

# West Lindsey District Council

## Citizens' Panel Survey Autumn 2017/18

479 people responded to the survey giving a return rate of 37%

### Section 1: Communication

1. To what extent are you satisfied with the level of communication received from WLDC?

129 (26.7%)	Very satisfied
198 (41.0%)	Fairly satisfied
144 (29.8%)	Neither satisfied nor dissatisfied
9 (1.9%)	Fairly dissatisfied
3 (0.6%)	Very dissatisfied

2. Do you use Social Media?

207 (43.0%)	Yes
274 (57.0%)	No

3. Do you have any accounts with the following forms of Social Media?

193 (82.1%)	Facebook
67 (28.5%)	Twitter
46 (19.6%)	Google+
1 (0.4%)	Myspace
68 (28.9%)	Linkedin
0 (0.0%)	orkut
0 (0.0%)	Friendster
0 (0.0%)	hi5
0 (0.0%)	Bebo
0 (0.0%)	Netlog

4. WLDC uses social media to show news from around the District, events and photographs as well as useful links to other council information. Did you know that WLDC had any of the following pages?

	Yes	No
Facebook - <a href="http://www.facebook.com/westlindseydistrictcouncil">http://www.facebook.com/westlindseydistrictcouncil</a>	138 (30.1%)	320 (69.9%)
Twitter - <a href="http://www.twitter.com/westlindseydc">http://www.twitter.com/westlindseydc</a>	99 (22.0%)	351 (78.0%)

5. Do you or are you likely to use either Twitter or Facebook to keep up-to-date on Council/service news?

35 (7.3%)	Very likely (or already use)
55 (11.4%)	Fairly likely
36 (7.5%)	Neither likely not unlikely
95 (19.7%)	Not very likely
255 (52.9%)	Not at all likely
6 (1.2%)	Don't know

### Section 2: Car Parking in Gainsborough

This section is being reported on separately.

### Section 3: Waste and Recycling

11. WLDC has a duty to keep clear of litter and refuse all open public land, which it controls. How satisfied or dissatisfied are you that WLDC has kept this land clear of litter and refuse?
- |             |                                    |
|-------------|------------------------------------|
| 85 (18.0%)  | Very satisfied                     |
| 235 (49.8%) | Fairly satisfied                   |
| 103 (21.8%) | Neither satisfied nor dissatisfied |
| 38 (8.1%)   | Fairly dissatisfied                |
| 11 (2.3%)   | Very dissatisfied                  |

12. For each of the following services provided by WLDC, do you think the service has got better or worse over the last three years, or has it stayed the same?

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	55 (11.5%)	296 (62.1%)	79 (16.6%)	47 (9.9%)
Collection of household waste	59 (12.6%)	380 (80.9%)	24 (5.1%)	7 (1.5%)

13. Please think about the waste collection service and the recycling service that you receive at the moment. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
The waste collection service overall	257 (54.1%)	184 (38.7%)	22 (4.6%)	8 (1.7%)	3 (0.6%)	1 (0.2%)
The collection of bulky household waste	64 (13.5%)	85 (17.9%)	75 (15.8%)	21 (4.4%)	14 (3.0%)	215 (45.4%)
The service for the collection of items for recycling overall	215 (45.7%)	169 (36.0%)	38 (8.1%)	12 (2.6%)	7 (1.5%)	29 (6.2%)
The service for the collection of garden waste in particular	218 (46.7%)	156 (33.4%)	26 (5.6%)	21 (4.5%)	11 (2.4%)	35 (7.5%)
The place where your waste and recycling containers/bins are put back after collection	200 (42.1%)	174 (36.6%)	42 (8.8%)	39 (8.2%)	10 (2.1%)	10 (2.1%)

14. Please consider your collection calendar which we deliver to your home each year. Costs for design, printing and delivery of this calendar currently amount to approximately £8,000, with this in mind please consider how you would prefer to receive this information in future years?
- |             |   |
|-------------|---|
| 312 (66.5%) | By a calendar posted through your door  |
| 157 (33.5%) | Use our web-site by visiting <a href="http://www.west-lindsey.gov.uk/mybinday">www.west-lindsey.gov.uk/mybinday</a> |

### Section 5: Green Waste

This section is being reported on separately.