



Updates following consideration of the responses to the December 2025 Lincoln Citizens' Panel survey

This section includes an overview of some of the activity, which has / is taking place following the review of the responses from panel members to the December 2025 Lincoln Citizens' Panel survey.

Unfortunately, the council is not able to action all feedback received due to costs and staff resources; however, we aim to act upon as much feedback as possible to improve service delivery.

Waste Management

In the December 2025 Lincoln Citizens' Panel survey, we asked about the black sack deliveries to those who cannot accommodate wheeled bins. We asked about the quantities provided and the frequency of deliveries.



You told us – 58% of respondents said they got just enough sacks, with the remainder split between too many sacks and not enough.



Feedback from the team – From this we took that the number of sacks provided was, on average, about right. On the issue of frequency, 25% said they thought they could manage with monthly deliveries, and 66% thought that they would be happy with quarterly deliveries. We are now going to try deliveries of 12 sacks every four weeks, to see how residents manage. Bags will also no longer be wrapped in plastic for delivery. This will act as a trial for extending to a longer period if it proves manageable for people. This simple action will reduce the carbon footprint for the service in two ways. It will reduce plastic waste (each delivery comes in a bag), and the operatives will not have to travel around the city with the bags as often.



You told us – A small proportion of respondents told us that they were unhappy about operatives not leaving their bins where they found them.



Feedback from the team – Although satisfaction with wheeled bin refuse and recycling services remains very high overall (96.7% satisfied or very satisfied/ 96% satisfied or very satisfied respectively) it was noted that we have had a few complaints about operatives not leaving bins where they found them. The

contractor has been reminded that this is a requirement of the service, and opportunity to formally penalise the contractor for this will be a feature under the terms of our new contract that will start in September 2026.

Revenues and Benefits Service



You told us – Some respondents to the survey informed us they did not fully understand their Council Tax bill.



Feedback from the team – There is a template available on our website that gives details to the customer on what each section of the Council Tax bill means. This can be accessed via <https://www.lincoln.gov.uk/council-tax/council-tax-bill-explained>”.

Customers can also call 01522 881188 and this will be passed on to a member of the team who would be happy to explain their Council Tax bill to them.



You told us – Some respondents informed us they were still waiting for their ESA (Employment and Support Allowance) payment.



Feedback from the team – This payment is managed by the Department for Work and Pensions (DWP) rather than the City of Lincoln Council. Customers are advised to contact the Jobcentre Plus new claims helpline on 0800 055 6688 for help. More details on entitlements and eligibility can also be found via the GOV.UK website - <https://www.gov.uk/employment-support-allowance>.



You told us – Some respondents informed us the communication methods available to contact the Revenues and Benefits Service could be improved.



Feedback from the team – The council currently has a variety of different communication methods that customers can use to get in touch. These methods include email, online forms for registration, and we can be contacted via telephone on 01522 881188 for any queries or issues that are being experienced. We always aim to answer all communications with the service as quickly as possible.

E-mail

Council Tax – council.tax@lincoln.gov.uk
Benefits – revenues.team@lincoln.gov.uk

Online registration forms can be found at the following web addresses:

Council Tax - <https://www.lincoln.gov.uk/council-tax>
Benefits - <https://www.lincoln.gov.uk/benefits>



You told us – Some respondents to the survey told us it is unclear how much Council Tax was owed to them.



Feedback from the team – Further information on Council Tax is available on our website at <https://www.lincoln.gov.uk/council-tax/information-council-tax>. For help and support customers can contact the team by calling 01522 881188.

News and Media in Lincoln



You told us – Respondents told us they used a range of routes to find out news about Lincoln including using local Facebook groups.



Feedback from the team – We have used the feedback to build a clearer picture of how residents receive local news and updates. Understanding which news sources residents use most frequently helps us ensure that important council information is shared through the channels most likely to reach our communities. It also helps us maintain strong relationships with local media outlets and respond effectively to media enquiries.

The feedback also provided valuable insight into how residents use social media to access local news. As a council, we regularly share updates, campaigns, events and corporate information online, and this feedback helps us identify the platforms and community groups where residents are most engaged. This enables us to target information more effectively, identify any Facebook groups we might not currently know of or engage with, and improve how we communicate council services, projects and decisions. For example, the survey highlighted that many residents access local information through area-specific Facebook groups.

As a result, when sharing updates that affect a particular area or community, we can ensure information is shared in the most relevant local groups, alongside our corporate City of Lincoln Council page, helping important messages reach those most affected.