

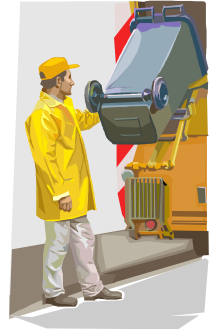
# Citizens Panel Questionnaire Results – November 2013

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

## Waste Management

### - Household Waste Collection

- The satisfaction level of respondents of the black bin / purple sacks provided for general household waste continues to remain high in 2013 at 90% satisfaction of those who use this service. This has however seen a drop of 4% when compared to the 2012 outturn
- For those other elements of this service, over 87% 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
  - Significantly the refuse collection service overall scored a 93% satisfaction level



### - Household Recycling Collection

- Although the 2013 outturn has seen a small drop of 2% in satisfaction when compared to 2012, 95% 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 88% were satisfied with each of the other elements of this service, with the reliability of the service standing out at 96%
- Once again overall satisfaction levels remain very high at 93%

### - Green Waste Collection

- As maybe anticipated following the introduction of the small annual fee for the collection of green waste, the overall satisfaction of respondents of this service has seen a drop of 11% satisfaction, to 86% in 2013
- Other areas of this service have also seen a drop in 2013, however it should be noted that satisfaction still continues to remain high for each of these areas, with all of these having satisfaction levels at over 85%

## 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, 89% stated they were satisfied, 8% stated they were neither satisfied or dissatisfied with only 3% (9 people) being dissatisfied with this service



## City of Lincoln Councils Website / Access to online services

- Of those respondents who have used the council's website within the last 6 months, 61% have used this to seek information, 9% have used this to report a problem, 6% have used this to request a service and 15% have used the website to make a payment. A further 9% have used this for other council business. It is encouraging to see such a high percentage of respondents using this useful resource.
- Some of the key suggestions around how the site could be improved were around improving the navigation within the website, making it easier to find the information required

## Equality Duty of the City of Lincoln Council

- 88% of respondents were satisfied that the council had treated them fairly when providing services, with 80% being satisfied that the council had treated other people they know fairly when providing services. Of the respondents, 93% thought the services offered were very accessible or accessible

