


Service Plan Template 2015/16

Service:	Head of Service:	Robin Pellow	
Corporate Governance	Director:	Paul Wenham	
	Portfolio Holder(s):	Cllr Robert Knowles Cllr Julia Potts	

1. Service Plan Overview 2015/16

Monitoring Officer

The Monitoring Officer is responsible for promoting and maintaining high standards of ethical conduct by Waverley and Town and Parish Councillors and Waverley staff. The Monitoring Officer is responsible for investigating complaints against Waverley, Town and Parish Councillors under the Arrangements adopted by Waverley.

Audit

Internal Audit's objectives are to review and assess the way Waverley runs its business and to identify opportunities to enhance the controls the Council has in place to prevent loss, waste or fraud. In so doing, it contributes to the Council's arrangements for securing value for money and reinforces the Council's Governance arrangements.

The service offers advice on risk management and design of appropriate controls and on the interpretation and application of Waverley's rules (e.g. Contract Procedure Rules). It also investigates reports of fraud and corruption , (excluding Housing Benefits cases) and some sensitive staffing matters.

Complaints

To support the corporate complaints service and ensure that managers respond to complaints, and learn lessons from them to improve services for customers and the community.

Mayoralty

The service provides support for the Mayor and Deputy Mayor in their Civic roles and organises Waverley Civic events such as the Civic Service, Volunteers Garden Party etc.

The service supports all of Waverley's objectives, and Audit plays a particularly important role in Value for money.

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2. Focus for the coming year – Action Plan						
Desired outcome / Objective		Maintaining high standards of governance and ethical standards				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Performance Measures/Targets
CG/1	Continue to promote ethical standards with Waverley staff and councillors and Town and Parish councillors.	May 15	R Pellow	Within existing budgets	all	Survey staff and Parish Clerks
CG/2	Ensure all Councillors briefed on ethical standards before taking any decisions after WBC elections	May 15	R Pellow	Within existing budgets	all	All Councillors briefed by mid June 2015
CG/3	Finish Individual Elector Registration process	Sep. 15	T Stanbridge	May need continuing extra Government grant support	all	Minimal reduction in overall Electoral Register numbers
CG/4	Administer successful combined triple or quadruple combined elections	May 15	R Pellow	Should be within existing elections fund budget- may need increased annual contribution in future	all	Smooth running poll, no challenges to results, quick and accurate counts

Desired outcome / Objective		Effective Internal Audit service and good relationship with external Auditors				
Ref	Action(s)	Timescales / Deadlines	Lead Officer	Resource Implications Cap/Rev	Corporate Plan Priority?	Success Criteria/Measures
CG/5	Continue to monitor external contractor performance and quality	Continuing	Gail Beaton	Within existing budgets	Value for money	Audit plan achieved within budget
CG/6	Review anti fraud resources within Council once universal credit introduced	May 15	Gail Beaton	Within existing budgets	Value for money	Ensure Waverley continues to have robust investigation capacity