

Lincoln Citizens' Panel November 2022 – Results Summary



**Lincoln
Citizens'
Panel**

Welcome to the Lincoln Citizens' Panel November 2022 results summary.

The topics that respondents were asked their views on were as follows:

- Food Health & Safety
- Revenues Service
- Waste Management
- City Centre Bus Station

The maximum number of respondents to each question was 248.

Food Health & Safety

Are you aware of the Council's Food Hygiene Rating Scheme for food businesses?

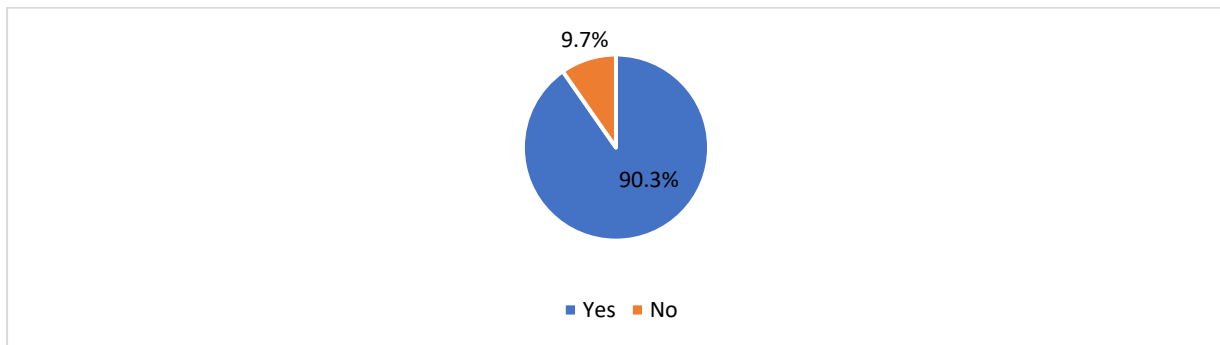


Figure 1

Figure 1 shows whether or not respondents were aware of the Council's Food Hygiene Rating Scheme for food businesses in Lincoln. Out of those that responded to the question, 90.3% were aware of the scheme.

How satisfied are you with the standard of hygiene in restaurants/cafes/shops and takeaways in Lincoln?

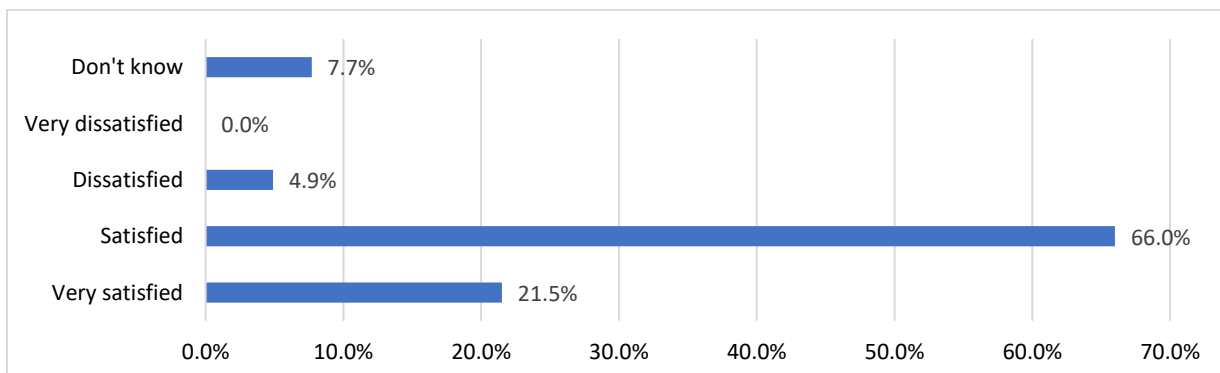


Figure 2

Figure 2 shows satisfaction levels with the standard of hygiene in restaurants, cafes, shops and takeaways in Lincoln. Overall, 87.5% of respondents were satisfied as opposed to only 4.9% who were dissatisfied.

Revenues Service

Overall, how satisfied are you with the standard of service received from the Revenues Team?

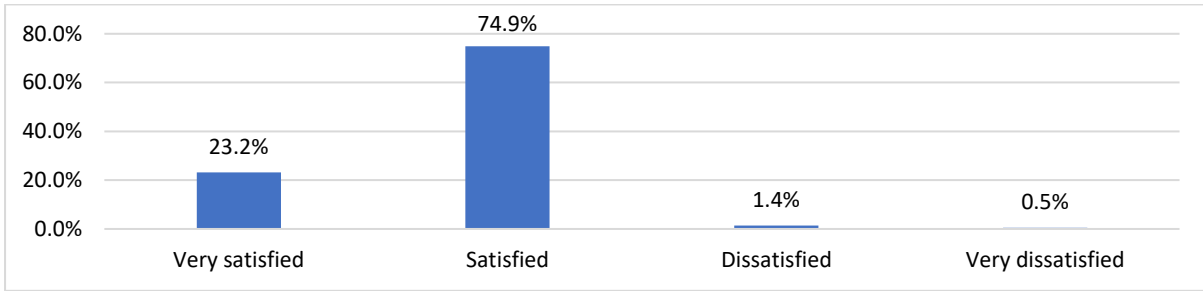


Figure 3

Figure 3 shows satisfaction levels of respondents on the standard of service received from the Revenues Team. Of those that were able to respond to this question, the majority were satisfied with a figure of 98.1%. Just 1.9% of respondents stated they were dissatisfied or very dissatisfied with this service.

If you are not satisfied, please tell us why.

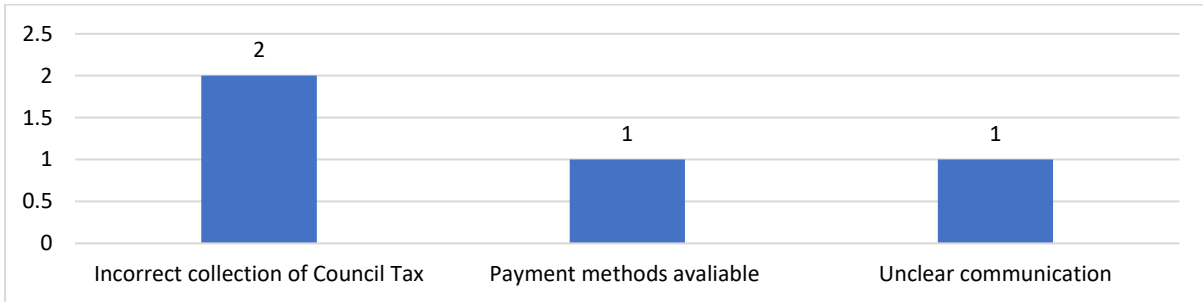


Figure 4

Figure 4 shows out of those respondents who were dissatisfied with the standard of service received from the Revenues Team, the reasons for this. It is important to note this was a comments based question and the options shown are the categories the comments have been split into based on responses received. The most common reason provided by respondents was incorrect collection of Council Tax with a figure of 2 comments.

Are you aware you could receive your Council Tax bill electronically?

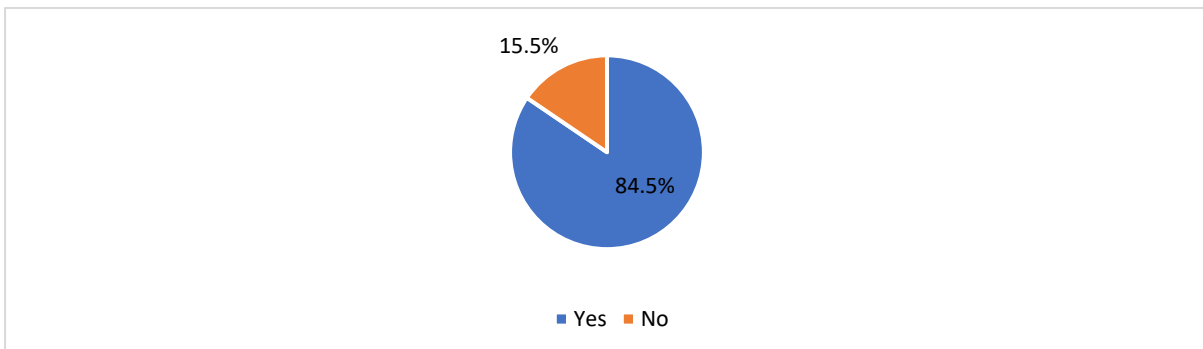


Figure 5

Figure 5 shows how aware respondents were that they could receive their Council Tax bill electronically. Overall 84.5% of respondents were aware, with just 15.5% being unaware this option was available to them.

Would you be interested in receiving your Council Tax bill electronically?

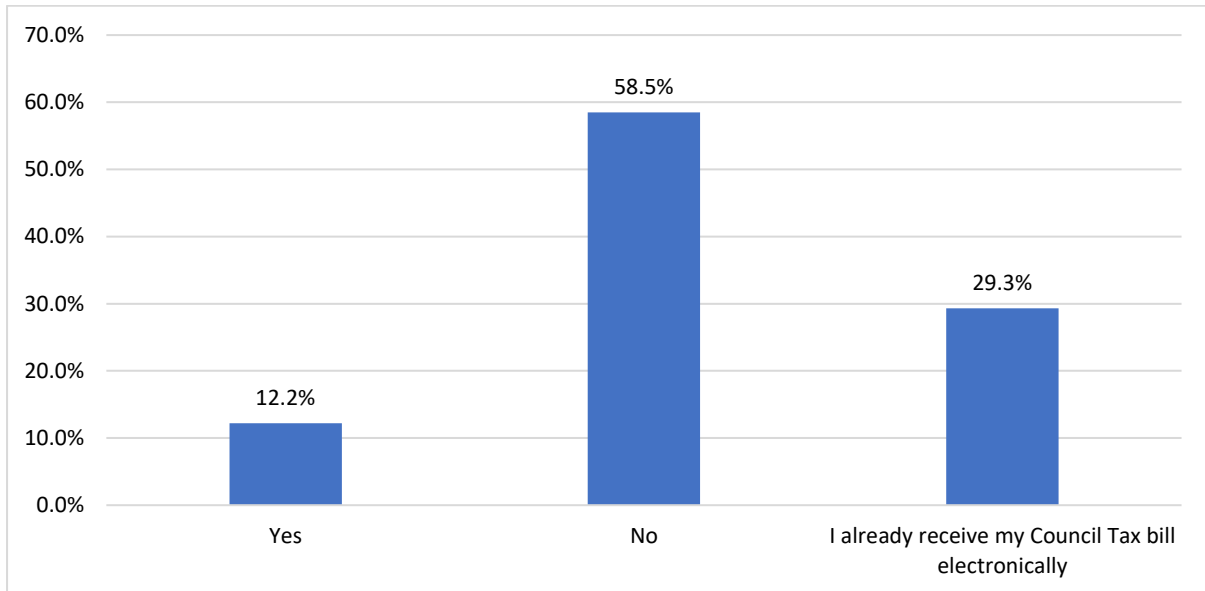


Figure 6

Figure 6 shows how interested respondents were in receiving their Council Tax bill electronically. The majority of respondents were not interested with a figure of 58.5%. Just 12.2% of respondents were interested in receiving their bill electronically. A further 29.3% of respondents were already receiving their bill electronically.

Do you have any suggestions how we could improve the service delivered by the Revenue Team?

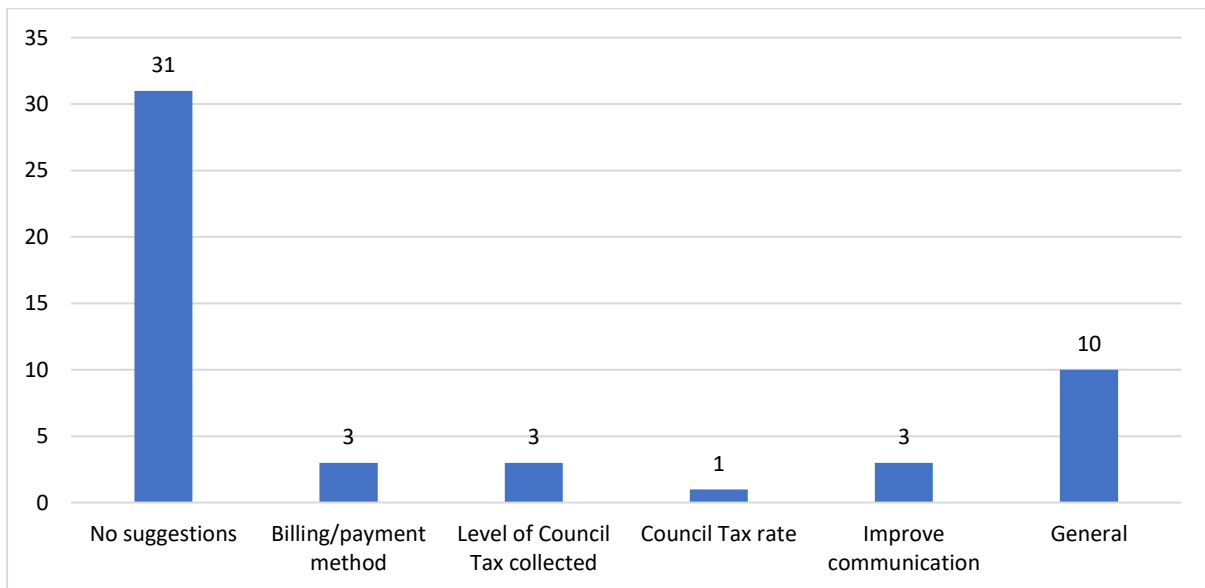


Figure 7

Figure 7 shows if respondents had any further suggestions on how the service delivered by the Revenues Team could be improved. It is important to note this was a comments based question and the options shown are the categories the comments have been split into based on responses received. The majority of respondents (31) stated they had no further suggestions, with most respondents being satisfied with how the service is currently being delivered.

Waste Management

How satisfied are you with each of the following elements of the Household Refuse Collection Service?

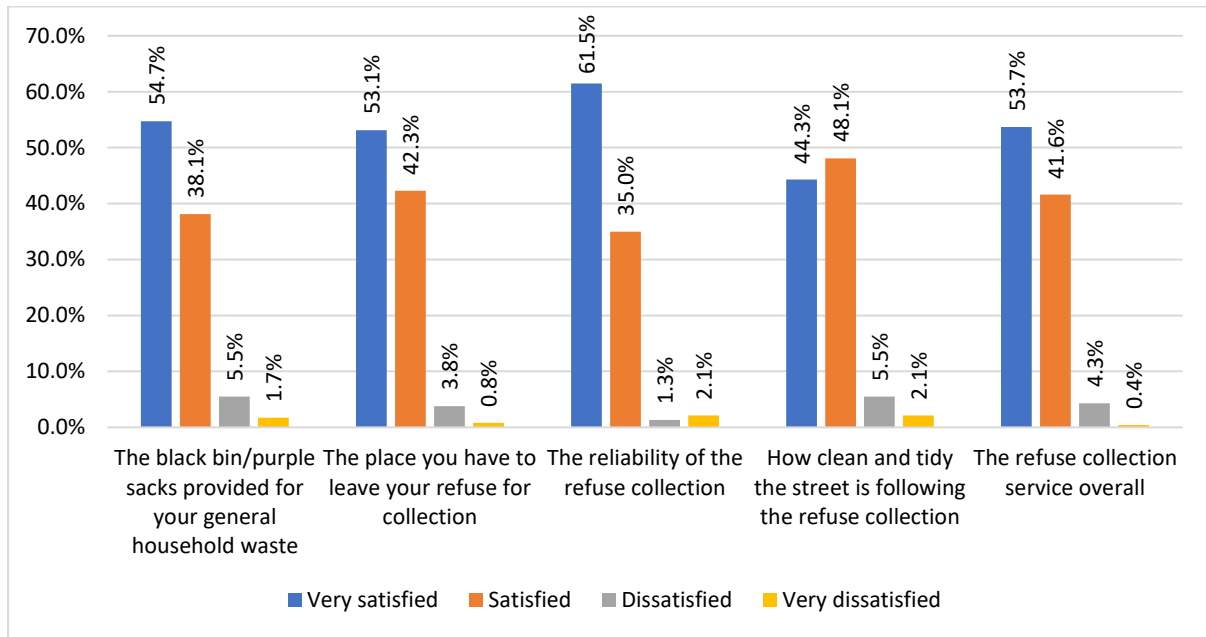


Figure 8

Figure 8 shows satisfaction levels of respondents on the different elements of the Household Refuse Collection Service. Overall, 95.3% of respondents were satisfied with the service.

How satisfied are you with the following elements of the Household Recycling Collection Service?

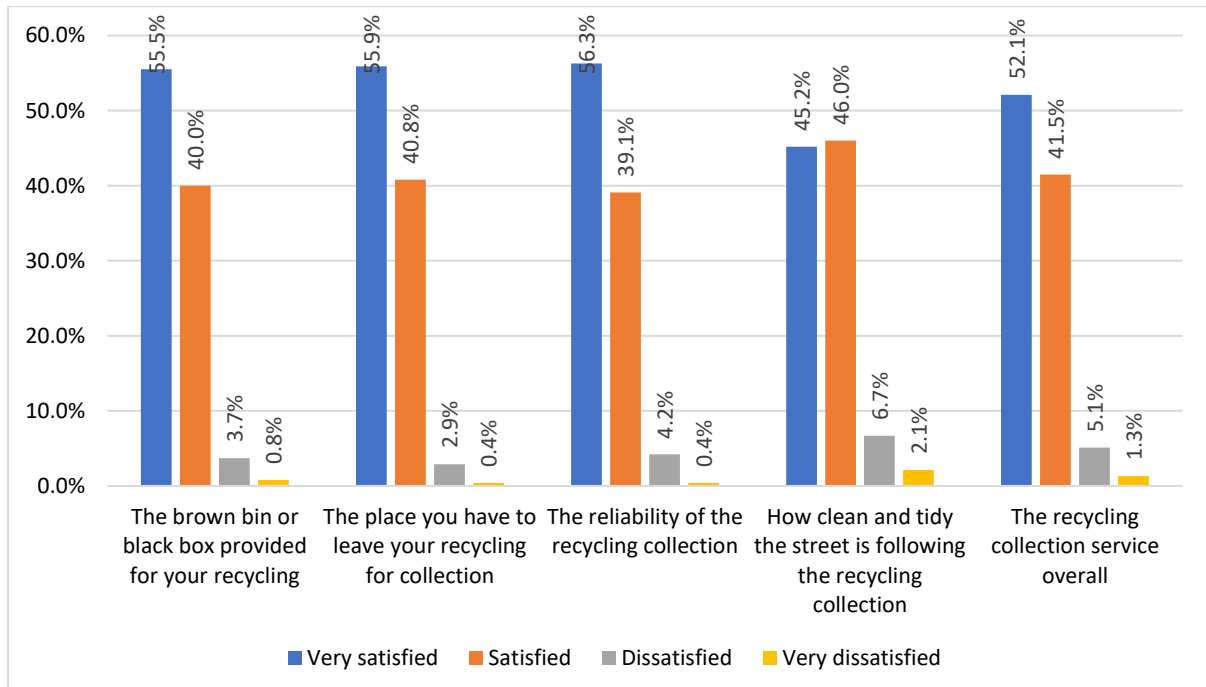


Figure 9

Figure 9 shows satisfaction levels of respondents on the different elements of the Household Recycling Collection Service. Overall, 93.6% of respondents were satisfied with the service.

How satisfied are you with each of the following elements of the Household Garden Waste Collection Service?

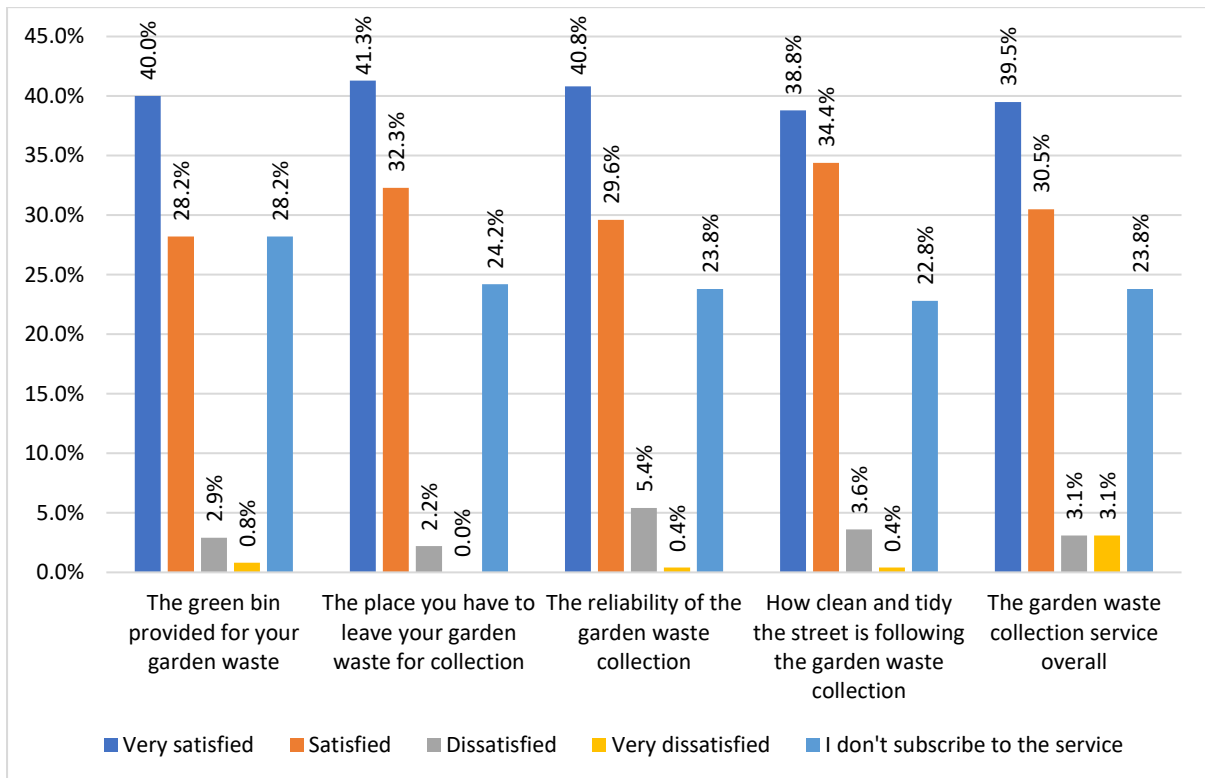


Figure 10

Figure 10 shows satisfaction levels of respondents who receive a Household Garden Waste Collection Service on the different elements of the service. Overall, 70% of respondents were satisfied with the service.

City Centre Bus Station

In the last year, have you used the bus station in the city?

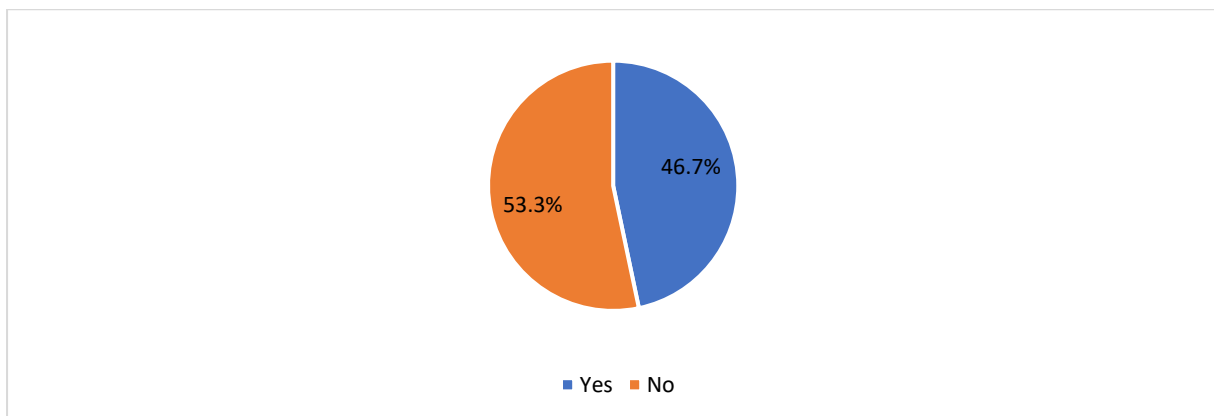


Figure 11

Figure 11 shows in the last year if respondents had taken the opportunity to use the bus station in the city. A higher proportion of respondents had not taken the opportunity with a figure of 53.3%.

If you have not used the bus station in the last year, please tell us why.

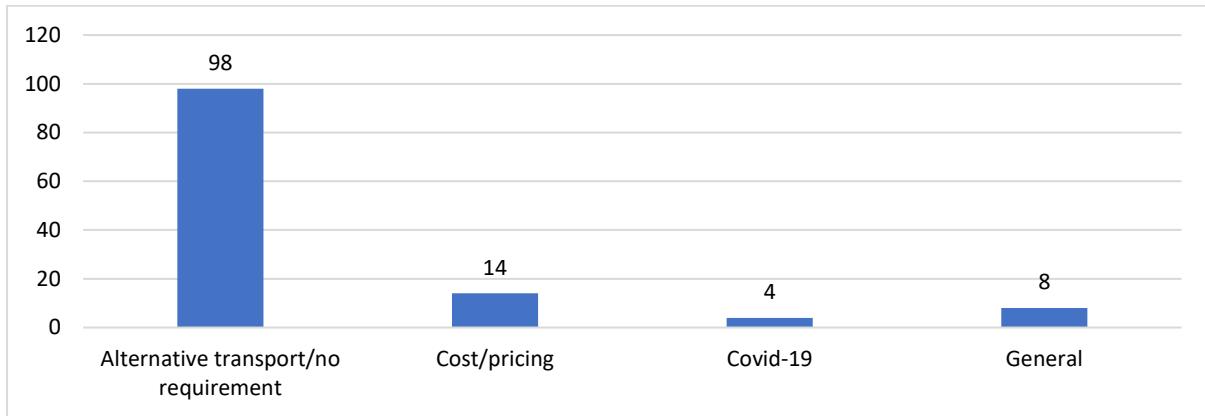


Figure 12

Figure 12 shows out of those respondents who had not used the bus station in the last year, the reasons for this. It is important to note this was a comments based question and the options shown are the categories the comments have been split into based on responses received. The majority of the reasons provided were related to respondents having no requirement or using alternative transport with a figure of 98 comments.

How easily did you find the bus services that you wanted?

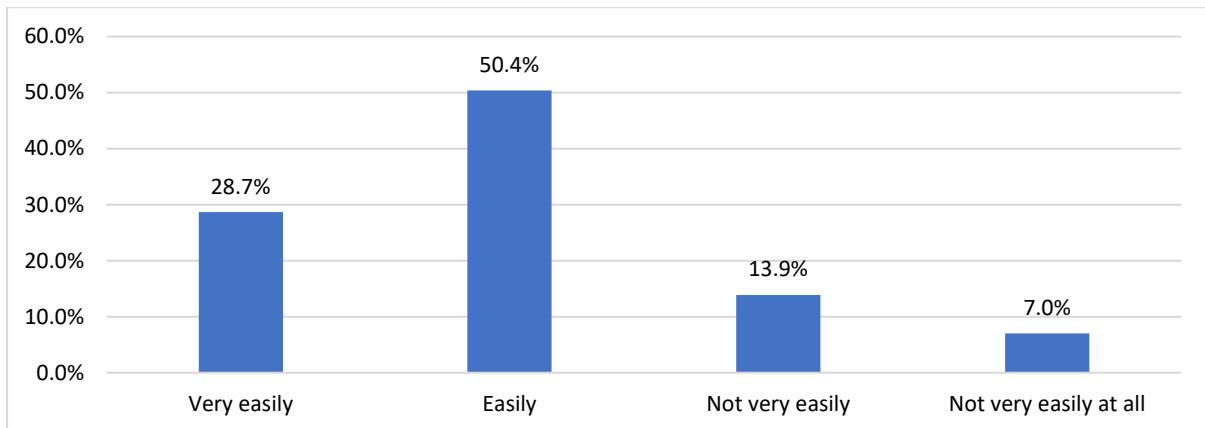


Figure 13

Figure 13 shows how easily respondents found the bus services that they wanted. Overall, 79.1% found the services they wanted easily.

How did you find the overall cleanliness of the bus station?

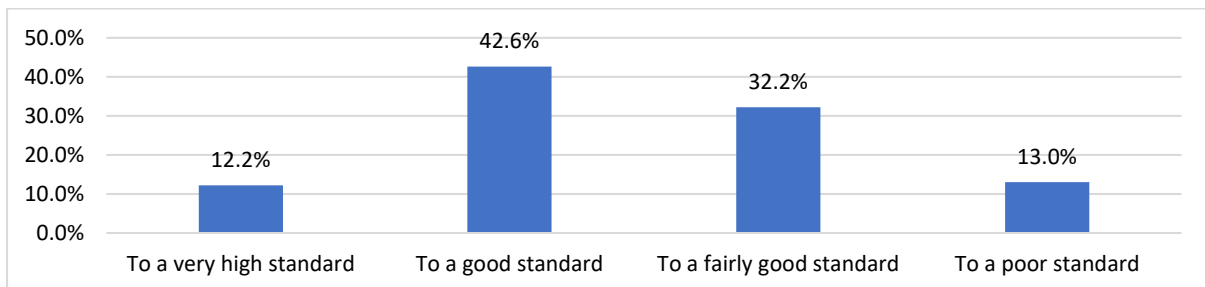


Figure 14

Figure 14 shows how respondents found the overall cleanliness of the bus station. The majority of respondents felt the overall cleanliness was to a good standard with a figure of 42.6%. A further 12.2% of respondents felt the overall cleanliness was to a very high standard.

What is your overall level of satisfaction with the bus station?

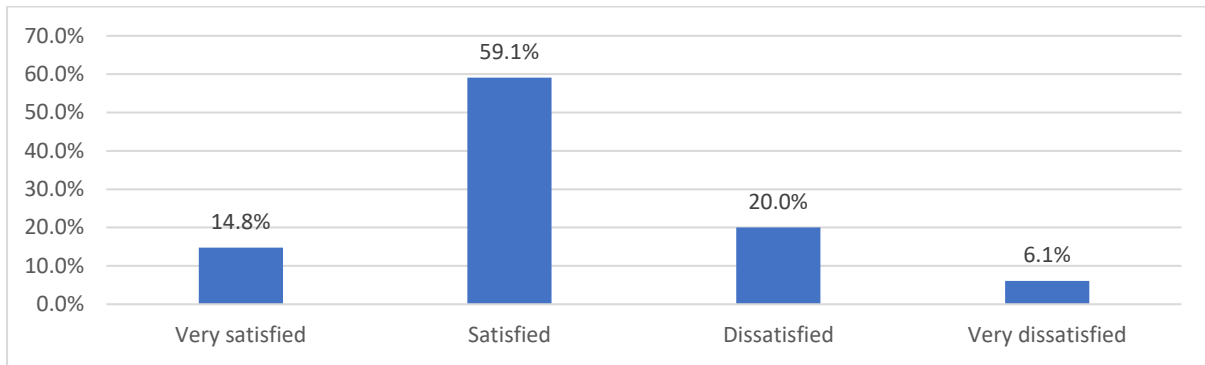


Figure 15

Figure 15 shows respondents' overall satisfaction levels of the bus station. Of those that were able to respond to this question, 73.9% were either satisfied or very satisfied.

If you are not satisfied, please tell us why.

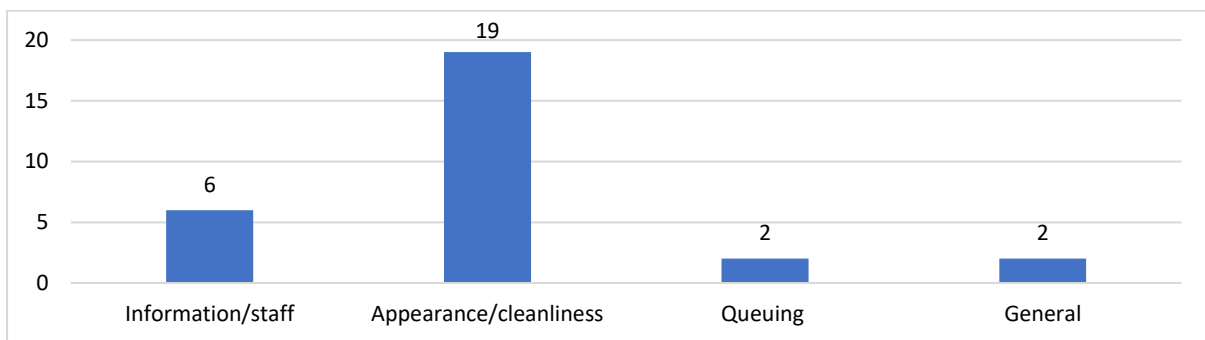


Figure 16

Figure 16 shows out of those respondents who were not satisfied with the bus station, the reasons for this. The majority of respondents to this question were not satisfied with the appearance and cleanliness of the bus station, with 19 respondents stating this as the reason.