



**SCHEME OF OFFICER AUTHORISATIONS
MADE PURSUANT TO PARAGRAPH 3.4.2 OF PART 3 OF THE CONSTITUTION
WITHIN THE PORTFOLIO OF
THE EXECUTIVE DIRECTOR CUSTOMER SERVICES**

March 2011

Date Last Reviewed:	17 and 28 February 2011
Approved by:	Cabinet and Full Council
Date Approved:	17 and 28 February 2011
Version Number	1
Review Date:	March 2013
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Post Holder:	Divisional Director Legal and HR
EQIA Assessed:	N/A

Purpose

To set out the authorisations to officers to act on behalf of officers with delegated powers from the Council's Executive and Council bodies within the Customer Service.

Related Policies and Documents

All parts of the Officers scheme of delegation
Customer Services Schemes of Delegations

Who is governed by this policy?

The scheme of authorisation will apply to all permanent, contract and temporary staff working for the Council.

Executive Summary

The Executive Director for Customer Services and the Divisional Directors within Customer Services have been delegated by the Executive or the Council (as appropriate) each of the functions listed within this scheme of authorisation unless a specific restriction is stated. Those listed below are authorised by the officers with delegated powers to carry out the powers on their behalf. This list maybe updated by the officers with delegated powers wishing to authorise others to exercise them on their behalf under the provisions of paragraph 3.4.2 of Part 3 of the constitution. Any revisions must be submitted to the Council's monitoring officers within 28 days of the authorisation being approved.

All authorised officers are required to consult local ward councillors and community lead councillors if the decision has a direct impact on a local community. Please consult Democratic Services for advice. In addition, please be aware that at the very least local ward councillors should be kept aware of any decision made and implemented under delegated powers that affects members of the community in their ward.

All officers authorised to exercise functions on behalf of officers with delegated functions are required to do so in compliance with the law, the Council's Constitution, its Procurement Code, Financial Regulations and other relevant policies and procedures.

Number	Function	Delegated Officer
COUNCIL TAX AND BENEFITS SERVICE		
EDCS1.	Deciding applications for housing and council tax benefit including hardship payments and backdating including discretionary housing the calculation and recovery of over payments.	Council tax and Benefit Managers and Officers
EDCS2.	Determining whether landlords or agents are fit and proper to receive payment of benefit direct.	Senior Council tax and Benefit Managers
EDCS3.	Revising decisions on claims for housing or council tax benefit.	Council tax and Benefit Managers and Officers
EDCS4.	Representing the Council at Appeals Service Tribunals	Appeals and Complaints Managers and Officers
LIBRARIES		
EDCS5.	To approve the opening and closing times of libraries.	Executive Director Divisional Director Customer Services No other officer authorisation
EDCS6.	Agreeing and levying charges for the use of library facilities or overdue loans under Section 8 of the Public Libraries and Museums Act 1984.	Executive Director Divisional Director Customer Services No other officer authorisation
EDCS7.	Permitting the use of library premises for meetings etc. of a cultural nature under Section 20 of the Libraries and Museums Act 1964 or under Section 20 of the Public Libraries and Museums Act 1984 including the power to make charges.	Customer Services Manager
EDCS8.	To provide necessary facilities for the purposes of any powers or duties on the Council under the public lending scheme (pursuant to Section 3 of the Public Lending Right Act 1979).	Customer Services Manager
EDCS9.	To provide a comprehensive and efficient library service, including provision of sufficient stock,	Customer Services Manager

Number	Function	Delegated Officer
	co-operation with the other authorities, contribution to expenses of other library authorities.	
EDCS10.	To make and enforce the provisions of byelaws regulating the use of libraries under Section 19 of the Public Libraries and Museums Act 1964	Customer Services Manager
EDCS11.	To permit the display of posters and leaflets on any library premises	Customer Services Manager
EDCS12.	To make and supply a copy of any article or published edition under Section 41 of the Copyright, Designs and Patents Act 1988 (provision copies to another library) or Section 42 (to preserve or replace an item).	Customer Services Manager Front Office Team Leaders Front Office Customer Services Officers Front Office Customer Services Assistants
EDCS13.	To make provision for the lending of literacy, dramatic musical or artistic works to the public on payment under Section 66 of the Copyright, Designs and Patents Act 1988.	Customer Services Manager Front Office Team Leaders Front Office Customer Services Officers Front Office Customer Services Assistants
EDCS14.	Ensuring adequate access to and use of records under the Council's control by making such records available preparing indexes, guides, summaries, exhibitions and loaning them for exhibition or study under the Local Government (Records) Act 1962. Includes power to incur and contribute towards expenses.	Customer Services Manager Front Office Team Leaders Front Office Customer Services Officers Front Office Customer Services Assistants Any power to incur expenditure is limited to the limits as set out Services financial list of authorisations
CUSTOMER SERVICES – LOCAL SERVICE CENTRE PROVISION		

Number	Function	Delegated Officer
EDCS15.	To provide front office services in accordance with the Council's strategy and policy for service provision through it's local service centers	Customer Services Manager Front Office Team Leaders Front Office Customer Services Officers Front Office Customer Services Assistants
EDCS16.	To provide a Customer contact centre in accordance with the Council's strategy and policy for provision of services through its contact centre.	Contact Centre Manager
EDCS17.	To administer payments for services in accordance with the Council's strategy and policy for front office service provision	Customer Services Manager Front Office Team Leaders Front Office Customer Services Officers Front Office Customer Services Assistants