

Meeting room booking and servicing

Directorate:

Public

Places

Director:

Keith

Nicholson

Hayley Broderick: Venue Management Team Leader

Community sport (schools, clubs & other partners) and Play in the Park (Play schemes)

Antony Bensley: Community Sport & Wellbeing Manager

Leisure centre -OurChelmsford & membership issues **Nick Taylor**: Leisure Centre Sales & Membership Manager

Managing the

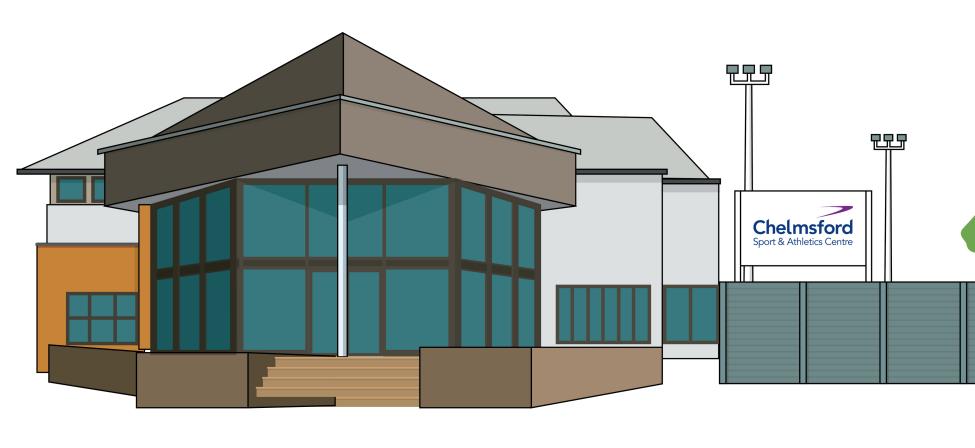
the Civic site

Karen Lonsdale:

Facilities Manager

and facilities within

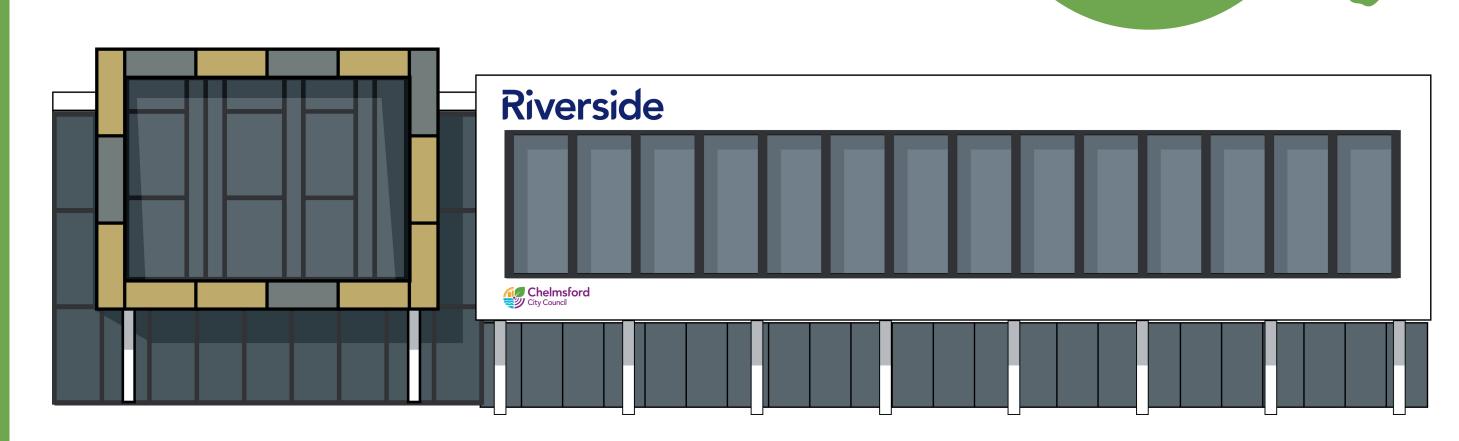
buildings



Chelmsford Sport & Athletics Centre Justin Hubbard: Centre Manager (CSAC)



Manager: Jon Lyons



Leisure centre operational issues (Riverside & Dovedale) Sarah Smith: Leisure Centres Manager





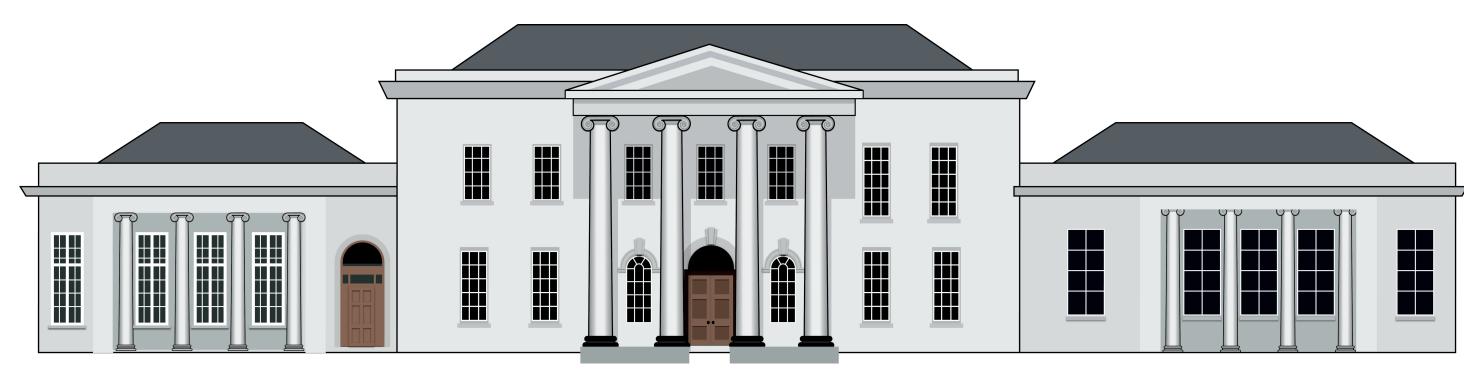
Revenue: Overseeing Management of High Chelmer & Meadows Shopping Centre, directly managing other retail and industrial properties

Joe Reidy: Corporate Property Services Manager

#### Managing & maintaining wide range of parks & green

spaces including sporting & recreational activities; communal green spaces in housing areas; key green corridors & riverside walks; local nature reserves; equipped play areas; allotments; public rights of way; trees; garden & conservation volunteer programmes

Richard Whiting: Grounds Maintenance & Operations Manager



**Hylands House, Visitor Centre & events Lorraine Thorne**: Hylands Manager

#### **Corporate Room Hire**

Thomas Woodards: Hylands Assistant Manager

Mark Owers: Leisure Projects Officers

Community & strategic sport issues Jon Lyons: Leisure & Heritage Services Manager



**South Woodham Ferrers Leisure Centre Steve Batt**: Centre Manager (SWF)



Noise complaints, animal welfare, littering, dog fouling

Lewis Mould: Operations Manager

**Anti-social** 

behaviour

Lead Officer

**Karen Buttress**:

Community Safety

Licensing (taxis, licensed premises, gambling etc)

**Daniel Winter**: Licensing Lead Officer



Paul

Van Damme

Spaces

Services Manager:

#### Management & operation of Chelmsford Crematorium and Cemetery, including:

Manager

 Maintenance of closed churchyards & burial grounds incl. Cathedral grounds

**Acquisitions &** 

disposals:

Buying new

properties to

and buildings

provide additional

revenue streams &

selling surplus land

Joe Reidy: Corporate

Property Services

Linda Hartard: Bereavement Services Manager



**Community safety:** Spencer Clarke: Public Protection Manager

Manager:

Joe Reidy

Corporate

Property



& Protection

Services

(inspection of food premises, food poisoning)

Izzie Daniel: Business

**Food safety** 

Compliance Lead Officer

Housing standards (living standards, houses in multiple occupation, housing grants) Jane Smith: Housing Standards Lead Officer



Pauline Rider: Markets, Shopmobility & Promotional Spaces Manager



Mark Smith: Love Your Chelmsford Team Leader

Manager: Peter Masson **600-60** Recycling & Waste collection Residual waste & garden waste

Recycling collections

Lucy Wicker: Customer & (incl. food waste) **Business Support Manager** 

Manager:

**Eaton-Fearne** 

**Street Care** 

**Booking a special** 

www.chelmsford.gov.uk

**Missed collections** 

and ordering new

Recycling & waste

collection from

businesses

receptacles

through website

collection or MOT online

recycling@chelmsford.gov.uk

William Allsop: Assistant Operations Manager

collections **Tony Rushbrook**:

Manager

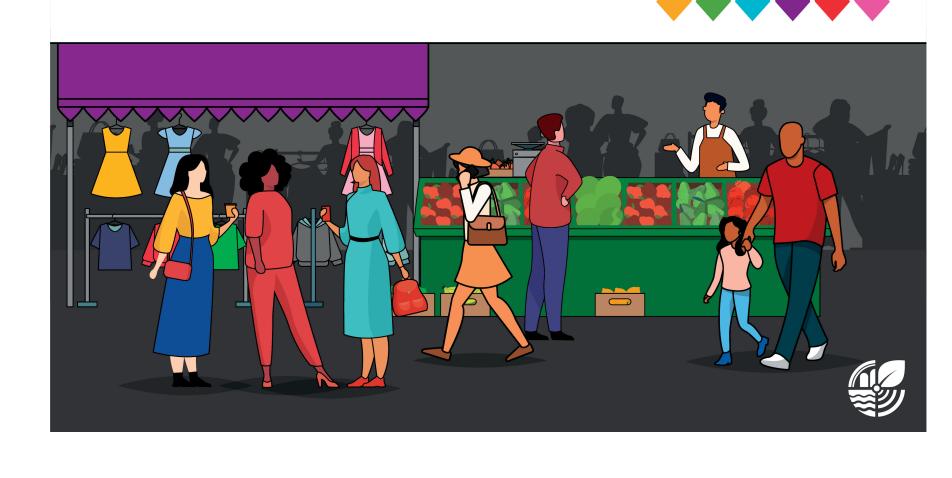
**Assistant Operations** 

**Customer & Business Support** Team deal with enquiries relating to:

- street cleaning & road sweeping, rural litter patrols, dog bin servicing
- City centre cleaning
- Fly tips, fly posting & graffiti
- Street furniture, bus shelters, litter & dog bin installations

recycling@chelmsford.gov.uk 01245 615800





Waste reduction & recycling promotions, Love Your Chelmsford (LYC), community engagement programme

## Directorate:

Connected Chelmsford

> Director: Louise Goodwin



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

Manager: Michael Sage

9 9 ---

Digital

Services



Manager:

Marc

De'ath



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

Systems Manager

**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

conveyancing, ا سا litigation and contracts William Butcher: Legal Team Manager Legal & (and Deputy Democratic

Legal services:

legal advice to

other services,

Monitoring Officer)

Manager:

Lorraine

Brown

Services > 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



Chelmsford City Council

Ali Naqvi

**Housing benefit &** council tax support: constituents raise issues regarding

> application of legislation

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

management

purchasing information

entitlement and

**Benefits &** Revenues

Website (not including social media)

Manager:

**Rob Hawes** 

Web Team 01245 606666 web.team@chelmsford.gov.uk

Address naming and

numbering Amin Sule: Data Intelligence & GIS Lead

**Training & Development:** responsible for Member training

and development, course organisation & booking

Kerry Knowles: Senior HR Business

, J



Cultural Strategy, including establishing Local Cultural Education Partnership & development of Ignite Chelmsford

Marc De'ath: Museums, Theatres & Culture Services Manager



**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

Manager: Alison Chessell Procurement

& Risk

Council tax: constituents raise issues

billed, the dates they are liable from,

exemption should have been applied

Insurance services: claims and litigation

Alison Chessell: Procurement & Risk Services Manager

Procurement services: supplier and

with the amounts they have been

whether or not a discount or

Mandy Cook: Section Leader (Billing)

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

**Chelmsford Museum operation** Sarah Davies: Museums Manager

Lee Henderson: Theatre Director

City Centre Management: co-ordinate and progress the work of City centre partnerships

Marketing: promotion of key commercial venues

(theatre, museum, leisure centres, Hylands Estate)

Phil Chittock: City Centre & Tourism Manager

Michele Dodson: Senior Marketing Business Partner

**Chelmsford Theatre operation** 

### Directorate: Sustainable Communities

## Director: David

**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)

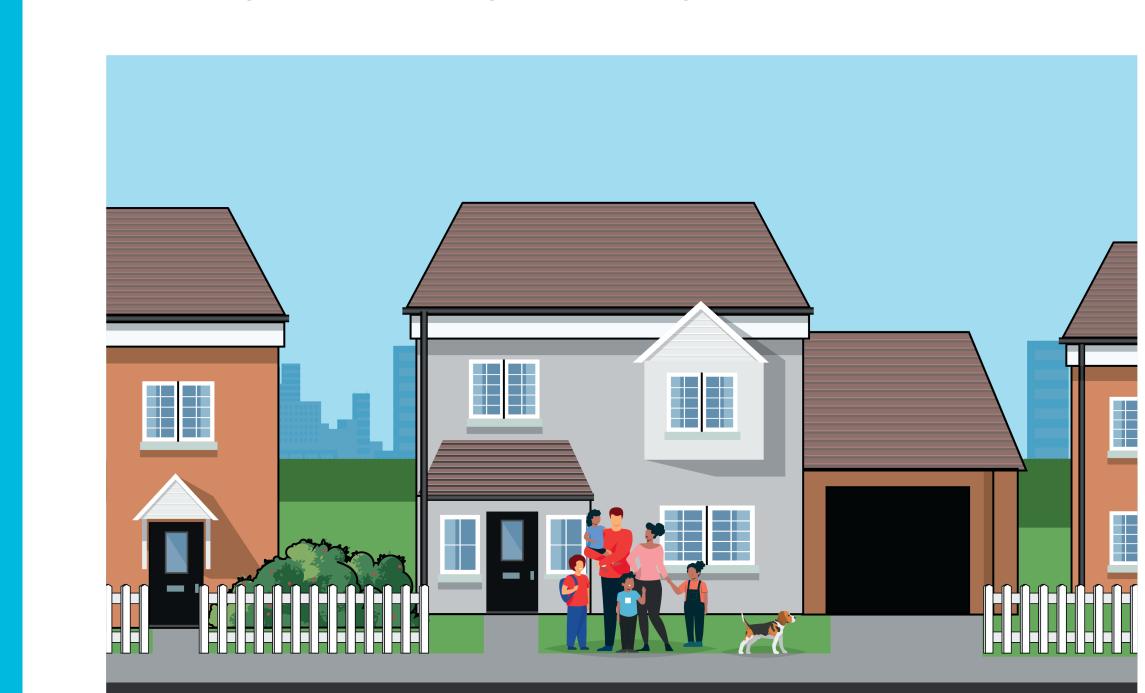
Peter Bayley: Building Control Team Manager

#### 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)

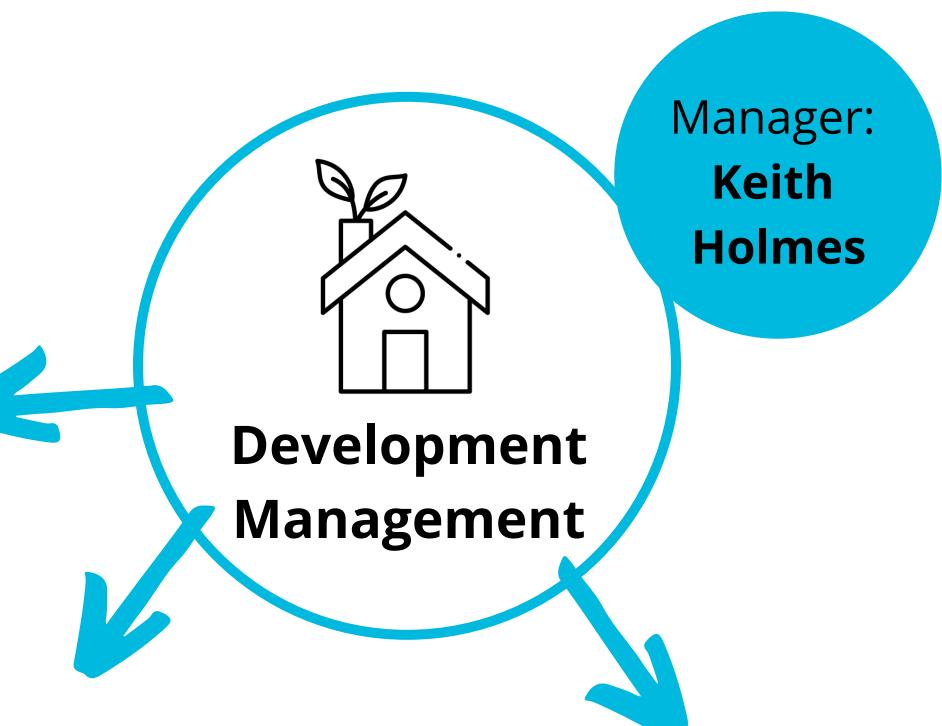


Chelmsford Local Plan: a key part of the implementation of the Council's Corporate Plan, the Local Plan allocates development sites to ensure the delivery of new homes and jobs and the necessary infrastructure. The new Local Plan covers the period to 2036 with work on a review starting in 2022

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

Environment Manager

alleged breaches of planning control Kirsty Dougal: Planning

**Land Charges:** Managing the Land Charges register and responding to searches submitted on behalf of land or property

Roberta Power: Senior Land Charges Officer

Spatial

Planning

Services

Manager:

Jeremy

Potter



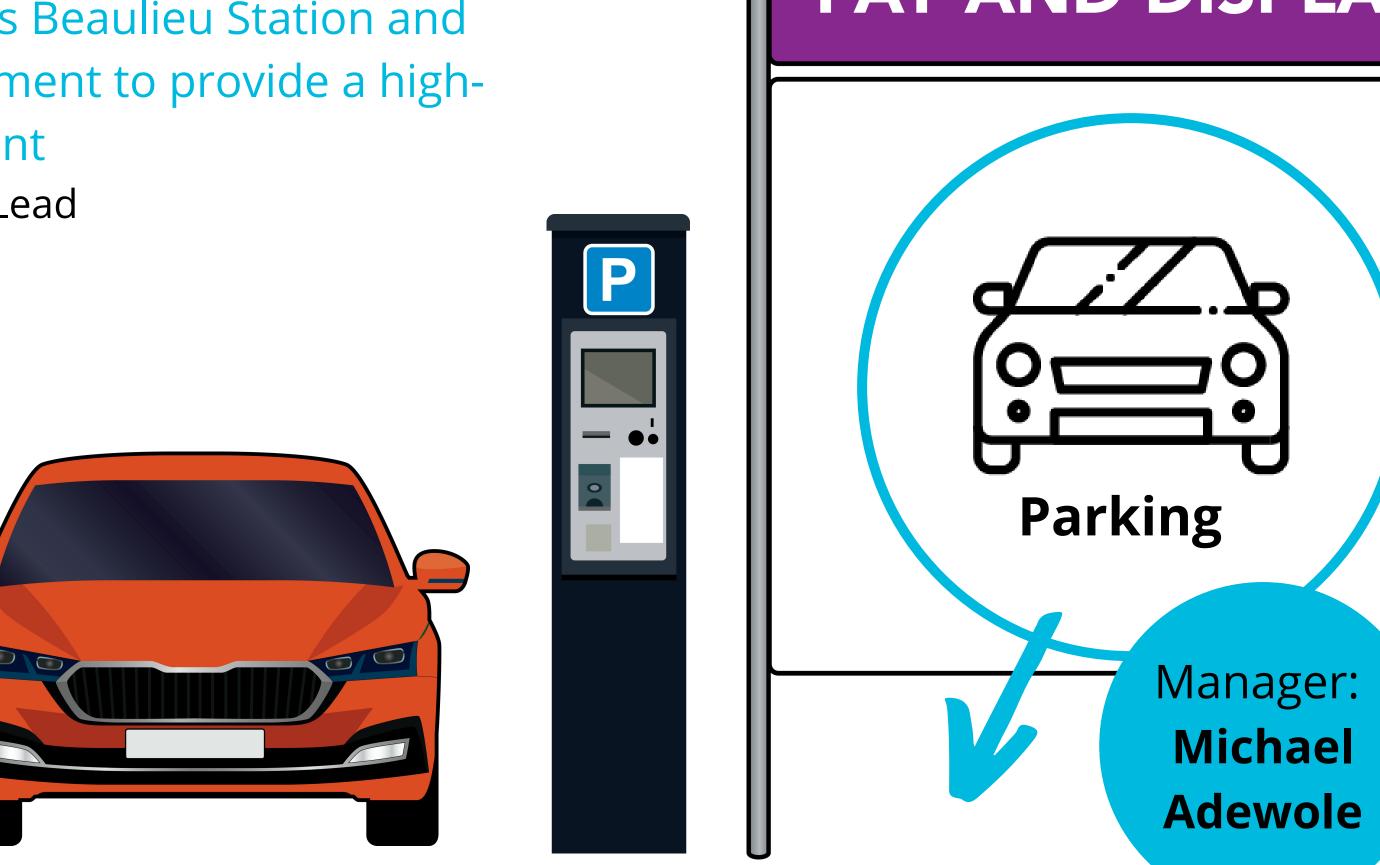
#### **Community Infrastructure Levy:**

working internally and externally, identifying how Community Infrastructure Levy receipts can be used for the benefit of strategic and community infrastructure

Stuart Graham: Economic Development and Implementation Services Manager

#### Public realm, master planning and project

Waterside infrastructure, Tindal Square, public art, strategic infrastructure such as Beaulieu Station and master planning new development to provide a high-



**Economic** 

Development &

Implementation/

Services

Manager:

Stuart

Graham

#### Access to and use of building:

**Economic development/business** 

support: working with business and other

College, on a range of business support &

encourage Chelmsford's economic growth

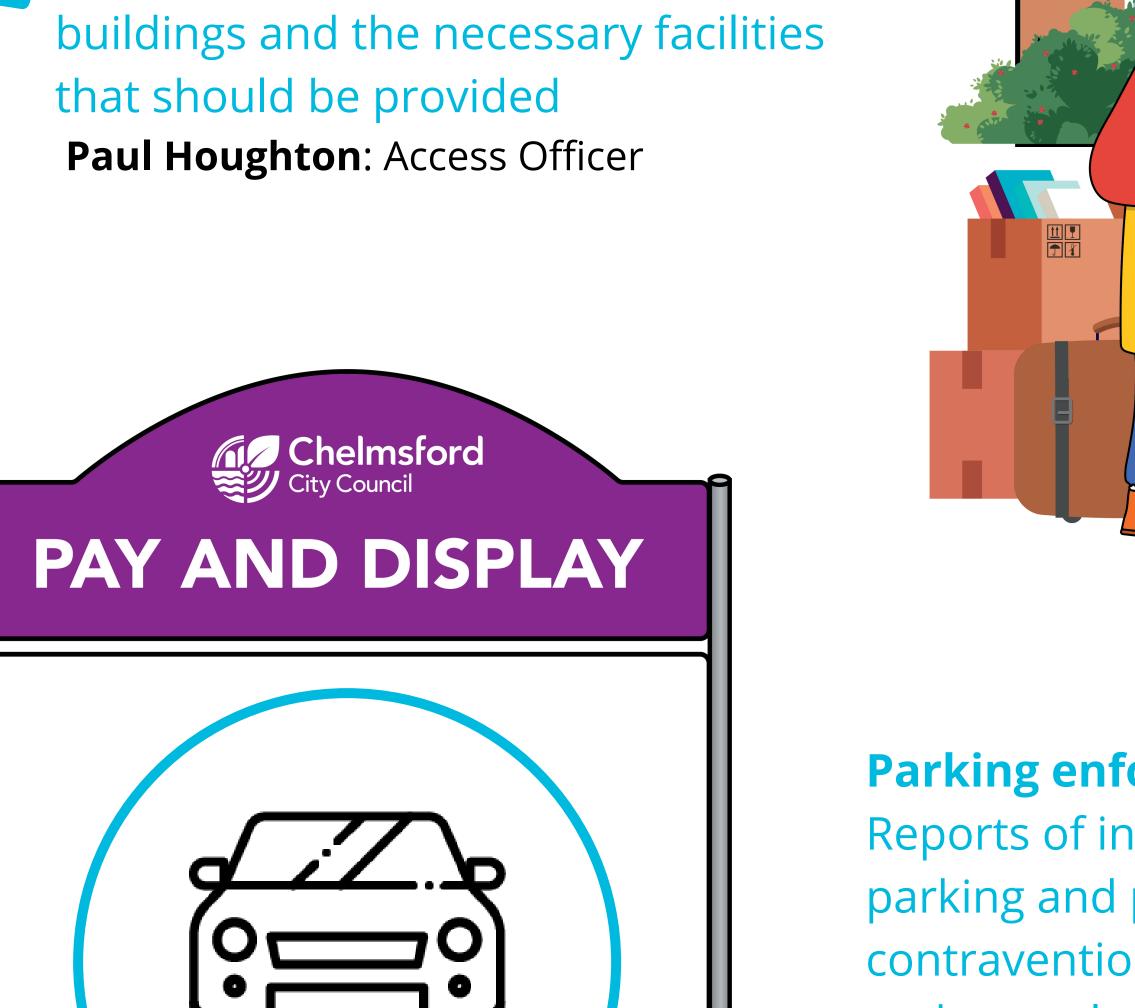
Jennifer Gorton: Economic Development Lead

Helen Quinnell: Economic Development Officer

skills initiatives to attract new business and

partners including the Universities and

Concerns raised regarding access to buildings and the necessary facilities



#### 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

**EVICTION** 

NOTICE

Nick Binder: South Essex Parking Partnership Manager



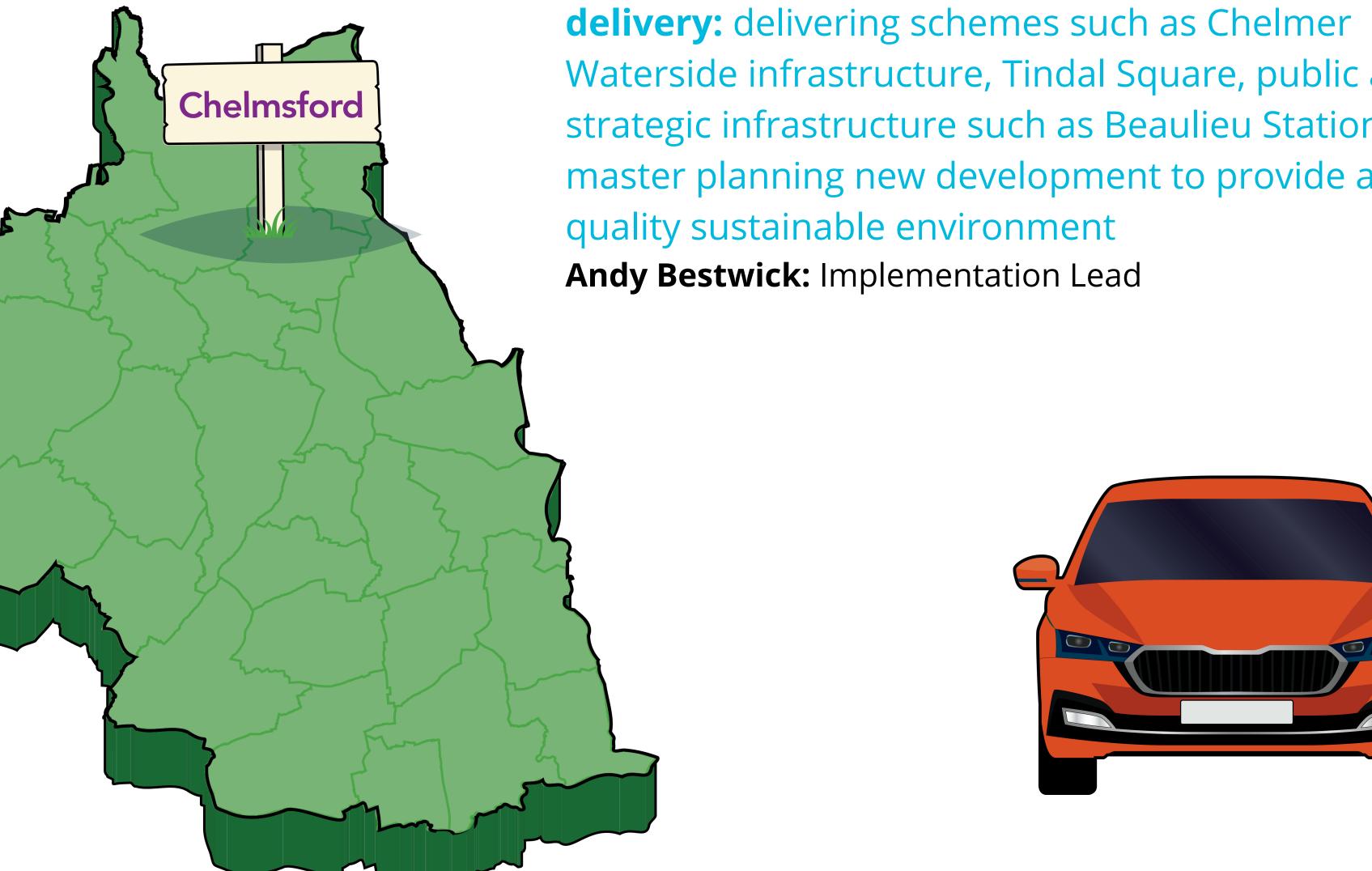
 Homelessness – the prevention and relief of homelessness

NEED

HELP

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

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



#### Neighbourhood Planning: the team provides advice and support to community groups producing Neighbourhood Plans Jenny Robinson: Senior Planning Officer

#### **Affordable Housing Delivery:** the

team works in partnership with Registered Providers to maximise the delivery of affordable and specialist housing which is provided through the planning system

Liz Harris-Best: Principal Housing Implementation and Strategy 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

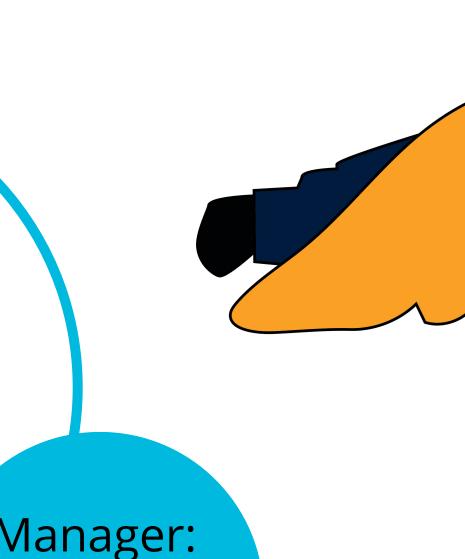
Michael Adewole: Parking and Highways Service Manager

#### **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





Strategic

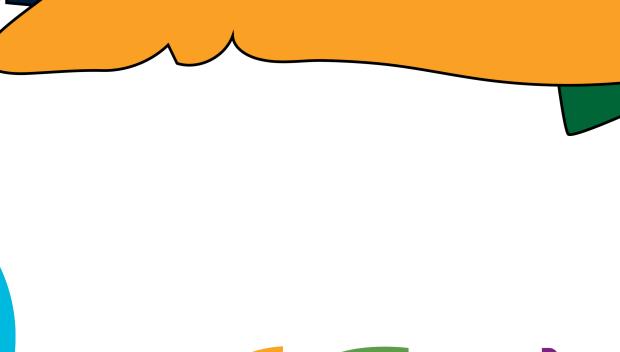
Housing

Services

Manager:

Gayler

Paul



Chelmsford



Nick

Binder

# Green



**Accountancy**:

on budgets and

Services Manager &

Section 151 Officer

general information

capital expenditure

Phil Reeves: Accountancy

#### **Cabinet Coordinator**

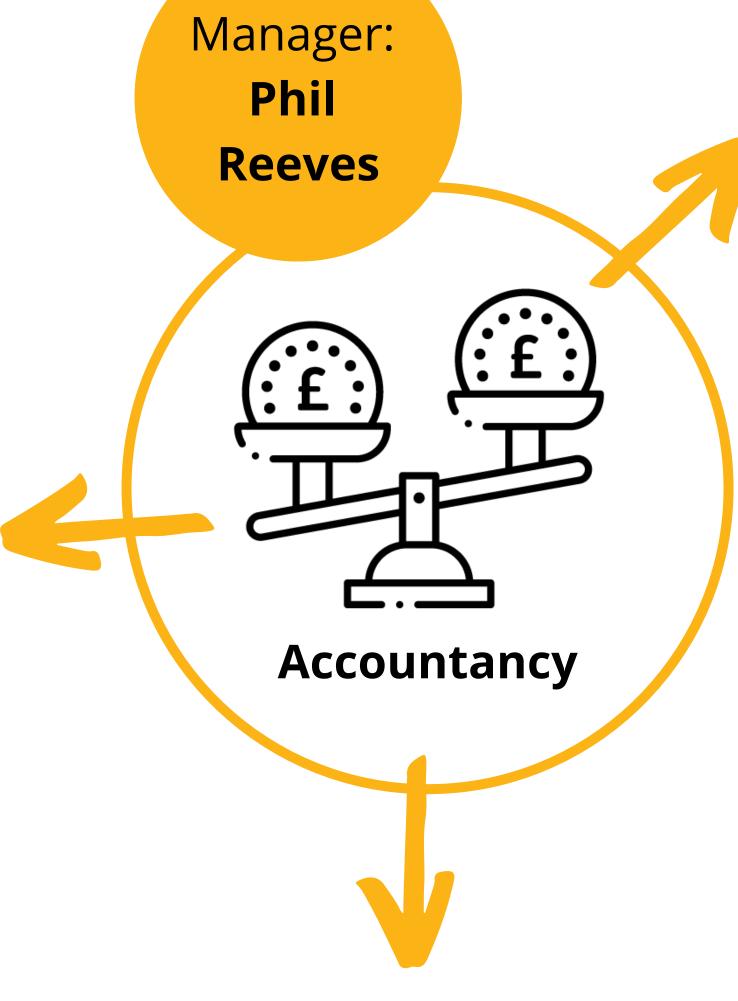
- Leader Support: Executive and administrative support for the Leader & Deputy Leader
- Cabinet Support: Working with Cabinet Members & Deputies to assist in their roles where needed

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

Mandy Mueller: PA to Chief Executive

Directorate:
Chief
Executive's
Office

Chief Executive:
Nick
Eveleigh



### Debtor Accounts and Payment to Suppliers

Linda Coyne: Financial Operations
Manager
Dan Wright: Financial Operations
Manager



Statement of Accounts

Zuzana Clarke: Principal Accountant &

Deputy Section 151 Officer

#### 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



