

**CHIEF OFFICER (CUSTOMER SERVICES)**

With the exception of those matters where an appropriate Executive Member<sup>1</sup> has directed that the delegated authority should not be exercised and that the matter should be referred to the Executive Board for consideration<sup>2</sup>, the Chief Officer (Customer Services)<sup>3</sup> is authorised to discharge any function<sup>4</sup> of the Executive in relation to customer services and the promotion of welfare rights.

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<sup>1</sup> An “appropriate Executive Member” is the Leader or other appropriate portfolio-holding Member of the Executive Board.

<sup>2</sup> The Assistant Chief Executive (Planning Policy and Improvement) may consider in respect of any matter that the delegated authority should not be exercised and that it should be referred for consideration by the Executive Board.

<sup>3</sup> The fact that a function has been delegated to the Chief Officer does not require the Chief Officer to give the matter his/her personal attention and he/she may arrange for such delegation to be exercised by an officer of suitable experience and seniority. However, the Chief Officer remains responsible for any decision taken pursuant to such arrangements.

<sup>4</sup> “Function” for these purposes is to be construed in a broad and inclusive fashion, and includes the doing of anything which is calculated to facilitate or is conducive or incidental to the discharge of any of the specified functions. The delegation also includes the appointment of the Chief Officer as “proper officer” for the purpose of any function delegated to him/her under these arrangements.