

Briefing for face-to-face/ operational frontline staff: responding to customer questions about Local Government Reorganisation (LGR)

What is happening

The Government has announced changes to how local councils in Lancashire will be organised. In the future, a smaller number of new councils, known as unitary authorities, will deliver services that are currently shared across different councils.

We've been informed of the government's preferred option for Local Government Reorganisation (LGR) in Lancashire.

Subject to Parliamentary approval, four new unitary councils will be created, to replace the current 15 councils.

What this means right now

- There are no immediate changes to services.
- Customers should continue to access services in the same way as they do now.
- It is business as usual, and we remain focused on providing support.

Key messages to share with customers

- Changes are part of a national Government programme.
- Councils are working together to plan how the new arrangements will be put in place.
- The aim is to create simpler, more joined-up services for residents in the future.
- More detail will be shared as plans develop.
- Signpost them to information on the [LGR website](https://lancashirelgr.co.uk/) <https://lancashirelgr.co.uk/>

If you are asked questions

- Share the key messages above in clear, simple terms.
- Reassure customers that services are continuing as normal.
- Avoid speculation or sharing unconfirmed information.

Handling queries you cannot answer

- Details are still being worked through, so be honest if you do not have the answer.
- If you receive a question that you cannot answer or become aware of misinformation, make a note of it and pass it on through your usual team or

management route, copying in LGRquestions@lancashire.gov.uk. **(This should not be shared publicly)**

- This helps ensure common questions are identified and addressed in future updates.

Tone and approach

- Be calm, clear and reassuring. Avoid any emotional response even if the decision is not the one you or your council preferred.
- Acknowledge that change can feel uncertain.
- Focus on what customers need to know now: services continue and support is available as usual.