

Your District Council

# Matters

Lancaster City Council's Community Magazine

Issue 37 • Spring/Summer 2020

## How we're tackling the climate emergency



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## from Councillor Dr Erica Lewis, leader of Lancaster City Council

I'm Erica, and since last May I've been the new leader of the city council. I will have met some of you while I've been out knocking doors across the district, but thought I'd take this opportunity to introduce myself to everyone else.

For more than two decades, I've worked and volunteered as a director and trustee in the charitable sector, through which I developed a deep understanding of good governance and sound financial management.

I've also been a Lancashire County Councillor since 2017; work which requires attention to detail (and a bit of a fascination with sorting out potholes and blocked drains!).

As council leader, any given day can cover problems as diverse as how to tackle weeds in the streets to making multimillion-pound decisions. I believe that every decision big or small needs to be made carefully, with the best information we can gather.

Times are hard, and money is tight for councils right across the country. I'm proud of the work we have done locally to wisely invest the resources we have and the continued improvements we see in many of the fantastic services the council provides.

I'm passionate about mobilising the skills, talents and wisdom of everyone. So it is important to me that as a council, we make sure we're better connected to every neighbourhood across the district.

We're looking for ways to build new partnerships and collaborations to tackle big challenges like the climate emergency and revitalising our high streets.

We all want our district to be a great place to live, work and play. If you've got ideas on how we do that, it would be great to have you as part of the team. The more residents and organisations who get involved, the stronger the work will be.

More information is available at  
**[Lancaster.gov.uk/advisory-groups](https://lancaster.gov.uk/advisory-groups)**  
or drop me an email  
**[elewis@lancaster.gov.uk](mailto:elewis@lancaster.gov.uk)**.

# People's Jury to help form climate change recommendations

"What do we need to do in our homes, neighbourhoods and district to respond to the emergency of Climate Change?"



That's the question 30 randomly selected residents from across the Lancaster district are discussing in a bid to help develop an action plan to address the problem.

While most people accept climate change is real, they're unsure what it means for them and what impacts it will have on where they live.

In response we have established the People's Jury - a pioneering way of involving ordinary people in advising the council and others on how best to combat the problem.

It follows our declaration of a climate change emergency last year and is supported by academics and experts in the field.

Around 4,000 households were initially offered the opportunity to express an interest in joining the jury.

A group of 30 was ultimately chosen to reflect the make-up of the district in relation to gender, age, ethnicity, disability, geography, attitude to climate change and deprivation.

The first of the eight weekly sessions began on February 3. Each week the jury is joined by a series of expert 'commentators' to hear evidence on different aspects of climate change science.

Question and answer sessions follow each presentation, with the jury discussing what they've heard and what changes the Lancaster district needs to make to reduce carbon emissions.

Finally, the People's Jury will discuss and write their own set of recommendations for the city council to consider.

Those recommendations we have direct responsibility for will be progressed to decision. Those the city council doesn't have direct responsibility for will be presented to the appropriate organisation.

For more information on the People's Jury, and how the city council is tackling climate change, visit [Lancaster.gov.uk/climate-emergency](https://lancaster.gov.uk/climate-emergency).

## No more electric dreams as charging points become reality

Drivers of electric vehicles can now find more places to park and plug-in.

We've rolled out electric charging points at five of our car parks, located at Charter House, Auction Mart and Upper Leonardgate car parks in Lancaster, and Morecambe Library and West View in Morecambe.

Lancashire County Council has also opened a new charging 'super hub' to help more drivers make the switch.

Eighteen chargers have been installed on the Park and Ride site near J34, offering drivers the opportunity to fully charge their vehicle in less than an hour, depending on the model, as well as being a convenient place to plug-in and catch a bus into the city.

Later this year, rapid charging points for taxis are also set to be installed in council car parks in Morecambe and Lancaster.



Michael Hall (parking manager), with Councillor John Reynolds (Cabinet member with responsibility for parking) at the recently launched 'superhub' at junction 34.



## Electric bin lorries set to take to the streets

Proposals to buy new electric bin lorries are a crucial part of our plans to tackle the climate emergency.

Refuse collection currently accounts for around 65% of vehicle emissions, and 23% of the council's emissions in total.

By 2030 the council wants to see the amount of CO2 it reduces to net zero, which means looking at every aspect of what we do.

Electric vehicles are now an established technology. It makes sense to replace our existing fleet with new electric vehicles when they're due for renewal.

This year we'll be replacing two of our refuse collection vehicles with electric alternatives as part of our vehicle replacement programme.

They will operate inside Lancaster's Air Quality Management area, which will also help to reduce air pollution.

We're also proposing to replace 21 vehicles from the council's general fleet with electric alternatives, 14 of which are within the repairs and maintenance service.

This is in addition to the six electric vehicles already owned by the council.

# Work begins on Lancaster flood defence scheme

Work is underway on a multi-million pound project to build new defences along the banks of the River Lune to prevent large scale flooding similar to that seen during Storm Desmond in 2015.

Taking 12 months to complete, the £10.8million project will see the construction of a defence wall and embankment of 1.7 miles in length, stretching from Skerton Bridge to junction 34 of the M6.

It will significantly reduce flood risk to the area, protecting businesses in one of the city's most important commercial areas and helping to safeguard more than 2,000 jobs. Additional works will take place on the right bank of the river to reduce the risk of flooding on Aldrens Lane.

The riverside path will be closed for the duration of the works, with an alternative route for cyclists and pedestrians available along Caton Road. A multi-use path along existing pavements has been created to maintain an off-road route.

For those cyclists heading to Morecambe an alternative route is signed via the cycling facilities alongside the Bay Gateway.

The scheme will also see 1,000 trees planted 'on-site' as part of the landscaping works at the end of the project, with a further 2,000 planted in the surrounding area.

The project is funded by the European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020, the Environment Agency, the local levy from the regional flood and coastal committee, as well contributions from Lancaster City Council and the private sector.

For more details visit the project website [Lancaster.gov.uk/lune3project](http://Lancaster.gov.uk/lune3project).


## The Flood Hub

If you're looking for information on how to protect your home and family from the devastating impact of flooding, there's no better place than the Flood Hub.

Containing an abundance of information and resources to help anyone interested in becoming more flood resilient.

There is also an interactive map that can be explored to find details of community groups, flood schemes and events happening in your area.

Find out more at [Thefloodhub.co.uk](http://Thefloodhub.co.uk).



Businesses along Caton Road were devastated during Storm Desmond.



## Don't throw it away – give it away!

What do a two-person tent, vintage sewing machine and a set of wheel nuts all have in common?

They're all up for offer on the local Freegle site, an online listing service for people to find new homes for their unwanted household items.

The concept is simple – instead of needlessly throwing things away that you no longer need, post a listing on Freegle to find someone who can make better use of them.

You can also post a wanted advert in the hope that someone out there has just what you're looking for.

So whether you're a keen gardener looking for some new plant pots, a footballer searching for new boots or want to try out camping and need a tent, you can find all these and more at [www.ilovefreegle.org](http://www.ilovefreegle.org).

Freegle is just one of the ways that people can cut down on the amount of waste that is needlessly thrown away to eventually end up as landfill.



One person's trash  
is another's treasure.

The Bulky Matters service enables you to dispose of unwanted household items and help local disadvantaged people and the environment at the same time.

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/bulky-matters](http://Lancaster.gov.uk/bulky-matters).

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## Garden waste

If you 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 2020/21, the subscription cost remains at £40 per bin, for collections from 1 April 2020 to 31 March 2021.

Residents already subscribed to the service will be receiving an email or letter with instructions on how to quickly and conveniently renew their subscription.

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.



## Plastic fantastic

**'Wash it and squash it'** – that's the new motto for residents wanting to recycle more of their household waste.

In addition to the plastic bottles for liquids, you can now recycle clean plastic pots, tubs and trays.

These include yoghurt pots, margarine tubs, and meat, fruit and vegetable trays of any shape or colour.

It is easy to see whether an item is recyclable by checking the number stamped onto it. Anything with a number 1, 2 or 5 within the recycling triangle should go into your recycling box.

Just give them a quick rinse and then squash them down before putting them out for collection.

### Here's a reminder of the items you can recycle in your boxes:

- ✓ Glass jars and bottles
- ✓ Food tins
- ✓ Drink cans
- ✓ Clean foil and trays
- ✓ Empty aerosol cans
- ✓ Metal biscuit and sweet tins
- ✓ Metal bottle caps and lids
- ✓ Plastic bottles and lids
- ✓ Pots (e.g. yogurt, soup, etc.)
- ✓ Tubs (e.g. margarine, ice cream, etc.)
- ✓ Trays / punnets (e.g. raw meat or ham trays; take-away trays; fruit / veg trays)
- ✓ Chocolate and biscuit tubs and trays
- ✓ Other clear plastic packaging



Please remove any plastic film as these cannot be recycled as a part of doorstep collections.

So just remember, if you **wash it** and **squash it** then we'll do the rest!

## Great British Spring Clean



We're once again supporting the Great British Spring Clean, which brings people together to clear up the litter that blights our towns, villages, countryside and coastline.

Taking place from March 20 to April 13, the event encourages groups, individuals, community groups, charities and sports clubs to get involved.

We can provide all the equipment you need for a safe and successful litter pick and pick up all the litter collected.

As a thank you, everyone taking part will receive a voucher for a drink and 'sweet treat' at one of our cafes.

For more details on how to organise a litter pick visit [Lancaster.gov.uk/GBSC](https://Lancaster.gov.uk/GBSC).

## Join the conversation

We're looking for people with a passion for their community to join one of six new advisory groups and work with us to explore how the council can work much more closely with communities across the district.



The new advisory groups are part of a broader strategy, including our new Community Connectors team, focused on involving many more residents in the work of the council, supporting community networks and making the strengths, skills and knowledge of residents and organisations across the district much more visible. Groups relating to Community Wealth-Building, Culture, Heritage, Arts and Leisure, and Wellbeing have already begun meeting but would welcome further participation.

The new advisory groups cover the following areas:

**Community wealth-building** – exploring how we build a sustainable and just local economy that benefits local people and organisations

**Culture, heritage, arts and leisure** – making the most of the district's diverse and broad offer

**Climate and the environment** – responding to the climate emergency and providing great green spaces

**Housing and homelessness** – providing great places for communities

**Economic development and regeneration** – enabling an inclusive and prosperous local economy

**Wellbeing** – supporting our communities in living well

We want to reach beyond those people and organisations who have usually been involved with the city council, so if you would like to be part of one of the themed advisory groups, or have a suggestion on holding a 'community conversation' on a particular place or topic, please visit [lancaster.gov.uk/advisory-groups](https://lancaster.gov.uk/advisory-groups).

## Don't forget to register to vote

Voters will go to the polls on Thursday May 7 to elect a Police and Crime Commissioner.

If you want to vote in the election you'll need to be registered to vote, and the deadline to do so is Tuesday April 21.

Registering is easy and takes around five minutes at [gov.uk/register-to-vote](https://gov.uk/register-to-vote). If you were registered for the General Election in December and haven't moved home since, you won't need to re-register.

The deadline for registering for a postal vote is 5pm on Wednesday April 22.





## Connecting communities to council services

A newly formed team is helping to support community groups in connecting with a range of services that can help them to improve their neighbourhoods.

The Community Connectors are here to help local people and groups connect with local services and each other.

They can support groups with a range of projects such as setting up a coffee morning at a local church hall, running a community garden project, or establishing a residents' association.

They've already been hard at work with local schools on walking bus schemes, organised Christmas trees for community centres, promoted collections for food banks and represented the council at community meetings.

The trio are also working with community groups to access funding to put their projects into action.

So whatever your issue, the Community Connectors are on hand to help you across services within Lancaster City Council, or by liaising with partner organisations on your behalf where possible.

### How do you get in touch?

The team works in three geographical areas. Each area is allocated to a designated Community Connector:



**Area 1 - Central Lancaster and Lancaster South**  
**Paula Doherty**  
pdoherty@lancaster.gov.uk  
07876 843381



**Area 2 - Morecambe & Heysham**  
**Jamie Murphy**  
jmurphy@lancaster.gov.uk  
07508 339700



**Area 3 - Skerton & Rural Areas**  
**Carolyne Walsh**  
cwalsh@lancaster.gov.uk  
07946 032 451

If you are unsure of who to contact, please forward any queries to [communityconnectors@lancaster.gov.uk](mailto:communityconnectors@lancaster.gov.uk).

## Save time and do it online

Have you visited us online recently? Like most other organisations we're finding that people increasingly prefer to contact us, find information and request services via our website, ([www.lancaster.gov.uk](http://www.lancaster.gov.uk)) rather than in person or over the phone.

Whether you're using a smartphone, a tablet, a PC, a Smart TV or indeed any device capable of viewing a web page, our site serves up a simple-to-use and easy-to read experience.

This is one part of our new 'digital by default' drive to make it as easy and convenient as possible for people to access Lancaster City Council information and services online.



## Beauty spot gets new lease of life as a memorial forest

A beauty spot at the Crook 'O' Lune near Lancaster, known locally as Hermitage Field is getting a new lease of life as a memorial forest.

The city council is working with charity Life for Life on the project. More than 150 trees will be planted on a two-acre plot at the centre of the field by individuals and families wanting to commemorate a loved one.

Life for a Life plant their memorial woodlands with native broadleaf trees which conform to the Forestry Commission guidelines. Families will be offered the option of interring ashes with the purchase of a memorial tree.

If you'd like to plant a tree at Hermitage Field in memory of a loved one, or for more information, visit [www.lifeforallife.org.uk](http://www.lifeforallife.org.uk).



## Fab five awarded Green Flag status

A quintet of our parks and open spaces have been awarded the coveted Green Flag award.

For the first time ever Regent Park in Morecambe has obtained the prestigious accolade following close partnership work between the city council and local residents.

Torrisholme Cemetery has also regained the honour, six years after last receiving it.

Lancaster's Williamson Park and Ryelands Park have also retained the national award, along with Happy Mount Park in Morecambe.

Handed out by environmental charity Keep Britain Tidy, Green Flag's recognise and reward the best parks and green spaces across the country.

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

Williamson Park has also been awarded special Green Heritage status, which recognises the excellent upkeep of parks that are of historical and cultural interest, with the highest scores it has ever achieved.

If you'd like to contribute towards the upkeep of your local park, find out how you can get involved at [Lancaster.gov.uk/friends-of-parks](http://Lancaster.gov.uk/friends-of-parks).

# Cultural Compact will release untapped potential around Morecambe Bay

Arts and culture across Morecambe Bay have received a welcome boost with the area being accepted as an Arts Council Cultural Compact.

The new scheme is designed to encourage a shared vision around the arts, bringing together a range of partners to embed culture at the heart of the community, as well as encouraging investment and untapping economic potential.

Morecambe Bay has been awarded the status thanks to a joint submission by the Lancaster and South Cumbria City Region (LSCCR) partners.

The bid focussed on one of the LSCCR's key themes – Culture, Creative, and Visitor Economy – and the potential of the area's natural and built environment, the Lake District World Heritage Site, Eden Project North, creative industries, arts and festivals, and the visitor economy.

The existing LSCCR partnership will now bring together partner organisations to pilot a model which connects the three localities' distinct and different cultural assets to boost future creativity, investment, innovation, jobs and prosperity.

A Morecambe Bay Culture Compact Partnership will be formed to develop the vision, membership, partnership and purpose, and champion the project.

The stunning scenery of Morecambe Bay and the Lakeland Hills have inspired generations of artists.

The Lancaster and South Cumbria City Region (LSCCR) is a partnership between Lancaster City Council, South Lakeland District Council and Barrow Borough Council.

It recognises that although district and county administrative boundaries serve a purpose in terms of public administration, they do not necessarily reflect the realities of where people live, work, socialise and study.

Although in a different county, the Lancaster district shares a strong natural community with the other Morecambe Bay authorities based on geography, community, family ties, economic and educational links.

The LSCCR presents the opportunity to strengthen these ties and to build on the area's collective strengths in areas such as energy, advanced manufacturing, digital technologies, life sciences, health innovation, higher education and the visitor economy.



## City council tax rise will protect services and tackle climate change

The portion of Council Tax collected by Lancaster City Council is set to increase by an average of £5 a year.

The rise, which was set to be agreed as Your District Council Matters went to press, aims to support existing council services, tackle the climate emergency, and invest in proposals to benefit the local economy.

Tackling the devastating impacts of climate change is now at the heart of all the city council's policies and this is heavily reflected in its budget for 2020/21.

Proposals funded by the budget include the purchase of two new electric bin lorries and replacement of 21 other vehicles with electric alternatives, helping to reduce CO2 emissions and contributing to an increase in air quality.

Another climate change measure included in the budget is the development of a six acre solar farm to provide electricity for Salt Ayre Leisure Centre. By far the biggest consumer of electricity, the solar farm would see bills lowered by £123,000 a year.

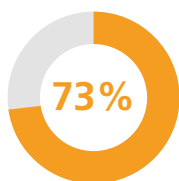
Regeneration proposals to receive a boost include the Canal Quarter, Bailrigg Garden Village and Heysham Gateway.

Developing a bid from the Future High Streets Fund for Morecambe is also included. If successful, this would see up to £25million in Government grants coming to the town as part of wider plans to develop the economy.

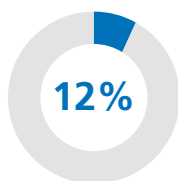
The £5 rise is for those in a Band D property. As 80% of the district's homes are in the lowest bands (A to C) the actual increase will be even lower than £5 for the majority of households.

While as the billing authority Lancaster City Council collects Council Tax, it only receives around 12% of the total bill to spend on its services.

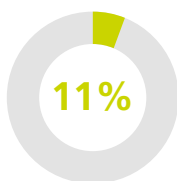
Excluding parishes, of the remaining bill, the majority goes to Lancashire County Council (73%), with precepts from Lancashire Police Authority (11%) and Lancashire Combined Fire Authority (4%) making up the rest.



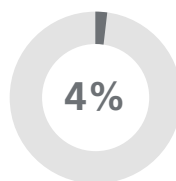
**Lancashire  
County Council**



**Lancaster  
City Council**



**Lancashire  
Police Authority**



**Lancashire Combined  
Fire Authority**

# About your **Council Tax** **2020/21**



*Your at-a-glance guide to Council Tax*



# About your Council Tax

Council Tax is charged on most homes, whether rented or owned, lived in or not. There's one bill per home, whether it's a house, bungalow, flat, maisonette, caravan or houseboat.

Each home is in a Valuation Band, A-H, based on what it would have sold for on 1st April 1991. The Valuation Office Agency, not the council, allocates a valuation band to every home. The council uses this to work out your Council Tax bill.

You may be able to appeal against the valuation band if:

- You have moved into the property in the last 6 months; or
- There has been a change in the building, or the physical state of the local area, which could reduce the value of your dwelling.

For more information:

**Phone:** 03000 501501

**Website:** [voa.gov.uk](http://voa.gov.uk)

The law requires that you must continue to pay your Council Tax.

Second homes (furnished dwellings in which no one resides) in this district are charged full Council Tax.

If your second home is job-related (unoccupied because you are required to live elsewhere in a property provided for you as a result of your employment), you will be charged 50% of the full Council Tax.

## Properties that don't have to pay Council Tax

Council Tax is not charged on homes which:

- Only students live in;
- Only people under 18 live in;
- Only people who are severely mentally impaired live in;
- Dependent relatives live in as an annexe to the main property (granny flats);

Council Tax is not charged on empty homes which:

- A charity owns (exempt for up to 6 months);
- The person who lived in it is in prison, in hospital or in a residential home;
- The person who lived in it has gone to live with someone else to receive care, or has moved to care for someone else;
- The trustee of is waiting for probate or letters of administration to be granted;
- Is subject to repossession proceedings;
- A student owns and was the last person to live in;
- A trustee in bankruptcy is responsible for;
- Nobody can live in by law; or
- A minister of religion is waiting to occupy.

## Discounts

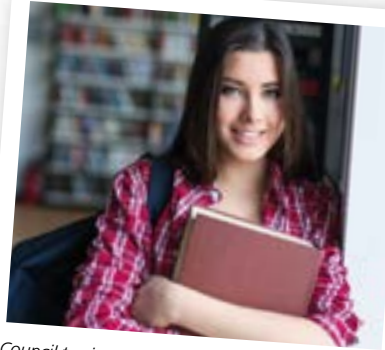
The council is required to make sure discounts are being granted to the right households, in the right circumstances. We may do this by sending out forms asking for information. If you get a form asking about discounts, you don't have to return it, but if you think you're eligible, returning the form may speed up the decision. When we send your Council Tax bill to you, unless we have information that a discount **should** apply, we will assume that two or more adults, none of which come under any of the disregarded groups listed below, are resident in the property and issue a bill for full Council Tax. Alternatively, if we have made the assumption that a discount does apply, your bill will state the amount and reason for the discount, and whether this is due to there being only one resident, or because all except one resident is not counted for Council Tax purposes.

In all cases, we will continue to assume that a discount does, or does not apply on every day of the period stated on your bill. You must tell us if this assumption is wrong.

If there is no discount and you think you should get one, you should write to us explaining why. We will tell you what evidence you may need to provide in support of your claim.

### Who is not counted?

- A student or student nurse;
- An apprentice or youth training trainee;
- An 18 or 19 year old who is at or has just left school;
- A long-term hospital patient;
- A permanent resident of a care home, nursing home or hostel;
- a person who is severely mentally impaired;



*Council tax is not charged on student properties.*

- A care worker on low pay (usually working for charities);
- A carer for someone with a disability who is not their husband, wife, partner or child under 18;
- A member of a religious community;
- A person detained by order of a court; or
- A member of visiting forces.

Most of these categories have conditions which must be met and verified to qualify to be discounted, therefore we may need to request certain information before any discount is applied. In the absence of such information and verification, the council may assume that a discount does not apply, so we would recommend that you contact us to check individual circumstances.

### Discounts for Empty Dwellings

Previously certain types of empty homes were exempt from paying Council Tax, but the Government made changes to regulations which abolished these exemptions from 1st April 2013, and gave councils powers to decide on local discounts instead.

Discounts are available for empty and unfurnished properties, and for those undergoing major repairs or structural alterations. These are reviewed annually so please check the website at [lancaster.gov.uk/counciltax](http://lancaster.gov.uk/counciltax) for the latest information.

### Empty Property Premium

Properties which have been empty and unfurnished for two years or more will be charged an additional 100% premium on top of the full Council Tax. From 1 April 2020, properties empty for over five years will be charged an additional 200% premium. Exceptions may apply for empty annexes and property left empty by service personnel. Additionally, we have an agreed exception policy for certain circumstances. Further details are available at [www.lancaster.gov.uk/premiums](http://www.lancaster.gov.uk/premiums).

### Other Discounts/Reductions

The council has discretionary power to award a discount, subject to application, if special or exceptional circumstances apply.

If someone in your home is disabled and the property has facilities to specifically

meet their needs, you may be entitled to pay less Council Tax. These facilities are:

- A room other than a bathroom, kitchen or toilet, needed by the disabled person;
- A second bathroom or kitchen for the disabled person; or
- Sufficient space to use a wheelchair indoors.

Annexes that meet certain conditions qualify for a 50% discount.

If our assumption about the Council Tax liability is wrong, or you think you may be entitled to any discount, exemption or relief, please contact us.

If you are no longer entitled to a discount, exemption or relief, or a smaller discount should apply; you must notify us within 21 days or may face a penalty of £70. This penalty may also apply if your property is subject to a premium and you fail to notify us that it should not apply, or the amount is incorrect.

### Appeals

If you have been refused a discount, exemption or relief or do not think you should be responsible for paying Council Tax, you can appeal to us in writing telling us why you think we have got it wrong. Our contact details are on your bill.

We will look at your case again and might ask for more information. If we don't change our decision and you still don't agree, you can appeal to the Valuation Tribunal. See [valuationtribunal.gov.uk](http://valuationtribunal.gov.uk).

### Paying Your Council Tax

The bill we send you will tell you how much you have to pay, how much your monthly instalments are and how many instalments we have given you to pay the bill in. Details of how to make your payments are on the back of your bill. It's important that you pay the instalments on or before the day they are due.



*If someone in your home is disabled and it has been adapted to help them you may be entitled to claim discount.*



*If you are struggling to pay your council tax, please give us a call.*

Bills issued at the start of the financial year will show payments in 10 monthly instalments. If you wish to pay over 12 months instead you must contact us. Instalments will be extended until March 2021.

If you wish to receive your council tax bills by email, please see back page for more information.

### **What if I don't pay on time?**

If you don't pay your instalments on time we will send you a reminder. This will tell you to bring your payments up to date within seven days.

If you can't bring your payments up to date then please contact us and we will try to help you. We might be able to make an arrangement with you to pay what you owe.

If you:

- Make an arrangement but don't keep to it;
- Don't pay anything; or
- Pay something but not all of it

we will send you a summons for the Magistrates Court, and costs will be added to your account.

You must pay the full amount shown on the summons, plus the costs, before the date of the hearing or contact us to make an arrangement for payment if you can't pay the full amount.

Before we will make an arrangement with you, we will ask you about your financial situation and who you work for and look at your previous payment record. You will still have to pay the summons costs and we will not cancel the court hearing, but you will not have to appear at court.

If you don't pay the amount shown on the summons in full, plus the costs, before the hearing we will ask the Magistrates to grant a liability order against you, and additional costs will be added to your account. This order shows that you're liable for the amount of Council Tax shown on the summons and allows us to take further action to recover the money from you.

If you have made an arrangement with us we will still ask the court for the order, but we will not use the powers it gives as long as you keep to the arrangement.

Once we have a liability order from the court we may write to you and ask you for financial information.

If there is no contact or arrangement to pay, we can take action against you including:

- Make deductions directly from your wages/salary;
- Make deductions directly from your Income Support, Employment Support Allowance, Job Seekers Allowance, Pension Credit and Universal Credit;
- Pass your account to our enforcement agents to recover full payment. This will mean more costs being added to the debt;
- Take bankruptcy proceedings against you. You could have to pay additional costs of up to £20,000 or more and lose your home;
- Obtain a charging order against your property and ask the court for an order for sale. You would have to pay the council's costs and may lose your home to pay the debt;
- Ask the court to consider sending you to prison for non-payment.

We always prefer to make suitable payment arrangements, but if you don't contact us we will be forced to choose one of the above actions to recover the debt. However, it is the council's policy to use committal to prison as a last resort.

If you are having difficulty paying your bills and need independent advice, we can refer you to a money advice worker at the Citizen's Advice Bureau or you can contact them direct:

#### Lancaster Citizens Advice Bureau

87 King Street, Lancaster, LA1 1RH

Tel: **0344 488 9622**

Email: [enquiries@northlancashirecab.org.uk](mailto:enquiries@northlancashirecab.org.uk).

#### Morecambe and Heysham Citizens Advice Bureau

Oban House, 87-89 Queen Street, Morecambe, LA4 5EN

Tel: **0344 488 9622**

Email: [enquiries@northlancashirecab.org.uk](mailto:enquiries@northlancashirecab.org.uk).

*You can also get independent advice from the Welfare Rights Service:*

#### Welfare Rights Service

Visit:

[lancashire.gov.uk/benefits-and-grants](http://lancashire.gov.uk/benefits-and-grants)

### Financial Information

Information regarding gross expenditure and Council Tax requirements of the billing authority can be found on the council's website: [lancaster.gov.uk/counciltax](http://lancaster.gov.uk/counciltax).

A hard copy of this information can be sent to you free of charge on request.

Council tax information for Lancashire County Council is available at [lancashire.gov.uk](http://lancashire.gov.uk).

Relevant financial information for the Police and Crime Commissioner for Lancashire can be found at [lancashire-pcc.gov.uk](http://lancashire-pcc.gov.uk).

A hard copy of this information can be sent to you free of charge on request. Please telephone 01772 533587.

The financial information for Lancashire Fire and Rescue Service can be found at [lancsfirerescue.org.uk](http://lancsfirerescue.org.uk).



# How we can help you pay your Council Tax

If you are on a low income, you should make a claim for Council Tax Support directly to the council. If you are claiming Universal Credit the DWP do not pay any support towards your Council Tax, you will need to claim this separately from Lancaster City Council. The amount of support you are entitled to will depend on your income and household circumstances.

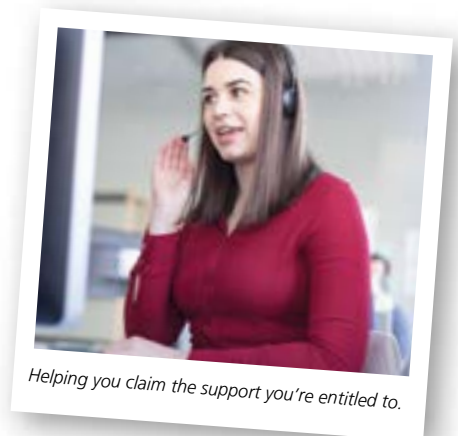
You cannot receive localised council tax support if you have savings or other capital of more than £16,000 unless you are receiving Guaranteed Credit from the Pension Service. Child Benefit, War Pensions, War Disablement Pensions and some other social security benefits such as Disability Living Allowance (and Personal Independence Payment) and Attendance Allowance will be ignored when we calculate council tax support.

It is important that you claim as soon as possible as delays in claiming may mean that you lose out on any support you may be entitled to. If you are in any doubt as to whether you can claim, please seek advice using the contact details shown.

The Council Tax support scheme for 2020/21 has been reviewed. Details are shown on our website. The second adult reduction previously allowed no longer applies for working age people. However if you are of pension age, you may still be entitled to up to 25% off your council tax bill if other adults (not partners) live with you and they are in receipt of a low income, claiming income based Job Seekers Allowance, ESA or claiming Income Support. The other adults must not be paying rent to you.

**The council is keen to ensure that people claim the support to which they are entitled, you can claim at:**

**[lancaster.gov.uk/benefits](https://lancaster.gov.uk/benefits)**



*Helping you claim the support you're entitled to.*

## Contact Lancaster City Council

**W:** [lancaster.gov.uk](https://lancaster.gov.uk) • **E:** [benefits@lancaster.gov.uk](mailto:benefits@lancaster.gov.uk) • **T:** (01524) 582965

## You can contact the Benefits Team in any of the following ways:

- **By post to:** Revenue Services, P.O. Box 4, Lancaster LA1 1QR
- **By telephoning** the Benefits Team on (01524) 582965 between 9am and 5pm, Monday to Friday (Wednesdays 10am to 5pm)
- **By personal visit** to the Customer Service Centres at Lancaster or Morecambe Town Halls between 9am and 5pm, Monday to Friday
- **By email** to [benefits@lancaster.gov.uk](mailto:benefits@lancaster.gov.uk)
- **Customers with hearing difficulties** who have a minicom machine can contact us through Typetalk on 18001 01524 582965.

Alternatively, you can visit the benefits page of the council's website at

[lancaster.gov.uk/benefits](http://lancaster.gov.uk/benefits)

for further information.

### Did you know that you can register to receive future council tax bills and benefit letters by email?

It costs at least 40p to print and post bills and letters. Sending them by email is free and the most efficient and cost effective way for us to contact you.

If you would like to receive your bills and letters by secure e-mail please let us know by sending an email to [revenuesupportteam@preston.gov.uk](mailto:revenuesupportteam@preston.gov.uk) or fill in the online form at [lancaster.gov.uk/e-billing](http://lancaster.gov.uk/e-billing) providing your name and address and the email address you would like us to use. We will then contact you with further information and instructions.

## Access your Benefit, Business Rates or Council Tax account online

Our online self-service facility is available via the Council's website where you can securely view your Benefit, Business Rates and Council Tax accounts. Landlords can also check details of payments of benefit for their tenants.

### What information can I check?

You can check how much Housing Benefit and/or Council Tax Support you are receiving and how it has been worked out. The system shows tenants and landlords when payments were made and how much they were for. You can view details of overpayments and copies of letters we have sent to you.

You can see how your Business rates or Council Tax bill has been calculated and your outstanding balance. The system also shows when your payments are due and you can set up a direct debit to pay your bill.

The website is available 24 hours a day, is 100% secure and it is real time information.

Some transactions are also available such as setting up direct debits. You can also report a change of address and make payment arrangements.

### How do I access my account?

You will first need to register at [lancaster.gov.uk/revenueselfservice](http://lancaster.gov.uk/revenueselfservice) using your email address and like most online services, you will need to create a username (this can be your email address) and a password to register. The registration process is completed with us asking you to answer some security questions and to enter the reference numbers of the accounts you want to view. You will find your account reference number on your Benefit award letter or Council Tax or Business Rates bill.

If you are a landlord registering for access to your tenants' payment details you will need your payment reference number (creditor number) to complete your registration. You can find this on the payment schedule that we send you showing details of your payments.

If you need any help with the registration process, you will be able to email [revenuesupportteam@preston.gov.uk](mailto:revenuesupportteam@preston.gov.uk) where someone will be happy to help.

## Eden Project

Work continues to progress on bringing the Eden Project North to Morecambe. The ambitious project aims to breathe new life into the former Bubbles swimming pool complex on Morecambe Promenade.



Plans for the site include a series of 'biomes' shaped like mussels, with a focus on the marine environment.

Morecambe's unique environment and location make it the ideal location for an Eden of the North.

The cost of the project is estimated at £85million. As Your District Council Matters went to press, a major funding announcement was expected from the Government as part of the 2020 Budget.

A planning application is also expected in early 2021. We're continuing to work closely with Eden and other regional partners to make Eden Project North a reality.

Cornwall has benefitted to the tune of more than £2billion since the Eden Project opened in 2001. If we can replicate that success locally, which we believe we can, Eden North would not only help to transform the economy, raise prosperity and create new jobs in Morecambe but across the district and region.

## Canal Quarter

Earlier this year we went out to consultation on a blueprint for the Canal Quarter site in Lancaster.

We have commissioned consultants Avison Young/ Planit IE to develop a vision for the redevelopment of the area around the old Mitchell's Brewery site and adjacent car parks.

From this work, which included speaking to representatives from a wide body of organisations to ask what design principles and uses should underpin the vision, a draft Supplementary Planning Document (SPD) has been produced.

This sets out a framework for future development of the area, acceptable uses for the land and essential ingredients such as sustainability and incorporation of green spaces.

The consultation aimed to find out what the public thought and all the comments will be taken into consideration when developing the final SPD and its adoption by the council.

Although the consultation is closed, you can find out more at [Lancaster.gov.uk/canal-quarter](https://lancaster.gov.uk/canal-quarter).

## The Lancaster district is steeped in history and our museums provide a fascinating glimpse into the past.

If you've never visited them, now's the perfect opportunity. Here's a summary of what you can expect.



### City Museum

Situated in the heart of Lancaster, the City Museum is housed in Lancaster's former town hall, an elegant Georgian building constructed in 1781-3 to the designs of Major Thomas Jarrett and Thomas Harrison.

The museum itself was founded in 1923 and its collections illustrate the history and archaeology of the city of Lancaster. It is also home to the King's Own Royal Regiment Museum.

Discover more about Lancaster's past from the Romans to the present day.

You can also trace Lancaster's regimental history from 1680 onwards at the King's Own Royal Regiment Museum.

See the wonderful collection of portraits and landscapes on display and check out the regularly changing exhibitions, events and activities for families.

### Maritime Museum

Lancaster Maritime Museum occupies two historic buildings on St. George's Quay, the city's main 18th century harbour.

The former Custom House of 1764, designed by Richard Gillow, contains displays on the history of the Port of Lancaster and the local fishing industry, with a gallery for exhibitions.

In the adjacent warehouse are displays on the Lancaster Canal and the ecology of Morecambe Bay.

Several preserved vessels are also displayed, including 'Sir William Priestley' and 'Coronation Rose'.

There is a cafe and shop and parking is available at the rear.

### Cottage Museum

The Cottage Museum, facing Lancaster Castle and just a short walk from the Judges Lodgings, is part of a 1739 house, subdivided in about 1820 and furnished as an artisan's house of that date.

The museum provides an intimate glimpse of early Victorian life in a tiny and intriguing 18th century cottage spread over five floors.

Admission is £1 adults and 75p for concessions 75p. Accompanied children free.

## VE Day

Friday May 8 marks 75 years since the end of World War II in Europe. To celebrate, the traditional May Day bank holiday has been moved back to give people the opportunity to observe the occasion.

Numerous events will be taking place during the day and over the weekend, and we've created a page on our website – [Lancaster.gov.uk/VE-day](https://www.lancaster.gov.uk/VE-day) – which will be updated with the latest news and events.



Although it's a time for celebration, it's also important to remember all those who gave their lives during World War II and the countless others whose lives were affected.

In their memory a bugler will take to the plinth on Market Square in Lancaster at 2.55pm to play the Last Post and Reveille. This will be followed by a two minute silence and a bagpiper at 3pm playing Battles O'er. The service will be attended by the Mayor of Lancaster, Vicar of Lancaster, and standard bearers.

In Morecambe there will be a drum head service on the Sunday May 10 which is being organised by Morecambe Town Council.

## King's Own Royal Regiment Museum

Among the many fighting forces to take part in World War II were the men of the King's Own Royal Regiment.



The regiment's association with Lancaster dates from 1880, when it moved into purpose- built accommodation at Bowerham Barracks, now the Lancaster campus of the University of Cumbria.

The King's Own served all over the world and was involved in almost every major campaign.

The Regimental Museum was established in 1929 and has, since that time, formed a gallery within the City Museum. It tells the story of the King's Own, or 4th Regiment of Foot, from 1680 to modern times, including the two World Wars.

The museum also has a fascinating website - [kingsownmuseum.com](https://www.kingsownmuseum.com) - with resources on the history of the regiment and contains more than 1,000 photographs from the collection.

The museum, located within the City Museum, is open 10am to 5pm Tuesday to Sunday. Admission is free.



## Helping the homeless

Becoming homeless is one of the most devastating things that can happen to someone and it can often feel like there is no light at the end of the tunnel.

Anyone at risk of becoming homeless, or worried about people sleeping rough, can be assured that the council and its partners do all they can to prevent people from losing their homes, and be there for them if they do.

The council's Homelessness Prevention Team is on standby 24/7 to respond to emergency alerts of people sleeping rough, offering the best possible chance for people to get off the street for good.

Support on offer includes getting them into the most appropriate accommodation in the short term where they can be matched up with specialist services to get them back on track and into permanent housing.

### Temporary accommodation includes:

- 35 units of supported housing for single people
- Houses for families
- Women's refuge (for six families)
- 31 supported beds for 16-24 year olds
- 11 self-contained flats for young people
- Supported lodgings
- 12 mental health supported housing beds
- 14 recovery supported housing flats.

The team makes regular patrols (pictured) of the streets to offer a helping hand to anyone sleeping rough, as well as an advice service and referrals to specialist service drop-in sessions that offer the support individuals need.



*Whatever the reason,  
we're here to help.*

Over the winter, when the night-time temperature is predicted to be sub-zero, the council and its supporting partners trigger a severe weather emergency protocol and remain on high alert. Extra measures bring vulnerable people in from the cold, including the provision of extra bed spaces with support workers to offer advice and connect them with the relevant specialist services.

**Whilst people sleeping rough is the visible side of homelessness, what the public cannot see is the work that takes place behind the scenes to prevent people from becoming homeless in the first place.**

With a robust prevention strategy in place to nip potential cases of homelessness in the bud before people reach crisis point, homelessness figures thankfully remain low in comparison to other areas.



### If you think you might be in danger of becoming homeless, help we can provide includes:

- ✓ Liaising and negotiating with landlords
- ✓ Referrals into supported accommodation
- ✓ Provision of temporary accommodation
- ✓ Access to the Council Housing Register
- ✓ Referrals to Citizens Advice debt advice service
- ✓ Assisting with housing benefit and Universal Credit issues
- ✓ Providing financial assistance – rent deposits, rent in advance
- ✓ Family mediation
- ✓ Helping to find alternative affordable housing

### Did you know...

From April 2018 to September 2019, the team handled more than 2,149 cases relating to people worried about becoming homeless due to financial hardship, tenancy or family related issues, hospital discharges, prison releases and other complex problems.

By working with landlords, offering financial assistance and advice to those struggling to make ends meet, or helping to secure affordable housing, the team can prevent up to 40 people each week from becoming homeless.

### How you can help

If you're concerned about someone who might be homeless, the best thing you can do is to tell them get in touch with us as soon as possible. If you would like to support homeless people, please donate to local or national homelessness charities. That way you can be sure your money will be used wisely to give both comfort and specialist help.

Alternatively, you can call the 24/7 Streetlink hotline **0300 500 0914** or contact them online at [www.streetlink.org.uk](http://www.streetlink.org.uk). Streetlink is a service that enables the public to alert local authorities in England about rough sleepers.

### Contact details

If you're homeless, or threatened with becoming homeless, contact us immediately.

#### Monday to Friday, 9am - 5pm

Call into Lancaster or Morecambe Town Hall or call our Homeless Prevention Team on **01524 582257** or email [strategichousing@lancaster.gov.uk](mailto:strategichousing@lancaster.gov.uk)

#### Monday to Friday (outside office hours) and weekends

Tel: **01524 67099**

## Community-Led housing

Beki Winter (pictured) recently joined the council as our Community Housing Fund Development Officer. This is a new role that utilises a government grant awarded to councils most affected by second homes ownership.



Beki will be working with local neighbourhoods to bring forward Community-Led Housing (CLH) schemes. This is where communities play a lead role in addressing their housing needs by providing genuinely affordable homes which they own or manage.

Beki is currently engaging with local community groups who are interested in developing their own projects. She is also visiting CLH schemes in different parts of the country to get an understanding of the different models and approaches so that local groups can be advised accordingly.

The first example of a project of this type in our district was Lancaster Co-Housing, a co-housing community in Halton. Lancaster Co-Housing is founded upon ecological principles with all properties achieving Passivhaus standard (ultra-low energy) along with community facilities, a car sharing scheme and managed workspaces at Halton Mill.

The council is working directly with local groups to bring forward two new community led projects on Mill Lane in Halton. Senior Co-Housing Group Ltd

is seeking to build 20 homes for older people, including 14 homes for sale and six affordable homes (shared ownership and rented).

Lune Valley Community Land Trust is working in partnership with South Lakes Housing to bring forward 20 affordable units on the adjacent site which will include a range of property types and sizes to meet local need. Both proposed schemes will also provide ultra-low energy homes, subject to achieving planning permission later this year.

The council can provide assistance in securing grant funding for groups that can help with set up costs, early feasibility work, pre-development costs right through to capital funding for construction costs.

For more information please see the council's website [Lancaster.gov.uk/community-housing-fund](https://www.lancaster.gov.uk/community-housing-fund) or email Beki at [ewinter@lancaster.gov.uk](mailto:ewinter@lancaster.gov.uk) or telephone **07780 957415**.

## We're open for business



Whether you're a new business looking for support in setting up, or an existing business that wants to grow and expand, the city council's Economic Development Team is able to lend a hand.

Through its network of local and regional business organisations and support providers, the team can signpost you to the right agency for advice, funding, and hands on help.

### Organisations they work with include:

- Lancaster and District Chamber of Commerce
- Boost Business Lancashire – Lancashire's Growth Hub
- Lancaster University
- The University of Cumbria
- UCLAN
- The Department for International Trade

A key part of the team's remit is to work with the business community, listen to their views and concerns to help inform the district's economic growth strategy, to make the district a thriving and prosperous place to do business.

The team maintains a property register of commercial premises to help find the right space to locate and a "one stop shop" website with more information about the council's other services for businesses such as licensing and permits, planning, and trade waste.

To find out more about the help and support available for your business visit [Lancaster.gov.uk/business](https://lancaster.gov.uk/business) and follow us on Twitter [@LDBRegen](https://twitter.com/LDBRegen).

## Simply the pest



Having a pest control problem, however small, can quickly become a big one and even contribute to the closure of your business if your reputation takes a hit.

Unbugged, the city council's pest control service, can tailor a bespoke contract to cater for the individual needs of business clients, ensuring any potential problems are dealt with efficiently and effectively.

### Pest management plans can include:

- ✓ Detailed surveys of premises and identification of pests
- ✓ Programmed visits, plus call outs
- ✓ Provision and inspection of tamper resistant rodent and insect monitoring stations
- ✓ All necessary treatments of pests
- ✓ Advice on pest proofing
- ✓ Supply and servicing of electrical fly killers
- ✓ Food safety compliance

For more information on how Unbugged can help your business telephone **08082 640 858** or email [unbugged@lancaster.gov.uk](mailto:unbugged@lancaster.gov.uk) for a no obligation quote.

## New season at The Platform

There is a strong folk music offering in The Platform's new season, which will feature more than 60 shows running until August.

Some of folk music's biggest names will feature across the season including the queen of folk herself, Peggy Seeger, who will perform alongside her son Calum MacColl as part of her 'First Farewell Tour'.

Folk-rock pioneers Fairport Convention return to the venue too and there are numerous other performances from established folk acts such as: Heidi Talbot and Adam Holmes, Calan, Prelude, Alden, Patterson and Dashwood, and The Slambovian Circus of Dreams.

There is plenty on offer for rock and pop fans too with Sari Schorr, described as the First Lady of rock-blues, as well as appearances from John Coghlan's Quo, John Verity with The Mentulls, Cregan & Co, Raymond Froggatt, Lisa Stanley, and The Real Thing.

On top of that there will be more high quality tributes to some of the biggest acts in music's history.

Families will enjoy Theatre Rotto's Leaping Frog, a show for ages 3+, featuring puppets, live music and storytelling and there will be a spectacular circus cabaret as Cirque Enfant come to town with acrobats, jugglers, clowns and a singalong for kids of all ages.

Away from music, supporters of Liverpool FC will have an eye on An Audience with Liverpool Legends, featuring iconic footballers John Aldridge, Ronnie Whelan and Steve McMahon, with a limited number of meet and greet tickets available.

There will also be two performances from local performers The Promenade Concerts Orchestra, as well as the annual free lunchtime concerts every Tuesday in May.

With a huge variety of acts as well as numerous community events and festivals throughout the year, The Platform offers something for everyone. For the full line-up and details, visit [lancaster.gov.uk/platform](http://lancaster.gov.uk/platform). The brochure can also be picked up from Lancaster and Morecambe Visitor Information Centres or downloaded from the website.



the  
platform



@theplatformlcc



/Morecambeplatform



# WHAT'S ON

## at the Platform 2020

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

### April

- 3: T. Rex**, 7.30pm, **£23.50**
- 4: Gary Stewart's Graceland**, 7.30pm, **£15**
- 8: The Good Old Days of Music Hall**, 2pm, **£14.50/£12.50**
- 9: Sari Schorr**, 7.30pm, **£15**
- 11: The Easter Show Starring the Merseybeats**, 7.30pm, **£20**
- 12: Acoustic Mac & Acoustic Eagles**, 2.30pm, **£12**
- 13: Morecambe Comic-Con**, 10am, **£6 (adult) £4 (child)**
- 17: Arcade Featuring Heidi Talbot & Adam Holmes**, 7.30pm, **£16**
- 18: John Coghlan's Quo**, 8pm, **£18.50 (18+)**
- 24: Calan**, 8pm, **£19**

### May

- 1: John Verity & The Mentalls**, 8pm, **£17**
- 2: Cloudbusting – The Music of Kate Bush**, 7.30pm, **£17**
- 8: The AC/DC Experience**, 8pm, **£17 (18+)**
- 9: Prelude**, 7.30pm, **£17**
- 15: An Audience with Liverpool Legends**, 7.30pm, **£30 (show), £70 (meet & greet)**
- 16: The Jam'd**, 8pm, **£15 (18+)**
- 21: Alden, Patterson & Dashwood**, 7.30pm, **£14**
- 22: Cregan & Co**, 7.30pm, **£18**

- 24: Promenade Concert Orchestra – Housewives Choice**, 3pm, **£16/£14**
- 26: Fairport Convention**, 7.30pm, **£25**
- 27: Leaping Frog**, 2.30pm, **£7, £25 (family of 4)**
- 29: Country Superstars**, 7.30pm, **£20**
- 30: Hats Off to Led Zeppelin**, 8pm, **£20 (18+)**
- 31: Vegan Festival**, 10am-5pm, **£3, (under 16s free)**

### June

- 2: Peggy Seeger & Calum MacColl**, 7.30pm, **£18**
- 5: The Raymond Froggatt Show**, 7.30pm, **£17**
- 12: Creedence Clearwater Revived**, 7.30pm, **£17**
- 13: The King of Pop Starring Navi**, 7.30pm, **£22, £18 (under 16s)**
- 19: The Sandy Denny Project**, 7.30pm, **£18**
- 26: Bootleg Blondie**, 8pm, **£18 (18+)**

### July

- 3: Oye Santana**, 7.30pm, **£20**
- 4: Lisa Stanley**, 7.30pm, **£20**
- 11: Morecambe Rides Again Scooter Rally**, 10.30am, **free**
- 12: Freestage**, 10.30am, **free**
- 17: Legend – The Music of Bob**

**Marley**, 7.30pm, **£22**

**18: Rock Back The Clock Starring The Fortunes**, 7.30pm, **£20**

**24: Tipitina**, 8pm, **£15**

**25: The Men They Couldn't Hang**, 8pm, **£20 (18+)**

**31: The Stones**, 8pm, **£17.50**

### August

**1: American Four Tops Show**, 8pm, **£21**

**5: Cirque Enfant**, 1pm & 3pm, **£15, £40 (family of 4)**



**8-9: Model Railway Exhibition**, 11am-4pm, **free**

**14: The Shadow of Cliff**, 7.30pm, **£21, £17 (child)**

**15: The Bon Jovi Experience**, 8pm, **£20 (18+)**

**20: The Slambovian Circus of Dreams**, 8pm, **£17.50**

**21: The Real Thing**, 7.30pm, **£25/£23**



## Enjoy an Egg-shellent Easter at Salt Ayre

Salt Ayre Leisure Centre is the perfect place to spend time together during the Easter Holidays, with a range of exciting facilities, suitable for all the family.

**Gravity Outdoor Flight Tower** - This is a challenge for adrenaline junkies, with six possible descent options including zip wire and free fall.

**XHeight Indoor Climbing Walls** - made up of 18 exhilarating panels, it's suitable for all abilities.

**Energy Indoor Soft Play** - Suitable for 0-12 years. Mums and dads can also take advantage of Refuel Cafe whilst the kids play.

**Open Ayre** - Burn some steam off in Energise, our outdoor play park, or hop on your bike in Salt Ayre Drive, our imaginative play village. Both are free and designed for under 8s. There's also Tee Time Mini Golf for all of the family to enjoy, at a cost of £3 per person.

There are also special school holiday events and activities taking place for just £6 per person. For information and to book, visit [Lancaster.gov.uk/holidayprogramme](http://Lancaster.gov.uk/holidayprogramme) or call **01524 847 540**.



## Williamson Park set for more improvements

This year the Williamson Park zoo team are working on new additions to the Butterfly House and Mini-Zoo.

If you visit in the next few months, you may notice a few things that have been squirreling away over the winter start to take shape before some new residents move in this spring.



Improvements include a brand-new enclosure in the small mammal area. This new enclosure will house a species with important educational value in terms of threats such as agriculture, logging, deforestation and the illegal pet trade.

Alongside the new enclosure improvements are being made to existing areas such as the mini-beast cave and the bird aviary to increase the quality of the habitat provided for the animals.

Keep an eye on the park's social media channels for the latest: **@williamsonpark** on Twitter and [facebook.com/Williamsonpark](https://facebook.com/Williamsonpark).

## Lancaster Grand Prix returns

Following its successful debut last year, the Lancaster Grand Prix cycle race returns on Sunday June 14.



Starting and finishing at the iconic Ashton Memorial in Williamson Park, the race will see a field of top class riders battle it out through the Forest of Bowland AONB.

Finishing touches are being put to the exact route and full details will be available at [Lancaster.gov.uk/Lancaster-grand-prix](https://Lancaster.gov.uk/Lancaster-grand-prix).

Last year's inaugural race was won by local rider Ian Bibby (Madison Genesis) who took the top spot after a thrilling finish.

Having since retired from racing, Bibby won't be defending his title, leaving it to others to compete for the Tony Sweeney trophy, which is awarded to the first North West rider across the line.

The race is promoted by the Lune Racing Cycling Club, in association with British Cycling, Lancaster City Council and Lancashire County Council.

It has been organised as the perfect way to showcase the Lancaster district's beautiful and varied landscapes, while also benefiting the district's economy.

## On your marks for a weekend of sporting fun

The UK Corporate Games are coming to Lancaster!

First held in 1992, the Games bring together businesses from across the country to compete in a weekend of sport and will take place from 24th – 26th July 2020.

Anyone can enter regardless of age, sporting ability or level of physical fitness with 24 sports on offer including running, cycling, badminton, table tennis, dragon boat racing and even poker! Business benefits include team building, work fitness, increased morale, and brand recognition.

With medals and awards, celebrations and social events, souvenirs and prizes on offer, this is a real opportunity to represent your company, business or organisation and build employee confidence, loyalty and team spirit.

The cost of entry is £79 + VAT per person, which includes registration, opening ceremony including the athlete's parade, live music, participation in the sport event over the weekend, souvenir programme, and medal ceremonies.

For more information on the UK Corporate Games and how to take part visit [corporate-games.com](https://corporate-games.com).

# How to contact us



**Did you know that information on all the services provided by the council can be found online at [Lancaster.gov.uk](http://Lancaster.gov.uk)**

You can make payments, report issues and make applications for a number of council services using our website too.

You can also email us with your comments and queries at [customerservices@lancaster.gov.uk](mailto:customerservices@lancaster.gov.uk).

However, if you don't have access to the internet or need to speak to one of our advisers you can contact us:

- ✓ In person at Lancaster and Morecambe Town Halls (9am to 5pm, Monday to Friday).
- ✓ By telephone: 9am to 5pm weekdays (10am to 5pm on Wednesdays).

*Please note that our customer service centres are closed on all bank holidays. And don't forget to follow us on Twitter and facebook @lancastercc for all the latest news from the council.*

## Location, Location, Location

At the touch of a button, and at any time of day or night, you can find out when your bins are collected, when your street is cleaned, where you can recycle things, where the nearest public toilet is, and much more.

Just visit [lancaster.gov.uk/mylocation](http://lancaster.gov.uk/mylocation) and enter your address.

Our My Location service covers every address in the district and gives you 24/7 access to a wide range of location-based information.



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

**Customer Services**  
01524 582000

**Domestic Waste and Street Cleaning**  
01524 582491

**Council Tax**  
01524 582900

**Elections**  
01524 582905

**Housing Standards and Homelessness**  
01524 582257

**Ideal Choice Homes**  
01524 582005

**Council Housing**  
01524 582929

**Tell Us Once**  
01524 582000

**Out-of-hours Emergencies**  
01524 67099

**Markets**  
01524 414251

To get in touch with your ward councillor, please visit our website [Lancaster.gov.uk/councillors](http://Lancaster.gov.uk/councillors) for contact details.