



Stratford District Council worker recognised for outstanding contribution to business & wider Stratford community

David, Head of ICT, Revenues & Customer Services at Stratford District Council, has been recognised for his outstanding contribution to the community as part of West Midlands Employers (WME) #EverydayHeroes campaign.*

David has worked with Stratford District Council for three years, managing a team of 120 with a diverse remit – business rates, customer services, benefits and information technology. When Covid-19 hit he had to move quickly to ensure the council was able to provide the right support to businesses and residents as customer service calls increased overnight by 50%.

He was not only responsible for making it possible for council workers to operate from home but he also had to ensure the customer service team were equipped with the right information to support residents and businesses. He worked around the clock to make sure his team were able to get grants to businesses and support to vulnerable residents.

David says it has been the most challenging time in his career but equally the most rewarding. He said, “It’s a completely different role for me and the wider team. We are working seven days a week to get the money out to businesses and it’s amazing to see the team pull together to support businesses and vulnerable people in our community.”

Rebecca Davis, Chief Executive of West Midlands Employers, says, “It is great to hear about the fantastic work David has been doing. He has worked incredibly hard to ensure his teams have what they need to provide vital support to residents and the business community.”

[You can read more about David here.](#)

*Local authority improvement body WME, owned by [33 councils](#) across the West Midlands, launched the campaign this month to recognise #EverydayHeroes – council workers who are working around the clock to keep essential services running and keep us safe through the coronavirus crisis.

Anyone can nominate one or more local council heroes [here](#). West Midlands Employers will review nominations in partnership with the relevant council and we will share their stories via <https://wmheroes.co.uk/meet-your-heroes/>.

Ends

For further information contact

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Notes to editors – About West Midlands Employers

West Midland Employers (WME) is one of 9 independent regional employer organisations nationally.

WME is a not for profit membership organisation owned by the 33 West Midlands local authorities. We are led by an Elected Member Management Board representing the membership body with a Chief Executive leading the organisation. Chief Executive Rebecca Davis is available through media interviews through the contact details above.

WME's vision is "**to advocate, build and champion people centred organisations for a resilient and diverse public sector workforce that benefits everyone in the West Midlands**". WME launched their new Strategic Plan 2020 -25 earlier this year <https://bit.ly/3aYsvHF> <http://www.wmemployers.org.uk/ourwork>

WME is playing a pivotal role in the Local Government response to the Covid-19 crisis and is providing daily support through their Covid-19 site (<https://wme covid19.org.uk/>), including provision of advice, innovative webinars, recruitment and resourcing and weekly bulletins [Pulse Extra bulletin](#)

WME also work in partnership with public and private sector organisations to design and deliver services on behalf of the 33 Councils in the Region, which span the employee lifecycle including: candidate attraction, recruitment, talent management, training and development, executive coaching and mentoring, leadership development, organisational design and restructuring, job evaluation, investigations, mediation and exit plans.

