

## APPENDIX C

### OMB and SMB feedback on proposed structure

SMB and OMB were consulted on the proposed structure. The table below summarises the suggestions made by SMB/OMB on where functions should sit within the proposed structure and the decision taken by the Chief Executive with support and guidance from the LGA.

| Service                                     | Suggestions on place in Structure  | Decision   |
|---|--|--|
| Operations                                  | Add Cemeteries   | Included as a specific area of responsibility                    |
| City Development                            | Break into three distinct teams:<br>1. Planning Policy<br>2. Development Management<br>3. Development Delivery | Agreed.  |
| Land Charges                                | Keep with Building Control   | Agreed   |
| Consultation and engagement                 | Include with Customer and Communities  | Agreed   |
| DP and FOI                                  | Move to Legal<br><br>Legal should be separate from DP/FOI to maintain impartiality in any appeals process      | Agreed   |
| Health and Safety in Asset Management       | Yes but move internal H&S to HR  | Agreed   |
| Facilities Management                       | Include Civic Centre Team. Hard and soft facilities management.  | Agreed   |
| Digital and Data                            | Website and ICT Client to sit with SL Digital and Data   | Agreed   |
| Policy and Research                         | Policy and Research to sit with CX Support   | Agreed   |
| Performance and Business Intelligence       | Expand Performance to include Business Intelligence  | Agreed   |
| Waterways                                   | Stay in Operations   | Move to Operations   |
| Governance                                  | Legal Services with oversight from CX  | Agreed   |
| Red Coats and Visit Exeter                  | Include in the structure   | Added to Culture   |
| Community Safety and ASB and Control Centre | In Customer & Communities<br>Or<br>People<br>Environment   | All functions to move to Place<br>In keeping with best practice. |

| Service  | Suggestions on place in Structure                       | Decision   |
|--|---|--|
|  | Housing   |  |
| Engineering  | Move to asset maintenance                               | Agreed   |
| Enforcement  | Expertise to remain within services                     | Cross Cutting review recommends that Enforcement stays with services with Legal supporting escalation of enforcement processes |
| Licensing  | Conflict if in Legal<br>In Env. Health                  | Move to Env Health   |
| Audit  | Done by SWAP?   | Client function with Finance   |
| Sundry debt collection   | In Exchequer  | Yes in Finance   |
| Fundraising, commercialisation & marketing , business services |   | Commercialisation and Sales and Marketing added to Leisure and Healthy Living Service.<br><br>Remainder to sit with CX Support |
| Community engagement   | In Place  | In People to understand our offer and intention and to work across all services  |
| Complaints   | Move to Customer  | Agreed   |
| Private sector housing   | With Homelessness                                       | PSH should stay with Housing. This is in keeping with what many other councils do.   |
| Customer insight   | Where should this sit?                                  | People – Customer engagement   |
| EDI & Safeguarding   | HR<br>CX<br>Community engagement                        | HR   |
| Procurement  | In Legal or Finance                                     | Legal  |
| City Centre  | In Culture  | No – focus on businesses, whereas culture involves whole place   |
| Building control   | Synergies with Planning and City Development            | City Dev't   |
| Healthy and Active lifestyles                                  | to sit under SL for City Centre and Net Zero, in Place. | Leave with Leisure and include commercialisation   |

| Service  | Suggestions on place in Structure   | Decision   |
|--|---|--|
|  | It makes sense for healthy/active living to be aligned with leisure.  |  |
| Commercial assets  | In resources  | Agreed   |
| Risk Management and Corporate Governance   | In CX support function  | Governance review – Democratic Services look after Constitution<br><br>Risk management - Sit under SL Finance with Audit and Insurance |
| Health and Safety  | Impartial in HR<br>In Env. Services?  | Internal H&S to sit with HR<br>All other H&S to sit with Asset Maintenance   |
| Debt recovery  | Accounting  | Agreed to include in Finance   |
| Net Zero   | In Place  | Agreed   |
| City Centre/Business Engagement  | In Business Services  | Keep in Place. Business Services have been removed from revised structure.   |
| Customer   | People  | Agreed   |
| Car Parking  | In Operations   | Agreed. Moved to Commercial Assets to maximise income generation opportunities.  |
| Matford centre and Markets   | In Culture  | No this should remain in Commercial assets   |
| Emergency Planning and Business Continuity                                       | In Environment  | Agreed   |
| Change `Housing Enabling` to `Social Housing Delivery`, to reflect COB programme |   | Changed to Development Delivery to encompass enabling and delivery.  |
| People and Organisational Development function                                   | In People Directorate<br><br>best placed alongside customer and digitisation, and this to devise, lead, support, implement and maintain the change journey ahead. | Agreed   |
| Liveable Exeter Delivery – new Service Lead role                                 |   | No – tie in with Development Delivery  |

| Service   | Suggestions on place in Structure  | Decision  |
|---|--|---|
| Could a Deputy Chief Executive role be included as part of one of the other Directors or a standalone role? | Could be with the person or the role?  | Consider later at further stage. Directors are responsible for representing the CX when needed. |
| Leisure and Healthy Living  | Should split – Leisure in Ops, Active and Healthy in People with Grants under the SL for Customer & Communities<br><br>Or sits well together | Leave as is – but add commercialisation, sales and marketing                                    |