

Lincoln Citizens' Panel Survey December 2024 – Results Summary



**Lincoln
Citizens'
Panel**

Welcome to the Lincoln Citizens' Panel Survey December 2024 results summary.

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

- News / Media in Lincoln
- 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 280.

Please note, due to the results being presented to one decimal place, in some cases the percentages do not add up to 100% exactly.

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.

News / Media in Lincoln

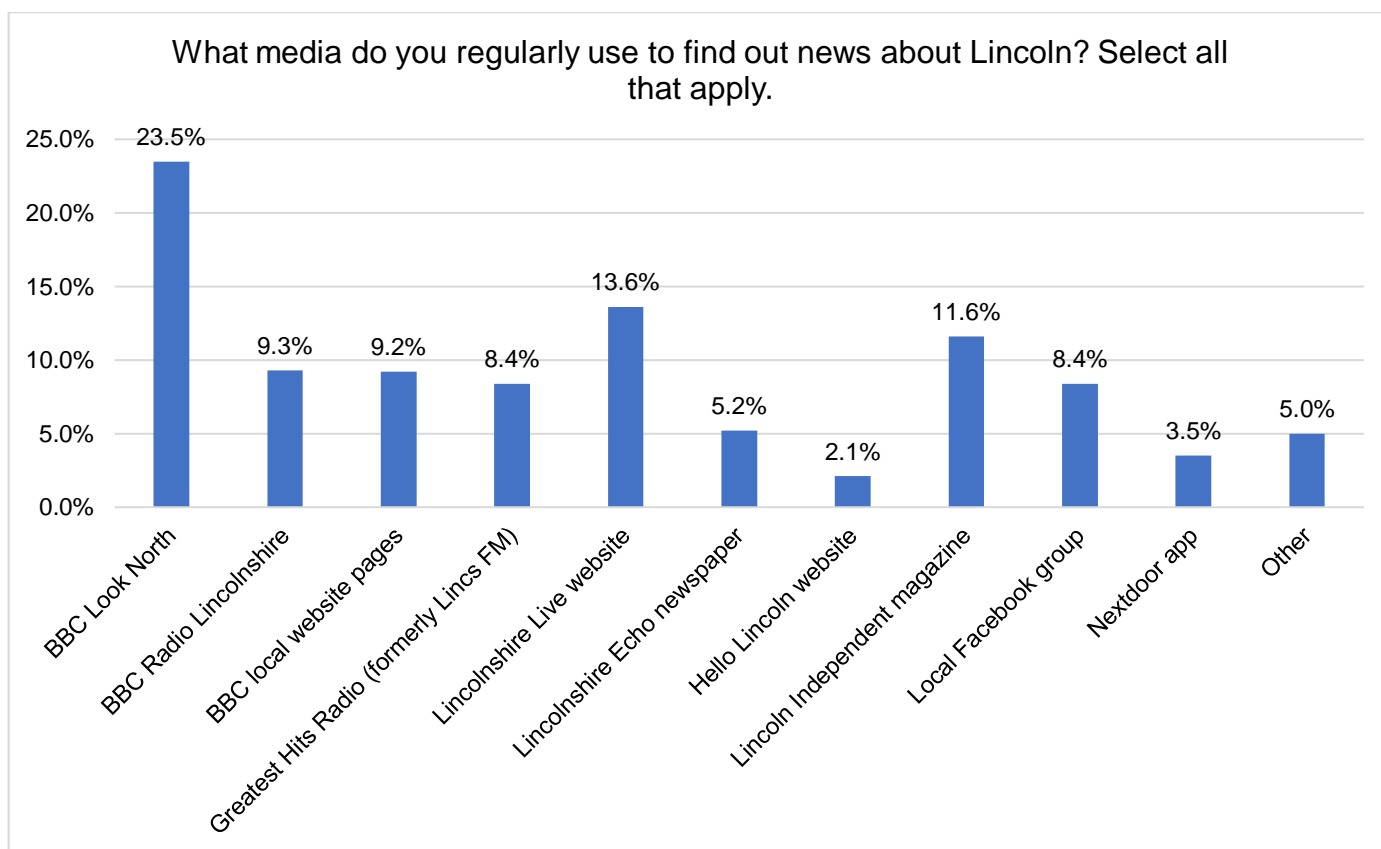


Figure 1

Figure 1 shows what media respondents used to find out about news in Lincoln. It is important to note that respondents were able to select multiple options for this question, so the percentages are based on the total number of responses received. The most common source was BBC Look North at 23.5% (154 respondents).

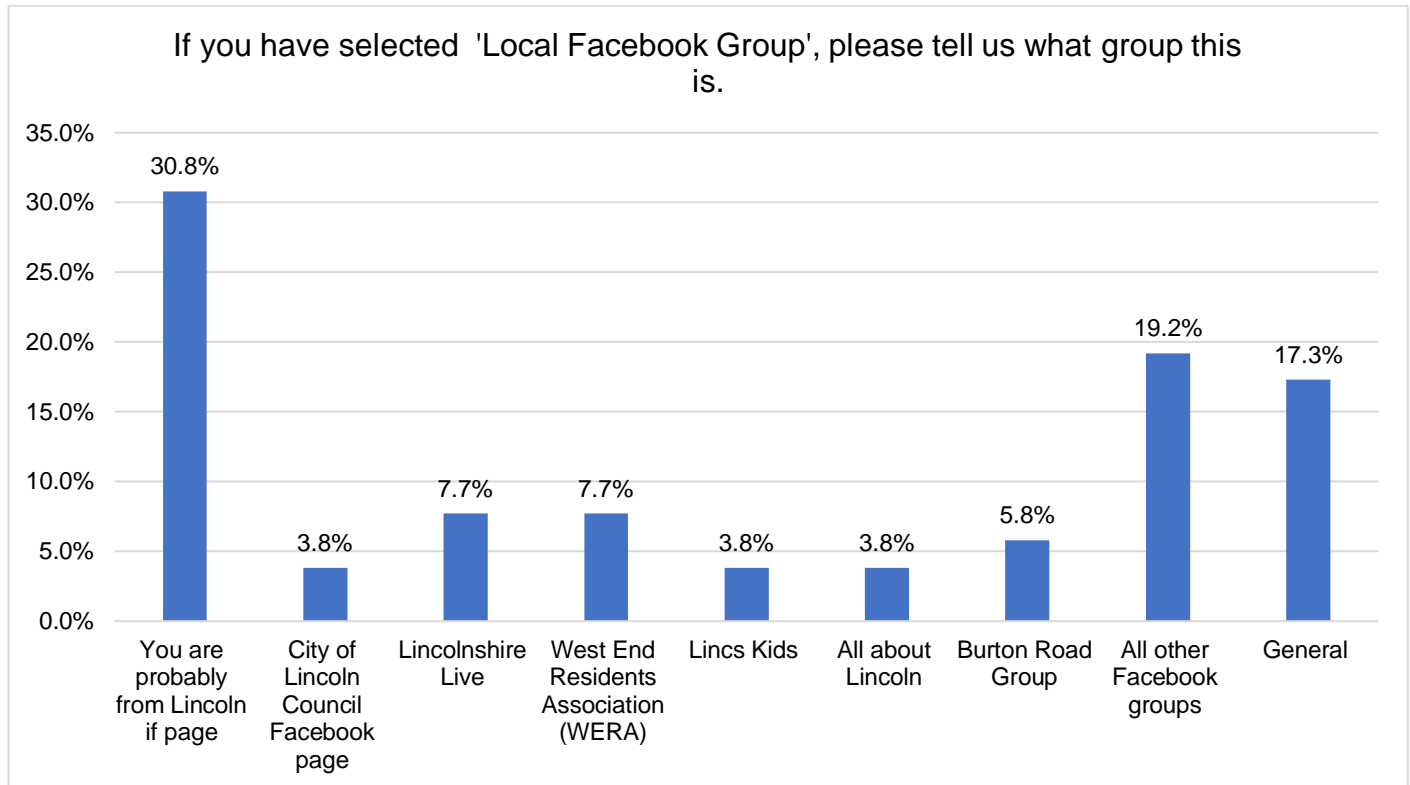


Figure 2

Figure 2 shows of those respondents who selected 'Local Facebook Group' what group they were referring to. It is important to note that this was a comments based question, so figure 2 shows an overview of responses received into relevant categories. The most common group was 'You are probably from Lincoln if page' at 30.8% (16 comments). There were 52 comments received for this question overall.

Food Health & Safety

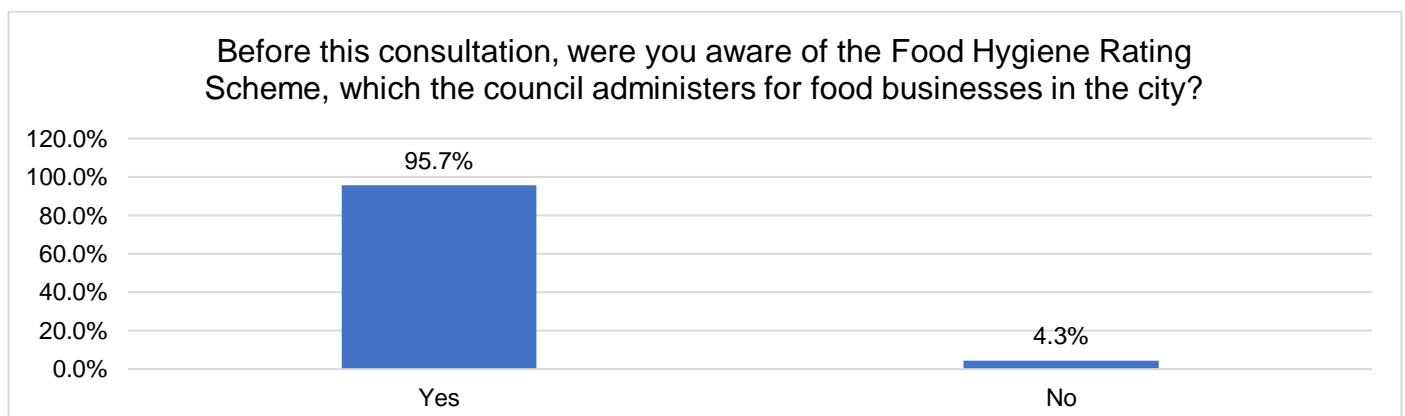


Figure 3

Figure 3 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, 95.7% (268 respondents) were aware of the scheme, with only 4.3% (12 respondents) not being aware.

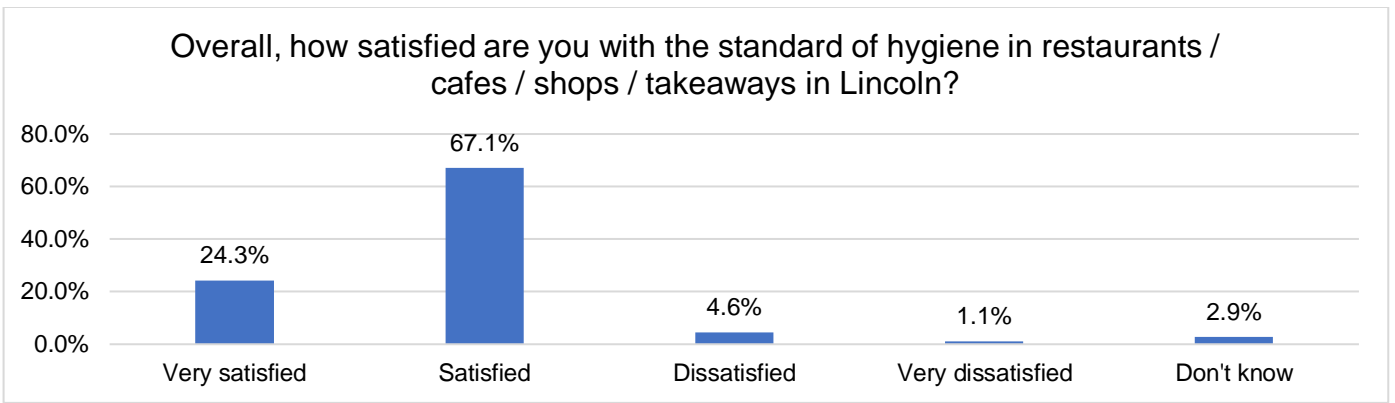


Figure 4

Figure 4 shows satisfaction levels with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln. Overall, 91.4% (256 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to only 5.7% (16 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.



Figure 5

Figure 5 shows whether respondents used either black bins or sacks for their household waste collection. 95.6% (260 respondents) used black bins as opposed to only 4.4% (12 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 6-9. These questions were only answered by those respondents who selected 'Black bins' for figure 5.

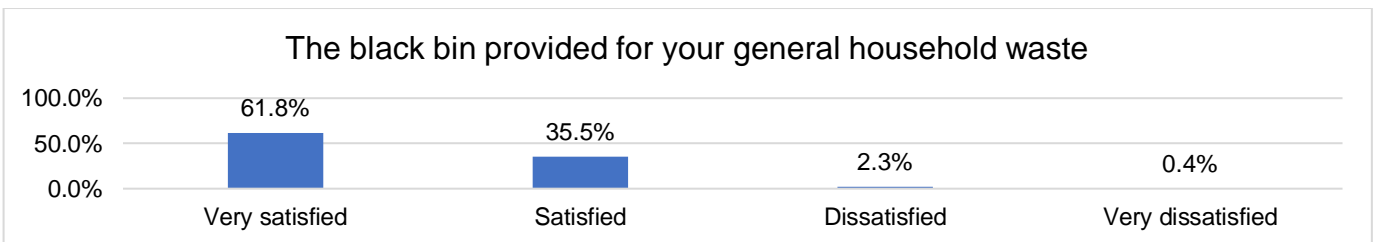


Figure 6

Figure 6 shows whether or not respondents were satisfied with the black bin provided for their general household waste. Overall, 97.3% (252 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 2.7% (7 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

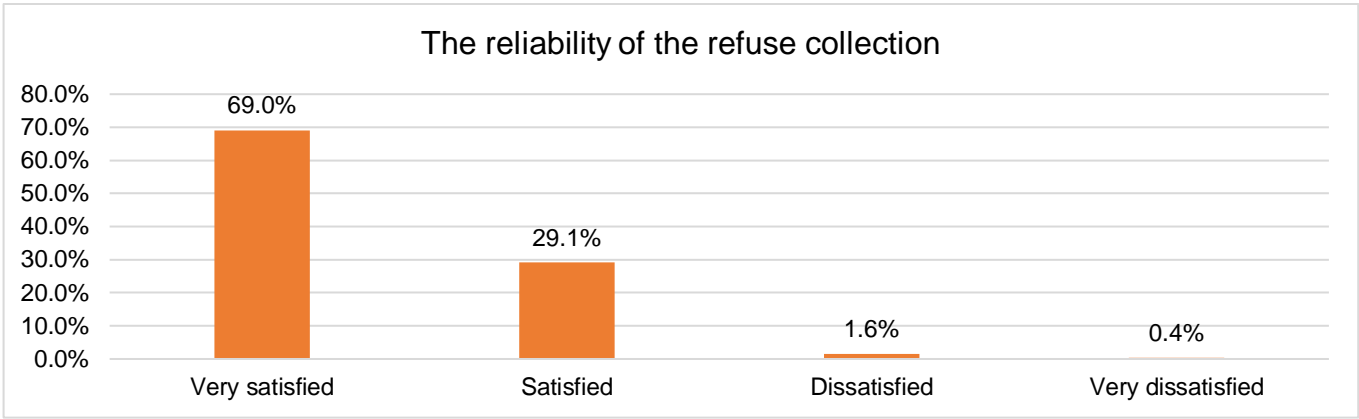


Figure 7

Figure 7 shows whether or not respondents were satisfied with the reliability of the refuse collection. Overall, 98.1% (253 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 2.0% (5 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

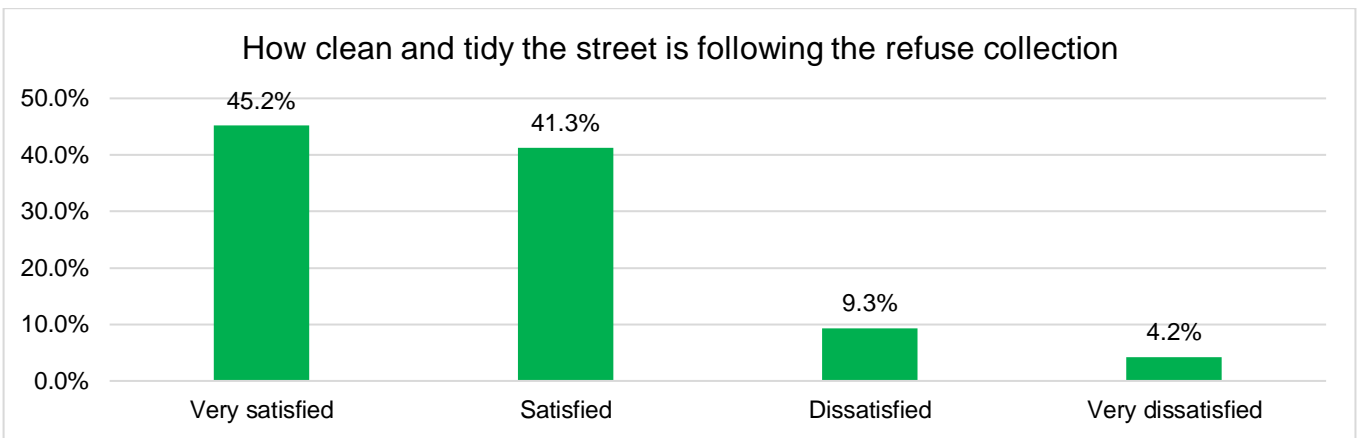


Figure 8

Figure 8 shows whether or not respondents were satisfied with how clean and tidy the street is following the refuse collection. Overall, 86.5% (224 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 13.5% (35 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

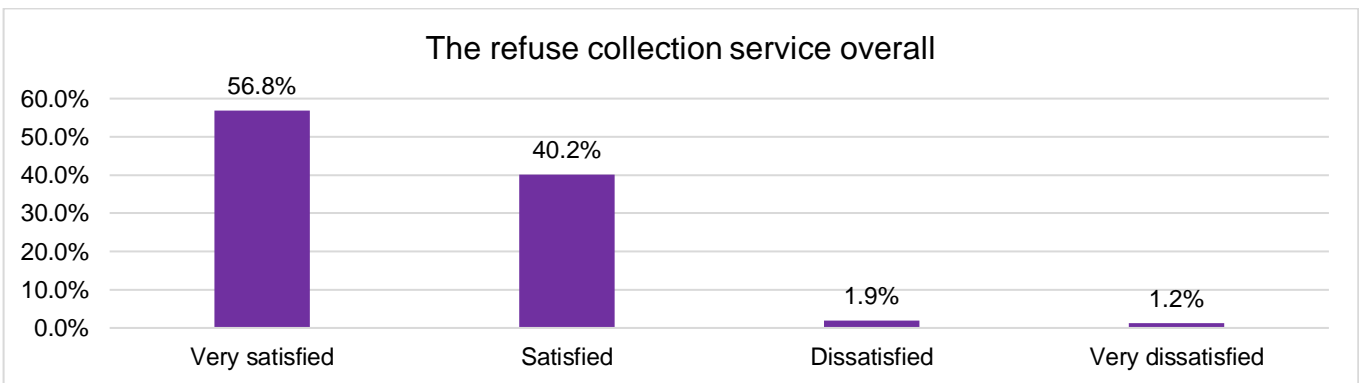


Figure 9

Figure 9 shows whether or not respondents were satisfied with the refuse collection service overall. Overall, 97.0% (251 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 3.1% (8 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

The following questions shown in figures 10-15 are relevant to those respondents only who selected 'Sacks' as shown in figure 5.

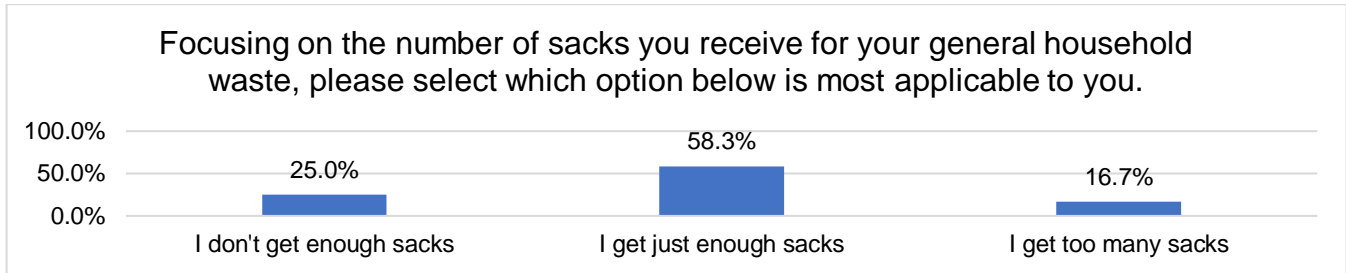


Figure 10

Figure 10 shows for those respondents who receive sacks for their household waste, whether they were comfortable with the amount received. The majority responded 'I get just enough sacks' at 58.3% (7 respondents) as opposed to 25.0% (3 respondents) who answered 'I don't get enough sacks'. 16.7% (2 respondents) of respondents stated they get too many sacks.

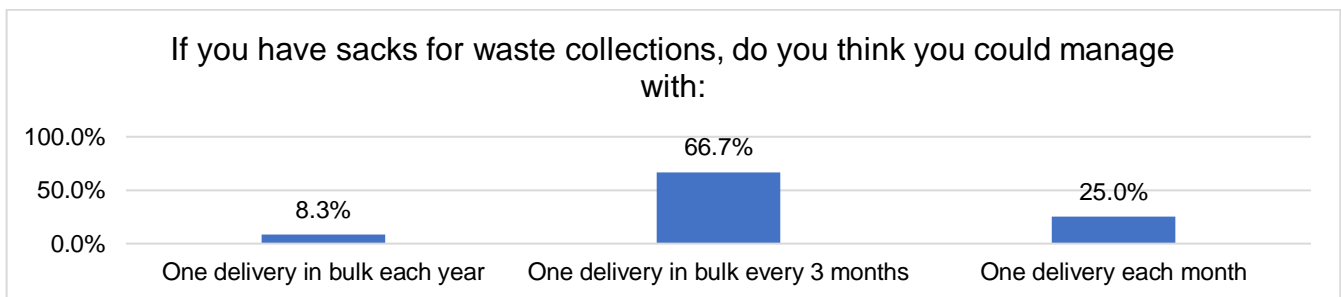


Figure 11

Figure 11 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 in bulk every 3 months' at 66.7% (8 respondents) as opposed to 25.0% (3 respondents) who answered they could manage with 'One delivery each month'. 8.3% (1 respondent) stated they could manage with one delivery in bulk each year.

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

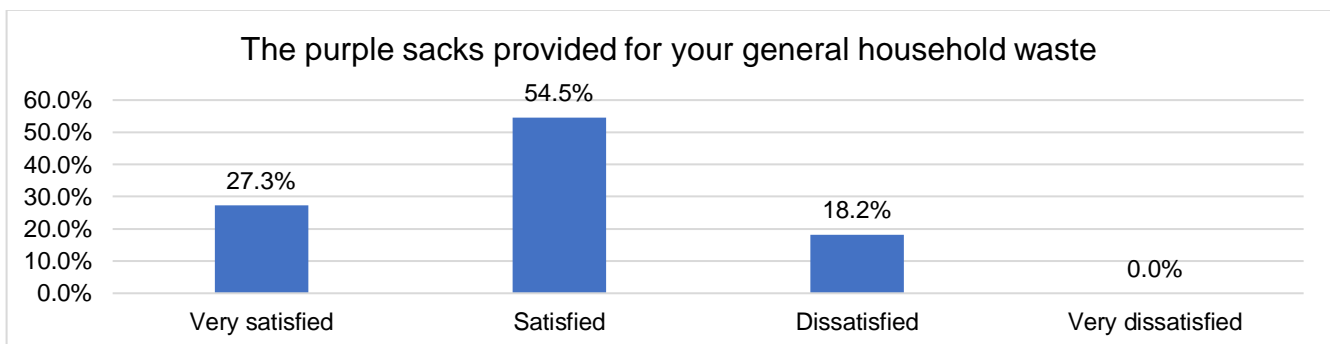


Figure 12

Figure 12 shows whether or not respondents were satisfied with the purple sacks provided for their general household waste. Overall, 81.8% (9 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 18.2% (2 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

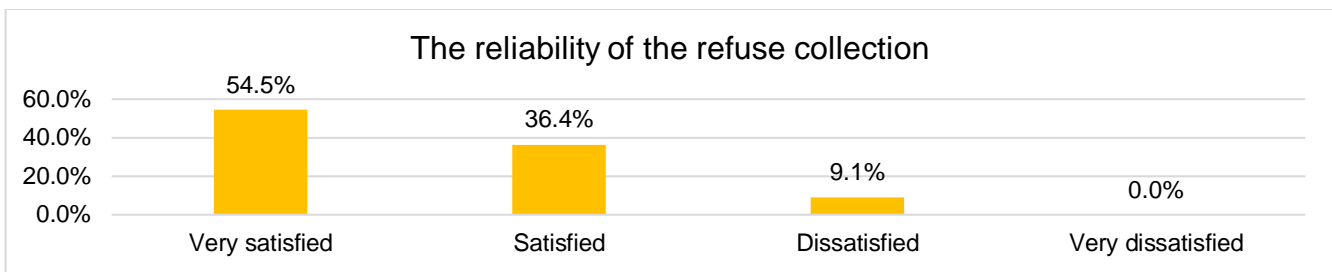


Figure 13

Figure 13 shows whether or not respondents were satisfied with the reliability of the refuse collection. Overall, 90.9% (10 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 9.1% (1 respondent) who were either 'Dissatisfied' or 'Very dissatisfied'.

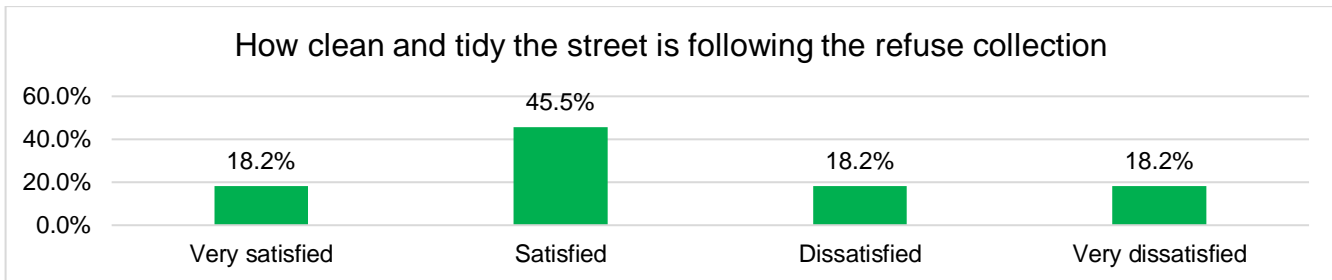


Figure 14

Figure 14 shows whether or not respondents were satisfied with how clean and tidy the street is following the refuse collection. Overall, 63.7% (7 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 36.4% (4 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

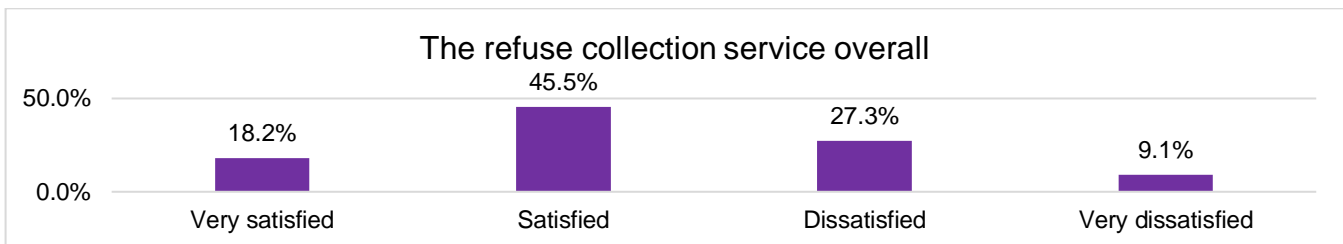


Figure 15

Figure 15 shows whether or not respondents were satisfied with the refuse collection service overall. Overall, 63.7% (7 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 36.4% (4 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

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

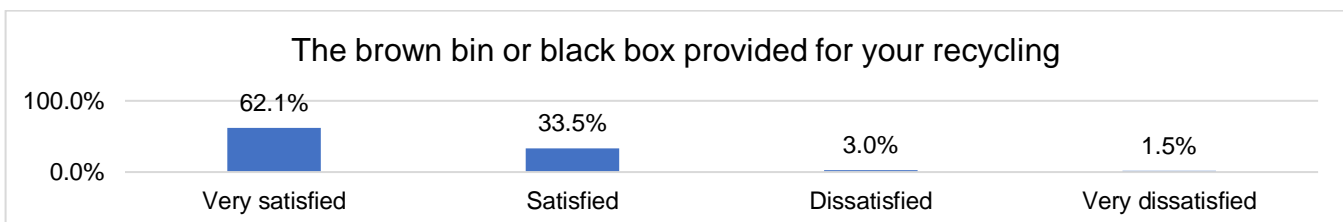


Figure 16

Figure 16 shows whether or not respondents were satisfied with the brown bin or black box provided for their recycling. Overall, 95.6% (257 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 4.5% (12 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

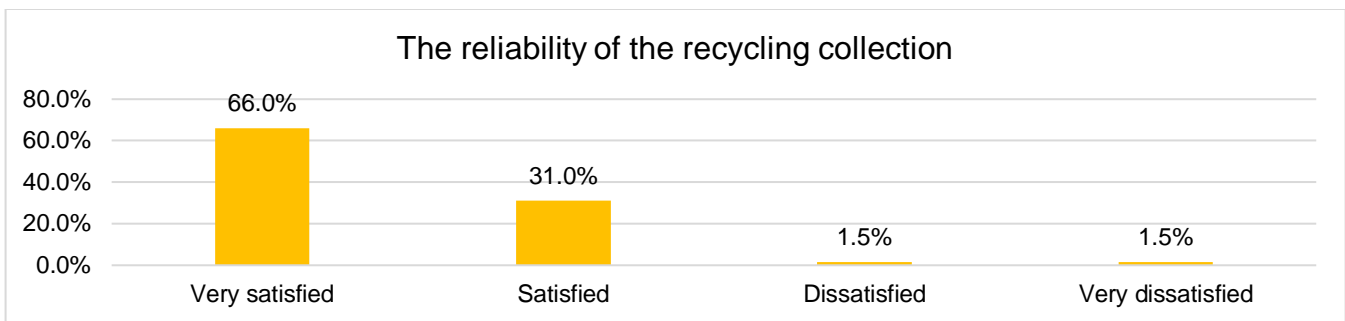


Figure 17

Figure 17 shows whether or not respondents were satisfied with the reliability of the recycling collection. Overall, 97.0% (260 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 3.0% (8 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

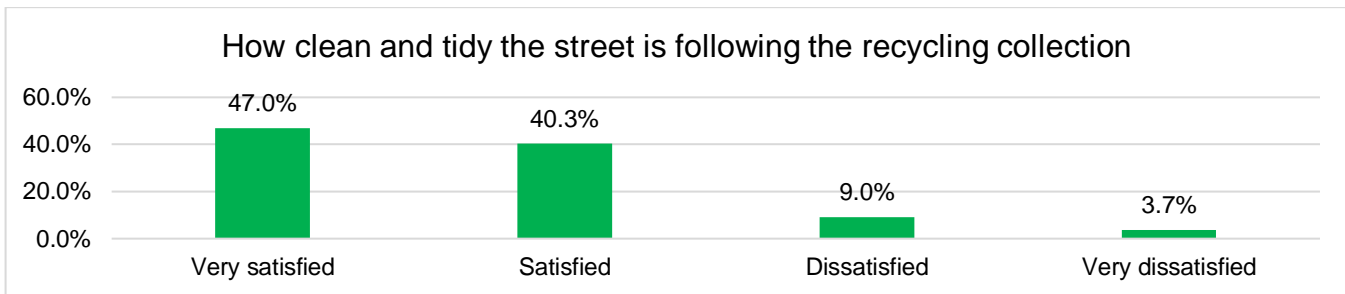


Figure 18

Figure 18 shows whether or not respondents were satisfied with how clean and tidy the street is following the recycling collection. Overall, 87.3% (234 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 12.7% (34 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

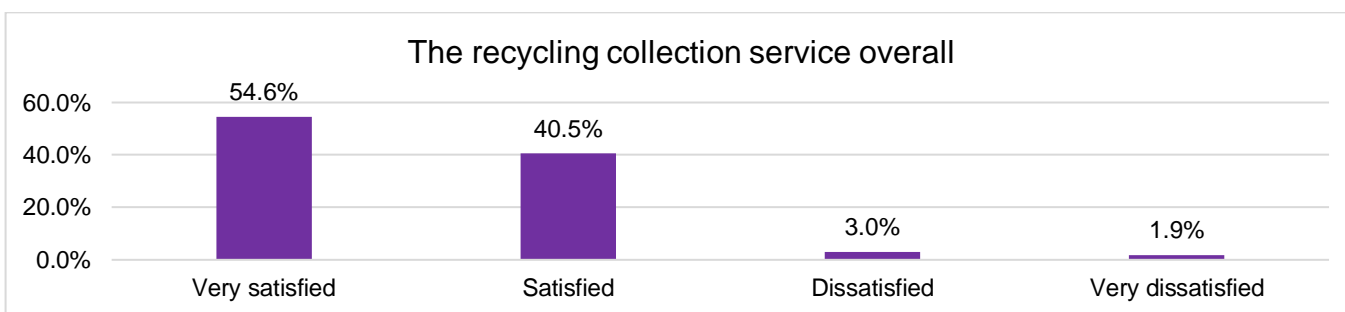


Figure 19

Figure 19 shows whether or not respondents were satisfied with the recycling collection service overall. Overall, 95.1% (256 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 4.9% (13 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

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

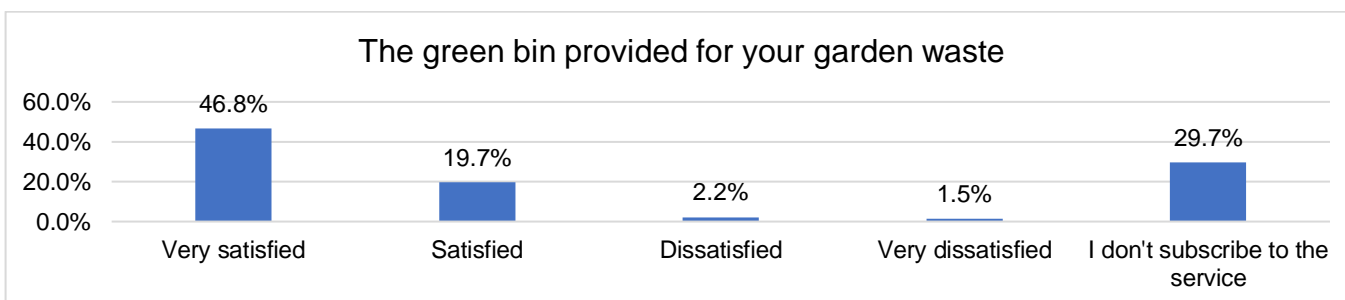


Figure 20

Figure 20 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, 66.5% (179 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 3.7% (10 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'. It is important to note that 29.7% (80 respondents) selected they did not subscribe to the service for this question.

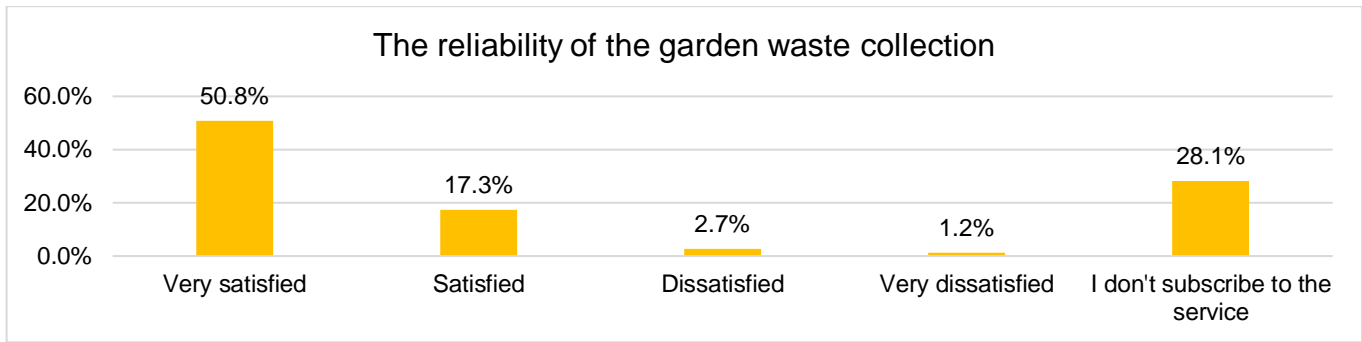


Figure 21

Figure 21 shows out of those that subscribe to the service, whether or not respondents were satisfied with the reliability of the garden waste collection. Overall, 68.1% (177 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 3.9% (10 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'. It is important to note that 28.1% (73 respondents) selected they did not subscribe to the service for this question.



Figure 22

Figure 22 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, 68.8% (181 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 4.2% (11 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'. It is important to note that 27.0% (71 respondents) selected they did not subscribe to the service for this question.



Figure 23

Figure 23 shows out of those that subscribe to the service, whether or not respondents were satisfied with the garden waste collection service overall. Overall, 66.3% (173 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 5.7% (15 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'. It is important to note that 28.0% (73 respondents) selected they did not subscribe to the service for this question.

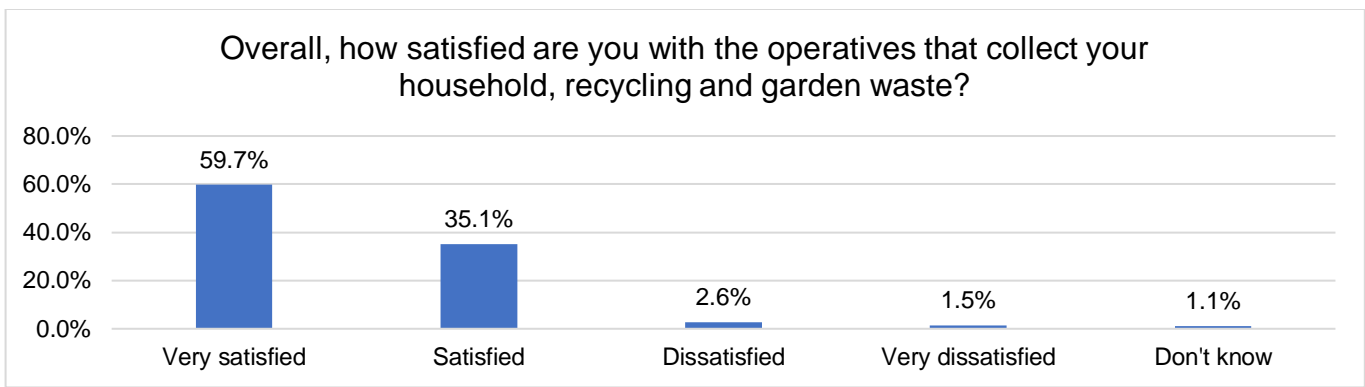


Figure 24

Figure 24 shows how satisfied respondents were with the operatives that collect their household, recycling and garden waste. Overall, 94.8% (254 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 4.1% (11 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

If you are dissatisfied, please tell us why.

The following question was a comments based question. Figure 25 is an overview of the comments received, with comments being placed under the most relevant topic. 11 comments were received in total for this question.

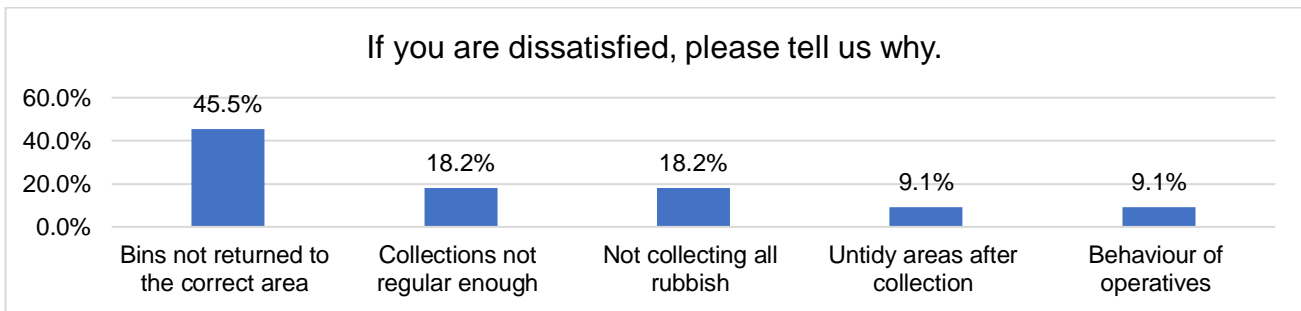


Figure 25

Figure 25 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 'Bins not returned to the correct area' at 45.5% (5 comments).

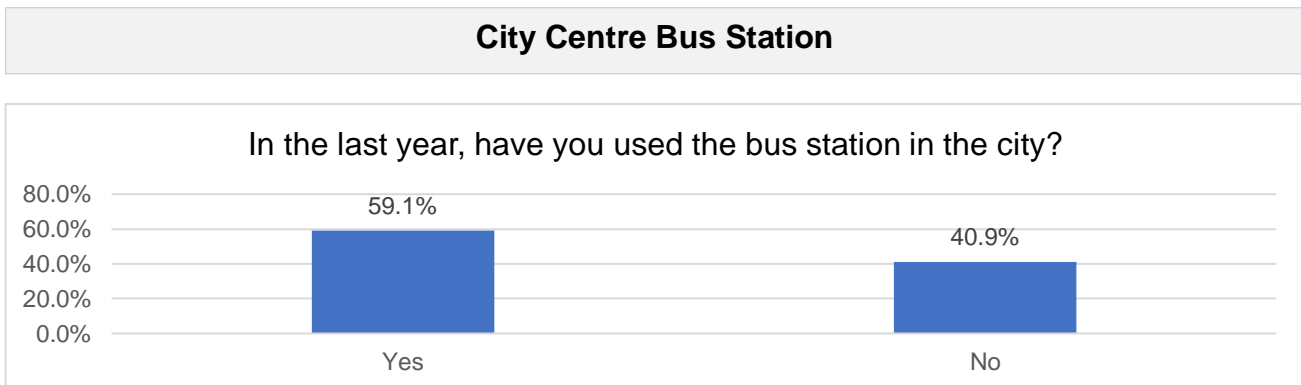


Figure 26

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 59.1% (165 respondents) as opposed to 40.9% (114 respondents) who hadn't.

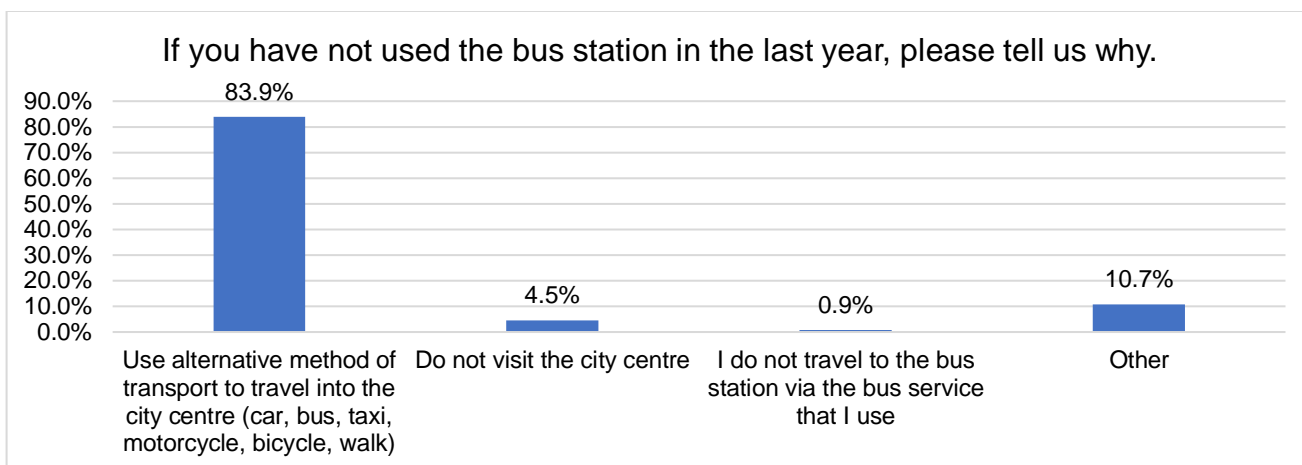


Figure 27

Figure 27 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 83.9% (94 respondents).

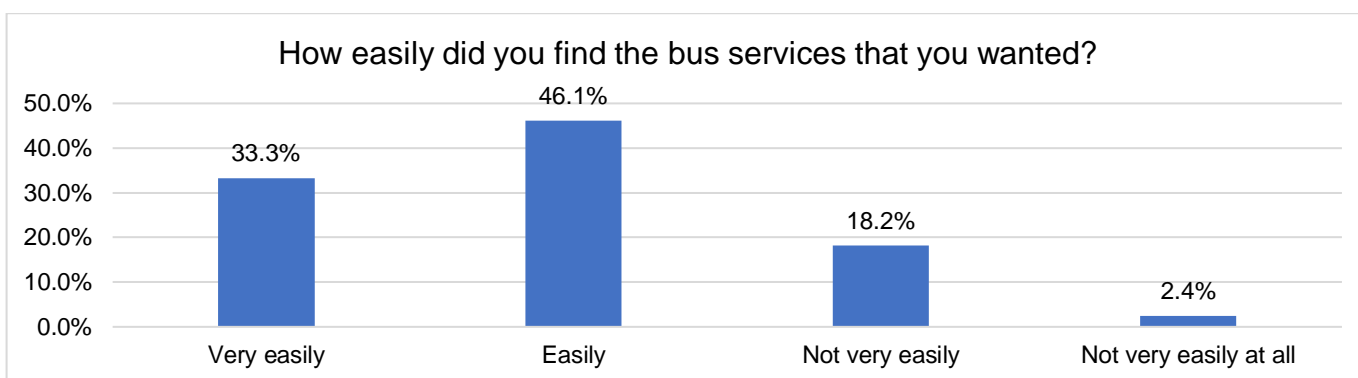


Figure 28

Figure 28 shows how easily respondents found the bus services that they wanted. Overall, 79.4% (131 respondents) responded either 'Very easily' or 'Easily' as opposed to 20.6% (34 respondents) who responded either 'Not very easily' or 'Not very easily at all'.

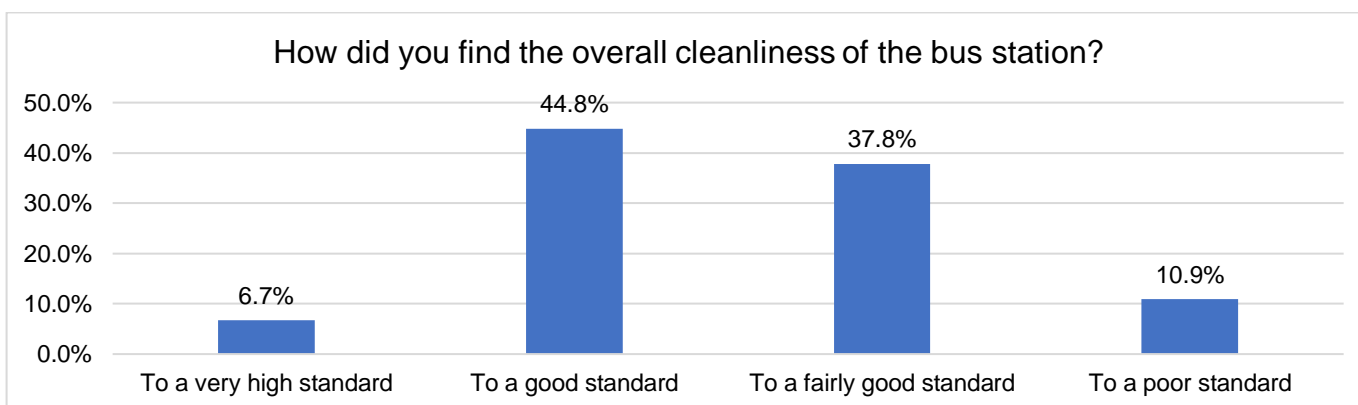


Figure 29

Figure 29 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 44.8% (74 respondents). A further 6.7% (11 respondents) felt the overall cleanliness was to a very high standard.

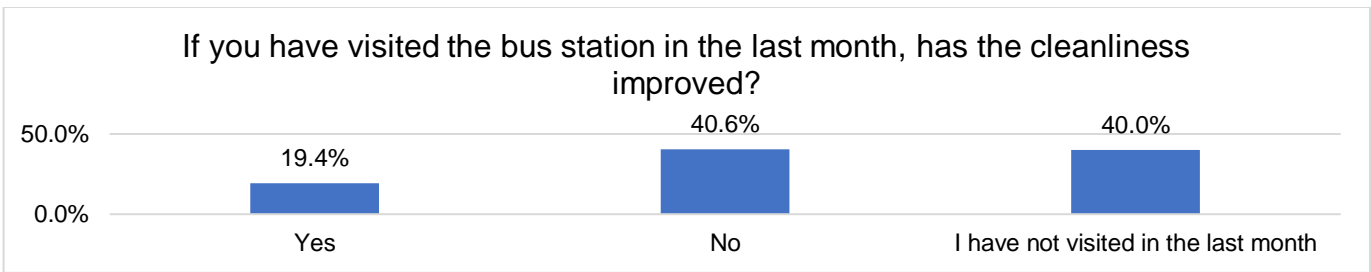


Figure 30

Figure 30 shows of those respondents that have visited the bus station in the last month, has the cleanliness improved. 19.4% (31 respondents) said it had improved, 40.6% (65 respondents) said it had not improved and 40.0% (64 respondents) had not visited within the last month.

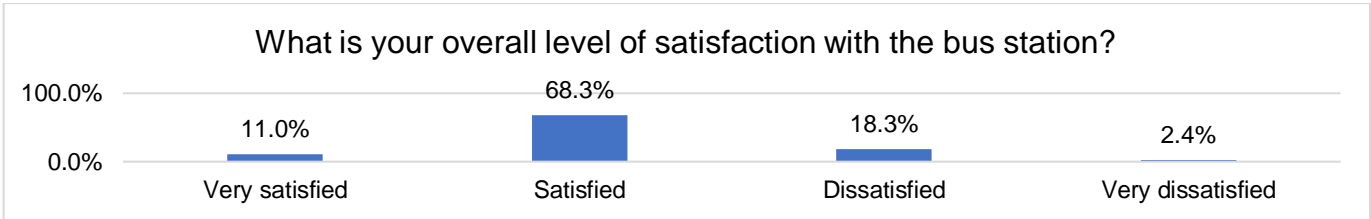


Figure 31

Figure 31 shows respondents' overall satisfaction levels of the bus station. 79.3% (130 respondents) were either satisfied or very satisfied as opposed to 20.7% (34 respondents) who were either dissatisfied or very dissatisfied.

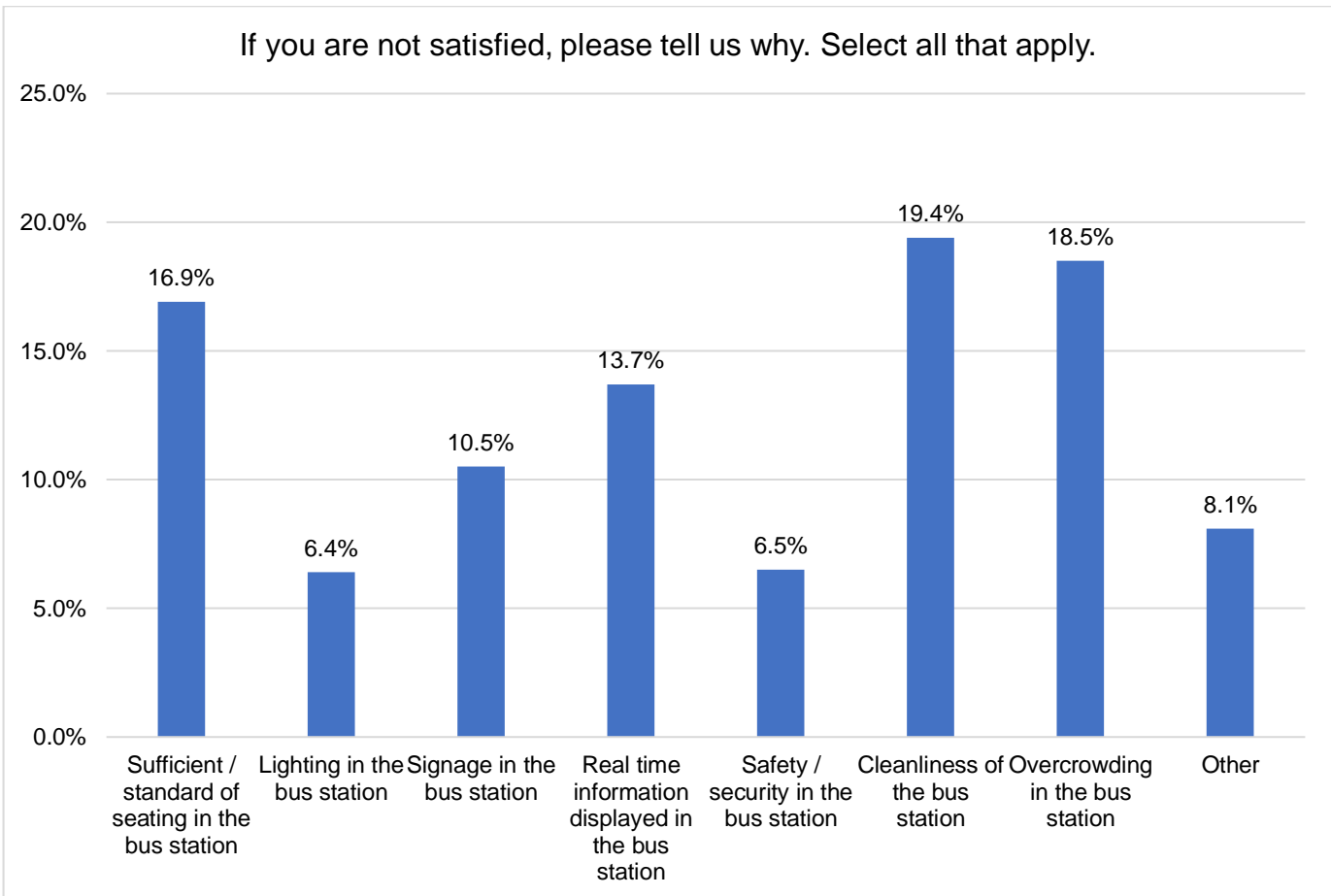


Figure 32

Figure 32 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' at 19.4% (24 respondents) followed by 'Overcrowding in the bus station' at 18.5% (23 respondents).

Revenues and Benefits Service



Figure 33

Figure 33 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 64.3% (180 respondents) as opposed to only 12.9% (36 respondents) who were not aware.

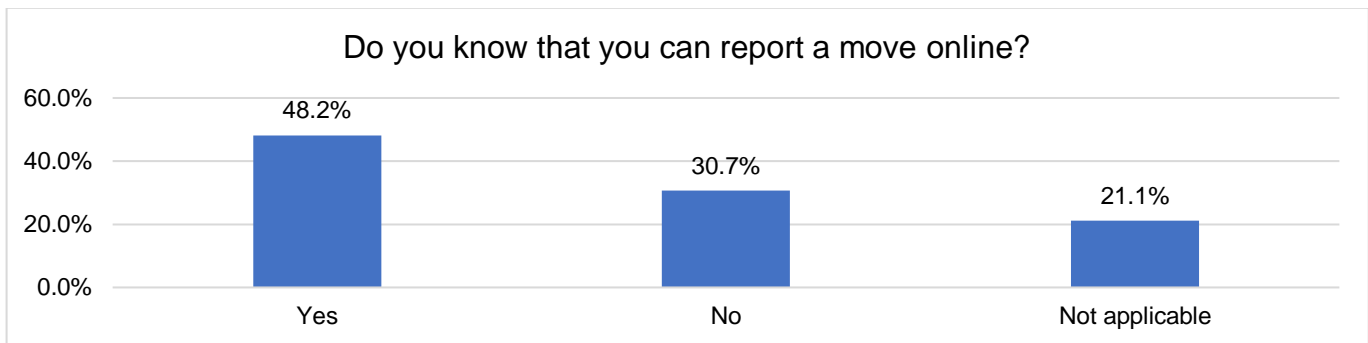


Figure 34

Figure 34 shows if respondents were aware or not that they can report a move online. The majority were aware at 48.2% (135 respondents) as opposed to 30.7% (86 respondents) who were not aware.

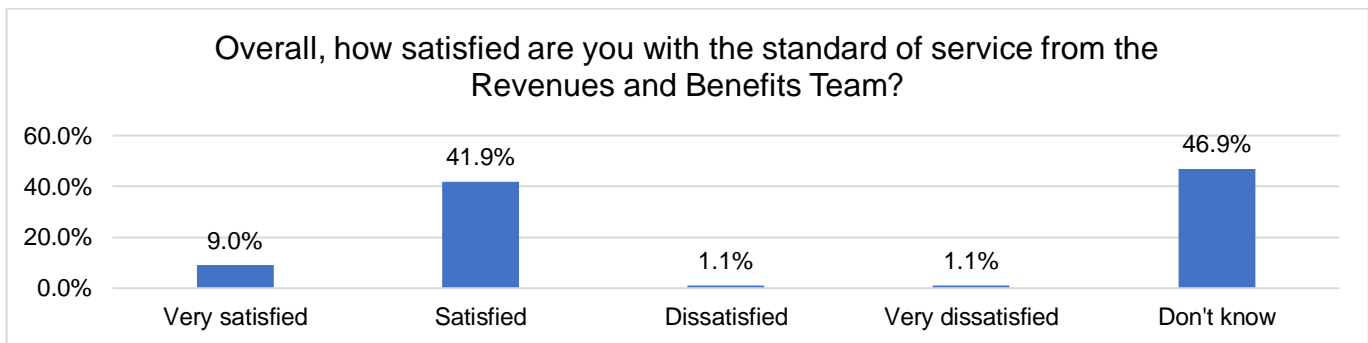


Figure 35

Figure 35 shows satisfaction levels of respondents on the standard of service received from the Revenues and Benefits Team. Overall, 50.9% (141 respondents) were either 'Very satisfied' or 'Satisfied' as opposed to 2.2% (6 respondents) who were either 'Dissatisfied' or 'Very dissatisfied'.

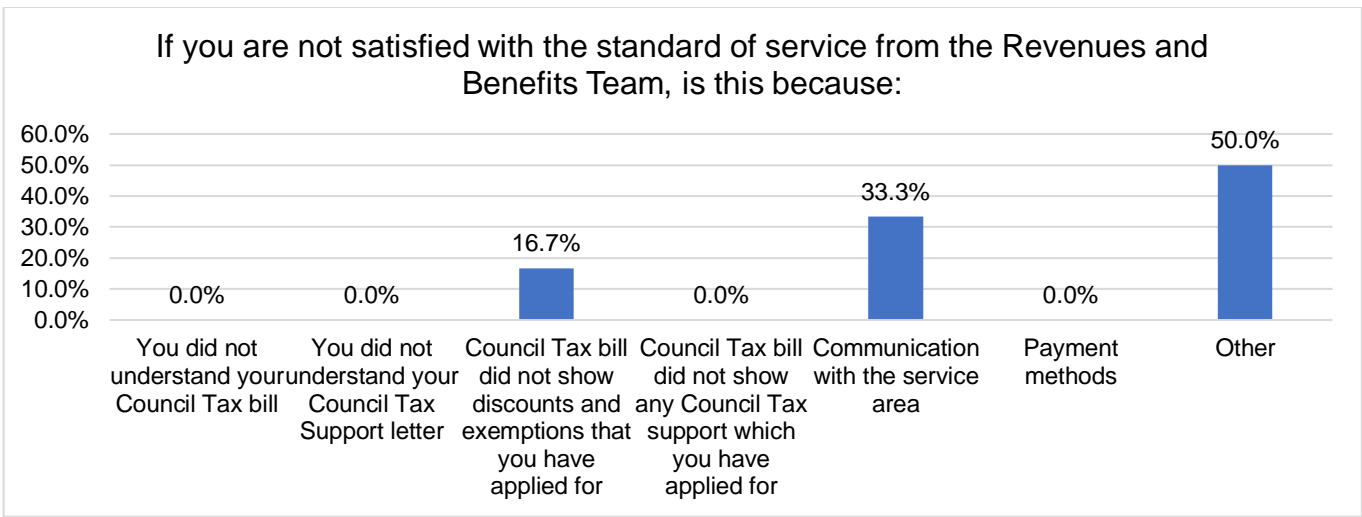


Figure 36

Figure 36 shows of those respondents who were not satisfied with the standard of service from the Revenues and Benefits Team, the reasons for this. The majority of respondents stated 'Communication with the service area' at 33.3% (2 respondents). 'Council Tax bill did not show discounts and exemptions that you have applied for' was the second highest reason why respondents weren't happy with 16.7% (1 respondent) 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 1 comment was received for this question relating to 'Bedroom Tax'.



Figure 37

Figure 37 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 60.9% (207 respondents). Just 24.0% (62 respondents) were interested and a further 15.1% (9 respondents) were already registered.

Cost of Living Support

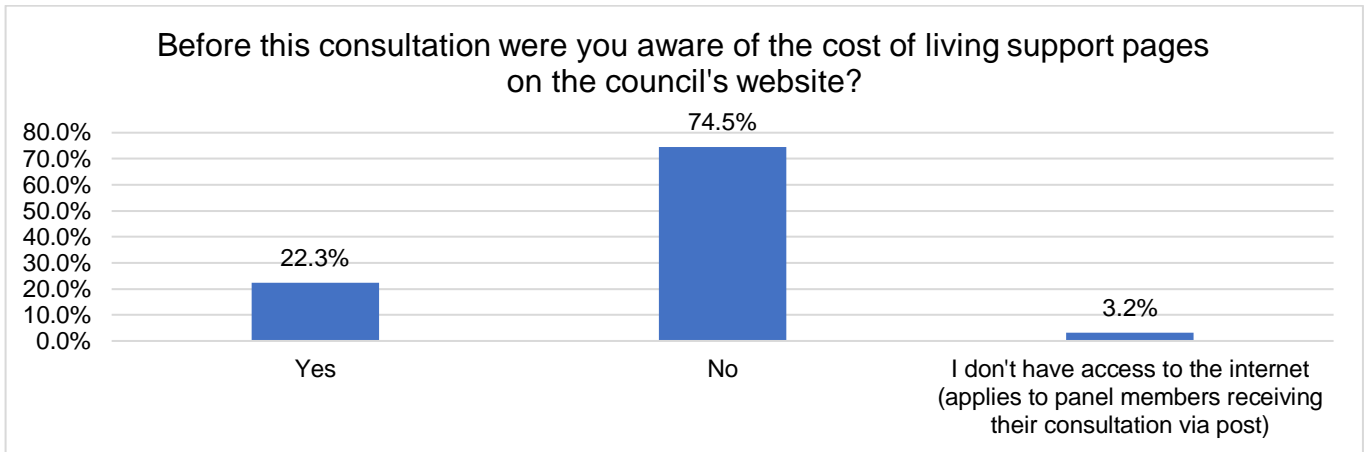


Figure 38

Figure 38 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 74.5% (207 respondents) as opposed to only 22.3% (62 respondents) who were aware.