

How your councils work

There are a variety of different types of council in England, together they form what is known as local government. In West Suffolk there are:

- a county council – [Suffolk County Council](#)
- a district council - [West Suffolk Council](#)
- 81 town/[parish councils](#).

Each type of council has responsibility for providing different services to residents, community groups, visitors and businesses alongside a wider set of more strategic responsibilities. These customer-facing services are set out below.

Suffolk County Council

Suffolk County Council is broadly responsible for:

Service area	Overview and responsibilities	Contact details
Adult Social Care and Health	Help and support to live independently, social care services, paying for care, protecting vulnerable people and information for social care providers.	Website: https://www.suffolk.gov.uk/care-and-support-for-adults Email: customer.first@suffolk.gov.uk Phone: 08088 004 005
Children, Families and Learning	Schools, children with special educational needs and disability (SEND), childcare and Family Information Service, fostering and adoption, children's health, Raising the Bar and The Parent Hub.	Website: https://www.suffolk.gov.uk/children-families-and-learning/ Email: customer.service@suffolk.gov.uk Phone: 03456 066 067 and select option 9
Community Safety	Trading standards advice for consumers, emergency planning, crime and public safety and staying safe online, moving to Suffolk and funding opportunities.	Website: https://www.suffolk.gov.uk/community-and-safety/ Email: customer.service@suffolk.gov.uk Phone: 03456 066 067 and select option 9

Economy, Skills and Environment	Planning application advice and guidance, waste recycling centres and rubbish tips, listed buildings and green conservation areas, blocked drains, cycle lanes or tracks, highways, pavements, potholes, street lights.	<p>Website: https://www.suffolk.gov.uk/planning-waste-and-environment/ Email: customer.service@suffolk.gov.uk Phone: 03456 066 067 and select option 9</p> <p>Reporting a highway emergency: 03456 066171 (to be redirected to the out of hours service)</p>
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West Suffolk Council

West Suffolk Council is broadly responsible for:

Service area	Overview and responsibilities	Contact details
Community Development	Support from a dedicated team of Families and Communities Officers, community centres, grants for local or voluntary groups, concerns about crime and anti-social behaviour and what to do in an emergency.	<p>Website: https://www.westsuffolk.gov.uk/community/ Email: families.communities@westsuffolk.gov.uk Phone: 01284 757633</p>
Economic Development	Support for businesses with information, advice and links to information to help businesses thrive, launching, maintaining and expanding a business, help with finding land and premises, funding and advice for keeping businesses environmentally	<p>Website: https://www.westsuffolk.gov.uk/business/ Email: economic.development@westsuffolk.gov.uk Phone: 01284 757114</p>

	friendly through energy efficiency.	
Housing	Finding a home in the area including renting, social housing, supported and sheltered housing, grants to improve or adapt a home, advice about obligations and rights for tenants and landlords in the private rented sector.	<p>Website: https://www.westsuffolk.gov.uk/housing/index.cfm?aud=resident Email: customer.services@westsuffolk.gov.uk Phone: 01284 757178</p>
Licensing and Environmental Health	<p>Licensing for businesses and fundraising events including taxis, alcohol and entertainment, street trading, animal business, park homes and caravan sites and street parties. Support and advice with environmental problems including asbestos, bonfires, contaminated land, derelict buildings, drains and sewers, high hedges and water. Support and advice with public health including air</p>	<p>Website: Licensing https://www.westsuffolk.gov.uk/business/licensing-and-regulation/ Website: Environmental health https://www.westsuffolk.gov.uk/environment/ Email: customer.services@westsuffolk.gov.uk Phone: Licensing: 01284 758050 Environmental Health: 01284 757053 Public Health and Housing: 01284 757053</p>

	quality, dogs, noise, pests and energy efficiency.	
Planning and Building Control	Help with the planning process, building regulations, planning policy and conservation in relation to planning. Residents can also view and comment on planning applications and have a say on planning policy consultations.	Website: http://www.westsuffolk.gov.uk/planning/index.cfm?aud=resident Email: customer.services@westsuffolk.gov.uk Phone: Planning: 01284 763233 Building Control: 01284 757387
Elections	Register to vote and find out about the different ways of casting a vote. Information on current elections and referendums, ward maps and previous election results.	Website: http://www.westsuffolk.gov.uk/council/elections Email: customer.services@westsuffolk.gov.uk Phone: 01284 757131
Waste and recycling	Rubbish collection, recycling and the garden waste collection service for residents and businesses. Information is available on when bins are emptied in each locality, tips on reducing food waste and how to recycle more. Residents can also report when	Web: https://www.westsuffolk.gov.uk/bins/ Email: customer.services@westsuffolk.gov.uk Phone: 01284 757320

	<p>a bin has not been emptied. Responsibility for keeping public spaces clean and provide information on household waste recycling centres and how to dispose of electrical, clinical and hazardous waste.</p>	
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Town and parish councils

The responsibilities of town and parish councils vary, depending on the locality. In broad terms, they may be responsible for:

- allotments
- bus shelters
- cemeteries
- footpaths
- open spaces
- village spaces.

Contact details for parish and town councils, and information on their areas of responsibility, are available at [West Suffolk Council – Parish council contact details](#)

Services provided in partnership

West Suffolk's leisure services are run by [Abbeycroft](#) on behalf of the council. Council Tax and benefits are administered on behalf of West Suffolk Council by [Anglia Revenues Partnership](#).

Registered providers, or housing associations, are not-for-profit organisations that own and manage affordable housing. The majority of affordable housing in West Suffolk is provided by [Havebury Housing Partnership](#) and [Samphire Homes](#). For further information on how we work with registered providers and for a full list of the organisations that provide affordable housing, please see the [West Suffolk Council – Tenancy Strategy](#).

To find out more about the West Suffolk area, go to our website [West Suffolk Council – About the area](#)