

# Policy and Governance

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# This presentation

1. Policy & Governance
2. Overview of Service Plan
3. Opportunities for scrutiny to add value?



# Policy & Governance



## Policy and Governance

1. **Monitoring Officer** function, including code of conduct
2. **Legal Services** incl internal / external advice, Land Charges, FOI, Information Governance
3. **Democratic Services** incl meeting support, Mayoralty and councillor learning and development
4. **Corporate Policy** incl policy, strategy, scrutiny, complaints, performance, projects
5. **Comms and Engagement** incl website, social media, press office, community engagement.
6. **HR** incl operational, strategic, L&D
7. **Elections**, incl electoral register

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## Overview of Service Plan

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## Team 1 – Corporate Policy

- Support effective performance management, policy development and project management
- Provide scrutiny policy support, ensuring it adds value and improves policy development and decision-making
- Respond to and learn from customer complaints
- Ensure the principles of equality and diversity are embedded into the Council's policy development and decision-making processes

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## Team 2 – Communications and Engagement

- Finalise / implement new Communications and Engagement Strategy
- Keep residents informed and promote civic pride
- Take a planned, targeted and evidence-based approach
- Do more digital but not exclusively digital
- Engage with Waverley's residents and customers
- Be more commercial
- Deliver new, accessible customer-focused website

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### Team 3 – Democratic Services (& MO)

- Ensure the Council's decision-making is democratic, transparent, and informed and councillors are supported to function effectively (constitution + protocols/ committee support / scrutiny / IT / mayoralty)
- The Council functions properly, with high standards of governance and ethical conduct (advice / complaints / IPs / registers of interest)
- Deliver an excellent programme of Councillor Learning and Development (Induction / Ongoing / Charter Mark Commitment)

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### Team 4 – Elections

- Prepare for, organise and conduct all types of elections, polls and referendums held in the Waverley borough
- Provide effective customer service: public; voters; candidates; agents; parties; others.  
(Team + wider Waverley team effort)
- Prepare for and conduct annual voter registration canvass process
- Maintain the electoral register
- Undertake any electoral / community governance reviews as required

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## Team 5 – Human Resources

- Strong Foundations  
(HR data / payroll / staff and manager self service / digital document management / review & improve processes)
- Attract, recruit and nurture staff talent  
(identify and address skills gaps / apprenticeships / graduates)
- Retain, recognise and reward staff effectively and appropriately  
(publish and review gender pay gap / optimise pay, reward and benefit structures / promote positive mental health and wellbeing)
- Skills, knowledge and experience development  
(Performance agreements / learning and development / staff survey / career pathways)

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## Team 6 – Legal Services

- Provide high quality and timely dedicated legal advice supports the council's delivery of services and strategic projects and ensures the Council acts lawfully, transparently and ethically
- Maintain high performance in turning around land charges search requests
- Lead and manage the Council's approach to Information Governance, ensuring it is fully compliant
- Deliver IT improvements to support efficient working practices and excellent customer service in Legal Services and Land Charges

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# Opportunities for scrutiny to add value?

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## Opportunities to add value?

1. Make the most of scrutiny – research, shape, influence, engage
2. New website project
3. New focus on public engagement
4. HR strategy implementation
5. Councillor learning and development / Charter Mark journey
6. Your ideas!

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