



## December 2019 Parish Newsletter

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### Rural Bus update for Nowton and Hawstead. 375 Sudbury - Bury St Edmunds route.

I am pleased to inform you that we have been able to agree a new version of the 375 route which will start on Wednesday 15<sup>th</sup> January 2020. This will be operated by Chambers buses.

This will be a Wednesday only service, but there is potential to operate on other days in the future should the demand for this be proven. Please note that this new service is operating on a trial basis. It will be reviewed regularly and only continued if we see sufficient and consistent usage.

I will continue to help to strengthen other travel options for residents in Nowton and Hawstead especially for those wanting regular travel to college or work. I will report back as and when there is more information to share.

The timetable is shown below. New 375 route.

375	Sudbury to Bury St Edmunds	375	Bury St Edmunds to Sudbury
<b>Wednesdays Only</b>			<b>Wednesdays Only</b>
Sudbury Bus Station	09:30	Bury St Edmunds, Bus Station	13:15
Alpheton, Tye Green	09:44	Bury St Edmunds, Arc Shopping Centre	13:17
Bridge Street, Rose and Crown	09:46	Bury St Edmunds, Old Convent Orchard	13:18
Shimpling, Mill Hill	09:52	Nowton Low Green, The Pound	13:21
Shimpling Street, opp Halifax Place	09:55	Hawstead Green, Bus Shelter	13:25
Cockfield, Thorn Court A134 Corner	09:59	Lawshall, School	13:31
Lawshall, School	10:06	Cockfield, Thorn Court A134 Corner	13:38
Hawstaed Green, Bury Road, opp Bus Shelter	10:12	Shimpling Street, Halifax Place	13:42
Nowton Low Green, The Pound	10:16	Shimpling, Mill Hill	13:45
Bury St Edmunds, Old Convent Orchard	10:19	Bridge Street, Rose and Crown	13:50
Bury St Edmunds, Arc Shopping Centre	10:20	Alpheton, Tye Green	13:52
Bury St Edmunds, Bus Station	10:22	Sudbury Bus Station	14:05

### Wear your White Ribbon with pride to stamp out domestic abuse

On 25 November, the annual White Ribbon Campaign to stop domestic violence launched. The campaign runs until 10 December 2019.

By wearing a white ribbon, supporters can make it clear that domestic violence and abuse against women should never be condoned. The campaign also encourages men to take a share of the responsibility in putting an end to abuse.

Paddy and Scott's Coffee has teamed up with a range of partners including Suffolk Constabulary, and Suffolk County Council to support this year's campaign.

Reporting domestic violence and abuse incidents to Suffolk police has increased over several years with more than 10,000 reports of domestic abuse over the past 12 months.

Two women in England and Wales are killed by a partner or ex-partner every week and 70% of domestic abuse incidents result in injury. Nationally, every minute police in the UK receive a domestic assistance call – yet only 35% of domestic violence incidents are reported to the police.

On average, a woman is assaulted 35 times before her first call to the police.

**Detective Superintendent David Giles said:**

"White Ribbon is an opportunity to work with other organisations, to raise awareness of domestic abuse and violence, sending a strong message that it will never be tolerated.

"We know that dealing effectively with domestic abuse requires concerted multi-agency working and I am proud to say that lots of excellent work is already being done in this area, making a difference to help keep victims and their families safer.

"Anybody can be affected by domestic abuse and we do not underestimate how difficult it can be for people to speak out about being a victim. You are not alone – help is a phone call away."

**Sue Cook, Director for People Services at Suffolk County Council, said:**

"We are very proud to support the White Ribbon campaign.

"This campaign sends a very strong message that violence of this kind will not be tolerated or condoned. With our partners, we work hard to rid Suffolk of domestic abuse – the impact of which can be significant on those involved and friends and family."

People can join the national social media campaign **#makethepromise** throughout the 16 days of action.

Victims of domestic violence and abuse can call the 24-hour National Domestic Violence Freephone Helpline **0808 2000 247**

## **App for asthmatic youngsters backed by county health service**

An app that teaches asthmatic children to use their inhalers properly is being promoted across the county after being developed by a Suffolk company.

MySpira, by Orbital Media of Stowmarket, teaches youngsters techniques in a fun way and is now being promoted in hospitals, GP surgeries, pharmacies and primary schools across the county by Public Health Suffolk.

The app uses characters and interactions, to engage children with asthma with games they can play with parents, siblings or friends.

Throughout the 20-minute experience the youngster is taught about asthma keywords, triggers, different types of inhalers, how to prepare the inhaler and spacer, and how to inhale the medicine correctly.

Research has found that as many as 97% of asthmatic children misuse their inhalers, with potentially serious consequences.

**Stuart Keeble, Suffolk County Council Director of Public Health, said:**

"The app teaches children vital skills to help manage their asthma condition in a fun and engaging way, which involves the whole family so parents, siblings and friends also know what to do should an attack occur."

"We are working closely with services across the health care system as well as in education settings in Suffolk to promote the app as a valuable resource to use alongside a child's existing asthma care plan."

The app was developed by Orbital with the University of Suffolk, supported by Dr Simon Rudland from StowHealth surgery in Stowmarket and asthma nurse Karyn McBride.

The app is available from the App Store and Google Play.

## **Fines for poor parking in Suffolk to be consistent across the county from 2020**

Parking fines will be the same across the whole of Suffolk from early next year, when stronger enforcement is set to take place.

The long-delayed transfer of civil parking enforcement from police to local authorities is expected to take place from the end of January in Suffolk.

This means each council will be responsible for issuing parking fines, warnings and notices in their area, although a deal has been struck by Babergh and Mid Suffolk councils to have their parking enforced by Ipswich and West Suffolk officers.

With police unable to dedicate resources currently, it is expected that once the powers transfer councils will be able to crackdown on poor parking more than police. A consistent approach is being planned across the whole county, meaning fines will be the same, regardless of which authority manages parking in that area.

**Andrew Reid, Suffolk County Council's Cabinet Member for Highways said:**

"A parking management plan is being developed that sets out the priorities for different types of on street parking restriction, dependent on their location.

"This approach is supported by the borough and district councils.

"From the parking management plan, each of the councils involved will develop a parking enforcement protocol that sets out their plans for enforcement, including resourcing and how the sites are going to be visited."

## **D-Day heroes and brave ex-serviceman inspire at Stars of Suffolk awards**

Four heroes of D-Day were among the inspirational winners at this year's Stars of Suffolk Awards held on 7 November 2019.

The ceremony, which was launched 12 years ago, honours the county's bravest, dedicated and caring individuals - from firefighters, to charity workers and life-saving teenagers.

Hundreds of nominations were put forward, before the final 46 men, women, organisations - and even a heroic Labrador - were selected as finalists in the 13 categories.

Among them were James Perry, Tony Pyatt, Francis Grant and Douglas Smith - four heroes from the county who played vital roles in the D-Day landings in 1944. Marking the 75th anniversary this year, organisers were honoured to hand them the Judges Special Award.

Ex-RAF serviceman David Norris' story of bravery, compassion and selflessness earned him the overall Star of Suffolk award.

The Stowmarket man broke up an attack on a 15-year-old boy in a park. A build-up of blood was stopping the victim from breathing. After putting the boy in the recovery position, David protected him from further attack until paramedics arrived.

Other winners included charity Fresh Start, New Beginnings, which provides invaluable support for victims of child sex abuse. They took home the Team of the Year award.

Rita Harris took home the Carer of the Year award. The selfless sister has cared for her eight siblings for more than 30 years since the death of her mother. All her siblings have learning difficulties, medical needs or personal challenges.

Rita's story is made yet more incredible in that, despite having been diagnosed with cancer, she continues to work for them 24/7.

The Armed Services Award went to former serviceman Nigel Seaman, who after facing his own battle with post-traumatic stress disorder set up mobile coffee shop Combat2Coffee. The former Royal Anglian soldier works with ex-service people to train them as baristas in an attempt to combat stress.

**Full list of the Stars of Suffolk award winners:**

- Carer of the Year: Rita Harris
- Young Person of the Year: Georgia Wood
- Outstanding Sporting Achievement of the Year: The Ron Harrod Foundation
- Fire Service Award: Sally Hammond and Alice Guyett
- Community Group of Champion of the Year: Muncheon Mingle
- Outstanding Bravery of the Year: David Norris and Lexi-May Angel (joint winners)
- Hospital/ Ambulance Person of the Year: Sue Downes
- Team of the Year: Fresh Start, New Beginnings
- Search and Rescue Award: Jamie and Diesel Ketteridge
- Volunteer of the Year: Tina Vickers
- Armed Services Award: Nigel Seaman
- Police Person of the Year: Matt Kidd-Stanton
- Unsung Hero of the Year: Maureen Reynal
- Special Recognition of the Year: Alan Clapson and Ben Robinson, Kerry Dunnett, James Brewer and Johnathan Rawlings and Daniel Challenor (joint winners)
- Overall Star of Suffolk: David Norris
- Judges Special Award: Veterans James Perry, Tony Pyatt, Francis Grant, Douglas Smith

## **Wellbeing support for Suffolk veterans**

During the November Remembrance period, the Suffolk Armed Forces Community Wellbeing Group raised awareness of veterans' wellbeing.

There are an estimated 34,000 veterans living in Suffolk, some will be 100 years of age, others could be as young as 24.

As a rural county, finding and reaching veterans and their families can be a challenge. Most veterans leave the armed forces and transition to civilian life without issue. They live fulfilling lives and contribute to society. However, a sizeable minority may struggle to adjust, struggle to find purposeful employment, and have the challenge of developing new connections or friendships. This can lead to a range of wellbeing issues.

In the lead up to Remembrance Day, Suffolk County Council supported Parish and Town Councils involved in organising local remembrance events to promote Veterans Gateway and the Suffolk Military Covenant website, in the service cards they produce for their events.

The **Veterans Gateway** ([www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)) is a national resource supported by all the major military charities. It is a web portal that helps veterans to find the right support.

Additionally, Suffolk has one of the few dedicated local covenant websites which promote activities and services that support our local armed forces community. The website includes Veterans Wellbeing and Welfare Support Groups alongside the five Veterans Breakfast Clubs in Suffolk. A full list of Armed Forces community

engagement and support groups in Suffolk can be found at [suffolkmilitarycovenant.org.uk](http://suffolkmilitarycovenant.org.uk)

**Stuart Keeble, Director of Public Health said:**

"Remembrance Day is a poignant and often difficult time for some serving members of the armed forces, veterans or family members as they reflect on people or incidents of the past.

"There is a huge network of organisations supporting the Armed Forces community and the gateway is a great resource to help people to find the local support they need.

"I would like to thank the groups we are working with for their support in promoting resources which are available in Suffolk."

## **School travel policy implementation review outlined**

On 4 November, the group looking into the implementation of the new school travel policy outlined the scope of their review.

The review, which is being headed up by Chief Fire Officer Mark Hardingham, will be delivered in two phases. In phase one the group will analyse a wide range of evidence from stakeholders about the implementation of the policy to determine the lessons to be learned.

Evidence will be gathered using various approaches including data analysis, document research, appeals evidence and outcomes, stakeholder group discussions, written statements and one-to-one interviews. The findings will then be put together in a report, which will draw conclusions and make recommendations.

In the second phase, the report will be reviewed. This may well lead to further work on changes to the implementation of the current School Travel Policy, or to elements of the Policy itself to ensure it operates more efficiently.

**Councillor Mary Evans, Cabinet Member for Children's services, Education and Skills said:**

"I look forward to seeing the outcomes of this review and will carefully consider the recommendations made by the group. The implementation of the policy has been far from ideal, so it is essential that we review what went well and what did not go well to learn from this for pupils, parents and schools in 2020 and future years.

"The new school travel policy is based on guidance from the DFE and brings Suffolk County Council in line with other authorities across the country. SCC's previous policy was able to exceed these requirements but with lower budgets and increasing demand, specifically for pupils with SEND, this was no longer sustainable.

"If we had not changed the policy the council would have to reallocate finances from other vital services such as children's services, adult social care and/or highways."

**Chief Fire Officer, Mark Hardingham said:**

"I am pleased to be heading up this review, this is an important piece of work which aims to improve the process for those applying for school travel from 2020. I look forward to working with my colleagues from across the organisation who each bring different expertise to the review group."

Work has begun on the review and the final report is due to go to the Scrutiny Committee in February 2020.

## **Director of mobility chair business who misled vulnerable customers found guilty**

A Suffolk business and its director, who failed to fulfil orders and refused to refund customers, have been successfully prosecuted by Suffolk County Council's Trading Standards for a total of 31 offences.

David Waters, sole director of Anchor Mobility Limited, appeared at Ipswich Crown Court for a three-week trial, which started on Thursday 10 October 2019.

The jury were unanimous in finding Anchor Mobility Ltd and Mr Waters guilty on 30 counts, and by a majority of eleven to one on the remaining count. The sentencing hearing will be on 19 December 2019.

Mr Waters was found guilty of offences including fraudulent trading under the Companies Act 2006, engaging in unfair commercial practices, multiple offences of misleading consumers by taking large deposits with the promise of delivering goods without doing so, and failing to refund consumers under the Consumer Protection from Unfair Trading Regulations 2008.

Anchor Mobility Limited was a business set up to supply bespoke armchairs and beds targeting elderly and disabled consumers. One customer paid over £8,000 for two beds, which were never delivered, and no refund was ever received.

Mr Waters was involved in two previous companies which supplied similar products and were also prosecuted by Suffolk County Council's Trading Standards.

In 2013, he pleaded guilty to nine consumer protection offences as a result of his involvement in Mobility UK Limited. He was sentenced to a financial penalty and was ordered to pay the costs of the prosecution. In 2015, Westminster Recliners Limited pleaded guilty to engaging in an aggressive commercial practice. Mr Waters had been their company secretary, but had all offences against him dropped.

Regarding the latest prosecution, Suffolk County Council's Trading Standards received several calls in relation to Anchor Mobility Ltd and accumulated 26 witnesses, an indication of the scale of this operation. It is calculated that the loss to customers is around £82,000. However, it is likely that many other people have made payments to Anchor Mobility Limited and not received their goods.

Local businesses also lost out to Anchor Mobility Limited, who built up a debt of over £20,000 for lease or rental payments over a six-month period. Mr Waters and his business were eventually locked out of their offices as a result. Furniture manufacturers also suffered by not being paid for products they had made, or lost time which was set aside for production.

**Councillor Richard Rout, Suffolk County Council's Cabinet Member for Environment and Public Protection, said:**

"I am in disbelief that David Waters and his business thought it acceptable to mislead customers and abuse their position of power. Hearing the accounts of some of those who have suffered has been genuinely heart-breaking.

"I am grateful to our Trading Standards officers and partner agencies for bringing them to justice and safeguarding vulnerable residents, not just in Suffolk but across the country. Their actions also help to create a level playing field for honest traders and help to protect the legitimate economy of our county and beyond."

**The case was supported by the National Trading Standards Tri Regional Investigation Team (East of England, London & South East). The Chair, Andrew Clooney, said:**

"Our project is pleased once again to have been able to offer investigational evidence gathering assistance, together with expert witness and other vital support to Suffolk Trading Standards Officers with this complicated and protracted investigation.

"This has been a long and complex investigation, and a particularly nasty scam actively targeting elderly and often vulnerable people, in their own homes. Collaboration between local authority Trading Standards services and regional assets such as the Regional Investigation Teams highlights the value and success of partnership working."

If people are planning a significant purchase or hiring a trader, they should follow these simple steps:

- Don't engage with people offering services at your door
- Don't go with the first quote or offer
- Don't pay up front for goods or services
- Don't be pressured into signing anything, ask to sleep on it
- Do ask friends and family for recommendations
- Do get multiple quotes for goods and services for comparison
- Do pay by credit card for extra protection
- Do have friends or family present if inviting someone into your home
- It is a criminal offence if a trader does not leave your home when asked

If people concerned about services, goods or products they have agreed to or have purchased on the doorstep, advice is on hand from the national Citizens Advice consumer helpline on 03454 040506.