

Lincoln Citizens' Panel Survey – July 2024 Results Summary

The maximum number of respondents per question was 394.

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.

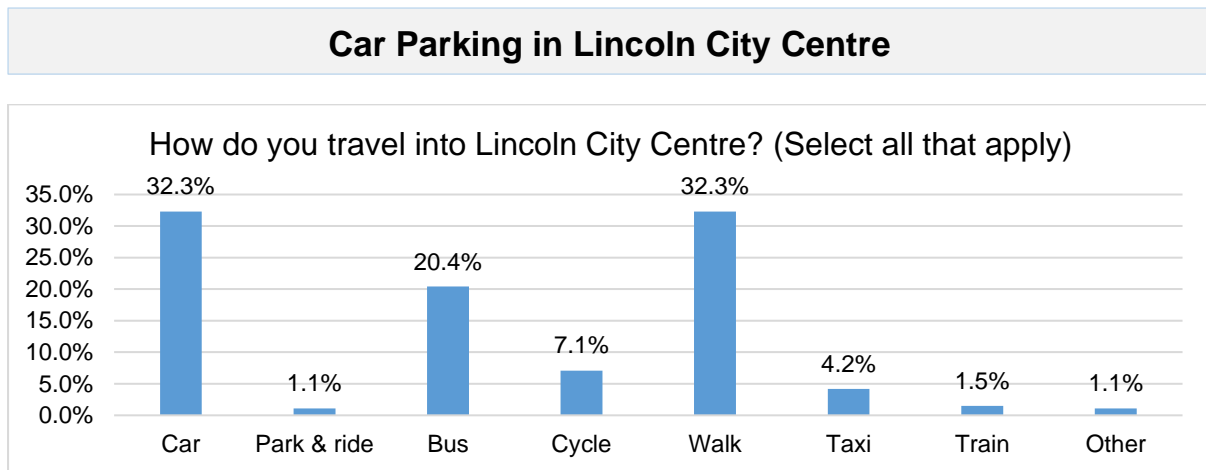


Figure 1

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 methods used was 'Car' and 'Walk' with a figure of 32.3% (233 respondents).

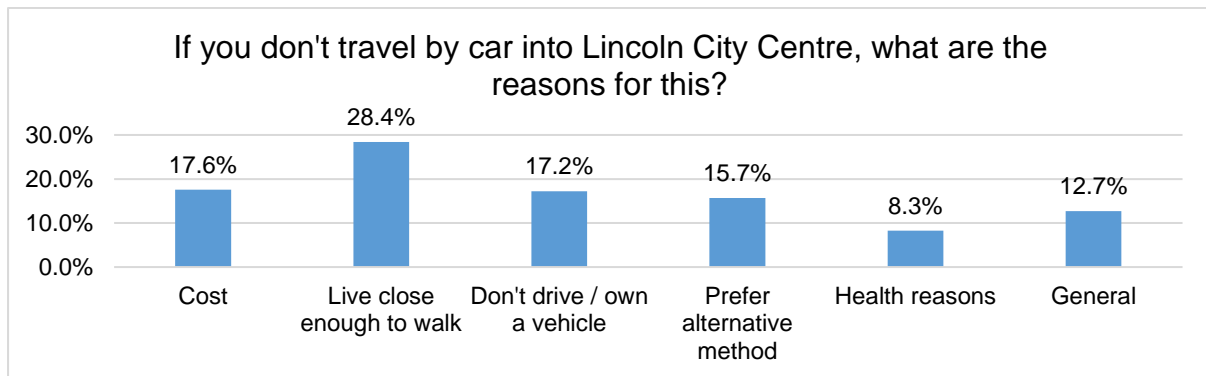


Figure 2

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 28.4% (58 comments) and the least common reason being 'Health reasons' at 8.3% (17 comments).

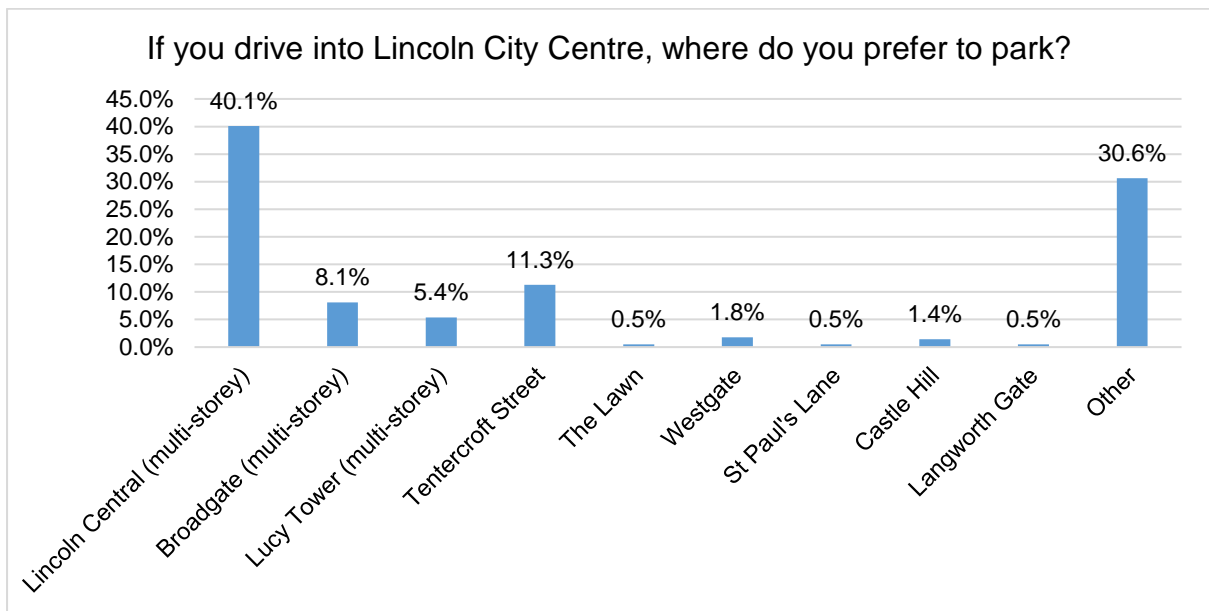


Figure 3

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 40.1% (89 respondents) selecting this as their preferred option. 30.6% (68 respondents) selected 'Other' as their preferred option, which included off-street parking, work car parks and NCP car parks.

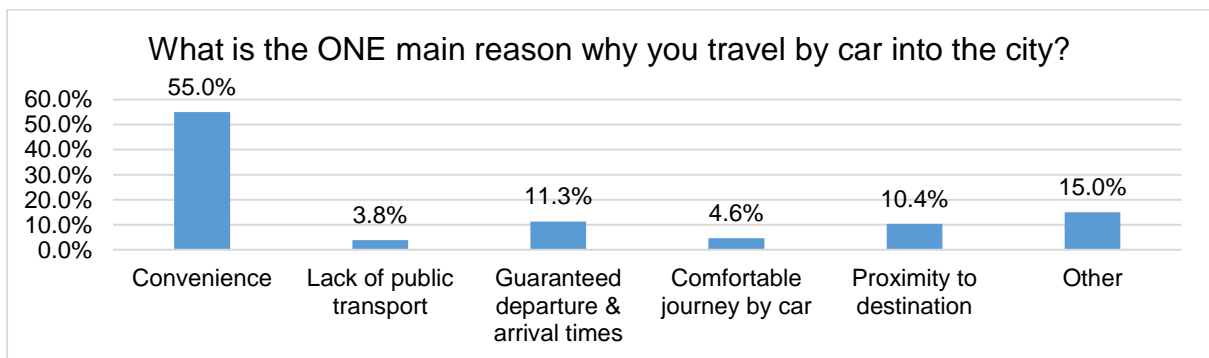


Figure 4

Figure 4 shows 55.0% (132 respondents) selected 'Convenience' as the main reason why they travelled by car into the city.

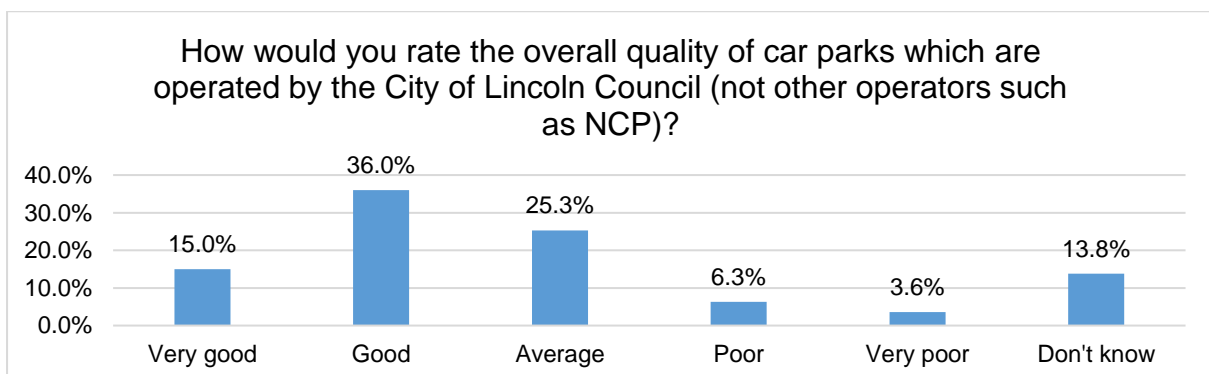


Figure 5

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, 51.0% (129 respondents) rated City of Lincoln Council car

parcs highly, selecting either 'very good' or 'good'. A further 25.3% (64 respondents) rated the quality of our car parks as average, whilst only 9.9% (25 respondents) rated these as 'poor' or 'very poor'.

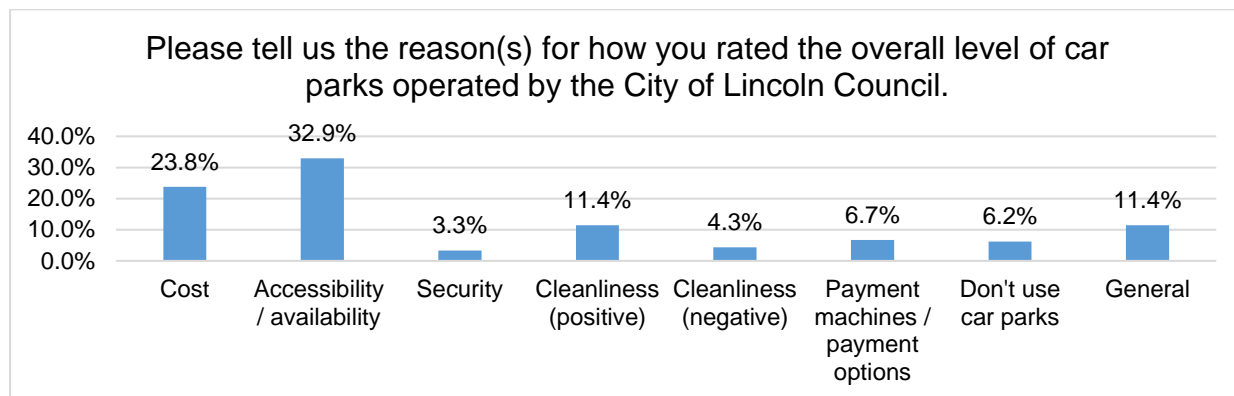


Figure 6

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 32.9% (69 comments) providing a response related to this category.

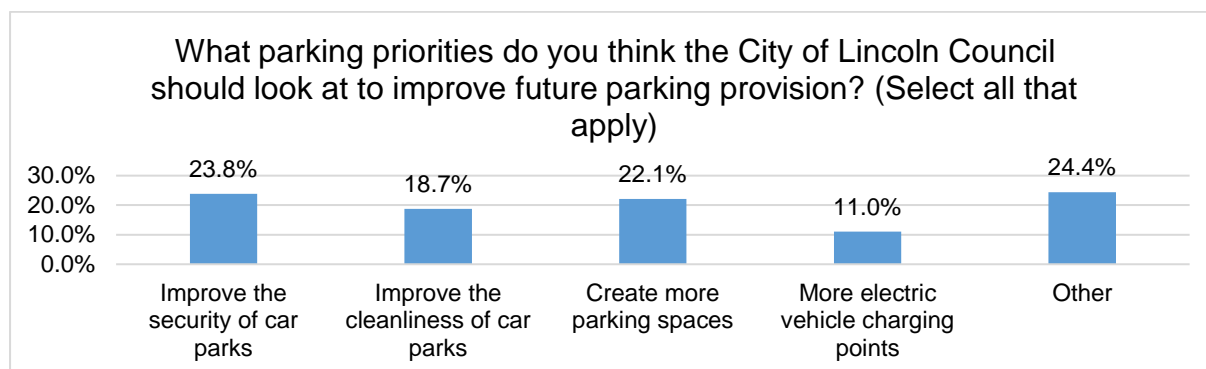


Figure 7

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 excluding 'Other' was 'Improve the security of car parks', with a figure of 23.8% (84 respondents).

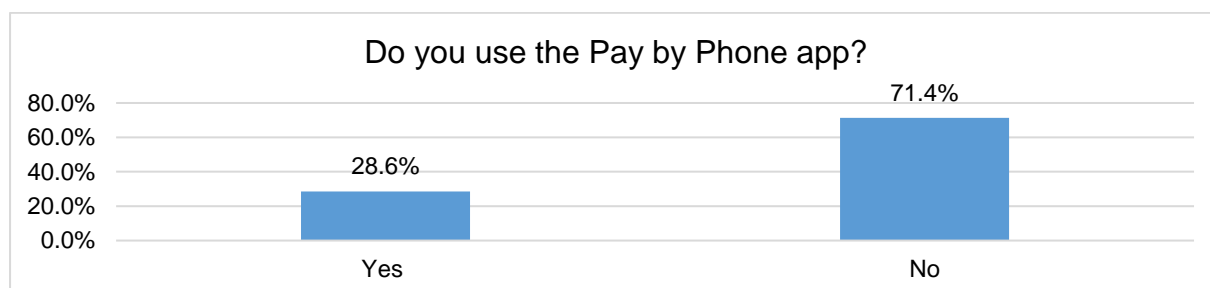


Figure 8

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 71.4% (180 respondents) as opposed to 28.6% (72 respondents) who had used it.

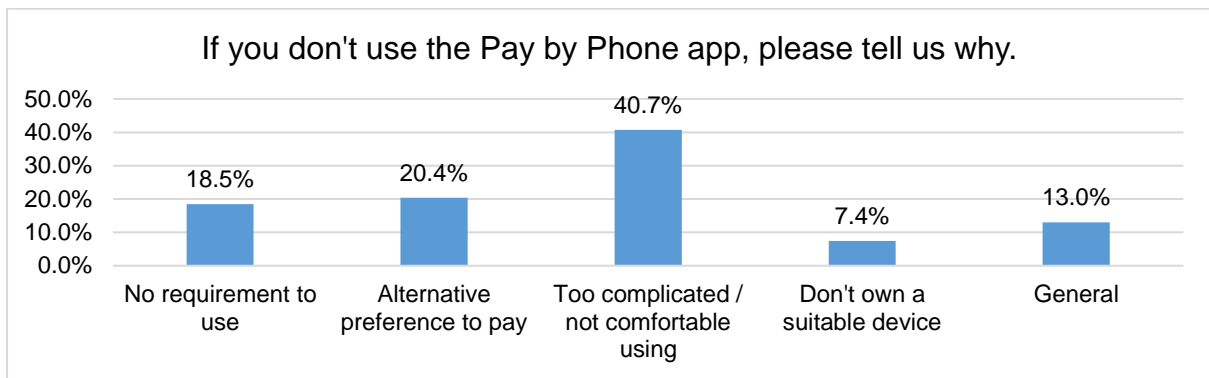


Figure 9

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 most common reason was 'Too complicated / not comfortable using' with a figure of 40.7% (66 comments).

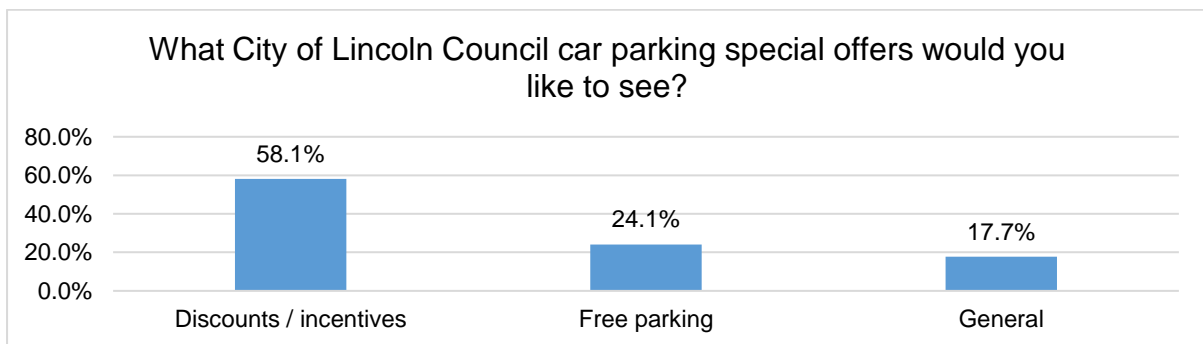


Figure 10

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 58.1% (118 comments) relating to this category.

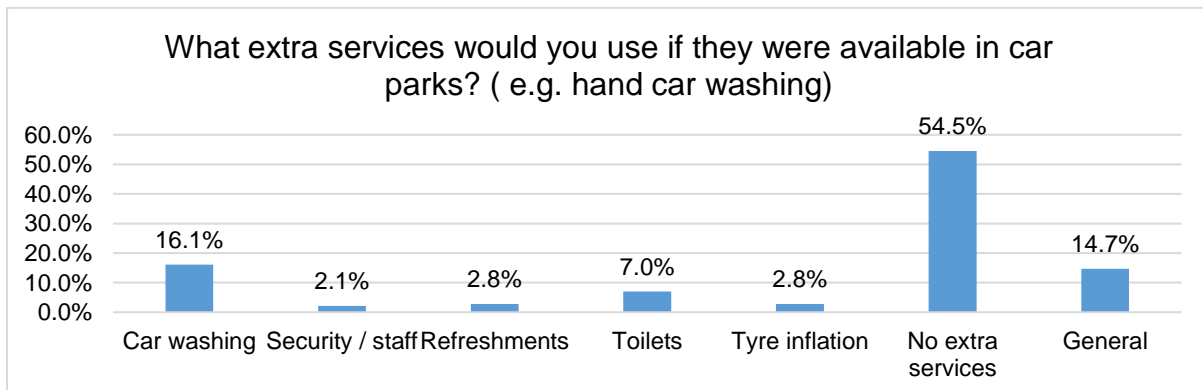


Figure 11

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 16.1% (23 comments) relating to this category. It is important to note that 54.5% (78 comments) raised no extra services were needed at the time of the survey.

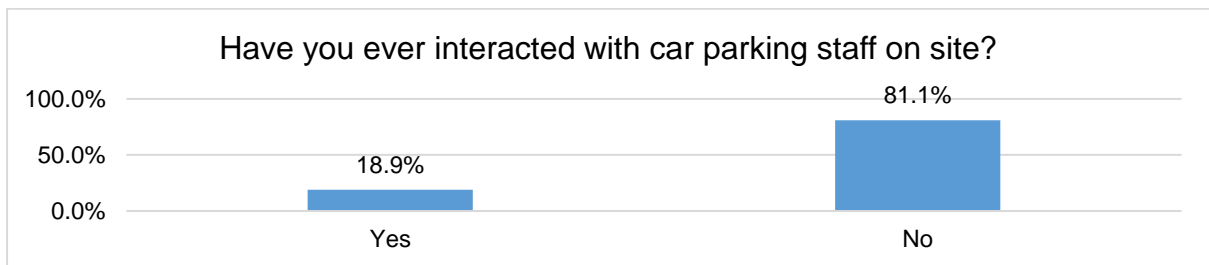


Figure 12

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 81.1% (198 respondents).

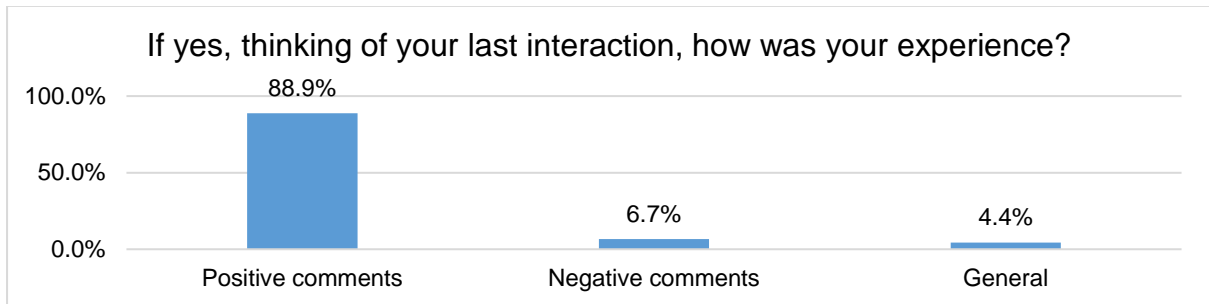


Figure 13

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 88.9% (40 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:

The responses to this question are shown in Figure 14 – Figure 16.

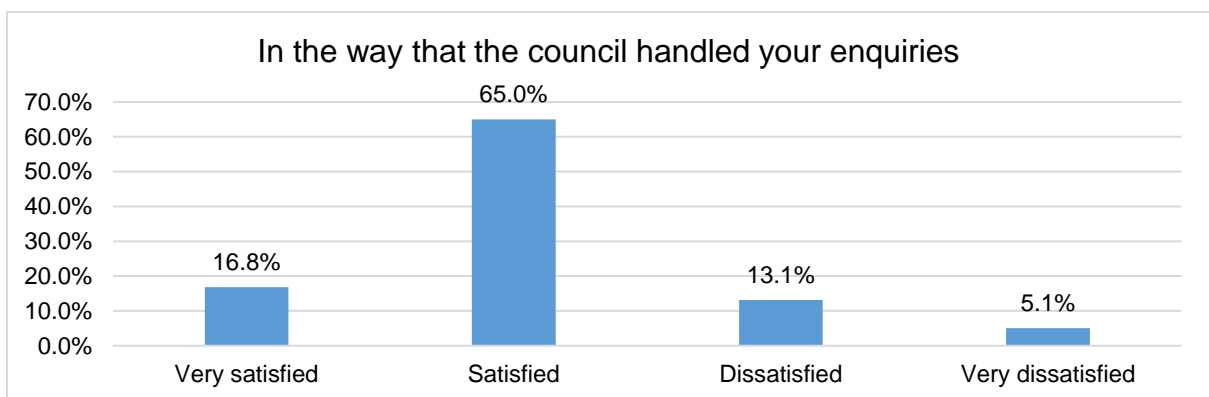


Figure 14

Figure 14 shows how satisfied respondents were in the way the council handled their enquiries. Overall, 81.8% (287 respondents) were either 'Very satisfied' or 'Satisfied'. A further 18.2% (64 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

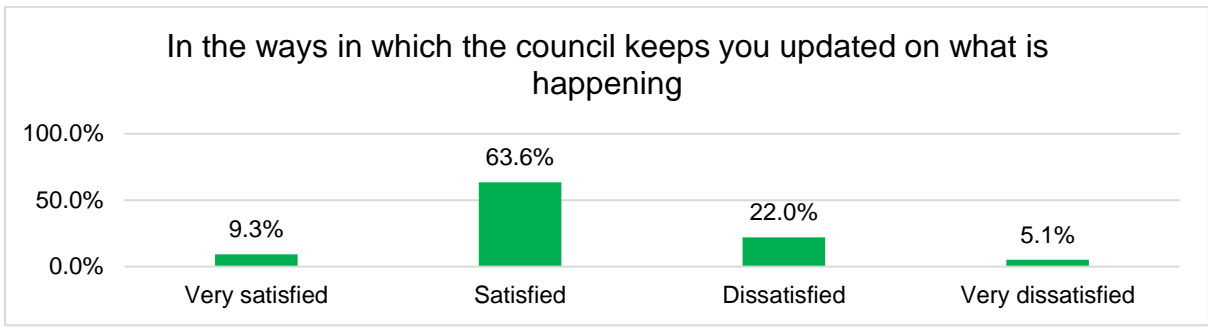


Figure 15

Figure 15 shows how satisfied respondents were in the way the council had kept them updated on what is happening. Overall, 72.9% (258 respondents) were either 'Very satisfied' or 'Satisfied'. A further 27.1% (96 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

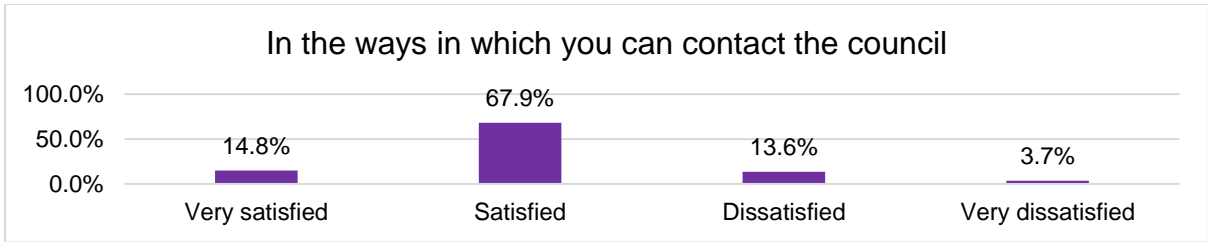


Figure 16

Figure 16 shows how satisfied respondents were in the ways that they could contact the council. Overall, 82.7% (291 respondents) were either 'Very satisfied' or 'Satisfied'. A further 17.3% (61 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

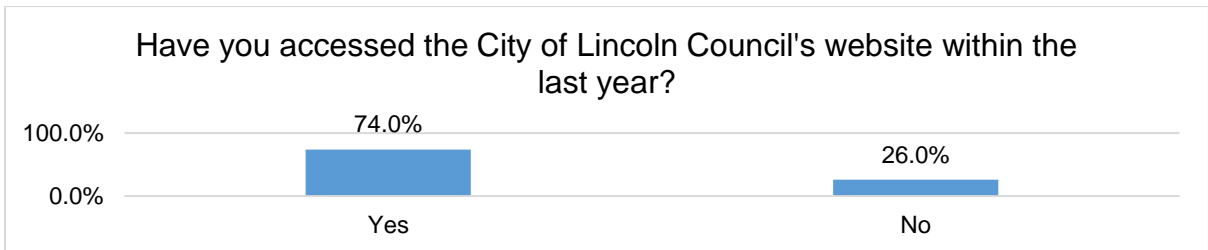


Figure 17

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 74.0% (291 respondents).

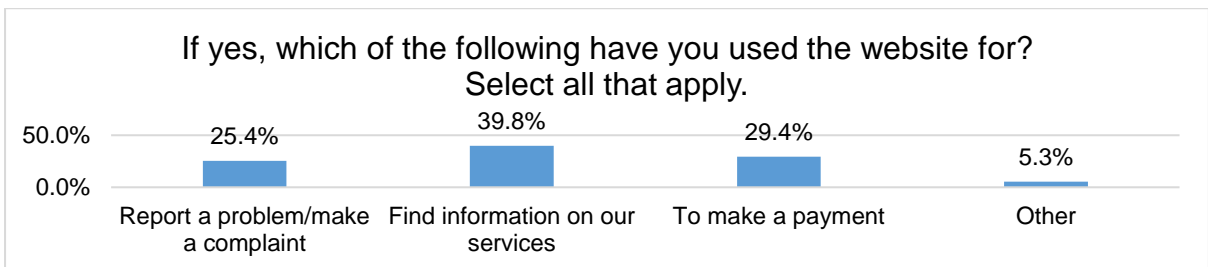


Figure 18

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 39.8% (157 respondents).

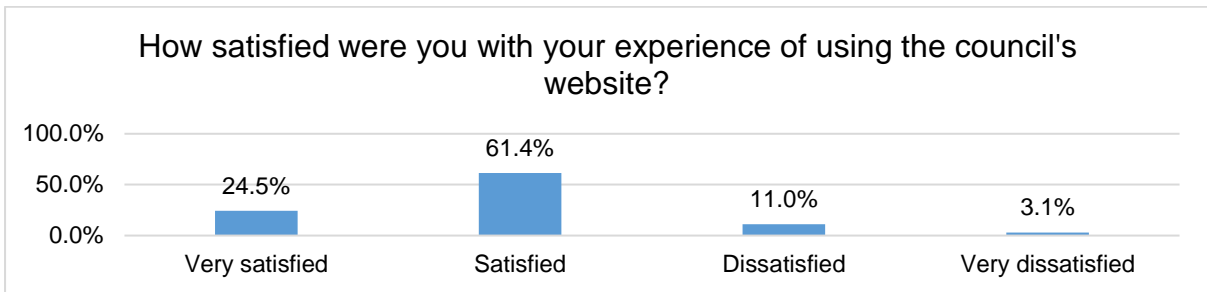


Figure 19

Figure 19 shows how satisfied respondents were with their experience of using the council's website. Overall, 85.9% (249 respondents) were either 'Very satisfied' or 'Satisfied'. 14.1% (41 respondents) of respondents were 'Very dissatisfied' or 'Dissatisfied'.

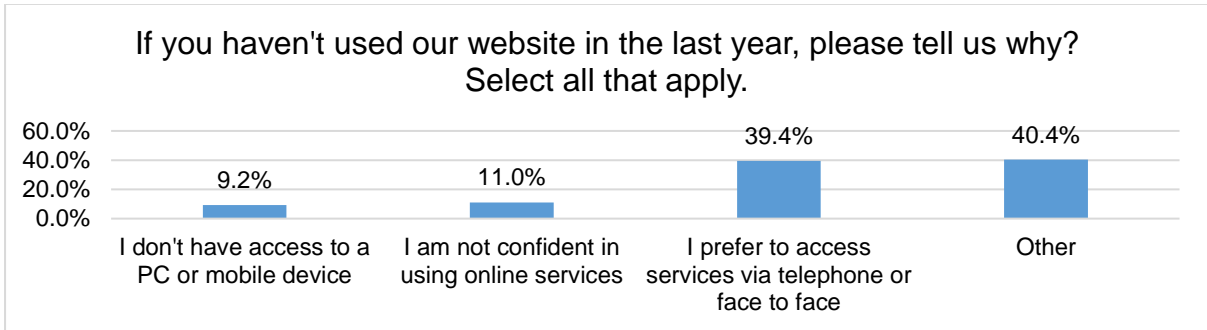


Figure 20

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 39.4% (43 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 figures 21-26 are based upon those respondents who used the facilities and services.

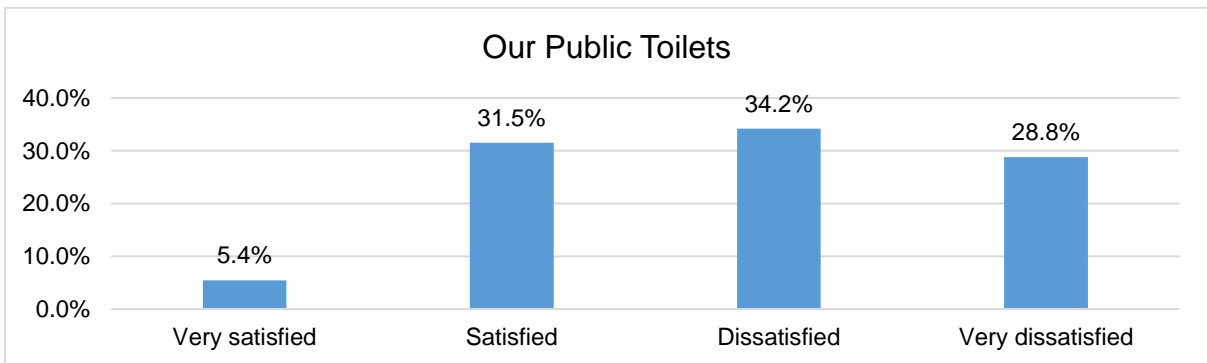


Figure 21

Figure 21 shows how satisfied respondents were with the public toilets in the city. Overall, 36.9% (95 respondents) were either 'Very satisfied' or 'Satisfied'. 63.0% (162 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

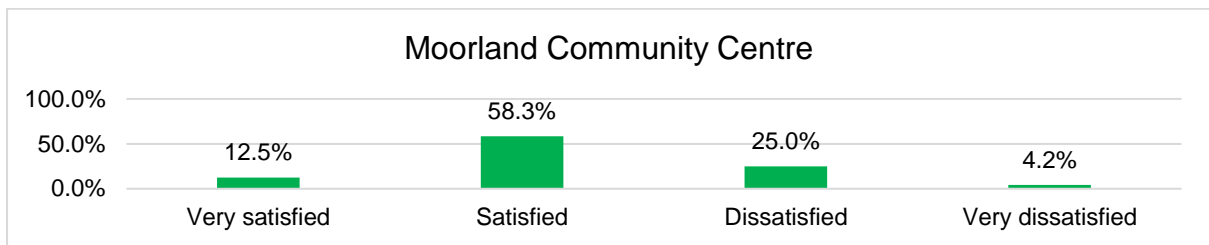


Figure 22

Figure 22 shows how satisfied respondents were with Moorland Community Centre. Overall, 70.8% (17 respondents) were either 'Very satisfied' or 'Satisfied'. 29.2% (7 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

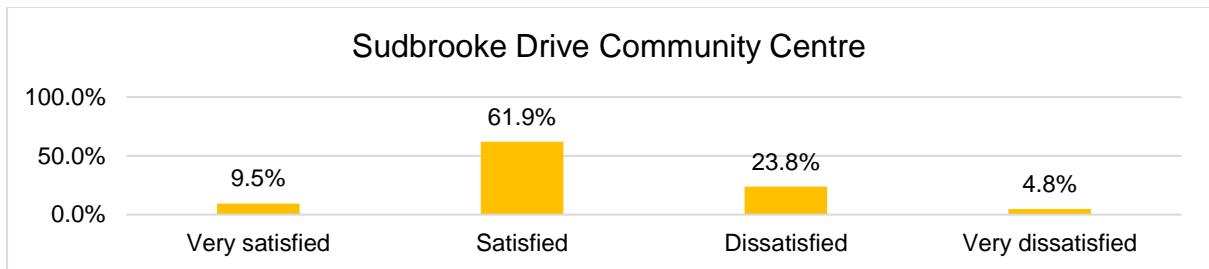


Figure 23

Figure 23 shows how satisfied respondents were with Sudbrooke Drive Community Centre. Overall, 71.4% (15 respondents) were either 'Very satisfied' or 'Satisfied'. 28.6% (6 respondents) was 'Very dissatisfied' or 'Dissatisfied'.

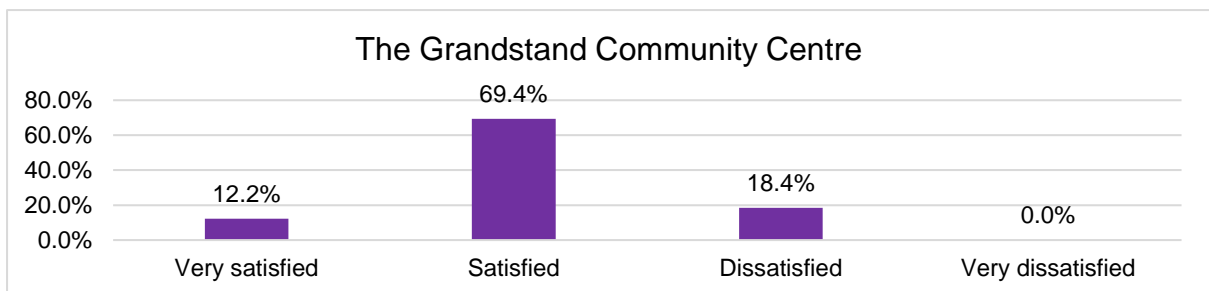


Figure 24

Figure 24 shows how satisfied respondents were with The Grandstand Community Centre. Overall, 81.6% (40 respondents) were either 'Very satisfied' or 'Satisfied'. 18.4% (9 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

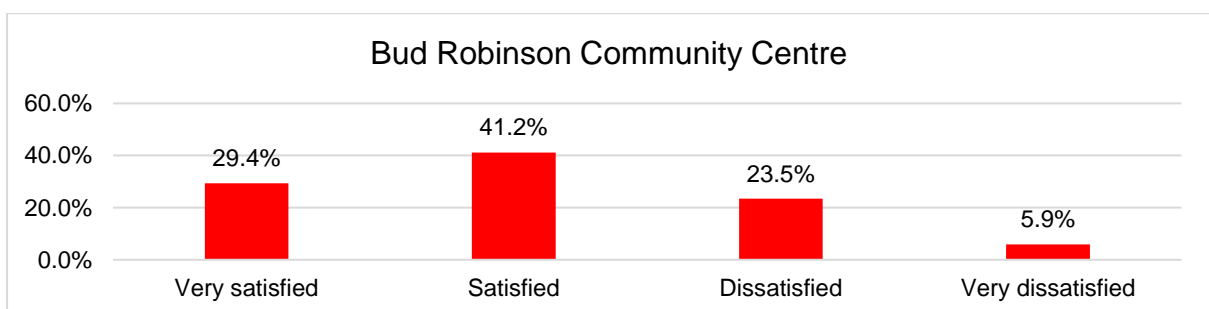


Figure 25

Figure 25 shows how satisfied respondents were with Bud Robinson Community Centre. Overall, 70.6% (12 respondents) were either 'Very satisfied' or 'Satisfied'. 29.4% (12 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

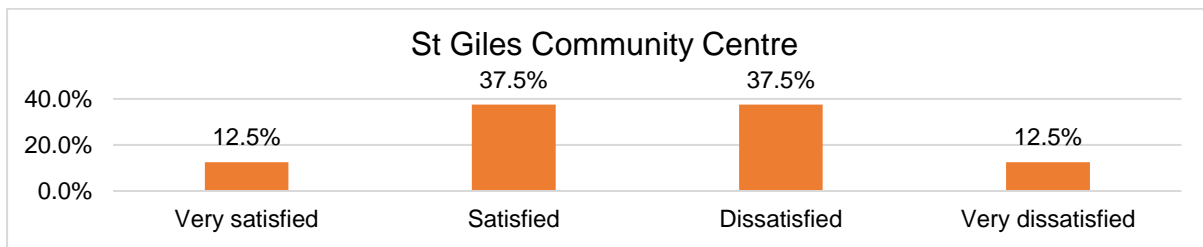


Figure 26

Figure 26 shows how satisfied respondents were with St Giles Community Centre. Overall, 50.0% (8 respondents) were either 'Very satisfied' or 'Satisfied'. 50.0% (8 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

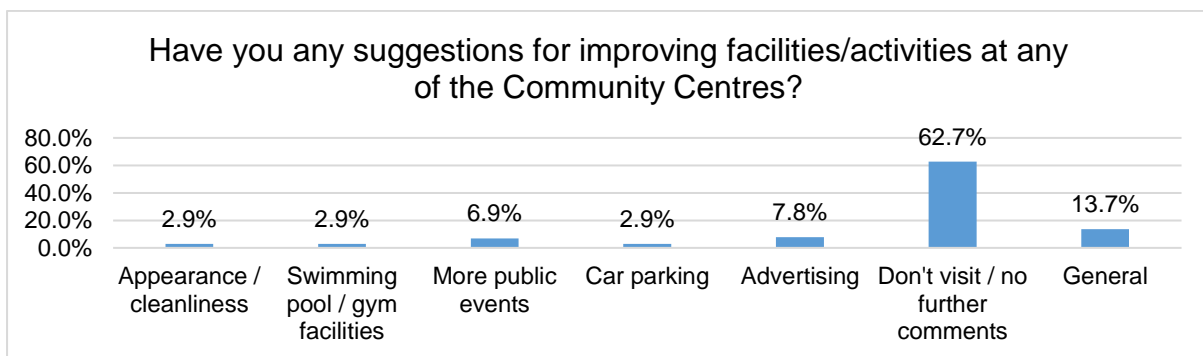


Figure 27

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. Excluding 'General' comments, 'Advertising' was the most common reason with 7.8% (8 comments). 62.7% (64 comments) were in relation to respondents who 'Don't visit / no further comments' at the time of this survey.

It is important to note that 17 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 figures 28-34 are based upon those respondents who used the facilities and services.

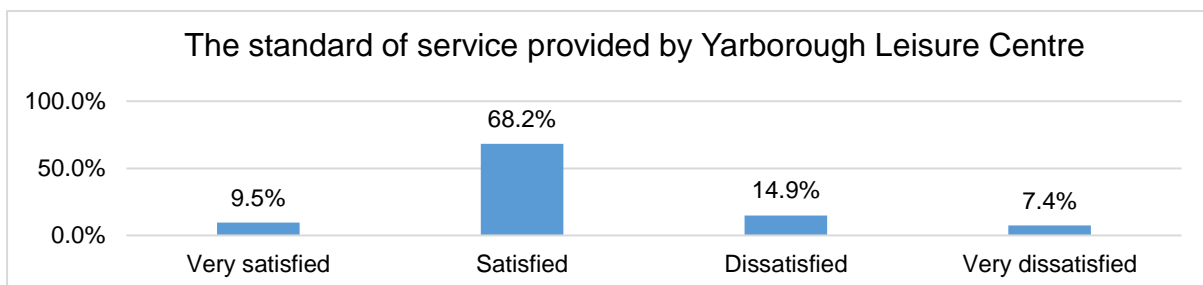


Figure 28

Figure 28 shows how satisfied respondents were with the standard of service provided by Yarborough Leisure Centre. Overall, 77.7% (115 respondents) were either 'Very satisfied' or 'Satisfied'. 22.3% (33 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

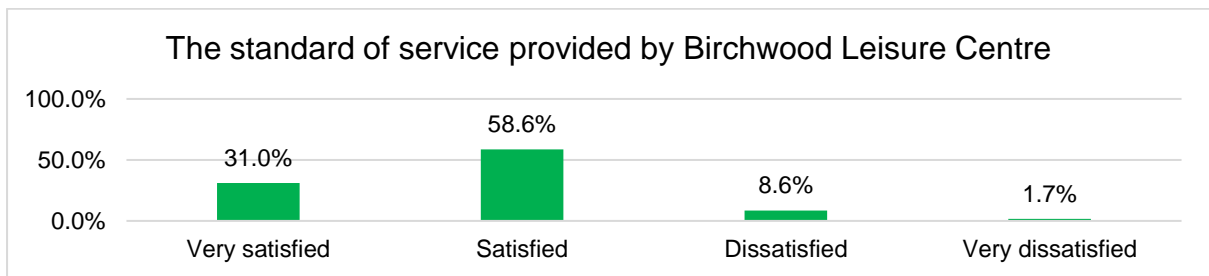


Figure 29

Figure 29 shows how satisfied respondents were with the standard of service provided by Birchwood Leisure Centre. Overall, 89.6% (52 respondents) were either 'Very satisfied' or 'Satisfied'. 10.3% (6 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

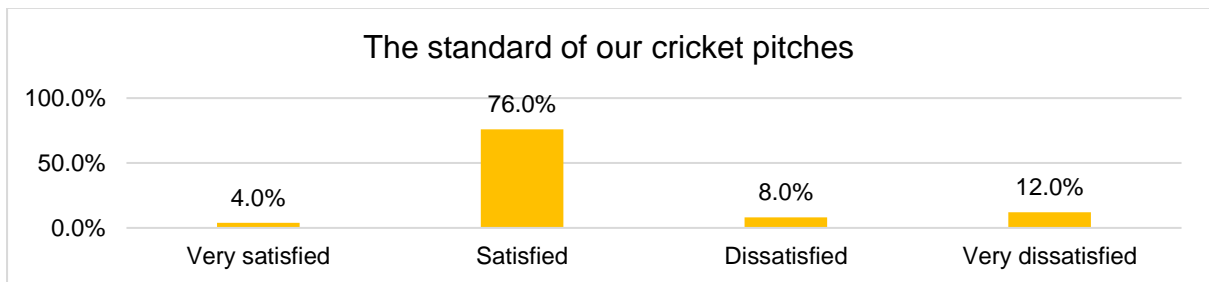


Figure 30

Figure 30 shows how satisfied respondents were with the standard of cricket pitches. Overall, 80.0% (20 respondents) were either 'Very satisfied' or 'Satisfied'. 20.0% (5 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

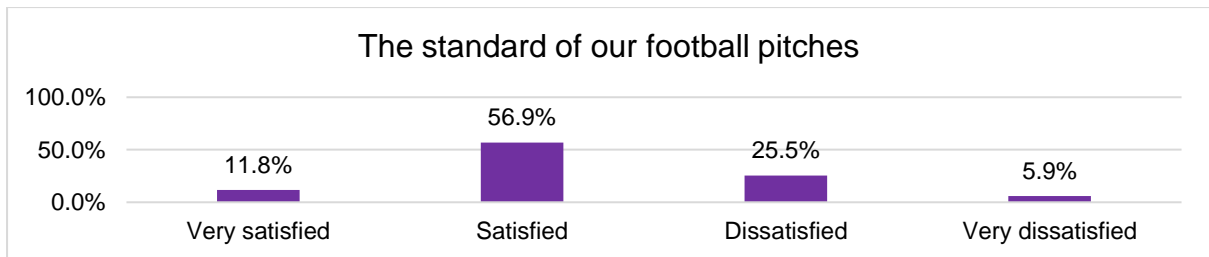


Figure 31

Figure 31 shows how satisfied respondents were with the standard of football pitches. Overall, 68.7% (35 respondents) were either 'Very satisfied' or 'Satisfied'. 31.4% (16 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

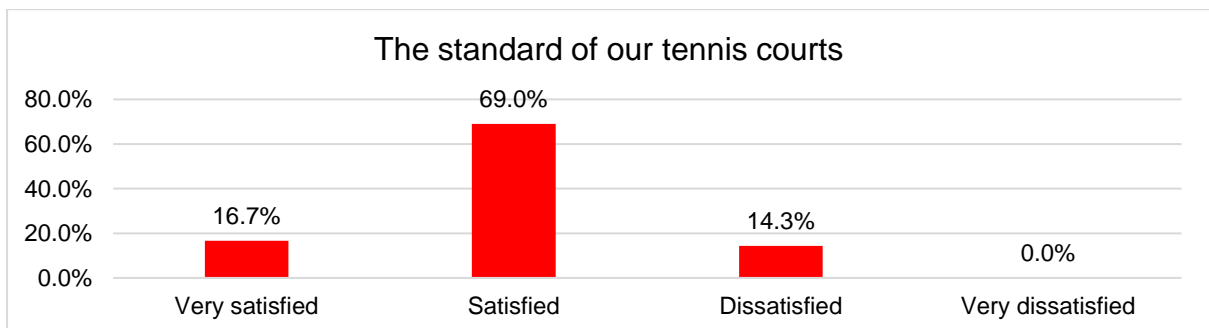


Figure 32

Figure 32 shows how satisfied respondents were with the standard of tennis courts. Overall, 85.7% (36 respondents) were either 'Very satisfied' or 'Satisfied'. 14.3% (6 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

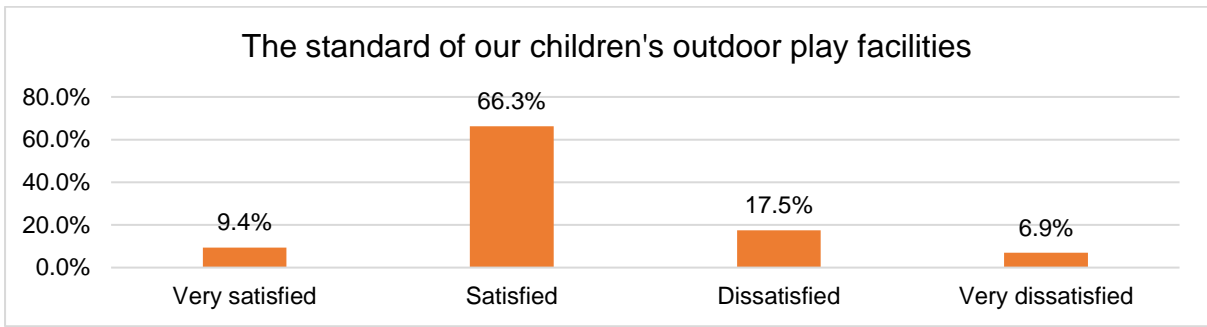


Figure 33

Figure 33 shows how satisfied respondents were with the standard of children’s outdoor play facilities. Overall, 75.7% (121 respondents) were either ‘Very satisfied’ or ‘Satisfied’. 24.4% (39 respondents) were ‘Very dissatisfied’ or ‘Dissatisfied’.

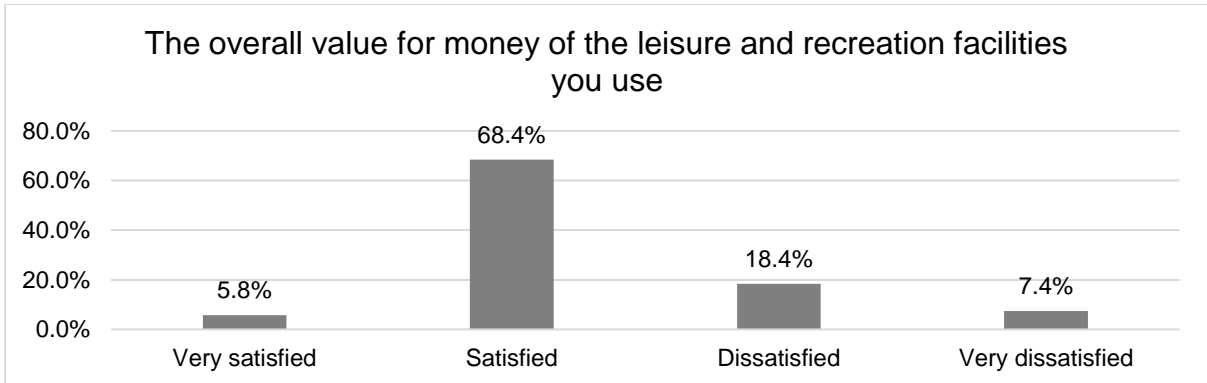


Figure 34

Figure 34 shows how satisfied respondents were with the overall value for money of the services used. Overall, 74.2% (141 respondents) were either ‘Very satisfied’ or ‘Satisfied’. 25.8% (49 respondents) were ‘Very dissatisfied’ or ‘Dissatisfied’.

Public Open Spaces / Grounds Maintenance

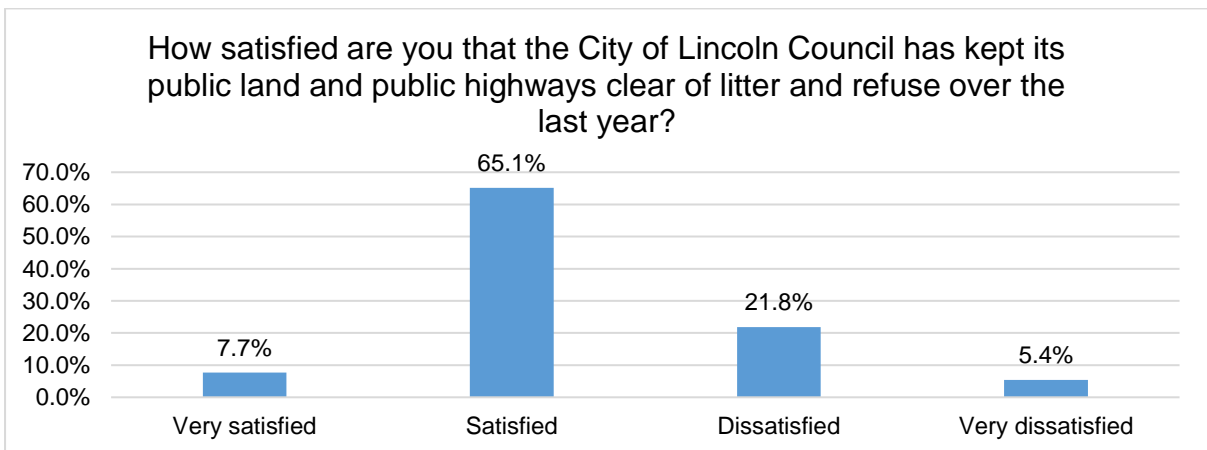


Figure 35

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, 72.8% (284 respondents) were either ‘Very satisfied’ or ‘Satisfied’ with this council service. 27.2% (106 respondents) were ‘Very dissatisfied’ or ‘Dissatisfied’.

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

The responses to this question are shown in Figure 36 – Figure 42.

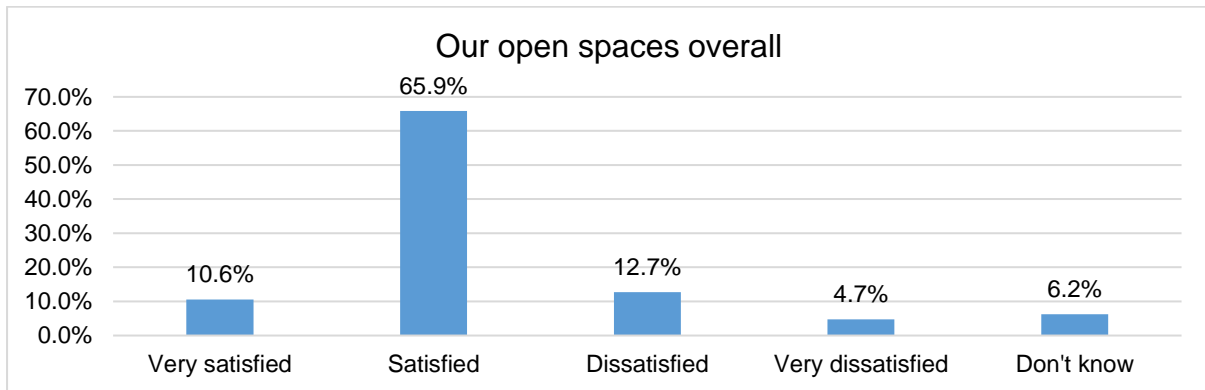


Figure 36

Figure 36 shows 76.5% (296 respondents) of respondents were either 'Very satisfied' or 'Satisfied' with the maintenance of our open spaces overall. 17.4% (67 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

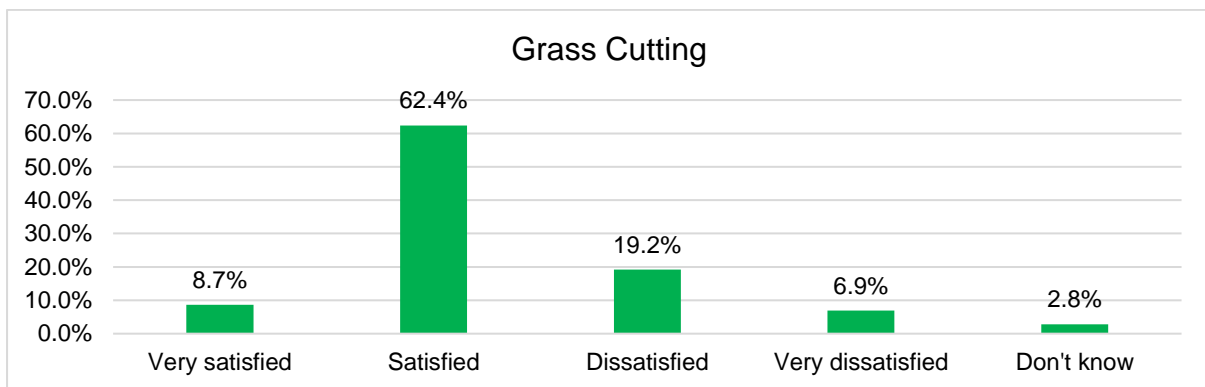


Figure 37

Figure 37 shows 71.1% (278 respondents) of respondents were either 'Very satisfied or 'Satisfied with grass cutting in the city. 26.1% (75 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

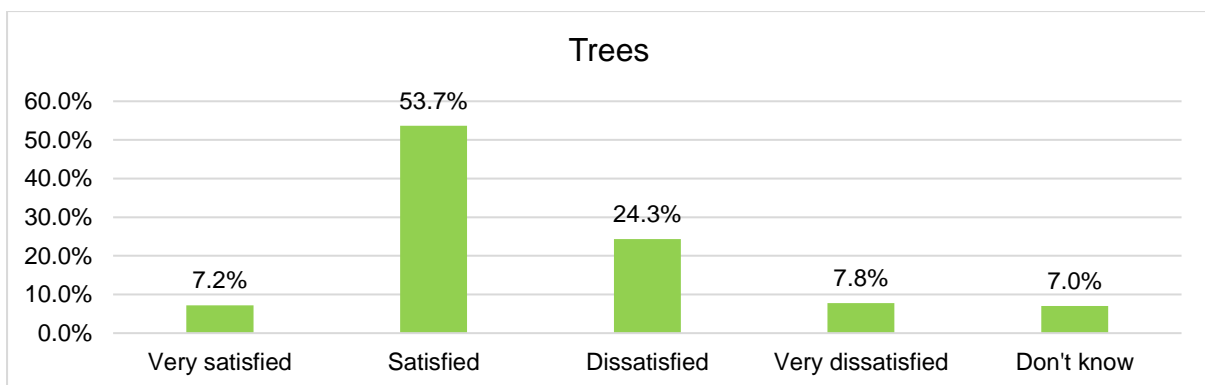


Figure 38

Figure 38 shows 60.9% (236 respondents) of respondents were either 'Very satisfied or 'Satisfied with the maintenance of trees in the city. 32.1% (124 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

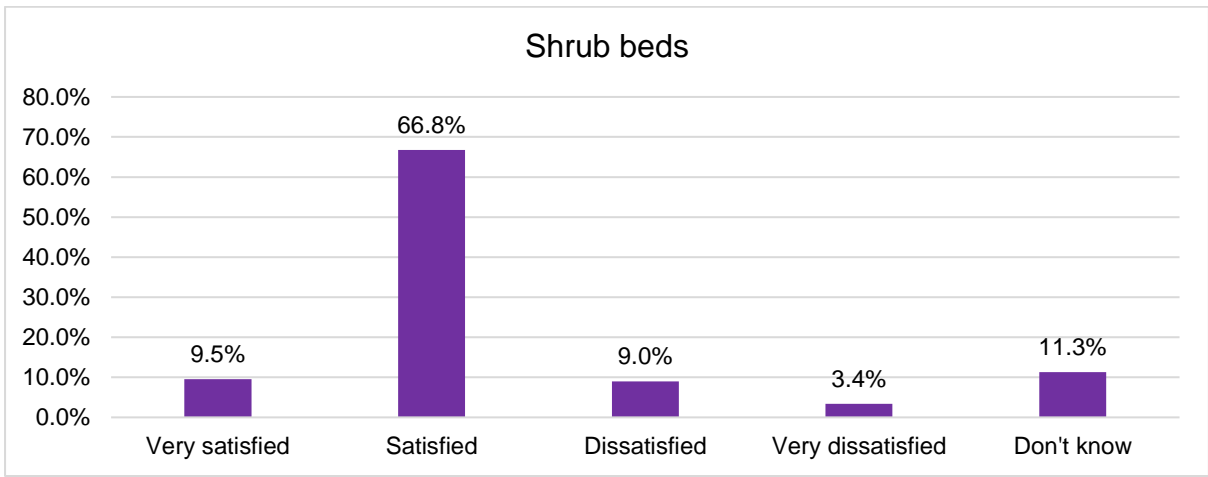


Figure 39

Figure 39 shows 76.3% (296 respondents) of respondents were either 'Very satisfied or 'Satisfied with the maintenance of shrub beds in the city. 12.4% (48 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

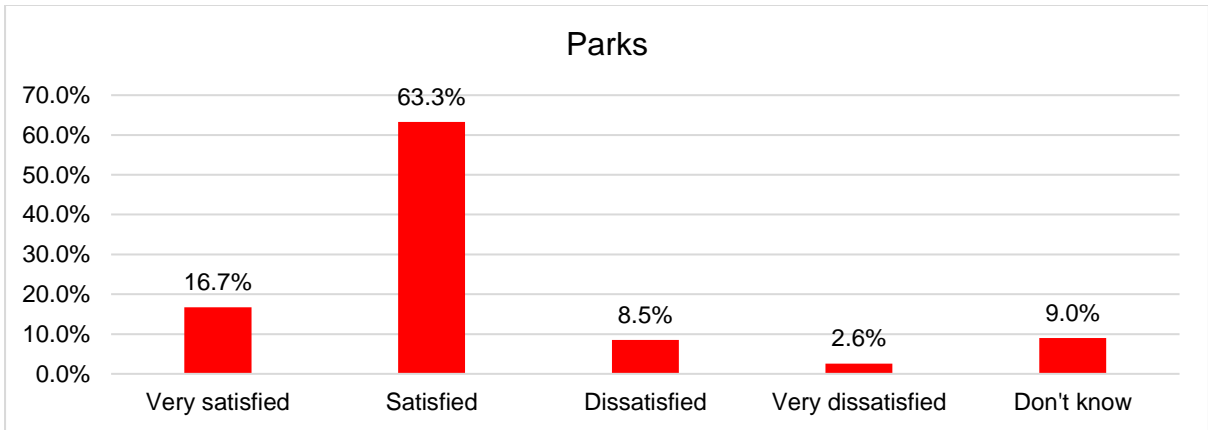


Figure 40

Figure 40 shows 80.0% (312 respondents) were either 'Very satisfied or 'Satisfied with the maintenance of our parks within the city. 11.1% (43 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

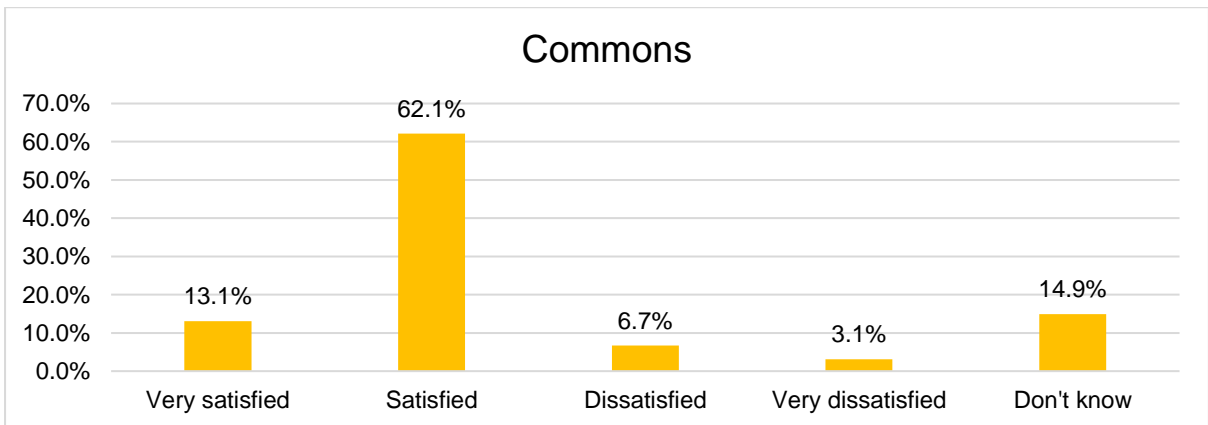


Figure 41

Figure 41 shows 75.2% (292 respondents) of respondents were either 'Very satisfied or 'Satisfied with the maintenance of our commons within the city. 9.8% (38 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

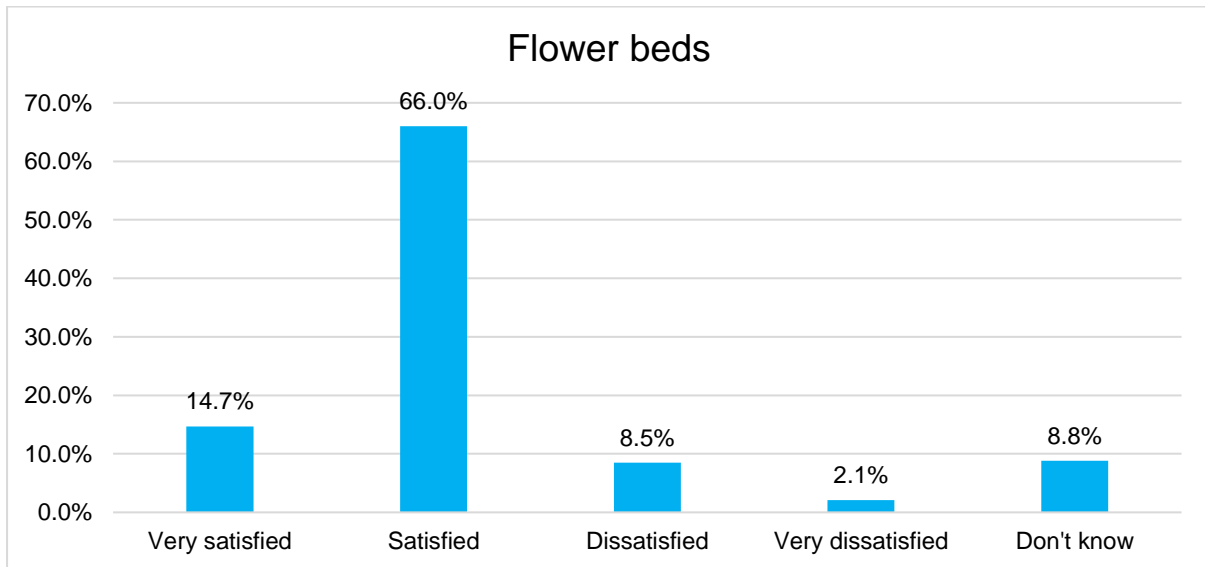


Figure 42

Figure 42 shows 80.7% (313 respondents) of respondents were either 'Very satisfied or 'Satisfied with the maintenance of flower beds within the city. 10.6% (41 respondents) were 'Very dissatisfied' or 'Dissatisfied'.

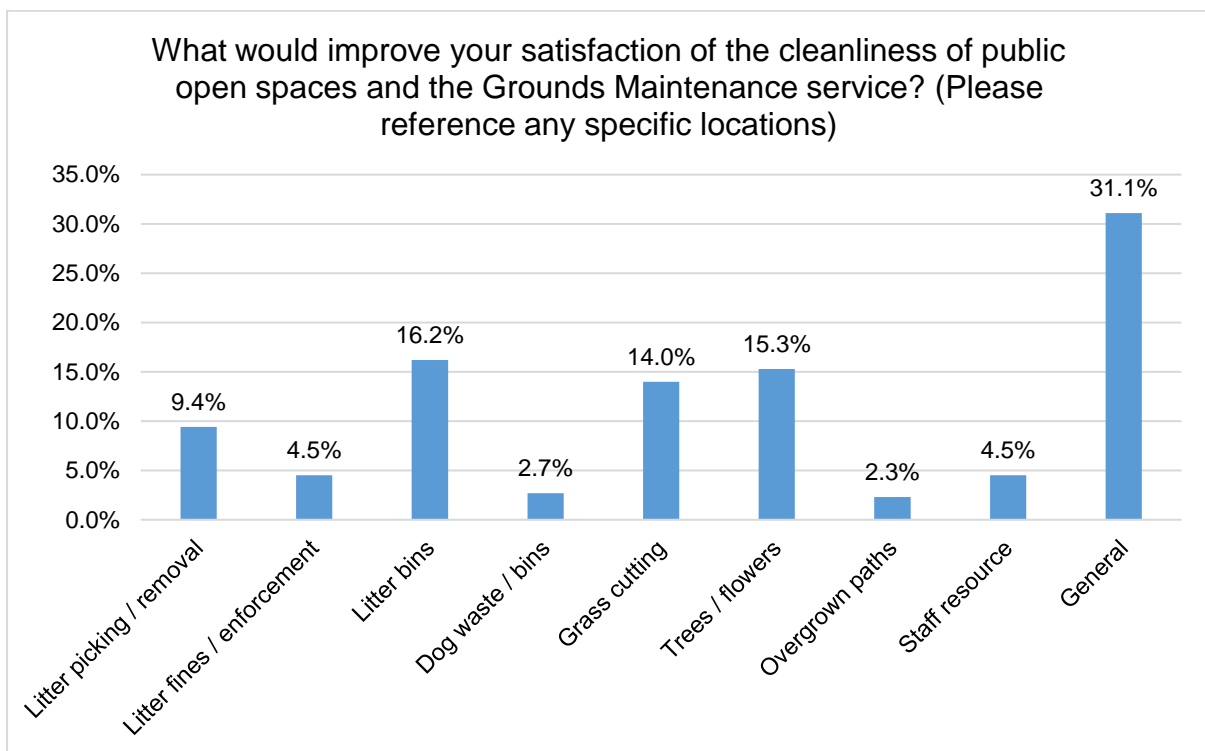


Figure 43

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 'Litter bins, with 16.2% (36 comments) suggesting these improvements.

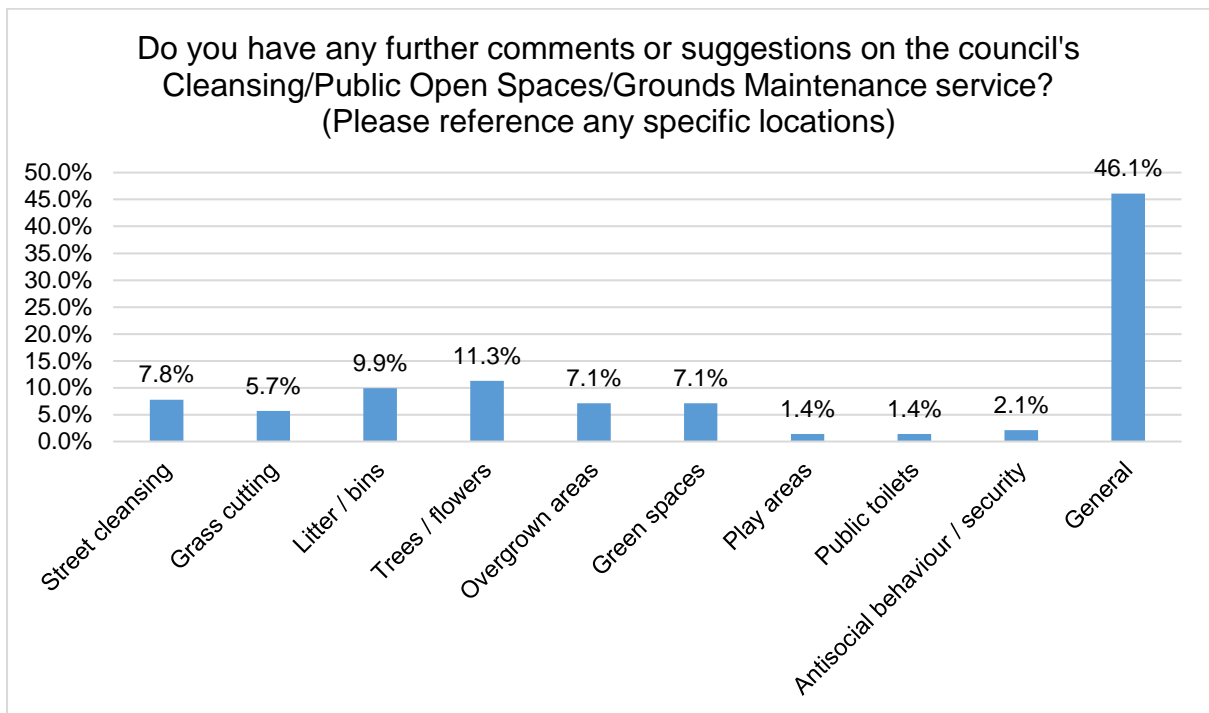


Figure 44

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 11.3% (16 comments).

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

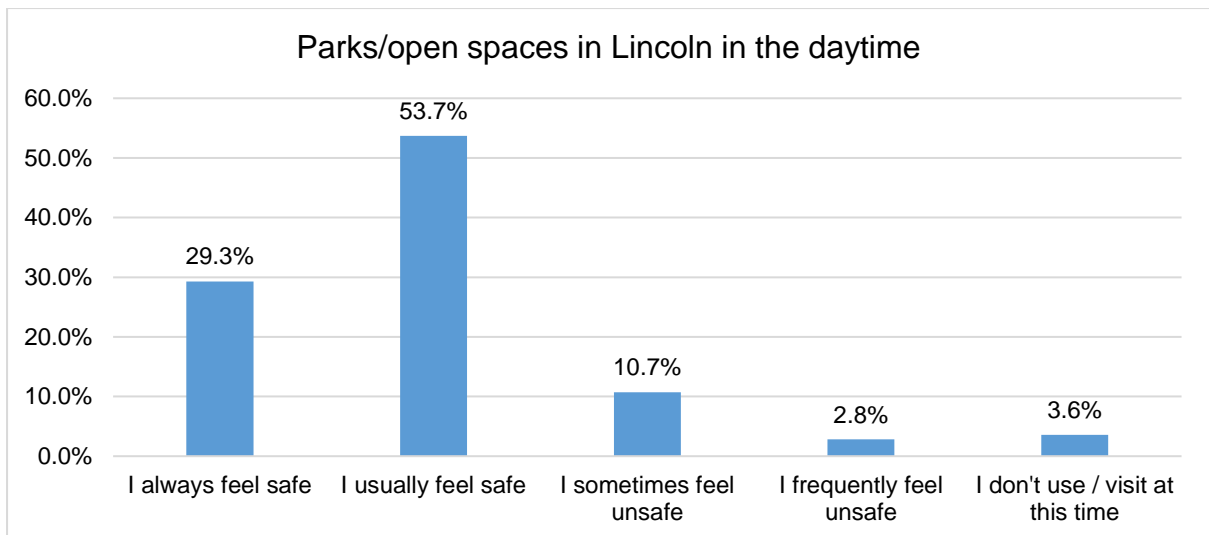


Figure 45

Figure 45 shows 83.0% (326 respondents) of respondents either always feel safe or usually feel safe when visiting parks/open spaces in Lincoln in the daytime. 13.5% (53 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

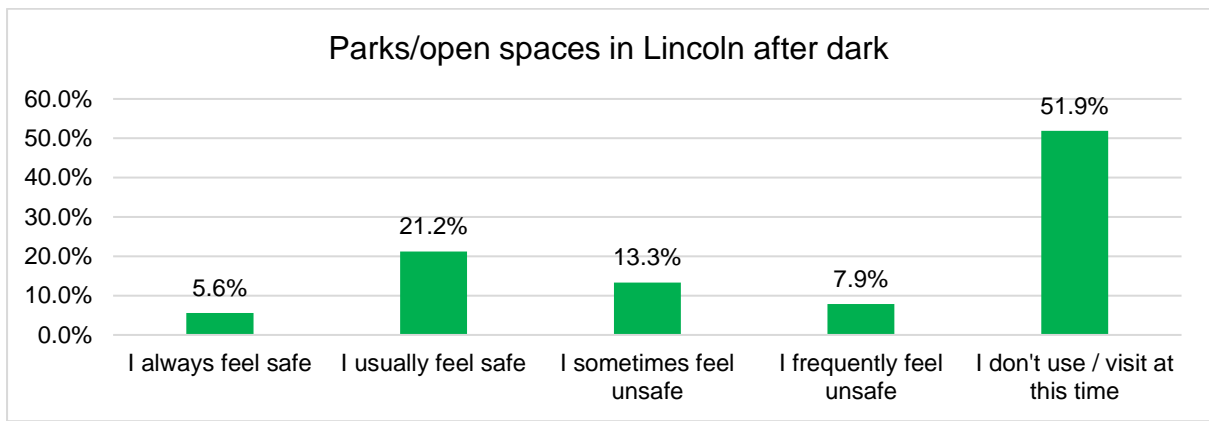


Figure 46

Figure 46 shows 26.8% (105 respondents) either always feel safe or usually feel safe when visiting parks/open spaces in Lincoln after dark. 21.2% (52 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

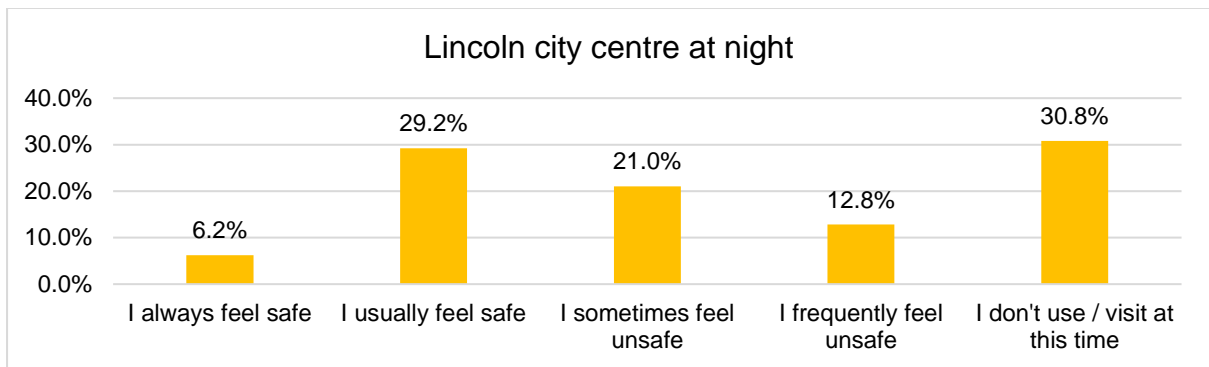


Figure 47

Figure 47 shows 35.4% (138 respondents) either always feel safe or usually feel safe when visiting Lincoln city centre at night. 33.8% (132 respondents) stated they either sometimes feel unsafe or frequently feel unsafe.

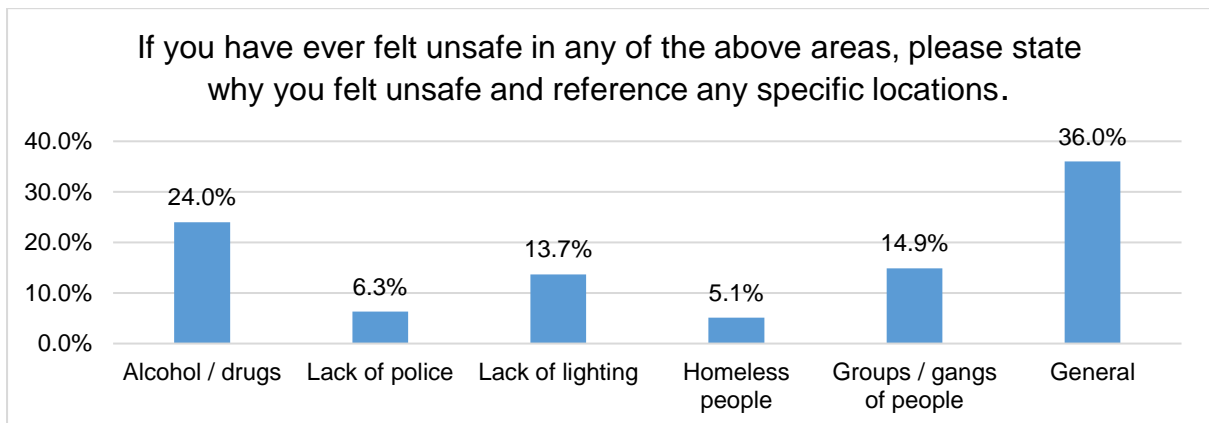


Figure 48

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 24.0% (41 comments) stating this as the reason why they felt unsafe.

Addressing Climate Change in Lincoln

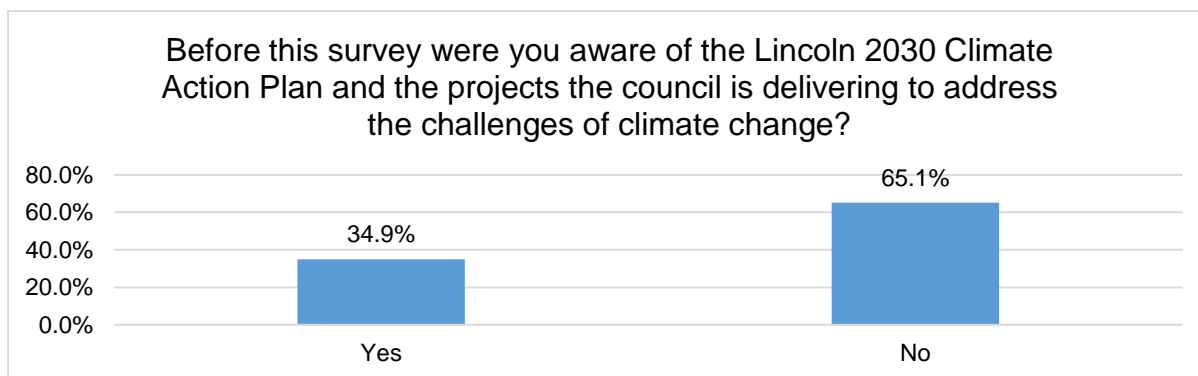


Figure 49

Figure 49 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, 65.1% (254 respondents) were not aware, with 34.9% (136 respondents) being aware of this.

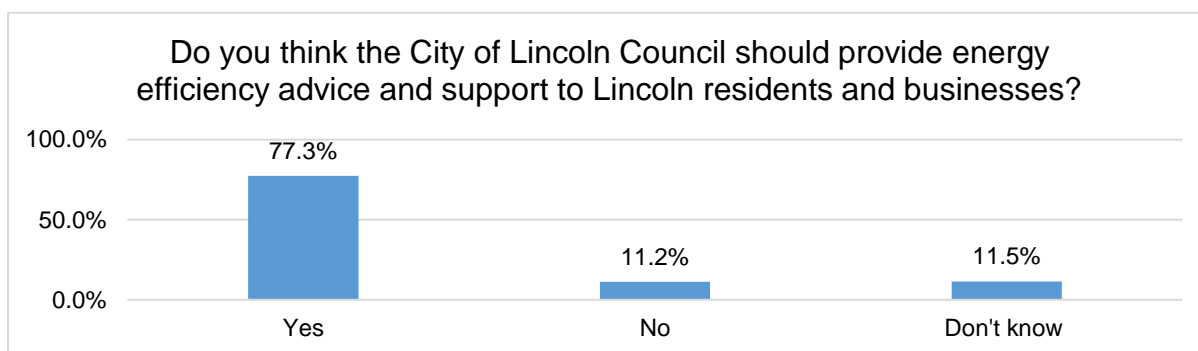


Figure 50

Figure 50 shows if respondents thought the City of Lincoln Council should provide energy efficient advice and support to Lincoln residents and businesses. Overall, 77.3% (303 respondents) thought the council should provide this advice and support, with just 11.2% (44 respondents) stating they didn't think the council should provide this advice and support.

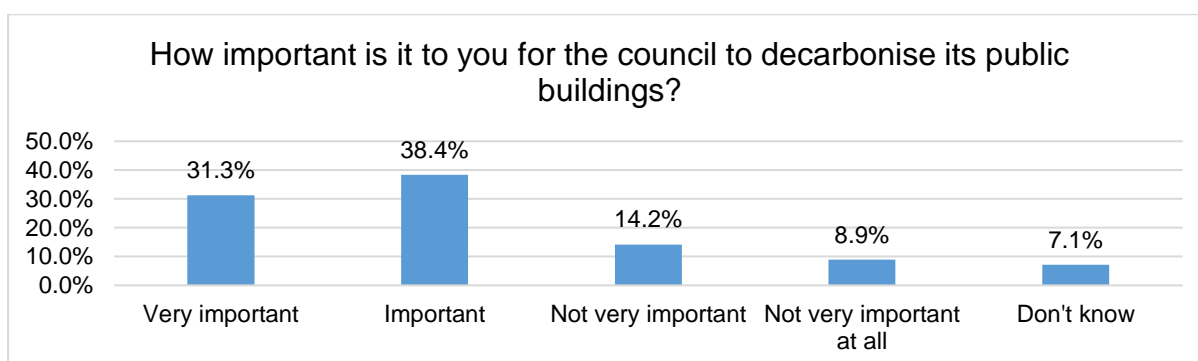


Figure 51

Figure 51 shows how important respondents thought it was for the council to decarbonise its public buildings. Overall, 69.7% (274 respondents) thought this was either 'Very important' or 'Important', with just 23.1% (91 respondents) thinking this was either 'Not very important' or 'Not very important at all'.

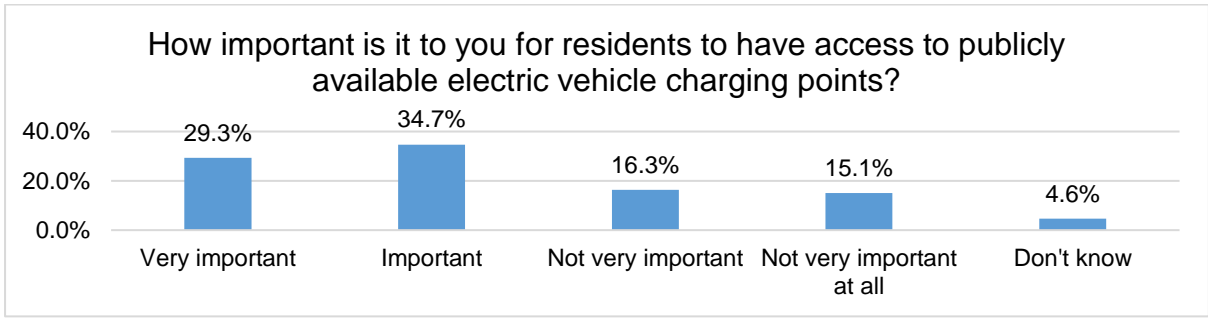


Figure 52

Figure 52 shows how important respondents thought it was to have access to publicly available electric vehicle charging points. Overall, 64.0% (251 respondents) thought this was either 'Very important' or 'Important', with just 31.4% (123 respondents) thinking this was either 'Not very important' or 'Not very important at all'.