

# Citizens Panel Questionnaire Results – November 2014



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

The satisfaction of the overall refuse collection service was 93.29% which is slightly lower than last year's satisfaction results of 94.30%.

## Household Recycling

There is an increase in the respondents who were overall satisfied with their recycling service. Compared to last year's 92.88% of people who were satisfied, there are now 94.8% who are satisfied.

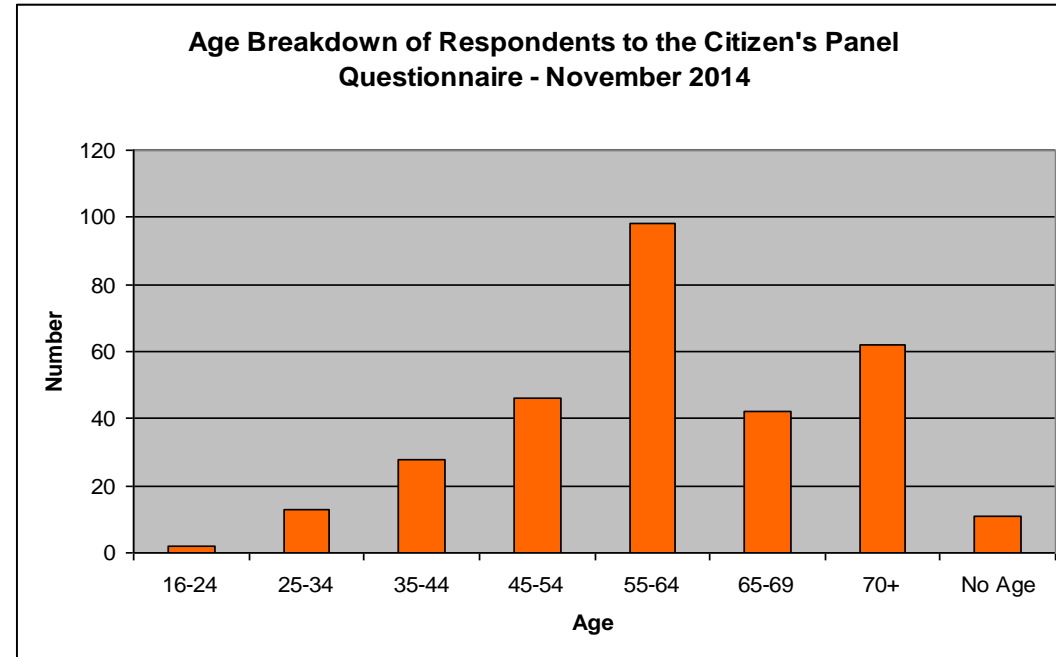
## Food Health & Safety

Of those who responded on how satisfied they were with the standard of hygiene in restaurants/cafes/shops and Takeaways within the city, 81.4% stated they were satisfied which is a 6.3 % drop compared to last year. Only 2% stated they were being dissatisfied with the standard of this service.

## Keeping our Customers informed

54.8% of those who responded said that they felt informed about the council's projects and activities. 69.9% of respondents use the City of Lincoln Council website. The majority of comments regarding the City of Lincoln Council website were with regards to making it easier to navigate.

## Council Magazine



Of those who responded, 96.6% of them said that they read the councils magazine and over half of them would rate it was either good or excellent.