

Citizens Panel Questionnaire Results – January 2013

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



Indoor Market Service

Citizens Panel members were asked 2 questions around the Lincoln Central Indoor Market in Sincil Street to determine the level of use and satisfaction levels of this service.



Of respondents who use the Central Indoor Market:

- 14% visit the market on average more than once a week
- 23% visit the market once a week
- 14% visit the market once a fortnight
- 14% visit the market once a month
- 35% visit the market less than once a month

- 79% of respondents who use the market were 'Very Satisfied' or 'Satisfied' with the service provided

Revenues Service

The City of Lincoln Council are responsible for the administration and collection of Council Tax from approximately 42,800 properties, creating a Council Tax bill for each domestic dwelling, whether its a house, flat, mobile home or houseboat, and whether it is owned or rented.

Of those respondents who use this service:

- 96% were satisfied with the standard of service, with only 4% of respondents being dissatisfied with this service

New Website

We have recently redesigned our website (www.lincoln.gov.uk) to make it easier for our customers to find and use services.

- Of those who use this service, 41% had visited our website within the last 6 months

Panel members were also asked whether they liked certain aspects of the website. Of those who use the website, the responses can be seen below:

- 95% liked the new design, colours and layout of the website
- 87% found the site easy to use
- 91% found the menu easy to navigate
- 94% found the search facility easy to use
- 92% found the text easy to read and understand
- 88% found the service or information they were looking for
- 5% had used the translation facility with 5% also having used the zoom or text speak facility

Community Cohesion

In order to help ensure the Community Cohesion Strategy is one that works for the communities of Lincoln, we consulted with citizens panel members on the key aspects of the strategy.

Proposed vision for the city

“Lincoln is a diverse community where everyone can feel they belong regardless of background, culture or circumstance”

- 91.3% of respondents thought the Vision did reflect the kind of city they wanted to live in
- 85.4% respondents thought the Vision was the right one

Citizens panel members were also asked if the 4 suggested objectives would help to improve community cohesion within Lincoln

Of those who responded:

- 94.1% thought tackling negative behaviour would improve cohesion
- 93.1% thought challenging negative views and reinforcing what is already happening would improve cohesion
- 91.6% thought encouraging volunteering and engaging with the voluntary sector would improve cohesion
- 88.3% thought improving access to jobs, housing, health and education would improve cohesion

Comments made included a number that emphasised the need to be inclusive of everyone in the city, not just the new arrival communities, such as immigrants and students.

