What is the Core Strategy?

The Core Strategy is the key Central Development Plan Document of the Waveney Local Development Framework. The document sets outs in strategic terms, the Council’s overall approach to future development, generally where it should take place and the key factors that need to be taken into account when considering proposals for development.

Topics include:

- Spatial strategy
- High quality and sustainable design
- Flooding and coastal erosion
- Infrastructure
- Community based regeneration
- Lake Lothin & Outer Harbour Area
- Action Plan
- Tourism
- Employment
- Renewable energy cluster
- Research and development / education
- Housing
- Gypsy and traveller accommodation
- Retail, leisure and office development
- Culture
- Sustainable transport
- Natural environment
- Built and historic environment
- Monitoring and delivery framework

Spatial strategy

The key diagram is a geographical representation of the proposals set out in the Core Strategy. Visit www.waveney.gov.uk/LDF/corestrategy to view a larger map online.

Vision and objectives

‘Prosperous, attractive and vibrant communities with good access to jobs, services and facilities and where everybody can feel safe, be healthy and happy’

Focus on infrastructure

New development can have an impact on roads, schools, healthcare facilities and other infrastructure. Developers must consider the impact of their proposed development on existing infrastructure, ensuring that capacity already exists, or that provision will be made.

To help raise funds to deliver new and improved infrastructure, the Council will be charging a ‘Community Infrastructure Levy’ on developers undertaking new building projects in the area.

How can I get involved?

Understanding the needs of the community is vital to the success of the Local Development Framework

We often ask for views from the local community on planning policy matters. To receive regular updates, register online at www.consult.waveney.uk or contact the Planning Policy Team on the right.

You will be sent details of upcoming consultations to respond to, and exhibitions which you can attend.

Find out more

All Local Development Framework documents are available to view online at www.waveney.gov.uk/LDF or at local Council offices and libraries. Hard copies are also available to purchase from the Planning Policy Team by using the contact details above.

If you, or someone that you know, requires this newsletter in an alternative format or language please contact us by post or using one of the methods above.

Waveney District Council, Town Hall, High Street, Lowestoft, Suffolk NR32 1HS.

Contact us

Planning Policy Team
(local Development Framework)
planningpolicy@waveney.gov.uk
(01502) 523029

Development Management Team
(planning applications)
(plb@waveney.gov.uk)
(01502) 562111

www.waveney.gov.uk/LDF
SOUTHWOLD

Contact us

Local Development Framework Leaflet FINAL VERSION Layout 1 04/02/2013 11:53 Page 1

happy

services

and

Vision and objectives

• Community based regeneration
• High quality and sustainable design

Topics include:

development, generally where it should take place and the key factors that need to be taken into

schools, healthcare facilities and other infrastructure.

Focus on:

Developers must consider the impact of their

ensuring that capacity already exists, or that

proposed development on existing infrastructure,

on developers


BUNGAY

safe

Brampton Station

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A146

, be

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A145

, be

B

A12


Great Yarmouth

North Cove

Kessingland

with Reydon

walking and use of public transport.

Objective 13:

Reduce the reliance

Meeting the jobs

Objective 12:

Making the most

Objective 11:

Making the most

Objective 10:

Making the most

Objective 9:

Objective 8:

Objective 7:

Objective 6:

Objective 5:

Objective 4:

Objective 3:

Objective 2:

Objective 1:


www.waveney.gov.uk/LDF/corestrategy

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Rural train station

Controller of Her Majesty's Stationery Office. (C) Crown Copyright All rights

Broads Authority area

Quality bus corridor

Main rail corridor

Waveney District boundary

Lowestoft and Great Yarmouth

Holt

Carlton

Great Yarmouth Rugby Club. Western end of Lake Lothing.

Urban (proposed)

Sustainable

Construction

Energy and

Sustainable

Transport

• Tourism
• Gypsy and traveller accommodation
• Renewable energy cluster
• Employment

and mixed communities through

educational achievement and

services and facilities, especially for

environment and reflect the

character of the District.

sustainable communities by

enhancing the natural, built and

network route

Transport interchange

Regional transport node

Waveney District Council, Town Hall, High Street, Lowestoft, Suffolk NR32 1HS.

All Local Development Framework documents are available to view online at

Find out more

Planning Policy Team on the right.

Understanding the needs of the

Based upon the Ordnance Survey mapping with the permission of the

Waveney District (excluding the Broads Authority area), setting out how the area should be developed.

What does the Local Development Framework mean for my area?

This depends on where you live. All towns have specific sites for future development to meet future needs such as housing and employment. There are also a number of policies which help to guide and manage development, including the re-use of vacant school buildings and playing fields, appropriate uses in town centres, and the supply of affordable homes.

What does the Local Development Framework mean for my planning application?

If you apply for planning permission, you will need to make sure your proposal complies with policies set out in the Local Development Framework. View the policies online at www.waveney.gov.uk/LDF, or speak to the area Planning Officer for advice on your proposal. Contact details can be found on the back of this leaflet.

What are the jobs and housing targets for the Waveney District?

We have a target to provide 6,980 new homes between 2001 and 2025. So far, 3,652 have been delivered (as at 31st March 2012). We also have a target to create 5,000 new jobs between 2005 and 2011. To help meet this target, over 47 hectares of land has been allocated for employment development across the District. Also, Enterprise Zones and ‘Local Development Orders’ have been designated in Lowestoft and Beccles. These designations will help to generate jobs by encouraging business development through financial incentives and simplified planning arrangements. Find out more inside this leaflet.

National Planning Policy Framework

The Local Development Framework policies are prepared with the objective of contributing to the achievement of sustainable development. To this end, they should be consistent with the principles and policies set out in the National Planning Policy Framework. Find out more online at: http://www.gov.uk/government/publications/national-planning-policy-framework
The Local Development Framework is the local plan for the Waveney district (excluding the Broads Authority area), setting out how the area should be developed.

What does the Local Development Framework mean for me?
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What are the key Local Development Framework documents?
The key Local Development Framework documents (as at December 2012) include:

- Core Strategy
- Adopted Development Plan
- Supplementary Planning Documents
- Development Management Policies
- Lowestoft Lake Linking and Connector Action Plan
- Proposals Map
- Map reproduced from the Ordnance Survey mapping with the permission of the Controller of Her Majesty’s Stationery Office (c) Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution

The Local Development Framework policies are prepared with the objective of contributing to the achievement of sustainable development. To this end, they should be consistent with the principles and policies set out in the National Planning Policy Framework. Find out more online at: http://www.gov.uk/government/publications/national planning policy framework-2

www.waveney.gov.uk/LDF

Adopted Development Plan
The key Local Development Framework documents (as at December 2012)

Supplementary Planning Documents
Additional guidance to help deliver the Development Plan Document policies

How can I get involved?
Find out more on the leaflet www.waveney.gov.uk/LDF

To receive regular updates, register online at www.consult.waveney.uk

What is the Core Strategy?
The supported strategy is a set of policies that set the key principles for the Waveney Development Plan. It identifies how the key economic objectives of the Framework have been incorporated into the Waveney Local Development Framework. It is used to guide future development in Waveney to 2021.

www.consult.waveney.uk
**What is the Core Strategy?**

The Core Strategy is the key central Development Plan Document of the Waveney Local Development Framework. The document sets out in strategic terms, the Council’s overall approach to future development, generally where it should take place and the key factors that need to be taken into account when considering proposals for development.

**Topics include:**
- Spatial strategy (see Key diagram below)
- High quality and sustainable design
- Flooding and coastal erosion
- Infrastructure
- Community based regeneration
- Lake Lothing & Outer Harbour Area

**Action Plan**
- Employment
- Tourism
- Culture
- Sustainable transport
- Natural environment
- Built and historic environment
- Monitoring and delivery framework

**Vision and objectives**

‘Prosperous, attractive and vibrant communities with good access to jobs, services and facilities where everybody can feel safe, be healthy and happy’

**Focus on infrastructure**

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To help raise funds to deliver new and improved infrastructure, the Council will be charging a ‘Community Infrastructure Levy’ on developers undertaking new building projects in the area.

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**Spatial strategy**

The key diagram is a geographical representation of the proposals set out in the Core Strategy. Visit www.waveney.gov.uk/LDF/corestrategy to view a larger map online.

**Main town ( Mature growth)**
- Market town ( mature growth)
- Larger village ( small-scale growth)
- Lower village ( small-scale growth)

**Main road corridor**
- Main road corridor
- Rural train station
- Rural train station

**National cycle network**
- National cycle network
- Heritage coast

**Area of outstanding natural beauty**
- Area of outstanding natural beauty

**Heritage coast**
- Heritage coast

**Promoting sustainable tourism and the cultural heritage of the area**
- Heritage coast

**Local Planning Framework**
- Local Planning Framework
- National Planning Policy Framework
- National Planning Policy Framework

**Site Specific Plan**
- Site Specific Plan
- Site Specific Plan

**Additional guidance to help deliver the Development Plan Document policies**
- Additional guidance to help deliver the Development Plan Document policies

**Application?**

If you apply for planning permission, you will need to make sure your proposal is consistent with the Core Strategy. For more information, visit www.waveney.gov.uk/LDF, or contact the area Planning Officer.

**Find out more**

All Local Development Framework documents are available to view online at www.waveney.gov.uk/LDF or at local Council offices and libraries. Hard copies are also available to purchase from the Planning Policy Team by using the contact details above.
**Policies to help make decisions on planning applications: Development Management Policies**

**What are Development Management Policies?**

The Development Management Policies document sets out the criteria against which planning applications will be considered.

The Development Management Policies cover a broad range of topics including high quality and sustainable design, coastal erosion, employment, housing and tourism. It represents the policies that the Council considers will deliver the vision, objectives and policies of the Core Strategy. Many of the policies relate to a specific area, and these can be viewed on the proposals map.

**Policies relate to:**
- Location of new development
- Coastal erosion
- Employment
- Housing
- Natural environment
- Built and historic environment
- Southwold harbour
- High quality and sustainable design
- Retail, leisure and office development
- Culture
- Other related policies

**Focus on:**
- Renewable Energy
- Affordable Housing
- Flood Management
- Growth
- Minerals
- Heritage
- Coastal erosion
- Staffing
- Freshwater
- Waste
- Air pollution
- Noise
- Transport
- Economic development
- Energy
- Water
- Heritage
- Flood
- Waste
- Other LDF documents

**Land for future development: Site Specific Allocations**

**What is the Site Specific Allocations document?**

The Site Specific Allocations document contains 28 sites suitable for future development.

Below is a list of the 28 allocated sites. The detailed consideration of each site will be through the submission of a planning application. The site allocations need to be read together with the Core Strategy and Development Management Policies to understand the combined effect upon a planning proposal. Please note that these are allocated sites only. To view all planning applications in your area, please visit www.waveney.gov.uk/planning. Figure in brackets indicate approximate number of homes.

**REEDHAM AREA**
1. INDUSTRIAL LAND south of Bacton Road
2. HOUSING (28) and CUSTOMER ACCESS CENTRE off Gresham Road
3. HOUSING (31) and ALLOTMENTS at Cucumber Lane / Oak Lane
4. ALLOTMENTS south of Paston Road

**BUNGAR AREA**
1. INDUSTRIAL AND HOUSING (35) on land west of the A144
2. HOUSING (8) at the telephone exchange
3. HOUSING (6) at existing community centre
4. COMMUNITY CENTRE on land at Old Griston Lane
5. ALLOTMENTS / OPEN SPACE on land at Pinfield
6. CEMETERY EXTENSION on land adjacent to Bungay Cemetery

**HALLOWEY AREA**
1. INDUSTRIAL LAND at Broadway Drive
2. INDUSTRIAL LAND at Broadway Farm
3. HOUSING (30) and ALLOTMENTS on Dairy Hill playing fields
4. HOUSING (40) and COMMUNITY CENTRE on Dairy Farm, Saxons Way

**LOWESTOFT AREA**
1. PRIMARY SCHOOL on Petherton in north Lowestoft
2. NEW INDUSTRIAL LAND at South Lowestoft Industrial Estate
3. MIXED USES (28) at the Town Hall
4. MIXED USES (36) on Cliff Road
5. HOUSING (32) at the former Normansway fire station*
6. HOUSING (36) at New Hall
7. HOUSING (40) and OPEN SPACE at Gunton Park
8. TOURISM AND RESIDENTIAL USES (10) at the CEFAS laboratory
9. HOUSING (48) ALLOTMENTS AND OPEN SPACE at Alverstone Avenue
10. PLAYING FIELDS in Kessingland
11. SPORTS AND LEISURE FACILITIES in Carlton Colville

**SOUTHWOLD AND RETINIA AREA**
1. INDUSTRIAL LAND at Fountain Way industrial estate
2. MIXED USES (36) on Clapham Road
3. SPORTS PITCHES at Wargrave Road*

*Denotes whole or part of site has planning permission.

**Regenerating central Lowestoft: Lowestoft Lake Lothing and Outer Harbour Area Action Plan**

This plan helps to guide development in the area surrounding Lake Lothing and the Outer Harbour.

The plan supports the creation of jobs, particularly in the energy sector, new homes, improved pedestrian, cycle and vehicle links. Flood risk management measures and better connections to and along the waterfront. Improved pedestrian and cycling routes should provide an attractive alternative to the car. A third vehicular crossing is a long-term ambition, and is expected to come forward beyond the plan period. This will be subject to further feasibility work by the highways authorities.

**Other LDF documents**

A Gappy and Traveller Site Specific Allocations Development Plan document may be prepared. This will depend on the results of an updated needs assessment.

The Proposals Map provides a geographical expression of policies, including sites for future development, existing employment land, open spaces and more.

The Statement of Community Involvement sets out the ways in which we involve the community in the Local Development Framework.

The Annual Monitoring Report assesses the performance of the LDF policies and reports on a number of key indicators.

The Local Development Scheme provides an overview of the content of the LDF, plus a timetable identifying the different stages in its preparation.

In addition to the key Development Plan Documents, a number of Supplementary Planning Documents are being prepared to provide further guidance on how policies in the Local Development Framework should be implemented. These include development briefs for specific sites and more detailed information on specific policies.

A number of background studies have been prepared to support the policies in the Local Development Framework. These can be viewed online at www.waveney.gov.uk/LDF.
**Policies to help make decisions on planning applications: Development Management Policies**

**What are Development Management Policies?**

The Development Management Policies document sets out the criteria against which planning applications will be considered.

The Development Management Policies cover a broad range of topics including high quality and sustainable design, coastal erosion, employment, housing, and tourism. It represents the policies that the Council considers will deliver the vision, objectives and policies of the Core Strategy. Many of the policies relate to a specific area, and these can be viewed on the proposals map.

- **Policies relate to:** Location of new development, Coastal erosion, Employment, Housing, Natural environment, Built and historic environment, Policies related to: High quality and sustainable design, Retail, leisure and office development, Culture, Policies related to: Southwold harbour.

**Focus on: Renewable Energy**

Renewable energy technologies such as solar panels, wind turbines and anaerobic digesters using energy from the sun, wind, water and biomass can produce energy we can use.

By 2033, 30% of our total electricity, and 12% of our heat should come from renewable sources. A mix of different energy technologies will contribute towards greater energy security in the District and help reduce the impact of climate change. Proposals will be submitted where there are no significant adverse effects upon the landscape, historic features, townscape or local residents.

**Focus on: Affordable Housing**

Affordable housing is needed because house prices have risen faster than average household incomes, which have remained low. This means many people are unable to enter the housing market to buy their own home and require an alternative form of housing, which they can afford.

To meet the growing demand for affordable homes, in Waveney all new housing development, including buildings converted to residential use, or for more homes are required to include or contribute toward providing new affordable homes. This can be up to 30% of the total number of homes being built on each site.

**What is the Site Specific Allocations document?**

The Site Specific Allocations document contains 28 sites suitable for future development.

Below is a list of the 28 allocated sites. The detailed consideration of each site will be through the submission of a planning application. The site allocations need to be read together with the Core Strategy and Development Management Policies to understand the combined effect upon a planning proposal. Please note that these are allocated sites only. To view all planning proposals in your area, please visit www.waveney.gov.uk/planning. Figure in brackets indicate approximate number of homes.

- **LOWESTOFT AREA:**
  - 1. PRIMARY SCHOOL at Parkhill in north Lowestoft
  - 2. NEW INDUSTRIAL LAND at South Lowestoft Industrial Estate
  - 3. MIXED USES (25) at the Town Hall*
  - 4. MIXED USES (26) on Clapham Road
  - 5. HOUSING (32) at the former Normanshurst fire station*
  - 6. TOURISM (10) at Ness Point
  - 7. HOUSING (80) and OPEN SPACE at Gunton Park
  - 8. TOURISM and RESIDENTIAL USES (30) at the CEFAS laboratory
  - 9. HOUSING (48) - ALLOTMENTS and OPEN SPACE at Morston Avenue
  - 10. PLAYING FIELDS in Kessingland
  - 11. HOUSING (48), ALLOTMENTS AND OPEN SPACE at Monckton Avenue
  - 12. TOURISM AT ESPLANADE
  - 13. HOUSING (48) at the CEFAS laboratory
  - 14. HOUSING (50) at the CEFAS laboratory
  - 15. HOUSING (25) on land off Cliff Road

- **SOUTHWOLD AND REYDON AREA:**
  - 1. HOUSING (20) at the telephone exchange
  - 2. HOUSING (20) and ALLOTMENTS on land west of A144
  - 3. MIXED USES (10) on land west of A144
  - 4. MIXED USES (10) at the former Eyeperley school playing field*
  - 5. SPORTS PITCHES at Wangford Road*

- **SOUTHWOLD AND RETINOR AREA:**
  - 1. HOUSING (20) at Pakefield
  - 2. MIXED USES (20) at the former Eyeperley school playing field*
  - 3. SPORTS PITCHES at Wangford Road*

- **BUNGAY AREA:**
  - 1. HOUSING (60) on land south of Broadway Drive
  - 2. HOUSING (10) and ALLOTMENTS on land at Overstone
  - 3. HOUSING (60) at the former Eyeperley school playing field*
  - 4. HOUSING (40) and COMMUNITY CENTRE on Dairy Farm, Saxons Way

- **HALESWORTH AREA:**
  - 1. HOUSING (20) at the former Eyeperley school playing field*
  - 2. HOUSING (8) at the former Eyeperley school playing field*

**Land for future development: Site Specific Allocations**

**Other LDF documents**

**Regenerating central Lowestoft: Lowestoft Lake Lothing and Outer Harbour Area Action Plan**

This plan helps to guide development in the area surrounding Lake Lothing and the Outer Harbour.

The plan supports the creation of jobs, particularly in the energy sector, new homes, improved pedestrian, cycle and vehicle links, flood risk management measures and better connections to and along the waterfront. Improved pedestrian and cycling routes should provide an attractive alternative to the car. A third vehicular crossing is a long-term ambition, and is expected to come forward beyond the plan period. This will be subject to further feasibility work by the highways authorities.

**Enterprise Zones & Local Development Orders**

The Government introduced neighbourhood planning through the Localism Act 2011. Neighbourhood planning empowers communities to take control of the future of their local area - choosing where new homes, shops and offices should be built. Neighbourhood planning can also grant planning permission for new buildings the community wants. Plans are neighbourhood led, led by local authorities and, and are prepared within a robust statutory process. Neighbourhood planning is not a substitute for Local Plans, but allows communities to have a say in local development through a local development order (LDO) which can be prepared by a Local Authority or a Neighbourhood Plan (NPP) which can be prepared by a Neighbourhood Plan (NPP) Community.

**Neighbourhood planning**

The LDF contains a Neighbourhood Planning Area (NPA) that covers the whole of Lowestoft. Neighbourhood plans allow communities to have a say in local development through a Neighbourhood Plan (NPP) which can be prepared by a Neighbourhood Plan (NPP) Community. Neighbourhood Plans are not a substitute for Local Plans but allow communities to have a say in local development through a Neighbourhood Plan (NPP) which can be prepared by a Neighbourhood Plan (NPP) Community.

**Enterprise Zones & Local Development Orders**

There are four enterprise zones; Mobb’s Way in Oulton, Riverside Road in Lowestoft, South Lowestoft Industrial Estate and Ellough in Bacton. These zones present an excellent opportunity for businesses to capitalise on the area’s leading position in the energy sector by offering a range of benefits and incentives such as business rate exemption and superfast broadband.

The enterprise zones (plus the PowerPark in Lowestoft) have a can-do attitude to planning through the use of simplified planning procedures called Local Development Orders. These enable businesses operating within the energy, offshore engineering and ports and logistics sectors (and businesses which provide a demonstrable supporting role) to commence construction on specific types of development without making a planning application or paying planning fees.

**In addition to the key Development Plan Documents, a number of Supplementary Planning Documents are being prepared to provide further guidance on how policies in the Local Development Framework should be implemented. These include development briefs for specific sites and more detailed information on specific policies.**

**A background number of studies have been prepared to support the policies in the Local Development Framework. These can be viewed online at www.waveney.gov.uk/LDF.**

**The Annual Monitoring Report assesses the performance of the LDF policies and reports on a number of key indicators.**

**The Local Development Scheme provides an overview of the content of the LDF, plus a timetable identifying the different stages in its preparation.**

**www.waveney.gov.uk/LDF**

**www.waveney.gov.uk/LDF/ldo**

**www.waveney.gov.uk/LDF/aap**

**www.waveney.gov.uk/communityledplanning**

**www.waveney.gov.uk/enterprisezone & www.waveney.gov.uk/LDO**

**www.waveney.gov.uk/LDF/daa**
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**Other LDF documents**

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**Neighbourhood planning**

The Neighbourhood Planning Act 2015 provides for communities to take control of the future of their local area - choosing where new homes, shops and offices should be built. Neighbourhood planning can also grant planning permission for new buildings the community wants. Plans are neighbourhood-led, with local authorities as a facilitator, and growth is achieved in a way that is positive and sustainable for the community. Neighbourhood planning, in Oulton, South Lowestoft Industrial Estate and Ellough in Beckles. These zones present an excellent opportunity for businesses to capitalise on the area’s leading position in the energy sector by offering a range of benefits and incentives such as business rate exemption and superfast broadband.

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**Other LDF documents**

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**What are Development Management Policies?**

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The Development Management Policies cover a broad range of topics including high quality and sustainable design, coastal erosion, employment, housing and tourism. It represents the policies that the Council considers will deliver the vision, objectives and policies of the Core Strategy. Many of the policies relate to a specific area, and these can be viewed on the proposals map.

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**Focus on: Renewable Energy**

Renewable energy technologies such as solar panels, wind turbines and anaerobic digesters use energy from the sun, wind, water and biomass to produce energy we can use.

By 2031, 30% of our total electricity, and 12% of our heat should come from renewable sources. A mix of different energy technologies will contribute towards greater energy security in the District and help reduce the impact of climate change. Proposals will be permitted where there are no significant adverse effects upon the landscape, historic features, townscapes or local residents.

**Focus on: Affordable Housing**

Affordable housing is needed because house prices have risen faster than average household incomes, which have remained low. This means many people are unable to enter the housing market to buy their own home and require an alternative form of housing, which they can afford.

To meet the growing demand for affordable homes, in Waveney all new housing developments including buildings converted to residential use of 5 or more homes are required to include a mix of different energy technologies will contribute towards greater energy security in the District and help reduce the impact of climate change. Proposals will be permitted where there are no significant adverse effects upon the landscape, historic features, townscapes or local residents.

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Renewable energy technologies such as solar panels, wind turbines and anaerobic digesters use energy from the sun, wind, water and biomass to produce energy we can use.

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The approach to future development in Waveney to 2021: Core Strategy

What is the Core Strategy?
The Core Strategy is the key central Development Plan Document of the Waveney Local Development Framework. The document sets out in strategic terms, the Council’s overall approach to future development, generally where it should take place and the key factors that need to be taken into account when considering proposals for development.

Spatial strategy

The key diagram is a geographical representation of the proposals set out in the Core Strategy. Visit www.waveney.gov.uk/LDF/corestrategy to view a larger map online.

Vision and objectives

‘Prosperous, attractive and vibrant communities with good access to jobs, services and facilities and where everybody can feel safe, be healthy and happy’

Focus on infrastructure

New development can have an impact on roads, schools, healthcare facilities and other infrastructure. Developers must consider the impact of their proposed development on existing infrastructure, ensuring that capacity already exists, or that increased capacity can be provided.

To help raise funds to deliver new and improved facilities, the Council will be charging a Infrastructure Levy to help raise funds to deliver new and improved facilities in Waveney.

Objective 16: Promoting the development of brownfield land

Objective 17: Securing the development of new areas of employment

Find out more

All Local Development Framework documents are available to view online at www.waveney.gov.uk/LDF or at local Council offices and libraries. Hard copies are also available to purchase from the Planning Policy Team by using the contact details above.

If you, or someone that you know, requires this newsletter in an alternative format or language please contact us by post or using one of the methods above.