



**Scheme of Delegation
Officers with delegated authority for matters within the portfolio of the Executive
Director
Customer Services**

March 2011

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Purpose

To set out the delegations from the Council's Executive and Council bodies to Chief and Deputy Chief officers within Customer Services.

Related Policies and Documents

All parts of the Officers scheme of delegation
Customer Service Schemes of Authorisations

Who is governed by this policy?

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

Executive Summary

All delegations are subject to compliance with the law, the Council's Constitution, its Procurement Code, Financial Regulations and other relevant policies and procedures. All delegations may be exercised by the Chief Executive as well as those posts set out in this Scheme of Delegation.

This section sets out the powers which are conferred on the Council and its Executive which are exercisable by Officers and is the list maintained pursuant to Section 100 (G) (2) of the Local Government Act 1972. Under the provisions of the Local Government and Housing Act 1989 (S2) as amended by the Provisions of S202 of the Local Government and Public Involvement in Health Act 2007 and S30 of the Local Democracy Economic Development and Construction Act 2009 the post holders in this Scheme of Delegation hold politically restricted posts.

Pursuant to Paragraph 3.4.2 of Part 3 of the constitution the officers listed in this scheme of delegation may authorise officers to carry out the functions listed on their behalf. A list of all officers so authorised shall be maintained in accordance with paragraph 3.4.2.

Although these powers have been delegated to officers, there is a requirement to consult local ward councillors and community lead councillors if the decision you are making 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 and this would normally be through the ward based bulletin.

Power to Deputise

No.	Function	Delegated Officer
	Authority to act and exercise any of the powers delegated to the Executive Director in the Executive Director' absence or in the event of an emergency.	The relevant Divisional Director shall deputise in his/her particular area of responsibility in all matters the Executive Director may act. In their absence, another Divisional Director within the same Directorate or another Executive Director may act. The Chief Executive shall have the power to exercise all delegations set out in this list

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.	Executive Director Divisional Director of Council Tax and Benefits
EDCS2	Determining whether landlords or agents are fit and proper to receive payment of benefit direct.	Executive Director Divisional Director of Benefits & Customer Services
EDCS3	Revising decisions on claims for housing or council tax benefit.	Executive Director Divisional Director of Council Tax and Benefits
EDCS4	Representing the Council at Appeals Service Tribunals	Divisional Director of Council Tax and Benefits

Number	Function	Delegated Officer
LIBRARIES		
EDCS5	To approve the opening and closing times of libraries.	Executive Director Divisional Director Customer Services
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
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.	Executive Director Divisional Director Customer Services
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).	Executive Director Divisional Director Customer Services
EDCS9	To provide a comprehensive and efficient library service, including provision of sufficient stock, co-operation with the other authorities, contribution to expenses of other library authorities.	Executive Director Divisional Director Customer Services
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	Executive Director Divisional Director Customer Services
EDCS11	To permit the display of posters and leaflets on any library premises	Executive Director Divisional Director Customer Services
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).	Executive Director Divisional Director Customer Services
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.	Executive Director Divisional Director Customer Services
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	Executive Director

Number	Function	Delegated Officer
	study under the Local Government (Records) Act 1962. Includes power to incur and contribute towards expenses.	Divisional Director Customer Services
CUSTOMER SERVICES – LOCAL SERVICE CENTRE PROVISION		
EDCS15	To provide front office services in accordance with the Council’s strategy and policy for service provision through it’s local service centers	Executive Director Divisional Director Customer Services
EDCS16	To provide a Customer contact centre in accordance with the Council’s strategy and policy for provision of services through its contact centre.	Executive Director Divisional Director Customer Services
EDCS17	To administer payments for services in accordance with the Council’s strategy and policy for front office service provision	Executive Director Divisional Director Customer Services