

THE CORPORATION OF THE TOWN OF GEORGINA

REPORT NO. CAO-2018-0006

**FOR THE CONSIDERATION OF
COUNCIL**

April 18, 2018

**SUBJECT: SERVICE DELIVERY REVIEW PROGRESS REPORT NO. 9 –
DELEGATION OF AUTHORITY, CORPORATE POLICY APPROVAL
PROCESS**

1. RECOMMENDATIONS:

- 1. That Council receive Report No. CAO-2018-0006 prepared by the Office of the CAO, dated April 18, 2018 respecting Service Delivery Review (SDR) Progress Report No. 9 – Delegation of Authority, Corporate Policy Approval Process;**
- 2. That Council approve the Corporate Policy Approval Process.**

2. PURPOSE:

The purpose of this report, in support of the Town's continued SDR, is to present a Corporate Policy Approval Process for endorsement.

3. BACKGROUND:

On August 9, 2017 Council received SDR Progress Report No. 1. The report identified "early finding" opportunities for improvement that included:

- Delegation of authority as an opportunity that could be leveraged across the organization
- Reduced number of Council meetings/reports
- Clear roles and responsibilities for who does what

Assessment of the early findings resulted in Council endorsing Top Priority Areas and Secondary Priority Areas. "Improved Council/Committees Process/Support" was included as one of the Top Priority Areas. "Revamp/Update Corporate Administrative Policies" was included as one of the Secondary Priority Areas.

Staff were directed to report back with proposed timelines for reviewing the multiple Top Priority Areas and the Secondary Priority Service Areas. The CAO, together with the new Head of Corporate Service Delivery Excellence are preparing that report for submission to Council in Q2 2018.

In the interim, in support of improving Council/Committees Process/Support, this report speaks to a delegation of authority opportunity via a Corporate Policy Approval Process.

Further delegation of authority reports will be forthcoming in the near future.

4. ANALYSIS:

** it should be noted that in the spirit of the N6 partnership the proposed Corporate Policy Approval Process mirrors the process designed and adopted by the Town of Newmarket. The Town of Newmarket is thanked for their contribution to this report.*

Staff currently struggle with scheduling and generating the volume of reports requiring direction from Council. Additionally the generation of a report requires the dedication of time from the author(s), the approvers, the Clerk's Division and finally Council. In support of better managing the volume of reports channelled to Council, and the use of the valuable time of Council and staff, it is proposed that a Corporate Policy Approval process be adopted.

The proposed process, as outlined in Attachment 1, would provide:

- 1) Authority for Council to approve new and amended corporate policies of a governance nature in line with the role of Council established by the *Municipal Act, 2001* and relevant Town by-laws, including but not limited to:
 - a) Policies affecting the Town's governance and Members of Council;
 - b) Policy matters directed by Council or requiring Council's approval;
 - c) Policies substantively impacting customer service levels
 - d) "Outward" facing policies affecting the community; and
 - e) Policies related to financial sustainability.

- 2) Authority for the Chief Administrative Officer (CAO) to approve new and amended corporate policies of an administrative nature in line with the role of the CAO established by the *Municipal Act, 2001*, any delegated authorities or other relevant Town by-laws provided the impact of the corporate policy is within the relevant Council-approved budget, including but not limited to:
 - a) Administrative matters;
 - b) Employment and working conditions;

- c) Non-substantive amendments to Council and CAO approved policies.
- 3) Despite the authority granted to the CAO in 2) above, the CAO may request Council input and/or approval.
- 4) A process to advise Council of CAO Approved Corporate Policies, including the opportunity for any Member of Council to request that the corporate policy be considered by Council
- 5) That Council and CAO approved corporate policies be posted on the Town website.
- 6) The CAO have the authority to approve procedures required for implementation of Council and CAO approved corporate policies.

As noted in the Background section of this report, updating of the Corporate Administrative Policies is a SDR priority area, this includes reviewing, updating, and organizing the policies for staff, council and public awareness. As policies are updated the proposed approval process will be utilized.

The proposed process increases operational efficiencies while maintaining transparency and accountability.

5. RELATIONSHIP TO CORPORATE STRATEGIC PLAN:

This report addresses the following strategic goal:

Goal 4: "Provide Exceptional Municipal Services" – ORGANIZATIONAL & OPERATIONAL EXCELLENCE

6. FINANCIAL AND BUDGETARY IMPACT:

There are no direct financial impacts associated with the proposed process. Indirect savings would be achieved through operational efficiency gains.

7. PUBLIC CONSULTATION AND NOTICE REQUIREMENTS:

There are no public consultation or notice requirements associated with this report.

8. CONCLUSION:

The implementation of the proposed Corporate Policy Approval Process would create efficiencies in process without compromising transparency or accountability.

Prepared and Recommended by:



Winanne Grant, B.A., AMCT, CEMC
Chief Administrative Officer

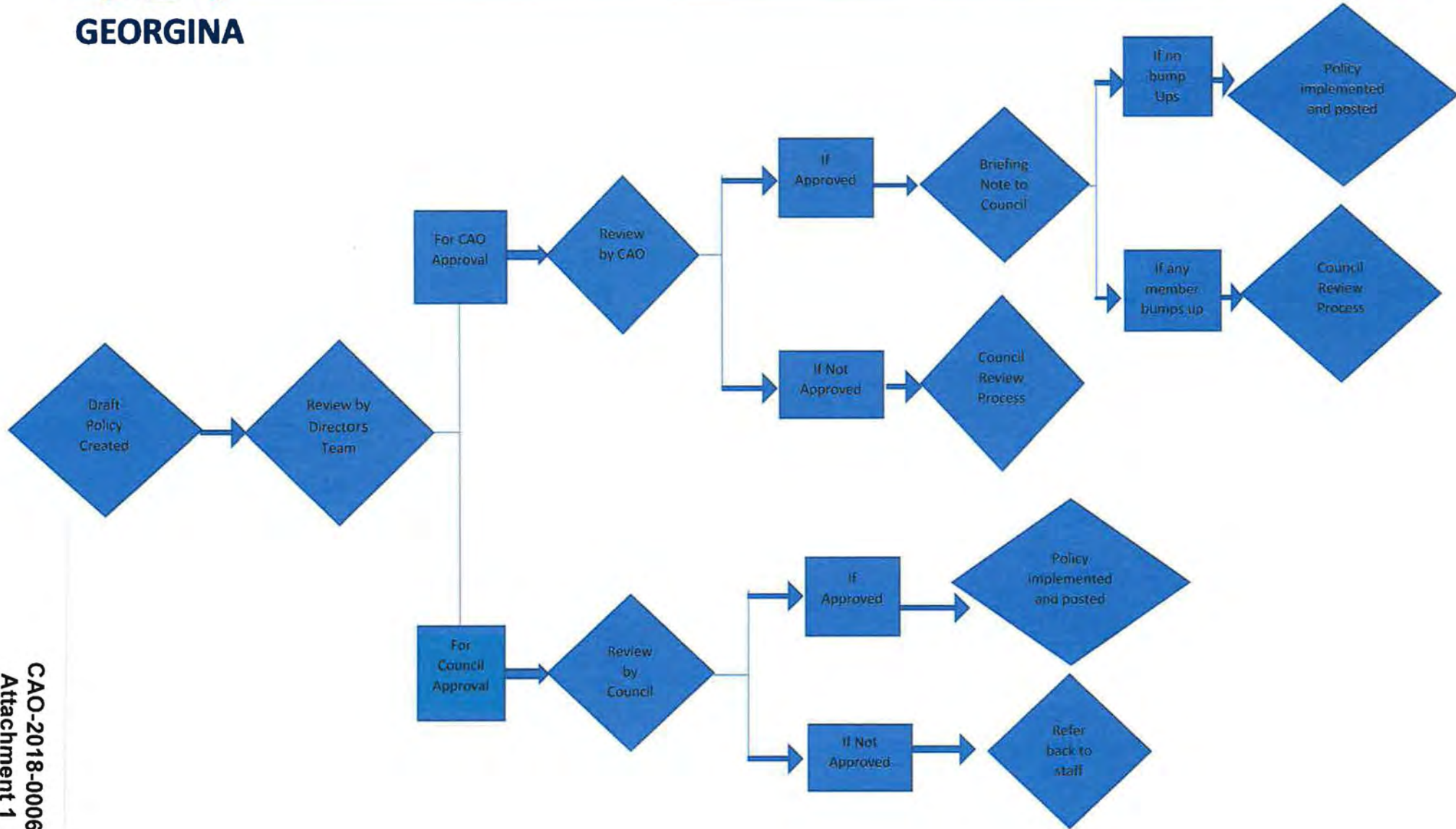
Attachment 1 – Corporate Policy Approval Process Flow Chart

Attachment 2 – Process for Advising Council of CAO Approved Corporate Policies



GEORGINA

Corporate Policy Approval Process



Process for Advising Council of CAO Approved Corporate Policies

A: New CAO-approved policies:

1. Prior to the intended effective date, the CAO or designate shall circulate to Council a Briefing Note together with the new corporate policy, to all Members of Council. Members shall notify the CAO, within 7 days of receipt of the Briefing Note, of any desire for the policy to be "bumped up" to the Council review process.

B: Amendments to CAO-approved policies - *substantive nature*:

1. Prior to the intended effective date, the CAO or designate shall circulate to Council a Briefing Note together with the substantive amendment. Members shall notify the CAO, within 7 days of receipt of the Briefing Note, of any desire for the substantive amendment to be "bumped up" to the Council review process.