

Edition: November 2022

EastSuffolk

Magazine

FUELLING A BETTER ENVIRONMENT

We've welcomed 'efficient, clean and super green' biofuel-powered trucks to our fleet of refuse collection vehicles, reducing greenhouse gas emissions by more than 30%. More on this, and our commitment to a better, safer environment inside.

EASE THE
SQUEEZE



We are ensuring that support is available to help ease the squeeze on the cost of living for households in East Suffolk. Find out more inside!



HOW ARE WE DOING?

Scan here to take our survey or fill it in on page 12.



Leader's welcome



 Cllr Steve Gallant

Welcome to the latest edition of the East Suffolk Magazine and thank you for taking the time to read about what we are doing to support local communities and improve lives. I really hope that you find this magazine interesting and informative.




With the ongoing cost of living crisis creating worries for residents and businesses, helpful information could not be more important right now and this edition contains advice about a range of issues which may be causing you concern. While we can't promise to solve everything, our 'Ease The Squeeze' campaign has been developed to signpost support that you may be entitled to, while also providing tips that may help you save money when it is needed most.

In this edition, we also take a look at our efforts to protect and enhance the environment, helping East Suffolk to remain a beautiful and sustainable area in which to both live and work. Caring for the environment is one of the key priorities of our strategic plan and it is woven into everything that we do as a Council. As portfolio holder for the Environment, Councillor James Mallinder's commitment to this challenge ensures that we continue to champion the essential value of nature and tackle climate change.

Finally, I would also like to pay tribute to our Chief Executive Stephen Baker who is retiring at the end of the year. While Stephen has been at the helm of East Suffolk since its creation, his part in our journey started many years ago. His experience and sage advice have been instrumental in helping improve the local area and he can be incredibly proud of a host of achievements throughout his career.

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

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Chief Executive to retire



East Suffolk Council's long-serving Chief Executive Stephen Baker has announced that he is to retire.

After a career in local government which has spanned four decades, culminating in 17 years at the helm of East Suffolk and its predecessor councils, Stephen will step down from his post at the end of this year.

As Chief Executive of the biggest district council in the country by population, representing 250,000 people across an area covering 487 square miles, Stephen has been at the forefront of local government innovation, becoming one of the country's first ever joint Chief Executives when taking up the reins at Waveney District Council alongside his role at Suffolk Coastal.

He then oversaw more than a decade of successful, cutting-edge partnership working, culminating in the creation of East Suffolk Council, delivering the best possible services for local people.

His leadership helped demonstrate that councils can deliver reform, innovate and transform themselves - with the streamlining and strengthening of local government principles and the delivery of a model for others to follow.

Stephen's career in local government began at Ipswich Borough Council in 1982, before being appointed Chief Executive at East Northamptonshire District Council in 2002 and Suffolk Coastal in 2005.

Stephen said: "Being in this role has been an absolute privilege, and it's been a really tough decision, but now is the right time for me to move on. The East Suffolk team have always been amazing, working so hard, making the job both exciting and a real pleasure; I thank them for all their support during my time as their Chief Executive."

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...



As a response to the ongoing cost of living crisis, we are developing a comprehensive support programme to help residents in East Suffolk who are struggling.

Initially, 12 projects will be delivered through the Ease the Squeeze programme, which focuses on money, fuel and energy, food and essentials and housing.

So far, we have committed £350,000 to the programme, and we are working to secure further funding to ensure we can continue to provide the support our residents need during this difficult time. Projects include:

Comfort Food

This voucher-based food support project provides hot meals and drinks to households in East Suffolk who are struggling with the cost of living. Eligible households are issued with a voucher which can then be redeemed at participating local cafés.

Thanks to donations from councillors, the scheme launched in Beccles in September, and we will roll it out across East Suffolk as soon as possible to help provide food for those who need it.



Warm Rooms

This project will provide a place where people can stay warm without increasing their own energy bills as well as connect with others in their community, therefore also helping to address isolation and loneliness. We are currently in the process of identifying possible Warm Rooms across East Suffolk which will benefit from a grant towards their costs. Other projects in the programme include Community Pantries, Uniform Banks, Winter Warmth packages and cooking classes.

More details will be available as the projects launch, so make sure you keep an eye on our website for any news:
www.eastsuffolk.gov.uk/squeeze

Are you, or someone you know, worried about money?



Our Financial Inclusion Team offers helpful, clear and non-judgemental advice and support to households in East Suffolk - whether it's budgeting, debt, benefits, credit or ways to make your money go further, the team are here to help.

Contact them by calling
0333 016 2000
(ask for help with money)
or emailing
helpwithmoney@eastsuffolk.gov.uk

Do you need help?

If you, or someone you know, need immediate support with the cost of living, please complete our online referral form at www.eastsuffolk.gov.uk/squeeze. In the first three weeks of our referral form being live, we were able to help dozens of people with a range of things relating to the cost of living, including money, food, housing items and/or housing issues.

Do you want to help?

Whether it's volunteering in your local community, donating money or items for a charity or project, helping with transport or something else, there are plenty of ways you can help!

Head to our website for more details:
www.eastsuffolk.gov.uk/squeeze/i-want-to-help

Working together on local priorities



East Suffolk Community Partnerships
Bringing ideas to life

East Suffolk's Community Partnerships are an exciting way for East Suffolk Council to bring ideas to life. We are working with key partners to solve local problems identified by local people and make a real difference in our communities.

One of the main priorities for each Community Partnership is tackling social isolation and loneliness, and here is how they are making a difference.

Book a lift with Buzzabout

A new community transport service has been launched to help people living in the villages north of Lowestoft get out and about more easily.

Operated by BACT and funded by East Suffolk Community Partnerships, Buzzabout uses a 16-seat minibus which can be booked to pick people up at existing bus stops, from their home or anywhere else they need, taking them exactly where they want to go! Buses are fully accessible, including for wheelchair users.

The service operates on Mondays and Thursdays between 8.30am and 4.30pm and can be booked by calling BACT on 01986 896896.

A recent survey found that 23% of residents in the villages to the north of Lowestoft do not have access to a car or traditional public transport, leaving them feeling isolated and dependent on other people. East Suffolk's Community Partnerships set up a Transport and Travel group to address rural transport issues and are working across East Suffolk to introduce new on-demand transport options.

Robopets

To help older residents, especially those living with dementia, 20 companion pets were purchased for local dementia groups and care homes across the district. The pets, which are robotic cats and dogs, provide the interactive companionship associated with owning a pet which can be therapeutic for many people, especially those living with dementia. Animal therapy is widely recognised to bring calm and comfort to people with dementia and these realistic 'robopets' provide the same benefits.



29 projects focusing on reducing social isolation received Hidden Needs grants of between £2,057 – £10,000. Our Boost Grant programme awarded more than £169,000.

Around the partnerships!

Melton, Woodbridge and Deben Peninsula: £10,000 was awarded to Hollesley Village Hall Committee towards replacing the village hall roof. Hollesley Village Hall is used widely by local residents and those from surrounding villages for social clubs, functions and activities, as well as providing a base for medical appointments.

Felixstowe Peninsula: Felixstowe Allotment Association's new headquarters are now complete, thanks in part to £3,000 in funding from the partnership. The building will be used as a meeting place for allotment holders and as a venue for the community and local schools when they visit.

Beccles, Bungay, Halesworth and villages: £436 was allocated to enable Beccles Rotary Club to replace a bench near to St Michael's Church Tower in Beccles. The bench was originally installed in 2005 and has become a popular spot for local people to sit, chat and meet new people.



Community Partnerships represent a major investment by East Suffolk Council, with a total delivery budget of £1,730,000 over four years

Find out more at
www.eastsuffolk.gov.uk/community-partnerships



Biodiversity matters

Cllr James Mallinder, Cabinet Member for the Environment, on East Suffolk's commitment to the natural environment.

"The environment is embedded in our decision making, as can be seen in East Suffolk Council's Strategic Plan. Our aim is to educate, encourage and to lead by example.

"Biodiversity is such a great asset for those who visit, work and live in East Suffolk; partly due to its ability to help fight the impact of climate change but also for all the benefits it brings. Sadly, we are losing biodiversity at an alarming rate – but we can all play our part to help protect, enhance and restore nature in East Suffolk so that everyone has a chance to enjoy and benefit from nature – now and in the future.



"Since 2020, we've created 100 conservation areas across the district that are managed to encourage wild flowers to grow, support pollinators and provide habitats to a range of species.

"You can spot these sites across East Suffolk when you see our 'Pardon the weeds, we are feeding the bees' signs – and you may have seen our wildflower border at our East Suffolk offices in Melton quite literally buzzing with life this summer! This has been joined by a host of bird boxes, pond and insect hotels.

"Next year we will continue to work to create more wild spaces, which we will manage to help wildlife thrive through reduced cutting and by sowing wildflower seeds. We have also reduced the spraying of herbicide on Council-owned land by 45% and are investigating ways we can control weeds on footpaths without chemicals.

"By making these changes, we are hopeful these conservation areas will benefit both wildlife and local people living nearby."

So what can I do?

Can I make a difference?

This is a question we should all ask ourselves. If we all do something, that's the key — small changes make a big difference. Things you can do at home include:

- **Create a wildlife friendly garden, using native flowers, log piles, wild areas and reduce mowing.**
- **If you don't have a garden, you can still help nature by hanging bird feeders or planting window boxes and tubs with wildflowers.**
- **Install a water butt to harvest rainwater.**
- **Add a compost bin.**
- **Volunteer with a local group managing green spaces.**

Get involved with our environment campaigns here!



www.eastsuffolk.gov.uk/environment

Our journey to net zero

Having declared its recognition of the climate emergency to reinforce our commitment to the environment, East Suffolk Council has set a target of 'net zero' greenhouse gas emissions by 2030. So how are we doing?

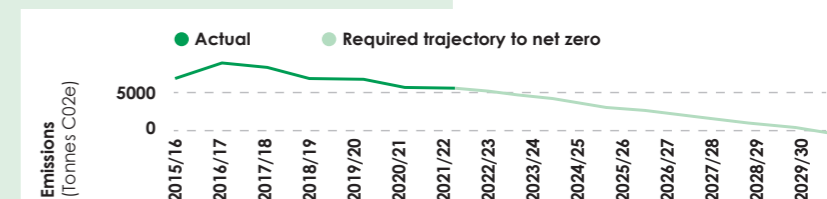
East Suffolk Council conducts an annual audit of the emissions arising from its estates and activities. In 2021/22, total quantified emissions stood at 5267 tonnes of CO₂ equivalent (tCO₂e).

Based on the council's total quantified emissions for 2021/22, the three largest contributors to our footprint are our vehicle fleet, leisure centres and housing stock. These are collectively responsible for 85.5% of the council's emissions. For this reason, our internal emissions reduction plans are currently focused on these key areas.

For example, the council has implemented, as an interim alternative to diesel, the use of Hydrotreated Vegetable Oil as fuel for the majority of its fleet which has the potential to reduce quantified emissions of the fleet by up to 90%. We also have ten electric cars and vans on our fleet, and in 2021/22, the use of these ten electric vehicles helped the council avoid emissions of around 14tCO₂e had their work been done by diesel or petrol vehicles instead.

In 2021/22, our business mileage was down 56.6%, and emissions from our business mileage were down 57.8%, when compared to the year 2019/20.

East Suffolk Council total CO₂ emissions Target: net zero by 2030



The Greenprint Forum... making a difference!

The Greenprint Forum is a voluntary network helping East Suffolk Council deliver our mutual environmental goals and everyone is welcome to join.

The Greenprint Forum and East Suffolk Council work together to improve the quality of life for people living in East Suffolk, whilst reducing our impact on the environment. They share knowledge, organise events and training, and where need is identified, help to draw in resources to enable actions to take place.

Supporting citizen science

Volunteers joined a Beachwatch activity organised by the Greenprint Forum in Felixstowe in September, combining a beach clean with citizen science by recording the types and quantities of marine litter found on the beach.

This data, along with data from volunteers all around the coastline of the UK, helps the Marine Conservation Society understand the composition of litter in our oceans, helping them to lobby for positive action in an evidence-based way, for example by successfully lobbying for the ban on the sale of single-use straws and stirrers.

Supporting community action for nature

The Greenprint Forum is running a small grants scheme called Nature First, funded by East Suffolk Council.

So far, the volunteer panel has awarded over £14,000 to 19 projects across the district, including an intergenerational project by Kinda Education, planting for the future, a seven hectare link between Upper Holton and the valley of the River Blyth; a project by Kesgrave Town Council to rewild a 260m stretch of land that connects two large public areas through the planting of trees along with sowing grass/wildflowers seeds around them, with the involvement of local volunteers from the community; and work by Enterprise Badingham to restore and enhance their community gardens, encouraging biodiversity within the gardens and churchyard whilst preserving a popular amenity for the local community.

www.eastsuffolk.gov.uk/east-suffolk-greenprint-forum



The project carries the key message that all road users should, when using rural roads, remember that they can encounter people using any mode of transport and to expect the unexpected around the next blind bend, and coincides with recent changes to the Highway Code reinforcing the need to treat more vulnerable road users with respect and care. So remember – if you see this sign, take your time!

SHHHOUTING about Quiet Lanes!

By 2023, over 400km of rural lanes, including 200km in East Suffolk, will be designated Quiet Lanes, thanks to a community-driven project led by a team of volunteers, who won the Colonel Probert Award for the best community or voluntary group at the Suffolk Community Awards 2022.

The project had its roots in East Suffolk, with kickstart funding secured by the Greenprint Forum from East Suffolk Council, and further funding support from Suffolk County Council, Babergh and Mid Suffolk District Councils enabling this project to go county-wide.

Quiet Lanes are a national designation intended to help preserve the existing tranquillity of suitable rural roads, encouraging their use by active and sustainable means.



Credit: PagePix

Warm homes healthy people



Suffolk's Warm Homes Healthy People project helps vulnerable people and families make their homes warmer and cheaper to heat, improving health and wellbeing.

Our friendly team will listen to your concerns and can provide a range of support, including:

- FREE home surveys for home-owners and those privately renting. A trained energy surveyor will visit your home to identify ways we can make your home more efficient and maximise your home income.
- FREE loft, cavity wall, external wall and internal wall insulation.
- Grants for the servicing of gas appliances.
- FREE new or replacement heating/energy systems including those utilising renewable energy such as solar photovoltaics and heat pumps.
- Referrals and signposting for emergency fuel payments. This includes heating oil and pre pay key and card meters.
- Loan of temporary oil filled electric heaters for those with faulty/no heating.

**Do you want your home to be warmer?
Are high energy bills preventing you from putting the heating on?
Do you know any friends, family or neighbours who need extra help heating their home?
We are here to support you and keep Suffolk warm.**

- Extra winter warmth help for the most vulnerable.
- Access to an interest free loan for other heating and energy related measures.

To be eligible for the funded projects households must meet the following criteria (evidence of income will be required):

- Be a home-owner, privately renting, or a landlord of a tenant who meets the below financial criteria
- Have a combined household income under £30,000, OR, receive one of the following: Guaranteed Pension Credit, Universal Credit, Housing Benefit, Income Based Employment Support Allowance/Job Seekers Allowance, Child/Working Tax Credit with income under £16,105
- Live in a property with an energy performance certificate (EPC) of D or below.
- Grant funding will be prioritised to those with savings under £30,000.

Find out more at
www.eastsuffolk.gov.uk/warm-homes-healthy-people



Green scheme wins national award



The dedicated website for our exciting new development at Deben Fields Felixstowe is now live! Register your early interest today by visiting www.debenfields.co.uk



Proposals for an environmentally-friendly housing scheme in Felixstowe have won a national award.

Deben Fields is the housing element of a highly sustainable residential-led mixed-use development which will also deliver the new Felixstowe Sports Hub and leisure facility. And in September, architects Tate Hindle were honoured for the quality and high standards of their designs by the national Housing Design Awards.

The entire scheme is being delivered by East Suffolk Council and will deliver 61 new properties, 42 of which will be affordable homes. It seeks to set the very highest standards in green technology and is designed

to achieve 'Passivhaus' certification, reflecting the Council's commitment to innovation and designing for a more sustainable future.

The development maximises green space and enhances biodiversity while still providing designated parking for all homes. The inclusion of 'play streets' brings further emphasis to the pedestrianised nature of the site, creating safe and welcoming spaces for residents to walk, meet and socialise.

This development will provide an exemplar affordable housing scheme which champions low-carbon design, reduces running costs for residents and sets a benchmark for future housing developments in East Suffolk.

Resilient coasts

East Suffolk Council in partnership with Great Yarmouth Borough Council has made a successful bid to Defra's Flood and Coastal Resilience Programme (FCRIP).

An £8.4m funding award has been confirmed to test and demonstrate innovative practical actions to reduce damage, disruption, and loss from flooding and coastal erosion. The evidence and learning will inform future approaches to, and investments in, flood and coastal erosion risk management across the UK.

To find out more about the Flood and Coast Resilience Innovation Programme please go to www.gov.uk/guidance/flood-and-coastal-resilience-innovation-programme or visit www.coasteast.org.uk for information.



What is the Resilient Coasts Project?

Norfolk and Suffolk have some of the fastest eroding coasts in Europe, with over 2,500 homes at direct coastal risk and thousands more properties and businesses directly and indirectly affected by loss of property, infrastructure and utilities. The Resilient Coasts Project will implement an ambitious resilience programme for the East Suffolk and Great Yarmouth coastal frontage, that delivers real adaptation and resilience options for our communities.

Coastal Partnership East, the coastal management team for East Suffolk Council, Great Yarmouth Borough Council and North Norfolk District Council, will be managing and delivering the project.

The Resilient Coasts project will be implemented in four core pilot locations across the East Suffolk and Great Yarmouth frontage, plus four additional 'twin' locations. The pilot areas in East Suffolk are Thorpeness and Southwold with twin areas in Pakefield and Corton/Gunton. The work will be delivered in close collaboration with our coastal communities.

Stay safe during a flood

Ahead of the winter months, it's a good idea to give some thought to protecting your home against flooding, especially if you live in an area which has flooded before.

The best way to protect yourself from flooding is to know what to do in advance.

One of the easiest things to do is sign up to receive flood warnings by phone, email or text when flooding is expected.

Sign up for warnings at www.gov.uk/sign-up-for-flood-warnings. You can also check active flood warnings at www.check-for-flooding.service.gov.uk, create a personal flood plan using a template available from www.gov.uk/flood, or call Floodline for advice on **0345 988 1188** at any time.

There are three different levels of flood warnings:

A flood alert means flooding is possible and you should be prepared.

- Prepare a bag including medicines and insurance documents.

A flood warning means flooding is likely and you should act immediately.

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety

A severe flood warning means there is a danger to life.

- Call 999 if in immediate danger
- Follow advice from the emergency services
- Keep yourself and your family safe

If your home is likely to flood, it can be hard to find home insurance. Visit www.floodre.co.uk for help.



Sandbags

In Suffolk, sandbags are not provided to individual properties. In an emergency, sandbags may be used in bulk by responders to strengthen existing flood defences or to divert water away from groups of properties. However, experts agree that sandbags do not sufficiently stop water from entering a property during a flood, as water can get in through other doorways, utility points and sewers. Houses or businesses at risk from flooding need proper flood defences installed, such as removable flood boards or gates. These are significantly more effective than sandbags in preventing water entry through doorways and air bricks.

'Efficient, clean and super green' refuse lorries hit the streets

East Suffolk Council has welcomed the addition of 'efficient, clean and super green' biofuel-powered trucks to its fleet of refuse collection vehicles. The arrival of the vehicles on the streets of East Suffolk is the latest move towards switching the entire fleet to eco-friendly fuel.

Last year, the Council approved plans to switch its diesel fleet to be fuelled by HVO (Hydrotreated Vegetable Oil) and reduce total greenhouse gas emissions by more than 30%.

Fourteen new vehicles have since been hired to replace those with older engines not guaranteed for the use of HVO fuel – significantly contributing to reducing CO₂e emissions by about 2,000 metric tonnes per year.

An advanced renewable and sustainable fuel, HVO offers up to 90% reduction in carbon emissions compared to diesel.

Cllr James Mallinder, East Suffolk Council's Cabinet Member for the Environment, said: "The environment is one of the core principles of our Strategic Plan. Not only that, we declared a climate emergency, really enforcing that statement that the environment is at the heart of everything we do at East Suffolk Council.

"I'm delighted, therefore, that we have introduced Hydrotreated Vegetable Oil as a fuel for our waste trucks. This is making a really important difference in our carbon footprint, reducing it by over 30% for the council as a whole, and over 90% for the fleet – a real, meaningful change, making a difference to all our residents' lives.

"Our new trucks are efficient, clean and super green. You'll notice them out and about collecting your waste, and this is really important because it's reducing the carbon footprint across the whole of East Suffolk, making a difference, caring for the environment and helping build an environmentally sustainable community for you and for future generations."



Thinking Electric?



Electric vehicles are becoming increasingly commonplace and East Suffolk Council is working with partners across the county to increase the number of public chargers available, including off-road parking solutions for those without a driveway or garage.

Electric vehicles produce zero emissions when you use them, which is great for the environment and air quality compared to petrol and diesel cars. Although they have a lower range than a similar petrol or diesel car, and take time to charge, the possible distances are rapidly improving and the vast majority of journeys will be well within the average range.

The public charging network is expanding rapidly and there are a number of online maps and apps of charging points now available.



Find out more here!
<https://energysavingtrust.org.uk/advice/electric-vehicles/>



£24.9million regeneration programme given final go-ahead for Lowestoft

A £24.9m programme to transform Lowestoft has received final Government approval, enabling work to progress on five major regeneration projects.

In 2019, Lowestoft was one of 100 towns invited by the Department for Levelling Up to develop a bid for up to £25m of the £3.6bn Towns Fund. The Lowestoft Town Investment Plan, developed alongside the Lowestoft Place Board, setting out the ambitions, opportunities and challenges of the next 10 years, was submitted to the Government in 2020 as the basis of a £24.9m application.

Full funding was provisionally secured in March 2021 before detailed businesses cases were submitted for each of the five projects in March 2022.

Businesses and visitors will be able to view proposed designs and learn more about each project in the coming months, with all five projects having now received final approval and due for completion by March 2026.

The funding focuses on five projects:

- **The Station Quarter:** Full restoration of the former Post Office and front of Lowestoft railway station building.
- **The Cultural Quarter:** Improvements to the Marina Theatre, redevelopment of the East Suffolk Council's current Customer Services Centre to provide a new cultural facility, and redevelopment of the former Battery Green multi-storey car park to provide a new leisure offer.
- **The Historic Quarter:** Redevelopment and refurbishment of the Town Hall, along with enhancing the historic 'Scores'.
- **The Seafront Vision:** Redevelopment of Royal Plain, including the Royal Plain fountains, Royal Green and associated public realm to complement the recently refurbished East Point Pavilion.
- **The Port Gateway project:** Supporting development of the Lowestoft Eastern Energy Facility (LEEF) to secure Lowestoft's future as an Operations and Maintenance hub for the offshore renewables sector.



Find out more!
www.thinklowestoft.co.uk/town-investment-plan



Providing beach access for everyone

Accessibility is at the heart of two Lowestoft beach schemes.

First, a new boardwalk enabling people with disabilities to access Lowestoft's South Beach more easily has been officially opened.

The boardwalk, developed by the Waveney Disability Forum, working closely with East Suffolk Council, provides year-round access on to the beach for people with disabilities, particularly wheelchair users, as well as people with pushchairs.

Constructed by Beccles-based contractors Foxwood Building Services, the boardwalk was completed ahead of the recent First Light Festival and was officially opened at a ribbon cutting ceremony attended by representatives from the Waveney Disability Forum, East Suffolk Council and Foxwood Building Services.

In addition to the boardwalk, 10 of the new Eastern Edge beach huts have been designed with accessibility in mind. These are located on Eastern Edge's lower tier and are accessed directly from the promenade.

Some of these huts can be linked together, by arrangement, for those needing a larger accessible space. These are also ideal for hire by community groups, schools, for team activities or corporate use.

For more details, please contact Lowestoft Beach Office by emailing lowestoft.beach@east Suffolk.gov.uk or calling 01502 586167. The Beach Office can also help with enquiries regarding the free hire of a beach wheelchair.

Fishy goings-on at Port Health

Based at the Port of Felixstowe, our Port Health Team work hard to check over 80,000 consignments every year, ensuring imports are fit for human consumption and use.

Recently, the team have encountered some strange creatures during their work!

In June, the team made a gruesome discovery inside a consignment of seabream. Parasites which sever and take the place of fish tongues had infected the fish, which were intended for human consumption. Port Health officers inspected the consignment after the importer failed to supply the correct paperwork and found the *Cymothoa exigua* parasites had infested most of the container load. The consignment was rejected and returned to the importer.

And in May, the team encountered a giant river prawn at the Port of Felixstowe with limbs up to 40cm in length. The giant freshwater prawn is one of the biggest in the world and is known to grow anywhere between 30 and 50cm. This fantastic beast passed all the necessary health checks with flying colours!



As well as working at the UK's busiest container port, the team also provide health checks on food and animal-related imports at Harwich International Port and the Port of Ipswich.

Never miss a moment

We share daily news, service updates (including any changes to bin collections), events, activities and useful information from across the district on our social media channels.

Over 12,000 people currently follow us on Facebook and a further 11,800 follow us on Twitter – why not join them? You can also find us on LinkedIn and Instagram!



Did you know all our council meetings are available to watch online? All public meetings are streamed live on YouTube, or you can watch them later at a time to suit you.

Head to our YouTube channel
www.youtube.com/eastsuffolkcouncil



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.

Is your local area a place where people from different backgrounds get on well together?

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

How proud are you of the area you live in?

Not proud at all ☐ ☐ ☐ ☐ ☐ Very proud

What would you choose to improve, to make you more proud of the area you live in?

.....
.....

What are you most proud of about the area you live in?

.....
.....

From 2022/23 we are currently projecting a budget gap of over £5m. Which ONE from the options below would you choose to help us close the gap?

- ☐ Reduce our spending on services
- ☐ Increase fees and charges on services
- ☐ Use financial reserves as a temporary solution
- ☐ Increase Council Tax
- ☐ Don't know/no opinion
- ☐ Other ideas (please specify)

.....
.....

Where do you think, as a Council, we could do things more efficiently?

.....
.....

How could we better support local businesses and economic growth in the district?

.....
.....

From the following broad themes which should we spend money on? (Please rank your answers - 1 being the most important & 4 the least)

- ☐ Growing and supporting our economy
- ☐ Supporting and enabling our communities
- ☐ Delivering digital transformation
- ☐ Caring for our environment

We have pledged to become Carbon Neutral by 2030. Do you support additional spending to achieve this pledge?

Yes ☐ No ☐ Not sure ☐

We are allowed to increase our portion of Council Tax by just under 3% (only £5 a year extra for a Band D property) without requiring a referendum. To help fund crucial services, what level of increase would you consider to be fair?

3% ☐ Less than 3% ☐ More than 3% ☐

This survey is always live, online at www.eastsuffolk.gov.uk/survey or fill it in below and send it to: East Suffolk Council, Riverside, 4 Canning Road, Lowestoft NR33 0EQ.

Do you agree with the principle of us investing in land and buildings in the district to generate income for the Council?

Yes ☐ No ☐ Not sure ☐

Do you agree with the principle of us transferring viable land and buildings to local communities for them to run, use and maintain for their own local benefit?

Yes ☐ No ☐ Not sure ☐

Is there anything else which is important to you about your local area and how it could be improved?

.....
.....

How often do you feel lonely?

Often/Always ☐ Some of the time ☐ Occasionally ☐
Hardly ever ☐ Never ☐

Have you given any voluntary unpaid help to any groups, clubs or organisations in the last 12 months? (This could be anything that you have taken part in or helped with in any way)

Yes ☐ No ☐

So that we can understand a little more about the responses to our survey, please indicate your age range

Under 16 ☐ 16 to 24 ☐ 25 to 34 ☐ 35 to 49 ☐
50 to 64 ☐ 65 to 79 ☐ 80 or over ☐

Please enter your postcode, excluding the last two digits, so we can understand where responses are coming from. This is not for identification purposes.

.....

I am ... (tick all that apply)

- ☐ A resident of East Suffolk
- ☐ Working in East Suffolk
- ☐ Going to school or studying in East Suffolk
- ☐ A business owner in East Suffolk

Would you like to take part in future consultations about how we run services for your local area?

Yes ☐ No ☐

If 'yes', please complete your contact details:

Name

Email Address

Phone Number

Scan here to take part in the survey online!

www.eastsuffolk.gov.uk/survey



Her Majesty the Queen

The councillors and officers of East Suffolk Council were deeply saddened by the death of Her Majesty the Queen in September.

Floral tributes were laid at sites across the district, including by the Chair of East Suffolk Council Cllr Jenny Ceresa who laid a floral tribute at Royal Plain in Lowestoft.

During her long reign, Her Majesty Queen Elizabeth II visited East Suffolk twice, both to Snape and to Lowestoft.

In June 1967, The Queen officially opened Snape Maltings Concert Hall with Prince Philip, the Duke of Edinburgh, taking time to speak with members of the choir and orchestra before attending an hour-long inaugural concert. On the same day, she visited the Moot Hall in Aldeburgh.

Home to the renowned Aldeburgh Festival, the Snape Maltings Concert Hall was the idea of Lowestoft-born composer Benjamin Britten. During her visit, The Queen told Benjamin Britten: "You have encouraged the arts to flower in the soil of this pleasant part of Suffolk."

A large fire damaged the hall on the opening night of the Aldeburgh Festival in 1969, destroying the interior of the building. However, the hall was restored and reopened in June 1970, with The Queen attending the first concert in the rebuilt Snape Maltings.



In 1975, she opened the £11m Post Office Research Centre at Martlesham Heath - the most advanced telecommunications research facility in Europe and in 1977, Her Majesty The Queen celebrated her Silver Jubilee and visited Felixstowe.

In August 1985, Her Majesty The Queen and the Duke of Edinburgh visited Nicholas Everitt Park in Oulton Broad and officially opened Lowestoft Museum, cheered by crowds of people. She also unveiled a plaque in Lowestoft, naming part of London Road North as Queen Elizabeth II Place, which is located to the south of the junction with Gordon Road.

Treebilee tribute

Earlier this year, two hundred oak trees were planted in communities across East Suffolk to commemorate Her Majesty Queen Elizabeth II's Platinum Jubilee.



Through the 'Treebilee' scheme, English oak trees were donated by East Suffolk Council to every town and parish council in the district, both to mark Her Majesty The Queen's 70-year reign and to help tackle climate change.

The Treebilee scheme was also an opportunity for towns and parishes to contribute to East Suffolk's vision for environmentally sustainable communities, while creating a living and lasting memorial of The Queen's Platinum Jubilee.

A commemorative plaque was provided with each tree.

A mature oak tree can host up to 5,000 different species of invertebrate, supporting a healthy food chain and benefitting many different birds and mammals.

Trees naturally absorb CO₂, a key greenhouse gas, through the process of photosynthesis, helping to create a significant natural carbon sink.



Helping customers *get online*

Our Digital Champions are ready to help you get online!

Whether you need some help with using the Council's online services, such as reporting a missed bin collection or making a payment, or whether you need help staying in touch with loved ones, online banking or making medical appointments, we can help.

Our dedicated Digital Champions are available to help in person at our Customer Service Centre in Lowestoft and at our desks in local libraries across East Suffolk.

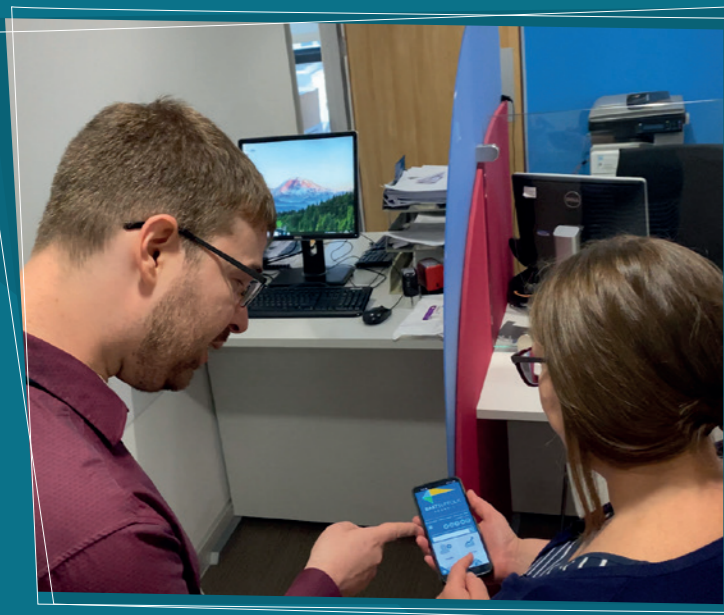
It's not just council services we help with!

We have already helped people use their smartphones to take photos and send to friends and family, set up email accounts, book a supermarket delivery slot and complete their online grocery shopping, use a search engine to find local leisure activities and apply for a Blue Badge.

If you need help getting online, or know someone who would benefit from some help, our Digital Champions are available, by appointment, as follows:

- Tuesday at the Marina Centre, Lowestoft and Halesworth Library
- Wednesday at Woodbridge, Saxmundham, and Aldeburgh libraries
- Thursday at the Marina Centre, Lowestoft
- Friday at Felixstowe and Leiston libraries.

All locations are open, by appointment, between 10am and 4pm. To make an appointment, please call **03330 162000** or simply walk in!



Supporting residents with energy bills

Earlier this year, we helped to issue the Government's £150 energy rebate payments through our Council Tax system, to help people with their rising energy bills.

Since these payments were announced in February, we have worked hard to provide over 93,000 eligible households in East Suffolk with their energy rebate payment, totalling more than £14 million.

By the end of June, we had completed our part of the Energy Rebate scheme and were amongst just 11 councils in the country who had made 100% of their payments by that date.



We have also been managing an additional discretionary scheme to provide support to eligible households in Council Tax bands E to H, who were not eligible for the £150 rebate.

For more on these schemes, visit www.angliarevenues.gov.uk

East Suffolk Free Public Wi-Fi now across the district



To support local towns and businesses, East Suffolk Council is delivering a range of digital projects to help strengthen the local economy and improve connectivity within the district's market towns.

One of these projects is the East Suffolk Digital Towns programme which has recently seen public Wi-Fi and visitor footfall counting technology installed in Beccles, Felixstowe, Halesworth, Southwold and Woodbridge.

This followed a successful pilot programme in Framlingham which has been running since 2019, and has been extended for a further four years. The programme has been supported by funding from the Getting Building Fund and New Anglia Local Enterprise Partnership's Innovative Projects Fund.

Once registered, you can access East Suffolk Public Wi-Fi in any of the towns where it is installed. Aldeburgh, Bungay, Leiston and Saxmundham will also have the technology in place before the end of the year.

The data the technology provides does not allow an individual to be recognised however it will enable the council to understand the number of visitors to the town, the busiest periods and seasonal trends, the impact of events on the town, and much more.

This will help the council's Economic Development Team provide tailored support for local businesses and data-led evidence to support other projects.

More than 12,715 people have registered with our town Wi-Fi, with over 5,000 of those keen to find out more about events in our towns!

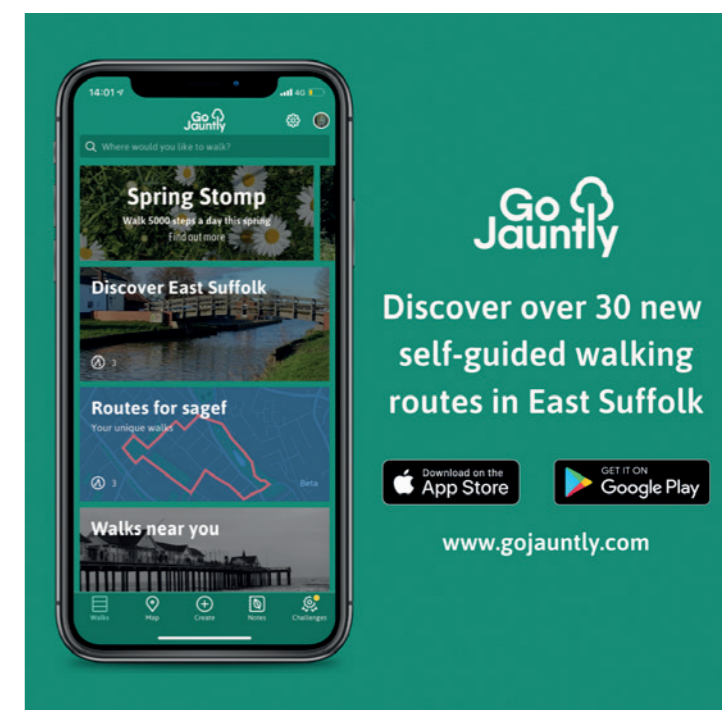


Making connections and more!

Part of the Digital Towns programme involves a 'Digital Springboard' allowing local businesses to take advantage of a series of workshops run by our digital partners, Menta.

This means businesses can improve their digital skills by learning how to build and make the most of their websites, create social media messages and operate safely online.

East Suffolk Council is also working in partnership with an interactive walking app provider, www.gojauntly.com to develop outdoor adventures across all of East Suffolk's principal 12 towns and villages. The trails launched across East Suffolk in May via the downloadable app.



Further information is available at: www.eastsuffolk.gov.uk/digital-towns or www.eastsuffolkmeansbusiness.co.uk or by contacting: economicdevelopment@eastsuffolk.gov.uk.



Cook today, eat tomorrow!



Scan for tips
to save food
and money



See you
at lunch!



foodsavvy.org.uk/back-to-savvy



Registered Charity No. 1158700