

A large, light blue letter 'Q' graphic is centered on the page. The 'Q' has a rounded top and a tail that ends in a small arrowhead pointing to the right. The text is centered within the main body of the 'Q'.

Citizens Panel Questionnaire  
March 2015

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Falkirk Council Citizens Panel  
February 2015

Welcome to this Citizens Panel questionnaire

**This survey asks about Housing with Care, Housing Repair and Alterations, and Self Directed Support in your local area.**

**Please return your completed questionnaire by 20 March 2015.**

Section 1  
Housing with Care in Falkirk Council

We are consulting widely to ensure that we are providing the right services for older people's housing to make sure we get it right for the future. The following questions will help with this planning.

In Falkirk Council we use Housing with Care as a name for specialist housing for older people. There are three levels of Housing with Care for people who are aged 60 or over or whose partner is aged 60 or over

- o **Housing with Care 3** - amenity housing - does not have staff present or communal facilities
- o **Housing with Care 2** – sheltered housing - has staff present and communal facilities
- o **Housing with Care 1** - very sheltered housing which provides meals, has staff present and has communal facilities

Communal facilities are areas which can be used by all residents for events such as bingo, keep fit and lunch clubs

1.1 Have you heard of Housing with Care before?

- Yes                       No                       Don't Know

1.2 Do you think the name of 'Housing with Care' should remain?

- Yes                       No                       Don't Know

1.3 If you have answered no to Q1.2 what do you think it should be called?

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1.4 If residents agreed, do you think that the communal areas within the Housing with Care buildings could be used by the local community?

- Yes                       No                       Don't Know

1.5 If you have answered yes to Q1.4 what do you think they should be used for?

Please tick all that apply

- Visiting district nurses                       Social Activities  
 Health check clinics                       Other Council Services

1.6 Did you know that Falkirk Council assesses people for Housing with Care?

- Yes                       No                       Don't Know

**1.7 Do you think people under the age of 60 should be considered for Housing with Care if they meet the needs assessment?**

- Yes                       No                       Don't Know

A wet floor shower room replaces the shower enclosure with a wet room. A shower drain is inset into a gently sloping floor in place of a shower tray. A wet floor shower room makes it easier for people who are struggling to manage into a bath or to climb into a shower cubicle.

**1.8 Do you think that the bathrooms in Housing with Care Level 1 & 2 should have a wet floor shower rather than a bath?**

- Yes                       No                       Don't Know

**1.9 Would you consider living in Housing with Care in the future?**

- Yes                       No                       Don't Know

**1.10 Please explain why or why not you would consider living in Housing with Care**

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**1.11 Do you think more Housing with Care is needed?**

- Yes                       No                       Don't Know

**1.12 How would you like information on Housing with Care in the future?**

- Booklet                       Local Newspaper                       Falkirk Council News  
 Falkirk Council Website                       Visit a Council Office  
 Other (please specify)

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## Section 2 Housing Repair and Alterations

We would like to ask you some questions about some physical changes to housing.

The aim of Care and Repair is to give help and support to home owners and private tenants to adapt, maintain, repair or improve their homes.

**2.1 Have you heard of our Care and Repair Services?**

- Yes                       No                       Don't Know

Falkirk Council's Home Energy Strategy hopes to improve the energy efficiency of your home regardless of whether you are a council tenant, owner of your own home or rent from a private landlord. It aims to reduce fuel costs by taking, for example, steps to insulate your home.

**2.2 Before you read this did you know the Council could help with energy efficiency?**

- A Lot                       A Little                       Not Much                       Nothing

## Section 3

### Self Directed Support

Self Directed Support is a way of arranging help and support that was introduced in April 2014. This can help people with support needs due to frailty, disability or illness do daily activities such as washing, dressing, shopping or going out.

We asked you a set of questions on this topic in March 2014 and we would like to ask some follow-up questions to see if we have helped raise people's awareness of Self Directed Support.

#### 3.1 Have you received information on Self Directed Support in any of the following formats? (Please tick as many boxes as relevant.)

- No - I have never heard of Self Directed Support
  - Yes - I completed the Citizens' Panel in March 2014
  - Yes - I received a Council leaflet
  - Yes - from my social worker or support worker
  - Yes - at my GP surgery
  - 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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#### 3.2 Do you or does someone in your household receive any help or support with daily activities, either in your own home or in residential care?

- Long-term support at home for an older person who is frail (aged 65 or over)
- Long-term support at home because of a disability or illness
- Temporary support at home to help recover after a period of injury or illness
- Within a residential care home
- Nobody in my household receives support with daily activities

#### 3.3 How would you get information on the support available for daily activities, either for yourself or someone else? (Please tick as many boxes as relevant.)

- Look on the Council website
  - Phone up 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, one-stop shop or community centre
  - Ask an advice agency or other charity
  - Other (please specify)
-

## 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.

### 4.1 What is your postcode?

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### 4.2 Are you...

Male                       Female

### 4.3 How old are you?

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

### 4.4 Do you consider yourself to be disabled?

Yes                       No

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 01324-506032.

Would you be happy to receive future surveys by email to complete 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 20 March 2015

# Feedback

## Result of Citizens Panel Survey 12

### Falkirk Council Budget Plans

**We asked** for your feedback on some options being considered as part of the Council's budget for 2015/18. Our annual budget is around £332 million but over the next three years we need to save c£46m on top of the £70m we have already saved over the past eight years. Some of the options being looked at include providing services at a lower cost by greater use of technology, reducing costs by reducing the number of Council offices and other buildings, and increasing charges for some services or introducing them for others,

**You said:** 80% of you said you would prefer increases to some service charges, for example special uplifts or parking, than cuts in service. 72% never visit a Council building or visit only once a year and 94% strongly agree or agree that we should make savings through better use of our buildings. 63% strongly agree or agree that we should reduce the number of local offices. 63% of people also felt there would be no impact on them if we reduced our opening hours and 62% felt there would be no impact if some buildings were closed and services moved elsewhere.

66% agreed or strongly agreed that services should be available online to reduce costs. 67% felt it would be more convenient, would have no impact on them or would be only slightly inconvenient if the number of phone lines was reduced and more complaints and enquiries were dealt with through e-mail and our website. Against this, 30% would find this very inconvenient.

**We did:** The findings of the Citizens Panel consultation and the other consultations we did on the budget were included in a report to Falkirk Council's budget meeting on 11th February. The other consultation included a survey on the website and specific focus groups. You can access the full budget papers here: <http://www.falkirk.gov.uk/budgetreport>. The budget consultation results are in Appendix 5.

### Our Parks and Local Spaces

**We asked** how often you use larger parks, local parks and open spaces in the Council area, and what you use them for. We asked you how satisfied you are with the facilities, upkeep and information there. Last, we asked you what you felt should be the Council's top priority for spending on parks and open spaces.

**You said:** Around a fifth of survey respondents (18%) visit local parks more than once a week. Around 40% of respondents visit larger parks between once a week and once a month. A third of people who answered use other spaces more than once a month. Around half of the people who answered the survey (52%) thought that the five larger parks were better than they were five years ago, whilst a third (31%) felt that they were the same. Around 1 in 10 respondents (9%) felt that larger parks were worse. Two-thirds of people who responded (76%) felt that local parks were either the same or better as five years ago. However, 17% of people felt that local parks had gotten worse in that period. Most people (83%) thought other outdoor spaces have stayed the same or improved in the last five years, whilst 8% thought they had gotten worse.

Of our larger parks, respondents visited the Helix and Callendar Park most often. The most common reason for visiting local or larger parks, or open spaces, was to go for a walk. People are most likely to have a picnic, use the café and take visitors from outside the Falkirk area to one of the large parks. People said they are most likely to take their children out, use a play park or take their dog for a walk in a local park. Many respondents identified dog fouling and cyclists as impacting upon their use of parks. Some respondents noted they did not go to parks or open spaces due to health problems, disability or old age.

Spending on the five big parks used by tourists and people from the whole of Falkirk was identified as the key spending priority by respondents.

**We did:** The Citizens' Panel questions formed part of a programme of community and stakeholder engagement set out by the Council's Policy Development Panel for the review of the Council's Open Space Strategy and Parks Development Plan. The Open Space Strategy and Parks Development Plan will set out a long term strategy for the improvement of over 600 parks, and open spaces across the Council area. The results of the questionnaire will be used to inform the production of a consultative draft Open Space Strategy and Parks Development Plan, which is intended to be put out for consultation over the summer of 2015.

## Local Fire and Rescue Plan

**We asked** some questions on behalf of Scottish Fire and Rescue Services.

**You said:** All the responses provided by the Citizens Panel were passed on to Scottish Fire and Rescue for consideration. The feedback will help them prioritise local fire and rescue services in your local area so they can put in place plans to reduce fire accidents.

**We did:** The information you provided will help Scottish Fire and Rescue Service in the Council area meet your needs.

## Result of Citizens Panel Survey 11

### Development Planning

**We asked** if you had heard anything about, or been actively involved in, the Local Development Plan which the Council has been preparing.

**You said:** Nearly a third of respondents (31%) had heard of the Local Development Plan, but only 3% actually took part in the consultations. For those who knew about the plan, the reasons most commonly given for not getting involved were that people thought their involvement wouldn't make a difference to the decisions, or that they trusted the Council to make the best decisions.

**We also asked** whether people would be interested in being involved in the Local Development Plan in the future, which topics they would be interested in, and how they would like to find out about the plan.

**You said:** Most people (83%) said they would like to be involved in discussions on future Local Development Plans. Topics that interested people most were parks and greenspace, housing, town centre developments, energy related development and green belt. The most popular way of finding out about the plan was through postal or e-mail updates. 529 respondents supplied their details in order to be kept informed.

**We did:** The results show there is interest in Local Development Plans, but many people are not aware of them, and even fewer people actually get involved. In drawing up our plans for consultation on the next Local Development Plan, we will place greater emphasis on the consultation techniques that you prefer, and the topics you were most interested in. In the meantime, all the respondents who wished to be added to our mailing list will receive a newsletter once or twice a year.

### Management of Cemeteries and Crematorium

**We asked** for your views on our Cemeteries Rules and Regulations as these were being reviewed.

**You said:** The responses from the Panel indicated that three quarters (77%) of panel members responding did not know about the Cemetery Rules and Regulations and/or were not aware of what they said. Two thirds (64%) of respondents thought areas for memorial trees and benches should be provided within our burial grounds and 63% of respondents thought that taller headstones should not be permitted because of safety considerations. Around 150 respondents volunteered to come along to a discussion group to talk about some of the issues in more detail.

**We did:** Bereavement Services organised three discussion groups, and invited all those who had expressed an interest. We will use the information and ideas gained from these sessions along with the citizens panel responses to assist in developing revised Cemetery Rules & Regulations. We will also ensure that the revised Rules are better publicised in future.



**Falkirk Council**

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