



**JUST  
CHILD'S  
PLAY**

**PAGE 12**



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**NEWS 3**



# visionlancashire

Community news from across YOUR county

www.lancashire.gov.uk / September 2009

## COUNCIL TAX FREEZE PLANNED NEXT YEAR

### invision

#### £250,000 to protect county from floods

A MAJOR drive to tackle flooding is on the cards after council bosses injected an extra £250,000 into cleaning roadside gullies.

The money is being switched from other areas - meaning no tax rise.

■ **Lancashire News - Page 3**

#### £2m to boost school playing fields

SCHOOL playing fields in Lancashire are to receive a £2m boost.

Thirty six schools are to gain - at a time when playing fields in other parts of the country are under threat. The money is mainly for drainage projects.

■ **Lancashire News - Page 6**

#### Miscreants on the run

ANTI-SOCIAL behaviour has dropped strongly across Lancashire. Pollsters Ipsos MORI found that public worries about anti-social behaviour have halved since 2003, down from 38 per cent to 9 per cent.

■ **Lancashire News - Page 7**

#### Second start in life

A HOSPITAL stay has traditionally meant the threat of the end of living in their own home for older people. Read how the county council's rehab unit is helping older people relearn the skills they need for independence.

■ **Living in Lancashire - Page 10**

#### Safe from loan sharks

A TEAM of specialist investigators is gearing up to bust loan sharks. It is believed that there are 3,000 loan shark victims in the poorer areas of Lancashire. Missing a repayment can lead to a beating or worse...

■ **Lancashire Folk - Page 12**



### ENERGY 'OHM' TRUTHS

RESIDENTS of Lancashire are being given the chance to learn some "ohm" truths and save money, thanks to free energy monitors.

The energy monitors can be borrowed from county council libraries. They show precisely "watt" electricity is being used in the home - right down to which devices use how the most power.

Turning lights off as you leave the room and reducing the number of appliances you

leave on standby can lower your home electricity bills by 5-12 per cent per year.

County Councillor Tim Ashton said: "It is incredibly simple to see the effects of switching an appliance on and off.

"Just by making sure you do not have things on standby can mean you save pounds on your next energy bill."

The monitors can be borrowed for a week from local libraries.

■ **Noel Graham**

VALUE for money and quality services are the watchwords in a drive to freeze Lancashire County Council's share of Council Tax bills next year.

Savings are to be made after political control of the council changed in June.

A fresh look at spending priorities, however, will see extra cash for a number of services

"There will be tough decisions in uncertain times," said County Councillor Geoff Driver, the county council's new leader.

"We will be spending more on services that people rely on and want - such as support for elderly people and children.

"Our spending plans include an extra £9m for highways and £5m extra to safeguard vulnerable children and to improve the life chances of looked-after children.

"There will also be an added £250,000 for homes for the elderly and an extra £150,000 to improve respite care for carers of disabled children. There will be more cleaning of roadside gullies to reduce the risk of floods.

"The county council exists for one purpose only - to serve the people of Lancashire. Value for money will be at the heart of policy for the four-year term of office."

Savings so far have included fewer staff attending conferences, a reduction in Climate Change grants and reducing the frequency of Vision. Financial reserves will be managed to reduce interest payable on loans.

**Smaller Cabinet - p6**



**Geoff Driver**

## CHILDREN TURN TRASH INTO TREASURE

HATS off to the pupils of a Rossendale school.

Youngsters at Tor View Specialist Arts College took unwanted rubbish - and turned it into giant flowers and hats.

The Haslingden pupils were some of nearly 26,000 children who have now been taught that rubbish is a valuable resource.

County Councillor Albert Atkinson said: "A lot of rubbish is too good for landfill. Children love to root about with rubbish - their enthusiasm for recycling is endless."

The Haslingden children used

scrap plastic, fabric and card in workshops used by Global Renewables on behalf of Lancashire County Council.

Staff have visited over 100 schools so far to spread their message that recycling saves cash and natural resources.

Lancashire County Council is currently building two waste treatment facilities at Leyland and Thornton to aid recycling in the county.

The Leyland plant will feature a groundbreaking environmental education centre which will involve schools.



**COLOURFUL** | Children at Tor View turned rubbish into beautiful flowers.



## Summer rain stops play

UNFORTUNATELY we have had a rather wet summer and the pavements are very slippery due to the leaves and moss on the footpath.

My wife is in a wheelchair and I have not been able to take her out for a leisurely walk for many days now as the pavements can be lethal after a heavy downpour.

Please can something be done?

Mr M Jenkins  
Lytham

**JOAN SAYS:** You need to contact the county council's highways department where your request can be logged.

You can contact them on 0845 053 0011 or alternatively you could send them the details by email: [highways@lancashire.gov.uk](mailto:highways@lancashire.gov.uk)

## Learning about school

MY daughter will be four in June next year and therefore will be due to start primary school in September.

# LETTER OF THE MONTH

## Just the ticket for school bus

MY daughter is due to start at Parklands High School in Chorley this September.

I need to inquire about applying for a season ticket bus pass.

Before I apply, I would like to know how much this will cost and where my daughter will catch the bus from. Where do I go for this information?

Mrs K Townsend  
Chorley

**JOAN SAYS:** Lancashire County Council can arrange for information to be sent out to you.

This includes details of how much a season ticket for your daughter will cost, as well as information about the proposed bus stop and bus service number that she will need.

For further information on school season tickets and to find out



more about prices, you will need to contact the county council's school public transport helpline on 01772 534 588.

She is my eldest so I have never made an application for a primary school place before.

Could you please advise me of how I apply?

Miss S Farrington  
Hutton

**JOAN SAYS:** Children born between 1 September 2005 and 31 August 2006 will be due to start

primary school in the academic year 2010.

Applications for primary school placements can be made online at [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

Booklets are also available via primary schools in early September.

For information on school applications, contact the school admissions support helpline on 0845 053 0030.

## Contacting childcare

I HAVE been on your website looking for childcare for my granddaughter, on my son's behalf.

She is just two years old and my son and his

wife wish her to go to a childminder.

On your website I have found several childminders, who may be appropriate, but there is no direct number given to contact them.

How do I obtain their number to make inquiries?

Mr P Thornton  
Burnley area

**JOAN SAYS:** Some childminders do withhold their contact details on our website.

Contact numbers can be easily obtained from the Family Information Service on 0800 195 0137. A list of relevant childminders and other providers can also be sent out.

## Badged up and ready

I AM retired and often take my elderly mother and her sister out in the car on small day trips, as they are unable to drive themselves.

Both are disabled and very elderly and I feel that I would benefit from having a Blue Badge so that I can park in the disabled parking bays and

closer to buildings, making day-to-day activities like shopping more of a pleasure rather than a chore. How do I apply?

Mrs V Parkinson  
Skelmersdale

**JOAN SAYS:** Blue Badges are assigned to a person and not a vehicle.

If the application is successful the badge holder can use the Blue Badge in any vehicle they go in.

Information can be found on the Lancashire County Council website which is [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

Alternatively you can contact the Blue Badge Application Service on 0845 053 0049.

## Parking at the double

MY mum is a Blue Badge

## askjoan

Don't know who to contact about council services? Are you baffled by bureaucracy? Call Joan on 0845 053 0000 or email: [enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)

holder but she's a bit confused about where she can use it.

I've heard you can use them to park on double-yellow lines but she doesn't believe me.

Could you clear things up?

P Wilkes  
Preston

**JOAN SAYS:** You can park on single or double yellow lines for up to three hours, except where there is a complete ban on loading and unloading.

You must always display your Blue Badge correctly and show your time of arrival.

For more details visit [www.direct.gov.uk](http://www.direct.gov.uk) or call our customer service advisers for information.



## justamin

### Speed action

EUXTON Parish Council got £800 for a Speed Indicator Device from County Councillor Mike Otter, Champion for Parishes.

### Starter

A BREAKFAST and after-school club for 30 pupils in Over Kellet has received a total of £13,045 to help with its activities.

### Park plans

PATHS and steps at Accrington's historic Peel Monument are currently being improved as part of a wider project.

### Tasty start

THE breakfast and after-school club at St Bernard's Catholic Primary School in Preston has received £16,101 for its work.



## TOP OF THE CLASS

# Mike shows learning is fun

■ Rob Bywater

STUDENTS across Lancashire have been celebrating after receiving Learner of the Year Awards.

Run by Lancashire Adult Learning (LAL), the awards recognise students for their achievements during 2008/09.

LAL helps people develop skills and pursue new interests to improve their quality of life.

Winners were split into 10 different categories.

Mike Howarth, aged 59 and from Lancaster, was voted over-55s learner of the year.

He said: "I used to run my own window-cleaning business, but had to change my career because of an illness.



**CONFIDENT** | Student Mike, right, offering support.

"I started off studying the Feel Confident for the Future course, which helped to build my self-esteem before completing various other courses.

"The skills I learned led to a part-time job at Lan-

caster Adult College as a learning support tutor. I'd recommend adult learning to anyone."

LAL offers a wide range of courses and training opportunities for individuals and businesses.

## WHEELS IN MOTION



MORECAMBE Promenade won the prize for the top cycling scheme in the country at the 2009 National Transport Awards. Cyclists can enjoy five miles of safe cycling and unrivalled views across Morecambe Bay.

A full job description  
of all vacancies is available  
on our website

[www.lancashire.gov.uk/vacancies](http://www.lancashire.gov.uk/vacancies)

**Lancashire**  
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Council





## PUBLIC PROTECTION

# Road gullies' £250,000 to beat future flooding



CLEAN-UP | Keith Young

■ **Martin Crabtree**

A MAJOR drive to tackle flooding is on the cards after county council bosses put an extra £250,000 into cleaning roadside gullies.

The money is being switched from other areas – meaning not a single penny will be added to Council Tax bills.

The move is prompted

after the Pitt inquiry into national flooding pointed out that highway drain maintenance, and in particular blocked drains, were a large factor in the floods in 2006 and 2007.

County Councillor Keith Young, Cabinet member for highways and transport, said: "Spending on highways drainage is always a good investment.

"In fact it's the first thing you should do for highways maintenance as water causes more damage than anything else.

"Almost invariably, blocked gullies are a major cause whenever roads flood. I can think of few better ways of spending this £250,000."

The first step will be for the county council's highways managers to iden-

tify areas where they think the extra investment will have the most impact – particularly responding to emergency situations.

The national Pitt inquiry into the floods that shocked the nation two years ago, highlighted the need to improve highway drain maintenance and improve local anti-flood measures.

## HEALTHY FOOD



LANCASHIRE County Council received a "Good Egg" award for ditching battery-cage eggs in favour of free-range eggs. The Compassion in World Farming award is for switching an annual 575,000 eggs per year in school meals.

## HELP FOR CHILDREN

# Foster recruitment drive on target

■ **Greg Bowen**

LANCASHIRE County Council's three-year campaign to recruit more foster carers is bang on target at the half-way point of year one.

Since the drive began in February, upwards of 500 callers have rung to find out more about being a foster carer.

As about a tenth of initial inquiries will lead to final approval, that means 50 could make it through

the whole process – and the council has pledged to recruit 100 carers a year.

The county council looks after about 1,250 children and young people who cannot live with their own families.

Staff and foster carers are currently working on a DVD that will be included in information packs for prospective carers. It shows footage of real foster carers talking about what it's like to look after children – the

tricky bits and the magic moments too.

Foster carers are needed for children of all ages, including under-fives and older children, sibling groups and children with disabilities.

**Give a child a chance**

To find out more -  
**0800 1951183**;  
or email direct from our  
website at [www.lancashire.gov.uk/fostering](http://www.lancashire.gov.uk/fostering)

## A lighter way to beat crime

NEW streetlights in places where people fear to walk at night will leave criminals with nowhere to hide.

Over £100,000 is being spent on schemes to make life harder for potential criminals.

Existing lamps will be replaced with brighter bulbs and new columns erected in spots where

there are no streetlights.

Crime and Disorder Reduction Partnerships involving residents and the police have identified 10 areas where better lighting would help most.

The new lights will feature energy-saving measures such as improved controls so they can be dimmed, and low-energy LED fittings.

## justamminute

### On the road to work

VACANCIES exist for lolipop men and women across Lancashire.

The school patrols receive £6.30 per hour and applicants should be aged between 17 and 74.

If you would like to help please call Ken Speak on 01772 646 810 or visit

[www.servinglancashire.org.uk](http://www.servinglancashire.org.uk) for information.



LOLLIPOP | Vacancies

### Scenes from the sea

A MUSEUM will be hosting this year's annual exhibition by local artists from the Lancaster and District Art Society.

The exhibition, portraying local maritime scenes, will be on public display until 12 September in the Old Custom House at the Maritime Museum on St George's Quay, Lancaster.

### Trouble nipped in bud

A PROJECT to stop people throwing missiles at public transport in Burnley has been voted Lancashire's best example of partnership working.

Operation Trojan, run by the county council, police, bus operator Tranday and schools, won the prize from Lancashire Constabulary's Problem Oriented Partnership.



SAFE | On the buses

### Cash help for Martyrs

AN extra £13,000 is being made available for childcare provision at English Martyr's Wraparound Club in Preston.

The organisation provides a lunch club for children. The money will be spent over three years

# Start your learning journey now

call:

Preston, Lancaster, Fylde, Wyre:  
**01524 581269**

Burnley, Hyndburn, Pendle,  
Ribble Valley, Rossendale, Chorley,  
West Lancashire,  
South Ribble:  
**0845 600 1331**

Or visit our website  
[www.lal.lancashire.gov.uk](http://www.lal.lancashire.gov.uk)  
for more information on adult learning  
courses starting in your area now.

**Lancashire Adult Learning**  
– your choice for learning and skills



LANCASHIRE County Council has launched a new website where parish and town councils can find out more about its services.

The website includes information about the work of the county council's champion for parishes, Lancashire Local committees,

and much more.

The website aims to help the county council and parish councils work more closely together to provide services.



## WIN A HOTEL BREAK FOR TWO

Vision is teaming up with Virgin Trains and Britannia Hotels to offer readers the chance to win a luxury break in London.

The prize includes a weekend break for two people at the Britannia International Hotel on Canary Wharf and First Class train travel from Lancashire to London Euston.

You'll travel in first-class style and comfort on a Pendolino tilting train from a choice of Lancashire mainline stations to Euston – and then you can start exploring the capital.

Richard Branson-owned Virgin Trains have introduced a new timetable offering more trains and faster services. Services overall increased by 30 per cent after an upgrade of the west coast mainline.

Britannia Hotels is the largest privately owned hotel group in Britain with 33 hotels across the country.

All hotels offer comfortable accommodation in the best locations.

To enter, simply answer the following question by Friday 25 September: **Who founded Virgin Trains?**

Send entries to: Britannia competition, Vision, County Hall, Preston PR1 8XJ. Alternatively, save a stamp and enter online at: [www.lancashire.gov.uk/corporate/vision](http://www.lancashire.gov.uk/corporate/vision)

### Who founded Virgin Trains?

Answer .....  
Name .....  
Address .....  
Email .....

There is no cash alternative. Rail tickets are subject to availability and the prize must be claimed within six months. Transport to and from mainline stations is not included.



## TV WARNING

# Beware TV rogues in digital switchover

■ Julian Edwards

TRADING Standards officers are warning against the unnecessary purchase of TV aerials in the run up to the digital switchover.

Claims that people need to have a new aerial to receive digital signals are simply false.

If you get Granada TV in Lancashire you should be aware that TV is going fully digital from 2 Dec (BBC2 starts the process on 4 November).

If any TVs in your house can only receive BBC 1 and 2; ITV; Channel 4 and 5 it is an analogue set. You will need a Freeview, or alternative digital, set-top box to make it work after the digital switchover. You do not need a new aerial.

If you currently get a good picture on your TV it is almost certain that your aerial will be suitable. With a digital box and the increased signal strength, virtually any TV will receive digital.

Reputable aerial firms will be digital registered installers and use the digital tick logo.

For further advice and guidance, call the digital helpline on 08456 50 50 50 or look at:

[www.digitaluk.co.uk](http://www.digitaluk.co.uk)

If you have been misled call Consumer Direct on 08454 04 05 06.

## ■ MEN'S FUTURE



THE future welfare of men is being addressed jointly by Lancashire County Council, the NHS and the Youth Offending Service. Issues investigated at a recent summit included education, health and general wellbeing.

## justamin

### Looks good

MORE than £6,000 has been allocated for public art in West Lancashire, Chorley and South Ribble.

### Cash for club

AN extra 16 places in an after-school club in Wyre will be established after the county council awarded £8,400.

### Childcare

EXTRA childcare places are to be provided at Scorton Kids' Club.

# Applying for places in Lancashire schools for September 2010

## Primary schools

You must apply if you want a place for your child at a Lancashire primary school (even if an elder sibling is already attending the school which you prefer).

THE CLOSING DATE FOR APPLICATIONS IS 06/11/09

## Secondary schools

You must apply if you live in Lancashire (even if you prefer a secondary school situated in another Local Authority).

THE CLOSING DATE FOR APPLICATIONS IS 16/10/09

If you have a child who will have a 4th birthday between 01/09/09 and 31/08/10, or a child in the last year of primary school (year 6) from September 2009, then this does apply to your family.

In September 2009 you should receive school admission information for September 2010. If you do not receive this by mid September 2009 please contact your area education office (see below).

	Primary	Secondary
North Lancashire	01524 581112	01524 581163
South Lancashire	01772 532191	01772 531813/531819
East Lancashire	01254 220742	01254 220708

LATE APPLICATIONS MAY NOT BE INCLUDED IN THE INITIAL ALLOCATION PROCESS FOR SCHOOL PLACES.

Voluntary aided (church) and foundation schools may in addition have their own supplementary forms links to the schools admission criteria. Please contact individual schools direct.

Apply on line:

[www.lancashire.gov.uk/e-admissions](http://www.lancashire.gov.uk/e-admissions)





## SCHOOL SCENE

# New Burnley schools open their doors

■ Sue Becker

RETURNING to school after the summer holidays isn't usually eagerly awaited by pupils – but for hundreds of excited schoolchildren in Burnley, it will be their first day in their brand new school.

The JCBs have rolled away and now Sir John Thursby Community College and Ridgewood Community High School are throwing open their doors to the historic first wave of students to set foot in the school, part of the county council's Building Schools for the Future programme.

County Councillor Pat Case, Cabinet member for children and schools,

said: "The new schools will provide a 21st century educational environment that our pupils deserve."

"I wish them many happy schooldays and memories of their time here."

Situated on Eastern Avenue in Burnley, Sir

John Thursby, a 1,050-place secondary school for 11-16 year olds, was formed from the populations of Walshaw and Barden High Schools.

It shares the site with Ridgewood Community High School, a secondary school that caters for

90 students with special needs.

Ridgewood students have been busy packing their most prized school items in a treasure chest for transfer to their new home.

A foundation stone and time capsule were laid earlier this year.



LOOKING TO THE FUTURE | Ridgewood Community High School's new courtyard

## New schools for Whitefield and Lomeshaye approved

BOSSES from Lancashire County Council and Pendle Borough Council have brought a new primary school in Whitefield a step closer.

County Councillor Pat Case, cabinet member for children and schools, has approved the re-building of Whitefield Infant School, expanding its capacity by 90 pupils –

and expansion of Lomeshaye Junior School to provide an additional 120 places.

She said: "We will be able to provide children in Whitefield with a brand

new school building on a site at the heart of the community.

"Nelson has a rising birth rate so it makes sense to permanently expand these schools."

## Time to get on your bike

WORK on converting the old railway from Rose Grove to Padiham to a path suitable for pedestrians, cyclists and horses will be completed soon.

The £1.2m project to create a 2.5km long linear park is being led by the

REMADE in Lancashire Programme funded by the North West Regional Development Agency.

Project manager Roy Haliday said: "The old railway track was disused and had fallen into a bad state of repair – but is being transformed with a

new surface and lighting making it much safer for pedestrians and cyclists."

The linear park is part of a wider Sustrans Connect 2 Big Lottery project to create new links to schools, employment areas and Burnley town centre.

## ON THE ROAD

# Safety push for Barrowford Road

MOTORISTS and pedestrians are to get a better deal with a major new safety scheme on one of Pendle's main roads.

Work is expected to start this month on Barrowford Road, Colne which has had a poor safety record.

Improvements will include audible surfacing and an anti-skid surface for the bad bend below the old grammar school, and 13 sets of speed cushions between the school and Parker Street.

Highways engineer

Simon Bucknell said: "The road has had a poor accident record."

"The speed limit is 40mph along the side of the reservoir, but it drops to 30mph just before the bend. Drivers don't

realise they have to slow down to take the bend so we will be installing an audible surface to help them."

The work will start in September and should last about two weeks.



TIME TO ACT | county council highways engineer Simon Bucknell

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**01772 536652**

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## MEET YOUR COUNTY COUNCILLORS



Burnley Central East  
Bill Bennett  
Liberal Democrats  
07821 393890



Burnley Central West  
Charlie Briggs  
Liberal Democrats  
01282 456845



Burnley Rural  
Margaret Brindle  
Liberal Democrats  
01282 412304



Burnley North East  
Peter McCann  
Liberal Democrats  
01282 831568



Burnley South West  
Jeff Sumner  
Liberal Democrats  
01282 448096



Padiham and Burnley West  
Sharon Wilkinson  
British National Party  
01282 457873



Nelson South  
George Adam  
Labour  
01282 699796



Pendle Central  
George Askew  
Conservative  
07771 338902



Brierfield and Nelson North  
Mohammed Iqbal  
Labour  
01282 661955



West Craven  
Keith Bailey  
Conservative  
01282 852286



Pendle East  
Mike Calvert  
Conservative  
01282 869036



Pendle West  
Shelagh Denwent  
Conservative  
01282 616064

## ON TRACK

# Full steam ahead with £1.8m makeover

■ Rob Bywater

ORMSKIRK Railway station has been officially opened by The Hon Sir William McAlpine, chairman of the Railway Heritage Trust, following a multi-million refurbishment.

The Grade II listed station, which is owned by Network Rail and managed by Merseyrail, was refurbished in a project led by Lancashire County Council that also involved the trust, Merseytravel, West Lancashire Council, the Department for Transport (DfT) and the Northwest Development Agency.

The refurbishments, which are in keeping with the station's original architecture, feature environmentally friendly measures including a system that reuses rainwater in the station's

toilets, LED lighting to save electricity costs and thermal insulation to cut heating bills.

County Councillor Malcolm Barron, lead member for highways and transport, said: "The new station is very impressive and I'm proud that the county council has led such a forward-

thinking project.

"The enhanced passenger facilities will, I am sure, be welcomed by the thousands who use them."

Jim Cornell, executive director, Railway Heritage Trust, said "The Railway Heritage Trust is delighted to have had the opportunity to be involved

in a partnership to restore and refurbish this historic railway station."

Jo Kaye, Network Rail's route director, added: "I am pleased that Ormskirk leads the way by being the first station in the UK to be completed as part of the DfT's National Stations Improvement Programme."



RIGHT ON TRACK | civic leaders open Ormskirk Railway Station

## Alcohol issues on big screen

A FILM exploring issues around alcohol, produced by and starring young people from West Lancashire, was premiered at Edge Hill University earlier

this summer.

"Wasted" was the culmination of a two-year project, organised by the young people's service, which saw young people work with Liverpool Film

Academy, and Tony Lyndsey, a scriptwriter who has worked on "The Bill" and "Casualty".

The film is part of an educational package which will be used with

young people in schools, colleges and other settings in and around West Lancashire. It will form part of the alcohol strategy currently being developed for the district.

## Water nice weir



BIRKACRE WEIR | restored to its former glory

AN HISTORIC weir has been restored to its former glory thanks to a project led by Lancashire County Council, Chorley Council and the Friends of

the River Yarrow.

Birkacre Weir, part of Yarrow Valley Country Park, has been fitted with "stop planks" forcing water over the lip.

The weir originally had the purpose of raising the level of the water in the river to force it into a series of mill lodges.

## ON THE BUSES

# New bus shelters – are just the ticket

APPROVAL has been given to spend extra cash to further improve a busy bus route.

Passenger numbers have recently doubled on the high-frequency bus service around Chorley town centre.

Eight new vandal-proofed bus shelters are now to be built after Lancashire County Council agreed to spend

an extra £22,000.

The network of bus routes in and around Chorley centre was revamped three years ago – but there was no money for new shelters.

Dianne Taylor, county council bus projects manager, said: "The service network now features low-floor, easy access buses – but there is still work to do.

"Passenger numbers have increased phenomenally and we are now planning the next step.

"That will involve improving the waiting environment."

It is expected that most, if not all, the new shelters will be installed in place of existing, old and uncomfortable shelters.

## MEET YOUR COUNTY COUNCILLORS

 Chorley East Terry Brown Labour 01257 416266	 Chorley North Mark Perks Conservative 01257 279209	 Chorley Rural East Pat Case Conservative 01257 482373	 Chorley Rural North Michael Devaney Conservative 07909 001434	 Chorley Rural West Keith Iddon Conservative 01704 821181
 Chorley South Sam Chapman Conservative 07787 005659	 Chorley West Peter Malpas Conservative 01257 234316	 Ormskirk West Rob Bailey Conservative 01257 462867	 Skelmersdale Central Terry Aldridge Labour 01695 733298	 Skelmersdale East Carolyn Evans Conservative 01257 450343
 Skelmersdale West Maggie Skilling Labour 01695 623879	 West Lancashire East David Westley Conservative 01704 840681	 West Lancashire North Malcolm Barron Conservative 01772 811302	 West Lancashire South David O'Toole Conservative 01695 421056	 West Lancashire West William Cropper Conservative 01704 840207

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## STAYING CONNECTED

# It's good to Telly Talk at Lytham Library

■ Rob Bywater

RESIDENTS from Fylde can now speak face-to-face with staff from Lancashire County Council's customer service centre without having to make the journey to Preston thanks

to a groundbreaking communications system.

The system, called Telly Talk, has been installed at Lytham Library on Clifton Street. It uses a webcam, touch screen, and signature scanning system to allow people to carry out tasks that would

previously have had to be done by post or by travelling to the service centre itself.

People can currently use Telly Talk to order or renew blue disabled parking badges and make general enquiries.

Telly Talk project

manager John Taylor said: "Telly Talk has several advantages. You can see and hear the person you're talking to and your documents and signature can be scanned remotely.

"Our customer service officers can receive and check them instantly and the system can take passport-style photographs so customers don't have to pay for them. This has proved particularly useful for a variety of services, including, for example, the renewal of a disabled parking badge."

Library staff will be on-hand to help anyone wanting to use Telly Talk.

Run by the county council, Telly Talk is being rolled out across Lancashire. There are terminals in Accrington Library, Chorley Library, Kings Fold Library, and Burnley Library.



THE CUTTING-EDGE | Telly Talk system in action

## Cash boost for Ribble Discovery Centre

YOUNGSTERS will get new wellies and worksheets to help them learn about the Ribble estuary thanks to cash from Lancashire County Council.

The Ribble Discovery

Centre at Fairhaven, Lytham has been awarded more than £8,500 for the next two years from the authority's Gateway Grants scheme.

Andrew Easby, Royal

Society for the Protection of Birds officer, said: "Our centre allows over 2,000 children every year to experience the magic of the Ribble Estuary."

"This grant will help us to pay for qualified field-

teachers to take young people out into the estuary as well as provide them with essentials such as Wellington boots."

For further details about the centre, call 01253 796292.

## Pride of Poulton

STAFF from Poulton-le-Fylde Library have won an award for the services they provide to the local community.

The customer service award was presented as part of the Pride award scheme, which recognises employees who excel in providing Lancashire County Council's services.

Library employees received particular recognition for helping local adults to develop their literacy and numeracy skills.

Ken Harries, Poulton Library branch manager, said: "I'm immensely proud of the team for winning this award."

"I'm retiring soon, but

can honestly say this is the best team I've had the pleasure of working with.

"In the last couple of years they have helped two library users in particular by holding one-to-one sessions, which have helped them learn to read for the first time, as adults, transforming their lives completely."



TIME TO CELEBRATE | library staff receiving award

## Lollipop patrol reprieve

THE lollipop patrol at Heyhouses CE Primary School in Lytham St Annes has been reprieved by Fylde's Lancashire Local committee.

The patrol was threatened when a survey

revealed insufficient traffic nearby to justify the job when the previous job-holder left the post.

County Councillor Paul Rigby, Fylde Lancashire Local chair, said: "We have decided to put the safety of children first and to recruit someone.

It is a real Lancashire Local victory for parents, children and school staff."

The Lancashire Local committee unites members of Lancashire County Council and Fylde Council to ensure that local services are tailored to local need.

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## MEET YOUR COUNTY COUNCILLORS



Fylde East  
Liz Oades  
Independent  
01772 671343



Fylde South  
Paul Rigby  
Conservative  
01253 737207



Fylde West  
Paul Hayhurst  
Independent  
01995 670931



Lytham  
Tim Ashton  
Conservative  
01253 794809



St Annes North  
Howard Henshaw  
Liberal Democrats  
01253 713204



St Annes South  
Fabian Craig-Wilson  
Conservative  
01253 780462



Amounderness  
John Shedwick  
Conservative  
01253 869048



Fleetwood East  
Clive Grunshaw  
Labour  
01253 776757



Fleetwood West  
Stan Leadbetter  
Conservative  
01253 874870



Garstang  
Valerie Wilson  
Conservative  
01995 604035



Poulton-le-Fylde  
Geoffrey Roper  
Conservative  
01253 892965



Thornton Cleveleys Central  
Jim Lawrenson  
Conservative  
01253 825192



Thornton Cleveleys North  
Andrea Kay  
Conservative  
01253 851077



Wyreside  
Bob Mutch  
Conservative  
01253 811177

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information visit  
[www.lancashire.gov.uk/council/councillors](http://www.lancashire.gov.uk/council/councillors)

## ON THE ROAD

# Road safety scheme for Church and Altham

■ Rob Bywater

WORK to cut speeding traffic and improve safety for pedestrians in Church and Altham is now under way.

A new traffic safety scheme, due to be completed in September, is being installed on Dill Hall Lane and Church Lane following concerns raised by members of the public about speeding traffic. There have also

been a number of accidents where pedestrians have been injured.

Matthew Hargreaves, Lancashire County Council's senior traffic engineer who designed the scheme, said: "Dill Hall Lane and Church Lane are major routes.

"There can be heavy traffic at busy times and despite being a 30 mile per hour zone, there have been a number of

accidents which is why we are making further improvements."

The scheme includes renovation of existing chicanes and bollards, and repairs to pavement extensions which make it easier for people to cross the road.

In addition, red road resurfacing is being used to highlight crossing points along the route and a zebra crossing, close to St Nicholas' Road

and Buckingham Grove, will be constructed.

Matthew added: "This scheme will make it safer for drivers, but particularly pedestrians accessing the local shops. "The zebra crossing will help the school crossing patrol get children across the road safely."

Work affecting the carriage way is taking place between 9.30am and 3pm to keep disruption to a minimum.

## BUSINESS NEWS

# Multi-million development does the business

WORK on a £7million business and enterprise village in Haslingden, Rossendale is now underway.

The project is being funded by the county council's economic development department, Lancashire County Developments Limited (LCDL), and the Northwest Regional Development Agency (NWDA), which provided £820,000 investment to develop the site.

The project, which is being developed in partnership with Rossendale Council, will create 32,000 square feet of high quality business space for at least nine businesses.

County Councillor Michael Welsh, chairman of LCDL, said: "LCDL is delivering projects across the county and this is a key investment to bring prosperity to Rossendale and Pennine Lancashire. We anticipate that this

development will support up to 150 jobs."

Councillor Bill Challinor, deputy leader of Rossendale Council, added: "We know that there is a need for this type of office development in

Rossendale and are delighted to see this happen."

The scheme should be completed by summer 2010.

For more information, visit [www.lcdl.co.uk](http://www.lcdl.co.uk) or call 01772 536600.



AN ARTIST'S IMPRESSION | Rising Bridge Business Village

# New bus stops are just the ticket

NEW bus stops are being installed between Bacup and Whitworth as part of Lancashire County Council's drive to improve bus services.

The stops, which are part of phase two of the Accrington to Whitworth

quality bus route, include a number of features to improve access for disabled people such as raised platforms, making it easier for wheelchair users to board buses.

Dianne Taylor – bus projects manager, said:

"The new stops will improve accessibility for everyone.

"We're working in partnership with bus operators to improve all aspects of the bus service, including shortening bus journey times."



NEW BUS STOPS | Accrington to Whitworth

## Rawtenstall bus station – your views

LANCASHIRE County Council is proposing a new high-quality bus station in Rawtenstall and is carrying out a consultation in September giving local people the chance to share their views.

There will be exhibitions where people can see the plans, discuss them and make comments.

Posters giving dates and times of these events will be on display soon.

Dianne Taylor, bus

projects manager, said: "We are considering options for the bus station location and design and would like to know what people who live and work in the area think of the proposals before we finalise them."

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## MEET YOUR COUNTY COUNCILLORS



Accrington West  
Mohammed Younis  
Conservative  
07787 005668



Accrington North  
Malcolm Pritchard  
Independent  
01254 726515



Accrington South  
Graham Jones  
Labour  
07812 076753



Great Harwood  
Claran Wells  
Labour  
01254 888658



Oswaldtwistle  
Peter Britcliffe  
Conservative  
01254 381147



Rishton and Clayton-le-Moors  
Miles Parkinson  
Labour  
01254 301687



Rossendale East  
Jimmy Eaton  
Conservative  
01706 878153



Rossendale North  
Tony Winder  
Conservative  
01706 220764



Rossendale South  
Darryl Smith  
Conservative  
01706 825927



Rossendale West  
Peter Evans  
Conservative  
01706 229994



Whitworth  
Peter Steen  
Conservative  
01706 875479

For more  
information visit  
[www.lancashire.gov.uk/council/councillors](http://www.lancashire.gov.uk/council/councillors)



## CAR SALES CLAMPDOWN

# Tackling roadside rogue traders

■ Rob Bywater

LANCASHIRE County Council is launching a clampdown on people who illegally sell secondhand cars by the roadside across Preston and South Ribble this month.

This move follows a successful countywide operation to tackle

roadside rogues earlier this summer.

New legislation means it is now an offence for a trader to create the impression they are not acting as a trade or business or falsely pass themselves off as a consumer.

Following this change in the law, Lancashire County Council's Trading Standards team has

joined forces with the police and district councils to tackle rogue traders who disguise themselves as members of the public and sell unroadworthy, 'clocked' or stolen vehicles.

Jim Potts, Lancashire's chief trading standards officer, said: "The new legislation does not affect ordinary people who are

offering their own car for sale or reputable traders who operate properly from recognised business premises.

"It allows us to weed out those who pretend to be seeking a one-off sale when they are really running a business."

Officers will leave notices on vehicles giving legal guidance to the trader and providing advice to potential buyers.

Persistent offenders who have already been warned could face court action.

Anyone considering buying a car can contact Consumer Direct on 08454 04 05 06.



NEW DRIVE | Trading Standards officers out on the streets.

## ■ BONDING WITH BABY



PARENTS from Riverbank Children's Centre try out the new baby-slings that are now available for loan. Benefits include better baby-bonding, reduced post-natal depression and it encourages breastfeeding.

## Blitz on underage booze

A LANCASHIRE County Council campaign to tackle businesses selling alcohol to under-18s across South Ribble has been a huge success.

The campaign, run in partnership with South Ribble Borough Council and the police, saw test-

purchases on 12 premises where 16-year-old mystery shoppers tried to buy alcohol and were refused in each shop.

This scheme follows other measures to inform businesses.

Jim Potts, chief trading standards officer, said:

"Under-age drinkers often send adults to buy alcohol for them and this will be the focus of our next campaign."

To report a business you suspect of selling alcohol to under 18s, call Consumer Direct on 08454 040506.

## ■ MEET YOUR COUNTY COUNCILLORS

LANCASHIRE'S voters went to the polls on June 4 to elect your new county council. These are the representatives for your area, shown with contact details.

You can also visit the councillors' websites: [www.councillor.info/lancashire.aspx](http://www.councillor.info/lancashire.aspx)



Preston Central North  
Frank De Molfetta  
Labour  
01772 717 707



Preston Central South  
Carl Crompton  
Labour  
01772 499 441



Preston City  
Yousuf Metala  
Labour  
01772 490 125



Preston East  
Kevin Ellard  
Labour  
01772 717 505



Preston North  
Geoff Driver  
Conservative  
01772 865 029



Preston North East  
Michael Welsh  
Conservative  
01257 276 992



Preston North West  
Mark Jewell  
Liberal Democrats  
01772 739 085



Preston Rural  
George Wilkins  
Conservative  
01772 861 009



Preston South East  
Jennifer Mein  
Labour  
01772 862 662



Preston West  
Bill Winlow  
Liberal Democrats  
01772 536 378



Bamber Bridge and  
Walton-le-Dale  
Peter Mullineaux  
Conservative  
01254 851099



Farington  
Mike Otter  
Conservative  
01772 423 623



Leyland Central  
Mike France  
Conservative  
07787 005 662



Leyland South West  
Michael Green  
Conservative  
01772 423 515



Penwortham North  
Tony Pimblett  
Liberal Democrats  
01772 744 751



Penwortham South  
Renee Blow  
Conservative  
01772 747 103



South Ribble Rural East  
The Idle Toad  
01254 852 978



South Ribble Rural West  
Keith Young  
Conservative  
01772 614223

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## NEW MUSEUM

# New Clitheroe Castle Museum opens its doors

■ Rob Bywater

AN INTERACTIVE museum bringing 350 million years of Clitheroe's history to life is now open.

Clitheroe Castle Museum, which has been given a £3.5m makeover, offers visitors a fascinating insight into the history of the castle and the surrounding landscape.

Owned by Ribble Valley Council and run by Lancashire County Council, the museum is open seven days a week and offers a variety of activities.

These include interactive features such as a touchscreen where people can find out fascinating facts about the surrounding landscape

and audio and visual displays. There is also a spectacular glass atrium housing a café and shop.

Rachel Jackson, Clitheroe Castle Museum's site manager, said: "People will be able to trace the stories of Clitheroe's famous heroes from Tolkien to Turner. They can also discover the amazing history behind our beautiful landscape."

The museum is currently showcasing the Facing North exhibition, which features the work of 50 of the North West's finest artists.

Facing North, which is on display until 11 October, is the culmination of five years' work by Maiden Bridge Arts Centre in Tatham and



BRINGING HISTORY TO LIFE | Clitheroe Castle's new museum

is supported by The Forest of Bowland Area of Outstanding Natural Beauty.

Alongside their work, all the featured artists have created a portrait of themselves using a

variety of media.

For more information about Clitheroe Castle Museum, including opening times and admission fees, visit [www.lancashire.gov.uk/museums](http://www.lancashire.gov.uk/museums).

## Planning together

LANCASHIRE County Council and Ribble Valley Council have produced the Ribble Valley Locality Plan for 2009/10, which sets out how they will work together to tackle issues identified by local people.

Developing walking routes for people of all

abilities and improving Longridge Civic Centre are just some of the projects included in the plan.

Colin Everett, the county council's district partnership officer for the Ribble Valley, said: "The locality plan is all about providing what the

community wants at grassroutes level.

"By working together more closely, we'll make Ribble Valley an even better place to live, work and visit."

For more information, visit [www.lancashire.gov.uk/council/meetings](http://www.lancashire.gov.uk/council/meetings).

## Quernmore School flies the flag

A LANCASTER school is celebrating after scooping a national award for the work it does to improve the environment for the second time.

Quernmore Primary School won an eco-schools green flag, which is awarded by national

environmental charity ENCAMS.

Installation of a wind turbine, recycling waste, and teaching pupils about environmental issues are some of the measures that have led to this award.

Jane Haythorne, the

School's eco-coordinator, said: "The Eco-Schools programme has been a fantastic initiative for all involved."

"However, the greater challenge is to maintain what we have achieved so far and look towards ways of improving even further."



GOING GREEN | Quernmore children celebrate

## ON YOUR BIKE

# Lancaster cycling boost

AN extra £625,000 is being spent to make cycling safer in Lancaster and Morecambe.

Hundreds of commuters have switched from car to bike since Lancaster was designated a "cycling demonstration town" four years ago - and

Lancashire County Council is keen to keep the momentum going.

Improvements will include cycle lanes on the A6, crossings on junctions and two-way cycling on some one-way streets.

Cycling officer Alasdair Simpson said: "This year's plans will target

Lancaster city centre.

"New cycle crossings are being installed to help cyclists get across the busy inner ring road, contraflow cycling is being allowed on some one-way streets and cycle lanes will go down the main A6."

Lancaster, with 36

miles of traffic-free cycle routes, was one of the first cities to be designated a cycling demonstration town with a view to learning what needs to be done to get people out of their cars.

Work on these latest improvements will start in the late summer.

## MEET YOUR COUNTY COUNCILLORS



Clitheroe  
Allan Knox  
Liberal Democrats  
01200 424936



Longridge with Bowland  
David Smith  
Conservative  
01772 782424



Ribble Valley North East  
Albert Atkinson  
Conservative  
01282 773440



Ribble Valley South West  
Chris Holtom  
Conservative  
01524 854626



Heysham  
Ken Brown  
Conservative  
01524 416613



Lancaster Central  
Christopher Coates  
Green Party  
01524 840530



Lancaster East  
Sam Riches  
Green Party  
07909 001432



Lancaster Rural East  
Susie Charles  
Conservative  
01524 751200



Lancaster Rural North  
Sarah Fishwick  
Conservative  
01524 701592



Lancaster South East  
Joan Jackson  
Conservative  
07787 005661



Morecambe North  
Tony Jones  
Conservative  
01524 221200



Morecambe South  
Albert Thornton  
Conservative  
01524 853635



Morecambe West  
Janice Hanson  
Labour  
01524 411019



Skerton  
Nikl Penney  
Labour  
01524 63055

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## justamin

## Child's play

MORE than £47,000 of county council cash is to be spent on improving Salthill play area in Clitheroe.

## Pay rise

MAXIMUM county council grants to youth bodies and individuals are to increase from £100 to £250.

## Seed money

LANCASHIRE County Council's champion for parishes has approved £350 for a planting scheme in Hilldale.

## Right track

CASH has been approved for improvements to Rishton train station.

The station will gain a car park and solar lights.

## Rail thing

PASSENGERS at the rail stop at Brierfield are to gain solar- and wind-powered lighting for their car park.

## Comfort stop

TEN new bus shelters are to be provided for the route leading to Trawden and Barnoldswick.

## Eased

MONEY has been approved to tackle congestion at junction 31 of the M6. Some cash is from developers.

## Easy riders

EASTERN Avenue in Burnley is expected to gain a new cycle path. More than £100,000 is being given by Sustrans.

## Station study

A STUDY is to be conducted at Leyland railway station. It is hoped to subsequently improve it.

## SPORT SAVED FOR SCHOOLS

# Sporty youngsters land £2m 'prize'

■ Greg Bowen

WINTER washouts could soon be a thing of the past thanks to a £2m scheme to improve school playing fields in Lancashire.

Thirty six primary and secondary schools across

the county will be included in a programme to upgrade outdoor sports facilities as part of the county council's multi-million-pound 2008 - 2011 capital strategy.

County Councillor Pat Case, Cabinet member for

children and schools, said: "Sloshing around on soggy playing fields is not everyone's idea of fun and is the last thing we want at a time when we are encouraging children to be more active."

"It will mean fewer can-

celled games and will bring wider health benefits by allowing pupils to use playing fields all year round. It will also improve sports facilities for local communities."

A typical example is Broad Oak Primary School in Penwortham which takes part in school leagues and tournaments for netball, athletics, football and rounders.

Pupils became frustrated that their field was waterlogged for several months of the year, and struggled to play rounders and cricket in the wet summer.

But soon pupils will be able to play outdoors more often and hope to once again host football matches at home instead of always "playing away".

Schools with poor playing fields submitted bids to be part of the scheme based on criteria including Ofsted reports, pupil access to after-school sports, community use of school sports facilities and sporting links to other schools.



PLAYING FIELD | The work at Bishop Rawsthorpe CE Language College in Chorley

## Cyclists' Olympic fever

■ Nell Graham

CYCLING in Lancashire has increased by 7 per cent in the last 12 months.

Increased awareness of health, Olympic cycling success and improved cycling facilities - have resulted in more people getting on their bikes.

"It is great that more

people are getting out of their cars", said Alasdair Simpson, county council cycling officer.

"More people are commuting to and from work on their bikes - and more people are also cycling for pleasure."

"This benefits people's health and also leads to less air pollution and congestion on the roads."

A total of £550,000 has been allocated to new cycle schemes in Lancashire this year. Matching funding from other organisations will take the total to more than £2.5m.

Spending in recent years has included new cycle paths, high-tech cycle sheds in schools, bike lockers in train sta-

tions and improved cycle safety at busy junctions and roundabouts.

Alasdair adds: "Whitehall surveyed 100 Lancashire roads to get the latest cycling and traffic flows, while the county council has automatic cycle counters."

"We expect the trend to continue in the coming years."

## STAR PERFORMER



ERIC Morecambe's former school has helped the county council hit its target for extra services offered by schools.

Lancaster Road Primary School in Morecambe is the 530th school in Lancashire to have opened facilities to the community. Its success means Lancashire has achieved its target of opening up schools three months early.

WORK is continuing on the Heysham M6 Link to prepare for construction.

Contractors will soon be appointed to the £139.4m scheme, with work expected to start on site in early 2011.

Legal orders will be publicly advertised that will allow land to be purchased, the building of slip roads and the construction of links to the park and ride.

## NUMBERS DROP FROM 10 TO SEVEN

# Council Cabinet slims to boost effectiveness

■ Nell Graham

THE change in political control in June's elections has been followed by a reduction in the number of county councillors serving in the Cabinet.

County Councillor Albert Atkinson, deputy leader, said: "We are streamlining the cabinet from 10 to seven members."

"The reduced number of cabinet members will be involved in setting the



DEPUTY | Albert Atkinson

overall direction of the county council and its major policies.

"Each cabinet member will be supported by an

**Change of control**  
The composition of the county council is:  
Conservative **51 seats**  
Labour **16**  
Liberal Democrat **10**  
Independent **3**  
Green **2**  
Idle Toad **1**  
British National Party **1**

elected 'lead' member who will take care of day-to-day matters.

"Streamlining the lines of command is in tune

with what takes place in the private sector everywhere and puts the elected member truly in touch with what is going on."

"This reduction in headcount means that the new Cabinet members can concentrate on the main priority of running the council effectively."

The Cabinet is formed of members of Lancashire County Council's ruling party.

## NEW CABINET MEMBERS



Leader  
Geoff Driver



Young People  
Mark Perks



Children and Schools  
Pat Case



Environment/Planning  
Tim Ashton



Highways/Transport  
Keith Young



Adult and Community  
Services  
Mike Calvert

## ANTI-SOCIAL BEHAVIOUR

# Miscreants on the run as crime fears drop 50%

■ **Nell Graham**

CLOSE working between councils, police and other public bodies has put the scourge of anti-social behaviour into reverse across Lancashire.

Ipsos MORI polled 16,000 Lancashire people as part of a Whitehall-backed council effort to improve quality of life.

Public worries about loutish behaviour have halved since 2003 – with 19 per cent of Lancashire people saying anti-social behaviour is a problem in their area, compared to 38 per cent in 2003.

Similar drops have

been recorded in the proportion of people saying there is a problem with teenagers hanging around the streets; litter on the streets; or the presence of drug-dealing in their area.

The proportion of people rating anti-social behaviour as a problem in their area ranges from 8 per cent in Ribbles Valley (21 per cent in 2003) to 15 per cent in Wyre (41 per cent in 2003) and 34 per cent in Burnley (down from 54 per cent in 2003).

County Councillor Albert Atkinson, county council deputy leader,

### THE FIGURES FOR YOUR AREA

Percentage rating anti-social behaviour as a problem in their area (2008 figures compared to 2003)

**Lancashire** 19 per cent  
Down from 38 per cent  
**Burnley** 34 per cent  
Down from 54 per cent  
**Pendle** 31 per cent  
Down from 49 per cent  
**Hyndburn** 23 per cent  
Down from 48 per cent  
**Preston** 23 per cent  
Down from 35 per cent

**Lancaster** 17 per cent  
Down from 38 per cent  
**Rosendale** 19 per cent  
Down from 50 per cent  
**West Lancashire** 17 per cent  
From 33 per cent  
**Wyre** 15 per cent  
Down from 41 per cent  
**South Ribble** 14 per cent  
Down from 31 per cent



Albert Atkinson

**Chorley** 14 per cent  
Down from 33 per cent  
**Fylde** 11 per cent  
Down from 34 per cent  
**Ribble Valley** 8 per cent  
Down from 21 per cent

said: "Anti-social behaviour can blight lives – and I'm glad we are turning it around in Lancashire.

"Whether it is using

"Trojan" buses and taxis for undercover operations or targeting traders who sell alcohol to under-18s, we and our partners

have shown that our joint approach works.

For details about disorder in your area visit: [www.saferlancashire.co.uk](http://www.saferlancashire.co.uk)

## COMMUNITY BOOST

# New use for old buildings

■ **Mike Warren**

CLUBS and community groups will be the winners in a new drive to "re-cycle" former Lancashire County Council buildings.

The authority is one of a handful picked to take part in a national pilot project which aims to breathe new life into buildings no longer needed by councils.

Mike Ormerod, head of localities, said: "Clubs and groups can really benefit from owning their own building.

"They often have very

small budgets – having their own front door means they can invest in their own organisation rather than paying rent."

The council is already a pioneer in transferring buildings into community ownership, but will aim to become more proactive in publicising properties declared surplus.

The Advancing Assets for Communities pilot will also provide more help for groups to take on the running of their own property and in negotiating legal and financial obstacles.

## FREEDOM OF THE ROAD



BLIND cyclists now have a new tandem bike. The bike, to be "piloted" by a sighted person, was presented to Galloway's Society for the Blind by Councillor Keith Young (left). Also pictured are Galloway's Kevin Loneragan and Bob Mills.

## Sat-nav speed trials start

MORE than 500 Lancashire people are set to take part in an experiment to see if technology can help them stay within the speed limit.

Thousands of people applied for free satellite navigation systems that are programmed to tell people of the speed limit on the stretch of road they are driving on.

The hope is that the devices will prove a success – and may eventually be fitted in vehicles nationwide.

All the volunteers have now been selected and the project is well underway.

The installation of the sat-nav systems into the vehicles should take place by the end of this year.

## justamminute

### Train up to help 'L' drivers

FREE support schemes for motorists who prepare learner drivers for their test are being offered by Lancashire County Council.

The Leyland-based Pre-Pass Support Scheme course helps mentors help learners.

For details of the Saturday course, contact Carol Melhuish on 01772 530316, or email [roadsafety@lancashire.gov.uk](mailto:roadsafety@lancashire.gov.uk)



DRIVE | free training

### £36,000 for volunteers

VOLUNTEERS in the Lancaster area have been awarded nearly £36,000 to continue their good works.

Lancashire County Council granted the money to Lancaster and District Council for Voluntary Service to continue promoting volunteer groups.

Similar grants were made to other parts of Lancashire earlier in the year.

### Speak out on waste

RESIDENTS have an opportunity to have their say on proposals for waste and mineral sites.

The county and two unitary authorities will consult on the Preferred Options Waste and Minerals Site Allocations in the autumn. It proposes sites that might be developed. For further details see website: [www.lancsmwdf.com](http://www.lancsmwdf.com)



WASTE | chance to speak

### More cash for your pocket

MORE than £20m has been returned to people's pockets, thanks to Lancashire County Council.

In the last year, the county council's Trading Standards advisors have been working with the national Consumer Direct helpline to investigate people's complaints. As a result they've been able to get back over £20m for consumers for faulty goods and services.

### Library turns new page

A BUSY library has closed for a major revamp.

New work at Colne library is expected to be complete by the end of the year.

Improvements will include total refurbishment and redecoration of the premises, moving the existing staircase to maximise open space and new moveable shelving to create flexible community spaces for public use.



LIBRARY | new look

## LANCASHIRE SINFONIETTA 14th CONCERT SEASON 2009/10

Lancashire  
County Council

### ONCE UPON A TIME

**Sat 10 Oct 2009, 7.00pm**  
St John's the Minster Church, PRESTON  
**Sun 11 Oct 2009, 7.00pm**  
The Grand, CLITHEROE  
(Box Office: 01200 421599)

**Andrew Smith**  
(Lancashire Young Composer 2010/11)  
The Sword in the Stone (Premiere)  
**Sergei Prokofiev**  
Peter and the Wolf

**Director - Lyn Fletcher**  
Children £4, Adult £7.50 (£5 conc.)  
Family Ticket £20 (2 children, 2 adults)

### THE BIG DRAW

**Sat/Sun 10/11 Oct, 2.00pm**  
Open Art Rehearsal. See website for details

### NELSON MASS

**Sat 24 Oct 2009, 7.00pm**  
Town Hall (Ashton Hall), LANCASTER  
**Sun 25 Oct 2009, 7.00pm**  
St John's the Minster Church, PRESTON

**Handel** - Dixit Dominus  
**Haydn** - London Symphony  
**Haydn** - Nelson Mass

Manchester Chamber Choir  
**Director - Andrew Watkinson**  
Tickets: £10 Adult (£5 Conc.)

Lancashire  
Sinfonietta  
Lancashire's Professional Orchestra

Box Office: 01257 516444

[www.lancs-sinf.com](http://www.lancs-sinf.com)

Lancashire  
County Council

The Adult Placement Service

## Carers Required In Lancaster and Morecambe area

Could you offer your time and your home to people who need support who are:

**Older people aged 65+**  
Or  
**Individuals who have a learning disability?**

Placements can be on a short or long term basis. You will receive professional support, guidance and training from our team. Our Carers come from all walks of life. Carers get paid for doing a very rewarding job and you will be part of a service which greatly benefits people.

To find out more please contact Chris Reade or Adam Lackey, The Adult Placement Service, The Knoll Resource Centre, Westbourne Road, Lancaster, LA1 5EF. Tel: 01524 586191





# NHS EAST LANCASHIRE'S GUIDE TO SERVING THE BOROUGHES OF BURNLEY, HYND

## NHS EAST LANCASHIRE: A PRIMARY CARE TRUST (PCT) – WHAT IS PRIMARY CARE?

PRIMARY CARE is the care provided by people you normally see when you first have a health problem.

It might be a visit to a doctor or dentist, an optometrist for an eye test, or a trip to a pharmacist to buy cough mixture.

NHS East Lancashire is the second largest Primary Care Trust (PCT) in Lancashire with a budget of £629m and 3,000 staff.

We serve the population of approximately 384,000 people in the five boroughs of Burnley, Hyndburn, Pendle, Ribbles Valley and Rossendale.

We work very closely with the Borough Councils and Lancashire County Council, which provides social care and education services, as well as other partners to ensure that local health needs are met through the commissioning (purchasing) of services.

You will see on these pages details relating to the commissioning of services provided in East Lancashire – also contact details for NHS Central Lancashire and NHS North Lancashire so you can obtain information relating to your place of residence.

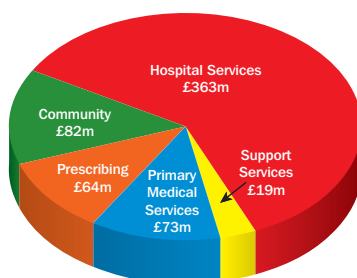
## HOW ARE WE DOING?

It's not just you who gets a check up!

Annually, we are assessed by a range of independent bodies, including the Department of Health and the Care Quality Commission. We are assessed as a commissioning organisation under the 'World Class Commissioning' initiative. The most recent rating for NHS East Lancashire was a rating of '2' (as were most PCTs in the North West), and we are now seeking to improve this score. For more information about this go to the web site at [www.eastlancspct.nhs.uk](http://www.eastlancspct.nhs.uk)

## HOW YOUR MONEY IS BEING SPENT

During the financial year 2008/09, NHS East Lancashire spent £601m (approx £1,573 per person). We use our resources to commission primary care services (ie GPs, dentists, pharmacists, optometrists), hospital services and to provide a range of community services such as district nursing and health visiting.



Examples of expenditure include the establishment of new, modern local primary care health centres.

## MAIN CONTACT DETAILS

NHS East Lancashire Headquarters  
 Walshaw House  
 Regent St  
 Nelson  
 Lancashire  
 BB9 8SQ  
 Tel 01282 644700

## GET THE RIGHT TREATMENT IN THE RIGHT PLACE

### Look After Yourself

A well stocked medicine cabinet will help you treat many everyday illnesses at home. Minor illnesses or accidents can happen at any time so it is worth being prepared.

### Visit the Pharmacist

Your local pharmacist (chemist) can offer advice on medicines and how to take them as well as a range of other information and advice on health issues.

### NHS Direct

NHS Direct can help with a 24-hour advice and health information service.

Call 0845 46 47.

### GP Surgery

Your local GP surgery provides a range of services including general medical advice and treatment, health checks, prescriptions and travel advice.

### GP Out of Hours\*

(NHS East Lancashire only)

For a GP service outside normal surgery hours (urgent medical problems that cannot wait to be treated in normal hours), call the Out of Hours Service on 08452 26 26 26

\* Stonebridge Surgery and Berry Lane Surgery use the Central Lancs Out of Hours Number – 01772 788058

### Minor Injury Unit

(NHS East Lancashire only)

The Minor Injury Unit at Accrington Victoria Hospital is available from 8.30 am to 8.30 pm, every day of the year. Tel. 01254 359036

### Urgent Care Centre

(NHS East Lancashire only)

Urgent Care Centres are located at:  
 Burnley General Hospital (J12, M65)  
 Royal Blackburn Hospital (J5, M65)  
 Open 24 hours a day, every day of the year.  
 Tel. 01254 263555.

### Emergency Department

(NHS East Lancashire only)

You should only go to the Emergency Department at the Royal Blackburn Hospital or call 999 if immediate emergency care is needed.

The emergency services in East Lancashire are located at the Royal Blackburn Hospital off Junction 5 of the M65. There is no emergency department at Burnley General Hospital (urgent care only).

**An emergency is a critical or life-threatening situation and includes the following:**

- unconsciousness
- losing a lot of blood
- difficulty in breathing
- severe chest pain
- suspected broken bones

If you think your child is seriously ill, call 999 and ask for an ambulance service or bring them to the Emergency Department at the Royal Blackburn Hospital (not to Burnley General Hospital).

## INVOLVEMENT AND ENGAGEMENT (NHS EAST LANCASHIRE)

WE cannot plan, develop or commission NHS services without the input and help of local people, patients and clinicians, telling us what they want from their NHS. Only by this process of engagement can we be confident that we are investing in the right priorities.

Please get in touch if you wish to become involved – contact NHS East Lancashire, Walshaw House, Tel. 01282 644700 or email [communications@eastlancspct.nhs.uk](mailto:communications@eastlancspct.nhs.uk)

For more information about NHS East Lancashire, see our Annual Report which will be available from our web site at [www.eastlancspct.nhs.uk](http://www.eastlancspct.nhs.uk) from 1 October 2009.

### Patient Advice & Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) is a free confidential service that helps patients, their families and carers with problems they experience with health services.

For further information contact:

Helpline 0845 603 1068  
 Text Line 07884 180 309  
 Email [PALS@eastlancspct.nhs.uk](mailto:PALS@eastlancspct.nhs.uk)  
 Write FREEPOST, RRYJ-ASBJ-AKTA, East Lancs PCT PALS, Nelson BB9 5SZ

### Expert Patients Programme (EPP)

The EPP is a 'lay-led' (i.e. non-medical or health professional-led) East Lancashire-wide initiative to promote patient empowerment and self management of long term conditions. The initiative provides a free 6 week course designed to empower individuals, helping them to understand

and self manage their condition, along with providing skills to assist them to navigate the health service and work as partners with health care professionals. A number of specialist courses are being developed including a course for people with coronary heart disease and a course for people with mental health problems. For further details ask for the Expert Patients Programme Co ordinator.

Tel. 01282 644700.

### Self Care Programme

The Self Care for You programme offers a free 9 hour course which will give you the skills to make healthier lifestyle choices for yourself and those you care about.

The course is available to anyone over the age of 16 in the NHS East Lancashire area.

To find out more, Tel 01282 644700 and ask for the Self Care Co-ordinator.

### Carers

NHS East Lancashire's Carers' Charter outlines the values, aims and standards adopted by the PCT and these values will be reflected in greater detail in the PCT's Carers Strategy, to ensure the best possible quality support services for carers.

### Volunteers

NHS East Lancashire has a Volunteer Strategy based on national guidance. A handbook has been developed which contains the essential points of the strategy and explains how local people can get involved in the work of the PCT.

### PPI Knowledge Network

The PPI Knowledge Network is run by members of the public, supported by NHS East Lancashire's Engagement Team. Stephen Finn, Chair of the Network, is the ex-Chair of the Patients Forum and he and the other lay members have a wide range of patient-centred interests. Their role in supporting NHS East Lancashire's public involvement agenda and in influencing and shaping our plans is invaluable.

### Patient and Public Engagement

If you have an experience or a view about health services in East Lancashire, we want to know. We will listen to your experiences or views and we will act on them. At Board level, NHS East Lancashire produces regular reports that track patient and public experiences and views. This includes individual views, engagement activity, consultations, surveys and questionnaires, events, committees and a range of other activities. This is how we measure the level of engagement with our local communities which we are achieving.

### Complaints, Comments and Compliments

NHS East Lancashire takes complaints very seriously and we use them in a positive way to drive up standards and improve services. All complaints are treated in the strictest confidence and will not affect your current or future treatment. We are also keen to receive any comments you may have about local services – including suggestions and ideas for improvements or anything you may wish to tell us about your experience as

a patient, carer or member of the public. Lastly, it is always pleasing for NHS staff to receive compliments from those people who use our services. They are much appreciated. So for complaints, comments and compliments please contact Customer Care Services.

Tel. 01282 610210.

### Lancashire Local Involvement Network (LINK)

NHS East Lancashire is keen to forge a positive and constructive partnership with the independent network known as the LINK (this is not part of the NHS). Membership is open to the public and to organisations. If you are interested in becoming a member of the LINK

Tel. 01282 714384

### Patient Experience Survey

During January to March 2009, the Department of Health commissioned IPSOS MORI to undertake a national patient experience survey to gather views from local patients around GP services they receive. Across East Lancashire, 17,304 patients chose to complete the survey. The results for access to a GP or health care professional were an improvement on last year's score, with 86% of respondents stating that they were able to get an appointment the same day or within two working days and 93% of respondents reporting their satisfaction with GP Practice opening times.



# LOCAL SERVICES 2009

## East Lancashire

## ARN, PENDLE, RIBBLE VALLEY AND ROSSENDALE

### DIRECTORY OF USEFUL NUMBERS: NHS EAST LANCASHIRE

#### PROVIDER SERVICES UNIT\*

East Lancashire Community Health Services  
31-33 Kenyon Road, Lomeshaye Estate  
Nelson, Lancs, BB9 5SZ **Tel: 01282 610210**

\*A large number of community health services are delivered in health centres and clinics across East Lancashire. Some examples of these services are Children and Family Services, the Musculoskeletal Service, Stop Smoking, Diabetes, Contraception and Sexual Health Service, Health Trainers and many more.

Telephone numbers for health centres and clinics are listed in this section.

If you have any general enquires about Community Health Services please contact the telephone number above.

#### HEALTH CENTRES

Accrington Pals	
Primary Health Care Centre	01254 282255
Accrington Acon	
Primary Health Care Centre	01254 282500
Bacup Primary Health Care Centre	01706 253425
Brierfield Health Centre	01282 615175
Briercliffe Primary Health Care Centre	01282 648087
Clitheroe Health Centre	01200 413500
Colne Health Centre	01282 662505
Great Harwood Health Centre	01254 886155
Haslingden Health Centre	01706 708760
Kiddow Lane Health Centre	01282 668080
Rawtenstall Health Centre	01706 708700
Slaidburn Health Centre	01200 446684
St Peters Primary	
Health Care Centre, Burnley	01282 644666
Waterfoot Health Centre	01706 708860
Yarnspillers Primary	
Health Care Centre, Nelson	01282 657600

#### HEALTH CLINICS

Accrington Clinic	01254 358000
Barnoldswick Clinic	01282 668405
Clayton Le Moors Clinic	01254 232418
Crawshawbooth Clinic	01706 708700
Oswaldtwistle Clinic	01254 233061
Padiham Clinic	01254 668500
Rishton Clinic	01254 886426

#### COMMUNITY HEALTH CENTRES

Chai Centre, Daneshouse,	
Burnley (also Sure Start)	01282 657395
Howard Street, Burnley	01282 473120

#### COMMUNITY HOSPITALS

Accrington Victoria Hospital	01254 263555
Clitheroe Hospital	01200 427311

#### SURE START CENTRES

Family Tree Centre, Brierfield	01282 648001
Family Tree Centre at McMillan, Nelson	01282 606593
Children's Centre, Colne	01282 648164

#### OTHER SERVICES

Stop Smoking Service	
Burnley, Pendle & Rossendale	01282 607002
Hyndburn & Ribble Valley	01254 294727

#### Accident Prevention Team

Business Centre, Linden Road, Colne	01282 867121
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#### East Lancashire Substance Misuse Service

Burnley	01282 657270
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#### Sexual Health Services - Step In Clinics / Teenage Health Team

Burnley	01282 657270
Hyndburn	01254 385050
Pendle	01282 442538
Ribble Valley	01200 413505
Rossendale	01706 242029

#### Healthy Lifestyle Teams

(Burnley) 01282 664420	(Rossendale) 01706 221524
(Pendle) 01282 661226	(Hyndburn) 01254 356841
(Ribble Valley) 01200 414484	

Health Trainer Service	07980 762963
Community Equipment Service	01282 644066

## USEFUL INFORMATION ABOUT HEALTH SERVICES – NHS EAST LANCASHIRE

### To Register With A GP

If you wish to register with a GP, details of the local doctors whose lists you can apply to join are available from the local services option listed at [www.nhs.uk](http://www.nhs.uk) or from the Lancashire and South Cumbria Agency (LASCA) – **Tel 01772 22 1305**. In the event of an accident or other emergency, you can obtain immediate treatment from any other NHS doctor.

### Dental Services

For access to urgent and continuing care with a dentist in East Lancashire, call East Lancashire Dental Helpline on **01254 266411**. This number is available between 8 am and 9 pm weekdays and 9 am to 5 pm, weekends and Bank Holidays. Patients contacting the helpline outside these hours will be signposted to NHS Direct.

### GP Extended Hours

NHS East Lancashire has been working with local GP Practices to arrange for surgeries to stay open for longer. This gives patients the opportunity to see a doctor early in the morning or during the evening, or on Saturday mornings.

At the time of publication of this guide, 86% of GP Practices in East Lancashire are able to offer 'Extended Hours', which means that the majority of patients across Burnley, Hyndburn, Pendle, Ribble Valley and Rossendale can access early morning, evening or Saturday morning appointments at their local surgery. If you are working, in school, need flexibility or are simply too busy during normal surgery opening hours, you can now book routine GP appointments in advance during these extended opening times.

You can easily check who offers this service by contacting your own GP Practice. You can also find this information by telephoning the Patient Advice and Liaison Service (PALS) on **0845 603 1068**, check the web site at [www.eastlancspct.nhs.uk](http://www.eastlancspct.nhs.uk) or visit NHS Choices at [www.nhs.uk](http://www.nhs.uk)

If you need to see a doctor urgently when

your local Practice is closed, you should contact the GP Out of Hours Service on **08452 26 26 26** (NHS East Lancashire).

### Improving Access to Psychological Therapies

Over £3 m. has been invested to improve access to psychological therapies. This funding will provide an additional 30 therapists and improve waiting times. Therapists will see anyone over the age of 16 who is suffering from a common mental health problem such as depression, anxiety, panic or phobias. The service can be accessed by contacting one of the Primary Mental Health Teams in East Lancashire: Burnley **01282 657230**, Pendle **01282 657920**, Rossendale **01282 657790**, Hyndburn **01254 226935** or Ribble Valley **01200 420499**.

### Infection Control

Reducing Healthcare Associated Infections (MRSA and C. difficile) is a priority within NHS East Lancashire and we have met national and local targets. Plans and systems are in place to ensure further reductions during 2009/2010. Information on MRSA and C. difficile is available on the Trust web site at [www.eastlancspct.nhs.uk](http://www.eastlancspct.nhs.uk) or contact the Prevention and Control of Infection Team. **Tel. 01282 644991** or e-mail: [janet.daniels@eastlancspct.nhs.uk](mailto:janet.daniels@eastlancspct.nhs.uk)

### Waiting Times

NHS East Lancashire continues to work hard to reduce waiting times for local patients.

We achieved the 18 week target throughout 2008/09 for admitted and non-admitted patients. There are a number of on-going initiatives to ensure this is sustained throughout

2009/10, including a number of initiatives to manage referrals (e.g. Dermatology).

### NHS Choices

NHS Choices is a web-based resource which provides lots of information on phone numbers, addresses and information on health services near you – for example, GPs, compare hospitals, dentists and other services. Visit the web site [www.nhs.uk](http://www.nhs.uk)

### Choose and Book

Patient choice is an ongoing national project led by the Department of Health. It is about giving patients more choice and control over when and where they receive their health care – one of the rights and pledges outlined in the NHS constitution published on 21st January 2009. Choice involves the rights of everyone:-

- to choose when and where to be treated (this includes any NHS and some independent hospitals in England)
  - to appropriate support and information.
  - to be treated within 18 weeks.
  - to easy access of NHS services.
  - to not be discriminated against
- For more information about the choices available to you visit the web site [www.nhs.uk](http://www.nhs.uk) or telephone the Choose and Book Team on **01254 226560**.

### Patient Transport

If you require transport to take you to your hospital appointment and you are eligible please contact the Patient Choice Centre Tel. **0845 053 9078** and choose Option1.

## Save a Million Years of Life (SMYL) by 2011



SMYL ('Save a Million Years of Life') is NHS East Lancashire's new health campaign. Working with our partners, including the five Borough Councils in our area and Lancashire County Council, we want to help each and every one of our 384,000 residents live more healthily – and live longer. We aim to Save a Million Years of Life by 2011.

To find out more about the campaign, visit the web site at [www.smyl.eastlancspct.nhs.uk](http://www.smyl.eastlancspct.nhs.uk) or call **0845 603 1068**

## OUR PLANS FOR THE FUTURE

### Transforming Community Services (TCS)

Transforming Community Services is a Government initiative that has tasked Primary Care Trusts with transforming the way in which community health services are provided in the future. These changes are intended to have direct benefits to patients and be responsive to local need.

To find out more about the TCS programme, please contact Gillian Cairns, Engagement Facilitator, on **01282 610210** or email [gillian.cairns@eastlancspct.nhs.uk](mailto:gillian.cairns@eastlancspct.nhs.uk)

## NATIONAL PANDEMIC FLU SERVICE

[www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)  
**INFORMATION 0800 1 513 513**  
**TREATMENT 0800 1 513 100**

## NHS NORTH LANCASHIRE

NHS North Lancashire is the Primary Care Trust responsible for commissioning health services for residents of Lancaster, Fylde and Wyre Districts.

Enquiries to:

NHS North Lancashire Trust Headquarters Moor Lane  
Mill, Moor Lane, Lancaster LA1 1QD

**Tel: 01524 519333**  
[www.northlancshealth.nhs.uk](http://www.northlancshealth.nhs.uk)

## NHS CENTRAL LANCASHIRE

NHS Central Lancashire is the Primary Care Trust responsible for commissioning health services for residents of Chorley, Leyland, Ormskirk, Preston and Skelmersdale.

Please contact the Customer Care Team for information and advice about services arranged and provided by NHS Central Lancashire.

**Freephone 0800 032 24 24, Tel: 01695 588059**  
or e-mail [customer-care@centrallancashire.nhs.uk](mailto:customer-care@centrallancashire.nhs.uk)





# living in lancashire £24m Money spent in Burnley and Pendle on people living in care homes

## Second life starts in

A spell of illness can leave older people needing to relearn even the simplest household tasks. That is where rehab comes in. Neil Graham reveals how it can help...

FEW people like household tasks – but such tasks are a route to freedom for older people across Lancashire.

It used to be that illness could lead to early entry to a home for the elderly.

The loss of independence, as many saw it, was a cruel blow that many feared.

But today help is at hand to help them relearn the simple day-to-day household skills they need to return to their own homes – and keep them happy and independent for years to come.

From cooking to cleaning, from making the bed to washing up...dedicated Lancashire County Council staff are helping them fight their personal war of independence.

"The loss of independence due to age or illness is what people fear most," said Wendy Cooper, manager of Lancashire County-run Broadfield House in Leyland.

"Support to live in their own homes is what people want."

Broadfield House is a traditional home for older people – many still call them old people's homes – with a rehabilitation unit attached.

It is in the rehabilitation unit, the only dementia specialist unit in the north of England, that people relearn the life skills they will need to live in their own home after illness.

In six weeks, interspersed with supported trips back to their own home, they fight their own battle to return to their own home for good.

Wendy said: "More than two out of three people in the rehabilitation unit do go home. "There's nothing we like more than seeing the delight on their face as old skills return. "I love seeing them setting off home again.

**67%** of rehab residents soon go home



What I like even more is when they come back to say 'hello'. Moments like that make this the best job in the world.

"People forget that older people want the same things out of life as you and I – and it is a mark of civilisation that we help them get it.

"We all have parents and grandparents and we all want the best for them."

Admission to the rehabilitation unit follows

occupational therapy and assessments of their existing abilities.

And then the hard work begins.

Few people like cooking and baking...but the older people know it is the passport to independence.

Even fewer like cleaning and washing up...but rehab residents enjoy the challenge.

Even gardening skills help. Broadfield is set within large gardens that are populated with

## New-look register offices now open

TWO new, purpose-built register offices in Lancashire opened for business this summer.

Based on Todmorden Road, Burnley and off Devonshire Road, Chorley, the modern offices will allow the county council's Registration Service to provide local people with a fully accessible wedding, civil partnership and registration facility.

The new facilities include a ceremony room with separate entrances and waiting areas for customers registering events and those attending ceremonies.

"I am sure people will be impressed with their new facilities, particularly the ceremony rooms

and gardens, said Steve Lloyd, Registration Services manager for Lancashire County Council.

"I am really pleased with the result; these two new register offices are fully accessible and will provide customers with a high-quality service at important times in their lives.



## wecanhelp

WHETHER it is gardening; tree pruning; gutters and roofs; paving tarmac or other more substantial work on your home there are things you can do to prevent getting ripped off.

With the credit crunch there's even more reason to get good value when you are having building work done.

The vast majority of traders are honest and genuine but there are dodgy tradesmen who will leave you with a headache - not a job well done.

Trading Standards regularly deal with complaints over work where consumers have been misled. Nothing can be done if the tradesman cannot be traced, so prevention is the best way to avoid the problem arising.

### DON'T:

- Deal with property repair firms who call uninvited onto your doorstep.
- Pay in advance, other than a nominal deposit.
- Be pressured, if you think there is something wrong. Seek advice there



Dodgy builder? Don't deal with property repair firms that call uninvited onto your doorstep

is someone who will help.

### DO:

- Where possible, use a tradesman you know or has been personally recommended.
- Ensure it is absolutely clear what is

being done. Get it in writing.

- Get other prices for the work if you can.
- Ensure you get a cancellation notice if you agree the contract at your home.
- Check your position if you have any doubts, before, during or after the work is completed.

### CONSIDER:

- Talking to your friends, family and neighbours about what you are doing. It often takes someone else to realise

when problems exist.

- Using approval schemes to check out a business.
- Look out for the roll out of Help Direct where access to a list of identified traders will be available.



### Julian has the answer

Senior trading standards officer Julian Edwards has helped thousands of consumers over the years.

For advice on all consumer problems, call Consumer Direct on 0845 4040506.

## Plan

HAPPY, safe and ambitious children should be the result of a new plan adopted by Lancashire County Council.

The Children and Young People's Plan, produced by Lancashire Children's Trust, involved more than 400 children.

They said they wanted to be safe and healthy. They said they wanted less crime and a brighter economic future.

So the plan is uniting a large number of organisations to ensure that happens.

Helen Denton said:

**856** Miles of road maintained in  
Chorley and West Lancashire

**“**We will weed out bogus car  
traders who defraud the public  
**JIM POTTS, TRADING STANDARDS CHIEF**



# rehab unit

ducks and chickens.

When Vision visited, one resident was delighted by finding an egg in the rabbit hutch.

“We provide a home from home with learning attached,” Wendy said.

“We start slowly and review their goals gently each week of their six-week stay. Even posting a letter will be a milestone for some people.

“These are the daily living skills that everyone else takes for granted.”

The popular perception is that older people sit around watching the television. Times have changed radically – the home offers dozens of leisure activities including trips out, tending the vegetable garden, treasure hunts, quiz nights and theme days.

Even the life skills they must relearn are made fun. The 10 residents have to organise their own rota for things such as laying the table and washing the dishes.

And after their six weeks in rehab? They are listened to and, if they are well enough, they return home.

“We have to make sure they are well before they go home.

Even so, they still need regular support when they go home,” Wendy said.

“Helpful staff give them whatever support is needed in their own homes – they make sure they are paying their bills, they make sure they can get out, they ensure they are eating properly and they make sure they are safe.

“Elements of this support are available 24 hours per day and we review their support regularly.

“One fairly recent thing is the introduction of Telecare – high-tech devices that keep people in touch with their carers even in the middle of the night.

“There is also a whole range of special household adaptations that make it easier for older people to live independently.

“What we do is enrich people’s lives – and that adds years to their independent lives.”

## Bit by bit ...learning to enjoy life again

A FALL in the home could have been a disaster for Preston’s Annie Jones.

Former shopworker Annie broke her hip and could have found it impossible to return home and live independently.

She said: “I was made better in hospital and then they brought me to Broadfield.

“You can’t help but enjoy yourself here. I see it as the final part of getting better.

“I’ve been learning how to cope again and I’m hoping to be home again soon.

“I have a good life and now I can look forward to enjoying it for a long time to come.”



# that puts youth first

“This new plan takes on ambitious targets we have set for ourselves. These come from listening to what children, young people and families have told us are important to them.”

Consultation has been vital.

Sarah Callaghan, Children and Young People’s Champion, said: “This document will drive the work of all members of the Children’s Trust Partnership over the next three years.

“Young people have been vocal in describing

their vision of the future.”

“That vision says: ‘I want to live in a place where I can grow up healthy, happy and safe, where I can do well and have my voice heard.’

“I’m sure we can all identify with that ambition.”

Copies of the plan are being sent to all schools and teachers will be helped to raise the issues with pupils.

The Children and Young People’s Plan can be found at [www.lancashire.gov.uk/childrenstrusts/](http://www.lancashire.gov.uk/childrenstrusts/)



**VISION** | Hyndburn youngsters work on the plan

## what’s on

### All month

Illusions of Elizabeth I. Phoenix Artists’ Textiles Group – unusual exhibition of Elizabeth I portraits. Also display of actual Elizabethan embroidery. Gawthorpe Hall, Padiham.

### Wed 9 September

10.30-1.30. Strenuous walk around Wycoller Way. Bring packed lunch. Meet Pepper Hill Barn, Wycoller.

2-4. Preston Junction ramble. Explore nature reserve with ranger. Meet at Gujarat Centre, Preston.

### Sat 12 September

1-4. Power to Peel Tower. Moderate walk across moors. Meet Cronshaw Farm, Helmshore.

10.30-5. Heritage Open Day. Free admission to museum to celebrate National heritage open day. Museum of Lancashire, Preston.

12-4. Free entry for all visitors during Heritage Weekend. Judge’s Lodgings, Lancaster.

9.45. Family fun 8-mile cycle ride. Start Walton-le-Dale Community School, Severn Drive. Led by Ivor Armstrong.

10am. West Preston and Fylde historic churches bike ride and stride. Various distances. Visit as many churches as you like. Start St Michael’s and All Angels Church, Egerton Road, Ashton, Preston. Led by Peter Lumsden.

### Sun 13 September

2-4. Fun with fungi. Search for mushrooms in ancient meadows and woodland. Followed by cooking session. Book if you want to taste the mushrooms. Meet Pepper Hill Barn, Wycoller.

12-4. Free entry for all visitors during Heritage Weekend. Judge’s Lodgings, Lancaster.

11am. Brun Valley fun bike ride. 15 miles. Fun ride for beginners with festival fun. Start: Towneley Park café, Burnley.

### Sat 19 September

Wakes weeks at the mills. Experience a Victorian-style seaside holiday. Helmshore Textile Museum. Contact museum on 01706 226459 for further details.

### 10am. Pendle Pedalway.

15-mile exploration of Pendle Witch country by bike. Start: Barley car park. Ride led by Nigel Cole.

### Sun 20 September

Wakes weeks at the mills. Experience a Victorian-style seaside holiday. Helmshore Textile Museum. Contact museum on 01706 226459 for further details.

### Wed 23 September

4pm. Explore Preston by bike. Six-mile ride in Preston area. Start: Foster Building, Adelphi roundabout, Preston.

### Sat 26 September

12-3.30. Lancaster Unlocked weekend – Edwardian crafts and games. Judge’s Lodgings, Lancaster.

## useful numbers

**Bowland Visitor Centre, Beacon Fell Country Park** 01995 640557  
**Wycoller Country Park** 01282 870253  
**Spring Wood Picnic Site** 01254 825187  
**Lancashire Countryside Service**  
main office 01772 534709  
**Museums’ main office** 01772 534061  
**Museum of Lancashire** 01772 534075  
**Lancaster Maritime Museum**  
01524 382264

**Judge’s Lodgings** 01524 32808  
**Lancaster Castle** 01524 64998  
**Lancaster City Museum** 01524 64637  
**Helmshore Textile Museum** 01706 226459

You can find lots of information about events on: [www.lancsmuseums.gov.uk](http://www.lancsmuseums.gov.uk) and at [www.lancashire.gov.uk/environment/countryside](http://www.lancashire.gov.uk/environment/countryside)

## Free Part Time Nursery Education places in Lancashire for 3 and 4 year olds

If you have a child born on or between 1 September 2004 and 31 August 2006 your child is entitled to a free part-time pre-school nursery education place from the start of the Autumn Term 2009 commencing in September.

A free place consists of a maximum of five sessions per week and no more than seventy sessions for the Autumn term. A free session is for a period of 2.5 hours in length. There are three terms in the year, covering a total of 38 weeks.

Places are available from any of Lancashire County Council’s eligible providers of pre-school nursery education.

These can be Local Authority (LA) maintained nursery schools and nursery classes, providers in the independent, private and voluntary sectors or accredited childminders on an approved National Childminding Association (NCMA) Children Come First Network.

**Further information including a Parent Guide and a list of eligible providers within your area may be obtained from the Family Information Service on Freephone 0800 195 0137.**

**SureStart**

**Lancashire**  
County Council







# lancashirefolk

# 3,000

The number of loan shark victims in Lancashire alone

## Relief: safe from the jaws of loan shark hell

■ Neil Graham

A TEAM of specialist investigators is training its sights on the loan sharks who target Lancashire's most vulnerable people.

Just as jaws homed in mercilessly on its next victim, so illegal moneylenders are targeting desperate people in some of the poorest parts of the county.

**They don't** issue receipts and paperwork – so payments can be ignored as the debt mounts.

**They don't** operate with credit licences – and interest rates can be more than 2,000 per cent.

**They do** use violence and weapons to intimidate their borrowers into continuing to pay up for years.

But now a team of trading standards investigators and police is aiming to put the loan sharks behind bars.

The facts are stark. More than one in 20 of households in the most deprived parts of Lancashire are loan shark victims.

More than 3,000 people in Lancashire are believed to be their victims. The loan sharks know there are plenty of desperate people.

Lee Ormandy, who is leading the county council's drive against loan sharks, said: "It's a sinister problem.

It's more than the lack of a credit licence. It's the violence – and they never let go.

"The usual victim will be a female in her 30s who needs a small amount of cash to help the household budget.

"It starts off very friendly, but things get very nasty if payments are missed.

"The lenders have gangs of enforcers who will use frightening degrees of violence to punish people.

"There was one case else-

where in the country where a young man missed a payment and was visited by thugs.

"He was beaten to a pulp and then put in the back of a car and driven around the estate as an example to others.

"They will use baseball bats and even guns to scare people. Some people are even forced into sex."

Even a relatively small debt can mushroom to thousands of pounds.

Investigators have traditionally known little of the problem as it tends to be confined to close-knit areas where everyone will know if someone has reported a loan shark.

**“He was beaten to a pulp as an example to others”**

But now, working with police, Citizens' Advice Bureau staff and housing officers, trading standards officers are offering the same level of protection offered to other crime victims.

Steps taken can include police protection and even a change of address.

Lee said: "We know that the proceeds of such activities are used to finance other crime such as drugs and guns.

"We also know from experience in other areas that petty crime falls by half when loan sharks are jailed as their victims often have to resort to stealing to keep up payments.

"Our team is working right across the North West where we believe that about 300 loan sharks are operating.

"The first step is to build up intelligence and surveillance information and then we will bring court cases.

"Without our intervention the loan sharks will never let go of their victims and the debt will escalate for years. They can charge thousands of per cent for loans.

"I'm passionate about ending the tyranny of these loan sharks."

**We can help in strict confidence**

**Local rate call 0300 5552222**

**Email: stoploansharks@lancashire.gov.uk**

**Text the following:**

loan(space)shark(space)+your message to 60003

## voice of vision

**Sandra Simpson**

Children's centre manager, Preston



**What does your job involve?**

My job involves making sure we deliver high-quality services to both children and parents. It involves trying to build confidence within the whole family.

Children's centres also involve agencies such as the NHS and JobCentres, so that parents' needs are met as well as the children's.

**Why did you become a children's centre manager?**

I heard about children's centres and the work they did. It sounded very interesting and just the type of work I wanted to be involved with.

I knew about how children were supported at these centres and I wanted to be part of it.

**What motivates you?**

Knowing that what we provide makes a difference to the lives of children and their families.

I like to see children grow up and be a success as adults.

**How has your job changed over the years?**

We are always adapting our services as people's needs change.

We have also started to provide more opportunities for dads to come along with their children and spend quality time together.

**What is the most rewarding part of your job?**

The most rewarding part of the job is seeing children and families grow and learn.

Some parents find it difficult to access services but we are always there to provide information and support them.

For some families it has been a life-changing experience.

**What is the most challenging part of your job?**

Reaching out to parents and developing two-way communication. We want parents to be part of the decision-making process and try to involve them every step of the way.

**If you could pass a message on to other parents, what would it be?**

It would be to come along to our centres to see what we can offer you and your family.

We provide high-quality and, most of all, enjoyable services in a friendly atmosphere. You will always receive a warm welcome.

I firmly believe that a child won't improve until parents give them the support they need.



## Lancashire's doorstep team knocks criminals for six

■ Neil Graham

A TEAM that fights crime on Lancashire's doorsteps has won a top county council award.

The 40-strong trading standards team won the county council's Team of the Year award for contributing to the welfare of vulnerable people.

The doorstep-crime initiative consists of a number of projects – and

includes a "zero tolerance" approach to rogue traders, which contributes to economic prosperity.

The team established its own theatre group consisting of staff volunteers to educate residents about doorstep crime.

Over 2,000 residents have benefited so far.

The "Team of the Year" shield was awarded as part of the county council's

Pride awards. The aim is to encourage county council staff to put the public first.

Ged Fitzgerald, Lancashire County Council chief executive, said: "What has struck me is what a difference these people make.

"We often hear how some people don't get the recognition they deserve – and that's why we hold these Pride awards.



**SAFETY SUCCESS** | doorstep-crime team with their award

## CASH FOR JOBS

# £25,000 New Deal on cards - just Give it a Go

■ Mark McAdam

ENTERPRISING people with enterprising ideas are wanted for a new Give it a Go campaign from Lancashire County Council.

The authority is looking for people who want to turn their ideas into reality and land a possible £25,000 to help them achieve their aims.

Called Give it a Go: The £5K Challenge, it will run across all 12 Lancashire districts and gives people the chance to win £5,000

to develop community business ideas.

The aim is to get teams of three or more thinking like entrepreneurs.

A £5,000 investment will be made in each of the county's 12 districts for the best idea, leading to a further £20,000 for the "best of the best".

County Councillor Geoff Driver, Lancashire County Council leader, said: "This campaign will capture the enthusiasm of Lancashire people.

"We are encouraging entrants to have fun with

their ideas and be as creative as they want."

As well as the chance to win financial support, Give it a Go offers participants a flexible package of support and training.

The competition and website will start on 1 October.  
Budding entrepreneurs have until January 2010 to enter.

For information, see:  
[www.lancashire.gov.uk/giveltago](http://www.lancashire.gov.uk/giveltago)



BE A WINNER | a good business idea could win you £25,000

## ADVICE FOR DIFFICULT TIMES

# Find Your Way through recession

■ Kathryn Pallant

PEOPLE in Lancashire have a new friend to get them through the recession.

The Find Your Way website signposts debt,

housing and benefits advice and free things to do in Lancashire.

The website has been developed by Lancashire County Council and district councils, the fire service, police and the

NHS to feature things they do to help people when times are tough.

Three in five Lancashire people say they are worse off this year - so the site is providing much-needed information.

The site tells people what to do if they are worried they might lose their home, and how to find out about benefits.

It helps people avoid scams and links to job vacancies at the county

council and its partners.

Find Your Way includes information about the support available to businesses, from financing to free business advice.

Visit the new site at [www.findyourway.org.uk](http://www.findyourway.org.uk)

## justamminute

### Cash for your group

CASH grants are up for grabs in Ribbles Valley, Rossendale, South Ribble and Wyre.

Local Gateway Grants exist to support voluntary, community and faith groups - and they can apply for small amounts of money for things ranging from one-off events to equipment costs.

The deadline is 16 October.

Contact the county council's grants team on 01772 537697 for more information and an application form.



GRANTS | project help

### Beating the crisis

LANCASHIRE County Council is helping people into employment despite the recession.

National figures last month showed rising unemployment - but the county's claimant count fell over the summer.

Schemes that the county council is involved in include WorkStart, apprenticeships and Future Horizons.

### Improvements at junction

DRIVERS, schoolchildren and pedestrians are to see major safety improvements at a busy Burnley junction as part of Lancashire County Council's latest road safety scheme.

The junction of Rossendale Road and Coal Clough Lane will be revamped after the plans were approved by Burnley's Lancashire Local committee.

The junction has been the scene of 11 accidents in the last five years. Works include road markings, narrowing and squaring off of the junction, and a pedestrian refuge.



## Would you like to work in childcare but don't have any qualifications? Then Making Choices could be the course for you!

To find out more about this FREE course or to book a place please contact Mike Barnes on 01772 331348.



You can register your interest via our website [www.lancashire.gov.uk/childcare](http://www.lancashire.gov.uk/childcare) and follow the Recruitment link to Making Choices and booking form.

### East Lancashire

Date: Monday 21st September  
Time: 9.30am to 12.30pm  
Venue: The Globe Centre, St James Square  
Accrington BB5 0RE  
How long: 5 weeks (3 hours per week)

Date: Friday 25th September  
Time: 9.30am to 12.30pm  
Venue: Haslingden Community Link, Bury Road  
Haslingden BB4 5PG  
How long: 5 weeks (3 hours per week)

### Preston

Date: Friday 25th September  
Time: 9.30am to 12.30pm  
Venue: City Business Centre, Winkley Street  
Preston PR1 2AA  
How long: 5 weeks (3 hours per week)

### Lancaster

Date: Thursday 24th September  
Time: 9.30am to 12.30pm  
Venue: Firbank Children's Centre, Firbank Road  
Lancaster LA1 3HL  
How long: 5 weeks (3 hours per week)

Further supplementary courses in Safeguarding Children, Food Safety and Paediatric First Aid are also available with this programme FREE OF CHARGE.





# Lancashire County Council Annual Report: 2008/09



## Introduction

In the past year the Audit Commission has assessed the county council overall as performing well, and working well with its partners tackling the different needs of a diverse community. We have renewed the Lancashire Local Area Agreement, where we are working with our partners to improve the lives of the people of Lancashire.

The annual report describes how we performed over the last 12 months, providing details of our results compared with local and national targets.

The report also contains a summary of the statement of accounts, which gives an overview of the council's financial position for the year to 31 March 2009.

The figures included in the report are pre audit.

## What we spent in 2008/09

	(2007/08) (£ million)	2008/09 £ million
<b>Spending on Services</b>		
Children & Education Services	1,107	1,043
Adults Social Care	405	385
Cultural, Environment, Regulatory and Planning Services	100	87
Highways & Transport Services	112	111
Other Services	36	39
Net cost of services	1,760	1,665
Other costs and adjustments	-3	5
<b>Total service cost to be funded</b>	<b>1,757</b>	<b>1,670</b>
<b>Funding</b>		
Specific Government Grants	877	897
Fees and Charges	152	147
Revenue Support Grant	85	33
Business rates	239	199
Council Tax	411	401
<b>Total Funding</b>	<b>1,764</b>	<b>1,678</b>
<b>Net Surplus</b>	<b>7</b>	<b>8</b>

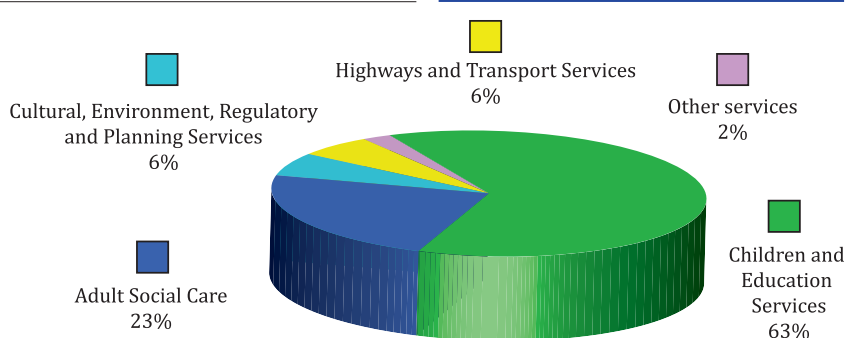
## Financial review

The county council's net budget for 2008/09 was £683m. Efficiency savings of £17.7m were made and an addition of

£7m has been made to the County Fund, which has been taken into account in our future financial planning.

## Where the money was spent

This chart below shows county council spending to deliver services across Lancashire, such as adult social care, support for young people, maintaining and improving roads and bridges, providing libraries, adult education and public protection.



## WHAT ARE WE WORTH?

At the end of each financial year, we draw up a balance sheet that represents how much the county council's land and buildings and other assets are worth, what is owed to others, what others owe to us and how much cash we have.

### Balance Sheet

	(2007/08) (£ million)	2008/09 £ million
<b>Assets and Borrowings:</b>		
Fixed assets	1,676	1,914
Stocks	3	3
Cash and investments	331	268
Debtors (money owed to the council)	172	209
Creditors (money owed by the council)	-246	-226
Borrowing	-551	-536
Long-term liabilities	-325	-334
Pension liability	-774	-747
<b>Total assets and borrowings</b>	<b>286</b>	<b>551</b>
<b>Financed by:</b>		
Capital adjustments account	576	565
Pension reserve	-774	-748
Revaluation reserve	318	543
Earmarked reserves	141	169
County Fund	25	21
<b>Total financed</b>	<b>286</b>	<b>551</b>

**Fixed assets** are items that we own and will benefit from over several years – for example land, buildings and vehicles.

**The pension liability** shows the current value of pensions that the County Council will be required to provide for existing and former employees.

**Capital adjustment account** - reflects the difference between the cost of fixed assets consumed and the financing of the fixed assets.

**The pension reserve** is used to offset the pension liability.

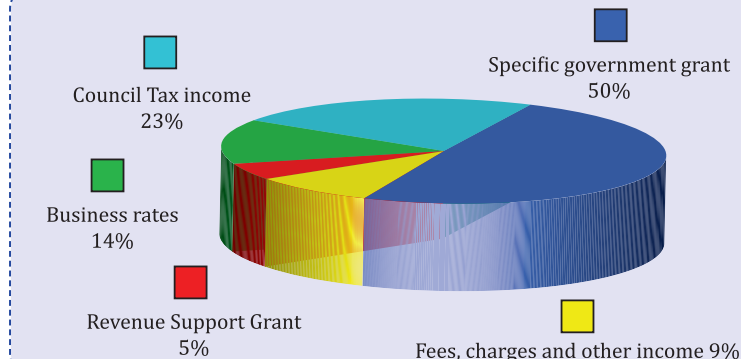
**Revaluation Reserves** - reflects the net gains which are outstanding as a result of asset revaluations and consumption.

**Earmarked reserves** are funds set aside for specific purposes in the future. They include unspent school balances (controlled by individual schools, rather than the council).

**The County Fund** is money set aside to cover unexpected future demands or spending pressures. This helps us to make sure we are always in a secure financial position

## Where the money comes from

In 2008/09 our total income was £1.764bn, made up of Specific Government grants of £877m, Business rates of £239m, Council tax of £411m, fees and charges of £152m and Revenue Support Grant of £85m. Specific grants must be spent on particular services, for example these include running Lancashire schools



## Capital spending

The county council's capital spending in 2008/09 was £119m.

This refers to investment in assets which give a long-term benefit to the residents of Lancashire such as schools, roads, libraries and social care facilities for adults and children.

These projects included:

- Continued upgrading of school buildings;
- Development of children's centres;
- Road and bridge maintenance;
- Development of a new waste management and recycling site; and

- Provision of Respite care facilities.
- Libraries regeneration programme.

This money comes from several sources including government grants, borrowing and income from selling other assets.

### Sources of funding for capital spending

Borrowing	£53m	45%
Government grants	£47m	40%
Sale of assets	£18m	15%
<b>Total</b>	<b>£119m</b>	<b>100%</b>



# Annual Report Performance Indicators

## A PLACE WHERE PEOPLE CAN ENJOY A HIGH QUALITY ENVIRONMENT:

There has been a significant reduction in all household waste. This is due to various factors including the economic downturn as well as our strong focus on minimising waste.

Indicator	2007/08	2008/09
Household waste sent by the council for composting and recycling	42%	43.92%
Percentage of household waste sent to landfill	58%	56.08% (estimate - figure TBC September)



## A PLACE WHERE PEOPLE CAN GET HELP IF THEY NEED IT:

When vulnerable people need help and contact our social services teams, it is crucial that services are delivered as quickly as possible and that delays are minimised.

Indicator	2007/08	2008/09
Waiting times for assessments: Percentage of people who had their assessment completed within four weeks of initial contact.	80%	85.1%
Waiting times for delivery of care packages, following assessment: Percentage of people, aged over 65, who received care services within four weeks of completing their assessment.	93.1%	94.1%

## A PLACE WHERE PEOPLE CAN LEAD HEALTHY LIVES:

Performance in tackling underage sales saw a very high level of compliance; this is largely due to a sustained level of both enforcement and education.

Although the performance for underage sales of tobacco remained similar to last year, we still achieved the three year target - as planned.

During 2007/08, we carried out more test purchases. This was also helped by a change in the age-restriction for these sales.

Indicator	2007/08	2008/09
Percentage of retailers who refuse to sell alcohol to underage young people - measured by test purchase	89%	84%
Percentage of retailers who refuse to sell tobacco to underage young people - measured by test purchase.	92%	92%

## A PLACE WHERE PEOPLE CAN FEEL SAFE:

A total of nine additional No Cold Calling Zones have been established in a partnership between our Trading Standards team, the police and other partners. These clearly marked areas tell rogue traders and doorstep callers that they aren't welcome.

Indicator	2007/08	2008/09
Average number of days taken to repair a street lighting fault, which is under the control of the county council.	8.38 days	7.65 days
"No Cold Calling" zones - where unsolicited doorstep callers are discouraged.	7	9



## A PLACE WHERE PEOPLE CAN TRAVEL EASILY AND SAFELY:

The improvement in maintenance of the road network is due to improved financial investment in recent years. Bad weather, during the winter, made it more difficult to carry out repairs to roads and affected the percentage of repairs we could carry out.



Indicator	2007/08	2008/09
Percentage of principal road network where structural maintenance should be considered	6%	3%
Percentage of dangerous defects to roads and pavements, reported by members of the public, that are repaired within 24 hours	97.23%	95.25%

## A PLACE WHERE PEOPLE CAN LEARN AND DEVELOP:

The proportion of young people achieving five or more GCSEs continued to improve and remains above the national average. School attendance continued to improve with the proportion of days lost due to absence in secondary schools falling and remaining below the national average.

Indicator	2007/08	2008/09
Percentage of 15 year-olds in council maintained schools achieving five or more GCSEs grades A* - C (or equivalent).	61.6%	65%
Percentage of half days missed due to absence in secondary schools.	7.72%	7.11%

## A PLACE WHERE PEOPLE CAN WORK AND PROSPER:

The Local Area Agreement (LAA) sets out how we work jointly with other councils. In 2008/09, it helped to establish 915 businesses - a 4.2% increase on the previous year. Our work towards this target earned £1.35m for the Lancashire Partnership through a performance reward grant.

guarded 470 jobs, against a target of 400.

Key successes included:

- Increasing the Environmental Technology Sector Growth Initiative to help create 57 jobs and safeguard 71 jobs.
- The county council's award winning Rosebud investment project creating 78 jobs and safeguarding 23. This helped new and existing businesses.

This was helped by a delivery plan by Lancashire County Developments Limited, which involved working with partners to stimulate business start-ups.

During 2008/09, LCDL has created or safeguarded 470 jobs.

Indicator	2007/08	2008/09
Percentage of new businesses we've helped to establish.	87.8%	91.5%
Number of new jobs we've helped to create or safeguard.	369	470

A complete Statement of Accounts 2007/08 is available at your local library or on the county council website:  
**www.lancashire.gov.uk/your\_money**



# If you don't know who to ask...ask us!

**Raising children can be stressful and it can be difficult to know where to go for information. That's where the Family Information Service (FIS) can help with advice on...**

## **Childcare and things to do:**

- Nurseries
- Childminders
- Holiday playschemes
- Family leisure activities
- Preschools/playgroups
- Out of school clubs
- Sport and leisure clubs
- Parent and toddler groups

## **The Family Information Service can help you find out where to go for information about:**

- Parenting
- Health
- Special & additional needs
- Keeping your children safe
- Tax credits and other money matters
- Housing
- Legal issues
- Schools and colleges

## **Working with children, young people and their families:**

- Career options
- Training
- Becoming a childminder or opening a day care setting
- Choosing childcare – things to look for and questions to ask
- Support for children with additional needs and/or special needs
- What to do if you are concerned about childcare
- Employment rights for working parents
- Advertising job vacancies
- Funding

**0800 195 0137**  
[lancashire.gov.uk/childcare](http://lancashire.gov.uk/childcare)