We asked, you said, we did 2014/15

April

- Empty homes strategy

May

- Overview scrutiny committee work programme
- Potential health trail (active parks) in Ryelands Park
- Local heritage list criteria
- Future development of cliffs play area
- AONB (Area of Outstanding Natural Beauty) housing needs survey

June

- Meeting our future housing needs
- Ryelands Park BMX track appearance and structure
- Mobile Homes Act - potential new inspection regime

August

- Polling district and polling places review
- Happy Mount Park masterplan

September

- Greaves Park masterplan

October

- Local democracy/pupil power event
- Smoke free play areas

January

- Employment and skills plan supplementary planning document
- Design of shop fronts supplementary planning document
- Meeting housing needs supplementary planning document
- Local green spaces methodology
- Anti-social behaviour on Ridge Square

Throughout 2014/15

- Recycling participation monitoring
- Health and housing customer satisfaction questionnaire
- Council housing estate and sheltered housing surgeries and walk abouts
- Council housing tenant audit inspectors group
- District wide tenants forum
- Council housing quality groups
- Street/block voice and tenant and resident associations
- Annual council housing tenant environmental budget consultation
- Visitor information centre customer satisfaction surveys
- Web site pop up survey

**April**

<table>
<thead>
<tr>
<th>We asked</th>
<th>Overview and scrutiny committee work programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empty homes strategy</td>
<td></td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>From May 2014</td>
</tr>
<tr>
<td>8 April to 27 May 2014</td>
<td></td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Various suggestions were made, for example putting dog bins on Morecambe promenade and the holes left in Lancaster old buildings when signs are removed.</td>
</tr>
<tr>
<td><strong>We Did</strong></td>
<td>Your suggestions were reported to the Council’s Management Team. However, all of the suggested issues were operational issues and were therefore passed to the relevant services and officers to deal with.</td>
</tr>
<tr>
<td></td>
<td>The Care Quality Commission’s report on the University Hospitals of Morecambe Bay Trust suggestion was considered and forms part of the Overview and Scrutiny work programme.</td>
</tr>
</tbody>
</table>

**Contact**

- Housing strategy officer (Kathy Beaton)
- Regeneration and planning
- planningpolicy@lancaster.gov.uk

**May**

<table>
<thead>
<tr>
<th>We asked</th>
<th>Principal democratic support officer (Stephen Metcalfe)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview and scrutiny committee work programme</td>
<td>Governance</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td><a href="mailto:scrutiny@lancaster.gov.uk">scrutiny@lancaster.gov.uk</a></td>
</tr>
<tr>
<td>From May 2014</td>
<td></td>
</tr>
<tr>
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</table>
### We asked
Potential health trail (active parks) in Ryelands Park (ongoing)

### When
May – workshop at Lune Children’s Centre in Ryelands Park
June - ‘This side of the river’ festival
August – event in market square

### You said
That this was a great idea and that you liked the interactive concept.

### We did
A prototype was developed by Lancaster University who are seeking further funding to create this as part of a wider health trail in Ryelands Park.

A report can be viewed [here](#).

### Contact
Public realm officer (Helen Ryan)
Environmental services
hryan@lancaster.gov.uk

For more information visit [www.imagination.lancs.ac.uk/activities/Active_Parks](http://www.imagination.lancs.ac.uk/activities/Active_Parks) or [www.facebook.com/RyelandsPark](http://www.facebook.com/RyelandsPark)

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### We asked
Local heritage list criteria

### When
May 2014

### You said
A number of amendments were suggested for the criteria, including a new criteria for buildings and structures associated with local industries (past and present) and that clearer details of how the data might be accessed by members of the public should be provided. A number of nominations were also received.

### We did
We carefully considered the suggested amendments, several of which have been incorporated (including the above) in the final draft which is to be adopted shortly. The nominations are to be taken forward for assessment by a panel in 2015. Selected buildings and structures will be added to the list and owners notified will be notified.

### Contact
Conservation officer (Emma Coffey)
Regeneration and planning
planningpolicy@lancaster.gov.uk

For more information visit [www.lancaster.gov.uk/conservation](http://www.lancaster.gov.uk/conservation)
<table>
<thead>
<tr>
<th>We asked</th>
<th>Arnside and Silverdale AONB (Area of Outstanding Natural Beauty) housing needs survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>When</td>
<td>May 2014</td>
</tr>
</tbody>
</table>
| You said | A total of 1,473 survey forms were returned, providing responses to the housing needs questions contained in the survey. 
The parish reports are available [here](#). |
| We did   | The independent consultants analysed the survey responses and published a Housing Needs Survey Report in September 2014 for each of the parishes in the AONB. The survey results will be used as evidence to help prepare the Arnside and Silverdale Development Management Plan. |
| Contact  | Senior planning officer (David Porter)                                               |

<table>
<thead>
<tr>
<th>We asked</th>
<th>Future of Cliffs play area (Bay Cottage play area)</th>
</tr>
</thead>
<tbody>
<tr>
<td>When</td>
<td>An initial meeting took place on Thursday, 8th May at Heysham Library, Heysham Road, Heysham starting at 6.30pm.</td>
</tr>
<tr>
<td>You said</td>
<td>Since then a community group has formed and is working towards relocating and redeveloping the park (renamed Bay Cottage play area). The group held a consultation/ fun day on 20 July 2014.</td>
</tr>
<tr>
<td>We did</td>
<td>There was positive feedback for a play area in its current location. As a result, a volunteer group was formed and is now working on the design and bidding for funding for this.</td>
</tr>
<tr>
<td>Contact</td>
<td>Public realm officer (Helen Ryan) Environmental services <a href="mailto:hryan@lancaster.gov.uk">hryan@lancaster.gov.uk</a></td>
</tr>
</tbody>
</table>
We asked
Meeting our future housing needs

When
June/July 2014

You said
We spoke to 1,046 people and 554 consultation responses were received (452 questionnaires and 102 emails/letters). This included responses from local residents and other members of the public, developers/agents, parish councils, government associations, neighbouring local authorities, local groups, utility providers, MPs and councillors.

The majority of respondents lacked confidence in the housing requirement study, especially in the context of the reduced population projections. However, house builders and agents suggested that the housing figure should be higher.

The consultation asked about five options:
  1) Single urban extension
  2) Reviewing the Green Belt
  3) Development throughout the district’s towns and villages
  4) Large scale expansion of two villages
  5) A new settlement

There was a mixed response to each option, however, the overall response suggests that option 1 was the most preferred option and option 5 was the least preferred. The main advantages for option 1 was the available infrastructure and employment, whereas these were the main disadvantages for option 5. Although some suggested that a purpose built development would be an opportunity to encompass and improve this, as well as developing an eco-town/garden city.

Infrastructure (in particular the roads and traffic congestion) was also raised as a key concern for option 1. Traffic implications were also raised as an issue for options 3 and 4.

The opportunity to link to the new m6 link road was highlighted, particularly under option 2. As expected, house builders and agents also support a review of the Green Belt. However, it was recognised that strategic gaps needed to be provided to maintain settlement identities.

The opportunity to improve and sustain infrastructure and services and ensure the vitality of rural communities were raised as advantages for both options 3 and 4. The need to prioritise brownfield and empty properties, to protect the AONB/green fields/agricultural land/green belt, avoid landscape and biodiversity impacts, avoid merging villages and towns were raised as key issues throughout.

The impact on villages/rural communities and their character was highlighted under most of the options but in particular options 3 and 4. All options attracted comments relating to infrastructure, service provision and employment with concern that existing services would be unable to support the level of additional housing proposed. The need to limit development and ensure it was in keeping with the local area was also raised. The need for affordable/mixed housing provision, to help retain young people
in particular, was highlighted under these options.

Questions were raised over reliance on a single large scale site and concern that the options were not flexible enough should they fail to deliver at the rate envisaged. A hybrid approach was offered as a solution to help meet the projected housing need and reduce the impact on one area of the district.

The full report can be viewed here

**We did**

The Council has commissioned the re-calculation of the projected household figures for the district. These will be based on population and household projections along with a wide range of other data eg employment and economic growth.

Once this information has been received, the council will consider this along with other detailed information and discuss this with a range of individuals and organisations to develop a suitable development options for the district (based on the five options that were consulted on in June/July 2014).

This and other information will be used to inform the district’s Draft Land Allocation Document, we are aiming to consult on this in 2016 (subject to progress and various council decisions).

**Contact**

Consultation and engagement officer (Jennifer Milligan)
Regeneration and planning
planningpolicy@lancaster.gov.uk

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**We asked**

Ryelands Park BMX track appearance and structure (ongoing)

**When**

June 2014

**You said**

Feedback on the Ryelands Park masterplan suggested that the idea of a BMX track was supported.

**We did**

The council is currently seeking funding for this and are working with an organisation call PROFIT who will be doing some more detailed consultation on this.

**Contact**

Public realm officer (Helen Ryan)
Environmental services
hryan@lancaster.gov.uk
### August

**We asked**
Polling district and polling places review  
**When**  
August to September 19 2014  
**You said**  
Comments were received from 5 individuals or groups which were reported to Council Business Committee for discussion on 29 January 2015. The report is available [here](#).

**We did**  
Council Business Committee agreed the schedule of polling districts and polling places. Further work will be carried out in the Heysham Central ward and monitoring will take place in areas where there is a high level of new build activity.

**Contact**  
Elections manager (Lisa Vines)  
Governance  
elections@lancaster.gov.uk
<table>
<thead>
<tr>
<th><strong>We asked</strong></th>
<th><strong>Happy Mount Park draft masterplan</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When</strong></td>
<td>Ongoing since 2013</td>
</tr>
<tr>
<td></td>
<td>A consultation event on the draft master plan was held by friends of the park and the council on Saturday 30 August 2014 between 2pm and 4pm.</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Feedback on the plan was positive.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>The masterplan was approved at the February 2015 Cabinet meeting. A volunteer group has formed to help move the plan forward over the next 10 years eg bid for funding.</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Public realm officer (Helen Ryan)</td>
</tr>
<tr>
<td></td>
<td>Environmental services</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:hryan@lancaster.gov.uk">hryan@lancaster.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>For more information visit <a href="http://www.lancaster.gov.uk/happymountpark">www.lancaster.gov.uk/happymountpark</a></td>
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</table>

**September**

<table>
<thead>
<tr>
<th><strong>We asked</strong></th>
<th><strong>Greaves Park masterplan</strong></th>
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<tbody>
<tr>
<td><strong>When</strong></td>
<td>September 2014</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>You suggested lots of ideas including improved tree maintenance and footpaths, wildlife areas etc.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>The ideas have been used to create a draft plan which will be consulted on in June 2015.</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Public realm officer (Helen Ryan)</td>
</tr>
<tr>
<td></td>
<td>Environmental services</td>
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<tr>
<td></td>
<td><a href="mailto:hryan@lancaster.gov.uk">hryan@lancaster.gov.uk</a></td>
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</table>

**October**

<table>
<thead>
<tr>
<th><strong>We asked</strong></th>
<th><strong>Local Democracy</strong></th>
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<tbody>
<tr>
<td></td>
<td>The council held a ‘Pupil Power Event’ at Lancaster Town Hall, which was attended by thirty seven year 6 Primary pupils from five schools from across the district. This provided an excellent opportunity for young people to meet councillors and officers, and find out how a district council works, and how decisions are made about budgets and service provision.</td>
</tr>
<tr>
<td></td>
<td>The Mayor’s Beadle lead a guided tour around the town hall and the pupils visited the Mayor’s Parlour, the old prison cells and the council chamber and learnt about the history of the town hall.</td>
</tr>
</tbody>
</table>
### You said

The pupils enjoyed playing the Pupil Power Game, deciding which services were important and the need to communicate with others and discuss what is needed before spending the money/budget.

The feedback suggested that Community Safety and Housing Services were the most preferred services and markets and parks, promenades and green spaces were the least preferred.

Comments included that housing provided homes for homeless people, whereas others said that everyone should have to pay for their own homes. There are alternative shops to the market, don't need parks as have sports areas, pest control kill animals, don't need two town halls and people can use the internet instead of going to visitor information centres.

The evaluations helped to show how valuable this experience had been for the pupils. In particular the 'photo-story' presentation of council services gave an insight into the range of services that the council provides and that the council runs and operates out of different buildings including Salt Ayre Sports Centre and parks in the district.

The majority of pupils enthused about how interesting and enjoyable the Pupil Power Event had been and how they had enjoyed visiting the town hall, experiencing the town hall tour and meeting the Deputy Mayor, Council Members and staff.

### We did

Councillors who attended the event heard what the children has to say; what is important to them and it is hoped that they will consider this when involved in future council work and meetings.

### Contact

Children’s Trust Co-ordinator (Sue Pickthall)
Health and Housing
spickthall@lancaster.gov.uk

### We asked

Smoke free outdoor play areas

### When

October 2014

### You said

- 82 people responded to the online questionnaire.
- Just over half of respondents visited a play area on a regular basis (monthly/weekly/daily), whereas a quarter visited a few times per year and another quarter had never visited a play area.
- The majority of respondents agreed that it is important not to smoke in front of children, they would be in favour of a voluntary code of not smoking within play areas and within 10 metres of play areas. Many would also be in favour of a voluntary code of not smoking within parks across the district.
However, there was slightly less support for a voluntary code within 10 metres of play areas and within parks across the district.

Half of respondents had or cared for children at home.

The majority of respondents did not smoke. However, approximately a sixth of respondents currently smoked, smoked occasionally or had previously smoked.

People from a mixture of ages responded to the online questionnaire, although the majority of respondents were aged between 30 to 39/over 30 years old. One response was received from an under 18 year old and five respondents were aged 20 to 29 year olds.

The majority of respondents were white, although one respondent was from a mixed/multiple ethnic background and two respondents preferred not to say.

The majority of respondents did not have a disability, however six respondents did and three preferred not to say.

42 respondents provided comments. 31 comments supported the voluntary code, although 6 of these were concerned about the enforcement/compulsory. Comments referred to the various impacts on children and wildlife, that this should include electronic cigarettes, that this should cover all parks/public areas. Respondents suggested that 10 metres could mean that children would be out of site, that this should not be extended to skate parks or other areas, that this should not cover whole parks and concern that this might put smokers off taking their children to the park. A couple of people raised the costs and one respondents suggested that an education leaflet would be a better use of council tax payer’s money. One respondent asked whether we knew that this was actually an issue within our children’s play areas.

We also received 7 comments via Facebook and Twitter which supported the introduction of a voluntary code, however concern was raised around enforcement. Most comments referred to the impact that smoking can have on children and others highlighted litter issues.

**We did**

The 79 play areas that the council manages now have a voluntary smoke free policy. Signs are being put in place to encourage people not to smoke in these areas. A leaflet has also been distributed to help to raise awareness of this.

**Contact**

Planning policy officer (Rebecca Richards)  
Regeneration and planning  
planningpolicy@lancaster.gov.uk

**January**

**We asked**

Local Green Spaces Methodology

**When**

Monday 19 January to Friday 27 February 2015
You said

24 comments were received, which were generally supportive of the identification of land as Local Green Space.

Respondents welcomed the opportunity to propose sites for consideration. Whilst supporting the process there was concern about some of the methodology and the tests that would be used to assess sites. A number of amendments were requested, including the need for increased recognition of the cultural value of spaces as well as further clarity in a number of other areas of the methodology.

We did

We have amended the methodology to take account of these comments. Following the close of the call for sites exercise on the 24th April 2015 the council will use the methodology over summer 2015 to create a Local Green Space Working Group and to carry out the site assessments.

Contact

Planning policy officer (Rebecca Richards)
Regeneration and planning
planningpolicy@lancaster.gov.uk

We asked

Employment and Skills Plans Supplementary Planning Document (SPD)

When

14 January and 25 February 2015

You said

The key responses emphasised the need for the document to provide flexibility in terms of requirements and had consideration of development viability.

A consultation report has been created which provides a summary of the comments received. The report can be viewed here

We did

We will consider the comments and prepare a final version of the SPD, this will be published for a further round of consultation in September 2015. Adoption of the document is expected by the end of 2015.

Contact

Senior regeneration officer (Paul Rogers)
Regeneration and planning
planningpolicy@lancaster.gov.uk

We asked

Shopfronts and Advertisements Supplementary Planning Document (SPD)

When

14 January and 25 February 2015

You said

The key responses suggested further issues which the SPD could address, including reference to street furniture, a wider range of advertising methods and highway safety matters.

A consultation report has been created which provides a summary of the comments received. The report can be viewed here
| **We did** | We will consider the comments and prepare a final version of the SPD, this will be published for a further round of consultation in September 2015. Adoption of the document is expected by the end of 2015. |
| **Contact** | Senior planning officer (Paul Hatch)  
Regeneration and planning  
planningpolicy@lancaster.gov.uk |

| **We asked** | Meeting housing needs supplementary planning document (SPD) |
| **When** | Monday 26 January to Friday 6 March 2015 |
| **You said** | A wide range of responses were received from developers, planning agents and members of the public. Respondents were broadly supportive of the need to update the Meeting Housing Needs SPD and made comments addressing the types and kinds of information which should be included and provided useful analysis of the council’s preferred approaches – particularly to issues around commuted sums and financial viability in planning. The report can be viewed here |
| **We did** | We will consider the comments and prepare a final version of the SPD, this will be published for a further round of consultation in September 2015. Adoption of the document is expected by the end of 2015. |
| **Contact** | Planning policy officer (David Jeffery)  
planningpolicy@lancaster.gov.uk  
Regeneration and planning |

| **We asked** | Anti-social behaviour on Ridge Square |
| **When** | January 2015 |
| **You said** | Large groups of people hanging around was highlighted as a big issue on Ridge Square. As a result, the majority of respondents were avoiding the facilities in Ridge Square.  
Other issues highlighted as ‘a very big problem’ included rubbish or litter, people not taking responsibility for their children and people not treating other people with respect.  
There was a mixed response to the idea of a youth shelter.  
The majority of respondents were aware of the YMCA and Community Centre. A number of comments were highlighted about the community centre including opening hours,  
Hate crime was also highlighted as an issue. |
**We did**

We are investigating options to help to reduce anti-social behaviour in this area.

A consultation is planned for 2015 on the future community centre provision.

The Hate Crime Officer is working with Lancaster University to help raise awareness of hate crime reporting with international students.

---

**Contact**

Community safety officer (Craig Brown)
cbrown1@lancaster.gov.uk
Health and housing

---

**Examples from throughout 2014/15**

**We asked**

Recycling participation monitoring

**When**

Throughout 2014

**You said**

Bransome, Vale, Palatine Avenue and the West End were identified as areas to target.

**We did**

Following door knocking and letters, recycling has increased from 76 to 86% in the Branksome area.

In January 2015, 11 areas were identified and are being targeted.

---

**Contact**

Waste and recycling
reycling@lancaster.gov.uk
Environmental services

---

**We asked**

Health and housing customer satisfaction questionnaire (following maintenance works on council housing)

**When**

Ongoing

**You said**

Council housing tenants said they wanted more options for things like the styles and colour of your new front doors and kitchen fittings such as cabinets, flooring and counters.

**We did**

Following approval of the Repairs and Maintenance Quality Group, we now offer tenants a broader range of colour and pattern options for their homes and plan to expand this further. We now have expanded the colours and patterns that we offer to tenants for a variety of planned maintenance. These were approved by the Repairs and Maintenance Quality Group.
### Contact

| Questionnaire – Technical manager (Tom Greenwood) | tgreenwood@lancaster.gov.uk |
| Results – Policy and performance officer (Tim Brunwin) | tbrunwin@lancaster.gov.uk |

### We asked

<table>
<thead>
<tr>
<th>Council housing estate and sheltered housing surgeries and walkabouts</th>
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<tbody>
<tr>
<td><strong>When</strong></td>
<td>Twice per year</td>
</tr>
</tbody>
</table>

### You said

| Council housing tenants said that they wanted to have input into the Housing Environmental Budget for their schemes. |  |

### We did

| At every walkabout we look for potential projects for the budget. In 2014 we provided extra parking spaces and a patio area at the rear of Prospect Grove, Morecambe. An outside patio area was also provided at Gummers Howe in Carnforth. The patio area at Beck View in Hala was renewed. We provided seating at Kingsway Court in Heysham and Glebe Court in Lancaster. |  |

### Contact

| Tenant participation officer (Juliet Grant) | jgrant@lancaster.gov.uk |

### We asked

<table>
<thead>
<tr>
<th>Council housing tenant audit inspectors group</th>
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<tbody>
<tr>
<td><strong>When</strong></td>
<td>Ongoing – one project per year</td>
</tr>
</tbody>
</table>

### You said

| Council housing tenants said they wanted to audit and inspect the void properties and the Lancaster Standard for letting. |  |

### We did

| We arranged for tenants to inspect a selection of properties in a variety of stages. From the keys being handed in by an outgoing tenant through to being ready to be let to a new tenant. Several improvement recommendations were made including re-introducing the council’s welcome to your new home bucket, increasing the decoration allowance for properties, extending the lettable standard to include boxing in pipes, lifting or replacing the floors in the kitchens and bathrooms as standard. We will be carrying out spot checks every 6 months to review. |  |

### Contact

<p>| Tenant participation officer (Juliet Grant) | <a href="mailto:jgrant@lancaster.gov.uk">jgrant@lancaster.gov.uk</a> |</p>
<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We asked</strong></td>
<td>District wide tenants forum</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Council housing tenants wanted to carry out estate inspections once a year to check on progress of the environmental budget and planned maintenance work on estates.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We organised a tour of estates and will continue to do this every year.</td>
</tr>
</tbody>
</table>
| **Contact**                                                         | Tenant participation officer (Juliet Grant)  
jgrant@lancaster.gov.uk  
Health and housing                                                                                                                   |

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We asked</strong></td>
<td>Council housing quality groups including repairs, neighbourhood management and allocation, leaseholders and customer services and resident involvement</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Council housing tenants wanted to test the quality of specific areas of the housing service.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We meet regularly to set an action plan for the year and take forward improvement recommendations for tenant and leaseholder services.</td>
</tr>
</tbody>
</table>
| **Contact**                                                         | Tenant participation officer (Juliet Grant)  
jgrant@lancaster.gov.uk  
Health and housing                                                                                                                   |

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>We asked</strong></td>
<td>Street/block voice and tenant and resident associations</td>
</tr>
<tr>
<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Council housing tenants wanted to have a voice with the council about their specific area or block of flats.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We now carry out quarterly inspections of areas or blocks and produce an action plan to track any issues.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We provide all block voice reps with notice boards where the action plan and useful phone numbers and information can be displayed.</td>
</tr>
</tbody>
</table>
| **Contact**                                                         | Tenant participation officer (Juliet Grant)  
jgrant@lancaster.gov.uk  
Health and housing                                                                                                                   |
<table>
<thead>
<tr>
<th><strong>We asked</strong></th>
<th><strong>Annual council housing tenant environmental budget consultation (ongoing via walkabouts)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>Council housing tenants wanted to make the decision about which projects are approved for the environmental budget of £65,500.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We meet regularly throughout the year to prioritise projects into high, medium and low priorities.</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Tenant participation officer (Juliet Grant) <a href="mailto:jgrant@lancaster.gov.uk">jgrant@lancaster.gov.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>We asked</strong></th>
<th><strong>Visitor Information Centre (VIC) customer satisfaction surveys</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>We receive a wide range of suggestions, an example suggestion was to have a bag/basket with Lancaster gifts for sale.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We now sell a range of hampers which we produce using bespoke Lancaster gifts including Lancaster tea, mugs, tea towels, and Lancaster confectionary.</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Visitor services officer (Allison Thomas) <a href="mailto:lancastervic@lancaster.gov.uk">lancastervic@lancaster.gov.uk</a> For more information visit: <a href="http://www.visitleancaster.co.uk">www.visitleancaster.co.uk</a> <a href="http://www.visitmorecambe.co.uk">www.visitmorecambe.co.uk</a></td>
</tr>
</tbody>
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<tr>
<th><strong>We said</strong></th>
<th><strong>Website pop up survey</strong></th>
</tr>
</thead>
<tbody>
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<td><strong>When</strong></td>
<td>Ongoing</td>
</tr>
<tr>
<td><strong>You said</strong></td>
<td>We receive approx. 20 different comments each month, highlighting issues such as usability, ease of navigation and the increasing use of mobile devices.</td>
</tr>
<tr>
<td><strong>We did</strong></td>
<td>We are completely redeveloping our website and introducing a responsive design that optimises itself for whatever device a site visitor is using. The site will also be organised around the most popular/frequent tasks (eg find a planning application, check bin collection calendar) to make it quicker and easier for users to find what they need.</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td>Web and e-marketing officer (Ian Jackson) <a href="mailto:communications@lancaster.gov.uk">communications@lancaster.gov.uk</a> Regeneration and planning</td>
</tr>
</tbody>
</table>