

intouch

with you and Waveney
December 2018



Building new homes throughout Waveney to support local people in most need
more on page 7

New council... new look!
more on page 8

 **Waveney**
District Council



contact us

You can do more online at
www.eastsuffolk.gov.uk

Customer Services:
01502 562111
customerservices@eastsuffolk.gov.uk

Accessibility:
There are hearing loops at all
of our offices.

In person:
Marina Customer Service Centre
The Marina, Lowestoft
NR32 1HH

Beccles Library
Blyburgate, Beccles
NR34 9TB

*We provide public access
computers at all of our offices*

Opening times:
Marina Customer
Service Centre

Mon-Wed: 8.45am to 5.00pm
Thu: 9.30am to 5.00pm
Fri: 8.45am to 5.00pm

Our busiest day is Monday and our
busiest times are between 12.00pm
and 2.00pm each day.
Additionally, we are very busy at the
beginning and end of each month.
We are closed on bank holidays and
weekends.

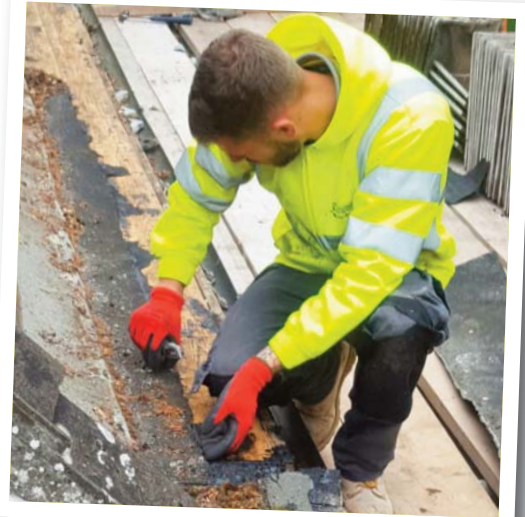
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National profile for young roofers!

Two of Waveney District Council's roofing apprentices have been ranked amongst the best in the country as part of a national award scheme.

Joe Burgess and Bradley Garner, who have both worked within the Council's Building Maintenance team, were shortlisted for the Icopal Ltd Flat Roofing Apprentice of the Year 2018. They attended a gruelling two day final in Cirencester last month where they were put through their paces with other top roofing apprentices from around the UK.

All the finalists completed two days of presentations and assignments which examined their ability to run their own roofing business and tested their business planning, presentation and technical skills. Each finalist also made an individual presentation to the judges, describing their motivation and future objectives in roofing. The winners were announced at a gala dinner, with Joe Burgess receiving the Highly Commended award. Cllr Chris Punt, Waveney District Council's Cabinet Member for Housing said: "Our congratulations go to Joe and Bradley on reaching the final of these prestigious national awards and further congratulations go to Joe for achieving his Highly Commended position."



We are immensely proud of them both and of all our apprentices across the Council who help deliver important services with such enthusiasm and determination." Offered by BMI, the UK's largest manufacturer and supplier of flat and pitch roofing systems, the Apprentice of the Year scheme selects the best apprentices from the UK's training and building colleges, including the Eastern Region Roof Training Group where Joe and Bradley are enrolled.

Pedal power for charity

A Waveney councillor and friends recently embarked on an iconic west to east cycle challenge across the country to raise money for a charity which helps people with learning disabilities in Suffolk.

David Ritchie, deputy cabinet member for adult social care at Suffolk County Council and cabinet member for planning and coastal management at Waveney, persuaded three friends to join him on the 400mile cycle ride for FitzRoy, which transforms the lives of people with learning difficulties and autism. The team travelled without a support vehicle and set off from St David's in Wales on Thursday September 20 before arriving in Lowestoft five days later. Councillor Ritchie, 66, said: "I am very impressed with the work FitzRoy does to transform the lives of adults with learning disabilities, especially in Suffolk, and I am grateful for this opportunity to fundraise for them."

"I used to cycle a lot in my younger days and although the ride was hard in parts we were very supportive of one another and enjoyed the challenge."

Councillor Ritchie was accompanied by Derek Whatley, 71, Gordon Busbridge, 63, and Andy Hipper, 49.

Anne Galliford, FitzRoy Chief Executive, said: "The money they raise through this epic cycle ride will help provide vital resources that make a real difference to the lives of people with learning disabilities and autism, like a sensory room that can liberate someone with complex needs from a wheelchair or an iPad to help them communicate with loved ones and be understood."

For more information, go to www.fitzroy.org.



Making the most of a great summer

It's been a fantastic summer with an incredible number of young people enjoying a range of free activities provided by Waveney District Council and partners.

In Lowestoft, the council's beach activities programme returned for a fifth consecutive summer, for children aged between nine and sixteen.

Organised by the East Suffolk Communities Team in partnership with Suffolk Positive Futures, activities on Lowestoft beach included tug of war, netball, tag rugby, dodgeball, cricket, rounders, futsal, volleyball, American football, climbing and boxing sessions with Ultimate Boxing.

No fewer than 265 young people took part and thanks also go to Sunrise Fitness, the Marina Theatre who also delivered workshops, Sentinel Leisure Trust, Waveney Norse and Gt Yarmouth & Waveney MIND who assisted at the finale.

Cllr Mary Rudd, Cabinet Member for Community Health and Safety said: "Our popular free summer activities have done it again, giving local children the chance to get outside in the sunshine, be active and stay occupied over the summer holidays."

Meanwhile, Sentinel Leisure Trust were delighted to work with Waveney this summer and offer free swimming sessions to local children at Waterlane & Bungay as well as 10 free football coaching day camps through the newly established North Suffolk Football Community.

Andy Wilson Sutter, Chair of Sentinel Leisure Trust said: "There was a

great uptake on both schemes with over two and a half thousand attendances throughout the summer, promoting physical activity through the great facilities and services Sentinel Leisure Trust have on offer to the local community in Waveney."

Free activities participants...
 Beach activities 265
 Bungay football 125
 Barnards football 300
 Bungay swim 1044
 Waterlane swim 1066
2800!



Sentinel Leisure Trust is the local charitable trust that manages and delivers sport, leisure, education and health facilities and initiatives throughout Great Yarmouth and Waveney. Cllr Mark Bee, Leader of Waveney District Council said:

"Organised by our East Suffolk Communities Team, the free 'School's Out' summer activities on Lowestoft's South Beach have proved again to be incredibly popular. And working with our partners Sentinel Leisure Trust, we are delighted to have also offered free

swimming sessions at both of our leisure centres to complement the beach activities and to open up the free activities to young people across Waveney.

Sport not only helps to keep our young people physically active and healthy, it also ensures they are occupied over what can be a long summer break."



Want to know more about the work of the East Suffolk Communities Team? They have a Facebook page full of information about activities and opportunities where YOU live!

[facebook.com/eastsuffolkcommunities](https://www.facebook.com/eastsuffolkcommunities)

www.twitter.com/eastsuffolk 3

Make paper bills a thing of the past!

Thousands of local people are enjoying the convenience of managing their Council Tax and benefits online.

The east Suffolk councils of Suffolk Coastal and Waveney are committed to providing a quick, easy and secure online service to their customers.

"Paper billing is slow, wasteful and costly. Like the dinosaurs, we can make paper bills a thing of the past," explained Anglia Revenues Partnership Operations Manager Terri Lawson. "Signing up for online billing is quick, easy and secure, as well as being better for the environment."

The benefit to the customers include the ability to sign up to direct debit and carry out Council Tax transactions and payments, instantly at any time of the day or night, from your phone, tablet or computer.

You can also check when any payments are due, payments made and view any overpayments; make claims for Council Tax discounts and/or Housing Benefit; and, update your information and inform us of any changes in your circumstances.

This service is provided through the Anglia Revenues Partnership.

The Anglia Revenues Partnership (ARP) is a group of seven councils, including Suffolk Coastal and Waveney, who are working together to provide high-quality, shared revenue services to their residents.

By working together through this partnership, the councils are reducing costs and providing a more efficient, effective service. The aim of the partnership is to run an efficient Council Tax and Housing Benefits service, while reducing administration costs to each partner council. By working together, and pooling our staff and resources, each council has achieved significant savings.

The Anglia Revenues Partnership is now the largest revenues partnership in England.

Since ARP went live with its online services in 2017, nearly 9,000 people in east Suffolk have signed up through the secure website at:

www.angliarevenues.gov.uk/online.

Join
Up and Win!
Anyone signing up for
paperless billing will
be entered into a monthly
prize draw and you
could win £20 worth
of shopping
vouchers!



Register at: www.angliarevenues.gov.uk/online

Support for Universal Credit claimants

People with disabilities living in East Suffolk can now receive help with making and maintaining their claim for Universal Credit online, thanks to partnership working between the Councils and local disability support organisations.

Suffolk Coastal and Waveney District Councils are working with DIAL Lowestoft and Waveney and Suffolk Disability Advice Service to provide 'assisted digital support' and help those with disabilities to make and manage their claim for Universal Credit.

Universal Credit is assessed and awarded by the Department for Work and Pensions (DWP), and aims to simplify the benefits system and help ensure people are better off in work. It is paid as a single monthly payment, direct to the customer.

The Councils offer 'Universal Support' to assist customers with making and managing their claim online and also fund free Personal Budgeting Support for claimants through the Citizens Advice Bureau.

Now, the Councils are working with DIAL Lowestoft and Waveney and the Suffolk Disability Advice Service to assist people with disabilities to make and manage their Universal Credit claim online and to connect them with organisations providing further support. Cllr Craig Rivett,

Waveney's Cabinet Member for Customer Services, said: "We want to support our customers through their transition to Universal Credit and make sure they can access the help they need. By working with other organisations to provide our award-winning Universal Support, we can try to overcome obstacles which may be preventing people from accessing the help they need and can also signpost people to further help and guidance if required."

The Councils have worked proactively with the DWP to support customers and communities with the introduction of Universal Credit. To help people get online to make or maintain their claims, the Councils have also funded public access terminals at branches of the North East Suffolk and Felixstowe Citizens Advice Bureau and equipment to support those that cannot leave their home due to disability has been purchased by Lowestoft and Waveney DIAL.

Public access terminals are also available at the Marina Customer Services Centre in Lowestoft, as well as Woodbridge and Felixstowe Libraries, with support available from customer services staff.

Find out more about Universal Credit at www.eastsuffolk.gov.uk/universal-credit



Frying high! Lowestoft chippy receives new award



A Waveney business is celebrating being among the first takeaway establishments in Suffolk to receive a new award.

Mr Chips, in Stradbroke Road, Lowestoft has received a 'Take Out, Eat Well' award which recognises takeaway businesses who work hard to provide healthier options to customers by looking at the ways in which food is cooked and how healthier options are promoted.

The Take Out, Eat Well scheme sits alongside the existing Eat Out, Eat Well scheme which was launched in 2016 in partnership between Suffolk County Council and the district councils.

Councillor Mary Rudd, Waveney's Cabinet Member for Community Health and Safety said: "This new award recognises the commitment made by a food business to providing customers with healthier choices

and I am delighted that a Lowestoft business is amongst the first takeaways in the county to be given one of these awards.

"Any restaurant, pub, café or food retailer in Suffolk is eligible to apply for either the Eat Out Eat Well or Take Out Eat Well award, free of charge. Customers are also advised to look for the 'Eat Out Eat Well' symbol when choosing where to eat."

Both schemes support local businesses in making it easier for customers to buy healthier food and drinks.

Businesses who apply will get a visit from the Council's Environmental Health Officers who will inspect the premises and assess against criteria that are based on the principles of a healthy diet.

For more information about the Take Out, Eat Well scheme, go to www.eastsuffolk.gov.uk/eat-out-eat-well.

Food Hygiene Training

To help businesses ensure that employees are appropriately trained, we regularly run the nationally recognised Highfield Level 2 Award in Food Safety in Catering training course.

The interactive, one-day training course is aimed at anyone working in catering. Learners gaining this qualification will know that food safety is the responsibility of everyone involved in the storage, preparation, cooking, service and handling of food. Its topics are regarded as being important to maintaining good practice in the production of safe food. The qualification sits on the Regulated Qualifications Framework regulated by Ofqual. We don't offer online courses because our experience is that people learn more when they attend a course and those who complete online courses may have gaps in their knowledge.

Course dates:

East Suffolk House, Station Road, Melton, IP12 1RT

19 December 2018, 20 March 2019 and 19 September 2019.

Riverside, 4 Canning Road, Lowestoft, NR33 0EQ

21 November 2018, 21 June 2019 and 13 December 2019.

To find out more, to book and pay online, visit:

www.eastsuffolk.gov.uk/business/food-safety/food-safety-training

Have your say on air quality

Local people are being asked their views on our first joint air quality report for the Suffolk Coastal and Waveney districts.

The Annual Status Report is produced every year and provides a public facing update on air quality across both districts. The report includes monitoring data for 2017 and details progress on actions to improve air quality across the districts.

The 2018 Annual Status Report confirms that air quality within both districts remains generally good. The Air Quality Objectives are not exceeded at any locations within Waveney and there are just 2 very specific

areas of concern within Suffolk Coastal - the declared Air Quality Management Areas (AQMAs), one located in Woodbridge and the other on the A12 at Stratford St. Andrew.

The really good news is that our monitoring reveals that the nitrogen dioxide levels within both AQMAs have reduced in recent times to below the standard set by the Government – for the fourth year running in Woodbridge and for the first year in Stratford St. Andrew.

The Consultation on the 2018 Annual Status Report started in October 2018 and we are

welcoming feedback from local residents. The report can be found on our website at www.eastsuffolk.gov.uk/air-quality-reports. Alternatively, paper copies are available for viewing at The Marina Centre in Lowestoft and at Beccles Library.

You can email comments to environment@eastsuffolk.gov.uk, or post them to: Environmental Protection, East Suffolk House, Station Road, Melton, Woodbridge IP12 1RT. Please send any comments by Friday 18th January 2019.

Transforming homes and lives

A derelict Lowestoft property closed due to unsafe living conditions has been transformed into affordable housing for single tenants.

Months of extensive renovation work at 560 London Road South have now been completed and the converted building was officially opened on Wednesday 19 September.

The three storey property had previously been occupied as an unauthorised multiple-use dwelling and takeaway business which was closed due to substandard conditions. Waveney District Council purchased the property and in 2017, began works to bring the building back into use. In order to meet local need for quality accommodation for single people, the Council has transformed the building into the first council-owned 'house of multiple occupancy' (HMO) in East Suffolk. The scheme will house 6 tenants in private rooms with individual kitchens located within their rooms, with shared bathroom facilities and amenities.

Cllr Chris Punt, Waveney's Cabinet Member for Housing said: "Following its closure, this property had become quite an eyesore which was detrimental to the local area and the Council felt it was appropriate to repurpose the building to

provide affordable housing for local people. Many young single people struggle to afford self-contained accommodation and so these new rooms will help to address that need, with the ground floor accommodation suitable for those with low mobility.

"560 London Road South has been one of the largest refurbishment projects ever undertaken by our Housing and Projects teams and will be used as an exemplar scheme to educate and inform other private sector landlords in the district when creating future houses of multiple occupancy."

The property will be managed by the Council in partnership with Solo Housing who specialise in supporting single people to independence.

On 1 October, new legislation came into effect which requires landlords with properties with five or more occupiers, who are not related, to be licensed. Landlords are urged to submit their licensing applications as soon as possible, now that the deadline has passed, to avoid the risk of prosecution or Civil Penalty. If you suspect you may live in an HMO, or for anyone requiring further details, contact the Council's Private Sector Housing team on 01394 444506 or visit www.eastsuffolk.gov.uk/hmos.



Former post office to deliver new opportunities

Hudson Architects, a Norwich based award-winning architectural practice, have been appointed by Waveney District Council to bring forward an exciting redevelopment opportunity within Lowestoft town centre.

The former Post Office building was purchased by the Council earlier this year with the intention of boosting regeneration in the town centre. The Council is keen to realise the opportunity this site has to offer and bring a much-loved building back into use. The building is a key redevelopment site within the town centre; its occupation will increase footfall in the surrounding area and plans being considered include a combination of both commercial and much needed residential accommodation.

Cllr Mark Bee, Leader of Waveney District Council said: "We believe there is great benefit to our local communities through our approach to the purchase of empty property in important locations. We want to be able to generate revenue that we can reinvest in services and also re-energise locations in the district with a programme of improvement and renovation – bringing new life to run down buildings.



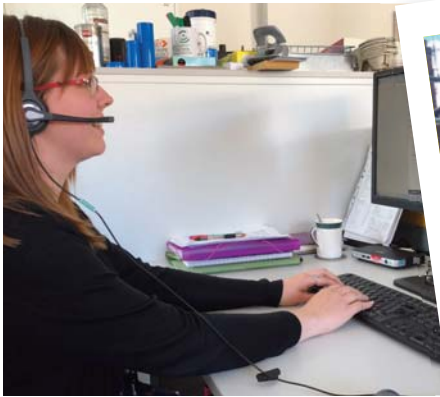
The post office is a fantastic, iconic building in the heart of Lowestoft and, working with Hudsons, we believe that we can deliver an exciting scheme which brings it back to life with a positive impact on the location as a whole."

Hudson Architects have previously won a number of awards both locally and

nationally for their innovative design ideas and attention to detail. Their skilled design team have a wealth of experience working with historic buildings and their architects will work closely with the Local Planning Authority and conservation specialists to maximise the building's potential whilst still retaining the character of the area.

Housing Day!

October 10 was #HousingDay! - celebrating the positive impact of social housing on thousands of people across the UK. We enjoy a 92% satisfaction rating from tenants in our homes which we provide and so we took to Twitter to tell people more about what we do and how we do it!



Natalie in our team helping Mr Martin place an application with 'Gateway to Homechoice' so that he can join the Housing Register!



Work is underway here in Beccles, to adapt a three-bedroom property and add an extension for a tenant with particular physical requirements



Two miniature donkeys, Alfie and Rubik from Miniature Donkeys for Wellbeing - made a special visit to Jubilee Court!



We own and manage 13 sheltered housing schemes, all with communal facilities. Last night was fish and chip night at Olland Court!

For more information about the service we provide and our ambitions for the future of housing in East Suffolk, take a look at our Housing Strategy. The

Strategy establishes the challenges that we face in both Suffolk Coastal and Waveney and it also maps out the key areas of focus for the two councils.

www.eastsuffolk.gov.uk/housing2023

New homes... new lives

As part of its ambitious housing development programme, Waveney District Council has welcomed tenants into new council housing in Beccles and Bungay.

The newly occupied developments at Clerks Piece in Beccles and Garden Close in Bungay were completed in partnership between the Council, Orwell Housing Association and Wellington Construction Ltd. The development at Garden Close follows the completion last year of other council homes in the town; at Ecclestone Close, Princes Road and Manor Road – the first new council homes to be built in Bungay since the 1970s. In Beccles, a development of two

affordable homes was also recently completed in Banham Road.

Cllr Chris Punt, Waveney's Cabinet Member for Housing said: "We are committed to building and delivering new and affordable homes to meet increasing demand and have already completed twenty quality affordable homes over the past two years and we will be completing a further sixty new build homes by the end of March 2019. We are delighted to see tenants enjoying their new homes."

Further council housing developments are underway in Lowestoft and Southwold and reflect the wider growth agenda for Waveney and east Suffolk.



A new look for the new Council

With the creation of a new super district council for East Suffolk and the formal dissolution of Suffolk Coastal and Waveney now only months away, a brand identity and logo for the new authority has been formally approved and revealed.

Developed by local design agency, Spring from Southwold, the councils have agreed on a fresh, bold and contemporary identity combining elements that reflect the geography and location of the council which will begin operations on April 1 2019.

The image presents the idea of a compass point facing east while also incorporating four colours which embody who and where we are – two shades of blue for the sky and the sea, green for land and yellow for both the beach and the sun.

Considerable thought was given not just simply to how the logo looks but also how it will be used in a range of different settings; public signs of varying sizes - from buildings to refuse bins - council vehicles, letters and social media icons. It was agreed that the new identity should be clean, unfussy, dynamic and a bold assertion of who we are.



Cllrs Ray Herring and Mark Bee, Leaders of Suffolk Coastal and Waveney are delighted with the finished product and believe it is a strong look for a new and forward-looking local authority. They said: "A new logo and brand identity is not necessarily one of the most important tasks we face when creating a brand new council to deliver important services for local people.

Naturally, our primary focus is on investing in our communities and building a 21st century organisation which meets demands and improves outcomes for everyone in east Suffolk. "However the two existing councils currently have two separate and very different visual identities and creating one new, single 'look' is essential to ensure our customers and communities understand what has changed and why. With this in mind we took advice from the design agency about the strength of simplicity in logo design while also seeking to represent who and where we are in a single image. We are really pleased with the end product and it will of course be implemented properly once the new council begins operations on April 1."

Cllr TJ Haworth-Culf, Chair of the Member Working Group for Communications and Branding which led on the project also explained that a huge amount of work will now be going in to this implementation and



that the whole process is more than simply creating a new badge. She said: "We asked Spring to take a holistic approach so not only have they designed the new brand, they are also providing clear guidance and support regarding how it is used to forge a strong identity for the council both locally, but also on the national stage where other councils have watched our ground-breaking and innovative merger with great interest. "We have also been working hard to ensure that all signs across the two current council areas are replaced and this will of course be achieved as quickly and as cost-effectively as possible. Vehicles will need to be changed and even the letters we send out. We set a budget for the work to create a new brand identity, we are pleased to have come in under that and while we fully understand that design can create a full range of different opinions we are very pleased that we have achieved exactly what we set out to do."

What East Suffolk Council will mean for YOU

The new East Suffolk Council is built on a decade of successful partnership working.

Suffolk Coastal and Waveney Councils always had a great deal in common and the first steps towards the new combined council were taken as long ago as 2008, when we were among the first in the country to appoint a shared Chief Executive.

Over the last 10 years, this ground-breaking partnership working has created over £22million in savings across the two Councils; we also have an integrated staff structure and shared policies. Now we are taking the next logical step, with the creation of the new East Suffolk Council on

1 April 2019.

The new East Suffolk Council will be more efficient, more effective, more resilient, and better able to represent the interests of its communities, businesses and taxpayers. It will be the largest district council in the country, over 487 sq miles, and will serve 250,000 residents. It will have nearly 50 miles of coastline, deliver over 80 different services, contain 164 town and parish councils and will include the most easterly point in the UK.

To learn more about why we are creating a new council and how it will benefit you, take a look at the East Suffolk Prospectus - available now on our website

www.eastsuffolk.gov.uk/new-council/prospectus



View from the boundaries

The independent Local Government Boundary Commission for England has announced and published the council ward boundaries for the new East Suffolk Council.

Having already agreed to reduce the 90 councillors across Suffolk Coastal and Waveney to just 55, the councils required the Commission to seek local views on the proposals and a consultation was opened for anyone interested in how the new council area

will be represented. The new boundaries will see eight one-councillor wards, thirteen two-councillor wards and seven three-councillor wards and the boundaries will come into effect at the first elections for the new authority in May 2019. The new ward boundaries and detailed interactive maps are available on the Commission's website at <http://www.lgbce.org.uk/all-reviews/eastern/suffolk/east-suffolk>.



Did you know?

One of the formalities which must occur as part of the creation of a new council, is the introduction of a temporary body, made up of existing councillors, which is called a 'Shadow Authority'.

The Shadow Authority for East Suffolk is responsible for ensuring that all necessary measures are in place to allow for the functions and powers to transfer to the new council - including adopting policy and strategy and setting budget and precept levels to operate from 1 April 2019.

So don't be surprised when you receive your Council Tax bills early next year! You will actually receive them, not from Waveney, (which will soon cease to exist) but from 'The Shadow Authority on behalf of East Suffolk Council'.

Social council

For all the latest news and updates from East Suffolk, follow us on social media across a range of platforms! You can read and watch all about what we do for you on Twitter, Facebook and Instagram – with 'East Suffolk' accounts having now replaced our previous, separate, Suffolk Coastal and Waveney feeds. Follow us now for up to the minute information at your fingertips!



East Suffolk: so much in common

The two councils have so much in common and have enjoyed a long and successful partnership from which the new East Suffolk Council will be born. This is a vital, exciting partnership with shared challenges, issues and ambitions to ensure better outcomes for communities:

Both are coastal authorities	Impact of major projects (Sizewell C)
Shared economic opportunities (energy coast, tourism, agriculture)	Single, joint, Business Plan, performance report and website
Shared economic challenges (skills, low wage economy in parts)	Shared policies and strategies (communications, digital, investment, etc.)
Emerging areas of economic growth (film and media)	Single, joint, responses to consultation at regional and national level
Demographic issues (ageing population)	Single ICT infrastructure, providing efficiency and resilience
Shortfalls in digital infrastructure (broadband and mobile signal)	Created a new town council in Lowestoft
Challenges in healthcare provision (access to services)	Building new council houses for the first time in a generation



Have YOUR say on the future look of Suffolk

What makes Suffolk a special place in which to live, work and be? Inspired by award-winning designer Wayne Hemingway, a ground-breaking "Design Guide" for building and development in Suffolk is being created by the county's local authorities.

Critical to its success will be local input and with this in mind, a survey has now been launched to ensure that the views of Suffolk people play a key role in future decisions. Although other counties have produced similar Guides, this will be the first that incorporates the wishes and opinions of the people that matter most: those that live (or have lived) in, work in or visit the county. Essentially, the people that love Suffolk. The Suffolk Design Guide will provide ground rules for planning applications for future Suffolk projects and the survey

(at www.suffolkdesign.uk) asks people to say what they do and don't like about the way Suffolk is currently built; from its public buildings to street lighting.

Wayne Hemingway said: "Whether you live in, work in, study in or visit the county, whether you have left to live elsewhere but care about Suffolk, we want you to have your say in the creation of a Suffolk Design guide that will help new development and initiatives contribute to the county's unique identity. "Opinions are critically important and this online survey will give as many people as possible the chance to have their say. It can be completed in 10 minutes, but we

also hope that people will take their time and really put some thought in to helping make Suffolk the best place it can be."

The survey is just the start of the process and the councils will work with other public bodies, land owners, developers, parish councils, architects, engineers, artists, and amenity groups to finalise the finished Guide. A wide range of events will also take place including conferences, study tours, community events, developer meetings and interactive exercises. The survey will remain open until Wednesday October 31, 2018.

Over the next year a wide range of events will take place including study visits, discussions and interactive exercises, small meetings with developers and large events for the community. Then later this year the first version of a new online resource to guide and support the design of future developments will be launched. Suffolk Design will create an in-depth online resource and a handy desk-top companion to



guide the future quality of the built environment. These will inspire people with the beauty of Suffolk's environment and the best of architecture, landscape design and place-making from the county, as well as providing access to the technical data, policies and design tools they need to design quality buildings and spaces. Discussion, collaboration, networking and professional development will continue after the guidance has been launched. By sharing a vision for future developments, as well as the characteristics that make this county unique, the aim is to make sure that new developments complement their surroundings and have a positive impact.

Complete the survey at www.suffolkdesign.uk

Get "ready to burn"!

As the colder months are now upon us many households will be looking to their open fires and wood-burning stoves for warmth. These have risen in popularity in recent years and may be an additional form of heating, an



attractive feature or the sole heat source. Some people are unaware that use in the home increases domestic exposure to air pollutants and makes a significant contribution to our national emissions of airborne particulates. These are inhaled and transported around the body where they can become lodged in the heart, brain and other organs.

While we will never be able to eliminate all airborne particulates, there are simple steps that households can take to limit emissions both indoors and out that will make a big difference. So what can you do?

- Consider burning less
- Only burn dry (seasoned) wood including certified 'Ready to Burn'. Visit www.readytoburn.org for more information.
- Burn seasoned (dry) clean wood rather

than treated waste wood (i.e old furniture, treated pallets) or household rubbish which emit harmful fumes

- Consider using an approved smokeless fuel
- If you are buying a new stove check it is Defra approved and installed by a qualified person, see www.hetas.co.uk.
- Check how to operate your appliance efficiently by controlling air supply etc. – this will save you money as well as reduce emissions
- If you have a stove, regularly maintain and service it (i.e annually)
- Get your chimney swept regularly (up to twice a year)

Sticking to these simple tips will help to keep airborne particulates and smoke down and ensure optimum efficiency and safety. For more information visit our air quality webpages at www.eastsuffolk.gov.uk/biomass-and-wood-burning.

Generation game works wonders



Following the success of a pilot event last year, Beccles residents from across the generations came together for a special event hosted by local students.

On Wednesday 4 July, 22 older people took part in the 'Muncheon Mingle' event held at Beccles Free School where students, along with students from the Sir John Leman High School, provided activities including bingo as well as music and drama performances. Cllr Mary Rudd, Waveney District Council's Cabinet Member for Community Health and Safety said: "Our first Muncheon Mingle was well received, with lots of older residents from Beccles and the surrounding area attending and we are delighted that this second event proved equally as popular.

Many of the older people who came to this event live alone; loneliness can have such a negative impact on people's physical and mental wellbeing and so we hope these activities help people to feel more involved and connected."

The events aim to build relationships between older and younger members of the community and help tackle social isolation and loneliness which can be detrimental to the health and wellbeing of our older residents.

The East Suffolk Communities Team comprises officers from Suffolk Coastal and Waveney District Councils and Suffolk County Council, working together to support local communities.

Solutions scheme success



Solutions!

Tackling problems, improving your health and wellbeing

A scheme delivered by Waveney District Council and partners to help improve patients' wellbeing by addressing social as well as medical needs is being extended.

Solutions was developed as a pilot 'Social Prescribing' project at the Kirkley Mill Health Centre in March 2016 and has proved so successful, it is now being rolled out to all eight Lowestoft surgeries. The initial performance measures have demonstrated that patients supported by the Solutions programme during this initial first phase, have experienced 44% less GP appointments, 22% less A&E appointments and improved wellbeing, to improve the quality of patient's lives.

The project is led by Richard Best, East Suffolk Communities Manager for Suffolk Coastal and Waveney District councils and a steering group of key local partners, including Great Yarmouth and Waveney Clinical Commissioning Group (CCG), Lowestoft Rising, Waveney District Council (WDC), Suffolk Police and North East Suffolk Citizens Advice Bureau (NES CAB). Working together the Solutions programme aims to:

- Ensure more cost efficient and effective use of NHS and social care resources
- Support a wider, more diverse and responsive local provider base
- Link established and connected Voluntary

and Community Services (VCS) support to General Practitioners (GP's) to support service users with long term conditions, but who do not require clinical input to manage their condition

- Improve resilience to maintain the individual's independence by empowering them at an early stage

The North East Suffolk Citizens Advice Bureau (NES CAB) deliver the Solutions service through two of its Trusted Advisors, who conduct a forty five minute triage assessment with each referred patient, to understand the non-clinical issues that they are struggling with and that are having an adverse effect on their quality of life and wellbeing.

The assessment identifies with the patient, the alternative non-clinical support to be provided, which may include a holistic programme of support delivered by more than one specialist, to address different issues e.g. debt, housing, drug and alcohol misuse, mental health issues and relationship issues. issues, to improve the patient's wellbeing.

The Programme is funded through various partner budgets including Suffolk County Council and the GP surgeries themselves. Access Community Trust have been awarded the contract to develop social prescribing in South Waveney.

Here to help



Waveney District Council supported World mental Health Day recently, welcoming colleagues from the North East Suffolk Citizens Advice Bureau (NES CAB) recently, who offer an excellent debt and money advice service.

NES CAB is an independent local charity and they deliver free advice from their offices in Lowestoft, outreach locations and online. It is never too late to seek advice, whatever the problem and they campaign for positive change to people's lives.

They know that finding advice about an issue can be really frustrating and bewildering. However they are experts in helping people solve problems and they have plenty of information on their website to support you or anyone you may feel needs assistance. For more information go to www.nesuffolcab.org.uk.

Polling places... are we getting it right?

A review of Suffolk Coastal and Waveney's 'Polling Districts and Polling Places' commenced on 8th October 2018.

The main purpose of the review is to ensure that the current polling districts, polling places and polling stations in Suffolk Coastal and Waveney are suitable and convenient for electors, and to assess feedback from voters or other interested parties.

There may be areas where a previously used venue is now no longer available and the Polling District it served may have to be reviewed in order to find a suitable alternative.

Further information about the review, and a schedule showing the current

polling district areas and their allocated polling station venues can be found on the East Suffolk website:

www.eastsuffolk.gov.uk/review-of-polling-districts-polling-places-and-polling-stations-2018.

How can I get involved in the review?

The deadline for making representations in response to the review is Friday, 30th November 2018.

Comments or representations can be made in writing to: Electoral Services, Waveney District Council, 2 Canning Road, Lowestoft, NR33 0EQ or by email to elections@eastsuffolk.gov.uk

For more information you can contact the Electoral Services Team on 01502 523238.



Neighbourhood planning

Would you like to improve where you live and have more control over future development? A Neighbourhood Plan may be just what you're looking for!

In 2011 new powers were introduced in the Localism Act for local people to create Neighbourhood Plans.

A Neighbourhood Plan is a planning document that deals primarily with land use and development. They were introduced to give communities more control over development in their area, providing the opportunity to create a shared vision for their neighbourhood and shape the development and growth of their local area. Officers from the Communities and Planning Teams can provide support with the process. Providing information on the most appropriate consultation methods and how to ensure your plan fits with existing planning policies. Advice on funding to assist with the development of the plan is also available.

Various communities across the District are currently developing a Neighbourhood

Plan for their area. Carlton Colville is currently at the start of the process, and have formed a steering group to oversee the creation of their plan. The group is made up of community members and Town Councillors. Jo McCallum, Communities Officer who is supporting the group said "Carlton Colville is typical of many areas, where residents feel very strongly about the way their community will develop in the future, and want to have some influence over this. By coming together and working with the District Council they can develop a plan that will be led by the community. It is important that the community engages in the process to ensure their views and aspirations are part of the vision and resulting plan".

If you would like further information or to be involved in the Carlton Colville plan please contact clerk@carltoncolville.towncouncil.gov.uk or for general Neighbourhood Plan information please contact Jo McCallum on 01502 523 186.



Don't tip!



Like many of you, we hate fly-tipping. It's unsightly, unnecessary and takes time and money to clear away, not to mention the harm it can cause to wildlife and the environment.

Recently we received a report from a customer regarding this large amount of waste illegally dumped beside the road in Mutford. Within a few hours, Waveney Norse officers had investigated the site and checked for evidence of those responsible. There are NO excuses for fly-tipping. Most household waste can be disposed of at your nearest Household Waste Recycling Centre - for free!

www.greensuffolk.org/recycling/HWRC

Is someone taking your waste away for you? Please remember that householders have a 'duty of care' to make sure waste is disposed of correctly – if someone offers to take waste away on your behalf then please make sure you check their details. If your waste is found to have been fly-tipped and you cannot provide details about the person who took it away, then YOU may be prosecuted, receiving a £5,000 fine and a criminal record.

www.eastsuffolk.gov.uk/householders-duty-of-care

Please help us to keep East Suffolk beautiful - if you see someone fly-tipping or discover fly-tipped waste anywhere in East Suffolk, please let us know! www.eastsuffolk.gov.uk/how-to-report-fly-tipping.

Our future in safe hands!

Introducing our new apprentices! We're pleased to welcome 11 new apprentices in to a number of our teams here at East Suffolk, including Food and Safety, Procurement, ICT, Property Information, Planning Support, Economic Regeneration, Communities and Housing Needs.

The roles offer a host of benefits, including a fully funded qualification, invaluable workplace skills, training and development opportunities and generous annual leave entitlements. The apprenticeship scheme has become well established within the two Councils with more than 50 people trained since 2012. Over 70% of apprentices stay with the Councils once their apprenticeship has finished and continue to have long careers in local government. Cllr Craig Rivett, Waveney District Council's Cabinet Member for Customer Services said: "We are delighted to welcome our new apprentices! We are committed to offering local young people opportunities to grow and fulfil their potential; our established apprenticeship scheme offers a secure route into permanent employment with plenty of additional benefits." The apprenticeship scheme gives young people a clear pathway from education into



work and teaches them key skills which are essential for employment, such as questioning and listening, giving feedback and managing relationships. The scheme also benefits existing council staff by developing their supervisory and management skills, as well as enabling them to become mentors. After their apprenticeship year is complete, the apprentices are encouraged to apply for alternative roles within the Councils. This gives them the opportunity

to secure permanent employment and also creates a vacancy for a new apprentice. Apprenticeships provide an effective route for almost any business seeking to boost its skills base. But it's a win win situation because apprentices can use the opportunity to learn while they earn, developing skills, gaining experience and securing qualifications. Here in the East we are committed to supporting the delivery of apprenticeship training.

A quay success for Beccles

Representatives from Waveney District Council, Beccles Town Council, the Beccles Fenland Charity Trust, Waveney Norse, Broadsbeat and other local organisations have celebrated the official 'hand over' of Beccles Quay.

The Quay is now owned by Beccles Fenland Charity Trust - with the Town Council the sole trustee - and is the result of close working between Waveney District Council, Beccles Town Council, the Charity Commission, the Fenland Charity Trust and the Land Registry to aid the transfer of the Quay which, due to a historical anomaly, had been incorrectly registered to Waveney District Council since 1974.

For the next two years, Waveney will continue to fund the grounds maintenance as well as maintaining and inspecting the play equipment.

Cllr Graham Catchpole, Waveney's cabinet member for Operational Partnerships who had responsibility for seeing through the 18-month project said: "This is an exciting new phase in the life of the Quay and we are glad that it has gone so smoothly. We have been working closely with the Town Council and our partners to ensure there is no disruption for people who enjoy using the Quay.



"We are committed to continuing to fund the maintenance of the area and will do so for the next two years. In addition, we have awarded £89,000 from the Community Infrastructure Levy to the Fenland Charity Trust to repair the river moorings and a £10,000 grant to fund the creation of a quality business and management plan which will enable grant applications to be made by the Trust, supported by our dedicated funding team. This funding follows a £30,000 refurbishment last year, delivered by Waveney, with significant improve-

ments made to quay headings, surfacing, mooring posts and drainage.

"The Town Council will be making their own arrangements to manage the Quay, including the moorings and lettings, and have a number of exciting initiatives planned for the area, which will benefit users in years to come.

"I would like to thank all our partners; Sentinel Leisure Trust, Waveney Norse and Beccles Town Council for the good spirit and co-operation adopted throughout this project."

First festival shows that East Suffolk means

Featuring a packed 10-day programme of business support and training events, the first ever East Suffolk Business Festival, has been hailed a great success.

The festival, organised by Suffolk Coastal and Waveney District Councils, has been developed to raise the profile of the East Suffolk business community and create opportunities for businesses to connect with each other, grow their business and create new employment for the local area.

In a joint statement, Cllr Geoff Holdcroft, Suffolk Coastal's cabinet member for Economic Development and Cllr Michael Ladd, Waveney's cabinet member for Economic Development and Tourism said: "East Suffolk has a strong and diverse local economy and our new business festival is about showcasing the opportunities and support available to help East Suffolk businesses to grow. With the help of our festival supporters, we delivered an interesting and varied programme of business workshops, training and events to choose from and we were de-



lighted to welcome businesses from across the district."

Jules Shorrock, Chair of Suffolk Chamber of Commerce in Lowestoft and Waveney said: "East Suffolk is a great place to do business, not least because of the strong working relationship between the private and public sectors in the area. The East Suffolk Business Festival provided a showcase of the diversity and success of how we do business in this part of the county – culminating in the Chamber's prestigious Lowestoft & Waveney Business Awards."

On Monday 29th October, Screen Suffolk launched the festival with an event at The Cut in Halesworth showcasing how filming can benefit local businesses and communities. Then on Friday 9th November, the festival culminated with the East Suffolk Partnership Annual Forum at Trinity Park and the Suffolk Chamber of Commerce Lowestoft and Waveney Annual Business Awards, of which Waveney District Council is headline sponsor.

As part of the festival, local businesses were able to find out more about the support and services available from Suffolk Coastal and Waveney District Councils at two special events.

The 'Council Showcase' days, gave local businesses the opportunity to meet representatives from various teams within the Councils including Food Safety, Procurement, Coastal Partnership East, Greenprint Forum, Economic Development and Regeneration. The Councils' partner organisations Suffolk Coastal Norse, Waveney Norse and Sentinel Leisure Trust took part as well as representatives from the New Anglia Growth Hub, Community Action Suffolk and the University of Suffolk.

Cllrs Geoff Holdcroft and Michael Ladd said: "These events have hopefully given the local business community an insight into the help and support which our various teams can provide. This ranges from food safety training and regulations, managing contracts for suppliers and services, business resilience, environmental issues and we look forward to seeing these events well attended."

For more information on our support for local businesses, follow us on Twitter! @ESMBiz.

Planning progress for new Lowestoft cr

The Lake Lothing Third Crossing Project in Lowestoft has reached another milestone, with the planning application now accepted by the Planning Inspectorate.

This approval of Suffolk County Council's application for the development consent order means that the next key stage of the project can begin. Councillor Matthew Hicks, Leader and Cabinet member for Economic Development and Infrastructure for Suffolk Council, said: "I'm really pleased that the project has reached this stage and is gaining momentum. The Planning Inspectorate will now start its engagement process, speaking with local residents and businesses in greater detail about the project in the coming months. The council is committed to delivering this project for the benefit of Lowestoft, Suffolk and beyond." Following this stage, the 'Examination

Period', will last up to six months. This is when Interested Parties are invited to provide more details of their views in writing, which will be carefully considered by the Examining Authority. The Planning Inspectorate will then submit its recommendation to the Secretary of State for Business, Energy and Industrial Strategy (BEIS), who will have three months to decide whether to grant or refuse development consent. Cllr Mark Bee, leader of Waveney District Council, said: "This project is of great significance to Lowestoft, Waveney and the East of England. I'm looking forward to many residents and businesses benefiting from the crossing and the easing of traffic



going through the town."

Waveney MP Peter Aldous, said: "We are now one step closer to contributing to the regeneration of Lowestoft. I'm confident that when then crossing is complete, the town and local area will benefit from the economic development that the crossing will bring."

Visit www.suffolk.gov.uk for more information on the Lake Lothing Third Crossing.

Phoenix Park rises and opens its doors

The site of the former Wessex Foods factory in Lowestoft has been brought back to life as a new business and enterprise park for local businesses to grow and flourish. With a project budget of £6.5million, the site occupies two acres of land and comprises of 17 business units of differing sizes.

There are already six business units occupied with the remaining eleven units available for tenants right now. Businesses that move in before 31 March 2019 can apply for reduced business rates over the next three years. The units are being marketed by local agents Aldreds.

The former factory site was purchased by Suffolk County Council in 2015 after remaining empty since 2010 when a fire destroyed the Wessex Foods plant. The purchase was funded with £2.5m from New Anglia Local Enterprise Partnership through its Growth Deal with Government. In 2013 the site received its enterprise zone status from central government which unlocked the opportunity to turn the redundant land into a location for business generation. This government status included the provision of ensuring the site had access to superfast broadband, reduced business rates and a simplified planning process to enable appropriate development in a timely fashion.

Leader of Suffolk County Council, Cllr Matthew Hicks who has the portfolio for economic development said: "Completion of this business and enterprise park demonstrates our commitment to regeneration in Lowestoft and supporting local companies that are looking for premises to help to start up or grow. We could not have delivered this project without the financial support from Waveney District Council and the New Anglia Local Enterprise Partnership. This project has been a real team effort."

He continues:

"Great things are happening in Lowestoft. We have already delivered the Lowestoft Northern Spine Road and now we're bringing forward the Lake Lothing Third Crossing. The construction of the crossing is a signal to businesses in the region. It will also help to attract new business investment for the local economy – and the units here at Phoenix Enterprise Park stand ready to accommodate the resulting growth."

Doug Field, chair of New Anglia Local Enterprise Partnership, said: "The opening of Phoenix Enterprise Park is a great example of what can be achieved through collaboration. As a key site on our Great Yarmouth and Lowestoft Enterprise Zone, the park will play a vital role in achieving our ambitions for creating jobs and inclusive growth, while improving our offer to new and growing businesses."

Councillor Michael Ladd, Cabinet Member for Economic Development at Waveney District Council said:

"Developing employment land to provide modern business accommodation helps us to create and sustain the jobs needed for the future prosperity of Lowestoft.

Phoenix Enterprise Park is a shining example of what can be achieved when partners work together to achieve this shared ambition."



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