Aberdeen Community Planning Partnership

City Voice
44th Survey Report

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1. Introduction

1.1. Background

1.1.1. Aberdeen City Voice, Aberdeen's citizens' panel, is run by Community Planning Aberdeen. Members of the panel are contacted on a regular basis, either via postal or email questionnaire survey, to ask for their views on a range of issues that affect the community. Community Planning Aberdeen have produced a Local Outcome Improvement Plan (LOIP) 2016-26 which sets out how public services in Aberdeen are working together to improve our City. The City Voice surveys focus on the three themes which run through the LOIP: Prosperous People, Prosperous Place, and Prosperous Economy. Findings from the surveys are used by Community Planning Partners to inform and shape service provision and policy and to measure performance.

1.1.2. This report sets out the findings from the 44th City Voice Survey. The topics included in this survey are as follows:

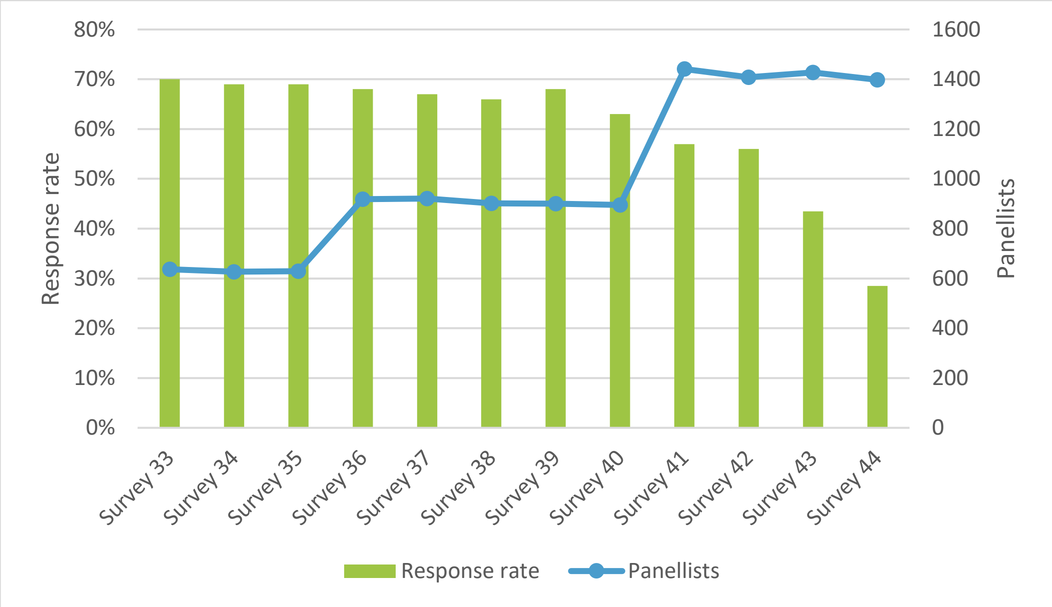
- **Prosperous people**
    - Community
    - Food Security
    - Anti-social Behaviour and Young People
    - Alcohol Consumption
    - Unintentional Injuries
- **Prosperous Economy**
    - Travel and transport
    - Parking
    - Digital Skills
    - Living Wage
- **Prosperous place**
    - Your Neighbourhood
    - Climate Change
    - Green Space
    - Winter Maintenance Policy

1.1.3. The survey opened on 5th March 2020 and closed on the 26th March 2020. Of the 1,398 panel members who were sent the questionnaire, a total of 398 completed questionnaires (of which 181 were paper questionnaire and 217 were online) were received, giving a **response rate of 28.5%.** Please note that 3 questionnaires were received after the closing date and were therefore not able to be included in the report.

This response rate is considerably lower than the response rate achieved in the 43rd City Voice questionnaire (43.5%) and follows the downward trend seen in previous surveys (see

Figure 1.1). There may be several reasons for this including survey fatigue or lack of interest/perceived relevance of the topics included in this questionnaire. Additionally, this questionnaire was longer (more topics/questions) than many recent questionnaires. Importantly, the timing of the survey coincided with the worsening of the Coronavirus pandemic which may also have contributed to the much lower response rate.

Figure 1.1: Survey response rates over time



1.1.4. In addition to the questionnaires received from panel members, the survey was also open to all other Aberdeen City residents. A further **190** questionnaires were received.

Combining the responses from panellists and those from the open questionnaires, the **total number of questionnaires received was 588.** Of these 181 were paper copies and 407 were online. Importantly, therefore, despite the relatively low response rate, the number of responses received is sufficient to provide robust overall survey results and to allow more detailed analyses for specific groups (e.g. age, gender) if required.

1.1.5. Survey respondents were asked to provide some personal information. These questions were voluntary. Table 1.1 gives a summary profile of respondents, where they have provided the data.

Table 1.1: Profile of survey respondents

	Survey Respondents	
	Number	**Percentage**
Gender		
Man	274	46.6%
Woman	277	47.1%
Would prefer not to say	22	3.7%
Did not answer	15	2.6%

Age Group		
16-34 years	30	5.1%
35-54 years	117	19.9%
55-64 years	138	23.5%
65-74 years	161	27.4%
75+ years	89	15.1%
Did not say	53	9.0%
Median age	63 years	
Location		
North	112	19.0%
Central	138	23.5%
South	165	28.1%
Did not provide full postcode	173	29.4%

1.2. Analysis and reporting

1.2.1. This report presents basic descriptive analyses for each of the survey questions. Not all respondents answered every question, so the base level may not be the same for each question. Therefore, for ease of comparison, the results are presented as percentages of those who responded, and a base level is provided. (Note: for some questions participants only had the option of ticking or not ticking the given options. In these cases, the base level is taken as 588, i.e. the full number of respondents).

1.2.2. Several questions included a 'comments box' which gave respondents the opportunity to expand on their responses. This report will give only a brief overview of these comments. However, all comments will be sent to the relevant services to allow more in-depth analyses.

1.2.3. Some of the questions included in this year's City Voice have also been in previous City Voice questionnaires. Where relevant, some findings from previous questionnaires have been included to give an indication of trends/changes over time.

2. Prosperous People

The Local Outcome Improvement Plan 2016-26 (LOIP) sets out objectives for ensuring that Aberdeen is a place where everyone feels safe and included, and that those who are vulnerable receive the support they need. The questions in this section are intended to help understand how respondents feel about their community, food security, anti-social behaviour, alcohol consumption and unintentional injuries.

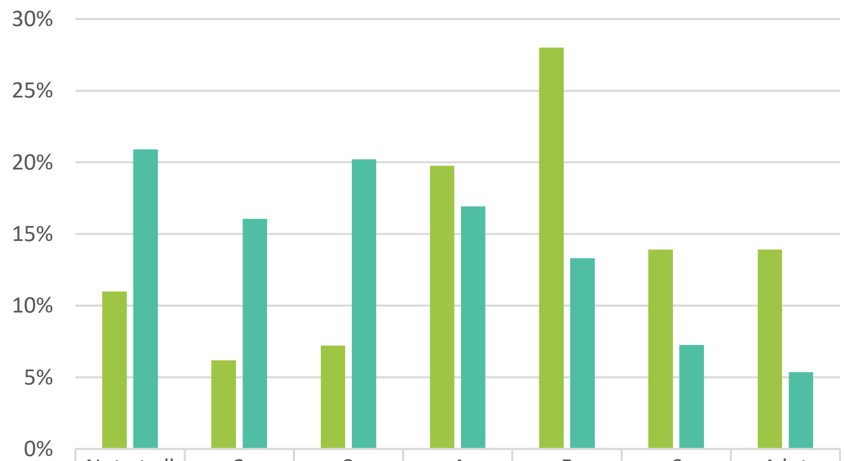
2.1. Community

This section asked respondents for their views on involvement in decisions which affect their local community.

2.1.1. The first question asked **to what extent do you want to get involved with the decisions that affect your community?** The second question asked **to what extent do you feel you know how to get involved?** Respondents were asked to provide their preference on a scale from 1 (not at all) to 7 (a lot).

While some respondents reported that they would not like to be involved in decisions that affect their community, most (55.8%) ticked 5 or above suggesting that they would like to be involved. In contrast, when asked if they knew how to get involved, most respondents (57.2%) ticked 1, 2 or 3 suggesting that they may not know how to get involved. This suggests that there may be people who would like to be more involved in decisions affecting their community, but do not know how to get involved.

Figure 2.1: Involvement in decisions that affect your community

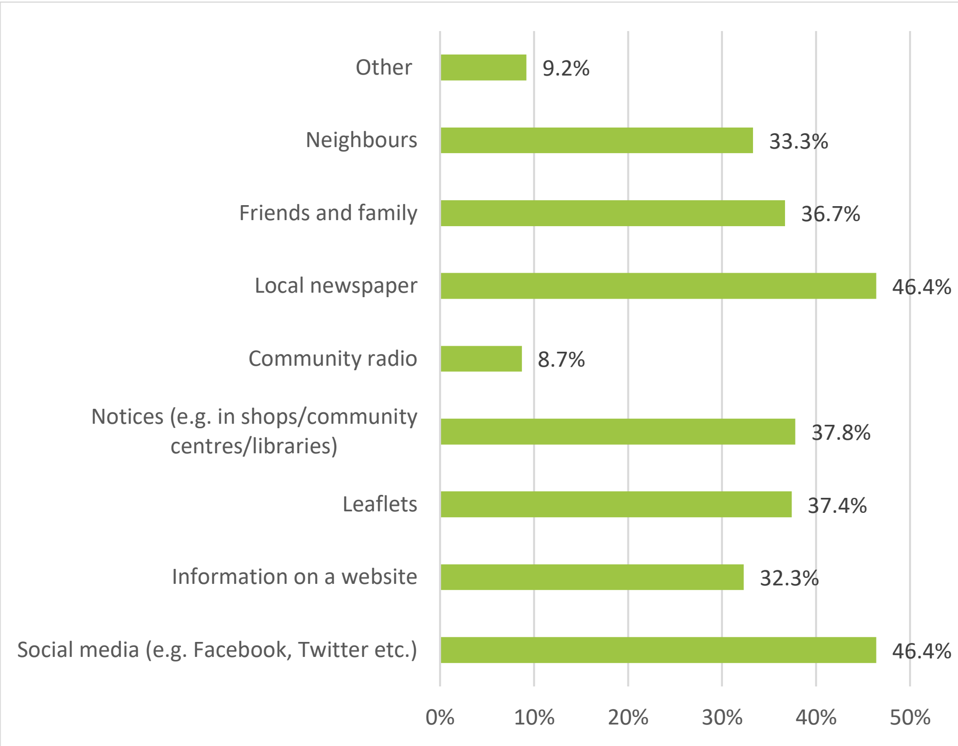


	Not at all	2	3	4	5	6	A lot
Want to get involved	11.0%	6.2%	7.2%	19.8%	28.0%	13.9%	13.9%
Know how to get involved	20.9%	16.1%	20.2%	16.9%	13.3%	7.3%	5.4%

Means: Want to get involved = 4.45, Know how to get involved = 3.29.
Bases: Want to get involved = 582, Know how to get involved = 579

2.1.2. The next question asked: **how do you currently find out about what is happening within your community?** Participants were given a list of options and asked to tick all that applied. The most common responses were **local newspaper** (46.4%) and **social media** (46.4%). **Friends and family**, **leaflets** and **notices in shops/community centres/libraries** were the next most common with around 37% of respondents choosing these options. The least common was **community radio** with 8.7%. A number of respondents (9.2%) reported they found out what was happening through other means. These included communication from or involvement with Community Councils, in the workplace or at meetings or events.

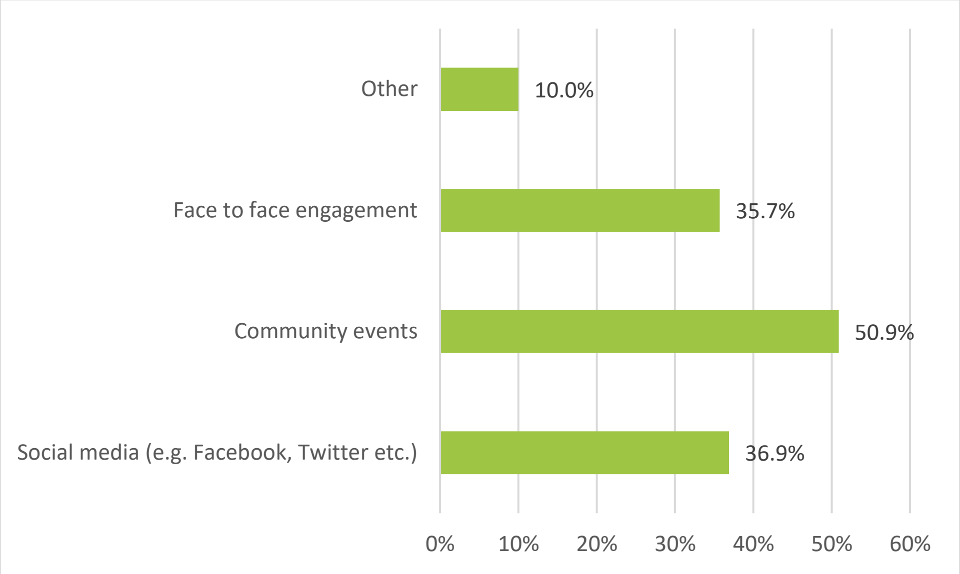
Figure 2.2: How do you currently find out what is happening within your community



Base = 588

2.1.3. Participants were then asked: **what do you feel would help you get more involved in the decisions that affect your community?** Of the three options provided, the most common was **community events** with half (50.9%) of respondents choosing this option. Over a third of respondents chose **social media** (36.9%) and **face to face engagement** (35.7%). Ten percent of respondents provided other options. These included: direct e-mail, leaflets and community meetings.

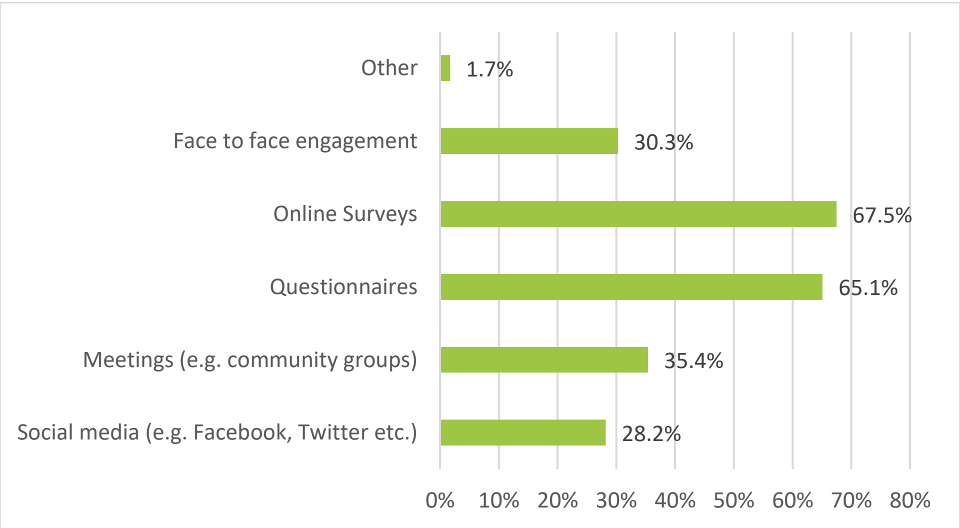
Figure 2.3: What do you feel would help you get more involved in the decisions that affect your community?



Base = 588

2.1.4. The final question in this section asked participants: **how would you like to give your views about what is happening in your community?** As in the previous questions, participants were given a range of options and asked to tick all that apply. **Online surveys** (67.5%) and **questionnaires** (65.1%) were the most common choices with two-thirds of respondents choosing these options. Over a third (35.4%) chose **meetings** and 30.3% said they would like to give their views in **face to face engagement**. The least popular choice was **social media** with 28.2%. **Other** (1.7%) suggestions included: dedicated community website or direct email.

Figure 2.4: How would you like to give your views about what is happening in your community?



Base = 588

Service Response: this is what we are doing

Aberdeen Health & Social Care Partnership is setting up three new Locality Empowerment Groups across the city, which will play a key role in reshaping services and support networks within communities.

Locality Empowerment Groups will be made up of people in the locality who access services themselves or for someone they support. Each group will, over time, work closely with the local area's operational delivery team, which is made up of the health and social care practitioners who deliver services and supports.

Aberdeen North, South and Central will each have its own group – led by local people to help ensure health and social care services meet the needs of local populations.

The groups will give local people the chance to put forward ideas to improve health and wellbeing locally and create a better quality of life. The groups will also seek to ensure that as many people as possible in our communities are aware of and able to engage with new plans and proposals for service delivery. They will also allow citizens to work closely with practitioners to make changes happen in their local communities and have the power to influence new developments.

As these questions were asked pre-COVID, we are looking at how we can incorporate the feedback into our future locality plans particularly thinking about how best to involve people within the current social distancing guidelines. We are also working closely with community planning colleagues to align locality planning across Aberdeen City. If you would like to get involved or find out more please visit https://www.aberdeencityhscp.scot/our-delivery/locality-empowerment-groups/

2.2. Food Security

In this section of the questionnaire, panellists were asked about their ability to access healthy or nutritious food. Specifically, it asks if **during the last 12 months, there was a time when, because of lack of money or other resources**:

- You were worried you would not have enough food to eat?
- You were unable to eat healthy and nutritious food?
- You at only a few kinds of food?
- You had to skip a meal?
- You ate less than you thought you should?
- Your household ran out of food?
- You were hungry but did not eat?
- You went without eating for a whole day?

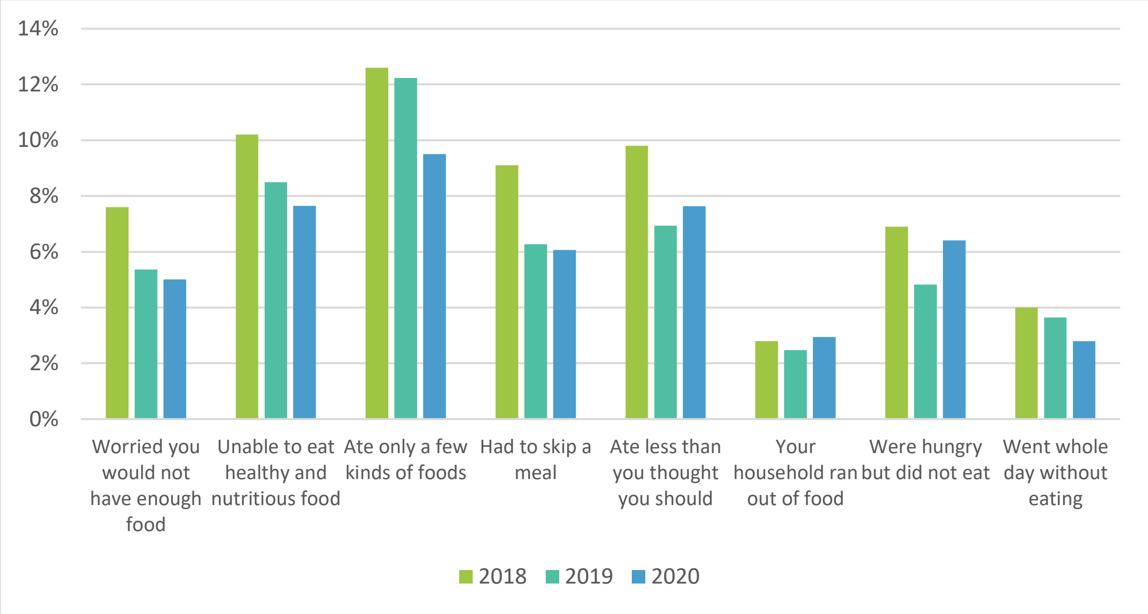
2.2.1. While most respondents did not report concerns around their ability to access healthy or nutritious food, 9.5% of respondents reported they ate **only a few kinds of food,** 7.7% reported they were **unable to eat healthy and nutritious food,** 7.6% said they **ate less than they thought they should** due to money or lack of other resources.

Figure 2.5: During the last 12 months, was there a time when, because of lack of money or other resources:

Bases: not have enough = 579, healthy and nutritious = 575, few kinds of food = 579, skip a meal = 577, ate less = 576, ran out of food = 578, hungry = 577, went without eating = 572

2.2.2. These questions were also asked in City Voice 42 (2018) and City Voice 43 (2019). The chart below shows the percentage of respondents who answered 'yes' to each question. For almost every question, the proportion of respondents who answered 'yes' is lower than in City Voice 42 which suggests a slight improvement in the level of food security amongst City Voice respondents over the past 3 years.

Figure 2.6: During the last 12 months, was there a time when, because of lack of money or other resources: - Comparison of CV42, CV43 and CV44



Service Response: this is what we are doing

Our Sustainable City Group (https://communityplanningaberdeen.org.uk/sustainable-city-2/) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is tackling food poverty, with a specific stretch outcome that states ‘no one in Aberdeen will go without food due to poverty by 2026’.

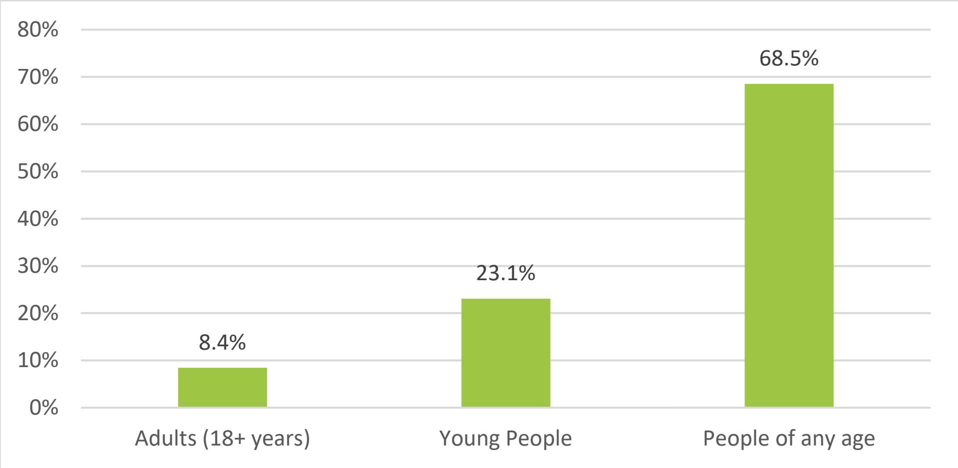
The survey results show an important minority of respondents had issues around food in the last 12 months. A range of work is being undertaken in Aberdeen in relation to sustainable, healthy and accessible food for everyone, all along the food journey from growing/sourcing, skills/cooking, eating and ultimately disposing of the waste.

2.3. Anti-social Behaviour and Young People

Anti-social behaviour can have a detrimental impact on the quality of life of people living in our communities. One aim of the Local Outcome Improvement Plan is to reduce anti-social behaviour by 10% by 2021. The section of the questionnaire asked for people’s views on anti-social behaviour and young people.

2.3.1. The first question asked participants: **who do you believe is most likely to participate in anti-social behaviour?** Most respondents (68.5%) thought that **people of any age** would be most likely to participate in anti-social behaviour, with 23.1% saying they though it would be **young people** and 8.4% saying that **adults (18+ years)** would be most likely to participate in anti-social behaviour.

Figure 2.7: Who do you believe would be most likely to participate in anti-social behaviour?



Base = 581

2.3.2. When asked if they felt **young people were fairly treated** in their community, almost half of respondents (48.9%) said **yes**, 13.4% said **no** and over a third (37.7%) said they **didn't know**.

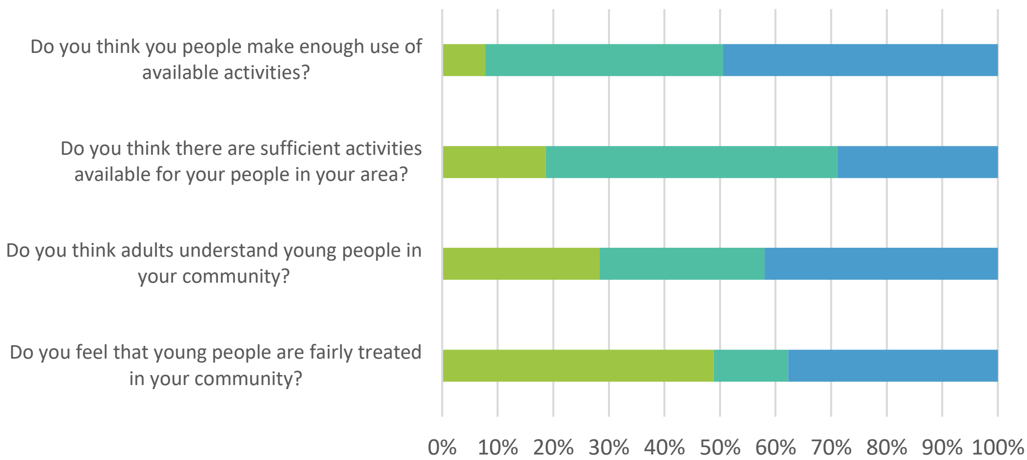
The next question asked participants if they thought **adults understand young people** in their community. The most common response was **don't know** at 42.0%. The remaining response was split fairly evenly between those who thought adults **didn't** understand young people (29.7%) and those who though adults **did** understand them (28.3%).

When asked if they thought there were **sufficient activities for young people in your area**, most respondents (52.4%) answered **no**. Less than a fifth (18.7%) of respondents thought that there **were** sufficient activities and 28.9% said they **didn't know**.

Participants were then asked if they thought **young people make enough use of available facilities**. The most common answer was **don't know** with almost half (49.5%) of respondents choosing this option. Only 7.7% of respondents reported that they thought young people **did** making enough use of facilities, while 42.8% thought that they **didn't**.

Responses to these questions are summarised in Figure 2.7 below.

Figure 2.8: Young people in your community



	Do you feel that young people are fairly treated in your community?	Do you think adults understand young people in your community?	Do you think there are sufficient activities available for your people in your area?	Do you think you people make enough use of available activities?
Yes	48.9%	28.3%	18.7%	7.7%
No	13.4%	29.7%	52.4%	42.8%
Don't know	37.7%	42.0%	28.9%	49.5%

Yes No Don't know

Bases: Fairly treated = 583; adults understand young people = 586; sufficient activities = 584 and make enough use of available activities = 586

2.3.3. The final question in this section asked participants if there was **one change you think would improve things for young people in your community what would it be?** This was an open question with a text box provided for participants to give their thoughts and ideas. A total of 325 comments were received. Some of the most common themes related to:

- increased opportunity to participate in a range of activities/sports etc.
- providing spaces for young people to meet/socialise (e.g. youth clubs)
- asking young people for their views about what they want
- more involvement from schools/parents
- opportunities for involvement with other groups in the community
- increased opportunities for apprenticeships/vocational training

Service Response: this is what we are doing

This questionnaire exercise forms part of a multiagency project intended to involve more young people in targeted, community-based activities and to reduce the instances of antisocial behaviour as a result of effective interventions. The first phase of this project has seen new methodology devised, tested and adopted by partners to tackle antisocial behaviour with positive results achieved.

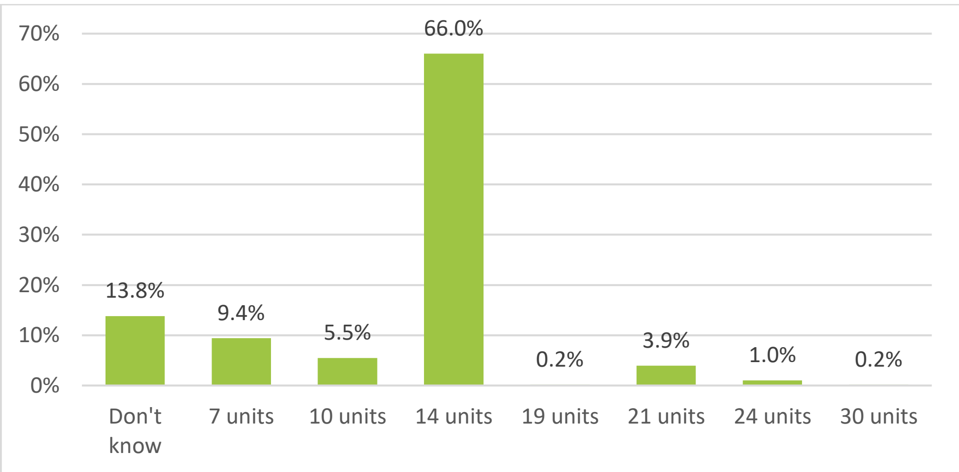
Moving forward the objectives of the project will be consistent with the responses received, mainly to assess current activities available for young people and also to involve them in the decision-making process. Already this has resulted in work to create a youth facility in an identified area of significant antisocial behaviour based on specifications suggested by young people. Work of this nature will continue with a view to improving the quality of life of those affected by antisocial behaviour and also outcomes of those identified as at risk of becoming involved in such behaviour.

2.4. Alcohol Consumption

Aberdeen City Alcohol and Drug Partnership are progressing an outcome in the Local Outcome Improvement Plan to increase the population's awareness of responsible drinking. The questions in this section were aimed at helping to understand the knowledge of the population regarding drinking in a responsible way.

2.4.1. The first question asked participants if they knew the **maximum number of units of alcohol recommended over a week** and gave a list of options. Two-thirds (66.0%) of respondents correctly choose **14 units**. The next most common response was **don't know** at 13.8%.

Figure 2.9: What is the maximum number of units of alcohol recommended over a week?

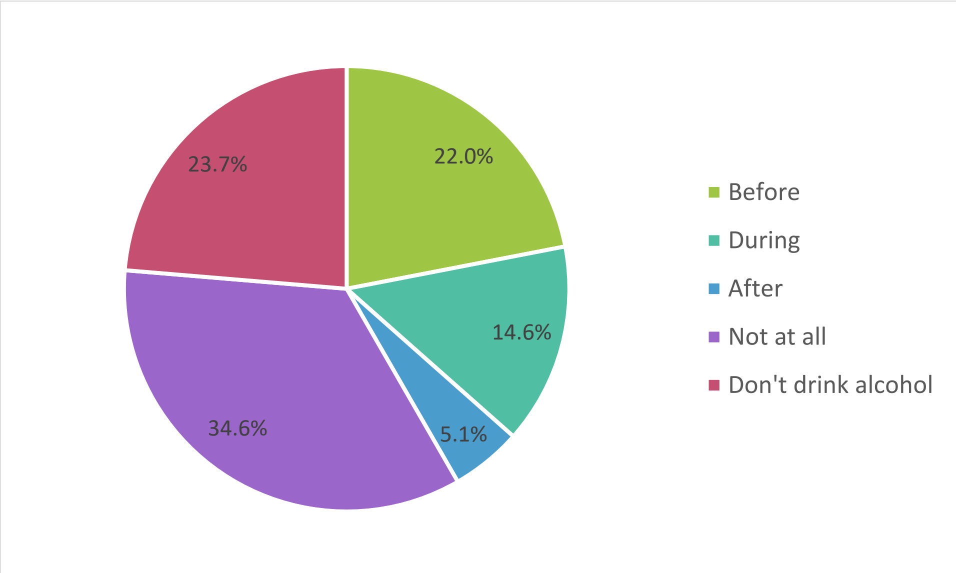


Base = 586

2.4.2. When asked if they know **how many units are in the alcoholic drinks they consume,** most respondents (63.2%) said **yes** and 15% said **no** they didn't know. Slightly over a fifth (21.7%) of respondents reported that they **don't drink alcohol.**

2.4.3. The next question asked participants: **do you think about how many units you are drinking before, during or after you drink alcohol?** The most common response was **not at all** (34.6%) followed by **don't drink alcohol** (23.7%). Twenty-two percent of respondents said they thought about how many units they were drinking before they drank alcohol.

Figure 2.10: Do you think about how many units you are drinking before, during or after you drink alcohol?



Base = 583

2.4.4. The final question in this section asked participants if they were **aware of the Drink 14 Campaign.** Most (55.1%) respondents reported that they were **not** aware of the Campaign.

Service Response: this is what we are doing

Aberdeen City Alcohol and Drug Partnership have several local outcome improvement projects relating to alcohol use in Aberdeen. We aim to ensure that people of Aberdeen are aware of recommendations on drinking alcohol at less harmful levels. We will use this information to help develop a targeted response to increase people's awareness of the potential harms of alcohol and allow people to make informed decisions when drinking alcohol. We will provide information on how to access a range of information on alcohol use and support available for people who may require this for themselves or a loved one.

Thank you for taking the time to complete this section.

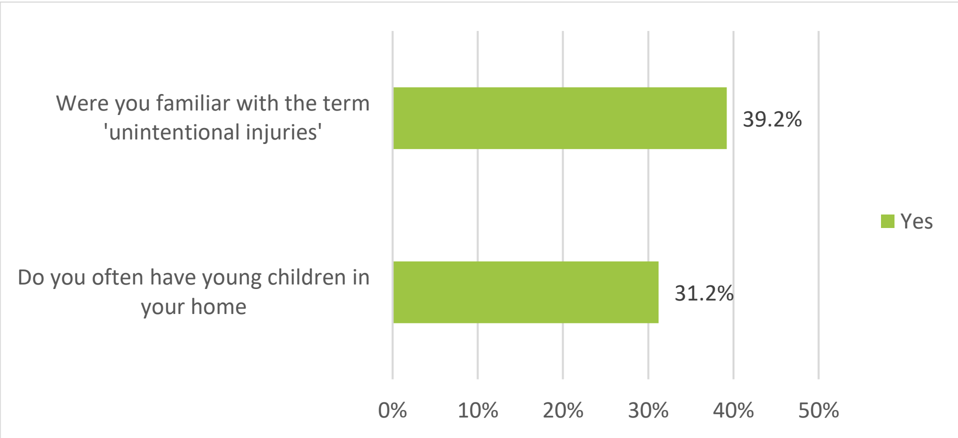
2.5. Unintentional Injuries

This section of the questionnaire contained questions relating to **unintentional injuries**, i.e. injuries in children under five years that could be prevented by understanding the risks in the home and taking action to reduce the likelihood of accidents occurring.

2.5.1. Firstly, participants were asked if they **often have young children in their homes.** Less than a third (31.2%) of respondents reported that they often have young children in their homes.

2.5.2. When asked if they were **familiar with the term 'unintentional injuries'** before reading the information provided in the introductory paragraph, 39.2% of respondents said that **yes** they were familiar with the term**.**

Figure 2.11: Children in the home and 'unintentional injuries'

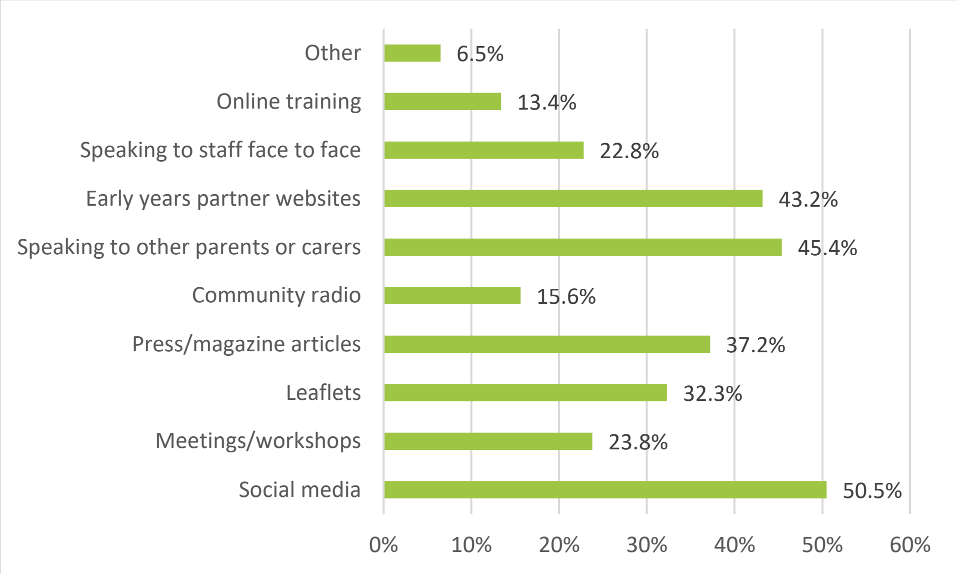


Bases: children in your home = 583 and familiar with term = 582.

2.5.3. Participants were then asked what they thought were **the best ways to raise awareness and understanding about risk assessment and reducing unintentional injuries.** They were given a list of options and asked to choose their top three. They were also given the opportunity to provide their own suggestions.

The most popular choice was **social media** (50.5%), followed by **speaking to other parents or carers** (45.4%) and **early years partner websites** (43.2%). The least popular choices were **online training** (13.4%) and **community radio** (15.6%). **Other** suggestions included: leaflets in GP surgeries; education for new parents/parenting classes; advice from health visitors and using common sense.

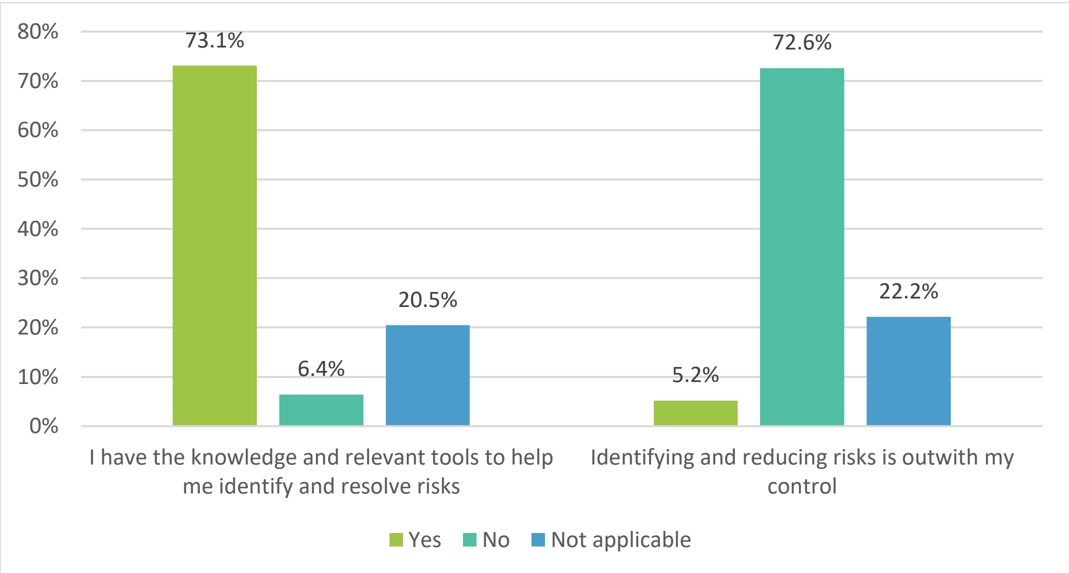
Figure 2.12: What are the best ways to raise awareness and understanding about risk assessment and reducing unintentional injuries?



Base = 588

2.5.4. When asked about identifying and resolving risks in the home, 73.1% of respondents said they had the **knowledge and relevant tools to help identify and resolve risks**, and 5.2% of respondents reported that **identifying and addressing/reducing risks in the home was outwith their control**.

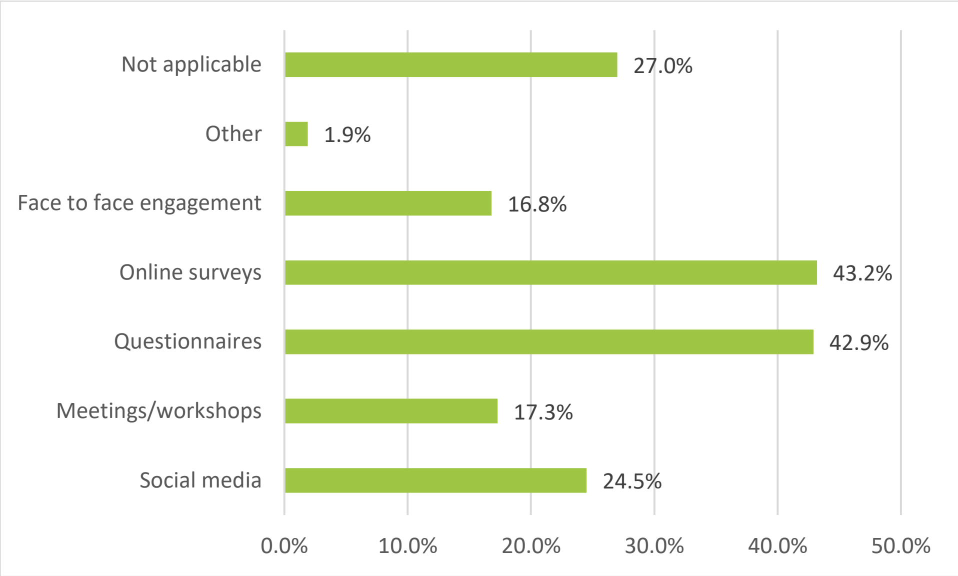
Figure 2.13: Identifying risks in the home



Bases: Have knowledge = 576, Outwith control = 576

2.6. The next question asked participants how they **would like to give their views or ideas about reducing unintentional injuries.** A list of options was provided, and respondents could choose as many as they wanted, as well as give their own suggestions. The most common choices were **online surveys** (43.2%) and **questionnaires** (42.9%). **Social media** (24.5%) was the next most common choice. **Other** suggestions included talks in nurseries/schools and leaflets in GP practices.

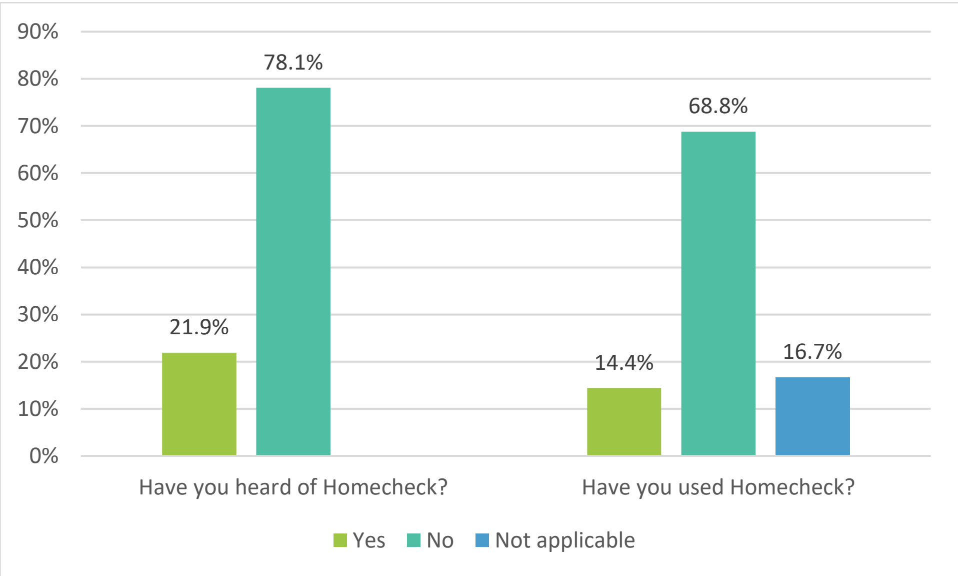
Figure 2.14: How would you like to give your views or ideas about reducing unintentional injuries?



Base = 588

2.7. The next two questions related to the Homecheck Service. The Homecheck team provide basic home safety advice and installation of safety equipment to any family with a child under the age of 24 months. When asked 21.9% of respondents reported that they **had heard of this service.** Of those, 14.4% said that **they had used the service,** with 16.7% reporting that it **wasn't applicable**.

Figure 2.15: Homecheck Service



Bases: Heard of Homecheck = 575, Used Homecheck = 126

Service Response: this is what we are doing

Our Local Outcome improvement Project charter group helps us look at how we can make a positive impact on the lives of children and young people by reducing the number of unintentional injuries in children under 5 years old.

An Unintentional Injury is the consequence of an accident which could have been avoided. They are a leading cause of attendances at A&E departments. Approximately 5% of deaths in young children are caused by an unintentional injury. Injuries caused by unintentional injuries can be life limiting which in turn may reduce the life chances.

Aberdeen city admissions to A&E have previously and are still substantially higher than the Scottish average (Aberdeen city 1,239 per 100,00 population) Local data indicates the main injuries sustained are Falls, Poisoning and being struck by an inanimate object (not including motorised vehicles).

Since the Covid 19 Lockdown we know that the figures have increased.
We know that national data tells us part of this story, we want to find ways to reduce the number of injuries by ensuring parents are equipped with the right information and guidance to help assess and mitigate risk.

Thank you for taking the time to complete the questions, your responses will help with planning for provision of relevant, accessible, and practical solutions that make the home a safer environment for children to grow and develop.

3. Prosperous Economy

3.1. Travel and transport

The Local Outcome Improvement Plan 2016-26 sets out how public services in Aberdeen are working together to ensure a prosperous economy, now and in the future. The plan includes a commitment to investing in infrastructure to ensure our roads have capacity to cope with demand and meet the needs of residents, students, business and tourists. In this section of the questionnaire, panellists were asked questions relating to travel patterns and how they move around the city. There were also questions relating to parking.

3.1.1. The first question in this section asked participants how often they travel into the city using various modes of transport (walk, cycle, motorbike, car, bus and 'other'). See Figure 3.1.

WALK. Walking was the most common daily mode of travel with 15.3% of respondents who answered this question reporting that they walked to the city **every day**, with a further 19.2% walking **several times a week.** 31.2% of respondents **never walk** when travelling into the city.

CAR. Using the car was the second most common daily mode of travel with 12.8% of respondents reporting that they use the car to travel to the city **every day.** A further 27.2% of respondents reported using their car to travel into the city **several times a week,** with 18.1% reporting that they use it **once a week.** (In total, 58.1% of respondents reported using the car to travel into the city **at least** once a week – compared to 45.3% using the bus and 41.9% walking at least once a week).

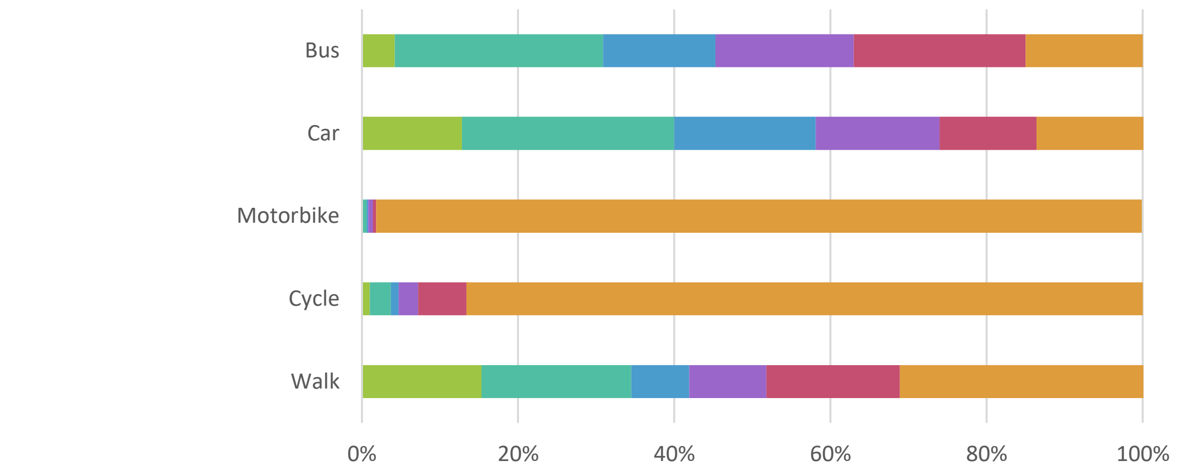
BUS: Of those who answered this question, 4.2% reported using the bus to travel to the city **every day** with a further 26.7% reporting that they use the bus **several times a week.** 15.0% reported that they never use the bus when travelling into the city.

CYCLE. Of the panellists who responded to this question, only 1.0% stated they cycle into the city **every day** with a further 3.7% cycling into the city up to once a week. Most respondents – 86.6% - reported they **never** cycle into the city.

MOTORBIKE: Less than 2% of respondents reported ever using a motorbike to travel into the city.

Other: In addition to the travel methods described above, 18.3% of panellists reported using other modes of travel into the city at least a few times a year. These included train, taxi and lifts from friends.

Figure 3.1: When you travel into the city, how often do you travel using the following modes?

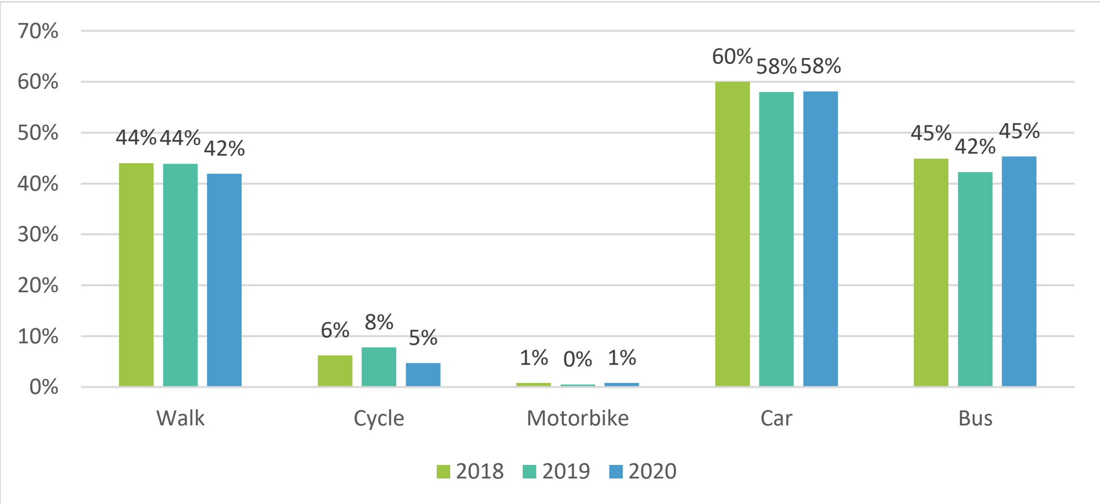


	Walk	Cycle	Motorbike	Car	Bus
Every day	15.3%	1.0%	0.0%	12.8%	4.2%
Several times a week	19.2%	2.7%	0.6%	27.2%	26.7%
Once a week	7.4%	1.0%	0.2%	18.1%	14.4%
Once or twice a month	9.9%	2.5%	0.6%	15.9%	17.7%
Less than once or twice a month	17.1%	6.2%	0.4%	12.4%	22.0%
Never	31.2%	86.6%	98.1%	13.7%	15.0%

Bases: Walk = 516, Cycle =485, Motorbike = 472, Car = 541, Bus = 544

3.1.2. To allow comparison with responses to this question in previous City Voice questionnaires, the chart below shows the proportion of respondents who used the various modes **at least once a week** to travel into the City. Overall, the proportions within in category are similar, with slight decreases in walking, cycling and use of the car.

Figure 3.2: Use of different modes of travel at least once a week into the City – comparison of CV42, CV43 and CV44



3.1.3. In City Voice 44, participants were then asked about their **usual** mode of travel/transport for different types of journey. Four types of journey were specified. These were journeys to:

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

Participants were given a list of nine different travel options (plus 'other' plus 'N/A') and asked to identify their **usual** mode of travel/transport for each of the four journey types. **Driving a car/van** was the most popular option for the journeys to **work/place of education** and all **journeys not to work and not in the City Centre**. **Bus** was the most common choice for journeys to **City Centre during the day** and also for **City Centre at night.**

Table 3.1: How do you usually travel to work, the city centre and for other trips?

	Work/Place of education	City Centre day	City Centre night	Main mode for all journeys not to work and not in the City Centre
	Number	Number	Number	Number
Walk	82	153	79	59
Cycle	16	19	6	21
Bus	51	203	149	77
Park and ride	4	8	1	14
Train	3	4	5	24
Drive car/van	173	160	110	244
Passenger in car/van	20	37	42	49
Motorcycle/ moped	4	3	2	16
Taxi/minicab	4	10	77	26
Other	1	1	0	12
n/a	133	39	65	52
Total	**491**	**637**	**536**	**594**

Base = 588
(Note: while participants were asked to choose only one mode of travel/transport for each journey type, it was not possible to constrain the survey tool – as a result some participants may have ticked more than one option for each journey type, e.g. there are 637 responses for travelling to the City Centre during the day but only 588 respondents.)

There were a few comments in the 'other' section of this question including some people who reported they work from home or are retired, and others who commented that they need their car for work.

3.1.4. Following on from the previous question, panellists were then asked why they chose the specific method they did. They were given 10 options and asked to tick all that applied. They could also provide their own option.

Convenience was the most commonly selected option for all journey types and **quickest option** was the second most common for all journey types. **Most reliable journey times** was the third most common choice for all journey types except **City Centre during the day** for which **cheapest option** is the third most common choice**.**

Table 3.2: Thinking about the mode of transport you use most often, why do you use this mode of travel?

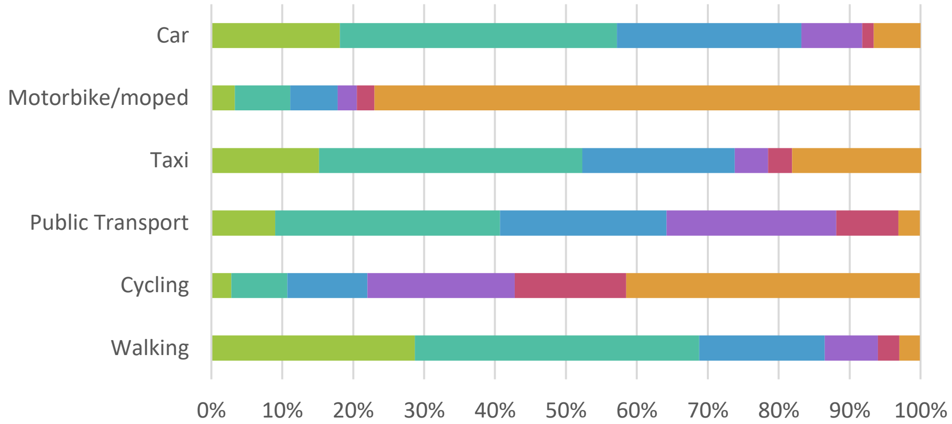
	Work/Place of education	City Centre day	City Centre night	Main mode for all journeys not to work and not in the City Centre
	Number	**Number**	**Number**	**Number**
Enjoyment	76	113	59	84
Convenience - it is the easiest way to get around/ other options are inconvenient	210	263	188	205
This is the quickest option	173	186	109	155
This is the cheapest option	112	169	78	86
This option offers the most reliable journey time	148	150	92	139
I have a lack of other options	86	64	43	69
To improve health/ to get some exercise	55	109	43	38
Health problems prevent me using another mode	20	36	17	39
It is the most environmentally friendly	51	88	49	44
It is the safest option	39	62	90	55
Other	27	14	14	22
Total	**997**	**1,254**	**782**	**936**

Base: 588

Participants were also given the option to specify an ‘other’ comment relating to why they chose their specific mode of transport. Comments included easier to pick up and drop off children, poor bus service, and difficulties parking.

3.1.5. Participants were then asked about their perception of getting around in Aberdeen by six different modes of transport. **Walking** was the mode of transport most commonly reported as easy, with 68.8% of respondents saying they thought it was **easy** or **very easy** to get around the city by **walking**. **Car** and **taxi** were the next most common with 57.2% and 52.3% respectively reporting that they though it **easy** or **very easy** to get around the city by these modes of transport. The modes of transport most often rated as **difficult** or **very difficult** were **cycling** (36.5%) and **public transport** (32.7%).

Figure 3.3: What is your perception of getting around in Aberdeen by each of the following modes?



	Walking	Cycling	Public Transport	Taxi	Motorbike/ moped	Car
Very easy	28.7%	2.8%	9.0%	15.2%	3.3%	18.1%
Easy	40.1%	7.9%	31.7%	37.1%	7.8%	39.1%
Neither easy nor difficult	17.7%	11.3%	23.5%	21.5%	6.7%	26.0%
Difficult	7.5%	20.8%	23.9%	4.7%	2.7%	8.6%
Very difficult	3.0%	15.7%	8.8%	3.4%	2.5%	1.6%
Don't know	2.9%	41.4%	3.0%	18.2%	76.9%	6.6%

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

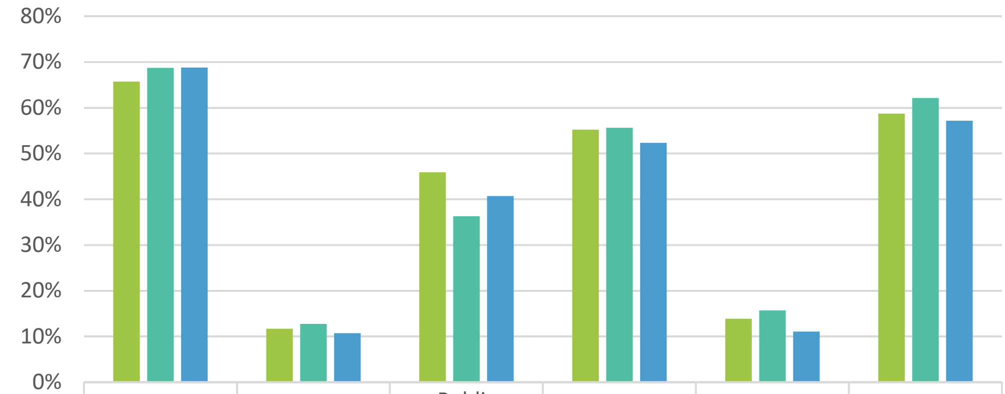
Base: Walking = 558, Cycling = 529, Public transport = 565, Taxi = 534, Motorbike/moped = 511, Car = 558

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

- Not safe for cycling – lack of proper cycle lanes, heavy traffic, discourteous drivers
- The bus routes all head to city centre – have to change buses to get around the city
- Fewer buses/ buses unreliable/busy
- Lack of affordable parking
- Taxis are too expensive
- Pavements are uneven for walking/cyclists on pavements.

3.1.6. Comparison with previous City Voice questionnaires shows broadly similar findings with **walking** and **car** being the most commonly reported as **easy** or **very easy** in each of the two previous questionnaires. The most notable change relates to **public transport** with the proportion rating this as **easy** or **very easy** decreasing from 46% in City Voice 42 to 36% in City Voice 43 and up slightly to 41% in City Voice 44. The chart below shows the proportion of respondents rating each mode of travel as 'easy' (i.e. **easy** or **very easy**).

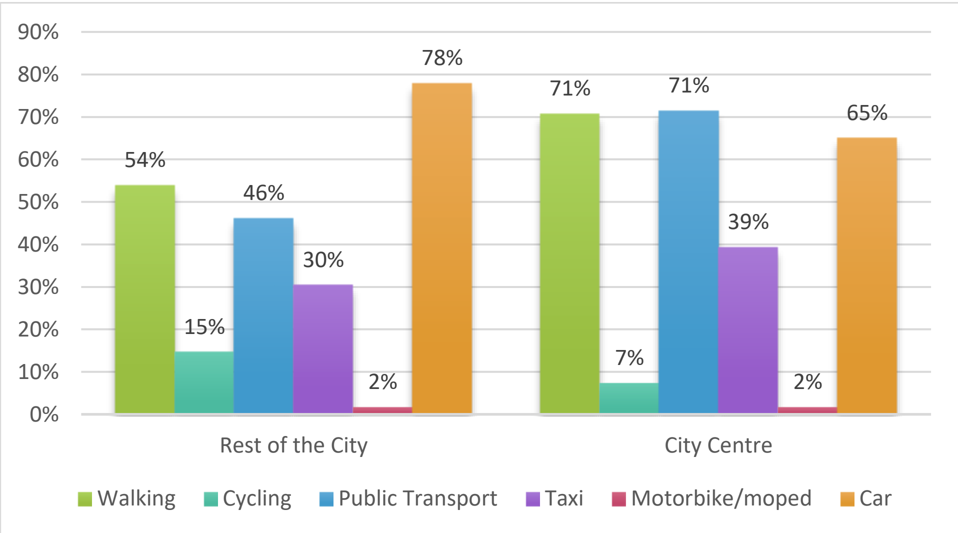
Figure 3.4: Percentage of respondents rating modes of travel as easy (combined easy and very easy)



	Walking	Cycling	Public Transport	Taxi	Motorbike	Car
2018	66%	12%	46%	55%	14%	59%
2019	69%	13%	36%	56%	16%	62%
2020	69%	11%	41%	52%	11%	57%

3.1.7. Participants were then asked about the modes of travel they had used in the last year both within the City Centre and in the rest of the city. For travel within the **City Centre**, **walking** and **public transport** were the most common choices (71% for both), with **car** being the next most common at 65%. **Car** was the most common choice for travel in the **rest of the City** at 78%, with **walking** (54%) and **public transport** (46%) being the next most used forms of transport. Use of **taxis** was higher in the **City Centre** (39%) than in the **rest of the City** (30%), while **cycling** was more common in the **rest of the City** (15%) than in the **City Centre** (7%). Only 2% of respondents reported using a **motorbike/moped**.

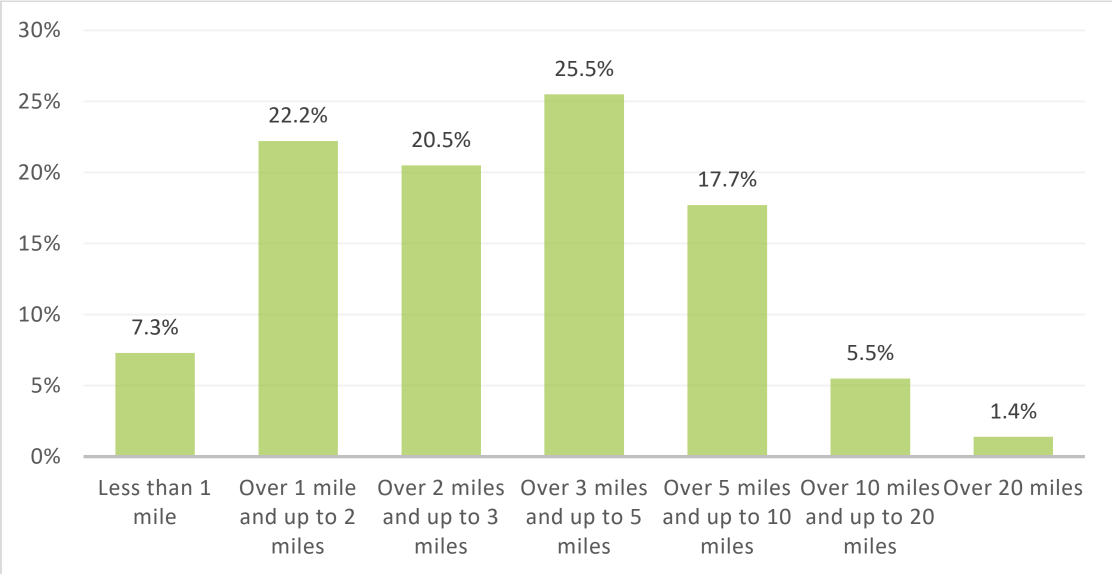
Figure 3.5: Which of the following modes have you tried in the last year?



Base = 588

3.1.8. Panellists were then asked to think about the journey they make most regularly and indicate approximately how far (in miles) they travel. Three quarters (75.5%) of regular journeys were less than 5 miles, with the most common journey length being **over 3 miles and up to 5 miles** (25.5%). A small percentage (1.4%) reported they travel **over 20 miles** for their most regular journey.

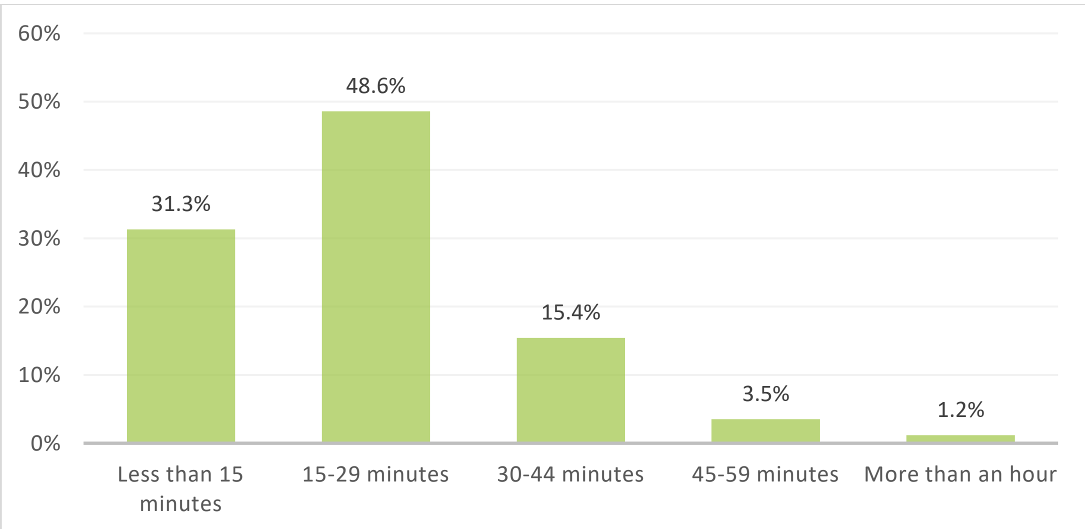
Figure 3.6: Thinking of the journey you make most regularly (perhaps your journey to work/education or for shopping), approximately how far in miles do you travel?



Base = 577

3.1.9. Continuing to think about the journey made most regularly, panellists were then asked how long this journey takes on average. Almost half (48.6%) of respondents to this question reported that this journey takes between **15-29 minutes**.

Figure 3.7: On average, how long does this journey take?



Base: 578

3.1.10. The next series of questions related to Aberdeen City Centre. For each question, respondents were asked to rate the City Centre on a scale from 1 to 7 where 1 means there is a lot of room for improvement and 7 means there is very little room for improvement. Average (mean) scores were then calculated for each question. The same questions had been asked in City Voice 43. Table 3.3 shows the results for both questionnaires. There was little or no change between last year and this year for **move around** and **public transport**. The average rating for **traffic and parking** decreased slightly from 3.9 to 3.6. **Streets and spaces** also decreased and ranked lowest out of the four categories with a mean rating of 3.0 (compared to 3.4 the previous year).

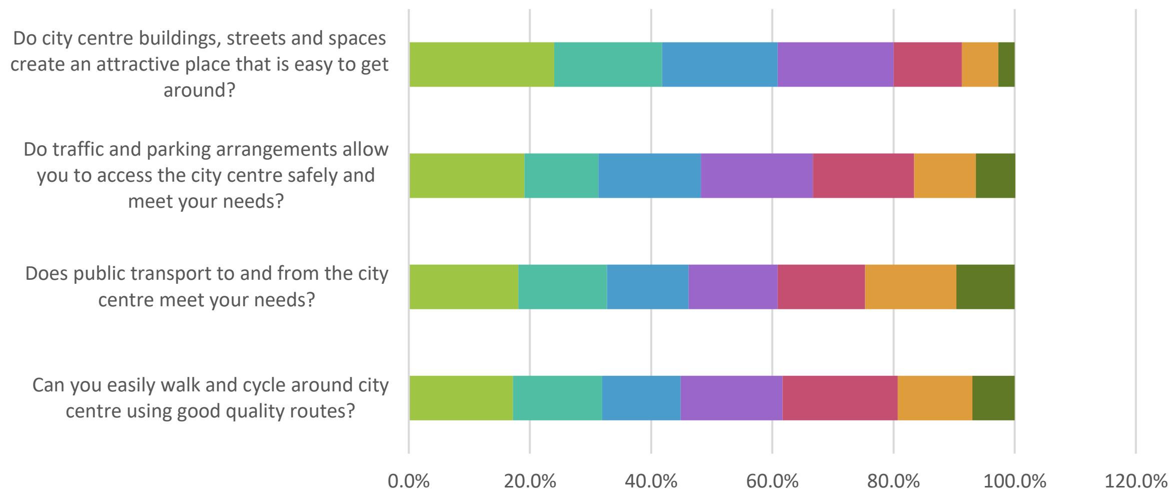
Table 3.3: City Centre

	City Voice 44	City Voice 43
Can you easily walk and cycle around city centre using good quality routes? **(Move around)**	3.7	3.7
Does public transport to and from the city centre meet your needs? **(Public Transport**)	3.8	3.7
Do traffic and parking arrangements allow you to access the city centre safely and meet your needs? **(Traffic and Parking)**	3.6	3.9
Do city centre buildings, streets and spaces create an attractive place that is easy to get around? **(Streets and Spaces)**	3.0	3.4

Bases in City Voice 44: Moving around = 546, Public transport = 563, Traffic and parking = 540 and Streets and spaces = 566

A more detailed breakdown of responses is given in Figure 3.8 below.

Figure 3.8: Aberdeen City Centre



	Can you easily walk and cycle around city centre using good quality routes?	Does public transport to and from the city centre meet your needs?	Do traffic and parking arrangements allow you to access the city centre safely and meet your needs?	Do city centre buildings, streets and spaces create an attractive place that is easy to get around?
1 (a lot of room for improvement)	17.2%	18.1%	19.1%	24.0%
2	14.7%	14.6%	12.2%	17.8%
3	13.0%	13.5%	16.9%	19.1%
4	16.8%	14.7%	18.5%	19.1%
5	19.0%	14.4%	16.7%	11.3%
6	12.3%	15.1%	10.2%	6.0%
7 (very little room for improvement)	7.0%	9.6%	6.5%	2.7%

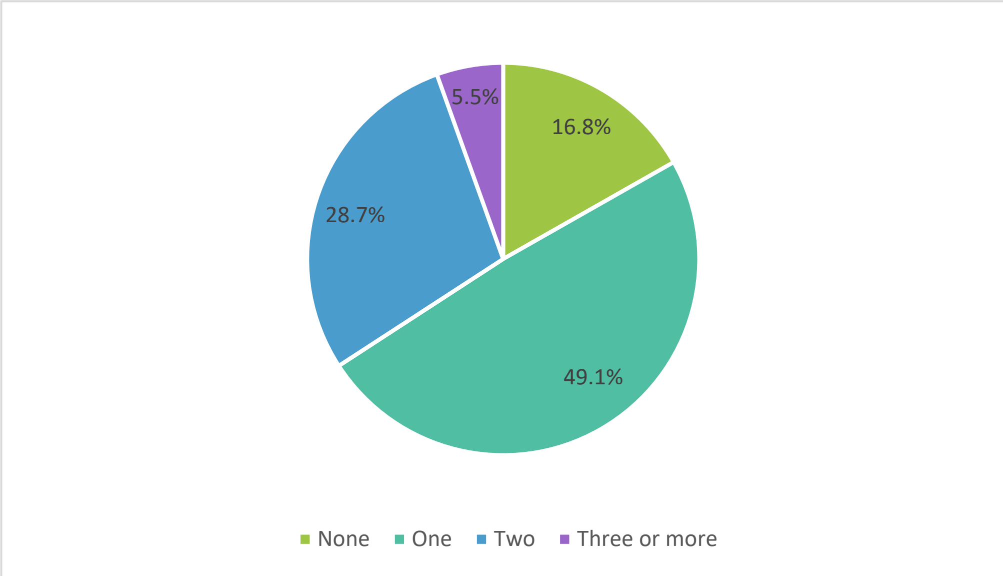
1 (a lot of room for improvement) 2 3 4 5 6 7 (very little room for improvement)

Bases: Moving around = 546, Public transport = 563, Traffic and parking = 540 and Streets and spaces = 566

3.2. Parking

3.2.1. Participants were then asked to think about parking. The initial question asks about the number of cars or vans privately owned by their household. Most respondents reported that they own a car or van, with almost half (49.1%) saying that they own **one** car/van with a further 28.7% owning **two** cars/vans and 5.5% having **three or more**. 16.8% of respondents reported that they **did not** own a car or van.

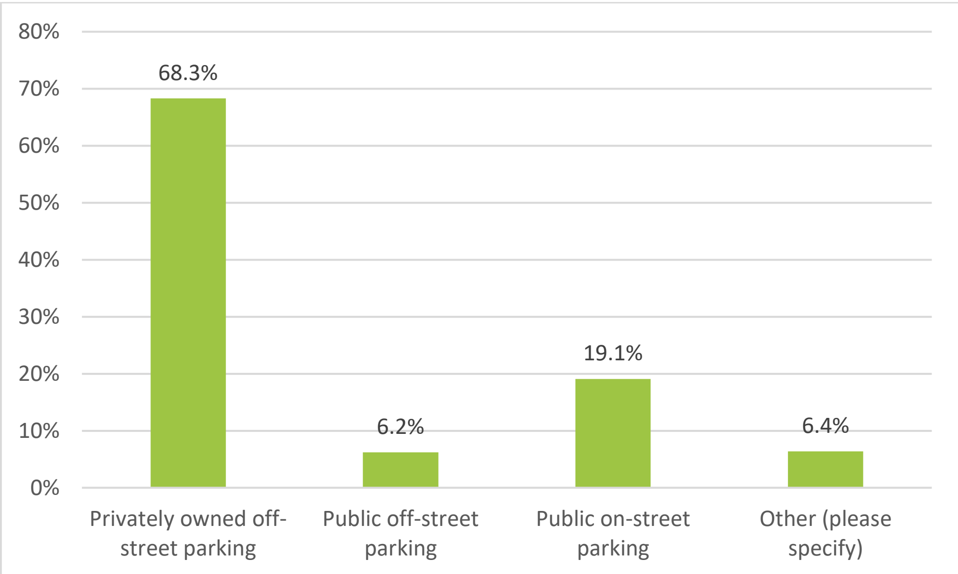
Figure 3.9: How many cars or vans are privately owned by your household?



Base = 585

Panellists were then asked where they park when they are at home. Most respondents (68.3%) reported they used **privately owned off-street parking** with 19.1% using **public on-street parking** and 6.2% using **public off-street parking.** Panellists were also able to provide **other** options, which included: rented garage and mixed – one car on driveway one on street.

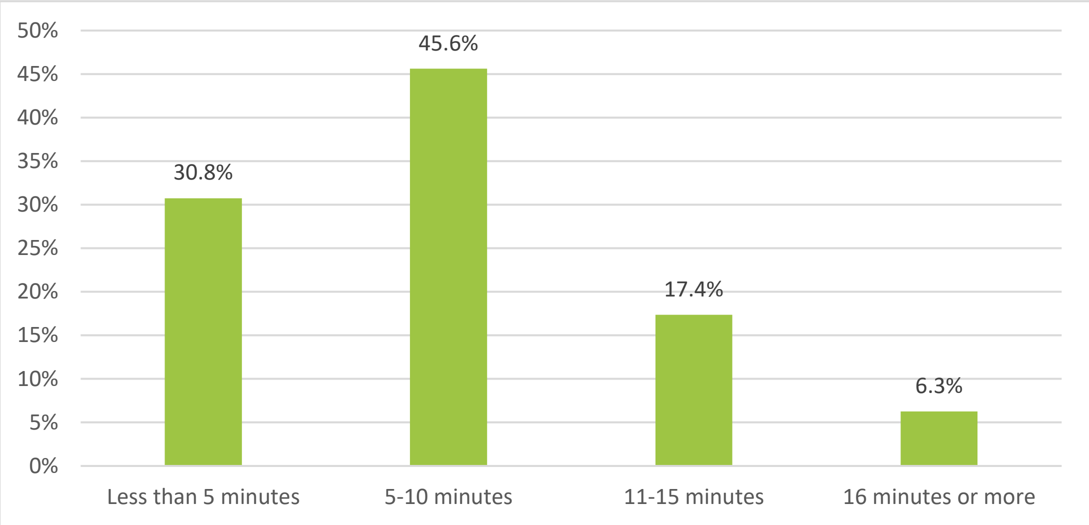
Figure 3.10: Where do you currently park when at home?



Base = 514

3.2.2. Panellists were then asked about the length of time it takes them to find parking within the city centre. The most common response (45.6% of respondents) was **5-10 minutes**, with a further 30.8% reporting that it takes them **less than 5 minutes** to find parking in the City Centre.

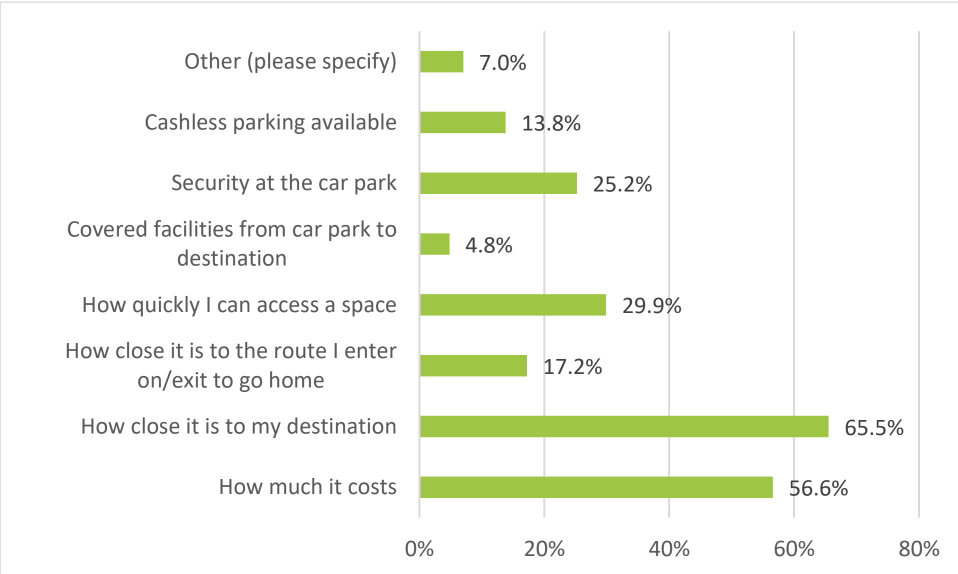
Figure 3.11: How long does it normally take you to find parking in the City Centre



Base = 478

3.2.3. Finally, panellists were asked about important factors when deciding where to park in the city. They were given a list of options and asked to choose all that applied. The factors most commonly considered important were **how close it is to my destination** (65.5%) followed by **how much it costs** (56.6%).

Figure 3.12: When you are deciding where to park in the City Centre, what is the most important factor you consider?



Base: 588

Respondents were able to provide other comments relating to their parking. A sample of comments include:

- Availability of electric charging station
- Don’t take the car into the City Centre
- Parking period (i.e. over 3 hours)
- Availability of wheelchair lending from the carpark or nearby

Service Response: this is what we are doing

The Transportation Strategy and Programmes team at Aberdeen City Council ask these questions in order to understand how people are using the transport network and their experiences of it. Your responses help us to develop our transport policies and strategies such as the Aberdeen Local Transport Strategy, Active Travel Action Plan and Sustainable Urban Mobility Plan for the City and will inform the next Local Transport Strategy which is due to be developed in 2021. They also help us to understand any issues and to identify where improvements need to be made. https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/local-transport-strategy

The resulting data from your responses can also be useful in helping with future funding bids for transport schemes and to help with the monitoring of these. Your responses have provided both baseline and monitoring data for an EU funded project called Civitas PORTIS which looks at sustainable transport solutions in port cities and helps us evaluate how the activities which the city is undertaking are making an impact on active and sustainable travel. The information also helps Officers. We hope to continue to consult City Voice panellists in 2021 as part of our continued monitoring and evaluation activities and thank you for taking the time to help us.

3.3. Digital Skills

Digital technologies are part of daily life for most people. They are also transforming how we deliver services, allowing communities to engage in different ways. The following set of questions sought to establish the current level of essential digital skills that people feel they have.

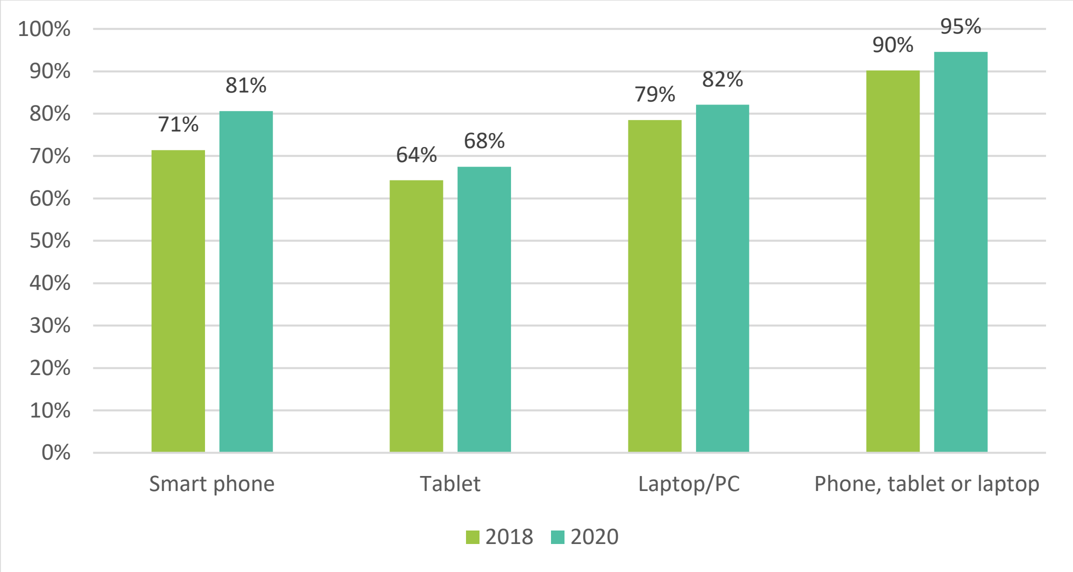
3.3.1. The first question asked if participants **owned or had easy access at home** to:

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

Most respondents reported owning or having easy access at home to each of the devices with 82.1% having access to a **laptop or PC**, 80.6% having access to a **smart phone** and 67.5% having access to a **tablet**. Overall, 94.6% of respondents reported having access to at least one of the devices.

The percentage of respondents who own or have access to each of these devices has increased slightly since this question was first asked in City Voice 42. In particular, the proportion of respondents who reported owning/having easy access to a smart phone has increased by 10%.

Figure 3.13: Do you own or have easy access at home to: (comparison of CV42 and CV44)



Base = 588 (CV44)

3.3.2. The next set of questions asked about foundation digital skills. Participants were given a list of statements relating to digital tasks and asked to select one of three options:

- I can do this
- I can't do this
- I want to learn to do this

For every task on the list, 90% or over of respondents reported **I can do this**. A full list of tasks and responses is given in Table 3.4 below.

Table 3.4: Foundation digital skills

	I can do this	I can't do this	I want to learn to do this	Base
I can turn on a device and enter any account information required	94%	5%	1%	569
I can use the controls on my device e.g. turn the volume up, use the keyboard	96%	3%	1%	571
I can make use of accessibility tools on my device to make it easier to use	91%	7%	2%	568
I can find applications by choosing the correct icons on the home screen	93%	5%	3%	568
I can connect a device to the internet using the Wi-Fi settings, and insert the password when required	91%	7%	2%	565
I keep login information for a device and any websites secure	90%	7%	3%	565
I can update and change my password when prompted to do so	93%	5%	2%	572

Note: Percentages may not sum to 100% due to rounding.

3.3.3. Participants were then given a series of statements relating to skills required for communicating, handling information, transacting, problem solving and staying safe online. Again, most respondents answered **I can do this** for all the options, although the levels were lower here than for the foundation digital skills. **Understanding how to use privacy settings** (8%) and **recognising suspicious weblinks** (7%) had the highest proportion of respondents who reported **I want to learn how to do this**. Table 3.5 summarises responses.

Table 3.5: Digital skills required for communicating, handling information, transacting, problem solving and staying safe online

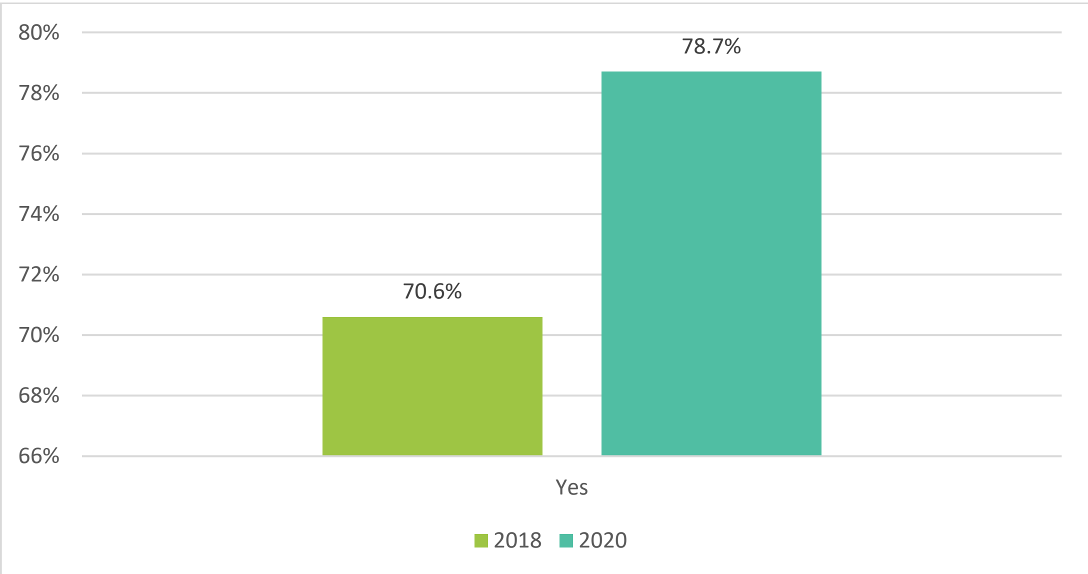
	I can do this	I can't do this	I want to learn to do this	Base
I can communicate using tools like email, WhatsApp, facetime or messenger	92%	6%	2%	576
I can post on social media and/or forums	79%	18%	3%	557
I can keep my emails and social media accounts safe	93%	5%	2%	567
I can save information and find it again	92%	6%	2%	571
I can use the internet to access entertainment, e.g. BBC iplayer, spotify, netflix	88%	10%	2%	574
I understand that not all entries in online encyclopaedias such as Wikipedia are true or reliable	91%	7%	2%	562

I can buy things online and know how to check if a website is safe	87%	10%	3%	566
I can use the internet for online services e.g. council online forms, universal credit, passport services	86%	11%	3%	563
I can use online banking websites and apps	81%	17%	3%	556
I can use the help, FAQ section or chat facility of a manufacturer's website or other related content to work out how to fix an issue with a device	82%	15%	3%	560
I can find out how to do something by using a tutorial video such as those found on YouTube	86%	12%	2%	563
I understand the importance of using, changing and not sharing passwords	95%	5%	1%	573
I can recognise suspicious weblinks	81%	13%	7%	563
I understand how to use privacy settings to control what people see	78%	14%	8%	567

Note: Percentages may not sum to 100% due to rounding.

3.3.4. Basic digital skills: the tasks outlined in Table 3.4 above have been identified as foundation skills. To allow comparison with a similar set of questions about digital skills in City Voice 42, everyone who answered 'yes' to each of the seven tasks was categorised as having 'basic digital skills.' On that basis, 78.7% of respondents were identified as having Basic Digital Skills. This compares to 70.6% in City Voice 42 (although it should be noted that the questions asked were not the same so are not directly comparable).

Figure 3.14: Percentage of respondents with Basic Digital Skills (comparison of CV42 and CV44)



Service Response: this is what we are doing

Thank you to everyone that responded

I was really interested to see such as high percentage of respondents with access to devices. Although at 95% something that this pandemic has shown us how much we rely on our ability to use devices to connect with our friends and family and to do basic everyday tasks like banking and grocery shopping. There are still many people that do not have access to the internet or devices and the Connecting Scotland Initiative is looking to ensure that the most vulnerable and those in the Shielding group in particular are able to get access and support using digital devices so that they are not suffering in often isolating situations. There is further information about the Connecting Scotland initiative available here - https://connecting.scot/

The results from the City Voice will be fed back to the Community Planning Aberdeen Digital Literacy Working Group who are currently working to increase the percentage of people in Aberdeen who feel comfortable using digital tools by 2021. We are continuing to collate responses from other areas of the city to ensure we have asked a wide range of citizens. We will be looking to promote digital literacy through a number of initiatives in the coming months and will be reporting back to Community Planning Aberdeen on a regular basis. We are always interested to hear from local groups and individuals supporting people with digital skills in their community.

3.4. Living Wage

In this section of the questionnaire, participants were asked questions relating to the Living Wage. Community Planning partners in Aberdeen are working with Living Wage Scotland to ensure more workers in Aberdeen earn at least the real Living Wage.

3.4.1. The first question asked: **are you aware of the Real Living Wage, set by the Living Wage Foundation?** Of the 570 respondents who answered this question, two thirds (65.8%) reported **yes**, they were aware of the Real Living Wage.

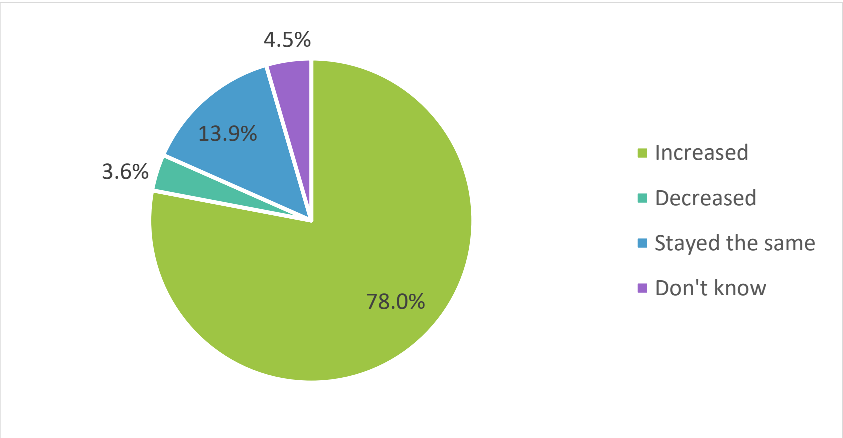
3.4.2. Participants were then asked if they were **aware of the current Real Living Wage rate** and asked to choose from four options. Just over a third (36.7%) of respondents choose **£9.30** as the current Real Living Wage.

Figure 3.15: Are you aware of the current Real Living Wage rate?

Base = 521

3.4.3. When asked about their **cost of living over the past 12 months**, most respondents (78%) reported they thought it had **increased**, 13.9% said that it had **stayed the same** and 3.6% reported that it had **decreased.**

Figure 3.16: Has your cost of living over the past 12 months:

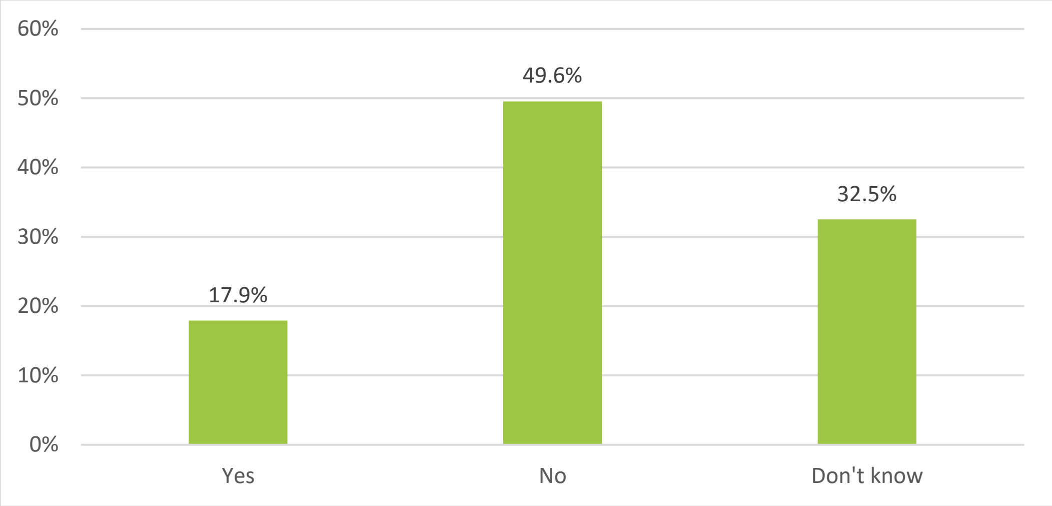


Base = 577

3.4.4. Participants when then asked: **during the last 12 months, was there a time when your wages did not cover your weekly/monthly outgoings?** While most respondents (80.1%) answered **no** to this question, almost a fifth (19.9%) reported that **yes**, there had been a time during the last 12 months when their wages did not cover their weekly/monthly outgoings. (Base = 552)

3.4.5. Finally, when asked **would making Aberdeen a Living Wage City benefit you**, almost half (49.6%) of those who answered this question said that **no** it would not benefit them, 32.5% said they **didn't know** and 17.9% said that **yes** it would benefit them.

Figure 3.17: Would making Aberdeen a Living Wage City benefit you?



Base = 569

Participants were also given the opportunity to comment on their answers. A few themes are given below:

- No direct benefit, but of broader social benefit which would improve things for everyone
- People deserve to be fairly paid for their work
- Retired so does not apply
- Concern that it will increase other costs

Service Response: this is what we are doing

Engagement with employers in the City on the Real Living Wage has been paused due to the Covid-19 outbreak and will pick up again at the appropriate time as the economy enters the restart and recovery phase. With obvious challenges facing our economy in the future, and the results showing that almost a fifth of respondents had experienced a time during the last 12 months when their wages did not cover their weekly/monthly outgoings, the fair work agenda will need to remain at the forefront of our discussions as lockdown restrictions are eased and the wider economy reopens. As such it is extremely positive there is a high awareness of the Real Living Wage project.

4. Prosperous Place

The Local Outcome Improvement Plan 2016-26 includes a commitment to ensuring that our communities are empowered, resilient and sustainable – a place where people are safe from harm.

4.1. Your neighbourhood

4.1.1. The questions in this section were based on the Place Standard format. Participants were asked to answer a series of questions with their **local neighbourhood** in mind. Everyone will have their own idea about what a local neighbourhood is – but it is usually regarded as anything within a 15-minute walk from your home.

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

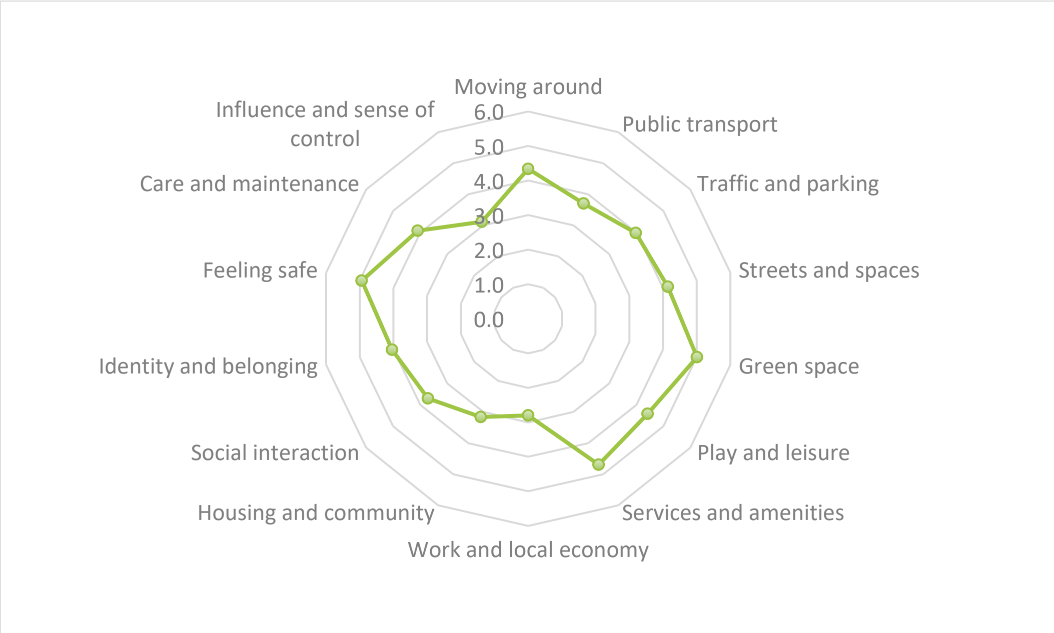
- Can you easily walk and cycle around using good quality routes? (Moving around)
- Does public transport meet your needs? (Public transport)
- Do traffic and parking arrangements allow you to move around safely and meet your needs? (Traffic and parking)
- Do streets and spaces create an attractive place that is easy to get around? (Streets and spaces)
- Can you regularly experience good quality natural space? This includes a wide variety of environments from parks and woodlands to green space alongside paths and streets. (Green space)
- Do you have access to a range of space and opportunities for play and leisure activities? (Play and leisure)
- Do services and amenities (e.g. healthcare, schools, libraries, shops and restaurants) meet your needs? (Services and amenities)
- Is there an active local economy and the opportunity to access good quality jobs? (Work and local economy)
- Does housing support the needs of the community and contribute to a positive environment? (Housing and community)
- Is there a range of spaces and opportunities to meet people? (Social interaction)
- Does your neighbourhood have a positive identity and do you feel that you belong? (Identity and belonging)
- Do you feel safe in your neighbourhood? (Feeling safe)
- Are buildings and spaces well cared for? (Care and maintenance)
- Do you feel able to participate in decisions and help change things for the better? (Influence and sense of control)

4.1.2. **Overall Scores**

For each of the 14 areas, participants were asked to give a score on a scale of 1-7, where 1 = lots of room for improvement and 7 = very little room for improvement. The average (mean) scores for each question are then calculated. Participants were also given a **don't know** option.

Overall, **green space** and **feeling safe** were the highest scoring areas with average scores of 5.0 and 4.9 respectively. The lowest scoring areas were **work and economy** (mean score of 2.8), **influence and sense of control** (3.1) and **housing and community** (3.2).

Figure 4.1: Answer each question by rating your neighbourhood on a scale of 1-7



Bases = mixed (detailed below)

Table 4.1 breaks the responses down in more detail, showing the proportions of respondents for each score, as well as the proportion who answered **don't know.** It also gives the mean score for each area and the number of respondents who answered each question.

Table 4.1: Neighbourhood ratings and mean scores

	1	2	3	4	5	6	7	Don't know	Mean Score	Base
Moving around	9%	9%	8%	15%	16%	23%	15%	5%	4.3	580
Public transport	17%	13%	12%	14%	15%	17%	9%	4%	3.7	583
Traffic and parking	10%	9%	10%	14%	17%	21%	10%	9%	4.0	574
Streets and spaces	12%	9%	11%	18%	19%	21%	8%	2%	4.1	579
Green space	6%	7%	7%	9%	17%	27%	26%	3%	5.0	583
Play and leisure	6%	6%	8%	13%	18%	23%	17%	9%	4.4	575
Services and amenities	6%	5%	9%	16%	19%	27%	15%	3%	4.7	584
Work and local economy	7%	7%	11%	15%	14%	10%	5%	31%	2.8	572
Housing and community	8%	8%	10%	14%	15%	16%	5%	25%	3.2	574
Social interaction	7%	8%	15%	19%	19%	16%	6%	12%	3.7	576
Identity and belonging	9%	11%	12%	15%	19%	20%	9%	6%	4.0	580
Feeling safe	6%	6%	7%	12%	17%	30%	21%	1%	4.9	579
Care and maintenance	14%	9%	11%	15%	20%	20%	10%	2%	4.1	580
Influence and sense of control	15%	16%	15%	18%	15%	9%	3%	10%	3.1	579

4.2. Climate Change

4.2.1. Climate change is an issue that will affect many aspects of our planet. Panellists were presented with a range of actions that could help reduce the severity of climate change and asked if this is something they **currently do,** something they are **prepared to do** or something they are **not prepared to do.** They were also given a **not applicable** option. Respondents were also given the opportunity to give examples of **other** actions they currently do or are prepared to do.

The tables present the findings from City Voice 44, including a small sample of **other** actions respondents reported doing. As these questions were first asked in City Voice 43, the charts below each table show the percentage of respondents who reported that they **currently do** each of the actions for both City Voice 43 and City Voice 44 to allow a level of comparison.

Table 4.2: Your Food – reduce the impact of your food choices by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Buy more locally grown and produced food	47.3%	48.5%	2.4%	1.7%	581
Grow your own fruits, vegetables, herbs and flowers	20.6%	25.9%	26.6%	26.9%	579
Eat less meat and /or dairy products	39.0%	24.2%	35.1%	1.7%	582
Other	30.7%	14.0%	5.6%	49.8%	215
Other	• Buy food in season • Buy food with less/no packaging • Conscious of how/where food is produced e.g. Fair Trade or organic • Don't use pre-prepared foods				

Note: totals may not sum 100% due to rounding

Figure 4.2: Reduce the impact of your food choices – things you currently do (comparison of CV43 and CV44)

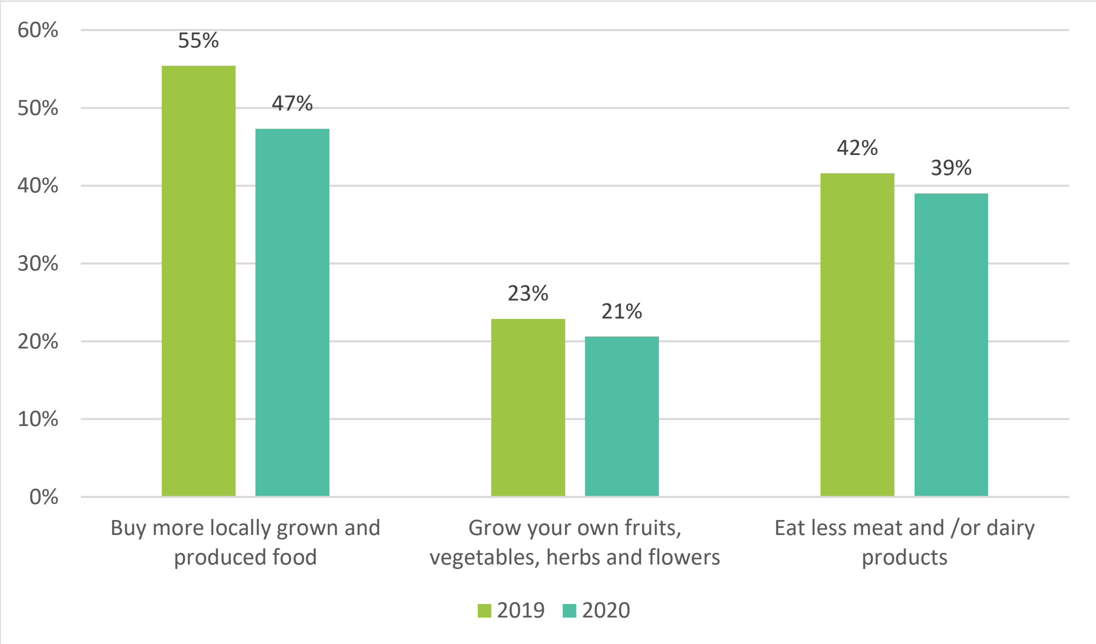


Table 4.3: Your Home – reduce the energy demand of your home by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Install energy saving light bulbs	89.9%	6.2%	3.6%	0.3%	582
Install/upgrade to more energy efficient appliances	63.0%	29.2%	4.9%	3.0%	575
Upgrade wall, floor and/or roof insultation levels	47.0%	30.0%	6.9%	16.1%	577
Install draught proofing for doors and /or windows	51.6%	32.7%	2.6%	13.1%	572
Install renewable energy technologies	6.2%	36.4%	33.2%	24.3%	569
Other	18.2%	15.2%	6.1%	60.6%	165
Other	• Only heat rooms being used • Turn off appliances when not in use • Council/privately rented/listed buildings – limited options • Associated costs – can be expensive				

Note: totals may not sum 100% due to rounding

Figure 4.3: Reduce the energy demand of your home – things you currently do (comparison of CV43 and CV44)

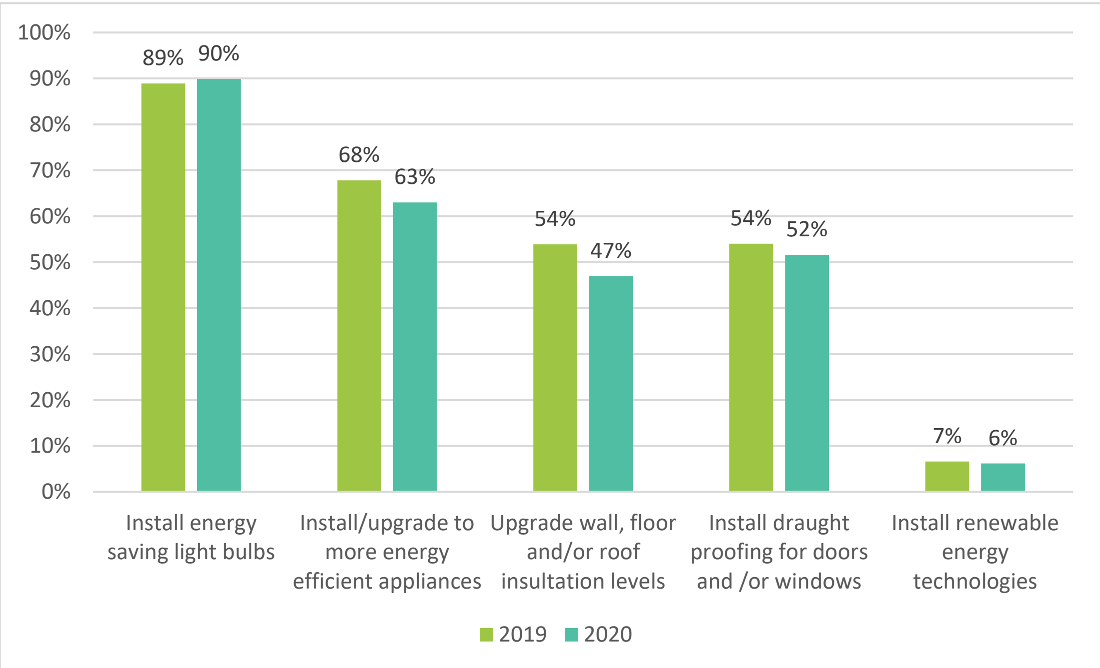


Table 4.4: Your Home – reduce your use of energy in your home by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Installing a smart meter	39.4%	26.7%	29.3%	4.7%	574
Turning down the thermostats	70.4%	17.1%	9.3%	3.1%	578
Washing clothes on a lower setting	82.2%	10.3%	6.2%	1.4%	583
Not overfilling pans and kettles	87.6%	9.8%	1.7%	0.9%	582
Turning off/ unplugging electrical items not in use	78.4%	15.9%	5.2%	0.5%	580
Other	22.9%	10.0%	2.1%	65.0%	140
Other	• Hang clothes outside and avoid tumble dryer • Choose thick lined curtains for additional insulation • Bought device for testing power usage of appliances • Sockets can be difficult to reach to turn off/unplug appliances when not in use • Wear warmer clothing rather than putting the heating up				

Note: totals may not sum 100% due to rounding

Figure 4.4: Reduce your use of energy in your home – things you currently do (comparison of CV43 and CV44)

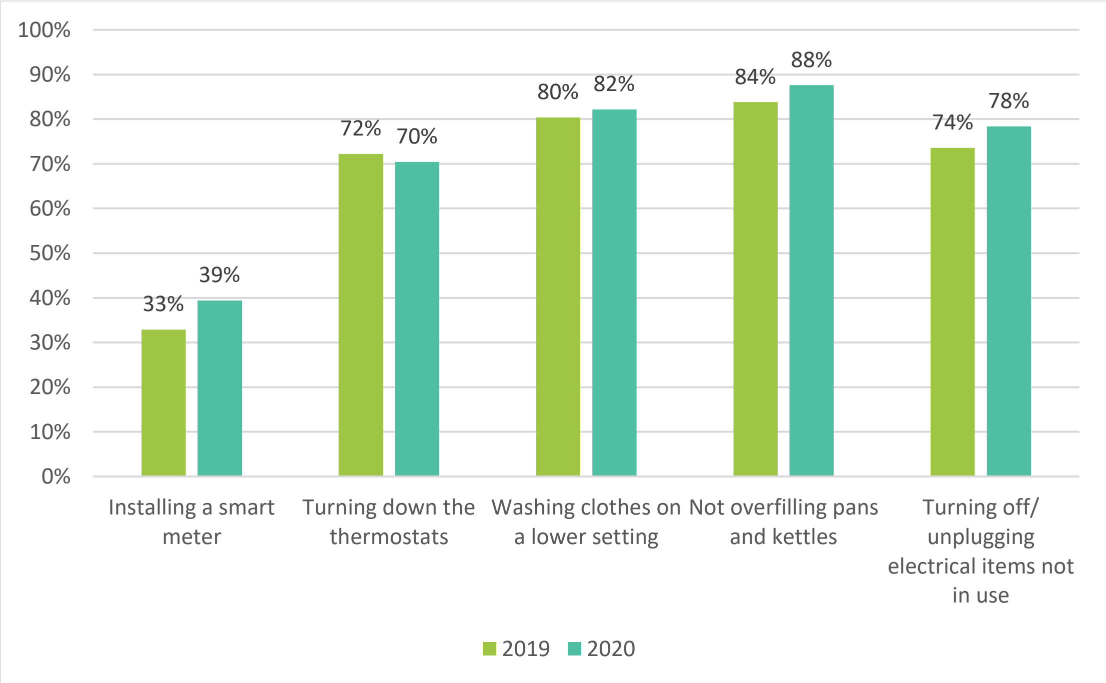


Table 4.5: Your Home – reduce your use of water in your home by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Installing water efficient devices in your home	40.2%	35.5%	15.2%	9.1%	572
Taking shorter showers	60.7%	20.8%	14.6%	4.0%	582
Turning the tap off when brushing your teeth	74.3%	18.9%	6.3%	0.5%	583
Fix leaks quickly	77.5%	13.9%	0.5%	8.0%	574
Use less water in the garden	49.2%	19.6%	4.5%	26.7%	577
Other	14.9%	11.3%	2.1%	71.6%	141
Other	• Installed rain-water collection system for toilets • Make more use of grey water • Use bath water for watering garden in dry spells				

Note: totals may not sum 100% due to rounding

Figure 4.5: Reduce your use of water in your home by – things you currently do (comparison of CV43 and CV44)

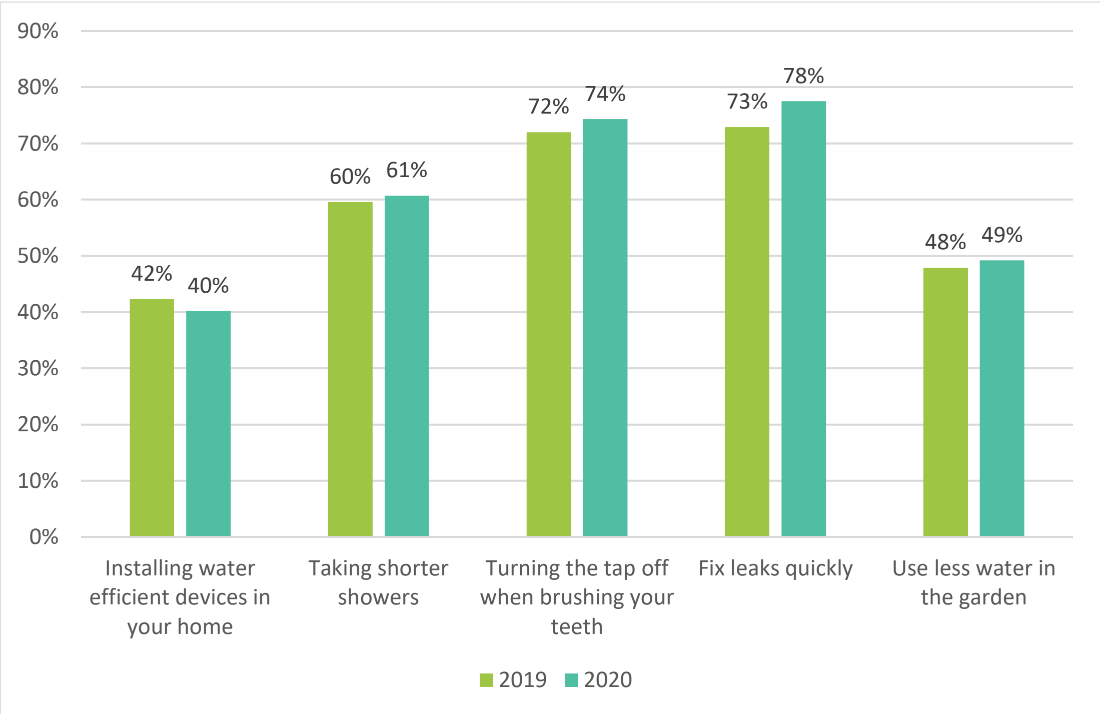


Table 4.6: Your Waste – reduce waste, re-use products and materials, and recycle by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Buy fewer things	67.6%	23.3%	6.5%	2.6%	571
Buy products with less packaging	63.3%	33.6%	1.7%	1.4%	580
Choose re-usable products	84.4%	13.1%	1.9%	0.5%	578
Repair, rather than dispose of damaged items	65.3%	28.4%	4.2%	2.1%	573
Sell/ donate unwanted items for re-use	85.5%	11.9%	0.9%	1.7%	579
Recycle all remaining materials, where possible	89.7%	9.0%	0.7%	0.5%	575
Other	15.2%	9.8%	2.3%	72.7%	132
Other	• Upcycling things • Buy second-hand where possible • Expensive/difficult to repair some things • Not prepared to pay the charge for the brown recycling bin				

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

Figure 4.6: Reduce waste, re-use products and materials and recycle – things you currently do (comparison of CV43 and CV44)

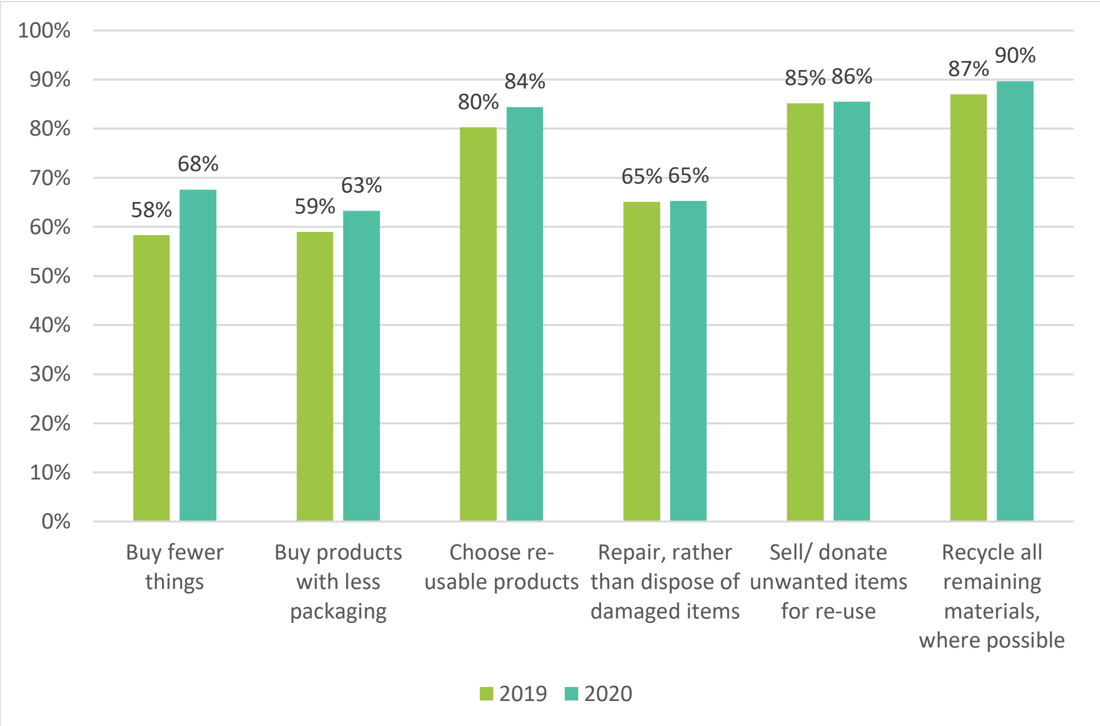
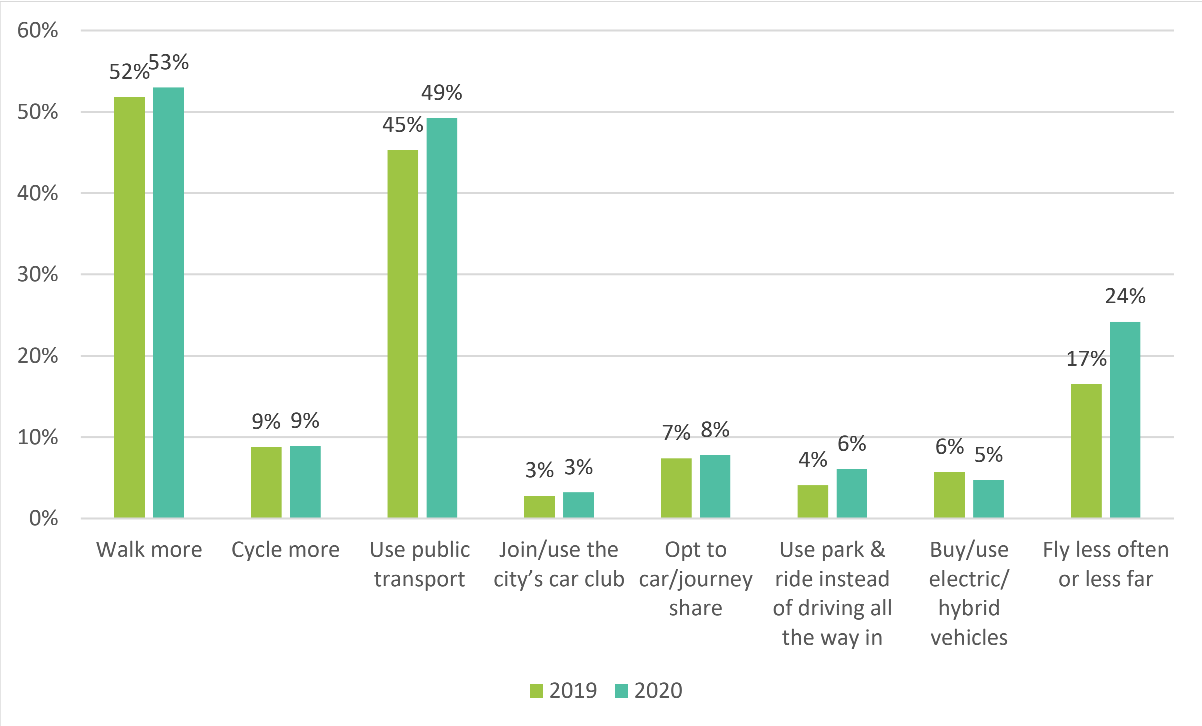


Table 4.7: Your Travel – make more sustainable travel choices by:

	Currently do	Prepared to do	Not prepared to do	Not applicable	Base
Walk more	53.0%	31.3%	8.5%	7.2%	568
Cycle more	8.9%	17.4%	31.8%	42.0%	529
Use public transport	49.2%	31.0%	15.3%	4.4%	567
Join/use the city's car club	3.2%	10.9%	47.9%	38.0%	534
Opt to car/journey share	7.8%	15.3%	35.9%	41.0%	541
Use park & ride instead of driving all the way in	6.1%	14.0%	26.3%	53.6%	543
Buy/use electric/ hybrid vehicles	4.7%	46.7%	24.3%	24.3%	552
Fly less often or less far	24.2%	22.4%	27.6%	25.8%	558
Other	11.0%	9.4%	0.8%	78.7%	127
Other	• Electric/hybrid cars very expensive • Fewer car journeys – do more than one thing on a trip • Fly less often				

Base: 870 (totals may not sum 100% due to rounding), n = number, % = percent

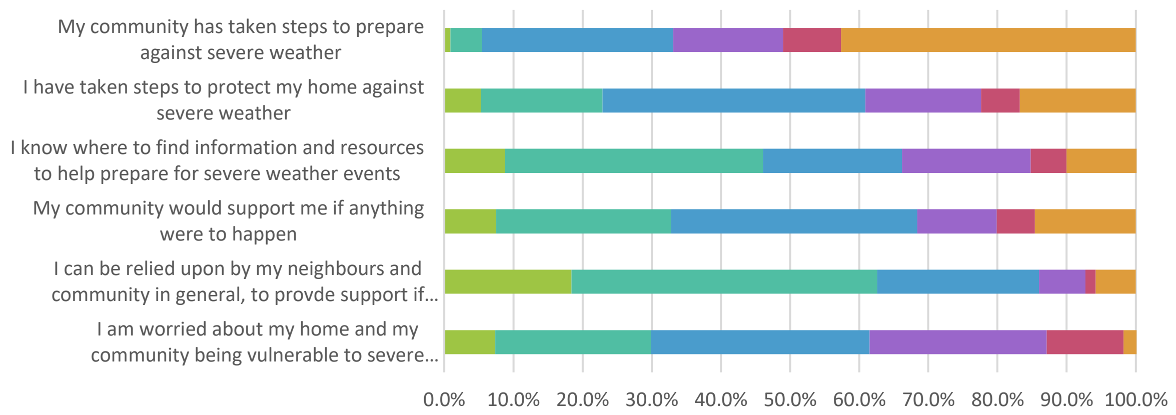
Figure 4.8: Make more sustainable travel choices by – things you currently do (comparison of CV43 and CV44)



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

Almost 30% of respondents agreed (either strongly agree or agree) that they were **worried about their home and community being vulnerable to severe weather events.** While 62.6% of respondents agreed that they could be **relied upon to by their neighbours or community to provide support if anything were to happen,** only 32.8% agreed that **their community would support them if anything were to happen.** Less than half (46.1%) of respondents said they would **know where to find information and resources to help prepare for severe weather events.** Just over a fifth (22.9%) of respondents reported they had **taken steps to protect their home against severe weather** and only 5.5% thought that **their community had taken steps to prepare against severe weather** with the most common response to this final statement being **don't know** (42.6% of respondents).

Figure 4.9: Please rate how much you agree or disagree about you and your community's readiness in the event of a major weather event



	I am worried about my home and my community being vulnerable to severe weather events	I can be relied upon by my neighbours and community in general, to provde support if anything were to happen	My community would support me if anything were to happen	I know where to find information and resources to help prepare for severe weather events	I have taken steps to protect my home against severe weather	My community has taken steps to prepare against severe weather
Strongly agree	7.4%	18.4%	7.5%	8.8%	5.3%	0.9%
Agree	22.5%	44.2%	25.3%	37.3%	17.6%	4.6%
Neither agree nor disagree	31.6%	23.4%	35.6%	20.1%	38.0%	27.6%
Disagree	25.6%	6.7%	11.5%	18.6%	16.7%	15.9%
Strongly Disagree	11.1%	1.5%	5.5%	5.2%	5.6%	8.4%
Don't know	1.9%	5.8%	14.6%	10.1%	16.8%	42.6%

Strongly agree Agree Neither agree nor disagree Disagree Strongly Disagree Don't know

Bases: My community has taken steps = 547, I have taken steps = 552, I know where to find information = 582, My community would support me = 582, I can be relied upon = 582, I am worried = 583

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

Steps I have taken:

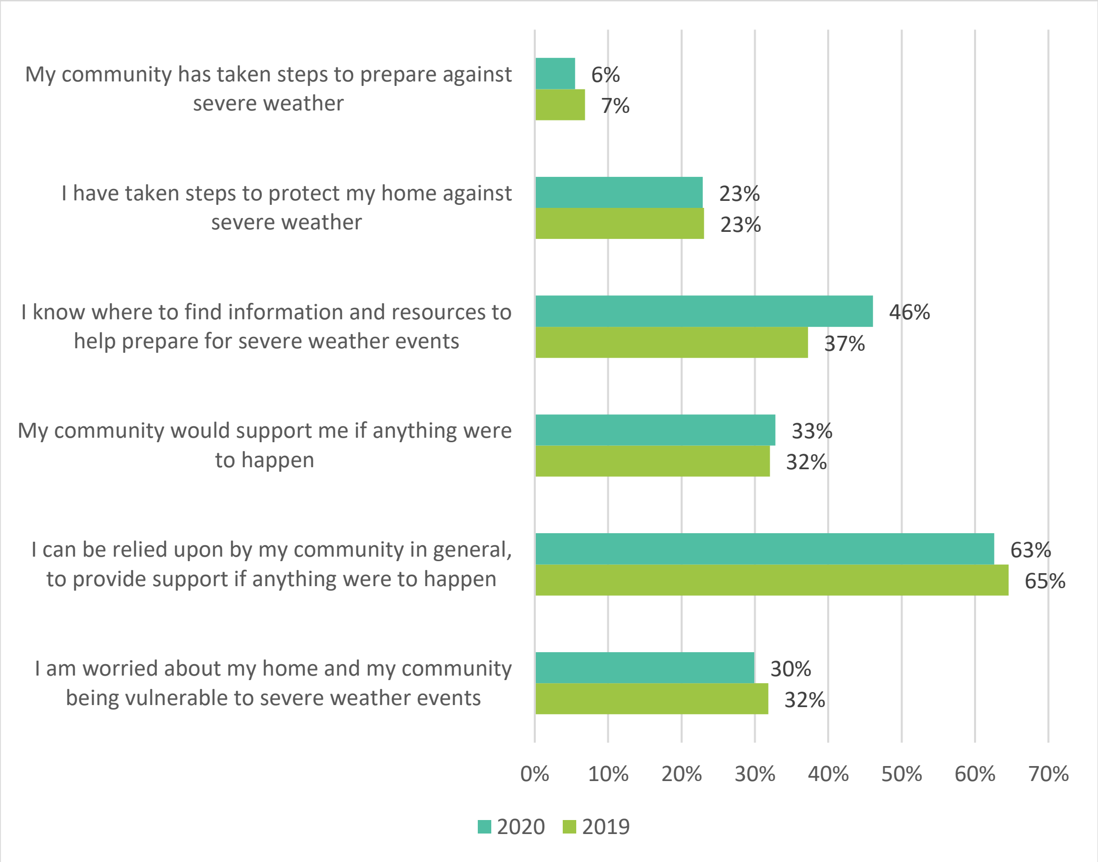
- General maintenance on house/roof
- Clear gutters
- Arrange for grit bags for icy/snowy weather
- Improved garden drainage (planted trees/avoided tarmac)

Steps my community has taken:

- Not aware of any
- Sand and salt bags made available
- The local Community Council has developed a Resilience Plan and local volunteers have been recruited to help manage emergencies should they arise

4.2.4. The chart below shows a comparison of the proportion of respondents who agreed (either strongly agree or agree) with each of the statements for City Voice 43 and City Voice 44. The proportions within each of the categories are broadly similar, with the main difference being in the proportion of respondents who agreed that they **know where to find information and resources** which has increased from 37% in City Voice 43 to 46% in City Voice 44.

Figure 4.10: Your and your community's readiness in the event of a major weather event – percentage who agreed with the statement (comparison of CV43 and CV44)



Service Response: this is what we are doing

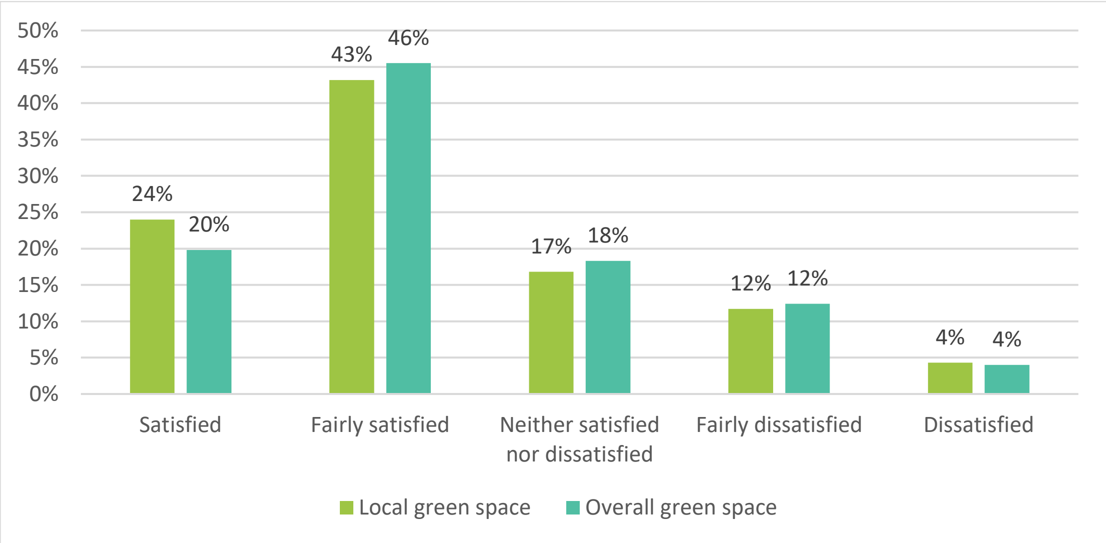
Our Sustainable City Group (https://communityplanningaberdeen.org.uk/sustainable-city-2/) is a Partnership of public agencies in Aberdeen which is responsible for helping to ensure Aberdeen is a welcoming and attractive place to live, work and visit. A priority for the group is addressing climate change by reducing Aberdeen's carbon emissions and adapting to the impacts of our changing climate.

Our group is testing new ways to make it easier and safer to walk and cycle in Aberdeen City, aiming to reduce reliance on car use and emissions. We are also testing ways to get greater community involvement in managing the effects of severe weather, particularly flooding. The data collected through City Voice provide us with an overall impression of choice and behaviour, and importantly help us to see if these are changing over time.

4.3. Green Space

4.3.1. Panellists were then asked about their satisfaction with the quality of both their **local** green/open space and **overall** green/open spaces in the City. In both cases, most respondents reported being **satisfied** or **fairly satisfied** with the quality of green/open space (67% and 66% respectively).

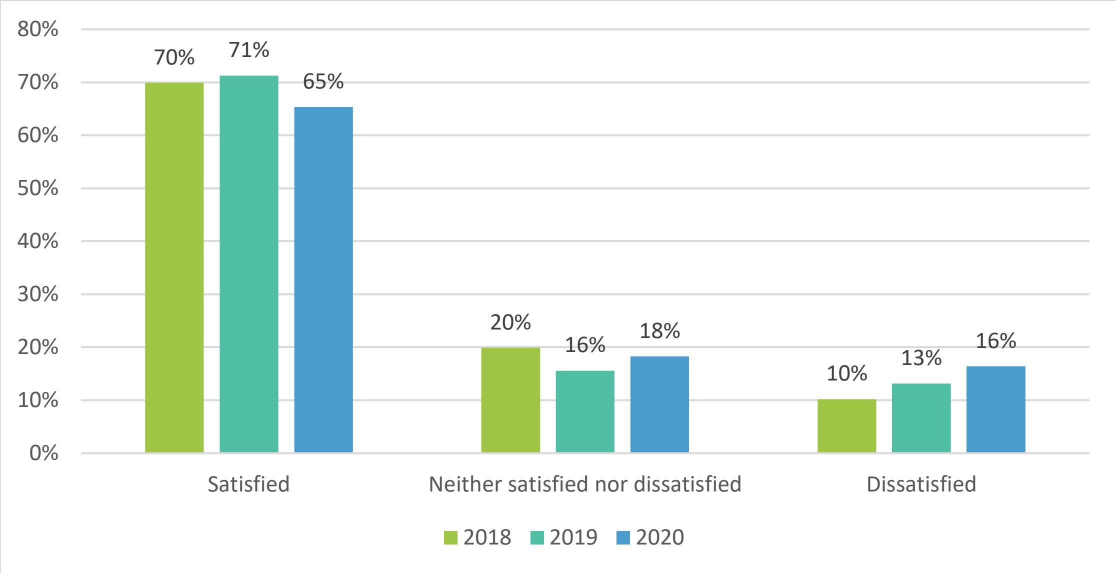
Figure 4.11: How satisfied or dissatisfied are you with the quality of green/open space in Aberdeen City?



Bases: Local green space = 583; Overall green space = 580

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

Figure 4.12: How satisfied or dissatisfied are you with the overall quality of green/open space in Aberdeen City? Comparison of CV42, CV43 and CV44

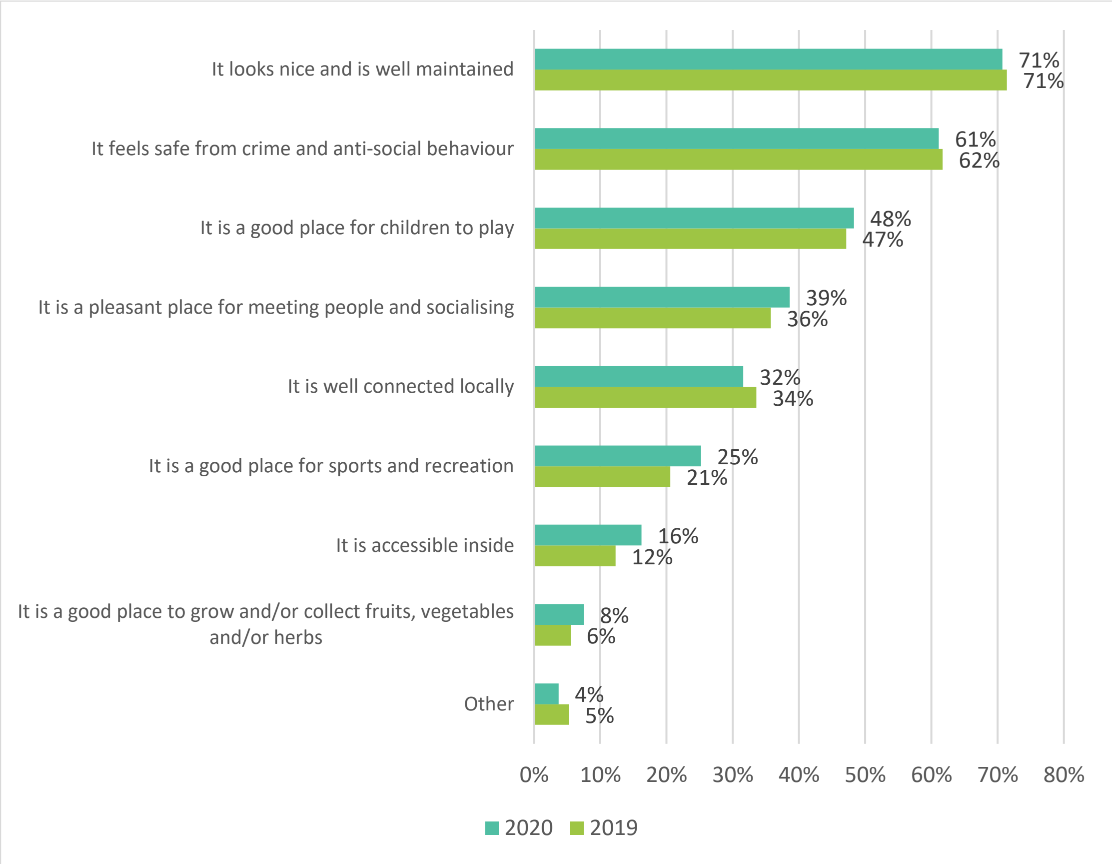


4.3.3. Participants were then asked about the most important factors to them when thinking about green/open space. They were given a list of 8 options and asked to choose their top 3 from the list. They could also provide their own suggestions. The three most commonly chosen options were: **looks nice and is well maintained** (70.7%), **safe from crime and anti-social behaviour** (61.1%), and **good place for children to play** (48.3%). The responses to this question were very similar to responses in City Voice 43 (see Figure 4.13), both in terms of the order of importance placed and the percentage of respondents who choose these options as important.

4.3.4. Panellists were given the opportunity to provide an 'other' option. Some of the suggestions included:

- Good for wildlife/promotes biodiversity
- Important to have mature trees lining streets – some have been cut down and not replaced
- Provision of bins which are emptied regularly/enclosed to avoid seagulls getting access
- Not have large numbers of dogs off leads (e.g. dog-walkers with 6 or7 dogs)
- Should support adult exercise (e.g. exercise trails, fixed equipment)

Figure 4.13: Thinking about green/open space, of the following options, which do you think are the most important?



Base: 588 (CV44)

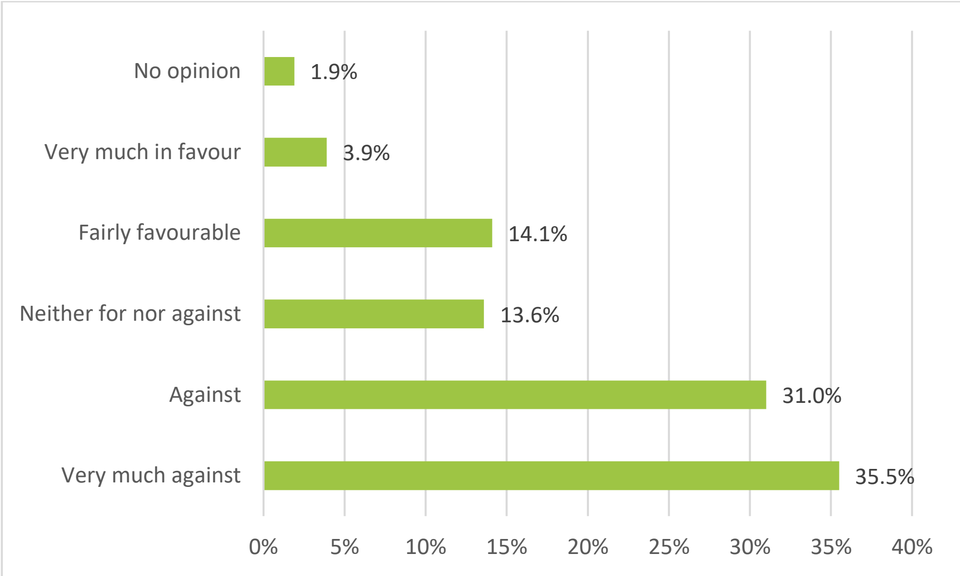
4.4. Winter Maintenance Policy

The Council's Winter Maintenance Policy for its Adopted Road Network is intended to reduce as far as practicable the effects of adverse weather conditions on the movement of people and goods. The final section of the questionnaire asked a series of questions about the Winter Maintenance Policy.

4.4.1. The first question in this section asked participants if they thought the **council was currently making adequate provision**. Of the 573 respondents who answered this question, 54.5% reported that **yes**, they thought the council was currently making adequate provision for winter maintenance.

4.4.2. Participants were then asked their **opinion of a move towards reducing the level of preparedness for winter Roads Maintenance.** Two thirds (66.5%) of respondents were either **against** or **very much against** a move to reduce the level of preparedness.

Figure 4.14: What is your opinion of a move towards reducing the level of preparedness for winter Roads Maintenance?



Base: 583

4.4.3. Participants were then asked **how satisfied they were with their experience of recent performance in a range of areas**.

The areas with highest levels of satisfaction (either very satisfied or fairly satisfied) were the **gritting of bus routes and other main roads** (58.3%) and the **snow ploughing of bus routes and other main roads** (44.6%). Lowest levels of satisfaction were for **gritting and snow ploughing of cycle paths** (6.7% and 3.9% respectively) and **gritting and snow ploughing of local and residential footpaths** (14.2% and 11% respectively).

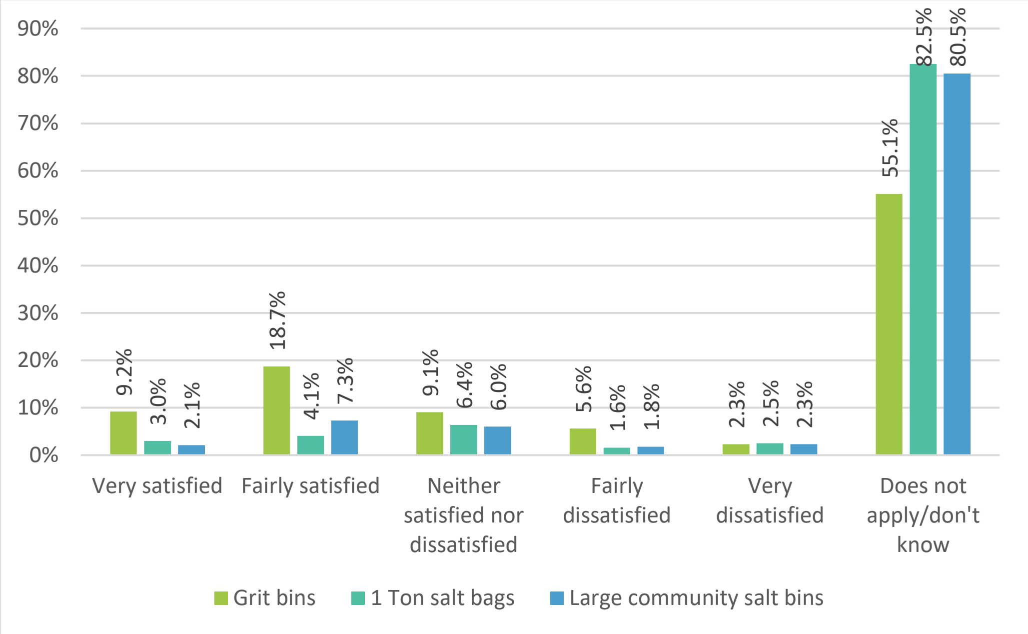
Table 4.15: How satisfied are you with your experience of our most recent performance in each of the following areas?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Does not apply/don't know	Bases
Roads Winter Service Plan 2019/20	6.3%	25.7%	28.6%	10.5%	6.5%	22.5%	573
Report of expected weather conditions	7.2%	34.3%	28.2%	4.0%	2.1%	24.1%	568
Gritting of bus routes and other main roads	10.7%	47.6%	17.9%	12.1%	5.7%	6.0%	580
The snow ploughing of bus routes and other main roads	8.3%	36.3%	21.7%	10.6%	3.5%	19.6%	576
The gritting of side/local roads	3.8%	19.0%	20.6%	25.4%	25.7%	5.5%	583
The snow ploughing of side/local roads	3.1%	14.8%	20.1%	22.9%	22.0%	17.2%	582
The gritting of busy footpaths	3.4%	22.5%	17.5%	23.7%	26.9%	6.0%	583
The snow ploughing of busy footpaths	2.4%	16.4%	21.1%	20.1%	20.8%	19.2%	573
The gritting of cycle paths	1.4%	5.3%	17.7%	5.8%	12.2%	57.5%	565
The snow ploughing of cycle paths	0.0%	3.9%	15.6%	5.7%	10.3%	64.5%	282
The gritting of local and residential footpaths	2.6%	11.6%	18.2%	23.7%	34.3%	9.5%	577
The snow ploughing of residential footpaths	2.1%	8.9%	20.5%	20.6%	28.1%	19.8%	572

Note: The low base on the Snow ploughing of cycle paths was a result of this question being missed off the online survey when it was initially sent out. It was added as soon as the error was noticed.

4.4.4. Participants were then asked about their satisfaction about grit bins, 1 Ton salt bags and large community salt bins. The most common response for all three services was **does not apply/don't know** with 55.1% giving this response for **grit bins,** 82.5% giving this response for **1 Ton salt bags** and 80.5% giving this response for **large community salt bins.**

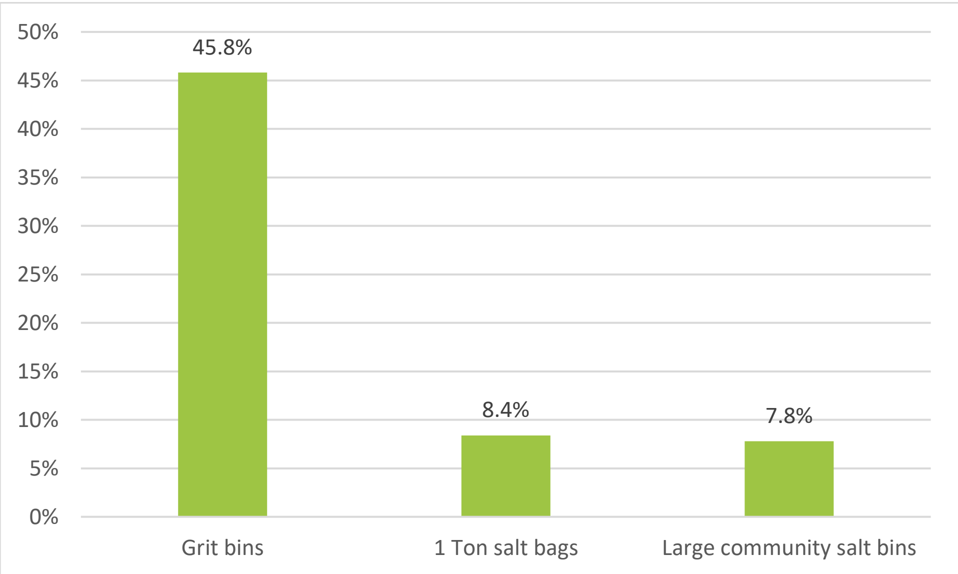
Figure 4.16: If you have used this service, what is your opinion of it?



Bases: Grit bins = 573, Salt bags = 565 and Community salt bins = 563

4.4.5. Finally, participants were asked if they had ever made use of either **grit bins, 1 ton salt bags** or **large community salt bins.** Most respondents reported that they had not used any of these services, although a higher proportion had used **grit bins** (45.8%) than had used **1 ton salt bags** (8.4%) or **large community salt bins** (7.8%).

Figure 4.17: Could you let us know if you have ever made use of?



Bases: Grit bins = 576, Salt bags = 549 and Community salt bins = 548

Service Response: this is what we are doing

The public's generally positive response to the council's roads winter maintenance operations is pleasing however we do need to take into account the views of the citizens regarding possible changes to the treatment plans.

While the majority of the public are content with the current level of service it is useful to know that any reductions from the current level of service would not be welcomed by a large majority of the citizens panelled.

With almost 85% of those who responded having a neutral or positive view of the Roads Winter Service Plan 2019/20 this shows an improvement in comparison with the last time citizens were polled. The Roads Winter Service Plan is to a large extent a technical document compiled from national guidance to help council officers make treatment and operational decisions. There may be a need to provide a less technically detailed version for the public.

As in previous years the level of satisfaction with the various components of the service closely reflects the priority given to each component within the Roads Winter Service Plan. The satisfaction with the higher priority treatment on bus routes and main roads is much higher than the satisfaction with the lower priority treatment of residential footways. While this is understandable the prioritisation of the treatments is necessary as the resources required to treat all affected areas simultaneously would be prohibitive in financial and environmental terms. For these reasons winter treatments are prioritised in a similar way by all roads authorities of significant size throughout the country.

With close to 1,000 standard grit bins across the city most residents have ready access to them. The large community bins and 1 ton salt bags have been deployed more recently to help fill gaps in the treatment regime and encourage self-help by individuals and community groups.

During the last year, the service has used route optimisation technology to improve our routes and gain efficiency improvements. Treatment tracking was added to the council's website to allow the public to view which areas have been treated in the last few hours.

In future the Roads Service intends to further improve our treatments routes with consideration being given to the adoption of new technology such as automated gritting and continuing trials with new materials such as enhanced brine. The location of our weather monitoring stations across the local network is being reviewed and expanded to give officers better live and forecast information to help make better treatment and operational decisions.