

## Corporate services group

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### Responsibilities

The corporate services group ensures that the business activities of the council are effective by providing support functions to the council, by ensuring that income is collected, financial procedures are sound and legal and HR processes are robust. The group supports the council's business plan and in particular it supports the priorities of an excellent and sustainable council.

The group is made up of five divisions which have the following responsibilities:

- Finance and asset management - is responsible for all financial procedures and processes, insurance, creditors and debtors, property management (non housing)
- Front line services - is responsible for collection of council tax and non domestic rates, payment of housing benefits, cashiers and reception, e government and custodian services
- Information Communication Technology - is responsible for ensuring that there are adequate information technology systems in place and maintained for the council to undertake its activities
- Legal services - is responsible for ensuring that there are effective legal processes in place and that the council complies with its legal duties and obligations.
- Human Resources - this division is responsible for human resources strategy, payroll, personnel, training and development, and health and safety.

### Issues

The e government agenda enables residents to have greater access to services at times and locations which suit their needs. One of the major projects will be the introduction of a customer relations management system and support for the business change programme. The council underwent independent scrutiny in 2004 as part of the comprehensive performance assessment of all councils. The group plays a key role in the delivery of the improvement plan as part of the council's business plan. They also play a key role in working with the members to identify 2.5% year on year efficiency savings.

The group is responsible for supporting the council to meet its objectives, by ensuring that it has the financial resources and well trained staff with the capacity to deliver the council's objectives. The group is also responsible for ensuring all council decisions are made lawfully and are taken in the best interests of the council as a whole.

One of the key issues will be the implementation of single status which will be a major project for the council.