



Reporting Procedure for Facilities and Maintenance.

1. Scope

This procedure provides guidance to Lowestoft Town Council (LTC) councillors and staff, Waveney Norse (WN) and external partners. It offers the communication protocol for facilities and grounds maintenance issues and should be followed by all relevant parties.

2. Responsibility

It will be the responsibility of the Facilities and Contracts Manager (FCM) to implement this procedure, monitor, report progress and communicate to relevant parties where applicable. In the absence of the FCM, the Town Clerk or another member of staff will be nominated to take the responsibilities specified in this procedure. Items that fall outside those powers designated to the FCM will be referred to Full Council or relevant Committees for decision.

The Facilities and Contract Manager can be contacted should they be in post through: mark.speller@lowestofttowncouncil.gov.uk, 0330 053 6019 (mobile 07929 330270) or admin@lowestofttowncouncil.gov.uk

3. Guidance

3.1 **Assets that are not LTC:** Reports relating to WDC assets may be generated by a councillor, member of staff or a member of the public through the WN email address waveney.info@ncsgrp.co.uk or by telephone 01502 527100. It is worth making it clear that you are contacting WN as an individual and not as part of the LTC contract.

Please note that WN 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 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 FCM and, if applicable, WN.

WN Closed Circuit Television (CCTV) staff provides cover for out of hours concerns for maintenance or fly tipping etc, advice can also be given on County level issues. These should be raised by calling: 01502 527133.



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- 3.3 **LTC land and asset general maintenance:** In general, requests from councillors or staff for general maintenance or repairs should be directed to the FCM 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. In the FCM's absence this responsibility will be covered by a staff member designated by the Town Clerk. WN are aware that should they be contacted directly on these enquiries, they are to redirect them to the FCM.
- 3.4 **Street furniture/plantation:** Requests for street furniture or plantation on LTC land should be directed to the FCM, who will ensure that they are taken through the relevant decision-making process. The FCM will then liaise with WN as required, WN are aware should they be contacted directly on these enquiries to redirect them to the FCM.
- 3.5 **WN Contract:** Any formal negotiations about the 'contract', performance measures, negotiations and policies etc., will be directed through regular meetings with WN with preliminary stages through FGC and other committees and/or Full Council, as required. The FCM 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 the FCM. WN are aware should they be contacted directly on these enquiries to redirect them to the FCM.