



# Elmbridge

## Borough Council

This organisational chart shows the structure of Elmbridge Borough Council and the functions of each directorate. There are three main directorates and a Council Management Board, which is responsible for key council matters and has overall responsibility for the implementation of Council policies and priorities.

### Chief Executive Directorate

### Resources Directorate

### Services Directorate

#### Chief Executive

The Head of the Council has general authority over the activities of all directorates, chairs the management board and has overall responsibility for administering the Council's business.

#### Strategic Director and Deputy Chief Executive

The Chief Finance Officer contributes to the corporate and strategic management of the authority. Providing leadership, vision and strategic direction. Also oversees the Resources Directorate.

#### Strategic Director

Contributes to the corporate and strategic management of the authority and provides leadership, vision, and strategic direction. The Strategic Director also oversees the services directorate.

#### Chief Executive

##### Democratic Services

This team manages electoral services, mayoral support and committee & member services.

##### Policy & Performance

This team has responsibility for policy, communications, and human resources.

##### Family Support

Joint service with Spelthorne and E&E

## Strategic Director and Deputy Chief Executive

### Asset Management & Property Services

This team manages all council assets( £ 200 m) both operational and investment, along with development of land and buildings. Also responsible for the operations of the Civic Centre

### Finance

This team manages both service and corporate finances. This covers Budgets, Management and Financial accounts, Treasury Management , council tax, Housing Benefits, business rates, risk management, and financial inspection and Audit

### Housing Services

This team manages housing options, private sector housing management ,homeless prevention and wrap around support for resettled nationals.

### ICT & Digital Services

This team ensures sound ICT and Digital services are delivered to users and residents. Also responsible for Information Governance and Data protection.

### Internal Audit

This team has responsibility for ensuring that the council is meeting its objectives and also provides independent advice to senior management.

### Legal & Governance

This team provides guidance to staff and members on legal, Governance and procurement matters. Also deals with FOI and Member complaints.

## Strategic Director

### Community Support Services

This team manages Centres for the Community, Community Transport, support for older people and carers through meal services, Community Alarm and services supporting people with memory loss..

### Customer Operations & Transformation

This team is the first point of contact for most Council services. Focus is on designing digital processes to deliver efficiency and consistently high standards of service delivery. Responsible for delivery of Housing Benefit applications and Parking Services.

### Culture, Leisure & Environment

This team manages green spaces, leisure facilities, cemetery services, countryside estates and leisure development. Also responsible for Joint Waste Services.

### Planning & Environmental Health

This team provides guidance to residents, members of the public, and professionals regarding planning services. This covers the Local Plan, planning permissions, heritage and landscape management. It also has responsibility for the Environmental Health and Licensing functions.