

Edition: December 2025

EastSuffolk

Magazine



Owned by East Suffolk Council, the former Lowestoft Post Office is being brought back into use as Messums East, offering gallery and exhibition areas, a café, and dedicated artist's studio.

A steelwork signing ceremony to mark the first phase of installation took place recently and the new facility, providing a boost to the local creative economy, is planned to open in late spring 2026.

Find out more!



**Better
Recycling**
IS COMING TO
EAST SUFFOLK

Your waste and recycling collection is **CHANGING** in 2026! Full details on page 4

Welcome from the Leader



Welcome to the latest edition of the East Suffolk magazine, which is delivered to households throughout the district, providing you with a range of information about the different services we deliver and our plans and ambitions for the future.

It is, as usual, an incredibly busy time, with some big changes on the horizon. First, there is the new 'Better Recycling' scheme; a government-led programme which means we will be increasing the amount and type of recycling we collect from you each week. I am fully aware that people may have questions about what is happening, and we have devoted two pages in this magazine to explain the changes that are coming.

In addition, Local Government Reorganisation is happening in Suffolk and a consultation is underway, asking local people for their thoughts on the two proposals. As you may be aware, the County, District and Borough Councils will all be abolished and replaced with 'unitary' councils, delivering all services.

The options being considered are for one, single council covering all of Suffolk (presented by Suffolk County Council) and our own proposal, with the other districts and boroughs, for three unitary councils. I am certain that this option would best deliver local democracy, local services, and local outcomes. But please do have YOUR say!

Finally, can I wish every one of you and your families an enjoyable and restful Christmas and a healthy and happy New Year.

**Cllr Caroline Topping,
Leader, East Suffolk Council**



**EASTSUFFOLK
COUNCIL**

Photo Competition!

East Suffolk Council's "Through the Lens" photo competition is back, and entrants are being given more chances to win with the introduction of two new categories!

The return of East Suffolk Through the Lens follows the success of last year's competition, which welcomed more than 230 entries. It gives photographers of all ages and experience the chance to showcase their favourite sights and scenes from across the district and this year, there will be two categories, 'People' and 'Place'. Under-16s will also have their own category, as per previous competitions with all photos welcome – people, place or anything else! Entrants are encouraged to capture the essence of the district by photographing the people and places that make East Suffolk amazing.

The three winners will each receive a £100 high street voucher, and one overall winner will be selected. This photograph will then grace the cover of this magazine, delivered to every household in the district next spring.

Entries should be submitted online before midnight on Saturday 31 January. Previous entries will not be considered. The winners will then be announced during the week commencing Monday 23 February.

More information about the competition and how to enter can be found at www.eastsuffolk.gov.uk/photo-comp



Biggest council changes in over 50 years



**Shaping
Suffolk
Together**

Local Government Reorganisation is coming, and this is YOUR chance to get involved and have your say! This will be the first major changes to local government structures since 1974 and your views matter.

The county, district and borough councils in Suffolk are all being abolished and replaced with a single tier of 'unitary' authorities, with one council where YOU live providing all the services that Suffolk County Council and East Suffolk Council currently deliver. There are two proposals for Suffolk and a consultation asking residents and stakeholders for their views is now underway.

The first is a single unitary council which covers the whole of Suffolk; the second would see three unitary councils created, each covering a different, specific part of the county. One for Eastern and Central Suffolk, another for Ipswich and Southern Suffolk and a third for the west of the county.

However, whether one or three new councils are created – local government WILL be simplified, and one unitary council will be providing all the services where you live.

East Suffolk councillors voted to support the Three Councils option. In their view, it is the best option to ensure strong local representation and voices, genuine value for money, services which are geared towards local need, an alignment with other local services – such as hospitals, colleges and other teams delivering services on the ground, and all ultimately based on where people live their lives and work.

The Government will make a final decision in the spring and as part of their deliberations, they will consider matters such as logical and manageable geographic areas for unitary councils, financial viability, service continuity and opportunities for improvement, local community engagement and democratic representation.

But before they do, this is YOUR opportunity to have your say. Simply head to **www.eastsuffolk.gov.uk/lgr** and click on the 'Government Consultation' link. This will close in January and decision will be made in March. The first elections will then take place in May 2027 with the new Councils operating from April 2028.

Why does East Suffolk Council support a three unitary proposal?

East Suffolk Council, alongside the county's other district and boroughs, believes this is the only way to secure genuine transformation in the way services are delivered, with a clear determination to put 'local first'. This is about local democracy, local services, and local outcomes, where YOU live. Three unitary councils in Suffolk, tailored to differing needs in differing locations, would be big enough to deliver, but crucially, local enough to care. They would protect services, improve outcomes, and invest in communities. Meaningful change, not more of the same.

To find out more, head to **threecouncilsforsuffolk.org/case-for-change**



A mayor for Suffolk and Norfolk

In May 2026 an election for the first Mayor of Suffolk and Norfolk will take place, with the creation of what is called a Combined Authority. The Mayor will be afforded wide-ranging powers as part of the Government's reform agenda to devolve strategic decisions from Westminster to a more local level. They will also work closely alongside the new unitary councils that will be created in the two counties. Find out more at **www.eastsuffolk.gov.uk/lgr**

Better recycling

- what it means for you

What you can put in your bins from June 2026

Paper and card



Cardboard



Paper

Containers



Glass bottles and jars



Cartons



Metal food and drinks cans



plastic bottles and containers

Food waste



Plate scrapings



Meat and fish inc. bones



Fruit and veg



Bread



Dairy



Tea bags and coffee

General rubbish



Non recyclable waste



Nappies



Soiled fast food container



Bagged animal waste



Bagged vacuum contents

Why and when are these changes happening?

These are a part of nationwide changes to improve our recycling habits. By making it easier for you to recycle more, it will reduce waste going to incineration and be better for our environment. They come into effect in East Suffolk in June 2026 - with national targets requiring us to recycle 60% of waste by 2030.

What will I be able to recycle?

As you'll see from the diagram (left), you will be able to recycle more from home than ever before.

Glass and cartons such as Tetra Pak - which is currently taken to Suffolk's recycling centres and bottle banks - will go in your existing recycling bin, along with metal tins/cans and plastics.

You'll get an additional bin specifically to recycle paper and card. Separating it improves its recycling value and quality.

And there will be a brand new weekly food waste collection service, with every home getting a 5-litre kitchen caddy and 23-litre outdoor caddy for kerbside collection.

Your food waste will go to an anaerobic digestion plant - generating green fuel (biomethane) and turned into soil fertiliser.

coming in 2026

You'll be able to recycle much more in your household bin collections from June 2026.

Why will my general waste bin (black bin) only be collected every three weeks?

It simply won't fill up as quickly. About 60% of the waste that currently goes into black bins will go into recycling bins in future - e.g. the food caddy. Overall, you will have extra bin capacity and be recycling much more.

But won't three-weekly waste collections result in my bin smelling?

Most unpleasant bin odours come from food waste, which will soon be collected weekly in a separate food caddy - rather than fortnightly in your black bin, as happens now. This change should significantly reduce smells and help prevent issues with vermin.

For households with exceptional needs - such as larger families or medical requirements - our waste team will continue to offer case-by-case support.

Will my collection day change?

Yes, there will be changes for most households but not all. Redesigning the service will ensure greater efficiency and value for money.

What if I don't have room for an extra bin?

We will work with residents and communities where there are legitimate storage concerns to find the right solutions. Other councils already operating similar services have supplied additional bins to the vast majority of their households.

Will I have to put different bins out on different days?

No, we want to keep it simple and no matter which bins are collected, it will always be on the same day of the week. So, you'll be putting out two bins instead of one (although both will be collected on separate trucks). Every household will get further information about these changes before they happen.

What a typical collection calendar will look like

Collection Calendar	Week 1	Week 2	Week 3
General waste			
Recycling			
Food			
Garden			

- General waste – every three weeks
- Recycling – two weeks in every three
- Food – weekly
- Garden – fortnightly
- Pattern repeats – every three weeks
- All households will receive a calendar detailing their own exact collection dates.

Energy projects in East Suffolk – our view

East Suffolk Council is committed to seeking the best possible outcomes for local communities as major projects progress.

“We support the transition to renewable energy and governmental ambitions for Net Zero. However, East Suffolk Council has raised concerns about the cumulative impacts of multiple large scale energy infrastructure projects for a number of years, both to government, through letters and consultation responses, to government regulators, and to developers of individual projects themselves. The impacts of hosting such large infrastructure are felt by communities closest to them.

“We are seeking an urgent meeting with Lord Vallance, who was recently appointed Minister for Nuclear in the Department for Energy Security and Net Zero, to represent the concerns, challenges, and opportunities for East Suffolk’s communities and environments.

“The Energy Projects team continues to engage across multiple projects and through engagement with developers both individually and collectively, the Council has and continues to seek to minimise and mitigate the adverse impacts on the environment and communities of East Suffolk, whilst ensuring that any benefits are maximised.”



Cllr Tom Daly – Cabinet Member for Energy Projects

Sea Link and Lion Link

The Council has a position of objection to the Sea Link project. Whilst we recognise the benefits Sea Link will deliver they should not and cannot be secured at the expense of East Suffolk’s local communities. As part of preparing our relevant representation, we sought local views and incorporated, as far as possible, the concerns raised.

National Grid Ventures’ Lion Link project is a first-of-its-kind electricity link to connect offshore wind between the UK and the Netherlands and is currently in the pre-application stage. Statutory consultation on the project is expected in early 2026, and the Council will scrutinise the proposals and prepare a response, which will be published on our website.

Sizewell C

The Sizewell C project commenced in early 2024, and construction is expected to last 9-12 years. Officers across the Council are working to maximise the benefits and minimise the impact to East Suffolk’s communities and environments, particularly through the Deed of Obligation. The Council is also scrutinising planning applications, and engaging in the extensive project governance framework.

This Deed includes **over £30m of funding** for East Suffolk Council to mitigate the impacts of the project and benefit East Suffolk residents, including through the provision of new sports facilities at Leiston Leisure Centre and funding to support economic development throughout the region.

The Sizewell C Community Fund is a pot provided to the Suffolk Community Foundation, with up to £23m provided by Sizewell C to support charities, community groups and social enterprises. Meanwhile, the East Suffolk Trust (EaST), is a new charity jointly established by Sizewell C, East Suffolk Council, and Suffolk County Council to enhance biodiversity and restore landscapes. Sizewell C has pledged at least £78m over the next 70 years, to help make East Suffolk the most ecologically diverse and resilient area in England.

As Sizewell C proceeds with construction, work associated with the projects will become more visible. There will be impacts, including delays to journeys on key roads like the A12 and to deliver necessary works safely, there will be roadworks, road closures, and diversions, throughout the construction periods. Through regular engagement with the project promoters, we continue to emphasise the need for coordinated and regular transport updates to minimise disruption and boost awareness for our communities. The project hosts a Works Tracker, with real time updates and tracking for construction progress: www.szcworkstracker.co.uk

Temporary flood barriers standing up

The East Suffolk Council Coastal Management and Adaptation Team's annual training exercise to test the temporary flood barrier defences in Lowestoft took place successfully earlier in the autumn.



The Water Management Alliance and East Suffolk Services Ltd deployed a stretch of the temporary barriers along Belvedere Road in Lowestoft and when required the 1.4km of temporary defences will work in conjunction with 1.5km of permanent tidal flood walls, flood gates and demountable defences which were completed in 2023. These all provide enhanced protection from the risk of tidal flooding to the most vulnerable parts of Lowestoft.

East Suffolk Council work closely with the Environment Agency storm forecasting to ensure the temporary and demountable defences in Lowestoft and flood gates in North Denes and Felixstowe are ready to deploy in the event of a storm or tidal surge.

The Council is exploring the next steps with the Environment Agency and Suffolk County Council for flood risk in Lowestoft following the decision to pause work on the tidal barrier scheme due to an unforeseen funding gap in January 2024. The Council continues to work with partners to secure the necessary funding and resources to revisit potential options into the town's future resilience to tidal flooding.

In the interim, East Suffolk Council will work with community groups to help build flood awareness and resilience in Lowestoft and continue to deploy temporary tidal barriers to help reduce the risk of flooding and provide vital protection to the community.



Do you know your flood risk?

You can find out and sign up for flood warnings at www.gov.uk/sign-up-for-flood-warnings



Residents can register or update details warnings by phone, text or email through Floodline:

- Telephone: 0345 988 1188
- Textphone: 0345 602 6340

Take care at the coast

The winter weather means high tides, intense rainfall and strong winds are likely to impact the East Suffolk coast during the next few months. This can result in large waves, debris and potential cliff collapse so those visiting the coast are advised to take extra care.

East Suffolk Council is reminding people to stay safe on the coast by adhering to the following:



- **do not climb on eroding cliffs or sea defences.**
- **keep well back from the cliff edge.**
- **take notice of signage.**
- **avoid walking close to the base of cliffs.**
- **keep pets on leads.**
- **When standing at the bottom of a cliff, do not stand less than the height of the cliff away. That means that if the cliff is 25 metres high, don't go closer than 25 metres towards it.**



In addition, HM Coastguard has the following safety advice: Make sure that you are properly equipped for walking along coastal paths. Remember to wear sturdy shoes or boots and check the weather forecast and tidal times before you set out. Carry a fully charged mobile phone and tell someone where you are going and what time you will be home. Only use the designated paths, take notice of any warning signs and fences in place, be responsible and don't take any unnecessary risks.

If you notice anything unusual or dangerous about cliffs or any coastal defences, please email coastalmanagement@eastsuffolk.gov.uk

In an emergency always call 999 and ask for the Coastguard.

Port Health protecting us all

As society becomes increasingly concerned with where their food comes from and how it's kept safe, a team of dedicated professionals at the Port of Felixstowe have been working around the clock to protect our health — and they've been doing it for more than a century!

Suffolk Coastal Port Health Authority (SCPHA), part of East Suffolk Council, is the UK's largest and busiest port health team. Since 1899, they've been the frontline defenders of public and animal health, quietly ensuring that goods entering the country meet stringent safety standards before they ever reach our supermarket shelves.



Their remit is vast and complex. From a central hub in Felixstowe, an office in Harwich and a support base in Woodbridge, the SCPHA team — made up of service managers, port health officers, veterinarians, technical assistants, business solutions team and import control specialists — meticulously checks everything from exotic fruits to food packaging. The authority checks more than 80,000 food and animal-related consignments per year. Their job is to prevent dangerous diseases and contaminants from slipping through the cracks.

"People don't realise how much goes into keeping the UK food supply chain safe," says Danielle Devonish, Marketing and Communications Lead. "Every day we are checking for potential threats — whether it's avian flu, foot-and-mouth disease, or pesticides that exceed safe limits. It's relentless, but it's vital."



Officers routinely inspect a wide range of products at the port. These include animal-origin goods such as red meat, farmed game and poultry, fish and shellfish, dairy products, honey, dog chews, dried mealworms, feathers, wool, hay, and straw. Non-animal origin products also feature prominently, including mushrooms, wild cranberries, hazelnuts, black pepper, rice, tea, various dried spices, and oranges, among others. One of the most frequently encountered items of non-animal origin is shipments of fresh, chilled, and frozen peppers — both sweet and hot. Each consignment undergoes thorough inspection and laboratory testing for harmful pesticide residues to ensure the peppers are safe for consumption.

But it's not just food that comes under scrutiny. SCPHA officers also test non-edible imports like plastic kitchenware for dangerous chemicals that could leach into the environment or harm consumers. Their role stretches far beyond what most people imagine when they think of border control.



"Our work is often invisible to the public, but we take pride in knowing that what we do matters," says Bradley Borley, Business Manager. "The safety of millions relies on us doing our job right — every single day."

As the UK continues to face new global health challenges and an ever-expanding array of imports, the role of SCPHA has never been more critical. They are the quiet sentinels at the nation's gateway — ensuring what comes in is safe, sound, and ready for our tables.

For more information about this invaluable service head to www.porthealth.uk or scan the QR code!



Record funding for local projects

East Suffolk Council has this year approved a record £8.5 million spending on 27 infrastructure projects thanks to the 'Community Infrastructure Levy' (CIL). This ranges from a £4.2 million Medical Centre expansion in Beccles to £6,000 for a sensory garden in Rushmere St Andrew.

CIL is a developer contribution which we collect from housing developments to fund infrastructure in East Suffolk. When we receive that we split it three ways. We keep 5% to allow us to administer the service, fully funding our Infrastructure team. Between 15% and 25% goes to the local Town or Parish Council, and since 2013 we have distributed £8.6 million to our Town and Parish Councils to spend on their local infrastructure and facilities. The rest is then spent anywhere in the District.

A lot of this spending is informed by the infrastructure identified in our Local Plans. We also need to assess whether what we are spending our CIL on will bring benefits which mitigate the effects of development and that it is well related to communities where development is happening.

Following scrutiny and recommendations from our CIL Spending Working Group our Cabinet approves that spending for the year each autumn. The vast majority of our funding bids are successful and this record amount of £8.5 million was agreed and signed off by East Suffolk's Cabinet a few weeks ago.

Over £600,000 of CIL money was allocated to the expansion of Haven Health Centre in Felixstowe

You can find out more about this year's spending in this report



All previous spending is mapped here: eastsuffolk.co/CILProjects



Call for sites – can you help?

Calling all residents, developers, businesses and other organisations! Do you know of a site that would be suitable for future development?

East Suffolk Council is about to start work on a new Local Plan. The Local Plan guides development by setting out policies that are used to decide planning applications in the district and is important in delivering high quality development. The new Local Plan will set out where and how development should take place over the next 20 years.

New Government figures have increased the number of homes we need to plan for in the district by around 80%, to over 1,600 new homes per year, and it is therefore important that we prepare a new Local Plan to identify where this new development, as well as other important uses such as for employment and infrastructure, will take place.

We are now undertaking a 'Call for Sites', which invites submissions of land to be considered for allocation in the Local Plan. This is the very start of the process, and later decisions about identifying sites for development will be informed by evidence on a range of topics, the creation of a vision and spatial strategy for the plan and public consultation. Adoption of the new Local Plan is anticipated to be in 2029.

The Call for Sites invites submissions for a wide range of land uses including housing, employment, sports and leisure and community uses.

The Call for Sites runs until 5pm on 9 January 2026.

More information about the Call for Sites, together with the submission form, can be found at www.eastsuffolk.gov.uk/new-local-plan. For queries regarding the Call for Sites, please email planningpolicy@eastsuffolk.gov.uk



Let's quit smoking together!

Go smoke-free with Feel Good Suffolk

Feel Good Suffolk is here to help any resident in Suffolk to quit smoking for good.

Through a variety of options, such as group support sessions, and 1:1 support alongside nicotine replacement therapies, Feel Good Suffolk is committed to helping everyone find a method that works for them, ensuring that quitting smoking is a positive and successful experience.

Our group support sessions are led by friendly and qualified Stop Smoking Advisors in a relaxed and welcoming setting. These weekly sessions run for six weeks and provide practical advice and strategies, peer support, and shared experiences with access to stop smoking products tailored to your needs. We have both in-person and online groups available.

With the help of a certified stop smoking advisor, you're three times more likely to quit. To book your initial appointment, or if you have any questions, please email healthreferrals@eastsoffolk.gov.uk or call **0333 016 2000**.



Lowestoft resident, Victoria, has seen major improvements to her health since attending a Feel Good Suffolk stop smoking group. She said:

"I so appreciate what Feel Good Suffolk have done in helping me to give up smoking. Joining the group meant I finally quit after 40 years!"



Warm Welcomes... and more!

As part of the suite of East Suffolk Council projects supporting residents this winter, the Warm Welcomes project is returning for its fourth year. This project provides funding for community venues to offer heated spaces with free refreshments for residents to go to.

Last year, 22 Warm Welcomes were funded across the district, providing thousands of people a warm welcome in temperature and in spirit. We look forward to over 20 Warm Welcomes running from the first week of November 2025 to the last week of March 2026 offering refreshments, a heated space, and access to services and information in the community.

Alongside this support is the Holiday Activity and Food (HAF) programme. This Department of Education funded project provides holiday activities and meals for families in receipt of benefit-related free school meals.

This project runs over Easter, Summer and Christmas holidays. If you are eligible, please keep an eye on www.eequ.org/suffolkhaf to browse and book activities available for upcoming school holidays. HAF has received a further three years funding from March 2026.

To find your nearest Warm Welcome please look in your local library, where a list will be displayed, go to www.eastsuffolk.gov.uk/warm-welcomes or scan the QR code!



EASE THE SQUEEZE

EAST SUFFOLK WARM WELCOMES



POP IN AND SAY HI!

Growth of 'Tulips' making a real difference



With help from the Felixstowe Peninsula Community Partnership, including 50% match funding, a support group offering compassion, connection, and a safe space for those navigating grief is providing much needed support.

When a gap in local bereavement support was identified, TULIPS (Time, Understanding, Love, Insight, Patience, Space) Bereavement Support Group was founded by someone who deeply understood the pain of loss and the loneliness that can follow. After previously struggling to find the support she needed, she was inspired to create a space where others would no longer have to go through grief alone.

TULIPS launched as a pilot project offering monthly peer support sessions and distributing 100 thoughtful care packs to members. From the very beginning, group members played a key role in shaping the direction and values of TULIPS, and as word spread and participation grew, the group quickly gained momentum, becoming a vital source of comfort, connection, and community for those navigating life after loss.



Thanks to funding from the Integrated Neighbourhood Team, seven people so far have also been offered a block of private counselling sessions, allocated at the discretion of the group leader to those in most need.

Since then, a relationship with another local counsellor has grown, and the group now benefits from a dedicated local professional who not only provides individual support but also occasionally attends support group meetings, offering further guidance and continuity of care.

During group discussions, members expressed a desire for a dedicated space to remember their loved ones. This led to the idea of a memorial tree. With funding support from the Community Partnership and the creative talents of the artist Perspex Angel, a decorative tree was installed on the side of the Library. Leaves can be engraved with personal dedications in exchange for a small donation to support the bereavement group.



Since then, the group have been working closely with the Integrated Neighbourhood Team and developed a 'Grief Garden' called ROSES (Respite, Ongoing Support, Empathy, Sanctuary). A space to grow flowers and vegetables together and talk side by side, every Thursday at the Felixstowe Opportunities Group.

What are Community Partnerships?

Created by East Suffolk Council, East Suffolk Community Partnerships enable local councils and key stakeholders to create solutions to local challenges. Since their launch in 2019, they've supported over 350 projects from befriending schemes and community pantries to youth mental health initiatives and rural transport offers. These partnerships have made a real difference by investing over £3 million in local solutions shaped by data, community insight and collaboration.



East Suffolk
**Community
Partnerships**

Renters' Rights – are you ready?

Are you prepared for the upcoming changes to tenancy law and housing standards? The Renters' Rights Act 2025 is a major reform of the private rented sector in England, aiming to improve tenant protections and modernise rental legislation. It recently received Royal Assent and its measures will commence in early 2026.

Key Changes:

- **End of Section 21 evictions** – landlords must use valid legal grounds under Section 8 to evict tenants.
- **All tenancies to become periodic** – fixed-term contracts (ASTs) will be abolished, existing and new tenancies will be periodic, running from month to month without fixed terms.
- **Rent increases limited to once per year** – landlords will need to use the Section 13 procedure if they wish to increase rent, tenants will be able to challenge increases via tribunal if they feel they are unfair.
- **Ban on rental bidding** – landlords must advertise a fixed rent and cannot accept higher offers.
- **New PRS database and Ombudsman** – landlords will have to register properties and resolve disputes through an independent body.
- **Tenants' right to request pets** – landlords will have to consider requests and cannot refuse unreasonably. This right doesn't apply to applicants, only tenants, which means that landlords will still be able to say "no pets" on any listing or advertisement.
- **Decent Homes Standard** – there will be a new legal duty on private landlords to ensure their property meets the Decent Homes Standard and is free of serious hazards. Local authorities will have a new power to enforce this and issue civil penalties.
- **Restrictions on rent in advance** – capped at one month's rent once a tenancy agreement has been signed.

Do you rent your home from a private landlord?

Safe Suffolk Renters is a **FREE** service that provides advice and support for those living in the East or West Suffolk Council areas.

We can offer **FREE** help with:

- Damp and mould
- Healthy home checks
- Information about rights and responsibilities including the Renters Rights Bill



Find out more about how we can help. Get in touch with our team today at safesuffolkrenters.org



Awaab's Law — Stronger Protection for Tenants

From October 2025, a new law called Awaab's Law will give social housing tenants greater protection from damp and mould.

The law is named after Awaab Ishak, a two-year-old who sadly died in 2020 after prolonged exposure to mould in his home. It ensures that landlords take urgent and effective action to fix damp and mould problems within strict timeframes.

Under Awaab's Law, social housing landlords will be required to:

- **Investigate reports of damp and mould within around 10 working days.**
- **Take temporary measures quickly if the problem poses a health risk.**
- **Complete permanent repairs and preventive works promptly.**
- **Keep residents informed in writing about findings and next steps.**

Support with heating or energy costs

We understand that with rising living costs, some residents may find it difficult to heat their homes properly and cold homes can make damp and mould worse. If you're struggling, support is available through a range of local and national schemes.



At East Suffolk Council, we already take a proactive approach to damp and mould repairs and welcome this new national standard to ensure every home is safe, warm and healthy.

By working together with residents, landlords and support partners we can make sure that every home in East Suffolk is safe, warm and free from damp and mould. If you spot a problem early, report it. If you need help heating your home, reach out.



If you are an East Suffolk tenant and have any concerns about damp or mould in your home, please contact the Housing Repairs Team on **01502 523593** or visit **www.eastsuffolk.gov.uk/council-housing-repairs**

Local help for East Suffolk residents:

- **Warm Homes Suffolk** – Grants and advice to improve insulation and heating efficiency. Visit **www.warmhomessuffolk.org** or call **03456 037 686**.
- **Warm Homes Healthy People (WHHP)** – Emergency heating support, insulation grants, and home energy checks. Email **whhp@eastsuffolk.gov.uk** or call **03456 037 686**.
- **Ease the Squeeze** – East Suffolk's Cost of Living support hub with advice on benefits, debt, fuel and food support: **www.eastsuffolk.gov.uk/squeeze**
- **Citizens Advice East Suffolk** – Free, independent energy advice: **0808 278 7866** or visit **www.citizensadviceeastsuffolk.org.uk**
- **Surviving Winter Scheme** – One-off contributions towards heating costs for vulnerable residents (via local charities and Citizens Advice).
- If you're an East Suffolk Council tenant, then speak with your Housing or Income Officer.



Help with housing costs from East Suffolk Council

If you're getting Universal Credit with the Housing Element, or Housing Benefit, and struggle to pay your rent, you could be eligible for a **Discretionary Housing Payment**.

Over 450 households received extra help worth more than **£295,000** through East Suffolk's Discretionary Housing Payment scheme last year.



We may be able to help if you receive Housing Benefit or Universal Credit, when

- ***You don't get enough to cover your rent***
- ***Rent arrears are preventing you from moving to a more affordable property***
- ***You are at risk of losing your home because of rent arrears***
- ***You want to move to a more suitable property but can't afford the rent in advance payments, deposit or moving costs***

Meanwhile, the Anglia Revenues Partnership (ARP) are also working closely with the Council's Community Help Hub. If residents contact ARP

about extra help with housing costs, and the team think they would benefit from support and advice on offer at the council, they start a connection for them. The Community Help Hub provides front line support to some of our most vulnerable residents. They help with health, wellbeing, money and accessing services. There is a wealth of information on the East Suffolk website www.eastsuffolk.gov.uk/help-hub



Visit angliarevenues.gov.uk for more information and to apply or scan the QR code!

Fraud Focus

The dedicated in-house Corporate Fraud Team investigate, prevent, prosecute or deter any fraudulent activity to protect public funds.

If you know something is "wrong" or "not right" in any respect of Council business whether it be housing, tenancy, planning or grant fraud, please call the fraud hotline on **01394 444444** or email fraud@eastsuffolk.gov.uk



Go paperless with your Council Tax bill!

Join the growing number of East Suffolk residents choosing to receive their Council Tax bills by email.

Businesses can also benefit with faster access to bills, simpler record-keeping, and less paperwork to manage.

It's quick, easy, and convenient and it's better for the environment too.

- ✓ **Access your bill anytime, anywhere**
- ✓ **No more misplaced paperwork**
- ✓ **Help reduce paper waste**

**Sign up for paperless
billing today — and we'll
take care of the rest!**



Improving air quality in your home



**JUST BECAUSE YOU CAN'T SEE IT,
DOESN'T MEAN IT'S NOT THERE.**

Reduce the negative impact your stove
or open fire can have on your health

CHECK IT
regularly

SWEEP IT
professionally

FEED IT
the right fuel

In winter, many people use their open fires or wood burning stoves more frequently - some as the main source of heating and others who enjoy the ambience of a real fire.

This winter, East Suffolk Council is promoting information from the Department of Environment, Food and Rural Affairs (Defra) to ask: **'Could you be burning better?'** We want to raise awareness around the tiny, harmful particles (known as PM2.5) that burning produces both inside and outside your home. These can impact the health of you, your family, your neighbours and the environment.

Long-term exposure to air pollution, over many years, reduces life expectancy mainly due to cardiovascular and respiratory diseases, strokes and lung cancer. Even short-term exposure over hours or days has been shown to impact lung function, worsen asthma and increase hospital admissions due to respiratory and cardiovascular illnesses.

So, what can you do?

Other than burning less often or for shorter periods, there are three simple steps that you can take to limit emissions and make a big difference: **Check it, Sweep it, Feed it.**

'Checking' your stove includes ensuring it is Defra approved, installed by a qualified person and regularly serviced. 'Sweeping' it means getting your chimney swept at least once a year by a chimney sweep. 'Feeding' it means only burning dry (seasoned) wood. If it has a moisture content greater than 20% it will create a lot of smoke, particles and tar deposits and is also inefficient. This can damage your health, the environment, your appliance, your chimney and your pocket.

For more information:

www.eastsuffolk.gov.uk/air-quality and click on **'Biomass and Wood Burning'**

We want to know what **YOU** think!

We want to know more about the people who live and work in East Suffolk, to help us deliver services that **YOU** need. We would like to know what matters most to you and where we should be spending our money. Take part and help shape East Suffolk!

The survey is always live, without a deadline, and makes a real difference to our approach to the services we plan and deliver. A paper copy is included in alternate editions of this magazine – so the next one will be included in our Spring publication.



It's easiest to complete the survey at www.eastsuffolk.gov.uk/survey, or using the QR code to access it from your mobile device.



Contact us... and useful information

You can find a range of useful information and

do more online at www.eastsuffolk.gov.uk

Call us **0333 016 2000** (local rate number)

Email us customerservices@eastsuffolk.gov.uk



www.facebook.com/eastsuffolkcouncil



www.instagram.com/eastsuffolkcouncil

Christmas and New Year bin collections

As we get ready for the festive celebrations, please note these changes to bin collections:

Usual collection	NEW collection	Change
Monday 22 Dec	→ Saturday 20 Dec	2 days EARLY
Tuesday 23 Dec	→ Monday 22 Dec	1 day EARLY
Wednesday 24 Dec	→ Tuesday 23 Dec	1 day EARLY
Thursday 25 Dec	→ Wednesday 24 Dec	1 day EARLY
Friday 26 Dec	→ Saturday 27 Dec	1 day late
Monday 29 Dec	→ Monday 29 Dec	NO CHANGE
Tuesday 30 Dec	→ Tuesday 30 Dec	NO CHANGE
Wednesday 31 Dec	→ Wednesday 31 Dec	NO CHANGE
Thursday 1 Jan	→ Friday 2 Jan	1 day late
Friday 2 Jan	→ Saturday 3 Jan	1 day late

Remember to leave your bin out by 6am on your collection day.



Weather related incidents occur more regularly during the winter months – however there is a range of information and support available should you be affected.

If you are faced with an emergency situation outside of working hours (including the weekend), which requires an immediate Council response, please call our 'out of hours' number: **0800 440 2516**.

Please do not call this number during normal working hours as it is diverted to other services, and ONLY call in the case of an emergency (such as further flooding or homelessness).

Closely follow flood warnings and alerts from the Environment Agency and take action if advised - www.gov.uk/check-flooding

If you have a powercut - call **105** or report it online: www.ukpowernetworks.co.uk/power-cut

For fallen or overhanging trees – if there is an immediate danger, please call Suffolk Highways on **0345 606 6171**.

Report non-emergency fallen trees or debris on the road to Suffolk Highways - highwaysreporting.suffolk.gov.uk

For dangerous structures call **01394 444219** or **0800 440 2516** outside of office hours.

Report flooding to your property - www.suffolk.gov.uk/roads-and-transport/flooding-and-drainage

Sign up for flood alerts - www.gov.uk/sign-up-for-flood-warnings

The Met Office provides very useful advice about staying safe in a storm - www.metoffice.gov.uk/weather/warnings-and-advice

Citizens Advice East Suffolk advice line: **0808 278 7866** (Monday to Friday 10am to 2pm)