

Citizens Panel Questionnaire Results – November 2015



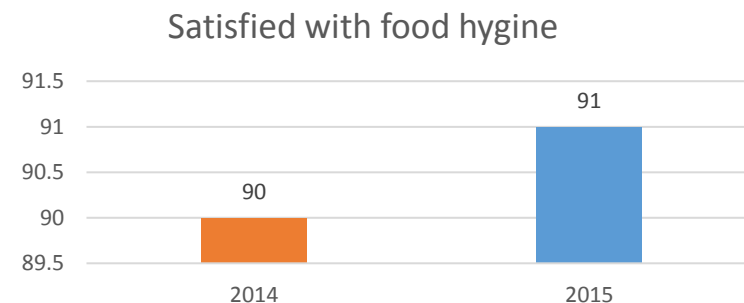
Following the Citizens Panel Questionnaire in November and December, the results are now available. Below shows the highlights from the questionnaire responses of those who expressed a view;

Waste Management

- **77%** of the citizen's panel were satisfied with the black/purple sacks provided for general household waste, which is a decrease compared to last year which was **90%**.
- **99%** of the citizen's panel were satisfied with the reliability of their refuse collection
- **98%** of the citizen's panel were satisfied with the overall refuse collection service, which is an increase from **95%** last year.
- **99%** of the citizen's panel were satisfied with the reliability of the recycling collection, which is an increase from **96%** last year.
- **98%** of the citizen's panel were satisfied with the overall recycling collection service.
- **93%** of the citizen's panel were satisfied with the overall green waste collection service which is a decrease from **95%** last year.

Food Health and Safety

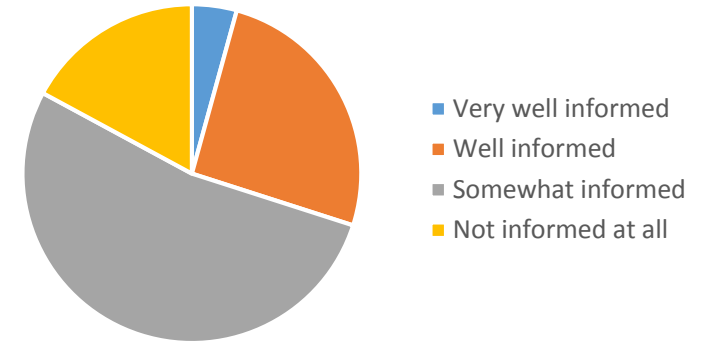
There was a slight increase in the in the percentage of residents who were very or fairly satisfied with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln year.



Keeping Our Customers Informed

From the responses from the citizens panel about being informed on the councils current projects and activities,

- **4%** felt they were very well informed
- **26%** felt they were well informed
- **53%** felt they were somewhat informed
- **17%** felt they were very well informed



The most popular media for the citizen panel members to follow was, BBC Look north with **47%** of members watching it daily. The last popular was Twitter with **88%** of panel members not using it.

Equality and diversity

The citizen's panel thought that the most important equality objectives that should be included for the next 4 years were,

- Make our services more accessible and not discriminate **16%**
- Develop communities where people respect and help each other **28%**
- Involve residents and local community groups in having a say on the way our services are delivered **29%**