

Date of meeting:	15 March 2021
Title of Report:	Organisational Design – Senior Management Arrangements
Lead Member:	Councillor Tudor Evans OBE (Leader)
Lead Strategic Director:	Tracey Lee (Chief Executive)
Author:	Andy Ralphs (Strategic Director of Customer and Corporate Services)
Contact Email:	andy.ralphs@plymouth.gov.uk
Your Reference:	
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

The report sets out proposals to make amendments to the Senior Management structure and officer accountabilities for Plymouth City Council. It seeks to build on the improvements in customer services as we move into a new phase of developing the Council's operating model, the delivery of the digital plan and future customer experience strategy.

Recommendations and Reasons

It is recommended that Council:

1. Approves the creation of the role of Service Director for Digital and Customer Experience, and the deletion of the role of Service Director for Customer Services and Service Centre
2. Approves the addition of responsibilities for the Service Centre and the administration of revenues and benefits to the Service Director for Finance.
3. Delegates the Chief Officer Appointments Panel to undertake further activity in relation to the changes.

Alternative options considered and rejected

To retain the Service Director of Customer Services role and create an additional Chief Digital Officer role.

Do nothing – this would not support the future strategic direction of the Council or the future skills and leadership capabilities the Council requires.

Relevance to the Corporate Plan and/or the Plymouth Plan

The proposals in the report are designed to best support delivery of the Plymouth Plan and Corporate Plan and Digital Plan 2020-2023.

Implications for the Medium Term Financial Plan and Resource Implications:

Established Chief Officer salaries are accounted for within the Medium Term Financial Plan.

Where roles have changed there will be consideration of whether or not this impacts on the salaries currently paid with referral to an independent job evaluation process if required.

No changes will be made to current salaries without reference to the Chief Officer Appointment Panel.

Carbon Footprint (Environmental) Implications:

It is the responsibility of all senior officers to ensure we develop and deliver our plans for both ensuring the Council is carbon neutral by 2030 and leading the City in carbon reduction. Digital will be a significant contributor to enable the Council and City to work, connect and behave differently in the future.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

Improved access to and availability of services in ways that meet the customer's requirements ensures wider access to services for groups that can be marginalised.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Current structure chart							
B	Proposed structure chart							
C	Equalities Impact Assessment							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable)						
	1	2	3	4	5	6	7
Report to Full Council 16 March 2020							

Sign off:

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Originating Senior Leadership Team member: Andy Ralphs, Strategic Director Customer & Corporate Services											
Please confirm the Strategic Director(s) has agreed the report? Yes Date agreed: 04/03/2021											
Cabinet Member approval: Councillor Tudor Evans OBE (Leader) Date approved: 05/03/2021											