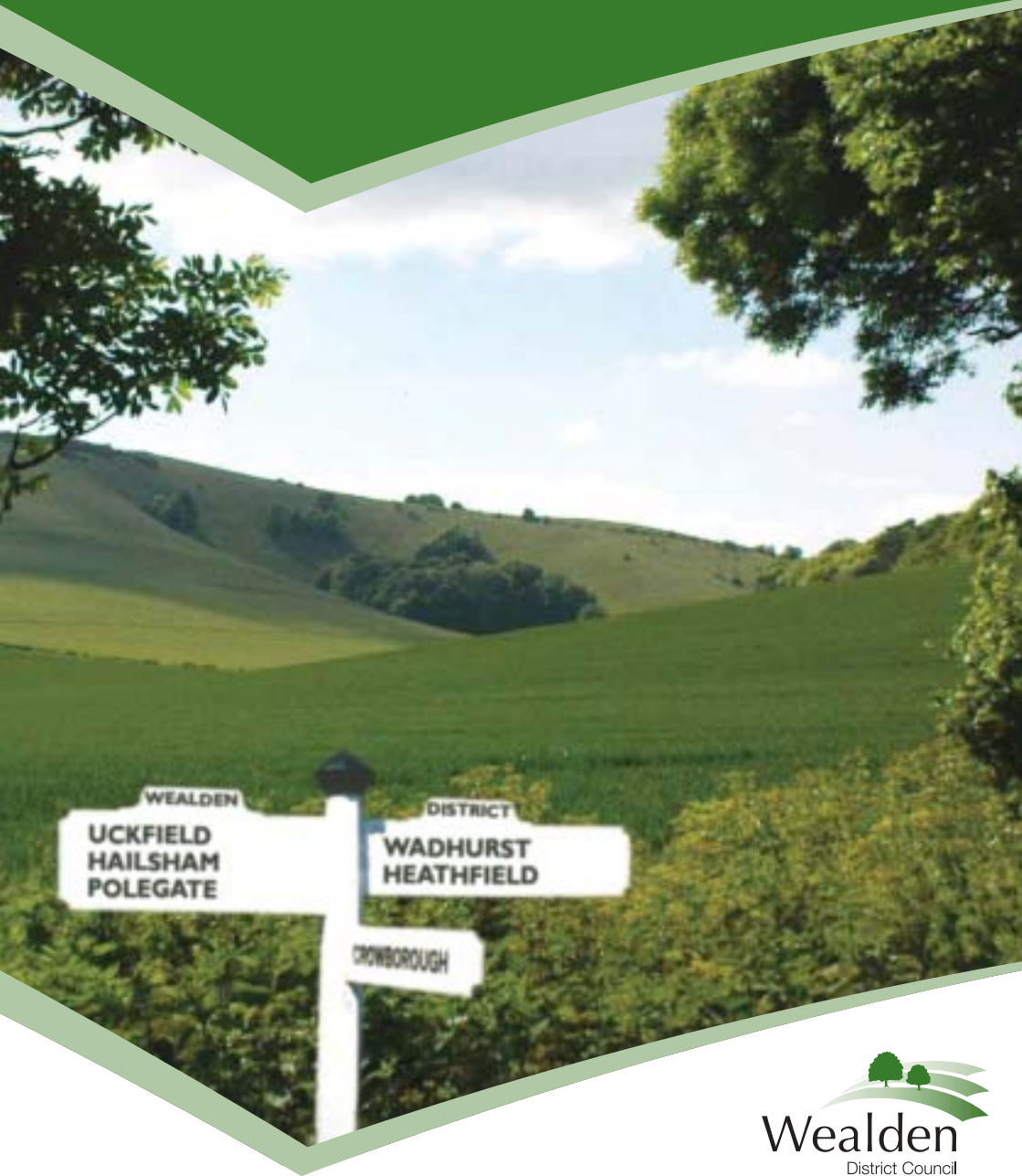


Wealden District Council 2008 Service guide



We have prioritised what Wealden residents want in our 2008-2011 Corporate Plan:

- ✓ Affordable homes
- ✓ Keeping crime low
- ✓ Protecting Wealden's rural character
- ✓ Making Wealden a great place to live



National accreditation for customer service excellence in the public sector.



Introduction from the Leader of the Council

Wealden has always prided itself on providing quality services that give real value for money. Our aim is to ensure that the services we provide truly reflect the needs of local people.

I was overjoyed this summer when Wealden received Charter Mark status for all twelve service areas. We are one of only seven local authorities nationwide ever to attain this status.

We want to build on this success by continuing to listen to members of the Wealden community - whether residents, businesses or visitors - about the services that matter most to them. We want to make the best use of our resources whilst being determined to keep council tax increases as low as possible and exploring all areas to ensure long term efficiencies.

This guide outlines some of the services that we provide, new initiatives we are introducing and how you can make the most of all of them.

We can all work together for a better Wealden.

A handwritten signature in purple ink that reads "Pam Doods".

Councillor Pam Doods

Leader, Wealden District Council



Have your say

The more you let us know what you want, the more we can try and provide it. That's why Wealden has introduced the policy *Putting People First*.

Your Ward Councillor would like to hear any suggestions or concerns that you may have. To find your local representative, go to the Council and Democracy section on the website, www.wealden.gov.uk, or phone the Council.

If you have a question about other issues concerning the District, why not ask the Leader of the Council, Pam Doodes? Click on the *Ask the Leader* link on our website, and she'll get back to you within ten working days. If you have a question about the Council, or other issues, go to the *Have Your Say* link on the Wealden website.



Refuse and recycling



Planning and building control

Sheltered accommodation



Animal welfare



Did you know that you're able to ask questions and present petitions to meetings of the Full Council, which take place six times a year? Contact Wealden's Democratic Services for more information.

Don't lose your right to vote – our Electoral Services team need your help. If you haven't received your Electoral Registration form, or you have a query, please phone Electoral Services.

For all Wealden services, contact www.wealden.gov.uk or phone 01892 653311 or 01323 443322 – You won't be sent to an automated service. One of our helpful telephonists will direct you to the appropriate person.



Planning for the future

Wealden District Council has the task of setting policies for the way new growth and development should be distributed and designed within the District. In developing these policies we are required to work within certain Government guidelines. In particular, the South East Plan, which the Government is finalising, proposes that land for 11,000 new homes needs to be identified within Wealden for the period up to 2026. The current consultation period for this ends on 24 October and residents are invited to send their comments to the Government Office for the South East at **rss@gose.gsi.gov.uk**.

The draft South East Plan, which the Council supported subject to adequate infrastructure provisions such as roads and utilities, had originally proposed the provision of 8,000 new homes up to 2026. The new proposed increase will present a significant challenge to the District, and we will be telling the Government so.

Crucially, a large percentage of this growth will be aimed at housing which local people will be able to afford.

We are currently preparing the Local Development Framework (LDF) which will help to identify the necessary land for growth and shape policies on distribution and design in a way which is appropriately informed by interested parties, including local communities. The next stage of our consultation process will be early in 2009.

Wealden is one of the busiest rural planning authorities in the country and we work hard at making sound decisions in keeping with our policies and the sensitive environment which helps shape them.

*“Overall the service of the
planning department is
excellent.”*

*“Extremely satisfied with the
level of service and
expertise.”*

Wealden Planning Agents
Survey 2008





Mobile play facilities

Keeping active . . .

Following a successful bid to the Big Lottery Fund, Wealden District Council and its partner, Freedom Leisure, have launched Active Play, a mobile play bus designed to bring free play provision to Wealden's villages and towns.

It underlines the importance of organised play in developing young people's social and physical skills in a safe, yet stimulating, environment.

Activities at the drop-in sessions for 5-16 year olds include a mobile skate park, art and craft making, drama workshops and many other activities. Between September and May 2009, the Active Play team will be looking for indoor venues no smaller than a badminton court to deliver their sessions. School and village halls are ideal locations.

For more information contact Wealden's Play Development Officer by email at active.play@freedom-leisure.co.uk; or phone the officer on 01892 653311 or 01323 443322.

. . . staying safe

Thinking Safety is a new addition to Wealden's award-winning youth website, W4Y, aimed at giving advice to help young people stay safe. National crime figures show that young men aged 16-24 face a much greater chance of becoming victims of violence than the average adult. *Thinking Safety* provides useful tips to young people about keeping safe in cars, on the street, on public transport and in the home.

The W4Y website, www.w4y.co.uk, has been created by Wealden District Council and the Safer Wealden Partnership. It is managed with the help of 15 young people from across the District with input from other agencies such as the police, fire service and health authorities.



"It's packed with practical stuff that anyone my age will find useful. I would recommend it to all young people in Wealden."

James Davies (left)
Wealden Youth Cabinet
Member for East Sussex

Recycling points in Wealden District

Two thirds of Wealden has benefited from kerbside recycling for a number of years and we are planning to introduce it to the rest of the District's rural areas by 2010. Rural recycling trials began in Forest Row and Danehill last year and have already proved a success. As there are 22,000 rural properties

Town/village	Location	Materials
Alfriston	Deans Place Hotel, Seaford Road	●
Arlington	Yew Tree Inn	● ● ●
Berwick	Drusillas Zoo Park	● ● ●
Blackboys	Blackboys Inn, B2192	● ● ●
Broad Oak	Village Hall, Burwash Road	● ● ● ●
Buxted	Railway Station Car Park	● ● ● ●
Chelwood Gate	Red Lion, Lewes Road	● ● ●
	Village Hall, Beaconsfield Road	● ● ● ● ●
Chiddingly	Village Centre Car Park	● ● ● ●
	The Gun Inn, Gun Hill	● ● ●
Cross in Hand	Isenhurst Service Station	● ● ●
Crowborough	Croft Road Car Park	● ● ● ● ● ●
	Leisure Centre, Eridge Road	● ● ●
	Jarvis Brook Car Park	● ● ● ● ●
	Plough & Horses, Walshes Road	● ● ●
	White Hart Inn, Chapel Green	● ● ● ●
Danehill	School Lane Car Park	● ● ● ● ●
East Dean	Downlands Way	● ●
East Hoathly	Church Marks Lane Car Park	● ● ●
Fairwarp	Village Hall, Nursery Lane	● ● ●
Fletching	Church Street, nr Chestnut Cottages	● ● ●
Forest Row	Community Hall Car Park	● ● ● ●
	The Roebuck, Wych Cross	● ● ● ●
Framfield	Recreation Ground Car Park	● ● ●
Frant	Village Hall Car Park, The Green	● ●

Town/village	Location
Golden Cross	Deanland Wood Park
Groombridge	Institute Hall Car Park
Hadlow Down	Wilderness Wood, A26
Hailsham	Bricklayers Arms, E
	The Cedars
	Vega Close Car Park
	Vicarage Field Car Park
	Victoria Road Car Park
Hankham	Hillier Garden Centre
Heathfield	Co-op Car Park, High
	Crown Inn, Burwash
	Leeves Way
	Mill Road Car Park
	Station Road Car Park
Herstmonceux	Car Park (behind W
	Coopers Croft Nurseries
High Hurstwood	Village Hall, Chillies
Hooe	Red Lion
Horam	Village Hall, Eastbou
Isfield	Halfway House, A26
	Village Hall, Station
Jevington	Hungry Monk Resta
	Jevington Road Car
Laughton	Laughton Lodge, Co
	Roebuck Inn, B212

Key: ● Glass Bottles and Jars – colour separated (blue glass should be placed in with the green glass) ●

in Wealden, expanding kerbside recycling will be a major undertaking. Work is already underway to find the most efficient way to roll out this programme to all. In the meantime we have expanded the number of Neighbourhood Recycling Points we provide and the range of materials they take.

Additional materials can be recycled at County Council household waste recycling sites. Please ring 01892 602626 for further details.

	Materials	Town/village	Location	Materials
rk		Lower Dicker	Wyevale Garden Centre, A22	
rk		Maresfield	Batts Bridge Road Car Park	
A272		Mark Cross	Sussex County Gardens, A267	
rsham Road		Mayfield	Recreation Ground Car Park	
		Ninfield	Kings Arms Pub, Bexhill Road	
k, Town Farm		Nutley	Memorial Hall, High Street	
Park		Pevensey Bay	North Road Car Park	
ark		Polegate	Library Car Park, Windsor Way	
e, Hailsham Rd		Rotherfield	Station Road Car Park	
gh Street		Stone Cross	Behind Tesco Express, Adur Drive	
n Road		Uckfield	Foresters Hall, Harcourt Road	
			Green DIY, Bell Lane	
			Highlands Inn, Ridgewood	
ark			Luxford Field Car Park	
oolpack Inn)			Pavilion, Markland Way	
ery			Regency Close Car Park	
Lane			Tesco Car Park, Bell Lane	
			Victoria Pavilion, Old Timber Lane	
urne Road		Waldron	Lucas Hall	
s		Warbleton	Three Cups Inn, B2096	
Road		Westham	Peelings Lane Car Park	
urant		Willingdon	Seven Sisters Pub, Seven Sisters Rd	
Park			The Triangle, Eastbourne Road	
ommon Lane		Windmill Hill	Horseshoe Inn, A271	
4				

Cans & Foil Paper Plastic Bottles Beverage Cartons Textiles & Shoes

Guide to services



Planning, Recycling and Benefits are just three of many services provided by Wealden District Council. The cost to an average band D council tax payer for all our services is **just £3.15 a week**. Wealden collects council tax on behalf of the County Council, your parish or town council and the Sussex Police and Fire & Rescue services, but only 10 per cent of your total bill pays for the work of Wealden District Council.

Services provided by Wealden

Abandoned Vehicles	Cuckoo Trail	Health & Safety at Work
Air Quality	Dangerous Structures	Health Promotion
Alcohol Licences	Dead Animal Removal	Hedgerows & High Hedges
Animal Welfare	Design Guide	Historic Buildings
Arts Promotion	Development Control	Homelessness Help
Benefits	Disabled Adaptations & Grants	House Numbering
Benefits Fraud	Disability Access, Advice & Audits	Household Waste Collections
Building Conservation	Dog Warden	Housing Advice
Building Regulations	Drainage and Sewerage	Housing Benefit
Business Continuity Advice	Economic Development	Infectious Diseases
Business Help & Training	E-Government	Improving Disabled Access
Business Rates	Elections	Land Drainage Advice
Bus Passes	Electric Blanket Testing	Land Searches
Car Parks	Emergency Support	Landscape Advice
Caravan and Camp Site Licences	Energy Conservation	Leisure Centres
Cess Pool Emptying	Enforcement of Private Sector	Licensing of Houses in Multiple Occupancy
Child Safety Equipment	Landlord Law	Lifeline Community Alarm Service
Clinical Waste Disposal	Entertainment Licences	Listed Buildings
Coastal Protection	Environmental Health	Litter Picking and Enforcement
Commercial Waste Disposal	Fly Tipping	Local Development Framework
Community Grants	Food Safety	Local Plan
Community Health	Freedom Leisure	Noise Nuisance Control
Conservation Areas	Funding Advice	Online Services
Council Housing	Gambling and Lottery Licences	
Council Tax	Grants	
Council Tax Benefit	Green Spaces	
CROWN Recycling Scheme		

Pest Control
Planning
Planning Enforcement
Play Strategy
Pollution Control
Public Toilets

Recycling
Recycling Centres
Reducing Anti-social
Behaviour
Refuse Collection

Rights of Way
Road Closures

Safer Communities
Safety in Action for Schools
Sheltered Housing
Smokefree Advice &
Enforcement
Sports Promotion
Street Cleaning
Street Naming

Street & House-to-House
Collections
Sustainability Advice

Taxi & Private Hire Licences
Tree Preservation

Vandalism Control
Volunteering

Waste Collection
Wealden 4 Youth Website
Welfare Burials

For help and advice on any of these matters

contact Wealden District Council:

Telephone: 01323 443322 or 01892 653311

Fax: 01323 443333 or 01892 602222

Email: info@wealden.gov.uk

**Offices at Vicarage Lane, Hailsham and
Pine Grove, Crowborough.**

Open Monday to Friday 8.30am-5pm.

Some of the services provided by East Sussex County Council

Adoption
Adult Social Care
Archives and Records
Births, Marriages & Deaths
Children & Family Services
Community Safety
Countryside Management
Economic Development

Fostering
Libraries and Information
Planning
Residential and Day Care
Rights of Way
Roads
Schools
Street Lighting

Student Support
Trading Standards
Traffic Safety
Traveller Sites
Waste Disposal
Youth Services

For enquiries about these services, the County Council can be contacted directly on 01273 481000 or through any Community Help Point or Public Information Point.



A person on an average Wealden wage would have to find a mortgage worth 15 times their annual salary to buy at existing property prices.

A roof over our heads

Wealden is working to improve the quality of life for all residents and the environment they live in. The Council and its housing association partners provide over 4,500 affordable homes in Wealden. We have introduced a new Choice-Based Letting system bringing greater choice and openness to applicants. Private home owners who are disabled or on income benefits can now apply for Decent Homes Assistance to bring their property up to nationally-agreed standards. The Council is also providing adaptations to enable older people to stay in their own homes for as long as possible.

One of our key priorities is the provision of more affordable housing. This is being energetically pursued through our planning policies and the use of 'exception sites' in our villages.

Planning policies encourage developers to ensure that 30 per cent of all major developments are made over to housing associations to supply homes for rent or part ownership. One of the knock-on effects of the credit crunch is expected to be a slow-down in the supply of these affordable homes as developers are forced to hold back on new building projects. The Council will continue to work positively in its enabling role with developers, housing association partners and the Housing Corporation to carry on delivering in these difficult times.



Affordable warmth: helping you save money and save energy

As a council we are working hard to cut down on our energy bills. Did you know you can save money by saving energy, thanks to new grants being offered by Wealden District Council? Improved insulation can save up to £275 a year off heating bills as well as reducing your CO₂ emissions.

We are now offering:

- Free loft and cavity wall insulation for people over 60*
- Free loft and cavity wall insulation for those receiving most benefits*
- Discounted loft and cavity wall insulation for everybody for £162*
- A limited number of 100% grants for people in fuel poverty to convert to renewable energy like solar thermal water heating.

Wealden, in partnership with some other East Sussex authorities, has secured £240,000 of funding for these grants from the Government and the Regional Housing Board.

Grants for boiler repairs or replacements are available through our Warm Front scheme for those in receipt of most benefits. The Over 60s can get a £300 rebate towards the cost of energy efficient heating systems where the current system has broken down.

To find out more or to apply, call the Wealden Home Energy Efficiency Hotline on 01323 443321.

* Subject to the size of the property, there may be an additional charge.





Wealden's Benefits Service ranks in the top ten nationally for telephone response, service levels and staff performance.

National Benefits Customer Satisfaction Survey 2006-2007

Benefits

Given the present state of the economy, it is even more important that we make sure people know about the financial help the Benefits Service can offer.

We help people pay their council tax and rent. Thousands of people miss out because they think they have too much money coming in or that their savings are too high. What we offer is advice and we can very quickly work out how much benefit you might qualify for, before you have to fill in any forms.

We will also help people claim the state benefits they are entitled to. In the first three months of this year, we have helped 145 people to each claim an average extra weekly income of £40.

Our website, www.wealden.gov.uk, gives lots of information about what the Benefits Service does, about other help and advice that's available, and includes a benefits calculator. This will help you find out if you are eligible for council tax benefits, tax credits and, if you are a tenant, housing benefit.

If you would like to speak to us, our direct phone number is 01323 443500.

Safer Wealden Partnership



Feeling safe is a top priority for most of the residents who live in the Wealden District - numerous surveys have highlighted this fact.

So it is good to know that Wealden has one of the lowest crime rates in the country and it is still falling for most crime types. The Safer Wealden Partnership, which involves Sussex Police, Wealden District Council, East Sussex Fire and Rescue Service, East Sussex County Council, the local NHS and Sussex Police Authority, is continuing to work hard to tackle crime and to reduce the fear of crime in our communities.

The Sussex Police Neighbourhood Teams are now working in local wards with Wealden, meeting people to identify local priorities and drawing up action plans.

You can receive free email updates about the fight against crime in your area through the Safer Wealden Partnership's Community Contact by Email Scheme. To take part, email cc.registration@sussex.pnn.police.uk, including your postcode and a contact telephone number.

Emergency planning

In the event of a major emergency, such as serious flooding, an outbreak of avian flu, a terrorist incident or an environmental disaster, Wealden District Council will work with the Emergency services, the Environment Agency and other organisations to provide shelter, support, and the restoration of normality.

Wealden also has specific responsibility for business continuity, to ensure that the Council's vital services continue to operate for the public and to support local businesses in developing their own business continuity.

Local information about any major emergency, and advice on reducing the impact of emergency incidents on you or your property, can be found by visiting our website, www.wealden.gov.uk, which provides a number of links to other organisations. Alternatively you can go to the Sussex Resilience Forum's website, www.sussexemergency.info.





*Wealden's
coastline*

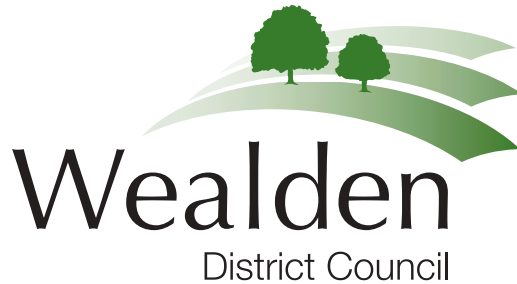
A sustainable Wealden

Wealden District Council is committed to tackling climate change and has developed its own Climate Change Policy and Action Plan. The Action Plan sets out how the Council will monitor and reduce its own emissions and support Wealden residents and businesses to take climate change measures.

Plans for a purpose-built Wealden Council headquarters building in Hailsham which will be sustainable and energy-efficient, are expected to drastically reduce the Council's carbon emissions and save on running costs over a 25 year period. Planning policies that aim to reduce the carbon emissions from new developments are being drawn up and will form part of the forthcoming Local Development Framework. Builders are already being encouraged to satisfy a sustainability checklist covering insulation, drainage and water supplies.

Two Council residential properties have undergone eco-style makeovers as the Council trials a range of energy-saving and environmental technologies. Measures include wood pellet boilers, solar hot water panels, controlled ventilation, low flush toilets, internal and external low energy lighting and increased insulation. Data from the pilots will help with future improvements to the Council's housing stock for the benefit of tenants and the environment.

Individuals can make a difference too, by not using plastics bags, recycling all they can, sharing transport and improving the energy efficiency of their homes. All aspects of our lives will be affected by climate change, but if everyone makes some simple changes, together we can help make a difference. For more information on our Climate Change Action Plan visit the Environment & Transport section of the Council's website at www.wealden.gov.uk or phone the Council on 01323 443322 or 01892 653311.



If you, or somebody you know, would like the information contained in this document in large print, Braille, tape/CD or in another language please contact Wealden District Council on 01323 443302 or info@wealden.gov.uk

D&P 121070 9.08



GOVERNANCE THROUGH EXCELLENCE

Wealden District Council

Telephone: 01323 443322 or 01892 653311

Website: www.wealden.gov.uk

Email: info@wealden.gov.uk Minicom: 01323 443331

Council Offices:

Vicarage Lane, Hailsham, BN27 2AX and

Pine Grove, Crowborough, TN6 1DH

Monday-Friday from 8.30am-5pm

Community Help Points:

Uckfield Library, High Street, Uckfield and

Heathfield Library, High Street, Heathfield

Other Public Services:

East Sussex County Council: 01273 481000

www.eastsussex.gov.uk

Sussex Police: 0845 60 70 999 www.sussex.police.uk

East Sussex Fire & Rescue Service: 0845 130 8855

www.esfrs.org

NHS Direct: 0845 4647 www.nhsdirect.nhs.uk

Contact information about your local parish/town council is available from Wealden District Council.

