of life.

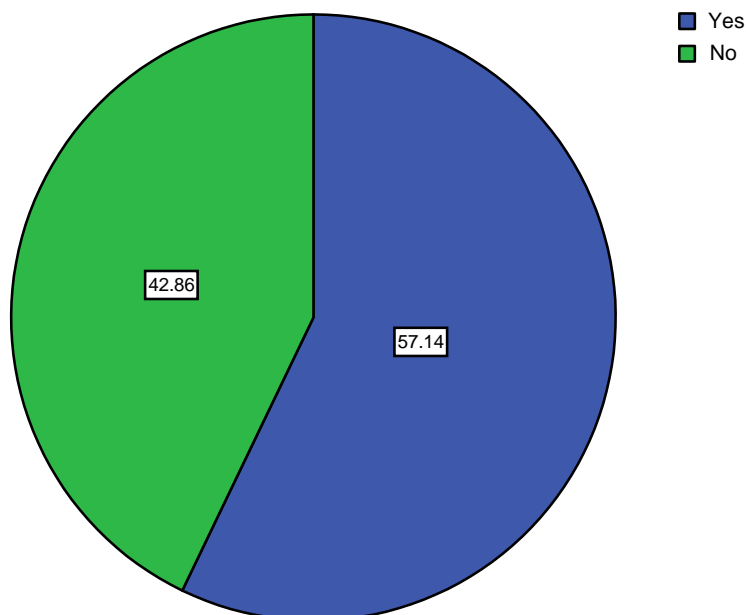**Figure 43: Had you heard of Aberdeen's Community Plan (i.e. aberdeen*futures*)?**

Figure 43 shows that the majority of respondents (57%) had heard of Aberdeen's Community Plan (aberdeen*futures*). When the results were cross-tabulated with gender it was found that 65% of females had heard of the Community Plan for Aberdeen as opposed to 50% of males. Awareness

was highest in the 35-54 age group with 62% of respondents indicating that they are aware of the community plan, awareness was lowest in the 16-24 age group.

Awareness was highest in respondents from the South area of the city (approximately 60% were aware) and lowest in the Central area (54% indicating awareness).

Amongst those defined as playing an active role in the community, nearly 65% indicated that they had heard of the community plan as opposed to 50% of those that did not play an active role in the community.

Table 10: If you have heard of aberdeen*futures*, where did you read or hear about it?

	Count
City Voice questionnaire or report	177
Community Group	27
Council/Community Planning website	49
Leaflet/information from the Council	109
Leaflet/information from other organisation (e.g. Police/NHS)	30
Newspaper	190
Poster	57
Planning for Real Event	33
Public Meeting	30
Survey	28

Table 10 shows that the most common method for hearing about aberdeen*futures* was through the Newspaper (190 responses). The second most common method was through the City Voice questionnaire or report (177 responses), while leaflets/information from the council was also a source of information for 109 respondents. Least popular was through Community Groups (27 responses).

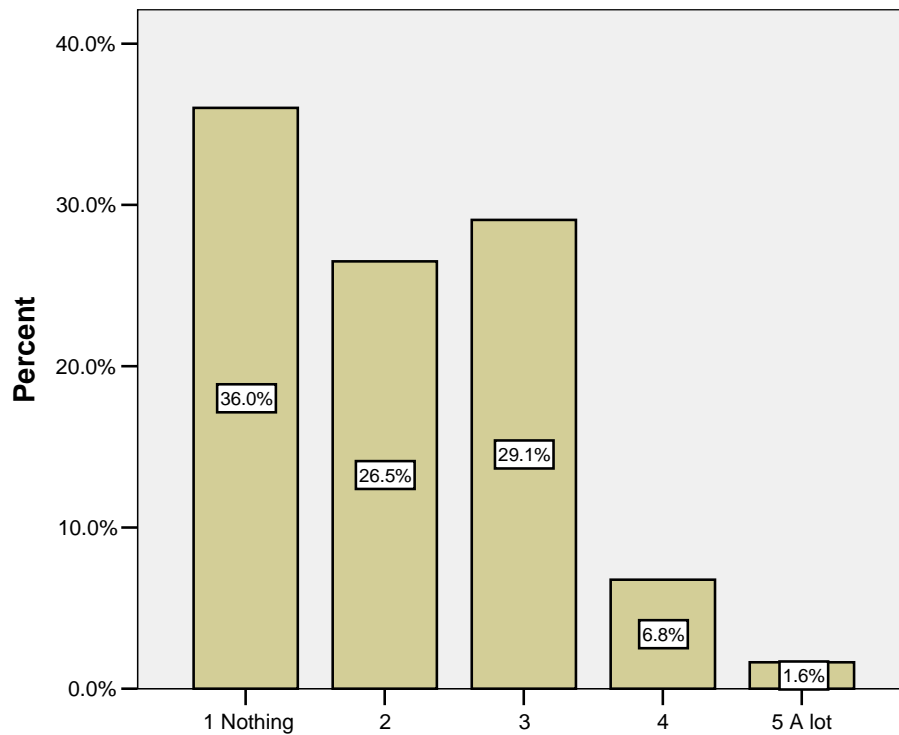**Figure 44: On a scale of 1 to 5, how much do you think you know about aberdeen*futures*?**

Figure 44 shows that the most popular response was 'nothing' from 36% of respondents, only 8% of respondents indicated that they knew a fair amount or a lot about aberdeen*futures*.

There were no significant differences when the results were cross-tabulated by gender, age, area or involvement in community groups.

Table 11: The Aberdeen Community Plan was introduced in 2001. Since then, what changes have you seen in the City? Please consider the following statements and state whether you agree or disagree with them.

	Agree Count	Disagree Count
More information is being provided to the public by the Council and its Partners.	284	139
There are more opportunities for the public to be involved in major decisions (e.g. Union Street pedestrianisation, third Don crossing).	274	177
More opportunities exist for disadvantaged groups to get involved in decisions affecting them.	206	135
The gap between the rich and poor has reduced.	39	405
More opportunities have been provided for local communities to address planning at a local level.	197	194
The sense of civic pride of Aberdeen residents has increased.	88	329
The way the Council makes decisions is clearer.	62	361
There is an increased awareness of the need to live sustainably to ensure a good quality of life now and in the future.	326	126

Table 11 shows that many respondents believe that "there is an increased awareness of the need to live sustainably to ensure a good quality of life now and in the future" (326 agree). Many believe that "more information is being provided to the public by the Council and its Partners" (284 agree, 139 disagree). In addition, a large number of respondents (274) agree that "there are more opportunities for the public to be involved in major decisions".

The statement that most respondents disagreed with was that "The gap between rich and poor has reduced" (405 respondents disagreed with this statement). An additional 326 respondents disagreed with the statement that "the way the Council makes decisions is clearer" while 329 disagreed that "the sense of Aberdeen residents has increased".

Figure 45: Do you think the Aberdeen City Community Plan is a worthwhile initiative?
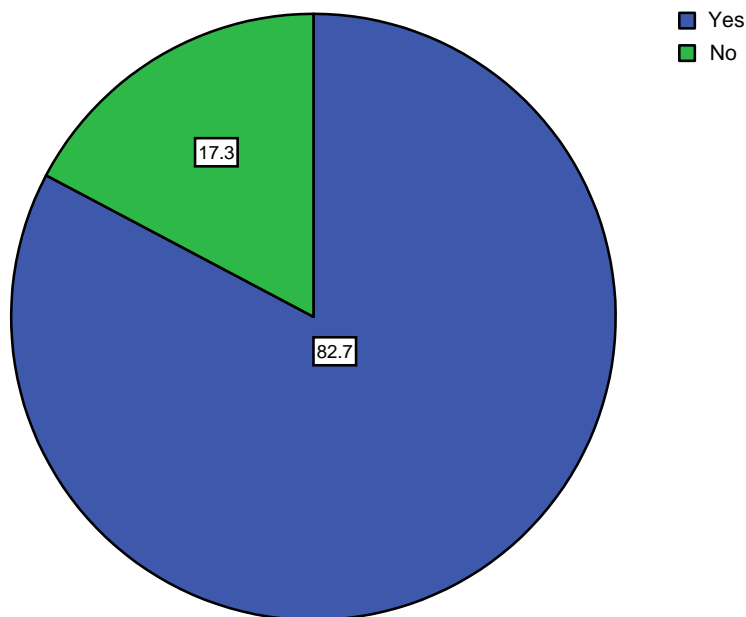

Figure 45 shows that nearly 83% of respondents agreed that Aberdeen City Community Plan is a worthwhile initiative while 17% disagreed with this. Support was higher amongst those defined as taking an 'active role' in the community (86% believe that it is a worthwhile initiative compared with 79% of those that are not actively involved).

Support was slightly higher among female respondents than Male respondents (86% and 82% respectively).

Support was highest from respondents living in the South of the city (89% in favour) compared with the North of the city (80% in favour).

No significant differences were found when the results were cross-tabulated with age.

Figure 46: In your opinion, has the Community Plan, as adopted by Aberdeen City Council and its Partners, produced improvements in the City and benefits for the public?
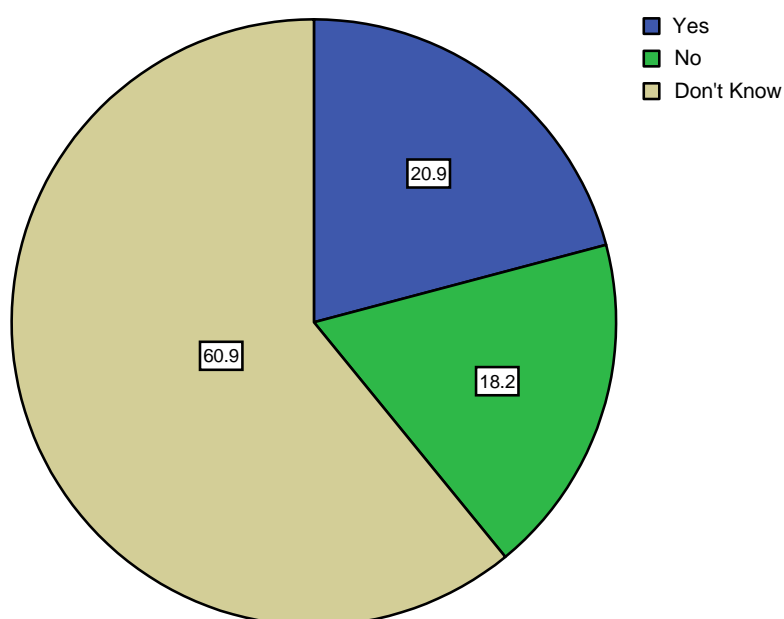

Figure 46 shows that the majority of respondents (nearly 61%) did not know whether the community plan produced improvements in the City and benefits for the public. Approximately 21% of respondents indicated that they thought that the community plan had produced improvements while 18% disagreed with this.

Amongst those defined as actively involved in the community there was greater belief that the community plan had produced benefits; 24% agreed as opposed to 18% of those that are not defined as 'actively involved'.

No significant differences between male and female responses or age.

Respondents from the South of the City showed the highest level of agreement (25%) while those from the Central area showed the lowest (17% answered 'yes').

Further comments from respondents

- Transport infrastructure needs to be improved (9 comments)
- People feel that the council do not listen to their views (8 comments)
- Too much planning and too little action (5 comments)
- City/Services should not be split into 3 areas (3 comments)
- Need to include local voluntary groups as well as service user groups in decisions (2 comments)
- Comments regarding anti-social behaviour (2 comments)
- Aberdeen*futures* should be promoted more (2 comments)

- City council website is not good enough (2 comments)
- Public services should be monitored
- Make use of existing community resources
- Council should be more involved in the communities they are trying to help
- Council should involve younger people more
- Council structure makes it unclear who is responsible for what
- People should be more involved in planning/building/road decisions
- Aberdeen*futures* have achieved some successes but not enough so far
- Complaints about cleanliness in the city
- Lack of information about how council helps residents with problems
- Improvements in the city centre should also be seen in the suburbs
- Council are ineffective about decision-making
- Community planning should also take into account out of office services such as doctors
- Waste of money, funds should be spent elsewhere
- Council has done little in real terms to promote social inclusion
- Aberdeen*futures* has led to a growth in the management tier of public services and less cohesion in the services provided
- Planning applications should be advertised more widely
- Consultation slows down reforms but is a good thing in general
- Civic pride would be improved by having attractive civic areas
- More information should be available on a website
- Distrust of planning process
- Direct contact with the public on a more informal basis would improve relations
- Not everyone wants to know or be involved in community planning
- More inter-agency working would make services more effective
- The people that could get the most out of community planning do not use it
- Promote civic responsibility amongst residents

Service Response

Community Planning in Aberdeen is currently undergoing a review. This information will be extremely useful for all Partners to determine the direction that Community Planning should take in the City in the future.

Two of the key Community Planning Forums – Getting Involved and Being Informed – are merging. This information will also be of great use to the new Forum when creating its Action Plan.

Grampian Police Website

The Internet now covers all aspects of our lives and is an extremely useful tool for providing information. Businesses and organisations recognise this and invest a great deal of time and resources into developing their own websites.
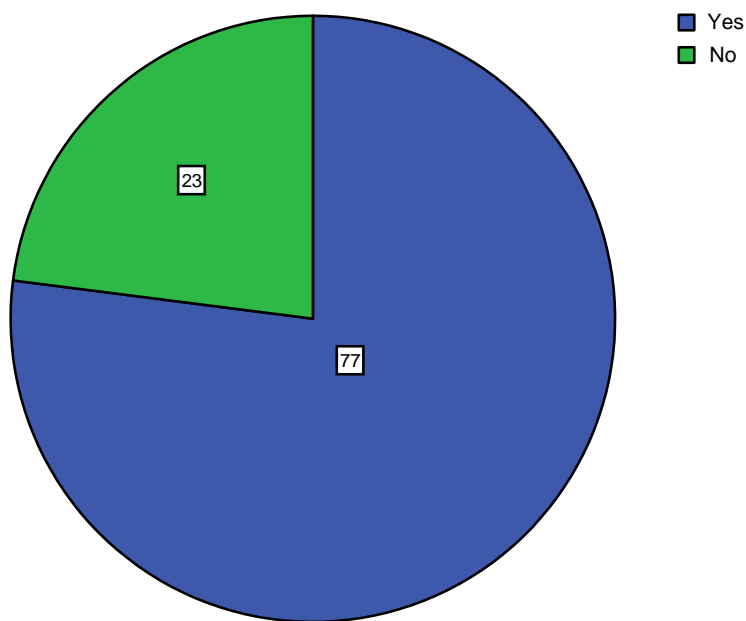
Figure 47: Do you have access to the Internet?

Figure 47 shows that 77% of respondents have access to the Internet. The results showed that older respondents had less access to the Internet than younger respondents; 45% of over 65s compared with 92% of 16-24 year olds.

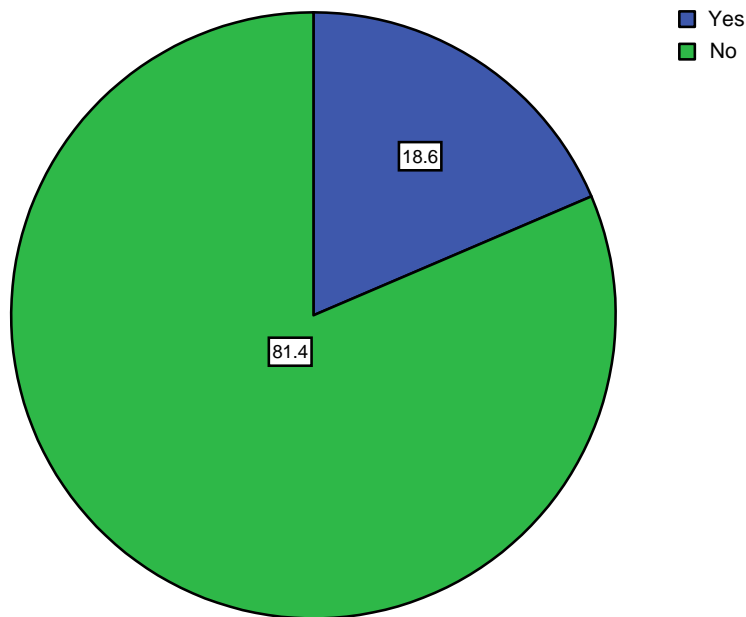**Figure 48: if yes, have you ever visited the Grampian Police website?**

Figure 48 shows that of the respondents who do have Internet access, approximately 19% have visited the Grampian Police Website.

- Just to see what was on the site/general information (14 comments)
- Recruitment (11 comments)
- Contact names and numbers (5 comments)
- Looking for information about crime in the local area (5 comments)
- For information about weather/roads (4 comments)
- To get information about setting up a neighbourhood watch group (4 comments)
- Research information - crime rates, statistics etc (4 comments)
- Careers information (3 comments)
- Information about making a complaint (3 comments)
- Contact numbers for reporting petty crimes
- Crime prevention advise
- Looked at whole site
- Information about the travel during snow, did not find the information
- Local contact numbers (not found)
- Anti-social behaviour (did not find information)
- Court jury service information
- To report on anti social behaviour
- Information on different types of police vehicle
- Diced cap appeal
- Theft reporting information
- Websites and soundbites are of little use on the ground. Need more men on the beat listening to people and acting as a deterrent
- General Query
- Do not want to visit the police website

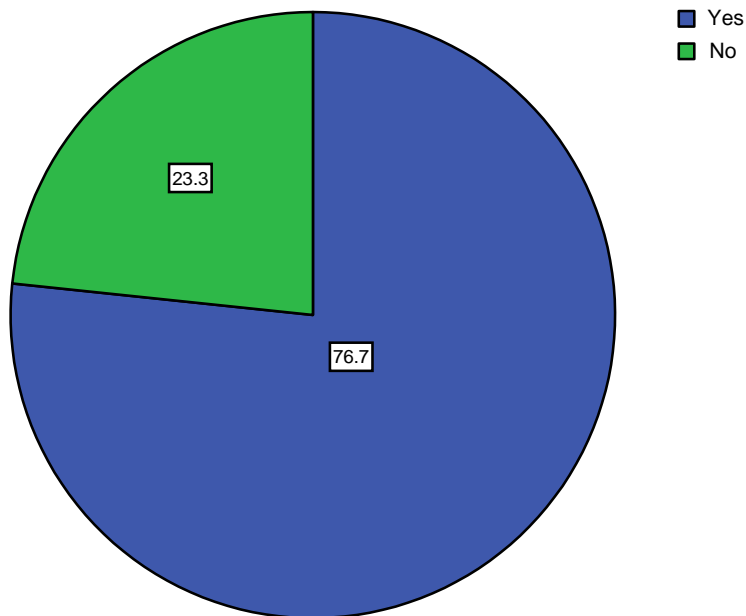**Figure 49: Did you find the website helpful and easy to understand?**

Figure 49 shows that approximately 77% of respondents who had visited the website had found the website helpful and easy to understand.

Respondents were asked if they did not find the website helpful how it could be improved:

- Business oriented not community
- Poor layout, not at all obvious
- There was no information about neighbourhood/community wardens such as who they are and how to contact them
- Website should include contact numbers or addresses for reporting petty crimes and incidents
- Information provided was very limited
- Cannot find information on the 'car mission'
- Information lacked detail compared to Strathclyde and Lothian and border's sites
- A 'today' page
- Better search function
- Would like a wider range of information
- Home page text is too small and has to be changed to the printer friendly version on subsequent pages to be able to read them
- Could not find information on Court Jury service
- Should be able to send emails anonymously
- Should be able to save applications forms
- Too much information on the home page
- Not in simple language
- Too much information
- Provide online access to all Grampian police services

Service Response

Grampian Police are constantly updating their website and are always looking for feedback on things that people either want to see or indeed, wish to see removed. Now that the Police have their own dedicated website manager it is possible, indeed, very likely, that direct action will result and this will be manifested by changes in the website.

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