

A large, light orange, stylized letter 'Q' graphic 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 text is centered within the main body of the 'Q'.

Citizens Panel Questionnaire  
December 2014

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# Falkirk Council Citizens Panel December 2014

Welcome to this Citizens Panel questionnaire

**This survey asks about three different areas of the Council's work and one regarding Fire and Rescue Services in your local area:**

## **Falkirk Council Budget Plans (Pages 2 - 3)**

We are consulting on the Council's budget plans for 2015-2018. We need to save a total of £40 million over the next three years. We are looking for your feedback on a number of options.

## **Our Parks and Open Spaces (Pages 4 - 11)**

In the year that the Helix opened we are looking at how people use our local parks and open spaces, such as woodlands and the canals. There are a few questions on the five big parks, such as the Helix, Callendar Park, the Falkirk Wheel and Muiravonside, as well as our smaller local parks and our outside spaces.

## **Local Fire and Rescue Plan (Pages 11)**

On behalf of **Scottish Fire and Rescue Services** we are asking some questions on fire and rescue issues in your local area. The information you provide will help the local Fire & Rescue Service team to meet your needs.

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

**Please let us have your completed questionnaire by 17th January 2015.**

## Section 1

### Falkirk Council Budget Plans

We are planning our budget for 2015/18. Our annual budget is around £332 million. But over the next three years, we need to save a total of £40 million, on top of the £50 million we have saved over the past five years. This is a big gap and we are carrying out a full review of what the Council spends.

Areas we are looking at include:

- o Modernising service delivery and being more efficient
- o Reducing what we have to pay out while increasing our income
- o Changing, reducing or stopping some services

We are looking at the different ways we could do this. These include:

- o Providing the same services at less cost, for example through greater use of technology
- o Reducing costs by reducing the number of Council offices and other buildings
- o Increasing charges for some services, or introducing them for others

We are also looking at options which are likely to reduce services such as:

- o Reducing the number of people who receive some services
- o Stopping some services that we are not obliged to provide i.e. those that are discretionary rather than statutory
- o Looking at the workforce we will need in the future. This is important as 60 per cent of our budget is spent on our workforce.

All of these might affect you in different ways. So we'd really like your views on what you think our priorities should be.

#### 1 Thinking about charges for some services

(for example special uplift, parking charges), would you prefer:

- A fairly large increase and/or the introduction of new charges, with fewer cuts in services
- A small increase and/or fewer new charges, with some cuts in services
- No increase or new charges, with bigger cuts in services
- Don't know

#### 2 Thinking about our local offices and buildings (for example, One-Stop Shops, Community Halls, Housing Offices) how often on average do you visit a Council building?

- Weekly
- Monthly
- Yearly
- Never

#### 3 Do you think the Council should look at how savings can be made by better use of its public buildings, for example reviewing opening hours, moving some services or sharing buildings with other organisations?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

#### 4 More people are choosing to contact us by e-mail or phone rather than visit offices in person. Should we reduce the number of local offices we have to save money?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

#### 5 It is cheaper to provide services online rather than in person or by phone. Should more services be available online to reduce costs?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

6 How would it affect you if the following changes were made:

	Very inconvenient	Slightly inconvenient	More convenient	No Impact	Don't know
Reduce opening hours	<input type="checkbox"/>				
Close some buildings but move some of the services to nearby buildings	<input type="checkbox"/>				
Close/reduce the hours of some buildings and provide more services by telephone through the Council Contact Centre	<input type="checkbox"/>				
Close/reduce the hours of some buildings and provide more services through email and the Council website, e.g. online payments	<input type="checkbox"/>				
Reduce the number of phone lines and deal with most enquiries and complaints through email and the Council website	<input type="checkbox"/>				

7 Any other comments

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8 Would you be interested in taking part in a small discussion group to talk about the Council's budget plans for 2015-18?

- I do not want to take part in a discussion group
- I would like to take part in a discussion group

**More information about the budget options the Council is considering can be found at [www.falkirk.gov.uk](http://www.falkirk.gov.uk).**

**Please give us your name and e-mail address**

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## Section 2

### Our Parks and Open Spaces

Falkirk Council is developing a plan for our parks and open spaces. We'd like to know how you use them, and what you think we can do to improve them. The next three parts of the questionnaire ask you separately about the large parks, the smaller and more local parks, and other types of outdoor spaces.

This section asks about our five large parks - Helix, Falkirk Wheel, Callendar, Muiravonside and Kinneil.

#### 1 How often do you visit one of the five large parks?

- Every day
- Several times a week
- Once a week
- Several times a month
- Once a month
- About 4 or 5 times a year
- Less than 4 times a year
- Never (Please go to Question 8)
- Don't know

#### 2 Compared to five years ago, do you think the large parks are now

- Better
- About the same
- Worse
- Don't know

Please tell us why you say that?

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#### 3 Which of the large parks did you visit most recently?

(Please tick one)

- Helix
- Falkirk Wheel
- Callendar Park
- Muiravonside Park
- Kinneil Park

**4 Thinking about that visit, why did you go there?**

(Tick all that apply)

- Go for a walk
  - Take visitors from outside the Falkirk area
  - Use the play park
  - Take the children out
  - Play sports
  - Use the café
  - Have a picnic
  - Go for a bike ride
  - Walk the dog
  - Go for a run
  - Look at wildlife
  - Anything else (Please specify)
- .....
- .....

**5 Thinking about that visit, how did you get there?**

- On foot
- By bicycle
- On the bus
- By car or motorbike

**6 Thinking about that visit, about how long did it take you to get there?**

- Up to 5 minutes
- Up to 10 minutes
- Up to 15 minutes
- Up to 30 minutes
- More than 30 minutes

**7 Thinking about that visit, how long did you spend there?**

- Under half an hour
- Between half an hour to one hour
- Between one hour and two hours
- Over two hours

**8 Thinking about the facilities you used during that visit, how satisfied were you with:**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
a. Maintenance of the open space	<input type="checkbox"/>				
b. Parking arrangements	<input type="checkbox"/>				
c. Public transport links	<input type="checkbox"/>				
d. Café	<input type="checkbox"/>				
e. Play facilities	<input type="checkbox"/>				
f. Information about the park, wildlife etc.	<input type="checkbox"/>				
g. Paths	<input type="checkbox"/>				
h. Sports pitches	<input type="checkbox"/>				
i. Please tell us why you are particularly satisfied or dissatisfied					

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This section asks about all the other parks in the Falkirk Council area. Thinking about these smaller or more local parks

**9 How often do you visit one of the local parks?**

- Every day
- Several times a week
- Once a week
- Several times a month
- Once a month
- About 4 or 5 times a year
- Less than 4 times a year
- Never (Please go to Question 14)
- Don't know

**10. Compared to five years ago, do you think the local parks are now**

- Better
- About the same
- Worse
- Don't know

Please tell us why you said that?

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**11 Thinking about your most recent visit to a local park, why did you go there?**  
(Tick all that apply)

- Go for a walk
- Take visitors from outside the Falkirk area
- Use the play park
- Take the children out
- Play sports
- Use the café
- Have a picnic
- Go for a bike ride
- Walk the dog
- Go for a run
- Look at wildlife
- Anything else (Please specify)

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**12 Thinking about that visit, how did you get there?**

- On foot
- By bicycle
- On the bus
- By car or motorbike

**13 Thinking about that visit, how long did it take you to get there?**

- Up to 5 minutes
- Up to 10 minutes
- Up to 15 minutes
- Up to 30 minutes
- More than 30 minutes

**14 Thinking about that visit, how long did you spend there?**

- Under half an hour
- Between half an hour to one hour
- Between one hour and two hours
- Over two hours

**15 Thinking about the facilities you used during that visit, how satisfied were you with:**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
Maintenance of the open space	<input type="checkbox"/>				
Parking arrangements	<input type="checkbox"/>				
Public transport links	<input type="checkbox"/>				
Café	<input type="checkbox"/>				
Play facilities	<input type="checkbox"/>				
Information about the park, wildlife etc.	<input type="checkbox"/>				
Paths	<input type="checkbox"/>				
Sports pitches	<input type="checkbox"/>				

Please tell us why you said this:

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Please now think about the other outdoor spaces in the Falkirk Council area, such as nature reserves, the canals or woodland areas. Thinking about these other types of outdoor spaces:

**16 How often do you visit one of these outdoor spaces?**

- Every day
- Several times a week
- Once a week
- Several times a month
- Once a month
- About 4 or 5 times a year
- Less than 4 times a year
- Never (Please go to Question 20)
- Don't know

**17 Compared to five years ago, do you think the outdoor spaces are now**

- Better
- About the same
- Worse
- Don't know

Please tell us why you say that?

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**18 Thinking about your most recent visit to an outdoor space, why did you go there?**  
(Tick all that apply)

- Go for a walk
- Take visitors from outside the Falkirk area
- Use the play park
- Take the children out
- Use the café
- Have a picnic
- Go for a bike ride
- Walk the dog
- Go for a run
- Look at wildlife
- Anything else (Please specify)

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**19 Thinking about your most recent visit to an outdoor space, how did you get there?**

- On foot
- By bicycle
- On the bus
- By car or motorbike

**20 Thinking about that visit, how long did it take you to get there?**

- Up to 5 minutes
- Up to 10 minutes
- Up to 15 minutes
- Up to 30 minutes
- More than 30 minutes

**21 Thinking about that visit, how long did you spend there?**

- Under half an hour
- Between half an hour to one hour
- Between one hour and two hours
- Over two hours

**22 Thinking about the facilities you used during that visit, how satisfied were you with:**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
Maintenance of the open space	<input type="checkbox"/>				
Parking arrangements	<input type="checkbox"/>				
Public transport links	<input type="checkbox"/>				
Café	<input type="checkbox"/>				
Play facilities	<input type="checkbox"/>				
Information about the park, wildlife etc.	<input type="checkbox"/>				
Paths	<input type="checkbox"/>				
Sports pitches	<input type="checkbox"/>				

Please tell us why you said this:

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The final section asks you to think about ALL the parks and outdoor spaces in the Falkirk Council area.

**23 In general, thinking about all our parks and outdoor spaces, what do you like best?**

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**24 If you rarely or never use the parks or open spaces, can you tell us the main reasons why not? (Tick all that apply)**

- I don't like outdoor activities
- They're too far away
- There's too much dog mess
- I don't feel safe
- There's too many children
- They're not very well kept
- There's too many bikes on the paths
- I don't like sports
- The children's play areas aren't very good
- There's nothing for me to do
- There's nothing for my children to do
- Other please specify

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25. What do you think the Council's TOP priority for spending on parks and open spaces should be? (please tick ONE box)

- The five big parks which are used by tourists and people from the whole of Falkirk
- Local parks and open spaces that are used mainly by local people
- Parks and open spaces in areas of social disadvantage
- The towns or villages which have poorer quality parks and open spaces
- Creating new parks and open spaces in areas which do not have them

## Section 4 Local Fire and Rescue Plan

The Scottish Fire and Rescue Service would like to prioritise local fire and rescue issues in your ward area so that they can put in place targeted activities to reduce these accidents.

Using a scale of High, Medium or Low, where Low is not a problem and High is a very big problem, please indicate if any of the following are perceived to be a problem in your local area.

1 Please provide your full postcode:

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	High	Medium	Low
2 Accidental dwelling fires - accidental fire that occur in people's homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Fire fatalities and casualties - people who are killed or injured due to a fire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Deliberate fire setting - fires started on purpose either outside or in a building e.g. grass/refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Fires in non-domestic property - fires in buildings other than in people's homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Casualties from non-fire emergencies - people who are killed or injured due to road traffic collisions, trapped in machinery, rescued from water of height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Unwanted fire alarm signals - False fire alarms in buildings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Your Name

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Your email address (please print)

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Thank you for taking the time to complete this questionnaire.  
Please return it by **17th January 2015**







### 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