

# Citizens Panel Questionnaire Results – August 2012



Following the Citizens Panel Questionnaire in August, the results are now available. Below shows the highlights from the questionnaire responses.

## Leisure and Recreation Facilities

- 77% of respondents attending sporting events (e.g. the 10k) organised by the City of Lincoln Council, were satisfied with the standard of service provided
- Of those respondents who use Yarborough Leisure Centre, 73% were satisfied or fairly satisfied with the services provided, with only 10% not being satisfied
- 65% of respondents who use Leisure and Recreation Facilities were satisfied with the value for money they receive, with only 11% not being satisfied

From the Citizens Panel specific comments were received. Answers to these comments have been summarised to show what has already been done, or what is to be done to address these comments.

Yarborough Leisure Centre - From the Citizens Panel some of the issues raised by 23 panel members were:-

- Size of the pools and opening times - due to the amount of people accessing the facility at certain times the pools are deemed full. Safety in swimming pools regulation stipulate bather numbers per square meter of pool and this cannot be exceeded. Over recent years public access to the pools (which includes casual, club, lessons and classes) during term time has increased. School holidays allow complete public access.
- Standard of cleaning - the pool changing rooms are a high use area and need cleaning more regularly. Introduction of a greater staff presence for monitoring and a cleaner available all day so as to be proactive. Cleaning chemicals and schedules are reviewed regularly. The new ventilation installed in the pool changing rooms, also gives a change of warm air which helps remove odours. Changing Village pool changing facilities are in place at Yarborough, this maximises the changing space and helps address gender, age and family issues and also it is easier for the school use and their supervising teachers. The changing rooms have a tiled floor and due to the transfer of water, these will be wet most of the time. These tiles are treated, retreated and tested regularly with antislip products to minimise slips.
- Value for money - all charges are benchmarked against other facilities to make sure they are competitive. The council caps all charges and ensures pay and play and concessionary rates stay available. Some charges have not increased for three years.
- Holiday activities remain unchanged and 'Discovery days' introduced. These are days where the public can come and try the facilities and activities for free. The next 'Discovery day' will be held in February 2013.



Birchwood Leisure Centre - From the Citizens Panel some of the issues raised by 9 panel members were:-

- Limited opening hours - Opening hours are reviewed in light of customer demand, customer feedback and usage, and these have been extended since the start of the contract.
- No pool in the Birchwood, Skellingthorpe, Hartsholme and Boultham area for the children to use during the holidays - The City Council is encouraging the schools with pools in these areas to open access to the public, when not in use by the schools.
- Recent improvements to the site have seen usage figures improve considerably and more improvements are being considered in light of customer feedback.



Sport Development - From the Citizens panel some issues raised by 19 panel members were:-

- Holiday activity communication – is targeted to those of the right age group for the activities i.e. advertising/attendance forms are directly distributed to schools and through 'Molly's guide', a publication targeted at school age children.
- All young people taking part in Sport Development activities are asked to note the activities provided, their enjoyment and any other activities they would like to take part in. Activity costs are kept low at £2 a day, to be as inclusive as possible.
- Location of activities – these only take place in facilities that can be booked out, thus secure for those taking part. Facilities with free entry are not used as this may prevent access for regular users (including the tennis courts on the West Common).

Sporting Events - From the Citizens panel the issues raised by 12 panel members were:-

- Lack of advertising for the Dance Factor – research has shown that to reach the young people, most contact is achieved through facebook and twitter and not traditional advertising. The lead up to, and the outcomes are publicised through the council's newspaper, which is issued three times a year.
- Organisation and cost of the Lincoln 10k - The Lincoln 10k has been rated as one of the best 10k's in the UK, 48% of those taking part come from Lincoln therefore bringing substantial visitors to the City. The 10k in 2012 was one of the cheapest city 10k's in the country and the children's races (part of the 10k weekend) are free to enter, to encourage healthy activity and remove financial barriers. All those taking part are asked for feedback to enable the race weekend to improve each year.
- Concerns about antisocial behaviour on the Ermine Estate - Sport Development activities such as Dance Factor, Street Soccer, Community Coaching (all free to take part) are delivered on this Estate on Monday, Wednesday and Friday evenings from 17.45 to 20.00. This is to provide healthy activities and has been proven to reduce antisocial behaviour.



## Physical Activity

- An encouraging 59% of the panel take part in physical activity for at least half an hour per week on two occasions all year, with 43% exercising five or more times a week for over 30 minutes
- One of the key suggestions coming from panel comments for the Physical Activity and Health and Wellbeing services was to improve advertising, increasing awareness of these services

## Health and Wellbeing

- Of the respondents 63% were not aware of the health trainer service which matches the comment made above. However, although results are a little better for the health walk and exercise / GP referrals, there are still around 45% not aware of these services

It is worth highlighting that Physical Activity and Health Trainer services are services targeted at specific groups and are NHS commissioned services, rather than those aimed at mass participation.

The Physical Activity Referral Programme is accessed via health professional referral only, for people with specified health conditions and is not open access. The Family Fitness programme is free and targeted at families with a child aged 8 or over with concerns about their weight and is not open access. The walks and Health Trainer service are free programmes open to anyone aged 16 and over. Family attendance is encouraged within these programmes with the parent being responsible for the child attending.

It should however be noted, accessing programmes is straight forward. If not an open access programme, access can be initiated by contacting the Healthy Lifestyles Team or by engaging with the staff member working in that neighbourhood.

The service has centred its programming this year around three main drives; targeted neighbourhood work, developing relationships with clients to support them in undertaking and completing Personal Health Planning and finally engagement with Health Professionals to increase the number of referrals being received to the service. Advertising has focused on neighbourhoods and has ranged from word of mouth promotion to door to door leaflets and residents newsletters, training of neighbourhood workers such as housing officers and pharmacists and drop-ins at pharmacies, medical practices and polling stations.

## City of Lincoln Council Services

- On average, of those respondents who use Community Centres, 40% of respondents were satisfied with the facilities available. 53% were neither satisfied or dissatisfied, with only 6% not being satisfied with the facilities available
- 48% of respondents were satisfied with the standard of public toilets available, with a similar percentage of 40% being dissatisfied with this service. One of the key suggestions being to provide more public toilet facilities within the city
- Of those respondents who use the City of Lincoln Council's parking services, 53% were satisfied with the parking services provided by the City of Lincoln Council with 32% not being satisfied with this service

## Cleansing Services

- 84% of respondents were satisfied that the City of Lincoln Council keeps its public land and public highways clear of litter and refuse over the last year, with only 12% not being satisfied with this service. In comparison to last year, satisfaction has increased by 4%

## Public Open Spaces / Grounds Maintenance

- An encouraging 86% of respondents were satisfied with the following elements of the grounds maintenance service; grass cutting, trees, shrub beds, parks, commons and flower beds
- 80% of respondents who visit parks and open spaces within the city during the daytime usually feel safe
- A much reduced number of people visit parks and open spaces after dark. Of those who do only 41% feel safe



## Carbon Management

- 60% of respondents were satisfied with the council's approach to monitoring carbon footprint in the city. 5% were not satisfied with 16% stating 'don't know'
- Some of the key suggestions by respondents to reduce the city's carbon footprint were:
  - Improve cycle tracks into the city centre and encourage more residents to use their bicycle
  - Improve traffic flow within the city
  - Introduce a park and ride system
  - Improve public transport using more efficient vehicles

## Community Cohesion

- 82% of respondents thought their local area was somewhere people from different backgrounds got on well together
- 27% of respondents thought there was a problem with people not treating each other with respect and consideration
- 61% of respondents said they felt safe outside after dark in their local area
- 87% of respondents were satisfied with their local area as a place to live
- 70% of respondents felt they belonged to their immediate neighbourhood
- 43% of respondents thought parents took enough responsibility for the behaviour of their children in their local area

Age Breakdown of Respondents  
Citizens Panel Questionnaire August 2012

