

# Citizens Panel Questionnaire Results – November 2012

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

## Sport & Leisure / Recreation Services

- Responses showed that only 28% of respondents were likely to use Yarborough Leisure Centre, and just 14% of respondents were likely to use the Birchwood Leisure Centre.

This was not surprising as location has a big effect on whether a facility is useful but other aspects that prevented use included:



- Disability    ○ Attend a private gym    ○ Age    ○ Health restrictions
- Awareness of the facilities currently available for young people at Yarborough and Birchwood Leisure was relatively low. 43% of respondents were not aware of the facilities available at Yarborough, with 60% not aware of those available at Birchwood.
- In line with this, the awareness of what is available at the leisure centres each school holiday was also low, with over 55% of respondents having no knowledge at all.
- Yarborough and Birchwood Leisure Centres run a number of special programmes for young people. Of the programmes available respondents were most aware of:

<i>Yarborough Leisure Centre</i>	<i>Birchwood Leisure Centre</i>
<ul style="list-style-type: none"><li>○ Supervised Fitness Sessions</li><li>○ Sports Courses e.g. badminton</li><li>○ Competitive swim clubs</li></ul>	<ul style="list-style-type: none"><li>○ Group exercise classes</li><li>○ Sport Courses e.g. badminton</li><li>○ Supervised Fitness Sessions</li></ul>

- The three aspects which respondents felt were most important when planning activities for young people were:
  - Sessions which are fun and relaxed
  - Activities which don't cost much – e.g. no more than £2
  - Activities are in school holidays
- Panel members were asked which water-based activities would encourage them to use Yarborough Leisure Centre. Of those who provided a response to this question, they key suggestions were:
  - Aqua Aerobics
  - Daytime swimming
  - Adult only sessions / pensioner only sessions



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## Sport & Leisure – Sport Development Team

- The sports development team offer a range of services to residents. Of the respondents, 29% were fully or partly aware of the services delivered, with 21% being fully or partly aware of the services delivered during each school holiday period
- The most effective method of communication respondents suggested would help promote new sessions, events and programmes were to deliver leaflets to their home

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## Fairs and Circuses

- Of respondents who were aware of the fair on the South Common, 16% said they were aware but they wouldn't go. 32% said they were aware but didn't go, but knew someone who did. However, 52% were aware but would not go
- Of those who said they would not go to the fair or circus, the main reasons for this were:
  - Not interested
  - Felt they were too old
  - Too expensive

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## Waste Management

### *- Household Waste Collection*

- Significantly 94% of respondents remain satisfied with the black bin / purple sacks provided for general household waste
- For those other elements of this service, over 90% were satisfied with each of the following:
  - The place where residents have to leave their refuse for collection
  - The reliability of the refuse collection
  - How clean and tidy the street is following refuse collection
  - The refuse collection service overall



### *- Household Recycling Collection*

- 96% of respondents were satisfied with the brown bin or black box provided for recycling
- As with the household waste collection, it is encouraging to see over 90% were satisfied with each of the other elements of this service, with the reliability of the service standing out at 98%

## - Green Waste Collection

- For those respondents who receive a green waste collection service, 97% were satisfied with the green bin provided. 97% were also satisfied with the reliability of the green waste collection, with over 95% being satisfied with the other elements of this service

It is encouraging to see levels of satisfaction across all areas of waste management have remained high.

## Food Health & Safety

- Of those who responded on how satisfied they were with the standard of hygiene in restaurants/cafes/shops and takeaways within the city, 90% stated they were satisfied. 7% stated they were neither satisfied or dissatisfied with only 2% (10 people) being dissatisfied with this service



## Equality Duty of the City of Lincoln Council

- Of those who felt they could respond to this section, 91% were very satisfied or fairly satisfied that the council had treated them fairly when providing services
- 88% were satisfied the council had treated other people, known by respondents fairly when providing services, with 4% stating they were dissatisfied. 8% stated neither to this question.
- Of those who felt they had been treated unfairly because of one of the protected characteristics, the main causes were:
  - Age
  - Disability
- In general, 94% felt the services provided by the council were accessible

Age Breakdown of Respondents  
Citizens Panel Questionnaire November  
2012

