

# TENANT NEWSLETTER

WINTER  
EDITION  
02



## Shaping Services Together

Welcome to your 2026 Winter Tenant Newsletter



### Warm, safe & supported

Practical tips to stay warm, manage costs and keep you and your home safe this winter. p6



### New weekly food caddies

Weekly food waste collections start in 2026 so you can recycle more and cut kitchen waste. p14



### Growing skills for kids

Sixteen schools are learning to grow fresh produce and build healthy eating habits through a fun food project. p10



## Creative kids dream homes





*Hello everyone,*

*I hope this message finds you well as we head into the colder months.*

*My name's Louise, and I'm one of the tenants involved in helping shape the services we all use here at West Lancashire Borough Council.*

*I wanted to personally welcome you to our winter newsletter - a round-up of what's been happening in our communities, some useful tips for the season ahead and ways you can get involved or have your say.*

*Being part of the Tenant Voice network has shown me how much difference that we can make when we share our ideas, experiences and feedback.*

*Over the past few months, we've seen real changes happen - from repairs being improved, to new community projects getting off the ground - all because tenants spoke up.*

*So, grab a cuppa, get cosy and have a read through. You'll find plenty of updates, support and opportunities inside - and remember, this is your newsletter, so if there's something you'd like to see next time, let us know.*

*Wishing you a warm and happy winter,*

*Louise, Tenant Voice Member*

# Your tenancy, your update

**Clearer terms, fairer rules and easier access to important tenancy information.**

We are updating your Tenancy Agreement and want to explain the latest changes clearly and simply, so you know exactly what's expected and what support is available.

We need to ensure your Tenancy Agreement reflects the most up-to-date legislation, best practice and the way that we deliver our services today.

This update will help ensure that both tenants and the Council have a clear understanding of rights and responsibilities, making things fair, transparent and easy to understand.

Before any changes, we consulted with tenants and shared a draft version on our online platform, Your Voice West Lancashire, providing an opportunity to feedback.

**Why is the tenancy agreement being updated?** Housing laws and standards change over time. Updating the agreement ensures that it stays compliant and clearly sets out what

tenants and the Council can expect from each other.

**Will I need to sign a new tenancy agreement?** No, once the changes have been finalised, there will be a formal consultation process to convert your tenancy agreement to the new version.

We'll let tenants know if any action is required. You will receive a letter before Summer 2026 to advise you of these changes and next steps. You will not need to sign a new document.

**How will this affect my tenancy?** There will be no changes to your tenancy type or length. The new agreement will be clearer and easier to understand, with information being made more easily accessible.

**Can I get more information now?** Yes, absolutely. If you have any questions about the new changes, please email: [tenantvoice@westlancs.gov.uk](mailto:tenantvoice@westlancs.gov.uk)



**TENANCY UPDATE INFO**

Tenants receive clear information about updates to their tenancy agreement.



# New standards aim to keep every home safe and healthy

Awaab's Law brings strict timescales for checking & fixing damp and mould, giving tenants clearer protection, quicker action & safer, healthier homes.

Awaab's Law came into force in October 2025, introducing strict new rules for how social landlords respond to hazards in tenants' homes.

Under the new rules, social landlords must make emergency hazards safe within 24 hours. Significant damp and mould issues must be investigated within 10 working days and resolved within five. If a home cannot be made

safe quickly, landlords must provide alternative accommodation.

For tenants, this means stronger legal protection, faster repairs and safer homes, reducing health risks linked to poor housing conditions.

This aligns closely with our priorities, including our Damp & Mould Strategy (2025–2028) and Housing Strategy

(2024–2029), which focus on improving housing quality, tackling health hazards and ensuring homes are safe, secure and well-maintained.

Awaab's Law reinforces our commitment to protecting residents' health and well-being while delivering high standards in social housing. Further information about Awaab's Law can be found on our website [westlancs.gov.uk](https://westlancs.gov.uk)



**Keeping your home safe & healthy**

**1**

## Home Safety & Compliance Healthy

Learn how to keep your home safe and compliant. From fire safety checks to gas and electrical awareness. Scan the QR code below to watch.



**2**

## Understanding Damp & Mould

Find out how to spot, prevent and report with damp and mould to keep your home healthy. Scan the QR code below to watch.





THANK YOU FOR BEING HERE

## Message from your Tenant Voice Team

As we wrap up another busy year, we want to take a moment to thank you, our tenants and leaseholders for being at the heart of everything we do.

Your feedback, ideas, and involvement continue to shape our services and help us make real improvements to homes, neighbourhoods, and communities across West Lancashire.

Winter can sometimes feel like a challenging time, but please remember that you're never on your own.

Our team is here to listen, support, and work alongside you whether that's through tenant groups, walkabouts, surveys, or just a quick chat about what matters most to you.

Together, we're building stronger communities and making sure every voice is heard.

Thank you for being part of the journey and here's to more collaboration, conversations, and positive changes in the year ahead.

Wishing you a warm, safe and happy winter.

The Tenant Voice Team

## Next Edition Preview

Spring might feel far away, but we're already planning ahead. Our next edition will include:

- Fresh gardening tips for spring planting
- Summer events calendar
- More positive tenant stories and shout-outs

Got an idea for what you'd like to see included? Email: [TenantVoice@westlancs.gov.uk](mailto:TenantVoice@westlancs.gov.uk)

# Meet your Tenant Voice Team today

Your Tenant Voice Team listens to you and ensures your ideas guide how we shape & improve key housing services

Behind the scenes, our staff are working hard to keep services running smoothly. Each newsletter, we shine a spotlight on a different member of the team so you can get to know the people who help you.

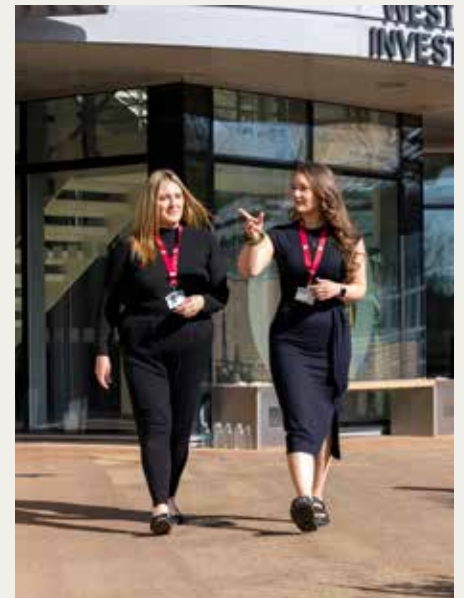
This edition's spotlight is on The Tenant Voice Team. At the heart of West Lancashire Borough Council's housing services is a team dedicated to one thing: making sure your voice is heard.

We're the Tenant Voice Team and our job is to listen, involve and work alongside tenants and leaseholders to shape the services that matter most to you.

We believe that housing works best when tenants and staff work together. Whether it's improving how repairs are carried out, shaping future policies or creating more opportunities for you to get involved, we're here to make sure your ideas, feedback and experiences guide every decision we make.

### What we do:

- Organise opportunities for tenants to get involved, from walkabouts and mystery shops to scrutiny panels and community projects.
- Make sure tenant views are heard by decision-makers across the council.
- Support involved tenants with training, resources and information so they can make a real impact.
- Share regular updates, newsletters and consultation opportunities, so you always know how your voice is influencing change.



**Why it matters:** Everything we do is shaped by your feedback. Over the past year, your input has helped us improve communication, review tenancy agreements, plan community impact days and even influence how we monitor contractor performance. Together, we're building safer, stronger and more connected communities across West Lancashire.

**How you can get involved:** Whether you've got five minutes to complete a quick survey, an hour to attend a local walkabout or a little more time to join one of our tenant groups, every level of involvement makes a difference. We'd love to hear from you.

If you'd like to find out more about getting involved or share your ideas with us, please email: [tenantvoice@westlancs.gov.uk](mailto:tenantvoice@westlancs.gov.uk) or keep an eye on our social media and newsletters for opportunities near you.

# Improved repair service for your homes now!

Working with you to build a clearer repairs service that responds faster communicates well & supports your needs throughout

**We recently held a joint away day with Wates to look at how we can improve your repairs service. You told us what works and what needs to change. Here is what you said and what we have done.**

**YOU SAID:** You want clearer complaints handling and better communication.

**WE DID:** We put dedicated officers in place to manage complaints, keep you informed and learn from every issue.

**YOU SAID:** You want a simple and accessible repairs reporting system.

**WE DID:** Tenants helped choose and shape the new system and tested it before launch to make sure it meets your needs.

**YOU SAID:** Appointment times do not always suit your schedule.

**WE DID:** We changed appointment slots to AM, PM or times that avoid the school run.

**YOU SAID:** You want to hear more about our community work.

**WE DID:** We supported campaigns such as Lives Not Knives and The Pot Gang. You can read more on pages 9 & 10.

**YOU SAID:** Keep us better informed about ongoing works.

**WE DID:** We now send update letters for emergency repairs and have a Customer Liaison Officer to keep you informed.

**YOU SAID:** Book more appointments on the first call.

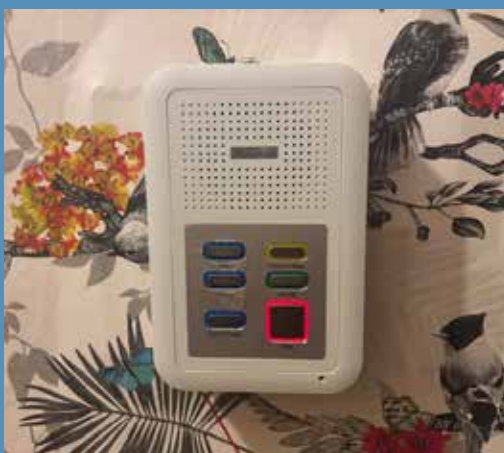
**WE DID:** We now book 70 percent of appointments through our customer contact center at first contact.

**YOU SAID:** Give operatives enough time to do the job properly.



**WE DID:** We revised timescales to support quality work and better workload planning.

**We will keep working with you to improve your repairs service. Thank you for your feedback.**



## Have your say on new Telecare upgrades in Independent Living homes today!

As part of a national initiative to ensure every home has access to the internet, we're upgrading the Telecare systems at all Category 1 and Category 2 Independent Living sites.

We want to hear from you! A consultation will be held in December to discuss

the planned improvements and gather your views. If you have any questions or would like to take part, please get in touch with us at [tenantvoice@westlincs.gov.uk](mailto:tenantvoice@westlincs.gov.uk).

Your voice matters, help shape the future of your home's support services.



# Warm tips for your home this winter

Keeping warm doesn't have to mean spending more. We'll help you how to stay safe, save energy & make small changes that protect your home and wellbeing during winter

We want to support you during the colder months. Winter brings a time of freezing weather, pressure on finances and struggles. Read on to find out how we can keep yourself and your home safe together.

## Winter Warmth Tips

Cold weather doesn't just bring frosty mornings, it can also put our health and homes at risk. Here are a few simple ways to stay warm and well:

- Keep curtains closed in the evenings to trap heat in.
- Use draught excluders at doors and windows - even a rolled-up blanket works.
- Drink warm drinks and eat hot meals regularly to keep your body temperature up.
- Check in on neighbours or friends who may struggle to stay warm.

If you're worried about heating costs, there may be schemes available to help.

Contact our money advice team on 01695 577177 to find out more.

## Gritting & Winter Services

As the cold sets in, icy roads and footpaths can be a worry. Our gritting services are here to keep you safe.

- For information about wider gritting services, please visit the winter gritting page at [lancashire.gov.uk](http://lancashire.gov.uk)
- Please take care when out and about, a few minutes spent walking carefully can prevent nasty falls.



## Financial Support & Awareness

We know winter can be an expensive time of year, with the added costs of heating and food.

To help ease the pressure, we've gathered some practical tips and advice:

- Energy bills - Did you know that turning your thermostat down by just a single degree can cut heating costs without you really noticing the difference? We'll also share advice on support schemes available to tenants who may need help with bills.
- Loan shark awareness - Please don't feel pressured into borrowing from illegal lenders. They often trap people in cycles of debt. Safer, supportive options are available and we can point you in the right direction.

**For more information or confidential support, call 01695 577177 and ask to speak to our Financial Inclusion Team.**

# Support, advice & care for those who care most

Get trusted support, friendly advice & time for yourself from Lancashire Carers Service today

Caring for someone you love can be one of life's most meaningful experiences, but it can also be challenging.

That's why the Lancashire Carers Service, delivered in partnership by N-Compass and Carers Link Lancashire is here to support you.

Lancashire Carers Service offers a listening ear, expert advice and personalised support to help make your caring role a little easier.

Every carer's journey is unique, so the service aims to take the time to understand your situation and tailor its help to suit you.

Lancashire Carers Service support includes:

- One-to-one and group support with caring professionals who understand.
- Carers' magazines twice a year, full of local news, activities and training.
- Carers' assessments to identify what would make life easier for you.
- Contingency and emergency planning for peace of mind.
- Health and wellbeing support, including links to local services.
- Volunteer befriending and sitting-in services, giving you time to rest and recharge.
- Support for former carers and volunteering opportunities to help others.



At Lancashire Carers, you're never alone. The service is there to help you feel supported, valued and connected because caring for others starts with caring for yourself.

**North, Central & West Lancashire:** 0345 688 7113 (Option 2) or email: [enquiries@lancscarers.co.uk](mailto:enquiries@lancscarers.co.uk)

**East Lancashire:** 0345 688 7113 (Option 1) or email: [info@carerslinklancashire.co.uk](mailto:info@carerslinklancashire.co.uk)



**SHARE YOUR VIEWS FOR A CHANCE TO WIN £30**

**Scan the QR code to find out more**

We'd love your thoughts on this newsletter - what you like, what you'd change and what you'd like to see in future. To make it fun, we've linked it to a competition! Scan the QR code above

to complete our short survey. Everyone who takes part will be entered into our prize draw for £30 in gift cards. Your feedback really shapes future editions, so don't miss out!



GETTING IN TOUCH

## Contact Us

We want it to be easy for you to reach us. Here's how:

1

### Ring-back Service

No more waiting on the phone. Leave your details and we'll call you back. The main contact number for all enquiries is 01695 577177, you can contact us during office hours – Monday to Friday.

2

### Online

Visit [westlancs.gov.uk](http://westlancs.gov.uk) to find information or request services anytime.

3

### In-Person

Visit a Customer Service Point at our Derby Street offices, Ormskirk (Mon–Thurs 9am–5pm, and Fri 9am–4.45pm) and the Concourse Shopping Centre, Skelmersdale (Tues–Thurs, 10am–3pm).

Save our contact details somewhere handy - you never know when you might need them.



GETTING IN TOUCH

# Together we keep our area safe

Report anti-social behaviour quickly so we can act fast, reduce harm and keep neighbourhoods safe

Anti-social behaviour (ASB) can affect anyone and it's something we take seriously. If you ever experience ASB, remember:

- Report it as soon as possible. The quicker we know, the sooner we can act.
- Keep a log of dates, times, and what happened - it helps us build a clear picture.
- Don't put yourself at risk. Call emergency services if you feel unsafe.
- Together, we can keep our neighbourhoods safe and welcoming for everyone.

### Dealing With Antisocial Behaviour - How to Report

It is important to remember once a complaint is made and an investigation begins, a problem may get worse before it gets better.

The Council is not an emergency response service. Serious cases of ASB, where there is actual or an immediate risk of harm to person or property, should be reported to the police or other appropriate emergency service by dialling 999/101.

You can report anti-social behaviour by the below methods:

Visit the Council's anti-social behaviour page on our website [westlancs.gov.uk](http://westlancs.gov.uk) or call Customer Services on 01695 577177. Alternatively, you can email: [asb@westlancs.gov.uk](mailto:asb@westlancs.gov.uk)

**Neighbour disputes:** For all neighbour nuisance complaints, we will first

ask if you have spoken to your neighbour about the issue. In many cases, calmly discussing your concerns with them can lead to a quick resolution.

Keep in mind that once a formal complaint is made and an investigation starts, the situation may escalate before improving. If you are uncomfortable approaching your neighbour or they respond negatively, it is best to avoid direct contact.

### What we will do?

Our anti-social behaviour officers will reach out to discuss your report. They will ask about the incident and the events leading up to it to identify any necessary actions.

We will work with you to complete a risk assessment and identify the support that you need. An officer will aim to contact you within 1-5 working days depending on the seriousness of the incident.





# Working together to stop knife crime & protect communities

We're working with local secondary schools and partners to raise awareness, educate young people & support national efforts to prevent knife crime

We were proud to work with Community Safety Education and Wates Property Services to help prevent knife crime and keep our communities safe.

As part of this partnership, Community Safety Education visited seven secondary schools across West Lancashire, delivering sessions to Year 11 students about the dangers of carrying knives.

These sessions helped young people understand the risks, how to stay safe and how to speak up if they were worried about someone. We also launched leaflets and posters that explained how to report knife crime, support friends who might be at risk and safely dispose of unwanted knives.

To make this easier, knife surrender bins are available at Tanhouse Community Centre, Skelmersdale Police Station, Ormskirk Police Station and the Evermoor Hub in Skelmersdale.

We were also proud to support Operation Sceptre, a national campaign that ran across Lancashire from Monday,



November 17, led by the Lancashire Violence Reduction Network.

The week included school-based sessions, awareness days, and talks from people affected by knife crime, including Laura Hughes, who lost her brother.

Councillor Dowling, Lead Member for Planning and Community Safety, said: "Knife crime has no place in our commu-

nities. Through education, collaboration, and proactive engagement, we helped young people understand the risks and know where to turn for help.

"We were proud to stand alongside our partners in making West Lancashire safer for everyone."

For more information or advice, visit [crimestoppers-uk.org](http://crimestoppers-uk.org)



TRAINING IN LOCAL HOMES

## Fire crews train in empty blocks

Lancashire Fire and Rescue Service has been using empty blocks at Blythwood for vital training. Crews from across the borough have attended almost every day to train new officers and practise using equipment in realistic settings.

This hands-on experience helps crews understand the layout and design of local homes. In an emergency, this knowledge can make a real difference. One officer explained that the training directly supports saving lives.

The visit has encouraged us to explore how more empty homes could be made available for short periods of training while they wait for works to begin. This has been done before and does not affect any schedules.



NATIONAL AWARD SUCCESS

## Eve is our CIH apprentice winner

We're so proud to share that Eve has been awarded CIH Apprentice of the Year. Eve's hard work, dedication and commitment to learning have been recognised nationally - a huge achievement. Congratulations Eve.

# Kids grow own veg in school's Pot Gang

Funded by Wates Property Services, the Pot Gang project helps pupils grow and enjoy fresh produce.

Sixteen primary schools across West Lancashire are taking part in a new fruit and vegetable growing project to help children learn how to grow and cook their own food.

The Council's repairs contractor, Wates Property Services (WPS), has funded Pot Gang subscriptions for the schools, providing monthly boxes with seeds, pots, and soil. Pupils will grow their own produce and take it home to enjoy with their families.

Stewart Reid, Regional Managing Director at WPS, said: "We're de-

lighted to provide funding support for this project. We're looking forward to growing our relationships within our communities, along with the plants and vegetables."

Councillor Vickie Cummins, Lead Member for Health and Wellbeing, said: "Encouraging our young people to eat fresh, natural produce is important, and a great way to do that is for them to take pride in growing their own ingredients."

The scheme will teach practical skills and promote healthy eating habits.



GROWING SKILLS FOR LIFE

Pupils proudly show their new growing kits from the Pot Gang project.



## Young tenants design their dream homes in creative summer contest



This summer, residents across West Lancashire were invited to get creative and take part in our Design Your Dream House competition.

The response was fantastic, with colourful and imaginative entries showing what “home” means to our community.

Congratulations to our talented winners, eight-year-old Noah Cummins, and siblings George-Bryan Deniz, five, and Maya-Andra Deniz, four.

The young designers were celebrated at The Nest, where

they received special prizes from our Assistant Director of Housing.

Their entries captured the spirit of home perfectly, from cosy family spaces and bright playrooms to green gardens filled with imagination and care.

A big thank you to everyone who took part and helped make the competition such a success. Keep an eye out for more creative Tenant Voice activities throughout the year.

Know someone who deserves a mention in our next edition? Email [tenantvoice@westlancs.gov.uk](mailto:tenantvoice@westlancs.gov.uk)

# Simple new repair plan for tenants

Your feedback shaped a clearer five level repair system that improves timescales, supports safety & gives you more confidence

Following tenant feedback and consultation, we have revised our repair priorities to reflect your needs and ensure repairs are carried out as quickly and safely as possible. We now use five priority levels. Each has a target response time.

## Priority 1: Emergency Repairs

**Target:** Within 4 hours

**What this covers:** Immediate health & safety risks that need to be made safe.

**Examples:** Uncontrollable leaks that cannot be isolated; remove kitchen units falling or at risk of falling; fully broken or missing glazing; unsafe ceilings.

## Priority 2: Emergency Repairs

**Target:** Within 24 hours

**What this covers:** Serious hazards that affect health, safety or the structure of your home.

**Examples:** No water supply; broken boiler; exposed electrical wiring; significant leaks; broken external doors or windows that affect security; damp and mould affecting breathing; collapsed

floors or ceilings; widespread mould in all rooms, especially where a vulnerable person lives.

## Priority 3: Urgent Repairs

**Target:** Within 5 working days

**What this covers:** Issues that need prompt attention but are not emergencies.

**Examples:** Leaks causing damp and mould; faulty extractor fans in internal kitchens or bathrooms; loose handrails or banisters that are not a safety risk; loose timber flooring or stair treads; blocked sinks, baths or basins; significant mould in a risk room with a vulnerable occupant.

## Priority 4: Routine Repairs

**Target:** Within 20 working days

**What this covers:** Repairs that affect comfort or convenience but not safety.

**Examples:** Radiator replacements; kitchen or bathroom unit repairs; reglazing doors or windows; fence repairs; leaking gutters or roof tiles that are not leaking into the home; missing

loft hatches; small mould patches.

## Priority 5: Larger Routine Repairs

**Target:** Within 45 days

**What this covers:** Larger jobs that do not sit within a planned programme.

**Examples:** Renewing guttering; misted glazing when no window programme is available; full worktop replacements; external and garage doors; timber flooring renewal; drainage replacements.

## If a repair takes longer

Some repairs may take longer due to site conditions, labour shortages or material delays. If this happens, we will keep you informed. Where needed, we will take steps to keep your home safe and may offer alternative accommodation.

## Need to report a repair?

We're committed to improving your experience and thank you for helping shape these changes. If you have any questions or need to report a repair, please contact us through the usual channels.





# We're upgrading electrical services to serve you better

These changes reflect our ongoing efforts to deliver better service, faster responses & a more positive experience for all tenants

We want to keep you informed of the latest updates and changes about repairs to your home.

## **Important Update: Liberty to Take Over Electrical Services**

We've been making some changes to how electrical services are delivered to tenants and we want to keep you informed.

Liberty took over electrical responsibilities from Frontline, working alongside Wates to ensure your home remains safe and well-maintained since autumn 2025.

### **Key Dates to Know**

**29 September 2025** – Liberty began carrying out Electrical Installation Condition Reports (EICRs). These are routine safety inspections of your home's electrical systems, helping to identify and resolve any potential issues.

**17 November 2025** – Liberty also began taking over electrical responsive repairs, handling any electrical faults or issues that you report.

This transition has been part of our commitment to improving service quality and ensuring quicker, more reliable responses to electrical concerns.

### **What Do You Need to Do?**

There's no change to how you report electrical issues. Simply continue using the usual contact methods. Liberty will be managing the work behind the scenes, supported by Wates and our Repairs & Servicing team.

We'll keep you updated throughout the transition and are confident that this change will bring positive improvements to your experience.

If you have any questions, please don't hesitate to get in touch.

### **New Way to Follow Up on Repairs – Dedicated Mailbox Now Live**

We're pleased to share a positive update about how we're working with Wates Property Services to improve the way repairs are handled for our tenants. To help streamline communication and reduce

delays, we've introduced a dedicated email address for tenants to follow up on existing repair jobs: [tenantsupport@wates.co.uk](mailto:tenantsupport@wates.co.uk)

This new mailbox is designed to make it easier for tenants to get updates directly from Wates on repairs they've already reported. It's part of our ongoing efforts to improve service delivery and ensure a more responsive experience for everyone.

### **Important Reminder:**

Please remember that new repair requests must still be reported through the usual channels:

**Online:** [westlancs.gov.uk](https://westlancs.gov.uk)

**Phone:** West Lancs Customer Services on 01695 577177

We hope this new contact option makes it easier to stay informed about your repairs. Thank you for your continued co-operation as we work to improve our services.



# Bin the waste, save the taste with new weekly food waste collections

From April 2026 you will have weekly food waste collections that make recycling easier, reduce landfill & give you a simple way to manage everyday kitchen leftovers



## What to put in your new caddy

You can fill your food caddy with peelings, plate scrapings, bread, rice, pasta, tea bags, coffee grounds and pet food. Keep it easy, think everyday leftovers. Do not add packaging, oils, liquids or flowers, these cause problems. If it is food, it can go in. If it is not food, leave it out.

From April 2026, we are bringing in weekly food waste collections across West Lancashire.

This is a real step forward for our homes and our environment because it means more recycling, less waste going to landfill and an easier way for you to manage everyday kitchen leftovers.

Every household will receive the right caddies for the new service. If you live in a home with your own bins, you will get a 7-litre indoor kitchen caddy and a 23-litre outdoor caddy.

If your home uses communal bins, you will still receive a 7-litre indoor kitchen caddy and your building will have a shared 240-litre outdoor caddy for everyone to use.

All caddies will be delivered in the new year. There is nothing you need to do

yet, just keep your caddies safe until collections begin.

You will be able to put all kinds of food waste in your caddy. This includes peelings, plate scrapings, bread, rice, pasta, tea bags, coffee grounds and pet food.

Items like packaging, oils, liquids and flowers cannot go in, as they contaminate the load. We will share clear reminders to help everyone get used to the new routine.

This change will help us recycle more, reduce waste and take small but important steps towards a cleaner community.

Stay tuned to our website and social media channels, where we will share updates, reminders and everything you need to get ready for the new service.

# Welcome in the New Year with a fun quiz

Test your local knowledge with fun questions on places, history, landmarks and everyday facts. Share it with friends and see who really knows West Lancashire best

How well do you really know West Lancashire? This quick quiz puts your local knowledge to the test. It mixes history, places, food and everyday facts that you might walk past without thinking. Grab a pen, trust your instincts and see how many you can get right. No searching allowed. Bragging rights apply.

1. Which town is the administrative centre of West Lancashire Borough Council?
2. What is the name of the large country park near Up Holland that includes Beacon Hill?
3. Which canal runs through Burscough and connects to both Liverpool and Preston?
4. What historic building sits on the edge

of Ormskirk town centre and dates back to the 12th century?

5. Which West Lancashire town was purpose-built in the 1960s as a New Town?
6. What is the name of the valley park that runs through the centre of Skelmersdale?
7. Which railway line connects Ormskirk directly to Liverpool city centre?
8. What type of farming is most closely associated with the moss lands around West Lancashire?
9. Which river runs through Tawd Valley Park in Skelmersdale?
10. What colour appears on the West Lancashire Borough Council crest

alongside gold?

11. Which village is known for hosting one of the largest scarecrow festivals in West Lancashire?
12. What is the name of the market town that has a historic two-tower church and a weekly outdoor market?
13. Which leisure attraction near Burscough features canal-side walks and boat hire?

*1. Ormskirk; 2. Beacon Country Park; 3. Leeds and Liverpool Canal; 4. Ormskirk Parish Church; 5. Skelmersdale; 6. Tawd Valley Park; 7. Merseyrail Northern Line; 8. Vegetable Farming; 9. River Tawd; 10. Maroon; 11. Bisham; 12. Ormskirk; 13. Burscough Wharf.*



## Spot the difference

There are nine differences between the two images. Can you spot them?



## Guess the Film Challenge

Test your movie knowledge with these clues. Each hint links to a well known film.

A shark terrorises a seaside town during summer.

A man relives the same day until he learns to change himself.

A young wizard discovers his past and attends a school of magic.

A group of friends try to destroy a powerful ring.

A computer hacker learns the world is not what it seems.

*Jaws; Groundhog Day; Harry Potter and the Philosopher's Stone; The Lord of the Rings; The Fellowship of the Ring; The Matrix*

# FOOD FOR THOUGHT?

Food Waste Collection  
is coming **April 2026**

MORE INFO ON PAGE 14



Funded by  
UK Government



## How to Get in Touch & Access Our Services



1

### In-Person

West Lancashire Borough Council has two main customer service points in the Borough. The Council offices in Ormskirk, which are open Monday to Thursday from 9:00am to 5:00pm and Friday from 9:00am to 4:45pm, and the Customer Service Point in Skelmersdale, which is open Tuesday to Thursday from 10:00am to 3:00pm.

2

### By Phone

The main contact number for all enquiries is 01695 577177, you can contact us during office hours – Monday to Friday

3

### By Post

West Lancashire Borough Council, PO Box 16, 52 Derby Street, Ormskirk L39 2DF

WHY NOT GIVE US A FOLLOW



Keep up to date with what's happening by following us on our social media channels