

Your District Council

Matters

Lancaster City Council's Community Magazine

Issue 38 • Spring/Summer 2022

Green fingered volunteers wanted for tree warden scheme



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Inside

How we're tackling
climate change

Win tickets to the
Platform and a family
pass for Salt Ayre

Plans for Eden
Project North take
a step forward



from Councillor Caroline Jackson, leader of Lancaster City Council



The experience of the last eighteen months has been too much like riding the Big One at Blackpool Pleasure Beach for my comfort. We struggled out of lockdown up the steep slope to what looked like normality with amazing work on vaccinations and keeping businesses safe and twice we've hurtled down again into partial lockdowns and restrictions. The "new normal" is a huge challenge.

The council struggled to keep its essential services going. Through home working and through staff swapping roles with amazing flexibility, most things got done: whether it was bins, business grants, food parcels or taxi licences, we managed.

Amazingly we also improved our services. We recognised the wealth of our communities and set up regular online meetings with community representatives. Customer Service is there on the phone seven days a week and gets out to libraries and shopping centres. We have our KeepConnected web page. Covid has taught us we need to stay in touch and to engage with community wealth and talent. Our challenge is to do it well, whatever the Covid circumstances.

Residents' well-being is also one of our key priorities and key challenges as a council after Covid has reduced our resilience and our positive contacts. Despite limited finances, we put investment into Salt Ayre

Leisure Centre, the Dukes and Platform, our parks and our outdoor events. We hope to make sure everyone, especially our children, get a chance to socialise safely, to exercise and to enjoy themselves as well as attracting more "staycation" visitors.

The biggest challenge ahead, of course, is not Covid but climate action. Our priority now is to create a partnership with all our communities, businesses and institutions. So together we can make a rapid difference. We have to set to in order to reduce the risk of flooding, to improve our housing, new and old, to make low carbon travel as easy as possible and to get local business including food production supported.

Covid was a huge challenge, faced courageously by everyone here. I am sure that with the same co-operative and enterprising spirit we will get to grips with whatever the "new normal" requires.

Community Hub provides more ways to get in touch



In response to Covid-19, Lancaster City Council launched your Community Hub to provide help, advice, and support to residents across the district. This has seen us transform the way we deliver customer services, so we're available at a time and place that's most convenient to you.

Our opening hours have expanded, which means you can now contact a member of the customer services team seven days a week – our phone lines are open from 8am - 6pm Monday to Friday, 10am and 3pm Saturdays and Sundays.

In addition to this we've set up a mobile Customer Services team, taking our services out to the community. We call this new approach "Town Hall on tour" and you can find out where we'll be by visiting [Lancaster.gov.uk/community-hub](https://lancaster.gov.uk/community-hub).

If you're unable to make it to one of our mobile events, we've set up a video appointment system meaning you can speak with us face to face from the comfort of your own home. To book an appointment, visit [Lancaster.gov.uk/video-appointments](https://lancaster.gov.uk/video-appointments).

Finally, we now offer a new bespoke support service which enables residents to see one of our Customer Service Advisors in their own homes or at a location that is best for them. We provide support on council services, and if needed, we will try our best to signpost residents to other support they need.

KeepConnected

We've launched a new website where you can get involved with community projects, groups, and the latest consultations. Visit keepconnected.lancaster.gov.uk to get involved and have your say.



Community Connectors

Our Community Connectors are on hand to help connect you with the services you need within the council or liaise with partner organisations on your behalf where possible.

They can help and support you with various projects, such as setting up a coffee morning at a local church hall, running a community garden project, or establishing a residents' association.

You can get in touch by emailing: communityconnectors@lancaster.gov.uk.

Don't waste it – Freegle it!



If you're planning on a declutter this spring and don't know what to do with it all - don't throw it away, give it away with Freegle.

It's a quick, easy and free way to give your unwanted items a new home to someone in your area. Simply list your unwanted stuff on your local free reuse Freegle community and you'll be amazed what can be re-homed without a trip to the tip.

Visit www.ilovefreegle.org to get started or download the app at www.ilovefreegle.org/mobile

Another option to dispose of your unwanted bulky household items in a sustainable way is the Bulky Matters service.

For a small fee, your items will be collected and then either reconditioned and sold at low cost to disadvantaged families, or stripped for parts.

To find out more visit

Lancaster.gov.uk/bulkymatters



Garden waste

If you who want to avoid several trips to the tip this year with your garden waste, there's no better time to re-subscribe to the garden waste collection service.

For 2022/23, the subscription cost remains at £40 per bin, for collections from 1 April 2022 to 31 March 2023.

If you're subscribed to the service then you should have received an email or letter with instructions on how to quickly and conveniently renew your subscription. If you haven't received one you can sign up quickly and easily by visiting Lancaster.gov.uk/garden-waste.

If you no longer wish to use the service you don't need to do anything – the subscription will cease on March 31 and you'll no longer receive garden waste collections.



Don't miss this tree-mendous opportunity

Tree lovers from across the Lancaster district are being asked to put their green fingers to good use and help breathe new life into communities.



We've launched a new Tree Warden scheme to plant, promote and protect local trees. Run in partnership with the Tree Council, the scheme enables people to play an active role in conserving and enhancing the trees and woods that we all see in our communities and neighbourhoods.

Some of the projects completed by Tree Warden groups elsewhere include:

- ✓ Arranging local tree planting days
- ✓ Pruning, watering and giving vital aftercare to local trees after planting
- ✓ Working with the city council to plant and care for our precious street trees
- ✓ Rejuvenating local woodlands in need of management
- ✓ Raising funds and identifying suitable land for local tree planting projects
- ✓ Going into schools to talk to young people about the value of trees.

To find out more about becoming a Tree Warden email milliontrees@lancaster.gov.uk or visit [Lancaster.gov.uk/tree-warden](https://lancaster.gov.uk/tree-warden) for more information.

Making Spaces

Grants from Lancaster City Council's Making Spaces fund are helping to make improvements to parks and open spaces across the district.

The aim of the £100,000 fund is to make the Lancaster district a cleaner and greener place to live and spend time.

It does not replace existing maintenance by the council but aims to inspire community groups to 'add value' to existing public spaces or create new ones.

Successful projects to date have included a

renovated Piccadilly plaza, improvements to Palatine Recreational Grounds to turn an unused bowling green into a mini football pitch with goals, and an outdoor gym at Dorrington Woods. The fund is also helping to provide planting features in Overton, along Belle Vue Terrace in Lancaster, and Kingsway in Heysham.

Grassland management strategy will help biodiversity

Our new grassland management strategy has seen changes being made to the way grass is cut in parks and public spaces across the district in a bid to improve biodiversity.

England has lost 97% of its grasslands since the 1930s, with more than 500 species having disappeared, and more could yet follow, including hedgehogs and house sparrows. The new strategy will help increase biodiversity, improve the workload planning of staff, and will help meet the council's climate change commitments.

We have developed several different cutting palettes specific to different grassed areas across the district, based on advice from experts in the field including Natural England, Butterfly Conservation, Lune Valley Pollinators, landscape architects and ecologists.

The council has also been working with environmental consultants, Stephenson Halliday, to develop a map to ensure every area of outdoor space is optimised to its fullest potential. The nine cutting palettes are public open space, managed long meadow, desirelines, meadow edges, verges, amenity prestige, informal sports, and two types of wildflower meadows (introductory mix and perennial mix).

More information on the new grassland management strategy, can be found at [Lancaster.gov.uk/grassland-management](https://www.lancaster.gov.uk/grassland-management) where you will also find information on the benefits of the new grassland management strategy, the cutting palettes and how often the grass will be cut, the machinery used and a video featuring key partners.

One area the strategy does not cover is weed control on the streets, which is the responsibility of Lancashire County Council. However, there is information on our website relating to invasive weeds and how they will be dealt with in managed long meadows and wildflower meadows.





Green
Flag
Award

Green flags fly high

Flags will be flying high again at many of Lancaster City Council's parks and public spaces after they retained their coveted Green Flag status for 2021/22.

A Green Flag flying overhead is a sign to visitors that the park boasts the highest possible standards, is beautifully maintained, well managed and has excellent facilities.

The scheme is managed by environmental charity Keep Britain Tidy under licence from the Department for Levelling Up, Housing and Communities.

Happy Mount Park, Regent Park and Torrisholme Cemetery have all retained the longstanding accolade, as have Williamson Park and Ryelands Park in Lancaster.

Make friends with your local park

Would you like to contribute towards the upkeep of your local park?

Friends of Parks groups play a vital role in protecting and enhancing local parks, woodlands, play areas and green spaces in the area. Working in partnership with the council, they give residents a greater say in what goes on in their local park.

The groups volunteer their time and energy to get involved with a huge range of different projects including fundraising for improvements and events, practical tasks like clean-ups and tree planting, and leading walks and talks.

A recent great example of where these types of groups can make a real difference is the Friends of Torrisholme Park.

They have helped to draw up plans to upgrade the playground on Michaelson Avenue after residents rated the current equipment as poor and in need of attention.

Thanks to their efforts the park will benefit from new play equipment thanks to a £50,000 from the Walney Extension Community Fund, £20,000 from the Lancashire Environmental Fund, and £6,000 from the city council's own Making Spaces Fund.



For more information on how to join a friends group in your area, visit [Lancaster.gov.uk/friends-of-parks](https://www.lancaster.gov.uk/friends-of-parks)

Worried about money? Help is at hand

The cost of living is rising, but there are places where you can get help and support if you are struggling.

As part of the Lancaster District Food Poverty Alliance, we've been working with the Independent Food Aid Network to produce a leaflet so people who might be facing a financial crisis can find out where they can turn for help.

It's part of an approach known as 'Cash First', which aims to reduce a need for emergency food aid by helping people access financial assistance to which they might be entitled, along with advice on maximising their income.

The aim is to help people improve their financial situation and give them greater dignity, choice and control over their lives.

The leaflet is for anyone who may be facing worries about their financial situation, whether that's because they've lost their job, been given reduced hours, suffered a relationship break down or had a change in circumstances. It lists three easy-to-follow steps to find options and places to get help locally.



You can download it by scanning the QR code or visit www.worryingaboutmoney.co.uk



Loose change or real change

Anyone wanting to make a real change to the lives of homeless people is being urged to donate to Lancaster District Street Aid.

The scheme was launched at the beginning of last year to provide people with a cashless way of donating towards funding everyday life essentials that will help rough sleepers leave the streets behind for good.

Instead of giving money directly to people on the street and a reason to be there, donations to Lancaster District Street Aid go into a pot of funding they can apply for via the council or other supporting organisations to get the practical help they need to turn their lives around.

So far, the scheme has raised over £4,800 from people making donations via the cashless terminals located in the windows of Dalton Square Pharmacy, Student Housing Lancaster and Treasure Island Arcade, Morecambe.

With just a tap of a card from outside the premises, donations of £3 can be made towards the cause.



You can also donate **£3** by texting **STREET** to **70450**. Texts will cost the donation amount plus one standard network rate message.

SCAN ME



Greater amounts can be donated via the fundraising platform, TotalGiving – www.totalgiving.co.uk/appeal/streetaid or by scanning the QR code.

The money has already funded home essentials and replacement documentation such as birth certificates, to help people move into new accommodation at short notice and those who have lost important possessions due to arson and theft.

Other support that can be applied for via the scheme include access to education/training courses, equipment or materials for hobbies and interests, clothing for job interviews, transport to interview/place of work, and help with searching for a job.

More information on the scheme can be found at www.lancastercvs.org.uk/streetaid

Anyone willing to host an additional donation point in the window of their business or organisation, should contact Lancaster District CVS by emailing hello@lancastercvs.org.uk

Independent Living - homes with your peace in mind

Are you over 60* and looking for somewhere smaller to live and easier to manage with no repair or maintenance worries?

Perhaps you're looking for some company or to move closer to your family or to a residential area with local amenities and bus routes close by.

If this sounds like you, then one of our 16 Independent Living Schemes (formerly known as sheltered housing) might be right up your street.

The schemes comprise of 580 self-contained apartments and bungalows and provide the perfect homes for people wanting to remain independent in their own home but with peace of mind that they're living in a secure, welcoming and well-maintained home with someone on hand to provide support if needed.

The schemes can be found in Lancaster, Morecambe, Heysham, Carnforth, Caton and Galgate and have 24hr emergency equipment and an Independent Living Officer on site Monday to Friday.

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For more information on all our schemes and current availability:

- Visit [Lancaster.gov.uk/independentliving](https://lancaster.gov.uk/independentliving)
- Pop in to our Housing Hub on King Street, Lancaster
- Call our Housing Options Team on 01524 582005.
You can also book an appointment to view our show apartment at Beck View in Lancaster via this number.

Take a look

If you wish to look around one of our schemes, we would be more than happy to arrange this for you. Although the viewing will be limited to the communal areas of the scheme only, we do have a show apartment available to view at Beck View to give you an idea of what an apartment might look like fully furnished. Contact our Housing Options Team to make an appointment.



**Places are available for people age 55+ at some of our schemes dependent on availability*

Mainway plans move forward

Ambitious proposals to rejuvenate the Mainway Estate in Lancaster have been given the green light to move to the next stage.

Constructed back in the 1960s, and updated in the 1990s, the council homes located on Mainway are due some major maintenance work. Our MyMainway project is using this as an opportunity to refurbish and/or redevelop the estate to bring the homes up to modern, liveable, energy efficient standards, and to revitalise the open space and the riverside location.



In February, in the latest stage of decision making for Mainway, our Cabinet agreed a number of exciting steps to take the project forward.

Firstly, approval has been given for the project team to develop a Mainway Masterplan for submission for eventual planning permission in late 2022. The Masterplan will pull together a range of plans and aspirations for the Mainway project, setting out the types and nature of proposed housing, services, and community amenities for a new Mainway.

Crucial to the Masterplan is the approval to progress with acquisition of the old Skerton High School site. This large site sits right next to the existing Mainway estate, and were this to become part of the plan it is anticipated that new council housing and other community provision will be built there, potentially transforming the area in exciting new ways.

In addition, Cabinet have approved the progression of an accelerated phase 1 of the project, to reconfigure and refurbish two of the existing blocks on the estate – Lune House and Derby House – into modern, energy efficient apartments which would make great use of their fantastic location and outlook.

Our Council Housing team has been in regular conversation with residents of Mainway in recent months, as initial ideas for the project have started developing into reality, and have been blown away by their imagination and enthusiasm for a new Mainway estate.

This latest step along the road suggests exciting times lie ahead.

Council Tax to rise by an average of £5

Lancaster City Council is set to increase its portion of Council Tax by an average of £5 a year. The Government has predicted the council's funding levels on the basis that it makes this increase.

After the exclusion of the parish precept, the city council's portion of the total Council Tax bill is just 12%, with the remainder going to Lancashire County Council (73%), the Lancashire Police Authority (11%) and the Lancashire Combined Fire Authority (4%).

The £5 rise is for those in a Band D property. As 80% of the district's homes are in the lowest bands (A to C) the actual increase will be even lower than £5 for the majority of households.

The small increase aims to support existing council services for residents and businesses as the district starts to recover from the effects of the Covid-19 pandemic. Throughout the pandemic, the Council has provided an extensive network of support, including working closely with Morecambe Bay Foodbank, Eggcup, and other food groups to make sure no one goes hungry. The Community Hub continues to be a central point for residents needing help. Support, help and advice has also been provided to businesses.

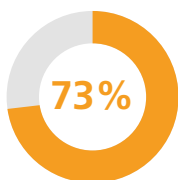
Other council priorities, including its response to tackling the climate emergency, improving the local economy and maintaining the public realm, will also be supported with the extra income.

Lancaster City Council is one of the few remaining councils in the country to maintain a Council Tax Support Scheme which provides up to 100% support to households on low incomes.

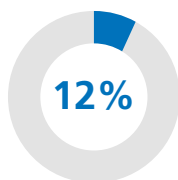
Other options for residents struggling to pay their Council Tax include revised instalment plans and deferred payments, where appropriate.

The Government has also announced a £150 rebate for those properties in Bands A-D to help households with rising energy bills. More information can be found on your Council Tax bill.

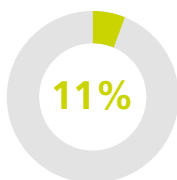
For more information on the help and support that's on offer visit [Lancaster.gov.uk/council-tax](https://lancaster.gov.uk/council-tax).



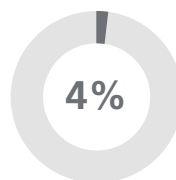
Lancashire
County Council



Lancaster
City Council



Lancashire
Police Authority



Lancashire Combined
Fire Authority



Eden Project North takes a step closer to reality

Planning permission has been granted for Eden Project North in Morecambe.

The latest milestone for the project follows years of development and extensive community consultation.

Eden has submitted a business case to the UK Government, asking for a £70m public investment in the £125m project. The business case shows that this investment would be paid back many times over in economic impact for the region.

Eden Project North would directly employ more than 400 people, with an additional 1,500 jobs supported in the region, and inject £200m per year into the north west economy. Subject to funding being secured, it is due to open in 2024.

The planning application illustrated the vision for the Morecambe project, which has been heralded as a major new exemplar attraction. Shell like domes - known as the Rhythm Machine, the Bay Glade, the Bay Hall and the Natural Observatory - will be constructed in timber and covered in a flexible transparent membrane with integrated solar cells.

Visit www.edenproject.com/new-edens/eden-project-north-uk for more information.

A new frontier

Lancaster City Council has stepped in to purchase Morecambe's Frontierland site.

The land was previously home to a theme park which closed more than 20 years ago, since which time there have been a number of failed re-development attempts by the private sector.

Most recently a retail-led scheme with a restaurant, pub, and hotel was proposed and approved by the city council. However, planning permission has since expired, leaving the real possibility that the site would again be left to languish.

To prevent that from happening, the city council has purchased the land and will now start to develop its regeneration plans. The council will ensure that the community is at the heart of the vision for the site and will be providing Morecambe's communities with the opportunity to provide their views throughout the process of designing the plans.



WHAT'S ON

at the Platform 2022

Details correct at time of going to press. Please check with the venue before making a special journey.

April

- 1: **Ultimate Bowie**, 7.30pm, **£18**
- 3: **Promenade Concert Orchestra**, 3pm, **£16**
- 7: **Alexandr Misko**, 7.30pm, **£12**
- 8: **The Manfreds**, 7.30pm, **£25**
- 14: **Roy Chubby Brown**, 7.30pm, **£24**
- 21: **Creedence Clearwater Revived**, 7.30pm, **£17**
- 22: **The Beach Boys Tribute Show**, 7.30pm, **£21**
- 23: **The Bon Jovi Experience**, 8pm, **£20**
- 26: **An Evening with Alice Roberts – Ancestors**, 7.30pm, **£27**
- 29: **The Haley Sisters**, 7.30pm, **£15**

May

- 6: **The Animals & Friends**, 7.30pm, **£27.50**
- 7: **John Verity with The Mentulls**, 8pm, **£17**
- 14: **John Coghlan's Quo**, 8pm, **£18.50**
- 15: **Dominic Kirwan in Concert**, 7.30pm, **£25**
- 19: **Fleeting Rumours**, 7.30pm, **£20**
- 20: **Show Of Hands**, 7.30pm, **£26/£13 (child)**
- 22: **Promenade Concert Orchestra**, 3pm, **£16**
- 26: **Grace Petrie**, 8pm, **£10-£15**
- 27: **Legend – The Music of Bob Marley**, 7.30pm, **£22**
- 28: **The South**, 7.30pm, **£23.50**

June

- 3: **The Sandy Denny Project**, 7.30pm, **£18**
- 10: **The Jam'd**, 8pm, **£15**
- 11: **Snake Davis – Classic Sax Solos**, 7.30pm, **£18**
- 17: **Martin Barre Band**, 8pm, **£22**
- 24: **Bootleg Blondie**, 8pm, **£18**
- 25: **Hats Off to Led Zeppelin**, 8pm, **£20**

July

- 1: **Oye Santana**, 7.30pm, **£20**
- 2: **The Simon & Garfunkel Story**, 7.30pm, **£22**
- 15: **The Sound of Springsteen**, 7.30pm, **£24.50**
- 23: **The Syd Lawrence Orchestra**, 7.30pm, **£19**
- 24: **Acoustic Mac & Acoustic Eagles**, 2.30pm, **£12**
- 26: **Roy Orbison & The Traveling Wilburys Experience**, 7.30pm, **£21-£23.50**

You can book tickets in person from Morecambe Visitor Information Centre or by calling **01524 582803** (open Monday to Saturday 10am-4pm). Alternatively, book online at www.lancaster.gov.uk/platform.

Please visit the website to check any Covid-19 entry requirements for the venue at www.lancaster.gov.uk/platform-entry before booking.

Competition

We have two tickets to give away to see The Sound of Springsteen at the Platform on 15 July.

To be in with a chance of winning, simply answer the following question:

What is Bruce Springsteen's nickname?

Send your answer by email to communications@lancaster.gov.uk by Friday 29 April.

the
platform



Celebrate the Queen's jubilee this June

This year marks the 70th anniversary of Her Majesty the Queen acceding to the throne.

Throughout 2022 this Platinum Jubilee will be celebrated across the country, The Commonwealth and the globe as communities collectively come together to mark this truly historic occasion.



An extended bank holiday takes place from Thursday 2 to Sunday 5 June to give people an opportunity to celebrate the milestone, with a number of national events and reflections planned to mark Her Majesty's 70-year reign.

You can find out more about the celebrations on the Platinum Jubilee website . The site includes an interactive map so you can easily find out about the events and special activities taking place and where they are happening. If you organise an event you may wish to register it with Platinum Jubilee.

If you're planning to celebrate the jubilee with your friends, family and community, we want to ensure you have all the information you need to make it as simple as possible for you to arrange. You will find a host of useful information and guidance at [Lancaster.gov.uk/platinum-jubilee](https://www.lancaster.gov.uk/platinum-jubilee)

Bid for Lord Mayor status submitted

Back in December we submitted a bid for the honour of Lord Mayor status.

As part of her jubilee celebrations The Queen has agreed for a competition to be held to grant the prestigious and rare civic honour to a select number of worthy towns and cities across the UK.

Lord mayoralty is an exceptional distinction conferred on a few, usually long-established and important, cities.

We expect to find out if the bid has been successful as part of the jubilee celebrations.

Salt Ayre Leisure Centre – the place to be in the school holidays



If you're looking for ideas of what to do as a family during the school holidays, look no further than Salt Ayre Leisure Centre, which offers an exciting range of indoor and outdoor activities for you to enjoy, without breaking the bank or even leaving the district!

Choose from XHeight indoor climbing, Energy indoor soft play and Open Ayre outdoor play attraction.

Energy indoor soft play is suitable for children aged 0 – 12 years+* and there is something for all ages, abilities, and adventure levels. The area also hosts special themed events and offers during school holidays.

XHeight indoor climbing is the ultimate climbing challenge, made up of 18 exhilarating panels in a range of themes, including Fireman's Rescue, The Race and Galaxia. Suitable for all of the family (5 years+*), XHeight provides an exciting introduction to climbing as well as a healthy workout.

Open Ayre is an outdoor play attraction and has three distinct areas:

- **Energise play park**
(free of charge, suitable for under 8s)
- **Salt Ayre Drive mini balance-bike and diddy car play village**
(free of charge, suitable for under 8s)
- **Tee Time mini-golf** (£5 per group of up to 4 people, suitable for all the family 5 years+)

For more information visit Lancaster.gov.uk/saltayre or call 01524 847540.

*Admittance criteria applies, see website for more information. Children under 8 must always be supervised by a responsible adult.

Competition

We have a family (two adults and two children) XHeight and swim pass to give away to one lucky reader. To be in with a chance of winning answer the following question:

What is the name of the indoor soft play at Salt Ayre Leisure Centre?

Send your answer by email to communications@lancaster.gov.uk by Friday 29 April.

Williamson Park goes nuts over new attraction

Williamson Park is very excited to finally be welcoming a new species to the Mini Zoo.



At the time of going to print, Nacho, the prevoist squirrel (pictured), was on his way from the zoo at Northumberland College to our brand new enclosure specially designed for him.

Plans have been in place since 2019 to introduce the species to the mini zoo and though the pandemic caused delays in being able to secure the animal, the extended closure of the zoo gave staff time to build the enclosure.

Prevoist squirrels are native to Malaysia, Borneo and Indonesia and live in lowland and montane forests, cultivated areas and gardens.

Visitors to the park can visit Nacho in his new home with tickets to the Butterfly House and Mini Zoo, which has undergone some major improvements over the last couple of years, including the redevelopment of the aviary, which is now home to Java Sparrows. There's no need to book in advance as you can pay on the door.

Visit [Lancaster.gov.uk/williamsonpark](https://www.lancaster.gov.uk/williamsonpark), email williamsonpark@lancaster.gov.uk or call **01524 33318** for more information.

Enjoy free activities this Easter

Children from across the Lancaster district are set to benefit from holiday clubs over the Easter holidays.

The council has received funding from the Department for Education to run a Holiday Activities and Food (HAF) programme so children from low-income families have access to healthy food and can be physically active by taking part in free activities.

To be eligible children need to receive free school meals.

Parents and carers should contact the activity provider direct for more information and to book. A list of providers can be found at [Lancaster.gov.uk/holidayactivities](https://www.lancaster.gov.uk/holidayactivities).

Early booking is advised.





Co-Wheels car club launched

We've teamed up with national car share scheme Co-Wheels to launch an all-electric car share club.

Fully electric vehicles are now available to hire in Lancaster city centre and Morecambe town centre (close to the promenade) from as little as £5.50 an hour.

Insurance, cleaning, servicing and refuelling are also included in the cost. Cars are equipped with charge cards and charging guides to assist users in trying out this green mode of transport.

When booking a car, a handy location map on the Co-Wheels app or website shows where the nearest one is. Keys aren't needed as members are provided with a smartcard to access the car. Members can also book cars in any of the Co-Wheels locations around the UK.

Car clubs have been shown to reduce car dependence with, on average, each car club car removing between 10 and 15 privately owned cars from the road. Use of walking, cycling and public transport also increases with the introduction of a car club.

To protect vehicle users, Co-Wheels is carrying out extra measures to ensure the highest level of cleanliness. Every vehicle is professionally cleaned regularly and all touch surfaces are cleaned with a new long lasting disinfectant that keeps surfaces germ-free for an extended period.

For more information and to sign up to the £1 membership and £40 credit offer visit

www.co-wheels.org.uk/lancaster.



Electric charging points

We're making it even easier for people to make the switch to electric vehicles with the installation of new charging points across the district.

With no tailpipe emissions, electric vehicles make a significant contribution to improving air quality.

Electric car charging points have been installed in 10 of our car parks, with plans for more in the future.

For a full list of where the charging points are located, visit our website: Lancaster.gov.uk/ev-charging

Working towards a net-zero carbon future

In 2019 we declared a climate emergency and committed ourselves to making our activities net-zero carbon by 2030.



Given the scale of our operations this is a huge undertaking and to identify the areas we needed to tackle first, and effectively target our resources where they would have most effect, we have developed a CO2 dashboard.

This allows us to track our emissions and identify areas where positive action can be taken.

Information provided by the dashboard was instrumental in securing funding for a major decarbonisation project at Salt Ayre Leisure Centre.

The centre is our single largest emitter of CO2 and accounts for 35% of direct emissions from natural gas. The project will save 642 t(CO2e) each year, the equivalent of heating around 600 homes.

This innovative decarbonisation project replaces all of the centre's gas boilers with air source heat pumps connected to a solar array on the adjacent landfill site.

The 1.3MWp solar array will reduce reliance on the grid by up to 30%, and when combined with an electricity tariff from renewable sources, has seen the leisure centre reach carbon neutrality.

Other projects that are underway include:

- ✓ Replacement of our diesel fleet, including two refuse trucks, with electric vehicles
- ✓ Launch of the Co-Wheels car sharing club (see page 18)
- ✓ A People's Jury to develop ideas on how to tackle the climate emergency. Visit [Lancaster.gov.uk/peoples-jury](https://www.lancaster.gov.uk/peoples-jury) for more details of their recommendations
- ✓ Installation of more electric vehicle charging points (see page 18)
- ✓ Refurbishment and retrofitting of council homes to make them more energy efficient
- ✓ A review of our Local Plan (see page 22) to strengthen its policies to tackle the climate emergency
- ✓ Changing the way we collect waste and recycling to maximise the efficiency of our collection vehicles

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To find out more about how we're tackling the climate emergency visit [Lancaster.gov.uk/climate-emergency](https://www.lancaster.gov.uk/climate-emergency).

Helping people to get around in Lancaster

Lancashire County Council is working on plans to help people travel around Lancaster.

This work aims to improve how people get around by providing new options and encouraging sustainable and active transport such as buses, cycling and walking.

The plans also include improvements to the one-way system in the city centre to benefit public transport, a new Park & Ride facility on the south side of the city and improved cycle routes linking the city and university. As well as a new layout for Junction 33 of the M6 which will reduce traffic through Galgate, and access to the proposed Bailrigg Garden Village, helping to unlock sites for new homes for workers and their families in our growing city.

The proposals are currently being developed and any future work will be subject to planning approval in the future. Planning approval will be required before any construction work can begin. There will be opportunities for people and local groups to have their say on these plans.

Funding for this programme includes a successful bid to government's Housing Infrastructure Fund.

The work is being produced in partnership by the county council, the city council, Homes England and others to make the city more accessible as a place for businesses, residents and visitors.



Architects appointed to lead Canal Quarter masterplan

Urban design specialists PRP Architects have been commissioned to design a masterplan to breathe new life into the Canal Quarter in Lancaster.

They will develop options for the regeneration of the site to complement the existing town centre.

Although Lancaster City Council only owns part of the land, PRP will work with other major landowner interests to create a vision which covers the whole of the 6.5 hectare site.

There will also be further continuing consultation with the local community to review and shape proposals that will benefit future generations.

Flood defences protect hundreds of homes and businesses

A major flood risk management scheme on the River Lune, designed to protect hundreds of properties from the risk of flooding, has been completed.

Covering the Caton Road and Aldrens Lane area, the new scheme reduces flood risk to more than 170 homes and businesses at a cost of £12.1 million pounds – substantially increasing protection from the previous defences.

In partnership with the Environment Agency, we built new and improved existing flood walls and are making significant improvements to surface water flooding in the area.

Work during the scheme also improved and fully resurfaced the Millennium cycle path and the project has planted 3,000 trees in the city to date.

An extra 2,000 trees will be planted when additional work on the surface water flood mitigation is completed. This equates to five trees for every one lost during the construction phase.

Play and recreation facilities have also been improved, including new park benches and entrance features. Additionally, thrill seekers can soon make use of a new climbing wall utilising 8 of the pre-cast flood walls not used during construction.

The project team secured £3.85M in European Regional Development Funding as part of the European Structural and Investment Funds Growth Programme 2014-2020 towards the scheme and all of this funding has now been claimed. This means that the defences have been delivered around 2 years earlier as a result.

The Mayor of Lancaster, Councillor Mike Greenall (pictured), officially cut the ribbon to celebrate the completion of the new wall.



Climate emergency review nears completion

Work to update the Lancaster district's Local Plan so it strengthens policies to tackle the climate emergency is nearing fruition.

Over the last 18 months we've been reviewing the Local Plan to see if better outcomes can be achieved from new development by reducing carbon emissions and creating buildings that are more resilient to the effects of our changing climate.

Some of the key outcomes include an objective that all new housing approved in the district will be net zero carbon by 2028, better consideration of flood risk and water management, and a greater focus on active travel networks.

There is also a greater focus on habitat and ecosystems, and the key role that renewable energy generation, distribution and storage plays in climate mitigation within new development.

What has happened so far?

We have carried out extensive consultation with residents, local communities, businesses and other stakeholders. This involved a scoping consultation – to decide which policies to revisit – between September and November 2020 and then consultation on draft revised policies between July and September 2021.

What happens next?

The council consulted on the 'publication' version of the Climate Emergency Review of the Local Plan, as required by law, between 31 January 2022 and 14 March 2022. This 'publication' version will be sent to the Government along with all the representations received within the consultation period and all the documents that inform the revised plan.

All of these will be published on the council's website. They will also be shared with the Planning Inspector appointed by the Government to consider if the review has been properly prepared. The Inspector usually invites people to hearing sessions to help them consider relevant issues that have been raised about the plan.

Have your say on business safety



We're launched a new scheme to support local businesses and help them use customer feedback to improve their business practices.

The Customer Safe scheme aims to raise standards and consumer confidence in the wake of the Covid-19 pandemic.

It is promoted under a number of different banners depending on the nature of the business. The first two cover pubs/bars (Drink Safe) and food/catering businesses (Eat Safe).

Participating businesses display a poster in the window and a QR code that consumers can scan to be taken to a brief survey. This will include the opportunity to provide comments and feedback, both positive and negative, from their shopping/customer experience.

Helping businesses recover from Covid

The council's Business Support Hub continues to provide assistance to businesses affected by Covid.

Following the delivery of over £63m of grants to more than 13,000 businesses, the focus is now on business recovery.

The Business Support team works in partnership with other business support providers to provide a variety of assistance. The team will work with you to assess the current and longer-term needs of your business and provide a tailored package of support which may include:

- Business grants, finance and funding
- Access to Finance from Boost Business Lancashire
- Support for growing businesses
- Business advice, mentoring and coaching
- Marketing, social media and e-commerce training
- Help with skills and recruitment
- Finding suitable sites and premises
- Doing business with the council

The Business Support Hub also works with other key organisations including health and care, education and large businesses, to coordinate Community Wealth Building activity, supporting local community groups and organisations to make a difference in our local economy.

Community Wealth Building is a people-centred approach to local economic development, which redirects wealth back into the local economy, and places control and benefits into the hands of local people.

To find out more about how the Business Support Hub can help your business or community group, visit Lancaster.gov.uk/business-support.

Contact us

Below is an at-a-glance guide to our most frequently used telephone numbers.



Customer Services

01524 582000

Lancaster.gov.uk/community-hub

Waste and Recycling

01524 582491

Lancaster.gov.uk/bins

Council Tax

01524 582900

Lancaster.gov.uk/council-tax

Elections

01524 582905

Lancaster.gov.uk/elections

Housing Standards and Homelessness

01524 582257

Lancaster.gov.uk/housing

Ideal Choice Homes

01524 582005

Lancaster.gov.uk/idealchoicehomes

Council Housing

01524 582929

Lancaster.gov.uk/councilhousing

Out-of-hours Emergencies

01524 67099

Markets

01524 414251

Lancaster.gov.uk/markets

Unbugged Pest Control

01524 582935

Lancaster.gov.uk/pestcontrol

Williamson Park

01524 33318

Lancaster.gov.uk/williamsonpark

Bulky Matters

01524 582491

Lancaster.gov.uk/bulkymatters

Cemeteries

01524 582635

Lancaster.gov.uk/cemeteries

Lancaster City Museum and the Cottage Museum

01524 64637

Lancaster.gov.uk/museums

Lancaster Maritime Museum

01524 382264

Lancaster.gov.uk/museums

Licensing

01524 582033

Lancaster.gov.uk/licensing

Home Improvement Agency

01524 582257

Lancaster.gov.uk/hia

Car Parks and Permits

01524 582957

Lancaster.gov.uk/parking

The Storey

01524 582226

Lancaster.gov.uk/thestorey

Trade Waste and Recycling

01524 582415

Lancaster.gov.uk/tradewaste

Disclaimer: All information published in this magazine was correct at the time of coming to press.