



# County Views survey summary report – Winter 2024, Nationally Significant Infrastructure Projects

## **Overview**

We hold three County Views surveys a year. The results give us valuable information that helps us improve the services we provide.

This survey ran from 25 November 2024 to 20 January 2025. The survey was available:

- on the Let's talk Lincolnshire website
- in the County News magazine
- via a dedicated telephone line
- via postal requests

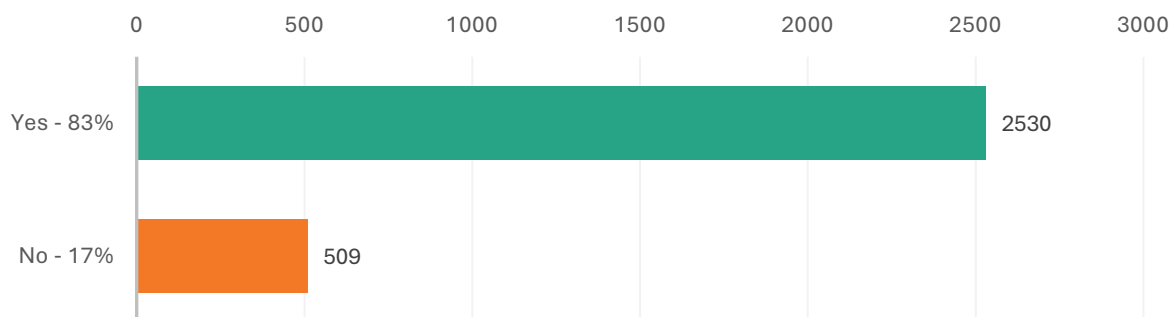
We received 3,055 responses in total, of which:

- 1,736 submitted directly on Let's talk Lincolnshire
- 1,319 by post
- 0 by phone

## **Your thoughts about: Nationally Significant Infrastructure Projects**

At the beginning of the survey, we asked for people's views about Nationally Significant Infrastructure Projects.

**Question one - Are you aware of any Nationally Significant Infrastructure Projects planned in your district in Lincolnshire?**



There were 3,033 responses in total. 2,530 (83%) respondents in total said that they are aware of nationally significant infrastructure projects planned in their district. Compared to 509 (17%) respondents that answered ‘no’ when asked if they are aware of any nationally significant infrastructure projects planned within their district.

### Age

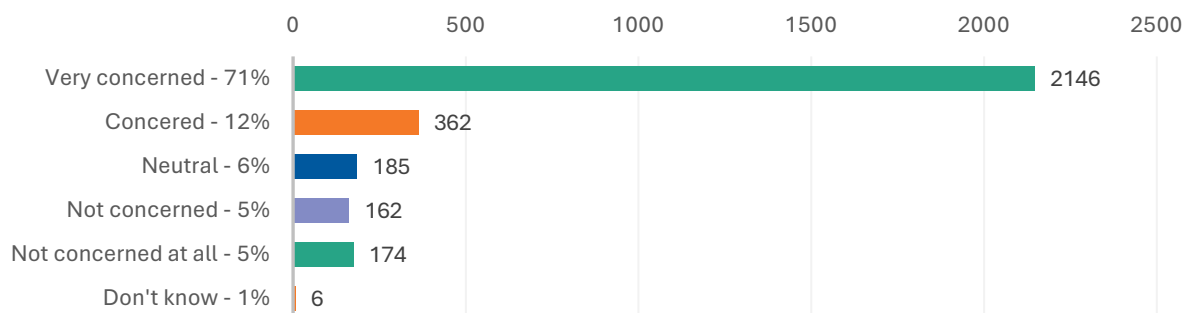
Results show that respondents aged 65 and over, were most aware of nationally significant infrastructure projects planned for their district, with 1612 (53% of all respondents) selecting ‘Yes’.

Looking across the other protected characteristics, there were no notable differences in response.

### District

When comparing responses, 767 respondents from East Lindsey expressed they were most aware of Nationally Significant Infrastructure projects. City of Lincoln was the district most unaware, with only 121 respondents answering ‘yes’.

### Questions two - How concerned are you – if at all – about the impact of large-scale developments will have on the county?



This question was a single choice question, allowing respondents to select the option that best applied to them.

2,508 (83%) of all respondents felt 'very concerned' (2,146, 71%) or 'concerned' (362, 12%) about the impact of large-scale developments will have on the county. Compared to 336 (11%) of respondents who were 'not concerned' (162, 5%) or 'not concerned at all' (174, 5%). 185 (6%) respondents felt neutral on the impact they will have on the county.

Six (1%) respondents did not know how concerned, if at all, about the impact of large-scale developments.

### Age

The highest response came from those aged 65 and over, with 1,542 participants from this age group either selecting 'very concerned' (1,321, 85.5%) or 'concerned' (221, 14.3%) as their option. Whilst comparing data, each age group except 25 to 44 had these two options as their highest response. From 119 respondents aged 25 to 44, 53 people selected 'very concerned' and 21 people selected 'not concerned', making these options the two highest for this age range. Compared to other age groups, where 'not concerned' has been one of the lowest options.

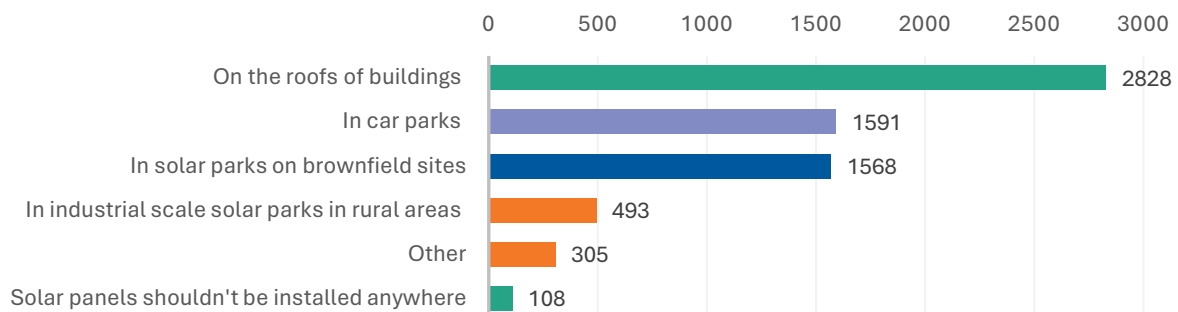
Looking across the other protected characteristics, there were no notable differences in response. This suggests that the feedback or outcomes were consistent regardless of factors such as, gender, race, disability, or other protected attributes. This uniformity suggests that the process was equitable and unbiased, ensuring all groups were treated equally.

### District

East Lindsey had the highest number of respondents with 748 (90%) selecting either 'very concerned' (662, 80%) or 'concerned' (86, 10%) as their answer. Followed by North Kesteven, who also selected either 'very concerned' (359, 70%) or 'concerned' (12%).

Overall, the data shows that 'very concerned' and 'concerned' were the top responses in each district within Lincolnshire.

### Question three – What locations do you think would be most suitable to install solar panels to generate electricity? Choose all that apply.



This question was a multiple choice, where respondents could select all that apply.

'On the roofs of buildings' was the most common answer with 2828 respondents selecting it to be the most suitable location to install solar panels to generate electricity. Followed by 'In car parks' (1591), 'In solar parks on brownfield sites' (1568), 'In industrial scale solar parks in rural areas' (493), 'Other' (305) and 'Solar panels shouldn't be installed anywhere' (108).

There were 305 participants who selected the 'other' option, where we asked participants to specify. The other types of locations most suitable were:

- Unused land e.g. airfields, marginal land, sports arenas (27)
- Roads (18)
- Rail tracks (6)
- Bus shelters (5)

#### Age

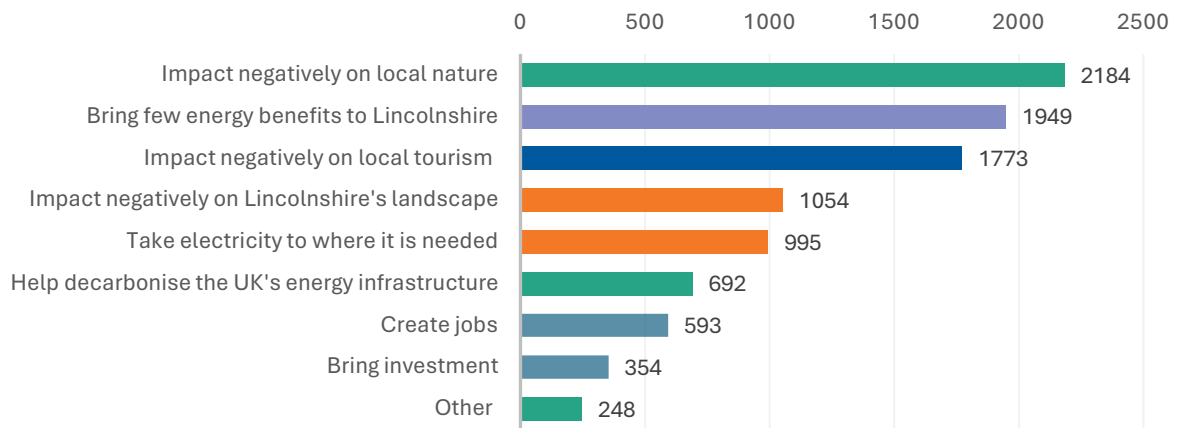
1667 respondents aged 65 and over, selected 'on the roofs of buildings' (1667) and 'in solar parks on brownfield sites' (930) as the top two answers, when asked 'What locations do you think would be most suitable to install solar panels to generate electricity?'. Compared to respondents aged 64 and under, who stated they would prefer 'on the roofs of buildings' (889) and 'in car parks' (581).

Looking across the protected characteristics, there were no other notable differences in response.

#### District

Overall, every district within Lincolnshire selected 'on the roofs of buildings' as their top answer, followed by either 'in solar parks on brownfield sites' or 'in car parks'. The highest response for 'on the roofs of buildings' came from East Lindsey, with 766 selecting this option as at least one of the locations they believed would be the most suitable location to install solar panels.

**Question four – National Grid has proposed installing 420 pylons along the east of Lincolnshire between Grimsby and Walpole in Norfolk. Do you think the plans will...? Choose all that apply.**



This question was a multiple choice, where respondents could select all that apply.

2184 respondents believe that the plans proposed by National Grid will have a negative impact on local nature. Followed by 'bring few energy benefits to Lincolnshire' (1949), 'impact negatively on local tourism' (1773), 'impact negatively on Lincolnshire's landscape' (1054), 'take electricity to where it is needed' (995), 'help decarbonise the UK's energy infrastructure' (692), 'create jobs' (593), 'bring investment' (354) and other (248).

There were 247 participants who selected the 'other' option, where we asked participants to specify. The other answers suggested were:

- If installed in Lincolnshire, underground installation would be preferred (37)
- Offshore installation would be more environmentally and visually non-intrusive (30)
- Have a negative impact on health and wellbeing of residents (10)
- Devalue properties within the county (3)

## Age

Each age group except 25 to 44 selected 'impact negatively on local nature' as their top response. From 123 responses, 71 people from the age group 25 to 44, selected 'take electricity to where it is needed' making it the highest response from this audience, with 'impact negatively on local nature' second highest with 68 respondents selecting this option.

There were 1808 responses to this question from individuals who selected the option '65 and over'. From this age group, the top three responses were 'impact negatively on local nature' (1319), 'bring few energy benefits to Lincolnshire' (1219) and 'impact negatively on local tourism' (1069).

Looking across the protected characteristics, there were no other notable differences in response.

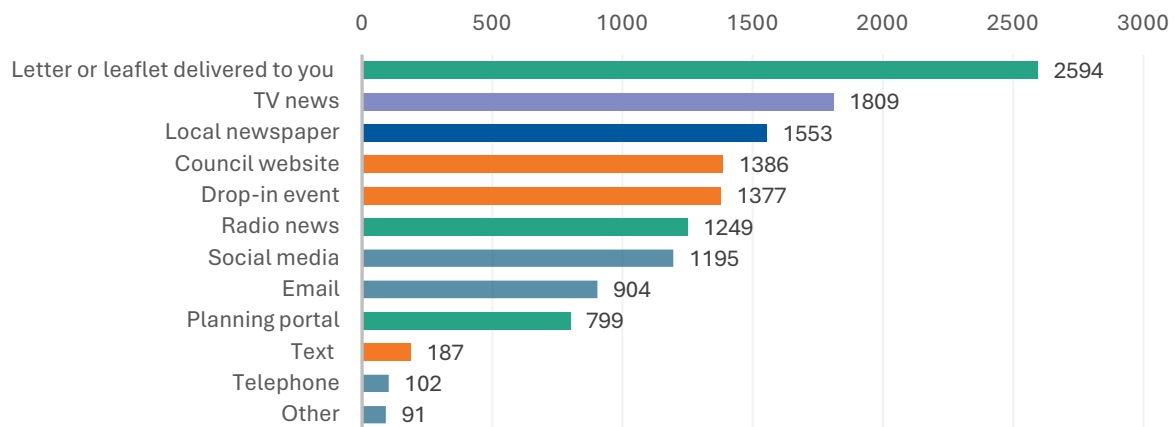
## District

When comparing area, City of Lincoln was the only district who did not have ‘impact negatively on local nature’ as it the highest response. Instead, 103 respondents from City of Lincoln said the proposed plans by National Grid will ‘take electricity where it is needed’ and 90 respondents selected ‘impact negatively on local nature’.

The remaining districts all selected ‘impact negatively on local nature’ with East Lindsey (666) and North Kesteven (355) having the highest response, followed by ‘bring few energy benefits to Lincolnshire’ and ‘impact negatively on local tourism’.

Please note that the multiple-choice options for question four were slightly different in the online version of the survey compared to the version printed in County News. The options for ‘impact negatively on Lincolnshire’s landscape’ ‘impact negatively on local tourism’ and ‘impact negatively on local nature’ were misprinted in County News. Respondents could express these opinions via the ‘other’ option with a free text response, and these were tagged and analysed accordingly.

**Question five – Developers need to consult residents about any Nationally Significant Infrastructure Projects near them. How would you expect to find out about a company’s plans for a large-scale development? Choose all that apply.**



This question was a multiple choice, where respondents could select all that apply.

2589 respondents selected ‘letter or leaflet delivered to you’ as a way they would expect to find out about a company’s plans for a large-scale development. Followed by ‘TV news’ (1809), ‘local newspaper’ (1553), ‘council website’ (1386), ‘drop-in event’ (1377), ‘radio news’ (1249), ‘social media’ (1195), ‘email’ (904), ‘planning portal’ (799), ‘text’ (187), ‘telephone’ (102) and ‘other’ (91).

There were 91 participants who selected the ‘other’ option, where we asked participants to specify. Other than people being more specific than the multiple-choice answers, the majority of comments asked for ‘parish noticeboards’, ‘transport/bus advertisements’ and ‘an article within County News magazine’.

Age

Out of 1810 respondents aged 65 and over, 1508 respondents selected 'letter or leaflet delivered to you'. Followed by 'TV news' (1120) and 'local newspaper' (932). The top responses for those aged 64 and under were 'letter or leaflet delivered to you' (940), 'drop-in event' (529), 'TV news' (527) and 'council website' (524).

Across all the age groups, responses show all age groups prefer traditional communication methods overall but are not opposed to a mixture of both in order to receive information regarding Nationally Significant Infrastructure Projects near them. As the preferred option amongst all groups was a 'letter or leaflet delivered to you', followed by either 'local newspaper' or 'TV news' for those 25 and over. The only difference in the top three for respondents aged 24 and under was the second option of 'social media'. Indicating that a younger audience might have an interest in a modern approach to communication.

Amongst the bottom options, across all age groups were, 'telephone', 'text', 'email' and 'planning portal'.

Looking across the other protected characteristics, there were no notable differences in response.

#### District

West Lindsey, South Kesteven, South Holland, and City of Lincoln respondents, all selected 'letter or leaflet delivered to you', 'TV news' and 'local newspaper' as the preferred way to find out about a company's plans for a large-scale development. Similarly, North Kesteven, East Lindsey and Boston Borough, also had 'letter or leaflet delivered to you' and 'TV news' as two of the options, however included 'drop-in events' within the top three.

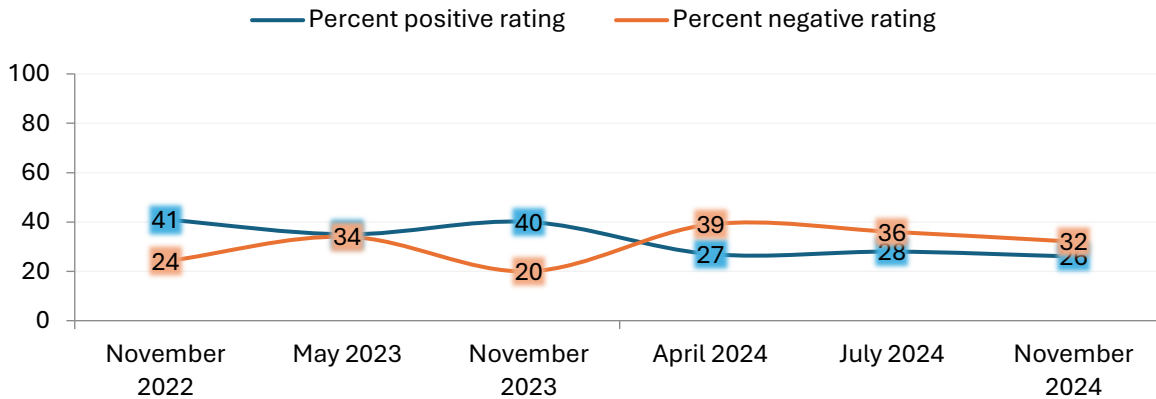
#### Finding and conclusions

In each County Views survey, we ask for people's perceptions of the council in five main areas.

We see fluctuations in people's perceptions across all five questions. There could be several explanations for this; one being respondents not seeing Lincolnshire County Council as their local government authority, but we have no evidence to draw definite conclusions.

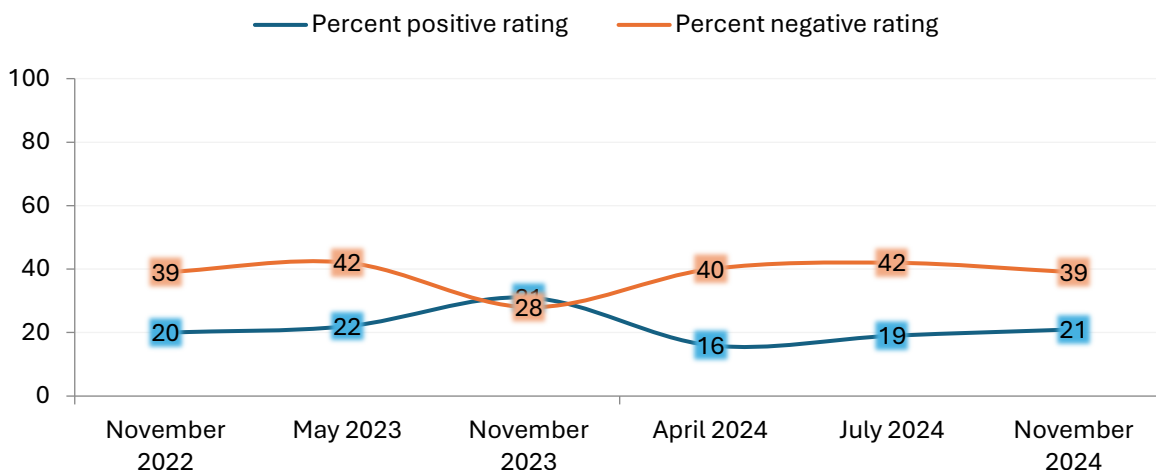
In the Winter 2024 survey, we received the following results:

- **Being well informed about our services**



The data on how well-informed respondents feel about our services shows notable trends over time. Positive ratings have decreased from 41% in November 2022 to 26% in November 2024. Negative ratings have fluctuated, peaking at 39% in April 2024, before dropping to 32% in November 2024. Despite these results, November 2024 has the third lowest negative rating, indicating participants feel more neutral about how well informed they are about our services.

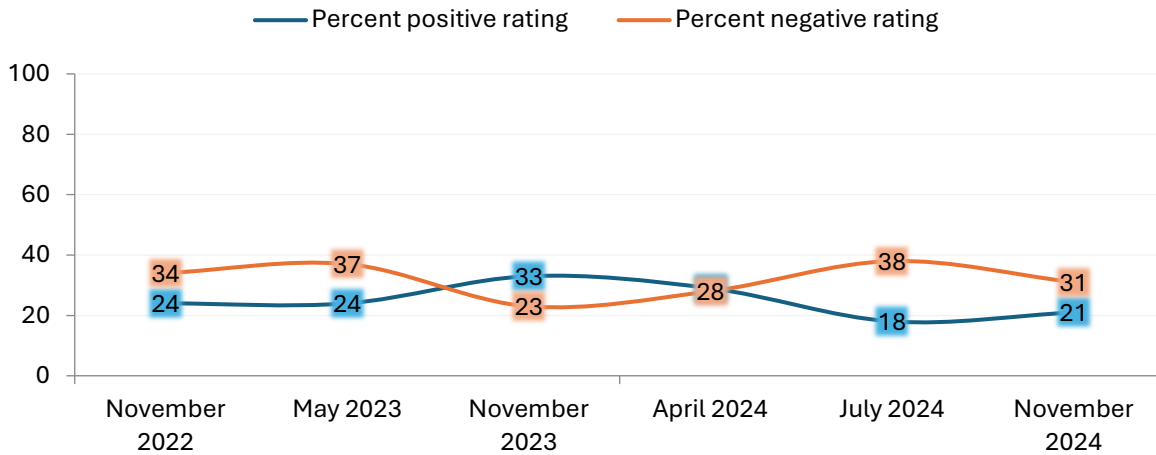
- **Listening and acting on resident’s concerns**



The percentage of people who believe we listen to and act on residents’ concerns ‘very much’ or ‘fairly much’ has slightly increased from 19% to 21% since the last survey. November 2024 shows the fourth highest peak for a positive rating since November 2022. Meanwhile, the percentage of people who feel we do not listen to or act on residents’ concerns ‘much’ or ‘at all’ has dropped slightly from 42% in July 2024 to 39% in November 2024.

- **Providing value for money**

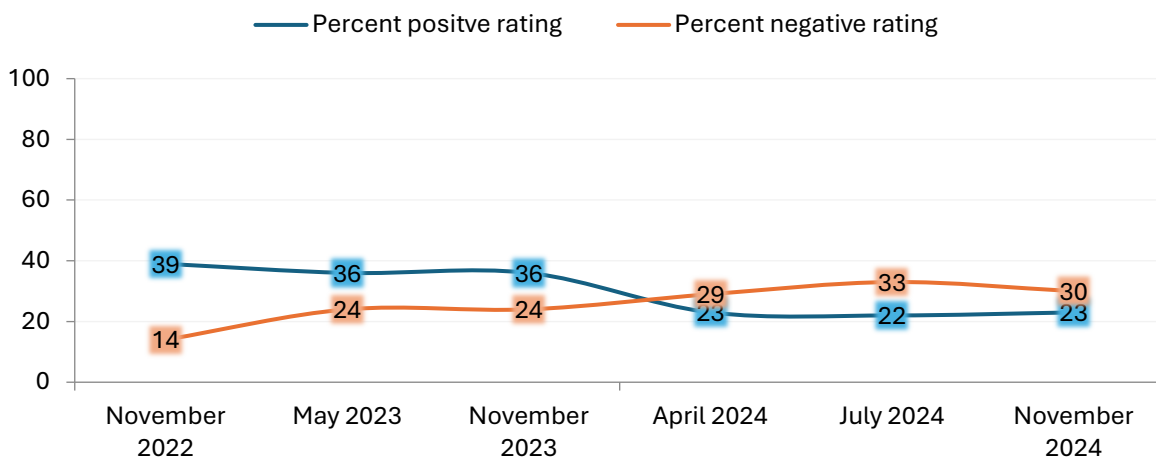




The percentage of people who said we provide value for money ‘very well’ or ‘well’ has risen slightly from 18% to 21% since the last survey. The percentage of people who said we do not provide value for money ‘well’ or ‘at all’ has decreased from 38% to 31%.

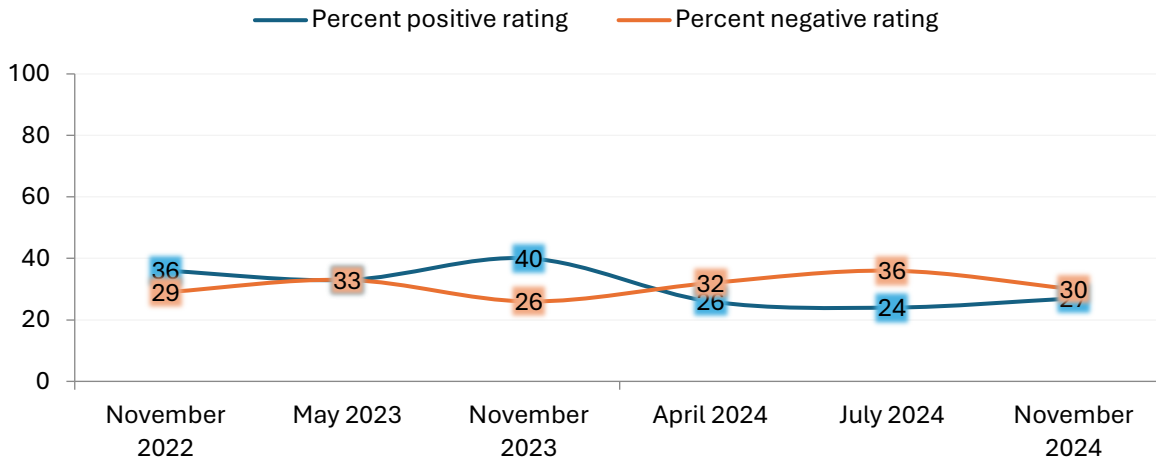
Perceptions of value for money have varied, with data showing fluctuations in both positive and negative ratings. Positive ratings peaked in November 2023 (33%), while negative ratings were highest in July 2024 (38%).

- **Trusting the council**



The percentage of people who said we were ‘very trustworthy’ or ‘trustworthy’ as a council has increased from the last survey from 22% to 23%. The percentage of people who said we were ‘untrustworthy’ or ‘very untrustworthy’ as a council has also decreased from the last survey, from 33% to 30%.

- **Overall satisfaction with the council**



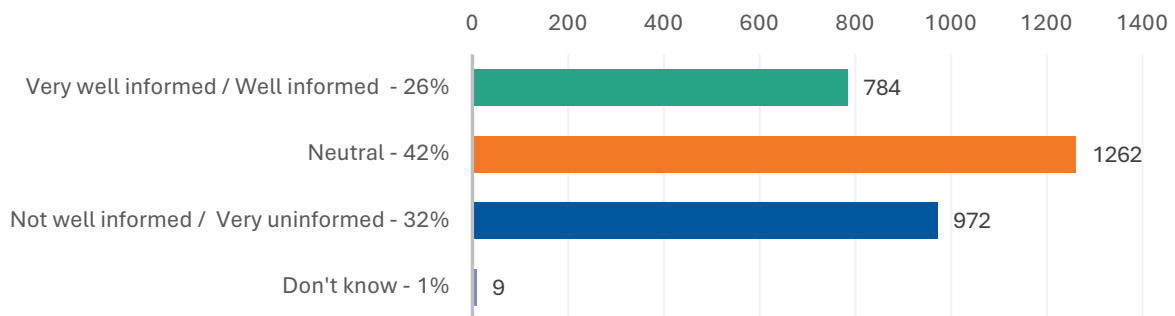
The percentage of people who said they were 'very satisfied' or 'satisfied' with Lincolnshire County Council overall has increased from the last survey from 24% to 27%. The percentage of people who said they were 'dissatisfied' or 'very dissatisfied' with Lincolnshire County Council overall have decreased by 6% from 36% in July 2024 to 30% in November 2024.

Overall satisfaction has fluctuated. In November 2022 and November 2023, the positive rating was higher than negative. However, in the other periods the negative rating was either equal (average 31%) or higher than the positive rating.

To view the survey results in more detail, please visit <http://www.letstalk.lincolnshire.gov.uk/county-views-reports>. Here you can see the Power BI report which shows further data in graphs and charts.

### Recurring Questions

#### **Question one – How informed would you say you are about our services?**



In total, we received 3027 responses. 972 (32%) said they were 'very uninformed' or 'not well informed' about our services. Comparing to 784 (26%) respondents who said they were 'very well informed' or 'well informed' about our services.

Age

26% (238) of respondents aged 64 and under and 26% (481) of those aged 65 and over felt positively about how informed they were about our services. 33% (308) of respondents aged 64 and under and 31% of those aged 65 and over felt negatively.

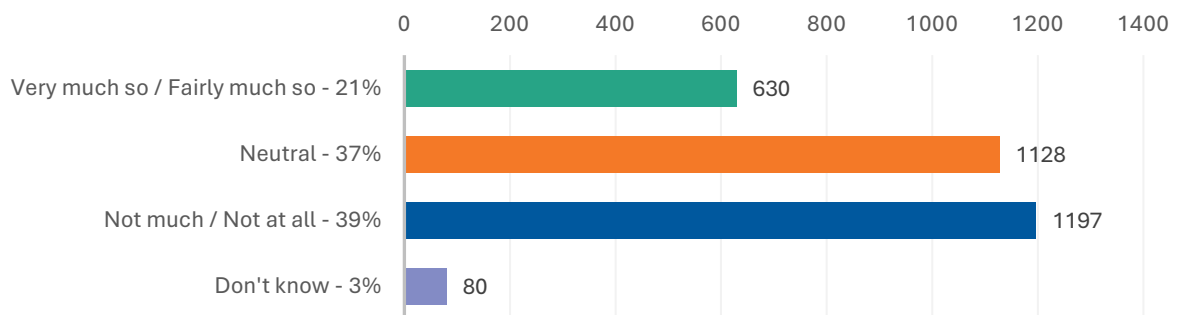
#### District

Respondents from North Kesteven (33%, 166) felt the most informed about our services. This is the highest positive rating across all questions when comparing by district area. In contrast, respondents from Boston Borough (43%, 72) were the least positive.

#### Disability

20% (96) with a disability and 27% (618) of those without a disability were positive about how informed they were about our services. 41% (193) of respondents with a disability and 30% (657) of those without a disability were negative.

### Question two – How much would you say we listen to and act on resident’s concerns?



There were 3035 responses in total. 1197 (39%) said we do ‘not much’ or ‘not at all’ listen to and act on resident’s concerns. Comparing to 630 (21%) respondents who said we listen to and act on resident’s concerns ‘very much so’ or ‘fairly much so’.

#### Age

20% (192) of respondents aged 64 and under and 21% (390) of respondents aged 65 and over were positive in their answers about listening to and acting on residents’ concerns. 39% (368) of respondents aged 64 and under and 38% (692) of respondents aged 65 and over were negative. This was the highest negative rating across all questions comparing age.

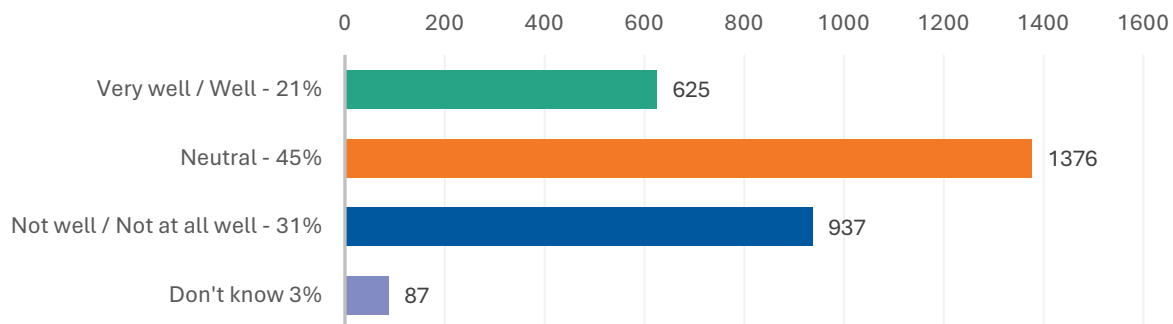
#### District

Respondents from City of Lincoln (25%, 45) were the most positive in their answers about listening and acting on residents’ concerns. Respondents from Boston Borough (48%, 82) were the most negative in their rating. This was the lowest negative rating across all questions when comparing by district area.

#### Disability

18% (81) of respondents with a disability and 22% (495) of respondents without a disability were positive. 48% (227) of respondents with a disability and 37% (818) of respondents without a disability were negative.

**Question three – How well would you say we provide value for money?**



There were 3025 responses in total. 625 (21%) respondents said we provide value for money ‘very well’ or ‘well’. Comparing to 937 (31%) respondents who said we do not provide value for money well or at all well.

**Age**

18% (167) of respondents aged 64 and under and 23% (409) of those aged 65 and over were positive when answering the question about value for money. This was the lowest positive rating across all questions when comparing age and shows little different between the two groups. 31% (293) of respondents aged 64 and under and 29% (523) of those aged 65 and over were negative.

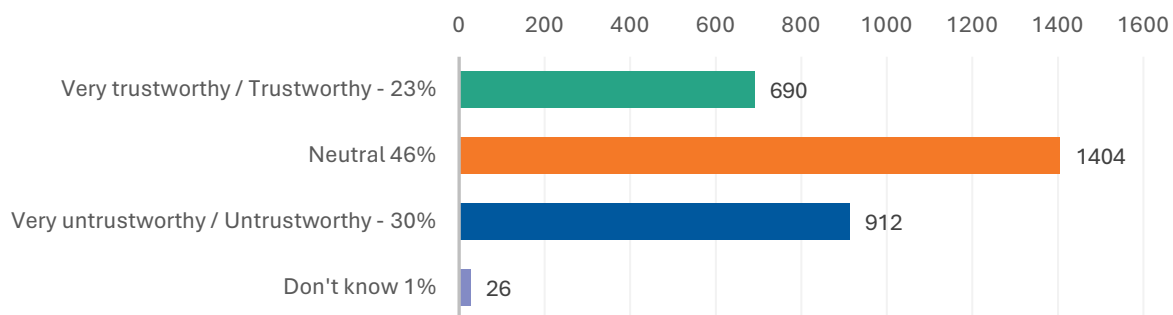
**District**

Respondents from both City of Lincoln (27%, 48) and North Kesteven (27%, 133) remained the most positive about providing value for money. Respondents from North Kesteven (22%, 111) were however also the most negative in their rating.

**Disability**

19% (86) of respondents with a disability and 22% (489) respondents without a disability were positive when answering the question about value for money. 40% (187) of respondents with a disability and 17% (608) without a disability were negative.

**Question four – How much would you say you trust us as a council?**



There were 3032 responses in total. 912 (30%) respondents said we were ‘untrustworthy or ‘very untrustworthy’ as a council. Comparing to 690 (23%) respondents who said we were ‘very trustworthy ‘trustworthy’ as a council.

#### Age

22% (212) of respondents aged 64 and under and 24% (435) of those aged 65 and over were positive in their answers about trusting the council. 31% (288) of respondents aged 64 and under and 28% (512) of those aged 65 and over were negative.

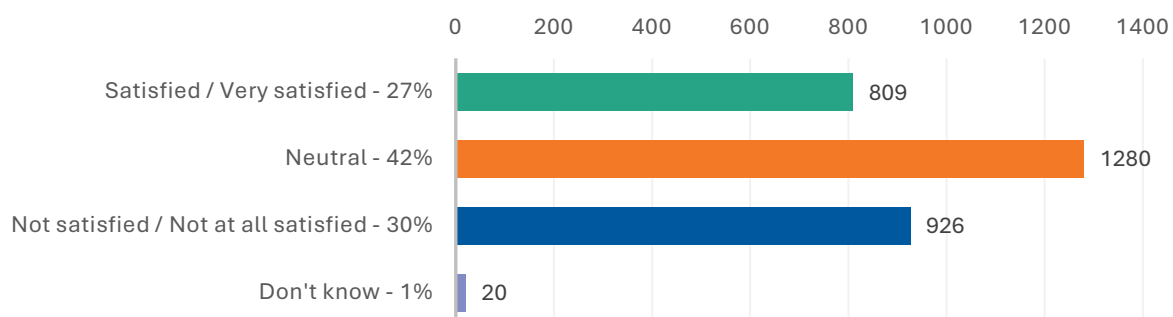
#### District

Respondents from City of Lincoln (32%, 60) said we were ‘very trustworthy’ or ‘trustworthy’ as a council. Respondents from Boston Borough (38%, 64) said we were ‘very untrustworthy’ or ‘untrustworthy’.

#### Disability

19% (92) of respondents with a disability and 24% (546) of respondents without a disability were positive when answering the question about trust. 39% (182) respondents with a disability and 28% (611) of respondents without a disability were negative.

#### Question five – Overall how would you rate Lincolnshire County Council?



There were 3035 responses in total. 926 (30%) were 'not at all satisfied' or 'not satisfied' with Lincolnshire County Council. Comparing to 809 (27%) respondents who said they were 'very satisfied' or 'satisfied' with Lincolnshire County Council.

#### Age

27% (205) of respondent aged 64 and under and 29% (416) of those aged 65 and over were positive in their answers about overall satisfaction with Lincolnshire County Council. 30% (236) of respondents aged 64 and under and 25% (354) of those aged 65 and over were negative.

#### District

Respondents from City of Lincoln (32%, 58) and North Kesteven (32%, 161) expressed the highest overall satisfaction with Lincolnshire County Council. Conversely, respondents from Boston Borough (39%, 67) and South Holland (37%, 124) were the least satisfied with Lincolnshire County Council overall.

#### Disability

22% (107) of respondents with a disability and 28% (635) of respondents without a disability said they were 'very satisfied' or 'satisfied' with Lincolnshire County Council overall. This was the highest positive rating across all questions when comparing disability. Whereas 39% (183) of respondents with a disability and 27% (620) of respondents without a disability were negative.

#### **Additional comments**

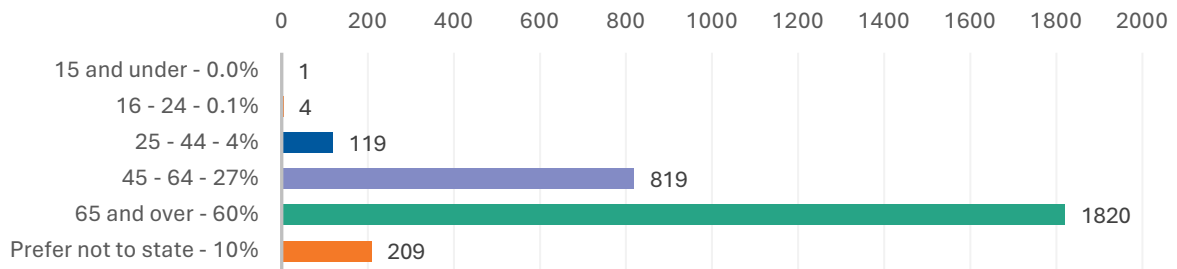
#### **Who took part**

The survey asked participants to provide basic information about themselves. This included:

- District or area participants were from
- Whether they consider themselves to have a disability
- Their age
- Their ethnicity

Those questions were voluntary, and the results help us check if we are reaching a representative section of society.

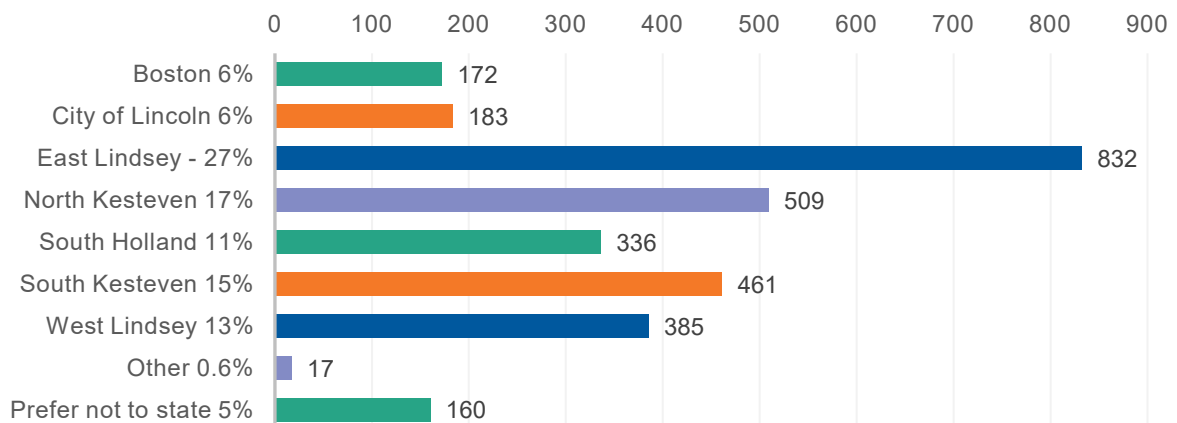
#### **Breakdown by age**



Most respondents were 65 and over (1,820, 60%), followed by 819 (27%) respondents aged 45 to 64. There were 292 (10%) respondents who preferred not state, 119 (4%) respondents aged 25 to 44, four (0.1%) respondents 16 to 24 and one respondent who was 15 or under.

The survey responses indicate that the age group '65 and over' is significantly overrepresented by 41.6% compared to Lincolnshire's population. The age group '45 to 64' is slightly overrepresented by 3.4%. However, the age groups '25 to 44', '16 to 24', and '15 or under' are underrepresented by 19.6%, 10.0%, and 15.5% respectively. This suggests that the survey responses do not fully reflect the population distribution of Lincolnshire, with older age groups being overrepresented and younger age groups being underrepresented.

#### Breakdown by local council area



The highest number of responses came from East Lindsey (832, 27%), followed by North Kesteven (509, 17%), South Kesteven (461, 15%), West Lindsey (385, 13%) and South Holland (336, 11%). The fewest came from City of Lincoln (183, 6%) and Boston Borough (172, 6%), which reflects the usual trend.

The survey shows that East Lindsey is overrepresented by 10.3%, while the City of Lincoln is underrepresented by 7.2%. North Kesteven and West Lindsey have slight overrepresentations, and Boston, South Holland, and South Kesteven are slightly underrepresented. These differences suggest that the survey sample doesn't perfectly match the population distribution in these areas.

However, considering the topic of this edition of County Views, it is to be expected residents of East Lindsey may have wanted to express their thoughts and concerns as one of the districts within Lincolnshire, as one of the districts most affected by recent Nationally Significant Infrastructure Project proposals.

### **Disability**

472 people identified as having a disability which is 15% of all respondents, with 326 (11%) preferring not to state. The disability rate for Lincolnshire is 20.1%.

Individuals with disabilities in Lincolnshire are slightly underrepresented compared to the local population, with a 2.8% underrepresentation. Conversely, people without disabilities are overrepresented in the survey, comprising 82.70% of respondents versus 79.90% of the Lincolnshire population, indicating a 2.8% overrepresentation.

### **Ethnicity**

2,693 (88%) identified as being from a White background. Nine (0.3%) respondents identified as being from a Mixed ethnic background. Four (0.1%) respondents identified as being from an Other ethnic group. Three (0.1%) respondents identified as being from an Asian background and two (0.1%) as being from a Black background. 344 (11%) respondents preferred not to state their ethnicity.

The data suggests, White ethnic group is overrepresented in the survey by 3.3%, while all other ethnic groups are slightly underrepresented compared to the Lincolnshire population.

### **Next steps**

The questions in this County Views survey allow us to gauge the level of public knowledge and strength of public feeling towards Nationally Significant Infrastructure Projects, particularly those that concern energy infrastructure. The initial results of the survey were discussed by the council's Executive at a meeting in January 2025. At this meeting, members discussed the results of the survey which backed Lincolnshire County Council's position and demonstrated the views of residents. It was suggested that all NSIPs should require a test of public support, as the Geological Disposal Facility (GDF) would. It was important that the right people, geographically, were consulted on these matters.

As NSIP applications are considered by the planning inspectorate in Government, rather than local authorities, Lincolnshire County Council will continue to respond to applications individually as a statutory consultee, with each one considered on its merits.

The results of the survey will inform other aspects of our response to NSIP applications, including advising developers on residents' expectations when it comes to publicity of projects, helping to publicise projects and consultations, and appropriate challenge or scrutinise outline plans outside of the formal consultation process.