

SERVICE BY SERVICE - May 2009

CHIEF EXECUTIVE'S SERVICE – SHEILA WHEELER	
<i>Communications – Di Talbot</i>	Press Office, Local, internal communications, corporate, Councillor and Parish Briefings, Plain English.
<i>Performance and Improvement – Raymond Warren</i>	Performance management, improvement planning, Covalent performance management system, Comprehensive Performance Assessment (CPA), inspections.
<i>Overview and Scrutiny – Angela Woodhouse</i>	Responsible for holding the Cabinet (Executive) to account and making recommendations for improvements.
<i>Environment and Street Scene - Gary Stevenson</i>	
Parking Section	Operates the parking policy including charges, maintenance and improvement of car parks, on-street and off-street parking and parking enforcement. Also residents' parking schemes, traffic regulation orders and waiting restrictions.
Food and Commercial	Food hygiene, complaints, poisoning and infectious diseases. Health and safety at Work complaints. Working conditions, Sunday trading, accidents in the work place, health education, home safety and animal welfare.
Environmental Protection	Pollution, public health nuisances, private drainage/overflowing cesspools, water pollution, water quality/sampling, odour nuisance and pest control.
Licensing	Hackney carriages, private hire vehicles, lotteries, game dealers, alcohol and public entertainment licenses and street trading.
Client Services	Cleaner Borough, fly tipping, abandoned vehicles, dog warden service, refuse collection, public conveniences, street cleaning and recycling.
Cemetery and Crematorium	Deals with matters relating to the Kent and Sussex Crematorium and the Borough Cemetery in Benhall Mill Road.

Housing and Health- David Crosby	
Housing Needs	Provides and advice service on housing related issues. They also deal with homeless applications and temporary accommodation for the homeless and the management of the Council's Gypsy site at Cinderhill Wood.
Private Sector Housing and Initiatives	Responsible for surveying, improving and maintaining the standard of housing stock throughout the borough with external partners and grants.
Affordable Housing	The development of affordable housing schemes in the Borough through partnership working.

DIRECTOR OF CHANGE AND BUSINESS SUPPORT – WILLIAM BENSON	
Finance and Governance - Sean Clark	
Accountancy	Prepares budgets and final accounts. Provides financial information and advice.
Exchequer	Collection of sundry debts, payments and housing rents, insurance, car loans. Car leasing. Concessionary bus fare permits and rail discount vouchers. Payment of salaries and wages.
Property Services Technical Team	A comprehensive design and project management service for buildings, interiors and hard landscape for all new buildings and the alteration and modernisation of existing buildings. Advises on building use and assesses potential use of buildings and land for development by providing feasibility studies. Manages and implements the Council's maintenance programmes. Provides a management service to all Council departments covering the financial and legal aspects of building operations. Services include estimating and managing the cost of building projects, advising on contractual matters and obtaining tenders, managing external consultants and maintaining the Council's select list of contractors.
Facilities and Estates	Provides management service of Council property and estates management for all land and buildings owned by the Council. The Facilities Team deals with cleaning, security, fire regulations, tender procedures, room bookings, postal collection (internal distribution/deliveries) and catering requirements.
Democratic Services	Servicing committees, Mayoral support, the Council's year book diary, appointments to outside bodies, Members' attendance.
Internal Audit and Risk Management	Ensures the integrity and corporate scrutiny of financial control systems. Undertakes financial and disciplinary investigations. Advises on aspects of Corporate Governance, Risk Management and Procurement. Reviews, develops and promotes a culture of efficiency, performance and adherence to Council policy.

Legal Services – Paul Cummins	Responsible for legal services to the Council.
Human Resources – Val Green	Training (staff and Councillors), appraisal and development process, equal opportunities enquiries, requests about job vacancies, work experience placements.
Transformation and Delivery – Andrew Cole	
Information Systems	Responsible for all aspects of Information Services including corporate, department and user hardware and software, data communications and Data Protection Act.
Publications Team	Graphic design, print buying, exhibition and display, intranet and website development, digital TV.
Customer Services	Telecommunications, Customer Service Desks at the Gateway, 8 Grosvenor Road and Weald Information Centre, Cranbrook. Customer Care and complaints. Manages the Out of Hours Emergency Telephone Service and production of internal telephone directories.
Geographic Information System (GIS)	Maintenance of spatial data sets including Land and Property Gazetteer.
Customer Access – Bill McCafferty	
Gateway	A partnership between the borough and county councils, Tunbridge Wells Gateway, located at 8 Grosvenor Road, Tunbridge wells opened on 3 November 2008. It is a multi-agency offer that delivers public services in an innovative way, from a single central location with a department store-style approach, offering a wide range of public and voluntary services. A team of highly trained, multi-skilled Customer Service Advisors are employed directly by Tunbridge Wells Borough Council. Gateway is about bringing a better experience for people and aims to improve the quality of life of Tunbridge Wells' residents by joining public services and making them accessible in a friendly and attractive way. For those who cannot get to the Tunbridge Wells Gateway, there is a mobile Gateway that will tour other towns and villages across rural mid Kent.
Revenues and Benefits	Deals with Housing and Council Tax Benefit, Benefit Fraud, National Non-Domestic Rates and Council Tax.

DIRECTOR OF PLANNING ANC DEVELOPMENT – ROBERT COTTRILL	
<i>Community and Corporate Planning – Nazeya Hussain</i>	Community safety and development.
<i>Planning and Building Control Services – Jim Kehoe</i>	Planning applications, appeals and general enquiries in the Borough. Investigates and enforces planning control. Building regulation applications, related site inspections, demolitions and dangerous structures.
<i>Economic Development and Regeneration – David Candlin</i>	Includes business liaison and support, inward investment, destination marketing, tourism development, the Tourist Information Centre, Farmers' Markets and management of the Chalybeate Spring. The Service works to develop and maintain close working relationships with key businesses, agencies and partnerships, in order to encourage economic growth in the urban and rural areas of the borough. It also markets the borough as a destination for inward investment and tourism. It is the lead section for the regeneration of the town centres.
<i>Leisure and Well-Being- Nigel Bolton</i>	
Leisure Services	Responsible for running, maintaining and developing leisure facilities owned by the Council. Assisting organisations with grants, lottery funding applications and advice. Promoting sporting activities and events in the town.
Parks	Manage parks, sports grounds, play areas, allotments, open spaces and woodland within the town.
Museum and Art Gallery	Cares for the Borough's collections and archives and there are six major exhibitions a year in the Art Gallery.
Assembly Hall Theatre	A centre for entertainment, which includes ballet, opera, pantomimes, concerts etc.