We Asked, You Said, We Did!

Lancaster City Councils 2013/14 Consultation Feedback

April
- Active Health Scheme Project Review

May
- Overview and Scrutiny Programme (April/May)
- Waste and Recycling Service Consultation (May/June)

June
- Sandcastle Festival
- AONB Management Plan 2014-19 (June-Nov)
- Visitor Parking Arrangements in Resident Parking Zones
- Museums

July
- Council Housing Customer Satisfaction Survey (July/Aug))
- Happy Mount Park Satisfaction Consultation (July to Sept)
- Park Heath Check
- Future of Storey Gardens (July to Nov)
- Proposed new skate park in the Warton and Carnforth area (July/Aug)

September
- Morecambe’s Seaside Festival
- Review of Council Tax Support (Sept/Oct)

October
- Morecambe Area Action Plan (Oct/Nov)
- Development Management Plan (Oct/Nov)
- Leaseholder Manual (Oct-Dec)
- Local Democracy

November
- Light Up Lancaster 2013

December
- Draft Parking Strategy
### We Asked

**Active Health Scheme Project Review**

Telephone interviews are carried out with people that have taken part in the active health scheme (14 week programme). This helps us to find out if the participants are continuing to exercise and have an active lifestyle following their attendance on the scheme.

### When

Every quarter from April 2013

### You Said

67% of previous attendees said that they were still active as a result of the scheme (quarter two – July to September).

### We Did

We will use the results to evidence the impact that the active health scheme has had to inform quarterly/annual reports and help to gain future funding for the scheme.

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### We Asked

**Overview and Scrutiny Committee**

The committee annually requests suggestions/issues to help inform their work programme.

### When

April/May 2013

### You Said

Various suggestions were made, which have been outlined below.

### We Did

Corporate Management Team considered the suggestions, however, some were considered as operational issues. The remaining suggestions were considered by the Overview and Scrutiny Committee including:

- Selective Licensing Scheme for landlords;
- Council Enforcement Policies, agreed that further information be requested from Councillor Leytham, Cabinet member with responsibility, on her suggestion of a piece of work focusing on the City Council’s Enforcement Policies;
- Bus Service on Morecambe Road, agreed to consider even though this is not a City Council responsibility. Also, following receipt of a petition referred from the full Council meeting, this matter was considered by the Committee;
- Rural Broadband, continuing from the previous year.
**We Asked**  
Waste and Recycling Service Consultation (May – June)

An online/paper questionnaire, targeted face to face interviews and road shows were carried out to find out how people use the waste and recycling service, satisfaction levels and to help identify future improvements.

**When**  
May/June 2013

**You Said**

92.8% of residents said that they always recycle and 94.1% of residents scored the scheme at either, 8, 9 or 10 when asked to score the scheme between 1 and 10.

Some common areas of concern were raised including:

- Provide more information on what can be recycled
- Improve our process for clearing litter left by collection crews
- Replace bins and boxes neatly by our crews following collections

Several people expressed an interest in joining a recycling discussion group.

An overwhelming 88.2% of respondents wanted an annual collection calendar to continue to be produced.

**We Did**

To help to improve the common areas of concern, we have been working with our crews, reviewing our supervision and monitoring processes to ensure that litter is reduced and bins and boxes are replaced neatly.

In January 2014, we invited everyone who had registered an interest in getting involved further to a presentation/workshop. At the first discussion group we provided an overview of the collection process and attendees commented on a draft 'What Goes Where' leaflet that helps to explain how waste is collected and where it goes.

We provide ongoing talks and presentations to community groups and resident forums to help raise awareness.

We will continue to produce and deliver an annual collection calendar.

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**We Asked**  
Sandcastle Festival

A paper questionnaire was handed out at the event along with an online version to find out what people thought of the event to help to identify any improvements for future events in the Lancaster District.

**When**  
15/16 June 2013
### You Said

All visitors and local residents that responded rated the event as good or excellent.

### We Did

We have used the information on visitors to help us to gauge the economic impact of the festival.

Following a Council wide review of all services, the festival's budget has been reduced for 2014. This reduction means that resources will go towards the Light up Lancaster Festival and the Vintage by the Sea Event (externally funded). Both are seen to be signature events with the greatest potential to raise the profile of Lancaster and Morecambe as well as generating the most economic impact. In addition, some in-kind resources have gone towards supporting an outdoor exhibition on Morecambe promenade “2020 Vision” over the summer assisting Morecambe Bay Partnership to promote the new and emerging Morecambe Bay brand.

### We Asked

**AONB Management Plan 2014-19 – Outline Plan Proposals, draft delivery plan and strategic environmental assessment scoping report**

An online questionnaire asked people/organisations to comment on the content and scope of the developing draft plan.

### When

Summer 2013 & Autumn 2013

### You Said

A range of comments and suggestions were made on the draft document including:

"The report is very comprehensive"

"I think you are correct in identifying the importance of achieving a balance between demands from the public - both for access, farming and development and the need to protect the historic and the uniquely diversified nature of the area."

"Protection of the environment is far more important than economic development and growth is often counter productive - sustainable is often used to ‘green wash’ undesirable/unnecessary development and management"

"Added emphasis could be given to broadband and mobile coverage to foster home working and micro-businesses, which are attracted to the AONB because of the quality working environment and brand identity. The AONB Unit will work with the two County Councils and the DCMS delivery organisation to ensure the infrastructure minimises its impact on the AONB landscape."

A full report on the Management Plan Review, including consultation responses will be made available online in March [http://www.arnsidesilverdaleaonb.org.uk/](http://www.arnsidesilverdaleaonb.org.uk/)
We Did

Where possible, we used comments to inform the draft AONB Management Plan which was published in October. We asked for further comments on this and the draft delivery plan and where possible, used the comments to inform the documents further.

The final version of the Arnside & Silverdale AONB Management Plan can be found online at http://www.arnsidesilverdaleaonb.org.uk/images/stories/pdfs/pre-adopt_mplan_2014.pdf

All other supporting documents can be downloaded at http://www.arnsidesilverdaleaonb.org.uk/AONB/Enhance/Looking-after-the-AONB/Management-Plan-Review.html

We will report the final version of the document to Cabinet, prior to adoption across the four Local Authorities with responsibilities within the AONB. The Adopted Plan will be submitted to Defra on 31st March 2014.

We Asked

Visitor Parking Arrangements in Resident Parking Zones

Local residents living in controlled parking zones were asked about the current parking arrangements and three alternative options and any other views in relation to visitor parking.

When
May to August 2013

You Said

Residents were supportive towards two of the three options: the possible increase in the number of visitor cards issued and the possible introduction of visitor permits. The level of support for each option was dependant on whether respondents were a frequent user of the existing arrangements.

We Did

We have used the comments to further inform the development of proposals to be discussed with Lancashire County Council (highway authority). We are considering these proposals (March 2014) along with the implementation arrangements that will need to be approved by both Councils.

We Asked

Museums (Maritime, Cottage, Judges Lodgings and The Castle)

A paper and online questionnaire asked museum visitors for their views on their experience and to provide information on themselves to help to gain an understanding of visitor satisfaction and profile.

When
June 2013
You Said

95 people completed a questionnaire; the majority of respondents were local and aged over 55.

Local residents and visitors suggested that Lancaster Castle and Lancaster City museums are the most well-known and the most visited in the last two years. Visitor awareness of all the museums was lower than local residents.

Most people said that they were likely to visit a museum a few times per year and said that an exhibition that they have interest in, followed by music/concerts and a special offer would encourage them to visit.

Most people didn’t use the additional services with the exception of special exhibitions and events. Other additional services include guided tours, historic talks, workshop for adults, activity session for children/families, early year’s session, school workshops, research/enquiry, café and musical concerts/plays.

Most people knew that some of the museums are free to enter and had seen some publicity about the museums. Both local residents and visitors said that they had been walking past/called in, seen something in local media or on posters, been told about a museum or exhibition etc or seen a ‘Lancaster attraction’ leaflet.

When asked what the opening times for the museums should be, most people said open 6 days a week including Sunday, but closed one weekday or that they would like it to stay the same.

We Did

We have shared the results with Lancashire County Council who work with Lancaster City Council to provide the museums. Your views will help to inform the future and potential changes to the museum service in the Lancaster district.

We Asked

Council Housing Customer Satisfaction Survey

A random postal questionnaire asked tenants to rate their satisfaction on repairs and maintenance, customer involvement, complaints, estate management and value for money.

When

August – September 2013

You Said

Tenants expressed high levels of satisfaction with the overall service, quality of home, rent value for money and repairs and maintenance – all in line with national averages.

Sheltered tenants expressed high levels of satisfaction with almost all areas of the council housing service – generally higher than tenants of general needs accommodation.

Young people showed higher levels of dissatisfaction.
The numbers of tenants that are satisfaction with their neighbourhood as a place to live have dropped since the last satisfaction survey (2011/12). Satisfaction with some aspects of customer service has also decreased since 2011/12.

For repairs and maintenance, there were high levels of satisfaction with aspects such as the attitude of operatives, and keeping dirt and mess to a minimum. However, satisfaction with the time taken to start work has decreased since 2011/12.

**We Did**

We presented the results of the survey to the District Wide Tenant’s Forum, staff and councillors in December 2013.

Areas of dissatisfaction are being used to inform the action planning of the council housing quality groups (tenant groups tasked with scrutinising service delivery).

The quality groups will use the results to inform mystery shopping exercises, tenant audits, and other scrutiny of the service.

The customer service and resident involvement quality group is currently focusing on how to improve engagement with younger residents.

A review of service standards and how best to publicise service standards is underway, to ensure that tenants and residents are aware of the level of service they can expect from council housing.

**We Asked**

**Happy Mount Park Satisfaction**

Face to face sessions/interviews and online questionnaires were carried out to find out what people think of the park and its attractions/facilities.

**When**

July to September 2013

**You Said**

The people that responded highlighted two key issues:

1) The quality of the café food/service
2) Significant toilet issues

**We Did**

We have shared the results with the café (lease owners).

Unfortunately due to major financial constraints that we are facing, it is unlikely that more toilets will be provided. However, the frequency of cleaning will be increased at peak times (delivered by an external contractor).
### We Asked

**Park Heath Check**

An ongoing online survey and face to face questionnaire are taking place to find out how satisfied people are and the level of pride people have in our parks.

### When

From July 2013

### You Said

86 responses so far:

Most of the people that responded live nearest to Williamson Park and agree or strongly agree that their local park is easily accessible, attractive and welcoming, clean and well maintained, safe and secure, a place where they feel healthier, full of vibrant wildlife and part of the community.

- 95.3% said that they were average to extremely proud of their park
- 4.7% said that they were average to not very proud of their park

### We Did

We will continue to monitor the Park Health Checks and take into account customer feedback to improve our parks

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### We Asked

**Future of Storey Gardens**

The Friends of The Storey Gardens have carried out open days, questionnaires and discussion groups to find out people’s views on the future of the gardens.

### When

July to Nov 2013

### You Said

146 people responded to the questionnaire.

People that responded said that you would like to use the gardens in lots of ways. The top three options included: ‘casual drop in’, ‘picnics with family/friends’ and ‘bring visitors as a Lancaster attraction’.

Respondents agreed that the top three developments to the gardens should be improved seating/picnic area, improvement to entrances and more planting areas. Respondents were not keen on community growing areas.

A range of other comments/suggestions were made which highlighted:

- Entrance/access
- Signage
- Security – close over night
- Keep as a peaceful, tranquil, calm, relaxing space that is mysterious, magical - a secret garden
- Already have growing areas eg Fairfield
- Arts eg sculpture, music, poetry
Most of the people that responded had someone over 50 living in their home. Altogether respondents had 48 children living in their homes aged under 5 to 14 years old. Most respondents did not have a disability and described themselves as White British.

**We Did**

We will work with the Friends of The Storey Gardens to use this information to inform the design of the gardens and to make future funding bids eg Heritage Lottery.

Major works are taking place on the trees and wall in the garden to meet health and safety standards. This work is due to be completed by the end of May 2014. Ad hoc public access will start in the summer although the garden will not be designed until funding is available.

**We Asked**

**Proposed New Skate Park (Warton and Carnforth area)**

A questionnaire was carried out with people living in the area to find out whether there is a need for a skate park in this area.

**When**

July/August 2013

**You Said**

The people that responded had mixed views, although the majority of respondents supported the idea.

**We Did**

We have taken a report to Carnforth Town Council and officers are waiting for clarification/direction on how to take this forward (March 2013).

**We Asked**

**Morecambe Seaside Festival**

A paper questionnaire was handed out at the event along with an online version to find out what people thought of the event to help to identify any improvements for future events in the Lancaster District.

**When**

31 August/1 September 2013
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<th>You Said</th>
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<td>You rated this as a good event although respondents felt at times that it lacked the concentration of activities on the ground to keep everyone entertained.</td>
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<td>We have used the information on visitors to help us to gauge the economic impact of the festival.</td>
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Due to reduced budget and resources, the Seaside Festival has been discontinued and limited budget and resources have been re-directed to support the Vintage By the Sea Festival (in partnership with Morecambe Town Council and Hemingway Design). This is seen to have the greatest potential to raise the profile of Morecambe as well as generate the most economic impact in this area.

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<td><strong>Review of Council Tax Support</strong></td>
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A paper/online questionnaire was sent to a selection of people that do and do not claim council tax support and they were asked for their views on future levels of council tax support including various options.


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<td><strong>September/October 2013</strong></td>
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<th>You Said</th>
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<td>654 responses were received and a report which outlines the consultation feedback is available at: <a href="http://ofsapps06:8070/documents/s45257/App%20D%20LCC%20LCTS%20Scheme%202014%20Council%20111213%20Consultation%20Results%20Summary.pdf">http://ofsapps06:8070/documents/s45257/App%20D%20LCC%20LCTS%20Scheme%202014%20Council%20111213%20Consultation%20Results%20Summary.pdf</a></td>
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Additional comments relating to the LCTS scheme can be grouped into 3 main themes:
- Protection of vulnerable / low income individuals and families
- Protect people with long term physical, mental health, health conditions or disabilities
- Carrying out of means testing / review on an individual basis

Other general themed comments included:
- Everyone should pay something
- Collect council tax/combat fraud
- Don’t penalise employed
- Phased introduction/provide support fund
- Community work/take responsibility in exchange for benefits
- Review people’s outgoings
- Support people to work
- Review discounts
In relation to ways of offsetting the costs attached to maintaining existing support levels or reducing them by 10%, many general comments were submitted as summarised below:

- Introducing / increase fees and charges
- reviewing services/contracts
- creating efficiencies
- reviewing employee/councillor benefits
- selling assets/ other income generation

The majority of respondents were in support of the proposal to cancel “Second Adult Rebate”, but there were others who did not support it or did not express a view.

We Did

At the December 2013 meeting, Cabinet agreed to:

- Adopt option 1, to retain existing levels of council tax support for claimants for the year commencing 2014.
- To remove “Second Adult Rebate” support.
- To publish the Council’s adopted Scheme and make all other necessary arrangements for its implementation in the next financial year.

We Asked

Morecambe Area Action Plan

People/organisations were asked whether they would like to challenge whether the plan complies legally and with national planning policy. Extensive consultation has previously been carried out on this plan.

When
October/November 2013

You Said

In total 18 comments/representations were received from eleven people/organisations.

Comments/representations included wording of policy eg in relation to National Planning Policy Statement (NPPF), sufficient justification for aspects of the plan, suggested different way of framing plan and deficiencies in the Habitat Regulations Assessment contained as part of the Sustainability Report.

We Did

We have submitted all comments/representations to the Secretary of State (via the Planning Inspectorate). This will help to inform an examination which will take place in April 2014.

We Asked

Development Management Plan (guidance on how planning applications should be considered)
People/organisations were asked whether they would like to challenge whether the plan complies legally and with national planning policy. Previous consultation has been carried out this plan.

**When**

October/November 2013

**You Said**

In total 253 comments/representations were received on the Development Management DPD from 34 separate people and organisations. These included representations from national agencies such as the Environment Agency and English Heritage, developers, planning consultants and one member of the public.

The representations received to the Development Management DPD raised a number of issues; the main issues summarised in the bullet points below.

- Issues of viability were raised by a number of responders in relation to the cumulative impacts of financial requests made by the Development Management DPD.
- References were made to local planning authorities not overburdening development with financial requests that might impede the delivery of development, in particular housing development.
- The approach that the council is taking to Local Plan production was also questioned, with a number of representors requesting that a single Local Plan be prepared in one stage rather than individual DPDs.
- The length of the plan period should be extended from 2026 to 2031 to ensure that the DPD retains validity for the recommended 15 year period.
- Issues over the council’s approach to affordable housing and the council’s expectation of significant contributions of affordable housing, particularly on greenfield sites. It was the view of the responders that this figure was unjustified, not based on robust evidence and would restrict the delivery of housing in the district – both market and affordable.
- Those policies relating to sustainable design, in particular references to the Code for Sustainable Homes and BREEAM should be removed from the DPD. It was the view of the responders that the requirements of this policy should be addressed and delivered through building regulations; requirements which exceed national standards cannot be justified without bespoke local evidence and would restrict the delivery of development, particularly housing.
- That in particular areas, the Council should be seeking to update its evidence base which, in the view of responders, is out of date. This specifically related to evidence base referring to affordable housing and open space.
- That the Council should not place an over-reliance on the preparation of supplementary planning documents (SPDs) to apply planning policy. Policies within the Development Management DPD should not seek to refer to SPDs which have not yet been prepared or adopted.

**We Did**

We have submitted all comments/representations to the Secretary of State (via the Planning Inspectorate). This will help to inform an examination which will take place in April 2014.
### We Asked

**Leaseholder Manual**

A meeting was held with relevant officers and leaseholder representatives to find out views to help inform the development of a manual.

### When

**October to December 2013**

### You Said

Everyone who attended the meeting agreed that the 2010 leaseholder manual was no longer fit for purpose.

The leaseholder quality group agreed that the updated 2014 leaseholder manual was a useful document which would help leaseholders to have a better understanding of leasehold matters including useful information on how they can ask for help and what to do in any circumstance that might affect them. The group asked for a separate manual for elderly leaseholders.

### We Did

We involved two representatives of the leaseholder quality group in the manual review. Following approval by the leaseholder quality group, all leaseholders were consulted on the updated manual (no responses were received). We will report the updated 2014 leaseholder manual to Cabinet for approval and as requested, create a separate version for the elderly.

### We Asked

**Local Democracy**

Six primary schools (60 year 6 pupils) were invited to an event at Morecambe Town Hall which included a presentation on council services, playing pupil power (making decisions on which services to provide), telling us what they would do if they were in charge of the council and taking part in a mock council.

### When

**October 2013**

### You Said

The pupil power game results showed that community safety was the most important service that the pupils wished to keep; housing services were also highlighted as another important service. The pupil’s least important service was visitor information centres; this was because the pupils thought that visitors and residents could find out what is going on using the internet.

The exercise which asked the pupils what they would do if they were in charge of the council highlighted that young people are very much aware of current affairs in particular local issues. There were many suggestions reflecting how the children feel about living in the district, how they would like to make it a better place by improving facilities such as libraries, shops, roads, sports facilities, ensuring hospital hygiene is improved and that the elderly are looked after in both their own homes and nursing homes. Safety was really important for the pupils; including road safety and looking after flood defences to keep people safe.
Providing more for homeless people, money/benefits, houses and food.

**We Did**
The Pupil Power Day gave Lancaster City councillors an opportunity to talk to the pupils and hear their views and it is hoped that the councillors will consider these when involved in future discussions/decision making.

**We Asked**
**Light up Lancaster**

Everyone who ordered tickets/wrist bands was sent an online questionnaire to find out what people thought of the various Light up Lancaster events.

**When**
November 2013

**You Said**
People that attended the events rated the fireworks as a great event although respondents felt that more food stalls were needed at the viewing areas. Respondents also rated ‘Light up the Streets’ as great although felt that it should include more family friendly activities/elements to the evening.

**We Did**
The results will be used to improve Light up Lancaster 2014 to help to increase the audience levels and profile of this event regionally and nationally.

**We Asked**
**Draft Parking Strategy**

Comments were requested on the updated Draft Parking Strategy and Action Plan.

**When**
November/December 2013

**You Said**
A wide range of comments were received on the strategy. The most common themes included:

- Traffic congestion
- Residents parking
- Parking charges

**We Did**
We are currently (February 2014) reviewing the comments received and are considering updates to the Strategy and Action Plan.
Work is still taking place on the following consultations:

- Happy Mount Park Masterplan
- Cliffs Play Area
- Lancaster District Gypsy and Traveller Accommodation Assessment
- Salt Ayre Club and Young Peoples Surveys
- Improving Morecambe’s Main Street (MAAP) – Connecting Victoria Street