Appendix 1

Chief Executive
Adrian Pritchard

Executive Director
Customer Operations & Partnerships
Pamela Donnelly

Chief Operating Officer
Delivery & Performance
Ann Hedges

Strategic Director
Commercial & Place
Ian Vipond

Head of Customer Services

Leonie Rathbone

- Demand Management
- Research and Engagement
- Online Communication
- Customer Service Advisors
- Telephony
- Macmillan
- Revenues & Benefits
- Welfare Rights
- Council Tax Collection
- Business Rate Collection
- Complaints Handling

Head of Professional Services

Beverley Jones

- Licensing
- Planning
- Food Safety
- Private Sector Housing
- Environmental Protection
- Investigation and Enforcement
- Health
- Land Charges
- Election and Registration Services

Head of Operational Services

Matthew Young

- Recycling and Waste
- Trade Waste
- Sport and Leisure
- Parking (NEPP)

Head of Community Services

Lucie Breadman

- Zone Teams
- Parks and Recreation
- Community Initiatives
- Community Development
- Crime and Disorder
- Activity Centres
- Museums
- Arts and Culture
- Safeguarding

Head of Commercial Services

Interim arrangements
Matthew Sterling
as initial contact

- Council representative for Colchester Borough Homes (CBH)
- Policy and Strategy
- Cemetery and Crematorium
- Monitoring and Response
- CCTV
- Building Control
- Enterprise
- Regeneration
- Engineering
- Commercial
- Major Development
- Tourism
- Property

Assistant Chief Executive
Corporate and Financial Management

Matthew Sterling

- Communications and Marketing
- Strategic HR
- Policy and Projects
- ICT
- Legal Services
- Democratic Services
- Strategic Finance
- Audit
- Strategic Governance
- Procurement
- Hall Keeping
- Health and Safety
- Emergency Planning

Professional Support Unit