

# Citizens Panel Questionnaire Results Summer 2016



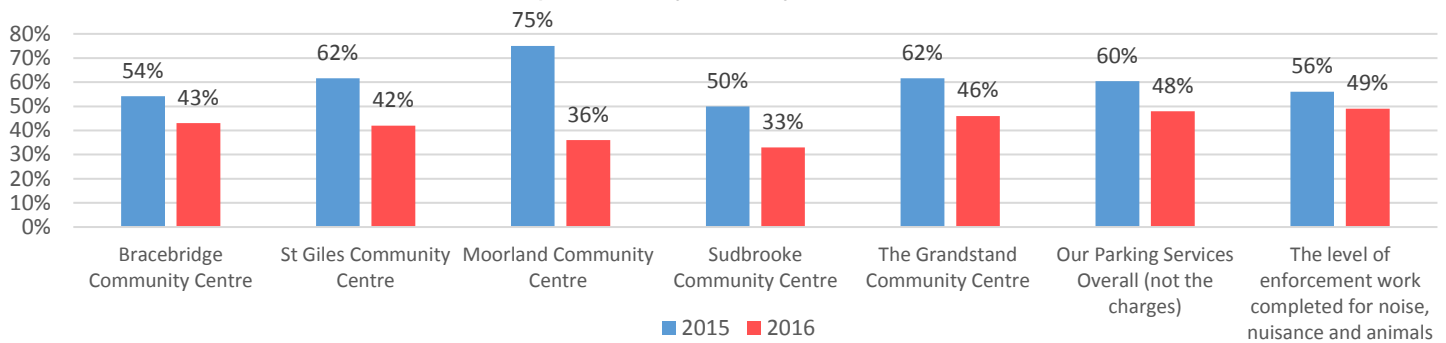
Following the Citizens Panel Questionnaire in July and August, the results are now available. Below shows the highlights from the questionnaire responses of those who expressed a view;

There were **287** respondents to this Citizens Panel.

## Council Services

The percentage of respondents who were satisfied with the standard of all facilities and services provided by the City of Lincoln Council has decreased when compared to the previous year.

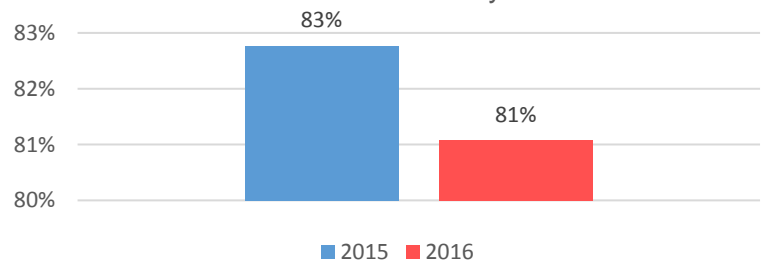
The percentage of respondents who were satisfied with the standard of all facilities and services provided by the City of Lincoln Council



## Cleansing Services

The percentage of respondents who were satisfied that the City of Lincoln Council has kept its public land and public highways clear of litter and refuse over the last year has decreased slightly from **83%** in 2015 to **81%** in 2016.

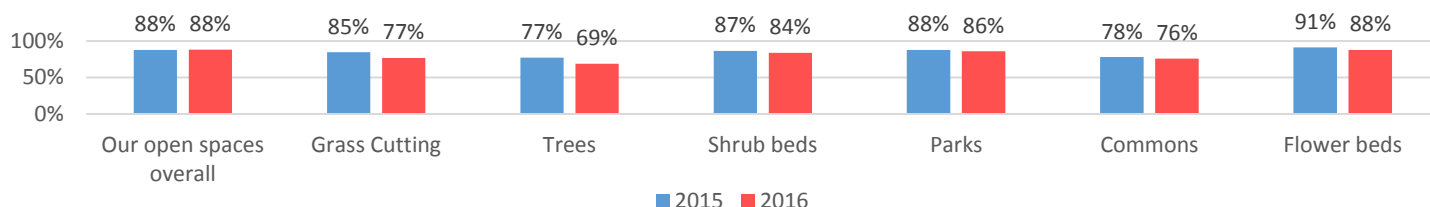
The percentage of respondents who were satisfied that the City of Lincoln Council has kept its public land and public highways clear of litter and refuse over the last year



## Public Open Spaces / Grounds Maintenance

The percentage of respondents who are satisfied with some areas of the grounds maintenance service has decreased when compared to the previous year. The level of satisfaction for grass cutting and for trees have seen the biggest decrease.

The percentage of respondents who are satisfied with some areas of the grounds maintenance service

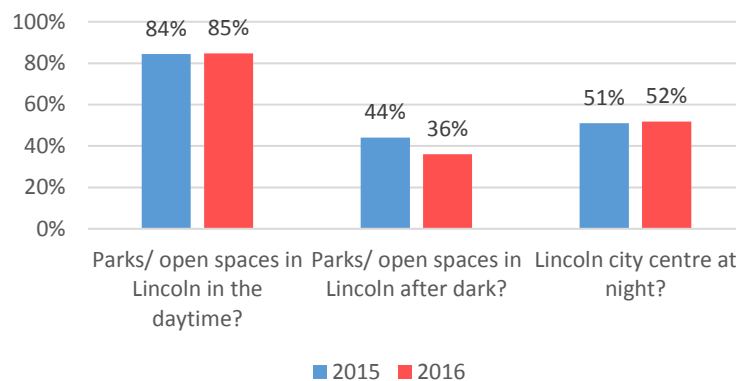


The most common suggestions / comments were regarding,

- Issues with over grown trees and branches,
- Issues with grass cuttings,
- Issues with dog poo,
- Issues with litter.

The percentage of respondents who felt safe whilst visiting Lincoln's parks in the day time and visiting the city centre at night increased slightly when compared to the previous year.

Percentage of respondents who felt safe whilst visiting Lincoln's parks in the day and night time and also the city centre at night.



The percentage of respondents who felt safe whilst visiting Lincoln's parks and open spaces after dark has shown a noticeable decrease from **44%** in 2015 to **36%** in 2016.

The common reasons for the respondents not feeling safe visiting Lincoln's parks in the day and night time and also the city centre at night were,

- Antisocial behaviour,
- Excessive drinking,
- Lack street lights at night,
- Drug taking.

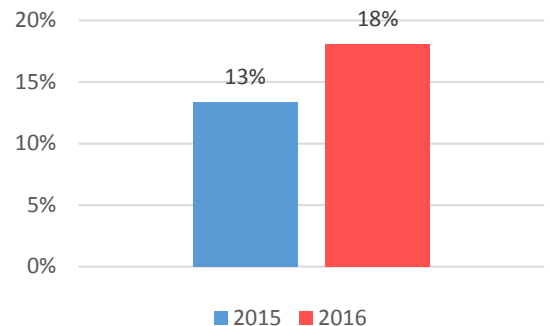
## Lincoln Christmas Lights Switch-On Ceremony

**18%** of the citizen's panel respondents normally attend the Lincoln Christmas Lights Switch on. This is a slight increase when compared to the previous year

Of the **18%** respondents who attend the ceremony, their main reason they attending was,

- To see the Christmas lights,
- Late night shopping,
- To sing carols,
- To see the festive performances, i.e. Panto Stars.

The percentage of respondents who attend the Lincoln Christmas Lights Switch-On Ceremony

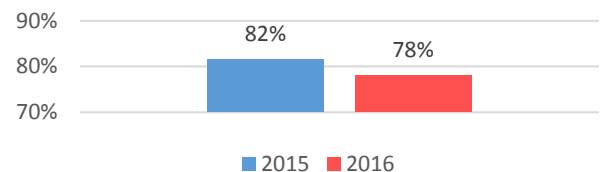


## Revenues Service

There was a slight decrease in the percentage of respondents who were satisfied with the standard of service received from the revenues team.

The percentage of respondents who were satisfied with the standard of service received from the revenues team.

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## Lincoln Market Service

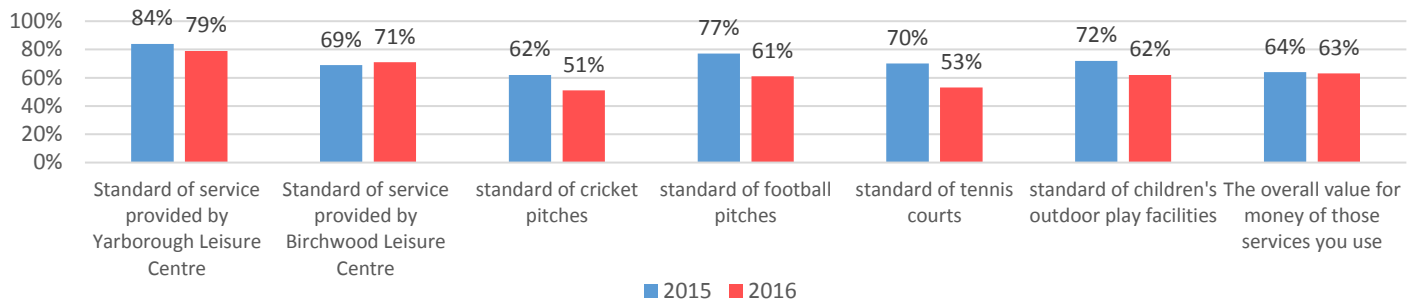
The key responses from the markets questions show that,

- The percentage of respondents who thought it was important to have a market in the city decreased slightly from **93%** in 2015 to **91%** in 2016.
- When compared to the previous year, there was a decrease in the percentage of respondents who were satisfied with the overall market in Lincoln. With **58%** of respondents satisfied in 2015 and **43%** of respondents were satisfied in 2016.
- The most popular days for the market to be open were Wednesday (**188** responses), Thursday (**195** responses), Friday (**217** responses) and Saturday (**238** responses).

## Sport & Leisure

The percentage of respondents who use the leisure and recreation facilities who were satisfied with the standard of the facilities provided by the City of Lincoln Council has decreased when compared to the previous years. The most noticeable decreases are the standards of the tennis courts, football pitches and cricket pitches.

The percentage of respondents who used the leisure and recreation facilities who were satisfied with the standard of the facilities provided by the City of Lincoln Council



The satisfaction of respondents who attend Dance Factor, Fair Play Football and Sporthall Athletics has decreased when compared to the previous year. There has been a noticeable increase in satisfaction of respondents who attend the Holiday Activities event.

The percentage of respondents who attend events who are satisfied with the standard of events which are delivered by partners for the City of Lincoln Council

