

Directorate:
Public Places

Director:
Keith Nicholson



Directorate: Connected Chelmsford

Director:
**Louise
Goodwin**

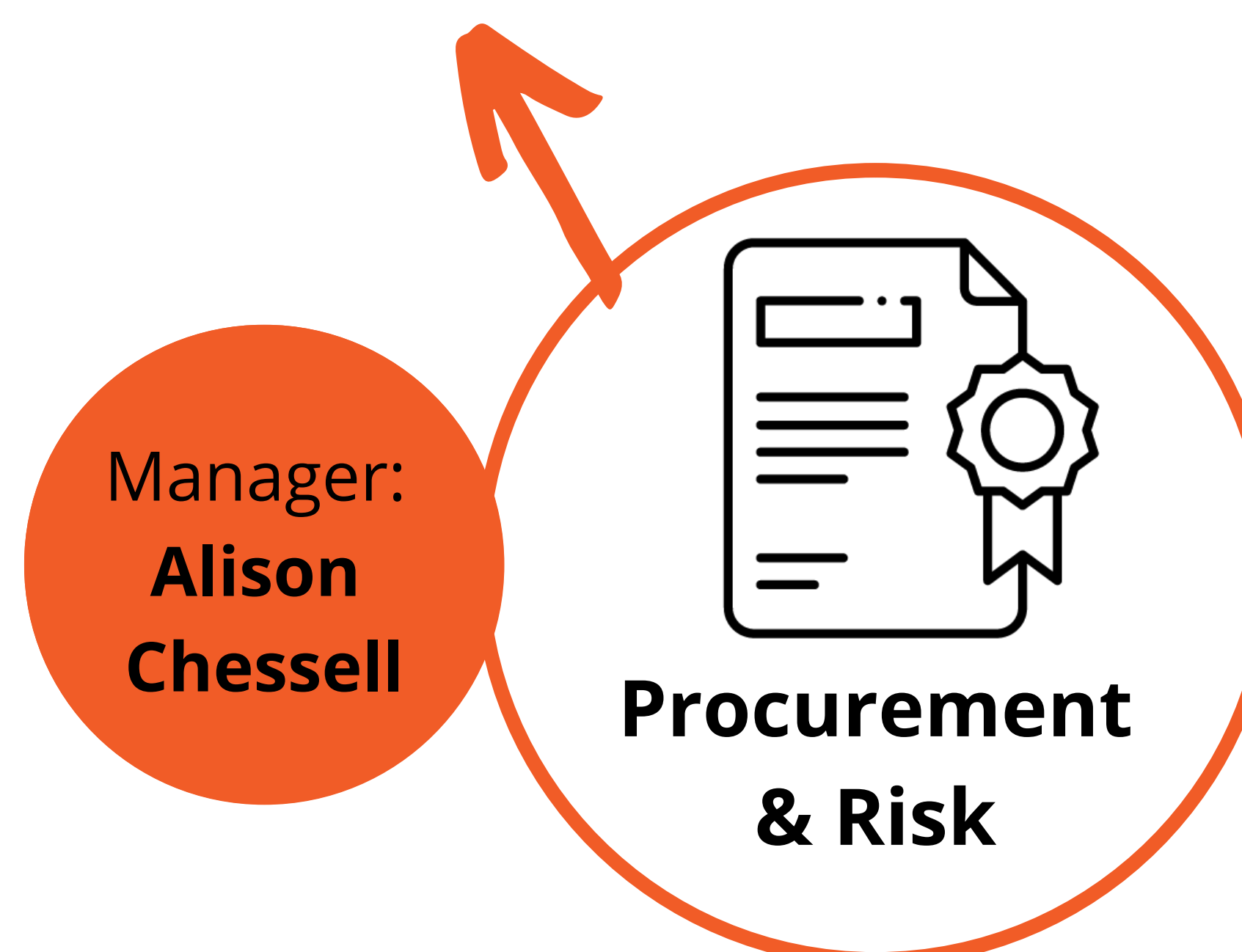


Housing benefit & council tax support: constituents raise issues regarding entitlement and application of legislation

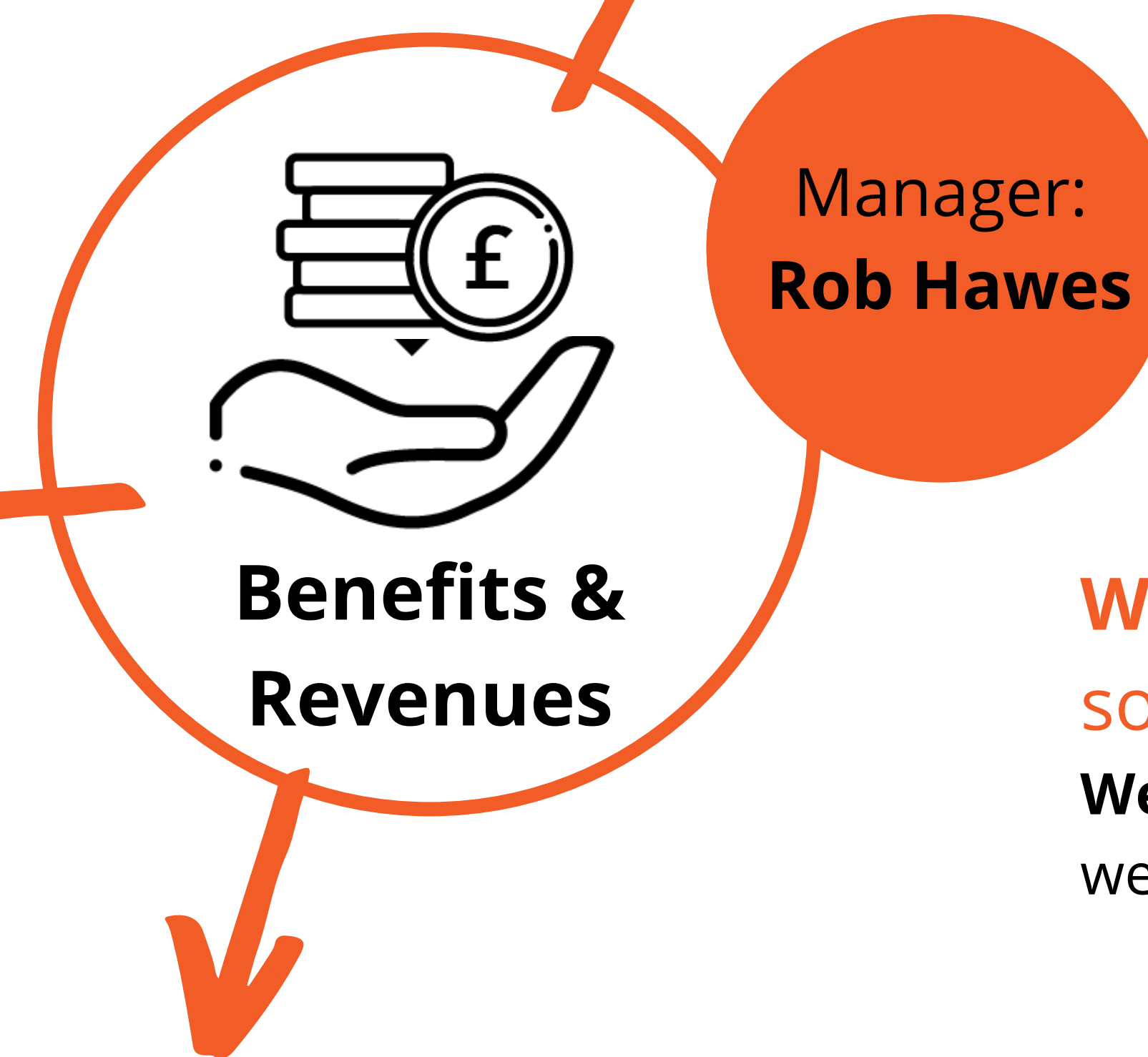
Vikki Webb: Benefits Operations Team Leader
Clarence Philips: Team Leader (Appeals)

Council tax: constituents raise issues with the amounts they have been billed, the dates they are liable from, whether or not a discount or exemption should have been applied
Mandy Cook: Section Leader (Billing)

Insurance services: claims and litigation management
Procurement services: supplier and purchasing information
Alison Chessell: Procurement & Risk Services Manager



Business Rates: queries from business owners regarding the level of business rates
Recovery of Council Tax, Business Rates & Housing Benefit overpayments: constituents raise issues with our approach to recovering debt, the issue of Magistrates' Court summonses, direct deductions from benefits or earnings and disagreements over instalment arrangements
Paul McMorris: Recovery & NNDR Section Leader

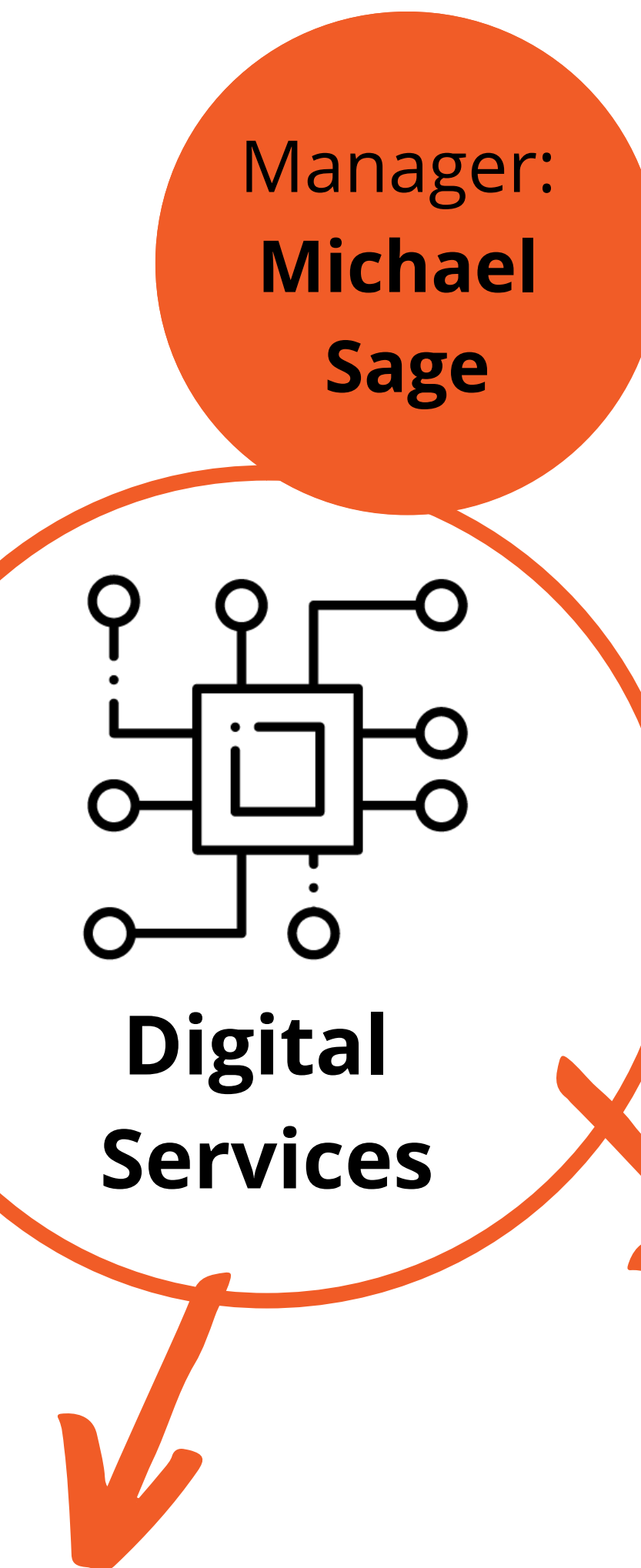


Website (not including social media)
Web Team 01245 606666
web.team@chelmsford.gov.uk



Chelmsford Museum operation
Sarah Davies: Museums Manager

IT support (for members IT including emails)
Service desk 01245 606666
digitalservices@chelmsford.gov.uk



Address naming and numbering
Amin Sule: Data Intelligence & GIS Lead



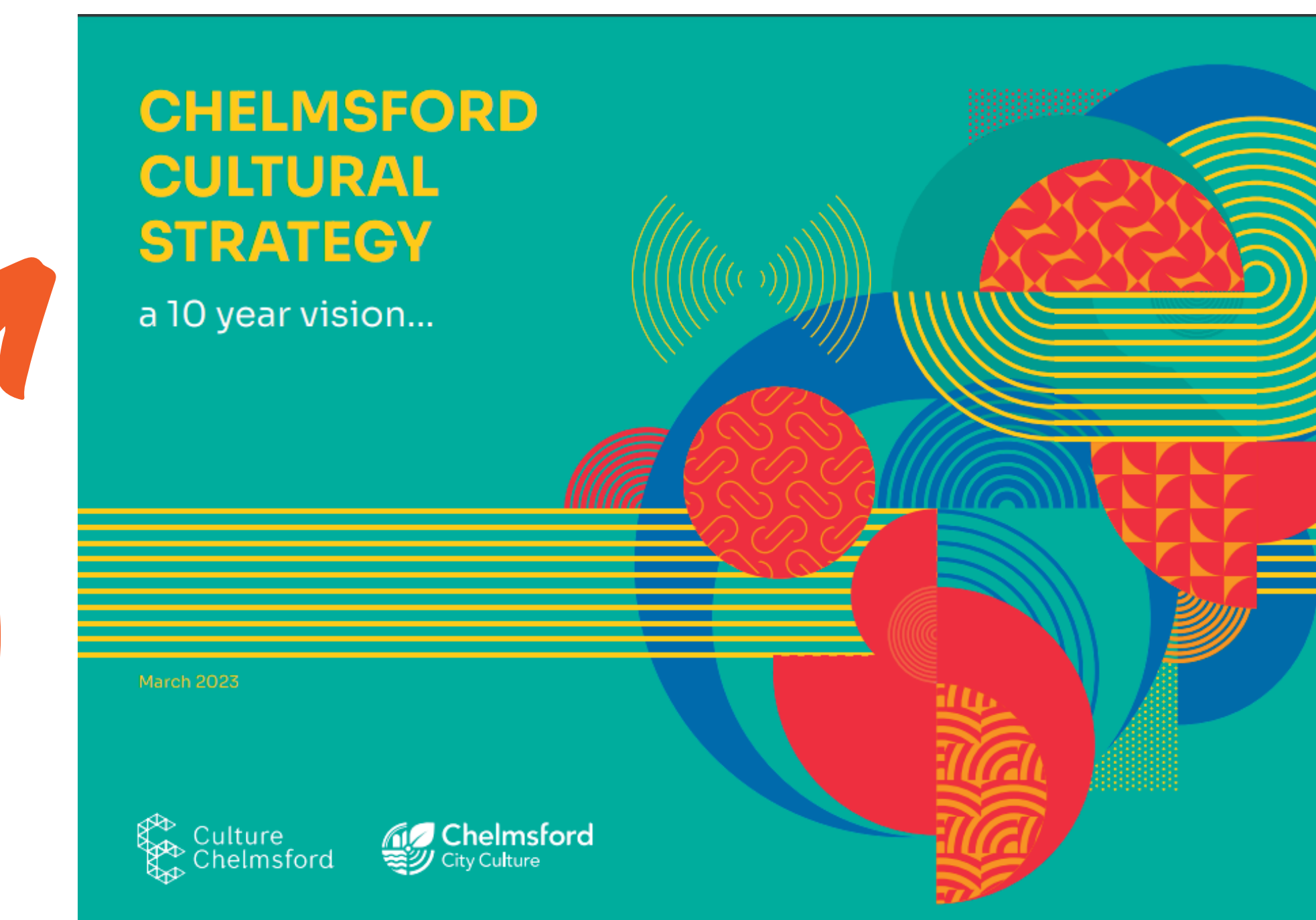
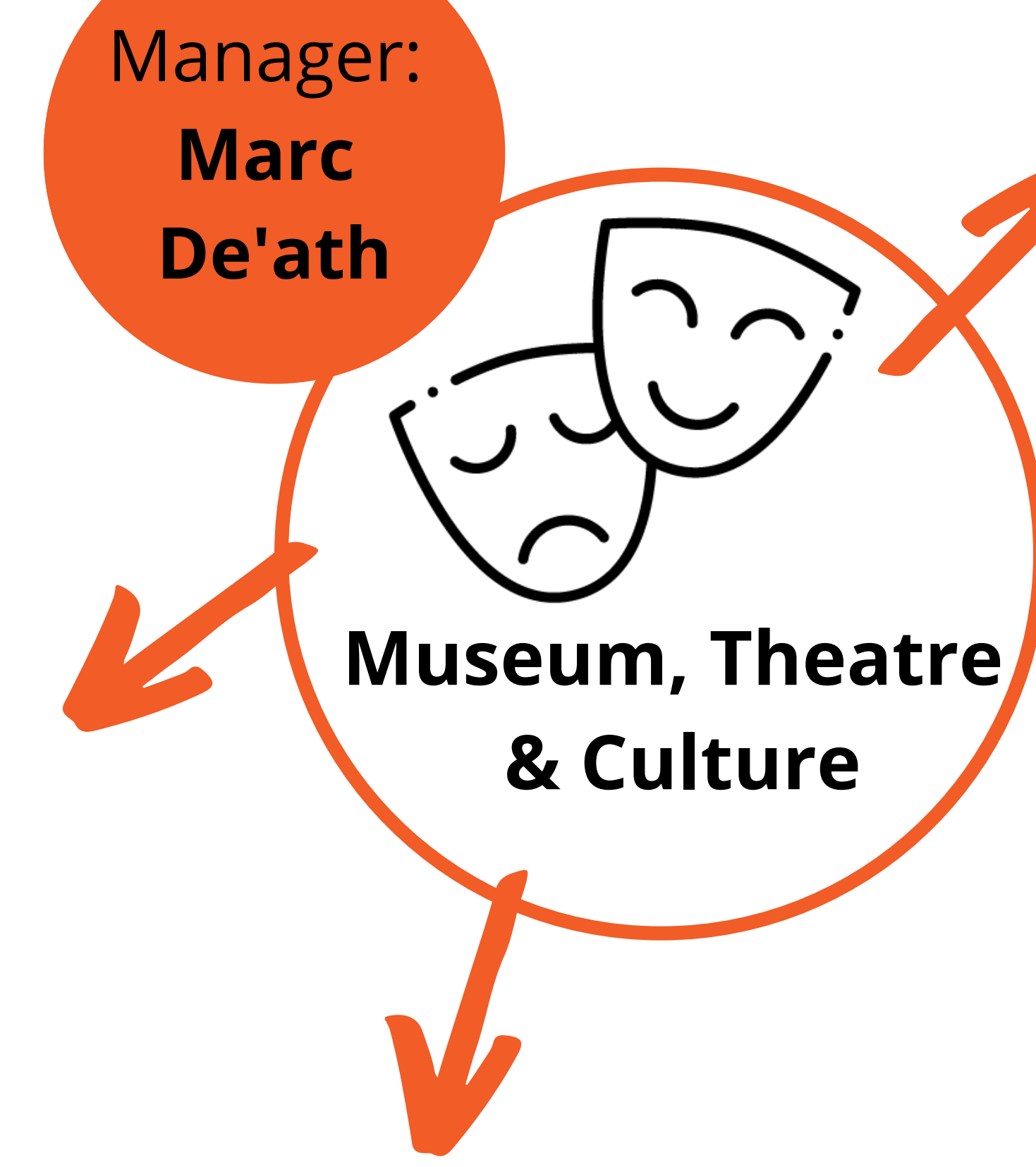
Manager:
Debbie Wootton



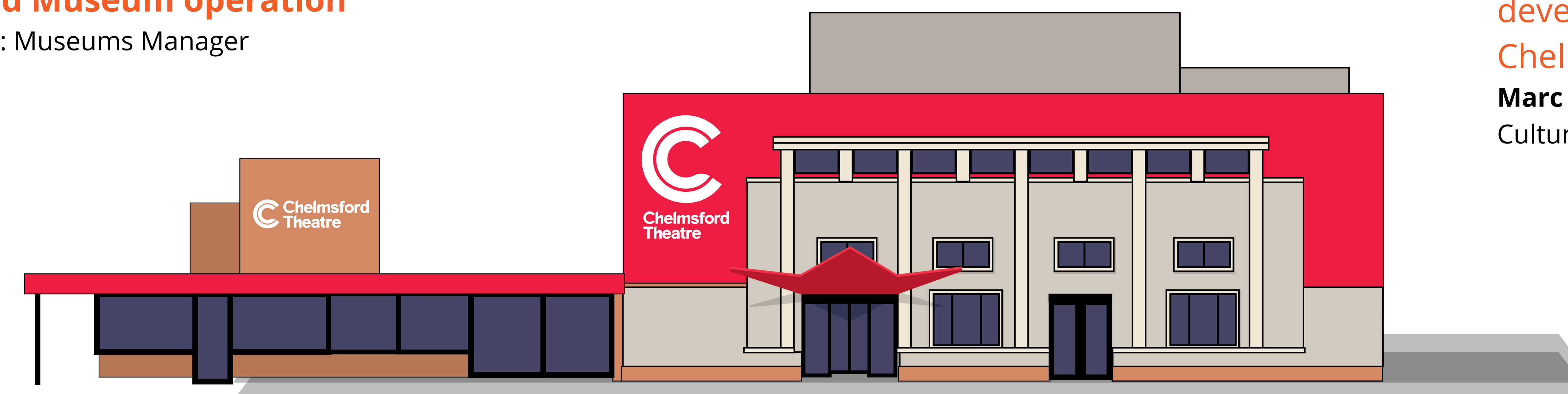
Training & Development: responsible for Member training and development, course organisation & booking
Kerry Knowles: Senior HR Business Partner



Payroll: responsible for processing member allowances. Support Councillor Self Service
Keith Gladden: Payroll & Systems Manager



Cultural Strategy, including establishing Local Cultural Education Partnership & development of Ignite Chelmsford
Marc De'ath: Museums, Theatres & Culture Services Manager



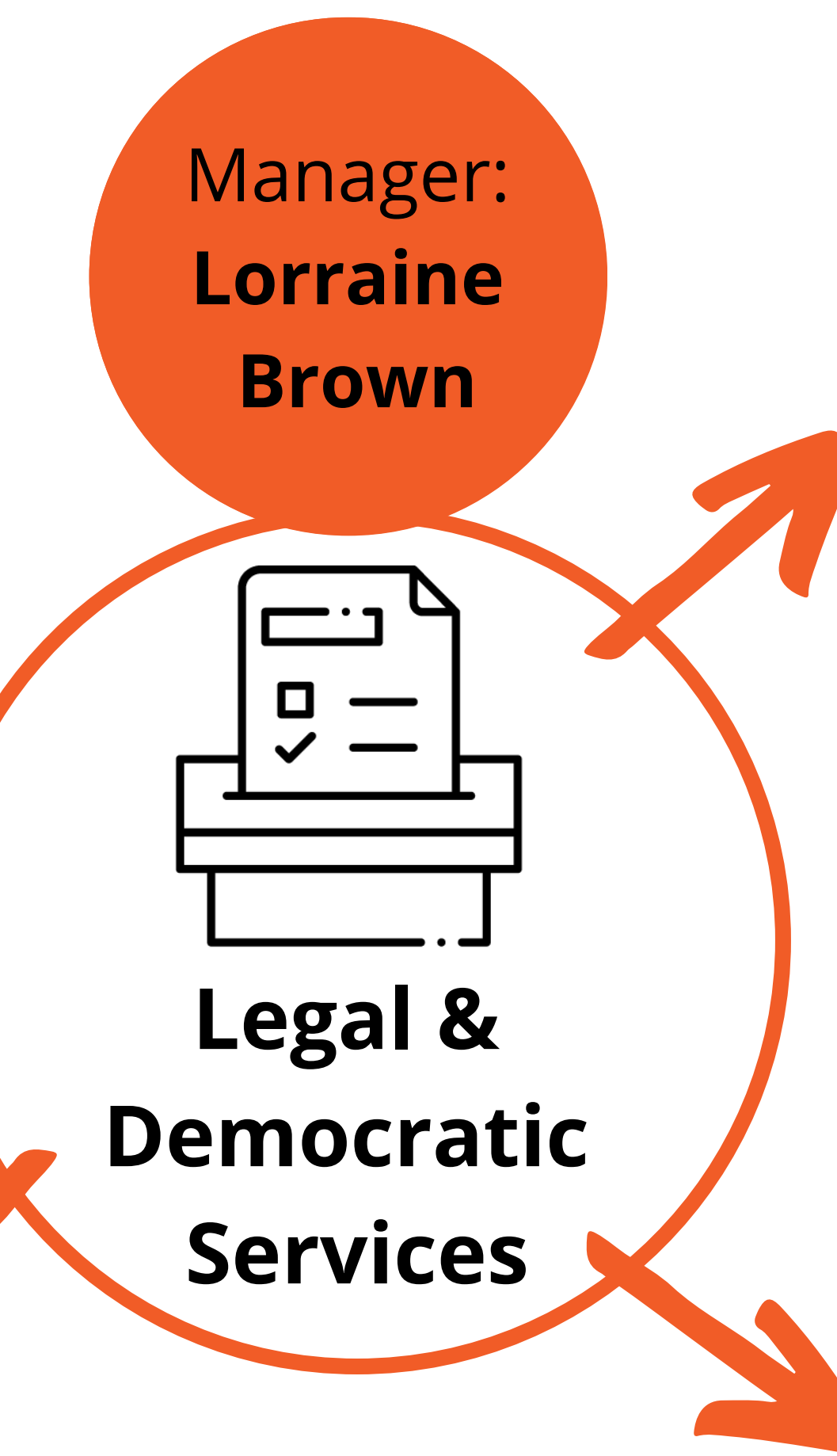
Chelmsford Theatre operation
Lee Henderson: Theatre Director

Monitoring Officer: lawfulness of decision-making, conduct of councillors and officers, and maintaining the constitution
Lorraine Browne: Monitoring Officer

Information Governance: Data protection and Freedom of Information requests
John Breen: Information Governance Manager & DPO



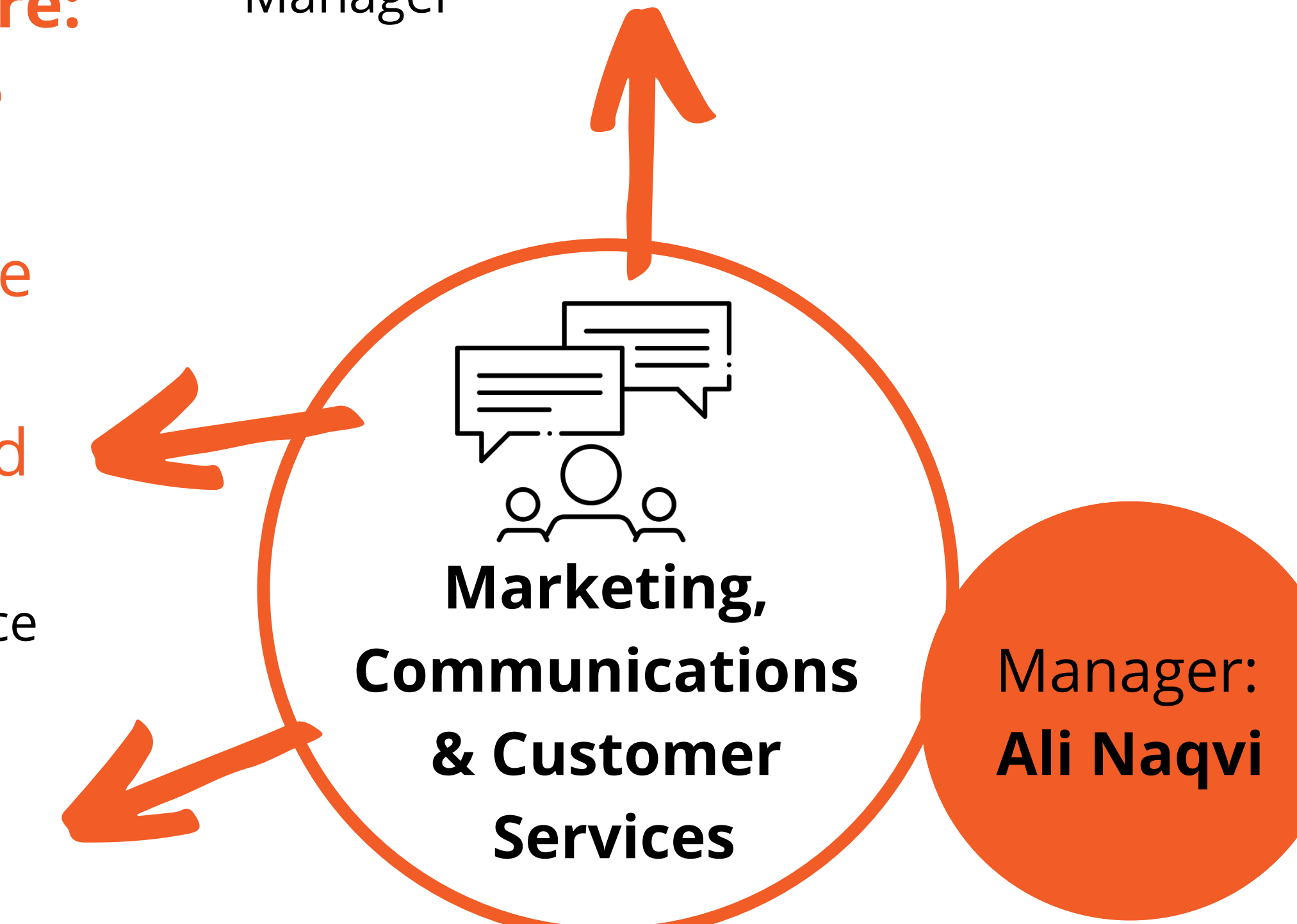
Customer Services Centre: frontline for all telephone calls & visits by general public. Bulk of these relate to Council tax enquiries, benefits & housing related issues
Andi Brewster: Customer Service Centre Manager



Legal services: legal advice to other services, conveyancing, litigation and contracts
William Butcher: Legal Team Manager (and Deputy Monitoring Officer)

Electoral services: election registration & elections
Democratic services & member support: committee administration, members' interests, administrative support, allowance claims & Mayoralty support
Murphie Manning: Democracy & Elections Manager

Comms: responsible for all media relations, including enquiries, responses, interviews & quotes, for Council related activities & initiatives
Julie Weight: Senior Communications Manager



Marketing: promotion of key commercial venues (theatre, museum, leisure centres, Hylands Estate)
Michele Dodson: Senior Marketing Business Partner

City Centre Management: co-ordinate and progress the work of City centre partnerships
Phil Chittock: City Centre & Tourism Manager



Directorate:
**Sustainable
Communities**

Director:
**David
Green**

Building regulations: Concerns raised regarding building work
Dangerous structures: Inspect, report and deal with potentially dangerous buildings and structures (such as leaning garden walls to vehicles embedded into the front of buildings)

Peter Bayley: Building Control Team Manager

Planning applications: Dealing with planning applications, development proposals and planning appeals
Planning advice: Providing planning advice to applicants and developers

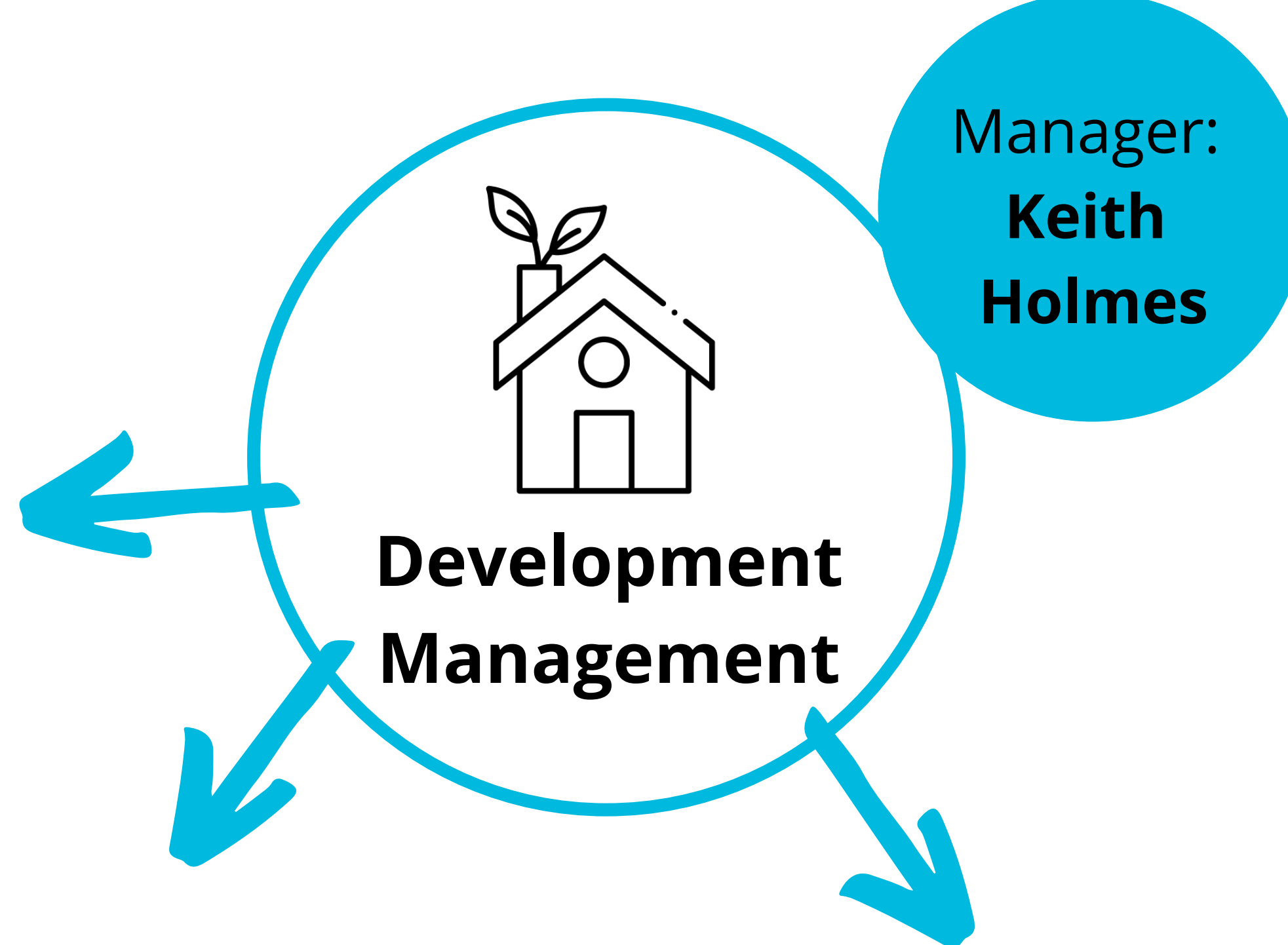
Sarah Hill-Sanders: Development Manager
Robin Hosegood: Development Manager (Strategic)



Chelmsford Local Plan: a key part of the implementation of the Council's Corporate Plan, the Local Plan allocates development sites to ensure the delivery of new homes and jobs and the necessary infrastructure. The new Local Plan covers the period to 2036 with work on a review starting in 2022

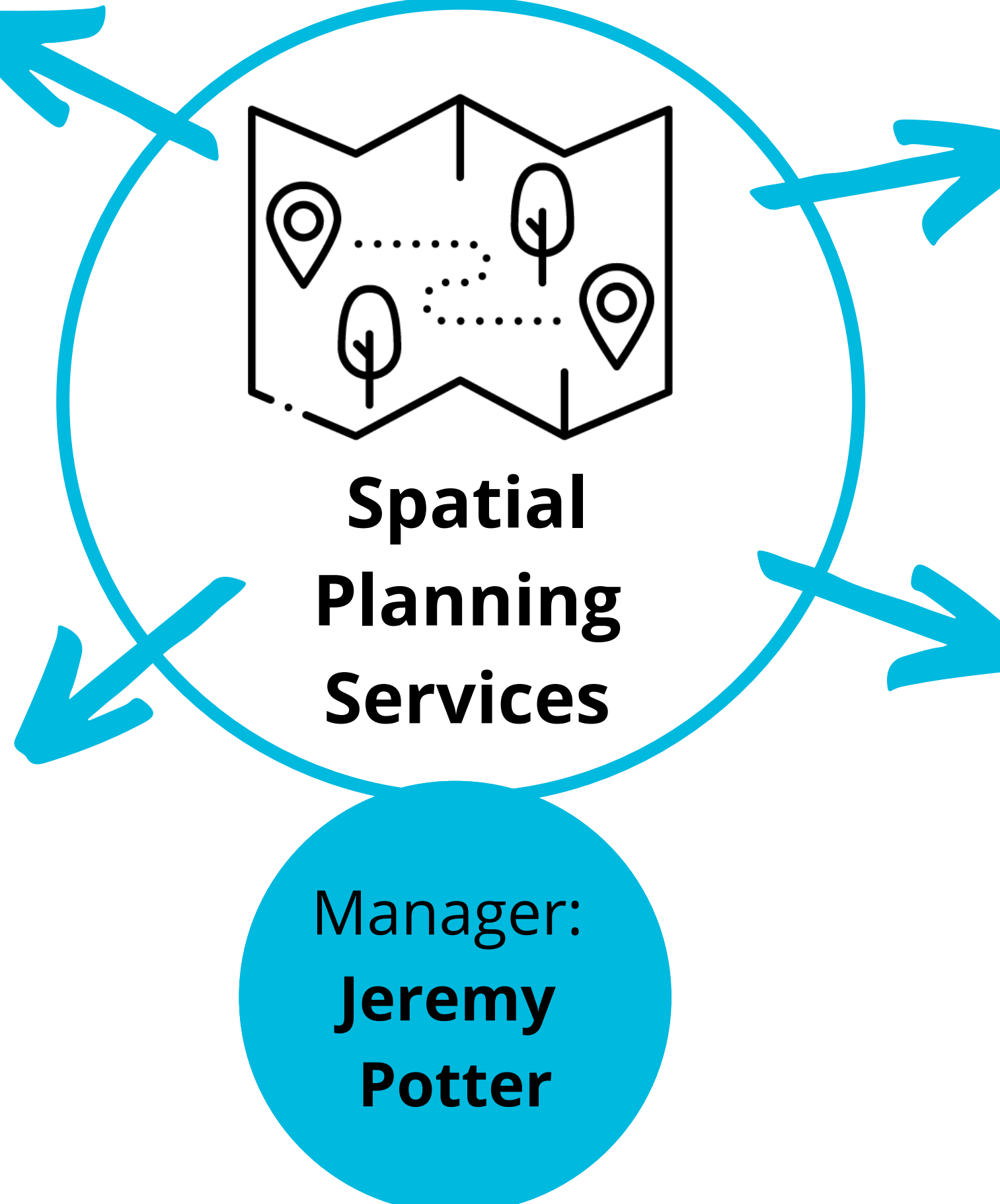
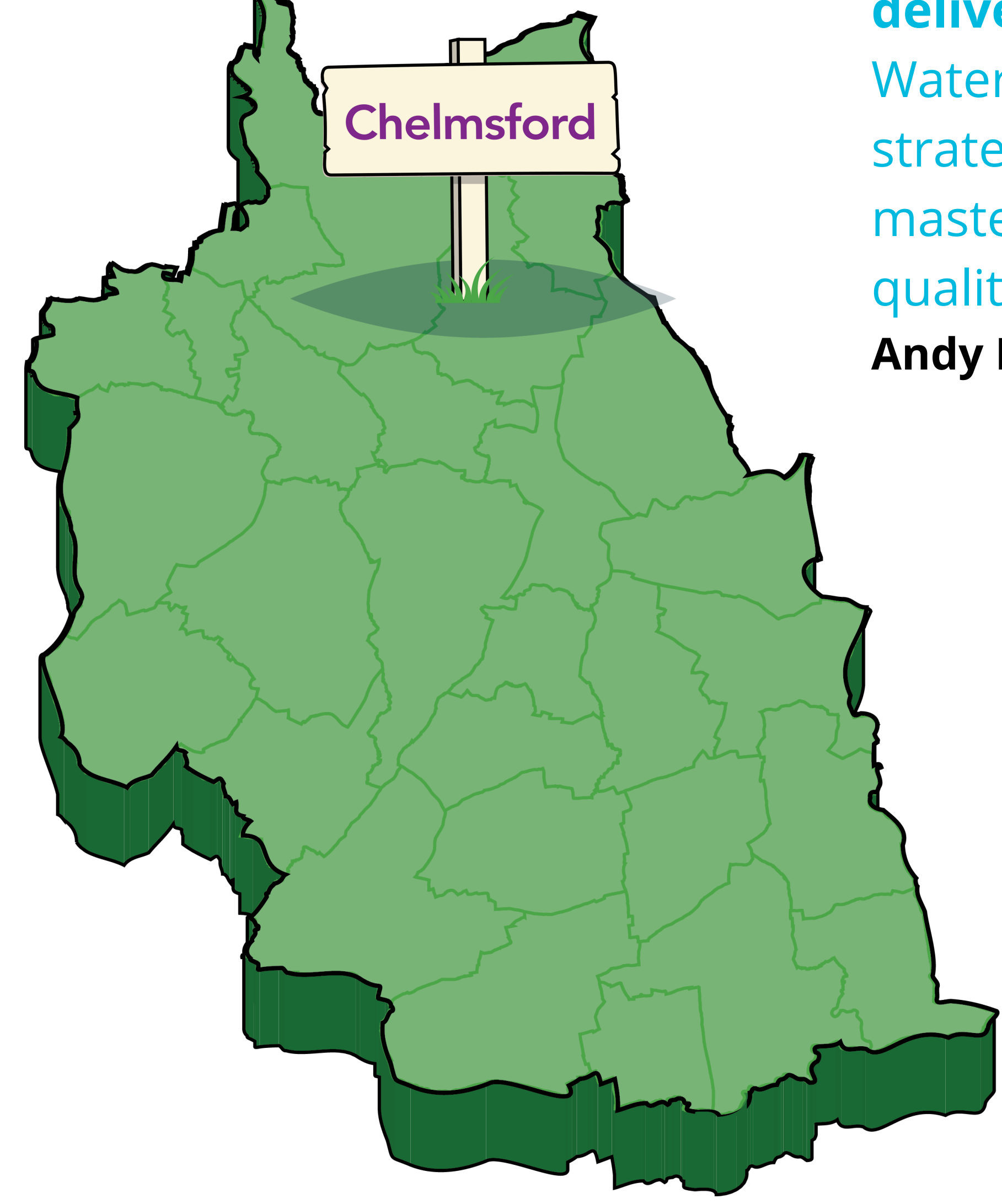
Jeremy Potter: Spatial Planning Services Manager
Claire Stuckey: Principal Planning Officer

Chelmsford Garden Community: the team leads on the master planning and development of the new garden community in north-east Chelmsford
Jeremy Potter: Spatial Planning Services Manager
Karen Short: Principal Planning Officer (Garden Communities)



Planning Enforcement: Dealing with complaints about alleged breaches of planning control
Kirsty Dougal: Planning Environment Manager

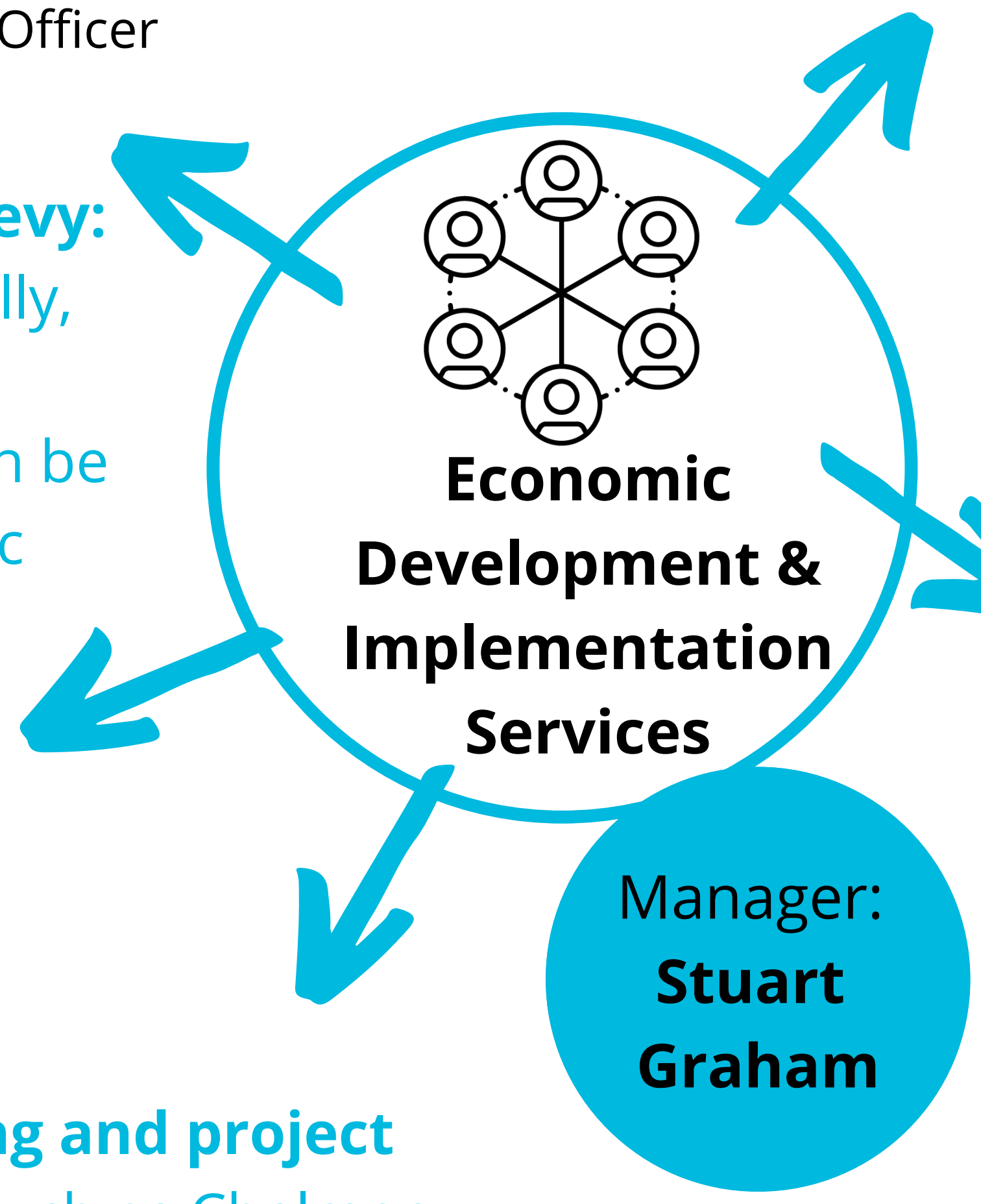
Land Charges: Managing the Land Charges register and responding to searches submitted on behalf of land or property
Roberta Power: Senior Land Charges Officer



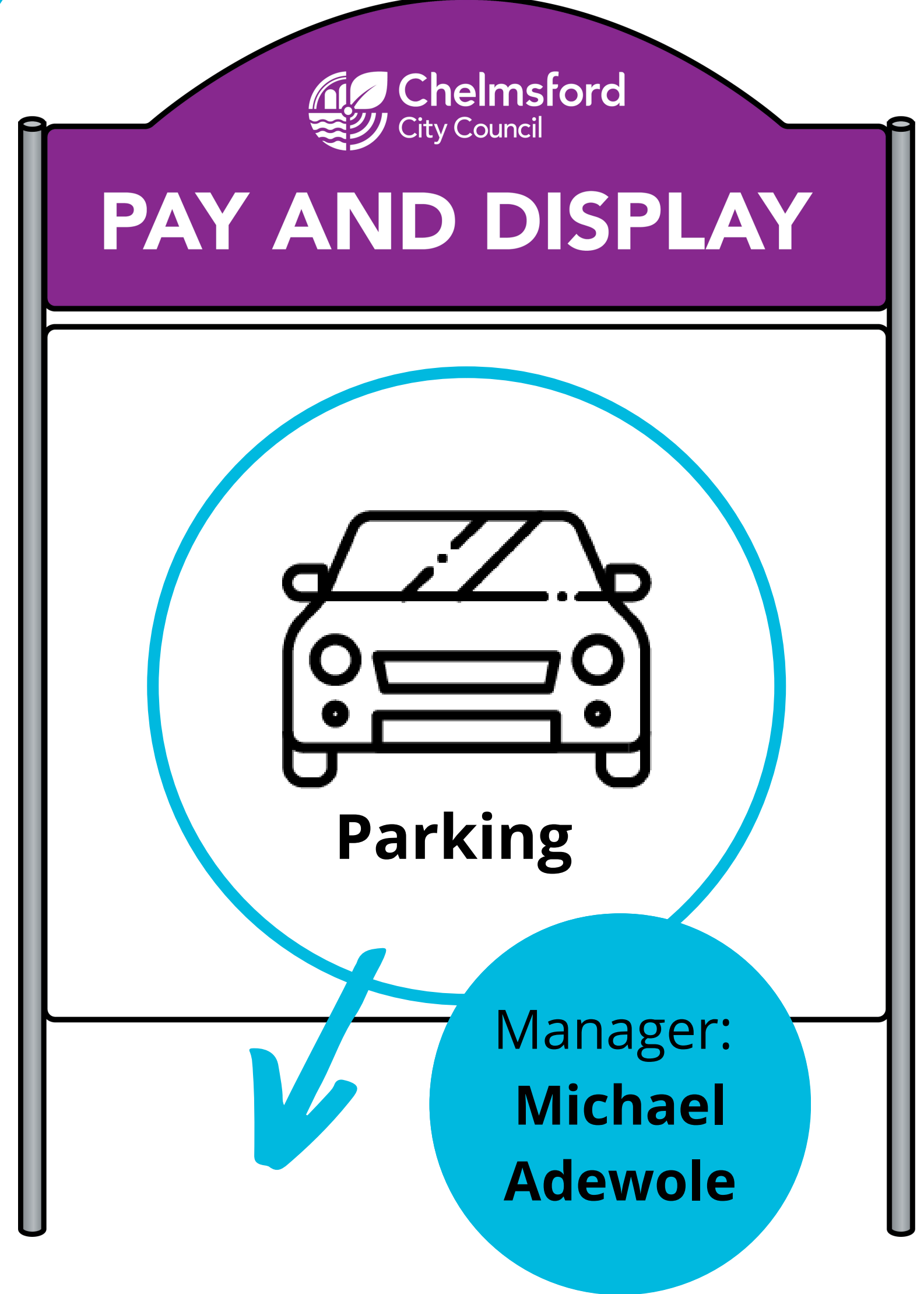
Listed buildings & heritage advice: advice on proposals that affect character and setting of the 1,000 listed buildings in Chelmsford and development within the City's 25 conservation areas
Michael Hurst: Principal Heritage Officer

Community Infrastructure Levy: working internally and externally, identifying how Community Infrastructure Levy receipts can be used for the benefit of strategic and community infrastructure provision
Stuart Graham: Economic Development and Implementation Services Manager

Public realm, master planning and project delivery: delivering schemes such as Chelmer Waterside infrastructure, Tindal Square, public art, strategic infrastructure such as Beaulieu Station and master planning new development to provide a high-quality sustainable environment
Andy Bestwick: Implementation Lead



Access to and use of building: Concerns raised regarding access to buildings and the necessary facilities that should be provided
Paul Houghton: Access Officer



- **Operation of a portfolio of 19 City Centre public car parks & three Parish car parks**
 - **Operation of two Park & Ride at Sandon and Chelmer Valley** under an agency agreement with Essex County Council
 - **Administration of all season tickets and parking passes,** processing in excess of 1,200 permits and season tickets per year
- Michael Adewole:** Parking and Highways Service Manager

Economic development/business support: working with business and other partners including the Universities and College, on a range of business support & skills initiatives to attract new business and encourage Chelmsford's economic growth
Jennifer Gorton: Economic Development Lead
Helen Quinnell: Economic Development Officer



Reducing rough sleeping and supporting local organisations working to achieve this
Jonathan Harding: Rough Sleeper Coordinator



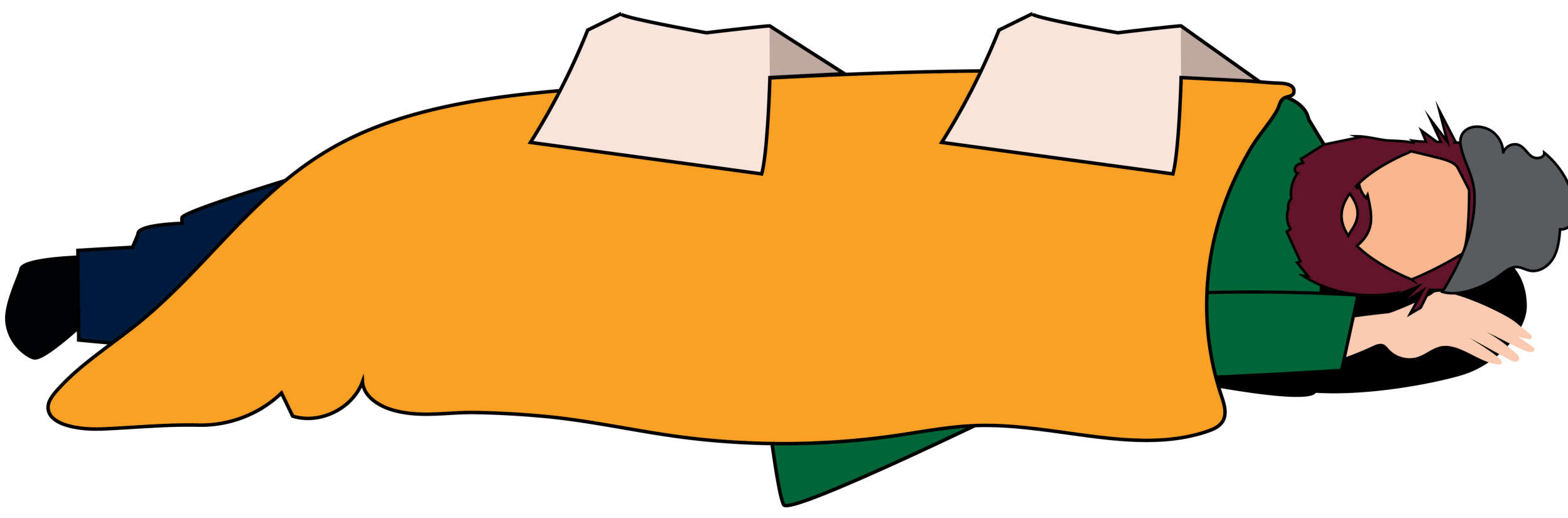
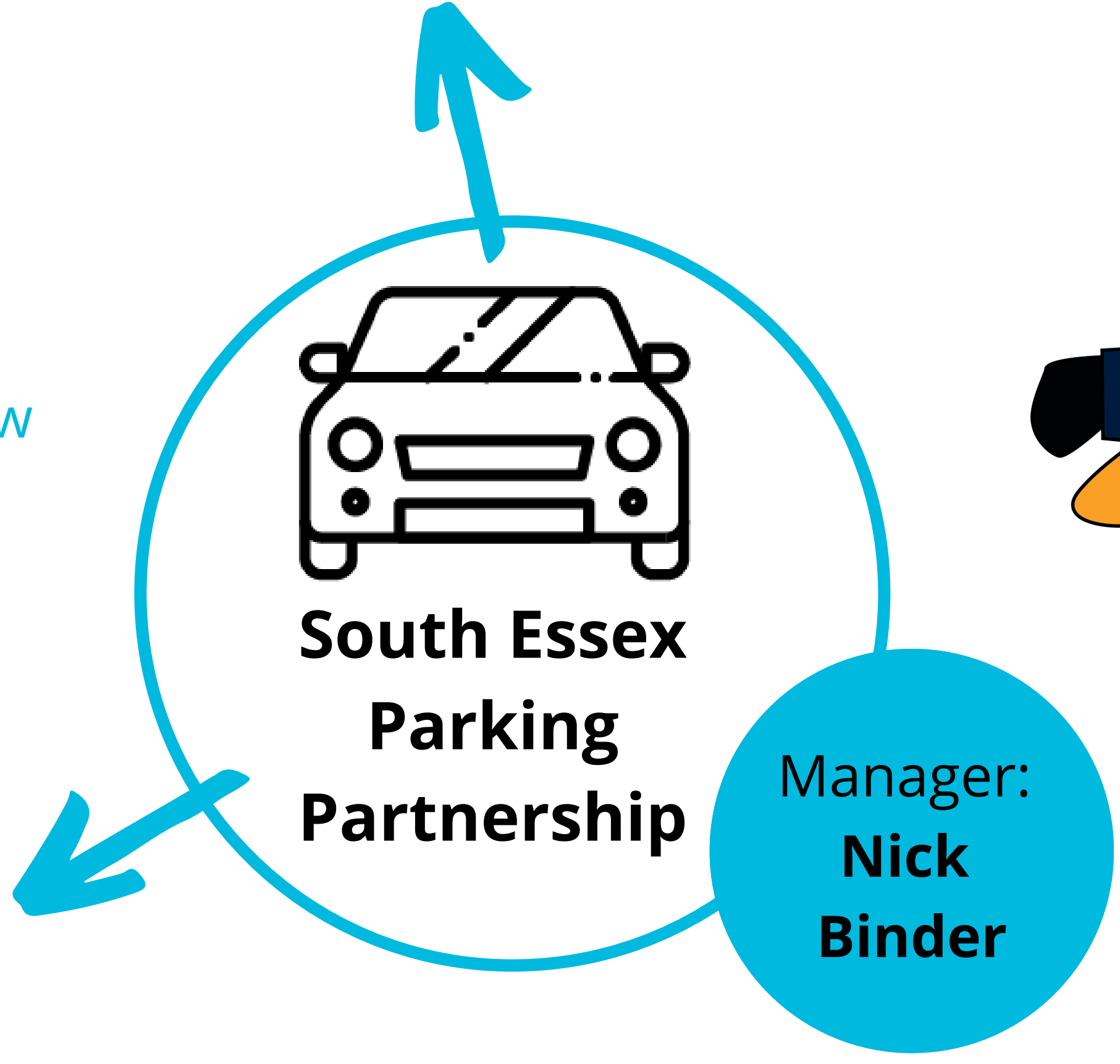
- **Homelessness** – the prevention and relief of homelessness
- **Allocation of housing provided by housing associations**
- **Overseeing and coordinating the performance of housing associations**
- **Providing temporary accommodation to those who are homeless**
- **Working with partners to identify and support opportunities for investment and development of projects that meet local housing need**

Alison Hawkins: Housing Solutions Manager
Helen Tokeley: Housing Casework Manager
Steve Morgan: Accommodation and Business Manager



Parking enforcement: Reports of inconsiderate parking and parking contraventions, challenges and appeals against the issue of a Penalty Charge Notice and the management of the resident permit parking schemes
Nick Binder: South Essex Parking Partnership Manager

Traffic Regulation Orders: requests for new parking restrictions, maintenance of parking related road signs and road markings and the progress on approved parking schemes requiring a Traffic Regulation Order
Andy Clay : TRO Manager



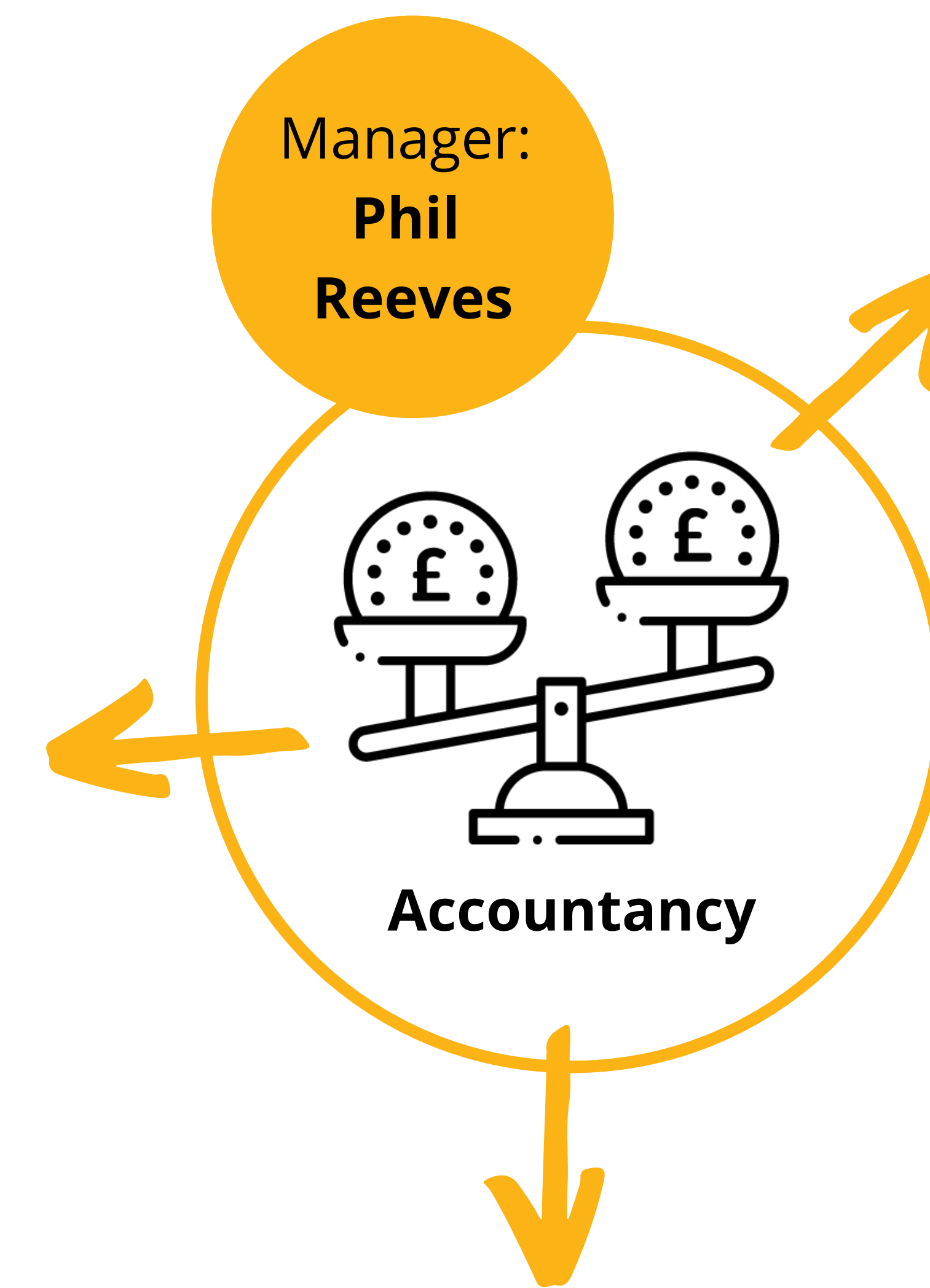


Cabinet Coordinator

- Leader Support: Executive and administrative support for the Leader & Deputy Leader
- Cabinet Support: Working with Cabinet Members & Deputies to assist in their roles where needed

Gemma Brown: 01245 606902 gemma.brown@chelmsford.gov.uk

Mandy Mueller: PA to Chief Executive



Manager:
Phil Reeves

Debtor Accounts and Payment to Suppliers

Linda Coyne: Financial Operations Manager

Dan Wright: Financial Operations Manager

Accountancy:
general information on budgets and capital expenditure
Phil Reeves: Accountancy Services Manager & Section 151 Officer

Statement of Accounts
Zuzana Clarke: Principal Accountant & Deputy Section 151 Officer



Manager:
Elizabeth Brooks

Internal Audit

The Audit Services Manager:

- Prepares an annual risk-based Internal Audit plan, ensuring the plan is executed, results are communicated and the implementation of recommendations is monitored and reported
- Deliver an annual audit opinion on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control
- Oversees delivery of the Council's Counter Fraud Strategy

Elizabeth Brooks: **Audit Services Manager**



Welcome to our Members Induction event

