

Dated

2010

- (1) NORTH EAST LINCOLNSHIRE COUNCIL
- (2) BALFOUR BEATTY WORKPLACE LIMITED

Interfaces
Schedule 26

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Retained Function and Interface Services

1. Retained Function

1.1 The Partner shall liaise with the Council's Retained Functions, regulatory and discretionary. The purpose of the Retained Function is to translate, in conjunction with the Partner, the Council's ambition into fully resourced, deliverable strategies and plans the Partner will deliver. The Retained Function will commission the Partners activities and hold the Partner to account through a business support and contract compliance unit.

1.2 The Partner shall liaise with the Council's Partnership Director, who will be:

1.2.1 [REDACTED] Executive Director Regeneration, North East Lincolnshire Council, Municipal Offices, Town Hall Square, Grimsby, DN31 1HU,

1.3 The structure and functions of the Council Retained Function will be as follows: The Council will retain the following functions unless agreed otherwise between the parties:

1.3.1 Strategic Housing

1.3.2 The Council's contribution to the joint external funding service

1.3.3 Community Investment Team

1.3.4 the role of client for the purposes of the CDM Regulations 2007 and have a statutory duty to appoint a CDM Co-ordinator where appropriate; and the Partner shall liaise with the Council in order to receive support in terms of gaining all necessary Council input into each phase of a project.

1.3.5 the responsibilities set out in legislation specific to, Designed Grounds - Safety at Sports Ground Act 1975 and Regulated Stands - Fire Safety and Safety of Places of Sport Act (Part 3) 1987

1.3.6 the statutory roles including planning in accordance with **Schedule 15** (Partnership Framework).

1.4 The Partner will liaise with:

1.4.1 the Community Investment Team on matters related to local neighbourhood renewal, enterprise development and encouraging local employment to ensure alignment of Council and Partner activity

- 1.4.2 the Retained Function to promote, support and implement current and future initiatives, policies and strategies in order to meet the delivery of the capital programme objectives and targets.
- 1.4.3 the Retained Function to promote, support and implement current and future initiatives, policies and strategies in order to meet the delivery of CAMP objectives and targets.
- 1.4.4 the Council in order to receive support in terms of all strategy development, planning of rationalisation and consolidation proposals and to meet the delivery of CAMP objectives and targets.

1.5 The Partner shall:

- 1.5.1 request, co-ordinate, collate and provide appropriate information and guidance and the timetable to all directorates and service teams to enable them to produce service asset management plans as part of the annual business planning cycle. This process will support the production of the CAMP.
- 1.5.2 utilise appropriate Council feedback forms and undertake appropriate analysis of the results and liaise with the Council in relation to its Retained Functions and shall ensure that the ability of the Council and others with statutory powers, duties or functions, whether regulatory or discretionary to perform such powers, duties and functions, is unimpaired.

1.6 **Interface Services**

- 1.6.1 In accordance with and without prejudice to **clause 34A** the Partner will liaise with the Interface Service teams set out in paragraphs 1.9 to 1.25 of this **Schedule 26**, who will provide the following Interface Services to the Partner throughout the duration of the Term.
- 1.6.2 The Partner shall liaise with the Council Services in accordance with the policy, procedures and guidance set out in Schedule 12 and as updated by the Council and notified to the Partner from time to time.

1.7 **Projects**

- 1.7.1 The Partner shall give reasonable notice and liaise with the Interface Services to ensure appropriate resources are in place to support delivery of Projects.

1.8 Democratic Services

Scope

- 1.8.1 The Council's democratic services includes:
 - 1.8.1.1 Democratic, town hall and civic services in support of the mayoral office and all aspects relating to elected Members and associated formal decision making processes;
 - 1.8.1.2 Specific statutory services relating to elections and electoral registration, Registrars of birth, death and marriages, coroners and local land charges.
- 1.8.2 The Partner shall liaise with the Council democratic services in relation to servicing the formal decision making processes for meetings including Council, Cabinet, Planning Committee who shall be responsible for the printing and distribution of agendas and reports related to these meetings.

Process

- 1.8.3 The Partner shall liaise with the Council democratic services to ensure items for the formal decision making processes are submitted on the Council's forward plan.
- 1.8.4 The Partner shall prepare reports for the formal decision making processes in accordance with the Council's report writing guidance, timetable and templates.
- 1.8.5 The Partner shall liaise with and assist the Council democratic services in relation to servicing the Planning Committee and related activities including site visits, agendas and reports.

Contact

- 1.8.6 The Partner shall liaise with the key contacts for Democratic Services as follows:
 - 1.8.6.1 Formal decision making processes:
 - (a) [REDACTED] Senior Democratic Services Officer
 - Telephone: [REDACTED]
 - Email: [REDACTED]

1.8.6.2 Town hall and civic services

(a) [REDACTED] Town Hall and Civic Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.8.6.3 For these and other services referred to:

(a) [REDACTED] Head of Democratic Services

Telephone: [REDACTED]

Email: [REDACTED]

1.9 Financial Services

Scope

1.9.1 The Council's finance services includes:-

1.9.1.1 Statutory role of Section 151 Officer

1.9.1.2 Accountancy and accounts payable

1.9.1.3 Internal audit services

1.9.1.4 Risk and insurance management

1.9.1.5 Payroll

Process

1.9.2 The Partner shall liaise with the Council's finance services in relation to:

1.9.2.1 conducting monthly financial monitoring of income from the commercial estate, business centres and markets;

1.9.2.2 ensuring the availability of finance officers to clarify instructions in terms of Asset Valuations;

1.9.2.3 issuing invoicing and arrears letters;

1.9.2.4 collecting debt as appropriate;

- 1.9.2.5 providing monthly monitoring reports to the Partner relating to the expenditure of external grants funding received by the Council for regeneration projects, capital funding or other such funds as held by the Council but managed by the Partner;
- 1.9.2.6 advising the Partner on the Council's preferred payment terms, audit requirements etc in relation to managed budgets or regeneration projects;
- 1.9.2.7 timely payment of invoices related to managed budgets, capital projects, Core projects or Strategic projects passed;
- 1.9.2.8 payroll service in accordance with **Schedule 25** (Council Supplied Services) and the Payroll SLA;
- 1.9.2.9 audit services in accordance with **clause 45** (Audit Rights);
- 1.9.2.10 risk and insurance services for advice and guidance for areas such as insurance claims.

Contact

1.9.3 The Partner shall liaise with the key contacts for Finance Services as follows:

1.9.3.1 Accountancy

(a) [REDACTED] Group Accountant

Telephone: [REDACTED]

Email: [REDACTED]

1.9.3.2 Internal Audit

(a) [REDACTED] Head of Internal Audit

Telephone: [REDACTED]

Email: [REDACTED]

1.9.3.3 Risk and Insurance

(a) [REDACTED] Insurance and Risk Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.9.3.4 Payroll

(a) [REDACTED] Chief Payroll Officer

Telephone: [REDACTED]

Email: [REDACTED]

1.9.3.5 For these and other services referred to:

(a) [REDACTED]

Telephone: [REDACTED]

Email: [REDACTED]

1.10 **Procurement Services**

Scope

1.10.1 The Council's procurement services includes:

1.10.1.1 Procurement policy enforcement, interpretation and guidance such as Contract Procedure Rules, exception reports and case law

1.10.1.2 Procurement systems support for Supplier Contract Management System (SCMS)

1.10.1.3 Local economic development support e.g. "Buy Local"; SME events

1.10.1.4 Procurement project advice and support

1.10.1.5 Spend and supplier data analysis and statistical information

Process

1.10.2 The Partner shall liaise with the Council's procurement services in accordance with the Council's Procurement Strategy and Contract Procedure Rules and in relation to:

1.10.2.1 the annual procurement plan;

- 1.10.2.2 updating the contract register;
- 1.10.2.3 requests for procurement project advice and support;
- 1.10.2.4 the administration and support for the use of SCMS;
- 1.10.2.5 local economic development support including 'Buy Local' and small and medium enterprise events;
- 1.10.2.6 spend data analysis.

Contact

1.10.3 The Partner shall liaise with the key contacts from the Council's procurement services as follows:

1.10.3.1 [REDACTED] Strategic Procurement and Value for Money Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.10.3.2 [REDACTED] Principal Procurement Advisor

Telephone: [REDACTED]

Email: [REDACTED]

1.11 Legal Services

Scope

1.11.1 The Council's legal services includes:

1.11.1.1 Statutory function of Monitoring Officer to ensure the lawfulness and probity of Council actions and decisions

1.11.1.2 Legal Services in respect of the provision of integrated legal advice and support

Process

1.11.2 The Partner shall liaise with the Council's legal services in relation to the Services and Projects in accordance with **clause 34A 5, 34A 6 and 34A 7**. Legal Services shall include:

1.11.2.1 undertaking the acquisition and disposal of land and property whether by though lease or freehold;

- 1.11.2.2 new lettings, assignments, sub-lettings, lease renewals, rent reviews, dilapidations together with general breaches of covenant and rental arrears;
 - 1.11.2.3 advice regarding assessment of title documents, covenants and validity thereof;
 - 1.11.2.4 advice regarding compulsory purchase proceedings including contemplation thereof; and
 - 1.11.2.5 preparation and execution of contract documentation;
 - 1.11.2.6 providing legal advice on the Council's role in regeneration or capital projects where the Council will act as funder, purchaser or similar in a regeneration scheme;
 - 1.11.2.7 providing legal advice on the making of legal orders;
 - 1.11.2.8 advice when promoting temporary, experimental and permanent road traffic regulation orders, ensuring that they have sufficient information to complete all necessary legal work to implement the orders; and
 - 1.11.2.9 advice when defending 3rd party accident claims and pursuing claims for damage to the highways network.
- 1.11.3 The Parties acknowledge that future project development and delivery of the Urban Renaissance Programme and the New Horizons Strategy and the Regeneration Framework in general will have a high demand on time resource within the Legal Services, including an essential element of project management and through any potential Compulsory Purchase Order powers which the Council may choose to use as part of the project delivery process. The Partner will provide Legal Services with reasonable notice to ensure appropriate resources are in place to support delivery of the Services and Projects. The Council will notify the Partner of the availability of resources if capacity is not available the Council and the Partner will agree:
- 1.11.3.1 The Partner pays for the additional resource out of the budget for the Service Area where this is historically the norm and not material to the budget for the Service Area against which the legal costs apply;
 - 1.11.3.2 The Partner will use external funding monies to pay for the additional resource or;

- 1.11.3.3 Both Parties will agree to Reprioritisation of the Service or Project in accordance with clause with **clause 28** (variation and change), **Schedule 5** (Change) **paragraph 4** (reprioritisation and change).

Contact

- 1.11.4 The Partner shall liaise with the key contacts for legal services as follows:

1.11.4.1 Legal Services

- (a) [REDACTED] Head of Legal Services

Telephone: [REDACTED]

Email: [REDACTED]

1.11.4.2 For these and other services referred to:

- (a) [REDACTED] Executive Director Business Services

Telephone: [REDACTED]

Email: [REDACTED]

1.12 Postal Services

Scope

- 1.12.1 The Council's post section deals with the Council's external and internal mail distribution and is based in the Municipal Offices, Town Hall Square Grimsby.

Process

- 1.12.2 The Partner shall liaise with the Council's postal services for the delivery and collection of post from the following locations and similar times from other buildings:-

1.12.2.1 Between 10.30am until 12noon Origin One and Two

1.12.2.2 3.00pm Origin One collection only

- 1.12.3 The collected post will be returned to the Municipal Office post room for franking and collection by Royal Mail at approximately 5.00pm on the same day.

- 1.12.4 The Partner shall receive a recharge for franking in accordance with the goods and services received through an invoice from the Council on a periodic basis.

Contact

- 1.12.5 The Partner shall liaise with the key contact for the Postal Service as follows:

- 1.12.5.1 [REDACTED], Office Manager

- Telephone: [REDACTED]

- Email: [REDACTED]

1.13 Communications and Marketing

Scope

- 1.13.1 The Council's communications and marketing services includes:
 - 1.13.1.1 promoting positive stories with the media through news releases, the Council's community newspaper 'Linc Up' and internal employee newsletter 'Vision';
 - 1.13.1.2 handling all the Council's media enquiries, organising statements in response to questions and arranging interviews with our spokespeople for newspapers, radio and TV;
 - 1.13.1.3 supporting services with advertising, communications plans and campaigns for one-off event or a long-term campaign, by providing advice and assistance on effective messaging, maximising PR, choosing where and how to advertise and the evaluation of communications activity; and
 - 1.13.1.4 providing graphic design services.

Process

- 1.13.2 The Partner shall liaise with the communications and marketing service in relation to all contacts with the media.
- 1.13.3 The Partner shall liaise with the communication services:
 - 1.13.3.1 when responding to press enquiries in relation to the Services;

1.13.3.2 development of press releases in relation to the Services; and

1.13.3.3 in relation to any long term and or one off marketing, advertising or communication campaigns in relation to the Services.

1.13.4 The Partner shall liaise with the graphics team within the communication and marketing service to ensure the design work for the activities described in 1.14.3 is in accordance with the Council style and linked to the Greater Grimsby Lincolnshire Brand.

Contact

1.13.5 The Partner shall liaise with the key contact for the Communications and marketing Services as follows:

1.13.5.1 [REDACTED] Communications and Marketing Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.14 Printing Services

Scope

1.14.1 The Council's printing services is:-

1.14.1.1 A one stop shop approach to printing, copying, scanning, desktop publishing and design needs including:-

1.14.1.2 Traditional printing in spot colours or full colour;

1.14.1.3 Digital colour and mono printing;

1.14.1.4 Photocopying for all sizes from A4 to A1;

1.14.1.5 Desktop publishing and design;

1.14.1.6 Print finishing such as binding, numbering, laminating and creasing;

1.14.1.7 Promotional items such as pop up banners, posters; and

1.14.1.8 ID Cards.

Process

1.14.2 The Partner shall liaise direct with the print services for request for services and receive quotes for each request on a job by job basis.

1.14.3 The partner shall receive a recharge for the services in accordance with the goods and services ordered and received through an invoice from the Council which will be issued on completion and receipt by the Partner of goods and services.

Contact

1.14.4 The Partner shall liaise with the key contact for the printing services as follows:

1.14.4.1 [REDACTED]

Telephone: [REDACTED]

Email: [REDACTED]

1.15 Human Resources Services

Scope

1.15.1 The Council's human resources services includes:

1.15.1.1 HR advice in relation to recruitment and transactional services and consultancy support and advice in areas such as employee relations issues, minor or major restructuring, employment terms and conditions, HR policy and procedures and recruitment.

1.15.1.2 Trade Union advice and support

1.15.1.3 Learning and Development

1.15.1.4 Occupational Health and Safety

Process

1.15.2 The Partner shall liaise with the Human Resources Service:

1.15.2.1 in relation to and in accordance with **clause 22** (TUPE and Staffing), **clause 23** (Pensions), **clause 18** (People, Resource and Business Capacity), **clause 29**

(Personnel), **clause 71** (Health and Safety) and **Schedule 12** (Policies) of this agreement.

Contact

1.15.3 The Partner shall liaise with the key contact for the human resource services as follows:

1.15.3.1 HR advice

(a) [REDACTED], Head of Human Resources

Telephone: [REDACTED]

Email: [REDACTED]

1.15.3.2 Learning and Development

(a) [REDACTED] Learning and Development Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.15.3.3 Health and Safety

(a) [REDACTED] Occupational Health and Safety Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.15.3.4 For these and other services

(a) [REDACTED], Deputy Director HR and Organisational Development

Telephone: [REDACTED]

Email: [REDACTED]

1.16 Customer Services

Scope

1.16.1 The Council's customer services includes:-

1.16.1.1 the information giving, responses to Service enquiries, receipt of payments, Service requests, application

forms and the handling of complaints, compliments and suggestions in relation to Services through the following access channels:

- (a) Telephone (Council's Corporate Contact Centre);
- (b) Face to Face (Customer Access Points in Grimsby, Cleethorpes and Immingham, receptions at Grimsby and Cleethorpes, and cashiers at Grimsby and Cleethorpes); and
- (c) Email (customerrequests@nelincs.gov.uk)

Process

1.16.2 The Services will be accessed by way of the Council customer services.

1.16.3 The Partner will liaise with the Council's customer services;

1.16.3.1 in relation to the keeping information on the Services up to date through the A – Z of Services to enable the Customer Services to respond to enquiries or transfer calls including:

- (a) contact details;
- (b) service availability; and
- (c) service description and standards.

1.16.3.2 in relation to the delivery of specific services including:

- (a) Demand Responsive Transport;
- (b) Planning; and
- (c) Highways (street lighting and pot holes).

1.16.3.3 in giving reasonable notice of any campaigns they may undertake in relation to the Services and more particularly those in paragraph 1.18.2.2 to ensure the Customer Services are prepared for additional volume of Service enquiries and requests.

1.16.3.4 The Partner shall respond to service enquiries and requests, monitor and record the performance of the

response or delivery by the Partner in the pursuance of enquiries and requests.

Contact

1.16.4 The Partner shall liaise with the key contact for the Customer Services as follows:

1.16.4.1 [REDACTED] Head of Customer Services

Telephone: [REDACTED]

Email: [REDACTED]

1.17 Web Services

Scope

1.17.1 The Council's web services includes:-

1.17.1.1 the customer facing internet – www.nelincs.gov.uk

1.17.1.2 the secure area of the website to be used as the internal facing intranet

1.17.1.3 any number of extranet sites (secure areas set up to allow cross partnership sharing of information and as communication tools).

1.17.1.4 any number of subsites (sites managed within the Council's main website which have an individual look and feel and are specifically targeted at a particular audience, topic or campaign)

1.17.1.5 web based functionality including e-payments, e-bookings, and e-forms

1.17.1.6 the advice, guidance, support and governance in relation to the web.

Process

1.17.2 The Services will be accessed by way of the Council's website – www.nelincs.gov.uk

1.17.3 The Partner shall liaise with the web services in relation to

- 1.17.3.1 development of the customer facing internet for the Services;
- 1.17.3.2 development of subsites for the a particular audience, topic or campaign; and
- 1.17.3.3 performance information on particular pages and or transactions.

Contact

1.17.4 The Partner shall liaise with the key contact for the web Services as follows:

1.17.4.1 [REDACTED], Web Manager

Telephone: [REDACTED]

Email: [REDACTED]

or [REDACTED]

1.18 Policy and Partnerships Services

Scope

1.18.1 The Council's Policy and Partnerships Services includes:-

- 1.18.1.1 development of evidence based policy making, both for the Council and the Local Strategic Partnership;
- 1.18.1.2 co-ordinating community consultation and engagement activity;
- 1.18.1.3 research and information on statistical data on the Area, at Borough, ward and neighbourhood level through a single data base North East Lincolnshire Informed (NELI);
- 1.18.1.4 support to the LSP and leading on the review and update of the Sustainable Community Strategy and a lead role in the development of the Local Area Agreement;
- 1.18.1.5 supporting the delivery against statutory requirements on equality and diversity, data information and knowledge management, community leadership and the new approach to joint investment / commissioning

of shared priorities through the emerging Total Place agenda.

Process

- 1.18.2 The Partner shall liaise with the Council's policy and partnership services:-
 - 1.18.2.1 in relation to any research, policy and strategy development in accordance with the Council's Policy Development Framework;
 - 1.18.2.2 to inform and liaise on any community consultation and engagement activity in accordance with the Council's Community Framework and toolkit;
 - 1.18.2.3 to provide information on to equality and diversity policy and to undertake impact assessments;
 - 1.18.2.4 when working with the LSP or sub groups, attending meetings of the LSP or sub groups and when providing reports to the LSP or sub groups;
 - 1.18.2.5 to inform of any research to be undertaken and reporting of research and information to enable NELI to be kept up to date; and
 - 1.18.2.6 to ensure the management of records and information is in accordance with the Council's Data, Information and Knowledge Management Strategy, Policy and Guidance.

Contact

- 1.18.3 The Partner shall liaise with the key contact for the policy and partnership Services as follows:
 - 1.18.3.1 Policy
 - (a) [REDACTED] Policy and Partnerships Manager
 - Telephone: [REDACTED]
 - Email: [REDACTED]
 - 1.18.3.2 Equalities and Diversity
 - (a) [REDACTED], Principal Equalities Officer

Telephone: [REDACTED]

Email: [REDACTED]

1.18.3.3 Partnerships

(a) [REDACTED], Local Strategic Partnership Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.18.3.4 Research and Information

(a) [REDACTED], Corporate Records and Information Manager

Telephone: [REDACTED],

Email: [REDACTED]

1.19 **Performance Improvement and Scrutiny**

Scope

1.19.1 The Council's performance improvement and scrutiny service includes:-

1.19.1.1 providing advice, training and support in relation to improvement tools including Lean thinking;

1.19.1.2 council business and financial planning processes;

1.19.1.3 providing support to report progress on the Community Strategy, Council Plan, key performance indicators and Local Area Agreement using the 'Performance Plus' system;

1.19.1.4 management of the Council's feedback system on complaints, compliments and suggestions; and

1.19.1.5 scrutiny service.

Process

1.19.2 The Partner shall liaise with the Performance Improvement and Scrutiny Service:-

1.19.2.1 in accordance with **clause 24** (Partners Plans and Performance Review) of this agreement;

- 1.19.2.2 in accordance with **clause 43** (Complaints, comments and other feedback) of this agreement;
- 1.19.2.3 in the collection and reporting of national and local performance indicators including:
 - (a) inputting information direct onto PerformancePlus;
 - (b) ensuring compliance with the Council's Data Quality Strategy; and
 - (c) where applicable providing the information direct to central government department or agency.
- 1.19.2.4 in relation to the preparation of reports in accordance with the Council's Report Writing Guidance, chairman's briefing meetings and attendance at relevant Scrutiny meetings;
- 1.19.2.5 to ensure Partner recommendations and actions from Scrutiny meetings are followed up and updates provided for future Scrutiny meetings;
- 1.19.2.6 in relation to petitions received by the Scrutiny Panel for the Partner to undertake the relevant preparation work, provide if time allows a written report or to approach the Chair for permission to provide a verbal report at the meeting and to follow up after the meeting with Elected Members and the lead petitioner;
- 1.19.2.7 in relation to select committees, reviews and working groups where the Partner may be required to attend a meeting as required;
- 1.19.2.8 in relation to briefing notes requested outside the formal Scrutiny meetings.

Contact

1.19.3 The Partner shall liaise with the key contact for the performance improvement and scrutiny Services as follows:

1.19.3.1 Performance and Improvement

(a) [REDACTED], Performance Improvement Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.19.3.2 Scrutiny

(a) [REDACTED], Scrutiny Officer

Telephone: [REDACTED]

Email: [REDACTED]

(b) [REDACTED], Scrutiny Officer

Telephone: [REDACTED]

Email: [REDACTED]

1.20 **Freedom of Information (FOI), Data Protection (DP) and Environmental Information Request (EIR) Service**

Scope

1.20.1 The Council's FOI, DP and EIR Service includes;

1.20.1.1 Advice and guidance on dealing with FOI, DP and EIR requests;

1.20.1.2 Recording, monitoring and reporting the Services performance in relation to FOI, DP and EIR;

1.20.1.3 Management of the internal review and complaints from the Information Commissioner process; and

1.20.1.4 Maintaining the Council's publication scheme.

Process

1.20.2 The Partner shall liaise with the Council's FOI, DP and EIR Service in accordance with **clause 57** (Records and Data) of this Agreement and the Council's Policies.

1.20.3 The Partner shall inform the FOI, DP and EIR service of any updates and or changes required to the publication scheme in relation to the Services.

Contact

1.20.4 The Partner shall liaise with the key contact for the FOI, DP and EIR Service as follows:

1.20.4.1 [REDACTED] Corporate Records and Information Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.21 **Community Services (miscellaneous)**

Scope

1.21.1 The Council's community services includes:-

1.21.1.1 Neighbourhood Services / Operations;

1.21.1.2 Environmental Improvement;

1.21.1.3 Public Protection; and

1.21.1.4 Environmental Control.

Process

1.21.2 The Partner shall liaise with Community Services (miscellaneous) in relation to;

1.21.2.1 Neighbourhood services to ensure that capital projects, particularly public realm projects, are developed to balance the maintenance requirements of any funders, the expectations of the community, and the burden of the Council's revenue maintenance budget;

1.21.2.2 the Safer Communities team in relation to the impact of regeneration projects on community safety in the Area;

1.21.2.3 the Community Safety team regarding community safety initiatives, reducing anti social behaviour and road safety initiatives which impact on local community safety;

1.21.2.4 work with the emergency planning team to develop protocols to deal with major incidents and emergencies;

1.21.2.5 work with neighbourhood operations to co-ordinate work on the network, to optimise the use of resources and value for money for work undertaken in the following areas:

- (a) gully emptying as set out in paragraph 1.24;
- (b) winter maintenance;
- (c) maintenance of trees, verges and weed spraying;
- (d) cleaning of car parks;
- (e) road cleansing and or clearance in relation to road traffic accidents;
- (f) clearing of highway litter and cleaning of channels;

and as set out in paragraph 1.21.4;

- 1.21.2.6 with the Council's Ecology Officer in relation to Appropriate Assessments;
 - 1.21.2.7 work with environmental improvement in relation to regulatory pollution advice including for economic development inward investment enquiries;
 - 1.21.2.8 work with public protection for advice and assistance including for economic development inward investment enquiries on areas such as port health clearances;
 - 1.21.2.9 both parties acknowledge that prior to Service Commencement Date both parties will agree the interface between the Services and the Council in relation to high hedges, roundabouts and fleet and garage services.
- 1.21.3 The Partner shall receive a recharge for highway grounds maintenance in accordance with the goods and services received through an invoice from the Council on a periodic basis.
- 1.21.4 The Partner will jointly with Neighbourhood Services develop an annual service plan for:
- 1.21.4.1 trees, verges and weed spraying;
 - 1.21.4.2 cleaning of car parks;
 - 1.21.4.3 road cleansing and/or clearance in relation to road traffic accidents; and
 - 1.21.4.4 clearing of highway litter and cleaning of channels.

1.21.5 The plan shall be sufficiently detailed to satisfy the Partner's obligations in respect of road safety and maintenance of the highway asset which shall be deliverable from within the available budget shown in the Non Staff Costs tab of the Financial Model. Neighbourhood Services shall deliver the annual service plan as detailed in paragraph 1.21.4 from within the available budget shown in the Managed Services Budget within the Financial Model. The plan shall be sufficiently detailed to fully inform the Partner of the intentions for providing the service on a monthly basis for the following year. The annual plan will take into account works on traffic sensitive streets for NRWSA coordination purposes.

Contact

1.21.6 The Partner shall liaise with the key contact for the Community Service as follows:

1.21.6.1 Neighbourhood Services

(a) [REDACTED], Head of Neighbourhood Operations

Telephone: [REDACTED]

Email: [REDACTED]

1.21.6.2 Public protection and trading standards

(a) [REDACTED] Head of Public Protection

Telephone: [REDACTED]

Email: [REDACTED]

1.21.6.3 Environmental Improvement

(a) [REDACTED] Acting Head of Neighbourhood Improvement

Telephone: [REDACTED]

Email: [REDACTED]

1.22 Community Services (Gully Cleansing)

Scope

1.22.1 Neighbourhood Services cleanse approximately 28,500 gullies annually of which approximately 4000 gullies are cleansed bi

annually. Neighbourhood Services cleanse approximately 179 catchpits annually. These catchpits prevent solid matter entering the drainage system and are related to road and footpath gullies in area of the former Grimsby Borough Council. Catchpit cleansing in the area of the former Cleethorpes Borough Council is the responsibility of the Highways Service

- 1.22.2 Neighbourhood Services provide under normal environmental conditions a 362 day / 7 day / gully cleaning service between 6am and 6pm.
- 1.22.3 The Council provides a 365 day / 24 hour call out system via the Councils contact centre and out of hours contact arrangements to respond to urgent blocked gullies causing a potential hazard.
- 1.22.4 Neighbourhood Services shall not be liable for any impact on service delivery caused by blocked, damaged and faulty drainage or infrastructure which is the responsibility of the Partner or Third Party (including Anglian Water).

Process

- 1.22.5 The Partner will liaise with Neighbourhood Services to develop an annual gully cleansing service plan. The plan shall be sufficiently detailed to satisfy the Partner's obligations in respect of road safety and maintenance of the highway asset which shall be deliverable from within the available budget shown in line 1964 and 2021 of the Non Staff Costs tab of the Financial Model. Neighbourhood Services shall deliver the annual gully cleansing service plan from within the available budget shown in the Managed Services Budget within the Financial Model. The plan shall be sufficiently detailed to fully inform the Partner of the intentions for providing the service on a monthly basis for the following year. The annual plan will take into account works on traffic sensitive streets for NRWSA coordination purposes.
- 1.22.6 The information provided in each edition of the plan should include:
 - 1.22.6.1 the period of service which the plan is targeted to describe;
 - 1.22.6.2 A current copy of the programme of planned cleaning operations;

- 1.22.6.3 Flexibility to deal with other occasional competing priorities.
- 1.22.7 Neighbourhood Services will provide the partner with a regular report (at a frequency to be agreed by both parties) that reports progress against the plan, other non scheduled reactive call outs and gully condition. Similarly the Partner shall provide Neighbourhood Services with a regular report (at a frequency to be agreed by both parties) that reports progress against the rectification of reported blocked, damaged and faulty drainage or infrastructure which is the responsibility of the Partner or Third Party (including Anglian Water).
- 1.22.8 Progress meetings (at a frequency to be agreed by both parties) to discuss and resolve any operational issues or problems arising out of the delivery of the plan.
- 1.22.9 All operations shall be undertaken in accordance with all recognised Codes of Practice and shall take particular account of the recommendations contained in the following:
 - 1.22.9.1 "Safety at Street Works and Road Works" (2001): A Code of Practice issued by the Secretary of State for Transport, Local Government and the Regions, the Scottish Executive and the National Assembly for Wales.
 - 1.22.9.2 "Guidance for Safer Temporary Traffic Management" issued jointly by the County Surveyors' Society, Highways Agency and the Health and Safety Executive.
 - 1.22.9.3 Recommendations in the current edition of Chapter 8 of the Traffic Signs Manual, published by The Stationery Office.

Gully/Catchpit Cleaning and Maintenance

- 1.22.10 Gully/Catchpit cleaning and maintenance is required to ensure the efficient working of the gully system. Catchpit cleaning is required to effect the removal of all detritus deposited in the catchpit chamber; so as to provide capacity for further deposition and reduce the likelihood of waterborne debris being carried into highway drains, soakaways or public sewers and shall include:
 - 1.22.10.1 Locating gullies & catchpit on site;

- 1.22.10.2 Loosening and removing any material that is preventing the lifting of the grating;
- 1.22.10.3 Removing any material to allow access to the gully/catchpit;
- 1.22.10.4 Removing any material lodged in the grating;
- 1.22.10.5 Removing standing water, detritus and other matter contained in the gully; removing all water from the catch pit to an authorised discharge point that is acceptable to the Service Manager;
- 1.22.10.6 Manually removing any material remaining after mechanical cleaning;
- 1.22.10.7 Flushing and resealing gully/catchpit with clean water and checking that the outlet is not obstructed;
- 1.22.10.8 Lubricating all hinges;
- 1.22.10.9 Cleaning all accumulated debris from the frame seating and ensuring that the frame is evenly seated and flush with the top of the frame.

Notices

- 1.22.11 If during the cleaning process the connection to any part of the drainage system is found to be blocked, Neighbourhood Services shall endeavour to clear the blockage with jetting equipment or other suitable equipment. Time spent on this activity shall not exceed ten minutes at any one location. If after ten minutes the blockage has not been cleared Neighbourhood Services shall resume the fully cleaning works and report the remaining blockage to the Partner within 5 Business Days.
- 1.22.12 Neighbourhood Services shall also report any damaged/missing drainage ironwork, rodding eye plugs. Should any of these items be found in such a condition that the safety of the public is at risk, Neighbourhood Services shall report the remaining blockage to the Partner within 5 Business Days.
- 1.22.13 Neighbourhood Services shall revisit gullies that are obstructed by parked vehicles up to three times. If after three visits it has not been possible to attend the gully then Neighbourhood services will provide a report to the Partner within 5 Business Days.

1.22.14 The Partner will inform Neighbourhood Services of any non scheduled reactive call outs or amendments to the plan required to meet the partners obligations within this agreement within 5 business days.

1.22.15 The Partner shall receive a recharge for gully cleansing service in accordance with the goods and services received through an invoice from the Council on a periodic basis.

Contact

1.22.16 The Partner shall liaise with the key contacts for Neighbourhood Services as follows:

(a) [REDACTED] Head of Neighbourhood Operations

Telephone: [REDACTED]

Email: [REDACTED]

(b) [REDACTED] Acting Deputy Director Neighbourhood Services

Telephone: [REDACTED]

Email: [REDACTED]

1.23 Cleaning Services

Scope

1.23.1 The service to clean the Partner's accommodation provided by the Council through **Schedule 1** (Accommodation), the licences to occupy and sub leases provided in accordance with the Managed Contract (cleaning).

Process

1.23.2 The Partner shall liaise with Council in relation to cleaning services through the building user groups.

1.23.3 The Partner shall receive a recharge for cleaning services in accordance with the goods and services received through an invoice from the Council on a periodic basis.

Contact

1.23.4 The Partner shall liaise with the key contacts for Cleaning Services as follows:

(a) [REDACTED] Principal Facilities Services Manager

Telephone: [REDACTED]

Email: [REDACTED]

1.24 **Lincs Building Consultancy Service**

Scope

1.24.1 The Lincs Building Consultancy Service is a partnership between the Council and East Lindsey District Council and includes:-

1.24.1.1 Administration of building regulations, full plans, building notices & regularisation applications from their offices in Manby, Skegness and Cleethorpes.

1.24.1.2 the policies and procedures for all of its functions which form part of its quality management system, ISO 9001:2000 including:

- (a) Application processing;
- (b) Site inspection;
- (c) Plans assessment;
- (d) Dangerous structures;
- (e) Enforcement;
- (f) Street naming & numbering; and
- (g) Culverting.

Process

1.24.2 The Partner shall liaise with Lincs Building Consultancy Service on matters relating to building regulations work carried out by or behalf of the Renaissance Service (such as adaptations, homes improvement works, construction projects).

1.24.3 The Partner shall liaise with Lincs Building Consultancy Service to provide the appropriate amount of notice for Lincs Building Consultancy to provide the following level of service:

- 1.24.3.1 Processing applications within 2 days;
- 1.24.3.2 Site inspections on the same day as notified if before 10:30;
- 1.24.3.3 Plans check within 9 days;
- 1.24.3.4 Decisions within 5 weeks or 2 months with an extension of time.

Contact

1.24.4 The Partner shall liaise with the key contact for the Lincs Building Control as follows:

1.24.4.1 [REDACTED], Building Consultancy Operations Manager

Telephone: [REDACTED]

Email: [REDACTED]