

intouch!

WITH YOU AND WAVENEY APRIL 2014



KEEPING ORDER

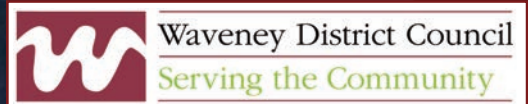
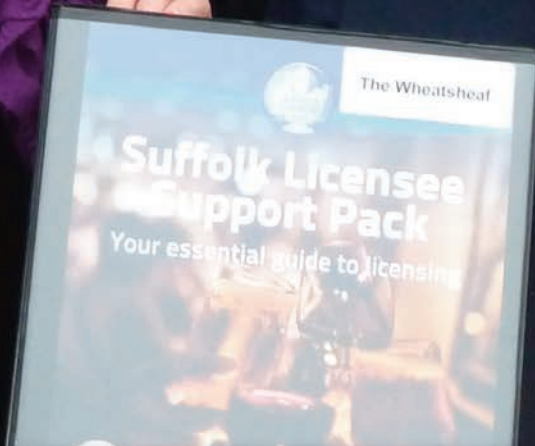
How Waveney and the police are working together to help pubs beat anti-social behaviour

COUNCIL TAX FROZEN!

No increase for a fourth consecutive year

ON THE UP

New jobs AND housing show that Lowestoft is a town heading in the right direction



Getting in touch

Please check www.waveney.gov.uk for any information you require. Accessing services online is quick and easy and avoids you 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

At all our locations we provide public access to computers allowing our customers to view appropriate websites and other useful Council information. 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

Changes in Beccles & Southwold



Southwold Tourist Information Centre will be moving to new premises following the closure of its existing operation.

The Waveney District Council-run operation is leaving its current base on the High Street and a contract has now been signed for a lease at a new venue on Childs Yard, opposite to the Town Hall.

The new TIC will be opened in a few weeks time, ahead of the start of the Easter holidays.

In the meantime, the council will offer a support service for one day a week, each Wednesday, in the town hall. Details of an exact date for the new venue will be confirmed in due course.

Meanwhile, the council's Customer Services facility

in Beccles is now housed in the town's library.

To help provide a more efficient service and reduce costs, the Council will continue to accept payments for all council services at the new venue, however it is no longer possible to pay in cash.

Customers are encouraged to use other methods with staff advising visitors of the changes that have been made. Cllr Frank Mortimer, Cabinet Member for Customers and Communities said: "The processing of cash payments is extremely expensive and we want to make the best and most efficient use possible of what is taxpayer's money."

National recognition

Waveney District Council's teams are setting national standards and are being recognised for their outstanding achievements!

The Council received national recognition from APSE (Association of Public Sector Excellence) for its outstanding Building Maintenance work. APSE are the largest local authority benchmarking group in the country and Waveney were finalists in the Best Performer and Most Improved

Performer categories.

Mark Bramah, APSE's assistant chief executive said: "With decreasing budgets and increasing demand on public services the finalists of this year's APSE performance networks awards show that these councils are performing better each year in public service delivery."

Waveney spends in excess of £8 million pounds per year maintaining and improving homes for our tenants.



Do you email the council? A project to modernise IT services, creating greater efficiency savings, will see staff at Waveney & Suffolk Coastal sharing the same email 'domain'.

Every officer and team will be provided with a new 'east-suffolk' email address, whether they

currently work at Suffolk Coastal or Waveney. The changes will be made shortly and carried out in stages with different teams migrating to the new email addresses at intervals. ALL

emails from officers at both councils will then arrive from the "east-suffolk.gov.uk" address; however emails sent to the old addresses at the two councils will still be received. These addresses are not going to be 'turned off' and emails sent to them will arrive in the 'inbox' of the intended recipient as normal.

Lowestoft picks up the baton again!

A fantastic day of sporting activities is planned for Lowestoft, following confirmation that the town has been chosen to take part in the baton relay event ahead of this summer's Commonwealth Games.

Midway through a two-week tour of the country, to encourage support for Team England and celebrate sport, the Queen's Baton Relay (QBR) will visit Suffolk on **Monday June 9th** as part of its international journey to the Games in Glasgow. Its journey through Suffolk will begin with an event on Lowestoft seafront - its only visit in Britain to a

coastal resort town. Meanwhile, Suffolk is the only county in the eastern region which will welcome the baton.

More details about the events of the day will be announced in the coming weeks, however. Councillor Colin Law, Waveney District Council's leader, is already looking forward to it. He said: "I am absolutely delighted that the Queens Baton Relay is coming to Lowestoft and I really hope we will get a repeat of the amazing scenes we enjoyed during the Olympic Torch relay in 2012. Having also recently staged a leg of the Tour of Britain, it is clear that Lowestoft is a

popular choice for major national events like this and our communities should be really proud of the great impression they give to organisers every time." Councillor Alan Murray, Suffolk County Council's cabinet member for health and adult care, said: "This is a great opportunity for Suffolk to show its support for Team England and, by inspiring people to play more sport, help Suffolk on its journey to being the most active county in England."

The Queen's Baton Relay is the traditional curtain-raiser to the Commonwealth Games. By the time of its arrival in England, it will

have visited 68 nations and territories and covered almost a third of the world's population. The Baton contains a message from the Queen to the Commonwealth that will be read out at the Opening Ceremony of the Glasgow Games. Commonwealth Games England are calling on the English public to greet the Baton with messages of support to Team England via [@weREngland](#) or the England Facebook page 'OfficialWeAreEngland', and feel motivated to get moving and perhaps try a new sport.



10 glorious years



The Royal Philharmonic Orchestra (RPO) has begun an historic tenth year in residence at Lowestoft's Marina Theatre. A fabulous decade, bringing a host of world renowned conductors, musicians and soloists to the East Coast.

Marina Chief Executive Martin Halliday said, "We are thrilled that our ongoing relationship with the magnificent Royal Philharmonic Orchestra has reached such a significant milestone. I would like to thank the Orchestra for their ongoing commitment to both the Marina and our town and the many thousands of concert goers that have and continue to support our orchestral concerts."

The Marina Theatre, which has been operating as a Charitable Trust since 2011 continues to present a wide range of live and film performances annually. In partnership with Waveney District Council, the Trust led a major

refurbishment in 2012 which saw the auditorium repainted and seating refurbished with a new café, gallery and box office created in an adjacent building. 2013 saw a substantial upgrade to the venue's cinema equipment. Cllr Stephen Ardley, Deputy Leader of Waveney District Council was Lowestoft Mayor in 2004 and was involved in the negotiations to bring the orchestra to the town. He said: "We recognised the importance of the relationship between the theatre and the RPO from the very start. It was wonderful to help bring them here and it has been an absolute pleasure to support this outstanding decade-long residency."

Sentinel save seasonal swim!



Lowestoft's annual Christmas Day swim took place at the end of last year thanks to the Sentinel Leisure Trust who stepped in to save the much loved festive gathering.

This hugely popular local event has attracted thousands of fancy-dressed swimmers for over 30 years and has established itself as a regular and eagerly awaited annual event in the local social calendar, celebrating Christmas morning in an unorthodox yet enjoyable way.

However, last year's event was originally cancelled which led

Sentinel to offer their services. The Charitable Trust - which delivers and leisure services on behalf of Waveney District Council - now runs and manages the event and Sentinel Leisure Trust Managing Director Stuart Everett is delighted. He said: "As a local charitable organisation ourselves, providing leisure services for local people, we felt a genuine determination to step in and save the Christmas Day Swim, ensuring it retains a regular place in the calendar. "The festive dip has not only been enjoyed by thousands of local people over the years, it has also

raised hundreds of thousands of pounds for local charities.

This is not just about a fun event but also the good causes who benefit.

"We are proud to be able to support the event and would like to thank all of the swimmers, Lowestoft Lions Volunteer Lifeguards, Coastguards, the RNLI and the Hotel Hatfield"

The 36th annual event went ahead with more than 120 people taking part. The event raised over £6,000 for local charities with £4,500 in sponsorship and a further £1,500 collected in buckets on the day.



There's more to Norse!

Most residents are familiar with Waveney Norse as the company providing their weekly waste & recycling collection service.

What many people don't realise is that Waveney Norse provide other useful services to residents and businesses.

One of those services is gardening and grasscutting. Waveney Norse provide this service to Waveney District Council but they also offer a reliable and reasonably priced gardening service for residents' private gardens, and for

the green spaces around business premises and schools. Waveney Norse's gardeners are professional and well trained, their prices are reasonable and quotations for work are provided free of charge. If you would like to know more, please call 01502 527100.

Nearly 1000 businesses in our District use Waveney Norse to provide them with their waste and recycling collection service. Businesses are not restricted to domestic sized wheeled bins, instead, they can choose bins in a

range of sizes, including the large 1100 litre wheeled bins traditionally used by commercial premises. With Waveney Norse collections are reliable and scheduled to set days, so business owners aren't left wondering when an overflowing bin is going to be emptied. Charges are very reasonable, too!



Youth Spotlight



Young people recently put local leaders under the microscope, challenging them on a range of issues at a very successful Youth Question Time event.

The session took place at East Point Academy in South Lowestoft and was organised by the Waveney Youth Council (WYC), in partnership with the Active Communities Team at Waveney District Council.

Chaired by Danny Steel from Lowestoft Vision, it saw students from local schools gather to put questions to a panel of representatives from organisations delivering local services that impact on young people. This included Waveney District Council, Suffolk County Council, Police, Health and Waveney MP Peter Aldous.

Topics included reducing the age of voting from 18 to 16 years, whether transport meets the needs of local young people, how young people can influence change in health services and funding for running youth activities and clubs.

Cllr Frank Mortimer, Cabinet Member for Communities said: "It was great to see local young people get this rare opportunity to meet the panel and ask them questions on the subjects they feel passionate about. We are pleased to be able to support the Waveney Youth Council with events of this nature and will continue to do so in the future".

Energy savings for local businesses

A local catering company are the latest to benefit from an energy efficiency scheme managed by Waveney District Council.

The East Coast Carbon Efficiency (ECCE) project is helping small to medium sized businesses make crucial savings on their energy bills and caterers Funnells are the latest to benefit, having received a £5,000 grant from ECCE, which will directly fund their efforts to become more energy efficient.



Funnells is a catering company in Waveney that produces high quality finger and fork buffets for both business and private functions. After a free energy audit by an ECCE Advisor, potential energy savings of £2,871 and 7.9tCO2e were identified. Several recommendations have been taken forward and implemented by Funnells and the Grant from the ECCE Project

will help pay for the implementation of a new cold room that has replaced all of the standalone refrigeration and freezer units. This investment has not only provided the company with a more efficient means of storing food but the additional refrigeration capacity has allowed the company to expand and improve the efficiency of food production, storage and access.

Nick Phillips, Director of Funnells, is a keen advocate of the scheme. He said: "From my initial scepticism that the ECCE project could help my small, busy company, I now know I would not have progressed as far without it. The invaluable advice and of course an unexpected grant, has improved my company's performance and preparedness for the future. The team at ECCE has enabled me to focus on improving energy issues that ordinarily would not have been given the attention they deserve." Cllr Bruce Provan, Cabinet Member for Leisure, Tourism and Economic Development said: "This is a wonderful scheme for businesses in

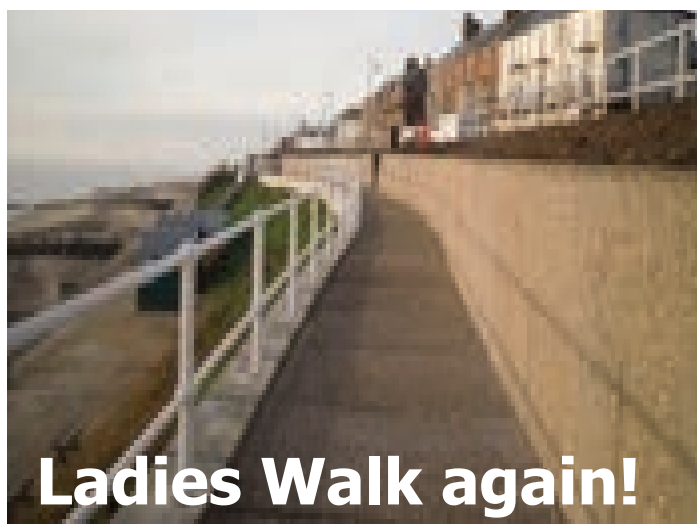
a difficult economic climate. It gets real results and I am absolutely delighted that more and more companies are benefiting." ECCE has recently completed its 100th Audit on target and is open to eligible small and medium sized enterprises (SME) based within either Waveney or Suffolk Coastal districts.

Booking a free energy audit for your business couldn't be simpler! Contact the ECCE project co-ordinator on 01502 523393 or email ecce@groundwork.org.uk. More information and the eligibility criteria is available at www.waveney.gov.uk



“ This is a wonderful scheme for businesses in a difficult economic climate ”

- Cllr Bruce Provan



Ladies Walk again!

Ladies Walk in Southwold, which was forced to close for safety reasons has re-opened after almost three years. A 16-week redevelopment scheme was funded by Waveney District Council and

managed by Kier Construction, NPS Property Services and Canham Consulting and saw no fewer than 218 pre-cast concrete sections inserted to form a new supporting structure and footpath!

Pathfinder delivers

The Waveney Pathfinder Project is drawing to a close and local communities are benefiting from funding to help them deal with the effects of coastal erosion.

The Defra-funded scheme has worked with the communities at Corton, Easton Bavents and Reydon to identify ways of adapting to the effects of coastal erosion and the blight this can cause. In Corton, outcomes include the design and installation of a £340K drainage scheme to alleviate cliff "slumps" from surface water saturation. Pathfinder has also set up a 10 year programme with Suffolk Wildlife Trust to man-

age and improve Gunton Warren. CCTV has been installed at Dip Farm and Tramps Alley along with other access improvements to the beach. The project has also helped Corton Woods group with fencing and is supporting the Corton Pavilion Group by funding construction of a new toilet block. At Easton Bavents Pathfinder is supporting eligible home owners facing the loss of their properties to erosion. A contribution will be made towards the costs of land purchase or construction as well as professional fees for those who owned their property before 1998. Those who purchased after 1998 will get help with relocation fees.

Council Tax frozen for fourth straight year

Work gets underway on office scheme

Construction work is now underway on a building programme which will create a new office complex for Waveney District Council and Suffolk County Council in Lowestoft.

The new building on Riverside Road (bottom right) will reduce energy and maintenance costs for the two councils and is part of a wider accommodation programme which will also bring staff from both councils together at a redeveloped customer service centre in the heart of the town.

The Riverside Road scheme is being managed by national contractor Kier Construction, which will operate from its regional base in Norwich, and Kier director Dennis Cotton today joined Suffolk County Council Leader Mark Bee and Waveney District Council Leader Colin Law in a ceremony to formally 'break the ground'.

Cllr Colin Law, Leader of Waveney District Council said: "The outline cost of this programme will be easily covered by the reduction in maintenance and energy bills for the two councils and I am absolutely delighted that a scheme, which will ultimately save taxpayers' money, is now underway.

"A detailed report showed that maintaining our existing buildings could have cost the two councils up to £16 million and, at a time when funding for public organisations is under increasing pressure, we simply could not allow that to happen. Instead we are creating a 'win-win' scenario which will provide appropriate accommodation for our hard working staff while better protecting the important services we provide to our local community."

Cllr Mike Barnard, Cabinet Member for Resources said: "Staying where we are in old, inefficient buildings would cost taxpayers more than leaving. We are not wasting money and we are not lavishing funds, that won't be recouped, on 'plush new offices'. On the contrary, by moving in to new, energy-efficient buildings we will deliver a significant cut in both our emissions and maintenance costs and by doing so we will actually deliver an overall saving to taxpayers of around £3 million."



Council Tax received by Waveney District Council will be frozen for a fourth consecutive year, following the passing of its budget in March.

This means that residents in Band 'D' properties will continue to pay a total of £147.51 for Waveney services during the 12 months to March 2015. Council agreed a balanced budget for the next financial year, following the closure of a projected gap in the region of £1.7 million.

The efforts of council officers in ensuring a balanced budget was recognised by councillors on all sides, with Labour Leader Cllr Tod Sullivan leading the praise, on behalf of his group, for the Finance Team.

In a speech to Council, Council Leader Colin Law also praised the efforts of members and officers but warned that this will not be the end of the hard work. He said: "Once again I am absolutely delighted to stand before you announcing a balanced budget for the forthcoming year.

"I am also very pleased to confirm that we will be freezing council tax for what will be a fourth

consecutive year. This sends out a very clear message to our communities - despite the huge financial pressures we continue to face, we will not be passing this burden on to households."

Cllr Law went on to explain the rationale behind the Council's financial planning for the forthcoming 12 months. He said: "The budget that we have set for 2014-15 seeks to strike the right balance between investment and support. It seeks to meet the needs of future generations but, just as importantly, those who so desperately need our support right now. "As I have already said, these are difficult times for local councils up and down the country. We do not have a limitless supply of funds, resources are stretched and tough decisions have to be made. However our local communities remain our number one priority and while it won't be easy, I promise you, while I am leader of this Council, that I will not rest in my efforts to improve the lives, the experiences and the outcomes of everyone who lives in, works in and visits our district."

“ This budget not only seeks to meet the needs of future generations but, just as importantly, those who so desperately need our support right now. ”

- Cllr Colin Law



Reducing the strength to improve lives



A scheme to stop the sale of super strength alcohol from off-licences in Lowestoft has been officially launched.

The 'Reducing the Strength' campaign has already proved successful in Ipswich and was recently launched in the west of the county in Bury St Edmunds and Haverhill. Now the scheme is being introduced in Lowestoft and many premises in the town have already signed up.

The campaign is a partnership initiative between Waveney District Council and Suffolk Police and aims to tackle problems around street drinking including health issues and anti-social behaviour.

The scheme is being funded via Waveney Community Safety Partnership and Suffolk Police & Crime Commissioner Tim Passmore, and supported by other agencies including NHS Suffolk, the East of England Co-operative Society, Access Community Trust, Genesis Housing and CRI. Work began late last year to visit off-licence premises in the town to make shop owners and managers aware of the campaign that targets super strength beer, lager and cider of 6.5% alcohol and above. Evidence shows that street drinkers gravitate to areas where they have a source of cheap super strength alcohol and the 'Reducing the

Strength' campaign asks retailers to play their part by removing this type of alcohol from their shelves. Super strength alcohol includes lager, beer and cider with an alcohol volume of 6.5% or over that is sold very cheaply. It is often bought by young people or those with alcohol-dependency problems and excessive consumption of these drinks can lead to health problems for the individual, can make them vulnerable to various types of crime and can lead to anti-social behaviour and community issues. The campaign is targeting the sale of these items only, in off-licence premises.

Waveney District Councillor Mary Rudd, Cabinet Member for Community Health, said; "We are working very closely with the police to reduce crime and anti-social behaviour and street drinking is a priority issue. By educating retailers about the importance of taking cheap, super strength alcohol off the shelves, we can tackle this head on and help create a safer town centre. "This will also will help us to improve the health and wellbeing of people affected by excessive alcohol abuse and I am delighted that we are able to launch a scheme which we genuinely believe can make a huge difference."

Council clamping down on illegal loan sharks

Waveney District Council has pledged a zero tolerance attitude to loan sharks as part of a special week to raise awareness of the issue.

In partnership with the England Illegal Money Lending Team and Suffolk County Council, Waveney signed a Charter which establishes the Council's zero tolerance attitude to Loan Sharks and confirms that partners will work together to tackle the issues

of illegal money lending. An estimated 310,000 households across the country are in debt to a loan shark. Cllr Colin Law said: "These criminals usually appear friendly at first but quickly trap their borrowers into spiralling debt. As the debts can't legally be enforced many lenders will resort to the most extreme and callous methods to enforce repayment including threats, violence and intimidation."

Paperwork is rarely offered so victims are often in the dark about how much they are actually paying. Exorbitant extra amounts and interest are added at random - the highest interest seen by an illegal lender was equivalent to 131,000% APR. Tony Quigley Head of the England Illegal Money Lending Team said "Illegal money lending is a despicable crime which causes nothing but harm to our communities.

These lenders may appear to be offering a community service but borrowers are often forced to pay back far and above what they have borrowed and can afford. Many are subjected to threats, violence or other callous enforcement methods. We would urge anyone who has been the victim of a loan shark to report them in confidence, to us on 0300 555 2222. We really can help."

After the flood goes: support for

The December floods will not be forgotten in a hurry by those affected.

Around 200 people attended rest centres across the two districts, manned by council employees, leisure centre staff and volunteers, providing visitors with food, shelter and a bed for the night. Meanwhile, residential care homes sustained flood damage and loss of electricity and some 52 residents had to be evacuated.

In total approximately 90 business premises and 70 domestic properties were affected in Lowestoft and although the water quickly subsided, a wide area was affected contaminated water and silt. Structural damage was also caused to coastal defences and the infrastructure at the Port of Lowestoft. Elsewhere, Oulton Broad also suffered a second inundation by flooding from the River Waveney, some two hours after the initial tidal surge. And of course, there was consider-

able human cost with the loss of personal possessions and business stock. Similarly, further down the coast, there was flooding in Southwold but structural damage there was limited to the harbour area and the seafront beach huts. The council's housing team worked hard to ensure that a number of people were temporally re-homed and teams of local ward councillors and officers spent many days knocking on doors, offering advice and support to businesses and householders.

Information about financial support was distributed to homes and businesses in the affected areas and a special drop-in session was held for the local community. The clean-up operation was co-ordinated by Waveney Norse and saw a remarkable 78 tonnes of water damaged items and materials collected and disposed of. Over and above their usual duties, Norse teams worked around the clock, with around 332 crew hours spent on the clear up. The council also

bought and rented a significant quantity of dehumidifiers, which were loaned to local people to help dry out their premises. Cllr Colin Law, Leader of the Council said: "We could never have got it all right during a sometimes chaotic and fast moving event. "However, in my view, we saw the very best of local councils. Elected representatives and professional officers working side by side to deal with an almost unprecedented event in our district. We are still out there, visiting residents and businesses and making sure that they have all the information and advice they need a few months on. We have spoken directly with every affected household and business and we will continue to provide whatever support we can for them as they get their lives back together."

“ Waveney Norse collected and disposed of a remarkable 78 tonnes of water damaged items and materials. ”

If you're worried about flooding, you can sign up for Floodline Warnings Direct, a free service provided by the Environment Agency that provides flood warnings direct to you by phone, text or email. You can sign up online at www.environment-agency.gov.uk or call the Environment Agency's Floodline on 0345 988 1188 where you can also get advice on what to do, before, during and after a flood.

Council teams are working hard to repair the damage to coastal defences cause by December's tidal surge.

It is estimated that there is more than £350,000 worth of damage to the defences which are the responsibility of the two District Councils along the Suffolk Coast. Work began in early December to repair the damages and most of it is close to completion. However the damage at Lowestoft is more problematic as Cllr David Ritchie, Cabinet Member for Planning and Coastal Protection explains. He said: "The coastlines in and around Lowestoft have suffered hugely both from erosion issues and the ter-

rible battering we received from the December storms and tidal surge. However timescales for repairs will undoubtedly be affected by the huge pressures on engineers to address UK wide issues following months of damage to our coastlines. Naturally, we are entirely focused on minimising any disruption to the holiday season and thankfully the overall area affected is relatively small. However it is vital that work is undertaken now, even if only to deliver a temporary solution. This will allow us to create the environment to deliver permanent long-term solutions for the benefit of the town, the tourism industry and our communities.



victims of December's tidal surge



Flood support package for homeowners and businesses

If you were a victim of the recent floods there are financial support schemes available at both a national and local level.

The Government recently published its guidance for the four flooding support schemes announced by the Prime Minister. Local authorities are being asked to oversee all four schemes together and programme costs will be fully funded by Government. Full details can be found at the web address below.

Council Tax exemption for flooded properties

The Government will provide funding to support councils who provide a Council Tax rebate to those whose homes have been flooded.

£4 million is to be provided for this scheme, which should enable local councils to offer a Council Tax rebate of at least three months for flooded properties.

It will be for councils to decide what level of rebate to offer within their overall funding allocation for this scheme.

£5,000 flood resilience grants

Grants will be available after the completion of a survey by a competent professional to identify

appropriate flood resilience measures.

The grants made available will be up to £5,000 (to include the cost of the survey), depending on whether the survey identifies sufficient appropriate resilience measures.

Funding is solely for additional measures which improve the property's resilience or resistance to flooding - it cannot be used for repairs that should be covered through insurance policies.

The scheme will go live from 1 April 2014.

100% business rate relief scheme

Businesses that have been flooded will qualify for 100% relief for three months, regardless of how long they have been flooded.

Business Support Scheme

On 17 February the Prime Minister announced a £10 million Business Support Scheme to provide emergency funding and support to businesses in flood affected areas.

The scheme is designed to cover support both for businesses that have been flooded, and those that have been indirectly affected through significant loss of trade.

Councils will be given broad discretion on how to distribute funding.

EDP appeal raises thousands for Lowestoft victims

Waveney District Council has now distributed over £70,000 to victims of the floods in Lowestoft thanks to the generosity of readers of the EDP.

The appeal has raised funds for those affected in Norfolk and Suffolk, with the local councils, Waveney, North Norfolk and Great Yarmouth, administering and distributing the money to those in need. Cllr Colin Law has praised the efforts of the newspaper and its readers.

He said: "We could not have been more grateful for the efforts of the Eastern Daily Press, led by their driven editor Nigel Pickover. From our first meeting with Nigel, the eligibility criteria was agreed, forms were written and printed and money was being handed out within a week, just in time for Christmas.

The EDP and its readers should take the lion's share of the praise but our role – alongside North Norfolk and Great Yarmouth councils - in processing requests has helped deliver unbelievable results.

"It was the perfect partnership. The passion of our regional newspaper married to our local knowledge, efficient administration and distribution of much needed funds. We were even praised by the Prime Minister for our fundraising teamwork during a visit to the region last month.

"By marrying our own expertise with the commitment, clout and co-operation of our local media, Lowestoft is coming out the other side."



www.waveney.gov.uk/suffolkflooding

Flood protection scheme for Lowestoft

Proposals for an £18 million flood defence barrier for Lowestoft are being considered following the completion of a study which analysed present and future tidal flood risk to the town.

The study, which also considered a range of tidal flood defence design solutions that would reduce the risk, was commissioned as part of the Lowestoft Transport and Infrastructure Prospectus 2013-2025 (LTIP), which aims to deliver new and improved transport and infrastructure for the town. A proposal to build a strategic tidal flood barrier - including a 'lock gate' adjacent to the Bascule Bridge - will now be considered. This will include a detailed economic impact assessment, a public exhibition, the identification of funding and phased delivery to keep disruption to a minimum. Addressing existing and potential issues within the town, the primary focus of the Lowestoft Transport & Infrastructure Prospectus is on road, rail and port infrastructure improvements, as well as long term flood mitigation to stimulate development and create jobs in areas designated for growth.

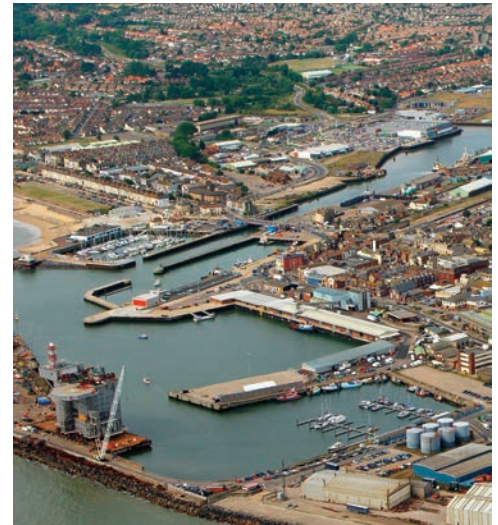
It includes an undertaking to assess options for a third river crossing and sits alongside the Lowestoft Lake Lothing and Outer Harbour Area Action Plan, which focuses on business and residential development in the town.

Cllr Colin Law, Leader of Waveney District Council said: "One of our key pledges, as part of the Lowestoft Transport & Infrastructure Prospectus, was to commission the most

detailed and reliable flood risk assessment that Lowestoft has ever seen. The findings are stark, however - by working together with partners - we have an opportunity to deliver a landmark scheme which will safeguard homes and businesses, while further encouraging future investment in the town."

Peter Aldous, MP for Waveney and Chair of the LTIP group said: "The purpose of the Lowestoft Transport and Infrastructure Prospectus is to ensure that Lowestoft has the infrastructure necessary to attract business and jobs to the Town. High quality and improved flood defences are vitally important and I shall be working with the councils to ensure that the necessary funding is secured from Government."

In its entirety, the proposed barrier would run from Hamilton Road, then along the A12, down and across Lake Lothing, then around the Yacht Club and along the South Pier. The outer harbour would be traversed by a tidal flood gate which would be operated when a flood is anticipated. To ensure that visibility wouldn't be adversely affected, preliminary designs have been undertaken which incorporate glass above a low level wall or demountable planks between brick pillars similar to that found at the Yacht Club. In addition, if constructed in the proposed location, has the potential to artificially lower water levels in the inner harbour thus also reducing the impact of flooding caused by heavy snow or rainfall, both in the town and further down Lake Lothing towards the broads and surrounding developed areas.



What is the Lowestoft Transport and Infrastructure Prospectus?
 It is a document providing the template to deliver a range of improvements and encourage economic growth in the town, with particular focus on tourism and inward investment from offshore developments.
www.waveney.gov.uk/ltip

Area Action Plan

The latest updates on Lowestoft's Area Action Plan can now be found on the Waveney District Council website serving as a regular record of activity in this area.

The adopted Lowestoft Lake Lothing and Outer Harbour Area Action Plan helps to guide development in the area surrounding central Lowestoft. The Plan supports the creation of jobs, particularly in the energy sector, new homes, improved pedestrian, cycle and vehicle links, flood risk measures and better connections to the beach, port, town centre and waterfront. The Area Action Plan is a Development Plan Document which makes up part of the

Waveney Local Development Framework. If you apply for planning permission, you will need to make sure your proposal complies with the policies in the Plan.

The Plan has identified 9 strategic sites critical for the regeneration of Lowestoft. The area comprises mainly brownfield and industrial land surrounding Lake Lothing, extending to Oulton Broad in the west and Outer Harbour in the east and also open space to the east of the High Street and north of Harbour.

For more information on the Area Action Plan including updates on the projects please visit the web address below.

www.waveney.gov.uk/areaactionplan

A town to do business in

The Leader of Waveney District Council says that the decision by a company behind a planned wind farm to make Lowestoft its operational base for the project is a real vote of confidence for the town.

Galopper Offshore Wind Farm Ltd signed an agreement to locate their operations and maintenance (O&M) base at the Port of Lowestoft. The Galopper site will involve up to 140 wind turbines off the Suffolk Coast, generating enough energy to power the equivalent of up to 330,000 UK households. The agreement will see an initial £3.5m investment in onshore accommodation within the outer harbour followed by offshore development late 2015. And Cllr Colin Law says that

this highlights the benefits of key private and public sector partners working closely together to encourage investment and jobs as part of the economic regeneration of Lowestoft. He said: "This is absolutely fantastic news for Lowestoft and proves that this is genuinely a great place to do business. The multi-million pound work which will take place is going to bring huge benefits, creating jobs and encouraging further investment."

"In partnership with the New Anglia Local Enterprise Partnership and Suffolk County Council, our primary focus is on creating the environment and infrastructure which allows a wealth of companies, big or small, to flourish. The Area Action Plan, Enterprise Zones

and the Lowestoft Transport and Infrastructure Prospectus have all been created not only to encourage business and investment but also to ensure the town is ready and prepared for the changes this will bring.

"Some concerns have been raised, suggesting that we are more concerned with housing than jobs; but that could not be further from the truth. News such as this proves that we are actually focused on the bigger picture and there is much more to come."

"We are focused on the long term sustainability of a growing, successful and important town with the right mix of jobs and housing. The Galopper announcement is clear progress in that direction and is a strong rebuttal to the criticism we have faced."

A47 idea could unlock 'third crossing' cash

Senior politicians and business leaders have kick-started a campaign which could help deliver Government funding for a new river crossing in Lowestoft.

Suffolk County Council, Waveney District Council and Waveney MP Peter Aldous are promoting plans which would see the A47 trunk road extended from its current, final junction in Great Yarmouth, all the way to Lowestoft.

Last year, the transport minister Stephen Hammond said that the A47 was among the top six routes in the country that will be looked at by the Highways Agency and was in the running to receive funding between 2015 and 2020. By linking the A47 to Lowestoft as a trunk road, this funding could help meet the costs of a new river crossing.

Additionally, extending trunk road access from Great Yarmouth to the south shore of Lake Lothing in Lowestoft would help attract even greater benefits for the two towns - from the planned £50 billion worth of investment in the southern North Sea over the next 10 years.

Speaking after the meeting, Councillor Mark Bee said: "Suffolk County Council, Waveney District Council and Peter Aldous MP are fully committed to resolving Lowestoft's traffic problems. Connecting the town to the A47 is a fresh and potentially decisive way of tackling the third river crossing issue."

"We want to see the A47 improved and Lowestoft and Great Yarmouth linked in a way that will genuinely benefit the town and the county. We will be pushing for this to be high up

on Stephen Hammond's priority list. Alleviating congestion in Lowestoft will help to regenerate the town and make it a better place for people who live, work and visit here."

Councillor Colin Law said: "I am absolutely determined to explore every opportunity to improve transport links in Lowestoft and extending the A47 could be the answer."

"The major stumbling block for a new road crossing in Lowestoft has always been the cost and the difficulty we would face securing the government funding needed to make this project a reality."

"However, this fresh approach might enable us to unlock the money we would need. I know how important this is to the people of Lowestoft and we will leave no stone unturned."

Book your food hygiene course with us!

Waveney District Council runs nationally recognised food hygiene training courses for food handlers every month and has made it easier to book and pay by using a new online booking facility.

The course is suitable for anyone working in small, medium or large businesses with high-risk food preparation, cooking or handling environments such as pubs, hotels, & restaurants; takeaways & mobile catering units; hospitals; care home and schools.

Courses are taught by professional Environmental Health Practitioners registered by the Chartered Institute of Environmental Health. The training programme is delivered jointly with Suffolk Coastal District Council giving a wider choice of training opportunities. Cllr Mary Rudd, Cabinet Member for Community Health said: "Everyone who works with food has a special responsibility for safeguarding the health of consumers and to ensure that the food they serve or sell is safe to eat. Training can help contribute towards improving or maintaining a food business's ratings under the Food Hygiene Rating Scheme and help improve job prospects for anyone who wants a job in catering. We receive good feedback from people who attend these courses, there is a high

pass rate and we now run courses every month so waiting times are reduced.

There is a reduced fee of £59.85 for online bookings for the CIEH Level 2 Award in Food Safety in Catering which is a 10% discount on the normal fee of £66.50 that applies to postal or telephone bookings.

For more information or to book online: www.waveney.gov.uk/cieh
For business advice on food safety: www.food.gov.uk/business-industry
2014 course dates in Lowestoft:
19 May, 11 June, 8 July,
19 August, 10 September,
21 October 2014, 12 November
11 December.



Everyone who works with food has a special responsibility for safeguarding the health of consumers



- Cllr Mary Rudd



Cllr Mary Rudd, Cabinet Member for Community Health presented Birds Eye staff with training certificates after completing a training course on food safety in manufacturing.

The course was developed by Waveney's food and safety team working closely with Birds Eye to fulfill their training needs. Kevin Harrison, Site Training Co-ordinator for Birds Eye said: 'For a renowned brand such as Birds Eye, food safety is of vital importance to our reputation as a trusted frozen food provider. To have the opportunity to use Waveney's Environmental Health Team as our training providers was very wel-

come. With their experience, knowledge and independence they were able to put together an informative and impactful training presentation which resonated with our staff."

Cllr Rudd said "We are pleased to contribute to Birds Eye's training programme and are delighted to be able to share our officers' knowledge and skills. Companies such as Birds Eye view food safety and hygiene as important. They know that managing safety and hygiene not only means that food businesses comply with the law; it also offers them business benefits that come with a good reputation and customer satisfaction."

FOOD HYGIENE RATING

The national Food Hygiene Rating Scheme is celebrating two years in Waveney.

The scheme enables consumers to make an informed choice about where to eat out or shop for food by showing the standards found at the time of inspection, on a scale of 0-5. Businesses given ratings of '0' or '1' must make urgent or major improvements to hygiene standards. Food and safety officers use a range of

approaches and give advice and guidance to make sure improvements are made. If the officer finds that a business's hygiene standards are very poor and there is an imminent risk to health (food is not safe to eat) the officer will take action to ensure that consumers are protected. This could mean closing down part or all of an operation. Officers work hard to ensure Figures from 2012/13 show that officers from

Waveney's food and safety team carried out 655 inspections and other interventions of food establishments, issued written warnings to 346, served formal notices to 12, initiated two voluntary closures and seized/detained food twice. Consumers can view the rating of the place where you choose to eat or shop by checking the sticker in the window, the certificate on display inside the premises or by going online.

It's now easier and quicker to register a new food business or notify changes to an existing one online at www.gov.uk/food-business-registration/waveney. Registration is free! For business advice on food safety go to: www.food.gov.uk/business-industry. 28 days notice should always be given before starting a new business.

Planning for a better neighbourhood



Do you want a real say on issues where you live?

Neighbourhood planning allows local communities to directly influence planning decisions and the development and use of land in their area.

This could include proposals for new shops, offices or homes and protection of green spaces and other sites of community value. Neighbourhood Plans can't stop or reduce the amount of development that is already proposed in the Local Plan (i.e. number of houses) but they can help to influence what that development will look like and where it should be located.

The Council have documents that provide a framework for new development including policies that help to determine the outcome of planning applications. However,

Neighbourhood Plans can be used to develop alternative policies to those adopted by the Council to reflect specific wishes the community may have for future development of their area.

Preparation of a Neighbourhood Plan is overseen by either the Parish or Town Council or Neighbourhood Forum where these do not exist. There MUST be continual engagement and consultation with the community throughout the process because preparation of a Neighbourhood Plan must be supported by the people who live in the area the plan will cover.

Neighbourhood Plans become part of the statutory Local Plan if they meet Neighbourhood Planning Regulations, if an independent Examiner considers that the Plan

complies with basic conditions set out in those Regulations and if the community vote in favour of the plan in a referendum.

Only Kessingland Parish Council and Southwold Parish Council have formally started the Neighbourhood Plan process although interest in Neighbourhood Planning is beginning to grow. Both are at an early stage having submitted Neighbourhood Area Designation applications for approval by the Council. For more information about Neighbourhood Planning and to help you decide whether this is something you and your community would like to consider there are guidance notes on the Council's website . Alternatively you can email the team: planningpolicy@waveney.gov.uk or call 01502 523082.

We want your views

Your views are needed to help us decide how we approach consultation on future planning policies and planning applications.

Planning affects everybody who lives, works or visits a place. By getting involved in the planning process, people can have a greater influence on shaping their local area.

The Council is preparing a Statement of Community Involvement, which provides an overview of the planning system and how and when people can have their say. This includes details of how the Council will consult local residents when a planning application is submitted, and how the community can help shape future planning policies. The Statement of Community Involvement will be published for consultation in April.

To find out more, visit www.waveney.gov.uk/planning, email planningpolicy@waveney.gov.uk or call 01502 523043.

www.waveney.gov.uk/neighbourhoodplanning

Town's EU funding boost

Great Yarmouth and Lowestoft could be set for an EU funding boost after the government published a draft map in December 2013 which proposes which areas of the UK are eligible to receive regional aid. Assisted Area status (AAS) allows the granting of additional financial support (national regional aid) to small businesses and large enterprises in economically disadvantaged locations such as

Lowestoft and Great Yarmouth. Increased levels of investment aid can be granted to small and medium-sized enterprises located within the disadvantaged regions over and above what is allowed in other areas. This support is to encourage business in these communities to grow, innovate and thrive, which can positively affect these locations and the whole UK economy.

Cllr Colin Law, Leader of Waveney District Council, said: "I am absolutely delighted that the hard

work of the partnership made up of Waveney District and Great Yarmouth Borough Councils, Suffolk and Norfolk County Councils and New Anglia LEP has paid off. Should we now get approval (expected in Spring 2014), this EU designation will help businesses in our communities to grow, innovate and thrive and provide a wonderful boost to the area as a whole." The finalised Map will be submitted to the Commission for approval in early spring 2014.

Energy boost as County is awarded £3.5m

Up to 2000 households in Suffolk are in line to benefit from energy saving improvements to their homes.

Following the award of £3.5m by the Government to the Suffolk Climate Change Partnership Suffolk is amongst only six

areas in the country to benefit from the Green Deal Communities Fund to date and the money will fund the

Suffolk Energy Action

campaign which as well as helping householders will also enable local plumbing, heating and building businesses to gain training

and national accreditation to undertake this type of work. Over the coming months specific neighbourhoods across Suffolk will also be targeted with letters and followed up by visits from trained advisors. These will be in Beccles, Bury St Edmunds, Haverhill, Ipswich, Lowestoft and Sudbury. The letter will clearly display the Suffolk Energy Action and Council logos - all addresses within 'No Cold Calling Zones' noted by Suffolk Trading Standards will be removed from the campaign. All



Suffolk's Local Authorities, including Waveney, will be working together to deliver Suffolk Energy Action, in conjunction with trusted local partners such as Bright Green East of England, Lofty Heights CIC, the Rural Coffee Caravan and Climate Energy.

To find out more information about Suffolk Energy Action you can call 0800 840 90 90 or go to their dedicated website www.suffolkenergyaction.org or (Monday to Friday between 9am and 5pm). You will be able to find out which money saving, energy efficiency measures could be installed in YOUR home! These will be at a reduced cost or in some cases free of charge.



Keeping pubs safe

On behalf of the Waveney Community Safety Partnership Waveney District Council and the Police have funded information packs to help new pub licensees tackle anti-social behaviour

Under the The PubWatch scheme, a partnership involving various licensees, to help prevent crime and antisocial behaviour in licensed premises, and with the help of Waveney's Licensing and Active Communities teams and Suffolk Police, WCSP hope the packs will be of real benefit. They were created after consultation with members of the licensing trade and are designed to assist retailers in responsible retailing and best practice. Cllr Mary Rudd, Cabinet Member for Community Health, praised the information provided in the packs. She

said: "They really do include everything that a new licensee needs to know to help make their premises run smoothly, and will act as a good working resource for existing licensees. I've no doubt it will go a long way in the prevention of antisocial behaviour in pubs in our towns." Many features it contains are policies for the premises, explaining licensing conditions and provided information about responsible drinking and drinks measures, as well as resources such as examples posters to give out safety messages. The first venues in Lowestoft to receive their packs this morning whilst attending the Pub-Watch meeting included The Wheat-sheaf, Old Blue Anchor, The Welcome, Marquis of Lorne, Broad-view, Notleys, Iconic and The Tudor Rose.

Improving lives together

Waveney District Council is working more closely than ever with partners to help improve the health and well-being of local communities.

The traditional role of a District Council has been as a direct provider of services such as waste management, planning and leisure etc. However, in recent years, Waveney District Council has evolved and developed a new approach to meet modern day challenges and the needs of its community. We now commission as well as directly deliver a range of services working in collaboration with other organisations such as the Police, Health and the Voluntary Sector. One of those areas is community health, where local authorities now have far greater responsibility following the recent review of the National Health Service. Public Health responsibility has now transferred to the County Council and each County has a Health & Wellbeing 'Strategic Partnership' to ensure agencies work together to improve the health & wellbeing of the local community.

A Joint Health Scrutiny Committee focus on a range of issues of interest and concern to our own communities including the East of England Ambulance Service, Out of Hours Services, Non Emergency Health phone line (111 Service), Community health-care services, Mental Health services and James Paget Hospital. District Councils already make a significant contribution to community health and well being through the various services they are responsible for such as Housing, Environmental Health, Waste Management and Leisure and Cabinet Member for Community Health, Mary Rudd, believes this joined up approach is crucial to improving lives. She said: "We all serve the same community and we have identical objectives in ensuring we meet the ongoing needs of everyone we serve and represent. Clearly, the way forward is for all of the public sector organisations to work together as a "whole system", making the most of each other's strengths and sharing learning and expertise."

Don't be a litter bug!

East Suffolk Greenprint Forum members are on the look out for a 'litter bug' who wears glasses, three socks, a woolly hat and gloves, pants and a hanky, eats raw sausages and onion rings and carries a graffiti spray can!

Yes these were amongst the six bags of litters our volunteers gathered the litter pick in the grounds of Carlton Colville Community Centre on the first chilly Saturday in March 2014. Other items were mainly sweet wrappers, plastic and glass drinks bottles, plastic bags and packs of sugar. Litter is unsightly, potentially harmful to children, pets and wildlife, and encourages vermin. Clearing it up is costly for local authorities. And while it does get volunteers out and active in the fresh air it is costly for volunteers too – most would prefer a litter free walk to having to do a litter pick. Dropping litter (including throwing things like cigarette ends or food containers out of a car) could lead to

a fine of up to £2,500. Anyone caught committing these offences by local authority enforcement officers could be issued with a fixed penalty fine of £80 or face court action. Report offences to Environmental Services on 01502 562111 or email customerservices@waveney.gov.uk Details like the name and address of culprit if known, registration number of any vehicle involved, and the time, date and place of the incident would be helpful. All information supplied will be treated in strict confidence. Until we have found the pesky litter bugs we do rely on volunteers to help keep their local areas clear. Waveney District Council is happy to lend groups litter pick sticks and provide free disposable rubber gloves, and sacks in which to collect litter, and will arrange to collect and dispose of the CPlease call the Council's Cleansing Team if you would like some help, on 0152 562111, or email customerservices@waveney.gov.uk.



Registering for elections: changes coming

England and Wales is moving to a new system of 'Individual Electoral Registration' (IER) in June this year.

The Council's Elections Team have recently completed the 'Annual Voter Registration period' ensuring that residents are registered to vote at the correct address for elections in 2014. However, this will be the last time the current Annual Voter Registration forms are sent out to households in Waveney.

The official date for the introduction of the new system is 10th June 2014, and all registrations made after that date will take place using

new forms or via a brand new online registration website. More information about the new registration system will be made available in the coming months. Although the new system will go live nationally on 10th June, each Local Authority in the country has been given its own date to move its current registered electors over to the new system. Most people that are already registered for voting will not have to do anything to remain registered when the new system is introduced, and they will be notified of this by letter. The start date for the transition of existing electors in

Waveney is 11th July, and residents will be notified by letter in August once the process has been completed.

For a minority of electors, additional information will need to be provided before the transition of their details can be completed. For these people, a form will be sent out for them to complete in August.

A national campaign run by the Electoral Commission to publicise the change to Individual Electoral Registration will appear on television and radio from July 2014. No action is required from residents in Waveney until they receive corre-

spondence from the Elections Office in August 2014.

If you would like to know more about the change to Individual Electoral Registration you can contact the Electoral Commission on 020 7271 0600 or by email at easternandsoutheast@electoral-commission.org.uk.

If you have moved house since completing your Annual Voter Registration form, please contact the Elections Office on 01502 523238 or by email at elections@waveney.gov.uk to request a registration form to update your details.

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