

Corporate Services Division

Our Role

- To enable accessible, inclusive, and resilient services that residents rely on every day
- To support service delivery through strong people, systems, and engagement activity



Corporate Services Division

Customer Services

- Front door to the Council – handling resident enquiries and access to services
- Driving inclusion through multi-channel access (digital, phone, face-to-face)
- Insight from customer contact helps shape services that people use

Risk, Emergency Management & Business Continuity

- Preparedness for emergencies impacting communities (e.g. severe weather, incidents)
- Ensuring continuity of critical services in neighbourhoods
- Supporting community resilience and partnership response



Corporate Services Division

People Services

- Recruiting, retaining, and developing staff who deliver local services
- Promoting inclusive workforce culture reflecting our communities
- Supporting wellbeing and organisational capacity

DDaT, Communications & Engagement (incl. Press & Media)

- DDaT: Improving digital access and enabling digital/technology that underpins service delivery
- Communications & Media: Clear, trusted information to residents
- Engagement: Listening to communities and shaping services with them



Corporate Services Division

Communities & Equalities

- Strengthening community cohesion and local networks
- Tackling inequalities and supporting underrepresented groups
- Partnerships and community engagement activity

