

Reporting Procedure for Assets and Maintenance

1. SCOPE

- 1.1 This procedure provides guidance to Lowestoft Town Council (LTC) councillors and staff, East Suffolk Norse (ESN) and external partners. It offers the communication protocol for asset and grounds maintenance issues and should be followed by all relevant parties.

2. RESPONSIBILITY

- 2.1 It will be the responsibility of the Town Council officers to implement this procedure, monitor, report progress and communicate to relevant parties where applicable. Items requiring authority for expenditure will be referred to Full Council or relevant Committees for decision.

Contact details: 0330 053 6019 or admin@lowestofttowncouncil.gov.uk

3. GUIDANCE

- 3.1 **Assets that are not LTC:** Reports relating to East Suffolk Council assets may be generated by a councillor, member of staff or a member of the public through the ESN email address esn.info@ncsgrp.co.uk or by telephone 0345 040 2020. It is worth making it clear that you are contacting ESN as an individual and not as part of the LTC contract.

Please note that ESN also deal with some Suffolk County Council (SCC) land issues, so it is worth raising related concerns with them if required. There is also an online reporting tool on the SCC website which the public, councillors or staff can use: <https://www.suffolk.gov.uk/about/online-services/>

- 3.2 **Emergencies and out of hours:** LTC has responsibility for reporting emergencies that require urgent attention and arise on LTC land. However, the procedure is largely similar to that which any responsible citizen would undertake for any emergency on any land. Reports should be made direct to the relevant authority e.g. police, fire or ambulance or other public service such as social services.

If the incident is on a LTC asset, please take particular care to record any reference number provided, the date and time of the report (and incident, if known). Then, at your earliest opportunity, provide all the details to the Town Clerk and, if applicable, ESN.

ESN provides cover for out of hours concerns for maintenance or fly tipping etc, and advice can also be given on County level issues. These should be raised by calling: 0345 040 2020

- 3.3 **LTC land and asset general maintenance:** Normally, requests from councillors for general maintenance or repairs should be directed through LTC's officers unless specific contact has been authorised by Full Council or a relevant committee. This is to ensure that a record can be kept and monitored.
- 3.4 **Street furniture/plantation:** Requests for street furniture or plantation on LTC land should be directed to LTC's officers, who will ensure that they are taken through the relevant decision-making process. The officers will then liaise with ESN as required. Requests relating to land owned by a third party should be directed to that party.
- 3.5 **ESN Contract:** Any formal negotiations about the 'contract', performance measures, negotiations and policies etc., will be directed through regular meetings with ESN with preliminary stages through Finance and Governance Committee and other Committees and/or Full Council, as required. The Town Clerk will facilitate this and will ensure they are dealt with in line with any Council decisions on procedure and policy. Any day-to-day issues should be raised direct with LTC's officers.



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| Revisions | |
|-----------|-------------------------------------|
| Date | Amendment |
| 20220309 | Change to Norse out of hours number |
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