

intouch

W I T H W A V E N E Y



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Waveney District Council
Serving the Community

Anglia in Bloom



Entrants from Bungay, Lowestoft and Oulton Broad

have received high praise and a number of awards at this year's Anglia in Bloom awards.

WDC's Principal Service Manager (Property & Facilities), Andrew Wilson-Sutter and Lowestoft Mayor, Cllr Sally Spore accompanied the In Bloom Committees from across Waveney to the Anglia in Bloom presentations at the Trinity Showground, Ipswich.

• WAVENEY •

Bungay, Lowestoft and Oulton Broad were the three entrants from Waveney and scooped seven awards between them. Bungay was awarded the Silver Gilt award (high standard, potential for gold) in the 'Towns' category and Oulton Broad gained a Silver award. Lowestoft achieved a Silver Award in the 'Coastal Resort' category. St Andrews Church Garden was the winner of the special award for the 'Best Community Project.'



Members of the WDC Parks Team and the Oulton Broad In Bloom Committee at Nicholas Everitt Park.

This is the third consecutive year that a community project in Lowestoft has received this honour. Also, the reinstatement of Nicholas Everitt Park sunken garden was recognised by way of a nomination for the Best Local Authority Floral Display.

Mr Wilson-Sutter said: "Speaking informally with the judges, they highlighted the cleanliness of the towns along with the standard and quality of the maintenance of the floral schemes. They mentioned the positive attitude of the staff they met during judging and were impressed with the partnership approach between WDC and the respective In Bloom committees."

Welcome!

A warm welcome to you all to the latest edition of In Touch, Waveney District Council's magazine for residents.



Once again, we hope that you will find this publication both entertaining and informative and that it will provide an

insight in to the range and diversity of services provided for you, by your local authority.

We would also be grateful for any feedback you may have. If you are interested in a particular article or would like to comment on the magazine as a whole, then please don't hesitate to get in touch. You can write to me at the Council using the address provided on the back.

Cllr Mark Bee
Leader, Waveney District Council.

Making payments

You can now pay for most Council services without having to visit Council offices or sending a cheque! Payments can be made **via Direct Debit** or over the telephone using our automated service - just call **01502 511805** 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

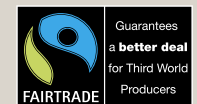
Debtor Invoices, Residents Parking Fines and Car Parks Excess Charges.

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 523502**. 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.

intouch

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Guarantees a better deal for Third World Producers
Waveney District Council supports Fairtrade

Christmas Recycling

We all over-indulge at Christmas but its not just waistlines that take the strain!

Wheelie bins across the district will be bulging with extra waste. So, why not follow these simple tips to help reduce your seasonal surplus?

Remember to recycle - Use your Blue bin to recycle your paper, cardboard, cans, aerosols and hard plastics (i.e. plastic bottles and tubs). You can also recycle:

- Christmas cards
- Envelopes
- Wrapping paper
- Packaging
- Plastic decorations
- Plastic Christmas Trees

Turkey and all the trimmings - This winter Green bin collections will remain fortnightly. You can now put all your food waste in the Green bin, so remember to wrap your Christmas leftovers (including your turkey carcass) in newspaper and pop them in. Those on the Brown caddy trial should continue using their caddies as normal!

Bottoms up - Glass containers, that once held Santa's sherry, can be taken to local bottle banks. With over 70 community bring sites around, there's bound to be one near to you. Why not use those at your local supermarket?

• WAVENEY •

Extra Waste - Please don't leave extra bags of waste by the side of your bin, they won't be collected and could cause you problems later. Why not use the local household waste sites in Lowestoft, Beccles or Southwold? The Suffolk County Council run sites are open every day, except 25 and 26 December and 1 January.

For more information on the sites visit www.suffolk.gov.uk or call **0845 606 6067**.

Feed your Green Bin

The Council is changing the way it collects waste from your Green bin to enable you to recycle more and to process it in an environmentally friendly way.

Changes have been made behind the scenes, affecting how contents of your Green bin are composted. This means that you can now put all food waste into the Green bin!

All cooked and uncooked food waste is accepted in the Green bin including:

- ✓ Dairy products
- ✓ Fish
- ✓ Fruit and vegetables
- ✓ Meat and meat products
- ✓ Bread and pastries
- ✓ Pasta and rice
- ✓ Bones
- ✓ Tea bags, tea leaves, coffee grounds
- ✓ Plate scrapings

Please do **NOT** put the following in your Green Bin:

- ✗ Packaging of any sort
- ✗ Plastic bags
- ✗ Liquids and oils or oily fats
- ✗ Glass
- ✗ Textiles
- ✗ Cans

The Council will be delivering a small kitchen caddy to each household, to help you collect food waste from the kitchen. In addition, householders will receive a roll of 10 cornstarch liners for lining the caddy and a leaflet explaining the scheme. This will be delivered through the autumn.

Rotting food in landfill generates methane - a greenhouse gas over 20 times more potent than carbon dioxide. By taking part in this new scheme you will help reduce the amount of food waste that ends up in landfill.



Festive Collections

Please take a look at the timetable and make a note of the changes - whatever your usual date would be, the **CHRISTMAS DATE** now applies.

Usual Date	Xmas Date
Mon 24 Dec	Sat 22 Dec
Tue 25 Dec	Mon 24 Dec
Wed 26 Dec	Thur 27 Dec
Thur 27 Dec	Fri 28 Dec
Fri 28 Dec	Sat 29 Dec
Mon 31 Dec	Mon 31 Dec
Tue 1 Jan	Wed 2 Jan
Wed 2 Jan	Thur 3 Jan
Thur 3 Jan	Fri 4 Jan
Fri 4 Jan	Sat 5 Jan

Times may vary so please put your bin out by 7am.

New name in Leisure

Visitors to Lowestoft's Water Lane Leisure Centre recently enjoyed a fabulous free weekend to commemorate the renaming of two popular sports facilities.

Waveney Valley Pool in St John's Hill Bungay has been renamed the **Bungay Pool and Gym** and in Lowestoft - where the Waveney Sports and Leisure Centre is now the **Water Lane Leisure Centre** - WDC Chairman, Cllr George Hawes, and Cllr Stephen Ardley, Portfolio Holder for Operations & Facilities were on hand to officially mark the beginning of this new era for the two venues. They unveiled new signs, a commemorative plaque... and got their hands on some new equipment!

Cllr Ardley said: "The renaming is part of a refresh that will give these Council facilities an updated, modern image to coincide with their re-launch and refurbishment. The previous names didn't clearly identify their location or what was on offer and the new branding clearly links the two leisure facilities while offering us the chance to positively promote their services."

In the newly refurbished and redecorated gym at Water Lane, WDC has installed modern, refurbished resistance equipment and a further £40,000 has been invested in rowing machines, cycles and elliptical trainers.

This forms part of Council's Health and Well Being agenda to encourage increased

participation in sport and if you would like to know more about the facilities and the membership packages available please call **01502 569 116** or visit the leisure pages of the website at www.waveney.gov.uk.



Cllr George Hawes 'works out' in the newly refurbished gym at the renamed Water Lane Leisure Centre in Lowestoft - under the watchful gaze of Cllr Stephen Ardley.

Your Shout

Public opinion expressed in a recent survey is influencing the way WDC will assess options for the management of its leisure services.

A leisure 'Needs Assessment' was conducted in July and the results are being analysed ahead of an 'Options Appraisal' of leisure services.

The appraisal will consider each management option and to what extent

they will be able to meet the following four key aims:

- Continuous improvement
- More community involvement and participation
- Retention of Council influence
- More efficient services with more investment

The findings of the needs assessment influenced the emphasis placed on each of the aims so that it reflects what's important to the public. When the options appraisal takes place, greater weight will be placed on need for improvements in service delivery and

community involvement.

Commenting on the results, Councillor Mark Bee, Leader of the Council and Portfolio Holder for Community Cohesion, Partnerships & Well Being said: "We want to determine how we can deliver the best possible leisure services for the district. As we move forward with the Leisure Options Appraisal we can assure residents that we have listened. The needs expressed in this assessment have directly influenced the way we will arrive at our preferred option for the management of our leisure facilities."

• WAVENEY •

The full Report is available to view online at www.waveney.gov.uk. Alternatively, you can telephone **01502 588 444** to request a copy.

Van-tastic

WDC will be better equipped to deal with environmental crimes thanks to a five-figure grant from the Waveney Local Strategic Partnership.

The LSP has handed the Waveney Crime and Disorder Reduction Partnership (CDRP) £53,000 and the grant has been used to acquire and run a specialised vehicle to help clean up the consequences of environmental crime. The Council's Cleansing Team in close co-operation with its Environment Support Officers will operate the vehicle on behalf of the CDRP.

The Council has legal obligations to maintain areas of public land and public property in a clean and tidy state. It also has an enforcement role to ensure other, privately owned land and property is maintained to a certain standard to prevent risks to public health.

• WAVENEY •

Andrew Reynolds, Principal Environmental Health Officer said: "The CDRP recognised the need for additional resources and this led to a request to the LSP for the grant. Naturally we will still be using the legal means to reclaim costs from owners and occupiers in appropriate cases, but this vehicle means we will be able to respond more quickly in a wider variety of circumstances."

Mike Daniels, Waveney's Cleansing Manager, said: "We have a duty to deal with issues such as litter, fly-tipping and graffiti on public land and buildings and it is very frustrating to see some private owners and occupiers neglecting their responsibilities and letting the side down. This vehicle will enable us to respond quickly and effectively to issues that we would not normally be able to deal with."

Residents can report environmental problems by emailing environment@waveney.gov.uk, or telephoning **01502 523 117**. Alternatively, you can speak to an Environment Support Officer or a Police Community Support Officer operating in your neighborhood.



TV star Andrew Reynolds.

Summer of Noise!

Waveney District Council's Environmental Health team will soon be coming to a TV set near you!

A film crew from Lion Television have made a mini-series for ITV called 'Summer Of Noise' and followed Licensing's Dick Woodrow and Principal Environmental Health Officer, Andrew Reynolds around over two nights at what turned out to be a fairly wet Eastern Haze festival at Somerleyton Hall. Having filmed the planning and preparations for this year's event they also wanted to include the perspective of the Local Authority exercising its noise control

functions; ie ensuring that this popular festival doesn't unduly disturb the local residents.

• WAVENEY •

Andrew said: "It was something a little bit different and we enjoyed the experience. The TV crew were sensitive to the need for us to get on with our job, and hopefully they got a pretty decent insight in to what we do and why we do it."

Doggy Bags

Since 1997, Waveney has sold bundles of 'poop scoop' bags to dog owners to promote responsible dog ownership.

But 10 years on, the vast majority of the dog owning public accept their responsibilities, using a wide variety of bags to do the job.

And with subsidised dog bags now costing Council Tax payers about

£1500. The Council believes it is time for a review, especially when acceptable and cheaper alternatives are available.

• WAVENEY •

The Council's options are to increase the price of its dog bags to cover the cost, or stop supplying them altogether, and therefore proposes to discontinue sales when the current supply runs out. Your views on this proposal are welcomed by email: environment@waveney.gov.uk or by writing to the Town Hall (marked for the attention of Environmental Health).

Any Change?

If you are already claiming benefits, please let us know if there is a change in your circumstances. The longer you leave it the bigger the overpayment will be and if we find out before you let us know you may be prosecuted through the local magistrates court.

To help you, here are some examples of changes in circumstances:

Income

- Someone starts work
- An increase in your, or your partner's earnings
- A change to your private pension
- Change to your Tax Credit

Household

- People living with you
- A dependant leaves school

Accommodation

- Move address

You must report your change to us in writing, so please deliver correspondence by hand to any local office or send it to the address printed on the back of this publication.

Benefiting Waveney

Waveney District Council's Revenues and Benefits service faced some challenges during the past couple of years but following the introduction of a sweeping improvement programme, real progress is being made and real results are being achieved.

For example, last year (2006/7) it took, on average, around 60 days to process a new Housing/Council Tax Benefit application. This year so far (2007/8) we have achieved:

April	39.75 days
May	32.40 days
June	32.90 days
July	28.20 days
August	26.92 days

from the team we are beginning to see real improvements. This is only the beginning, but just as we are prepared to front up when things don't go well, we are determined to celebrate our successes and this is clear evidence of genuine progress."

• WAVENEY •

This measures against the government standard of less than 30 days and Cllr Bruce Provan, Portfolio Holder for Housing Management, Revenues & Benefits is delighted. He said: "This is a service that has been criticised in the past but under new management and with a fantastic collective effort



Remember! Fraud is a Crime

Waveney's Housing Benefit Investigation Team working closely with its Legal Section, recently completed its first successful prosecution.

The defendant failed to declare £37,000 received from his late mother's will and a £16,000 lump sum from his previous employer which resulted in an overpayment of £27,000 in Housing and Council Tax benefit. For this offence the courts gave him a 240-hour community punishment order.

Cllr Bruce Provan, Portfolio Holder for Housing Management, Revenues & Benefits said: "Benefit fraud takes public money away from those in genuine need and the efforts of two WDC teams in partnership have helped secure a deserved prosecution."

If you would like to report a fraud, online guidance is provided on the WDC website www.waveney.gov.uk. You can also leave a message on the fraud hotline on **01502 523 333** or speak to anyone on the investigation team. Alternatively, you could call the free national fraud hot-line number on **0800-328-6340**. All correspondence is treated in strict confidence.



David Gallagher, Head of Service (Strategic Commissioning) and Cllr Stephen Ardley, Portfolio Holder for Operations & Facilities.

Free Parking

Waveney District Council is pleased that so many people took up a recent free parking offer in Lowestoft to help boost trade in the town.

The car parks at Clapham Road and St Peter's Street remained free of charge all day Saturday for seven weeks starting from July 21st, whilst the Marine Parade Car Park and the sea front enjoyed a one-off free weekend for the 21st and 22nd July as a gesture of good will to the traders in that particular area.

Cllr Stephen Ardley, Portfolio Holder for Operations & Facilities said: "This decision was taken by a cross-party working group with the sole intention of boosting trade in Lowestoft and welcoming shoppers back to this wonderful town. The Sunrise Scheme is finished and the improvements are there for all to see. This is a fantastic place

We want your Views!

Take part in a survey in the next edition of In Touch and you could win £50!

In the next In Touch, WDC will be conducting the first of what will be an annual Customer Satisfaction Survey asking YOU what you think about Waveney District Council.

There will be a whole range of questions - some which ask for your opinions on our general performance and others that will focus on the specific delivery of individual services.

YOUR answers will help to build an understanding of residents' customer satisfaction with your local authority and will help us to plan the future of service delivery in the district. EVERY single contribution is extremely valuable and can make a real difference.

• WAVENEY •

The survey will be included in the next edition, which will be distributed to households throughout the Waveney district in March and will also be available for completion online at www.waveney.gov.uk. The survey will be in a multiple-choice format and will require

- We want your views
- Survey in next edition
- £50 to be WON!
- You can also enter online

nothing more from you than a few ticks, or clicks of your mouse!

This is **YOUR** opportunity to help influence the way Waveney District Council serves its customers and your answers and opinions can make a real difference. We are looking forward to hearing from you!

And you could win a prize just for taking part! Although individual responses to the survey will remain confidential if you so wish, all named entries will be entered in to a prize draw with £50 awarded to one lucky participant, drawn at random.



both to visit and to shop in but we need to get people back to the town to see for themselves."

The free parking was followed by a financial boost from Suffolk County Council who committed £50,000 to a scheme that saw the price of bus and train travel reduced during September, providing further encouragement to visit Lowestoft.

Cllr Mark Bee, Leader of Waveney District Council added: "We all know how much Lowestoft has improved thanks to the achievements of the Sunrise Scheme but it is clear that we need to shout about it a bit louder. Schemes such as these are aimed solely at getting people back in to the town to see for themselves how things have improved."

Youth Online



Waveney District Council is encouraging young people to visit a website designed to provide valuable information on a range of issues.

This youth-orientated website can be found at www.onesuffolk.co.uk/waveneyhrg and has been set up by the Waveney Harm Reduction Group (HRG) - a multi-agency partnership formed over a year ago to tackle issues on substance misuse, alcohol and other

related youth issues. The website also contains a full range of the services available for young people living in Waveney today.

David Clubley, Waveney's Substance Misuse Officer said: "This site enables young people to access information

on a range of issues that affect young people today. It endeavours to inform in an open and honest manner, allowing them to make informed lifestyle choices by getting hold of all the right information, in one place."

The HRG is a sub group of the Waveney Crime and Disorder Reduction Partnership (CDRP) and is made up of partners from all statutory, voluntary agencies and youth groups in Waveney.

Your School needs You!

If you care passionately about children's education and would like to make a real contribution to your local community, why not consider becoming a school governor?

Suffolk County Council currently has vacancies in schools throughout the region, including Waveney, and is looking to recruit governors from the community at large.

As a governor, you will be joining England's largest group of volunteers currently some 300,000 strong - who are dedicated to raising standards in schools. Governors make key decisions with regard to curriculum, pupil targets, health and safety, school improvement, budget, staffing and management of premises among others.

If all this sounds rather daunting, remember that school governors are drawn from all walks of life and that no specialist knowledge is required. Governors gain a range of personal benefits from the work from the chance to acquire new skills, take on a challenging role and meet new people. They also report satisfaction that, by giving up a few hours a term, they can help make a difference to children's lives.

Anyone who is interested in becoming a school governor or who would like more information, should contact Roxanne Downes, tel: **01473 584929**, roxanne.downes@educ.suffolkcc.gov.uk or Governor Support Co-ordinator for Suffolk, Kate Thomas, Tel: **01473 264454**, kate.thomas@cyp.suffolkcc.gov.uk.



Talking Drugs

Waveney residents have taken part in a consultation that will help the creation of future strategies to deal with drug abuse and awareness.

The Home Office launched a consultation paper during the summer giving everyone in the country the opportunity to have their say and WDC ran a media campaign to encourage contributions from the district.

Councillor Mark Bee, Leader of the Council and Portfolio Holder for Community Cohesion, Partnerships and Well Being, believes that Waveney residents have an important role to play

in shaping the way drugs issues are addressed at a local level.

He said: "We are grateful to those who took part and when all the information is collected it will be fed back to local partners in the Waveney Harm Reduction Group (HRG) to provide a genuine boost for our strategies and plans at a local level." The group can also be contacted on **01502 523 357**.

Southwold better than Spain

A recent study by Coast magazine, involving Southwold, has rated Britain's beach holidays higher than their popular Spanish equivalents.



Experts compared factors such as temperature, facilities, beach quality, cost and eco-friendliness from four beaches in both the UK and Spain - the most popular destination for British holidaymakers. And Southwold came out ahead of all four Spanish resorts: Santander, Alicante, La Coruna and Malaga. Clare Gogerty, Editor of Coast magazine, said:

"The UK is proving an increasingly popular holiday destination as people grow tired of battling through security checks at airports and become aware of the environmental impact of air travel. While Spain may have hotter weather, the UK has other attractions, from breathtaking cliff top walks to delicious seafood restaurants."

• SOUTHWOLD •

Cllr Wendy Mawer, WDC Portfolio Holder for Regeneration added, "It is heartening to learn that the experts found what we knew all along; that resorts like Southwold stand comparison with anywhere in Europe and the quality of the experience helps increase visitor numbers, providing a real boost to the district's economy."

Teresa Baggott, Southwold's town mayor, said: "It's absolutely great that our beach has been chosen and after all the work that's gone on down there it does look fabulous. I'm sure everybody in the town will be very proud and pleased."

Revel in Waveney!



The Waveney Revels - a Waveney-wide celebration of arts & heritage - will be running throughout the district for more than 30 spring days next year.

Bold in both ambition and scale, **The Waveney Revels** will reveal and explore the vast range of arts and heritage activity and diversity across Waveney from April 1, 2008 and will hopefully become a new, fun, annual tradition.

Importantly, **The Waveney Revels** are designed to entice Waveney residents to experience different cultures, explore something new, learn about the area's diverse heritage and try the unusual.

Arts and heritage events will take place

everywhere and anywhere within the WDC area - inside and out (weather regardless) - from pubs to churches, theatres to allotments, boats to balloons, unique one-off venues to familiar locations.

WDC's new Arts & Heritage Officer Andrew Kitchen said: "There is a staggering quantity and variety of creative and heritage activity happening throughout Waveney and ideas and proposals are already pouring in from concerts to community projects."

Planning to become a "new tradition" annually, it is hoped the Revels will grow in scope and ambition over time - making a bold start now. For more information contact Andrew.Kitchen@waveney.gov.uk or **01502 523397**.

Focus on Sport

Waveney District Council has been selected to take part in a pilot study of physical activity levels.

Waveney is one of only 15 Local Authorities selected by Sport England and will work with the Active Waveney Sports Partnership to focus activities on areas of Waveney, where participation in physical activity is particularly low.

The study will effectively break the district down to 14 areas allowing resources to be specifically targeted at communities and is expected to run until early 2008.

Cllr Mark Bee, Portfolio Holder for Community Cohesion, Partnerships & Well Being said: "This study will provide us with some valuable information and will become an essential element to the future work of the Active Waveney - Sports Partnership. It will be critical in shaping the Waveney Physical Activity Strategy."

For further information please contact Asa Morrison, Principal Service Manager - Culture, Tourism and Sport - **01502 523332** asa.morrison@waveney.gov.uk.

You are invited to join...

the **Waveney REVELS**
.....a new tradition

touch it
smell it
taste it
feel it
see it
hear it
do it
love it -
Revel in it!

30
dazzling days!
April
1st - 30th
2008

Southwold Coast Scheme - THE END!



After a ferocious battle against the elements, the Southwold Coastal Protection Scheme is complete and the shoreline is looking both smart and secure for the future.

The work to prevent flooding and erosion of land in and around Southwold that began in autumn 2005, is now complete. All areas that benefited from improvement works are doing their job - offering the required protection. Public access has been restored and everybody can enjoy the award-winning beach.

Waveney District Council and the Environment Agency worked in partnership to deliver the project. It faced a number of challenges during the planning and construction phases including weather delays and unforeseen ground conditions. With the co-operation of design consultant Halcrow and contractor Team Van Oord, the project team overcame these difficulties to successfully complete the scheme.

• SOUTHWOLD •

The final cost will be around £8 million. Waveney's share, around £6.2 million, will be funded by the Department for Environment, Food and Rural Affairs.

Great effort was put into consultation with the local community at all stages of the scheme, which paid dividends. It created effective lines of communication

that allowed information to be passed on swiftly and also gave the public the confidence to share their concerns about the project. This meant that issues were resolved proactively.

Speaking at a ceremony to unveil a sign to commemorate the project, Councillor Ken Sale, Portfolio Holder for the Built Environment, said: "Southwold

is a premier tourist attraction and this outstanding scheme has increased the protection for the town, its residents and visitors.

"I would like to thank the project team for their professionalism and commitment and our gratitude also goes to those active individuals within the local community for their contributions. I would also like to acknowledge the support of the wider community who endured some inconvenience and disruption during the construction period in a spirit of tolerance and co-operation."



Members of Waveney District Council and Southwold Town Council celebrate the completion of the town's coastal protection scheme.

Regeneration Action Plan

The Waveney Prospectus, which will serve as a framework and agreed plan for the regeneration of the Waveney District over the next five to 10 years, has been drafted and submitted to WDC for approval.

The Prospectus focuses on the major towns of Waveney - Beccles, Bungay, Halesworth, Lowestoft and Southwold and will provide an overall action plan that can be utilised by any organisation with an interest in the regeneration of the district. It will also provide an

analytical tool to advise on funding contributions, investment programmes and future projects.

Cllr Wendy Mawer, Portfolio Holder for Regeneration said: "Waveney has tremendous potential for both economic and community prosperity

with important economic assets both established and in development. But this momentum has to be supported and the Prospectus will provide a framework for the decade to come."

PricewaterhouseCoopers (PwC) was appointed by the Council and a panel of partners (including the Waveney Economic Partnership, Waveney Community Forum, Bungay Chamber of Trade and East of England Development Agency) in October 2006 to produce the Prospectus. The final document has been submitted to WDC and its partners for approval, which is expected before the end of the year.

Open for Christmas!



Cllr Simon Tobin: WDC is open for business this Christmas!

For the first time, Waveney District Council offices will be open during the Christmas holidays.

To reflect an increased demand for services and to provide a greater flexibility for residents, offices throughout the Waveney district will be open for business!

• LOWESTOFT •

Cllr Simon Tobin, Portfolio Holder for Customer Services, Communications & ICT, said: "Clearly, there is a demand for information and assistance from residents regardless of the time of year and we are delighted to be providing this service. We want the people of Waveney to know that this council does not simply shut down for the Christmas break and access to our services is a key priority."

The Navigator Centre



The Navigator Centre at Lowestoft Library, is a one-stop shop for all services offered by Waveney District Council and Suffolk County Council. Its friendly, team is just

waiting for you to drop in!

The Navigator, conveniently located at the library in Lowestoft Town Centre, offers information and assistance relating to many services and is one of the best places to begin any line of enquiry.

Opening Times

All reception areas, Local district offices, Lowestoft Cash Office and the Navigator will be closed on Christmas Day, Boxing Day and New Year's Day but some services will be open at other times over the Christmas period:

The Navigator tel: 01502 405 300

24/12: CLOSED
27/12: 9am-5.30pm
28/12: 9am-5.30pm
29/12: 9am-1pm
31/12: 9am-1pm

Lowestoft Town Hall switchboard

Telephone: **01502 562111**
Email: info@waveney.gov.uk
24/12: 9am-3pm
27/12: 9am-4pm
28/12: 9am-5pm
31/12: 9am-3pm

Cash Offices:

Town Hall Cash Office, High Street, Lowestoft

24/12: 9am-3pm
27/12: 9am-4pm
28/12: 9am-4pm
31/12: 9am-3pm
Local offices will be able to take cash on the days that they are open. Cash is not taken at The Navigator.

Local offices:

Local offices will be closed on Christmas Day, Boxing Day and New Years Day. They will open at the following times for general enquiries and cash payments:

Beccles, Market Street

Telephone: **01502 713113**
24/12: 9am-3pm
27/12: 9am-4pm
28/12: 9am-4pm
31/12: 9am-3pm

Halesworth, London Road

Telephone: **01986 873162**
24/12: CLOSED
27/12: 9am-4pm
28/12: CLOSED
31/12: 9am-3pm

Bungay, Broad Street

Telephone: **01986 892176**
24/12: 9am-3pm
27/12: CLOSED
28/12: 9am-4pm
31/12: CLOSED

Southwold, High Street

Telephone: **01502 724729**
24/12: 10am-3pm
27/12: 10.30am-3.30pm
28/12: 10.30am-3.30pm
29/12: 10am-5.30pm
31/12: 10am-3pm

You can get support with: forms - you can pick up benefit forms or get help filling them in.

You can report problems with: abandoned vehicles, blocked drains, noise nuisances, faulty street lights and flytipping.

You can get information on: refuse collection and recycling, transport timetables.

You can apply for: concessionary bus passes, disabled parking permits, student grants and loans, council houses.

You can request: collection of bulky waste, pest control visits and information, brochures and leaflets on a range of services.

You can access services: specialist staff from WDC and Suffolk County Council also

attend on a regular basis to help you, such as Credit Union, the Pension Service and Suffolk Childcare Information Service.

There is also a Pensions Service from 9.30am - 1pm on Thursdays and a Schools Preference Advisor on Monday afternoons 2-4pm during term-time. Housing Advice and Options Clinics take place on Monday, Wednesday and Friday mornings 9am-12pm.

The Navigator, Lowestoft Library, Clapham Road South, Lowestoft. Telephone: **01502 405 300**.



Engaging the Community



Waveney District Council has launched a Community Engagement Strategy to set out how the Council will involve residents, stakeholders and the local community in important decision-making.

To produce the strategy WDC spoke at length with local residents, representatives from Voluntary and Community Organisations, Parish/Town Councillors, the Primary Care Trust, as well as Members and Officers from the

Council. And Cllr Mark Bee, Leader of the Council and Portfolio Holder for Community Cohesion, Partnerships & Well Being is delighted with the resulting document. He said: "The Council must understand the needs of the whole community and this strategy will assist us in our approach to planning and delivering future services. It will ensure that everyone's views are used to improve services and inform the development of policies.

• WAVENEY •

"Increasing importance is being placed on effective consultation and engagement. Everyone has a right to expect a greater say in the quality of services they receive and the area they live in. The strategy provides a framework to help us meet these



Cllr Mark Bee with the new Strategy.

expectations. This is a two-way process and we want to make sure we communicate with, and hear from, all our diverse communities."

The strategy is available to view online at www.waveney.gov.uk and is accessible from the homepage. Alternatively, a hard copy can be obtained by calling **01502 523 120** or emailing info@waveney.gov.uk. Copies are also available from the Town Hall and the Navigator Centre in Lowestoft, as well as local offices in Beccles, Bungay and Halesworth and Southwold Tourist Information Centre, Leisure Centres and the East Point Pavilion.

Views of Lowestoft

In March and April, **Lowestoft Together**, an initiative aimed at helping the most disadvantaged communities to help themselves, carried out a survey of residents.

Lowestoft Together wanted to know what residents felt about where they lived, and the services they received. Over 350 householders were interviewed and over 150 postal surveys were returned.

Overall, 67% of residents are very satisfied or fairly satisfied in general with where they live. Residents were least satisfied with facilities for children and teenagers, the amount of rubbish and litter, and some health services.

People would also like to know more about crime prevention activities going on, so **Lowestoft Together** will be working with various local groups, community safety officers and other bodies. **Lowestoft Together** has already funded two Community Police Support Officers and an Environment Support Officer for central Lowestoft with a remit to deal with environment crime such as fly-tipping and graffiti.

Lack of facilities for young people,

lack of jobs, and lack of information were thought to be obstacles to success. **Lowestoft Together** will be talking with local organisations to see how these can be changed, for example, as part of the multi-agency Play Strategy. The Council has already applied to the Lottery for funds to create a high quality skate board park in the town and **Lowestoft Together** will help make this happen.

• LOWESTOFT •

If you want to know more telephone Bob Russell, Neighbourhood Manager, Lowestoft Together on **01502 523 183**.

Leading the Way

Waveney District Council is one of only seven councils in the country to pilot a new way of helping council tenants get their foot on the property ladder.

The Council is launching a new scheme called 'Social Homebuy', allowing tenants to buy a share of their home that they can afford, and to rent the rest from the Council. If the tenants' financial situation improves, they can choose to buy more shares in the property, until they become the outright owner.

Councillor Bruce Provan, Portfolio Holder for Housing Management,

Revenues & Benefits said: "I am delighted that the Council is a pioneer for this scheme and that we are the only authority beyond the large metropolitan councils, to be introducing this initiative.

"It demonstrates our commitment to offering a wide range of affordable housing options to our community. In the current climate of spiraling prices and repossessions this scheme, which will check on the financial capability of an applicant, offers a safe alternative to getting tenants in to home ownership."

Tenants of Waveney District Council interested in the scheme can email socialhomebuy@waveney.gov.uk or telephone **01502 523 146** to receive further information. Alternatively, they can call into their local office or the Navigator Centre in Lowestoft and pick up a leaflet.

New Law, Top Marks

A new piece of legislation has been giving our Private Sector Housing Team some challenges, both professional and physical!

New laws relating to certain shared rented property state that properties of three or more floors, and shared by five or more people, need to be licensed with the Council. To this end the Private Sector Housing Team has received comprehensive training in the assessment and enforcement options, receiving some of the highest nationally awarded marks during the assessments.

• WAVENEY •

A recent exercise involved all of the team members conducting physical inspections of properties in the area. Cllr Ken Sale said: "As a direct result of this 'street-walking' exercise we have recently invoked several enforcement actions both at ground level and higher."

"We have been working with landlords and managers of relevant properties and applications for licences are being received and issued. However, it is now time for **ALL** owners and managers of relevant property to come forward, keep within the law and provide high quality housing for all."

new exciting scheme please contact me either by telephone on **01502 523520**, and choose option three, or my e-mail address is Christine.Read@waveney.gov.uk. I look forward to hearing from you and seeing everyone at future events."

Read and Right

WDC's Homeselect scheme should be fully operational by January 2008, offering tenants a greater say over where they live, based on their needs.



Working as a link officer for both Waveney District and Great Yarmouth Borough Council, Christine Read (left) is organising Homeselect promotional events, workshops and training events to help people understand the new system. She said: "We have now published a programme of events on our website www.waveney.gov.uk and will be holding these events across all of the Waveney area, especially the market towns. I will be contacting Parish Councillors and District Councillors to explain the new system to them and answer any concerns they may have.

• WAVENEY •

"Though dates have been set for various venues for workshops and training sessions, we are still looking for suggestions for new venues and/or new ideas. If you would like to be involved in the development of this



Community TV

Waveney District Council is a partner in the recently launched Waveney Community TV initiative which is now broadcasting in the district.

This new service, currently operating in Lowestoft, will provide useful local information, including community safety messages, national news, weather & sport, emergency messages and crime reduction initiatives to help combat crime and reduce the fear of crime within the area.

The screens are at Morrison's Supermarket, Tesco, Lowestoft College, Water Lane Leisure Centre, Oulton Village Medical Centre, Godfrey's Department Store, Asda, Adventure Island Play Park, Chadds Department Store and Andaman Surgery.

Chief Superintendent Martin Jelley, Eastern Area Commander for Suffolk Constabulary said: "Waveney Partnership TV ensures that all statutory and voluntary partners have an opportunity to showcase their key initiatives and provide community information relevant to local people. It is a great success."

Other partners involved in this project are Suffolk Police Authority, Lowestoft Together, Suffolk Constabulary, Suffolk County Council, Suffolk Fire and Rescue, Waveney Crime and Disorder Reduction Partnership, Great Yarmouth and Waveney Primary Care Trust, Waveney Local Strategic Partnership.

If your organisation is interested in contributing information to Community TV then contact Alan Osborne on **01986 835 328**.



Waveney
PartnershipTV

Safeguarding Children



WDC has recently received high praise for a self-audit on its responsibilities for safeguarding and promoting the welfare of children and young people.

Earlier this year the Council was required by the Suffolk Safeguarding Children Board to complete a self-audit on its duties under Section 11 of the Children's Act - to ensure it was fulfilling its statutory obligations to children and young people. Waveney is ahead of some of the other Council's in Suffolk in this work.

• WAVENEY •

Mark Bee, Leader of the Council and Portfolio Holder for Community Cohesion, Partnerships & Wellbeing said: "We are delighted that the feedback from the Safeguarding Children Board was so positive. They thought that the audit was 'thoughtful and detailed' and that 'the attention given to the detail of the standards and to evidencing our findings was impressive.' They concluded that we were either fully compliant with the standards or have in place appropriate plans to achieve compliance. It is crucial that WDC fulfils its statutory obligations

towards the children and young people in the district and this result is an excellent achievement."



Support for Day Care

Waveney District Council is helping 'Waveney Crossroads' identify further funding for their new Day Care Centre in Lowestoft.

Waveney Crossroads is an independent charity supporting carers throughout Waveney, by providing additional support to give carers a valued break from their overwhelming responsibilities. For further information about these services, please ring **01502 574526**.

Meanwhile, Kathleen Scott, Grants Co-ordinator for Waveney District Council is working closely with Waveney Crossroads to identify further sources of funding, in order for them to provide

more developments and assist in the running costs of the centre.

She said: "WDC does not just provide direct financial assistance through the grants process; we also work closely with organisations providing advice and guidance about securing funding from elsewhere. This is exactly the kind of project we get involved in and we hope that our expertise can be of real benefit."

Should **YOUR** organisation require support in developing a project or searching for additional sources of funding, please do not hesitate to contact Kathleen Scott, Grants Co-ordinator on **01502 523180**, or email kathleen.scott@waveney.gov.uk. Further information can also be found from Waveney District Council's website www.waveney.gov.uk.

Land Strategy



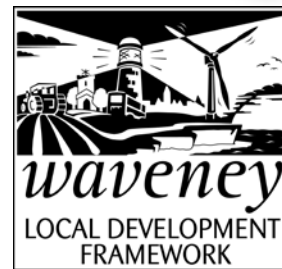
Waveney District Council recently asked residents for their opinions

on the Council's Local Development Framework and is delighted to have received a such a wide range of views.

The LDF aims to provide a working blueprint for land development in the District to 2021 and people have told us what they think about the consultation '**Land Suggested For Future Development**', which will identify sites that may be suitable for different land uses in the future, and '**Policies To Help Make Decisions on Planning Applications**', which will provide guidance for development proposals. Thank you also to everyone who responded to our '**Further Issues and Options**' consultations in July to September. These opinions are being analysed prior to the Council publishing its preferred options for **YOUR** comments in 2008.



The Core Strategy will set out the Council's overall approach towards future development, where it should take place and the key factors that need to be taken into account when considering proposed developments. For more information, please visit www.waveney.gov.uk/Planning/Planning+Policy or call **01502 523029**.



Planning to Improve

Waveney District Council believe there are many reasons to be positive about the authority's Planning service despite the publication of a report by the Audit Commission that gave Waveney a 'zero star' rating.

Chief Executive Glen Garrod said: "I believe that whilst the summary and the rating may give a poor impression, the actual body of the report offers a much more balanced and positive perspective. On reading it in its entirety, you should find that you are left with a more positive view of the service and its prospects for the future.

"Although I am disappointed in the harshness of the assessment result, I am pleased that the Audit Commission

acknowledges that we are already implementing a programme of change in the service and that there are many things that we are doing better and doing well.

"One example is the positive view inspectors took of the planning policy unit and its work, a further example can be found in the confirmation that the planning service is effective in maintaining the quality of the service to the applicant during the applications

handling process. I am also pleased they have acknowledged that our performance on major applications put us amongst the best performing councils in 2005-06."

Cllr Mark Bee, Leader of Waveney District Council added: "In October 2006 the planning service volunteered to take part in a review of its own performance by peers from other local authorities and on the basis of that review we established a wide-ranging improvement plan in March of this year.

• WAVENEY •

"Improvements are being made but everything cannot happen overnight. The desire of all our planning teams to move forward is beginning to bear fruit - they are dedicated and determined and I have faith in them to deliver real results."

To view the full report visit www.waveney.gov.uk.

Love Games

The 55th Lowestoft and East Suffolk Junior Tennis Tournament took place at Normanston Park in Lowestoft in August.

With the retirement of the event's long-time sponsor and no commercial sponsor coming forward, Councillor Wendy Mawer, the Council's Deputy Leader and Portfolio Holder for Regeneration, stepped in to give the event her backing. She said: "I could not see this outstanding tournament go unrecognised. It is truly a delight to see so many young people enjoying sport with such enthusiasm."

The Tournament founder Ken Strong presented the event prizes alongside Councillor Mawer and Suffolk County Council funded this year's trophies.

Jane Lewis from the Waveney District Council Sports & Leisure Development Team said: "It was an incredible week, with some great tennis. I look forward to next year's event, especially with the welcome news that, following the commitment of capital funds, the six all-weather courts at Normanston Park will be resurfaced."

For more information about sports in Waveney or any other sports, please contact the Sports & Leisure Development Team at Waveney District Council on **01502 523 635** / **523 010** or email sports.development@waveney.gov.uk.

Waveney Score a Hat Trick!

Waveney is celebrating after bringing home the Overall Winners trophy for the third consecutive year at the 2007 Redrow Homes Suffolk Youth Games.

Over 600 youngsters aged nine to sixteen as well as hundreds of supporters, coaches, team managers and volunteers from the seven participating Suffolk districts, contributed to this well-established annual sporting event.

Particularly outstanding were the Waveney swimming team, the boy's hockey team and the badminton team whose three gold medal performances ensured overall success.

Councillor Wendy Mawer, Portfolio Holder for Regeneration said "It is fantastic to see Waveney's young sporting stars achieving countywide success - it really bodes well for the future."

For further information, about sport in Waveney please contact the Sports Development Team on **01502 523 010** / **523 635** or e-mail sports.development@waveney.gov.uk.



Stars set for Marina



An all-star cast is set to descend on Lowestoft this autumn as the Marina theatre stages its biggest-ever drama production, the Agatha Christie classic 'The Unexpected Guest'.

'Emmerdale's' Susan Penhaligon leads an all-star cast and is joined amongst others by former 'EastEnders' Dean Gaffney and DJ & comedian Richard Blackwood.

Produced by Bill Kenwright, the play is described as "a theatrical masterpiece from the first lady of crime" and Councillor Stephen Ardley, Portfolio Holder for Operations and Facilities, is excited at the prospect: "This is a great autumn show, and the first time a major West End Agatha Christie Theatre Company production has

come to Lowestoft. Hopefully, if people support it, we will be able to bring top dramas of this quality back to the theatre."

The Unexpected Guest runs nightly at 7.30pm from Monday, November 26 to Saturday, December 1, with afternoon matinees at 2.30pm on the Wednesday and Saturday. For more information or to book seats for this or any Marina concert, film or show, please call the box office on **01502 533 200** or visit the website at www.marinatheatre.co.uk.

How to get in touch

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Waveney District Council
Serving the Community

