



Simon Rixon <simonrixon.1@gmail.com>

Re: Message from Charsfield Parish Council

1 message

Chris Bally <Chris.Bally@eastsuffolk.gov.uk>

6 August 2026 at 09:36

To: Chair - Simon Rixon <chair@charsfieldparishcouncil.gov.uk>

OFFICIAL

Dear Simon

Many thanks for taking the time to e-mail and follow up, I really do appreciate it.

I'm glad that the bin collections have improved. There has been significant work on this and the improvement plan in place is having an effect, but we still have further work to do to ensure that we sustain a consistent and sustainable service across the whole of the district all of the time. We have brought in some additional operational expertise working with the ESSL Team to review rounds and practices and we will keep on with this work until we are satisfied with the position.

Thanks for your feedback on Cas - that is disappointing and it is understandable that Cas is busy on the improvement plan, but, as you say, we are all busy and she should have called you. I note that you are not asking me to pursue this, but if you do want to discuss anything, I am happy to follow up and ask Cas or Kerry (the ESC Director responsible) to call you. Alternatively, I am happy to take a call and discuss things.

My thanks for your patience and ongoing support.

Best wishes

Chris

Chris Bally | Chief Executive

East Suffolk Council

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From: Chair - Simon Rixon <chair@charsfieldparishcouncil.gov.uk>**Sent:** 06 August 2026 08:52

To: Chris Bally <Chris.Bally@eastsuffolk.gov.uk>
Subject: Re: Message from Charsfield Parish Council

Dear Chris, a status update from Charsfield.

Our residents are in frequent dialogue with our parish council about the waste/bins matter, as you might imagine, and they're also updated on the progress of these discussions. In summary, this week our bins were collected for the first time including the food bin, as far as I can tell across our rural village. We hope this now an established reliable routine for the coming weeks and beyond, time will tell. But thank you to you and your team for starting to get this back on track, I'm sure it was a Herculean effort across the geography.

I have not managed to have a proper dialogue with Ms Clements. Ms Clements called me after yours and my emails, I was away and out of contact that week (w/c Mon 20/6) so via email we agreed I'd contact her on my return. I had no direct number so via email I requested a best time to speak, she's obviously busy as am I. Having had no response a week later, on Tuesday this week I called in twice (ESC switchboard answer phone the first time, on the second attempt I left a message asking Ms Clements to call me), again no response. But in reality there's no point speaking now. From the head of the services team this suggests a worrying lack of urgency and/or a disregard for paying customers. It's likely that neither is the case but perceptions are everything. Frankly that is disappointing and not good enough, our residents will draw their own conclusions. Apart from asking you for action in my original email, the only other point to make was that of poor communication, clearly that's not improving. Charsfield Parish Council represents around 200 dwellings and we attend this ward's ESC Community Partnership of which I am the deputy chair. It's a shame as that does not reflect well on a council that I know personally is more generally doing a good and conscientious job. However, the fact that the collections have started to return to "normal" is of course good and again thanks to the whole team for that.

I appreciate your attention to this matter, thanks again, and for the moment it seems the matter is closed.

Best wishes, Simon

On Sun, 19 Jul 2026 at 15:59, Chris Bally <Chris.Bally@eastsuffolk.gov.uk> wrote:

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Thanks Simon - once again my apologies for the problems you are experiencing.

Chris Bally | Chief Executive
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From: Chair - Simon Rixon <chair@charsfieldparishcouncil.gov.uk>
Sent: 17 July 2026 19:13
To: Chris Bally <Chris.Bally@eastsuffolk.gov.uk>; Cassandra Clements <cassandra.clements@eastsuffolk.gov.uk>; Kerry Blair <Kerry.Blair@eastsuffolk.gov.uk>; clerk@charsfieldparishcouncil.gov.uk <clerk@charsfieldparishcouncil.gov.uk>
Subject: Re: Message from Charsfield Parish Council

Many thanks Chris, thank you for a swift response and the points raised.

I appreciate its a complex and difficult subject considering the scope and scale of change. I will make residents aware of our exchange and your colleagues' follow-ups. I'm also sure you have many things to do on a Friday evening!

I look forward to hearing from your colleagues shortly about plans to address the rural collections and the all-street coverage within those locations. As said I will share these as received to help rebuild confidence among residents.

Best wishes for the weekend, Simon

On Fri, 17 Jul 2026, 18:20 Chris Bally, <Chris.Bally@eastsuffolk.gov.uk> wrote:

OFFICIAL

Dear Simon

Thank you for your e-mail and my apologies for the level of service you and the residents of Charsfield are receiving, it is obviously not the level of service we are looking to provide.

We recognise that the implementation of the new waste collection service has not gone to plan in some areas, and we appreciate the patience shown while we work through the challenges. I can assure you that we are aware that services are a long way from normal and know and expect a performance level close to 100% across the whole district. Better Recycling has been a significant change across East Suffolk, involving new bins, vehicles, collection rounds, staff, and technology, and East Suffolk Council and East Suffolk Services teams are working closely together to identify and resolve issues as quickly as possible.

With regard to the specific actions around communications. The Council has apologised to those affected in its public communications on the website pages referred to, in media coverage and interviews and on social media. In terms of what went wrong, it has not been a simple single issue, and our recovery plan is addressing staffing resilience; vehicle and fleet issues; traffic & routes; isolated properties and new rounds and new processes. This is an ongoing plan and hopefully you will understand that with such an important service, experienced daily, it will take weeks rather than days to ensure the consistent performance that we are all keen to return to. I have looked at the website pages and I will raise this with the communications team on Monday. The information posted on 26 June remains current in terms of advice, but I agree we could do more.

I am cc'ing in the Managing Director of ESSL, Cassandra Clements, and the Strategic Director at East Suffolk Council, Kerry Blair, who are the senior leaders delivering the Recovery Plan.

I understand the frustration and ,once again, my apologies for the service you are receiving currently and we will rectify this as quickly as possible.

Best wishes

Chris

Chris Bally | Chief Executive

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From: Chair - Simon Rixon <chair@charsfieldparishcouncil.gov.uk>

Sent: 17 July 2026 16:21

To: Chris Bally <Chris.Bally@eastsuffolk.gov.uk>; clerk@charsfieldparishcouncil.gov.uk <clerk@charsfieldparishcouncil.gov.uk>

Subject: Message from Charsfield Parish Council

Dear Mr Bally,

As chair of Charsfield Parish Council I write to represent to you the views of our residents. We are a small rural village about 10miles north of Ipswich near Wickham Market. We have a serious problem and I would appreciate your personal comment and action in rectifying this.

You will not be surprised to know I am writing about waste services, specifically bin collections. It is worrying that the senior leadership of the council may be, from what I understand, labouring under the misapprehension that bin collections have returned around 90% to normal. Following the new recycling service introduction in June, in the rural areas this is most certainly not the case. This is a serious failing of a core council service.

In Charsfield some people have had no bins collected at all for many many weeks. Most residents have had several of their bins missed for some weeks. No-one has had all their various bins collected as per the newly published schedule. Just this week, food bins were missed, with no reason or comment. This poor service is compounded by an appalling lack of communication from the council, via the website and waste app - people have lost faith in the service and council.

Everyone is empathetic with the introduction of a new waste service like this. However, the situation now on-going, along with the poor communication, is completely unacceptable. Communication: the ESC Waste app no doubt reaches only a minority of residents and has proven unreliable at best; The ESC Waste website, accessible by most residents, was updated 10 & 26 June and not in the 3wks since. The evidently poor comms require no further comment.

Action points

1. Public acknowledgement. Shockingly, as residents we have heard nothing from the senior leadership about this serious council service failing, now ongoing for weeks. This point must be rectified. Please make an immediate public statement about why the service has failed and what is being done to rectify it and when.
2. Communication. With immediate effect, and owned by the senior leadership team, communication with residents must improve so trust in the waste collection service can be rebuilt. A senior leadership team member must be appointed publicly to immediately improve communication via the Waste app and especially via the ESC Waste website and rectify the service for all residents.

I would remind the council senior leadership team that as public servants there is a duty to support the residents and obligation regarding accountability. This is a service residents pay for after all. Please get on top of waste service collections in rural areas and it would be appreciated if you would kindly address the above two points.

I look forward to hearing from you. Kind regards,

Simon Rixon
Chair - Charsfield Parish Council
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