

Falkirk Council Citizens Panel

June 2013

Welcome to our eighth Citizens Panel questionnaire

This questionnaire asks your views about five different areas of the Council's work

- **Food Hygiene Inspections** - Falkirk Council has recently introduced a new scheme for inspecting premises that sell food and wants to make sure this is working effectively.
- **Waste Disposal and Recycling** The Council needs to increase the amount of waste that we recycle. We ask what encourages recycling and what makes it more difficult.
- **Street Lighting** The Council is reviewing its street lighting improvement programme to help keep the streets safely lit at night.
- **Bill Payments** There are several different ways of paying bills to the Council at the moment. We want to make sure that they are as convenient as possible.
- **Car Parking** Some spaces in Falkirk Council's Pay & Display car parks are reserved for disabled users. We are reviewing this to make sure we are meeting the needs of all car park users.

Your answers to this questionnaire will help the Council improve the way we provide these services in future. Remember, you don't need to answer all the questions if you don't want to. All your answers are useful, whether you complete the whole questionnaire or just part of it.

Feedback from the last Citizen's Panel in December 2012

The last survey asked about community safety. The answers you gave us were shared with the Community Safety Partnership to inform the development of the new Policing Plan and the Fire and Rescue Plan for the Forth Valley area.

We also asked whether you thought the number of taxi licenses should be limited. A majority of you said they should be. This was included in a report to the Environment and Community Safety Committee in March. After considering all the issues, the committee decided not to impose a limit.

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, etc.), please contact us at citizenspanel@falkirk.gov.uk, or call 01324-506011.

Section 1: FOOD HYGIENE INSPECTIONS

Falkirk Council has recently introduced a new scheme for inspecting premises that sell food. We are considering the best ways to make this information available.

1. Falkirk Council's Environmental Health Department is responsible for inspecting different types of premises that sell food. Please tick the types of premises you think we inspect.

- | | |
|--|---|
| <input type="checkbox"/> Supermarkets | <input type="checkbox"/> Fruit & vegetable shops |
| <input type="checkbox"/> General food stores | <input type="checkbox"/> Other shops that sell a little food,
(eg newsagents and corner shops) |
| <input type="checkbox"/> Restaurants | <input type="checkbox"/> Cafes and other eating places |

2. Is it important that you know a business has been inspected for food hygiene before you buy food there?

- Always
- Only when I'm shopping somewhere new
- Only when I think there might be a problem
- Rarely
- Never

3. Would you find it helpful to have more information about the hygiene standards of a business before you buy food there?

- Yes – a certificate should be on general display
- Yes – a detailed report should be available if I ask for it
- Yes – both a certificate on display and a detailed report available on request
- No – I assume the Council would have shut down a business if it was unsafe
- No – I'm not worried about hygiene in the places I buy food

4. If you were concerned about hygiene in a food business, what would you be most likely to do?

- Nothing – I assume it would be dealt with by the appropriate authorities
- Complain to the business
- Report it to the Council
- Report it to the local newspaper
- Tell my family and friends

5. Please tell us if you have any other comments about food hygiene

Section 2: Waste Disposal and Recycling

The Council has a legal obligation to recycle waste and has recently introduced food waste recycling for most households. Knowing what you think about recycling will help us to improve our systems so we can meet our targets.

6. Which of these statements best describes you?

- I recycle as much as I can
- I recycle some things and would like to do more
- I recycle some things but don't want to do any more
- I rarely or never recycle and I don't want to

7. Please tell us how important the following statements are to you

	Very Important	Quite Important	Quite Unimportant	Very Unimportant
The Council has given me various containers to collect my recycling so I do it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling means materials can be used again or turned into new products rather than going to landfill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Falkirk has to do its bit to help meet Scotland's recycling targets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling makes us less wasteful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling is cheaper than sending waste to landfill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling reduces the production of greenhouse gases which contribute to climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recycling helps create local jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please tell us if there anything else that is important to you about recycling

9. Please tell us which of the following recycling containers you use regularly at home, and which of them you don't have.

	Use	Don't Use	Don't have one
Green bin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brown bin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blue box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Black box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen caddy and outside container for food waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Thinking about the recycling containers you do not use, can you tell us why you don't use them? (Please tick all that apply)

- Recycling is too complicated
 - I don't know what goes into the different containers
 - It's too much hassle
 - Recycling doesn't make any difference
 - I don't know which day to put the different containers out
 - I don't know who to ask for recycling containers
 - The containers take up too much space
 - I use all the recycling containers I have [Please go to question 12]
 - Other (please describe)
-

11. How likely would you be to recycle more of your waste if the Council did any of the following?

	Very Likely	Quite Likely	Quite Unlikely	Very Unlikely	Don't Know
Reduce the number of missed collections	<input type="checkbox"/>				
Make it easier to get larger blue wheeled bins, additional black boxes and food waste containers	<input type="checkbox"/>				
Provide more information about waste and recycling	<input type="checkbox"/>				
Make it easier to find out when each bin is collected	<input type="checkbox"/>				
Other (please specify)					

12. How do you find out about waste and recycling in Falkirk at present?

- Leaflets through the door
 - Local Newspapers
 - Falkirk council website
 - Word of mouth
 - Other (please specify)
-

Food Waste

13. How much of your food waste do you recycle?

- All or Most
- Some
- None

14. Please tick the items you think can be put in the recycling caddy

- Fruit, vegetables and peelings
- Meat and fish
- Bones and carcasses
- Tea bags, tea leaves, coffee grounds
- Used cardboard pizza boxes and paper towels
- Any left-overs
- Liquid food e.g. milk, yoghurt, oil
- Food that's gone off

15. Are you aware you can line your kitchen caddy with ordinary plastic bags?

- Yes No

16. Have you experienced any difficulties with Falkirk’s food waste recycling?

- Kitchen caddy too small
- Kitchen caddy too large
- Kitchen caddy smells
- Outdoor container too small
- Outdoor container too large
- Other difficulties (please describe)
- I don’t recycle my food waste
- I’ve not had any difficulties

17. Is there anything Falkirk Council can do to make food waste recycling better or easier for you?

18. If you do not have any of the recycling containers but would like one, please give us your name and address and say which container you need so that we can deliver it to you.

Questions 19 & 20 are only for people who do not generally recycle their food waste.

19. Why do you not use the food waste recycling collection? (Please tick all that apply):

- I don’t have space for the food container/ outdoor caddy
- The kitchen caddy will be dirty or smell
- I don’t have any food waste
- I don’t have enough food waste to make it worthwhile
- It’s too much hassle
- Recycling food waste is a waste of time
- I am unhappy with the collection service (please give details)
- Other (Please give details)

20. Is there anything the Council could do that would make you more likely to recycle your food waste?

Section 3: Street Lighting

We would like to know if you are satisfied with the street lighting in your area and with methods for reporting faults, as we are reviewing our street lighting improvement programmes.

21. Thinking about the street lighting where you live, do you think your street is sufficiently well lit at night?

- Yes No

22. Are you satisfied with the speed of repairs to broken or faulty street lights where you live?

- Yes No Have not had a faulty light

23. Are you aware that you can report a street lighting fault to the Council using either of these methods?

- Yes No

The Street Lighting Fault Reporting page on the Council's website (www.falkirk.gov.uk/online/falkirkstreetlighting/)

CLARENCE freephone number (0800 232323)

24. If you have reported a lighting fault using either of these methods how easy did you find them to use?

	Very Easy	Fairly Easy	Fairly Difficult	Very Difficult	Never Use
Street Lighting Fault Reporting page on the Council's website	<input type="checkbox"/>				
CLARENCE freephone number	<input type="checkbox"/>				

Please tell us about any difficulties you had using it

Section 4: Bill Payments

There are several different ways of paying regular bills such as Council Tax or Rent to Falkirk Council. These questions will help us make sure that payment methods are as convenient as possible.

25. Which of these bills do you regularly pay to Falkirk Council?

- Council Tax
- Rent (if you're a Council tenant)
- Neither Rent nor Council Tax [please skip the rest of this section – go to question 29]

26. How do you pay your Council Tax and/or Rent to the Council at present?
(Please tick all that apply)

- Direct Debit
- Standing Order
- Over the phone using a credit/debit card
- Through the Council's website using a credit/debit card
- In person at a One Stop Shop
- In person at a Post Office
- Sending a cheque by post

27. If you do not use direct debit for all your Council Tax and Rent payments to the Council, please tell us why? (Please tick all that apply)

- I already use Direct Debit for all my payments
 - I don't have a bank account
 - My bank account does not let me use Direct Debit
 - I'm not sure what Direct Debit is
 - I don't know how to set up a Direct Debit
 - I wouldn't mind paying by Direct Debit, but I've never thought about it
 - The dates available for the payment of Direct Debt do not suit me
 - I prefer to pay in person because I get a receipt
 - I prefer to pay in person because it gets me out of the house
 - I prefer to have more control over how much money goes out of my bank account and when the payments are made
 - Other reasons (Please tell us what they are)
-
-

28. Would you prefer to pay by any of these methods if they become available in future?
(Tick a maximum of two)

- At a local shop such as a newsagent or supermarket
 - By Text message, using my mobile phone
 - By PayPal
 - Through my Credit Union account
 - No, I'm happy with the way I pay at present
 - Other method (please tell us how)
-
-

Section 5: Car Parking

Some spaces in Falkirk Council's Pay & Display car parks are reserved for disabled users. These questions will help us ensure that we are meeting the needs of everyone who uses our car parks.

29. Do you or a member of your family have a Blue Badge (which allows parking in disabled parking spaces)?

- Yes
- No

30. What do you think about the number of disabled parking spaces in Falkirk Council's town centre Pay & Display car parks? Are there....

- Too many
- The right number
- Too few
- Don't know

31. In Falkirk Council's Pay & Display car parks, do you think disabled Blue Badge holders should...

- Continue to have free parking
- Pay the ordinary parking charges

Section 6: About You

We ask these questions each time, so that we can break down the results by area, age, etc. where necessary. You do not have to answer these questions, but it will help us if you do.

32. What is your postcode

33. Are you...

Male Female

34. How old are you?

Under 16 16-24 25-44
 45-64 65 -74 75 or over

35. Do you consider yourself to be disabled?

Yes No

36. Citizens Panel surveys can also be completed online. This is cheaper for the Council than paper copies and could be quicker for you. If you would be happy to complete future surveys online, please give us

Your name

Your email address (please print)

Thank you for taking the time to complete the questionnaire.



Falkirk Council