

Aberdeen Community Planning Partnership

City Voice 41st Survey Report

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August 2017



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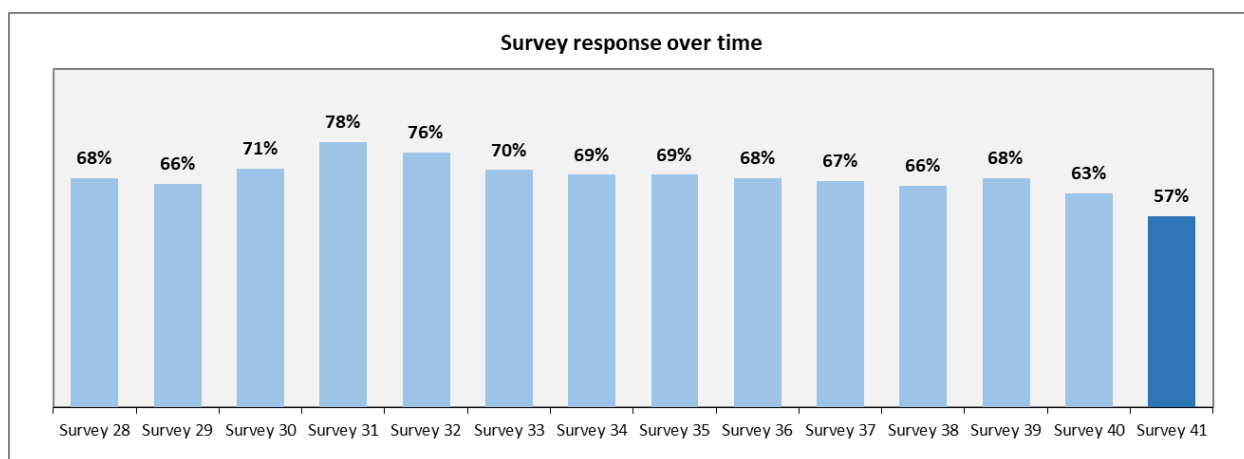
1. INTRODUCTION

- 1.1. Aberdeen City Voice – the Citizens’ Panel for Aberdeen – has been operating as a mechanism for residents to give their views since 2004. A substantial number of postal and online surveys have been conducted with City Voice members over this period, considering a broad range of topics across Community Planning Themes. Feedback has been used by Community Planning Partners to shape service provision and policy, and to measure performance.
- 1.2. This report sets out findings from the 41st City Voice survey. The survey sought panellists’ views on a range of issues affecting people and services in Aberdeen. The specific topics covered by the survey were linked to the People and Place themes introduced by Community Planning Aberdeen:
- People: early learning and childcare, attitudes towards mental health; and
 - Place: City Centre Masterplan, green/active travel network, walk Aberdeen, transport, winter maintenance.

Survey fieldwork and response

- 1.3. The survey was issued to all 1441 existing and new City Voice members in June 2017 – the survey followed shortly after an exercise to recruit new members. By survey close, a total of 816 responses had been received.
- 1.4. This represents an overall response rate of 57%, somewhat lower than recent Panel surveys although this is in part due to the timing of the survey close to the refreshment exercise, and a lower response from existing Panel members. However, the larger Panel size for the survey means that this represents a significantly higher volume of survey responses, and therefore more robust survey results.

Figure 1: Survey response rates over time



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

Figure 2: Profile of survey respondents

	Survey 41 Respondents		Aberdeen City population
Gender			
Female	424	53%	50%
Male	371	47%	50%
Age			
16-34	55	7%	39%
35-54	251	32%	30%
55-64	196	25%	13%
65+	279	36%	18%
Household Type			
Household with children	97	12%	20%
Household without children	719	88%	80%
Location			
North	233	29%	-
Central	259	33%	-
South	303	38%	-

Sources: GRO(S) Mid-Year population estimates, 2011 Census

Note that some socio-demographic information was not available for a small number of respondents.

Analysis and reporting

- 1.6. This report presents frequency results for each of the survey questions. In some cases, the analysis has excluded “don’t know” responses from the percentage base to give a more accurate indication of views amongst residents with experience of services and this is made clear in the report. Full tabular results are appended to the report, including base numbers for all figures presented in the main body of the report.
- 1.7. All survey questions have been cross-tabulated with a range of socio-demographic indicators to assess the extent of any variation in views across key respondent groups. This has included area, gender, age, household type, disability, employment status and housing tenure. We highlight any significant variation in the report text, and detailed results by respondent sub-group are appended to this report.
- 1.8. We round percentages up or down to the nearest whole number; for some questions this means that percentages may not sum to 100%. Similarly, aggregate figures presented in the text (e.g. percentage of respondents answering “very satisfied” or “satisfied”) may not sum to results presented in figures and tables.

2. PEOPLE: EARLY LEARNING AND CHILDCARE

- 2.1. This first section considers respondents' use of early learning and childcare, and the factors that influence choice of early learning and childcare providers. Findings will inform deliver of the planned expansion in free early learning and childcare hours, which the Scottish Government plans to introduce by 2020.
- 2.2. As Figure 3 below shows, around **1 in 5 respondents with children indicated that they are currently using early learning and childcare** (22%, equivalent to 5% of all respondents). As Figure 4 shows, **most of those currently using early learning and childcare indicated that they would use additional funded hours if they were available** – 14% of those with children indicated this, equivalent to around two thirds of those currently using early learning and childcare (although this is based on a relatively small number of responses).

Figure 3: Current use of Early Learning & Childcare

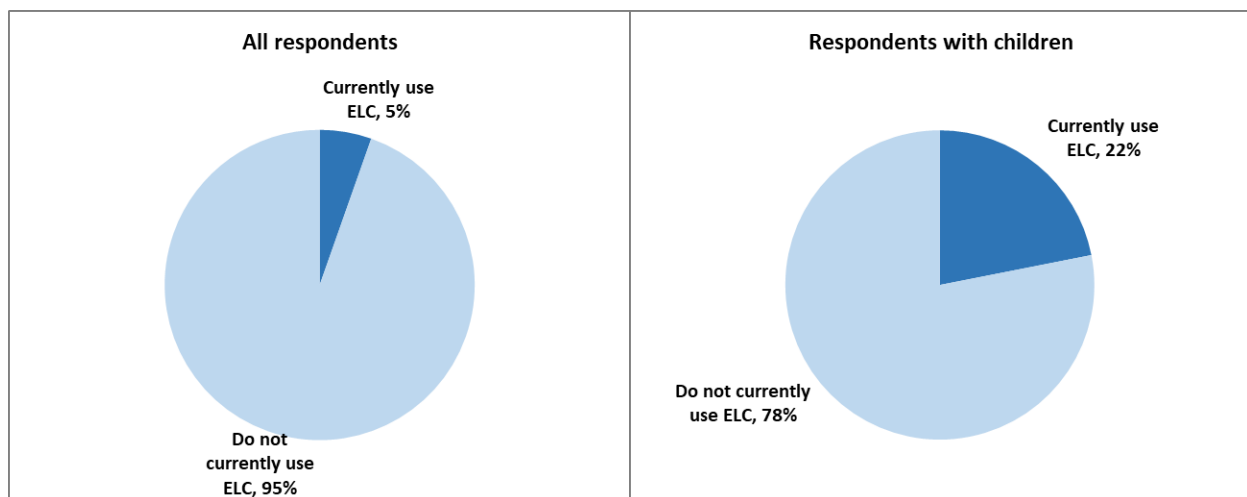
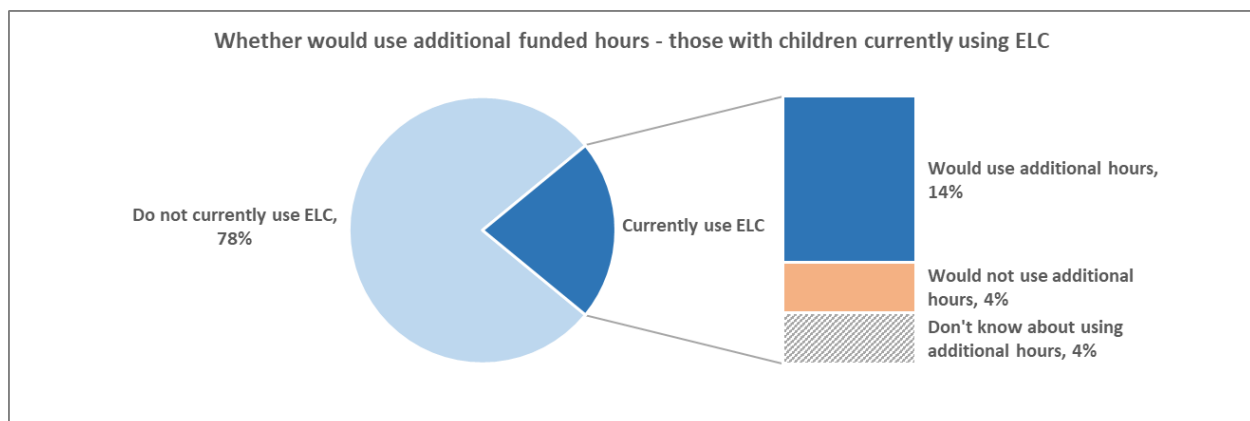


Figure 4: Likely use of additional funded Early Learning & Childcare hours if made available



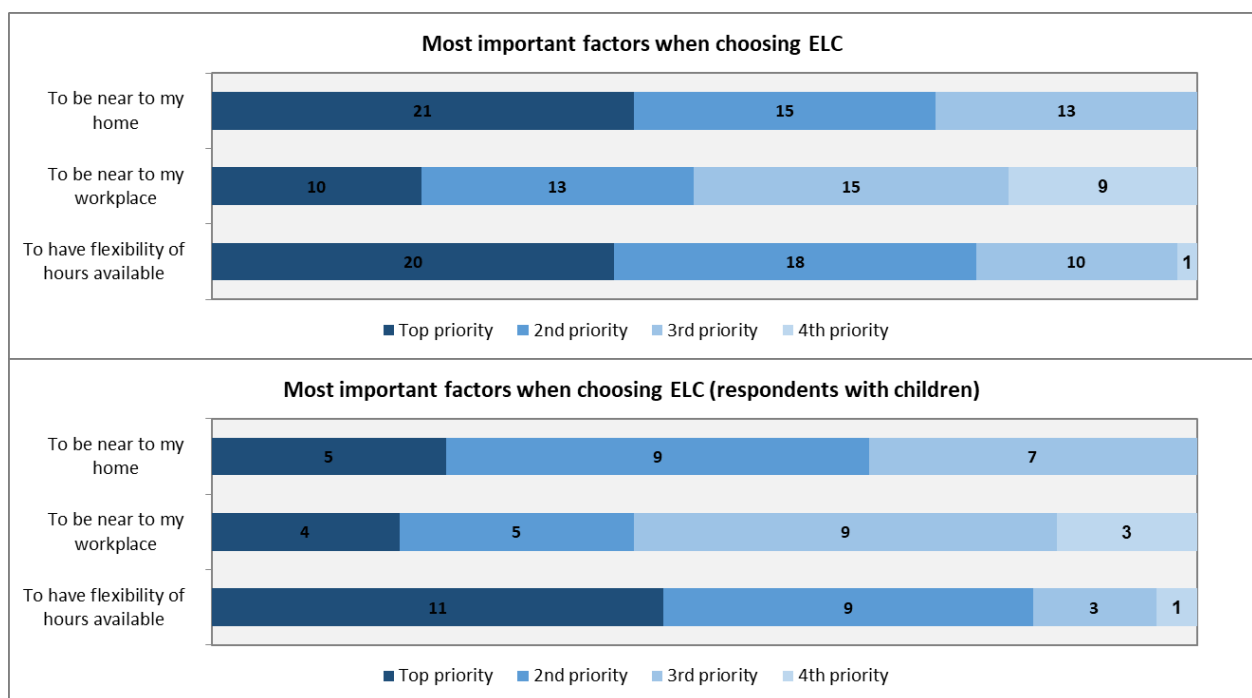
- 2.3. The minority of respondents who currently use early learning and childcare were asked for their reasons for doing so. As Figure 5 below indicates, **early learning and childcare is most commonly used for respondents to work** – more than two thirds of respondents indicated this. Supporting their child’s learning and development was also a relatively common reason for using early learning and childcare.

Figure 5: Reasons for using Early Learning & Childcare

	All respondents	Those with children
To work	34	18
To study	8	4
To support my child’s learning and development	25	9
To have time for myself	13	2
Other	3	2
<i>Base</i>	52	24

- 2.4. Respondents were also asked about the factors that influence their choice of early learning and childcare provider (Figure 6 below). Amongst households with children who currently use early learning and childcare, **flexibility of hours was rated as the most important factor in their choice of provider**. Proximity to respondents’ home was also rated as an important factor.

Figure 6: Factors influencing choice of Early Learning & Childcare provider



Service Response: this is what we are doing

The City Voice Questionnaire 41 came at an opportune time as we were undertaking Phase 2 consultation and engagement on the expansion of early learning and childcare and it gave us another consultation mechanism.

The findings will inform Aberdeen City Council Service Delivery Plan and the implementation of the planned expansion in free early learning and childcare hours, which the Scottish Government will introduce by 2020.

We have now undertaken two consultations on the expansion of the early learning and childcare in the city: an initial city-wide one; and one focussing specifically on the Community Planning Partnership three priority localities. The key findings of the City Voice Questionnaire 41 were very similar to our previous findings and they help us to consolidate some of our intelligence around the needs and preferences of parents and carers, namely:

- That most of those currently using early learning and childcare indicated that they would use additional funded hours if they were available;
- That early learning and childcare is most commonly used for respondents to work and to support their child's learning and development; and
- That flexibility of hours and proximity to home were rated as important factors in their choice of provider.

We will also use the results when we move to the City Wide phase of the engagement and consultation.

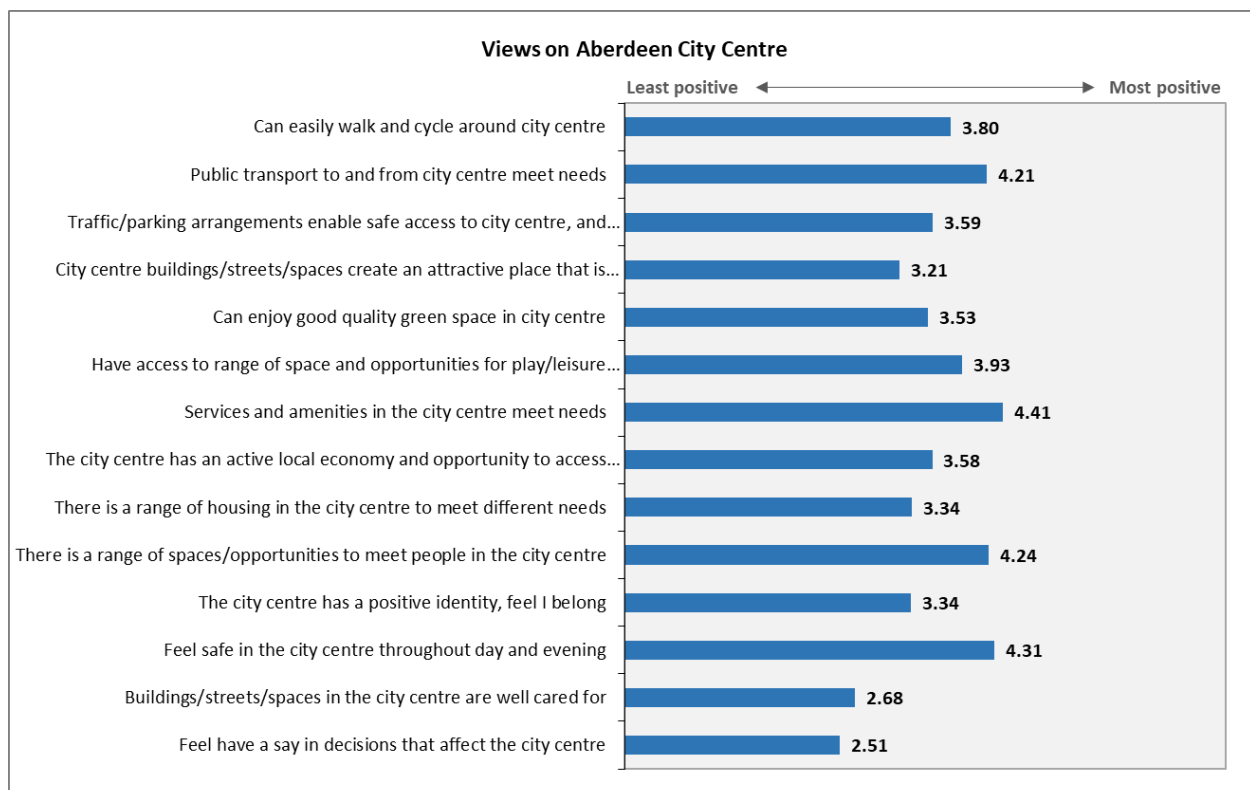
I trust this is of assistance and thank you again for supporting our work on the Expansion of Early Learning and Childcare within City Voice.

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3. PLACE: CITY CENTRE MASTERPLAN

- 3.1. This section considers respondents' views on various aspects of Aberdeen City Centre. These questions were asked specifically in the context of assessing the impact of the City Centre Masterplan.
- 3.2. Views were somewhat varied across the specific aspects of the City Centre covered by the survey:
- Respondents were **most positive on services and amenities in the city centre meeting their needs, feeling safe in the city centre, and public transport to and from the city centre**. Each of these elements received an average score of more than 4 out of 7.
 - Views were also generally positive on having access to spaces and opportunities for play or leisure, ease of walking and cycling around the city centre, traffic and parking arrangements, the city centre having an active local economy, and being able to enjoy good quality green space in the city centre. Each of these elements received an average score of more than 3.5 out of 7.
 - Respondents were least positive on the extent to which they feel they have a say in decisions that affect the city centre, and the extent to which buildings, streets and spaces in the city centre are well cared for. These were the only elements which received an average score of less than 3 out of 7.

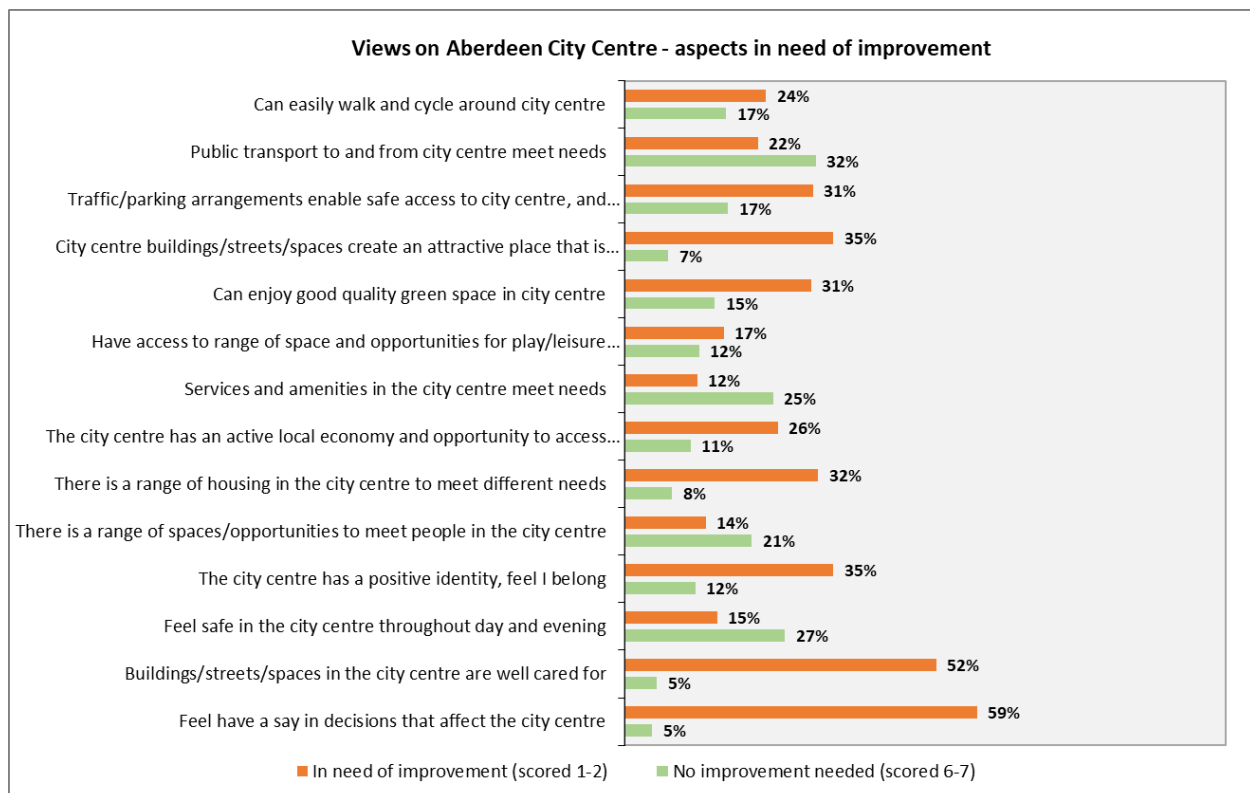
Figure 7: Views on statements regarding Aberdeen City Centre (average out of 7)



3.3. As Figure 8 shows, **respondents saw some scope for improvement across all aspects of the city centre**. This was most commonly in relation to residents having a say in decisions that affect the city centre and ensuring buildings, streets and spaces are well cared for – more than half of respondents saw a lot of room for improvement in these areas (59% and 52% respectively). A substantial proportion of respondents also saw scope for significant improvement in the following areas:

- City centre buildings/streets/spaces create an attractive place that is easy to get around (35% saw a need for significant improvement);
- The city centre has a positive identity, feel I belong (35%);
- There is a range of housing in the city centre to meet different needs (32%);
- Can enjoy good quality green space in city centre (31%); and
- Traffic/parking arrangements enable safe access to city centre, and meet needs (31%).

Figure 8: Aberdeen City Centre – aspects in need of improvement



Service Response: this is what we are doing

The responses to the questionnaire showed that, generally, services and amenities in the city centre meet needs, the city centre is safe, and public transport provision is good. Areas of satisfaction include access to spaces and opportunities for play or leisure, ease of walking and cycling around the city centre, traffic and parking arrangements, the city centre having an active local economy, and being able to enjoy good quality green space in the city centre. There is room for improvement in ensuring communities have a say in decisions that affect the city centre, and the extent to which buildings, streets and spaces in the city centre are well cared for.

Areas for continuing focus for improvement include creating an attractive place that is easy to get around; promoting a positive and belonging identity for the city centre; delivering a range of housing to meet need; the enjoyment of good quality green space in city centre; and enabling safe access to city centre.

As progress is made in delivering Phase 1 of the City Centre Masterplan, these results will inform decisions for achieving transformational change over the longer term. The challenge is being addressed and these results provide the evidence of success.

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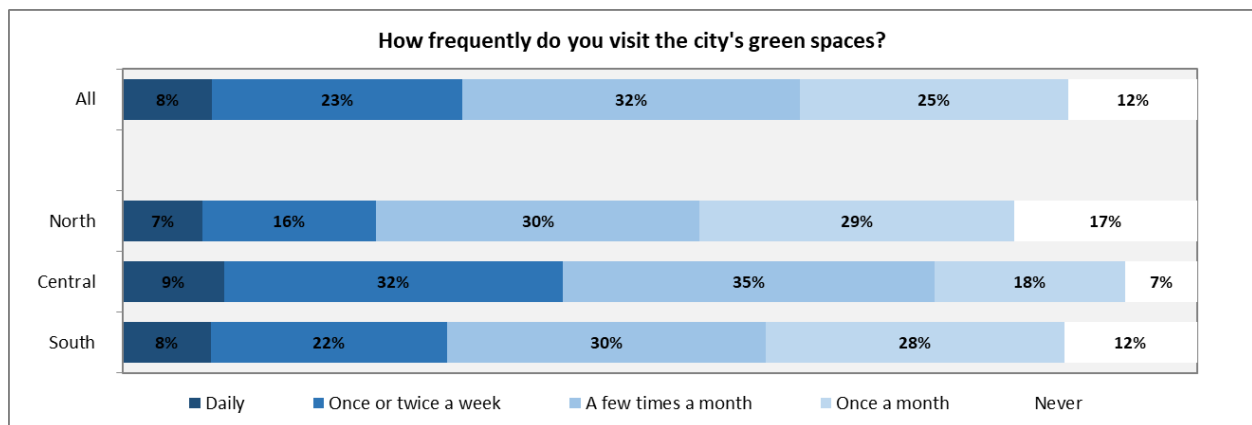
4. PLACE: GREEN / ACTIVE TRAVEL NETWORK

- 4.1. This section considers Panellists' views on the second issue under the 'Place' theme; green and active travel network. This includes views on green spaces and the frequency with which Panellists use active travel modes.

Green spaces

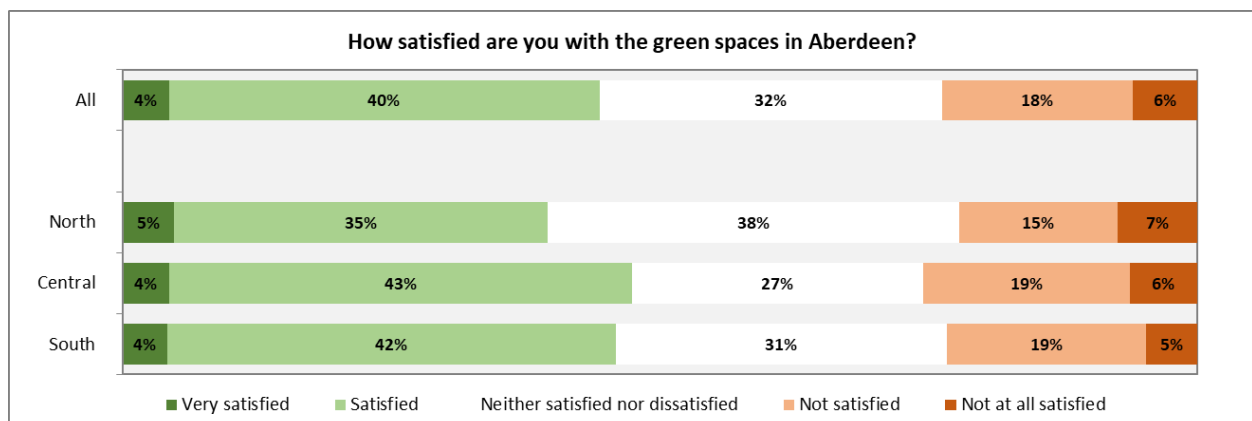
- 4.2. ***A large majority of respondents use Aberdeen's green spaces at least once a month (88%), and nearly two thirds use green spaces at least a few times a month (63%).*** This includes nearly a third of respondents who use green spaces at least once a week (31%). There was some area variation in the frequency of Panellists' use of green spaces. In particular, survey results suggest that those in the Central area use green spaces more frequently – 41% use green spaces at least once a week, compared to 23% of those in the North area.

Figure 9: Frequency of use of Aberdeen's green spaces



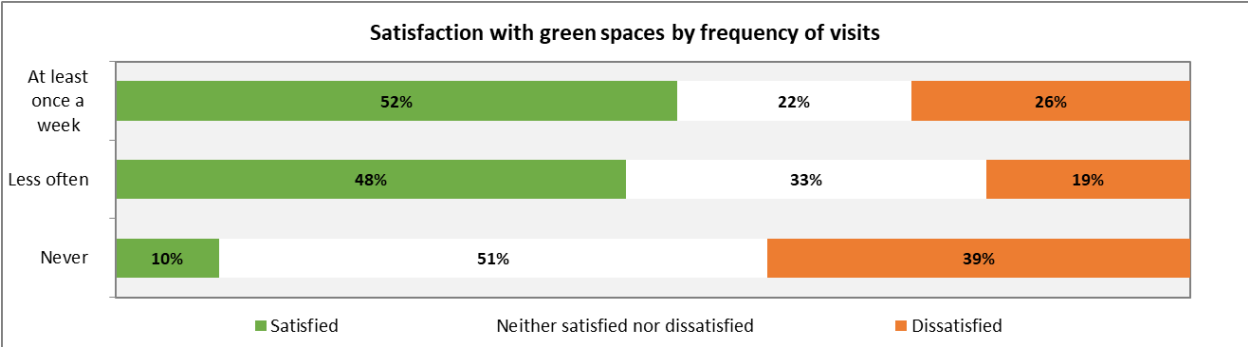
- 4.3. ***Respondents were generally satisfied with Aberdeen's green spaces*** – 44% of respondents indicated that they are satisfied with green spaces, but there remained 26% who are dissatisfied. These ratings varied somewhat across areas, with those in the Central and South areas slightly more positive than North area respondents about the city's green spaces.

Figure 10: Satisfaction with green spaces in Aberdeen



- 4.4. Survey results indicate a correlation between satisfaction and frequency of use of green spaces. For example, around half of those who use green spaces at least once a week indicated that they are satisfied with green spaces, compared too only 1 in 10 of those who never use green spaces.

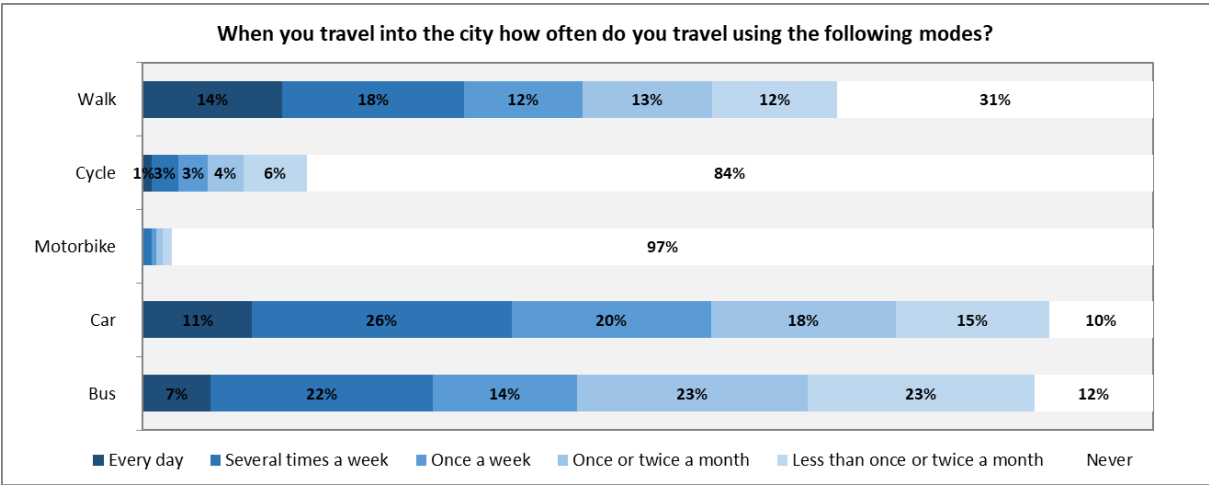
Figure 11: Satisfaction with Aberdeen’s green spaces by frequency of use



Travel modes

- 4.5. The survey also asked Panellists about the frequency with which they use a range of specific travel modes when travelling into the city.
- 4.6. As Figure 12 indicates, car and bus were the travel modes used by the largest proportion of respondents – around 9 in 10 respondents indicated that they used these options when travelling into the city. In terms of frequency of use, car is the most frequently used option, with more than half of respondents using a car to travel into the city at least once a week (56%). The survey also indicates that walking and buses are also commonly used options; more than 2 in 5 respondents use each of these options at least once a week (44% and 43% respectively).

Figure 12: Travel modes used when travelling to Aberdeen



Service Response: this is what we are doing

Unfortunately no service response was received.

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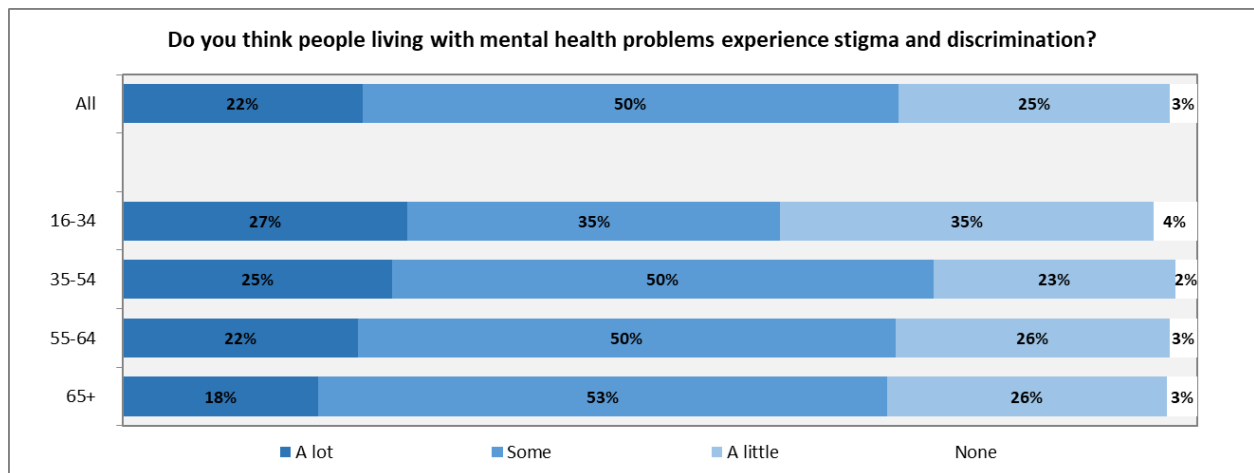
5. PEOPLE: ATTITUDES TOWARDS MENTAL HEALTH IN GRAMPIAN

- 5.1. This section considers Panellists' views on mental health in Grampian, and the extent to which this is associated with stigma and discrimination.

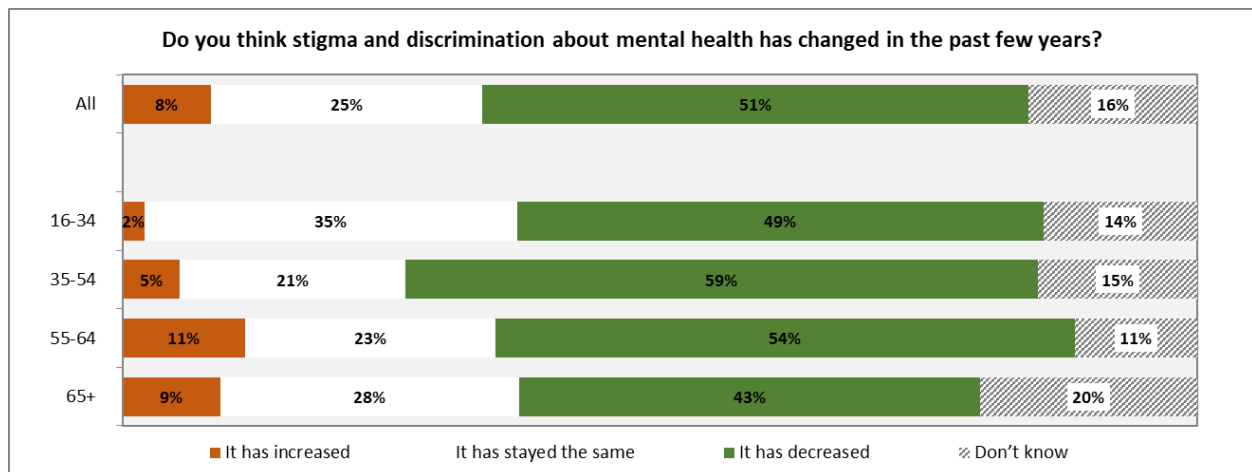
Stigma and discrimination

- 5.2. ***The majority of respondents felt that people living with mental health problems experience at least some stigma and discrimination*** (72%, see Figure 13 below). This included more than 1 in 5 respondents who felt that people with mental health problems experienced 'a lot' of stigma and discrimination (22%). Less than 1 in 20 respondents felt that those with mental health problems experienced no discrimination (3%).

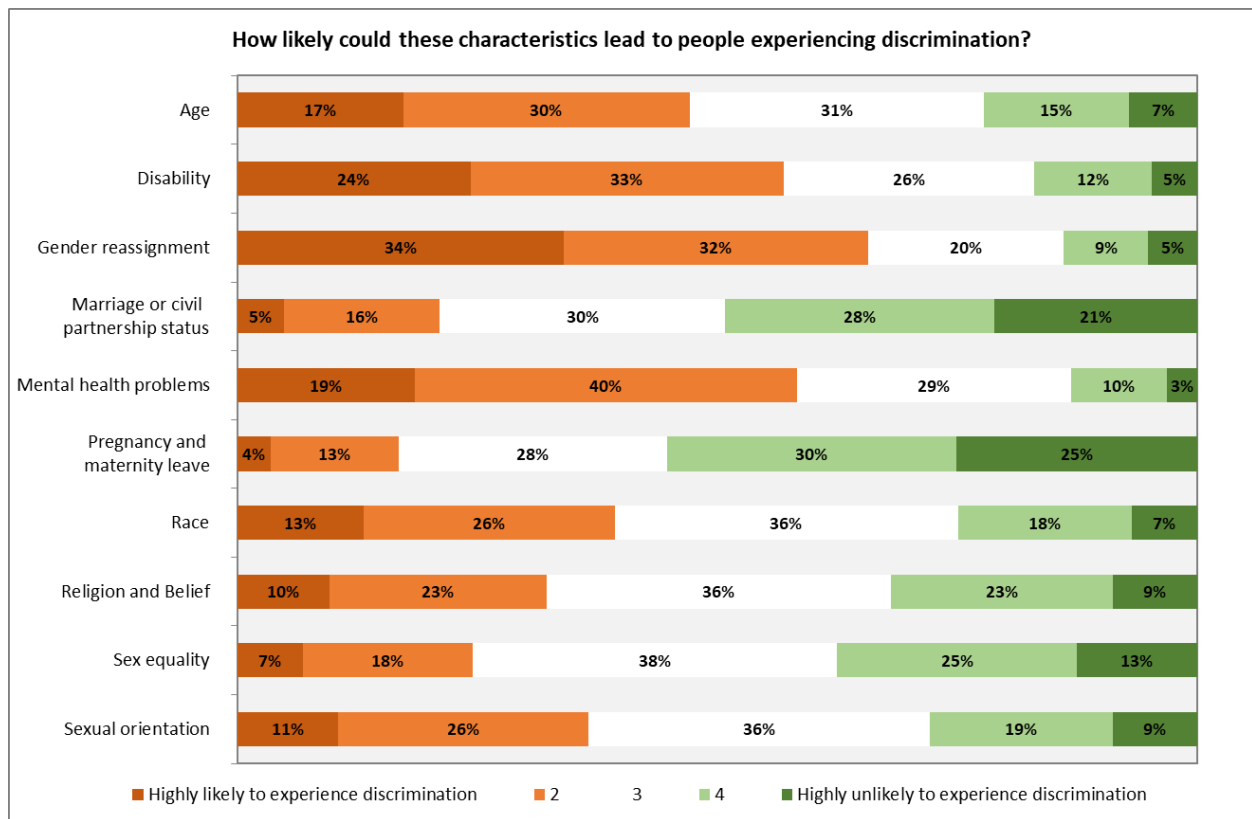
Figure 13: Views on people with mental health problems experiencing stigma and discrimination



- 5.3. ***Respondents generally felt that stigma and discrimination about mental health has decreased in the last few years*** (51%, see Figure 14 over the page). However, there remained around a third of respondents who felt that there had been no improvement in the stigma and discrimination associated with mental health (32%), including nearly 1 in 10 who feel that this has worsened in recent years. Survey data suggests some variation across age groups in views on stigma and discrimination associated with mental health problems. Specifically, those aged 55+ were somewhat more likely than others to have seen an increase in stigma and discrimination (10%, compared to 5% of younger respondents).

Figure 14: Views on any change in stigma and discrimination about mental health

- 5.4. The survey also asked about other characteristics that might lead to people experiencing discrimination, and specifically sought Panellists' views on which characteristics were most likely to lead to people experiencing discrimination (Figure 15 over the page).
- 5.5. ***Gender reassignment, mental health problems, disability, and age were seen as the characteristics most likely to lead to discrimination.*** Around half or more of respondents felt that each of these characteristics would lead to discrimination (66%, 58%, 57% and 47% respectively). Marriage or civil partnership status and pregnancy/maternity leave were the characteristics seen as least likely to lead to discrimination.
- 5.6. Survey results showed some variation across age groups in views on the extent to which specific characteristics are associated with discrimination. Specifically:
- Those aged 35+ were more likely than others to feel that people are likely to experience discrimination as a result of their age;
 - Those aged under 65 were more likely than older respondents to feel that people are likely to experience discrimination as a result of gender reassignment;
 - Those aged 35-64 were more likely than others to feel that people are likely to experience discrimination as a result of their mental health problems; and
 - Those aged under 35 were more likely than others to feel that people are likely to experience discrimination as a result of pregnancy and maternity leave, religion and belief, and sex equality.

Figure 15: Likelihood of specific characteristics leading to discrimination

Talking about mental health problems

- 5.7. The survey moved on to ask Panellists about how likely they would be to speak to someone if they were experiencing mental health problems. As Figures 16-18 over the page shows, **most respondents indicated that they would speak to someone if they were experiencing mental health issues**, but there was some variation in their willingness to speak to a GP or their employer.
- 5.8. **60% of respondents would speak to someone** if they had a mental health issue, equivalent to 70% of those offering a view on this question. **73% of respondents would speak to their GP** if they had a mental health issue, equivalent to 79% of those offering a view on this question.
- 5.9. **20% of respondents would speak to their employer about their mental health**, equivalent to 32% of those offering a view on this question. It is notable that these respondents were outnumbered by those who would be unlikely to speak to their employer about their mental health (52% of those offering a view). Written comments from these respondents indicated that an unwillingness to speak to their employer about mental health were primarily related to concerns regarding negative perceptions from their employer, potential for these discussions to have a negative impact on their working lives, and concern that employers would not have support available

to assist with mental health issues. This includes comments from a small number of respondents reporting negative experiences of having spoken to employers about mental health.

Figure 16: Likelihood of talking to family member, friend or colleague about a mental health problem

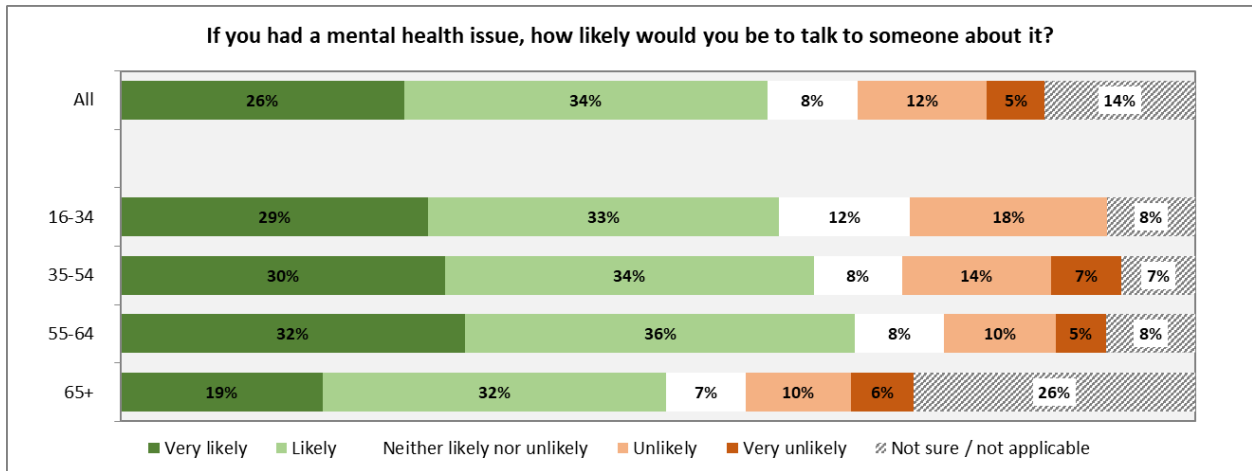


Figure 17: Likelihood of talking to employer about a mental health problem

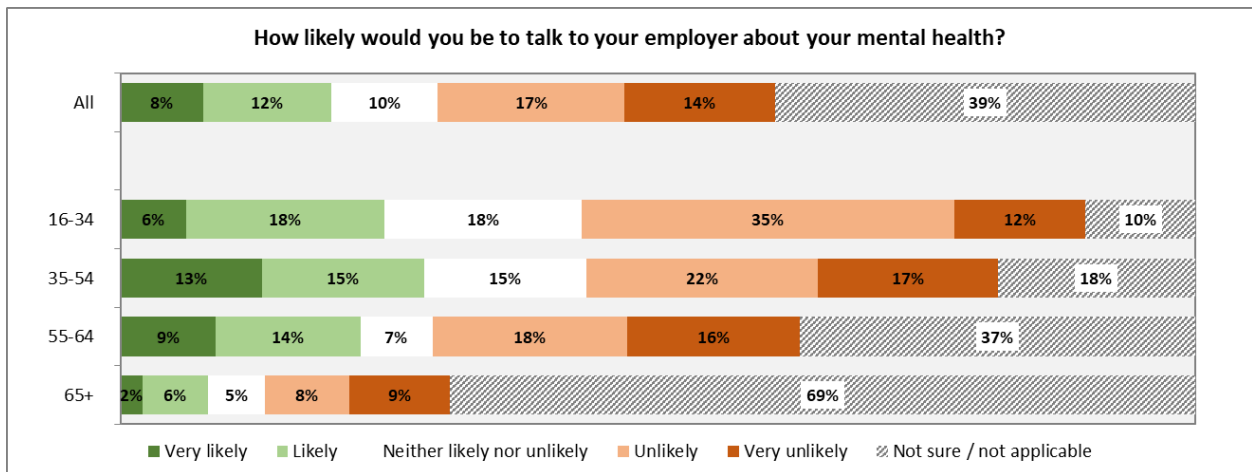
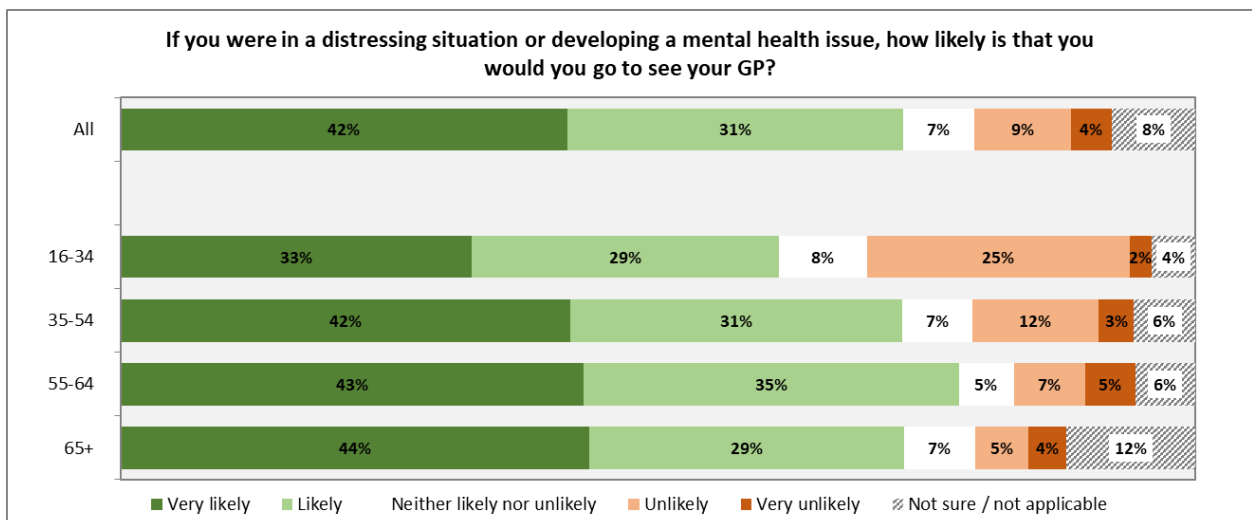
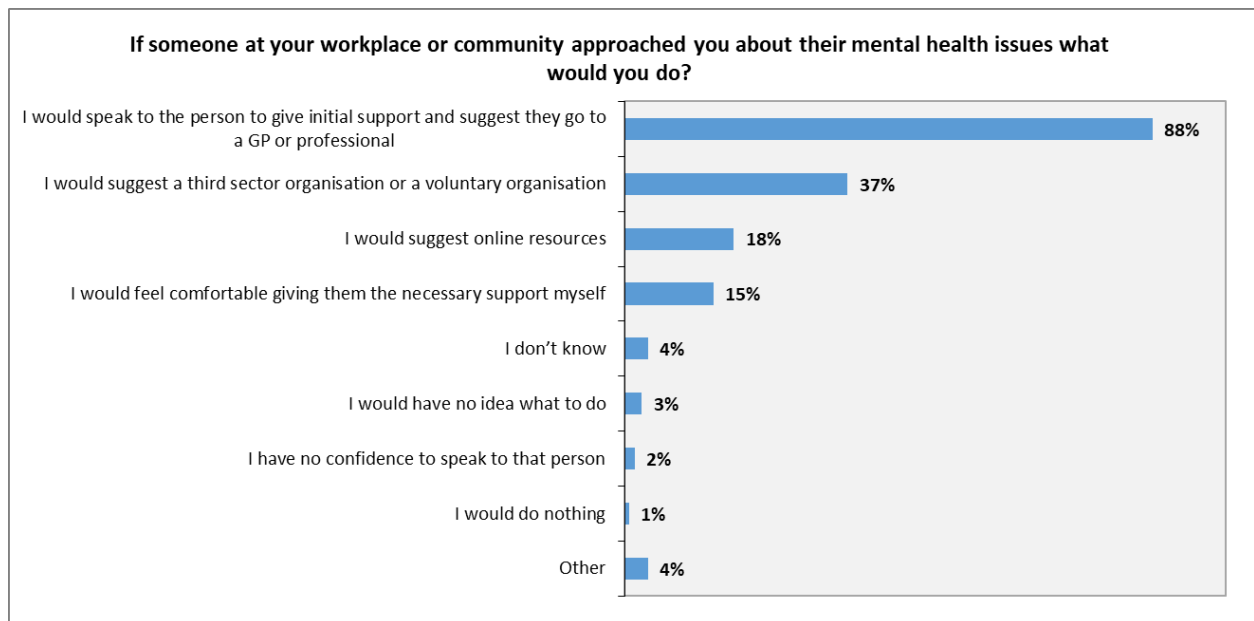


Figure 18: Likelihood of talking to GP about a mental health problem



- 5.10. The survey also asked Panellists about how they might react if a work colleague or community member approached them with a mental health issue.
- 5.11. As Figure 19 below indicates, **the great majority of respondents would feel able to respond if someone approached them with a mental health issue;** more than 9 in 10 suggested one or more approaches that they might take. The most common was to suggest that the person goes to a GP or professional (after speaking to the person to give initial support) – nearly 9 in 10 respondents would do this (88%). In addition, more than a third of respondents (37%) would suggest a third sector or voluntary organisation, nearly 1 in 5 (18%) would suggest online resources, and 1 in 7 (15%) would feel comfortable giving the necessary support themselves.

Figure 19: Responding to someone in workplace or community approaching about mental health issues



Service Response: this is what we are doing

The results from the current survey showed a positive signs of public attitudes towards mental health. Although majority (72%) of the respondents felt that people living with mental health conditions experience some stigma and discrimination, there was also encouraging signs that stigma and discrimination in mental health has declined in last few years. This supports the evidence came through a national survey conducted by "See Me" campaign which showed similar results. There was also declining trend in discrimination against various groups for example discrimination against mental health problems, gender reassignment, disability and age has declined but still prevalent as over half of the respondents reported some form of discrimination. Another important set of information was about public awareness and signposting. Public seem to be more aware about mental health problems and showed willingness to sign post friends, family and colleagues to get help from primary healthcare services for example GPs or employers.

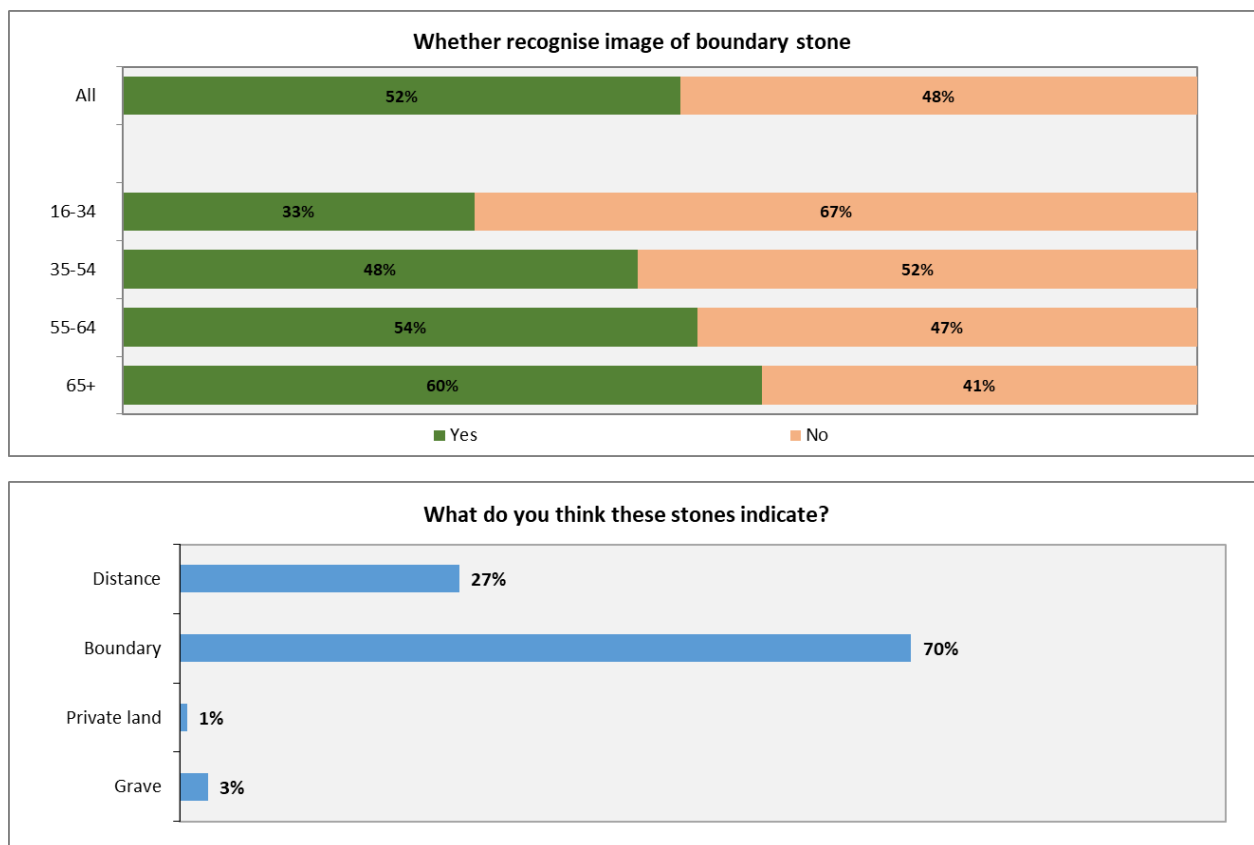
The information from the survey is very useful and will be used in the design of contents for various training programs in mental health improvement, particularly data about stigma and discrimination and sign posting will help update previously available information in Grampian. The information will also be helpful in referencing various public mental health reports at Grampian and national level.

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6. PLACE: WALK ABERDEEN

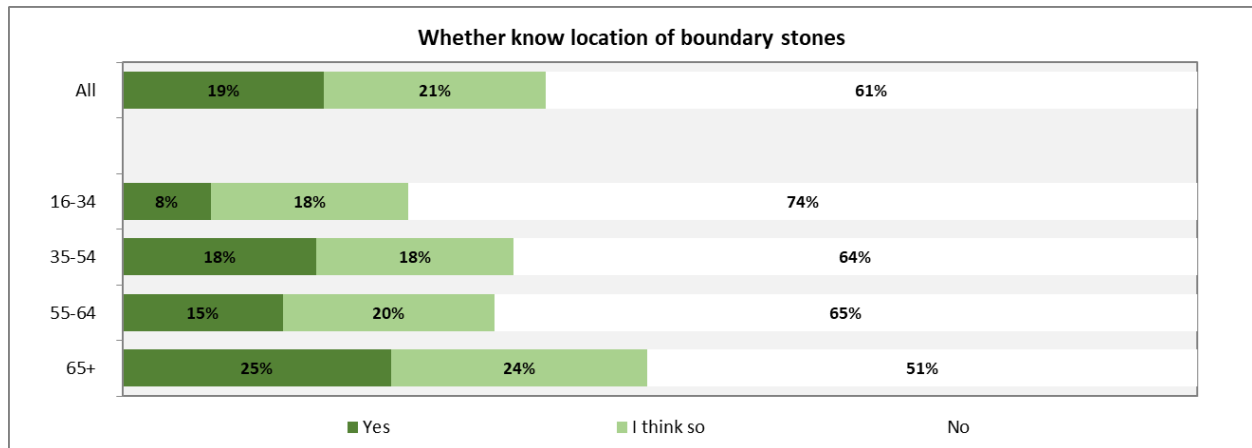
- 6.1. This section considers Panellists' awareness of boundary stone markers in Aberdeen. This section of the survey presented an image of a boundary stone and asked Panellists if they recognised this, and if they knew the location of any boundary stones.
- 6.2. As Figure 20 shows, **respondents were divided in relation to whether they recognised the image**. Around half of respondents felt that they recognised the image (52%), with those aged 35+ most likely to recognise the image.
- 6.3. The majority of respondents, including those who did not recognise the image, felt that stone indicated a boundary (70%).

Figure 20: Whether recognise image of a boundary stone



- 6.4. **A minority of respondents knew the location of boundary stones;** around 2 in 5 indicated this (39%), although only around 1 in 5 respondents were confident that they knew the location of boundary stones (19%).

Figure 21: Whether know the location of any boundary stones



- 6.5. These respondents referred to a range of specific locations including:

Anderson Drive	Dee Street	Marchant Drive
Auchmill road	Deeside Road	Marischal Street
Back Hilton Road	Don Terrace, Woodside	Murcar golf course
Bank of the Dee near to North Esplanade West	Donmouth	Murtle Den
Bay of Nigg	Duthie Park	Nellfield cemetery, Nellfield Place
Beach	Dyce	Opposite Ebury House
Sheddocksley fields	Elmbank Terrace	Persley Bridge
Holburn roundabout	Elrick Hill	Perwinnes Moss
Between Pittodrie, Donmouth	Field south west of Easter Ord	Pitcaple
Borrowstone	Fonthill Road	Powis Terrace
Bridge over River Don	Friarsfield Road	Roundabout at Persley Bridge / Mugimoss Road
Brig 'O' Balgownie	Froghall	Scotstown moor
Brimmond Hill	Golf Road	Seaton - near Lord Hay's Court
Bucksburn	Graveyard, St Nicholas	Short Mile pub
Burn into the Dee	Great Western Road	Skene Road
Clifton Road	Hardgate	Smithfield Road
Corner of St Peter Street + Spital	High Street, Old Aberdeen	St Fittick's Road
Countesswells Road	Jack's Brae	Stoneywood Road
Craigton Road	Jute street	Tillydrone near river Don.
Crown Street	King's Crescent	Torry battery
Cults bike park	Kingswells	Westfield Lodge
Cults burn	Langstane Place	Woodside Library
Cults primary school	Mannofield	

Service Response: this is what we are doing

Unfortunately no service response was received.

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Sport Aberdeen

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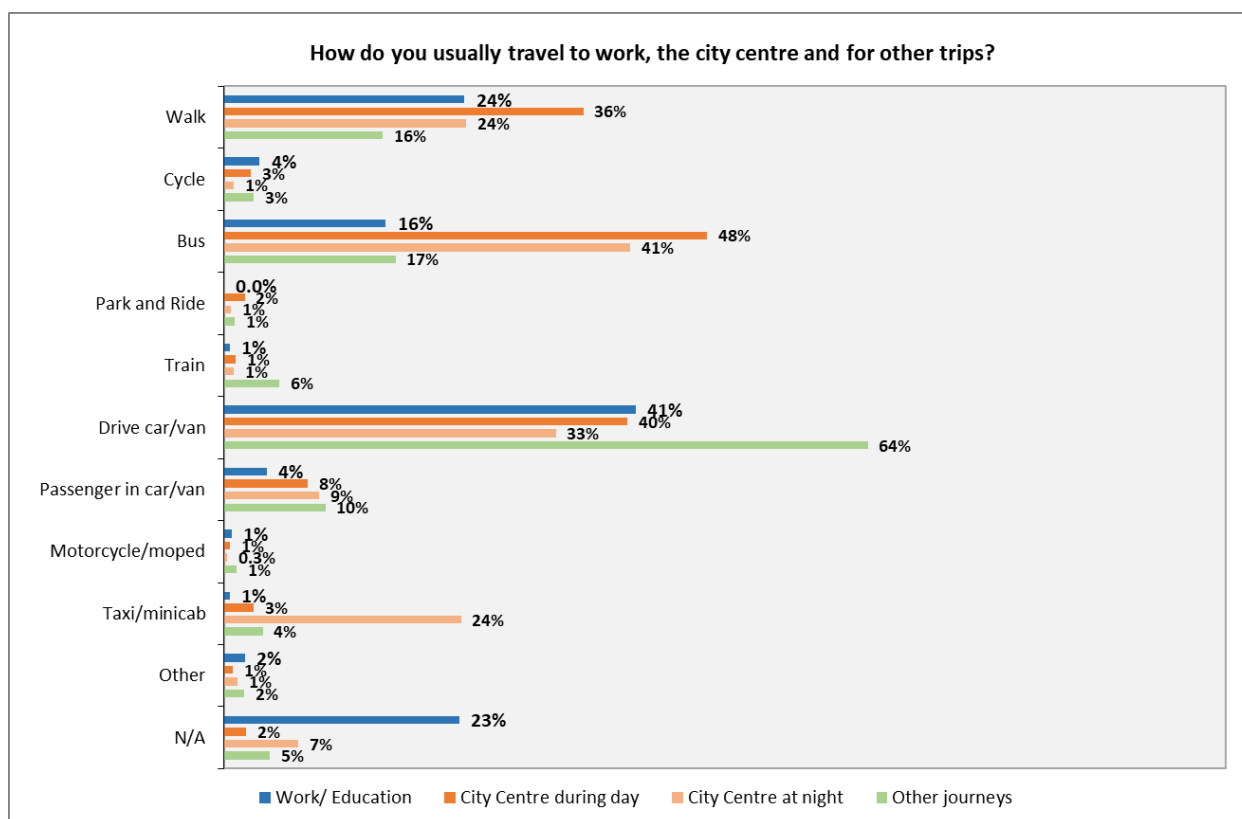
7. PLACE: TRANSPORT

- 7.1. This section considers Panellists' experience of and views on transport in Aberdeen. This includes questions around Panellists' use of specific transport modes, and experience of parking in the city.

Transport use

- 7.2. The survey first asked about the different transport modes that Panellists use for different types of journey. As Figure 22 indicates, **private car, bus and walking were the most commonly used transport modes – but transport use varied dependent on the nature of the journey:**
- In relation to travel for work or education, private car was the most commonly mentioned transport mode (41% use this), although respondents also mentioned walking (24%) and bus travel (16%);
 - For travel in the City Centre during the day, bus travel was the most commonly mentioned mode (48% use this), although private car (40%) and walking (36%) were also commonly mentioned options;
 - Bus travel was also the most commonly mentioned option for travel in the City Centre at night (41% use this), although again private car (33%) and walking (24%) were also common options; and
 - In relation to other journeys, private car was by far the most commonly mentioned travel mode (64% use this).

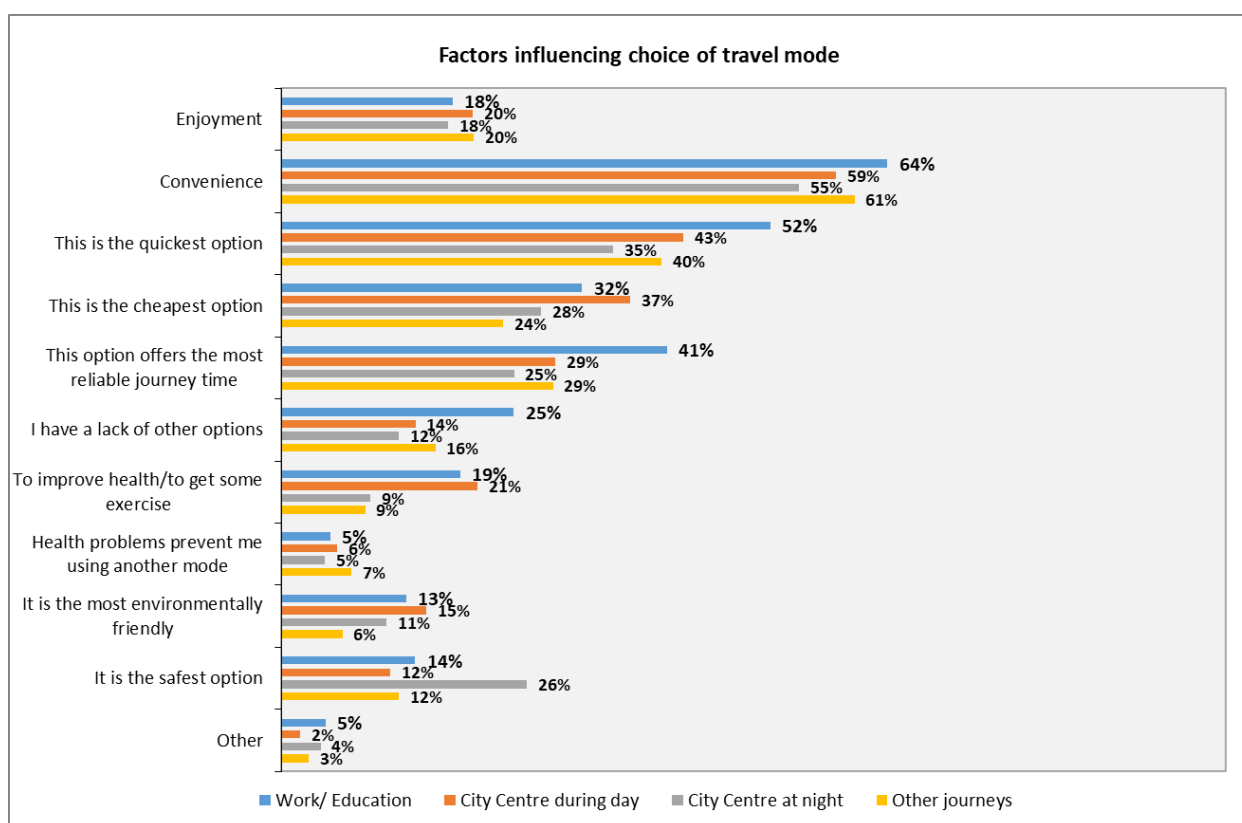
Figure 22: Transport modes used for different types of journey



7.3. Survey data suggests that ***Panellists' choice of travel mode is most commonly based on convenience, journey time, cost and reliability of journey time.*** However, there was again some variation across different types of journey:

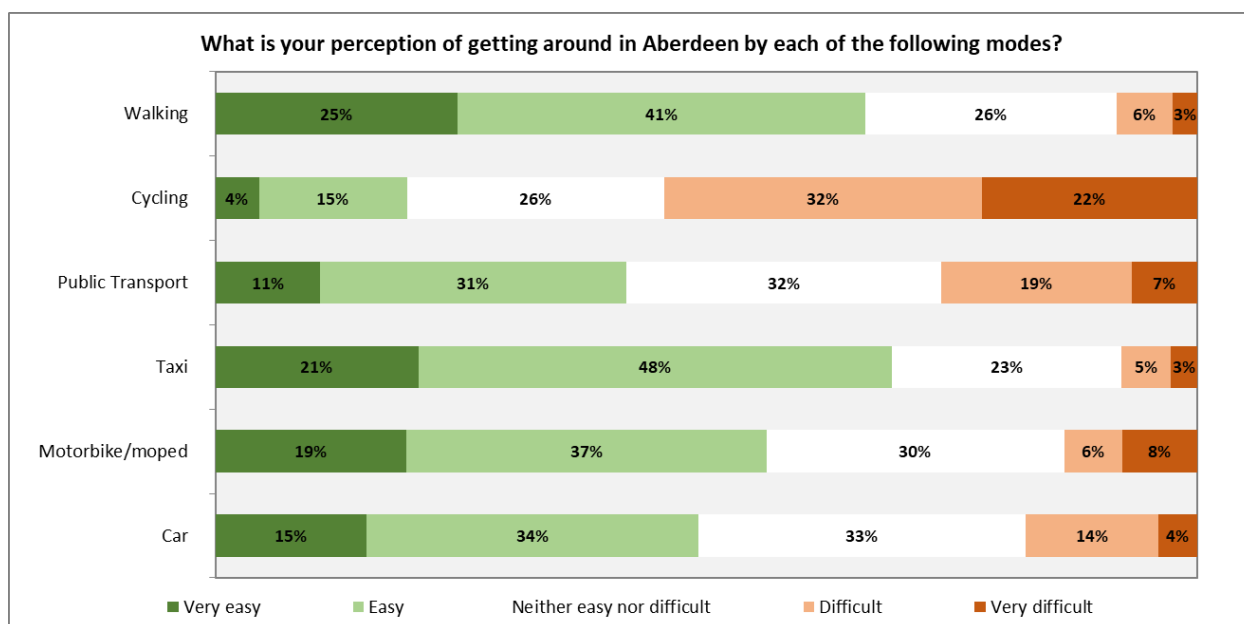
- Choice of travel mode for work or education was most commonly based on convenience, short journey time, and reliability of journey time;
- Travel in the City Centre during the day was most commonly based on convenience, short journey time, and cost;
- Travel in the City Centre at night was most commonly based on convenience, short journey time, cost, safety, and reliability of journey time; and
- Travel mode for other journeys was most commonly based on convenience, short journey time, and reliability of journey time.

Figure 23: Reasons for choice of transport mode



- 7.4. **Views on the ease of using specific transport modes in Aberdeen varied considerably.** Respondents were most positive about the ease of travelling by taxi (69% rated this as an easy option) and on foot (66%). Views were also generally positive on ease of travel by motorcycle (56% rated as easy) and car (49%). Respondents were less positive on the ease of travel by public transport (42% rating as easy and 26% as difficult), and particularly cycling (19% rating as easy, 54% as difficult).
- 7.5. Survey data showed variation across key respondent groups in views on the ease of specific transport modes:
- Those in the central area were more positive than others about the ease of walking in Aberdeen;
 - Those aged under 35 were more positive than others about the ease of cycling in Aberdeen;
 - Those aged under 65 were more positive than others about the ease of using a car in Aberdeen; and
 - Those aged 55+ were more positive than others about the ease of using public transport in Aberdeen.

Figure 24: Views on ease of using specific transport modes in Aberdeen



Note: excludes 'don't know' responses.

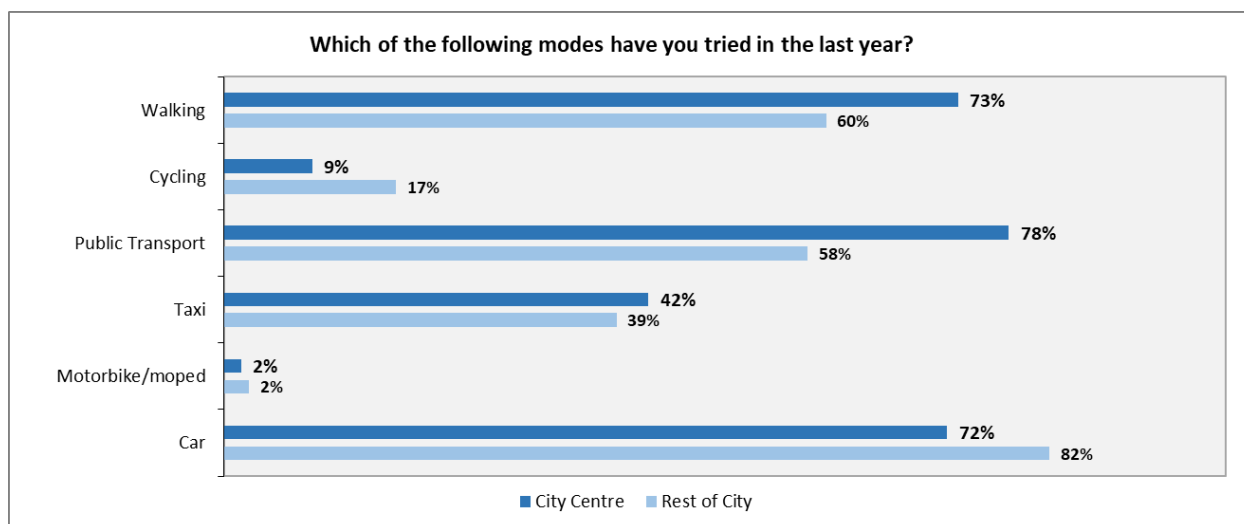
7.6. The survey also gave Panellists the opportunity to provide written comments in relation to transport modes that they found difficult in Aberdeen. Below we summarise the main points raised by respondents in relation to each of transport modes in turn:

- Key points in relation to difficulties walking in Aberdeen:
 - Busy roads and crossings, and the volume of traffic for pedestrians to negotiate;
 - Challenges associated with the hilly terrain and the distances that pedestrians may be required to walk across the city, particularly for those with health issues;
 - Pavements in poor condition;
 - Walking routes being shared with cycles;
 - Obstructions to pavements including from parked cars;
 - Safety concerns when walking alone at night;
 - A desire to see more pedestrianisation in the city.
- Key points in relation to difficulties cycling in Aberdeen:
 - Concerns regarding the safety of cycling in the city including reference to poor segregation from traffic, the volume of traffic, drivers showing a lack of respect and consideration for cyclists, safety concerns when using major junctions and roundabouts, and particular concerns for families wishing to cycle with children;
 - A lack of confidence or experience cycling in an urban area;
 - Insufficient or poorly designed cycle routes including incomplete or unconnected routes, routes that “disappear then reappear”, and concerns that a lack of infrastructure leads to more cyclists using pavements (with associated risks to pedestrians);
 - Poor condition of roads and cycle routes;
 - Parked vehicles blocking cycle lanes;
 - Challenges associated with the hilly terrain across the city; and
 - A lack of places to secure bikes including reference to experience of bike theft.
- Key points in relation to difficulties travelling by public transport in Aberdeen:
 - A lack of bus services in the city, in terms of frequency of service on routes, a lack of bus services in some parts of the city, and a lack of services on Sundays, early mornings and evenings;

- Concerns regarding punctuality and reliability of journey time;
- Long journeys times relative to other transport modes;
- A lack of coordination of services, and the extent to which bus journeys require multiple stages for residents to reach their destination – and particularly having to first travel into the city centre to reach other parts of the city; and
- The prohibitive cost of bus travel in the city, particularly for families with multiple passengers.
- Key points in relation to difficulties travelling by taxi in Aberdeen:
 - The high cost of travelling by taxi in the city, and a perception that taxis are more expensive in Aberdeen than across other parts of Scotland;
 - Insufficient availability of taxis in Aberdeen, and particular difficulties finding a taxi at peak times; and
 - A lack of taxis for those with mobility needs, including suggestions that drivers are unwilling to help those with mobility needs.
- Key points in relation to difficulties travelling by motorcycle in Aberdeen:
 - Safety concerns associated with motorcycles “competing” with other traffic including reference to the volume of traffic and car drivers showing a lack of consideration for motorcyclists; and
 - A suggestion that motorcycles should be permitted to use bus lanes.
- Key points in relation to difficulties using a car in Aberdeen:
 - Congestion and the volume of traffic leading to unpredictable journey times particularly at peak times - and including reference to specific congestion points across the city such as bus and rail hubs;
 - Poor quality and condition of roads;
 - Poor road layout and planning contributing to congestion problems;
 - The number and location of road closures across the city;
 - The number of restrictions on roads including reference to bus lanes, one-way streets or other restrictions, and traffic light systems;
 - A shortage of parking, and the high cost of parking; and
 - Concern regarding a lack of consideration from other drivers.

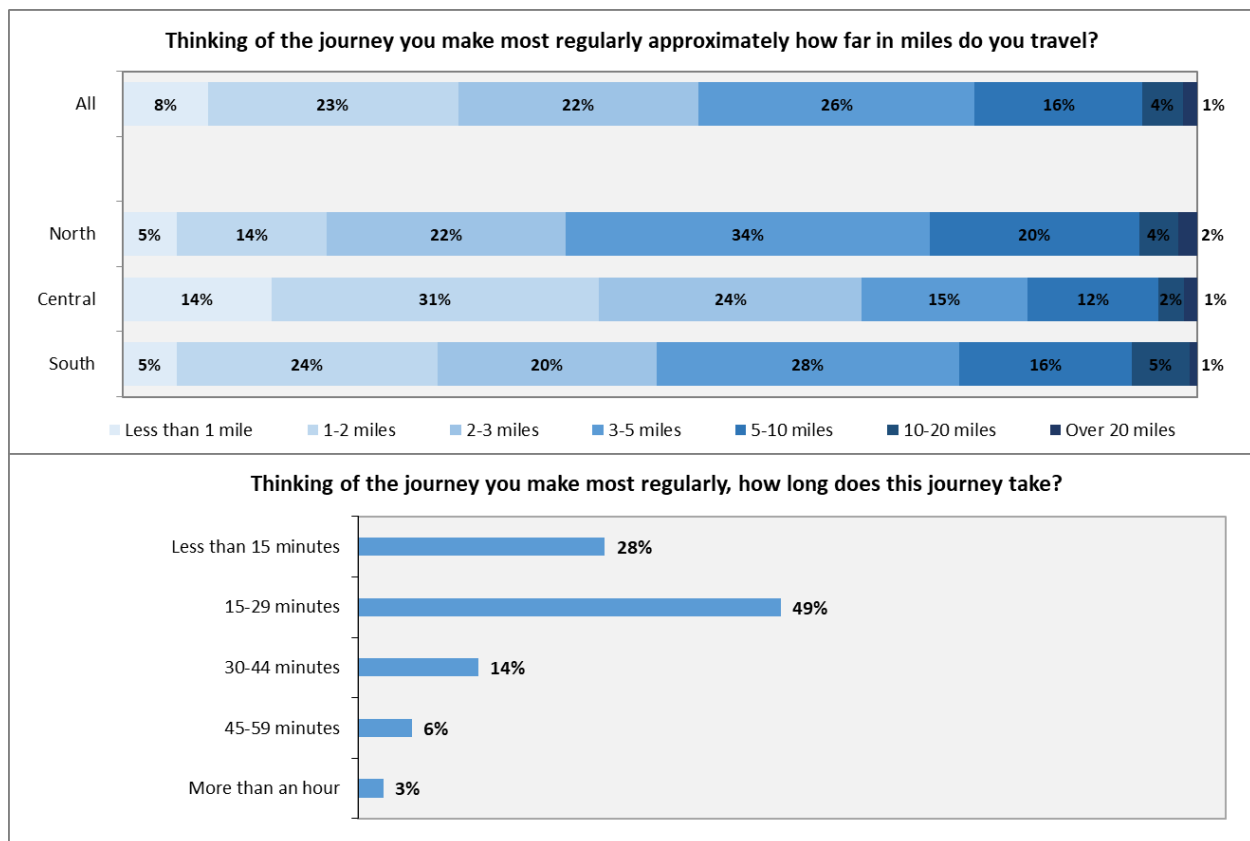
- 7.7. **Survey data suggests that most Panellists have made use of multiple transport modes in the last year.** Public transport, walking and private car were the most commonly used transport modes for travel in the City Centre (used by 78%, 73% and 72% respectively). For travel elsewhere in the City, private car was most common (used by 82%) although a substantial proportion of respondents also mentioned having walked (60%) and used public transport (58%).

Figure 25: Use of specific transport modes



- 7.8. Finally in relation to transport modes and journeys, the survey asked Panellists about their most common journey. As Figure 26 indicates, respondents described a range of journey lengths:
- Most respondents indicated that their most common journey was less than 5 miles in length (79%), including more than half of all respondents whose most common journey is less than 3 miles (54%) and nearly a third of less than 2 miles (31%). Relatively few respondents referred to a journey of more than 10 miles (5%).
 - Consistent with the typical journey distance mentioned by respondents, the majority indicated that their most common journey took less than 30 minutes to make (77%). This included more than a quarter of respondents whose most common journey took less than 15 minutes.
 - There was some variation by area and age group in the length of respondents' most common journey, with Central area respondents and those aged under 25 typically referring to shorter journeys than other respondents.

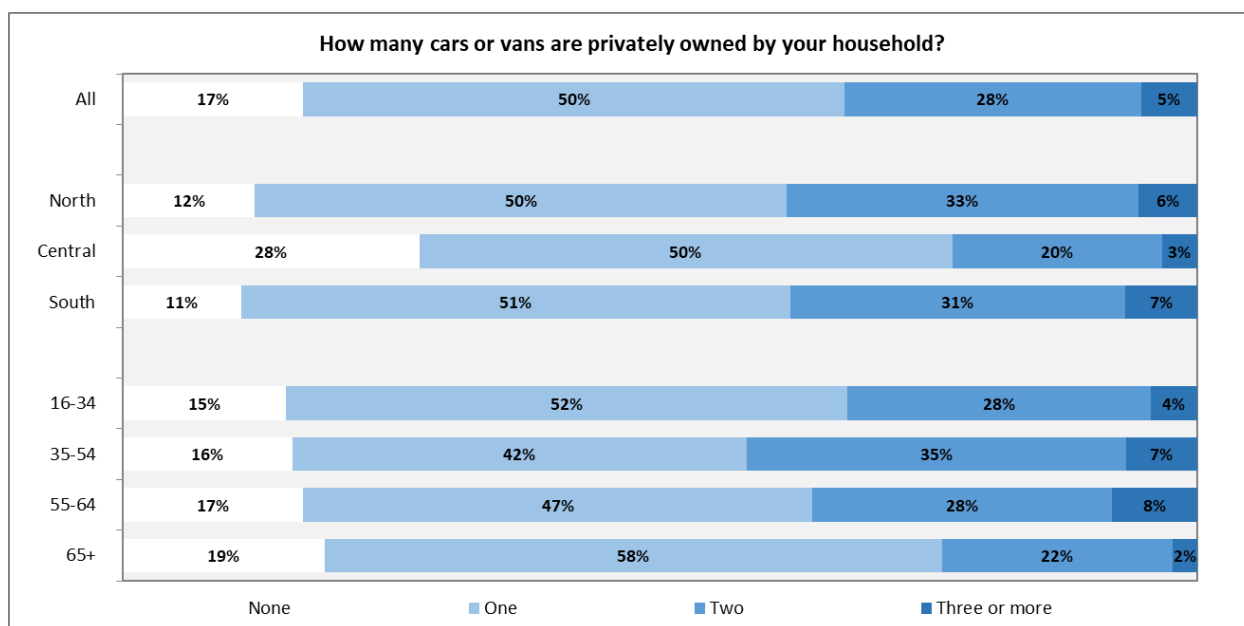
Figure 26: Most common journey: distance and time taken



Parking

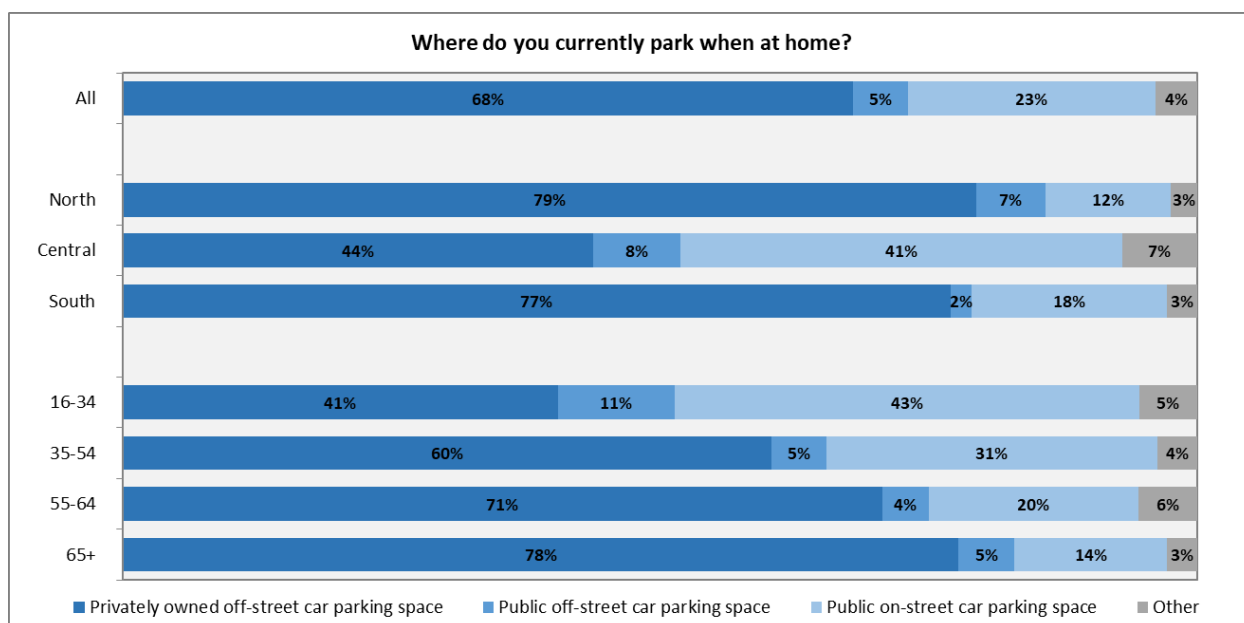
- 7.9. The survey included a series of questions relating to Panellists' experience of parking in Aberdeen.
- 7.10. ***A large majority of respondents indicated that their household had a privately-owned car (83%)*** – this included around a third of all respondents with 2 or more cars (33%). There was some variation in car ownership across the City, with those in the North and South areas most likely to own a car, and to own multiple cars.

Figure 27: Number of cars in household



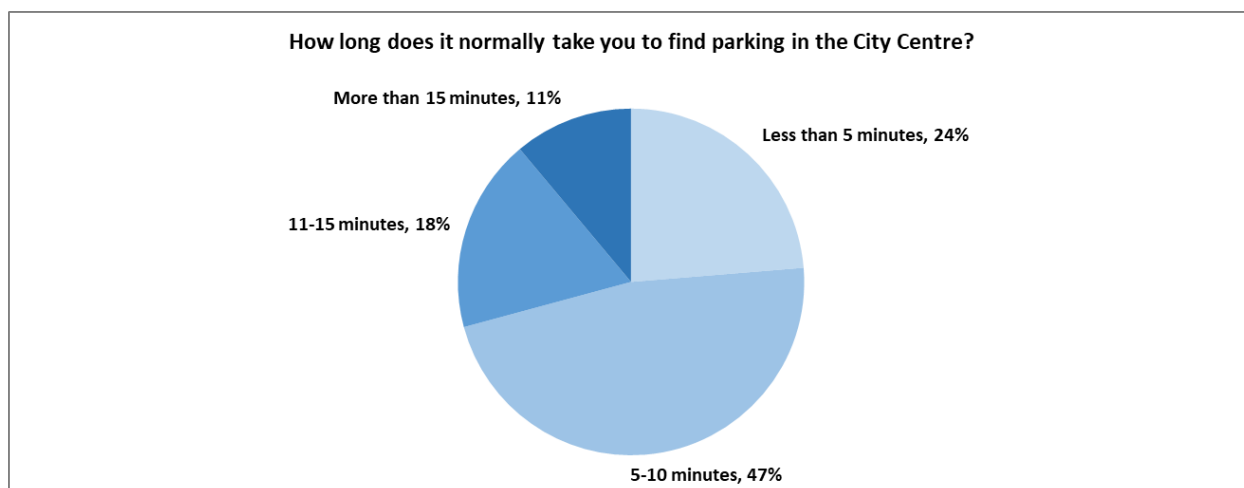
- 7.11. ***The majority of respondents use a private off-street parking space for their car when at home*** (68% indicated this). A further 28% of respondents use a public parking space, most of these being public on-street parking (23% of all respondents). Survey responses show some variation in use of off-street and on-street parking; those in the Central area and those aged under 35 were most likely to use an on-street parking space at home, while others typically had access to private off-street parking.

Figure 28: Parking used while at home



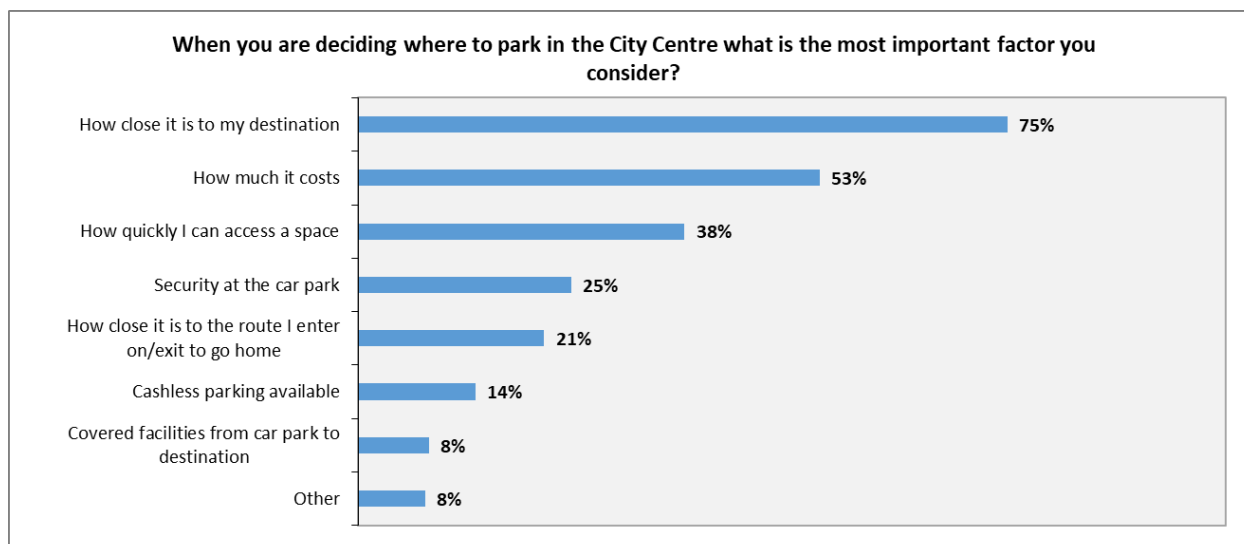
- 7.12. ***The majority of respondents indicated that it normally takes them less than 10 minutes to park in the City Centre*** (47%, see Figure 29), although relatively few of these respondents indicated that it takes them less than 5 minutes (24%). Around 3 in 10 respondents indicated that it normally takes them more than 10 minutes to find parking in the City Centre (29%), including around 1 in 10 who normally take more than 15 minutes (11%).

Figure 29: Time taken to find parking in Aberdeen City Centre



- 7.13. ***Proximity to their destination and cost were ranked as the main factors influencing Panellists' choice of City Centre parking*** - more than half of respondents mentioned each of these as a factor in their choice of parking (75% and 53%). How quickly respondents can access a space was also a factor for 38% of respondents.
- 7.14. Survey data shows some variation across age groups in the factors that influence choice of parking. In particular, cost of parking and availability of cashless payment options were more important for those aged under 35 than for other respondents.

Figure 30: Factors influencing choice of City Centre parking



Service Response: this is what we are doing

Thank you for completing our series of questions relating to transport and parking within the City.

We are currently developing a number of transport projects as part of wider improvements to the network. Your responses will give us some baseline data on your current travel patterns, as well as providing information about how you currently move around the City. For example, it was particularly interesting to see how different modes of transport were more commonly used for different types of journey and to find out which type of transport you found easiest/most difficult to use. Information such as this will help to identify where we need to focus attention in the coming year. Similarly, the questions relating to parking will help to inform the Car Parking Action Plan for the City which is currently under development. Once this is available we would hope to consult City Voice panellists in 2018.

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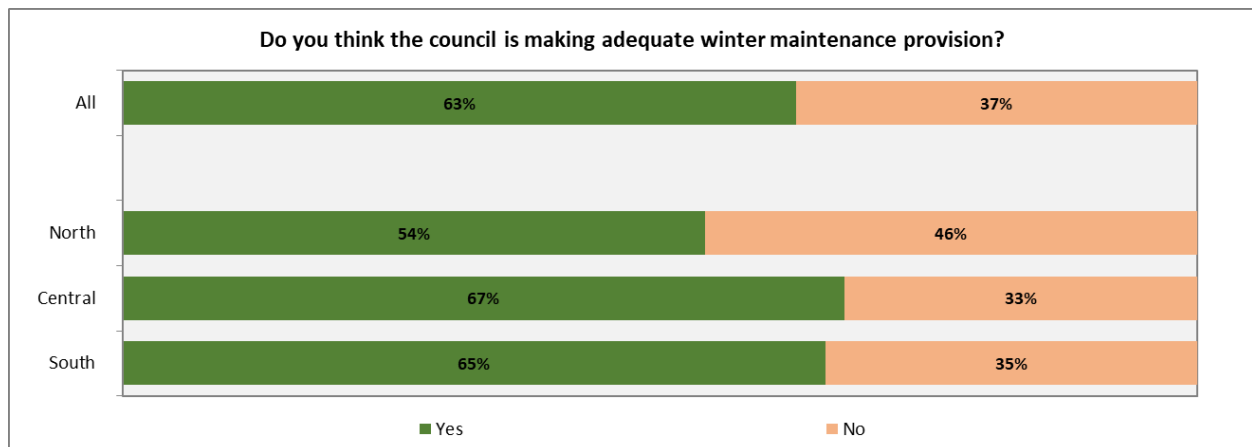
8. PLACE: WINTER MAINTENANCE

- 8.1. The final part of the survey asked about Panellists' views on Aberdeen City Council's winter maintenance of its road network. This included questions regarding the extent to which Panellists feel the Council is making adequate provision for winter maintenance, and to measure satisfaction with specific aspects of winter maintenance.

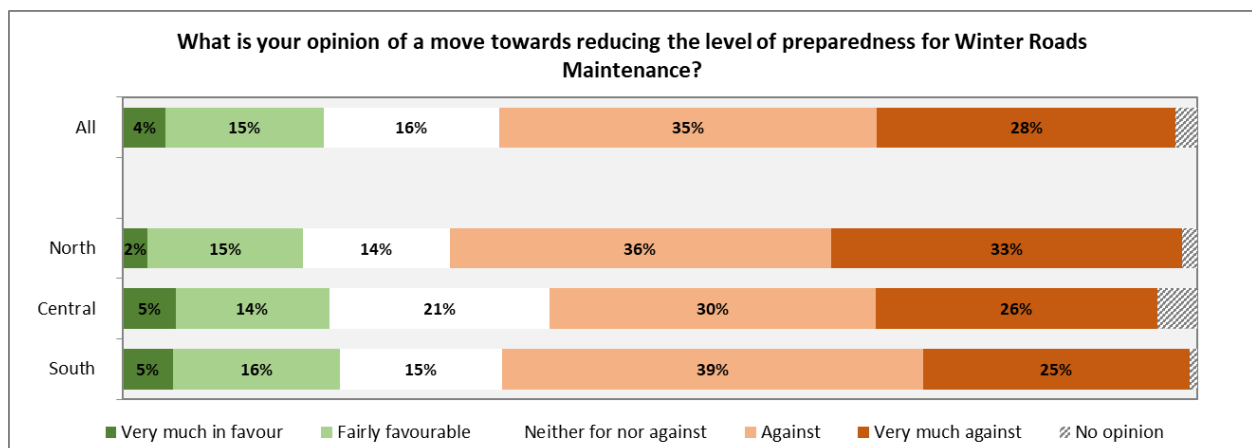
Ensuring adequate winter maintenance provision

- 8.2. ***The majority of respondents feel that the council is making adequate winter maintenance provision;*** 63% indicated this, and 37% disagreed. Survey data shows some area variation, with North area respondents somewhat less positive than others on the extent to which the council's winter maintenance provision is sufficient.

Figure 31: Whether feel Council is making adequate winter maintenance provision

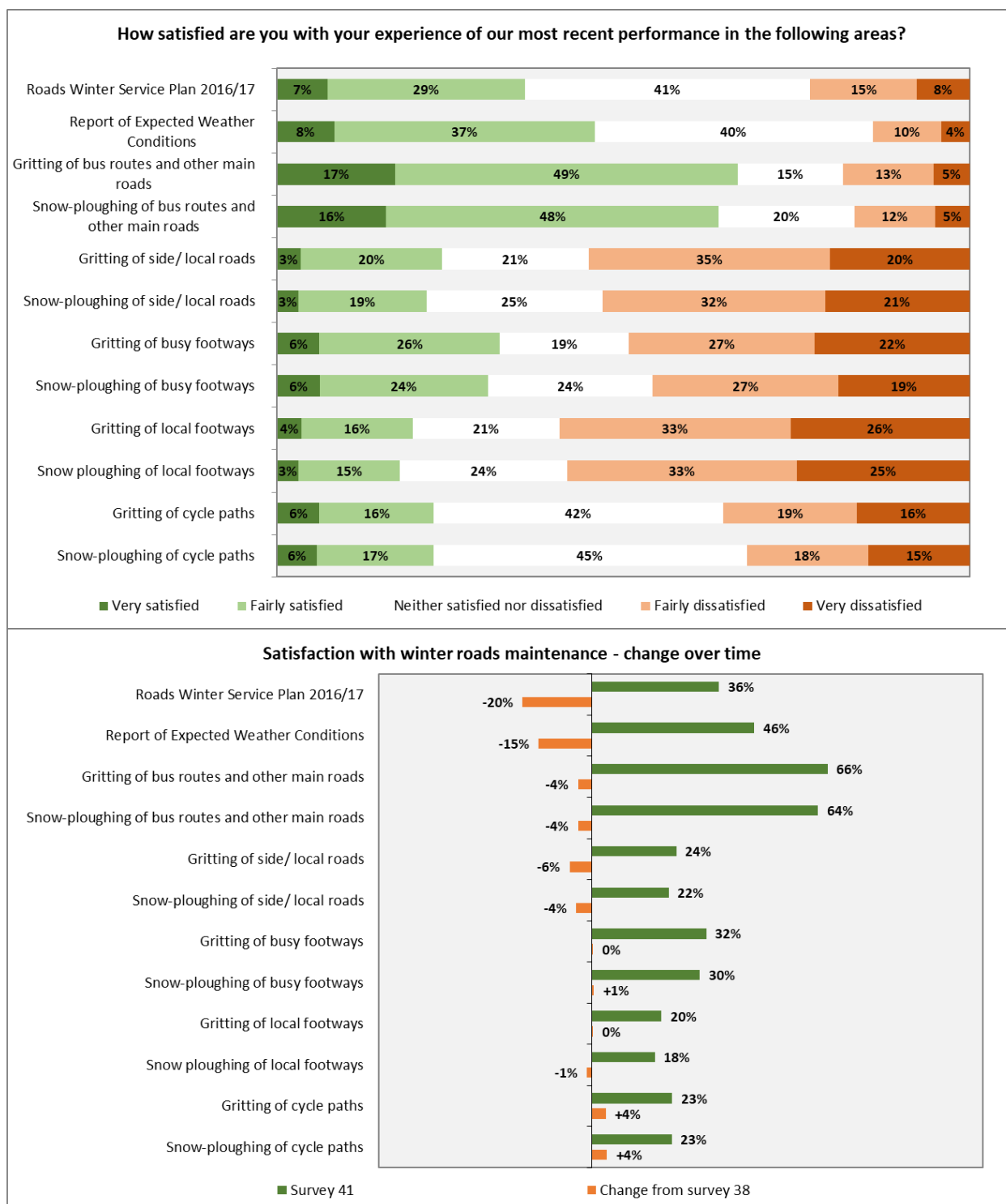


- 8.3. ***The majority of respondents indicated that they are against a move towards reducing the level of preparedness for winter roads maintenance;*** nearly two thirds indicated this (63%), including more than a quarter who were 'very much against' such a move (28%). Around 1 in 5 respondents indicated that they would be in favour of a reduced level of preparedness (19%).

Figure 32: Views on reducing level of preparedness for winter roads maintenance

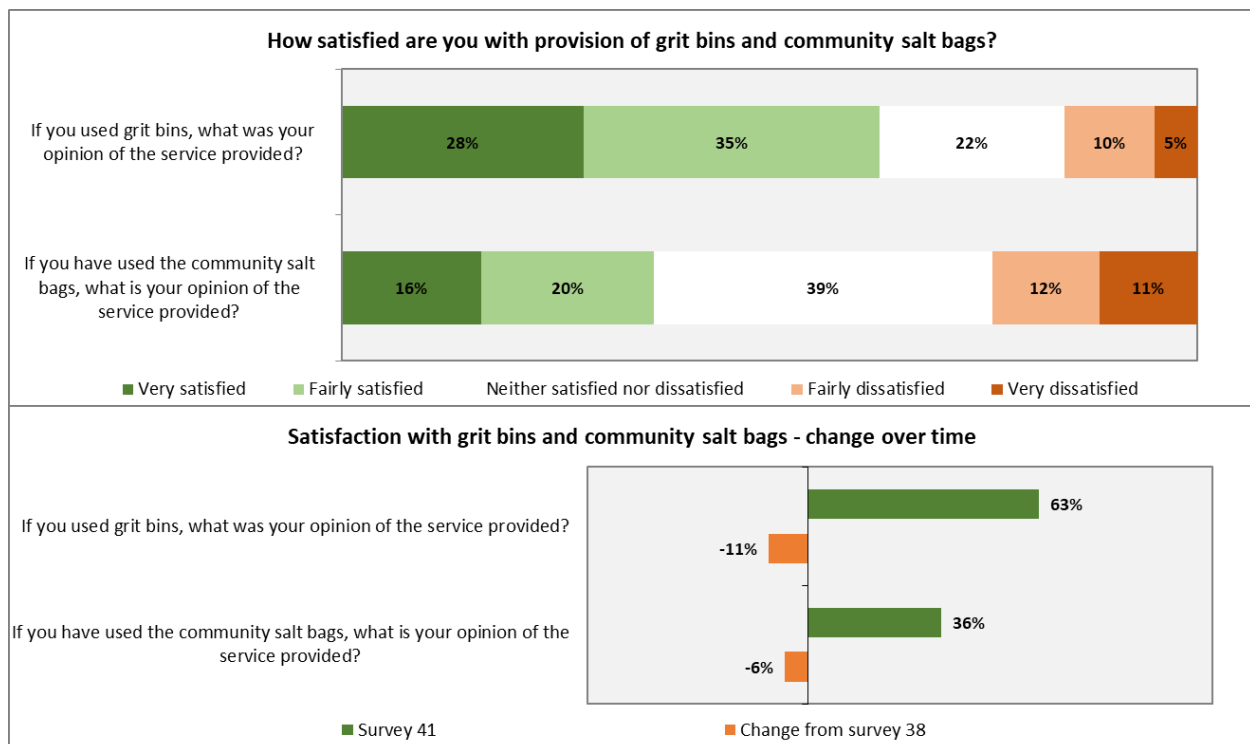
Views on winter maintenance performance

- 8.4. The survey also included a series of questions relating to satisfaction with specific aspects of winter maintenance provision, previously used in survey 38.
- 8.5. ***Survey findings show somewhat mixed views on the Council's roads winter maintenance.*** As Figure 33 over the page shows, views were generally positive in relation to the gritting and snow ploughing of bus routes and main roads; around two thirds of respondents were satisfied with these (66% and 64% respectively). Views were mixed on the Roads Winter Maintenance Plan (36% satisfied, 23% dissatisfied) and report of Expected Weather Conditions (46% satisfied, 14% dissatisfied)
- 8.6. Respondents were less positive on the gritting and snow ploughing of other roads, footways and cycle paths – dissatisfied respondents outnumbered satisfied across all aspects of winter maintenance for these routes. Views were most negative on gritting and snow-ploughing of local footways and side/local roads; more than half of those giving a view were dissatisfied with the Council's performance here. Views were also generally negative in relation to gritting and snow-ploughing of busy footways, and cycle paths.
- 8.7. Survey responses show some change in satisfaction levels since the 38th survey in 2016. This is most notably in relation to the Roads Winter Service Plan (a 20-point fall in satisfaction) and Report of Expected Weather Conditions (a 15-point fall). Smaller changes in satisfaction were reported across other aspects, but these are not statistically significant.

Figure 33: Views on Aberdeen City Council roads winter policy and performance

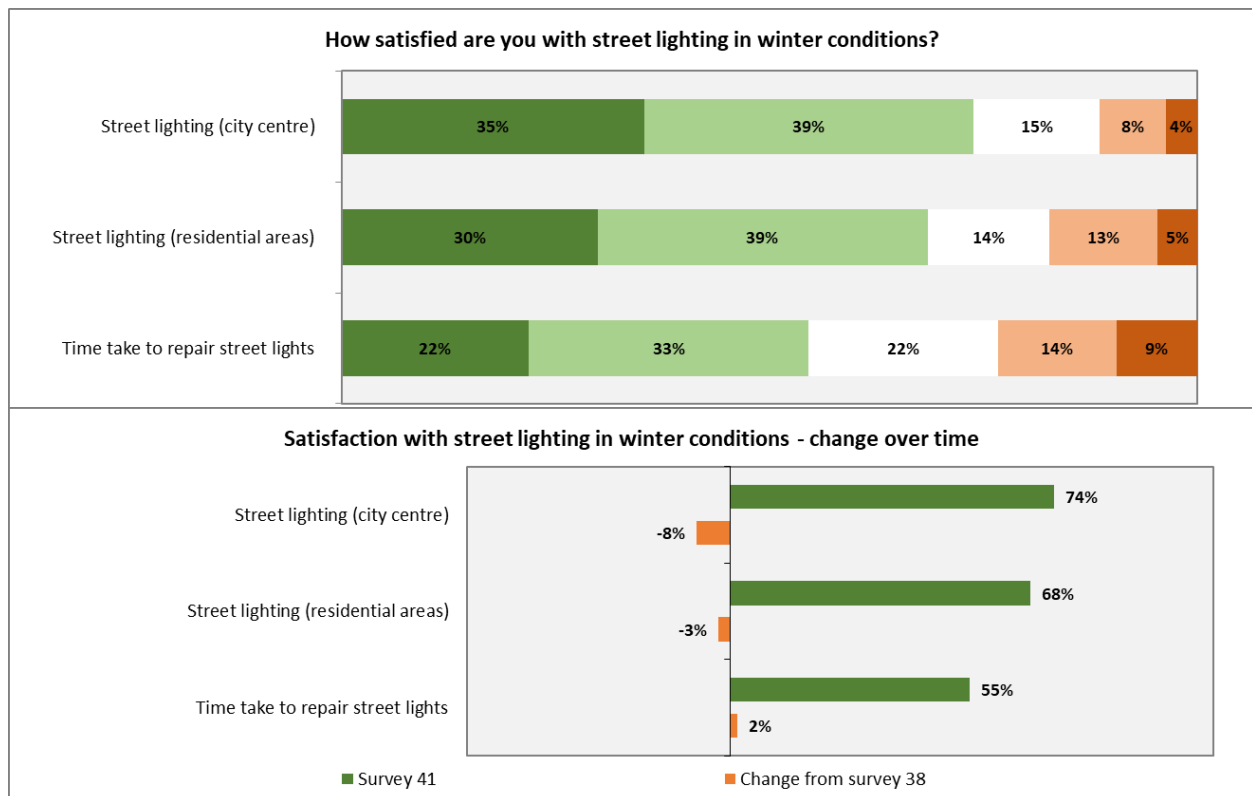
- 8.8. The survey also asked those who have used grit bins and/or community salt bags to rate this service. As Figure 34 shows, ***the majority of respondents were satisfied with their experience of using grit bins, while views were somewhat less positive in relation to experience of using community salt bags*** (63% and 36% were satisfied with these services respectively). These findings show an 11-point fall in satisfaction with grit bins, and a smaller fall in satisfaction with community salt bags.

Figure 34: Views on grit bins and salt bags



- 8.9. **Survey findings show generally positive views on street lighting in winter conditions** (Figure 35). Views were particularly positive in relation to street lighting of city centres (74% satisfied) and residential areas (68% satisfied). Views were somewhat less positive on the time taken to repair street lights, with a little over half satisfied (55%) and more than 1 in 5 dissatisfied (23%). These findings show an 8-point fall in satisfaction with street lighting of city centres, and no significant change in satisfaction with other aspects of street lighting in winter conditions.

Figure 35: Views on street lighting in winter



Service Response: this is what we are doing

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

The milder winter in recent years does pose the possibility of dedicating fewer resources to winter treatment however the panel's views on this course of action were in the main negative. It is helpful to be aware of these views before any changes are considered to service provision.

The Roads Winter Service Plan for 2016/17 was very similar to the previous year's plan consequently it is surprising that there was such a large change with the degree satisfaction with the content. This may be as a result of the question raising the possibility of reducing the level of winter treatment being asked within the same survey.

There was a reasonable degree of satisfaction with the treatment of the main roads and bus routes. The lower satisfaction regarding the side road treatment is reflective of the priority that the operational plan places on various sections of the network and is in line with the national practice of prioritising treatment towards the busiest roads first.

It is a concern that the level of satisfaction with street lighting in the city centre has reduced however as the LED replacement programme is rolled out across the city the level of satisfaction is expected to increase.

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9. CONCLUDING REMARKS

- 9.1. This report has provided an overview of results from the 41st City Voice survey, the Citizens' Panel for Aberdeen. Further detail is provided in tabular results alongside this report.
- 9.2. The level of survey response achieved for the current survey suggests a **continuing high level of engagement from City Voice members**, with 56% responding. This response is somewhat lower than recent surveys, although this appears to have been related to the timing of the survey around the refreshment exercise and a lower response from existing members.
- 9.3. Most importantly, the level of survey response achieved is sufficient to produce **robust overall survey results** and to permit **more detailed analysis of results for specific respondent groups**. This has allowed our analysis to consider potential variation in results across a range of socio-demographic groups.
- 9.4. A key focus for the **ongoing Panel programme** will be to maintain – and where possible improve – engagement amongst City Voice members to ensure that consultation results continue to provide a robust and reliable resource for the council and partners. Meaningful feedback of consultation findings is an important factor in maintaining Panellists' engagement, and this is provided via newsletters to members, and the publication of survey outputs via the City Voice website (<http://communityplanningaberdeen.org.uk/cityvoice>).

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