

**Head of Policy, Performance and Scrutiny**  
**Matthew Gatehouse**

**Community Hub Manager (North) & Community Learning Manager**  
**Richard Drinkwater**

**Community Hub Manager (South) & Strategic Library Manager**  
**Cheryl Haskell**

**Contact Centre Manager**  
**Amanda Southall**

**Scrutiny Manager**  
**Hazel Ilet**

**Performance Manager**  
**Richard Jones**

**Customer Relations Manager**  
**Annette Evans**

**Community Development and Partnership Manager**  
**Sharran Lloyd**  
(dotted line to MG - mainly)

Community Hubs (Usk, Chepstow, Caldicot)  
Usk Post Office  
Community Learning / Adult Education

Community Hubs (Abergavenny and Monmouth)  
Gilwern Library  
Strategic Library Service

Contact Centre  
Switchboard  
Blue Badges  
Digital Customer Service Channels (chatbot and My Council Services)

Scrutiny/Select Committees

Perormance Management Framework  
Policy Development  
Strategic Risk Management  
Data  
Geographic Information Systems

**Alan Burkitt**  
Equalities  
Welsh Language  
**Hazel Clatworthy**  
Climate Change  
Sustainability and Future Generations Act  
Plastic Free  
Fair Trade

Complaints and Compliments  
Subject Access Requests

Public Service Board / Programme Board  
Strategic Partnership Development