

Edition: October 2021

EastSuffolk

Magazine

INVESTING IN A GREENER FUTURE

How vegetable oil will now be fuelling our vehicles, reducing the carbon emissions of our fleet by an incredible 90%!

Read all about it on
PAGE 4

odsavvy.org.uk

SCAN ME!

So much more
online, straight
to your device



SHOPPING VOUCHERS TO BE WON!

We want to know what YOU think about us
and your community.

Take part in our survey on page 8
to help us help you!

WHEN BANKSY CAME TO TOWN

World famous street artist grabbed
international headlines.
So how did WE respond?

MORE ON - PAGE 3





A message from the Leader of the Council

I am very proud to welcome you to our latest East Suffolk Council magazine. The purpose of this publication is to provide you with helpful information about the different services we deliver and to talk about the range of projects we are currently delivering to benefit local communities.

There is a huge amount going on right now and not enough pages to tell you about everything! But hopefully this snapshot will provide you with an idea of how committed we are to improving outcomes for local people and how much we love the district in which we live and work.

It goes without saying that this past year or so has been dominated by our response to the Covid-19 pandemic and I could not be more proud of how the Council has worked as one team to minimise the impact and maintain the services that people want and need. We have a range of plans to support the economic recovery of the district which are both ambitious and deliverable.

We are also a council that wants to listen, which is why we are launching a survey in this edition that we would very much like you to complete. We always want to know and learn as much as possible about the people of East Suffolk and this is an important way to ensure we can continue to provide what you want and need.

Cllr Steve Gallant



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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Design www.tms-media.co.uk

Value for YOUR money

We aim to grow and prosper as a council, ensuring we are well-run, provide value for money and always strive for excellence. But what do YOU think?

We are working to ensure that we deliver services which are high quality and which represent good value for money and we will make decisions based on evidence so that we direct our resources where they have the best effect.

However, like other local authorities, we face a challenging environment over the next few years and we will see increasing pressure on our finances.

Against this background, difficult choices will have to be made and this is where it is important for you to tell us what most matters to you.

- **What services and facilities should be prioritised?**
- **What level of local tax would you regard as fair?**
- **Where do you think, as a council, we could do things more efficiently?**

To find this out, we are asking budget questions as part of a wider residents' survey which you can find on page eight of this magazine.

Being financially sustainable is one of our key priorities and is central to what we do. This means streamlining services, making best use of our assets, being commercially astute, optimising our financial investments & grant opportunities and reviewing service delivery with our partners.

This approach has enabled us to meet the challenges of the Covid-19 pandemic and it has also enabled us to progress our ambitious plans and deliver on a range of areas. This includes an investment programme of over £20m in our leisure centres, a Capital Programme with planned spending of nearly £190m over the next four years, a council tax freeze to support local households and the submission of a successful Towns Fund bid, securing £24m for the regeneration of Lowestoft.

We have also managed to spend under budget and increase our reserves and financial resilience in 2020/21, despite the impacts of the pandemic. Now head to page eight to have your say!



How are we doing?
Our activities and achievements... on video!
www.eastsuffolk.gov.uk/our-year-our-annual-report

UK City of Culture 2025



Banksy comes to East Suffolk



In August, a series of murals mysteriously appeared overnight in Lowestoft, Oulton Broad, Gorleston and Great Yarmouth. After a week of intense speculation, world-renowned artist Banksy confirmed he had created these pieces as part of his trip to the East Anglian coast, which he called his Great British Spraycation.

This was incredible news for Lowestoft and East Suffolk and the reaction to the Banksy murals from the public and press, both local and national, was overwhelmingly positive. Thousands of visitors came to see the artwork, helping to put the area on the map at the same time as we made our joint bid to be UK City of Culture 2025 with Great Yarmouth Borough Council.

Earlier this year, we submitted a joint bid with Great Yarmouth Borough Council to become the UK City of Culture 2025. The UK City of Culture is a competition run by the Government, taking place every four years. The winning location, chosen by an independent panel of judges, creates a year-long cultural programme which attracts national attention and brings significant benefits for local communities and the economy.

Our bid has been supported by a huge number of local and regional organisations and arts and community groups. We have been overwhelmed by the positive response across both districts. And yes, you don't have to be an actual city!

Both East Suffolk and Great Yarmouth already offer great cultural experiences, from live entertainment, music, circus, maritime and arts festivals, through to historic buildings, wildlife areas and inspiring landscapes which are increasingly attracting the attention of the film industry.

We also received a massive boost for our bid from Banksy, who visited the East Coast in July for his 'Great British Spraycation'. Whilst we can't be sure, we would like to think Banksy was supportive of our bid to become UK City of Culture 2025!

The winning location will be announced in May 2022.
www.greatyarmouthandeastsuffolk2025.co.uk



Watch Banksy's Great British Spraycation at [instagram.com/banksy](https://www.instagram.com/banksy)

Sadly, one of the pieces - a rat in a deckchair drinking a cocktail which was painted on the sea wall at North Beach in Lowestoft - was defaced shortly after the Banksy announcement. Like all the other artworks, we have now covered this piece with a protective screen to prevent further damage and we are working with specialists to try to restore it.

The art continues to be enjoyed by local residents and visitors, and we hope that they will remain in place, if possible, for the benefit of local communities. A project where communities can work with artists to produce more street art in Lowestoft is being planned.



Fuelling a **GREENER** approach



Cllr James Mallinder, Cabinet Member for the Environment, is driving a new greener approach to the services we deliver for our communities.

We are taking further proactive steps to reduce our impact on the environment by ditching diesel and switching to an advanced renewable and sustainable fuel that offers a reduction of around 90% in the carbon emissions of our fleet.

Initially, 32% of our vehicle fleet are being converted to the new fuel – a certified palm oil-free Hydrotreated Vegetable Oil (HVO) – including 60% of our bin lorries. We will also be undertaking a fleet review over the next 12 months, with the aim to replace or remove any vehicles incompatible with HVO.

The switch to cleaner fuel generates additional costs from the installation of HVO fuel storage tanks and the cost of the fuel itself, however, this represents by far the best value for money in terms of carbon savings per pound spent and once the entire fleet is migrated to HVO, the carbon emissions of our fleet will be reduced by around 90%.

We are committed to becoming carbon neutral by 2030

This move is just another example of our commitment to create the right environment for East Suffolk and become carbon neutral by 2030.

As part of this, we declared a climate emergency in 2019 and established a cross-party Environmental Task Group to ensure the environment plays a key role in all decisions, choices and policy formation.

Learn more about our commitment to the environment and what **YOU** can do at

www.eastsuffolk.gov.uk/environment



Generating new investment in energy



East Suffolk Council is playing a key role in a pioneering, job creating partnership which reflects the changing energy sector and the aim to transform the UK's energy system to Net Zero carbon emissions.

GENERATE has evolved from the East of England Energy Zone (EEEZ) and aims to provide a unified business and political approach, leading the way for future investment and development of the energy sector in Suffolk. Together with key partners, it seeks to promote and capture the opportunities available and convert them into real business growth, new jobs and investment within the area.

As well as East Suffolk Council, GENERATE incorporates Norfolk and Suffolk County Councils, Great Yarmouth Borough Council and North Norfolk District Council. The New Anglia Local Enterprise Partnership (LEP) also plays an important role by securing funds from Government to help businesses grow and delivers ambitious programmes to ensure that businesses have the funding, support, skills, and infrastructure needed to flourish.

The brand had its first outing at the Global Offshore Wind Conference in London at the end of September. Attracting delegates from over 40 countries, this was the first such event for over 18 months and the perfect platform to promote the region and introduce the new brand to potential investors.

For more information about what GENERATE brings to the region, visit www.generate-energy.co.uk

Welcome Back!

It's been an incredibly tough 18 months, however East Suffolk is still as beautiful and fascinating as ever. We are working really hard to show what we have to offer and to welcome visitors back.

Best of British holidays

East Suffolk Council provides partial funding for The Suffolk Coast Destination Management Organisation (DMO) - the official tourism organisation for the Suffolk Coast, from Felixstowe to Lowestoft, which aims to get more visitors to come to East Suffolk and support our local economy.

Our tourism and hospitality businesses have been severely impacted by the pandemic and The Suffolk Coast DMO has worked hard to support the industry across East Suffolk. This includes seizing the opportunity to promote East Suffolk as a domestic holiday option with more people than ever holidaying in the UK.

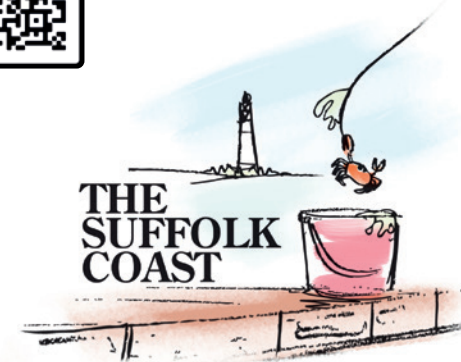
Visits to www.thesuffolkcoast.co.uk grew significantly, with an increase of 88% from London alone compared to pre-pandemic levels. In real terms, this meant that over 5,700 potential visitors were looking at the DMO website every day this summer.

To make the most of this, the DMO ran targeted digital campaigns across its website and social media channels to encourage people who would normally stay in popular resorts such as Aldeburgh and Southwold, to discover less busy areas of East Suffolk, such as Bungay, Leiston, Halesworth and Framlingham among others.

All tourism and hospitality businesses in East Suffolk can join the Suffolk Coast family to enjoy the support and benefits offered.



Have a look at the wonderful films the DMO has produced to promote the area www.thesuffolkcoast.co.uk/our-videos



The Suffolk Coast website saw a 75% increase in visits this summer compared to 2019.

High Street hopes

To support the economic recovery of our town centres and high streets, we will be delivering various projects to welcome visitors back to East Suffolk. Funded through the Government's Welcome Back Fund, which aims to get visitors back to our high streets and towns, East Suffolk Council will initially be piloting three projects:



- **East Suffolk Town Celebrations**, which will see high street markets, cultural activities and events and other experiences such as street theatre, music and art take place in our towns. Additionally, a support package will be available to town councils and business groups to encourage more events.
- **East Suffolk Click It Local**, will seek to offer the consumer a one-stop shop window for independent businesses offering online products and services from across the district.
- **East Suffolk Trails & Experiences**, which is a digital platform promoting walking routes, trails, towns and assets to support increased footfall into town centres.

Additionally, we are also creating a series of pocket guides to promote towns, their history, heritage, key attractions and general offers to visitors.

To find out more about the Welcome Back Fund please contact: economicdevelopment@eastsuffolk.gov.uk

Making plans for your neighbourhood



Neighbourhood Plans put local people in charge of where THEY live! They are created for a specific town or area by the local town or parish council.

The plan allows local communities to influence planning applications in their area and can affect where new developments are built and what the buildings look like.

Many East Suffolk towns and villages already have a Neighbourhood Plan, whilst others are in the process of being prepared.

To prepare a Neighbourhood Plan, information is gathered from residents, businesses, community groups and schools to find out what is important to them about where they live, what they would like to improve and how they see their area in future.

Draft plans are then submitted to East Suffolk Council for checking by our Planning Team. We also carry out a public consultation on the plan, asking people to provide their thoughts on the document and arrange for an independent examiner to check that the plan meets the basic requirements.



We then arrange a local referendum, so that everyone who lives in the neighbourhood area can decide whether they support the plan.

If more than 50% of voters are in favour of the plan, it will come into force and be used when making decisions on planning applications.

A Neighbourhood Plan is led by the community - every Neighbourhood Plan is different, just as every community is different.

Find out whether YOUR area has a Neighbourhood Plan at www.eastsuffolk.gov.uk/planning

£6 million pot boosts local communities

Using contributions from new housing developments, we have allocated over £6 million to help fund improvements to local schools, leisure and health facilities in East Suffolk.

In September, the Council's cabinet agreed to award £6,308,245 in Community Infrastructure Levy (CIL) funding to support seven major projects in the district. These projects are all identified in our Local Plans as being essential to support planned growth in the area.

CIL is a fee which the Council can charge developers when new housing is built in the district. CIL can then be put towards improvements to local infrastructure, such as play areas, schools and GP surgeries.

AND HERE ARE SOME PROJECTS WHICH BENEFITED FROM CIL FUNDING IN THE PAST!

The seven projects to receive CIL funding in 2021 include a new playschool at Dennington, expansions to Holton St Peter Primary School, Edgar Sewter Primary School in Halesworth and Bungay High School, improvements to the Foxhall Household Waste Recycling Centre, a new grass and 3G pitch at Halesworth and improvements at Leiston GP Surgery.

Whilst these projects are not being delivered by East Suffolk Council, we are able to support their development by providing CIL funding. These improvements, especially those at schools, will help enhance the lives of local families.



Royal Green Play Area, Lowestoft



Trimley St Mary pedestrian crossing



Beccles Lido improvements

Protecting homes & businesses

Work is now underway on a multi-million-pound project to protect East Suffolk residents from flooding.

In 2013, over 160 homes and businesses in Lowestoft were flooded during a tidal surge. To prevent this happening again, permanent flood defences, known as the Lowestoft Flood Risk Management Project, are being built.

In May, building work began on the tidal flood walls, marking a major step towards a brighter future for Lowestoft's communities and businesses.

In 2020, the project received £43m from the Government, and is also funded through the New Anglia Local Enterprise Partnership Growth Deal, Flood Defence Grant in Aid, Local Levy and contributions from Suffolk County Council and East Suffolk Council.

Find out more about the work to protect Lowestoft from flooding at the virtual visitor centre at www.lowestoffmp.org.uk

Scheduled for completion in 2025, these essential defences will protect more than 1,500 homes and 825 businesses from the risk of flooding. Ensuring the town is no longer vulnerable to tidal flooding will help attract businesses and investment, improving the lives of everyone who lives in and visits Lowestoft.

1,500 homes and 825 businesses will be protected from the risk of flooding.

Stay safe near the cliffs!

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

TOP TIPS FOR CLIFF SAFETY:

- Don't climb up or down cliffs or use the cliffs as a short cut.
- Keep your dog on a lead near cliffs.
- Do not stand closer to the base of a cliff than the height of the cliff itself. So, if a cliff is 25 metres high, stay more than 25 metres away from it.
- Make sure you are properly equipped, wear sturdy footwear and check the weather forecast and tide 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 designated paths, take notice of any warning signs and fences, be responsible and don't take any unnecessary risks.

Please take care when visiting the coast, especially if walking near cliffs.

The cliffs along the Suffolk Coast are some of the fastest eroding in western Europe and climbing on them or walking close to them can be extremely dangerous.

Coastal Partnership East, who manage East Suffolk's coastline on our behalf, receive regular calls from concerned landowners, businesses and the community about people climbing on eroding cliffs, climbing on top of sea defences and ignoring signs warning of potential dangers. These people are putting their lives, and the lives of their friends and families, at risk.

If you are concerned about a cliff or any coastal defences, please email coastalmanagement@eastsuffolk.gov.uk



To learn more about CPE's work to manage our coastline head to...

www.coasteast.org.uk

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. After such a difficult period, we would like to know what you think, what matters most to you and where we should be spending our money. Take part and help shape East Suffolk!

It's easiest to complete the survey at www.eastsuffolk.gov.uk/survey, or using the QR code below to access it from your mobile device. Or fill it in below and send it to: **East Suffolk Council, Riverside, 4 Canning Road, Lowestoft NR33 0EQ.**

THERE ARE ALSO FIVE SHOPPING VOUCHERS, WORTH £20 EACH, UP FOR GRABS FOR ANYONE WHO TAKES PART!

Thinking about the area where you live, what one thing are you most proud of?

Thinking about the area where you live, what one thing most needs improving?

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

Strongly agree ☐ Agree ☐ Disagree ☐ Strongly disagree ☐

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% ☐

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

If you would like to be included in a prize draw to win one of five £20 shopping vouchers, please enter your contact details, whichever way you would prefer to be contacted.

If you would like to take part in future consultations about how we run services for your local area, please tick this box ☐



www.eastsuffolk.gov.uk/survey

Funding local schemes



East Suffolk Community Partnerships
Bringing ideas to life

East Suffolk is the largest district council in the country, covering 175 towns and parishes! When the new council was formed in 2019, we created eight Community Partnerships to help us stay connected to our residents and ensure local issues are addressed.

Each Community Partnership runs a Small Grants Scheme, providing funding to support community groups in need. Over £240,000 has been committed to 48 projects across East Suffolk through these schemes.

Meanwhile, the Community Partnership Board oversees all eight Community Partnerships and has supported numerous projects worth more than £400,000, including the Hidden Needs Grants programme which supports local groups tackling social isolation, the East Suffolk volunteering campaign, the Covid-19 Community Fund, three employment projects and the Covid Boost Fund.

One of the schemes supported by the Community Partnership Board is Katch, a sustainable electric taxi-bus service for residents and visitors in Wickham Market and Framlingham. As well as reducing car journeys, Katch provides a vital connection for many people who may not be able to get around easily otherwise. Serving fixed bus stops, journeys can be booked on-demand by telephone or via an app, charging fares in line with a bus service. www.katchaliff.com



In September, the Community Partnership Board agreed to support a project being delivered by Access Community Trust to help people affected by hoarding to declutter and help improve their mental wellbeing. Anyone who is struggling with hoarding can contact hoarding@accessct.org or call/message 07884 750520

Funded by the Lowestoft and Northern Parishes Community Partnership, 'The Lowestoft Mile' offers four virtual walks designed especially for people unable to leave their home, such as elderly people and those with health conditions: www.thelowestoftmile.co.uk

To find out more about the work of the Community Partnerships, head to:
www.eastsuffolk.gov.uk/community-partnerships/



Keeping workers and people safe

East Suffolk Council carries out a lot of work to ensure that businesses in the district comply with the law and that the public are kept safe. Here is just some of the things we do:



We enforce!

We are responsible for the health and safety enforcement of around 6000 businesses in East Suffolk, so if you're getting a tattoo, visiting a DIY store or checking into a hotel, you can rest assured that they are perfectly safe for you to use.

Most businesses get it right, however, sometimes things can go wrong and when they do, we will take the necessary action:

- **We recently prosecuted a company responsible for operating a public house when a pub worker suffered life-changing injuries after falling through an open cellar hatch. The company was ordered to pay almost £60,000.**
- **Last year, a tattooist was fined £1,000 when refusing to close as required by law during Covid-19 lockdown. The owner didn't pay the fine and ended up being ordered to pay more than the original fine by the Court.**

It's not just businesses though, we also have to deal with members of the public, such as fly-tippers! In a recent incident, a householder failed to check whether the waste carrier she had hired to remove waste from her property was registered. When the waste ended up illegally dumped and the householder failed to provide the details of the carrier used, she was prosecuted and ordered to pay over £1,200.

If you're planning to use a waste carrier to remove waste from your property, remember to check if they have a licence first at <https://environment.data.gov.uk/public-register> or by calling 03708 506 506.



We check!

We run the Suffolk Coastal Port Health Authority which enforces health controls at the Port of Felixstowe, the biggest and busiest container port in the UK, as well as Ipswich and Harwich. As part of this, we serve businesses and the public by providing essential border checks on foods coming into the UK to ensure they are safe for people and animals.

Checks on products from outside the EU include Chinese peanuts, Indian prawns, chicken from Thailand and the more unusual melon seeds from Nigeria. We even test plastic cooking utensils to ensure they don't leak chemicals when exposed to heat.

We rule out and minimise any risks from dangers such as foot and mouth, avian flu and aflatoxins, radiation levels as well as physical dangers, such as choking hazards in confectionery.

To ensure we're able to deal with the new demands following our exit from the EU, we will soon have teams, including Port Health Officers, vets, technical experts, Support Officers and IT Officers, working around the clock, 7 days a week, funded by charges levied on importers.

The Port of Felixstowe continues to lead the way and other ports come to learn from us. We're also working closely with government departments to shape the rules and practices for the future.

To find out more about the work we carry out, visit www.porthhealth.uk

Following Brexit, checks on foods coming into the UK from the EU will be required for the first time in 2021/22. As a result, the workload is expected to more than double by 2022/23, from 27,000 consignments annually to over 58,000.



We license!

Unfortunately, illegal puppy breeding and sales happen in East Suffolk – help us put a stop to it.

We issue licences for breeders who sell puppies as pets, including online sales. This helps ensure that the animals are healthy, protected and looked after by trained people. Reputable breeders must show their licence number on their website, but fake breeders will usually sell from fake websites and homes.

If you've recently bought a puppy and suspect it may have come from an unlicensed seller, please let us know (with no threat to your pet!) ep@eastsuffolk.gov.uk or 0333 016 2000.

You can check whether a dog breeder in East Suffolk is licensed at www.eastsuffolk.gov.uk/breeding-dogs/



Garden waste... explained!

Changes to our garden waste service for some of you have been made to ensure the whole district is now aligned. We wrote to those of you who have been affected and we understand that issues around food waste have been gaining some attention. Hopefully this will explain why we have to be so careful!

Residents have been asking us why it is ok to put garden windfall in this bin but not, for example, peelings or purchased salad leaves. Unfortunately, regulations introduced to prevent the spread of diseases like Foot and Mouth limit the materials that can be composted in the open air. The facility we use to process our garden waste is not licensed to take these materials and therefore our carriers are not able to collect or dispose of food waste.

It might seem strange on the face of it – but often 'food chain' products are subjected to pesticides or herbicides involving chemicals and processes which you are not allowed to do at home. Kitchen vegetable waste is also more likely to be exposed to the risk of cross-contamination within the home (such as contact with raw meats or other animal products). So, unfortunately, we are simply not permitted to collect or process kitchen waste of any description.

Previously we were able to use a system of "In Vessel Composting" which superheated the contents of garden waste bins to effectively deal with the risk posed – however this system is both expensive and bad for the environment - hence the change. So we are now asking our residents to place all waste from their kitchens in to their normal refuse bins.

Just for clarity none of the collected waste in Suffolk goes into landfill - it all goes to the 'Energy from Waste' site where it is used to generate Electricity. So we have not stopped collecting food waste, instead we have simply asked residents to utilise a different bin for its collection.

For more information about our garden waste service and how to sign up, please go to:

www.eastsuffolk.gov.uk/garden-waste



Connecting our towns

As part of our commitment to support local businesses, we are delivering a range of digital projects with an aim to strengthen the economic vitality and connectivity of our market towns.

This includes the East Suffolk Digital Towns programme which will digitally transform market towns by installing free public WiFi, digital footfall counters and town marketing platforms.

Initially piloted in Framlingham, the scheme will now be rolled out in Lowestoft and Felixstowe in early 2022, with an ambition for the other market towns in the district to follow after.



Customers will be able to easily connect to the WiFi, with the option to sign up to town centre news.

The digital footfall counters will help us measure the number of visitors to our towns, their busy periods, average time spent in the town and much more. This will enable us to support our local businesses and provide data-based evidence for ongoing projects.

Other digital projects being considered as part of our wider Economic Development work to support town centres and businesses include: digital trails, digital high street solutions and digital business support programmes.

For more information, please visit www.eastsuffolkmeansbusiness.co.uk or email economicdevelopment@eastsuffolk.gov.uk



Helping young people take the next step

East Suffolk Council has agreed additional funding for a service which is designed to help people from any background who may be struggling to find or apply for jobs, courses and training.

The East Suffolk Youth Employment Service (YES), was initially launched in 2019 and is aimed specifically at 16 to 24 year olds. The scheme is delivered by Inspire Suffolk.

Young people can visit a dedicated website (www.yessuffolk.co.uk) to view current job opportunities, find training programmes and other support information and advice. Referrals can also be made by community groups. Young people will be allocated an employment coach to support them into appropriate work, education or training. Wellbeing services are also available, provided by Inspire Suffolk.

Cllr Craig Rivett, East Suffolk Council's Deputy Leader and cabinet member for Economic Development said: "Young people's employment, education and training opportunities have been hugely affected by the ongoing challenges of Covid-19, however, we are committed in supporting them and keeping this essential service available as we hopefully begin to recover from what has been a very difficult time for many."

"It is incredibly important to us that the service continues to reach out to all towns and villages in East Suffolk, allowing every young person the opportunity to receive support when they need it most."

We are investing £230,267 more over two years in YES!



Find out more at www.yessuffolk.co.uk



A fresh start for homeless people

As part of its commitment to supporting people facing homelessness, East Suffolk Council has transformed a property into specialist accommodation especially for former rough sleepers.

Following a successful bid to the Ministry of Housing, Communities and Local Government, East Suffolk Council received £93,312 in September 2020 through the Government's Next Steps Accommodation Programme (NSAP), to provide accommodation and support to rough sleepers during the pandemic.

An additional £389,482 was then secured from the NSAP earlier this year to provide support to rough sleepers in East Suffolk through the delivery of longer-term 'move on' accommodation.

This has enabled the Council to purchase a large property in St Peter's Street in Lowestoft and the Council's Housing Maintenance Team worked tirelessly to transform the building into a seven-bed unit of specialist, supported accommodation specifically for former rough sleepers and single homeless people.

The accommodation is now managed by Orwell Housing, who are also providing care and support for residents, many of whom need a higher level of support before they are able to live independently and sustain a tenancy of their own.



We have secured over £400,000 in funding to support rough sleepers

The tenants will be able to stay for up to two years, ensuring they have a roof over their heads and can access the support they need to ensure they do not need to return to the streets.



We provide advice, not just on homelessness but on a huge range of housing issues. For more information go to

www.eastsuffolk.gov.uk/housing-advice

Supporting private renters

This year, we've worked with Generation Rent on a project to engage with private renters across East Suffolk. Our aim is to improve engagement with private renters and increase awareness of their rights and responsibilities.

This project is the first of its kind in East Suffolk and was piloted in three wards: Harbour & Normanston, Beccles & Worlingham and Aldeburgh & Leiston. By listening to the different experiences of private renters through this project, the Council aims to gain a better understanding of the key issues private renters are facing and what we can do to support.

For the first part of the project, we launched a survey which was available on the East Suffolk website and in hardcopy. The survey was completed by 130 private renters. We found that some of the key issues that private renters are facing are 1) fear of loss of tenancy, 2) struggling to move into homeownership and 3) the fear of rent increases. There were low levels of awareness of what the council could support private renters with and some 95% had never contacted the council about a problem relating to their home or tenancy.

The council are committed to working on addressing the findings from the survey and have launched a programme for future engagement. This will take the form of focus group discussions and will be held in person and online with participants from the survey. my.eastsuffolk.gov.uk/service/Private_renter_session_registration

For more information about our private renter project and how you could be involved why not visit www.eastsuffolk.gov.uk/private-sector-housing





Parking improvements to make life simpler

District and borough councils are now responsible for managing and enforcing 'on-street' parking and East Suffolk is working hard to ensure that this takes place safely and with consideration for everybody.

We manage council car parks too and as Covid restrictions are eased, more people are now driving, and parking of course, and it is incredibly important that we manage this fairly and appropriately at all times. Our Civil Enforcement Officers patrol no fewer than 1,157 streets in the district, checking no fewer than 7,280 different regulations.

Illegal parking is hugely frustrating for residents, businesses and anyone trying to go about their day and since we took over responsibilities, we have had to deal with around 20,000 illegal parking incidents - primarily for yellow line contraventions and up to around 800 who chose to park in blue badge bays without eligibility.

We know that issues with thoughtless and obstructive parking can create real problems for you which is why our Civil Enforcement Officers patrol no fewer than 1,157 streets in the district, checking no fewer than 7,280 different regulations!

Of course, there are occasions when drivers who have been served with a penalty charge notice may feel that they have been dealt with unfairly which is why we will always consider appeals in a reasonable and consistent manner considering the relevant facts, evidence, and mitigating circumstances where applicable.

And as part of a process to simplify and 'level up' car park charges around the district, we have also upgraded nearly 100 pay-and-display machines and installed over 1,100 new signs. Following the installation of the new RingGo signs, nearly half of all drivers chose to obtain a ticket via the RingGo service last year, which is up from 3.5% in previous years.

Nearly half of all drivers chose to obtain a ticket via the RingGo service last year, which is up from just 3.5% in previous years

Available in all of East Suffolk's car parks, the simple RingGo app allows you to park quickly and easily, paying for parking using your credit or debit card rather than using cash at the machine. Using RingGo means you no longer need to queue at the machine or handle cash to pay for your parking.

We want to make parking as simple and stress free as possible. So, we have recently upgraded nearly 100 pay-and-display machines and installed over 1,100 new signs.

We entirely understand that parking is an issue that generates strong opinions and we want to be as transparent as possible about the services we provide, giving YOU the information you need to make the best possible decisions.

A wealth of information is contained on our dedicated parking web pages at www.eastsuffolk.gov.uk/parking. You can report suspected illegal parking, find out all you need to know about different car parking permits and even complete a survey to request local parking schemes from East Suffolk Council.

The 'Parking Places' page provides information about all our locations and there is a nuisance parking page which summarises how and when we can intervene to address local issues you may have.



Everything you need to know in one place! www.eastsuffolk.gov.uk/parking

All you need... online!

The most convenient way for you to access our services is to do it online!

We know not everyone has access to the internet, so we are still available for those who need to contact us in other ways. But if you DO have the ability to go online, it's the easiest way for you to get what you need simply and at a time convenient to you.

We have been asking all our online customers what they think of our online services, and we're getting good reviews!



4.25 out of 5 stars based on 11,729 reviews between April and September 2021.

We are committed to continuous improvement of our services and welcome feedback to enable us to improve further. If you are able to interact with us online, we think you'll find it more convenient - and it also saves US time and money. This is public money which will help us deal better with more complex cases or vulnerable customers who don't have the ability to interact with us in this way!

www.eastsuffolk.gov.uk



Council Tax support

The Council is consulting residents to seek their views to shape its Council Tax Support (CTS) scheme for the forthcoming 2022/2023 year.

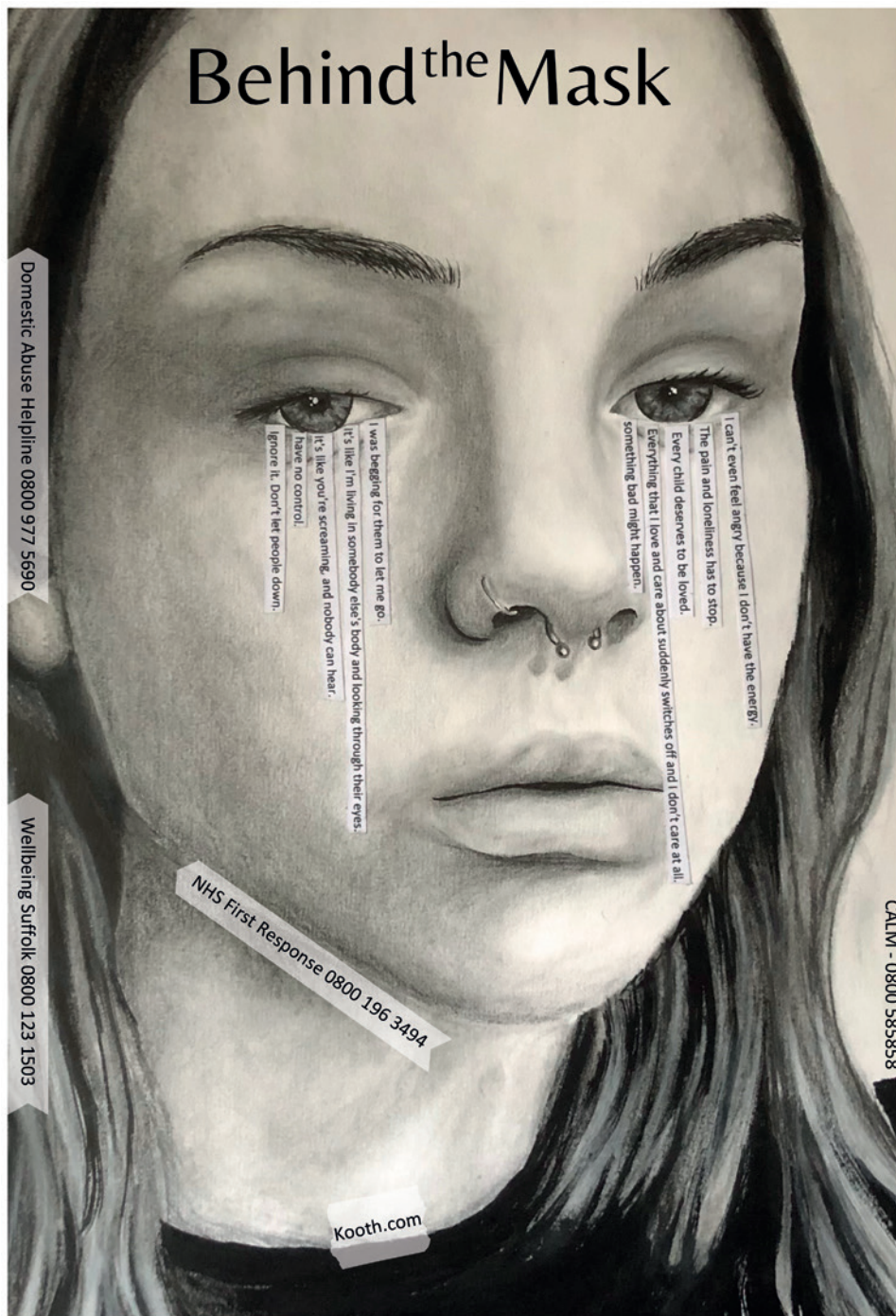
The Council's scheme provides support to residents on low incomes to pay most or some of their council tax. The council is seeking to streamline and simplify the claim process by reducing the need to provide documentation where it is already available to the council, whilst ensuring that measures are taken to protect the public purse.

Your views are welcome, to participate please go to www.eastsuffolk.gov.uk/council-tax-support

Just like shopping, banking and utilities, you can manage your Council Tax and Benefits accounts online. Sign up at my.eastsuffolk.gov.uk

Four out of five Council Tax payers use Direct Debit. Why not join them at angliarevenues.gov.uk/eastsuffolk?

You can also use Direct Debit for Business Rates.



Created by Maisie Jones, supported by East Suffolk Council and Kesgrave Town Council

Cllr Debbie McCallum, local ward member for Kesgrave, donated over £800 from her Enabling Communities Budget to Kesgrave Town Council to support a new local mental health campaign for young people.

The aim of the campaign was to encourage everybody to talk to their young friends and family members about mental health and to highlight the services available to young people in Kesgrave who may be struggling mentally for various reasons.

Fronting the campaign was a powerful self-portrait, titled 'Behind the Mask', which has been created by 18-year-old Maisie Jones, who herself has struggled with anxiety and depression throughout her teens.

For those in need of mental health support, contact CALM (Campaign Against Living Miserably) on 0800 585858, Wellbeing Suffolk on 0800 123 1503, NHS First Response on 0800 196 3494 or the Domestic Abuse Helpline on 0800 977 5690