

On the Move

Suffolk Coastal is set to move its headquarters in a bid to reduce its running costs.

One of the key aims is to protect the tax payer, by reducing the Council's running costs in the future, as the current headquarters in Melton Hill, Woodbridge, is becoming increasingly expensive to maintain and run.

The Council has now entered into negotiations to secure the new site. When the contract is agreed, the Melton Hill site will be put on the market, allowing the Council to move in the new building is a couple of years' time.

No contract has yet been agreed. However, Suffolk Coastal has confirmed it is planning to keep its headquarters in the greater Woodbridge area.

"A lot of hard work has gone into getting us to this stage, where we can enter into detailed negotiations for

the new site," said Cllr Ray Herring, Leader of Suffolk Coastal District Council.

"This decision will allow us to create a modern working environment, which is affordable, adaptable, sustainable and compatible with Suffolk Coastal being an efficient, forward-thinking organisation, dedicated to giving local people the best possible quality of service at the lowest possible cost."

Suffolk Coastal's existing Melton Hill headquarters in Woodbridge is an ageing building, which is increasingly expensive to maintain and is too big for the Council's existing staffing level. The Project Board examined a range of options, including staying in Melton Hill.

"Our Business Plan contains a firm commitment to review the Council's accommodation to significantly reduce the Council's running costs. Melton Hill is inflexible, ill-suited to modern working

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Suffolk Coastal's existing headquarters in Melton Hill

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Serving the Community

Suffolk Coastal has decided to bolster its services to people in the Felixstowe area by creating a new 'one-stop shop' Customer Services facility at the town's library.

The plan to provide customer services in the heart of the community will give improved access to our services, as well as better value for money for the tax payer.

"The key driver for this change is to be able to provide customer services in Felixstowe for the first time, as well as extending the opening hours for people with housing and benefit enquiries to four days a week," said Cllr TJ Haworth-Culf, Cabinet Member with responsibility for Customers, Communities and Leisure.

"We know that a high proportion of our housing and benefit enquiries originate from the Felixstowe area, but previously they have only been able to access the service in the town two days a week or they have had to trek across to Woodbridge to see someone."

"The library is a centrally located, modern building. It will allow us to deal with more face-to-face enquiries in Felixstowe, so we are taking our customer services out into the heart of the community."

The relocation of customer services to the library will

enable the Council not only to provide a more localised office, but also a wider range of services to residents and visitors, including Council Tax and housing benefits, leisure, tourism, planning, environmental health, waste management and general enquiries.

In addition to the local office, the Council will continue to develop and promote the use of our website (www.suffolkcoastal.gov.uk) and telephone service (01394 383789) to help our customers undertake transactions and access information without needing to attend one of our offices in person.

"Relocating the services to the library will also obviously have financial benefits to the tax payer – by reducing our running costs to less than half the existing level, and through the capital raised by the sale of the building in Undercliff Road West if Cabinet decides that is the case," explained Cllr Haworth-Culf.

"Suffolk Coastal is committed to making the best use of our staff and accommodation to provide an effective, efficient, high quality of service on behalf of the Council tax payer. We intend to continue to serve the needs of both visitors and residents in the provision of customer services and tourist information, not only in Felixstowe but throughout the district."

Felixstowe - Factfile

There are three connected pieces of work currently being carried out with reference to our services in Felixstowe.

Undercliff Road West

We are currently reviewing our options on the future use of the building in Undercliff Road West, Felixstowe, owned by Suffolk Coastal, as part of our wider review of all our accommodation requirements across the district.

The building currently hosts the Felixstowe Tourist Information Centre, benefits enquiries and housing surgeries at various times.

We are currently testing the market to ascertain what interest there is in this building. No decision on the future of the building in Undercliff Road West can be taken without Cabinet approval and, at the time of going to press, no proposals for the sale of the building have been tabled.

Customer Services

We are also reviewing our customer service provision across Suffolk Coastal in an effort to provide improved access to our services and better value for money for the local tax payer, as part of our customer access strategy.

A key part of this strategy is that we should explore the use of partnerships and joint locations to deliver customer services more efficiently, creating 'one-stop shops' for the community. We have already developed a similar facility in Woodbridge and our partners, Waveney District Council, have staff providing a service from Beccles library.

Tourism

Suffolk Coastal has been operating some form of tourist information centre since its creation in 1974. However, given the changing tourism information trends over the years, and the greater usage of online communication, we need to adapt our services accordingly.

Therefore, rather than maintaining a separate stand-alone tourist information centre it makes sense to integrate tourism information services into a relocated customer information centre within key localities.

In addition, Suffolk Coastal will also explore other methods of providing tourist information material on the seafront at Felixstowe in the future, to supplement the service being offered at the library.

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and is becoming increasingly expensive to maintain and run. We are faced with mounting costs the longer we stay on this site," explained Cllr Herring.

"The move to the new site provides the best all round, long-term solution for the Council, the Council tax payer, and to its customers."

"We are in the unique position of being able to pay for this

new building from our existing funds. The new site will save us, and the tax payer, an estimated £200,000 a year in running costs initially, and over £500,000 a year in the long term (17 to 20 years). This means we should recoup our initial investment within eight years."

• At the time of going to press, the contract negotiations were still continuing.

Review of Electoral Wards

now complete

The Local Government Boundary Commission (LGBCE) has published its final recommendations for new electoral arrangements for Suffolk Coastal District Council.

The LGBCE's final recommendations propose that Suffolk Coastal should be represented by 42 councillors in the future - 13 fewer than currently.

The recommendations also propose that those councillors should represent eleven single-member wards, fourteen two-member wards and one three-member ward across the district - 26 electoral wards in total.

The LGBCE has now completed its review. The recommendations must now be approved by Parliament. A draft Order will be laid before both Houses of Parliament by December 2014.

Subject to parliamentary scrutiny, the new electoral arrangements will come into force at the local elections in 2015.

An official review of how many councillors Suffolk Coastal District Council should have, their individual ward boundaries, the number of wards and the names of those wards was launched in February 2013.

Details are on our website: www.suffolkcoastal.gov.uk

You can see the final recommendations and see how they have changed from the current arrangements on the LGBCE's website: www.lgbce.org.uk

Gardens Back On Track

Suffolk Coastal has taken a major step towards making sure work can restart on the Seafrost Gardens Restoration Project in Felixstowe.

Members voted to provide extra funding to see the project through to completion at a Full Council meeting in September.

"In deciding to provide further support for this project, Members recognised its importance to the regeneration of Felixstowe and agreed to invest in the future prosperity of the town," explained Suffolk Coastal's Leader, Cllr Ray Herring.

"When we asked the people of Felixstowe in 2007, they highlighted the restoration of the Seafrost Gardens as a key priority. Successfully completing the project will have a positive impact on the regeneration of the town, whereas failure to support

this project would simply undermine that regeneration programme."

Suffolk Coastal successfully attracted Heritage Lottery Funding (HLF) of over £2million to cover most of the restoration work in 2011, when the cost of the project was estimated at £2.81million.

"The reality is that the original estimate was too low. We have now reassessed some technical aspects of the design and gone through a complex procurement process, which has led to extra expense over the last 18 months, so the current budget for the project is just under £4.8million," said Cllr Herring.

"This means that we are effectively matching the funding provided by the HLF and are now in a position to continue the procurement

process to appoint a new contractor to complete the restoration work on these iconic gardens."

"We are already heavily committed to this project and, importantly, we are in the position to afford this extra, one-off expenditure from our available resources, so can fund the project without placing an extra burden on the local tax payer."

"Scrapping this important project was not an option, either financially or morally. We would still face a bill of nearly £2.5million and would continue to have unrestored gardens, which would be increasingly expensive to maintain and would be partially closed to the public."

The Full Council also agreed that a comprehensive review will be carried out, once the project is completed.

Friends of Seafrost Gardens



Local people of all ages have been getting involved with Felixstowe Seafrost Gardens this year and have recently worked hard on the Memorial Garden and adjoining areas

next to the Clifftop Café.

Work this year has now been completed, but the group will be up and running again next year.

Cllr Doreen Savage, who is the group's chairman, said: "You don't have to be a member to take part. We meet every month and garden for 2 hours, from 10am to 12noon. We are a friendly bunch - and enjoy seeing the results of our work at the end of our two hours. We would welcome anyone who wishes to help."

If you are interested in joining the group call 01394 444576/444578.

Details are also available at www.felixstoweseafrostgardens.org.uk/friends-of-the-gardens

Community Champions

The Rural Coffee Caravan Information Project is holding an event funded by Suffolk Coastal addressing loneliness and isolation in the district.

It is inviting county, district, town and parish councillors and 'Community Champions' along with a range of support agencies that deal with loneliness on a regular basis, to open a debate on the issue locally as part of the wider national Campaign to End Loneliness.

The Coffee Caravan's aim is to support councillors and Community Champions to seek out the signs of loneliness in their communities and be aware of the range of activities and interventions that can help to address the issue.

There will also be the opportunity to see some of the latest technology specifically aimed at helping loneliness/vulnerable people. The day will run from 11am - 3pm at Hacheston Village Hall on Friday, 7 November and will include lunch and refreshments.

To book your place please email Ann at coffee.caravan@btinternet.com or call 01379 855338.

For more about the Rural Coffee Caravan Information Project visit www.ruralcoffee caravan.org.uk and the Campaign to End Loneliness visit www.campaigntoendloneliness.org

Benefit Cheats Beware!

We're issuing a clear message to benefit cheats – if you cheat, you will be caught.

“Our message is clear – be honest and you have nothing to fear. However, if you cheat, we will find out and you will be prosecuted”, said Mrs Siobhan Martin, Head of Audit at Suffolk Coastal District Council.

Cllr Doreen Savage, Suffolk Coastal's Cabinet Member with responsibility for Housing said: “Benefits are there to support those in genuine need, not to be taken by those who cheat and abuse the system.”

A number of benefit fraud cases have successfully been brought to court in recent months - all will be required to pay back the

money they fraudulently obtained.

Janet Curtis, a former Martlesham Heath woman was found guilty of a string of benefit frauds where she fraudulently claimed over £140,000. Curtis was given an 18-month prison sentence, suspended for two years.

In August, Felixstowe woman, Celia Wallis pleaded guilty to benefit fraud after selling goods on eBay while claiming benefits. She was given a 12-week prison sentence, suspended for one year, and will complete unpaid community work.

Recently Felixstowe man, William Smith pleaded guilty to three offences of benefit fraud totalling over £34,000. Investigations found him guilty and he was given 20



Curtis, pictured, had claimed £144,000 on the grounds that she could hardly walk

weeks of imprisonment, suspended for 18 months.

Suffolk Coastal has a 'zero tolerance' policy on benefit fraud. There is a 24-hour Fraud Hotline for people to call confidentially and report suspected benefit frauds - call 01394 444444 or email ccfu.scdc@eastssuffolk.gov.uk

Village of the Year Winners

The winners of this year's Suffolk Coastal Village of the Year competition were awarded their prizes by Suffolk Coastal District Council Chairman, Cllr Bob Snell.

Parish councillor, Zoë Mair, who represented Walpole, was presented with the Village of the Year cup, a cheque for £200 and the framed certificate. Competition prizes were also awarded to the 2nd placed Bredfield and 3rd placed Easton.

District winners Walpole and 2nd placed Bredfield competed in the county round of the competition

which was won by Mendham & Withersdale (Mid-Suffolk), Whatfield (Babergh) and Worlington (Forest Heath).

Whatfield, near Hadleigh, went on to win Suffolk

Village of the Year for 2014.

For more information about the competition visit www.suffolkcoastal.gov.uk/your-council/townparish/villageoftheyear/



(From left) John Lavery, Parish Clerk of Easton, Zoe Mair, Parish Councillor Cookley & Walpole and Cllr Bob Snell, SCDC Chairman

Martello Tower and Affordable Housing

An iconic Martello Tower in Felixstowe has been given a major makeover.

The Martello Tower (officially called Martello Tower 'P') off Langer Road, Felixstowe, gives its name to the prestigious new housing development, Martello Park, being built beside it.

The work to refurbish the 19th Century tower has been funded as part of the agreement between Suffolk Coastal (which owns the tower) and the developers Bloor Homes who are bringing 127 new homes to Felixstowe, including 13

designated as 'affordable housing'.

The tower has been refurbished by Lowestoft based MS Oakes Ltd to help preserve the building for future generations and means it can continue to be used as a lookout post for Coastwatch (The National Coastwatch Institution) a voluntary organisation keeping a visual watch along UK shores.

Work began on the housing development site, which is owned by Suffolk Coastal District Council, during the summer of 2012.



Visit to affordable housing in Felixstowe by Suffolk Coastal, led by Leader Ray Herring



Martello Tower during refurbishments in August 2014

As part of the agreement with the Council, Bloor Homes has also created a leisure and recreation space beside the development, which includes play areas, kiosks, picnic areas and wildlife areas, as well as a pedestrian and cycle path through the public space that links Manor Terrace to Orford Road, improving links to the town centre, pier and Landguard Fort.

Visitors and residents will also benefit from two new car parks with 260 parking

spaces created at no cost to the council.

Cllr Robert Whiting, Suffolk Coastal's Cabinet Member with responsibility for Resources said: "The refurbishment of the Martello Tower will complement the provision of the recreation space and the extra car parks will make the south seafront more attractive to people. And, importantly for local people, the project is also due to deliver much-needed new affordable homes for Felixstowe."

Celebration of New Homes

Residents, representatives from Suffolk Coastal District Council, Felixstowe Town Council and Flagship came together in June to officially celebrate the completion of 14 two-bedroom bungalows on the former site of the Sheltered Housing scheme, Conford House.

This long-awaited housing development is the result of close partnership working

with Suffolk County Council and Suffolk Coastal District Council with support from Felixstowe Town Council.

Six of the bungalows are for wheelchair access and eight are for general needs. All the homes have level access flooring.

Flagship's £2.4 million scheme did not receive any government funding and

used up to £900,000 of internal subsidy to develop the homes. Contractor Brooks & Wood demolished Conford House in February 2013 and as part of the building works, developed a four-bedroom bungalow at nearby Brackley Close.

Councillor Doreen Savage, the Cabinet Member for Housing and Deputy Mayoress of Felixstowe

marked the occasion with a ribbon cutting.

She said: "This scheme fulfils a huge need in Felixstowe for adapted housing and bungalows and I congratulate Flagship on bringing this scheme to fruition and meeting this need so brilliantly. I wish all the residents much happiness in their new homes."

Felixstowe **Work Club**



MP Therese Coffey on her recent visit to the job club

Suffolk Coastal MP Therese Coffey recently visited the Felixstowe Job Club and learned how the facility, which is backed by the East Suffolk Partnership (ESP), is supporting people who are looking for work.

It runs for two hours per week in Felixstowe library, offering free support, guidance and advice on Thursday mornings from 10am – 12 noon.

The job club is one of the

first projects the ESP has supported whose aim is to bring together organisations from the public, business, community and voluntary sectors to support each other and work together to achieve common priorities within the districts of Suffolk Coastal and Waveney.

For more information about the job club visit: www.east-suffolkpartnership.org.uk/news/suffolk-coastal-mp-visits-felixstowe-job-club/

Filming in Framlingham



Cllr Andy Smith with MacKenzie Crook

MacKenzie Crook has written and stars in a new six part comedy for BBC4, which was recently filmed in and around Framlingham.

The programme focusses on Crook's trials and tribulations as he wanders around

Suffolk's muddy fields with a metal detector in the hope of discovering a find of huge historical significance.

Channel X did the filming in areas around Framlingham in June.

Ipswich **Epilepsy Group**

Would you know what to do if you had to help someone having an epileptic seizure?

The Ipswich Epilepsy group supports individuals and their families with epilepsy and has been working for over 25 years to ensure people are provided with the right training to know how to react when someone has a seizure.

The group operates a helpline to give people information and advice as well as providing a children's group to support parents with children with epilepsy and organising social activities for members.

The POPWE 'Parent of Person with Epilepsy' Group meet every second Tuesday each month at 10.30am-12.30pm at The Key, St Margarets Green, Ipswich.

The helpline is open from 6am to 10pm, please call: 01473 461 407

Be Green and **Save Money**

The East Coast Carbon Efficiency (ECCE) Project is helping businesses to reduce their energy bills.

So far, the ECCE Project has helped over 140 small and medium-sized businesses to identify potential savings of more than £998,000 through carbon efficiency measures.

Contact ECCE and you could receive: -

- A free on-site dedicated energy and green procurement review for your premises
- Grant funding to invest in resource efficiency measures and green procurement activities
- County-wide accreditation to validate your environmental achievements

This project is a partnership between Suffolk Coastal and Waveney District Councils, Suffolk County Council and Groundwork Suffolk.

Call 01473 350370 or email ecce@groundwork.org.uk

Enabling Communities

Suffolk Coastal is committed to supporting its local communities.

As part of this process, Suffolk Coastal has adopted a clear strategy setting out how we will support local communities to do more for themselves - giving them greater influence over their local environment and the services provided.

This approach is central to delivering the Council's Business Plan objectives of improving the quality of life of local people, by building sustainable and thriving communities through capacity building.

For us 'Enabling Communities' is not a political philosophy but about adopting a culture of working with local people to deliver more with our communities.

We believe local people know what's needed to make their communities better places to live and work.

The Council has a set of 'tools' to support communities:

- Enabling Communities Budget - each councillor has £4,000 to spend on supporting community projects. The ward councillor is the key link between community aspirations

and the objectives of the Council.

- Revenue and capital support grants.

The Government's Community Rights agenda, includes:

- Community Right to Bid - gives community groups a chance to bid for assets listed as having 'community value'. Community groups that express an interest will have a limited amount of time to raise money to bid to buy the asset on the open market.
- Community Right to Challenge - gives groups,

parish councils and employees the right to express an interest in running a local authority service. If the challenge is accepted the challenging organisation can bid as part of a procurement exercise.

- Community Right to Build - makes it easier for local people to initiate and deliver small scale developments in their area.
- Community-Led Planning and Neighbourhood Plans - enable communities to decide the future of the places where they live and work.

Rendlesham Neighbourhood Plan

Congratulations to Rendlesham - which became the first village in Suffolk to submit its Neighbourhood Plan.

Representatives of Rendlesham Parish Council recently visited Suffolk Coastal headquarters in Melton Hill, Woodbridge, to hand over the village's Neighbourhood Plan - a document setting out its vision for development over the next 15 years.

The aim of Rendlesham's Neighbourhood Plan team was to build partnerships with residents, local businesses, community groups and outside organisations, to establish more local control over future planning decisions.

Following consultation the document now goes forward for independent inspection.



Representatives of Rendlesham Parish Council recently visited Suffolk Coastal headquarters in Melton Hill, Woodbridge, to hand over the village's Neighbourhood Plan.

The document will then go back to the people of Rendlesham for a referendum. If more than 50% of votes cast are in favour, the document

will become a formal part of the district's Development Plan.

If you want to know more

about how Enabling Communities can help you - see www.suffolkcoastal.gov.uk/yourcouncil/enabling-communities/

Enabling Communities – Supporting our

Enabling Communities is about us setting out a clear plan for how we will support local communities to do more for themselves, and have greater influence and control over their local environment and the services that are provided.

Suffolk Coastal is committed to supporting its local communities and has made a commitment to make use of its resources to enable communities to take greater control for their own futures.

Councillors have been making a number of grants from their Enabling Communities Budget to community organisations to pump-prime or extend local projects.

Here are some of the most recent successes from the Enabling Communities Strategy:

Aldeburgh



Using the Community Enabling Budget, Cllr Marianne Fellowes (pictured roller skating in the Aldeburgh Jubilee Hall in 1971) and Cllr TJ Haworth-Culf contributed towards bringing a special synthetic ice skating rink to The Aldeburgh Jubilee Hall during the Easter holidays.

Felixstowe

Cllrs Doreen Savage and Jan Garfield are pictured with Pam Cole and Sue Todd trying out the new seating and tables at Felixstowe Museum, which were funded by the Enabling Communities Budget. As well as providing a better service to local residents, this new facility will make a contribution to the tourism on offer to visitors to Felixstowe.



Local Communities

Felixstowe

Cllr TJ Haworth-Culf, Cabinet member for Customers, Communities and Leisure joined ward councillors in September to present the Enabling Communities Recognition Certificate to Level 2, an organisation which runs a number of activities to support young people in Felixstowe. The certificate corporately recognises Level 2's contribution to the Council's Enabling Communities Strategy and for the support it provides to young people in the town.



Kesgrave

Cllr Sally Ogden presents an Enabling Communities certificate to Kesgrave Community Library. The funding enabled the purchase of new tables and chairs, a book spinner and a rug to revamp the children's area.



Leiston

In July 2014, the people of Leiston commemorated Leiston's part in the Great War with many residents marching off to war via the railway station in Westward Ho. The parade recreated the route taken by soldiers 100 years ago. The parade culminated with an ecumenical drumhead service at Alde Valley School and in the afternoon there were band concerts and community stalls on the school field. Suffolk Coastal Cllr Tony Cooper contributed to the funding from his Enabling Communities Budget.

Snape

Cllr Phillip Dunnett made a grant from his Enabling Communities Budget to help fund the provision of new storage facilities for the very active village hall in Snape. The hall is providing opportunities for residents to come together for coffee mornings, bric a brac and other events. Cllr Dunnett is pictured with Caroline Beach, Chairman of the village hall management committee and June Van Lennep, who cut the ribbon to open the new storage facilities.



Building Stronger Communities

A key part of the Enabling Communities ethos is Suffolk Coastal's on-going policy of transferring land and facilities into the care of local communities.

Several properties have recently been transferred to community groups, town and parish councils – helping to build strong local communities by encouraging them to take responsibility for the facilities in their area.

Cllr Robert Whiting, Suffolk Coastal's Cabinet Member with responsibility for Resources, said: "The property we transfer into local ownership becomes an important community asset for local people."

"Suffolk Coastal District Council has a policy of encouraging the development of strong local communities by enabling them to take responsibility for the facilities in their area. Experience has shown that facilities which we devolve to local groups within the community tend to flourish."

"I have been amazed by what local communities can achieve, if they are willing to grasp the opportunities open to them as part of this policy."

Small is beautiful



Debach's Don Ewings and Suffolk Coastal's Cllr Robert Whiting help with the preparations for the Open Gardens event, which will use the community's new village green.

Debach Parish Meeting took over a parcel of land beside Woodbridge Road.

The site, which is mainly a grassed area with a few trees, has been unused for some time.

Now Debach is enlisting

local people, including the school children, to transform the land into a village green, community orchard and wild play area.

"We are very grateful to Suffolk Coastal District Council for the transfer of the ownership of this land to the residents of Debach," said Don Ewings, Chairman of Debach Parish Meeting.

"Now we have this fantastic amenity. We have already planted the orchard with apples, plums, pears, cherry and quince. This year saw our first harvest. Whilst the adults in the village provided the manpower, the children of the village planted the trees, which are all on dwarf root stock so in years to come it will be the young people who will be able to undertake the harvest."

Woodland for Ufford



Suffolk Coastal's Cllr Robert Whiting with Ufford Parish Clerk Judi Hallett, Parish Councillors Jane Hawthorne and Nick Crocker, and Chairman John Skinner.

The people of Ufford have stepped in to safeguard a treasured woodland for future generations.

Ufford Parish Council recently took over ownership of nearly 20 acres of woodland from Suffolk Coastal District Council.

"This is a large stretch of unspoilt, traditional English woodland, with lots of footpaths and beautiful established trees," explained Ufford Parish Council Chairman, John Skinner.

"Importantly, it also plays a role in connecting the various parts of Ufford. This is a large stretch of established woodland that is in a very good position, which is a valuable resource for our community. We want to see it remain this way, rather than seeing it developed."

"There has been considerable development in this area, and applications for further development, so we have secured this woodland for the village to make sure it can't be built on. We are safeguarding it for future generations."

Leiston Land Deal Success



Toasting the transfer of Haylings Meadow from Suffolk Coastal to Leiston-cum-Sizewell Town Council, Cllrs Robert Whiting and Ann Nunn.

Leiston-cum-Sizewell Town Council has taken over responsibility for a hidden beauty spot in the town.

One of the last official functions retiring Chairman of Leiston-cum-Sizewell

Town Council, Cllr Ann Nunn, carried out before handing over the chairmanship was to take over Haylings Meadow from Suffolk Coastal.

"We are pleased that we have been given the opportunity to take on this park. This allows the town to invest in developing and improving this facility to bring it up to a good standard," said Cllr Ann Nunn.

Haylings Meadow is the third parcel of land to be transferred from Suffolk Coastal to Leiston-cum-Sizewell Town Council during Cllr Ann Nunn's year as chairman.

Fuel Poverty Fighters

Suffolk Coastal District Council and their partners are celebrating after their 'Warm Homes Healthy People' project, which tackles fuel poverty across Suffolk, has received a national award.

The project is one of only 15 across England and Wales that were successful in applying for the Community Action Awards, which are run by national fuel poverty charity NEA in partnership with the Department of Energy and Climate Change and British Gas.

'Warm Homes Healthy

People' is a partnership project which aims to support vulnerable residents to remain warm and healthy in their homes.

This is achieved by providing energy efficiency advice over the phone and in the home and to help clients to access funding and grants to pay for heating bills and improve thermal comfort.

Laura Bullard from Suffolk Coastal District Council said: "We are delighted to have won this award. The prize money will help us to deliver three community events in rural areas



(From left) Laura Bullard - Suffolk Coastal, Christine Tate - British Gas, Nina Dunlavy - NEA, Andrew Oswald - Saint Ed's Borough Council

off the gas grid to raise awareness of the project and the services available to vulnerable residents."

Better Broadband

The Better Broadband for Suffolk Programme has now brought faster fibre broadband to over 50,000 homes which means Suffolk has now passed the halfway mark of the project.

This is a pioneering project that aims to bring better broadband to all of Suffolk, and ensure that the benefits

are maximised by businesses, households and service delivery organisations. The programme is funded by Suffolk Coastal, Suffolk County Council, other local councils, the Department for Culture, Media and Sport (DCMS), and BT.

The programme is building a brand new superfast

broadband network which provides download speeds of up to 80Mbps and upload speeds of up to 20Mbps, with the potential for even faster speeds in the future.

This will have the power to transform the life, work and play of each and every one of the half a million people living and working in Suffolk.

What's more, superfast broadband will boost the economy of Suffolk, enabling businesses to work more effectively in new ways and potentially reach out to new customers worldwide.

For more information, see: www.betterbroadband-suffolk.com

Search for Unsung Heroes

The search is on for Suffolk Coastal's unsung heroes - with the Business and Community Awards open for entries.

After the success of the 2013 Community Awards, Suffolk Coastal District Council has expanded the awards to include businesses.

The awards aim to recognise and celebrate

the contributions, initiatives and successes of businesses, groups and individuals within the Suffolk Coastal District over the past 18 months.

The Suffolk Coastal Business & Community Awards opens for nominations on 5 October and closes on 5 January 2015, with the winners being crowned at a celebratory awards dinner and dance

at Milsoms in Kesgrave Hall on 12 March.

Now an established entry in the local calendar, the Suffolk Coastal Business and Community Awards will gather the great and the good of the District to acknowledge the hard-work, dedication and selflessness of so many local



people - recognising the significant benefits they provide to the area.

To make a nomination, or for more information, go to www.scbca.co.uk

Get Involved in Planning

This Council is keen to get you involved in the local planning process. We feel, as a local resident, you can offer unique knowledge and understanding of your area.

Community involvement helps to ensure that planning policies and decisions on planning applications are effective and reflect the needs of the local area. This is why we want to make sure that all sections of the community understand how they are able to contribute.

Suffolk Coastal adopted its Statement of Community Involvement in September, setting out how and when people can have their say

on planning policies and planning applications.

The Council will:

- Ensure the process is simple by writing in plain English and explaining any planning terms used.
- Communicate clearly by explaining the reasons why the Council want to involve you and gather your comments.
- Make it easy for you to get involved by explaining when and where you can provide your views.
- Making public events as accessible as possible to all groups.
- Share information on the Council's website and at Council offices and

libraries.

- Use a range of cost effective delivery methods to ensure all individuals and groups have the opportunity to be involved.
- Be clear about the results of consultation by summarising the responses received and provide feedback on how these have been considered ensuring transparency and consistency.
- Publish decisions on planning applications on the Council's website. The



parish/town council will also be informed of the decision.

To view the Statement of Community Involvement, visit www.suffolkcoastal.gov.uk/planning/sci

Planning Policy Engagement

The Planning Policy & Delivery Team has begun engagement with the 60 settlements across the district which are identified as Key and Local Service Centres in the Core Strategy.

All of the parish councils for the Key and Local Service Centres have been sent information relating to the existing physical limits boundaries and those sites that land owners, developers and agents have put forward for consideration.

The information provided to these parish councils will be used to start discussions with the local communities about the level of growth anticipated for Key and Local Service Centres.

Throughout September,

officers from the Planning Policy & Delivery Team met with local representatives to discuss options and opportunities at a very early stage well ahead of the formal consultation periods.

This engagement is a positive step towards the production of the Site Allocations Development Plan Document and the Felixstowe Peninsula Area Action Plan.

Together these documents will guide the future allocation of land across the district and provide the sites to meet the targets adopted in the Core Strategy.

For further information about planning policy engagement please contact the Planning Policy & Delivery Team on suffolkcoastallocalplan@east-suffolk.gov.uk

Community Infrastructure Levy

The Council has been working towards the introduction of the Community Infrastructure Levy (CIL) across the district.

CIL is a tool to assist with the delivery of key infrastructure and facilities. It is a simple, clear and consistent charge set at a rate per square meter of floorspace built. The charge is non-negotiable and is placed on most new developments to contribute towards the provision of adequate infrastructure.

Currently the Council collects money from developments through the use of Section 106 Planning Obligations.

From April 2015, the Council will be severely restricted in the use of Section 106 Planning Obligations, therefore introducing CIL charges will ensure that the key infrastructure

and facilities are provided alongside the level of growth proposed in the Suffolk Coastal Local Plan.

A first round of public consultation on the CIL charges was undertaken May-July 2014 with a second round of consultation scheduled for October-November 2014.

Further information in relation to CIL across the district can be found via www.suffolkcoastal.gov.uk/planning/cil or alternatively please contact the Planning Policy Team on suffolkcoastallocalplan@east-suffolk.gov.uk or on 01394 444558.

The CIL charges propose a high, mid and low value zones across the district for residential development which reflect land values and sale prices.

Plant Trees

The Tree Council, the UK's leading charity for trees, is giving Suffolk Coastal money raised via their Gift Aid scheme to help support Tree Wardens in the district plant more trees.

Even if you are not a

Tree Warden, but have a planting scheme in mind and would like to apply for a grant, there are 3 simple criteria that will apply to any requests.

1) The planting scheme involves trees or shrubs



Tree planting in 2013

- native to Britain that occur in the district.
- 2) The planting scheme should take place either on land owned or managed by your parish council or Suffolk Coastal or land that can be accessed by all the public.
 - 3) The scheme must have the approval of the parish council and Tree Warden, as any grant will be paid to the parish council.

Please send a description of the planting scheme, including what species, where it is taking place and the cost by 30 November to Peter Ross, Countryside Officer: peter.ross@eastssuffolk.gov.uk

Make Food Waste History

Approximately 30% of all the food purchased by Suffolk residents ends up in the bin.

The Suffolk Waste Partnership's new food waste campaign is hoping to change that statistic and has lots of handy reminders to help you make food waste 'history', including a quirky video clip showing how the average family could save up to £700 per year: www.greensuffolk.org/recycling/make-food-waste-history/

Councillor Andrew Nunn, Chairman of the Suffolk Waste Partnership said: "As well as costing the average family around £60 per month, food waste makes up over 30% of the average Suffolk rubbish bin."

"Disposing of this mountain of food waste costs the Suffolk taxpayer over £4 million every year. By making a few simple changes in our homes, such as by remembering to plan ahead and store food correctly, we can not only we save ourselves cash but can also protect our environment."

"Some food waste, such as peelings and teabags, is unavoidable – and the most environmentally friendly way to deal with food waste is to compost it at home. To help our residents get started, compost bins are available to Suffolk residents at reduced prices through our subsidy scheme."

For more details visit www.suffolk.getcomposting.com/ or call 0844 571 4444.

Refuse and Recycling

Thank you for everyone's support following the reorganisation of the refuse and recycling collection rounds by our partner, Suffolk Coastal Services.

The changes, which came in in mid-July, have been made to enable the Council to make significant savings in the cost of its household

waste collection services without the need to reduce jobs or the services provided to residents. Currently over 61% of the district's household collected waste is being recycled or composted.

The new refuse and recycling collection regime is bedding in well across the majority

of the rounds, albeit some crews are still adapting to new routes and workloads.

In the meantime, Suffolk Coastal Services acknowledge the patience of residents if they have experienced any delays in the emptying of their bins and apologise for the inconvenience this may have caused.

Spring Clean this Autumn

Volunteers are urged to take part in litter picks this autumn to help spruce up local beaches, parks and neighbourhoods.

October marks England's biggest-ever litter pick "The Big Tidy Up" which may inspire you to organise your own clean-up in your local neighbourhood, or a park or green space near you.

"To organise an event, all you need to do is decide where and when you would like to pick litter and register online," said Cllr Andrew Nunn, Cabinet Member for the Green Environment. "You can do this as part of a local community group, or simply as a family or individual – we are keen to support anyone's efforts at any time of year."

The Council's partner Suffolk Coastal Services will supply equipment such as bags and gloves to volunteers, as well as arrange to come and collect the bags of litter after the litter pick. To request this assistance contact: 01394 444000 / 01502 562111 or register online by visiting: www.suffolkcoastal.gov.uk/yourhome/waste/fly-tipping/litter/

Beware **Rogue Waste Carriers**

The Suffolk Waste Partnership has launched 'Tripping up the Tippers', a video reminding householders of their Duty of Care to ensure that their waste is disposed of legally.

The video urges residents to check that anyone offering to take their waste away is not a rogue trader, looking to make easy money by fly-tipping waste and advised people to always ask for their waste carrier's registration details, and verify them by searching the Environment Agency's public register of waste carriers (or by calling 08708 506 506).

The Environment Agency has provided an online tool www.environment-agency.gov.uk/business/sectors/143914.aspx to help businesses through the registration process.

Easier **Recycling**

From 3rd November this year, all Suffolk residents will be able to recycle a wider range of waste at home, without going to local recycling centres.

As well as paper, card, tins, cans, plastic containers, and textiles, you can now put the following in your blue-lidded bin:

- Food and drinks cartons (e.g Tetra-Paks)
- Metal pots and pans
- Aerosol cans (no paint, fertiliser or weedkiller cans)
- Books (paperback and hardback)

Make sure your recycling is clean, dry and loose, except for the textiles in the proper bags. For replacement bags call 0345 603 9412 or email textiles@suffolkrecycling.org.uk

Flood Grants

Economic Services at Suffolk Coastal are urging businesses affected by the coastal flooding in December 2013 to apply for their share of the grant administered on behalf of Government.

The scheme is available to all small and medium sized business in flood affected areas that were impacted (either directly or indirectly) by the floods in Winter 2013 and suffered a significant loss of trade.

While a number of businesses in Suffolk Coastal have been successfully awarded funding, we know that many more

were impacted but have not yet put their claim in, which is open until March 2015.

The Repair and Renew grant is also still available for both residential and business premises to apply for up to £5,000. The purpose of the grant is to help people with the cost of buying and installing new measures to reduce the chances of flooding in the first place, or limit the damage should they be flooded in the future.

For more information about either of these grants, visit www.suffolkcoastal.gov.uk/suffolkflooding

Enjoy a **Healthy Outlook**

If you need information about everything from eating healthily to keeping fit, a new website could be just the thing.

Healthy Suffolk is a joint approach between Suffolk's councils, NHS and the voluntary sector with the aim of keeping you posted with the latest on being healthy and well.

So, for options to help you give up smoking, support for breastfeeding mums, and tips on getting active, plus plenty more, visit www.healthysuffolk.org.uk

Cabinet Office *Visit*



Chloe McVay

A Suffolk Coastal apprentice has been given a personal insight into the workings of central Government.

Chloe McVay, who is an apprentice in Electoral Services at Suffolk Coastal, was recently invited to spend a day working at the Cabinet Office in London.

The invitation came after Mark Hughes, Project Director for the Electoral Registration Transformation Programme, visited Suffolk Coastal head-

quarters in Melton Hill, Woodbridge.

The timing of the visit was perfect, because it coincided with the Cabinet Office making final preparations for the introduction of Individual Electoral Registration (IER) in England and Wales on 10 June 2014.

IER means every individual will be responsible for their own registration instead of using a household form to register to vote. This is the biggest change to how people register to vote in almost a hundred years but most people on the current register will be automatically transferred to the IER register without having to do anything.

Chloe said: "The day went very quickly, as there was a lot to take in, but it was a great experience. Everybody was very friendly and happy to answer any of my questions. I really enjoyed it."

Don't Be Foul

Suffolk Coastal is calling on residents to be vigilant and report dog walkers who take advantage of the cover of darkness to avoid picking up their dogs' poo.

If you have any information that can help us (such as names and addresses of culprits, or their vehicle registration number), please contact the Enforcement Team in strictest confidence, on 01394 444000.

Offenders can be fined up to £1000 if convicted, or receive an £80 Fixed Penalty.

Councillor Andrew Nunn, Cabinet Member for the Green Environment, said: "The great majority of dog walkers are responsible and always clear up after their dogs. It only takes a few careless people to create an unpleasant problem. Remember – bag it and bin it - any litter bin will do!"

Disposing of Glass

If you are a business person you may already know that Suffolk Coastal Services, the Council's operational partner, offers reliable and flexible waste and recycling collections to the businesses in our district (and if you didn't know, you may want to ring them now on 01394 444000 for a quotation!)

What many business people don't realise, however, is that Suffolk Coastal Services also offer separate and competitively priced collections of glass (bottles and jars) from business premises. A wheelie bin is supplied just for glass and collections are made on a scheduled 'round' so you know when the glass will be collected.

This is an attractive option for restaurant owners and publicans, who may otherwise be putting their bottles into their general

waste wheelie bin and consequently paying more than they need to for the disposal of this waste.

Traders should not put their glass into the Council's public 'bottle banks' as these are provided for glass bottles and jars from domestic households only. Whilst traders can take their bottles (and other waste separated for recycling) direct to the Household Waste and Recycling Centres, they need to register as a waste carrier with the Environment Agency to do so and then need to declare themselves as a trader on arrival. A charge will be made for disposing of their waste at these sites.

Since disposing of waste direct to the tip themselves still costs business people money, as well as the time and inconvenience



Suffolk Coastal Services also offer separate collections of glass.

of transporting the waste, many traders find it more convenient to use a waste collection firm to transport their waste. Whilst there are several waste carriers offering this service locally, Suffolk Coastal Services are an attractive option for many traders because they offer both very small bins

for smaller businesses and large wheelie bins and skips collected up to 4 times a week in some areas for larger customers, as well as those separate collections for glass bottles and jars. If you would like a quotation to compare to your current provider, call Suffolk Coastal Services on 01394 444000.



Contact Us

General enquiries

Please check our website www.suffolkcoastal.gov.uk for any information you require. Accessing services online is quick, easy, cost effective - and avoids you having to wait in a queue.

Email: customerservices@suffolkcoastal.gov.uk

You can call us on **01394 383789**

- Monday to Wednesday 8:45am to 5:00pm
- Thursday 9:30am to 5:30pm
- Friday 8:45am to 4:30pm

Our telephone lines are usually busiest on Mondays and between 12-2pm each day. Calling outside these times avoids long waiting times.

- **Minicom/textphone: 01394 444211**

Visit us

Public access to computers that allow our customers to view appropriate websites and other useful Council information is provided at our premises.

As with the telephones, Mondays are our busiest day, as well as the period between 12 noon - 2pm being busy.

Council buildings

Customer Service Centre & Tourist Information – Woodbridge Library, New Street, Woodbridge, IP12 1DT
Opening times:

- 10am - 4pm on Mondays
- 9.30am - 5pm on Tuesdays
- 9am - 5pm - Wednesday to Friday
- **Citizens Advice Bureau** drop in session Tuesday 10.00am-12.00

Melton Hill reception - Melton Hill, Woodbridge, IP12 1AU

Opening times:

- Monday to Wednesday 8:45am to 5:00pm
- Thursday 9:30am to 5:30pm
- Friday 8:45am to 4:30pm

Felixstowe - 93 Undercliff Road West, Felixstowe IP11 2AF

- **Benefits enquiries:** Mondays & Wednesdays 9.00am - 12.30pm and 2.00pm - 4.30pm.
- **Housing surgery:** Wednesdays 2.00pm to 4.30pm.
- **Felixstowe Citizens Advice Bureau:** drop in session, Mondays 9.30am - 11am.

We are closed on all statutory bank holidays and weekends.

For **refuse collection and recycling** enquiries contact **Suffolk Coastal Services Ltd**
Telephone: **01394 444000**
or Email: scs@ncsgrp.gov.uk

For **Port Health** enquiries, based at the Port of Felixstowe:
Telephone: **01394 614933**.
Email: port.health@scpha.gov.uk
Website: www.porthealth.eu

Tourist Information centres

- Aldeburgh 01728 453637
- Felixstowe 01394 276770

Leisure centres (managed by PPL)

- Felixstowe 01394 670411
- Brackenbury 01394 270278
- Leiston 01728 830364
- Deben Pool 01394 38476

Emergencies outside of office hours

We operate an out-of-hours **emergency telephone service**, jointly with Waveney District Council, telephone **01502 527133**.

Op Camouflage Shortlisted for National Award



Children taking part in the military themed Operation Camouflage

A ground-breaking scheme aimed at helping local youngsters has been shortlisted for a prestigious national award.

The military-themed 'Operation Camouflage' is a summer activity for children, which brings young people from all backgrounds together to learn new skills.

It has been shortlisted for the Youth Justice Award in the Children and Young People Now Awards 2014. This category is for the initiative that has made the biggest contribution to improving the life chances of young offenders, or those at risk of offending or reoffending.

Organised jointly by Suffolk

Coastal District Council and the Army Welfare Service (AWS), the initiative is in its seventh year and is staged at Rock Barracks, near Woodbridge, with the support of 23 Engineer Regiment (Air Assault).

"Just becoming a finalist for this award is a major achievement in itself," said Cllr TJ Haworth-Culf, Cabinet Member with responsibility for Customers, Communities and Leisure.

The Awards presentation will take place on Thursday 20 November at the Grand Connaught Rooms, London. The full shortlist can be viewed here: www.cypnowards.com/shortlist-2014

Women's Tour



Cyclists taking part in the event in Felixstowe

The Women's Tour brought world-class women's cycling to Felixstowe in the country's first international stage-race.

The star-studded field included World Road Race Champion Marianne Vos and British Olympians Lizzie Armitstead, Laura Trott and Dani King.

The five-day race took place over five stages with Felixstowe hosting the start of Stage 3. Riders followed a route from the town to Ipswich and then down through Essex to Clacton.

Marianne Vos took overall victory. For more information about The Women's Tour visit www.thetour.co.uk

Touch Rugby a 'Roaring' Success



Participants in the Seckford Shield 2014

Woodbridge Rugby Club, Suffolk Coastal and the RFU O2 touch rugby campaign held the fourth consecutive Seckford Shield in August at the club's Hatchley Barns ground.

The mixed, fun touch-rugby competition was originally

conceived to get adults out playing sport at the weekend between seasons, and played between Woodbridge businesses.

Five teams competed for the coveted shield with the Warriors crowned as the winners.