

Strategy and Performance Advisory Committee

Scope of Officer Responsibilities

25 June 2013

Corporate Support

Chief Officer: Jim Carrington-West

SPAC Areas of Responsibility

- Customer Service Standards
 - Customer Services
 - Complaints

Key Issues and Future Challenges

- Corporate approach to Customer Service
- Corporate Complaints – minimising/improving

Environmental & Operational Services

Chief Officer: Richard Wilson

SPAC Areas of Responsibility

- Corporate Health & Safety

Key issues and future challenges

- Corporate and individual responsibility
- Risk Assessments
- Review of H&S Corporate Policies

Human Resources

Lead Officer: Syreeta Gill

SPAC Areas of Responsibility

- Human Resources
 - Health and Well Being
 - Recruitment and Retention
 - Talent Management

Key Issues and Future Challenges

- Work/Life balance
- Increasing capacity during difficult times
- Supporting the new structure

Legal and Governance

Chief Officer: Christine Nuttall

SPAC Areas of responsibility

- Democratic Services
 - Clerking all Council meetings
 - FOI Requests
 - Data Protection
 - Support Chairman of Council

Key issues and Future Challenges

- New Governance
- FOI Requests

Transformation & Strategy

Head of Service: Lee Banks

SPAC Areas of Responsibility

- Business Transformation
- Corporate Policy
- Communications
- Equality
- Performance Management Framework

Key Issues and Future Challenges

- Reduced resources
- Service improvement