



## Additional Feedback from Citizens Panel Questionnaire 9

We have now had the opportunity to review the findings from last November's Panel and can let you know more about how the information you provided is being used:

### Online Payments

**We asked** if you had heard of or used the Council's Online Payment Facility for paying Council bills. We also asked what respondents used it for and how we could improve your experience.

**You said:** A high proportion of respondents (68.3%) had not heard of the Online Payment Facility. Those who had were most likely to have heard about it by browsing the Council website.

10% of respondents have made an online payment to the Council at some time and 4% are using it at least four times a year. The majority of people who use the facility use it to make payments to their child's school, or for paying Council tax. Over half of the respondents who have children at secondary school did not know that they could use the facility to make payments for school meals, events, or design & technology and home economics classes.

About 80% of those who have made online payments found the system easy to use.

**We asked** how you'd like to be kept informed about online payments in future. 38% of respondents preferred to be updated about the facility via the Council's website whilst 27% didn't want to be kept updated.

**We will** publicise our online payment facility more widely. We have placed an advert in the Business & Community Directory 2014 and will also provide information through an article in the Falkirk Council News and updates on the Council's Twitter feed. The new Falkirk Council website prominently features the online facility to make it easier to access.

We will continue to provide the same online payment facility for the foreseeable future. However, we are working with other authorities to review the existing schools online payment facilities. We hope this will lead to the development of a national approach, which will provide a greater range of payment options, aimed at meeting the needs of parents and guardians. We will use the comments made by Citizens Panel members to identify some of the features that we would like to be included in the new system.

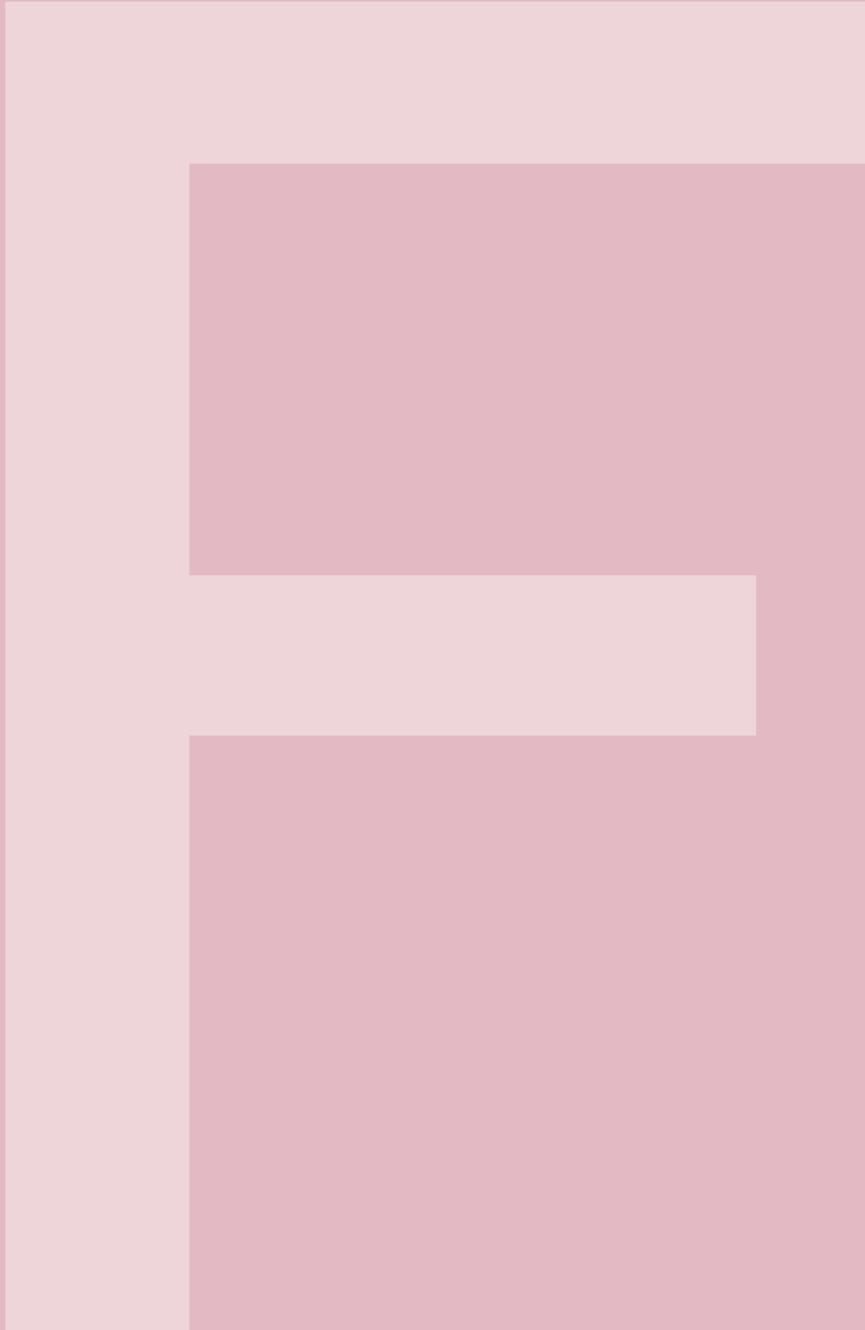
### Community Councils

**We asked** about your awareness of community councils in the Falkirk area.

**You said:** There is not a high level of knowledge of community councils in Falkirk. Over 65% of respondents did not know if there was a community council in their local area, 70% of respondents did not know any details about their local community council and 79% were unaware of the recent community council elections.

**We did:** The policy development panel considered the Citizens Panel findings and decided there was a need to better promote community councils in the area.

Citizens Panel respondents had indicated that the main way they would like to be informed about community councils is by way of a leaflet drop. With this in mind an election in Slamannan and Limerigg was advertised by means of a leaflet drop to each household in the area. Following this, ten nomination packs were requested - in comparison to no requests for either of the previous two elections.



## Other Formats

If you have any queries about the Citizens Panel questionnaire, or if you want to receive questionnaires and feedback reports in other formats (e.g. Braille, large print, a different language etc.), please contact us at [citizenspanel@falkirk.gov.uk](mailto:citizenspanel@falkirk.gov.uk), or call 01324-506011.



Falkirk Council