

Citizens Panel Questionnaire Results – August 2015



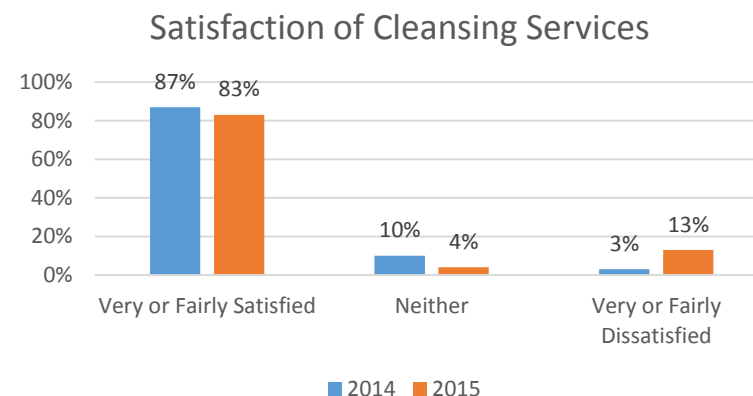
Following the Citizens Panel Questionnaire in July and August, the results are now available. Below shows the highlights from the questionnaire responses of those who expressed a view;

Council Services

- **91%** of the citizens panel were satisfied with the way that the council handled your enquiries
- **77%** of the citizens panel were satisfied with how the council keeps them up to date with what's happening
- **87%** of the citizens panel were satisfied with the way you can contact the council
- **69 %** of the citizens panel were satisfied that the council is helping to drive the city forward
- **65%** of the citizens panel were satisfied with the value for money offered by the city council
- **66%** of the citizens' panel believed that the council acts upon their best interests, with **19%** not believing that they do very often.

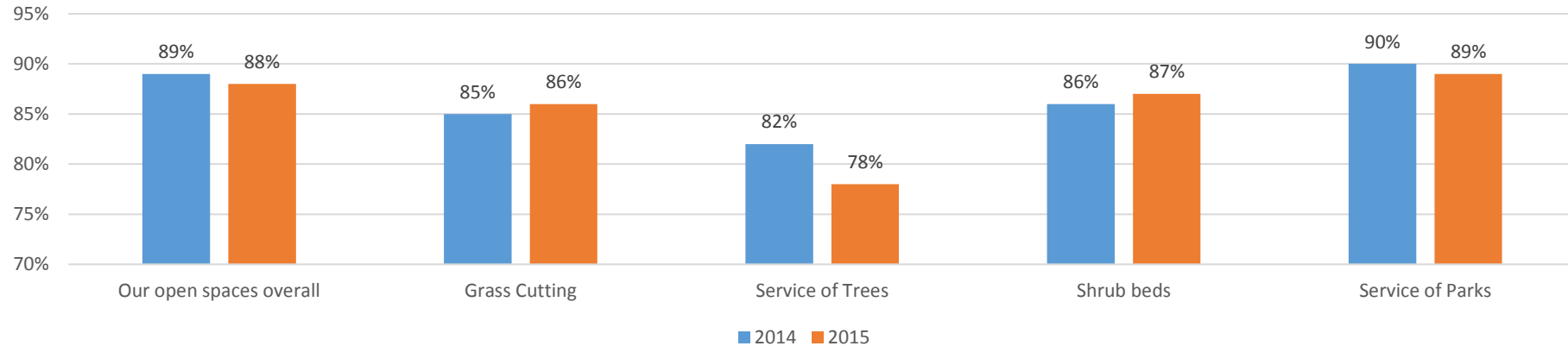
Cleansing services

- There was an increase in the in the percentage of residents who were very or fairly dissatisfied in the way the City of Lincoln Council has kept its public land and highways clear of litter and refuse over the past year.



Public Open Spaces / Grounds Maintenance

The satisfaction of public open spaces/grounds maintenance



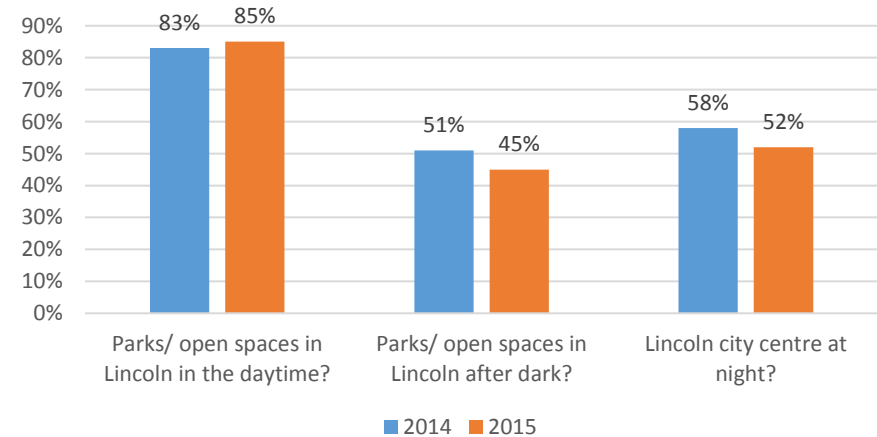
There has been a slight decrease in the satisfaction of the Citizen Panel members when compared to last year.

The most common comments were,

- Issues with grass cuttings,
- Issues with dog poo,
- Issues with refuse collection and littering.

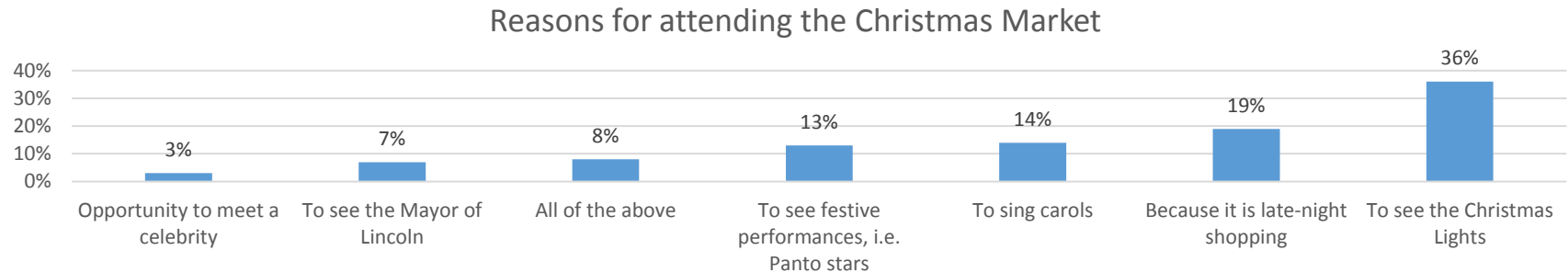
Safety in parks and open spaces

- Only **52%** of the citizens' panel always or usually felt safe visiting Lincoln city centre at night.
- The main reasons for this was,
 - Excessive drinking in the city centre
 - Antisocial behaviour
 - Drug taking



Christmas Light Switch On

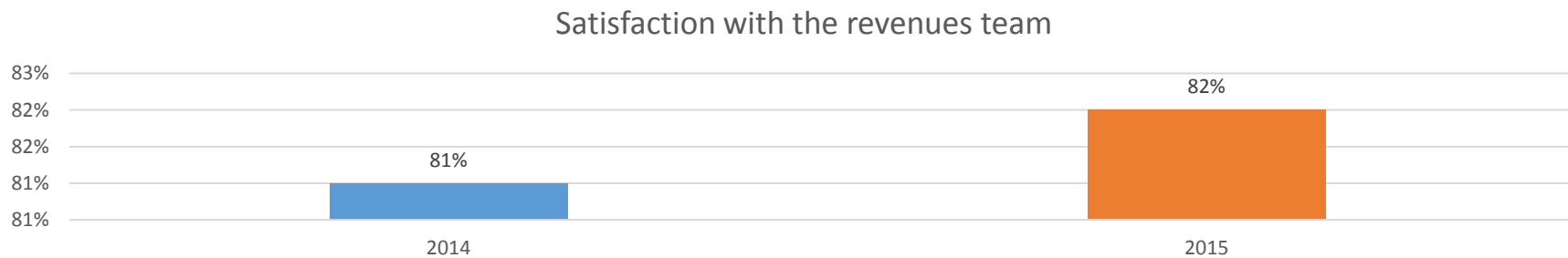
Only 13% of the citizen's panel normally attend the Lincoln Christmas Lights Switch on. Of those **13%**,



- **77%** of the people who attend the Christmas Lights Switch on Ceremony were very or fairly satisfied with the event.
- People mostly heard the event from local media such as the Lincolnshire Echo, Lincolnite, Lincs FM and BBC Radio Lincolnshire.

Revenues services

- **60%** of the people were aware that you could receive their council tax bill electronically
- But only **18%** would be interested in receiving their council tax bill online

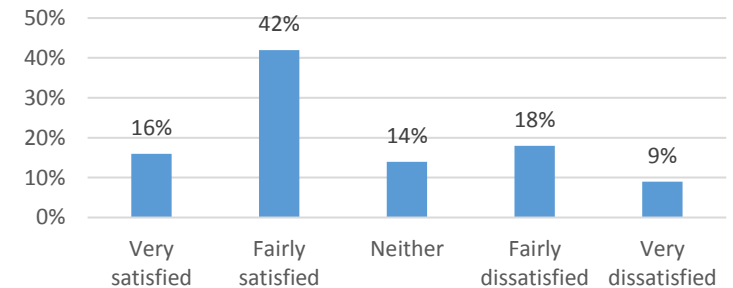


Markets

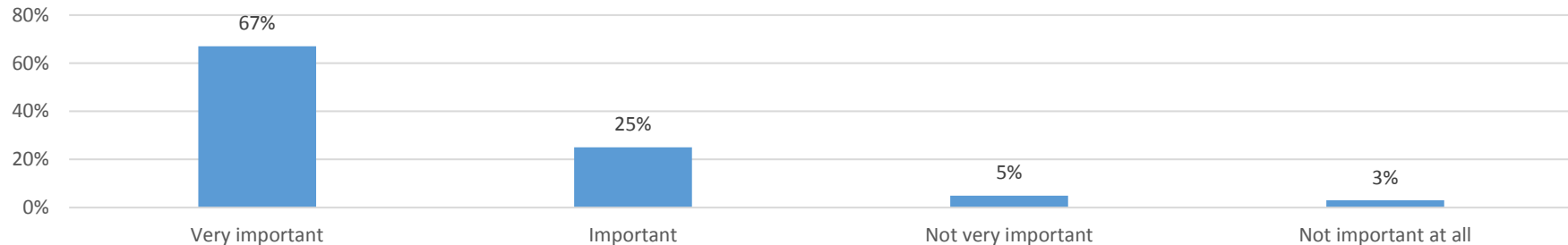
The key responses from the markets questions show that,

- **57%** were satisfied with the market , but **27%** were dissatisfied with the market
- 156 people who completed the citizens panel said that they go to the market at least once a week.
- The most popular days for the market to be open were Monday (184 responses), Wednesday (206 responses), Friday (232 responses) and Saturday (242 responses).
- Overall, **187** residents thought that it was very important to have a market in the city.

Residents satisfaction for the market



How important it is to have a market offer in the city?



Sports and Leisure

Of those who use the services provided by the Sport and Leisure team, over **72%** of respondents were either very satisfied or fairly satisfied with each of the elements of this service. These include: Yarborough and Birchwood Leisure Centres, 10k road race, cricket, football and tennis pitches, outdoor play facilities and the overall value for money of those services used.