



Fiona Bruce is coming to Waveney find out why on the back page!

intouch

W I T H W A V E N E Y



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WAVENEY, PHONE HOME!

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ANNUAL REPORT - PULL-OUT

A summary of our 'end of term' assessment



Waveney District Council
Serving the Community

ION the target

Waveney District Council is delighted to have provided funding for a drugs detecting device that will be invaluable in the battle against illegal substances.

The Ion Track Itemiser 3 can detect drugs on any surface including people's hands and money. The operator simply swabs the surface, feeds the swab into the machine and it then gives a negative/positive readout for drugs including cocaine/crack/heroin and ecstasy.

A first machine, costing around £26,000 was bought last year by the Suffolk Drug and Alcohol Action Team

(DAAT), a partnership of health, criminal justice, councils and voluntary sector organisations and has been used at a number of locations across the county, primarily at nightclub premises, during 2008/09.

The unit was successfully used in Lowestoft on several occasions, notably in June 2008 when over 300 clubgoers were tested by having their hands swabbed. More than 30 people were searched as a result of a positive indication and three people were arrested for possession of Class A drugs. With such positive results already achieved, Waveney Community Safety Partnership agreed to help fund a second machine for use in the district.

Cllr Mary Rudd, Portfolio Holder for Community Safety said: "The Ion Track Itemiser 3 is a fantastic tool in the fight



Cllr Mary Rudd, PC Shane Mingay and WDC's Karen Hubbard with the new unit.

against drugs. A positive indication on hands for example, means someone has been in contact with an illegal substance and even if they are searched and no drugs are found, we will provide that person with information about the help and advice available to drug users. We are tough on enforcement, but education is important too."

Happy Halliday

Martin Halliday, Manager of Waveney District Council's Marina Theatre in Lowestoft has been recognised by one of the theatre industry's most prestigious national awards.

Martin attended a star-studded ceremony in London for the Encore Annual Theatre Awards 2009 and only narrowly missed out on the award for Theatre Manager of the Year 2008. However, he was presented with a special runners-up certificate by the management of Encore Magazine.

He was nominated in recognition of his work at the Marina Theatre during 2008 - the venue's most successful year to date. Nominations for the award come from within the theatre industry and are voted for by agents, artistes and managers.

The National Theatre Manager award recognises achievements made in programming, marketing and management during 2008.

Speaking after the ceremony Martin said: "I was absolutely delighted just to be nominated for such a prestigious award and so to come runner-up was a terrific surprise. What makes it so special is that these awards are both nominated and voted for by the industry."

For details of forthcoming shows head to www.marinatheatre.co.uk.

Easy payments

You can now pay for Council services without having to visit Council offices or send a cheque! Payments can be made via **Direct Debit**, online or over the telephone using our automated service. Visit the Council's website, www.waveney.gov.uk/payments and follow the

instructions, or call **01502 511 805** and have your debit or credit card ready.

This service is available for Council Tax, Business Rates, Housing Rent, Housing Benefit Overpayment, Sundry Debtor Invoices, Residents Parking Fines and Car Parks Excess Charges.

If you have any queries please call our payment helpline on **01502 523 502**. If you are required to leave a message you will get a response within one working day.

An additional charge of 1.5% is payable on all credit card payments for Council Tax and Business Rates payments. There is no surcharge if you use a debit card.

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Phone a friend

Waveney's schools are set to benefit from their recycling efforts, thanks to the Recycle for Schools scheme, which encourages the collection of redundant mobile phones and printer cartridges, in return for funds to purchase school equipment.

Waveney Norse, the operational services provider for Waveney District Council has set up a partnership with RPC Recycle to manage and promote this exciting recycling initiative in local schools.

Stuart Mortimer, Waveney Norse's Refuse Service Manager said: "The scheme is very simple. Pupils bring in old, unwanted mobile phones and empty printer

cartridges to the relevant collection point at their school. They are then collected for recycling and valued, with funds given to the school to purchase new equipment, support school events, or even donate to a charity of their choice. We felt it was a great way of encouraging the students to recycle, whilst rewarding them for their efforts. Everyone's a winner!"



Pupils at Dell School in Oulton Broad show the way.

RPC Recycle is proud to be in partnership with Waveney Norse and Waveney District Council in promoting their Recycle for Schools Scheme. Based at Rackheath, near Norwich, it specialises in recycling old redundant mobile phones, refurbishing them for re-use not only in the UK, but also globally, helping communications in developing countries where new phones would be unaffordable.

Dell School in Oulton Broad, Lowestoft was the first in Waveney to sign up to the scheme. Headteacher Beryl Hindes said: "We were pleased to get involved in the scheme as it brings benefits on many levels. It encourages students to recycle, educates them on environmental issues in a consumer society and they see the real benefits recycling can bring."

If your school is based in the Waveney Area and you would like to know more about the scheme, contact Stuart Mortimer at Waveney Norse. Email stuart.mortimer@ncsgrp.co.uk or call **01502 527159**. Alternatively, you can visit www.recycleforschools.co.uk for more information.

Park life

A Waveney Park is enjoying a new lease of life thanks to ongoing refurbishment work carried out by Waveney District Council and partners.

The exciting third phase of regeneration work at Kirkley Fen Park is well underway, driven by the Fen Park Friends who have worked with various authorities and agencies to promote a long term vision for the park's improvement. So far the project group has worked on access, fencing and landscaping, as well as the enhancement of the play area.

The project group has also worked with Suffolk Wildlife Trust, The Environment Agency, Suffolk County Council, looking for a long term solution to the environmental challenges facing the Fen. Following advice from the partners the work was agreed with the successful contractor to minimise the disruption to wildlife whilst maximising the budget, by providing both the quantity and quality of workmanship and materials.

Cllr Ken Sale, Portfolio Holder for the Environment said: "This project is a fantastic example of partnership working between community groups and local authorities. The work will make a real difference and although there has been some disruption, the results will undoubtedly be worth it."

Shopmobility

Partly funded by Waveney District Council which stepped in to help six years ago when lottery funding ceased, Lowestoft Shopmobility, a charitable organisation, is in its twelfth year with a commitment to help people with mobility problems.

From its shop at Lowestoft Railway Station, it hires out powered scooters, powered wheelchairs and manual wheelchairs by the day, week, month, or longer if required.

It isn't just for people with permanent mobility problems; you might have had an operation making you immobile for a time, have breathing problems or a temporary ailment making walking difficult. Whatever the reason they will be pleased to see you and do their best to get you mobile for a little while.

It costs £5 a day to hire a scooter or if

you think you would like to use the service a lot you can become a member for as little as £25 a year and then it's only £2 per hire. Whatever sort of hire you require please take some ID with you like a driving licence or utility bill, £25 for the deposit, which is refunded on your return and the fee for your hire.

The shop is open Monday to Saturday, from 8.15am to 4.00pm (closing between 1.00pm and 1.30pm for lunch). Email lowestoftshopmob@tiscali.co.uk or call **01502 588857**.



Listening to you

Waveney District Council hits the streets once more, taking its message straight to the heart of communities.

Bungay was the first town to benefit from the Council's second wave of Community Engagement Forums and was closely followed by Beccles, Lowestoft, Halesworth and Southwold, during June. The revamped and re-launched events proved a huge success last year and Council was keen to announce the new round of street meetings with residents.

• WAVENEY •

Representatives of the Council went out to talk with local people on various issues, including the development of Community Boards for the 'Rural' areas of Waveney, and exciting plans for Waterlane Leisure Centre in Lowestoft. Police Safer Neighbourhood Officers were also in attendance.

Cllr Colin Law, Deputy Leader of Waveney District Council said: "There was a very positive response to the first round of Community Engagement Forums. After trailing the new format last year, it became clear that taking the event to our communities really worked and that local people welcomed the opportunity to talk about their local concerns and issues.

"We all enjoyed getting out and about again and hope that those residents we managed to meet felt the exercise was worthwhile too."

A shared vision

We need YOUR views, your needs and your hopes for how the Waveney area should look in 20 years time!

The Waveney Local Strategic Partnership (WLSP) is made up of key partners including the Waveney District Council, Suffolk County Council, the Police and Emergency Services, Voluntary Sector and local businesses all working together to deliver improvements to the lives of the people of Waveney.

The joint vision for the area is outlined in the Waveney Sustainable Communities Strategy, which identifies the key issues facing the area and highlights the hopes and aspirations of the Partnership to deliver improvements together that make a positive difference.

This document is currently being

refreshed, and from July to September there will be a period of consultation that will help shape the Partnership's vision for Waveney's long term future.

Cllr Colin Law, Deputy Leader of Waveney District Council said: "We want as many people as possible to contribute to this consultation to give us the best possible chance of delivering exactly the services that our communities need. We are here to respond to YOUR needs."

Further details of the work of the WLSP are available at www.onesuffolk.co.uk/waveneylsp. Alternatively you can telephone the LSP Manager on **01502 523306** or email lsp@waveney.gov.uk.

Warm feeling

It may not be the season for shouting about heating, but rising fuel costs are a year-round concern and Waveney District Council's Housing team is responding to growing concerns by improving tenants' insulation and researching alternative and more affordable heating systems.

Waveney is close to completing a loft insulation programme which was originally planned for staggered phasing. However the Council is completing the work as a matter of urgency in response to rising energy prices and economic conditions.

In addition, the Council is looking at improving heating systems in areas without any natural gas supplies. During 2008, its heating contractor, Dodd



Steve Webster of Dodd Group (left) and Waveney's John Brown (right) with happy tenant, Mr Wilkinson.

Group installed eight air source heat pump units for tenants, providing both heating and hot water. These operate by extracting heat from the ambient outside air temperature, much like a refrigerator in reverse. The units, whilst running on electricity, are reported to be up to 360% more efficient and reports and feedback from tenants has been very good.

The Council is now attempting to obtain grant funding towards the cost of these installations and is hopeful that many more units can be fitted for tenants in the future, with possible links to solar thermal panels for additional benefits in hot water delivery.

Cllr Bruce Provan, Portfolio Holder for Housing said: "Tackling fuel poverty concerns for our tenants is a priority and the council is eager to look at work programmes that can assist with reducing energy bills for them and also cut carbon emissions."

Happy at home

Waveney District Council's tenants are very happy with the service they receive, according to the latest survey.

The Council conducts a survey of all its tenants every other year, to determine satisfaction levels with its housing service. Previously surveys have produced high satisfaction ratings, placing Waveney in the top 10% of councils and housing associations in the country. The 2009

results are in and we are delighted to report that the high levels are being maintained - which is a fantastic achievement.

Comments from the independent survey company stated that, 'taking everything into account, the overall satisfaction level amongst tenants with the service they receive from Waveney DC Housing Service has improved... a welcome increase typified many of the other results and set the general tone for the survey as a whole.'

The full results are available on the Council's website at http://www.waveney.gov.uk/Housing/housing_Satisfaction_surveys.htm.

Better housing

Waveney's strategic housing service is 'making significant improvements' which are 'benefiting customers' according to a positive report from the Audit Commission following an independent inspection.

The report carries details of the Commission's inspection of the Council's Strategic Housing Service, carried out in January 2009 and gives the service, which deals with issues such as affordable homes and homelessness, a 'fair' one-star rating with what they call 'promising prospects for improvement.'

Mark Elsworth, the Audit Commission's lead Housing Inspector for the East of England said: "Since our last inspection in 2006, the Council has embarked on a wide-ranging programme of improvements that is benefiting customers."

The report reflects the extraordinary hard work undertaken to turn the service around and the considerable progress made since the previous inspection in May 2006.

Cllr Mark Bee, Leader of Waveney District Council said: "This report is another clear indication that Waveney is a better council. Better at delivering services and better for the people that matter most - our communities and customers. It confirms the genuine progress this Council is making in black and white and follows the equally strong Environment inspection which also praised the council's achievements."

Copies of the full report and Audit Commission media release can be found online at www.audit-commission.gov.uk.

Here to help

During these difficult economic times it is important to know that help is out there if you are worried about money. Waveney District Council works with other agencies to ensure residents get all the advice they need.

For example, if you are struggling to pay off debts, don't bury your head in the sand! There is advice available.

Citizens Advice Bureau: www.citizensadvice.org.uk or contact your local CAB.
Consumer Credit Counselling Service: www.cccs.co.uk / 0800 138 1111
Financial Services Authority: www.moneyadeclear.fsa.gov.uk / 0845 6061234
National Debt Line: www.nationaldebtline.co.uk / 0808 808 4000

And if your income has reduced or you have become unemployed, make sure you claim all the benefits to which you are entitled. For example, if you're responsible for at least one child or young person who normally lives with you, you may qualify for Child Tax Credit. If you work, but earn low wages, you may qualify for Working Tax Credit. For more information ring the helpline on 0845 300 3909 or go to www.hmrc.gov.uk. Information about other benefits can also be found at: www.benefitnow.co.uk, www.dwp.gov.uk and www.thepensionservice.gov.uk.

Are you worried about your home? If you are struggling to keep up with your mortgage payments, it is important that you acknowledge it and seek advice. Waveney District Council and its partners are here to help. Speak to the **Homeowners Rescue Advice Centre:** www.hrac.org.uk / 0800 316 2240 or the **Citizens Advice Bureau:** www.citizensadvice.org.uk. There are schemes now in place that can help you and which you may know nothing about.

If you are claiming Income Support, income-based Jobseeker's Allowance or income-related Employment & Support Allowance, your benefit may include additional support for mortgage interest (SMI). For more information go to www.jobcentreplus.gov.uk.

Even for those in employment, Homeowners Mortgage Support (HMS), The Mortgage Rescue Scheme and Sell and Buy Back Schemes could all help you if you are worried. For more information go to www.direct.gov.uk or speak to your Citizens Advice Bureau.



Moving target

Moving house is generally recognised as being one of the most stressful times in a person's life and Waveney District Council is making things easier for those involved.

The provision of a 'property search' is a key element in this process and over the last few years, the Council has modernised the service so it can all be delivered electronically.

• WAVENEY •

The five-year project was self-financed from searches and has provided real benefits for customers, with the target for dealing with a search reduced from five to three days. Over 3,200 searches were completed during the 2008/9 financial year, with an average turnaround time of three working days.

Councillor Ken Sale, Portfolio Holder for the Environment said: "I am delighted that the investment has produced both a faster and improved service. Searches are now delivered in days rather than weeks and urgent cases can often be accelerated to just a few hours."

For further information or advice please visit the Councils website at www.waveney.gov.uk/Planning/Land+Charges/ or alternatively email landcharges@waveney.gov.uk or telephone 01502 523244.

Nightstop

Do you have a spare room? Could you help a vulnerable young teenager by offering them a short stay in your home?

Volunteer hosts are needed to provide up to three nights emergency accommodation for 16 to 17 year olds as part of Nightstop, a national scheme which successfully provides temporary accommodation for young people who find themselves homeless.

Call the YMCA on 01284 701697 or mobile number 07912516823 for information pack or contact via email address kim@ymca.googlemail.com.

Waveney District Council Annual Report 08-09

SUMMARY

Waveney District Council produced its first ever 'Annual Report' last year and in another 'first', we are using the pages of In Touch to provide YOU with a summary of this year's edition.

The Annual Report is an 'end of term' analysis of how we have performed as a Council, measuring our outcomes and planning for the future. Over the next four pages, we bring you a summary of the detail you can find in the full version, which is available to read now.

To view it online, go to www.waveney.gov.uk and click on the link on the homepage. Alternatively, a number of printed paper copies are available from the Town Hall, East Point Pavilion and Marina Centre in Lowestoft and the local offices in Southwold, Halesworth, Beccles and Bungay.

Welcome

from Mark Bee and Stephen Baker.

2008-09 has been another remarkable period in the life of Waveney District Council and a period of great progress for the authority.

The year began against a backdrop of considerable change, with a new Chief Executive and Strategic Management Team, which required us to make some difficult decisions as we reflected on financial risks and some disappointing inspection reports in 2007 from the Audit Commission.

Today however, Waveney is a BETTER council. Better in the eyes of the Audit Commission, better at delivering services and better equipped for the challenges we face in the short, medium and long term. In short, better for YOU.

This annual report, the second produced by Waveney District Council, assesses the progress we have made

in the last 12 months to improve outcomes for residents, businesses and visitors alike. The council is better than ever before but we are committed to making the lives of all our residents and communities even better.

This report sets out the evidence of our achievements to date and how we need you to shape our priorities for the future. It is the greatest pleasure to serve the people of this beautiful, vibrant and diverse district and we will continue to do all we can to maintain and improve the quality of life here for all.



Mark Bee
(Leader of the Council)



Stephen Baker
(Chief Executive)

Achievements and outcomes

At home

Satisfaction ratings among tenants have increased as evidenced by a survey carried out late last year. WDC has also achieved the Decent Homes Standard for housing stock - a full year ahead of the Government's target. Additionally WDC has completed a loft insulation programme to help benefit tenants and meet the Council's carbon emission target.

Waveney's Strategic Housing Service is 'making significant improvements' which are 'benefiting customers' according to a positive report from the Audit Commission following an independent inspection. Mark Elsworth, the Audit Commission's lead Housing Inspector for the East of

England said: "Since our last inspection in 2006, the Council has embarked on a wide-ranging programme of improvements that is benefiting customers. It has effective leadership, which is putting the foundations in place to support ongoing improvement."

Easier to pay

Waveney has introduced 'paperless' Direct Debit for both Council Tax and the Non-Domestic Rate which can now be done on the telephone. WDC has also introduced BACS payments for Housing Benefit, Council Tax refunds and Non Domestic Rate refunds with customer bank accounts credited with cleared funds rather than waiting four days for cheque clearance. Additionally, 'e-billing' allows customers to view their Council Tax and Non Domestic Rates online and receive demand notices by email.

Community boost

Waveney secured obligations of £187k in general open space contributions from developers, £178k in affordable housing contributions, 54 affordable housing units and a further £295k in other contributions for specific things including highway improvements and education. We received income of £216k in open space contributions, £125k in affordable housing contributions, £10k in community facility contributions for Carlton Colville and 59 of the 109 affordable units completed were S106 units.

Planning better

Planning performance has improved remarkably. Figures for Major Planning Applications dealt with within 13 weeks, other Planning Applications (household extensions etc) dealt with within 8 weeks, Minor Planning Applications (up to 9 dwellings) dealt with within 8 weeks and percentage of Planning Appeals dismissed, place us in the top 25% in the Country. Quicker and more effective planning is better for residents and businesses.

Leisure time

Waveney District Council has successfully secured £1million to modernise the swimming pool at Waterlane Leisure Centre, Lowestoft. As part of a £140million cross-Government initiative to enable local councils in England to offer free swimming and to improve provision for the sport, the Council has secured the funding which will help encourage more participants in leisure and improve health and wellbeing across the district. The Council's successful application means it will receive the largest allocation for a capital project in the East of England. It is also one of only six successful bids for £1million.

Customers first

The Marina Customer Service Centre is now the first point of contact in Lowestoft for all customer enquiries and also houses the Council's call centre. With Housing Options, Private Sector Housing, Benefits, Council Tax, Planning, Building Control and Land Charges teams all occupying

the Marina building we are able to offer a total service for all of these areas from one central point and we can also deal with enquiries about all our other services. Payments can also be made at the Centre.

Better than the rest

Over the last six months a significant amount of work has taken place on the Council's ICT network to allow it to be connected to Central Government's secure data network. Every local authority in England and Wales was given the ambitious target of achieving compliance with the connection requirements, and going live by the 1st April 2009. Those authorities that felt that they would be unable to meet this deadline were given the opportunity to apply for a six month extension. Waveney was one of only two Suffolk Councils to achieve compliance without requesting a time extension.

Clean bill of health

The Audit Commission has praised Waveney District Council's environment services, citing a range of improvements that have 'made things better for users of this service.' The Audit Commission inspection team visited the Council in 2008, examining a wide range of services in great detail, and has awarded Waveney a 'fair' rating, with 'promising prospects for improvement.'

In particular, the Audit Commission applauded the high levels of recycling and composting, how Waveney keeps the locally environment 'generally clean' and believes that the Council provides 'good value for money' in this area.



Recycling number one

Waveney District Council is officially the number one recycling authority in Norfolk and Suffolk following the publication of the latest annual figures by DEFRA. Having seen its household recycling performance improve for the fifth consecutive year, Waveney is ranked 11th nationwide, out of 393 English local authorities, having increased its recycling rate from 48.4% in 2006-07 to 51.62% of all household waste.

Saving you money

The establishment of Waveney Norse, a new partnership to deliver operational services in the district has secured £135,000 worth of new business and has delivered direct cost savings of £178,000. The Partnership is also based on a profit share principal and the current return to the Council is estimated at £54,000, which can be invested back into services.

Clean beaches

Two beaches in Waveney will be flying the prestigious Blue Flag this year - an internationally recognised symbol of a clean and well-managed beach. In addition, another four beaches have been given Quality Coast Awards, bringing the number of award-winning beaches in the district to six.

Beaches at Lowestoft North and South of Claremont Pier have been awarded Blue Flags for the 2009 season. Southwold beach (North of the Pier), Southwold Denes and Kessingland have all been awarded Quality Coast Awards.



Better playgrounds

Waveney has helped secure Big Lottery Funds of £276,000 for a Children's Play Programme in the district. A variety of sites have benefited, among other places, Westhall, Barnby and North Cove, Blundeston and Normanston in Lowestoft.

Funding communities

Over £250,000 was paid out in grants and funding to organisations in Waveney including 13 who are new to the grants process.

Award winning Theatre

Martin Halliday, Manager of Waveney District Council's Marina Theatre in Lowestoft has been recognised by one of the theatre industry's most prestigious national awards. Martin was nominated for Theatre Manager of the Year 2008 and was presented with a special runners-up certificate by the management of Encore Magazine.



Beating anti-social behaviour

Following a recent public consultation, Waveney District Council approved the adoption of an order which will give the police new powers to deal with the anti-social behaviour caused by drinking in public.

The 'Designated Public Place Order' will be enforced in Kirkley and Harbour Wards and an area of Oulton Broad including Bridge Road, the Boulevard and Nicholas Everitt Park. It will not prohibit drinking in public places but will give the Police and other designated officers the power to confiscate alcohol from anyone who is causing a nuisance in a public place and to prosecute and fine those who refuse to stop when asked.

Free swimming

After a successful trial period in 2008, Waveney District Council is able to offer people 16 and under and over 60 free swimming at Bungay Pool and Gym and Waterlane Leisure Centre until March 2011.

This follows other recent initiatives including 'swimming lessons for a tenner'.

Becoming better



Waveney District Council is pleased with the progress it has made this year but recognises that the pace of progress and improvement in 2009-2010 must be maintained. Therefore we have an improvement plan covering four key themes.

These themes will ensure that the Council significantly improves to ensure that the Waveney area, and services within it, compare favourably nationally. This will also ensure continually improving service delivery to customers by the Council and to prepare the Council for the future.



Four themes for 2009-10

COMMUNITY NEEDS & ASPIRATIONS

Councillors and Officers need to embed a stronger culture within the Council and its partners of asking, listening and responding to local people. It is essential that the Council and its partners understand all of their many communities, including those that are 'harder to hear,' listen to their local

needs and aspirations, and respond accordingly in setting local priorities.

COMMUNITY LEADERSHIP

Councillors and Officers need to jointly enhance local democratic leadership across the district, involving and engaging with all its communities, delivering improvements through leadership in partnerships, and empowering communities to lead themselves. Local people must be involved and empowered in political, social and economic decision making.

FINANCE and PERFORMANCE MANAGEMENT

The Council needs to continue to improve how its performance is reported. Critically the Council must address remaining substantial financial issues including the Department for Works and Pensions subsidy. Critical to this will be the delivery of value for money. Further development of the shared services agenda, for example with Suffolk Coastal District Council and through delivery of Waveney Campus will therefore be essential.

ORGANISATIONAL DEVELOPMENT

It is essential that Councillors and Officers have the capability and capacity to deliver this Improvement Plan. The Council's employees are its most significant resource. Improvement of the Waveney area is dependent upon having a skilled, flexible and high performing workforce, combined with an enhanced community-centred culture, that reflects the diversity of its local communities.

But what do you think?

Additionally, Waveney District Council wants to hear from YOU and would like to know what YOUR priorities are as residents of the Waveney District. What matters to you? Is it schools and education? Sport and leisure provision? How clean your neighbourhood is... how safe your street is?

We are conducting a vital telephone survey so we can set priorities based upon what YOU want.

Our 'Strategic Direction' lays out the areas which we believe are important and on which we currently focus our service delivery. These areas or priorities are currently as follows: Environment, Housing, Regeneration, Community Safety, Health & Wellbeing, Customer Access and Performance.

Do you think these are still valid? What would you change? What do you think is not as important? What should we concentrate more on?

With your input, we can be more effective. With your opinions we can respond better to community needs.

BBQ Safety

It looks like we're in for a sizzling summer but if you fancy wheeling out the BBQ, Waveney's Food Safety team don't want your fun to end in tears!

As we light the coals and reach for the tongs, we need to remember the following advice if we are to avoid giving our guests more than just their lunch! Wait until the charcoal is glowing red, before you start to cook. Always make sure you cook meat all the way through and any juices run clear. Just because its charred on the outside doesn't mean its cooked on the inside! And make sure frozen food is properly thawed before you cook it.

It is also important to keep raw meat away from other food, plates and utensils and always wash your hands thoroughly after handling raw meat. Don't add sauce or marinade to cooked food if it has already been used with raw meat!

Tony Burgess, principal environmental health officer said: "The last thing we want to be is killjoys, but

good hygiene rules often seem to fly out of the window when people start BBQing! Illnesses caused by raw or partially cooked meat are no joke and everyone should always be careful.

For more information on barbecue safety visit: <http://www.eatwell.gov.uk/keepingfoodsafepartiesandevents/barbecues/?lang=en>.



Keeping you safe

Waveney's Environmental Health team exists to protect the people of Waveney and continues to take a hard line with those who flout hygiene regulations and allow smoking on their premises.

The proprietor of Lee's Takeaway in London Road South narrowly escaped a prison sentence recently, when he faced 37 charges in relation to food hygiene and smoking offences.

He pleaded guilty to the charges and was told that the seriousness of the offences could have lead to a jail term. However, he was banned from running a food business for five years and made to carry out 220 hours of unpaid work in the community and

ordered to pay costs of £260.

Tony Burgess, principal environmental health officer at Waveney District Council, said: "He has proved himself dangerous to the public and it is only right he should be banned from running a food business.

"Our team works round the clock to protect everyone who eats out in Waveney and this result sends a clear message to restaurants and our communities."

Scores on the doors

Following a public consultation, Waveney District Council is considering publishing the food hygiene ratings of local businesses in an effort to drive up standards.

Scores on the Doors, a star-rating scheme which is already in operation in some parts of the country, would see inspecting officers from the Council's Environmental Health Team handing businesses such as cafes, restaurants, pubs and food manufacturers a 0 to 5 star rating for their food hygiene.

Cllr Ken Sale, Portfolio Holder for the Environment said: "Proposals will go before the Council and if implemented, the scheme will provide consumers with a user-friendly way of obtaining the information they need to make an informed choice about where to eat in the district. It should also encourage food businesses to achieve high standards of food hygiene leading to greater food safety."

A public and business consultation was carried out in May, with a positive response. Of the businesses and residents who responded 88% (94% residents, 82% businesses) were in favour of the scheme.



Hall's well in Beccles

Following extensive refurbishment, the 300 year old public hall in Beccles has been rejuvenated and is hoping to attract a wide range of community groups and new users through its doors.

Waveney District Council has been working hard to improve the hall and its facilities, which now boast a new heating system, a complete redecoration and upgrades to the technical equipment and lighting system.

• BECCLES •

Cllr Stephen Ardley, Portfolio Holder for Health & Wellbeing said: "There are already a range of community groups using the hall for their events and we would like to encourage others to come along and see what great facilities the hall can provide.

"We would also welcome views and feedback on the work that has been done to help us improve the facility further and to enable us to organise an events programme for the hall. We want to ensure that the town has a public hall that it is eager to use and is proud of."

The hall can accommodate between 120 and 220 people, depending on the type of event and a fully licensed bar is also available. It is largely accessible for wheelchair users, with the majority of facilities at ground level.

For more information on competitive rates of hire, ideas for future events and any other enquiries please contact the Council's Local Office, 6 Market Street, Beccles or call **01502 713113**. Efforts are now being focused on boosting the Rifle Hall in Halesworth.

Excitement at Bungay plans

Plans for a proposed state-of-the-art community centre in Bungay have earned widespread approval.

An extensive consultation was recently completed, featuring two presentations to the public, displays at three locations in the town and an online consultation hosted by Waveney District Council. From this, around 170 comments were received and 88% of respondents supported the proposals.

Waveney District Council's Bev Herring chairs the project's Steering Group and she said: "We are extremely grateful to all those who took the time to give us their views and that so many of the respondents want to be kept informed of the project's progress.

"As well as messages of overall support, we were appreciative of the constructive feedback we received during this process. We wanted to know what people thought of our proposals and have been given valid issues to consider as we move forward. These comments cover such things as car parking and construction materials and we need to think about them carefully as we move on to the detailed design.

"The project now has support and momentum and the Steering Group is



How the new centre could look.

keen to see that this is maintained in the coming months."

The Group is looking to obtain some further interim funding to employ a dedicated project manager, with experience of working on such schemes. They would assist with the creation of a detailed business plan to support the ongoing sustainability of the proposal and apply for and obtain planning permission.

• BUNGAY •

The Steering Group has also joined forces with the Bungay Youth Association which is looking to provide children's play facilities in the area. The result is an inclusive design with facilities for all age groups.

Pooling funds

Waterlane, the District's largest Sports and Leisure facility is set for an exciting £6 million redevelopment and residents of Waveney have had their say! The results of a recent consultation are being used to map out the development and will help shape Waterlane's facilities and activities for the next 30 years.

Enhanced facilities for existing and potential users could include fitness, relaxation, dance, sports, gym and play areas, together with a larger café/restaurant. The project will also support and complement the development of the new Sixth Form Centre on the adjoining site.

The project has received two key pieces of good news over recent months with the award of £1 million capital from Sport England and a successful full planning application.

Cllr Stephen Ardley, Portfolio Holder for Health and Wellbeing commented "The project team has worked extremely hard over the past 12 months to make its ideas a reality and we are very pleased that Sport England has backed our plans with an award grant of £1 million. This really is excellent news for all residents of Waveney."

"We are very pleased with the public's response to the consultation

and are excited about using their feedback to shape the future of the Centre. The information collected will be supplied to prospective developers currently participating in the Council's procurement exercise."



Waveney's Leisure team celebrates!

Beach safe

Waveney District Council and The Lowestoft Journal are reminding residents and visitors to our award-winning beaches to 'Stay Safe' this summer.

After its successful launch last year, the partners have re-introduced their successful 'Stay Safe' campaign and each week, a member of the Council's lifeguard team will give an important safety message in the newspaper. The topics can include anything from flags and signs to inflatables or rip currents.

• WAVENEY •

Councillor Stephen Ardley, Portfolio Holder for Health and Well Being said: "We'd just like to remind people to be aware of the potential risks and to consider their actions. Waveney's lifeguards are patrolling, but it doesn't hurt to be alert."



Flying the flags

Two beaches in Waveney will be flying the prestigious Blue Flag this year - an internationally recognised symbol of a clean and well-managed beach. In addition, another four beaches have been given Quality Coast Awards, bringing the number of award-winning beaches in the district to six!

Beaches at Lowestoft North and South of Claremont Pier have been awarded Blue Flags for the 2009 season. The Blue Flag Campaign is an initiative to recognise beaches that promote coastal environmental care.

Waveney has also had further success as three other beaches have won Quality Coast Awards. Southwold

beach (North of the Pier), Southwold Denes and Kessingland have all been awarded flags for the 2009 season. The Quality Coast Award was launched in 2007 and recognises the diversity and quality of England's coastline. All beaches achieving this award have one thing in common - they have been recognised for

providing the very best standards for their visitors.

Waveney District Council's Asa Morrison, Principal Service Manager for Culture, Tourism & Sport said: "Our beaches are a wonderful asset and accolades such as the Blue Flag and Quality Coast Awards are the icing on the cake."

Help us plan to deliver YO

In Touch magazine contains a range of stories about the services we deliver and the way that Waveney District Council seeks to spend the money it receives to best serve our communities.

In this time of economic challenge every last penny must be spent carefully, to best support those who rely on the services we deliver. Equally we must spend money in a way that ensures our own financial stability for now and future generations.

Elsewhere we have told you that we are seeking the views of Waveney people on the future of the district and its prospects for the next 30 years. But here, our focus is more immediate: budget planning for next year... and you can help!

Timetable

- Now: Ask for budget opinions.
- October: Draft 10/11 budget and consult widely.
- December: Finalise budget following Government settlement.
- February: Council approve budget.



What do we spend your money on?

Below is a broad list of some of the services that we offer and their annual cost. Some of these are statutory services, those that Parliament insists that we provide, while some are discretionary; ones that the Council has chosen to offer.



Community Safety [Crime Reduction and CCTV]	535,400
Emergency Planning [Floods, Bird flu response etc]	96,100
Building Control [design safety of buildings]	127,500
Cemeteries/Crematoriums/Mortuaries	131,100
Coast Protection/Flood Defence/Land Drainage	587,100
Development Control [Planning]	500,000
Environmental Health [Food safety, noise etc]	976,200
Planning Development and Policy	382,800
Land Charges [searches for homebuyers]	126,300
Open Spaces	1,564,000
Recreation & Sport	1,294,600
Street Cleansing	932,100
Waste Collection	2,077,300
Community Development	170,600
Culture & Heritage	238,100
Grants/Bequests/Donations	278,000
Homelessness	525,400
Public Conveniences	441,400
Elections	185,500
Flood Defence & Land Drainage	20,500
Local Tax Collection	1,281,400
Economic Development [supporting businesses]	389,700
Tourism	656,100
Concessionary Travel [including new free bus pass]	1,050,700

UR services!

Your opinions

Based on your experiences of using our services and your needs, which of our services are most important to you?

1. _____
2. _____
3. _____
4. _____
5. _____

On the other side of the coin can you also suggest up to five services that you think you have the least need for or that you think no longer need to be provided in the way we do now.

1. _____
2. _____
3. _____
4. _____
5. _____

We'd also like to have your views on:

- Any services we should charge or charge more for?

- Where should we be looking to further reduce our spending?

- Where / how could we become even more efficient and improve?

Please cut out or photocopy and return this form to: Phil Harris, In Touch Magazine, Waveney District Council Town Hall, High Street, Lowestoft, NR32 1HS, or drop it in at one of our offices: The Town Hall or Marina Centre in Lowestoft, Southwold Tourist Information Centre or the local offices in Beccles, Bungay or Halesworth. Alternatively complete the survey online at www.waveney.gov.uk.

Please tick your answer

Your gender Male Female

Your age under 18 18-24 25-34 35-44
 45-54 55-64 65+ rather not say

Your working status

employed self-employed unemployed
 retired student rather not say

Do you consider yourself to be disabled?

Yes No

Which of these groups do you belong to?

White Black - British Black - Caribbean
 Black - African Black - other Indian
 Pakistani Bangladeshi Chinese
 Any other ethnic group Don't want to say

Which parish do you live in?

Name and address (this is optional)

Name _____

Address _____

Postcode _____

How to get in touch

Let us know what you think of this publication

Email: info@waveney.gov.uk
 Post: Town Hall, High Street,
 Lowestoft, Suffolk NR32 1HS.
 Tel: **01502 562 111**
 Fax: **01502 589 327**
 Website: www.waveney.gov.uk



Waveney District Council
 Serving the Community



Helping Waveney TIC

Tourist information Centres don't just cater for tourists visiting the area - there's a whole host of services on offer to residents too!

Waveney District Council operates two Tourist Information Centres in the District. Located at Lowestoft and Southwold, the TICs deal with over 100,000 enquiries each year. These can range from general enquiries for holiday information to actual bookings and personal requests.

The TICs offer services to visitors such as days out information, general advice on the area and an accommodation booking service. However, they also offer a wide range of services to the residents of Waveney. If you have an enquiry regarding days out, local information, travel, local services, accommodation please get in touch!

Lowestoft Tourist Information Centre, East Point Pavilion.

Email touristinfo@waveney.gov.uk or call **01502 533600**.

Southwold Information Centre, 69 High Street.

Email Southwold.tic@waveney.gov.uk or call **01502 724729**.

Free Summer fun

As we all look to tighten our purses, there is no better time to enjoy some of the many wonderful FREE events and facilities on offer throughout Waveney. There's plenty to do and see - just take a look at the list below!

Sunday afternoon brass band concerts - at Nicholas Everett Park, Lowestoft, every Sunday 2pm - 4pm.

The Royal Plain Fountains - Opened in 2006, the fountains have a new addition this year with musical displays every half hour starting from 8am - 9.30pm. Throughout the day children and the young at heart will love playing in the fountains and as the sun sets, the lights take effect for a thrilling visual display.

2nd August, the Model Boat Regatta - View the different classes of radio controlled boats in Lowestoft's Kensington Gardens.

9th August, Lowestoft Carnival & 30th August, Beccles Carnival - It's carnival time!

15th August, Harvest Moon Music Festival - Settle by the Suffolk Broads at Beccles Quay and enjoy the music in wonderful surroundings.

23rd / 28th August - Oulton Week - Nicholas Everitt Park comes alive with action from this popular sailing event.

Oulton Broad Charity Gala, 31st August - The Lions hold their annual event at Nicholas Everett Park, which includes, rides, shows, children's entertainment and powerboat racing, all finishing with a spectacular fireworks display.

Henstead Exotic Gardens open day - 20th September - Your chance to look around an exotic paradise in rural Suffolk, with over 100 large palms and 200 bamboos.

Or why not take a stroll around Carlton Marches Nature Reserve? Keep your eye out for a wide range of wildlife including the Marsh Harrier. Look out for a number of events on Carlton Marshes by visiting www.visit-sunrisecoast.co.uk. You could also enjoy the fresh air and relax with a picnic around Halesworth Millennium Green (the UK's largest Millennium Green) or take in the views of the Suffolk Coast at Southwold Pier, winner of the East of England Best Tourism Experience Award. Waveney is a great place to be in the summer and it needn't cost you the earth to enjoy it!

Hidden treasure?

BBC ONE's ever popular Sunday evening programme ANTIQUES ROADSHOW will be filming for its 32nd series at Somerleyton Hall, near Lowestoft, on Thursday, 10th September, 2009. The doors open at 9.30am and close at 4.30pm.

Some of Britain's leading antiques and fine arts specialists will be on hand to offer free advice and valuations to visitors, who are invited to raid their attics and bring along their family heirlooms, household treasures and car boot bargains for inspection by the experts.

People with large pieces of furniture or other big items can send details and photographs of their objects to: ANTIQUES ROADSHOW, BBC, Whiteladies Road, Bristol BS8 2LR or e-mail them to: antiques.roadshow@bbc.co.uk. It may be possible to arrange to look at the item in advance and organise transportation to the venue.



Antiques Roadshow presenter, Fiona Bruce.