

Lincoln Citizens' Panel Survey – June 2023 Results Summary

The maximum number of respondents per question was 285.

It is important to note that for those questions where respondents were asked to select all that apply, the percentages are based on the total number of responses received.

Additionally, for those comments based questions, in some cases the comments provided cover more than one topic. In these instances each comment has been placed under the topic with the greatest weighting.

Car Parking in Lincoln City Centre

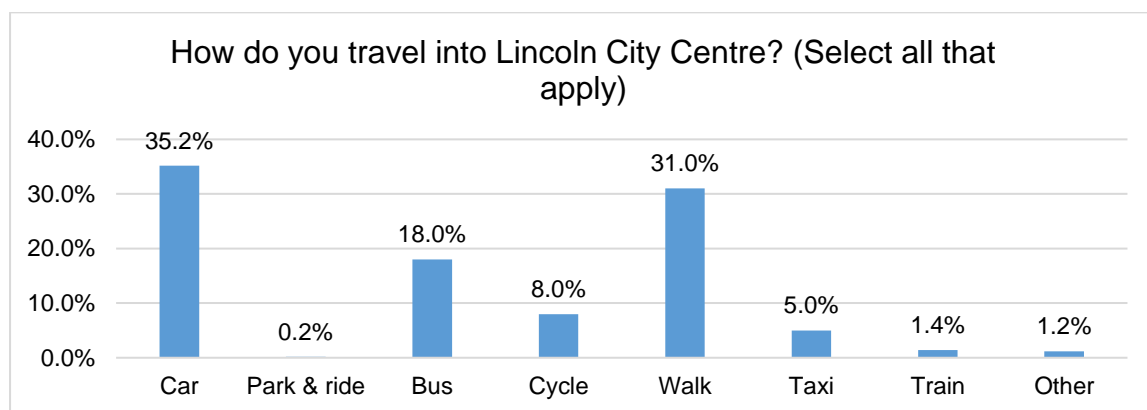


Figure 1

Figure 1 shows how respondents travel into Lincoln City Centre. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option. The most popular choice of method used was 'car' with a figure of 35.2% (176 respondents), closely followed by 'walk' at 31.0% (155 respondents).

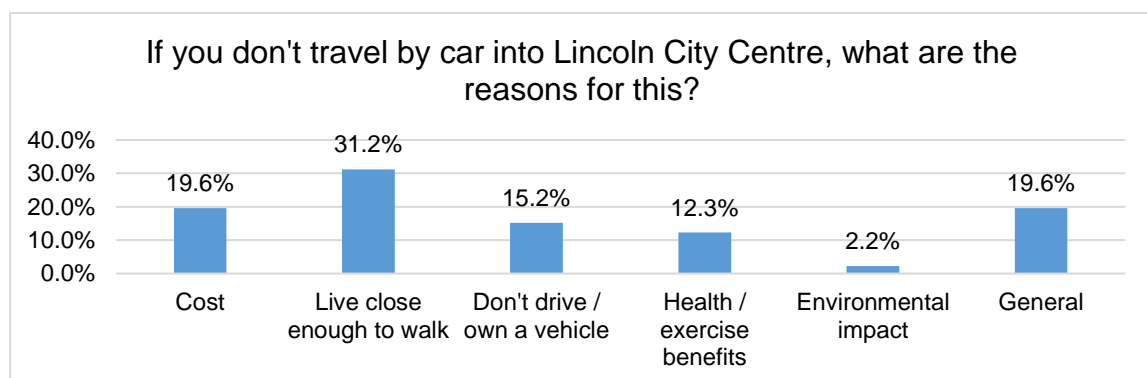


Figure 2

Figure 2 shows that if respondents didn't travel into Lincoln by car, what the reasons are 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 in this instance was 'Live close enough to walk' at 31.2% (43 comments) and the least common reason being 'Environmental impact' at 2.2% (3 comments).

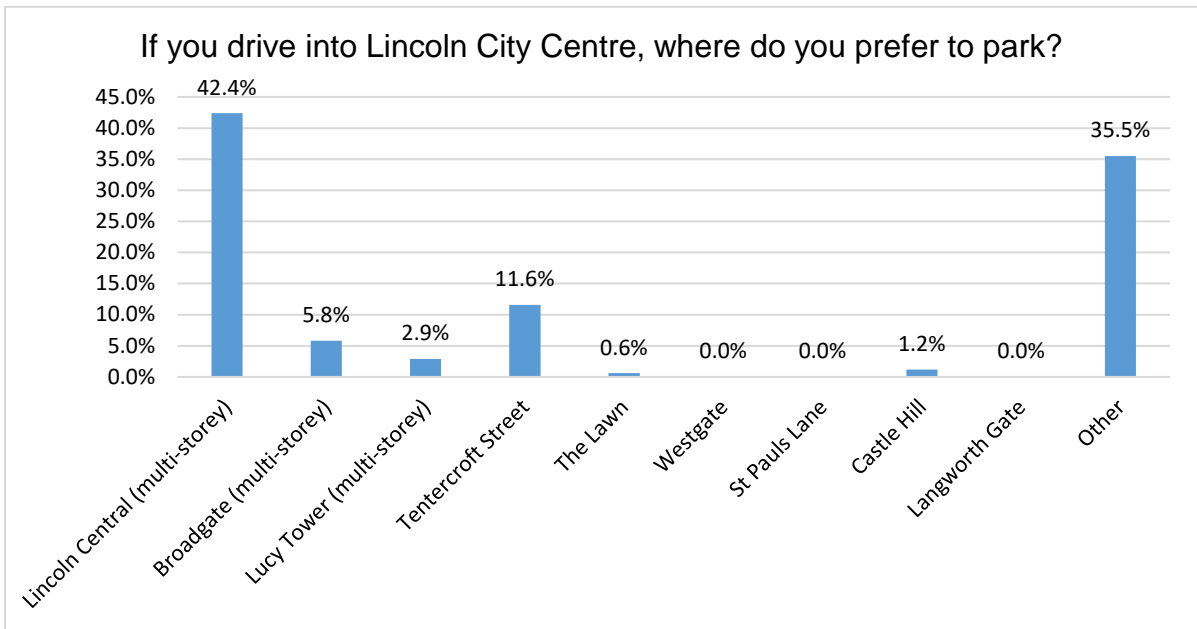


Figure 3

Figure 3 shows out of those respondents who drove into Lincoln City Centre, their preferred choice of car park was 'Lincoln Central (multi-storey)' with 42.4% (73 respondents) selecting this as their preferred option. 35.5% (61 respondents) selected 'Other' as their preferred option, which included off-street parking, work car parks and NCP car parks.

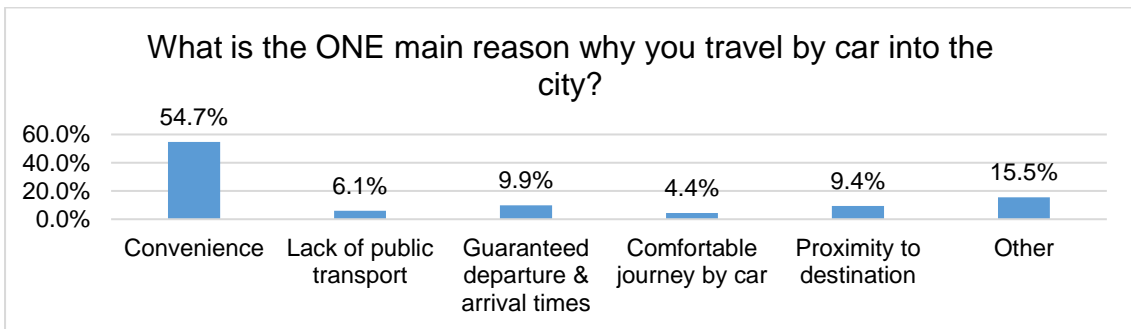


Figure 4

Figure 4 shows 54.7% (99 respondents) selected 'Convenience' as the main reason why they travelled by car into the city.

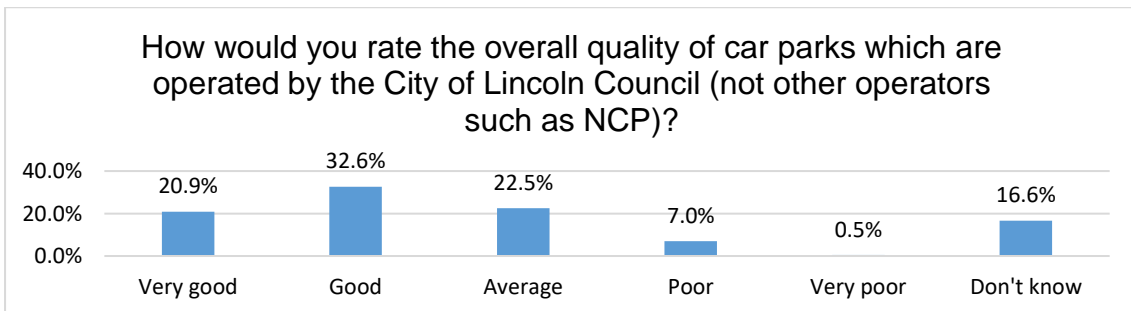


Figure 5

Figure 5 shows how respondents rated the overall quality of car parks operated by the City of Lincoln Council. It is important to note that this excludes car parks operated by other operators such as NCP. Overall, 53.5% (100 respondents) rated City of Lincoln Council car parks highly, selecting either 'very good' or 'good'. A further 22.5% (42 respondents) rated

the quality of our car parks as average, whilst only 7.5% (14 respondents) rated these as 'poor' or 'very poor'.

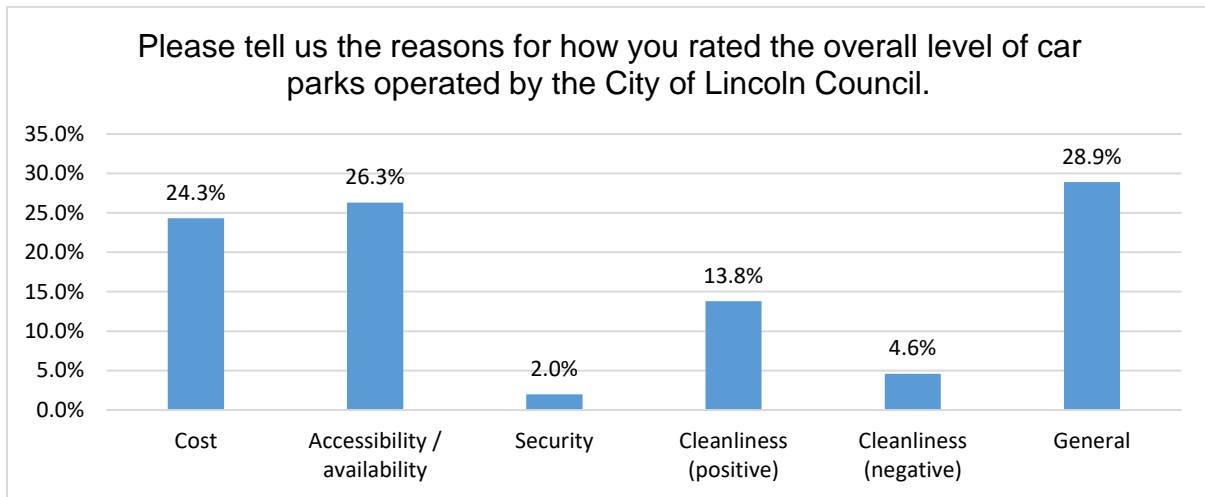


Figure 6

Figure 6 shows the reasons behind the rating given by respondents for the overall quality of car parks operated by the City of Lincoln Council. 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 reasons provided, excluding general comments, was 'Accessibility / availability' with 26.3% (40 comments) providing a response related to this category.

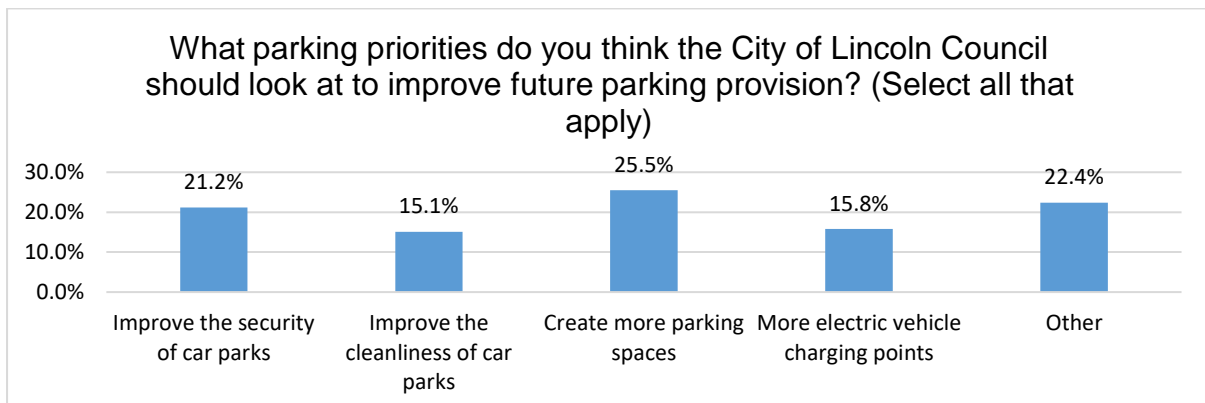


Figure 7

Figure 7 shows what parking priorities respondents thought the City of Lincoln Council should look at to improve future parking provision. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option. The most popular choice was 'Create more parking spaces', with a figure of 25.5% (66 respondents).

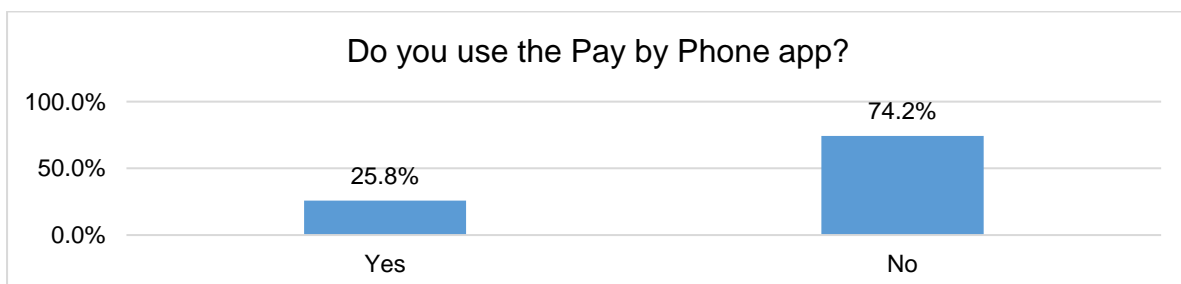


Figure 8

Figure 8 shows whether or not respondents used the Pay by Phone app. A larger proportion of respondents hadn't used it with a figure of 74.2% (141 respondents) as opposed to 25.8% (49 respondents) who had used it.

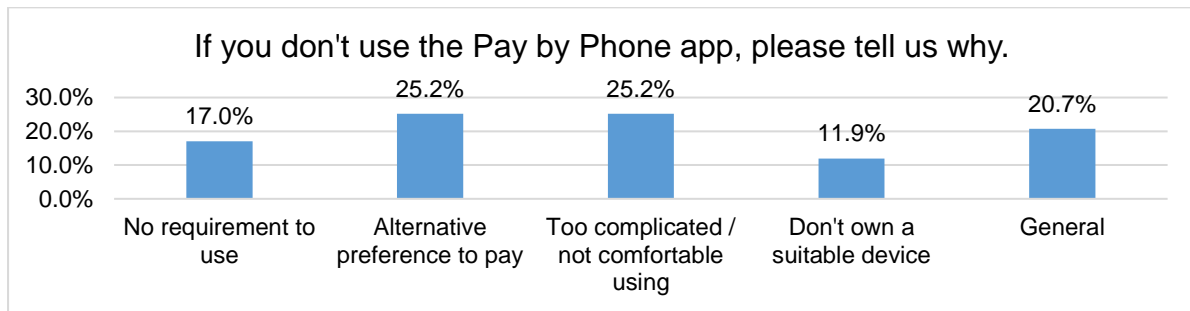


Figure 9

Figure 9 shows the reasons why respondents didn't use the Pay by Phone app. 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 two most common reasons were 'Alternative preference to pay' and 'Too complicated / not comfortable using' both with a figure of 25.2% (34 comments each).

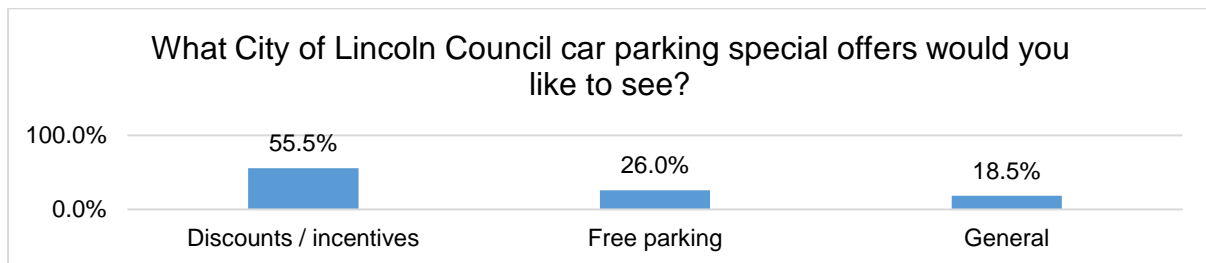


Figure 10

Figure 10 shows what City of Lincoln Council car parking special offers respondents would like to see. 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 popular special offer in this instance was 'Discounts / incentives' with 55.5% (81 comments) relating to this category.

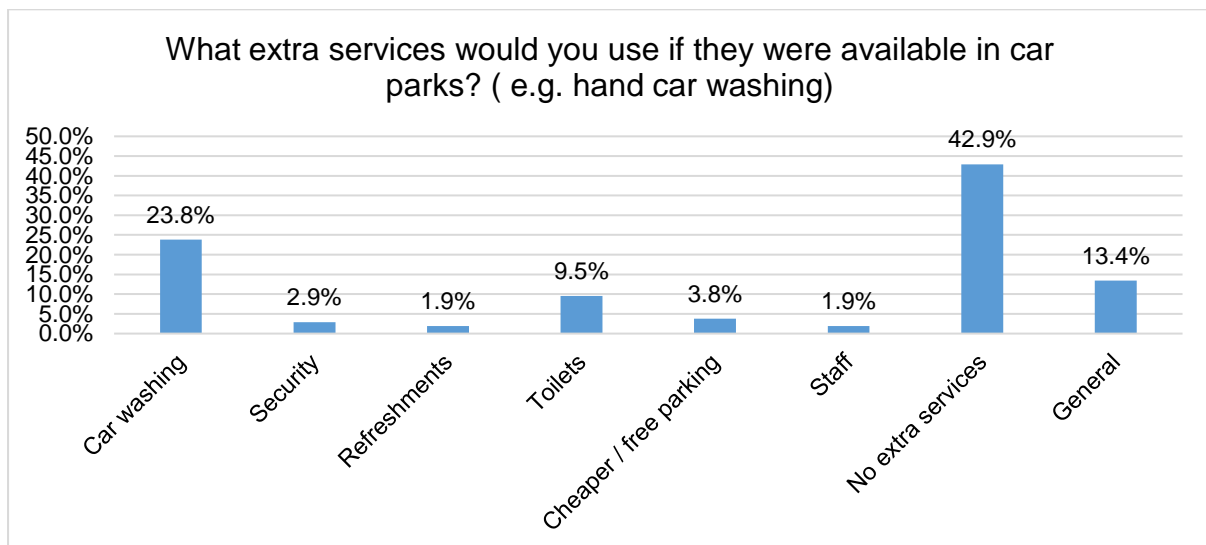


Figure 11

Figure 11 shows what extra services respondents would use if they were available in City of Lincoln Council car parks. 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 popular extra service in this instance was 'Car washing' with 23.8% (25 comments) relating to this category. It is important to note that 42.9% (45 comments) raised no extra services were needed at the time of the survey.

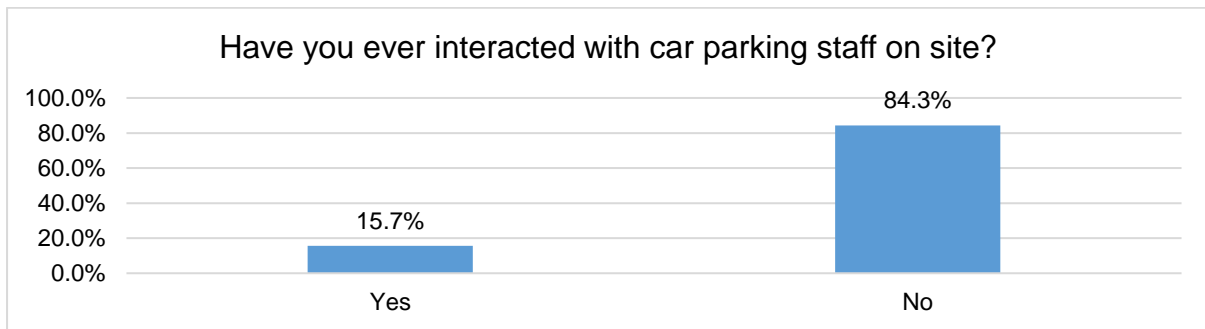


Figure 12

Figure 12 shows if respondents had ever interacted with car parking staff on site. The majority responded had never interacted with car parking staff with a figure of 84.3% (156 respondents).

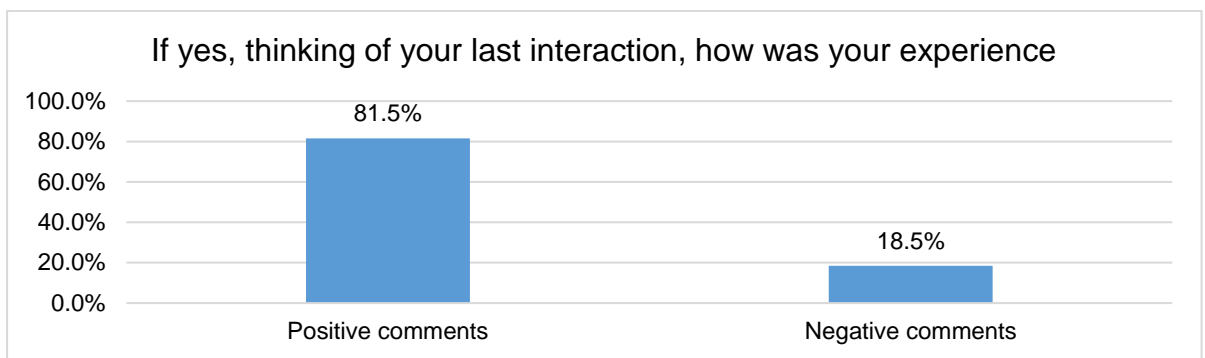


Figure 13

Figure 13 shows out of those respondents who had interacted with car parking staff on site in figure 12, how they rated their experience. It is important to note this was a comments based question, however due to the limited number of responses, comments have been split into the categories positive and negative. The majority of respondents provided positive comments relating to their experience with a figure of 81.5% (22 comments).

Your experience of contacting the council

City of Lincoln Council provides many services. Overall, considering all contact you have with the City of Lincoln Council, how satisfied are you:

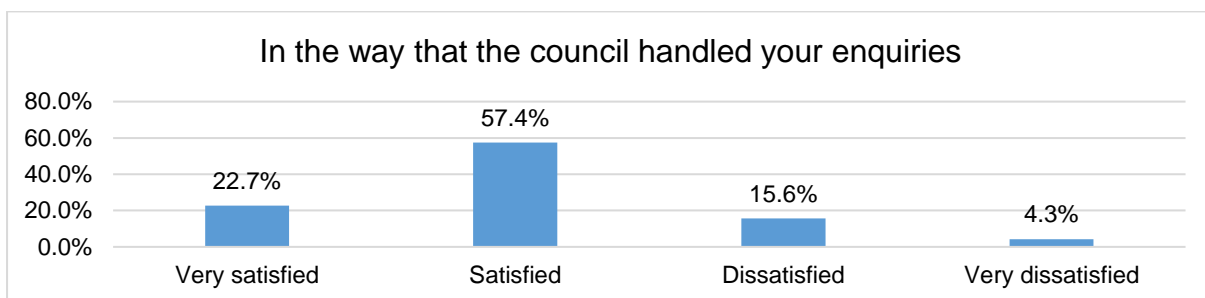


Figure 14

Figure 14 shows how satisfied respondents were in the way the council handled their enquiries. Overall, 80.1% (113 respondents) were either 'Very satisfied' or 'Satisfied'. A further 19.9% (28 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

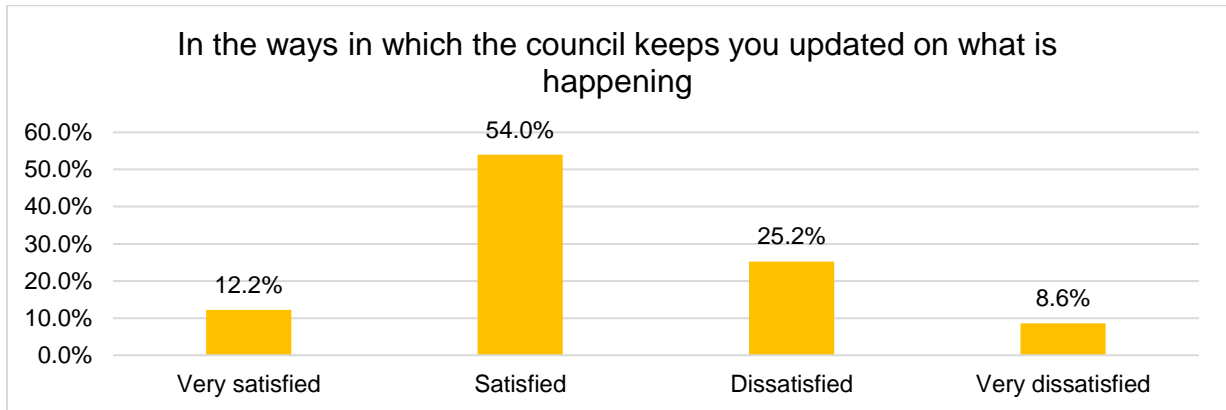


Figure 15

Figure 15 shows how satisfied respondents were in the way the council had kept them updated on what is happening. Overall, 66.2% (92 respondents) were either 'Very satisfied' or 'Satisfied'. A further 33.8% (47 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

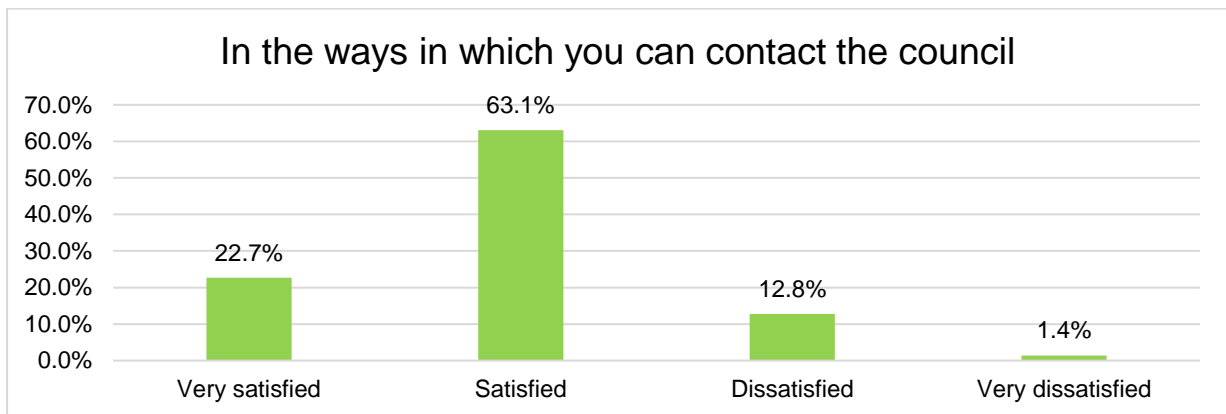


Figure 16

Figure 16 shows how satisfied respondents were in the ways that they could contact the council. Overall, 85.8% (121 respondents) were either 'Very satisfied' or 'Satisfied'. A further 14.2% (20 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

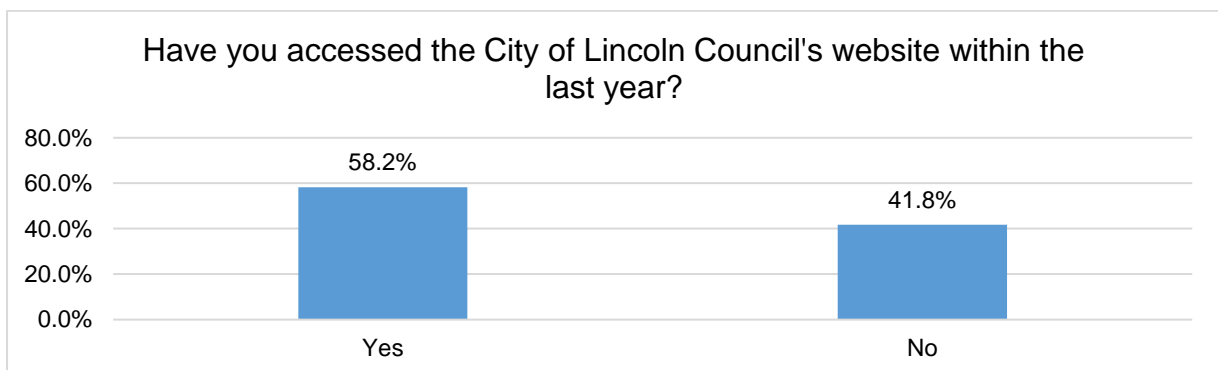


Figure 17

Figure 17 shows if respondents had accessed the City of Lincoln Council's website within the last year. The majority responded had accessed the website within the last year with a figure of 58.2% (92 respondents).

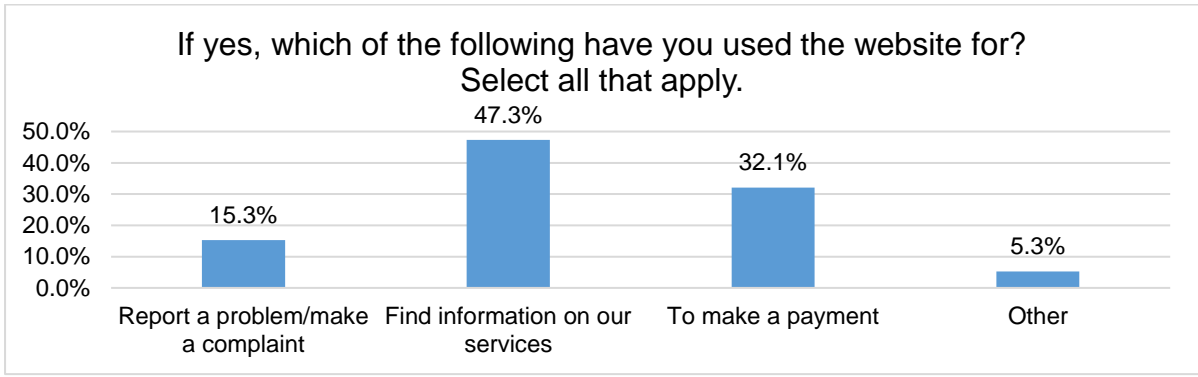


Figure 18

Figure 18 shows of those respondents that had accessed the City of Lincoln Council’s website within the last year, the reasons for them doing so. The percentages are based on the total number of responses received for this question, as respondents were able to select more than one option. ‘Find information on our services’ was the most popular reason for respondents visiting the website with a figure of 47.3% (62 respondents).

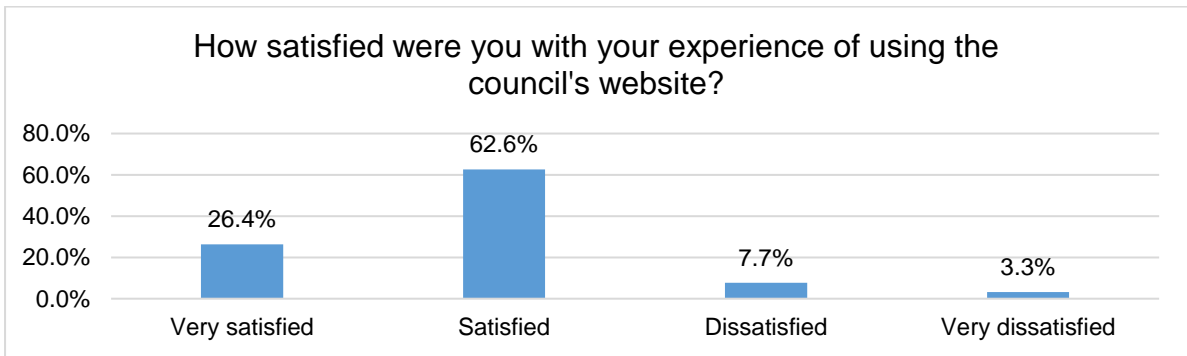


Figure 19

Figure 19 shows how satisfied respondents were with their experience of using the council’s website. Overall, 89% (81 respondents) were either ‘Very satisfied’ or ‘Satisfied’. 11% (10 respondents) of respondents were ‘Very dissatisfied’ or ‘Dissatisfied’.

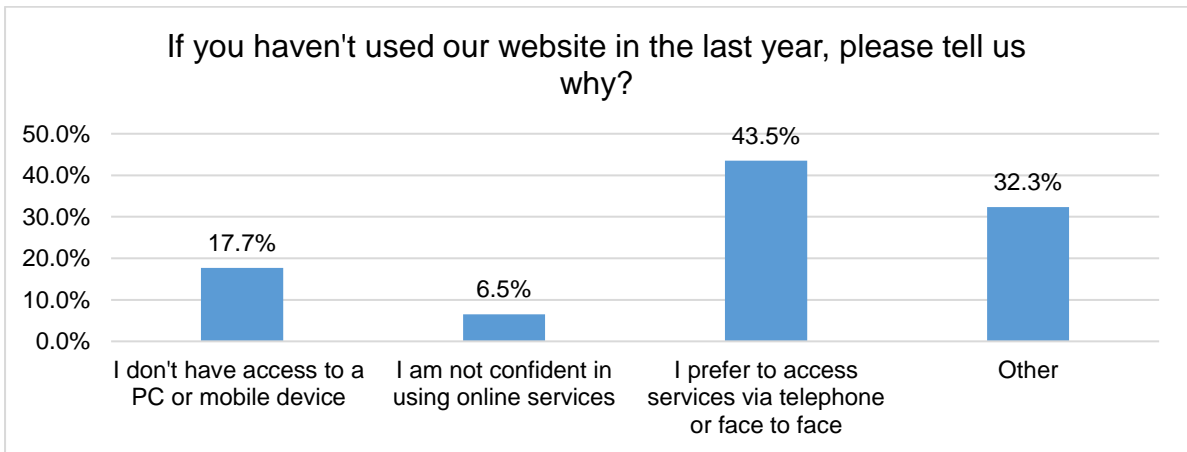


Figure 20

Figure 20 shows if respondents hadn’t accessed the City of Lincoln Council’s website within the last year, what the reasons were for this. ‘I prefer to access services via telephone or face to face’ was the most popular reason with a figure of 43.5% (27 respondents).

Leisure and Recreation

How satisfied are you with the standard of the following facilities and services provided by the City of Lincoln Council?

It is important to note the results for this question are based upon those respondents who used the facilities and services.

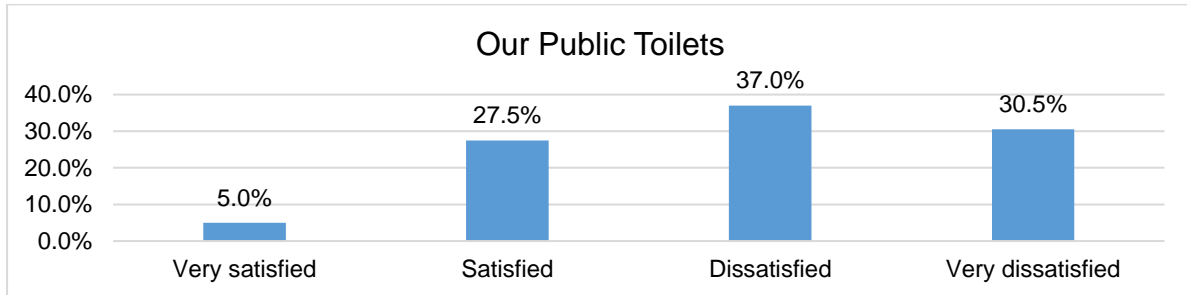


Figure 21

Figure 21 shows how satisfied respondents were with the public toilets in the city. Overall, 32.5% (65 respondents) were either 'Very satisfied' or 'Satisfied'. 67.5% (135 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

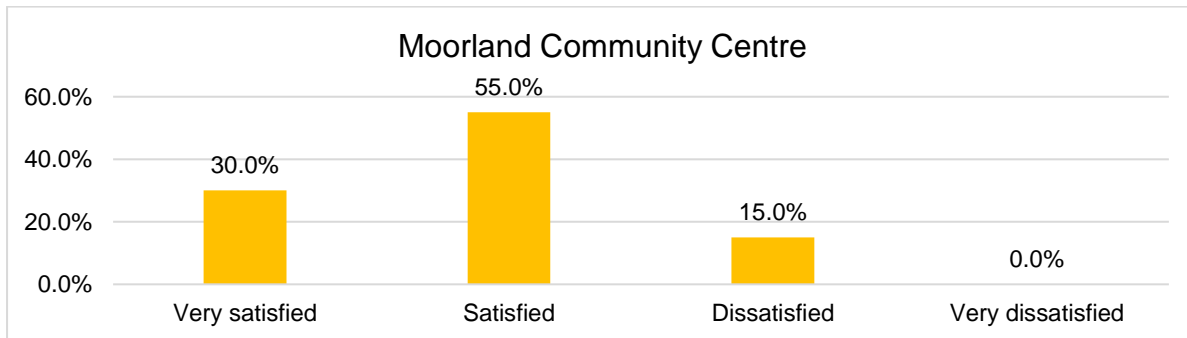


Figure 22

Figure 22 shows how satisfied respondents were with Moorland Community Centre. Overall, 85% (17 respondents) were either 'Very satisfied' or 'Satisfied'. 15% (3 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

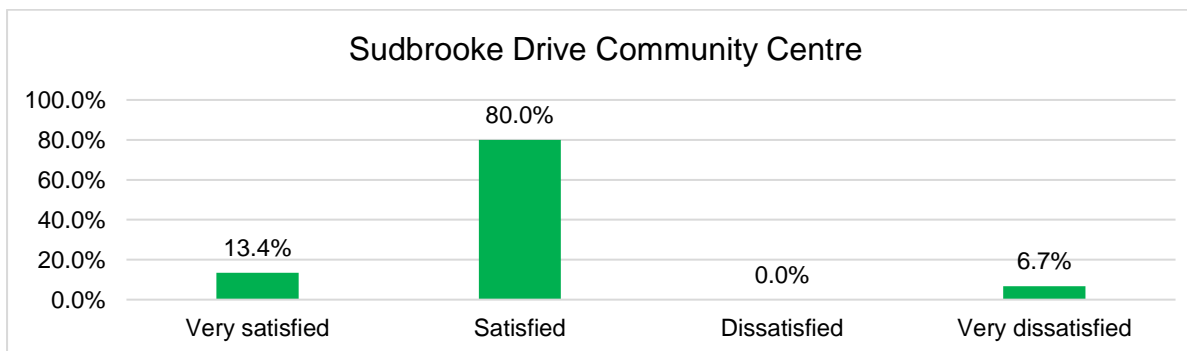


Figure 23

Figure 23 shows how satisfied respondents were with Sudbrooke Drive Community Centre. Overall, 93.4% (14 respondents) were either 'Very satisfied' or 'Satisfied'. 6.7% (1 respondent) was 'Very dissatisfied' or 'Dissatisfied'.

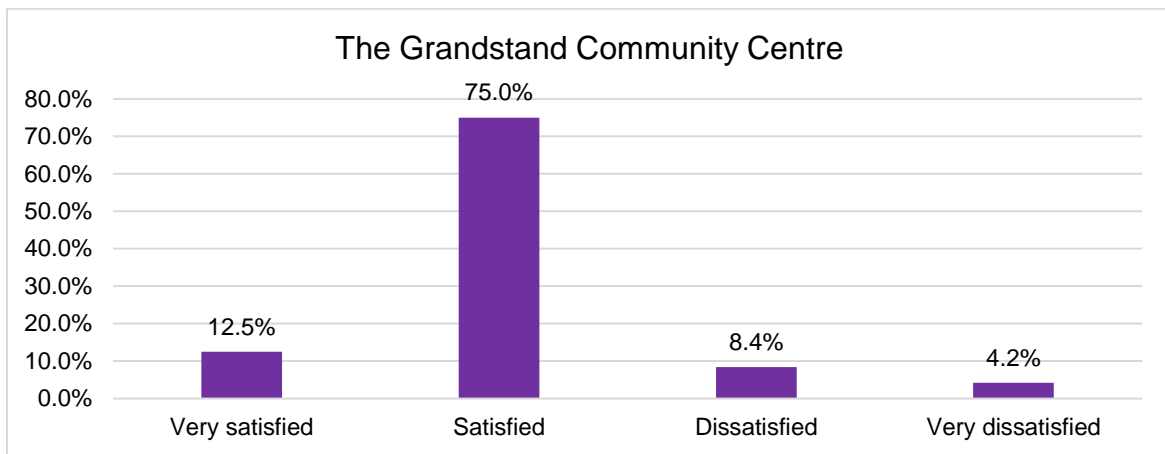


Figure 24

Figure 24 shows how satisfied respondents were with The Grandstand Community Centre. Overall, 87.5% (42 respondents) were either 'Very satisfied' or 'Satisfied'. 12.6% (6 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

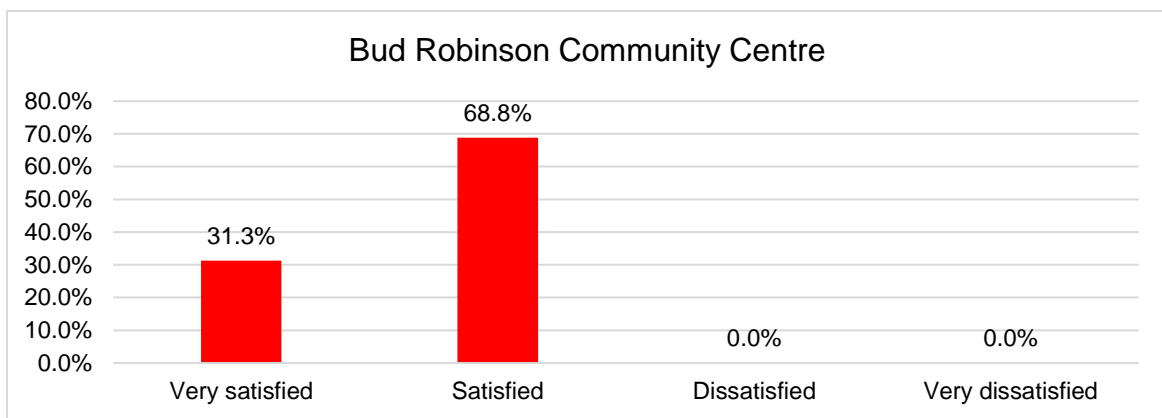


Figure 25

Figure 25 shows how satisfied respondents were with Bud Robinson Community Centre. Overall, 100% (16 respondents) were either 'Very satisfied' or 'Satisfied'.

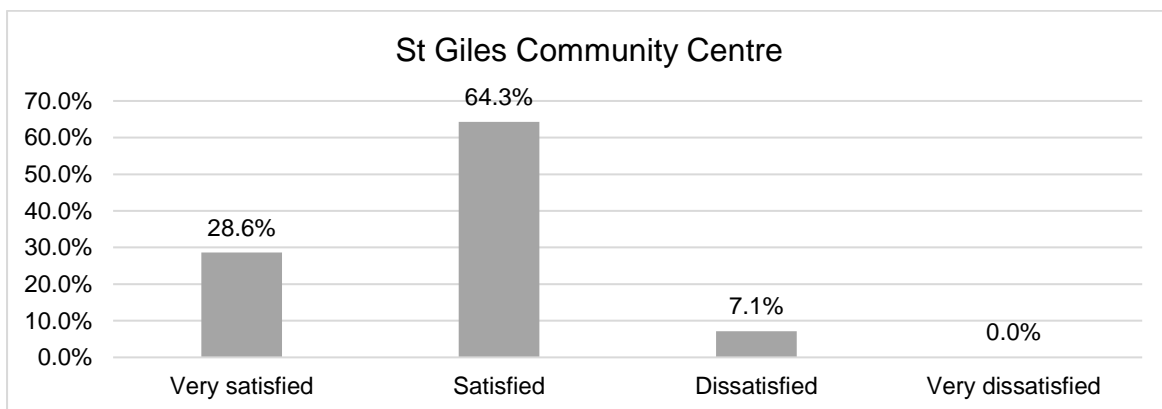


Figure 26

Figure 26 shows how satisfied respondents were with St Giles Community Centre. Overall, 92.9% (13 respondents) were either 'Very satisfied' or 'Satisfied'. 7.1% (1 respondent) was 'Very dissatisfied' or 'Dissatisfied'.

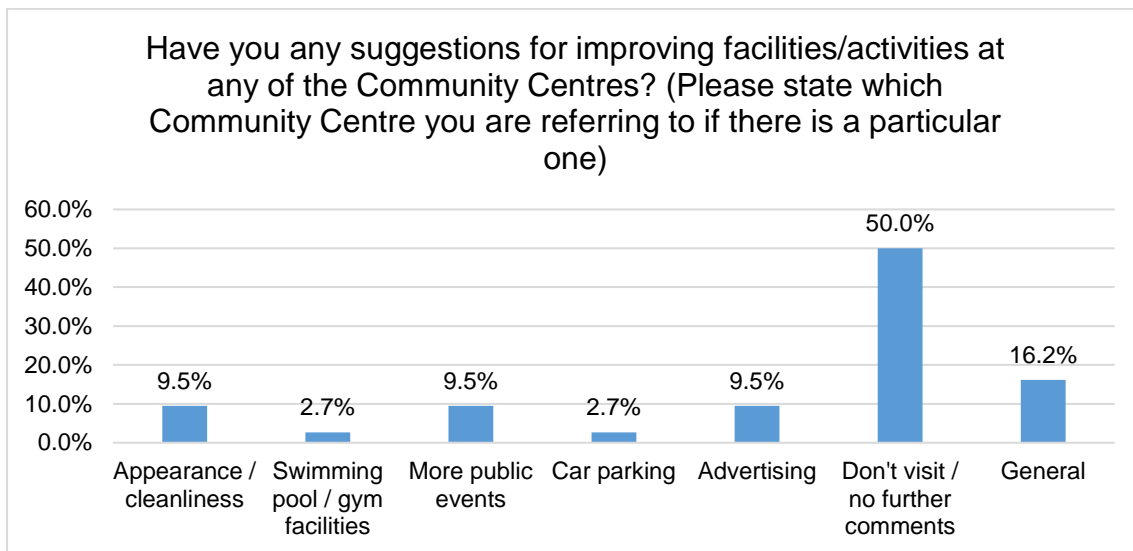


Figure 27

Figure 27 was a comments based question and the options shown are the categories the comments have been split into based on responses received.

Figure 27 shows those suggestions respondents had for improving facilities and activities at any of the community centres operated by the City of Lincoln Council. Appearance / cleanliness, More public events and Advertising were the three highest suggestions made at 9.5% each (21 comments collectively).

It is important to note that 12 comments received for this question related to public toilets in the city and not specifically to community centres. These comments have therefore not been reflected in figure 27.

How satisfied are you with the standard of leisure and recreation facilities provided by the City of Lincoln Council?

It is important to note the results for this question are based upon those respondents who used the facilities and services.

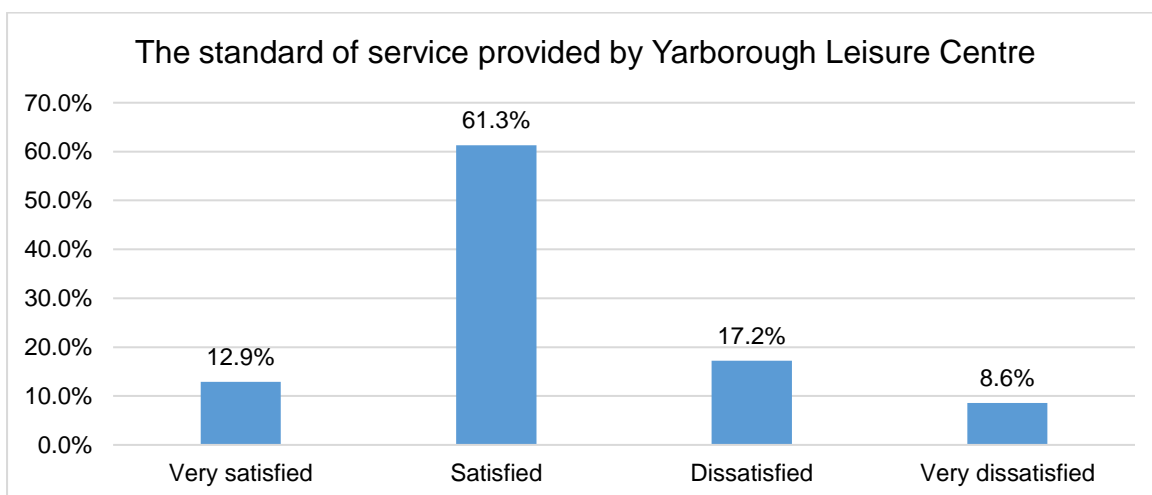


Figure 28

Figure 28 shows how satisfied respondents were with the standard of service provided by Yarborough Leisure Centre. Overall, 74.2% (69 respondents) were either 'Very satisfied' or 'Satisfied'. 25.8% (24 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

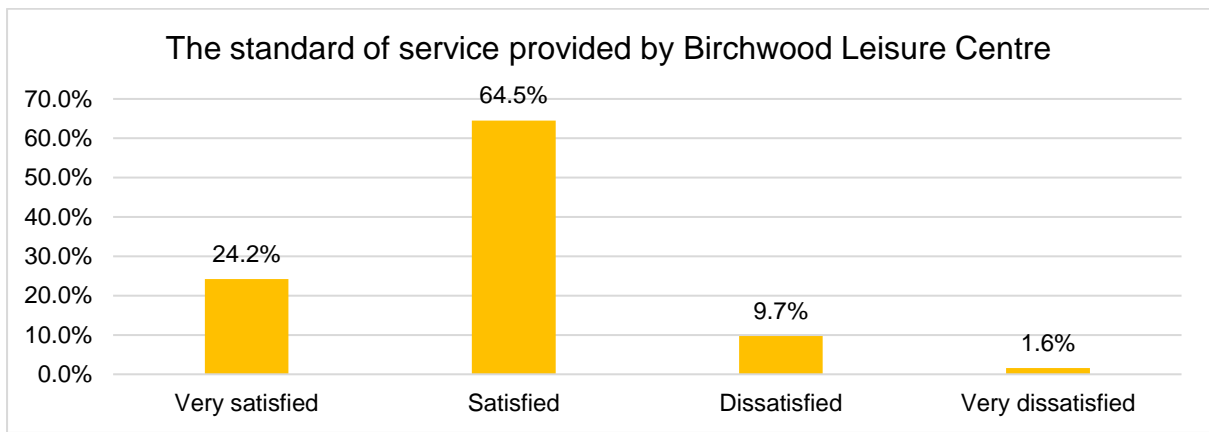


Figure 29

Figure 29 shows how satisfied respondents were with the standard of service provided by Birchwood Leisure Centre. Overall, 88.7% (55 respondents) were either 'Very satisfied' or 'Satisfied'. 11.3% (7 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

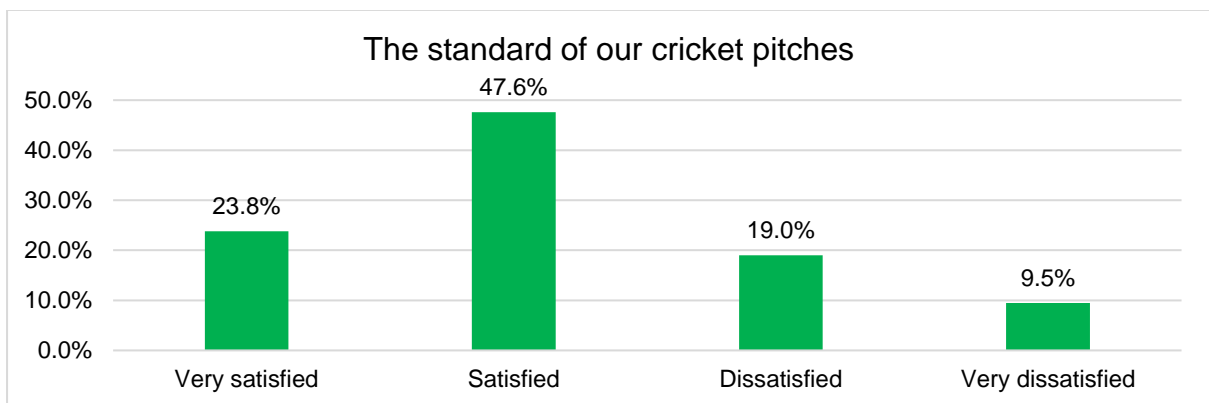


Figure 30

Figure 30 shows how satisfied respondents were with the standard of cricket pitches. Overall, 71.4% (15 respondents) were either 'Very satisfied' or 'Satisfied'. 28.5% (6 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

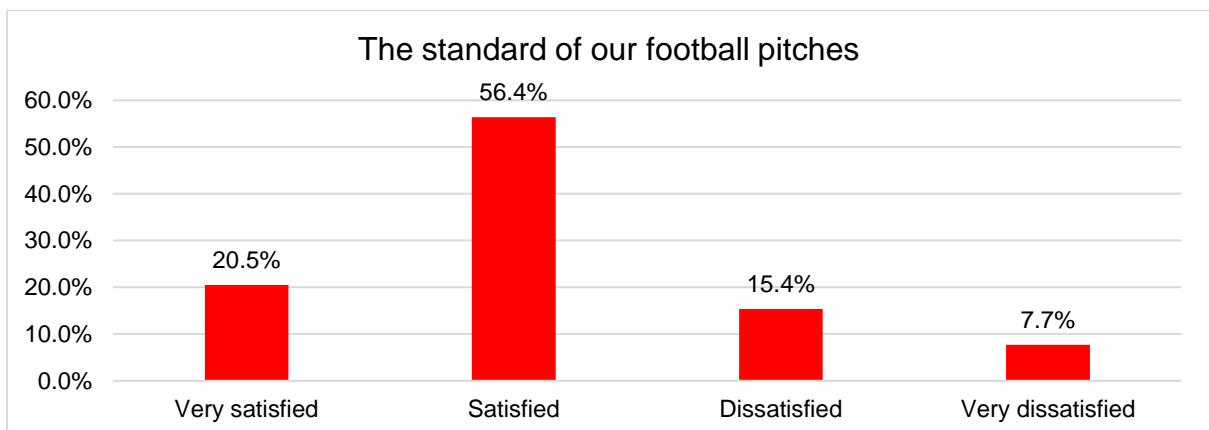


Figure 31

Figure 31 shows how satisfied respondents were with the standard of football pitches. Overall, 76.9% (30 respondents) were either 'Very satisfied' or 'Satisfied'. 23.1% (9 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

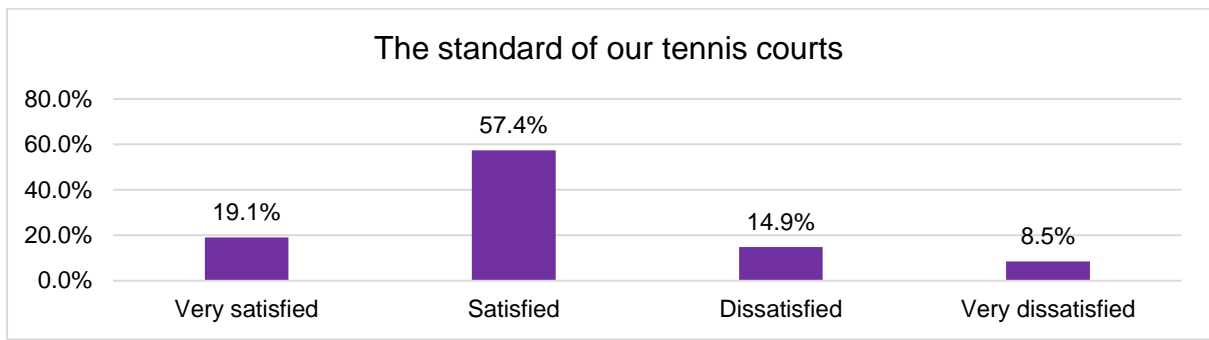


Figure 32

Figure 32 shows how satisfied respondents were with the standard of tennis courts. Overall, 76.5% (36 respondents) were either 'Very satisfied' or 'Satisfied'. 23.4% (11 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

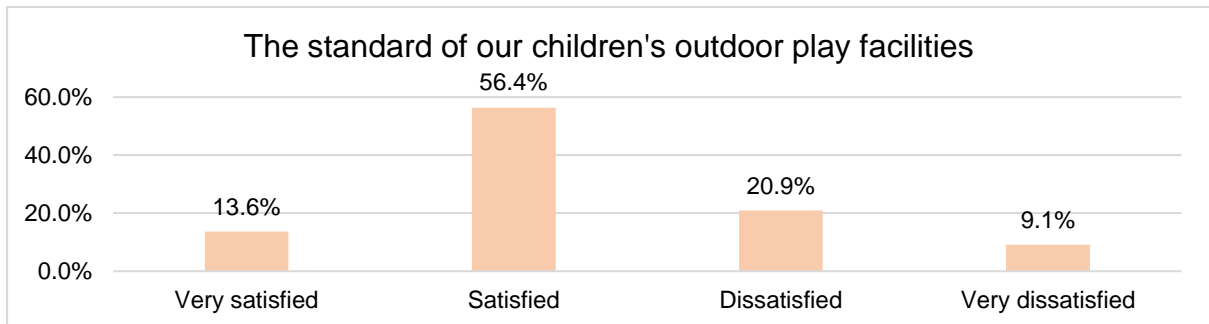


Figure 33

Figure 33 shows how satisfied respondents were with the standard of children's outdoor play facilities. Overall, 70% (60 respondents) were either 'Very satisfied' or 'Satisfied'. 30% (33 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

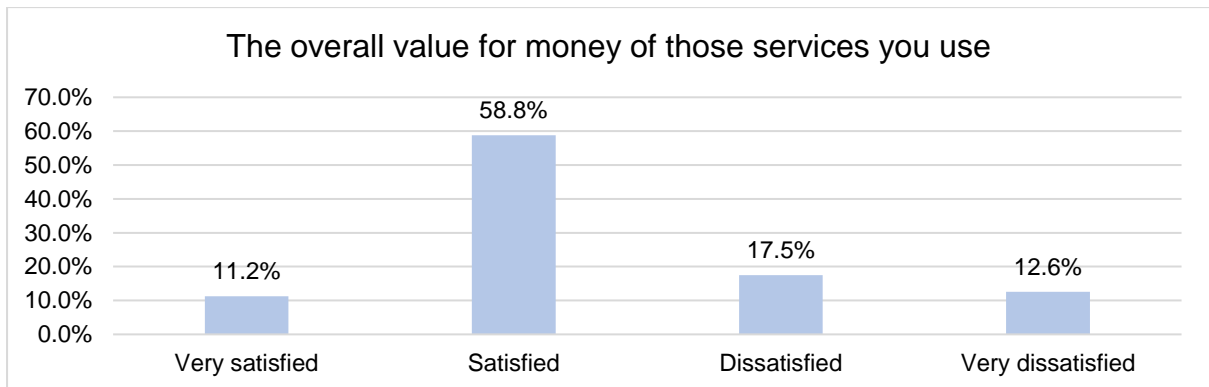


Figure 34

Figure 34 shows how satisfied respondents were with the overall value for money on services used. Overall, 70.0% (100 respondents) were either 'Very satisfied' or 'Satisfied'. 30.1% (43 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

Public Open Spaces / Grounds Maintenance

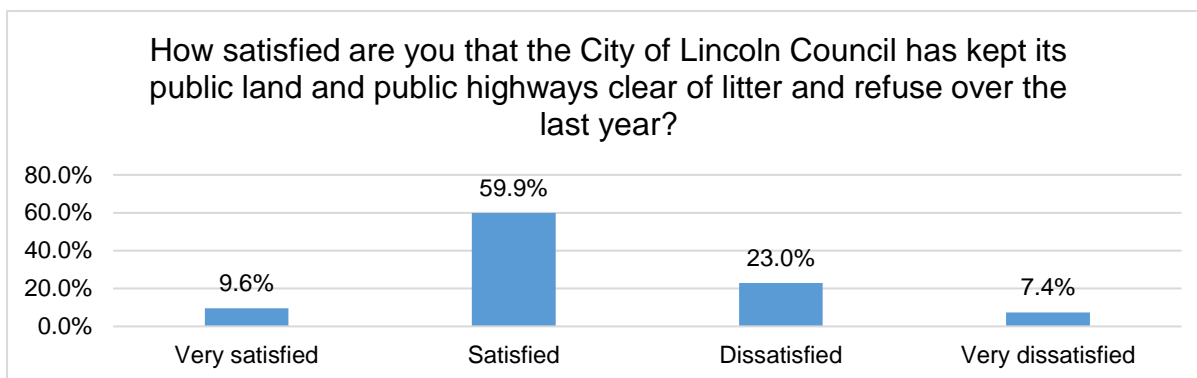


Figure 35

Figure 35 shows satisfaction levels of respondents on how the City of Lincoln Council had kept its public land and public highways clear of litter and refuse over the last year. Overall, 69.5% (196 respondents) were either 'Very satisfied' or 'Satisfied' with this council service. 30.4% (34 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

How satisfied are you with the following elements of the grounds maintenance service?

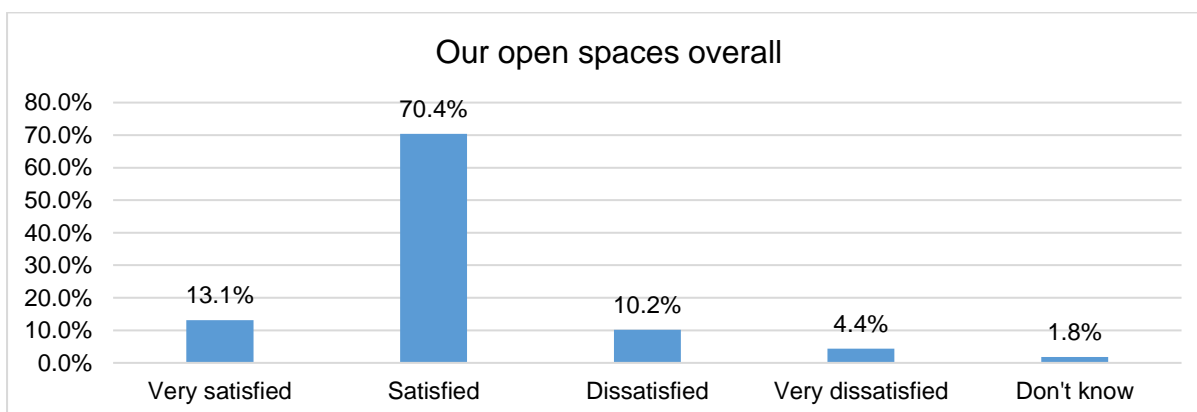


Figure 36

Figure 36 shows 83.5% (229 respondents) of respondents were either 'Very satisfied' or 'Satisfied' with the maintenance of our open spaces overall. 14.6% (40 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

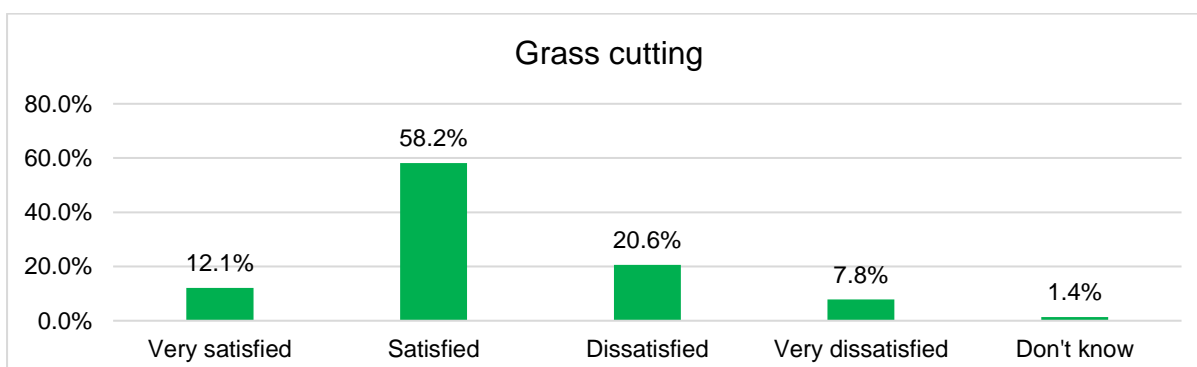


Figure 37

Figure 37 shows 70.3% (198 respondents) of respondents were either 'Very satisfied or 'Satisfied' with grass cutting in the city. 28.4% (80 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

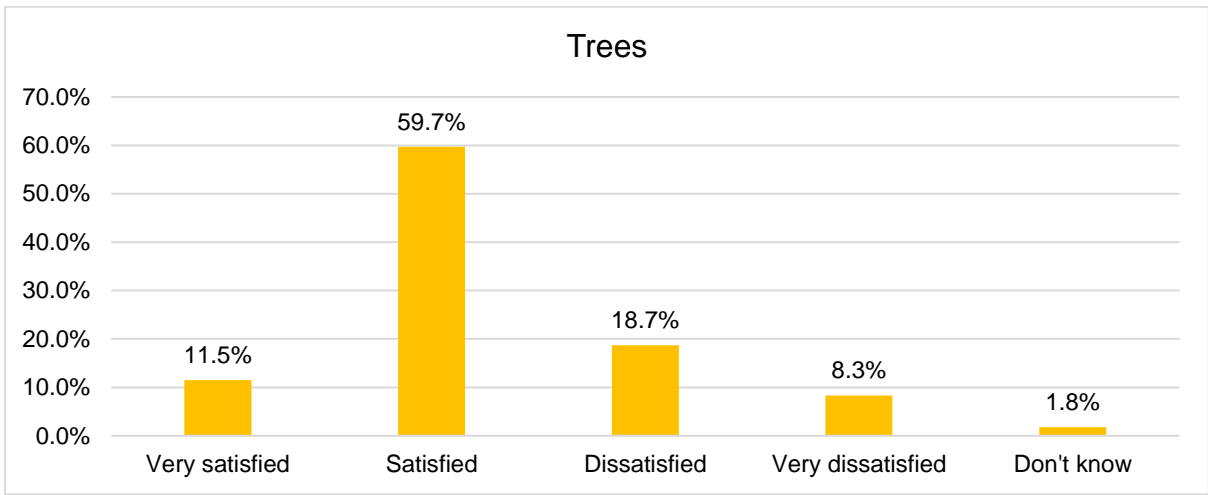


Figure 38

Figure 38 shows 71.2% (198 respondents) of respondents were satisfied with the maintenance of trees in the city. 27% (75 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

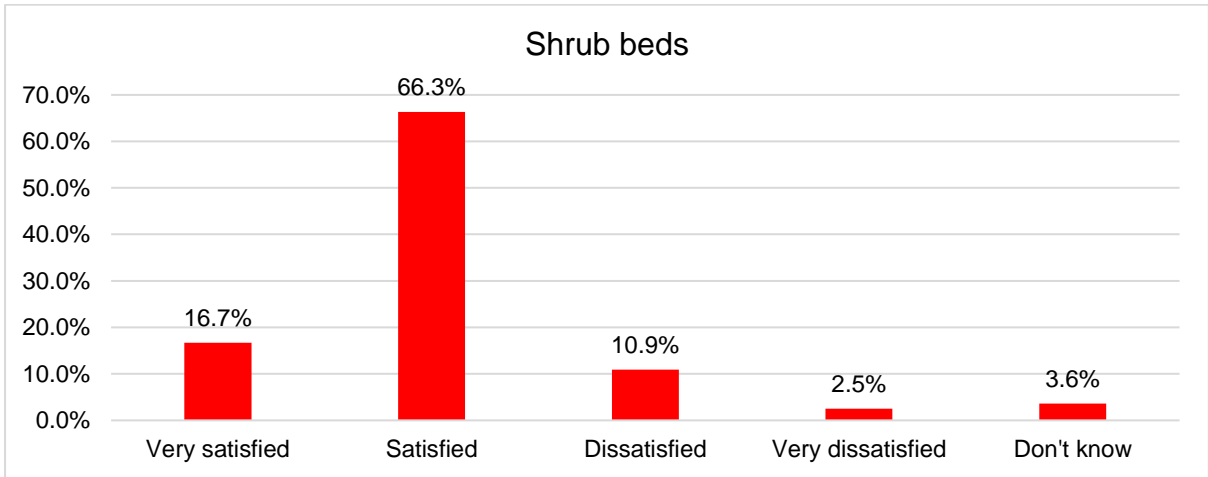


Figure 39

Figure 39 shows 83% (229 respondents) of respondents were satisfied with the maintenance of shrub beds in the city. 13.4% (37 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

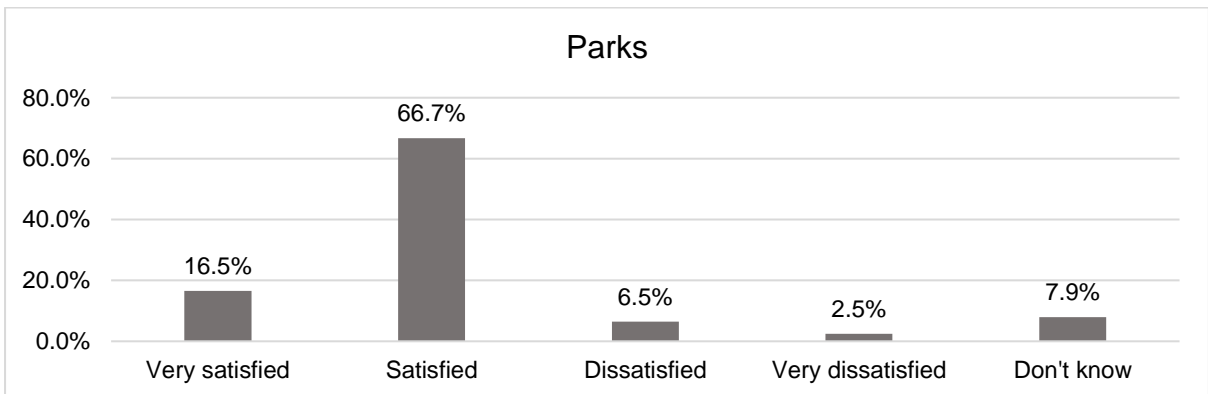


Figure 40

Figure 40 shows 83.2% (232 respondents) were satisfied with the maintenance of our parks within the city. 9% (25 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

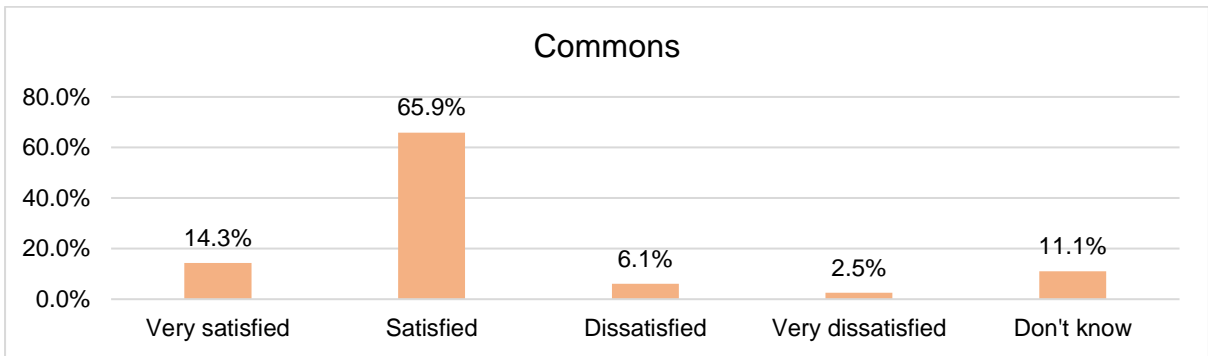


Figure 41

Figure 41 shows 80.2% (224 respondents) of respondents were satisfied with the maintenance of our commons within the city. 9% (24 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

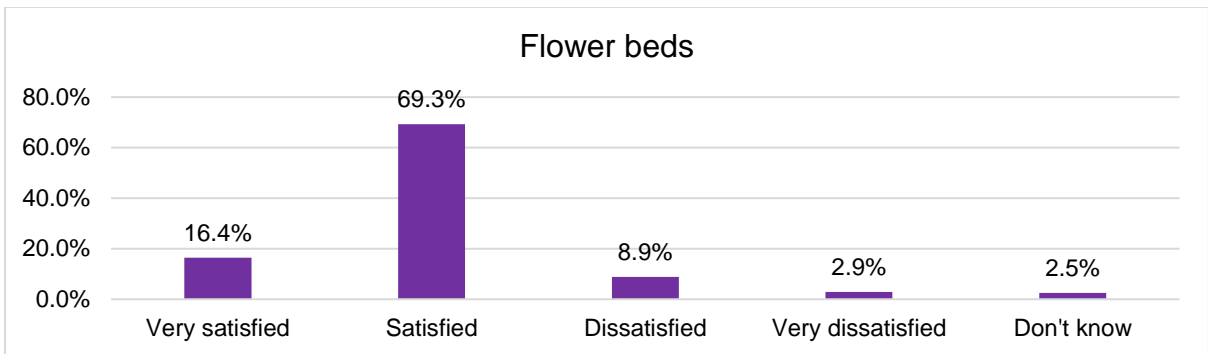


Figure 42

Figure 42 shows 85.7% (239 respondents) of respondents were satisfied with the maintenance of flower beds within the city. 11.8% (33 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

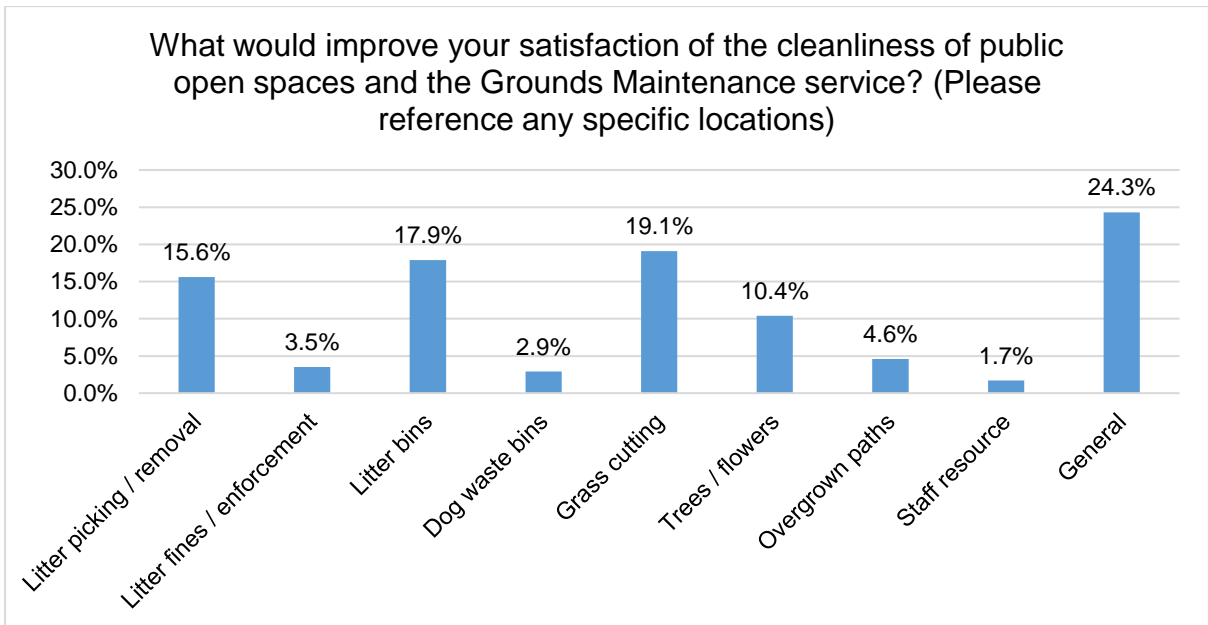


Figure 43

Figure 43 shows how satisfaction levels of public open spaces and the Grounds Maintenance service 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 most common improvement suggested, excluding general comments, was grass cutting, with 19.1% (33 comments) suggesting these improvements.

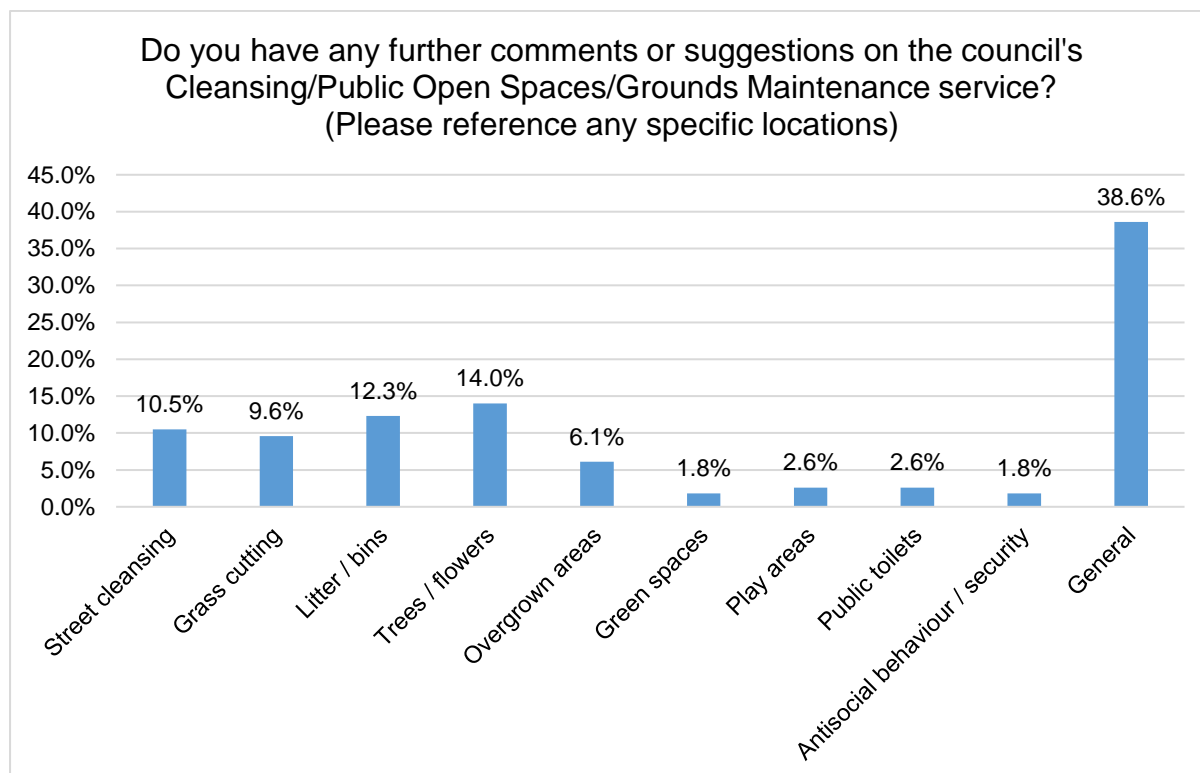


Figure 44

Figure 44 shows if respondents had any further comments or suggestions on the Cleansing / Public Open Spaces / Grounds Maintenance Service operated by the City of Lincoln Council. 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 reasons provided, excluding general comments, related to trees / flowers with a figure of 14% (16 comments).

Which of the following best describes how safe you feel when visiting:

It is important to note the results for this question are based upon those respondents who visited the areas at the time of this survey. The response option 'I don't use / visit at this time' has been excluded from the results below.

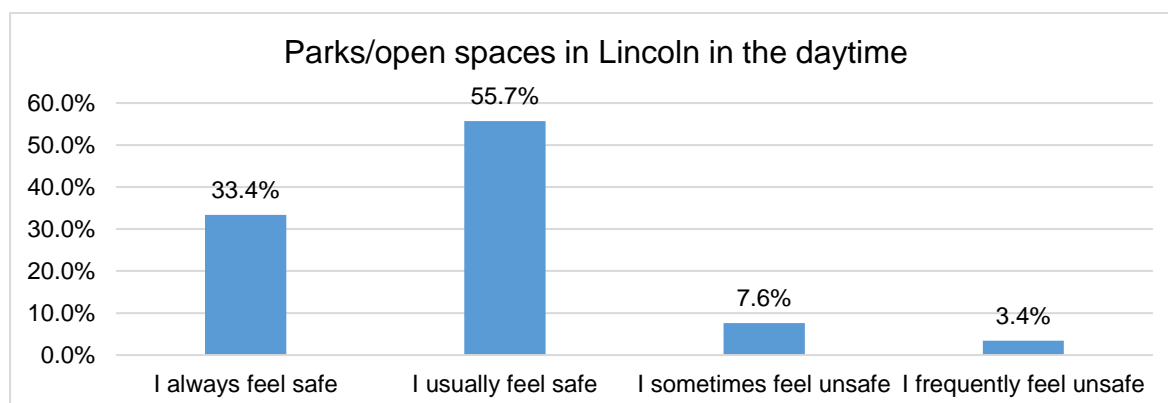


Figure 45

Figure 45 shows 89.1% (235 respondents) of respondents either always feel safe or usually feel safe when visiting parks/open spaces in Lincoln in the daytime. 11% (29 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

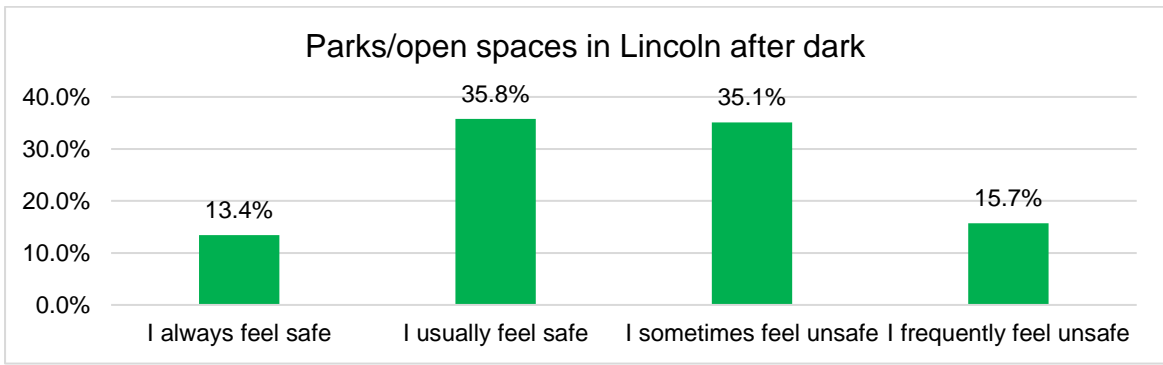


Figure 46

Figure 46 shows 49.2% (54 respondents) either always feel safe or usually feel safe when visiting parks/open spaces in Lincoln after dark. 50.8% (68 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

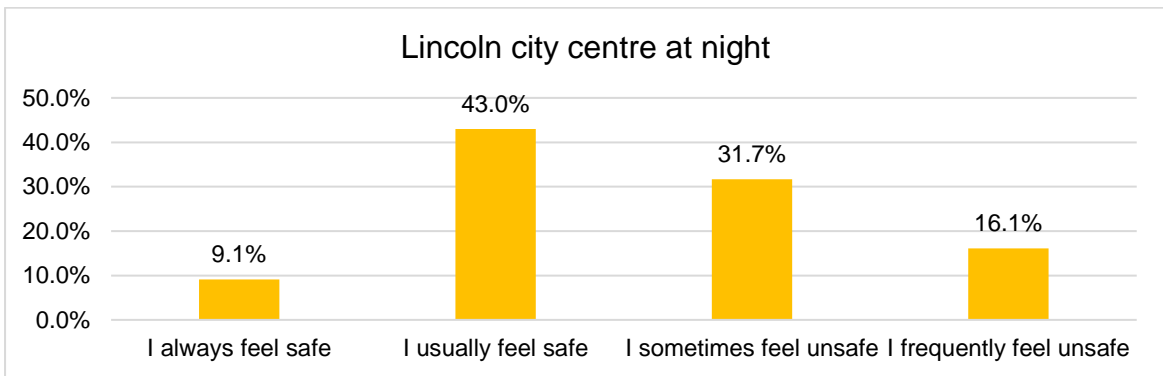


Figure 47

Figure 47 shows 52.1% (97 respondents) either always feel safe or usually feel safe when visiting Lincoln city centre at night. 47.8% (89 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

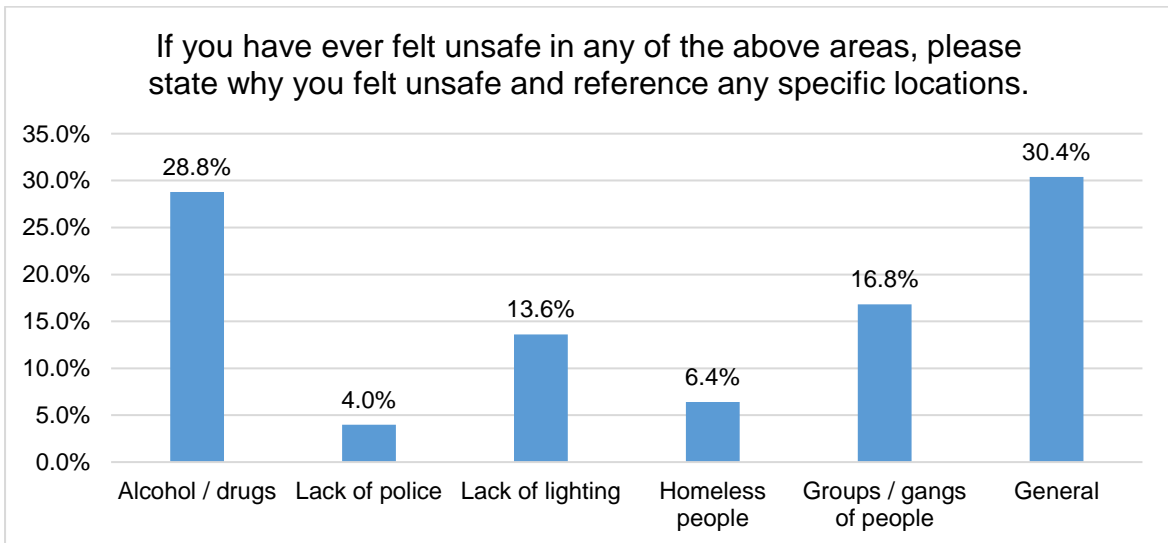


Figure 48

Figure 48 shows if respondents have ever felt unsafe in any of the areas mentioned in figure 45, figure 46 and figure 47, and 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 reasons provided, excluding general comments, was 'Alcohol / drugs' with 28.8% (36 comments) stating this as the reason why they felt unsafe.

Revenues and Benefits Service

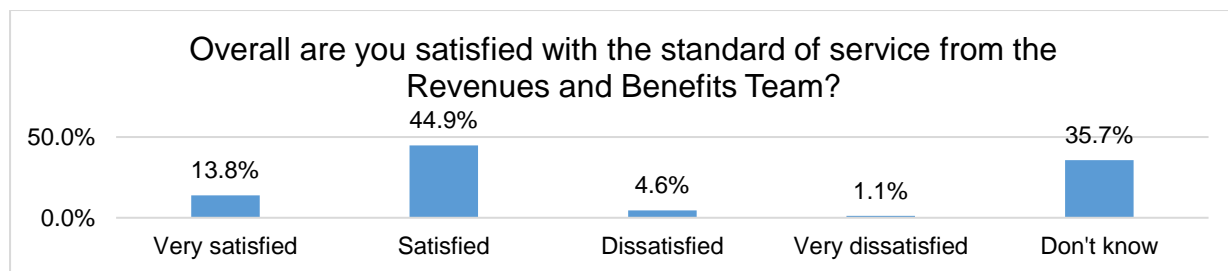


Figure 49

Figure 49 shows satisfaction levels of respondents on the standard of service received from the Revenues and Benefits Team. Of those that could respond to this question, the majority were satisfied with a figure of 58.7% (166 respondents). Just 5.7% (16 respondents) of respondents stated they were 'Dissatisfied' or 'Very dissatisfied' with this service.

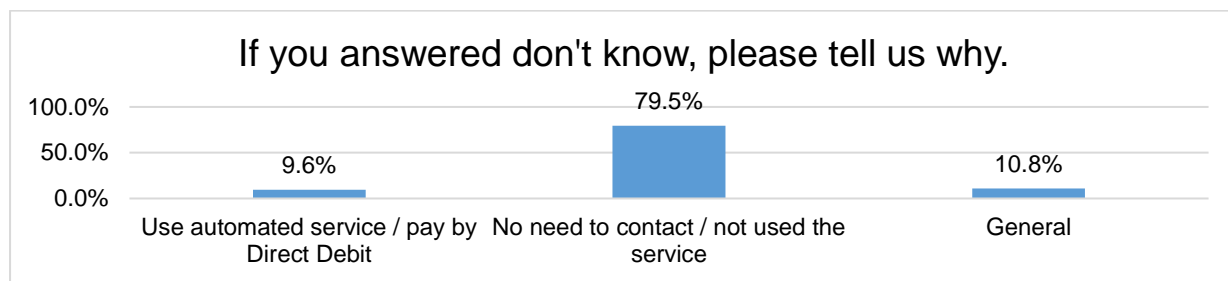


Figure 50

Figure 50 shows those respondents who answered 'Don't know' as shown in figure 49, what the reasons were 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 respondents had 'No need to contact / not used the service' with a figure of 79.5% (66 comments).

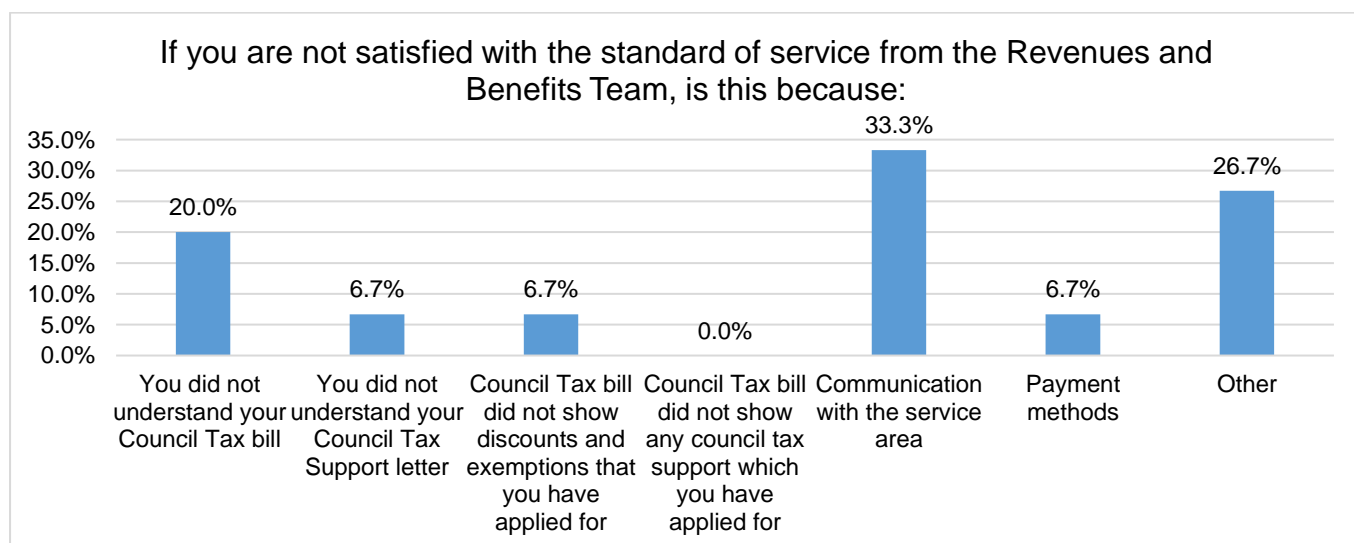


Figure 51

Figure 51 shows out of those respondents who were dissatisfied with the standard of service received from the Revenues and Benefits Team, the reasons for this. The most common reason was 'Communication with the service area' with a figure of 33.3% (5 respondents).

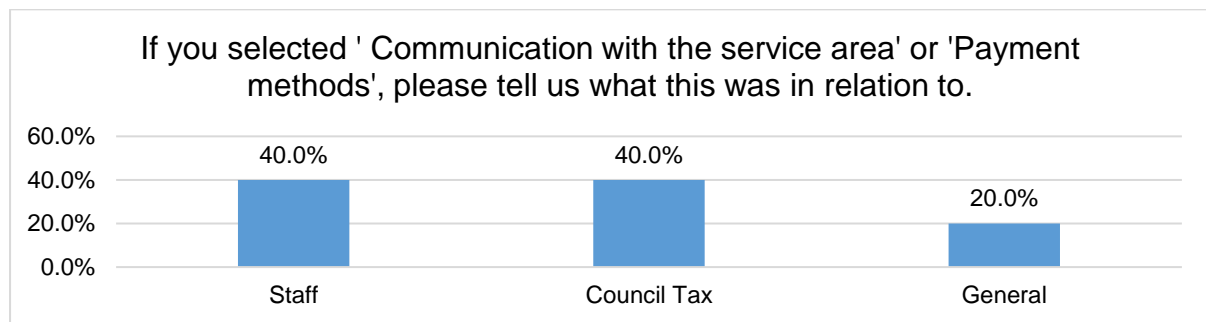


Figure 52

Figure 52 shows of those respondents who selected 'Communication with the service area or Payment methods' in figure 51, 40% each (4 comments collectively) were in relation to 'Staff' and 'Council Tax'. 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.

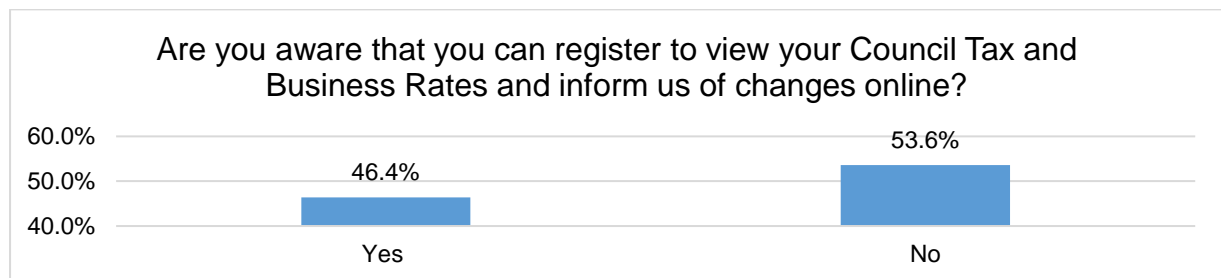


Figure 53

Figure 53 shows how aware respondents were that they could register to view their Council Tax and Business Rates and inform us of any changes online. Overall 53.6% (148 respondents) weren't aware, with 46.4% (128 respondents) being aware this option was available to them.



Figure 54

Figure 54 shows how interested respondents were in registering to view their Council Tax and Business Rates online. The majority of respondents were not interested with a figure of 69.2% (191 respondents). Just 9.4% (26 respondents) of respondents were interested in registering to view. A further 21.4% (59 respondents) of respondents were already registered to view online.

If yes, please provide us with the following information below and we will send out a new bill showing your Key Code which you will need to register online.

The number of respondents who showed an interest in registering to view their Council Tax and Business Rates online and who provided the details requested was 19. These have been forwarded on to the Revenues and Benefits Team to sign up.

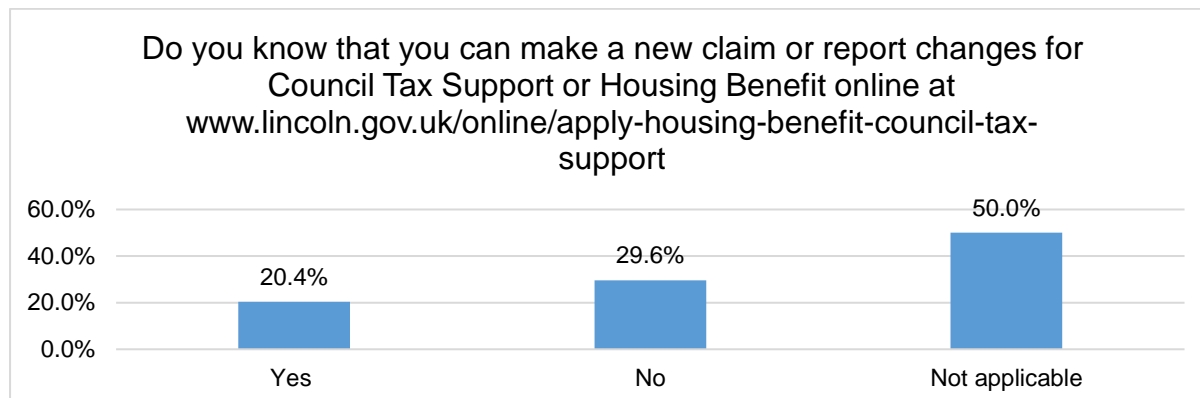


Figure 55

Figure 55 shows how aware respondents were that they could make a new claim or report changes for Council Tax Support or Housing Benefits online. The majority of respondents were not aware with a figure of 29.6% (80 respondents). Just 20.4% (55 respondents) were aware. A further 50% (135 respondents) stated this was not applicable to them at this time.

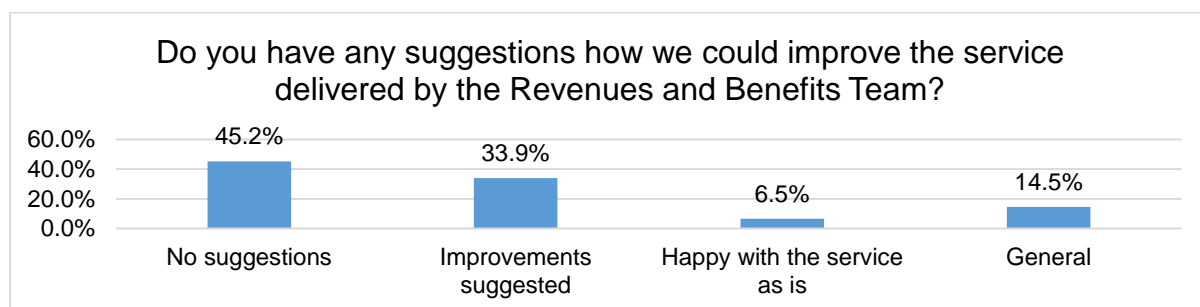


Figure 56

Figure 56 shows if respondents had any further suggestions on how the service delivered by the Revenues and Benefits 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 stated they had no further suggestions with a figure of 45.2% (28 comments).

Addressing Climate Change in Lincoln

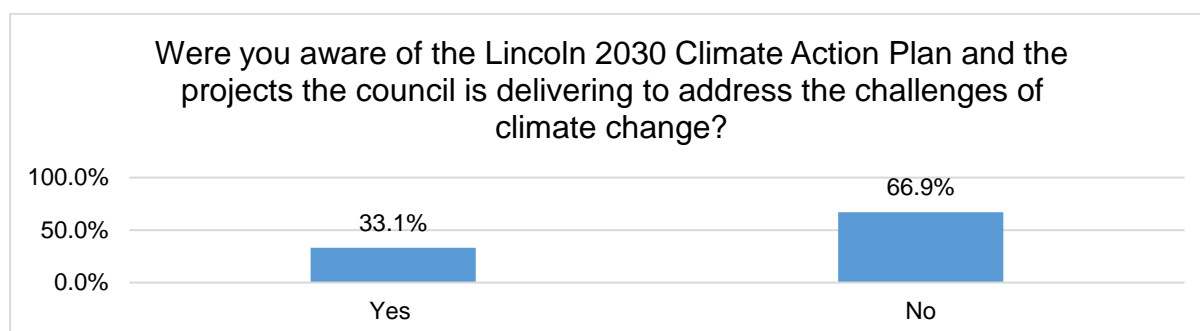


Figure 57

Figure 57 shows how aware respondents were of the Lincoln 2030 Climate Action Plan and the projects being delivered by the City of Lincoln Council to address the challenges of climate change. Overall 66.9% (188 respondents) were not aware, with 33.1% (93 respondents) being aware of this.

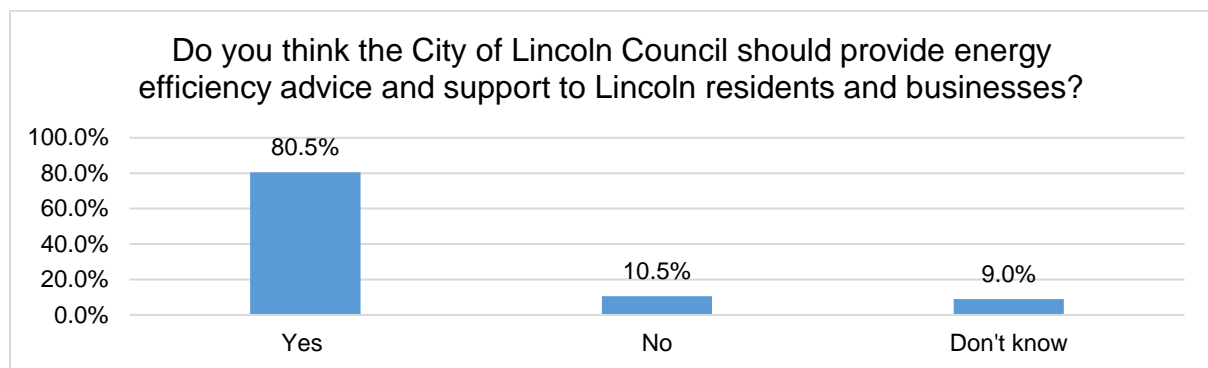


Figure 58

Figure 58 shows if respondents thought the City of Lincoln Council should provide energy efficient advice and support to Lincoln residents and businesses. Overall 80.5% (223 respondents) thought the council should provide this advice and support, with just 10.5% (29 respondents) stating they didn't think the council should provide this advice and support.

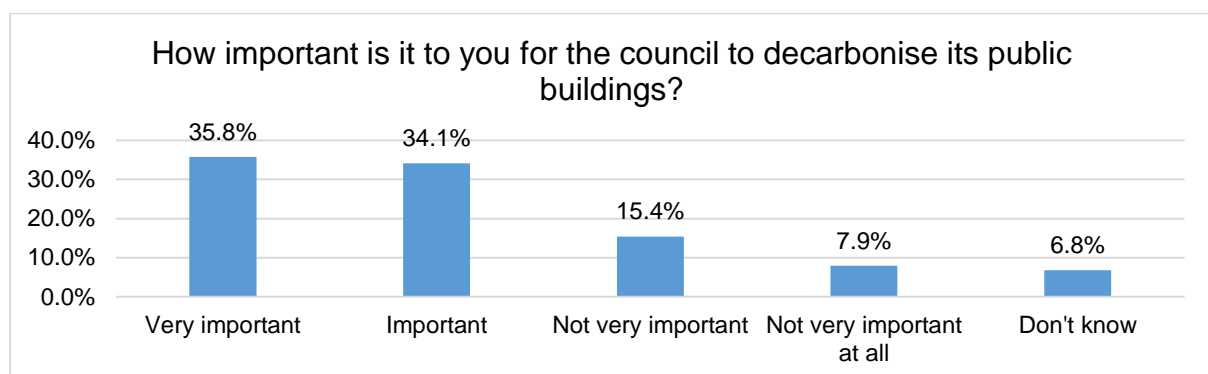


Figure 59

Figure 59 shows how important respondents thought it was for the council to decarbonise its public buildings. Overall, 69.9% (195 respondents) thought this was either 'Very important' or 'Important', with just 23.3% (65 respondents) thinking this was either 'Not very important' or 'Not very important at all'.

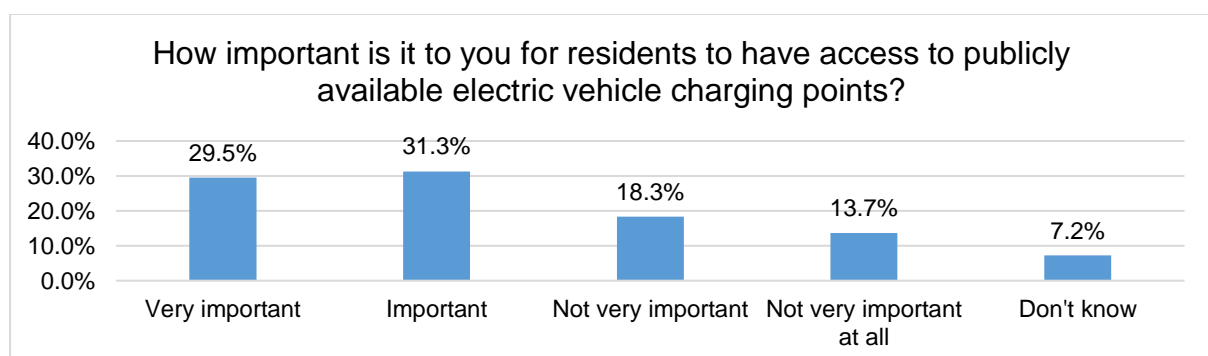


Figure 60

Figure 60 shows how important respondents thought it was to have access to publicly available electric vehicle charging points. Overall, 60.8% (69 respondents) thought this was either 'Very important' or 'Important', with just 32% (89 respondents) thinking this was either 'Not very important' or 'Not very important at all'.