



CITY OF  
*Lincoln*  
COUNCIL

**Chief Executive & Town Clerk**  
**Angela Andrews CPFA**  
City Hall, Beaumont Fee,  
Lincoln. LN1 1DD  
Telephone: (01522) 881188  
Facsimile: (01522) 542569  
Website: **www.lincoln.gov.uk**  
Minicom: (01522) 873693 - Reception

**Scott Lea** is dealing with this matter  
E-mail: [scott.lea@lincoln.gov.uk](mailto:scott.lea@lincoln.gov.uk)  
Date: 16<sup>th</sup> June 2023  
Panel Reference: **«Reference\_Number»**

«Title» «Initials» «Surname»  
«Address\_1»  
«Address\_2»  
«Address\_3»  
«City»  
«Postcode»

Dear «Title» «Surname»

### **Lincoln Citizens' Panel Survey – June 2023**

I am writing to thank you for being a member of the Lincoln Citizens' Panel, and to ask for your support in completing the latest survey (enclosed).

The main topics we would like your views on are as follows:

- Car Parking in Lincoln City Centre
- Your experience of contacting the council
- Leisure and Recreation
- Public Open Spaces / Grounds Maintenance
- Revenues and Benefits Service
- Addressing Climate Change in Lincoln

I would be grateful if you could return your completed survey in the enclosed pre-paid envelope by the deadline of **Friday 7<sup>th</sup> July 2023**.

Please note we are currently undertaking a refresh of our Lincoln Citizens' Panel to ensure this continues to be demographically representative of the City of Lincoln. Any panel members who have not answered a survey within the last 12 months will be removed from the panel during this exercise, however, would be very welcome to re-join the panel in the future should this be of interest to them.

Please be assured your details will be kept confidential at all times, as we operate under UK GDPR and Data Protection Legislation 2018 (our Privacy Statement can be found on the link below and enclosed with this letter). We may share your information with other sections of City of Lincoln Council, only where you have highlighted a particular concern that would require action.

**As an incentive to encourage panel members to return their survey, all respondents will be entered into a draw to win one of three £20 high street gift cards. The winners will be chosen at random and will be notified shortly after the closing date.**

We will provide a summary on the results of the survey on the council's website during August 2023.

If you are interested in seeing the results of this and recent surveys, please visit [www.lincoln.gov.uk/consultations-questionnaires-1/citizens-panel/4](http://www.lincoln.gov.uk/consultations-questionnaires-1/citizens-panel/4), where you can also choose to complete this survey online if you prefer.

Thank you for taking the time to complete this survey.

Yours sincerely,

*S. Lea*

Scott Lea  
Policy Officer

Together, let's deliver  
Lincoln's ambitious future



**Privacy notice for City of Lincoln Citizens' Panel Members**

## **How do we use your personal information?**

City of Lincoln Council is what is known as the 'controller' of the personal data you provide to us and is registered with the Information Commissioner's Office. We take your privacy seriously and laws state that we must:

- use your data fairly, lawfully and be open with you about how we use it
- use your data for a particular purpose and we must not do anything with your data which is not compatible with this
- keep your data accurate and delete any inaccuracies without delay
- obtain from you only the data which is necessary for the purpose
- keep your data only for as long as necessary and no longer than one year after you have been a member of the panel unless you request to be removed
- we will retain your personal details for one year after you leave the panel to ensure you are not re-invited during that period (you may receive an invite once your details have been deleted from the system after this time)
- each time we contact you we will check that you still wish to be a member of Lincoln Citizens' Panel
- store your data safely and securely

We are using your personal information for the purposes of consulting with you to monitor and improve our services, by obtaining direct feedback from service users.

This is on the basis that this is necessary for a task we are carrying out in the public interest and in accordance with s111 of the Local Government Act 1972.

## **What personal data do we collect?**

We require certain personal information from you so that we can contact you to send you surveys or invitations to events in order to gain your views on our services and ensure you wish to remain a member of the panel.

We may also from time to time wish to obtain sensitive personal information (referred to as special category data) such as your ethnicity, religion or disability details to enable us to ensure these groups of individuals are represented when asking specific questions (equality of treatment). This information will be retained for no longer than one year.

The personal information we collect is listed below:

- Title
- Forename
- Surname
- Address
- Year of Birth
- Email Address (to contact you only in relation to your panel membership)
- Gender

The information you provide in response to our surveys will not be linked to your personal information in anyway and will be anonymous.

The council will only ever publish results to surveys in an anonymous manner and special category personal data will not be disclosed. Where the council engages third party organisations to handle personal information relating to the panel on its behalf, this will be on anonymous basis only. The data is held under a 4 digit secure identifier code with no personal identifying information attached.

## **Who might we share your personal information with?**

Your information will only ever be stored on a single, secure database managed by the Corporate Policy and Transformation team. We may also share your information with other sections of the council, where you have highlighted a particular concern that requires action, however we only share the information which is necessary for this purpose. In all other circumstances we will always ask you before sharing your information with another department within the council for a specific survey.

We will not share your information outside the council without your express permission, unless the law requires us to. For further information please see our privacy notice for customers 'Your data privacy' on our website or request a copy from our Corporate Policy and Transformation team using the contact details provided below.

We will not transfer your personal data to any countries outside of the United Kingdom without informing you of this and ensuring that necessary safeguards are in place.

## **How can I be removed from the panel?**

Whenever we contact you regarding a new survey, we will ask you whether you wish to continue being a member of the panel. If you do not complete this question when returning the survey, we will assume that you no longer wish to partake and your contact details will be deleted from the panel.

## **Retaining your details to prevent you from be contacted again**

We will retain your personal details (in a separate secure list) for one year after you leave the panel to ensure you are not re-invited during that time and will then remove your details entirely from our database. If at any point you would like to be removed from the Lincoln Citizens Panel and your contact details deleted immediately, please contact the Corporate Policy and Transformation team by emailing [policy@lincoln.gov.uk](mailto:policy@lincoln.gov.uk) or by calling 01522 873315.

Please note following complete removal of your details from our database, as individuals are picked randomly from the electoral roll, we may contact you in the future to enquire whether you wish to become a panel member.

## **How can I access the personal information you hold about me?**

You have the right to request access to your information, to request that it be rectified if incorrect, to object to or restrict its processing and to its erasure (deletion) in certain circumstances.

If you want to know more about your rights relating to the personal information we hold about you or you have a complaint regarding the way we have handled your personal information, please contact our Data Protection Officer by emailing [dpo@lincoln.gov.uk](mailto:dpo@lincoln.gov.uk).

If however you remain unhappy, then you have the right to complain to the Information Commissioner at:

*Address:* Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

*Telephone:* 01625 545 700 / 01625 545 745

*Website:* [www.ico.org.uk](http://www.ico.org.uk)

# Lincoln Citizens' Panel Survey June 2023

Welcome to the Lincoln Citizens' Panel Survey – June 2023

*Please be assured your details will be kept confidential as we operate under the principles of Data Protection Legislation 2018 and UK GDPR (our Privacy Statement can be found here <https://www.lincoln.gov.uk/consultations-questionnaires-1/citizens-panel>).*

*The closing date for this survey is Friday 7<sup>th</sup> July 2023*

Q1	Your panel reference number is: «Reference_Number»
----	--

---

## Car Parking in Lincoln City Centre

Q2	How do you travel into Lincoln City Centre? (Select all that apply).
<input type="checkbox"/>	Car
<input type="checkbox"/>	Park & ride
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Cycle
<input type="checkbox"/>	Walk
<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Train
<input type="checkbox"/>	Other
If other, please state	

*If you haven't selected 'Car' as one of your options for Q2, please answer Q3 and then move to the next section of this survey titled 'Your experience of contacting the council'.*

*If you selected 'Car' as one of your options for Q2, please also answer Q4-14.*

Q3	If you don't travel by car into Lincoln City Centre, what are the reasons for this?

<b>Q4</b>	<b>If you drive into Lincoln City Centre, where do you prefer to park? (Select one option only).</b>
<input type="checkbox"/>	Lincoln Central (multi-storey)
<input type="checkbox"/>	Broadgate (multi-storey)
<input type="checkbox"/>	Lucy Tower (multi-storey)
<input type="checkbox"/>	Tentercroft Street
<input type="checkbox"/>	The Lawn
<input type="checkbox"/>	Westgate
<input type="checkbox"/>	St Pauls Lane
<input type="checkbox"/>	Castle Hill
<input type="checkbox"/>	Langworth Gate
<input type="checkbox"/>	Other
<b>If other, please state</b>	

<b>Q5</b>	<b>What is the ONE main reason why you travel by car into the City?</b>
<input type="checkbox"/>	Convenience
<input type="checkbox"/>	Lack of public transport
<input type="checkbox"/>	Guaranteed departure & arrival times
<input type="checkbox"/>	Comfortable journey by car
<input type="checkbox"/>	Proximity to destination
<input type="checkbox"/>	Other
<b>If other, please state</b>	

<b>Q6</b>	<b>How would you rate the overall quality of car parks which are <u>operated by the City of Lincoln Council</u> (not other operators such as NCP)?</b>
<input type="checkbox"/>	Very good
<input type="checkbox"/>	Good
<input type="checkbox"/>	Average
<input type="checkbox"/>	Poor
<input type="checkbox"/>	Very poor
<input type="checkbox"/>	Don't know

<b>Q7</b>	<b>Please tell us the reasons for how you rated the overall level of car parks operated by the City of Lincoln Council.</b>

<b>Q8</b>	<b>What parking priorities do you think the City of Lincoln Council should look at to improve future parking provision? (Select all that apply).</b>
<input type="checkbox"/>	Improve the security of car parks
<input type="checkbox"/>	Improve the cleanliness of car parks
<input type="checkbox"/>	Create more parking spaces
<input type="checkbox"/>	More electric vehicle charging points
<input type="checkbox"/>	Other
<b>If other, please state</b>	

*Pay by Phone is a mobile app that allows the user to pay for their parking via their mobile phone and also top up their parking without having to go back to their car and get a new ticket.*

<b>Q9</b>	<b>Do you use the Pay by Phone app?</b>
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

<b>Q10</b>	<b>If you don't use the Pay by Phone app, please tell us why.</b>

<b>Q11</b>	<b>What City of Lincoln Council car parking special offers would you like to see?</b>

<b>Q12</b>	<b>What extra services would you use if they were available in car parks? (e.g. hand car washing)</b>

<b>Q13</b>	<b>Have you ever interacted with car parking staff on site?</b>
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

<b>Q14</b>	<b>If yes, thinking of your last interaction, how was your experience?</b>
------------	--

# Your experience of contacting the council

<b>Q15</b>	<b>City of Lincoln Council provides many services. Overall, considering all contact you have with the City of Lincoln Council, how satisfied are you:</b>			
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
In the way that the council handled your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the ways in which the council keeps you updated on what is happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In the ways in which you can contact the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q16</b>	<b>Have you accessed the City of Lincoln Council's website within the last year?</b>
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

*If you answered 'Yes' to Q16, please answer Q17 & Q18.  
If you answered 'No' to Q16, please answer Q19.*

<b>Q17</b>	<b>If yes, which of the following have you used the website for? Select all that apply.</b>
<input type="checkbox"/>	Report a problem/make a complaint
<input type="checkbox"/>	Find information on our services
<input type="checkbox"/>	To make a payment
<input type="checkbox"/>	Other
<b>If other, please state</b>	

<b>Q18</b>	<b>How satisfied were you with your experience of using the council's website?</b>
<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Dissatisfied
<input type="checkbox"/>	Very dissatisfied



<b>Q19</b>	<b>If you haven't used our website in the last year, please tell us why?</b>
<input type="checkbox"/>	I don't have access to a PC or mobile device
<input type="checkbox"/>	I am not confident in using online services
<input type="checkbox"/>	I prefer to access services via telephone or face to face
<input type="checkbox"/>	Other
<b>If other, please state</b>	

## Leisure and Recreation

<b>Q20</b>	<b>How satisfied are you with the standard of the following facilities and services provided by the City of Lincoln Council?</b>				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not used
Our Public Toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moorland Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sudbrooke Drive Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Grandstand Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bud Robinson Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
St Giles Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q21</b>	<b>Have you any suggestions for improving facilities/activities at any of the Community Centres? (Please state which Community Centre you are referring to if there is a particular one)</b>

<b>Q22</b>	<b>How satisfied are you with the standard of leisure and recreation facilities provided by the City of Lincoln Council?</b>
------------	--

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Not used
The standard of service provided by Yarborough Leisure Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of service provided by Birchwood Leisure Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of our cricket pitches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of our football pitches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of our tennis courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of our children's outdoor play facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall value for money of those services you use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Public Open Spaces / Grounds Maintenance

<b>Q23</b>	<b>How satisfied are you that the City of Lincoln Council has kept its public land and public highways clear of litter and refuse over the last year?</b>
<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Dissatisfied
<input type="checkbox"/>	Very dissatisfied

<b>Q24</b>	<b>How satisfied are you with the following elements of the Grounds Maintenance Service?</b>				
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know
Our open spaces overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shrub beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flower beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q25</b>	<b>What would improve your satisfaction of the cleanliness of public open spaces and the Grounds Maintenance service? (Please reference any specific locations)</b>
------------	---

--

<b>Q26</b>	<b>Do you have any further comments or suggestions on the council's Cleansing / Public Open Spaces / Grounds Maintenance service? (Please reference any specific locations)</b>

<b>Q27</b>	<b>Which of the following best describes how safe you feel when visiting:</b>				
	I always feel safe	I usually feel safe	I sometimes feel unsafe	I frequently feel unsafe	I don't use/visit at this time
Parks/open spaces in Lincoln in the daytime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks/open spaces in Lincoln after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lincoln city centre at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q28</b>	<b>If you have ever felt unsafe in any of the above areas, please state why you felt unsafe and reference any specific locations.</b>

---

## Revenues and Benefits Service

*The main activities of this section are:*

- *Billing and collection of Council Tax and Business rates.*
- *Assessment of applications for Housing Benefit and Council Tax support*
- *Assessment of applications for Discretionary Housing Payment*
- *Billing and Collection of Overpaid Housing Benefit, collection of Sundry Debts, Bid Levy and former Tenant Arrears.*

<b>Q29</b>	<b>Overall are you satisfied with the standard of service from the Revenues and Benefits Team?</b>
<input type="checkbox"/>	Very satisfied
<input type="checkbox"/>	Satisfied
<input type="checkbox"/>	Dissatisfied
<input type="checkbox"/>	Very dissatisfied
<input type="checkbox"/>	Don't know

*If you answered 'Don't know' to Q29, please answer Q30.*

*If you answered 'Dissatisfied' or 'Very dissatisfied' to Q29, please answer Q31.*

<b>Q30</b>	<b>If you answered 'Don't know' to Q29, please tell us why.</b>

<b>Q31</b>	<b>If you are not satisfied with the standard of service from the Revenues and Benefits Team, is this because:</b>
<input type="checkbox"/>	You did not understand your Council Tax bill
<input type="checkbox"/>	You did not understand your Council Tax Support letter
<input type="checkbox"/>	Council Tax bill did not show discounts and exemptions you have applied for
<input type="checkbox"/>	Council Tax bill did not show any council tax support which you have applied for
<input type="checkbox"/>	Communication with the service area
<input type="checkbox"/>	Payment methods
<input type="checkbox"/>	Other
<b>If other, please state</b>	

<b>Q32</b>	<b>If you selected ' Communication with the service area' or 'Payment methods' for Q31, please tell us what this was in relation to.</b>

***We have a new system called MyAccounts which allows you register to view your Council Tax or Business Rates bills and inform the Council of any changes that might affect your liability to pay. (The details of how to register are on the front of your annual bill).***

<b>Q33</b>	<b>Are you aware that you can register to view your Council Tax and Business Rates and inform us of changes online?</b>
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

<b>Q34</b>	<b>Would you be interested in registering to view your Council Tax and Business Rates online?</b>
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	I have already registered

***If you answered 'Yes' to Q34, please answer Q35.***

<b>Q35</b>	<b>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.</b>
------------	---

	- Name - Address - Council Tax or Business Rates reference number if known

<b>Q36</b>	Do you know that you can make a new claim or report changes for Council Tax Support or Housing Benefit online at <a href="https://www.lincoln.gov.uk/online/apply-housing-benefit-council-tax-support">https://www.lincoln.gov.uk/online/apply-housing-benefit-council-tax-support</a> .
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not applicable

<b>Q37</b>	Do you have any suggestions how we could improve the service delivered by the Revenues and Benefits Team?

---

## Addressing Climate Change in Lincoln

*The City of Lincoln Council declared a climate emergency in 2019 and have been working with partners and the community to develop the Lincoln 2030 Climate Action Plan, which sets out how we will achieve a net zero carbon target by 2030. We would like to hear from you if you agree with some of the climate actions the city council is prioritising in 2023, you can view the Lincoln 2030 Climate Action Plan for the full range of actions taking place in Lincoln at <https://www.lincoln.gov.uk/environmental-issues/climate-change-zero-carbon-lincoln> and our animated Lincoln 2030 video on <https://www.youtube.com/watch?v=uyzzdPIT4qU>.*

<b>Q38</b>	Were you aware of the Lincoln 2030 Climate Action Plan and the projects the council is delivering to address the challenges of climate change?
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

<b>Q39</b>	Do you think the City of Lincoln Council should provide energy efficiency advice and support to Lincoln residents and businesses?
------------	---

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Don't know

<b>Q40</b>	<b>How important is it to you for the council to decarbonise its public buildings?</b>
<input type="checkbox"/>	Very important
<input type="checkbox"/>	Important
<input type="checkbox"/>	Not very important
<input type="checkbox"/>	Not very important at all
<input type="checkbox"/>	Don't know

<b>Q41</b>	<b>How important is it to you for residents to have access to publicly available electric vehicle charging points?</b>
<input type="checkbox"/>	Very important
<input type="checkbox"/>	Important
<input type="checkbox"/>	Not very important
<input type="checkbox"/>	Not very important at all
<input type="checkbox"/>	Don't know

---

## Continue to have your views heard!

***We want to keep you on the panel, but, with the introduction of Data Protection Legislation 2018 and UK GDPR we need your consent to continue to contact you and to store your contact details (e.g. name, address, email address). Please answer “yes” below if you would like to remain as part of the Lincoln Citizens' Panel, thus allowing us to continue to contact you. Please answer “no” if you would like to be removed from the panel, meaning we will no longer contact you and you will no longer receive the Lincoln Citizens' Panel survey.***

<b>Q42</b>	<b>Would you like to stay on the Lincoln Citizens' Panel?</b>
<input type="checkbox"/>	Yes (I want to stay on the panel and give my consent to the storing of my contact details).
<input type="checkbox"/>	No (I don't want to stay on the panel and I do not give my consent to the storing of my contact details).

---

# Did you know you can receive electronic versions of this survey?

*Signing up to receive this survey via e-mail will help reduce the cost of printing and postage, as well as help us to support the environment. All panel members receiving electronic surveys will also get the opportunity to take part in short additional surveys throughout the year.*

Q43	<i>If you would like to receive electronic versions of this survey in the future via e-mail, please provide your email address below.</i>

*Thank you for taking the time to complete this survey. Your views are extremely important to the City of Lincoln Council in helping to continually improve the services we deliver.*