

**CORPORATE DIRECTOR**  
**(RESOURCES, ENVIRONMENT AND CULTURAL SERVICES)**

Deputises for the Chief Executive as necessary.

To undertake any function delegated to a Corporate Director/Head of Service provided it is within the law and within his/her capacity.

To be responsible for the implementation of strategies, policies and plans relating to Finance, Revenues and Benefits, IT, Corporate Property, Parking, Cemeteries, Play Areas, Refuse Collection, Street Scene, Grounds Maintenance, Street Wardens, Policy and Performance, Communications, Customer Service, Museum, Leisure and Campus West Entertainment.

**1. FINANCE**

- 1.1. To be responsible for the implementation of strategies, policies and plans relating to finance, information technology, internal audit, Council tax, business rates, housing benefits, property and environmental services.
- 1.2. The Corporate Director (Resources, Environment and Cultural Services) is the responsible officer under Section 151 of the Local Government Act 1972 and shall, within the framework of statute and the Council's Budget and Policy Framework Procedure Rules and Financial Procedure Rules, administer and advise upon all the financial affairs of the Council. The Head of Resources and Finance Manager are the deputy responsible officers under this Section.
- 1.3. The Corporate Director (Resources, Environment and Cultural Services) will act as Registrar of Bonds;
- 1.4. The Corporate Director (Resources, Environment and Cultural Services) can:-
  - a) Refund up to any amount and write-off, as irrecoverable, accounts outstanding and under £10,000 including benefits overpayments;
  - b) deal with all applications for rent and rate rebates, rent allowances and other financial concessions as directed by statute or determined locally;
- 1.5. The Head of Resources can refund amounts under £5,000 and write off as irrecoverable amounts outstanding and under £5,000.
- 1.6. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources and the Client Support Services Manager are each authorised to take all necessary action to issue Council Tax bills and rate demands, recover all such sums due, including unoccupied property rates and to sign and serve all related notices and documents.
- 1.7. To grant discretionary rate relief to those organisations which meet the Council's criteria, referring those that fall outside it to the Cabinet for decision.
- 1.8. The Finance Manager, Client Support Services Manager and Revenue and Benefits Client Officer can write off as irrecoverable accounts outstanding and under £2,000 and refund amounts under £2,000.

- 1.9. The Finance Manager and Client Support Services Manager is authorised to sign cheque requisitions of up to £2,000 for alterations to Council cheques.
- 1.10. The Client Support Services Manager is authorised to determine appeals of applicants in respect of benefit and council tax reduction claims. (If the applicant wishes to take the appeal further regarding their benefit it must be referred to the Tribunal Service).
- 1.11. The Corporate Director (Resources, Environment and Cultural Services) to have overall responsibility for the financial administration and monitoring of the whole of the Council's expenditure and income including:-
  - a) Where an overspend occurs to report to the Cabinet with recommendations of action to be taken;
  - b) Monitoring the special funds and reporting to the Cabinet on the level of contribution and maximum level of funds required.
- 1.12. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources, Client Support Services Manager and the Revenue and Benefits Client Officers to be responsible for all matters concerning Rating, Council Tax and benefits/rebates.
- 1.13. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources, IT Client Manager to control and manage Information Systems, Technology and Telecommunications.
- 1.14. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources and Client Support Services Manager to be responsible for all matters relating to Housing Benefit, Universal Credit and Council Tax Reduction.
- 1.15. To take all necessary and appropriate action in response to civil emergency or business continuity incidents, in accordance with the Council's Emergency Plan or Business Continuity Plans and Chair the Council's Business Continuity Incident Management Team.
- 1.16. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources and Client Support Services Manager and Revenue and Benefits Client Officer have delegated powers for awarding Council Tax hardship relief.
- 1.17. To be responsible for the implementation of the strategies, policies and plans relating to Environment, Transportation and Property Services.
- 1.18. To advertise and make Traffic Regulation Orders under the Road Traffic Regulation Act 1984 and amendments to Orders, subject to the determination by the Cabinet of any formal objection received.

## 2. **ENVIRONMENT SERVICES**

**All the following delegated powers relating to Environmental Services can also be exercised by the Head of Environment who may also delegate to a suitably qualified or experienced Officer.**

### **Waste Collection**

- 2.1. To manage the contract(s) for the collection of refuse, recycling, garden, food and clinical waste.
- 2.2. To manage the contract(s) for the collection, storage and disposal of abandoned vehicles.

### **Street Cleansing**

- 2.3. To manage the contract(s) for street cleansing, including litter picking, street sweeping and removal of fly-tips from council owned and maintained land.

### **Grounds Maintenance**

- 2.4. To manage the contract(s) for street cleansing, including grass and hedges cutting, maintenance of hedges, shrubs and roses and bedding.

### **Enforcement**

- 2.5. To take enforcement action in respect of its powers and duties as a Local Authority and a Waste Regulation Authority under all applicable legislation including the Clean Neighbourhoods and Environment Act 2005, Environmental Protection Act 1990, Refuse Disposal (Amenity) Act 1978(as amended), Control of Pollution (Amendment) Act 1989, the Controlled Waste (England and Wales) Regulations 2012, the Unauthorised Deposit of Waste (Fixed Penalty) Regulations 2016, The Environmental Protection (Miscellaneous Amendments) (England and Wales) Regulations 2018, Environmental Offences Regulations 2017 and the Littering from Vehicles Outside London (Keepers: Civil Penalties) Regulations 2018:-
- 2.6. that the Community & Environment Services Manager, Community & Environment Officers and Street Wardens be permitted to issue Fixed Penalty Notices in respect of legislation detailed below:-
  - a) Offence of abandoning a vehicle (Sections 2A, 2B, 2C of Refuse Disposal (Amenity) Act 1978
  - b) Offence of dropping litter (to include the practice of placing black bags of refuse out on street after refuse collection day) (Section 87/ 88 of Environmental Protection Act 1990) and Littering from Vehicle Outside London (Keepers: Civil Penalties) Regulations 2018
  - c) Defacement or Act of graffiti / failure to remove graffiti and Flyposting (sch3A of the Environmental Protection Act 1990, s224 of Town and Country Planning Act 1990 and Section 43/44 of the Anti-social Behaviour Act 2003)

- d) Failure to produce authority to transport waste (Sections 5B and 5C Control of Pollution (Amendment) Act 1989)
- e) Failure of a business to furnish waste transfer documents pertaining to its waste collection (Section 34A (2) Environmental Protection Act 1990)
- f) Failure of residents to use the receptacles provided by the council correctly as stipulated by the S46 Notice; i.e. placing excess or side waste out on street for collection, placing incorrect items in the receptacles.
- g) Failure by businesses to contain and take reasonable measures to prevent their waste from escaping their containers or presenting side waste as stipulated on Section 47 Notice (Sections 47ZA and 47XB Environmental Protection Act 1990)
- h) The Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016 – Section 33 FPN in relation to the illegal deposit of household, industrial, commercial or other controlled waste without a waste management licence commonly referred to as fly tipping
- i) Environmental Protection (Miscellaneous Amendments) (England and Wales) Regulations 2018 – the Section 34(6) householder FPNs in relation to domestic duty of care
- j) Powers to Search and Seizure of Vehicles- Section 46 of the Environmental Protection Act introduces new sections (34B and 34C) into the 1990 Act and Control of Pollution (Amendment) Act 1998. These provide powers to local authorities to search and seize vehicles connected to offences under section 33 (illegal fly tipping or waste disposal) or section 34 (the duty of care on anybody who deals with waste)
- k) Powers to require the owner of the land to remove waste in pursuant to Section 59(1) of the Environmental Protection Act 1990 –allowing the waste collection authority the powers to serve notice on the owner of the land requiring fly tipped waste to be removed, Land owners are chargeable for the removal of waste in the event of non-compliance.
- l) Failure to remove dog faeces (Dog fouling) -s.59 Clean Neighbourhoods and Environment Act 2005

2.7. The Community & Environment Services Manager, Community & Environment Officers and Street Wardens be authorised to enforce provisions under s3 and 4 of Clean Neighbourhood and Environment Act 2005 (CNEA) relating to the sale of vehicles and repair of vehicles on the road, as detailed below:

- a) Exposing vehicles for sale on a road;  
It is an offence if at any time two or more vehicles are parked within 500 metres of each other on a road or roads, where the vehicles are parked in order to be sold. This offence is not intended to target private individual sellers of single vehicles, but rather the nuisance that is caused by the presence of numbers of vehicles being offered for sale by the same person or business. A road is defined as 'any length of highway or of any other road to which the public has access' (CNEA 2005 Part 2, Section 3).

- b) Repairing vehicles on a road;  
It is an offence to carry out "restricted works" to vehicles on a road. Restricted works are "works for the repair, maintenance, servicing, improvement or dismantling of a motor vehicle or any part of or +accessory to a motor vehicle". It is not intended to target private individuals/residents who are carrying out one off minor works to their vehicles (unless the repairs cause annoyance to persons in the vicinity and isn't an ongoing disturbance), or those who carry out necessary work to vehicles by the side of the road due to a breakdown or accident (CNEA 2005 Part 1, Section 4).
- c) The Act allows for the issuing of Fixed Penalty Notices, set at £100 for the above two offences (CNEA 2005, Part 2, Sections 6-9).

- 2.8. To authorise officers to carry out enforcement detailed within Clean Neighbourhood and Environment Act 2005, Environmental Protection Act 1990; Refusal Disposal (Amenity) Act 1978; Control of Pollution (Amendment) Act 1989, , the Controlled Waste (England and Wales) Regulations 2012, the Unauthorised Deposit of Waste (Fixed Penalty) Regulations 2016, the Environmental Protection (Miscellaneous Amendments) (England and Wales) Regulations 2018, Environmental Offences
- 2.9. To authorise Community & Environment Services Manager, Community & Environment Officers and Street Wardens to use the powers under section 108 of the Environment Act 1995, Section 71(2) of the Environmental Protection Act 1990 and s29 of the Data Protection Act 1998 (as amended) in progressing legitimate investigations .
- 2.10. To authorise Community & Environment Services Manager, Community & Environment Officers and Street Wardens to undertake all investigation in line with the Police and Criminal Evidence Act 1984 (PACE) codes of practice.
- 2.11. A delegated decision regarding the above (5 - 10) authorities, is considered by the relevant officer, who outlines the recommendations and reasons in a delegated report when necessary. This is checked by a designated officer before a decision is agreed and issued in agreement with portfolio holder.

### **Dogs**

- 2.12. To authorise the Street Wardens to use and exercise powers of the Environmental Protection Act 1990 (part 149-151) in relation to stray dogs.

### **Postal Naming and Numbering**

- 2.13. To supervise the Local Land & Property Gazetteer (LLPG). The LLPG Data Entry conventions provide the basis for forming a consistent national dataset (NLPG) made up from each of the constituent LLPGs created and maintained by local government.
- 2.14. The requirements deal with the postal naming and numbering of new developments pursuant to Sections 17, 18 and 19 of the Public Health Act

1925 and only cases where agreement cannot be reached to be reported to the Cabinet.

- 2.15. To authorise Community and Environment Officers to use and exercise powers including a fine were a property fails to display the official house number under the Towns Improvement Clauses Act 1847 (sections 64 & 65)

### **Parking Services**

- Parking on-street and Council Car Parks
  - Decriminalised Parking
  - Construction of communal parking bays and vehicular dropped kerbs and hard-standings for Council tenants
- 2.16. To have authority to permit the Parking and Cemetery Services Manager to make applications for Deemed Planning Consent for schemes which form part of approved programmes, for example, vehicular hard-standings, dropped kerbs and communal parking bays.
- 2.17. To deal through the Parking and Cemetery Services Manager, as appropriate, with all operational matters arising in respect of Decriminalised Parking Enforcement.
- 2.18. To be responsible for producing legally compliant Traffic Regulation Orders for, but not limited to, resident parking permit schemes, single and double yellow lines and limited waiting bays.
- 2.19. When no formal objections are received during the Statutory Stage of the Traffic Regulation Order consultation process; a delegated decision is considered by the relevant officer, who outlines the recommendations and reasons in a delegated report. This is checked by a designated officer before a decision is agreed and issued in agreement with portfolio holder.

### **Cemetery Management and Burial Registration**

- 2.20. To use and exercise the powers of the Local Authorities Cemeteries Order 1977 and any subordinate Regulations or Orders.
- 2.21. To do all such things as the Council considers necessary or desirable for the proper management, regulation and control of a cemetery.
- 2.22. To bequeath or remove Grants of Exclusive Rights of Burial and Rights to Erect Memorials on such terms and subject to conditions as the Council thinks proper.
- 2.23. To use and exercise the power of the Burial Act 1853 and any other subordinate Regulations or orders for the appropriate disposal of human cadavers and the keeping of the register of burials and disinterment's.
- 2.24. A delegated decision regarding the above (19 - 22) is considered by the relevant officer, who outlines the recommendations and reasons in a

delegated report. This is checked by a designated officer before a decision is agreed and issued in agreement with portfolio holder.

### **Children's Play Areas**

- 2.25. To use and exercise the powers of the Children Act 1989 and any subordinate Regulations or Orders to ensure all play equipment is safe and suitable and meets the standards set out in EN1176, EN1177 and BS7188.
- 2.26. To uphold the adopted Play Area Strategy for the ongoing management of existing equipped areas of play and to ensure adequate future provision.

### **3. CORPORATE PROPERTY**

**Under the supervision of the Corporate Director (Resources, Environment and Cultural Services) and Head of Resources, the Corporate Property Manager is authorised:-**

- 3.1. To control and manage commercial properties owned or occupied by the Council.
- 3.2. To negotiate and determine valuations and rentals of commercial properties owned or occupied by the Council in accordance with the policies adopted by the Council.
- 3.3. To approve all rent reviews and terms of leases where an open market rental is agreed between the Council and the lessee.
- 3.4. To approve changes of use of Neighbourhood Centre shops in accordance with Council Policy.
- 3.5. Any negotiation which involves the purchase, lease or sale of land or buildings, or the granting of a licence or the right to use Council premises (but excluding halls lettings) shall be conducted by or on behalf of the Corporate Property Manager who will consult the responsible Corporate Director and Head of Service and the Legal Services Manager as appropriate. The Corporate Property Manager will be able to approve transactions with a value of up to £100,000 and, in conjunction with the Corporate Director (Resources, Environment and Cultural Services) and Head of Resources, up to £500,000.
- 3.6. To submit Rating Appeals for NNDR properties and agree Assessments with the Valuation Office.
- 3.7. To submit planning and any other statutory applications for Council funded projects as appropriate.
- 3.8. To be responsible for General Fund Garages including maintenance, rent setting and recovery of rent owed on these properties.

- 3.9. Authorised signatories for Notices to Quit garages and service of Notices under Section 41 of the Local Government (Miscellaneous Provisions) Act 1982 for garages include Corporate Director (Resources, Environment and Cultural Services), Head of Resources, and Corporate Property Manager.
- 3.10. Under the Assets of Community Value (England) Regulations 2012, to maintain the List of Assets of Community Value and the List of Assets Nominated Unsuccessfully by Community Nonimation and the associated administrative procedures.
- 3.11. The Corporate Director (Resources, Environment and Cultural Services), Head of Resources and the Corporate Property Manager to co-ordinate Office Accommodation.

#### 4. **COMMUNICATIONS**

**All the delegated powers relating to Communications can also be exercised by the Policy and Communications Manager who may also delegate to a suitably qualified or experienced colleague such as the Senior Communications Officer.**

- 4.1 To manage and coordinate all of the Council's internal and external communications activities across all recognised channels.
- 4.2 To manage the Council's E-Government and online activities relating to the structure and content of the Council's main website, its separate news and projects website, its social media accounts and its intranet for employees.
- 4.3 To manage, promote and enforce the Council's agreed branding guidelines for all printed and digitally produced material across all services.
- 4.4 To manage the Council's printing and design contracts to ensure there is both a depth and variety of selected contractors with whom services can place work orders.



## 5. LEISURE AND CULTURAL SERVICES

**All the following delegated powers relating to leisure and cultural services can also be exercised by the Head of Policy and Culture as appropriate who may also delegate to a suitably qualified or experienced Officer.**

- 5.1 To agree and oversee the programme of activities and events for Council provided leisure and cultural services
- 5.2 To agree all appropriate fees and charges for use of Council provided leisure and cultural services.
- 5.3 To agree and oversee all marketing and promotional activities associated with the provision and delivery of Council leisure and cultural services.
- 5.4 To agree and manage all revenue budgets for the operation of Council provided leisure and cultural services, and to administer all capital budgets for investment in new facilities or the enhancement of existing ones.
- 5.5 To monitor and report on customer satisfaction and visitor feedback for those Council provided leisure and cultural services.
- 5.6 To work closely with the appointed Executive Member with responsibility for local leisure and cultural services, including the reporting of service activities and developments to members of the Council's Cabinet and other relevant committees and appointed panels.
- 5.7 To work to improve access to leisure and community services for all regardless of their recognised equalities group or circumstances.
- 5.8 To agree and oversee all leisure, culture, arts and heritage applications to national funding bodies such as the National Lottery Heritage Fund, Sport England, Arts Council and others.
- 5.9 To represent the Council as the designated Client Manager of the appointed leisure contractor, Greenwich Leisure Ltd, who have a contract covering seven different sport and leisure sites running to January 2029.
- 5.10 To co-ordinate meetings and the work programme of the borough's Cultural Consortium comprising local sport, leisure, heritage, arts and culture partners.
- 5.11 Details of key leisure and cultural services in the borough:
  - a) Client Management of Greenwich Leisure Ltd.
    - (i) Digswell Playing Fields
    - (ii) Hatfield Leisure Centre
    - (iii) Hatfield Swim Centre
    - (iv) King George V Playing Fields
    - (v) Moneyhole Lane Playing Fields
    - (vi) Panshanger Golf Complex
    - (vii) Stanborough Park
  - b) Management of Campus West:

- i. Cinema Screen 1 (38 seats)
- ii. Cinema Screen 2 (114 seats)
- iii. Hawthorne Theatre / Screen 3 (320 seats)
- iv. Roller City (capacity 200)
- v. Soft Play City (capacity 120)
- vi. Humphrey's Food and Drink (2 cafes, 1 bar, 1 kitchen)
- vii. Private Hires and Parties
- viii. Vineyard Barn Community Centre
- ix. Hazel Grove Community Centre
- x. Panshanger Community Centre

c) Management of Welwyn Hatfield Museum Service:

- i. Mill Green Museum
- ii. Mill Green Mill
- iii. Welwyn Roman Baths
- iv. Collections management and interpretation
- v. Exhibitions, galleries and displays
- vi. School visit education programme
- vii. Special community activities and events programme
- viii. Preservation and presentation of local archaeology and history
- ix. Flour production and sale and sales of bread / other produce

## 6. **PERFORMANCE**

**All the delegated powers relating to performance can also be exercised by the Head of Policy and Culture who may also delegate to a suitably qualified or experienced colleague such as the Policy and Communications Manager.**

- 6.1 To support the Council in developing and reviewing its published three year Business Plans and yearly Business Action Plans, including its agreed corporate priorities and supporting objectives to which all of its services contribute.
- 6.2 To develop and manage an agreed performance management framework which integrates the Council's corporate priorities and objectives with service planning activities and the budget setting process.
- 6.3 To report on the accurate and timely collection of service performance data which enables the Council to monitor its progress against the published priorities and objectives for the borough.
- 6.4 To integrate new quality, improvement and modernisation initiatives, as determined by the Council, into the agreed performance management framework.
- 6.5 To participate in the Council's corporate community engagement activities through the management and promotion of the established Borough Panel comprising local residents.