

Cabinet Member Report to County Council

8 December 2016

Cabinet Member:	Councillor Matthew Hicks, Cabinet Member for Environment and Public Protection
Contact details:	Telephone: 01728 628176 or 07824 474741 Email: matthew.hicks@suffolk.gov.uk

1. Natural and Historic Environment

Brandon Country Park

Members will be pleased to hear about the ongoing success of Brandon Country Park. The Park turned into “The Enchanted Forest” for one day in August. A record 1,027 people, 618 children and 247 cars (!) spent the day at the park in a celebration of the all-things-trees. Families got hands-on with forest drumming, tree dressing, headband making, amongst other things. A wishing tree in the walled garden became a fun and enduring expression of the day.

Enchanted Forest was the last in a series of 4 large-scale events at Brandon Country Park supported by the Brecks HLF-funded Breaking New Ground (BNG) project. Attendance at each of the 4 events has grown significantly since the first one in February 2015 and plans are already in hand to continue this momentum into 2017 as self-financing events. For BNG’s promotional video of the day, please visit https://www.youtube.com/watch?v=0WT_l6lqL-0

Suffolk’s Fab 40 Adventures

Members may have read about the launch of Suffolk’s Fab 40 Adventures, our project developed in partnership with Public Health, Suffolk Wildlife Trust, and others. The launch received great media coverage and gives users innovative and fun ideas of activities to do in the Suffolk countryside, with many of the activities equally applicable to gardens and parks. The EADT press coverage can be viewed at

http://www.eadt.co.uk/news/fabulous_seasonal_challenges_from_council_and_suffolk_wildlife_trust_to_get_people_exploring_nature_1_4644659

There are ten activities per season, with certificates to download when all have been completed. Visit Suffolk, the umbrella organisation for promoting tourism in Suffolk, has blogged about Suffolk's 40 Fab Adventures at <http://www.visitsuffolk.com/blog/40-outdoor-activities-in-suffolk.aspx>.

Dedham Vale AONB and Stour Valley Project

The Environment Agency and the Dedham Vale AONB and Stour Valley Project have recently undertaken a partnership project on a 500m section of the River Stour. The works will improve the diversity of river habitats to benefit fish, invertebrates and aquatic and marginal plants and will help move the Stour towards Good Ecological Status as required under the Water Framework Directive. Funding for the work has been provided by Defra's Water Environment Improvement Fund. For further details of the project please visit <http://www.dedhamvalestourvalley.org/assets/River-Stour-Projects/Wiston-Wormingford-project.pdf>

The National Association of AONBs has produced a new info-graphic showing some of the benefits of AONBs to the nation. It is a great summary of all things AONB, including; 457,000 volunteer days a year, that every £1 of public money invested is turned into £10 through project activity, that 156 million people visit an AONB each year, spending £2 billion. AONBs cost less than 20p per person per year. Members can view the innovative infographic at <http://www.dedhamvalestourvalley.org/assets/About-Us/2016-AONB-INFOGRAPHIC-England.pdf>

Members may be interested to hear that a new plan has been released for the Stour & Orwell Estuaries, balancing the sometimes differing needs of two of England's most important estuaries. See the plan at <http://www.suffolkcoastandheaths.org/estuaries/stour-and-orwell-estuaries-management-group/management-strategy/>

For further information please contact: Nick Collinson, Head of Natural and Historic Environment; Email: nick.collinson@suffolk.gov.uk, Telephone: 01473 264562 or 07595 091053.

2. Environment Strategy

BEE Anglia – Supporting Energy Efficiency in Suffolk Businesses

The Business Energy Efficiency Anglia project delivers practical advice and financial support to businesses across Suffolk and Norfolk. By the end of October, the project had identified annual savings of over £1million from the first 107 businesses to receive audits. Associated carbon savings are over 16,000tonnes – that's the equivalent of 4,768 flights to Sydney!

On 23 September I attended the official launch of the project at the Royal Hospital School where William Kendall, High Sheriff of Suffolk, welcomed BEE Anglia's approach to helping businesses to fix the problems and tackle the challenges of today. I was also delighted to welcome support from Haven Power who are promoting the BEE Anglia support to their business customer base.

BEE Anglia is funded by the European Regional Development Fund and is being delivered across the region through a partnership of Groundwork, Norfolk County Council, NWES and Suffolk County Council.

Hundreds of Homes Saving on their Energy Costs

The County Council, in partnership with Districts and Boroughs, have been delivering two projects to reduce the burden of heating costs to some of the least efficient homes in the county under the banner of Suffolk Energy Action. These current projects, funded by grants secured by officers from central government, are now drawing to a successful conclusion.

As part of the £5.7m Green Deal Communities fund we have now installed solid wall insulation in over 750 Suffolk homes. This work is expected to reduce each household's fuel bill by an average £270 per year and make them warmer and more comfortable homes to live in.

Under a separate £1.6m central government award to Suffolk County Council's Environment Strategy Team, we are installing the last of the fully funded first time central heating systems in 270 Suffolk homes where residents are most affected by fuel poverty. This offer aims to improve/better protect their health by reducing the number of cold/damp homes, which causes at least 100 excess winter deaths per year in Suffolk. The scheme will also reduce their bills and so keep money previously spent on energy in Suffolk.

We are also continuing to promote free loft and cavity insulation to homes, utilising Energy Company Obligation funds drawn down from the larger energy suppliers.

Further information and advice is available at www.suffolkenergyaction.org

Suffolk Climate Action Plan 3 (SCAP3)

I am very pleased to announce that the third Suffolk Climate Action Plan will be published later this month. Subtitled 'Fostering Business and Community Resilience, Reducing Carbon Emissions and Increasing Local Economic Growth', the Plan will be available for download from the Suffolk Climate Change Partnership's page on the greensuffolk website - www.greensuffolk.org/about/suffolk-climate-change-partnership/

The Plan has been developed by all the County, Borough and District Council Partners with input from a wider stakeholder network and sets out our joint commitment to take action in support of the UK Climate Change Act 2008, our

headline targets (which align with those in the Act) and the key themes to be focused on to 2020.

Its publication closely follows the entering into force of the landmark 'Paris Climate Agreement' and the COP22 climate talks in Marrakech last month, reinforcing our local and long-term leadership on this agenda here in Suffolk. I hope you will get behind the Partnership by commending and supporting the Plan.

Supporting Energy Reduction in Community Buildings

The Green Suffolk Fund assists charities, parish councils and voluntary groups who wish to deliver community based carbon reduction projects that are exemplary and forward thinking in line with our ambition to Create the Greenest County. So far, this year's successful applicants have been no exception, with some excellent projects coming forward for support.

These include modern air source heat pump heating systems, LED lighting and insulation for village halls in Bradfield St George, Gt Thurlow and Walsham le Willows. Castle Hill Community Centre in Ipswich is also being supported with new lighting and loft insulation as part of an energy focused refurbishment that is projected to save them thousands of pounds off their running costs as well some significant CO2 savings. The users these buildings will now have a sustainable community facility to use and will use the experience to apply the same principles and technologies in their own homes.

All these projects will deliver cost and CO2 savings in their own right, but they also stand to inspire others to act to reduce their environmental impact.

For further information please contact: Matt Hullis, Head of Environment Strategy, Email: matt.hullis@suffolk.gov.uk, Telephone: 01473 264446

3. Flood and Coastal Management

Suffolk Coast Forum Annual Conference

In October I attended the fifth annual coast and estuaries conference at Snape Maltings, organised by the Suffolk Coast Forum. Year on year the conference's reputation has built and this year it attracted some 220 delegates, including representatives from communities, business, statutory authorities and 45 students.

A wide range of excellent speakers - including the Minister with responsibility for the coast, Dr Therese Coffey MP, and environmentalist Tony Juniper – covered a range of topics on the subject of coastal resilience for the future. Four interactive workshops and many exhibition stands from the conference sponsors and local

organisations added to the interest and the positive feedback from those who attended.

More details and copies of the presentations are available on www.greensuffolk.org/suffolkcoastforum .

For further information please contact: Matt Hullis, Head of Environment Strategy, Email: matt.hullis@suffolk.gov.uk, Telephone: 01473 264446

4. Waste

Improvements to Mildenhall Household Waste Recycling Centre

Work to expand and improve Mildenhall Recycling Centre is almost complete. The new site has improved traffic flow and parking, as well as allowing full containers to be serviced from a dedicated area removing the need to close the site to customers each time.

The Council commissioned site operator FCC Environment to carry out this work to ensure the Recycling Centre will continue to be fit for purpose now and in the future. The 9-week construction was carefully managed to ensure disruption to the normal service at the Recycling Centre was kept to an absolute minimum.

The improved site layout will mean waste and recycling vehicles will be separated from the public for a smoother, easier and safer experience.

We hope those who use the Recycling Centre will enjoy the benefits of the new site layout.

Further information about our Recycling Centres can be found at www.suffolkrecycling.org.uk

Customer Satisfaction Surveys at Recycling Centres

During October and November customer satisfaction surveys were carried out at each of the Council's eleven Household Waste & Recycling Centres. Over one thousand members of the public were interviewed face to face about the service they receive and how they think it could be improved. The public also had the option to complete the survey online which was published via social media.

Results are currently being analysed and an action plan for improvements will be developed for the new year.

West Suffolk Operational Hub

Archaeology works continue on site and the ground investigation is now complete. These works will help to inform the design of the site and the planning application which will be submitted in the new year.

The West Suffolk Operational Hub is a project involving Forest Heath District Council, Suffolk County Council and St Edmundsbury Borough Council as development partners. Further information on the project can be found at <http://www.westsuffolk.gov.uk/bins/wsoperationalhub.cfm>

Christmas Baubles

Following on from the success of last year's stars project, Suffolk schools have been busy making a thousand Christmas baubles for this year's festive recycling campaign. Schools from across the county made the baubles out of reused and recycled materials, such as old CDs, and they are now hanging in magnificent displays at the Apex in Bury St Edmunds and Ipswich Town Hall, to be viewed by thousands of visitors over the festive period.

All participating schools have been entered into a draw to win a wormery, compost bin or a £50 gardening voucher.

For more information, visit www.suffolkrecycling.org.uk

Suffolk Energy from Waste Wins More Awards

I'm delighted to report that architects Grimshaw UK, were winners of the 'Best Sustainable Project' in the Blueprint Awards 2016, for their design of the Suez Suffolk Energy from Waste facility.

They were up against the Theatre Royal in York and the refit of a building at the University of Brighton, as well as projects in Malaysia, Denmark and Australia. The Blueprint Awards celebrate the very best of world architecture and design.

In addition, the team at the Suffolk Energy from Waste facility, won the Peel People's Cup at this year's Chartered Institution of Waste Management (CIWM) Awards for the operational site of the year. This prestigious industry accolade is awarded annually to the best operating team of a permitted waste facility – in this case that of our contractor Suez. The judges commented that they "*were also impressed with the way that the whole team worked closely with the local community to make the facility a feature of the neighbourhood.*" More information is available at:

<http://www.ciwm.co.uk/ciwm/news/2016/ciwm-awards-showcase-the-latest-waste-prevention-and-recycling-success-stories.aspx>

<http://www.ciwm.co.uk/ciwm/events/sustainability-and-resource-awards-2016/peel-peoples-cup.aspx>

For further information please contact: Steve Palfrey, Head of Waste; Email: steve.palfrey@suffolk.gov.uk, Telephone: 01473 264787.

5. Planning

Consultation by EDF Energy on Proposals for Sizewell C Nuclear Power Station

On 23 November, EDF Energy launched its second stage consultation for Sizewell C. This development will be one of the largest infrastructure projects in the UK and will have a major impact on the economy, environment, transport and social issues in a large part of Suffolk.

There are a wide range of implications for the area, many positive, but some challenging. The Council is working closely with Suffolk Coastal District Council on responding to these matters and there is the intention to have a special joint Cabinet meeting with the District Council in order to make our response at this stage. It should be noted that this is one stage in a process which will lead to further consultations by EDF Energy in future months.

Consultation Suffolk County Council on Minerals and Waste Local Plan

The Council has commenced updating the existing minerals and waste development plans. An Issues & Options document is currently subject to public consultation that started on the 28 November and will run for ten weeks ending on the 6 February 2017.

The process will lead eventually to the adoption of a combined minerals and waste local plan that will be used to determine planning applications for minerals and waste development.

For further information please contact: John Pitchford, Head of Planning; Email: john.pitchford@suffolk.gov.uk, Telephone: 01473 264804.

6. Suffolk Fire and Rescue Service

Blue Light Property Works

A ground-breaking ceremony took place at Felixstowe fire station on Monday 24 October 2016. Building work has now started to extend the station to accommodate the local Police team. Similar work at Saxmundham fire station will start in the near future. Both stations will also be available as drop-in bases for ambulance crews.

Plans are also being made to create shared bases in Beccles, Newmarket and Sudbury in 2017-18. We also anticipate works to take place in Stowmarket, Beccles and Mildenhall, providing feasibility plans are approved, in 2018-19.

Work to establish the best design and location for a central Ipswich blue light response base for Fire, Police and Ambulance is taking place and we expect recommendations to be available for discussion within the next few months.

Integrated Risk Management Plan - Implementation

On Thursday 27 October 2016 the third on-call fire appliance was removed from Lowestoft South fire station as part of the Service's Integrated Risk Management Plan 2015-18. This follows the removal of the second full-time crewed fire engine from Princes St fire station in August.

In November and January the third on-call fire engines will be removed from Ipswich East and Bury fire stations respectively. This will complete the programme to realign fire resources to meet agreed savings targets.

The on-call establishments at each station are being reduced from 21 to 15, a reduction of 18 on-call firefighter posts in total. In addition, 16 full-time firefighter posts have now been removed from Princes St station. These reductions are being achieved through normal workforce turnover with no redundancies being required.

Work to procure a Rapid Response Vehicle for Wrentham fire station is progressing well and the working group are currently helping to determine the vehicle of type, equipment to be carried and the crewing arrangements for the vehicle.

On-call Improvement Programme

Work has been taking place to improve on-call fire station availability, a key priority for the Service, and improvements are being made or planned for in the following areas:

1. Our on-call firefighter recruitment process has been changed to remove any unnecessary steps and reduce the time it takes for applicants to become on-call firefighters. This will now be kept under review and further changes will be made as needed.
2. New recruitment literature has been developed to help support recruitment and engagement with primary employers within on-call fire station areas. A councillor information pack will be made available to help local councillors raise the profile of and support their local station's recruitment efforts within their communities.
3. New availability contracts are being developed which include the option of a 30 plus hours per week availability level. This should make it more attractive for people to become on call firefighters who cannot currently provide the weekly minimum of 90 hours' commitment.
4. Our on-call crewing reserve is now fully functional and proving to be successful. There are now many examples of where we have deployed the 9

full-time dedicated firefighters employed in the reserve to stand-by at on-call stations where they have subsequently been mobilised to an emergency. Previously the fire engine would not have been available requiring the next nearest station to be mobilised.

5. A report relating to the crewing of on-call fire engines will be presented to the Fire and Rescue Service Steering Group on 5 December, following which our future approach and policy will be developed. Research undertaken indicates that some fire and rescue services, such as Kent, mobilise their on-call fire engines to all emergencies, including house fires, with a minimum crew of 3. In Suffolk, we currently mobilise crews of 3, where a full crew of 4 or 5 is not available, to all emergencies other than structure fires (house fires etc.). We now believe that we can respond safely to house fires with a crew of 3, supported by other fire engines travelling to the incident, and that this would provide a speedier response to help people in distress, at times when a full crew of 4 or 5 was not available. Re-categorising the minimum crewing level of an on-call station to 3 would also significantly improve the availability of some on-call fire stations.

Combined Fire Control

On 25 October 2016 we celebrated the 5th anniversary of our Combined Fire Control, which is operated in partnership with Cambridgeshire Fire and Rescue Service. Over the 5-year period, control operators have received in excess of 113,000 999 calls and mobilised fire engines to over 65,000 emergencies. The initiative has also saved Suffolk Fire and Rescue Service £400,000 per annum and enabled us to continue to provide an effective and resilient 999 control service for the people of Suffolk and Cambridgeshire.

The formal agreement with Cambridgeshire for the provision of control services was recently extended for up to an additional 5 years.

Impact Day – Needham Market

On 4 October, fire protection staff from Bury and Ipswich visited commercial premises in Needham Market to carry out fire safety audits and safety checks, which were focused mainly on flats above shops, following several fires in such buildings in Suffolk.

Several smoke detectors were installed in some premises as a result of the visits and fire safety advice was provided to occupants and owners. A Prohibition Notice was issued to the owner of a public house in the town following the discovery of potentially unsafe conditions, which were rectified quickly, afterwards.

A further impact day was carried out in Felixstowe on 8th November 2016. The impact day initiative is seen as best practice and we are receiving requests for more information from interested fire and rescue services in the eastern region.

Co-Responding Trial

The trial of a potentially life-saving scheme in which Suffolk firefighters attend cardiac arrests with the East of England Ambulance Service started on 5 fire stations on Friday 21 October 2016.

The initiative will ensure that people in Suffolk, whose lives are in danger, get help and assistance as quickly as is possible. First signs are that the crews are making a positive difference.

This is part of a national trial which finishes at the end of February 2017. On completion, discussions will take place nationally and locally to determine the lessons learnt and next-steps, one of which is to determine whether to continue the initiative permanently and extend this to all or some other stations in Suffolk.

For further information, please contact: Dan Fearn, Assistant Chief Fire Officer; Email: dan.fearn@suffolk.gov.uk, Tel: 01473 260505

7. Corporate Health and Safety

Safety, Health and Wellbeing Strategy

The new Safety, Health and Wellbeing (SHAW) Strategy 2016-19, and the supporting action plan, is making good progress. It will assist in the delivery of the Council's safety, health and wellbeing vision of *"Everyone home safe and well"* which the Council holds as being applicable to our staff, contractors, service users, pupils and the public we serve.

The strategy has four themes, with each led by members of the SHAW Board. The themes are Procurement and Contract Management, Schools, Working Well for Suffolk, and SHAW Culture.

The SHAW Strategy Action Plan 2016-17 details the primary actions for each of the four themes along with the work being carried out by the Corporate Health and Safety team. It also has a set of performance measures used by the SHAW Board. This is available to view (internally only) on MySCC at: <https://suffolknet.sharepoint.com/sites/myscc/myjob/healthandsafety/Pages/StrategicInformation.aspx>

Health and Safety Executive (HSE) Interaction

- There is a current HSE investigation following the asbestos incident at Broke Hall Primary school in Ipswich in early September.
- The HSE have concluded their investigation into the contractor incident in May 2014 and we await any final decision/action.
- The last improvement notice was received in January 2011.

For further information please contact: Paul Butcher, Head of Health and Safety; Email: paul.butcher@suffolk.gov.uk, Telephone: 01473 260596.

8. Emergency Planning

Exercise Epimetheus

Under the Radiation (Emergency Preparedness and Public Information) Regulations Suffolk County Council is required to test the Sizewell Off Site Emergency Plan at least every 3 years. The last full test of the plan, undertaken in May 2014, demonstrated the updated emergency arrangements for a reasonably foreseeable accident and began to look at validating outline emergency arrangements for a beyond design basis/reasonable worst case event. The learning from the exercise confirmed that further work was needed to validate emergency arrangements for more severe accidents that would be used to guide timely decisions for public protection on the day of any radiation emergency.

Exercise Epimetheus was held over two dates in September and October 2016 with representatives from national and local agencies, as well as nuclear operators and regulator. The workshops successfully reviewed response capabilities that might be needed for a severe accident at Sizewell and captured capability issue that will be passed to Department for Business, Energy & Industrial Strategy. The outcomes from this exercise will ensure that the Sizewell Off Site Emergency plan continues to be based upon the best available information that can support timely decisions on emergency response action in the event of any nuclear accident at Sizewell.

For further information, please contact: Andy Osman, Head of Emergency Planning; Email: andy.osman@suffolk.gov.uk, Tel: 01473 265332.

Exercise Thetis

Exercise THETIS, held at Waveney District Council on 2 November 2016, was a facilitated, multi-agency workshop involving all organisations with a response role with the activation and coordination of flood response activity in Lowestoft. The main aim of the exercise was to validate the draft protocol that has been drawn up to coordinate the activation, management and recovery of the temporary flood defences recently purchased by Waveney District Council, as an interim measure to improve the protection available to Lowestoft against coastal flooding.

There was also a practical demonstration of the construction of a section of the temporary flood barrier by the manufacturer, and the contractor who will be responsible for erecting the defences in the future.

9. Trading Standards

Prosecution

Rodney Debenham, owner of the 'New Dawn' shop on Eagle Street, Ipswich (which has since closed) pleaded guilty in September at Ipswich Crown Court to offences relating to new psychoactive substances, otherwise known as 'legal highs'. Charges brought against Mr Debenham included 'falsely labelling a psychoactive substance in relation to the composition, usage and risks of the product' and then 'selling a falsely labelled psychoactive substance', both contrary to the Consumer Protection from Unfair Trading Regulations 2008.

The Trading Standards investigation, which was supported by Suffolk Police throughout, began in January 2014 after intelligence was received about 'legal highs' being sold at the shop and concerns about the safety of such products. Sentencing was adjourned to the week commencing 21 November 2016, when the destruction was sought of the 'legal highs' seized, which had a street value of over £100,000. The supply of psychoactive substances in our community is of huge concern and cannot be tolerated; there is no way of knowing what damage could be done to people buying these substances, and there have been reported deaths nationwide resulting from the taking of such products.

Alcohol Licence Revocation

In September 2016, Trading Standards made representations along with Suffolk Constabulary to Ipswich Borough Council's Licensing sub-committee for an alcohol licence review of Baltic Mini Market, Wherstead Road, Ipswich. These representations were based on the company's director having previously sold alcohol to children and the conviction for supplying illicit tobacco at his Compair Crescent store (a premises at which the licence has already been revoked). The committee agreed with our submissions and revoked the premises licence. The seeking of the revocation of alcohol licences in such cases shows that Trading Standards will use all means appropriate to prevent and deter those who seek to cause harm to the Suffolk public and who seek to cheat their competitors.

Illicit Tobacco Trailer

In October 2016, using funding from Public Health, Suffolk Trading Standards ran a successful week-long roadshow highlighting the dangers of illegal tobacco. An Illegal Tobacco Unit, including sniffer dogs, toured the county demonstrating how they help Trading Standards detect illegal tobacco, with officers speaking with members of the public about how to spot and report cases of illegal cigarettes and tobacco. The roadshow visited Ipswich, Felixstowe, Lowestoft, Haverhill and Bury St Edmunds. More than 130 people were spoken to by

Trading Standards officers and more than 75 pieces of intelligence were received, which will now be acted upon. The roadshow presented lots of information to the public on the health risks caused by smoking as well as the dangers of illegal tobacco, and follows recent prosecutions in Suffolk of sellers of such goods.

Collaboration with Norfolk Trading Standards

In March, the Cabinet agreed to the development of a business case to consider the creation of a shared service with Norfolk Trading Standards. The work and analysis into the benefits of a shared service were carried out over the Spring and Summer, and concluded that there was no clear preferred host authority. The benefits that were sought from such a joint arrangement – primarily greater resilience and increased effectiveness in dealing with organised criminal groups – can still be attained through closer collaboration, rather than a merged service. It has therefore been agreed that this will be the way forward, with appropriate oversight to ensure delivery. Early areas identified for increased collaboration include our intelligence function, social media and scam-awareness activities, and a more-joined up approach to livestock disease contingency planning.

Mark Murphy, BBC Radio Suffolk

In October, Mark Murphy was made an ambassador to our Consumer Champion Network to acknowledge his support of the work of Trading Standards. His outreach amplifies our efforts and bring us one important step closer towards a Rogue Free Suffolk.

Mark became a Consumer Champion in May 2014 and since then has welcomed Trading Standards onto his show every other week to give an overview of the scams, rogues and dangerous products the residents of Suffolk should be aware of. In July 2015, Mark Murphy partnered us in a campaign called Suffolk Scamnesty, encouraging Suffolk to bin their scam mail.

Mark Murphy's listeners have provided us with valuable intelligence on doorstep traders and have shared stories about how they have been targeted by scammers on the phone, by email and through the post.

Charitable Donation

The Chairman's Charities benefited in September from a generous donation of £500 from the relative of an elderly Suffolk resident who Trading Standards had helped to obtain a refund of £22,000 for mis-sold home improvement and finance deals.

The elderly Suffolk resident, who was living with Alzheimer's, had been targeted and mis-sold numerous home improvement finance deals by a business based outside Suffolk. She had taken out six contracts in one year and was clearly confused about the situation, and had been getting into debt. Her son, who lives away, only found out when he got Power of Attorney and saw her bank

statements. Trading Standards were unable to take formal action against the business due to legal time-limits, as the contracts were agreed in 2012.

Nevertheless, due to committed negotiation and a 'never-give-up' attitude, Senior Trading Standards Officer Clare Davies successfully fought to secure a refund of over £22,000, which included the repayment of the cash deposits and refunds for five of the six contracts.

The kind donation from the victim's son reflects his personal gratitude for Trading Standards' intervention, but also highlights the sad fact that some businesses employ unscrupulous sales tactics against some of our most vulnerable residents - bringing into focus the need both for our preventative work and for rigorous enforcement against rogue traders.

For further information please contact: Graham Crisp, Interim Joint County Trading Standards Officer, 01473 264888, graham.crisp@suffolk.gov.uk or Matthew West, Interim Joint County Trading Standards Officer, 01473 265242, matthew.west@suffolk.gov.uk
