

Action Plan Themes

| Theme | Lead Officer |
|---|---|
| Customer Contact | Customer Services Manager |
| 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 |
| Human Resources and Employee Relations | Head of Human Resources and Organisational Development. |