

Russell Rainger

For Aldeburgh and Leiston

Suffolk Highways New Structure

03/10/2017

In March this year the Suffolk contract started to undergo a major restructure. The result of the restructure is that Suffolk County Council operational highways staff and Kier teams are now integrated into a single Suffolk Highways structure. This was designed to remove hand offs and duplication and ensure that the service is efficient and effective. This includes improving our customer service by bringing together a centralised communications and customer service team for the whole county. The new service was launched on Monday 4 September.

The new structure has resulted in the end of the SCC area office arrangement and staff have been co-located in Phoenix House, Ipswich, supplemented by personnel at Halesworth, Rougham, Lowestoft and Brome depots.

The new senior management structure contains 8 permanent posts all based at Phoenix House, which are made up of a split of Kier and SCC employees.

With the new structure, the teams have come together to apply how they will work together going forwards. The teams will communicate effectively, acquire knowledge and apply their skills in a professional manner for the benefit of Suffolk Highways.

The new Suffolk Highways values that all staff are expected to model are;

- **We work together to achieve the best that we can and support one another in our work as one team**
- **We look ahead so that we may better inspire each other to continually improve and take pride in what we do and the service that we provide to our customers**
- **We make things happen by empowering, encouraging and motivating our colleagues and by showing respect to all people that we work with and for.**

Our new Community Wardens

As part of the new structure, we have a new role which is focused on dealing with customer reports and ensuring that local communities receive a good level of support in relation to highways issues. In this issue, we like to introduce you to one of our new Wardens, Peter Sparrow. [Read more about Peter's role](#)

To find out about roadworks in your area – roadworks.org

Suffolk County Council's Network Assurance team coordinate, manage and oversee works on the public highway for the whole of Suffolk. They place all relevant information regarding roadworks, road closures, diversions and traffic restrictions in Suffolk on a special web site. It can be found at – www.roadworks.org

You can use the site to register for email alerts to traffic works in your area.

Introducing new members with special responsibilities for highways

Recognising the impact that the Highways service has on local communities and the importance of ensuring that the service is delivering effectively and efficiently with good quality customer care, two new councillors have been given special responsibilities to support the Cabinet Member for Highways. Councillor Alexander Nicoll has been given special responsibility for Highways Information and Councillor Louis Busuttil responsibility for Highways Performance.

Councillor Nicoll has been working with the Suffolk Highways Communications Group to ensure that information is provided to councillors and communities in a timely manner. Councillor Nicoll said: *The new structure ensures that we have more resources focused on proactive communication about programmes of work and current issues. I'm looking forward to working with the team and all my elected colleagues to develop improvements in the way we engage and communicate with customers.*

Councillor Busuttil is working closely with the Performance and Development Team, reviewing the measures in the Performance Management Framework and ensuring that the service is delivering good value for money. Councillor Busuttil said: *It's been an interesting few months getting to understand the Highways service, reviewing performance against key measures and identifying where we need to focus improvements in service delivery.*

Councillor Nicoll (bottom left) and Councillor Busuttil (bottom right) are now regularly attending the meetings with Suffolk Highways Senior Leadership Team, along with the Cabinet Member for Highways. They are working closely to set the direction for the service, address issues as they arrive and ensure lessons are learnt to improve the service in the future.



□ _ □

SCC's Cabinet decision to approve a recommendation to consult on school and post-16 travel policies – call-in.

03/10/2017

Suffolk County Council currently manages five million school and post-16 journeys a year and like many other councils we have the challenge of providing a sustainable service.

Despite significant savings being made over the last two years, due to the rising complexity of need and costs, the service was overspent by £3 million in 2016/17. We now need to consider changes to policy to make the service sustainable.

On Tuesday 12 September 2017, Suffolk County Council's Cabinet approved a recommendation to consult on proposals to change school and post-16 travel policies. You can read the [Cabinet paper for 12 September 2017](#) (PDF, 845KB). On Wednesday 13 September 2017, a valid 'call-in' was received regarding this decision, meaning that the decision to approve the consultation was put on hold until the Scrutiny Committee considered it.

On Thursday 28 September 2017, the Scrutiny Committee decided to refer the report back to Cabinet. Proposals for the next stage of the review of this important policy are currently being refined and will be taken to Cabinet once we have carefully considered all the issues that have been raised so far.

[SCC web site](#)

□ _ □

Lake Lothing Third Crossing Consultation

02/10/2017

Suffolk County Council are seeking your views on a new crossing from Lake Lothing from Waveney Drive to Peto Way. It may at first appear to be outside our immediate area, but it will have a broader impact on regional traffic flows.

The consultation closes on Monday 16th October, so follow the link below and record your view.

<https://www.suffolk.gov.uk/roads-and-transport/transport-planning/lake-lothing-3rd-crossing/>

□ - □

September update

02/10/2017

Suffolk County Council Guidance on Neighbourhood Planning

In recent months, there has been a significant uptake in local communities beginning work on neighbourhood plans across Suffolk. Their principal engagement is with District Councils. However, many of the issues raised in these plans relate to County Council services from education through to the rights of way network. Therefore a document has been prepared giving guidance on the impact that neighbourhood plans may have on matters that are this Council's responsibilities. For each topic there are sections on:

- What does the national policy say?
- What can a neighbourhood plan do and how we can help?
- What have others done?

It is intended that this will prove useful for those groups developing neighbourhood plans and provide a more focussed discussion with County Council officers.

[Further information can be found here](#)

Suffolk Fire and Rescue Service launches 'escape plan' campaign

The Suffolk Fire and Rescue Service has launched a new safety campaign and website highlighting the importance of fire escape plans.

Visitors to the campaign website fire.suffolk.gov.uk will be able to:

- take a quiz to test how prepared they are to escape a fire
- create their own escape plan for everyone in their household

The campaign addresses the fact that every year there are 40,000 accidental house fires in the UK. Having an escape plan will allow Suffolk residents to escape the fire quickly and safely.

The 'escape plan' fire campaign will run until **31 October 2017**.

□ - □

Suffolk Energy Action

02/10/2017

www.suffolkenergyaction.org

Suffolk County Council has partnered with the District & Borough Councils in Suffolk to help residents save money on their energy bills and improve their health and wellbeing. Working with NHS services and Public Health we are targeting residents living in fuel poverty and those with health conditions that make them vulnerable to the cold. Together we are offering a Council backed service called Suffolk Energy Action that provides funding and advice for the installation of energy efficiency improvements like replacement boilers, loft insulation, cavity wall insulation, and solid wall insulation. This scheme is now running in its third year.

Suffolk Energy Action is being delivered by two local installers Aran Services Ltd and Cornerstone East Anglia Ltd, under a County Council procurement framework. Aran will be delivering all the insulation works across the county. For heating works, Aran will be delivering in all districts and boroughs with the exception of the Suffolk Coastal District Council and Waveney District Council areas where Cornerstone will be delivering these works.

The scheme is being project managed by the County Council with administration undertaken by the Suffolk's Warm Homes Healthy People team based at Suffolk Coastal District Council. The home improvements are funded via the national Energy Companies Obligation (ECO2), householder contributions, central and local government grants, but **not** through Council budgets.

The Suffolk Energy Action service is part of our ambition to *Create the Greenest County* and support inclusive growth in Suffolk. Under the Government's new ECO2 scheme most residents would qualify for some level of ECO2 funding towards energy efficiency measures for their home. Some will need to make a contribution towards the cost of any measures installed but there will be many for whom these will be fully funded. The greatest assistance is aimed at those who qualify as living in fuel poverty or living on a low income and vulnerable to the cold.

Suffolk Energy Action Campaign

Residents will be able to engage in the project in a number of ways by:

- Applying via the SEA website – www.greensuffolk.org/seaenquiry

· Responding to targeted mail-outs by either using the website, by completing a hard copy form (a copy of which is shown on pages 3-4) and returning it to WHHP or by contacting WHHP by email or telephone.

Targeted mail-outs, at no cost the councils, will take place to encourage the uptake of the assistance available to households. A letter (*a copy of which is shown on pages 5-6*) will clearly display the Suffolk Energy Action and relevant Suffolk Council logos.

Street by street marketing campaigns will also be run. All addresses within 'No Cold Calling Zones' will be removed from this activity. Suffolk County Council's Trading Standards team is aware of the campaign and has provided advice to support the scheme's design. Residents can make an appointment or request that an advisor does not visit their home by calling Suffolk Energy Action on 03456 037686. If there is no answer when the advisor door knocks the advisor will hand deliver a 'Sorry We Missed You' postcard.

How can a resident verify that the advisor is working for Suffolk Energy Action?

Advisors will present a valid ID badge displaying the Suffolk Energy Action logo. Residents can also call the Suffolk Energy Action enquiry line 03456 037686 for confirmation of any of the badge holders (Monday to Friday between 9am and 5pm)

□ _ □

Suffolk County Council Chief Exec.

12/09/2017

News regarding recruitment process for Suffolk County Council's Chief Executive

A full day of interviews and assessments took place on Monday 11 September in the search for a new Chief Executive for Suffolk County Council to succeed Deborah Cadman who has moved to work for the West Midlands Combined Authority.

The field of candidates for the Suffolk role was very strong and each person was put through a range of assessments, presentations and interviews as part of the process.

As a result of this very thorough assessment, it was decided that there was no clear candidate that met the exceptionally high standards expected for the role at this time. Therefore no appointment has been made at this time.

Leader of Suffolk County Council, Cllr Colin Noble, said: "We've conducted a thorough search for a new Chief Executive, but on this occasion we've not found the candidate we're looking for. We therefore did not make an appointment.

"Whilst this is disappointing, we need to make the right decision for Suffolk. We face some extremely challenging times ahead, and must have the strongest possible Chief Executive to help us deliver change at the scale and pace we need, but also in a way that is appropriate for our county.

"If that takes a little more time and searching, then we believe that's the right thing to do."

Corporate Director Sue Cook is currently acting as interim Chief Executive and will continue to do this whilst decisions are made about the next steps in the recruitment process. Sue will continue to be well supported by other members of the corporate management team



□ _ □

Suffolk's Energy Gateway

12/09/2017

Consultation has opened for Suffolk's Energy Gateway, specifically the proposed new road to bypass the villages of Farnham, Stratford St Andrew, Little Glemham and Marlesford on the A12.

The proposed scheme is designed to provide a modern high quality road to enable, support and deliver economic growth in East Suffolk and enhance the quality of life for local people. Should the scheme be delivered, the existing road will remain open for local traffic, providing access to the four villages and local businesses.

It is very important that local residents, businesses and community groups get involved in this consultation to ensure that all local views and opinions are represented in the business case that Suffolk County Council must submit to Government before the end of 2017.

Two public exhibitions have been organised to give local communities an opportunity to see the proposals in detail and find out more about the benefits of the scheme. Members of the project team will be on hand to answer questions.

The exhibitions will be held at the Riverside Centre in Stratford St Andrew (6 Great Glemham Rd, Stratford St Andrew, Saxmundham IP17 1LL) on the following days:

- **Wednesday 20 September 2017 – 10am to 6pm**
- **Saturday 23 September 2017 – 10am to 6pm**

The consultation document and information on how to give your views is available from: [SEGWay Consultation](#).

If you are not able to get to the consultation sessions then you could provide your comments on line at – [Consultation Questionnaire](#)

The consultation closes on 25 October 2017 at 23.59.

□ _ □