

## Corporate Services and Operations

**Cabinet Member:** Councillor C Carter  
**Responsible Officer:** Anne-Marie Bond

### Corporate Support, Communications and Directors (JOT)

Corporate support combines a range of services which support the operation of the Council's services and includes support to the Overview and Scrutiny function within the Council. Policy, Performance and Review Team sets a framework for communication, consultation and equalities and they also support the development of Corporate Policy and complete statutory data returns along with analysing of a wide range of data. The Information Governance, Data Protection and Records Management services also forms part of this service, dealing with customer feedback, Freedom of Information Act requests, and Subject Access Requests.

### Governance Support

This section of the budget reflects the expenditure incurred in relation to supporting the Council's decision making process and the political processes. It is a multi-skilled team who also undertake Election work including registration of electors. Member's allowances are also held in this budget.

### Human Resources

Human Resources provides a range of services to the Council, Schools and external customers. This includes Payroll, Pensions, Workforce Planning, Organisational Development, Occupational Health, Counselling, Coaching and Mediation services.

### Legal Services

Legal Services are provided to the Council, its Officers, Members and Committees. The division consist of the following Legal teams: - Property & Environment, Adult and Children's safeguarding, Litigation and Legal support including Records.

Legal Services also incorporates insurance and the Coroner which is now administrated by Plymouth City Council as the lead body for the combined Coroners area.

## **Library Services**

As of 1 April 2018, Libraries Unlimited was commissioned by Torbay Council to run Torbay libraries on its behalf. Libraries Unlimited will be responsible for delivering the service, with Torbay Council retaining the statutory responsibility for the library service and oversight of the performance of the contract with Libraries Unlimited. The Council has a statutory duty to “provide an efficient and comprehensive Library Service” as per the Public Libraries and Museums Act 1964.

The library service currently provides a wide range of services and resources to support local people in their work, study and leisure pursuits. This includes four branch libraries, lending services such as books and audio –visual materials, reference information and local studies and also young people’s services and Inclusion services for disadvantaged people. The library service also provides events and festivals for all age groups including Agatha Christie, Summer Reading Challenge, author talks, musical and theatrical events, meeting rooms for hire, grant funded opportunities.

## **Post Room and Printing**

Printing operates as a trading unit with all work charged on a job basis to clients both internal and external. The majority of work is required by Torbay Council with a diverse range of output from posters and outdoor banners through to offset/digital printing and regular complex mailing jobs obtaining the maximum postal discounts available.

The Post Team manage the receipt and dispatch of all internal and external mail generated by and for Torbay Council, the daily general courier and the education courier services are run from within the Post Team and they also operate the Council’s corporate scanning service which includes daily payments and benefit scanning.

The services share the role of Goods Inwards for the majority of parcel and large deliveries for the council. These services are not statutory although it supports all other departments across the authority as well as external customers.

## **Registration of Births, Death and Marriages**

This service is responsible for the registration of birth and deaths and the officiation of marriages in accordance with the statutory requirements.

## **Transformation**

The Transformation Programme is made up of projects which will transform the way the council delivers services whilst providing best value for money and improving outcomes for its communities.