

intouch!

WITH YOU AND WAVENEY **NOVEMBER 2014**

“What a summer!”



Local heroes!

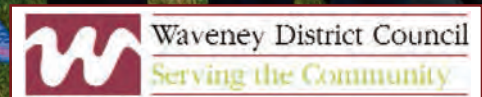
Norwich City & Ipswich Town legends Chris Sutton and Terry Butcher join Greg Dyke to celebrate Waveney's grassroots football project!

Business is booming

Enterprise Zone welcomes new businesses and sets an impressive national standard

Get involved

Do you want to have more of a say on local planning issues?



Getting in touch

Please check www.waveney.gov.uk for any information you require. Accessing services online is quick and easy and helps you avoid having to wait in a queue!

Call us on **01502 562111**

We aim to answer your call within 20 seconds and to resolve your query at first point of contact. The telephone lines in our call centre are usually busy on Mondays and between 12-2pm each day. To avoid longer waiting times, please try to call us outside these hours.

You can send us an email to customerservices@waveney.gov.uk

Please note: when visiting us the first and last days of the month are usually busy as residents pay their council tax bills.

Mondays are our busiest day and so is the period between 12 noon – 2pm. To avoid longer waiting times, please try to visit us outside these hours.

We are closed on all statutory bank holidays and weekends.

Our Opening Times

Marina Customer Services Centre / Contact Centre

The Marina Customer Service Centre (next to the Marina Theatre) Lowestoft, NR32 1HH.

Monday to Wednesday 8:45am to 5:00pm

Thursday 9:30am to 5:30pm

Friday 8:45am to 4:30pm

Marina Payments Office

Monday to Wednesday 8:45am to 4:45pm

Thursday 9:30am to 5:15pm

Friday 8:45am to 4:30pm

Accessibility : we have Hearing Loops / Disabled Access

Or at one of our local offices: (please see our website for opening times)

Beccles – We have a customer service desk within Beccles Library, Blyburgate, Beccles, Suffolk NR34 9TB

Bungay Local Office, Broad Street, Bungay NR35 1EE

Halesworth Local Office, London Road, Halesworth IP19 8LW

Local sporting heroes

Local sporting heroes were recently recognised at the 17th Annual Active Waveney Sports Awards.

Organised by Waveney District Council and supported by the Active Waveney Sports Partnership, Waveney Sportsability and the Lowestoft Journal, the ceremony was a celebration of sporting excellence and saw winners from a wide variety of sports, including athletics, karate, football and skiing.

The awards were created to acknowledge outstanding individual and team sporting achievement and to celebrate the tireless work of local volunteers involved with teaching and organising sport

in the region. These volunteers are committed to raising the profile of sport and disability sport, encouraging involvement at all levels, ages and abilities. Nominations can come from anyone living in the Waveney area.

Congratulations to Declan Manning – Best Sportsman, Maria Palmer – Best Sports-woman, Regan Bessey – Best Junior Sportsman, and Zara Williams – Best Junior Sportswoman. Lowestoft Town FC were the Team of the Year

and the Long Service Award was awarded posthumously to the late Brian Gallagher. Cllr Bruce Provan said: "This was a particularly difficult year for the judging panel with the entries raising the profile of sport in the district."



Big Local App Waveney is the smartphone app for Waveney; bringing everything together for the local area, making it a one-stop-shop for local information.

"The Big Local App Waveney allows consumers to access local information at the touch of a button, along with vouchers exclusively available to use in their area. More importantly it's free to use," said Ben Coleman, part of the team that launched the app.

Waveney District Council's Twitter feed is now approaching 3,000 followers! For all the latest news and events head to twitter.com/waveneydc



A whole variety of businesses from across the Waveney area are using Big Local App to provide great content and exclusive vouchers. Businesses include Rookery Park Golf Course, Waterlane Leisure Centre, Broadland Holiday Village, Chilled Driving Tuition, Robert Owen Haircutters, Somerton Guest House and many others.

Big Local App are also partnering with the local BBC news, Waveney District Council, the Sunrise Coast, and Lowestoft College to provide Waveney residents with up to date local news and information.

Big Local App can be downloaded from your smartphone's App store or using biglocalapp.com/Waveney

Food hygiene training

Waveney's ever-popular one-day food hygiene training courses are back underway with places still available this winter.

The course is intended for anyone working in catering or hospitality. If you own a food business, it is your responsibility to ensure your employees are trained to handle food safely. Remaining dates to take the one day CIEH Level 2 Award in Food Safety course are December 11th and February 5th.

In addition, anyone who has completed the training within the past three years is encouraged to take the half-day CIEH Level 2 Award Refresher in Food Safety in Catering, taking place on January 7th.

Head to www.waveney.gov.uk/cieh for more details

Big improvements to leisure in Waveney

Following the £8million redevelopment of Waterlane Leisure Centre, a further £1.1m expansion project, funded by Waveney, is underway.

Waterlane Leisure Centre, which is operated by Sentinel Leisure Trust in partnership with Waveney District Council (WDC) re-opened in January 2012 and Pulse Fitness undertook the original design, build, fit out and installation of fitness equipment. They are now delivering the additional facilities to help cope with the increase of members and popularity of the site. The size of the gym is increasing by 50%, taking it to 150 stations located over two floors. There will be a new functional training area and extended free weights section. Pulse will provide all additional equipment for the extended gym including a power rack, Olympic lifting platform and additional CV machines with Pulse's Cirrus Console. The beauty therapy zone is moving alongside the day-spa area and a

Jacuzzi is also being added to the already impressive thermal suite. "The original redevelopment allowed us to create a fantastic facility which has been really well received by the local community. Its popularity means that we now need to expand to meet demand and provide the best possible leisure services to our community," said Stephen Ardley, Deputy Leader of Waveney District Council. "The success of the facility development has seen us reach capacity in our gym much more quickly than we expected," said Stuart Everett, Managing Director Sentinel Leisure Trust. "Demand for equipment at peak times has been high and has prompted the decision to increase capacity and equipment. It will also allow us to create space for up to date training methods such as functional training. The extra space and equipment will ensure that our existing members continue to enjoy their experience and further enhance our excellent reputation in the local area.



A boost for Bungay too!

Bungay Pool and Gym will also receive a further significant investment to improve its facilities. Last year over £200k was invested in brand new gym equipment, changing rooms, pool tile surrounds and decoration. This further investment will see a modern and efficient boiler system, air handling and refurbished reception area as well as re-lined flume slide. Cllr Ardley added: "Through the successful partnership we have with Sentinel Leisure Trust, Bungay Pool and Gym is also proving very popular and could also reach capacity with a multitude of members, swimming clubs and leisure goers using the facility. This investment will sustain the facility for generations to come to access and enjoy."

New hoist helping disabled swimmers



A new disability pool hoist is in place at Waterlane Leisure Centre.

The hoist, which was jointly funded by Waveney District Council, Sentinel Leisure Trust, HealthEast, Avenues East, Activities Unlimited and from the county councillor's locality budget, was officially opened on Friday 12 September. Cllr Frank Mortimer, Waveney's Cabinet Member for Customers and Communities said: "The new pool hoist will provide improved access for people with disabilities to the excellent swimming facilities at Waterlane. We are always looking for ways to enhance the leisure services we offer and endeavour to make them accessible to everyone where possible. I would like to say a sincere thanks to the Active Communities Team for all their help

and assistance and also to Andrew Provan, Chairman of the Disability Forum, who is an inspiration to us all." Stuart Everett, Managing Director of Sentinel Leisure Trust said: "We are delighted to be supporting the installation of the new pool hoist. It will further enhance and improve what we offer at Waterlane and will make a real difference for people with disabilities who would otherwise be unable to use our pool. Regular swimming sessions for those with disabilities already take place at Waterlane every Friday from 1pm-2pm and offer people the opportunity to use the pool in a relaxed private environment." For more details about these sessions, please contact Waterlane Leisure Centre on 01502 532540 or visit www.sentinelleisuretrust.co.uk.

Preparing a bright future in Oulton



Local people have big plans for a brighter future in Oulton.

Following a successful community consultation event in July, the newly formed Oulton Parish Neighbourhood Plan group are working in partnership with the local Parish Council to develop a Neighbourhood Plan for the area. Neighbourhood planning, introduced as part of the Localism Act 2011, gives communities

direct power to develop a shared vision for the development and growth of their local area over 10 to 15 years. Jo McCallum, Community Development Officer at Waveney said: "In the Waveney area, Southwold, Kessingland and Beccles are currently in the process of developing a Neighbourhood Plan. Oulton are now joining them in taking the opportunity to use their rights under the

Localism Act to have a direct influence on the development of their community." Brian Hunter, Chair of Oulton Parish Council said "We are pleased to be working in partnership with the newly-formed Steering Group; ensuring that the community is involved is very important to the successful completion of the Neighbourhood Plan." Other initiatives already underway in the area include the

newly-installed outdoor gym which has proved particularly popular, along with the improved play area at Bloomsbury Close. The group also co-ordinates a fortnightly litter pick (pictured). The Neighbourhood Plan Group meets regularly and would welcome new members who live or work in the area. For more info, please contact: clerkoulttonparishsuffolk@hotmail.co.uk

Get involved in local planning issues!

As a local resident, you can offer unique knowledge and understanding of your local area.

This is why the Council is keen to get you involved in the local planning process.

Community involvement helps to ensure that planning policies and decisions on planning applications are effective and reflect the needs of the local area. For this reason, the Council is committed to ensuring that all sections of the community understand how they are able to contribute.

The Council adopted its Statement of Community Involvement in September. This document sets out how and when people can have their say on planning policies and

planning applications.

The Council will

- **Ensure the process is simple** by writing in plain English and explaining any planning terms that are used.
- **Communicate clearly** by explaining the reasons why the Council wants to involve you and gather your comments.
- **Make it easy for you to get involved** by explaining when and where you can provide your views.
- **Make public events as accessible as possible** for all groups, taking into account the time and potential cost of attending and making use of existing community involvement networks and groups.
- **Share information** on the

Council's website and at Council offices and libraries as appropriate.

- **Use a range of cost effective delivery methods** to ensure all individuals and groups have the opportunity to be involved.
- **Be clear about the results of local plan consultations** by summarising the responses received and provide feedback on how these have been considered ensuring transparency and consistency.

- **Publish decisions on planning applications** on the Council's website. The Parish/Town Council will also be informed of the decision.

Register to receive updates on planning applications in your area:
www.waveney.gov.uk/pages/publicaccess
 Register to receive Local Plan updates:
www.consult.waveney.gov.uk
 To view the Statement of Community Involvement:
www.waveney.gov.uk/localplan

Council to tackle funding challenges head on

Waveney District Council is rightly proud of the efforts it has made to reduce costs and make savings against a backdrop of austerity and cuts to public funding. However, the council still faces a number of challenges and must now work even harder to ensure that we continue to deliver the services that our communities need while facing even further reductions in the money we receive from central government.

This is why Waveney is now embarking on a comprehensive review of the way we deliver these services, adopting a refreshed “commercial and entrepreneurial” approach with the ambition of generating more of our own revenue. We don’t want to rely on a dwindling Government grant system but instead take a longer term strategic approach which enables us to close a budget gap (ie the difference between what we

receive and what we spend) of around £5 million in 2018. So far, Waveney has met and often exceeded the targets and challenges it has faced in difficult circumstances. There has been a remarkable 40% real term reduction to our net spending since 2010-11 and over £5 million in cost savings. And despite the challenges, the council has kept council tax frozen throughout that time, with not a single penny added to bills in five years.

This is all happening while the council continues to deliver important projects alongside the everyday services that the people of the district want and need – including a comprehensive coastal protection programme and the provision of much needed affordable housing. Cllr Colin Law, Leader of Waveney District Council knows that there are big challenges that must be met head on. He said: “Our Medium Term Financial Strategy has dealt

with the issues we faced very well. However, the approach of simply reducing costs cannot continue indefinitely and we must take a far longer term view of our financial position.

“We must be a more business-like council with a commercial and entrepreneurial approach to the financing of key services. This means better utilising our assets to generate more money, reviewing and enhancing our impressive service delivery partnerships and developing a financial strategy that enables us to be financially self-reliant.”

The Council will be hosting a meeting with town and parish councils to discuss ideas for the future and is also intending to speak with community and charitable groups. Cllr Law believes this is an impor-



tant part of the process. He said: “The days of cutting and slicing are gone. Our focus is now on financial innovation and we would welcome the input and ideas of our local communities. They know our services better than anyone and as a council that listens, these opinions are invaluable.” Further details of the council’s plans and ambitions will be published in due course. In the meantime, your views are always welcomed.

email budget15@waveney.gov.uk with your views

Business is booming in Enterprise Zone



The Great Yarmouth & Lowestoft Enterprise Zone (EZ) continues to grow and is now regarded as one of the best performing enterprise zones in the country. The EZ, which is part of the East of England Energy Zone, opened in 2012 and comprises six sites across Lowestoft and Great Yarmouth. Businesses operating

within the EZ receive potentially discounted business rates, simplified planning and superfast broadband. The zone has attracted over £16m of private sector investment and there are now 18 companies in the EZ providing over 570 jobs. Further buildings are under construction, meaning the target of creating

1,500 jobs by May 2015 is likely to be reached.

The New Anglia EZ is the only one in the UK which has not reduced its jobs targets and is recognised by Government as one of the best performing zones in the country. Mobbs Way Business Park in Oulton is a thriving part of the EZ and once complete, will have a total of nineteen light industrial units at the site, which is owned by MS Oakes. Nine units are already let out to a variety of businesses.

On 6 August, Local Growth Minister Penny Mordaunt MP visited the EZ including a stop at Mobbs Way. She said: “So much has been achieved in the last 18 months in what was effectively a derelict site. I

met people with confidence and an understanding of the local area who want to make the place thrive and become a centre of excellence for renewable industries.”

Cllr Colin Law, Leader of Waveney District Council said: “The Enterprise Zone is a real catalyst for economic growth and offers genuine benefits to businesses. Mobbs Way is a great example of the Enterprise Zone in action and I’m delighted that the Minister has been here to see it first hand.” In September, Essex & Suffolk Water became the 18th business to locate to the EZ with a new call centre at Riverside Road in Lowestoft, bringing with them approximately 200 employees.



Southwold this way!

A new Tourist Information Centre has opened in Southwold. The facility on Child's Yard offers a range of information for both visitors and residents, showcasing the wide range of activities, entertainment and natural beauty on offer both in the town and the wider district.

Replacing the previous venue on the High Street, the new centre opened to visitors in April. Cllr Bruce Provan, Waveney's Cabinet Member for Economic Development, said: "Southwold is a beautiful and iconic place both to live in and to visit and we want to make sure that people are

aware of what the town has to offer. It also has tons of information about Waveney from Lowestoft to the market towns." "The Sunrise Coast website (www.visit-sunrisecoast.co.uk) details a wide range of things to do and places to go on the Sunrise Coast, however sometimes

you can't beat speaking to local experts in person. A recent survey showed that the tourism industry is worth in the region of £240 million to the district and that is why we will continue to invest in tourism services and work closely with partners to encourage as many people as possible to visit."

Historic Harbour agreement

An historic agreement was reached in July to set up a joint district and town council committee to run Southwold's Harbour Lands. Southwold Town Council and Waveney District Council voted unanimously in favour of a set of recommendations, which had previously been open for a six-week public consultation during June and July. During this time, over 100 written responses were received. Councillors from Southwold Town Council and Waveney District Council formed a Working Group during 2013 with the intention of making some immediate improvements for users and visitors; and to develop proposals that will secure a bright and sustainable future for the Harbour Lands. By working in partnership, the Working Group has already made considerable progress with agreement and implementation of a number of management and

infrastructure improvements, such as repair of the harbour road and development of toilet and shower facilities in the Harbour Master's office. The Joint Committee will operate as a Strategic Board for the Harbour Lands, providing a strategic steer, ensuring compliance with legislation and holding to account the 'Management' for the operation and delivery of the lands, within the agreed budgets. Even more importantly the Councils have a shared commitment to securing long term investments and improvements on the Harbour lands that reflect and respect the unique culture and character of Southwold. Cllr Colin Law Leader of Waveney District Council said: "We are absolutely delighted that all recommendations were unanimously approved. Each council has acknowledged that

there are a number of complex, historical and current issues that make any straightforward transfer of Southwold Harbour and its associated lands very difficult. Therefore, the working group have devised a detailed and rigorous plan to share responsibility and jointly safeguard the harbour's future." "Although many councils have had joint committees in the past, this is the first such example that we are aware of the different tiers of local government, a Town and District Council, formally coming together in this way." The two councils agreed during the meeting that the money generated within the harbour lands would be ring fenced and remain in the area. Currently it is absorbed in to Waveney's general budget. They also resolved to investigate options for maximising investment in the caravan site.

New parking measures are being trialled to help ensure Southwold Harbour remains accessible.

Waveney District Council has introduced an "Experimental Order" at Blackshore Harbour, which will introduce a number of designated parking areas and restrict or prohibit parking in some locations. Cllr Stephen Ardley, Deputy Leader of Waveney District Council said: "The need for parking restrictions was raised after several incidents in 2013 when emergency vehicles were unable to access the harbour area due to poorly parked cars. In the summer season, the harbour area is hugely popular with visitors and this can often lead to blocked or restricted traffic access. As a result of this, the council felt it was necessary to introduce new parking regulations to ensure the harbour area remains accessible to everyone."

Rising together to meet town challenges



Lowestoft Rising's ambitions for the town

A significantly improved quality of life for everybody growing up, living in, working in and visiting Lowestoft.

A town where everyone fulfils their true potential.

A culture and environment that encourages working together and innovation to deliver real, long term and sustainable change for Lowestoft.

A new, integrated and sustainable approach to service delivery.

A truly innovative partnership, which has been created to meet some of Lowestoft's biggest challenges, is delivering real results and has been rewarded with crucial Government funding.

Lowestoft Rising is a partnership between Suffolk County Council, Waveney District Council, Suffolk Police, the Police and Crime Commissioners office and Health East (the Clinical Commissioning Group for Great Yarmouth and Waveney). Its ambition is to build on the strengths of the town as a place to live, work, visit and invest in, while delivering long term and sustainable change for the town.

Achievements to date include a complete re-design of drug and alcohol and mental health services in the town. For example, Lowestoft Rising has employed a multi-agency approach to address street drinking in the town centre and the level of problems has dramatically reduced. This is detailed in the article below.

Additionally, the holistic partnership approach to Lowestoft has seen crime and anti-social behaviour reduce by 381 offences and 725 incidents respectively between April-August 2014.

Meanwhile, the partnership has secured funding to implement a Work Inspiration Service that strengthens links between businesses and schools. The service will

help young people in Lowestoft access job opportunities through work experience and mentoring.

The new integrated Out of Hospital team in Lowestoft have also had a significant positive effect on the quality of services delivered to patients. By looking after people more actively at home, patients are not being admitted to hospital as regularly. In the first four months of 2014/15, emergency admissions fell by 9%. The partnership also works with local communities and businesses to promote and celebrate the achievements of Lowestoft as a town, such as the Queen's Commonwealth Baton Relay in June.

These achievements have attracted plenty of attention and Lowestoft Rising is delighted to have secured £130,000 of Government funding to deliver the 'Lowestoft Commissioning Academy.' This will help those making decisions about resources and services in Lowestoft take advantage of opportunities in a more joined up and integrated way.

Phil Aves, Lowestoft Rising Lead, said: "This is about whole system change and it is a long term commitment. It is about the public sector in Lowestoft speaking with one, unified voice. I am proud to say that, together, we are making steps towards achieving this."

Reducing the strength has positive impact

A scheme to restrict the sale of super-strength alcohol from shops in Lowestoft is already showing positive outcomes in the town.

The 'Reducing the Strength' scheme is jointly run by Waveney District Council in partnership with Suffolk Police and Lowestoft Rising and encourages local licensed retailers to remove super-strength alcohol from their stores. 27 retailers are currently part of the scheme and Waveney are keen for more shops to sign up and support the campaign, which aims to reduce the amount of super-strength alcohol available for sale within the town and therefore decrease levels

of street drinking. Since the launch of 'Reducing the Strength' in March, there has been a decline in the number of alcohol-related incidents and anti-social behaviour in Lowestoft as well as a significant reduction in street drinking. Previously, there were 30 recognised street drinkers in the town, and this has now been reduced to just four. Cllr Mary Rudd, Cabinet Member for Community Health said: "The positive effects of limiting the sale of super-strength alcohol are already visible within the town. It not only restricts opportunities for street drinking in the town centre but it also helps to improve the lives of those affected by alcohol abuse."



Reducing the Strength

Major park plan is inspiring ideas

Waveney High Schools are bursting with ideas for turning the East of England Park into a major contemporary and heritage inspired park.

The East of England Park is located between the Bird's Eye Factory and North Denes Caravan Park and includes North Beach and Ness Point and Year 7 Pupils at Ormiston Denes Academy spent two days working on ideas for the area.

Pupils amazed the staff and the Council with their thoughtful and interesting ideas for marine inspired parks and ways to improve Ness Point.

All contributions and the feedback received will help drive forward this project and deliver something for Lowestoft that local people want as well as create a new attraction for visitors to the area. Primary schools will be engaged in January onwards.

High Schools have been encouraged to be involved in all the stages of the project to give them experience of being actively involved in a real life project from start to finish. We plan to con-

tinue to work with schools until the East of England Park project has been completed.

Two community events have recently taken place to share ideas for turning this area from an underutilised space to an exciting space for the community and visitors to the town.

The ideas are being collated by Community Action Suffolk (CAS) and Waveney District Council so that together we can fully understand the priorities for the area.

A number of enthusiast local residents have already come forward to stress they would like to be kept informed of the project and were actively encouraged by CAS and the Council to be 'support facilitators' for the group decisions at the second community workshop.

So far, some of the key themes shared have been: Make Lowestoft the area a better tourism destination, create an area which reflects Lowestoft history, make the area more accessible, use sustainable materials, incorporate the surrounding parks and the Scores and have partnership working with the community.



To learn more about, or get involved in these projects, please contact the Area Action Plan Team on 01502 523384 or email aap-projects@eastssuffolk.gov.uk. You can also write to the AAP Team at Town Hall, High Street, Lowestoft Suffolk, NR32 1HS.

Full steam ahead!

The restoration of Lowestoft's historic station building has moved a step closer.

The Station Renovation Delivery Partnership (SRDP) led by Lowestoft Vision and Waveney District Council secured £10,000 from the Heritage Lottery Fund to kick-start a scoping study which will consider a proposal to renovate, restore and revitalise the historic Railway Station Building in the centre of Lowestoft.

A renovated and working Station Building would create new jobs, enhance and develop people's skills and help to preserve Lowestoft's important heritage for future generations.

Over the summer the SRDP commissioned architectural heritage specialists Purcell from Norwich to produce some initial designs and estimate the costs of

bringing this beautiful historic asset back in to full commercial use.

Over the next few months, Purcell will be working with Lowestoft-based Nautilus Associates who have been commissioned to establish the initial costs of full restoration and expected value.

The final step will be for Nautilus Associates to produce the Viability appraisal, in March 2015. This appraisal will determine whether the proposed café, museum, gift shop, training facilities and meeting spaces, together with the costs of restoration, will be a viable option for this building. If positive, the partnership will then begin the process of identifying and securing the funds needed to begin the restoration. It's a long process! You can keep up to date with progress through

www.waveney.gov.uk/Lowestoftstation.

Views sought on historic Town Hall

Waveney District Council will be leaving Lowestoft Town Hall in 2015 and local communities, groups and businesses have been asked for their ideas regarding the future of the historic site. The Council is looking for a sustainable and affordable solution which considers the best interests of local residents.

Full details can be viewed at www.waveney.gov.uk/townhallsite where there is also a questionnaire to complete.

We welcome your ideas!

FA backing for Waveney grassroots scheme



A £290,000 partnership project to redevelop sporting facilities at Dip Farm in Lowestoft has been praised by FA Chairman Greg Dyke.

A refurbishment project, led by Waveney District Council and the Sentinel Leisure Trust, in partner-

ship with the Football Foundation and the FA, has seen the current changing facilities at Dip Farm radically improved. The existing facility required updating to meet demand and an extension and refurbishment to the existing facility has provided two additional changing

rooms with showers, officials changing rooms & improved access to facility, under the Football Foundation design criteria.

Two-thirds of the cost of the new facilities were met by a grant of nearly £200,000 from the Football Foundation, the country's biggest charity – and an official opening ceremony took place in September with Chairman of the FA Greg Dyke and Waveney District Council Chairman, Peter Collecott. As well as the vital contribution from the Football Foundation, Waveney District Council has provided £92,500, which also includes a contribution from the Lowestoft & District Saturday League and Sunday League.

Cllr Bruce Provan, Cabinet Member for Active Communities said: "Suffolk FA approached Waveney District Council in 2010 and highlighted Lowestoft as a priority area for football development and in 2012 we agreed to proceed with a refurbishment project under the Football Foundation guidelines.

"The scheme is fantastic and we couldn't be more delighted. Waveney has a proven track record of working with clubs and national bodies to improve grass roots facilities in Beccles and in Lowestoft at Barnards Centre Point and Kirkley Recreation Ground and we are keen to further develop facilities at Normanston Park Lowestoft in the north and Halesworth in the south of the district. The financial support we have received so far has been fantastic and we now hope we can attract more funding to help us with future projects."

Greg Dyke, Chairman of the FA said: "I'm delighted that the FA has been able to play its part in making these tremendous new facilities at Dip Farm a reality and I commend all the partners that have come together to make this happen. Through the Football Foundation, the FA has helped to develop 1,700 sites like this across the country demonstrating our commitment to securing the foundations of grassroots football."

Local hero brings torch home

On 9 June, Lowestoft welcomed the Commonwealth Games Queen's Baton Relay. This was an unforgettable day of sporting celebration which saw hundreds of people line up to watch Olympic and Commonwealth boxer Anthony Ogogo carry the baton to Claremont Pier. Waveney District Council, Suffolk County Council, Lowestoft Rising, Suffolk Police and other supporting organisations arranged an exciting day of sport to coincide with the baton relay and encouraged all ages to get involved. The main sporting event was a mass participation run which saw schoolchildren, community

groups and companies take part in a mile-long jog, walk or run alongside Anthony Ogogo carrying the baton. Speaking after the event, Cllr Colin Law, Waveney District Council said: "It has been an absolutely fantastic morning, with a really good turn-out and great weather. With the national recognition of the relay it really puts Lowestoft on the map and showcases our south beach for what it is – one of the best on the east coast." As well as the community run, a host of other activities took place on the beach, including keep fit classes, tag rugby, street dance and Zumba. The Queen's Baton Relay vis-

ited Suffolk as part of its international journey to the Commonwealth Games in Glasgow, gathering support for Team England and celebrating sport along the way. The relay is the traditional curtain-raiser to the Commonwealth Games, visiting 68 nations and territories and covering almost a third of the world's population. The baton contained a message from the Queen to the Commonwealth which was read out at the Opening Ceremony of the Glasgow Games. Speaking after the event, Anthony said: "It's a massive honour. The support has been brilliant and thank you all for making it very special."



Suffolk Coastal and Waveney District Councils have teamed up with an innovative website service to help landlords and tenants.

"Let's Help You" provides landlords with a new way to advertise properties and offer residents a new way of searching for affordable rented accommodation in the private sector across East Suffolk.

The new website service is free to use, for landlords to advertise, and for anyone looking to rent in the private sector by going to <https://eastsuffolk.letshelpyou.co.uk> and uploading your property details.

This new approach puts landlords and tenants directly in touch with one another without needing a local authority to intervene, thus speeding up the process for tenants seeking new housing accommodation, and reducing vacant property times for landlords.

Registering is an easy two-minute job and additional benefits for landlords include:

- * Immediate free advertising for all your properties
- * See the full list of participating authorities in the Landlords' Help Section and upload properties in any of these areas for even more free advertising. The housing allowance calculator shows potential tenants their likely benefit entitlement and the rent they can afford.
- * Data analysis – sign-up for regular Landlord 'Property Tracker' emails to see how many have viewed your properties

Tenant 'Property Tracker' alerts are sent when suitable properties are added that match the tenant's search criteria. Use your Smartphone! Download the free LetsHelpYou app from Google Play Store, or from the App Store for iOS devices. The service is available in over 65 languages, to maximise users

If you would like to know more about this new service please go to www.letshelpyou.co.uk

Housing help



Council team on TV!

Housing officers from Waveney were recently stars of the small screen!

A popular new BBC One programme The Housing Enforcers, presented by Matt Allwright, highlighted the varied work of housing officers around the country. Working alongside teams from a number of councils, including Waveney and Suffolk Coastal, Matt hit the streets to help ensure tenants had a safe place to live, as well as seeking out bad landlords, tackling problem properties and dealing with the consequences of nightmare neighbours. Matt also worked in both Housing Options Teams to gain an insight into the ways that people in acute housing need can be assisted. Cllr Sue Allen, Waveney's Cabinet Member for Housing said: "This was an interesting opportunity for a national audience to gain an insight into the varied and complex work of housing officers. Matt accompanied our housing officers and saw first-hand how their work can significantly improve the lives of tenants. The title of the programme may sound dramatic however the programme itself



highlighted the important work of the housing officers and its beneficial impact on tenants and the community."

Matt Allwright said: "It's been a privilege and an eye-opener to stand alongside some of Britain's housing teams as they go about their jobs. Some of the living conditions of British residents are beyond belief – unsafe, unhygienic and unacceptable, but the Housing teams go out of their way to get the best possible outcome for everyone concerned - occupants AND landlords."

In each of the 10 episodes, Matt uncovered some of the UK's most shocking living conditions, from pest infestations to missing windows, leaking sewerage to over-crowding. Waveney housing officers Fern Lincoln, Sandy Campbell and Phil Gough certainly threw Matt in at the deep end!

Award winning scheme

Waveney District Council has received a national award for its work in providing new housing in Lowestoft for those with significant learning difficulties.

In September, the National Housing Awards 2014 were held in London and Waveney District Council received the Best Partnership Award for its part in the Suffolk HOLD (Home Ownership for people with Long term Disabilities) Partnership, which provides quality housing to transform the lives of vulnerable people. The partnership comprises Saffron Housing Trust, Suffolk County Council, Waveney District

Council, Wellington Construction, Ipswich Building Society and PDS. Waveney District Council approached Saffron Housing Trust with a proactive proposal for turning a redundant piece of land into community-focused housing. The land, which is located off Normanston Drive, once featured a derelict civil defence bunker. This building was a local eyesore and the land was prone to fly-tipping and vandalism. Waveney gifted the site to Saffron Housing free of charge who, working with a number of partners, built five new bungalows specifically for people living with long-term



disabilities. The Suffolk HOLD partnership has to date secured affordable home ownership for over 50 people, with another 50 homes in

the planning stage and has enabled the injection of over £3.5 million of private sector funding into affordable housing.

December flood: report, recovery & repair

Work to protect the seawall and promenade at Lowestoft is underway, following the first delivery of Norwegian rock to the site.

Following the delivery of 3,000 tonnes of rock, a further 3,400 tonnes is expected to arrive in late November, subject to weather conditions.

Placement of the rock into its final position will take place between 7am and 10pm Monday to Saturday to limit disturbance to local residents. Cllr David Ritchie, Waveney's Cabinet Member for Planning and Rural Affairs said: "Delivery of the rock signals the start of one of the most disruptive parts of these essential works, however the rock placement will ultimately protect the vulnerable seawall and reduce the risk of flooding to the town. We apologise in advance for any inconvenience caused to the local community."

The scheme, which is expected to last nine weeks, will repair the flint seawall following damage caused in December 2013 by the tidal surge and through increased erosion. As part of the work, improvements will be made to an adjacent groyne and to part of the promenade.

The seawall repairs are being funded by the Environment Agency at a cost of approximately £900,000 and further expenditure will be required to bring the beach back into commission. The proposed second phase of work, expected to commence in the spring, would involve stabilisation of the northern beach, additional repairs to the promenade and further safety measures. Progress can be monitored via a new webcam and information boards will be located along the prom, along with safe public viewing points to observe the work.



Waveney District Council has published a report into last December's surge, detailing the council's response to the event, which saw 167 premises flooded and 77 people temporarily housed in evacuation centres.

The report, called East Coast Tidal Surge, says that "the multi-agency response to this crisis worked well" and that the cost of the tidal surge to Waveney was £206,000. The council's operational partners, Waveney Norse, spent an additional 332 crew hours during the clean-up and there was 78 tonnes of water-damaged items and material collected free of charge.

The report also says that the government has given over £160,000 to communities as a result of the floods and over £90,000 has been provided by the EDP flood appeal. Cllr Colin Law, Leader of Waveney District Council, said: "The council, its staff and members worked around the clock to provide a rapid and effective response during the emergency phase, staffing rest centres and providing front-line support to the public.

"The December flood was an unparalleled event and brought out the very best in councillors, council staff and community groups who worked tirelessly and around the clock to support those who had been affected. That work has con-

tinued in the months following the tidal surge with council teams continuing to support residents and businesses in their efforts to return to normal through regular visits and a range of financial schemes to help those in need.

"Every emergency is different and so needs a different response and, while we did our best, we also know that not everything went as well as we would have liked. We would not have expected the response and recovery to be perfect, however we are not resting on our laurels and this report reflects our determination to learn important lessons and ensure that we are as well prepared as possible for any future events." Chair of the Overview & Scrutiny Committee Cllr Tod Sullivan said: "Everyone in Lowestoft recognises that the tidal surge was a very serious event. There was exceptional work done by staff across the council to ensure that the town was prepared and not worse affected.

"However it is clear that vulnerable communities want to be sure that they are being kept in mind, that they are helped to prepare their homes for future events. Also lessons can also be learned about communication and help for those people least able to help themselves."

Fancy £6,000 towards home insulation?

Suffolk residents are being urged to think ahead to the chilly winter months to make sure their homes are properly insulated.

Under the slogan 'Ensure your home is as warm as toast this winter' Waveney has joined forces with all Suffolk councils to offer the energy efficiency service, Suffolk Energy Action, thanks to a successful bid to central Government of £5.7 million.

The service is designed to help Suffolk residents save money on their energy bills by encouraging the installation of energy efficiency measures in the home and households can claim up to £6,000 towards home insulation measures. The scheme will

provide funding and advice for the installation of energy efficiency improvements to help all Suffolk homeowners and private renting tenants save money.

According to figures from the Energy Saving Trust, solid wall insulation can reduce your energy bills by £270 per year. Suffolk residents can get a heavily discounted assessment for just £29 on the energy performance of their homes which will identify potential improvements, which is refundable if measures are installed. They will then receive options and advice for funding, which could be up to £6000 towards the cost of the installation.

**www.greensuffolk.org/sea
freephone 0800 840 9090**

Council energy scheme boosting businesses



Small or medium sized enterprises interested in taking part in the project should contact the Project team on 01502 523393 or e-mail ecce@groundwork.org.uk with their contact details.

For further information visit: www.waveney.gov.uk/ecce.

Local businesses are praising a council-backed energy efficiency scheme which is identifying savings they could make on their bills.

Suffolk Coastal and Waveney District councils, in partnership with Groundwork East of England, secured European funding in 2012 to help small and medium businesses in the rural coastal areas of the districts save money by becoming more energy efficient.

So far, The East Coast Carbon Efficiency (ECCE) project has already identified average savings of over £10,000 per business by conducting free energy audits to identify where savings and efficiencies can be achieved. One delighted local business is Heathland Beach Holiday Park in Kessingland whose audit identified potential savings of over £11,000. Site owner May Reeder (pictured, left with husband Bernard and

project officer Cheryl Willis) said: "The majority of our energy spend is attributable to the use of residents on site and also to the heating of our three swimming pools. With such a big park, the job list is endless but ECCE helped us to prioritise those jobs, provided impartial advice on some projects that we weren't sure of and gave us financial support for the upgrade of some of our external lighting. We have also been awarded a Silver Suffolk Carbon Charter, of which we are very proud." Cllr Bruce Provan, Waveney's Cabinet Member for Economic Services said: "As a council, we are focused on encouraging businesses to grow and energy efficiency can make a real difference to a company's bottom line. This is an excellent scheme and we are really pleased that so many local organisations are genuinely benefitting."

Primary schools rising to the Fiver Challenge!

In conjunction with the 'Fiver Challenge', Waveney District Council recently ran an inspiring competition for local primary schools.

The Fiver Challenge, which is organised by Virgin Money and supported by Young Enterprise, aims to introduce young people to the world of enterprise and business in a fun way.

A number of local schools took part in the challenge; Gunton Community Primary, Meadow Primary, Fen Park Primary, Wenhaston Primary and Somerleyton Primary Schools. The winner was Gunton Community Primary School with second place going to Meadow Primary School. Primary schools across the UK were invited to take part and once registered, each child was issued with £5 with the aim of making as much profit as possible. Although, the children were allowed to keep

any profit, many chose to make donations to charity instead. The original £5 is then repaid to Virgin Money, along with a 50p donation, in order to benefit future Fiver Challenges.

A number of local organisations sponsored trophies for the challenge, including the Waveney Business Forum, the Kirkley Business Association, Harrod UK, M&H Plastics and Citrus Security Shredding. Prize monies were distributed to the schools by Waveney District Council and in addition, each school will receive a half-day enterprise workshop in the new academic year. These workshops will be supported by Waveney District Council and local businesses.

Waveney District Council Cabinet Member for Tourism and Economic Development Cllr Bruce Provan said: "We are delighted that this initiative has been a great success

thanks to the support from local businesses and business associations, as well as the creativity and enthusiasm of the children and their teachers."

Matthew Jordan, head teacher at winning school Gunton Community Primary, said: "Our children responded enthusiastically and creatively to this enterprise challenge. They worked really well in business

teams and learned a lot about costs and how to make a profit. Lots of parents and families supported them in their business plans. This was a fantastic opportunity that came out of Lowestoft Rising supported by Waveney District Council and Young Enterprise."

More details about the Young Enterprise Fiver Challenge can be found at www.fiverchallenge.org.uk.





Nobody likes wasting food – but did you know that 20% of all the food purchased by Suffolk residents ends up in the bin?

The Suffolk Waste Partnership's new food waste campaign has lots of handy reminders to help you make food waste 'history' and has created a quirky video clip to show how the average family could save up to £700 per year:

www.greensuffolk.org/recycling/make-food-waste-history/
Councillor Stephen Ardley, Deputy Leader of Waveney District Council said: "As well as costing the average family around £60 per month, food waste makes up over 30% of the average Suffolk rubbish bin. Disposing of this mountain of food waste costs the Suffolk taxpayer over £4 million every year. By making a few simple changes in our homes, such as

by remembering to plan ahead and store food correctly, we can not only save money but protect our environment too."

- * Plan ahead
- * Store correctly
- * Cook what you need
- * Recycle what you can't eat!

Of course, some food waste such as peelings and teabags are unavoidable – and the most environmentally friendly way to deal with food waste is to compost it at home. To help our residents get started, compost bins are available to Suffolk residents at reduced prices through our subsidy scheme. For more details visit www.suffolk.getcomposting.com or call 0844 571 4444.

Now you can recycle even more!

All Suffolk residents are now able to recycle a wider range of recyclable waste using the recycling bin at home, without having to take it to local recycling centres.

As well as paper, card, tins, cans, plastic containers, and textiles, you can now put the following in your blue-lidded bin:

Food and drinks cartons

(e.g Tetra-Paks)

Metal pots and pans

Aerosol cans

(no paint, fertiliser or weedkiller cans)

Books

(paperback and hardback)

Make sure your recycling is clean, dry and loose!

Operation tip-off



Earlier this year, the Suffolk Waste Partnership launched "Tripping up the Tipsters", a video reminding householders of their Duty of Care to ensure that their waste is disposed of legally.

The video urges residents to check that anyone offering to take their

waste away is not a rogue trader looking to make easy money by fly-tipping waste; ask for their waste carrier's registration details, and verify them by searching the Environment Agency's public register of waste carriers or by calling 08708 506 506.

Since January 2014, any trader

who transports waste while going about their normal business activities must be registered as a waste carrier. Council officers participated in further "Operation Tip-Off" stop-and-search days with the police and other agencies during 2014 to ensure compliance with waste carrier regulations.

The Environment Agency have provided an online tool to help businesses through the registration process.

Go to www.gov.uk/government/organisations/environment-agency and click on "Waste including waste carriers".

Voter registration changes

During August, all Waveney residents were sent a letter through the post telling them about the biggest change to the electoral registration system in almost 100 years.

Waveney's Electoral Registration Officer wrote to approximately 91,000 electors in the District area, explaining that a new and more secure system of Individual Electoral Registration is being introduced. This will replace the existing Victorian system where the 'head of household' is responsible for registering everyone living in a property. Under the new system, individuals will be responsible for their own registration. Many Waveney residents will automatically move on to the new electoral register. However, some people

will need to take action in order to join or remain on the register. Under the new system, it will now be possible to register online.

Samantha Mills, Head of Campaigns at the Electoral Commission, said: "This summer the Electoral Commission launched a major advertising campaign to raise awareness of the change to Individual Electoral Registration. We welcome this change, which will lead to a more secure register and replace the outdated Victorian concept that a single 'head of household' is responsible for registering everyone."

If you have not received your letter, please contact Waveney District Council's elections team on 01502 523238 or elections.wdc@eastsoffolk.gov.uk.

www.gov.uk/yourvotematters

Convenient payments

As part of its drive to provide customers with convenient and cost-effective payment methods, Waveney District Council will be reviewing its cash office locations and looking at ways to reduce the amount of cash taken. Handling cash incurs extra costs both in time and in security measures.

Waveney offers a range of alternative and flexible payment options, such as:

- Direct Debit: housing and garage rents, council tax and business rates can all be paid by Direct Debit.

- A dedicated secure automated payments line which is open 24 hours per day. To make an automated payment, call 0845 8350137.

- Via www.waveney.gov.uk: business rates, council tax, housing benefit overpayments, housing rents and invoices can all be paid through our website.

If you do wish to continue to make cash payments, a fast and more convenient option is to use a Payzone payment card, which can be requested by calling Customer Services on 01502 562111. Payment cards can be used at any Post Office or local shop displaying the Payzone symbol. Shops and Post Offices often have long opening hours enabling you to pay your bills at the most convenient time and place for you.

Visit www.payzone.co.uk or www.postoffice.co.uk/branch-finder to find your nearest participating Payzone outlet.



Gold standard again!

Waveney District Council has once again received national recognition for providing excellent levels of support to its Councillors.

The Council has once again been awarded the Charter Plus Award for Elected Member Development. The council was first accredited with Charter Plus status in 2009 and was the first council within East Anglia, London and the South East region to receive the Charter Plus accreditation. In order to retain this prestigious award, the council must undergo a rigorous reassessment to show its ongoing commitment to Member Development. Having successfully passed reassessments in both 2011 and 2014, Waveney is once again operating at this 'gold level standard'.

The assessment process requires the Council to demonstrate a strategic approach to member development and a constant commitment to learning. Member development activities are reviewed by a cross-party Member Development Steering Group and include a Joint Member Development Programme, Personal Development Plans for Councillors and a comprehensive Induction Programme for all new Councillors.

The Council would not have achieved this award without the genuine commitment and participation of Members and so it is a credit to this Council that Councillors have so readily and proactively engaged in the Member Development process.

The award is therefore a reflection of the commitment of Elected Members in recognising Member Development as a means of improving the performance of Councillors and the Council. Performance matters at all levels and this award confirms how seriously this Council sees Member Development to ensure that serving Councillors have the skills and knowledge to carry out their roles effectively.

Cllr Colin Law, Leader of the Council and Chairman of the Member Development Steering Group said: "The successful award of Charter Plus status acknowledges Waveney's continuous commitment to member development. We are extremely proud of this award, which reflects the hard work of our Members and their dedication to the member development process."

"It also evidences the excellent work of the Democratic Services Team, who provide Members with the utmost support."



Summer fun!

Lowestoft beach was the place for kids to be this summer! 2014 saw a continuation of the Active Communities Summer Programme in Lowestoft. A partnership has been formed with Waveney District Council and East Coast Community Health, delivering diversionary activities on Lowestoft Beach. The programme was first introduced in 2013, primarily to give young people something constructive to do in the long summer school holiday. The activity, delivered by East Coast Community Health, was centred around sporting participation, culminating in a celebration event on the final day. Also delivering the event this year were Rookery Park Golf Club, supported by Suffolk County Councillor's Peter Byatt and Sonia Barker, each

providing £700 funding to purchase specialist equipment. This proved a huge hit and we hope to bring it back next year, along with other sports clubs. Talking about the summer programme, Sonia Barker said: "Councillor Byatt and myself were really pleased to be asked to support the activity on the beach this year. This type of programme is crucial for young people, not just for diversionary purposes, but also to increase physical activity levels amongst young people. We are also thrilled that the equipment we funded will continue to be used to promote the golf club. The summer programme, in its second year, saw over 200 people attending and continues to grow. Planning is already beginning for 2015!

A voice for young people

As the Waveney Youth Council comes to the end of its fifth year it continues to be a voice for young people in Waveney on the issues they feel passionate about.

Membership continues to grow with Beccles Free School joining this year which will allow even more young people to get involved and have their say on the future of their community. With continued support from the Active Communities Team at Waveney District Council, the Waveney Youth Council have become involved in a number of high profile and exciting events and projects over the past year. This includes a 'Youth Question Time' event which took place at East

Point Academy and gave young people in Waveney the opportunity to directly ask senior staff from local service providers, including the District and County Councils, Police, Health Services and the MP for Waveney, specific questions about subject areas which affect them. Representatives from the youth council were recently invited to attend an education summit, organised by Lowestoft Rising, which brought together head teachers, Suffolk County Council, Waveney District Council and other local partner organisations to look at attainment, aspiration, skills and work preparation in our schools. Other events and initiatives include

regular discussions with the MP for Waveney, Peter Aldous. Nathan Bowkett, current chair of the Waveney Youth Council and student at Ormiston Denes Academy, recently presented his annual report to Members at Waveney District Council which was well received. He said: "I am extremely pleased and proud of the progress made this last year and look forward to continue working with the Waveney District Council and other organisations and initiatives, such as Lowestoft Rising and UK Youth Parliament, to give

young people the opportunities to make a difference and have a say in the delivery of local services".



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