



ORGANISATIONAL ROADMAP

Who and Where to Direct your Enquiry

Responsible for

Chief Executive

Ian Thompson
Tel: (01785) 619200
Fax: (01785) 619119
Email: ianthompson@staffordbc.gov.uk

Strategic Direction of the whole Authority
Principal Advisor to the Council
Head of Paid Service
Returning Officer for Elections
Electoral Registration Officer
Emergency Planning/Civil Contingencies Act
Local Strategic Partnership Secretary
Local Area Agreement (LAA) Lead Officer
Overview of all external services

Deputy Chief Executive

Malcolm Vickers
Tel: (01785) 619203
Fax: (01785) 619119
Email: mviewers@staffordbc.gov.uk

Overall Authority Management
Council's Finance Director (Section 151 Officer)
Overview of all internal services

ENVIRONMENTAL AND HEALTH

Howard Thomas
Head of Environment
Tel: (01785) 619358
Email: hthomas@staffordbc.gov.uk

- Environmental & Health Services - (Public Protection/Environmental Protection)
- Bereavement Services
- Streetscene
- Housing - (Strategy, Advice and Standards)
- Licensing
- Pest Control and Stray Dog Services
- Waste Collection and Recycling Services

Health and Housing Group

John Fraser
Health and Housing Services Group
Manager
Tel: (01785) 619389
Email: jfraser@staffordbc.gov.uk

- Ensuring an Efficient and Customer Focused Housing Service
- Environmental and Health Services Technical, Administrative and Quality/Performance Support
- Housing Investment and Planning Issues
- Housing Performance and Improvement Issues
- Housing Related Strategies and Partnerships
- Promoting Healthy, Safe Homes and Communities
- Public Health and Well-being - (Delivery of Work Programmes and Advice on Healthy Lifestyle)

Vacant
Principal Environmental Health Officer
(Housing)
Tel: (01785) 619370
Email:

- Assessing Private Housing Standards & working with Landlords
- Helping people Improve & Repair their homes
- Managing the Disabled Facilities Grants
- Promoting Home Energy Conservation, Warm Homes, and the Reduction of Carbon Emissions
- Reducing the number of Problem Empty Homes

Stephen Ward
Housing Strategy and Research Officer
Tel: (01785) 619382
Email: sward@staffordbc.gov.uk

- Analysing/Planning to meet housing demand, development of Local Investment Plan
- Customer Engagement and Satisfaction Issues
- Development of Domestic Violence Refuge
- Ensuring access to Housing Options for vulnerable client groups
- Housing Strategy, Policy and Research
- Lead on New Build Affordable Housing Issues
- Partnership Development
- Promoting healthier, warmer homes
- Providing accommodation for Gypsies and Travellers

Jane Millington
Housing Options Team Leader
Tel: (01785) 619353
Email: jmillington@staffordbc.gov.uk

- Helping people apply for Social Housing or to access the Private Rented Sector through the use of Deposit Guarantee Scheme
- Helping people stay at home by resolving their Tenancy, Family or Mortgage issues
- Providing Emergency Accommodation and making sure that vulnerable people get the support they need
- Working with Housing Associations to help prevent Homelessness

Regulatory Services Group

Robert Simpson
Regulatory Services Group Manager
Tel: (01785) 619411
Email: rsimpson@staffordbc.gov.uk

- Administration of Street Trading and Consents
- Drainage from Homes and Buildings
- Environmental Crime Enforcement
- Food Safety - (Inspection of Food Premises, Food Complaints and Food Sampling)
- Health and Safety - (Inspection of Premises, Investigation of Accidents)
- Infectious Disease Control - (Investigation and advice on Food and Water-borne disease)
- Licensing of: (Premises/ Entertainment/Late Night Opening; Taxis/ Private Hire)
- Noise Nuisance - (Domestic and Industrial)
- Pollution Issues - (Bonfires, Odours, Smoke, Fumes)
- Private Water Supplies
- Stray Dog Service - (Collection of stray dogs in the Borough)

Anthony Potts
Licensing Officer
Tel: (01785) 619605
Email: apotts@staffordbc.gov.uk

- Administration of Street Trading & Consents
- Licensing & Inspection of Taxis and Private Hire
- Licensing of Premises for: Sale of Alcohol; Regulated Entertainment and Late Night opening of Takeaways
- Minor Licensing Activities

Environmental Services Group

Mark Street
Environmental Services Group
Manager
Tel: (01785) 619390
Email: mstreet@staffordbc.gov.uk

- Air Quality
- Bereavement Services
- Contaminated Land
- Pest Control Service
- Pollution from Industrial Processes
- Waste Collection and Recycling Services

Shaun Baker
Principal Environmental Services
Officer
Tel: (01785) 619557
Email sbaker@staffordbc.gov.uk

- Air Quality
- Contaminated Land
- Pest Control
- Pollution from Industrial Processes
- Waste Collection and Recycling Services

Anthony Evans
Bereavement Services Manager
Tel: (01785) 242594
Fax: (01785) 228521
Email: aevans@staffordbc.gov.uk or
bereavementservices@staffordbc.gov.uk

- All aspects of Bereavement Services undertaken at:
- Eccleshall Rd Cemetery
 - Stone Cemetery
 - Stafford Crematorium
 - Tixall Road Cemetery

Streetscene

Phil Gammon
Head of Operational Services
Tel: (01785) 619108
Mob: 07800 619108
Email: pgammon@staffordbc.gov.uk

Strategic and General Management of Streetscene Service, which incorporates:

- Streetscene - (Environmental cleanliness of the Boroughs streets and Maintenance of Public Open Spaces, Education, and Land Drainage)

Mick Bailey
Streetscene Manager
Tel: (01785) 619112
Fax: (01785) 619613
Email: m Bailey@staffordbc.gov.uk

Operational delivery of Streetscene service including:

- Cleansing of Public Toilets
- Floral Displays in Stafford and Stone Town Centres
- Grounds Maintenance – (Formal Parks, Sports Facilities, General Amenity Grass Cutting, Hedge Cutting & Maintenance of Flower and Shrub Beds)
- Replacement of damaged or missing Street Nameplates
- Street Cleansing – (Collecting Fly Tipping, Litter Picking, Mechanical Sweeping, emptying Litter Bins, removal of Dog Fouling, Sharps and Broken Glass)

FINANCE (Shared Service with Cannock Chase District Council)

Bob Kean
Head of Finance
Tel: (01785) 619241
(01543) 464334
Mob: 07974231296
Fax: (01785) 619219
Email: bkean@cannockchasedc.gov.uk

Financial Services and Local Taxation and Benefits

Louise Hill
Deputy Head of Finance
Tel: (01785) 619249
Fax: (01785) 619219
Email: lhill@staffordbc.gov.uk

Deputy Section 151 Officer Financial Advice
Financial Strategy and Planning

Individual Contact Officers

Rob Wolfe
Revenues and Benefits Manager
(Shared Services)
Tel: (01543) 464397
Email: robwolfe@cannockchasedc.gov.uk

General Enquiries:
Council Tax
- Billing (01785) 619279
- Recovery (01785) 619284
Non-Domestic Rates - (01785) 619282
Housing and Council Tax Benefit
Customer Services (01785) 619478
Telephone Payments (01785) 619271
Benefit Fraud Hotline (01785) 619447

Emma Fullagar
Principal Corporate Accountant
Tel: (01785) 619466
Fax: (01785) 619219
Email: efullagar@staffordbc.gov.uk

Financial Advice
Preparation and Monitoring of Revenue Budget
Preparation of Final Accounts
Major Projects and
External Funding

Ros Tomkinson
Payments/Income and Treasury
Principal Accountant
Tel: (01785) 619562
Fax: (01785) 619219
Email: rtomkinson@staffordbc.gov.uk

Investments, Cash and Debt Management
VAT Advice
Management of Income and Payments Section (including
Telephone Payments (01785) 619271)
Financial Advice

Paul Turton
Systems/Financial Planning and
Control
Principal Accountant
Tel: (01543) 464212

Maintenance and Development of Financial Systems
Transparency Agenda Banking and Control Accounts
Financial Services
Business Continuity

Alison Kendall
Accountant
Tel: (01785) 619475
Fax: (01785) 619219
Email: akendall@staffordbc.gov.uk

Capital Projects
Budgeting and Closure of Accounts

AUDIT, RISK AND RESILIENCE AND PROCUREMENT (Shared Service with Cannock Chase District Council)

Judith Aupers
Head of Governance
Tel: 01543 464411
Fax:
Email :JudithAupers@cannockchase.gov.uk

Internal Audit, Insurance
Risk Management
Civil Contingencies (ie Emergency Planning and
Business Continuity Planning)
Procurement

Judith is based at Cannock but spends
Wednesdays at Stafford and can be
contacted on 01785 619252

Individual Contact Officers

Stephen Baddeley
Chief Internal Auditor
Tel: 01543 464415
Email:
StephenBaddeley@cannockchasedc.gov.uk

Internal Audit (includes responsibility for Anti-Fraud and
Corruption, Money Laundering and Whistleblowing
Policies

Stephen is based at Cannock but will
spend two days a week at SBC (one of
which will be Thursdays). At Stafford
he can be contacted on 01785 619252

June Hall
Risk and Resilience Manager
Tel: 01543 464546
Fax:
Email: JuneHall@cannockchasedc.gov.uk

June is based at Cannock but will spend two days a week at Stafford (Mondays and Fridays). At Stafford, she can be contacted on 01785 619252.

HUMAN RESOURCES

(inc Property Services)

Neville Raby
Head of Human Resources
Tel: (01785) 619205
Fax: (01785) 619450
e-mail: nraby@staffordbc.gov.uk

Insurance
Risk Management
Civil Contingencies (ie Emergency Planning and Business Continuity Planning)

Strategic Direction for Human Resources service and provision
Employee Relations/Law & contracts
Employee Resourcing/Remuneration & benefits
Health & Safety
Payroll Management & shared service
Organisation Learning and Development
Property Services/Public Buildings/Facilities Management
Lead role for Cannock Chase Council shared HR service

Individual Contact Officers

Wendy Jennings
Human Resources Manager
Tel: (01785) 619224
Fax: (01785) 619450
e-mail: wjennings@staffordbc.gov.uk

HR IT Administration
Recruitment
Terms & Conditions of Service
Contracts of Employment
Sickness Management - Employee Casework
Advice/guidance to line managers
Discipline, Grievance and Capability
Organisation Learning & Development

Gail Hopkins
Principal Human Resources Officer
Tel: (01785) 619225
Fax: (01785) 619450
e-mail: ghopkins@staffordbc.gov.uk

HR IT Administration
Recruitment
Terms & Conditions of Service
Contracts of Employment
Sickness Management - Casework
Advice/guidance to line managers
Discipline, Grievance and Capability
Employee Benefits

Dave Bishop
Payroll Manager
Tel: (01785) 619291
Fax: (01785) 619450
e-mail: dbishop@staffordbc.gov.uk

Pay, Tax and Superannuation
Payment of Allowances and Deductions
Inland Revenue Compliance
Sickness, Maternity Pay etc.

Mr Jim Davis
Public Buildings Manager
Tel: (01785) 619395
Fax: (01785) 619688
e-mail: jdavis@staffordbc.gov.uk

Public Property/Building portfolio including corporate issues and finance
Facilities Management

LAW AND ADMINISTRATION

Alistair Welch
Head of Law and Administration
Tel: (01785) 619204
Fax: (01785) 619119
Email: awelch@staffordbc.gov.uk

Council's Monitoring Officer
Legal
Democratic Services
Elections
Corporate Services
Mayor's Office
Monitoring Officer and Solicitor to Cannock Chase District Council under shared services arrangement

Individual Contact Officers

Ian Curran
Legal Services Manager
Tel: (01785) 619220
Fax: (01785) 619119
Email: icurran@staffordbc.gov.uk

Provides Legal Services to Stafford Borough Council and Cannock Chase District Council under shared services arrangement

Jane Peat
Democratic Services Manager
Tel: (01785) 619206
Fax: (01785) 619119
Email: jpeat@staffordbc.gov.uk

Agendas and Minutes production for meetings of:-

- The Council
- The Cabinet
- Scrutiny Committees
- Regulatory Committees

A full range of support services for members of the Council

Elections:

- Parliamentary
- Referendums
- European
- County
- Borough
- Parish

Registering to vote
Electoral Registration
Service Voters Registration
Postal Voting
Overseas Registration
Review of Boundaries
Annual Canvass
Maintaining Property databases

Keith Fletcher
Corporate Services Manager
Tel: (01785) 619289
Fax: (01785) 619219
Email: kfletcher@staffordbc.gov.uk

Corporate Administration -
Post room, central administration services, Procurement

Eve Owen
Tel: (01785) 619229
Fax: (01785) 619119
eowen@staffordbc.gov.uk

Corporate Support -
Word processing and document production, Personal Assistants

Barbara Potts
Tel: (01785) 619196
Fax: (01785) 619119
bpotts@staffordbc.gov.uk

Executive Support

Mayoral/Civic Services
Members Services

mayoral@staffordbc.gov.uk
members@staffordbc.gov.uk

LEISURE AND CULTURE

Adam Hill
Head of Leisure and Culture
Tel: (01785) 619299
Mob: 07800 619299
Fax: (01785) 619419
Email: amhill@staffordbc.gov.uk

Strategic direction for Leisure and Culture
Community Sports Partnership
Sports, Health and wellbeing services
Cultural, heritage and tourism services
Facility management and events organisation
Parks, open spaces, S106 strategy and operational delivery
Leisure and Culture major projects and external funding

Individual Contact Officers

Jim Arnold
Sport and Leisure Manager
Tel: (01785) 619350
Fax: (01785) 619419
Email: jarnold@staffordbc.gov.uk

Sports development
Sports facilities
Open space
S106/adoptions

Lisa Heaton
Tourism and Heritage Manager
Tel: (01785) 619348
Fax: (01785) 619419
Email: lheaton@staffordbc.gov.uk

Cultural and heritage including
Ancient High House, Stafford Castle, Izaak Walton's Cottage, Gatehouse
Tourism

Lisa Heaton
Gatehouse Theatre
Tel: (01785) 253595
Fax: (01785) 225622
Mob: 07870 934141

Gatehouse Theatre

Liz Hulse
Events Manager
Tel: (01785) 619300
Fax: (01785) 619419
Email: lhulse@staffordbc.gov.uk

Event management and operation
Marketing and promotion for Leisure and Culture across the Borough

PLANNING AND REGENERATION

Ted Manders
Head of Planning and Regeneration
Tel: (01785) 619583
Mob: 07800 619583
Fax: (01785) 619419
Email: tmanders@staffordbc.gov.uk

Development Management
Forward Planning
Local Searches (Land Charges)
Building Control
Economic Development
Inward Investment
Industrial Estates
Town Centre Management
Stafford Market

Individual Contact Officers Development Management

John Holmes
Development Manager
Tel: (01785) 619302
Email: jholmes@staffordbc.gov.uk

Development Management
(including Enforcement)
Planning Appeals

Michelle Smith
Business Improvement Manager
Tel: (01785) 619335
Email: msmith@staffordbc.gov.uk

Performance Management
Website Support
Local Searches
Street Naming and Numbering

Matthew Ellis
Development Lead (Large Scale)
Tel: (01785) 619507
Email: mellis@staffordbc.gov.uk

Planning Applications for Commercial
Industrial and Agricultural Development and Large Scale
Housing Development

Richard Wood
Development Lead (Small Scale)
Tel: (01785) 619324
Email: rwood@staffordbc.gov.uk

Planning Applications for House Extensions
Applications for Advertisement Consent
Applications to Discharge Conditions on Planning
Permissions

Craig Watkins
Tree Officer
Tel: (01785) 619541
Email: trees@staffordbc.gov.uk

All matters concerning Tree Preservation Orders or trees
in Conservation Areas (but not works to trees on SBC
land which are dealt with by Operational Services)

Planning Enforcement

Belinda Dawson
Senior Enforcement Officer
Tel: (01785) 619567
Email: bdawson@staffordbc.gov.uk

Planning enforcement

Forward Planning

Alex Yendole
Planning Policy Manager
Tel: (01785) 619536
Fax: (01785) 619419
Email: ayendole@staffordbc.gov.uk

Planning matters other than Development Management
including all matters concerning the Local Development
Framework

Penny McKnight
Senior Conservation Officer
Tel: (01785) 619345
Fax: (01785) 619419
Email: pmcknight@staffordbc.gov.uk

All matters concerning Listed Buildings or buildings in Conservation Areas but not planning or other applications for works to these buildings which are dealt with by Development Management - or for buildings owned by SBC; dealt with by Property Services.

Building Control

Paul Beckley
Building Control Manager
Tel: (01785) 619311
Email: paulbeckley@cannockchasedc.org.uk

All matters concerning building control and schemes of demolition.

Note: Now a shared service with Cannock Chase District Council as lead authority.

In Paul's absence refer to :-

David Roberts
Principal Building Control Officer
Tel: (01785) 619328
Fax: (01785) 619769
Email: droberts@staffordbc.gov.uk

Regeneration

Robert Gatensbury
Economic Regeneration Manager
Tel: (01785) 619748
Fax: (01785) 619753
Email: rgatensbury@staffordbc.gov.uk

Major Developments
Economic Development
Industrial Estates
Employment Opportunities
Business Enterprise
Growth Point
St John's Market
Farmers' Markets

Steve Allen
Parking Manager
Tel: (01785) 619401
Fax: (01785) 619613
Generic: carparking@staffordbc.gov.uk

Management of Stafford Borough Council's:

- Off-Street Car Parks
- On and Off-Street Civil Parking Enforcement
- Parking Strategy and Initiatives
- Season Tickets/Permits

Tara Hollingsworth
Economic Development Officer
Tel: (01785) 619597
Fax: (01785) 619753
Email: thollingsworth@staffordbc.gov.uk

Inward Investment
Employment Land

Mary Timmis
Economic Development Officer
Tel: (01785) 619584
Fax: (01785) 619753
Email: mtimmis@staffordbc.gov.uk

Rural Economic Development
Think Local 4 Business

Lisa Clemson
Town Centre Development Officer
Tel: (01785) 619470
Fax: (01785) 619753
Email: lclemson@staffordbc.gov.uk

Town Centre business support, promotion and
Partnership
Christmas Illuminations

POLICY AND IMPROVEMENT

Norman Jones
Head of Policy and Improvement
Tel: (01785) 619199
Fax: (01785) 619119
Email: npjones@staffordbc.gov.uk

Policy Formulation
Borough Strategic
Partnership and other
Partnerships
Community Action Plan
CRM (Customer Relationship Management)
Climate Change
Corporate Customer Service and Complaints
Performance Management
Annual Benchmarking
Programme
Corporate Consultation
Press and Public Relations
Community Grants
Community Sector Support
CCTV, Graphic Design
Web Development
Support for service transformation work

Policy and Partnerships Team

Tracy Redpath
Policy and Partnerships Manager
Tel: (01785) 619195
Fax: (01785) 619119
Email: trredpath@staffordbc.gov.uk

Corporate Policy and Partnership Development and
Formulation; Children and Young Persons interests and
safeguarding; Community Safety and Community
Development, CCTV, Environmental Management and
Development; Project Management; Continuous Imp;
Policy Support to Borough Strategic Partnership;
Accommodation in Civic Centre

Karen Davies
Partnerships Co-ordinator
Policy and Partnerships Team
Tel: (01785) 619408
Fax: (01785) 619319
Email: kdavies@staffordbc.gov.uk

Environmental Management Improvement; Community
development work in relation to low carbon and
environmental management initiatives; Promotion and
improvement of Biodiversity issues; Green Awards; Eco
Schools; Fair Trade

Russ Cartlidge
Community Services Manager
Policy and Partnerships Team
Tel: (01785) 619417
Fax: (01785) 619753
Email: rcartlidge@staffordbc.gov.uk

Community Development issues
Community Safety and the management of the
Partnership
Village Hall Grants
CCTV
Support to Community Organisations

Susan Pote
Customer Service Manager
Tel : (01785) 619293
Fax : (01785) 619119
Email: spote@staffordbc.gov.uk

Customer Service Contact Centre and Reception Services; Customer Services Framework; Management of Customer Promise; Customer Compliments, Comments and Complaints; Lead officer for Life Events (Tell us once) and Census; Continuous Improvement, Equalities and Diversity

Individual Contact Officers

Louise Bell
Performance Management Officer
Tel: (01785) 619656
Fax: (01785) 619119
Email: lbell@staffordbc.gov.uk

Formulation and Implementation of Performance Management Policy and Procedures System Co-ordination, Benchmarking; Value for Money; Validation and Reporting of Performance Indicators and Other Performance Information, Continuous Improvement.

Will Conaghan
Press and Communications Manager
Tel: (01785) 619230
Fax: (01785) 619119
Email: wjconaghan@staffordbc.gov.uk

Press and Public Relations
Internal and External Communications; Corporate Web Branding:
Internet and Intranet Development
Graphic Design
Social Media Development
Continuous improvement including channel shift for customer contact.

TECHNOLOGY (Shared Service with Cannock Chase District Council)

Peter Kendrick
Head of Technology
Tel: (01785) 619274
Fax: (01785) 619219
Email: pkendrick@staffordbc.gov.uk

Information Technology
Communications
Large volume photocopying

Dedicated Contact Telephone Number

Helpdesk
Tel: (01785) 619666
Email: helpdesk@staffordbc.gov.uk

For assistance with paper, ink, cartridges and P C enquiries.

Individual Contact Officers

Robert Crockard
Project Manager
Tel: (01785) 619491
Fax: (01785) 619219
Email: rcrockard@staffordbc.gov.uk

CRM
Document management
Financial Systems

Karen Tanner
Project Manager
Tel: (01785) 619563
Fax: (01785) 619219
Email: ktanner@staffordbc.gov.uk

Helpdesk Management
Leisure systems

Anthony Hyatt
Systems Manager
Tel: (01785) 619492
Fax: (01785) 619219
Email: ahyatt@staffordbc.gov.uk

ICT infrastructure management.
Telephone systems.
Information Security.
Email

Tan Ali
ICT Services Manager (Cannock)
Tel: (01543) 464353
Email: tanali@cannockchasedc.gov.uk

Information Technology
Communications

Colin Buckler
Information Systems Development
Manager
Tel: (01543) 464403
Email: colinbuckler@cannockchasedc.gov.uk

Revenues system
Mobile working

Nick Lakin
Information Systems Architect
Tel: (01543) 464327
Email: nicklakin@cannockchasedc.gov.uk

Development Control system

Pete Tompson
Information Systems Architect
Tel: (01543) 4644239
Email: petetompson@cannockchasedc.gov.uk

Environmental Health systems
HR systems