



## **HOUSING & REGENERATION SERVICES**

### **Complaints Co-ordinator**

Paula Huber

e: paula.huber@westlancs.gov.uk

Responsible for:

- Economic Development
- Estates & Valuation
- Regeneration
- External Funding
- Investment Centre

## **HOUSING AND REGENERATION SERVICES**

### **Complaints Co-ordinator**

Peter Morrison

e: peter.morrison@westlancs.gov.uk

Responsible for:

- Public Sector Housing Services
- Housing Options
- Housing Strategy
- Property Management
- Maintenance of Public Buildings
- Right to Buy
- Public Conveniences

## **STREET SCENE DIVISION**

### **Complaints Co-ordinator**

Philip Samosa

e: philip.samosa@westlancs.gov.uk

Responsible For:

- Transport
- Street Cleansing
- Grounds Maintenance
- Refuse & Recycling
- Trade Waste
- Medical
- Stanley Depot

## **PLANNING DIVISION**

### **Complaints Co-ordinator**

Helen Rafferty - Research Officer

e: helen.rafferty@westlancs.gov.uk

Responsible For:

- Planning Policy
- Planning Control
- Building Control
- Conservation
- Development Control

## **FINANCIAL SERVICES DIVISION**

### **Complaints Co-ordinator**

Natasha Bryan

e: [Natasha.bryan@westlancs.gov.uk](mailto:Natasha.bryan@westlancs.gov.uk)

Responsible for:

- Accountancy
- Audit
- Creditors
- Insurance
- Salaries & Wages
- Benefits
- Risk Management
- Treasury Management

## **Community Services Division**

### **Complaints Co-ordinator**

Andrew Hill

e: [a.hill@westlancs.gov.uk](mailto:a.hill@westlancs.gov.uk)

Responsible for:

- Leisure, Arts & Culture Services
- Animal Welfare
- Dog Control
- Environmental Protection
- Licensing
- Commercial Safety
- Emergency Planning
- Technical Services
- Decrim Parking
- Ormskirk Markets
- Food Safety
- Health and Safety Enforcement
- Pest Control
- Pollution Control
- Public Health
- Pay and Display Parking
- Community Safety
- Anti-Social Behaviour

- Renovation Grants
- Homelessness
- Private Sector Housing Services

## **COMPLAINTS CO-ORDINATOR**

Sylvia Smith - Senior Admin & Elections Services Officer

e: [sylvia.smith@westlancs.gov.uk](mailto:sylvia.smith@westlancs.gov.uk)

Responsible for:

- Member Services
- Civic Services
- Admin
- Elections
- Legal Services
- Land Charges

## **TRANSFORMATION AND PARTNERSHIP SECTION**

### **Complaints Co-ordinator**

Lynn McCoy

e: [lynn.mccoy@westlancs.gov.uk](mailto:lynn.mccoy@westlancs.gov.uk)

Responsible for:

- Partnership and Performance
- Public Relations
- Information and Communication
- Customer Services/O.R
- Recruitment & Selection
- Training
- Equality
- Health & Safety
- HR Policy
- Job Evaluation