



FYLDE / WYRE • CHORLEY / WEST LANCASHIRE • PRESTON / SOUTH RIBBLE • HYNDBURN / ROSSENDALE • LANCASTER / RIBBLE VALLEY • PENDLE / BURNLEY - see p5



FOOTIE FAME

Sir Tom unveils sporting treasure

Page 10

GIZMO GIVEAWAY

Claim one of 550 sat-navs for road trial

Page 4

STREET CRIME

Showing the red card to late-night youths

Page 9

HELPING HAND FOR STUDENTS

New cash boost for Lancashire schools will help pupils make the grade in English and maths

By Greg Bowen

STRUGGLING school pupils are getting extra lessons in maths and English - to make sure that they aren't held back in later life.

Thousands of pupils will get one-to-one tuition during the coming year, thanks to £289,000 of government funding that has already helped nearly 800 pupils.

The first part of the scheme started in primary schools, with the aim of helping to ensure year six pupils are fully prepared for the important move to secondary school.

This plan is already benefiting 100

schools across Lancashire. Staff are being supported through advice from primary advisers who help to develop individual programmes.

The project has been very well received by schools, pupils and parents and is having an impact on learning.

Job prospects

For example, Skerton Community Primary School in **Lancaster** is benefiting from support for pupils in mathematics and literacy before they leave for secondary school.

The extra tuition is already boosting self-esteem and attitudes to learning through individualised programmes of work for pupils.

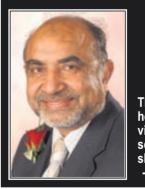
From this month, there will be extra help for seven- to 14-year-olds who are having difficulties in these key sub-

County Councillor Vali Patel, Cabinet member for Schools, said: "Timely intervention can help pupils who are struggling to get the vital skills and confidence they need to improve their performance at school and to access learning throughout their lives.

"English and maths are very important subjects as they open the door to so much, both in terms of further study, job prospects and simply enjoying life to the full.

"I welcome this initiative and we will be working to make the best use of the funding."

The project is based on results from the Making Good Progress model which was run in 500 pilot schools for



THIS will help with vital school skills - Vali Patel

two years from September 2007. The project looked at ways of ensuring that pupils don't get "stuck" at any stage of their school life.

All aboard the love-bus

A NEW campaign is asking people to take a new look at bus travel.

The "Love Your Bus" campaign is aimed at people who have not used a bus for years. The message is: "Bus services have modernised."

Messages include "love your shopping, love your bus" and "love your sport, love your bus" alongside the strap line "why not give it a try, you might love it!"

Ticket details for bus services in the area will be displayed to demonstrate good value bus tickets for each particular journey.

Look out for "Love your bus" promotions over the next few months including advertising campaigns, posters, special roadshow events, competitions to win free bus travel passes and much more.



•GIVE it a try: from left, transport experts Andrew Varley, Bryan Lindop, Howard Mitchell, Rob Jones and Jennifer Stocks.

County in lead with Beacon haul

COUNCILS nationwide are being told to copy Lancashire County Council's example in supporting jobs, in backing community harmony and involving citizens.

Three policy areas won nationwide praise last month – leading to three Beacon awards for the council.

The awards mean that councils nationwide will be told to use Lancashire's work as examples of how their own work should develop.

Beacon status has been awarded for:

• Social cohesion – helping all Lancashire's communities to live and work together.

The successful bid was submitted jointly by the county council, the police and all 12 of Lancashire's district council.

• Work in creating and supporting jobs — and preparing for an economic upturn.

• Involving older people at the policy-making stages – and the implementation – of services for older people.

County Councillor Hazel Harding, county council leader, said: "No other council in the country secured such a vote of confidence.

"In truth, it's all about people. It's about being flexible and supportive to people in need.

"These awards are recognition that we are helping people in their everyday lives.

"None of this work has been easy. It is work we will continue to develop at every opportunity."



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

www.lancashire.gov.uk/vacancies



Don't know who to contact when you need help?

> **Baffled by** bureaucracy?

Ring Shirley on **0845 053 0000** or email Shirley on enquiries@ lancashire.gov.uk

Write to: Ask Shirley **Customer Service Centre** The Red Rose Hub Bluebell Way Preston PR2 5PZ



Vans need permits

I AM moving house and need to take several items to the Household $Waste\ Recycling\ centre.\ I$ was going to do several journeys in my car but having thought about it properly it is just going to be easier for me to hire

I believe I need a permit. How much will it cost and where can I get one from.

Mr K Harrison, Skelmersdale

You are right in saying that you will need a permit if you decide to hire a van. Any van entering a Household Waste Recycling Centre must have a permit; however a permit is not needed when using a car.

There is no charge for permits. To get one, contact the Waste Helpline department on 0845 0500957.

You will need to give a full description of the waste. Each permit is valid for one trip. When hiring a vehicle please ensure that the vehicle your hire is a standard four-wheeled vehicle.

Photocopy?

My query is on behalf of my mother who is applying for a Blue Badge for the first time. We have completed the application form and have established that she is eligible for the badge because she receives the higher rate of Disability Living Allowance. must return an official letter confirming this. Can it be photocopied?





●THE county council's Safer Travel Unit is stamping out bad behaviour on buses (see Murky Issue, below).

Yes, either the original or a photocopy of your Disability Living Allowance Benefits Agency letter can be sent. This letter must confirm the amount that your mother receives and the time that this has been granted for.

Any official documents that you send to us will be returned. For further information, or to apply for the Blue Badge over the telephone, please contact the Blue Badge Team on 0845 0530049

Lost bus pass

My son travels to high school each day on the bus with a season ticket bus pass; however, he has lost his pass. How do we go about getting a replacement and is there any charge?

Mr J Wilding, Adlington

If the pass is not found then you can apply for a replacement card from our School Transport Team. There is a charge of £15 for a replacement card and payments can be made over the telephone using a credit or a debit card or alternatively a cheque or postal order can be sent.

For details, please contact the Payment Hotline on 01772 530432. For any other queries relating to school transport, please contact 01772 534588.

Child safety

My son and his wife $have\ a\ two-year-old\ son.$ My grandson is particularly tall for his age and is often mistaken as being older than he is.

Due to his height I am inquiring as to whether it would be compulsory for him to have a child seat when travelling in the car?

Mrs T Meadows, Fleetwood

Yes, the law states that children who are under three must use a child restraint appropriate for their weight when travelling in any vehicle.

It is crucial to use the right seat for the right car at the right stage in your child's life. Using an adult seatbelt too soon could result in serious injury in the event of a crash.

Older children too, need extra support in the form of a booster seat to give them the proportions required to benefit from restraint of an adult seatbelt. Further information www.safe2travel.co.uk

Murky issue

step-daughter catches the school bus home each day and always comes homesmelling of cigarette smoke. I want to make a $complaint \quad about \quad the$ childrenthatsmoking on the bus but understandably my daughter doesn't want to $be\ named.$

Is it possible to complain anonymously? A Wellington, Ribble Valley

Lancashire County Council's Safer Travel Unit is committed to monitoring and trying to prevent unacceptable behaviour on buses.

To report an incident contact the Anti-Social Behavior on Buses, Customer Service Helpline on **0845 0530040**. You don't need to worry about giving your name as you can report this problem anonymously.

In February's edition we featured a letter regarding an asbestos roof on a reader's garage. In our response we advised our reader that he must wear a mask to reduce the risk of inhaling the asbestos fibres.

We stress that suitable masks can be purchased from DIY stores and safety equipment suppliers - a general dust mask is not suitable. The mask must be labelled as being safe to use with asbestos FFP3 and the correct instructions on this mask should also be observed to ensure maximum protection is ensured.



●VISIT: from left, County Councillor Mike Calvert; Saniya Janjua; Martin Roberts.

Partners for health

A YOUNG people's representative from Pendle was given the chance to see partnership working in action in Nelson.

Seventeen year old Saniya Janjua teamed up for the morning with County Councillor Mike Calvert from the Pendle Lancashire Local committee, which consists of representatives from the county and district councils who work together to take decisions and shape policy at a local level.

Martin Roberts, primary care mental health team manager with Lancashire Care NHS Foundation Trust, showed the pair around Pendle House. a state-of-the-art mental health facility which opened after a £1.9m renovation. The centre houses community mental health teams, crisis teams and an eating disorder service.

Saniya, a Pendle district youth councillor, said: "I learned a lot from spending this time with Mike and I was very impressed by the services at Pendle House. I hope we can arrange something like this again."

Pendle District Youth Council meets with the Lancashire Local committee to consult over decisions that affect young people as well as campaigning on issues such as a new youth centre in Nelson, multi-use games areas, transport, youth shelters and a cinema.



Quiz council leaders

SENIOR county councillors will be open to public ques-tions at a Cabinet Question Time on 22 April.

The events are held to let members of the public ask whatever they want of senior

decision-makers.
Councillors present will include: Hazel Harding, leader; Anne Brown, Adult and Community Services chief; organisational development boss Tom Burns and education chief Vali Patel.

The session starts at 7.15pm and will be held at the youth and community centre on Lowerfold Road, Great

Young on cue to succeed

SNOOKER ace Steve Davis has young people think of their

The county's Young People's Service teamed up with the Paul Hunter Foundation to organise three snooker days for youths from Ribble Valley, Fylde, Wyre and Preston.

Some young people even got to play against the former world champ who attended as a representative of the Paul Hunter Foundation. The foundation commemorates the good example set by snooker player

Paul Hunter who died young.
The North Lancashire Training Group was also involved in

organising activities.
Youth service staff were on hand to help youngsters consider career and educational opportunities

Nancashire.gov.uk Providing • museums • registration service April 2009 Should rail link reopen? Aliz council

For: less road congestion, travel speed **Against:** high capital cost, pressure on budgets for other transport projects

THE county council has given a local transport campaign group a boost in its bid to reopen a former rail route.

SELRAP - the Skipton East Lancashire Rail Action Partnership – has long campaigned for the reinstatement of the Colne-Skipton railway line. The 11.5-mile line linking Lancashire and Yorkshire was closed in 1970 and dismantled.

But it is protected throughout against development that would prevent its re-use as a railway.

Reinstatement of the Colne-Skipton route would link Pennine Lancashire, Manchester and the wider North West with the electrified Aire Valley route to Leeds, and beyond.

Economic gains

A report into the viability of the line, carried out in 2007, states that passenger figures for the line could even-

tually be as high as 750,000 annually. County Councillor Matthew Tomlinson, Čabinet member for Sustainable Development, said: "We support the principle of re-opening the line. In fact many people would say that it should never have been closed.

"The fact that it was shut down so many years ago means that there are many obstacles to re-opening it – not least the cost which is estimated to be in the region of £80m.

"Having said that, it is good to see local people are willing to put time and and we will support them as they lobby the government for funding."

Andy Shackleton, SELRAP liaison officer, said: "A study into the case for reinstating the Colne-Skipton line was done in 2007. The report concluded that reopening would offer value-formoney and bring real benefits.

"For every £1 spent on it, the benefit to the community would be £2.43.

"The £80m cost would provide for double track through to Burnley. A single-track rebuild would cost £43m.

Among those supporting SELRAP are 146 MPs, 57 peers and 46 MEPs.

SELRAP is shortly to meet Lord Adonis, Minister of State for Transport. Representatives from Lancashire will join colleagues from North York-shire County Council and Pendle MP Gordon Prentice.

A member of the public has put a petition to the Prime Minister supporting SELRAP on the government website. You can sign this by visiting SELRAP's website and clicking on the "Petition" box.

VIEWS WANTED

The council wants to know what people think about a possible reopening.

Rail letters, Vision, Corporate Communications, County Hall, Preston PR1 8XJ.

Or email: neil.graham@lancashire.gov.uk



●(Inset) The scene at Earby when the Colne-Skipton line was open. Picture courtesy Michael Feather/Barry Atkir

Metal thieves strike again

A SHOCKING scene greeted highway engineers in Chorley when they responded to a call about a hole in the road.

Thieves had struck in a number of locations and stolen metal manhole covers and grate tops leaving behind several dangerous ĥoles.

Some of the resulting holes were large enough for an adult to fall into.

It is thought that the criminals try to weigh in the items to make money

from the scrap.
County Councillor Matthew

Tomlinson, Cabinet member for Sustainable Development, said: "Each individual theft costs the county council hundreds to put right and puts the public in danger.

"Thankfully we are starting to see people getting caught red-handed thanks to the vigilance of the public. Prison sentences are not out of the question for anyone found guilty."

If you see anything suspicious, or notice that a cover has been stolen, please call the county council on **0845 0530011** or contact the police.

L D C A R V I C E

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 book online via our website www.lancashire. gov.uk/childcare and follow the Recruitment link to Making Choices and booking form.

East Lancashire

Date:

Friday 24th April 2009 9.30am to 12.30pm **Haslingden Community Link**, Bury Rd, Haslingden Time: Venue:

BB4 5PG

5 weeks (3 hours per week) How long:

Friday 24th April 2009 Date: 9.30am to 12.30pm

Burnley Football Club, Harry Potts Way, Burnley Time: Venue:

5 weeks (3 hours per week) How long:

Preston/Kirkham

Friday 1st May 2009 Date: 9.30am to 12.30pm

City Business Centre, 13 Winkley Street, Preston Venue:

PR1 2AA

5 weeks (3 hours per week) How long:

Date:

Wednesday 29th April 2009 9.30am to 12.30pm Pear Tree Children's Centre, 29 Station Road, Time:

Kirkham PR4 2HA 5 weeks (3 hours per week) How long:

Venue:

Lancaster Tuesday 28th April 2009 Date: 9.30am to 12.30pm Time:

Firbank Children's Centre, Firbank Road, Lancaster

LA1 3HL

How long: 5 weeks (3 hours per week)

Supplementary courses in Safeguarding Children, Food Safety and Paediatric First Aid are available FREE OF CHARGE and follow Making Choices, taking the programme to 12 weeks.



Three stars for county council

LANCASHIRE County Council has received a threestar rating in its latest performance health check.

This rates the council as "good" classed as "improving adequately" - following a review of perform ance during 2008.

The council scored full marks for how it manages money.

There were weaknesses, however, in arrangements for safeguarding children and services for looked-after children.

County Councillor Hazel Harding, county council leader, said: "The county council has previously received the highest possible rating.

"It is important to stress that most services are classed as staying the same or improving.'

Measures have been put in place to tackle weaknesses Councillor Harding added: "Since last summer, we have made important changes and added an extra £6.5m for children's social care." The report lists several strong aspects of the council's work:

• Improving educational attainment and services for vulnerable adults are improving.

• The council's ap proach to waste management and children's trust arrangements are especially good.

strengthened contribution to partworking. nership Strong results in community safety and regeneration. Crime is falling faster than the national average.

Moor effort to aid climate

AN initiative called "Our Moors, Our Planet!" has been established to capture carbon and prevent flooding.

Peatlands are the single largest organic store of carbon in the UK, larger than all the forests of Britain and France combined.

However, when these areas dry out, carbon is released into the atmosphere. The vegetation of a healthy wet peat or blanket bog can help to prevent the loss of carbon and in some cases can even "lock up" carbon from the atmosphere.

Bog vegetation, such as sphagnum moss, can also act as a giant sponge in times of high rainfall and reduce the incidence of moorland wildfires, improve water quality and promote greater bio-diversity.

"Our Moors, Our Planet!" is funding four projects over the next 18 months to help restore important areas of blanket bog across Lancashire:

• Heysham Moss (near Morecambe) • Holcombe Moor (West Pennine Moors);

•Langden Head (Forest of Bowland); •Worsthorne Moor (South Pennines)

For more information on "Our Moors, Our Planet!", you can contact the project manager on 01772 533979 or elliott.lorimer@lancashire.gov.uk



●DIG for environmental victory: from left, County Councillor Jean Yates, County Councillor Matthew Tomlinson and staff members Reuben Neville and Elliott Lorimer.

is

opportunity for Lan-

cashire to lead the way

in helping reduce road casualties in the fu-

Sat-nav giveaway for speed-trial volunteers

MORE than 500 'sat-nav' boxes are to be given away to Lancashire motorists who agree to take part in a road-safety trial.

The high-tech "speaking" boxes will be made available to Lancashire motorists to warn them of when speed limits change.

A total of 550 volunteers are needed to take part in the experiment. Those taking part will be able to keep the satnav device when the experiment ends in the summer.

The suspicion is that some drivers are simply unaware of the limit and the new boxes will tell them.

start this

month (April). If they prove a success it is hoped that manufacturers may install similar devices in all new cars.

Speaking

Councillor County Matthew Tomlinson, Cabinet member for Sustainable Development, said: "Some drivalready have technology that helps them find their way.

"These new boxes will tell them of the speed limit wherever they are - and also tell them of possible hazards such as sharp bends in the

roads. "These new boxes should improve safety by giving drivers the information they need.

You can get one free if you agree to take part in the trial. All the trial involves is filling in questionnaires as the trial progresses - and the sat-nav is yours to keep for life!

You'll have to apply quickly!

Telephone Carol Melhuish on 01772 530316 or email carol.melhuish@lancashire.gov.uk

GET SAT-NAV FOR FREE

Sat-nav gadgets cost hundreds of pounds in the shops.

You're telling us Corporate Co County neil.graha

I RECENTLY moved into Rawtenstall and am dismayed at the way people treat the river that runs

Every week there appears to be another super-

What is it with some people? Why can't we have a nice environment?

Why would anyone want to throw a trolley into the river.

These people obviously cannot see the beauty of the river and the wildlife that can be seen there. The families of these people should feel ashamed that they have raised people with such low ethics.

> PAMELA ROTHWELL Rawtenstall

Walk this way

It's a disgrace.

FURTHER to the letter in February's Vision, Sylvia Eyles and other readers may be interested in walking with the West Lancashire group of the Ramblers' Association.

We hold a range of weekday and weekend walks, ranging from the three-to-four mile leisurely to the nine-mile challenging.

The walks start at different locations and the full programme can be viewed at http://www.westlancsramblers.org.uk

During the summer months, we are planning regular evening walks including some starting in Aughton. Guests are always welcome and the

shorter evening outings are an ideal introduction to the joys and challenges of walking! **JULIA GIBBONS**

Aughton

Bowling along

CROWN green bowling is a fascinating game and Freckleton Bowling Club is inviting local people along for an open weekend between 1pm and 4pm on Saturday 11 April and Sunday 12 April.

Members will be available to answer questions and give tuition on the game.

This is an opportunity to find out more and even

All are welcome at the club on Preston Old Road, Freckleton (at the side of the Coach and Horses

DEREK KAY

NEWS

Allotment winners

A TRADITIONAL allotment is to become home to an eco-building of the future as part of a joint project between Lancashire County Council, the University of Central Lancashire and Preston City Council.
Architectural technology stu-

dents from the university have successfully combined environ-mentally friendly technology with practical, user-friendly initiatives to design a new green-build pavilion for Preston's Serpentine 3 Allotment Society.

The project forms part of a students' design project.

The winning design was created by students Richard James Flynn, A Safuan Bin Abas and lan Henderson, and incorporates an outside seating area, shop and stores areas, as well as a meeting room for up to 25 people.

Building material was selected

to be complementary to surroundings and features a wind turbine and solar panels.

Campaigners

STAFF from the county council's Library and Information Service have joined in supporting this year's Lesbian, der History Month at an event at the Harris Library in Pre-

ston.

Representatives from

Preston Lesbian and Gay Centre, NHS Central Lancashire and Genderzoo training consultancy attended the

County Councillor Anne Brown, Cabinet member for Adult and Community Services, said: "Our libraries celebrate diversity in many ways by taking part and supporting national campaigns.'

WIN AN ANNUAL FAMILY PASS TO LANCASHIRE'S AWARD-WINNING ATTRACTION

an

The Intelligent Speed

by

Whitehall

Adaptation experiment

grant to Lancashire County Council.

funded

£849,000



Blackpool Zoo and Vision are offering one lucky reader the chance to win a 2009 annual family pass, plus two runners-up will receive a one-day family pass.

The annual pass entitles two adults and two children to unlimited entry to the zoo until 31 December and a 10 per cent discount in the zoo's cafés and shops.

In addition, members will receive four half-price admission vouchers for accompanying guests.

Annual members will also benefit from half-price admission into Parques Reunidos's other UK attractions: the Aquarium of the Lakes and the Bournemouth Oceanarium.

Blackpool Zoo is an exciting day out for all the family. Set amidst 32 acres of mature woodland and lakes, the attraction is home to over 1,500 mammals, birds, reptiles and in

vertebrates including elephants, big cats, giraffes, gorillas and sea lions. The exciting Dinosaur Safari is a wonderland

of long-extinct creatures from ancient times nestling in prehistoric gardens around a huge,

Aardvark Adventures, the zoo's three storey jungle themed play barn, has massive tiger slides, giraffe tubes, ball pools, a sensory area and a car track. The play barn provides a safe and secure environment for children and a comfortable seating area where parents can relax and enjoy great food and drink while their children play.



For further information visit

How many acres of land is Blackpool Zoo situated on?

Send entries, by Wednesday 22 April, to:

Zoo competition, Vision, County Hall, Preston PR1 8XJ.

You can enter online at: http://www.lancashire. gov.uk/corporate/ vision

> Name Address **Email**

Terms and conditions • A family pass is for two adults and two children up to the age of 15. • The annual pass is valid until 31 December 2009. • The family day pass is valid until 31 December 2009. • Aardvark Adventures has a height restriction of 4ft 11ins. The cost is £3.00 per child; this is not included in the annual family pass or the day pass. • No cash alternative.

WEST LANCASHIRE / CHORLEY

Down your street

We're working hard in your town

WE plan to look after 3,752 adults in their own homes at a cost of £22.5m.

CARE HOMES

WE plan to spend £24.6m caring for the 885 people who are living in our residential homes.

LIBRARIES

THE council aims to provide 359,951 books, CDs and DVDs to 16 libraries at a cost of £3.9m.

WELFARE

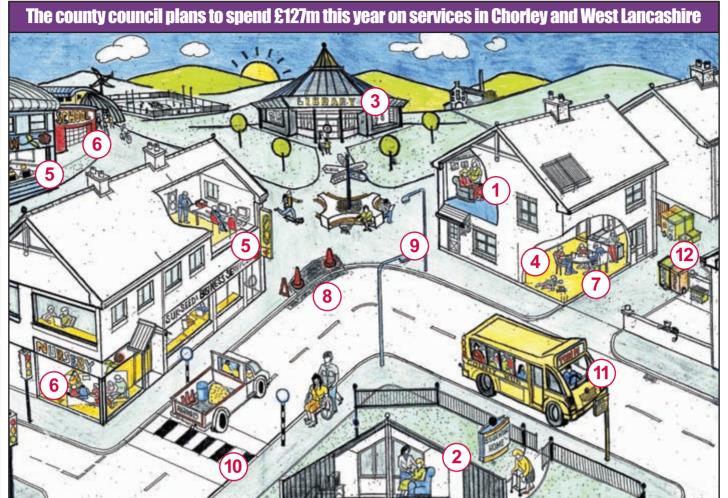
A TOTAL of £0.3m will be spent on welfare rights, including benefits and help with housing.

CONSUMERS

ANOTHER £0.6m is planned for information and trading standards.

SCHOOLS

CHILDREN in 119 schools will benefit from £119.6m planned for primary and secondary education.



WE expect to spend £3.2m looking after 117 children who are in foster care-

ROADS

WITH 856 miles of road to look after we aim to spend £4m keeping them safe for you.

STREETLIGHTS

WE aim to spend £3.1m lighting your communities with 36,514 streetlights.

CROSSING PATROLS 10

AND 68 school crossing patrols will make sure children get to school safely at a cost of £0.3m.

BUSES

THERE are 40 bus routes that keep everyone on the move at a forecast cost of £0.8m.

WASTE

WE will manage 118,417 tonnes of your waste, including recycling, at a cost of £8.7m.

Make a difference and vote on 4 June

WHEREVER you go in West Lancashire and Chorley you are never far from services provided by Lancashire County Council.

And on Thursday, 4 June, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

Approximately £127m will be spent in West Lancashire and Chorley on county council in the coming

It is county council staff you turn to if your child needs extra help at school or if your dad needs help at

You call the council if your road has a pothole. Our staff will fix it.

Trading standards officers help you in standing up for your rights.

Our lollipop patrols keep your children safe. We provide 750 services for you – some you may never even think about

Dinner ladies feed your children at school. It is our libraries you go to when you need information.

It is our pedestrian crossings you use to cross the road safely.

Help

The council disposes your waste and organises recycling to keep your Council Tax bills down.

Your Council Tax also funds our help for older people in their own homes.

In fact, 85 per cent of all local government services on your street and in your town are provided by Lancashire County Council.

And that is why your vote is so important on Thursday, 4 June.

Lancashire Adult Learning

Lancashire Adult Learning

Adult Learners' Week 9-15th May 2009

As part of national Adult Learners' week, Lancashire Adult Learning is offering a range of FREE* taster courses at venues across Lancashire.

Whether you want to gain a new skill for work, develop an interest in a subject, or just take part in one of these opportunities, call now for help or advice or to enrol on a course.

> **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 for details of taster courses available near you.

(*maximum of two courses per learner-providing you have not attended a course run by ancashire Adult Learning since

New library loo

CHORLEY'S new-look library has been officially reopened after four weeks of intensive refurbishment and essential maintenance work.

The improvements to the Union Street library include the installation of a public toilet and creating open

The modernisation allows the library to offer more information services and improved access to reading and research materials.

Park is child's play

youngsters could soon be enjoying a play new area Skelmersdale's Tawd Valley Park.

If county council funding goes ahead the development will include a skate park, play area and a grass court for ball games.

A "teen shelter" is also planned nearby and the development will also create opportunities for local people to get involved in running it on a voluntary basis. The the Government

Playbuilder Initiative. It is a capital programme that is investdeveloping new play facilities targeted specifically at the 8-13 year

community space, seating and reclining areas.

BURNLEY / PENDLE

Down your street

We're working hard in your town

WE expect to look after 3,546 adults in their own homes at a cost of £21m.

CARE HOMES

WE aim to spend £23.7m caring for the 1,067 people who are living in our residential homes.

LIBRARIES

THE council proposes to provide 321,509 books and DVDs to 16 libraries at a cost of £3.5m.

WELFARE

A TOTAL of £0.3m will be spent on welfare rights, including benefits and help with housing.

CONSUMERS

IT is planned to spend about £0.5m on information and trading standards.

SCHOOLS

CHILDREN in 79 schools will benefit from £110.2m for primary and secondary

The county council plans to spend £118m this year on services in Burnley and Pendle



WE aim to spend £6.8m looking after 252 children who are in foster care.

ROADS

WITH 570 miles of road to look after, we aim to spend £3.9m keeping them safe for you.

STREETLIGHTS

WE aim to spend £1.96m lighting your communities with 23,275 streetlights.

CROSSING PATROLS (10)

AND 52 school crossing patrols also make sure children get to school safely at a cost of £0.3m.

BUSES

THERE are 29 subsidised bus routes keeping everyone across the area on the move at a cost of £0.6m.

WASTE

WE will manage 92,701 tonnes of your waste, including recycling, at a

Make a difference and vote on June 4

WHEREVER you go in **Burnley** and Pendle you are never far from services provided by Lancashire County Council.

And on Thursday, June 4, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

It is planned to spend £118m in Burnley and Pendle in the coming year on county council services.

It is county council staff you turn to if your child needs extra help at school or if your dad needs extra help at home.

You call the council if your road has a pothole. Our staff will fix it. Trading standards officers help

you in standing up for your rights. Our lollipop patrols keep your children safe. We provide 750 services for you - some you may never even think about.

County council dinner ladies feed your children at school. It is our libraries you go to when

you need information. It is our pedestrian crossings you

use to cross the road safely.

Help

The council disposes your waste and organises recycling to keep your Council Tax bills down.

Your Council Tax also funds our help for older people in their own homes.

In fact, 85 per cent of all local government services on your street and in your town are provided by Lancashire County Council.

And that is why your vote is so important on Thursday, June 4.

Lancashire Adult Learning

Adult Learners' Week 9-15th May 2009

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Whether you want to gain a new skill for work, develop an interest in a subject, or just take part in one of these opportunities. call now for help or advice or to enrol on a course.

> **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 for details of taster courses available near you.

*maximum of two courses per learner-providing you have not attended a course run by ancashire Adult Learning since

together to let improving the services ing a key role in everyone know what for children. bringing agencies tothey want from County Councillor gether to deliver more **Burnley** and **Pendle** Jennifer Mein, Cabinet integrated services

oices of the future

Children's Trusts. The trusts were set up as a way of bringing together all services Needs for children and for

The young Burnley and Pendle groups got together to discuss how they think they should work.

young people.

Their work highlighted how closer working and better

agencies are crucial to

member for Children and Young People, was pleased with the work.

She said: "Underpinning the Children's Trusts is the need to see and to listen to children and respond to their needs.

"So it's great to have so many children and young people involved

dren's Trusts are playthat achieve better results for children, young people their families." and

Burnley and Pendle are two of 12 trusts operating in each of Lancashire's districts.

They bring together a wide range of partners from all sectors who work with children, young people and their families.



RIBBLE VALLEY / LANCASTER

Down your street

We're working hard in your town

WE will help look after 3,482 adults in their own homes at a cost of £22.9m.

CARE HOMES

WE will spend £22.4m caring for the 793 people who are living in our residential homes.

LIBRARIES

THE council will provide 263,789 books, CDs and DVDs to 17 libraries at a cost of £3.4m.

WELFARE

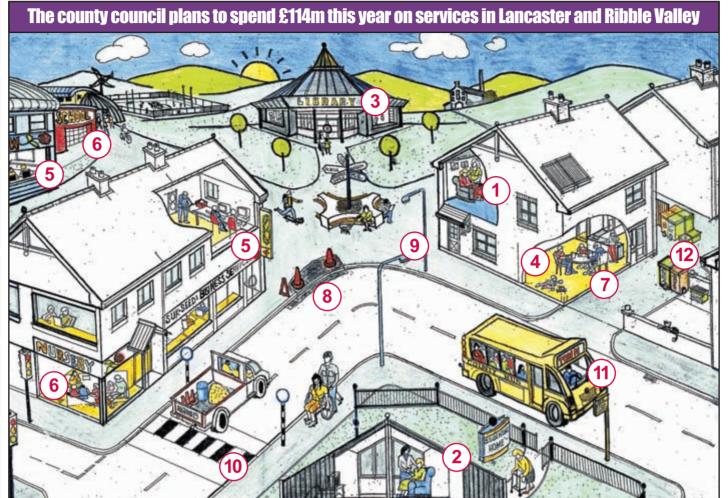
A TOTAL of £0.2m will be spent on welfare rights. including benefits and help with housing.

CONSUMERS

ANOTHER £0.5m will be spent on information and trading standards.

SCHOOLS

CHILDREN in 101 schools will benefit from £118.4m poured into primary and secondary education.



WE will spend £2.6m looking after 96 children who are in foster care.

ROADS

WITH 1,046 miles of road to look after, we will spend £5m keeping them safe for you.

STREETLIGHTS

WE will also spend £2.1m lighting your communities with 25,448 streetlights.

CROSSING PATROLS (10)

AND 54 school crossing patrols also make sure children get to school safely at a cost of £0.2m.

BUSES

THERE are 47 subsidised bus routes keeping everyone connected and on the move at a cost of £1m.

WASTE

WE will manage 111,920 tonnes of your waste, including recycling, at a cost of £8.2m.

Make a difference and vote on 4 June

Lancaster and Ribble Valley you are never far from Lancashire County Council services.

And on Thursday, 4 June, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

Approximately £114m will be spent on county council services in Lancaster and Ribble Valley in the coming year.

It is county council staff you turn to if your child needs extra help at school or if your dad needs extra help

You call the council if your road has a pothole. Our staff will fix it.

Trading standards officers help you in standing up for your rights.

Our lollipop patrols keep your children safe. We provide 750 services for you - some you may never even think about.

Dinner ladies feed your children at school. It is our libraries you go to when you need information.

It is our pedestrian crossings you use to cross the road safely.

Help

The council disposes your waste and organises recycling to keep your Council Tax bills down.

Your Council Tax also funds our help for older people in their own homes.

In fact, 85 per cent of all local government services on your street and in your town are provided by Lancashire County Council.

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Lancashire Adult Learning

Learners' Week 9-15th May 2009 As part of national Adult Learners' week,

Adult

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TWO youth groups in the Ribble Valley were awarded over £800 each by Ribble Valley Lancashire Local.

The six members of the Lancashire Local committee unanimously approved the recommendations made by the Ribble Valley District Youth Council.

The 143 Longridge Squadron Air Training Corps (ATC) will receive funding for navigation and camping equipment and Lancashire East Girl Guides will get cash to support events and for leadership training.

Lancashire Adult Learning

Bay watch is a hit

science brought to life through the magic of Morecambe Bay. Lancaster Maritime

Museum opened its doors to schools across the county for a week of interactive workshops.

They were held last month to coincide with national Science Week. The county council and

its museums service teamed up with British Energy, Blackpool Sealife Centre, North Navigation and Lancaster Maritime's Friends of the

the Ocean Waves' event.

Hundreds of pupils saw how electricity is made in the Bay, discovlife and were given an insight into how ships and navigation techniques have developed.

Down your street

We're working hard in your town

WE expect to look after

2,814 adults in their own homes at a cost of £18.4m.

CARE HOMES

WE aim to spend £20.3m caring for the 735 people who are living in our residential homes.

LIBRARIES

THE council will provide 193,026 books, CDs and DVDs to 11 libraries at a cost of £2.9m.

WELFARE

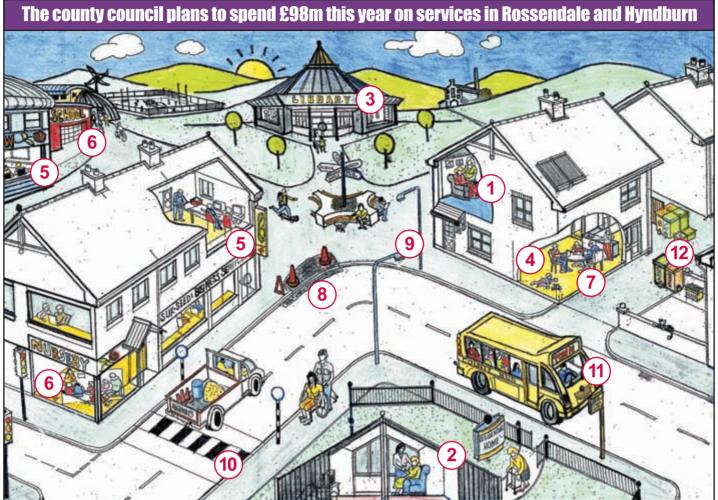
ABOUT £0.3m is expected to be spent on welfare rights, including benefits and help with housing.

CONSUMERS

ANOTHER £0.4m is planned to be spent on trading standards.

SCHOOLS

CHILDREN in 77 schools will benefit from £93.5m expected for primary and secondary education.



WE expect to spend £4.6m looking after 171 children who are in foster care.

ROADS

WITH 412 miles of road to look after, we aim to spend £2.9m keeping them safe for you.

STREETLIGHTS

WE propose to spend £1.7m lighting areas with 20,362 streetlights.

CROSSING PATROLS (10)

AND 44 school crossing patrols also make sure children get to school safely at a cost of £0.2m.

BUSES

THERE are 38 bus routes keeping everyone connected and on the move at a cost of £0.8m.

WASTE

WE will manage 69,418 tonnes of your waste, including recycling, at a cost of £5.1m.

Make a difference and vote on 4 June

Rossendale and Hyndburn you are never far from Lancashire County Council services.

And on Thursday, June 4, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

Approximately £98m will be spent in Rossendale and Hyndburn on county council services in the coming

It is county council staff you turn to if your child needs extra help at school or if your dad needs extra help at home.

You call the council if your road has a pothole. Our staff will fix it.

Trading standards officers help you in standing up for your rights

Our lollipop patrols keep your children safe. We provide 750 services for you – some you may never even think about.

Dinner ladies feed your children at school. It is our libraries you go to when you need information.

It is our pedestrian crossings you use to cross the road safely.

Help

The council disposes your waste and organises recycling to keep your Council Tax bills down.

Your Council Tax also funds our help for older people in their own homes.

In fact, 85 per cent of all local government services on your street and in your town are provided by Lancashire County Council.

And that is why your vote is so important on Thursday, 4 June.

•Grane

Lancashire Adult Learning

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On the right road

on the way to delivering widespread improvements to roads in **Rossendale**.

Spending on roads and pavements has risen by 37 per cent, up £1.25m from to £1.71m.

A similar cash boost for roads in **Hyndburn** was announced earlier this year.

Priorities in both areas have been decided by Lancashire Local committees to ensure the spending is directed need it most.

A total of 25 schemes are being carried out in Rossendale with the extra cash - adding to the dozens already planned.

They include:

Road, Newchurch Rawtenstall. Puffin crossing.

Farholme Lane. Stacksteads. Resurfac-

Way, Tonacliffe Resurfac-Whitworth.

Adelaide Street, Crawshawbooth. Road

Road.

Haslingden. Footway reconstruction.

●Massey Croft, Whitworth. Road resurfacing. •Dale Street, Bacup.

Road resurfacing.

Elsewhere Rossendale's roads, money has been approved to install a number of new shelters on the bus route between Bacup and Whitworth.

The route was designated as a "quality bus route" in 2005.



Lancashire Adult Learning

SOUTH RIBBLE / PRESTON

Down your street

We're working hard in your town

WE aim to look after 4,640

adults in their own homes at a cost of £25.4m.

CARE HOMES

WE plan to spend £31.3m caring for the 1,132 people who are living in our residential homes

LIBRARIES

THE council expects to provide 307,777 books, CDs and DVDs to 12 libraries at a cost of £4.4m

WELFARE

ABOUT £0.4m is expected to be spent on welfare rights, including benefits and help with housing-

CONSUMERS

ANOTHER £0.4m is planned to be spent on trading standards.

SCHOOLS

CHILDREN in 113 schools will gain from £136m planned for primary and secondary education.



WE plan to spend £4.8m looking after 178 children who are in foster care.

ROADS

WITH 714 miles of road to look after we aim to spend £4m keeping them safe for you.

STREETLIGHTS

WE will spend £3m lighting your communities with 35,393 streetlights.

CROSSING PATROLS (10)

AND 83 school crossing patrols also make sure children aet to school safely at a cost of £0.4m.

BUSES

THERE are 51 bus routes to keep people on the move at a forecast cost of £1m.

WASTE

WE will manage 131,460 tonnes of your waste, including recycling, at a cost of £9.6m.

Make a difference and vote on 4 June

Bring on the clowns

SEVEN groups of musical equipment with ceived £400, the same its £1,268. The 6th Pen-

wortham Scouts got

WHEREVER you go in **South** Ribble and Preston you are

never far from services provided by Lancashire County Council.

And on Thursday, 4 June, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

About £148m will be spent in South Ribble and Preston on county council services in the coming year.

It is county council staff you turn to if your child needs extra help at school or if your dad needs extra help at home

You call the council if your road has a pothole. Our staff will fix it.

Trading standards officers help you in standing up for your rights. Our lollipop patrols keep your chil-

have

youngsters

circus skills.

received cash for ac-

tivities ranging from

camping to learning

A range of similar

The 5th Penwortham

Scouts has been given

£714 for two-way radios and Penwortham Com-

munity Club, has been

handed £1,100 for cir-

work will be able to buy

King's Church youth

cus-skills workshops.

county council grants are available for other

groups and activities.

dren safe. We provide 750 services for you - some you may never even think about.

County council dinner ladies feed your children at school.

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Help

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Enterprise

Scouts. Gregson Lane

Lancashire Adult Learning

Lancashire Adult Learning

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Adult

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home at Lancashire Record Office in **Preston**.

The collection, currently held at Lancaster Library, contains a number of historical documents and the move is essential to conserve them.

prepares for a £650,000 refurbishment. The county council is also investing over £4.3m at the Bow Lane Record Office to ensure historic records are preserved.

£500 and St Mary's junior football club got Scouts, **Leyland**, re-£100 for equipment.

Explorer

AN important manuscript collection is to get a new

The transfer takes place as Lancaster Library

Down your street

We're working hard in your town

WE expect to look after 3,352 adults in their own homes at a cost of £20.6m.

CARE HOMES

ABOUT £23m is expected to be spent on the 822 people who are living in our residential homes.

LIBRARIES

THE council aims to provide 229,425 books, CDs and DVDs to 14 libraries at a cost of £3.3m.

WELFARE

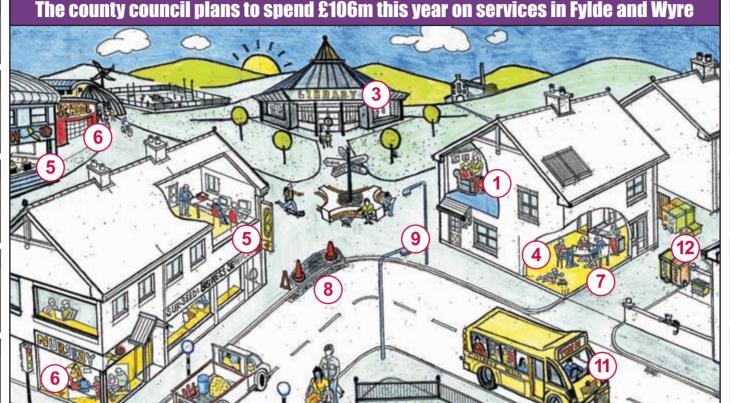
IT is planned to spend £0.3m on welfare rights, including benefits and help with housing.

CONSUMERS

ANOTHER £0.5m will be spent on information and trading standards.

SCHOOLS

CHILDREN in 78 schools will benefit from a forecast £85.8m for primary and secondary education.



WE plan to spend £2.2m looking after 81 children who are in foster care.

ROADS

WITH 708 miles of road to look after we expect to spend £3.3m keeping them safe for you.

STREETLIGHTS

WE aim to spend £2.1m lighting your communities with 24,950 streetlights.

CROSSING PATROLS (10)

AND 54 school crossing patrols also make sure that children get to school safely at a cost of £0.3m.

BUSES

THERE are 37 subsidised bus routes keeping everyone connected and on the move for £0.8m.

WASTE

WE will manage 114,109 tonnes of your waste, including recycling, at a

Make a difference and vote on June 4

WHEREVER you go in Fylde and Wyre you are never far from services provided by Lancashire County Council.

And on Thursday, June 4, every voter will have the chance to elect representatives to decide on services ranging from schools and home helps to libraries, homes for the elderly and trading standards.

Approximately £106m will be spent in Fylde and Wyre on county council services in the coming year.

It is county council staff you turn to if your child needs extra help at school or if your dad needs extra help at home

You call the council if your road has a pothole. Our staff will fix it.

Trading standards officers help you in standing up for your rights. Our lollipop patrols keep your chil-

NEW safety moves

are on the way for

Rossall promenade

after county council-

lors agreed to tackle

driving at high speed along the promenade.

The youths have been

But now Lancashire

County Council has

agreed to change traffic

priorities and construct

an "outbuild" to slow

of Rossall Residents' As-

sociation, said: "It was an issue of safety and

Jane Littlewood, chair

boy racers.

them down.

for you - some you may never even think about.

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was one of the first of its

kind in the county."

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A LYTHAM park is to receive a major boost with new landscaping and extra play facilities.

improvement masterplan nity design team, was handed to local people by County Coun-

Members of Mornington Meadow Community Group will now

Work will take place later this year.

Meadow, drawn up by Lancashire County Council's commu-

cillor Tim Ashton last month.

Putting the brakes on

that will be tackled by

made by a Lancashire

"The decision was

this new policy.

start raising cash to turn it into reality. The plan includes new seating, a trundle-track for toddlers and new play



Lancashire Adult Learning

Artist helps with school's new mural

IT is summer all year round in the infants' playground at St Peter's CE Primary School in Heysham – thanks to a fabulous mural created by Year 6

pupils.
The children made drawings on the theme of "Heysham in Bloom". Then, using an array of

brightly coloured paints, they worked with local artist Pat Knowles and art teacher Bridget Longden to transfer the drawings onto an outside wall at the school.

The result is an artwork that everyone at the school will enjoy for many years to

County Councillor Vali Patel, Cabinet member for Schools, said: "The mural is absolutely lovely and I'm very impressed by the children's talent and hard work.

"This wonderful project has clearly captured the chil-

"I'd like to thank everyone at the school for their commitment to making everything happen."

Don't miss outdoor roadshows

LANCASHIRE County Council's summer programme of outdoor roadshows gets underway this month where you can find out more about public transport, cycling and walking in your area of the county

Come along to get free expert advice, giveaways and informa-tion leaflets, and you can also take part in fun activities at each

of the roadshows.
Free timetables for public transport and cycle and walking maps will be available at the roadshows, as well as information about using public transport or starting cycling.
Events in April are:

•Lancaster Cycling Road Show – Market Square - Friday 3 April;

Accrington market place -Tuesday 7 April.
To check when the roadshow will be, visit:

www.lancashire.gov.uk/ environment/twise/tw/events

Pensioners 'benefit' from £12.5m boost

THOUSANDS of pensioners across the county have received over £12.5m in extra benefits and tax credits over the last three years thanks to a project run by Lancashire County Council's Welfare Rights Service.

The "Take Up Benefit Check" project, set up in April 2006, helps Lancashire residents, aged 65 and over, through the benefits maze and advice on applying for benefit and pension credit entitlements.

Staff provide tailored benefits checks and advice about a variety of benefits including Pension Credit, Attendance Allowance, Disability Living Allowance, Housing Benefit and Council Tax Benefit based on their circumstances.

The county council was set a target by Whitehall to gain 6,750 new benefit claims or increases to benefit awards over a three-

WEALTH CHECK

For more information, or to request a benefit check, contact the welfare rights service on 01772 533504 or visit online at: www.lancashire.gov.uk/welfarerights

year period. The county council met this target in November 2008 and the current figure stands at over 7,500 extra benefit

As a result of this project alone more than £12.5m in extra benefit has been awarded to Lancashire residents to date.

The success of the project has been a tribute to the successful partnership working with other agencies including GP surgeries, housing associations, social services, the Pension Service and district

County Councillor Marcus Johnstone, Cabinet member for Community Planning and Partnerships, said: "It is clear that many people, particularly pensioners, are missing out when it comes to making a claim for benefits they may be entitled to.

Falling rates

"Often, this may be due to a lack of awareness and understanding of what benefits are available to them.

"Some don't know how to claim and some may be too proud to claim. As the cost of living increases, energy prices continue to rise and the low interest rate affects pensions and investments, it is more of a reason for pensioners and people on low income to ensure they get their full entitlement to benefits.

Benefits advice and help from the Welfare Rights Service is free and confidential to all Lancashire residents.

County drive to clamp down on booze

YOUNGSTERS in Lancashire are being helped to secure a healthier future by two new websites.

The LookOut Alcohol and LookOut Tobacco websites have been launched by the county council to help steer young people away from smoking and under-age drink-

ing. Research undertaken by Trading Standards North West dentified that 28 per cent of 14- to 17-year olds in Lancashire smoke, which is significantly higher than the North West average of 22 per cent.

Prosecute

Sales of alcohol and tobacco to underage people are tackled by Standards Trading and shop owners, who allow these products to be bought by young people, face prosecu-

However, it is felt that educating people at an early age will go a long way to stubbing out the desire to buy the products in the first place.

Both websites, designed by young people for young people, are for pupils aged 7-11 years old in Lancashire schools.

They include interactive features, downloadable lesson plans for teachers, homework based activities and an information section for parents and

FairTrade starts search for bosses

OVER half Lancashire boroughs are now FairTrade areas - and adrive has started to increase the number of Fair-

Trade employers. Being a FairTrade employer means being committed to using FairTrade goods and services. The county council has its own FairTrade "champion" to spread the message.

County Councillor Tim Ormrod, the council's "champion", teamed up with a number of organisations, including the Co-op, to promote the recent FairTrade Fortnight.

For details on becoming a FairTrade employer, contact Councillor Ormrod on 01282 866389 or NigelFinnamore on **01772** 536942.





Travel training offers 'routes' to success

By Andrew Lynn

DISABLED adults across Lancashire are to benefit from a new pilot scheme to provide travel training to help them develop their skills and confidence for safe, independent travel.

An Independent Travel Training Unit will be set up to help individuals who need support in using public transport, so that they can do the things they want on their own like going to college, socialising with friends, getting a job or doing voluntary work and taking part in leisure activities in their local community

Travel training includes helping people plan what route they need to take, what method of transport to use whether on a

bike, local bus or train, and timekeeping skills, empowering people to make decisions for themselves and have greater control of their lives.

Initially, a person will travel with a qualified trainer until it is safe and the individual feels confident and ready to take these important steps on their own.

Confidence

Through travel training, people can become more independent, build their confidence and gain essential life skills.

The training reassures families

and carers.

Councillor Anne Brown, Cabinet member for Adult and Community Services said: "Travel training is a way of providing practical and tailored support to people in how to use public transport safely and independently in their local community.

"The unit helps individuals to develop educational, social and personal skills, enabling them to access all the opportunities other people take for granted and realise their own potential.'

Travel training applies mainly but not exclusively - to people with learning disabilities, and can apply to school-aged young people as well as adults.

Such training has already been introduced by some county council services in Lancashire.

The county council has recently produced a DVD showing the benefits of travel training for both adults and young people who require the service and their fami-

If successful the scheme will be rolled out and made available across the county.





Entitled to free school lunches?

From 6 April, parents who are in receipt of Child Tax Credit, and are not entitled to Working Tax Credit, can now earn up to £16,040 annually (previously £15,575) and still be entitled to claim free school meals.

Pupils will be entitled to receive free school meals if a parent or carer receives Income Support or Income Based Jobseekers Allowance or Income Based Employment Support Allowance, support under Part VI of the Immigration and Asylum Act 1999, or the Guarantee Element of State Pension Credit.

To apply, you will need to complete an application form. These are available from your child's school, your local area education office or as a downloadable form on the county council's website -

www.lancashire.gov.uk.

Once you have applied and been granted free school meals you are not required to complete a further application form annually.

Contact number for free meals

Lancaster and Morecambe, Wyre or Fylde contact 01524 581267 or 01524 581207 or 01524 581235. Preston, South Ribble, Chorley or West Lancs contact 01772 531812 or 01772 531821.

Hyndburn, Ribble Valley, Burnley, Pendle or Rossendale contact: 01254 220711 or 01254 220713.

Some important facts about

- Trained school cooks provide the published menu each day;
- ✓ School lunches provide two of pupil's five portions of fruit and vegetables every day;
- ✓ All our recipes and menus have been tested and approved by
- ✓ Our menus are analysed by a nutritionist and planned to provide the correct level of nutrients your child needs for a healthy diet;
- ✓ We only use free range eggs from local farms in our homemade recipes;
- ✓ Most of our vegetables, salads, milk, potatoes are produced
- ✓ We are working with local producers to increase the amount of local used in schools; and
- ✓ We only serve award winning pork sausages and the best of British beef burgers and no rubbish!

Why not join our team

The county council's catering service employs over 1,600 people have vacancies for supervisors and catering assistants. If you would like join our team and help serve great healthy food in Lancashire's schools, please contact us on 01772 538 999.

You can also visit our website to find out more: www.servinglancashire.org.uk complete a further application form annually.

There's a lot to choose from each day of our exciting new summer menu, including a new range of pasta favourites. All our lunches are served with seasonal vegetables with as much as your child wants from the salad bar, plus a dessert, yoghurt and fresh fruit.

Menu week 1

Italian pasta bake, salad bar, garlic bread. cherry cookies, cool banana milk.

Menu week 2

Baked gammon and pineapple, new potatoes, mini corn on the cob. Vanilla ice cream sponge roll, cool milk.

Menu week 3

Yorkshire pudding with Welsh pork sausages gravy, mashed potatoes seasonal vegetables.

Belgian waffle with summer fruit and ice cream.

Available daily: A vegetarian choice, bread basket, salad, yoghurt, fruit wedges, cool milk and chilled water. Halal meat is served for religious diets in some schools, please check with your school for details.

Some schools will offer a healthy packed lunch option during the warmer months. Please check with your school for details

Whilst every effort is made to produce the published menu, please note that menus can vary occasionally subject to availability of ingredients.





SICKNESS AND

Children who are ill can't be allowed to fall behind at school. That's where Lancashire Education Medical Service comes in...



OME children are too poorly to attend school full-time, or have mental health difficulties that mean the hurly burly of school life is just too much for them. The Lancashire Education Medical Service

(LEMS) is there to make sure that anxiety about missing out on education are not added to the list of worries that families have when a child or young person is too ill to go to school.

At a variety of locations around the county, lessons and timetables are specially adapted to suit each person's needs, whether they suffer from a long-term physical condition such as ME or cystic fibrosis, or from an anxiety- or phobiarelated condition.

The pupils are educated in small groups until they are well enough to return to mainstream

s well as following the national curriculum, they are encouraged to test out their boundaries in a safe, secure environment, and take part in activities which are fun and exciting as well as educational.

For example, pupils from Hillview, the centre in the east of the county, recently raised hundreds of pounds for the Tickled Pink cancer charity by doing a sponsored walk around Scott Park in Burnley and holding a coffee morning in the school hall

Raising more than £600, the event gave the pupils some sense of what they could achieve and now they are having a greater say in decisionmaking and take ownership of organisation of many centre events.

Mainstream schools

Not only pupils and parents sing LEMS's praises, however. When government inspectors from Ofsted visited recently, they were impressed to find a staff team that "went the extra mile" to help pupils battle with their difficul-

Teaching standards and pupils' development are highly praised, and the service's ability to help children and young people return

← (Left) GREAT day out at the Westmorland Show for LEMS youngsters.

↑ (Above) SUPPORT for everyone at the Thornton Cleveleys LEMS centre.

to mainstream schooling is described as outstanding.

ounty Councillor Vali Patel, Cabinet member for Schools, said: "When illness causes prolonged absence from school it can be a very stressful time for fam-

"LEMS takes away much of the strain and helps children and young people not only back to health but also back into

Going the extra mile to help

ONE parent spoke to Vision about the help her teenage son James had received from LEMS.

Sarah, who asked that her full name not be given, said: "My son - like many pupils who attend LEMS - has physical problems that partly stem from a learning difficulty and his emotional response to that.

"His poor attendance was not due to a lack of interest in learning. With the right support, he has not missed a single LEMS session this school vear.

"What's been a revelation to me is the level of willingness to tailor learning programmes to find out what is at the seat of children's

"The staff at LEMS really go the extra mile and challenge themselves on how best to enable each child to have a positive educational experience and feel good about themselves.

"James has improved significantly in a cou-

ple of terms with LEMS and we are looking at ways for him to return to mainstream school with support."

LEMS centres in your town

■Royal Preston Hospital.

■Chorley **Teaching** Centre, Primrose **Hill Primary** School.

■Preston **Teaching Centre**, **Ashton Primary** School.

■South Ribble **Teaching Centre Bannister Drive**, Leyland.

■West Lancashire **Teaching Centre**, Hillside Community Primary

School. **■**Ormskirk Hospital

■Skerton Teaching Centre, Lancaster.

■Ringway Centre Thornton

Cleveleys. **■**Burnley General

Hospital. ■Hillview,

Burnley ■Royal

Lancaster Infirmary.

'Pay rise' to lure 100 new foster carers

EXTRA cash is now available as part of a new drive to recruit more foster carers.

The "pay rise" can mean foster carers gaining by more than £10,000 per year.

The extra money is part of a county council campaign to recruit 10 extra foster carers each year for the next three years.

Fostering manager Barbara Bath said: "This will make a real difference to our foster carers and the children in their care. To give an example, a foster carer looking after two children under five, who does six training courses each year and has a positive annual review will be more than £10,000 per year better off."

Basic weekly allowances now range from £108 to £168 per child per week, depending on the child's age. All mainstream foster carers will also receive weekly enhancements of £70 per week for under-11s and £90 per week for children aged 11 and over.

Birthday, Christmas and holiday allowances have also been increased - together with cash bonuses to reward foster carers for positive annual reviews, training, long service and recommending friends and neighbours who go on to become foster carers.

Payment systems will allow payments to be backdated to April.

FALLING INCOME? WE CAN HELP



You may be entitled to benefits, says advice boss Jim Dickson

F you are retired and live on a fixed income the credit crunch may have affected you in a number of ways.

Many pensioners rely on interest from savings to supplement their state pensions and low interest rates mean less income.

You may have had to dip in to your savings to compensate and seen the money you have put aside go down. The value of many shares has also gone down, in some cases drastically, and these may now be worth only a fraction of their

If you get Pension Credit, Housing Benefit or Council Tax Benefit you could get more money if the value of your savings and investments has gone down since you first claimed. Or you may have been refused benefit in the past because your savings were too high but you could now

For example, you might have been refused Council Tax Benefit because your savings were more than £16,000 when you claimed but they are below that now.

Write and tell the Pension Service if your savings have gone down. A drop in your savings (or value of your shares) of £5,000 could see your Pension Credit go up by £10 a week. Or write to your local council if you only get Housing or Council Tax Benefit.

•If you are over 60 and would like a benefit check, ring Welfare Rights on 01772 533504 or write to us at : Lancashire County Council, Welfare Rights Service, FREEPOST, Preston PR1 8BR.

STREET CRIME: WE CAN CRACK IT TOGETHER

Street checks for **stop-out children**, a stop to underage boozing, a new approach to classroom justice...teamwork is making Lancashire's streets safer for us all

By Ginny Bridgewater

ANGS of hoodies hanging around on street corners drinking cheap cider and shouting has fast become the cliché of British youth.

But the myth of streets overrun with drunken teenagers wreaking havoc and schools filled with children bullying each other is not, for most, an everyday reality.

And in Lancashire it is unlikely to come near the scale of misbehaviour gleefully peddled by certain national newspapers, thanks to a multi-agency

Operation Staysafe, a collaboration between Lancashire County Council, local schools and the police, targets young people displaying risky behaviour in Burnley, Pendle and Preston.

Community support officers patrol the streets on a Friday and Saturday night picking up underage drinkers and children out on their own after 10pm.

Any they find are taken to a Staysafe centre to be collected by their

hat night or the following night or weekend, street-based outreach teams from CYP take up the patrol, talking to young people, discussing the dangers of alcohol misuse and alternative activities available.

These activities, such as sports and entertainment, are put on at youth clubs and community centres to entice young people into a safe environment for some non-destructive socialising.

Midnight

Kevin Gannon, community safety partnership officer in Burnley, Pendle and Rossendale, described some of the incidents.

He said: "We found one teenage girl lying drunk in a back alley covered in make-up, dressed like an adult. If we had not picked her up the potential

was there for a very serious situation.

"There was the group of eight-yearolds hanging around at midnight with older kids who were drinking alcohol."

Inspector John Ainsworth, who oversees the Preston operation, had similar stories to tell.

e said: "We found a 14-year-old girl drinking vodka in Brookfield Park at night looking after her

two-year-old sibling.
"There have been others as young as eight, wandering around in sub-zero temperatures in just a T-shirt. More often than not, social services already through the shild know the child.

"Some of them are middle-class kids with Guardian-reading parents who think their children are doing nothing worse than walking to each others houses and chatting on Facebook. Quite often that's simply not true."

At around 1,000 a year, Lancashire Trading Standards carry out more age checks than any other authority nationwide.

Illegal sales

Trading standards officers have developed Age Check packs giving retailers guidance on refusing to serve age-sensitive products - including proxy sales - such as alcohol, tobacco, solvents and fireworks.

According to Inspector Ainsworth, over the 18 patrols they had carried out since August they had brought in around seven or eight young people a night.

"At first it was mainly lads," he said. "But now we are bringing in more

"When it's cold out you really see who is vulnerable - because everyone else is inside.

They are currently applying for funding to continue Operation Operation Staysafe for another year.

So whatever anyone says, something is being done about that gang of kids on the street corner.



1 (Above) CHILDREN out on the streets late at night are being taken to new centres. These children have posed for the picture.

SORRY'S A BIG WORD

Lancashire has become a national leader in using a restorative approach to resolve conflicts.

Skelmersdale schools introduced it as a way of dealing with problems such as bullying. Its success means it will be extended to schools across the county with a champion school in each district leading by example.
Neil Scanlan, head of Lancashire

services for learners-out-of-school, said: "It is a way of getting young people to learn to resolve conflicts, such as bullying, themselves and hopefully continue to use it in everyday life."

Clare Williams, deputy head at St John's RC Primary in Skelmersdale, said bullying had gone down to below average in the three years they had been using the approach.

Staff and children are trained as peer mediators and guide other children when there is a conflict.

Clare said: "Children have to face up to their actions and it makes them a lot less likely to do it again. Learning to say sorry is a social skill.

"We hope that if they grow up with

this approach in their minds it will change their approach to life."

April listings

Wed 1 April - all month

1pm-5pm. Pendle Artists' Exhibition. Celebrating 40th anniversary. Pendle artists present exhibition of local Lancashire scenes. Gawthorpe Hall, Padiham

Sat 4 April

1.30pm-3.30pm. Super Saturday. Make your own Roman sculptures. Lancaster City Museum. FREE admission.

Mon 6 April-Sun 19 April

Traditional Easter egg hunt around the mill (guide age 4–10). Helmshore Textile Museums. Small charge applies.

Tues 7 April

10.30am -12.30pm; 1.30pm-3.30pm. Boat Wars! Make simple model boats and race them on makeshift pond. Lancaster Maritime Museum. Pre-booking required.

Tues 7-Thur 9 April

10am-noon weekdays; 11am-1pm weekends. Spring at Helmshore. Craft workshop sessions to celebrate spring (guide age 4-10). Helmshore Textile Museums. Small charge, prebooking required.

10.30am-12.30pm & 1.30pm-3.30pm. Family craft activities (guide age 4-11). Museum of Lancashire, Preston. Pre-booking

Thur 9 April

10.30am-12.30pm; 1.30pm-3.30pm. Family craft workshop Using the museum's collection as inspiration. Lancaster City Museum. FREE admission, booking required.

11am-noon. Story-telling sessions (guide age 4-10). Helmshore Textile Museums, Small charge, Pre-booking required.

Fri 10 April-Sun 19 April

1pm-4pm. Family-friendly workshops. Judges' Lodgings. Lan-

caster. Children go FREÉ. Sat 11-Tues 14 April

10am-noon weekdays; 11am-1pm weekends. Spring at Helmshore. Craft workshop sessions to celebrate spring (quide age 4-10). Helmshore Textile Museums. Small charge, pre-

booking required. Sun 12 April 1pm-4pm. Easter egg hunt. Hunt around the grounds of Gawthorpe Hall, Padiham, following Easter egg trail. Suitable footwear recommended. £1.50 per child (must be accompanied

1pm-4pm. Easter egg hunt. Hunt around the grounds of Gawthorpe Hall, Padiham, following Easter egg trail. Suitable footwear recommended. £1.50 per child (must be accompanied by an adult).

10.30am-12.30pm; 1.30pm-3.30pm. Under The Sea Crafts inspired by the mysterious creatures that lurk in Morecambe Bay

11am – 5pm. Get Knotted – gallery demonstration. Try your hand at tying ships' knots.

Wed 15 April

10.30am-12.30pm; 1.30pm-3.30pm. Family craft activities (guide age 4-11). Museum of Lancashire, Preston. Pre-booking

11am - noon. Story-telling sessions (guide age 4-10). Helmshore Textile Museums. Small charge. Pre-book.

Thur 16 April

10.30am-12.30pm; 1.30pm-3.30pm. Family craft workshop. Using the museum's collection as inspiration, Lancaster City seum. FREE admission, booking required.

Thur 16-Sat 18 April

10am-noon weekdays; 11am-1pm weekends. Spring at Helmshore. Craft workshop sessions to celebrate spring (guide age 4-10). Helmshore Textile Museum. Small charge, pre-book.

Fri 17 April

10.30am-12.30pm: 1.30pm-3.30pm. Family craft activities (guide age 4-11). Museum of Lancashire, Preston. Pre-book.

2-3pm. Meet the Tuesday Expert. Gail Marsh, development officer of Rachel Kay-Shuttleworth Textile Collection, fabulous textiles on display in the hall. Gawthorpe Hall. Padiham.

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 Judges' Lodgings 01524 32808

Lancaster Castle 01524 64998 Lancaster City Museum 01524 64637

Helmshore Textile Museum 01706 226459 You can find lots of information about

www.lancsmuseums.gov.uk and at

www.lancashire.gov.uk/ environment/countryside

VISION



Why did you become a foster carer?

We have four children of our own and they have turned out OK so we wanted to do something to help children who come from more difficult situations – children who needed somebody to give them a stable home and a loving environment. So five years ago my husband Paul and I went along to a fostering information evening and started the ball rolling.

How did you find the assessment process?

It's very thorough but it wasn't too painful! The social worker goes into a lot of things which is understandable.

The process is very flexible with a timescale to suit you. The whole family takes part, including your own children, to make sure everyone knows what's involved.

It's an involved process but you learn a lot you do a very good, very informative course that deals with a wide range of issues, including what sort of children come into care, what kind of support is available, financial concerns and so on.

What kind of placements do you deal with?

We are short-term foster carers, which could last from a couple of days up to two years. Over the last five years we have fostered a dozen children – for periods from just a few days up to 19 months. We are currently fostering two small girls who are seven months and two and a half year old – I like to be busy!

What's the most rewarding thing about being a foster carer?

It has to be seeing a child move on in a positive way. Some children come to you very upset and confused – our role is to help sort things out by giving a stable and loving environment and then say goodbye in a positive way. It's really rewarding seeing that positive outcome.

And the most challenging?

Sometimes children come to you with attachment problems which means you have to work hard to help them to trust you. It can be difficult but there is lots of support available - courses on different issues and your own supervising social worker who you can go to for help. There's someone available to help you 24 hours a day.

Has anything surprised you about being a foster carer?

Yes – the range of different reasons why children come into care - the range of difficult situations that children find themselves in is constantly surprising. It's great to be able to do something to try to help.

Cotton on to Lancashire pride

A MAJOR textile museum has been officially reopened this month following a £1.3m refurbishment.

Situated near Haslingden and Rawtenstall, the Helmshore Mills museum characterises Lancashire's role in the textile industry that changed the face of the world.

The museum, owned and managed by the county council, offers an exciting and unique insight into two mills. Whitaker's Mill invites visitors to step into a cotton spinning mill that used recycled cotton. Higher Mill shows the older woollen industry, powered by a working waterwheel.

Over the last two years the museum has undergone major repairs and expansion supported by Lancashire County Council, Heritage Lottery Fund, the

North West Development Agency, and the Friends of Helmshore Museum.

Part of the work has involved improving access. Building repairs have also been carried out.

Waterwheel

The refurbishment includes a new walkway building linking the two previously separate stone wool and cotton mills; a new café, shop, reception and toilets; a new display about wool with information about the mill's history including the waterwheel; interactive models and videos explaining the textile-making process; and on-screen displays and touch-screen information

County Councillor Hazel Harding, county council leader, said: "The museum is an important icon of Lancashire's dominance in the historic wool and cotton industry and gives visitors a real and fascinating insight into the working lives of the people who worked in Lancashire's textile industry.

"People love to know what life was like all those years ago.

"This refurbishment now makes the museum and its two famous mills more accessible for people of all ages and families to enjoy.'

■The museum reopens on 1 April with free parking. Opening hours are: 12-4pm Monday-Friday; 12-5pm Saturday and Sunday.

For more information about Helmshore Mills Textile Museum, contact 01706 226459 or visit online at:

www.lancashire.gov.uk/museums

Home win: rare football archive secure with us

HISTORICALLY important documents belonging to the Football League are to be deposited at the Lancashire Record Office in **Preston** and be accessible to the general public for the first time.

Staff from the Football League and Lancashire Record Office will be working together to identify the most significant material for permanent preservation in order to secure the historical archive of the world's original and famous league football competi-

The Lancashire Record Office in Bow Lane, Preston, is run by the county council and has been chosen as the repository for the national archive because of the Football League's strong connections with Preston – deemed "home of football"

Preston North End is best known as the first English champions – the first champions of the oldest football league in the world. And the league's headquarters is still based in the city, and has been for much of its history, while six of the league's 12 founder members came from Lancashire

(Accrington, Blackburn Rovers, Bolton Wanderers, Burnley, Everton and Preston North End).

Lancashire Record Office will also be working with the famous National Football Mu-



●TREASURE: from left, Jacquie Crosby, assistant county archivist at Lancashire Record Office, Sir Tom Finney, Ged Fitzgerald, county council chief executive, Wiebke Cullen from the National Football Museum

UNCOVERED Examples of the information coming to light from the first records to have been transferred include:

●The 1892 minutes record that Liverpool Football Club's application to join an expanded League was rejected:

....not having agreed to comply with the regulations, it was resolved that their application be not entertained."

● For the 1892-3 season the Football

League expanded its first division from 12 to 16 clubs and introduced a second division of 12 clubs.

SECRETS

New teams elected included future "giants" Newton Heath (Manchester United), Ardwick (Manchester City), Sheffield Wednesday, Sheffield United and Nottingham Forest

But Liverpool only had to wait a year when they were finally elected into the second di-

seum, also based in Preston, to make this material freely available to the public.

Football legend Sir Tom Finney said: "It's wonderful that people will be coming to Lancashire from all over the world to see this

football history.

"Lancashire and England have contributed so much to the history of the game.'

The National Football Museum has since its inception held the Football League collection of retired trophies, books and player attendance and transfer records, which tell the story of the English game in the museum's permanent displays, attracting national and international visitors and football fans, and help answer many research enquiries each year from all over the world.

Ged Fitzgerald, county council chief executive, said: "Lancashire is very proud of its historic role as the birthplace of professional football.

'As a result, it is right that the county council and the county's National Football Museum will have a key role in making these fascinating records available to the people of Lancashire.'

Andy Williamson, chief operating officer for the Football League, said: "The Football League is delighted that Lancashire Record Office will be looking after this part of our history and making it accessible to everyone, especially given the strong connections that the League has had from its origins to the present day with Lancashire and the city of Preston."

Bruce Jackson, county archivist for Lancashire County Council, added: "Lancashire County Council will play a key role it keeping this history alive and making these fascinating records for the early years of the game available to as wide a range of people as possible."

Work is currently underway and the material is expected to be deposited and made available to the public in the summer.

■The National Football Museum in Preston is currently hosting a special exhibition - sponsored by Lancashire County Council - about Sir Tom Finney.

Romans plan invasion of Lancashire city

Funeral procession to mark launch of new museum showcase

A TRADITIONAL Roman funeral procession will mark the unveiling of a new gallery and exhibition at a Lancashire museum.

The new Roman gallery will be unveiled at Lancaster's City Museum on Saturday 4 April.

Staff from the museum, along with professional interpreters from Roman Tours Ltd, will re-enact a funeral procession, carrying a stretcher through the city centre streets in full Roman costume and dressed as Roman soldiers.

The gallery and exhibition has been developed, thanks to a £5,000 grant from the Museum, Libraries and Archives Council (MLA), to support the museum's star attraction a magnificent Roman cavalry tomb-

The tombstone, dating back to

in November 2005, during an excavation on Aldcliffe Road.

Conservation specialists at the county council worked to fully restore the tombstone.

It is now ready to take pride of place on display in the city.

The new gallery will feature information and artefacts depicting Roman life in Lancaster, such as jewellery, clothing and utensils; a dressing-up corner for children where they can try on traditional Roman costume and a range of fun family friendly activities.

The march will start at Lancaster Castle, past the Judges' Lodgings, down Church Street, onto Cheapside and finishing at the City Museum. Museum entry is free.

For details, please contact Lancaster City Museum on **01524 64637**

www.lancashire.gov.uk/museums

Pupils shape the future



●PLANNERS: Helen Denton, executive director for children and young people with (from left) Liam Barnard, Our Lady's Lancaster; Jordana Lang and Lauren Finch, Southland; Fatima Sharif, Corpus Christi College; and Edward McDonnell, Worden Sports College.

YOUNG people are playing a key role in helping to develop Lancashire County Council's Childhood Obesity Campaign.

More than 80 pupils from 21 secondary schools across the county, together with their teachers, attended a conference called "Obesity, it's everybody's business" at Woodlands Conference Centre in **Chorley**.

Organised by the Lancashire's Healthy Schools team, the event featured workshops where young people discussed practical ways to encourage healthier lifestyles and aired their views on the sort of messages that they are most likely to listen to.

Their ideas included ways to improve school dining rooms, promoting better dental hygiene and having more discussion of body image and food issues across the curriculum.

A competition was announced for schools to name the council's childhood obesity campaign and design a logo and strapline to complement the government's national Change4Life message.

The result will be announced on 15 May, with the winning school receiving £500 to spend on making their school even healthier.

Jennifer Mein, Cabinet member for Children and Young People, said: "Ninety-seven per cent of our schools already have national Healthy Schools status, and I'm delighted to see young people taking the initiative in improving their own health and fitness."

The schools made pledges on a variety of proposals including setting up a healthy tuck shop, offering a wider range of lunchtime activities and creating an allotment so that pupils can grow their own fruit and vegetables.

Helen Denton, executive director for children and young people, who launched the campaign, said: "Schools are a key setting in which to encourage young people to maintain a healthy weight, and what better way to approach the issue than to tap into the abundance of ideas that young people have themselves?"

The conference was organised in partnership with NHS North Lancashire, NHS East Lancashire and NHS Central Lancashire.

Due to demand for places, a followup event has been planned for October.

BRIEFS

Recycling and rosebud

A RECYCLING company from **Morecambe** helped to fund an expansion thanks to finance from Lancashire County Council's Rosebud scheme

C&G Recycling's company director Chris Roberts said: "Thanks to the advice from Rosebud we were able to rearrange our existing finance, which meant we could afford the things we needed whilst paying less."

The Rosebud Finance scheme has helped over 300 businesses so far and is run by the county council's economic department -Lancashire County Developments Limited (LCDL).

County Councillor Niki Penney, chair of LCDL, said: "In these tough times it is great to see a business expanding. It shows that we can have some optimism in the future of Lancashire's economy.'

Rosebud is versatile, with loans and equity funding available for sums from £5,000 to £750,000. Rosebud Finance is only available to businesses either based in Lancashire or those relocating into the county.

Loan rates are competitive and repayment is usually over a term of up to five years.

Clients benefit from professional advice and help through LCDL's relationship with local support agencies.

For more details, telephone 01772 536 652 or visit LCDL's website at www.lcdl.co.uk

Think of the children

THE new Children's Trust in Hyndburn, established to bring together all services for children and young people, held a showcasing event highlighting its work recently at The Globe

in Accrington.
Children's Trusts were estab Laming's report into the death of Victoria Climbié.

The report highlighted how closer working and better communications between orproving children's services.

Youngsters from across statement for what they want from their new organisation.

A similar event was held separately for Rossendale's Chil-

First step to new routes

A SERIES of footpaths are planned in Wyre to encourage more people to ditch their cars and travel on foot.

The proposals are part of the pedestrian priority programme for 2009-10. There were around 100 suggestions from members of the public district and parish councils and the county council's environment directorate.

The programme is specifically for suggested paths that don't qualify for funding under the accident reduction criteria.

Ruby anniversary for lollipop lady as she celebrates 40 years



A MUCH-loved school crossing patrol from **Longridge** has celebrated her ruby anniversary.

Forty years have passed since lollipop lady Irene Reid first got her stick.

Irene, who works outside Longridge CofE Primary School, on Berry Lane, Longridge, received a special presentation to mark her achievement from pupils and staff at the school.

County Councillor Tom Burns, Cabinet member for Organisational Development, presented Irene with some flowers and praised her service to the county during a visit to the school.

Ken Speak, school crossing patrol manager, said: "I'd like to thank Irene

for dedication and hard work in the last 40 years

"It's interesting to look back and realise that in 1969 when Irene was starting out, Concorde made its first flight and Neil Armstrong walked on the

"Irene is a wonderful inspiration and a shining example to others."

■Although Irene has no plans to retire just yet, there are vacancies for other crossing points in Lancashire.

To find out more contact Ken Speak, crossing patrol manager, on 01772 646 810 or visit the website at:

www.servinglancashire.org.uk

It's music to their ears

A CHOIR hit all the right notes thanks to a cash boost from Lancashire County Council.

Preston's One Voice Choir were granted £200 by the Lancashire Local South Ribble committee to buy modern sheet music for the 16strong ecumenical musical group.

Margaret Greer, who applied for the choir's grant, said: "Now we'll be able to buy music to keep rather than relying on the library and having to give it back.

"We can start building up our own library to use again and again."

Most concerts fundraise for charity. The



●THE right note: County Councillor Tony Pimblett (right) with members of the choir.

next one takes place on 27 March at Kingsfold Methodist Church.

Penwortham, in aid of St Catherine's Hospice in Preston.





For more information and a chance to give us your comments, visit: www.lancashire.gov.uk/childcare - "Get clicking" or call **0800 1950137**.

