

A large, light green, stylized letter 'Q' is centered on the page. The 'Q' has a rounded top and a tail that ends in a small triangle pointing downwards and to the right. The number '10' is printed in a light green font on the tail of the 'Q'.

Citizens Panel Questionnaire  
March 2014

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Welcome to our tenth Citizens Panel questionnaire

**This survey asks about three different areas of the Council's work:**

## Help with Daily Activities

The Council provides some help and support with daily activities for frail older people, or people who need support because they are ill or disabled. The Government is introducing some changes to the way that support is arranged and we'd like to find out if you've heard about this.

## Library Services

The local libraries offer a wide range of services and activities as well as lending books. Falkirk Community Trust (which runs the libraries on behalf of the Council) wants to find out how much you know about these services, which ones you are most interested in, and what you would like to see from libraries in the future.

## Housing Services

The Council deals with many aspects of housing, such as providing houses to rent, repairs and adaptations to people's homes, registration of private landlords, Welfare Benefits and debt advice, and property factoring. At present, if you need to meet us to talk about any of these things you generally have to come into one of our offices, and may need to see different staff for different issues. We are looking at the possibility of changing this so that one officer could visit you at home and discuss all your housing questions at the same time. We'd like to know what you think about this.

**Your answers to this questionnaire will help the Council improve the way we provide services in future. Remember, all your answers are useful, so you don't need to answer all the questions if you don't want to.**

**Please let us have your completed questionnaire by 31 March 2014.**

## Section 1 Help with Daily Activities

Some people who are elderly, disabled or who have been ill may need help or support with daily activities such as washing, dressing, shopping, going out etc. The Council may be able to provide some help either to the person concerned or to the friends and family members who look after them.

The Government is changing the way support is provided and we want to find out if people know about this.

**1 Do you or anyone else in your household receive help or support with daily activities, either in your own home or in residential care?**

	Me	Someone else
Long-term support at home for an older person who is frail (aged 65 or over)	<input type="checkbox"/>	<input type="checkbox"/>
Long-term support at home because of a disability or illness	<input type="checkbox"/>	<input type="checkbox"/>
Temporary support at home to help recover after a period of injury or illness	<input type="checkbox"/>	<input type="checkbox"/>
Within a residential care home	<input type="checkbox"/>	<input type="checkbox"/>
Nobody in my household receives support with daily activities	<input type="checkbox"/>	<input type="checkbox"/>

**2 If you or someone in your household gets support is it MAINLY provided by:**

Please tick ONE box

- Falkirk Council
- Another organisation
- Friends or relatives
- Don't know
- No-one in my household gets support

**3 Do you help to look after someone who needs support because they are ill, disabled, recovering from a period of ill health or injury, or because they are older and frail?**

- Yes – they only get help from me or other friends and relatives
- Yes – they also get help from the council or another organisation
- No

**4 Do you or anyone else in your household receive Direct Payments for support with daily activities?**

- Yes
- No
- Don't Know

5 If you wanted to find out about how to get help with daily activities for yourself or someone else, what would you be most likely to do?

Please tick UPTO 3 boxes

- Phone the Council to ask
- Ask my social worker or support worker
- Ask friends or family
- Ask my housing officer
- Pick up a leaflet in a library, council office or one-stop shop
- Ask an advice agency or other charity
- Look on the Council website
- Other (please specify)

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6 Self Directed Support is a new way of arranging help and support which will start to be introduced in April 2014.

Have you ever heard of Self Directed Support? If so, please tell us how you first heard of it.

Please tick ONE box

- No - I have never heard of Self Direct Support
- Yes - I had a letter from the Council
- Yes - from my social worker or support worker
- Yes - from my club or day centre
- Yes - from school or college
- Yes - at an information event
- Yes - in the Council newspaper
- Yes - but I can't remember how I heard about it
- Yes - other (please specify)

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7 Do you have any other comments about help with daily activities or Self Directed Support?

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## Section 2: Library Services

Falkirk Community Trust, which runs the libraries on behalf of Falkirk Council, would like to find out more about what people would like from their local library.

8 Which of the following statements best describes you?

- I regularly use a library
- I occasionally use a library
- I've never really used libraries
- I used to use libraries but have stopped (please tell us why you stopped)

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9 Please tell us what you particularly like about the local libraries.

Please tick UPTO 3 boxes

- I can read a good selection of books for free
- They are friendly and welcoming places
- The children enjoy the activities
- The staff are helpful
- I can read the newspapers and magazines I like
- I can use a computer when I need to
- I can get help to use the computer
- I can research local history and my family tree
- I can study in peace
- I can download free e-books and magazines
- Other (please specify)

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10 If you rarely or never use the local libraries, please tell us why

Please tick UPTO 3 boxes

- The libraries are too far away
- I don't read many books
- The opening hours are inconvenient
- I never know when they're open
- I prefer to buy books rather than borrow them
- I prefer to download my books (eg onto a Kindle)
- It's difficult to park at the library
- I have to make a special trip to get there
- I don't have time to go
- They don't have the books I want to read
- Library books can be old or dirty
- I have young children and it's not convenient to bring them with me
- Fines
- Other (please specify)

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11 What would be the most convenient times for you to visit a library?

Please tick ALL THAT APPLY

	8.00–10.00	10.00–13.00	13.00–16.00	16.00–18.00	18.00–20.00
Monday - Friday	<input type="checkbox"/>				
Saturday	<input type="checkbox"/>				
Sunday	<input type="checkbox"/>				

12 Do you know about the following library services?

	Yes, I already use it	Yes, but I'm not interested	No but I would like to use it	No and I am not interested
Parent, baby & toddler activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's library and activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-books and magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free computer access & WiFi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local history and family trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home visits for people who are housebound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile library vans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CD and DVD Lending Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13 We are going to organise some small discussion groups to help us get a better idea of what people would like to see in their libraries. If you would like to take part in one of these groups please give us your name, address and contact details:

Name

Address

Phone

Email

14 Do you have any other comments about the local libraries?

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### Section 3: Housing Services

The Council is thinking of changing the way we provide some housing services, so that you would be more likely to have an appointment with an officer from the housing service at home, rather than coming in to a local office. We would like to be in a position where the officer will be able to discuss all your housing questions at the same time.

To help in planning these changes, we want to know what you would find most helpful.

15 Do you use any of Falkirk Council's housing services?

Please tick ALL THAT APPLY

- Renting a Council house
- Applying for a Council house
- Landlord Registration
- Homeless Services / the Accommodation Resource Centre
- Benefits advice
- Property factoring services
- Because of an anti-social neighbour
- Other housing services (please specify)

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No - I don't use any housing services (PLEASE GO TO SECTION 4, QUESTION 19)

16 If you need to meet an officer from the housing service would you prefer

- To be visited at home
- To come into a Council office
- Don't mind)

17 What times would be most convenient for an officer to visit you at home?

Please tick ALL THAT APPLY

- Weekday mornings
- Weekday afternoons
- Weekday evenings (up to 8.0 pm)
- Saturdays

18 If an officer visits you at home, which THREE things would you find most helpful?

Please tick UPTO 3 boxes

- Being able to book my appointment online
- I could pay my rent or other money I owe the housing service using my credit or debit card (eg, Council tax, rechargeable repairs etc)
- I could discuss all housing related issues with the officer (eg repairs, neighbours, applying for a change of home, landlord registration, benefits etc)
- The officer could check the progress of all applications, repairs, complaints, or other queries I have reported to the housing service
- The officer could tell me who to contact if I need to ask the Council about anything else
- The officer could copy any documents the Council has asked me to provide, and email them to the correct service within the Council (eg birth certificate, proof of earnings etc)
- I can complete an anonymous customer satisfaction survey while the officer is there
- Other (please specify)

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## Section 4: 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.

19 What is your postcode?

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20 Are you...

- Male                       Female

21 How old are you?

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

22 Do you consider yourself to be disabled?

- Yes                       No

23 Citizens Panel surveys can also be completed online. This is cheaper for the Council than paper copies and may be easier and quicker for you to complete.

Would you be happy to receive future surveys online?  
If so, please give us

Your Name

.....

Your email address (please print)

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Thank you for taking the time to complete this questionnaire.

## Feedback from Citizens Panel 9 (November 2013)

Many thanks to those of you who completed the last questionnaire which was sent out in November 2013. We received over 600 replies, which are still being analysed. We will let you know how we will use the information once this has been done.

Your responses to the key questions are summarised below.

### Using the internet and other technology

We asked about your use of new technology. Overall, about 75% of respondents regularly use the internet and mobile phones. But fewer use social media - between 58% and 83% rarely or never use YouTube, Facebook, Skype or Twitter.

We asked how you prefer to receive information about Council Tax, rent and Housing Benefit, and also how you like to give us information about these. Although a majority of respondents prefer to receive information about these by post, slightly fewer want to make a written application. And around a quarter preferred to receive information by email, but about 40% prefer to give us information online. (The remaining respondents didn't express a preference.)

### Communicating with the Council online

A little over half of respondents said it would be inconvenient if forms and other correspondence were only available on the internet or by email. Only a quarter said it would be more convenient, and the rest did not express a preference.

We asked whether you prefer to pay bills to the Council by cheque, over the phone, on line or through online banking. Respondents were almost equally divided about their preferred methods.

The next section of the questionnaire related to our online payment facility. Two thirds of respondents had not heard of this. Only one third of the people who knew about it said they had used it although the majority of them used it only than once or twice a year. The most common reasons for using the facility was to make payments to a child's school, or for paying Council Tax. Feedback on the facility was generally positive with about 80% of those who had used it saying it was easy to use.

### Community Councils

The final section of the questionnaire asked about Community Councils. Overall the survey results showed that there is relatively little knowledge or understanding about community councils. Two out of three respondents (66%) said they don't know if there is one in their area and four out of five (79%) were unaware of the recent community council elections.

**We are currently reviewing all these findings and will report back in due course.**



### 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