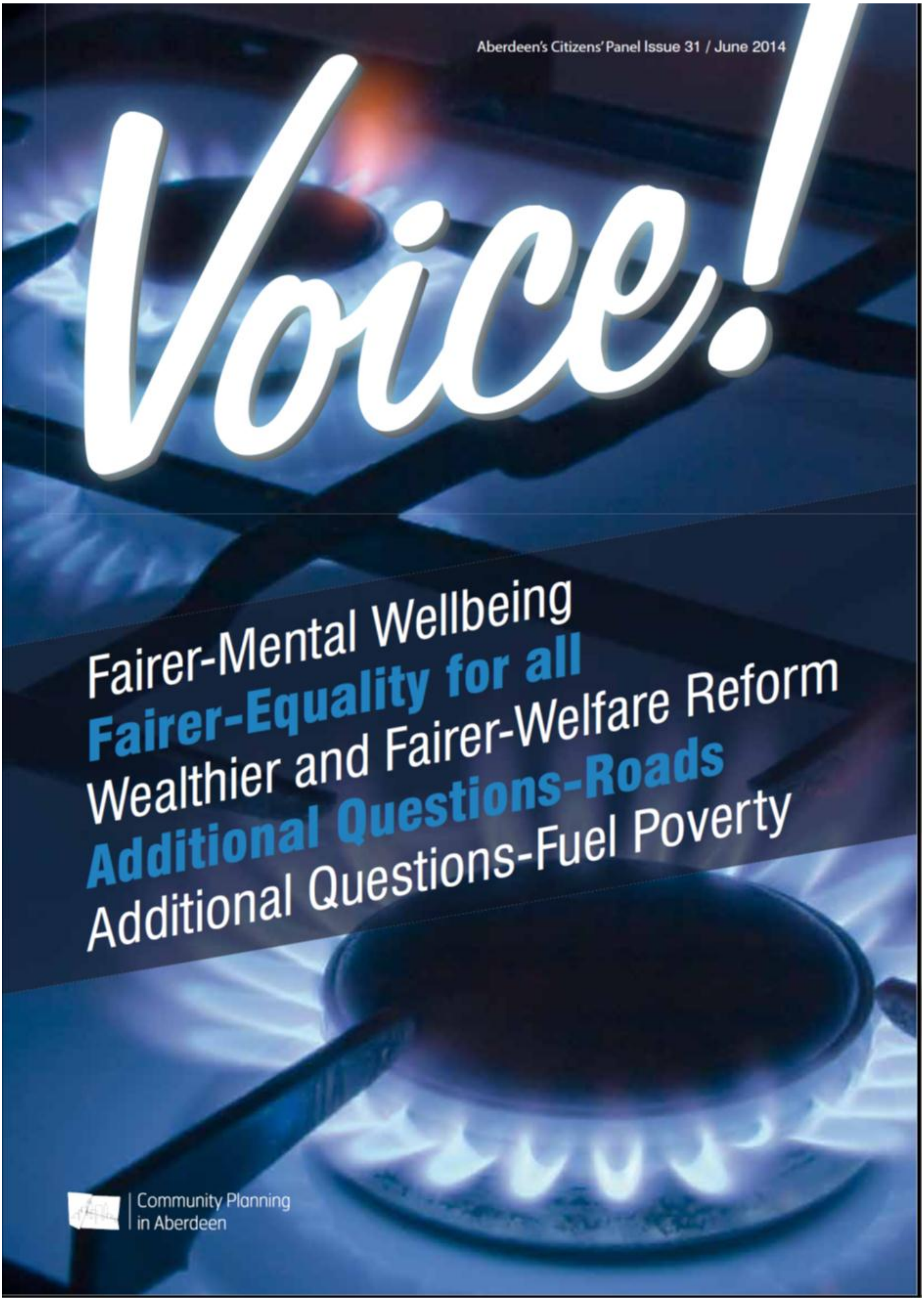

Aberdeen's Citizens' Panel Issue 31 / June 2014
Voice!
Fairer-Mental Wellbeing
Fairer-Equality for all
Wealthier and Fairer-Welfare Reform
Additional Questions-Roads
Additional Questions-Fuel Poverty
Community Planning
in Aberdeen

TABLE OF CONTENTS

TABLE OF FIGURES

TABLE OF TABLES

INTRODUCTION

The final survey sample consisted of 677 responses from members of the Citizens' Panel.

The total Panel currently comprises 863 citizens of Aberdeen, so the response rate amounts to 78.4%. The 677 responses are, in the first instance, considered as a whole. Further analysis can be conducted 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

The report as it stands attempts to provide a 'key findings' breakdown of many of the results by age, gender and neighbourhood area. However, where age-group analysis is included, the two youngest age groups (16 - 24 and 25 - 34) are considered in aggregate as one group (i.e. 16 - 34), due to the under-representation of the very youngest age group (16 - 24) in the Panel. An overview of the age, gender and neighbourhood breakdown is provided at Appendix A. Please note that we are happy to provide full details of our cross tabulated results on request.

It should be noted that no demographic data was available for 11 respondents. For this reason, there may occasionally be a slight mismatch between the percentage results quoted in relation to the overall population for each question (which includes those panellists for whom demographic data is absent) and any subsequent analysis on the basis of gender, age or neighbourhood (which necessarily excludes these panellists). Despite the occasional minor inconsistency between total results and disaggregated/stratified analysis, the approach adopted is intended to provide the greatest possible degree of analytical accuracy in each case. Please also note that due to a) multiple responses to a question from one or more respondents, and b) the process of rounding percentage figures to one decimal place, total percentage figures given for some questions may not tally to exactly 100.0% (particularly where compounded figures are provided).

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

- Mental wellbeing
- Equality for all
- Older people
- Welfare reform
- Living wage
- Food banks
- Roads
- Homes

MENTAL WELLBEING

The Aberdeen City Mental Health Partnership Group has developed a Joint Mental Wellbeing Strategy, which aims to improve mental wellbeing and reduce stigma and inequalities. The Partnership Group would like to find out how City Voice panellists feel about their own mental wellbeing and how confident they are about maintaining their own, and their communities' mental health and wellbeing. The Partnership Group would also like to find out about panellists' awareness of the available services and supports.

Mental wellbeing is more than the absence of mental illness/disorder; it represents the positive side of mental health and can be achieved by people with diagnosis of mental disorder.

'Mental wellbeing' includes the capacity to:

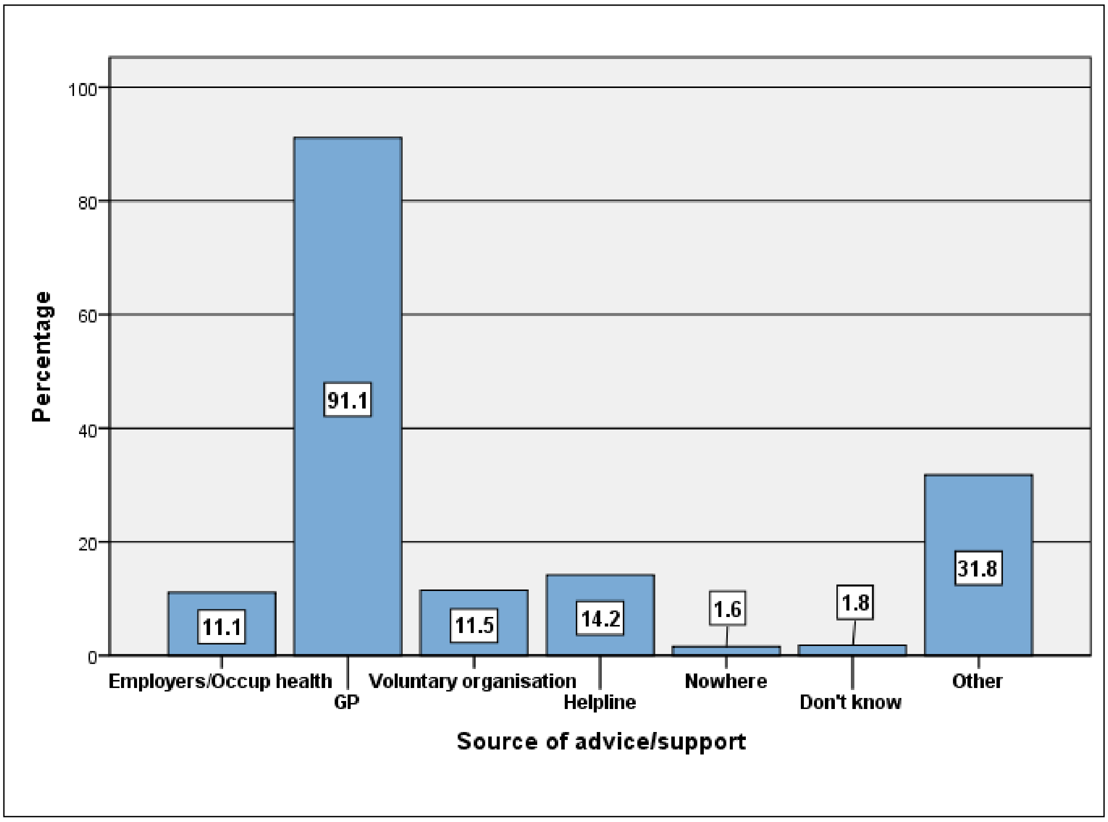
- realise our abilities, live a life with purpose and meaning, and make a positive contribution to our communities
- form positive relationships with others, and feel connected and supported
- experience peace of mind, contentment, happiness and joy
- cope with life's ups and downs and be confident and resilient
- take responsibility for oneself and for others as appropriate.

The first question asked panellists where they would go to seek advice and/or support if they had a concern about their mental wellbeing. Seven options were listed and panellists could tick as many as were applicable. The options were:

- Employers/Occupational Health
- GP
- Voluntary Organisation
- Helpline
- Nowhere
- Don't Know
- Other

Panellists' responses are shown below in Figure 1 (see page 12). The most popular source of advice and/or support was GPs by a significant margin (617 respondents; 91.1%). This was followed, in descending order of responses, by 'other' (215; 31.8%: see below, Table 3, page 16, for more detail); helpline (96; 14.2%); voluntary organisations (78; 11.5%); employers/occupational health (75; 11.1%); don't know (12; 1.8%); and nowhere (11; 1.6%).

Figure 1: If you had a concern about your mental wellbeing where would you go to seek advice and/or support?



Base = 677 respondents

The responses to this question have been broken down by age, gender and neighbourhood, as shown in Table 1 below (see page 13). There were no significant variations between male and female panellists' responses as to where they would seek advice and/or support, and in both cases GPs received the most responses (88.6% male; 93.4% female). However a greater proportion of female respondents would rely on employers/occupational health (14.0% versus 8.2% of males) and a greater proportion of male respondents admit they do not know where they would seek advice and/or support: 2.5% compared to 1.1% of female respondents.

There was little variation among the three neighbourhoods to this question with GPs being the most popular response across North, Central and South (92.3%; 90.8%; and 90.5% respectively). One of the more noticeable differences was between those respondents who would seek advice and/or support from employers/occupational health with 14.0% in North citing this option in contrast to only 8.7% in South. The figure in relation to this option for Central was 11.5%.

There were few differences when the data was broken down by age but again there was greater variation among those giving employers/occupational health as a response. Among the 16-34 age group 13.1% ticked this option, as did 19.9% of those aged 35-54. This drops to 6.5% and 0.7% among those aged 55-64 and 65+ respectively. This presumably reflects the number of panellists in these categories who will no longer be in paid employment and have access to employers/occupational health services.

Also noteworthy was the response rate of the 16-34 age group among whom 4.9% said they would go nowhere for advice and/or support. This was a much larger proportion than the other age groups with only 1.5% of those aged 35-54, 1.6% of those aged 55-64 and 0.7% in the 65+ category opting for ‘nowhere’.

Table 1: If you had a concern about your mental wellbeing where would you go to seek advice and/or support? (% by Gender, % by Neighbourhood, % by age Group)

Source of advice/support	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Employers/Occupational health	8.2	14.0	14.0	11.5	8.7	13.1	19.9	6.5	0.7
GP	88.6	93.4	92.3	90.8	90.5	86.9	91.2	93.0	90.5
Voluntary organisation	11.4	11.7	9.2	11.5	13.6	13.1	11.0	15.1	7.4
Helpline	12.0	16.3	12.6	16.1	14.0	14.8	14.3	15.1	12.8
Nowhere	1.6	1.7	1.0	2.3	1.7	4.9	1.5	1.6	0.7
Don’t know	2.5	1.1	1.4	2.3	1.7	1.6	2.2	0	3.4
Others	26.3	35.7	29.0	35.5	29.3	23.0	25.6	34.1	37.8

Base = multiple

The 215 panellists who responded they would find some ‘other’ source of support were asked to specify where this would be sought. The responses are provided below in Table 2 (see page 14), which shows the most popular answer here was family/friends (196 respondents; 91.1%). 11 respondents (5.1%) said they would conduct an internet search to find advice and/or support, while 3 (1.4%) said they would seek it from a church or other Christian groups. Consulting a counsellor or psychologist and reading around the subject both received 2 responses (0.9%), and 1 respondent (0.5%) specified contacting the Samaritans.

It should be noted there was a discrepancy between the paper-based survey in which ‘family/friends’ appeared as a separate option, and the online version from which it was omitted. As a result, the panellists who completed the online survey would have to include family/friends in the ‘other’ option. Of the 333 paper-based respondents 163 (48.9%) indicated family/friends as a source of advice and/or support, but only 33 (9.6%) of the 344 online respondents specified family/friends. This variation raises the question as to whether more online respondents would have chosen family/friends as a source of advice/support if it had appeared as a distinct option.

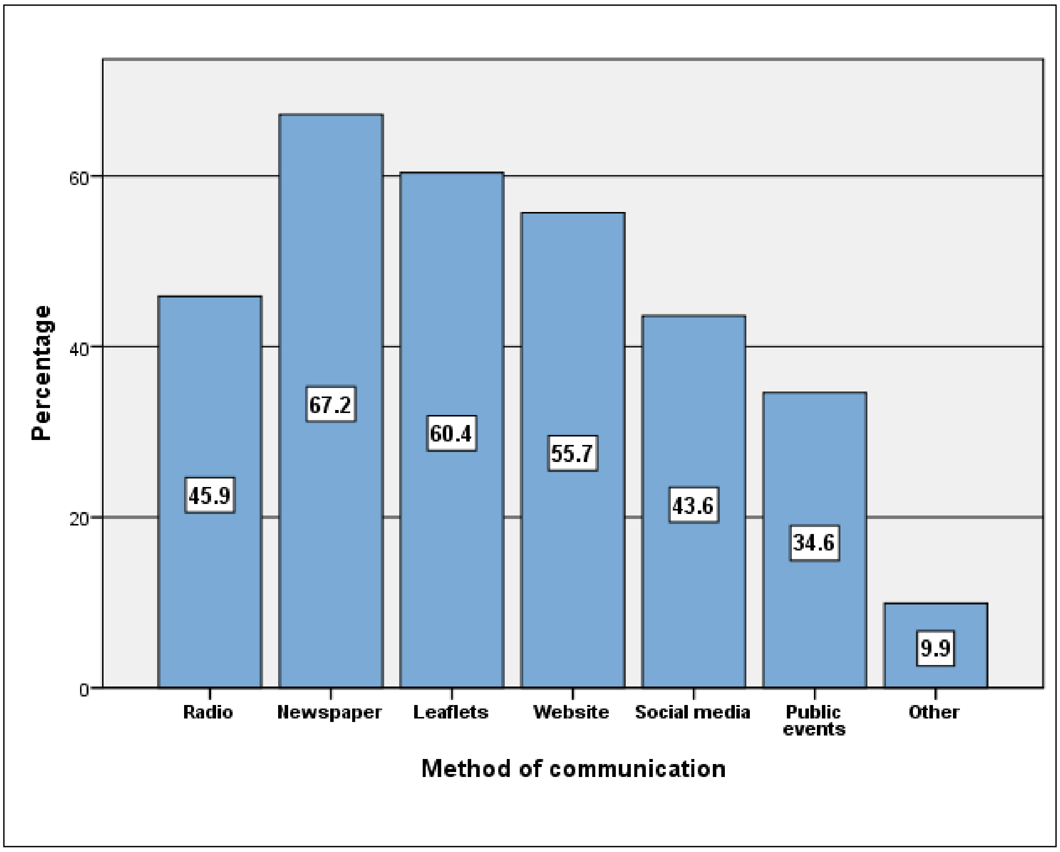
Table 2: Other sources of advice/support on mental wellbeing

Source of advice/support	Respondents	
	Count	%
Family/friends	196	91.1
Conduct an Internet search	11	5.1
Church or other Christian groups	3	1.4
Consult a counsellor or psychologist	2	0.9
Read around the subject	2	0.9
Contact Samaritans	1	0.5

Base = 215 respondents

The second question asked panellists how they thought the Aberdeen City Mental Health Partnership Group should communicate information on mental wellbeing and support services. Methods of communication were listed and panellists could tick as many as they thought were applicable. An 'other – please specify' option was included. The responses are provided in Figure 2 below (see page 15). The most popular option was for information to be communicated via newspapers (455 responses; 67.2%). The second most popular method of communication was leaflets (409; 60.4%). Following from these were websites (377; 55.7%); radio (311; 45.9%); social media (295; 43.6%); and public events (234; 34.6%). 67 respondents (9.9%) checked the 'other' option and suggested additional methods of communication which are laid out below in Table 4 (see page 17).

Figure 2: How do you think we should communicate information on mental wellbeing and support services?



Base = 677 respondents

The results to this question were broken down by gender, neighbourhood and age group, as can be seen below in Table 3 (see page 16). Male and female respondents ranked the means of communication in the same order, from newspapers being the most popular method for both groups, to the 'other' response garnering the least responses. However in all cases a larger percentage of female respondents indicated a preference for the method of communication. For example, although 'website' as a means of communication was the third most favoured option among both female and male respondents, 60.0% of the former ticked that option as opposed to only 50.6% of the latter.

Disaggregating the data by neighbourhood does not indicate significant differences between North, Central and South. However one of the more notable contrasts among the neighbourhoods reflects the varying popularity of social media as a method of communication. This was chosen by a greater proportion in Central (50.2% of respondents) than in North (42.0%) and South (38.8%).

This division of opinion on the use of social media as a means of communication is probably also the most significant aspect when analysing the responses by age group. Unsurprisingly those in the 16-34 category responded most favourably to newer technologies, with the two most popular options being 'website' (65.6%) and 'social media' (60.7%). This contrasts most sharply with those in the 65+ age group among which only 27.7% said social media should be used and 35.8% checked the website response. Among those over 65 years of age, 78.4% respondents thought newspapers should be used as a method of communication, making it the most popular option. 57.4% of respondents in the 16-34 age group said this more traditional medium should be used. Although a reasonable percentage this left newspapers as only the fourth most favoured option among this age group. Radio was opted for by 60.7% respondents, thus tying with social media as second most favoured method of communication for those aged 16-34.

Table 3: How do you think we should communicate information on mental wellbeing and support services? (% by Gender, % by Neighbourhood, % by Age Group)

Method of communication	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Radio	41.8	50.0	44.9	48.4	45.0	60.7	51.1	44.3	33.1
Newspaper	65.2	68.9	70.5	68.2	63.2	57.4	63.6	66.5	78.4
Leaflets	56.0	64.3	57.0	61.8	62.0	44.3	62.5	62.7	60.1
Website	50.6	60.0	54.1	59.9	52.9	65.6	65.8	53.0	35.8
Social media	37.0	49.4	42.0	50.2	38.8	60.7	49.3	42.2	27.7
Public events	27.2	40.9	30.0	35.0	37.6	41.0	39.3	26.5	32.4
Other	9.2	10.9	8.7	9.2	12.0	11.5	9.9	11.9	7.4

Base = multiple

Those respondents who checked the ‘other’ option were then asked to elaborate on their answer. 67 respondents provided suggestions as to further methods of communicating information on wellbeing, as are shown on Table 4, below (see page 17). The most popular suggestion was for information to be made available in GP surgeries, hospitals, dentists etc. This was offered by 29 respondents (43.3%). Communicating through television was the next most popular response, being suggested by 13 respondents (19.4%). Adverts on billboards or buses; information available in community centres and adult education centres; and using any/every method possible were all recommended by 5 respondents (7.5%). 4 respondents (6.0%) proposed communicating via employers/workplace. Talks by, or discussion groups involving, those affected by mental health problems, and information being delivered via schools were both mentioned by 3 respondents (4.5%). Finally, 2 respondents (3.0%) supported information being made available in public libraries.

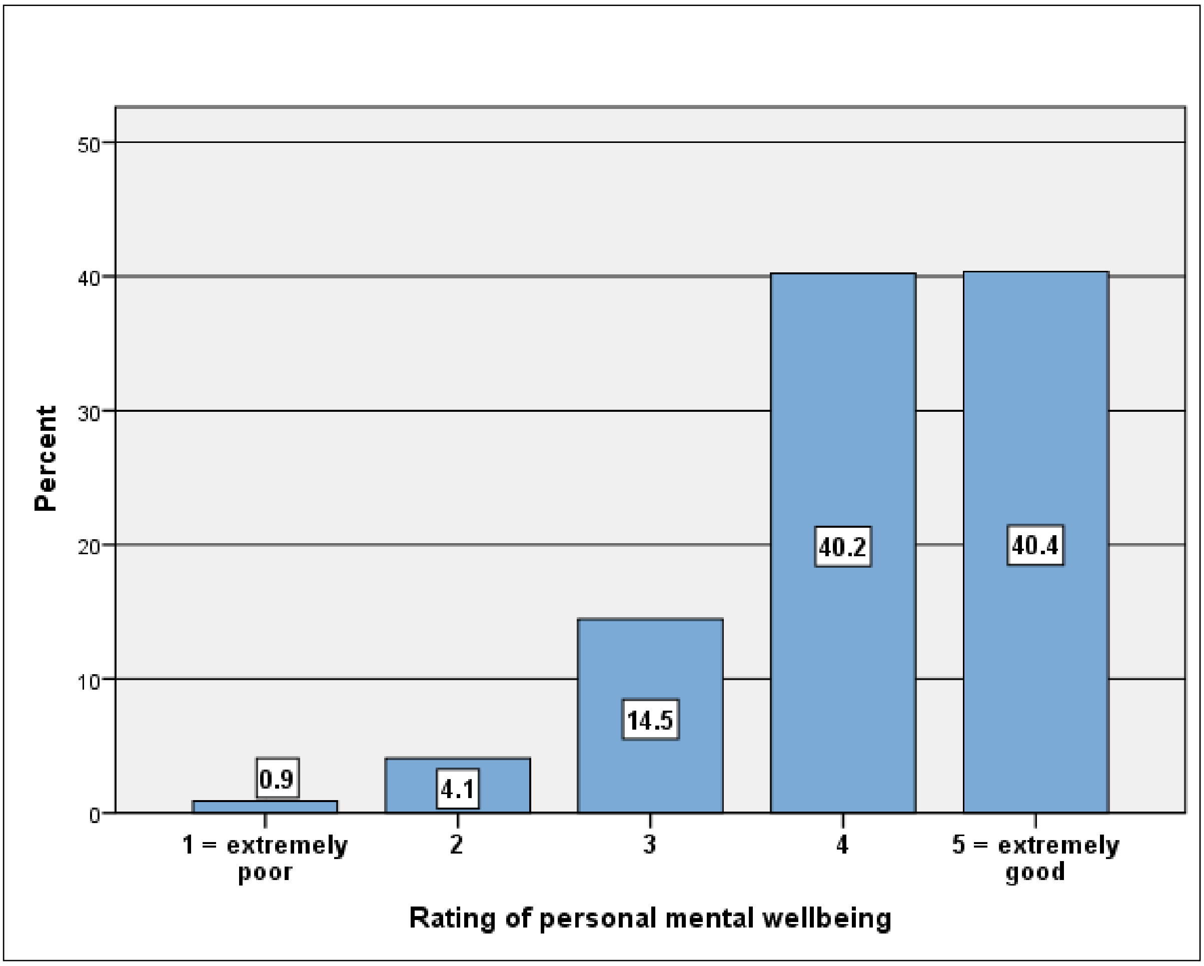
Table 4: Other methods of communicating information on mental wellbeing

Method of communication	Respondents	
	Count	%
Information available in GP surgeries, hospitals, dentists, etc	29	43.3
Television	13	19.4
Adverts on billboards or buses	5	7.5
Information available in community centres and adult education centres	5	7.5
Any/every method possible	5	7.5
Via employers/workplace	4	6.0
Talks by, or discussion groups involving, those affected by mental health problems	3	4.5
Via schools	3	4.5
Information available in public libraries	2	3.0

Base = 67 respondents

In the next question panellists were asked to rate their own mental wellbeing on a scale of 1-5, where 1 = extremely poor and 5 = extremely good. In doing so, panellists were assured their answers would be handled anonymously. The responses are laid out below in Figure 3 (see page 18). Of the 664 responses received to this question 268 respondents (40.4%) considered their mental wellbeing to be extremely good. Only 6 respondents (0.9%) rated their mental wellbeing to be extremely poor. The other responses, going from the ‘poor’ end of the scale to the ‘good’ were as follows: 27 respondents (4.1%) ranked themselves as a 2; 96 (14.5%) categorised themselves as a 3; and 267 respondents (40.2%) rated themselves as a 4. Overall then, 535 respondents, or 80.6%, considered their mental health be good or extremely good.

Figure 3: On a scale of 1 - 5 (where 1 = extremely poor and 5 = extremely good) how would you rate your own mental wellbeing?



Base = 664 respondents

These responses were disaggregated by gender, neighbourhood and age group and provided in Table 5 below (see page 19). Male and female respondents were both most likely to rate their own mental wellbeing in the top two categories, i.e. as a 4 or 5 (extremely good). However more male respondents rated their mental health at the optimum 5 (42.7%) than at the 4 response (40.8%). This was not the case with female respondents of whom 40.2% rated their own mental wellbeing as a 4, and 37.9% classified themselves as extremely good, i.e. 5. However, a smaller proportion of female respondents, 0.3%, considered their mental wellbeing to be extremely poor (1 on the scale), than male (1.6%).

Similarly there is little divergence between the recorded rates across neighbourhoods. A large majority of respondents in North, Central and South rated their mental wellbeing as in the top two categories on the scale. In Central and South a greater proportion of respondents classified themselves as 4 on the scale rather than the optimum 5 (41.6% and 36.0%; and 42.9% and 39.5% respectively). However, a greater proportion of people in North rated their mental wellbeing as extremely good, i.e. 5, than at grade 4 on the scale (45.3% and 36.5% respectively). It should also be noted that no panellists in South reported their mental wellbeing as extremely poor.

Breaking the figures down into age groups reveals those who are 65+ to have the largest proportion of those with the best rated mental wellbeing, with 51.4% and 38.2% marking themselves at 5 or 4 on the scale respectively. A very small proportion of those in the 65+ age group assessed their own mental wellbeing as extremely poor or at level 2 on the scale (0.7% in both cases). It was the 16 – 34 age group which recorded the smallest percentage of those who would rate their mental wellbeing as extremely good (26.2%). However the most popular response for this group was level 4 on the scale (47.5%). One other finding worth highlighting from the different age groups was that no one aged 55 – 64 rated their mental wellbeing as extremely poor.

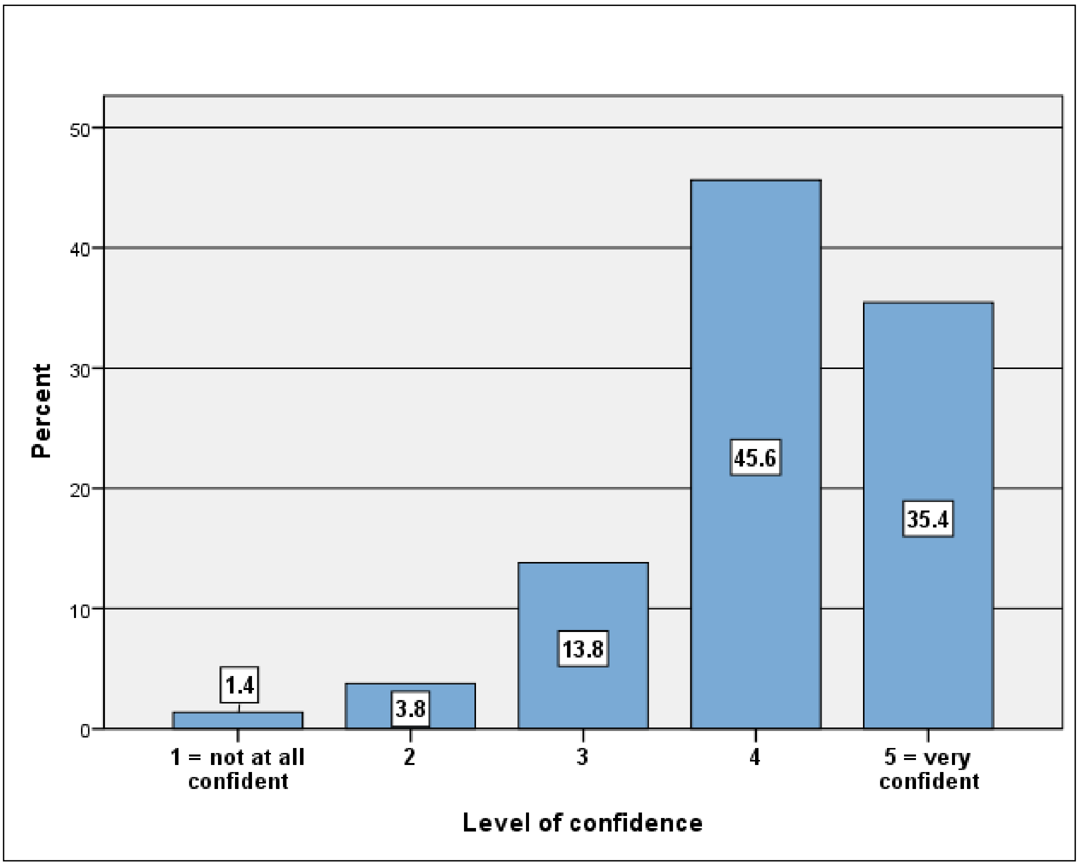
Table 5: On a scale of 1 - 5 (where 1 = extremely poor and 5 = extremely good) how would you rate your own mental wellbeing? (% by Gender, % by Neighbourhood, % by Age Group)

Personal mental wellbeing rating	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
1 = Extremely poor	1.6	0.3	0.5	2.3	0.0	3.3	1.1	0.0	0.7
2	2.6	5.5	3.0	3.3	5.9	4.9	5.9	3.9	0.7
3	12.3	16.2	14.8	16.8	11.8	18.0	17.5	12.7	9.0
4	40.8	40.2	36.5	41.6	42.9	47.5	41.3	38.7	38.2
5 = Extremely good	42.7	37.9	45.3	36.0	39.5	26.2	34.2	44.8	51.4

Base = multiple

The next question continued by asking panellists how confident they were of maintaining their own mental wellbeing on a scale of 1 – 5 where 1 = not at all confident and 5 = very confident. Of the 666 respondents who answered this question, the greatest number rated their confidence level at 4 on the scale (304 respondents; 45.6%). The next most popular choice was the optimum 5 (236; 35.4). Thus 540 respondents (81.0%) were confident or extremely confident in their ability to maintain their own mental wellbeing. Another 92 respondents (13.8%) categorised their confidence levels at 3, the midway point of the scale, and 25 respondents (3.8%) rated their confidence level at 2 on the scale. 9 panellists (1.4%) opted for 1 on the scale, indicating they were not at all confident in their ability to maintain their own mental wellbeing. The responses to this question are shown below in Figure 4 (see page 20).

Figure 4: On a scale of 1 - 5 (where 1 = not at all confident and 5 = very confident) how confident are you that you are able to maintain your own mental wellbeing?



Base = 666 respondents

There was little difference in the levels of confidence between male and female respondents with the majority of both groups reporting they were either level 4 on the scale (47.4% males; 44.7% females) or very confident of maintaining their own mental wellbeing (36.1% males; 34.3% females). The percentage of male and female panellists who were not at all confident of maintaining their own mental wellbeing also reflected one another (1.3% and 1.4% respectively).

Taking the figures for the three neighbourhoods North comes out with the best overall level of confidence. The notable difference is between those in North who rate themselves as very confident (40.7%), in contrast to Central (33.5%) and South (31.9%). However there is greater consistency between those who rated their confidence level at 4 on the scale across the neighbourhoods: North (43.6%); Central (45.6%); and South (48.3%), which somewhat levels out the overall difference between those who are confident or very confident in maintaining their mental wellbeing.

It is interesting when looking at the data from the various age groups that the level of confidence reported rises with age. Taking together the proportion of responses to the 'top two' marks from the scale, i.e. those rating themselves at levels 4 or 5, shows this incremental increase. Of those in the youngest group, aged 16 – 34, 73.8% rated their confidence at 4 or 5 (44.3% and 29.5% respectively); for those aged 35 – 54 it was 77.3% (46.8% and 30.5% respectively); and among the 55 – 64 age group 81.3% rated themselves at 4 (47.0%) or 5 (34.3%). However this increases to 91.1% of those aged 65 and over, with 43.8% assessing their confidence at level 4, and 47.3%

stating they are very confident of their ability to maintain their own mental wellbeing. This increase can clearly be seen in Table 6 (see below, this page).

Table 6: On a scale of 1 - 5 (where 1 = not at all confident and 5 = very confident) how confident are you that you are able to maintain your own mental wellbeing? (% by Gender, % by Neighbourhood, % by Age Group)

Level of confidence	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
1 = Not at all confident	1.3	1.4	0.5	1.9	1.7	3.3	1.1	1.7	0.7
2	3.2	4.3	2.9	3.3	5.0	8.2	4.1	2.8	2.7
3	11.9	15.3	12.3	15.8	13.0	14.8	17.5	14.4	5.5
4	47.4	44.7	43.6	45.6	48.3	44.3	46.8	47.0	43.8
5 = Very confident	36.1	34.3	40.7	33.5	31.9	29.5	30.5	34.3	47.3

Base = multiple

SERVICE RESPONSE

The Mental Health Partnership was very encouraged to see so many respondents indicating that they enjoy either good, or very good, mental wellbeing. This is complemented by the fact that 81.0% of respondents are confident or very confident that they are able to maintain their own mental wellbeing. This is extremely positive and welcome news.

It is also encouraging to see that most people would seek some form of advice or support if they had a concern about their mental wellbeing. Whilst most respondents said they would seek advice or support from their GP the answers in this section demonstrated the very broad range of help and support that is available and that respondents felt would be appropriate to access if required. Over 90.0% of respondents said they would go to family or friends, which highlights the importance of our relationships in helping us to maintain mental wellbeing.

We were concerned to learn that 33 (should we keep this figure as a percentage rather than actuals?)people considered that their mental wellbeing was either poor or, for six of these 33, extremely poor. A similar number of people, 34, expressed a lack of confidence in their ability to maintain their own mental wellbeing. Clearly we need to consider how we can meet the needs of people living in Aberdeen who do not enjoy good mental wellbeing. It is therefore extremely useful to have such clear views expressed in relation to how best to disseminate information on mental wellbeing. The responses indicate that we need to continue to use a wide range and variety of means of communicating information.

The information from this survey gives us important information to help us understand how we need to target our future activity.

Sally M. Wilkins

Planning and Development Manager

Aberdeen City Council

EQUALITY FOR ALL

Aberdeen City Council would like to establish whether or not the citizens of Aberdeen believe there is ‘equal opportunities for all’. Equality of opportunity or equal opportunities should be understood as equality of access to opportunity. This means that equality or equal opportunity is not about treating everyone the same, but rather about treating people differently to ensure they have access to that opportunity. The Council needs to respond to people’s different needs by tailoring its service provision to meet their requirement so that they can enjoy equal opportunities or equality of opportunity.

For example, if the Council treated everyone the same, then someone with a disability, may not be able to use public transport or go to a theatre. Different arrangements need to be put in place to offer the person with a disability equal opportunities/ equality of opportunity. The Council needs to take the necessary action to get everyone to the same starting place or to create a level playing field.

The Council would like to establish whether people feel there is equal opportunity in relation to:

- Access to employment
- Rates of pay
- Access to affordable housing (both in the rented and owner-occupied sectors)
- Access to education
- Access to healthcare
- Access to local authority care services
- Access to sport and leisure services
- Access to cultural services (libraries, galleries, theatres, cinemas and performance venues)

This information will be used to form part of the corporate business plan and as part of the Council’s public performance reporting.

The panellists were first asked if they felt the citizens of Aberdeen have equal opportunities in relation to the eight categories listed above. The question required panellists to respond ‘yes’, ‘no’ or ‘don’t know’, and the results are provided below in Figure 5 (see page 25). When asked about equal opportunity in relation to access to employment, 645 panellists responded. 333 (51.6%) said yes; 157 (24.3%) said no; and 155 (24%) didn’t know. The same number of responses, 645, was received when asked about equality of opportunity regarding rates of pay. Of these 204 (31.6%) were ‘yes’; 254 (39.4%) were ‘no’; and 187 (29.0%) were ‘don’t know’.

649 panellists gave answers when asked about having equal opportunities to access to affordable housing. This referred to both the rented and owner-occupied sectors. The most popular response here was ‘no’ (300 respondents; 46.2%); followed by ‘don’t know’ (197; 30.4%); and then ‘yes’ (152; 23.4%).

When asked about equality of opportunity in relation to education 647 responses were received. The greatest number of responses, 498 (77.0%), were ‘yes’. Only 79 respondents (8.7%) said ‘no’, and 70 (10.8%) said they didn’t know.

In relation to whether there is equal opportunity to accessing healthcare 654 panellists responded. Of these, a large majority said ‘yes’ (541 respondents; 82.7%). Only 57 (8.7%) of panellists answered ‘no’, and 56 (8.6%) said ‘don’t know’.

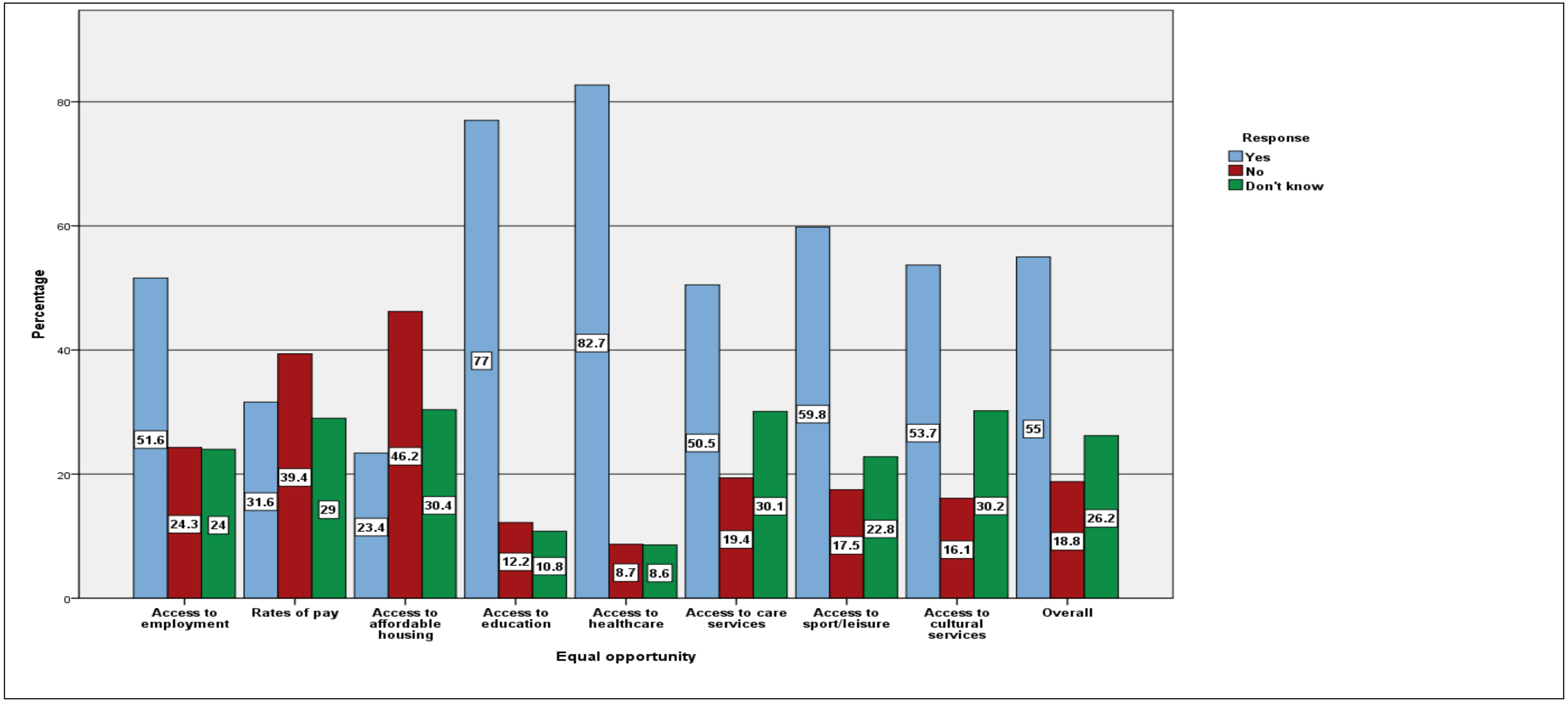
Regarding equal opportunities for accessing local authority care services, 651 responses were received. 329 (50.5%) panellists thought there were equal opportunities here; 126 (19.4%) thought there were not; and 196 (30.1%) didn’t know.

When asked about whether there were equal opportunities for access to sport and leisure services 646 responses were recorded. Of these 386 responses (59.8%) were ‘yes’; 113 (17.5%) were ‘no’; and 147 (22.8%) were ‘don’t know’.

In respect of accessing cultural services, i.e. libraries, galleries, theatres, cinemas and performance venues, 635 responses were received. The majority opted for ‘yes’ (341 respondents; 53.7%); 102 (16.1%) said ‘no’; but 192 (30.2%) said they did not know.

Finally in this question the panellists were asked overall if they thought the citizens of Aberdeen had access to equal opportunities. Of the 573 respondents who answered the majority (315 respondents; 55%) felt there was equality of opportunities. The second most favoured response was ‘don’t know’ given by 150 panellists (26.2%). 108 (18.8%) respondents thought there was not equal opportunities overall.

Figure 5: Do you feel that the citizens of Aberdeen have equal opportunities in the following categories?



Base = Employment and rates of pay (645 respondents), Housing (649), Education (647), Healthcare (654), Care Services (651), Sport/Leisure (646), Cultural services (635), Overall (573)

The responses to this question have been broken down by gender, neighbourhood and age group. Due to the large amount of information generated by these cross tabulations the results are shown in separate tables for each of the three categories, and only the more significant differences are described here.

Overall there were few differences between the responses from male and female panellists, as is seen in Table 7 below (see page 27). However, one notable exception was in regard to equality of opportunities in relation to rates of pay. To this question 38.0% of males thought there was equality of opportunity compared to 26.2% of females, and whereas 35.6% of males said there was not equal opportunity, this comprised 42.2% of female respondents' answers. The 'don't knows' to this question were 26.4% (male) and 31.6% (female).

Similarly, a greater proportion of male than female respondents agreed there were equal opportunities in relation to accessing affordable housing: 26.0% and 20.8% respectively. 45.4% of males and 47.0% of females answered 'no' to this question, and 28.6% and 32.1%, respectively, said they didn't know.

Again a greater proportion of male than female respondents thought there were equal opportunities when accessing local authority care services (53.9% and 47.3%, respectively). This difference is reflected in the larger percentage of female respondents answering 'no' to this question than males: 21.6% and 16.4%, respectively. The 'don't knows' here were 29.6% (male) and 31.1% (female).

Percentage-wise, more male panellists (63.2%) thought there were equal opportunities to access sport and leisure services than female (56.8%). Of male respondents only 15.2% gave a negative answer here, whereas this was the case for 19.0% of females. 'Don't know' answers were received from 21.5% of male and 24.1% female respondents. Likewise, when asked about access to cultural services a greater proportion of male than female panellists thought there were equal opportunities (56.0% and 51.1%, respectively). 13.1% of male respondents did not think there was equality of opportunity here, compared to 18.5% of female respondents. Those who didn't know were 30.9% (male) and 30.4% (female).

Table 7: Do you feel the citizens of Aberdeen have equal opportunities for: (% by Gender)

Response		Gender	
		Male	Female
Access to employment	Yes	52.5	51.5
	No	22.9	24.9
	Don't know	24.6	23.7
Rates of pay	Yes	38.0	26.2
	No	35.6	42.2
	Don't know	26.4	31.6
Access to affordable housing	Yes	26.0	20.8
	No	45.4	47.0
	Don't know	28.6	32.1
Access to education	Yes	76.2	77.7
	No	12.3	11.9
	Don't know	11.6	10.4
Access to healthcare	Yes	82.0	83.2
	No	8.2	9.1
	Don't know	9.8	7.7
Access to local authority care services	Yes	53.9	47.3
	No	16.4	21.6
	Don't know	29.6	31.1
Access to sport and leisure services	Yes	63.2	56.8
	No	15.2	19.0
	Don't know	21.5	24.1
Access to cultural services	Yes	56.0	51.1
	No	13.1	18.5
	Don't know	30.9	30.4
Overall	Yes	55.2	54.8
	No	16.4	20.4
	Don't know	28.4	24.7

Base = multiple

When taking the data by neighbourhood (Table 8, below, page 29) it becomes apparent that the greatest proportion of panellists from South is positive about there being equal opportunities. This constituency returned the greatest percentage of 'yes' answers in all the categories except for that relating to equal opportunities over rates of pay. In response to that question Central returned the greatest proportion of 'yes' answers with 34.4% in contrast to South's 32.2% and North's 28.6%.

One notable difference was in the percentage of respondents who said there were not equal opportunities in accessing affordable housing. 50.3% of North respondents returned this negative answer as did 47.6% of Central. Only 41.6% of those in South thought there was this lack of equal opportunity. The 'yes' responses regarding affordable housing represented 20.3% (North); 22.9%

(Central); and 26.2% (South). The ‘don’t knows’ were 29.4% (North); 29.5% (Central); and 32.2% (South).

Another question which revealed some divergence was whether there were equal opportunities to access to education. Here 72.7% in Central said ‘yes’; 15.3% said ‘no’; and 12% didn’t know. For North and South, ‘yes’ answers comprised 77.8% and 80.2%, respectively, and 9.6% and 11.2%, respectively, responded in the negative. The ‘don’t know’ option was picked by 12.6% in North and 8.6% in South.

There was also some difference in relation to those who believed there to be equal opportunities in accessing local authority care services. Although a majority in all neighbourhoods thought there was, the percentages ranged from 54.0% (South) to 49.5% (Central) and 47.2% (North). A smaller proportion of people in North thought this to be the case with 22.3% returning ‘no’ as an answer and 30.5% not knowing. The ‘no’ responses for Central and South were 17.6% and 17.9%, respectively, with 32.9% (Central) and 28.1% (South) opting for ‘don’t know’.

Table 8: Do you feel the citizens of Aberdeen have equal opportunities for: (% by Neighbourhood)

Response		Neighbourhood		
		North	Central	South
Access to employment	Yes	49.5	52.9	53.2
	No	25.5	24.5	22.1
	Don't know	25.0	22.6	24.7
Rates of pay	Yes	28.6	34.4	32.2
	No	41.8	37.3	38.3
	Don't know	29.6	28.2	29.6
Access to affordable housing	Yes	20.3	22.9	26.2
	No	50.3	47.6	41.6
	Don't know	29.4	29.5	32.2
Access to education	Yes	77.8	72.7	80.2
	No	9.6	15.3	11.2
	Don't know	12.6	12.0	8.6
Access to healthcare	Yes	80.9	82.5	84.2
	No	9.0	8.5	8.5
	Don't know	10.1	9.0	7.3
Access to local authority care services	Yes	47.2	49.5	54.0
	No	22.3	17.6	17.9
	Don't know	30.5	32.9	28.1
Access to sport and leisure services	Yes	59.6	57.0	62.7
	No	17.7	19.3	15.0
	Don't know	22.7	23.7	22.3
Access to cultural services	Yes	52.1	50.2	57.5
	No	13.5	20.3	14.0
	Don't know	34.4	29.5	28.5
Overall	Yes	53.2	53.2	58.3
	No	16.2	21.8	17.5
	Don't know	30.6	25.0	24.3

Base = multiple

The breakdown of the data relating to equal opportunities by age group is provided below in Table 9 (see page 30). Here the most significant differences are found between the age groups at either end of the spectrum, i.e. those aged between 16 – 34 and those who are 65 and over. For example, when asked about whether there were equal opportunities for employment, 58.3% of the 16 – 34 age group responded 'yes' compared to 44.2% of those in the 65+ group. The 'yes' responses for the other age groups here were 53.3% (35 – 54) and 53.4% (55 – 64). Similarly in relation to equal opportunities regarding rates of pay 40.0% of those aged 16 – 34 responded 'yes', whereas only 24.2% in the 65+ age group did. Again the responses of the 35 – 54 and 55 – 64 age groups closely mirrored one another at 33.7% and 31.8% respectively.

When asked about access to affordable housing the percentage of those aged 16 – 34 who thought equal opportunities existed was 26.7% and among the 65+ group it was 26.1%. However the closeness of these answers contrasts with the percentage of respondents giving 'no' or 'don't know' answers. In this case 50.0% of the 16 – 34 group said 'no' as opposed to 38.1% of those aged 65 and over, and the 'don't knows' represented 23.3% and 35.8%, respectively.

Table 9: Do you feel the citizens of Aberdeen have equal opportunities for: (% by Age Group)

Response		**Age Group**			
		16-34	**35-54**	**55-64**	**65+**
Access to employment	Yes	58.3	53.3	53.4	44.2
	No	26.7	24.8	23.3	21.7
	Don't know	15.0	21.9	23.3	34.1
Rates of pay	Yes	40.0	33.7	31.8	24.2
	No	40.0	37.8	39.8	40.2
	Don't know	20.0	28.5	28.4	35.6
Access to affordable housing	Yes	26.7	21.9	22.0	26.1
	No	50.0	47.6	49.2	38.1
	Don't know	23.3	30.5	28.8	35.8
Access to education	Yes	80.0	73.1	79.8	79.7
	No	15.0	14.2	11.2	7.5
	Don't know	5.0	12.7	9.0	12.8
Access to healthcare	Yes	90.0	80.9	84.3	80.7
	No	10.0	9.0	8.4	7.9
	Don't know	0	10.1	7.3	11.4
Access to local authority care services	Yes	51.7	50.6	54.0	45.3
	No	13.3	15.6	23.9	22.6
	Don't know	35.0	33.8	22.2	32.1
Access to sport and leisure services	Yes	65.0	60.6	63.6	51.1
	No	21.7	17.1	18.8	13.5
	Don't know	13.3	22.3	17.6	35.3
Access to cultural services	Yes	60.0	53.0	56.1	47.7
	No	13.3	19.9	14.0	11.5
	Don't know	26.7	27.1	29.8	40.8
Overall	Yes	57.1	53.6	60.7	49.5
	No	23.2	18.4	19.3	15.3
	Don't know	19.6	28.0	20.0	35.1

Base = multiple

SERVICE RESPONSE

The fact that in most questions the responses reflected generally positive views towards equality of access in Aberdeen was heartening. The views of panellists towards equality of access to education and healthcare were especially positive. The lower agreement levels concerning access to affordable housing may be reflective of the relatively high cost of housing in Aberdeen in both the rented and purchased sectors, which is influenced by a number of factors, including the rate of activity in the local economy. Overall, although there were significant levels of agreement (55.0%) that there are equal opportunities in Aberdeen, the survey shows that there is more work to be done if perceptions are to improve in some areas.

The council provides a web-based performance page – Aberdeen Performs, which offers citizens a range of information drawn from across public services. The information gleaned from the survey will support our priority: 'Smarter Living' and the outcome we aim to achieve: 'Aberdeen is a fair and equal city.'

Neil Buck

Performance and Risk Manager

Aberdeen City Council

EQUALITY AND DIVERSITY

Local authorities have a central role to play in improving the lives of the people in their cities. This includes tackling disadvantage and inequality wherever they exist and bringing people together. In addition to this, the Scottish Government introduced specific duties for public authorities to produce and publish a set of 'equalities outcomes' by April 2013. An 'equality outcome' is a result that the authority aims to achieve in order to further one or more of the following needs:

- eliminate discrimination
- advance equality of opportunity
- foster good relations

Aberdeen City Council published its Equality Outcomes in April 2013. The panellists' were asked several questions, the answers to which will help the Council to monitor the progress it has achieved in different areas of equality.

Panellists were first asked if they, or a member of their household, had experienced discrimination when receiving Council services in the past year. The reasons for discrimination were listed, and panellists were asked to tick as many as were applicable. The possible grounds for discrimination given were:

a) Age
b) Disability
c) Gender reassignment
d) Marriage and civil partnership
e) Pregnancy and maternity
f) Race
g) Religion and belief
h) Sex
i) Sexual orientation

Panellists were also given the option (j) that they had not experienced discrimination.

Of the 677 respondents to answer this question, 46 (6.8%) had experienced one or more forms of discrimination when receiving Council services during the past year. The responses are shown in Table 10 below (see page 33). The most common form of discrimination, experienced by 24 respondents (3.5%), was on the grounds of disability. Age discrimination had been experienced by 23 respondents (3.4%), making it the second most frequent form. Sex discrimination was reported by 6 panellists (0.9%); 5 (0.7%) had confronted racial discrimination; and 4 (0.6%) had faced discrimination due to religion and belief. Discrimination on the grounds of gender reassignment; marriage and civil partnership; pregnancy and maternity; and sexual orientation had been experienced by 1 respondent (0.1%) in each case. It should be remembered when considering this data that the discrimination experienced could be that of the respondents or someone in their households.

Table 10: Have you, or a member of your household, experienced discrimination when receiving Council services for any of the following reasons during the past year?

Response	**Respondents**	
	Count	**%**
Not experienced discrimination	631	93.2
Disability	24	3.5
Age	23	3.4
Sex	6	0.9
Race	5	0.7
Religion and belief	4	0.6
Gender reassignment	1	0.1
Marriage and civil partnership	1	0.1
Pregnancy and maternity	1	0.1
Sexual orientation	1	0.1

Base = 677 respondents

Table 11 below (see page 34) takes the responses of those who said they, or a family member, had been discriminated against, and provides the breakdown of the forms of discrimination experienced.

Table 11: Have you, or a member of your household, experienced discrimination when receiving Council services for any of the following reasons during the past year? (% by Gender, % by Neighbourhood, % by Age Group)

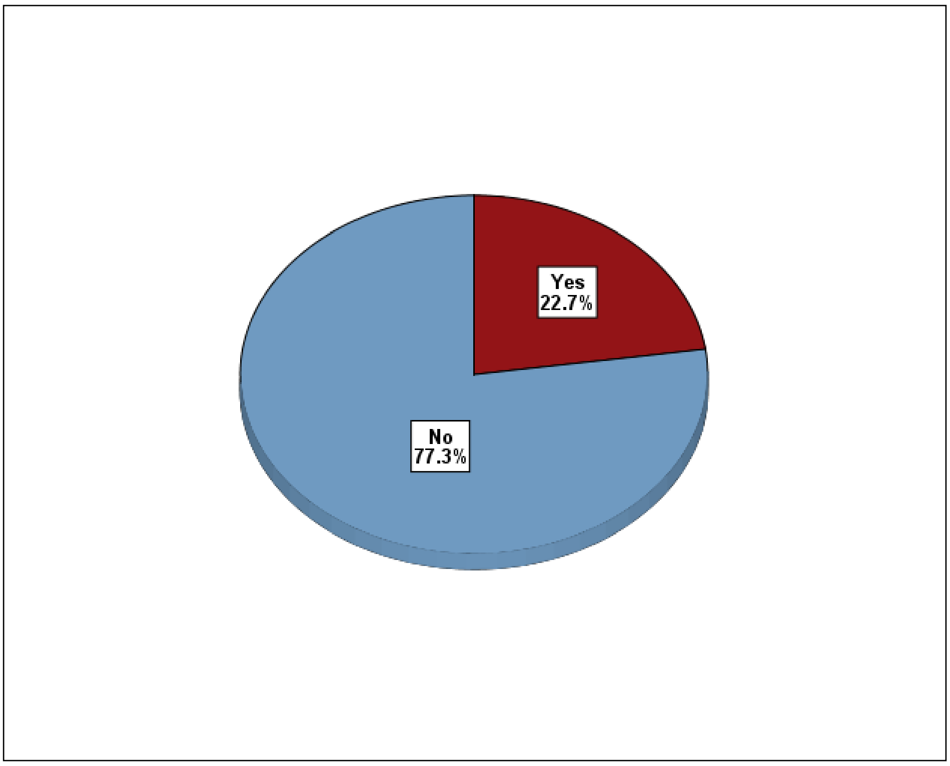
Reason for discrimination	Respondents	
	Count	**%**
Disability	24	52.2
Age	23	50.0
Sex	6	13.0
Race	5	10.9
Religion and belief	4	8.7
Gender reassignment	1	2.2
Marriage and civil partnership	1	2.2
Pregnancy and maternity	1	2.2
Sexual orientation	1	2.2

Base = 46 respondents

Due to the small number of respondents suffering discrimination (and the resultant likelihood of distorted results), performing further stratified analysis on these results is not recommended. However, the breakdown of the responses by gender, neighbourhood and age group is available on request.

The respondents who had experienced discrimination were then asked if they had reported this incident or experience to anyone. Two of the 46 panellists who said they had experienced discrimination did not answer this question. Of the 44 who provided a response, 34 (77.3%) had not reported the incident/experience and 10 (22.7%) had reported it. This is shown in Figure 6 below (see page 35).

Figure 6: Did you report this incident/experience of discrimination to anyone?



Base = 44 respondents

The level of reporting of the discriminatory experiences can be seen in Table 12 below (see page 36). The forms of discrimination most commonly reported were those types experienced most frequently by respondents, i.e. age (6 reports; 26.1%), and disability (5 reports; 21.7%). However, that left 18 (78.3%) incidences of discrimination on the grounds of disability, and 17 (73.9%) of age discrimination, going unreported. Only one case (16.7%) of sex discrimination out of 6 was reported, and all the other incidences of discrimination experienced by respondents remained unreported.

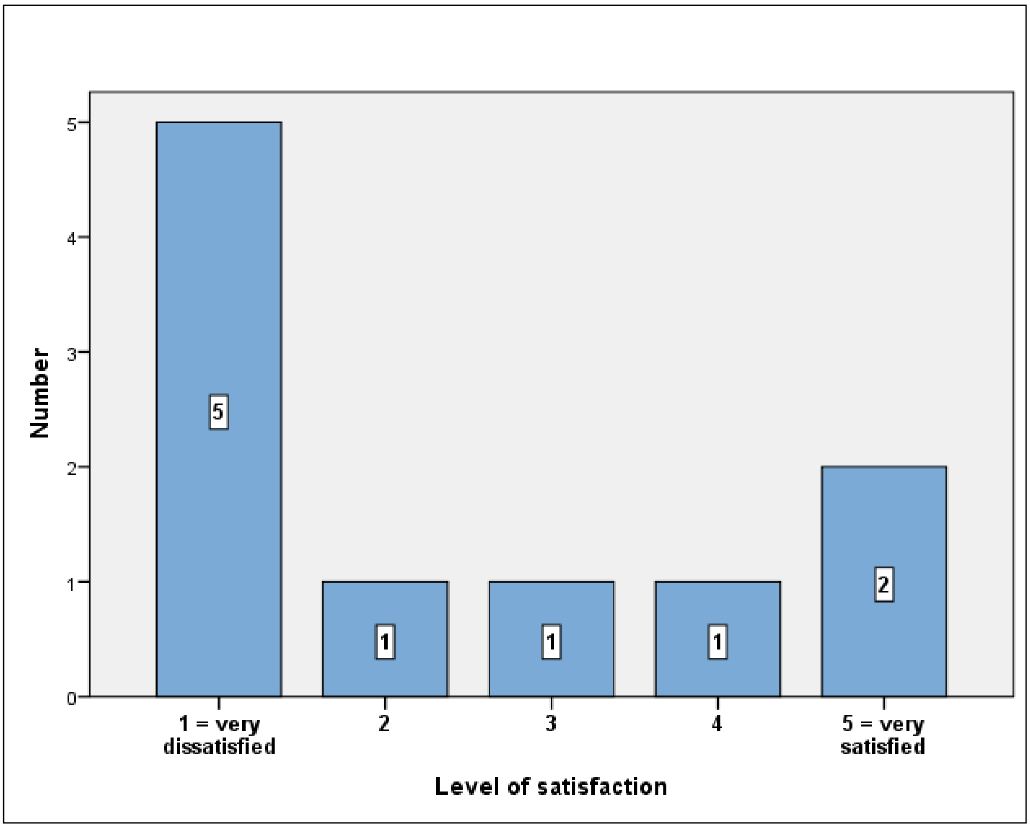
Table 12: Whether an incident/experience of discrimination was reported or not

Type of incident (and no. of cases)	Reported (%)	Not reported (%)
Age (23)	26.1	73.9
Disability (23)	21.7	78.3
Gender reassignment (1)	0.0	100.0
Marriage and civil partnership (1)	0.0	100.0
Pregnancy and maternity (1)	0.0	100.0
Race (5)	0.0	100.0
Religion and belief (4)	0.0	100.0
Sex (6)	16.7	83.3

Base = 44 respondents

Those who had reported the incident/experience of discrimination to someone were then asked on a scale of 1-5 (where 1 = very dissatisfied and 5 = very satisfied) how satisfied they were with the response they received. Of the 10 respondents to submit an answer to this question 50.0% (5 respondents) rated themselves as ‘very dissatisfied’ with the response received. At the other end of the scale, 2 respondents (20.0%) said they were ‘very satisfied’ with the response they received. 1 respondent (10.0%) was placed at each of the 3 points across the middle of the scale, as can be seen below in Figure 7 (see page 37).

Figure 7: If yes, on a scale of 1 - 5 (where 1 = very dissatisfied and 5 = very satisfied) how satisfied were you with the response you received?



Base = 10 respondents

Those panellists who had experienced a form of discrimination but had not reported the incident to anyone were asked why they had not done so. These responses have been summarised, collated and are provided below in Table 13 (see page 38). Of the 36 respondents who had experienced one or more forms of discrimination, but had not reported the incident/experience, 30 gave reasons. The most commonly given reason for not reporting experiences of discrimination was a reluctance to complain or 'make a fuss' (7 respondents; 23.3%). The sense that it would be futile to complain was offered as a reason for not reporting by 6 respondents (20.0%). The belief that the Council is not concerned about certain sectors of the population, namely older and disabled people, was given as a reason by 4 respondents (13.3%), as was the concomitant view that the Council prioritises the needs of some groups over those of others. 3 respondents (10.0%) cited previous bad experiences of reporting discrimination as a reason for leaving the most recent incident unreported. Issues around accessibility and lack of evidence to substantiate a complaint were also given as reasons for not reporting the discriminatory experience by 1 respondent apiece (3.3%).

Table 13: If you did not report the incident/experience of discrimination, why not?

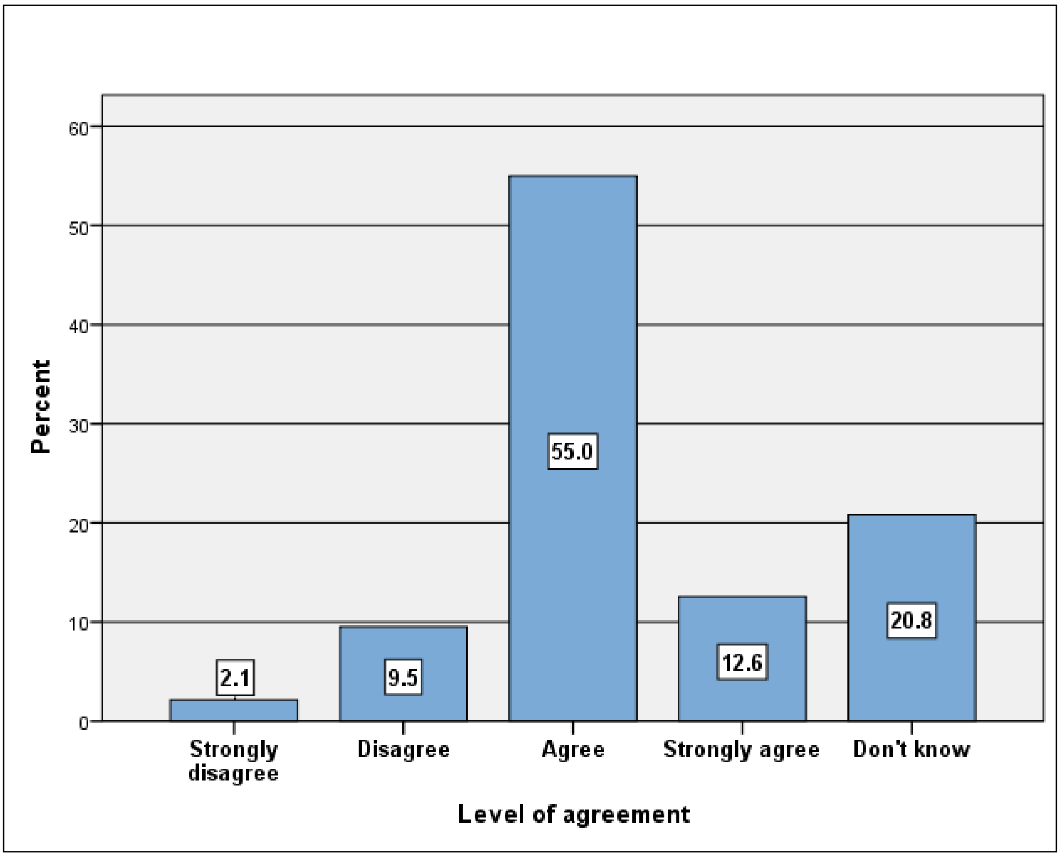
Reason	Count	%
Reluctant to complain or 'make a fuss'	7	23.3
Complaining would be 'pointless' as nothing would be done	6	20.0
Belief that Council is generally unconcerned about older people and people with disabilities	4	13.3
Belief that Council discriminates in favour of certain sections of society (e.g. foreign citizens, addicts, pregnant women) and that those in work and paying taxes are effectively ignored	4	13.3
Bad prior experiences of making complaints	3	10.0
Just shared my concerns with family and friends	2	6.7
Aberdeen is an old city with access problems that would be difficult to solve	1	3.3
Hearing problems make complaining by phone difficult	1	3.3
No evidence to support a complaint	1	3.3
Took it to a higher authority	1	3.3

Base = 30 respondents

The term 'equality group' refers to persons who share a relevant protected characteristic. The public sector equality duty covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. Bearing this in mind respondents were then asked to what extent do they agreed or disagreed with the statement that Aberdeen is a welcoming place for members of equality groups to live and work.

Figure 8 (see page 39) shows that of the 653 respondents to provide an answer, a majority (359 respondents; 55.0%) agreed with the statement. 82 respondents (12.6%) strongly agreed with the statement; 62 panellists (9.5%) disagreed with the statement; and 14 (2.1%) strongly disagreed. 136 (20.8%) of the respondents didn't know if Aberdeen was a welcoming place for members of equality groups.

Figure 8: To what extent do you agree or disagree with the statement that Aberdeen is a welcoming place for members of equality groups to live and work?



Base = 653 respondents

A breakdown of these levels of agreement by gender, neighbourhood and age group is provided in Table 14 below (see page 40). Regarding gender it shows there is very little difference between the views of male and female respondents, with the majority in both cases agreeing with the statement (54.1% and 56.0%, respectively).

Considering the answers by neighbourhood reveals some level of difference. The majority in the three areas agree with the statement, with 50.5% of Central; 54.3% of North; and 59.8% of South choosing this option. However in Central 17.0% of respondents expressed disagreement, i.e. they chose the 'disagree' or 'strongly disagree' options, with the statement. Only 8.6% of respondents in North and 8.1% in South expressed a level of disagreement to the proposition that Aberdeen is welcoming to members of equality groups.

Across the age groups the majority in each case again agreed with the proposition, with 56.9% of those aged 16 – 34; 59.0% of those 35 – 54; 56.3% of the 55 – 64 group; and 45.0% of the 65+ group choosing this option. However there was significant difference when it came to those who strongly disagreed with the statement. 5.2% of those aged 16 – 34 fell into this category whereas only 0.7% of those 65 and over strongly disagreed. This age group (65+) also had a greater proportion, at 34.3%, of respondents who chose the 'don't know' option in response to the statement. The 'don't knows' returned by the other age groups were 10.3% (16 – 34); 15.5% (35 – 54); and 22.4% (55 – 64).

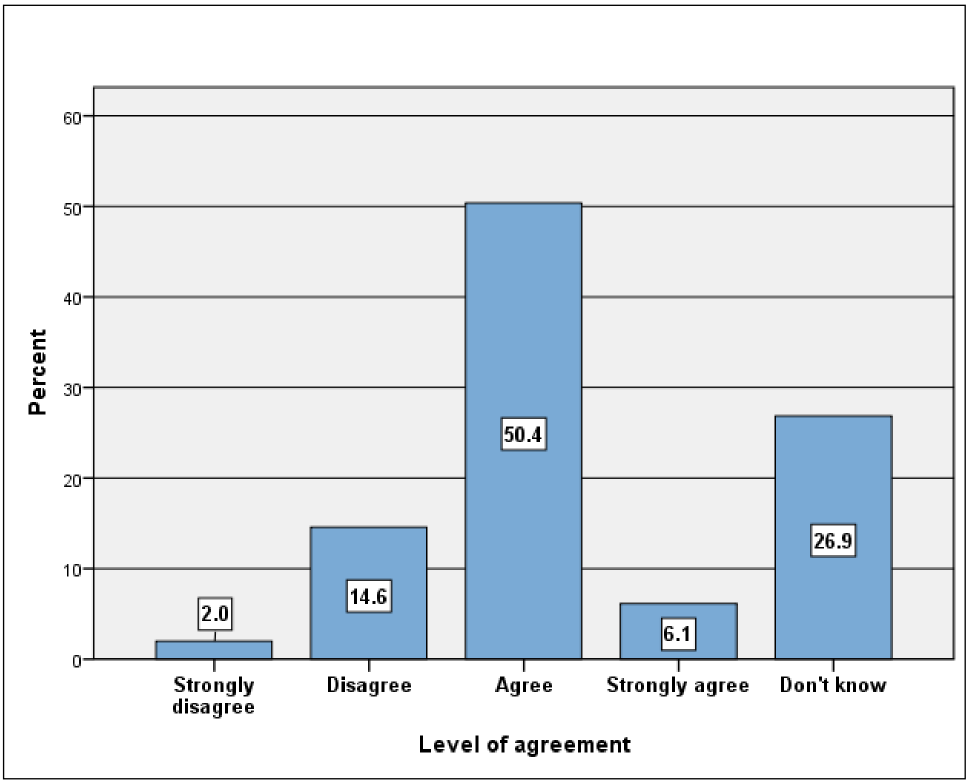
Table 14: To what extent do you agree or disagree with the following statement? Aberdeen is a welcoming place for members of equality groups to live and work. (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Strongly Disagree	2.0	1.8	1.5	1.9	2.1	5.2	1.8	1.7	0.7
Disagree	9.4	9.2	7.1	15.1	6.0	10.3	9.6	8.6	9.3
Agree	54.1	56.0	54.3	50.5	59.8	56.9	59.0	56.3	45.0
Strongly Agree	14.0	11.6	13.2	14.6	10.7	17.2	14.0	10.9	10.7
Don't know	20.5	21.4	23.9	17.9	21.4	10.3	15.5	22.4	34.3

Base = multiple

The panellists were then given a second statement: People from equality groups living and working in the city are valued and respected. Again, panellists were asked the extent to which they agreed or disagreed with that assertion. 651 responses were received, as shown below in Figure 9 (see page 41). The majority (328 respondents; 50.4%) agreed with the statement. 95 respondents (14.6%) disagreed with the statement; 40 respondents (14.6%) strongly agreed; and 13 (2.0%) strongly disagreed. 175 respondents (26.9%) did not know if equality groups in Aberdeen were valued and respected.

Figure 9: To what extent do you agree or disagree with the statement that people from equality groups living and working in the city are valued and respected?



Base = 651 respondents

Table 15 below (see page 42) provides a breakdown of the responses by gender, neighbourhood and age group. Looking first at gender, there proved to be little difference between the responses from male and female panellists. In both cases a greater proportion agreed with the statement, with 52.4% of male and 48.8% of female respondents choosing this over the other options.

A greater proportion of respondents from the different neighbourhoods (53.1% of North; 50.9% of South and 47.9% of Central) agreed that Aberdeen did value and respect those people from equality groups living and working in the city. However there was greater variance in the level of disagreement. Of those in Central 22.1% disagreed or strongly disagreed with that statement. The responses from South and Central expressing some level of disagreement were 12.9% and 13.2% respectively. These two neighbourhoods also returned a greater number of 'don't knows' (31.5%, South; and 27.6%, North) than did Central, at 22.1%.

Looking at the different age groups it can be seen that the percentage of those who agreed or strongly agreed with the statement decreased as the age increased. 60.4% of those aged 16 – 34 expressed agreement or strong agreement, as did 60.1% of those aged 35 – 54. Of those aged 55 – 64 the level of agreement was 55.5%, falling to 50.3% among those aged 65 and over. This pattern was repeated by those expressing levels of disagreement with the statement. Within the 16 – 34 group 22.4% disagreed or strongly disagreed with the assertion. 19.2% of those aged 35 – 54 expressed levels of disagreement, as did 15.0% of the 55 – 64 group. However only 8.6% of those aged 65+ disagreed or strongly disagreed that Aberdeen values and respects equality groups living and working in the city.

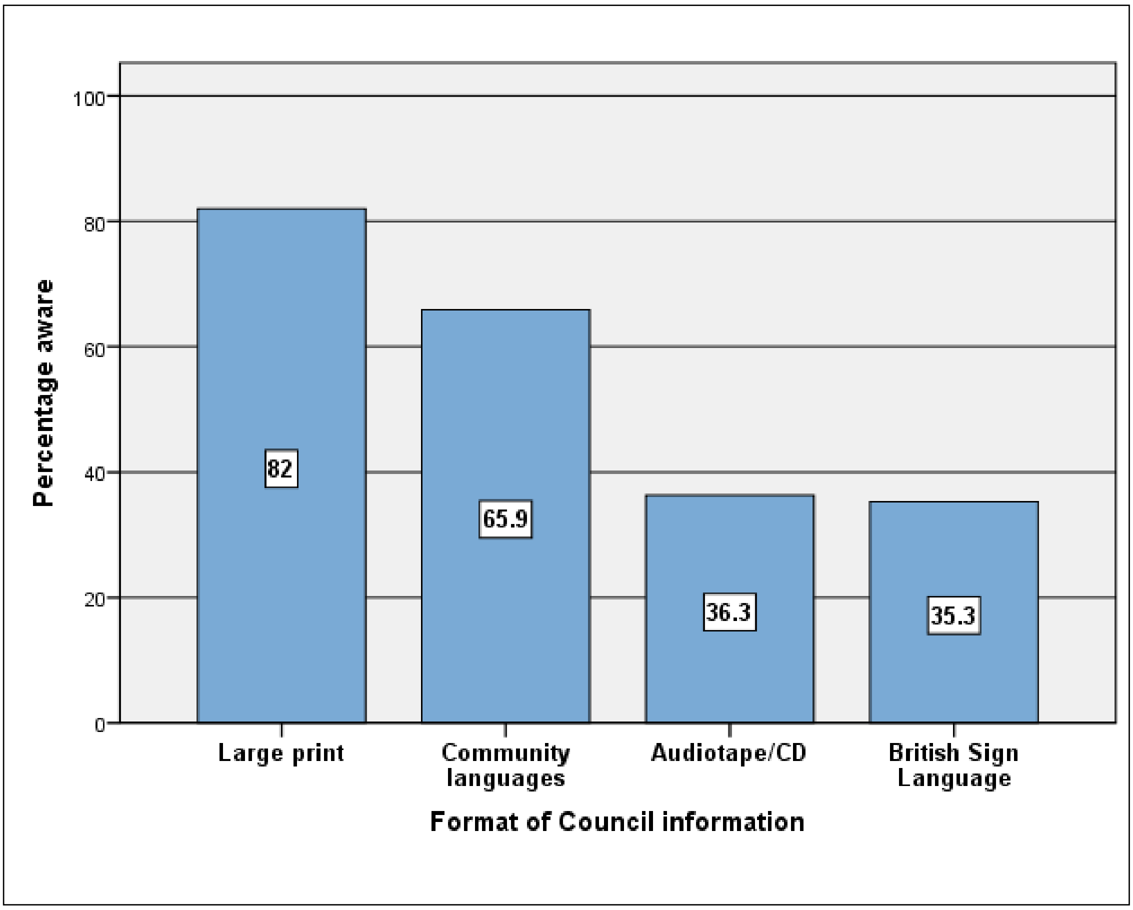
Table 15: To what extent do you agree or disagree with the following statement? People from equality groups living and working in Aberdeen are valued and respected. (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Strongly Disagree	1.6	1.8	1.5	1.9	1.7	3.4	2.2	1.7	0.0
Disagree	14.0	14.7	11.7	20.2	11.2	19.0	17.0	13.3	8.6
Agree	52.4	48.8	53.1	47.9	50.9	48.3	53.1	50.9	46.0
Strongly Agree	6.8	5.7	6.1	8.0	4.7	12.1	7.0	4.6	4.3
Don't know	25.1	29.0	27.6	22.1	31.5	17.2	20.7	29.5	41.0

Base = multiple

The Council makes information about services available in large print, community languages, audiotape/CD and British Sign Language. Panellists were asked if they knew about the availability of these different formats. The responses are shown in Figure 10 below (page 43). Of the 677 respondents who provided an answer 555 (82.0%) knew of the large print option and 446 (65.9%) of the community languages provision. However only 246 (36.3%) were aware of information being available on audiotape or CD and 239 (35.3%) knew it was offered in British Sign Language.

Figure 10: Did you know that information about Council services is available in the following formats?



Base = 677 respondents

The data disaggregated by gender, neighbourhood and age group is provided below in Table 16 (see page 44). In relation to all four formats a greater proportion of female than male respondents were aware of service information being made available.

The only significant variance when considering the data across neighbourhoods concerned the availability of information on audiotape/CD. 44.9% of respondents from North knew of this provision, but this dropped to 35.5% in Central and only 29.8% in South.

When looking at the age groups the greatest proportion of respondents aware of information being provided in large print (87.1%); community languages (71.3%); and on audiotape/CD (41.9%) were those between 35 – 54 years. In the case of British Sign Language those aged between 16 – 34 had the greatest level of awareness at 39.3%.

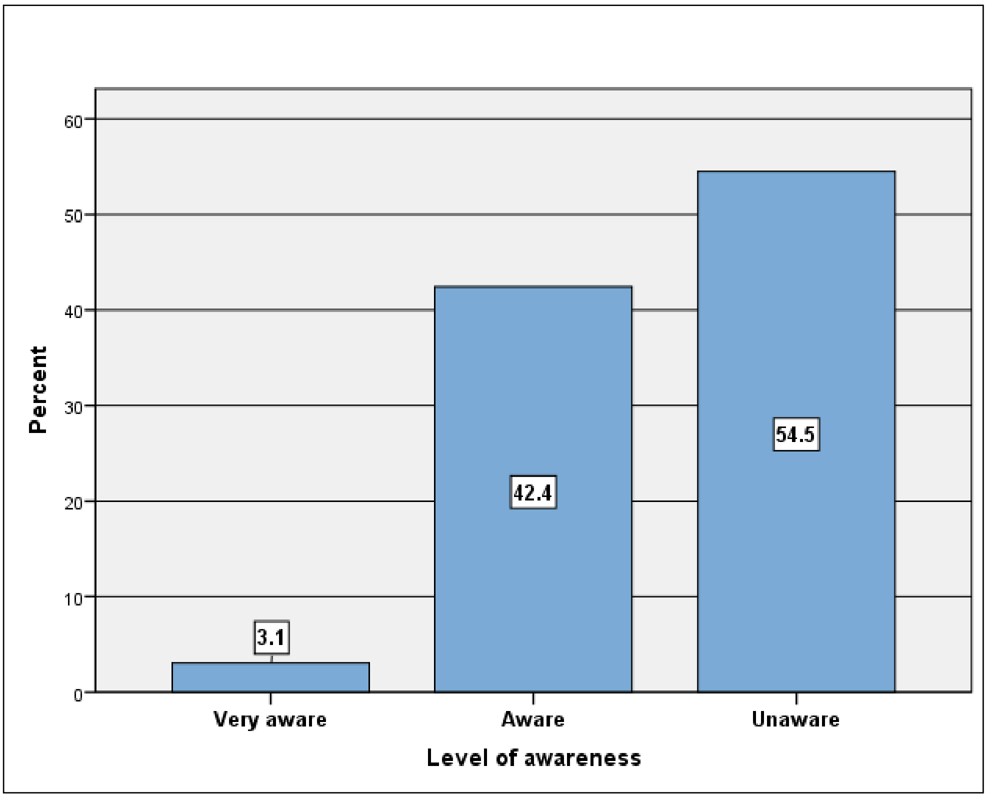
Table 16: Did you know that information about Council services is available in the following formats? (% by Gender, % by Neighbourhood, % by Age Group)

Format of Council information	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Large print	78.8	85.1	81.2	83.9	81.4	72.1	87.1	82.2	77.0
Community languages	62.7	69.4	67.1	67.3	64.5	57.4	71.3	68.6	57.4
Audiotape/CD	35.1	37.4	44.9	35.5	29.8	41.0	41.9	31.9	29.7
British Sign Language	33.9	37.1	36.7	35.5	34.7	39.3	38.2	33.0	32.4

Base = multiple

Panellists were then asked to rate their own level of awareness on what the Council was doing to improve the quality of life for different equality groups. Panellists were given three options from which to choose: (a) very aware; (b) aware; (c) unaware. The results, which are provided in Figure 11 (see below, this page), show that the majority said they felt unaware of what the Council is doing. Of the 655 respondents who answered this question 357 (54.5%) felt unaware. 278 (42.4%) said they were aware, and only 20 (3.21%) felt they were very aware of what the Council was doing to improve equality groups' quality of life.

Figure 11: How aware do you feel you are on what the Council is doing to improve the quality of life for different equality groups?



Base = 655 respondents

Table 17 below (see page 45) shows the responses to this question broken down by gender, neighbourhood and age group. Looking first at gender a similar proportion of male and female respondents felt they were aware or very aware of the Council's efforts (44.6% and 46.8%, respectively). However a greater proportion of male respondents (4.3%) classified themselves as ‘very aware’ than female (2.1%). A similar proportion of each gender felt they were unaware of what the Council was doing for equality groups: 55.4% (males) and 53.2% (females).

Likewise there was little variance across the neighbourhoods with 47.4% of Central; 47.2% of North; and 43.0% of South respondents saying they were aware or very aware of what the Council is doing. Central returned the greatest proportion of those rating their level of awareness as ‘very aware’ (4.3%). South represented the greatest proportion of those who felt unaware with 57.0% choosing this option. The figures here for North and Central were 52.8% and 52.6%, respectively.

Taking the response by age group reveals more significant variance in levels of awareness. Those in the 16 – 34 age group were, proportionately, the least aware with 69.5% saying they felt unaware of the Council’s efforts in relation to equality groups. In this age group only 27.1% said they were aware, and 3.4% felt very aware. The responses from the other three age groups more closely reflected one another. However, compared to the 69.5% of 16 – 34 year olds who felt they were unaware, only 51.7% (35 – 54); 52.8% (55 – 64); and 54.6% (65+) said they were unaware.

Table 17: How aware do you feel you are about what the Council is doing to improve the quality of life for different equality groups? (% by Gender, % by Neighbourhood, % by Age Group)

Level of awareness	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Very aware	4.3	2.1	3.0	4.3	2.1	3.4	2.6	4.5	2.1
Aware	40.3	44.7	44.2	43.1	40.9	27.1	45.7	42.6	43.3
Unaware	55.4	53.2	52.8	52.6	57.0	69.5	51.7	52.8	54.6

Base = multiple

Panellists were asked what more they thought the Council could do to improve the quality of life for people from different equality groups in the city. This was an open question allowing respondents to offer suggestions. 187 respondents answered this question, but the largest proportion of these (28; 15.0%) indicated that they ‘didn’t know’ or were ‘not sure’. The other suggestions have been summarised and are shown below in Table 18 (see page 46), with the frequency of responses given.

Table 18: What more could the Council do to improve the quality of life for people from different equality groups in the city?

Nature of comments	Respondents	
	Count	%
Ensure equality for all, not just ‘equality groups’	19	10.2
Publicise/provide more information on relevant services	18	9.6
Everything’s okay as it is – no improvements necessary	14	7.5
Hold more community/group meetings	11	5.9
Better consultation with targeted groups, taking care to *listen* to their needs	10	5.3
Better accessibility/facilities for people with a disability	9	4.8
Better education, especially in schools	9	4.8
Better/closer integration	7	3.7
Better/more English language courses/training for immigrants	6	3.2
Do more for disabled people, rather than those from ethnic minority groups	6	3.2
Be more proactive and engaging	5	2.7
Encourage multi-cultural events and activities	5	2.7
It should be up to individuals rather than the Council	5	2.7
More resources (finance and staff)	5	2.7
Be more sympathetic and understanding	4	2.1
Change councillors and/or Council administration	4	2.1
Depends on the funding available	4	2.1
Make improvements to specific services (e.g. after-school care for special needs children, speech language support for those on the autistic spectrum)	3	1.6
Better housing	2	1.1
Do more for the socio-economically disadvantaged	2	1.1
Encourage events based on sport and physical activity	2	1.1
Just keep trying	2	1.1
Re-open closed facilities	2	1.1
Stop immigration	2	1.1
Campaign for independence to move away from ‘Westminster rhetoric of scroungers and undeserving poor’	1	0.5
Challenge local press coverage of Travellers	1	0.5
Report more clearly on successes to date	1	0.5

Base = 187 respondents

SERVICE RESPONSE

This data provides a great opportunity for us to improve the services we offer.

It is interesting to note that this year the percentage of respondents who said they had experienced discrimination (6.8%) shows a marked increase to last year (2.8%). This upward trend may be due to an increased awareness and confidence in reporting. Almost 7% of the total respondents gave the causes of discrimination as disability or age. This is interesting as in the Prejudice Incidents Reports (PIRFs) made to Grampian Regional Equality Council race is always by far the most frequently occurring form of discrimination.

Similar to last year, approximately 1 in 4 of those experiencing discrimination did not report the incident to anyone. Additionally, there is clearly a need to improve responses to reporting and we have carried out an awareness raising campaign with staff, elected members, partners and communities on how to deal with PIRFs.

Within this year's top 3 answers "What more could the council do to improve the quality of life for people from different equality groups in the city?" were "Ensure equality for all, not just equality groups" (10.2%) and "Everything's okay as it is- no improvements necessary" (7.5%). This demonstrates the need to promote more effectively the council's statutory duties to foster good relations and advance equality of opportunity and the protected characteristics of the Equality Act, so that people understand that we all have one or more of the protected characteristics.

The information gathered from City Voice answers will form part of the progress report to the council on the Equality Outcomes. As part of this report, services will be invited to suggest how best they can use the findings to improve their services and accessibility for the people of Aberdeen

Sandra Bruce

Equalities Strategist

Aberdeen City Council

OLDER PEOPLE

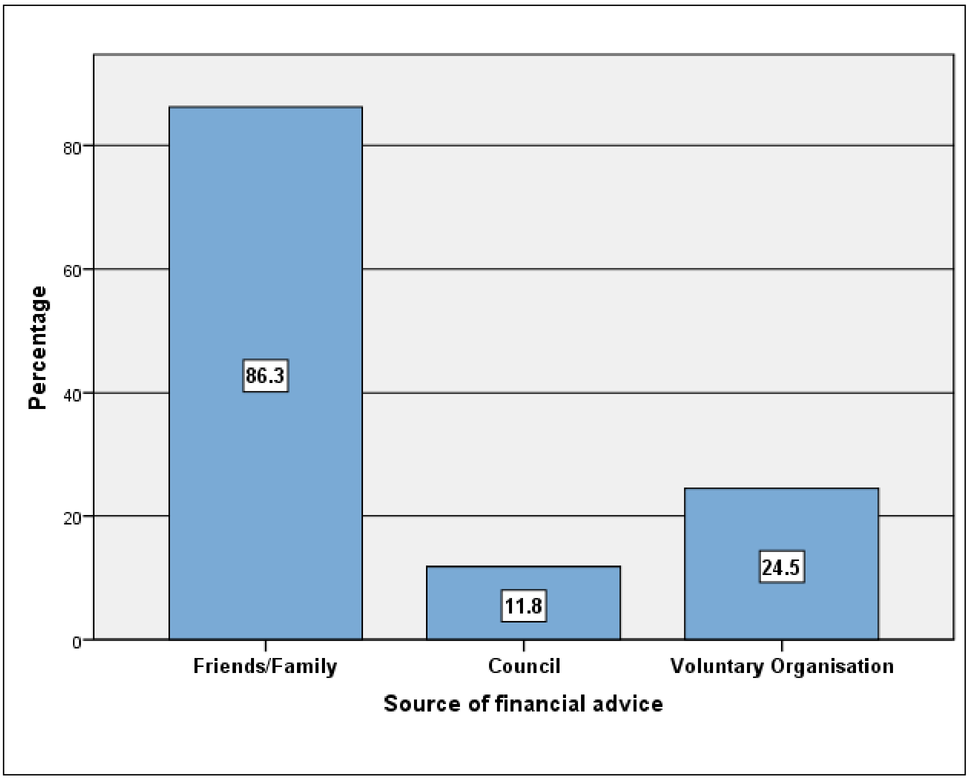
Aberdeen's Older People's Advisory Group (OPAG) includes representation from many agencies and organisations working to improve services for older people in the city. OPAG identifies and then takes action on priorities for older people. The panellists were asked several questions, the answers to which will assist OPAG on actioning a work plan which will best deliver on the needs of older people. To answer the questions in this section the panellists were invited to draw on their own experience or the experience of an older person in their family.

Panellists were first asked who they thought older people would usually turn to if they had a financial issue. The panellists were given a list of suggested sources of advice and asked to tick as many as they thought applicable. The list comprised of:

a) Friends/Family
b) Council
c) Voluntary organisation
d) Other (please specify)

677 responses were received and are shown below in Figure 12 (see page 49). The most popular option was 'friends/family' which was submitted by 584 respondents (86.3%). This was followed by 'voluntary organisation', which received 166 responses (24.5%). 80 respondents (11.8%) thought older people would turn to the Council.

Figure 12: From the following list, who do you think older people usually turn to if they have a financial issue?



Base = 677 respondents

76 respondents chose the ‘other’ option to this question and the sources of advice they specified can be seen below in Table 19 (see page 50). The most popular answer however, given by 37 respondents, was that older people would not turn to anyone, as they are often too proud or reluctant to ask for assistance. The second most common answer was ‘banks’ (17 respondents). This was followed by financial advisers (8 respondents), and the Citizens Advice Bureau (6). Churches and government agencies were both suggested by two respondents. Several individuals and organisations were mentioned by one respondent apiece. These were: a carer; credit unions; elected representatives, i.e. councillors, MSPs or MPs; GPs; neighbours; or a solicitor.

Table 19: Other suggested individuals/organisations to which older people might turn if they had a financial issue

Source of financial advice	Respondents	
	Count	%
No-one: older people are often too proud or reluctant to ask for assistance	37	48.7
Banks	17	22.4
Financial advisers	8	10.5
Citizens Advice Bureau	6	7.9
Church	2	2.6
Government agencies	2	2.6
Carer	1	1.3
Credit unions	1	1.3
Elected representatives: councillors, MSPs or MPs	1	1.3
GP	1	1.3
Neighbours	1	1.3
Solicitor	1	1.3

Base = 76 respondents

The responses to this question, excluding those submitted under 'other', have been disaggregated by gender, neighbourhood and age group, and provided below in Table 20 (see page 51). Taking gender first, the only significant difference between male and female respondents was the greater number of male respondents who thought older people would turn to voluntary organisations. 30.7% of male respondents thought this would be the case, in contrast to only 18.9% of female respondents.

Across the neighbourhoods the figures for those who thought older people would turn to friends/family or voluntary organisations showed little variance. However there was less agreement as to whether older people would turn to the Council with financial issues. Whereas 16.6% of Central and 12.4% of South thought this was a possibility, only 6.8% of respondents in North thought older people would seek advice from the Council.

Similarly there was little variance when looking at the data by age group, except in the case of voluntary organisations being suggested as a source of assistance. Only 16.4% of 16 – 34 year olds thought older people would turn to these, whereas 29.7% of those in the 55 – 64 age group thought they would. The responses for the 35 – 54 and 65+ groups here were 23.2% and 23.6%, respectively.

Table 20: From the following list, who do you think older people usually turn to if they have a financial issue? (% b y Gender, % by Neighbourhood, % by Age Group)

Source of financial advice for older people	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Friends/family	86.1	86.6	84.1	85.7	88.8	85.2	86.0	86.5	87.2
Council	13.9	10.3	6.8	16.6	12.4	11.5	10.7	13.0	13.5
Voluntary Organisation	30.7	18.9	21.7	28.1	23.6	16.4	23.2	29.7	23.6

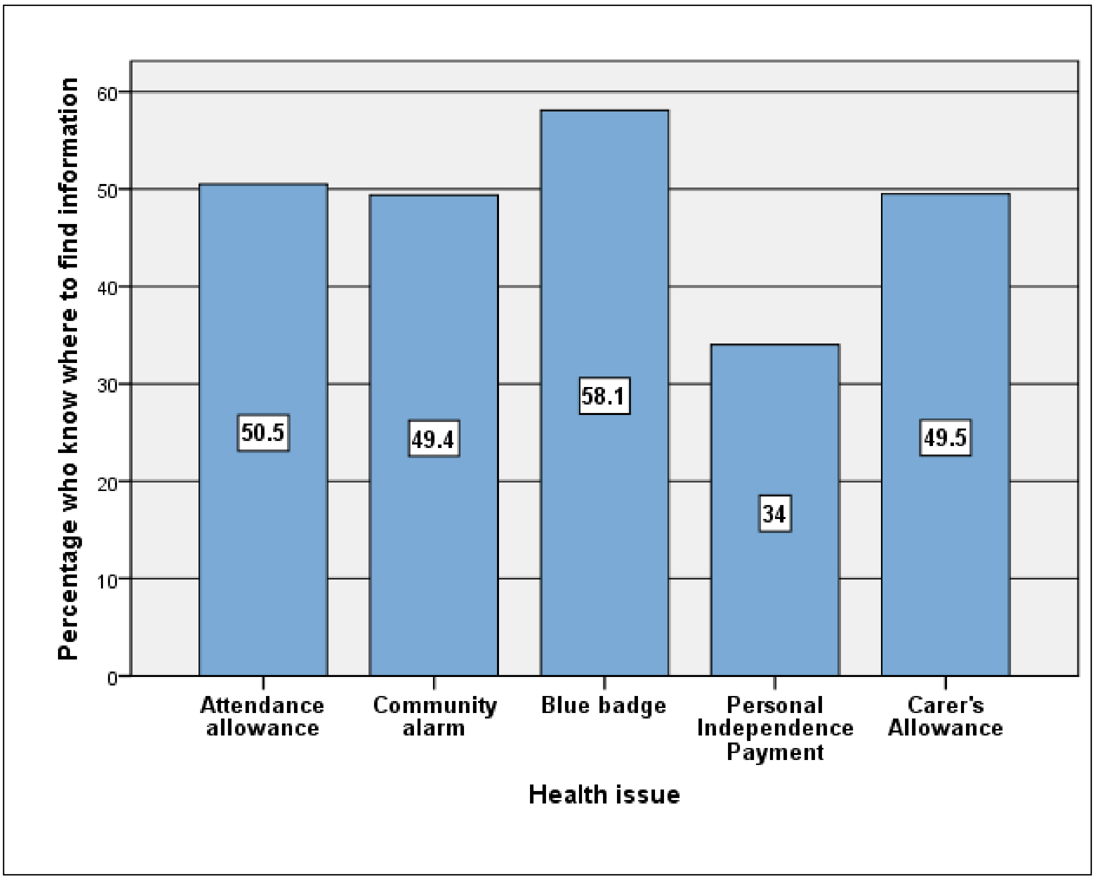
Base = multiple

Panellists were then asked if they, or any other relevant family member, would know where to find information on certain health issues. The issues concerned were:

a) Attendance allowance
b) Community alarm
c) Blue badge
d) Personal Independence Payment
e) Carer's Allowance

Of those who submitted responses to each of the categories, which are shown below in Figure 13 (see page 52), most knew where to find information on the Blue Badge scheme (372 respondents; 58.1%). This was followed by knowledge of attendance allowance (329; 50.5%). 49.5% (318 respondents) said they would know where to find information on Carer's Allowance, as did 49.4% in relation to community alarm (318 respondents). 34.0% (217 respondents) would know where to find information on Personal Independence Payment.

Figure 13: Would you (or any other relevant family member) know where to find information on the following health issues?



Base = multiple

These responses were then taken and broken down by gender, neighbourhood and age group. This breakdown is provided below in Table 21 (see page 53). When looking at the gender of the respondents it was the case that, for each health issue listed, a greater proportion of female panellists than male knew where to get information. For example, 55.7% of female respondents knew where to find information on attendance allowance compared to 44.3% of male respondents. Also 55.2% of female respondents, but 42.7% of male, would know where to go for information on the Carer's Allowance.

There was little variance in the levels of knowledge among the three neighbourhoods as to where respondents would find information. The one notable exception was in relation to the Personal Independence Payment for which 37.9% of respondents in Central said they would know where to seek information, as opposed to only 29.7% of those in North. The figure for South here was 33.2%.

There was greater variation between those who would know where to find information when looking at the data by age group, of which some examples are highlighted. For example, 31.6% of those aged 16 – 34 would know where to go to find out about Attendance Allowance, whereas 60.7% of those in the 55 – 64 category would know. The figures for those aged 35 – 54 and 65+ in relation to Attendance Allowance were 49.6% and 45.7%, respectively. Likewise, a greater proportion of respondents in the 55 – 64 age group knew where to find information on the Blue Badge scheme (64.9%) than those aged 16 – 34 (45.6%), and in relation to the community alarm, knowledge of which was expressed by 29.8% among those aged 16 – 34 but 61.1% for those in the 55 – 64 group.

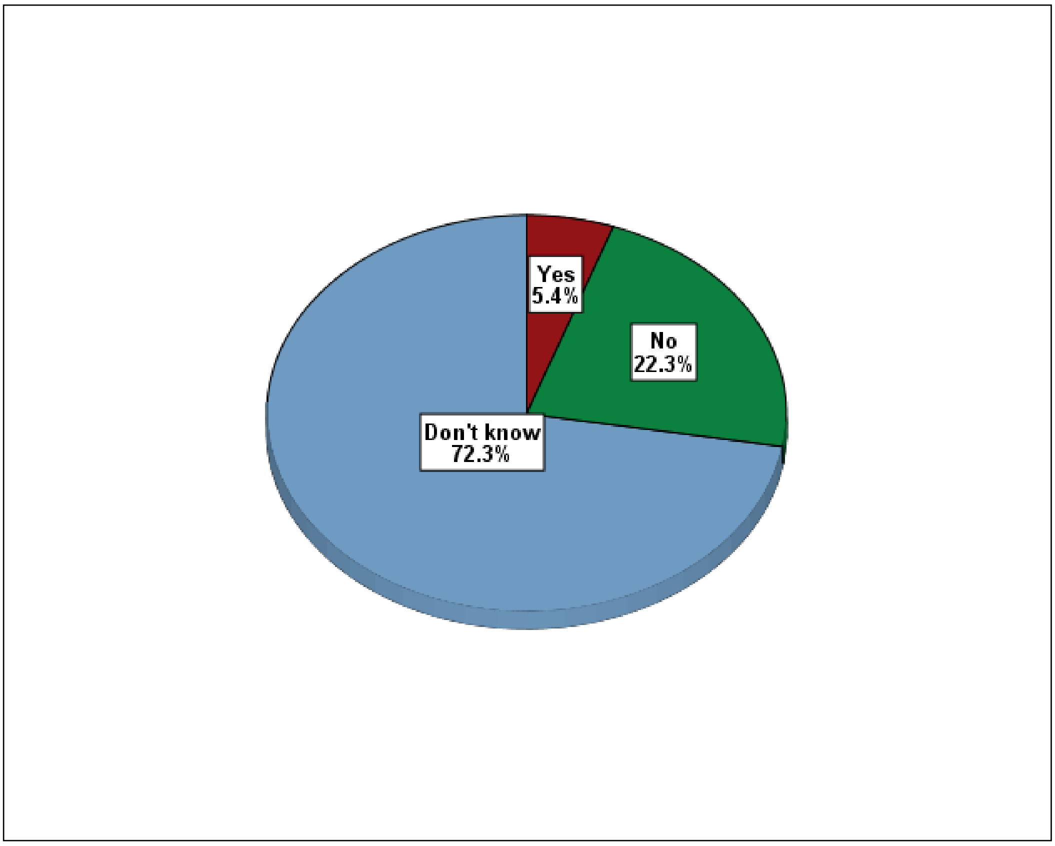
Table 21: Would you (or any other relevant family member) know where to find information on the following health issues? (% who answered 'yes' by Gender, Neighbourhood and Age Group)

Health issue	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Attendance allowance	44.3	55.7	50.8	49.0	50.8	31.6	49.6	60.7	45.7
Community alarm	45.7	52.3	48.0	49.8	49.6	29.8	46.6	61.1	46.8
Blue badge	55.8	60.1	58.8	57.7	57.6	45.6	57.0	64.9	56.3
Personal Independence Payment	28.9	38.0	29.7	37.9	33.2	26.3	36.3	38.2	25.6
Carer’s Allowance	42.7	55.2	47.2	50.7	49.6	41.1	50.0	56.5	41.4

Base = multiple

Panellists were then asked specifically about the situation faced by older people returning home from hospital, which can often be a time when they require help to sort out their finances. Bearing this in mind, panellists had to say whether, in their experience, enough support was given to older people at such a time. The question required a ‘yes’, ‘no’ or ‘don’t know’ response. Of the 665 responses to this question a large majority (481 responses; 72.3%) were ‘don’t know’. A further 148 respondents (22.3%) said not enough support was given. Only 36 respondents (5.4%) thought older people did receive enough support to sort out their finances when returning home after a period in hospital. These responses are shown in Figure 14 below (see page 54).

Figure 14: It is often the case that older people require help to sort out finances when they return from hospital. In your experience is enough support given to sort out their finances when they return home?



Base = 665 respondents

The responses to this question were broken down by gender, neighbourhood and age group, as shown in Table 22 below (see page 55). Taking the gender of respondents into consideration, a greater proportion of female respondents answered 'no' than male (24.1% and 19.0%). However the majority of both said they didn't know if enough support was offered (75.2% male; 70.6% female). Only 5.8% of male and 5.2% of female respondents agreed that enough support was provided to older people after being discharged from hospital.

There were no notable differences between the responses from North, Central and South, although a slightly higher percentage of those from North (23.8%) responded 'no'. Those responding 'no' represented 19.7% of answers from South and 21.9% from Central.

The breakdown by age group reveals greater variance among those who thought that older people did receive enough support. Interestingly it was the two younger categories that, proportionately, were least likely to think older people received enough support (1.7% of 16 – 34; and 3.7% of 35 – 54). However of those aged 55 – 64, 8.8% said in their experience older people did receive enough support, and 6.2% of those in the 65+ age group agreed.

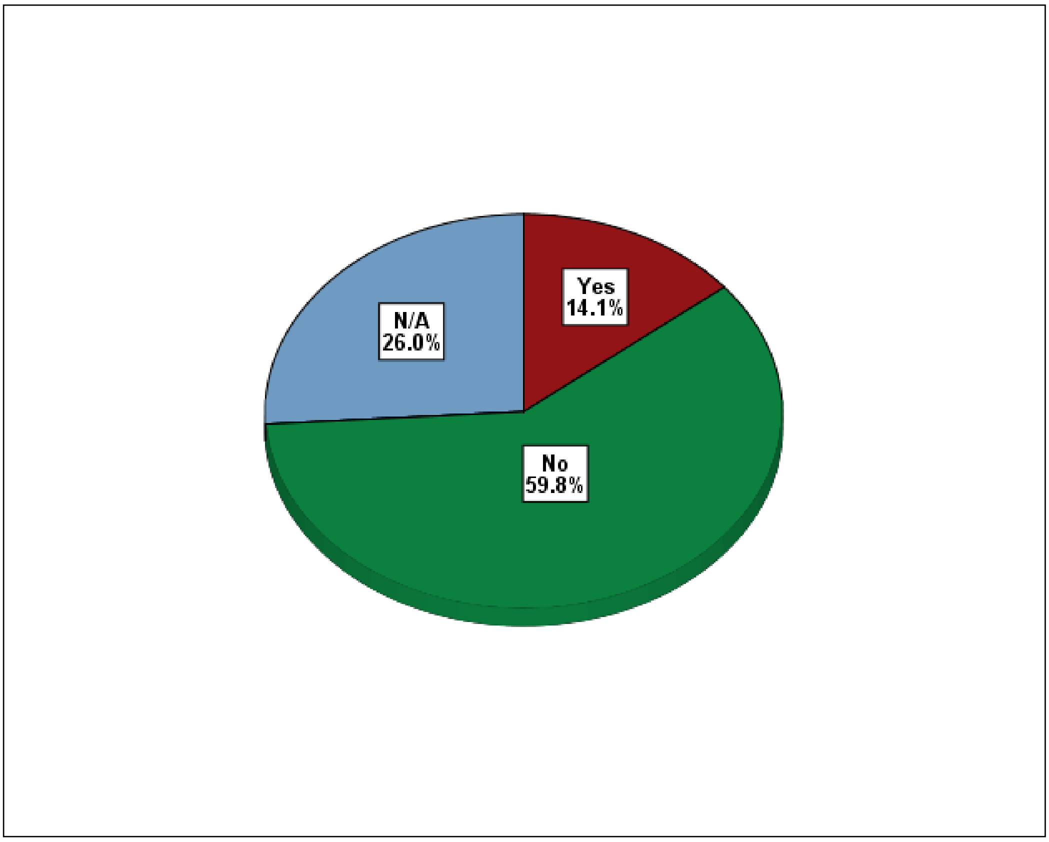
Table 22: Do you think older people receive enough support to sort out their finances when returning home from hospital? (% by Gender, % by Neighbourhood, % by age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	5.8	5.2	5.0	6.0	5.5	1.7	3.7	8.8	6.2
No	19.0	24.1	23.8	21.9	19.7	13.6	23.3	23.8	19.3
Don't know	75.2	70.6	71.3	72.1	74.8	84.7	73.0	67.4	74.5

Base = multiple

The next question in the section dealing with older people asked the panellists if they (or any other relevant family member) knew how to access assistance with travel expenses for older people when having to travel to other regions for hospital care/treatment. The possible responses were 'yes', 'no' or 'not applicable', and these are shown below in Figure 15 (see page 56). 665 responses were submitted, of which 398 (59.8%) were 'no', the respondents did not know how to access travel assistance. Only 94 respondents (14.1%) said they did know how to access this assistance. The question was not applicable to the remaining 173 respondents (26.0%).

Figure 15: Do you (or any other relevant family member) know how to access assistance with travel expenses for older people when having to travel to other regions for hospital care/treatment?



Base = 665 respondents

Table 23 below (see page 57) shows the responses broken down by gender, neighbourhood and age group. A greater proportion of female respondents (16.6%) knew how to access this assistance than male respondents (11.6%).

The responses do not show any significant differences when looked at by neighbourhood.

There is variation among the age groups of those who do or do not know how to access travel expense assistance. Only 3.4% of 16 – 34 year olds said they would know how to get this assistance. The percentage of those who know of this assistance then increases with age. 11.8% of those aged 35 – 54; 16.2% aged 55 – 64; and 20.5% aged 65 and over would know how to access this assistance. However, it should be noted that the 'yes' responses remain relatively few. Also, it should be noted that a much larger proportion of the 16 – 34 age group (59.3%) said the question was not applicable to them, compared to the other age groups.

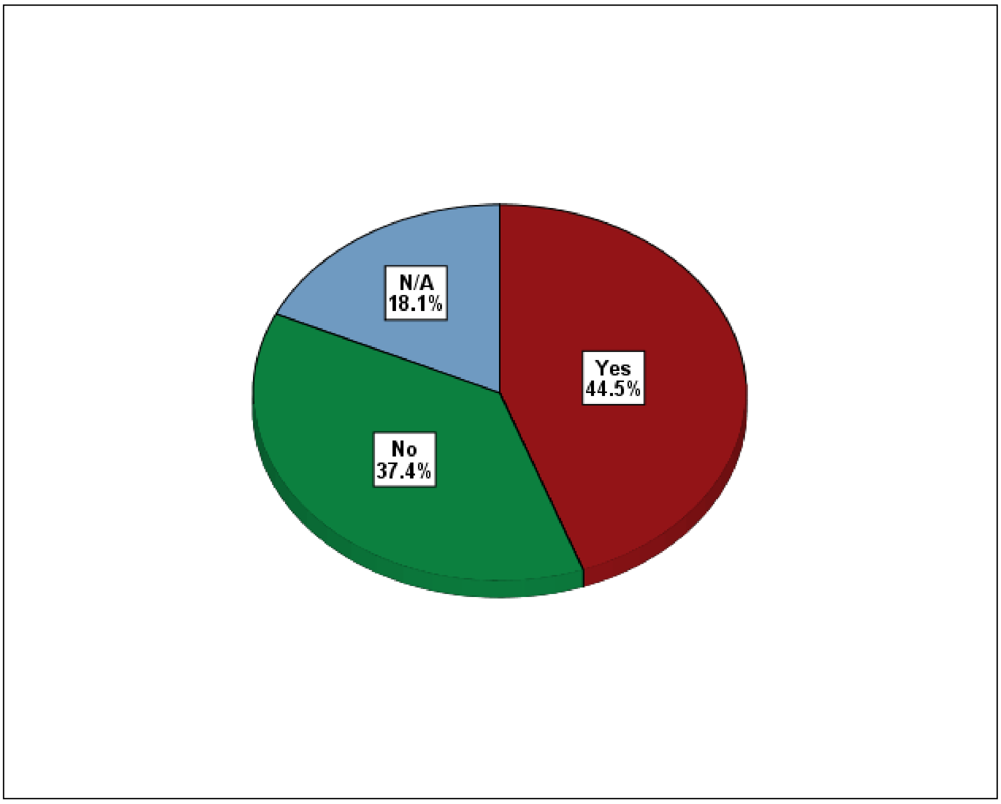
Table 23: Do you (or any other relevant family member) know how to access assistance with travel expenses for older people when having to travel to other regions for hospital care/treatment? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	11.6	16.6	13.9	14.4	14.3	3.4	11.8	16.2	20.5
No	61.7	57.8	59.9	58.6	60.5	37.3	59.4	63.7	64.4
N/A	26.7	25.6	26.2	27.0	25.2	59.3	28.8	20.1	15.1

Base = multiple

The next question asked panellists if they, or any other relevant family member, knew how to access assistance with issues around the home, for example regarding repairs and maintenance; adaptations to meet the needs of older people; minor aids to assist independent living; and home care. The panellists' responses of 'yes', 'no' or 'not applicable', are laid out in Figure 16 below (see page 58). Of the 663 respondents to answer this question 295 (44.5%) said 'yes' and 248 (37.4%) said 'no'. The question was not applicable to 120 respondents (18.1%).

Figure 16: Do you (or any other relevant family member) know how to access assistance with issues around the home, e.g., regarding repairs and maintenance; adaptations to meet the needs of the older person; minor aids to assist independent living; home care?



Base = 663 respondents

The breakdown of these responses by gender, neighbourhood and age group is shown in Table 24 below (see page 59). It can be seen that, as in the previous question, a greater proportion of female respondents (47.4%) know how to access this type of assistance than male (40.5%).

There was some variance across the neighbourhoods whereby a greater percentage from Central (51.2%) answered 'yes' compared to North (42.6%) and South (39.1%). Conversely Central returned a smaller proportion of 'no' responses (31.5%) and here there was again less of a marked difference between North (38.1%) and South (42.9%).

Looking at the responses according to age group reveals a fairly significant difference as to whom this question was not applicable. Only 10.3% of the over 65s said this question did not apply but this percentage increased as the age of those responding decreased. Thus, 14.4% of 55 – 64 year olds responded 'not applicable; as did 20.9% of those aged 35 – 54; and 37.3% of those in the 16 – 34 group. It was respondents from the 65+ age group who generated the greatest proportion of 'yes' answers (52.1%). This was followed by those aged 55 – 64 (44.4%) and then the 35 – 54 age group (43.3%). Only 27.1% of 16 – 34 year olds knew how to access assistance with issues an older person may have around the home.

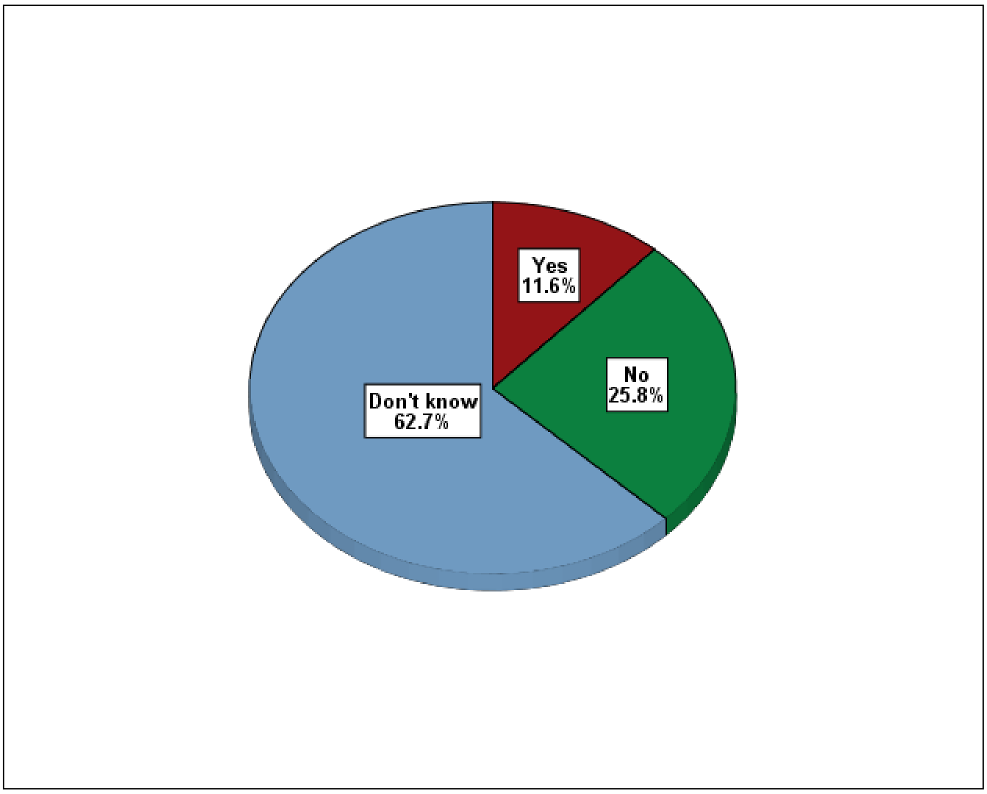
Table 24: Do you (or any other relevant family member) know how to access assistance around the home for older people? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Yes	40.5	47.4	42.6	51.2	39.1	27.1	43.3	44.4	52.1
No	40.2	35.4	38.1	31.5	42.9	35.6	35.8	41.1	37.7
N/A	19.3	17.3	19.3	17.4	18.1	37.3	20.9	14.4	10.3

Base = multiple

Panellists were next asked if they thought enough support and/or opportunities were available for older people in Aberdeen who would like to get back into employment or volunteering. Again panellists were to submit a response of ‘yes’, ‘no’ or ‘don’t know’, and 664 responses were received, provided below in Figure 17 (see page 60). A large majority of respondents (416; 62.7%) did not know if there is enough support for older people wanting to return to work or volunteer. Only 77 respondents (11.6%) thought that sufficient support and opportunities exist. 171 respondents (25.8%) thought that sufficient support and opportunities were not in place for older people.

Figure 17: Do you think there is enough support/opportunities available for older people in Aberdeen who would like to get back into employment or volunteering?



Base = 664 respondents

A breakdown of the responses to this question by gender, neighbourhood and age group is provided in Table 25 below (see page 61). The gender analysis does not show any significant differences between the answers submitted by male and female respondents. Likewise there is little variance in the responses when looked at by neighbourhood, although, proportionately, those in North (29.2%) were less likely to think there was enough support and/or opportunities than those from the other two neighbourhoods (23.5%, Central; and 25.1% South).

There was greater divergence in the responses when looked at by age group. In respect of those who said there was enough in the way of support and opportunities for older people returning to employment or volunteering, 18.4% of the 55 – 64 age group thought there was, as did 12.2% of those aged 65 and over. Only 6.8% and 7.8% of the 16 – 34 and 35 – 54 age groups thought there was, respectively. There was closer alignment among those who did not think the support and opportunities were there: 20.3% (16 – 34); 23.1% (65+); 27.1% (35 – 54); and 27.9% (55 – 64). Again though, the majority of respondents from all the age groups did not know if the support and opportunities existed. This was the response returned by 72.9% of 16 – 34 year olds; 65.1% of those aged 35 – 54; 64.6% of those aged 65+; and 53.6% of those in the 55 – 64 age bracket.

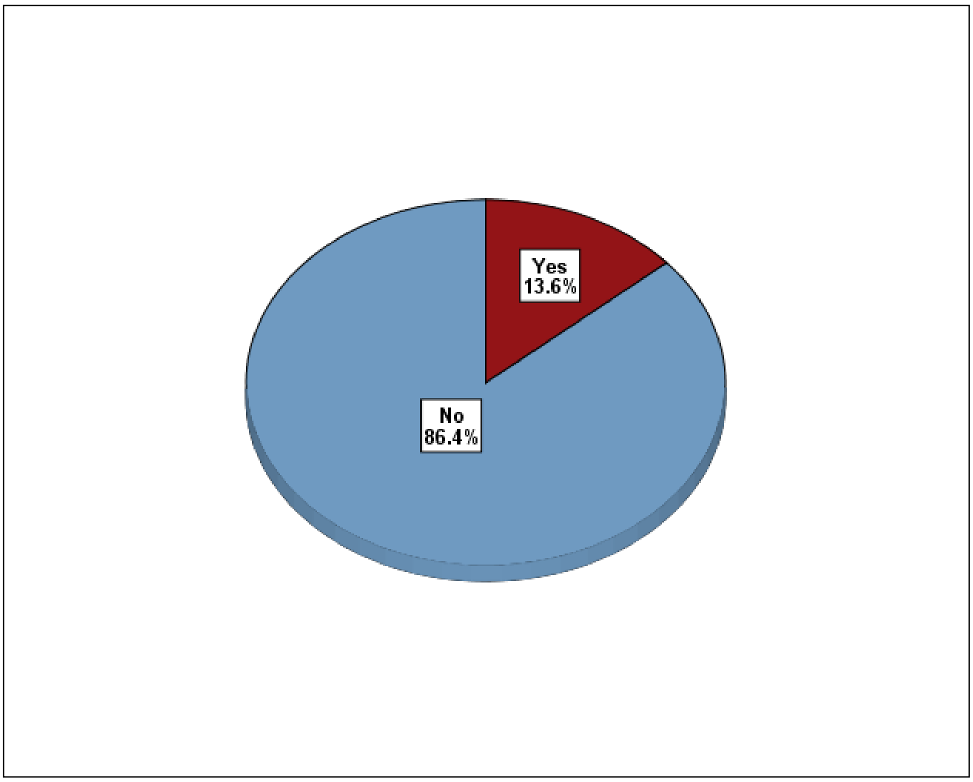
Table 25: Do you think there is enough support/opportunities for older people in Aberdeen who would like to get back into employment or volunteering? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Yes	10.7	12.5	10.4	10.3	13.8	6.8	7.8	18.4	12.2
No	24.6	27.0	29.2	23.5	25.1	20.3	27.1	27.9	23.1
Don't know	64.7	60.6	60.4	66.2	61.1	72.9	65.1	53.6	64.6

Base = multiple

This question was followed up with panellists being asked if they were aware of any services that currently provide support of this nature for older people, i.e. offering assistance to get back into employment or volunteering. Panellists were to submit a 'yes' or 'no' response, and were to specify the nature of the support if the response was 'yes'. As is shown in Figure 18 (see below, this page), a large majority of the 646 respondents (558 respondents; 86.4%) were not aware of any services offering such support. 88 respondents (13.6%) were aware of support services in this area.

Figure 18: Are you aware of any services that currently provide support of this nature for older people?



Base = 646 respondents

The 'yes' or 'no' responses have been broken down gender, neighbourhood and age group, as seen below in Table 26 (see page 62). Breaking the figures down by gender, shows that a greater proportion of female than male respondents (17.2% and 9.5%, respectively) were aware of services providing support of this nature.

There was little variation across the neighbourhoods, with 14.8% of respondents in South; 13.4% in Central; and 12.2% from North answering ‘yes’ to this question.

Taking account of the age of respondents reveals that, proportionately, the greatest awareness of support services exists among those aged 55 – 64, 19.0% of whom responded ‘yes’. This response rate dropped to 13.2% of the 65 and over age group, and to 10.7% for both the 16 – 34 and 35 – 54 groups.

Table 26: Are you aware of any services that currently provide support of this nature for older people? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	9.5	17.2	12.2	13.4	14.8	10.7	10.7	19.0	13.2
No	90.5	82.8	87.8	86.6	85.2	89.3	89.3	81.0	86.8

Base = multiple

In specifying the sources of support for older people wanting to return to employment or volunteering, 50 respondents gave one or more examples of services involved. These are given in Table 27 below (see page 63). VSA was named by 16 respondents (32.0%), making it the most mentioned organisation. Second was the Aberdeen Council of Voluntary Organisations with 12 mentions (24.0%). That was followed by the Aberdeen Volunteer Centre/Volunteer Aberdeen, which was cited by 5 respondents (10.0%). B&Q stores, charity shops and the Royal Voluntary Service were each referred to by 4 respondents (8.0%) and the Citizens Advice Bureau received 3 mentions (6.0%). The Council’s culture and leisure services were named by 2 respondents (4.0%), as were Jobcentre Plus and Silver City Surfers. The other organisations specifically named are listed in detail in Table 27. These were named by one respondent (2.0%) in each case.

Table 27: Please specify any services you are aware of which currently support older people who want to return to employment or volunteering

Employment and volunteering support services for older people	Respondents	
	Count	%
VSA	16	32.0
Aberdeen Council of Voluntary Organisations	12	24.0
Aberdeen Volunteer Centre / Volunteer Aberdeen	5	10.0
B&Q stores	4	8.0
Charity shops	4	8.0
Royal Voluntary Service	4	8.0
Citizens Advice Bureau	3	6.0
Council departments (e.g. museums and galleries, archives, Duthie Park project)	2	4.0
Jobcentre Plus	2	4.0
Silver City Surfers	2	4.0
British Red Cross	1	2.0
Culter Courier	1	2.0
Footprints Connect	1	2.0
Grampian Society for the Blind (now North East Sensory Services)	1	2.0
Local community centre	1	2.0
Passing the Baton for Older People (Bethany Christian Trust)	1	2.0
Pathways	1	2.0
Salvation Army	1	2.0
Samaritans	1	2.0
Volunteer Scotland	1	2.0

Base = 50 respondents

Footprints and the Silver City Surfers have been key projects for ensuring that older people are linked in to the potential benefits of information technologies. The Council wanted to know what support services can do to ensure that older people, who cannot or have no interest in using the internet, are not left disadvantaged through lack of access to online information. To gather ideas the Council asked panellists to submit suggestions. 273 respondents provided one or more answers to this open question, which have been summarised and provided in Table 28 below (see page 64). Of these, however, 18 (6.6%) said they 'didn't know' or were 'not sure'. A further group of 15 (5.5%) respondents felt that 'nothing' could be done, as many older people are simply not interested in using the Internet.

Table 28: What can support services do to ensure that older people who cannot/have no interest in using the internet are not left disadvantaged through lack of access to online information?

Response	Respondents	
	Count	%
Advertise support services via posters or leaflets in libraries, post offices, GPs' surgeries, etc	43	15.8
Provide information about support services in 'traditional' paper-based formats	39	14.3
Provide one-to-one tuition in libraries, community centres, etc	32	11.7
Provide information on support services via mailshots targeted at older people	31	11.4
Advertise support services in local media	27	9.9
Organise more classes or events aimed at older people	27	9.9
Provide more publicity in general	18	6.6
Provide more access to computers in libraries, community centres, etc	12	4.4
Provide a telephone helpline/information line	11	4.0
Home visits by IT tutors	10	3.7
Mentors or 'buddies' to provide tuition and support	5	1.8
More favourable online subscription fees for older people	5	1.8
Provide information to older people that is both reassuring and unpatronising	5	1.8
Provide postal or telephone contact details for support services (this relates to only the email address for The Equality Team being provided after question 8)	3	1.1
Provide IT training opportunities for older people through links with schools and colleges	3	1.1
Training and support from family and friends	3	1.1
Provide assistance with transport to and from IT facilities and training events	2	0.7
Provide technologies that might be used by older people with particular health issues (e.g. arthritic hands, failing eyesight)	1	0.4
Invest in free wi-fi across the city	1	0.4

Base = 273 respondents

SERVICE RESPONSE

The responses to the specific questions on older people will be presented at the next meeting of the Older People's Advisory Group and action points will be taken forward by them. **Sandra Bruce** **Equalities Strategist** **Aberdeen City Council**

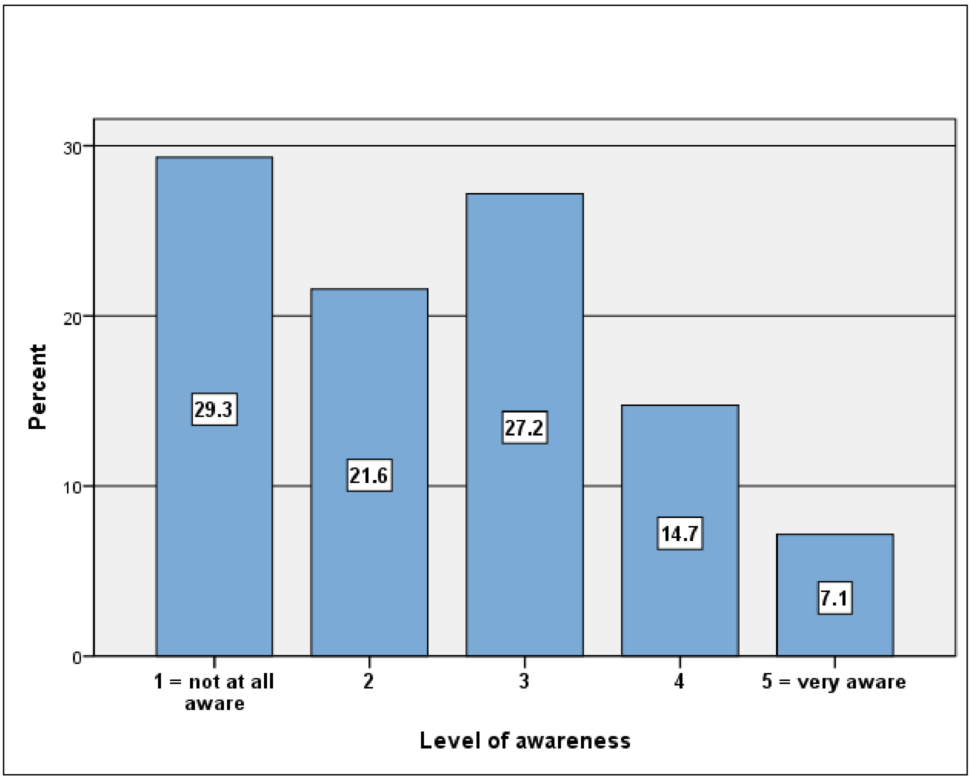
WEALTHIER & FAIRER – WELFARE REFORM

The UK Government is currently introducing a number of changes to the Welfare System. Given the current economic climate in the country, Aberdeen City Council was interested in finding out panellists' awareness of these changes, their impact on individuals and families, and the panellists' views on wage rates in the city. The results will be used to inform the policies and services that are being developed by the Community Planning Partnership in response to Welfare Reform.

Panellists were initially asked to rate, on a scale of 1-5, where 1 = not at all aware and 5 = very aware, how well they felt they understand the changes in Welfare Benefit provision currently being introduced. There were 658 responses to this question and how these are distributed across the scale is shown in Figure 19 below (see page 67). For ease of comprehension it is perhaps useful to allocate levels of awareness to the middle rankings in the scale, i.e. 2 = somewhat aware; 3 = aware; and 4 = quite aware.

The most frequent response was that panellists were not at all aware of the changes (193 respondents; 29.3%), i.e. at 1 on the scale. Only 47 (7.1%) respondents classified themselves as being 'very aware' (5 on the scale) of the changes. 142 (21.6%) respondents placed their awareness at 2 on the scale (somewhat aware); 179 (27.2%) at 3 (aware); and 97 (14.7%) at 4 (quite aware).

Figure 19: On a scale of 1 - 5 (where 1 = not at all aware and 5 = very aware) how well do you feel you understand the changes in Welfare Benefit provision currently being introduced?



Base = 658 respondents

The responses to this question have been analysed by gender, neighbourhood and age group. This breakdown is provided below in Table 29 (see page 68). Looking first by gender it can be seen that a majority of male respondents (72.4%) felt they had some degree of awareness, i.e. they placed themselves at 2 or above on the scale. However, only 7.7% felt they were 'very aware'. Likewise a majority of female respondents (69.0%) said they had a level of awareness, but only 6.2% were confident of being very aware. The most frequent response from female respondents (30.9%) was that they felt 'not at all aware' of the changes. This figure for male respondents stood at 27.7%.

The overall levels of awareness (i.e., placed at 2 or above on the scale) of the changes across the neighbourhoods show little variance. 71.3% of respondents from South categorise themselves as having some level of awareness, as do 70.8% from Central and 69.8% from North. Those from North are, proportionately, more likely to claim to be very aware of the changes (9.9%), in contrast to 5.6% of Central and South. However a greater proportion of those who say they are not at all aware of the changes are also from North (30.2%) compared to 29.1% (Central) and 28.8% (South).

When the age of respondents is taken into account the there is little variance when looking at the figures for those expressing some level of awareness. The one notable difference is the greater proportion of 55 – 64 year olds who are 'very aware' of the changes, which is 10.6%. This contrasts with 4.8% of those 65+; 6.8% of 35 – 54 year olds; and only 1.7% of the 16 – 34 group who feel they are very aware.

Table 29: On a scale of 1 - 5 (where 1 = not at all aware and 5 = very aware) how well do you feel you understand the changes in Welfare Benefit provision currently being introduced? (% by Gender, % by Neighbourhood, % by Age Group)

Level of awareness	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
1 – Not at all aware	27.7	30.9	30.2	29.1	28.8	32.8	30.5	27.4	28.3
2	20.3	22.8	22.8	21.1	21.0	31.0	19.2	21.2	22.8
3	29.6	24.9	25.7	21.6	33.5	19.0	27.8	26.3	30.3
4	14.8	15.1	11.4	22.5	11.2	15.5	15.8	14.5	13.8
5 – Very aware	7.7	6.2	9.9	5.6	5.6	1.7	6.8	10.6	4.8

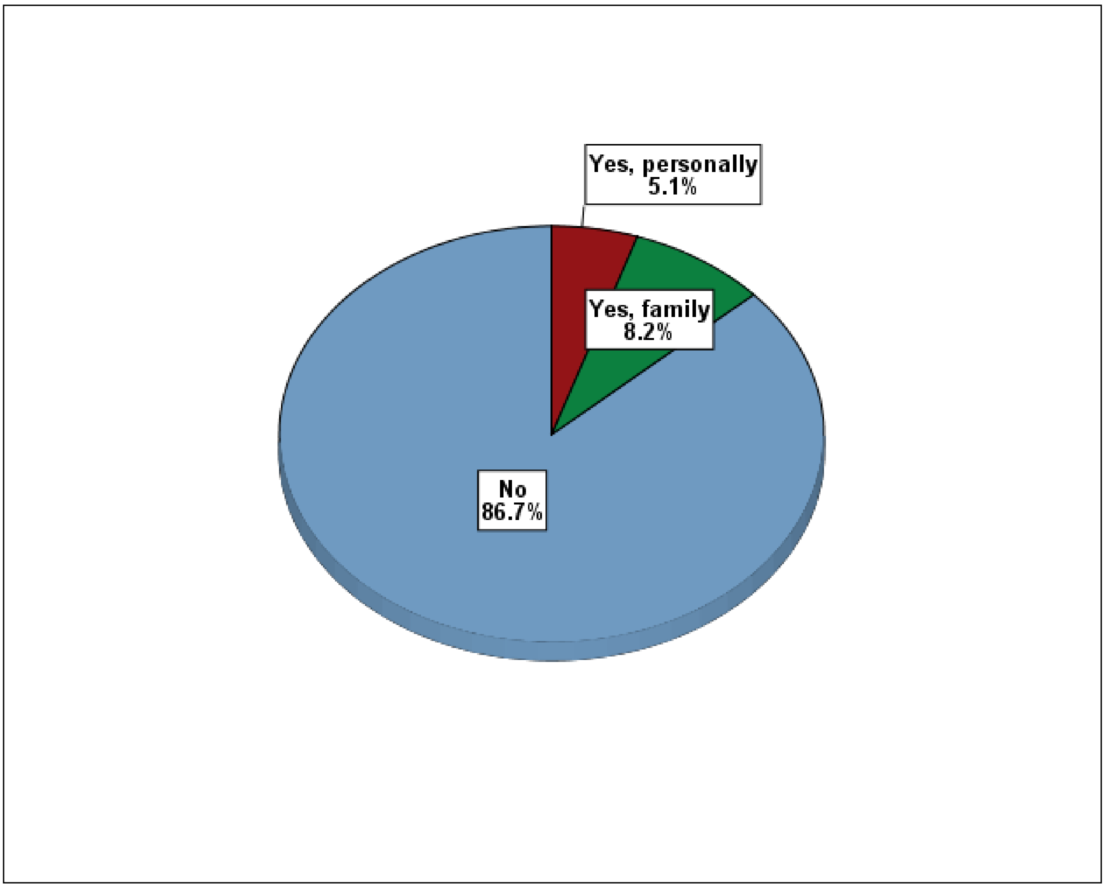
Base = multiple

The next question asked panellists whether they or a member of their family had been directly affected by any of the Welfare Reform changes introduced since 2010. The options to respond, of which panellists could tick as many as applicable, were:

a) Yes, I have been directly affected since 2010
b) Yes, a member of my family has been directly affected since 2010
c) No, neither I nor a member of my family have been affected since 2010.

This question received 647 responses, of which 561 (86.7%) were no, neither the respondent nor a family member had been affected by any changes. 86 respondents (13.3%) indicated they had experienced effects due to the changes. Of these, 33 (5.1%) said they had been directly affected, and in 53 cases (8.2%) it was a family member affected. These responses are provided below in Figure 20 (see page 69).

Figure 20: Have you or a member of your family been directly affected by any of the Welfare Reform changes that have been introduced since 2010?



Base = 647 respondents

A breakdown of the responses to this question by gender, neighbourhood and age group is provided for in Table 30 below (see page 70). 88.2% of male respondents and 85.5% of female said neither they nor a member of their family had been affected by the changes. Of the 11.8% of male respondents who had been affected, 4.9% had experienced the effect directly, and 6.9% reported it was a family member affected. 14.5% of female respondents had been affected by the changes, either directly (5.1%) or via a family member's experience (9.4%).

Considering the results by neighbourhood, a greater proportion of respondents from North, at 17.3%, were likely to have been affected by the changes. 10.8% of South and 12.0% of Central had experienced effects from the welfare changes. Taking these figures though it is interesting to see that of those in North who reported being affected, 3.6% had been directly affected, and 13.7% were referring to a family member having been affected. There was less difference between those who had been directly affected and those who said it was a family member affected from Central (7.2% and 4.8%, respectively) or South (4.3% and 6.5%, respectively).

In terms of age group analysis, the percentage of respondents who said either they or a member of their family had been affected ranged from 17.5% (16 – 34); 16.0% (35 – 54); 10.7% (55 – 64); to 9.3% (65+). Again there is a more noticeable difference among the age groups as to whether the effects referred to were felt directly or by a family member. In the 16 – 34 group, 7.0% have directly been affected, and 10.5% refer to a family member's experience; and for those aged 35 – 54 it is 8.0% in both cases. However of those aged 55 – 64, 2.8% said the effects were direct compared to 7.9% saying it was a family member affected. Among those aged 65 and over, only 1.4% have been directly affected, but 7.9% have a family member who has been affected by the changes.

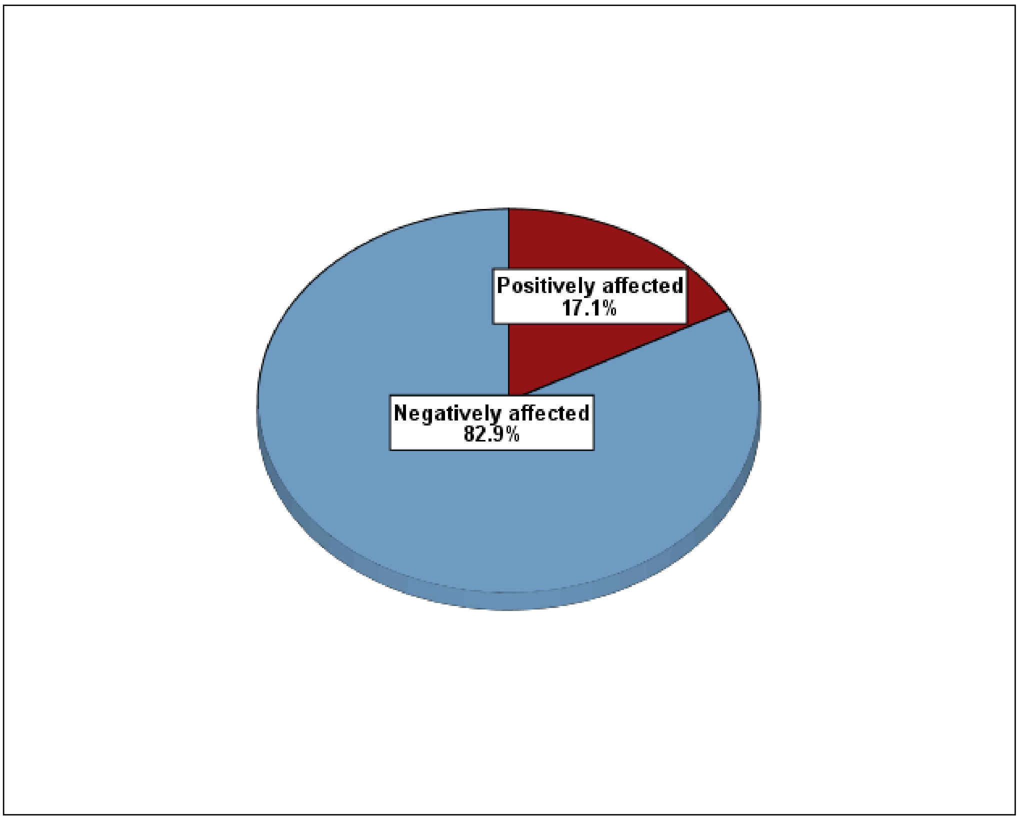
Table 30: Have you or a member of your family been directly affected by any of the Welfare reform changes that have been introduced since 2010? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes, I have been directly affected	4.9	5.1	3.6	7.2	4.3	7.0	8.0	2.8	1.4
Yes, a member of my family has been directly affected	6.9	9.4	13.7	4.8	6.5	10.5	8.0	7.9	7.9
No	88.2	85.5	82.7	88.0	89.2	82.5	84.0	89.3	90.6

Base = multiple

The survey continued by asking those who had responded ‘yes’ to the previous question whether the effects from the welfare changes, on them or their family members, had been positive or negative. 76 of the 86 respondents who answered ‘yes’ in the previous question responded, as shown below in Figure 21 (see page 71). A large majority (63 respondents; 82.9%) said they had been negatively affected by the changes. Only 13 respondents (17.1%) said the effects had been positive.

Figure 21: If you have been affected by the Welfare Reform changes, have you been affected in a positive or negative way?



Base = 76 respondents

Again, these figures have been analysed by gender, neighbourhood and age group, and this breakdown is provided below in Table 31 (see page 72). There was little difference between the male and female respondents to this question. 17.1% of male and 15.4% of female respondents said the changes had been positive, and 82.9% and 84.6%, respectively, stated the effects were negative.

Greater variance is seen when looking at from where the responses are coming. Although only 7.1% of responses from North and 13.6% from South reflected positive changes, this went up to 29.2% in Central. Conversely Central reported a lower percentage (70.8%) of respondents reporting negative effects from the changes, than North (92.9%) or South (86.4%).

Looking at the different ages, those of the 35 – 54; 55 – 64; and 65+ groups submitted similar results, with 80.6%, 82.4% and 81.8%, respectively, saying the effects had been negative. Notably, 100% of those aged 16 – 34 said they had been negatively affected by the welfare reform changes experienced.

Table 31: If you answered 'yes' to the previous question, have the Welfare Reform changes affected you in a positive or negative way? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Positively affected	17.1	15.4	7.1	29.2	13.6	0	19.4	17.6	18.2
Negatively affected	82.9	84.6	92.9	70.8	86.4	100	80.6	82.4	81.8

Base = 74 respondents

The Council wanted to know, initially from those respondents who said they had been negatively affected, what the impact of these changes had been. Of the 63 respondents who had said they had been negatively affected by Welfare Reform changes, 50 answered this open question. Of these, 2 said it was still too early to properly assess the personal impact of the changes. The other 48 respondents gave one or more examples of negative impacts, which have been summarised and provided in Table 32 (see below, this page).

Table 32: If you have been negatively affected by the Welfare Reform changes, please provide information on the impact of these changes

Response	Respondents	
	Count	%
Benefits reduced or stopped, leading to greater financial hardship	38	79.2
Assessment and re-assessment processes were too stressful, leading to negative impacts on physical or mental health	6	12.5
General confusion over assessment processes and entitlements	5	10.4
Levels of personal care reduced	2	4.2

Base = 48 respondents

Likewise, the Council wanted to know from those panellists who said they had been positively affected by the Welfare Reform changes, the nature of the impact. 13 respondents had said they had been positively affected by Welfare Reform changes, 8 of whom answered this open question. Their responses have been summarised and are shown in Table 33 below (see page 73).

Table 33: If you have been positively affected by the Welfare Reform changes, please provide information on the impact of these changes

Response	Respondents	
	Count	%
Benefits increased or stabilised	6	75.0
Gave me encouragement to find work	1	12.5
Was dealt with in a caring, compassionate manner	1	12.5

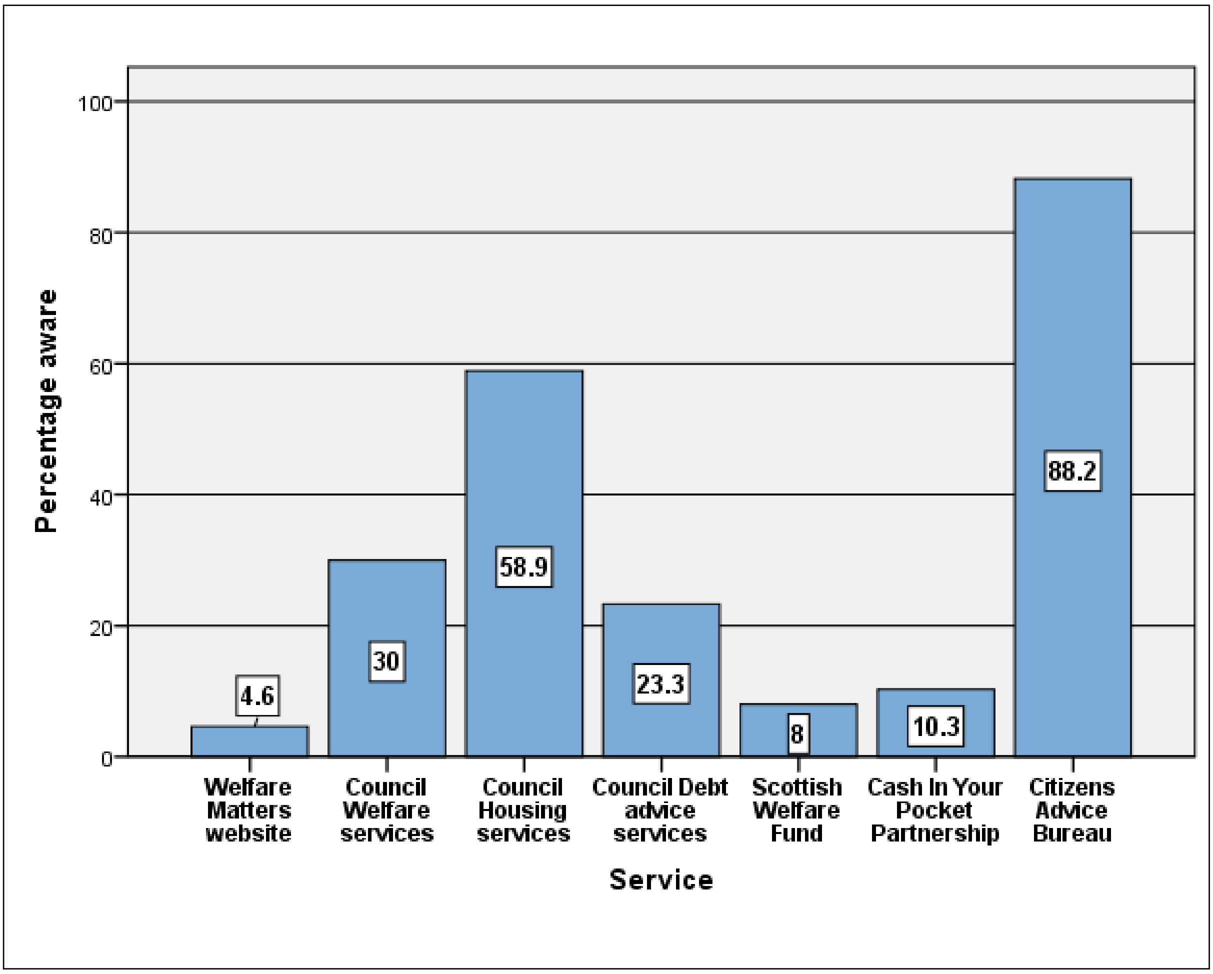
Base = 8 respondents

The Council then wanted to ascertain how many panellists had heard of particular organisations and bodies. These were:

a) The Welfare Matters website (www.welfaremattersaberdeen.org.uk)
b) The Aberdeen City Council Welfare services
c) The Aberdeen City Council Housing services
d) The Aberdeen City Council Debt advice services
e) Scottish Welfare Fund
f) Cash In your Pocket Partnership and website
g) Citizens Advice Bureau

Panellists were invited to indicate as many as applicable, and the responses are provided below in Figure 22 (see page 74). Of the 677 respondents who answered this question, 597 (88.2%) had heard of the Citizens Advice Bureau, making it the most popular choice. This was followed by Council Housing services of which 399 respondents (58.9%) knew. 203 respondents (30.0%) had heard of the Council Welfare services, and 158 respondents (23.3%) were aware of the Council Debt advice services. The Cash in your Pocket Partnership was known of by 70 respondents (10.3%), and 54 respondents (8.0%) had heard of the Scottish Welfare Fund. Of the listed organisations and bodies, the one fewest respondents (31; 4.6%) had heard of was the Welfare Matters website.

Figure 22: How many of these had you heard of before reading about them in the City Voice?



Base = 677 respondents

The numbers of respondents who had previously heard of these organisations were broken down by gender, neighbourhood and age group, as can be seen below in Table 34 (see page 75). When the responses are looked at by gender there are no significant differences, although in all but one case, that of Aberdeen City Council Welfare services, a greater proportion of female than male respondents had heard of the organisations.

There is more of note when taking the responses by neighbourhood. Central returned the highest percentage of respondents who had heard of all the organisations, except for the Citizens Advice Bureau. In that case, North contained the greatest proportion of respondents who had heard of it (89.9%), followed by South (88.0%). Central's response here was 87.6%. However, as said, in all other cases Central returned proportionately the greatest share of responses, albeit by differing margins. For example 28.1% of respondents in Central had heard of Aberdeen City Council Debt Advice service, whereas it was 21.1% from South and 20.8% from North. The Scottish Welfare Fund was recognised by 11.5% of respondents in Central, but 7.0% of South and 5.3% of North.

There were also limited differences across the age groups. Probably the most noteworthy was in the case of Aberdeen City Council Debt Advice service. 27.2% of those aged 35 – 54 knew of this service, but the level of awareness dropped to 17.6% among the 65+ age group. The Debt Advice service was known to 23.8% of 55 – 64 year olds and 18.0% of those aged 16 – 34.

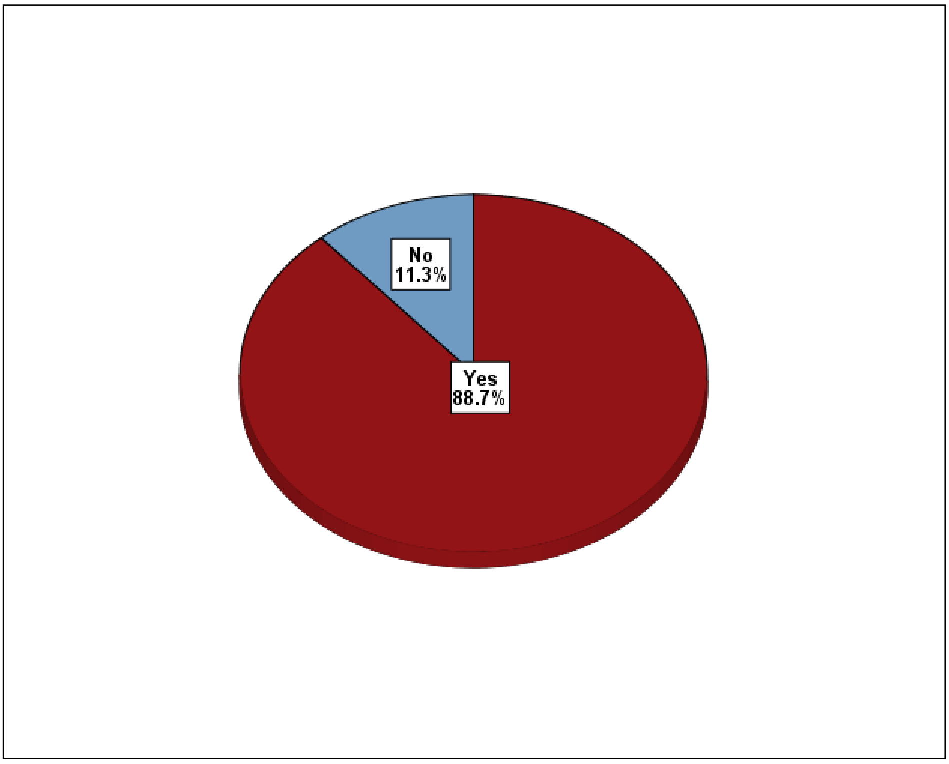
Table 34: How many of these had you heard about before reading about them in City Voice? (% by Gender, % by Neighbourhood, % by Age Group)

Service	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Welfare matters website	3.5	5.7	4.3	6.5	3.3	6.6	4.8	3.2	5.4
Aberdeen City Council Welfare services	32.6	28.0	25.1	35.0	30.2	29.5	27.2	32.4	33.1
Aberdeen City Council Housing services	54.7	63.1	58.5	63.1	56.2	59.0	59.2	62.2	55.4
Aberdeen City Council Debt advice services	22.5	24.0	20.8	28.1	21.1	18.0	27.2	23.8	17.6
Scottish Welfare Fund	5.7	10.0	5.3	11.5	7.0	8.2	9.2	7.6	6.1
Cash In Your Pocket Partnership and website	7.0	13.4	10.1	13.4	7.9	8.2	10.3	11.4	10.1
Citizens Advice Bureau	87.3	89.4	89.9	87.6	88.0	80.3	90.4	88.1	88.5

Base = multiple

One of the changes being introduced as part of welfare reform will be the increasing use of digital forms of communication for benefit claimants to complete applications for benefit by themselves online. Also, in the future as part of Welfare Reform changes, benefit payments recipients will be required to have a bank account. Due to the increasing reliance on online technology, the Council wanted to find out if panellists had access to a computer, tablet, smart phone or other form of access to the internet. This formed the next question of this section of the survey, and required a ‘yes’ or ‘no’ response. 664 respondents supplied an answer to this question. Of those, 589 (88.7%) did have access to the internet, and 75 (11.3%) did not. This is shown below in Figure 23 (see page 76).

Figure 23: Do you have access to a computer, tablet, smart phone or other form of access to the internet?



Base = 664 respondents

Table 35 below (see page 77) shows the responses to this question broken down by gender, neighbourhood and age group. There is no significant difference between male and female respondents, with 90.7% and 87.5%, respectively, having access to the internet.

There is also not any large difference when looking at the responses by neighbourhood, although South does have a smaller proportion of respondents (86.6%) with access. The percentages for North and Central are 90.1% and 90.7%, respectively.

Not surprisingly, there is greater variance among the respondent age groups, particularly between those aged 16 – 34 and those who are 65 and over. 100% of 16 – 34 year olds have access to the internet, but this falls to 64.6% of those aged 65+. Of those who are 35 – 54 years old, 98.2% have access, as do 91.1% of those in the 55 – 64 age group.

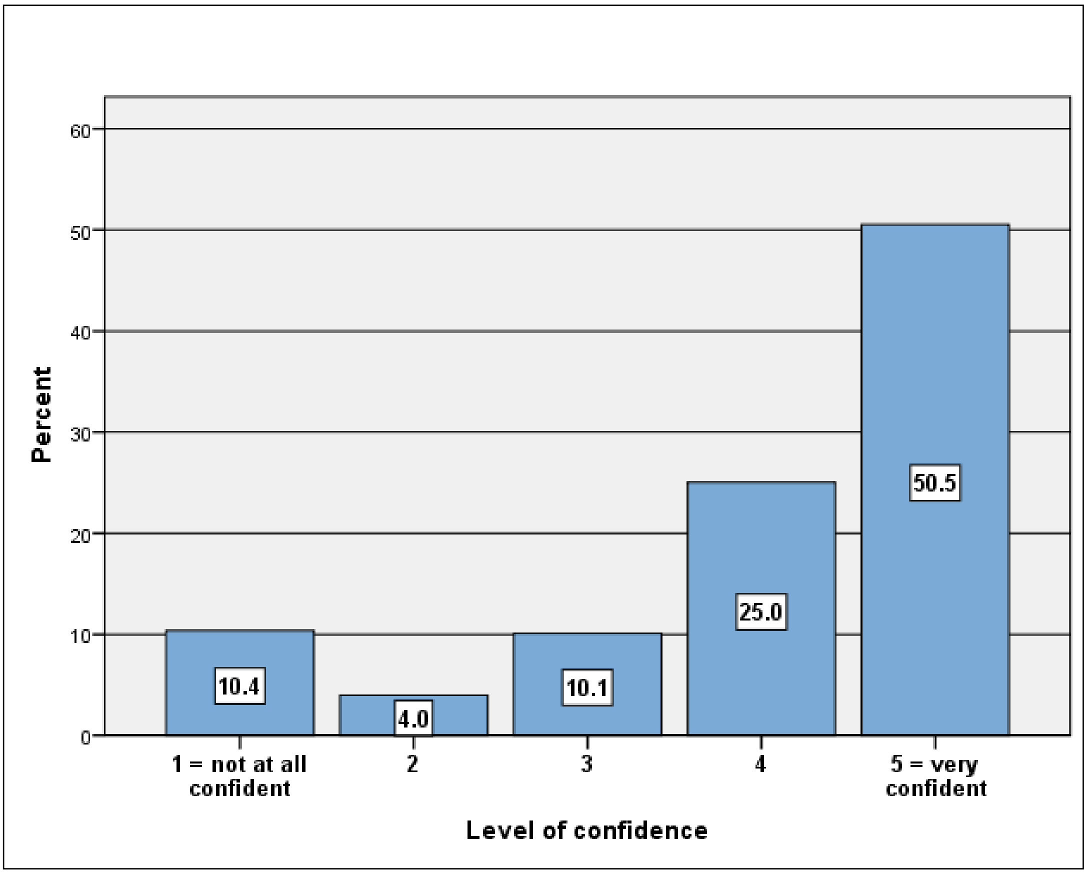
Table 35: Do you have access to a computer, tablet, smart phone or other form of access to the internet? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	90.7	87.5	90.1	90.7	86.6	100	98.2	91.1	64.6
No	9.3	12.5	9.9	9.3	13.4	0	1.8	8.9	35.4

Base = multiple

Panellists were then asked how confident they were, on a scale of 1 – 5 (where 1 = not at all confident and 5 = very confident), in relation to completing online forms. 655 responses were submitted, and how they are distributed across the scale is shown in Figure 24 (see below, this page). The most frequent response was 'very confident', which was how 331 respondents (50.5%) rated themselves. This was followed by those who would rate their confidence level at 4 on the scale: 164 respondents (25.0%). Continuing down the scale, 66 respondents (10.1%) placed themselves midway at 3; 26 (4.0%) classified themselves as at 2; and 68 (10.4%) said they were not at all confident, i.e. at 1 on the scale.

Figure 24: On a scale of 1 - 5 (where 1 = not at all confident and 5 = very confident) how confident are you in relation to completing online forms?



Base = 655 respondents

A breakdown of these responses by gender, neighbourhood and age group is provided below in Table 36 (see page 78). Regarding gender, there is little difference between male and female respondents. 75.9% of male and 75.8% of female respondents rate their confidence being within the top two levels, i.e. at 4 or 5 on the scale.

Similarly, when looking at neighbourhoods, the greatest proportion of respondents categorise their levels of confidence at a 4 or 5 on the scale. This is the case of 78.6% of North's respondents; 75.6% of South's; and 73.4% of Central's.

More can be said though about the respondents' levels of confidence when taken by age group. It is striking here that of the 16 – 34 age group not one respondent has marked their level of confidence at 3 or below on the scale. Thus 100% of this age group rate their confidence levels as 4 or 5 (16.9% and 83.1%, respectively). Concentrating on those who rate themselves at 4 or 5 on the scale in the other age groups, the confidence levels decrease as age increases. Therefore, 85.1% of those aged 35 – 54 put themselves at 4 or 5, as did 70.8% of the 55 – 64 age group, but only 53.7% of those aged 65 and over felt this is where they were on the scale. The 65+ age group was also the only one to register a significant proportion (26.8%) rating their confidence level as 'not at all confident'.

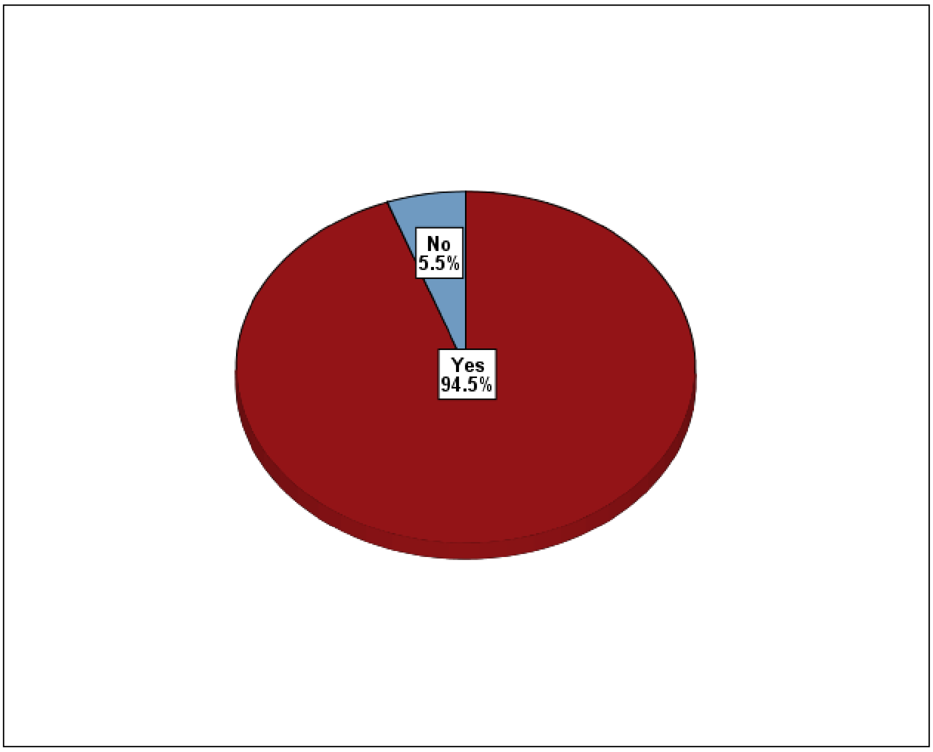
Table 36: On a scale of 1 - 5 (where 1 = not at all confident and 5 = very confident) how confident are you in relation to completing online forms? (% by Gender, % by Neighbourhood, % by Age Group)

Level of confidence	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
1 = Not at all confident	8.8	10.9	9.1	9.8	10.7	0	4.1	9.0	26.8
2	2.6	5.3	2.5	5.1	4.3	0	2.6	4.5	8.0
3	12.7	8.0	9.6	11.7	9.4	0	8.1	15.7	11.6
4	26.4	24.3	28.9	20.1	26.9	16.9	24.4	27.0	28.3
5 = Very confident	49.5	51.5	49.7	53.3	48.7	83.1	60.7	43.8	25.4

Base = multiple

The following question shifted the focus onto those who do not have internet access. As people who do not have access to digital technology and the internet will still be required to apply for benefits online, the Council wanted to know if the panellists felt the public sector should provide support through services such as libraries, community centres, literacy support and welfare advice and information services. Of the 650 responses received to this question, 94.5% (614 respondents) thought the public sector should provide this support. Only 5.5% (36 respondents) did not think this should be the case. This is illustrated below in Figure 25 (see page 79).

Figure 25: Some people may not have access to digital technology and the internet but will be required to apply for benefits online. Do you feel the public sector should provide support for this?



Base = 650 respondents

Breaking the responses down by gender, neighbourhood and age group reveals minor variance, as can be seen in Table 37 (see below, this page), and little will be highlighted here. However, one point of interest is the smaller proportion of respondents from North (89.6%) who thought the public sector should be offering support to access digital technology. This was in contrast to 97.5% of South and 95.3% of Central.

Table 37: Some people may not have access to digital technology and the internet but will be required to apply for benefits online. Do you think the public sector should provide support for this? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	93.8	94.9	89.6	95.3	97.5	96.6	95.9	91.9	93.5
No	6.3	5.1	10.4	4.7	2.5	3.4	4.1	8.1	6.5

Base = multiple

The Council wanted to know from those panellists who had answered ‘yes’ to the previous question why they felt the public sector should provide support in accessing digital technology when applying for benefits online. Of the 614 respondents who felt that the public sector should provide support, 545 answered this open question. Of these, 3 indicated that they ‘didn’t know’. The other responses have been summarised and are presented below in Table 38 (see page 80).

Table 38: If yes, why do you think the public sector should provide support?

Response	Respondents	
	Count	%
These public services have the necessary expertise to assist benefit applicants who have little confidence in using computers and/or filling in complicated forms	131	24.0
Access for all is only fair and equitable	91	16.7
As the use of online applications is being 'imposed' or 'dictated' by the public sector, then it is only right that the public sector should also provide the necessary support	91	16.7
Most benefit claimants would otherwise be unable to afford online technologies and access	68	12.5
Providing such support is the duty/responsibility of the public sector	55	10.1
Who else would provide this support?	51	9.4
Services such as libraries and community centres would be the natural location for such support as they are visited regularly by the public, are accessible, and/or have suitable facilities	47	8.6
The support would be too expensive if run by the private sector	6	1.1
It would be in the greater public/societal interest	5	0.9
It will lead to greater financial savings in the public sector	5	0.9
In the longer term, all citizens will be able to use online technologies, so such support will be necessary in the shorter term	3	0.6
Such support would be too important to be left to the voluntary sector	1	0.2

Base = 545 respondents

Similarly the Council wanted to know the reasons as to why some panellists thought the public sector should not be providing support in accessing digital technology. Of the 36 respondents who felt that this was not something the public sector should provide, 28 answered this open question. Of these, 2 felt that they could not explain their response, but the other 26 responses have been summarised and provided below in Table 39 (see page 81).

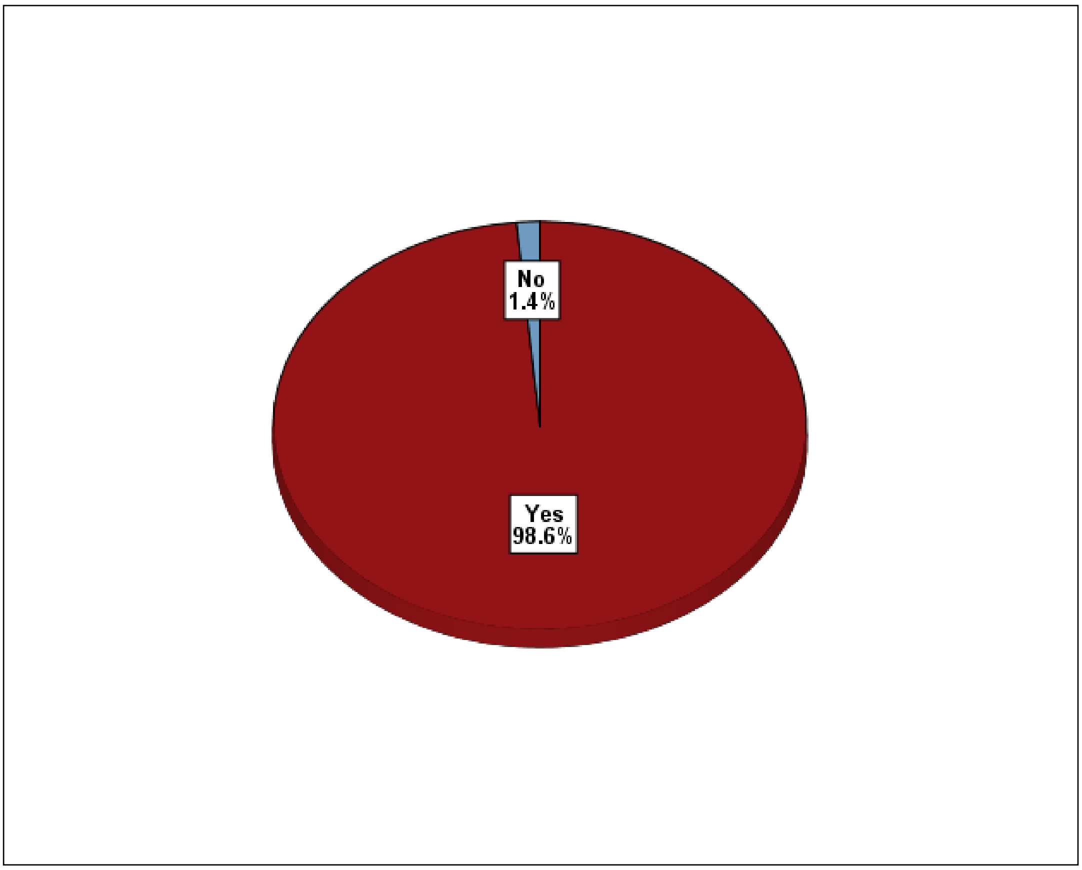
Table 39: If no, why do you feel the public sector should not provide support?

Response	Respondents	
	Count	%
Support not necessary – it should be the individual applicant's responsibility	5	17.9
Waste of money that could be better spent elsewhere	5	17.9
People should not be forced to go online to apply for benefits	4	14.3
The application process should involve face-to-face contact with those assessing the claims	2	7.1
Applicants can obtain support from voluntary groups	2	7.1
Would require greater financial resources from central government	2	7.1
It would be another step towards a 'nanny state'	2	7.1
Benefits should not be payable to the unemployed	1	3.6
Internet access is already freely available in public libraries	1	3.6
Providing such support should be the responsibility of the applicant's family and friends	1	3.6
The 'old age pension' should not be described as a benefit – recipients have paid for it throughout their working lives	1	3.6
It would require staff in community centres and libraries to undergo additional training	1	3.6

Base = 28 respondents

As in the future benefit payments may need to be paid into a recipient's own bank account, the Council wanted to know if panellists had a bank account in their own name. Panellists simply had to answer 'yes' or 'no'. The vast majority of the 647 respondents (638 respondents; 98.6%) who answered this did have a bank account in their own name. Only 9 respondents (1.4%) did not have an account, as can be seen below in Figure 26 (see page 82). Given such a small number of respondents did not have a bank account there is little to be gained in providing a disaggregation of these responses.

Figure 26: Do you have a bank account in your own name?



Base = 647 respondents

SERVICE RESPONSE

Firstly, I want to thank the panellists for helping the council and our Community Planning Partners by providing your responses to the questions on this subject. The introduction of Welfare Reform changes from the U.K. Government is providing major challenges for public services in the city as we have had to adapt, change and introduce new services and improved ways of working to ensure - particularly those citizens adversely affected - that these are minimised and that support is provided to help people where we can.

The results will be provided to the Welfare Reform Board at its next meeting and there will be discussions and proposals in relation to how we need to improve our local response.

The Board has placed a heavy emphasis on the need for improved communication and partnership working so some of the results such as the lack of knowledge about the Welfare Reform website, the Scottish Welfare Fund and the Cash in Your Pocket Partnership provide a steer for the need to increase our promotion of these services and the methods we are using to get messages across to the public which is very helpful.

Some of the questions we asked were wider and potentially developmental in nature and will help to shape future provision. The support for the Living Wage across the panel is heartening and provides evidence why this is an identified priority for the Community Planning Partnership in the city.

Feedback and information regarding foodbanks in the city will be shared with the Foodbank Partnership Aberdeen and will help the organisations involved to plan their services in the future.

Finally, this survey is the first we have carried out regarding Welfare Reform changes and provides baseline information from which we can measure public awareness about the reforms, where people can get help, the impact of changes on citizens and our responses in the future. Welfare Reform is being rolled out gradually and is planned to be completed by 2017 so we would intend having an annual survey on this subject. Thanks again for all your help.

We are especially interested in those that have been directly affected by the Welfare Reform and want to hear more about the negative and positive experiences identified by respondents. So, if panellists have more information on their experience we would welcome case studies as these are important in shaping future services and making sure these are improved. If any panellist wants to provide further information on his/her experience we will maintain confidentiality and anonymity at all times. Please get in touch with: dkilgour@aberdeencity.gov.uk

Dave Kilgour

Strategist

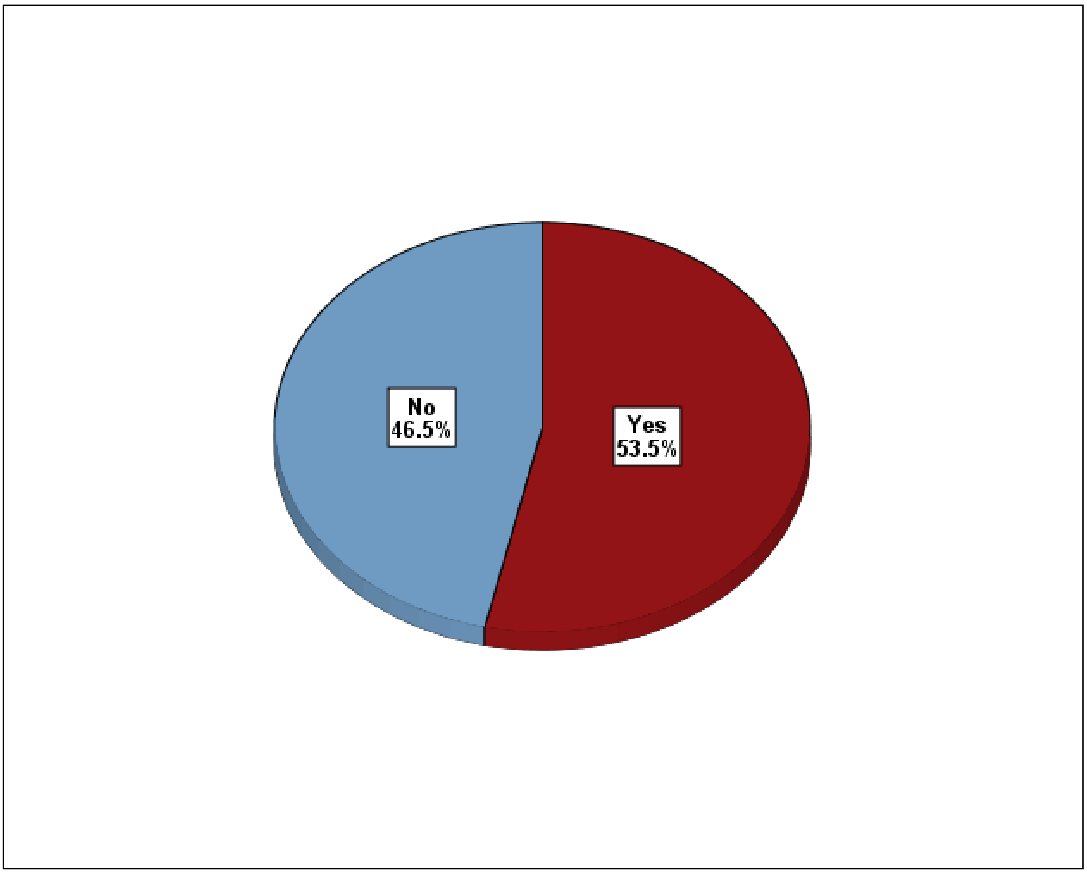
Aberdeen City Council

LIVING WAGE

Aberdeen's Community Planning Partnership, as part of its Single Outcome Agreement, is committed to achieving an outcome that all employees in the city receive as a minimum the "Living Wage". This is currently recognised as £7.45 per hour in Scotland. It should be noted that the term "Living Wage" is different from the National Minimum Wage of £6.31 per hour for adults over 21 years of age.

The Living Wage section of the survey began by asking panellists if they were currently in employment. Respondents had to check a box indicating either 'yes' or 'no'. Answers were submitted by 664 respondents. Of these, 355 (53.5%) were in employment, and 309 (46.5%) were not. This is illustrated in Figure 27 (see below, this page).

Figure 27: Are you currently in employment?



Base = 664 respondents

The responses to this question have been broken down by gender, neighbourhood and age group and this is provided below in Table 40 (see page 85). A slightly larger percentage of female respondents (55.6%) are currently in employment than male (51.3%).

There is some variation across the three neighbourhoods, with Central returning the highest level of those currently employed, at 60.2%. This is followed by North (54.8%) and then South (46.4%).
As would be expected, there is more differentiation in the results when age is taken into account. Whereas 86.4% of those aged 16 – 34, and 85.6% of 35 – 54 year olds are currently in employment, these figures drop to 35.2% for those in the 55 – 64 group, and to just 3.4% for those aged 65 and over.

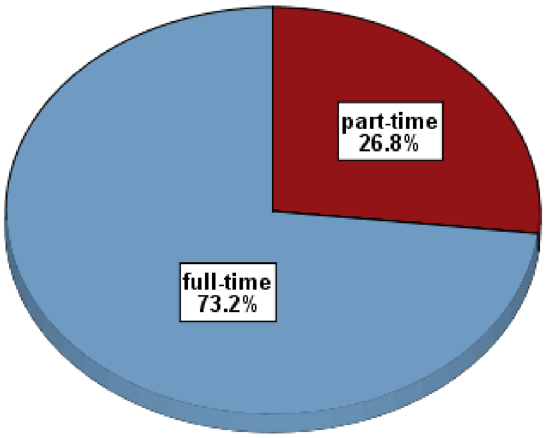
Table 40: Are you currently in employment? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	51.3	55.6	54.8	60.2	46.4	86.4	85.6	35.2	3.4
No	48.7	44.4	45.2	39.8	53.6	13.6	14.4	64.8	96.6

Base = multiple

The Council then wanted to know from those who had answered ‘yes’ to the previous question whether they were in part-time or full-time employment. All 355 of the respondents who had said they were in employment answered this question. The majority (260 respondents; 73.2%) were in full-time employment, with 95 respondents (26.8% being employed part-time. This can be seen below in Figure 28 (see page 86).

Figure 28: If yes, is this part-time or full-time employment?



Base = 355 respondents

The results for those in part-time and full-time employment were broken down by gender, neighbourhood and age group, and provided below in Table 41 (see page 87). As can be seen, a greater proportion of female respondents than male are likely to be part-time employees (36.7% and 15.4%, respectively).

There is little variance across the neighbourhoods with North and South in particular yielding very similar results. In the former, 71.6% of respondents were full-time and 28.4% part-time; and in the latter it was 71.2% and 28.8%, respectively. Compared to the other two areas, respondents from Central were slightly more likely to be in full-time employment (76.2%) and a smaller proportion part-time (23.8%).

Again it is when looking at the responses by age that there is greater variance. Of those in employment who are aged 16 – 34, only 15.7% are part-time. This proportion rises with age, thus 23.8% of those aged 35 – 54 are part-time; as are 44.4% of 55 – 64 year olds; and 60.0% of those over the age of 65.

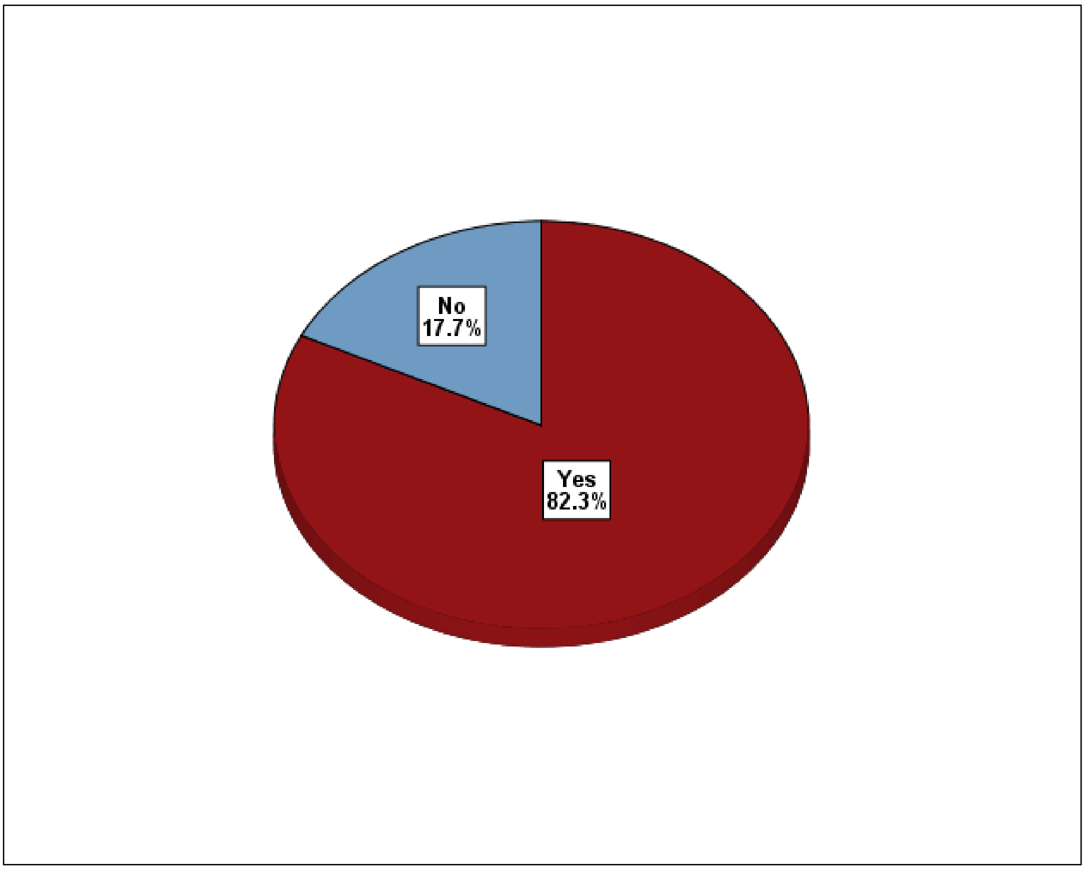
Table 41: If in employment, is this part-time or full-time employment? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Part-time	15.4	36.7	28.4	23.8	28.8	15.7	23.8	44.4	60.0
Full-time	84.6	63.3	71.6	76.2	71.2	84.3	76.2	55.6	40.0

Base = multiple

Those in employment were then asked if they currently received, as a minimum, the £7.45 per hour living wage rate. Again, all 355 respondents who were in employment submitted answers and these are provided in Figure 29 (see below, this page). 292 (82.3%) said they did receive it, and 63 (17.7%) said they did not receive the stated living wage.

Figure 29: If yes, do you currently receive as a minimum £7.45 per hour wage rate?



Base = 355 respondents

Table 42 below (see page 88) shows those receiving the living wage broken down by gender, neighbourhood and age group. There is no significant difference between male and female respondents of whom 83.1% and 82.1%, respectively, receive the £7.45/hour living wage.
There is a more noticeable difference when taking neighbourhoods into account. Only 10.8% of respondents from Central say they do not receive the living wage, but this rises to 15.9% for those from South, and then again, quite significantly, to 27.1% of those respondents from North.

The percentage of those who do not receive the living wage also increases across the age groups. Only 13.7% of those aged 16 – 34; and 15.7% of 35 – 54 year olds do not receive the living wage. However those who do not receive it comprise 23.8% of 55 – 64 year olds and 50.0% of those aged 65 and over who are in employment.

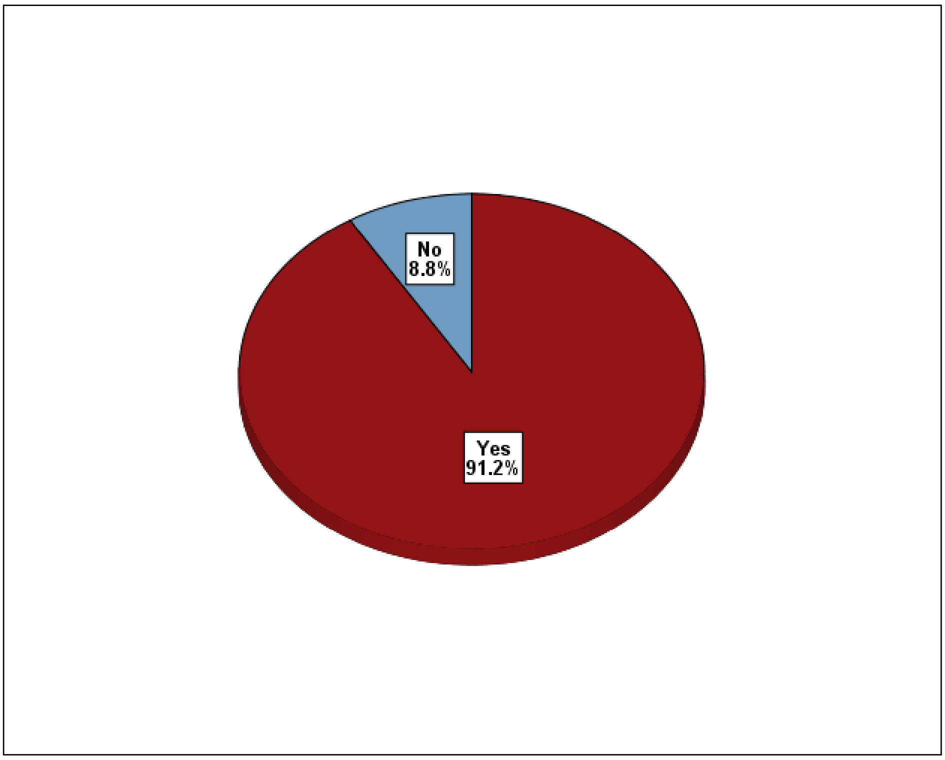
Table 42: If in employment do you currently receive as a minimum £7.45 per hour wage rate? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	83.1	82.1	72.9	89.2	84.1	86.3	84.3	76.2	50.0
No	16.9	17.9	27.1	10.8	15.9	13.7	15.7	23.8	50.0

Base = multiple

The Council wanted to know if the panellists supported the concept of a “Living Wage” for all people in employment in the City. As can be seen below in Figure 30 (see page 89), 616 responses were received, the majority of which (562 respondents; 91.2%) were supportive of the concept. 54 respondents (8.8%) did not support the notion of a Living Wage.

Figure 30: Do you support the concept of promoting a "Living Wage" for all people in employment in the city?



Base = 616 respondents

The responses regarding the support of a Living Wage have been broken down by gender, neighbourhood and age group. This breakdown is provided below in Table 43 (see page 90). A greater proportion of female respondents were supportive of the concept than male, although not by a significant degree (93.6% and 89.1% respectively).

There was no notable variance across the neighbourhoods with 92.1% of Central's respondents; 91.8% of North's; and 90.5% of South's expressing support for the concept of a Living Wage.

It is interesting to note when taking age into account that those proportionately least likely to be supportive of a Living Wage were 16 – 34 year olds, with 86.0% of this group responding positively to the concept. The 35 – 54 group is proportionately the most supportive (92.7%), but those aged 55 – 64 and 65+ also strongly advocate the concept: 91.3% and 91.4%, respectively.

Table 43: Do you support the concept of a "Living Wage" for all people in employment in the city? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	89.1	93.6	91.8	92.1	90.5	86.0	92.7	91.3	91.4
No	10.9	6.4	8.2	7.9	9.5	14.0	7.3	8.8	8.6

Base = multiple

The Council wanted to know the reasons the panellists had for supporting, or not, the concept of a Living Wage. As noted above, the majority of respondents were supportive of the concept and their answers to this question will be dealt with first. Of the 562 respondents who said they did support the concept of promoting a Living Wage, 429 answered this open question. Of these, 2 said that they could not adequately explain why they felt this way. The other responses have been summarised and are shown below in Table 44 (see page 91).

Table 44: If you do support the concept of promoting a "Living Wage' for all people in employment in the city, can you explain why you feel this way?

Response	Respondents	
	Count	**%**
The Living Wage would allow people to enjoy a 'basic', 'decent', 'acceptable' standard of living	121	28.2
The cost of living in Aberdeen is very high, compared with other parts of the country	114	26.6
It is 'fair', 'equitable' and 'the right thing to do'	86	20.0
It encourages people to enter employment instead of relying on state benefits	60	14.0
Employees will feel more valued	20	4.7
Helps to prevent employers 'taking advantage of' or 'exploiting' their employees	17	4.0
Minimum wage is too low	7	1.6
Will help the local economy	7	1.6
'It is obvious'	6	1.4
It improves employees' health and wellbeing	3	0.7
The Aberdeen economy is buoyant: employers can afford it	3	0.7
Prevents people falling into debt	2	0.5
Allows employers to attract and retain employees	1	0.2

Base = 429 respondents

The reasons given by panellists for not being supportive of the concept of promoting a Living Wage were also elicited by the Council. Of the 54 respondents who said they did not support it, 43 answered this open question. Of these, 3 indicated that they did not understand the difference between the "Minimum Wage" and the "Living Wage". The responses of the others have been summarised in Table 45 below (see page 92).

Table 45: If you do not support the concept of promoting a "Living Wage' for all people in employment in the city, can you explain why not?

Response	Respondents	
	Count	**%**
Employers (particularly small businesses) cannot afford to pay it	15	34.9
Wages should be based on performance/ability	9	20.9
It would encourage people to spend their money on luxuries rather than essentials	4	9.3
A Living Wage of £7.45 per hour is stiil too low	3	7.0
Don't agree with the principle of a Living Wage	3	7.0
A national Living Wage does not take into account geographical differences in the cost of living across Scotland	3	7.0
Wages should be determined by market forces	2	4.6
It makes the country less competitive internationally	1	2.3
The concept is not extended to the state pension	1	2.3

Base = 43 respondents

SERVICE RESPONSE

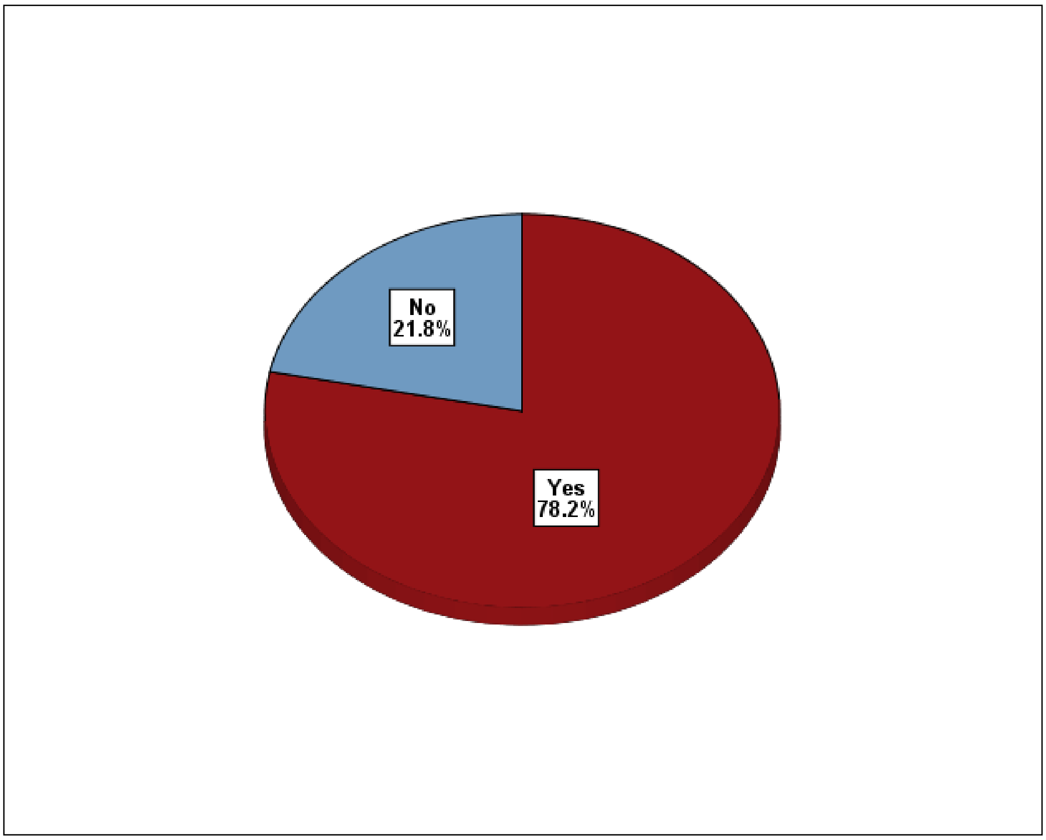
Service response is included into service response by Dave Kilgour – see page 83.

FOOD BANKS

There has been a growth of Food Banks in Aberdeen and across the country. In other parts of the UK and in France there has been the development of what has been termed "Social Solidarity Shops". These are shops (like a small supermarket) exclusively for those receiving benefit where they can purchase subsidised groceries and other household products and can receive other support services such as help with household budgeting and employment.

The Council wanted to know if panellists, prior to reading about them in City Voice, had been aware of the existence of Food Banks in the City. To establish how widely known this was, a 'yes' or 'no' response was required. Out of a total 661 respondents who answered, 517 (78.2%) were aware of Food Banks in the City, and 144 (21.8%) were not. This is illustrated in Figure 31 (see below, this page).

Figure 31: Before reading about it in the City Voice were you aware of the existence of Food Banks in the city?



Base = 661 respondents

Table 46 below (see page 95) provides a breakdown of these responses by gender, neighbourhood and age group. From this it can be seen that a higher percentage of female respondents (82.3%) know about the existence of Food Banks in the City than male respondents (73.7%).

Proportionately slightly more respondents from South were aware of Food Banks than from North or Central, but the difference was not great: 80.3%; 77.9% and 76.2%, respectively.

Those in the two younger age groups were proportionately less likely to be aware of Food Banks in the City. 69.5% of those aged 16 – 34 know of their existence, as did 77.0% of 35 – 54 year olds. However the level of awareness rose to 81.4% among 555 – 64 year olds, and 80.1% for those who are 65 and over.

Table 46: Before reading about it in City Voice were you aware of the existence of Food Banks in the city? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Yes	73.7	82.3	77.9	76.2	80.3	69.5	77.0	81.4	80.1
No	26.3	17.7	22.1	23.8	19.7	30.5	23.0	18.6	19.9

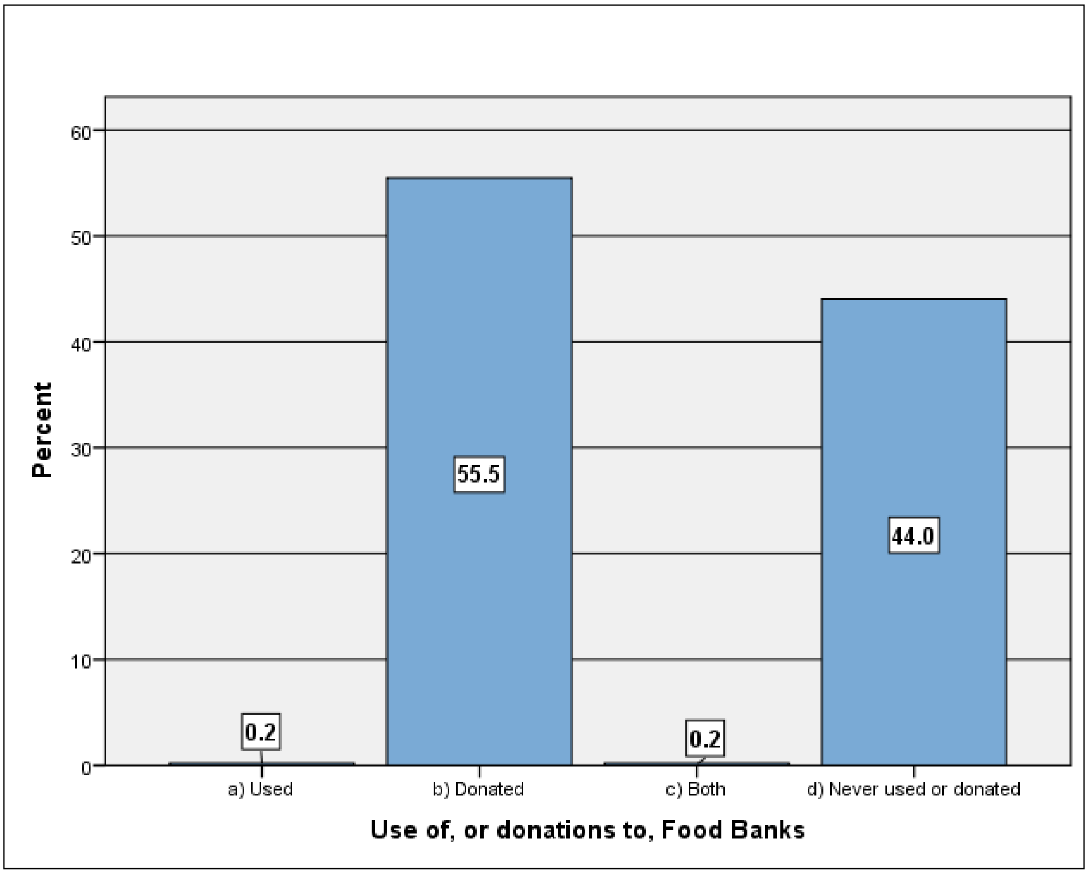
Base = multiple

The Council then wanted to know if the panellists had either had to use a Food Bank or donated food to a Food Bank provider e.g. via a supermarket collection or a workplace collection. Four options were listed as possible responses from which panellists had to choose one. The options were:

a) Used
b) Donated
c) Both
d) Never used or donated

It should be noted that only 445 responses were received here, which means that more than one-third (232 respondents; 34.3%) of the sample did not provide an answer to this question. However, of those 445 respondents, 247 (55.5%) said they had donated to a Food Bank; 196 (44.0%) had never used or donated to one; 1 respondent (0.2%) had used a Food Bank; and 1 respondent had both used and donated to a Food Bank. These responses are also provided below in Figure 32 (see page 96).

Figure 32: Have you either used a Food Bank or donated food to a Food Bank provider, e.g. via a supermarket collection or workplace collection?



Base = 445 respondents

Once more these responses have been disaggregated according to gender, neighbourhood and age group. This is shown below in Table 47 (see page 97). However because of the very small number of responses to whether a Food Bank had been a) used, or c) used and donated to, i.e. 1 in each case, it is difficult to make any meaningful comment. What can be said is that the respondent who had used a Food Bank was female, from North and was in the 35 – 54 age group. The respondent who had both used and donated to a Food Bank was male, from Central, and was 35 – 54 years old.

Turning to the greater number of responses which were from those who had either donated to a Food Bank or had never used or donated, it can be seen that a greater proportion of female respondents had donated (62.7%) than male (46.2%). Conversely a greater proportion of male respondents (53.3%) had never donated to nor used a Food Bank than female respondents (36.9%).

There was no great variance across the neighbourhoods, although, proportionately, those from Central were slightly less likely to have donated (50.7%) than those from South (56.3%) or North (58.8%).

The likelihood of respondents having donated to a Food Bank increased with age. 34.0% of those aged 16 – 34 had done so, as had 50.8% of those between the ages of 35 – 54. However this rose to 61.9% of 55 – 64 year olds having donated, and 71.1% of those 65+. Conversely, whereas only 28.9% of those aged 65 and over had never used or donated to a Food Bank, this was the case for 38.1% of those aged 55 – 64; 48.2% among those 35 – 54; and 66.0% of those aged 16 – 34.

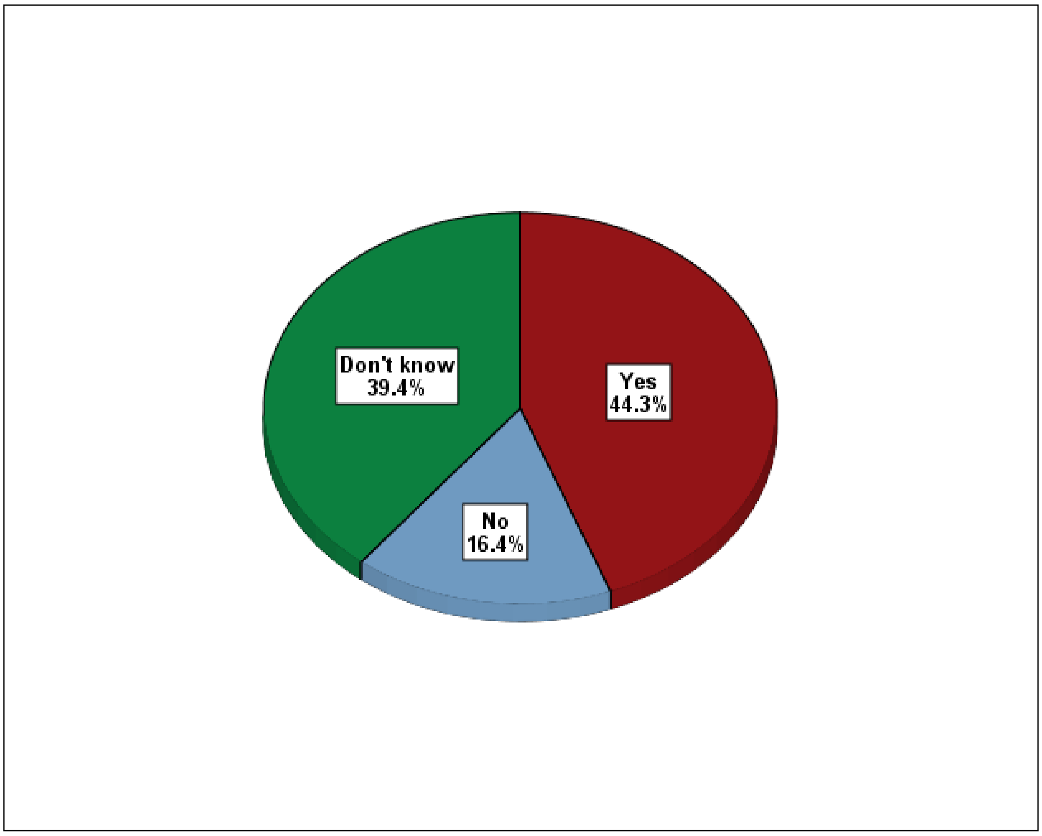
Table 47: Have you used a Food Bank or donated to a Food Bank provider, e.g. via a supermarket collection or workplace collection? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Used	0	0.4	0.7	0	0	0	0.5	0	0
Donated	46.2	62.7	58.8	50.7	56.3	34.0	50.8	61.9	71.1
Both	0.5	0	0	0.7	0	0	0.5	0	0
Never used or donated	53.3	36.9	40.4	48.6	43.7	66.0	48.2	38.1	28.9

Base = multiple

The Council wanted to know if the concept of “Social Solidarity Shops” was something that should be considered for developing in the City. Panellists were invited to submit an answer of ‘yes’, ‘no’ or ‘don’t know’. 653 responses were submitted, the most popular of which was ‘yes’ receiving 44.3% (289 respondents). This was followed by those who did not know (257 respondents; 39.4%), and finally ‘no’ which had 16.4% with 107 responses. The breakdown of these responses is provided in Figure 33 below (see page 98).

Figure 33: Do you think the concept of "Social Solidarity Shops" is something the city should consider developing?



Base = 653 respondents

A breakdown of these responses by gender, neighbourhood and age group is shown in Table 48 (see page 99). A greater proportion of female (47.0%) than male respondents (41.7%) thought Social Solidarity Shops were something the Council should consider developing. Only 13.8% of female respondents answered ‘no’ compared to 18.8% of male respondents, as 39.2% and 39.5%, respectively, said they did not know.

There was some variance across the neighbourhoods, with 49.8% of Central thinking this was a concept worth considering. The level of support was 44.3% in South and dropped to 39.1% in North. However there was a significant number of ‘don’t knows’, 41.1% (North); 40.1% (South); and 36.8% (Central), which kept those who said the Council should not consider the concept at 13.4% (Central); 15.6% (South); and 19.8% (North).

Across the age groups the concept was, percentage-wise, most popular with those aged 55 – 64 (46.8%) and those in the 35 – 54 age category (46.3%). Of those aged 16 – 34, 40.7% supported the consideration of the concept, as did 39.7% of those aged 65+. Again a number of respondents didn’t know if this was a concept worth considering: 36.4% (55 – 64); 37.8% (35 – 54); 39.0% (16 – 34; and 46.1% (65+). Thus 14.2% of those 65 and over; 15.9% of 35 – 54 year olds; 16.8% of those aged 55 – 64; and 20.3% of 16 – 34 year olds gave a definitive ‘no’ in response.

Table 48: Do you think the concept of "Social Solidarity Shops" is something the Council should consider developing in the city? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Yes	41.7	47.0	39.1	49.8	44.3	40.7	46.3	46.8	39.7
No	18.8	13.8	19.8	13.4	15.6	20.3	15.9	16.8	14.2
Don't know	39.5	39.2	41.1	36.8	40.1	39.0	37.8	36.4	46.1

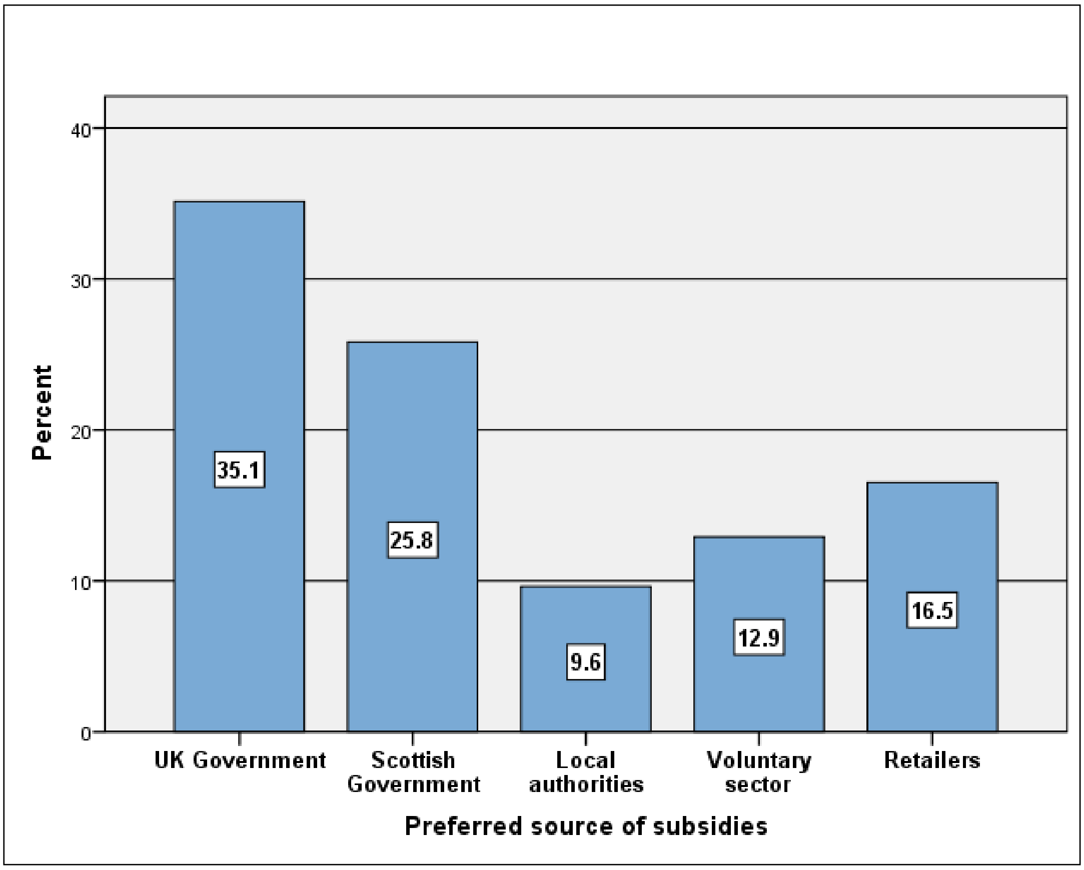
Base = Multiple

Those who had said they did think Social Solidarity Shops were something the Council should consider were then asked who should subsidise these enterprises. Panellists were allowed to tick one from the following list:

a) UK government
b) Scottish government
c) Local authorities
d) Voluntary sector
e) Retailers
f) Other (please specify)

Although 289 respondents had answered 'yes' to the previous question, 333 gave responses to this one. The additional responses have been included in the analysis. It should also be noted that a number of respondents were concerned about being limited to specifying just one option. The responses are illustrated below in Figure 34 (see page 100). The most popular response, submitted by 117 respondents (35.1%) was for the UK Government to subsidise Social Solidarity Shops. This was followed (86 respondents; 25.8%) by those who thought the Scottish Government should be the source of any subsidy. 60 respondents (16.5%) thought retailers should be the source; 43 (12.9%) said the voluntary sector; and 32 respondents (9.6%) thought it should be the responsibility of local authorities.

Figure 34: If yes, who do you think should meet the cost of subsidising "Social Solidarity Shops"?



Base = 333 respondents

Table 49 below (see page 101) shows the responses to this question broken down by gender, neighbourhood and age group. Although the UK Government was the most popular answer for both male and female respondents, it was identified as the source of subsidy by a larger proportion of male (42.0%) than female (28.6%). This also demonstrates there was greater variance among those answers from male respondents in that their second choice, the Scottish Government, received 26.5%. The Scottish Government was, similarly, the second most frequent response from female respondents but, with 24.4%, was much closer to their first choice. The other significant difference was the proportion of female respondents (23.8%) who thought that retailers should be subsidising Social Solidarity Shops. Only 9.3% of male respondents thought this should be the source.

Looking at the neighbourhoods, North (35.1%) and Central (40.8%) identified the UK Government as the most popular source of subsidy. In the case of South it was the Scottish Government, which received 31.9%. One notable difference was the number of respondents in Central who chose retailers to be the source of subsidy: with 22.5% this was Central's second most popular choice. However, only 14.7% of South and 11.7% of North indicated retailers, making it their fourth and least favoured options, respectively.

All the age groups placed the UK Government first, the Scottish Government second, and retailers third, as their preferred options. The percentages opting for the Scottish

Government are similar across the spectrum, but looking at the margin by which the age groups opted for the UK Government and retailers reveals some difference, particularly in relation to the 16 – 34 group. A larger proportion of this group (59.1%) identified the UK Government compared to the other groups: 34.7% (55 – 64); 33.1% (35 – 54); and 32.3% (65+). On the other hand, a smaller proportion of 16 – 34 year olds (9.1%) thought subsidising these ventures should be the responsibility of retailers. This is in contrast to 17.9% of 35 – 54 year olds; 16.8% of those aged 55 – 64; and 16.1% of those aged 65 and over.

Table 49: If yes, who do you think should meet the cost of subsidising these? (% by Gender, % by Neighbourhood, % by Age Group)

Preferred source of subsidies	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
UK Government	42.0	28.6	35.1	40.8	29.3	59.1	33.1	34.7	32.3
Scottish Government	26.5	24.4	24.5	20.0	31.9	22.7	24.1	25.7	29.0
Local authorities	8.0	11.3	14.9	8.3	6.9	4.5	11.0	6.9	12.9
Voluntary sector	14.2	11.9	13.8	8.3	17.2	4.5	13.8	15.8	9.7
Retailers	9.3	23.8	11.7	22.5	14.7	9.1	17.9	16.8	16.1

Base = multiple

When asked the question as to who should subsidise Social Solidarity Shops, 50 respondents ticked the ‘Other’ box. However, when asked to specify their response, 10 respondents said that they did not know who should meet the cost of subsiding Social Solidarity Shops, with 4 of these respondents saying that they did not know what Social Solidarity Shops were (despite a definition appearing before the earlier questions). The responses of the remaining 40 respondents are summarised below and are shown in Table 50 below (see page 102). These responses consist of both suggestions as to who should subsidise Social Solidarity Shops, and general comments on the concept of these shops.

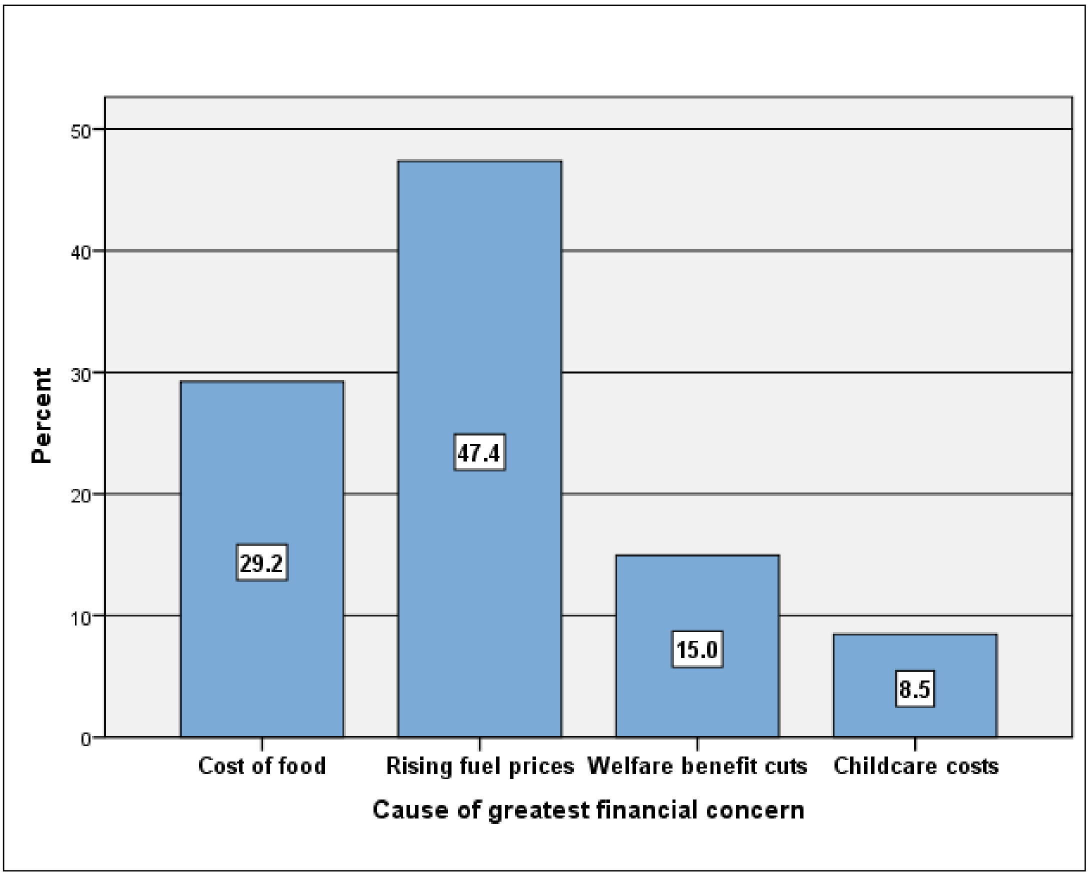
Table 50: If you think there should be some other source of support for "Social Solidarity Shops' please specify your answer

Response	Respondents	
	Count	%
A combination/partnership of all of the above	21	42
Large supermarket chains	6	12
Such things should not be needed	4	8
Use of Social Solidarity Shops should not be restricted to those on benefits – why should they get cheaper food than those on the Minimum Wage?	2	4
Should be linked to the benefits payment scheme, with those on benefits either receiving vouchers for use in Social Solidarity Shops, or making a one-off entitlement payment as a contribution	2	4
National Lottery	1	2
Churches	1	2
Could be run by Instant Neighbour	1	2
Could be a Citizens Advice Bureau spin-off	1	2
Concerned that Food Banks subsidise the drug trade – addicts may use the money saved on buying food to feed their addiction	1	2

Base = 50 respondents

In the final question of this section panellists were asked whether they thought the cost of food; rising fuel prices; welfare benefit cuts; or childcare costs were causing the greatest financial concern for households in the city. Panellists could also specify other issues if they thought there were ones causing more concern than those listed. The 568 responses received to this question are provided below in Figure 35 (see page 104). As can be seen the greatest cause for concern was rising fuel prices, with 269 respondents (47.4%) choosing this option. This was followed by the cost of food which was cited by 166 respondents (29.2%). 85 respondents (15.0%) thought welfare benefit cuts were the greatest cause of financial concern to households, and 48 (8.5%) said childcare costs caused the greatest financial concern.

Figure 35: Which of the following do you think is causing the greatest financial concern for households in the city?



Base = 568 respondents

Table 51 below (see page 105) provides a breakdown of these responses by gender, neighbourhood and age group. Looking first at gender, a greater proportion of male (51.3%) than female respondents (43.9%) identified rising fuel prices as the major financial concern. 17.2% of female respondents said welfare benefit cuts were the source of greatest concern, but this was chosen by 12.5% of male respondents.

Rising fuel prices came out as the top concern in all three neighbourhoods, opted for by 49.2% of Central; 48.3% of North; and 45.1% of South. There was greater variance among the neighbourhoods though in respect to the other options. 32.5% of South said the cost of food was the greatest cause for concern, as did 29.3% of North and 24.6% of Central. When it came to welfare benefit cuts, only 12.6% in both North and South said this was the greatest cause for concern. However 20.1% of Central identified welfare benefit cuts as causing most financial concern to households.

When looking at age, the 16 – 34 group went against the trend in that it was the one instance in which rising fuel costs were not considered to be the greatest cause of financial concern. Instead the greatest proportion of this group (39.1%) identified the cost of food as being of most concern, followed by rising fuel prices (30.4%). The other age groups agreed rising fuel prices was the greatest worry with 55.3% of those aged 65 and over; 48.3% of 55 – 64 year olds; and 45.7% of the 35 – 54 group choosing this option. The 16 – 34 age group also stood out in respect of levels of concern over welfare benefit cuts and childcare costs. 23.9% of those aged 16 – 34 claimed childcare costs to be the greatest cause of financial concern. However this was only chosen by 9.4% of 55 – 64 year olds; 7.8% of those aged 35 – 54; and 3.8% of those 65 and over. On the other hand only 6.5% of 16 – 34 year olds said welfare benefit cuts were the top cause of concern, in contrast to 12.1% (65+); 16.1% (55 – 64); and 17.7% (35 – 54).

Table 51: Which of the following do you think is causing the greatest financial concern for households in the city? (% by Gender, % by Neighbourhood, % by Age Group)

Source of financial concern	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Cost of food	28.1	29.7	29.3	24.6	32.5	39.1	28.9	26.2	28.8
Rising fuel prices	51.3	43.9	48.3	49.2	45.1	30.4	45.7	48.3	55.3
Welfare benefit cuts	12.5	17.2	12.6	20.1	12.6	6.5	17.7	16.1	12.1
Childcare costs	8.0	9.1	9.8	6.1	9.7	23.9	7.8	9.4	3.8

Base = multiple

Panellists had the opportunity to identify additional causes of financial concern in this question, and 101 respondents opted for the ‘other’ box which was provided. When asked to specify their response 2 respondents said that they ‘didn’t know’. The remaining responses have been summarised and are shown below in Table 52 (see page 106). The most common cause of financial concern specified was house prices in Aberdeen, as highlighted by 22 respondents (21.8%). The high cost of rent was also identified by 11 respondents (10.9%). It should also be noted that 19 respondents (18.8%) took the opportunity to emphasise that they thought it was not possible to isolate one of options provided in this question and the greatest cause of financial concern was rather ‘all of the above’.

Table 52: Other causes of financial concern for households in the city

Response	Respondents	
	Count	%
House prices in Aberdeen	22	21.8
All of the above	19	18.8
Depends on the individual household, as they will have different priorities	12	11.9
Rent	11	10.9
General cost of living	9	8.9
Domestic energy costs	8	7.9
Public transport fares	7	6.9
Debt and lack of financial planning and money management	6	5.9
Stagnant wages – no pay increases	4	4.0
Council tax	3	3.0
Cigarettes and alcohol	2	2.0
Aberdeen is a prosperous city – financial concerns are minimal	2	2.0
Childcare costs	1	1.0
Fear of official processes	1	1.0

Base = 101 respondents

SERVICE RESPONSE

Service response is included into service response by Dave Kilgour – see page 83.

ROADS

Aberdeen City Council is continuing to participate in a nationwide project to develop an Asset Management Plan for its roads. The Council has to maintain 500 miles of road, 1,000 miles of footway and 30,000 street lights. Feedback on the public perception of the quality of Roads Maintenance is vital to the Asset Management Plan.

The following questions in the survey were set a couple of years ago and the Council would like to develop a continuing picture of the response to its efforts to use the Roads Maintenance budget to best effect. In order to do so, the Council will set these, or very similar, questions at regular intervals.

To help prioritise limited budgets, panellists were asked to indicate whether they were satisfied or dissatisfied with the Council's present performance in each of the following areas:

a) The condition of bus routes and other main roads*
b) The condition of side/local roads*
c) Time taken to repair roads
d) The condition of busy footways* (e.g. near schools, shops etc.)
e) The condition of local footways*
f) Time taken to repair footways
g) Intensity of street lighting (city centre)
h) Intensity of street lighting (residential areas)
i) Time taken to repair street lights

Those options marked with a * refer to quality and upkeep, not how clean they are.

Due to the large amount of data generated by this question, the response rates are provided below in Figure 36 (see page 110), and also in Table 53 (see page 111), for ease of reading.

Taking first the condition of bus routes and other main roads, 659 responses were received. Of these, 40.4% expressed a level of dissatisfaction, i.e. were either 'fairly' or 'very' dissatisfied. However the difference between this and those who were 'very' or 'fairly' satisfied was negligible (39.3%). There was a significant difference though between those placing themselves at either end of the scale with 17.6% being 'very dissatisfied' compared to only 3.8% being 'very satisfied'.17.8% were neither satisfied nor dissatisfied, and 2.6% did not know.

659 responses were also received in relation to the condition of side and local roads. In this instance a large majority (70.1%) were either fairly (34.7%) or very (35.4%) dissatisfied. Only 15.5% were either very or fairly satisfied. 13.1% of respondents ranked their level of satisfaction as 'neither satisfied or dissatisfied', and 1.4% were 'don't knows'.

Likewise the majority (69.3%) of 657 respondents were very (39.6%) or fairly (29.7%) dissatisfied with the time taken to repair roads. 15.7% were neither satisfied nor dissatisfied, and 9.9% expressed levels of satisfaction, although only 0.6% of these were very satisfied. ‘Don’t know’ constituted 5.2% of responses received.

Turning to the condition of busy footways, there was less variance here in levels of satisfaction. 650 respondents rated this, of which 32.5% classified themselves as either very (2.3%) or fairly (30.2%) satisfied, compared to 37.6% who were dissatisfied (21.1%, ‘fairly’; and 16.5% ‘very’). 27.1% could not say if they were satisfied or not, and ’don’t know’ responses accounted for 2.9%.

There were greater levels of dissatisfaction though when it came to the condition of local footways, which received 655 responses. In this case 42.7% were either fairly (24.1%) or very (18.6%) dissatisfied. 29.9% expressed some level of satisfaction: 28.5% at ‘fairly’ and 1.4% at ‘very’. 25.3% of respondents were neither satisfied nor dissatisfied, and 2.0% were ‘don’t knows’.

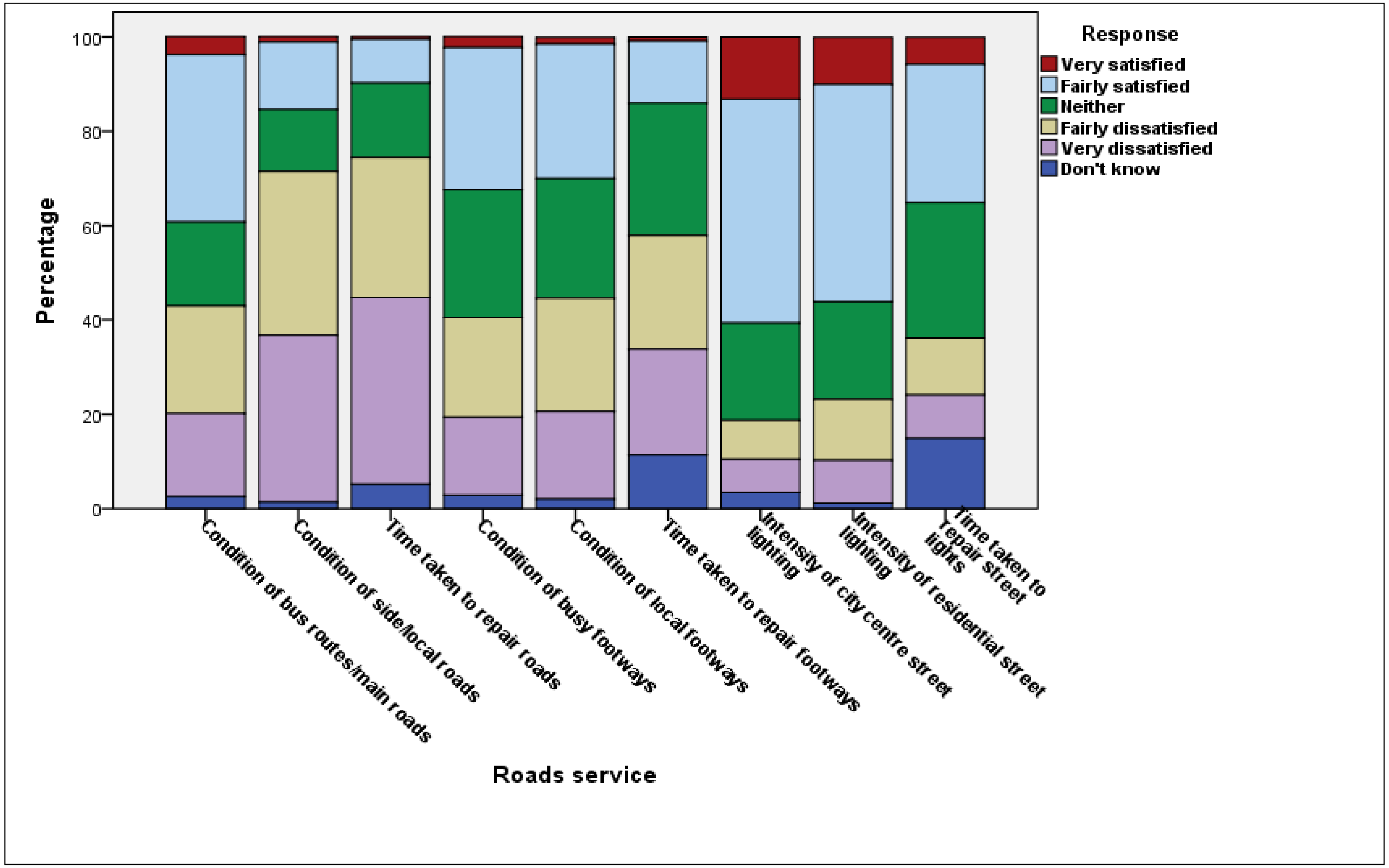
When asked about the time taken to repair footways 651 respondents submitted replies. Only 14.0% expressed satisfaction, with 13.1% being fairly, and 0.9% being very, satisfied. On the other hand 46.5% of respondents were dissatisfied, divided between 24.1% who were fairly, and 22.4% who were very dissatisfied. 28.1% could not say they were either satisfied or dissatisfied, and 11.4% did not know.

In respect of the intensity of city centre street lighting a significant majority of respondents (60.7%) expressed satisfaction. 47.5% were fairly satisfied, and a further 13.2% were very satisfied. Only 15.3% expressed dissatisfaction, with 8.3% being fairly dissatisfied, and 7.0% being very dissatisfied. 20.5% were neither satisfied nor dissatisfied, and the ‘don’t know’ responses represented 3.5%. A total of 653 responses were received in this case.

There were more respondents to express a level of dissatisfaction when it came to the intensity of street lighting in residential areas, although they were still outweighed by those expressing satisfaction. Of the 657 responses received, 56.0% were either fairly (46.0%) or very (10.0%) satisfied. Of those who expressed dissatisfaction (22.0%), 12.9% were fairly, and 9.1% were very dissatisfied.

Finally the panellists were asked to rate their level of satisfaction over the time taken to repair street lights, of which 651 did so. In this instance, more respondents (35.0%) expressed they were satisfied, with 29.3% being fairly, and 5.7% being very satisfied. Of the 21.3% who expressed a level of dissatisfaction, 12.1% rated it at ‘fairly’ and 9.2% at ‘very’ dissatisfied. 28.7% said they were neither satisfied nor dissatisfied, and 14.9% said they didn’t know.

Figure 36: To help prioritise limited budgets please indicate whether you are satisfied or dissatisfied with the Council's present performance in each of the following areas



Base = Condition of bus routes/main roads (659 respondents); Condition of side/local roads (659), Time taken to repair roads (657), Condition of busy footways (650), Condition of local footways (655), Time taken to repair footways (651), Intensity of city centre street lighting (653), Intensity of street lighting in residential areas (657), Time taken to repair lights (651)

Table 53: To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with the Council's present performance in each of the following areas (%)

Roads service	Very Satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Condition of bus routes/main roads	3.8	35.5	17.8	22.8	17.6	2.6
Condition of side/local roads	1.2	14.3	13.1	34.7	35.4	1.4
Time taken to repair roads	0.6	9.3	15.7	29.7	39.6	5.2
Condition of busy footways	2.3	30.2	27.1	21.1	16.5	2.9
Condition of local footways	1.4	28.5	25.3	24.1	18.6	2.0
Time taken to repair footways	0.9	13.1	28.1	24.1	22.4	11.4
Intensity of city centre street lighting	13.2	47.5	20.5	8.3	7.0	3.5
Intensity of residential street lighting	10.0	46.0	20.7	12.9	9.1	1.2
Time taken to repair street lights	5.7	29.3	28.7	12.1	9.2	14.9

Base = Condition of bus routes/main roads (659 respondents); Condition of side/local roads (659), Time taken to repair roads (657), Condition of busy footways (650), Condition of local footways (655), Time taken to repair footways (651), Intensity of city centre street lighting (653), Intensity of street lighting in residential areas (657), Time taken to repair lights (651)

The responses to these questions have been broken down by gender, neighbourhood and age group. However, because of the large amount of data produced the results are divided over three separate tables. The first, Table 54 (see page 113), contains the disaggregated data in relation to the questions to do with the conditions of the roads. Secondly, Table 55 (see page 115), is illustrative of the answers to the footways questions. Finally, Table 56 (see page 117), provides the breakdown of the responses regarding street lighting. Some aspects of the data when broken down are highlighted below.

Turning first then to the responses concerning the conditions of bus routes and main roads, a greater proportion of male respondents (41.8%) expressed a level of dissatisfaction than of satisfaction (36.4%). On the other hand, female respondents were more likely to express a level of satisfaction: 42.0% were fairly or very satisfied, compared to 39.1% who were fairly or very dissatisfied.

When this question is considered by neighbourhood, Central returned the greatest proportion of satisfaction, with 43.4% indicating they were fairly or very satisfied. South came next at 39.8% and then North, with 34.2% expressing a level of satisfaction. Conversely 47.7% of respondents from North were fairly or very dissatisfied with the conditions of bus routes and main roads. The figures for South and Central were 38.5% and 35.5%, respectively.

Taking age into account, proportionately the 16 – 34 group expressed the greatest levels of dissatisfaction (50.9%), and least satisfaction (27.1%). The other age groups closely reflected each other, with 41.3% of those aged 35 – 54; 41.0% of the over 65s; and 39.0% of those in the 35 – 64 category expressing satisfaction. Those who were fairly or very dissatisfied, account for 37.5% (65+); 39.4% (35 – 54); and 40.7% (55 – 64).

Again, a larger proportion of female than male respondents reported being fairly or very satisfied with the condition of local and side roads (17.7% and 13.5%, respectively). Those expressing some level of dissatisfaction were 72.6% (male) and 67.8% (female).

As was the case for main roads and bus routes, Central again expressed the greatest level of satisfaction, with 21.9% fairly or very satisfied. Only 11.6% of North and 13.5% of South indicated a level of satisfaction. Respondents from North expressed most dissatisfaction proportionately (75.9%) followed by South, 74.6% of whom said they were fairly or very dissatisfied. 59.8% of Central respondents expressed a level of dissatisfaction.

Taking age into consideration, those aged 55 – 64 and 65 and over expressed the least levels of satisfaction (13.0% and 13.2%, respectively). The proportion of those who stated they were fairly or very satisfied in the 16 - 34 group was 18.6%, and 18.2% for those aged 35 – 54. Those who claimed they were dissatisfied, either fairly or very, at the state of local and side roads stood at 66.1% (16 – 34); 68.0% (35 – 54); 71.2% (55 – 64); and 74.3% (65+).

Respondents had then been asked to rate how satisfied they were with the time taken to repair roads. A greater proportion of female (11.3%) than male (8.7%) respondents expressed a level of satisfaction. However a majority in both cases were fairly or very dissatisfied: 72.9% (male) and 65.6% (female).

Once more the respondents from Central expressed higher levels of satisfaction, 13.0% of whom were fairly or very satisfied. This was the case for 9.1% from North and 8.1% from South. 74.3% of North expressed some level of dissatisfaction, as did 72.4% of South and 60.7% of Central.

There was more significant variance when age is factored in. 15.3% of those in the 16 – 34 group were fairly or very satisfied with the time taken over road repairs. However this fell to 6.3% of 55 – 64 year olds. The figures here were 9.9% (65+) and 11.4% (35 – 54). Those most likely to express a level of dissatisfaction were found in the 65+ group (73.3%), closely followed by those aged 55 - 64 (72.8%). 66.0% of 35 – 54 year olds and 62.7% of those aged 16 – 34 expressed some level of dissatisfaction over the time taken to repair roads.

Table 54: Are you satisfied or dissatisfied with the Council's present performance in each of the following areas? (% by Gender, % by Neighbourhood, % by Age Group)

Response		Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Condition of bus routes/main roads	Very satisfied	3.9	3.8	4.0	5.1	2.5	3.4	4.1	2.8	4.9
	Fairly satisfied	32.5	38.2	30.2	38.3	37.3	23.7	37.2	36.2	36.1
	Neither nor	20.3	15.4	17.1	15.9	19.9	15.3	16.7	20.3	17.4
	Fairly dissatisfied	23.5	22.8	25.1	22.9	21.6	35.6	23.4	22.6	18.1
	Very dissatisfied	18.3	16.3	22.6	12.6	16.9	15.3	16.0	18.1	19.4
	Don't know	1.6	3.6	1.0	5.1	1.7	6.8	2.6	0	4.2
Condition of side/local roads	Very satisfied	1.6	0.9	1.0	2.3	0.4	1.7	1.1	1.1	1.4
	Fairly satisfied	11.9	16.8	10.6	19.6	13.1	16.9	17.1	11.9	11.8
	Neither nor	13.2	12.4	11.1	15.9	11.4	10.2	12.3	15.8	11.1
	Fairly dissatisfied	35.8	34.5	36.7	33.6	35.2	32.2	37.9	33.3	33.3
	Very dissatisfied	36.8	33.3	39.2	26.2	39.4	33.9	30.1	37.9	41.0
	Don't know	0.6	2.1	1.5	2.3	0.4	5.1	1.5	0	1.4
Time taken to repair roads	Very satisfied	1.0	0.3	0.5	0.9	0.4	0	0.7	0.6	0.7
	Fairly satisfied	7.7	11.0	8.6	12.1	7.7	15.3	10.7	5.7	9.2
	Neither nor	14.5	16.6	12.6	20.1	14.0	13.6	18.1	14.8	12.7
	Fairly dissatisfied	29.7	30.0	27.8	26.6	34.5	39.0	31.9	25.6	27.5
	Very dissatisfied	43.2	35.6	46.5	34.1	37.9	23.7	34.1	47.2	45.8
	Don't know	3.9	6.5	4.0	6.1	5.5	8.5	4.4	6.3	4.2

Base = multiple

The second aspect of this question dealt with the condition of busy and local footways, and the time it took for any necessary repairs to be done. The responses here are shown below in Table 55 (see page 115). As far as those expressing levels of satisfaction with the condition of busy footways, i.e. either fairly or very, there was little difference between the responses from male and female respondents, at 31.2% and 33.8%, respectively. Similarly the numbers expressing some level of dissatisfaction mirrored each other, with 37.1% of male and 38.1% of female respondents falling into this category.

There was more variance when this question was looked at according to neighbourhood, at least with those who responded they were fairly or very satisfied. This was the case for 35.1% of Central and 33.7% of South, but only 28.5% of North. However the levels of dissatisfaction were closer (38.8%; 36.0% and 38.3%, respectively), thus suggesting it was the larger proportion of respondents from North (31.1%) who said they were neither satisfied nor dissatisfied, which made the difference. The figures in this category for the other neighbourhoods were 26.8% (South) and 22.9% (Central).

Taking age into consideration revealed a significant difference among those who were fairly or very satisfied with the condition of busy footpaths. Whereas 42.4% of 16 – 34 year olds and 40.5% of those aged 35 – 54 responded in this way, this dropped to only 24.7% of those aged 55 – 64 and to 23.0% among those 65 and over. Correspondingly, 28.8% of 16 – 34 year olds and 31.3% of those aged 35 – 54 were either fairly or very dissatisfied with the conditions. However levels of dissatisfaction among the 55 – 64 age group and 65+ rose to 45.4% and 43.9%, respectively.

Turning to the condition of local footways, a greater proportion of female (32.4%) than male respondents (27.8%) said they were fairly or very satisfied with their condition. However in both cases this was outweighed by those expressing one or other level of dissatisfaction: 43.3% (male) and 42.4% (female).

Across the neighbourhoods there was some variance with those from Central being the least likely to express satisfaction (26.7%), compared to South (31.2%) and North (32.8%). Likewise Central, with 46.3%, returned the highest proportion of responses indicating a level of dissatisfaction. The figures in this category for North and South were 40.9% and 41.4%, respectively.

Again when asked about local footways the age groups delivered similar results to the previous question regarding main footways. Those aged 65 and over were most likely to indicate a level of dissatisfaction (52.2%), followed by those in the 55 – 64 category (49.1%). 36.0% of 35 – 54 year olds and 33.9% of those aged 16 – 34 were either fairly or very dissatisfied. The two younger age groups, 16 – 34 and 35 – 54, were more likely to express some level of satisfaction (40.7% and 35.9%, respectively) than those in the two older groups: 24.3% (55 – 64) and 22.1% (65+).

When asked about the time taken to repair footways, 50.0% of male respondents were fairly or very dissatisfied, as were 42.8% of female respondents. There was very little difference between those expressing a level of satisfaction: 13.1% (male) and 15.2% (female).

Likewise there was no significant variance across the neighbourhoods in response to this question, with the greatest proportion in all three expressing levels of dissatisfaction: 48.3% (Central); 47.0% (South); and 43.2% (North). Only 12.8% from Central; 13.2% from South; and 16.7% from North indicated they were fairly or very satisfied by the time taken to repair local footways.

Once again there is more difference when the responses are considered by age group, with those aged 55 – 64 and 65+ expressing greater dissatisfaction (58.0% and 55.7%, respectively). 29.3% of 16 – 34 year olds and 37.2% of those in the 35 – 54 age group stated they were fairly or very dissatisfied. Only 7.4% of 55 – 64 year olds; 13.0% of those aged 65 and over; 17.6% of 35 – 54 year olds; and 24.1% of the 16 – 34 age group expressed they were satisfied (fairly or very) in regard to the time taken to repair footways.

Table 55: Are you satisfied or dissatisfied with the Council's present performance in each of the following areas? (% by Gender, % by Neighbourhood, % by Age Group)

Response		Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Condition of busy footways	Very satisfied	2.9	1.8	2.0	3.3	1.7	1.7	3.0	2.3	1.4
	Fairly satisfied	28.3	32.0	26.5	31.8	32.0	40.7	37.5	22.4	21.6
	Neither nor	29.3	24.6	31.1	22.9	26.8	25.4	26.0	28.2	27.3
	Fairly dissatisfied	20.2	22.2	19.4	23.4	20.8	18.6	20.1	21.3	24.5
	Very dissatisfied	16.9	15.9	18.9	15.4	15.2	10.2	11.2	24.1	19.4
	Don’t know	2.3	3.6	2.0	3.3	3.5	3.4	2.2	1.7	5.8
Condition of local footways	Very satisfied	1.6	1.2	1.5	1.9	0.9	1.7	1.5	1.7	0.7
	Fairly satisfied	26.2	31.2	31.3	24.8	30.3	39.0	34.4	22.6	21.4
	Neither nor	27.5	22.6	24.2	24.8	25.6	22.0	26.7	24.9	22.9
	Fairly dissatisfied	24.9	23.7	23.2	27.6	22.2	20.3	21.9	22.0	33.6
	Very dissatisfied	18.4	18.7	17.7	18.7	19.2	13.6	14.1	27.1	18.6
	Don’t know	1.3	2.7	2.0	2.3	1.7	3.4	1.5	1.7	2.9
Time taken to repair footways	Very satisfied	1.0	0.9	0.5	1.9	0.4	1.7	1.1	0.6	1.7
	Fairly satisfied	12.1	14.3	16.2	10.9	12.8	22.4	16.5	6.8	11.3
	Neither nor	26.5	29.8	27.9	28.9	27.8	29.3	32.3	25.6	23.2
	Fairly dissatisfied	24.5	23.2	19.3	27.0	24.8	13.8	21.4	27.3	28.2
	Very dissatisfied	25.5	19.6	23.9	21.3	22.2	15.5	15.8	30.7	27.5
	Don’t know	10.5	12.2	12.2	10.0	12.0	17.2	12.8	9.1	9.2

Base = multiple

The final section of this question focussed on street lighting, the responses to which are broken down and provided below in Table 56 (see page 117). First, when asked about the intensity of city centre street lighting, a greater proportion of female (65.0%) than male (57.0%) were either fairly or very satisfied with it. 17.2% of male and 12.9% of female respondents indicated a level of dissatisfaction.

Taking neighbourhood into account, the results showed no significant variation, with 64.2% of South; 61.3% of Central; and 57.6% of North expressing a level of satisfaction. Notably though, a larger proportion in Central (19.2%), were very satisfied than in the other two neighbourhoods (10.8% South; and 10.1% North).

Among all the age groups a majority said they were fairly or very satisfied, although the numbers decreased as age increased: 67.2% (16 – 34); 63.7% (35 – 54); 62.1% (55 – 64); and 52.8% (65+).

Panellists were then asked how satisfied they were with the intensity of residential street lighting. As in the previous case, a larger percentage of female respondents expressed a level of satisfaction than male ones: 59.3% and 54.0%, respectively. 20.4% of female and 22.6% of male respondents were fairly or very dissatisfied with the street lighting's intensity.

Similar proportions of respondents from the different neighbourhoods expressed a degree of satisfaction, with 56.1% from Central; 56.7% from North; and 57.3% from South responding in this manner. Likewise the proportions of those who were fairly or very dissatisfied were close at 19.3% (Central); 21.6% (South); and 23.6% (North).

When age is taken into account, there was little difference in those respondents expressing satisfaction, but more variance in levels of dissatisfaction. In the former case 56.0% of 16 – 34 year olds; 56.5% of those aged 35 – 54; 56.8% of the 55 – 64 group; and 57.6% of those 65 and over said they were fairly or very satisfied. Those expressing a degree of dissatisfaction represented 25.7% of the 65+ group and 24.5% of those aged 55 – 64. However this dropped to 18.7% of 16 – 34 year olds and 17.8% of those aged 35 – 54.

In relation to the length of time taken to repair street lights, slightly more female than male respondents, proportionately, were fairly or very satisfied (37.2% and 33.6%, respectively). 21.3% of male and 20.2% of female respondents classified themselves as being fairly or very dissatisfied.

Interestingly when neighbourhood is taken into consideration, a greater proportion of respondents from North were more likely to express a level of satisfaction (40.4%), compared to those from South (33.5%) or Central (33.2%). However the highest percentage of those expressing dissatisfaction also came from North (22.7%), although admittedly the variation was small: 21.1% (South) and 18.5% (Central).

Across the age groups, at 40.4%, 16 – 34 year olds were most likely to be fairly or very satisfied with the time taken for repairs. The results in respect of this question for the other age groups were 36.9% (55 – 64); 35.2% (35 – 54); and 32.4% (65+). Those expressing a degree of dissatisfaction represented 26.8% of those aged 65+; 26.7% of the 55 – 64 age group; 15.8% of those aged 16 – 34; and 14.6% of the 35 – 54 group.

Table 56: Are you satisfied or dissatisfied with the Council's present performance in each of the following areas? (% by Gender, % by Neighbourhood, % by Age Group)

Response		Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Intensity of city centre street lighting	Very satisfied	13.6	13.1	10.1	19.2	10.8	10.3	14.4	11.5	14.8
	Fairly satisfied	43.4	51.9	47.5	42.1	53.4	56.9	49.3	50.6	38.0
	Neither nor	23.3	17.9	19.7	21.0	20.7	22.4	21.9	20.1	17.6
	Fairly dissatisfied	9.1	7.2	8.6	8.9	6.9	5.2	8.5	7.5	9.2
	Very dissatisfied	8.1	5.7	7.6	7.0	6.0	3.4	3.3	8.0	13.4
	Don’t know	2.6	4.2	6.6	1.9	2.2	1.7	2.6	2.3	7.0
Intensity of residential street lighting	Very satisfied	10.0	10.3	9.0	13.2	8.4	8.5	11.9	9.1	9.0
	Fairly satisfied	44.0	49.0	47.7	42.9	48.9	47.5	44.6	47.7	48.6
	Neither nor	22.7	18.6	18.1	22.6	20.7	20.3	25.3	18.8	13.9
	Fairly dissatisfied	12.6	12.7	14.1	11.3	12.7	8.5	13.0	13.1	13.2
	Very dissatisfied	10.0	7.7	9.5	8.0	8.9	10.2	4.8	11.4	12.5
	Don’t know	0.6	1.8	1.5	1.9	0.4	5.1	0.4	0	2.8
Time taken to repair street lights	Very satisfied	6.5	5.1	3.5	8.1	5.6	12.3	4.9	6.8	3.5
	Fairly satisfied	27.1	32.1	36.9	25.1	27.9	28.1	30.3	30.1	28.9
	Neither nor	31.4	26.2	24.2	32.2	29.2	24.6	34.8	21.0	28.2
	Fairly dissatisfied	12.1	11.9	10.1	11.4	14.2	8.8	10.9	14.2	12.7
	Very dissatisfied	9.2	8.3	12.6	7.1	6.9	7.0	3.7	12.5	14.1
	Don’t know	13.7	16.4	12.6	16.1	16.3	19.3	15.4	15.3	12.7

Base = multiple

The Council asked panellists for their views on current levels of spending on main roads; side roads; busy footways; local footways; or street lighting. This information will be used to help prioritise the budget. For each of the five options, panellists had to indicate if they would like to see the Council spend ‘more’, ‘less’ or ‘the same’. The responses to this question are laid out below in Figure 37 (see page 119).

Regarding the Council’s spending on main roads, 624 responses were received. Of these the majority (379 respondents; 60.7%) wanted to see more spending. 237 respondents (38.0%) were satisfied with the current level of spending, and only 8 (1.3%) wanted to see less spent on main roads.

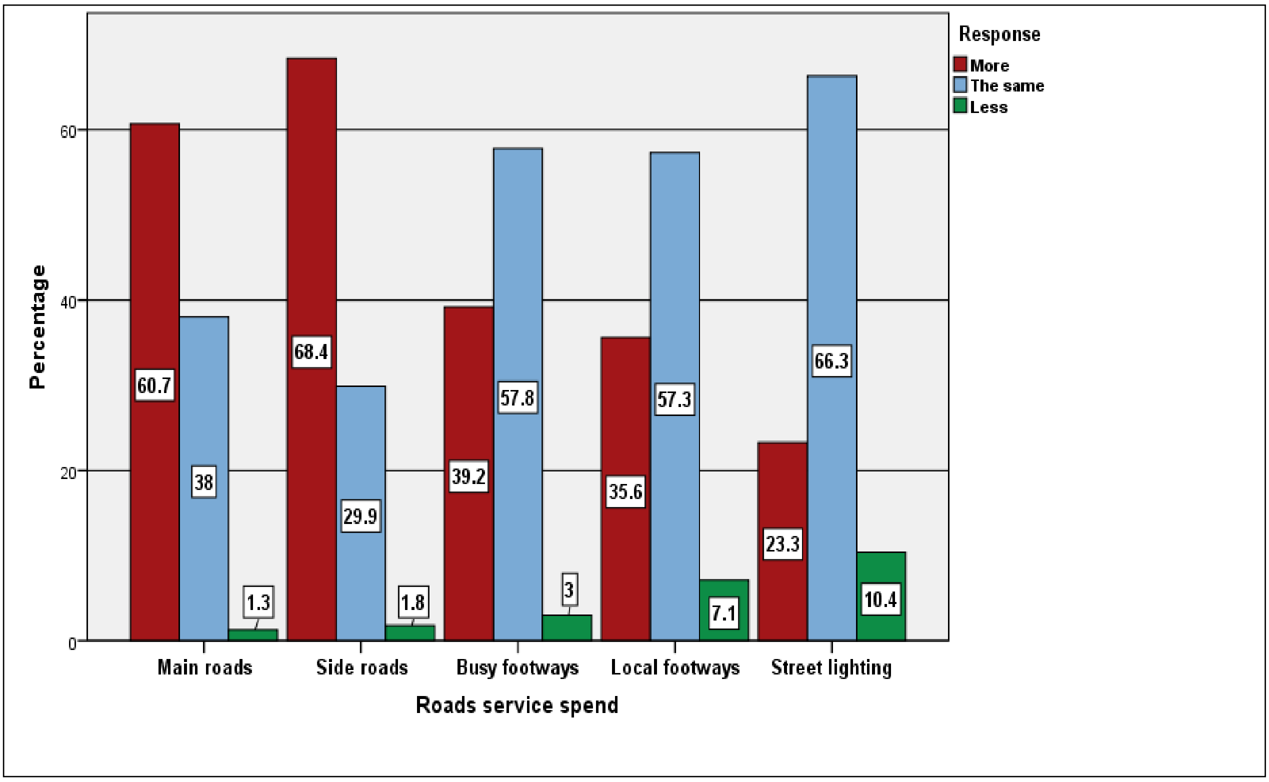
The 626 responses in respect of spending on side roads also indicated a large majority (428 respondents; 68.4%) wanted to see an increase in spending, while 187 (29.9%) thought it should remain the same, and only 11 (1.8%) thought there should be a decrease in spending.

In relation to busy footways, 607 responses were submitted. Of these most indicated the spending should remain at its present level: 351 respondents (57.8%). 238 respondents (39.2%) thought more should be spent, and 18 (3.0%) thought it should be less.

Of the 595 panellists who expressed an opinion on the level of spending on local footways, 341 (57.3%) wanted the spending maintained; 212 (35.6%) thought it should be increased; and 42 (7.1%) thought less should be spent.

When asked about street lighting, 606 responses were received. The majority, 402 (66.3%) thought the Council should keep its spending at the present level. 141 (23.3%) thought more should be spent, and 63 (10.4%) thought less should be spent on street lighting.

Figure 37: In order to help the Council prioritise its budget, from the areas listed below which, if any, would you like to see it spend more on, or be prepared for the Council to spend less on?



Base = Main roads (624 respondents), Side roads (626), Busy footways (607), Local footways (595), Street lighting (606)

The responses to this question have been broken down by gender, neighbourhood and age group, as shown below in Table 57 (see page 121).

Taking the level of spending on main roads first, there was little difference when the responses were broken down by gender with 60.5% of male and 61.0% of female respondents wanting to see more spent. 37.5% of male and 38.7% of female respondents were happy with the current level of spending, and only 2.0% and 0.3%, respectively, wanted to see less spent on main roads.

There was a more notable difference when the responses are taken by neighbourhood. A greater proportion from North wanted an increase in spending (68.4%), in contrast to South (59.8%) and Central (54.5%). However greater percentages from Central (44.0%) and South (39.3%) thought the present level of spending should be maintained than from North (30.5%). Thus there was a similar percentage from each neighbourhood who thought spending on main roads should actually be reduced: 1.5% (Central); 1.1% (North); and 0.9% (South).

Looking across the age groups, it should be noted that no respondents from either the 16 – 34 group, nor from those 65 and over said that less should be spent on main roads. This response garnered 2.3% and 0.6% from those aged 35 – 54 and 55 – 64, respectively. The over 65s were proportionately most likely to want to see an increase in spending (66.2%). The figures for the other groups here were 61.5% (35 – 54); 60.7% (16 – 34); and 55.4% (55 – 64).

Turning to side roads, there was again agreement from male and female respondents as to the level of spending. 68.0% of male and 69.0% of female respondents wanted an increase, and 29.3% and 30.1%, respectively, thought it should remain the same.

However more significant differences were revealed across the neighbourhoods. Although in all three a majority wanted to see an increase in spending, this was the case for 73.4% from South and 72.6% from North, but only for 58.9% from Central.

Taking age into consideration revealed a significant difference between the 16 – 34 year olds who thought more should be spent on side roads compared to the other age groups. 51.8% of this age group thought spending should rise, but this increased to 66.5% of 35 – 54 year olds; 72.8% of those in the 55 – 64 group; and 74.0% of those aged 65+. Conversely, 46.4% of those in the 16 – 34 group thought the spending should remain the same, while this response was received from 31.2% of 35 – 54 year olds; 26.0% of the 55 – 64 category; and only 24.4% of those 65 and over.

When asked about the budget for busy footways most male (57.7%) and female (57.9%) respondents were satisfied with its current level. A greater proportion of female than male respondents wanted to see more spent, but not by a significant margin (40.5%and 37.8%, respectively).

No significant differences were expressed by the responses from the three neighbourhoods, where most respondents were content with the current level of spending: 59.4% (South); 59.1% (North); and 55.0% (Central).

What is most notable when the answers are considered by age group is the variance among those who would like more to be spent on busy footways. 45.7% of those aged 65 and over said this, as did 43.9% of 55 – 64 year olds. However this response was given by only 28.6% of those aged 16 – 34 and 35.2% of those in the 35 – 54 group.

Turning to spending on local footways, male respondents were proportionately more likely to want less to be spent on these than female respondents (9.3% and 5.2% respectively), however the majority in both cases were happy with the present level of spending (54.6% and 59.7%, respectively).

By neighbourhood, a greater proportion of respondents from North wanted the level of spending to remain the same (63.8%), and a smaller proportion wanted an increase in spending (29.3%) than from South or Central. The returns from these two indicated that 51.0% of Central and 57.8% of South were satisfied with the current spend, but 43.4% (Central) and 33.5% (South) would support more being spent.

Taking age into account, the 65+ group were those most likely to want more to be spent (43.7%). 36.6% (55 – 64); 33.9% (16 – 34); and 31.3% (35 – 54) said more should be spent. However in all cases, the greatest proportion of respondents favoured maintaining the level of spending: 50.0% (16 – 34); 52.9% (65+); 59.5% (35 – 54); and 59.6% (55 – 64).

The breakdown of responses relating to street lighting again showed little variance between male and female respondents, with 66.0% (male) and 67.6% (female) wanting the spending to remain at its current level.

Looking at the different neighbourhoods the North's respondents wanted more spent, but only by a small margin: 26.1%, compared to 22.8% of Central; and 20.0% of South. However in all cases the majority of respondents were satisfied with the status quo.

There was more difference among the age groups, 29.9% of those aged 65+ wanting more spent, compared to 19.5% of 35 – 54 year olds. Whereas 59.1% of those aged 65 and over were content with the present level of spending, this amounted to 73.6% of 55 – 64 year olds. Only 5.5% of this 55 – 64 group wanted to see a reduction in spending, but 11.0% (65+); 12.5% (16 – 34); and 12.7% (35 – 54) thought there should be less spent.

Table 57: From the areas listed below, on which (if any) would you like to see the Council spend more on, or be prepared for it to spend less on? (% by Gender, % by Neighbourhood, % by Age Group)

Response		**Gender**		**Neighbourhood**			**Age Group**			
		Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Main roads	More	60.5	61.0	68.4	54.5	59.8	60.7	61.5	55.4	66.2
	The same	37.5	38.7	30.5	44.0	39.3	39.3	36.2	44.0	33.8
	Less	2.0	0.3	1.1	1.5	0.9	0	2.3	0.6	0
Side roads	More	68.0	69.0	72.6	58.9	73.4	51.8	66.5	72.8	74.0
	The same	29.3	30.1	24.7	39.1	25.8	46.4	31.2	26.0	24.4
	Less	2.7	0.9	2.6	2.0	0.9	1.8	2.3	1.2	1.5
Busy footways	More	37.8	40.5	37.6	42.5	37.4	28.6	35.2	43.9	45.7
	The same	57.7	57.9	59.1	55.0	59.4	66.1	60.1	54.9	53.5
	Less	4.5	1.6	3.3	2.5	3.2	5.4	4.7	1.2	0.8
Local footways	More	36.1	35.1	29.3	43.4	33.5	33.9	31.3	36.6	43.7
	The same	54.6	59.7	63.8	51.0	57.8	50.0	59.5	59.6	52.9
	Less	9.3	5.2	6.9	5.6	8.7	16.1	9.1	3.7	3.4
Street lighting	More	21.9	23.6	26.1	22.8	20.0	26.8	19.5	20.9	29.9
	The same	66.0	67.6	66.1	66.0	68.2	60.7	67.7	73.6	59.1
	Less	12.2	8.7	7.8	11.2	11.8	12.5	12.7	5.5	11.0

Base = multiple

SERVICE RESPONSE

The Roads Service feels that City Voice is providing a valuable service. We are pleased with the survey and feel it has provided useful data for use in the development of the Roads Asset Management Plan.

There is a lot of detailed analysis which it will take time to assimilate fully, but the initial impression is that the response of the panel is very much in line with what we would expect.

Budgets for roads maintenance remain very tight and fall well short of what might be considered necessary to restore the road surfaces to an ideal condition. What money that is available is being channelled into resurfacing main routes. Efforts on local routes are being concentrated on keeping surfaces safe for normal use.

We now have two sets of figures and the indication is that the level of satisfaction with main roads and footways has deteriorated only very little while the satisfaction with local roads and footways has deteriorated noticeably.

It is our intention that these surveys should take place regularly and that a picture will develop which can be set alongside the objective assessments by technical surveys to produce a fuller picture of the customers' attitude to the level of service being provided and the degree to which we are meeting Community Requirements of the road network.

Angus Plumb

Engineer – Roads Management

Aberdeen City Council

FUEL POVERTY

One of the challenges outlined in Aberdeen's Community Plan is to 'eradicate as far as possible, fuel poverty in Aberdeen'. The term 'fuel poverty' is defined as 'paying more than 10% of your disposable income on heating your home to a comfortable standard'. The Council is already working to reduce fuel poverty but called on the City Voice panel to provide further information to enable the Council to target its work more effectively.

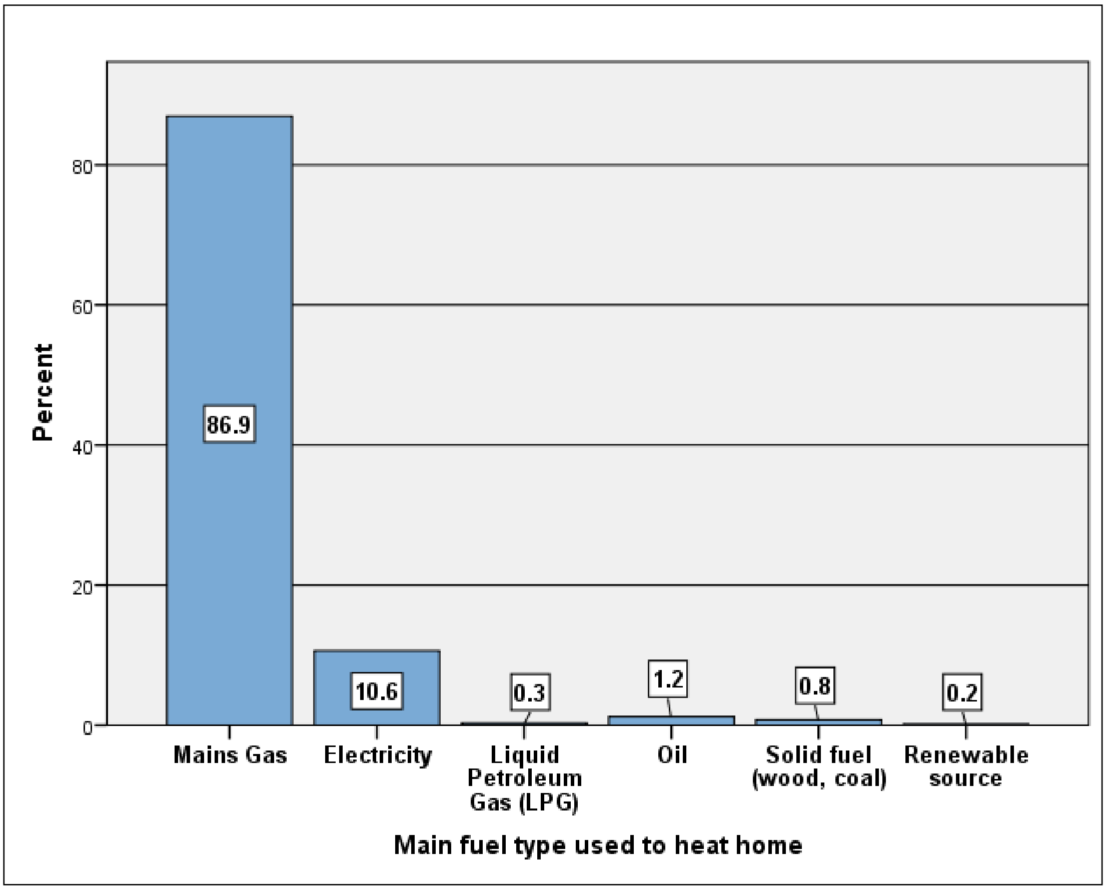
The panellists' responses will help the council to measure the extent of fuel poverty in the City and identify the number and type of households that are more likely to be affected. The information will be used to focus resources on households that are most at risk of fuel poverty.

Initially panellists were asked to identify the main fuel type used to heat their homes. Panellists could choose one option from the following:

a) Mains Gas
b) Electricity
c) Liquid Petroleum Gas (LPG)
d) Oil
e) Solid fuel (wood, coal)
f) Renewable source
g) Other (please specify)

658 responses were received to this question. These are shown below in Figure 38 (see page 124). The most popular response by a large margin was 'mains gas' (572 respondents; 86.9%). Second to that came 'electricity' cited by 68 respondents (10.6%). 8 respondents (1.2%) rely on oil as their main fuel, as do 5 (0.8%) on solid fuel, and 2 (0.3%) on LPG. Only one respondent (0.2%) answered it was from a renewable source. 2 other respondents checked the 'other' option. Of these, one specified 'combined heat and power', and the other relied on 'district heating'.

Figure 38: What is the main fuel type used to heat your home?



Base = 658 respondents

These responses have been disaggregated by gender, neighbourhood and age group, as shown below in Table 58 (see page 125). Viewing the data by gender does not elicit any significant difference between male and female respondents; however the one individual who relied on a renewable source of fuel was male.

There is a bit more variance when neighbourhood is factored into the analysis. Those from North are the most likely to rely on mains gas (94.5%), although 88.1% in South and 81.3% from Central also provide this answer. Panellists in Central on the other hand were more likely to use electricity as their main means of heating. 16.8% in Central chose this option, as opposed to only 8.1% in South, and 7.0% in North. The respondent who indicated a renewable source was from Central.

Mains gas was again by far the most popular answer across the age groups. Those relying on electricity comprised 14.9% of the 65+ group; 10.7% of those aged 35 – 54; 8.4% of 55 – 64 year olds; and just 6.8% of those aged 16 – 34. The 16 – 34 age group were proportionately more likely than the others to use oil (5.1%) or solid fuel (3.4%), although again these represent a small percentage. The renewable energy user was from the 55 – 64 age group.

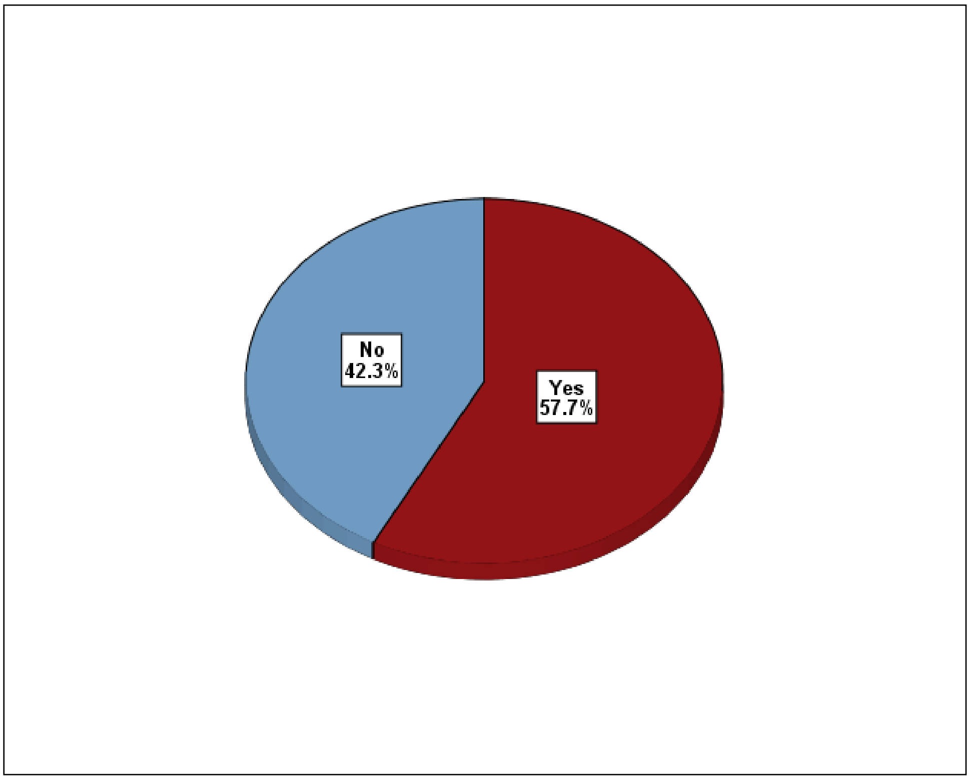
Table 58: What is the main fuel type used to heat your home? (% by Gender, % by Neighbourhood, % by Age Group)

Main fuel type used to heat home	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Mains Gas	88.7	85.3	94.5	81.3	88.1	84.7	87.4	88.8	84.4
Electricity	9.4	11.8	7.0	16.8	8.1	6.8	10.7	8.4	14.9
Liquid Petroleum Gas (LPG)	0.3	0.3	0	0.5	0.4	0	0.4	0.6	0
Oil	1.0	1.5	1.0	0.5	2.1	5.1	1.1	1.1	0
Solid fuel (wood, coal)	0.3	1.2	0.5	0.5	1.3	3.4	0.4	0.6	0.7
Renewable source	0.3	0	0	0.5	0	0	0	0.6	0

Base = multiple

Panellists were then asked if they usually heat their whole house (all rooms) during the winter months. The responses to this question are provided below in Figure 39 (see page 126). Overall 655 respondents answered, 378 (57.7%) of whom said ‘yes’, and 277 (42.3%) said ‘no’.

Figure 39: Do you usually heat your whole house (all rooms) during the winter months?



Base = 655 respondents

Table 59 below (see page 127) shows the responses to this question broken down by gender, neighbourhood and age group. Although a majority of both male and female respondents said they did heat the whole house, female respondents did so more often (59.9%) compared to male respondents (55.2%), although not significantly.

Looking at the neighbourhoods, respondents from North were most likely to heat the whole house, with 61.8% choosing this option. 56.2% of South and 55.3% of Central heat the whole house.

Examining the answers from the different age groups showed those least likely to heat the whole house were in the two oldest age groups, i.e. aged 65 and over (51.4%), and 55 – 64 (52.0%). This was in contrast with 63.8% of 35 – 54 year olds and 61.0% of those aged 16 – 34 who heat the whole house.

Table 59: Do you usually heat your whole house (all rooms) during the winter months? (% by Gender, % by Neighbourhood, % by Age Group)

Response	Gender		Neighbourhood			Age Group			
	Male	**Female**	**North**	**Central**	**South**	**16-34**	**35-54**	**55-64**	**65+**
Yes	55.2	59.9	61.8	55.3	56.2	61.0	63.8	52.0	51.4
No	44.8	40.1	38.2	44.7	43.8	39.0	36.2	48.0	48.6

Base = multiple

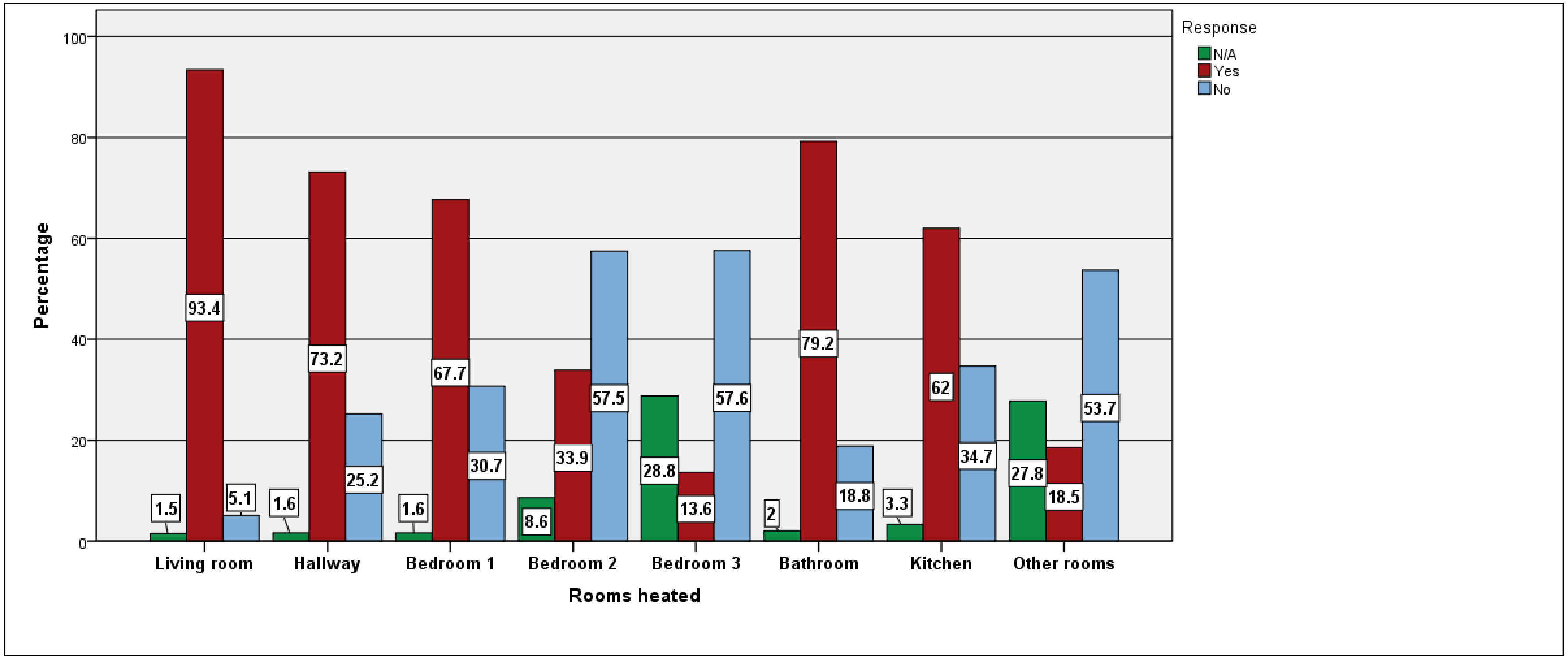
Those who had responded that they did not heat the whole house were then asked to specify which rooms they would heat. They were asked to tick all that applied from the following list of options:

a) Living room
b) Hallway
c) Bedroom 1
d) Bedroom 2
e) Bedroom 3
f) Bathroom
g) Kitchen
h) Other room

As well as being able to answer 'yes' or 'no', panellists had the option of choosing 'not applicable' if their house did not have the room listed. The responses are illustrated below in Figure 40 (see page 128). It should be kept in mind when considering these responses that 277 panellists said to the previous question that they did not heat their whole house. The most common room to heat, as 254 of 272 respondents do (93.4%), was the living room. Only 14 (5.1%) of those respondents with a living room would not heat it. The second most likely room to be heated was the bathroom, as indicated by 198 respondents (79.2%) out of 250 who submitted a response here. This was followed by the hallway. Of 254 answers, 186 (73.2%) were to the effect that the hallway in a house would be heated. The option of 'bedroom 1' received 254 responses, of which 172 (67.7%) were that this room would be heated. 150 respondents (62.0%) out of the 242 who replied in relation to the kitchen said they would heat this room.

It should be noted that so far those who would heat the rooms in question are greater in number than those who would not. However, from this point on, those who would not heat the specified rooms, outweigh those who would. For example, in respect of the 221 respondents who replied to whether they would heat a second bedroom, 75 (33.9%) said they would, and 127 (57.5%) said they would not. 191 respondents answered in relation to a third bedroom, of which 110 (57.6%) said they would not heat it. Finally, regarding 'other rooms', of 162 responses, 87 (53.7%) would not heat these.

Figure 40: If no, what rooms do you heat?



Base = Living room (272 respondents), Hallway (254), Bedroom 1 (254), Bedroom 2 (221), Bedroom 3 (191), Bathroom (250), Kitchen (242), Other rooms (162)

Tables 60 and 61 below (see pages 130 and 131) show the responses as to which rooms panellists chose to heat broken down by gender, neighbourhood and age group. Due to the large amount of information presented, only the most notable aspects are highlighted here. The focus will also be on those rooms which were identified by more respondents as those they would heat, i.e. the living room, bathroom, hallway, first bedroom and kitchen, as the other options were not applicable to a greater number of respondents.

In respect of the rooms mentioned above a smaller proportion of male than female respondents would not heat the living room (3.7% and 6.0%, respectively); hallway (23.4% and 26.0%); kitchen (32.8% and 36.8%) and first bedroom (28.5% and 33.1%). There was an exception when it came to the bathroom, which a smaller proportion of female respondents (17.4%) said they would not heat than male respondents (19.8%).

When considering the neighbourhoods, the responses from Central indicate that although the majority did heat the living room (89.5%), hallway (67.4%) and bathroom (72.7%), it was by smaller percentages than those from North (94.7%; 74.6%; and 77.8%, respectively) or South (96.9%; 79.3%; and 86.5%, respectively). The same can be said of respondents from North in relation to the first bedroom and kitchen. 62.3% of North would heat the first bedroom, as would 67.8% of Central and 71.6% of South; and 54.8% of North heated the kitchen compared to 60.0% of Central and 68.5% of South.

The most significant point when considering the responses by age group relates to those who would heat the first bedroom in their house. 73.9% of those aged 16 – 34; 71.7% of the 35- 54 group; and 70.7% of 55- 64 year olds would heat this room. However this drops to only 55.7% of those aged 65 and over who would heat the main bedroom in their house.

Table 60: If no, can you tell us which of these rooms you heat? (% by Gender, % by Neighbourhood, % by Age Group)

Response		Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Living room	N/A, I don’t have this room	1.5	1.5	1.3	2.1	1.0	0	1.0	2.4	1.5
	Yes, I heat this room	94.9	92.5	94.7	89.5	96.9	95.5	93.8	92.9	93.9
	No, I don’t heat this room	3.7	6.0	3.9	8.4	2.0	4.5	5.2	4.8	4.5
Hallway	N/A, I don’t have this room	1.6	1.6	1.5	2.2	1.1	0	2.2	1.3	1.6
	Yes, I heat this room	75.0	72.4	74.6	67.4	79.3	59.1	69.2	77.9	80.3
	No, I don’t heat this room	23.4	26.0	23.9	30.4	19.6	40.9	28.6	20.8	18.0
Bedroom 1	N/A, I don’t have this room	2.3	0.8	0	3.4	1.1	0	0	2.7	3.3
	Yes, I heat this room	69.2	66.1	62.3	67.8	71.6	73.9	71.7	70.7	55.7
	No, I don’t heat this room	28.5	33.1	37.7	28.7	27.4	26.1	28.3	26.7	41.0
Bedroom 2	N/A, I don’t have this room	7.1	10.4	0	19.4	5.7	25.0	6.2	7.8	7.5
	Yes, I heat this room	31.3	36.8	37.9	40.3	26.1	25.0	45.7	34.4	18.9
	No, I don’t heat this room	61.6	52.8	62.1	40.3	68.2	50.0	48.1	57.8	73.6
Bedroom 3	N/A, I don’t have this room	22.3	34.7	22.4	42.2	21.1	57.9	23.2	25.5	28.3
	Yes, I heat this room	13.8	13.7	18.4	14.1	10.5	5.3	26.1	7.3	6.5
	No, I don’t heat this room	63.8	51.6	59.2	43.8	68.4	36.8	50.7	67.3	65.2

Base = multiple

Table 61: If no, can you tell us which of these rooms you heat? (% by Gender, % by Neighbourhood, % by Age Group)

Response		Gender		Neighbourhood			Age Group			
		Male	Female	North	Central	South	16-34	35-54	55-64	65+
Bathroom	N/A, I don't have this room	0.8	3.3	3.2	1.1	2.1	0	2.3	3.8	0
	Yes, I heat this room	79.4	79.3	77.8	72.7	86.5	76.2	74.7	82.1	83.6
	No, I don't heat this room	19.8	17.4	19.0	26.1	11.5	23.8	23.0	14.1	16.4
Kitchen	N/A, I don't have this room	0.8	6.0	3.2	2.4	4.3	0	3.4	5.5	1.8
	Yes, I heat this room	66.4	57.3	54.8	60.0	68.5	59.1	64.0	65.8	54.5
	No, I don't heat this room	32.8	36.8	41.9	37.6	27.2	40.9	32.6	28.8	43.6
Other rooms	N/A, I don't have this room	24.4	31.6	22.5	45.5	16.7	47.4	29.0	24.0	20.0
	Yes, I heat this room	18.3	19.0	25.0	10.9	21.2	21.1	17.7	18.0	20.0
	No, I don't heat this room	57.3	49.4	52.5	43.6	62.1	31.6	53.2	58.0	60.0

Base = multiple

The Council then wanted to know approximately how much of their disposable income, i.e. income after their mortgage or rent had been deducted, panellists spent on heating their homes. Panellists were asked to pick one of the following options:

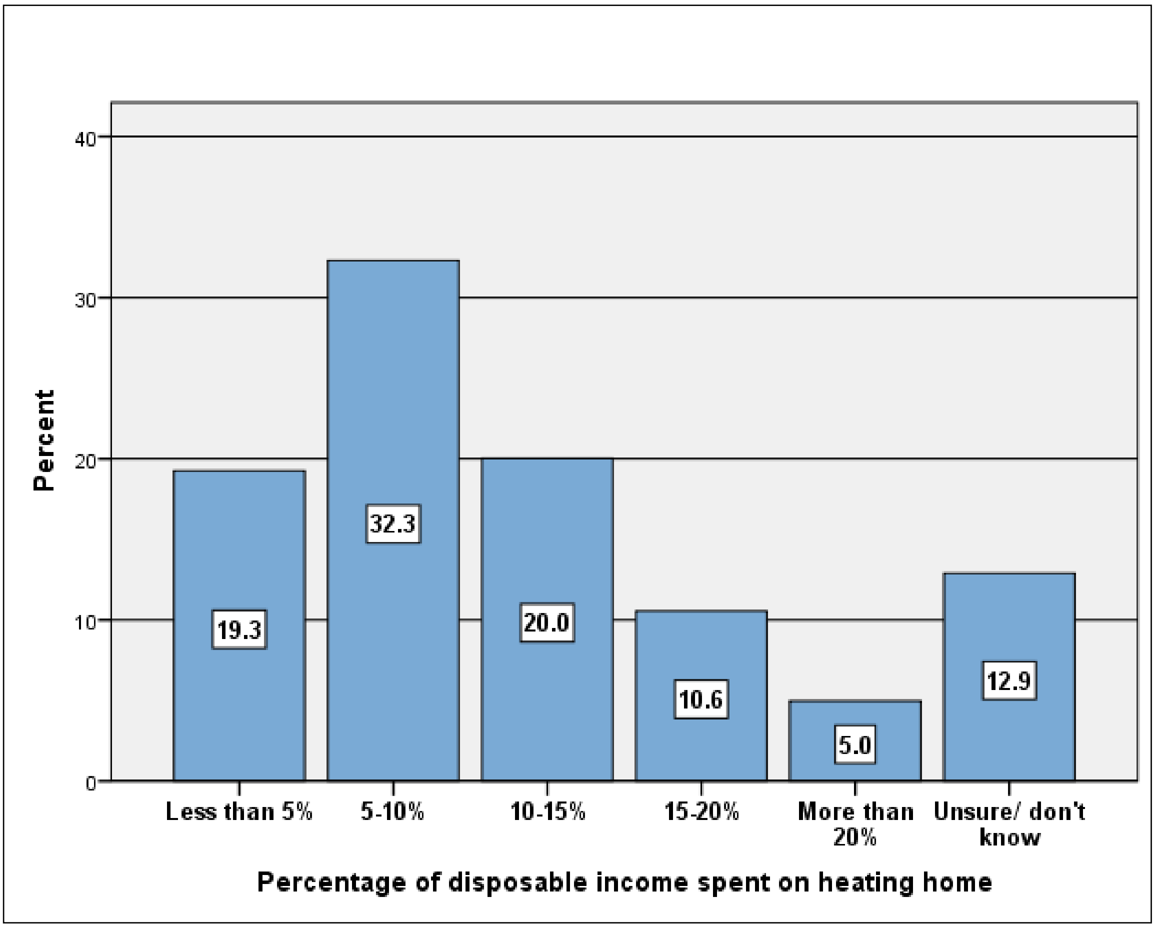
a) Less than 5%
b) 5-10%
c) 10-15%
d) 15-20%
e) More than 20%
f) Unsure/don't know

The responses are provided below in Figure 41 (see page 133). There were 644 responses received to this question. The greatest number of respondents (208 respondents; 32.3%) said they spent 5 – 10% of their disposable income on heating. This was followed by 129 respondents (20.0%) who spend 10 – 15% of their disposable income on heating. 124 respondents (19.3%) spent less than 5%. 83 respondents (12.9%) were unsure or did not know how much of their disposable income went towards heating. A further 68 respondents (10.6%) spend 15 – 20%, and 32 (5.0%) spend more than 20% of their disposable income on heating their home.

It should be noted when considering these responses that the options available to panellists were not mutually exclusive. Respondents who estimated they spend 10% or 15% of their disposable income on heating could have checked either the '5 – 10%' or '10 – 15%' option in the first case, and the '10 – 15%' or '15 – 20%' option in the latter.

Those who indicated they were unsure or did not know how much of their disposable income were invited, in a follow-on question, to provide an estimate of their annual income after deducting mortgage or rent payments, and an estimate of their annual expenditure on heating. By providing this information the Council hoped to be able to calculate more accurately the proportion of panellists in each of the spending brackets. However, although 92 respondents said they were unsure, only 9 gave the figures needed to allocate them to one of the categories. These have been incorporated into the narrative above, and Figure 41 below.

Figure 41: Approximately how much of your disposable income (i.e. income after mortgage/rent has been deducted) is spent on heating your home?



Base = 644 respondents

These responses have been broken down by gender, neighbourhood and age group as shown below in Table 62 (see page 134). Looking first at gender, a greater proportion of male respondents spent either less than 5% (21.1%) or 5 – 10% (35.3%) of disposable income than female respondents (18.0% and 30.3%, respectively). A greater proportion of female respondents spent more than 20% (6.3%) or were unsure or didn't know how much they spent (14.1%) than male respondents (3.3% and 10.9%, respectively).

There was no significant variance across the neighbourhoods among those who spend less than 5%; 5 – 10 %; or 10 – 15% of disposable income on heating. However once the level of 15 – 20% was reached a greater proportion of Central (11.8%) and South (11.6%) were likely to choose this option than North (6.8%). A spend of more than 20% of disposable income on heating accounted for 7.3% of North and 5.7% of Central, but only 2.1% of South.

When age becomes a factor, it can be seen that whereas 25.4% of 16 – 34 year olds and 25.7% of those aged 35 – 54 spend less than 5% of disposable income on heating, this falls to 17.5% of 55 – 64 year olds, and only 6.8% of those aged 65 and over. At the other ends of the scale, just 1.7% of those in the 16 – 34 group; 4.1% in the 35 – 54 category; and 4.5% of 55- 64 year olds estimate they spend more than 20% of disposable income heating their home. However this accounts for 8.3% of those aged 65+. A greater proportion of those aged 65+ (18.8%) were unsure how much of their disposable income went on heating. The figures here for the other groups were 13.1% (35 – 54); 10.2% (16 – 34); and 8.0% (55 – 64).

Table 62: Approximately, how much of your disposable income (i.e. income after mortgage/rent has been deducted) is spent heating your home? (% by Gender, % by Neighbourhood, % by Age Group)

Percentage of disposable income spent on heating home	Gender		Neighbourhood			Age Group			
	Male	Female	North	Central	South	16-34	35-54	55-64	65+
Less than 5%	21.1	18.0	20.4	18.4	19.7	25.4	25.7	17.5	6.8
5-10%	35.3	30.3	30.9	32.5	34.3	35.6	30.2	39.2	27.8
10-15%	19.8	20.4	19.9	20.8	19.7	20.3	17.9	19.9	24.8
15-20%	9.6	10.8	6.8	11.8	11.6	6.8	9.0	10.8	13.5
More than 20%	3.3	6.3	7.3	5.7	2.1	1.7	4.1	4.5	8.3
Unsure/don’t know	10.9	14.1	14.7	10.8	12.4	10.2	13.1	8.0	18.8

Base = multiple

SERVICE RESPONSE

The responses from the questionnaire are appreciated and the information provided will help us in developing schemes and prioritising particular areas of support with regard to fuel poverty and energy efficiency issues for householders in the city.

The results have shown that despite thousands of houses in the city having benefitted from improved insulation and new heating systems, increasing numbers of householders are finding it more difficult to access affordable warmth to heat their homes adequately. The main reason for this is of course the rising cost of fuel, but we can help protect against this by carrying out energy improvements to properties, allied with support and advice for householders in how to heat homes more cost-effectively. The survey has re-affirmed that those most at risk of fuel poverty are householders over 65, and this age group will remain a priority in our efforts to reduce the impact of rising fuel prices and inefficient homes. At the same time the survey also reinforces that fuel poverty affects all age groups in all areas of the city and therefore it is important we also maintain support to all householders living in the city.

As well as re-affirm our understanding of energy efficiency and fuel poverty issues the survey has raised some points of note, such as:

- 1.5% of householders in the city heat their homes with opil/lpg, which are two of the most expensive fuels, and are usually perceived nowadays as ‘rural’ fuels
- 5% of householders don’t usually heat their living room
- Over 65’s are less likely to heat their bedrooms compared to younger generations.

This information will be shared with SCARF (Save Cash and Reduce Fuel), a local organisation that manages the city’s home energy efficiency advice and fuel poverty support service on behalf of the council, and will be helpful to them when promoting service and engaging householders.

Kevin Christie

Senior Domestic Energy Officer

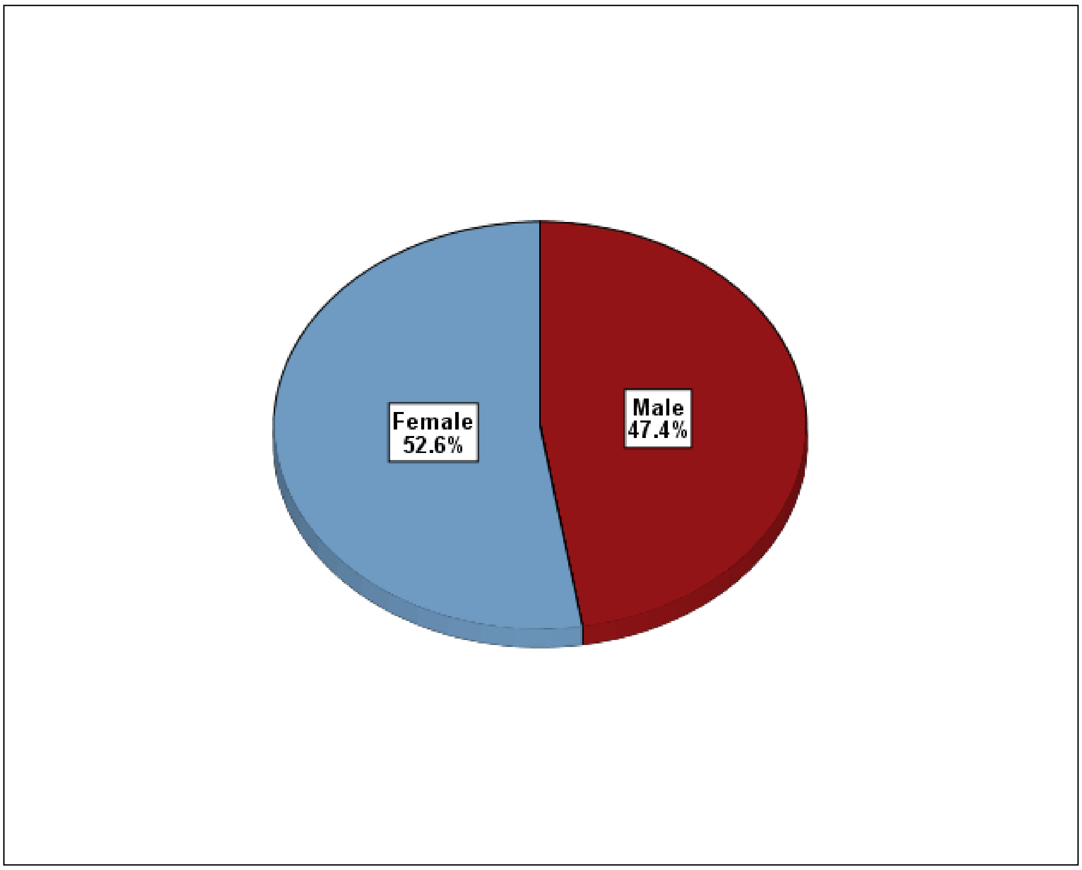
Aberdeen City Council

APPENDIX A: OVERVIEW OF RESPONDENTS' CHARACTERISTICS

This section contains a brief overview of the different demographic characteristics of respondents to the survey.

First, in relation to gender, a breakdown of respondents is provided below in Figure 42. The results show that a majority of respondents to this survey (350 respondents; 52.6%) are female, whilst 316 (47.4%) are male.

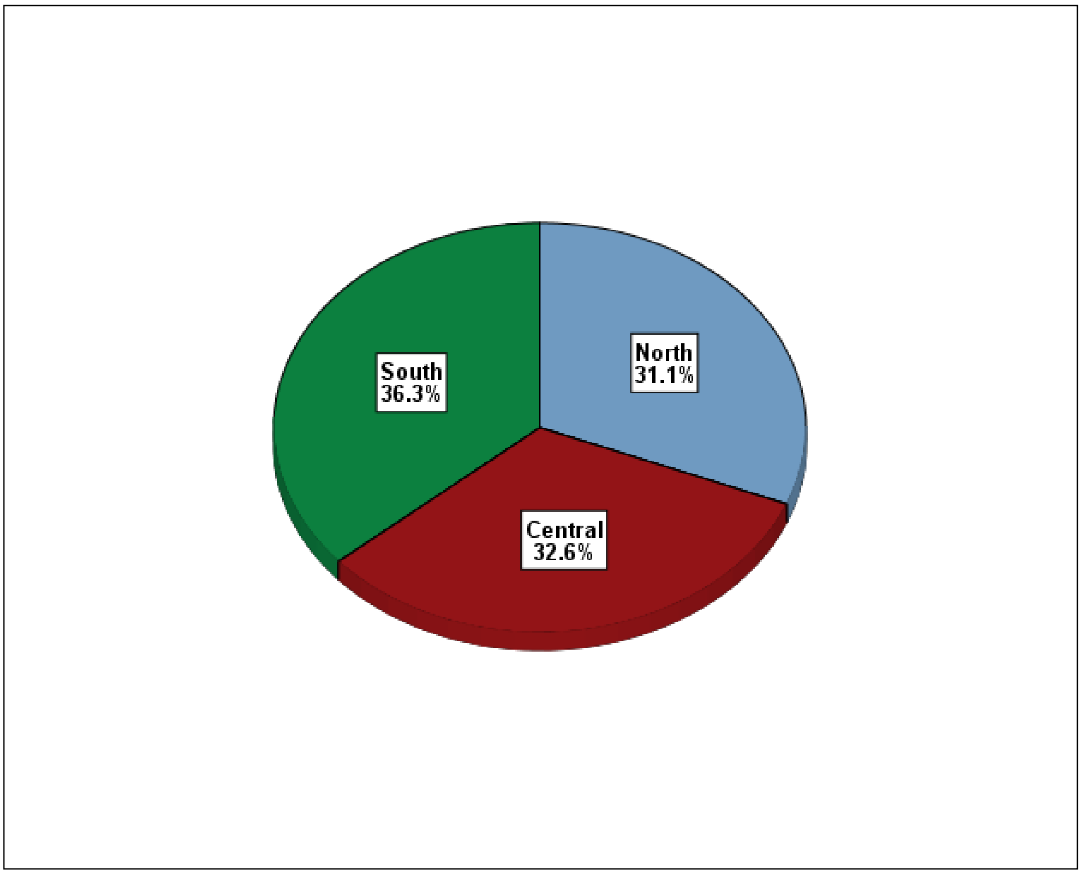
Figure 42: Gender breakdown of respondents



Base = 666 respondents

Figure 43 below shows the breakdown of respondents by neighbourhood. As can be seen there is there is a relatively even spread across the three areas. The largest share of respondents live in South (242 respondents; 36.3%), followed by Central (217; 32.6%) and then North (207; 31.1%).

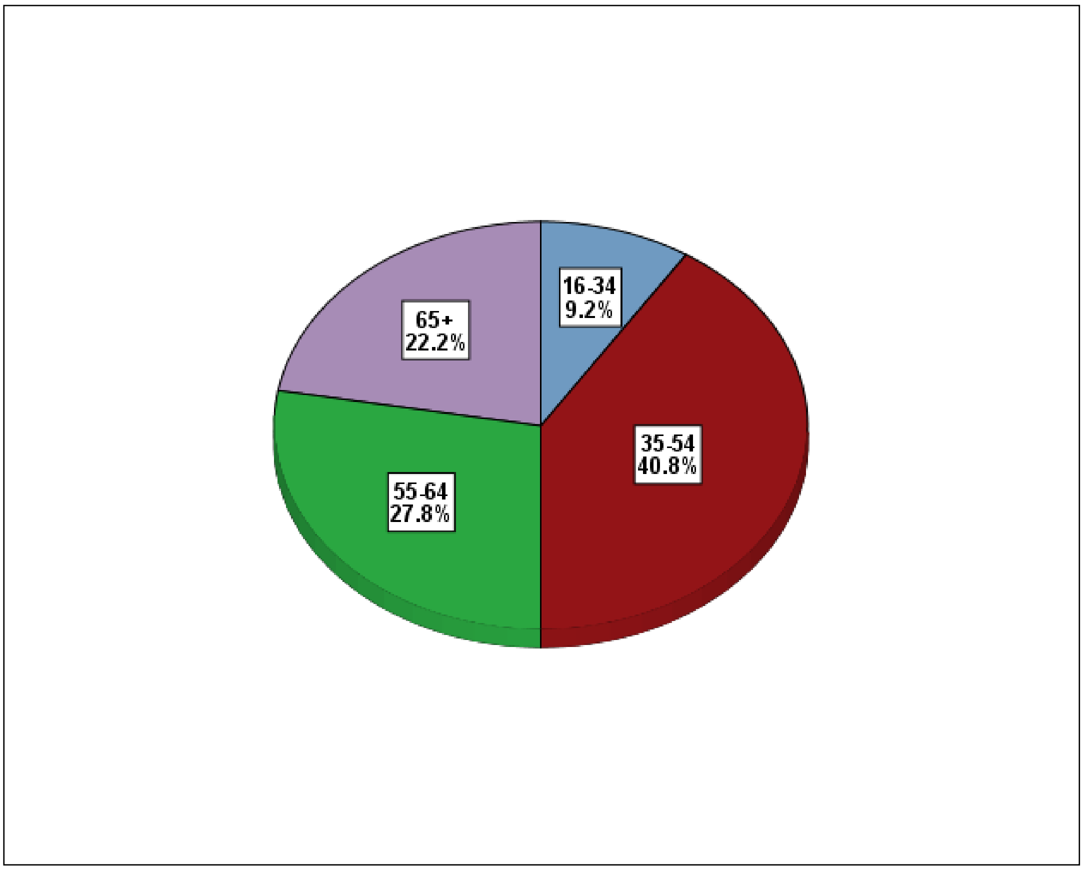
Figure 43: Neighbourhood breakdown of respondents



Base = 666 respondents

The survey responses according to age group are provided below in Figure 44. The greatest proportion of respondents was aged 35 – 54 (272 respondents; 40.8%). This was followed by those aged between 55 – 64 (185; 27.8%), and those over the age of 65 (148; 22.2%). Only 61 respondents (9.2%) are 16 – 34 years old.

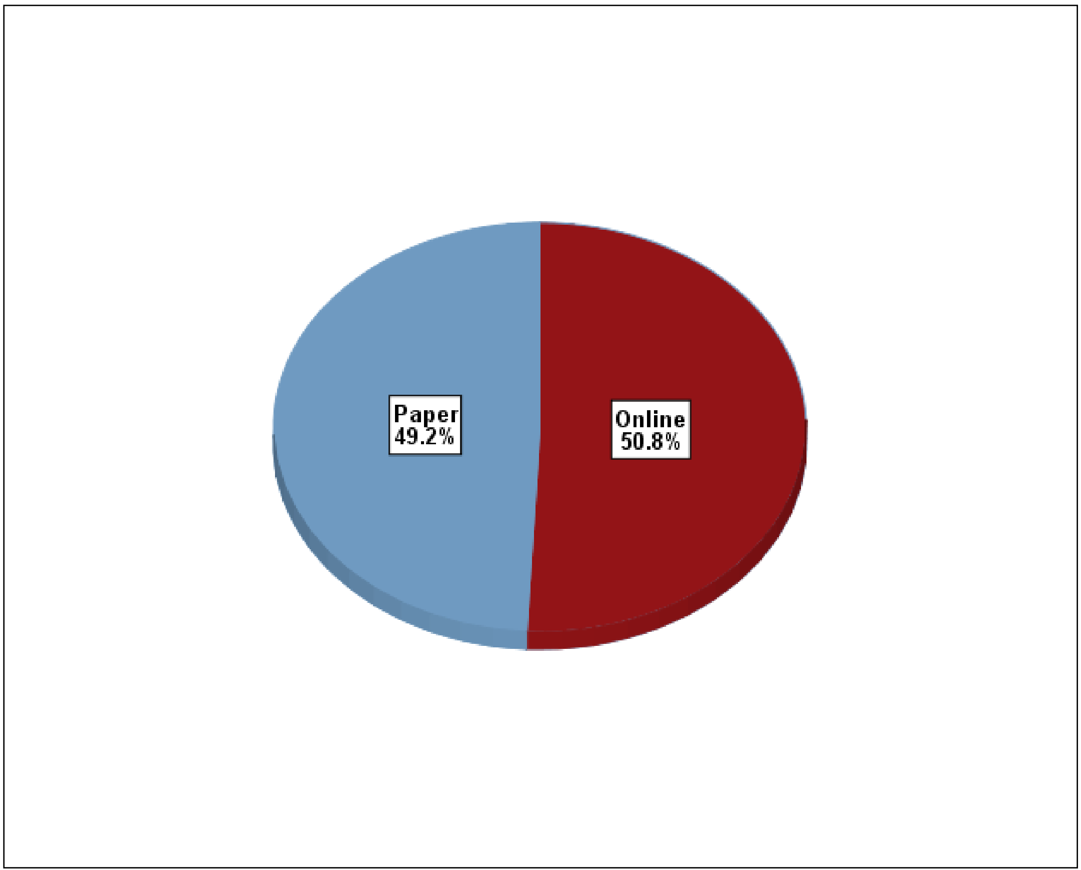
Figure 44: Age group breakdown of respondents



Base = 666 respondents

Panellists could complete the questionnaire on paper or online. Figure 45 below shows the proportion of respondents' preferred method of completion. The majority (344 responses; 50.8%) were submitted online, with 333 respondents (49.2%) choosing the paper questionnaire. The previous questionnaire, of October 2013, was the first in which a majority of responses (53.4%) were received online, compared to 46.6% paper submissions. It is interesting to note that although online completion is again the preference of the majority, it is by a smaller margin this time.

Figure 45: Survey response type



Base = 677 respondents

Report for Aberdeen Community Planning Partnership

City Voice – 31st Questionnaire

April 2014

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Robert Gordon University

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