



# **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](mailto: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

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### ENVIRONMENTAL AND HEALTH

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

- Environmental and 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

### Regulatory Services Group

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

Vacant  
Principal Environmental Health Officer

- 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
- Contamination Land
- Pollution from Industrial Processes

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

### **Operational Services Group**

Phil Gammon  
Operational Services Group Manager  
Tel: (01785) 619108  
Email: [pgammon@staffordbc.gov.uk](mailto:pgammon@staffordbc.gov.uk)

Overall responsibility for the strategic and operational delivery of:

- Streetscene
- Bereavement Services
- Waste Collection and Recycling Services
- Pest Control Service

Mark Street  
Operational Services Manager  
Tel: (01785) 619390  
Email: [mstreet@staffordbc.gov.uk](mailto:mstreet@staffordbc.gov.uk)

Overall responsibility for the operational delivery of:

- Streetscene
- Bereavement Services
- Waste Collection and Recycling Services
- Pest Control Service

Mick Bailey  
Streetscene Area Co-ordinator  
(Operational Delivery / Customer Engagement)  
Tel: (01785) 619108  
Email: [mbailey@staffordbc.gov.uk](mailto:mbailey@staffordbc.gov.uk)

All aspects of Streetscene including:

- Street Cleansing
- Grounds Maintenance
- Arboricultural Services
- Horticultural Services
- Community Liaison

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

All aspects of Bereavement Services undertaken at:

- Eccleshall Rd Cemetery
- Stone Cemetery
- Stafford Crematorium
- Tixall Road Cemetery

Diane Barnard  
Contracts Liaison Officer  
Tel: (01785) 619633  
E:mail: [dbarnard@staffordbc.gov.uk](mailto:dbarnard@staffordbc.gov.uk)

All aspects of the provision of operational activities to other public bodies and commercial organisations

### **Customer Service**

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

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## LEISURE

Mark Thornewill  
Leisure Projects Manager

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](mailto: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](mailto: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 and Marketing Manager  
Tel: (01785) 619300  
Fax: (01785) 619419  
Email: [lhulse@staffordbc.gov.uk](mailto:lhulse@staffordbc.gov.uk)

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

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## 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](mailto: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](mailto: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: [efullagar@cannockchaseddc.gov.uk](mailto:efullagar@cannockchaseddc.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: [akendall@cannockchasedc.gov.uk](mailto:akendall@cannockchasedc.gov.uk)

Capital Projects  
Budgeting and Closure of Accounts

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

Judith Aupers  
Head of Governance  
Tel: 01543 464411  
Email: [JudithAupers@cannockchasedc.gov.uk](mailto: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](mailto: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](mailto:stevepartridge@cannockchasedc.gov.uk)

Civil Contingencies (ie Emergency Planning and Business Continuity Planning)

Steve is based at Cannock

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## **HUMAN RESOURCES**

**(inc Property Services)**

Neville Raby  
Head of Human Resources  
Tel: (01785) 619205  
Fax: (01785) 619450  
Email: [nraby@staffordbc.gov.uk](mailto: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 & Payroll Manager  
Tel: (01785) 619224  
Fax: (01785) 619450  
Email: [wjennings@staffordbc.gov.uk](mailto: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](mailto: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  
Payroll Team Leader  
Tel: (01785) 619489  
Fax: (01785) 619450  
Email: [ghawkins@staffordbc.gov.uk](mailto:ghawkins@staffordbc.gov.uk)

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

Julie Hemmings  
Payroll Team Leader  
Tel: (01785) 619511  
Fax: (01785) 619450  
Email: [jhemmings@staffordbc.gov.uk](mailto: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](mailto:jdavis@staffordbc.gov.uk)

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

Paul Gerrard

Public Buildings

Senior Public Buildings Officer  
Tel: (01785) 619620  
Fax: (01785) 619688  
Email: [pgerrard@staffordbc.gov.uk](mailto:pgerrard@staffordbc.gov.uk)

Statutory compliance  
Building projects/design  
Building maintenance  
Energy management

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

Public Buildings  
Building maintenance  
Statutory compliance  
Financial monitoring

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## LAW AND ADMINISTRATION

Alistair Welch  
Head of Law and Administration  
Tel: (01785) 619204  
Fax: (01785) 619119  
Email: [awelch@staffordbc.gov.uk](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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  
Fax: (01785) 619119  
[bpotts@staffordbc.gov.uk](mailto:bpotts@staffordbc.gov.uk)  
[mayoral@staffordbc.gov.uk](mailto:mayoral@staffordbc.gov.uk)  
[members@staffordbc.gov.uk](mailto:members@staffordbc.gov.uk)

Executive Support  
Mayoral/Civic Services  
Members Services



# ECONOMIC DEVELOPMENT AND PLANNING

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

Development Management  
Forward Planning  
Local Searches (Land Charges)  
Building Control  
Economic Development  
Inward Investment  
Industrial Estates  
Town Centre Management  
Stafford Market  
HS2

## Individual Contact Officers Development Management

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

Development Management  
(including Enforcement)  
Planning Appeals

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

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

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

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

Gavin Pearce  
Tree Officer  
Tel: (01785) 619539  
Email: [trees@staffordbc.gov.uk](mailto: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 Streetscene)

Victoria Barraclough  
Planning Support Lead  
Tel: (01785) 619327  
Email: [vbarracough@staffordbc.gov.uk](mailto:vbarracough@staffordbc.gov.uk)

Planning Member Call-ins  
Planning Weekly List  
Planning Appeals  
Addressing

## Planning Enforcement

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

Planning enforcement  
Monitoring of Conditions

## Forward Planning

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

Contact Alex Yendole  
Tel: (01785) 619536  
Email: [ayendole@staffordbc.gov.uk](mailto:ayendole@staffordbc.gov.uk)

## Building Control

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

## Regeneration

Robert Gatensbury  
Economic Regeneration Manager  
Tel: (01785) 619748  
Fax: (01785) 619753  
Email: [rgatensbury@staffordbc.gov.uk](mailto: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) 619701  
Fax: (01785) 619613  
Generic: [carparking@staffordbc.gov.uk](mailto:carparking@staffordbc.gov.uk)

Management of Stafford Borough Council's:

- Off-Street Car Parks
- 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](mailto:thollingsworth@staffordbc.gov.uk)

Inward Investment  
Employment Land

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

Rural Economic Development

## Health and Housing Group

Tomos Jones  
Interim Health and Housing Services  
Group Manager  
Tel: (01785) 619336  
Email: [tjones@staffordbc.gov.uk](mailto:tjones@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  
District Public Health Development and  
Partnership Officer  
Tel: (01785) 619318  
Email: [kharrold@staffordbc.gov.uk](mailto:kharrold@staffordbc.gov.uk)

- 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

Anna Nevin  
Lead Officer Housing Strategy and  
Options  
Tel: (01785) 619176  
Email: [anevin@staffordbc.gov.uk](mailto:anevin@staffordbc.gov.uk)

- 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

Vacant  
Lead Officer for Housing Standards

- 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

## CORPORATE BUSINESS AND PARTNERSHIPS

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

Corporate Policy Strategic Partnerships;  
Safeguarding Children and Vulnerable Adults; Safer  
Communities and Anti Social Behaviour;  
Community Development, Commissioning,  
Improvement and Transformation, Project and  
Performance Management; Equalities and Diversity;  
Civic Centre Accommodation; CCTV,  
Environmental Management

Viki Ashcroft  
Senior Policy, Improvement and  
Partnership Officer  
Policy, Improvement and Partnerships  
Team  
Tel: (01785) 619385  
Fax: (01785) 619119  
Email: [vashcroft@staffordbc.gov.uk](mailto:vashcroft@staffordbc.gov.uk)

Corporate Policy and Partnerships; Safer  
Communities; Equalities; CCTV  
Commissioning, Improvement and Transformation

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

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## TECHNOLOGY (Shared Service with Cannock Chase District Council)

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

Information Technology  
Communications  
Large volume photocopying

### Dedicated Contact Telephone Number

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

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

### Individual Contact Officers

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

Helpdesk Management  
Leisure systems

Anthony Hyatt  
Systems Manager  
Tel: (01785) 619492  
Fax: (01785) 619219  
Email: [ahyatt@staffordbc.gov.uk](mailto: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](mailto:tanali@cannockchasedc.gov.uk)

Information Technology  
Communications

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

Revenues system  
Financial Systems  
Housing systems

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

Development Control system  
Geographical Information Systems

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

Environmental Health systems  
HR systems  
Customer Relationship Management systems