"The deepest cuts we’ve ever faced..."

Cllr Martin Hill, Leader, Lincolnshire County Council
Leader's welcome...

New Year always brings new challenges – which is just as I like it. However, the scale of the financial task now facing Lincolnshire County Council is daunting, even for an optimist like me.

As you probably know, the Government is greatly reducing the grants it gives local authorities – part of its wider drive to rebuild the national finances.

Here, we have to cut our annual spending by at least £130m over the next four years, on top of the massive savings we’ve already made. This will mean very tough choices about local services, with some even having to be stopped altogether, as we explain in our coverage starting on page 3.

Please take the time to have a look and let us know your views. They really matter to us, and will help as we continue to work on balancing the books.

Elsewhere in this magazine, we update you on how Lincolnshire will play its part in accepting Syrian refugees, and what residents can do to help.

Knowing county people as I do – particularly your commitment to volunteering – I’ve no doubts about the generosity of your response.

This edition also focuses on the successful roll-out of superfast broadband, with the first phase progressing rapidly towards completion.

For many thousands of Lincolnshire households and businesses, this is providing potential access to the faster connectivity so important to modern life.

Staying with connections, we take a detailed look at major road schemes already underway or being planned across the county.

Then there’s advice on new rights for consumers, in time for your New Year bargain hunts.

This County News also looks at work to support good mental health among our children and young people.

With older residents in mind, we have features on staying well this winter and on changes to home care.

Last but not least, we highlight efforts by this council and other organisations across Greater Lincolnshire to achieve greater devolution.

It would involve the transfer of significant powers from the Government to this area, giving us much greater control of our own affairs.

Now that’s a New Year challenge worth pursuing!

Cllr Martin Hill OBE
Leader of Lincolnshire County Council
Deep cuts, tough choices
The council is asking residents for their views on what services to reduce or stop altogether

Cllr Martin Hill, Council Leader:
Councils across England are facing the deepest cuts in the history of local government.
They’re also bigger than those in any other part of the public sector, even though every department is having to play its part in rebuilding the nation’s finances.
Some major areas of spending, such as the NHS, defence, schools and foreign aid, have been largely protected from reductions.
That means local government has had to take an even bigger proportion of the budget cuts, which have been huge for all councils.
So what does this mean for local services?
Imagine if every council in England stopped filling in potholes, turned off every street light, and closed all parks, children’s centres, libraries, museums and leisure centres. Even that would still not save enough to plug the financial black hole we’re facing by 2020.
Given the scale of the problem, councils have to decide what – if anything at all – we can provide beyond what we absolutely have to.
At this council, having already reduced our budget by £129m over the last four years, we’re faced with at least the same massive cut again.
However, the savings will be very much harder to find this time, as we’re already running a far more efficient council.
The challenge – and the impact on services – could hardly be greater.

Cllr Marc Jones, Finance Portfolio Holder:
Over the next 12 months, we have to reduce this council’s spending by £40m, with further massive cuts over the three following years.
That £40m is more than we spend each year on two vital services – Fire and Rescue and the disposal of every single household’s rubbish.
So where are we going to find these savings?
The stark truth is that the budgets for almost everything we do will have to be cut to some extent. Some non-essential services will have to be stopped altogether.
We may also have to increase council tax much more than we’d like, simply to generate extra income. The Chancellor has said that councils responsible for adult social care – including this one – can increase council tax by 2% on top of any other permitted rise.
That additional money – estimated to be about £4.5m a year – would have to be spent on care, and would obviously be helpful. However, it wouldn’t meet the extra £30m costs that the Government’s national living wage is likely to add to our adult care contracts by 2020.
Neither would it resolve the demographic problem – the fact that demand for adult care is rising all the time as people live longer and move to Lincolnshire to retire.
As county councillors, we’re elected to take difficult decisions to balance the books – and we will do that. However, it’s important that we should take account of your views before we make those decisions, which is why we’d like as many residents as possible to complete and return the survey form on page 5. Thank you in anticipation of your response.
What do YOU think?

Council finances are being hit hard, which means really difficult decisions about services, and we want your input

What’s it all about?
In the last few editions of County News, we’ve outlined the scale of the financial challenge we’re facing over the next few years.

Our funding from the Government – our main source of income – is being greatly reduced, while areas like adult social care are costing a lot more.

And because we’ve already reduced our budget by £129m since 2011, there’s little or no room left for “back office” and other efficiency savings.

So how can we balance the books?
We’ve been very clear that some services will have to be cut, provided differently or stopped altogether.

Now we’re asking where you think savings could be made in next year’s budget – please let us have your survey form by 15 January.

How much money is involved?
This year (2015/16) we’re spending £476m on services. Most of the money is from government grants and council tax, but we’re also using £22m of our reserves.

From April 2016, we estimate we’ll only have around £436m for the year. This means we need to reduce our spending by about £40m.

What vital services can’t be cut?
Many services can’t be cut at all – or only very little. That’s either because we have a legal duty to provide them, or they’re seen as vital to public safety.

Here are some examples of key services – plus what we’re spending on them this year:

- Care for older people and adults with disabilities – £140m
- Child protection including fostering and adoption – £42m
- School transport for under 16s – £21m
- Fire and Rescue services – £19.7m
- Waste disposal – £19.4m
- Concessionary bus fares – £7.8m
  (includes free off-peak local bus travel to eligible older and disabled people)

In all these areas, our legal responsibility means budgets will be cut by a smaller proportion, if at all. With adult care, increased demand may even push up spending in the future.

So where can savings be made?
Because vital services will be largely protected, non-essential areas have to bear the brunt of the savings.

These are “discretionary” services, including those in the survey form on the opposite page.

Because their budgets are often quite small – and we have overall savings of £40m to find – the impact on them will be substantial.

What about reserves?
We could use more money from our limited reserves next year to reduce the savings we have to make.

However, that would just be postponing the difficult decisions, because we’d then have to save even more in future years – and reserves can only be spent once.

How you can help
Please complete the survey form to show which discretionary services you think we could cut, and send it to the FREEPOST address.

Thank you for helping us ensure such difficult choices reflect the views of Lincolnshire residents.

Budget survey
The survey will help us understand your views before the council sets the budget in February. Public meetings will be held during January.

Please see www.lincolnshire.gov.uk/budget for details of these events and how you can have your say on the final budget proposals.
Your budget views
To find the substantial savings we need to make, we will have to consider making changes to discretionary services like those below. To help us with that, we want to know where you think savings could be made.

For each service, please tick to show whether you think we should spend the same, a little less or a lot less on it, or even stop it altogether, if that's an option. Please remember – we will not be able to keep funding everything.

<table>
<thead>
<tr>
<th>Service</th>
<th>Spend in 2015/16</th>
<th>What should our spending be in 2016/17?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library services</td>
<td>£6.6m</td>
<td>☐ the same ☐ a little less ☐ a lot less</td>
</tr>
<tr>
<td>Services that encourage people to lead healthy lifestyles</td>
<td>£5.4m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Winter gritting</td>
<td>£4.8m</td>
<td>☐ the same ☐ a little less ☐ a lot less</td>
</tr>
<tr>
<td>Children’s centres</td>
<td>£4.8m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Accommodation for people at risk of homelessness including those with mental health problems and addiction problems</td>
<td>£3.9m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Grass/verge cutting, weed control and hedge trimming</td>
<td>£3.5m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Pothole filling and road repairs</td>
<td>£3.2m</td>
<td>☐ the same ☐ a little less ☐ a lot less</td>
</tr>
<tr>
<td>Rural bus route subsidies</td>
<td>£2.8m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Heritage services</td>
<td>£1.7m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Funding for Police Community Support Officers (PCSOs)</td>
<td>£1.2m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Funding for crisis support like food banks</td>
<td>£0.9m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Prevention work around domestic abuse, anti-social behaviour and substance misuse</td>
<td>£0.8m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>School transport for children older than 16 (not including special educational needs)</td>
<td>£0.5m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Community grants for facilities such as village halls and play parks</td>
<td>£0.5m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Road safety work including school crossing patrols</td>
<td>£0.4m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
<tr>
<td>Support for small and medium sized businesses and encouraging investment in Lincolnshire</td>
<td>£0.16m</td>
<td>☐ the same ☐ a little less ☐ a lot less ☐ stop entirely</td>
</tr>
</tbody>
</table>

RETURNING YOUR FORM
Please send your completed survey by 15 JANUARY to:
Lincolnshire County Council, Finance and Public Protection, Financial Strategy – PDP6, FREEPOST RSTY-UXJB-ARHK, Newland, Lincoln, LN1 1YL.
If you have extra comments you want to make, please send them on a separate sheet of paper.
The survey form is also available online at www.lincolnshire.gov.uk/budget.
Ambitious plans calling for important powers to be transferred to local organisations are being discussed with the Government.

All 10 authorities from the Humber to the Wash have come together to ask for more devolution. If the bid is successful, there would be greater regional control of things like transport, housing, skills training and flood risk management. Health and care — as well as court and prison services — would also enjoy more decision-making at this level.

In addition to improving services, the bid could boost the area’s economy by £8bn, create 29,000 jobs and provide 100,000 new homes. However, any extra funding would only be for new responsibilities — it wouldn’t help councils meet their current financial challenges.

Lincolnshire County Council leader Cllr Martin Hill said: “Regions like Greater Manchester and Cornwall are already taking full advantage of the Government’s devolution offer. In Greater Lincolnshire, too, we’re determined to seize the opportunities, bringing services much closer to the million residents we serve.”

Besides the county council, North and North East Lincolnshire and the seven district authorities are committed to the plans. The Local Enterprise Partnership and other public sector bodies such as health and the police are also supporting them.

Over the past few months, the 10 authorities have held talks with ministers in Whitehall, and the response has been encouraging.

Cllr Hill explained: “The Government believes that transferring more powers down to a local level can really boost economic growth and improve services. That’s a vision we all share, and we’re doing everything we can to make it a reality here.”

As County News went to press, the 10 Greater Lincolnshire councils were all holding meetings to confirm their commitment to a joint approach. Under any new arrangements, they would all continue to run independently and provide the same services they do at present. However, they would also form a “combined authority” to exercise the new powers passed down from the Government.

A joint committee — the Greater Lincolnshire Leadership Board — is being set up to move the process forward. It will consult with other local organisations in New Year, as well as continuing formal discussions with the Government. On the board, work around new “governance” arrangements is being led by Baroness Redfearn, leader of North Lincolnshire Council. Every other council leader also has an area of responsibility, with Cllr Hill overseeing transport.

“Loosen the purse strings”

Besides additional powers, the Greater Lincolnshire devolution bid calls for greater local control of business rates. It also seeks a fairer share of national grant funding.
Lincolnshire news round-up

Signposts to safety

With coastal flooding always a threat on the Lincolnshire coast, work has taken place to identify the best emergency evacuation routes.

The 13 routes in the east and south of the county would provide motorists with the quickest and safest ways to higher ground.

The county council is now changing signs at junctions on the road network. They will include an “ER” (evacuation route) logo in a red box.


“We have to be prepared for the worst-case scenario, which would be if people had to leave their homes.”

Cllr Richard Davies, executive member for highways, added: “To protect residents, we’ve identified evacuation routes to lead them to safety. They would also benefit tourists and visitors, who may not be familiar with local roads.”

It’s expected that Lincolnshire would get a weather warning about 24 hours before flooding on a scale requiring evacuation. Local media and emergency services would then advise motorists to follow the ER routes to safety.

Crucially, that would free rescue crews to concentrate on elderly and vulnerable residents unable to evacuate themselves.

The signs cost about £100,000, divided between the Government, the county council and East Lindsey District Council.

However, Cllr Davies said the signs were a vital investment. “You can’t put a price on saving lives, which is what these could do in the event of a major flood.”

For more information, including signing up for flood warnings or making a flood plan, please visit www.lincolnshire.gov.uk/lincolnshire-prepared. The FAQ page on the website gives more details of the evacuation signs and routes.

Creating a lasting legacy

A unique project has ensured memories of the county’s fallen will be preserved for future generations.

“Lincolnshire Remembrance” was launched in the run-up to the 100th anniversary of the outbreak of the First World War. Over two years, it recorded the 2,800 known war memorials across the county and supported local communities in caring for them.

The project also set out to tell the story of each person named on the memorials – 23,000 in all – using original sources and family recollections whenever possible. About 300 volunteers helped with Lincolnshire Remembrance, which was funded by Heritage Lottery Fund, Armed Forces Covenant Fund and Lincolnshire County Council.

One of the lasting legacies is a free, fully searchable database about the memorials, available on the Lincs to the Past website at www.lincstothepast.com/home/lincolnshire-remembrance.

The website also has online exhibitions, plus learning resources including old photos, newspaper articles and first-hand stories. There were also events and trips for all ages, including a visit to the National Memorial Arboretum for some of the county’s young people.

Hospice – “Talk to us”

St Barnabas Lincolnshire Hospice is inviting patients and bereaved carers to share their palliative and end of life care experiences.

Volunteers will listen to your stories to find out what has gone well and not so well, enabling improvements to be made to local services.

Feedback can relate to experiences from across the healthcare system including GPs, the ambulance service, hospitals, hospices and other providers.

With your permission, your story will be shared with your Clinical Commissioning Group so it can make changes and develop new services that really meet local needs. All feedback will be treated as confidential. To share your story, please call 01522 785712.
Suicide bereavement

It’s always traumatic to lose a loved one, but even more difficult when they take their own life.

Thankfully, there’s a support group in the county – Survivors of Bereavement by Suicide – to ensure no-one has to go through the heartache alone.

The group – part of a national charity – was set up by Dianne Tetley, who lost her own partner to suicide.

She said: “I wanted to create a support group where people can talk with others who’ve experienced the same tragic loss.

“Only those who have experienced it can truly understand. None of us needs to suffer alone. Together, we can help each other.”

The group provides free and indefinite support to help with complex feelings of grief that may include guilt and self-reproach.

It meets on the first Wednesday of each month, from 7pm, at Involve, 12 Mint Lane, Lincoln. For details, contact Dianne on 07580 358419 or email sobslincoln@gmail.com.

Outside the county, another group meets in Scunthorpe on the third Wednesday of each month. Contact Nina on 07528 788823.

There’s also a national helpline, available from 9am to 9pm every day, on 0300 111 5065, or visit www.uk-sobs.org.uk.

Business masterclasses

Free expert advice on developing your business is available at workshops around the county.

The Business Lincolnshire Growth Hub’s series of masterclasses, with guest speakers, continues until March.

They are aimed at established small and medium-sized enterprises in the Greater Lincolnshire area. Topics covered are:

- Planning to grow
- Finance for growth
- Growing your customer base
- Leading and managing a growing team
- Social media marketing essentials

The events, in Boston, Lincoln, Gainsborough, Market Deeping and Skegness, will be led by dedicated growth and skills advisers.

Cllr Colin Davie, executive member for economic development at Lincolnshire County Council and a Local Enterprise Partnership board member, said: “We want local businesses to reach their full potential, stimulating growth and creating jobs.

“However, that isn’t always easy without help, which is why we’ve put together these free masterclasses.”

Places on the classes are limited, so please book early at www.businesslincolnshire.com/masterclasses.

Improving your driving

Drivers new to UK roads are being encouraged to take their skills to the next level.

Boston Advanced Motorists – affiliated to the Institute of Advanced Motorists (IAM) – works to improve safety among car drivers and motorcyclists.

It covers a large section of Lincolnshire, including Boston, Spalding, Holbeach, Long Sutton, Sleaford, Spilsby and Skegness.

The charity has found that new arrivals may be unused not just to driving on the left, but also the whole road use culture.

Now the charity is inviting them – and anyone else interested – to sign up for its Skill for Life programme.

The course prepares participants for the IAM Advanced Test, with many ready to take it after as few as six sessions. The first newcomer to sign up has already passed with flying colours.

The total cost of the guidance and test – plus other IAM benefits – is £149. There are also regular social events and trips.

For more, visit www.bostonadvancedmotorists.co.uk, email group.secretary@bostonadvancedmotorists.co.uk or call 07742 552223.
Fairer care costs

Changes have been made to care contributions in Lincolnshire, based on people’s ability to pay.

The council consulted on proposals last summer and took all the feedback into account before deciding on the new policy.

Cllr Mrs Patricia Bradwell, executive councillor for adult care, says: “We’ve made changes that will help us to keep supporting people as demand for the service grows. Around 4,500 people on the lowest incomes won’t see any difference in their contributions. I can absolutely reassure residents – if you’re assessed as not having the money to pay, you won’t be asked to contribute.”

The new policy also ensures everyone has the same start date for contributions, and gradually removes the maximum weekly charge. The changes will come in from April. Before then, the council will be sending individual letters to people affected.

For more information, visit www.lincolnshire.gov.uk/adultcare.

Have your say on trains

County residents are being asked what improvements would encourage them to take the train more often.

Rail journeys have always been a great way to avoid getting stuck in traffic jams. They’re often cheaper than going by car, too. What’s more, services in Lincolnshire are gradually being improved:

- Last year, East Midlands Trains introduced more trains from Lincoln to Nottingham, with passengers enjoying faster journeys and extra stops at Hykeham and Swinderby.
- Similar improvements are expected to be announced soon on the Lincoln to Sheffield service.
- Extra East Coast Main Line trains between Lincoln and London have been promised from 2019, boosting business growth and visitor numbers.

Looking to the future, the Department for Transport will be re-letting the East Midlands rail franchise – which covers most local train services – in 2018.

As part of that process, the council will later this year be putting forward ideas on what improvements it would like to see – and we want your input.

To have your say, email rail@lincolnshire.gov.uk or call 01522 782070 before the end of February.

Celebrating special ones!

In communities across the county, ordinary people are doing extraordinary things – Lincolnshire’s unsung heroes!

Now it’s your chance to nominate volunteers who go the extra mile for others in the Good Citizens Awards 2016.

Whether they’re raising money, campaigning for good causes or helping local people, if they deserve to be recognised, we want to hear from you!

Nominations are open for Citizen of the Year, Young Citizen of the Year (18 or below), Community Group of the Year and Couple/Pair of the Year!

Winners will enjoy a VIP day out at the Lincolnshire Show with a guest, as well as a framed certificate.

For more information, or to make a nomination online, visit www.lincolnshire.gov.uk/goodcitizensaward.

Alternatively, send your contact details and those of the person you’re nominating, along with a description of the voluntary work they’ve done, to:

Lincolnshire County Council, PDP 17 – Communications – Michaela Soltys, Freepost RSTY-UHJB – Comms, County Offices, Newland, Lincoln, LN1 1YL

The closing date for entries is Friday 22 April. Details are available on the website, or phone 01522 554966.

Reception places

The deadline for applying for a Reception place for your child (date of birth between 01/09/2011 and 31/08/2012) in September 2016 is only two weeks away – all applications must be received by noon on Friday 15 January.

You can apply online at www.lincolnshire.gov.uk/schooladmissions or by phoning 01522 782030.

For advice, email schooladmissions@lincolnshire.gov.uk or ask your local primary school headteacher.
Supporting the blind

Could you help blind and visually impaired people as a volunteer?

If so, the Lincoln and Lindsey Blind Society would love to hear from you.

Volunteers are ordinary people from all backgrounds and of all ages, and training is provided. You will be asked for references and have a DBS (formerly CRB) check.

The charity serves West and East Lindsey and City of Lincoln, plus North and North East Lincolnshire. It has about 2,300 residents on its books.

Volunteers can help in all kinds of ways, including:

- Befriending clients in their own homes to provide practical and emotional support.
- Approaching patients and carers at eye clinics to give out information.
- Recording articles or helping with the talking newspaper.
- Supporting fundraising events such as store collections and coffee mornings.

To find out more, phone 01507 605604 or visit www.llbs.co.uk and click “Volunteer”.

Glorious past, glorious future

Volunteers are being invited to get involved with an historic Lincolnshire building.

Benington Community Heritage Trust has been awarded a £1.8m grant from the Heritage Lottery Fund.

It will enable the Trust to restore and re-open the 800-year-old All Saints Church in the village, near Boston, as a community, events and heritage centre.

Work on the beautiful Grade 1 listed building will begin in April, and the new “Beonna Centre” will open early in 2017.

It will host a community café, clubs and classes for all ages, and events such as concerts, exhibitions and conferences.

There are also opportunities for volunteers, starting now, with training given if required. They range from learning traditional building and heritage skills to helping at the new centre.

Trust chairman Kevin Pinner said the charity was “very grateful” to everyone who supported the successful bid, including the Churches Conservation Trust, the Diocese of Lincoln and the Architectural Heritage Fund.

For information, call 01522 807054, email Judith Crowe at jbc43@btinternet.com or visit www.beningtonallsaintschurch.co.uk.

New libraries deal to bring extra savings

Library services in Lincolnshire are to be outsourced to save money and improve performance.

Following a competitive procurement, a contract is being awarded to Greenwich Leisure Limited (GLL), a charitable social enterprise. From this April, GLL will:

- Run the county’s 15 major libraries.
- Provide online services.
- Ensure specialist support for those unable to reach their nearest library because of, for instance, disability, age or ill health.
- Support library services at around 30 community hubs being developed with local groups.

Last spring, the authority had to begin a search for an external organisation to potentially deliver these services on its behalf, following an approach by GLL.

It received six applications, with GLL and two other organisations being shortlisted.

Council officers evaluated their final bids and recommended the one from GLL. After careful consideration, the executive followed that advice.

Cllr Nick Worth, executive member for libraries, said: “We’ve worked hard to get the best possible deal, and are confident that GLL can provide both significant savings and improved performance.

“In the meantime, we continue to work with local groups on the new community hubs, and about 20 have already opened.

“I’m sure the end result of all this hard work will be an improved library service that provides better value for money, and is also more suited to the 21st century.”
Playing our part

Lincolnshire is getting ready to receive about 200 Syrian refugees over the next few years

County residents keen to help Syrian refugees are being advised of the different ways they can get involved.

Based on the size of its population, Lincolnshire could be asked to accept about 200 new arrivals seeking asylum. That’s 1% of the 20,000 the UK Government has pledged to take by 2020, with the numbers likely to be spread over that period.

Council leader Martin Hill said: “Every area of the country is being asked to play its part, which of course Lincolnshire will do.

“We’ve already been involved in discussions with other organisations, such as district councils, health and the voluntary sector.

“Although we’re still waiting for more information from the Government, we’ll have the support in place for when it’s needed, including at our schools.”

In terms of funding, the Government has agreed to reimburse the costs of supporting new arrivals for the first year and possibly beyond.

However, Cllr Hill believes that more cash support for councils may be needed to protect local services already under pressure.

That’s particularly so if the refugees are children on their own or older people with significant health and social care needs.

“Given the financial challenges councils are facing, I’ve made the case for specific long-term help, and other local authorities are doing the same,” he said.

Cllr Hill also highlighted the various ways that local residents can help, including the following:

- Donations to charities such as the British Red Cross, Oxfam and Save the Children.
- The Red Cross are also accepting vouchers and clothing – including children’s items – but not furniture or electrical goods.
- Charities working with refugees locally may appreciate volunteers – visit www.ncvo.org.uk to find out about opportunities.
- There is no need for people to offer a spare room in their houses, but if you have a property that could be used for refugees, please let your district council know (see panel for phone numbers).
- Residents keen to consider fostering a child can find out more about Lincolnshire County Council’s fostering and adoption service at www.lincolnshire.gov.uk/fostering or call 0800 093 3099.

Cllr Hill said: “Lincolnshire residents are always hugely generous with their time and money, and I’m sure their response to the Syrian refugees will be no different.”

For information about ways to help, visit the county council website at www.lincolnshire.gov.uk and search for “Syrian refugees”. The Red Cross dedicated phone line is 0800 107 8727.

Your district council

If you have a property that could be used for refugees, please contact your district council housing section:

City of Lincoln Council – 01522 881188
North Kesteven District Council – 01529 308297
South Kesteven District Council – 01476 406080
Boston Borough Council – 01205 314560
South Holland District Council – 01775 761161
West Lindsey District Council – 01427 676676
East Lindsey District Council – 01507 601111
New year, new roll-out
A new phase of improvements will bring better broadband to hard-to-reach parts of the county

It’s hard to believe it was only around 15 years ago that broadband internet was first launched in the UK.

Today, it’s essential for modern living, and good connections are fast becoming as important as good roads for economic prosperity.

We’re also experiencing a new online revolution with the introduction of superfast broadband.

To ensure the county doesn’t miss out, the onlincolnshire partnership was created to make sure the right infrastructure is in place.

And over the last three years, this multi-million-pound initiative, led by Lincolnshire councils and BT, has dramatically transformed connections.

It’s now brought better broadband to more than 140,000 Lincolnshire properties, and remains on target to extend superfast coverage to 90% of the county by the end of April 2016.

Onlincolnshire is also looking ahead to further improvements, which will take us to 95% coverage by the end of 2017.

Cllr Richard Davies, Lincolnshire County Council’s executive member for IT, said: “Onlincolnshire has been one of the most successful projects we’ve ever been involved in, and we want to build on that.

“The initial phase of improvements has gone very smoothly, and made a big difference to broadband speeds across the county.

“We now have a further £8.8m to invest in additional work, helping us bring faster speeds to the most rural areas of Lincolnshire.

“We’re currently putting together a plan for how best to use this funding, and hope to have details within the next few weeks.

“And we should have ‘boots on the ground’ — the actual start of the physical work — not long after that.

“Hopefully, in time, we’ll be able to bring superfast broadband to everyone in the county.”

Onlincolnshire is part-funded by the Government and the European Regional Development Fund.

Sign up to superfast
Cllr Davies is urging residents in superfast areas to upgrade their broadband package so they can enjoy everything better connections have to offer.

Take-up is already at 20% and that figure is rapidly increasing, but some people are still missing out.

Cllr Davies says that upgrading to superfast doesn’t just benefit individual households — it helps other residents, too.

“As more and more people sign up, we get money back from BT that can be re-invested in helping those who have missed out so far.

“We’ve already generated £4.6m that way — money that will contribute to the second phase of improvements.”

To find out if you’re in a superfast area, visit www.onlincolnshire.org (details may be subject to change).
Across Lincolnshire, the council is moving forward with major transport projects vital to the county’s future

Good roads are Lincolnshire’s “arteries” – essential to our quality of life and economic prosperity. That’s why Lincolnshire County Council has always been committed to investing in them, even in challenging financial times.

Besides using money from our capital budget (and sometimes reserves), we also work hard to attract extra funding from the Government, developers and other partners.

With that support, the council is currently undertaking or planning major schemes across the county to ease congestion and support growth, including those highlighted below.

Cllr Richard Davies, Lincolnshire County Council’s executive member for highways and transport, said: “We’ve really moved forward in recent years with several major schemes, which is great for residents and businesses.

“Across the county, important projects are either underway or being planned, laying the foundation for growth for decades to come.”

More information
For the latest on these and other schemes, visit www.lincolnshire.gov.uk/transport-and-roads.

Grantham Southern Relief Road (£80m)
Aim: Reduce town centre congestion, encourage growth
Route: A52 at Somerby Hill to A1, crossing B1174
Progress: First stage under construction, second stage due to start summer 2016

Lincoln East West Link (£22m)
Aim: Provide new cross-city route without level crossing delays
Route: High Street/Tentercroft Street to Pelham Bridge/Canwick Road
Progress: First stage under construction, completion due autumn 2016

Lincoln Eastern Bypass (£96m)
Aim: Create next step towards ring road around city, vital to area’s future and enabling growth to the east of Lincoln
Route: A158 at Wragby Road to A15 near Bracebridge Heath
Progress: Awaiting decision on legal orders as County News went to press

Peppermint Junction, Holbeach (£4m)
Aim: Improve safety, reduce town centre traffic, and support employment and housing growth
Route: New roundabouts at the A17/A151 junction
Progress: Planning application submitted in November 2015

Spalding Western Relief Road
Aim: Ease town centre congestion, promote growth
Route: Will include bridges over railway and access to land for growth
Progress: Plans being developed

Go Skegness (£4m)
Aim: Improve access through seaside towns, especially during holiday season, better facilities for pedestrians, cyclists and buses
Route: A52 East Coast
Progress: Plans being developed

Sleaford South East Regeneration Route
Aim: Support regeneration of town centre
Route: Various highway improvements
Progress: Talks ongoing with district council and landowners/developers

Lincoln Eastern Bypass (£96m)
Aim: Create next step towards ring road around city, vital to area’s future and enabling growth to the east of Lincoln
Route: A158 at Wragby Road to A15 near Bracebridge Heath
Progress: Awaiting decision on legal orders as County News went to press

Boston Road Widening (£3m)
Achieved: Improved traffic flow and reduced journey times
Route: A16 and A52 through Boston
Progress: Completed in 2011 - further improvements continually being considered
Cllr Lesley Rollings is a passionate believer in the power of partnership.

We can all achieve so much more if we work together – that’s what my professional and political careers have taught me.

I first became a councillor in 2007 when I was voted onto West Lindsey District Council. I wasn’t particularly political, but I’ve always been community-minded, so when I was asked to consider standing, it seemed a natural thing to do.

A few years later, I joined Gainsborough Town Council, becoming mayor and chairman. The council’s finances were in a very poor state – in fact, we were close to bankruptcy – and it took a lot of determined partnership working to put things right. I’m very proud of what many of us achieved together.

I also hope I’ve brought that collaborative approach to my Lincolnshire County Council role since winning the Scotter Rural by-election two years ago.

When I was first elected onto the county council, I was approached by a group of very concerned residents in Scotter whose homes had been flooded. They were concerned that not enough was being done to prevent it happening again.

I set about trying to bring together representatives from a variety of organisations, including the Environment Agency and the local councils, and we set up the River Eau Flood Prevention Group.

One of my main aims is to try and draw on specific local knowledge to help find solutions to problems. Many people have a working knowledge of the environment that is invaluable in a project such as this. Two years down the line, things are slowly moving forward, but I’m confident we’re heading in the right direction.

Away from local politics, I’m the community manager at the Gainsborough Academy, improving links with the community, including businesses. I also teach art and get huge pleasure out of helping students achieve their potential.

As a parent myself, as well as a teacher, I’m obviously very interested in the welfare of young people and am delighted to be a member of the county council’s Children and Young People Scrutiny Committee.

Hopefully, I can bring some expertise to our discussions – as well as a partnership perspective.

Cllr Lesley Rollings is the Liberal Democrat councillor for the Scotter Rural division on Lincolnshire County Council. She sits on the Children and Young People Scrutiny Committee and the Lincolnshire Safeguarding Boards Scrutiny Sub-Group.

To contact Cllr Rollings – who is married to John and has three grown-up children – phone 07877 381653 or email clrl.rollings@lincolnshire.gov.uk.

Cllr Rollings is pictured with her dog Pippa by the River Eau in Scotter.
Youth crime, truancy, anti-social behaviour, long-term joblessness – they all blight individual and family lives, as well as wider communities.

In the past, responding to the problems has also cost a great deal of public money, without addressing the underlying causes.

Now, however, a new approach is helping change all that, with 1,370 families across the county already supported to turn their lives around.

The initiative is being led locally by the Families Working Together partnership, including Lincolnshire County Council.

It sees families given intensive support by a key worker, as part of a co-ordinated multi-agency response, and the investment is paying big dividends.

Figures show that over the past three years:

- 1,169 families (85%) have been “turned around” against crime, anti-social behaviour and school non-attendance.
- 201 (15%) have been supported towards continuous employment.

In all, Lincolnshire has achieved an impressive 100% of its target under the first phase of the national Troubled Families Programme.

Now work has started on the second stage, with a further 4,750 local households identified by the Government as in need of help by March 2020.

Cllr Mrs Patricia Bradwell, executive councillor for children’s services, adult care and health, said: “The most important thing in the Families Working Together project is that so many have benefited.

“They have been supported to enjoy a much better quality of life, with improvements to their health, employment and educational prospects.

“In many cases, it’s brought families together and also achieved a welcome reduction in the negative effect some can have on their wider communities.”

Besides the county council, Families Working Together is made up of the police, district councils, public health, probation, community rehabilitation and the voluntary sector.

Nationally, about 40% of the cost is met by the Government, although Lincolnshire attracted extra “payments-by-results” funding.

“It’s a team effort!”

Single mum Tina Lambe and her daughter Lucie, 16, from Bourne, started getting support from FWT key worker Ann Marie Allis three years ago.

Tina, left, recalls: “I couldn’t get Lucie into school and needed help. Ann Marie sat us down and we talked together about the problems.

“Rather than telling us what to do, Ann Marie made sensible suggestions, giving us the confidence to move forward.

“Now Lucie is loving school, and I’m in full work as an assistant manager. It’s made a massive difference to our lives.”

Lucie, centre, said: “I was in a rut, didn’t want to go to school and didn’t know where to turn. Then Ann Marie came in and brought me and my mother together – she didn’t preach, but became a valuable support.

“I’m now in a great place and thinking about university. I’d hate to think where I’d be if it wasn’t for Ann Marie, probably with little prospect of qualifications or a future.”

Ann Marie, right, said: “Our whole approach is to work alongside families and support them to have the confidence to make changes for the better.

“It’s a team effort, and I’m delighted for Tina and Lucie – they deserve everything they’ve achieved.”

“Lincolnshire has achieved an impressive 100% of its target under the first phase of the national Troubled Families Programme”
Ensuring healthy young minds

Lincolnshire has secured £1.4m extra funding to improve children’s and young people’s mental health services

Growing up has never been easy – as every adult remembers!
And it’s probably even harder in today’s digital world, with peer and other pressures never far away.
To support our children and young people, a range of services is available across Lincolnshire, through the NHS, schools, and private or charitable organisations.
These are set to be improved following a successful £1.4m joint bid for extra Government funding by Lincolnshire County Council’s Children’s Services and the local NHS.
In particular, the money will create a specialist eating disorder service to improve crisis and general support. There will also be help when needed before, during and after pregnancy.
Cllr Mrs Patricia Bradwell, the council’s executive member for children’s services, said: “We’ve always worked hard with our partners to support the emotional and mental health of children and young people.
“This funding will really help us improve what’s available as they grow into adulthood.”
Allan Kitt is chief officer of the South West Lincolnshire Clinical Commissioning Group – one of four across the county behind the joint bid.
He said: “This is exciting news, and will help build on our already well-established joint work improving mental health services for children and young people.
“We will, for the first time, be able to offer a wide range of round-the-clock support much closer to home. This will put Lincolnshire at the forefront of delivering new models of care.”

Some of the Services Available

Kooth.com
Worries can get on top of young people, and it’s best to manage them before they escalate.
That’s the thinking behind this free, anonymous, confidential online service, which supports Lincolnshire young people from 11 to 25.
Funded by the council, it’s for less severe health problems, and offers help through:
- Articles, podcasts and peer support.
- Chats / messaging with counsellors.
- Group chats and forums.
- Bookable appointments with counsellors.
- Referrals to expert medical help where appropriate.
- Signposting to other services.

Expert medical help
Anxiety, self-harm, suicidal thinking and eating disorders are just some of the issues for which specialist NHS help is available.
Across the county, Child and Adolescent Mental Health Services (CAMHS) are provided by the Lincolnshire Partnership NHS Foundation Trust.
Children under 18 need a referral from their school, GP, social worker or educational psychologist. Support is also available for those leaving care.
CAMHS is funded by the four GP Clinical Commissioning Groups and the council, and works alongside other health services, schools and organisations.
Extra money has been invested to increase the number of primary mental health staff, so they can identify early problems and support young people to stay in education or work.
Go to www.lincolnshire.gov.uk/transitions/mentalhealth.

“Lost Luggage”
This is a participation group for young people who have experienced mental health difficulties and received support from CAMHS.
The charity also raises awareness of young people’s mental health. Visit www.lostluggage.org.uk.

Lincolnshire Centre for Grief and Loss (LCGL)
Grief and loss can be caused in all kinds of ways, including death, divorce, separation and illness.
They can be hugely difficult for children and young people, which is why the council funds the LGCL.
It provides counselling up to the age of 19, as well as long-term support. Visit www.lcgl.org.uk.
Farr-sighted county school

Schools across Lincolnshire are dedicated to ensuring their pupils’ emotional and mental wellbeing.

One notable example is William Farr CE School in Welton, which has 23 senior and middle leaders closely involved in Care and Guidance.

Headteacher Andrew Stones said: “The care of individuals is at the heart of everything we do, and remains so throughout their time at school.

“That takes in all kinds of areas where we work with them – general health, stress, mental health, drugs, bullying, self-harm, eating disorders, and much more.”

Besides guidance forming part of the curriculum, school initiatives include:

- Student welfare officers.
- Mentoring by tutors.
- Regular meetings with CAHMS.
- Peer counselling, with Year 10 supporting Year 7.
- Surveys, with concerns guiding future provision.
- Close work with parents.
- A commitment to staff development.

“We’ve always been dedicated to supporting our children’s emotional and mental health,” says Mr Stones, “and are constantly looking to innovate and improve.

“Our students play a vital part in that, and their ideas have made a huge difference.”
Staying warm and well

A few simple steps to prepare for prolonged cold winter weather can help ease health and money worries

**TAKING GOOD CARE**

**Keeping warm**
You should heat your home to a minimum of 18°C. Also, wrap up warm – several layers of thin clothing are more effective than one thick one.

**Having a flu jab**
The flu vaccination is free if you are over 65, have a long-term health condition or are pregnant. It’s also offered to some children, depending on age.

It’s vital these groups have the vaccine annually to protect against different strains of flu, which can change every year.

**Looking after yourself**
Keeping active is important for your health, and it’s best to go out in daylight as much as you can.

Please make sure you dress for the weather, including wearing shoes with a good grip to avoid slips and falls.

During extreme cold weather, it’s safer for those with heart and respiratory problems to avoid going out.

**Being a good neighbour**
Check on neighbours, friends and family, especially older people, during bad weather to make sure they’re safe, warm and well.

Also, please check they’ve stocked up on food, fuel and any medication they may need.

**BEATING THE BILLS**

**National help and advice**
If you’re worried about winter fuel bills, you can find out if you’re eligible for financial help from the Government.

This can be through the Winter Fuel Payment, Warm Homes Discount or Cold Weather Payment. Visit www.gov.uk/browse/benefits/heating.

You can also call the Energy Saving Advice Service on 0300 123 1234.

**Support available locally**
There are also local schemes offering practical help and advice on lowering your bills, including:

- **Lincolnshire Energy Switch** – register online before Monday 2 February 2016 at www.lincolnshire.gov.uk/switch or call 0800 0488439 to see if you can save money on your gas or electricity bills.

- **Community oil buying** – Community Lincs run a scheme saving members money on heating oil. Membership is £20 a year. Phone 01529 301980 or visit http://communitylincs.com.

- **Responders to Warmth** – this service is available to people on a low income, in particular those with a health condition or responsibility for children. It can provide help such as emergency heaters, heating repairs, practical support and advice, insulation and hot water bottles. You can call the helpline from 9.30am to 4.30pm, Tuesday to Thursday, on 0845 606 4566, or visit www.respondertowarmth.org.

**MORE INFORMATION**

For more information on getting through the winter, see www.lincolnshire.gov.uk/winterweather.
In the comfort of your home

More of us want to carry on living independently as we get older – and we’re making that happen

Across Lincolnshire, about 3,500 residents enjoy care in the comfort of their own homes, paid for or partially funded by the county council.

It arranges for independent providers to make 63,000 visits every week, helping with daily tasks such as getting out of bed, washing or taking medication.

However, the number of older and disabled people needing home care is growing all the time – both locally and nationally – while our funding from the Government is falling.

To plan for that here, the council has made important changes, as Cllr Mrs Patricia Bradwell, executive member for adult care, explains.

“We’ve improved our arrangements to help the care market cope with the growing demand and carry on supporting people.

“We used to have contracts with over 70 care providers. Now it’s just 12, which means we can work much more closely with them.

“We’ve also offered providers guaranteed hours of work so they can plan for the future, recruiting and keeping valued staff.”

Melanie Weatherley, the chief executive of Walnut Care, the lead care provider in the Skegness area, says: “We keep the people we care for and their families at the centre of everything we do.

“Committed and caring staff are vital for a successful service, and I’m delighted with the way our teams are working together under the new home care arrangements.”

“So rewarding”

Claire Fenwick is a care worker with Libertas, the lead provider for the Louth area. She says: “I’ve been a carer for more than six years, helping people with personal things like washing, dressing and toileting.

“Some residents also need me to check they’ve taken their medication, or help prepare food. Sometimes I do housework and shopping, too.

“I like my job. I help so many interesting people, and it’s lovely learning about their lives. The job is about providing care, and part of that is building trust – not just with the person but with the family as well.

“The hours can be long and I travel around a lot, but I like the challenge. When I finish a day’s work, I know I’ve made people feel comfy, clean and safe. It’s so rewarding to think I’ve done my best for them, helping them stay in their own home or with their family.”

A career in care?

Care is one of the biggest local job sectors, employing 10,000 people.

The council is working with colleges, universities and employers across Lincolnshire to improve training opportunities and attract young people to a career in care.

Home care providers across the county are also now recruiting enthusiastic, caring individuals to join their local teams.

To find out more, visit www.lincolnshire.gov.uk/adultcare.
SHOPPING ADVICE

New consumer rights
A recent law gives us all much greater protection when buying goods and services

Depending on the circumstances, you may have more come-back than ever before, thanks to last year’s Consumer Rights Act. So what exactly are our rights?

Following the changes, all products – including digital items, such as online films, games, music downloads and e-books – must be:

- Of satisfactory quality – not faulty or damaged when you buy them.
- Fit for purpose – including any particular purpose you mentioned.
- As described – matching any description given to you at the time.

If they’re not, you have:

- 30 days to ask for a full refund on faulty goods – even if you’ve used them.
- Six months to insist on repair or replacement of defective items – including digital ones.
- A possible right to some money back if goods go wrong even after six months.

Consumers also have more rights if a service – for example, work on your house – isn’t provided with reasonable care and skill, or as agreed.

In that case, the business must put the problem right or, if that’s not practical, give you some money back.

For free, confidential advice, call Citizens Advice Consumer Service on 03454 04 05 06, between 9am and 5pm, Monday to Friday.

You can also find information and send an email query at www.citizensadvice.org.uk.

“Not what I needed”

A DIY enthusiast is looking to buy a new power drill. She has a product in mind and discusses it with a salesman, including her wish to drill masonry.

The salesman agrees that the drill and its bits are suitable for masonry, but that turns out not to be the case.

Although the drill is of satisfactory quality, it was not fit for the purpose the shopper made known.

She has the right to a full refund – even though she’s used the drill – but needs to ask within 30 days.

“Not what it said”

A consumer paid to download a TV series with all 13 episodes, but the final one is missing.

Because the digital content is not as described, he has six months to ask for repair or replacement – probably a download of the final episode.

ADVICE FOR BUSINESSES

Local businesses also need to be familiar with the new legislation to ensure they are meeting their responsibilities.

Lincolnshire Trading Standards are there to support them on this and other trading laws, giving clear and reliable advice.

For more information, visit www.lincolnshire.gov.uk/tradingstandards.

National advice is also available at www.businesscompanion.info.
Leader’s welcome

Welcome and a happy new year to you all.
Firstly, a big ‘thank you’ to those who have taken part in the second round of consultations on our new Central Lincolnshire Local Plan. This will deliver our aspirations for economic growth, where homes, employment and essential services are all accessible through an integrated transport infrastructure.
It was great to have the opportunity of meeting some of you face-to-face, and we have gathered together a whole host of ideas and comments. These will be thoroughly examined when we put together our final recommendations. Please see page 26 to find out more.
Another way that many of you have become involved more with your local areas is through volunteering. We all know that the important contributions these people make to their neighbourhoods, while much appreciated, often goes unrewarded.
This is why I am delighted to see the relaunch of our community awards. If you know someone who has gone the extra mile and deserves recognition, find out how to make a nomination on page 27.
And, closer to home, as you can see on this page, I would like to say how proud I am of our staff who are voluntarily using their own experiences of work to inspire employees of the future.
On this positive note, I would like to wish you all health and happiness for 2016.

Jeff Summers
Leader of West Lindsey District Council

Youngsters who need help with fulfilling their potential are being given a boost in a mentoring scheme designed to secure them a brighter future in the world of work.

Business leaders in West Lindsey are volunteering their time to support pupils in their final year at the Gainsborough Academy.
Michael Hatfield, the school’s director of pupil progression said: “We have a lot of companies who are interested in supporting our young people any way they can, as they are our end clients. The purpose of the academy is to prepare them for the world of work. Learning goes beyond passing exams and this scheme gives that added dimension.”
Among West Lindsey District Council volunteers is senior employment and skills officer Amanda Bouttell who said: “When I heard that Gainsborough Academy were looking for volunteer mentors from local businesses, I jumped at the opportunity.
“I’m passionate about the future aspirations of our young people. This is a chance to help students overcome barriers that may be preventing them from achieving better outcomes at school.
“We are not parents or teachers but we can talk to young people about possibilities with their future careers and how important education is to achieving success in employment. It would be fantastic to develop this idea across other schools in our district.”
District councillor and academy teacher Cllr Lesley Rollings explained: “We really appreciate business and council staff giving up their time to support our young people.
“Many of our students have great potential but are struggling with low self-esteem – the programme carefully matches them with the right mentor to help develop the skills they need.”
The academy welcomes offers of support from more local businesses to help expand the programme to other year groups.
If you are interested in volunteering please contact lesley.rollings@thegainsboroughacademy.org.uk.
Keeping a roof over

Making sure high quality affordable housing for all is one of our main priorities. Our efforts to ensure that everyone has a safe place to live are wide ranging. These include providing support for those struggling to pay their rent, making it simpler for people to find a home and bringing derelict properties back into use.

Don’t struggle alone
Help is at hand – that’s the message from a 62 year-old woman who was saved from homelessness after support from the council.

Luckily a housing officer stepped in to advise the pensioner after she found herself in rent arrears and facing an eviction notice.

Now the woman, who wishes to remain anonymous, is advising others to seek help if they find themselves in the same position.

The pensioner, who lives in a local village, explained that she and her partner, a self-employed labourer, sometimes struggled to make ends meet due to the irregular nature of his work.

She said: “I had no idea what to do and who to turn to. A woman from the council phoned me because my landlord had informed them of the eviction notice.

“I was relieved to get the call as I honestly don’t know what I would have done without her. She was absolutely brilliant to me, showed me the forms I needed and talked me through the process.

“As far as I was concerned I was going to be out on the streets. The council’s help was just what I needed at this awful time.”

As a result of the advice she received she managed to pay off some of her debt. This meant she didn’t need to go to court and now has a payment plan in place to pay off the remaining amount owing.

Prosperous Communities Committee chairman Cllr Owen Bierley explained that the council is proactive in trying to prevent homelessness.

He said: “Don’t struggle alone - even if you think it’s too late we are here to help. It was great that we were able to help this lady and she was able to stay in her home.”

If you would like to apply for social housing in West Lindsey you will need to register with Lincs Homefinder by going to the scheme’s website www.lincshomefinder.co.uk.

Help to find a home
If you are looking for a new home to rent then Lincs Homefinder could help you. In partnership with North Kesteven District Council, City of Lincoln Council and housing provider Acis Group Limited, it matches applicants to the social housing they need.

Properties are advertised each week, and members of the scheme can apply online, or by phone with the support of a home choices officer.

Between April and October 2015, 166 households were allocated social housing in the district.

Prosperous Communities Committee chairman Cllr Owen Bierley said: “The need for affordable housing options in West Lindsey is as important as ever.

“Safe and suitable homes provide the foundation upon which people can build their lives.

“The need continues to outweigh the number of properties available and we work hard to deliver a range of choice and advice to support those in need.”

If you are In need of housing advice or are threatened with homelessness, please contact the Home Choices team for advice on 01427 676676 or email home.choices@west-lindsey.gov.uk.

A HAPPY OUTCOME: Seeking support is vital if you find yourself in rent arrears.
Abandoned property becomes new home

A house that had been left derelict for 12 years will soon be available as a family home thanks to action taken by the council.

After many attempts to get the former owner to clean up the site, a compulsory purchase order was used to buy the property in Waterworks Street, Gainsborough.

The site was abandoned to the elements following the start of major renovations a number of years ago including the removal of most of the rear kitchen and bathroom extension.

Over the years there were many complaints about the condition of the house which was attracting vermin and had a garden covered in rubbish.

Prosperous Communities Committee chairman Cllr Owen Bierley explained: “It was in such a poor state that it was having a bad effect on neighbouring homes.

“Despite our repeated attempts to get the owner to improve the appearance, the work was not carried out. A compulsory purchase order is considered as a last resort and we couldn’t leave the property in that state.”

Work has now begun to bring the property back to use as a quality family home.

This is part of a wider council drive to bring 100 empty homes back into use in the South West Ward of Gainsborough.

This includes the renovation of a number of previously dilapidated houses which now provide decent, warm homes for local people.

If you are a resident who is affected by a long term empty home in their neighbourhood, or an owner of an empty home who needs advice, please contact the Empty Property Officer at emptyhomes@west-lindsey.gov.uk.

“Despite our repeated attempts to get the owner to improve the appearance, the work was not carried out.”
Get inspired for a healthy new year

Give yourself something to look forward to in 2016 by finding ways to boost your health, fitness and well-being. But if you find the idea of improving your lifestyle daunting, then don’t worry – help is at hand...

Towards a better lifestyle

West Lindsey has two health trainers, Debbie Williams and Nathan Wright, who encourage people to reach their goals through free individual confidential help.

They have supported hundreds of residents to change their eating and exercise routines with some very good results.

Debbie said: “Starting the new year with a strong focus to lose weight by eating healthily and exercising regularly is great but you need to be realistic about what you want to achieve.

“Walking regularly, joining the kids on the trampoline and roller skating through the park are all great ways of taking exercise.”

“These are all lifestyle issues and you need to think about it and start by making small changes. Don’t set yourself up to fail before you have started.”

Nathan explained that it is easier to reach your target with support.

He said: “You need to make it fun and the best way to do that is with someone. This could be joining a club or teaming up with friends and family to keep each other motivated.

“You don’t have to have a gruelling gym regime to get fit. Walking regularly, joining the kids on the trampoline and roller skating through the park are all great ways of taking exercise.”

Latest figures show that locally 24.1% of adults and 16.3% of 10 and 11-year-olds are obese.

Council health champion Cllr David Bond said: “It can be an uphill battle to eat healthily and exercise daily because of the demands of work, school and clubs, as well as the temptations of fast food, TV and computers. But there is plenty of help and support available so you don’t have to struggle alone.”

GEARING UP FOR THE NEW YEAR: Health trainers Debbie Williams and Nathan Wright are on hand to offer support and guidance.

A recipe for success

Eating healthily doesn’t have to be expensive according to community nurse and Gainsborough College part-time cookery tutor Alison Leffley.

Town resident Anthony Marchant, 30, dramatically changed his eating habits after attending her cookery sessions.

“I used to eat fish-finger sandwiches, chips and pasta all the time because it was cheap and I was able to get a lot of meals out of them,” he said. “Now I have learnt how to make a variety of meals and I take what I have cooked to show and share with my family.”

Alison has helped changed the minds of a lot of people who say they cannot afford to eat healthily.

She said: “Fresh meat, fish and fruit doesn’t have to be costly - you can still eat a healthy diet and save money. Cooking from scratch doesn’t have to cost a lot.

“One of the first lessons I teach students is to avoid buying the expensive brands which could save you hundreds of pounds a year.”

She added: “The recipes I encourage students to make are those that could feed four people and do not cost more than a few pounds to make.”

Michael Watkinson, 55, of Gainsborough, who was referred to the course by the health trainers after becoming widowed, had previously never peeled a carrot or an onion.

“This has given me a chance to get out and about and meet new friends,” he said. “I never thought I would be able to make a vegetable cobbler from scratch – now I feel I can cook anything at home with a recipe.”

GREAT BAKES! Michael Watkinson, left, and Anthony Marchant show their dishes to cooking tutor Alison Leffley.

Stimulate your senses!

Join our volunteer activity leaders for a leisurely stroll around Gainsborough.

We have introduced new sensory walks to support people with dementia and their carers to get outside.

If you are interested in taking part please meet us at the Gainsborough Old Hall coffee shop on 5 January and 2 February at 10.30am.

Leisure and cultural services team manager Karen Whinfield said: “Many people living with dementia find it hard to take part in outdoor activities and become disconnected from people and places.

“Our aim is to bring people together for a gentle stroll and then relax for a chat and a natter over a hot drink.”

The sessions compliment the district-wide Walking for Health Programme.
Planning for the future

A big ‘thank you’ to those of you who gave us your views concerning the impact proposals for the Central Lincolnshire Local Plan would have on your communities.

Your responses will now be considered as part of the work by Central Lincolnshire Joint Strategic Planning Committee (CLJSPC) on a final draft.

Committee chairman Cllr Jeff Summers said: “We had an exceptional turnout at our consultation events and a lot of detailed interest in the proposals.

“It was enlightening to see how many local people took an interest in their communities and the development of the plan.”

○ The final draft will be ready for consultation in February/March 2016.

○ Once complete, councils cannot make further amendments to the plan.

○ All consultation responses and evidence will be submitted to the Secretary of State to consider.

○ An independent planning inspector will review the evidence, read the final comments and hold an ‘examination in public’.

○ The plan is intended to be adopted and available to use to determine planning applications by the end of 2016.

“We had an exceptional turnout at our consultation events and a lot of detailed interest in the proposals”

Food Enterprise Zone
Sites at the Lincolnshire Showground and Hemswell Cliff Business Park have been put forward as potential locations to boost food and farming jobs in the area.

As previously reported, the council is working with the Greater Lincolnshire Local Enterprise Partnership to develop a Food Enterprise Zone.

If successful, it could create 550 jobs across the county over the next 15 years.

The sites were included in the draft local plan, which residents were consulted on in the autumn.

For more information about these and other proposals please visit www.central-lincs.org.uk or follow @talkplanning on twitter.

Quality in Construction Awards 2016

Imaginative design and quality workmanship in the construction industry is set to be highlighted in the district council’s 2016 Building Excellence Awards.

Senior building control officer Trevor Durant, said: “We are delighted to celebrate the work of construction and share the success of those in our district.

“These awards will judge the overall construction package including technical innovation, sustainability and high performance.”

The competition is free to enter. To make nominations and find out more visit www.west-lindsey.gov.uk/buildingcontrolawards.
Making sure rented homes are safe

Landlords are being reminded to make sure they fit working smoke and carbon monoxide alarms in rented properties since a recent change in the law.

It is hoped that the new legislation, which came into force in October, will prevent up to 26 deaths and 670 injuries a year nationally.

John Cook, area manager for Prevention and Protection at Lincolnshire Fire and Rescue, explained: “Fire kills and people are at least four times more likely to die in a fire in the home if there’s no working smoke alarm.

“The new legislation will help save lives by ensuring all landlords install alarms in their properties, giving tenants the vital seconds they need to escape.”

Landlords must install smoke alarms on every floor of the property and carbon monoxide alarms in any room where solid fuel such as coal or wood is being burnt. These need to be tested at the start of every tenancy.

Welcoming the news Prosperous Communities Committee chairman Cllr Owen Bierley said: “I urge all tenants to make sure they regularly test their alarms so that they work when it counts. This is the tenant’s responsibility.”

Landlords who fail to fit smoke and carbon monoxide alarms could face up to a £5,000 civil penalty.

For more information contact our housing team on 01427 676676.

Recognising our community heroes

The categories are:
- District Champions Citizen of the Year 2016
- Parish/Town Council of the Year 2016
- Parish/Town Councillor of the Year 2016
- Volunteer of the Year 2016
- Community Group of the Year 2016
- Chairman of the Council’s Special Award – this is chosen by the council chairman. It could be a nominee for another award or someone the chairman has met on civic business.

Council chairman Cllr Angela Lawrence said: “I am thrilled to be able to re-launch our community awards. As district councillors we meet so many people in the community who volunteer their time, support their areas and have a real passion for the places they live and work.

“A lot of the time their work goes un-noticed but their contributions are valued and this is an opportunity for us to celebrate their achievements.”

Winners will be presented with their awards at a special evening ceremony on the Thursday 28 April at Market Rasen Festival Hall.

Nominations are now open for West Lindsey’s 2016 Community Awards which aim to give special recognition to our local unsung heroes.

Entries are open for six categories until Friday 25 March. To put forward a nomination please fill in the form available at www.west-lindsey.gov.uk/chairman.

Discover Gainsborough Market

If you are a trader looking to set up or have an established stall looking for somewhere new – why not join us at Gainsborough market?

Any new businesses who join our Saturday market will receive half price rent for six months – just £7.50 a stall.

For more information phone 01427 676655 or 07810 65839 or email rebecca.jackson@west-lindsey.gov.uk.
NEW YEAR TREATS!

Get ready to party into 2016 at Trinity Arts Centre with a great line-up of events to brighten up the dark winter evenings!

Don’t miss the chance to see singer and actress Anita Harris who will be performing songs and recounting tales from her 50-year career as part of a national tour.

Among other live acts will be a host of tribute bands as well as saxophonist Snake Davies and the African dancers and musicians Zulu Tradition.

For those of you who enjoy the opportunity to see nationally renowned productions streamed live then look out for performances from the National Theatre, Bolshoi Ballet and English National Opera.

RULE THE WORLD
23 January, 7.30pm – Tickets £15
Now in their 8th year of touring, the Take That tribute band guarantee an accurate portrayal and incredibly true impersonation of the sounds of Take That live in concert.

BOLSHOI BALLET:
THE TAMING OF THE SHREW
24 January, 3pm – Tickets £15/£13
This new production based on Shakespeare’s comedy has been staged exclusively for the Bolshoi and cannot be seen anywhere else!

NATIONAL THEATRE:
LES LIAISONS DANGEREUSES
28 January, 7pm – Tickets £12/£10
Michelle Dockery (Downton Abbey), Janet McTeer (The White Queen) and Dominic West (The Wire) star in Josie Rourke’s revival which marks the play’s 30th anniversary.

SNAKE DAVIS
30 January, 7.30pm – Tickets £15/£13
Joined by Gareth Moulton (Cutting Crew) on vocals, legendary UK saxophonist Snake Davis and his band will perform more than 20 classics.

PONGO’S PARTY
17 February, 2pm – Tickets £9.50/£8.30/family of four £31
A brand new family show filled with songs and laughter. Suitable for 3-7 year-olds.

ANITA HARRIS
20 February, 7.30pm – Tickets £15
Join the entertainer with her pianist Peter Gill in an intimate evening as she sings her favourite songs and regales you with stories from her fascinating life.

NATIONAL THEATRE:
AS YOU LIKE IT
25 February, 7pm – Tickets £12/£10
Rosalie Craig takes the leading role in Shakespeare’s glorious comedy of love and change.

THE UPBEAT BEATLES
27 February, 7.30pm – Tickets £15
Be taken on a journey that is the story of The Beatles through their songs.

ZULU TRADITION
5 March, 7.30pm – Tickets £12/£10
A powerful mix of dance sequences accompanied by pulsating Zulu drums and vocal harmonies.

ENGLISH NATIONAL OPERA:
THE MAGIC FLUTE
9 March, 7.30pm – Tickets £15/£13
One of the most popular operas ever written, sung in English.

A NIGHT OF BOND
18, 19 March, 7pm and 20 March, 2.30pm – Tickets £6.50
The Everett-Fox School of Dance will be making sure audiences are shaken and stirred as they perform routines to music associated with the James Bond films!

GA GA
26 March, 7.30pm – Tickets £15/£13
This multi-award winning band performs a host of popular Queen songs played like they were meant to be.

CONTACT US
Trinity Arts Centre, Trinity Street, Gainsborough, Lincolnshire, DN21 2AL
Book online at www.trinityarts.co.uk
www.facebook.cm/trinityartscentre
@trinityartscent
Phone 01427 676655
Free secure parking monitored by CCTV is available behind the centre, accessible from Sandfield Lane. For more information about any of our events please check out our website or pick up the latest brochure on your next visit.
FIRE SERVICE

In a large rural county like Lincolnshire, it can take time before an East Midlands Ambulance Service (EMAS) vehicle gets to a medical emergency.

Thankfully, vital minutes can be saved by specially trained firefighters attending call-outs in their own communities.

The retained crews use their own ambulances based at fire stations and, as the first on the scene, immediately check the person in distress and begin treatment. At the same time, EMAS sends a paramedic in a fast-response car. They provide advanced life-saving treatment, which continues in the fire ambulance on the way to hospital.

The Joint Ambulance Conveyance Project was launched as a pilot in Long Sutton, Woodhall Spa and Stamford in 2014.

Since then, it has responded to about 1,060 medical emergencies, taking 268 people across the county to hospital.

They include Margaret Pell, 80, from Woodhall Spa, who started complaining one night of chest pains and breathing difficulties.

Not willing to take a chance, husband Anthony called 999, and a fire ambulance was immediately sent. “No sooner had I put the phone down than the fire crew was here,” he recalls.

Margaret, too, is full of praise for the scheme: “When you can’t breathe it’s quite frightening – I was so worried. But the firefighters were brilliant – they reassured me and carried out the medical analysis. A paramedic arrived soon after and assessed me further.

“They decided I should go to hospital, so I went in the fire ambulance to Pilgrim Hospital in Boston.”

On arrival, Margaret was treated for inflammation in her gall bladder. Five days later, she was allowed home, where she’s made a good recovery.

“I can’t thank the team enough for coming to my rescue,” she says. “It might have been a very different outcome had it not been for them.”

Ian Draper, watch manager at Woodhall Spa Fire Station, said: “For years, we’ve worked closely with EMAS by attending medical emergencies as co-responders.

“Now, with extra medical training, we can do a lot more to help a patient before a paramedic arrives. And with our own vehicles, we can offer vital extra support by actually taking patients to hospital.”

Steve Pratten, community response manager at EMAS, says: “This project is absolutely about saving lives.

“It doesn’t matter what badge is on your sleeve or what uniform you wear – it’s about quality patient care delivered when people need it, where they need it.”

Besides Lincolnshire Fire and Rescue and EMAS, the project includes the Lincolnshire Integrated Voluntary Emergency Service, which provided medical training to the firefighters.

For more information, visit www.lincolnshire.gov.uk/lfr.
OUT AND ABOUT

The essential guide to what’s on in Lincolnshire for winter 2016

MEDIEVAL COOKERY
14 Jan, 10am – 4pm
Fydell House, South Street, Boston, PE21 6HU. Join Heritage Lincolnshire archaeologist and historic food expert Neil Parker to discover the tastes of medieval cooking. Tea, coffee and cake provided. Free admission. For enrolment form, email htladmin@heritage.lincolnshire.org / call 01529 461499.

MINE’S A PINT EXHIBITION
Until 16 Jan
Gainsborough Heritage Centre, Old Post Office, 12 North Street, DN21 2HS. Join a pub crawl through the past, learning about pubs that dominated the town and sports such as darts and dominos. Sat 9am – 3pm; 2nd and 4th Sun of the month 11am – 4pm; Tues 10am – 3pm. Non-members £1.50, members free. www.gainsboroughheritage.com / 01427 610526.

GREAT WAR REMEMBERED: 1915, A DIFFICULT YEAR FOR LINCOLNSHIRE
Until 17 Jan, 10am – 4pm (last entry 3.30pm)
Museum of Lincolnshire Life, Burton Road, Lincoln, LN1 3LY. Discover the magic of model-making with the Airfix Modellers Club. Free entry. www.lincolnshire.gov.uk / museumoflincolnshirerlife / 01522 782040.

ORIGIN OF THE SPECIES
22 Jan, 7.30pm
Tangram Theatre, Holton le Clay Village Hall, Pinfold Lane. An uproarious show for young and old, packed with big theories, terrible puns, brilliant comedy and original songs. Tickets £8 from 01472 823891 / 07771 511559.

CLARE TEAL AND HER MINI BIG BAND
29 Jan, 8pm
South Holland Centre, Market Place, Spalding, PE11 1SS. Award-winning jazz singer and BBC Radio 2 presenter Clare offers a sparkling evening of music inspired by the greats and played by the very best. £22 / £21 concessions. www.southhollandcentre.co.uk / 01775 764777.

ARCHITECTURAL HISTORY OF LINCOLNSHIRE
10 and 17 Feb, 1 – 4pm
Heritage Skills Centre, Lincoln Castle, LN1 3AA. With Liz Bates, chief executive officer of Heritage Lincolnshire. Tea, coffee and cake provided. Free admission. For enrolment form, email htladmin@heritage.lincolnshire.org / call 01529 461499.

PETER KNIGHT’S GIGSPANNER
12 Feb, 7.30pm

SPILSBY PANTO WEEK
16 – 21 Feb (evenings 7.30pm, Sat matinee 3.30pm)
Louth Playgoers Riverhead Theatre present an hilarious comedy by Alan Ayckbourn, performed by the Lincoln Group. Tickets £8, juniors £5. Box office 01507 600350 or www.louthplaygoers.com.

BENJAMIN ISAACS
19 Feb, 7.30pm
Lincoln Performing Arts Centre, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS. A night of musical madness with songs from popular musicals. Tickets: £10 full, £8 concessions, £5 students / under 26s. https://l pac.co.uk / event / encore-2016.

PETER KNIGHT’S GIGSPANNER
16 – 21 Feb (evenings 7.30pm, Sat matinee 3.30pm)
Louth Playgoers Riverhead Theatre present an hilarious comedy by Alan Ayckbourn, performed by the Lincoln Group. Tickets £8, juniors £5. Box office 01507 600350 or www.louthplaygoers.com.

ARCHITECTURAL HISTORY OF LINCOLNSHIRE
10 and 17 Feb, 1 – 4pm
Heritage Skills Centre, Lincoln Castle, LN1 3AA. With Liz Bates, chief executive officer of Heritage Lincolnshire. Tea, coffee and cake provided. Free admission. For enrolment form, email htladmin@heritage.lincolnshire.org / call 01529 461499.
FRIDAY FUN CLUB
19 Feb, 10am – noon, 1 – 3pm
Gainsborough Old Hall, Parnell Street, Gainsborough, DN21 2NB. Family craft club where you can make beautiful jewelled elephant trinket boxes. £1 entrance to craft club, accompanying adults free. www.gainsborougholdhall.com / 01522 782040.

SID’S SHOW
20 Feb, 2pm
South Holland Centre, Market Place, Spalding, PE11 1SS. Join Sid from CBeebies live on stage in a fun-filled adventure crammed with games, songs and magic. Adults £11, under 16s £10, family ticket £40. www.southhollandcentre.co.uk / 01775 764777.

THE GREAT GATSBY
3 – 4 March, 7.30 – 10.30pm
Lincoln Performing Arts Centre, University Of Lincoln, Brayford Pool, Lincoln, LN6 7TS. Relive the decadence of America’s Jazz Age in this sizzling new adaptation. Adults £15, concessions £13, students and under 26s £5. http://lpc.ac.uk/event/the-great-gatsby.

MODEL RAILWAY AND GENERAL MODEL EXHIBITION
21 Feb, 10am – 4pm
Hubberts Bridge Community Centre, near Boston, PE20 3SG. Model railways, boats, planes, trucks and others. Meet the experts and get helpful advice. Adults £2.50, children / senior citizens £2 (under 5s free). Proceeds to Lincolnshire and Nottinghamshire Air Ambulance.

STAMFORD HANDMADE ARTS AND CRAFTS
27 Feb, 10am – 4pm

DRAWING THE FIGURE
27 Feb – 17 April, 10am – 4pm daily
Usher Gallery, Danes Terrace, Lincoln, LN2 1LP. Artists have been drawing the figure for centuries. This exhibition brings together fine drawings from the Arts Council Collection, including works by Gwen John, Frank Auerbach and Peter Blake. Free. www.thecollectionmuseum.com / 01522 782040.

THE BEST THING
3 March, 7.30pm

DARIUS BRUBECK QUARTET
3 March, 8pm
South Holland Centre, Market Place, Spalding, PE11 1SS. Acoustic brand of jazz that’s melodic, spontaneous, rhythmic and audience-friendly. The Quartet play consistently to sold-out houses at regional festivals. Adults £15, concessions £13.50, under 26s £7.50. www.southhollandcentre.co.uk / 01775 764777.

MEET THE ANCESTORS
12 – 13 March, 10am – 4pm (last admission 3.30pm)
Museum of Lincolnshire Life, Burton Road, Lincoln, LN1 3LY. Chat with the ancestors, as they go about their business in our historic room-sets. Free. www.lincolnshire.gov.uk/museumoflincolnshirelife / 01522 782040.

DISCOVER LINCOLNSHIRE FREE WEEKEND
12 – 13 March, 11am – 4pm
Gainsborough Old Hall, Parnell Street, Gainsborough, DN21 2NB. Enjoy a free visit to the Old Hall and take a guided tour with a costumed guide, plus hands-on children’s area with £1 crafts. www.gainsborougholdhall.com / 01522 782040.

MY COUSIN RACHEL
14 – 19 March, 7.30pm
Louth Playgoers Riverhead Theatre present a classic thriller from the novel by Daphne Du Maurier, adapted by Diana Morgan. Tickets £8, juniors £5. Box office 01507 600350 or www.louthplaygoers.com.

BEGINNING YOUR FAMILY HISTORY WORKSHOP
19 March, 10am – 4pm
Lincolnshire FHS Research Centre, Unit 6, 33 Monks Way, Monks Road, Lincoln, LN2 5LN. Suggested donation £15. To book, call 01522 528088 or email researchcentre@lincolnshirefhs.org.uk.

FRIDAY FUN CLUB
25 March, 10am – noon, 1 – 3pm
Gainsborough Old Hall, Parnell Street, Gainsborough, DN21 2NB. Fun family craft club on an Easter bunny theme at just £1 per child, adults free (craft area only). www.gainsborougholdhall.com / 01522 782040.

VIKING WAY BY BUS OR TRAIN
12 March, 10am – 4pm
Walk starts at Barnetby Railway Station, near Lincoln, LN12 3PS. Model railways, boats, planes, trucks and others. Meet the experts and get helpful advice. Adults £2.50, children / senior citizens £2 (under 5s free). Proceeds to Lincolnshire and Nottinghamshire Air Ambulance.

TALK OTTERS: THE HIDDEN COMEBACK
11 March, 7.30pm
Louth Library, Northgate, Louth, LN11 0LY. Stewart West talks about the ecology and distribution of otters around the Lincolnshire Wolds. Free.

MEETING THE ANCESTORS
12 – 13 March, 10am – 4pm
Museum of Lincolnshire Life, Burton Road, Lincoln, LN1 3LY. Chat with the ancestors, as they go about their business in our historic room-sets. Free. www.lincolnshire.gov.uk/museumoflincolnshirelife / 01522 782040.

MEET THE ANCESTORS
12 – 13 March, 10am – 4pm
Museum of Lincolnshire Life, Burton Road, Lincoln, LN1 3LY. Chat with the ancestors, as they go about their business in our historic room-sets. Free. www.lincolnshire.gov.uk/museumoflincolnshirelife / 01522 782040.

FRIDA & FUNK
25 March, 10am – noon, 1 – 3pm
Gainsborough Old Hall, Parnell Street, Gainsborough, DN21 2NB. Fun family craft club on an Easter bunny theme at just £1 per child, adults free (craft area only). www.gainsborougholdhall.com / 01522 782040.

EVENT PUBLICITY
To submit details of an event for a future edition, please email countynews@lincolnshire.gov.uk at least three months before it takes place. Due to the volume of requests, we cannot guarantee inclusion, so please make other publicity arrangements.

MORE INFORMATION
Whatever you like to do, there is something for everyone in Lincolnshire. For information, including details of beaches, walks and council heritage sites such as Lincoln Castle, Gainsborough Old Hall and The Collection, go to www.lincolnshire.gov.uk/visiting. Visitor information is also available at www.visitlincolnshire.com.

Lincolnshire Rural & Community Touring brings professional theatre, dance and music to village halls from September to June each year. A brochure is available from libraries and other community outlets, or at www.lincsruraltouring.co.uk.
Contact us

ESSENTIAL INFORMATION

To help us to help you, please use the most appropriate web address or phone number for the service you need.

Our Customer Service Centre can answer most of your direct-dial calls on weekdays (except public holidays) from 8am until 6pm. Please use the numbers below. For your convenience, Heritage Services, Libraries and Lifelong Learning are open seven days a week, from 9am to 5pm. If you’re unsure which number to call, please phone 01522 552222. This service is available from 8am to 5.15pm, Monday to Thursday, and until 4.45pm on Friday.

Full details are available at www.lincolnshire.gov.uk/contactthecouncil

BLUE BADGE SCHEME
Visit www.lincolnshire.gov.uk/bluebadge or call 01522 782232

CALLCONNECT
Visit www.lincsinterconnect.com or call 0345 234 3344 (for Welland CallConnect, covering the Stamford and Peterborough areas, visit www.wellandcallconnect.co.uk or call 0345 263 8153)

COMMUNITY TRANSPORT
including Lincolnshire’s 24 voluntary/community car schemes
Visit www.lincstravel.info or call 01522 550129

EDUCATION
Visit www.lincolnshire.gov.uk/education or call 01522 782030

FAMILY INFORMATION SERVICE
Visit www.lincolnshire.gov.uk/fis or call 0800 195 1635

FOSTERING AND ADOPTION
Visit www.lincolnshire.gov.uk/fostering or www.lincolnshire.gov.uk/adoption or call enquiry line 0800 093 3099

FREE SCHOOL MEALS
To apply for free school meals, contact your child’s school

HERITAGE SERVICES
including museums, heritage attractions and archives
Visit www.lincolnshire.gov.uk/visiting or call 01522 782040

HIGHWAYS AND PLANNING
including Household Waste Recycling Centres
Visit www.lincolnshire.gov.uk/highways or call 01522 782070 – for out of hours highways emergencies, please call 101

LIBRARIES
Visit www.lincolnshire.gov.uk/libraries or call 01522 782010

LIFELONG LEARNING
Visit www.lincolnshire.gov.uk/lifelonglearning or call 01522 782011

REGISTRATION OF BIRTHS, DEATHS, MARRIAGES AND CIVIL PARTNERSHIPS
Visit www.lincolnshire.gov.uk/registration or call 01522 782244

SCHOOLS TRANSPORT
Visit www.lincolnshire.gov.uk/schools or call 01522 782020

SOCIAL CARE
Y Children – visit www.lincolnshire.gov.uk/caringforchildren
or call 01522 782111

Y Adults – visit www.mychoicemycare.org.uk
or call 01522 782155

Y Carers Team – visit www.lincolnshire.gov.uk/carers
or call 01522 782224

Y Emergency out of office hours – call 01522 782333

TRADING STANDARDS
for Citizens Advice Consumer Service
Visit www.lincolnshire.gov.uk/tradingstandards or call 03454 040 506

WELLBEING SERVICE
helping people aged 18 and above to live independently
Visit www.lincolnshire.gov.uk/wellbeingservice or call 01522 782140

ONLINE
Visit www.lincolnshire.gov.uk/contactthecouncil for a full list of our numbers or, to access our online services, www.lincolnshire.gov.uk/doitonline

To leave feedback about the council’s services please go to www.lincolnshire.gov.uk/feedback

Visit the web version of County News at www.lincolnshire.gov.uk/countynews

EMAIL
Contact us at customer_services@lincolnshire.gov.uk
(for social care, email csc_socialcare@lincolnshire.gov.uk)

FACEBOOK
Like us at www.facebook.com/LincolnshireCC

TWITTER
Follow us @LincolnshireCC

BY POST
Write to Customer Service Centre, Serco on behalf of Lincolnshire County Council, Thomas Parker House, 13/14 Silver Street, Lincoln, LN2 1DY

TRANSLATION SERVICE
Available on the county council numbers listed and includes an interpreter if needed

CONTACTING YOUR COUNTY COUNCILLOR
Visit www.lincolnshire.gov.uk/localdemocracy or call 01522 782060

DISTRICT COUNCILS
Contact your district council for council tax, housing benefit and waste collection queries. Please visit www.lincolnshire.gov.uk/districtcouncils

PARISH AND TOWN COUNCILS
To find your parish or town council, visit www.lincolnshire.gov.uk/localdemocracy or call the Lincolnshire Association of Local Councils on 01673 866596/863417