

# Citizens Panel Questionnaire Results – August 2013

Following the Citizens Panel Questionnaire in August, the results are now available  
Below shows the highlights from the questionnaire responses of those who expressed a view;

## Housing Strategy

The council is currently looking to develop a Strategic Housing Statement and supporting action plan for the city and as part of this work has identified a number of areas of work which could be included. Panel members were asked their views on the priorities which they thought should be included and were asked to prioritise each area between 1 and 5.

- The areas which respondents thought were a priority included; bringing empty homes back into use (89.6%), improving the council housing provision (72.3%), and working with housing associations/registered providers of social housing to increase the provision of affordable homes (70.2%)
- The 3 areas which respondents indicated were of the highest priority when building more homes included; providing more council rented housing, providing more housing association rented housing and providing affordable home ownership options
- 93.5% of respondents strongly agreed or agreed that the council should preserve the character of the older housing through improvements and investment
- 84.7% strongly agreed or agreed with demolishing the housing in the worst conditions and redeveloping the land



These results will be directly used in the development of the Lincoln Strategic Housing Statement, which is currently taking place.

## Cleansing services

- 85.9% of respondents were either very satisfied or fairly satisfied that the council has kept its public land and public highways clear of litter and refuse over the last year. In comparison to 2012, this is an increase of 1.8% in satisfaction

## Public Open Spaces / Grounds Maintenance

The council is responsible for providing a range of grounds maintenance services. Of the services provided;

- 89.5% of respondents were either very satisfied or fairly satisfied with the city's open spaces overall. It is encouraging to see satisfaction levels have continued to rise in 2013, with an increase of 0.9% satisfaction on 2012 of all open spaces.



- Feeling of safety in parks in the daytime has increased by 1.7% on the previous year, with 82.1% of park users always or usually feeling safe during the daytime
- The feeling of safety has also seen a slight increase for respondents visiting parks and open spaces after dark. In comparison to last year, respondents who always or usually feel safe visiting parks after dark has increased 1.6%, with 41.7% now feeling safe after dark. A possible reason for this rise may have been a good summer, encouraging more people to enjoy parks and open spaces, positively leading to safer feeling parks.

### **The council's role in helping to manage the carbon footprint of the city**

- It is encouraging to see 79.2% of respondents were satisfied with the city council approach to monitoring the carbon footprint of the city. This is an increase of 8% on last year.
- The key suggestions from respondents to manage the carbon footprint of the city included; introducing a park and ride service and introducing more solar lighting within the city. Other suggestions included; improving public transport, improving traffic flow, improving the cycle network and introducing more shrubs / trees to the city.

Whilst many of these suggestions refer to work undertaken by the County Council (Highways areas), your comments on solar lighting and greenery have been passed to our Housing and Community Services Directorate. In addition we will send the comments on the Highways subjects to the County Council for their consideration. Please be assured, no personal information will be sent with these comments.

### **Sport and Leisure**

Following the August 2012 Citizens Panel questionnaire, questions were asked regarding satisfaction levels of sport & leisure across the city. Improvements have taken place as a result of the feedback collected and a number of follow up questions were asked to panel members. The key results were:

- 78.2% of respondents who use the leisure and recreation services at Yarborough Leisure Centre were very satisfied or fairly satisfied with the standard of service provided. In comparison to the same figure last year, this is an increase of 5.5% following recent improvements to the centre
- 64.6% of respondents who use Birchwood Leisure Centre were also very or fairly satisfied with the standard of facilities at the centre. Satisfaction has also increased for this centre following improvements and has seen an increase of 7.1% in satisfaction over the past year
- 72.1% of respondents who take part in the 10K road race were satisfied with the standard of delivery of the event



- Panel members were asked what would persuade them to participate more in sport and exercise. The key suggestion from respondents was to reduce the cost of the activities provided. Other suggestions, such as increase opportunities in more locations, improve communication, and a greater variety of activities were all areas which would encourage respondents to take part in activities.
- The three most important aspects, which respondents thought were most important when planning activities for young people were; provide sessions which are fun and relaxed, provide sessions which don't cost much (e.g. no more than £2) and provide sessions which run in school holidays

These suggestions have been provided to our Leisure team for consideration when discussing constraints with providers.

## Circuses

In the Citizens Panel November 2012 responses, comments were received about animal circuses. Panel members were asked to clarify their concerns.

- 43.4% of respondents have concerns for the welfare of any animals performing within circuses, 14.7% have safety concerns with wild animals performing in a city location and 16.7% have concerns with the welfare of wild animals (elephants, tigers etc) performing in circuses
- 10.1% of respondents didn't have any welfare / safety concerns over the use of animals in the circus, however don't like watching animals in any performances, with 15.1% having no welfare / safety concerns over the use of animals in the circus

These results will be provided to the relevant Portfolio Holder for future consideration.

## City of Lincoln Council Services

- Satisfaction levels of the public toilets provided by the council have seen a slight decrease. Of the 296 respondents who use this service, 45.3% were very satisfied or fairly satisfied with the service provided.
- The satisfaction levels of parking services overall has dropped 6% over the last year, with 46.9% of respondents who use the parking service being very or fairly satisfied with this service. This is probably as a result of the closure of car parks for maintenance over the last year. The long over running maintenance works to Lucy Tower Car Park will also have had a significant impact on satisfaction levels. Unfortunately extra structural work discovered during the expected maintenance has resulted in an unavoidable delay in the reopening of the car park.

Age Breakdown of Respondents  
Citizens Panel Questionnaire August 2013

