

Past Successes and **New Beginnings**

Welcome to the last edition of Coastline.

In April, over a decade of successful partnership working between Suffolk Coastal and Waveney District Councils will culminate with the creation of a new 'super district' council, called East Suffolk.

As Suffolk Coastal District Council will cease to exist, a new publication will be needed - and this will be one of a series of changes, such as the introduction of the new East Suffolk brand, that will be introduced.

The new East Suffolk Council will be the largest district council in the country - serving a quarter of a million people.

However, we are committed to making sure that local people continue to receive the same high quality services from their council.

Ahead of this momentous historic occasion, we asked Suffolk Coastal's Leader, Cllr Ray Herring, to look back on the achievements of the council, since it was set up in 1974 - as well as looking forward to the future.

"I think we can be proud of our history. We are a local authority that has actually

been successful in managing the services it provides and enabling others to provide services, while safeguarding our fragile environment," said Ray.

"We have faced many challenges, such as the closure of Bentwaters Airbase and the Americans leaving, through to having to deal with the pressures of reducing funding and government legislation. However, we have reacted positively to the changing environment and ended up in a very sound good place."

Ray is one of the longest serving council leaders in the country. He became a Suffolk Coastal Councillor in 1987 (32 years ago), before becoming Leader in 1999 - so 2019 marks his 20th anniversary as Leader!

"I'm from a local farming family, so I really appreciate the value that we have here in this area. I got involved in local politics because I wanted to influence what happens in the area and make a contribution to the local community," explains Ray.

"The great thing about working at district council level is that you can be involved in the strategic stuff, such as our Business Plan, and the budgets but still remain very hands on in



making things happen that matter in the community. And, being honest, this is a marvellous place to have that sort of influence on our environment."

"As a council, we have seen tremendous change over the years. We are now far more open and transparent in the way we work and the provision of information. I am particularly proud of the partnership working and enabling approach we have developed," said Ray.

"We have been involved in setting up a whole raft of effective partnerships, such as the creation of the Norse partnership, and we can be particularly proud about our partnership with Waveney over the last decade, which has brought in over £22 million in efficiency savings

and ultimately led to the creation of East Suffolk Council."

"We have been very successful in managing the budget pressure local authorities have faced and have been prudent in how we have managed our spending reductions to avoid cuts and redundancies, leading to the new authority being able to be created in a sound financial position."

"This joined up working means we have influenced many areas, such as increased tourism and high employment rates, by encouraging inward investment and confidence, so driving a strong economy in the District."

"We have always been an

continued on page 2

East Suffolk Customer Service

The Customer Service team is the first point of contact with the council for many residents. Although both Suffolk Coastal and Waveney District Council teams work in the same way for much of what we do, there are still challenges and changes ahead with the merger.

What are we doing?

The Customer Service teams are busy learning about the towns and villages they will be serving across east Suffolk - not just the local area. The preparations have already begun with the

sharing of some calls - you may have noticed that the lines for Council Tax and Benefits have already merged and can be answered by anyone in both Melton and Lowestoft.

How will this affect residents?

Following the merger on 1 April, there will be a single telephone number for all residents of east Suffolk and calls will be answered by the East Suffolk Customer Service.

Nothing will change for those who contact us by email, as



we have been sharing an email address for some time already.

If you prefer to visit the

Customer Service team, you can continue to do so at Woodbridge Library, Felixstowe Library, The Marina Centre and Beccles Library.

continued from page 1

enabling council. We genuinely believe in enabling and encouraging people and communities to do more for themselves.”

“Overall, I think we can be

very proud of our achievement during the 45 years of Suffolk Coastal District Council.”

“We are a local authority that has been success-

ful in managing the services it provides and enabling others to do more for themselves, while safeguarding our fragile environment and dealing with the pressures of reducing funding and

government support.”

“Basically, we have ended up in a very sound place from which to launch East Suffolk Council to face the challenges of the future.”



Contact Us

You can do much more at: www.eastsuffolk.gov.uk, it's quick, easy and cost effective.

Email: customerservices@eastsuffolk.gov.uk

General enquiries: 01394 383789

Council Tax: 01394 444855

Housing Benefit: 01394 444838

- Monday to Wednesday 8:45am - 5pm
- Thursday 9:30am - 5pm
- Friday 8:45am - 5pm

Minicom/textphone: 01394 444211

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www.facebook.com/eastsuffolkcouncil

www.linkedin.com/company/eastsuffolkcouncil/

www.youtube.com/channel/UCuAEAQUUSLjz_6qqJWt5Swg

Instagram: [@eastsuffolkcouncils](https://www.instagram.com/eastsuffolkcouncils)

Visit us

Suffolk Coastal Customer Services is based within the community through Felixstowe and Woodbridge Libraries and staff are available to handle enquiries face to face, over the phone and email.

From the library locations we have public access computers and free Wi-Fi.

District Council Customer Services – Woodbridge Library, New Street, Woodbridge, IP12 1DT

Opening times:

- 8.45am – 5pm Monday to Wednesday
- 9.30am - 5pm on Thursday
- 8.45am - 5pm on Friday
- Citizens Advice Bureau** drop in session Monday 10am-12pm

District Council Customer Services –

Felixstowe Library, Crescent Road, Felixstowe IP11 7BY

Opening times:

- 10am - 4pm on Mondays
- 9am - 5pm Tuesdays to Fridays
- Citizens Advice Bureau** drop in session, Monday 10am-12pm

For refuse collection and recycling enquiries contact **Suffolk Coastal Norse Ltd**

Telephone: 01394 444000

Email: scs@ncsgrp.gov.uk

Leisure centres (Managed by Places Leisure)

- Deben 01394 388991
- Felixstowe 01394 670411
- Brackenbury 01394 270278

We are closed on all bank holidays

Out-of-hours emergency telephone service

Contact both Suffolk Coastal and Waveney District Councils on: **01502 527133.**

Enabling Broadband Programme

We recently updated you on Suffolk Coastal's Enabling Broadband Programme.

Under this programme the council had allocated substantial funding to fund wireless broadband provision in order to cover those 2% of properties across the District that won't benefit from the Suffolk Better Broadband scheme - these properties will be predominantly rural.

We have issued contracts with two local companies (Fram Broadband and RADE) to build the necessary infrastructure we need in the District.

Those companies have now begun purchasing, and siting, additional equipment to enhance the service to residents, businesses and visitors alike.

Fram Broadband has extended the coverage in the Framlingham, Saxtead, Bruisyard and Gt Glemham parishes. Similarly, RADE has enhanced the coverage in the North of the District, along the Blyth Valley and Leiston/Theberton areas.

We will obviously keep you updated on the infrastructure build, as it progresses. However, if you or anyone you know is experiencing



Cllr Herring with Oli Stockman (Fram) and Jake Barton (RADE)

difficulties accessing high-speed broadband from traditional providers do contact these operators to see if you can benefit from a high-speed service as part of this investment by your District Council.

Suffolk Coastal's Leader, Cllr Ray Herring, said: "We are putting this investment in because we want to ensure that no one is left behind as high-speed broadband is essential to the prosperity of our District."

Funding boost for local communities

Local community groups have received a funding boost of just over £144,000 - thanks to Suffolk Coastal.

The Enabling Communities Budget (ECB) was set up in December 2013 to support local projects and activities which benefit those living in the District.

So far this financial year, Suffolk Coastal's councillors have supported over 125 projects and community initiatives, with a total of £144,414.85 being given in funding.

The budget has supported everything from new play areas, improvements to community buildings, charities that help the members of our communities, sports clubs and activities which caters to all ages.

Cllr TJ Haworth-Culf, Suffolk Coastal's Cabinet Member for Customers, Communities and Leisure, said: "I am delighted that we have been able to support so many great organisations.

"One of the key priorities in our Business Plan is enabling communities to develop and deliver worthwhile schemes and projects to local people. This funding is an important contribution to that ambition.

"The scheme ensures that we are able to support the breadth of our District, including younger and older people, and get behind projects and activities that benefit our communities, protects our heritage and teaches crucial life skills."

Each councillor has £6,500 to spend this financial year, to enhance existing projects or community groups in their ward.

The 2018/19 budget ends at the end of this month.

To find out how your local councillor is spending their budget, visit their contact details pages at: www.eastsuffolk.gov.uk/your-council/councillors/suffolk-coastal-district-councillors

For more information about the Enabling Community Budget, visit: www.eastsuffolk.gov.uk/community/community-grants-and-funding/suffolk-coastal-enabling-communities-budgets

A few of the projects that have received ECB funding are:

- £750 to Black & White Productions towards the costs of staging a performance of a new play in Felixstowe
- £1,500 to Grange Community Primary School towards purchase of books for the Bug Club
- £1,500 to Pier Project to help fund art sessions aimed at young people aged 16-25
- £515 to Westerfield Parish Council towards installing energy efficient interior lights at the Village Hall
- £5,346.62 to Rushmere St Andrews Parish Council towards staging a Beacon Lighting event to celebrate the centenary of the end of WW1
- £350 for Headway Suffolk towards a rehabilitation service for inpatients at Felixstowe General Hospital who have a neurological condition

The new Leiston Leisure Centre is coming soon!



Work is well underway at Leiston Leisure Centre

Leiston Leisure Centre was closed in September 2018 to undergo a refurbishment, as Suffolk Coastal invests £3.5 million in bringing state-of-the-art leisure facilities to the area.

The new leisure centre was designed with the council's leisure development

partners, Pulse Design & Build and operators, Places Leisure. It will include a new spacious gym with modern equipment, and a new health suite by the pool area.

The plans also include a high quality village style changing area by the pool. This will be family friendly

with cubicles for parents and children, separate changing areas for groups, which can also be used by the public when empty and individual changing cubicles and showers.

More fitness classes will be available with two new dance studios and a group

cycling studio, which will also serve as multi-bookable rooms.

The refurbishment is being completed in several stages and will partly reopen once the first stage is completed. We expect the whole centre to be fully reopened this summer.



Getting active

If 2019 is the year you want to get active, why not join the recently refurbished Deben Leisure Centre in Woodbridge?

The centre was reopened in June 2018, following a £3.5 million refurbishment, bringing state-of-the-art

leisure facilities to the area.

The facilities offer something for everyone, whatever you're into:

- A bright and spacious gym with the latest equipment
- Two studios for group exercises and interactive cycling

- A modernised and brighten pool
- A thermal suite featuring a steam room, sauna, ice feature and relaxation area

For more information, go to www.debenleisurecentre.co.uk



New thermal suite at Deben



The new spacious gym at Deben



Modernised pool at Deben

Closure of M&S Felixstowe

M&S bosses have confirmed that the company's store in Felixstowe will be closing on 27 April 2019.

In a letter addressed to the council, David Leach, M&S Government Affairs Manager, confirmed the closure of the store in Hamilton Road.

"The consultation process with employees has reached the stage where the proposal to close the store has been accepted. The final day of trading at the store will be Saturday 27th April", he said.

"We are continuing to consult on the people impact of the closure and colleagues will either be redeployed or offered redeployment to other M&S stores before redundancy is considered."

"We recognise that you will be very disappointed by the store closure, but we are convinced it is the right commercial decision for M&S for the reasons we have previously explained."

Suffolk Coastal's Deputy Leader and Cabinet Member for Economic Development, Cllr Geoff Holdcroft, is disappointed in the decision.

"I am bitterly disappointed to hear that Marks and Spencer intends to go ahead with its plan to close its store in Hamilton Road, Felixstowe, from the end of April," he said.

"Despite saying it was consulting with people over the proposal, this appears to have been a done deal from the beginning, as Marks and Spencer has blatantly ignored the heartfelt protests of local people, who have campaigned vigorously to keep this shop open."

"What is particularly disappointing is that Marks and Spencer has also chosen to discount the strong business case that we have made for the shop to remain open in some form, based on the predicted continued growth



Cllr Green, Cllr Newman, Mr Ginty, MP Coffey and Cllr Holdcroft

of Felixstowe's economy. We are committed to maintaining a vibrant High Street in Felixstowe."

On 31 January, Cllr Holdcroft, Felixstowe Mayor, Cllr Graham Newman, MP Therese Coffey and Suffolk Coastal Cllr Tracey Green met with Mr Ginty, the Head of Public Affairs at M&S in Parliament and had a frank exchange of views. They suggested that Felixstowe is a town on the rise and

with jobs, population and investments all increasing in the town that it would be a mistake for M&S to close.

The Cllrs made a presentation to Mr Ginty on the importance of the store to the town and how popular it is with local residents and visitors who enjoy coming to Hamilton Road in Felixstowe to shop. They also formally handed over a petition signed by just under 7,000 people.

Search for east Suffolk councillors

The search is on to find people who want to stand as a district councillor in the new East Suffolk Council.

On 1 April, East Suffolk Council will be formed - a new 'super district' authority, serving the residents, businesses and communities of both Suffolk Coastal and Waveney.

The new district will be served by 55 councillors, each representing a 'ward', with 29 separate wards in total.

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To be eligible to stand for election, applicants must be 18 or over; and a UK, EU or Commonwealth Citizen; and either be registered to vote on the current register with the local council, or have either worked or lived in the council's area for one year; or have been an owner or tenant of any land or premises in the council's area for one year.

Elections to the new council will be held on 2 May 2019. Anyone interested in finding

Stand for what you believe in

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Make a difference to lives in East Suffolk

eastsuffolk.gov.uk/beacouncillor

out more about becoming a councillor should visit

www.eastsuffolk.gov.uk/beacouncillor

What we said we'd do ...

As part of the East Suffolk Business Plan, which we published in 2016, Suffolk Coastal and Waveney District Councils, working together in partnership, made a commitment to deliver a wide range of 'outcomes' to benefit local people, communities, businesses and groups.

Across the next four pages, you can see some examples of the work we have done, how we achieved it and why we did it in the first place. As these case studies show, we mean business in east Suffolk and are determined to address the challenges we face as proactively and effectively as possible. As we become one new

ECONOMIC GROWTH

CREATING APPRENTICESHIPS

Our Business Plan states, as a specific ambition, that the council's will work to create more apprenticeships, giving local young people a clear pathway from education into work and helping them acquire key skills which are essential for employment.

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council covering all of east Suffolk, these achievements form the bedrock of our ambi-

tions as one of the very first, combined 'super councils' in the country.

Creating more apprenticeships in east Suffolk



What we did?

Apprenticeship roles within the councils are available to young people aged 16 and above. Our apprenticeship programme offers individuals the chance to gain valuable workplace experience and leads to a nationally recognised qualification. The programme offers a host of benefits, including a fully funded qualification and training and development opportunities. A number of positions are available through the programme each year, in a variety of teams.

After their apprenticeship year is complete, the apprentices are encouraged to apply for alternative roles within the councils. This

gives them the opportunity to secure permanent employment and also creates a vacancy for a new apprentice. We also work with local businesses to help promote the value of apprenticeships and to identify apprenticeship opportunities.

Research shows that 74% of employers say that employing apprentices has improved their products or services and 78% say apprentices have improved productivity.

Why we did it?

We are committed to the apprenticeships programme, both internally and externally, as part of our strategy to improve the life chances of our young people. The

programme helps to create a skilled workforce across a range of sectors, to increase productivity and economic growth.

The apprenticeship scheme gives young people a clear pathway from education into work and teaches them key skills which are essential for employment, such as questioning and listening, giving feedback and managing relationships. The scheme also benefits existing council staff by developing their supervisory and management skills, as well as enabling them to become mentors.

The difference this made?

In 6 years, the councils have welcomed almost 100 apprentices to the organisation and there are now 61 people currently in either apprenticeship roles or who have moved into permanent/ fixed-term positions.

Since the beginning of 2016, our rolling apprenticeship programme has seen 34 apprentices hosted in a variety of our service areas, including Planning, Housing and Revenues & Benefits. 5 of these have gone on to

secure permanent employment with us. In addition, each year we host a further 7 apprentices within the Housing Maintenance Team where they learn specific trades such as plumbing and bricklaying.

Our work with local businesses has also been successful. For instance, we brokered a relationship between Kingsley Health Care Academy and East Coast College with the latter agreeing to offer a Level 2 NVQ in Health and Social Care in tandem with students undertaking work experience with Kingsley. Of the 12 students who started on this new course, 8 are now employed permanently by Kingsley and half of these are being supported through their Level 3 NVQ.

Our work has also helped Hosesons identify a skills gap within their workforce in terms of creative digital media. With support from the councils, East Coast College was able to introduce a new Level 3 NVQ in Creative Digital Media and as a result, Hosesons now has a rolling programme of 5 apprentices each year.

...and how we did it!

Develop and **launch a healthy food award scheme**



What we did?

Working with Suffolk County Council Public Health and other district councils, the 'Eat Out Eat Well' (EOEW) scheme was launched in January 2016.

Any Suffolk food business with a food hygiene rating of 3 or above can apply for accreditation, free of charge. Food and Safety officers assess each business, looking at levels of fat, sugar and salt in food, children's foods, the availability of fruit and vegetables, cooking methods and the promotion of healthier choices. Businesses may then be given a bronze, silver or gold award.

Awards are presented on site by the relevant Cabinet

Member for Community Health and promoted through the press, online and on social media, tagging awarded businesses where possible for further promotion. Customers are encouraged to look for the EOEW symbol when choosing where to eat.

Why we did it?

As detailed in the East Suffolk Business Plan, we want to have healthy residents and are working to promote healthier lifestyles. The EOEW scheme aims to encourage businesses to offer healthier choices to customers.

According to research from the Food Standards Agency, consumers feel healthy eating is an important influencing factor when

deciding what food to eat both inside and outside the home. Combined with links between diet and increasing obesity, heart disease and some cancers, it is more important than ever for food outlets to help customers make healthier choices.

As well as promoting health, a key part of the scheme is to recognise and promote local businesses through press and social media coverage; this also encourages other businesses to sign up for assessment.

The difference this made?

Since the launch of the scheme in 2016, 17 businesses in east Suffolk have been presented with EOEW awards.

Business owners have reported that the award is 'good for business' and are grateful for the recognition of their efforts to introduce healthier choices.

Social media posts promoting these awards are well received and help to raise the profile of these businesses, as well as the profile of the Food and

**ENABLING
COMMUNITIES -
ECONOMIC GROWTH**
**EAT OUT
EAT WELL**

Our Business Plan sets out a vision where our residents enjoy healthy lives and our local businesses flourish. To achieve this, the councils are promoting healthier lifestyles, helping people take responsibility for their own health and developing a strong, sustainable and dynamic local economy.

[eastsuffolk.gov.uk/
east-suffolk-business-
plan](http://eastsuffolk.gov.uk/east-suffolk-business-plan)

Safety team.

Businesses are able to promote their EOEW award, increasing customers and enhancing their reputation as a responsible business putting customers first. Some businesses who have introduced healthier options are seeing a growth in sales.



What we said we'd do ...

Deliver improved customer service hubs across east Suffolk



What we did?

New improved customer services facilities were created at Woodbridge Library and the Marina Centre in Lowestoft and build upon successes at Felixstowe and Beccles Libraries.

At Woodbridge Library, partnership working between Suffolk Coastal and Suffolk Libraries allows staff to work together, providing a huge range of services to customers in the heart of the community. Additional services have been introduced, as well as weekly Housing Needs drop-in surgeries and in house help from the Citizens Advice Bureau.

The Marina Centre was redesigned and fully refurb-

ished in order to house teams from both Waveney District Council and Suffolk County Council. Located in Lowestoft's town centre, the Marina Centre accommodates 150 staff and delivers an extensive range of services. Both facilities, which are the 'face to face' point of customer contact for the councils, were completed in 2016.

Why we did it?

The new 'one stop shops' were created as part of wider accommodation projects to reduce costs, become more financially self-sufficient and improve customer services facilities across east Suffolk.

The new 'hubs' are ideally located within the community allowing customers to

easily access a wider range of council services whilst the improvements allow staff to handle customer queries more efficiently and holistically at the first point of contact.

Public access terminals, free wifi and payment stations are widely available, allowing customers to access council services online, with support from staff if required. Customers can also make appointments to see staff from other council services, such as Planning. Partnership working with organisations such as Suffolk Libraries and Suffolk County Council encourages co-operation and collaboration, whilst offering customers access to more services in one place.

Co-location with Suffolk Libraries is an innovative step and increases the sustainability of key community buildings.

The difference this made?

The changes have been received positively by customers and staff at both locations and due to increased staff numbers, the councils are able to resolve more customer enquiries in a quicker time.

At Woodbridge Library, footfall has increased since the improvements due to its convenient town centre location and the improved layout makes it easier to serve customers.

At the Marina Centre, more

FINANCIAL SELF-SUFFICIENCY

ONE STOP SHOPS

Our Business Plan sets out a vision where our services are designed with customer needs as a priority, that services are easily accessible and that customers receive a consistent, accurate and holistic service at the first point of contact.

eastsuffolk.gov.uk/east-suffolk-business-plan

efficient working has led to reduced footfall and decreased call waiting times. Floorwalkers were introduced to enhance the customer experience, guiding customers to selfserve terminals and preventing queues. Staff now have more time to help customers to use the self-serve facilities, providing as much support as necessary.



...and how we did it!

Working together to **combat fraudulent activity**



What we did?

Working in partnership with Ipswich Borough Council, Suffolk Coastal and Waveney District Councils have successfully prevented more than £4.3 million of public money being lost to fraud in the past year.

twelve months, the team also prevented more than £3.2 million of fraudulent activity in their first year of work.

Last year, 29 fraudulent Right to Buy applications were prevented in Ipswich,



Since forming in 2015, a team of five anti-fraud specialists from across the three councils have been undertaking investigations into possible fraudulent activity across the three districts.

This includes fraud in relation to Right to Buy applications, Blue Badge schemes, bus pass misuse, housing benefit, council housing sub-letting and council tax fraud.

In addition to preventing £4.3 million in the past

www.eastsuffolk.gov.uk

saving almost £2 million, with a further 21 Right to Buy applications stopped in Waveney saving another £2 million.

Why we did it?

By investigating suspicious activity and preventing fraud, the councils are ensuring public money is used for its proper purpose - to provide essential services.

Fraud can affect all aspects of the community - by actively preventing fraud and encouraging members

of the public to report suspicious activity helps increase public confidence in the councils response to fraud and the importance of reporting it. It also makes it easier to share issues of fraud and help protect the public against scams.

Also, developing a stronger, more collaborative approach with other organisations enables the sharing of resources and links with the councils' Business Plan aims of financial self-sufficiency.

The difference this made?

The Corporate Investigations team are confident that collaborative working and sharing of information and experience has lead to an increase in fraud prevention.

The team are working to build stronger defences against fraudsters and are dedicating more resources to combat fraud at its source. Other authorities have expressed an interest in working with the team to further reduce activity in other areas.

FINANCIAL
SELF-SUFFICIENCY

PREVENTING FRAUD

Our Business Plan sets out a vision where our we work together with other local authorities to reduce costs and deliver more streamlined and resilient services to our communities.

eastsuffolk.gov.uk/east-suffolk-business-plan

Residents are encouraged to report potential fraud via a dedicated fraud hotline (01394 444 444) and email address: fraud@eastsuffolk.gov.uk This makes it easier for members of the public to report issues in confidence.



A new council for east Suffolk

Replacing Suffolk Coastal and Waveney with a new 'super district' council for east Suffolk means big changes... but for YOU, our residents and customers, it will be "business as usual"! Here are some of your key questions answered.



Same headquarter in Riduna Park, Melton

On 1 April 2019 Suffolk Coastal District Council and Waveney District Council will cease to exist and will be replaced by a single new district council called East Suffolk Council. You do not have to do anything! However you should be aware of the change that is taking place.

The new East Suffolk Council will continue to deliver the same services you received from either Suffolk Coastal or Waveney. This includes the billing and collecting of Council Tax, which you pay for services delivered by us, by Suffolk County Council, by your town or parish council and Suffolk Police.

The new council will continue to operate from the same offices and you can contact us by email, by telephone, in person or in writing, in the same way you do now. You can also find out information and access services through our website www.eastsuffolk.gov.uk.

What is the Shadow Authority?

Because Suffolk Coastal and Waveney will not exist from 1 April 2019, your Council Tax bill for the 2019/20 financial year (which starts on 1 April 2019) is produced and issued by the East Suffolk Shadow Authority on behalf of East Suffolk Council.

The Shadow Authority, which must exist by law, consists of all 90 councillors of Suffolk Coastal and Waveney – and is responsible for ensuring a smooth transition to the new East Suffolk Council. It also ensures that all necessary measures are in place to allow for the functions and powers to transfer to the new council. The Shadow Authority will cease to exist on April 1.

Direct Debits – what happens?

If you pay your Council Tax by direct debit you do not need to take any action. The only change you will notice is that, from 1 April 2019, East Suffolk Council will collect

your Direct Debits instead of Suffolk Coastal or Waveney. It is East Suffolk Council's name which will appear on your bank/building society statement.

You do not need to complete a new Direct Debit instruction. Details of the change will be supplied directly to your bank/building society (which may also separately notify you of the name change).

What if I owe money to the old councils? What if I am owed money?

If at 31 March 2019 you owe any Council Tax to either Suffolk Coastal or Waveney this will STILL remain payable by you. The debt will pass to East Suffolk Council who will be responsible for its collection. If you are due a refund from Suffolk Coastal or Waveney, this will be paid by East Suffolk Council.

What about my Housing Benefit?

If you currently receive Housing Benefit from either Suffolk Coastal or Waveney, you do NOT need to complete

a new application form (unless your circumstances change). East Suffolk Council will continue to calculate and pay your benefit based on the information you have previously provided.

Can I still contact my district councillor?

Although the new council begins operations on Monday April 1, elections do not take place until Thursday May 2.

The elections, with new ward boundaries, will see the existing 90 Suffolk Coastal and Waveney councillors reduced to 55 East Suffolk councillors. East Suffolk Council will publish details of its new councillors, and how to contact them, following the elections.

Remember – business as usual!

Anything you are waiting for from Suffolk Coastal or Waveney as at 31 March 2019 (for example answers to emails, letters, applications) will be dealt with by East Suffolk Council. You do not need to resubmit these.



Same Customer Service at libraries

Signs of a big change



A huge amount of work is taking place to ensure the new East Suffolk Council begins operating as smoothly as possible - and there are some things that simply have to be achieved. Like changing the signs!

Suffolk Coastal and Waveney will no longer exist and therefore we obviously cannot continue with the same signage on buildings and vehicles. We are not simply changing our name; we are creating a brand new organisation for the whole of east Suffolk

from Lowestoft in the north to Felixstowe in the south.

One of the main reasons for creating the new East Suffolk Council is so that we can continue to deliver outstanding services to people who need them most – and saving money has been at the heart of this.

Suffolk Coastal and Waveney have been working together, streamlining operations and reducing costs, while providing high quality frontline services for over 10 years now and in

that time we have made efficiency savings of over £22 million.

Therefore any concerns about the costs relating to creating the new organisation need to be balanced against the money that we have actually been saving since 2008 – and £20,000 to make necessary changes is incredibly small in relation to over £20 million-worth of savings achieved so far.

Additionally, the cost of this process is being carefully managed, with stickers to be used on a great proportion of signs for now and others only being replaced when

required through natural wear and tear.

We are incredibly pleased with the work achieved to date to save money and this will continue. We are reducing the number of councillors from 90 across the two authorities to 55 and we will always work hard to ensure we protect the public purse and put our communities and services first.

We hope therefore that where there are small costs associated with creating the new council, people understand that it is a tiny fraction of the money we have been saving overall and will continue to save.

New number

The new East Suffolk Council will have a new phone number! The current main switchboard and customer services number will cease to exist and will be replaced by one which will cover all of East Suffolk.

The new number is non-geographic but residents should be reassured that calls are charged at local rate wherever they dial from in the east Suffolk area.

03330 162 000

Investing in a bright future

The new East Suffolk Council will be committing to a capital investment programme of over £200 million over the next four years, delivering critical projects for communities in the District.

Schemes linked to leisure, flood protection and the development of much-needed new homes are part of the programme which will run until 2023,

with over half of the funding coming from grant funding.

Closely linked to the councils Business Plan, the Capital Programme is a key part of East Suffolk's Medium Term Financial Strategy.

Capital Expenditure within the council is split into two main components; the General Fund Capital Programme and the

Housing Revenue Account (HRA) Capital Programme.

From the General Fund, capital investment for the period is expected to be £153.17 million and from the HRA, which is kept separate and accounts for income from our council managed social housing, it is expected to be £56.10 million.

The programme includes

schemes where the council has successfully secured funding from external grants and contributions, and also schemes where the council is working with external bodies to secure funding.

Critically therefore, the General Fund Programme will benefit from over £90 million from external grants and contributions, and the HRA will also benefit from just over £13.36 million.

Suffolk Coastal Final Draft Local Plan

Suffolk Coastal has taken its next step towards finalising its Local Plan.

The Suffolk Coastal Final Draft Local Plan was published to provide stakeholders and the public a final chance to comment on the plan. The six-week consultation ended on 25 February.

Cllr Tony Fryatt, Suffolk Coastal Cabinet Member for Planning, said: "This Local Plan is an important and ambitious document, which provides a framework for how we see this district developing over the next two decades."

"As can be seen from the level of vocal interest displayed at our Full Council

meeting, the draft plan will impact on the lives of local people. We believe we have created a plan which encourages a dynamic, growing economy, with developments that bring in much-needed homes and are supported by the correct infrastructure, while protecting our unique local environment."

"As a council, we have always said we welcome the right development in the right areas. This plan is an important step towards us being able to effectively avoid unwanted developments that would harm our communities or environment."

"Without the Local Plan, we would find it very difficult to reject speculative develop-

ments. We could end up with a development free for all in Suffolk Coastal that could harm all of our communities."

The Local Plan sets out the policies which will guide development in the District over the period to 2036, and contains policies which will be used to determine planning applications. The plan identifies how much growth should take place and where it should be located.

The draft Local Plan, along with the comments made during the consultation, will be submitted to the Planning Inspectorate and an Examination will be conducted by an independent Planning Inspector to determine



whether the Plan can be adopted.

This Examination will include a Public Hearing, which will be held by the Planning Inspector, where people who have made written responses to the consultation will have the opportunity to discuss their comments.

For more information, go to www.eastsuffolk.gov.uk/planning/local-plans/suffolk-coastal-local-plan/local-plan-review/final-draft-local-plan/

Communities benefit from new developments

Local communities in east Suffolk are seeing the benefit from new developments happening across the District.

Since the Community Infrastructure Levy (CIL) scheme was introduced in east Suffolk, over £4.5 million has been collected from commenced and completed developments.

Of this, over £2.1 million has been distributed or earmarked to help deliver infrastructure projects to facilitate growth currently taking place. In most circumstances it replaces or complements the traditional Section 106 process.

Parish and Town Councils receive 15% of CIL funds

which are collected from development in their area. A further 10% is available to the councils which have introduced the Neighbourhood Plan. This amounts to just over £700,000 so far.

In a joint statement, Cllr Tony Fryatt, Suffolk Coastal's Cabinet Member for Planning and Cllr David Ritchie, Waveney's Cabinet Member for Planning, said: "We are committed to supporting the development of new homes and jobs in east Suffolk whilst safeguarding the local environment and infrastructure.

"The Community Infrastructure Levy helps us to develop the infrastructure needed to support

our communities, improve the well-being of local people and ensure that the community fully benefits from developments."

CIL is a tool for local authorities in England and Wales to help raise funds to deliver the infrastructure, facilities and services which are needed to support new development in the area.

The scheme sees developers pay a fee based on the size, location and type of its development. CIL is collected from developers through phased payments from the point of commencement of a development through to its completion. The funding is spent on infrastructure to support development in the area.



CIL is non-negotiable and any funds not spent, are banked for future infrastructure projects to support development in the District.

To see the latest CIL report, go to: <http://apps.eastsuffolk.gov.uk/committeeminutes/showagenda.asp?id=23116>

For more information on the CIL scheme, go to www.eastsuffolk.gov.uk/planning/community-infrastructure-levy/

Quality of Place Awards

The Quality of Place Awards were introduced in Suffolk Coastal in 2010 to recognise and encourage an interest in the quality of the built and natural environment of the district and to promote an awareness of the need for high standards in all forms of design. In 2019, with the formation of the new East Suffolk

Council, the Quality of Place Awards are being extended to include the whole of the new East Suffolk District.

Nominations for the 2019 awards will open at the beginning of March. To qualify for an award a project must; be within the East Suffolk District Council Area, have all necessary



2018 Design Winner – Five Acre Barn, Aldringham



2018 Joint Conservation Winner – Sibton Park Gate Lodge

planning permissions, and have been completed within the last two years.

We are accepting nominations in four categories:

- **Design**
- **Building conservation**
- **Nature and landscape**
- **Community**

For more information about the Quality of Place Awards, including last year's winners and how to nominate for 2019, please visit our website at: www.east-suffolk.gov.uk/planning/design-and-conservation/suffolk-coastal-quality-of-place-awards/

Local youth football club gets kitted out



A local football club's U9 teams have a winning new look - thanks to a donation from their local district councillor.

Cllr Chris Blundell, local ward member for Martlesham, donated £800 from his Enabling Communities Budget to help Martlesham Youth Football

Club purchase much-needed new equipment and football kit for its two U9 teams, Thunderbolts and Meteors.

Simon Barber, Manager at Martlesham FC, said: "We're really grateful to Cllr Blundell for this funding, which has been a real boost for the club and our young

players and has enabled us to invest in new equipment."

The donation helped pay for new equipment and football kit for the U9 teams, including footballs, goalposts and nettings, corner flags, barrier tape and stakes and training tops for all players and management.

Cllr Blundell said: "I am really pleased that I was able to donate this money to the club and support our young players. It is a fantastic club that gives local young people the opportunity to be part of a team and make new friends, learn new skills and improve health and fitness."

East Suffolk Report

2017 – 2018



The 2017 - 2018 East Suffolk Report provides a snapshot of activities and outcomes in the last financial year.

The report reflects the achievements of Suffolk Coastal and Waveney against key projects and ambitions contained within the East Suffolk Business Plan.

View the report here: www.paperturn-view.com/uk/east-suffolk/annual-report-2017-18?pid=Mzk39939&v=1.1

BID for Felixstowe?

There is little doubt that the retail sector is changing and with it, Hamilton Road in Felixstowe. The big question is, what can we do about it?

Felixstowe Forward has been exploring the idea of a Business Improvement District (BID) on the request of some key local businesses.

BID is a business led, business controlled and business managed initiative, meaning that businesses in Felixstowe could get together to improve and raise the town's profile.

It would be funded directly by the businesses, which would make an annual payment over a 5 year period. The businesses decide how the money is spent and what the priorities are. At present,

there are over 300 BIDs successfully operating in towns across the UK.

Over the last few months, Felixstowe Forward has begun a study about setting up a BID. This has involved talking to around 40 local businesses in the town centre and along the seafront. If you are a local business located in the town centre or along the seafront and want to know more, please contact Helen Greengrass on **Felixstowe.forward@eastsoffolk.gov.uk**

There is an ongoing programme of drop-in sessions where businesses and residents can have their say on what can be done to keep Felixstowe town centre successful and thriving.

The outcomes of the study



will be known later this year. If there is an appetite for a BID in the town, then Felixstowe will move to develop proposals and a campaign which will result in a formal ballot.

For more information about BID, go to **www.gov.uk/guidance/business-improvement-districts**

In addition, Suffolk Coastal District Council is undertaking a district-wide project to help

identify strategic priorities and initiatives for towns collectively and/or on an individual basis. In Felixstowe, this involves a shopper's survey. To take part in the survey, go to: **www.surveymonkey.co.uk/r/Felixstowetowncentre**

With a clear understanding of the needs of businesses and residents, Felixstowe can work collectively on finding solutions.

Connecting the Promenade



Felixstowe Forward is delighted to have secured £30k from the Coastal Regeneration Fund.

The aim is to create new information boards along the Promenade, from Cobbold Point to Manor End. The boards will feature information about the heritage in the immediate area using old photographs and postcards, a map of the entire Promenade and the attractions, as well as key information for visitors. They will also provide connectivity to Felixstowe Ferry and

Landguard Peninsula to encourage visitors to explore other interesting areas.

As part of the project, Felixstowe Forward is also looking to reintroduce the Martello Coast Path to new audiences so visitors can explore the full 5 miles of the Felixstowe coastline.

A new app for 'Visit Felixstowe' is also being developed to provide further information about the heritage sites, and will include a children's discovery trail.

As a result there will be a general tidying up of the Promenade. There has been a proliferation of notices especially on the lampposts,



and many that are out of date. By removing these, the Promenade will look cleaner and tidier for the Summer season ahead.

The grant fund is a welcome opportunity to brand the new boards with the new East Suffolk logo bringing a fresh and vibrant feel to

the Felixstowe seafront. The project has been welcomed by seafront businesses.

Furthermore, an application has also been made to Coastal Communities Fund for £950k to invest on the South Seafront. We are currently awaiting the decision.

Filming in Suffolk

Screen Suffolk is the central point of contact for anyone looking to film in Suffolk. Primarily, they handle filming on council owned land and property – anything from parks to beaches – and roads and also managed filming at private properties registered with them.

They have over 360 locations listed for filming, ranging from private houses through to ex RAF bases. If you have a location that could be used, please contact Screen Suffolk on info@screensuffolk.com

In 2018, two major films were shot in Suffolk. The first was a currently 'untitled' film by Richard Curtis and directed by Danny Boyle,

which used locations such as Halesworth, Shingle St and Dunwich. The second was a period piece 'The Personal History of David Copperfield', with Dev Patel and Tilda Swinton, directed by Armando Iannucci. Both are due to be released in autumn 2019 and they will boost tourism hugely.

It is estimated that Film and TV productions spend on average £11,500/day on locations, local employment and services such as hotels, taxis and restaurants.

Successful productions can also attract new visitors and tourism once locations are seen on the big screen. With over 300 filming days since they started, that's a consid-



erable boost to the local economy.

Screen Suffolk also work with colleges and emerging talent, organising work placements and delivering presentations about the industry. They have a database of young people looking for training and career opportunities and on the two feature films that shot here

last year over 80 days of paid marshal work was arranged.

Their database of local crew, actors and facilities is used by incoming productions, so if you're a budding filmmaker looking for your first break, or an established Producer, you can register on the website. For more information, visit <https://screensuffolk.com>

Parking boost for Woodbridge

The first phase of work to create much-needed extra car parking spaces in Woodbridge has been completed on time.



Work at The Avenue car park in Woodbridge started in November 2018 to create an extra 13 parking spaces and new bike racks. The car park has also been tarmacked, relined and swept to improve the appearance. It was re-opened to the public from Tuesday, 15 January 2019.

Most of the vegetation in the area has been retained and will be subject to landscaping and updating of the bollards at a later date, to tie in with the rest of the project.

In the second phase of the

project, improvements will be made to the Station Road car park in Woodbridge to create an extra 50 parking spaces and add speed humps, electrical car charger for two cars and new bike racks.

The walkway between The Avenue car park and Station Road car park will remain closed during the work, so there will be no access to the river or Kingston Park via this route for the duration of the project.

Suffolk Walking Festival

Suffolk Walking Festival 2019 takes place between 11 May - 2 June and is set to be the most exciting one yet!

The festival is now in its 12th year and has grown to become one of Britain's largest walking festivals and the only one in East Anglia.

Last year participants took an incredible 24 million steps across Suffolk on over 100 walks in all corners of the county.

This year's event offers over 120 walks for all abilities from short strolls and health walks, to longer hikes and a challenge walk, covering some 80 miles across the county.



In connection with the Walking Festival, the Festival Fringe offers a series of events to get you close to nature in the very heart of the countryside, including photography courses, art classes and mindfulness walks.

For more information and to book your ticket, go to www.suffolkwalkingfestival.co.uk



“Escaping the office.”

Enjoy some time to yourself with gym, swim & classes!

Give us a call on the numbers below for more info.

**Felixstowe Leisure Centre - 01394 694600
Deben Leisure Centre - 01394 388991**

