

Chief Executive & Directors

Chief Executive – Julia Smith

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Strategic Director (Section 151 Officer) – Sarah Pennelli

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Strategic Director – John Richardson

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Email: john.richardson@blaby.gov.uk

PA Team – who support the Chief Executive and Directors, they also provide support to the Council Chairman and to a number of corporate projects

Nicky Brown – Tel: 0116 272 7504

Email nicky.brown@blaby.gov.uk

Alison Newman - Tel: 0116 272 7501

Email: alison.newman@blaby.gov.uk

Corporate Services

Group Manager: Louisa Horton

T: 0116 272 7636 louisa.horton@blaby.gov.uk

Service areas: Communications, Customer & Electoral Services, Democratic, Scrutiny & Governance Services, Legal and Land Charges, Performance & Systems, Information Management and ICT Services	Key Contacts
Communications The Communication Team's responsibilities include: <ul style="list-style-type: none">• the production and distribution of Contact, the authority's customer magazine• media and public relations issues• Blaby's website www.blaby.gov.uk• Intranet (internal site for employees)• social media (Twitter, Facebook etc)• corporate branding• print and design services• Leading on the Channel Shift strategy so the Council is more accessible to our customers.	<p>Julie Hutchinson Service Manager T: 0116 272 7648 julie.hutchinson@blaby.gov.uk</p> <p><u>Ian Cockerill</u> Communications Officer T: 0116 272 7577 ian.cockerill@blaby.gov.uk</p>
Customer & Electoral Services The Customer Services Team provides the first point of contact for customers for a range of services, including: <ul style="list-style-type: none">• Reception services, helping customers with a wide range of matters for Blaby District Council, including signposting for Leicestershire County Council, Parish Council services and other organisations/partners• Payment services• Telephone and email enquiries from noise to recycling and to front line Council Tax calls• Assisting customers across a wide range of access channels, including online services and My Account enquiries• Processing and issuing incoming and outgoing post The Elections team is responsible for: <ul style="list-style-type: none">• maintenance of the register of electors• the administration of elections under the direction of the Returning Officer (CE Jane Toman)• Providing a signposting services for specific parish and town council matters• Promoting electoral inclusion and voter participation	<p>Ross Griffin (Interim) Service Manager T: 0116 272 7527 ross.griffin@blaby.gov.uk</p> <p>Karen Croft-Kirby Customer Services Team Leader T: 0116 275 0555 karen.kirby@blaby.gov.uk</p> <p>Louise Bailey Customer Services Team Leader T: 0116 275 0555 louise.bailey@blaby.gov.uk</p> <p>Katie Brooman Electoral Services Officer T: 0116 272 7560 katie.brooman@blaby.gov.uk</p>

<p>Democratic, Scrutiny, Legal & Governance Services Democratic Services provides:</p> <ul style="list-style-type: none"> • the annual calendar of meetings • member support, including induction, training and development • preparation and distribution of committee agendas, reports and minutes – including publication on the council website • advice to officers and members on constitutional matters • officer support to the Scrutiny function • members e:bulletin <p>Legal & Governance Services include:</p> <ul style="list-style-type: none"> • legal advice and support for the organisation • data protection advice and compliance • management of the Council's 3Cs feedback services (comments, compliments and complaints) • management of requests for both Freedom of Information and Environmental Information. • Land Charge service for Blaby, Hinckley & Bosworth and Oadby & Wigston Borough Councils. 	<p>Louisa Horton Corporate Services Group Manager and Monitoring Officer T: 0116 272 7636 louisa.horton@blaby.gov.uk</p> <p>Sandeep Tiensa Senior Democratic Services Officer T: 0116 272 7640 sandeep.tiensa@blaby.gov.uk</p> <p>Katie Saunders Senior Scrutiny Officer T: 0116 272 7708 katie.saunders@blaby.gov.uk</p> <p>Nicole Cramp Democratic Services T: 0116 272 7638 nicole.cramp@blaby.gov.uk</p> <p>Andrew Hickling Information & Contracts Officer T: 0116 272 7558 andrew.hickling@blaby.gov.uk</p>
<p>Performance and Systems The Performance and Systems Team work with officers and members to improve service performance and enable them to provide customer focussed services. The Performance team:</p> <ul style="list-style-type: none"> • support to monitor and manage the performance of the Authority • provide guidance and support on Systems Thinking • offer advice and research on customer insight; • advise on, and undertake consultation exercises • monitor and advise on equalities legislation and practice ensuring people are treated fairly • support and advise on project management • provide systems administration to ICT systems used in services such as Environmental Health, Lightbulb and Building Control. 	<p>Luke Clements Interim Performance Manager T: 0116 272 7732 luke.clements@blaby.gov.uk</p>
<p>Monitoring Officer The Monitoring Officer is the principal advisor to the authority's standards committee; maintains the register of members' interests; has statutory responsibilities for aspects of parish council activities and has constitutional responsibility for both public and member complaints.</p>	<p>Louisa Horton Corporate Services Group Manager and Monitoring Officer T: 0116 272 7636 louisa.horton@blaby.gov.uk</p>

ICT Contract Management

ICT services are currently provided through a partnership arrangement with four neighbouring authorities led by Hinckley & Bosworth BC and provided by Steria. The partnership approach helps to provide efficiencies and improve service resilience.

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Service email addresses for general help.

communications@blaby.gov.uk
customer.services@blaby.gov.uk
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committees@blaby.gov.uk
legalservices@blaby.gov.uk
feedback@blaby.gov.uk
foi@blaby.gov.uk
eir@blaby.gov.uk
monitoring@blaby.gov.uk
corporate.performance@blaby.gov.uk
equalities@blaby.gov.uk

Financial Services

The Strategic Finance Manager reports directly to the Strategic Director (Section 151)

Nick Brown
Strategic Finance Manager
T: 0116 272 7625
nick.brown@blaby.gov.uk

Service areas: Finance	Key Contacts
<p>Finance The Financial Services Team provides effective management of the Council's resources, including:</p> <ul style="list-style-type: none">• co-ordination of the budget setting process• annual accounts• treasury management• insurance• payroll• supplier payments• invoicing and sundry debt recovery• bank reconciliation• taxation• financial advice to members and officers <p>Income & Collection Team The Income & Collection Team is responsible for:</p> <ul style="list-style-type: none">• Issuing summons for non payment of accounts and securing debt at the Magistrates Court• Dealing with attachment orders, enforcement agents action, insolvency and committal work• Collecting Housing Benefit overpayments	<p>Katie Hollis Accountancy Services Manager T: 0116 272 7739 katie.hollis@blaby.gov.uk</p> <p>Sarabjit Khangura Council Tax Income & Debt Manager T: 0116 272 7646 Sarabjit.khangura@blaby.gov.uk</p>

Housing & Community Services

Group Manager: Caroline Harbour

T: 0116 272 7595 caroline.harbour@blaby.gov.uk

Service areas:	Key Contacts
<p>Revenues & Benefits Service (including Recovery & Fraud), Community Services, Environmental Services, Housing Services, Lightbulb, Housing Strategy</p> <p>Benefits The Benefits Team provides an invaluable community service to over 4,800 households in the District. Its responsibilities include:</p> <ul style="list-style-type: none">• Efficient assessment and payment of Council Tax Support and Housing Benefit• Direct support includes emergency funding, discretionary financial assistance, food and fuel to residents in immediate crisis <p>Revenues The Revenues Team is responsible for:</p> <ul style="list-style-type: none">• assessment, billing and collection of Council Tax for over 43,000 domestic properties• assessment, billing and collection of Non Domestic Rates accounts for over 2,300 non-domestic properties• Dealing with collection and liability issues	<p>Grahame Perkins Council Tax and Benefits Manager T: 0116 272 7580 grahame.perkins@blaby.gov.uk</p>
<p>Community Services Team The primary function of the Team is to work across the district to engage with the public in making Blaby District a safer place to live, work and visit through the joint Community Safety Partnership. Personalised support includes:</p> <ul style="list-style-type: none">• domestic abuse support• housing related support• specialist support to young people through the children's worker• outreach service to young people through the BB19 Service• First contact reporting for vulnerable residents• Dealing with reports of Anti Social Behaviour	<p>Rebecca Holcroft Service Manager T: 0116 272 7537 rebecca.holcroft@blaby.gov.uk</p>
<p>Environmental Services This is primarily a statutory service that safeguards public health and the environment and develops strategies to support this aim. Areas of work include:</p> <ul style="list-style-type: none">• air quality management	<p>Anna Farish Environmental Services Manager T: 0116 272 7643 anna.farish@blaby.gov.uk</p>

<ul style="list-style-type: none"> • contaminated land • pollution control • car parking • land drainage/flood management • climate change • stray dogs and dog fouling • licensing of Private hire and Hackney vehicles, drivers and operators • licensing of animal boarding and breeding establishments • licensing of sale of alcohol <p>licensing of regulated entertainment and gambling</p>	
<p>Housing Services Team The team's responsibilities include:</p> <ul style="list-style-type: none"> • prevention of homelessness • emergency housing advice and support • management of the Choice Based Lettings Scheme (housing register) • Production of the Council's housing related policy e.g. housing strategy, homelessness strategy and allocations policy • Enabling of affordable housing across the District • Working with partners to deliver specific housing related projects • Working with Environmental Health to deliver the Empty Homes Programme 	<p>Ian Jones Service Manager T: 0116 272 7516 ian.jones@blaby.gov.uk</p>
<p>Service email addresses for general help.</p>	<p>benefits@blaby.gov.uk housing.options@blaby.gov.uk housing.adaptations@blaby.gov.uk community.safety@blaby.gov.uk housing.strategies@blaby.gov.uk</p>

Human Resources

Strategic Manager – Kate Kells

T: 0116 272 7570

Service areas: Human Resources	Key Contacts
<p>Human Resources The HR Team works to ensure fairness, equality and consistency in matters affecting all staff employed within the Council and members of the public who are seeking employment. They provide professional and technical support on:</p> <ul style="list-style-type: none">• Recruitment• sickness absence• performance and conduct• service restructures• learning and development• HR policies	<p>Kate Kells Strategic Manager T: 0116 272 7570 kate.kells@blaby.gov.uk</p>
<p>Corporate Health & Safety This is an advisory function providing technical and management support to all Council services on health and safety related matters. The primary function being to give advice and guidance on any aspect of the Council's undertakings.</p>	<p>Jon Thorpe Corporate Health & Safety Adviser T: 0116 272 7571 jon.thorpe@blaby.gov.uk</p>
<p>Service email addresses for general help.</p>	<p>human.resources@blaby.gov.uk healthandsafety@blaby.gov.uk</p>

Neighbourhood Services & Assets

Group Manager: Paul Coates

T: 0116 272 7615 paul.coates@blaby.gov.uk

Service areas: Refuse and Recycling, District Cleansing, Parks & Open Spaces, Fleet Management Services, Property & Assets	Key Contacts
Refuse and Recycling: - Provides: <ul style="list-style-type: none">• a fortnightly refuse and comprehensive kerbside recycling service to approximately 40,000 houses within the district of Blaby. This equates to approximately 6.49 Million collections per annum• a fortnightly chargeable garden waste service, currently subscribed to by approximately 20,000 customers• recycling centres at 19 locations across the District• a commercial refuse and recycling service to approximately 347 businesses within Blaby and the surrounding areas	<p>Luke Clements Waste Operations Manager T: 0116 272 7728 luke.clements@blaby.gov.uk</p> <p>Murray Warburton Environmental Maintenance Supervisor (Refuse & Recycling) T: 0116 272 7609 murray.warburton@blaby.gov.uk</p> <p>Nick Warren Environmental Maintenance Supervisor (Refuse & Recycling) T: 0116 272 7607 nick.warren@blaby.gov.uk</p>
District Cleansing: Provides: <ul style="list-style-type: none">• Maintains the cleanliness of all publicly owned land within Blaby District• Twice weekly emptying of 561 litter bins and 483 dog bins• Associated litter picking and mechanical sweeping of adopted carriageways and footways• A daily cleanse of Blaby Town centre and toilets is also undertaken all year round• A litter picking service to assist parish councils for a contractual charge• A mechanical sweeping facility is also offered to private companies on a chargeable basis as an additional income stream	<p>Roy Fellows Neighbourhood Services Supervisor (District Cleansing) T: 0116 272 7608 roy.fellows@blaby.gov.uk</p>
Parks & Open Spaces Delivers: <ul style="list-style-type: none">• The Green Space Strategy, delivering the Volunteer Ranger scheme and developing our strategic green spaces.• Carries out the horticultural care and maintenance of all Blaby District Council grassed areas, parks and open spaces• Grounds maintenance service for some parish councils which contributes to our income generation	<p>Pete Williams Parks & Open Spaces Manager T: 0116 272 7622 pete.williams@blaby.gov.uk</p>

<p>Fleet Management Services</p> <p>Delivers:</p> <ul style="list-style-type: none"> • Provision and maintenance of a fleet of municipal vehicles for the above operations ranging from ride on mowers and small vans to 26 Tonne Refuse collection vehicles • Other vehicles are provided for other service providers within BDC e.g. Dog Warden Service 	<p>Ian Curtis Fleet & Servicing Manager T: 0116 272 7649 ian.curtis@blaby.gov.uk</p>
<p>Property & Assets</p> <p>The Team's responsibilities include:</p> <ul style="list-style-type: none"> • ensuring corporate buildings are accessible, clean, usable and capable of adaptation to changing needs • ensuring capital building projects are delivered on time and on budget • managing related sites, including garages, closed church yards and allotments • recommending appropriate acquisitions and manage asset disposals • monitoring asset related elements of external contracts such as Enderby Leisure Centre and Enderby Road Industrial Estate. 	<p>Christopher Portess Property & Assets Service Manager T: 0116 272 7738 Christopher.Portess2@blaby.gov.uk</p>
<p>Service email addresses for general help.</p>	<p>Waste.cleansing@blaby.gov.uk Property.services@blaby.gov.uk</p>

Planning & Economic Development

Group Manager - Catherine (Cat) Hartley

T: 0116 272 77727 Catherine.hartley@blaby.gov.uk

Service areas: Development Management, Development Strategy, Economic Development and Planning Enforcement, Strategic Growth	Key Contacts
Development Management Delivers: <ul style="list-style-type: none"> • Consideration and determination of planning applications - either through the authority's planning committee or delegated powers • Clear, timely and accurate pre-application advice • Matters associated with Listed Buildings and Conservation Areas • Matters associated with Tree Preservation Orders 	Kristy Ingles Development Services Manager T: 0116 272 7565 kristy.ingles@blaby.gov.uk
Development Strategy Delivers: <ul style="list-style-type: none"> • Planning policies/strategies to enable delivery of sustainable development • Production of a Local Plan that will identify need and allocate sites as required for housing, employment, retail and other uses. • Effective delivery of 'Building Blaby – Shaping Futures' the Council's economic development strategy 2016-19, including the provision of business support and hosting regular business breakfast events • Collect and (with parishes) plan for the effective use of Section 106 contributions • Support parishes in developing Neighbourhood Plans • Contribute to and shape strategic planning for Leicester & Leicestershire 	Development Strategy Manager T:0116 272 7775
Strategic Growth Delivers: <ul style="list-style-type: none"> • Taking forward large scale and strategic development projects for commercial and residential development from initial stages through to delivery • To support and develop bids for those projects and securing funding from external sources • Overseeing the implementation of the Lubbesthorpe Development including liaison and joint working with consultees and facilitating the meetings of the Lubbesthorpe Strategic Consultative Forum 	Louise Hryniw Strategic Growth Manager T: 0116 272 7519 louise.hryniw@blaby.gov.uk

<ul style="list-style-type: none"> Overseeing the implementation of other large scale strategic projects and liaison and joint working with relevant stakeholders 	
<p>Planning Enforcement Delivers:</p> <ul style="list-style-type: none"> Investigations of Enforcement complaints as quickly as possible to determine if action is needed Monitoring of major developments Appropriate enforcement action Delivery of a robust and effective enforcement policy 	<p>Andrew Etherington Planning Enforcement Manager T: 0116 272 7612 andrew.etherington@blaby.gov.uk</p>
<p><u>Service email addresses for general help.</u></p>	<p>planning@blaby.gov.uk planning.enforcement@blaby.gov.uk lubbesthorpe@blaby.gov.uk planning.policy@blaby.gov.uk economic.development@blaby.gov.uk railfreight@blaby.gov.uk</p>

Regulatory & Leisure Services

Group Manager - Teresa Neal

T: 0116 272 7545 E: teresa.neal@blaby.gov.uk

Service areas: Environmental Health, Building Control, Health Improvement & Leisure, Partnerships & Community Development	Key Contacts
<p>Environmental Health This is primarily a statutory service that safeguards public health and the environment. Areas of work include:</p> <ul style="list-style-type: none">• noise nuisance• envirocrime (graffiti, fly posting, litter, fly tipping, abandoned vehicles)• private sector housing enforcement• House in Multiple Occupation Licensing & enforcement• empty homes• Filthy & verminous premises• Overgrown gardens/land• health & safety at work• public health• infectious disease control• food safety & hygiene• regulation of ear piercing, tattooing, electrolysis etc.	<p>Philip Fasham Environmental Health Manager T: 0116 272 7548 philip.fasham@blaby.gov.uk</p>
<p>Building Control A statutory service that safeguards public health and safety within the built environment. The team:</p> <ul style="list-style-type: none">• controls accessibility and improves energy efficiency of buildings by ensuring the requirements of the Building Regulations and associated legislation are complied with – this service competes with private sector building control providers• inspects building work in progress on site• deals with dangerous structures• safe demolition of buildings• runs the street naming and numbering service	<p>Julian Howarth Service Manager T: 0116 272 7533 julian.howarth@blaby.gov.uk</p>
<p>Health and Leisure Services Delivered services include:</p> <ul style="list-style-type: none">• Health Improvement – includes A Place To Grow, promoting healthy lifestyles, Staying Healthy Community Grants and supporting the Blaby District Staying Healthy Partnership.	<p>Phill Turner Service Manager Health and Leisure T: 0116 272 7647 phill.turner@blaby.gov.uk</p>

<ul style="list-style-type: none"> • Sport & Physical Activity – services include delivering the Active Blaby behaviour change service which includes Exercise Referral, Cardiac Rehabilitation and Falls Prevention, Positive Activities Referral Scheme, Active Travel programmes, co-ordinating the Local Sports Alliance including the Annual Sports Awards, Grants and developing local sports clubs and sports infrastructure and delivering the event hire service. This service secures a significant amount of external funding. • Arts Development – services include a rural cinema and theatre programme, support for local creative businesses, Active Arts programme and supporting people with mental health difficulties. Delivered in partnership with Countesthorpe College. • Tourism & Heritage. Working with Blaby District Tourism Partnership to promote and develop tourism offer within the district. 	
<p>Lightbulb Team The team’s responsibilities are to deliver the County’s Light Bulb project. Services include:</p> <ul style="list-style-type: none"> • Access to help and advice with affordable warmth • Technology to keep residents safe around the home • Home adaptations and Occupational Therapy support • Other help and advice to live well and safely at home • Facilitating hospital discharge through the Housing Enabler Project 	<p>Taranjeet Bhaur Service Manager T: 0116 272 7687 taranjeet.bhaur@blaby.gov.uk</p>
<p>The Pavilion at Huncote & Enderby Leisure Centre The Centres are run in partnership with SLM under contract until 2019. Monitoring and compliance is checked by regular inspections and visits supplemented by quarterly formal contract meetings. We continually work with SLM on cross cutting themes, community engagement initiatives and joint programmes.</p>	<p>James Naylor Contract Manager T: 0774 0433 280 E: jamesnaylor@everyoneactive.com</p>
<p>Community Development, Work & Skills Current work includes:</p> <ul style="list-style-type: none"> • Community Grants – a range of grants up to £4000 for local voluntary and community sector (VCS) organisations • Love Blaby Lottery – a weekly online lottery to help local good causes to raise funds. • Support to our local voluntary and community sector via quarterly Community Network Blaby District, Community Volunteer Week and maintenance of a VCS database and regular mailings. 	<p>Jill Stevenson Community & Economic Development Work & Skills T: 0116 272 7582 E: jill.stevenson@blaby.gov.uk</p>

<ul style="list-style-type: none">• Working with local communities to set up volunteered schemes that support vulnerable residents who may need help• Quarterly Parish Liaison meetings and Annual Local Council Seminar• Blaby District Youth Council• Co-ordination of employment, skills and training opportunities for the district• New community development initiatives• Armed Forces Covenant	
Service email addresses for general help.	<u>environment.health@blaby.gov.uk</u> <u>licensing@blaby.gov.uk</u> <u>buildingcontrol@blaby.gov.uk</u> <u>leisure@blaby.gov.uk</u> <u>lightbulb@blaby.gov.uk</u> <u>pavilion@blaby.gov.uk</u> <u>strategic.partnerships@blaby.gov.uk</u>

Strategic council-wide functions

	Key Contacts
<p>Business Continuity Blaby's Business Continuity function has been designed to prepare the Council to cope with the effects of an emergency or crisis.</p> <p>The objective is to provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause. Exercises are run, along with other authorities in the County to test and strengthen preparedness.</p>	<p>Paul Coates Neighbourhood Services Group Manager</p> <p>T: 0116 2727615 E: paul.coates@blaby.gov.uk</p>
<p>Internal Audit – a shared service provided by North West Leicester District Council</p> <p>The Council is responsible for establishing and maintaining appropriate risk management processes, control systems, accounting records and governance arrangements. Internal Audit plays a vital role in advising the Council that these arrangements are in place and operating effectively. The Council's response to Internal Audit activity should lead to strengthening of the control environment and, therefore, contribute to the achievement of the organisation's objectives.</p> <p>Audit planning is undertaken on an annual basis and audit coverage will be based on the following:</p> <ul style="list-style-type: none">• the Council's risk register;• consultation with the Council's Senior Leadership Team and management;• consultation with the Audit Committee; and• the requirements as agreed with the Council's External Auditors (currently PWC)	<p>Louisa Horton Service Manager T: 0116 272 7636 louisa.horton@blaby.gov.uk</p>
<p>Emergency Planning Blaby District Council has a legal responsibility to assist in preparing for, responding to and recovering from major emergencies whilst continuing to deliver its own essential services. In order to ensure this Blaby District Council maintains both Major Emergency and Business Continuity Plans and works close with the Local Resilience Forum.</p> <p>More information can be found on the Leicester, Leicestershire and Rutland Resilience Forum website www.localresilienceforum.org.uk</p>	<p>Teresa Neal Regulatory & Leisure Services Group Manager T: 0116 272 7545 teresa.neal@blaby.gov.uk</p>