

Action Plan Themes

Theme	Lead Officer
Customer Contact	Customer Services Manager
Publicity and Advertising	Marketing and Engagement Manager
Meetings (non HR and Public), Public Events and Public Training	Group Manager, Business Support, Social Services and Wellbeing Directorate
Public Documents eg Agendas, Strategies and Public Papers	Group Manager, Business, Strategy and Performance, Education and Transformation Directorate
Online presence, ICT Systems and self-service machines	Marketing and Engagement Manager
Signage and Displays	(External signs), Group Manager, Business Support, Communities Directorate, (Internal signs), Customer Services Manager
Grant Applications, Procurement and Policy Development (non HR)	Group Manager, Business Support, Communities Directorate
Compliance Document and Complaints Procedure	Equalities Officer
Consultation and Research	Marketing and Engagement Manager
Human Resources and Employee Relations	Head of Human Resources and Organisational Development.