

# Lincoln Citizens' Panel 'You Said We Did' Updates from July 2023 Survey

Within this section includes an overview of some of the activity, which has / is taking place following receiving feedback from panel members to the previous Lincoln Citizens' Panel survey. Unfortunately, the council is not able to action all feedback received due to costs and staff resources, however, we aim to act upon as much feedback as possible to improve service delivery.

## **Parking Services**

The Parking Services Team is reviewing the feedback from the last survey and is in the process of developing an action plan alongside our Parking Strategy, which will look to address some of the issues raised.

## **Revenues and Benefits Service**

A number of respondents raised in the last survey that they were unaware of the current council tax bandings for their property as well as being unaware of the breakdown of how their council tax is spent. The following document and web page has been put together by the Revenues and Benefits Team to help provide more clarity on this.

Council tax bands 2023/24 - <https://www.lincoln.gov.uk/council-tax/bands-charges>

How your council tax is spent 2023/24 -

<https://www.lincoln.gov.uk/downloads/file/1355/how-your-council-tax-is-spent-2023-to-2024>

## **Waste Management and Street Cleansing**

Overall satisfaction with parks and open spaces was high, with scores frequently exceeding 80% for good / high levels of satisfaction. However, a few key themes emerged, which indicated an issue with the quality of work by the contractor; especially in relation to grass cutting and litter clearance.

These have been raised with the contractor as quality issues and reflected in formal referrals as a part of the official performance management reviews. An Action Plan for improvement has been requested from the contractor.

The reference to littering has been noted and it is also recognised that the litter is not of course caused by the Council or the contractor. Littering is created by a minority of site users, and increased litter can be as a consequence of increased footfall. Litter bin provision also has a part to play. The Council is committed to a review of litter bins in parks, replacing/renewing bins as it can afford them. This will be ongoing over several years. It will also look at condition and is already making site users aware that general waste bins can be used for dog waste by way of an information sticker on the bins.

The Council is already starting preparations for the re-letting of some of its main street scene contracts, including grounds/open space maintenance. These will start in September 2026. Whilst the Council will be unlikely to be able to afford to enhance standards further due to costs, it is being mindful of the feedback received from surveys and will factor in changes where possible to help improve effectiveness and efficiency, which will include litter and leaf clearances from footpaths.