

Lincoln Citizens' Panel Survey

December 2025 – Results Summary



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

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

- News / Media in Lincoln
- Food Health & Safety
- Waste Management
- Revenues and Benefits Service

The maximum number of respondents to each question was 288.

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

What media do you regularly use to find out news about Lincoln? Select all that apply.

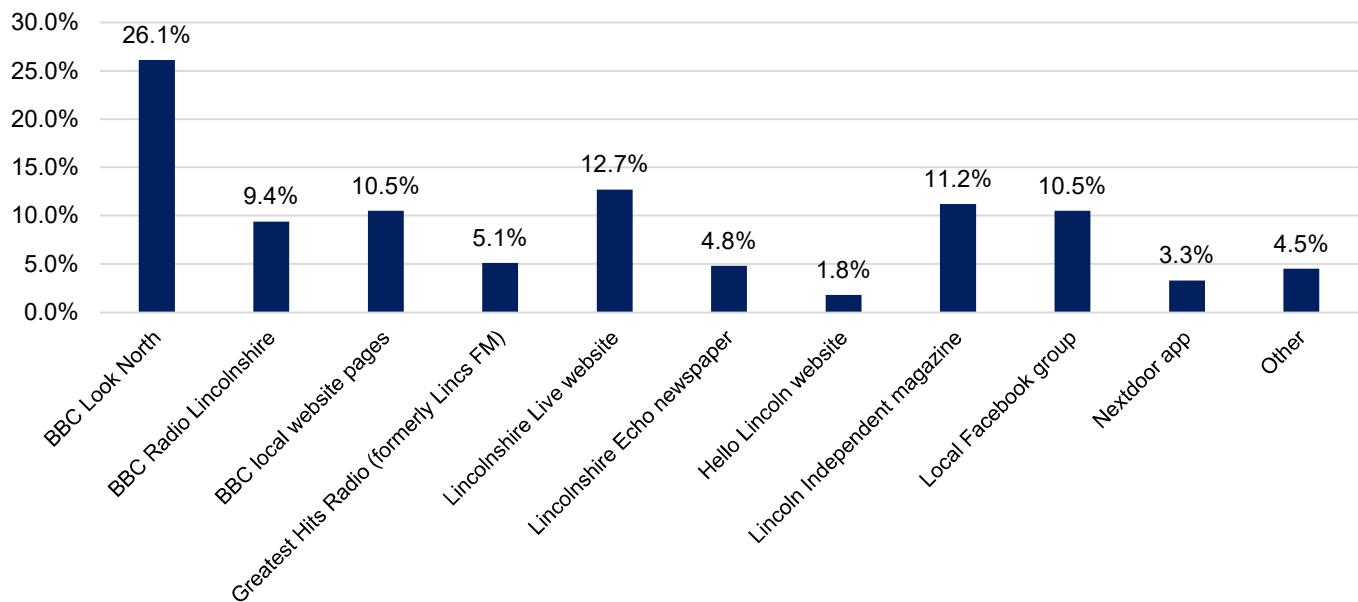


Figure 1

Figure 1 shows what media respondents regularly use to find out news about 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 majority of respondents use 'BBC Look North', with a figure of 26.1% (174 respondents).

If you have selected 'Local Facebook Group', please tell us what group this is.

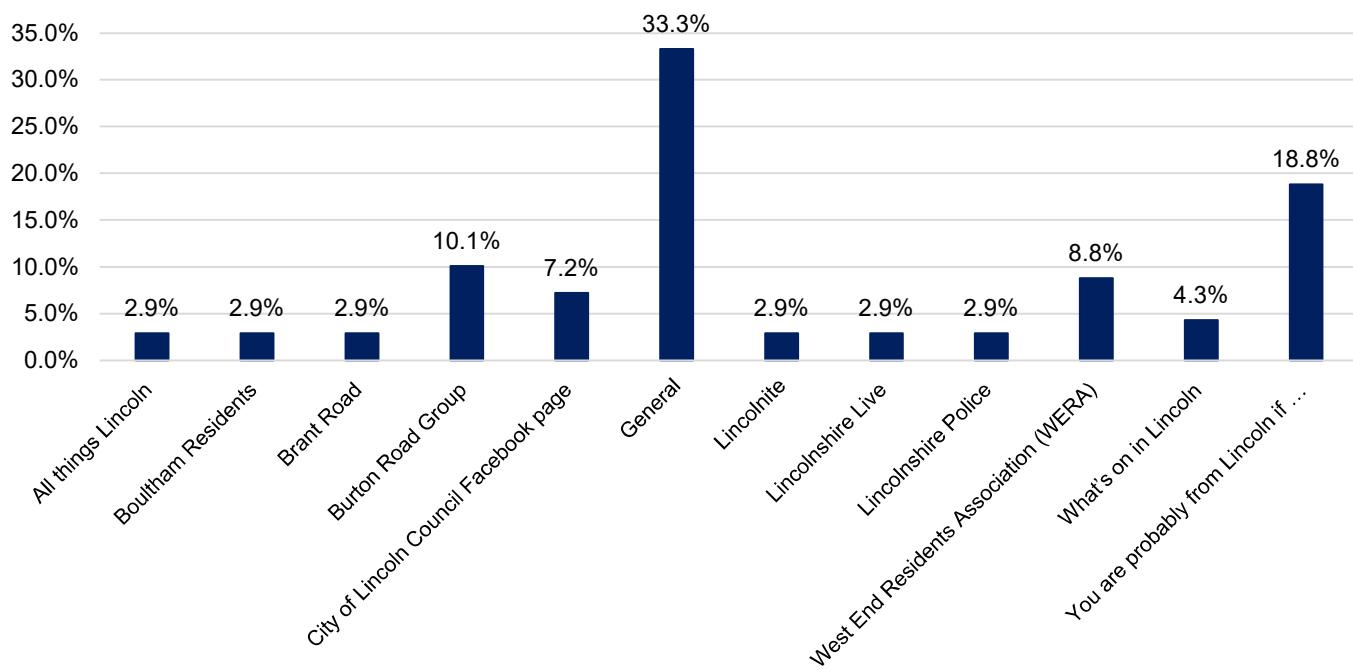


Figure 2

The question above was a comments based question. Figure 2 is an overview of the comments received. Excluding the 'General' comments, the majority of respondents use 'You are probably from Lincoln if...' as their local Facebook group, with a figure of 18.8% (13 respondents).

Food Health & Safety

Before this consultation, were you aware of the Food Hygiene Rating Scheme, which the council administers for food businesses in the city?



Figure 3

Figure 3 shows whether respondents were aware of the Food Hygiene Rating Scheme before this consultation. The majority of respondents selected 'Yes' with a figure of 94.7% (270 respondents).

Overall, how satisfied are you with the standard of hygiene in restaurants, cafes, shops, and takeaways in Lincoln?

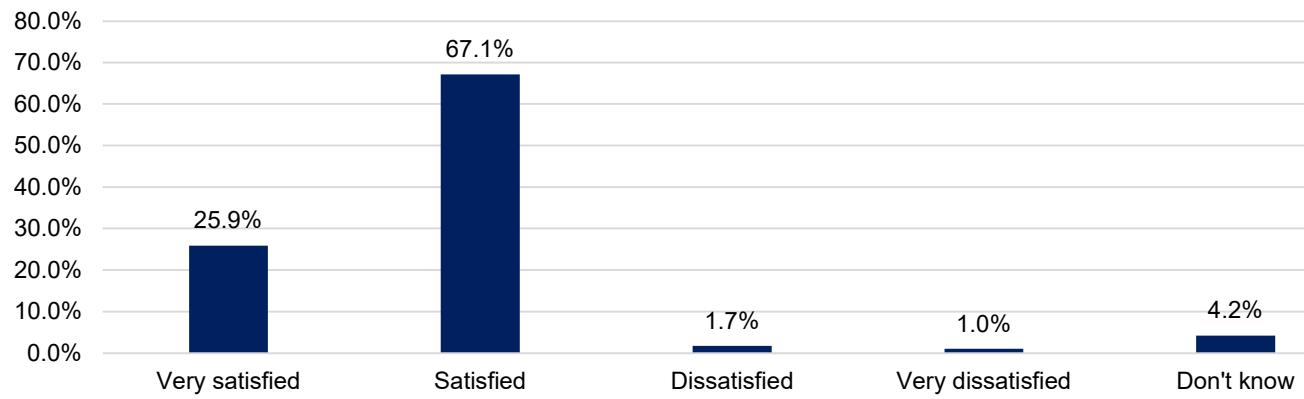


Figure 4

Figure 4 shows how satisfied respondents were with the overall standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln. The majority of respondents were 'Satisfied', with a figure of 67.1% (192 respondents).

Waste Management

Do you use black bins or sacks for your household waste collection?

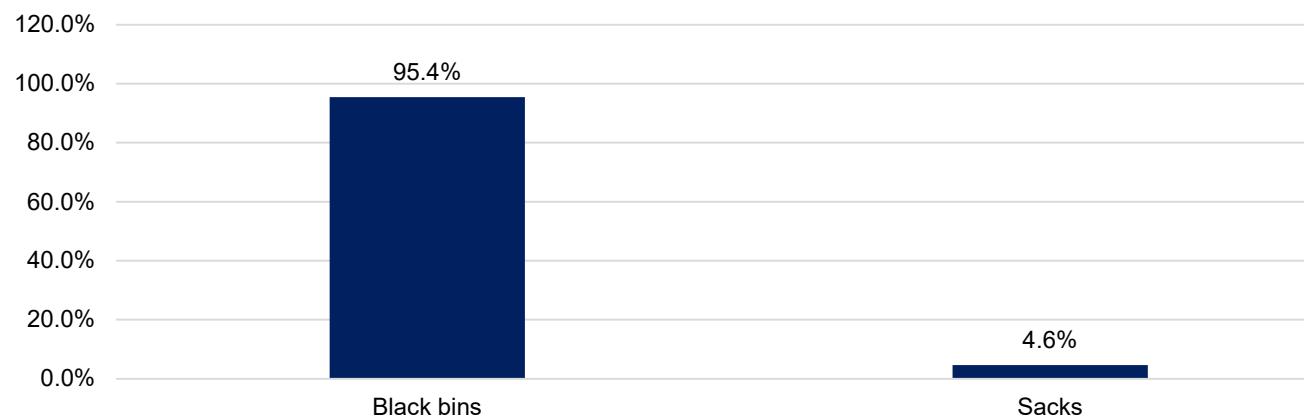


Figure 5

Figure 5 shows whether respondents use black bins or sacks for their household waste collection. The majority of respondents use 'Black bins', with a figure of 95.4% (272 respondents).

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

Please note, figures 6-9 relate to the above question.

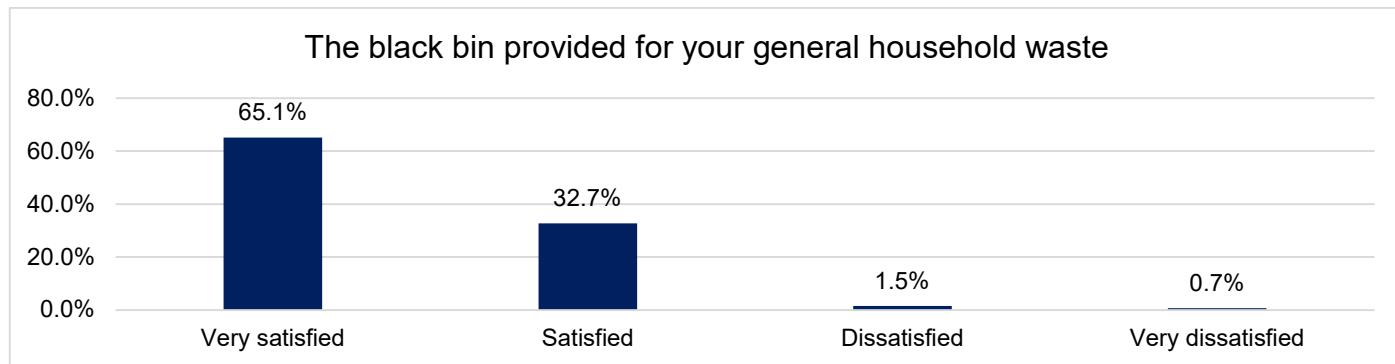


Figure 6

Figure 6 shows how satisfied the respondents were with the black bin provided for their general household waste. The majority of respondents were 'Very satisfied', with a figure of 65.1% (177 respondents).

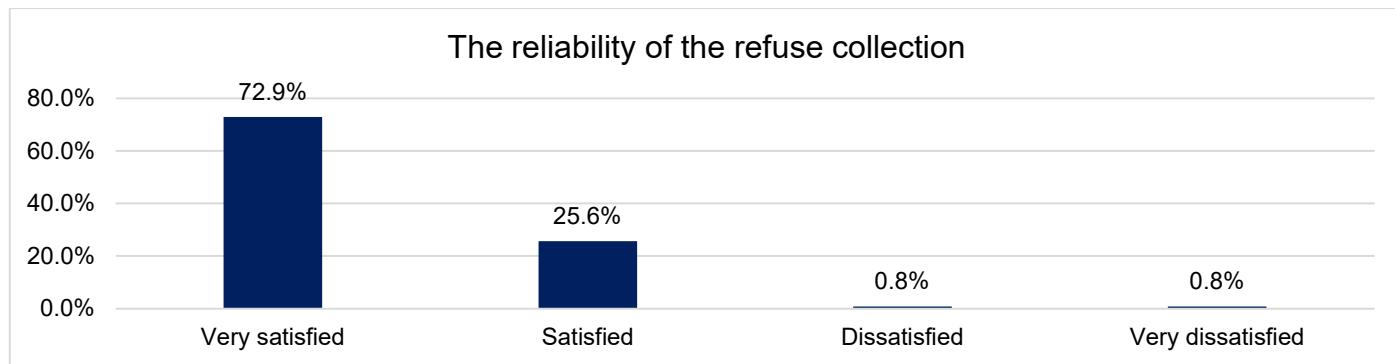


Figure 7

Figure 7 shows how satisfied the respondents were with the reliability of the refuse collection. The majority of respondents were 'Very satisfied', with a figure of 72.9% (194 respondents).

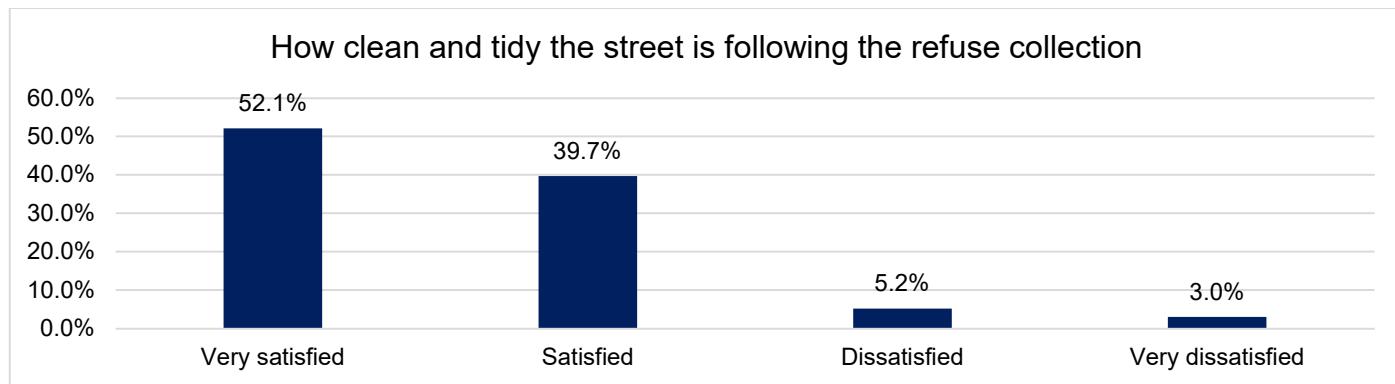


Figure 8

Figure 8 shows how satisfied the respondents were with how clean and tidy the street is following the refuse collection. The majority of respondents were 'Very satisfied', with a figure of 52.1% (139 respondents).

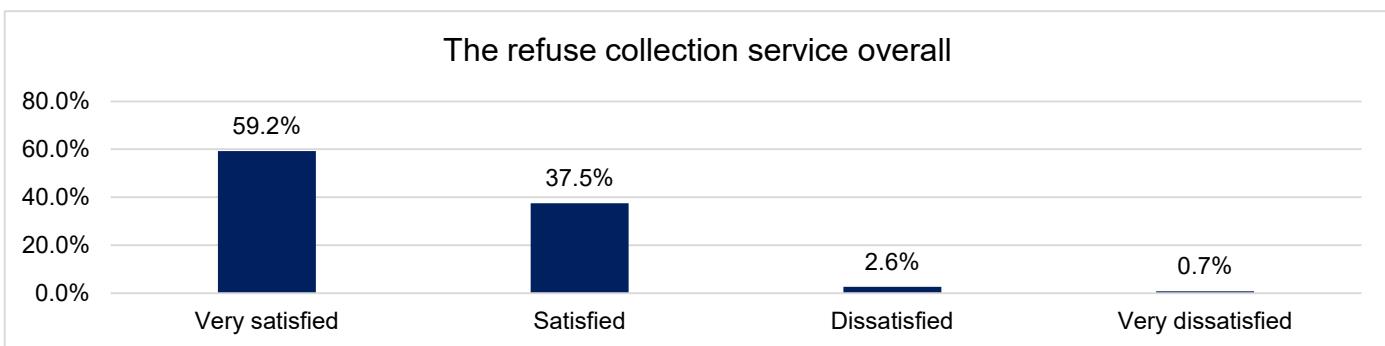


Figure 9

Figure 9 shows how satisfied the respondents were with the refuse collection overall. The majority of respondents were 'Very satisfied', with a figure of 59.2% (158 respondents).

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

Please note, figures 10-13 are relevant to the question above.

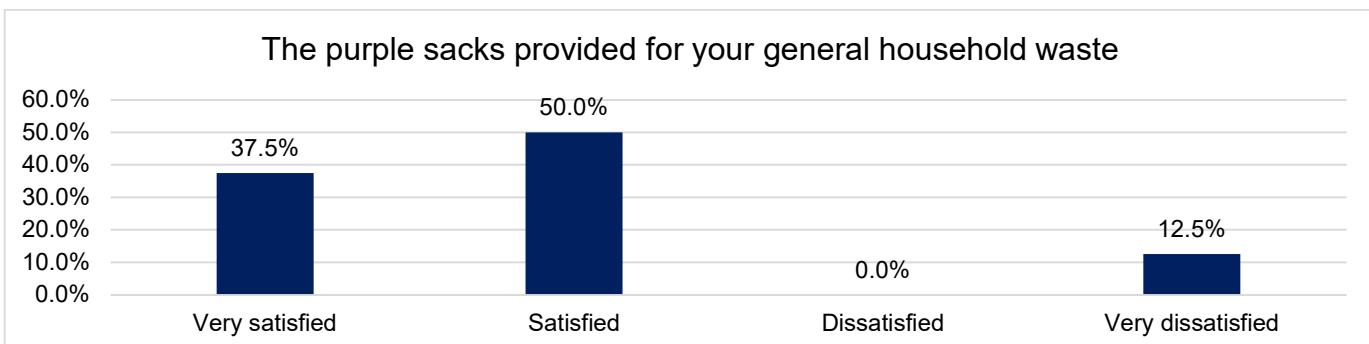


Figure 10

Figure 10 shows how satisfied respondents are with the purple sacks provided for their general household waste. The majority of respondents were 'Satisfied', with a figure of 50.0% (4 respondents).

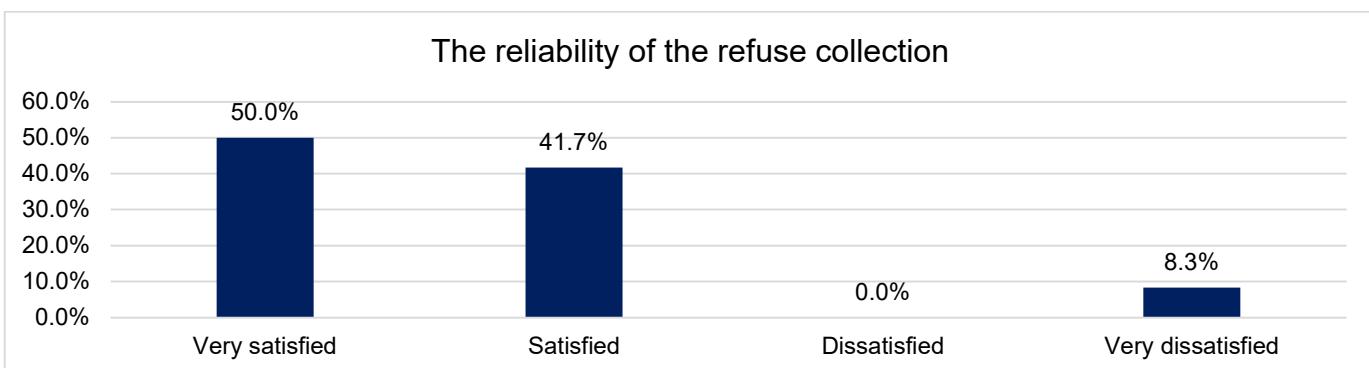


Figure 11

Figure 11 shows how satisfied the respondents are with the reliability of the refuse collection. The majority of respondents were 'Very satisfied', with a figure of 50.0% (6 respondents).

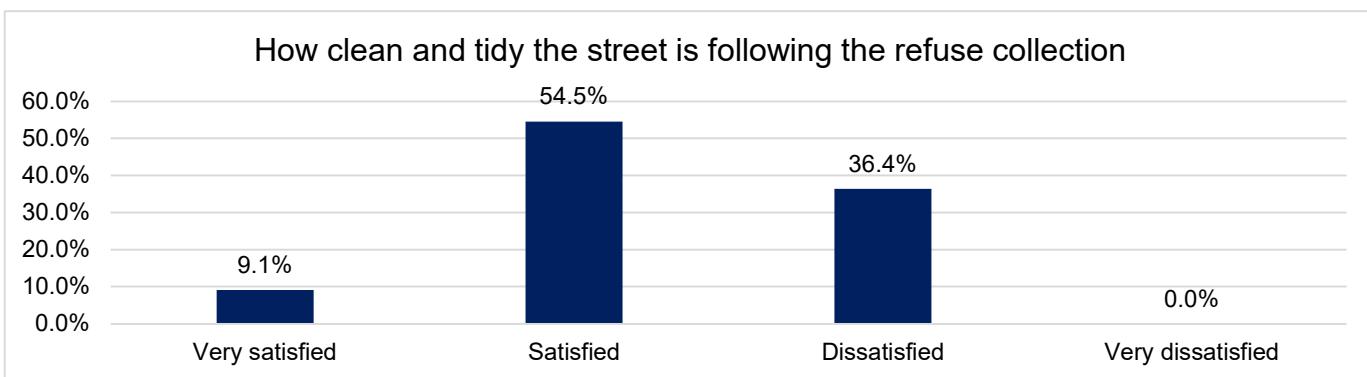


Figure 12

Figure 12 shows how satisfied respondents were with how clean and tidy the street is following the refuse collection. The majority of respondents were 'Satisfied', with a figure of 54.5% (6 respondents).

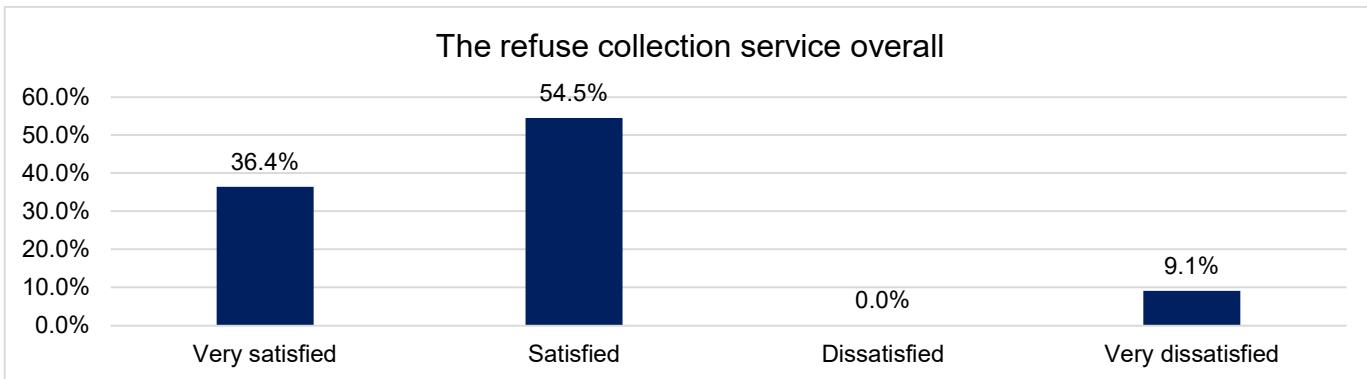


Figure 13

Figure 13 shows how satisfied respondents are with the refuse collection service overall. The majority of respondents were 'Satisfied', with a figure of 54.5% (6 respondents).

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

Please note, figures 14-17 are relevant to the question above.

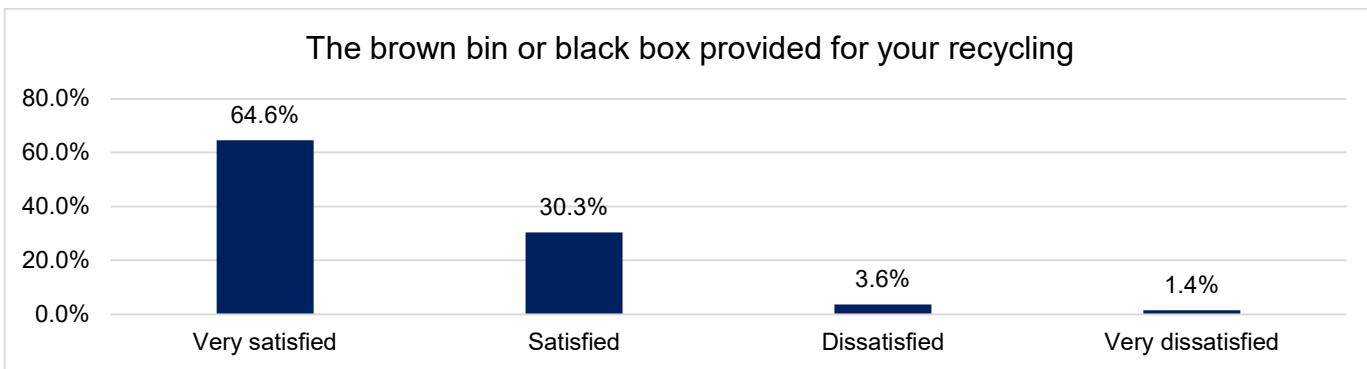


Figure 14

Figure 14 shows how satisfied respondents were with the brown bin or black box provided for their recycling. The majority of respondents were 'Very satisfied', with a figure of 64.6% (179 respondents).

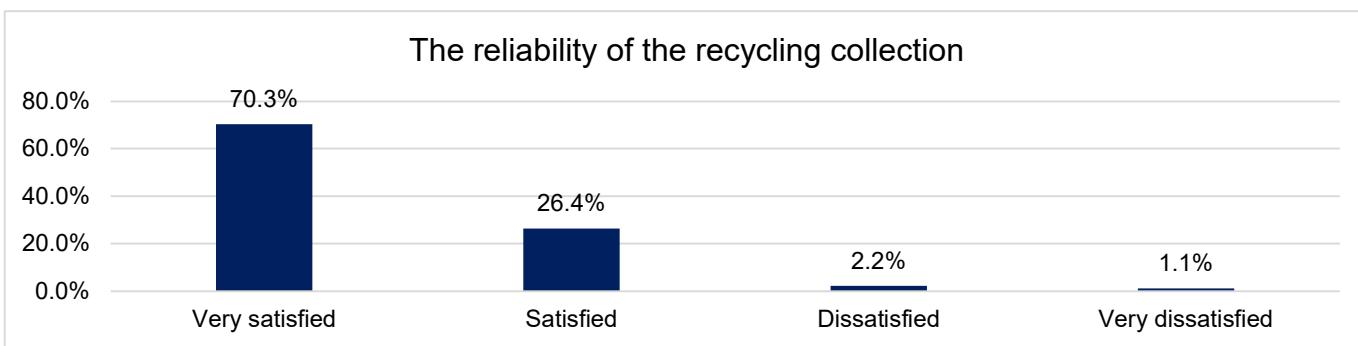


Figure 15

Figure 15 shows how satisfied respondents were with the reliability of the recycling collection. The majority of respondents were 'Very satisfied', with a figure of 70.3% (194 respondents).

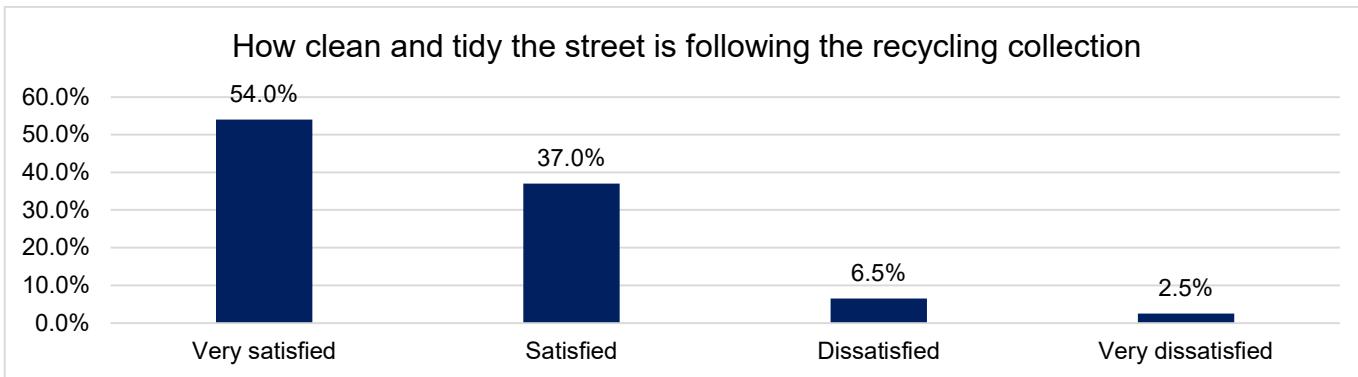


Figure 16

Figure 16 shows how satisfied respondents were with how clean and tidy the street is following the recycling collection. The majority of respondents were 'Very satisfied', with a figure of 54.0% (149 respondents).

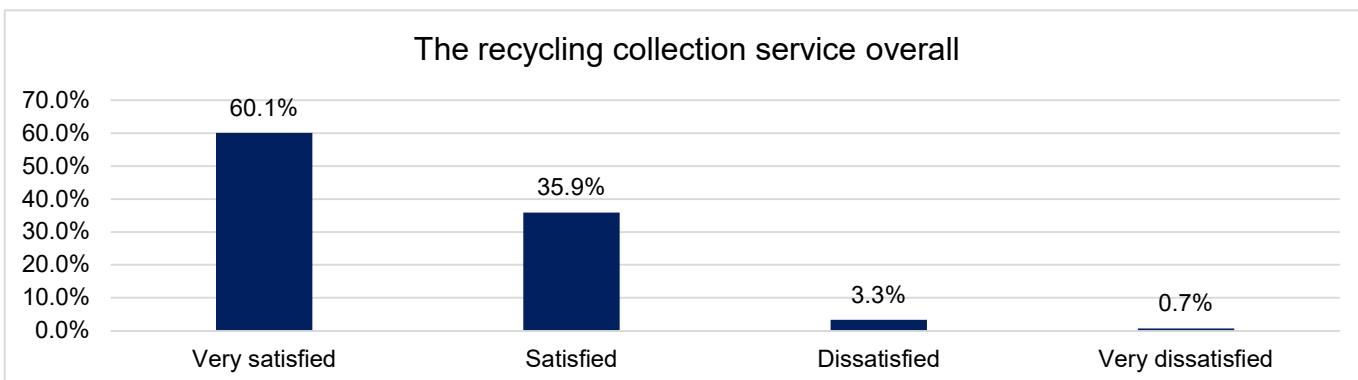


Figure 17

Figure 17 shows how satisfied respondents were with the recycling collection service overall. The majority of respondents were 'Very satisfied', with a figure of 60.1% (166 respondents).

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

Please note, figures 18-22 are relevant to the question above.

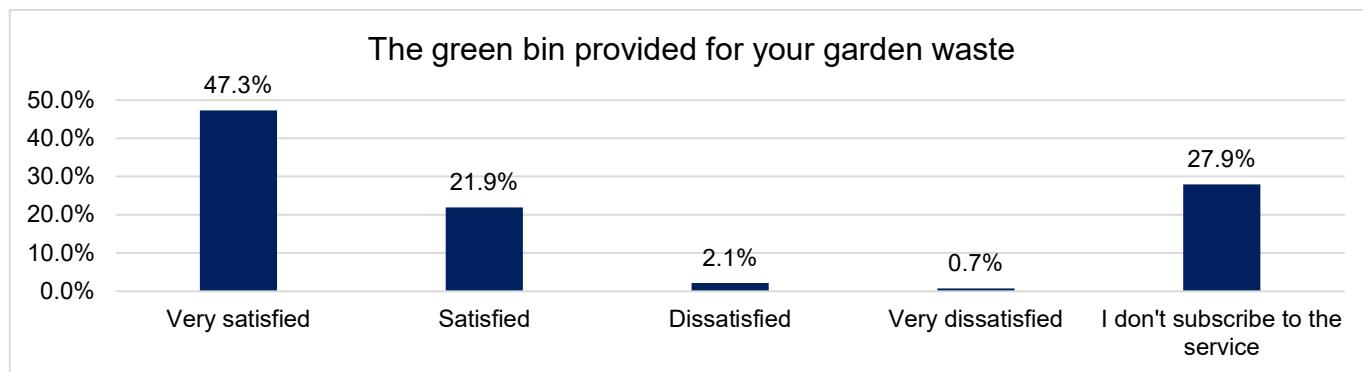


Figure 18

Figure 18 shows how satisfied respondents were with the green bin provided for their garden waste. The majority of respondents were 'Very satisfied', with a figure of 47.3% (134 respondents).

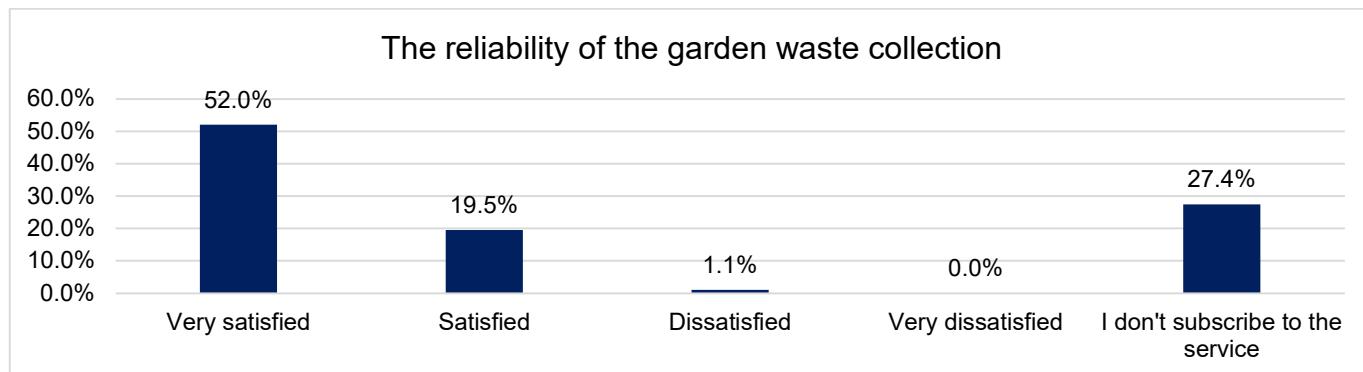


Figure 19

Figure 19 shows how satisfied respondents were with the reliability of the garden waste collection. The majority of respondents were 'Very satisfied', with a figure of 52.0% (144 respondents).

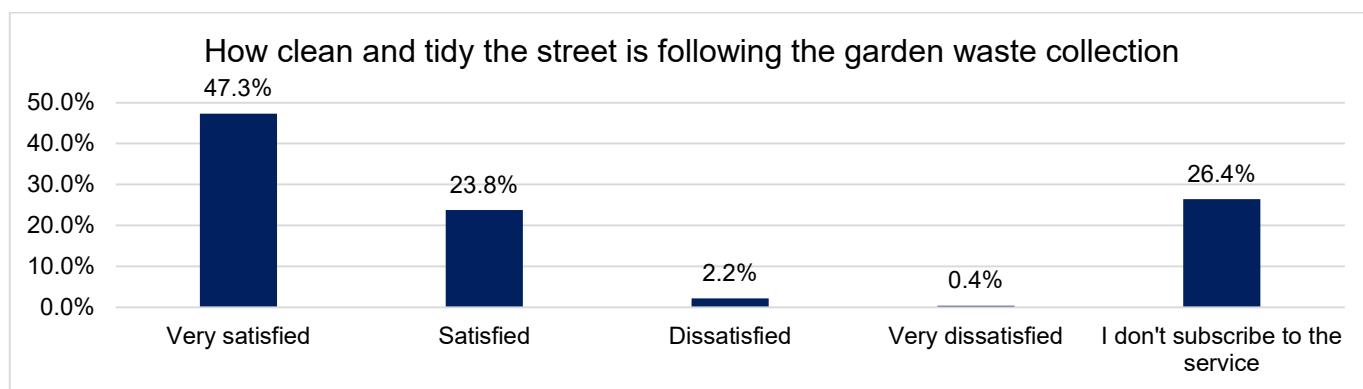


Figure 20

Figure 20 shows how satisfied respondents were with how clean and tidy the street is following the garden waste collection. The majority of respondents were 'Very satisfied', with a figure of 47.3% (131 respondents).

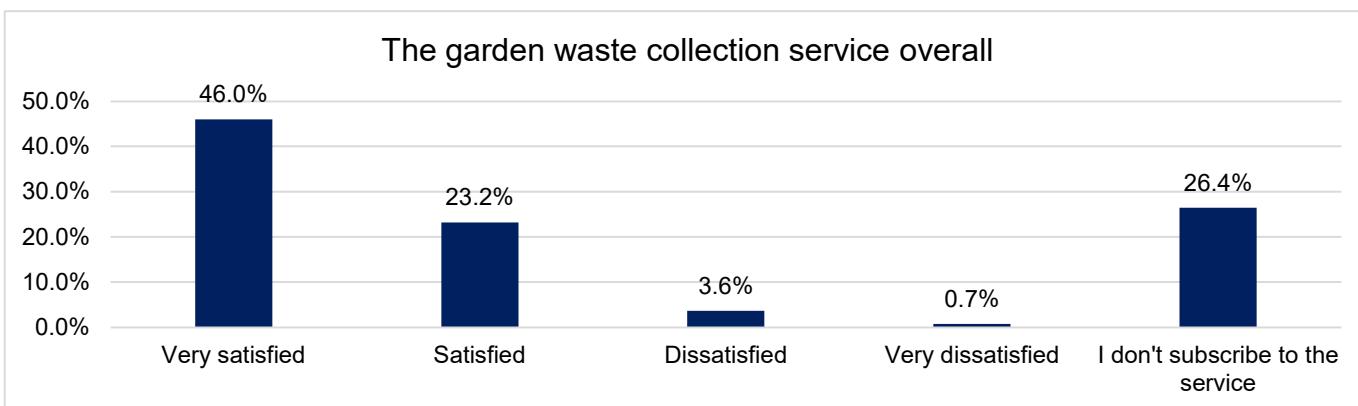


Figure 21

Figure 21 shows how satisfied respondents were with the garden waste collection overall. The majority of respondents were 'Very satisfied', with a figure of 46.0% (127 respondents).

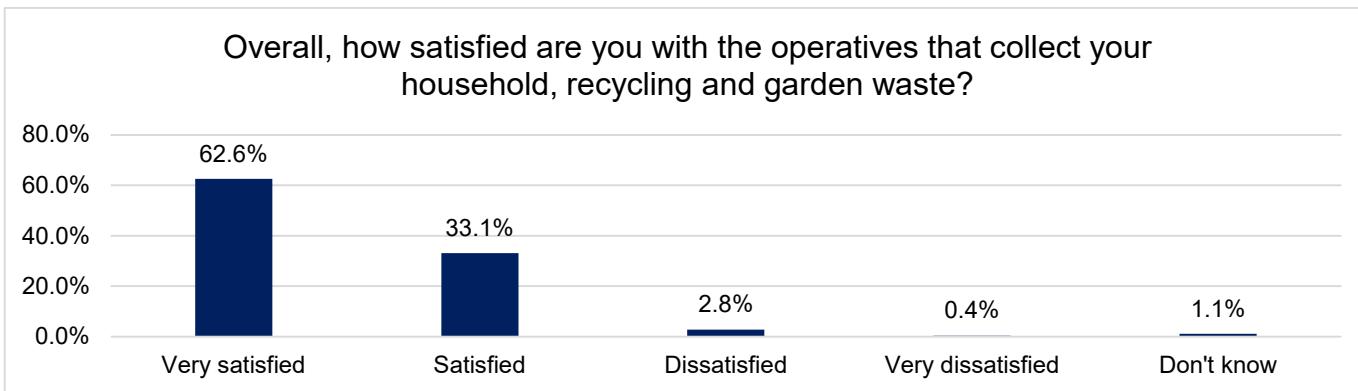


Figure 22

Figure 22 shows how satisfied respondents were with the operatives that collect their household, recycling and garden waste overall. The majority of respondents were 'Very satisfied', with a figure of 62.6% (176 respondents).

If you are dissatisfied, please tell us why.

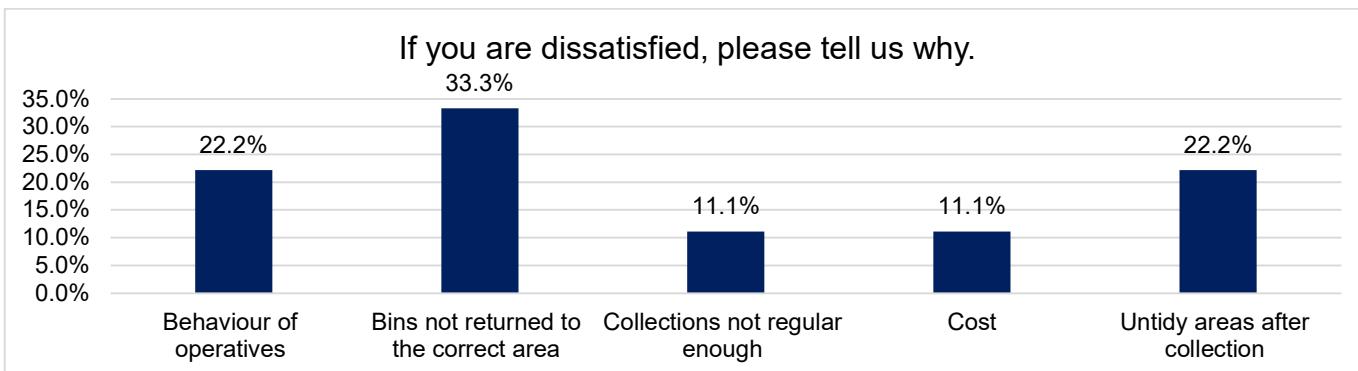


Figure 23

The question above was a comments-based question. Figure 23 is an overview of the comments received. The majority of respondents were dissatisfied due to the 'Bins not returned to the correct area', with a figure of 33.3% (3 respondents).

Before this survey, were you aware that weekly food waste collections are being introduced in the city from April 2026?

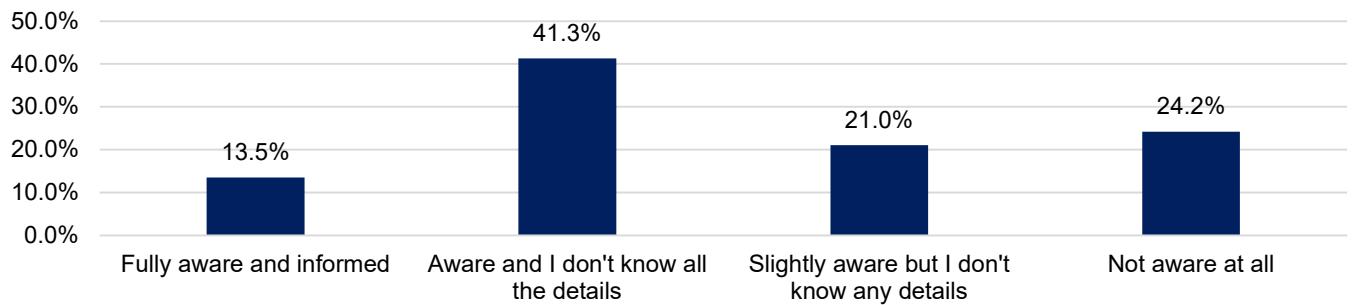


Figure 24

Figure 24 shows how aware respondents were that weekly food waste collections are being made in the city from April 2026. The majority of respondents selected 'Aware and I don't know all the details', with a figure of 41.3% (116 respondents).

Revenues and Benefits Service

Do you know that you can apply for Council Tax discounts including single person discount online?

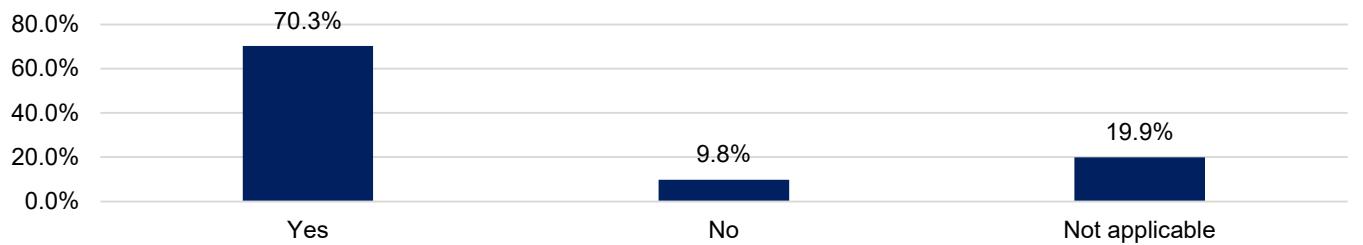


Figure 25

Figure 25 shows whether respondents knew that they could apply for Council Tax discounts, including single person discount, online. The majority of respondents selected 'Yes', with a figure of 70.3% (201 respondents).

Do you know that you can report a move online?

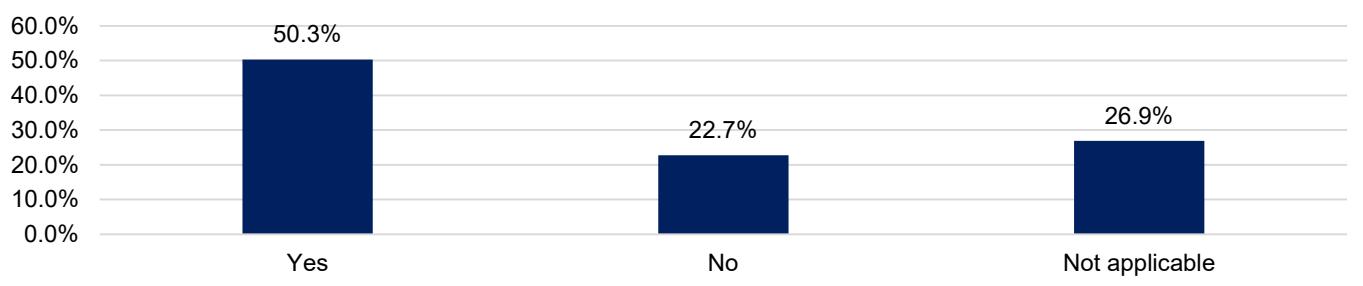


Figure 26

Figure 26 shows whether respondents knew they could report a move online. The majority of respondents selected 'Yes', with a figure of 50.3% (144 respondents).

Overall, how satisfied are you with the standard of service from the Revenues and Benefits Team?

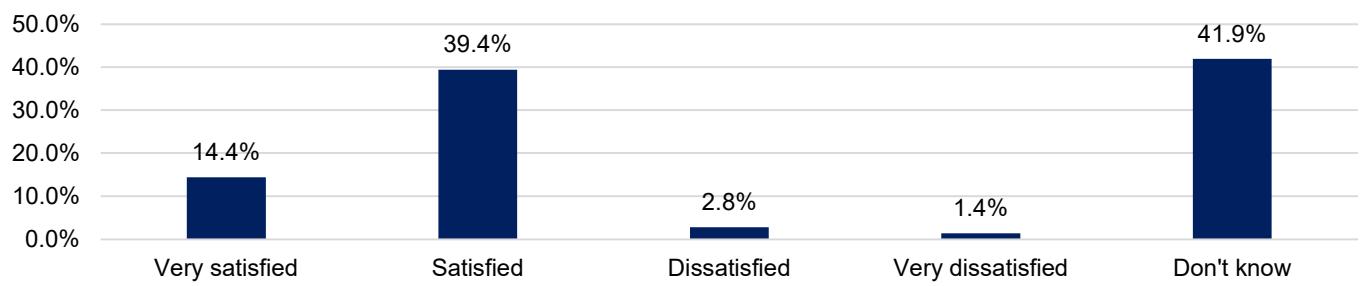


Figure 27

Figure 27 shows how satisfied respondents were with the standard of service from the Revenues and Benefits Team, overall. The majority of respondents, excluding 'Don't know', were 'Satisfied', with a figure of 39.4% (112 respondents).

If you are 'Dissatisfied' or 'Very dissatisfied' with the standard of service from the Revenues and Benefits Team, please tell us why.

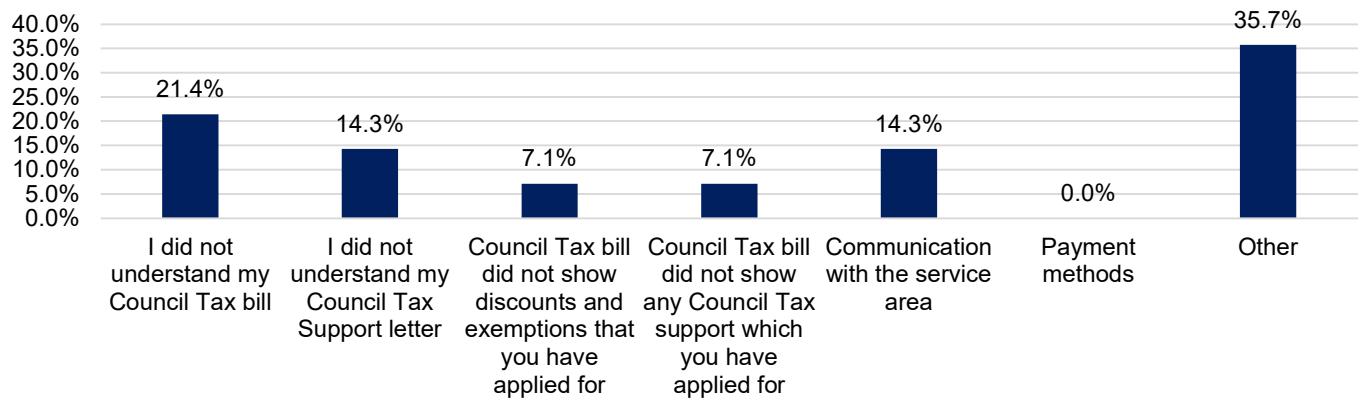


Figure 28

Figure 28 shows the reasons as to why the respondents were 'Dissatisfied' or 'Very dissatisfied' with the standard from the Revenues and Benefits Team. 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 majority of respondents reasonings, excluding 'Other', were 'I did not understand my Council Tax bill', with a figure of 21.4% (3 respondents).

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

The question above was a comments based question. There was only 1 comment, which was in relation to miscommunication with the respondent.

Would you be interested in registering to view your Council Tax and Business Rates online?

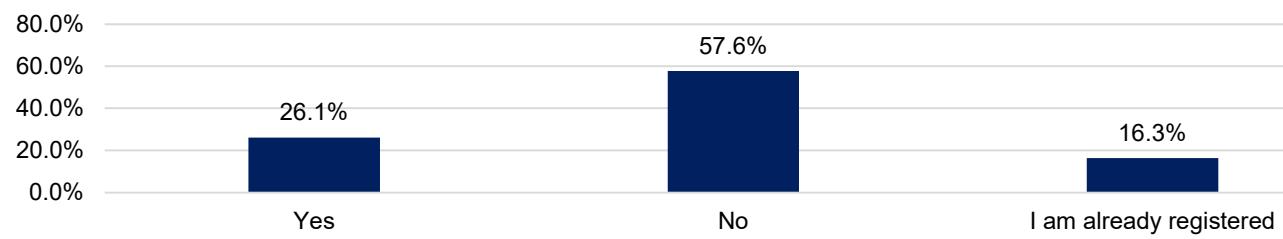


Figure 29

Figure 29 shows whether respondents would be interested in registering to view their Council Tax and Business Rates online via MyAccounts. The majority of respondents selected 'No', with a figure of 57.6% (163 respondents).