

Edition: March 2023

EastSuffolk

Magazine

**REVITALISING OUR
TOWNS THANKS TO
FANTASTIC FUNDING!**

Find out more on pages 8 and 9

**EASE THE
SQUEEZE**



Supporting you and our
communities through
difficult times...
More on page 6



Leader's welcome



Welcome to the latest edition of the East Suffolk Magazine, bringing you a wealth of information about the services that we are delivering for communities throughout the district. I really hope that you find this publication both interesting and informative.

In late 2019 we produced the East Suffolk Plan – our template for everything we do, focusing on some key themes which we agreed were incredibly important and would make sure that local people were being served in the best and most effective way.

It goes without saying that an extraordinary number of things have happened since we first published the Plan – not least the Covid pandemic, which hugely impacted service delivery, and the current cost of living crisis, which we are responding to in a range of ways, spearheaded by our 'Ease The Squeeze' campaign.

Despite these huge challenges, I am incredibly satisfied that the Council's Cabinet (pictured) has led from the front and is making good on the ambitions we set out in the Plan. It certainly emphasises the importance of the decisions we have taken and the resilience of the Council in the trickiest possible times.

In this latest edition of the East Suffolk magazine there are some great examples of the way that our clear, strategic ambitions have delivered real outcomes for local people, and I am very proud of what we have achieved to date.

Keeping Council Tax low

Spending your money wisely



East Suffolk Council's Cabinet Member for Resources, Cllr Maurice Cook, explains why it is important to keep Council Tax as low as possible.

"Since inception, East Suffolk Council has strived to keep its Council Tax increases to an absolute minimum, either freezing it or increasing it by less than 3%. This is because the Council does not believe that Council Tax increases should be used to fund shortfalls and spending pressures.

"The rise in our portion of Council Tax this year will only add £4.95 to your ANNUAL bill if you live in a Band 'D' equivalent property. And it is worth remembering that on average only around 10% of your overall bill actually comes to East Suffolk. The remaining 90% goes to Suffolk County Council, the Police & Crime Commissioner, and Town/Parish councils.

"Support for those unable to afford their tax bills is available through our Local Council Tax Reduction Scheme and the Government has provided additional grants which the Council will distribute to those most in need of further support.

"In this last year, the cost of living has risen at a far greater rate than in recent years with inflation rising to over 11%. This has increased the Council's own costs as well as affecting every resident.

"This is why it is so important for the Council to seek other streams of investment and income to raise the necessary funds to pay for the high level and quality services we provide."



East Suffolk Council only receives around 10% of your Council Tax bill. This means that a household in a Band D property will only be paying an extra £4.95 to us for the entirety of 2023-24!

Contact US

You can do more online at www.eastsuffolk.gov.uk
Call us 03330 162 000 (local rate number)
Email us customerservices@eastsuffolk.gov.uk

www.facebook.com/eastsuffolkcouncil
www.twitter.com/eastsuffolk
www.instagram.com/eastsuffolkcouncil
Design www.tms-media.co.uk

The East Suffolk Plan... how are we doing?



The East Suffolk Council Strategic Plan (2020-2024) is our framework to deliver a huge range of vital services for our local communities. We want everyone who lives in, works in and visits East Suffolk to have the best possible quality of life and this plan is our 'compass', guiding all our decision making.

We agreed five key themes to show us the direction we will take: Growing Our Economy, Enabling Our Communities, Remaining Financially Sustainable, Delivering Digital Transformation and Caring For Our Environment. This is the template for everything we do and seek to be.

And throughout this magazine you will see examples of how we are delivering services that matter, and always with a focus on these important themes!

Find out more:
www.eastsuffolk.gov.uk/east-suffolk-strategic-plan



Managing your money and investing in East Suffolk



In the 5 years up to and including 2026/27, the Council will spend £410m on major projects and an additional £83m on housing schemes.

Over £288m has been raised from external grants and contributions towards the cost of our project programme.

When considering individual projects to be included in the programme, priority is given to schemes yielding savings and/or generating income to be reinvested in services.

Examples of completed projects which are contributing to the income of the Council are the Moor Park light industrial units; the business hubs in Lowestoft and Leiston; and investment in beach hut projects in Felixstowe and Lowestoft.

In 2023/24, the creation of East Suffolk Services Ltd to manage waste collection and other operations currently undertaken by Norse will significantly benefit the Council and residents. It is also likely that in 2024/25 the district will see valuable increases in Council Tax income from the introduction of a 100% Council Tax premium for second homes and a shorter time period for which homes can be left empty without paying a 100% premium.

East Suffolk Council is once again delivering a balanced budget for both this year and next and will always place the Council Tax-payer at the heart of all financial decisions.

Are you ready to vote?

No ID?
Apply For Free
voter ID by
25 April!

Please make sure you are ready to vote in May by checking you have an accepted form of ID!

For the first time, voters will need to show photographic identification to cast their ballot at a polling station at this year's local elections. However, anyone currently without the correct ID can apply for free ID to ensure they don't miss out.

Accepted forms of ID include a UK, European Economic Area (EEA) or Commonwealth passport; a UK or EEA driving licence; and some concessionary travel passes, such as an older person's bus pass or an Oyster 60+ card. Voters will be able to use expired ID if they are still recognisable from the photo.

The full list of accepted ID is available at www.electoralcommission.org.uk/voterID, with more information about the new requirement and details of how to apply for free ID.

Anyone who does not have one of the accepted forms of ID can apply for free ID online at www.electoralcommission.org.uk/voterID or by completing a paper form. If you need any help with applying for the free ID or want to request an application form, contact our electoral services team on 01502 523320.

Anyone who wants to have their say in the elections this May must also be registered to vote. It only takes five minutes to register online at www.gov.uk/register-to-vote.

Full list of accepted ID plus how to get yours for FREE!



Welcome Chris

Chris Bally is our new Chief Executive, succeeding Stephen Baker, who retired after 17 years at the helm of East Suffolk and its predecessor councils.

Born in Suffolk and resident in Felixstowe, Chris was previously the Director for Corporate Services and deputy Chief Executive at Suffolk County Council, having worked for almost 30 years in public services.

Cllr Steve Gallant, Leader of East Suffolk Council, was delighted to secure Chris's services and believes he will bring a wealth of valuable experience and knowhow to the role. He said: "Chris impressed us incredibly with his knowledge, determination, and enthusiasm for the role. He is highly experienced and respected in the county, and it is abundantly clear that he shares our ambitions for the area."



Following his appointment, Chris Bally said: "This is a hugely exciting opportunity with one of the country's most progressive local councils and I feel very honoured to be taking up this position. I have seen up close how East Suffolk Council makes a real difference for its communities and I am determined to use my own experience and awareness of local priorities to help maintain the highest possible standards."

The Chief Executive is a council's most senior manager, with overall responsibility for the work of staff who deliver services on a day-to-day basis. East Suffolk Council is the largest district council in the country by population.



Helping communities thrive



East Suffolk Community Partnerships
Bringing ideas to life

To remain connected with all its communities and deliver services that really matter, East Suffolk Council established eight Community Partnerships and an overarching Community Partnership Board when it was first formed in 2019.

Community Partnerships are an innovative, collaborative approach to working with key stakeholders, including East Suffolk communities, to bring ideas to life and meet shared objectives.

A set of priorities were identified by each area - including community groups, voluntary organisations, Town and Parish Councils, businesses, and public services - and they have a budget of £25,000 per year. Across East Suffolk, Social Isolation and Loneliness; Transport and Travel; and Mental Health and Wellbeing, then became the overarching focus. This has led to almost £700,000 investment over three and a half years by the partnerships, plus a further £1 million invested through the Community Partnership Board.



A brand new play area at Grundisburgh, opened by East Suffolk's Cabinet Member for Communities Cllr Letitia Smith is just one of the dozens of projects funded by Community Partnerships.

£700,000
invested in communities across the eight partnerships, plus £1 million from the Community Partnership Board!



The Community Partnerships provided a framework for our response to the Covid-19 pandemic, particularly supporting the clinically vulnerable cohort to access food, medicine and isolation support. They now provide the framework for our 'Ease the Squeeze' programme of 12 key projects, to help local residents weather the rising cost of living - ranging from Warm Rooms to Community Pantries and Community Growing Schemes.

MORE TO COME!

In 2021/22, each £1 invested by the Council in the Community Partnerships attracted £2.60 of match funding - this highlights how our investment levers in funding for the things that matter to our communities! And the great news is that the Council has just agreed to support the Community Partnerships for another four years.

Return trip for bus service?

Following the closure of the previous 'Katch' taxi bus, a new service, which responds to demand, is being developed in East Suffolk to serve residents living in the Wickham Market, Framlingham, Campsea Ashe and Snape area. East Suffolk Council is working with CATS, the local community transport operator to develop an on-demand minibus service that can be booked either by phone or via a new mobile app. If agreed, the service would initially run for 12 months, with funding from the Community Partnership Board.

Cllr Norman Brooks, cabinet member for transport said "When the original pilot scheme came to a close, we were determined to put in place a replacement as soon as possible and are working hard to make this happen, thanks to new funding. We hope to get the new service up and running by May this year and build a successful service in partnership with CATS."





EASE THE SQUEEZE



We understand the pressures faced by many people today due to the rising cost of living and we are working closely with key partners to ensure support is available to help ease the squeeze for households in East Suffolk.

Find out more at
www.eastsuffolk.gov.uk/squeeze
or scan here...



Demand for support with the rising cost of living continues to grow month by month and just over a third of those contacting us say they have less than three days food left. Almost two thirds need help with budgeting, debt, accessing affordable credit, benefits and/or grants. We are working to connect people to sources of food in their community and we have a wealth of information and advice on our dedicated webpages.

Our Financial Inclusion Team who provide the 'help with money' have been working in schools, Family Hubs and other community settings (pictured below right) to help people 'max' their income and reduce their expenditure, including ensuring they are accessing the benefits that they are entitled to and apply for grants.

Over 70 different projects identified through four workshops against four priority themes:

**MONEY
FOOD AND ESSENTIALS
ENERGY AND FUEL
HOUSING**

12 'priority' projects identified through a voting process, with more than £800,000 secured so far plus a further UKSP Fund allocation of £228,000.

As part of our wider Ease the Squeeze programme, we are delivering a range of projects in our communities.

32 East Suffolk-funded 'Warm Rooms', plus multiple locations in Beccles and Felixstowe and all libraries (pictured below left) - in total there are more than 70 warm spaces in East Suffolk!

21 projects to help residents stay warm during winter funded through 'Cost of Living Community Grants' (County Council funded) in communities ranging from Sweffling to Felixstowe.

13 locations offering Comfort Food – a chance for residents to access free hot food and drink at a local café/restaurant with more to follow.

More than 330 Winter Warmth Packs distributed in East Suffolk.

Field to Fork Community Growing Space grants awarded and help for community groups to set up Community Pantries.

Cooking on a Budget classes across the district started in February.

Small stock of slow cookers, hobs and microwaves purchased for those with no means to cook hot food.

Neighbourhood planning... a brighter future!

Neighbourhood Plans give local people power to shape the future of where they live and East Suffolk Council is supporting towns and villages across the district with no fewer than 17 in place and a further 20 being prepared.

Community engagement shapes the development of a Neighbourhood Plan and once drafted, East Suffolk Council publishes the plan and invites comments. Then if an independent Examiner approves, a referendum is arranged. If more than 50% of local voters are in favour, it will come into force.

This year, residents in both Halesworth and Oulton are asked to vote on Neighbourhood Plans for their areas.

Find out more about neighbourhood planning including whether your area has one at www.eastsuffolk.gov.uk/neighbourhoodplanning



Bungay Neighbourhood Plan... approved!

The vision for Bungay's approved Neighbourhood Plan states that it will be "known as a historic and distinctive market town with a vibrant centre, set in a unique landscape and which has a strong local identity. Bungay will be a place that people choose to visit, as well as live and work."

Following approval last autumn, Roz Barnett, Bungay Town Council clerk, said: "This is a great result for Bungay as it will mean extra revenue for Bungay, the estimate being £100,000.

"We have several projects on which to spend this money ranging from improved community transport using electric vehicles, upgrading council parks with modern child and adult activity equipment, adding land for use as allotments, support and increase community assets and promoting a green corridor."



Stepping Home

An innovative health partnership scheme, delivered by East Suffolk Council to support hospital patients returning home from hospital, is estimated to have saved over £772,000 in public money.

Stepping Home was launched in 2018 to provide support for patients awaiting hospital discharge or at risk of admission.

While reducing pressure on stretched NHS services, and helping the health and care system to be more efficient, Stepping Home recognises that many people's needs arise from circumstances beyond the purely medical – helping them to connect with care and support options available in their communities.



Stepping Home makes a real difference to people's lives by addressing the sometimes unique and complex circumstances of patients unable to be

987 total incoming project referrals

Total estimated savings from housing interventions, £437,000

33 Patients accommodated in our temporary accommodation, savings 1342 bed days

Estimated bed day savings £335,000

Total estimated project savings 21/22 £772,000

accommodated by the traditional health and social care system, and offering support with housing and environment, loneliness, finance and community integration.





It's a deal as Lowestoft makes progress

A major programme of regeneration works in Lowestoft continues to move forward at pace with the Town Investment Plan and town centre masterplan unlocking £24.9m in Towns Deal funding to deliver and support five key projects.

SEAFRONT VISION

With £3.8m investment in the Seafront Vision, which has already seen the East Point Pavilion redeveloped (pictured, below), plus Eastern Edge beach chalets and the seafront boardwalk constructed, the next stage of the project is to improve the public realm around Royal Plain and Royal Green. This includes the redevelopment of the Royal Plain Fountains, with construction due to begin in the winter of 2023.

THE STATION QUARTER

A £7m investment, which will see the former Post office and sorting office transformed into a gallery and exhibition space, with a café/restaurant. Operated by Messums East, who are recognised for revitalising old buildings - and sculptor Laurence Edwards, who began his art education in Lowestoft, developing an international reputation for large scale public works from his base in East Suffolk.

The second element is the station building which has recently attracted £200,000 from the railway heritage fund. The project will see the front of the building, which has been vacant for over 40 years, transformed into a new food and drink facility.

PORT GATEWAY

Supporting over £19m of private sector investment and delivered by Associated British Ports with the Towns Deal supporting the development. It is expected to attract over 250 skilled jobs to the town.

CULTURAL QUARTER

The largest of the Towns Deal projects with £24.4m investment to create and support over 120 jobs to the town and bring new businesses to the town. The project includes the redevelopment of the former Battery Green car park complex to provide a new culture and leisure facility in the heart of the town centre.

HISTORIC QUARTER

The main element of the project will see the restoration of the Town Hall which will be delivered by Lowestoft Town Council and supported by the Towns Deal.

Find out more!



Leiston Masterplan

East Suffolk Council is leading a project to improve Leiston town centre.

The Leiston Town Centre Masterplan Framework document includes high-level concept designs, working in partnership with Leiston Town Council, Leiston Community Land Trust, Leiston Together and Suffolk County Council. It highlights recommendations for improvements to public spaces, better connectivity between key locations and enhanced cycling and walking routes.

The masterplan has been informed through extensive stakeholder engagement including workshops, discussions and online surveys. The design team wanted to ensure the younger generation provided insight into what they wanted to see come forward in Leiston, so a consultation exercise was also completed with students from Alde Valley High School.

The masterplan is being delivered by LDA Design, who were commissioned by East Suffolk Council. LDA Design brought extensive knowledge and experience to the project and recently completed a Traffic Management Strategy for Leiston, which will also inform the wider design work.

To view the published document and find out more, head to www.eastsuffolk.gov.uk/leiston-town-centre-masterplan

Revitalising our towns



East Suffolk Council is committed to the future of our town centres with a co-ordinated programme of activities and funding designed to deliver real outcomes.

The East Suffolk Towns Revitalisation programme wants to ensure that all our towns are economically vibrant and can achieve long term sustainability both for the local community, businesses and visitors.

The journey began in 2019 when People and Places Ltd were asked to help us understand the issues facing our town centres and their research has been used to influence key decisions for the benefit of these hugely important hubs.

An initial phase saw the Council's Economic Development Team deliver a wide range of projects in response to impacts caused by the Covid pandemic. With towns and communities impacted by the cost-of-living crisis, phase two builds on what we learned from our Covid response work and will empower our towns and local business groups to become resilient and grow stronger during another challenging time for the economy.

Having such an established programme has also meant that we have been able to fully integrate the programme into the UK Shared Prosperity Fund and bring more investments into our town centres.

For more, head to www.eastsuffolkmeansbusiness.co.uk



Activities and funding programmes have included:

'Reopening High Streets Safely' and Welcome Back funds

The first was a £222,000 package of support for each town to enable the safe reopening of their town centres including safety signage, crowd management, hand sanitisers as well as the creation of a Shop Local, Stay Safe campaign. The second provided a £287,000 package of support that included town celebrations events, marketing campaigns, e-commerce pilot project, digital trail pilot, survey work, equipment purchase and development of town guides.

East Suffolk Towns Initiative grants

To date over £98,000 has been allocated to projects related to the themes of place marketing, town signage, business coordination, wayfinding and digital marketing assets. This programme is now nearing completion and phase 2 will be delivered under the UKSPF programme.

Think Local campaign

Three campaigns have been run over multiple years that showcase our high streets and the range of local businesses from across East Suffolk's 12 towns, with a particular focus on Christmas.



East Suffolk Town Celebrations

First funded through the Welcome Back fund, this project secured phase 2 funding through the Suffolk Inclusive Growth Fund. The project delivered eight 'MarketPlace' celebration markets and events across East Suffolk as well as a consultancy package of support to advise town councils and local business groups on best practice for event development.

UK Shared Prosperity and Rural England Prosperity Fund

Building on the learning from the ESTI grants funds, £267,749 has now been allocated to deliver the High Street grant improvement programme. Taking learning from the Town celebrations 'Marketplace' project, £117,896 has also been allocated to the Events, Arts and Culture Fund. Both grant programmes are now live.



Funding fantastic schemes!

Thanks to East Suffolk funding, a range of projects are benefiting local communities.

The Community Infrastructure Levy (CIL) is a charge that local authorities can set on new development which raises funds to help pay for the infrastructure, facilities and services needed to support new homes and businesses.

Each year East Suffolk leads a bid round to allocate the District CIL funds to projects that support planned growth in the East Suffolk and wider area. Each autumn, the Council's Cabinet approve the bids which will fund the projects that are coming forward to be delivered and in September 2022, over £1.7million was allocated to new schemes which will bring overall spending by the Council since 2017 to over £10 million!

Delivered!



The Castle Community Rooms in Framlingham were completed on 5 January 2023 and opened for public use shortly after. This project was mostly funded thanks to a District CIL allocation of £700,000. A formal opening ceremony is planned for the spring, following the completion of external landscaping.



The Edgar Sewter Primary School extension project in Halesworth was completed having received £1,364,272 of District CIL Funding. The project provides additional school places in a standalone block on the school site and the new building was in operation from September 2022.



The Bungay High School Expansion was completed at the end of 2022 with parts of the building already handed over and operational during the final phase of delivery. The project received £624,070 in District CIL funding towards the extension, helping the school manage planned increases of new pupils in the catchment area from new housing developments.

Coming Soon!

A new Early Years facility in Dennington is already well underway and £250k of funding has already been spent from the total of £1.4m District CIL allocations to this project. Meanwhile another new Early Years building located at Holton St Peter Primary School, near Halesworth, has been allocated a total of £1,030,240 District CIL. The project has recently obtained planning permission and building will start soon ahead of occupation in late Autumn 2023.

Leiston Football Club were awarded District CIL Funding of £276,018 towards a project to deliver a new 3G Facility at Victory Road. The aim of the project is to provide a modern, robust, high quality football surface that will enable greater community participation, expansion of local football clubs and improve player skills.

£10 million
of CIL spending by East Suffolk
Council since 2017!

Find out more at

**www.
eastsuffolk.
gov.uk/cil**



Leading by example, caring for our environment

At East Suffolk Council we put the environment at the heart of everything we do – it's a core pillar of our strategic plan.

An important part of this is to lead by example, so we can inspire others to do the same. Here's some of our recent activity caring for our environment.

Our journey to net zero

East Suffolk Council is committed to reaching net zero CO₂e emissions by 2030. We're also working with councils and partners across the county on Suffolk's 2030 net zero target too.

By investing in reducing our footprint, such as switching our HGV refuse vehicles to hydrotreated vegetable oil, we've cut our emissions by over 70%. Our ongoing major project to decarbonise our leisure centres will reduce our footprint further, while ensuring these important facilities remain accessible.

We will shortly be publishing our Climate Action Framework. This will summarise the work on reducing our own footprint so far, our wider external programme addressing the climate emergency, plus what we plan to do next.

Find out more
[www.eastsuffolk.gov.uk/
climate-change](http://www.eastsuffolk.gov.uk/climate-change)



Restoring nature



East Suffolk Council has committed to increasing our number of biodiversity sites and restoring our existing habitats. Recently a group of schoolchildren pitched in to help plant the last crop of hundreds of trees in Felixstowe as part of a biodiversity boosting initiative.

Classmates from Fairfield Infant and Colneis Junior School joined the East Suffolk Norse grounds and maintenance team to plant the final batch of 300 whips beside the public car park in Golf Road.

The planting programme follows a successful joint application to the Local Authority Treescapes Fund by East Suffolk Council and Suffolk County Council, along with other district and boroughs, through the Forestry Commission, and will see 7,526 trees planted across the county.

The project will also serve as a pilot project for the development of a wider Tree Strategy for East Suffolk Council.

Pardon the weeds is back!

This spring, watch out for our 'pardon the weeds, we're feeding the bees!' signs across East Suffolk!

Launched in 2020, our campaign returns for its fourth year with over 100 wild spaces where grass and wildflowers will be left to grow to help wildlife thrive.

At our Melton offices, we're also continuing to expand our wild planting across the site, including our swift bird boxes and sedum roofs that provide nesting sites for oyster catchers.

We've also launched a bulb planting campaign in partnerships with Parish Councils, called East Suffolk Blooms. More information on our website!





Thriving in a changing climate



Communities and businesses in Pakefield and Southwold are the first pilot areas to take part in the launch of a six-year project to help create coastal communities that are resilient to climate change.

Coastal Partnership East, our coastal management team, successfully secured funds from the Government Flood and Coast Resilience Innovation Programme which was match funded by East Suffolk Council enabling 2,000 tonnes of rock to be placed at the base of the cliffs in front of Arbor Lane at Pakefield.

The rock provides a resilience approach, using a short-term stockpile that will help reduce the erosion to an important access road whilst we continue to work closely with the community to investigate the longer-term options to manage this beautiful and important coastline.

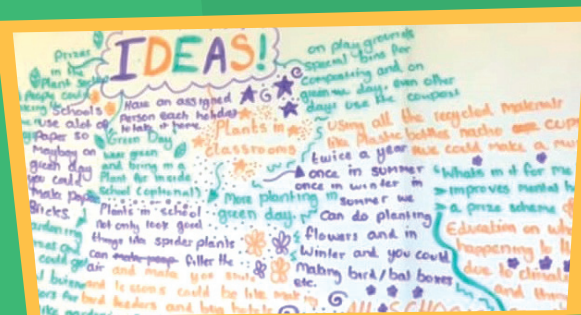
The first Resilient Coast drop in events were held at Southwold and Reydon Constitutional Club in December to share the project's aims and invite community members to work with the project team to co-create a masterplan bringing together visions for the coast and how this links to the Harbour and estuary.

A Virtual Visitor Centre is available at www.coasteast.org.uk/consultations to access project information and take part to help co-create the future of your coast. Please drop in online and have your say!

To find out more about the Flood and Coast Resilience Innovation Programme please go to <https://www.coasteast.org.uk/resilience>



Fresh Thinking



As part of our commitment to the environment we are engaging with local schools and colleges to drive awareness... and the next big ideas!

In November, the East Suffolk Council Communities Team ran an online session with seven schools as part of our annual Youth Take Over Day. Each school was asked to put together a big idea around the environment and climate change that they could deliver in their local community to meet the vision of the world in 2070. Schools were also asked to share good practice from their school around the environment and climate change.

A judging panel heard presentations and ideas from each school and, after lots of deliberation, decided the winner of the challenge was Benjamin Britten High School, with SET Beccles and Felixstowe School also in the top three.

The day included presentations from Professor Mike Brock from University of East Anglia and also Daniel Wareing, East Suffolk Council Environmental Sustainability Officer. There was also a letter read out from Sir David Attenborough to inspire students for the day.

Some of the students' ideas were:

- Holding a 'Green Day' in schools to educate about the environment – with activities like making bird boxes and planting flowers around school
- Encouraging local shops to sell items in recycled plastic packaging
- Planting more trees and asking local farmers and suppliers to encourage more wildlife (animal and insect homes, plants and more)

We are looking forward to seeing some of these ideas become reality!



Greenprint Forum



The Greenprint Forum is a voluntary network of people and organisations dedicated to environmental action in the community to improve our quality of life and living standards whilst reducing our environmental impact.

It is free to join – see eastsuffolk.gov.uk/environment/east-suffolk-greenprint-forum for more information!



Nature First Grants

The Greenprint Forum have continued to allocate funding provided by ESC to support local community groups running nature related projects. So far, it has awarded grants totalling over £16,000 to 22 projects including a project to rewild Cedarwood Walk in Kesgrave, the provision of nest boxes for swifts in Tuddenham St Martin, and purchase of tools for Saxmundham's Green Team of environmental and conservation volunteers.

If your community group has a project that boosts biodiversity and/or promotes understanding and appreciation of nature and needs some funding visit: www.eastsuffolk.gov.uk/nature-first-small-grants-scheme

Getting our recycling right!



East Suffolk residents are great at recycling and we want to help you to recycle as much as possible - whether through your recycling bin at home, your nearest Suffolk Recycling Centre, or a local bring bank.

However, if you're not sure whether or not you can place a particular item in your recycling bin, the Suffolk A-Z of recycling is at hand to help. As well as advising which bin an item can go in, it also carries hints and tips about options for reuse and reduction of many common items of waste.

www.suffolkrecycling.org.uk/a-z-of-recycling



Be food savvy!

Did you know, the average East Anglian family can lose up to £730 each year on food waste - that's around £60 a month!

With budgets being a little tighter this year, the regional campaign #FoodSavvy has lots of top tips to help you save money whilst cutting food waste, such as meal planning, storage hints and ideas of recipes to use up those leftovers and get the most out of the food you buy. <https://www.foodsavvy.org.uk/>





Free Public Wi-Fi making its mark

Our East Suffolk Digital Towns programme has now seen public Wi-Fi and visitor footfall counting technology installed in ten of our market towns!

The number of visitors already registered for the free Wi-Fi has reached over 18,100, with over 6,500 people consenting to receive further information about events being held in our towns.

Over seven million people have been counted by our footfall technology throughout the district and this will help the towns to improve their offering. As we gather more data over the next few years, we will be able to identify visitor trends to help make local decisions and assist our towns and their businesses to thrive.

Local businesses also have access to a free 'Digital Springboard', run by MENTA, which offers them various support programmes such as workshops advising on website development, social media strategies and technology. To date, 106 business have been directly supported through the programme, with many more attending events and engaging with the free web resources.

As well as a large range of free digital resources, businesses can apply for a small digital grant to support with issues identified by the programme. Further support is planned with a Town Centre and High Street Academy due to be launched in March 2023. Businesses are encouraged to visit www.thedigitalspringboard.co.uk for further information.



Join our garden waste scheme

The garden waste scheme is an annual subscription service, costing £51 per year.

Operating all year round, it provides 26 fortnightly collections of domestic garden waste.

That's less than £2 per collection and you can sign up or renew online!

What you can put in your garden waste bin:

Grass, leaves and weeds

Flowers and plants from your garden

Hedge clippings

Branches (not more than 6cm thick)

Prunings and twigs

Windfall fruit

Hay/straw (bedding from non-meat eating animals only, such as rabbits)

Vegetable waste from the garden (not kitchen waste)

What happens to my garden waste?

The waste collected from the garden waste bins is delivered to a facility in Lackford which uses energy efficient Windrow composting. Only garden waste is delivered to the site and following inspection and removal of contaminants is shredded and placed into long rows (windrows) to compost. After stabilisation, the compost is screened to around 28mm to make a variety of compost products. Oversized material is then put through the process again.

Sign up or renew your subscription here:
www.eastsuffolk.gov.uk/gardenwaste



Bin there, done that

East Suffolk Council provides a range of information online about our services and the things that matter to you. Don't just rely on that one neighbour to show you which bin is due for collection... use our easy online bin finder!

All you have to do is enter your postcode to find out which day your bins are collected and which colour bin is due out in any given week.

www.eastsuffolk.gov.uk/bin-collection



Satisfied with online services? *Let us know!*

We want to know how you feel about the online services we provide, so we have introduced a star rating option!

So far nearly 34,000 of you have given us a rating since we went live with this scheme – thank you!

We definitely take notice of your feedback and make improvements based on your ratings and we are pleased to say that we are currently at a rating of 4.37 out of five stars!



We're committed to making our online services as easy and accessible as possible for everyone to use – and our current scores are showing that people are finding our online services useful and intuitive.

If you need to access any of our services or are looking for information, please take a look online in the first instance if you are able to.

There's a whole host of services available online from planning applications to waste and recycling, and this means our Customer Services team then have more time to help those with more complex needs or those who can't access the internet.



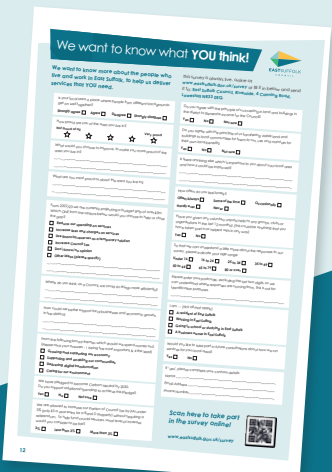
Our survey says...

Our residents survey is open all year round and your feedback is incredibly helpful.

We want to know how proud you are of the area you live in and over 1700 of you have told us what you think since we first went live.

We use your feedback to help shape our services and budgets and the survey is always available online – with a printed version in our autumn magazine for those who would prefer to submit it by post.

Take part now!
www.eastsuffolk.gov.uk/survey



REMEMBER TO
1- Register to vote
2- Check my
photo ID
3- Vote at a
polling station!

No ID? You can apply for free voter ID

Find out more at

electoralcommission.org.uk/voterID

or call 0800 328 0280

