

NEWS FROM WAVENEY DISTRICT COUNCIL NOVEMBER 2006

in touch

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SPIRITS OF LOWESTOFT

Charles Normandale's *Spirits of Lowestoft* now has pride of place in the town's Station Square. This elegant competition winner was paid for by the Waveney Sunrise Scheme (a partnership between Suffolk County Council, Waveney District Council and the Lowestoft & Waveney Chamber of Commerce) with additional funding from the European Regional Development Fund and the East of England Development Agency.



Waveney District Council
Serving the Community



intouch

Welcome!

Welcome everyone to the latest edition of In Touch, the magazine for residents across the District of Waveney.

This magazine aims to provide YOU with a range of interesting stories and information from your local Council and if it enables you to find out more about the services we provide then we will have achieved our aim.

Waveney is a wonderful and diverse district and I am very proud to be leader of this Council. I am also proud of the efforts of everyone associated with Waveney District Council and their efforts to improve outcomes for us all.

Cllr Mark Bee

Leader, Waveney District Council.

Waveney Winners!

WAVENEY

Waveney were thrilled when the District brought home the Overall Winners trophy once again at the 2006 Redrow Homes Suffolk Youth Games!

Claire Gallagher, the Council's Service Manager for Sports & Leisure Development was tasked with the co-ordination of Waveney's representation and said: "To be overall winners once again this year is a great honour and is richly deserved for the hard work and dedication that the team managers, volunteers and coaches have shown."

Over 1000 youngsters aged between nine and sixteen and hundreds of supporters, coaches, team managers and volunteers from the seven participating Suffolk districts, contributed to this well established annual sporting event, this year held in Bury St Edmunds. The Games consisted of thirteen events ranging from athletics to

netball to cricket.

Providing an outlet for the Suffolk Sports Partnership (hosted by Waveney District Council), a pre Games coaching programme, involving over 400 children has been delivered across Suffolk, introducing young people to regular sporting activity and providing ongoing development opportunities so they can achieve their best.

Councillor Wendy Mawer, Waveney's Portfolio Holder for Regeneration said "I would like to thank the support received from all team managers, the Suffolk Sports Partnership and John Hughes of the Lowestoft School Sports Co-ordinator Partnership who once again made the Suffolk Youth Games a sporting success for Waveney. It was truly a day to savour!"

Councillor Peter Collecott, Waveney Representative on Suffolk Sport Partnership said "I would like to thank our hosts St Edmundsbury for staging an event to be proud of. The new and improved Bury Leisure Centre provided a wonderful centre point for the days activity".

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 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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Waveney's young athletes celebrate success.

Blooming Success

BECCLES

Beccles flew the flag for Waveney at the recent "Anglia In Bloom" awards picking up the "most improved town" prize at the ceremony in September.

The town also received a silver certificate in the Best Town category much to the delight of Cllr Chris Punt, the town's Deputy Mayor.

"This is a wonderful achievement and it is a real credit to the town to have won these awards. The work that has gone in to making Beccles look so beautiful brings a real sense of pride to the town and this recognition is thoroughly deserved."

It is worth remembering that the competition does not just recognise 'blooms', it also

acknowledges efforts to renovate and team-working to improve the overall look of a town and this led to Beccles' richly merited award. Projects this year have seen the renovation of both the War Memorial and Exchange Square in the centre of town.

In total Waveney towns received no fewer than 11 awards at the ceremony. Lowestoft received a Silver award overall and received the Drought Garden Special award for the Roundabout at the North end of Castleton Way.

Lowestoft also received nomination awards "Best Conservation project at Gunton Woods, "Best Community Project" (Kirkley Street) and "Best young persons project 12 - 18 years" (Harbour Pupil Referral Unit).

Meanwhile Bungay achieved a Silver Gilt (between Silver and Gold) standard for their whole town in the in the Small Town



category.

But it was Beccles who stole the show, collecting a special award for biodiversity thanks to the Crawford School Planting Scheme to go with the overall town awards. They

were also nominated finalists in the special award for the best community project for their work at the Townlands Green Play area.

Cllr Stephen Ardley, Portfolio Holder for Operations and Facilities believes that praise must go to all those who work so hard to improve the look of our towns.

"An enormous amount of hard work goes into cultivating, designing and planting the flower beds and displays that you see around Waveney and great thanks and congratulations go to everyone involved in helping Waveney to look so good."

Beccles' award recognises far more than just flowers including the renovation of Exchange Square.



WAVENEY

A recent survey of customers of Waveney's Environmental Health Team has recorded high levels of satisfaction with the service provided.

Most of the replies to an online and postal questionnaire sent to customers who had used the service, were full of praise for the work of the team.

One service user said, "The staff have been very friendly and efficient. Another added, "The speed of response and follow up could not have been

In Good Health

improved."

In the survey, customers were asked questions about the type of service used, how easy it was to access the service and how well customers were kept informed. They were also asked for suggestions on how the service could be improved.

Over 30 staff work in the Environmental Health Team, covering the full range of services including: noise nuisance, air quality, contaminated land, waste management and recycling, fly tipping, antisocial behaviour, licensing, dog control, health and safety at

work, food safety, infectious diseases, port health, pest control and environmental nuisances.

The satisfaction ratings for the aspects of the service were:

Ease in finding the right person	81%
Length of time kept waiting	86%
Friendliness of staff	90%
Helpfulness of response	82%
Providing necessary information	83%

Councillor Ken Sale, Portfolio Holder for Built Environment said, "The daily work of the Environmental Health Team, improving the environment and protecting public health, often goes unrecognised. I am pleased

that the results of the survey show, in the majority of cases, service users are very satisfied with the quality of the service being given. Where there have been adverse comments, we will be working to address these and improve the service. In particular, we aim to improve our telephone answering times and keep customers even more informed about the

progress of their complaint or enquiry."

If you would like to comment on your experience of Waveney's Environmental Health Service visit our website at www.waveney.gov.uk.

Survey Results

WAVENEY

You may remember that in the last edition of In Touch we asked YOU the residents for your views on our plans for Waveney and our ambitions for the future provision of Council services.

We included two surveys, one relating to the Community Strategy or 'plan' for the area involving key partners such as the Police and Suffolk County Council, and the other focusing specifically on our own service to you - our 'Strategic Direction'.

And this is what you had to say!

Community Strategy

The strategy aims to explain how we can work closely together on the key things that make up quality of life for the community. It helps public service bodies such as ourselves, the Police and the Primary Care Trust to pool our understanding, knowledge and experience of the area to create a vision for the district.

The environment: 47.1% of those asked believe that **dealing with rising traffic levels** is the first or second most important environmental issue facing public service bodies.

31.75% believe **minimising the amount of waste collected** is a priority.



Community Safety: 40.36% believe that **a visible police presence** is most important, closely followed by the **tackling of anti-social behaviour** and

On health matters, the **improvement of healthcare facilities**, particularly for our ageing population, was considered a priority.

Housing matters are important to the people of Waveney and over 64% believed that the **provision of affordable housing** was most important and on the issue of regeneration the need to **provide the infrastructure to support development** was ranked highest by those who took part in the survey.

The **increased provision of public transport** is what residents would like the community partners to do to improve access to customer

services and information

In education, **discipline** was believed to be the most important issue with 56.09% ranking it the highest priority.

Strategic Direction

The strategic direction is the way Waveney District Council prioritises its service delivery based on the needs of its residents. By asking for your views on what our priorities should be we can help to ensure that we attain the standards expected of us.

20.15% believe that Waveney District Council should concentrate its environmental energies on **protection from pollution** and when it comes to community safety.

Just under 48% rated the **CCTV** service as most important.

Economic development is

most important in the 'regeneration' section while **consultation with the community** is a priority from the possible options in the information and access part of the survey.

Out of six key health issues, the **provision of public conveniences** was ranked most important and the **provision of affordable housing** was top of 13 key housing issues.

Cllr Colin Law, Waveney's Portfolio Holder for Corporate Governance would like to thank those who took part in the survey: "This information is extremely useful and this has been a very worthwhile exercise. We are a listening council and will now look to act on the findings for the benefit of everyone in Waveney."

Serving You

WAVENEY

Providing excellent customer service to our residents remains a top priority for Waveney District Council.

The Council has been working hard to improve the services it delivers to its customers, including investments into technology and staff training and now Waveney is taking advantage of an opportunity to pilot new ways of delivering public access, in partnership with Suffolk County Council, at the Lowestoft Library Navigator Centre.

Cllr Mark Bee, Leader of Waveney District Council, believes the project will be a great success: "The Council will have a presence in the centre from November 2006 enabling members of the public who have both County and District enquiries to be answered at the same time.

"It is a priority of the Council to maintain a presence in the town centre of Lowestoft and this pilot provides us with an opportunity to trial some of the new ways that customers will access our services when the Council relocates to the Waveney Campus building."

The Council has taken the decision to relocate some of its existing reception points, and this will mean that Housing enquiries currently dealt with at Clapham Road will be resolved at the Navigator Centre. The cash

office at Clapham Road will also be closing but customers will be able to use the cash office at the Town Hall in Lowestoft, any Post Office, the Navigator Centre and the local offices in Beccles, Bungay and Halesworth.

Residents will also have the option of setting up a Direct Debit, make electronic or telephone payments and information regarding these schemes can be found on the Council's website or by calling 01502 523502. Further details will be issued through the local press and via notices in the Council offices.

Cllr Colin Law, Portfolio Holder for Corporate Governance, believes that the introduction of brand new Customer Services Standards at Waveney will also improve the way residents are dealt with by the Council.

"The recently introduced Corporate Customer Service Standards include performance targets for responding to customer enquiries over the phone and

in written correspondence and also complaints. The standards are a very helpful document providing advice across the whole Council so that our customers will receive a more consistent response."

The standards are as follows:

Telephone standards

- Aiming to answer telephone within 7 rings or 20 seconds.
- How to answer the phone.
- Dealing with difficult callers.

Written standards

- Give a response within 20 working days.
- Use Council stationery.
- Font and size of font to use.
- Responding to email correspondence.

Face to face standards

- Dealing with customers who are angry or upset.
- Dealing with home visits.
- Ensuring services are accessible for all our customers.

- Complaints standards.
- Individual Service area standards.
- How to use the Council's telephone and fax systems.
- Internet and electronic communications policy.
- Data protection and Freedom of Information implications.

The transformation of the Council's services will continue over the next 12 months and the Council hopes to have a more comprehensive customer contact centre open in the town centre of Lowestoft and smaller versions in Beccles, Bungay and Halesworth.

If you have any concerns over where you are able to access services or would like any further information, please contact Waveney's Principal Service Manager for Customer Services, Anne Panella on 01502 523 601.

The Town Hall is closed over Christmas but for emergencies please ring 01502 523522. Alternatively the Navigator Centre will be open as follows during the Christmas period:

Sat Dec 23	9am-4pm
Sun Dec 24	CLOSED
Mon Dec 25	CLOSED
Tue Dec 26	CLOSED
Wed Dec 27	CLOSED
Thur Dec 28	9am - 5.30pm
Fri Dec 29	9am - 5.30pm
Sat Dec 30	9am-4pm
Sun Dec 31	CLOSED
Mon Jan 1	CLOSED
Tue Jan 2	9am - 5.30pm



Whitton Wonders

LOWESTOFT

The once neglected and underused Oakwood Community Field in Whitton has been transformed in to an attractive community garden with a large emphasis on attracting wildlife to the area - and has been rewarded with a much sought after Green Pennant.

England's best parks and green spaces were revealed recently by Liveability Minister Kay Andrews. A record 423 Green Flag Awards - the national benchmark for quality parks and green spaces - have been awarded to sites across the country and a further 74 Green Pennants were awarded to sites run by voluntary and community groups - including Oakwood.

Winners are judged to be welcoming, safe and well maintained with strong involvement of the local community. This year, the 10th anniversary of the scheme, has seen a 31 per cent rise in the number of winners, further evidence of the renaissance of our parks and green spaces highlighted by the National Audit Office earlier this year.

It received funding from the Countryside Agency, Doorstep Greens Programme, Living Spaces, Suffolk County Council and Waveney District Council and was developed by Whitton Tenants &

Residents Association in partnership with Whitton Life, Neighbourhood watch and Suffolk Police.

Councillor Bruce Provan, Waveney's Portfolio Holder for Housing & Social Inclusion believes the project sets a fantastic example for others.

"A group of determined people have brought about a positive change to the area in which they live, for the benefit of the whole community and I would urge anyone with a similar vision to take the step towards turning their ideas in to reality. We are here to make it happen."



Oakwood Community Field.

Good Food Guide

LOWESTOFT

'The Good Food Co-op' which launched in September 2005 and is run on a not-for-profit basis, is making a real difference to peoples lives in Lowestoft.

Membership is free and offers affordable, fresh, local produce at the fantastic price of just £2.50 per bag!

Project Officer Sophie Ward says: "We have found that as well as encouraging people to eat more vegetables there are many other benefits. The produce is local and there is no unnecessary packaging,

which helps the environment. We have been working in partnership with Waveney Primary Care Trust, Community Education, Waveney District Council and numerous local community groups. Combine this with an amazing group of volunteers and we have a project that is run by the community for the benefit of the community that will continue to grow and develop for many years to come."

The produce is delivered to six collection points within the community where a dedicated team of volunteers pack the order into separate bags ready to be picked up by the members. The contents of the bag vary with the seasons, so each week it is a surprise. Usually you will have potatoes, carrots and onions along with three or four other items - over the winter there has been

cabbage, cauliflower, beetroot, swede, leeks, broccoli, pumpkin, parsnips, turnip and much more!

The project is funded by the European Social Fund and managed by SuffolkACRE.

For further information, to find out about volunteering or where your nearest Good Food Coop is contact Lowestoft Community Enterprise on 01502 584854 or 07967 054139.



The Southwold Coastal Protection Scheme has received high praise from an organisation whose primary objective is the preservation of the character and amenities in the town.

The Southwold and Reydon Society wrote to Project Manager Paul Patterson recently offering thanks to all involved in the scheme and calling the works 'marvellous'. "The beach now looks lovely, and so does the promenade with the levels for the elderly and disabled," they said. "The Society consider it is a marvellous task well done and all involved should be congratulated."

This summer Cllrs Wendy Mawer, Sue Allen, Ken Sale and Town Mayor Michael Ladd celebrated the achievement of blue flag status for 2006 at a ceremony on the beach. The Blue Flag Campaign is an initiative which recognises clean, well-managed 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.

Councillor Wendy Mawer, Waveney's Portfolio Holder for Economic Regeneration said: "This ceremony not only celebrates the retention of blue flag status but also the excellent progress of the coastal scheme, the wide stretches of beach now open and the overall benefit to Southwold and the region."



Cllrs Sue Allen, Ken Sale (both left) and Wendy Mawer (right) celebrate Blue Flag status with Southwold Mayor Michael Ladd.

Scheme Success

The Southwold Coastal Frontage Scheme, developed and delivered by a partnership of Waveney District Council (WDC) and the Environment Agency (EA) to provide a higher standard of protection to more than 700 properties against flood and erosion risks, is substantially complete.

Eight new rock groynes have now been installed north of

the pier and 8 timber groynes to the south with around 72,000 cubic metres of dredged sand and shingle pumped ashore to restore a protective beach.

The removal of old groyne ruins took longer than anticipated to complete. This has required partial beach closures to remain in place to protect bathers from harm. In spite of this inconvenience the new beach and improved promenade has been well used under the watchful eye of the Waveney Lifeguard team who have done an excellent job managing public safety while providing a point of information for visitors.

Works to improve public access to and along the beach were suspended through the peak summer

months to minimise disruption, but will resume in November. They will include a new promenade to beach steps north of the pier and a slope immediately south, together with new concrete steps at each groyne to allow safe access at all times. Those works will require some short-term localised promenade closures, which will be publicised beforehand.

Cllr Ken Sale, Portfolio Holder for the Built Environment said: "This fantastic scheme will safeguard the future of many hundreds of properties and will help preserve a truly beautiful stretch of Waveney coastline. It is an excellent example of good partnership working and everyone involved should be warmly congratulated."

Sun Sets on the Sunrise Scheme

WAVENEY The Waveney Sunrise Scheme, which is approaching its conclusion, has benefited from four grant schemes to help the regeneration of dilapidated buildings in the area.

The main grant fund was the £851k Heritage Lottery Fund that targeted buildings with specific heritage value. This fund has enabled fifteen buildings to be improved, eight of which had more extensive work done enabling five shops and eighteen dwellings to be brought back into use. A ten-bedroom hotel was created from former stables used originally as revenue offices and major improvements are also being carried out to the Grade II listed Royal Norfolk and Suffolk Yacht Club.

The other three funds were South Lowestoft Buildings Fund, Central Lowestoft General Buildings Fund and Kirkley Premises General Building Fund, which had a total grant value of £109K. The thirty-nine grants offered under these funds targeted repairs and the restoration of original architectural features in buildings within the conservation area.

All construction works under the Sunrise scheme are scheduled for completion by April 2007, bringing the largest regeneration project in the region to a close two months earlier than previously expected. Individual works at or near completion include:

The A12 North Lowestoft Gyratory loop where the



final stage of construction works commenced on 31st July. The proposals include converting Katwijk Way, Station Square and Waveney Road to two-way roads, pedestrianising Suffolk Road between the Bevan Street exit and Bon Marche and extending Clapham Road South to join Denmark Road. Completion of the gyratory loop work is scheduled for March 2007 and full plans can

be found under the Gyratory Loop project heading at www.waveneysunrise.org.uk

On Gordon Road the traffic calming measures are now complete. Only buses, taxis, disabled badge holders, permit holders and deliveries (before 10am and after 4pm) are now permitted to pass through. Access to the bus station can be gained from the Gordon Road roundabout on Katwijk Way and to the

Somerfield's car park from the Battery Green roundabout.

And as of July 21st the provisions of the special traffic control zones in London Road North (LRN), Milton Road East to Police Station Rd, Regent Road to Police Station Road, The Marina, and Bevan Street East came in to force. These provisions include no parking in all zones except in the marked bays, restriction of deliveries to before 10am and after 4pm in the LRN pedestrian zone and the permission of cycling before 10am and after 4pm in the LRN pedestrian zone.

Cllr Wendy Mawer, Portfolio Holder for Economic Regeneration is delighted with the progress being made. "Paul Moss and his team have done a fantastic job and as we reach the conclusion of what has proved to be a huge undertaking, Lowestoft and Waveney is really feeling the benefit."

Caravan Delight

LOWESTOFT In September Waveney District Council finally took the decision to sell North Denes caravan site and bring in a private operator to develop part of the site.

Meanwhile, over half of the original site will be designated as public open space for the people of

Waveney and Cllr Mark Bee, Leader of Waveney District Council is delighted.

"This Council took a decision some years ago that the caravan site was substandard. Something needed to be done and something needed to change. This is by far and away the best way forward for North Denes and we look forward to its much needed regeneration."

Members voted by 28 to 10 to lease out the park, which

would allow space for touring and static caravans as well as designating part of the site to public open space and Cllr Stephen Ardley, Portfolio Holder for Operations and Facilities is delighted that work can get underway to improve the area.

"This has been a painstaking process, but I am 100% satisfied that this course of action is the best available for the site and for the people of Waveney. It is a neglected area ready to be transformed and I for one cannot wait to see the results."

Christmas Collections

WAVENEY

With Christmas Day falling on a weekday this year the collection of Blue and Black Bins will be altered over the Christmas and New Year Period.

On Christmas week those bins which would have been collected on Monday 25th will be emptied on the **previous** Saturday, while all others will be emptied a day later than usual. On New Year week all bins will be emptied a day later than usual. Please take a few minutes to check which collection day your bins will be emptied.

Any waste put out that is not contained in the proper wheellie bin ("side waste") will not be collected.

If you have any extra waste the Household Waste and

Recycling Centres in the district will be open everyday from 8 am till 4pm except for Christmas day, Boxing Day and New Years day. For more information on your nearest site call 0845 606 6067.

Waveney also has over 80 bring sites for recyclables around the district, a full list can be found on the Waveney website at:

www.waveney.gov.uk

For further information, or recycling queries contact us on our helpline: 01502 523561 or email:

recycling@waveney.gov.uk

Christmas is coming the bins are getting Fat!

We all know how much extra waste we produce at Christmas time, extra food, packaging, wine bottles, wrapping paper. But how should we be dealing with this extra waste?

For full details of what can go in your bins go to:

www.waveney.gov.uk



Green Waste

WAVENEY

Following last year's suspension of Green Bin Collections for the winter season the Council has reviewed its collection arrangements.

This winter Green Bins will be collected on a request basis. From Monday 18th December 2006 those householders who still require their Green bins emptied will be able to contact the council for the 'request service'.

This will mean their Green Bin will be emptied as usual. It is hoped that this will lead to efficiency savings on collections, vehicles and crews during this period of traditional low amounts of garden waste. Full collections will restart on Monday 5th March 2007. For more information on this service phone 01502 523460 or email recycling@Waveney.gov.uk or look out for more details in the local press.

Bin Chips

WAVENEY

Waveney's local media could not get enough of the "chips in bins" story back in September and this interest generated considerable debate. Nevertheless, Waveney District Council's position remains absolutely clear.

"The Council currently has no plans whatsoever to begin using the technology and if we ever do the public will be kept fully informed of our plans," says Cllr Ken Sale, Portfolio Holder for the Built Environment. "We want the public to be reassured that they will be regularly updated every step of the way and a full consultation process will take place."

"If the technology is ever switched on, it will only be used to monitor trends in particular areas and help educate people about the benefits of recycling. These are not 'bugging' devices and do not transmit information. They would merely allow us, when linked to a computer, to measure the weight of bins and learn more about the amount of recycling taking place in our district. This is not about charging, or monitoring individuals but about helping communities to look after our environment and our planet."

Wrapping paper, Christmas cards	Blue Bin
Hard plastic packaging, cardboard packaging	Blue Bin
Real Christmas trees	Chop them up and put them in your Green Bin
Holly, Ivy, Mistletoe	Green Bin
Vegetable peelings, and fruit peelings	How about a home composter, call us for more details. (don't put kitchen waste in your green bin)
Glass bottles	Take them to your nearest bottle bank
Plastic Christmas decorations	Blue Bin
Old Christmas Lights	Black Bin
Drinks cans	Blue Bin
Fibre-optic Trees	Black Bin

Normal Collection day

Monday 25th December
Tuesday 26th December
Wednesday 27th December
Thursday 28th December
Friday 29th December
Monday 1st January
Tuesday 2nd January
Wednesday 3rd January
Thursday 4th January
Friday 5th January

Christmas Collection day

Saturday 23rd December
Wednesday 27th December
Thursday 28th December
Friday 29th December
Saturday 30th December
Tuesday 2nd January
Wednesday 3rd January
Thursday 4th January
Friday 5th January
Saturday 6th January

Please remember that all bins should be out for collection by 7.00am and that Blue and Green bins containing the wrong material cannot be emptied.

The Waveney Prospectus

WAVENEY The regeneration of Waveney depends on inward investment and with that in mind, Waveney District Council - in partnership with the East of

England Development Agency, the Waveney Economic Partnership and the Waveney Community Forum - is considering the development of a Waveney 'Prospectus' to help 'sell' the towns of Lowestoft, Beccles, Bungay, Halesworth and Southwold while agreeing a 10-year plan for their regeneration.

There have been very few studies that take a coordinated approach to explore the particular or specific needs of the market towns and rural areas, in relation to investment and community regeneration. This is an area of work, which is much needed and which will assist with attracting investment and funding in the future.

The Waveney Prospectus will consist of two elements:

The Economic Investment Framework which will map current and planned activities ahead of an agreed action plan for investment for the next 5-10 years.

The Community Regeneration Framework will develop the priorities and

provide the business case for 3-5 year regeneration plan covering Lowestoft, Kessingland and the Market Towns.

Waveney residents will be fully consulted regarding the look of the Prospectus and work is due to start shortly for completion in Spring 2007. For further information, please contact: economicregen@waveney.gov.uk

WAVENEY Waveney District Council is making new friends in Europe. WDC is working with Suffolk County Council (SCC) to access a new European Union funding programme that will link regions across the southern North Sea.

To prepare for the programme Waveney is 'getting to know' its near neighbours across the sea and has recently established links with West Flanders following a 10-year relationship between SCC and the Belgian region in which Suffolk has shared its experiences of supporting market towns and West Flanders has reflected on its experience of rural policy planning.

Cllr Wendy Mawer, Portfolio Holder for Economic Regeneration said: "The two



Halesworth is part of a 10-year regeneration plan.

A European Union

areas have much in common in relation to coastal towns and their communities. Waveney is looking forward to working with the towns and surrounding areas along the Flemish coastline for the mutual benefit of all involved."

The European Union's Structural Funds support social and economic restructuring across the EU. They account for over one third of the European Union budget and are used to tackle regional disparities and support regional development.

To date £23.7 million has been committed to the Lowestoft and Great Yarmouth sub-region and the next cycle of programmes are now being developed for 2007 to 2013. The focus of future EU programmes relevant to Waveney will be on competitiveness and employment. Future funding will not be limited to specific clusters of wards as has been the case to date. Some funds available to Waveney will also require co-operation with other EU areas.

Fun in West Flanders.



Devoting our Energy

WAVENEY

The energy sector is a vital contributor to the local economy providing hundreds of jobs and injecting millions of pounds into the area and Waveney District Council is proud of the role it plays in promoting the region to potential investors.

Waveney's Regeneration team supports this sector at a number of high profile events including the Offshore Europe gathering - the largest oil and gas conference and exhibition outside North America. The biennial event features over 1500 companies covering all aspects of the industry and

supply chain activity relating to exploration and production.

In 2005 over 32,000 attendees travelled from 108 countries worldwide. The East of England adopts a collaborative approach featuring a strong sub-regional presence courtesy of a partnership between Great Yarmouth Marketing Initiative (GYMI), Waveney District and Great Yarmouth Borough Councils and the East of England Energy Group (eeegr).

"This partnership has previously provided a platform for 20 companies from across the region to showcase their skills and expertise to a global audience," says Councillor Wendy Mawer, Portfolio Holder for Economic Regeneration (pictured below with WDC's Rob Fisk and Steven Wood).

"Our sub-regional brand has everything the industry needs, together with proximity to the Southern North Sea and Europe and the unique geographical

advantage we have for the oil and gas industry. This together with the quality of life in the eastern region of Waveney and Great Yarmouth offer an exciting future for any company wishing to expand and relocate."

Many of the companies operating from the sub-region are well known in the industry and have been in the area since the pioneering days. These companies have grown and now operate on a global scale. Waveney District Council and its partners will be working with these companies to help ensure the industry in the region continues to prosper and benefit from future opportunities.



WAVENEY

The Waveney Campus project is making excellent progress with confirmation of the preferred location and the appointment of architects to oversee the design and operation of the new building.

The new building is intended to provide a brand new state of the art base for Waveney District Council, Cefas and local offices for Suffolk County Council. It will enable Waveney to improve its service to customers, make real efficiencies as one of

Campus progress

only two 'public service villages' in Suffolk.

Aedas (www.aedas.com) are internationally renowned architects who have been involved in many landmark buildings, including: Greater London Authority Building, near Tower Bridge London; University of Connecticut; Hilton Plaza, Beijing.

One of the major challenges for the design will be the sustainability of the building, not only in relation to the materials and running, but also its impact on the immediate surroundings, and importantly in relation to the wider regeneration credentials this project will

have on Lowestoft and the wider Waveney economy.

The project has very challenging sustainability performance with lighting obliged to produce less than 25% of the carbon emission of the whole building whilst 90% of wood used during construction and as part of the building must be from legal and recycled and/or sustainable sources.

In addition to these examples, a Green Travel Plan will be developed so that people using the building will be able to use the most sustainable transport available which will encourage the reduced use

of individual car journeys.

Waveney District Council Leader Mark Bee said: "This building will be the example which other buildings with the Urban Regeneration Company area will need to follow, not only in architectural scale but also in green credentials."

All three organisations, Waveney District Council, Suffolk County Council and Cefas, involved in this project are now looking at their business processes and operational activity. The three organisations are ensuring that the services they are able to share are brought together to provide best value, but also taking the opportunity to improve business practice that a new building of this type demands.

Housing Matters

WAVENEY

As well as being the provider of 4,000 homes in the area, Waveney District Council also plays a vital role in terms of looking at the whole of the housing scene and planning for the future in order to meet current and projected needs.

On a day-to-day basis, the strategic housing team deal with some of the most difficult issues that face any local authority. There is an increasing problem of homelessness and the team work in a highly pressurised and often emotionally draining environment, helping many of the most vulnerable members of the community.

Cllr Bruce Provan Portfolio Holder for Housing and Social Inclusion said: "We are working very hard on the prevention of homelessness and this helps to stem the root causes of the problem, at the outset. We are very keen to work with a wide range of

private landlords to secure as much accommodation as possible to meet local needs and this is an area that we intend to focus on in coming months."

Another of Waveney's most challenging issues is that of housing in multiple occupation. This means that any property which is occupied by more than one household, is subject to specific standards and it is the responsibility of the local authority private sector housing team to ensure that the properties are safe and kept in a good state of repair.

Similarly, the private sector team are engaged in bringing empty homes back into use and in making disabled facilities grants to people who qualify, for adaptations to be carried out on their homes.

Over the next year the strategic housing team will be taking a detailed look at the privately rented stock in the district as the Council aim to meet the Governments target of meeting the Decent Homes Standard for the sector. Colleagues in the housing management team are already working hard to ensure that the Council's own stock will be fully up to the Decent Homes Standard and it is important to see good

quality housing right across the district.

The Council would like to hear from you if you are aware of any properties that have been empty for long periods or if you are a tenant in a property in multiple occupation and you are concerned about your living conditions, please contact the Council on 01502 563155 for further information.

Waveney also wants to establish positive links with the vast majority of private landlords who provide a good

service to their tenants. Similarly, if you have been a user of the Housing Options service or had contact with the Housing Options advisors the Council would really like to hear how the experience was for you. Please request a customer feedback form on 01502 523141.



Involving Tenants - The Next Step

WAVENEY

Following the overwhelming support by tenants earlier this year to stay with the Council, steps have been taken to try and involve tenants more in the housing service they receive.

The Tenant's Forum, which is a collection of interested tenant associations and tenants, have been working hard with a tenant advisor who is independent of the Council to develop something called a Tenant's Compact.

This Compact recently received approval by councillors and is a step change in relations and tenant involvement for the Council. It makes a commitment to allocate resources for greater participation, and aims to provide a variety of ways that tenants can be involved. The Compact also makes a commitment to fund tenant

involvement as well as training to ensure tenant representatives are informed and competent when dealing with housing issues.

To check that the Council complies with its part of the Compact, a monitoring group has been established composed of tenants and some Council officers. Cllr Bruce Provan, Portfolio Holder for Housing and social Inclusion said: "This is a first for Waveney District Council, and we are immensely proud to support an initiative undertaken solely by tenants."

If you are a Council tenant and want to be more actively involved we want to hear from you. Please telephone our Tenant Participation Officer on 01502 523145.





Southwold Harbour.

Southwold Fishermen aim to Catch EU Grant

SOUTHWOLD Southwold fishermen and harbour users are crossing their fingers in the hope their hard work will attract £1.71 million of EU Fisheries funding to Southwold.

Waveney has submitted a bid to the EU aimed at improving facilities for Southwold fishermen. Over the past 12 weeks a working group consisting of Local fishermen, Southwold Town Council and

harbour users have been drawing up a proposal aimed at sustaining, and improving the fishing industry within Southwold.

Suggested improvements include the introduction of a new fishing dock in replace of the current dock wall, the building of an ice and cold store and creating electricity supplies to fishing huts and stages. It is hoped that the new facilities will improve the industry within the town, whilst creating other economic benefits for Southwold and Waveney district.

The funding is highly competitive with only £5 million available throughout England and Wales but the working group are hopeful their hard work will prove successful.

Cllr Ken Sale, Portfolio Holder for the Built Environment said, "The working group have worked extremely hard over the past twelve weeks to make the bid happen. If successful it will be down to the excellent partnership working and dedication of the local community. This bid demonstrates Waveney's commitment to partnership working in helping to regenerate our community."

Waveney Valley Pool.



All Year Round

WAVENEY After one of the hottest (and wettest) summers draws to an end, it is worth remembering that while there are a number of summer-only facilities available to enjoy, there is plenty more to do all the year round!

Marina Theatre.



Waveney operates an array of leisure facilities throughout the district.

Facilities open all year round include:

Waveney Sports and Leisure Centre
Waveney Valley Pool
Phoenix Pool
The Marina Theatre
Southwold Harbour
Beccles Public Hall
Halesworth Public Hall

If you would like to know more about Waveney District Council's Leisure facilities, call Stuart Everitt on 01502 523681.

Funding Facilities

LOWESTOFT Over the past six months Waveney has been working hard to improve the changing facilities within one of its oldest leisure centres.

Waveney Sports and Leisure Centre in Water Lane Lowestoft has recently been subject to an extensive improvement programme that has already seen the opening of a new

wet changing facility.

The improvement programme has moved onto its second area of the facility. It is currently in the process of completely rebuilding the dry changing facilities. These improvements are part of a rolling programme that aims to improve the facility and make it more enjoyable and accessible to the whole community.

It is hoped that in the next issue of In Touch magazine we will be able to announce new improvements planned for the leisure centre and other facilities with Waveney.

Tourism Seminar

LOWESTOFT In Early September officers from Culture, Tourism and Sport hosted a group of Tourism Managers from areas with similar sized resorts, these included officers from Hastings, Morecambe, Swansea, Felixstowe and Hunstanton.

The Group met as a part of Destination Performance - UK (DPUK) (which is a national association). The meetings provide officers from similar destinations the opportunity to meet, discuss and resolve shared issues. It was the first time that DPUK had met in Lowestoft and officers in attendance were given a tour of the seafront and regeneration areas.

Discussion in the meeting centred around managing the proposed changes to beach awards, identifying issues that will arise following changes in accommodation grading, future joint research and critically how individual seaside towns were changing to accommodate present and future visitors.

If you would like further information on DPUK please contact Asa Morrison - Principal Service Manager - Culture Tourism and Sport 01502 523332 or email: asa.morrison@waveney.gov.uk



Summer Success

WAVENEY Waveney District Council Leader Mark Bee believes that tourism in Waveney is getting the recognition it deserves following the success of three local businesses at the recent Suffolk Tourism Awards.

Africa Alive! the safari adventure park at Kessingland won the much coveted Best Attraction award while Heathland Beach Caravan Park - won the award for best Holiday Park.

Meanwhile, Newlands Country House in Southwold won the gong for best B&B accommodation to complete an impressive hat-trick for the district.

"With the weather encouraging more and more people to take their holidays in this country, I believe that there are few nicer places to visit than Waveney and these awards vindicate that.

"Local people and businesses have worked extremely hard to welcome visitors to the area and a summer holiday in Waveney is becoming a more attractive proposition with every year that passes.

"I would like to personally congratulate the award winners and thank everyone associated with the Waveney tourism industry for their continued efforts."

Carol Service

The Chairman's and Mayor's Joint Carol Service takes place on Tuesday 12 December at St Peter and St Johns Church in Kirkley. This popular event commences at 6pm and we look forward to seeing as many people as possible for what promises to be an enjoyable evening.

Arts and Heritage

WAVENEY Following the adoption of the Cultural Strategy, Waveney is set to appoint an officer with the remit of developing Arts and Heritage in the area. The position, which is part funded by Arts East, will be recruited this Autumn and the successful candidate is expected to take up their post in December/January.

Areas of work will include working with the Arts and Heritage sectors developing and expanding the existing offer in partnership, as well as taking an active role in delivering actions from the cultural strategy.

For further information regarding Cultural Development in Waveney please contact Asa Morrison - Principal Service Manager - Culture Tourism and Sport 01502 523332 or email: asa.morrison@waveney.gov.uk

WAVENEY

Events throughout 2006 have received great reviews with local and national press. Well done to Hektor Rous and Mean Fiddler Music Group for the very successful **Latitude Festival** that won BBC6's 2006 Best Festival, Best Alternative Festival and Best Overall Facilities.

More than a thousand Motorcycles joined **Eastern Lights Motorcycle Cavalcade** for their annual rally between Norwich and Lowestoft this year. They attracted several thousand spectators and many more lined the streets along their route as the event provided a great day for all while raising money for charity as the **Sea King Search and Rescue Helicopter** staged a call out with help from a smoking fishing boat in shore.

The Lowestoft Seafront

Quite a Year!

Air Festival, the main event on the Sunrise Coast entertained more than four hundred thousand people from all over the globe. This 10th anniversary show was the biggest and most diverse show to date with 40 displays, 38 Aircraft and hundreds of stalls. The event was commented by aviation historian Tim Callaway and co-commentator and local radio host Tom Kay. Thanks and praise must be given to all involved as it just gets bigger and better every year! **Special 10th Anniversary DVD's of the festival are available from the Lowestoft Tourist Information Centre.**

The list could go on, but as the new-year draws ever closer, organisers are hard at work preparing for next year. Events for 2007 will be detailed on our website - www.visit-sunrise.coast.co.uk and the Sunrise Coast Events Guide 2007 published for Easter next year.

Provisional dates for **2007** are:

Beccles Carnival - 21st July to 23rd July 2007 (1pm-11pm daily)

British Open Crabbing Championship - 5th August 2007 (registration at 2pm)

Eastern Haze - 4th and 5th August 2007

Latitude Festival - 13th July to 15th July 2007 (TBC)

Lowestoft Seafront Air Festival - 26th and 27th July 2007

Lowestoft SeaFayre - 16th June 2006-09-21

If you are thinking of organising a public event in the future and would like it to be featured on our website or would like to book WDC land please call a member of our team on 01502 523335 or email:

chris.ames@waveney.co.uk



Blood Brothers

LOWESTOFT

It's home to the Royal Philharmonic Orchestra, regularly features some of the top names from the entertainment industry, is currently preparing to welcome the national touring production of musical, Annie,

starring Ruth Madoc and now it has announced the biggest theatrical coup in its one hundred year history - Willy Russell's Blood Brothers will be presented at Lowestoft's Marina Theatre next March.

Service Manager for Venues at Waveney District Council, Martin Halliday said: "This is

absolutely fantastic news for the theatre, Lowestoft and the people of Waveney. At last our audiences do not have to travel hundreds of miles in search of high quality musical entertainment, I am delighted and extremely honoured to have been able to secure this terrific production for the Marina."

Cllr Stephen Ardley, Portfolio Holder for Operations and Facilities at Waveney is equally pleased. "Over the past few years we have had some spectacular productions visit the Marina, in addition to our residency with the Royal Philharmonic Orchestra, but this is just huge! The Marina is firmly establishing itself in the theatrical equivalent of the

football Premiership and I am certain that people from across the district will be delighted with this truly wonderful news."

Blood Brothers will be at the Marina Theatre for just one week from March 26. For more information or to book seats, please contact the Box Office on 01502 533200.



Knowing the Score

LOWESTOFT

The 2006 Lowestoft Scores Race, now in its eleventh year, is one of the most unique road races in the country. This hugely popular event, attracting top runners, saw entry numbers once again exceeding the 200 mark, including teams and individuals.

Each year Waveney District Council hosts the Lowestoft

Scores Race, Britain's most easterly hill race. The Scores Race was resurrected in 1996, the first since the 1930's and the event has now been running for 11 years, six years under the management of Waveney District Council and more recently Waveney Valley Athletics Club with sponsorship being generously provided by Bird's Eye. The event is also supported by the Market Traders Association.

First across the line was David Miller, representing the Woodbridge Shufflers, in a very good time of 26 minutes and 28 seconds. Once again, the first female to finish in 33 minutes and 30 seconds was Denise Doddington, representing Unilever.



This arduous 4.75 mile race starts from Lowestoft's historic High Street, along a fairly level course to Links Road, followed by 13 scores - includes 409 steps - finishing at the Triangle Market, High Street.

Our thanks must go to the race sponsors this year - as in previous years - Bird's Eye,

whose support is vital to the continuation of this event and for that Waveney District Council is extremely grateful. Huge thanks also go to Waveney Valley Athletic Club for their superb organisation and management of this highly successful annual event.



1st East Update

LOWESTOFT

Ideas from the community and our schools have helped to shape regeneration plans for Lowestoft approved by Waveney District Council during the Summer.

1st East, the urban regeneration company for Lowestoft and Great Yarmouth (URC) aims to turn derelict and brownfield land into a jobs oasis with the regeneration plans and is grateful to the community for getting actively involved in its consultation earlier this year.

1st East predicts the plans submitted will have the capacity to achieve and even exceed its target to create 2,000 new jobs in the two towns by 2011. With 45

hectares of land immediately available for redevelopment in Lowestoft and 75 hectares in Great Yarmouth, the proposals also include the development of around 3,000 homes in the two towns (1,200 in Lowestoft and 1,800 in Great Yarmouth).

1st East Chief Executive, Philip Watkins said: "Our vision is to make Lowestoft and Great Yarmouth great places to live, work and visit, building on the unique opportunities of our east coast location. Our plan supports business growth and in particular aims to build expertise in the environmental economy, on and offshore."



People who value their environment, place and quality of life will want to live here"

Further consultation on the Area Action Plan will take place early in 2007 after which it will be submitted to the Government for approval. Meanwhile 1st East is setting up a community forum to allow local people to get more involved.

If you would like to join a community forum you can do so by logging onto the 1st East website at: www.1steast.co.uk or by picking up a freepost card (no stamp required) at your local council office or library and posting it.

How to get in touch

Let us know what you think of this publication
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Email: info@waveney.gov.uk Website: www.waveney.gov.uk



Waveney District Council
Serving the Community

