

## March

### Even more potholes filled as Roadmender trial hits Suffolk

The Roadmender has arrived in Suffolk, as the county sees a 34% increase in pothole repairs through extra investment, more resource, and new ways of working.

The county council has been working to repair the increasing number of potholes which have been breaking out following very wet and cold weather recently. One way in which the council is increasing its repair rate is by trialling new methods of fixing potholes.

Suffolk Highways welcomed 'Highway Workforce' with their Roadmender Elastomac solution - a repair method which results in sealed, longer-lasting pothole repairs, which are quicker to carry out. The trial which began on 11 March, is eco-friendly and lowers the carbon footprint of repairs by 80% is effectively supporting Suffolk Highways in its fight against the rising number of potholes on the county's roads.

The 'Roadmender' works on both asphalt and concrete roads and is designed for repairs to all types of road defects and is capable of overlaying areas with multiple defects in a single visit. The process is more efficient, reducing material and waste by 90% and avoiding unnecessary disruption on roads.

## April 2024

### Highways Report and Statistics

Since Storm Babet in October 2023 (which generally coincided with the commencement of the new highways contract with Milestone) there has been a substantial increase in the number of customer reports received by Suffolk Highways.

Annual data from 2022/23 (40,003 customer reports) and 2023/24 (60,043 customer reports to 23 February) shows there has been an increase of over 20,000 reports so far in 2023/24.

If this continues at the same rate, it is expected that the volume of customer reports could top 65,000 representing a 63% increase on last year.

Between October and February, Suffolk Highway completed in total **10,533 safety defect repairs**, a 45% increase on the last 2 years. **7,328 road defect repairs** have been completed since October.

During the period October to February, the average number of reactive gangs provided is 20.2 per day (excluding Dragon Patcher).

For the same period during 2022/23, the old contract provided an average of 12.6 reactive gangs per day.

## May 2024

### East of England local authorities collaborate to appeal for more foster families to work with their council

Eleven local authorities across the East of England have joined forces in a bid to collectively recruit more foster carers to look after some of the region's most vulnerable children.

Suffolk is taking part in a new initiative for fostering under the banner Foster East. There is an urgent need for foster carers in the East of England with more than 7,000 vulnerable children already in the care of their local authority, and a further 150 children coming into care every month.

The Foster East initiative which is funded by the Department of Education and launched today Wednesday 29 May 2024, is a new, collaborative approach to foster carer recruitment and support. Councils will work together to provide more comprehensive training, support and best practice. Each applicant will be nurtured through their fostering journey with their local council and via a buddy network. Foster East advisors will help people find out how fostering can become part of their life.

In Suffolk there are more than 900 children and young people ranging from babies to 18-year-olds who need safe, loving and nurturing homes where they can thrive and develop. Every local authority aims to keep children and young people local to their support networks, but a shortage of foster families in our area means this is not always possible.

Fostering is a flexible role with options for short term care from a weekend a month to longer term opportunities, all providing life-changing support for local children.

## June

### Residents advised - don't do business with cold callers

Suffolk Trading Standards is reminding people to stay alert to the risk of being ripped off by cold callers knocking on their doors.

The warning comes after recent incidents of people approaching householders on the doorstep and touting for business.

Suffolk Trading Standards advises people to only use businesses registered with the Suffolk Trusted Trader scheme.

Trading Standards urged anyone thinking of having home improvement work done to use a business that has been vetted and approved under the Suffolk Trusted Trader scheme.

Residents can also protect themselves and their neighbours by nominating their area to become a No Cold Calling Zone, of which there are now more than 200 across Suffolk.

## July

### Councillors recommended to approve an extra £9.1 million for SEND services

Suffolk County Council's Cabinet will discuss a further investment of £9.1 million over three years to expand special educational needs and disabilities (SEND) services at its meeting next Wednesday 24 July.

- Funding would pay for new permanent SEND staff to support children and young people
- If approved, this year more than £20 million would have been committed to expanding the service
- Investment to be discussed at Cabinet next week

The additional investment would mean that more than 30 new permanent members of staff could be recruited to help the council keep up with expected need for SEND services and deliver its important improvement plans. It would also pay for contracts to secure more educational psychology capacity – key to helping children and young people access the help they need.

This investment is in addition to the £11.2 million over three years agreed by Cabinet in February 2024, which is being used to grow the SEND team by 15% or around 60 members of staff.

In total, the council is proposing to commit more than £20 million over the next three years to bolster SEND services.

Of the £9.1 million, £2.6 million will be spent in 2024/25. This investment in permanent staff will recur in subsequent years as they continue to support children and young people with SEND. In 2025/26, £500,000 will be added to the SEND budget and in 2026/27, a further £500,000 will be added – both of which will be recurrent in subsequent years.

This investment follows an Area SEND inspection by Ofsted and CQC in November 2023, which found widespread failings across the Local Area Partnership. As a result of this, the partnership, which delivers SEND services and is made up of Suffolk County Council, the NHS Suffolk and Northeast Essex Integrated Care Board (ICB) and NHS Norfolk and Waveney ICB, published a Priority Action Plan. One of the actions in the plan includes increasing the timeliness and quality of Education, Health and Care plans and Annual Reviews. The proposed new staff would, in part, support the delivery of this work.

## August

### Small improvements needed as children's services' Ofsted report published

Ofsted has published its report into Suffolk County Council's children's services. The report rated the service as 'requires improvement to be good'.

The ILACS (Inspection of Local Authority Children's Services) report conveys a mixed picture across Suffolk. Importantly, inspectors concluded that children's safeguarding is strong and that the experiences and progress of children in care were good. They also reported that 'children in care thrive'.

However, they highlighted weakness in some of the processes and systems in place. These included inconsistencies with the way first contact with children and young people is processed, and the quality and support to children aged 16 and 17 who present as homeless. It also found inconsistencies in the level of understanding that care leavers have about the range of support available to them.

The report outlined seven points for improvement, which have either been implemented already through small amends to systems or processes or are in progress.

## September

### Uncertainty looms for 177,000 Suffolk residents currently eligible for winter fuel payments

As many as 177,000 Suffolk residents are currently eligible for winter fuel payments and should be protected from Government plans to cut the allowance, Suffolk County Council has warned.

According to 2023 mid-year population estimates from the ONS, around 177,000 people over the age of 66 in Suffolk are eligible for these crucial payments, leaving them potentially vulnerable if they are withdrawn.

In response, Suffolk County Council's leader, Councillor Matthew Hicks, has written to all the county's MPs - urging them to vote against the proposed changes. The council is particularly concerned that rural areas, like much of Suffolk, will be disproportionately affected due to reliance on expensive oil heating and the added burden of rural deprivation.

Rural homes are statistically less energy efficient compared to urban homes, meaning they require more energy to maintain a healthy temperature. Furthermore, many rural homes are not connected to mains gas, forcing households to rely on more costly heating sources like wood, canister gas, or oil. The price of heating oil has now risen to 66p per litre, a 12p increase since 2020.

**October 2024**

## **Suffolk County Council set on major investment to further protect Suffolk from flooding as it calls on Government to 'step up'**

Suffolk County Council has announced its intention to invest another £1.5 million to carry out important flooding prevention work.

- Council set to agree £1.5 million to deliver first phase of works identified in initial flood investigation reports
- Authority calls on Government to recognise ongoing impact of Storm Babet and fund £20 million of further prevention work urgently needed
- Extensive work already completed since Storm Babet including more than 111,000 drains cleared and significant road repairs.

The commitment comes as initial flood investigation reports have identified that a further £20 million is needed to complete the work – a figure that the county council can't afford. The council has therefore written to the Flooding Minister, Emma Hardy MP, and demanded the government step up and plug the funding gap.

- [Read the council's letter to DEFRA](#)

Examples of the kind of projects that could be delivered include:

1. Creating flood water retention ponds in land above villages and green spaces within communities to capture water and slow the flow into residential areas.
2. Installing flood doors and non-return valves on drains to stop water entering properties that are particularly at risk of flooding.

3. Help landowners with advice and guidance, especially those within responsibilities to maintain ditches and streams on their properties (known as 'riparian ownership').
4. Bolstering Suffolk Highways' resources to deliver planned and reactive maintenance on the county's roads and footpaths.

Storm Babet struck between October 18 and 21 last year and caused substantial flooding and disruption across Suffolk. A month's worth of rain fell in 24 hours, flooding more than 900 homes and businesses. The impact of the storm was exceptional and demanded an urgent multiagency response.

So far, Suffolk County Council has committed more than £13.75 million for work to aid recovery from Storm Babet. Suffolk County Council has made several achievements as part of our continued commitment to reduce flood risk.

The council has already committed £12.25 million, including:

- £1 million on bringing in additional flood investigation specialists
- £1.25 million for repairs to Suffolk's highways following the flood damage
- £10 million funding, which was committed in 2021, to address long-standing drainage issues over three years. This complements £2 million a year invested in drainage repairs and improvements funded from the Department for Transport maintenance grant.

The council has completed seven location-based flood investigations, with an estimated 50 to complete. This compares to an average of three or four investigations in an average year. These reports provide a detailed account of events for each flooding location and recommendations for other organisations, landowners, businesses and residents.

Carried out extensive works on Suffolk's highways. Specifically:

- Cleared 96% of highway drainage gullies across Suffolk, more than 111,000. This involves lifting the iron grates and sucking up the debris that has washed off the roads
- Attended more than 3,500 emergency call outs for flooding related incidents – an unprecedented number. This includes pumping an estimated 2.5million litres of water from the roads, removing 53 tonnes of debris and clearing 121 fallen trees
- Rolled out the [DEFRA-funded Recovery Scheme](#) which meant that flooded property owners could apply for up to £5,000 to make their homes and businesses more resilient to future flooding. Suffolk County Council is administering the scheme on behalf of government. [Applications are open until April 2025.](#)

The new money is set to be agreed by the council's Cabinet on 5 November.

# November

## Suffolk's new gritting fleet to keep county safe and moving during the colder weather

With temperatures forecast to drop, Suffolk's new gritting fleet will commence its winter season shortly, treating thousands of miles of roads to help minimise risk for highways users.

During the warmer autumn months, highway teams have been carefully planning for the winter gritting operations, preparing for the potential snow and ice that winter will bring.

In total, there are 36 gritters ready for action, with two additional spare vehicles available to be deployed to any location, if needed.

The new fleet is equipped with advanced digital systems and the latest route planning software to support winter maintenance drivers and enable them to grit their routes efficiently and effectively.

All gritters in the fleet use hydrotreated vegetable oil (HVO), which reduces carbon dioxide emissions by around 90%, supporting Suffolk County Council's continued commitment to protect and enhance our environment.

During the last winter season, Suffolk used around 7,822 tonnes of salt to treat a total distance of 198,594km/123,400 miles – which equates to travelling the circumference of Earth five times! Suffolk Highways currently has a stock of around 21,000 tonnes of salt across the county for the season ahead and is well prepared for any drop in temperature.

Our highway teams are responsible for gritting 36 Priority 1 (P1) routes, which amounts to around 1,259 miles, including all A and B roads, roads to fire stations, hospitals, main bus routes and rail stations.

There are also 34 Priority 2 (P2) routes, which amounts to around 843 miles of the network. This includes other bus routes where the service level is 5 days a week in the school term, roads leading to rural villages and access to schools.

P1 treatments are considered when road surface temperatures are forecast to drop below 1°C, whilst P2 routes are carried out when the forecast predicts there to be a longer period of cold weather conditions.

Further details of which roads are gritted can be found on [one.network](#), by selecting the 3 lines on the search box, then data layers, driver information then winter gritting routes.

All gritting decisions are based on forecast road surface temperatures, not air temperature, as the road surface temperature is often cooler and reflects the true risk to highway users. The timing and amount of salt we use considers factors such as traffic levels, wind and rain.



During the lead up to the winter season, our teams also dedicate their time to refilling grit bins across the county at registered locations, such as the bottom of hills, or on junctions of minor roads. To date, we have filled over 50% of the total grit bins and will conclude the remaining refills over the next few weeks ahead of the commencement of the core winter season.

Suffolk Highways fills grit bins that are approved and owned by parish and town councils, however, to ensure that the contents of grit bins are used to make roads safer, communities are encouraged to monitor how and where the grit is used and request grit refills via the reporting tool. Suffolk Highways do not fill private grit bins. Suffolk's residents are requested to support us, as well as emergency services throughout the year, by parking considerately and leaving enough room so that our vehicles can grit the road – if we can't fit, we can't grit!

Drivers are reminded to always drive to the conditions; although the gritting teams have treated the roads, this doesn't mean they are completely risk-free.

Those wishing to know when and where we are gritting over the coming months, should follow Suffolk Highways' X (formerly known as Twitter) and Facebook, to keep updated of our teams' movements this winter season. Safety messages will also be issued during spells of cold and wet weather.

## December

### Suffolk and East of England councils seek fairness in the face of energy projects

Suffolk County Council is joining with other local authorities in the region to challenge National Grid and the government on energy projects, demanding fairness for their communities and environment.

The county councils from Suffolk, Essex, Norfolk and Lincolnshire all face similar challenges with Nationally Significant Infrastructure Projects (NSIPs) being planned for their counties.

These are typically related to energy projects, including solar farms, wind turbines, pylons and the infrastructure associated offshore wind farms, such as substations and cabling.

Two of Suffolk County Council's main concerns, shared with the other counties, are:

- The uncoordinated approach to NSIPs - this is creating significant challenges for Suffolk's rural communities under the current planning policy as applied by the planning inspectorate and Secretary of State



- The government's 2030 target for decarbonising the electricity grid – this is too hasty, making it impossible to deliver alternative solutions to pylon projects like Norwich to Tilbury

## January 2025

### Unique landscape to be changed forever by pylons

A large area of landscape on the Norfolk/Suffolk border with uniqueness, rivalling those of other nationally protected landscapes, is set to be decimated by pylons as part of National Grid's Norwich to Tilbury project.

In a letter to both Norfolk County Council and Suffolk County Council, and other local leaders, National Grid has outlined that it has decided to install overhead lines through the Waveney Valley, rather than running cables underground, as they had set out in their previous consultation.

This is a significant blow to local communities and the natural environment, especially following last year's [Valued Landscape Assessment](#), a report jointly commissioned by Norfolk County Council and Suffolk County Council.

The report concluded that "the length of the Waveney Valley expresses many special qualities, and in the context of Suffolk and Norfolk, it is considered to be a valued landscape. Conserving and enhancing the special qualities articulated in this report is a key aspiration of existing planning policy."

The councils will now look to take up their concerns with National Grid and discuss the issue further.

## February 2025

### Suffolk prepares for another significant solar farm proposal

Suffolk County Council is preparing to respond to another large solar farm proposal, set to cover around 1,500 acres, near Eye.

EcoPower Suffolk is putting forward plans to build a solar farm and battery storage facility, which would impact Yaxley, Brome, Gislingham, Mellis, Eye and Occold, with connections made at the existing substation to the north of Yaxley.

The project aims to deliver around 250 megawatts of renewable energy. At that size, it will be classed as a Nationally Significant Infrastructure Project (NSIP), requiring planning approval from the Secretary of State, rather than the local authority.

Several consultations, beginning in March 2025, will be held by EcoPower Suffolk as it shapes its final planning application.

The county council will be contributing to these, to support and represent residents, businesses, agriculture, our landscape and ecology.

EcoPower Suffolk hopes that the project will connect to the Grid in 2030.

More information can be found at [www.ecopowersuffolk.com](http://www.ecopowersuffolk.com)

## County leaders to propose one council for Suffolk

One council for Suffolk would make delivering public services simpler, cheaper and quicker, and better meet the needs of residents and businesses, county leaders have said.

Following a recent government announcement that Suffolk's County, district and borough councils will be replaced with a single-tier system, Suffolk County Council argues that consolidating all services under one unitary authority is the only effective way to deliver against the government's criteria for local government reform.

The move would see all council services, such as waste collection and disposal, housing, social care, planning, highways maintenance, leisure, school placements and travel and street cleaning, all provided by one authority - rather than the six that currently exist in Suffolk.

Bringing together district, borough and county council functions is expected to reduce duplication, lower administrative costs and ensure a more coordinated and cost-effective approach to delivering essential services.

The council warns that splitting services among multiple bodies would force the duplication of essential functions - such as social care, highways maintenance and schools - currently managed at a county level.

The key benefits of one council are:

- **Simpler for residents** – one council would make it easier to understand and contact local government
- **Clearer accountability** – there would be less confusion over who is responsible for what
- **Better use of funding** – a more coherent, strategic, financially sustainable, county-wide approach to budgeting
- **Better alignment of services** – since everything is under one roof, services can be more easily coordinated, creating opportunities to improve services for residents
- **More efficient decision-making** – with just one council, decisions can be made more quickly
- **Stronger leadership** – a single, visible and accountable body providing a clear strategic voice for Suffolk.

The council will submit its initial proposal to the government by 21 March, with a more detailed business case to follow later in the year.

The government will then undertake a public consultation.

The government's plans will also see the election of a mayor for Suffolk and Norfolk in May 2026, who would take control over strategic policy areas like transport infrastructure, economic development, health improvement and blue light services – along with devolved government funding to deliver positive change.

## March 2025

### Suffolk County Council confirms decision to bring Library Services back In-House

Suffolk County Council has confirmed that it will be bringing all 45 libraries back under its care and control. The decision, made at the Cabinet meeting, will ensure continued access to high-quality, community-focused library services across the county. As part of this move, the council plans to:

- Keep all 45 libraries open
- Maintain opening hours
- Create job security for all frontline staff
- Secure a sustainable future for Suffolk's library services

In addition to continuing its core library services, the council is investing £200,000 in mobile libraries, with a further £157,000 for new books and to replace public computers in libraries across Suffolk.

Libraries have long been at the heart of Suffolk's communities. They are essential spaces for learning, connection, and support, and the council is committed to ensuring they remain hubs that bring people together. The focus is on building upon the excellent services already provided, strengthening libraries' role as trusted local resources that meet the evolving needs of residents.

Looking to the future, Suffolk County Council envisions libraries becoming even more integrated into the wider community, serving as convenient access points for a range of essential council services. This includes providing information and support around Adult Social Care, offering health and social care services, facilitating Family Hub activities, and promoting digital inclusion. The aim is to make it easier for residents to access vital services and support, all within the welcoming, familiar setting of their local library.

Suffolk County Council would like to express its sincere gratitude to Suffolk Libraries, who have run the library contract for the past 12 years. Their passion and hard work have been integral to the success of library services in the county, and the council

appreciates all they have done to support local communities. We look forward to welcoming library staff back into the county council and continuing to support them in delivering outstanding services to the public.

We would also like to thank the 1,250 volunteers whose commitment has been essential in delivering high-quality services to residents across Suffolk. As we transition the library service back under council control, we remain fully committed to working with our volunteers. Their invaluable contributions will continue to play a central role in the future of our libraries, and we are excited to explore new opportunities to expand volunteer involvement.

The library service will officially return to Suffolk County Council control on 1 June 2025.