

Ref: CityFibre / OCU Harleston Infrastructure Upgrades Sept26

Date: 30/09/2026

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For the attention of Redenhall with Harleston Town Council, concerned residents and business owners,

Following reports of employee misconduct and concerns over the quality of footpath reinstatement from works company employees in Harleston, I asked officers at Norfolk County Council to call an urgent meeting between CityFibre / OCU and NCC representatives. This meeting took place on Friday 25th September and I can confirm the following outcomes on specific issues raised, agreed by CityFibre, OCU and Norfolk County Council moving forward:

Welfare facilities / use of vans and cars

Welfare facilities provided must be used appropriately and there should be no further reports of vans or cars being used for this purpose. The incident reported was an isolated matter and was treated with zero tolerance. The individual concerned was removed from OCU with immediate effect when the incident occurred. A dedicated, readily available welfare van is in place covering all gangs, supported by a WhatsApp group through which teams can request access when required. Expectations have been reinforced across the teams.

Noise and shouting

Professional conduct is expected at all times. The gang said to be in breach of this has been addressed directly and the required standard of behaviour has been made absolutely clear.

Signage on footpaths and in front of shops

Teams have been instructed to give greater consideration to the positioning of larger signage, particularly around shop frontages, pedestrian routes and access points. Signage must meet the requirements of the works whilst also minimising unnecessary disruption to businesses and members of the public. This will be monitored going forward.

Swearing in public

There is zero tolerance for inappropriate language or swearing in public. This expectation has been reinforced with teams and supervisors. Regardless of any provocation or difficult circumstances encountered on site, workers are expected to maintain a professional standard of conduct at all times.

Modular works / replacement paving blocks

Where modular works are undertaken, the correct replacement materials should be identified and available to allow reinstatement to be completed correctly and without return visits, where avoidable. The correct materials have now been ordered and will be on site this week, at which point the outstanding reinstatement will be made good.

Overall site management

We recognise that there is considerable frustration within Harleston following the length of time works companies have been operating in the area. As an additional control, a dedicated full-time site supervisor has been placed on-site for the remainder of the Harleston works. They will be responsible for maintaining oversight of behaviour, welfare, site standards, signage and reinstatement until the works are complete. CityFibre and OCU have apologised for the incidents which have occurred, saying that the feedback has been taken seriously, with action taken accordingly. The expectations are now clear across teams, additional supervision is in place, and it will be ensured that standards are maintained for the remainder of the works.

As the Local Member, and a fellow resident of Harleston, I will always hold works companies to account and never compromise the quality of our town.

Yours sincerely,

Councillor Joseph Kerrison

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