

Appendix B

June/July Citizens Panel 2017

Number of respondents - 323

Council Services

Q2 The City of Lincoln Council provides many services. Overall, considering all contact you have with the city of Lincoln council, how satisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not used
In the way that the council handled your enquiries	81	114	19	11	7	89
In the ways in which the council keeps you updated on what is happening	38	154	62	29	6	27
In the ways in which you can contact the council	86	156	32	12	4	27
That the council is helping to drive the city forward	44	152	74	25	10	8
In the value for money offered by the city council	36	132	92	36	9	9

Other Comments – See appendix 1

Q3 Do you feel that City of Lincoln Council acts upon the concerns of local residents,

- Always 21
- Most of the time 159
- Not very often 72
- Never 3
- I don't know 52

Appendix 1 – Q2 The City of Lincoln Council provides many services.

Overall, considering all contact you have with the city of Lincoln council, how satisfied are you: - Other comments

- I would like to see a more person to person approach having being passed on from one to another i find it annoying that no one seems to know anything
- N/A
- Reported anti social behaviour, very poor response from the Environmental Dept
- The council tax keeps increasing and services decreasing
- Turning all the lights out after midnight is unsafe, cause accidents to happen and makes it easy for criminals to target without being seen
- not aware of anything which i use or to which my money gets spent on
- Value you for money- what a joke. Council tax has risen yet services aren't getting any better in fact you're actively trying to close services. In addition closing half of Pelham bridge to up date the flower arrangements! Do you really not think that money would be better spent elsewhere? Perhaps on saving monks rd walk in centre or grass cutting services particular on areas of Lincolnshires roads where there are plenty of black spots
- Some of the priorities for spending are very questionable
- I continue to support a local authorities' set up for 'Lincolnshire' of three unitary areas and a parish / ward (several combined as in Boston and West Lindsey) local council. Within this is a clearer division of what services should be provided by each level of central government and local government more akin to Redcliffe Maud
- Poor communication around additional road closures the weekend of the cycle race this year. access to westgate school was blocked on the friday afternoon.
- need to be more forward thinking, to many committees lead to slow decision making
- Because of health issues I rarely get into the city so all my contacts are by post
- I'm unhappy that I keep getting emails from the City Council through Aggresso Mail asking for a booking when I've retired from the Foundation of Christ's Hospital 18 months ago and I have been in touch three times or more about it. Driving the city forward without due consideration to the citizens eg industrial sites in residential areas, lack of urban village, lack of car parking.
- Re: Council keeping me updated - in the last few years ward boundaries were changed - I was in Boutham ward and am now in Park Ward. However, the Council never informed me of this change, I found out by default
- Green bins cost more and more. Never see Police around our local area.
- Will be a good thing when the transport hub is completed.
- the city just cant cope with the amount of traffic.
- The one thing that our city lacks is lack of shops. BHS has gone, Dorothy Perkins gone. Although I know this is not the council's fault, this is the one thing the city lacks, it's all coffee and milkshake shops now.
- I am 88 years old - my only methods of contact for repairs are on foot to City Hall or by landline. The first is becoming physically too difficult. The second too expensive. I do not own a computer which I REFUSE to own. I DREAD telephoning City Hall - too expensive due to excessive waiting on the phone.
- asked the street light to be repaired, myself and several neighbours. Council wouldn't repair it. the light was only repaired following canvassing for election an attempt to

gain votes by fixing what we has been paying for, for nearly 12 months. Not acceptable.

- the council does not take forward any complaints about their services or tenants, especially from private households neighbouring council properties. The services are in decline and the taxes are increasing. The increase in green bin prices equated to a 38% increase
- Lincoln has been ruined by the changes that have been made. I have spoken to many visitors about the city and around 80% are not going to return. not everybody wants to visit up hill and preferred coming to the town centre because it was different, now they can see the same shops in there own town. Pitty you cant but the clocks back 2 years.
- I do not like the new plans for Lincoln, too many high rise building
- I am dissatisfied with charge for green bins, I feel it is not necessary for collections during winter months its certain that theres not much garden rubbish to collect during he months of Oct-Mar as the collection lorry comes very early where as the rest of the year when its an afternoon collection
- The efforts of the council is appreciated
- I was told by the housing agent he was looking into pulling my garage down as its asbestos. Its been up since 1969, its cracked and almost falling down. I have not heard anything about it and my son works with asbestos at Rilmac!
- Sometimes response from the council is very slow, e.g. when I reported a faulty street light in my area as did many other local residents, it was months before the problem was resolved
- Received little information to be able to comment. I know how to find the information should I want to.
- question 1 - most issues would be very satisfied , One issue (tree cutting from 2-3 years ago) brought this down
- COUNCIL TAX RAISED FOR FEWER SERVICES. MONEY PAYING WORKERS WHO GIVE YOU NO - OR MAYBE ANSWERS.
- Long term residents are being forgotten, commercial interests are being courted over the interests of residents. Market changes, bus station and road changes are adversely affecting residents. Where are the benefits for the residents? Lack of provision of public toilets, with residents getting older more thought should have been given to providing this service, now more problems as charging 20 p inconvenient. How can we attracting tourists with this poor service.
- I was very pleased with the councils services. I reported that our street light was out and it was fixed in two days.
- Waited 5 weeks now for a call back from the garden bin dept
- See email
- Planning Dreadful! biased, arrogant and completely lacking in transparency. complacent - no checks on their work or how competently it is being done. Law into themselves - probably because its a specialised area no one from outside independent of this department has relevant expertise to monitor/ review/ access.
- maybe promote more council work through emails or social media
- Concerned that the High Street from the railway crossing to the Stonebow will die. With the advent of the St Marks development I would like to see car parking for the disabled nearer to the shopping area, particularly areas of all who just want/need to 'pop in' somewhere. Short stay at minimal charge or even free.
- Information given was incorrect

- I fail to see a real long-term aim for the city; I think the Council focusses too much on the short - to -medium term.
- the problem with so many rough sleepers is not helping to drive our city forward