

Lincoln Citizens' Panel Survey November 2023 – Results Summary



**Lincoln
Citizens'
Panel**

Welcome to the Lincoln Citizens' Panel Survey November 2023 results summary.

The topics that respondents were asked their views on were as follows:

- Food Health & Safety
- Waste Management
- City Centre Bus Station
- Revenues and Benefits Service
- Cost of Living Support

The maximum number of respondents to each question was 432.

Additionally, for comments based questions, in some cases the comments provided cover more than one topic. In these instances, each comment has been placed under the topic with the greatest weighting.

Food Health & Safety

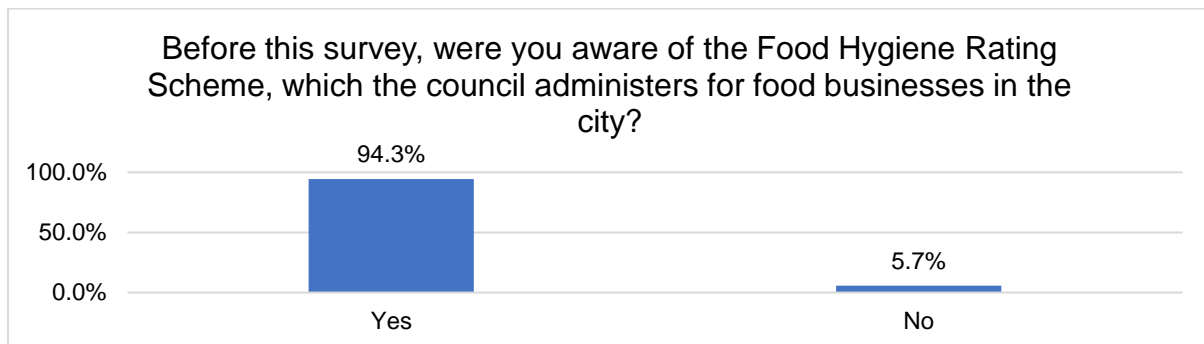


Figure 1

Figure 1 shows whether or not respondents were aware of the Food Hygiene Rating Scheme which the council administers for food businesses in Lincoln. Out of those that responded to the question, 94.3% (398 respondents) were aware of the scheme, with only 5.7% (24 respondents) not being aware.

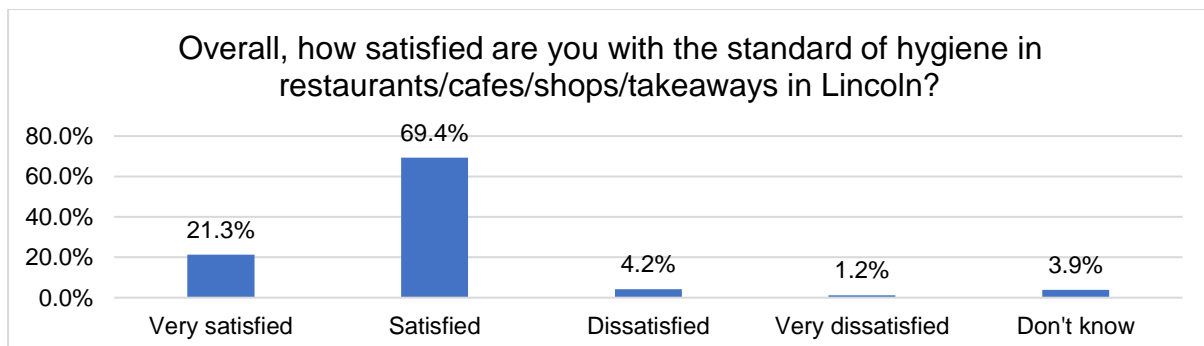


Figure 2

Figure 2 shows satisfaction levels with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln. Overall, 90.7% (392 respondents) were satisfied as opposed to only 5.4% (23 respondents) who were dissatisfied.

Waste Management

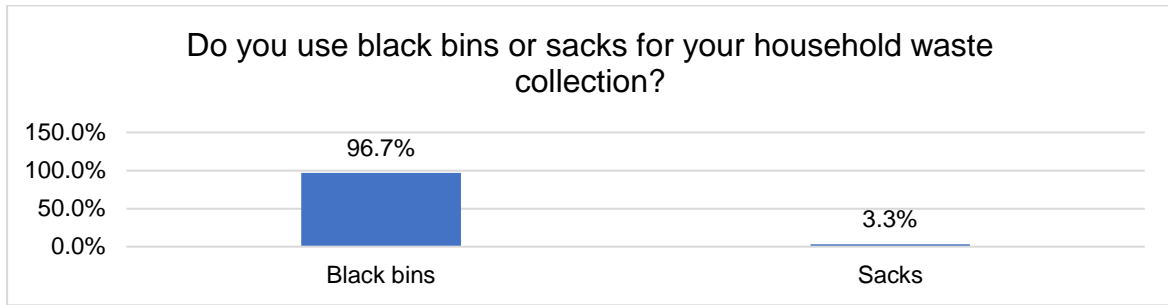


Figure 3

Figure 3 shows whether respondents used either black bins or sacks for their household waste collection. 96.7% (415 respondents) used black bins as opposed to only 3.3% (14 respondents) who used sacks.

How satisfied are you with each of the following elements of the Household Refuse Collection Service? (Black bins)

Please note the above question corresponds to figures 4-7. These questions were only answered by those respondents who selected 'Black bins' for figure 3.

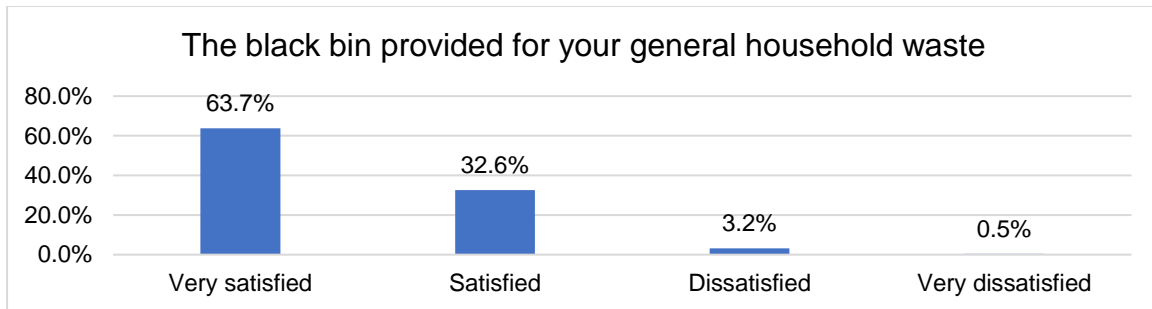


Figure 4

Figure 4 shows whether or not respondents were satisfied with the black bin provided for their general household waste. Overall, 96.3% (396 respondents) were satisfied as opposed to 3.7% (15 respondents) who were dissatisfied.

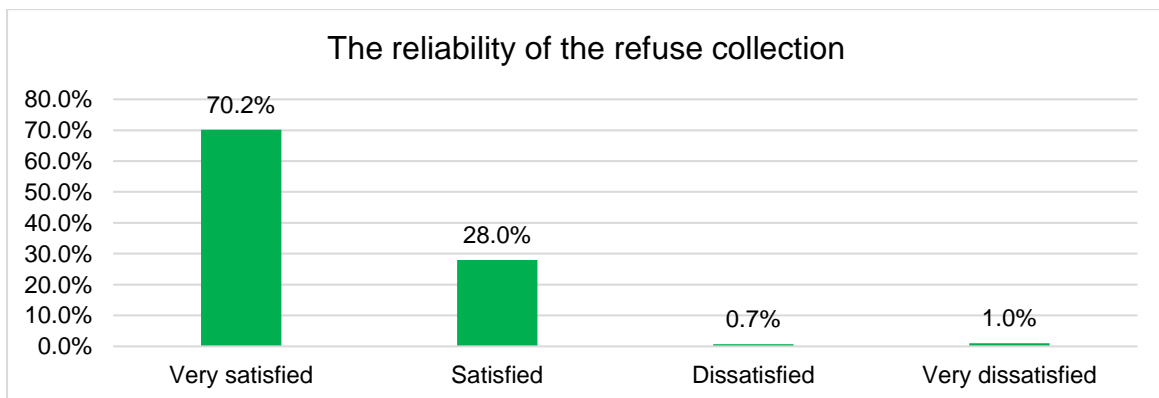


Figure 5

Figure 5 shows whether or not respondents were satisfied with the reliability of the refuse collection. Overall, 98.2% (403 respondents) were satisfied as opposed to 1.7% (7 respondents) who were dissatisfied.

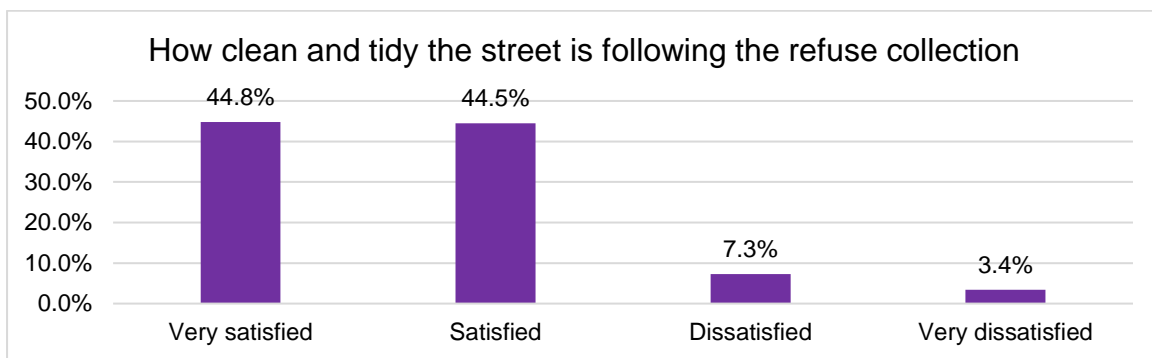


Figure 6

Figure 6 shows whether or not respondents were satisfied with how clean and tidy the street is following the refuse collection. Overall, 89.3% (367 respondents) were satisfied as opposed to 10.7% (44 respondents) who were dissatisfied.

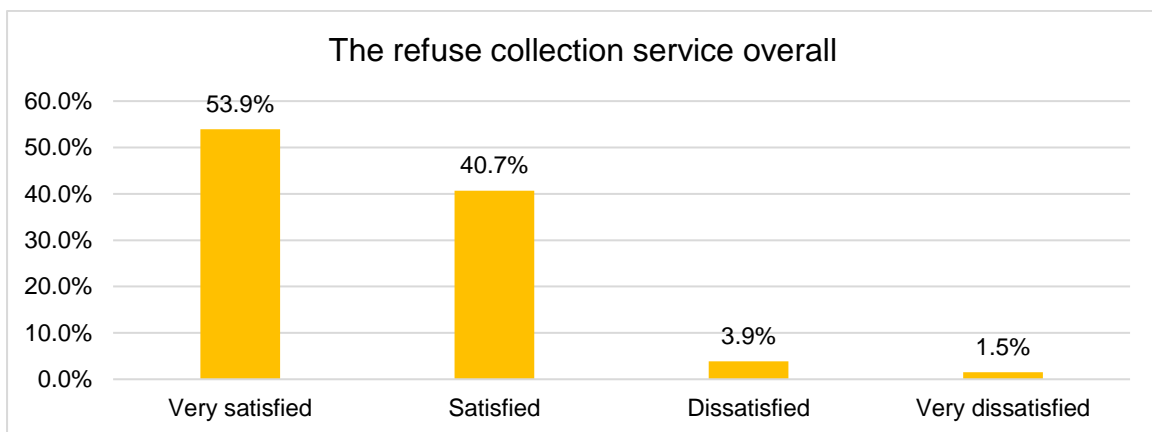


Figure 7

Figure 7 shows whether or not respondents were satisfied with the refuse collection service overall. Overall, 94.6% (388 respondents) were satisfied as opposed to 5.4% (22 respondents) who were dissatisfied.

The following questions shown in figures 8-13 are relevant to those respondents only who selected 'Sacks' as shown in figure 3.

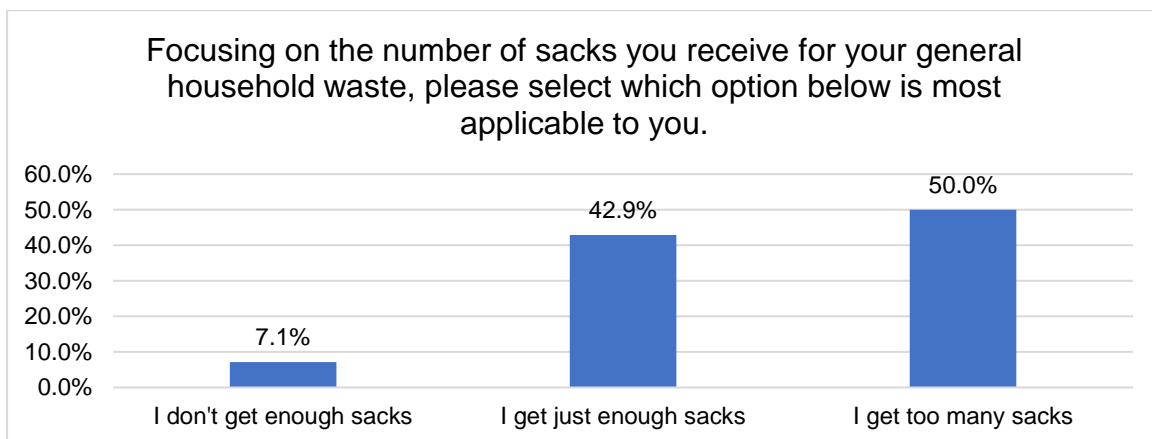


Figure 8

Figure 8 shows for those respondents who receive sacks for their household waste, whether they were comfortable with the amount received. The majority responded 'I get too many sacks' at 50.0% (7 respondents) as opposed to 7.1% (1 respondent) who answered 'I don't get enough sacks'. 42.9% (6 respondents) of respondents stated they receive just enough sacks.

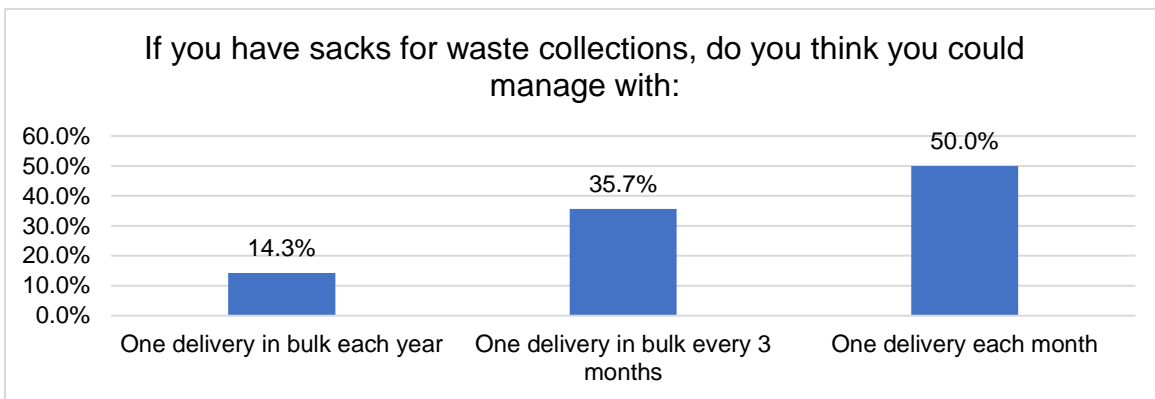


Figure 9

Figure 9 shows of those respondents who use sacks for their waste collections, the volume of which they could manage with. The majority answered they could manage with 'One delivery each month' at 50.0% (7 respondents) as opposed to 14.3% (2 respondents) who answered they could manage with 'One delivery in bulk each year. 35.7% (5 respondents) stated they could manage with one delivery in bulk every 3 months.

How satisfied are you with each of the following elements of the Household Refuse Collection Service? (Purple sacks)

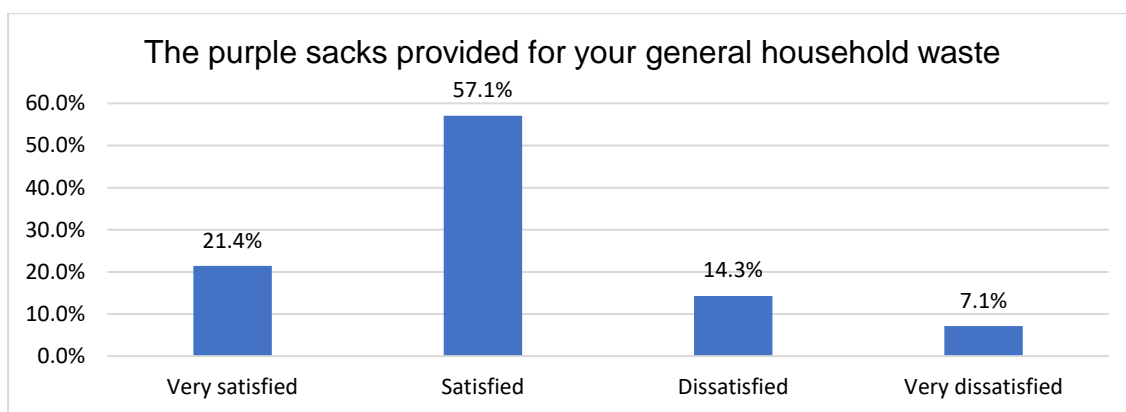


Figure 10

Figure 10 shows whether or not respondents were satisfied with the purple sacks provided for their general household waste. Overall, 78.5% (11 respondents) were satisfied as opposed to 21.4% (3 respondents) who were dissatisfied.

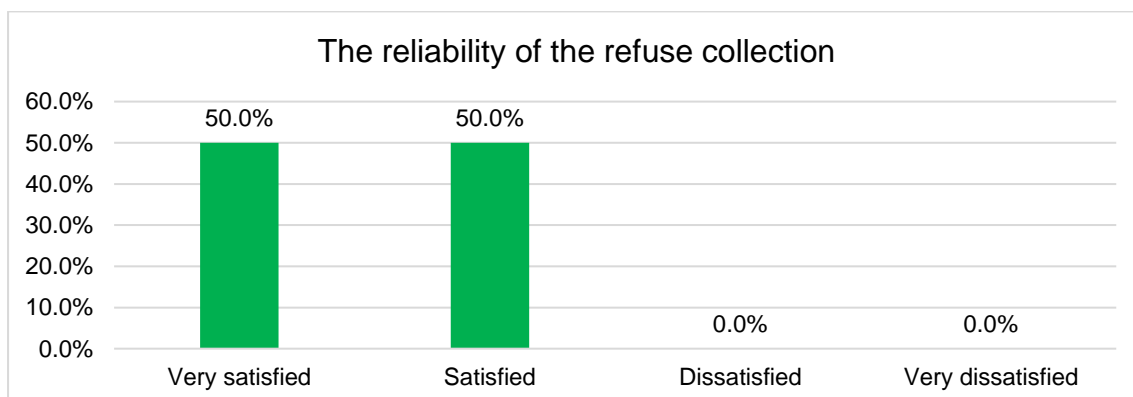


Figure 11

Figure 11 shows whether or not respondents were satisfied with the reliability of the refuse collection. Overall, 100.0% (14 respondents) were satisfied as opposed to 0.0% (0 respondents) who were dissatisfied.

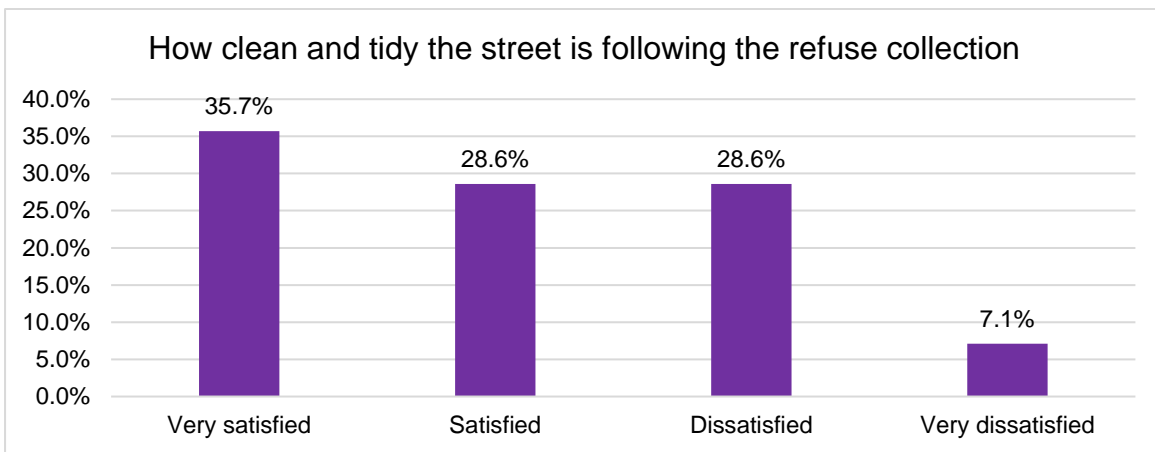


Figure 12

Figure 12 shows whether or not respondents were satisfied with how clean and tidy the street is following the refuse collection. Overall, 64.3% (9 respondents) were satisfied as opposed to 35.7% (5 respondents) who were dissatisfied.

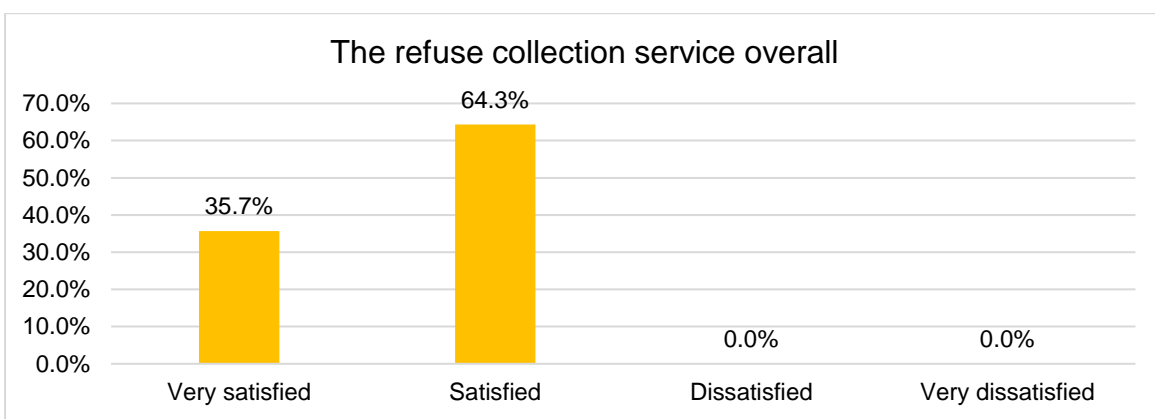


Figure 13

Figure 13 shows whether or not respondents were satisfied with the refuse collection service overall. Overall, 100.0% (14 respondents) were satisfied as opposed to 0.0% (0 respondents) who were dissatisfied.

How satisfied are you with the following elements of the Household Recycling Collection Service?

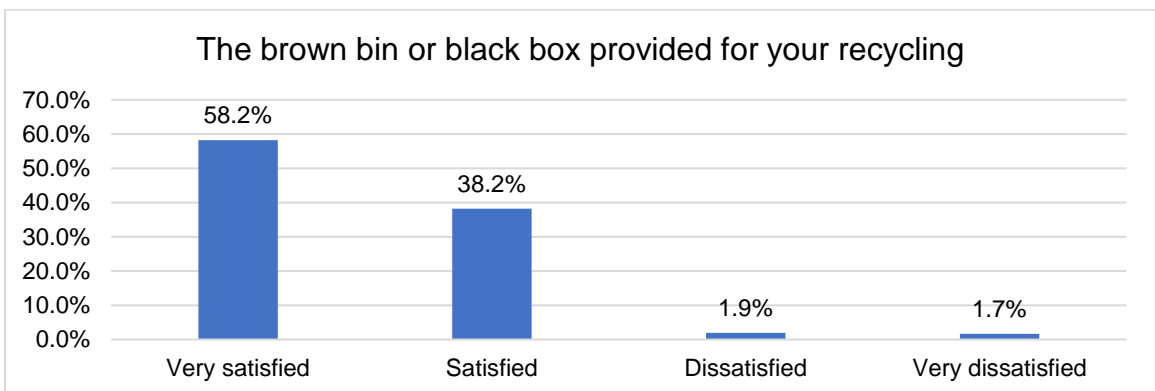


Figure 14

Figure 14 shows whether or not respondents were satisfied with the brown bin or black box provided for their recycling. Overall, 96.4% (406 respondents) were satisfied as opposed to 3.6% (15 respondents) who were dissatisfied.

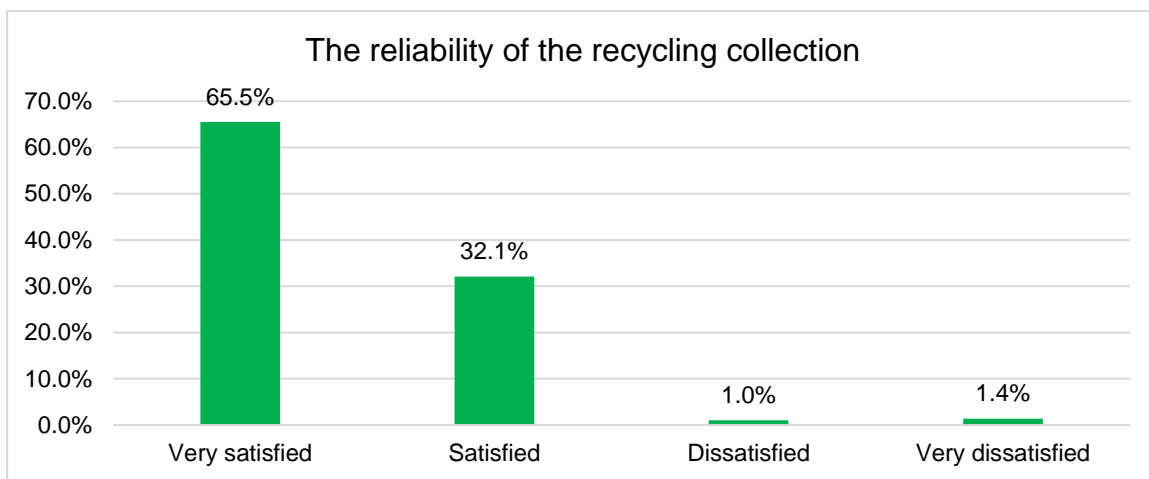


Figure 15

Figure 15 shows whether or not respondents were satisfied with the reliability of the recycling collection. Overall, 97.6% (410 respondents) were satisfied as opposed to 2.4% (10 respondents) who were dissatisfied.

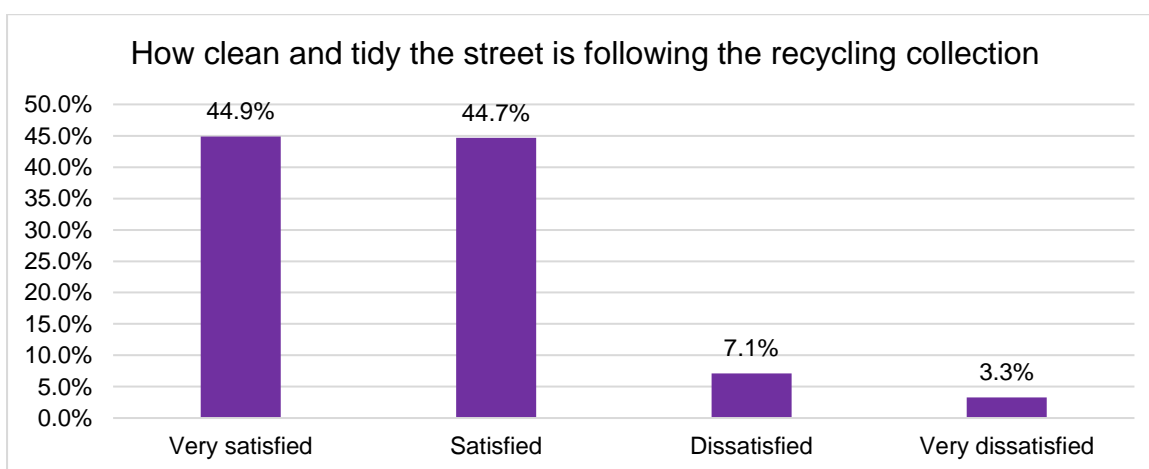


Figure 16

Figure 16 shows whether or not respondents were satisfied with how clean and tidy the street is following the recycling collection. Overall, 89.6% (377 respondents) were satisfied as opposed to 10.4% (44 respondents) who were dissatisfied.

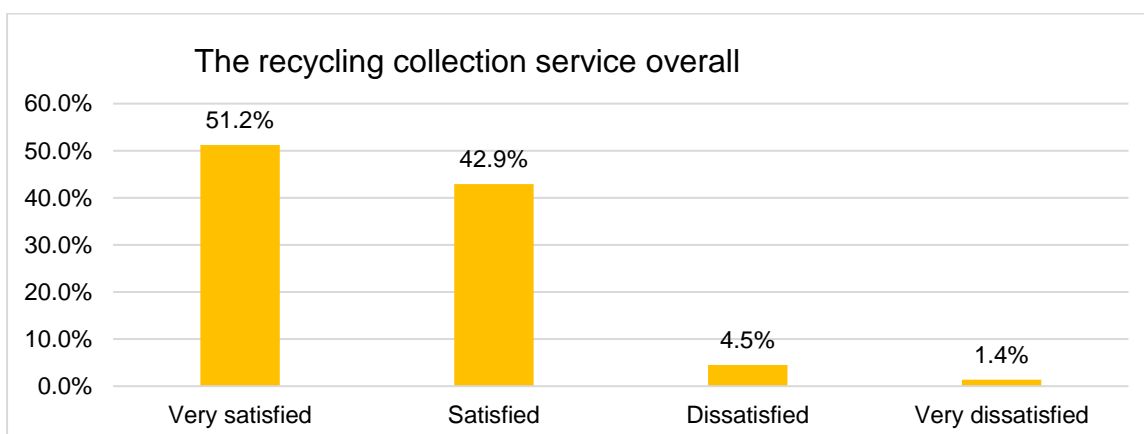


Figure 17

Figure 17 shows whether or not respondents were satisfied with the recycling collection service overall. Overall, 94.1% (395 respondents) were satisfied as opposed to 5.9% (25 respondents) who were dissatisfied.

How satisfied are you with each of the following elements of the Household Garden Waste Collection Service?

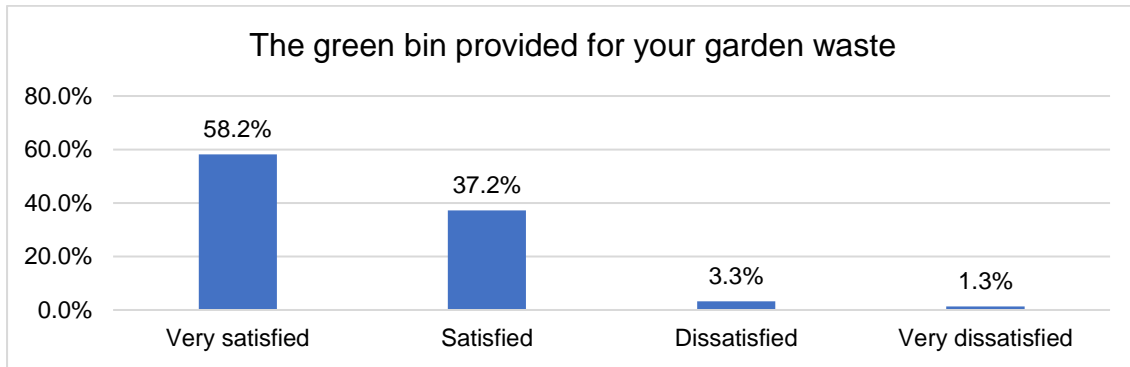


Figure 18

Figure 18 shows out of those that subscribe to the service, whether or not respondents were satisfied with the green bin provided for their garden waste collection. Overall, 95.4% (290 respondents) were satisfied as opposed to 4.6% (14 respondents) who were dissatisfied. It is important to note that 112 respondents selected they did not subscribe to the service for this question.

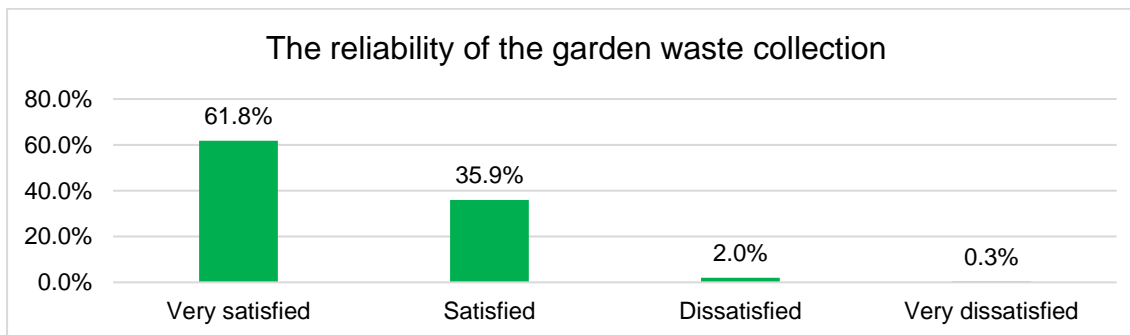


Figure 19

Figure 19 shows out of those that subscribe to the service, whether or not respondents were satisfied with the reliability of the garden waste collection. Overall, 97.7% (294 respondents) were satisfied as opposed to 2.3% (7 respondents) who were dissatisfied. It is important to note that 102 respondents selected they did not subscribe to the service for this question.

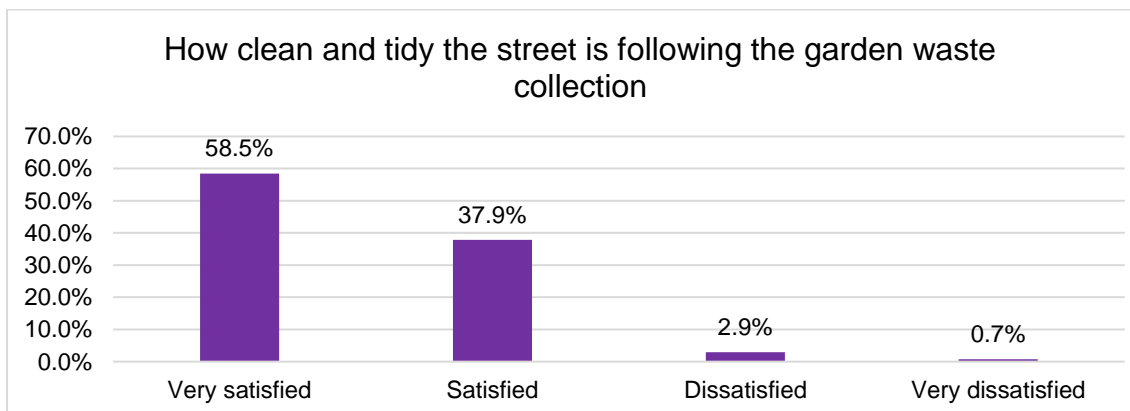


Figure 20

Figure 20 shows out of those that subscribe to the service, whether or not respondents were satisfied with how clean and tidy the street is following the garden waste collection. Overall, 96.4% (295 respondents) were satisfied as opposed to 3.6% (11 respondents) who were dissatisfied. It is important to note that 98 respondents selected they did not subscribe to the service for this question.

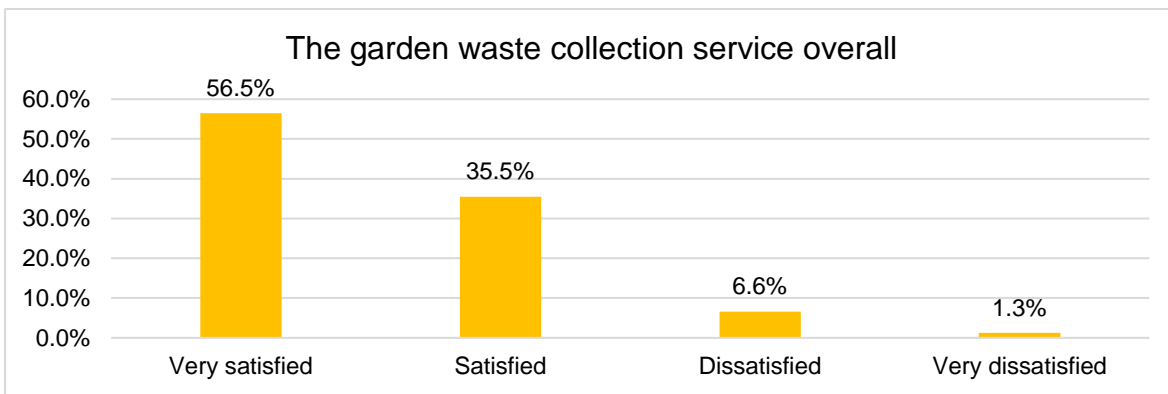


Figure 21

Figure 21 shows out of those that subscribe to the service, whether or not respondents were satisfied with the garden waste collection service overall. Overall, 92.0% (277 respondents) were satisfied as opposed to 7.9% (24 respondents) who were dissatisfied. It is important to note that 100 respondents selected they did not subscribe to the service for this question.

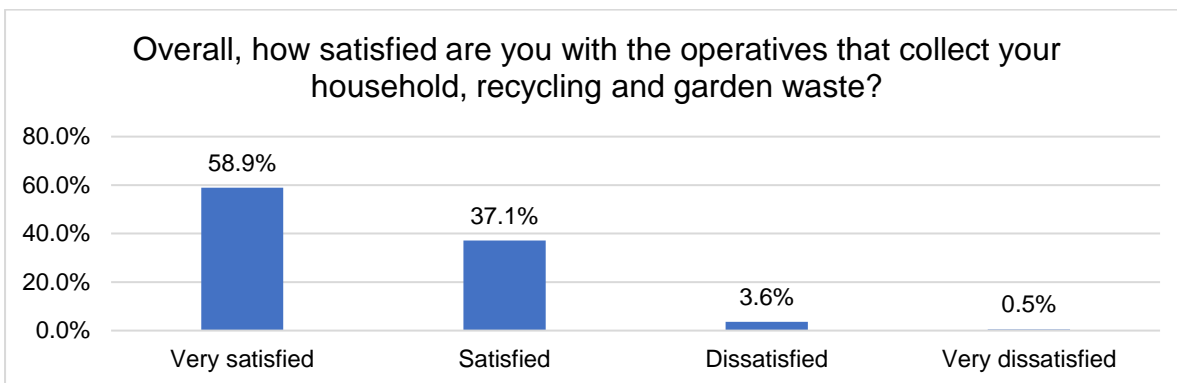


Figure 22

Figure 22 shows how satisfied respondents were with the operatives that collect their household, recycling and garden waste. Overall, 96.0% (401 respondents) were satisfied as opposed to 4.1% (17 respondents) who were dissatisfied.

If you are dissatisfied, please tell us why.

The following question was a comments based question. Figure 23 is an overview of the comments received, with comments being placed under the most relevant topic. 16 comments were received in total for this question.

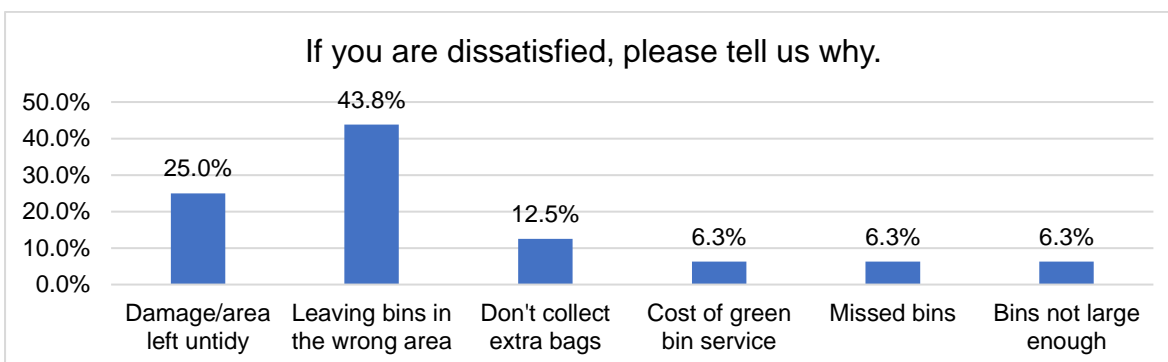


Figure 23

Figure 23 shows if respondents were dissatisfied with the operatives that collected their household, recycling and garden waste, the reasons for this. The most common topic was 'Leaving bins in the wrong area' at 43.8% (7 comments).

City Centre Bus Station

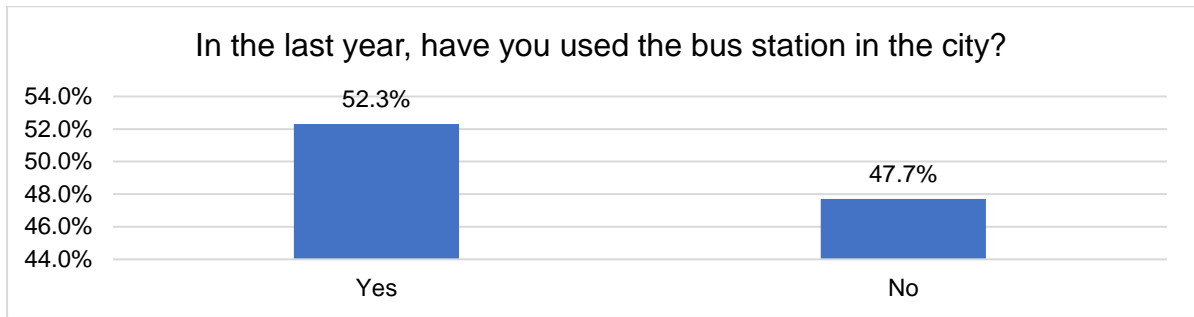


Figure 24

Figure 24 shows in the last year if respondents had used the bus station in the city. A higher proportion of respondents had used the bus station with a figure of 52.3% (225 respondents) as opposed to 47.7% (205 respondents) who hadn't.

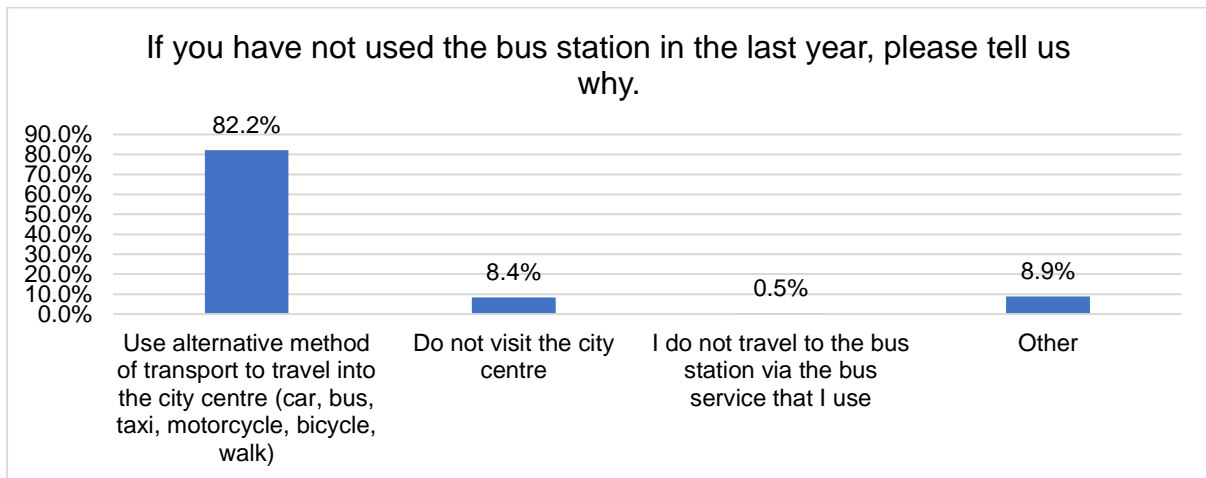


Figure 25

Figure 25 shows out of those respondents who had not used the bus station in the last year, the reasons for this. The majority of respondents selected 'Use alternative method of transport to travel into the city centre' at 82.2% (166 respondents).

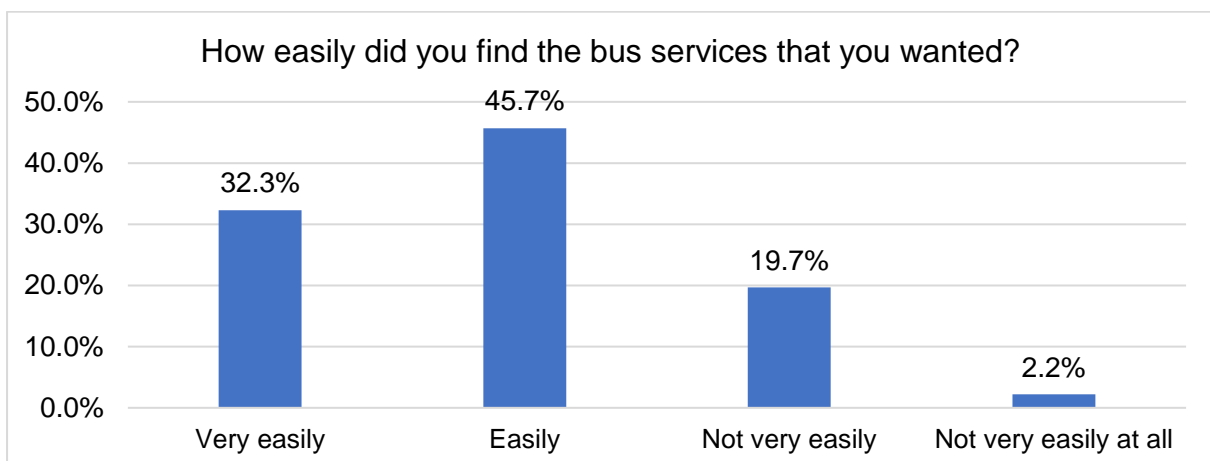


Figure 26

Figure 26 shows how easily respondents found the bus services that they wanted. Overall, 78.0% (174 respondents) found the services they wanted easily as opposed to 21.9% (49 respondents) who didn't.

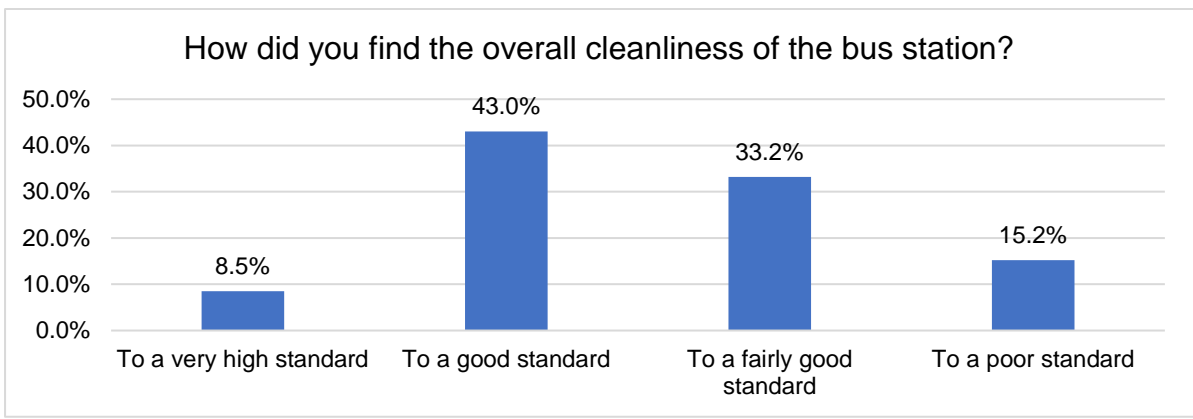


Figure 27

Figure 27 shows how respondents found the overall cleanliness of the bus station. The majority of respondents felt the overall cleanliness was to a good standard with a figure of 43.0% (96 respondents). A further 8.5% (19 respondents) felt the overall cleanliness was to a very high standard.

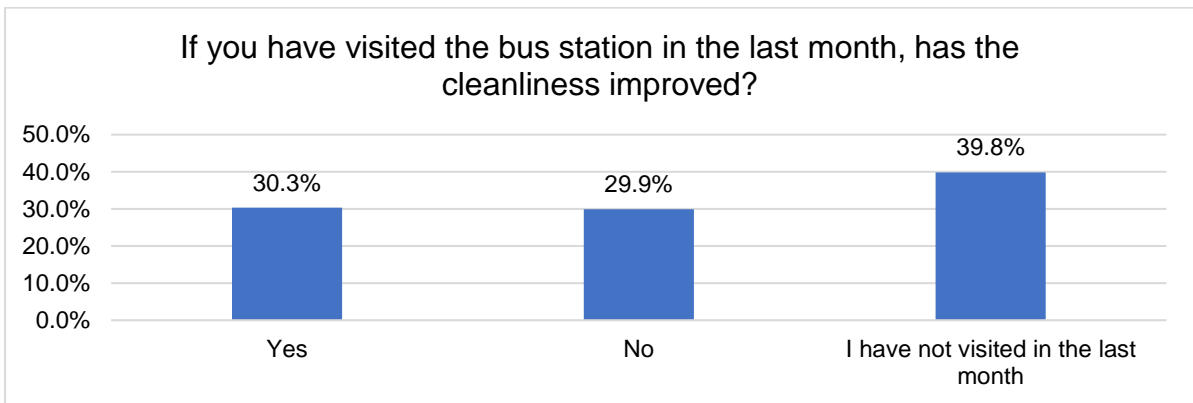


Figure 28

Figure 28 shows of those respondents that have visited the bus station in the last month, has the cleanliness improved. 30.3% (67 respondents) said it had improved, 29.9% (66 respondents) said it had not improved and 39.8% (88 respondents) had not visited within the last month.

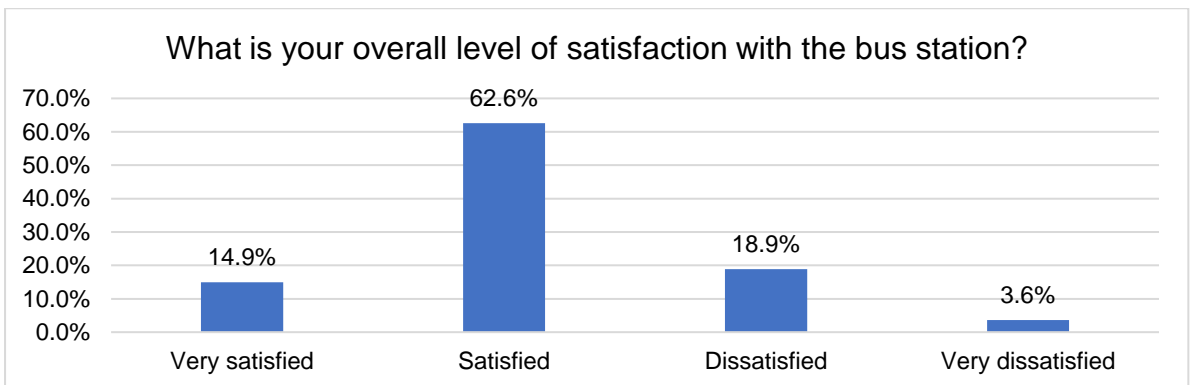


Figure 29

Figure 29 shows respondents' overall satisfaction levels of the bus station. 77.5% (172 respondents) were either satisfied or very satisfied as opposed to 22.5% (50 respondents) who were either dissatisfied or very dissatisfied.

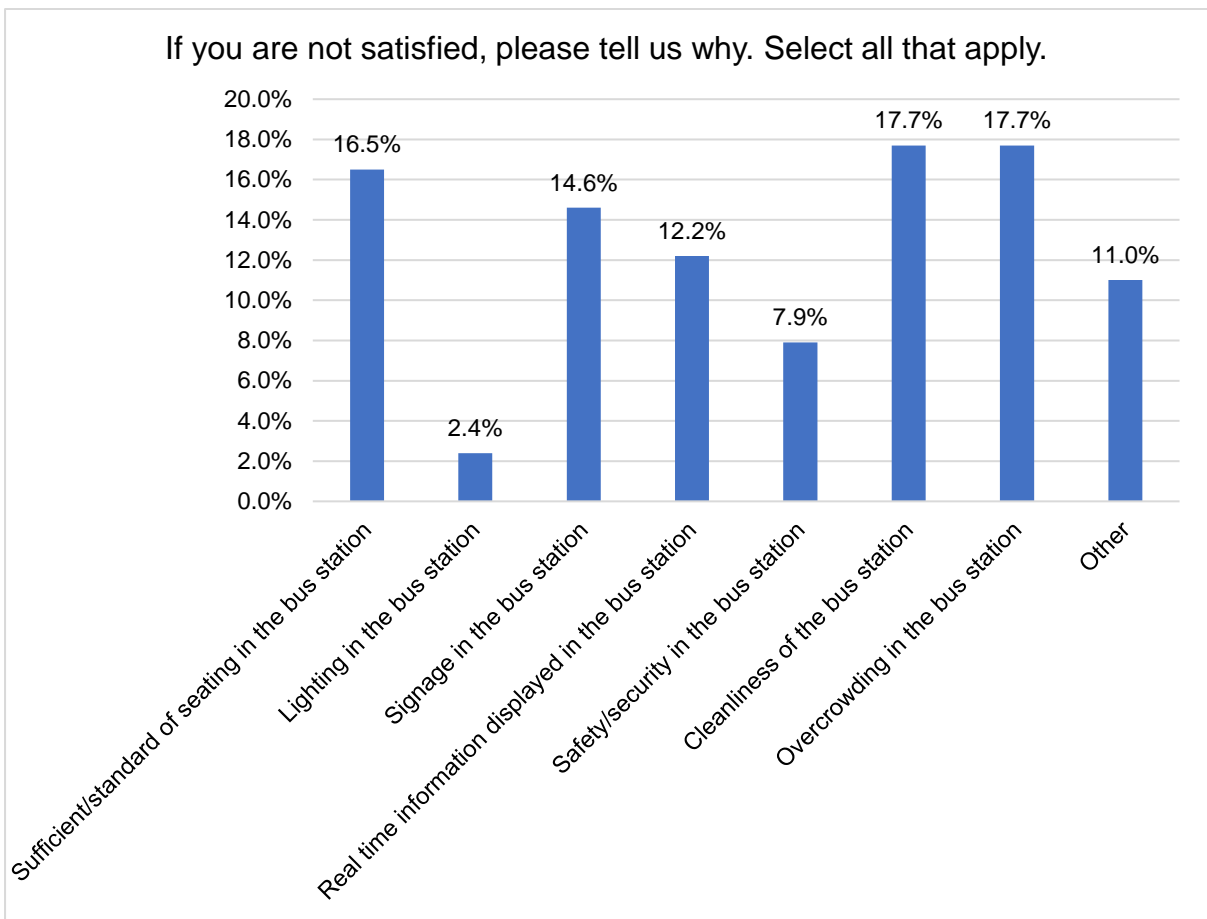


Figure 30

Figure 30 shows of those respondents who were not satisfied overall with the bus station, the reasons for this. It is important to note that respondents were able to select multiple answers for this question, so the percentages are based on the total number of responses received. The top two reasons were 'Cleanliness in the bus station' and 'Overcrowding in the bus station' both with a figure of 17.7% (29 respondents).

Revenues and Benefits Service



Figure 31

Figure 31 shows if respondents were aware or not that they can apply for council tax discounts including single person discount online. The majority were aware at 65.3% (281 respondents) as opposed to only 13.3% (57 respondents) who were not aware.

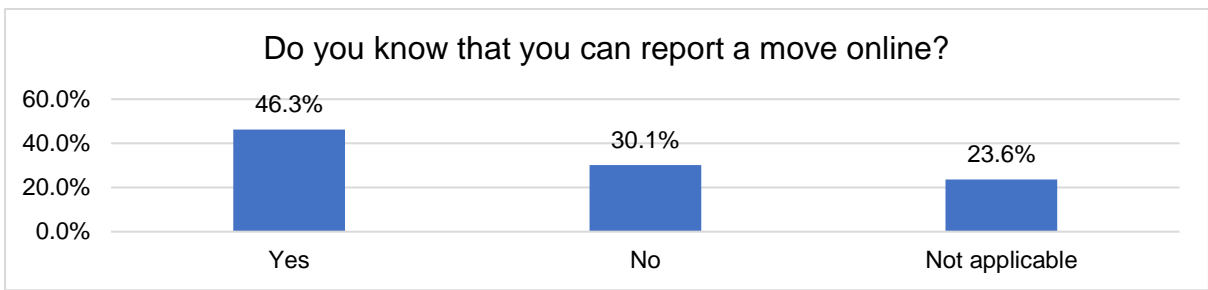


Figure 32

Figure 32 shows if respondents were aware or not that they can report a move online. The majority were aware at 46.3% (198 respondents) as opposed to 30.1% (129 respondents) who were not aware.

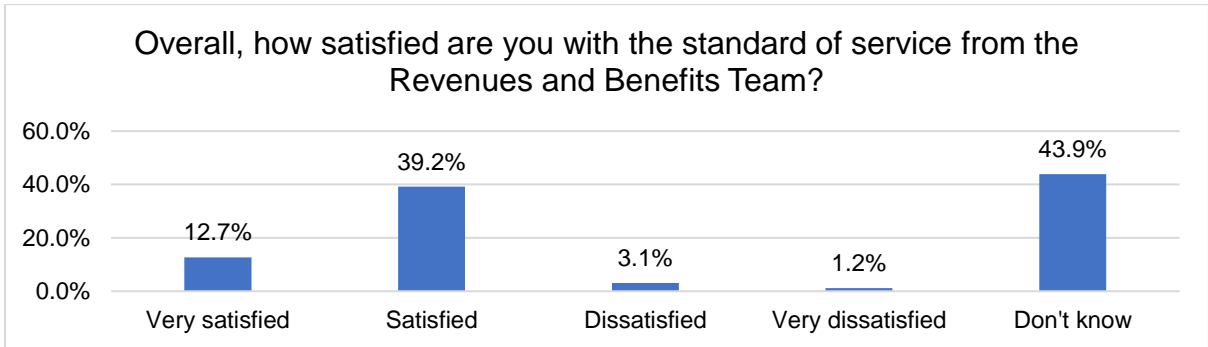


Figure 33

Figure 33 shows satisfaction levels of respondents on the standard of service received from the Revenues and Benefits Team. Over half of the respondents were satisfied with a figure of 51.9% (221 respondents). Just 4.3% (18 respondents) stated they were dissatisfied with this service. 43.9% (187 respondents) stated don't know for this question.

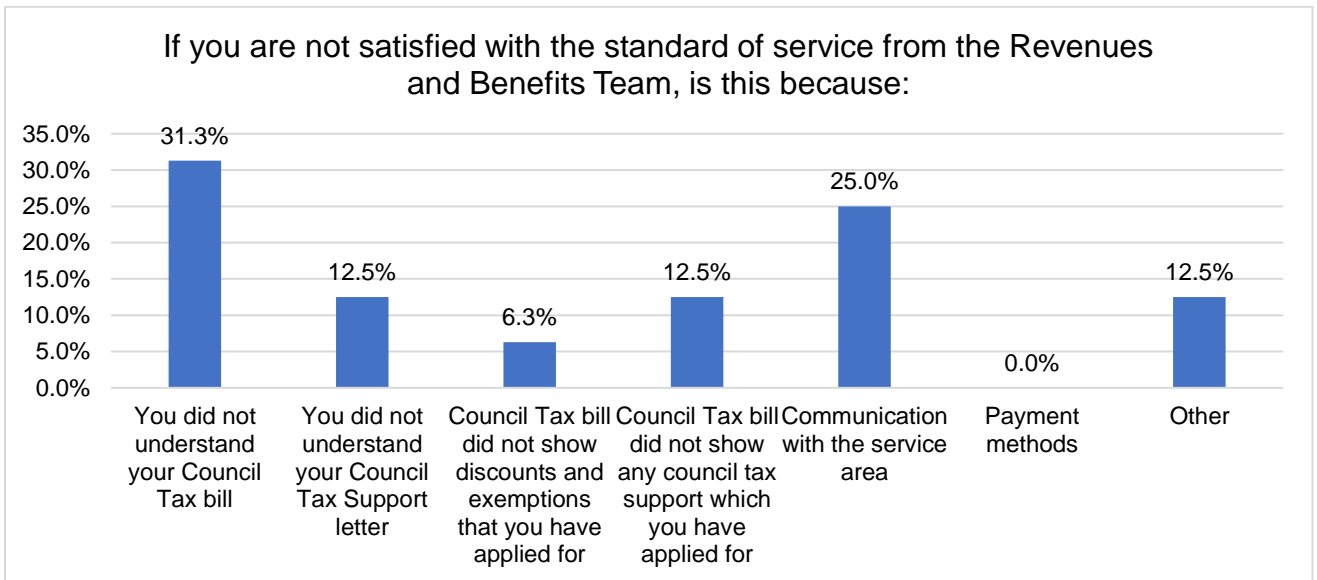


Figure 34

Figure 34 shows of those respondents who were not satisfied with the standard of service from the Revenues and Benefits Team, the reasons for this. A large of respondents stated they did not understand their Council Tax bill' at 31.3% (5 respondents). Communication with the service area was the second highest reason why respondents weren't happy with 25% (4 respondents) stating this reason.

If you selected ' Communication with the service area' or 'Payment methods', please tell us what this was in relation to.

The above question was a comments based question, however only 3 comments were received for this question which related to the following topics.

- Requiring information on an inherited empty property
- Receiving unnecessary demand letters when already paid
- No response received from the support team

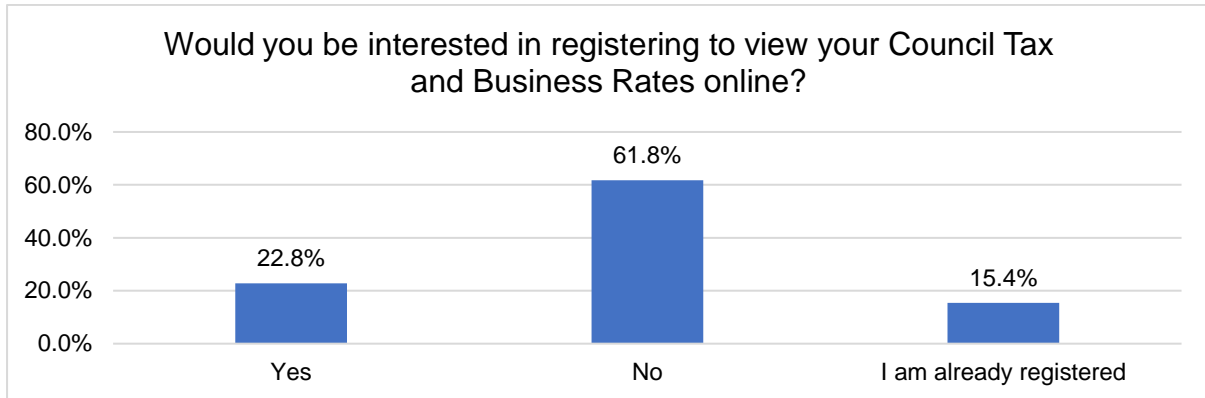


Figure 35

Figure 35 shows how interested respondents were in registering to view their Council Tax and Business Rates online. A higher proportion of respondents were not interested with a figure of 61.8% (260 respondents). Just 22.8% (96 respondents) were interested and a further 15.4% (65 respondents) were already registered.

Cost of Living Support

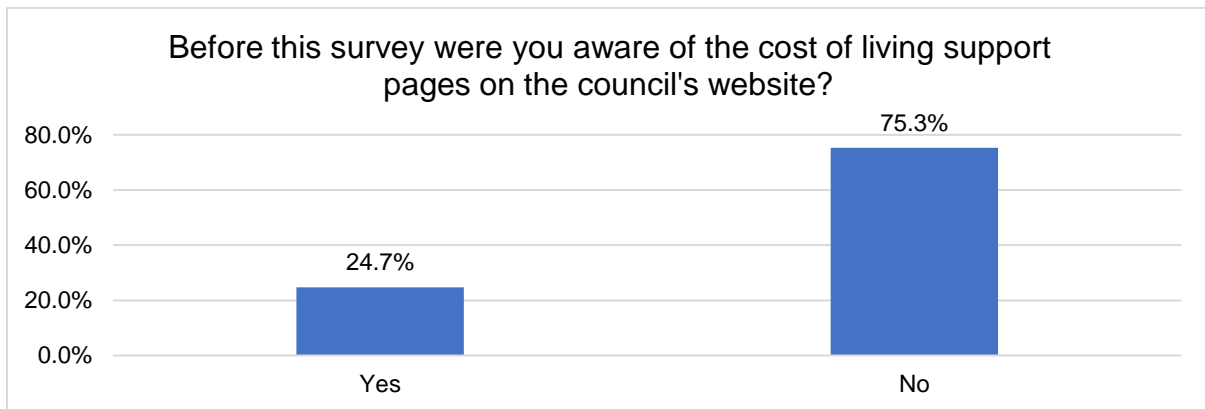


Figure 36

Figure 36 shows whether or not respondents were aware of the cost of living support pages on the council's website before receiving this survey. The majority were not aware at 75.3% (324 respondents) as opposed to only 24.7% (106 respondents) who were aware.