

intouch

WITH YOU AND WAVENEY APRIL 2016

Building better times in Bungay:
Top-quality, energy-efficient and affordable homes for local people
page 13



Latest news and information from Waveney District Council

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New centre puts customers first, page 11

 **Waveney**
District Council



www.waveney.gov.uk

www.twitter.com/waveneydc

www.facebook.com/waveneydc

contact us

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

Customer Services:
01502 562111
customerservices@waveney.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 5.30pm
Fri: 8.45am to 4.30pm

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.

[facebook.com/waveneydc](https://www.facebook.com/waveneydc)
twitter.com/waveneydc



**Waveney District Council no longer takes
cash payments and customers must now
use alternative methods:**

- Direct Debit
- Online www.waveney.gov.uk/payments
- Automated Payment line 0845 835 0137

You can also pay your Council Tax and Housing
Rent, in cash, at the Post Office or at a Payzone
outlet, using a payment card.

New website coming soon

**As Waveney's partnership with
Suffolk Coastal goes from strength to
strength, the two councils are to launch
a brand new website providing news,
information and services for communities
across east Suffolk.**

The new site, www.eastsuffolk.gov.uk, will
replace the Councils' existing platforms, creating
one easy to access website, with a launch date
later this spring. There will also be a number of
improvements, ensuring that the new site is
clearer and more accessible through
smartphone devices and tablets.

Once we have launched the new website, we'd
love to hear your feedback. You can also send
us any comments about things you would like
to see in the future.

Please email: web@eastsuffolk.gov.uk.



Your vote matters

The Police and Crime Commissioner
elections are now only weeks away.
Voting for Suffolk's Police and Crime
Commissioner takes place on Thursday
5 May and your vote will help decide who
will be appointed to oversee the running
of your local police force, including
appointing the Chief Constable, setting
the local budget and deciding what the
priorities should be for the police in their
area.

If you aren't registered to vote, please do
so before 18 April.

It's easy to register if you haven't already
done so, online at: [www.gov.uk/
register-to-vote](http://www.gov.uk/register-to-vote). Registering only takes a
few minutes and you'll need your date of
birth and National Insurance number.
Alternatively customers requiring
assistance with registering can contact
our customer services team by calling
01502 523320.

Stephen Baker, the Chief Executive of
Suffolk Coastal and Waveney District
Councils, has once again been appointed
as the Suffolk Police Area Returning
Officer (PARO) for the PCC elections.
Candidates have until 4pm on 7 April to
submit their nomination forms to the
PARO. For more information, visit:
www.suffolkparo.org.uk.

Crossing comes closer

**Suffolk County Council and New Anglia
Local Enterprise Partnership have formally
submitted an outline business case for a
third crossing at Lake Lothing to the
Government's Department for Transport.**

The business case, which will now be
considered and assessed, explains how and
why the specific option has been put forward.
It is likely that the Department for Transport
(DfT) will shortly complete its review of the
business case and will offer feedback to Suffolk
County Council after this point.

The cost of the scheme preparation and
construction is likely to be in the region of
£80 - £90million.

The proposed crossing would be in a central
location, following a north/south route from a
new roundabout on Denmark Road, and would
span both the railway and Lake Lothing,
connecting with Riverside Road on the south
side. The proposed crossing would link the ex-

isting Northern Spine Road with the Southern
Link Road.

The new central crossing will feature a
carriageway, with provision for footways and
cycle tracks, linked to existing networks. The
choice of a central corridor for the third crossing
will enable traffic to move between the Northern
Spine Road (Peto Way) and the Southern Link
Road (Tom Crisp Way) without the need to use
either of the current, existing bridges.

The proposal presented in the outline
business case is based on realistic and
rigorous analysis of the current situation in
Lowestoft, offering a clear vision of how things
should be in the future with a robust
assessment of the potential options for the
scheme and the way it can be delivered.
Preparation of this business case follows
extensive analysis of options and potential
impact and consultation and engagement with
the local business community.

www.lowestoftcrossing.co.uk

Waveney welcomes world's best!



Some of the very best cyclists in the world will visit Waveney this year for the opening stage of a hugely prestigious race.

The Aviva Women's Tour will get underway in Southwold on Wednesday 15 June, with stage one following a route through Waveney - including Beccles, Bungay and Halesworth - before finishing in Norwich.

It will mark the first occasion that the Aviva Women's Tour has visited Norfolk, while Suffolk will host a stage of the race, which is now a part of the UCI Women's WorldTour, for the third successive year.

The race will begin from Southwold, home of principal stage partners Adnams, who have supported the Aviva Women's Tour and Tour of Britain stages in Norfolk and Suffolk since 2010.

It will mark the first occasion that either event has visited Southwold.

Cllr Michael Ladd, Waveney cabinet member for Economic Development said: "We are absolutely thrilled to be welcoming the Aviva Women's Tour to Waveney and to be staging the prestigious 'Grand Depart' in Southwold on June 15th. It is a great honour for the town and the district as a whole. As well as providing an economic boost for Waveney from those coming to watch the race, it also creates a real shop window to promote this beautiful part of the world as a great place to visit."

Councillor Tony Goldson, Suffolk County

Council's cabinet member for Health, said: "It's great news for Suffolk that the Women's Tour will be returning to the county for the third year in a row and it's a real honour to be chosen to host the Grand Depart for the second year in succession, which is testament to the fantastic reception and support that the race and riders receive when visiting Suffolk.

Emma Hibbert, Adnams Marketing Director said: "Taking place over five days, the 2016 edition of the race will be a part of the new UCI Women's WorldTour calendar, currently one of just four multi-day stage races on the season-long programme of races for the world's top riders and teams. Highlights of each stage will be shown on ITV4 every evening during the race."

Commenting on the route announcement, reigning World Road Race Champion Lizzie Armitstead of the Boels Dolmans team said: "It's fantastic news that the Aviva Women's Tour will continue in 2016. As a British rider it's a privilege to be able to compete on home roads. The British public have really taken to cycling and you can see that when the race goes through different towns the community really gets behind it. I'm excited to see the growth in women's cycling and I think the Women's Tour has had a really positive impact on that change."



www.womenstour.co.uk



www.lowestoftrising.co.uk

Get set for summer

After a hugely successful, first-ever Summer Festival in 2015, this year's events promise to be bigger and better.

The 2016 Festival will be spread across three separate weekends in July, with the fantastic Street Velodrome event on July 9/10th and a range of other exciting outdoor activities and shows to be announced for the weekends of July 16th/17th and 23rd/24th.

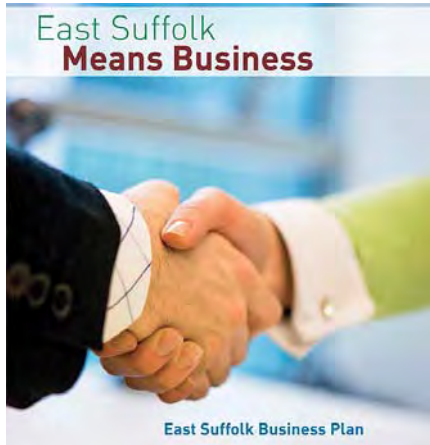
For more information, as full details are confirmed, head to: www.lowestoftrising.co.uk.

The Lowestoft Summer Festival 2016 is supported by Waveney District Council and brought to you thanks to a partnership between Lowestoft Vision, Lowestoft Rising, Lowestoft Lions Club, Lowestoft's Rotary Clubs, Lowestoft Tourism Group, Kirkley Business Association and Sentinel Leisure.

Our plan to improve east Suffolk

At a time of great challenge for local authorities across the country, Suffolk Coastal and Waveney District Councils have published their vision for the delivery of services across the two districts.

The East Suffolk Business Plan presents the Councils' key priorities and ambitions between now and 2023 and details how they will seek to improve the lives and opportunities of all local communities. This is the first time the Councils' have ever produced a joint Business Plan and, as one of the most progressive local government partnerships in the country, it is a natural progression following many years of innovation.



However, in an increasingly challenging financial environment both Councils know that they must continue to innovate and seek ways to ensure local communities are best served and protected.

Cllrs Ray Herring and Colin Law, Leaders of Suffolk Coastal and Waveney respectively, said: "Partnership working has already played a key role in Suffolk Coastal and Waveney District Councils' ability to drive down costs and provide more efficient frontline services, giving local tax payers better value for money. Now we have taken the next step in partnership by developing our first joint Business Plan to further drive forward our work across East Suffolk.

"While this document provides our Vision for the future, we will also continue to be flexible in our approach to meet the changing economic situation; and keep this Plan under regular review to ensure it meets the current and future needs of our communities.

"Both Councils are dedicated to achieving the highest standards as professional, business focused and progressive 21st Century Councils. This Business Plan will ensure we maintain high quality frontline services, while controlling the costs to our communities." It is the view of both Leaders that the Business Plan places East Suffolk in the best possible position to respond to, and take advantage of, emerging opportunities and

challenges. Both are extremely proud of the two districts and excited by the potential that the Business Plan seeks to unlock.

They said: "Our objective is to achieve the right balance for our area, so that we attract the inward investment to take advantage of our economic opportunities - particularly from sustainable energy. We want to address the social challenges of our diverse area, while at the same time protecting and enhancing all that is best and unique about our natural and built environment, whether it is our coastline, our countryside, or our traditional villages and market towns."

Meanwhile, The future working relationship between the two Councils is being examined, with the possibility of a merger being explored.

At a Simultaneous Cabinet Meeting on March 14, leading councillors from both Councils considered a report examining all the options for the future from forming a wider partnership with one or more other district or borough councils through to formally merging Suffolk Coastal and Waveney into a single district council for east Suffolk.



Tough decisions as books are balanced

In presenting the Council's budget for the financial year 2016/17, Cllr Colin Law, Leader of Waveney District Council, has warned of the challenges which lay ahead.

Although the Budget for the next 12 months has been balanced, despite a challenging and volatile economic and public finance background, the Council faces increasing budget gaps over the following three years, estimated to be over £2.3m in 2017/18, rising to nearly £4.8m in 2019/20.

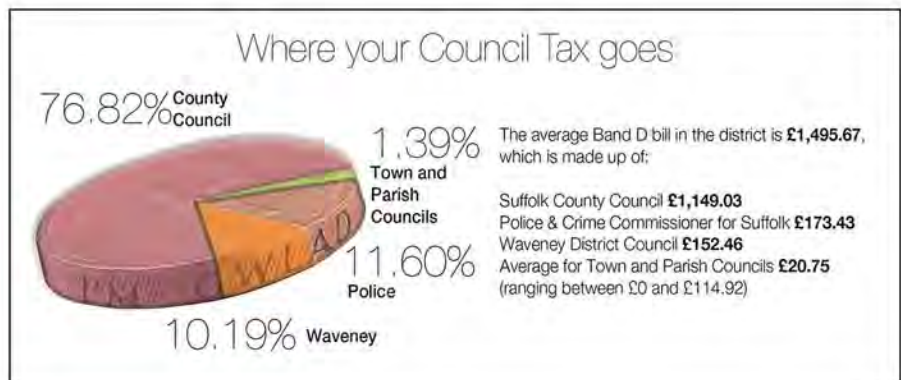
The Local Government Financial Settlement, which sets out what the Government pays to councils to help fund services, has seen large reductions. Meanwhile, the Government's approach to Council Tax has changed, with an assumption that authorities will increase council tax, now factored in to their calculations about what they provide.

Therefore, against this challenging background, Waveney has increased the portion of Council Tax it receives for the first

time in six years – a £4.95 increase, from £147.51 to £152.46 for Band 'D' properties. This is around 10% of the entire Council Tax bill.

Cllr Law said: "A huge amount of hard work has gone in to delivering a balanced budget for the next 12 months and hard decisions have had to be made. It is a budget which reflects the most

challenging possible financial environment for the Council in an equally challenging national climate. This is the first time that we have raised council tax in six years, however residents will only be paying less than £5 per year more to us, and it is a step we must take to ensure that vital services for vulnerable members of our community are protected.



Multi-million pound beach project completed

The final phase of the £3.5 million coastal protection scheme at Lowestoft's South Beach has been completed.

The second part of the two-phase scheme began early last year and provides protection to the Children's Corner area of the beach. 14,000 tonnes of rock were delivered in the summer and used to create the 'knuckle' and 'reef' rock structures. These will offer protection to an area of the beach, which had been badly affected by erosion.

Additionally, Phase 2 work included the creation of a concrete beach access ramp, replacement of damaged coping stones, improvements to drainage channels, beach nourishment using sand taken from the healthy beach to the south and the installation of new guard-railing at the prom edge from Parade Road South to the East Point Pavilion.

Cllr David Ritchie, Deputy Leader and Cabinet Member for Planning and Coastal Management said: "These essential works have meant that the beach needed to be closed for 16 months and we would like to express our gratitude to local businesses, the community and visitors for their patience and co-operation during this time."

To celebrate the completion of the works and re-opening of the beach, Waveney MP Peter Aldous and Council Leader Cllr Colin Law unveiled an information board on the seafront, explaining the importance of the works, for future visitors.

The scheme started in October 2014, with the first phase focusing on repairing the damaged seawall. The entire scheme was funded by a £2.9m contribution from the Environment Agency, with the remainder provided from Waveney's Coastal Management budget.



Flood protection funding boost

Ahead of the £25million capital project to construct permanent flood protection for Lowestoft, funding has been agreed for temporary defences which will be ready for use in the autumn.

The Council has secured £300,000 for the temporary scheme from the Government's Regional Flood & Coastal Committee for Norfolk, Suffolk and Essex. It will help reduce the risk of flooding to key vulnerable areas in the central Lowestoft area and will be available and in place until the main scheme is completed. The main scheme is on track for completion in 2020 but must go through a lengthy, formal and

complex approval process first because of the potential impact on navigation from the introduction of a tidal gate.

The main contractor has been appointed and they are now working with a multi-partnership Flood Strategy team to ensure delivery. Meanwhile, the Council is working closely with the Environment Agency, Suffolk County Council, Anglian Water and other organisations to protect Lowestoft from all forms of flooding. Anglian Water have completed work to ensure that all of their outfall pipes into Lake Lothing have non-return valves to prevent water flowing the wrong way up the pipes – one of the

sources of flooding in December 2013. Additionally, all the property protection agreed after the exceptional December 2013 event has now been installed.

Cllr David Ritchie, Cabinet Member for Planning and Coastal Management, said: "The Council and partners have been working tirelessly to secure funding for the protection of Lowestoft from flooding and we are pleased that progress is being made to deliver a permanent solution. It is also helpful that temporary defences will be in place next year and that ongoing work by Anglian Water will better protect properties."

Don't be the one in ten!

In collaboration with Keep Britain Tidy, Waveney District Council is sending out a message to irresponsible dog owners - we're watching you!

In response to residents' concerns, new posters are currently being installed at known 'hotspots' across East Suffolk, aiming to deter repeat offenders who regularly fail to clean up after their dog, especially when they think no-one is watching.

Dog fouling tends to occur more frequently at night and during the winter months when culprits believe they are less likely to be seen. Using innovative materials, the new 'We're Watching You' signage features a 'glow in the dark' design which can still be seen after dark, reminding anyone who thinks it's ok for their dog to foul in a public area.

Cllr Stephen Ardley, Waveney's cabinet member for Operational Partnerships said: "We share residents' frustrations at the level of dog fouling which occurs in our towns and villages and this new campaign makes it clear that we will not tolerate this unpleasant and anti-social behaviour. We know that dog owners who feel 'observed' tend to clean up after their dog and whilst our partners at Waveney Norse patrol key areas where incidents tend to frequently occur, we cannot be everywhere at once. The

responsibility lies with dog owners themselves and we hope these posters will reduce the amount of dog fouling and help make our streets clean and safe."

Under Waveney's Dog Control Order, it is an offence to fail to clean up after your dog. Irresponsible dog owners could receive a Fixed Penalty Notice of £80 or a fine of up to £1,000 should they be convicted by a court.

Members of the public are asked to report anyone they see failing to clean up after their dog by calling 01502 562111. Information that can be provided about an incident

includes; date, time and location of the incident, name and address of offender if known, description of the offender and dog, any address into which the offender is seen to enter, details of any vehicle used by an offender and details of what was seen.

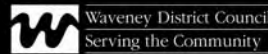
Anyone reporting an incident may be asked to provide a witness statement. Dog waste in public areas is managed through scheduled street cleansing however, if reported, incidents of dog mess will be removed from roads, parks, play areas and tourist beaches within 24 hours. To report an incident of dog fouling in need of cleaning, please contact the Council as above.



Thoughtless dog owners
We're watching you!

9 out of 10 dog owners
clean up after their dog.
Are you the one who doesn't?

Bag that poo, any rubbish bin will do



Go to waveney.gov.uk/streetparties to find out what you need to do to host an event. For more helpful tips, advice and support for organising a successful street party, visit streetparty.org.uk and thebiglunch.com

Plan your party for the Queen



Thinking of organising a neighbourhood celebration for the Queen's 90th birthday? The Government has produced a guide to help communities organise their own street party for Her Majesty's official birthday weekend in June.

The guide sets out all the things you need to think about and the information you will need. Organising a street party just for residents and neighbours is very simple and you don't always need a licence. But the best thing to remember is to plan early and get yourselves organised!

Cllr Mary Rudd, Waveney's cabinet member for Community Health and

Safety, said: "Street parties are a great part of British life and are a wonderful opportunity for our communities to come together and celebrate. Organising a street party is simple as long as you plan your event properly and you ensure that the whole community is aware of the event.

"Last June, over 7 million people got together in the UK for the Big Lunch and we're hoping to involve as many communities as possible in celebrating the Queen's big day.

"This useful guide produced by the Government is a great toolkit for anyone thinking of organising a street party in their neighbourhood."

Garden waste collections are green for go

The first collections for Waveney's new garden waste service are now underway.

Everyone who signed up for the year prior to the first deadline of February 15th is receiving 26 fortnightly collections which take place on their normal recycling bin day. They have been sent a sticker for their green bin to ensure that crews recognise those customers who are part of the scheme. However, householders can still sign up for the scheme at any time and pay a 'pro-rata' amount for the collections they receive.

Cllr Stephen Ardley, cabinet member for Operational Services said: "We are very pleased that so many people have signed up for the new service and a huge amount of hard work has gone in to processing many thousands of orders. The take-up has far exceeded our initial target but I want to stress that it is still possible to sign up for the scheme at any time by completing our simple online form." Collections will be fortnightly and will run throughout the year. There will be 26 collections each year, working out at approximately £1.60 for each collection. In addition, those householders who do not receive a separate food caddy

collection, will now need to place food in the general waste (black) bin. However, those who choose not to join the scheme are reminded that garden waste will not be accepted in the black bin and any which have been contaminated with garden waste will not be emptied. For those who have yet to sign up, payment is simple. Go to www.waveney.gov.uk/gardenwaste where you can enter your debit or credit card details

securely, online. Or if you are unable to do this, please contact our Customer Services' Team during office hours on 01502 562111 and they will take the order and payment on your behalf. These web pages also include a range of information about the scheme, including full details of what you can and cannot put in your green bin, and a thorough 'Frequently Asked Questions' section.



You can still sign up! www.waveney.gov.uk/gardenwaste

Fantastic offers for local people



Waveney's District Council and Business Forum have devised a scheme which offers discounts and rewards in local stores.

'My Waveney' aims to support local independent businesses and encourage consumers to 'buy local' both in terms of retail and services. The idea of the project came from members of the Waveney Business Forum who wanted to take advantage of the benefits of the annual 'Small Business Saturday' with a rolling programme of promotion and marketing which would be more beneficial and really sell the value of local businesses.

At the core of My Waveney is a membership card which encourages businesses to offer a range of exclusive discounts to reward customers and encourage repeat visits.

It also encourages consumers to discover and experience different businesses in town centres across the district.

Offers are then publicised on the My Waveney Facebook and Twitter pages and website and are also included in a monthly newsletter sent to anyone who has signed up for a card. Marketing materials will be provided so that anyone who has a My Waveney card knows where they can claim an offer. The cards are available from selected retailers in Waveney towns, they are free and all people need to do is provide their name and email address.

mywaveney.co.uk
twitter.com/mywaveney
facebook.com/mywaveney
info@mywaveney.co.uk

Seafront strategy for success

Having sought the views of over 500 visitors, businesses, and local residents the Lowestoft Coastal Community Team (CCT) has developed a 'seafront strategy' to help encourage more use of the seafront and town centre, and increase the number of businesses choosing to locate in Lowestoft.

Formed in spring 2015 and supported by funding from central Government, the Lowestoft CCT is one of 116 teams set up across the country to help bring jobs, growth and prosperity back to our beach towns. The Lowestoft Coastal Community Seafront Strategy has established six key priorities:

1. **Seafront economy:** tourist attractions and facilities; promote and grow the visitor economy and improve the visitor experience
2. **Active seafront:** improve and increase community facilities and activities, especially those that promote healthy lifestyles
3. **Heritage and culture:** find sustainable uses of heritage/cultural assets and make more of our maritime history
4. **Accessible Seafront:** enhance the attractiveness and accessibility of public areas
5. **Connectivity:** create links (including navigation) to support the growth and perform-

ance of the retail sector (including the Historic High Street, the Town Centre, and Kirkley Village)

6. **Coastal protection:** Ensure that coastal protection measures are delivered in harmony with the CCT vision & objectives. However, this isn't just about planning and a number of activities are already underway including the the Pedestrian Wayfinding Project. This will improve navigation around the town and link the town's key destinations, encouraging visitors to discover new areas and encourage visitors to explore key attractions.

The CCT is made up of a number of key organisations and businesses from across the town including Waveney District Council, Lowestoft Vision/Suffolk Chamber of Commerce, Lowestoft Rising, Community Action Suffolk, Lowestoft Tourism Group, and the Kirkley Business Association. An executive summary and further information on the Strategy can be found at: www.coastalcommunities.co.uk/coastal-teams/lowestoft/

You can contact us via: AAP-projects@eastsoffolk.gov.uk or call 01502 523396.



Great response to VIP request

Local businesses and voluntary organisations are supporting an opportunity to showcase the very best that Waveney has to offer and help grow the local economy.

Organisations located in key tourism destinations, such as town centres and seafronts, have been invited to become VIPs (Visitor Information Points) as part of a programme to modernise the Council's visitor services. This programme will also see the closure of Tourist Information Centres (TICs) at both Lowestoft and Southwold at the end of April 2016.

The scheme will bring information directly to the visitor, allowing tourists to access information in places they are likely to visit as part of their stay, such as independent shops; providing visitors with free literature combined with friendly local knowledge. So far, the response has been overwhelming and the Council has far exceeded the target it set when the scheme was launched. Cllr Michael Ladd, Waveney's cabinet member for Tourism, Economic Development and Rural Affairs said: "Tourism is essential for our local economy and the provision of high-quality visitor information plays a key role in the overall visitor

experience, helping to create a positive image of Waveney's numerous destination towns and attractions. Changes in the way visitors access information combined with budget pressures mean that we want to look for innovative ways in which to deliver visitor services and the new 'Visitor Information Points' will be one such way. Becoming a VIP will also increase footfall to local businesses and allow those businesses to take a proactive role in promoting all that their location has to offer."

Waveney Business Forum, supported by the Council's Economic Development Team, has already established a VIP at Beccles Books, located in Beccles town centre.

Christine Pinsent, Waveney Business Forum Co-ordinator, said: "We are currently working on a number of projects to increase footfall within Waveney's town centres. The addition of Visitor Information Points in town centre sites will be a great way to raise awareness of the wonderful range of businesses and facilities on offer. These businesses already provide a vital service to local communities, so being able to co-locate the VIPs within these establishments will encourage visitors to spend more time and money in the area."



THE SUFFOLK WALKING FESTIVAL

14th May - 5th June 2016



Come on everyone... it's time to get your walking boots on!

The 2016 Suffolk Walking Festival is a varied programme of 77 themed walks across the county. They range in length from a gentle stroll of one mile, to a challenging 60 miles in 24 hours and will take place along Suffolk's glorious coast, through scenic, gently undulating countryside and around our medieval towns and villages.

Kicking off on Saturday 14th May and continuing for three weeks until Sunday, 5th June, the annual walking festival is a partnership project supported by Waveney District Council and spearheaded by the Discover Suffolk project at Suffolk County Council.

"The Year of Walking will be celebrating two of my very favourite things: walking and Suffolk," says Lesley Dolphin from BBC Radio Suffolk and patron of the festival. "The aim is to inspire people to build more walking into their everyday lives and to discover what fun it is!"

There are three lots of challenge walks planned, which have been sponsored by the Suffolk Coast & Heaths Area of Outstanding Natural Beauty (AONB). The Mega Challenge, for the ultra fit, is a walk which will be undertaken over a 24 hour

period, covering 60 miles from Lowestoft to Felixstowe. The Classic Challenge, a firm favourite among regular festival goers, is made up of five walks of between 11 and 14 miles each.

As with The Mega Challenge, the route goes from Lowestoft to Felixstowe, but will be at a rather more sedate pace and spread over five days. The Mini Challenge consists of three walks of around nine miles each: Oulton Broad to Beccles, the 'Trimley Loop' and a walk ending with refreshments at the National Trust's Sutton Hoo, near Woodbridge. Other walks include two stress-relieving mindfulness walks; a 'prambling' walk for parents with prams; photography, birdwatching and Pilates walks; a gentle stroll for sufferers of dementia and their carers, a walk which includes views of early marsh orchids, a speed-dating ramble and the ever-popular 'Horrible History For Families' in Ipswich.

Some include a cream tea or other refreshments and all are an informal way to explore the county, meet like-minded people and to indulge in a leisure activity which benefits both body and soul.

To view the full walks programme, go to www.suffolkwalkingfestival.co.uk, where you can also book tickets.

Win a tidy sum! £200 up for grabs

A new community litter-pick scheme, 'Love East Suffolk', has been launched by Suffolk Coastal and Waveney District Councils, to reward people and communities who carry out voluntary litter-picks.

Each community group which registers to carry out litter picks will be given £20 and these groups will also be entered in to a prize draw to win £200, funded by our operational partners Norse.

The scheme is inspired by the 'Clean for the Queen' campaign which aims to get everyone involved in cleaning up Britain for the Queen's 90th birthday. Cllr Stephen Ardley, cabinet member for Operational Partnerships at Waveney District Council, said: "Keeping our towns and villages clean is very important for attracting visitors to our county.

"We're inviting new and existing community groups of volunteers to register and help clean up around East Suffolk. We are offering people the chance to win a cash prize but just as importantly we hope it will give those who take part a real sense of pride in their community."

Cllr Carol Poulter, cabinet member for the Green Environment at Suffolk Coastal District Council, said:

"We've already had a number of community groups sign up to the scheme so we're looking forward to having good support throughout East Suffolk.

"We now want to encourage more people to take pride in their environment and show some love for the area they live in. It is a great way to bring the community together and can help improve the habitats of local wildlife."

Both Suffolk Coastal Norse and Waveney Norse can provide volunteers with equipment including sacks and disposable gloves, and also hire sticks and hoops to groups on request. Norse will also arrange for gathered litter to be collected.



Disability matters



The Council is working closely with the Waveney Disability Forum to help address issues faced by people with disabilities in the district.

Following concerns raised over access, parking and motorised scooter usage, members of the Disability Forum recently visited several key locations across Lowestoft. Forum members met with representatives from Lowestoft Vision, Suffolk Police, Suffolk County Council and Waveney District Council to discuss issues such as traffic entering pedestrianised areas, illegal 'A boards', blue badges and the safe use of motorised scooters in the town.

A second visit saw Forum members meet with representatives from Waveney Norse, Sentinel Leisure Trust and the Council to discuss access to the South Beach for people in wheelchairs. Cllr Frank Mortimer, Waveney's cabinet member for Customers and Communities said: "The recent site visits provided an opportunity for

vulnerable people to express their concerns about access and safety to the organisations responsible, to bring about positive changes." Residents with physical, sensory or learning difficulties or mental health problems, along with their parents and carers, were also invited to attend the Waveney Disability Forum's Annual General Meeting on 9 March in Lowestoft. The Forum creates an opportunity for people with disabilities and disability organisations in to come together to consult directly with Waveney District Council on the services and facilities which affect them.

The Waveney Disability Forum, with support from the Council's Active Communities Team, continues to be the voice for local people with disabilities. More members are always welcome. For more information about joining the Disability Forum, please call Waveney's Active Communities Team on 01502 523354 or email stuart.halsey@eastsoffolk.gov.uk.

Future stars

Members of the Waveney Youth Council have been recognised for their recent achievements and their commitment to improving Waveney for future generations.

At a special event, they were personally thanked for their hard work by Cllr Colin Law, Leader of Waveney District Council and Cllr Frank

Mortimer, cabinet member for Customers and Communities, as well as senior officers. The Youth Council was commended for its ongoing work to deliver youth-led projects which aim to improve the lives of young people during their time in school as well as help them prepare for adult life.

Cllr Frank Mortimer said: "The Youth Council is an enthusiastic and dedicated group of young people who work closely with a range of people to ensure the views of young people are taken seriously. It is a privilege and an inspiration to work with them."

Ray Wang, chair of the Waveney Youth Council said: "It makes me incredibly proud to see the hard work, ideas and contributions which underpin all of our achievements. I hope the prestigious accolades we have received will serve to inspire and motivate us to remain the voice of our peers in the future."

Recent Youth Council projects include a campaign to improve Personal, Social, Health and Economic (PSHE) education provision to help young people prepare for the life challenges after they leave school, as well as the Transition Ambassadors project. This aims to ease the transition for students beginning high school with funding secured to deliver this project for a

second year at local high and special schools and Lowestoft College and Sixth Form College. The Youth Council has received national and local recognition, including the Young People's Award as part of the 2015 EDP Stars of Lowestoft and Waveney Awards and the British Youth Council's 2015 Youth on Board Awards.



Supporting those at risk

As part of the Government's Syrian Vulnerable Person Scheme, Suffolk's Public Sector Leaders have unanimously agreed to take up to 200 Syrian refugees over the next five years.

Those coming to Suffolk and across the UK are those at severe risk of harm or death. Plans are in place to bring 20,000 refugees to the UK via the scheme.

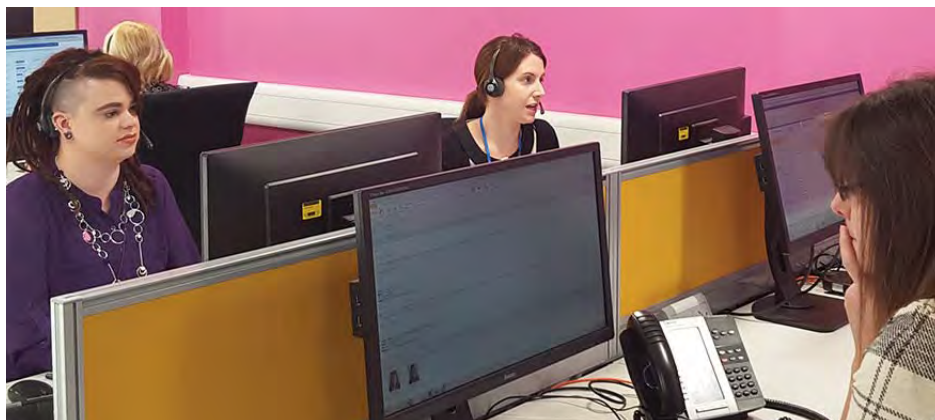
A task group which includes representatives from local authorities, health, police and the voluntary and faith sectors has been set up to put in place appropriate housing, education, health and support services provision.

Due to the location of suitable housing, health, education and support services the refugees will be settled predominantly in the

greater Ipswich area. Housing will predominantly be via private sector landlords. Members of the task group work with the Home Office to agree who will come to Suffolk based on the services and facilities we are able to offer. Security and health checks are carried out on those being considered for resettlement before they arrive in the UK and they will have permission to stay for five years on humanitarian grounds.

For more information about what Suffolk is doing to support Syrian refugees, including a series of FAQs and details of how to donate furniture or electrical items visit <http://www.suffolkrefugee.org.uk/> or call Suffolk County Council's Contact Centre on 0345 60318422.

New centre puts customers first



As part of a wider project to reduce costs to taxpayers and improve services, a refurbished Marina Customer Services Centre has re-opened its doors to the public.

The re-designed and reconfigured facility houses teams from both Waveney District Council and Suffolk County Council in the heart of Lowestoft, with approximately 150 staff delivering a range of services. Improvements to the facility include the addition of more 'self-service' computers which are available for members of the public to access council services and information themselves. The capacity of Waveney's Call Centre has increased, enabling the Council to deal with

more enquiries in a quicker time. Meanwhile, accommodating County Council services in the refurbished facility further encourages co-operation and collaboration between the two councils and enhance the likelihood of further integration and partnership working. The County Council's Youth Offending Service and 'Catch 22' team have moved in, with the latter providing support services for young people leaving the care of the local authority at the age of 16. Cllr Frank Mortimer, Waveney's Cabinet Member for Customers and Communities said: "The Councils are putting customers in Lowestoft



first by creating a fantastic facility for our communities in the heart of the town. This ensures that it is both easier and quicker to access services and I am absolutely delighted that the work has been carried out on budget and on time."

The work has been undertaken as part of the wider Lowestoft Shared Accommodation Programme which has already seen 'back office' and administrative teams occupy the new Riverside building on Canning Road. The cost to the two councils to maintain their original facilities around the town would have been around £16 million across the next 10 years. However, the co-location will ultimately save local taxpayers in the region of £3 million.

Warm welcome for theatre upgrade



Following a refurbishment project to repair the roof and facade of the Marina Theatre, plans for a new cafe and VIP lounge are being considered.

Extensive repairs were carried out to the canopy and roof and the theatre's facade was also repaired and completely repainted with new lighting installed.

The project, which was funded by Waveney District Council who own the theatre and delivered in partnership with the Marina Theatre Trust, was managed by Foster Wilson Architects. The repair work itself was undertaken by Lowestoft-based building company M. S. Oakes. Cllr Stephen Ardley, Waveney's cabinet member for Operational Partnerships, said: "These

refurbishments have further enhanced this wonderful venue, which offers an impressive range of performances and entertainment. The improvements were completed on schedule and ahead of the ever-popular pantomime season and we would encourage everyone to enjoy all that the theatre has to offer."

David Blyth from the Marina Theatre Trust said: "The Trust is extremely pleased with the refurbishment of the theatre's facade as the new colour-scheme reflects the former glory of the building and puts the Marina in a different league."

The refurbishments to the canopy, roof and facade were completed in time for the launch of the Christmas pantomime. Sleeping Beauty, starring Rustie Lee. Meanwhile the theatre will shortly begin a fundraising campaign to help support the front of house works, which are schedule for completion in 2016.

These include a new theatre cafe and box office as well as a first-floor VIP Privilege Lounge with additional seating.

For more details about what's on at the theatre, please visit www.marinatheatre.co.uk.

Working with landlords, supporting tenants



Waveney's Private Sector Housing Team is enforcing new legislation regarding the installation of smoke and carbon monoxide alarms in local properties.

Under the Smoke and Carbon Monoxide Alarm (England) Regulations 2015, private sector landlords are now required to ensure at least one smoke alarm is fitted on each storey of their property and that a carbon monoxide detector is installed in any room containing a solid fuel-burning appliance.

Landlords are also required to ensure that such alarms are in proper working order at the start of each new tenancy and may be asked to provide evidence of this following any housing inspections by the Council where an issue is identified.

This legislation will be enforced by the Private Sector Housing teams at Waveney District Council and strict penalties will be applied to anyone in breach of the new rulings.

Cllr Sue Allen, Waveney's cabinet member for Housing said: "The safety of our residents is of the utmost importance and all landlords offering housing for rent in the Waveney area must comply with the new legislation.

"Smoke and carbon monoxide detectors are proven to save lives however far too many people still die each year in house fires. We would urge all residents to check the presence of smoke detectors in their homes and more importantly, to make sure they are working correctly."

Should the Private Sector Housing team have reasonable grounds to believe a landlord has not complied with one or more of the requirements, they will initially issue a 'Remedial Notice'. The landlord must comply with the notice within 28 days. If they do not comply, the Council must carry out the remedial action, with the occupiers consent, and the Council will recover its costs. A second offence will result in a punitive Fixed Penalty Charge of £2,500 and will rise to the maximum penalty of £5,000 for third and subsequent offences. Landlords requiring more information on how to comply with the new legislation should contact the Private Sector Housing team on 01502 523119 or email ps.housing.wdc@eastssuffolk.gov.uk.

Suffolk Fire and Rescue Service has a limited number of free smoke detectors available to landlords. Apply online at www.suffolk.gov.uk/emergency-and-rescue or by contacting fire.businesssupport@suffolk.gov.uk or 01473 260588.

A new scheme requiring all private landlords, including anyone subletting or taking in lodgers, to carry out quick and simple checks went live across England in February.

'Right to Rent' means that landlords must be sure that all new tenants have the right to rent property in this country. Its introduction followed input from a panel of experts, and was backed up by stakeholder events with landlords and agents.

Landlords are now required to check identity documents for all new tenants and take copies. A wide range of documents can be

used for the checks, and the Government has worked closely with housing and homelessness charities to design a document list which can accommodate different individual circumstances. This includes where people do not have traditional identity documents such as a passport.

There are resources available to help landlords comply with the new rules, including an online checking aid to guide them through the process.

For more information about making the checks go to www.gov.uk/righttorentchecks

www.gov.uk/check-tenant-right-to-rent-documents



We can help

Suffolk's Warm Homes Healthy People Grant could help:

- Fuel costs
- Emergency boiler repairs
- Cheaper heating oil prices
- Good neighbour schemes
- Help with the cost of home insulation

Have you been cold at home this winter? Do you suffer from a health condition that gets worse in the cold?

Suffolk has been successful in winning funding to help low income households repair, replace or install first time central heating systems. One resident we helped this year had a gas boiler which was beyond repair and he was managing with just a single gas fire. He has a relatively modern house with good insulation but without a heating system it was still cold. This was having an adverse effect on his health as he suffered from a lung condition. The Warm Homes project was able to fully fund a replacement system that meant he was able to warm the house which helped his respiratory condition improve. The work was fully funded as he was on a low income.

Do you know anyone who needs our help? Funding still available but on a first come first served basis. For more information call Warm Homes on 03456 039686.

Building better times in Bungay



As part of a wider Waveney District Council initiative to build over 100 new affordable homes across the district, work has started on the first new council houses to be built in Bungay since the 1970s.

Waveney District Council's cabinet member for Housing Cllr Sue Allen joined Managing Director of constructor Wellington and Orwell Housing Association New Business Manager Greg Dodds

as well as ward councillors Simon Woods and John Groom, to cut the first sod on a site at Garden Close in the town, one of four former garage sites which are being redeveloped to provide 12 council homes. Four two-bedroom houses are to be built at Garden Close, along with three two-bedroom houses at Princes Road, two two-bedroom houses at Manor Road, and three two-bedroom bungalows at Joyce Road.

The new homes will be available for rent to those on Waveney's housing register.

Cllr Allen commented: "There is a huge need for more affordable homes in towns like Bungay, and now that councils are allowed to build new council housing, Waveney is being proactive in responding to opportunities to do so.

"We are committed to delivering high quality and well-designed homes, which will be in addition to any new affordable homes which are being delivered by housing associations."

Paul Pitcher, Managing Director of Lowestoft-based constructor Wellington, which has won the £1.1 million contract to build the new homes in Bungay, said, "Converting under-used garage sites into much-needed new affordable homes is a great way of maximising the land and resources available, and this is something we are undertaking in a number of locations across Norfolk and Suffolk. The result will be top-quality, energy-efficient affordable homes for local people."

The 12 new homes are set to be completed in autumn 2016.

Photo shows (from left) ward councillor Simon Woods, Cllr Sue Allen, Greg Dodds from Orwell Housing Association, Paul Pitcher of Wellington, Dave Howson, Housing Manager at Waveney District Council and ward councillor John Groom cutting the first sod at Garden Close, Bungay.

What should Waveney be like in 2026?

The population of Waveney is expected to grow significantly over the next 20 years to 2036, with economic forecasts also indicating that the number of jobs in Waveney will grow substantially over this period.

This will create demand for more housing, more offices, more factories and warehouses and more shops and leisure facilities.

Where will this development go?

How can this level of growth be accommodated while protecting Waveney's sensitive and valued natural environment?

What new infrastructure will be needed to accommodate further growth?

How can this growth bring benefits to the existing communities of Waveney?

Waveney District Council is preparing a new Local Plan for the area and these are just some of the questions a new Local Plan for Waveney will need to answer - so we need your help. In April the Council will start a public consultation to get people's views on how the District should grow and change over the next 20 years.

The consultation will propose options on the level of growth, where growth should be located and how it should be delivered. It will contain options and questions on how the environment should be protected and enhanced and how the community can benefit from new development. Importantly, the consultation will include potential land for development which has been suggested by local landowners and developers which could potentially accommodate the growth needed in Waveney.

As part of the consultation, the Council will hold a number of public exhibitions where people can learn more about the Local Plan and talk to the staff involved in preparing the plan.

Details of the Local Plan consultation and the exhibitions will shortly be posted on the Council's website at waveney.gov.uk/newlocalplan. If you wish to be kept informed of updates on the Local Plan please register your details at the above web pages.



Council campaign to help stretch every penny

In partnership with Suffolk Coastal District Council and the Citizens Advice Bureau, Waveney is preparing for the introduction of Universal Credit with a campaign to help people make their money go further.

Universal Credit is a new benefit that incorporates Jobseekers Allowance, Income Support, Employment and Support Allowance, Housing Benefit, Working Tax Credit and Child Tax Credit. This new benefit was introduced at Lowestoft and Beccles Jobcentres in March 2015 and Waveney is helping with the transition. To raise awareness of Universal Credit and making your money go further, Waveney District Council has teamed up with Lowestoft College to produce a series

of videos as part of an online social media campaign to support new applicants.

Among other things, the videos show how anyone who applies for Universal Credit can receive a financial advice session, providing applicants with hints, tips and techniques to help stretch every last valuable penny.

To make the most of this new benefit, and accompanying financial advice, the videos also encourage applicants to discuss financial matters with their Work Coach. Waveney District Council is committed to helping residents with the new scheme. Take a look on the Council's Twitter page or head to our web pages

waveney.gov.uk/makeyourmoneygofurther for more information!

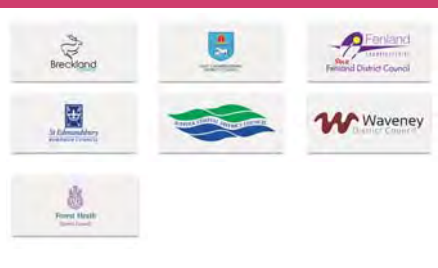


#makeyourmoneygofurther

Online benefit

Waveney District Council and Suffolk Coastal District Councils' Revenues and Benefits Teams are part of the Anglia Revenues Partnership, alongside Forest Heath, St Edmundsbury, East Cambridgeshire, Breckland and Fenland Councils.

The aim of the partnership is to run an efficient Council Tax collection and Housing benefits distribution service while reducing administration costs to each council. By coming together, each council can save money by pooling resources and staff. Over the last few years, the Anglia Revenues Partnership has saved over £2,000,000 across all the councils involved and as part of our partnership a new website has been launched incorporating online Revenues and Benefits services for all seven Local Authorities. All Waveney and Suffolk Coastal online services and information is now available via the Anglia Revenues Partnership website www.angliarevenues.gov.uk in a simple and easy to access format.



New and established businesses in Waveney can now benefit from advice on a range of business issues.

The Waveney Business Support Voucher Scheme has been developed by Waveney District Council, in partnership with Norfolk and Waveney Enterprise Services (Nwes), Waveney Business Forum (WBF) and the East Suffolk Partnership. Through the scheme, local businesses can benefit from a two hour business advice session with fan accredited Nwes adviser.

Advice will be available on a range of core business areas including operations, employment, budgeting, book keeping and finance, marketing and social media. Sessions, which have a value of up to £200 each, will take place across Waveney dependent on demand and availability.

Cllr Michael Ladd, Waveney's cabinet member for Tourism, Economic Development and Rural Affairs said: "Small businesses are a key part of our local economy and it is crucial that they are supported from the beginning. The advice sessions will provide small and micro start-ups with guidance on a range of issues to help them

become established successful businesses." Andrew Wilson, Nwes Head of Enterprise Services said: "This is a great opportunity for local businesses to get help with driving their business forward. The feedback we get from the businesses we work with is fantastic and we are delighted that through this funding we are able to increase the level of support available locally. I would encourage businesses to get in touch to see how we could help them."

Christine Pinsent, WBF coordinator said: "With 94.7% of Waveney's businesses employing less than 20 people, they are the lifeblood of our local economy and it is important to ensure that they have opportunity to access good quality advice and support."

The Voucher Scheme was officially launched on 24 February by representatives from Waveney Business Forum, Nwes and Waveney District Council.

The vouchers are only available to businesses located within the Waveney area. To check eligibility and book your advice session, please contact Nwes on 0845 60 99 99 1 or email info@nwes.org.uk, quoting 'Waveney Voucher Scheme'.

Restaurant is hot on hygiene

The owners of a Lowestoft restaurant have been praised for their efforts in raising their food hygiene standards to the highest level. Following a recent inspection by Waveney District Council's Food and Safety Team, Lowestoft Tandoori in the town's historic High Street has been given a Food Hygiene Rating of 5, having previously been given a '1'.

This is the uppermost rating a food business can be given and reflects the hard work undertaken over the past year by business owner Meharaj Alam (right, with Cllr Mary Rudd and Food Safety Officers Tony Burgess and Paul Goldsmith) and assistant manager Chris Howard, with support from Council officers. In 2015, the Council's Food and Safety Team found the restaurant's food hygiene to be severely lacking with major improvement necessary. Yet, over the past twelve months, officers have worked closely with restaurant management to improve food safety, which has been helped by the recruitment of new staff. Cllr Rudd, Waveney's cabinet member for Community Health and Safety said: "Poor food hygiene has serious health implications and it is reassuring to see a local business significantly improve its food safety practices. Praise should be given to the restaurant staff who have worked



hard to make these improvements and also to the Council officers who have supported and advised them through the process.

"All food businesses are capable of achieving the top FHRs rating and this can then be advertised to attract more customers. Food establishment owners should make sure their FHRs sticker is proudly on display on the door, the menu and in any advertising, whilst customers should check the rating of any establishment before sitting down to eat." The Food Hygiene Rating Scheme (FHRs) helps people make an informed choice about

where to eat by highlighting restaurants, pubs and cafes with excellent food hygiene. Food businesses can display their black and green FHRs sticker advertising their current food safety rating, which gives customers an immediate insight into the kitchen and shows how seriously the business takes food hygiene. People are encouraged to take food hygiene seriously when choosing where to eat and so if the FHRs sticker is not visible, remember to ask where it is. You can also check the rating of over 440,000 food businesses online at <http://ratings.food.gov.uk/>.

Helping you make healthy choices

A new food award will help customers make healthier choices when eating out at Suffolk's restaurants, pubs and cafes.

The 'Eat Out Eat Well' award recognises a food business's commitment to providing healthier food choices and any restaurant, pub, cafe or food retailer in Suffolk is eligible to apply. Customers can look out for the 'Eat Out Eat Well' symbol when choosing where to eat. To qualify for the 'Eat Out Eat Well' award, businesses must be assessed by Environmental Health officers and show their commitment to providing healthier choices. This includes keeping fat, sugar and salt to a minimum and making fruit and vegetables widely available. The level of award is based on a scoring system that takes into account the type of food on offer, cooking methods, and how businesses promote healthy choices to their customers. The award was launched at Center Parcs in Elveden, which has been presented with a silver award. Representatives from Vertas were also at the launch to receive a gold award. Vertas is responsible for catering in a large number of Suffolk schools and council facilities, including Cafe East at Waveney's Riverside offices.

Karen Davies, Consultant Dietitian at Live Well Suffolk said: "When it comes to a healthy diet, balance is the key to getting it right. This means eating a variety of foods in the right proportions, and consuming the right amount of food and drink to achieve a healthy body weight. "Having a treat now and again is enjoyable, which is why many people eat out, but it is important to have the option to eat more healthily, which is why this award is so welcome." The scheme is free for businesses to enter with details found at www.healthysuffolk.org.uk.



Food hygiene training courses

To help businesses ensure that employees are trained appropriately, Waveney and Suffolk Coastal District Councils jointly run a nationally recognised one-day training course - the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering.

This qualification replaces the former Foundation and Basic courses. This course is intended for anyone working in a catering or hospitality setting where food is prepared, cooked and served. Typical environments may include pubs, hotels, restaurants, contract catering, fast-food outlets, hospitals, care and nursing homes, schools, prisons and the armed forces.

The next date for the CIEH Level 2 Award in Food Safety in Catering course in Waveney is 4 April, located in Lowestoft. To find out more go to www.waveney.gov.uk and search for 'food and hygiene training'.

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