

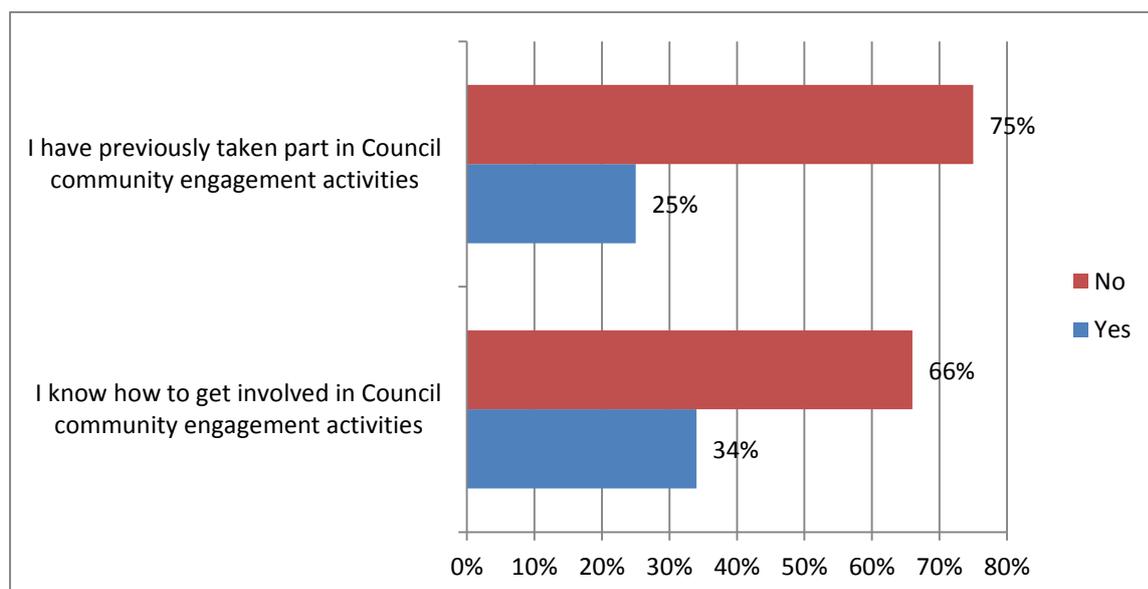
## Communications and Participation survey results

We ran a survey, between 15<sup>th</sup> August 2018 and the 26<sup>th</sup> September 2018, to ask the public how they want to receive news and information from the Council and how they want to have their say in Council decision making. The results of this survey will be used to inform the Council's approach to community engagement and communications. The results are presented below.

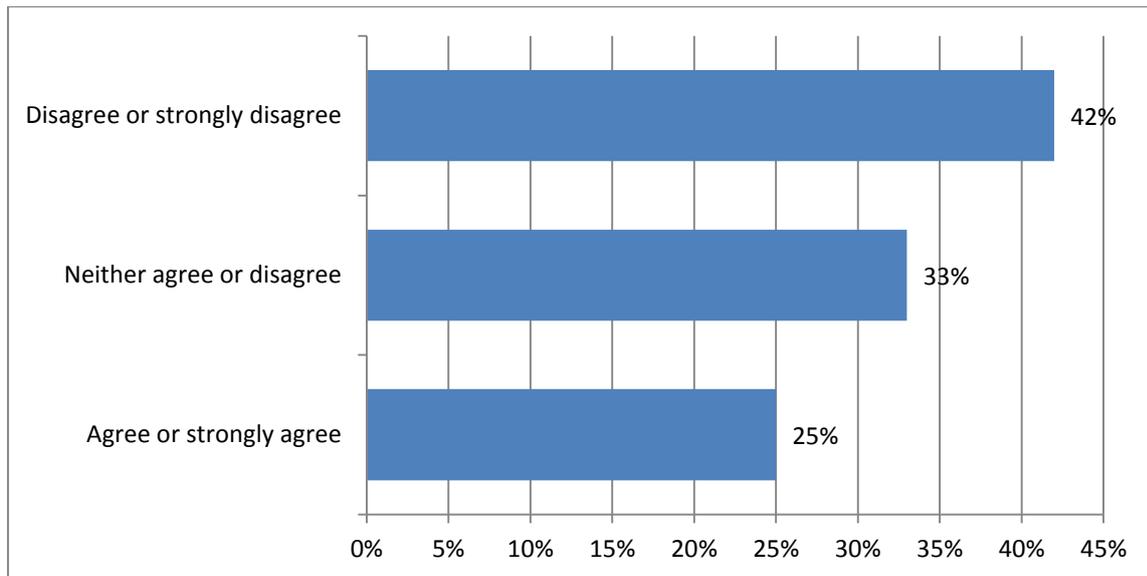
### Getting involved in decision making

We asked respondents if they would like to be involved in making decisions that affect them and their local area. 97% said yes. As Figure 2 and Figure 3 show, however: only 34% of respondents know how to get involved in Council community engagement; only 25% of respondents have been previously taken part in Council community engagement activities; and just 25% agree or strongly agree that the Council consults with, and involves, the people and organisations directly affected by Council decision making.

**FIGURE 1: RESPONDENT KNOWLEDGE OF AND PARTICIPATION IN COUNCIL COMMUNITY ENGAGEMENT**

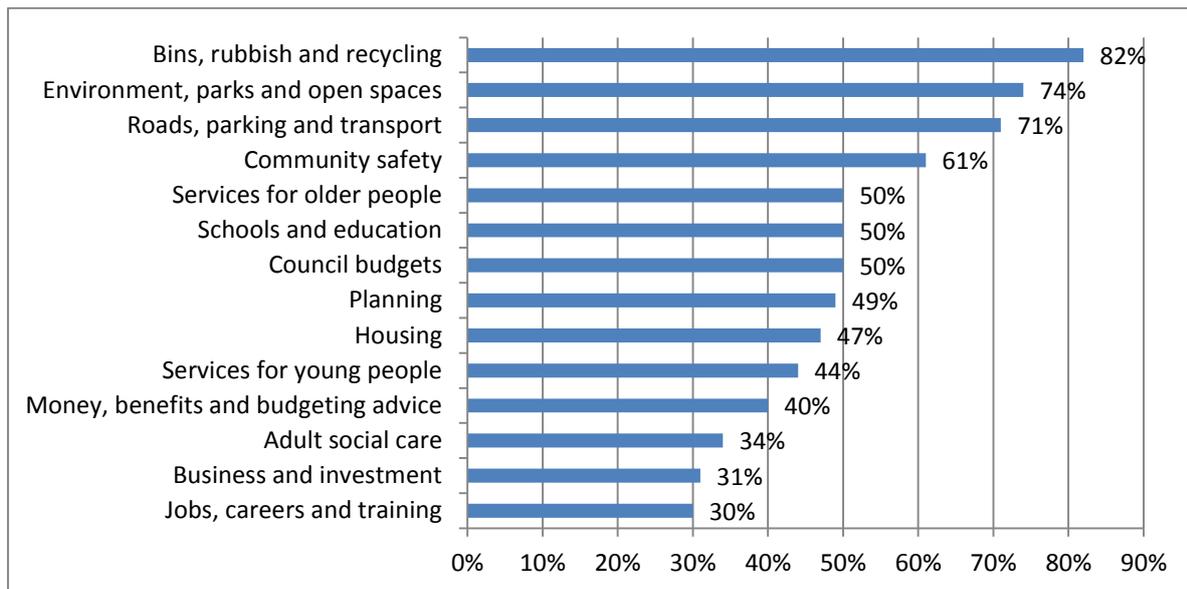


**FIGURE 2: THE COUNCIL CONSULTS WITH, AND INVOLVES, THE PEOPLE AND ORGANISATIONS DIRECTLY AFFECTED BY COUNCIL DECISION MAKING**



Respondents were asked which services they would like to be involved in making decisions about. As can be seen in Figure 4, the results suggest that the public have a particular interest in being involved in decisions made about: Bins, rubbish and recycling (82%); Environment, parks and open spaces (74%); Roads, parking and transport (71%); and Community safety (61%). They were least interested in being involved in decisions made about Adult social care (34%), Business and investment (31%) and Jobs, Careers and Training (30%).

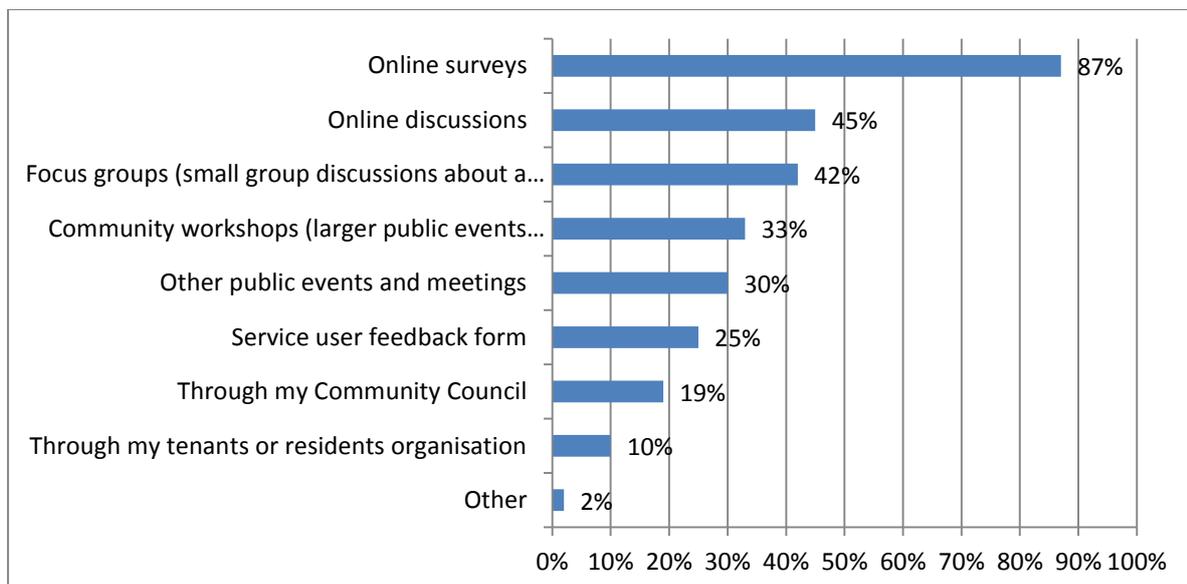
**FIGURE 3: I WOULD LIKE TO BE INVOLVED IN MAKING DECISIONS ABOUT THE FOLLOWING SERVICES**



## Methods of engagement

We asked respondents through which methods they would like to be involved in decision making. As Figure 5 shows, an overwhelming majority (87%) of respondents would like to use online surveys to have their say in Council decision making. This was followed by online discussions (45%) and focus groups (42%).

**FIGURE 4: HOW WOULD YOU LIKE TO BE INVOLVED IN DECISION MAKING?**



## **Citizens Panel**

We asked respondents whether they would be interested in joining the Council's existing Citizens Panel. The Citizens Panel is made up of local people who have volunteered to respond to a range of online surveys throughout the year. The surveys provide feedback on Council services, as well as information about the needs of local communities and other issues. This information helps the Council improve its services and make sure it is meeting the needs of local communities. 64% of respondents said the Citizens Panel is something they would like to be part of.

For many respondents, the Citizens Panel offers a convenient way to get involved in decision making. As one respondent explained:

Online surveys are an ideal way for me to be involved...there are many demands on my time, but I could complete online surveys whenever it is convenient for me. I'd love to be involved in face-to-face meetings and focus groups but simply don't have the time - online surveys would mean my voice could still be heard.

## **Co-design**

We asked respondents whether they would be interested in participating in the co-design of Council services. Co-design is a different approach to designing services in which the Council and the public work in collaboration. The Council and the public, therefore, work together from the very start of the design process right through to the finished product. This means that the knowledge and experiences of communities and service users are put at the centre of every stage of service design. Opinion on

co-design was split, with 54% of respondents interested in getting involved and 46% of respondents uninterested.

For those respondents who said they would not like to be involved in co-design, the main reason given was the amount of time they would have to commit to co-design projects. It was noted that this may lead to the projects being unrepresentative. As one respondent explained, 'these groups can become skewed, with groups such as retirees, or the unemployed that have more "spare" time over represented'.

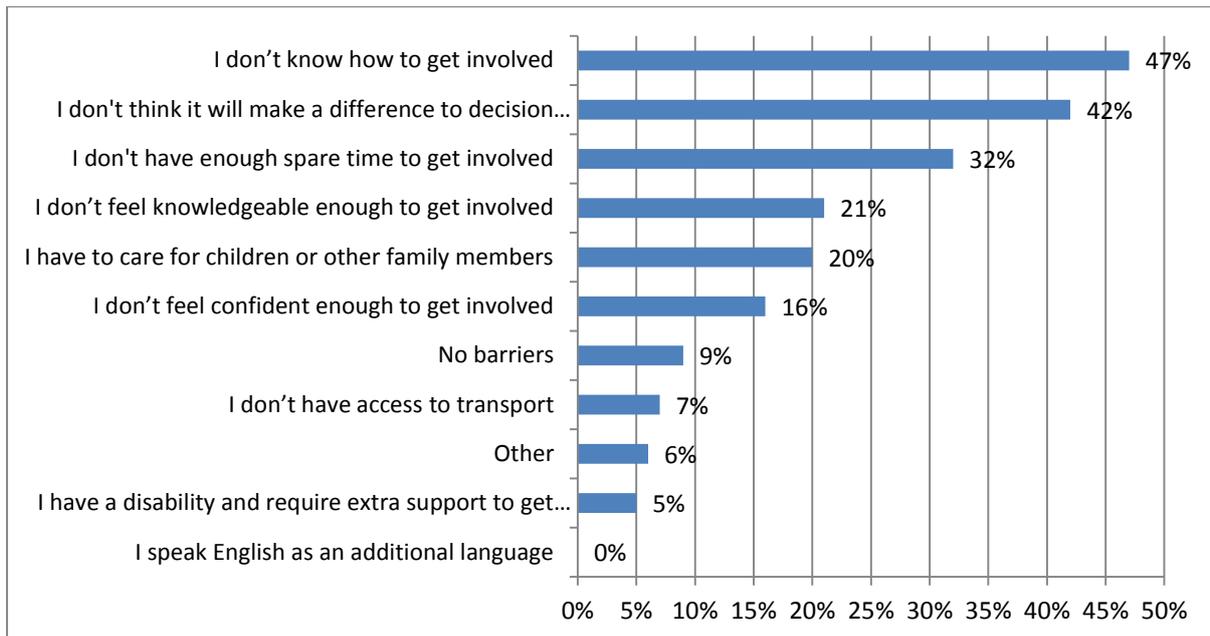
For those respondents who are interested in getting involved in the co-design of services, the main reason given was the benefits service user experience can bring to redesign of public services. As one respondent explained:

I think by getting support and assistance from the general public at the beginning, ideas and things that will/won't work well can be more easily discovered earlier on. It saves wasting money building services that may not be fit for purpose or having to tweak services considerably post-launch to fit community feedback.

## **Barriers to participation in community engagement**

We asked respondents which barriers, if any, prevent them from getting involved in community engagement activities. As Figure 6 shows, the biggest barriers to getting involved are: I don't know how to get involved (47%); I don't think it will make a difference to Council decision making (42%); and I don't have enough spare time to get involved (32%).

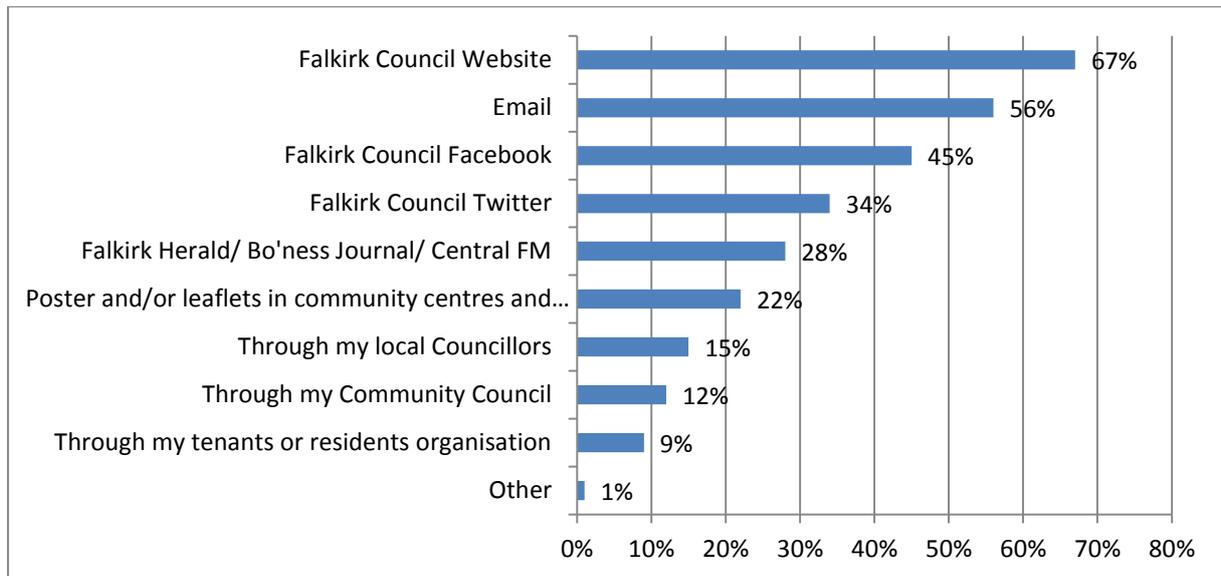
**FIGURE 5: WHICH BARRIERS, IF ANY, PREVENT YOU FROM GETTING INVOLVED IN COMMUNITY ENGAGEMENT ACTIVITIES?**



## Sharing information about community engagement

Only 25% of respondents know where they can access the results and outcomes of community engagement events. We asked respondents where they would like to find out about community engagement activities and their results. As Figure 7 shows, respondents prefer to receive information about community engagement through the Falkirk Council website (67%), email (56%) and Falkirk Council Facebook (45%).

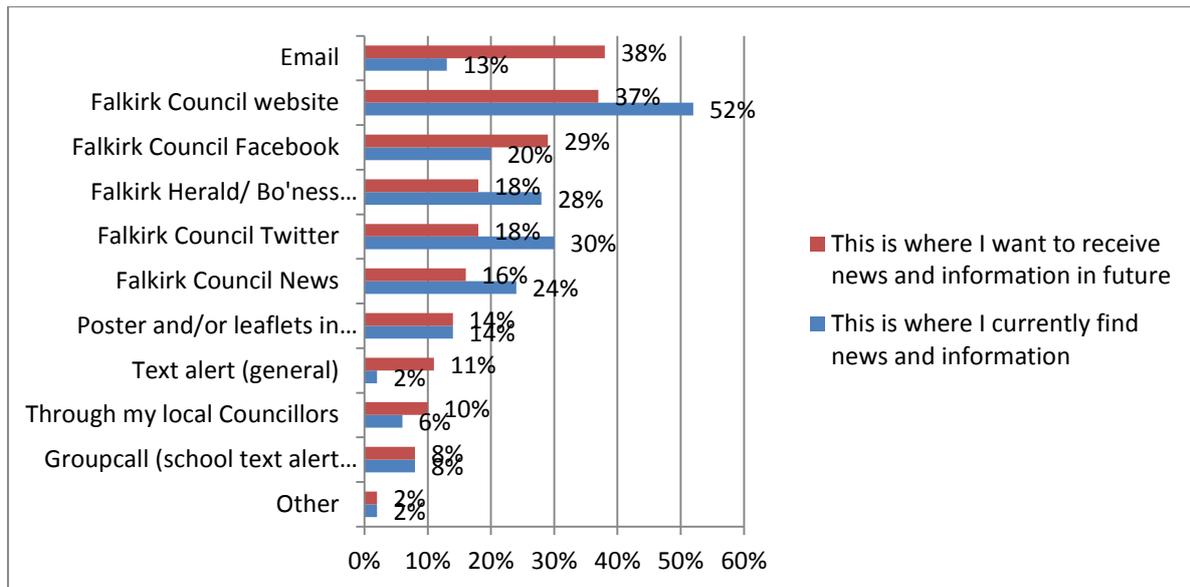
**FIGURE 6: WHERE WOULD YOU LIKE TO FIND OUT ABOUT COMMUNITY ENGAGEMENT ACTIVITIES AND THEIR RESULTS?**



## News and information

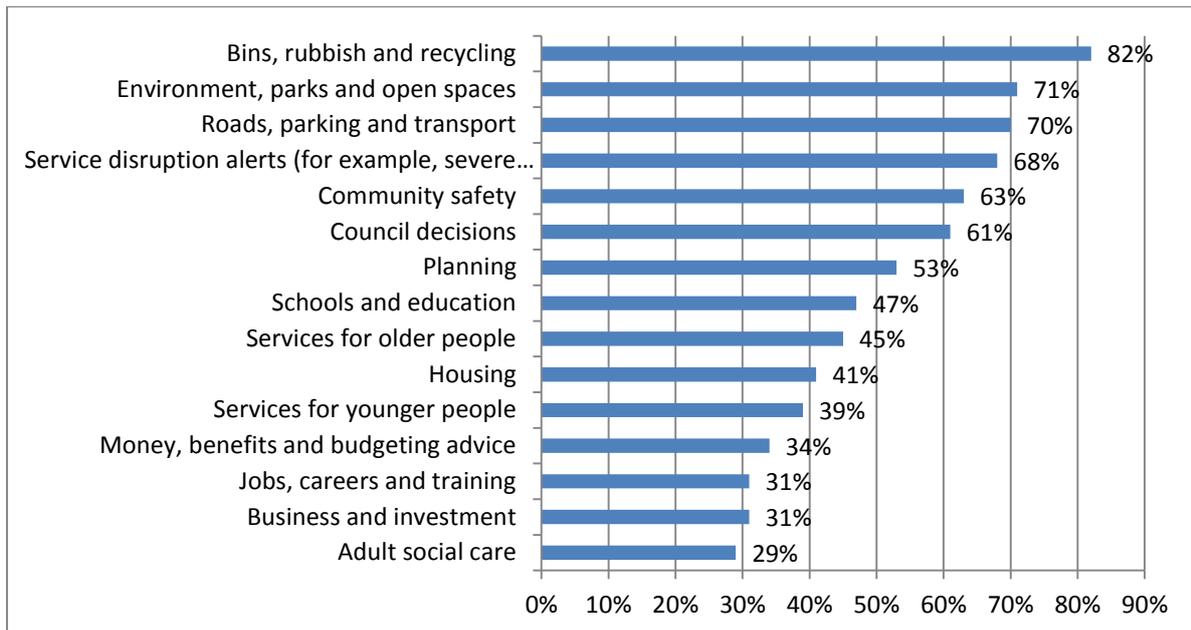
We asked respondents where they currently find news and information about the Council and where they would prefer to receive this information in future. As Figure 8 shows, respondents find most of their news and information on the Falkirk Council website (52%), Falkirk Council Twitter (30%), Falkirk Council Facebook (29%) and Falkirk Herald/ Bo'nness Journal/ Central FM (28%). In future, respondents said they would like to receive news and information via email (38%), Falkirk Council website (37%) and Falkirk Council Facebook (29%).

**FIGURE 7: WHERE DO YOU CURRENTLY FIND COUNCIL NEWS AND INFORMATION AND WHERE WOULD YOU PREFER TO RECEIVE THIS INFORMATION IN FUTURE?**



We asked respondents to tell us what areas they would like to receive news and information about. As Figure 9 shows, respondents' top areas were Bins, rubbish and recycling (82%), Environment, parks and open spaces (71%), Roads, parking and transport (70%), and Service disruptions (68%).

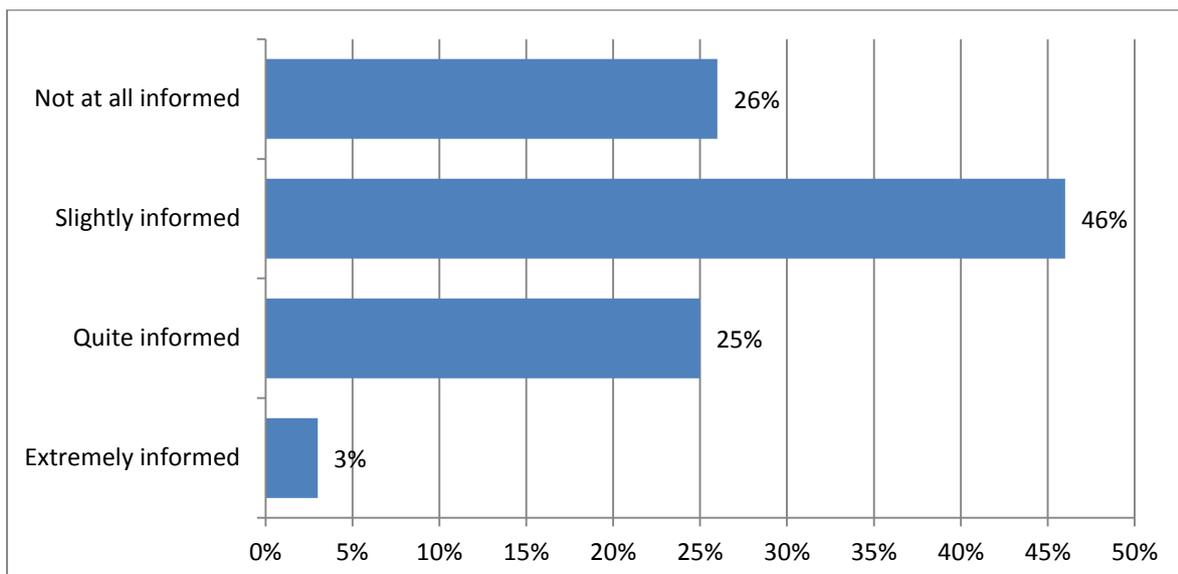
**FIGURE 8: WHICH OF THE FOLLOWING WOULD YOU LIKE TO RECEIVE NEWS AND INFORMATION ABOUT IN THE FUTURE?**



## Satisfaction with Council news and information

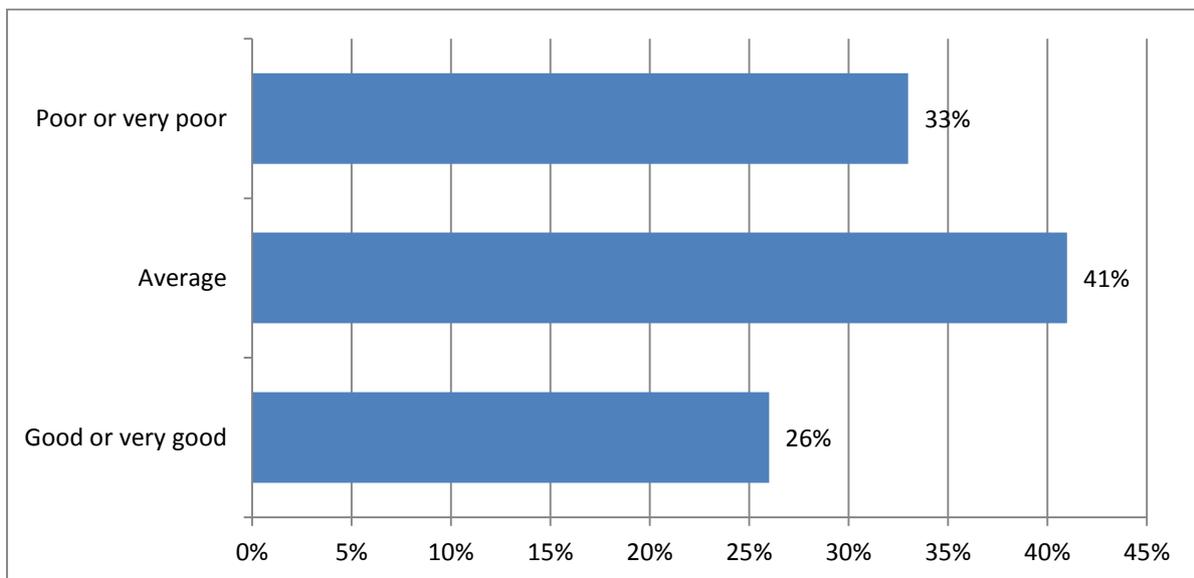
We asked respondents how informed they feel about the Council. As Figure 10 shows, the majority of respondents (46%) feel only slight informed.

**FIGURE 9: HOW INFORMED DO YOU FEEL ABOUT THE COUNCIL?**



We asked respondents to rate the usefulness of the information and news they currently receive from Falkirk Council. The majority of respondents (41%) rated it average.

**FIGURE 10: PLEASE RATE THE USEFULNESS OF THE INFORMATION AND NEWS YOU CURRENTLY RECEIVE FROM FALKIRK COUNCIL**



We asked respondents to rate their satisfaction with the frequency of information and news they currently receive from Falkirk Council. As Figure 12 shows, while the majority of respondents (42%) were neither satisfied nor dissatisfied, 38% were dissatisfied or very dissatisfied.

**FIGURE 11: PLEASE RATE YOUR SATISFACTION WITH THE FREQUENCY OF INFORMATION AND NEWS YOU CURRENTLY RECEIVE FROM FALKIRK COUNCIL**

