

**OVERVIEW AND SCRUTINY
COMMITTEE**

6.00 P.M.

17TH JANUARY 2024

PRESENT:- Councillors Brett Cooper (Chair), Jack Lenox (Vice-Chair), Suhir Abuhajar, Martin Gawith, Chris Hanna, Paul Hart, Abi Mills and Sue Penney

Also in Attendance:-

Councillors Tim Hamilton-Cox and Caroline Jackson

Officers in attendance:-

Joanne Wilkinson	Chief Officer - Housing and Property
Peter Linsley	Council Housing Service Support Manager
Daniel Wood	Partnerships Officer
Stephen Metcalfe	Principal Democratic Support Officer
Jenny Kay	Civic & Ceremonial Democratic Support Officer

43 MINUTES

The Minutes of the meeting held on 6th December, 2023 were signed by the Chair as a correct record, subject to an additional "0" in Minute 40 relating to green bins.

44 ITEMS OF URGENT BUSINESS AUTHORISED BY THE CHAIR

There were no Items of Urgent Business.

45 DECLARATIONS OF INTEREST

The Chair and Councillor Hart declared an interest in Minute 47 as Morecambe Town Councillors.

46 TENANTS' SATISFACTION SURVEY 2023

The Chair welcomed the Cabinet Member with responsibility for Housing and the Neighbourhoods and Support Services Manager to the meeting.

Members were given details of the outcomes of the recent Tenants' Satisfaction Survey that had been undertaken. It was reported that as part of the new housing regulation regime that had been introduced after the Grenfell Tower fire and recent deaths due to mould, all registered social housing providers would be required to submit data about their performance alongside the outcome of a tenant satisfaction survey each year from 2024. This information would be used to benchmark housing providers across the UK to provide a national picture.

The Council Housing Team had undertaken the survey over the Summer in 2023.

The survey revealed that seven out of ten residents who completed the survey were satisfied with the overall service provided by Lancaster City Council (71%), with tenants

being considerably more satisfied (72%) than leaseholders (51%). It was noted that year on year, the National satisfaction rates reduced and the results for the Lancaster district mirrored this.

The Committee was advised that the housing service had been restructured and increased its focus on safety in homes, conditions survey and neighbourhoods including tackling anti-social behaviour.

Members went on to discuss the impact anti-social behaviour had on residents and how important it was to tackle those few who caused it to create happier neighbourhoods.

The Committee discussed the results of the survey and asked a number of questions.

Resolved :-

- (1) That the Cabinet Member with responsibility for Housing and the Neighbourhoods & Support Services Manager be thanked for their attendance at the meeting.
- (2) That the results of the tenants satisfactions survey be noted.

47 PROPERTY GROUP UPDATE

The Chair welcomed the Cabinet Members with Responsibility for Property, the Chief Officer Housing and Property and the Asset Manager to the meeting.

Members were given an overview of the Council's diverse non-housing portfolio of over 1,300 assets, ranging from car parks, corporate operational buildings, land of varying sizes, retail units and other non-housing properties with a value in the region of £90million. As part of the Outcome Based Resourcing (OBR) process in 2022/23 a full review of the Council's asset base resulted in the identification of several assets which were considered appropriate for disposal.

It was reported that within the service, there were three main areas of activity:

- i. Asset Maintenance
- ii. Property Compliance
- iii. Estate Management

Members were advised that approval for a full stock condition survey had been gained and an interim capital / revenue programme developed. Alongside this work part of the White Lund Depot redevelopment had been prioritised.

The Committee went on to discuss the Asset Management Strategy that had been approved by Cabinet in October 2022. It was reported that with changes to management over the past few years and the OBR process, Cabinet had used the Strategy as a framework to focus resources on priorities but it was in need of refreshing. Work identified within the Strategy had been undertaken such as the leasing of Palatine Hall and work was underway to dispose of identified assets.

Members highlighted the great work that the new team was undertaking under the recent management changes after inheriting a number of issues that had escalated over the years.

The Committee went on to discuss the future of Ryelands House and how the problems that existed there could be overcome.

Resolved :-

- (1) That the Cabinet Members with Responsibility for Property, the Chief Officer Housing and Property and the Asset Manager be thanked for their attendance at the meeting.
- (2) That the results of the stock condition survey be reported to the Committee once it was complete.

48 WORK PROGRAMME REPORT

The Work Programme was noted.

49 FORTHCOMING KEY DECISIONS

The Forthcoming Key Decisions were noted.

Chair

(The meeting ended at 7.47 p.m.)

**Any queries regarding these Minutes, please contact
Jenny Kay, Democratic Support - email jkay@lancaster.gov.uk**