

intouch

W I T H W A V E N E Y

Inside this issue:

Summertime in Waveney
Blue Flag boost for our beautiful beaches

Love Your Neighbourhood
Positive action to improve and promote communities

Recycling Milestone
Team effort helps Waveney break through the magic 50% mark



Waveney District Council
Serving the Community

Future of Local Government

As you will probably be aware by now, the Boundary Committee is considering the options for introducing unitary local government arrangements to Norfolk and Suffolk and wants YOUR views.

'Unitary' councils provide all services for a particular location, unlike the current 'two-tier' set-up where

residents are served by both Waveney District Council and Suffolk County Council.

A number of proposed 'concepts' were submitted by councils, political groups and other stakeholders to the Boundary Committee, in relation to the Waveney area and having narrowed down the options a public consultation is now underway.

• WAVENEY •

Once the public consultation has finished (in early October) the Boundary Committee will use the 12



Listening to you

WDC has been inundated with responses to the Customer Survey in the last edition of In Touch and is currently processing the responses. Readers were asked to offer their opinions on a range of topics relating to the council's handling of customer enquiries.

Thanks to everyone who entered - your answers have provided a real insight in to customer attitudes and

will enable WDC to keep improving. Look out for more in the next edition!



weeks to December 2008 to consider the outcomes before undertaking their final deliberations and making recommendations to the Secretary of State.

The Secretary of State will then hold another short period of consultation before making her decision. If she decides to introduce unitary structures within Suffolk then it is anticipated that these would be operational from April 2010.

For details of the consultation and more go to:
www.boundarycommittee.org.uk/our-work/suffolkstrev.cfm

Making payments

You can now pay for most Council services without having to visit Council offices or send a cheque! Payments can be made **via Direct Debit** or over the telephone using our automated service - just call **01502 511 805** and have your debit or credit card ready. Or you can head to the Council's website, www.waveney.gov.uk/payments and follow the instructions.

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.

Both services are available 24 hours a day, seven days a week, except during a short period between 11.30pm and 00.15am each day. 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.

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

intouch

Editorial Team: Phil Harris and Julie Fitzgerald.
Designed by TMS Media • 01493 662929
Printed by Ancient House Press on recycled paper.

Front Cover photo: Cllr Andrew Shepherd, Strategic Director
Stephen Archer, WDC Chairman George Hawes, Cllr Pat Hawes and Tourism Manager Asa Morrison fly the ENCAMS Blue Flag in Lowestoft - more on page five.



Magic Milestone

Having regularly been amongst the country's leading recycling authorities, Waveney is now celebrating another fantastic achievement. For the first time ever the district now recycles more waste than it sends to landfill.

Councillor Ken Sale, Portfolio Holder for the Environment said: "A real landmark has been surpassed. This is a genuine success story for Waveney and a true team effort by the Council and residents. We continue to set the very highest standards for our recycling service and residents continue to respond. Thanks to their support, we are among the best councils in the country for reducing and recycling waste."

• WAVENEY •

"Our recycling team has worked hard and their efforts behind the scenes have helped us introduce even more items to the list of things we can divert from landfill. In addition, the refuse team has played a crucial role, collecting recyclables and ensuring that waste is put in the correct bin, so that residents efforts are not wasted."

To help residents make the best use of the service brought to their doorstep, comprehensive (but not exhaustive) lists have

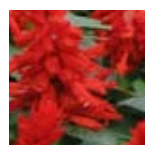
been produced, detailing what can go in each of the three bins. Did you know for example that junk mail, complete with its plastic windows, is accepted in the blue bin, as are plastic wine corks and telephone directories?

For details of the food waste collection scheme and what is accepted in each of your three bins visit the Environment pages at www.waveney.gov.uk. Alternatively, you can put your recycling questions to one of the team. Email: recycling@waveney.gov.uk or call **01502 523 561**.



Cllr Ken Sale (2nd, right) celebrates with colleagues in the recycling and refuse teams.

Set for Summer



Waveney District Council has been busy preparing for the summer

season - making the district attractive and welcoming to residents and visitors. Beaches have been cleaned, roads swept and 60,000 flowers have been planted!

Waveney's Refuse, Cleansing, Environmental Services and Parks Teams work hard all year round to ensure the district is smart, attractive and welcoming, with work really stepping up as summer approaches.

Around 60,000 'home grown' plants including geraniums, marigolds and petunias leave the Council nurseries each June and refurbishment work takes place in the district's parks, in preparation for the busy summer period. The beaches don't miss



out either! Corton, North Lowestoft, South Lowestoft, Kessingland and Southwold have been cleaned and sand removed from promenades and car parks.

Elsewhere, six tennis courts at Normanston Park have been re-laid with artificial turf and major refurbishments have taken place at Belle Vue Park and Sparrows Nest. The Denes Oval is also boasting a brand new artificial practice wicket thanks to a partnership with Lowestoft Town Cricket Club. Halesworth Town Park will also host its usual calendar of events and work is underway to get it ready.

Meanwhile Leathes Ham is enjoying its second year of work, including the installation of walkways and viewing platforms and the replanting of native species suitable to wetlands.

Cllr Ken Sale, Portfolio Holder for the Environment said: "We are lucky to live somewhere so beautiful and we've worked hard to make sure Waveney continues to look the part. Hopefully residents and visitors alike will do their bit too, helping us to take care of our beaches, parks and streets."

Fit together

The County's sports partnership, Suffolk Sport has been batting for Waveney and investment is putting the district in the running for future sporting success.

Suffolk Sport's aim is to make Suffolk a more physically active and successful sporting county and Waveney District Council has provided a base for the partnership since July 2000. As a result Waveney has seen inward investment, with people of all ages and abilities across the district enjoying the benefits.

Investment has been made in coaching and coach development and programmes have been developed for young people at risk of offending. Initiatives to re-engage adults and promote a physically active lifestyle to mature members of the community have also been given prominence.

To find out more, contact Partnership Sports Manager Terry McEntee on **01502 523 447**.

Free Swim

This summer Waveney residents can benefit from a new project that aims to remind us what a healthy and fun experience swimming can be. The District has been selected to pilot a free swimming initiative at Waterlane Leisure Centre, Lowestoft and Bungay Pool & Gym.

Between July 23 and August 29, anyone under the age of 16 can take part - completely free of charge! Signing up is easy - simply register for a free Leisure Card at either Waterlane Leisure Centre in Lowestoft or Bungay Pool & Gym and you are ready to dive in.

Councillor Wendy Mawer, Portfolio Holder for Regeneration was thrilled when Waveney was picked to pilot the scheme with its partners across the

county: "Waveney is committed to improving the health and wellbeing of all its residents and this is exactly the boost that young people might need. We hope to see many new faces at the Waterlane Leisure Centre and Bungay Pool & Gym."

For further information telephone Waterlane Leisure Centre on **01502 569116** for or visit the following websites www.waveney.gov.uk www.everydayswim.org.uk www.suffolksport.co.uk



Sporting Success

Leading sportsmen and women, as well as volunteers, were celebrated at the 11th annual Waveney Sports Awards recently.

Organised by Waveney District Council and sponsored by The Lowestoft Journal, this year's event was kindly hosted by 'Africa Alive!' in Kessingland, with Cllr Wendy Mawer, Portfolio Holder for Regeneration among the prize-givers. "To me this is one of the highlights of the year, it's an evening where we can celebrate success and have

the chance to feel good about the people who live in Waveney," Cllr Mawer told an appreciative audience.

• WAVENEY •

Among the award winners were 'Best Sportswoman' Ellis Jackson (Swimming) for her outstanding results and selection for the 2012 target Olympic squad and 'Best Sportsman' John Bidwell (Clay shooting) for winning the World Championships three times as a senior and twice as a veteran.

Best Junior Sportswoman was Charlotte Hicks (Swimming), Best Junior Sportsman was Gianni Regini-Moran (Gymnastics) and Best Team was the Kirkley High School's U16 Girls Football Team for triumphing in the English Schools Girls RAF National Cup Final.

Elsewhere, John Pawsey and Colin Price (Waveney Gymnastics Club) won the Most Valuable Contribution to Sport award for the 'integral part' they have played in the development of the Club.

Waveney Sports Awards Winners.



Flying the Flag



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

Beaches at Southwold Pier and Lowestoft, both North and South of Claremont Pier have been awarded Blue Flags for 2008. The Blue Flag Campaign

is an initiative to recognise beaches that promote coastal environmental care. ENCAMS European Blue Flag Awards recognise beaches throughout Europe,

which fulfil strict criteria relating to both the water quality and the surrounding beach area. For a beach to be considered it must have attained the guideline standard of the Bathing Water Directive before being assessed for various other criteria. The beach must also demonstrate that it provides and manages a range of facilities and contributes to public awareness of environmental issues.

• WAVENEY •

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. All beaches achieving this award have one thing in common - they have been recognised for providing the very best standards for their visitors.

Councillor Wendy Mawer, Portfolio holder for Regeneration, was delighted with the news: "For the sixth consecutive year the water quality, cleanliness and facilities at our beaches have been acknowledged. This prestigious award demonstrates how hard the teams at Waveney and many keen volunteers work to keep our beaches in award-winning condition for residents and visitors alike."

For more information about the beaches near you go to www.visit-sunrisecoast.co.uk. For further details on ENCAMS and Blue Flag visit www.encams.org and for the Quality Coast Award visit www.qualitycoast.org.

Cllr Simon Tobin and Town Mayor Teresa Baggott get set for summer in Southwold.



Flocking to Waveney

A fantastic Sunrise Coast summer of events awaits residents and visitors alike - all we need now is the sun!

Nationally recognised events such as Latitude, Lowestoft Airshow, Honda Racing and the Southwold Literary Festival all return to the area along with new additions such as the national Round Britain Power Boat Race and popular local events such as concerts in the park and Southwold's Jazz on the Green.

Waveney is a great place to visit and surveys bear this out. During 2006, Waveney received over 389,000 staying visitors, with a further 3,038,000

accounting for day visitors. Extensive face-to-face surveys made during 2007 highlighted that 76% would be returning to the area (23% answered maybe), 83% would recommend a visit to friends/family and 41% thought the area had improved since their last visit.

Further details on events can be found by viewing www.visit-sunrisecoast.co.uk or by picking up a copy of the new Sunrise Coast Events Guide 2008, which is available from Tourist Information Centres and Local Offices.

Coming up...

Aug 1 - 3 Gig in the Park 2008
[Town Park, Halesworth](#)

Aug 10 British Open Crabbing Championship, [Walberswick](#)

Aug 10 Lowestoft Carnival Parade

Aug 17 - 22 Oulton Week, [Oulton Broad](#)

Aug 27 Jazz Picnic on the Lawns
[Somerleyton Hall & Gardens](#)

Sept 19 Royal Philharmonic Orchestra:
Tchaikovsky Gala
[Marina Theatre, Lowestoft](#)

Sept 20 - 21 Henham Steam Rally
[Henham Park](#)

Sept 29 - Oct 4 Joseph & the Amazing Technicolour Dreamcoat, [Marina Theatre](#)

Lucky13

Charities and organisations across Waveney received a welcome financial boost, with the announcement of Waveney District Council's grant allocation for 2008-09.

Thirteen new, or previously unsupported organisations have benefited this year and it is hoped that a revised 'Grants to Organisations Scheme' will enable many more to benefit in the future.

First time beneficiaries include Tutti - a new organisation involving young musicians living in rural Waveney, who promote the physical, educational and emotional benefits of musical activity and strengthen rural community cohesion. Greenfingers Productions organise multi-sensory events for people with profound and complex disabilities. Waveney Crossroads improve the lives of carers by giving them time to themselves via respite care and Lowestoft Signing Choir are raising awareness and promoting a positive image of the deaf community. Meanwhile, Beccles Royales Gymnastics Club will receive funding to develop volunteers and coaches.

• WAVENEY •

Councillor Colin Law, Deputy Leader of Waveney District Council with responsibility for Community Cohesion said: "It is pleasing to see such a diverse group of charities and voluntary sector organisations benefiting this year. The fact that 13 new groups were successful is really encouraging - it shows such groups are thriving in Waveney and truly deserve our support.

Further information on funding and support can be obtained by visiting 'Community and Voluntary Sector Grants' at www.waveney.gov.uk. Alternatively you can call **01502 523180**.

Rural Partners

The Council's Economic Regeneration and Community Cohesion teams have contributed £10,000 to the Rural Communities Partnership (RCP) project.

Facilitated by the Waveney Community Forum, the RCP supports rural regeneration projects and empowers rural communities to become sustainable. The Partnership already utilises the '4 Towns Bus' (pictured) - an exciting initiative aimed at reducing social exclusion by providing mobile

facilities for information and advice services as well as a 'drop-in' centre for disadvantaged groups.

Martyn Burnside, Chief Officer at Waveney Community Forum (Council for Voluntary Services) said: "This agreement is a positive indicator of the effectiveness of organisations working in partnership. The funding will be used to support the partnership between Town and Parish Councils, the voluntary sector and Waveney District Council in order to open doors to the opportunities that are out there."

For more information please contact Kathleen Scott, Waveney District Council's Grants Co-ordinator. Email kathleen.scott@waveney.gov.uk or call **01502 523180**. Martyn Burnside, Chief Officer, Waveney Community Forum: Email martyn.burnside@waveneycf.org.uk or call **01502 582201**.



The 4 Towns Bus - community spirit in action.

Talking Shop

Waveney District Council wants communities to get more involved in the issues that affect them and has undertaken a series of community workshops to discuss ideas.

Historically, WDC has held 'Area Forums' to encourage community discussion but decided to review the arrangement with input from a range of stakeholders.

"The review was important and we learned a lot from our communities about

how best to encourage participation. First and foremost, we should not expect people to come to us! Holding formal meetings does not always work and we need to be more creative in the way we talk and listen to local people," said Jo McCallum, Community Cohesion Officer, and Link Officer for Waveney's four 'rural' Area Forums.

One such approach will see the WDC 'Trailer' out at venues around the district, enabling people to raise issues with councillors, council officers and other agencies. Other more proactive schemes will also be considered and the Chair of each Forum will work with the Council's Link Officers to roll out this new format in the coming months.

For further information on Area Forums, please contact Jo McCallum, Link Officer (Rural) **01502 523186**, Stuart Halsey, Link Officer (Lowestoft) **01502-523354**.

Love Your Neighbourhood

In partnership with 'Lowestoft Together' Waveney District Council have organised a series of neighbourhood events to bring communities together.

Known as 'Love Your Neighbourhood' events, they have been possible due to funding from Lowestoft Together and partnership work between Waveney District Council, Lowestoft Together, Suffolk County Council, Suffolk Police and Fire Service, local Residents and Tenants Associations, Waveney Community Forum and Waveney Community Safety Partnership.

• WAVENEY •

Events have taken place in Gunton, Whitton, Roman Hill and Normanston, giving local residents the opportunity to meet their councillors at 'Visioning Days' alongside key groups and organisations working in their neighbourhood. Residents have discussed community safety issues

with their safer Neighbourhood Police Teams and the Council's Environment Support Officers also gave advice.

But that's not all! A week-long clear up of each area gives residents the opportunity to get bulky household items collected free of charge before the Council's Cleansing Team spruce up the area and remove fly-tipping graffiti and litter.

After a recent 'Love Your Neighbourhood' event, Whitton Councillor, Nick Webb said:

"The Love Your Neighbourhood initiative is a fantastic way of engaging with the community. It enables residents to have their say on local issues and meet a variety of agencies working in their area. In addition, a total of 3.5 tonnes of waste was removed during the Whitton event."

Councillor Colin Law, Deputy Leader of Waveney District Council with responsibility for Community Cohesion said: "We strongly believe in giving people a voice and the opportunity to get involved in consultations and projects in their area. By involving the community we can develop social inclusion and build ownership."



Local residents from a Visioning Day in Gunton, giving their ideas on a new Multi Use Games Area due to be built at Gunton Community Park.



The 'Let's Get a Life' mascot and friends, promoting good behaviour.

Get a Life campaign

A new campaign to help tackle anti-social behaviour has recently been launched in Waveney and rewards young people for positive behaviour which may reduce levels of crime and anti-social behaviour.

The 'Let's Get a Life' campaign is a partnership between Suffolk Police and Waveney District Council and is also running in the Suffolk Coastal district. It is open to all schools, youth groups or youth organisations in the Waveney Area.

Schools and youth organisations that sign up to the campaign will distribute 'Green Cards' for their students or members to collect stamps that reflect a positive contribution to the community.

When their card is complete, they are awarded a certificate and are automatically entered in to a free monthly draw for the chance to win £50 in gift vouchers.

Stuart Halsey, Community Cohesion Officer at Waveney District Council and Coordinator for the 'Let's Get a Life' campaign in Waveney said: "This is a great way of getting young people involved in local projects and allowing them to take responsibility for their own actions. It also highlights Waveney's commitment to working in partnership with the Police and youth organisations."

Kirkley High School, Benjamin Britten High School, Colville House Youth Club, Morton Road Youth Club and Youth Services in Southwold, Beccles, Bungay and Halesworth, have already signed up. If your organisation is interested in taking part, please contact Stuart Halsey at Waveney District Council by emailing stuart.halsey@waveney.gov.uk or call **01502 523354**.

TravelSmart

Waveney District Council is supporting a project which will offer Lowestoft residents the chance to switch to greener, healthier transport options.

Over the next two years, 'TravelSmart Lowestoft' will contact thousands of households across the town to offer residents free, personalised information on walking, cycling and public transport.

Other towns and cities where TravelSmart has been used have seen a significant increase in levels of green travel, helping to reduce traffic congestion, tackle climate change and encourage more active lifestyles.

TravelSmart Lowestoft is being funded by the Big Lottery Fund's Wellbeing Programme, as part of a consortium of leading walking, cycling and health organisations. Waveney District Council and Suffolk County Council are supporting the project and a TravelSmart Officer will work from WDC offices.

Contact with local households will begin in autumn 2008 and will be carried out in three phases:

Autumn 2008 - Oulton, Oulton Broad and Normanston

Spring 2009 - Kirkley, Whitton, Carlton, Carlton Colville and Pakefield

Autumn 2009 - Harbour, St. Margaret's, Gunton and Corton

Participating households will be able to choose from a unique range of local travel information specially developed for TravelSmart, together with additional support and advice that will enable them to switch to greener modes of transport when and where it suits them best.

Your household may have already been selected to take part in TravelSmart, but if you would like to guarantee a place on the scheme, please call the project team on freephone **0800 043 2475**, or email register@sustrans.org.uk and leave your name, address and telephone number.

travelsmart
lowestoft

Youthful Energy



Local young people are calling for action on energy saving and climate change and asking everyone in Waveney to do their bit.

As part of a national pilot project, students at Denes High School, Poplars Primary School and Lowestoft College are taking part in the Lowestoft Energy Challenge supported by the Make Your Mark campaign (MYM) and the National Endowment for Science, Technology and the Arts (NESTA).

Exploring how to save on energy bills, Denes High will utilise a wind turbine and measure how much energy they create while Lowestoft College will develop a bio fuels project, an eco garden and a public sculpture to draw attention to issues around waste and energy. Meanwhile Poplars Primary will use a mini wind turbine and all three secured funding from NESTA for their initiatives.

Officers from Waveney District Council and Suffolk County Council are working with the project leaders and supporting organisations in an advisory capacity. These high profile projects may have

far reaching benefits and WDC will be supporting them in an effort to maximise any potential opportunities for the area.

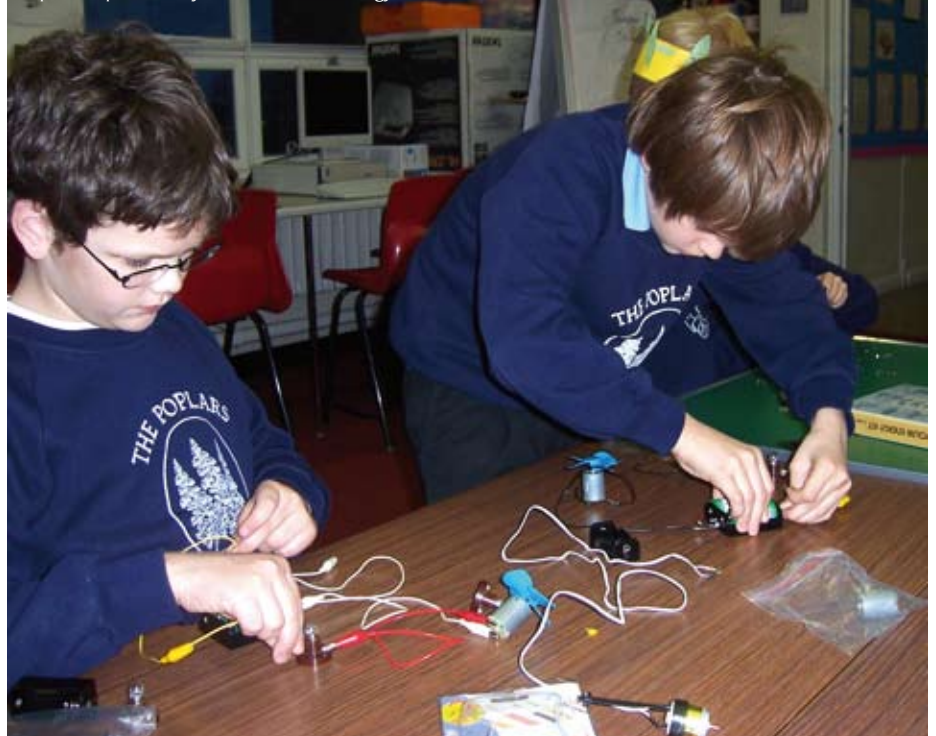
• LOWESTOFT •

The biggest impact has been on students' attitudes to conserving energy. Steven Lewis (Denes Year 11) said:

"This project has been a blast. As well as learning about energy saving, I have widened my business skills and I can speak more confidently in front of people now. Before the project, I wasted loads of energy but now I am an eco-friendly person."

With Waveney poised to be a centre of renewable energy, encouraging our young people to think about climate change and energy saving may be the start of a career path for them in this growing sector. For more information visit www.nesta.org.uk and www.makeyourmark.org.uk.

Pupils at Poplars Primary School learn about energy and the environment.





The £52.7m Waveney Campus project was given a boost when the Waveney Development Control Committee unanimously approved plans to raise the level of the site.

The application was made to lift the site out of the reach of potential flood waters and permission was granted by the committee on the condition that further issues raised by the Environment Agency are resolved.

Cllr Ken Sale, Portfolio Holder for the Environment is delighted. He said: "The meeting was robust and challenging and so it should be given the importance of this project in the wider context of Lowestoft's regeneration.

"I am pleased that a number of key issues and concerns were addressed and the unanimous decision to approve the raising

of the site is an important step in the right direction.

"The Environment Agency has a difficult job to do and has a responsibility to protect Lowestoft, its residents and businesses from flooding. But we have been working closely with them to address their concerns and it is our intention to resolve them as quickly as possible. Some of their concerns do not actually relate to this specific application and the sooner these issues are resolved, the better."

Waveney Campus is a flagship project proposed for Riverside Road in Lowestoft's

Kirkley ward. It is part of a wider regeneration plan for the Lowestoft / Great Yarmouth areas.

• WAVENEY •

The project will create a landmark administrative and state-of-the-art scientific complex to house 1,000 staff from Centre for Environment, Fisheries & Aquaculture Science (Cefas), Waveney District Council and Suffolk County Council. The proposed development will transform an area of waterfront into an attractive area to include public space. It will act as a catalyst for attracting jobs and stimulating wider regeneration, thereby providing a sound basis for the sustainable future of the local economy.

For more information on the project, go to www.waveneycampus.co.uk

Inspector Calls

Or in Waveney's case two inspectors have called!

Two inspectors from the Audit Commission visited in the week commencing 16 June 2008 inspecting our environmental services. The service areas included in the inspection were:

- **Refuse collection**
- **Recycling**
- **Street cleaning, including graffiti, flytipping etc**
- **Enforcement of envirocrime**
- **Parks, open spaces, cemeteries and grounds maintenance**
- **Beaches**
- **Associated infrastructure, e.g. car parks, street furniture**

The inspectors looked at a range of evidence to make their judgements including documents and plans, published performance indicators, a visual tour of the area, some mystery shopping and interviews with councillors, council officers, staff, partners, community groups and residents.

They focus on the outcomes of the services for residents, business and tourists such as clean streets and beaches, efficiently collected refuse and recycling and welcoming parks and open spaces. They also looked

to ensure that all of our residents had equal access to services no matter what part of Waveney they live in.

When scoring a service, inspectors make two judgements; how good is the service and what are the prospects for improvement. Their judgement is due at the end of July and while nothing is guaranteed the council is hopeful that our high levels of customer satisfaction as measured in surveys, excellent performance in recycling and generally clean and welcoming environment will help us to obtain a positive score.

Helping the Young and Homeless

Waveney District Council's Strategic Housing Service is working on initiatives to keep young people out of temporary accommodation.

The council has a duty to provide temporary accommodation while a homeless application is being assessed and over 50% of all emergency placements into Bed and Breakfast accommodation involve homeless 16 and 17 year olds.

The Government has told all local authorities to reduce the use of B&B for this group by 2010 and WDC realises that preventative measures must be sought to avoid young people becoming homeless in the first place.

So what are the options? The Housing Options Team are working in conjunction with Norfolk Family Mediation Services to help young

people in conflict with their family, where underlying relationship issues have resulted in the person leaving home. The young persons housing options advisor will establish whether mediation between both parties is worth pursuing and introduce a range of options to tackle the problem. For more information on the scheme please contact **01502 523141**.

• WAVENEY •

WDC is also working with schools to raise awareness and has launched a pilot scheme with Great Yarmouth Borough Council to run sessions about

leaving home for Year 10 pupils. If successful the pilot will be extended into the next academic year and possibly across both Norfolk and Suffolk authorities.

If accommodation IS required, the Council has been successful in securing Supporting People Funding from Suffolk County Council to provide tenancy support for young people who are ready to move on. In addition, Waveney, in partnership with St Edmundsbury Borough Council, Suffolk County Social Care and the YMCA has also been successful in its application to the Supporting People Exceptional Bid Funding. YMCA will manage a scheme which provides 20 supported lodgings places across St Edmundsbury and Waveney.

If you would like to find out more information about the scheme please ring **01502 523141**.

Homeselect

The Waveney and Great Yarmouth Homeselect Partnership was launched at the end of March with over 2,000 people now applying to join the scheme. Homeselect is an allocations scheme for Council and Housing Association properties, allowing applicants on the register, and waiting to transfer, a greater say in where they live.

The introduction of the new scheme has resulted in the housing 'waiting list' becoming more open and transparent with applicants making a bid for a property now able to check their 'queue' position and the number of other applicants bidding for the same property.

After four weeks, the scheme had received a total of 5184 bids, 1240 of which were placed by callers coming into offices in Great Yarmouth or Waveney, while 3198 were placed via the Homeselect website www.homeselect.org.uk.

The process has enjoyed a knock-on effect too with one of our 'single persons hostels' very active in encouraging their bids for properties. Because of this, they have had a number of successes which, in turn, will free-up hostel places for single homeless adults.



Flying High

Lowestoft Together is the new main sponsor of the Lowestoft Seafront Air Festival. So who are Lowestoft Together and why have they sponsored the big show?

Bob Russell, LT's co-ordinator explains: "Lowestoft Together has agreed to be the main sponsor of

finally, and perhaps most importantly, gives the town the opportunity to show itself at its best both regionally and nationally.

Over 40 substantial grants have been made by Lowestoft Together to a wide range of community initiatives from Parent and Toddler groups to the Credit Union, from Youth activities to the funding of two extra Police Community Support Officers (PCSO's). Residents are at the centre of decision-making for the Lowestoft Together Board and make up the majority of its 19 members. This ensures that solutions both come from, and are 'owned', locally. The Board is supported by a small Neighbourhood Management Team.

the Festival because it believes that the Festival benefits all the residents of Lowestoft. It brings money into the local economy, provides much needed financial support to community groups, raises the profile of many worthy causes, provides job opportunities and information on joining the uniformed services and

Lowestoft Together is a community group, which is dedicated to improving the quality of life of people living and working in least advantaged areas. It is responsible for allocating Safer Stronger Communities Government funding and so far, it has awarded over two million pounds to a large range of projects, organisations and groups.

Lowestoft Together is community led, and is always looking for people with ideas, energy and commitment. If you have a group, or even just a vague idea, about how to improve the lives of local people, please get in contact Bob Russell **01502 523183** or visit www.lowestofttogether.org.uk.

Lowestoft Town FC brought the town together recently by reaching the final of the national non-league knockout competition, the FA Vase against Kirkham and Wesham in the final at Wembley.

20,000 fans cheered the team on, only to see them lose in heartbreaking fashion late on. Nevertheless, the team did the town proud and WDC was more than delighted to give them the recognition they deserved with a parade through the streets of the town and a civic reception at the Town Hall hosted by WDC vice-Chairman Alan Duce.

A number of officers from the Tourism and Events team, led by Asa Morrison and Darren Newman ensured the event went without a hitch - and it was clear that the team were grateful for the effort made on their behalf.

Boys done Good



Pest Success

The first few weeks of Waveney District Council's new pest control service arrangements are being hailed a success.

The Council has made special arrangements with its 'preferred provider' Command Pest Control - a Suffolk-based professional pest control company - to provide treatments for range of pests, greatly extended beyond the service previously provided by the Council.

This new arrangement began in April. Callers to the Council are now given the choice of organising their own treatment - with their personal choice of pest controller - or alternatively, they can be directed to Command Pest Control.

The Council also gives a £20 subsidy against rat treatments by Command Pest Control on domestic premises, where the householders are in receipt of certain income or disability related benefits. Command has also improved response times for Waveney residents. In the first seven weeks of operation, Command Pest Control dealt with 65 rat treatments plus a range of other pest species, including mice, bed bugs, ants and rabbits!

Cllr Ken Sale, Waveney's Portfolio Holder for The Environment said: "Although it is early days, these new arrangements are proving to be a success. We have extended choice, while still making sure that pests are controlled by professional technicians with local knowledge and experience. Householders recognise the value of this new service and are making good use of it. We will continue to monitor the situation but, so far, we have received no complaints from the public about the new service and we are very pleased with an arrangement which is now commonplace in councils across Suffolk."

For more details about the new arrangements, visit: www.waveney.gov.uk or call **01502 562111**.



The team out and about at last year's Eastern Haze festival.

Healthy Summer

There's a small band of intrepid officers who make up Waveney's Food Safety & Licensing Team. Last summer was hectic and anything but routine! What can we expect this year...?

In all weathers, very unsociable hours and under a great deal of pressure the Team have 'risen to the occasion' impressively, and can be justifiably proud of their achievements last year.

Hundreds of thousands of people will descend on the region's summer events such as Latitude, Gig In The Park, the Henham Steam Rally and the Air Show. The economic and cultural importance of these events to Waveney cannot be under-estimated - nor should the potential number of people exposed to danger if the activities or food were not safe. Some responsibility!

Quietly beavering away in the background is a band of hard-working officers aiming to ensure the food you eat and the activities you participate

in are safe. 99% of the time the team work behind the scenes to ensure that things are organised properly and can run safely. However on those rare occasions where, despite our efforts, things go wrong, the team are quick to act in the interests of public safety.

• WAVENEY •

Principal Environmental Health Officer Tony Burgess said: "It would be nice to stand and watch the Sugababes, the Red Arrows, Kate Nash and carnival parades, but we are normally too busy! We are there to ensure your safety is the number one priority. By working in conjunction with event organisers we hope for a fantastic trouble-free summer."

Fairtrade in Waveney



Cllr Mark Bee, Leader of Waveney District Council, is encouraging colleagues and residents to purchase Fairtrade goods to help guarantee a fair deal for producers in the Developing World.

"The principles of Fairtrade ensure that people around the world are paid a fair price for the things they make and grow and by doing this we can help them out of poverty. Here at Waveney District Council we are undertaking a Senior Management level audit of our product procurement to see how we can increase our own commitment to Fairtrade and I hope that we can set an example to the rest of the community."

WHAT IS FAIRTRADE?

Many farmers and workers in developing countries struggle to provide for their



Guarantees
a **better deal**
for Third World
Producers

® families. Poor market access and unfair trade rules often mean that the prices they get don't even cover the cost of production. Fairtrade is a rapidly growing international movement which seeks to guarantee a better deal for farmers and workers in the developing world. Transforming trade to transform lives!

WHERE CAN I BUY FAIRTRADE PRODUCTS?

You can find products carrying the FAIRTRADE mark in supermarkets, local stores, in cafes, bars and restaurants,

health food and fair trade shops, from catering suppliers, by mail order and online. With thousands of products now available from coffee to chocolate to fruit to cotton t-shirts, change your everyday products to Fairtrade today!

Visit www.fairtrade.org.uk for more information. If you're interested in getting Fairtrade products in to your workplace, visit www.fairtradeatwork.org.uk.

Equality & Diversity



Tessa Triumph is WDC's newly appointed Diversity

Officer and is working to help the Council reach its target of Level 2 of the Equality Standard for Local Government.

It is up to Tessa to advise all teams across the Council on Equality policy, practice and legislation and to develop and support the promotion and integration of equality and diversity in Waveney.

"I am delighted to be here at Waveney and I'm enjoying the challenges that we all face to raise awareness of diversity/equality. I'm here to provide advice and guidance to staff across the Council on diversity/equality matters and ensure that all service areas are aware of their statutory requirements."

Diversity is any and all of the elements of similarity or difference between people, whether these be visible or hidden (such as disability, gender, race, colour, ethnic origin, religion, belief, culture, nationality, national origin, age, sexual orientation, caring responsibilities, rural and urban isolation, poverty: the list is limitless). These can enhance or inhibit effective interaction between people, depending on our reaction to each of these elements.



Paying Council Tax

Did you know that Waveney District Council also collects Council Tax on behalf of Suffolk County Council, Suffolk Police Authority and Town/Parish Councils?

Over two thirds of the amount that is due is collected by Direct Debit, the Council's preferred payment method. This is the most economic and cost effective way to pay your Council Tax and keep our costs down.

On your last demand notice we advised you how much you had to pay and when. This is your instalment plan. If your payment method is cash/cheque and you are making regular payments, but are paying later than the dates shown on your bill, we must still send you a reminder because your payments are late.

If you are on a low income or receive state benefits you may be able to get help towards paying council tax. If you are having difficulties paying your Council Tax please contact the Revenues and Benefits Service on **01502 523535** or email us at council.tax@waveney.gov.uk.

If you have received a reminder, summons, liability order etc then call **01502 523278** or email us at debt.recovery@waveney.gov.uk.

Benefit Fraud

WDC's Housing/Council Tax Benefits Investigation Team have had a very successful 2007 bringing the fraudsters of the Waveney area to account for their actions.

Working in conjunction with the Department of Work and Pensions (DWP), the investigation team work in rooting out false claims for both Housing and Council Tax Benefit, and prosecute the worst offenders.

• WAVENEY •

Since April 2007 more than 1,000 cases have been reported to the Council from various sources and a total of 24 people have been successfully prosecuted with many others in the process of being investigated. Nevertheless, although the council will always recover overpayments it does not follow that everybody will be prosecuted. The Council's prosecution policy allows two alternatives to prosecution.

The first option is a "Formal Caution" that has to be administered in accordance with Home Office Guidelines and amounts to a stern warning not to offend

again. The alternative is to offer an "Administrative Penalty" which amounts to the person agreeing to repay the original overpayment plus a 30% penalty.

One major weapon in the fight against benefit fraud is the public, who can report any suspicious cases by calling a dedicated Benefit Fraud Hotline free on **08003286340** or by calling the Council's dedicated fraud hotline on **01502 523 333**. Callers can remain anonymous if they wish.



Benefit thieves, someone, somewhere, could be reporting you now.

The benefit fraud hotline 0800 854 440 gets hundreds of calls every day from people reporting benefit thieves.

NO IFS, NO BUTS. Benefit fraud is a crime, break the law and you could face a criminal record.

TARGETING BENEFIT THIEVES

Complaints Process

From 8 May 2008 complaints that a councillor may have breached the Code of Conduct are now considered by the standards committees in local authorities.

Therefore, if you want to complain about the conduct of a member of Waveney District Council or a member of one of our parish or town councils, you must submit your complaint to:

Chair of the assessment sub-committee
The Standards Committee
Waveney District Council,
Town Hall, High Street,
Lowestoft, NR32 1HS

The assessment sub-committee can only deal with complaints about the behaviour of a member. It will not deal with complaints about things that are not covered by the members' Code of Conduct. If you make a complaint to the assessment sub-committee it must be about why you think a member has not followed the Code of Conduct.

Please visit the Standards Board's website at www.standardsboard.gov.uk for further information.

Elections

It was election time in May with voting taking place throughout the district to elect councillors for 17 seats in 16 wards. Overall, the Conservatives now have 30 seats, Labour 12, Lib Dems 3, Independents 2 and Greens 1.

Pat Hawes (Conservative and formerly Harbour ward) and Paul Light (Conservative), are the new Members for Carlton Colville, replacing Stephen Sayer and Ron Bell who had both stepped down. Gary Ruickbie (Conservative) is the new member for Beccles South, replacing Jack Walmsley (Labour). Nigel Dack (Labour) is the new member for Harbour, replacing Pat Hawes (Conservative - now Carlton Colville).

• WAVENEY •

Rose Hudson (Liberal Democrat) is the new Member for Kirkley in the seat formerly held by David Young (Liberal Democrat). Malcolm Pitchers (Labour) is the new Member for Pakefield, replacing Stuart Foulger (Conservative). Paul

Widdowson (Labour) is the new Member for St Margarets, replacing Jonathan Winterton (Labour) who stepped down from the Council. Trish Mortimer (Conservative) is the new Member for Whitton, replacing Sally Spore (Labour) who stepped down from the Council.

Focus on Performance

Effective 'performance management' at WDC is key to creating better outcomes and real value for money for the people of Waveney. So what exactly IS performance management?

Put simply it is about knowing what's important to the community and the Council; what needs to be done and understanding how WELL it is being done. It is about continually reassessing progress and taking action to make sure WDC remains on course. It is not about standing still, even if things go well!

It means taking action in response to actual performance, in order to make outcomes better. It is not merely an option, but a necessity for the improvement and long term success of the Council.

And so, with that in mind, WDC has created a new 'Performance Management Framework' and implemented it across the Council. Simple to use and interpret, it enables officers and councillors to focus on areas that require improvement to ensure that residents get the best possible service from the Council.

Cllr Mark Bee, Leader of Waveney District Council said: "WDC takes its responsibility to improve very seriously and a brand new Performance Management Framework will contribute greatly to the journey. I welcome this initiative for the Council and for its communities."



New Councillors Nigel Dack, Malcolm Pitchers, Paul Light, Trish Mortimer, Rose Hudson and Paul Widdowson.

New Team

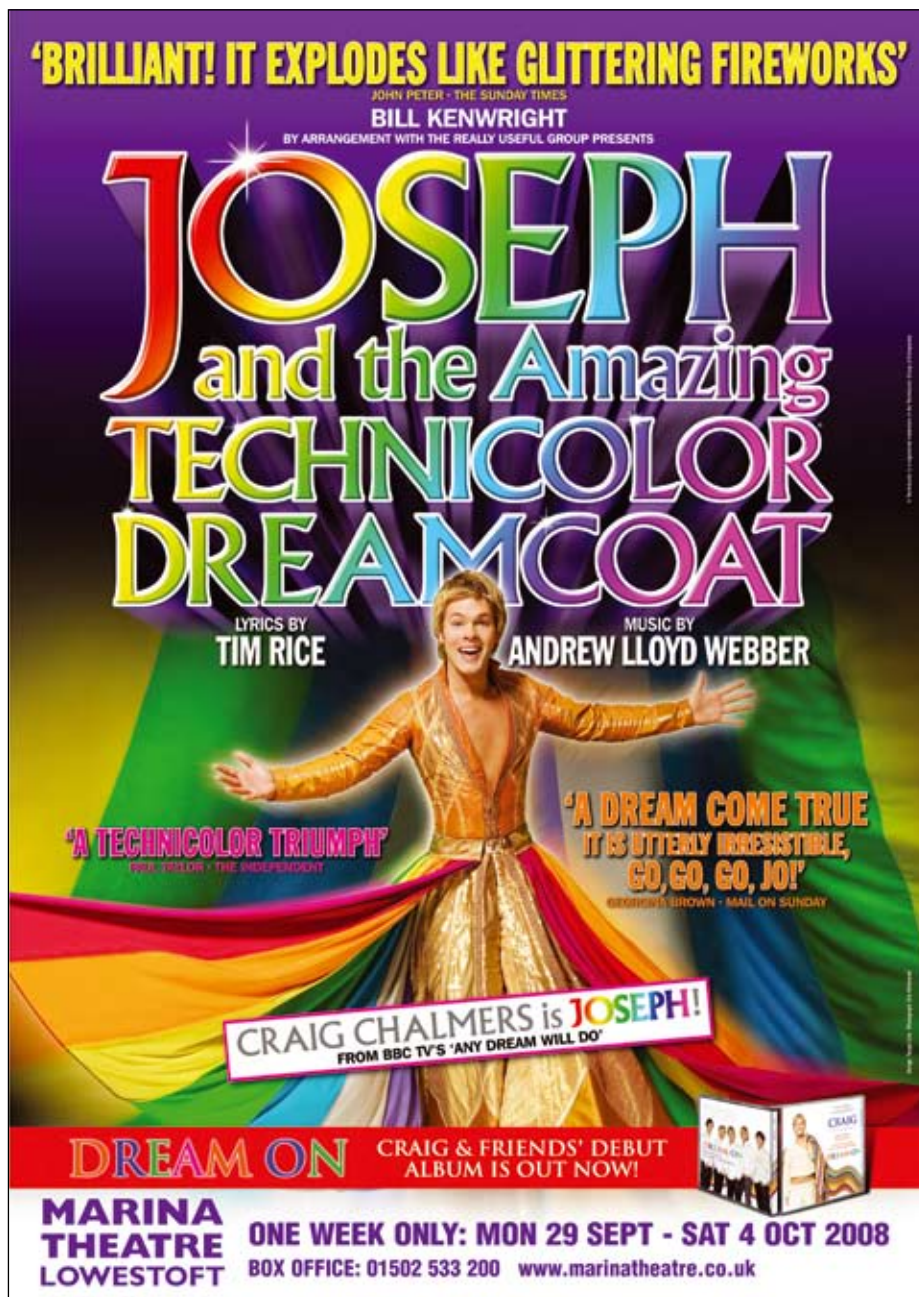


Stephen Baker is now in post as joint Chief Executive for

Waveney District Council and Suffolk Coastal District Council and is leading on a restructure of the management teams.

The intention of this restructure is to develop a management team that better reflects the needs and priorities of Waveney District Council and its communities.

Speaking about his appointment and the changes to management, Stephen said: "We face a number of challenges but I'm really looking forward to the task ahead. Naturally this requires us to change and adapt, to make us fit for purpose. This is why we are introducing changes to the management structure to ensure that Waveney is set up as efficiently and effectively as possible to deliver services. Our priority must be delivering to our customers and I want to ensure we have the right structure in place to do just that."



Revels

The five-week-long 'Waveney Revels', led by WDC's fledgling Arts & Heritage service was a bold experiment designed to throw the spotlight on activities across Waveney - and help local arts and heritage get noticed!

And according to the services manager Andrew Kitchen, the event was a great success. "With over 160 entries eventually submitted, it just goes to show how creative people are around here and the time-span proved an excellent snapshot of that. Thanks to all who took the plunge and joined in.

"There's now much to assess - we're busy crunching attendance numbers from all the events (almost 10000 people attended the Marina Theatre alone) and talk together about where we go from here. The cultural and creative professional industries are a major part of Waveney's economy - and job providers. The voluntary sectors in the same fields offer considerable opportunities for education and activities - improving our way of life. In these arenas Waveney is so rich and has much to offer - doesn't that need celebrating?

To provide written feedback email arts&heritage@waveney.gov.uk or write to WDC Arts & Heritage, Town Hall, Lowestoft NR32 1HS.



Plaque for Good

The most obvious and popular way of promoting Waveney's exciting heritage is to be revamped and relaunched.

The green plaques, attached to many private and public buildings across the district, are to be reintroduced and restored in a rolling programme by Waveney District Council's Arts and Heritage Service - hopefully with public help, input and advice.

The small green heritage plaques can be spotted across the district and promote

heritage awareness - as well as reveal locations of interesting historical activities at specific sites or the identity notable people who lived or worked in certain places.

Andrew Kitchen, Arts and Heritage Service Manager said: "We need further help from the public in banking all the information about the plaques: if you already have a plaque on your house,

community building or workplace we'd be grateful if you could confirm its location, what it actually states and the condition of the plaque. If plaques have been stolen or gone missing, please let us know!"

All ideas, comments and information would be welcomed at arts&heritage@waveney.gov.uk or Arts & Heritage, Town Hall, High Street, Lowestoft, NR32 1HS.