

**HOW TO DO BUSINESS WITH  
THE COUNCIL**

***A SUPPLIERS GUIDE***



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## 1. **INTRODUCTION**

Tameside Metropolitan Borough Council (Tameside M.B.C.) spends approximately £90 million per annum on the provision of goods, services and works.

The Council is committed to providing a high quality service to meet both the current and future needs of local people. Effective procurement, based on value for money, supports the Council in achieving this vision and meeting its corporate objectives. As a result, suppliers have a key role to play and the Council encourages competition, welcoming bids from both new and existing suppliers.

The guide has been produced to assist suppliers by:

- Providing an awareness of the rules the Council must follow in inviting suppliers to bid for contracts
- Informing suppliers how to identify opportunities from the range of goods, services and works required by the Council
- Explaining how to tender for Council contracts
- Providing specific information relating to each Service Unit
- Supplier adoption – registering for the NWCE/AGMA online E-business Portal

## 2. **PROCUREMENT POLICY**

### 2.1 **Contractual Arrangements**

The Council arranges contracts covering the procurement of a wide range of goods, works and services.

The Procurement Policy of the Council is to provide a formal framework to be used by all of the Service Units engaged in procurement on behalf of the Authority. Its purpose is to ensure that all goods, works and services purchased are of optimum quality and quantity and obtained at the most competitive price to meet the needs for which they are required.

#### 2.1.1 **Goods and Services Contracts**

Contracts for commonly required goods and services are undertaken centrally by Tameside Procurement. For procurement of all other specific goods and services it is the responsibility of each Service Unit.

Tendering procedures will vary in detail between the various Service Units, nonetheless all Service Units will generally adhere to a policy that will:

- Avoid over specifying a requirement.
- Write specifications as far as possible in terms of output not input.
- Invite a sufficient number of tenderer's to ensure a fair competition but remove barriers to participation by small suppliers without discriminating against larger suppliers.
- Provide clear documentation.
- Give all tenderer's equal opportunity.

### 2.2 **Procurement Rules and Regulations**

The Council is subject to regulations at a European, national and local level.

#### 2.2.1 **Standing Orders**

The Council has "rules" contained in the "Procurement Standing Orders relating to Contracts" which regulates all procurement across the Council.

The purpose of the Procurement Standing Orders is to ensure that competition and propriety is present in the tendering and award of contracts. The Procurement Standing Orders cover the thresholds, level of authority and procedures for enabling competition. They regulate the manner in which quotations and tenders are invited, evaluated and awarded.

The values detailed in the Procurement Standing Orders relating to Contracts are as follows:

<b>Works</b>	<b>Goods and Services</b>	<b>Procedure</b>	
Below £20,000	Below £20,000	Officers will use their professional judgement in seeking quotations to ensure value for money	<b>Q u o t a t i o n s</b>
Above £20,000 but below £60,000	Above £20,000 and below £60,000	A minimum of 3 written quotations are required to be obtained from suitably experienced suppliers	
Above £60,000 but below £3,497,313	Above £60,000 but below £139,893	A minimum of 3 written tenders are required to be obtained from suitably experienced suppliers	<b>T e n d e r s</b>
Above £3,497,313 (EU threshold)*	Above £139,893 (EU threshold)*	Follow EU Procurement Procedure	

\* The EU thresholds stated are for the two-year period 01.01.2008 to 31.12.2009.

## 2.2.2. Works Contracts

### Schemes over £60,000 (Tenders)

Tameside M.B.C. no longer maintains a Standing List of Approved Contractors and has chosen to use the Constructionline U.K. Register of Pre-Qualified Construction Services from which to obtain suitably qualified contractors and consultants to populate tender lists.

Contractors wishing to be considered for all future building work within the Council should register with Constructionline at:

Great West House  
Great West Road  
Brentford  
Middlesex  
TW8 9DF

<http://www.constructionline.co.uk/>  
email: [constructionline@capita.co.uk](mailto:constructionline@capita.co.uk)

Telephone number to register: 0870 240 0152

In addition the Authority prefers all contractors to be approved by the Contractors Health and Safety (CHAS) Assessment Scheme, and the necessary application forms can be obtained from:

Mr Alan Hamilton – Senior Surveyor  
Economy and Environment  
Property Services  
Architectural Services Unit  
Tameside Metropolitan Borough Council  
Council Offices, Wellington Road  
Ashton-Under-Lyne  
Tameside  
OL6 6DL

Telephone number 0161 342 3532

Contractors will also be required to submit the following tender qualification documentation:

- The current public liability and employers liability insurances to substantiate that both policies adequately indemnify the Council against any claims against it in respect of the Contract. Proof of payment from the period of Contract will also be required.
- Current CIS details
- Up to date trading accounts for inspection by Tameside M.B.C. Treasury Management in order to establish the financial limits, which apply to the maximum value of work a contractor should be engaged in at any one time.

#### **Schemes under £60,000 (Quotations)**

Although Constructionline is not mandatory under the Council's Standing Orders Relating to Procurement, it is viewed as being preferred.

Alternatively Contractors may submit details of previous employers (references may be requested) and types of work undertaken.

If you require any further information visit our website at [www.tameside.gov.uk](http://www.tameside.gov.uk) or contact: Alan Hamilton, Tameside M.B.C. tel.no. 0161 342 3532

### **2.2.3 EU Procurement Procedure**

All local authorities and public sector bodies are subject to European Union (EU) Public Procurement Directives that govern how it may purchase goods, services and works over a specified value. These directives are included in UK law as a number of regulations.

Where the estimated contract value exceeds the threshold, a Tender Notice must be placed in the supplement to Official Journal of the European Union (OJEU) to give all Suppliers in the EU an equal opportunity to tender.

There are different types of tendering procedures that can be adopted (i.e. Open, Restricted, Negotiated or Competitive Dialogue). Each procedure imposes minimum time-scales covering the tender activities to ensure that reasonable time to respond to adverts and prepare submissions is given to interest parties.

A notice of contract award must be placed in OJEU. Prior to contract award all interested parties will be advised of our intentions and a 10 day standstill period must be allowed for debrief and objection. Unsuccessful tenderers must be debriefed if requested

### **2.3 Equalities**

Safeguards are built into relationships with contractors and service providers to ensure good practice as regards race, gender, disability, sexuality and age discrimination. The Council seeks to remove obstacles to conducting business and will ensure that there is an equal opportunity, for all suppliers who meet the stated criteria, to participate in bidding for requirements.

Diversity and equality will be reviewed throughout the procurement cycle from the identification of needs through to the monitoring of supplier performance/contract compliance.

Equality clauses have been built into tender documents: The Council strives to:

- Encourage equality of opportunity for all suppliers in compliance with EU Directive, and in particular the Council's Race Equality Scheme and Corporate Equality Plan.
- Eliminate any conditions, procedures and behaviour that can lead to discrimination even where there was no intent to discriminate, with particular regard to race, gender, disability, sexuality, age religion and belief plus employment issues.

## **2.4 Contractor Health & Safety (CHAS)**

Various regulations impose responsibilities on employers to assess the health and safety competence of a contractor used by them to undertake work on their behalf. Local authority health & safety and contract professionals, supported by the Health and Safety Executive, have developed the Contractor Health and Safety (CHAS) Assessment Scheme. It is designed to protect the employer's staff and others affected by their undertakings. Employers also have a duty to monitor contractors to ensure they are working safely

For further information contact the Health & Safety Team on 0161 342 3728 or visit the CHAS website at: <http://www.chas.gov.uk/>

## **2.5 AGMA Procurement Group - formerly the Local Authority Purchasing Partnership (L.A.P.P.)**

Tameside M.B.C. is a member of the AGMA Procurement Group whose members consist of the Metropolitan Boroughs of Blackpool, Bolton, Bury, Halton, Oldham, Rochdale, Stockport, Trafford, Warrington, Wigan, City of Salford, City of Manchester and the joint authorities for the Greater Manchester Police and the Greater Manchester Fire and Rescue.

The Council actively supports the use of this and other consortia arrangements where such arrangements are advantageous to the Authority.

Tameside M.B.C. invites tenders for a number of contracts administered on behalf of AGMA Procurement Group and similarly other authorities undertake contracts on behalf of AGMA authorities, including Tameside M.B.C. A list of existing contract categories for all goods and services (including AGMA contracts) is available on the Council website at [www.tameside.gov.uk/purchasing/continfo.html](http://www.tameside.gov.uk/purchasing/continfo.html).

Suppliers may submit a tender for any single authority for any item(s); any group of authorities for any item(s); or all authorities for any item(s). It is not necessary to quote for the requirements of all authorities.

## **3. HOW TO FIND OUT ABOUT OPPORTUNITIES**

### **3.1 Newspapers / Journals**

Potential suppliers are advised to regularly check local newspapers along with trade journals for advertisements placed by the Council for goods, works and services.

### **3.2 E-business Portal**

The North West Centre of Excellence has developed an e-business Portal called "The Chest" <http://www.nwce.gov.uk/the-chest/default.php>, where businesses can register on-line, (see 4.1)

### **3.3 Government Opportunities – is this still relevant?**

Business Information Publications Ltd publishes "Government Opportunities" weekly. For further information contact:

Business Information Publications Ltd (BiP Limited)  
Glasgow  
G3 6BR  
Tel: 0141 332 8247  
Fax: 0141 331 2792  
[www.bipcontracts.com/](http://www.bipcontracts.com/)

### **3.4 Official Journal of the European Union**

Contracts over the EU threshold are advertised in OJEU. They are published in electronic format and may be accessed via an electronic on-line service entitled "Tenders Electronic Daily".

The website address is: <http://ted.europa.eu>

## **4. HOW TO TENDER FOR COUNCIL CONTRACTS**

### **4.1 Tender Documents**

When a supplier applies for a tender a set of tender documents will be issued and will consist of:

- the Conditions of Contract and Tender of the Council
- the nature and the purpose of the contract (specification)
- the criteria for the contract award (with the relevant weightings)
- the period of the contract
- the price schedule upon which the tenderer submits the priced bid
- details of tenderer and references
- technical questionnaire (if applicable)
- form of Tender
- form of Agreement
- covering letter to set out the correct address for returning the tender, the tender reference and the closing date and time for the receipt of tenders
- return label detailing a) title of the tender, b) the date and time of the return
- such other information as considered appropriate to ensure the Council achieves Best Value

The above is in relation to an "Open" tendering procedure. Where a "Restricted" tender procedure is used, a Pre Qualification Questionnaire (PQQ) is issued to all companies expressing an interest, and is to be returned on or before the published date. The PQQ's are evaluated against the stated selection criteria for tenderers, and the tender documents are then sent to the companies short-listed.

The Council is looking to proceed to entirely web-based transactions via e-tendering, however there are a number of legal and technological limitations that are currently being addressed.

The North West Centre of Excellence has developed an e-business Portal called "The Chest" <http://www.nwce.gov.uk/the-chest/default.php>, where businesses can register on-line, identifying their business sector (indicating the main category via reference to a classification system) and express an interest in forthcoming tendering opportunities from any (or any combination) of the 47 Councils across the North West. By registering on the website, businesses will receive an e-mail alert, once a tender invitation has been published, that matches with the relevant business sector category.

In the near future suppliers will be able to access and download tender documents electronically. Tenders can then be submitted/uploaded at any time prior to the closing date for the receipt of tenders. Reference to the electronic facility will be included on all public advertisements (including OJEU notices) quoting a unique reference number and the URL link to the relevant webpage.

### **4.2 Tender Evaluation**

All tender documents will specify the Award Criteria and the relevant weightings). Returned tenders will be evaluated against the pre-determined award criteria. Evaluation will focus on examining how the tender proposals deliver the service (quality) and the cost of the service (price). The Council will award the contract on the basis of "Best Value". The definition of Best Value is "the purchase of all goods and services on the most advantageous terms and conditions having regards to value for money and including: price, quality, quantity, reliability, fitness for purpose, timeliness and reliability of the delivery, economy over time, reliable after sales service, environmental considerations and total cost to the authority."

### **4.3 Contract Award**

Prior to contract award all interested parties will be advised of our intentions and a 10 day standstill period must be allowed for debrief and objection. If you are successful in your tender submission you will be notified in writing and may be requested to sign a "form of agreement" to signify acceptance of the contract award.

#### **4.4 Debriefing**

Prior to contract award all interested parties will be advised of our intentions and a 10 day standstill period must be allowed for debrief and objection. If you are un-successful you will also be notified in writing.

#### **4.5 Contract Performance**

All accepted suppliers are monitored throughout the contract period against the pre-defined performance criteria stated in the tender documents. Contracts have to be performed in accordance with the requirements set out in the contract documentation.

The Council is continuously striving to improve its performance and it expects its suppliers to do the same.

## 5. TAMESIDE SERVICE UNITS

### 5.1 Policy and Performance (Procurement)

#### 5.1.1 Overview

Policy and Performance comprises of the following Service Units:

**Procurement** - Tameside Procurement is responsible for the coordination of Procurement arrangements, including the monitoring of Procurement initiatives and the performance of suppliers contracted to the Authority. It has responsibility for developing and overseeing the implementation of the Council's Procurement Strategy.

All Service Units have access to the Framework Contracts arranged on their behalf by Tameside Procurement (commonly called a "call off arrangement") covering common goods and services on which orders will be placed. Ordering of goods and services is decentralised to the Service Units who are directly responsible for their own activities. Since 2002 all orders placed by the authority has been via its on-line e-procurement system, which contains a "catalogue" of all contract items that are available for use by all service areas

A list of existing contract categories for goods and services is available on the Council website at [www.tameside.gov.uk/purchasing/continfo.html](http://www.tameside.gov.uk/purchasing/continfo.html). The list also provides contact details for each individual contract; for further information please contact the relevant procurement officer. The "Chest" e-business portal (<http://www.nwce.gov.uk/the-chest/default.php>) will be developed to include, in addition to the list of current tendering opportunities, an archive of past tenders awarded (broken down by category)

**Policy Development** – The Policy Unit is responsible for performance management & improvement, equality, consultation, research and partnerships & community strategy.

**Scrutiny** – Tameside has 4 scrutiny panels, Resources & Community Services; Personal & Health Services; Technical, Economic & Environmental Services and Lifelong Learning & Cultural Services. The main role is policy review, policy development and service improvement.

### Marketing and Communications

#### 5.1.2 Contacts

Service Unit	Contact name	Telephone no.	Email
Procurement	Malcolm Whitwood	0161 342 4429	<a href="mailto:malcolm.whitwood@tameside.gov.uk">malcolm.whitwood@tameside.gov.uk</a>
Marketing and Communications	Alison Gilbody	0161 342 3061	<a href="mailto:alison.gilbody@tameside.gov.uk">alison.gilbody@tameside.gov.uk</a>
Policy Development	Kate O'Donnell	0161 342 2174	<a href="mailto:kate.odonnell@tameside.gov.uk">kate.odonnell@tameside.gov.uk</a>
Scrutiny	Howard Boots	0161 342 3160	<a href="mailto:howard.boots@tameside.gov.uk">howard.boots@tameside.gov.uk</a>

### 5.2 Pension Fund

#### 5.2.1 Overview

The Greater Manchester Pension Fund is part of the Local Government Pension Scheme. The Fund's functions are divided into the following Service Units:

**Pensions Office** - This office administers the benefits payable to members and pays pensions to retired members, including giving specific advice on the rules of the Scheme. It also negotiates the terms of admission for new employers.

**Property Investments** - The property investments department invests in property by buying, selling and leasing property on a national scale. It also procures managing agents to manage property on its behalf.

**Greater Manchester Property Venture Fund** - This Fund invests in property within Greater Manchester. It creates property investments by developing mixed-use schemes from land that it acquires. It is administered by external agents and also has term appointed consultants to assist in property development.

**Investments** - The investments group supervises the appointment of three external fund managers and undertakes fund and private equity investment. The group also appoints and administers the Fund's third party custodian, and monitors equity performance.

**Accountancy** - The accountancy department is responsible for the financial administration of the Fund including calculating employer's contributions. It also appoints the Fund's Bank and Actuary, and procures the insurance contracts for property owned by the Fund.

### 5.2.2 Contacts

Service Unit	Contact name	Telephone no.	Email
Pensions Office	Ged Dale	0161 301 2000	<a href="mailto:mail@gmpf.org.uk">mail@gmpf.org.uk</a>
Property Investments	Charles Lofstedt	0161 342 3741	<a href="mailto:charles.lofstedt@tameside.gov.uk">charles.lofstedt@tameside.gov.uk</a>
Greater Manchester Property Venture Fund	Ray Grainger	0161 342 3435	<a href="mailto:ray.grainger@tameside.gov.uk">ray.grainger@tameside.gov.uk</a>
Accountancy	Tracey Boyle	0161 342 2883	<a href="mailto:tracey.boyle@tameside.gov.uk">tracey.boyle@tameside.gov.uk</a>

## 5.3 Exchequer and Customer Support

### 5.3.1 Overview

Exchequer and Customer Support is split and managed into five areas.

**Area 1** – Is specific to the delivery of support services across the Councils units. In the main it delivers a core administration/support service and sorts/distributes mail and goods in and out of the Council offices.

**Area 2** – Is responsible to deliver the following functions: Council Tax, Business Rates, Debtors, Creditors, Poll Tax and Former Tenant Arrears.

**Area 3** – Is responsible to deliver the following functions: Benefits, Benefit Investigations, Cashiers and Payroll.

**Area 4** – Is responsible to deliver the following functions: Business & Performance, Performance Management, Projects, Best Value, Business Planning, Complaints, Continual Improvement and Quality Initiatives.

**Area 5** – Is responsible to deliver the following functions: Printing and Design Services.

### 5.3.2 Contacts

Area	Contact name	Telephone no.	Email
1	Michelle Neville Cooper	0161 342 2054	michelle.neville-cooper@tameside.gov.uk
	Lesley Hampson Distribution Centre Manager	0161 342 3124	<a href="mailto:lesley.hampson@tameside.gov.uk">lesley.hampson@tameside.gov.uk</a>
2	Paul Clarke Service Unit Manager	0161 342 2062	<a href="mailto:paul.clarke@tameside.gov.uk">paul.clarke@tameside.gov.uk</a>
3	Linda Kemp Service Unit Manager	0161 342 3827	<a href="mailto:linda.kemp@tameside.gov.uk">linda.kemp@tameside.gov.uk</a>
4	Julie Speakman Service Unit Manager	0161 342 2142	julie.speakman@tameside.gov.uk
5	Paul Rowson Service Unit Manager	0161 342 2959	paul.rowson@tameside.gov.uk

## 5.4 Adults Services

### 5.4.1 Overview

The procurement of Social Care Services is carried out by the Joint Commissioning and Performance Management Team in Adult Services, Neighbourhood and Communities Directorate in accordance with Council procedures. Most services are purchased for specific service user groups although occasionally services for more than one particular group may be required e.g. provision of community equipment. Listed below are the main service user groups and examples of services that are currently being procured from the private and voluntary sectors.

**Services to Older People** - Examples of services provided include: Residential and Nursing Home Care (via Approved List), Home Support (via Approved List), Day Services, Meal Provision, Care Support in Sheltered Housing [extra care housing], Review and Advocacy and a Handy Man Service.

**Services to Adults 18-65 with a Physical Disability, Learning Disability or Mental Health Problems** – Examples of services provided include: Residential and Nursing Care, Home and Community Support, Respite Care, Supported Accommodation, Extra Care Housing, Advocacy and Daytime Activities.

### 5.4.2 Business Opportunities

Any organisation wishing to provide social care services to the Council or wishing to be included on any Approved List, must be registered with the Commission for Social Care Inspection where this is required.

**Approved Lists** - approved lists exist in relation to Residential and Nursing Home Care, Home Support and Children's Residential Placements. The lists are periodically reviewed and organisations wishing to be considered should contact the appropriate person detailed below.

**Tendering** - Where contracts are put out to tender, adverts are normally placed in publications such as Community Care Magazine, Guardian, Manchester Evening News, in addition to the Council's website. OJEU adverts are done for most of the tenders undertaken now. Occasionally, invitations to tender may be restricted to organisations on whichever Approved List applies so it is important that those wishing to be considered take the necessary steps.

### 5.4.3 Contacts

Service Unit	Contact name	Telephone no.	email
Services to Older People	Linsey Bell Planning and Commissioning Officer	0161 366 2435	linsey.bell@tameside.gov.uk
	Vacant Planning and Commissioning Officer	0161 366 7333	
Services to Adults 18-65 with a Physical Disability or Mental Health Problems	Vacant Planning and Commissioning Officer	0161 366 7333	paul.nolan@tameside.gov.uk
Learning Disability	Paul Nolan Planning and Commissioning Officer	0161 366 2437	
General Queries	Kim Greeves Planning and Commissioning Assistant	0161 366 2442	kim.greeves@tameside.gov.uk

## 5.5 Property Services

### 5.5.1 Overview

**Architects** - this service comprises Architects, Quantity Surveyors, Building Surveyors and Electrical/Mechanical Engineers. A full design and procurement service is provided for educational and corporate properties owned by the Council on behalf of the in-house client.

New build, refurbishment and restoration contracts are procured and managed by the Architectural Service Unit (A.S.U.) from concept to completion.

Business opportunities exist from any contractor or supplier to the built environment (construction industry).

**Estates and Valuation** – this service comprises of Estates Management, Disposals & Acquisitions, Legal, Conveyancing and Terrier, IT/Geographical information system.

**Facilities Management** – this includes Town Halls & community buildings, Health & Safety/Risk Management, building maintenance & cleaning.

**Markets** – includes all the markets within Tameside.

### 5.5.2 Contacts

Work Area	Contact Name	Telephone	Email
Asst Executive Director	A. Stopher	0161 342 2926	<a href="mailto:alan.stopher@tameside.gov.uk">alan.stopher@tameside.gov.uk</a>
Architects	J. Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Quantity Surveying			
Building Surveying	J. Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>

Electrical Engineering			
Mechanical Engineering	J. Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Asset Management	Andrew Voss	0161 342 2365	<a href="mailto:andrew.voss@tameside.gov.uk">andrew.voss@tameside.gov.uk</a>
Estates Management, Disposals & Acquisitions	Paul Brown	0161 342 2245	<a href="mailto:paul.brown@tameside.gov.uk">paul.brown@tameside.gov.uk</a>
Legal, Conveyancing & Terrier	Lynda Kenyon	0161 342 3012	<a href="mailto:lynda.kenyon@tameside.gov.uk">lynda.kenyon@tameside.gov.uk</a>
IT/Geographical information system	David Moat	0161 342 3723	<a href="mailto:david.moat@tameside.gov.uk">david.moat@tameside.gov.uk</a>
Town Halls & community buildings	Dave Rainford	0161 342 3746	<a href="mailto:dave.rainford@tameside.gov.uk">dave.rainford@tameside.gov.uk</a>
Health & Safety/Risk Manager	Dave Dannatt	0161 342 3353	<a href="mailto:dave.dannatt@tameside.gov.uk">dave.dannatt@tameside.gov.uk</a>
Operations Manager	Roy Holland	0161 342 2859	<a href="mailto:roy.holland@tameside.gov.uk">roy.holland@tameside.gov.uk</a>
Markets	Ian Kelly	0161 342 3268	<a href="mailto:ian.kelly@tameside.gov.uk">ian.kelly@tameside.gov.uk</a>

## 5.6 Engineering and Environmental Health

### 5.6.1 Overview

The Engineering Service is principally concerned with the maintenance, management and improvement of the Borough's highways, transportation and traffic issues, together with civil and structural engineering.

**Engineering Operations** - deals with the functions of highway maintenance and management, street lighting, winter gritting, highway drainage, the public utilities and the council's transport service for vehicle maintenance. The Engineering Service Operations Division, the contracting arm of the Service Unit, undertakes highway construction and reactive maintenance work along with a wide range of civil engineering related projects for the authority and private clients.

**Engineering Development** - primarily responsible for the highways, traffic and transportation strategies, and for scheme development. The unit also deals with highway aspects of new developments, traffic management, road safety training, school crossing patrols, street parking and car parks.

**Engineering Design** - provides a highway, civil and structural engineering consultancy service, responsible for the detailed design, implementation and management of projects and major engineering contracts. The Unit is also responsible for bridges and highway structures maintenance.

Examples of work areas covered by the Engineering Service include highway improvements, traffic calming, town centre and environmental improvements, derelict land reclamation, canal restoration, demolition, bridge refurbishment, retaining walls and building structural works. Services and goods procured also include site investigation, traffic signs, road surfacing, road marking, minor building works, as well as the employment of civil, highway and structural engineering consultants.

Environmental Health provides services to both local businesses and residents in a number of areas:-

**Trading Standards and Consumer Advice** – provides a wide range of services to ensure fair and safe trading practices throughout the Borough.

**Recycling and Operations** - provides recycling and related services including the Council's Blue (Waste Paper) Bin Scheme and recycling collections for glass, cans, plastics etc.

**Environmental Protection** - provides enforcement services to protect the Borough from all aspects of environmental pollution including noise and air pollution.

**Environmental Safety and Hygiene** - provides an inspection function to all the borough's food premises and a large number of Tameside's workplaces to ensure compliance with food, safety and health and safety legislation.

**Licensing** - is responsible for the licensing of a wide range of premises and people operating in the Tameside area including Hackney Carriages, Private Hire vehicles, night clubs, butchers shops etc. etc.

**Refuse Collection** - the provision of both domestic and commercial refuse collection services to residents and businesses across Tameside.

**Cemeteries and Crematoria** - the provision of eight cemeteries across Tameside and the crematorium at Dukinfield.

#### **-5.6.2 Business Opportunities**

Any organisation interested in pursuing business opportunities in these areas should respond to any individual tender advertisement, Official Journal of the European Union, the contract notice or contact the service directly as noted below.

For the smaller contracts or orders, suppliers are chosen based on value for money, competency, reliability, responsiveness and previous knowledge and work carried out for the Council.

For the larger engineering contracts, suppliers are either selected from Constructionline or from a list prepared specifically for the purpose following responses to an advertisement. Selection for these contracts is based on the above factors, together with those relevant to the specific contract. Membership of a trade organisation can also be required.

#### **5.6.3 Contacts**

<b>Service Unit / Work Area</b>	<b>Contact Name</b>	<b>Telephone</b>	<b>Email</b>
Design, Development and Maintenance areas	Roger Booth Engineering Design Manager	0161 342 3967	<a href="mailto:roger.booth@tameside.gov.uk">roger.booth@tameside.gov.uk</a>
Engineering Service Operations Division	Nigel Brooks Divisional Manger	0161 342 2475	<a href="mailto:nigel.brooks@tameside.gov.uk">nigel.brooks@tameside.gov.uk</a>
Environmental Enforcement	Ian Saxon	0161 342 3470	<a href="mailto:ian.saxon@tameside.gov.uk">ian.saxon@tameside.gov.uk</a>
Environmental Operations	Robin Monk	0161.342.3340	<a href="mailto:robin.monk@tameside.gov.uk">robin.monk@tameside.gov.uk</a>

## **5.7 Cultural and Customer Services**

### **5.7.1 Overview**

Cultural and Customer Services is a division on the Council's Sustainable Communities Directorate. Within this division there are four distinct service areas.

#### ***Sports Services***

Responsible for co-ordinating and providing a comprehensive network of sporting and physical activities for young people and having close partnerships with schools, clubs and community regeneration schemes. The unit also has the key role in supporting the Tameside Sports Trust who manages the Council's stock of sports centres and swimming pools. In addition Sports Services is active in developing new facilities and improving existing sites often in partnership with local voluntary sports clubs.

#### ***Arts and Events***

Responsible for the organizing and delivery of a programme of events part of which is working closely with the community. The events team work closely with Town Managers, Facility Management and Cultural Services. The unit also manages the Play House in Hyde Park and Play schemes throughout the borough. Tameside Hippodrome is currently managed by Clear Channel on behalf of Tameside; the unit manages the contract and supports new audience development with the theatre.

#### ***Libraries***

Responsible for providing the people of Tameside with access to a wide range of books for all levels of ability and interests, including large print, books in the main community languages and audio books. All libraries have computers for public use and provide opportunities for people to learn basic computer skills. The service also provides a Reference and Information Service, the Local Studies and Archives Centre, a Home Library Service and an Information Service to patients and their carers from Tameside Hospital. We also provide a range of

activities and events for children, families and adults throughout the year and work with different partners to enhance the library offer.

### ***Museums and Galleries***

The Museums and Galleries Service, collects, documents, preserves, exhibits and interprets a wide range of material for all sections of the community. Primary facilities are the Portland Basin Museum, the Museum of the Manchester Regiment, the Astley Cheetham Art Gallery, Central Art Gallery and the Setantii Museum. Services provided include talks, tours, educational materials, publications, reminiscence materials, class visits, object loans, exhibitions and school partnership programmes.

### ***Countryside***

Tameside Countryside Services manages the countryside across the borough for people and wildlife and works closely with adjoining authorities and other organisations including Natural England, the Environment Agency, United Utilities and the University of Manchester Archaeological Unit. The service provides information to visitors and the local community and runs a varied event programme. In addition the Countryside Rangers liaise with landowners, undertake conservation projects and provide an environmental educational service to schools and community groups.

### ***Customer Services***

Customer Service Centres are located throughout Tameside, one in each of the main towns. Customers can get help and advice on all Council services including specialist advice on Housing Benefit and Council Tax issues. The Council's Call Centre handles contact by telephone, email and fax for a wide range of council services.

## **5.7.2 Business Opportunities**

***Sports Services*** – All major contracts for facility development will be managed by Architectural and Engineering Services within the Council and, as such, will be subject to Standing Orders (outline in 2.2.1 of this document). There is limited spending on sports activities and events with a need for sports equipment, clothing and promotional materials.

***Arts and Events*** - Events have products that could be an advertising opportunity for local business - Staging, Banners, Toilets, Bunting and flyers.

***Museums and Galleries*** - All major contracts for facility development will be managed by Architectural and Engineering Services within the Council and, as such, will be subject to Standing Orders (outline in 2.2.1 of this document). There is limited spending on educational activities and events with a need for arts equipment, retail stock, conservation and promotional materials.

***Countryside*** - All major contracts for Heritage Centre and Visitor Centre development will be managed by Architectural and Engineering Services and as such will be subject to standing orders. Other spending includes landscaping materials, horticultural tools and machinery, educational materials, Promotional material and specialist contract works on ecology surveys and habit management services.

***Libraries*** - All library books, audio formats and DVDs are currently purchased through the Greater Manchester Libraries Consortium. Library furniture and equipment is sourced from specialist library suppliers or through existing Council contracts. Contracts for bookbinding and the library service computerised management system are advertised as necessary.

### ***Customer Services***

All major contracts for facility development will be managed by Architectural and Engineering Services within the Council and, as such, will be subject to Standing Orders (outline in 2.2.1 of this document).

### 5.7.3 Contacts

Service Unit	Contact Name	Telephone	E-mail
Sports Services		0161 609 1275	
Arts and Events	Leanne Feeley	0161 342 3385	leanne.feeley@tameside.gov.uk
Museums/Galleries	Emma Varnum	0161 343 2878	emma.varnam@tameside.gov.uk
Countryside	Carl Baron	0161 342 2320	carl.baron@tameside.gov.uk
Libraries/Customer Services	Mandy Kinder	0161 342 2061	mandy.kinder@tameside.gov.uk

## 5.8 Borough Treasurer

### 5.8.1 Overview

The Borough Treasurer's areas of responsibility are Accountancy, Treasury Management and Risk Management/Audit and Insurance.

**Accountancy and Treasury Management** - The Accountancy Sections are responsible for the financial administration of the Council. Treasury Management manage all monies of the Council ensuring that money is available to the Council to meet commitments. It also appoints the Council's bank.

**Risk Management/Audit & Insurance** – The section provides an Internal Audit service to the Authority as required by various Acts and Regulations. Assisting in the effective management of a wide range of business risks and providing assurances as to the effectiveness of the internal control environment. For those risks which cannot be prevented, but which give rise to a potential liability, the section ensure cost effective insurance cover either through self-funding arrangements or externally underwritten through the Council's insurers and provides support in defending claims against the Council. It also procures the Council's insurers, claims handling and legal services.

### 5.8.2 Contacts

Service Unit	Contact Name	Telephone No.	Email
Accountancy	Neil Gaskell	0161 342 3864	neil.gaskell@tameside.gov.uk
Treasury Management	Andrew Hall	0161 342 2985	andrew.hall@tameside.gov.uk
Risk Management	Wendy Poole	0161 342 3486	wendy.poole@tameside.gov.uk
Audit	Wendy Poole	0161 342 3486	wendy.poole@tameside.gov.uk
Insurance	Wendy Poole	0161 342 3486	wendy.poole@tameside.gov.uk

## 5.9 Services for Children and Young People

### 5.9.1 Overview

This sector of the Council is lead by the Executive Director Services for Children and Young People. The vision of the Service is to produce practical strategies to ensure the best for all children and young people in a continuing cycle into adulthood, thus sustaining and improving the community. Formed in April 2005, when Lifelong Learning and some Social Services functions were merged.

Services for Children and Young People comprises of the following divisions:

**School Improvement** – including Assessment and Performance Data Team, Audio Visual Services, Curriculum Development Unit, Early Years Quality Team, Ethnicity Multiculturalism and Access Team, Excellence Cluster Team, Governor Support Unit, Healthy Schools Team, Music Service, School Improvement Support Unit, School Library Service, Support Staff NVQ Centre, Tameside Monitoring and Advisory Team, Tameside Education Supply Support Agency.

**Access and Equality** – including Champion of Parents and Pupils, Child protection and safeguarding (schools), Children’s Centres/Sure Start, Education Welfare Service, Equalities, Exclusions, Extended Schools, Looked After Children (Education), Parent Partnership, Post 16 Education, School Organisation & Admissions, Young Carers.

**Resources** – comprising Accountancy, Asset Management, Building School for the Future, Education Resources, Health & Safety, Private Finance Initiative management, Project & Programme Delivery, Primary School catering, Schools Finance Team.

**ICT and Learning** - Transforming Learning, BSF, Teaching & Learning, ICT Vision into Reality, Schools ICT, Social Care ICT Support.

**Inclusive Services** – Assessment Review and Monitoring, Behaviour Improvement Programmes and Learning Support Units, Children with disabilities team, Communication, Language and Autism Support, Education Psychology and Learning Support Exceptional Transport, Pupil referral service, Respite Care for children with disabilities, Sensory Support, Travellers, Refugees and Asylum seekers.

**Strategy and Commissioning** – Annual Performance Assessment/Comprehensive Performance Assessment/Joint Area Revue, Children’s Fund, Children and Young Peoples Plan, Children and Young Peoples Strategic Partnership Co-ordination, Central Commissioning team, Data and Performance, Joint Assessment System Prevention and Early Referral/Common Assessment Framework/ Service Directory, Publicity & Information, Voluntary sector.

**Youth Support Services** – Connexions, Drugs & Alcohol, Teenage Pregnancy, Youth offending Team, Youth Service.

**Children’s Social Care** – Adoption, Area social work teams, Business Support, Children and Adolescents Mental Health Service, Children’s Homes, Commissioned services, Education Resource Team, Families First , Family support, Foster Care, Looked After Children Support Team, Leaving care Team, Local Safeguarding Board, Management Information Team, Quality Assurance Unit, User involvement, Information and planning function.

***This listing specifically excludes School establishments (Nursery, Primary and Secondary) who have their own arrangements for ordering goods and services each with their own sets of rules.***

### **5.9.2 Business Opportunities**

Suppliers of goods and services should also be aware of a potential crossover of function when specific projects become too large for an individual school to fund and the central team aid that work. Reference is made to Section 2.2.1. “Standing Orders” of this document. For example – major re-roofing works at a school, similarly urgent works on new Health and Safety legislation across a range of establishments.

**Professional, Consultative, and Training Services** – there are always sessions each year for this type of highly subjective service provision to Services for Children and Young People. Each is responsive to demand for change prescribed by new legislation etc.

**Responsive Building and Construction work** – there are limited opportunities for responsive maintenance work within the Finance and Building Section, for the Capital Working Group and Primary Catering Service.

**New Construction Building Work** - conducted by route of other Departments within the Council acting on behalf of Services for Children and Young People.

**Schools** – suppliers looking to deal with schools may wish to contact the e-Spi Project Team (electronic schools purchasing information). Based in Rochdale, the e-spi team assists suppliers of goods and services to schools. In essence, suppliers submit an electronic catalogue viewable by schools, for schools to choose from.

As this is a multi-Authority project backed by the DCSF, suppliers may wish to spread their catalogue over the seven constituent Greater Manchester Metropolitan Authorities (Bolton, Bury, Manchester, Rochdale, Salford, Stockport, and Tameside). *Please note suppliers must be nominated to join the e-Spi project by an existing public sector customer or Local Authority.*

### 5.9.3 Contacts

Service Unit / Work Area	Contact Name	Telephone No.	Email
ICT and Learning Services	Andy O'Brien	0161 342 3651	<a href="mailto:andy.obrien@tameside.gov.uk">andy.obrien@tameside.gov.uk</a>
Access and Equality	Lucy Davies	0161 342 3212	<a href="mailto:lucy.davies@tameside.gov.uk">lucy.davies@tameside.gov.uk</a>
Inclusive Services	Clare Bibby	0161 342 3822	<a href="mailto:clare.bibby@tameside.gov.uk">clare.bibby@tameside.gov.uk</a>
School Improvement	Steve Noble	0161 342 3770	<a href="mailto:steve.noble@tameside.gov.uk">steve.noble@tameside.gov.uk</a>
Resources	Elaine Todd	0161 342 3238	<a href="mailto:elaine.todd@tameside.gov.uk">elaine.todd@tameside.gov.uk</a>
Strategy and Commissioning	Tom Coffey	0161 342 3154	<a href="mailto:tom.coffey@tameside.gov.uk">tom.coffey@tameside.gov.uk</a>
Youth Support Services	Cheryl Eastwood	To be Confirmed	<a href="mailto:cheryl.eastwood@tameside.gov.uk">cheryl.eastwood@tameside.gov.uk</a>
Children's Social Care	Annie Dodd	0161 342 3354	<a href="mailto:annie.dodd@tameside.gov.uk">annie.dodd@tameside.gov.uk</a>
e-spi Team (Rochdale)	Karen Cope	01706 747323	<a href="mailto:karen.cope@rochdale.gov.uk">karen.cope@rochdale.gov.uk</a>

## 5.10 ICT and Transformational Services

### 5.10.1 Overview

**IT Services** - provides the entire Council with telephone and computer services.

It purchases, installs, and supports all manner of computer equipment and software and has a customer base of over 3500 people.

It is responsible for the councils ICT security and making sure that the systems and networks we operate are reliable, fast and regularly backed up.

Many of the products and services that we require are of specialist nature, and in the whole are procured via the tendering procedure.

### 5.10.2 Contacts

Contact Name		Telephone No.	Email
Fiona Dewar	e-business	0161 342 2109	<a href="mailto:fiona.dewar@tameside.gov.uk">fiona.dewar@tameside.gov.uk</a>

Julie Hayes	Client Services	0161 342 2213	<a href="mailto:julie.hayes@tameside.gov.uk">julie.hayes@tameside.gov.uk</a>
Carl Timperley	e-Tameside	0161 342 3548	<a href="mailto:carl.timperley@tameside.gov.uk">carl.timperley@tameside.gov.uk</a>

## 5.11 District Assemblies

### 5.11.1 Overview

The District Assemblies were formed in May 1998 and comprise of eight area-based panels set up by Tameside M.B.C. to devolve some responsibility back to the local towns in the borough. In doing so, the Council is actually involving the community in the decision-making processes that affect their areas.

Each Assembly implements locally based programme areas, which are as follows:

#### ***Environment***

Looking after and improvements to the street scene are a key element of the Assembly's work. Each assembly is responsible for local parks, ground maintenance, street cleansing, road safety initiatives, and certain traffic calming schemes as well as carrying out road and pavement repairs and refurbishing. Within each Assembly's work group is a Street Force Team which acts as a rapid response, multi skilled team responsible for cleaning grot spots, fly tipping and graffiti.

#### ***Community Safety***

The local Assemblies work in conjunction with the Police, Community Safety Unit, Tameside Patrollers, Homewatch Groups, local residents and businesses to combat crime and to encourage safer communities. The Assembly have been successful in introducing a number of initiatives, in conjunction with other partners including Alley-gating schemes, CCTV and Retail Radio Link

#### ***Young People***

The Assemblies work closely with local schools and young peoples clubs and organisations as well as the Youth Services to target and coordinate resources to areas of need. The Assemblies specifically look after and maintain all the Council's children's play equipment and commission new and replacement playgrounds.

#### ***Local Liaison***

The Assemblies encourage involving more people in the local decision making process and ensure people are consulted on local issues.

A major role of the area teams is to manage support a wide range of local events such as Tameside in Bloom, Garden and Art Competition, Carnivals, Concerts and a variety of shows and events such as the Festive light 'Switch-on' in November and December.

## 5.11.2 Contacts

Unit	Contact Name	Telephone No.	Email
Denton & Audenshaw & Dukinfield	Stuart Mollison	0161 342 2704	carol.redfern@tameside.gov.uk
Ashton & Droylsden	Robert Wheeler	0161 342 2501	amanda.upton@tameside.gov.uk
Hyde & Hattersley, Longdendale, Stalybridge & Mossley	Mike Round	0161 342 3725	<a href="mailto:ann.shepstone@tameside.gov.uk">ann.shepstone@tameside.gov.uk</a>
Parks and Land Management	Ian Cochrane	0161 342 3062	<a href="mailto:ian.cochrane2@tameside.gov.uk">ian.cochrane2@tameside.gov.uk</a>

## 5.12 Planning and Economic Development

### 5.12.1 Overview

**Planning and Building Control** - is split into three service units, Building Control, Strategic Planning and Development Control.

Building Control is principally a service to ensure health and safety standards apply to building work, energy saving provisions are attained and premises are fully accessible for use, through the application of National Building Regulations.

Strategic Planning is responsible for the [Local Development Framework](#), the [Tameside Unitary Development Plan](#), [Conservation](#), [Listed Buildings](#), Regeneration, [Trees and Woodlands](#), and Sustainable Development.

Development Control processes [planning applications](#) and handles enquiries as to the need for planning permission. The unit also deals with breaches of planning control.

**Economic Development Unit (EDU)** - forms part of the Economy and Environment Directorate. The EDU is not a large purchaser of goods or services, however has many contacts with the wider business community and with other organisations. The EDU undertakes both strategic work in partnership with business support and community organisations, for example facilitating partnerships as diverse as the Tameside Economic Forum to the Better Government for Older People steering group.

The Unit supports investment, development, business expansion and community development through involvement in a range of activities including Denton Town Centre Development, the Tameside Economic Development Zone, marketing the Borough for investment, promoting the development of employment sites such as Ashton Moss and St Petersfield and offering a comprehensive business relocation and advice service in partnership with other agencies and providing information on job opportunities on those sites to local people. The Unit maintains the Tameside Business Database and this year hopes to produce a Construction Handbook to promote building trades in Tameside.

The Unit also deals with resource procurement – accessing European and National funds to develop new ideas.

### 5.12.2 Business Opportunities

Though the EDU are not large direct purchasers of products or services, the team are ideally placed to network your business through their Business Outreach officers, events and through other media – for example features in our Business Briefing and Tameside Citizen newspaper or 'e-news'. We can keep you informed on developments and new initiatives in the Borough. We can also link you to our partner organisations that may also be purchasers and with initiatives such as Supplywise at Chamber Business Enterprises (<http://www.tvc.org.uk/services/supplywise/index.asp>)

Useful Links to keep you up to date:  
[www.tameside.gov.uk/business](http://www.tameside.gov.uk/business)  
[www.tamesidem60.com](http://www.tamesidem60.com)  
[www.tvc.org.uk](http://www.tvc.org.uk)

### 5.12.3 Contacts

Work Area	Contact Name	Telephone No.	Email
Building Control	Paul Judge	0161 342 3219	<a href="mailto:paul.judge@tameside.gov.uk">paul.judge@tameside.gov.uk</a>
Strategic Planning	Neil Rodgers	0161 342 3136	<a href="mailto:neil.rodgers@tameside.gov.uk">neil.rodgers@tameside.gov.uk</a>
Development Control	Bob Tacey	0161 342 3128	<a href="mailto:bob.tacey@tameside.gov.uk">bob.tacey@tameside.gov.uk</a>
Business Initiatives Manager	Lisa Hoyland	0161 342 3544	<a href="mailto:lisa.hoyland@tameside.gov.uk">lisa.hoyland@tameside.gov.uk</a>
Community Economic Development Manager	Phil Spence	0161 342 2841	<a href="mailto:phil.spence@tameside.gov.uk">phil.spence@tameside.gov.uk</a>
Resource procurement	Russell Yates	0161 342 2741	<a href="mailto:russell.yates@tameside.gov.uk">russell.yates@tameside.gov.uk</a>
Selling direct to the EDU	Anne Heath	0161 342 3499	<a href="mailto:anne.heath@tameside.gov.uk">anne.heath@tameside.gov.uk</a>
EDU publications	Anne Heath	0161 342 3499	<a href="mailto:anne.heath@tameside.gov.uk">anne.heath@tameside.gov.uk</a>

6. **A-Z GUIDE**

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Access control system servicing	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Adaptations Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Air Conditioning Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Air Quality Monitoring	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Antifreeze	Joanne Keating	0161 342 4428	<u>joanne.keating@tameside.gov.uk</u>
Asbestos removal Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Asbestos Surveys Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Asset Management Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Audi Visual and Presentation Equipment	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Bailiff services	Paul Clarke	0161 342 2062	paul.clarke@tameside.gov.uk
Banking services - Pensions	Tracey Boyle	0161 342 2883	tracey.boyle@tameside.gov.uk
Banking Services - Treasury	Andrew Hall	0161 342 2985	andrew.hall@tameside.gov.uk
Barrier Rails	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Beers, Wines and Spirits	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Boiler Installations/Serviceing Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Bollards - road traffic	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Book binding services	Julia Annable	0161 342 2037	julia.annable@tameside.gov.uk
Bottled Water	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Bread, Cakes and Morning Goods	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Bridges (strengthening & replacement)	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Broker services	Wendy Poole	0161 342 3846	<u>wendy.poole@tameside.gov.uk</u>
Builders	Roger Booth	0161 342 3967	<u>roger.booth@tameside.gov.uk</u>

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Building extensions	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Building maintenance	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Building Preservation Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Building Products	Roger Booth	0161 342 3967	<a href="mailto:roger.booth@tameside.gov.uk">roger.booth@tameside.gov.uk</a>
Carriageway surface dressing	Roger Booth	0161 342 3967	<a href="mailto:roger.booth@tameside.gov.uk">roger.booth@tameside.gov.uk</a>
CCTV Installations Services Engineers	Mike Rhodes	0161 342 3098	mike.rhodes@tameside.gov.uk
CCTV Monitoring and Security Staff	Alec Hall	0161 342 4428	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
CCTV Servicing	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Ceilings	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Childrens play equipment	Daryl Maguire	0161 342 3311	daryl.maguire@tameside.gov.uk
Cleaning Materials	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Coated Stone Materials	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Computer consumables	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Computer hardware – Laptops, PCs, Monitors etc	Rita Welsh	0161 342 3731	<a href="mailto:rita.welsh@tameside.gov.uk">rita.welsh@tameside.gov.uk</a>
Computer hardware – Servers	Andy Graham	0161 342 3333	andy.graham@tameside.gov.uk
Computer hardware maintenance	Julie Messer	0161 342 3280	julie.messer@tameside.gov.uk
Computer server maintenance	Julie Messer	0161 342 3280	julie.messer@tameside.gov.uk
Computer software	Rita Welsh	0161 342 3731	<a href="mailto:Rita.welsh@tameside.gov.uk">Rita.welsh@tameside.gov.uk</a>
Computer software maintenance	Julie Messer	0161 342 3280	julie.messer@tameside.gov.uk
Corporate Workwear	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Couriers	Lesley Carroll	0161 342 3124	lesley.carroll@tameside.gov.uk
Dairy products	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Demolition	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Developer's	Kevin Aspin	0161 342 3412	kevin.aspin@tameside.gov.uk

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Diesel	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Disabled Access Building Surveyors	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Disabled Toilets/Servicing Services Engineers	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Disposable Tableware	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Disposal of waste paper	Ian Saxon	0161 342 3470	<a href="mailto:ian.saxon@tameside.gov.uk">ian.saxon@tameside.gov.uk</a>
Document Scanning Services	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Drainage Works Building Surveyors	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Educational Furniture	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Educational Materials	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Electoral registration forms	Robert Landon	0161 342 2146	<a href="mailto:robert.landon@tameside.gov.uk">robert.landon@tameside.gov.uk</a>
Electrical Accessories	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Electrical Cables	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Electrical Cleaning Equipment	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Electricians	Roger Booth	0161 342 3967	<a href="mailto:roger.booth@tameside.gov.uk">roger.booth@tameside.gov.uk</a>
Electricity	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Electricity for Public Lighting	Alec Hall	0161 342 4427	<a href="mailto:alec.hall@tameside.gov.uk">alec.hall@tameside.gov.uk</a>
Envelopes	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Enveloping services	Paul Clarke	0161 342 2062	<a href="mailto:paul.clarke@tameside.gov.uk">paul.clarke@tameside.gov.uk</a>
Essential Clothing	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Extensions Architectural Services	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Fan Convactor Heating/Servicing Services Engineers	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Fencing Architectural Services	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>
Fencing Building Surveyors	James Charlston	0161 342 2855	<a href="mailto:james.charlston@tameside.gov.uk">james.charlston@tameside.gov.uk</a>

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Fire Alarm Servicing	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Fire Alarms Services Engineers	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Fire Damage Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Fire Fighting Equipment	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Fire Fighting Maintenance	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Fire Precaution Works Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
First Aid	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Flooring	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Flooring Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Flue Systems Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Footpath surfacing	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Franking machines	Lesley Hampson	0161 342 3124	<a href="mailto:lesley.hampson@tameside.gov.uk">lesley.hampson@tameside.gov.uk</a>
Frozen Foods	Joanne Keating	0161 342 4428	<a href="mailto:joanne.keating@tameside.gov.uk">joanne.keating@tameside.gov.uk</a>
Gas	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Graffiti Removal	Stuart Mollison	0161 342 2704	carol.redfern@tameside.gov.uk
Greengrocery	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Groceries and Provisions	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Ground Rock Salt	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Gutter Cleaning Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Gymnastic Equipment – Repairs and Maintenance	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Heating Installation (LPHW) Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Heating Oil (Gas Oil)	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Highway, Horticultural tools and equipment	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Highways Weed Control	Ian Cochrane	0161 342 3062	ian.cochrane2@tameside.gov.uk

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Hygiene Services	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Industrial Products for Vehicles & Plant Maintenance	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Installation, Maintenance and Support of PC Hardware and Peripherals	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Insurance and Claims Handling	Wendy Poole	0161 342 3846	wendy.poole@tameside.gov.uk
Intruder Alarms Services Engineers	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Library management system	Philip Jones	0161 342 2035	philip.jones@tameside.gov.uk
Lift Installation/Serviceing Services Engineers	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Lift Servicing	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Light Catering Equipment	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Lubricants and Greases	Joanne Keating	0161 342 4428	<u>joanne.keating@tameside.gov.uk</u>
Masonry Rebuilding/Repairs Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Meat & Offal	Joanne Keating	0161 342 4428	<u>joanne.keating@tameside.gov.uk</u>
Mechanical Servicing Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Memorial facilities	Ian Saxon	0161 342 3470	ian.saxon@tameside.gov.uk
Metal Storage and Filing Cabinets	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Microfilming	Linda Kemp	0161 342 3827	linda.kemp@tameside.gov.uk
Milk and Cream	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Minor maintenance contractors	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Minor Works Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Mobile Telephones	Alec Hall	0161 342 4427	<u>alec.hall@tameside.gov.uk</u>
Multi Functional Devices	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
New Build Architectural Services	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Office Desks and Tables	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Office Seating	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
P.C. Kerbs and Flags	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Painting Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Paper & Card	Joanne Keating	0161 342 4428	<u>joanne.keating@tameside.gov.uk</u>
Paper Towels and Toilet Tissues	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Paypoint services	Linda Kemp	0161 342 3827	linda.kemp@tameside.gov.uk
Personal Computers	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Personal Hygiene	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Personal Protective Gloves and Equipment	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Petrol	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Plan Printing Services	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Planned Maintenance Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Planning Supervisor	Alan Hamilton	0161 342 3532	alan.hamilton@tameside.gov.uk
Plumbers	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Portable Appliance Testing	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Pre-recorded videos	Julia Annable	0161 342 2037	julia.annable@tameside.gov.uk
Prior to Paint Repairs Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Protective Clothing	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Protective Footwear	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Public Advertising Units	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Public analyst service	Ian Saxon	0161 342 3470	ian.saxon@tameside.gov.uk
Ready Mixed Concrete	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Ready Mixed Concrete	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Recycled materials	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk

<b>DESCRIPTION</b>	<b>OFFICER RESPONSIBLE</b>	<b>CONTACT TELEPHONE NO.</b>	<b>EMAIL ADDRESS</b>
Refurbishment Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Refurbishments Architectural Services	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Refuse Sacks	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Removals, Porterage, Cleaning, Caretaking and Unskilled Catering	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Re-Roofing Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Road signs	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Rolled asphalt	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk
Roller Shutters	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Scanning	Paul Clarke	0161 342 2062	paul.clarke@tameside.gov.uk
Sealer machines	Lesley Hampson	0161 342 3124	<u>lesley.hampson@tameside.gov.uk</u>
Social Care and Health - Older People	Margaret Todd	0161 366 2435	margaret.todd@tameside.gov.uk
Social Care and Health - Learning Disability	Richard Kettle	0161 366 2437	richard.kettle@tameside.gov.uk
Social Care Support - Mental Health and Disabilities	Dave Wilson	0161 366 2436	dave.wilson1@tameside.gov.uk
Sodium Hypochlorite	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Sound recordings	Julia Annable	0161 342 2037	julia.annable@tameside.gov.uk
Sports and Games Equipment	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Stationery	Joanne Keating	0161 342 4428	<u>joanne.keating@tameside.gov.uk</u>
Street Lighting Columns	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Street Lighting Control Gear	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Street Lighting Cutouts	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Street Lighting Ducting	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Street Lighting Fuses	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Street Lighting Lamps - Recycling	Roger Booth	0161 342 3967	roger.booth@tameside.gov.uk

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Street Lighting Photocells	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Structural Repairs Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Survey and Report Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Tank Cleaning Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Taxis, Mini Coaches & Coaches with Drivers	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Text and Library Books	Joanne Keating	0161 342 4428	joanne.keating@tameside.gov.uk
Transport of Children to Swimming Baths	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Treasury Advisory Services	Andrew Hall	0161 342 2985	andrew.hall@tameside.gov.uk
Trees/Shrubs/Bulbs	Stuart Mollison	0161 342 2704	carol.redfern@tameside.gov.uk
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UK Government Publications	Karen Heathcote	0161 342 2031	<a href="mailto:karen.heathcote@tameside.gov.uk">karen.heathcote@tameside.gov.uk</a>
Underpinning etc Building Surveyors	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
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Vehicle tyres	Alec Hall	0161 342 4427	alec.hall@tameside.gov.uk
Ventilation Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Waste Compactor Maintenance	Roy Holland	0161 342 2859	roy.holland@tameside.gov.uk
Water Services (H&CWS) Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
Weighing Machine Servicing Services Engineers	James Charlston	0161 342 2855	james.charlston@tameside.gov.uk
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