

‘You Said We Did’

Lincoln Citizens' Panel updates from July 2024 consultation

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 consultation.

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 has undertaken a full assessment of the responses received from the July 2024 Lincoln Citizens' Panel consultation. Provided below are the key issues raised by respondents in relation to car parks owned and operated by the City of Lincoln Council. Also provided below is an insight into some of the actions we are taking to improve the car parking offer within the city in response to these issues.

The key issues raised by Lincoln Citizens' Panel members include:

- Car parking is incredibly expensive for the quality of provision - the prices do not benchmark well with similar types of city centre / shopping destinations.
- The pay by phone and the contactless function often doesn't work at some car parks.
- There are machines that have been out of action for months (possibly over a year) with no sign of them being fixed.
- Some car parks are cramped for space.

Actions in response to key issues raised:

- Each year we ensure that the cost of parking in all of our car parks remains competitive and in most cases cheaper than alternative providers in the city. All of our car parks compare very favourably with city's close by and we also provide a range of price point options across our car parks.
- We are in the process of procuring a new payment system for Central Car Park, which should be delivered early next year and will significantly improve the user experience making payment quicker, easier and more reliable.
- We have re-lined the entire car park at Broadgate making the spaces much wider as well as installing additional bird-proofing measures. Additionally, improvements are being made to the lighting system all of which make this lower cost car park a much improved offer for customers.

Public Open Space and Grounds Maintenance

The Community Services Team have undertaken a full and detailed assessment of all 325 comments received, splitting comments by both site and issue. The team has therefore been able to look at issues by grouped typologies and assess these against our own internal information to look for trends. The three key areas the team has used for grouping comments have been cleansing, grounds, and facilities. 'Grounds' made up the largest score, with 35%, with 'cleaning' just behind at 28%. Comments on the quality of 'facilities' trailed at just 3%.

Key issues relating to 'grounds' were about grass cutting and trees almost equally. With regards to grass, whilst there was clear support for leaving areas uncut / rewilded, it seems that the areas that are cut are not always left tidy afterwards. Comments on trees were predominantly based on seeking proactive trimming. Comments on 'cleansing' seem to have been about littering, manifested by requests for more bins. The majority of comments about 'facilities' sought more play equipment.

In terms of actions:

- where these were specific and actionable, duties have been referred to relevant staff to consider action.
- the broad outcomes will be referred to staff meetings so all staff are aware.
- the broad outcomes will be raised in contracts Performance Management Board meetings, so contractors can see the part they play and feedback relevant to their work.
- proactive tree surveys will continue and should begin to address some of the tree issues (mindful that not all trees are city council owned e.g. Highway trees)
- rationalisation of litter bins will continue, to try to make best use of the available budget and make bins more accessible.