



ORGANISATIONAL ROADMAP

Who and Where to Direct your Enquiry

Responsible for

Chief Executive

Tim Clegg
Tel: (01785) 619200
Fax: (01785) 619119
Email: chiefexecutive@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
Overview of all external services

Operations

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

Strategic Overview and Overall Responsibility for Operational Delivery:

- Customer Services - (Customer Access and Contact Centre/ CCTV/ Environmental Health, Licensing, Protection and Regulation/ Markets/ Parking Provision)
- Neighbourhood Services - (Bereavement/ Parks and Open Spaces/ Streetscene/ Recycling and Waste Collection)
- Cultural Services - (Culture and Leisure Strategy/ Victoria Park HLF Restoration Project)
- Contract Services - (Contract Management, Quality and Performance)

Customer Services Group

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

Responsibility for the strategic and operational delivery of:

- Licensing
- Food Safety
- Health and Safety
- Enviro-crime
- Environmental Pollution
- Technical, Administration, Performance and Quality
- Car Parks
- Markets
- CCTV
- Contact Centre

Vacant
Regulatory Services Manager

- Drainage from Homes and Buildings
- 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)
- Noise Nuisance - (Domestic and Industrial)
- Pollution Issues - (Bonfires, Odours, Smoke, Fumes)
- Private Water Supplies
- Air Quality
- Contaminated Land
- Pollution from Industrial Processes

Susan Pote
Customer Service Manager
Tel: (01785) 619293
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)
Continuous Improvement
Information and Technical Support

Julie Wallace
Licensing Officer
Tel: (01785) 619605
Email: jwallace@staffordbc.gov.uk

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

Steve Allen
Parking Manager
Tel: (01785) 619701
E-mail: sallen@staffordbc.gov.uk

Management of Stafford Borough Council's:

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

Neighbourhood Services Group

Phil Gammon
Neighbourhood Services Group
Manager
Tel: (01785) 619108
Email: pgammon@staffordbc.gov.uk

Responsibility for the strategic and operational delivery of:

- Streetscene
- Bereavement Services
- Recycling and Waste Collection Services
- Pest Control and Stray Dog Collection Service
- Open Space Officers
- Customer Relationships and Business Development

Vacant
Neighbourhood Services Manager

Responsibility for the day to day operational delivery of:

- Streetscene
- Bereavement Services
- Recycling and Waste Collection Services
- Pest Control and Stray Dog Collection Service
- Open Space Officers

Mick Bailey
Streetscene Area Co-ordinator
Tel: (01785) 619180
Email: mbailey@staffordbc.gov.uk

All aspects of Streetscene including:

- Street Cleansing
- Grounds Maintenance
- Arboricultural Services
- Horticultural Services
- Open Space Officers
- Pest Control and Stray Dog Collection Service

Anthony Evans
Bereavement Services Manager
Tel: (01785) 242594
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

Rebecca Martin
Recycling and Waste Operations
Officer
Tel: (01785) 619749
Email: rjmartin@staffordbc.gov.uk

All aspects of delivering and monitoring Recycling and Waste Collection operations.

Diane Barnard
Customer Relationship Manager
Tel: (01785) 619633
E:mail: dbarnard@staffordbc.gov.uk

All aspects of providing operational activities to other Public Bodies and External Organisations

Cultural Services

Mark Thornewill
Cultural Services Manager

Responsibility for the strategic direction of Cultural Services, delivery of major Culture and Leisure projects (including construction of the new Stone Leisure Centre and the HLF investment in Victoria Park), and sourcing external funding.

Contract Services

Vacant
Contract Services Manager

Responsibility for corporate Contract Management, Quality and Performance.

Finance

(Shared Service with Cannock Chase District Council)

Bob Kean

Head of Finance

Tel: (01785) 619241

(01543) 464334

Mob: 07974231296

Email: bobkean@cannockchasedc.gov.uk

Council's Chief Finance

(Section 151) Officer

Financial Strategy and Planning

Financial Services and Local Taxation and Benefits

Individual Contact Officers

Rob Wolfe

Revenues and Benefits Manager

(Shared Services)

Tel: (01543) 464397

Email: robwolfe@cannockchasedc.gov.uk

General Enquiries:

Council Tax and Business Rates

- Billing (01785) 619279

- Recovery (01785) 619284

Housing and Council Tax Benefit

Customer Services (01785) 619478

Telephone Payments (0161) 621 4111

Benefits Helpline (01785) 619478

Emma Fullagar

Chief Accountant

Tel: (01543) 464720

Email:

EmmaFullagar@cannockchasedc.gov.uk

Deputy Section 151 Officer

Financial Advice

Preparation and Monitoring of Revenue Budget

Preparation of Final Accounts

Alison Kendall

Deputy Chief Accountant

Tel: (01543) 464721

Email:

AlisonKendall@cannockchasedc.gov.uk

Capital Projects

Budgeting and Closure of Accounts

Audit and Risk, Resilience and Procurement

(Shared Service with Cannock Chase District Council)

Judith Aupers

Head of Governance

Tel: 01543 464411

Email

JudithAupers@cannockchasedc.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 and Risk
Manager
Tel: 01543 464415
Email:

StephenBaddeley@cannockchasedc.gov.uk

Internal Audit (includes responsibility for Anti-Fraud
and Corruption, Money Laundering and Confidential
Reporting
Insurance
Risk Management

Stephen is based at Cannock

Steve Partridge
Democratic Services and Resilience
Manager
Tel: 01543 464588
Email:

stevepartridge@cannockchasedc.gov.uk

Civil Contingencies (ie Emergency Planning and
Business Continuity Planning)

Steve is based at Cannock

Human Resources

(inc Property Services)

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

Strategic Direction for Human Resources Service and
provision
Employee Relations/Law and contracts
Employee Resourcing/Remuneration and Benefits
Corporate Health and Safety and Shared service
Payroll Management and shared service
Organisation Learning and Development
Property Services/Public Buildings/Facilities Management
Lead Adviser for Cannock Chase District Council shared
HR service

Individual Contact Officers

Wendy Jennings
Human Resources and Payroll
Manager
Tel: (01785) 619224
Fax: (01785) 619450
Email: wjennings@staffordbc.gov.uk

Recruitment
Payroll Management
HR System Administration
Employee relations
Organisation Learning and Development
Payroll Shared Service – Lichfield DC

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

Employee relations
Employee Benefits
Recruitment System Administration
Recruitment
Terms and Conditions of Service
Contracts of Employment
Sickness Management - Casework

Gill Hawkins
Senior Payroll Officer
Tel: (01785) 619489
Fax: (01785) 619450
Email:
ghawkins@staffordbc.gov.uk

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

Julie Hemmings
Senior Payroll Officer
Tel: (01785) 619511
Fax: (01785) 619450
Email:
jhemmings@staffordbc.gov.uk

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

Jim Davis
Public Buildings Manager
Tel: (01785) 619395
Fax: (01785) 619688
Email: jdavis@staffordbc.gov.uk

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

Paul Gerrard
Senior Public Buildings Officer
Tel: (01785) 619620
Fax: (01785) 619688
Email: pgerrard@staffordbc.gov.uk

Public Buildings
Statutory compliance
Building projects/design
Building maintenance
Energy management

Clair Smith
Technical Officer
Tel : (01785) 619371
Fax : (01785) 619688
Email : clsmith@staffordbc.gov.uk

Public Buildings
Building maintenance
Statutory compliance
Financial monitoring

Law and Administration

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

Corporate Communications
Corporate Services
Council's Monitoring Officer
Democratic Services
Elections
Legal
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
Deputy Monitoring Officer and Data Protection Officer

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

Agendas and Minutes production for all meetings
Elections:
Registering to vote
Electoral Registration
Review of Boundaries
Corporate Administration
Corporate Support
Mayoral

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

Press and Public Relations
Internal and External Corporate Communications;
Internet and Intranet Development;
Graphic Design;
Social Media Development

Sheryle Dooley
Corporate Services Officer
Tel: (01785) 619207
Fax: (01785) 619119
sdooley@staffordbc.gov.uk

Corporate Services -
Word processing and document production, Personal Assistants
Post room, central administration services

Barbara Potts
Chief Executive's, Leader's and Mayoral Office
Tel: (01785) 619196
Email: bpotts@staffordbc.gov.uk
mayoral@staffordbc.gov.uk
members@staffordbc.gov.uk

Personal Assistant to the Chief Executive
Mayoral/Civic Services
Members Services

Kate Jeffs
Corporate Admin Support Officer
Tel: (01785) 619213
Email: kjeffs@staffordbc.gov.uk

Mayoral/Civic Services
Member Liaison
Administrative support to the Chief Executive's Personal Assistant

Andrew Bailey
Scrutiny Officer
Tel: (01785) 619212
Email: abailey@staffordbc.gov.uk

Scrutiny Committees
Call in procedures
Task and Finish Reviews
Licensing Committee and Sub Committees
Assist in administration of other Committees ie Council, Planning, Cabinet and Public Appeals
Council's Constitution

James Dean
Democratic Services Officer
Tel: (01785) 619209
Email: jdean@staffordbc.gov.uk

Cabinet
Assist in administration of other Committees ie Council, Planning and Public Appeals
Leadership Team
Audit and Accounts

Economic Development and Planning

Richard Lawrence
Head of Economic Development
and Planning
Tel: (01785) 619583
Mob: 07800 619583
Email: rlawrence@staffordbc.gov.uk

Development Management
Planning Policy
Planning Delivery
Building Control
Economic Development
HS2
Strategic Health and Housing

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
Complaints and Improvement

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

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

Planning Enforcement

Eiryl McCook
Development Lead Enforcement
Tel: (01785) 619732
Email: emccook@staffordbc.gov.uk

Planning Enforcement
Monitoring of Conditions

Eddie Owen
Senior Planning Enforcement
Officer
Tel: (01785) 619527
Email: ejowen@staffordbc.gov.uk

Planning enforcement
Monitoring of Conditions

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

Planning Member Call-ins
Planning Weekly List
Planning Appeals
Addressing

Forward Planning

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

Planning policy matters including the Local Plan, Community Infrastructure Levy, Supplementary Planning Documents, Neighbourhood Planning and Conservation Area Reviews

Vacant
Senior Conservation Officer

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.

Health and Housing Group

Anna Nevin
Interim Health and Housing
Services Group Manager
Tel: (01785) 619176
Email: anevin@staffordbc.gov.uk

- Management of the Council's Strategic housing and Health and Wellbeing functions
- Homelessness and Housing Options
- Private Sector Housing Enforcement and Renewal
- Disabled Facilities Grants
- Housing Need
- Affordable Housing and Planning issues
- Health and Wellbeing strategy and delivery

Kate Harrold (on maternity leave)
District Public Health Development
and Partnership Officer
Tel: (01785) 619318
Email: kharrold@staffordbc.gov.uk

Sam Taylor
(cover for Kate's maternity leave)
Tel: (01785) 619318
Email: staylor@staffordbc.gov.uk

Vacant
Lead Officer for Housing Strategy
and Options

Vacant
Lead Officer for Housing Standards

- Programme Manager for Health and Wellbeing Initiatives
- Commissioning Lead for Health and Wellbeing
- Health and Wellbeing Strategy and policy development
- Stafford and Surrounds Health and Wellbeing Support Officer

- Housing Strategy, Policy and Research
- Lead on New Build Affordable Housing Issues
- Partnership Development
- Analysing/Planning to meet housing demand,
- Customer Engagement and Satisfaction Issues
- Development of Domestic Violence Refuge
- Managing the Housing Options and Homelessness Service
- Assessing the need for accommodation of Gypsies and Travellers

- Assessing Private Housing Standards and working with Landlords
- Helping people Improve and Repair their homes
- Managing Disabled Facilities Grants
- Promoting Home Energy Conservation, Warm Homes, and the Reduction of Carbon Emissions
- Reducing the number of Problem Empty Homes
- Supporting vulnerable tenants to access and sustain tenancies
- Improving the health and wellbeing of homeowners and tenants

Economic Development

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

Major Developments
Economic Development
Employment Opportunities
Business Enterprise

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

Inward Investment
Employment Land
Visitor Economy

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

Rural Economic Development
Business Support

Vacant
Town Centre Development Officer
Tel: (01785) 619470
Email:
rgatensbury@staffordbc.gov.uk

Town Centre Business Support, Promotion and
Partnership.

Corporate Business and Partnerships

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

Corporate Policy and Strategic Partnerships;
Safeguarding Children and Vulnerable Adults; Safer
Communities and Anti Social Behaviour; Community
Development and Engagement; Voluntary Sector
Provision and Grants; Commissioning, Improvement and
Transformation, Project and Performance Management;
Equalities and Diversity; Civic Centre Accommodation
and One Public Estate;

Viki Ashcroft
Principal Corporate Business and
Partnership Officer
Corporate Business and
Partnerships
Tel: (01785) 619385
Fax: (01785) 619119
Email: vashcroft@staffordbc.gov.uk

Designated Safeguarding Lead; Lead for transformation,
partnerships, safeguarding, equalities and commissioning
Support for performance, policy development, OPE and
business flow

Vacant
Senior Corporate Business and
Partnership Officer
Corporate Business and
Partnerships Team

Strategic partnerships including community safety; Anti-
social behaviour; transformation and commissioning

Amanda Knight
Partnerships Officer
Corporate Business and
Partnerships Team

Anti-social Behaviour; Community Safety; Partnership
HUB; transformation and commissioning

Jan Silvester
Corporate Business and
Partnership Officer
Corporate business and
Partnerships Team

Deputy Designated Safeguarding Lead
Lead for performance, safeguarding, CSE, Modern Day
Slavery, LAC
Support for transformation, community safety, ASB, HUB

Karen Davies
Partnerships Officer
Corporate Business and
Partnerships Team
Tel: (01785) 619408
Fax: (01785) 619319
Email: kdavies@staffordbc.gov.uk

Community development and engagement work;
Community Awards Eco Schools; Fair Trade

Ella Smith
Business Support Officer
Corporate Business and
Partnerships Team

Lead for budget monitoring, sickness, leave, voluntary
sector events, SNP
Development of performance and equalities
Support for transformation

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 PC
enquiries.

Individual Contact Officers

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
Financial Systems
Housing systems

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

Development Control system
Geographical Information Systems

Pete Tompson
Information Systems Architect
Tel: (01785) 619011
Email:
petetompson@cannockchasedc.gov.uk

Environmental Health systems
HR systems
Customer Relationship Management systems