

# ? WHO SHOULD I SEEK FOR HELP?



There are 3 different tiers of local government – Suffolk County Council, East Suffolk Council and Bungay Town Council and each one is responsible for different advice and services. If you are unsure who to call, please don't hesitate to contact Bungay Town Council and we will be happy to advise you.

<b>SUFFOLK COUNTY COUNCIL</b>  <a href="mailto:customer.services@suffolk.gov.uk">customer.services@suffolk.gov.uk</a> CUSTOMER SERVICES FOR ALL GENERAL ENQUIRIES 0345 6066067 Address: West Suffolk House, Western Way, Bury St. Edmunds, IP33 3YU (Opening hours: 8.45am – 5.00pm Mondays to Fridays) <b>AND</b> Riverside, 4 Canning Road, Lowestoft, NR33 0EQ (Opening hours: 8.00am – 5.00pm Mondays to Fridays)	<b>EAST SUFFOLK COUNCIL</b>  <a href="mailto:customerservices@east Suffolk.gov.uk">customerservices@east Suffolk.gov.uk</a> Tel 0333 016 2000 Woodbridge Library, New Street, Woodbridge IP12 1DT <b>AND</b> The Marina Centre, Marina, Lowestoft, NR32 1HH (Opening hours: Monday – Wednesday, 8.45am to 5.00pm; Thursday 9.30am to 5.00pm; Friday 8.45am to 5.00pm) <b>There is also a Customer Service desk in Beccles Library</b> (Mon, Tue, Thurs, Fri 9.30am – 5.00pm; Wednesday 9.30am – 1.00pm)	<b>BUNGAY TOWN COUNCIL</b>  <a href="mailto:clerk@bungaytowncouncil.gov.uk">clerk@bungaytowncouncil.gov.uk</a> – Jeremy Burton, Town Clerk <a href="mailto:admin@bungaytowncouncil.gov.uk">admin@bungaytowncouncil.gov.uk</a> – Emma Beese, Assistant Town Clerk 1a Broad Street, Bungay, Suffolk, NR35 1EE (Opening hours: 9.00am – 1.00pm, Mondays to Fridays)
<b>BIRTHS, MARRIAGE AND DEATH REGISTRATION</b>	<b>BENEFITS</b>	<b>CONSULTATION ON ALL PLANNING MATTERS</b>
<b>EDUCATION</b> (applying for school, term dates, school transport, school meals etc.)	<b>BUSINESS</b> (advice, grants and funding, incentives etc.)	<b>CONSULTATION WITH SUFFOLK COUNTY COUNCIL RE HIGHWAY MATTERS</b>
<b>FIRE SAFETY</b>	<b>COMMUNITY</b> (grants and funding, disability forums, equality and diversity, community safety, anti-social behaviour, neighbourhood planning, cemeteries and burials, events on Council land, Awards etc.)	<b>INITIATION OF HIGHWAY AND TRAFFIC MANAGEMENT PROPOSALS</b>

<p><b>ROADS AND TRANSPORT</b> (roads, potholes, dropped kerbs, parking, Blue Badges, gritting, flooding, reporting a problem on the highway, street lighting etc.)</p>	<p><b>COLLECTION OF COUNCIL TAX AND NON-DOMESTIC RATES</b></p>	<p><b>CONSULTATION ON ALL CHANGES THAT SUFFOLK COUNTY AND EAST SUFFOLK COUNCILS MAKE IN POLICIES AND PROCEDURES</b></p>
<p><b>CULTURE, HERITAGE AND LEISURE</b> (Suffolk libraries, archives, 'Most Active County', archaeological services, museums and galleries etc.)</p>	<p><b>ELECTIONS</b> (register to vote, notices and results, how to vote, Councillors, electoral maps, vacancies etc.)</p>	<p><b>CONSULTATION WITH SUFFOLK AND EAST SUFFOLK COUNCILS RE. DELIVERY OF SERVICES</b></p>
<p><b>SOCIAL CARE</b></p>	<p><b>ENVIRONMENT</b> (coastal management, fixed penalty notices, street lighting, grass cutting, Rights of Way, climate change etc.)</p>	<p><b>INITIATION AND IMPLEMENTATION OF PROJECTS ENHANCING THE TOWN</b> (memorials, minor environmental projects etc.)</p>
<p><b>TRADING STANDARDS</b> (report a scam, 'Citizens' Advice', domestic abuse, e-safety, social media advice etc.)</p>	<p><b>HOUSING</b> (register for housing, Council house tenants, affordable housing, street naming and numbering, home alarms, empty properties, travellers etc.)</p>	<p><b>MONITORING OF THE STANDARD OF PUBLIC SERVICES PROVIDED FOR THE TOWN BY EAST SUFFOLK COUNCIL AND SUFFOLK COUNTY COUNCIL</b></p>
<p><b>BUSINESS &amp; LICENCES</b> (fireworks licence, apply for a licence, scaffolding or hoarding licence etc.)</p>	<p><b>LOCAL PLANS AND PLANNING APPLICATIONS</b> (including trees and landscapes, Sizewell, windfarms, self-builds etc.)</p>	<p><b>SUPPORT TO LOCAL VOLUNTARY BODIES</b></p>
<p><b>WASTE AND ENVIRONMENT</b> (recycling centres, reporting floods etc.)</p>	<p><b>WASTE COLLECTION</b> (including abandoned vehicles, fly-tipping etc.)</p>	<p><b>INITIATION OF CULTURAL, LEISURE AND ENVIRONMENTAL PROJECTS</b></p>
		<p><b>SECURING OF FUNDING FROM OUTSIDE BODIES FOR THE BENEFIT OF LOCAL INITIATIVES (LOCALITY BUDGET)</b></p>
		<p><b>OWNERSHIP AND CONTROL OF TOWN ALLOTMENTS</b></p>

		<b>OWNERSHIP AND CONTROL OF THE RIVERSIDE CENTRE</b>
		<b>MANAGEMENT OF COUNCIL-OWNED ACREAGE ON OUTNEY COMMON (leased to the Golf Club)</b>
		<b>BUNGAY TOWN COUNCIL ALSO HAS MAJOR FUNCTIONS IN ACTING AS A 'WATCH-DOG' FOR THE TOWN AND IN REPORTING MATTERS TO THE PRINCIPAL AUTHORITIES i.e. EAST SUFFOLK AND SUFFOLK COUNTY COUNCIL</b>