

**Service Plan Structure
- Operations
October 2024**



**Executive Director
Operations
Charles Edwards**



**Interim Assistant Director
Neighbourhoods
Mike Brown**

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Waste Collections

- Residential waste, garden waste, bulky waste, and clinical waste collections
- Some trade waste under contract.

Grounds maintenance of parks, open spaces, town centres and public highways

- Empty street litter bins
- Manage litter on Council land
- Maintenance and security of over 60 parks and 33 playgrounds.

Burial Services/Cemeteries

- Oversee burials
- Maintain burial grounds/cemeteries/churchyards.

Pest Control Services – Commercial & Domestic

Transport Services

- Maintain Council vehicles.

Allotment services



**Assistant Director
Housing Management
Nicky Moss**

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Tenancy, Estate and Housing Management

- Enforcement of Tenancy Conditions (on Council Tenancies) – includes management of low level ASB cases.

Income Collection/Debt Recovery

- Current and former rent arrears and rechargeable debts.

Tenancy Support Service

- Short term support service for those at risk of eviction.

Money Management Advice Service

- Pre-tenancy support for housing applicants and for current tenants.

Tenant Participation, Consultation, and Involvement

- Tenant engagement services for the Housing Residents.

Housing Complaints and Regulatory compliance

Corporate Safeguarding



**Assistant Director
Housing Operations
Chris Clipstone**

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Responsive and Void Repairs (Housing):

- Day to day reactive repairs
- Return void properties to Lettable Standard
- Procurement and management of trade contractors for housing
- Technical repairs and maintenance inspections of council properties.

Planned, Cyclical and Estates Repairs:

- Annual Property Health and Safety Checks (gas, fire, CO, electrical)
- Planned programme of works (fencing, doors etc.)
- Aids and adaptations in council homes
- Cleanliness and tidiness of housing land.

Support Services:

- Call Centre for Repairs Appointment System:
- Customer care and quality control issues in council properties
- 24/7 Emergency Standby Repair Service for Council homes.

**Assistant Director
Assets
VACANT**

Major Works Contracts (Housing)

- Major repairs and improvement works to the Council's house stock.

Facilities and Maintenance Team

- Maintain office facilities for front line services
- Car parking management, enforcement and maintenance
- Community Centres.

Energy and Climate Change

- Monitor energy consumption and establish a baseline of CO2 emissions.