

Citizens Panel Questionnaire Results Summary – November 2018

The maximum number of respondents per question is 444.

The panel is a demographically representative panel of 695 people from the city of Lincoln.

Living In Your Community

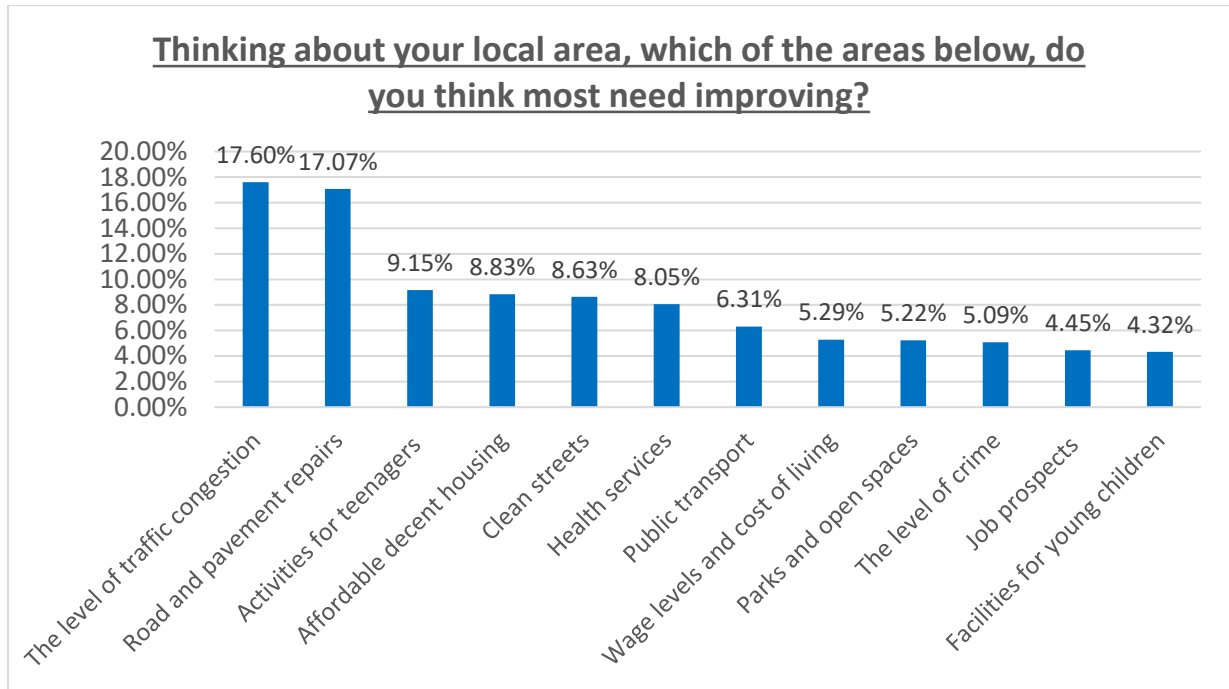


Figure 1

As respondents could tick more than one box, there were 1552 chosen areas for this question – percentages are based on this number.

In terms of people views on the local area and the areas that most need improving, 17.6% (273 people) said that the level of traffic congestion needs improving and the lowest figure of 4.32% (just 67 people) showed that facilities for young children needed to be better.

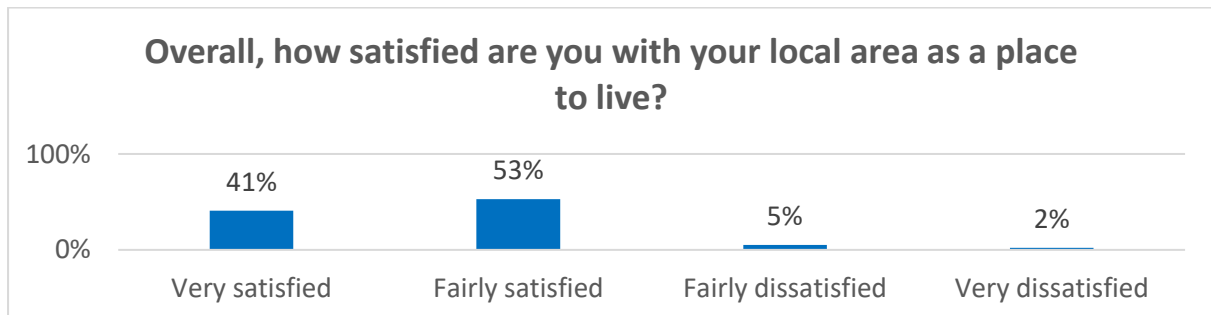


Figure 2

Figure 2 shows that 94% of people who responded are very or fairly satisfied with the local area as a place to live with only 2% of people suggesting they are very dissatisfied with the local area.

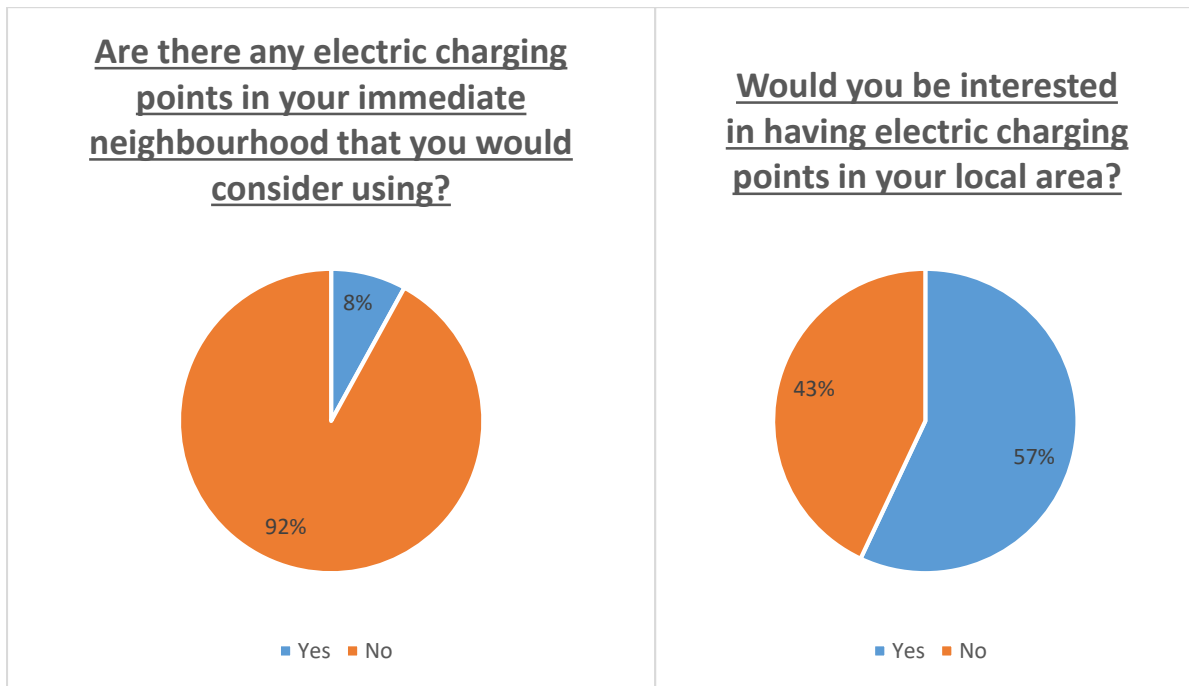


Figure 3

Figure 4

As electric charging points are becoming more common in local areas due to the introduction of electric vehicles, we asked questions on availability and local interest. 57% of the people who responded to the survey suggested they would be interested in having electric charging points in their local area.

City Centre Bus Station

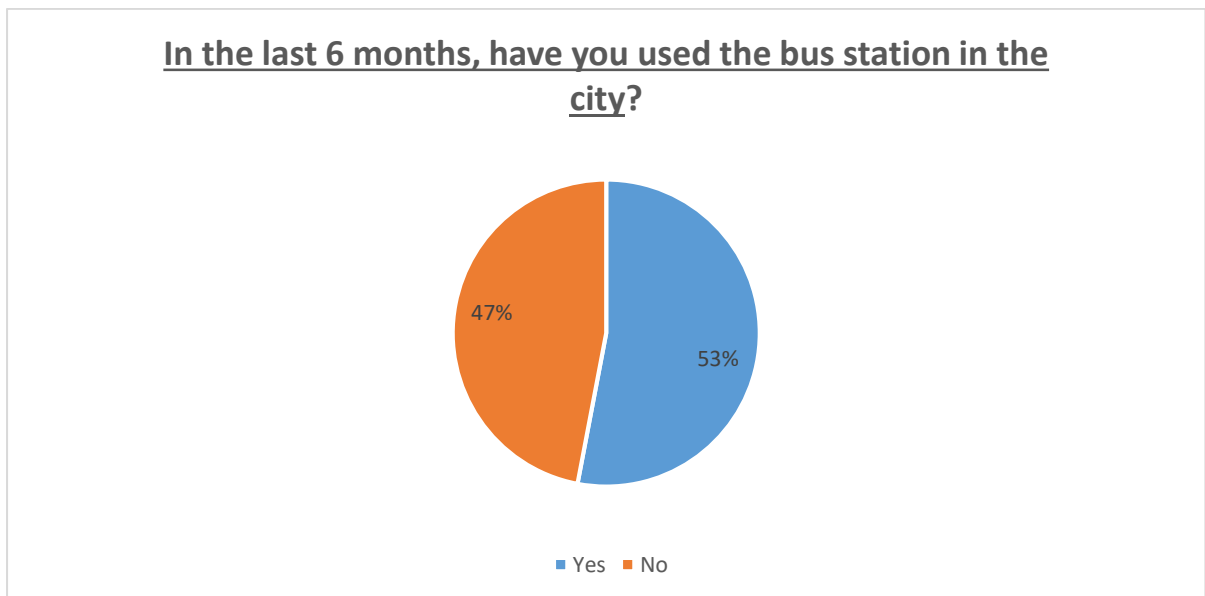


Figure 5

The City Centre Bus Station is proving to be rated highly by the majority of people who responded. In the last 6 months, over half of the people surveyed used the bus station in the last month at a figure of 53% compared to a figure of only 47% who didn't.

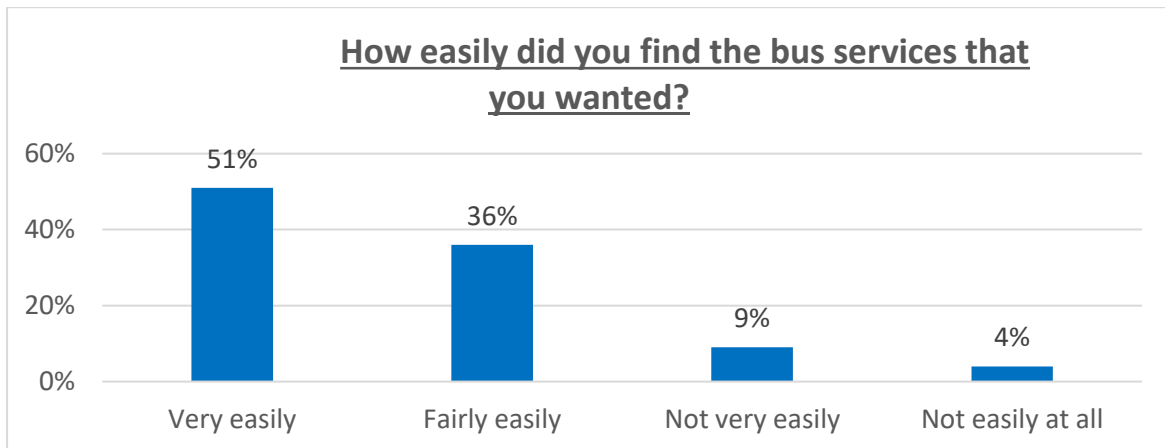


Figure 6

In terms of the ease of finding the bus services that people wanted 51% of people suggested that they found the services they wanted very easily and another 36% found services fairly easily as opposed to only 4% of people who didn't find the services easily at all.

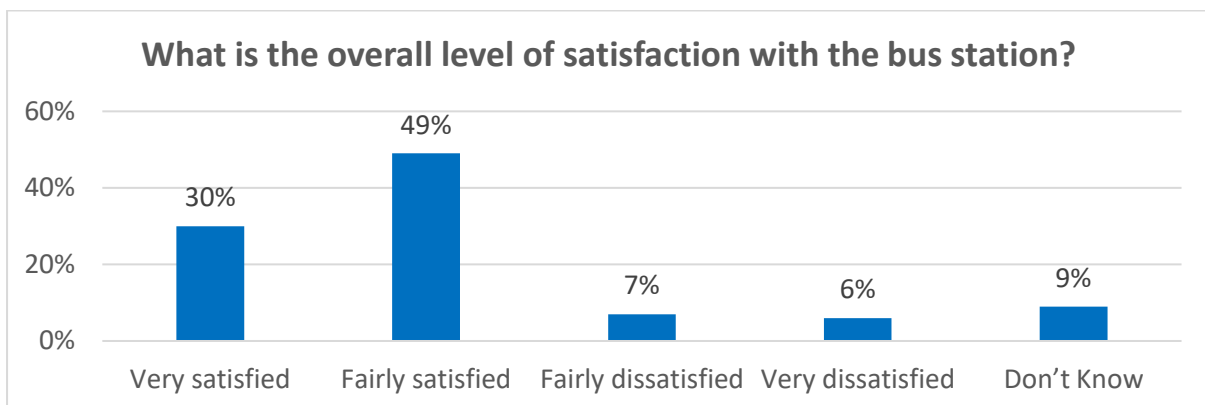


Figure 7

The overall level of satisfaction with the bus station saw that 79% of people are very or fairly satisfied compared to only 6% of people who are very dissatisfied.

Food Health and Safety

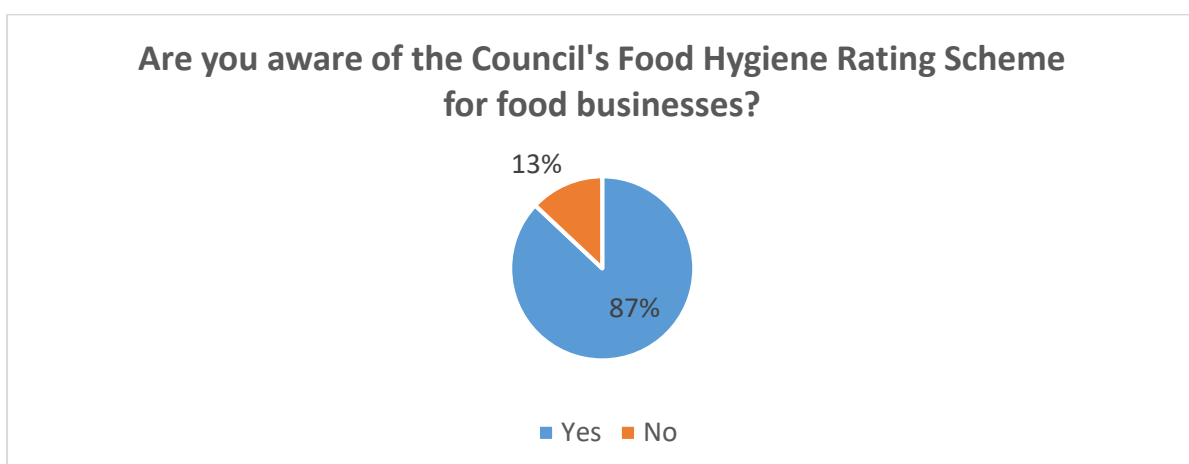


Figure 8

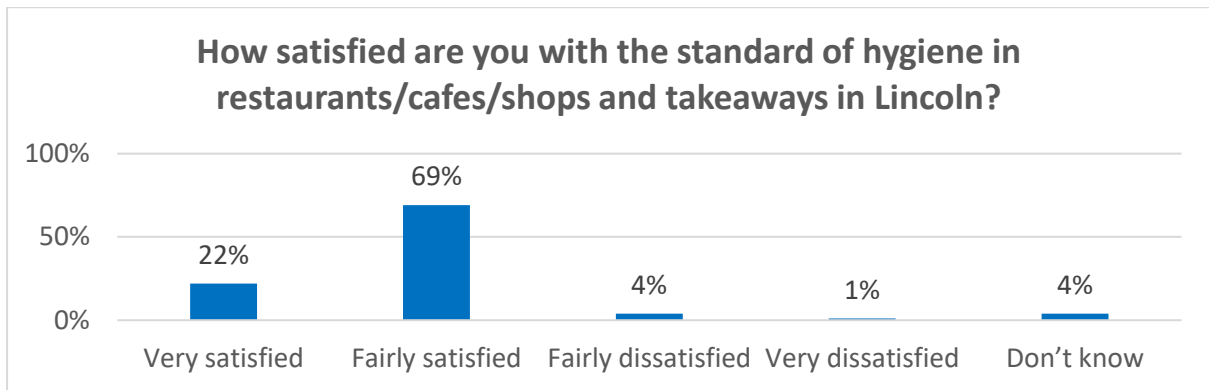


Figure 9

In terms of the standard of hygiene in food establishments in Lincoln 91% of people are very or fairly satisfied as opposed to only 1% who are very dissatisfied.

Keeping Our Customers Informed

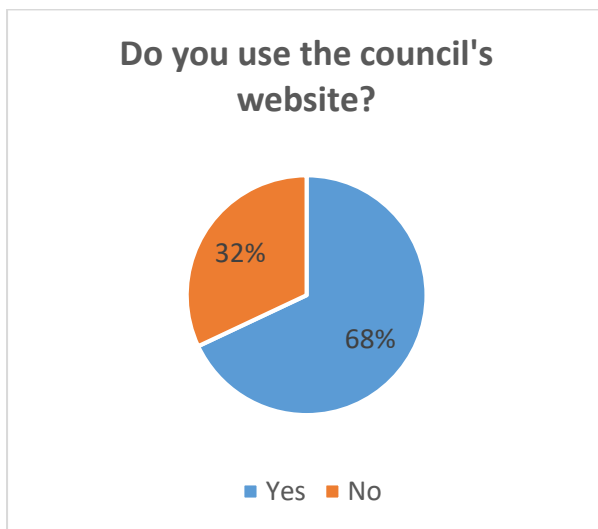


Figure 10

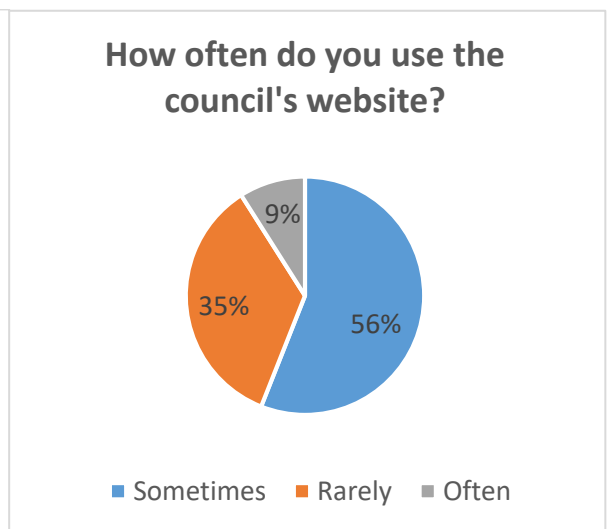


Figure 11

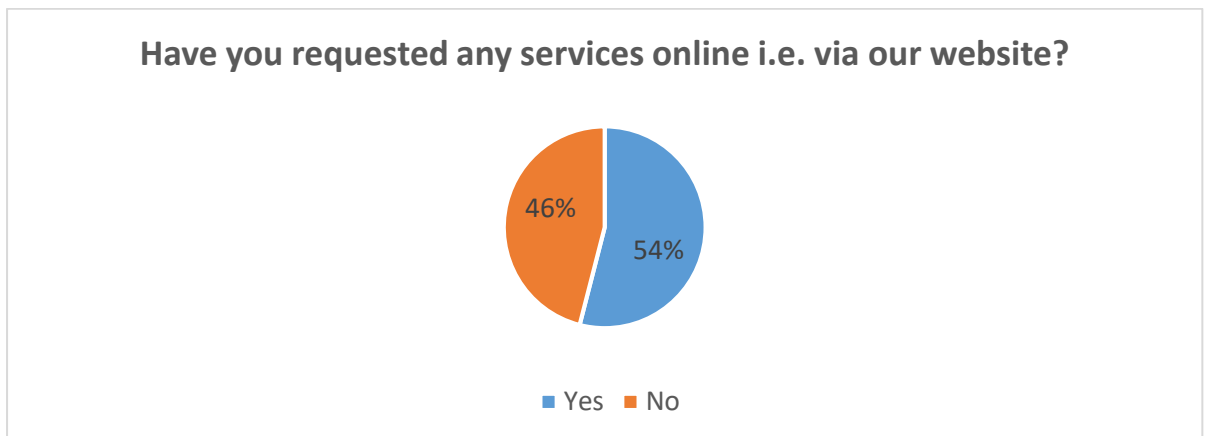


Figure 12

In terms of 'Keeping Our Customers Informed' 68% of respondents use the council website and 54% of respondents have requested services online via the website.

Waste Management

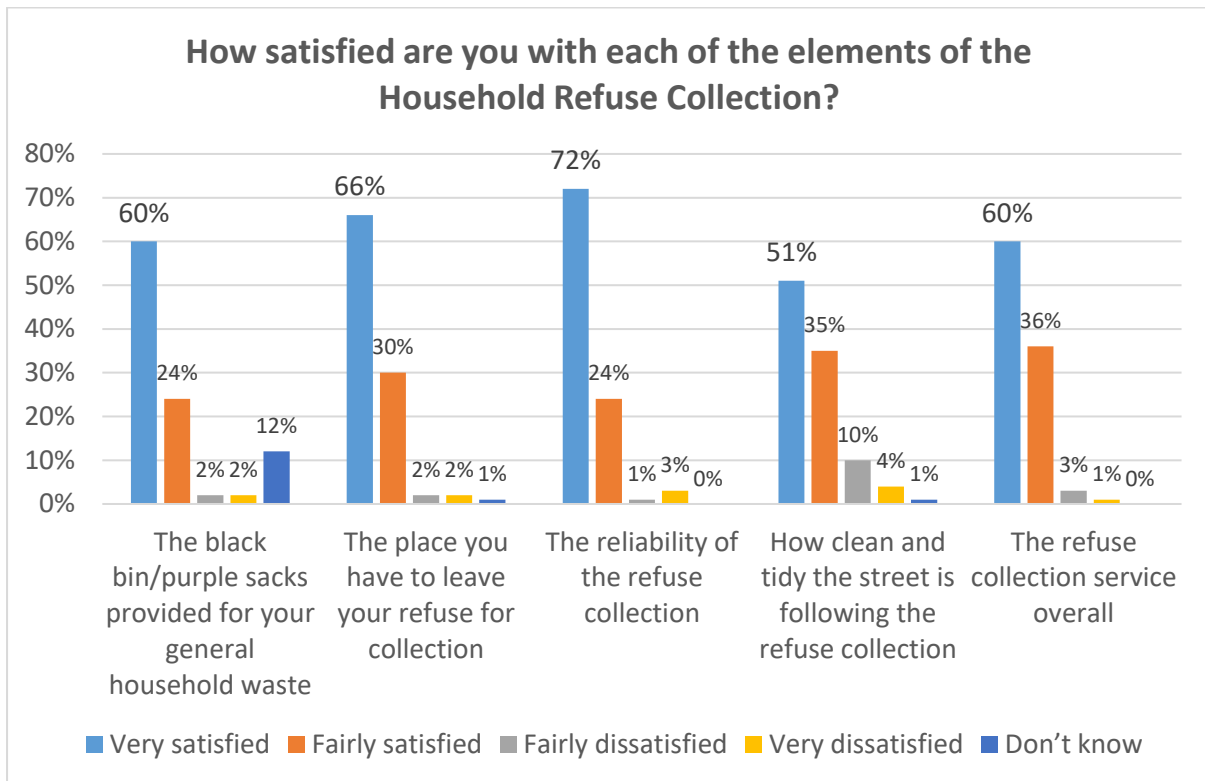


Figure 13

Out of all the elements asked in relation to the Household Refuse Collection, the majority of people are very satisfied with all of these with 96% of respondents being very satisfied or fairly satisfied with the standard of the refuse collection service overall.

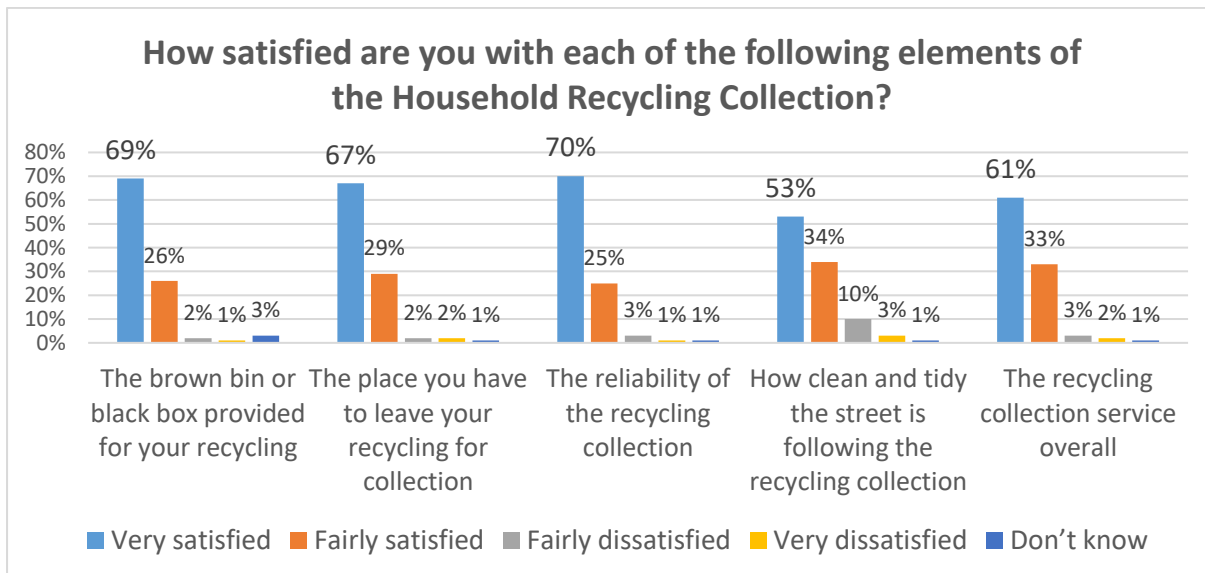


Figure 14

Out of all the elements asked in relation to the Household Recycling Collection, the majority of people are very satisfied with all of these with 94% of respondents being very satisfied or fairly satisfied with the standard of the recycling collection service overall.

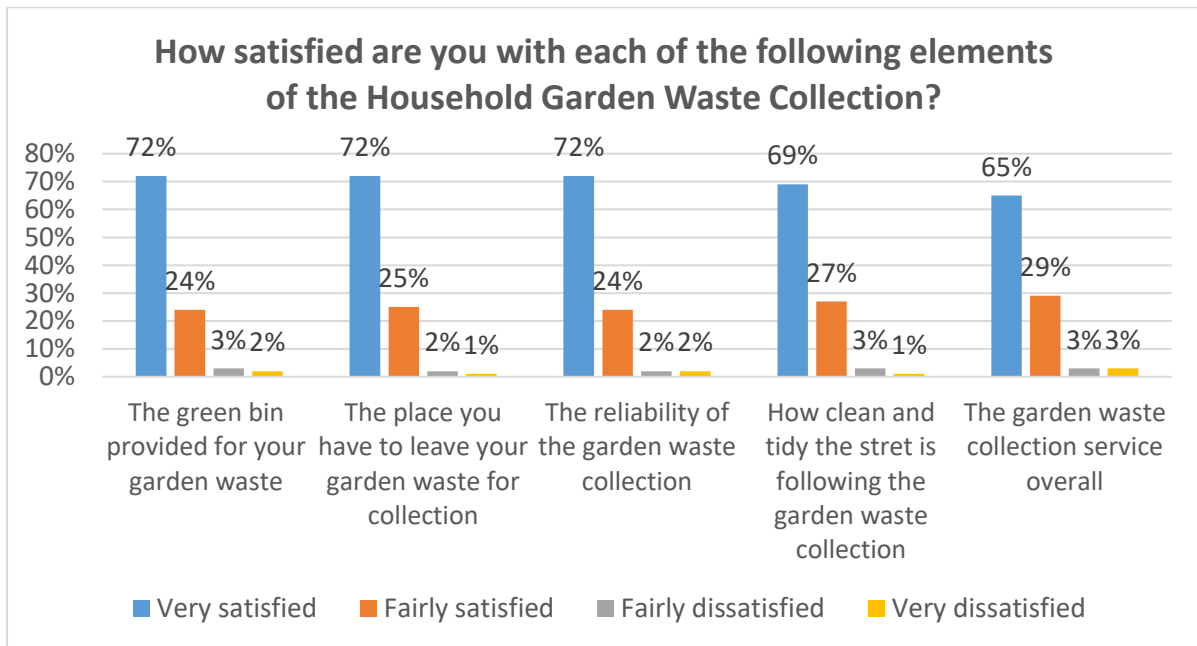


Figure 15

Out of all the elements asked in relation to the Household Garden Waste Collection, the majority of people are very satisfied with all of these with 94% of respondents being very satisfied or fairly satisfied with the standard of the Household Garden Waste Collection service overall.

Housing Repairs Service

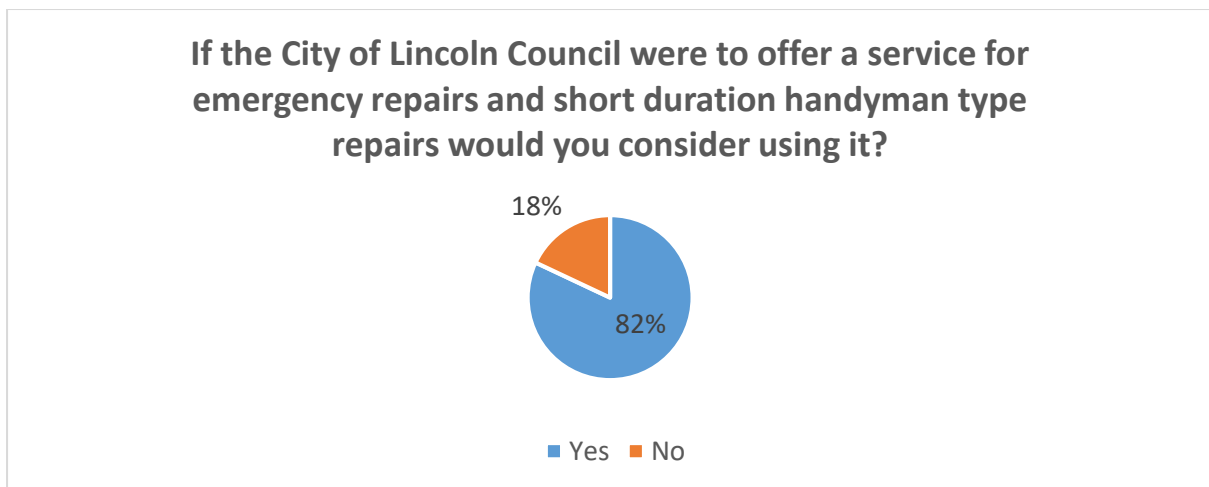


Figure 16

| | Percentage | Number of people |
|-------------------|------------|------------------|
| Joinery | 15% | 204 |
| Plumbing | 21% | 278 |
| Electrical | 19% | 257 |
| Brickwork | 13% | 179 |
| Glazing | 14% | 184 |
| General | 15% | 202 |
| Other | 3% | 34 |

Figure 17

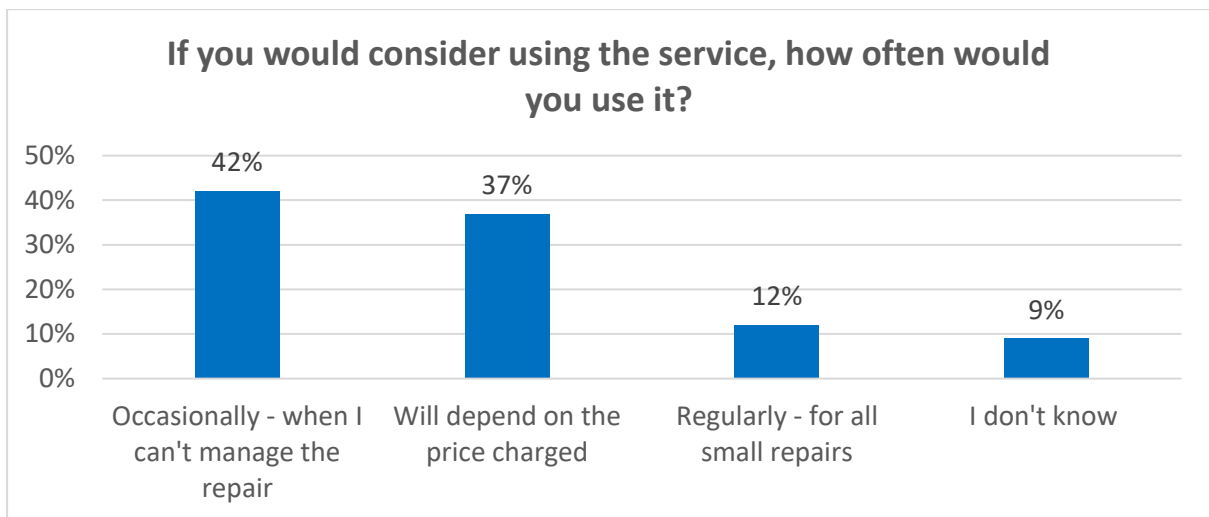


Figure 18

In the survey residents were asked whether they would be interested in using a council Housing Repair Service to assist with minor repairs around the house. This service would be open to all residents. As shown in the results above, 82% of people would be interested in this service should this be made available. The services of most interest are plumbing and electrical. 42% of respondents said they would occasionally use this service where they cannot manage the repair themselves.

Hate Crime

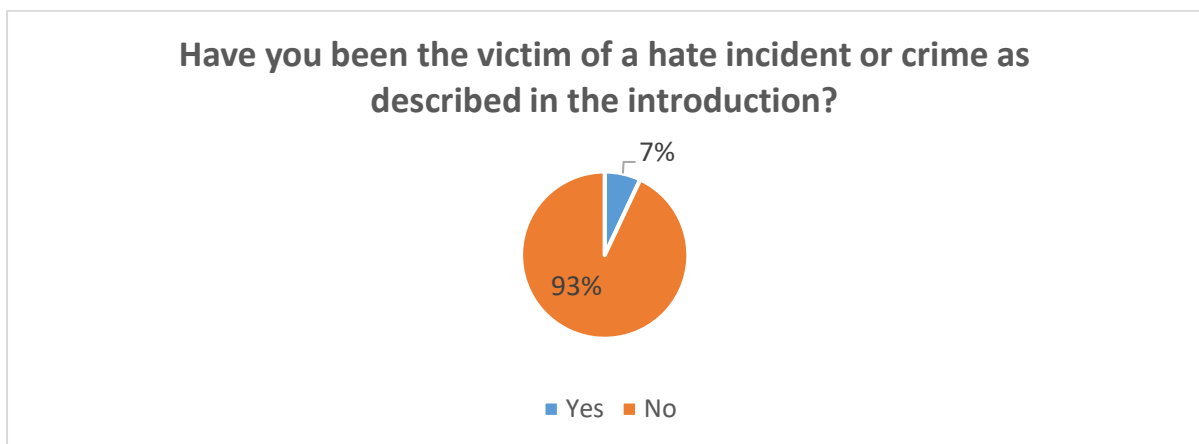


Figure 19

93% of respondents to the survey have never been the victim of a hate incident or crime. Out of the 7% who have and due to the sensitivity of the data under GDPR regulations, individual comments are unable to be published, however where possible they will be passed on to the Public Protection and Antisocial Behaviour Team to address further.