

## High level overview of service area responsibility by Director

### DIRECTOR Internal Operations

Customer Service  
 Deane Helpline  
 Digital Mailroom  
 Facilities Management  
 Health & Safety  
 Revenues & Benefits  
 Income  
 Accounts Payable  
 Procurement  
 Internal Change  
 ICT  
 Finance + 151  
 Business Analyst  
 Business Intelligence  
 Communications  
 Performance & Governance  
 Democratic Services  
 People Function  
 Corporate Planning & Strategy

### DIRECTOR External Operations

Open Spaces  
 Waste  
 Street Cleaning  
 Fleet  
 Environmental Health  
 Private Sector Housing  
 Licencing  
 Car Parking  
 Leisure & Event Management  
 Crematorium

### DIRECTOR Housing

Tenancy & Landlord  
 Housing stock investment  
 and asset management  
 Leasehold  
 New Build & Development  
 Homelessness  
 Repairs  
 Estates Management  
 Right to buy  
 Supported Housing  
 Housing Property Services

### DIRECTOR Development & Place

Commercial Investment  
 Assets  
 Capital Projects  
 Climate Change  
 Economic Development  
 Flooding  
 Garden Towns  
 Planning  
 Heritage