

Operations Directorate

Update to Parish Conference

Mike McGaughrin

Chief Operating Officer

6th June 2012

History

- Established in April 2012
- Merger of the old Resources and Environment directorates
- COO role appointed 16th April 2012 to head up new directorate

Structure

- The Operations Directorate is responsible for:
 - Finance
 - Human Resources
 - Information Communication & Technology
 - Commercial
 - Legal Services
 - Procurement & Commissioning
 - Highways, Engineering & Transport (*)
 - Public Protection (*)
 - Operations (*)
 - Customer Services
 - Business Services
 - Business Improvement

Contact

- Day to day contact for issues/queries etc. is via our Customer Service Centre (CSC) as we can centrally monitor issues raised & more importantly track actions
- However, we recognise the need to identify key people within the services that affect you so if things aren't being done to your satisfaction you know who to contact

Key Contacts

- Parking - Neil Walter
- Community Safety - Brian Martin
- CCTV and Emergency Planning - Darren Firth
- Street Cleaning - Nigel Davis
- Streetcare – Eric Livingstone
- Environmental Health – Gillian Taylor
- Trading Standards – Steve Johnson
- Waste Management – Craig Miller
- Environmental Protection – Craig Miller
- Licensing – Alan Barwise

Key Contacts

- George Kovacs, Term Highway Contracts – projects@rbwm.gov.uk
- Russell Bell, Traffic engineering (capital projects) - projects@rbwm.gov.uk
- Sue Fox, Highways Capital Projects Management - projects@rbwm.gov.uk
- John Exley, Highway Engineering (capital projects) – projects@rbwm.gov.uk
- Alan Marshall, Street lighting & electrical - streetlighting@rbwm.gov.uk
- Tony Carr, Traffic & road safety, road closures – traffic@rbwm.gov.uk
- Rajan Sitha, highway assets, structures – highways@rbwm.gov.uk
- Anthony Hurst, public rights of way – PROW@rbwm.gov.uk
- Gordon Oliver, transport policy - transportpolicy@rbwm.gov.uk
- Lynne Penn, disability access – highways@rbwm.gov.uk
- Fran O’Mahony, school transport – transport@rbwm.gov.uk
- Edwina Kaczor, public utilities – streetcare@rbwm.gov.uk