

# Lincoln Citizens' Panel Survey July 2025 – Results Summary



Welcome to the Lincoln Citizens' Panel Survey July 2025 results summary.

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

- Understanding Local Strengths and Needs
- Equality, Diversity and Wellbeing
- Cost of Living Support
- City of Lincoln Council's Website
- Car Parking in Lincoln
- Public Open Spaces / Grounds Maintenance
- Addressing Climate Change in Lincoln

The maximum number of respondents to each question was 342.

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.

## Understanding Local Strengths and Needs

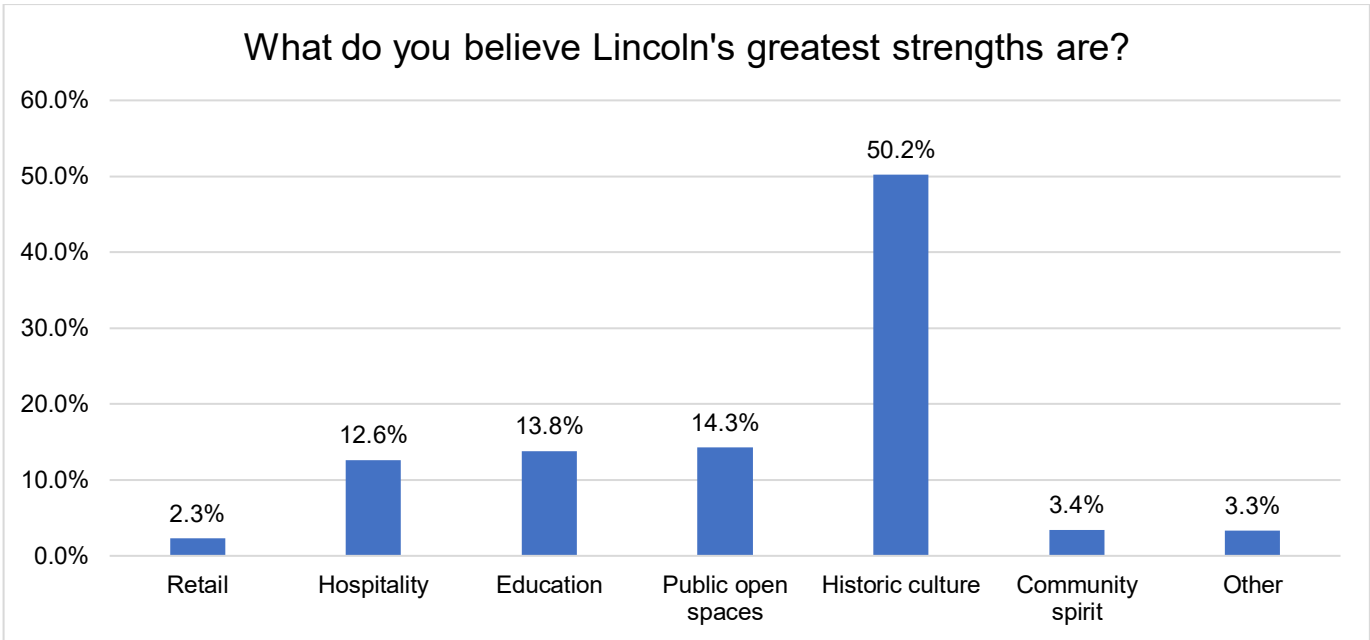


Figure 1

Figure 1 shows what respondents believe Lincoln's greatest strengths are. The percentages are based on the total number of responses for this question, as respondents were able to select more than one option. Overall, the majority of respondents believe Lincoln's biggest strength is our 'historic culture' with a figure of 50.2% (306 respondents).

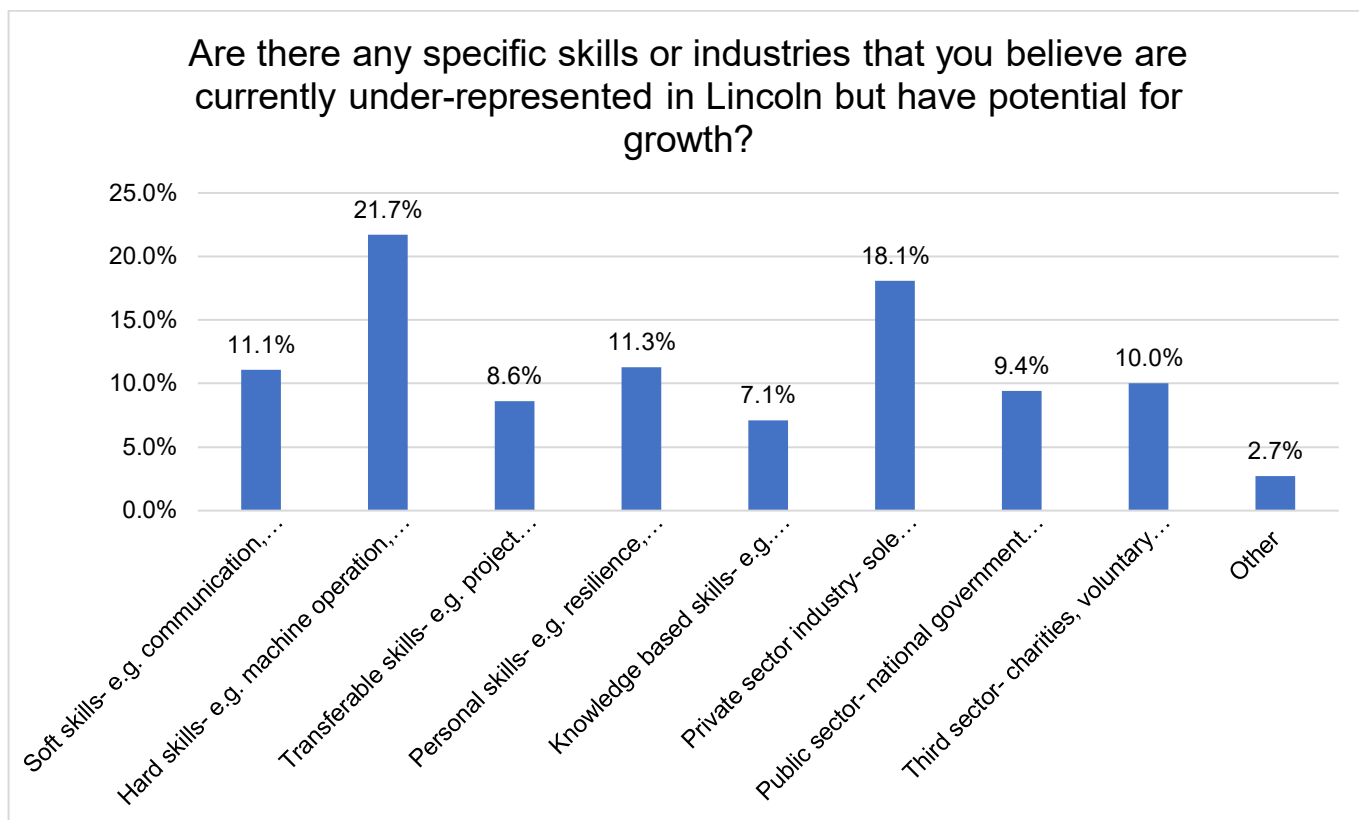


Figure 2

Figure 2 shows which specific skills or industries respondents believe are under-represented in Lincoln. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option. The most popular option was 'hard skills- e.g. machine operation, manufacturing and trade (welding, plumbing, electric)' are the most under-represented with a figure of 21.7% (154 respondents).

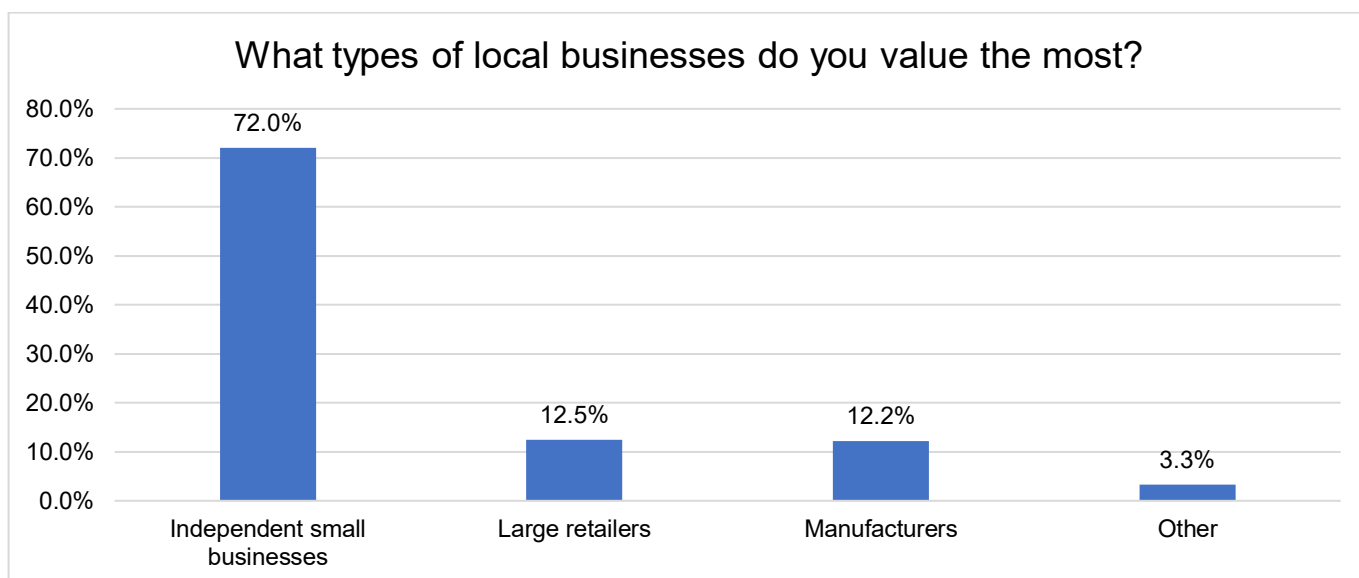


Figure 3

Figure 3 shows the types of local businesses that respondents value the most. The majority of respondents chose 'independent small businesses' as their most valued type of business with a figure of 72.0% (242 respondents).

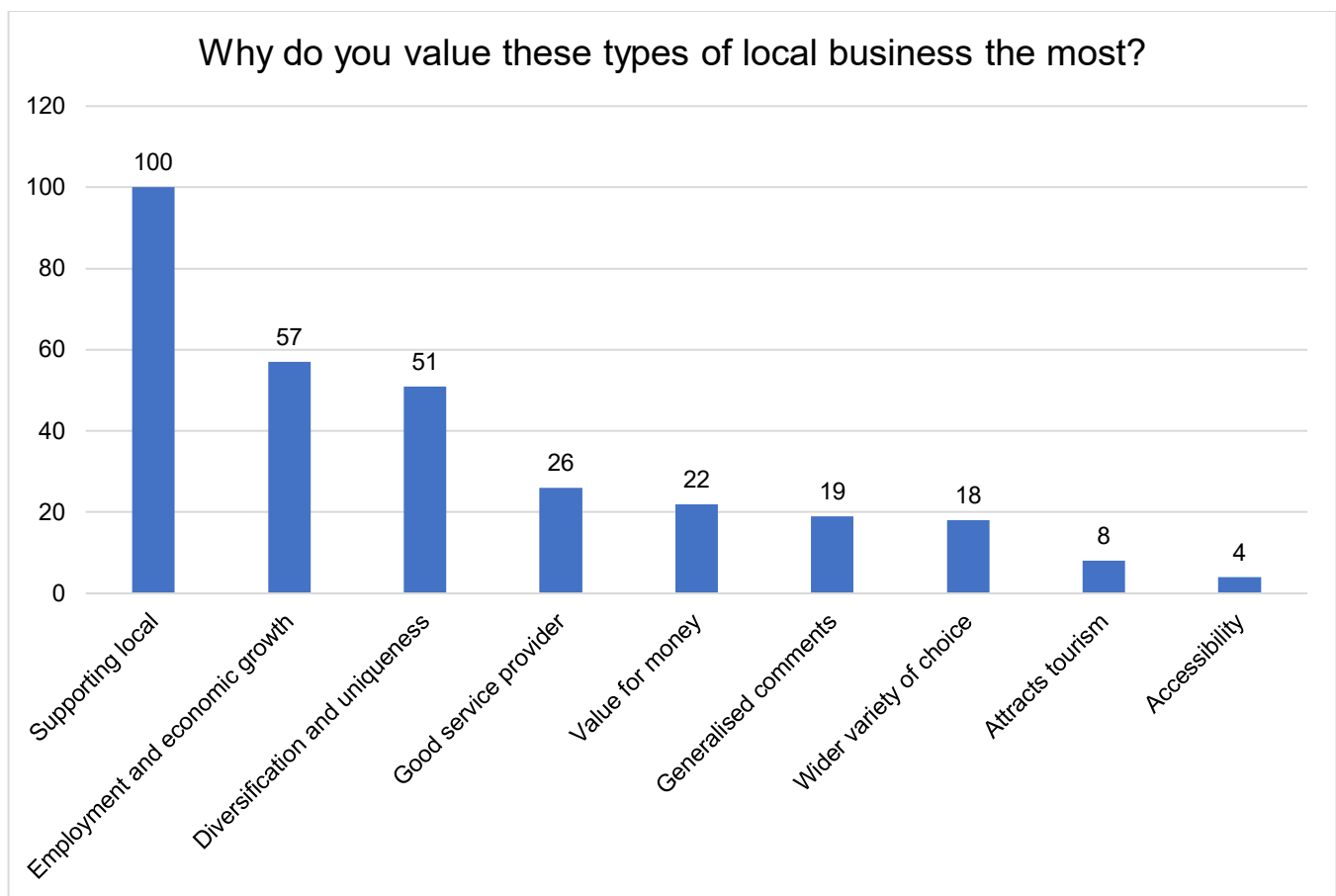


Figure 4

The question above was a comments-based question. Figure 4 is an overview of the comments received. The majority of respondents reasoning for their most valued type of business was 'supporting local', with a figure of 100 comments (32.8%).

### **How important do you think the following elements are in terms of good local infrastructure for economic development in Lincoln?**

Please note figures 5-13 relate to the above question for good local infrastructure for economic development in Lincoln.

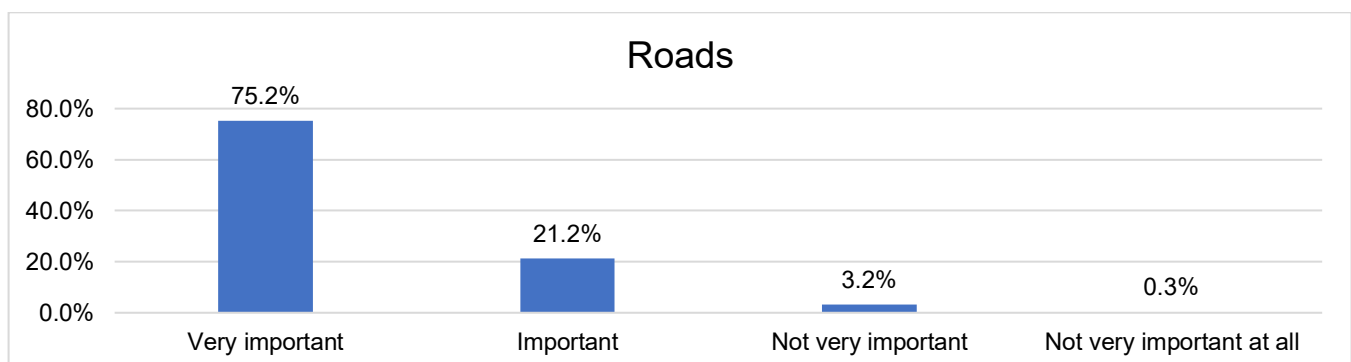


Figure 5

Figure 5 shows how respondents would rate the importance of roads in terms of good local infrastructure of economic development. This shows, 75.2% (255 respondents) believed roads are 'very important' for this in Lincoln.

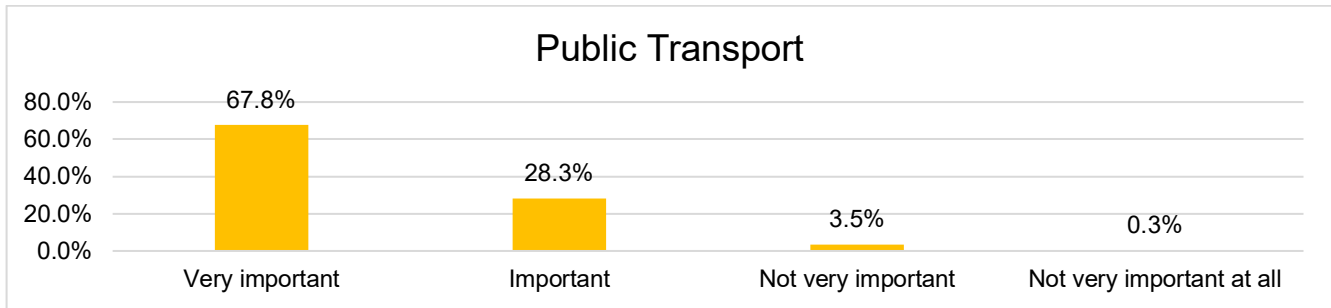


Figure 6

Figure 6 shows how respondents would rate the importance of public transport in terms of good local infrastructure of economic development. This shows, 67.8% (230 respondents) believed public transport is 'very important' for citizens of Lincoln.

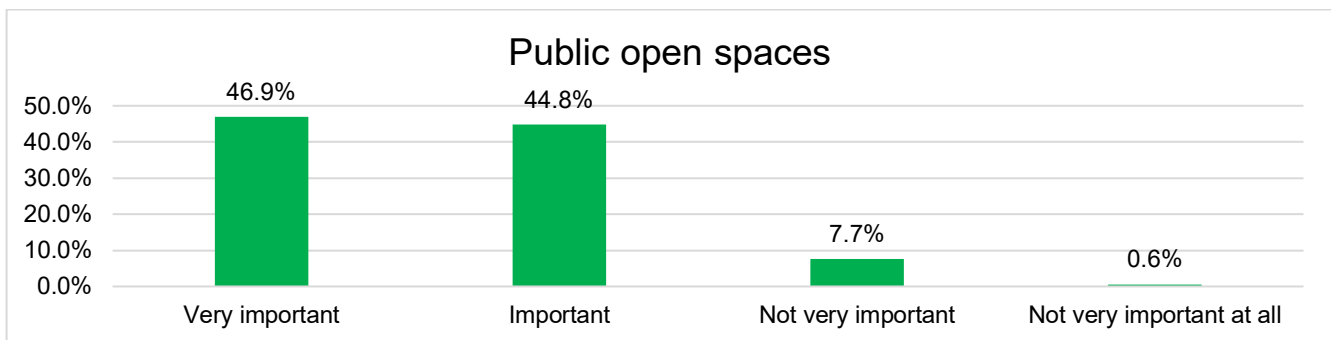


Figure 7

Figure 7 shows how respondents would rate the importance of public open spaces in terms of good local infrastructure of economic development. This shows, 46.9% (158 respondents) believed public open spaces are 'very important' for citizens of Lincoln.

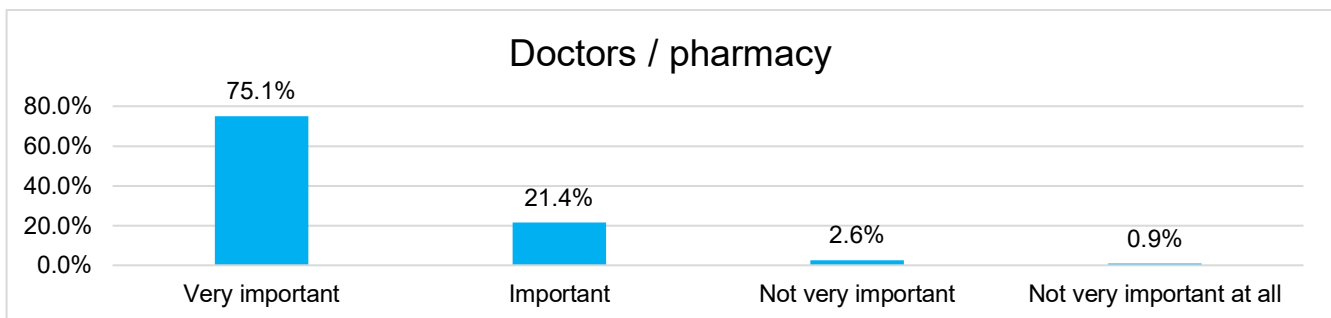


Figure 8

Figure 8 shows how respondents would rate the importance of doctors/pharmacies in terms of good local infrastructure of economic development. This shows, 75.1% (256 respondents) believed doctors/pharmacies are 'very important' for citizens of Lincoln.

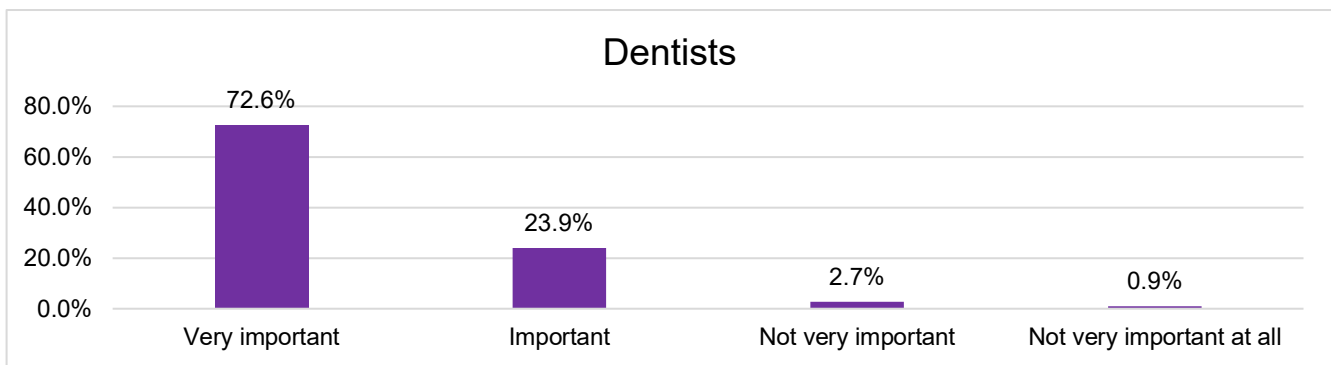


Figure 9

Figure 9 shows how respondents would rate the importance of dentists in terms of good local infrastructure of economic development. This shows, 72.6% (246 respondents) believe dentists are 'very important' for citizens of Lincoln.

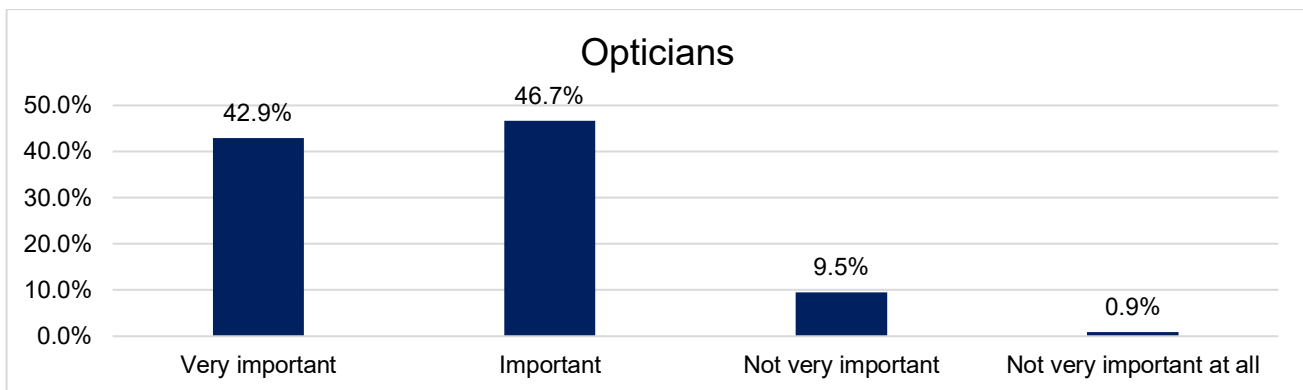


Figure 10

Figure 10 shows how respondents would rate the importance of opticians in terms of good local infrastructure of economic development. This shows, 46.7% (158 respondents) believe opticians are 'important' for citizens of Lincoln.

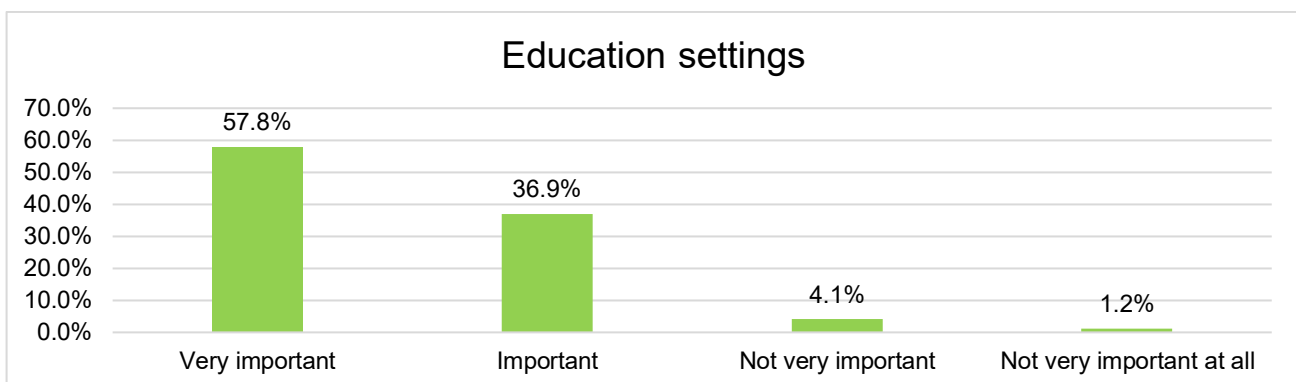


Figure 11

Figure 11 shows how respondents would rate the importance of education settings in terms of good local infrastructure of economic development. This shows, 57.8% (196 respondents) believe education settings are 'very important' for citizens of Lincoln.

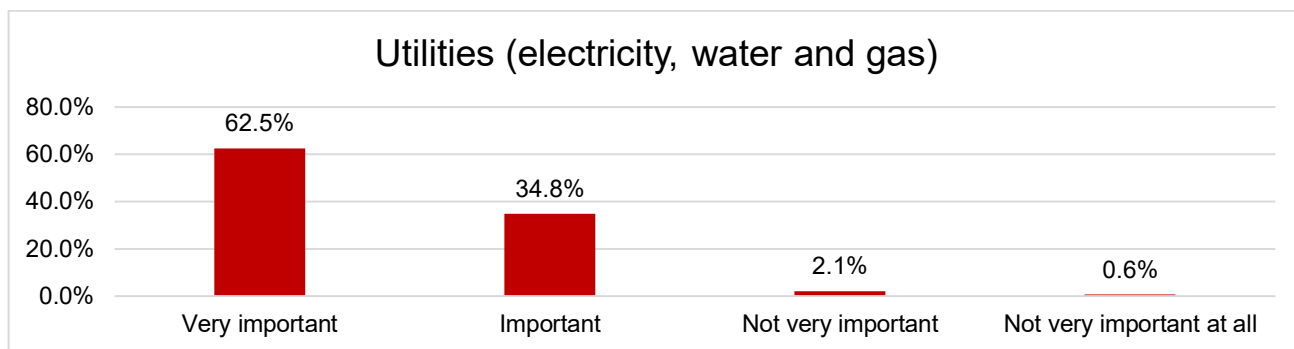


Figure 12

Figure 12 shows how respondents would rate the importance of utilities (electricity, water and gas) in terms of good local infrastructure of economic development. This shows, 62.5% (212 respondents) believe utilities (electricity, water and gas) are 'very important' for citizens of Lincoln.

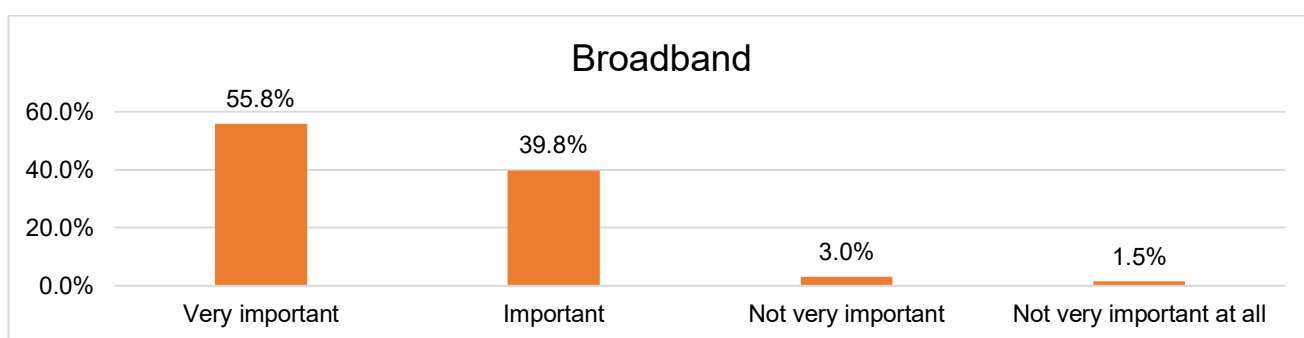


Figure 13

Figure 13 shows how respondents would rate the importance of broadband in terms of good local infrastructure of economic development. This shows, 55.8% (188 respondents) believe broadband is 'very important' in terms of good local infrastructure for economic development in Lincoln.

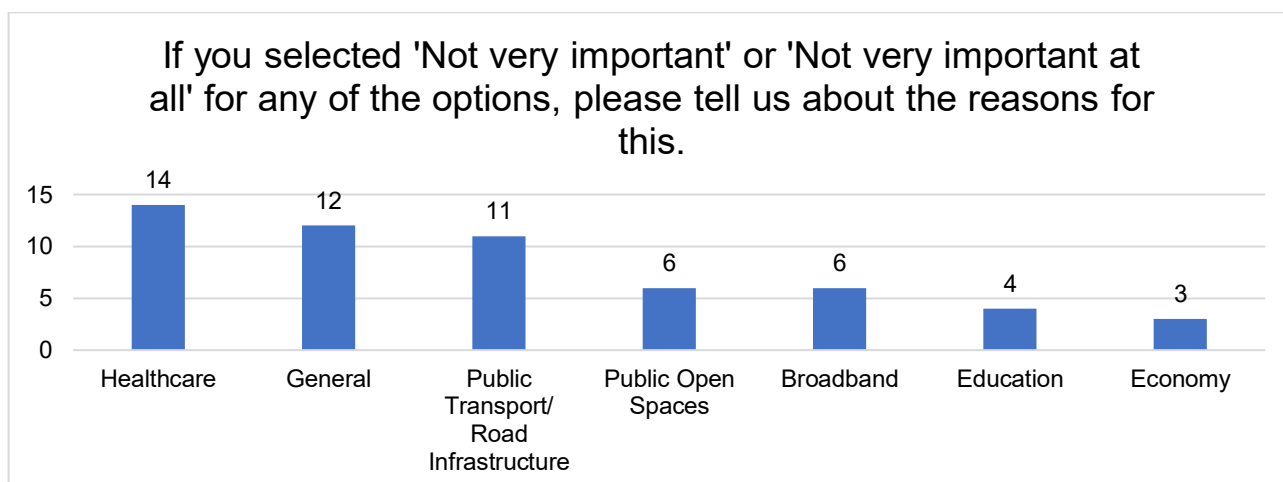


Figure 14

The question above was a comments-based question. Figure 14 is an overview of the comments received. The most common theme for the reasons respondents selected 'not very important' or 'not very important at all' were due to 'Healthcare' reasons, with a figure of 14 comments (25.0%).

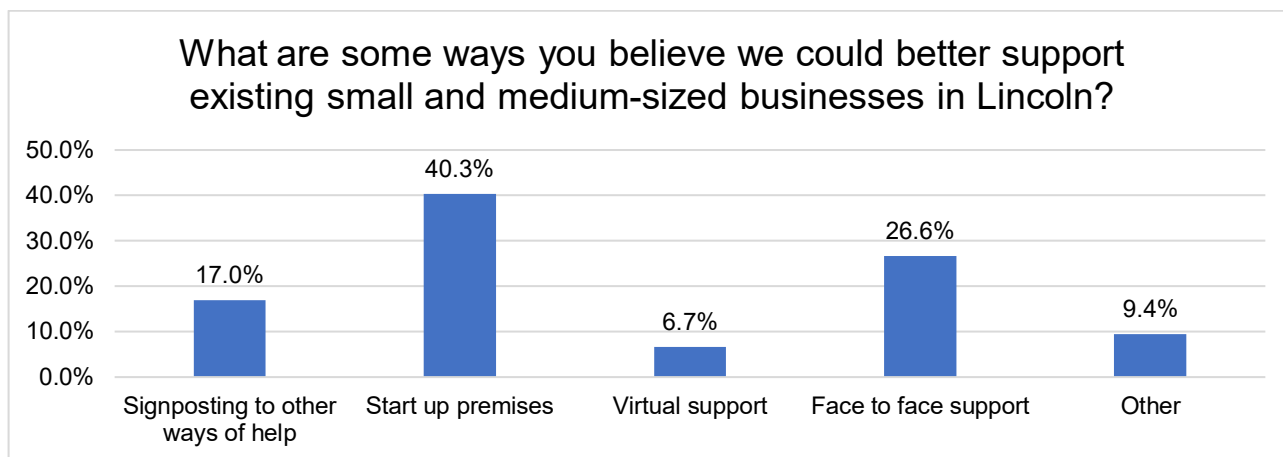


Figure 15

Figure 15 shows 'Start up premises' is the most popular choice respondents believe we could better support small and medium-sized businesses in Lincoln, with a figure of 40.3% (211 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

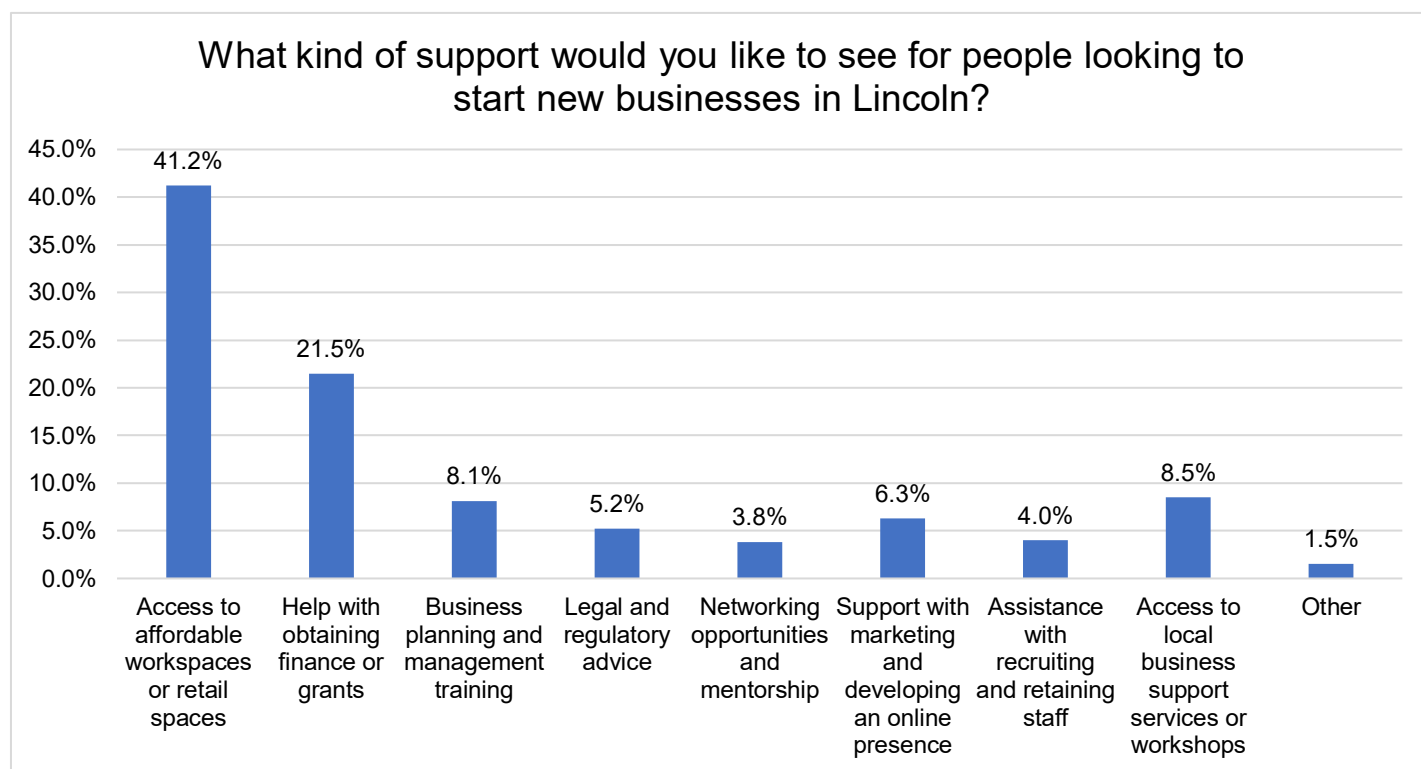


Figure 16

Figure 16 shows 'Access to affordable workspaces or retail spaces' is the most popular choice respondents believe we could help people looking to start new businesses in Lincoln, with a figure of 41.2% (270 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

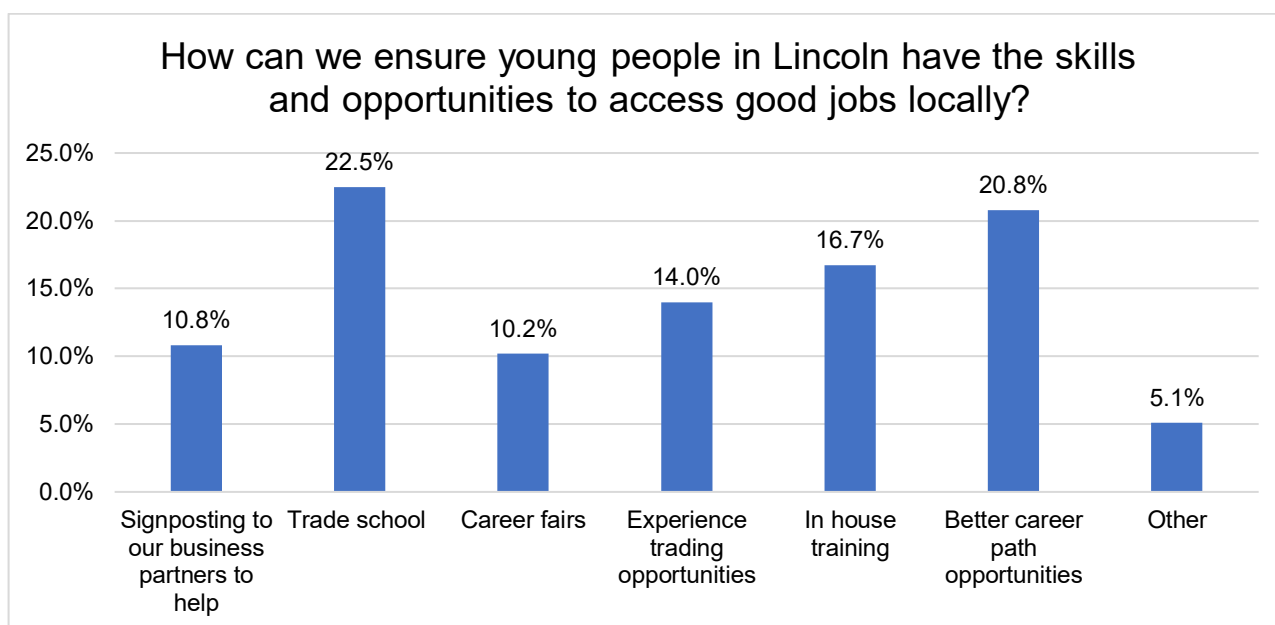


Figure 17

Figure 17 shows 22.5% (142 respondents) chose 'Trade school' as being the best way to ensure young people in Lincoln have the skills and opportunities to access good jobs locally. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

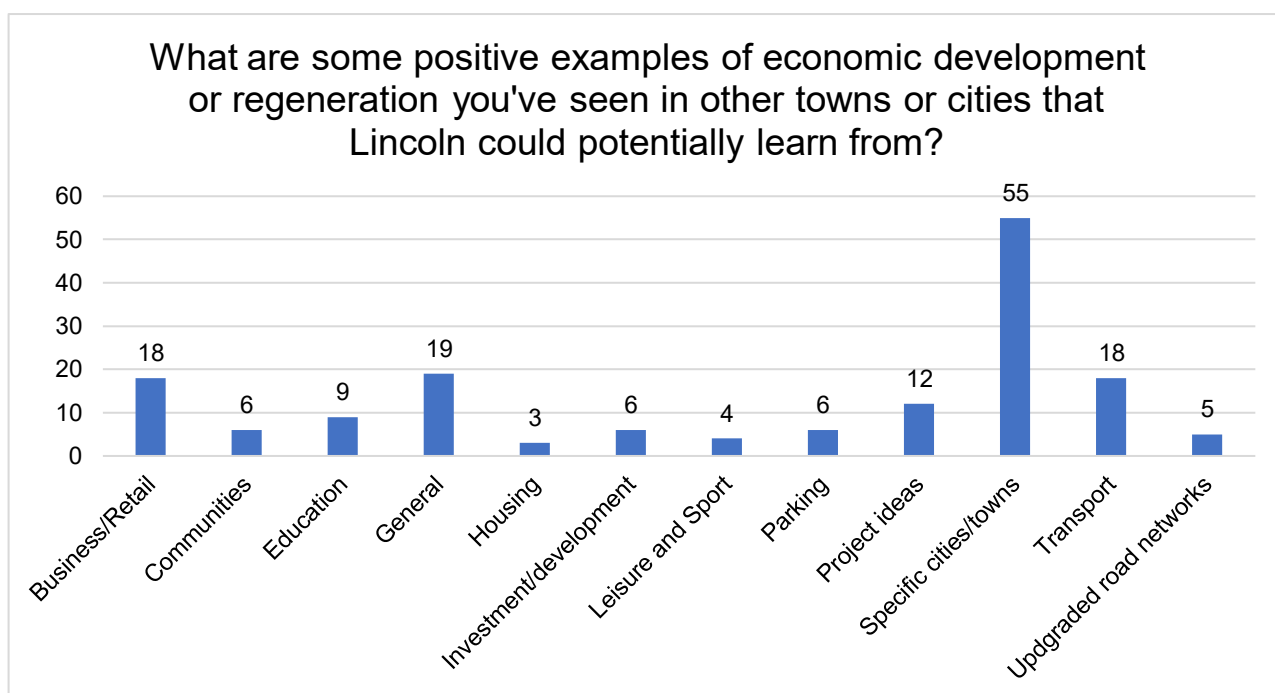


Figure 18

The question above was a comments-based question. Figure 18 is an overview of the comments received. 55 comments (34.2%) gave 'specific towns/cities' for positive examples of economic development or regeneration Lincoln could potentially learn from.



## How can we ensure that economic development benefits all residents of Lincoln across different communities and age groups?

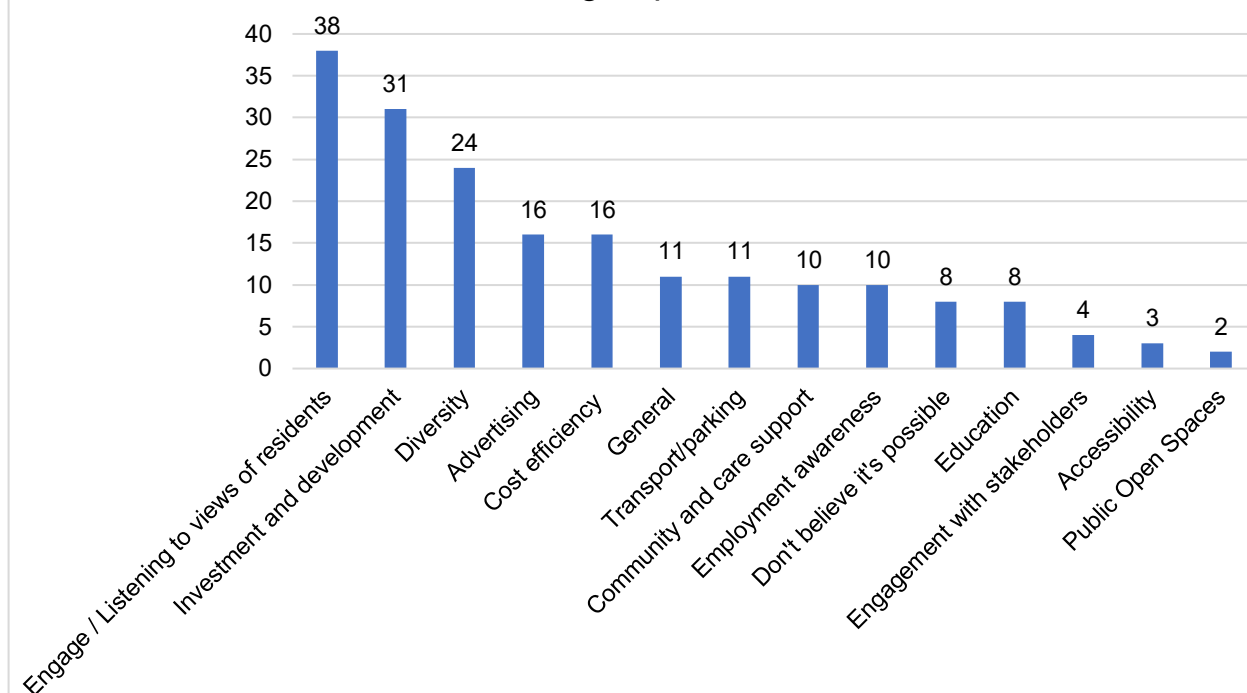


Figure 19

The question above was a comments-based question. Figure 19 is an overview of the comments received. 38 comments (19.8%) believe we can ensure that economic development benefits all residents of Lincoln across different communities and age groups by 'Engaging/listening to the views of residents.'

## Equality, Diversity and Wellbeing

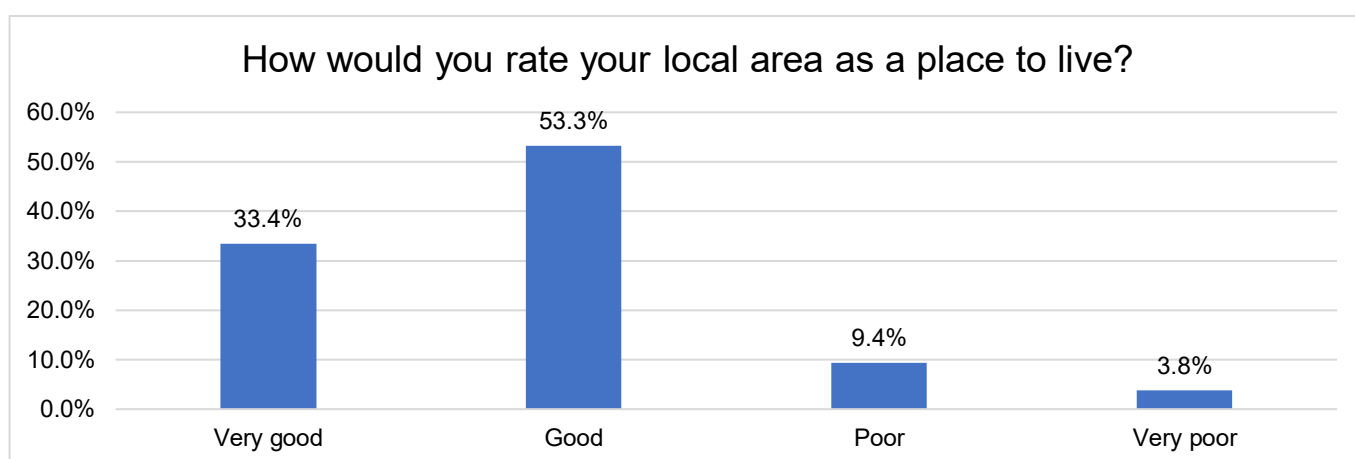


Figure 20

Figure 20 shows how respondents rate their local area as a place to live in, rated from very good to very poor. 53.3% (182 respondents) believe their local area is 'Good' to live in.

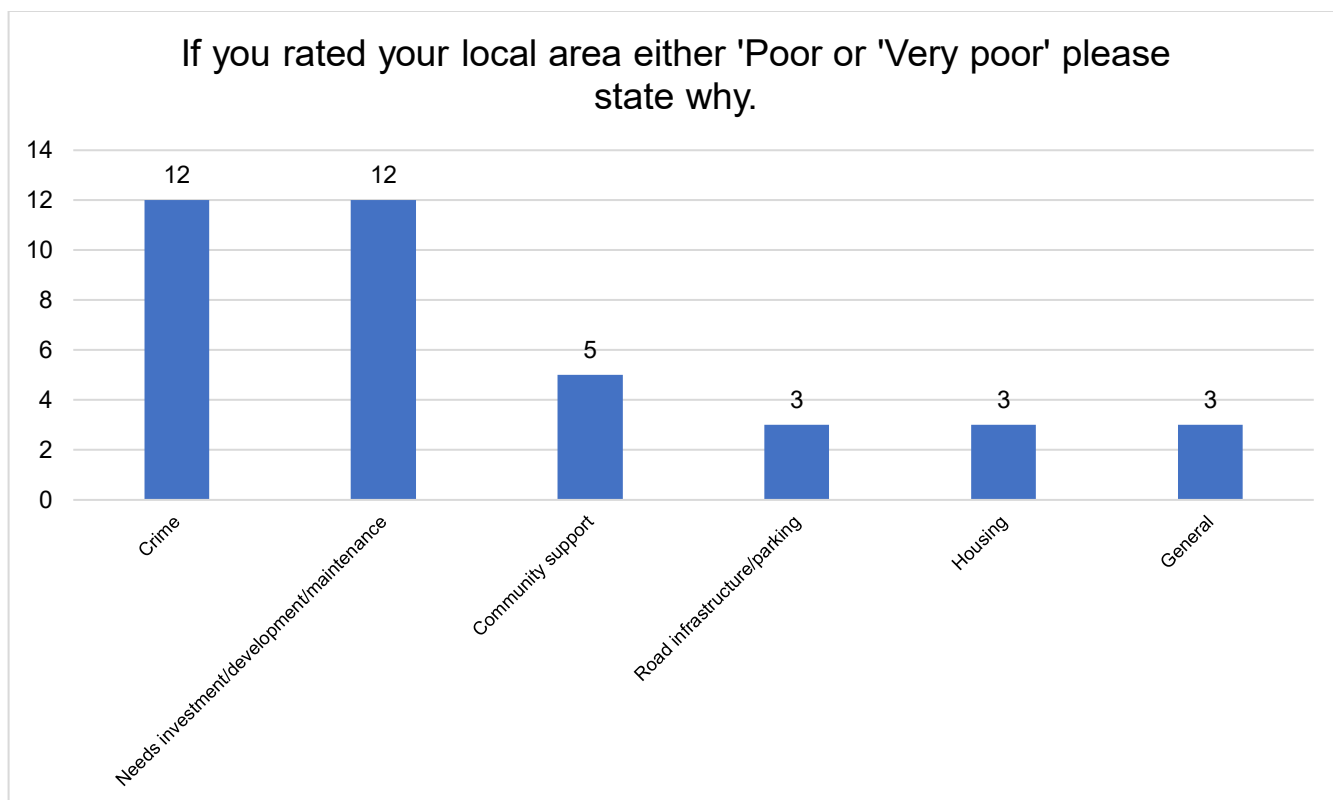


Figure 21

The question above is a comments based question. Figure 21 shows the reasons if respondents rated their local area 'Poor' or 'Very poor'. The most common reason for their rating was due to both 'Crime', with 12 comments (31.6%) and 'Needs investment/development/maintenance', also with a figure of 12 comments (31.6%).

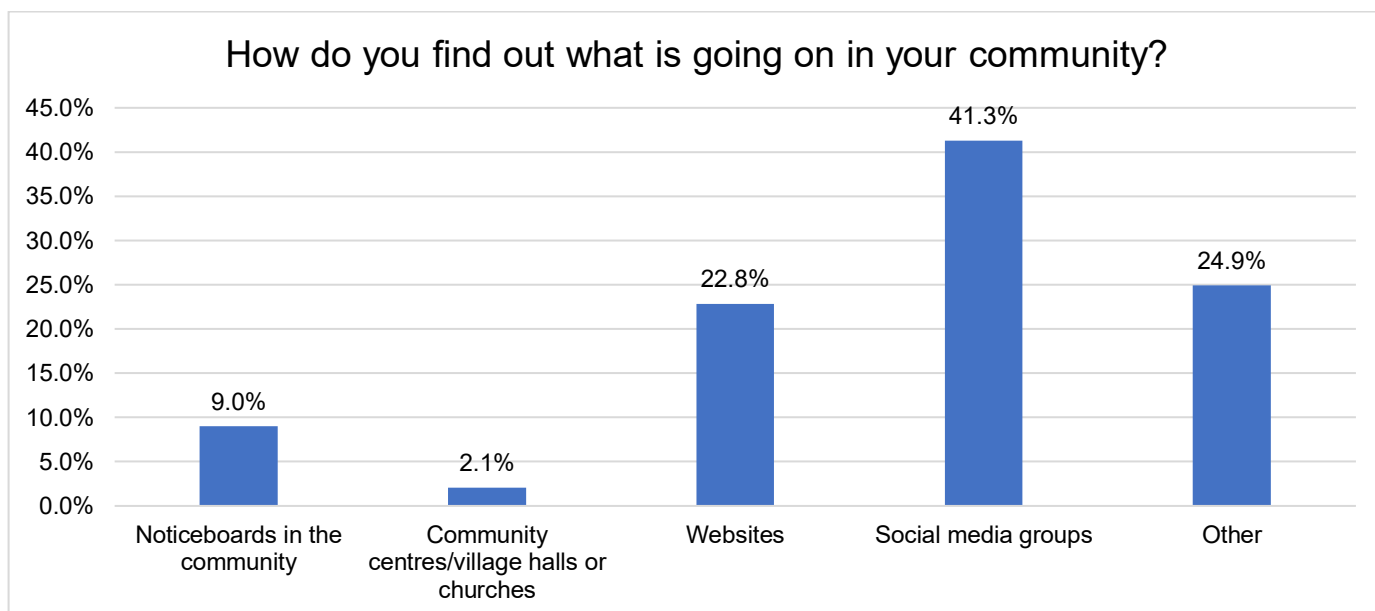


Figure 22

Figure 22 shows the most popular way respondents find out what is going on in their community is via 'Social media groups' with a figure of 41.3% (138 respondents).

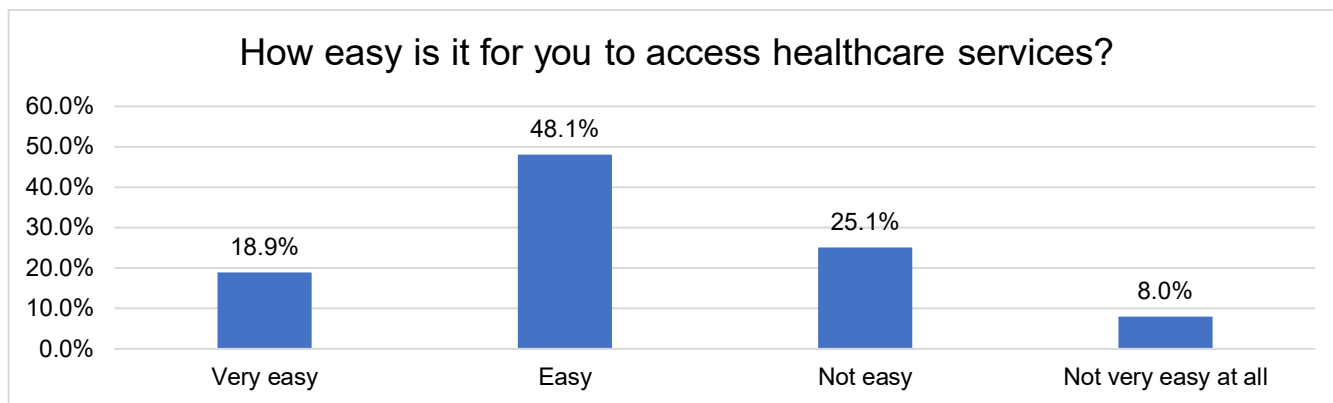


Figure 23

Figure 23 shows how easy it is for respondents to access healthcare services, rated from very easy to not very easy at all. The majority of respondents find accessing health services 'Easy', with a figure of 48.1% (163 respondents).

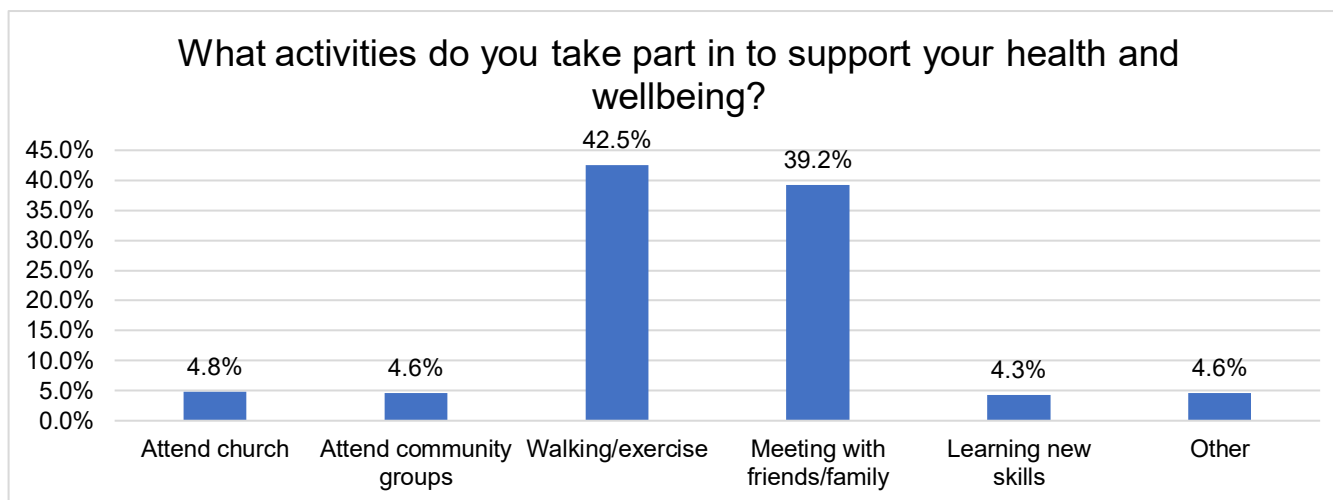


Figure 24

Figure 24 shows what activities respondents take part in to support their health and wellbeing. 'Walking/exercise' is the most popular way respondents support their health and wellbeing, with a figure of 42.5% (257 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

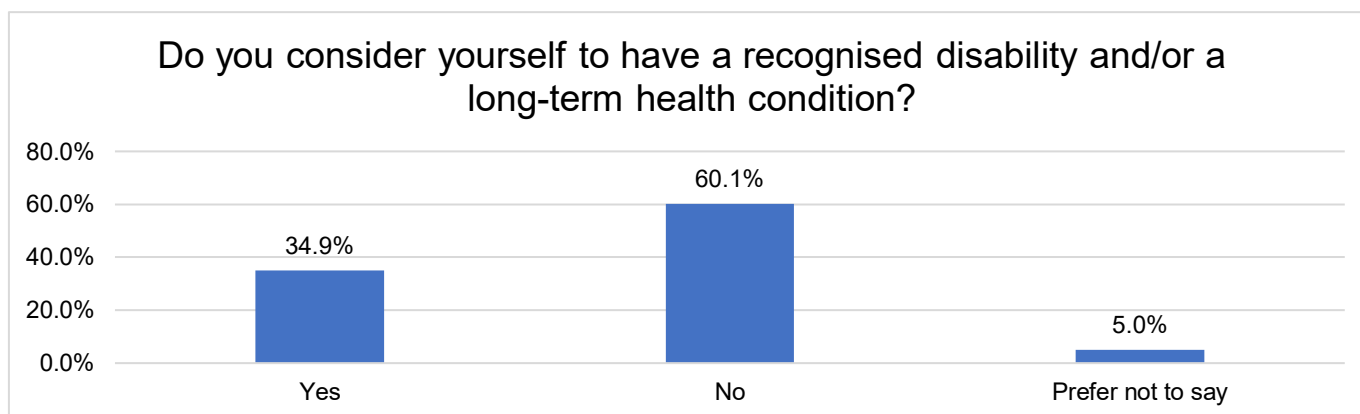


Figure 25

Figure 25 shows 60.1% (205 respondents) do not consider themselves to have a disability and/or long-term health condition and 34.9% (119 respondents) do consider themselves to have a disability and/or long-term health condition. 5.0% (17 respondents) selected 'Prefer not to say' for this question.

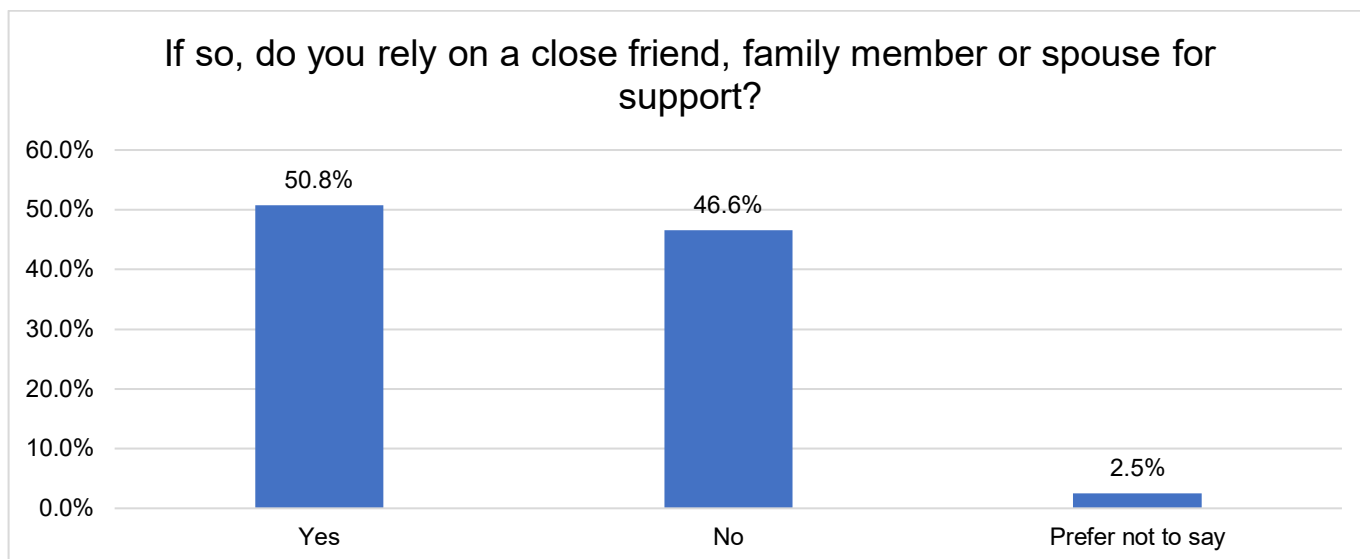


Figure 26

Figure 26 shows if respondents selected 'Yes' in the previous question, 50.8% (60 respondents) rely on a close friend, family member or spouse for support.

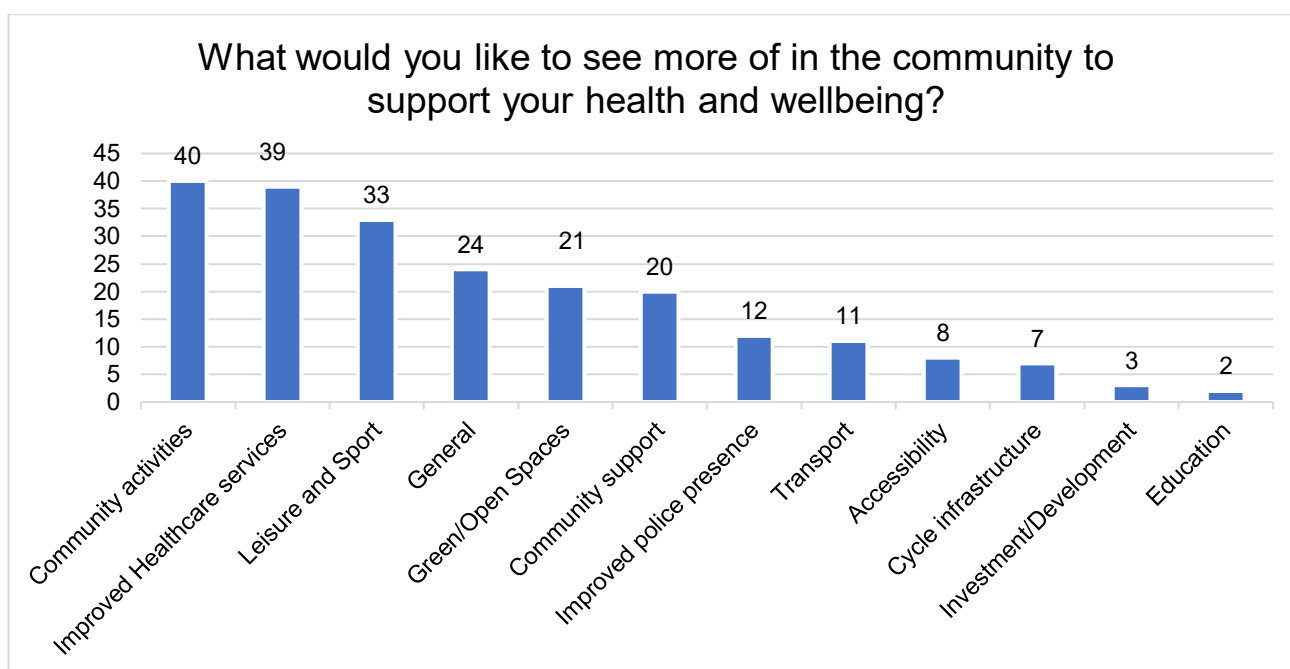


Figure 27

The question above was a comments-based question. Figure 27 is an overview of the comments received. The majority of respondents said they'd like to see more 'Community activities' to support their health and wellbeing, with a figure of 40 comments (18.2%).

## Cost of Living Support

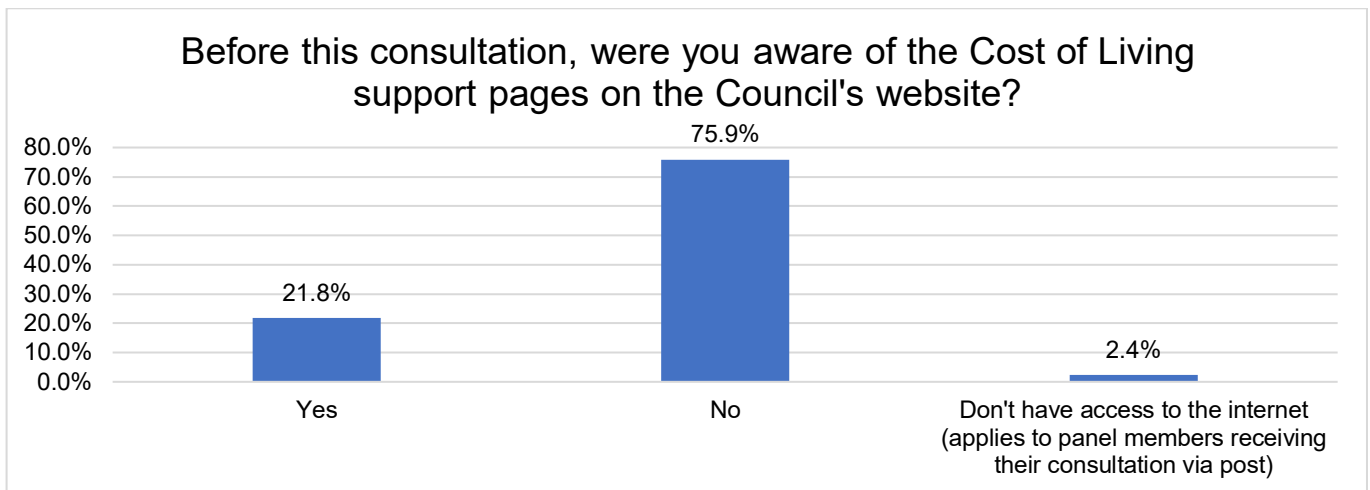


Figure 28

Figure 28 shows whether respondents were aware of the Cost of Living support pages on our website. 75.9% of respondents selected 'No' (258 respondents).

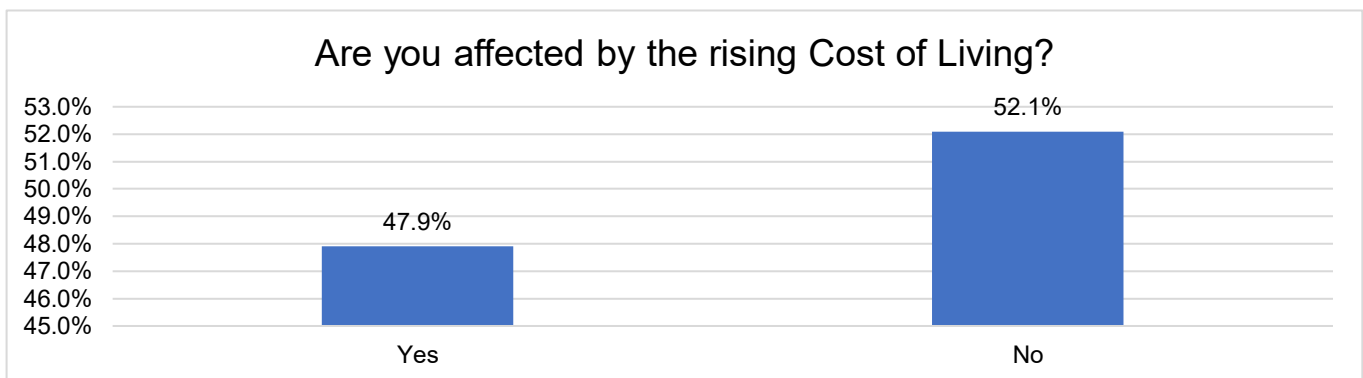


Figure 29

Figure 29 shows whether respondents are affected by the rising Cost of Living. 52.1% (176 respondents) are not affected by the rising Cost of Living.

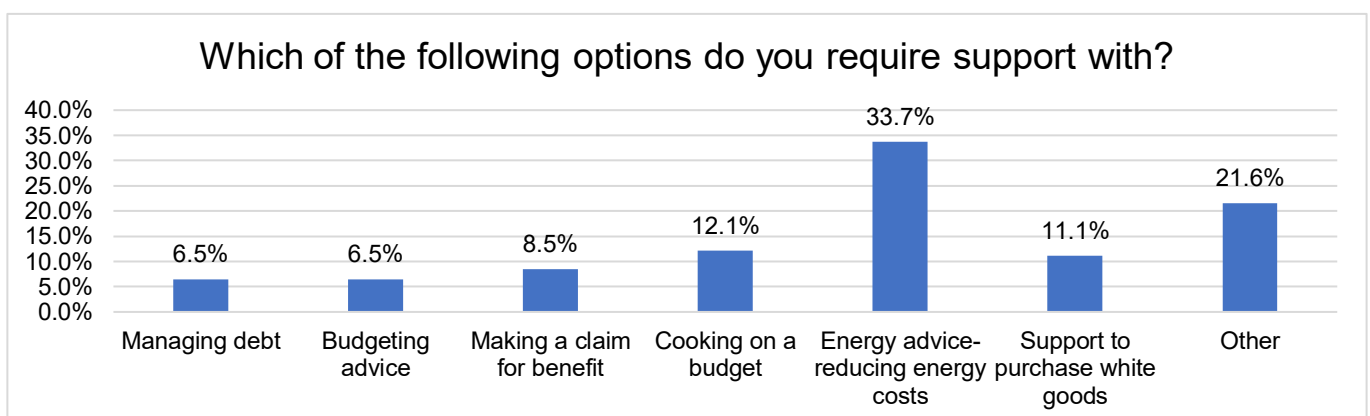


Figure 30

Figure 30 shows respondents require support with 'Energy advice- reducing energy costs' to help with the rising Cost of Living, with a figure of 33.7% (67 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

## City of Lincoln Council's Website

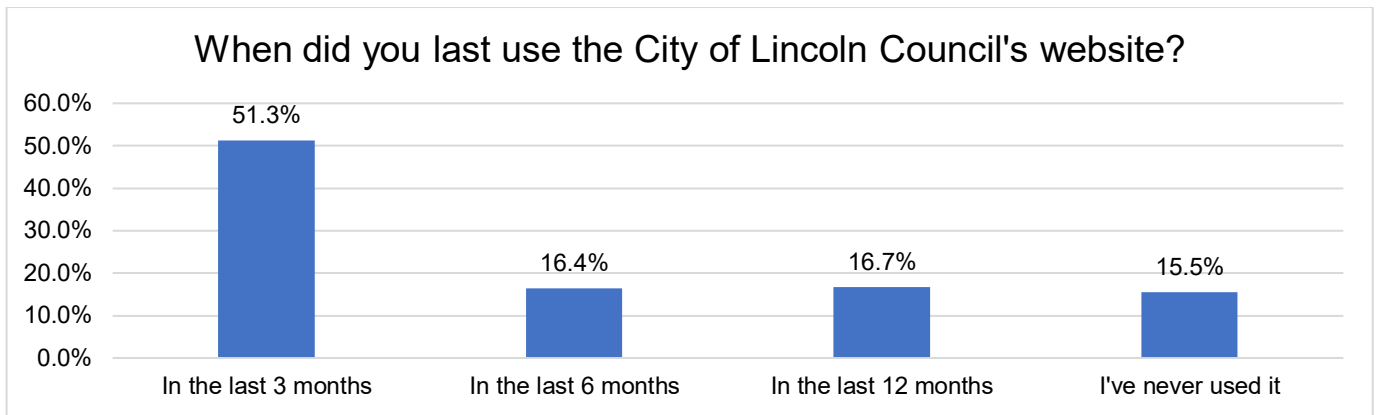


Figure 31

Figure 31 shows when respondents last used City of Lincoln Council's website. 51.3% (175 respondents) used the website 'In the last 3 months'.

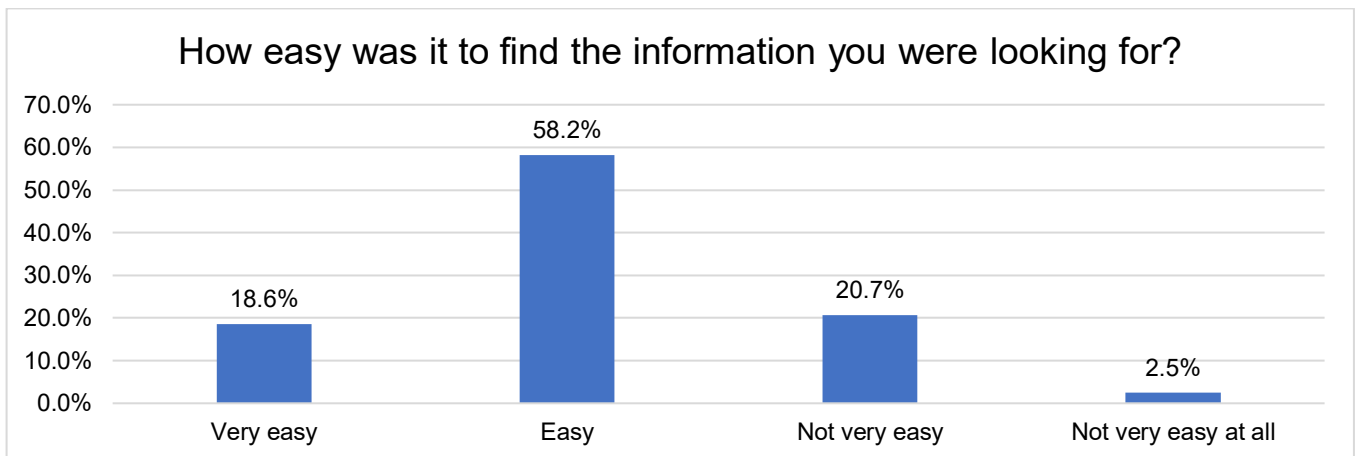


Figure 32

Figure 32 shows how easy respondents found information on City of Lincoln Council's website, rated from very easy to not very easy at all. 58.2% (166 respondents) found it 'Easy' to find information.

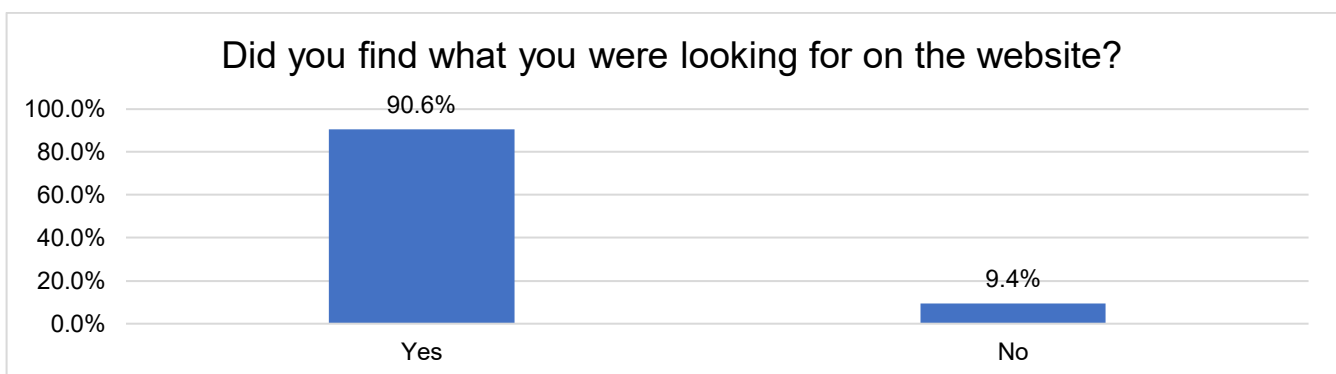


Figure 33

Figure 33 shows if respondents found what they were looking for on our website. 90.6% (259 respondents) selected 'Yes'.

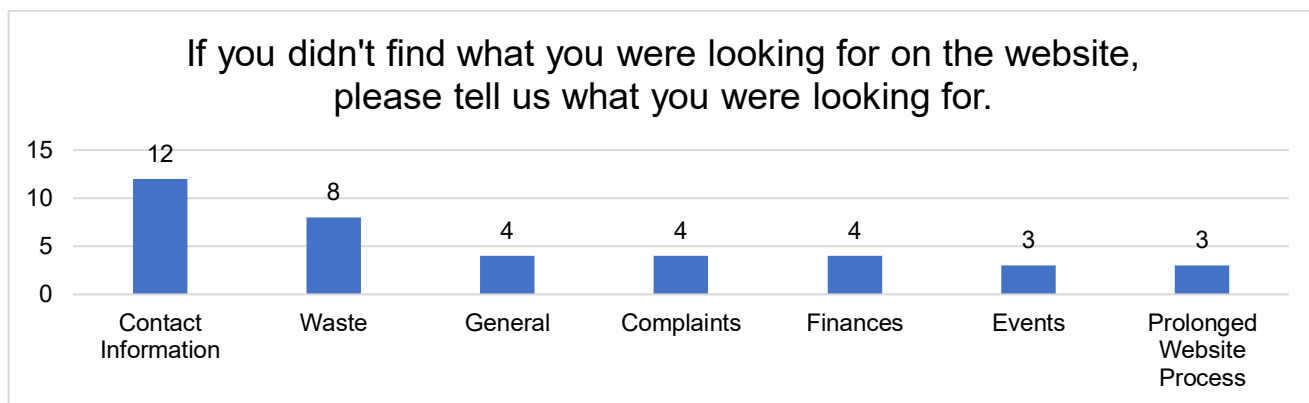


Figure 34

The question above was a comments based question. Figure 19 is an overview of the comments received. This shows the majority of respondents who couldn't find what they were looking for on City of Lincoln Council's website, were trying to find 'Contact information', with a figure of 12 comments (31.6%).

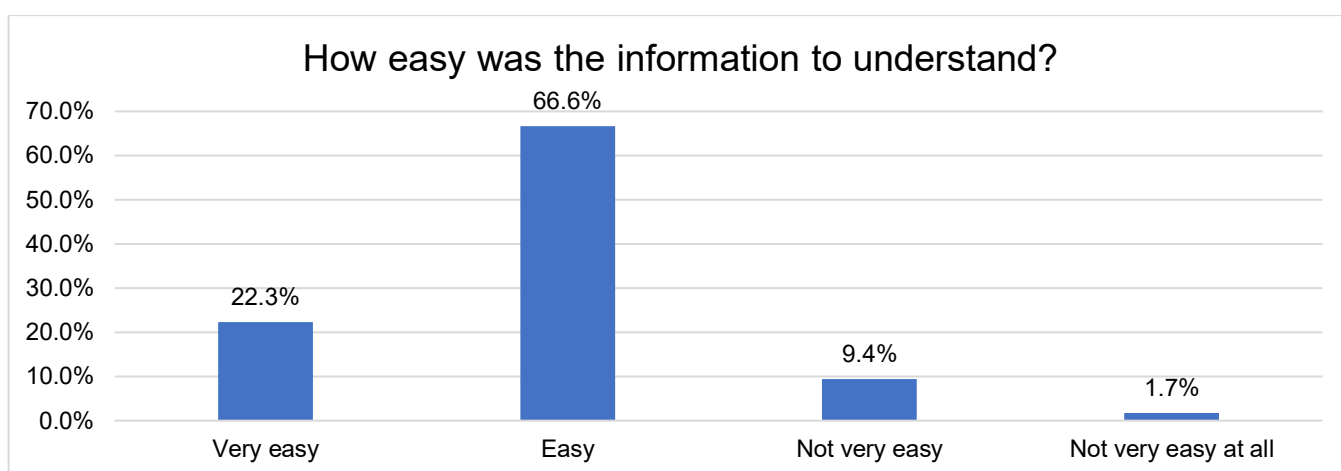


Figure 35

Figure 35 shows us how easy respondents found the information on the website to understand, rated from very easy to not very easy at all. 66.6% (191 respondents) found the information 'Easy' to understand.

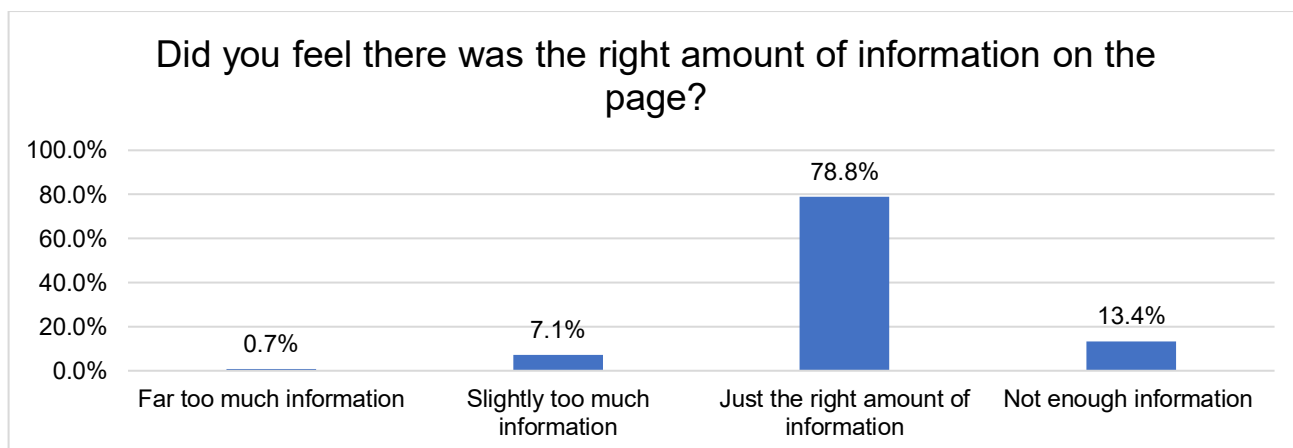


Figure 36

Figure 36 shows if respondents felt there was the right amount of information on the page. 78.8% (223 respondents) found there was 'Just the right amount of information' on the page they used.

## Car Parking in Lincoln

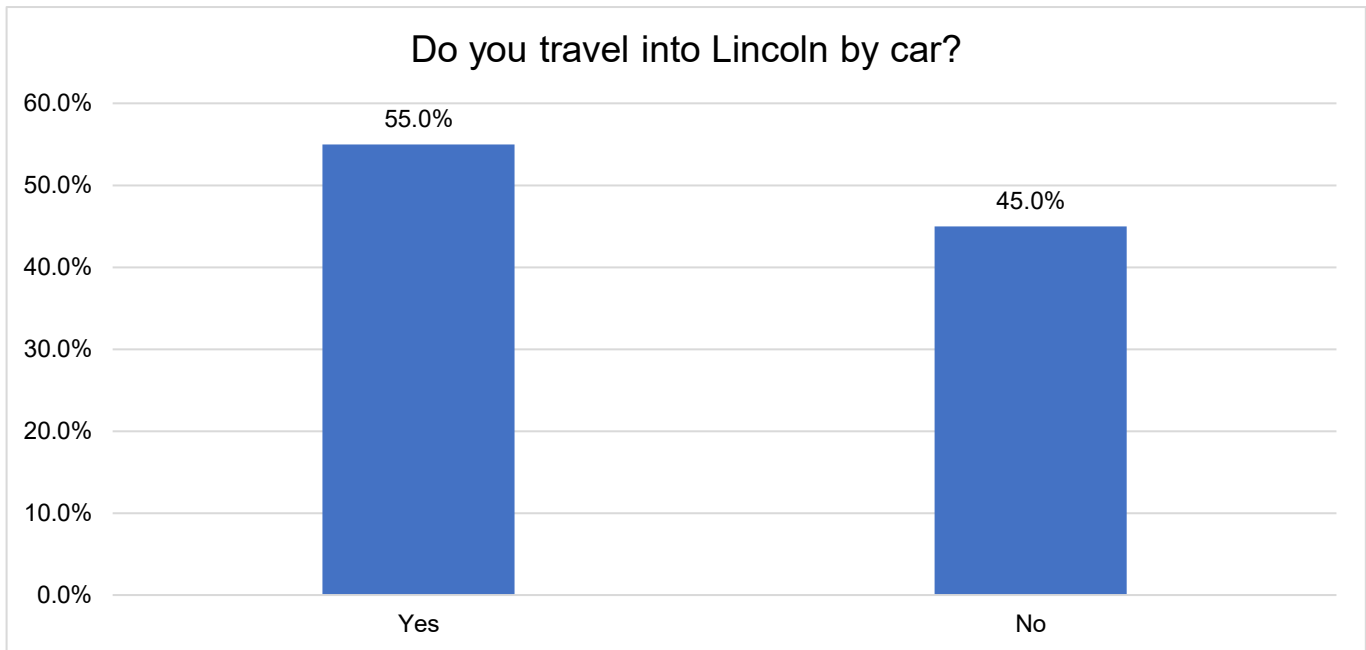


Figure 37

Figure 37 shows whether respondents travel into Lincoln City Centre via car. 55.0% (187 respondents) selected that they do travel into Lincoln by car.

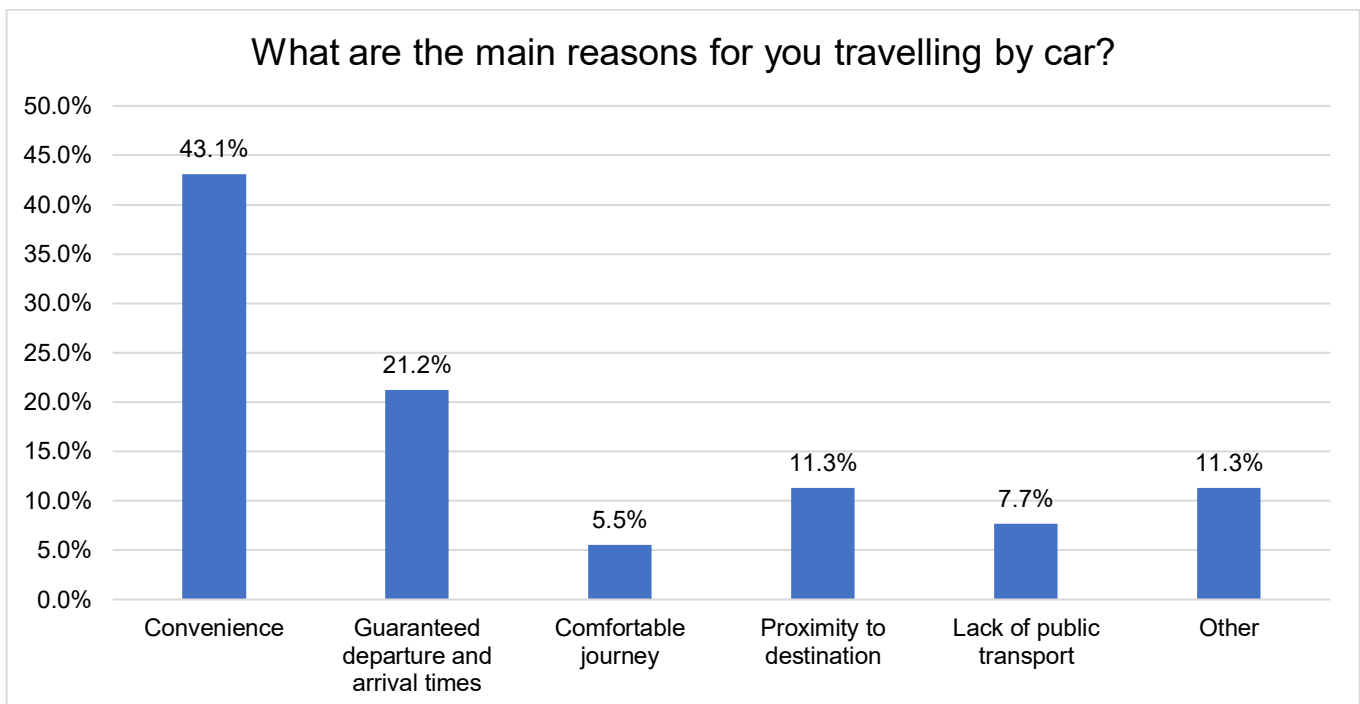


Figure 38

Figure 38 represents the main reason why respondents travel into Lincoln City Centre by car. 43.1% (134 respondents) travel by car for 'Convenience'. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.



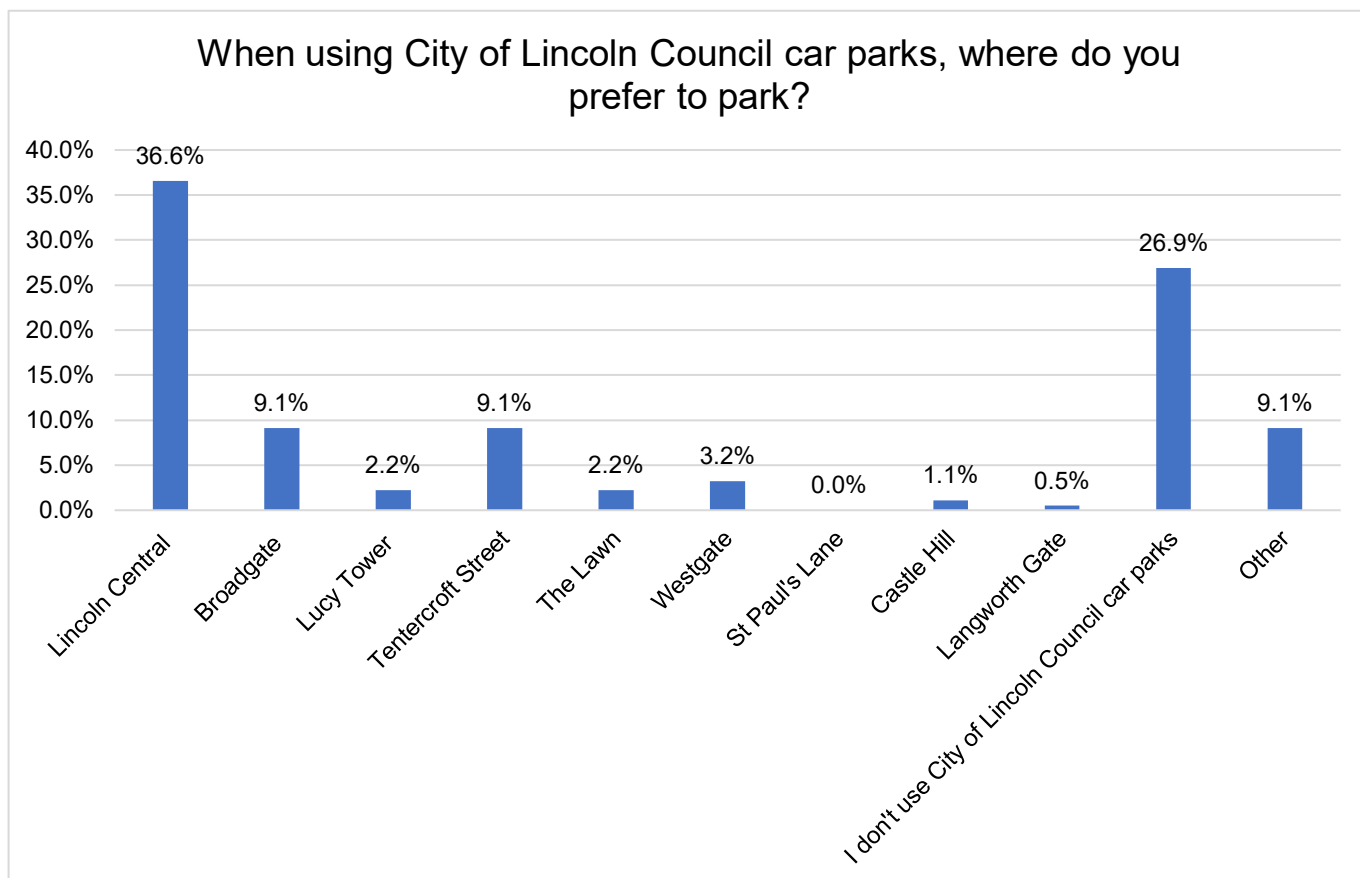


Figure 39

Figure 39 shows where respondents prefer to park when they travel into Lincoln City Centre by car. 36.6% (68 respondents) prefer to use 'Lincoln Central' when they travel by car.

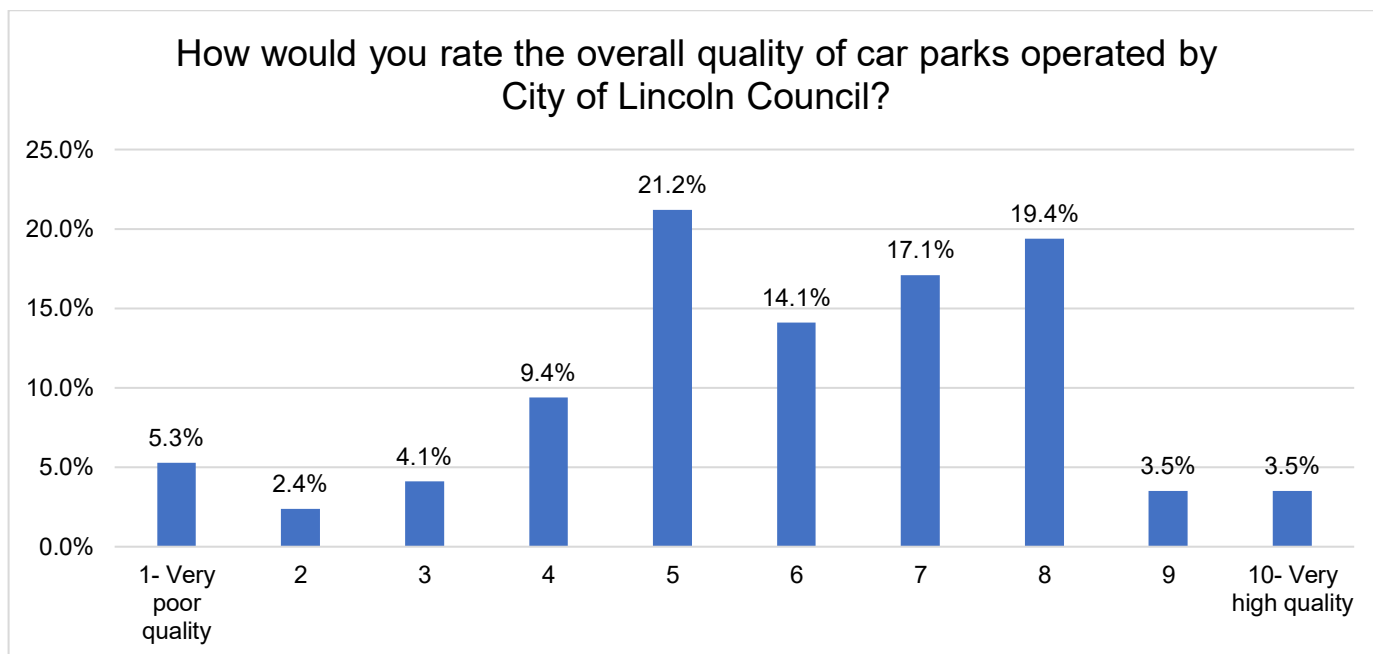


Figure 40

Figure 40 shows how respondents rated the quality of car parks operated by City of Lincoln Council out of 10 (1 being very poor quality and 10 being very high quality). The most common rating was '5', with a figure of 21.2% (36 respondents).

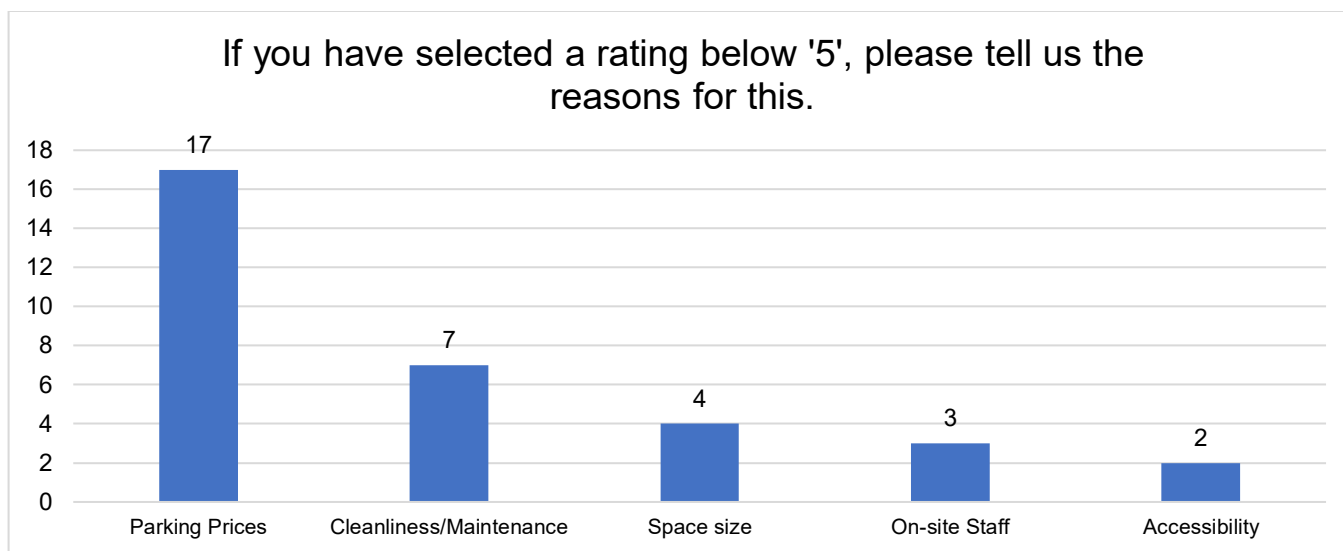


Figure 41

The question above was a comments based question. Figure 41 is an overview of the comments received. This shows respondents who rated the City of Lincoln Council Car Parks below '5' and the reasonings for this. 'Parking prices' were the most common reason why they rated them below '5', with a figure of 17 (51.5%).

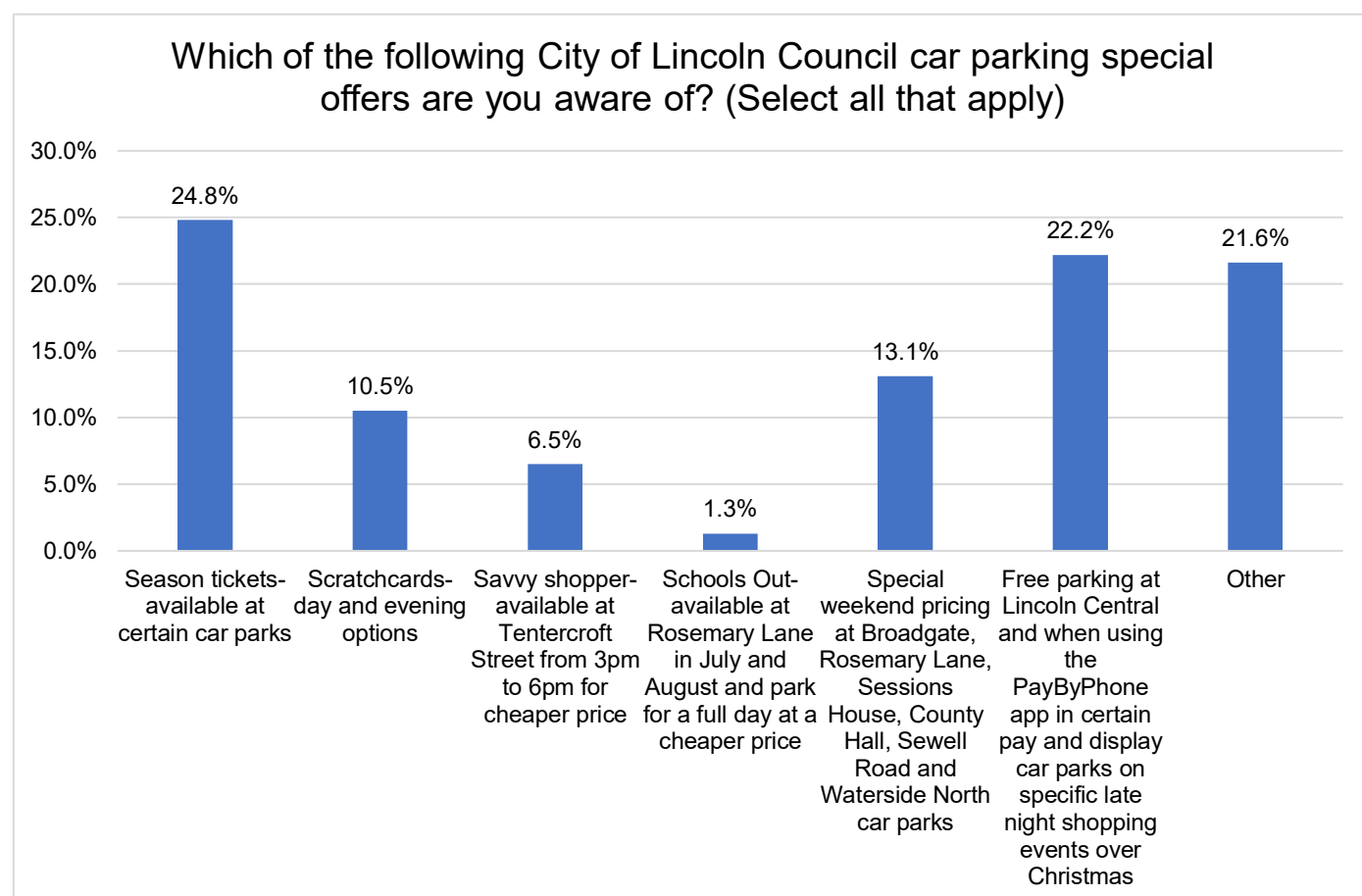


Figure 42

Figure 42 shows which parking special offers respondents are aware of. The most known offer was 'Season tickets- available at certain car parks', with a figure of 24.8% (38 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

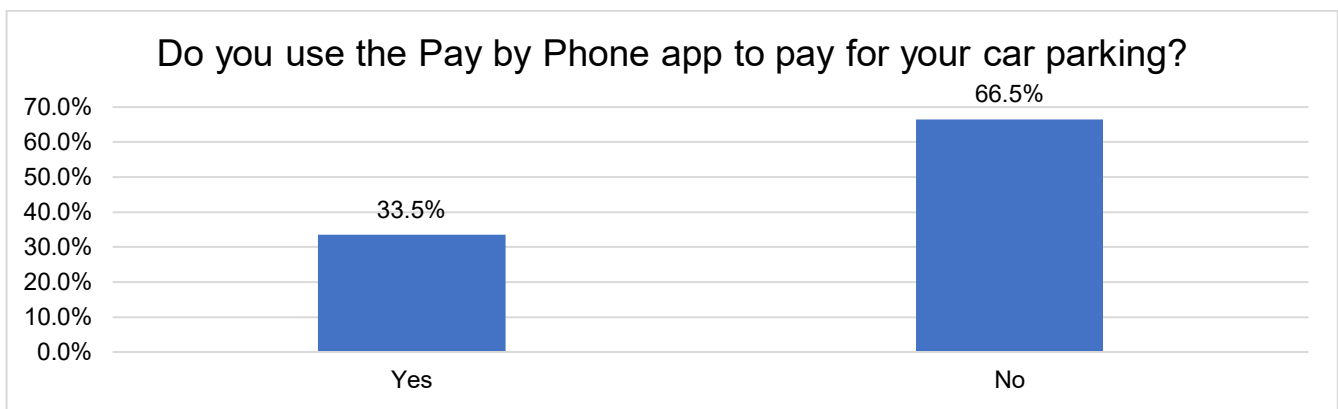


Figure 43

Figure 43 shows whether respondents use the Pay by Phone app to pay for their car parking in Lincoln. This shows 66.5% (113 respondents) selected 'No' for using the app.

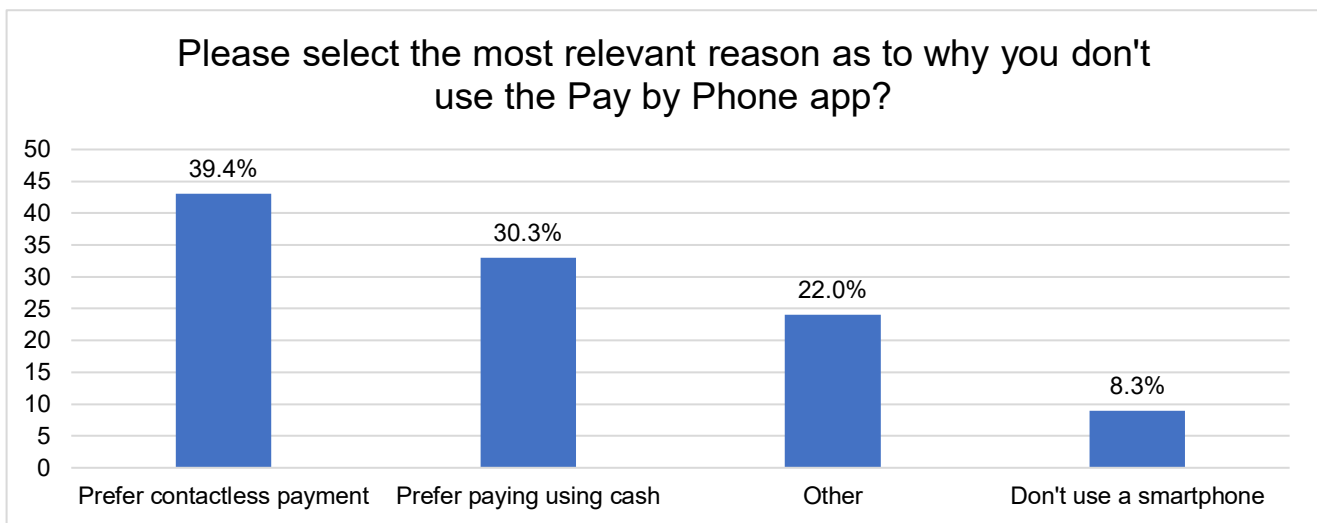


Figure 44

Figure 44 shows what respondents selected as to why they don't use the Pay by Phone app. This shows the majority of respondents don't use it as they 'Prefer contactless payment', with a figure of 39.4% (43 respondents).

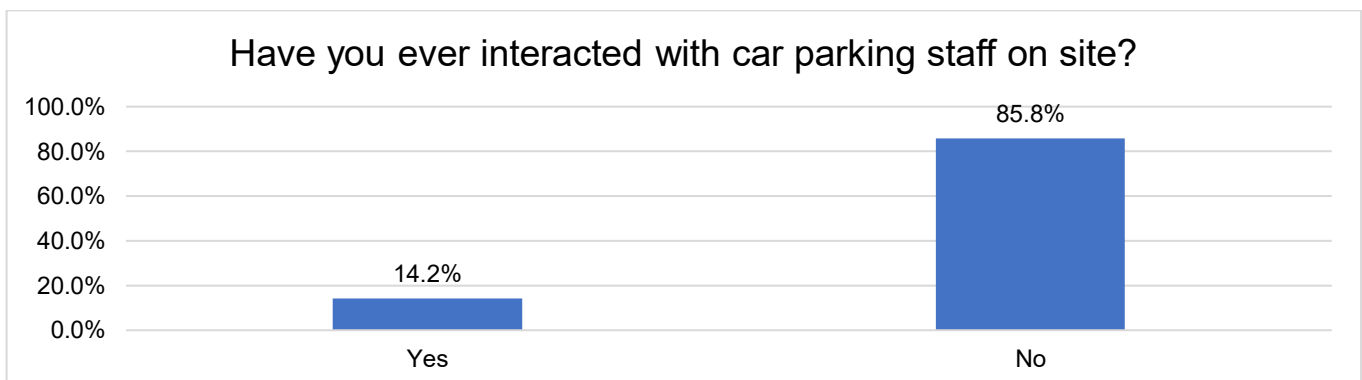
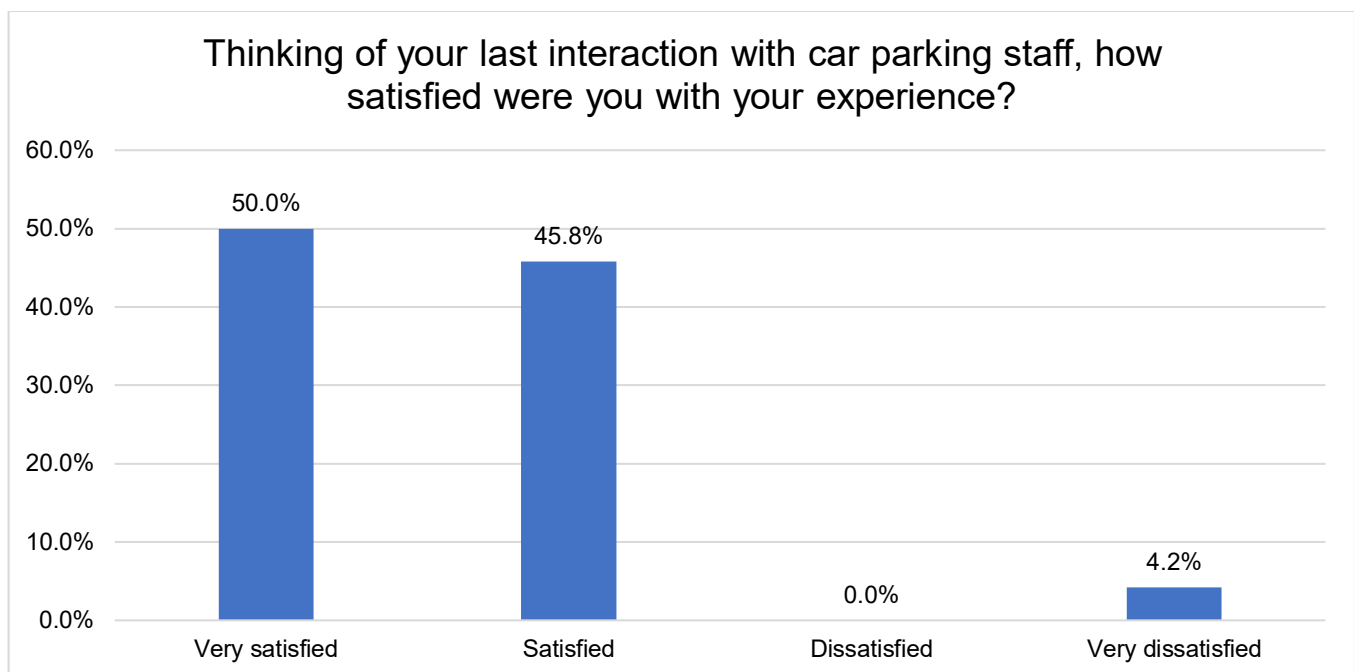


Figure 45

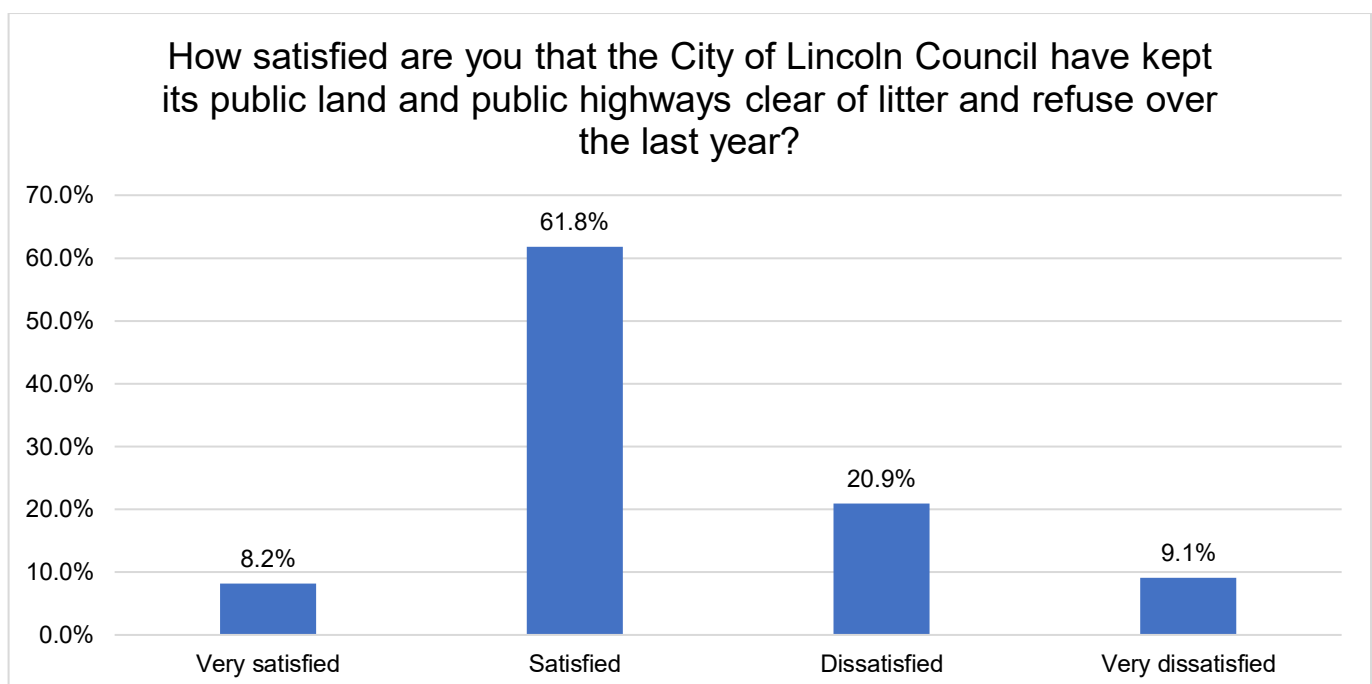
Figure 45 shows whether respondents have ever interacted with car parking staff in Lincoln. 85.8% (145 respondents) selected 'No' for this question.



*Figure 46*

This question was only answered if 'Yes' was selected in the previous question. Figure 46 shows the majority of respondents who have had an interaction with car parking staff, rated their experience 'very satisfied' (when rated from very satisfied to very dissatisfied) with a figure of 50.0% (12 respondents).

### Public Open Spaces / Grounds Maintenance



*Figure 47*

Figure 47 shows how satisfied respondents are that City of Lincoln Council have kept its public land, and public highways clear of litter and reduce over the last year on a satisfaction scale. This shows 'Satisfied' was the most common answer with a figure of 61.8% (210 respondents).

### How satisfied are you with the following elements of Grounds Maintenance service?

Please note figures 48-54 relate to the above question of how satisfied respondents were with the following elements of the Grounds Maintenance service.

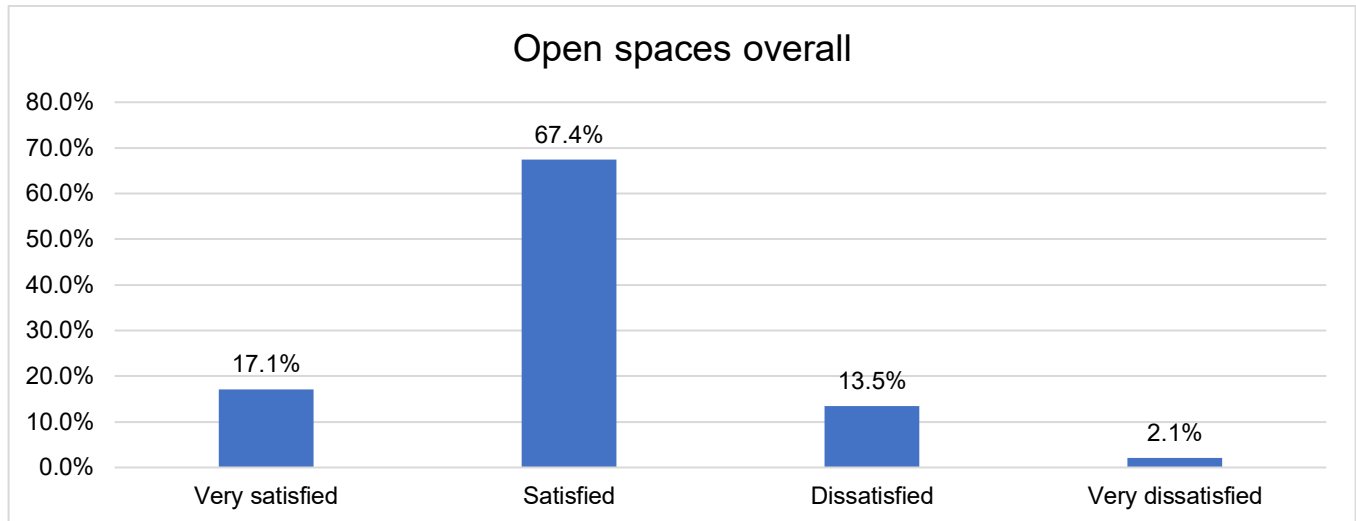


Figure 48

Figure 48 shows how respondents rated open spaces overall regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 67.4% (225 respondents) were 'Satisfied' with open spaces overall.

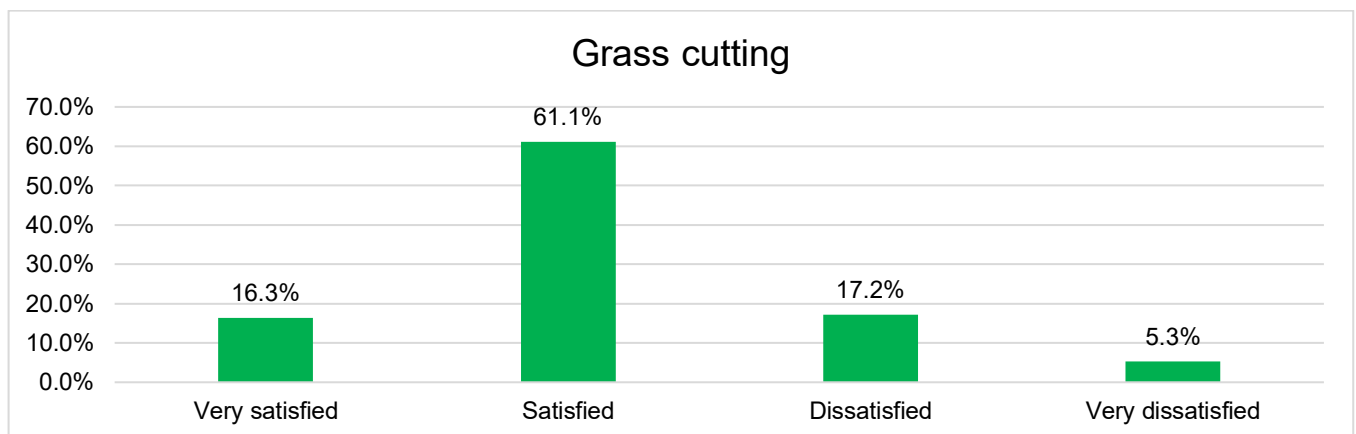


Figure 49

Figure 49 shows how respondents rated grass cutting in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 61.1% (206 respondents) were 'Satisfied' with grass cutting.

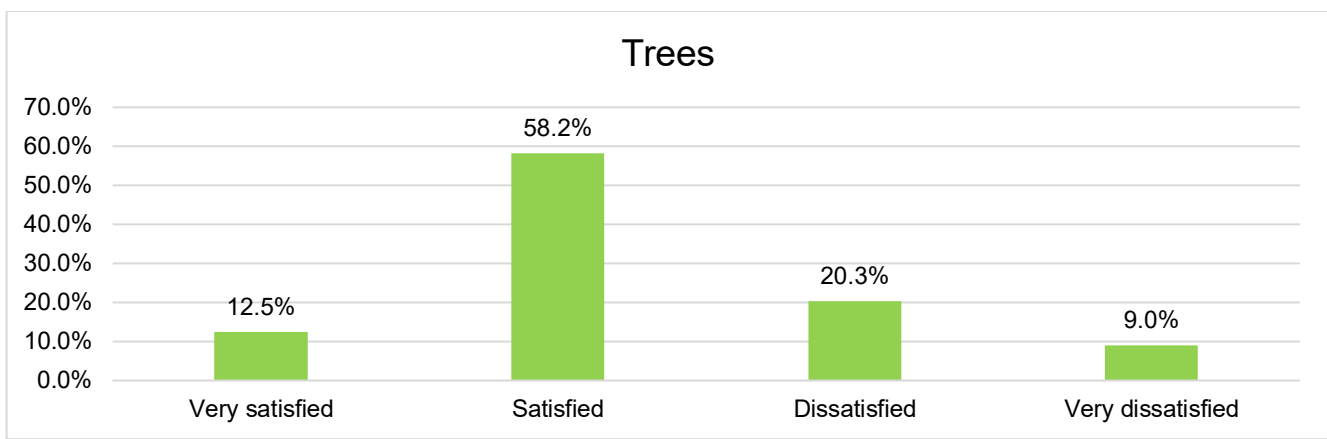


Figure 50

Figure 50 shows how respondents rated trees in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 58.2% (195 respondents) were 'Satisfied' with trees.

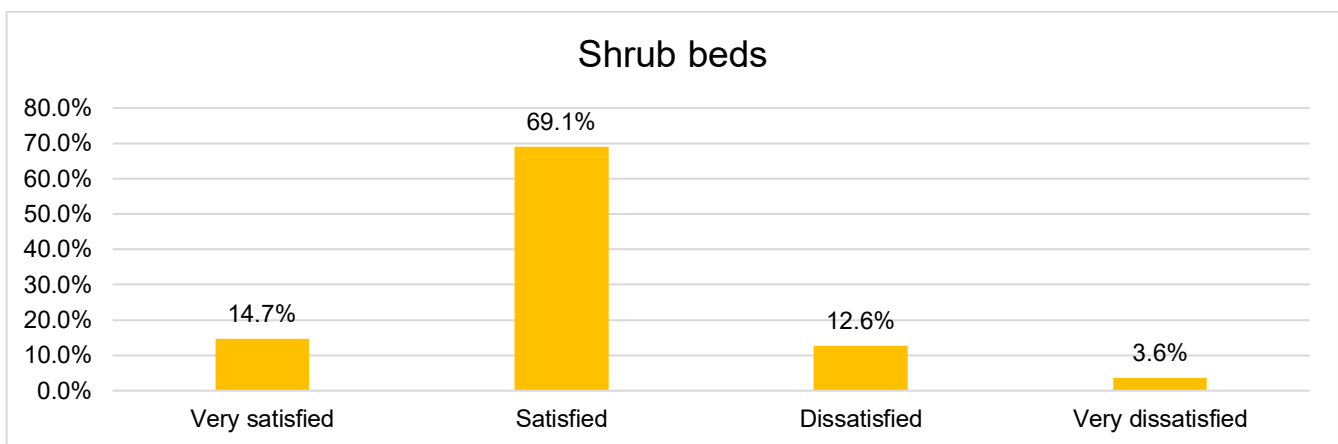


Figure 51

Figure 51 shows how respondents rated shrub beds in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 69.1% (230 respondents) were 'Satisfied' with shrub beds.

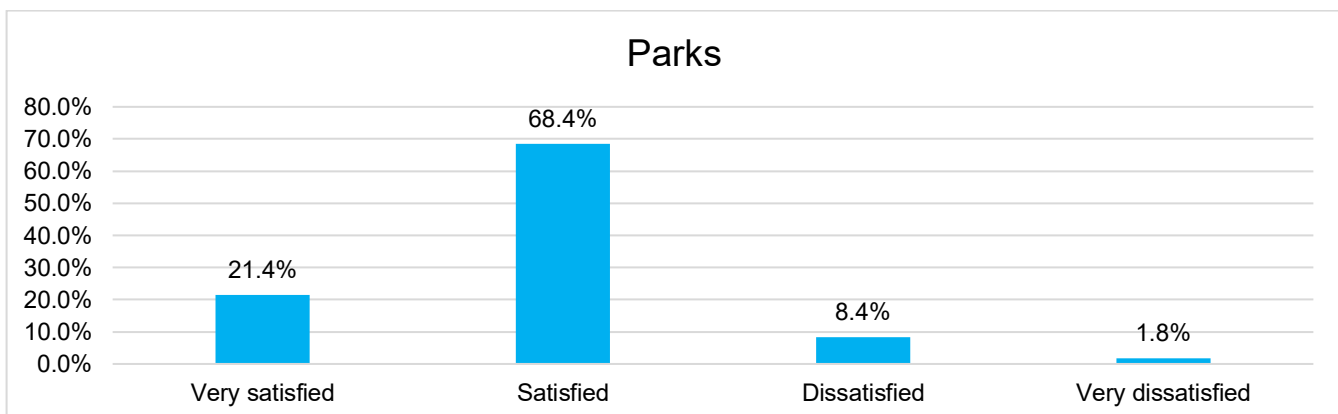


Figure 52

Figure 52 shows how respondents rated parks in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 68.4% (227 respondents) were 'Satisfied' with parks.

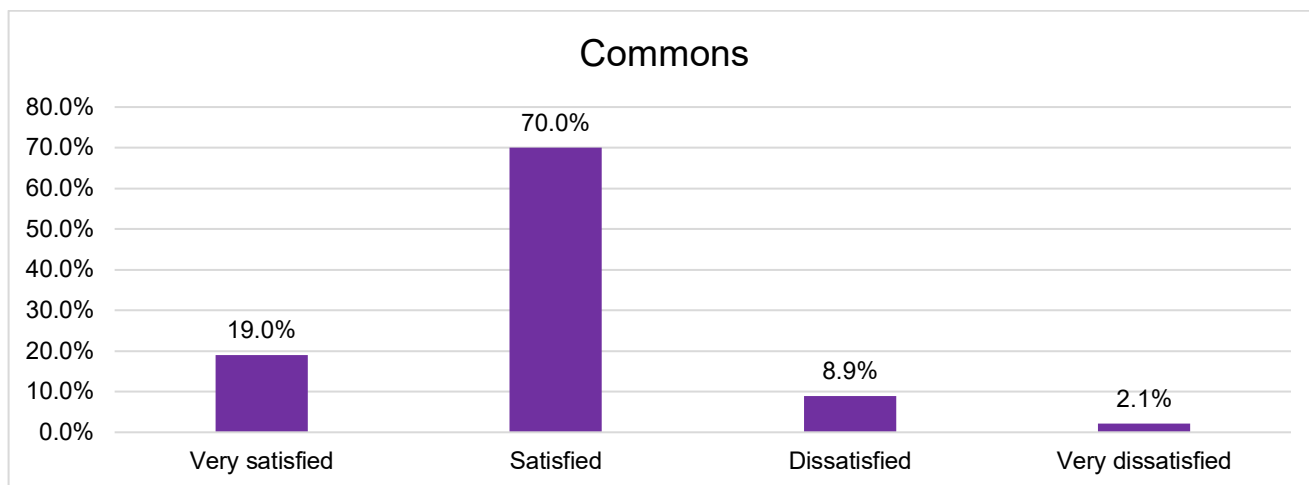


Figure 53

Figure 53 shows how respondents rated the commons in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 70% (229 respondents) were 'Satisfied' with commons.

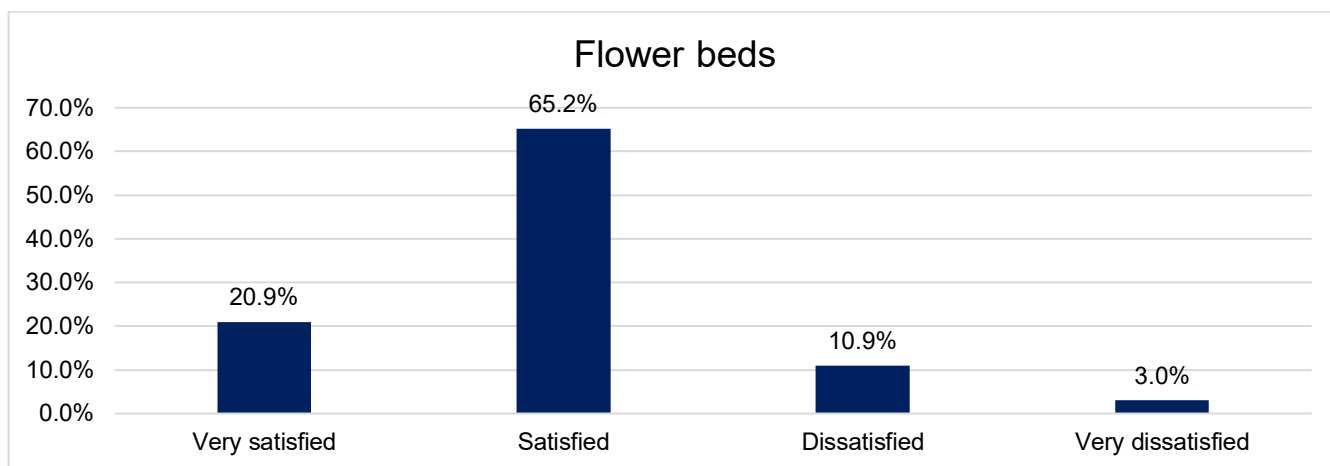


Figure 54

Figure 54 shows how respondents rated flower beds in Lincoln regarding our grounds maintenance service on a satisfactory scale from very satisfied to very dissatisfied. This shows, 65.2% (215 respondents) were 'Satisfied' with flower beds.

**What would improve your satisfaction of the cleanliness of the Public Open Spaces and the Grounds Maintenance Service? (Please reference any specific locations)**

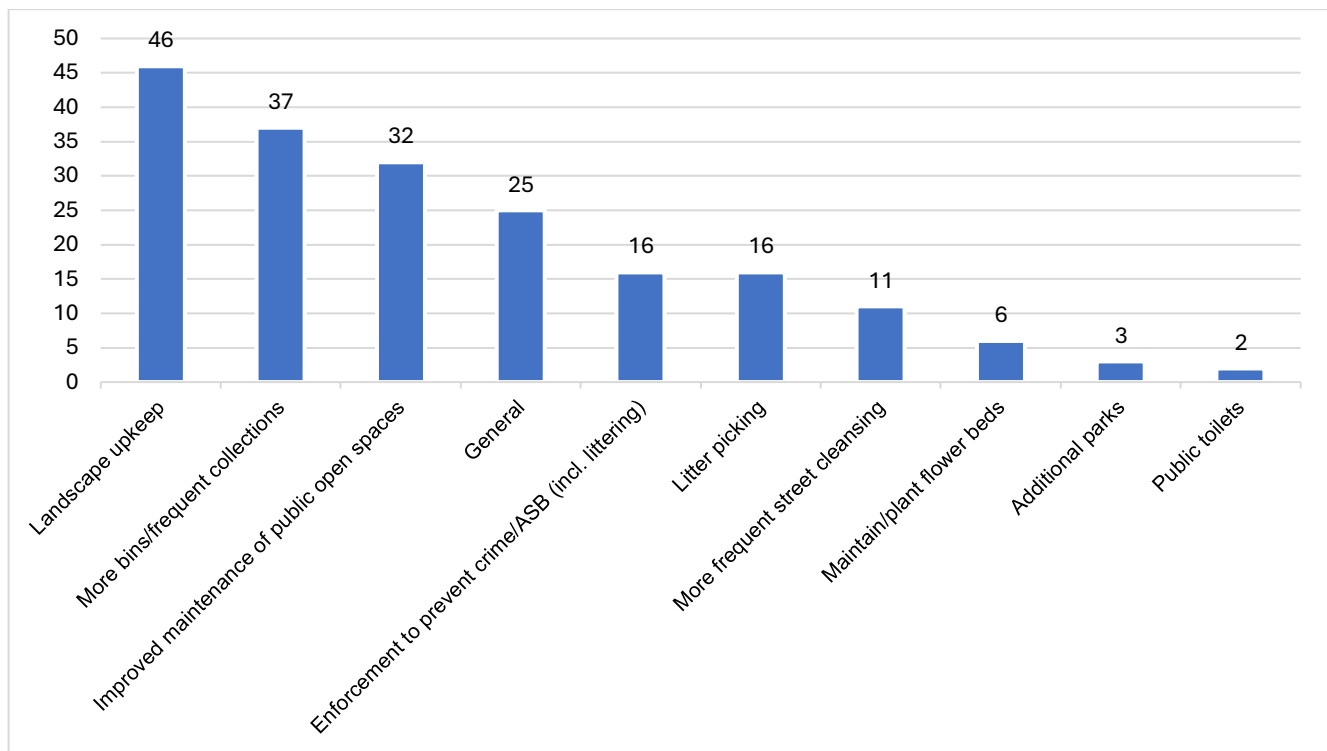


Figure 55

The question above was a comments based question. Figure 55 is an overview of the comments received. The service that would improve the majority of respondents' satisfaction of the cleanliness of Public Open Spaces and Grounds Maintenance is 'Landscape upkeep', with a figure of 46 comments (23.7%).

**Do you have any further comments or suggestions on the council's Public Open Spaces/Grounds Maintenance/Cleansing services? (Please reference any specific locations)**

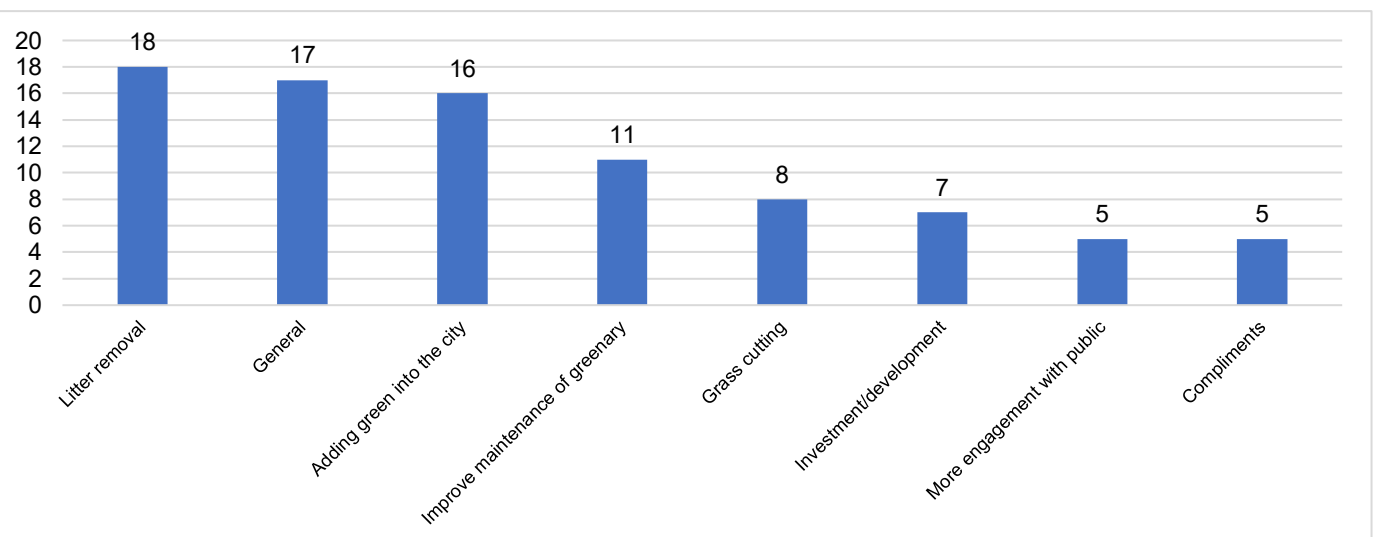


Figure 56

The question above was a comments based question. Figure 56 is an overview of the comments received. The most popular suggestions were around 'Litter removal', with a figure of 18 comments (20.7%).



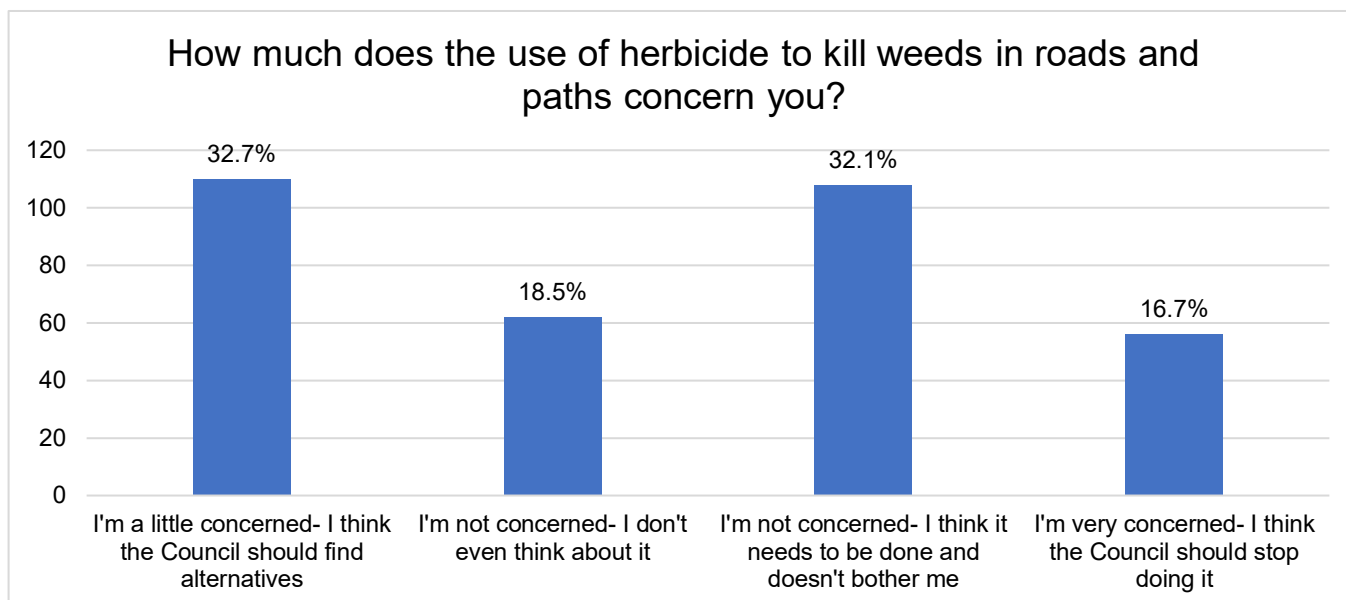


Figure 57

Figure 57 shows how concerned respondents are with the use of herbicide to kill weeds in roads and paths (on a scale from little concern to very concerned). The majority of respondents selected 'I'm a little concerned- I think the Council should find alternatives', with a figure of 32.7% (110 respondents).

**Which of the following best describes how safe you feel when visiting:**

The responses to this question are shown in Figures 58-61.

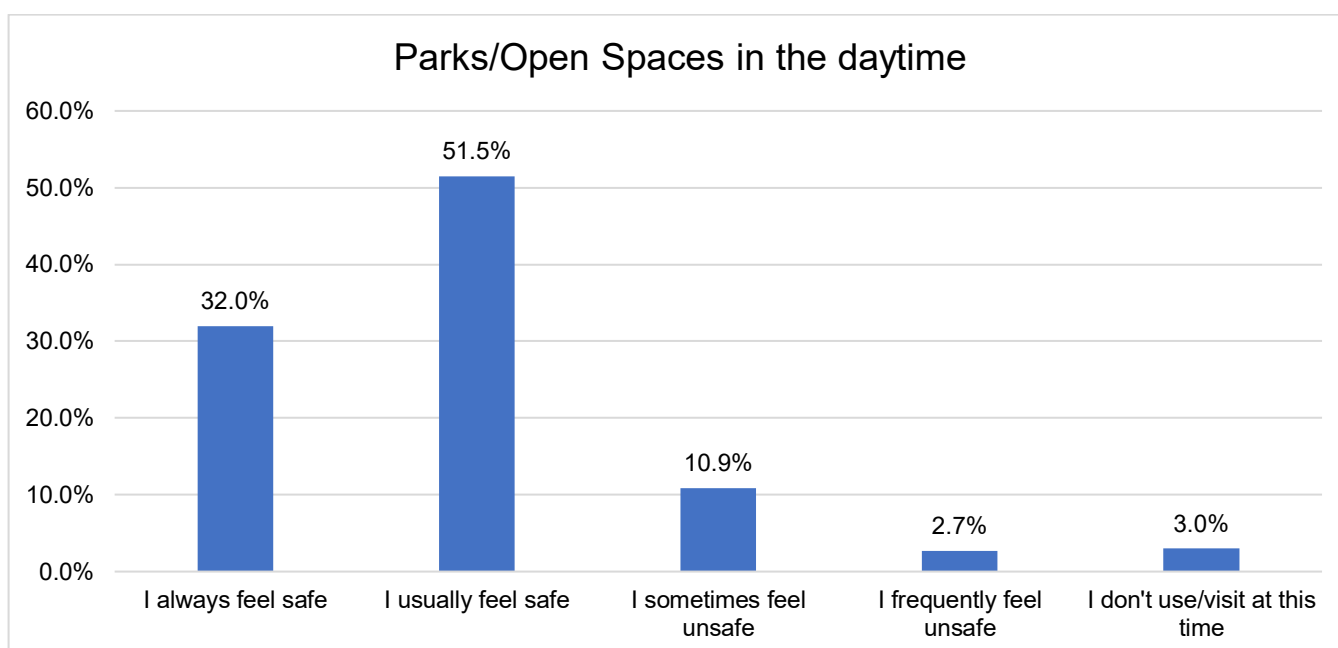


Figure 58

Figure 58 shows how safe respondents feel at parks/open spaces in the daytime. The majority of respondents selected 'I usually feel safe' when visiting parks/open spaces in the daytime, with a figure of 51.5% (174 respondents).

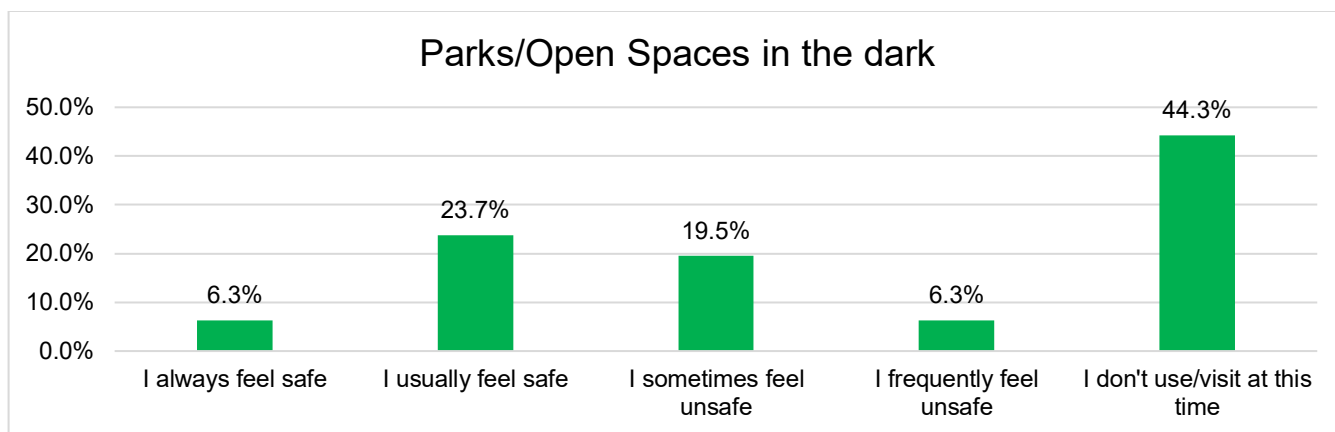


Figure 59

Figure 59 shows how safe our respondents feel at parks/open spaces in the dark. The majority of respondents selected 'I don't use/visit at this time' parks/open spaces in the dark, with a figure of 44.3% (148 respondents).

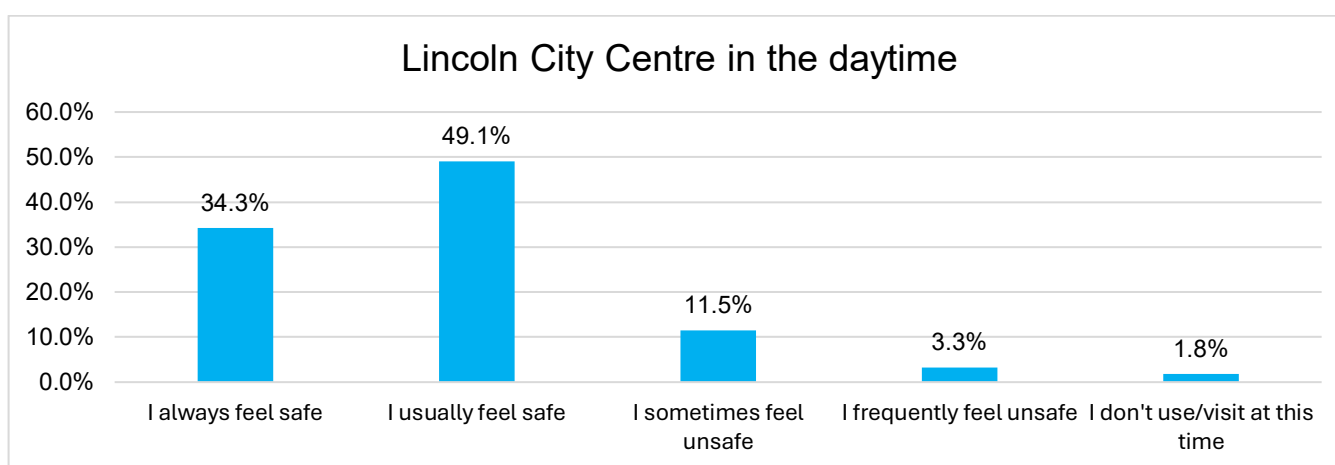


Figure 60

Figure 60 shows how safe our respondents feel in Lincoln City Centre in the daytime. The majority of respondents selected 'I usually feel safe' when visiting Lincoln City Centre in the daytime, with a figure of 49.1% (166 respondents).

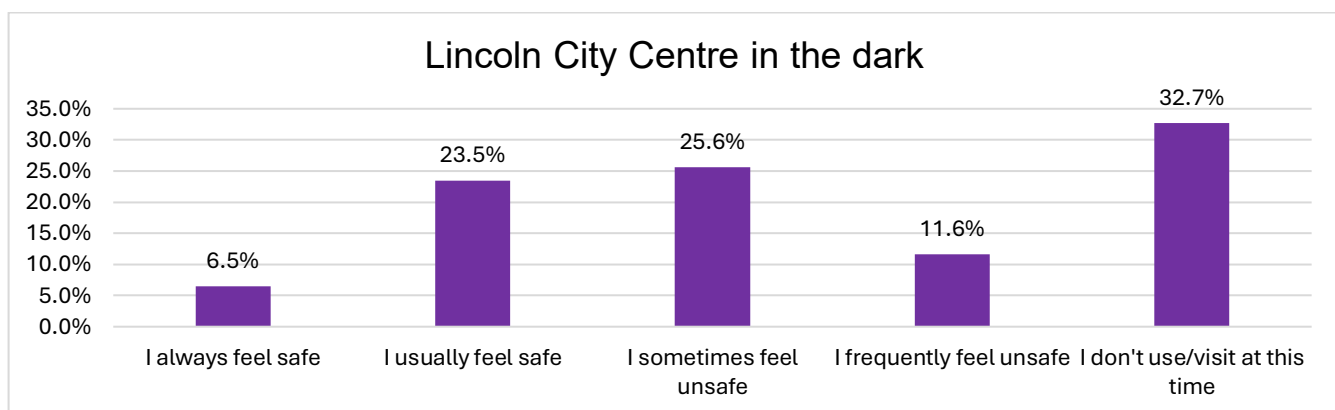


Figure 61

Figure 61 shows how safe our respondents felt in Lincoln City Centre in the dark. The majority of respondents 'don't use/visit at this time' Lincoln City Centre in the dark, with a figure of 32.7% (110 respondents).

If you have ever felt unsafe in any of the above areas, please state why you felt unsafe and reference any specific locations.

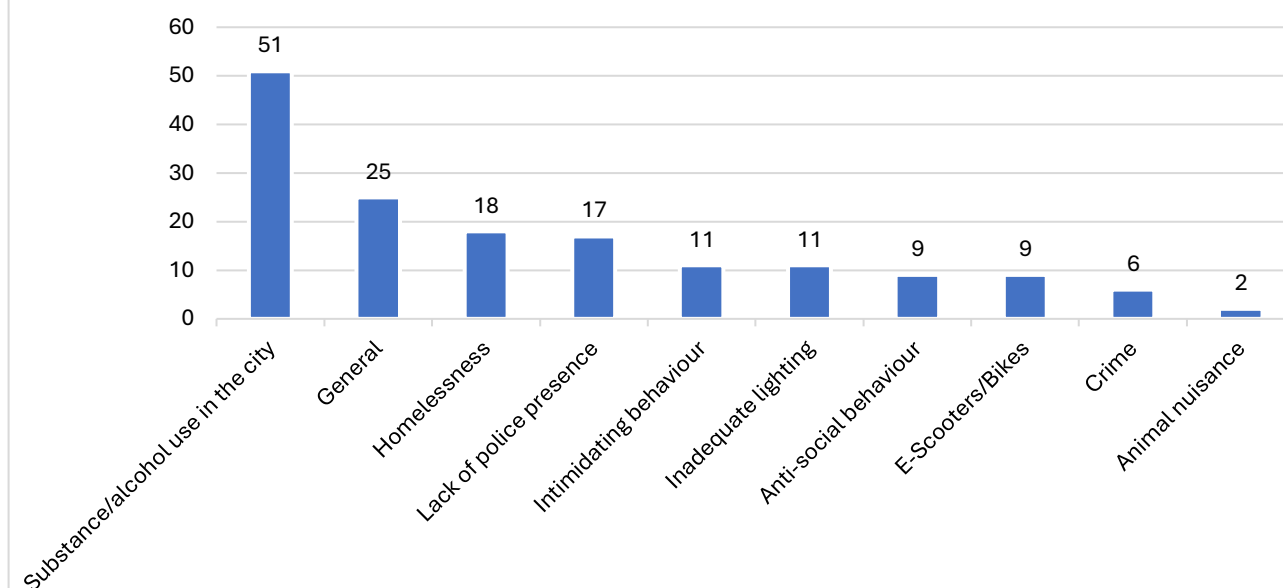


Figure 62

The question above was a comments based question. Figure 62 is an overview of the comments received. The most popular reason as to why respondents felt unsafe in the previous question is due to 'Substance/alcohol use in the city', with a figure of 51 comments (32.1%).

### Addressing Climate Change in Lincoln

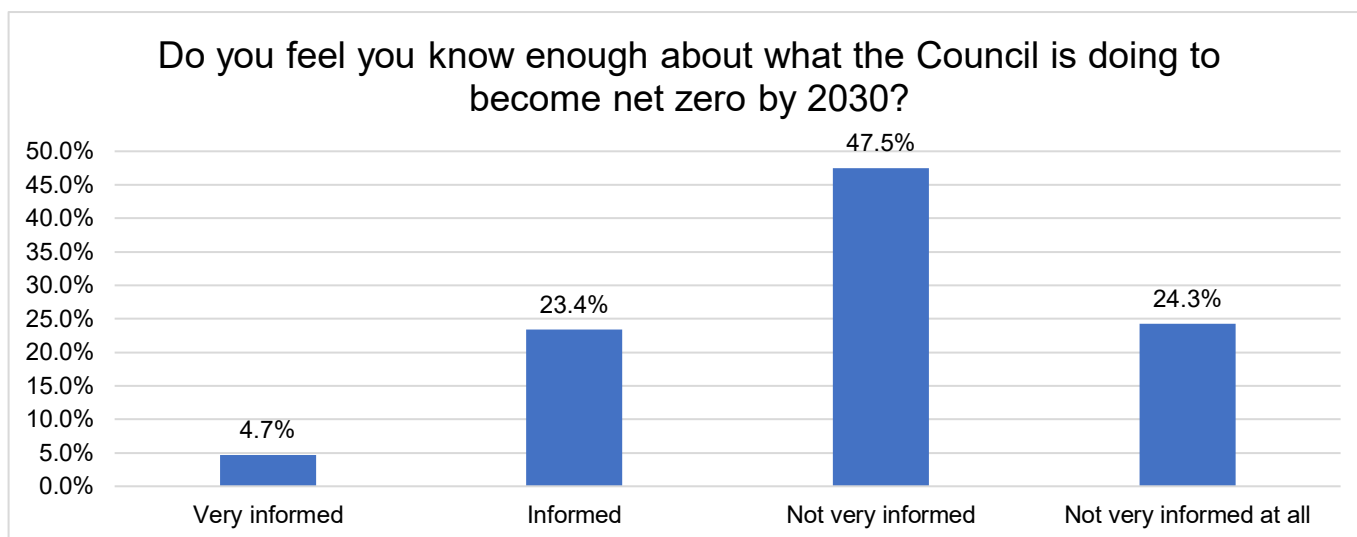


Figure 63

Figure 63 shows the majority of respondents selected they are 'Not very informed' about what the Council is doing to become Net Zero by 2030, with a figure of 47.5% (160 respondents).

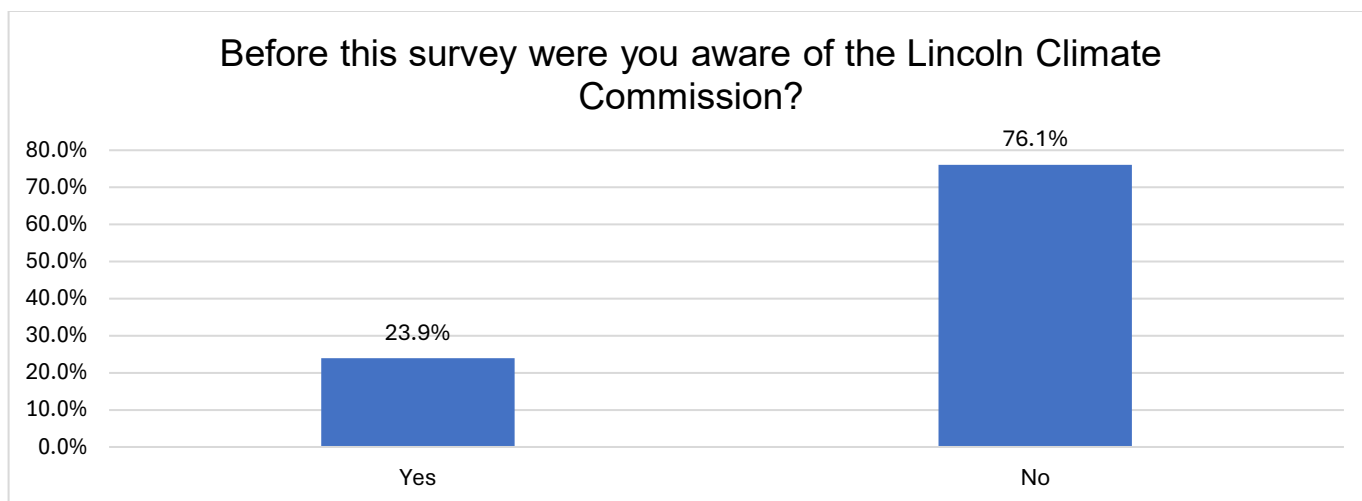


Figure 64

Figure 64 shows if respondents were aware of the Lincoln Climate Commission. The majority of respondents selected 'No', with a figure of 76.1% (255 respondents).

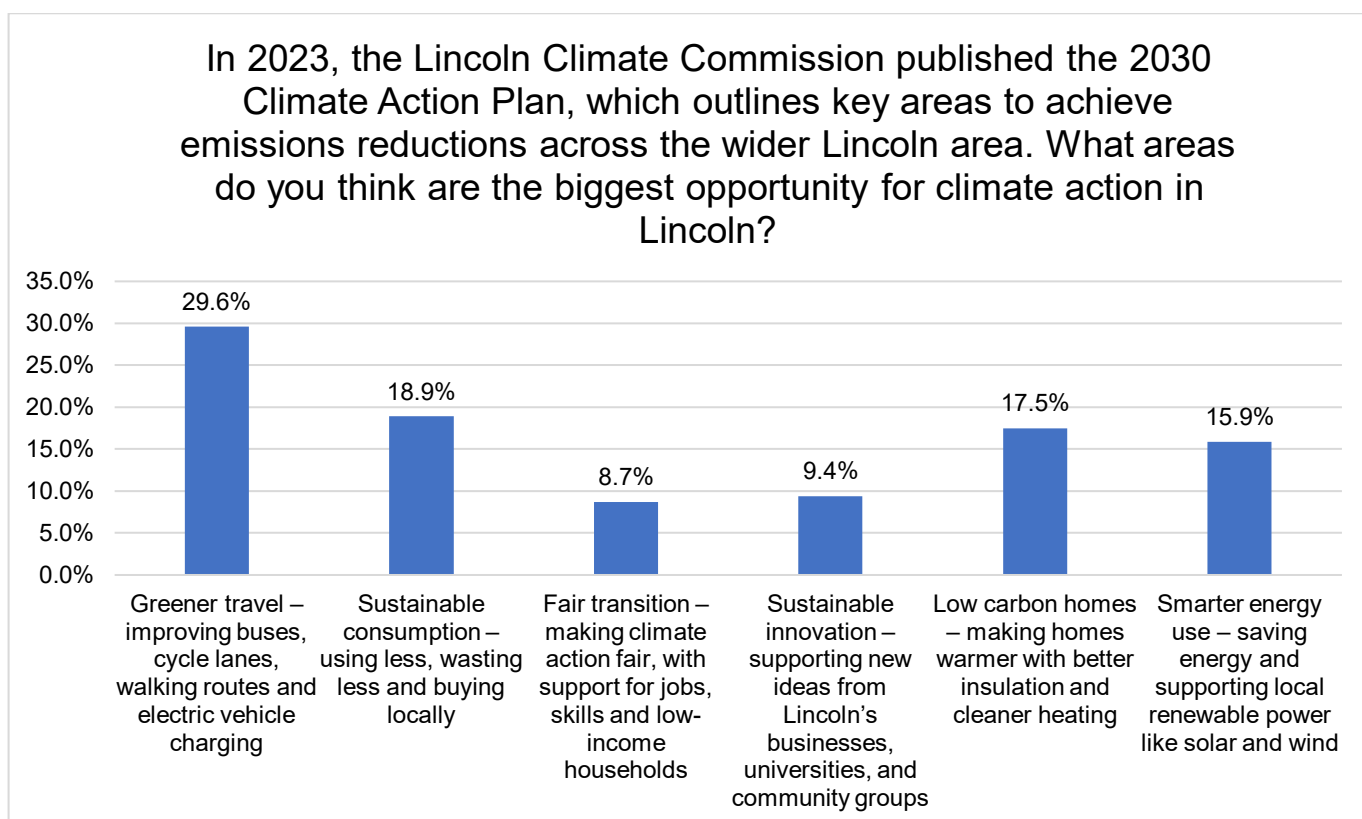


Figure 65

Figure 65 shows the key areas to achieve emissions reduction across the wider Lincoln area, in line with the 2030 Climate Action Plan. The majority of respondents chose 'Greener travel- improving buses, cycle lanes, walking routes, and electric vehicle charging' as the biggest opportunity for climate action in Lincoln, with a figure of 29.6% (183 respondents). The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option.

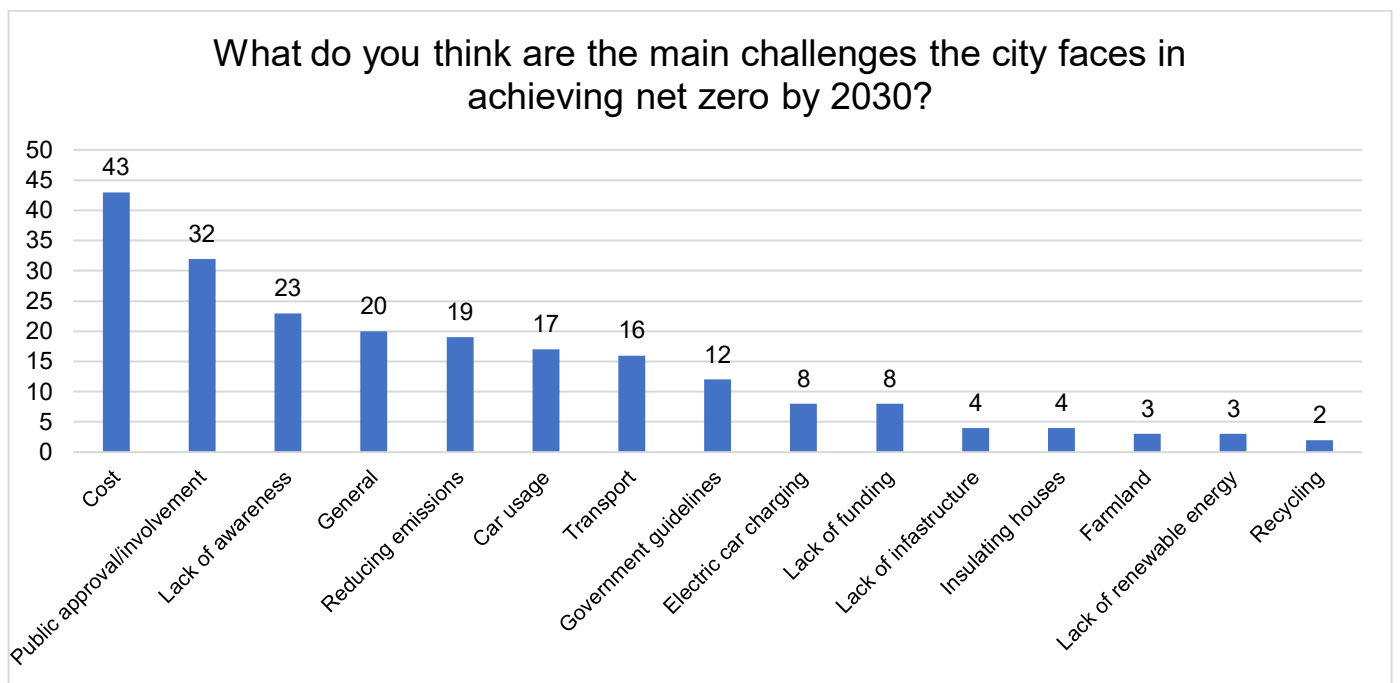


Figure 66

The question above was a comments based question. Figure 66 is an overview of the comments received. This shows the majority of respondents believe 'Cost' is the biggest challenge for Lincoln achieving net zero by 2030, with a figure of 43 comments (20.1%).